

On **FRIDAY, MARCH 25, 2022, CHAIRMAN CARSON GOOD OF THE GREATER ORLANDO AVIATION AUTHORITY** met with Board Member Dr. John Evans to discuss any concerns regarding the upcoming CEO transition period, thoughts on the South Terminal, suggestions and ideas on organizational structure, ideas for suggested standards and goals for the next CEO and team, suggestions to improve small business programs, suggestions to improve employee benefits, and particular projects Dr. Evans would be interested in spearheading. The meeting was held in the first floor conference room of the Comstock Building in Winter Park, Florida. Chairman Carson Good called the meeting to order at 1:33 p.m. The meeting was posted in accordance with Florida Statutes.

Board members present,

Carson Good, Chairman

Dr. John Evans

Also present,

Kevin J. Thibault, Chief Executive Officer

Dan Gerber, Interim General Counsel

CHIEF EXECUTIVE OFFICER TRANSITION GOALS

1. Dr. Evans discussed his goal of a school or a daycare for airport-based employees. Dr. Evans included in the discussion a possible school for older students to learn aviation and airport-oriented skills.
2. Dr. Evans discussed his goals to improve customer experience, including:
 - Have GOAA provide training for the airport partners' trainers
 - Emphasize a culture of consistent high-quality service
 - Benchmark the top quality service organizations to see how they achieve high quality customer service
 - Create new experiences to generate positive customer encounters that people remember
3. Dr. Evans reiterated his point from the Board meeting about managing the impact of inflation on airport stakeholders.
4. Dr. Evans would like to make the experience better for leisure and business travelers, who often have different needs for customer amenities.

SOUTH TERMINAL C CONSTRUCTION AND OPENING

5. Dr. Evans asked Mr. Thibault about his goals for the South Terminal C opening. Mr. Thibault discussed the path to opening.

Chairman Good adjourned the meeting at 2:35 p.m.

(Digitally signed on April 27, 2022)

/s/ Dan Gerber

Dan Gerber

Recording Secretary

/s/ M. Carson Good

M. Carson Good

Chairman