



**Reno-Tahoe  
Airport Authority**

# RTAA Sustainability Report 2021



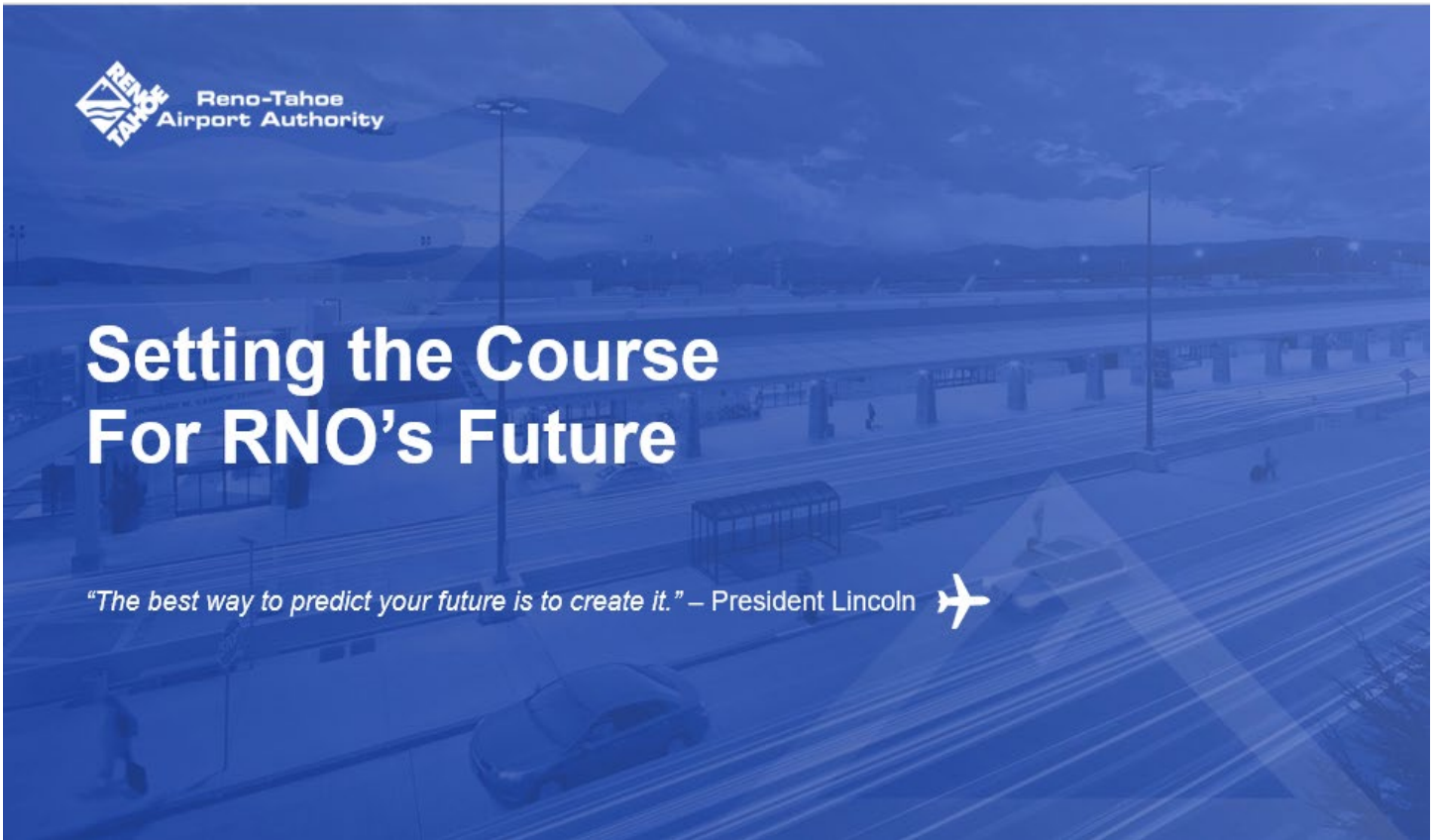
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## Sustainability Message from the President/CEO



2021 was a year that marked the beginning of global recovery. COVID vaccines were widely available, mask mandates started to lift, and domestic air travel returned. A perfect storm of pent-up vacation demand, a natural desire to make up for lost time and lost trips, and numerous opportunities to travel to regions with wide-open spaces all contributed to the “Revenge Travel” trend. This resulted in air travel’s return to the Reno-Tahoe International Airport (RNO) quicker than expected and by July 2021, RNO enplanements had returned to or exceeded 2019 levels.

2021 was also a year that our accomplishments as an airport team gave me another reason to be excited about the future of the Reno-Tahoe Airport Authority (RTAA). We’ve revisited decisions and made operational changes to allow us to recover, adapt, and grow from disruptions that occurred from the COVID pandemic. Despite challenges, there was continued commitment from staff and airport partners to provide the best airport experience to our customers.

A big part of a positive airport experience is a focus on sustainability and resilience, which work hand in hand. Sustainable practices contribute to resilience and resilience builds sustainability. Together, these two concepts play an important role in our future, as we continue to provide world-class customer service and demonstrate the value our two airports provide the communities we serve.

The future of RNO is more, and that is clearly demonstrated by a record-level of non-stop destinations and 13 airlines serving RNO, another history-making number. This year’s sustainability report marks our 6<sup>th</sup> annual summary of select initiatives and programs and because we call northern Nevada home, we are proud to focus on ways to sustainably meet the aviation needs of our growing region.

Sincerely,

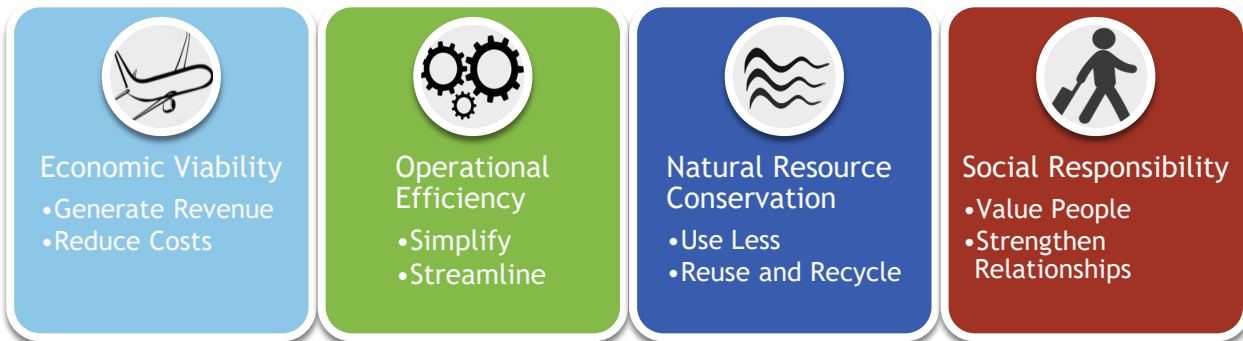
A handwritten signature in black ink, appearing to read "Daren Griffin". The signature is fluid and cursive.

