



MAY 2018

BOARD INFORMATION PACKAGE



## MEMORANDUM

TO: Members of the Airport Authority

FROM: Lew Bleiweis, Executive Director

DATE: May 18, 2018

### Financial Report ([document](#))

#### Informational Reports:

- A. March, 2018 Traffic Report ([document](#))
- B. March, 2018 Monthly Financial Report ([document](#))
- C. May, 2018 Development/Project Status Report ([document](#))
- D. Airport Facilities Review for First Quarter ([document](#))

**Asheville Regional Airport  
Executive Summary  
March-18**

**AIRPORT ACTIVITY**

	Month	Variance to Prior Year	Calendar Year to Date	Variance to Prior Year
<b>Passenger Enplanements</b>	38,233	20.8%	103,109	24.6%
<b>Aircraft Operations</b>				
Commercial	1,204	(5.9%)	3,374	2.1%
Scheduled Flights	541	(4.1%)		
Flight Cancellations	-			
Seats	45,909	9.2%	127,973	16.9%
Load Factor	83.3%	10.7%	80.6%	6.6%
General Aviation	3,007	(9.5%)	8,148	(9.6%)
Military	264	4.3%	629	(21.9%)

**FINANCIAL RESULTS**

	Month	Variance to Budget	Fiscal Year to Date	Variance to Budget
<b>Operating Revenues</b>	\$ 1,103,476	36.0%	\$ 8,991,931	16.7%
<b>Operating Expenses</b>	756,743	(10.0%)	6,258,447	(5.3%)
<b>Net Operating Revenues before Depreciation</b>	<u>\$ 346,733</u>	1,267.9%	<u>\$ 2,733,484</u>	148.7%
<b>Net Non-Operating Revenues</b>	<u>\$ 247,536</u>	18.9%	<u>\$ 2,437,252</u>	24.0%
<b>Grants:</b>				
FAA AIP Grants	\$ (1,835)		\$ 3,783,943	
NC Dept of Transportation Grants	-		-	
Total	<u>\$ (1,835)</u>		<u>\$ 3,783,943</u>	

**CASH**

Restricted	\$ 11,823,313
Designated for O&M Reserve	4,517,470
Designated for Emergency Repair	650,000
Unrestricted, Undesignated	12,101,962
Total	<u>\$ 29,092,745</u>

**RECEIVABLES PAST DUE**

	Total	1-30 Days	31-60 Days	Over 60 Days
Advertising Customers	17,557	7,980	3,625	5,952
Allegiant	9,302	404	8,899	-
American	6,854	-	2,185	4,669
Avis	2,397	-	1,721	676
Delta	105,816	-	77,155	28,661
Enterprise	3,206	-	873	2,333
TSA	11,415	-	10,575	840
FAA	13,259	-	210	13,049
Hertz	1,328	-	1,097	231
Paradies	5,492	-	5,492	-
Signature	3,837	-	247	3,590
Skywest	37,689	-	36,933	756
United	55,098	-	28,341	26,757
Vanguard	15,822	-	11,946	3,876
Miscellaneous	4,514	-	388	4,126
Total	<u>\$ 293,585</u>	<u>\$ 8,384</u>	<u>\$ 189,687</u>	<u>\$ 95,515</u>
% of Total Receivables	<u>39.66%</u>			

Note: Excludes balances paid subsequent to month-end.

**REVENUE BONDS PAYABLE**

	Original Amount	Current Balance
Parking Garage Revenue Bond, Series 2016A	\$ 15,750,000	\$ 15,750,000
Parking Garage Taxable Revenue Bond, Series 2016B	5,250,000	4,295,000
	<u>\$ 21,000,000</u>	<u>\$ 20,045,000</u>

**CAPITAL EXPENDITURES**

Annual Budget	\$ 48,118,772
Year-to-Date Spending	\$ 12,892,572



## MEMORANDUM

TO: Members of the Airport Authority  
FROM: Lew Bleiweis, A.A.E., Executive Director  
DATE: May 18, 2018

### **ITEM DESCRIPTION – Information Section Item A**

March, 2018 Traffic Report – Asheville Regional Airport

### **SUMMARY**

March, 2018 overall passenger traffic numbers were up 17.8% compared to the same period last year. Passenger traffic numbers reflect a 20.8% increase in passenger enplanements from March, 2017. Enplanements for Fiscal Year to Date total 383,799 which is a 17.2% increase over the same period last year.

### **AIRLINE PERFORMANCE**

Allegiant Airlines: Year over Year passenger enplanements for Allegiant in March 2018 were up by 57.5%. There were no flight cancellations for the month.

American Airlines: American's March 2018 passenger enplanements represent a 16.4% increase over the same period last year. There were no flight cancellations for the month.

Delta Airlines: Delta's March 2018 enplanements increased by 23.3% compared to March 2017. There were no flight cancellations for the month.

United Airlines: In March 2018, United Airlines saw a decrease in enplanements by 32.2% over the same period last year. There were no flight cancellations for the month.

# Monthly Traffic Report

## Asheville Regional Airport

### March 2018



Category	Mar 2018	Mar 2017	Percentage Change	*CYTD-2018	*CYTD-2017	Percentage Change	*MOV12-2018	*MOV12-2017	Percentage Change
<b>Passenger Traffic</b>									
Enplaned	38,233	31,640	20.8%	103,109	82,748	24.6%	497,758	426,821	16.6%
Deplaned	<u>38,332</u>	<u>33,375</u>	14.9%	<u>101,147</u>	<u>83,649</u>	20.9%	<u>496,735</u>	<u>426,541</u>	16.5%
<b>Total</b>	<b>76,565</b>	<b>65,015</b>	<b>17.8%</b>	<b>204,256</b>	<b>166,397</b>	<b>22.8%</b>	<b>994,493</b>	<b>853,362</b>	<b>16.5%</b>
<b>Aircraft Operations</b>									
Airlines	615	634	-3.0%	1,740	1,709	1.8%	7,871	6,988	12.6%
Commuter /Air Taxi	<u>589</u>	<u>646</u>	-8.8%	1,634	1,597	2.3%	11,017	9,582	15.0%
<b>Subtotal</b>	<u>1,204</u>	<u>1,280</u>	-5.9%	<u>3,374</u>	<u>3,306</u>	2.1%	<u>18,888</u>	<u>16,570</u>	14.0%
General Aviation	3,007	3,322	-9.5%	8,148	9,009	-9.6%	41,980	42,664	-1.6%
Military	<u>264</u>	<u>253</u>	4.3%	<u>629</u>	<u>805</u>	-21.9%	<u>4,513</u>	<u>4,244</u>	6.3%
<b>Subtotal</b>	<u>3,271</u>	<u>3,575</u>	-8.5%	<u>8,777</u>	<u>9,814</u>	-10.6%	<u>46,493</u>	<u>46,908</u>	-0.9%
<b>Total</b>	<b>4,475</b>	<b>4,855</b>	<b>-7.8%</b>	<b>12,151</b>	<b>13,120</b>	<b>-7.4%</b>	<b>65,381</b>	<b>63,478</b>	<b>3.0%</b>
<b>Fuel Gallons</b>									
100LL	16,566	17,150	-3.4%	33,617	33,724	-0.3%	163,189	170,625	-4.4%
Jet A (GA)	81,547	73,511	10.9%	215,178	184,122	16.9%	1,465,326	1,293,673	13.3%
<b>Subtotal</b>	<u>98,113</u>	<u>90,661</u>	8.2%	<u>248,795</u>	<u>217,846</u>	14.2%	<u>1,628,515</u>	<u>1,464,298</u>	11.2%
Jet A (A/L)	<u>289,278</u>	<u>250,905</u>	15.3%	<u>844,977</u>	<u>602,798</u>	40.2%	<u>3,796,400</u>	<u>2,797,346</u>	35.7%
<b>Total</b>	<b>387,391</b>	<b>341,566</b>	<b>13.4%</b>	<b>1,093,772</b>	<b>820,644</b>	<b>33.3%</b>	<b>5,424,915</b>	<b>4,261,644</b>	<b>27.3%</b>

\*CYTD = Calendar Year to Date and \*Mov12 = Moving Twelve Months.

