



**Reno-Tahoe
Airport Authority**

HOWARD W. CANNON TERMINAL

2025

Sustainability Report

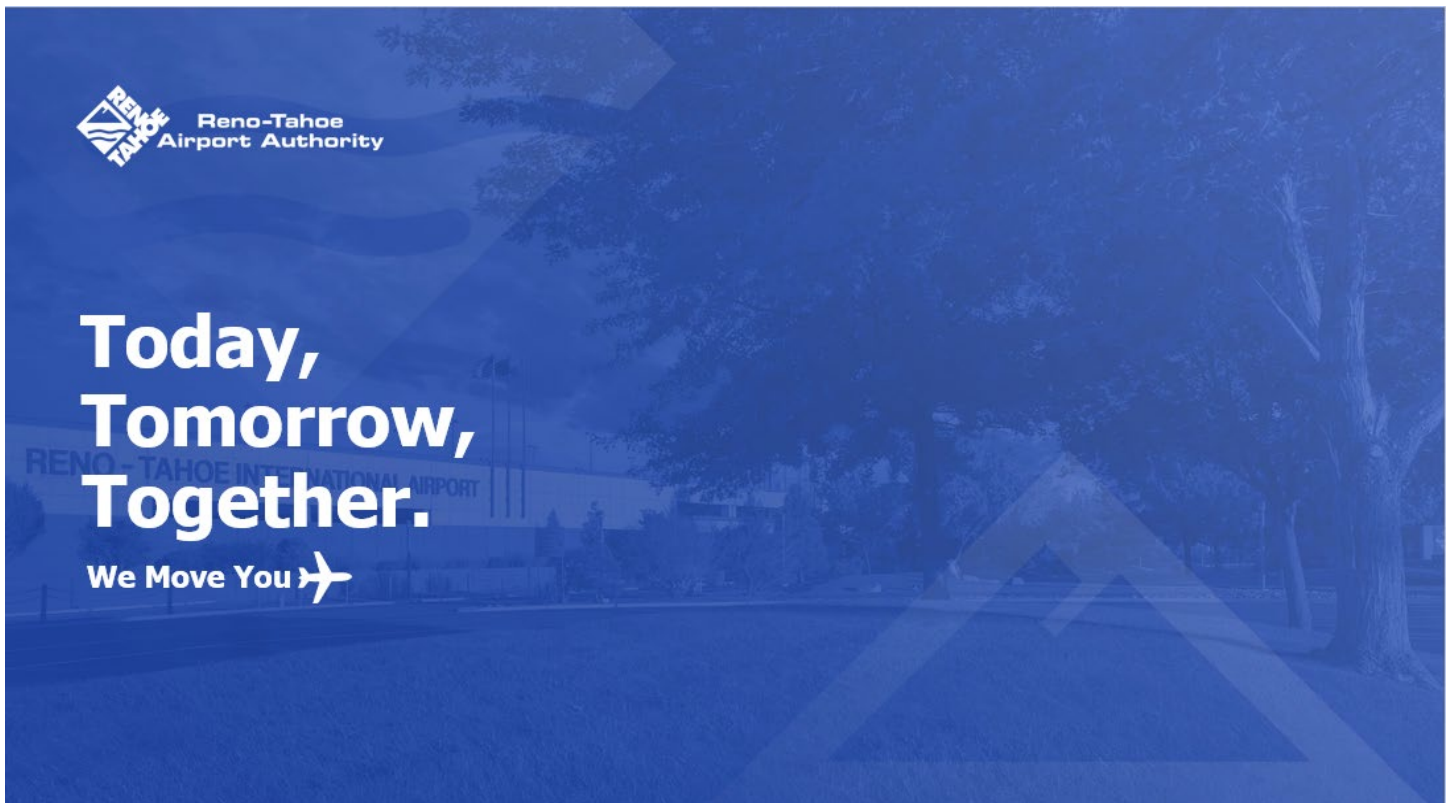
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Sustainability Message from the President/CEO



Reno-Tahoe Airport Authority (RTAA) experienced another pivotal year in 2025 as we turn ambitious vision into tangible reality. Building on the record-breaking momentum of recent years, the RTAA continues to demonstrate that sustainable growth and environmental stewardship can advance hand-in-hand.

The MoreRNO Program - the largest infrastructure investment in our airport's history - advances at an extraordinary pace. In 2025 we broke ground on the Central Utility Plant (CUP), Ground Transportation Center (GTC), and new RTAA Headquarters and also completed enabling work for two new concourses designed to LEED Silver criteria.

The CUP is a centralized energy hub that will power both the new RTAA Headquarters and the NewGen A&B concourses with significantly improved efficiency - achieving 20% greater energy efficiency than building code requirements while consuming 77% less water than conventional systems. This consolidation eliminates redundant equipment, reduces maintenance requirements, and decreases overall resource consumption while serving a larger footprint than previous systems.

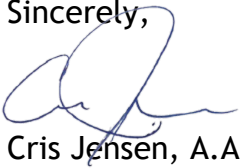
In 2025, our strategic focus included initiatives that advance our sustainability mission. We developed and are executing our FY 2025 Annual Air Service Strategic Roadmap, aligning air service growth with a robust marketing strategy to stimulate passenger demand and fill available seats. By partnering with local, regional, and state entities, we are pinpointing northern Nevada's air service needs for economic growth and tourism while ensuring efficient use of existing infrastructure.

Additionally, we have rolled out a new performance management system, identified critical roles, and begun succession planning to support continuity and preserve institutional knowledge and our sustainability culture.

As we prepare for the transformational years ahead, the RTAA remains firmly committed to the principles outlined in our Environmental Policy Statement: continual improvement in our environmental performance, pollution prevention through conservation and waste reduction, and regulatory compliance that fosters environmental stewardship.

None of this progress would be possible without our dedicated team, whose commitment to excellence drives everything we do. Our Board of Trustees, airline partners, tenants, and community stakeholders share this vision, and together we are creating a sustainable future for aviation in northern Nevada.

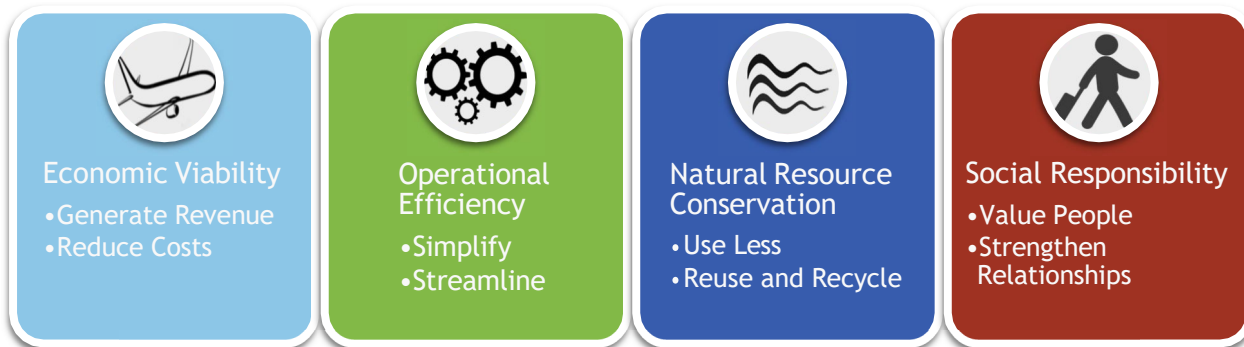
Sincerely,



Cris Jensen, A.A.E.
President/CEO (interim)

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) 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 2025 sustainability initiatives.



