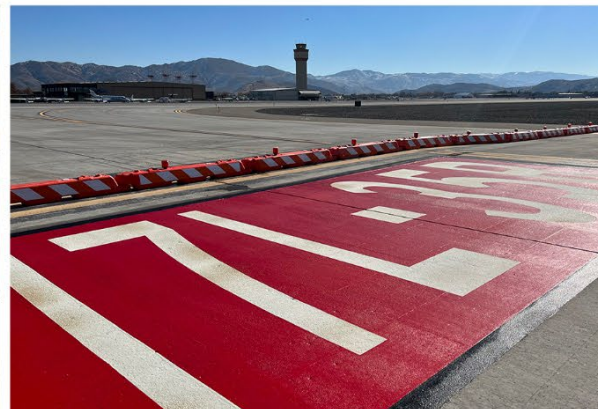




Reno-Tahoe
Airport Authority

Sustainability Report

2022



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Sustainability Message from the President/CEO



2022 marked another milestone in Reno-Tahoe Airport Authority's (RTAA) history. Air travel continued trending up, often reaching or exceeding enplanement levels in 2019. Some weekends, we saw the highest numbers at Reno-Tahoe International Airport (RNO) in over a decade.

As a vital economic engine for northern Nevada, with \$3.1 billion in economic impact, the RTAA recognizes the incredible opportunity in front of it to further support air service growth, expand services, and enhance passenger experiences.

Even more than an economic driver for Reno-Tahoe, RNO is in a unique geographic location, nestled along the eastern side of the Sierra Nevada mountain range, that makes the airport a vital transportation hub. Tech giants like Panasonic and Tesla are moving to the area, adding to the always thriving tourism and gaming scenes and providing RTAA exciting opportunities.

To accommodate the growth that our region, and our airport, are experiencing, we launched MoreRNO, a multi-year infrastructure program, which will transform the travel experience at RNO for generations to come. A big part of MoreRNO is a focus on sustainability and resilience. 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.

2022 was a year that our accomplishments as an airport team gave me so many reasons to be excited about the future of the RTAA. We are working on big business deals with airlines, working hard to solve complicated infrastructure challenges, and really focusing on employee-led projects. The continued commitment from staff and airport partners to provide the best airport experience to our customers has been key to our success in 2022.

The future of RNO is more, demonstrated by our 20+ non-stop destinations and 11 airlines serving RNO. This year's sustainability report marks our 7th 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.

