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Sustainability Message from the President/CEO

On June 30, 2020, I will retire from the Reno-Tahoe Airport Authority (RTAA) after seven years as the President/CEO. Before my departure, I want to reiterate that it has been an honor and privilege to report highlights of the RTAA’s dedicated and continuing efforts to integrate sustainability principles and practices into all aspects of airport management and operations at both Reno-Tahoe International Airport (RNO) and Reno-Stead Airport (RTS).

Calendar year 2019 was another exceptional year at RNO, serving 4.45 million passengers and marking the fifth consecutive increase in year-over-year passenger growth. 2019 was also a time for the RTAA to reflect on our sustainable foundation and importance within the community. A “We Move You” campaign and partnership was initiated to enhance and strengthen the customer experience and the value our two airports provide the community it serves. The elements are summarized below:

- People - We not only move individuals from place-to-place, but we MOVE them by providing a memorable, positive travel experience.
- Businesses - We help businesses meet their objectives by affording them efficient, cost-effective, and convenient travel routes.
- Air Transportation Industry - We help our industry advance by actively participating in developing new equipment, processes and technology.
- Communities - We provide and stimulate economic opportunity and growth for the region.
- Employees - We invest in our employees, and we treat them with respect.

This year’s sustainability report marks our fourth annual summary of select sustainability initiatives and programs. As always, I would like to thank our dedicated RTAA staff on their efforts to integrate sustainability principles and practices into all aspects of airport management and operations.

Sincerely,

Marily M. Mora, A.A.E.
President/CEO

Our future success is predicated on the continued sustainable approaches to managing our two airports. We move you will help sustainably move you and the RTAA well into the future.
Sustainability Approach (EONS)

Employing the Airports Council International’s EONS approach to help guide our sustainability policies and practices, the RTAA focuses our sustainability program on four connected areas: Economic Viability, Operational Efficiency, Natural Resource Conservation, and Social Responsibility (EONS). These focus areas act as buckets, gathering up their associated initiatives (i.e. programs or actions). Some sustainability initiatives fall into more than one bucket - the best, into all four.

Economic Viability
A balanced checkbook (i.e. the revenues and expenditures of the RTAA match) ensures the future operations and continued viability of our two airports. The RTAA’s economic viability is the fundamental operational requirement underlying all aspects of sustainability. We strive to enhance economic viability by increasing revenue generation, decreasing costs, and investing in long-term projects with a return on capital investment.

Operational Efficiency
Operational efficiency, in its simplest terms, is doing more with less as a result of effective management. The RTAA operates under the traditional expectation that well-run facilities cost less to operate and maintain. Less, in this case, refers to any number of items, from staff hours to vehicle fuel to heating and cooling costs.

Natural Resource Conservation
Conserving and protecting our natural resources is the most easily identifiable sustainability focus area. The RTAA has long been committed to promoting environmental policies that endeavor to use less of our natural resources, to protect our resources from contamination, to reuse whenever possible, and to recycle.

Social Responsibility
Airports function in a social setting. Our customers include passengers, pilots, tenants, and employees, in addition to the residents and businesses in the surrounding community. Our social responsibility lies in enhancing the customer experience, while fostering understanding of the value that airports provide to the community.
Sustainability Initiatives

The RTAA’s sustainability initiatives include many beneficial programs, actions, and technologies that have been incorporated into our business practices. Each initiative has a lasting impact to one or more of the sustainability focus areas. The following pages highlight some of our 2019 sustainability initiatives.
**Initiative:** Complete aircraft rescue fire fighting (ARFF) annual live fire training at RNO.

- Provides training to all ARFF personal in a more economical manner
- Provides mutual aid training and strengthens agency cohesion
- Provides realistic live fire training in a safe and controlled environment
- Uses propane and natural gas for a clean environment

**Target:** Utilize realistic aircraft simulator to facilitate 2019 Annual ARFF live fire training at RNO.

**Achievement:** Successfully performed Federal Aviation Administration (FAA) compliant Index C annual ARFF training, including mutual aid training with Reno Fire.

