



**Reno-Tahoe  
Airport  
Authority**

# **Sustainability Report**

## **—2023—**



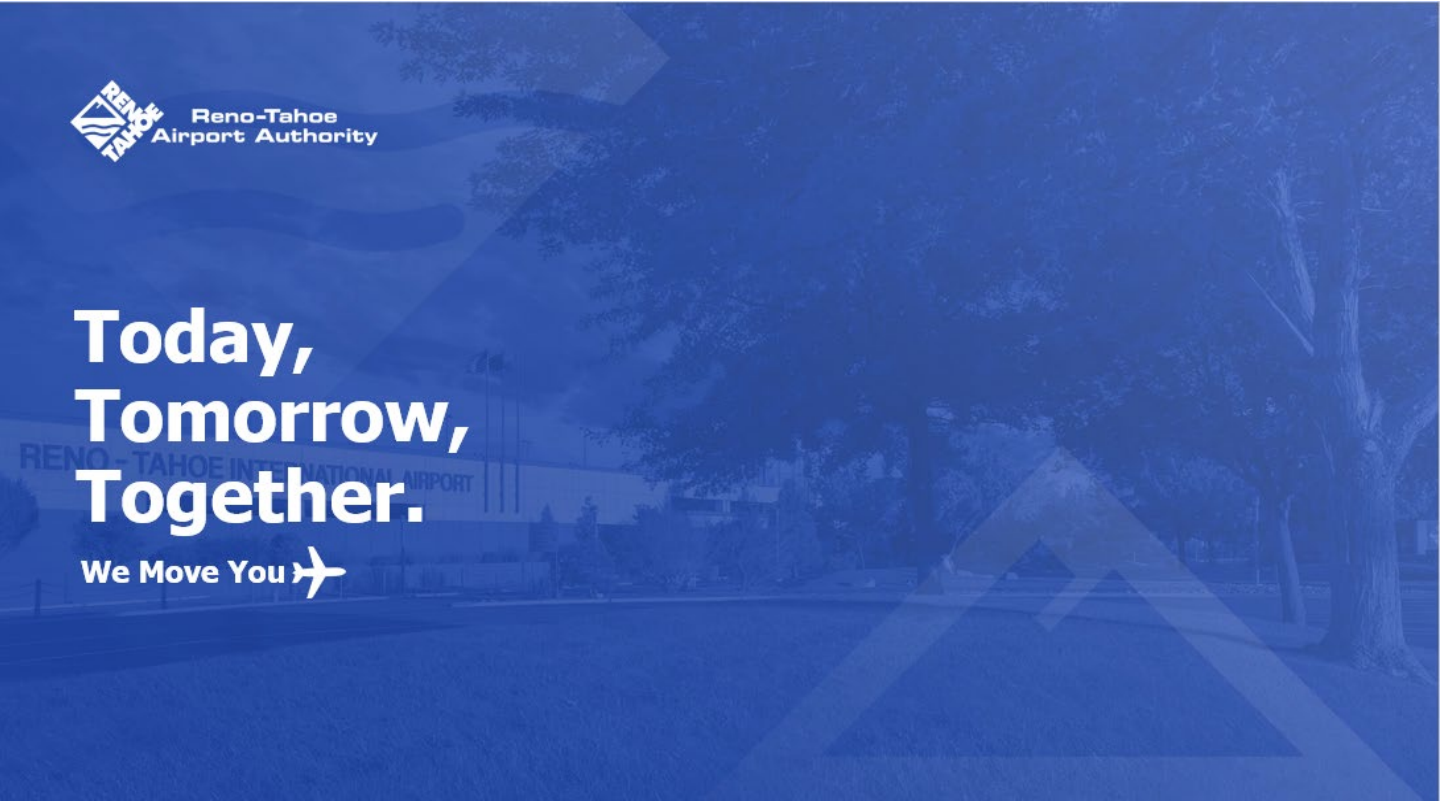
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## Sustainability Message from the President/CEO



In 2023, the Reno-Tahoe Airport Authority (RTAA) played an important role in the economic landscape of northern Nevada, with our economic impact reaching \$3.6 billion – marking a \$1.6 billion increase over the past decade. This substantial increase underscores our sustained growth as a region and the airport's role in that growth. Last year also marked a significant milestone as we achieved the highest passenger numbers at the Reno-Tahoe International Airport since 2008.

In our commitment to meeting the demands of our growing region, the MoreRNO Program we announced in 2022 has been making substantial strides. The Ticketing Hall Expansion project opened to the public in April 2024. Following this success, will be an improved roadway and parking experience and the start of construction for two new concourses. These developments are integral to transforming the travel experience at RNO, ensuring its efficiency and capacity meet the needs of future generations.

Sustainability remains a central focus of our initiatives. As part of our commitment to responsible growth, we are introducing the Centralized Utility Plant (E-CUP), an addition that will leverage the natural geothermal activity underneath us and through the latest technologies will enhance the efficiency and resilience of RNO. This innovative project shows our dedication to sustainable practices, contributing to the overall success and environmental stewardship of the RTAA.

Throughout the year, the collaborative efforts of our dedicated staff and airport partners have been instrumental in achieving our goals. We've engaged in substantial business deals with airlines, tackled complex infrastructure challenges and prioritized employee-led projects, all of which contribute to our vision for a thriving future.

As we look ahead, the future of RNO is expansive. Together, let's continue to build on our successes, embrace sustainable practices and bring northern Nevada more of what they love about our airports.

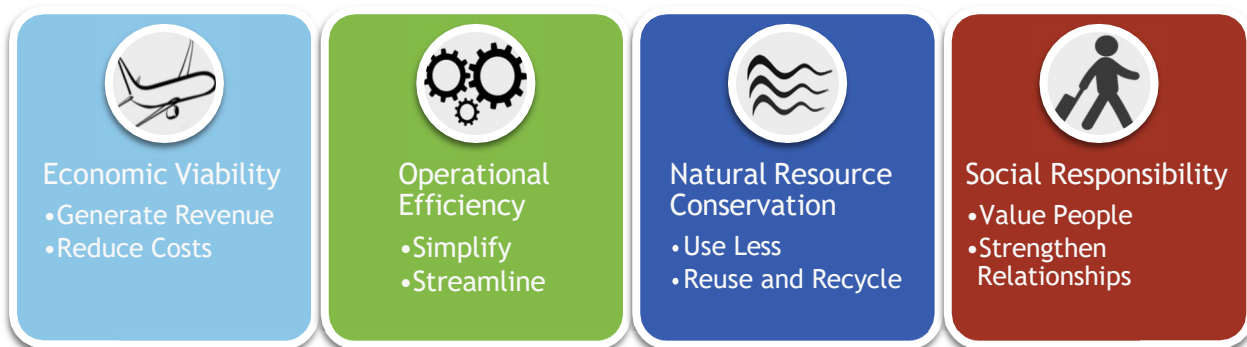
Sincerely,



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 fall into all four.



### **Economic Viability**

A balanced checkbook (i.e. the revenues and expenditures of the RTAA match) ensures 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 because 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 on one or more of the sustainability focus areas. The following pages highlight some of our 2023 sustainability initiatives.



## Initiative: Implement Paperless Workflow for Annual Performance Reviews.

EONS FOCUS AREAS



Significantly reduces the costs of office supplies and document processing.



Streamlines operational efficiency, enhances productivity, digitally modernizes the process, and eliminates hardcopy document storage needs.



Promotes natural resource conservation and reduces environmental impacts.



Fosters a culture of continuous learning and improvement by encouraging feedback, innovation, and collaboration.

**Target:** Update current Performance Evaluation process to eliminate the use of paper supplies, reduce cost of processing, streamline workflow electronically, and adopt use of e-signatures.

**Achievement:** The RTAA successfully implemented digital tools and strategies to eliminate physical paper documents for annual employee performance reviews, effective the July 1, 2023 - June 30, 2024 evaluation period.