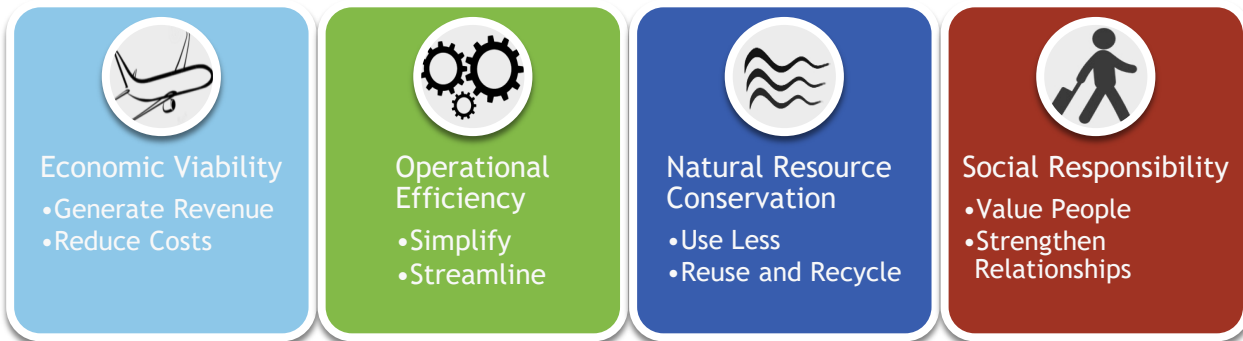
Sincerely,



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

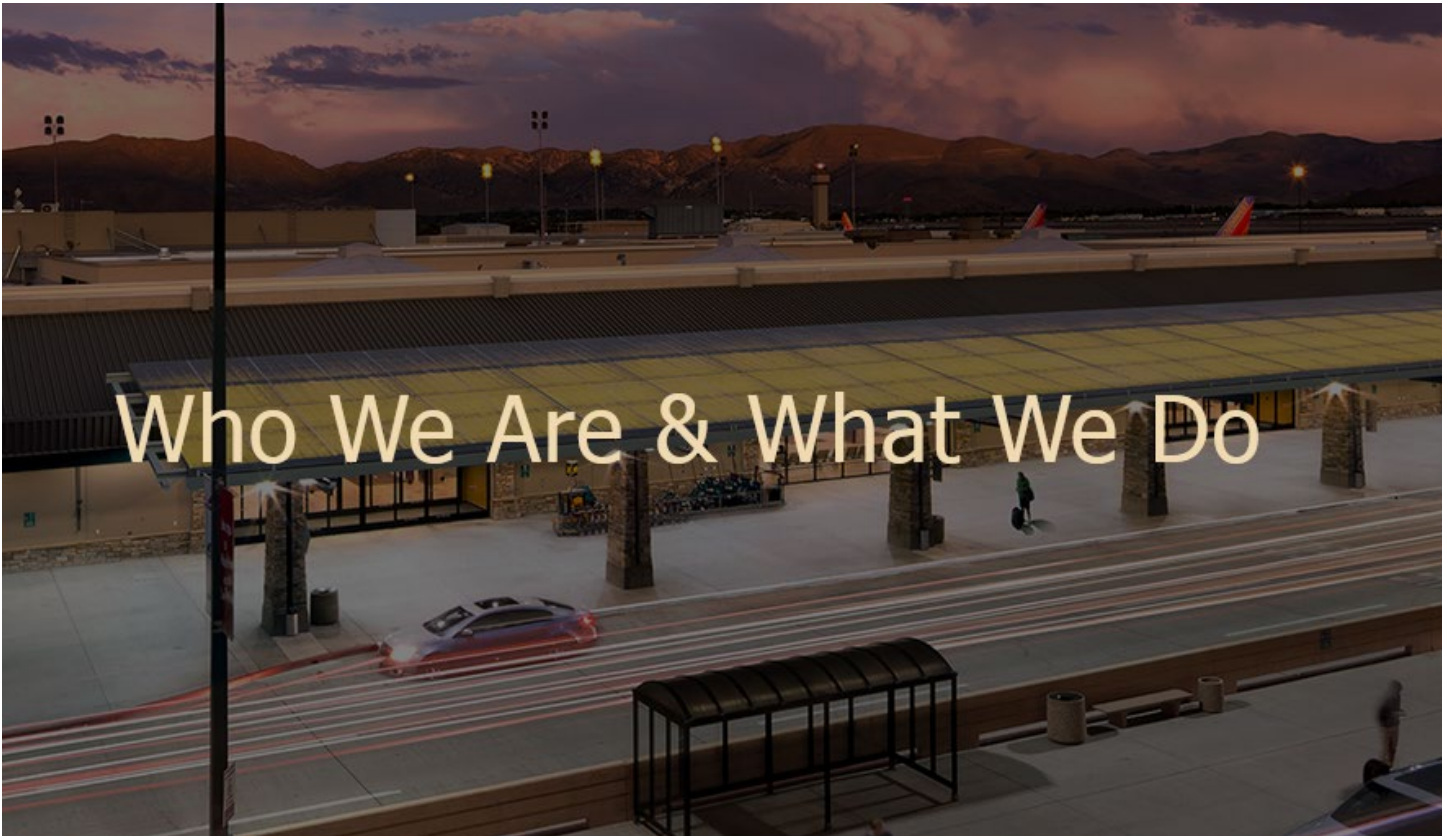
Conserving and protecting our natural resources is the most easily identifiable sustainability focus area. The RTAA has long been committed to promoting environmental policies that endeavor to use less of our natural resources, to protect our resources from contamination, to reuse whenever possible, 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 2022 sustainability initiatives.



Initiative: Transform the Existing Airport Noise Advisory Panel (ANAP) into an Airport Sustainability Advisory Committee (ASAC).

EONS FOCUS AREAS



Systemic approaches to collaboration, innovation, and partnerships promote economic viability.



Integrating sustainability into airport operations and infrastructure increases operational efficiency.



Expansion of committee purview to include environmental impacts demonstrates organizational commitment and transparency.



Fosters open communication with the community and stakeholder groups on environmental impacts resulting from airport operations.

Target: Transform the existing Airport Noise Advisory Panel (ANAP) from a committee focused on noise into a committee that transparently and publicly addresses the environmental impacts of airport operations and activities.

Achievement: On July 14, 2022, the RTAA Board established a new President/CEO-led Committee (Airport Sustainability Advisory Committee) that recognizes that there are other environmental impacts from aircraft and airport operations, besides noise, which should be considered to ensure the future viability of a community-centered airport.

In Practice: The Airport Sustainability Advisory Committee serves as a mechanism to provide input to the RTAA on issues related to the environmental impacts, including noise, of airport operations and activities at the Reno-Tahoe International Airport and the Reno-Stead Airport.



Initiative: Enhance Marketing Strategies to Attract New Air Carriers.

EONS FOCUS AREAS



Air service growth and destination & traveler diversity fuels tenant and airport revenues.



Increases customer options and airline choices when flying to/from RNO.

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

Achievement: Spirit Airlines began service at RNO on August 10, 2022, offering twice-daily service between RNO and Las Vegas (LAS, Harry Reid International), on an Airbus A320neo with 182 seats. With their entrance, Spirit became the twelfth airline serving RNO.

In Practice: Air Service Development continues efforts to attract airlines and grow air service, offering the traveling public a diversity of air carriers from which to choose. Currently, RNO has a blend of legacy, low-cost, and ultra-low-cost carriers, as well as an international airline and the JSX public charter with scheduled service. Additionally, all three global airline alliances operate at RNO.

Nonstop Flights To Vegas Vibes

fares From **\$39*** One Way

BOOK NOW

spirit





Travel from 08/24-09/11 & 08/27-09/05 (No Fly/Sun). 21-day advance purchase required.

spirit®



Initiative: Complete the RNO Concourse Redevelopment Detailed Planning Study.

EONS FOCUS AREAS

-  Ensures the future economic viability of RNO by increasing aircraft gates & holdrooms, adding revenue-producing concessions spaces, and replacing aging infrastructure with modern, more efficient design.
-  Improves first floor operational efficiency with a new layout and centralized distribution and increases aircraft movement capacity with a dual taxiway.
-  Incorporates design features focused on energy efficiency, greenhouse gas emission reduction, water conservation, water management, water quality, and indoor air quality and installs critical building systems above flood concern areas.
-  Increases employee and passenger experience within the new concourses with higher ceilings, increased natural light and mountain views, outdoor spaces, intuitive wayfinding, minimal increases to walking distances, and new facilities that exceed required ADA standards.

Target: Adopt a stakeholder-supported preferred alternative that meets or exceeds the forecasted 20-year enplanement demand, improves the safety, efficiency & capacity of airport operations, increases revenue-producing opportunities, and addresses climate resiliency.





Achievement: On October 13, 2022, the RTAA Board of Trustees approved the preferred alternative, the 28-Gate New Build Alternative, and authorized the transition from planning to design.

In Practice: After an extensive 20-month process that included 19 formal outreach meetings and workshops, the RTAA President/CEO, in collaboration with airport consultants, staff & stakeholders, recommended moving the 28-Gate New Build Alternative forward into design. In addition to 28 new gates, the preferred alternative includes an increase in square footage from 155,000 SF to 250,000 SF, larger passenger holdrooms, double the existing concessions space, and a new CUP and MDF, among other improvements.