**In Practice:** RNO ARFF continually demonstrates its special category of firefighting that involves the response, hazard mitigation, evacuation and possible rescue of passengers and crew of an aircraft involved in (typically) an airport ground emergency.
Initiative: Issue a Request for Proposals to solicit proposals that will best serve and enhance the General Aviation (GA) facilities available at RNO.

Target: Encourage additional Fixed Based Operator (FBO) facilities at RNO to fulfill the RTAA’s Board of Trustees’ policy directive to replace existing hangar facilities on the west side of the airfield with new GA facilities on the east side of the airfield.

Achievement: Selected Stellar Aviation of Reno-Tahoe, LLC to develop a GA campus that includes the addition of a 2nd FBO, construction of T-hangars, Box hangars and other GA facilities such as a community assembly building and a fuel farm facility which will include a self-service AvGas station and aircraft wash rack facility.

In Practice: Airport Economic Development partners with interested developers to build facilities and provide services that will encourage a competitive business environment for FBO and Maintenance Repair Overhaul (MRO) operators and that will help facilitate the implementation of RNO Master Plan.
**Initiative:** Facilitate the critically needed Runway 16R/34L reconstruction project with phase I construction at RNO.

**Target:** Initiate Runway 16R-34L Reconstruction Project, Phase 1 - Runway 16L-34R Shoulder & East Lighting Vault project at RNO.

**Achievement:** RTAA Board approved President/CEO to award a construction contract for the Runway 16R-34L Reconstruction Project, Phase 1 - Runway 16L-34R Shoulder & East Lighting Vault project at RNO, with Granite Construction Company, in the FAA Grant amount of $14,235,235 on March 12, 2019.

**In Practice:** Engineering worked closely with Airfield Maintenance and determined that the existing 16L-34R asphalt concrete (AC) shoulders and blast pads, constructed in 1994, are at the end of the design and useful life and require reconstruction.
**Initiative:** Repave Airfield Maintenance Facility Yard.

**Target:** Reconstruct approximately 100,000 square feet of 41-year old asphalt pavement located at the RTAA’s Airfield Maintenance Yard, to restore drainage, eliminate safety hazards and improve operational efficiency of equipment maintenance.

**Achievement:** Successfully restored the area drainage, returned Pavement Condition Index from 0 to 100, and eliminated the safety hazards. Additionally, installed concrete pads in front of equipment service bays to prevent future damage from heavy equipment parking/maintenance.

**In Practice:** Airfield Maintenance works closely with construction contractors to restore the operational efficiency and safety of equipment maintenance and personnel and the working life of the pavement.
Initiative: Brand RNO to more accurately reflect our foundation and importance within the community.

Promotes RNO as an economic hub for business and leisure pursuits

Strengthens customer relationships and passenger experiences

Promotes environmental and sustainable policies

Effectively and efficiently unifies all airport employees in a common focus

Target: Enhance and strengthen the customer experience and the value RNO provides to the community.

Achievement: The “We Move You” brand signifies the RTAA’s strategic commitment to serving our customers and community.

In Practice:

People
We not only move individuals from place-to-place, but we MOVE them by providing a memorable, positive travel experience.

Businesses
We help businesses meet their objectives by affording them efficient, cost-effective, and convenient travel routes.

Air Transportation Industry
We help our industry advance by actively participating in developing new equipment, processes and technology.

Communities
We provide and stimulate economic opportunity and growth for the region.

Employees
We invest in our employees, and we treat them with respect.
Initiative: Install a liquid holding station at the TSA checkpoint entrance.

Target: Install a liquid holding station at the TSA checkpoint entrance for passenger convenience, easier recycling and less waste.

Achievement: Installed liquid holding station and collected over 7,200 gallons of liquid which equates to approximately 57,000 plastic bottles. Passengers can now dispose of their liquids before going through the TSA checkpoint and then refill their container at post security water stations.

In Practice: Facilities & Maintenance continually look for better ways to improve our recycling efforts while also improving on our passengers’ experiences.
Initiative: Upgrade the existing Parking Access and Revenue Control System (PARCS) at RNO.