Daren Griffin, A.A.E.  
President/CEO



## 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**

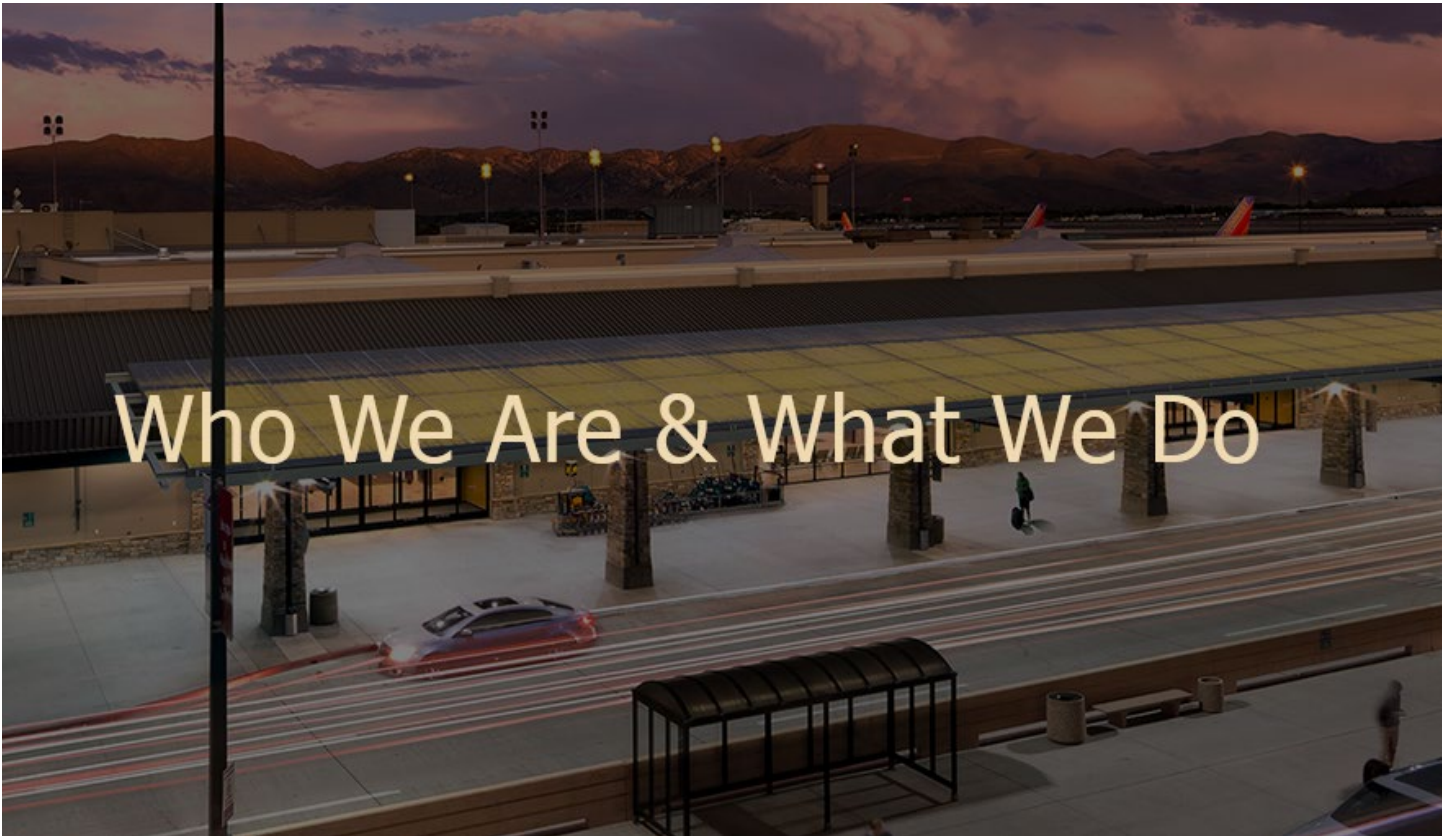
Conserving and protecting our natural resources is the most easily identifiable sustainability focus area. The RTAA has long been committed to promoting environmental policies that endeavor to use less of our natural resources, to protect our resources from contamination, to reuse whenever possible, 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 2021 sustainability initiatives.



## Initiative: Conduct an air Travel Sentiment Survey (TSS) update to measure changes to regional willingness to travel during the COVID pandemic.

EONS FOCUS AREAS



Provides a more cost-effective and measurable result.



Continually validates air service strategy and adapts marketing objectives.



Identifies common markets and increased business support for air service.

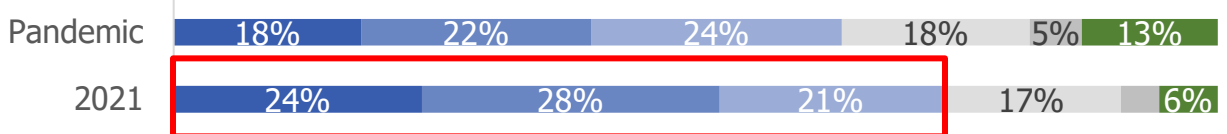
**Target:** Conduct a follow-up TSS to the previous November 2020 survey, to measure any significant changes in community travel sentiment due to the on-going COVID pandemic.

**Achievement:** The 2021 TSS was completed in June. Results identified that air travelers were largely vaccinated and increasingly comfortable traveling by air. Majority of air travelers surveyed were leisure-focused, indicating that business travel remains lower than pre-pandemic.

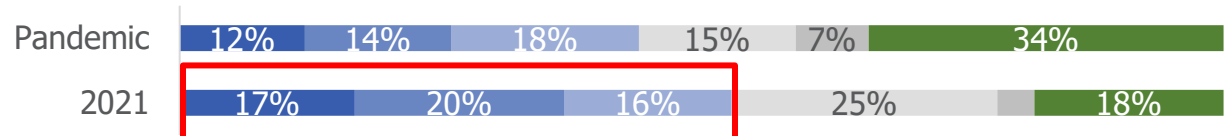
**In Practice:** Air Service Development continually tracks the changing travel sentiment of the Reno-Tahoe region to determine common market destinations for our business partners. Understanding this sentiment helps the airport strategize air service development and prioritize markets.

**Question:** *When do you anticipate taking your next airplane trip for...*

### Leisure



### Business






■ Within the next 30 days     
 ■ Within the next 3 months     
 ■ Within the next 6 months  
■ Within the next 12 months     
 ■ More than 12 months from now     
 ■ Not Sure

*Pandemic data taken from 2020 RTAA Sentiment Survey Report n=1479*

**Initiative:** Provide fiscal relief to RNO concession tenants by leveraging available FAA grants and supplementing with RTAA funds to assist with COVID pandemic recovery.

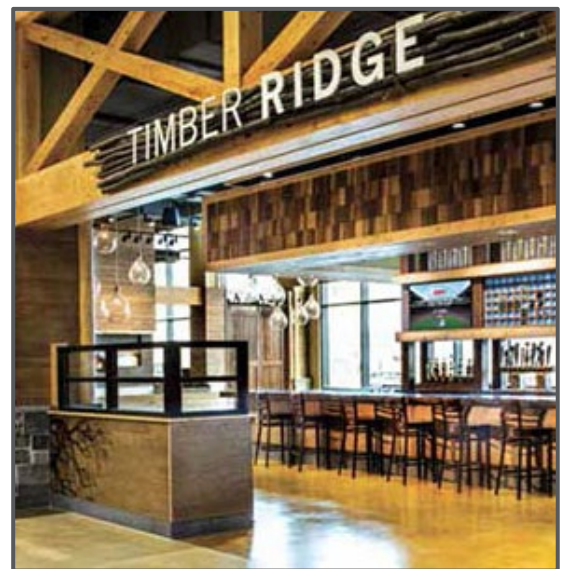
EONS FOCUS AREAS

-  Provides necessary fiscal relief to assist concession partners with COVID pandemic recovery.
-  Allows RNO concession operators to remain operational and able to provide goods & services.
-  Ensures RNO passengers have access to concession offerings and a positive travel experience.