Monday, April 23, 2018

# Airline Enplanements, Seats, and Load Factors

## Asheville Regional Airport

March 2018



	Mar 2018	Mar 2017	Percentage Change	*CYTD-2018	*CYTD-2017	Percentage Change
<b>Allegiant Air</b>						
Enplanements	13,426	8,524	57.5%	35,414	23,651	49.7%
Seats	15,897	10,414	52.7%	44,217	28,842	53.3%
Load Factor	84.5%	81.9%	3.2%	80.1%	82.0%	-2.3%
<b>American Airlines</b>						
Enplanements	8,605	7,391	16.4%	23,598	19,855	18.9%
Seats	10,689	9,702	10.2%	29,890	27,120	10.2%
Load Factor	80.5%	76.2%	5.7%	78.9%	73.2%	7.8%
<b>Delta Air Lines</b>						
Enplanements	12,313	9,989	23.3%	31,418	27,793	13.0%
Seats	14,473	14,012	3.3%	36,609	37,786	-3.1%
Load Factor	85.1%	71.3%	19.3%	85.8%	73.6%	16.7%
<b>Elite Airways</b>						
Enplanements	0	0	#Num!	0	0	#Num!
Seats	0	0	#Num!	0	0	#Num!
Load Factor	#Num!	#Num!	#Type!	#Num!	#Num!	#Type!
<b>United Airlines</b>						
Enplanements	3,889	5,736	-32.2%	12,679	11,449	10.7%
Seats	4,850	7,918	-38.7%	17,257	15,696	9.9%
Load Factor	80.2%	72.4%	10.7%	73.5%	72.9%	0.7%
<b>Totals</b>						
Enplanements	38,233	31,640	20.8%	103,109	82,748	24.6%
Seats	45,909	42,046	9.2%	127,973	109,444	16.9%
Load Factor	83.3%	75.3%	10.7%	80.6%	75.6%	6.6%

Monday, April 23, 2018

\*CTYD = Calendar Year to Date and \*Mov12 = Moving Twelve Months

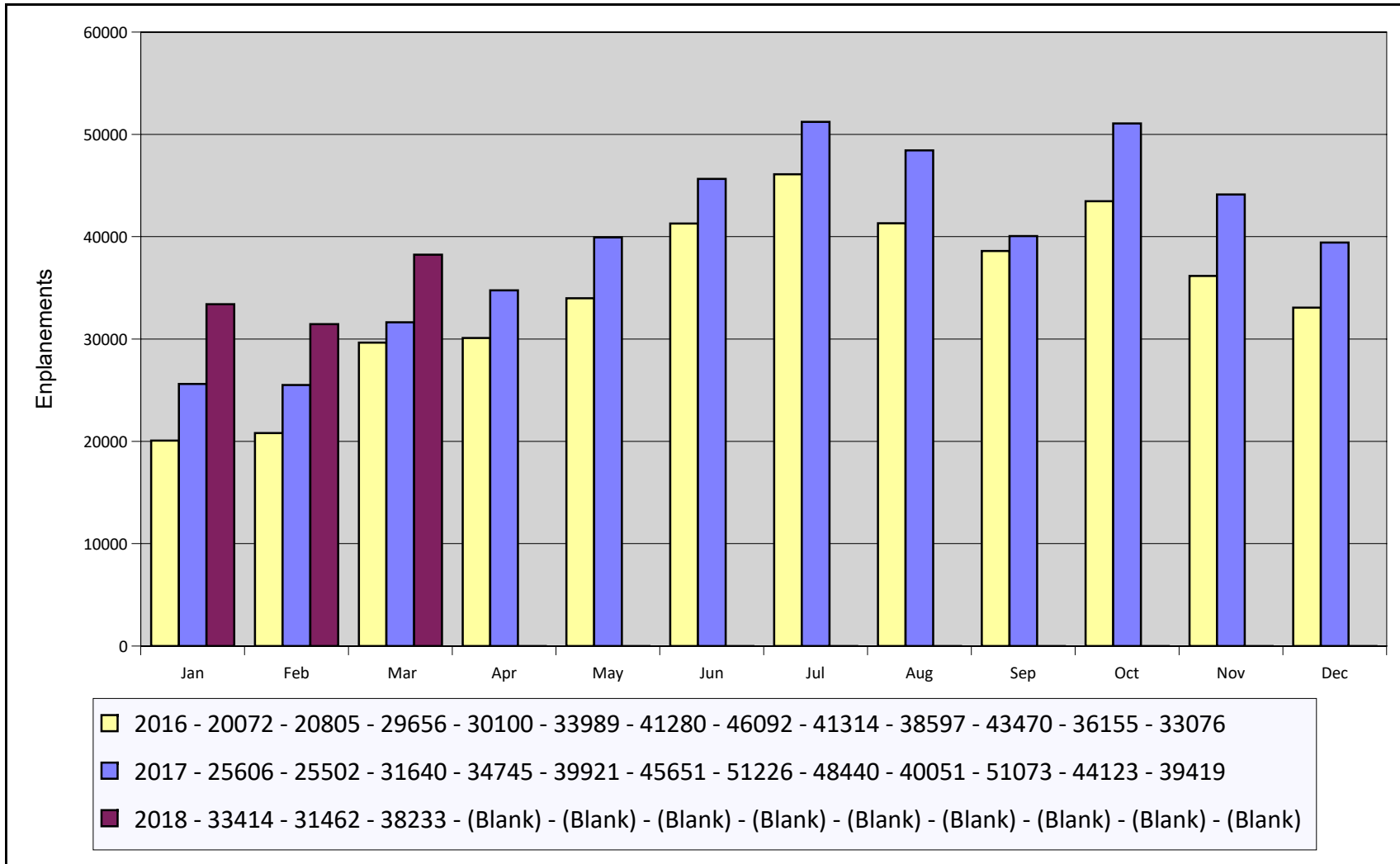
# Airline Flight Completions Asheville Regional Airport

March 2018



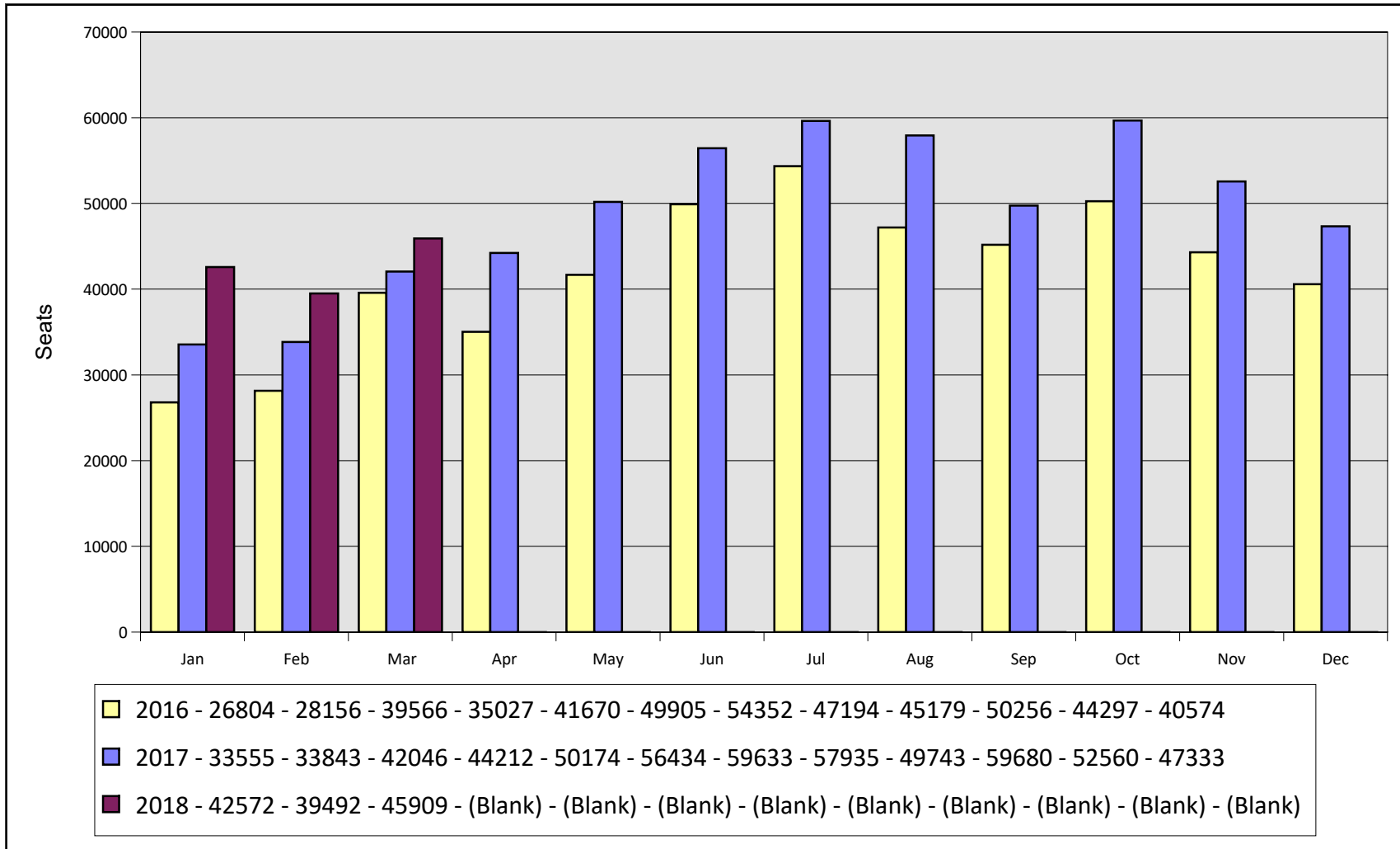
Airline	Scheduled Flights	Field	Cancellations Due To			Total Cancellations	Percentage of Completed Flights
			Mechanical	Weather	Other		
Allegiant Air	89	0	0	0	0	0	100.0%
American Airlines	151	0	0	0	0	0	100.0%
Delta Air Lines	204	0	0	0	0	0	100.0%
Elite Airways	0	0	0	0	0	0	#Num!
United Airlines	97	0	0	0	0	0	100.0%
<b>Total</b>	541	0	0	0	0	0	100.0%

