



**Reno-Tahoe
Airport Authority**



Sustainability Report

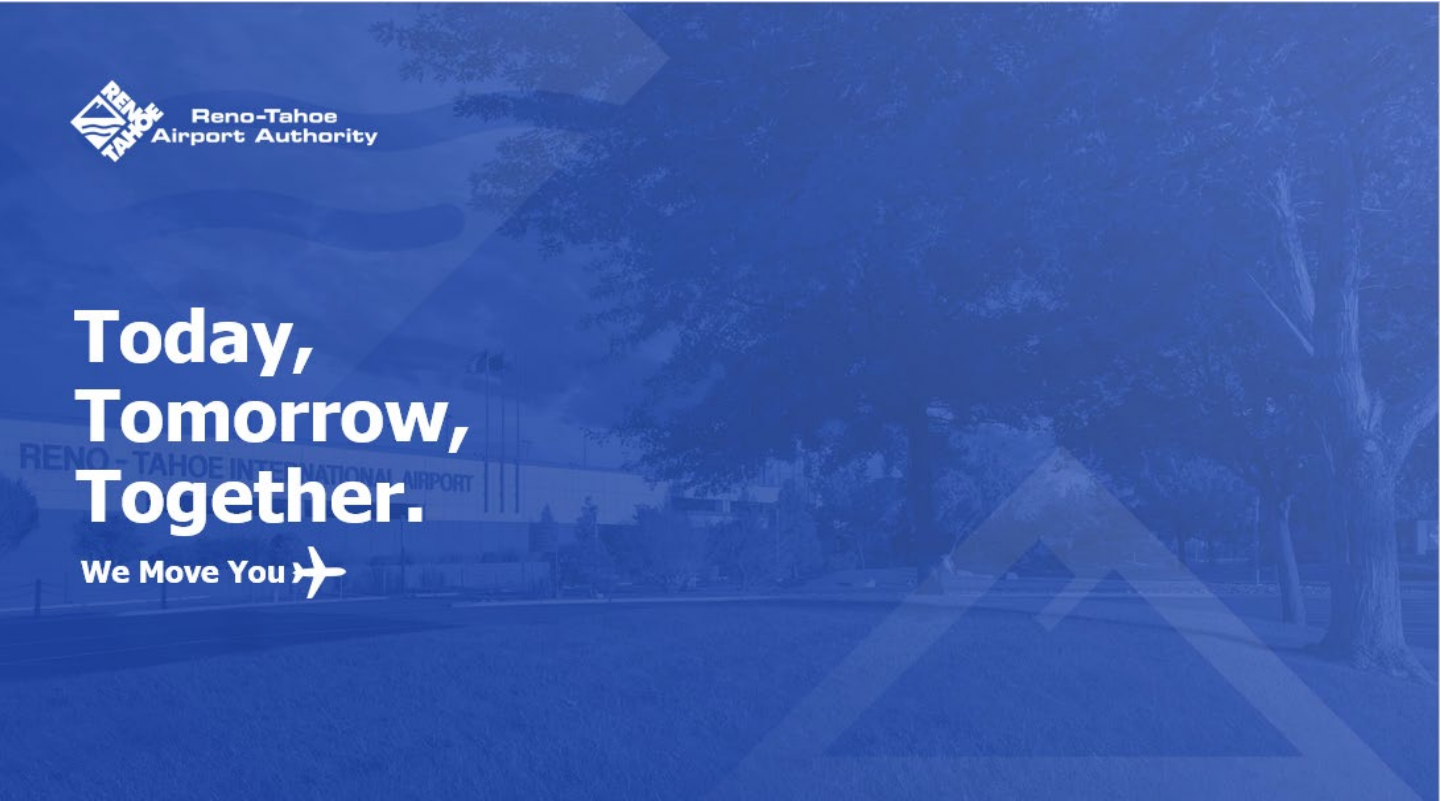
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Sustainability Message from the President/CEO



2024 was a remarkable year for the Reno-Tahoe Airport Authority (RTAA), marked by record-breaking passenger numbers, major infrastructure advancements, and forward-thinking sustainability initiatives. With 4.8 million travelers passing through Reno-Tahoe International Airport (RNO), the most since 2008, we've continued to solidify our role as a key driver of northern Nevada's economy.

The MoreRNO Program took significant steps forward. We opened a new Ticketing Hall, providing a seamless check-in experience while introducing our first large-scale public art installation. We also secured a \$238 million bond issuance, ensuring funding for critical projects, including the replacement of all aircraft gates (New Gen A&B), the largest project in RNO's history. Meanwhile, the new Ground Transportation Center, a public-private partnership, is under construction for the enabling projects, and design is underway for a modern Police Station and Airport Authority Headquarters (HQ), set to break ground in fall 2025. Sustainability will remain a guiding principle for the MoreRNO Program. For example, our upcoming Centralized Utility Plant (CUP) will power both the HQ and New Gen A&B, and while the CUP will serve a larger area, it will do so with greater efficiency.

None of this progress would be possible without our dedicated team and strong partnerships. From expanding air service with new nonstop routes to driving innovation in airport operations, the RTAA is building a future-ready airport system that supports northern Nevada's growth. As we look ahead to 2025, we remain committed to enhancing the travel experience, investing in sustainable solutions, and delivering on our promise to keep our region connected.

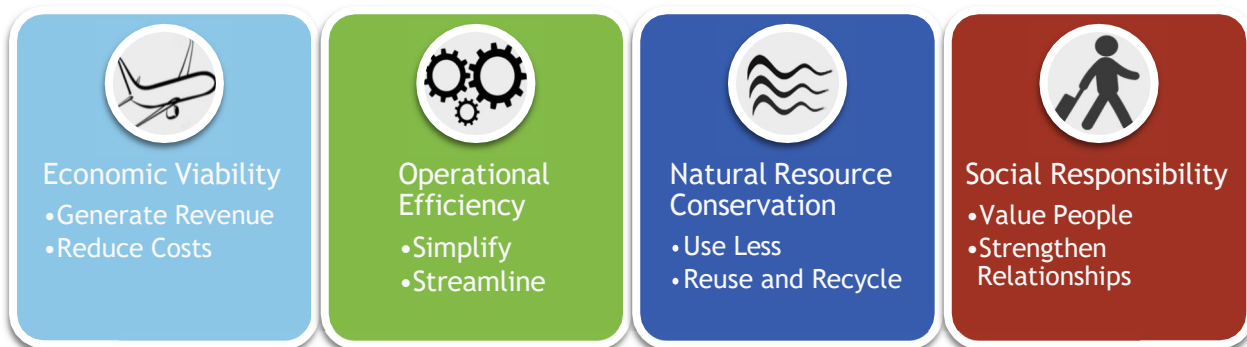
Sincerely,

A handwritten signature in black ink, appearing to read 'Daren Griffin', written over a horizontal line.

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 our two airports' future operations and continued viability. 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 an 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 2024 sustainability initiatives.



Initiative: Administer Denison Culture Survey and Implement Action Plans Based on Survey Results

EONS FOCUS AREAS



Cultural factors strongly influence economic viability through resilience, employee productivity, and higher employee retention.



Strengthens organizational consistency and efficiency by aligning processes across departments.



Fosters responsible business practices, sustainability, and ethical decision-making.

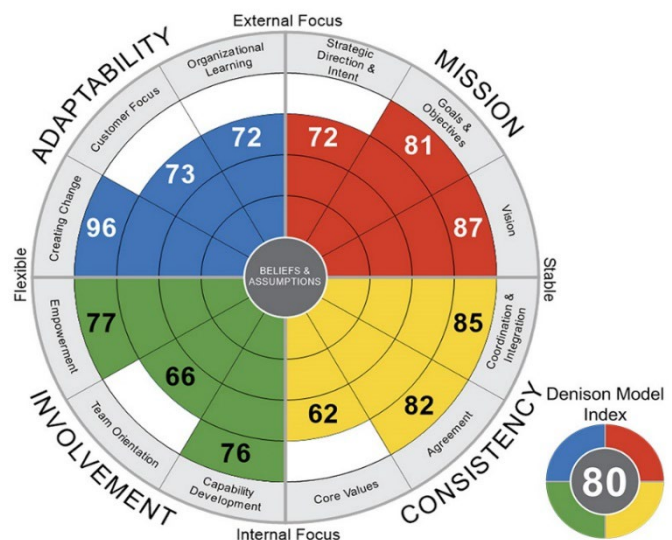


Promotes employee empowerment, team orientation, capability development, and engagement.

Target: Administer Denison Culture Survey to all RTAA departments to identify cultural strengths and weaknesses, align business strategies with organizational culture, and drive improvement initiatives.