Initiative: Implement ‘Intro to Airport Citizenship’ Class

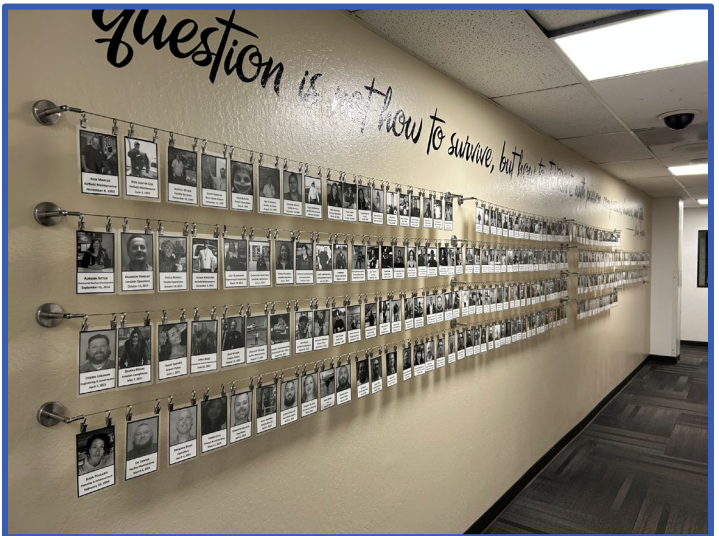
EONS FOCUS AREAS

-  Reduces cost of employee turnover and increases productivity by encouraging an engaged and positive organizational culture.
-  Streamlines leadership communication by outlining clear expectations, so everyone knows their role.
-  Reduces employee turnover and resources utilized for onboarding.
-  Promotes organizational culture as one of respect and enterprise leadership.

Target: Establish and deliver onboarding training to all new employees that communicates clear expectations regarding cyber safety, workplace standards, and critical policies.





Achievement: People Ops collaborated with IT Cybersecurity and Legal Counsel to design and implement the ‘Intro to Airport Citizenship’ class, incorporating realistic workplace scenarios to highlight risks and consequences. Through the training, People Ops reinforces the understanding of RTAA policies and core values with respect at the forefront. Employee feedback remains positive, with each training providing valuable opportunities for new scenarios, responses, and potential consequences. Since 2024, 80 out of 268 employees have taken the class.

In Practice: People Ops delivers and continuously improves onboarding training to ensure all employees understand expectations, policies, and workplace standards.



Initiative: Commission New Cargo and GSE Tenant Facility for Use

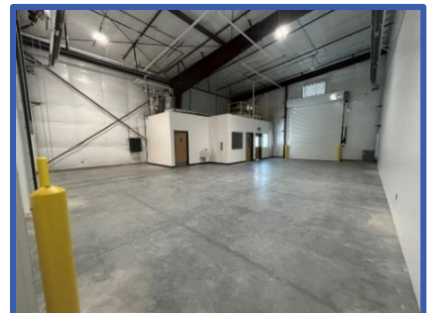
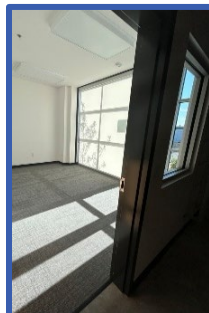
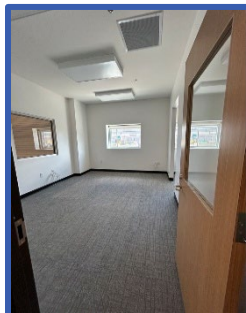
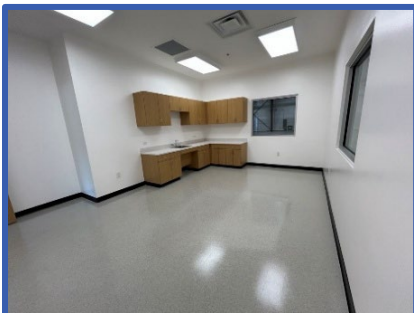
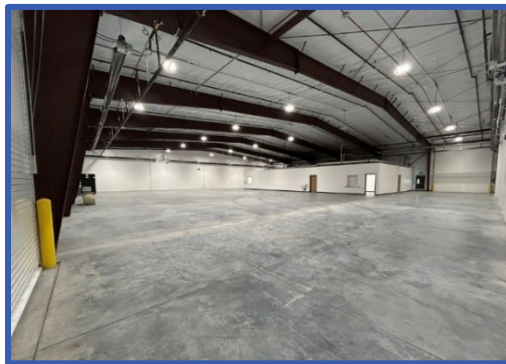
EONS FOCUS AREAS

-  Enhances property offerings to potential aeronautical business operators, strengthening competition amongst GSE operators, GSE repair companies, and airline cargo operations.
-  Consolidates displaced tenants into a modern facility, reducing operational disruptions and streamlining cargo handling.
-  Replaces outdated facilities with more efficient buildings, requiring less maintenance.
-  Expands the quality and variety of cargo and GSE services, increasing community confidence through modernization.

Target: Receive Certificate of Occupancy (COO) for new Building 13 (New Air Cargo/GSE tenant facility) to relocate aeronautical tenants displaced by GTC construction activities.





Achievement: The Commercial Business Development team received COO in July 2025. The team successfully relocated aeronautical tenants displaced from buildings demolished for the new Ground Transportation Center. The new cargo space has been marketed to potential tenants and is anticipated to be leased in 2026. This initiative helped the RTAA enhance the leasable facilities with AOA access and allows for growth in the ground service equipment (GSE) operator and repair markets.

In Practice: Commercial Business Development continues to expand RTAA’s leasing opportunities by working with potential tenants for the new Building 13, and anticipates two to four new tenants in 2026.



Initiative: Increase Awareness of Airport Concession Opportunities through Community Outreach

EONS FOCUS AREAS

-  Expands the pool of interested concessionaires and encourages partnerships between prime operators and local businesses, strengthening competition and long-term airport revenue opportunities.
-  Streamlines the concessions procurement process by improving outreach, communication, and understanding of requirements among potential vendors.
-  Increases participation from local businesses which can reduce transportation related environmental impacts associated with non-local vendors.
-  Engages and educates local and small businesses about airport concession opportunities, supporting broader community participation in RNO's concessions program.

Target: Conduct outreach efforts, including informational sessions and networking events, to educate local businesses on airport concessions and the public procurement process.

Achievement: RTAA hosted Airport Concessions 101 informational sessions in August and September 2025 to educate local businesses on how airport concessions operate and how to navigate the public procurement process. These efforts culminated in a Concessions Networking Event on September 10, 2025, which connected local businesses, prime concessionaires, and industry professionals. The initiative expanded concession opportunities for small and local businesses and supported the development of strategic partnerships ahead of upcoming Food and Beverage and Retail Requests for Proposals, positioning RTAA for more competitive and inclusive procurement outcomes.

In Practice: Commercial and Business Development fosters engagement with local businesses that supports inclusive concession opportunities and sustainable economic growth.



Reno-Tahoe Airport Authority

RNO CONCESSIONS NETWORKING EVENT

Meet your future business partners

Join Us

The Reno-Tahoe Airport Authority (RTAA) will be issuing Requests for Proposals (RFPs) for Food & Beverage and Retail concessions opportunities in the first quarter of 2026. We invite you to attend this exclusive networking event designed to connect businesses with RTAA representatives, prime concessionaires, and key industry professionals. Whether you're a small business, certified ACDBE/DBE, or an established firm looking to grow in the aviation sector, this is a valuable opportunity to build strategic relationships and gain insights into upcoming opportunities. Join us to learn how your business can play a role in shaping the future of concessions at Reno-Tahoe International Airport (RNO).

Scan to RSVP:
<https://forms.office.com/g/2NAU22026F>

Location
 SureStay Plus Reno Airport
 4:00 - 6:30 PM
 September 10, 2025

What to Expect

- Presentations from RTAA Representatives
- Information on upcoming food & beverage and retail opportunities
- One-on-one networking with prime concessionaires
- Resources for small businesses and Airport Concession Disadvantaged Business Enterprises (ACDBEs)

QUESTIONS
 Shawna Carpenter, RTAA Concessions Manager
scarpenter@renoairport.com | 775-338-6483




Reno-Tahoe Airport Authority

RNO AIRPORT CONCESSIONS 101

The Reno-Tahoe Airport Authority (RTAA) is hosting an information session for businesses interested in participating in airport concessions opportunities.

