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**\*\*\* CANCELLATION NOTICE \*\*\*****AGENDA****Board of Trustees Regular Meeting**

**The Reno-Tahoe Airport Authority Board of Trustees Regular Meeting scheduled for Thursday, December 14, 2023 at 9:00 a.m. has been canceled.**

For informational purposes, the following documents are attached:

1. CEO Report - December 2023

# President/CEO Report

**To:** All Board Members  
**From:** Daren Griffin, President/CEO  
**Date:** December 2023

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## **AIR SERVICE DEVELOPMENT**

### **Air Service Headquarters Meeting with Spirit Airlines**

Last month, staff and interim RSCVA CEO, Mike Larragueta, visited Spirit Airlines in Fort Lauderdale, Florida. The RTAA hosted a dinner the evening before the headquarters meeting on November 16. Both were well attended. Airport staff informed Spirit of the local investment in the region. The focus of discussion was to increase flights to their existing route, begin non-stop flights to other destinations and explore the opportunity to become a signatory airline at RNO. Staff also shared information on the Reno-Tahoe corporate travel recovery, as well as the growing and emerging industries, and local investment in the region.

### **Additional Airline Meetings and Events**

At the end of November, staff held a virtual meeting with Volaris, in which the airline expressed their satisfaction with the current performance and their desire to add weekend flights at Reno-Tahoe International Airport. Staff is working with the local Customs and Border Protection office to explore options to accommodate these additions.

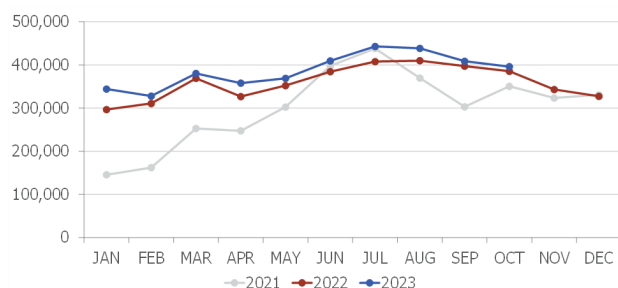
In December, staff and local partners will visit Alaska Airlines' headquarters in Seattle, as well as hold a virtual meeting with the American Airlines' Network Planning team. In the first quarter of 2024, staff also plans to host an Airline Business Familiarization (FAM) Tour, centered around the Economic Development Authority of Western Nevada's annual State of the Industry address, to include a tour of the Tahoe-Reno Industrial Center and a hosted Airport networking event between key local businesses and the visiting airline sales partners.

### **October 2023 RNO Passengers**

Reno-Tahoe International Airport (RNO) served 396,147 passengers in October 2023, an increase of 2.8% versus the same period last year. In October 2023, RNO was served by 11 airlines to 20 non-stop destinations. The total seat capacity increased 12% and flights increased 9.6 when compared to October 2022.

On November 16, New Pacific Airlines began non-stop flights between RNO and Ontario, California. The airline is utilizing a 181-seat Boeing 757 aircraft and operates twice a week on Thursdays and Sundays.

JSX offers non-stop flights from RNO to Orange County and Burbank using a 30-seat Embraer 135/145 aircraft. JSX operates out of Stellar Aviation, a private Fixed Base Operator, located at 485 South Rock Blvd.