Achievement: Met and exceeded the targeted 75% goal with a 77% participation rate. Subsequent Department Action Plans ensured that department culture supports the RTAA's strategic goals and objectives.

In Practice: People Operations employs culture surveys as a widely used organizational assessment tool designed to measure and analyze workplace culture. The surveys evaluate how the RTAA's culture affects its performance based on four key traits: Mission, Adaptability, Involvement, and Consistency. The third iteration of the Denison Culture Survey will be launched in May 2025.



Initiative: Conduct First Annual Airline Familiarization Tour (FAM)

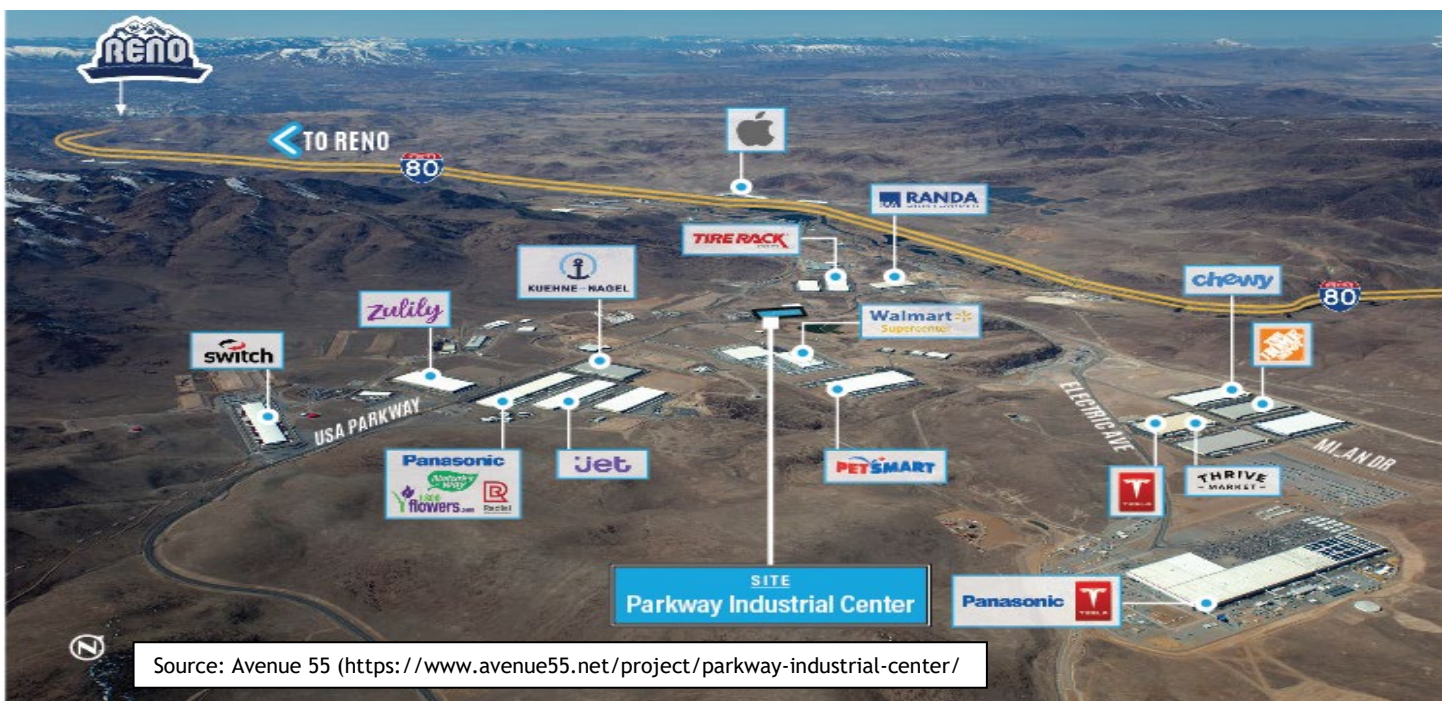
EONS FOCUS AREAS

-  Promotes new and existing air service crucial to the RTAA's financial performance and long-term financial viability.
-  Optimizes aspects of route planning, airline partnerships, airport operations, and market demands.
-  Encourages the integration of sustainable sourcing, waste reduction, and energy-efficient practices.
-  Fosters local and regional partnerships to increase air access and capacity for better community connectivity.

Target: Expand, improve, and enhance air connectivity to the region's thriving business and tech hub, strengthening the case for robust air service to support both leisure and business travel.





Achievement: First annual FAM event offered airline network planners, airline sales representatives, Airline Airport Affairs Committee (AAAC) members, and meeting & convention planners' opportunities to learn more about the northern Nevada region and its growth potential for tourism and business.

In Practice: Air Service Development increases airline regional awareness by bringing airlines interested in serving RNO to the community to showcase local demand and our economic environment.



Initiative: Commission RNO's First Public Art Installation

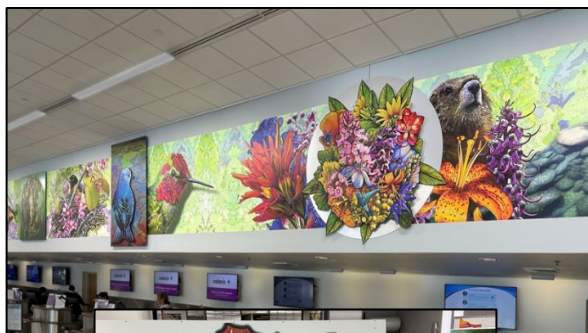
EONS FOCUS AREAS

-  Fosters economically viable investments and enriches the social fabric of the community.
-  Enhances airport spaces for the benefit of the traveling public.
-  Promotes the use of sustainable, green products in artists' fabrication and installation materials.
-  Improves passenger, guest, and employee experiences and fosters a diverse and welcoming environment.

Target: Commission public artwork in support of the Board of Trustees' commitment to funding visual art that is integrated into the architecture, interior, grounds, and overall travel experience at RNO.





Achievement: Artist Dixie Friend Gay's design concept was approved out of a pool of 64 submissions and awarded a \$247,000 commission. Design development and fabrication spanned seven months, and installation was completed in time for the Ticketing Hall Grand Opening celebration on April 11, 2024. *Repeated Refrains* demonstrates how public artwork enhances RTAA spaces and drives interaction and satisfaction among passengers and guests and how creativity and diversity are key to ensuring the Board's vision for an engaging public art program.

In Practice: The Arts at the Airport Program continues to grow as the airport expands, offering a variety of art forms, including permanent collections, rotating exhibitions, and live performances. Public art highlights a vibrant local culture and fosters a deeper connection between the airport and the community.



Initiative: Strengthen Security Information & Event Management (SIEM) & Ransomware Protections

EONS FOCUS AREAS

-  Improves SIEM capabilities and ransomware defenses, minimizing financial losses from cyberattacks.
-  Increases cybersecurity team efficiency and improves security operations.
-  Resilient cybersecurity infrastructure prevents cyber incidents that could lead to energy-intensive recovery processes.
-  Enhancing ransomware protection ensures the safety of passenger data, employee records, and operational systems.

Target: Strengthen RTAA's Security Information and Event Management (SIEM) capabilities by enhancing detection, analysis, and response to ransomware and other advanced cyber threats, ensuring a rapid and coordinated defense.





Achievement: In 2024, advanced threat intelligence integration, anomaly detection, and automated response mechanisms were embedded into RTAA's SIEM. These enhancements improved real-time threat detection and response, significantly reducing dwell time and mitigating the impact of potential ransomware attacks.

In Practice: TIS - Cybersecurity leverages SIEM's advanced analytics and automation to proactively defend against evolving cyber threats. By improving threat visibility and response capabilities, cybersecurity fortifies RTAA's ability to prevent, detect, and contain ransomware attacks, safeguarding operational continuity and digital assets.



Initiative: Complete Remediation Work for RNO Runway 17R

EONS FOCUS AREAS

-  Restores critical airfield capacity ahead of the hot summer months when continued use of 17L would have resulted in significant aircraft weight restrictions due to its shorter length.
-  Reopens primary runway which allows for separation of larger and smaller aircraft with larger aircraft using 17R and smaller aircraft using 17L.
-  Recycles failed concrete into weather-resistant ground cover for dirt parking areas that increases revenue opportunities without contaminating the soil with asphaltic petroleum.
-  Increases airline satisfaction with airfield conditions.

Target: Work with the contractor and stakeholders to successfully complete remediation activities to facilitate the full reopening of Runway 17R.