**Target:** Secure concession-specific FAA relief grants through the Coronavirus Response and Relief Supplemental Appropriation Act, 2021 (CRRSA) and administer distributions supplemented by RTAA funds to eligible RNO concession tenants to waive Minimum Annual Guarantee (MAG) payment obligations.

**Achievement:** On June 11, 2021, the RTAA Board approved FAA CRRSA allocations and MAG waivers which were applied to concessionaire accounts in FY 20-21.




**In Practice:** Commercial Business Development works within a unique legislative environment to facilitate the distribution of federal funds to RNO concessionaires, allowing them to focus on operations and ensure RNO passengers have necessary amenities when traveling through the airport.





## Initiative: Conduct airport-wide job fairs throughout the year.

EONS FOCUS AREAS

-  Combines efforts with tenants & vendors to ensure airport-wide staffing levels can support traffic levels.
-  Reduces the workload for each tenant & vendor and eliminates the need to coordinate separate job fairs.
-  Pools resources to enhance relationships and provides support to all areas of the airport.

**Target:** Conduct airport-wide job fairs as needed and combine resources in advertising & logistics/space rental and create a regular event that the airport can rely on to address the talent shortage. Staffing is critical to achieve revenue goals for all areas at the airport.

**Achievement:** Successfully hired many employees across the airport and reduced the risk of lost revenue due to staffing shortages, during two airport-wide jobs fairs.

**In Practice:** People Operations works with airport tenants to create regular job fairs that provide hiring opportunities. Joint efforts make us stronger in the community and able to get the airport brand out there to better attract talent in this tight labor market.





## Initiative: Implement an electronic time and attendance system for all RTAA employees.

EONS FOCUS AREAS



Decreases operational costs through efficient payroll processing.



Ensures accuracy of timekeeping data and compliance with employment laws.



Saves thousands of sheets of paper by discontinuing paper timecards and time-off requests.

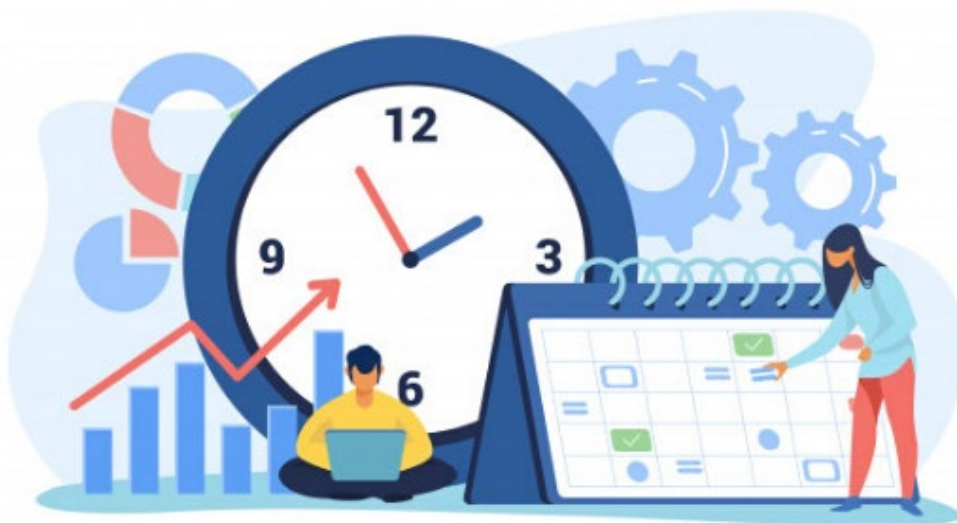


Increases employee satisfaction with user-friendly system that “does the math” for them.

**Target:** Implement a new electronic timekeeping system, thereby replacing paper timecards, time-off requests, and the need to manually enter employee work time into payroll.

**Achievement:** Successfully moved all employees to the electronic system. As of July 5, 2021, paper timecards and time-off requests were eliminated!

**In Practice:** A multi-department project team used a phased approach to transition each employee group over a 5-month period. Numerous employee and supervisor meetings were held to demonstrate how to utilize the new system and parallel tracks were conducted to ensure employee work time was captured correctly.



## Initiative: Create a comprehensive, user-friendly guide to organizational culture for all employees.

EONS FOCUS AREAS



Recognizes the importance of culture and values, inspires dedication, and reduces unwanted turnover.



Reduces paper consumption as the Culture Guide is only accessible on The Hub/Intranet.



Inspires employee satisfaction by defining the aspects of our culture, promoting engagement & retention.

**Target:** Create and roll out a Culture Guide that defines each employee’s individual responsibility to contribute to the success of the RTAA through individual commitment to shared goals, respectful behavior, and discretionary effort.

**Achievement:** Successfully implemented the Culture Guide with an organization-wide roll-out in October of 2021.

**In Practice:** People Operations understands that connecting employees to the Mission, Vision, and Values leads to a happier, more productive workplace. The Culture Guide provides those connections in a friendly voice (vs. “policy-speak”), encouraging employees to consider the importance of every person and every position in accomplishing our goals.



## Initiative: Acquire a new Class IV 1500-gallon Aircraft Rescue Firefighting (ARFF) apparatus.

EONS FOCUS AREAS



Promotes cost-effective ARFF equipment operations and sustainment.



Ensures greatest reliability and operational efficiency.



Increases longevity of fleet and reduces environmental impacts with new, cleaner technology.



Enhances health and safety of firefighters and modernizes the RNO ARFF services.

**Target:** Replace twenty-year-old ARFF Class IV apparatus (Fire 4) with a new Class IV ARFF apparatus. On average, ARFF vehicles normally have a 10- to 12-year service life and Fire 4 is well beyond that and maintenance & repair costs exceed the original acquisition price.

**Achievement:** On December 9, 2021, the RTAA Board approved the equipment contract to purchase a new Class IV 1500-gallon ARFF apparatus. The new Rosenbauer Panther ARFF vehicles meet worldwide standards and requirements and are specifically intended for use at airports.

**In Practice:** ARFF's primary role is the ability to rapidly mobilize and respond to emergencies on the airfield. Additionally, operators of Part 139 airports must provide ARFF services and equipment to meet their airport index.



2004 E-One ARFF Truck



2022 Rosenbauer-Panther ARFF Truck



## Initiative: Coordinate an electronic recycling event for RTAA employees.

EONS FOCUS AREAS



Takes advantage of financial benefits associated with recycling and reusing these products.



Extends the operational life of valuable products.



Offers an environmentally friendly solution for wasteful disposal.