Provides secure, advanced payment options and reduces operating costs
Improves customer service and experience
Reduces vehicle wait-times and emissions generated during idling
Enhances reporting capabilities and equipment reliability

Target: For improved customer service, modernize the PARCS equipment with the most up to date technology and bring the system into compliance with payment card industry standards.

Achievement: Upgraded and integrated PARCS system to enable the parking program at RNO to bridge an important gap between current and future upgrades for improved customer safety, security, and convenience.

In Practice: Landside Operations manages the parking access and revenue control systems at RNO to meet the needs of our customers with modernized facilities and enhanced parking technology.
**Initiative:** Identify measures to increase recycling and reduce hazardous waste disposal.

*Reduces Hazardous Waste Disposal and Management Costs*

*Provides users with safe disposal methods for hazardous aerosol spray cans*

*Promotes recycling of used aerosol cans and reduces environmental impact*

*Provides more efficient means of managing waste*

**Target:** Initiate a spent aerosol can management and recycling system to better manage empty aerosol cans and improve management of potential hazardous wastes.

**Achievement:** Acquired aerosol can puncturing and waste collection system allowing the conversion of spent aerosol cans to be recycled rather than managed as a hazardous waste.

**In Practice:** Airfield Maintenance initiated a spent aerosol can management measure that facilitates recycling, protects the environment, and reduces hazardous waste disposal costs.
**Initiative:** Upgrade building control systems to increase energy efficiency, improve climate controls, and reduce energy costs.

- Reduces energy costs and improves resiliency against rising energy costs
- Provides a more comfortable and healthy interior environment
- Reduces consumption of natural resources and reduces greenhouse gas emissions
- Manages energy usage more efficiently

**Target:** Automate and integrate Phase III building control systems for improved comfort and greater energy efficiency.

**Achievement:** Completed Phase III upgrade and installation of Delta Controls® building control systems, resulting in an energy reduction of approximately 15 percent or approximately 145,000-kilowatt hours annually. Additional benefits included a significant decrease in climate control complaints.

**In Practice:** Facilities & Maintenance continually demonstrates its commitment to energy conservation and energy efficiency, not only to reduce energy costs but also to provide healthy and comfortable interior spaces for passengers and airport.
Initiative: Replace aircraft parking apron (Concourse) high-energy lighting fixtures with energy efficient Light-Emitting Diode(s) (LEDs).

Reduces energy costs and improves resiliency against rising energy costs
Endorses environmental awareness and sustainability
Reduces consumption of natural resources and reduces greenhouse emissions
Manages energy usage more efficiently

Target: Retrofit and replace antiquated high-energy use lighting fixtures with energy efficient LED lighting fixtures.

Achievement: In 2019, reduced annual lighting energy usage by approximately 200,020 kilowatt hours annually with replacement of 20 fixtures.

In Practice: Facilities & Maintenance continually demonstrates its commitment to energy conservation and energy efficiency, not only to reduce energy costs but also to endorse environmental awareness and sustainability.
**Initiative:** Use digital marketing technology to support our airline partners in attracting more customers and drive sales.

- Provides a more cost-effective and measurable result
- More efficiently manages ad campaigns and targets
- Fosters customer relationships and improves customer experiences
- Less of an environmental impact compared to print ads

**Target:** Initiate “Do You RNO?” digital marketing campaign across numerous digital platforms to attract customers to RNO.

**Achievement:** Within seven months, exceeded $6 million in flights booked and user interactions exceeded 32K connections.

**In Practice:** Marketing and Public Affairs digital marketing campaigns across all paid media channels, resulted in more than 52 million impressions, generating 132k sessions, of which more than 92k were new users. A single use generation program revealed that when using a standard conversion rate of one booking for every 3,407 impressions, the campaign generated a total of 15,369 traveler bookings.
Initiative: Initiate design for the rehabilitation of the Aircraft Parking Apron and Taxiway Alpha at RTS.