Achievement: All remediation work was completed on November 5, 2024, roughly ten weeks ahead of the January 15, 2025 deadline. The early completion was a testament to the collaboration and partnership between all parties. Additionally, the failing concrete will be ground up and recycled into a weather-resistant surface for an existing overflow parking lot.

In Practice: Engineering & Construction strives to preserve existing facilities to maintain capacity while keeping safety at the forefront of every project.



Initiative: Install Digital Screens Within the Terminal Lobby

EONS FOCUS AREAS ACHIEVED



Reduces costs associated with printing and updating traditional signage by providing a dynamic, reusable digital platform.



Simplifies communication by providing a central, easily updated platform for sharing customer service information and event details.



Encourages sustainable practices by reducing reliance on disposable signage and physical materials.

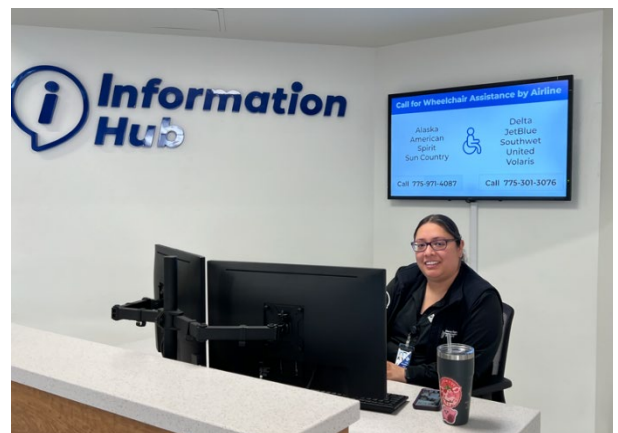


Enhances the passenger experience by providing real-time, accessible information about airport services and events.

Target: Install digital screens in the terminal lobby to serve as a central hub for customer service information, updates on available services or programs, and announcements about special events, such as holiday performances or press conferences.

Achievement: Successfully installed and implemented three digital screens in prominent terminal lobby locations. These screens provide real-time information to travelers about airport services and special events, improving wayfinding, accessibility, and overall customer satisfaction.

In Practice: Marketing & Public Affairs and Terminal Operations work collaboratively to improve communications with the traveling public and ensure that vital information is visible and easily understood. The new digital screens complement a robust, mature communications program that takes passenger preferences into account and provides face-to-face “How can I help you?” interactions in addition to modern, eco-friendly device-based information.



Initiative: Administer 2024 Corporate Travel Survey

EONS FOCUS AREAS



Supports demand analysis and airline investment into new air service.



Continually validates air service strategy and adapts marketing objectives.



Assesses interest in eco-friendly travel options.

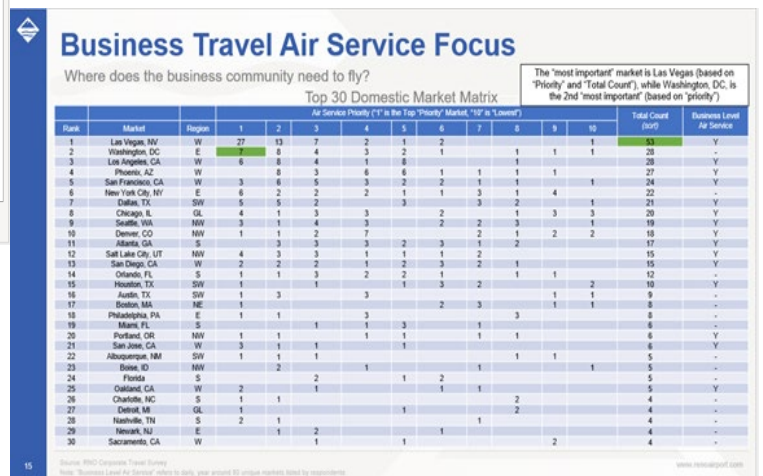
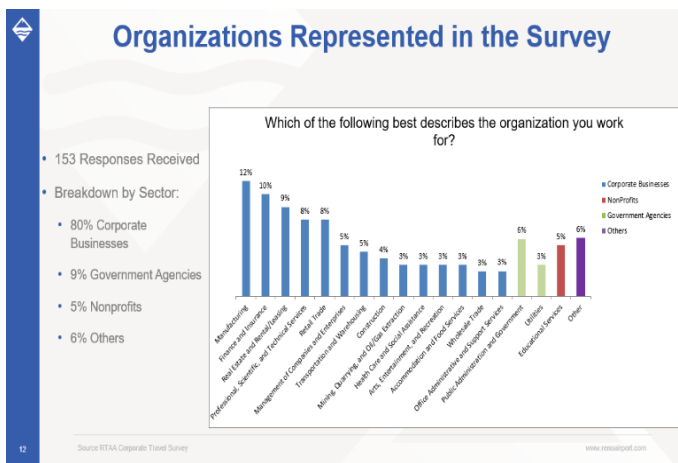


Identifies common markets and increases business support for air service.

Target: Quantify current business travel patterns to help RTAA and Air Carriers improve cost efficiency, enhance employee satisfaction, and align travel strategies with local and regional business goals.





Achievement: In 2024, a total of 153 surveys were collected from regional companies about corporate travel trends, preferences, and needs in the northern Nevada region. Data collected was used in presentations and discussions with airlines to provide insights into our region's corporate travel segment and demonstrate the demand and economic potential of our market.

In Practice: Air Service Development ensures that RTAA's long-term success remains agile by providing connectivity that meets the travel needs of our community, and its desired focus on retaining existing routes, securing new destinations, and building stronger partnerships with airlines.



Initiative: Negotiate Transfer of RTAA Airport Fire Department to City of Reno

EONS FOCUS AREAS

-  Combining resources and expertise allows for more cost-effective allocation of personnel and equipment.
-  Increases the number of ARFF-trained personnel in the region and provides an extended network of fire-related services to protect the airport and surrounding properties.
-  Promotes resource efficiency, reduced emissions, and enhanced environmental protection.
-  Fosters a culture of collaboration through joint training and shared leadership structures.

Target: Establish an agreement between the RTAA and the City of Reno to share resources, personnel, and facilities to enhance fire protection and emergency response for RNO facilities and property.

Achievement: Successful negotiations resulted in an executed 5-year Interlocal Agreement between the RTAA and the City of Reno to consolidate fire resources and provide a more efficient and effective emergency response that better serves and protects our community.

In Practice: Airport Public Safety continually seeks to enhance efficiency, to improve public safety, to optimize resource use, and to improve local emergency response services. Their willingness to embrace new ideas leads to thoughtful and innovative change management that keeps safety at the forefront.



CITY OF
RENO



**Reno-Tahoe
Airport Authority**

Initiative: Facilitate Additional Phases of RTS Development with Dermody Properties

EONS FOCUS AREAS



Enhances the RTAA's economic viability by increasing non-airline revenue generation.



Long-term leases maximize productivity, cost-effectiveness, and service quality.



Encourages green building practices and airport-compatible development.



Supports regional employment creation through the construction jobs to build the facilities and for permanent jobs from the new companies leasing the spaces.

Target: Work with our Master Developer partner, Dermody Properties, to develop between 1,700 - 3,000 acres of available land at the Reno-Stead Airport (RTS) to increase non-airline revenue generation. The development is known as the Reno AirLogistics Park.

Achievement: Successfully executed a ground lease for 100 acres of land that constitutes the second phase of development at the Reno AirLogistics Park located at RTS. Began negotiations for a complicated long-term lease with Lyten which requires Dermody to conduct site preparation activities to facilitate Lyten's development.

In Practice: RTS has long been identified as a valuable revenue-generating asset leading to RTAA board policy recognizing the economic value of RTS development. RTAA entered into a Master Developer Agreement with Dermody Properties as our partner to develop vacant land at RTS. The Commercial Business Development team continues to work with the Dermody Properties team to identify and execute leases on the next phases of development until the full build-out of the Reno Air Logistics Park is achieved.



Initiative: Adopt Revised RTAA Strategic Plan for 2024-2028

EONS FOCUS AREAS



Diversifies airline and non-airline revenues.



Optimizes existing facilities and facilitates construction of new infrastructure.



Promotes environmental stewardship and sustainable practices.