Requests for Proposals (RFPs) for Food & Beverage and Retail concessions will be released in the first quarter of 2026.

Who Should Join
 Entrepreneurs, business owners, and operators in: Retail, News & Gifts, and Food & Beverage.

Zoom Session:
 Monday, September 22 at 2:00PM

Scan to Register:
https://forms.office.com/scarpenter_rnaho-concessions-101-qr22





What You'll Learn

- Airport concessions overview and key elements
- Opportunities available with the upcoming RFPs
- What it is like to operate a business at an airport
- Navigating the public procurement process

QUESTIONS
 Shawna Carpenter, RTAA Concessions Manager
scarpenter@renoairport.com | 775-338-6483

Initiative: Ensure Firewall Modernization

EONS FOCUS AREAS

-  Reduces long-term financial risk by lowering the probability and impact of cyber incidents while eliminating rising maintenance costs associated with legacy firewall infrastructure.
-  Strengthens network resilience and visibility through advanced threat detection, automated response, and scalable architecture that supports cloud and hybrid environments.
-  Decreases energy consumption and cooling demand by consolidating legacy hardware into more efficient, higher throughput security platforms.
-  Protects stakeholder trust by safeguarding sensitive data and ensuring reliable, secure access to critical digital services for employees, partners, and customers.

Target: Replace legacy firewall infrastructure to guarantee secure, resilient, and scalable network protection aligned with current cybersecurity standards and organizational risk tolerance.

Achievement: After a comprehensive evaluation and side-by-side comparison of leading firewall solutions, funding was secured and approved by the RTAA Board of Trustees in November 2025. Implementation of the new enterprise firewall platform is underway, with deliberate remediation of legacy configurations to improve long-term manageability and reduce security risk. When completed, the initiative will materially strengthen RTAA’s cybersecurity resilience and support sustainable, secure airport operations.

In Practice: The IT Department strengthens organizational sustainability by modernizing critical cybersecurity infrastructure, reducing enterprise risk exposure, and enhancing long-term network resilience to support secure, reliable airport operations and future digital growth.



Initiative: Complete RNO GA East Apron and Taxilane Reconstruction Project

EONS FOCUS AREAS



Enhances revenue potential and reduces long-term maintenance costs by extending pavement life and improving tenant retention.



Improves operational efficiency for over 60 general aviation tenants, reducing aircraft taxi times and maintenance costs.



Incorporates modern stormwater controls and sustainable materials to protect water quality.



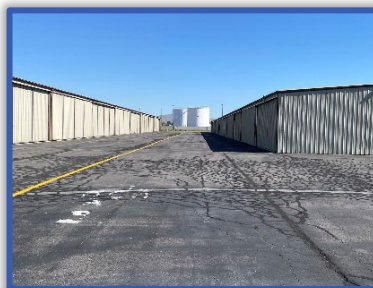
Enhances safety and accessibility for general aviation tenants while strengthening relationships with the local aviation community.

Target: Reconstruct approximately 9.5 acres of apron, taxilanes, and associated landside parking areas on the east side of RNO to improve infrastructure reliability and overall performance.

Achievement: The GA East Apron and Taxilane Reconstruction Project was delayed until after the completion of the Stellar Aviation FBO campus to allow for the relocation of JSX operations prior to construction. This significant delay resulted in more reconstruction work than originally planned but also provided extra time and funding to incorporate stormwater improvements into final design. Sixty general aviation tenants benefited from this project which delivered enhanced pavement durability, improved safety, and increased operational efficiency.





In Practice: Engineering and Planning implement infrastructure improvements that enhance operational performance, support tenant needs, and promote long-term sustainability of airport assets, while maximizing federal funding.

Before and After



Initiative: Partner with ConRAC Solutions on the P3 Delivery of a Modern Ground Transportation Center

EONS FOCUS AREAS

-  Stimulates economic growth through creation of jobs, expands business opportunities for local contractors, and enhances the airport's role as a key transportation and economic hub.
-  Streamlines landside transportation by consolidating rental cars, transit, and ground services into a single facility.
-  Incorporates electric-vehicle-ready infrastructure to reduce emissions and support sustainable transportation.
-  Strengthens community partnerships, workforce development, and local business participation through inclusive project delivery.

Target: Construct and deliver a four-story, 440,220 SF Consolidated Rent-A-Car Facility/Ground Transportation Center (ConRAC/GTC) that centralizes rental car operations, public transit, and ground transportation services at minimal financial cost to the RTAA.





Achievement: The ConRAC/GTC represents the largest landside infrastructure investment in RNO's history. The project received national recognition at the 2025 P3 Awards, earning Best Financial Structure and being named a finalist for Best Transportation Project. Once complete, the ConRAC/GTC facility will consolidate up to 10 rental car brands along with taxis, rideshares, shuttles, and buses into a single, efficient hub while leveraging a public-private partnership model with ConRAC solutions.

In Practice: The MoreRNO program delivers complex, large-scale infrastructure projects through innovative partnerships that enhance operational efficiency, sustainability, and long-term value for RNO and the Northern Nevada community.



Initiative: Update the RNO Rules and Regulations

EONS FOCUS AREAS

-  Promotes a culture of safety and compliance by establishing RTAA property conditions and accountability for violations, reducing potential costly liabilities.
-  Improves operational consistency by establishing clear rules and expectations, reducing uncertainty and enabling more efficient day-to-day operations.
-  Provides clear procedures for handling and storing hazardous materials that will reduce risk of environmental contamination.
-  Enhances the customer and user experience by establishing clear expectations for conduct, promoting a safe, respectful, and well-managed environment for all airport users.

Target: Draft and implement updates to the RNO Rules and Regulations to better reflect the RTAA culture of safety and compliance.





Achievement: Following a robust outreach process to engage stakeholders and receive feedback, on June 12, 2025, the RTAA Board of Trustees approved the updated RNO Rules and Regulations. The updated RNO Rules and Regulations went into effect on September 1, 2025.

In Practice: The RTAA Operations team enforces the updated RNO Rules and Regulations, helping to ensure operational efficiency and safety.



Initiative: Break Ground on the New Central Utility Plant to Facilitate the Commissioning of Future MoreRNO Projects

EONS FOCUS AREAS

-  Supports long-term financial sustainability by investing in modern and reliable utility infrastructure that reduces lifecycle maintenance and operational costs.
-  Improves energy distribution and system reliability through centralized and modernized utility systems and includes infrastructure to transition to geothermal in the future.
-  Achieves 20% greater energy efficiency than building code requirements and consumes 77% less water than conventional systems.
-  Strengthens airport infrastructure to better serve passengers, tenants, and employees while supporting regional economic growth.

Target: Construct a new, approximately 11,500 SF Central Utility Plant (CUP) to replace the aging 1958 facility and provide essential utility services for the MoreRNO New Gen A&B concourses and the Employee Headquarters.





Achievement: The CUP project progressed from design inception in June 2023 to active construction in March 2026, marking a major milestone in the MoreRNO capital improvement program. The CUP replaces outdated infrastructure from 1958 and will serve as the critical utility backbone for the New Gen A&B concourses and the new Headquarters. The CUP will provide power with significantly improved efficiency - achieving 20% greater energy efficiency than building code requirements while consuming 77% less water than conventional systems. With an anticipated completion date of July 2027, the project positions the airport for long-term operational resilience, efficiency, and growth.

In Practice: The MoreRNO program delivers modern, resilient utility infrastructure that supports sustainable airport operations and enables the successful advancement of the New Gen A&B concourses and the HQ building.



Initiative: Break Ground on the New Headquarters Building

EONS FOCUS AREAS

-  Supports long-term revenue growth by freeing terminal space for terminal tenants and other revenue-producing uses.
-  Improves emergency response capabilities and overall efficiency by consolidating police and administrative operations into a centralized facility.
-  Enhances energy efficiency and reduces resource consumption through updated mechanical and utility systems.
-  Enhances the employee experience, public safety, and community trust through implementation of modern workplace infrastructure and improved police response times.