Initiative: Implement a Common Use Passenger Processing System (CUPPS) and Common Use Self Service (CUSS) Kiosks for More Efficient & Effective Use of Space and Other Resources.

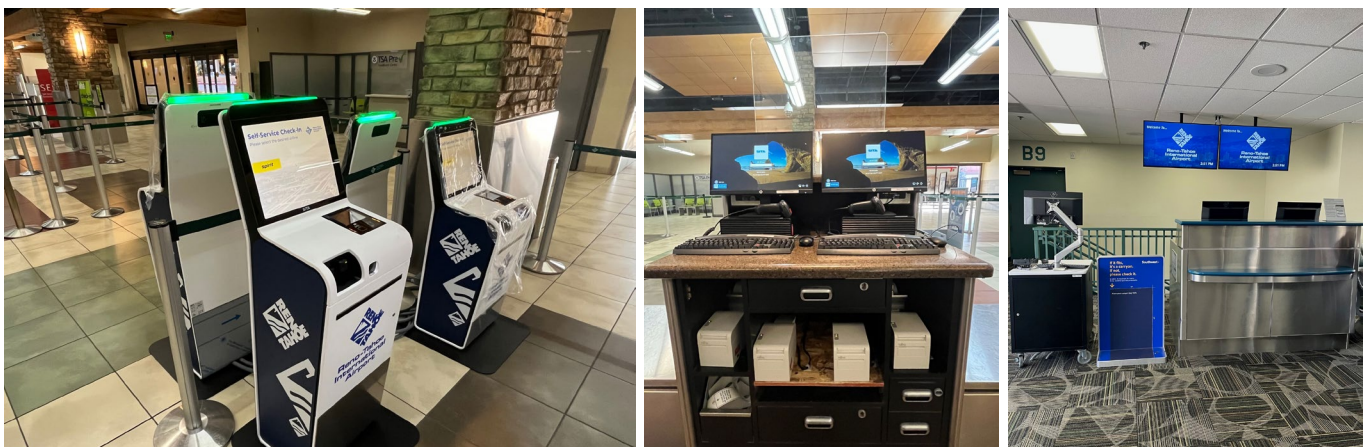
EONS FOCUS AREAS

-  Reduces the physical footprint of airport operations and improves flexibility of the existing ticket counters and gates while saving on capital expenditures.
-  Reduces need for each airline to have dedicated infrastructure, resulting in lower costs and less duplication of services. Allows for better utilization of gate and ticket counter space, especially during irregular operations. The flexibility created by CUPPS and CUSS also leads to a less restrictive footprint for the airlines, and thus, the potential for more air service growth.
-  By streamlining the check-in process and reducing the amount of time that passengers spend in line, CUPPS can help reduce overall airport congestion and the associated greenhouse gas emissions.
-  Improves the airport experience for passengers, reduces wait times in the ticket hall, and improves the overall efficiency of the airport.

Target: Implement CUPPS and CUSS in collaboration with our airline partners to increase the flexibility, capacity, and resiliency of our check-in and boarding technologies.

Achievement: As of December 2022, four (4) CUSS kiosks, three (3) ticket counters, & three (3) gates utilize common use technology with additional equipment on-order to complete an additional sixteen (16) ticket counters, eight (8) gates & four (4) kiosks.

In Practice: Operations, Airport Economic Development, Air Service Development and Information Technology work together to implement and optimize the CUPPS and CUSS technology for the benefit of the passengers, airlines, and airport staff.



Initiative: Launch an Employee-Led Bottled Water Initiative.

EONS FOCUS AREAS ACHIEVED



Reduces costs by eliminating single-use plastic purchases and equipment rentals



Reduces quantity of materials being handled and more efficient means of accessing water



Reduces single-use plastic footprint and provides environmentally friendly alternatives



Enhances employee morale and access to fresh water

Target: Launch an employee-led bottled water reduction initiative, utilizing an RTAA empowered and focused, to communicate and promote the importance of making a meaningful impact in reducing waste by educating and engaging employees in sustainable practices, starting with the elimination of single-use plastic containers.

Achievement: The nine-person Bottled Water Team identified and successfully implemented a plan to invest in new environmentally friendly single-use bottled water alternatives, distributed branded Yeti cups to all employees, and purchased more plumbed water stations throughout RTAA facilities. Outreach was provided at an employee Town Hall meeting.

In Practice: The RTAA invested in reducing the single-use plastic footprint and saving costs in the future. The Tiger Team's plan should eliminate the annual usage of ~3,500 water bottles, ~27,000 hot cups, and ~3,500 cold cups. By providing environmentally friendly single-use alternative containers, purchasing new water filling stations instead of renting, providing more accessible water stations and branded water bottles to employees, and using digital newsletters to continue education efforts, the RTAA expects to cut the estimated expenditures in half and encourage more sustainable practices moving forward.



Initiative: Complete Goal Setting for Disadvantaged Business Enterprise (DBE) Program for Triennial Period FY 2023-25.

EONS FOCUS AREAS



Promotes strategic financial opportunities for small, minority and women-owned businesses.



Fosters open communication with the community and stakeholder groups and eliminates historical barriers to business opportunities.



Ensures nondiscrimination and establishes equality for small, disadvantaged businesses competing on federally-assisted transportation projects.

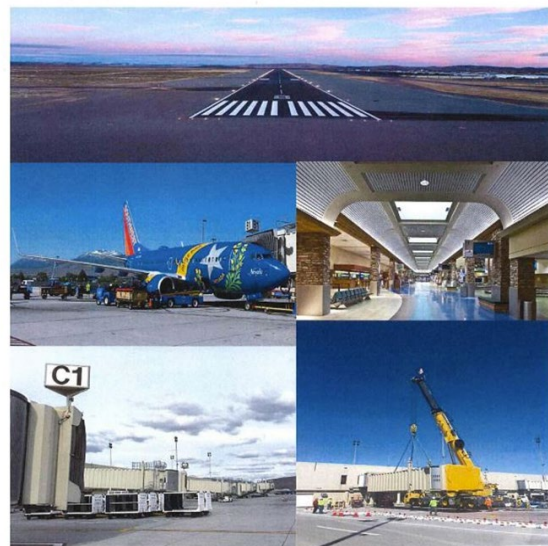
Target: Accomplish the triennial goal setting process to establish goals that demonstrate our commitment to providing opportunities for DBE businesses, in consultation with stakeholder groups, prior to submitting the proposed methodology for federal review.