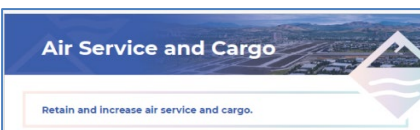
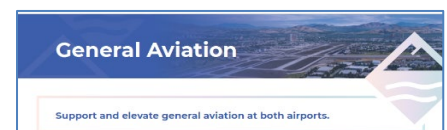
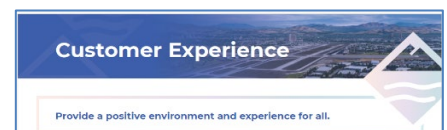
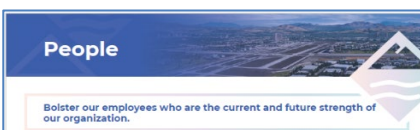


Promotes a positive environment and experience for all.

Target: Review and update the RTAA FY 2019-2023 Strategic Plan to align with the MoreRNO Program strategies and goals and create a revised Strategic Plan for 2024-2028.

Achievement: The 2024-2028 Strategic Plan was adopted by the Board of Trustees in June 2024. The new Strategic Plan provides the framework for the next five fiscal years. With a holistic focus across the whole organization, the priorities provide clarity on how the RTAA will achieve its core strategies, including: Safety and Security, People, Facilities of the Future, Air Service and Cargo, Financial Stewardship, Customer Experience, General Aviation, and Sustainability.

In Practice: Led by People Operations, the Strategic Plan is updated every five years to guide the Board of Trustees and staff through an ever-changing aviation industry. It was created through an open process that invited participation from the Trustees, Executive Team, management staff, line employees and other airport stakeholders.



Initiative: Complete the First MoreRNO Program Project, the Ticketing Hall Expansion Project

EONS FOCUS AREAS



Enhances and develops air service and economic growth.



Increases efficiencies, capacities, and useful life of the check-in facilities.



Design decisions lead to conservation of energy, water, materials, and waste.



Modernizes and provides additional amenities for RNO customers.

Target: Complete and open the new RNO Ticketing Hall designed to provide more operational efficiency and to enhance overall customer experience.

Achievement: In April 2024, the newly expanded Ticketing Hall opened to the public with a 10,000 square foot expansion and double the queue space. Upgrades included public restrooms, expanded ticketing kiosks, and ADA-compliant wayfinding signage. A higher ceiling and extensive windows brought in natural daylight, improved sightlines and aesthetics, as well as more energy-efficient lighting.

In Practice: The MoreRNO Team kicked off the MoreRNO Program with its first success, the newly expanded RNO Ticketing Hall. Comprised of dedicated airport staff and nationally experienced consultants, the MoreRNO team strives to modernize and improve RNO to support existing and future regional demand while staying true to local spirit and sentiment.



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.



Reduces environmental impacts and helps attract eco-conscious tenants and customers.

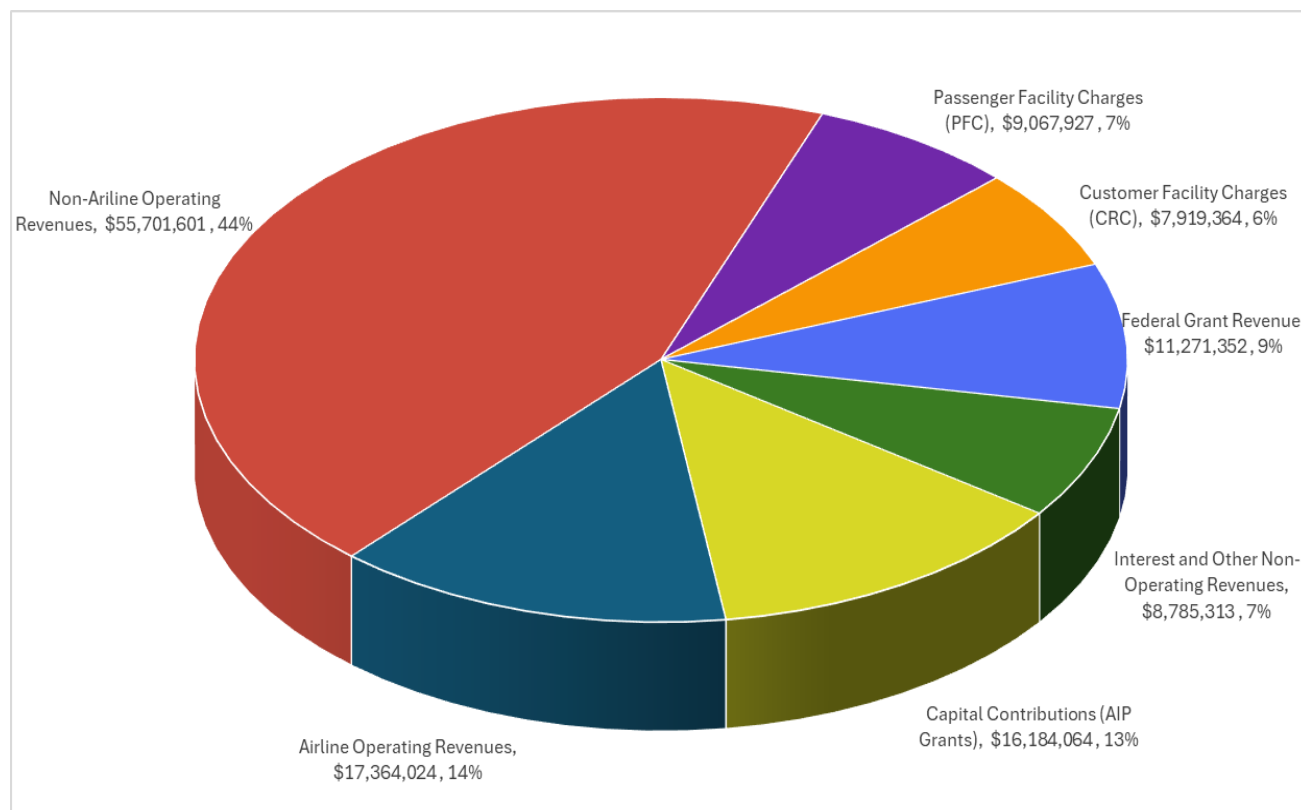


Sufficient cash and liquidity cushions against periods of volatility.

FY 2023-24 Fiscal Year

	Target	Achievement
Cost per enplaned passenger	≤\$9.65	\$8.12
Days cash on hand	>483 days	527 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, and cover the day-to-day operational expenses.



Initiative: Promote SSP America's Green Dining Nevada Restaurant Certification

EONS FOCUS AREAS



Decreases operational costs through waste reduction and energy efficiencies.



Partners with community-driven efforts and provide support, skills, and resources to further sustainable food initiatives.



Significantly reduces landfilled food waste and single-use restaurant materials.



Prioritizes locally sourced organic ingredients and food products.

Target: Encourage concession partnerships with the Green Dining Nevada Association to reduce waste, source local ingredients, conserve energy, and implement environmentally friendly policies.

Achievement: After working with Nevada greenUP!, SSP America successfully certified six (6) RNO food and beverage concessions as Green Dining Nevada partners in October 2024. SSP America was recognized in December 2024 for their efforts to create a more sustainable dining experience at the RNO and was awarded the Green Dining Nevada Green Project of the Year - Golden Pinecone Award 2024.





In Practice: Commercial Business Development connects RNO businesses with local sustainability organizations to support organizational goals of a stronger, greener, and more vibrant airport food and beverage program.



SUSTAINABILITY OR GREEN PROJECT OF THE YEAR
SSP AMERICA AT THE RNO AIRPORT

Initiative: Implement a Vulnerability Management Program

EONS FOCUS AREAS

-  Risk-based patching and automation optimize cybersecurity spending for long-term returns.
-  Automated vulnerability detection and remediation improve response times and minimize manual effort.
-  Minimizes the risk of system failures that could lead to resource-intensive recovery efforts.
-  Ensures confidentiality, integrity, and availability of RTAA's digital assets and protects stakeholder data.

Target: Establish a proactive vulnerability management program to identify, assess, and remediate security weaknesses, reducing the risk of exploitation and enhancing the overall security posture of RTAA.

Achievement: In 2024, a structured vulnerability management lifecycle was implemented, integrating continuous scanning, risk-based prioritization, and automated patch management. This initiative significantly reduced exposure to known vulnerabilities and improved RTAA's ability to address emerging threats before they could be exploited.

In Practice: TIS - Cybersecurity ensures the resilience of RTAA's digital infrastructure by systematically identifying and mitigating vulnerabilities. Through continuous assessment and remediation, cybersecurity strengthens the organization's defenses, minimizing risk and reinforcing trust in the security of RTAA's systems and data.



Initiative: Implement an eFax Solution to Eliminate Fax Machines and Telephone Lines

EONS FOCUS AREAS



Decreases operational costs by eliminating telephone lines and outdated systems.



Enhances efficiency by enabling faxing via email and integrating with existing copiers.