**In Practice:** People Operations works with all People Managers to train new, efficient workflows that save time, save resources, and eliminate unnecessary physical paper documents for Annual Performance Evaluations, including new Quarterly Performance Check-Ins.

Switch to  
Paperless  
Workflows



## Initiative: Roll Out Denison Organizational Culture Surveys & Subsequent Results to Design Sustained Organizational Success.

EONS FOCUS AREAS



Reduces operational costs through greater understanding of the RTAA's core purpose and goals.



Aligns and coordinates systems, processes, and behaviors to achieve organizational goals.



Promotes initiatives that minimize the organization's environmental footprint and promotes eco-friendly behaviors among employees.

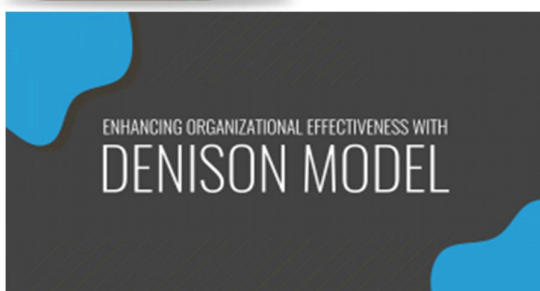


Strengthens commitment to ethical behavior, community engagement, and sustainable practices and with subsequent surveys, demonstrates accountability.

**Target:** Implement Denison Organizational Culture Surveys to benchmark the RTAA's culture against industry peers and other high-performing organizations and to help identify areas of competitive advantages or areas needing improvement.

**Achievement:** 2023 survey results, based on answers from 75% of RTAA employees, established an initial baseline to assess and understand the RTAA's organizational culture, to foster an organizational culture that drives performance, innovation, and sustained success. Annual culture surveys will provide continual direction and strategic planning to respond to change, innovate, and learn. Two Tiger Teams were established to evaluate and improve the RTAA's communications.

**In Practice:** People Operations employs the Denison Survey results to inform strategic planning, leadership development, and culture change initiatives aimed at creating a more vibrant and effective workplace environment.



## Initiative: Adopt an Update to the 2019-2023 RTAA Strategic Plan.

EONS FOCUS AREAS



Contributes to the RTAA's financial performance and long-term sustainability.



Assesses the progress made towards achieving the goals and objectives outlined in the current strategic plan.



Promotes resource efficiency throughout the RTAA's operations and supply chain.

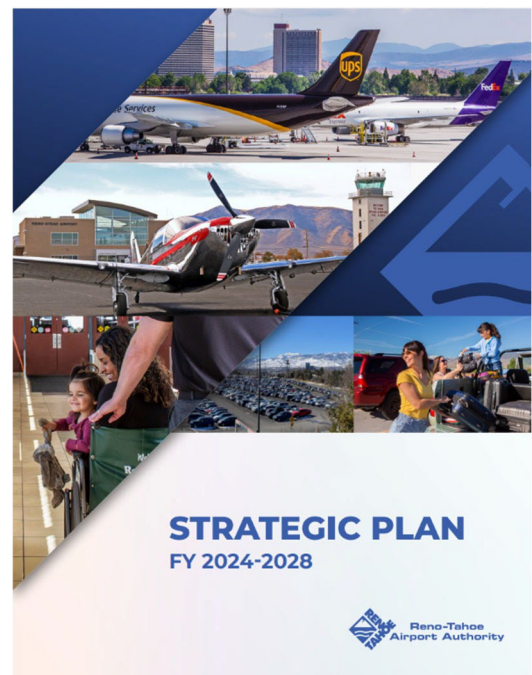


Fosters shared values while contributing to a more sustainable and equitable future for all.

**Target:** Update current 5-year strategic plan to ensure alignment with present RTAA priorities and external factors.

**Achievement:** After thorough internal stakeholder alignment, the RTAA Strategic Plan 2024-2028 was approved by the Board of Trustees on June 8, 2023. The updated strategic plan provides the framework to optimize the RTAA's future performance and drive sustainable growth and success. Flexibility and adaptability are key to ensuring the plan remains relevant and effective in guiding the RTAA towards its desired future mission, vision, and values.

**In Practice:** People Operations ensures that the RTAA's Strategic Plan remains relevant, agile, and responsive to changing internal and external dynamics, enabling the RTAA to achieve its desired future mission, vision, and values in an evolving environment.





## Initiative: Convert Under-Utilized, Vacant RTAA Land to Revenue-Producing Property in Partnership with the Tolles Development Company.

EONS FOCUS AREAS



Provides a long-term revenue generation source that is not dependent upon air travel for success.



Long-term lease transfers ongoing maintenance and operations of 48 acres of non-contiguous RTAA land from Airfield Maintenance responsibility to third party developer responsibility.



Integrates green spaces and landscaping, including 458 new trees and 1,400 new shrubs.



Creates in-fill development, increasing employment opportunities within the Reno core, closer to potential employees' homes.

**Target:** Optimize third-party utilization of airport property through effective management practices, streamlined processes, and innovative technologies.

**Achievement:** After successful negotiations that resulted in an executed 50-year ground lease for the development of a class-A mixed use industrial and commercial center, the Tolles Development Company broke ground, in 2023, on a 48-acre site, known as Home Gardens South. Construction will be complete in 2024, and annual rent payments are estimated at \$750,000.

**In Practice:** Commercial Business Development continually supports and seeks airport development opportunities and understands that non-aeronautical development plays a crucial role in diversifying revenue streams for airports, reducing dependency on aeronautical fees.



## Initiative: Transition to Efficient & Effective Fillable-Forms for New Employee Onboarding.

EONS FOCUS AREAS



Decreases operational costs by utilizing fillable forms that can be digitally exchanged.



Streamlines operational efficiency, enhances productivity, and digitally modernizes the process.



Promotes natural resource conservation and reduces environmental impacts.



Streamlines onboarding process and establishes 'Digital Personal Files'.

**Target:** Implement fillable-forms for a new employee onboarding process that promotes efficiency, accuracy, accessibility, and reduces environmental impacts.





**Achievement:** In 2023, the entire hiring process successfully transitioned to a 100% digital process that starts with Breezy HR for the application and interview process and concludes with digital documents for onboarding programs to help new employees feel welcomed, supported, and prepared to contribute to the organization.

**In Practice:** People Operations strives for continual improvement and process modernization to maintain the RTAA's position as an employer of choice.



## Initiative: Enhance the RNO Automated Retail and Vending Concession Program and Offerings.

EONS FOCUS AREAS

	Activates unused high-traffic locations to increase non-aeronautical revenue with essential and unique product offerings.
	Combines technology and various product concepts to create an efficient, low vendor cost shopping experience.
	Uses minimal space and resources to provide additional and unique offerings to passengers.
	Creates a safe and hassle-free experience for both travelers and airport employees.

**Target:** Secure additional automated retail and vending concession services to provide additional retail concessions to RNO passengers.

**Achievement:** A diverse automated retail and vending concession program including automated specialty retail, snack and beverage sets, fresh branded foods/meals, and automated cuisine, was successfully rolled out in 2023. In support of these new concessions, the [renoairport.com](http://renoairport.com) website was updated to include information on each specialty vendor.

**In Practice:** Commercial Business Development continually seeks ways to provide convenient retail and vending options to RNO patrons. Vending machines provide a low overhead, every-changing selection of products including hot meals, coffee, cakes, cosmetic products and even Legos.





## Initiative: Promote Community Outreach Partnerships with Local Food Distribution Group.

EONS FOCUS AREAS



Promotes economic viability related to improved health outcomes and community well-being.



Optimizes supply chain logistics by redistributing excess inventory efficiently.



Aligns with RTAA's sustainability goals, demonstrating a commitment to environmental stewardship.