Achievement: Effectively established the triennial goals that allows the existing program to adapt to changing consultant, contractor, and vendor populations for federally assisted contracting markets nationwide.

In Practice: Engineering & Construction and Commercial Business Development employ an accepted Federal DBE Program that provides opportunities for minority- and women-owned small businesses to participate in Federally-assisted transportation-related contracts and to address any potential discrimination in the awards of those contracts.



DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM



Initiative: Launch Inaugural RTAA Art Advisory Committee (AAC).

EONS FOCUS AREAS ACHIEVED



Informed recommendations of qualified, talented artists who can create diverse & inclusive artworks in airport public art spaces and can also work within the 1% art budget inform RTAA Board decision-making.



Volunteers from prominent local and regional art organizations offer expertise in furthering the RTAA's vision and commitment to art programming at RNO and RTS.



As part of the ticketing hall expansion project, the AAC endorses the resurfaced soffit as the canvas for public art and encourages the use of sustainable, green products in the final art design.



Helps support and nurture a robust visual and performing arts program that engages and delights passengers and guests.

Target: Partner with stakeholders who represent local and regional art organizations and utilize their expertise in the recruitment, selection, acquisition, installation, maintenance, and conservation of public art at RNO and RTS in a transparent and public process.

Achievement: Successfully recruited and onboarded twelve (12) influential art executives who participated in the first RTAA public art RFQ for the Ticketing Hall Expansion Project.

In Practice: In partnership with several RTAA departments, the Art Advisory Committee (AAC) promotes art and culture at RNO and RTS. Tasked to work within the budget set forth by the RTAA Board of Trustees, the AAC assists with the integration of visual and performing arts that engage passengers and reflect the region while celebrating diversity and inclusion.

NEWS RELEASE  we move you

For Immediate Release – November 17, 2022

Contact: Annie Turner
1.844.RNO.INFO
(1.844.766.4636)

Reno-Tahoe Airport Authority
Reno-Tahoe International Airport and Reno-Stead Airport
Daren A. Griffin, A.A.E., President/CEO
www.renoairport.com

**Reno-Tahoe Airport Authority Convenes
First Art Advisory Committee**

Members will serve as ambassadors of the RTAA public art program

Original Committee Membership

- Voting Members for an initial term of three years**
 - Nevada Museum of Art
 - Pioneer Center for the Performing Arts
 - Stewart Indian School
 - University of Nevada, Reno, School of Music
- Voting Members for an initial term of two years**
 - City of Reno
 - City of Sparks
 - Washoe County
- Voting Members for an initial term of one year**
 - Burning Man
 - Holland Project
 - Nevada Humanities
 - Sierra Arts Foundation
 - The Generator

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.



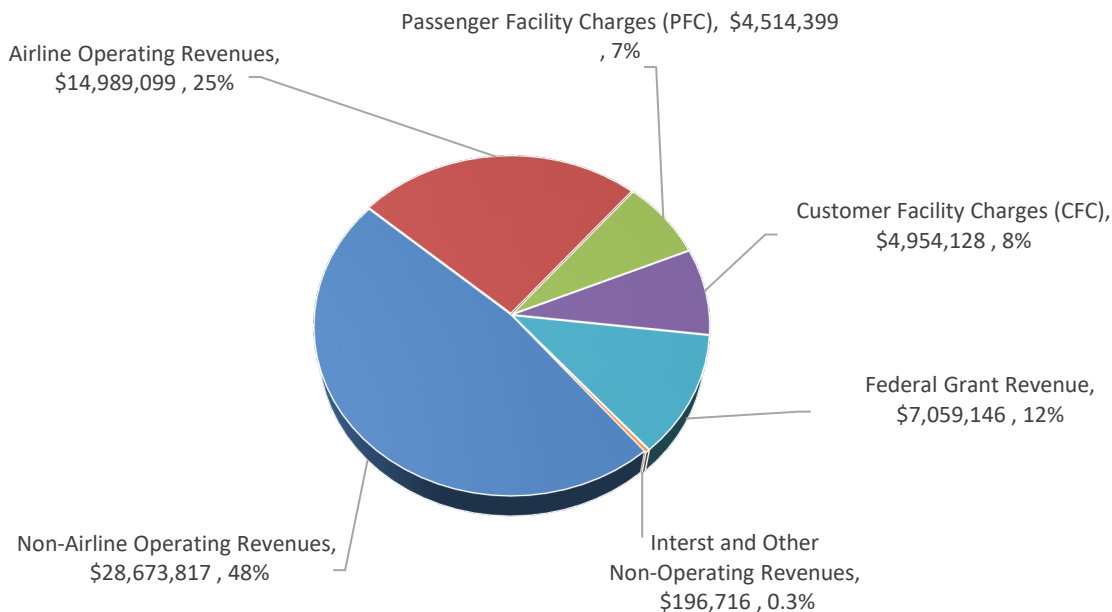
Sufficient cash and liquidity cushions against periods of volatility.

FY 2021-22 Fiscal Year

	Target	Achievement
Cost per enplaned passenger	<\$9.02	\$6.21
Days cash on hand	>426 days	535 days
Debt to enplaned passenger	<\$7.14	\$0.00

In Practice: Finance and Administration 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



Initiative: Acquire a New Glyvac™ Glycol Recovery Vehicle (GRV).

EONS FOCUS AREAS



Promotes cost-effective airfield operations and sustainability.



Ensures greatest reliability and operational efficiency.



Increases residual aircraft deicing fluid recovery and reduces environmental impacts with new, more efficient technology.