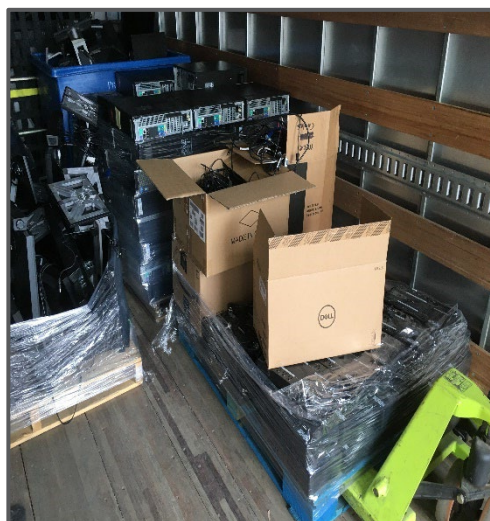
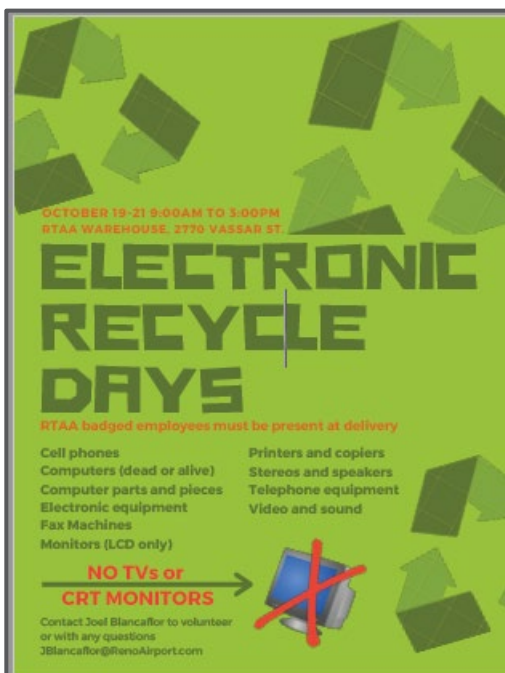


Promotes positive social stewardship and community benefit.

**Target:** Coordinate an electronic e-waste collection event to provide RTAA employees an opportunity to donate their unwanted or unused electronics for reuse.

**Achievement:** Partnered with Computer Corps to collect over 3,000 pounds of electronic devices that will be refurbished, upgraded, tested, and then donated at little or no cost to seniors, at-risk children, low-income families, displaced workers, and disabled individuals in the local community.

**In Practice:** Technology & Information Systems partnered with Computer Corps, a non-profit organization dedicated to providing access to computer technology and skills training for under-served families in the community, while eliminating electronic scrap (e-waste) in our nation's landfills.



## Initiative: Continue efforts to enhance regional air service to short-haul destinations with an RNO-based air carrier.

EONS FOCUS AREAS



Enhances regional air service and airport revenues.



Responds to local demands for short-haul flights to and from RNO.



As a RNO based airline, aha! is committed to growing their RNO & Reno-Tahoe community footprint.

**Target:** Continue to employ strategies to retain, expand, and attract new air carriers and new non-stop markets to RNO.

**Achievement:** aha! Airlines, which stands for “air, hotel, adventure” began service in October 2021. This RNO based airline, operated by ExpressJet, is the first airline to use RNO as a hub since 1999. aha! currently serves nine routes between RNO and airports in California, Oregon, and Washington. aha! plans to grow its route map and its fleet of 30-seat Embraer 145 aircraft in 2022.

**In Practice:** Air Service Development Department continues efforts to attract airlines and grow air service at RNO. With the addition of aha!, the number of passenger carriers offering service at RNO increased to eleven in October 2021.



## Initiative: Complete a comprehensive, landside operations planning study.

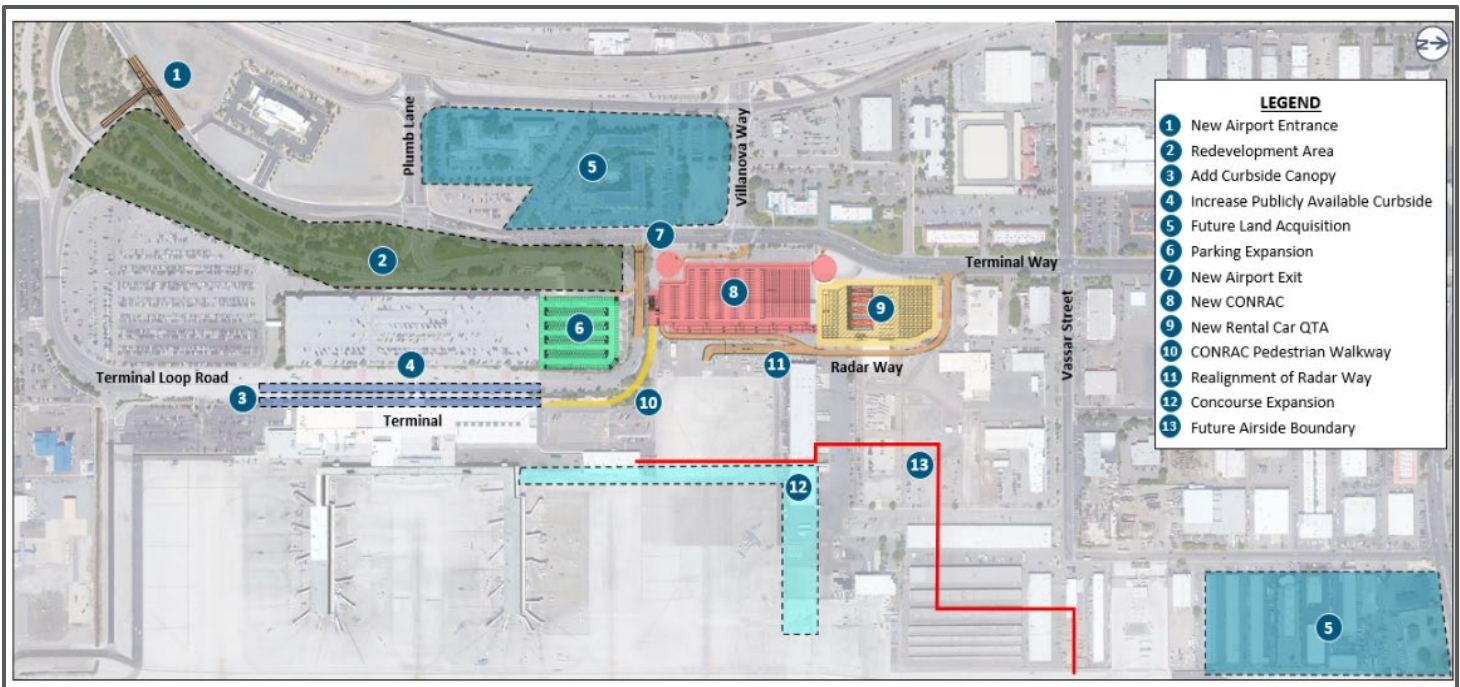
EONS FOCUS AREAS

- ✈️
Protects future landside revenue streams by ensuring adequate land for public parking and rental car expansion.
- ⚙️
Locates the landside facilities for maximized efficiency.
- 🌊
Incorporates climate resilient measures (e-vehicles) and reduces emissions by shortening driving distances and creating walkable solutions.
- 🚶
Accommodates all modes of access in/out of the airport including pedestrians and ADA accessible.

**Target:** Adopt a comprehensive landside operations development plan that addresses the forecasted 20-year landside facility needs, creating a flexible roadmap to guide strategic decisions.

**Achievement:** On December 9, 2021, the RTAA Board adopted the RNO Comprehensive Landside Operations Area Development Plan.

**In Practice:** Landside Operations and Planning led the study, recommending land acquisition, a new airport entry & exit, recirculation road removal, pick-up and drop-off area improvements, more public parking (700-1,500 spaces), and a 3x larger rental car facility including a ground transportation pick-up center.





# Initiative: Develop a real-time web-based airport parking availability feature to assist passengers and landside operations during peak travel times.

EONS FOCUS AREAS ACHIEVED



Increases visibility of parking options at RNO.



Reduces passenger questions and confusion regarding parking availability.



Digital ad campaign reduces print footprint.



Enhances customer experience by providing tools to inform passenger decision-making.

**Target:** Launch Real-Time Parking availability feature and run digital advertising campaign before peak travel times to inform passengers.