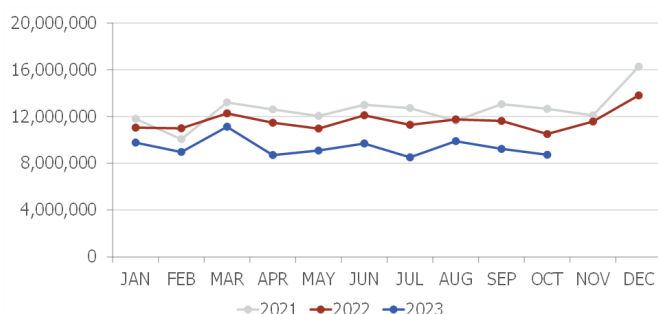


Total Passengers Oct-23					
	Passengers		% Diff.	Passengers	YOY % Diff.
	2021	2022		2023	
JAN	145,421	296,641	104.0%	344,268	16.1%
FEB	162,071	310,738	91.7%	327,934	5.5%
MAR	252,828	368,946	45.9%	380,363	3.1%
1st QTR	560,320	976,325	74.2%	1,052,565	7.8%
APR	247,220	326,787	32.2%	357,924	9.5%
MAY	302,403	352,255	16.5%	368,930	4.7%
JUN	397,906	384,429	-3.4%	409,467	6.5%
2nd QTR	947,529	1,063,471	12.2%	1,136,321	6.9%
JUL	438,168	407,867	-6.9%	442,942	8.6%
AUG	369,686	409,942	10.9%	438,621	7.0%
SEP	302,929	397,404	31.2%	408,732	2.9%
3rd QTR	1,110,783	1,215,213	9.4%	1,290,295	6.2%
OCT	350,631	385,466	9.9%	396,147	2.8%
NOV	323,508	343,130	6.1%		
DEC	330,687	327,353	-1.0%		
4th QTR	1,004,826	1,055,949	5.1%		
TOTAL	3,623,458	4,310,958	19.0%		
YTD		3,640,475		3,875,328	6.5%

December 2023 RNO Flight Schedule			
Destination	Airlines	Total Departures	Details
Austin	American	21	Mon, Thu, Fri, Sun & flights on 20, 26, 27
Burbank	Southwest	31	Daily
Chicago-O'Hare	United	8	Daily flight on 21-23, 26-30
Dallas-Love	Southwest	6	Daily flight on 21, 22, 26-29
Dallas/Fort Worth	American	93	Two to three daily flights. Four daily on 20-23, 26-30
Denver	Southwest	90	Three daily. Two flights on 2, 9, 16
	United	110	Three daily. Four daily on 14, 15, 17, 18, 20-31
Guadalajara	Volaris	21	Five weekly flights, Mon - Fri
Houston-Intercontinental	United	10	Daily flight on 21-23, 25-30
Las Vegas	Allegiant	8	Twice weekly. Thu Sun
	Southwest	316	11 daily. Six flights on Sat
	Spirit	55	Twice daily. Once on 5, 6, 9, 12, 13, 24, 31
Long Beach	Southwest	64	Twice daily. Three flights on 23, 30
Los Angeles	Delta	90	Three daily
	JetBlue	25	Daily. No flight on 2, 5, 6, 9, 12, 13
	Southwest	31	Daily
	United	60	Twice daily. Once on 24
New York-JFK	JetBlue	17	Daily 15-31
Oakland	Southwest	57	Twice daily. Once on Sat
Ontario	New Pacific	8	Twice weekly. Thu, Sun
Phoenix	American	111	Three to four daily flights. Five on 22
	Southwest	70	Twice daily. Three flights on 21-23, 26-30
Portland	Alaska	58	Twice daily. Once on 1, 5, 9, 12
Salt Lake City	Delta	94	Three daily. Twice on 24, 25, 31. Four on 26-30
San Diego	Southwest	67	Twice daily. Three on 21-23, 26-30
San Francisco	United	110	Four daily. Three on 21-23, 26-30, Twice on 24, 25, 31
San Jose	Southwest	31	Daily
Seattle	Alaska	85	Three daily. Twice on 2, 3, 5, 6, 9, 10, 12, 13
	Multiple airlines		
11.30.2023			

## October 2023 RNO Cargo Volume

RNO handled 8,731,063 pounds of air cargo in October 2023, a decrease of 16.9% when compared to October 2022.



Total Cargo Volume in Pounds					
Oct-23					
	2021	2022	% Diff.	2023	YOY %
	Cargo in Pounds			Pounds	Metric Tons
					Diff.
JAN	11,805,228	11,052,383	-6.4%	9,768,668	4,430
FEB	10,068,001	10,991,076	9.2%	8,963,956	4,065
MAR	13,204,912	12,265,793	-7.1%	11,124,124	5,045
1st QTR	35,078,141	34,309,252	-2.2%	29,856,748	13,540
APR	12,611,682	11,470,613	-9.0%	8,704,717	3,948
MAY	12,048,247	10,966,757	-9.0%	9,094,192	4,124
JUN	13,000,085	12,105,721	-6.9%	9,694,997	4,397
2nd QTR	37,660,014	34,543,091	-8.3%	27,493,906	12,469
JUL	12,722,035	11,289,066	-11.3%	8,508,207	3,859
AUG	11,636,003	11,751,228	1.0%	9,888,463	4,485
SEP	13,055,518	11,624,360	-11.0%	9,237,788	4,189
3rd QTR	37,413,556	34,664,654	-7.3%	27,634,458	12,533
OCT	12,660,541	10,502,407	-17.0%	8,731,063	3,960
NOV	12,089,489	11,569,577	-4.3%		
DEC	16,260,767	13,806,179	-15.1%		
4th QTR	41,010,797	35,878,163	-12.5%		
TOTAL	151,162,508	139,395,160	-7.8%	93,716,175	42,502
YTD		114,019,404			-17.8%