# Monthly Enplanements By Year Asheville Regional Airport

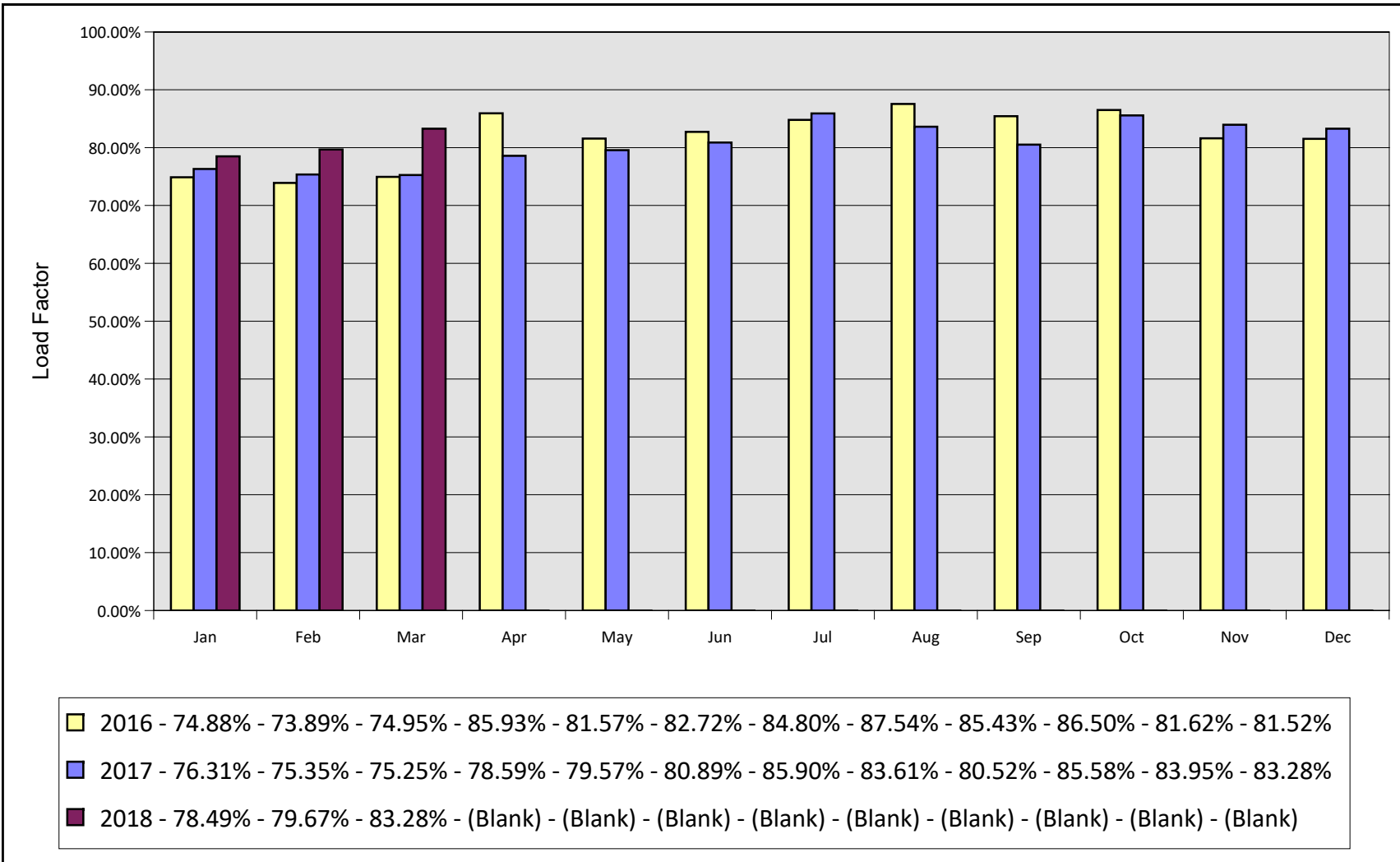




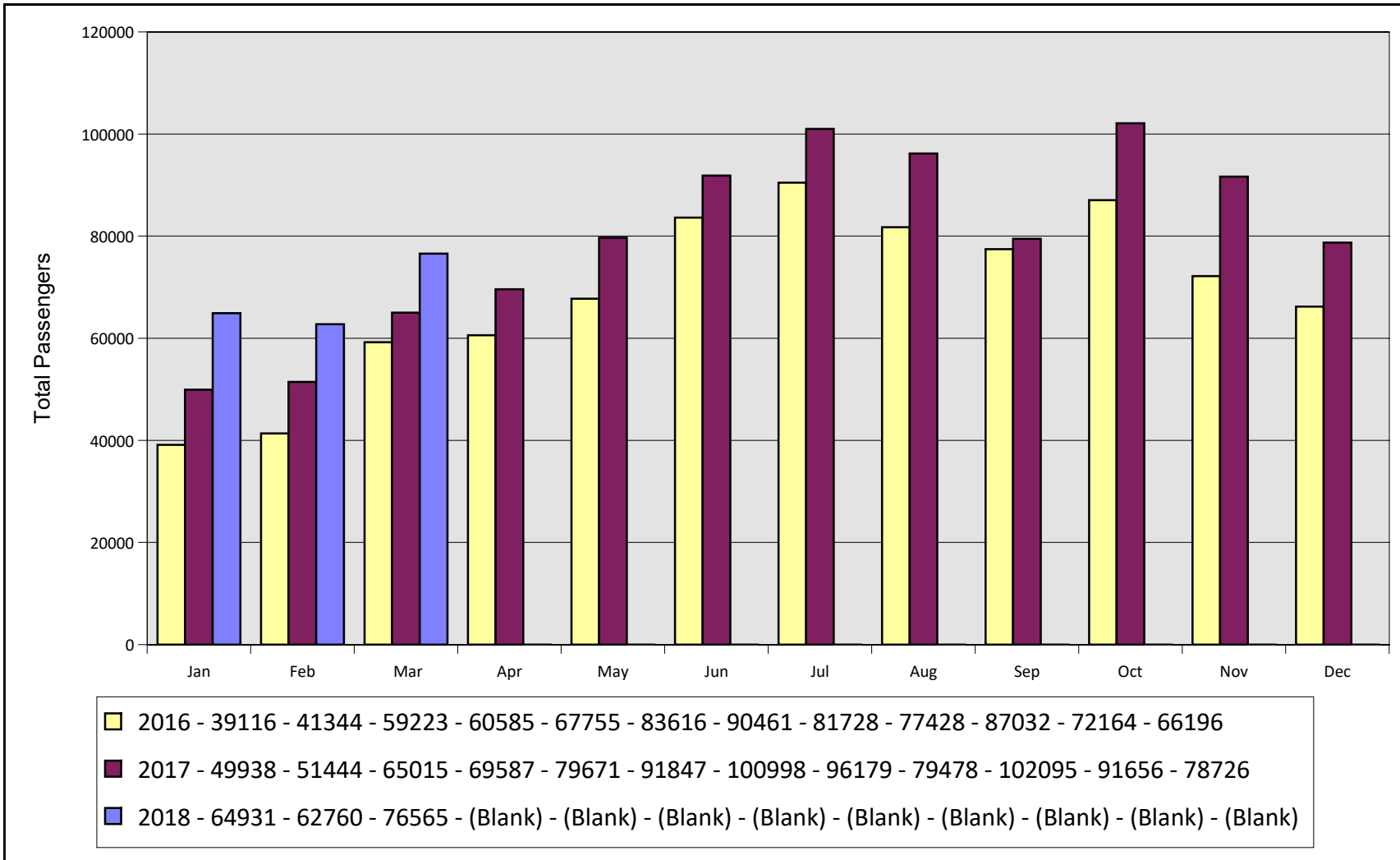
# Monthly Seats By Year Asheville Regional Airport