**Achievement:** The Real-Time Parking availability feature went live on the renoairport.com website in November 2021. Advertising dollars were re-allocated and ad campaigns were redirected to achieve this informative effort.

**In Practice:** Marketing & Public Affairs facilitates efforts with Landside Operations, Technology & Information Services, and our web-partner to continually improve web-based communications with airport passengers.

The screenshot shows the airport's website with a navigation bar and a 'COVID-19 Travel Info' section. The main content area features a 'Real-Time Parking Availability' section with three columns: Short-Term Garage, Long-Term Garage, and Long-Term Surface. Each column lists parking rates for 30 minutes, 1st hour, and each additional hour, along with a daily rate and garage clearance information.

Short-Term Garage	Long-Term Garage	Long-Term Surface
30 Min: \$1	30 Min: \$1	30 Min: \$1
1st Hour: \$2	1st Hour: \$2	1st Hour: \$2
Each Additional Hour: \$1	Each Additional Hour: \$1	Each Additional Hour: \$1
Daily Rate: \$24	Daily Rate: \$14	Daily Rate: \$10
Garage Clearance: 7' 7"	Garage Clearance: 8' 2"	No Overized Vehicles, All Vehicles Must Fit in a Single Space.

The Facebook post includes the airport logo, a publication date of November 24, 2021, and the text: "Preparing to #flyRNO? Be sure to plan extra time to find parking and get to your gate. Get real-time parking information on our website." Below the text is a photo of a man holding a child, and a "Learn more" button.

The Facebook post includes the airport logo, a publication date of November 24, 2021, and the text: "With more flights than ever, things are busy here at RNO. Be sure to plan extra time for parking, check in and getting through security, so you can ready, jet, go!" Below the text is a photo of an airport employee in a blue uniform and mask, and a "Learn more" button.

## Initiative: Conduct an Electrical Arc-Flash Hazard Assessment.

EONS FOCUS AREAS



Prevents costly equipment damage and interruption.



Optimizes electrical system operation and establishes minimum safety requirements.



Promotes modernization and sustainable facilities and operations.



Reduces the risk of serious personnel injury and death in the event of an arc-flash.

**Target:** Conduct an Electrical Arc-Flash Hazard Assessment of the RNO Terminal and other mission critical airport buildings, as required by Occupational Safety and Health Administration (OSHA) and the National Fire Protection Association (NFPA).





**Achievement:** Completed an Electrical Arc-Flash Hazard Assessment which identified the degree to which a worker may be exposed to potential Electrical Arc-Flash Hazards and what kind of Personal Protective Equipment (PPE) should be required to protect workers from the heat, light, and blast associated with Electrical Arc-Flash accidents.

**In Practice:** Infrastructure and Planning proactively identifies projects, such as the Arc-Flash Hazard Assessment, to address problems before they occur. Electrical Arc-Flash Assessments are a serious life safety issue and essential part of a safe and comprehensive electrical safety program.



# Initiative: Reconstruct next phase of the Aircraft Parking Apron and Taxiway Alpha at Reno-Stead Airport.

EONS FOCUS AREAS

-  Promotes efficient construction techniques for reduced construction costs.
-  Supports increased strength & long-term resiliency and reduces time & resources spent on repairing aging pavement.
-  Promotes recycling and natural resource material reduction.
-  Enhances safety, improves customer service, and reduces chances of aircraft wheel damage from expansion cracks.

**Target:** Continue multi-year phased 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, based on an FAA-approved design.

**Achievement:** As of November 2021, reconstruction had been completed on two phases of apron and taxiway work, totaling 75,260 square yards.

**In Practice:** Engineering and Construction manage the airside pavement maintenance program which identifies pavement in need of rehabilitation or reconstruction and subsequently lead design and construction efforts to replace aging pavement, using FAA Airport Improvement Program (AIP) grants.





## Initiative: Host Young Eagles Event at Reno-Stead Airport.

EONS FOCUS AREAS



Provides youth, ages 8-17, with initial and continued access to aviation, fostering industry growth.



Offers flight experience and identifies existing pathways for the aviation industry.



Promotes environmental and sustainable aviation policies and practices.

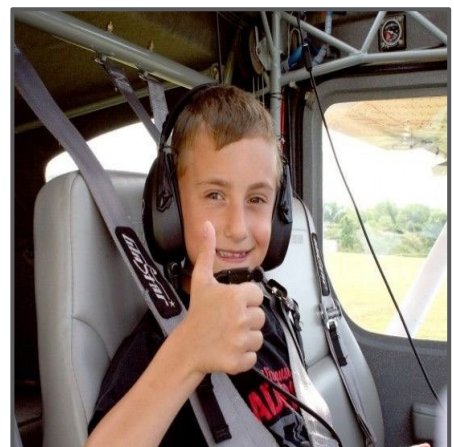


Enables the spirit of aviation with the help of the most passionate community of recreational pilots, builders, and restorers.

**Target:** Employ EAA (Experimental Aircraft Association), an international outreach program, to introduce youth, ages 8-17, to the world of aviation and allow them to experience their first ride in an airplane.





**Achievement:** On May 8, 2021, the EAA Chapter 1361 partnered with the Reno-Stead team in hosting a Young Eagles Event. The event hosted 80 young potential future pilots, 55 boys and 25 girls in a classroom setting, for a quick briefing of what to expect during their free flight experience. Attendees also received official Young Eagle logbooks with a personal code to activate their free EAA Student Membership and Sport's Learn to Fly Course.

**In Practice:** The Reno-Stead team regularly hosts events to introduce and inspire children and young adults to the world of aviation. Their efforts help communicate the value of flying to the community and to the next generation of pilots.



## Initiative: Establish a comprehensive arts policy for the Reno-Tahoe International Airport.

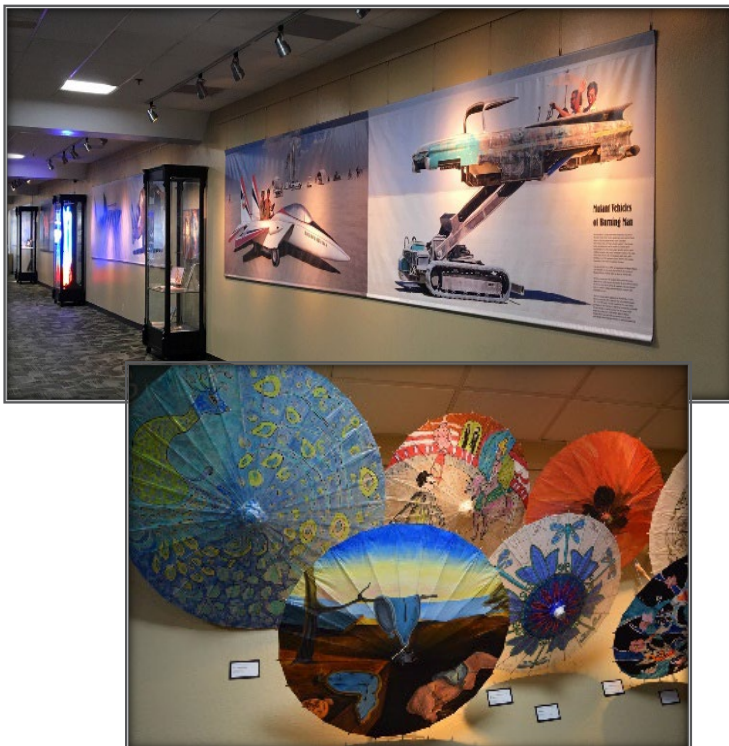
EONS FOCUS AREAS

-  Creates new value propositions for the arts at RNO and in our community.
-  Enriches the travel experience and provides access to local artists.
-  Influences cultural and societal impacts on the environment.
-  Promotes social awareness, education, health, and wellness.