## ECONOMIC DEVELOPMENT

### Properties

#### GTC Project

Conrac Solutions, the RACs, and the RTAA are diligently working to finalize the terms for the ground lease, concession and facility lease extensions, concession and facility leases for after DBO, and prepare all other documents needed for Conrac Solutions to achieve financial close. Staff anticipates bringing final agreement term sheets to the December 2023 Board Meeting for Board consideration of proceeding to Phase III – Project Delivery.

### RTS Land Development

#### Dermody Properties Phase I Development

At its November 8, 2023, City Council Meeting, the City of Reno Council approved the reimbursement agreement between Union Pacific Railroad (UP) and the City of Reno for an at-grade railroad crossing on Moya Blvd. Upon the execution of this document, the City of Reno will issue the building permits for the 2 buildings in Phase I. The City had previously issued the grading permit and the Dermody team began mobilization onto the site on November 14, 2023. The Dermody team has met its performance milestone of providing a survey of the acreage that will be designated as the premises for Phase II development. Staff has ordered the appraisal for the Phase II leasehold and is working with the Dermody team to execute the ground lease by March 1, 2024. The next milestone for the Dermody team is to provide a project master utility plan by February 2024. In addition to accelerating future development, we are in discussions on FAA NEPA for Moya Boulevard.

### RNO Land Development

#### Stellar Aviation

Construction of the Stellar Aviation Phase I development has started (9 acres for a 30,000sf hangar, a 5,000sf FBO terminal and associated ramp). The ramp area of their development has been completed and work continues, on the hangar and FBO terminal building. Stellar anticipates the FBO terminal building to be completed by the middle to end of January 2024 with the hangar to be completed by Spring of 2024.

#### Tolles Development Company

As of the middle of November 2023, all the buildings have been “tilted-up” and focus has been shifted to facility build out including Tenant Improvements. The project is expected to be complete in Spring of 2024.

## OPERATIONS & PUBLIC SAFETY

Department	Event	10/2023	10/2022	10/2021
Joint Actions	Aircraft Alerts: ARFF, Ops, Police, Aircom	1	0	8
	Medicals: ARFF, Ops, Police, Aircom	27	21	25
Operations	Inspections	129	123	77
	Wildlife Incidents	2	5	8
Police	TSA Checkpoint Incidents	22	40	12
	Case Numbers Requested	20	10	13
Security	Alarm Responses	52	134	280
	Inspections: Vehicle, Delivery, Employee	1024	1157	1083
	Badge Actions	813	989	718
	Screening	78		
ARFF	Inspections: Fuelers/Facilities	10/0	10/7	0/0
Landside	Public Parking – Total Revenue	\$1,752,861.00	\$1,639,780.00	\$1,187,724.00
	Public Parking – Total Transactions	42,990	41,230	38,894
	Public Parking – Average \$ Per Transaction	\$40.77	\$39.77	\$30.54
	Shuttle & Bus Trips Through GT	8,731	8,513	8,431
	Transportation Network Company Trips	33,410	13,562	10,668
	Taxi Trips Through GT	5,383	6,081	6,057

## PEOPLE, CULTURE AND EQUITY

<b>Time frame:</b> 11/01/2023 through 11/30/2023	
Open Positions	8
New Starts	3
Resignations/Terminations*	2
Promotions	5
<i>*Termination refers to an employee leaving under any circumstances, good or bad.</i>	

People Operations continued to meet individually with department managers throughout the organization to review results of the Denison Culture Survey that was held in May of this year. The Culture Survey is designed to gather information on how our employees feel about our organizational culture in four key areas: mission, adaptability, involvement, and consistency. Results were presented from the perspective of the whole organization and were also broken down by individual department. Managers were each tasked with reviewing their department results with their teams and coming up with 2-3 action items to implement in order to improve performance.

The Culture Club has invited all employees to write their personal thanksgivings on the windows outside the Board Room. Special markers that write on glass are available, and the missives are multiplying by the day. This large scale "group project" will be up through the month of November.