Enhances customer service and modernizes the RNO Airfield Services.

Target: Replace twenty-year-old equipment retrofitted & repurposed for residual glycol recovery with a new GRV, specifically designed and constructed for the purpose of collecting residual on-pavement aircraft deicing fluid (glycol).

Achievement: On October 13, 2022, the RTAA Board of Trustees approved the purchase of a new Glyvac™ GRV. The new GRV meets worldwide standards and requirements specifically intended for use at airports.

In Practice: Airfield Maintenance operates and maintains the primary response equipment and is key to removing snow and residual deicing fluid to provide safe pavement surfaces for aircraft operations during winter operations. Their overriding mission is to have the right resources, in the right place, at the right time, during winter operations.



Old - Year 2000 GRV



New - Year 2022 GRV

Initiative: Launch Staffbase, an Email Communication Tool.

EONS FOCUS AREAS ACHIEVED



Reduces costs associated with uninformed decision-making from internal audiences.



Enhances and streamlines internal communication.



Saves time for user and reduces print footprint.

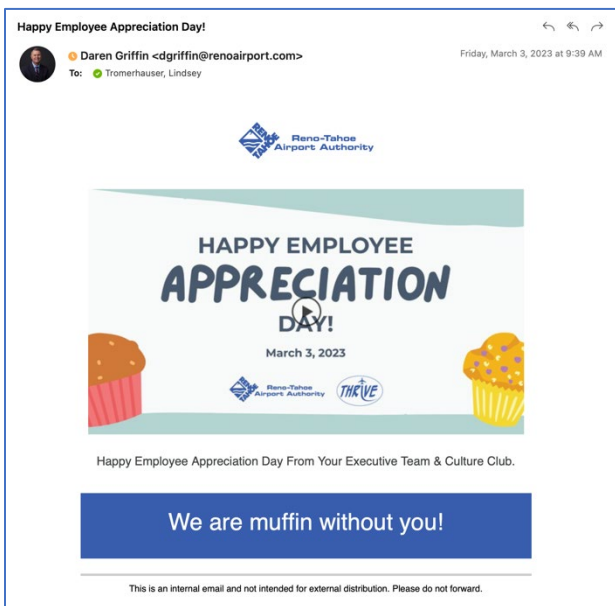


Enhances customer experience and strengthens customer knowledgebase.

Target: Launch Staffbase, an email communication tool, and onboard People Operations and the THRIVE Culture Club to assist with management-to-employee and employee-to-employee communications. Use tool to track open rates and engagement to further enhance communication strategies.

Achievement: Successfully launched Staffbase and onboarded Marketing & Public Affairs and People Operations teams. Created branded templates for cohesive messaging and started tracking metrics to gauge employee engagement and clicks.

In Practice: Marketing & Public Affairs and People Operations use the new Staffbase tool to send branded communications to ensure effective internal communications. Both teams can now track email open rates, further understanding gaps in communication and how to facilitate important messaging to employees. Not all employees are actively on email and the metrics from this tool help the teams adjust communication strategy moving forward.



All User Emails		Account: ltromerhauser@renoairport.com	
View Emails By: All Users Users ▾ All Time Display all View detailed Sort by date sent Descending			
	Coming and Goings 03/03/2023 _RTAA ALL EMPLOYEES	123 opens	11 clicks
	PEOPLE OPS	SENT: 03 MAR 2023, 4:30 PM BY LESVIA WASHBURN	
	Happy Employee Appreciation Day! _RTAA ALL EMPLOYEES	158 opens	176 clicks
	EXECUTIVE TEAM	SENT: 03 MAR 2023, 9:30 AM BY DAREN GRIFFIN	
	RNO Employee & Tenant Bulletin Employee Art Show _RTAA ALL EMPLOYEES, TERMINAL TENANTS	135 opens	30 clicks
	MARKETING/PA	SENT: 01 MAR 2023, 8:00 AM BY ANNIE TURNER	
	Comings and Goings 02/24/23 _RTAA ALL EMPLOYEES	133 opens	47 clicks
	PEOPLE OPS	SENT: 24 FEB 2023, 4:00 PM BY LESVIA WASHBURN	
	Comings and Goings 02/17/23 _RTAA ALL EMPLOYEES	145 opens	27 clicks
	PEOPLE OPS	SENT: 17 FEB 2023, 4:30 PM BY LESVIA WASHBURN	

Initiative: Implement the First Permanent Employee Shuttle Program to Connect the Terminal Building with the New Remote Employee Parking Lot.

EONS FOCUS AREAS



Increases parking availability and decreases operational costs associated with third-party shuttling.



Relocates employee parking to remote lot to maximize parking efficiency.



Enhances employee parking experience by expediting the travel time from the parking to the terminal.

Target: Launch a 24-hour employee shuttle program for Tenant and Airline employees from the Remote Employee Parking Lot to the Terminal that is effective and efficient.

Achievement: To support usage of the remote employee parking lot, the Tenant Employee Shuttle program was launched in October 2022, supported by budget allocations to purchase fourteen (14) vans and hire four (4) additional employees.

In Practice: Fully staffed and equipped, Landside operates the Employee Shuttle Program 24/7 and in 2023, plans to maximize the efficiency of the program by implementing tracking software in the shuttles.



Initiative: Launch a New, More-Responsive & User-Focused Website.

EONS FOCUS AREAS ACHIEVED



Increases visibility of revenue-generating services to customers.



Enhances and simplifies customer and user wayfinding.



Saves time for user and reduces print footprint.