Promotes efficient construction techniques for reduced construction costs
Enhances safety and improves customer service
Promotes recycling and natural resource material reduction
Supports increased strength and long-term resiliency

Target: Initiate design services for the reconstruction of approximately 241,000 square yards of existing asphalt aircraft parking apron and approximately 49,500 square yards of Taxiway Alpha at the RTS.

Achievement: RTAA Board approved President/CEO to execute a Professional Services Agreement (PSA) with Kimley-Horn, in the FAA Grant amount of $1,088,382 for design services on August 19, 2019.

In Practice: The RTS Team worked closely with the Engineering Department and concluded that the existing asphalt apron and adjoining Taxiway Alpha have deteriorated and are at the end of their useful lives. The apron was previously rehabilitated between the years 1994 to 1996 (3 phases) and Taxiway Alpha was rehabilitated in 1995. The FAA has identified a non-standard intersection at Taxiway A2 and the apron.
Initiative: Increase utilization of sustainable landscaping at RNO.

Decreases maintenance time and costs
Creates a healthier environment for our community
Maximizes the environmental benefits of landscaping
Promotes a more efficient approach to landscape management

Target: Implement a sustainable landscape maintenance plan to enhance the aesthetics, function, and health of RNO’s vegetative communities.

Achievement: Replaced unhealthy monoculture vegetation areas with more biologically diverse vegetation types, improving the aesthetics, function, and health of RNO’s vegetative communities.

In Practice: The Airfield Maintenance Department implemented a sustainable landscape maintenance plan to create a healthy and diverse vegetative landscape at RNO.
**Initiative:** Expand the RTAA Employee Assistance Program (EAP) to include additional services.

- **Fosters and strengthens organizational resiliency**
- **Increases employee well-being, both at home and at work**
- **Increases employee productivity and interpersonal team relationships**

**Target:** Provide employees access to an expanded EAP that focuses not just on counseling services but on their total well-being.

**Achievement:** In addition to confidential counseling services, added enhanced resources which include:

- Work-Life Solutions
- Legal Guidance
- Financial Resources
- GuidanceResources® Online
- Critical Incident Stress Management

**In Practice:** Employees now have access to work-life specialists that can assist them with referrals or customized resources for almost anything on their to-do list.
**Initiative:** Enhance the use of local Disadvantaged Business Enterprise (DBE) businesses on airport projects that are federally funded.

- Provides employment opportunities for certified DBE businesses in the area
- Promotes utilization of DBE businesses by the large contractors and encourages diversity
- Augments the existing workforce available in the community

**Target:** Institute DBE contract goals in all federally funded projects at RNO & RTS.

**Achievement:** Recognized member of the Nevada Unified Certification Program and implemented organizational policy to ensure that DBEs have the maximum opportunity to compete for and perform contracts with the RTAA.

**In Practice:** The RTAA encourages contract procurement participation by all firms regardless of business size or ownership.
**Initiative:** Implement Air Service 101 Sessions to promote and educate community stakeholders on current RNO air service as well as factors affecting air service locally and nationally.

**Target:** Coordinate and facilitate informative Air Service 101 Sessions with various community entities and stakeholders to create customer advocates and ambassadors who proactively support RNO air service and local economic growth.

**Achievement:** Directed twelve (12) effective Air Service 101 Sessions, promoting bilateral communications between the community stakeholders and the RTAA, facilitated data exchange, and strengthened mutual efforts on air service development and local economic growth.

**In Practice:** The Air Service Development Department effectively coordinates with community stakeholders and partners in our mission. They create customer advocates and ambassadors who understand the importance and share the benefits of using and supporting air service at RNO.
**Initiative:** Provide opportunities for employees to take ownership of the organizational culture through Culture Club membership and leadership.

- **Supports employee retention, promotes stability and economic efficiency**
- **Promotes employee development and commitment**
- **Enhances employee engagement and increases organizational success**

**Target:** Support the RTAA’s continued “cultural evolution” through employee involvement.

**Achievement:** The RTAA Culture Club has been going strong for five years! The iTeam (Innovation Committee) was added and membership continues to grow.