Reduces paper and ink consumables used in printing faxes.

Target: Implement a software-based solution to eliminate stand-alone fax machines and dedicated telephone lines and allow users to send and receive faxes via email.





Achievement: Successfully completed the conversion to an eFax solution in April 2024. In addition to users sending and receiving emails, the solution integrated with the existing copiers, leading to the elimination of approximately 19 phone lines. Paper, toner, and power resource consumption were also eliminated.

In Practice: TIS encourages adoption of newer technologies to increase operational efficiencies and reduce resource and facility costs.



Initiative: Complete Second MoreRNO Program Project, the Terminal Loop Road Reconstruction Project

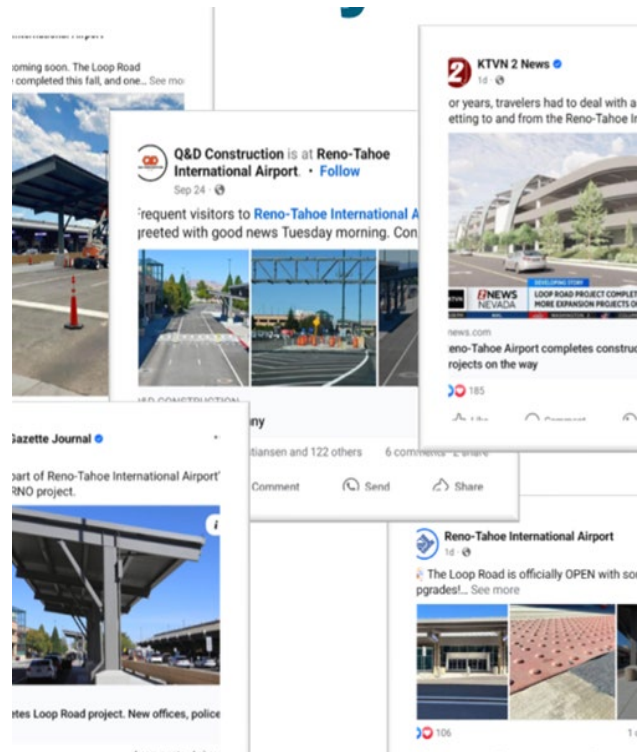
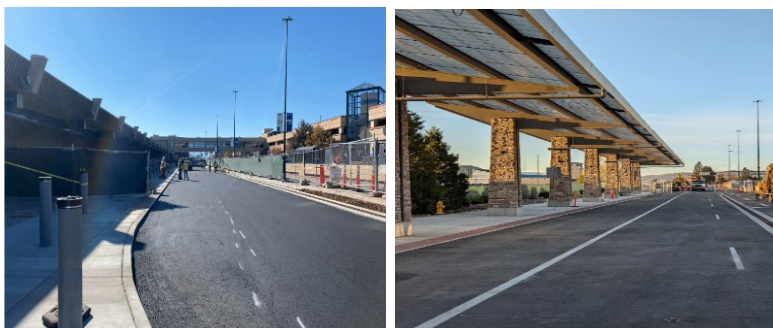
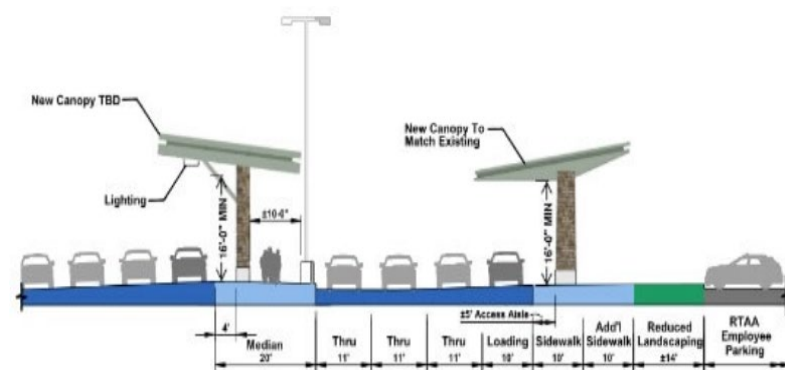
EONS FOCUS AREAS

-  Utilizes existing materials on-site, minimizing the need for new resources and reducing waste and costs.
-  Strengthens public safety by creating barriers between vehicles and the terminal building frontage.
-  Integrates energy-efficient LED lighting, recycled materials, and other eco-friendly components.
-  Prioritizes ADA accessibility to and from the airport.

Target: Design and reconstruct 1,800 feet of the Terminal Loop Road sections, with improvements to ADA, pedestrian, and terminal safety improvements.





Achievement: Completed major upgrades to RNO's Terminal Loop Road, ensuring a safer, more accessible, and smoother experience for all passengers. Project was recognized as a Project of the Year by the American Public Works Association (APWA) Nevada Chapter.

In Practice: The MoreRNO team strives to complete complicated projects on-time and within budget, while working diligently with stakeholders to minimize impacts to vital, revenue-producing operations.



Initiative: Innovate RNO Terminal Concessions Program

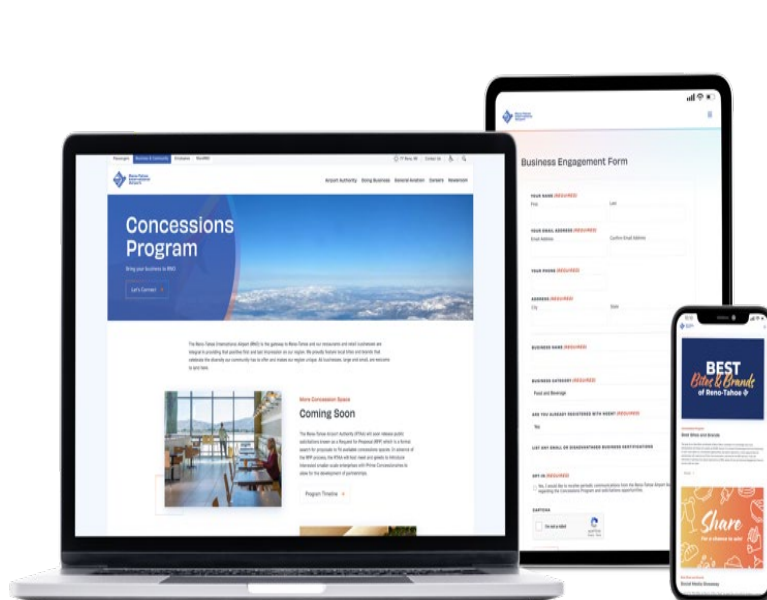
EONS FOCUS AREAS

-  Enhances revenue through optimized concession planning and contract terms.
-  Improves transitions between new concession contracts and minimizes venue change construction impacts.
-  Encourages integration of sustainable sourcing, waste reduction, and energy-efficient practices.
-  Promotes local, small, and diverse business participation, benefiting the regional economy and improving the passenger experience.

Target: Plan a modernized and sustainable concessions program with a sense of place that enhances revenue while improving the passenger experience.

Achievement: Developed a structured, solicitation plan timed to coincide with the expiration of RNO's current concession agreements and the schedule for New Gen A&B. Intensified stakeholder engagement efforts that resulted in significantly increased concessionaire interest and insights to inform future program planning and the New Gen A&B design team.

In Practice: The Commercial Business Development team continually seeks innovative ways to enhance non-aeronautical revenue while elevating the passenger experience. These strategic planning efforts result in an improved Concessions Program featuring industry-aligned contract terms, enhanced operational efficiency, and minimal disruption to passenger offerings during new concession implementation beginning in 2027 and synched with the construction of New Gen A&B.





GAMING INDUSTRY DAY

APRIL 16 & 17, 2024

Are you interested in doing business with the Reno-Tahoe Airport Authority (RTAA) as a gaming operator?





The RTAA is inviting interested gaming operators and casinos to showcase your company at RTAA Gaming Industry Days and learn about upcoming opportunities.

During RTAA Gaming Industry Days, we will be asking gaming operators and casinos to spend approximately 45 minutes with us and ask you to discuss your organization and experience. RTAA will also provide a status update on the Airport's New Gen A&B concourse project and how this relates to upcoming opportunities

If you are interested in participating in RTAA's Gaming Industry Day, please contact:
 Shawna Carpenter, RTAA Concessions Mgr.
 Email: scarpenter@renoairport.com
 Phone: 775-328-6483

Initiative: Conduct RNO Concessions Outreach Campaign

EONS FOCUS AREAS ACHIEVED

	Supports revenue generation by expanding the concessions program and increasing interest from potential business partners.
	Streamlines business outreach by leveraging social media engagement to develop a list of interested concessionaires.
	Reduces reliance on traditional outreach methods by using digital and social media engagement rather than printed materials.
	Strengthens relationships with the business community and passengers by providing a platform for engagement and input.