Target: Construct a new 62,000 SF police and administration facility (the HQ) and relocate staff from the terminal and concourses.

Achievement: The HQ Groundbreaking Event was held on October 3, 2025, marking the ceremonial start of construction for the 62,000 SF four-story HQ. The project relocates administrative offices and Airport Police from inside the terminal and concourses, freeing space for revenue-generating airline, retail, and/or dining operations. Design began in November 2023, and construction is actively progressing as of March 2026, with foundations complete and utility work underway. Once completed, the centralized facility will enhance coordination and enable quicker police response times across the airport campus, improving overall safety and operational effectiveness.

In Practice: The MoreRNO program delivers modern, purpose-built facilities that enhance public safety, improve response times, optimize operational efficiency, and support the long-term sustainability goals of RNO.



Initiative: Expand South Remain Overnight Apron Capacity

EONS FOCUS AREAS



Supports future revenue generation by enabling additional gate capacity and accommodating airline growth.



Maintains aircraft parking capacity during construction and improves airfield operations through expanded apron space.



Reduces stormwater impacts from aircraft operations with the addition of a stormwater containment tank to capture runoff before it enters the stormwater system.

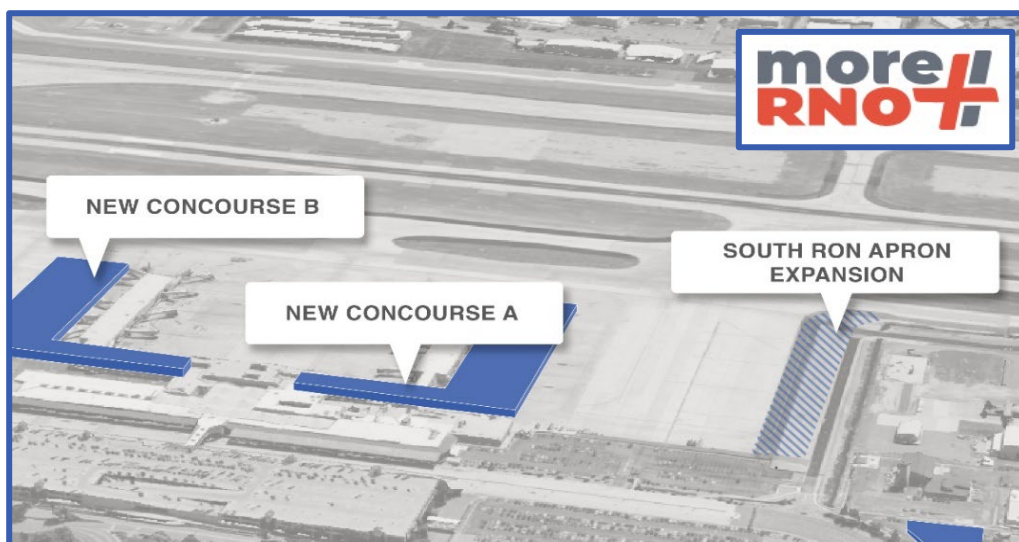


Enhances passenger experience by minimizing operational disruptions during ongoing terminal and concourse improvements.

Target: Expand the existing South RNO apron southward by 90 feet to support future New Gen A&B concourse construction phases, while maintaining overnight aircraft parking capacity.





Achievement: The South RON Apron Expansion project was a critical enabling component of the New Gen A&B program at the Reno-Tahoe International Airport. Through strong coordination between RTAA, the project team, and the contractor, construction work was carefully phased around continuous airfield operations and periods of inclement weather. The project reached substantial completion on November 7, 2025—two weeks ahead of schedule. The apron expansion preserved critical aircraft parking capacity, included a new glycol recovery tank, and positioned the airport for future concourse development and operational growth.

In Practice: The MoreRNO program delivers phased airfield infrastructure improvements that maintain continuous operations, support airline needs, and enable the successful implementation of the New Gen A&B concourses.



Initiative: Onboard a New Rental Car Operator at RNO

EONS FOCUS AREAS

-  Enhances rental car offerings and strengthens competition which helps maintain and grow airport revenue following the departure of a previous operator.
-  Improves rental car operations by adding an additional provider, increasing availability and reducing wait times for customers seeking ground transportation.
-  Supports more efficient use of transportation resources by increasing availability of rental options, which can reduce idle time, improve fleet utilization, and minimize unnecessary vehicle trips.
-  Expands rental car options for travelers, improving accessibility, convenience, and overall customer experience for passengers traveling through RNO.

Target: Onboard a new rental car company to fill the vacant counter position and replace lost Minimum Annual Guarantee revenue, resulting from Payless Rent a Car’s departure from the RNO market.





Achievement: A new rental car option was successfully recruited, through an invitation to bid process. SIXT Rent a Car began operations at RNO on December 22, 2025. Their baggage counter presence is supported by their off-airport facility on Kietzke Ln, until they can transition into the new GTC. SIXT’s onboarding helped sustain RNO’s rental car revenue and enhanced customer experience through the increased variety of rental cars available to RNO passengers.

In Practice: The Commercial Business Development team continues to innovate the customer experience at RNO by encouraging diverse rental car options for RNO passengers.



Initiative: Leverage Data to Grow Annual Passenger Traffic and Increase Air Service Diversity

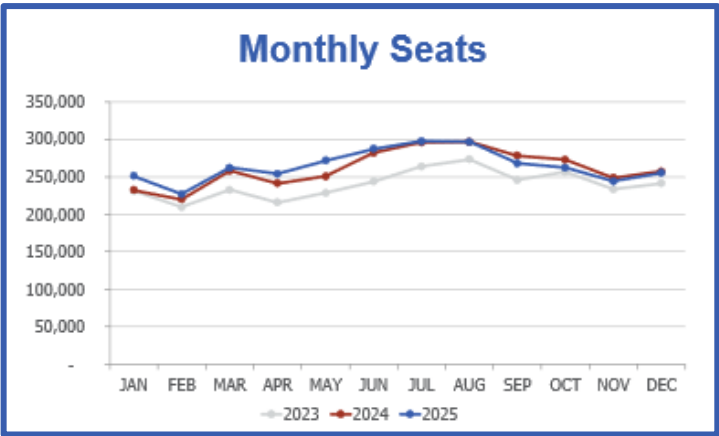
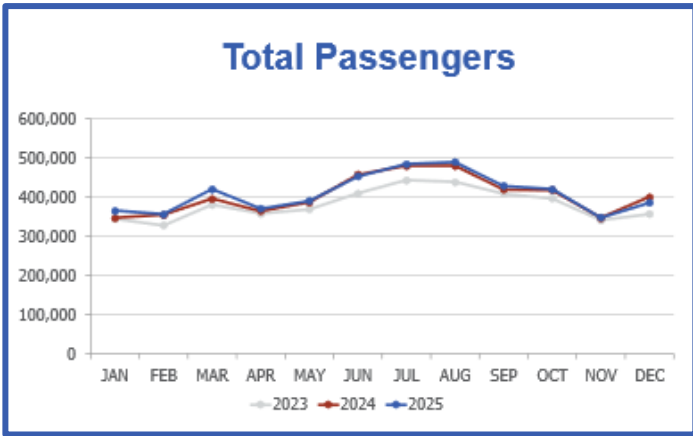
EONS FOCUS AREAS

-  Strengthens existing airline routes and helps grow air service, fostering long-term economic resilience.
-  Streamlines and summarizes airline passenger data collection.
-  Eliminates the need to use physical reports by using digital data summary graphs.
-  Increases awareness of passenger volumes that support local economic development, and passengers benefit from RNO’s blend of legacy, low-cost, and ultra-low-cost carriers.

Target: Increase annual passenger traffic to support economic growth and air service expansion at RNO.





Achievement: Statistical data is used to support negotiations with RNO airline carriers to increase and/or diversify RNO service. 2025 statistical data revealed the successful accommodation of 4.9 million passengers at RNO and an additional 47,795 (one-way) seats (1.5% increase in seats, 2025 vs. 2024).