**In Practice:** Employees are invested in a healthy organizational culture through planning and implementation of activities in one of six committees: Values, Communication, Recognition, Events, iTeam (innovation) and the Caring Campaign.
**Initiative:** Identify and establish RNO as a nationally recognized Safe Place.

*Promotes and ensures economic equity*  
*Supports immediate and accessible resources and assistance*  
*Promotes effective partnerships and presence*

**Target:** Establish RNO as a Safe Place, joining the community’s network of businesses that provide a safe location for distressed individuals seeking help.

**Achievement:** Working with community partner, the Children’s Cabinet, RNO established itself as the first hub airport in the country to be designated a Safe Place.

**In Practice:** All badged employees are trained on actions to take if they are approached by someone asking for a Safe Place. RTAA employees are further trained to connect the individual with resource partners for assistance.

[www.nationalsafeplace.org](http://www.nationalsafeplace.org)
**Initiative:** Establish the “RTAA Win-Win Internship Program” for current or recent college graduates, providing real world experience - real projects, real challenges, and real success.

Supports the future of the aviation industry through opportunities for those entering the field
Enhances our current workforce and cultivates aviation specific talent for future vacancies
Increases efficiencies and provides much-needed assistance on projects

**Target:** Develop and implement a program that further establishes our role as a community partner and aviation-industry trendsetter.

**Achievement:** Employed two local college students for the summer: one in Airfield Maintenance and one in Operations/Public Safety.

**In Practice:** The HR Team collaborated with other divisions to provide opportunities for college students to practice and blend their education and training with real-world application in order to gain knowledge and experience, simultaneously providing RTAA with assistance on internal projects.
**Initiative:** Enhance collaborative efforts with the Regional Air Service Corporation (RASC) on sustaining and expanding air service at RNO.

- Invests in maintaining and developing air service
- Supports and connects the community and visitors to existing and new destinations
- Dedicates and contributes to supporting air service

**Target:** Promote RTAA representation at RASC meetings in CY 2019, including Marketing Committee, Executive Committee, Strategy meetings, Board Meetings and ad-hoc meetings as needed.

**Achievement:** RTAA’s collaboration contributed to the development of an overarching strategic plan and balanced approach for RASC spend allocations by market.

**In Practice:** The Air Service Development Department serves as a lead contributor and coordinator of RASC development efforts by providing data, airline strategy insight, marketing ideas and key airline contacts.
Initiative: Maintain a strong and stable financial condition.

Reasonable cost per enplaned passenger is an important factor in air service decisions

Sufficient cash and liquidity cushions against periods of volatility

Low debt and sustained infrastructure = low and historically stable operating cost

FY 2018-19 Fiscal Year

Target: Cost per enplaned passenger: ≤$7.07
Days cash on hand: >449 days
Debt to enplaned passenger: ≤$7.75

Achievement: Cost per enplaned passenger: $5.57
Days cash on hand: 546 days
Debt to enplaned passenger: $6.75

In Practice: Accounting and Finance strive to maintain RNO & RTS as cost competitive airports, while ensuring adequate and flexible funding to retain and expand air service, invest in capital improvements, and cover the day-to-day operational expenses.

FY 2018-19 PLEDGED REVENUES

- Airline Operating: $14,690,647 (27%)
- Investment Interest: $1,183,298 (2%)
- Other Non-Operating: $331,105 (1%)
- Non-Airline Operating: $37,859,089 (70%)
**Initiative:** Conduct cost effective, well-branded outreach to job seekers in order to attract highly-qualified talent into the organization.

- **Decreases operational costs associated with in-person job fairs**
- **Enhances connection between the RTAA’s brand and organizational job opportunities**
- **Connecting to a broader audience**

**Target:** To enjoy all of the benefits of an in-person job fair (learning about available jobs and employers), but doing it virtually.

**Achievement:** Participated in the Tahoe Works Virtual Job Fair on May 8th and 9th, which was a region-wide event organized by the Tahoe Chamber and North Lake Tahoe Chamber, Convention Visitors Bureau, and Resort Association. Four (4) open positions were actively recruited for among the 372 participants.