**Target:** Develop a policy that promotes art and culture in partnership with local and regional community art organizations that works within the budget set forth by the Board of Trustees - 1% of design and construction costs for capital improvement projects in public spaces.





**Achievement:** Provided clear direction prior to construction on ways to integrate visual and performing arts into the architecture, interior, grounds, and travel experience at RNO and RTS.

**In Practice:** Public Affairs & Marketing identify ways to showcase the importance of art and cultural expression, reflecting high standards & excellence and celebrating diversity & inclusion.



# Initiative: Implement a new, more efficient & effective Enterprise Resource Planning (ERP) financial system.

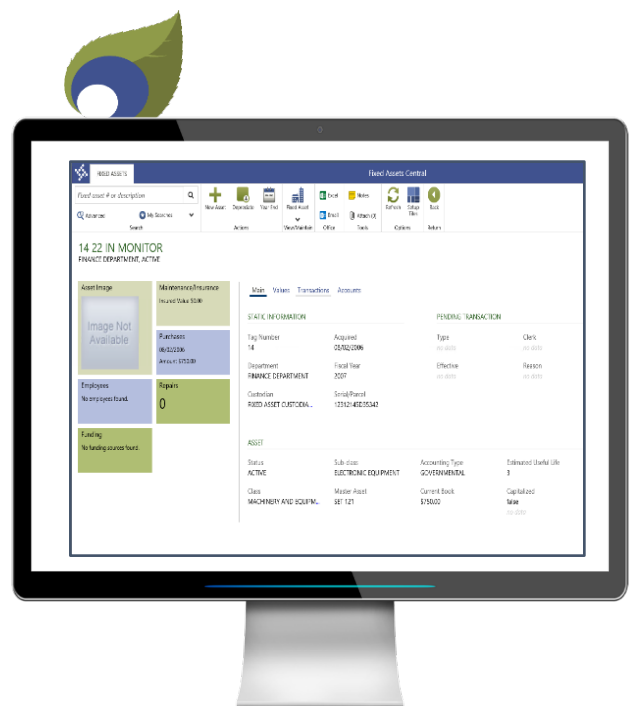
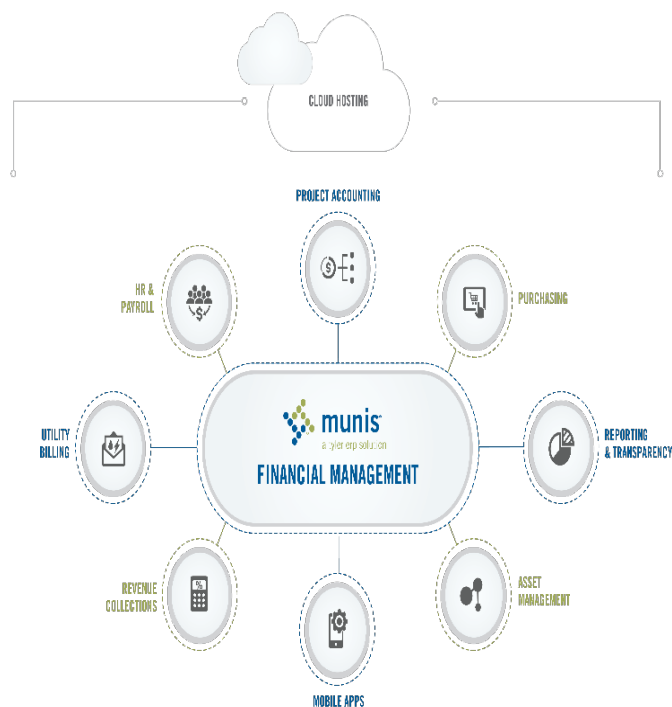
EONS FOCUS AREAS

-  Decreases operational costs by combining several independent systems into one.
-  Streamlines financial approval processes through electronic workflow and increases productivity through self-serve options.
-  Reduces paper consumption through electronic filing system and approval processes.
-  Enhances employee engagement and increases customer service.

**Target:** Implement a comprehensive ERP system in a SaaS (software as a service) environment to replace multiple financial systems.

**Achievement:** The new ERP system was rolled out in 2021 and supported by numerous staff-led training sessions. Modules were created for purchasing cards (pCards), Accounting, Purchasing, Inventory, Contracts, and Projects to facilitate more auditable financial controls with electronic workflow capabilities and expanded self-service functionality for both employees and managers.

**In Practice:** Finance works to improve financial processes to reduce opportunities for manual error, to expedite review and approval steps, and to optimize the processing of financial transactions.





## Initiative: Repurpose and/or recycle outdated RTAA uniforms and workwear.

EONS FOCUS AREAS



Promotes economic independence with clothing donations.



Provides a beneficial alternative use for workwear.



Reduces landfill waste by reusing and recycling workwear that still has useful life.



Provides warm and professional clothing to members of the community who are in need.

**Target:** Implement an RTAA uniform and workwear reuse and/or recycling program.





**Achievement:** Formalized a program to gather used uniform workwear (collared shirts, winter parkas, and hoodies) that are no longer part of the security uniform collection. Once collected, the airport's indicia is carefully removed and then the items are donated to local charities.

**In Practice:** Security donates used workwear to community groups that redistribute the items to individuals in need.



# Initiative: Execute a new and restated 50-year lease for the Nevada Air National Guard (NANG) Base at RNO.

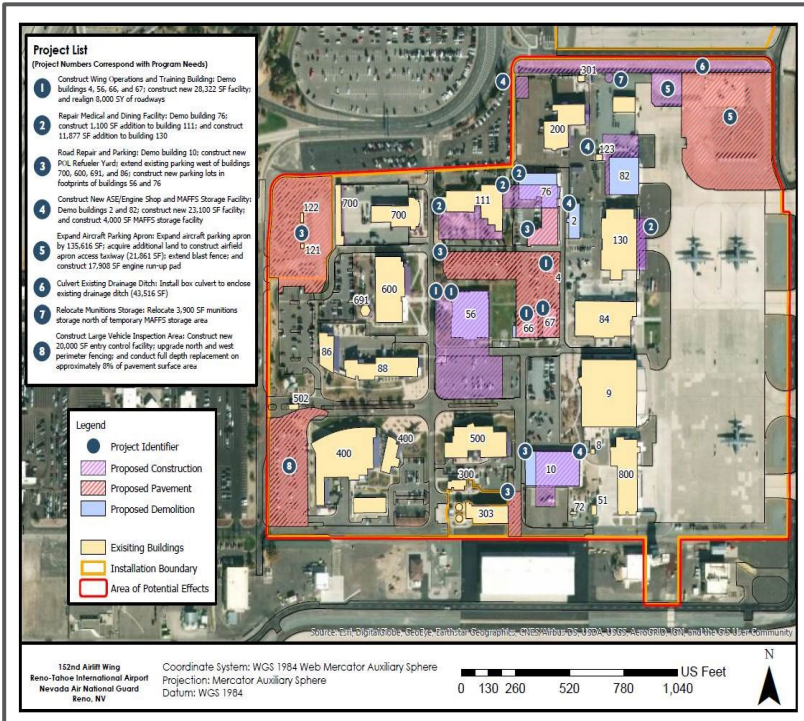
EONS FOCUS AREAS

-  Promotes and maintains positive economic impact to region.
-  Supports federal funding for the redevelopment of NANG facilities at RNO.
-  Promotes modernization and sustainable facilities and operations.
-  Maintains a vital presence to protect and defend the national interests of the USA.