In Practice: Air Service Development continues efforts to retain, grow, and attract air service at RNO which offers the traveling public a diverse group of air carriers and routes to choose from.



Initiative: Transition from Paper Dependent Forms to Online Applications and Tools

EONS FOCUS AREAS

-  Reduces reliance on individual paper forms which saves money, reduces paper waste, and decreases use of copiers and printers
-  Increases staff efficiency and accuracy with increased automation and reduced inter-office physical mail.
-  Reduces use of paper and copier/printer ink.
-  Improves employee satisfaction by streamlining mandatory forms and process steps.

Target: Identify and implement online solutions that are compatible with existing systems and eliminate paper and manual reporting and tracking requirements.

Achievement: In 2025, many paper forms have been replaced with online forms. For instance, RTAA job advertisement flyers dispersed at career fairs were replaced by a generic tabletop flyer that sends interested applicants to the RTAA’s Career Webpage via a QR code. New-hire onboarding paper forms have been replaced with online, fillable forms that are sent via email. Consolidation of paper systems enables more efficient data capture and automation of processes.

In Practice: People Operations ensures effective time and resource management through the replacement of several existing paper systems with online systems.



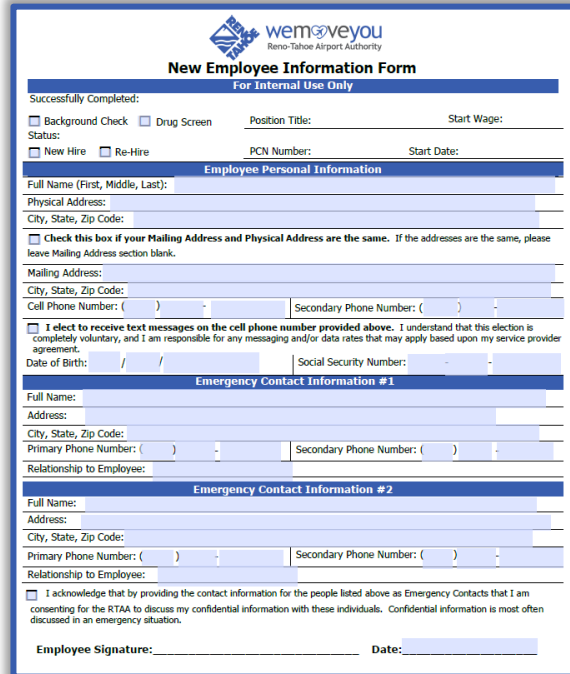
We invest in our employees, and we treat them with respect. Through career development, competitive wages, health programs and benefits, team building activities and employee assistance programs, we help our employees achieve their goals and to live healthy and happy lives. Why not join us?

Benefits for qualifying positions include:

- Tuition Reimbursement
- Paid Vacation time off
- Paid Sick Time Off
- Paid Holidays
- Medical/Dental/Vision
- NV PERS Pension and Retirement options
- Opportunity for career growth and promotions
- Free on-site parking (even when traveling)
- Amazing team of employees you get to work with



Scan the QR code to see current job openings at <https://www.renoairport.com>







The screenshot shows a digital form titled "New Employee Information Form" for the Reno-Tahoe Airport Authority. The form is divided into several sections:

- Header:** Includes the logo and title "New Employee Information Form For Internal Use Only".
- Form Completion:** A "Successfully Completed:" checkbox.
- Status:** Includes checkboxes for "Background Check", "Drug Screen", "New Hire", and "Re-Hire". It also has fields for "Position Title", "Start Wage", "PCN Number", and "Start Date".
- Employee Personal Information:** Fields for "Full Name (First, Middle, Last)", "Physical Address", "City, State, Zip Code", "Mailing Address", "City, State, Zip Code", "Cell Phone Number", and "Secondary Phone Number". A checkbox allows users to check if mailing and physical addresses are the same.
- Text Messages:** A checkbox for "I elect to receive text messages on the cell phone number provided above." with a consent statement.
- Emergency Contact Information #1 and #2:** Fields for "Full Name", "Address", "City, State, Zip Code", "Primary Phone Number", "Secondary Phone Number", and "Relationship to Employee".
- Consent:** A checkbox for "I acknowledge that by providing the contact information for the people listed above as Emergency Contacts that I am consenting for the RTAA to discuss my confidential information with these individuals." with a confidentiality disclaimer.
- Signature and Date:** Fields for "Employee Signature" and "Date".

Initiative: Reduce Storage of Physical, Hardcopy Files

EONS FOCUS AREAS

-  Reduces costs by eliminating monthly storage fees and onsite delivery charges for hardcopy files.
-  Simplifies document retrieval by decreasing the time spent searching for needed boxes and stored files.
-  Promotes resource efficiency through reusing storage boxes and recycling purged paper.
-  Improves employee satisfaction by eliminating the time-consuming activities associated with physically stored boxes and files.

Target: In anticipation of the move to the new HQ, research file retention laws and regulations to allow for the disposal of thousands of files, currently being stored onsite and offsite.





Achievement: Reducing boxes and physical files significantly reduces storage fees and documents are more easily retrievable if stored electronically instead of physically. People Ops successfully consolidated or destroyed 203 of 300 boxes stored offsite in 2025.

In Practice: People Ops, and other RTAA departments, are continuing their physical file elimination targets for the foreseeable future, emphasizing commitment to efficiency and resource conservation.



Initiative: Modernize the RTAA On-Premise Phone System

EONS FOCUS AREAS

-  Stabilizes long-term costs by transitioning to a predictable subscription model that avoids future capital replacement expenses.
-  Enables work-from-anywhere capabilities and improves disaster recovery posture through a cloud-based platform.
-  Decreases desk phones by one-third, eliminates most analog lines, and transitions fax services to an electronic solution.
-  Supports employees, departments, and airport partners through unified voice, mobile app access, and standardized call routing.

Target: Replace legacy RTAA on-premise telephony infrastructure with a cloud-based unified communications platform to improve resilience, scalability, and long-term sustainability of airport communications.





Achievement: Following a structured evaluation process, RingCentral was implemented as a fully cloud-based replacement for the legacy PBX system. The remaining legacy PBX components will be retired in the next fiscal year to complete the transition.

In Practice: The IT Department modernizes enterprise communications infrastructure to enhance operational resilience, reduce long-term technology risk, and support sustainable, flexible airport operations.



Initiative: Update the Reno-Stead Airport Master Plan

EONS FOCUS AREAS

-  Supports long-term regional economic development by aligning airport infrastructure with future aviation demand and emerging industry needs.
-  Improves planning coordination and decision-making through updated data, forecasting, and facility requirements.
-  Integrates environmental considerations into long-term development planning to minimize impacts and promote sustainable land use.
-  Engages tenants, stakeholders, and the community through transparent and inclusive outreach processes.

Target: Update the 2010 Reno-Stead Airport (RTS) Master Plan to include current conditions, new aviation forecasts, and a preferred development plan to address facility requirements through the 20-year planning period.

Achievement: Since the September 2, 2025 Notice to Proceed was issued, the master plan project team has stood-up a dedicated website, completed the inventory of existing conditions, aerial survey work, and the aviation forecasts, and begun the facility requirements section. In addition to the interactive website and regular Wednesday office hours, there have been 18 outreach opportunities for community and stakeholder feedback.

In Practice: Planning and the Reno-Stead Airport team guide long-term airport development at RTS by integrating technical analyses, stakeholder engagement, and strategic planning to support sustainable growth and informed decision-making.



Initiative: Host the Reno-Tahoe Experience (RTX)

EONS FOCUS AREAS



 Welcomes airline decision-makers to the region to grow air service, passenger traffic, airport revenue, and economic benefits for local businesses.

 Engages airlines and regional stakeholders in person, in Reno / Tahoe to showcase northern Nevada.