Addresses disparities in access to nutritious food, promoting social equity and justice.

**Target:** In partnership with a local food distribution group, provide a safe, accessible location where the local community and beyond can receive healthy food for families in need.

**Achievement:** Collaboration and partnership have resulted in a successful monthly event that is attended by many. Every third Thursday of the month, the Northern Nevada's Mobile Harvest Food Truck sets up in front of the Freedom Flight Terminal at Reno-Stead Airport (RTS) building from 9am-11am eleven months out of the year.

**In Practice:** RTS continues to foster meaningful partnerships with local food banks to help address food insecurity, promote food access, and support the well-being of vulnerable individuals and families.





## Initiative: Develop IT Master Plan/Digital Transformation Plan (DTP).

EONS FOCUS AREAS

	Aligns technological investments with strategic goals, maximizing efficiency, and minimizing redundant expenditures.
	Provides a comprehensive framework for technology integration, resource allocation, and workflow optimization.
	Promotes energy-efficient infrastructure design, virtualization, and responsible disposal of electronic equipment.
	Promotes equitable access to technology, safeguards digital privacy and security, and fosters digital literacy and inclusion.

**Target:** Develop a comprehensive IT Master Plan/Digital Transformation Plan that includes all current Technology and Information Services (TIS) programs, anticipated future programs, and emerging technologies.

**Achievement:** The comprehensive plan was written and presented to Executive leadership. Activities completed in 2023 include restructuring the IT department, software updates, and improved video conferencing in meeting rooms.

**In Practice:** The Technology & Information Systems Division strives to optimize existing process but also drives innovation, fosters growth, and positions the RTAA for long-term success in a rapidly changing digital environment.



## Initiative: Secure FAA VALE Grant Funding for Pre-Conditioned Air (PCA) and Gate Electrification (Electric Ground Power or eGPUs) Units at all 23 RNO Concourse Gates.

EONS FOCUS AREAS



Transforms \$6.6 million in federal funding into PCA and eGPU units for airline equipment and aircraft emission reductions.



Contributes to affordable, sustainable airport operations.



Reduces criteria pollutants to improve air quality.

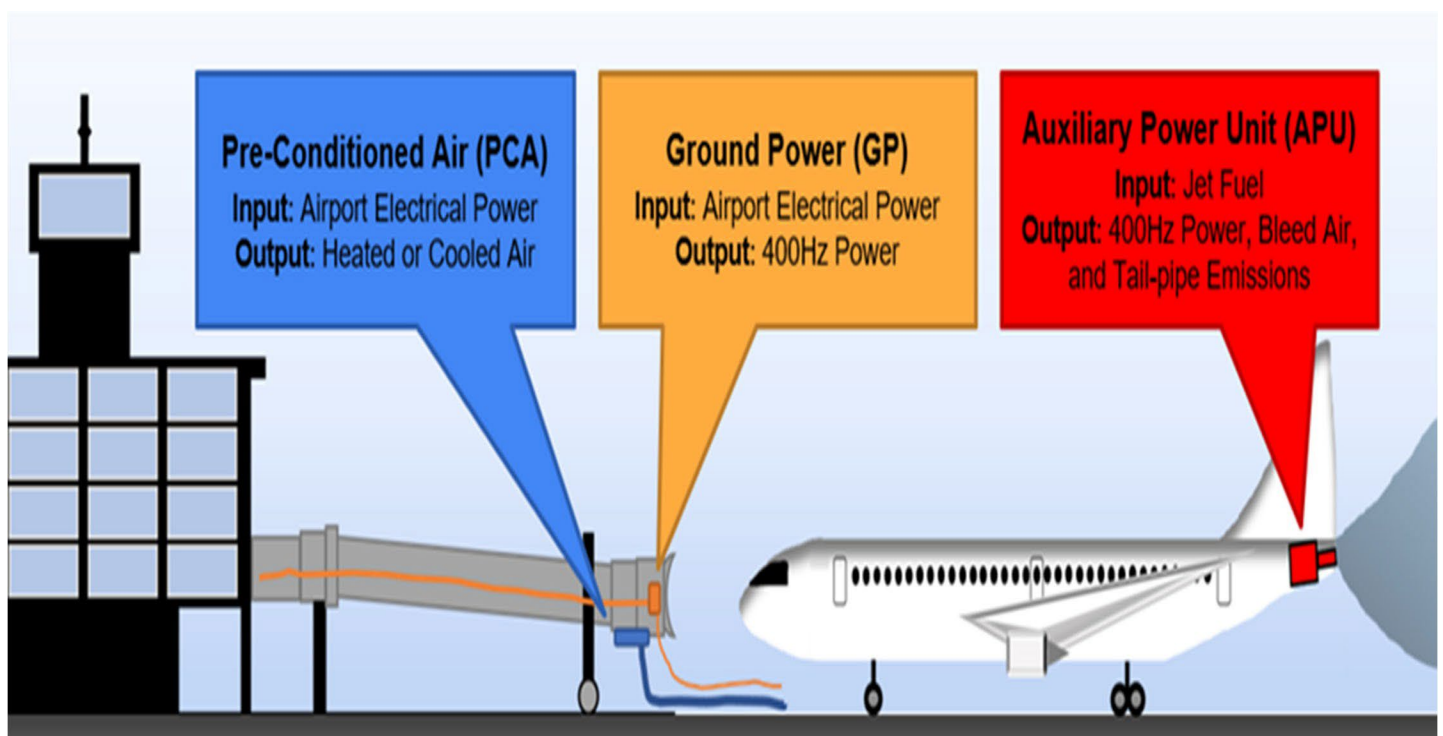


Promotes modern approach to carbon reduction and reduces dependence on petroleum resources.

**Target:** Secure FAA funding and airline participation to install 23 PCAs and eGPUs to reduce aircraft generated emissions and promote airline cost reductions.

**Achievement:** In partnership with the RNO's airline operators, the RTAA's secured \$6,644,657 from the FAA for the VALE PCA and eGPU Project.

**In Practice:** A national FAA program, VALE, is designed to reduce sources of airport ground emissions and encourages airports to implement clean technology projects that improve air quality.



## Initiative: Initiate Design of the New Reno-Tahoe Airport Authority Headquarters (HQ) Building.

EONS FOCUS AREAS



Considers long-term ROI by investing in facilities that meet the diverse needs of modern working environments.



Enhances productivity, creativity, and employee well-being.



Minimizes environmental impact while also promoting the health and well-being of employees.



Aligns with the organization's identity and values to enhance the quality of work environments.

**Target:** Integrate stakeholder considerations into an operational design concept that benefits the organization and minimizes construction and operational expenses.

**Achievement:** On November 9, 2023, the RTAA Board of Trustees approved a design PSA with RS&H. On January 11, 2024, this was followed with approval of a CMAR contract with Clark/Sullivan for a modern HQ that focuses on creating healthy, sustainable, and adaptable spaces that enhance operations, productivity, collaboration, and employee satisfaction.

**In Practice:** Engineering & Construction strives to meet the workplace needs of the organization while also embodying its values and aspirations.





## Initiative: Collaborate on and Execute the 2023 RNO Triennial Disaster Exercise.

### EONS FOCUS AREAS



Ensures timely, coordinated response efforts and minimizes economic impacts resulting from facility closures.



Enhances readiness and situational training for potential airport-related incidents and accidents.



Reduces environmental impacts through effective emergency response.



Promotes mutual aid agreements, communication, collaboration, and support among local agencies.

**Target:** Coordinate and conduct the FAA-required Triennial Disaster Exercise, using a new, original scenario and involving more outside agencies.

**Achievement:** In 2023, a mass casualty exercise involving a departing airline flight with dual-engine failure after takeoff was successfully completed, with the participation of numerous local and regional agencies.