# Monthly Load Factors By Year Asheville Regional Airport

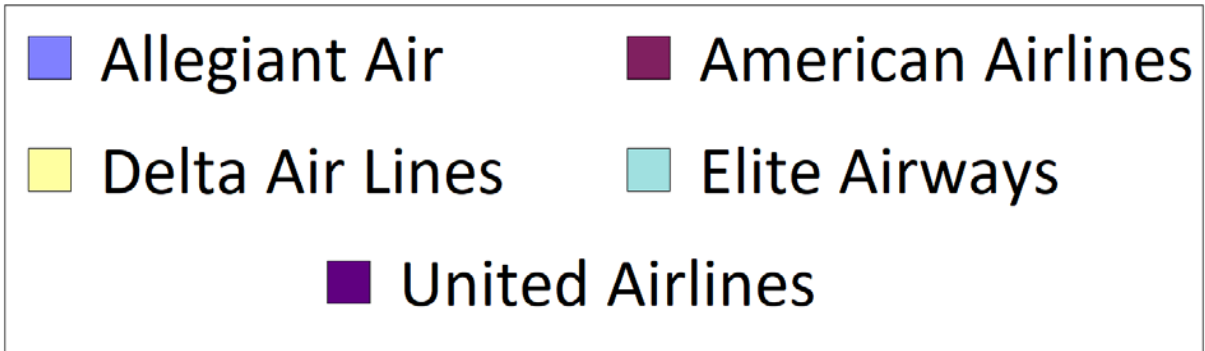
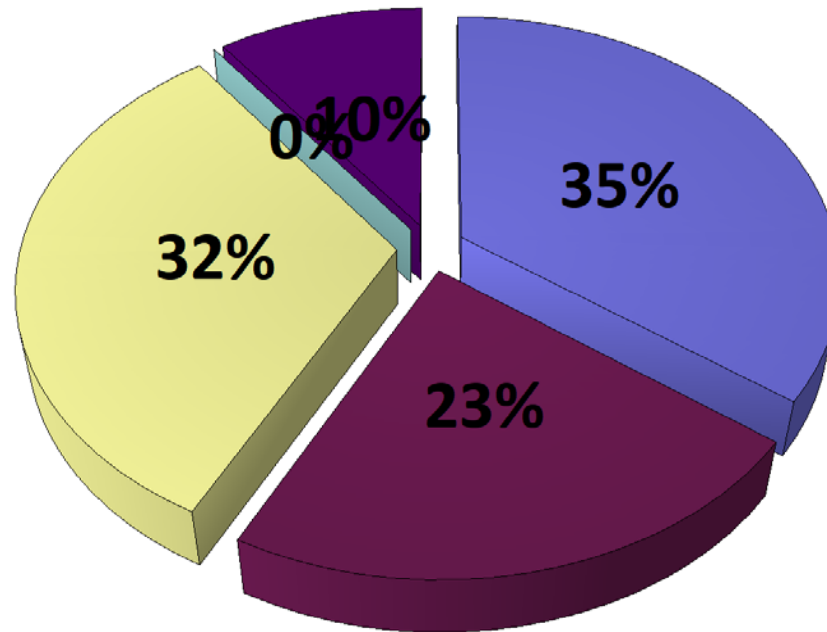


# Total Monthly Passengers By Year Asheville Regional Airport



# Airline Market Share Analysis (Enplanements) Asheville Regional Airport

Report Period From March 2018 Through March 2018



AVL - Three month schedule Summary Report  
 May - July 2018 vs. 2017

May 2018 vs. May 2017											
Mkt AI	Travel Period		May-18		May-17		Diff		Percent Diff		
	Orig	Dest	Weekly Flights	Seats	Weekly Flights	Seats	Weekly Flights	Seats	Weekly Flights	Seats	
7Q	AVL	VRB	2	94	0	0	2	94			
7Q	VRB	AVL	2	94	0	0	2	94			
AA	AVL	CLT	42	2,932	48	2,583	(6)	349	(12.5%)	13.5%	
AA	CLT	AVL	42	2,932	48	2,583	(6)	349	(12.5%)	12.9%	
DL	ATL	AVL	47	3,676	47	3,680	0	(4)	0.0%	(0.1%)	
DL	AVL	ATL	47	3,676	47	3,680	0	(4)	0.0%	(0.1%)	
G4	AVL	BWI	1	177	2	332	(1)	(155)	(50.0%)	(46.7%)	
G4	BWI	AVL	1	177	2	332	(1)	(155)	(50.0%)	(46.7%)	
G4	AVL	DEN	2	354	0	0	2	354			
G4	DEN	AVL	2	354	0	0	2	354			
G4	AVL	EWR	3	531	4	664	(1)	(133)	(25.0%)	(20.0%)	
G4	EWR	AVL	3	531	4	664	(1)	(133)	(25.0%)	(20.0%)	
G4	AVL	FLL	6	1,062	5	863	1	199	20.0%	23.1%	
G4	FLL	AVL	6	1,062	5	863	1	199	20.0%	23.1%	
G4	AVL	PGD	3	531	4	686	(1)	(155)	(25.0%)	(22.6%)	
G4	PGD	AVL	3	531	4	686	(1)	(155)	(25.0%)	(22.6%)	
G4	AVL	PIE	5	885	3	498	2	387	66.7%	77.7%	
G4	PIE	AVL	5	885	3	498	2	387	66.7%	77.7%	
G4	AVL	SFB	4	697	4	664	0	33	0.0%	5.0%	
G4	SFB	AVL	4	697	4	664	0	33	0.0%	5.0%	
UA	AVL	EWR	7	806	7	826	0	(20)	0.0%	(2.4%)	
UA	EWR	AVL	7	806	7	826	0	(20)	0.0%	(2.4%)	
UA	AVL	ORD	21	1,050	21	1,050	0	0	0.0%	0.0%	
UA	ORD	AVL	21	1,050	21	1,050	0	0	0.0%	0.0%	
<b>TOTAL</b>			<b>286</b>	<b>25,590</b>	<b>290</b>	<b>23,705</b>	<b>(4)</b>	<b>1,885</b>	<b>(1.4%)</b>	<b>8.0%</b>	

June 2018 vs. June 2017											
Mkt AI	Travel Period		Jun-18		Jun-17		Diff		Percent Diff		
	Orig	Dest	Weekly Flights	Seats	Weekly Flights	Seats	Weekly Flights	Seats	Weekly Flights	Seats	
7Q	AVL	VRB	2	94	2	94	0	0	0.0%	0.0%	
7Q	VRB	AVL	2	94	2	94	0	0	0.0%	0.0%	
AA	AVL	CLT	48	2,933	54	3,194	(6)	(261)	(11.1%)	(8.2%)	
AA	CLT	AVL	48	2,933	54	3,194	(6)	(261)	(11.1%)	(8.2%)	
AA	AVL	DFW	1	65	0	0	1	65			
AA	DFW	AVL	1	65	0	0	1	65			
DL	ATL	AVL	54	3,503	47	3,680	7	(177)	14.9%	(4.8%)	
DL	AVL	ATL	54	3,503	47	3,680	7	(177)	14.9%	(4.8%)	
DL	AVL	LGA	1	50	0	0	1	50			
DL	LGA	AVL	1	50	0	0	1	50			
G4	AVL	BWI	2	354	2	332	0	22	0.0%	6.6%	
G4	BWI	AVL	2	354	2	332	0	22	0.0%	6.6%	
G4	AVL	DEN	2	354	0	0	2	354			
G4	DEN	AVL	2	354	0	0	2	354			
G4	AVL	EWR	4	708	4	664	0	44	0.0%	6.6%	
G4	EWR	AVL	4	708	4	664	0	44	0.0%	6.6%	
G4	AVL	FLL	9	1,593	5	852	4	741	80.0%	87.0%	
G4	FLL	AVL	9	1,593	5	852	4	741	80.0%	87.0%	
G4	AVL	PGD	3	531	4	664	(1)	(133)	(25.0%)	(20.0%)	
G4	PGD	AVL	3	531	4	664	(1)	(133)	(25.0%)	(20.0%)	
G4	AVL	PIE	7	1,218	5	852	2	366	40.0%	43.0%	
G4	PIE	AVL	7	1,218	5	852	2	366	40.0%	43.0%	
G4	AVL	SFB	5	885	5	841	0	44	0.0%	5.2%	
G4	SFB	AVL	5	885	5	841	0	44	0.0%	5.2%	
UA	AVL	EWR	8	1,000	7	954	1	46	14.3%	4.8%	
UA	EWR	AVL	8	1,000	7	954	1	46	14.3%	4.8%	
UA	AVL	ORD	28	1,400	25	1,250	3	150	12.0%	12.0%	
UA	ORD	AVL	28	1,400	25	1,250	3	150	12.0%	12.0%	
<b>TOTAL</b>			<b>348</b>	<b>29,376</b>	<b>320</b>	<b>26,754</b>	<b>28</b>	<b>2,622</b>	<b>8.7%</b>	<b>9.8%</b>	