Target: Showcase the Reno-Tahoe region’s diverse economy and highlight its evolution into a thriving business and tech hub, strengthening the case for robust air service to support both leisure and business travel.

Achievement: Hosted in July 2025, the RTX offered attendees, which included airline network planners, airline sales representatives, Airline Airport Affairs Committee (AAAC) members, and meeting and convention planners, the chance to learn more about the bustling and growing Reno-Tahoe region. The inaugural RTX event hosted 17 attendees, which included representation from 6 airlines, surpassing internal targets.

In Practice: After the departure of the Air Races, the Air Service Development team pivoted and created a new event, in conjunction with the American Century Golf Championship, that would increase airline regional awareness in support of RNO air service expansion and diversification.

THE RENO TAHOE EXPERIENCE





Join Reno Tahoe and the Reno-Tahoe International Airport on an immersive, multi-day tour of the Biggest Little City and beyond. There's a destination off the beaten path that checks all the boxes of discerning planners. World-class events, inspiring meeting venues, and infinite things to do (both indoors and out) – it's all in Reno Tahoe, and you're invited to immerse yourself like a local during the Reno Tahoe Experience (RTX). Walk, eat, and sip your way through an action-packed itinerary showcasing the best Reno Tahoe has to offer, headlined by the [American Century Celebrity Golf Championship](#). All you have to do is pack a bag. We'll take care of the rest.

Save the Date for the Reno Tahoe Experience
July 9-12, 2025



Initiative: Implement RNO Airport Safety Management System

EONS FOCUS AREAS

-  Reduces likelihood of financial impacts due to incidents and accidents.
-  Moves RNO from a reactive stance to a proactive one, reducing downtime and streamlining processes.
-  Improves incident response efficiency which reduces resource use.
-  Increases employee satisfaction by fostering a “Just Culture” where staff feel safe reporting hazards and errors without fear of retribution.

Target: Develop a formal Safety Management System (SMS) manual and initiate the phased integration of data-driven safety processes and standardized operating procedures.

Achievement: Following extensive collaboration with internal departments and external partners, the RTAA finalized the SMS Manual, which received official FAA acceptance in November 2025. This milestone triggered an airport-wide launch of the program, including the deployment of a centralized hazard reporting and tracking platform. To date, comprehensive safety training has been initiated for all personnel which cultivates a proactive Safety Culture across the organization.

In Practice: Operations and Public Safety practices predictive risk management: employees identify and mitigate hazards before they result in incidents which ensures a secure environment while enhancing the long-term operational and economic resilience of RNO.







The poster features the Reno-Tahoe International Airport logo at the top. Below it, the text reads "Safety Starts with You" in a large, bold font, followed by "Airport Safety Management System (SMS)". The central image shows a yellow diamond-shaped sign with "SAFETY FIRST" written on it, with an airplane flying in the sky in the background. At the bottom, it provides contact information for anonymous hazard reporting: "www.RenoAirport.com/SMS" and "RNOSafety@renoairport.com".



Initiative: Complete Terminal Beautification Projects

EONS FOCUS AREAS

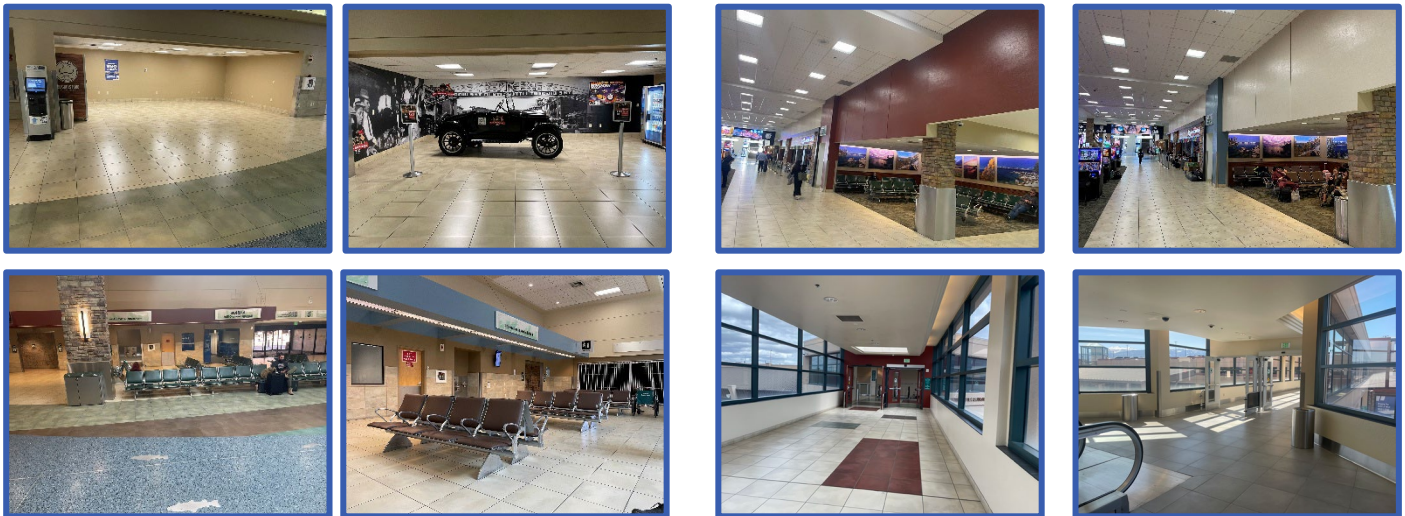
-  Supports long-term financial performance by maintaining high-quality terminal environments that drive passenger satisfaction and air service growth.
-  Optimizes facility management by replacing aging materials with modern, durable finishes in high-traffic public corridors.
-  Promotes resource efficiency by utilizing sustainable, long-lasting materials and low-impact coatings to reduce the frequency of future repairs.
-  Enhances the customer experience by creating a cohesive "sense of place" and a welcoming atmosphere.

Target: Update terminal lobby aesthetics and functionality to ensure a seamless visual transition between existing airport facilities and the new Ticketing Hall expansion.

Achievement: During 2025, a comprehensive effort successfully revitalized and decluttered terminal areas to align with modern design standards. This initiative centralized interior paint colors throughout pre-security, replaced outdated skybridge tiling, installed a concourse wall wrap, and updated concession storefronts and lighting. Significant aesthetic and functional improvements were realized through the full upholstery refresh of pre-security seating, the replacement of worn stanchions, color standardization of all seating, and the removal of excessive signage and furniture to improve passenger circulation. These collaborative enhancements ensure RNO provides a world-class, cohesive "sense of place" for all travelers.





In Practice: Multiple departments helped preserve the value and aesthetic appeal of RNO infrastructure through strategic, multi-departmental facility upgrades that support RNO’s mission of providing a modernized and seamless travel experience.

Before and After



Initiative: Conduct a Corporate Travel Survey

EONS FOCUS AREAS

-  Demonstrates demand for new nonstop routes, giving airlines the confidence to invest in new service.
-  Improves decision making and allows for more strategic air service development.
-  Reduces carbon footprint by identifying opportunities to increase nonstop routes and reduce fuel consumption.
-  Leverages business travel demand insights to better understand and serve community travel needs.

Target: Understand local business travel patterns and identify opportunities for sustainable air travel initiatives.

Achievement: In 2025, two Corporate Travel Surveys were conducted, resulting in a total of 199 responses from regional companies regarding corporate travel trends, preferences, and needs in the Northern Nevada Region. This data was used in presentations and discussions with airlines to give insights into our region’s corporate travel segment and demonstrate the demand and economic potential of the Northern Nevada 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 through retaining existing routes, securing new destinations, and building stronger partnerships with airlines.

WIN A \$250 SOUTHWEST GIFT CARD!

Enter for your chance to win by completing a short survey for the Reno-Tahoe Airport Authority.