**In Practice:** Operations and Public Safety strive to enhance RNO's emergency preparedness and response efforts, readiness, resilience, and safety for travelers, airport operators, and the community.





## Initiative: Acquire and Implement Modern Fully Autonomous Capable Floor-Scrubbing Robots.

EONS FOCUS AREAS



Uses more energy efficient equipment and reduces time and labor costs, by automating floor cleaning processes.



Reduces repetitive cleaning cycles, thereby increasing productivity and prolonging the lifespan of cleaning equipment.



Chemical and water conservation minimizes waste disposal and contributes to a healthier indoor environment.



Promotes a modern approach to public and employee safety, accessibility, support, and maintenance.

**Target:** Replace existing aging floor scrubbers with modern autonomous capabilities that offer a range of sustainable benefits, including energy efficiency, water and chemical reduction, operational efficiency, and a healthier indoor environment.





**Achievement:** In August 2023, the RTAA acquired and deployed two new modern autonomous robotic scrubbers and is reaping the benefits of improved cleaning efficiency, reduced labor costs, and enhanced cleanliness.

**In Practice:** Building Maintenance is responsible for cleaning 126,000 square feet of hard surfaces within the RNO Terminal and FIS/CBP. The autonomous floor scrubbing robots offers an efficient and convenient solution for maintaining cleanliness without human interventions. This allows custodial staff to focus cleaning efforts on other areas.



## Initiative: Secure FAA Approval of RNO Title VI Plan.

EONS FOCUS AREAS

	Strives to achieve sustainable and responsible revenue diversification, while balancing economic considerations.
	Fosters partnerships and collaboration to streamline process, improve accessibility, and facilitate communication.
	Incorporates environmental considerations into transportation planning to minimize impacts on the environment.
	Promotes diversity and inclusion within the aviation industry through equitable employment and contracting practices.

**Target:** Develop an FAA-approved Title VI Plan that ensures non-discrimination in RTAA programs and activities receiving federal financial assistance.

**Achievement:** Through a collaborative internal process, a Title VI Plan was created which details the RTAA's efforts and practices to ensure non-discrimination in all programs and activities receiving federal financial assistance. FAA approval of RTAA Title VI Plan was obtained on December 12, 2023. The RTAA Board of Trustees subsequently adopted the Title VI Plan.

**In Practice:** Developed by RTAA Legal, the Title VI Plan sets out the measures the RTAA will undertake, including outreach and training, to ensure non-discrimination in its programs and activities, promoting social responsibility.

### Airport Nondiscrimination Compliance

#### Developing a Title VI Plan



U.S. Department of Transportation  
Federal Aviation Administration

Office Of Civil Rights

ACHIEVING SAFETY  
THROUGH DIVERSITY



## Initiative: Execute a New 10-Year Airline Airport Use and Lease Agreement (AULA).

### EONS FOCUS AREAS



Ensures economic viability of RNO and support of the MoreRNO Program through signatory airline's guaranteed investment and commitment over entire duration of the MoreRNO construction efforts.



Improves procedures for updating business and operating terms and alignment with federally mandated regulations.



Fosters trust and resilience at RNO and within air service catchment area.

**Target:** Collaborate with RNO airline partners to negotiate a new agreement that guarantees an airline/airport operational and financial partnership for the next 10 years, carrying through construction of the replacement concourses.

**Achievement:** On April 14, 2023, the RTAA Board of Trustees adopted a new 10-year AULA with the support of the seven signatory airlines operating at RNO.

**In Practice:** RTAA Executive Staff and members of the Airport/Airline Affairs Committee (AAAC) met regularly for over a year to develop and implement a collaborative and transformative 10-Year Airline-Use and Lease Agreement.

American Airlines 

United Airlines 



 DELTA

Southwest 

FedEx 



## EONS FOCUS AREAS



**Achievement:** In 2023, all RTAA management employees completed training that focused on DEI as a strategic approach that drives innovation, enhances employee engagement and retention, and contributes to a more just and equitable organization. DEI training for all other RTAA employees will began in early 2024.

**In Practice:** People Operations strives to create inclusive environments where all employees can thrive, contribute to innovation and success, and drive positive social change. The importance of culture has become even more evident as our employees are our most valuable resource.





## 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 which has created a stable framework for future bond requirements and debt service for the MoreRNO Program.

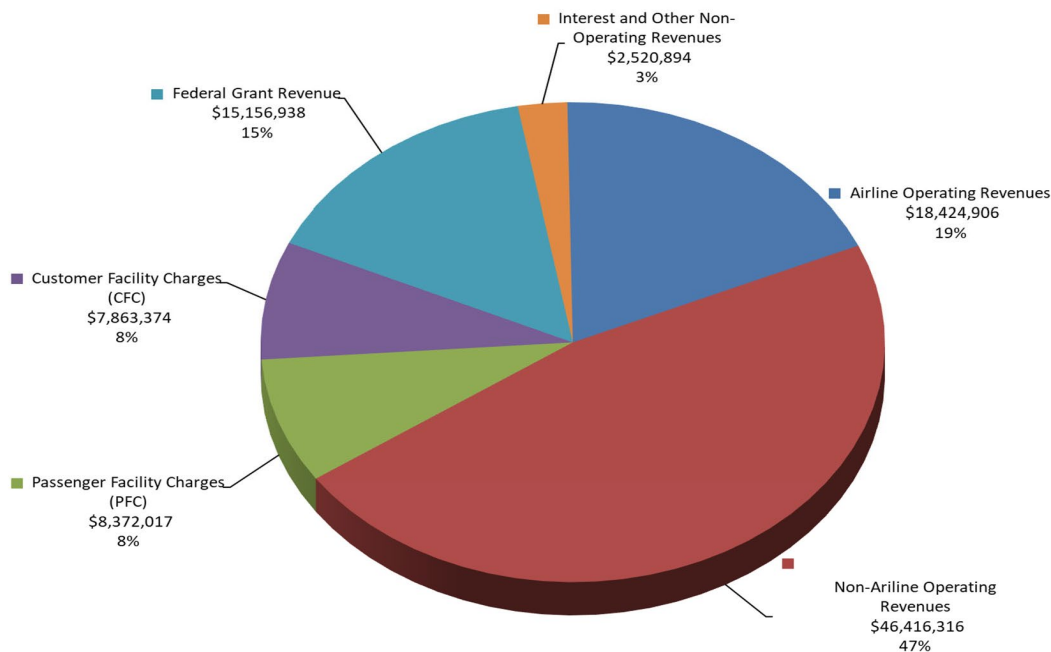


Sufficient cash and liquidity cushions against periods of volatility.

### FY 2022-23 Fiscal Year

	Target	Achievement
Cost per enplaned passenger	≤\$7.47	\$6.33
Days cash on hand	>365 days	470 days

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



## Initiative: Commission “#FlyWithUsRNO” Interactive Mural.

EONS FOCUS AREAS



Fosters economically viable investments and enriches the social fabric of the community.



Maximizes art lifespan while minimizing operational and maintenance impacts.