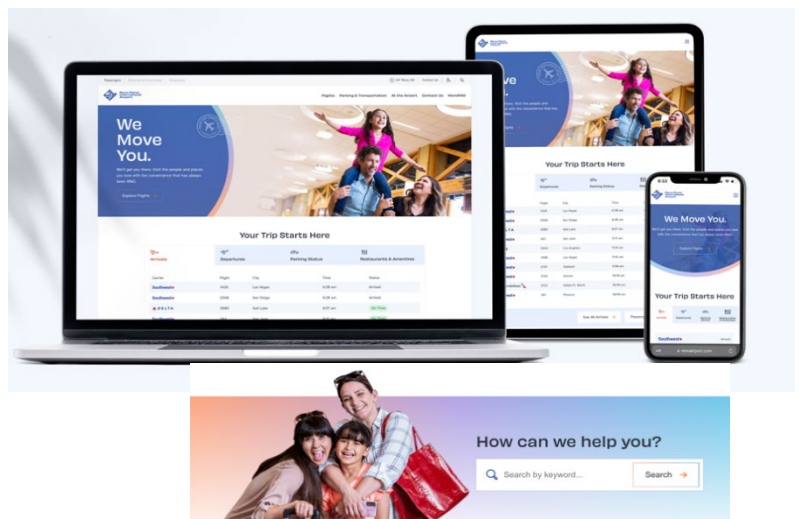
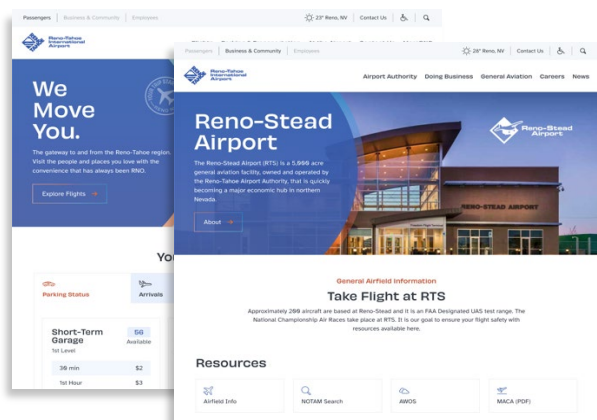


Enhances customer experience and strengthens customer knowledgebase.

Target: Launch a new, responsive website by reformatting the existing website structure to provide a better, more accessible user experience, re-writing and updating every piece of information, and adding real-time arrivals/departures, parking, weather & routes/destinations information.

Achievement: Successfully launched new website and achieved goals to enhance passenger & user wayfinding, to increase visibility of revenue-generating services for passengers and business opportunities at both airports, to provide a more compliant experience for Title VI/ADA initiatives, and to enhance both the customer experience and the internal user experience.

In Practice: The new website helps users (passengers, business community, tenants/employees, etc.) find the information they need when they need it, no matter what device they are using. The improved website gives the user more tools and resources to make real-time decisions and helps every facet of the RTAA - from operations to customer service, business opportunities to land development, and gives internal users the ability to update information and streamline communication to the public.



Initiative: Replace High-Wattage HID Ramp Lights with Musco High Mast LED Light Fixtures.

EONS FOCUS AREAS



Reduces energy costs and improves resiliency against rising energy costs.



Manages energy usage more efficiently.



Reduces consumption of natural resources and reduces greenhouse gas emissions.



Endorses environmental awareness and sustainability.

Target: Retrofit and replace high-energy use lighting fixtures with low-energy use light-emitting diode (LED) lighting fixtures.

Achievement: Lighting retrofit effort reduced annual lighting energy usage by approximately 192,000 kilowatt hours and resulted in an annual savings of \$22,000.

In Practice: Facilities & Maintenance continually demonstrate their commitment to energy conservation and energy efficiency, not only by reducing energy costs but also by endorsing environmental awareness and sustainability.






Before - (4) 1,000-watt HID Fixture



After - (3) 600-watt LED Fixture

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, combine resources in advertising & logistics/space rental, and create a regular event that the airport can rely on to address talent shortage, recognizing that 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 and/or poor customer service due to staffing shortages.

In Practice: People Operations works with airport tenants to create regular job fairs that provide consolidated 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 a New, More Efficient & Effective Applicant Tracking System.

EONS FOCUS AREAS

-  Decreases operational costs by utilizing a streamlined cloud-based system for analytics, hiring workflow, and tracking of job applicants and hiring trends.
-  Reduces the workload for both People Operations and Hiring Managers with mobile friendly features for reviewing applications, scheduling interviews, and sharing/tracking notes pertaining to hiring decisions.
-  Saves thousands of sheets of paper by discontinuing necessity of paper applications and reports.
-  Streamlines application process, identifies qualified and unqualified applicants based on job skills matched with posting, and provides electronic workflow to move applicants through all steps up to onboarding or rejection.

Target: Implement a comprehensive Applicant Tracking System (ATS) in a cloud-based service environment to replace the current outdated system.

Achievement: In 2022, a new ATS was acquired which will include modules for hiring managers and interview panelists. In 2023, the new system will be rolled out and training sessions arranged to show employees how to utilize the new system, including Mobile features to review new job postings, to accept & schedule interviews, to review applicant resumes & take interview notes from any mobile device, and to easily see where applicants are in electronic workflow steps.

In Practice: People Operations works to improve how we reach qualified applicants and streamline the hiring process from application to job offer, to expedite review and approval steps of qualified applicants, and to optimize the reporting and analytics of hiring trends and practices.



Initiative: Execute an Extended 20-Year Lease for the RTS Army National Guard Base.

EONS FOCUS AREAS



Promotes and maintains positive economic impact to region.



Supports federal funding for the redevelopment of the Army Guard facilities at RTS.



Promotes modernization and sustainable facilities and operations.



Maintains a vital presence - to protect and defend the national interests of the USA.

Target: Execute a twenty-year lease extension that will enable the RTS Army National Guard 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 an extended (20 years) lease at the April 2022 Board Meeting.

In Practice: Commercial Business Development 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: Successfully Rebrand the Customer Service Team and Introduce Them to Passengers, Tenants, and RTAA Employees.

EONS FOCUS AREAS



Mitigates confusion for passengers to provide a consistent traffic flow.



Increases customer satisfaction by providing a positive customer experience.

Target: Provide a customer service team that is more accessible and recognizable to the traveling public, tenants, and RTAA employees.