[TAKE SURVEY](#)



Reno-Tahoe International Airport







YEAR-ROUND
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SEASONAL
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Initiative: Upgrade Airport Police Radio Communications System to P25 Standard

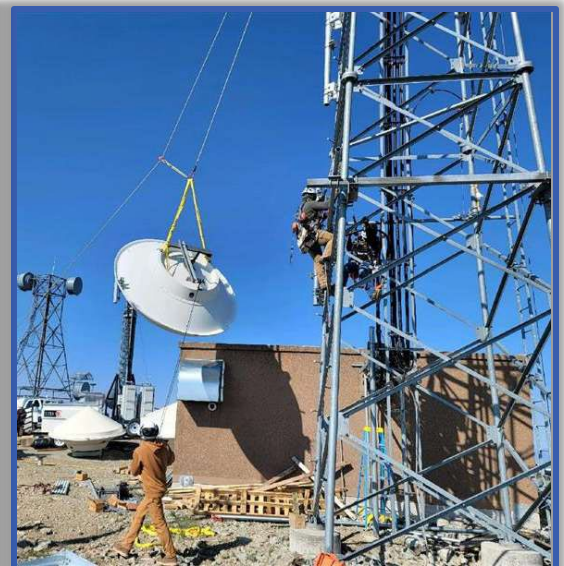
EONS FOCUS AREAS

-  Reduces long-term maintenance and replacement costs associated with obsolete systems.
-  Improves interoperability and reliability of emergency communications across regional agencies.
-  Replaces obsolete radio equipment with energy-efficient digital technology and minimizes resource consumption through standardized, longer lasting P25 infrastructure.
-  Enhances public and officer safety through clearer, more secure communication capabilities.

Target: Implement a phased transition from legacy analog, Enhanced Digital Access Communications System (EDACS) to a P25-compliant digital Land Mobile Radio system in coordination with regional partners - the Nevada Shared Radio System (NSRS).





Achievement: Beginning with initial radio equipment procurement in 2017, the project has progressed through coordinated planning, funding, and implementation, in partnership with Washoe County and 13 regional agencies, under the NSRS. As of 2025-2026, the system provides enhanced interoperability, encrypted communication capabilities, and improved reliability for emergency response. This upgrade ensures long-term operational resilience, aligns with national public safety standards, and strengthens coordination across jurisdictions during critical incidents.

In Practice: Airport Police and IT departments maintain and operate advanced communication systems that support interoperable, secure, and reliable emergency response across the region while promoting long-term organizational sustainability.



Initiative: Identify New Long-Term Tenant for Former RARA Hangar

EONS FOCUS AREAS

-  Increases on-site security presence and emergency readiness which reduces RTS emergency response costs.
-  Shifts maintenance obligations from the RTAA to WCSO, allowing staff to focus on core airport functions.
-  Supplements the airport's security and emergency response resources with in-kind services.
-  Formalizes collaboration between RTS and County law enforcement, improving coordination during incidents.

Target: Identify a new long-term tenant for the former RARA hangar to replace loss of revenue that resulted when the National Championship Air Race and Air Show moved to Roswell, NM.





Achievement: Negotiations with the Washoe County Sheriff's Office (WCSO) resulted in a full hangar sale and long-term ground lease instead of a building lease. This sale transitioned all applicable maintenance, operational, and facility management responsibilities to the WCSO. In lieu of direct rent, WCSO provides in-kind support through dedicated security services, rapid emergency response capabilities, and a consistent on-site law-enforcement presence. This mutually beneficial partnership provides RTS with enhanced safety and response readiness, while the Sheriff's Office secures a functional aviation-adjacent facility that supports its operational needs.

In Practice: Commercial Business Development regularly negotiates creative lease terms that provide not just revenues but also operational benefits.



Initiative: Install Utilities to Support Hangar Development at RTS

EONS FOCUS AREAS

-  Increases revenue generation through additional leasable hangar spaces and supports long-term RTAA financial sustainability.
-  Improves reliability and capacity of utility systems, enabling more efficient operations and supporting current and future tenant needs at RTS.
-  Incorporates modern, efficient utility systems that reduce energy and water consumption.
-  Supports tenant growth and aviation services while strengthening relationships with airport users and the regional economy.

Target: Extend utilities to the underutilized west end O-Block development at RTS to support hangar demand at RTS and in the region.





Achievement: Beginning in October 2025 and finishing in March 2026, electric and gas utilities were successfully extended to the west end O-Block development, creating the foundational infrastructure required for new hangar construction. This expansion not only enables immediate development opportunities but also establishes a scalable framework for future phases of growth. With these utilities in place, developers can move forward with confidence, knowing that the essential services are available to support safe, efficient, and fully operational hangar facilities. As of Spring 2026, the first hangar developer has started construction.

In Practice: Commercial Business Development and Engineering and Construction led the charge to meet hangar developers halfway, by funding and providing infrastructure to facilitate faster and less expensive hangar construction.



Initiative: Support Unpaid Federal Partners During the Government Shutdown

EONS FOCUS AREAS

-  Mobilizes the broader community in recognizing and responding to federal employee financial struggles during government shutdowns, reflecting RTAA's social responsibility to sustain the economic viability of RNO through collective community support.
-  Reduces federal employee call-ins during shutdowns, helping maintain the operational efficiency at the security checkpoint.
-  Decreases permanent federal employee turnover which require costly and lengthy replacement and training post-shutdown.
-  Reinforces the RTAA guiding principle: federal employees stationed at RNO should be treated as if they were RTAA employees which fosters a community culture of respect.

Target: Support over 200 federal employees stationed at RNO (TSA, FAA, CBP) during what became the longest federal government shutdown in history.

Achievement: In partnership with The Children's Cabinet and Food Bank of Northern Nevada, food insecurity among affected federal workers was addressed during the shutdown. Numerous local businesses stepped up to donate food and gift cards, demonstrating the strength of RTAA's community partnerships. An appreciation luncheon in November 2025 served as a capstone event to express gratitude and mark the end of the shutdown. The celebratory luncheon invited all RNO federal employees, featuring a heartfelt thank-you speech and opportunities for one-on-one conversations with Reno Mayor Hillary Schieve, recognizing their dedication and resilience.

In Practice: RTAA celebrated federal workers whose operational efficiency keeps RNO safe, demonstrating our social responsibility to the workforce and community we proudly serve.



Initiative: Seek MoreRNO New Gen A&B Community Input

EONS FOCUS AREAS



Supports long-term economic viability by aligning capital investments with community needs and expectations.



Streamlines the design process by incorporating real-time community feedback into project planning.



Promotes environmental sustainability through LEED Silver design standards.



Fosters transparency and strengthens relationships with community stakeholders through meaningful engagement.

Target: Host an interactive community event to present the New Gen A&B Concourse designs and gather stakeholder feedback to ensure the project reflects Northern Nevada's identity and passenger needs.





Achievement: In May 2025, approximately 200 community members, local officials, and stakeholders attended the MoreRNO Community Outreach Event. The event covered design inspiration as well as passenger amenities, public art, accessibility, and more. Using interactive stations, attendees engaged directly with airport leadership and project teams to provide feedback that will shape the future passenger experience at RNO. Survey results indicated positive reception of the concept and excitement to see it come to life.

In Practice: The RTAA and MoreRNO teams continue their commitment to community-driven design by presenting development plans directly to the Northern Nevada community.



Initiative: Establish a Public Art Fund

EONS FOCUS AREAS

-  Generates sustainable funding for art programming by providing centralized resource management.
-  Provides a simple way to accumulate and spend funds designated for public art, improving consistency and efficiency in implementation.
-  Supports durable, long-lasting public art installations, reducing the need for frequent replacement and minimizing associated resource and operational impacts.
-  Enables strategic allocation to high-impact passenger areas and supports diverse programming including visual art, music, and performance from local, regional and international artists

Target: Establish a Public Art Fund to support implementation of Resolution No. 552, which allocates a minimum of 1% of eligible design and construction costs for capital improvement projects in public spaces toward public art at RNO.