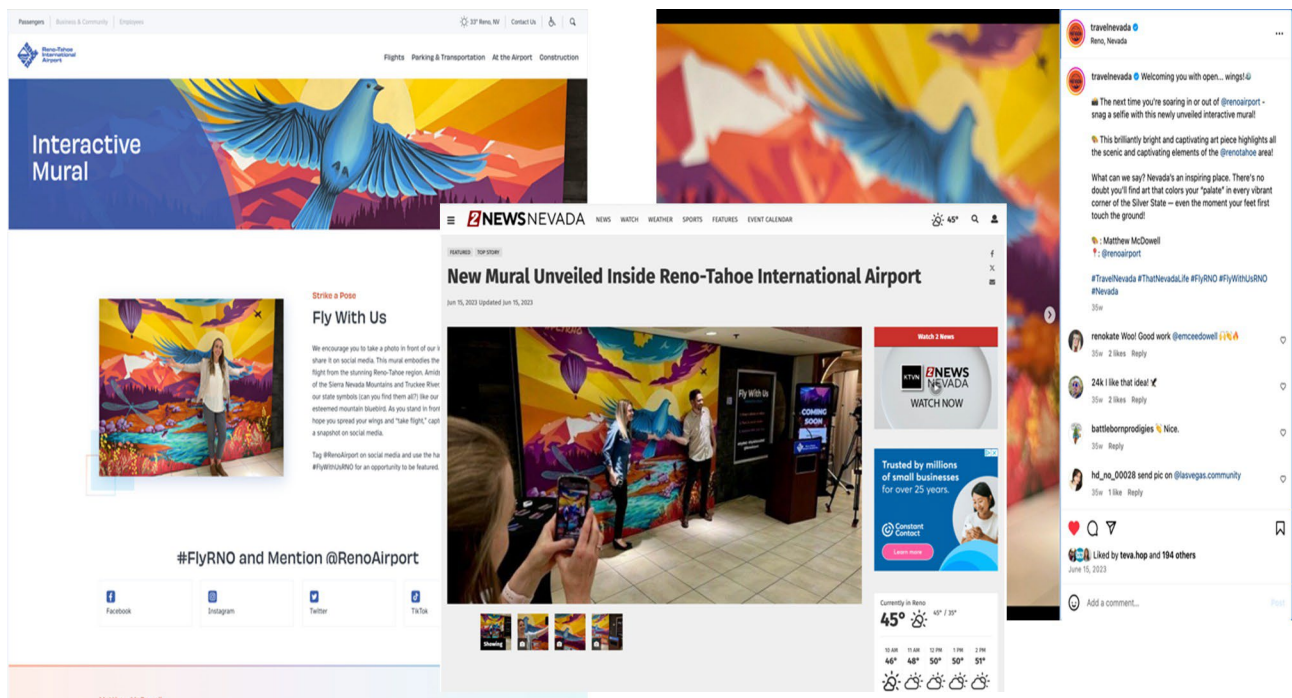


Increases customer satisfaction by providing a positive customer experience and opportunity to connect with others and engage with the airport through social media platforms.

**Target:** Commission an interactive mural that invites viewer participation and engagement, while also encouraging viewers to participate by sharing their experiences on social media.

**Achievement:** The first interactive mural at RNO garnered community support and helped foster creativity, engagement, and a sense of connection between viewing passengers and the artwork.

**In Practice:** In their role as leaders of community engagement, the Marketing & Public Affairs team plays a pivotal role in facilitating art installations at RNO - from revolving art exhibits in the Connector Concourse, to developing an Art Master Plan, to providing guidance to the community-based RNO Public Art Committee.



## Initiative: Introduce RNO Free Waiting Lot, Wait and Win Prize Campaign.

EONS FOCUS AREAS



Promotes operational efficiency and increases capacity along the airport terminal curb, optimizes Airport Operations Systems, and enhances RNO passenger experience.



Reduces vehicle emission and environmental impacts, by decreasing vehicle idling along the curb.

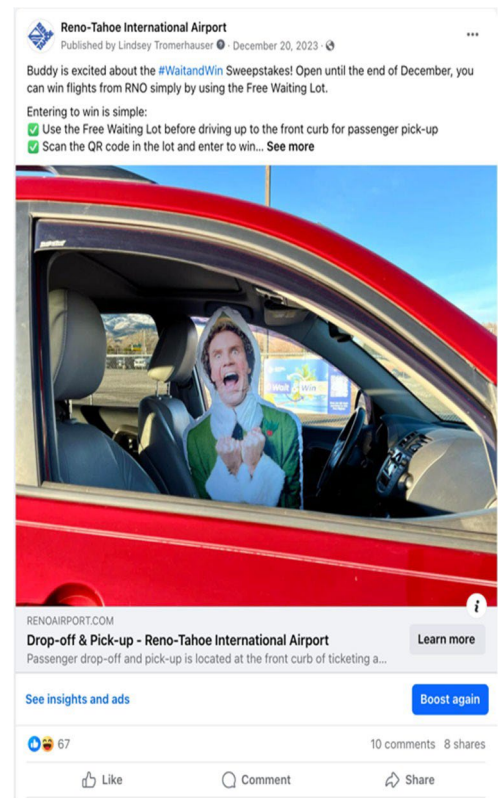
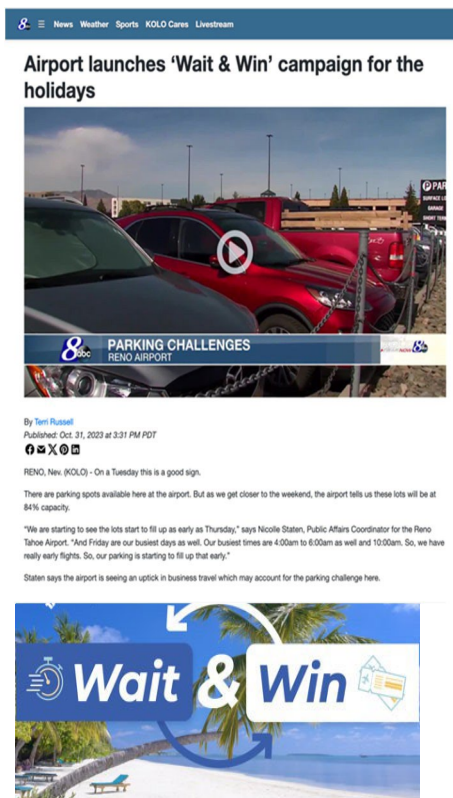


Enhances the customer experience by educating airport customers about the Free Waiting Lot, reduces congestion along the terminal curb, and improves public safety.

**Target:** Launch a wait and win prize campaign, to build awareness and encourage use of the RNO's free passenger pickup waiting Lot.

**Achievement:** The Wait and Win campaign surpassed goals on impressions/reach, by achieving 1.67 million impressions. Prize submissions increased by 294% compared to the 2022 campaign, and the Free Waiting Lot use increased by 30%.

**In Practice:** Marketing & Public Affairs deploys effective marketing strategies to engage RNO users and incentivize them to enhance passenger safety and reduce terminal traffic congestion.





## Initiative: Strengthen RTS Weather Awareness and Flight Safety.

EONS FOCUS AREAS



Investments in advanced weather forecasting technologies help mitigate risks associated with weather-related disruptions.



Weather-aware operations are crucial for ensuring the safety of airport and aircraft operations.