July 2018 vs. July 2017											
Mkt AI	Travel Period		Jul-18		Jul-17		Diff		Percent Diff		
	Orig	Dest	Weekly Flights	Seats	Weekly Flights	Seats	Weekly Flights	Seats	Weekly Flights	Seats	
7Q	AVL	VRB	2	94	2	94	0	0	0.0%	0.0%	
7Q	VRB	AVL	2	94	2	94	0	0	0.0%	0.0%	
AA	AVL	CLT	48	2,933	54	3,194	(6)	(261)	(11.1%)	(8.2%)	
AA	CLT	AVL	48	2,933	54	3,194	(6)	(261)	(11.1%)	(8.2%)	
AA	AVL	DFW	1	65	0	0	1	65			
AA	DFW	AVL	1	65	0	0	1	65			
DL	ATL	AVL	53	3,494	53	3,854	0	(360)	0.0%	(9.3%)	
DL	AVL	ATL	53	3,460	53	3,854	0	(394)	0.0%	(10.2%)	
DL	AVL	LGA	1	50	1	69	0	(19)	0.0%	(27.5%)	
DL	LGA	AVL	1	50	1	69	0	(19)	0.0%	(27.5%)	
G4	AVL	BWI	2	354	2	332	0	22	0.0%	6.6%	
G4	BWI	AVL	2	354	2	332	0	22	0.0%	6.6%	
G4	AVL	DEN	2	354	0	0	2	354			
G4	DEN	AVL	2	354	0	0	2	354			
G4	AVL	EWR	4	708	4	664	0	44	0.0%	6.6%	
G4	EWR	AVL	4	708	4	664	0	44	0.0%	6.6%	
G4	AVL	FLL	9	1,593	5	852	4	741	80.0%	87.0%	
G4	FLL	AVL	9	1,593	5	852	4	741	80.0%	87.0%	
G4	AVL	PGD	4	708	4	675	0	33	0.0%	4.9%	
G4	PGD	AVL	4	708	4	675	0	33	0.0%	4.9%	
G4	AVL	PIE	7	1,239	6	1,007	1	232	16.7%	23.0%	
G4	PIE	AVL	7	1,239	6	1,007	1	232	16.7%	23.0%	
G4	AVL	SFB	7	1,228	5	852	2	376	40.0%	44.1%	
G4	SFB	AVL	7	1,228	5	852	2	376	40.0%	44.1%	
UA	AVL	EWR	8	1,000	7	1,028	1	(28)	14.3%	(2.7%)	
UA	EWR	AVL	8	1,000	7	1,028	1	(28)	14.3%	(2.7%)	
UA	AVL	ORD	28	1,400	28	1,400	0	0	0.0%	0.0%	
UA	ORD	AVL	28	1,400	28	1,400	0	0	0.0%	0.0%	
<b>TOTAL</b>			<b>352</b>	<b>30,406</b>	<b>342</b>	<b>28,042</b>	<b>10</b>	<b>2,364</b>	<b>2.9%</b>	<b>8.4%</b>	



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**MEMORANDUM**

TO: Members of the Airport Authority  
FROM: Janet Burnette, Director of Finance & Accounting  
DATE: May 18, 2018

**ITEM DESCRIPTION – Information Section Item B**

Greater Asheville Regional Airport – Explanation of Extraordinary Variances  
Month of March 2018 (Month 9 of FY2018)

**SUMMARY**

Operating Revenues for the month of March were \$1,103,476, 35.97% over budget. Operating Expenses for the month were \$756,743, 10.04% under budget. As a result, Net Operating Revenues before Depreciation were \$346,733, 1,267.92% over budget. Net Non-Operating Revenues were \$247,536, 18.85% over budget.

Year-to-date Operating Revenues were \$8,991,931, 16.67% over budget. Year-to-date Operating Expenses were \$6,258,447, 5.29% under budget. Year-to-date Net Operating Revenues before Depreciation were \$2,733,484, 148.65% over budget. Net Non-Operating Revenues for the year were \$2,437,252, 24.03% over budget.

**REVENUES**

Significant variations to budget for March were:

Terminal Space Rental-Airline	\$46,946	47.22%	Enplanements over budget
Concessions	\$11,514	29.07%	Enplanements over budget
Auto Parking	\$140,476	50.49%	Enplanements over budget & rate increase
Landing Fees	\$21,094	39.61%	Airline operations over budget
Other Leases & Fees	\$66,233	163.70%	Billing for rental car kiosk - Avis

Information Section – Item B



## **EXPENSES**

Significant variations to budget for March were:

Contractual Services	\$55,519	73.18%	Parking management – Feb & March
Advertising & Printing	\$14,633	98.35%	Timing of TV and Web advertising

## **STATEMENT OF NET ASSETS**

Significant variations to prior month were:

Cash and Cash Equivalents – Cash and Cash Equivalents decreased by \$742k mainly due to payments toward parking garage.

Construction in Progress – Construction in Progress increased by \$1,015k mainly due to the parking garage and terminal assessment study.

Property and Equipment, Net – Property and Equipment, Net decreased by \$389k due to depreciation.

Design Phase														
Project Number	Project Name	Project Description	Professional Services Consultant	Professional Services Contract	General Contractor	Original Construction Contract	Change Orders (thru 05/01/2018)	Percent of Original Contract	Board Approved Project Cost	Percent Complete	Expensed to Date (thru 05/01/2018)	Start Date	End Date	Current Project Status (as of 05/01/2018)
1	Airfield Re-Development Project	Budget for the complete project				\$64,100,000.00	\$15,900,000.00		\$80,000,000.00	67.4%	\$53,927,719			All Engineer contracts, completed construction contracts and expenses will be inclusive of budget.
1A	Airfield Re-Development Project	Phase I - Design Services	RS&H	\$447,983.00	N/A	N/A	\$0.00	0.00%	<i>(Overall total included in above number)</i>	83%	\$372,161	Dec-12	Jun-16	Project Management work primarily complete.
1B	Airfield Re-Development Project	Phase II - Design Services and Project Management.	RS&H	\$1,842,318.00	N/A	N/A	\$0.00	0.00%	<i>(Overall total included in above number)</i>	95.0%	\$1,748,887	Jun-13	Dec-16	Project Management work continues, pending Contractor resolution.
1C	Airfield Re-Development Project	Phase III and IV - Design Services and Project Management.	RS&H	\$2,399,826.00	N/A	N/A	\$0.00	0.00%	<i>(Overall total included in above number)</i>	87.7%	\$2,105,693	Dec-14	Jun-19	Phase IV Project Management continues.
1D	Airfield Re-Development Project	New Runway Design	AVCON	\$1,967,476.00	N/A	N/A	\$0.00	0.00%	<i>(Overall total included in above number)</i>	95.3%	\$1,875,021	Mar-13	Jun-19	Phase IV Project Management continues.
1E	Airfield Re-Development Project	Miscellaneous and Administrative Expenses			N/A	N/A	\$0.00	0.00%	<i>(Overall total included in above number)</i>		\$3,766,649	Jan-13	Dec-17	Miscellaneous Administrative Expenses, Reimbursable Agreement and Land Acquisition
2	Parking Garage Project	Design and EA for approximately 1300 spaces of covered parking garage.	Delta Airport Consultants	\$1,627,575.00	N/A	N/A	\$0.00	0.00%	\$1,627,575.00	98.1%	\$1,598,831	Oct-15	Dec-17	Punch list items.
3	Expand Air Carrier Apron	Design additional apron space to hold RON Aircraft. Professional CA and Inspections.	Delta Airport Consultants	\$99,000.00	N/A	N/A	\$107,750.00	0.00%	\$206,750.00	57.0%	\$117,893	Feb-17	Jun-18	Notice to Proceed and Contract in place.
4	Terminal Building Assessment Study	Terminal infrastructure, interior space and exterior facade assessment.	CHA	\$550,247.00	N/A	N/A	\$0.00	0.00%	\$628,900.00	50.8%	\$279,757	Jan-18	Jun-18	Review team in process of gathering data.
5	Environmental Assessment Services, South Terminal Apron Expansion	Environmental Assessment	Delta Airport Consultants	\$45,000.00	N/A	N/A	\$0.00	0.00%	\$70,000.00	46%	\$32,198	Oct-17	Apr-18	Draft EA submitted for review.