Target: Launch the “Best Bites and Brands” campaign to engage the community in shaping future airport concessions by encouraging travelers to tag or mention businesses they wanted to see at the airport, to build a list of potential concessionaires, and to increase awareness through earned and paid media.

Achievement: The campaign generated 216 business tags or submissions, exceeding the goal by 432%, with over 50 being locally owned. It also achieved 474,000 combined impressions across media channels and over 3 million in-terminal impressions, successfully increasing engagement and awareness.

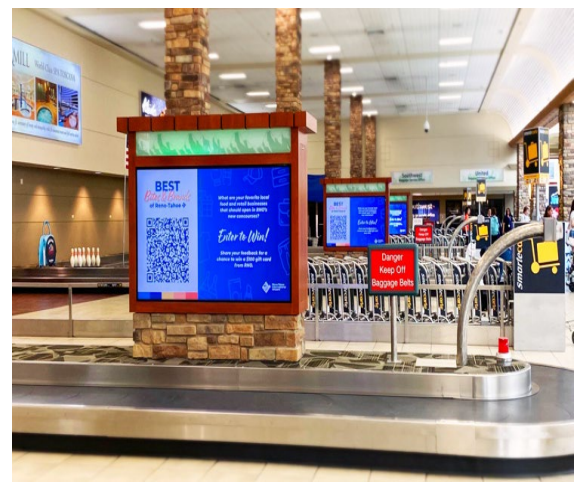
In Practice: The Marketing and Public Affairs team utilizes digital and social media to empower public participation and streamline the process of identifying potential concessionaires. Successful outreach effectively leverages social engagement for economic development, operational efficiency, and community inclusion—aligning with RTAA’s commitment to sustainability under the EONS framework.



Expand concessions while creating interest in the business community and empowering members of the community to have a voice in the future of the airport.

1. Empower community to share feedback
2. Create awareness to build interested parties list
3. Promoting each step of the way
4. Leverage internal and external earned and paid mediums

Concessions Campaign



Initiative: Enhance Airline Passenger Numbers and Statistics Tracking

EONS FOCUS AREAS



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



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



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



Enhances airline services like seat selection, in-flight amenities, and loyalty programs.

Target: Enhance airline passenger number and aircraft operation statistics tracking for improved aircraft capacity management, pricing strategies, and route planning, while also ensuring regulatory compliance and enhancing sustainability efforts.

Achievement: Enhanced data collection and statistics analysis that supported 4.8 million passengers in 2024 and afforded 258,724 additional seats (one-way), resulting in a 9% increase in seats 2024 vs 2023.

In Practice: Air Service Development tracks Airline Passenger Numbers and Statistics through several methods including Cirium Diio and Airline Data Inc., (Commercial Airline Data), ABRM (Revenue-Manager), and other FAA and airline/airport data portals. This information is vital to RTAA's mission to help our airlines, local and regional partners understand trends in passenger demand, route performance, and overall market health.

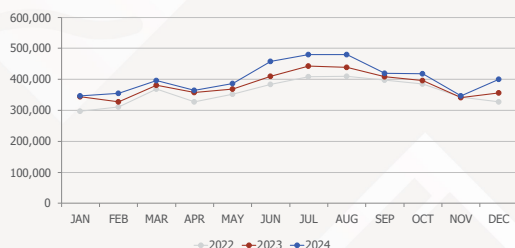


A MONTH AGO

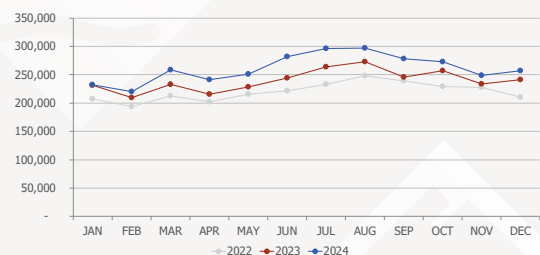
Reno-Tahoe Airport celebrates record-breaking year in 2024

The Reno-Tahoe International Airport (RNO) marked a historic year in 2024, achieving record passenger numbers and significant infrastructure milestones, according to

Total Passengers



Monthly Seats



Initiative: Migrate RTAA File Servers to MS SharePoint

EONS FOCUS AREAS



Reduces manual processes, improves productivity, and lowers IT maintenance costs.



Enhances efficiency by improving collaboration, security, and accessibility of files.

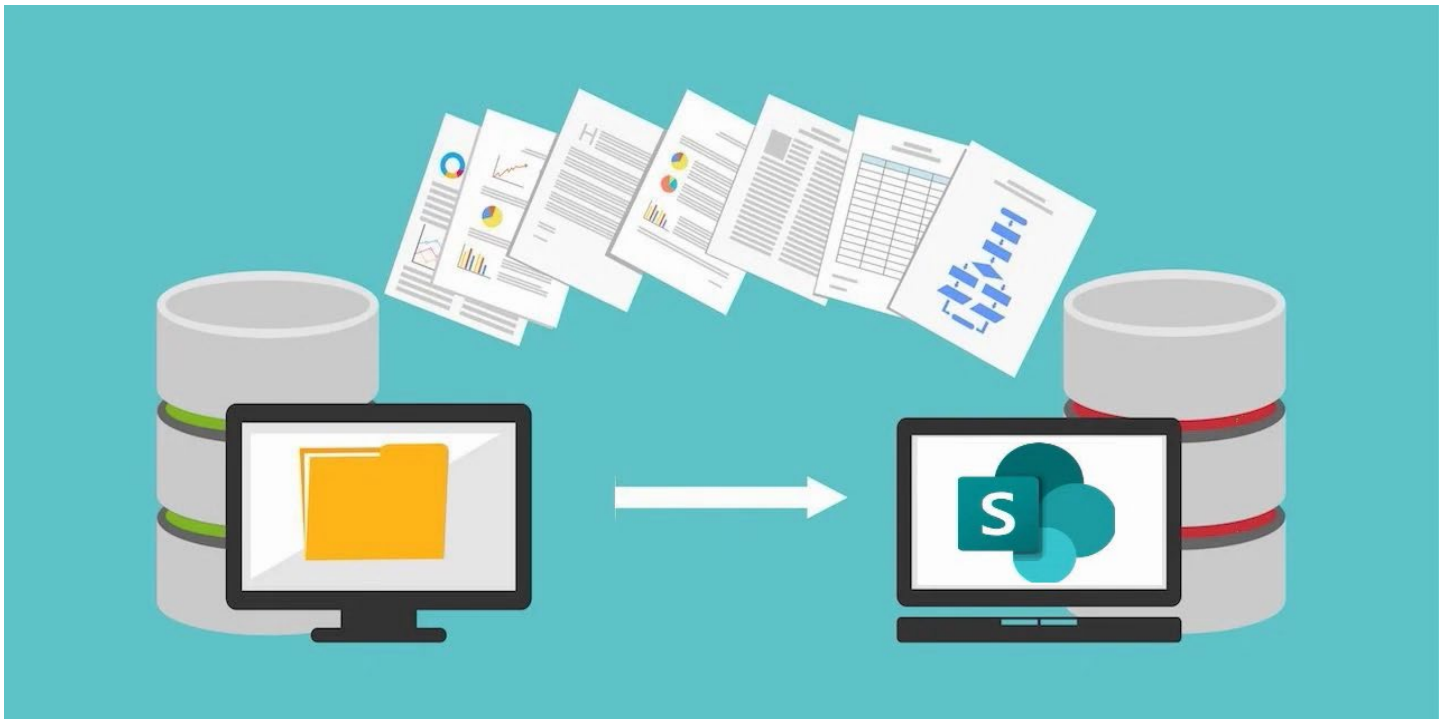


Supports secure and seamless file sharing among employees, contractors, and external entities, enabling better collaboration and productivity.

Target: Transfer existing RTAA file servers to MS SharePoint for enhanced electronic document management and storage.

Achievement: Successfully migrated RTAA file servers to MS SharePoint in September 2024, enhancing security and accessibility for RTAA users. The server migration enables authenticated and authorized users to securely share files with coworkers, contractors, and external entities while controlling permissions and access duration.

In Practice: The TIS team coordinates technology upgrades, provides training, and facilitates the adoption of new technologies. MS SharePoint's built-in capabilities allow seamless sharing of large files, eliminating the need for removable media, third-party services, or special email permissions.