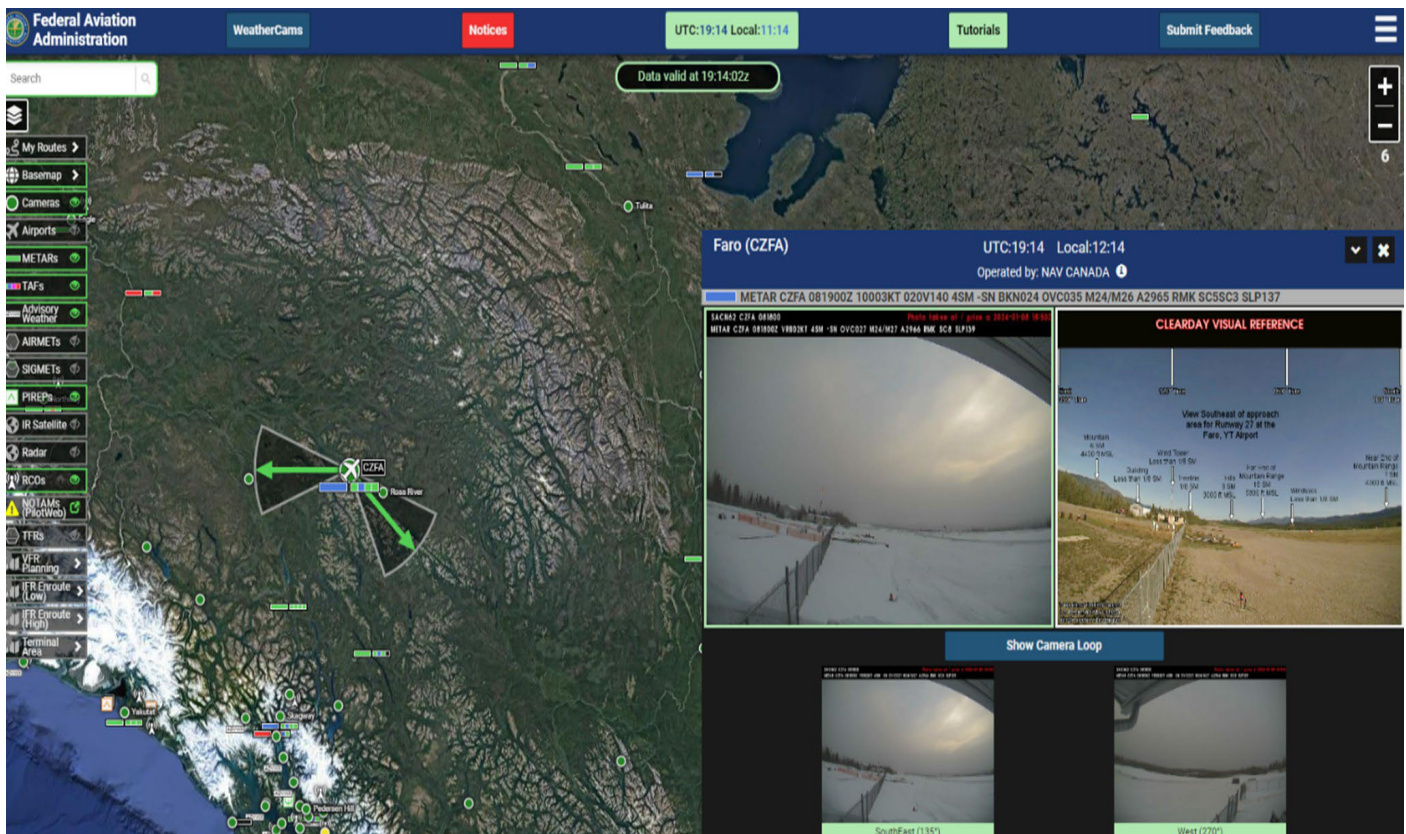


Enhances customer service and modernizes the RTS Airfield Services.

**Target:** Strengthen aviation safety and efficiency at RTS by providing pilots with near real-time visual and textual weather data.

**Achievement:** In 2023, an FAA Weather Camera System was successfully installed, providing users near real-time images of weather conditions prior to takeoff and during flight, via enroute weather updates.

**In Practice:** The RTS team continually invests in time and resources to benefit and improve airport operations, fortifying the airport's reputation as an airfield when anything and anyone can fly, safely and efficiently.





## Initiative: Expand RTS Video Surveillance and Electronic Access Card System.

EONS FOCUS AREAS



Reduces security costs by providing continuous monitoring and decreases financial risks associated with theft, vandalism, and terrorism.



Optimizes resource usage through better monitoring and management.

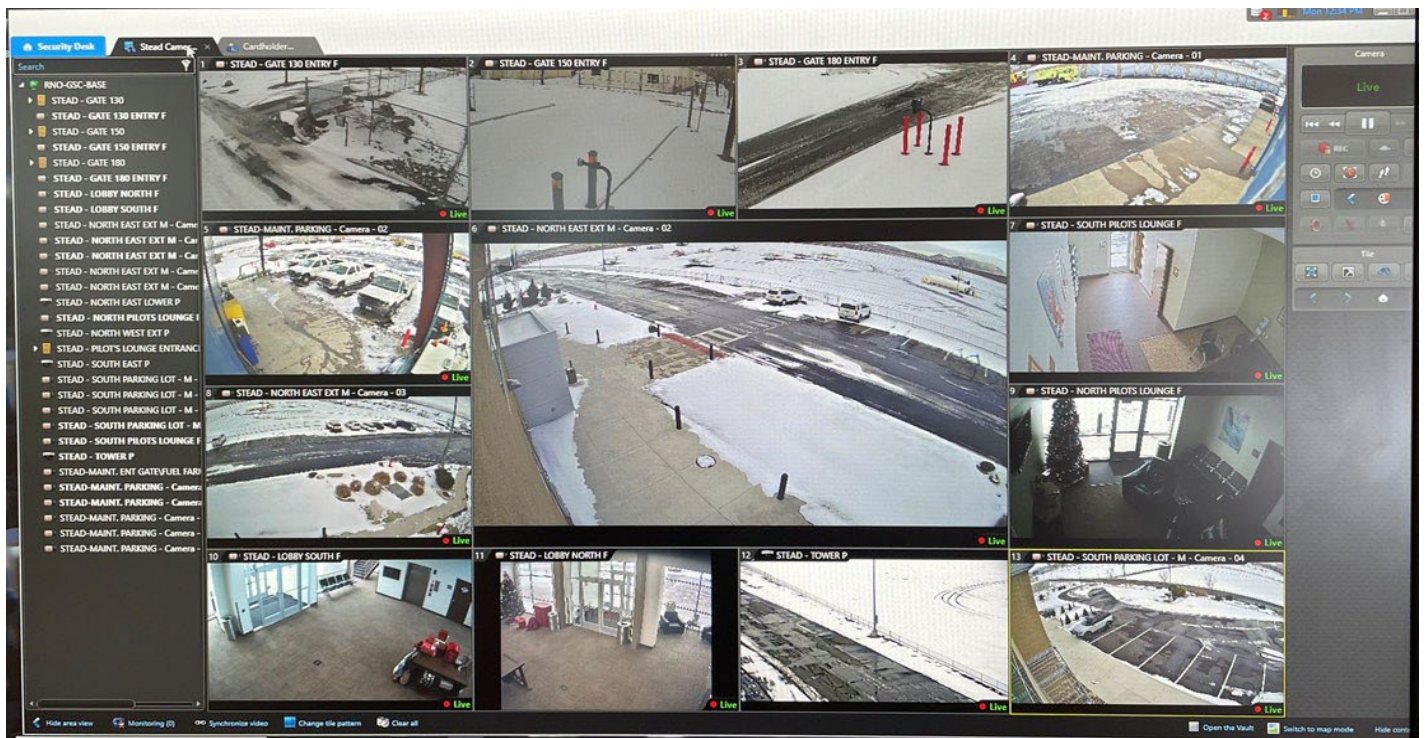


Enhanced security measures contribute to airport safety and security, fostering a sense of trust and confidence among users.

**Target:** Enhance security and provide more secure access at RTS.

**Achievement:** Expanding the video camera coverage at RTS provided visibility of the hangar rows and entry access points into the property. Access card assignment is also more efficient and easier to manage, allowing authorized employees and tenants access to the airfield after hours.

**In Practice:** RTS continues to enhance the airport's security posture while also improving operational efficiency and user access.



## Initiative: Develop and Enhance Organization-Wide Cybersecurity Measures.

EONS FOCUS AREAS



Mitigates the risk of costly data breaches, financial losses, and reputational damage.



Reduces downtime, improves resource allocation, and optimizes workflow continuity.