Construction Phase														
Project Number	Project Name	Project Description	Professional Services Consultant	Professional Services Contract	General Contractor	Original Construction Contract	Change Orders (thru 05/01/2018)	Percent of Original Contract	Board Approved Project Cost	Percent Complete	Expensed to Date (thru 05/01/2018)	Start Date	End Date	Current Project Status (as of 05/01/2018)
1	Parking Garage	Construct a 5 level parking garage for passenger/public parking.	Delta Airport Consultants	\$1,627,575.00	American South General Contractors	\$20,244,000.00	\$393,048	1.9%	\$21,938,700.00	99.6%	\$21,605,818	Sep-16	Dec-17	Punch list items.
2	Permanent Runway 17-35 Construction, NAVAIDS and Taxiway Conversion	Construct new runway and convert temporary runway to a taxiway	RS&H and AVCON Inc.	Amount Included in Phase 3 Design Fees	Travelers / Cedar Peaks	\$33,703,095.70	\$0.00	0.00%	\$34,703,095.70	24.7%	\$8,343,589	Mar-17	Jun-19	Grading, basin fill-in, lighting beginning on South end.
3	Expand Air Carrier Apron	Construct additional apron pavement for RON Aircraft	Delta Airport Consultants	\$0.00	NHM Constructors	\$1,043,023.50	\$0.00	0.00%	\$1,147,380.85	0.02%	\$273	Mar-18	Jun-18	Utility review completed. Work to begin in late May.

*(Construction and Administrative Costs included)*



# ***Airportsurvey.com***



**AVL**

Airport Facilities Review For 1st Quarter 2018

# Welcome

- Welcome to the Airportsurvey.com Airport Facilities Review for the recent quarter, a complimentary data set provided to Airportsurvey.com participating airports
- The following slides provide non-weighted scores and ratings based on an independent survey of air travelers
- Note that passenger responses are based on perception, rather than objective assessment
- Value Added Services available from Canmark include:
  - Report analysis
  - Statistical testing
  - Air carrier responses
  - Non-facility responses
  - Tailored comparison sets
  - Passenger demographics
  - Sample size enhancement
  - Targeted and customized reporting
  - Custom survey questions and content

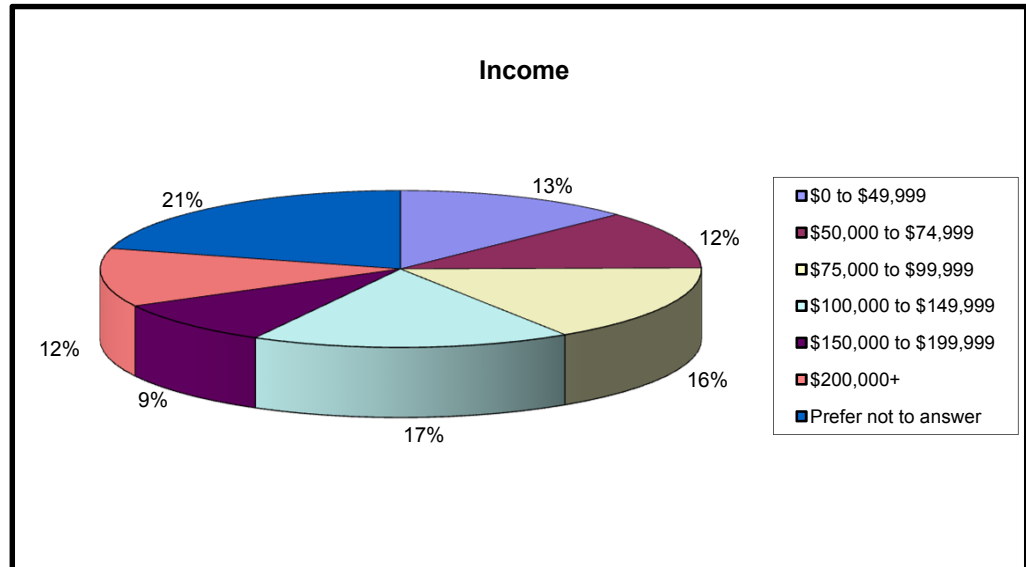
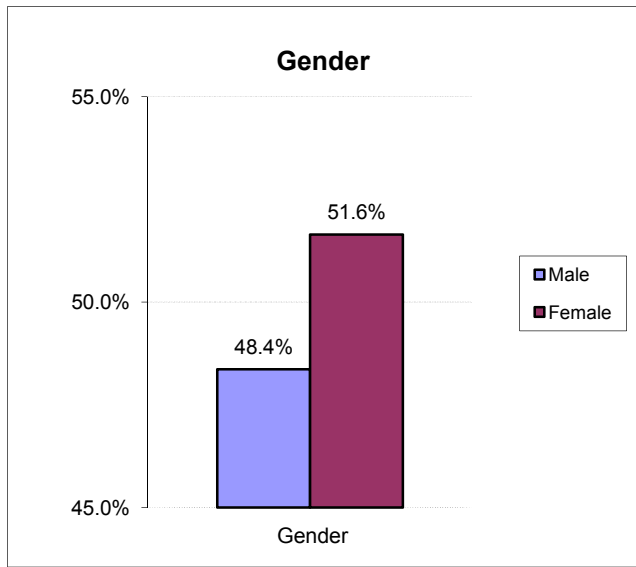
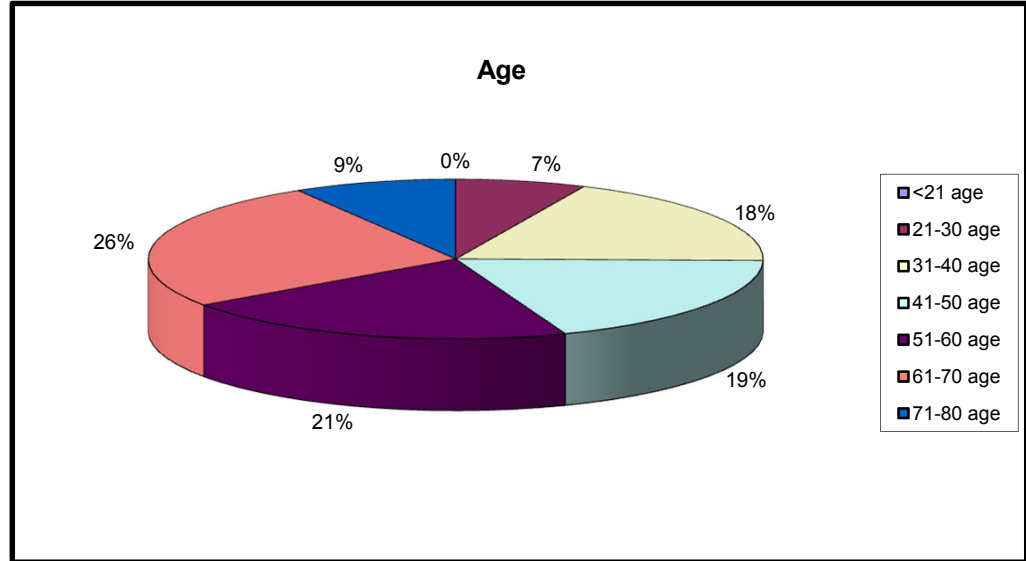
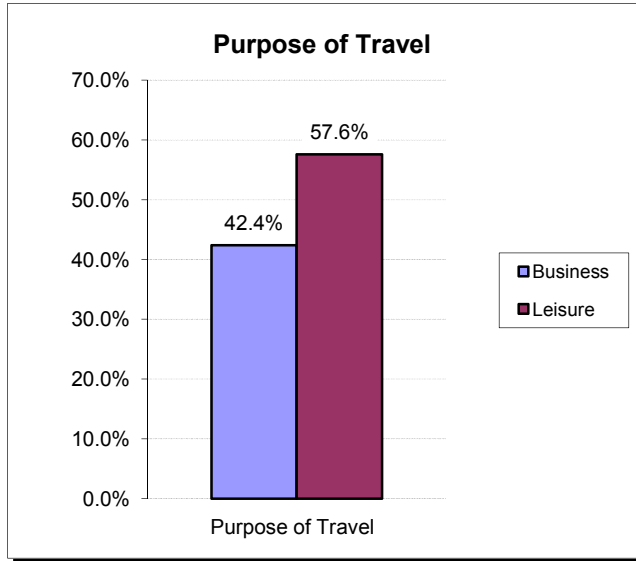
No representations are made as to the completeness or accuracy of information contained herein. Airport facility raw data is available upon request.