Achievement: Successfully rebranded the customer service team to the Customer Experience Team. The rebranded Customer Experience Team (CX Team) was introduced to the traveling public, tenants, and RTAA employees via social media and the RTAA's website. In addition, the CX Team was introduced to RTAA employees via in-person meetings and e-mails.

In Practice: Terminal Operations is dedicated to providing, not just customer service, but the best customer experience for passengers. This includes providing a recognizable customer experience team ready to assist passengers with any questions or concerns they may have.



Initiative: Implement an Accessible, Historical Utilities Data Source for RNO.

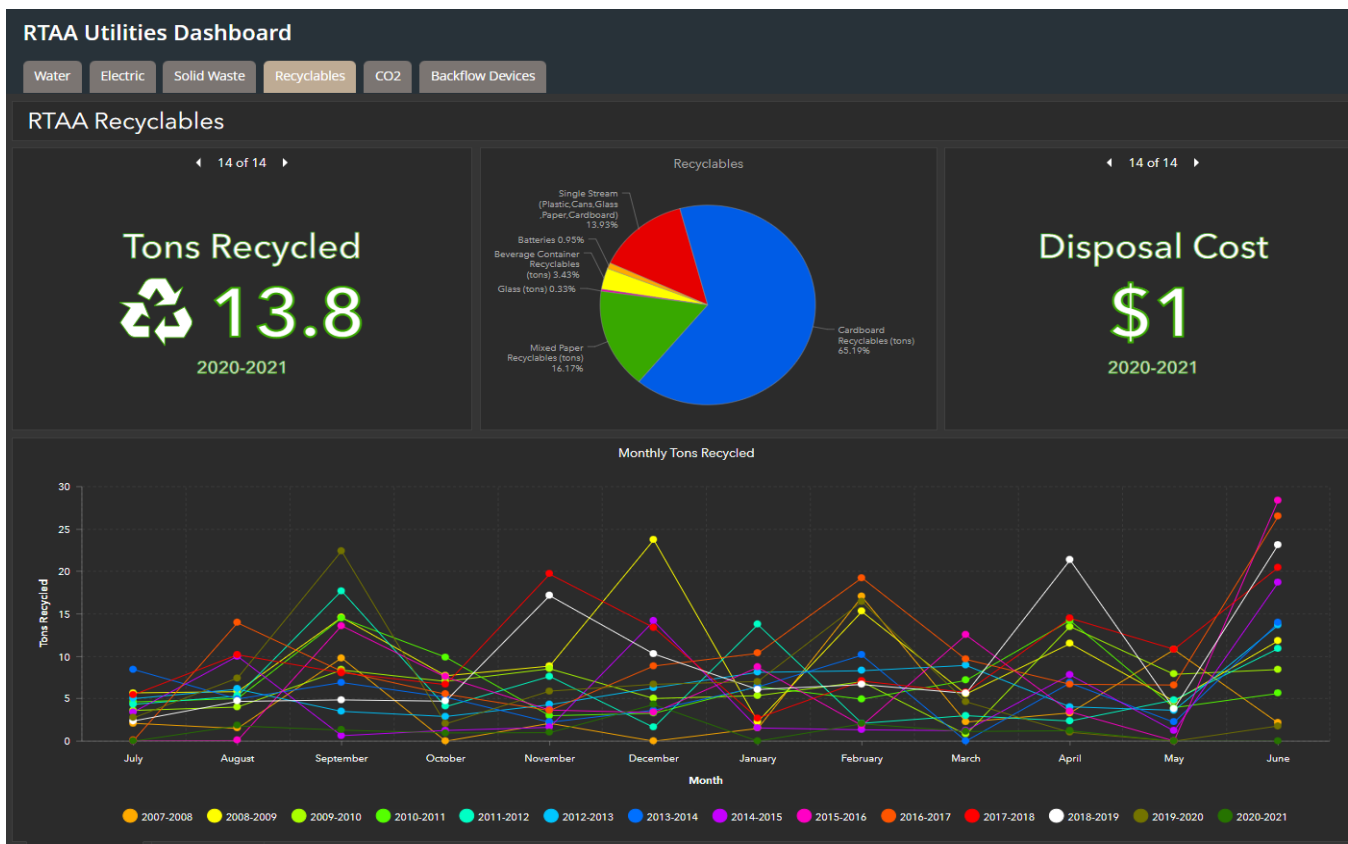
EONS FOCUS AREAS

-  Identifies trends and peak usage periods that can be used to forecast utility and waste disposal costs.
-  Identifies trends and peak usage periods that can be used to support facilities-related decision-making.
-  Tracks annual usage and documents decreases in natural resource consumption and cost savings, after facility and operational improvements.

Target: Collect disparately stored utilities-related datasets and create an accessible repository that can be used by all staff for decision-making.

Achievement: In 2022, the RTAA Utilities Dashboard was rolled out via the RTAA GIS application and made available to all RTAA employees.

In Practice: Facilities and Planning & Environmental collaborated on a GIS-based utilities dashboard that displays historical usage and cost data for water and electricity. The dashboard was further expanded to also track solid waste, recyclables, CO2, and backflow devices.



Initiative: Initiate Phase 2 of the RNO Workspace Study, Focused on a New Admin HQ and Police Station.

EONS FOCUS AREAS



Relocates airport administrative and police functions out of terminal areas that could be used for airline and airport tenant operations and/or passenger facilities and creates appropriately sized work areas for existing and future staffing requirements.



Provides better home base for police response to landside and airside areas.

Target: Identify the best location for a new Admin HQ and Police Station (either collocated or separate), a recommended space program, and a design/construction schedule that relocates police out of Concourse B prior to construction of a new concourse.

Achievement: In July 2022, Phase 2 of the RNO Workspace Study kicked off and is on track for completion in April 2023.

In Practice: A 17-person working group, that includes 5 representatives from the Police department, have analyzed 28 potential sites and recommended that an existing overflow parking lot (the Yellow Lot) be converted for use as a joint-use Admin HQ/Police Station. Efforts continue on final space programming and affordability with a target of transitioning the study to design in early 2023.