**Target:** Execute a long-term lease that will enable NANG to utilize available federal funding to replace and expand their facility infrastructure, while continuing to further their mission and service to our community and nation.

**Achievement:** The RTAA Board of Trustees approved the motion to execute a new and restated 50-year lease at the July 2021 Board Meeting.

**In Practice:** The Commercial Business team seeks ways to reinforce our commitment to our local community partners and support their efforts, while ensuring the success of the RTAA’s own mission and priorities by negotiating business terms that are beneficial to all parties.





## Initiative: Design to Modernize Terminal Sky Bridge Escalators.

EONS FOCUS AREAS



Invests in cost-effective building systems.



Enhances operational efficiency and equipment reliability and safety.



Reduces energy usage and enhances environmental safety and health.

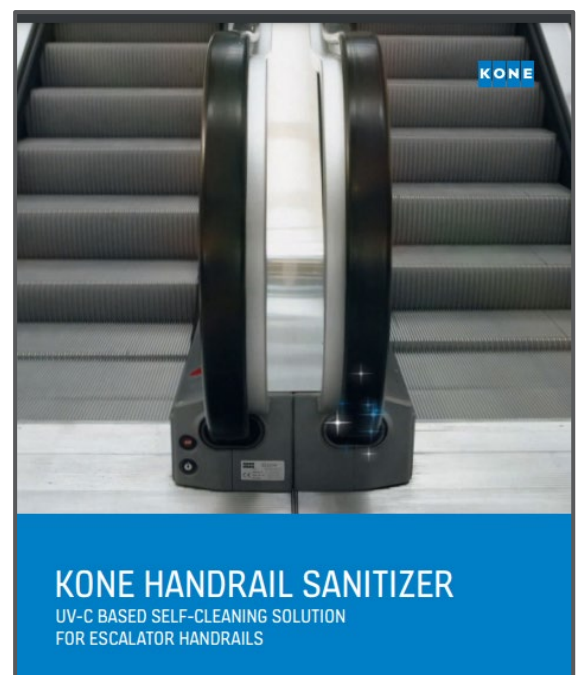


Replaces aging infrastructure with state-of-the-art mobility equipment for our travelers.

**Target:** Design to modernize the RNO Terminal Sky Bridge Escalator to improve safety, performance, and accessibility.

**Achievement:** Initiated installation of new state-of-the-art escalator equipment including new high efficiency motors and electronic speed controls, UV lighting to sanitize handrails, new LED directional arrows, and new LED handrail and step lighting. Additionally, monitoring software that identifies predictive maintenance needs prior to failure will be employed.

**In Practice:** Infrastructure and Planning proactively identifies projects, such as the Escalator Modernization Project, which have reached the end of their useful life and replaces or modernizes them prior to catastrophic failure which would create issues with safely moving the traveling public through the terminal.




**KONE HANDRAIL SANITIZER**  
UV-C BASED SELF-CLEANING SOLUTION  
FOR ESCALATOR HANDRAILS



## Initiative: Maintain a strong and stable financial condition.

EONS FOCUS AREAS

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

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

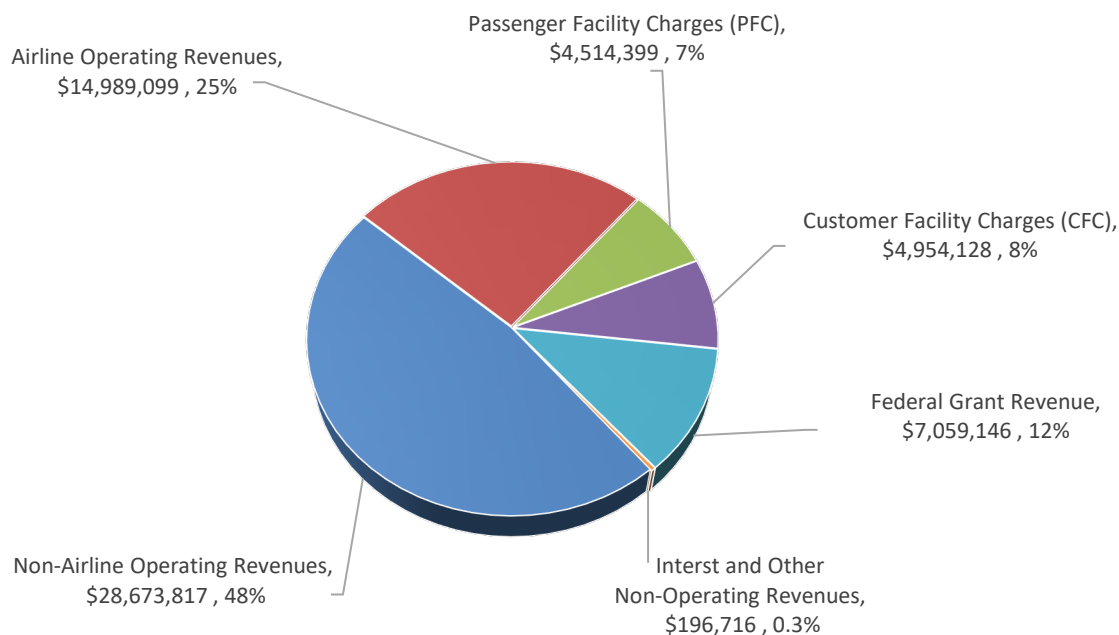
 Sufficient cash and liquidity cushions against periods of volatility.

### FY 2020-21 Fiscal Year

	Target	Achievement
Cost per enplaned passenger	≤\$12.76	\$9.54
Days cash on hand	>391 days	558 days
Debt to enplaned passenger	≤\$12.98	\$9.98

