



City of Santa Barbara
Airport Department

DATE: April 16, 2014
TO: Airport Commission
FROM: Tracy Lincoln, Airport Operations Manager
SUBJECT: Upgrade of Terminal Building Wi-Fi

RECOMMENDATION:

That Airport Commission receive a staff report on Wi-Fi access at the airline terminal.

DISCUSSION:

The Airport Department has provided complimentary Wi-Fi service in the Rickard Terminal Building since its opening in August 2011. In late February staff received reports of customer service issues with the Wi-Fi. Specifically the system was dropping signal and at times passengers were unable to log on. Staff contacted the City Information Services Division to troubleshoot the issue and review the overall performance of the Wi-Fi system.

Information Services Division worked with their consultant to conduct a detailed "Wi-Fi Network Performance Survey and Assessment" to review the performance and overall health of the system. The survey included signal strength analysis and mapping throughout the building; a review of the history of system usage; system capacity, and system software/firmware used to distribute the signal.

The survey was completed in March and resulted in several recommendations for upgrade and future monitoring of the system. The first two improvements were completed in the past week and included:

- firmware upgrades for the sonic ports;
- adjustment of the bandwidth signal as per best practices for dense client Wi-Fi deployments; and
- an increase in concurrent user capacity and implementation of "Fairnet" a feature that prevents individual users from monopolizing the signal.

The City's Information Services will be monitoring the systems performance to ensure these enhancements provide the improved performance needed to maintain a high quality Wi-Fi signal for our customers. Staff will report on future changes and upgrades as we implement them to maintain a dependable signal and provide first rate customer service features for the visitors and travelers at the Airport.