**In Practice:** HR staffed a virtual booth at the job fair that was branded with our organizational logo and values, which provided job seekers with information about current job openings and the benefits of working for the RTAA!
Initiative: Increase non-airline revenue opportunities with third-party development of vacant lands.

Target: Initiate construction of the Aloft Hotel located at the corner of Plumb Lane and Terminal Way.

Achievement: Construction on the Aloft Hotel continues to move forward on schedule with an anticipated hotel construction completion date of March 2020 and a tentative Grand Opening event in May 2020.

In Practice: AED strives to seek out opportunities to increase non-airline revenue generation. Working closely with other departments, AED ensures that the project moves forward to provide additional accommodations for RNO travelers.
Initiative: Complete Airport Communications (AirCom) Center systems replacement project.

Promotes cost effective facility operations and sustainment of systems

Provides improved personnel comfort and utility especially during irregular operations and emergency conditions

Improves facility and personnel efficiencies and consistency with industry standards and practices

Target: Replace and upgrade the AirCom Center equipment and remodel interior space of the AirCom Center and Emergency Operations Center.

Achievement: Redesigned and updated the RTAA’s integral focal point for improved airport operations through normal conditions, irregular operations, and emergency situations.

In Practice: AirCom and the EOC rely upon many important technologies to ensure the safe and secure operation of the Airport terminal, airfield and surrounding properties.
**Initiative:** Replace oldest Passenger Boarding Bridges at RNO.

**Results in lower life-cycle costs and reduces manpower requirements**

**Provides better aesthetics and passenger experience, including comfort and ADA features**

**Boosts more efficient, expeditious, and safer passenger movement between terminal and aircraft**

**Target:** Replace six (6) passenger boarding bridges at select Concourse B and C locations that were originally installed in 1996.

**Achievement:** Passenger bridge replacement resulted in technologically advanced and more efficient passenger accommodations.

**In Practice:** Passenger boarding bridges provide all-weather access to move passengers and their carry-on luggage between the second floor of RNO concourses and the aircraft they are boarding or disembarking.
**Initiative:** Identify best method for applying rental rates to non-commercial RTAA-owned general aviation (GA) hangars.

- Establishes annual consumer price index measures
- Promotes equitable rates and charges for all aircraft hangar rentals
- Establishes more efficient procedures for future comparative rent analyses

**Target:** Determine best methodology for deriving and adjusting rental rates for aeronautical, non-commercial T-hangars owned by the RTAA.

**Achievement:** Implemented recommended methodology for establishing aeronautical, noncommercial hangar rental rates as determined by a GA Hangar Rent Study conducted by the Aviation Management Consulting Group.

**In Practice:** RTAA’s Executive Management directed a bipartisan study setting forth equitable rates and charges, including rebates as necessary to all GA hangar rentals.
**Initiative:** Upgrade the Airport Noise and Operations Monitoring System (ANOMS).

**Target:** Procure and institute a new contract for operating and maintaining the RTAA’s existing ANOMS noise monitoring devices, flight tracking, and complaint management software.

**Achievement:** Successfully awarded a new competitively cost contract that resulted in ANOMS upgrades and enhancements to the interactive reporting and information features/options.

**In Practice:** Since 2010, the Planning Department has maintained ANOMS as an effective component of the noise program and a valuable tool to address aircraft noise complaints.
**Initiative:** Diversify RTAA fundraising efforts to increase support of local affiliated charities.

**Target:** Support a local and RTAA-affiliated charity (Eddy House) through a common cause and peer-to-peer fundraising event.

**Achievement:** The RTAA5K resulted in over 50 participants generating approximately $900.00 in peer-to-peer fundraising contributions to the Eddy House.

**In Practice:** RTAA’s Thrive Value Committee hosts charity events dedicated to supporting the local community. These activity driven events successfully raise money for good causes and social awareness.
**Initiative:** Enhance the RTAA’s community-oriented assistance program by hosting Operation Santa Claus.