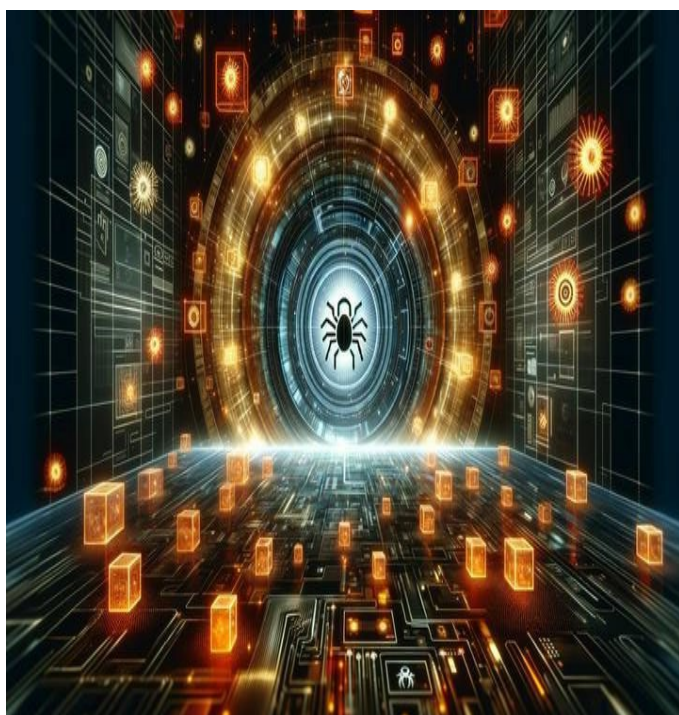


Safeguards sensitive information, privacy, and infrastructure.

**Target:** Create a layered defense strategy that mitigates the risk of cyber security threats and ensures the confidentiality, integrity, and availability of digital assets and systems.

**Achievement:** In 2023, robust incident response and cyber resilience strategies were deployed to effectively detect, contain, and recover from cyber-attacks, minimizing the impact of security incidents on RTAA operations and continuity.

**In Practice:** TIS - Cybersecurity functions as a vital component for safeguarding digital ecosystems against threats and vulnerabilities. By preserving the integrity, confidentiality, and availability of information, cybersecurity promotes the stability and growth of the RTAA in an increasingly interconnected world.





## Initiative: Implement Airport Management System (AMS) Software for Resource Management.

EONS FOCUS AREAS



Capitalizes revenue-generating opportunities at the gates, concourses, and retail concessions.



Enhances airline operational performance and travel experience for passengers.

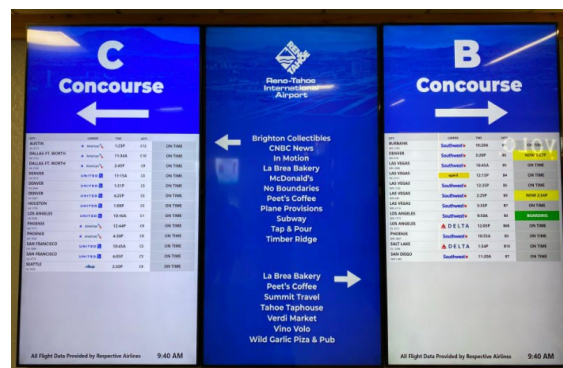


Prioritizes passenger safety and security.

**Target:** Implement specialized Airport Management System software for improved resource management of gates, tickets counters, and baggage handling.

**Achievement:** Initiated AMS software in September 2023 to exclusively manage RNO gate assignments. The AMS has effectively enhanced operational efficiency, improved passenger experience, safety and security, and revenue generation. The AMS also provides integration with other airport systems to create a comprehensive airport management network.

**In Practice:** Technology and Information Services utilize specialized airport management software to facilitate the efficient operation and management of the RNO.





## Initiative: Support the 59<sup>th</sup> Annual and Final Reno National Championship Air Races.

EONS FOCUS AREAS



Capitalizes revenue-generating opportunities and contributes to the financial competitiveness of the airport and the region.



Strict adherence to safety regulations ensures the well-being of participants, spectators, and staff.



Fosters a diverse and welcoming environment to inspire future generations of pilots and aviation enthusiasts.

**Target:** Support the final iconic Reno National Championship Air Races event so that the final event is a memorable success.

**Achievement:** The final Reno National Championship Air Races was supported with broad organization-wide, highly coordinated efforts, including staff resources, infrastructure improvements, operational and safety, marketing assistance, and financial contributions.

**In Practice:** After an historical era of 59 years, the world's fastest motor sport at the RTS concluded. The RTAA supported the annual event and the economic benefits it provided to the region through increased tourism, hotel bookings, and local spending. The RTAA will continue to support the 60<sup>th</sup> Annual Reno Air Show in October 2024.



## Initiative: Retain, Grow, and Attract Air Service at RNO.

EONS FOCUS AREAS



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



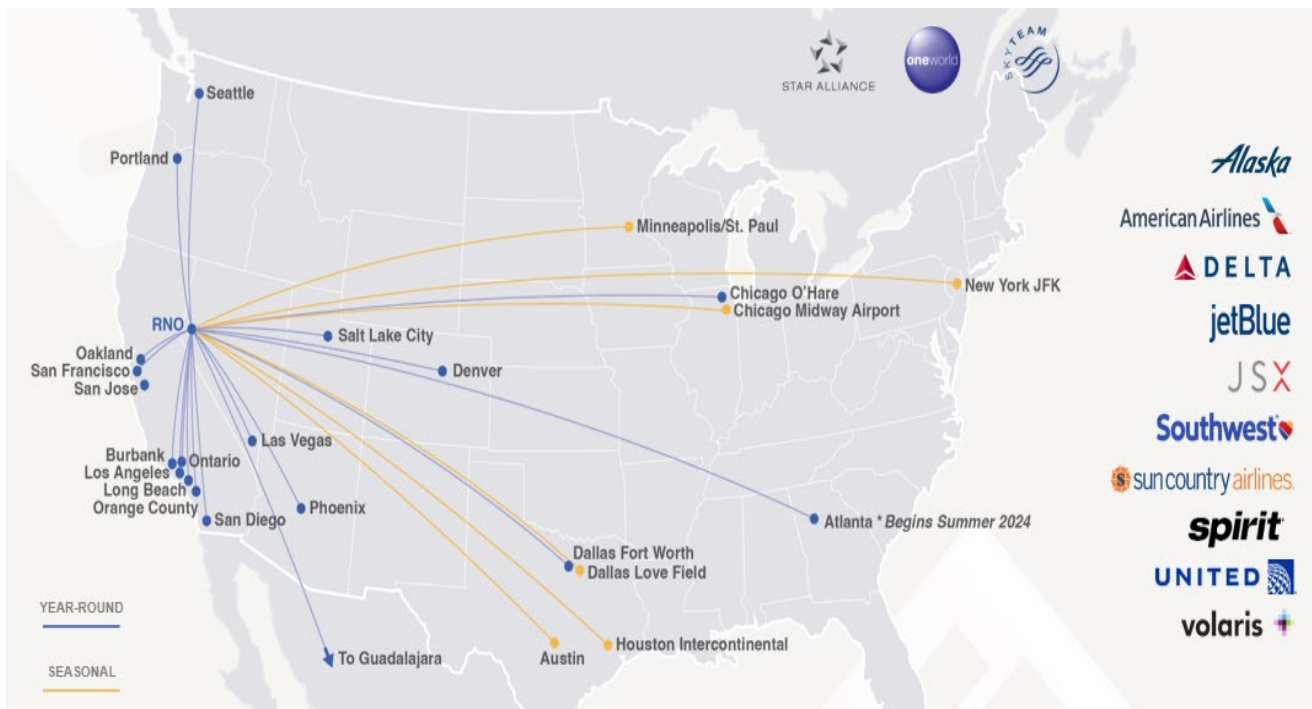
Increases customer options and airline choices when flying to/from RNO.

**Target:** Enhance strategies to retain, grow, and attract Air Service at Reno-Tahoe International Airport (RNO).

**Achievement:** In 2023, RNO experienced seasonal returns of a variety of markets, and seasonal increases, such as Spirit Airlines to Las Vegas (LAS), American Airlines to Phoenix (PHX), Alaska Airlines to both Seattle (SEA) and Portland (PDX), and Minneapolis-Saint Paul (MSP) on both Delta Air Lines and Sun Country Airlines.