Initiative: Complete a Comprehensive Ticket Counter Peak Utilization Study.

EONS FOCUS AREAS



Increases capacity to accommodate more airlines operating at RNO and thus the potential for increased revenue.



Allows airlines to operate on any other common use counter reducing impacts to operations if there are problems with equipment on certain counter positions.



Decreases the amount of proprietary equipment utilizing different resources throughout the airport.



Allows the RTAA to be more flexible and accommodating as an airline's need for counter space fluctuates.

Target: Determine if there is sufficient ticketing space with the implementation of common use equipment and lease terms for non-signatory airlines, recommend a baseline number of common use ticketing kiosks, and identify potential opportunities to utilize signatory ticketing space to accommodate non-signatory airline operations during off-peak periods.

Achievement: The Ticket Counter Peak Utilization study provided data that informed subsequent decisions and provided a path forward for the common use implementation at RNO.

In Practice: Commercial Business, Air Service Development, IT, and an industry consultant worked together to prepare a CAST Terminal simulation model that would determine ticket counter and kiosk facility needs for a potential near-future demand scenario. The addition of common use equipment, including the recommended twelve (12) common use kiosks will further enhance the capacity to accommodate new market entrants exceeding the near-future demand scenario.



Sustainability Indicators



Economic Viability

FINANCIAL	UNIT	COMMENT	FY 18/19	FY 19/20	FY20/21	FY21/22
Operating Revenue						
Airline	Dollar		14,690,647	17,025,777	14,989,099	16,514,659
Non-Airline	Dollar		37,859,089	33,643,948	28,673,817	42,034,808
Total	Dollar		52,549,736	50,669,725	43,662,916	58,549,467
Operating Expenses						
Personnel Services	Dollar		29,334,325	32,120,112	30,923,944	33,955,350
Utilities and Communications	Dollar		2,772,620	2,881,068	2,454,099	3,156,585
Purchased Services	Dollar		5,521,530	5,418,705	4,887,352	7,702,653
Materials and Supplies	Dollar		2,045,295	2,340,685	2,259,926	2,575,165
Administrative Expenses	Dollar		2,646,733	2,431,355	2,086,926	2,854,510
Total			42,320,503	45,191,925	42,616,297	50,244,262
Financial Benchmarks						
Enplaned Passengers	Number		2,149,759	1,690,171	1,231,616	2,079,807
Airline Cost Per Enplaned Passenger	Dollar		5.57	8.56	9.54	9.57
Debt Service Coverage Ratio	Number		7.09	5.08	5.52	2.64
Days Cash on Hand	Days		546	480	558	529
Tenant Improvement Applications	Number		83	86	52	62

Operational Efficiency

Operations	Unit	Comment	FY 18/19	FY 19/20	FY 20/21	FY 21/22
Annual Aircraft Operations¹						
Commercial/Cargo	Number		47,970	41,797	35,962	44,896
Military	Number		2,030	2,389	2,756	2,348
General Aviation	Number		48,818	47,329	57,278	59,852
Cargo Tonnage	Tons		74,020	71,992	76,404	73,638
FAA Part 139 Deficiencies ²	Number		1	--*	5	2
Ground Transportation						
Auto Parking Transactions	Number		526,277	391,407	277,141	461,503
ARFF/Police Responses	Number		494	564	293	502
Annual Work Orders						
Preventative Maintenance	Number		14,445	14,690	14,531	14,303
Corrective Maintenance	Number		4,922	5,029	5,456	4,928
PM Costs Compared To Total Maintenance Costs	Percent		43.68	43.1	48.6	52.7
Planned Development Reviews (Airport Influence/Compatibility Area)	Number		768	621	671	681

*FAA inspection not conducted due to COVID pandemic restrictions

Data Source: RTAA 2020/21

¹ Annual Aircraft Operations provided are calendar year totals 2019,20,21,22 (January 1 through December 31).

² FAA Part 139 Deficiencies were immediately corrected.

Natural Resource Conservation

ENVIRONMENTAL	UNIT	COMMENT	FY 18/19	FY 19/20	FY 20/21	FY 21/22
Airport Utilities						
Electric	kWh		18,845,497	17,215,907	15,859,717	16,681,474
Natural gas	Therms		693,827	591,944	547,622	530,712
Water	Gallons		37,419,600	32,357,553	30,705,546	42,870,963
De-icing Operations						
Aircraft De-icing	Gallons		139,321	92,234	95,502	110,939
Aircraft De-icer Collected/Treated	Gallons		10,728	7,521	12,045	18,788
Aircraft De-icer Recovered	Percent		6.9	7.4	11.7	15.3
Waste Management						
Waste To Landfill	Tons		865	703	582	849
Terminal Recycling	Tons		111	78	45	39.37
Diversion Rate	Percent		11.36	10.0	7.49	9.10
Vehicle Fuel Usage						
Gasoline	Gallons		19,516	18,099	15,541	26,867
Diesel	Gallons		20,507	10,639	12,897	21,443

Social Responsibility

COMMUNITY	UNIT	COMMENT	FY 18/19	FY 19/20	FY 20/21	FY 21/22
Paws For Passengers	Hours		-	-	-	2,182
Customer Satisfaction	Rating	7 Point Scale	6.48	--*	--*	--*
Daily Departures	Number		63	56	45	60
Non-Stop Destinations	Number		24	22	24	36
Average Daily Seats	Number		7,369	6,818	5,273	7,385
Total Annual Seats	Number		2,689,831	2,495,338	1,924,756	2,695,429
Total Annual Enplaned Passengers	Number		2,149,759	1,690,171	1,231,616	2,079,863
Total Passengers	Number		4,298,555	3,378,405	2,472,843	4,155,405
Total Annual Aircraft Noise Complaints	Number		665	904	671	314

*Customer Survey not conducted due to COVID pandemic or other restrictions

Data Source: RTAA 2021/22