**Target:** Showcase the community-oriented giving nature of the RTAA and its employees.

**Achievement:** Successfully hosted Operation Santa Claus on December 7, 2019, supporting 25 families within the community.

**In Practice:** The RTAA hosts Operation Santa Claus (OSC), a holiday charity event to benefit low income families associated with The Children’s Cabinet. With other aviation partners, OSC provides a meal, entertainment and a parade of aircraft to the delight of two dozen families from northern Nevada. The event culminates with each family visiting Santa and receiving a fully-decorated Christmas tree and gifts for each family member.
Sustainability Indicators

Flights to/from Reno-Tahoe International Airport

Visit www.renoairport.com for an online searchable flight tool.

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## Economic Viability

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<th>FINANCIAL</th>
<th>UNIT</th>
<th>COMMENT</th>
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<th>FY 16/17</th>
<th>FY 17/18</th>
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## Operational Efficiency

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<th>FY 16/17</th>
<th>FY 17/18</th>
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<td><strong>Operations and Public Safety</strong></td>
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<td>Training Exercises and Inspections</td>
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<td>FAA Part 139 Deficiencies²</td>
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<td>Auto Parking Transactions</td>
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<td>510,167</td>
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<td>ARFF/Police Responses</td>
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<td><strong>Annual Work Orders</strong></td>
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<td>14,547</td>
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<td>Corrective Maintenance</td>
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<td>2,578</td>
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<td>3,864</td>
<td>4,922</td>
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<td>PM Costs Compared To Total Maintenance Costs</td>
<td>Percent</td>
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<td>62.73</td>
<td>63.71</td>
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<td>706</td>
<td>656</td>
<td>768</td>
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Data Source: RTAA 2018  
¹ Annual Aircraft Operations provided are calendar year totals 2015, 2016, 2017, 2018 (January 1 through December 31).  
² FAA Part 139 Deficiencies were immediately corrected.
## Natural Resource Conservation

<table>
<thead>
<tr>
<th>ENVIROMENTAL</th>
<th>UNIT</th>
<th>COMMENT</th>
<th>FY 15/16</th>
<th>FY 16/17</th>
<th>FY 17/18</th>
<th>FY 18/19</th>
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</thead>
<tbody>
<tr>
<td><strong>Airport Utilities</strong></td>
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<tr>
<td>Electric</td>
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<td>612,445</td>
<td>793,365</td>
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<td>Water</td>
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<td>37,419,600</td>
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<td><strong>De-icing Operations</strong></td>
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<tr>
<td>Aircraft De-icing</td>
<td>Gallons</td>
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<td>146,312</td>
<td>147,317</td>
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<td>139,321</td>
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<td>Aircraft De-icer Collected/Treated</td>
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<td>10,865</td>
<td>7,411</td>
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<td>Aircraft De-icer Recovered</td>
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<td><strong>Waste Management</strong></td>
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<td>Waste To Landfill</td>
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<td>709</td>
<td>689</td>
<td>865</td>
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<td>Terminal Recycling</td>
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<td>Diversion Rate</td>
<td>Percent</td>
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<td>Gasoline</td>
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<td>23,141</td>
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<td>Diesel</td>
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<td>20,276</td>
<td>21,574</td>
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<td>20,507</td>
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Data Source: RTAA 2018
## Social Responsibility

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<thead>
<tr>
<th>COMMUNITY</th>
<th>UNIT</th>
<th>COMMENT</th>
<th>FY 15/16</th>
<th>FY 16/17</th>
<th>FY 17/18</th>
<th>FY 18/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Satisfaction</td>
<td>Rating</td>
<td>7 Point Scale</td>
<td>6.49</td>
<td>6.55</td>
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<td>Daily Departures</td>
<td>Number</td>
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<td>56</td>
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<td>63</td>
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<tr>
<td>Non-Stop Destinations</td>
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<td>23</td>
<td>23</td>
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<td>Average Daily Seats</td>
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<td>6,680</td>
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<tr>
<td>Total Annual Seats</td>
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<tr>
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<td>2,253</td>
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<td>665</td>
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</table>

Data Source: RTAA 2018