**In Practice:** Air Service Development continues efforts to retain existing service, grow underserved markets, and attract new airlines and/or markets.

Currently, RNO offers the traveling public a diversity of air carriers from which to choose, with 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. All three global airline alliances operate at RNO.



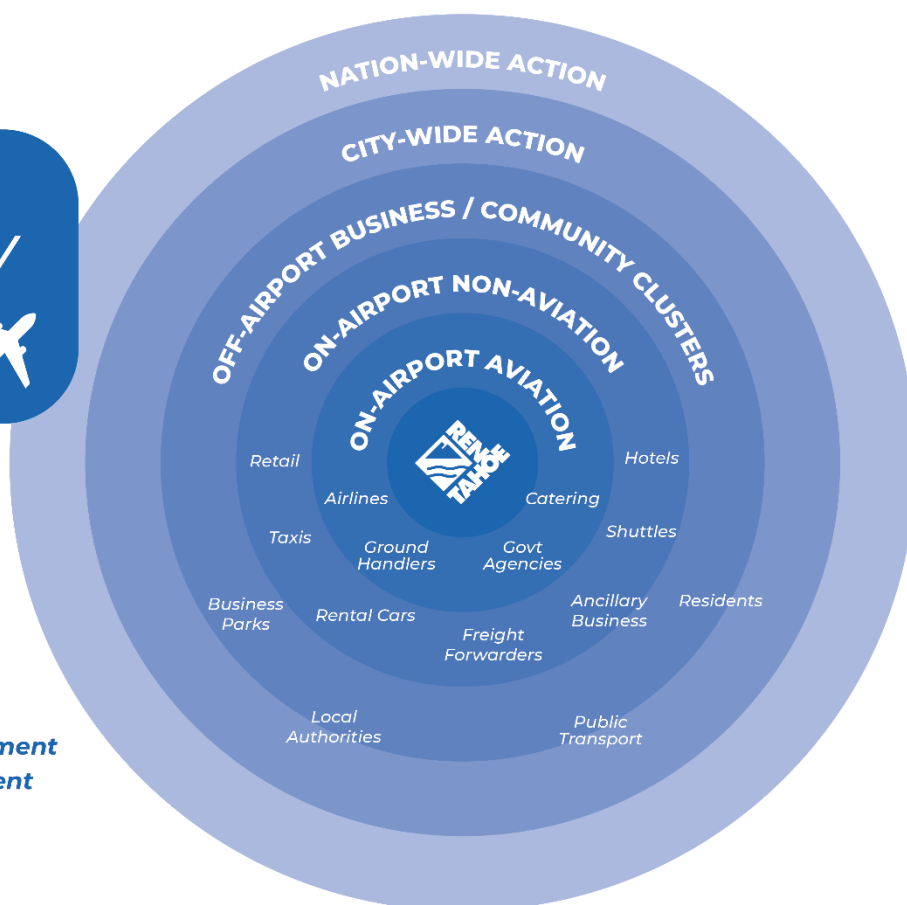
## Sustainability Indicators

### Airport Sustainability Influence Contours



*Airports can strongly influence surrounding businesses, communities, cities and countries across a range of sustainability advancements:*

- New energy options
- Sustainable purchasing
- Better access options
- Supporting community engagement
- Social and economic improvement





## Economic Viability

FINANCIAL	UNIT	COMMENT	FY 19/20	FY 20/21	FY 21/22	FY 22/23
Operating Revenue						
Airline	Dollar		17,025,777	14,989,099	16,514,659	18,424,906
Non-Airline	Dollar		33,643,948	28,673,817	42,034,808	46,416,316
Total	Dollar		50,669,725	43,662,916	58,549,467	64,841,222
Operating Expenses						
Personnel Services	Dollar		32,120,112	30,923,944	30,348,607	39,092,497
Utilities and Communications	Dollar		2,881,068	2,454,099	3,156,585	3,962,745
Purchased Services	Dollar		5,418,705	4,887,352	7405,170	8,016,801
Materials and Supplies	Dollar		2,340,685	2,259,926	2,575,145	3,234,016
Administrative Expenses	Dollar		2,431,355	2,086,926	2,854,518	3,369,064
Total			45,191,925	42,616,297	46,340,021	57,675,123
Financial Benchmarks						
Enplaned Passengers	Number		1,690,171	1,231,616	2,079,807	2,229,254
Airline Cost Per Enplaned Passenger	Dollar		8.46	9.67	6.21	\$6.33
Debt Service Coverage Ratio	Number		5.08	2.36	9.93	148.46
Days Cash on Hand	Days		480	558	529	470
Tenant Improvement Applications	Number		86	52	62	40
Vacant Land Conversion	Acres		--	--	--	114.1

## Operational Efficiency

Operations	Unit	Comment	FY 19/20	FY 20/21	FY 21/22	FY 22/23
Annual Aircraft Operations <sup>1</sup>						
Commercial/Cargo	Number		41,797	35,962	44,896	28,977
Military	Number		2,389	2,756	2,348	1,092
General Aviation	Number		47,329	57,278	59,852	25,453
Cargo Tonnage	Tons		71,992	76,404	73,638	63,947
FAA Part 139 Deficiencies <sup>2</sup>	Number		--*	5	2	9
Ground Transportation						
Auto Parking Transactions	Number		391,407	277,141	461,503	474,991
ARFF/Police Responses	Number		564	293	502	571
Annual Work Orders						
Preventative Maintenance	Number		14,690	14,531	14,303	14,538
Corrective Maintenance	Number		5,029	5,456	4,928	4,603
PM Costs Compared To Total Maintenance Costs	Percent		43.1	48.6	52.7	44.03
Planned Development Reviews (Airport Influence/Compatibility Area)	Number		621	671	681	741

\*FAA inspection not conducted due to COVID pandemic restrictions

<sup>1</sup> Annual Aircraft Operations provided are calendar year totals 2020,21,22,23 (January 1 through December 31).

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

## Natural Resource Conservation

ENVIRONMENTAL	UNIT	COMMENT	FY 19/20	FY 20/21	FY 21/22	FY 22/23
Airport Utilities						
Electric	kWh		17,215,907	15,859,717	16,681,474	17,365,090
Natural gas	Therms		591,944	547,622	530,712	623,210
Water	Gallons		32,357,553	30,705,546	42,870,963	49,621,683
De-icing Operations						
Aircraft De-icing	Gallons		92,234	95,502	110,939	221,667
Aircraft De-icer Collected/Treated	Gallons		7,521	12,045	18,788	36,683
Aircraft De-icer Recovered	Percent		7.4	11.7	15.3	14.9
Waste Management						
Waste To Landfill	Tons		703	582	849	984
Terminal Recycling	Tons		78	45	39.37	21.75
Diversion Rate	Percent		10.0	7.49	9.10	5.06
Vehicle Fuel Usage						
Gasoline	Gallons		18,099	15,541	26,867	32,595
Diesel	Gallons		10,639	12,897	21,443	31,260



## Social Responsibility

COMMUNITY	UNIT	COMMENT	FY 19/20	FY 20/21	FY 21/22	FY 22/23
Paws For Passengers	Hours		-	-	2,182	2,033
Daily Departures	Number		56	45	60	56
Non-Stop Destinations	Number		22	24	36	32
Average Daily Seats	Number		6,818	5,273	7,385	7,592
Total Annual Seats	Number		2,495,338	1,924,756	2,695,429	2,771,199
Total Annual Enplaned Passengers	Number		1,690,171	1,231,616	2,079,863	2,229,254
Total Passengers	Number		3,378,405	2,472,843	4,155,405	4,460,048
Total Annual Aircraft Noise Complaints	Number		904	671	314	912