**Proprietary and Confidential**

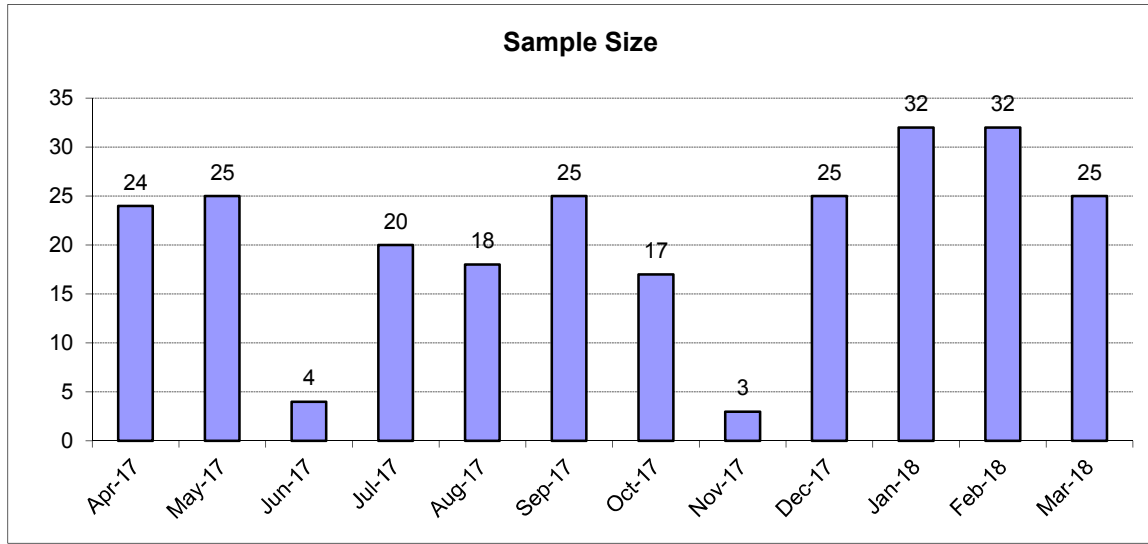
## Overview

- ***Airportsurvey.com*** is an ongoing, all-inclusive online passenger satisfaction survey program from Canmark Research Center
- Invitations to take the survey are distributed at select airports across the country
- Over 30 airports participate
- Each survey invitation card is single-use, and must reference an actual flight
- Survey distribution occurs approximately three days per month
- Response scale is 1 through 5: Poor, Fair, Good, Very Good, Excellent
- Survey participants have a chance to win round-trip airline tickets
- Response rates vary from 10% to 20% based on location
- Facilities attributes are scored according to check-in airport
- Airports are grouped into three tiers according to available seats in calendar year 2017

# Passenger Demographics



# General Findings



**Sample is clustered around airport invitation distribution dates.**

**Sample reflects passengers intercepted at arrival airports who rated check-in airport.**

	AVL	Similar	+/-	Pct
Overall	4.27	4.28	(0.00)	-0.1%
Availability of parking	3.85	4.15	(0.30)	-7.8%
Cost of parking	3.59	3.64	(0.05)	-1.4%
Clear, easy to follow signs	4.26	4.29	(0.03)	-0.6%
Cleanliness	4.43	4.35	0.08	1.7%
Availability of restrooms	4.39	4.36	0.03	0.6%
Cleanliness of restrooms	4.38	4.30	0.08	1.9%
Concessions / restaurants	3.53	3.78	(0.25)	-7.0%
Transportation to your gate / concourse / terminal	4.27	4.19	0.08	1.8%
Airport Wi-Fi ease of use	4.16	3.98	0.17	4.2%
Overall airport Wi-Fi	4.12	3.92	0.20	4.9%
Overall departure airport concourse	4.25	4.23	0.02	0.6%
Security: Wait time at checkpoint	4.20	4.34	(0.14)	-3.2%
Security: Professionalism of personnel	4.34	4.39	(0.05)	-1.2%
Security: Confidence in airport security procedures	4.28	4.25	0.03	0.7%

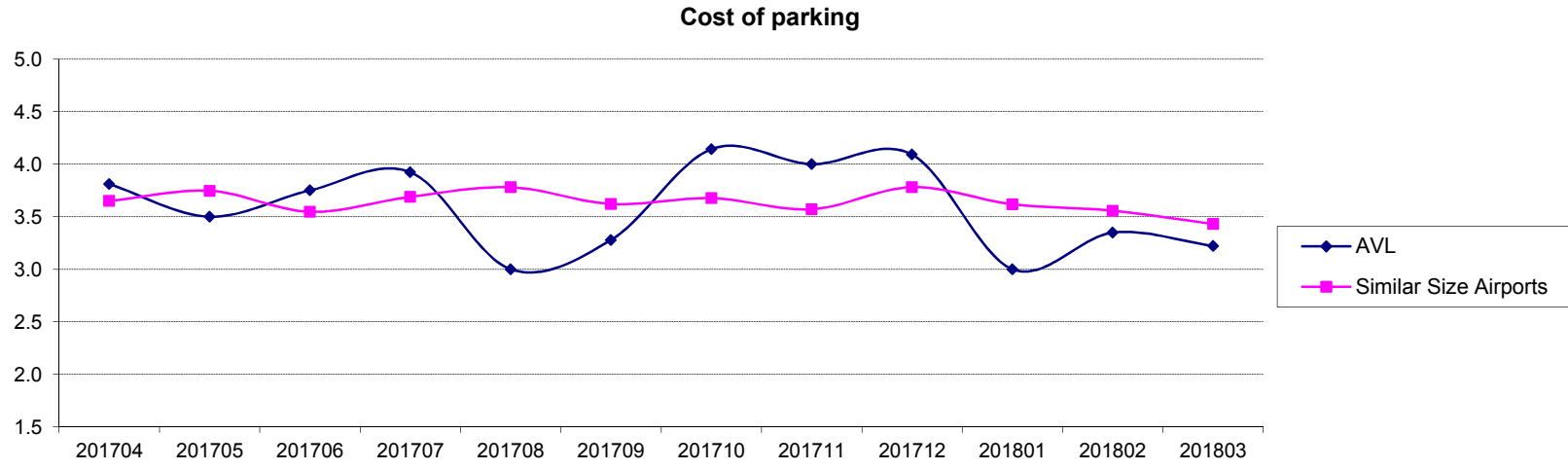
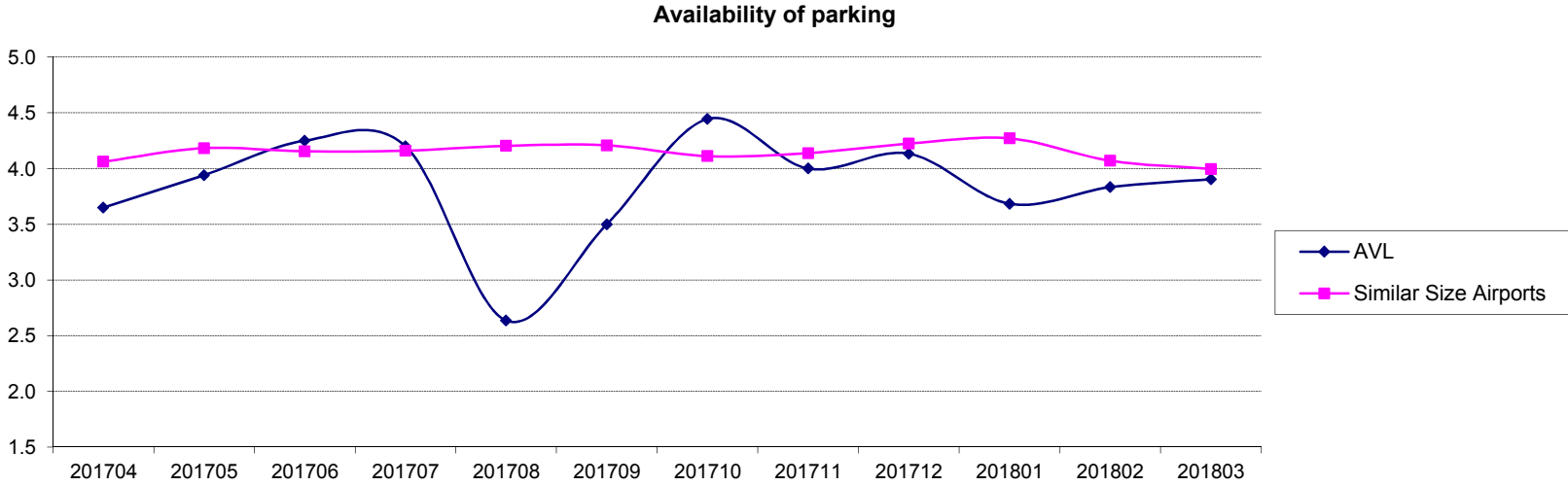
**Statistical means testing not performed on results**