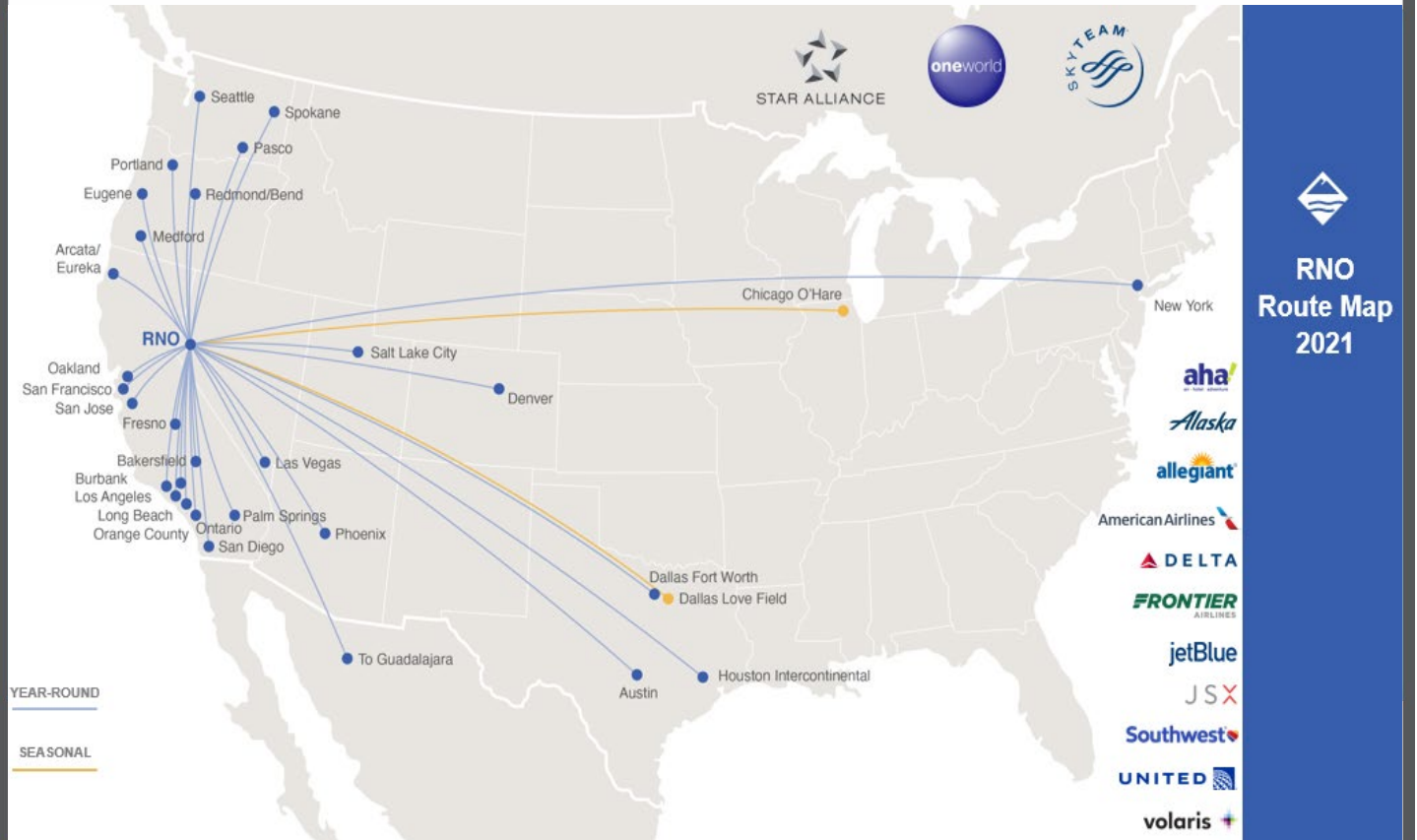
**In Practice:** Accounting and Finance strive to maintain RNO & RTS as cost competitive airports, while ensuring adequate and flexible funding to retain and expand air service, invest in capital improvements, and cover the day-to-day operational expenses.

### FY 2020-21 RTAA TOTAL REVENUES



# Sustainability Indicators

## Flights to/from Reno-Tahoe International Airport



RNO  
Route Map  
2021

Visit [www.renoairport.com](http://www.renoairport.com) for an online searchable flight tool.

Follow us:

## Economic Viability

FINANCIAL	UNIT	COMMENT	FY 17/18	FY 18/19	FY 19/20	FY20/21
<b>Operating Revenue</b>						
Airline	Dollar		14,080,875	14,690,647	17,025,777	14,989,099
Non-Airline	Dollar		36,556,689	37,859,089	33,643,948	28,673,817
Total	Dollar		50,637,564	52,549,736	50,669,725	43,662,916
<b>Operating Expenses</b>						
Personnel Services	Dollar		31,878,959	29,334,325	32,120,112	30,923,944
Utilities and Communications	Dollar		2,709,495	2,772,620	2,881,068	2,454,099
Purchased Services	Dollar		4,866,467	5,521,530	5,418,705	4,887,352
Materials and Supplies	Dollar		2,050,694	2,045,295	2,340,685	2,259,926
Administrative Expenses	Dollar		2,224,655	2,646,733	2,431,355	2,086,926
Total			43,730,270	42,320,503	45,191,925	42,616,297
<b>Financial Benchmarks</b>						
Enplaned Passengers	Number		2,064,968	2,149,759	1,690,171	1,231,616
Airline Cost Per Enplaned Passenger	Dollar		5.63	5.57	8.56	9.54
Debt Service Coverage Ratio	Number		7.63	7.09	5.08	5.52
Days Cash on Hand	Days		514	546	480	558
Tenant Improvement Applications	Number		104	83	86	52

Data Source: RTAA 2020/21



## Operational Efficiency

OPERATIONS	UNIT	COMMENT	FY 17/18	FY 18/19	FY 19/20	FY 20/21
<b>Annual Aircraft Operations<sup>1</sup></b>						
Commercial/Cargo	Number		44,387	47,970	41,797	35,962
Military	Number		2,490	2,030	2,389	2,756
General Aviation	Number		41,338	48,818	47,329	57,278
Cargo Tonnage	Tons		74,213	74,020	71,992	76,404
FAA Part 139 Deficiencies <sup>2</sup>	Number		1	1	--*	5
<b>Ground Transportation</b>						
Auto Parking Transactions	Number		520,871	526,277	391,407	277,141
ARFF/Police Responses	Number		406	494	564	293
<b>Annual Work Orders</b>						
Preventative Maintenance	Number		14,547	14,445	14,690	14,531
Corrective Maintenance	Number		3,864	4,922	5,029	5,456
PM Costs Compared to Total Maintenance Costs	Percent		61.85	43.68	43.1	48.6
Planned Development Reviews (Airport Influence/Compatibility Area)	Number		656	768	621	671

\*FAA inspection not conducted due to COVID pandemic restrictions

Data Source: RTAA 2020/21

<sup>1</sup> Annual Aircraft Operations provided are calendar year totals 2018,19,20, 21 (January 1 through December 31).

<sup>2</sup> FAA Part 139 Deficiencies were immediately corrected.

## Natural Resource Conservation

ENVIRONMENTAL	UNIT	COMMENT	FY 17/18	FY 18/19	FY 19/20	FY 20/21
<b>Airport Utilities</b>						
Electric	kWh		18,659,113	18,845,497	17,215,907	15,859,717
Natural gas	Therms		793,365	693,827	591,944	547,622
Water	Gallons		37,431,011	37,419,600	32,357,553	30,705,546
<b>De-icing Operations</b>						
Aircraft De-icing	Gallons		102,002	139,321	92,234	95,502
Aircraft De-icer Collected/Treated	Gallons		9,239	10,728	7,521	12,045
Aircraft De-icer Recovered	Percent		8.2	6.9	7.4	11.7
<b>Waste Management</b>						
Waste To Landfill	Tons		689	865	703	582
Terminal Recycling	Tons		125	111	78	45
Diversion Rate	Percent		15.33	11.36	10.0	7.49
<b>Vehicle Fuel Usage</b>						
Gasoline	Gallons		20,874	19,516	18,099	15,541
Diesel	Gallons		15,757	20,507	10,639	12,897

Data Source: RTAA 2020/21

## Social Responsibility

COMMUNITY	UNIT	COMMENT	FY 17/18	FY 18/19	FY 19/20	FY 20/21
Customer Satisfaction	Rating	7 Point Scale	6.45	6.48	--*	--*
Daily Departures	Number		59	63	56	45
Non-Stop Destinations	Number		23	24	22	24
Average Daily Seats	Number		7,099	7,369	6,818	5,273
Total Annual Seats	Number		2,591,066	2,689,831	2,495,338	1,924,756
Total Annual Enplaned Passengers	Number		2,064,968	2,149,759	1,690,171	1,231,616
Total Passengers	Number		4,128,476	4,298,555	3,378,405	2,472,843
Total Annual Aircraft Noise Complaints	Number		1,574	665	904	671

\*Customer Survey not conducted due to COVID pandemic restrictions

Data Source: RTAA 2020/21