Initiative: Initiate Design of the Flagship MoreRNO Program Project, NewGen A&B

EONS FOCUS AREAS



Generates revenue by doubling leasable space for airlines, concessionaires, and other vendors.



Creates operational efficiencies on the concourse level and the aircraft apron level.



Designs to LEED Silver criteria to minimize environmental impact and promote the health and well-being of passengers and employees.



Prioritizes daylighting, intuitive wayfinding, accessibility, and aesthetics to improve the passenger experience.

Target: Integrate stakeholder considerations into a design concept for two new concourses that will accommodate RNO's current needs and future growth, for the benefit of passengers, airlines, tenants, and airport employees, while staying mindful of construction and operational costs.

Achievement: On June 16, 2023, the RTAA Board of Trustees approved a design PSA with Gensler Architecture, Design & Planning, P.C. to design two new concourses (A&B) to replace the existing forty-year-old concourses. Design priorities include increasing passenger hold room space, increasing and improving concession offerings, improving passenger experience through design features, and creating operational flexibility for the RTAA and airlines.

In Practice: The MoreRNO Team is setting the stage for RNO's future. Design of the NewGen A&B Project is the largest project in the MoreRNO Program, and similar to the Ticketing Hall Expansion Project, it is intended to modernize and improve RNO to accommodate the growing region and increased passenger traffic.



Initiative: Develop and Communicate RNO Safety Management System (SMS) Program

EONS FOCUS AREAS



Proactive safety management provides long-term economic viability.



Establishes safety objectives and management commitment.



Reduces environmental risks and promotes sustainable materials and resource conservation.



Encourages a strong safety culture through communication and reporting.

Target: Adopt the FAA's SMS program and develop, implement, maintain, and adhere to an Airport SMS.





Achievement: In June 2024, developed and submitted the initial RNO SMS Implementation Plan to the FAA for review and approval.

In Practice: Airport Operations and Public safety seeks to establish a proactive approach to identifying, assessing, and mitigating safety risks in airside and operational activities. The approach integrates safety policies, risk management, safety assurance, and safety promotion to enhance overall airport safety and compliance with FAA Part 139 regulations.



Initiative: Execute New RNO Airport Military Joint Use Agreement

EONS FOCUS AREAS

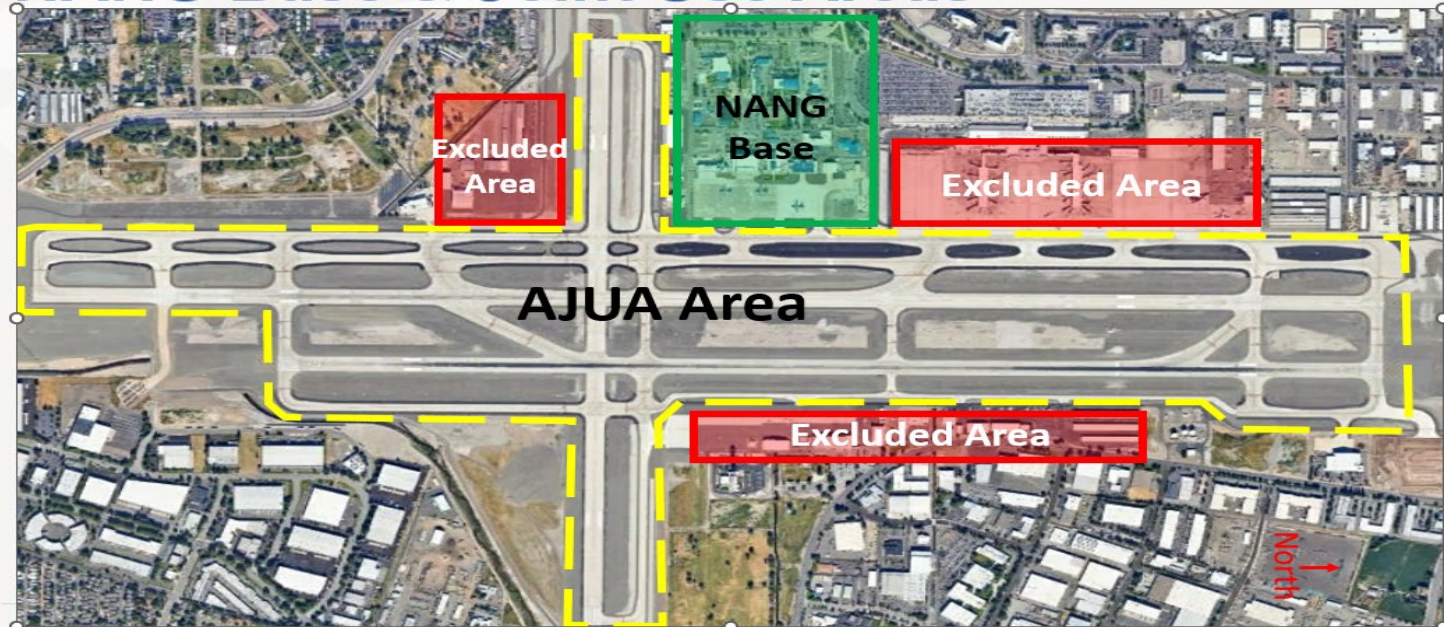
-  Reduces operational costs while ensuring both civilian and military aviation needs are met.
-  Ensures efficiencies for both civilian and military operations while maintaining the safety and efficiency of the shared airport.
-  Helps balance national defense readiness with environmental responsibility.
-  Contributes positively to the community, economy, environment, and public well-being.

Target: Execute a new 10-year Airport Joint Use Agreement (AJUA) between the Nevada Air National Guard and the RTAA to provide flexibility and efficient use of RNO infrastructure, helping the military maintain operational readiness while also benefiting civilian aviation operations.

Achievement: Successfully executed the new 10-year AUJA established to optimize the use of RNO infrastructure and reduce costs while ensuring both civilian and military aviation needs are met.

In Practice: The military operations at RNO total roughly 2% of the total traffic. Commercial Business Development coordinated the AJUA to ensure both civilian and military air traffic can operate efficiently in areas where facilities might otherwise be scarce or expensive to duplicate. Additionally, established the responsibilities of each party associated with airfield to ensure proper maintenance and safety.

NANG Base & Joint Use Areas



Initiative: Merge Access Control and Video Surveillance Systems

EONS FOCUS AREAS



Decreases operational expenses through efficient operational and maintenance costs.



Optimizes resources by integrating two disparate systems.



Fosters integration of smart, energy-efficient technologies and practices.

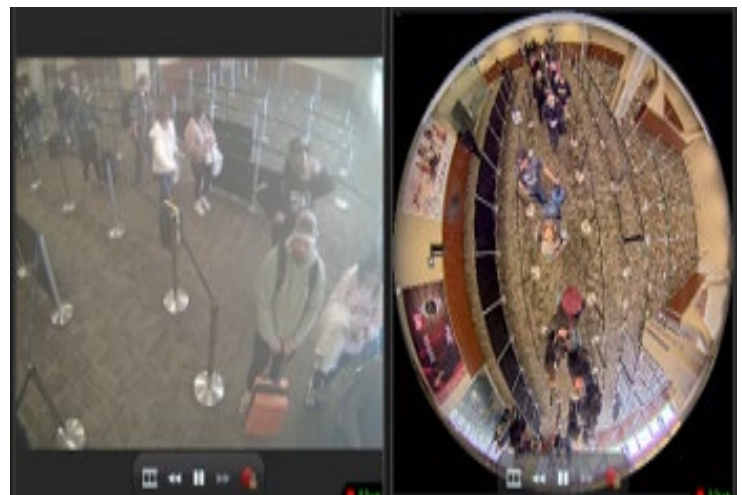
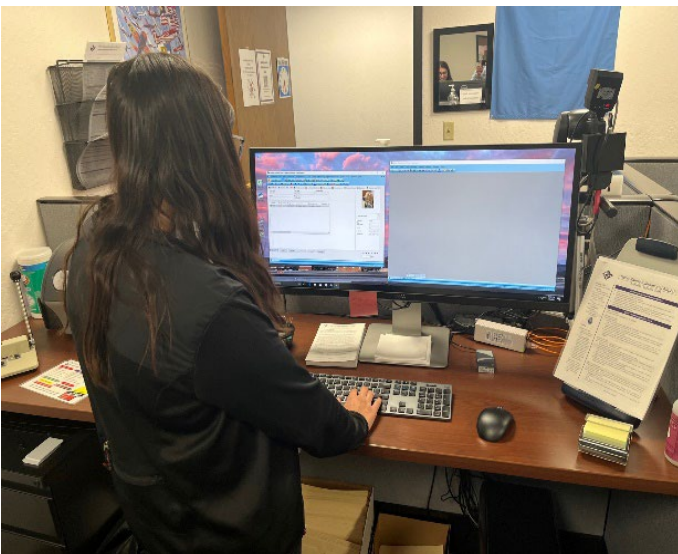


Enhances security without infringing on personal freedoms.