Achievement: The Public Art Fund was successfully created in January 2025, transforming how the RTAA manages art across its airports. The Fund’s carryover funding mechanism allows the organization to take a holistic, campus-wide view of public art rather than limiting investments to project-specific installations. The fund also creates a mechanism to ensure resources are available for maintenance, conservation, repair, and deaccessioning.

In Practice: Marketing and Public Affairs administers the Public Art Program, including leading the Arts Advisory Committee and managing the fund's receipts and expenditures, directing resources to create maximum impact which ensures sustainable art installations that maximize lifespan and minimize operational impacts.

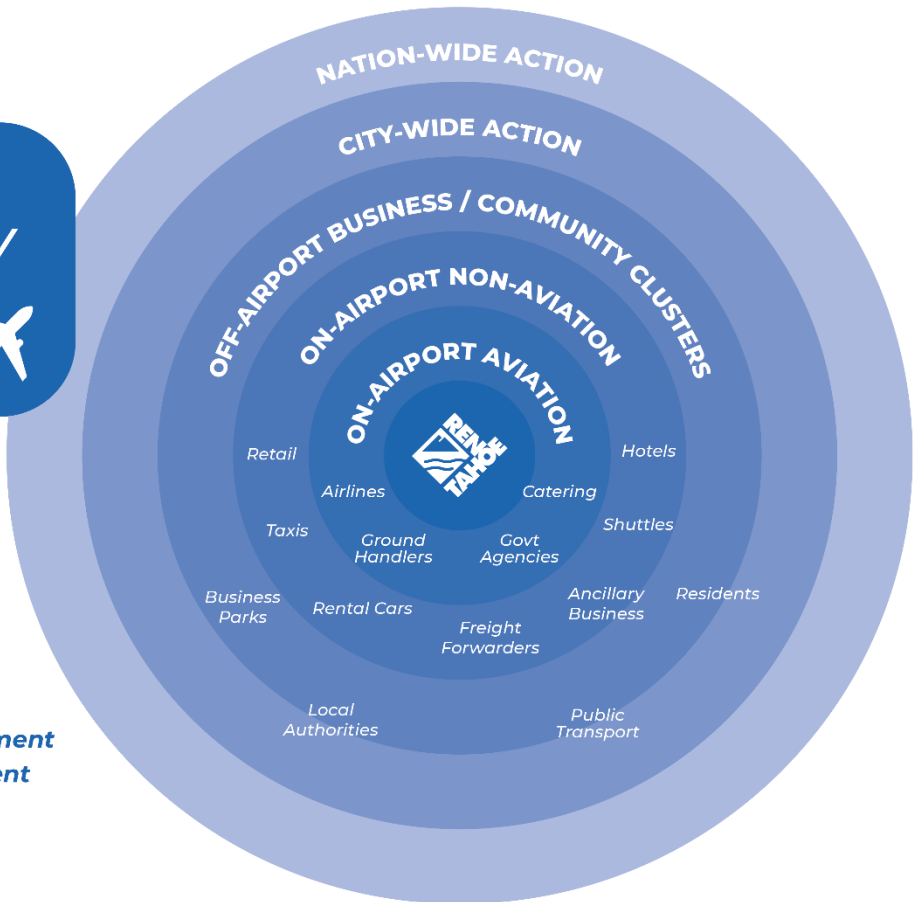


Sustainability Indicators

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	FY21/22	FY22/23	FY23/24	FY24/25
Operating Revenue						
Airline	Dollar		16,514,659	18,424,906	18,540,362	20,748,208
Non-Airline	Dollar		42,034,808	46,416,316	54,525,263	58,868,399
Total	Dollar		58,549,467	64,841,222	73,065,625	79,616,607
Operating Expenses						
Personnel Services	Dollar		33,955,350	39,092,497	45,677,878	44,397,184
Utilities and Communications	Dollar		3,156,585	3,962,745	4,033,644	3,476,818
Purchased Services	Dollar		7,702,653	8,016,801	9,446,371	12,197,826
Materials and Supplies	Dollar		2,575,165	3,234,016	3,007,699	2,391,504
Administrative Expenses	Dollar		2,854,510	3,369,064	3,579,526	3,557,552
Total			50,244,262	57,675,123	65,745,118	66,020,884
Financial Benchmarks						
Enplaned Passengers	Number		2,079,807	2,229,254	2,344,848	2,451,805
Airline Cost Per Enplaned Passenger	Dollar		9.57	\$6.33	\$8.28	8.87
Debt Service Coverage Ratio	Number		2.64	0.0	0.0	99.30
Days Cash on Hand	Days		529	461	527	526
Tenant Improvement Applications	Number		62	40	29	30
Vacant Land Conversion	Acres		--	57.7	7.3	56.4

Data Source: RTAA 2024/25

Operational Efficiency

Operations	Unit	Comment	FY 21/22	FY22/23	FY23/24	FY24/25
Annual Aircraft Operations						
Commercial/Cargo	Number		44,896	43,791	47,707	51,019
Military	Number		2,348	2,254	2,228	2,344
General Aviation/Air Taxi	Number		59,852	62,363	69,690	69,972
Cargo Tonnage (U.S. Tons)	Tons		73,638	63,947	55,097	44,717
FAA Part 139 Deficiencies ¹	Number		2	9	3	11
Ground Transportation						
Auto Parking Transactions	Number		461,503	474,991	485,233	479,283
ARFF/Police Responses	Number		502	571	500	527
Annual Work Orders						
Preventative Maintenance	Number		14,303	14,538	13,660	14,789
Corrective Maintenance	Number		4,928	4,603	3,787	4,110
PM Costs Compared To Total Maintenance Costs	Percent		52.7	44.03	49.19	64.99
Planned Development Reviews (Airport Influence/Compatibility Area)	Number		681	755	672	740

Data Source: RTAA 2024/25 FAA Tower Report (includes: Air Carrier and Cargo; Air; General Aviation and Air Taxi; and Military)

¹ FAA Part 139 Deficiencies were immediately corrected.

Natural Resource Conservation

ENVIRONMENTAL	UNIT	COMMENT	FY 21/22	FY22/23	FY23/24	FY24/25
Airport Utilities						
Electric	kWh		16,681,474	17,365,090	18,005,280	18,228,140
Natural gas	Therms		530,712	623,210	561,953	485,986
Water	Gallons		42,870,963	49,621,683	53,980,986	45,756,916
De-icing Operations						
Aircraft De-icing	Gallons		110,939	221,667	131,826	158,802
Aircraft De-icer Collected/Treated	Gallons		18,788	36,683	34,757	34,625
Aircraft De-icer Recovered	Percent		15.3	14.9	26.4	21.8
Waste Management						
Waste To Landfill	Tons		849	984	1,023	1,045
Terminal Recycling	Tons		39.37	21.75	35.29	92.61
Diversion Rate	Percent		9.10	5.06	6.39	7.94
Vehicle Fuel Usage						
Gasoline	Gallons		26,867	32,595	36,137	36,078
Diesel	Gallons		21,443	31,260	25,869	17,337

Data Source: RTAA 2024/25

Social Responsibility

COMMUNITY	UNIT	COMMENT	FY 21/22	FY22/23	FY23/24	FY24/25
Paws For Passengers	Hours		2,182	2,033	2,232	2,273
Average Daily Departures	Number		60	56	59	64
Non-Stop Destinations	Number		36	32	26	24
Average Daily Seats	Number		7,385	7,592	8,120	8,736
Total Annual Seats - One Way	Number		2,695,429	2,771,199	2,972,030	3,188,518
Total Annual Enplaned Passengers	Number		2,079,863	2,229,254	2,341,919	2,451,805
Total Passengers	Number		4,155,405	4,460,048	4,689,790	4,901,120
Total Annual Aircraft Noise Complaints	Number		314	598	559	562
Arts at the Airport	Dollar		-	-	\$270,000	\$300,000
Public Meetings	Number		-	-	-	49
Culture Events	Number		-	-	13	15
Customer Service Team	Hours		-	-	2,673	3,014

Data Source: RTAA 2024/25 and Cirium Schedules.