## MARKETING & PUBLIC AFFAIRS

### **Marketing**

The team continues to focus paid advertising on two topics: air service support and MoreRNO. Current advertising is online/digital and promotes nonstop flights to three major regions (Pacific Northwest,

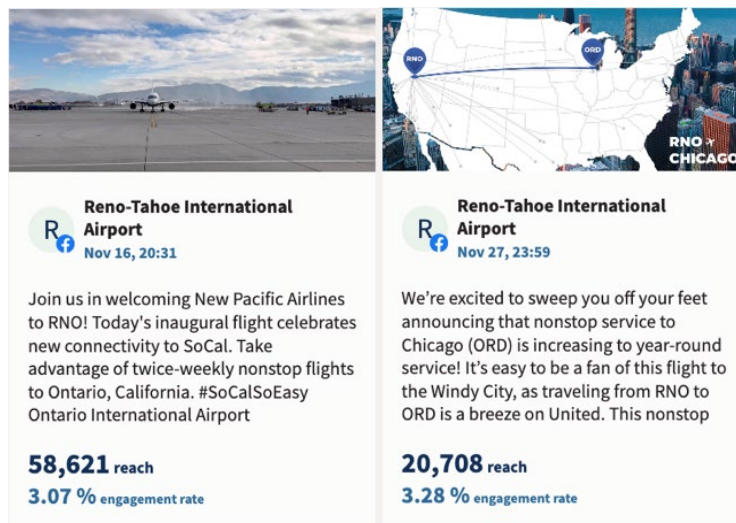
South/Texas and Bay Area.) These campaigns continue to complement in-house work (newsletter, social media, etc.)

Notable metrics from Nov. 1 - 30 include:

- **Paid campaigns:** Total impressions remained steady at about 1.4 million (combined Google Ads and social media) with a small decrease compared to the previous month. Though total impressions (-6%) and ad clicks (-7%) slightly decreased, MoreRNO Google display ads and air service Instagram Reel ads saw an increase. Keeping traction of these high performing ads, a recommendation will be made to increase ad spend towards these display ads next month.



- **Organic social media:** Most notable posts this month highlighted air service development initiatives. Post impressions increased on Instagram by 50.3% and 30.2% on X (Twitter) compared to last month, while holding steady on Facebook with more than 120K monthly impressions. These higher impressions can be attributed to posts that are more engaging to followers (increased shares, tags and comments) and interest passengers in our service area – two notable posts include the inaugural flight of New Pacific Airlines and United Airlines increasing the RNO to ORD route to year-round. Please continue to support our social media platforms and share posts with your networks.



- **Website:** User traffic to the parking landing page increased by 13.2% compared to the previous month which can be attributed to regular holiday/overflow parking messaging and updates through our communications.

### Media and Public Outreach

New Pacific Airlines (NPA) launched, which garnered a lot of media coverage, including Channels 2 (KTVN), 4 (KRNv) and Fox 11 (KRXI). In addition, KTVN came back the same day to cover construction and holiday travel. The Reno-Gazette Journal featured RTAA/NPA as a top story on their website. Channel

8 (KOL0) also asked for assets as they didn't have a large enough team that day to cover the event. Radio station KKOH received a soundbite from the event.

We also received great coverage on the latest depARTures exhibit, *Home Means Nevada*. It was covered by the RGJ, and Channels 2 (KTVN), 4 (KRNv), including on news' social media pages. Media was extremely interested in holiday travel this year and Channels 2 (KTVN), 4 (KRNv), 8 (KOL0) and 11 (KRXI) covered the airport, alongside the Reno-Gazette Journal and KKOH radio. This was a mixture of live interviews, recorded interviews, and getting footage at the airport/passengers.

### **Government Affairs**

The federal government narrowly avoided a shutdown (again) by passing a continuing resolution with two deadlines in early 2024. We continue to wait patiently on the completion of the final fiscal year budget to confirm the federal commitment of funds for another ARFF vehicle that should be included as a result of our Community Project Funding request.

### **Art**

If you're traveling this holiday season, stop by the depARTures gallery and view the airport's latest rotating exhibition, *Home Means Nevada*. On loan from the Nevada Arts Council (Executive Director Tony Manfredi sits on the Art Advisory Committee), the beauty of the Silver State is captured by 15 photographers and highlights some Nevada's unique treasures. It will run through February 1, 2024. *Repeated Refrains*, the airport's first public art installation by renowned Houston artist Dixie Friend Gay, is in the final phase of development. The art will be unveiled at the ticketing hall expansion grand opening celebration in the Spring. This MoreRNO construction project kicked off the Board's commitment to art and it's 1% funding.