Target: Consolidate access control and video surveillance into a single system, improving operational efficiency, reducing costs, and supporting sustainable practices by centralizing data management and optimizing resource utilization. Implement an Identity Management System (IDMS) using the same software to optimize operational efficiency.

Achievement: Successfully merged access control and video surveillance systems, resulting in more streamlined operations and reduced costs. This integration has led to lower maintenance requirements and reduced electronic waste. Moreover, the centralized data from these systems has offered valuable insights into airport operations, facilitating informed decisions that optimize resource usage and boost overall sustainability. This also allowed for an IDMS to further improve operational efficiency with reduced data entry to multiple systems and digital storage of information versus file cabinets with printed documents.

In Practice: TIS continues to enhance the airport's security posture while also improving operational efficiency and resource optimization.



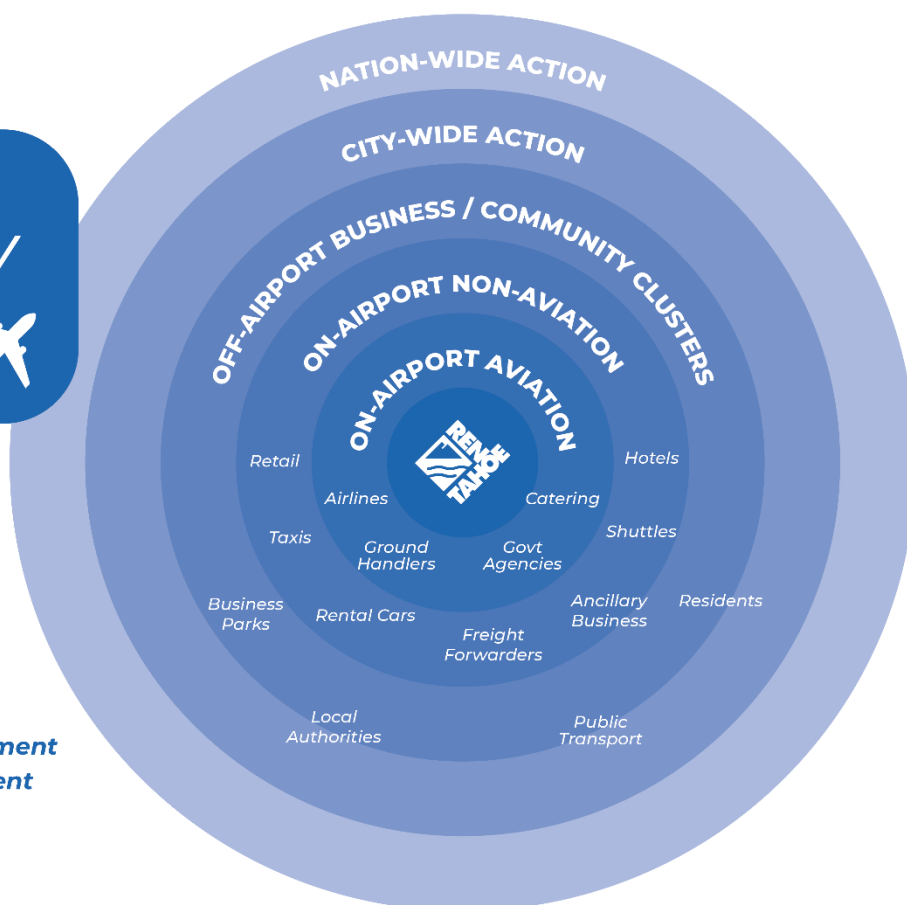
Sustainability Indicators

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	FY20/21	FY21/22	FY22/23	FY23/24
Operating Revenue						
Airline	Dollar		14,989,099	16,514,659	18,424,906	18,540,362
Non-Airline	Dollar		28,673,817	42,034,808	46,416,316	54,525,263
Total	Dollar		43,662,916	58,549,467	64,841,222	73,065,625
Operating Expenses						
Personnel Services	Dollar		30,923,944	33,955,350	39,092,497	45,677,878
Utilities and Communications	Dollar		2,454,099	3,156,585	3,962,745	4,033,644
Purchased Services	Dollar		4,887,352	7,702,653	8,016,801	9,446,371
Materials and Supplies	Dollar		2,259,926	2,575,165	3,234,016	3,007,699
Administrative Expenses	Dollar		2,086,926	2,854,510	3,369,064	3,579,526
Total			42,616,297	50,244,262	57,675,123	65,745,118
Financial Benchmarks						
Enplaned Passengers	Number		1,231,616	2,079,807	2,229,254	2,344,848
Airline Cost per Enplaned Passenger	Dollar		9.54	9.57	\$6.33	\$8.28
Debt Service Coverage Ratio	Number		5.52	2.64	0.0	0.0
Days Cash on Hand	Days		558	529	461	527
Tenant Improvement Applications	Number		52	62	40	29
RNO Vacant Land Conversion	Acres		--	--	57.7	7.3

Data Source: RTAA 2023/24

Operational Efficiency

Operations	Unit	Comment	FY 20/21	FY 21/22	FY22/23	FY23/24
Annual Aircraft Operations						
Commercial / Cargo	Number		35,962	44,896	43,791	47,707
Military	Number		2,756	2,348	2,254	2,228
General Aviation / Air Taxi	Number		57,278	59,852	62,363	69,690
Cargo Tonnage	Tons		76,404	73,638	63,947	55,097
FAA Part 139 Deficiencies ²	Number		5	2	9	3
Ground Transportation						
Auto Parking Transactions	Number		277,141	461,503	474,991	485,233
ARFF / Police Responses	Number		293	502	571	500
Annual Work Orders						
Preventative Maintenance	Number		14,531	14,303	14,538	13,660
Corrective Maintenance	Number		5,456	4,928	4,603	3,787
PM Costs Compared to Total Maintenance Costs	Percent		48.6	52.7	44.03	49.19
Planned Development Reviews (Airport Influence / Compatibility Area)	Number		671	681	755	672

*FAA inspection not conducted due to COVID pandemic restrictions

Data Source: RTAA 2023/24 FAA Tower Report (includes: Air Carrier & Cargo; Air; General Aviation & Air Taxi; and Military)

²FAA Part 139 Deficiencies were immediately corrected.

Natural Resource Conservation

ENVIRONMENTAL	UNIT	COMMENT	FY 20/21	FY 21/22	FY22/23	FY23/24
Airport Utilities						
Electric	kWh		15,859,717	16,681,474	17,365,090	18,005,280
Natural gas	Therms		547,622	530,712	623,210	561,953
Water	Gallons		30,705,546	42,870,963	49,621,683	53,980,986
De-icing Operations						
Aircraft De-icing	Gallons		95,502	110,939	221,667	131,826
Aircraft De-icer Collected / Treated	Gallons		12,045	18,788	36,683	34,757
Aircraft De-icer Recovered	Percent		11.7	15.3	14.9	26.4
Waste Management						
Waste to Landfill	Tons		582	849	984	1,023
Terminal Recycling	Tons		45	39.37	21.75	35.29
Diversion Rate	Percent		7.49	9.10	5.06	6.39
Vehicle Fuel Usage						
Gasoline	Gallons		15,541	26,867	32,595	36,137
Diesel	Gallons		12,897	21,443	31,260	25,869

Data Source: RTAA 2023/24

Social Responsibility

COMMUNITY	UNIT	COMMENT	FY 20/21	FY 21/22	FY22/23	FY23/24
Paws for Passengers	Hours		-	2,182	2,033	2,232
Average Daily Departures	Number		45	60	56	59
Non-Stop Destinations	Number		24	36	32	26
Average Daily Seats	Number		5,273	7,385	7,592	8,120
Total Annual Seats - One Way	Number		1,924,756	2,695,429	2,771,199	2,972,030
Total Annual Enplaned Passengers	Number		1,231,616	2,079,863	2,229,254	2,341,919
Total Passengers	Number		2,472,843	4,155,405	4,460,048	4,689,790
Total Annual Aircraft Noise Complaints	Number		671	314	598	559
Arts at the Airport	Dollar		-	-	-	\$270,000
Culture Events	Number		-	-	-	13
Customer Service Team	Hours		-	-	-	2,673

Data Source: RTAA 2023/24 and Cirium Schedules.