<b>AVL</b>	
<b>Responses</b>	<b>250</b>

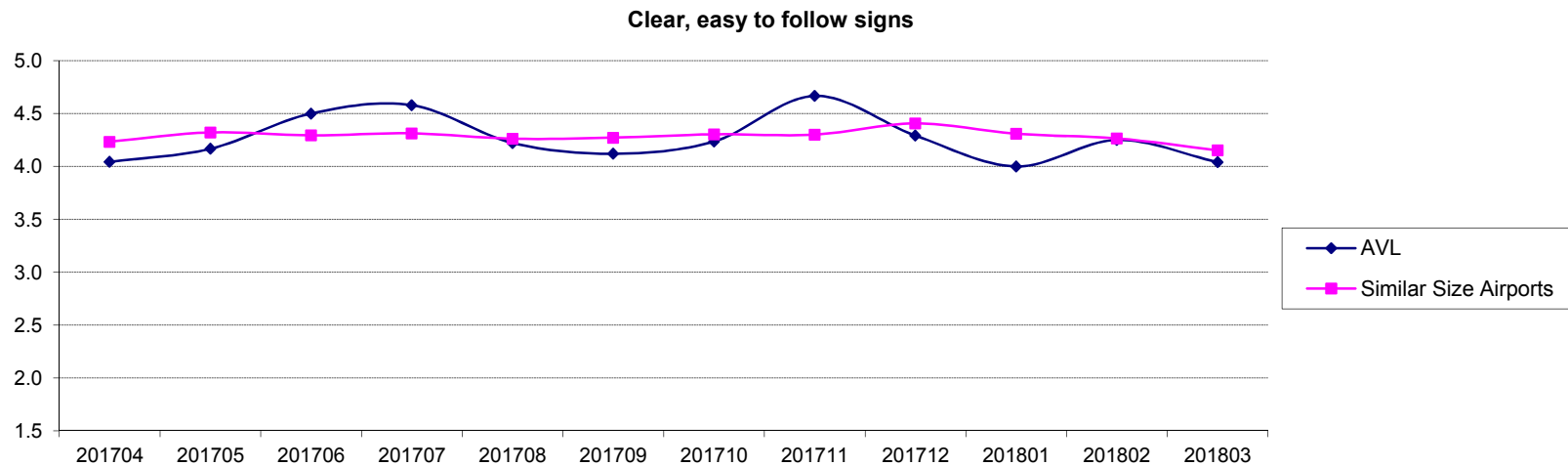
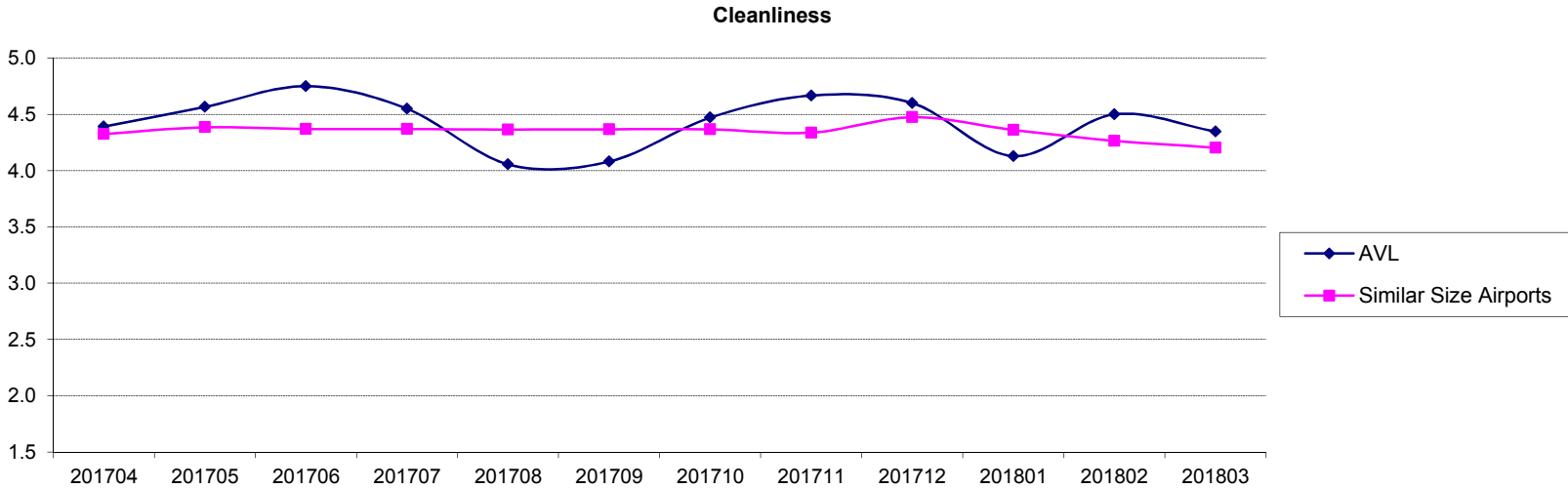
# Overall Satisfaction with Airport Facilities



# Parking Satisfaction

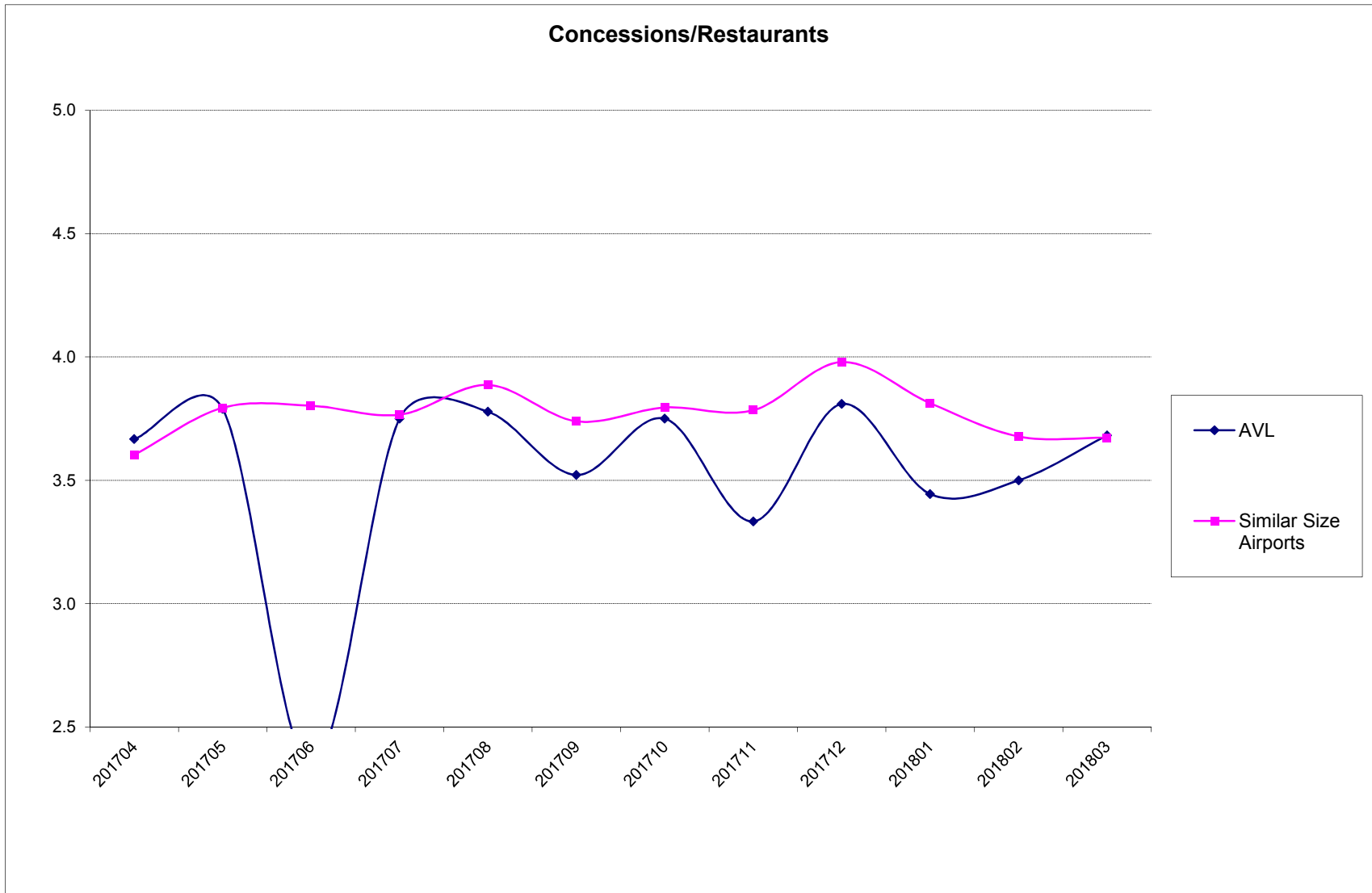


# Cleanliness and Signage



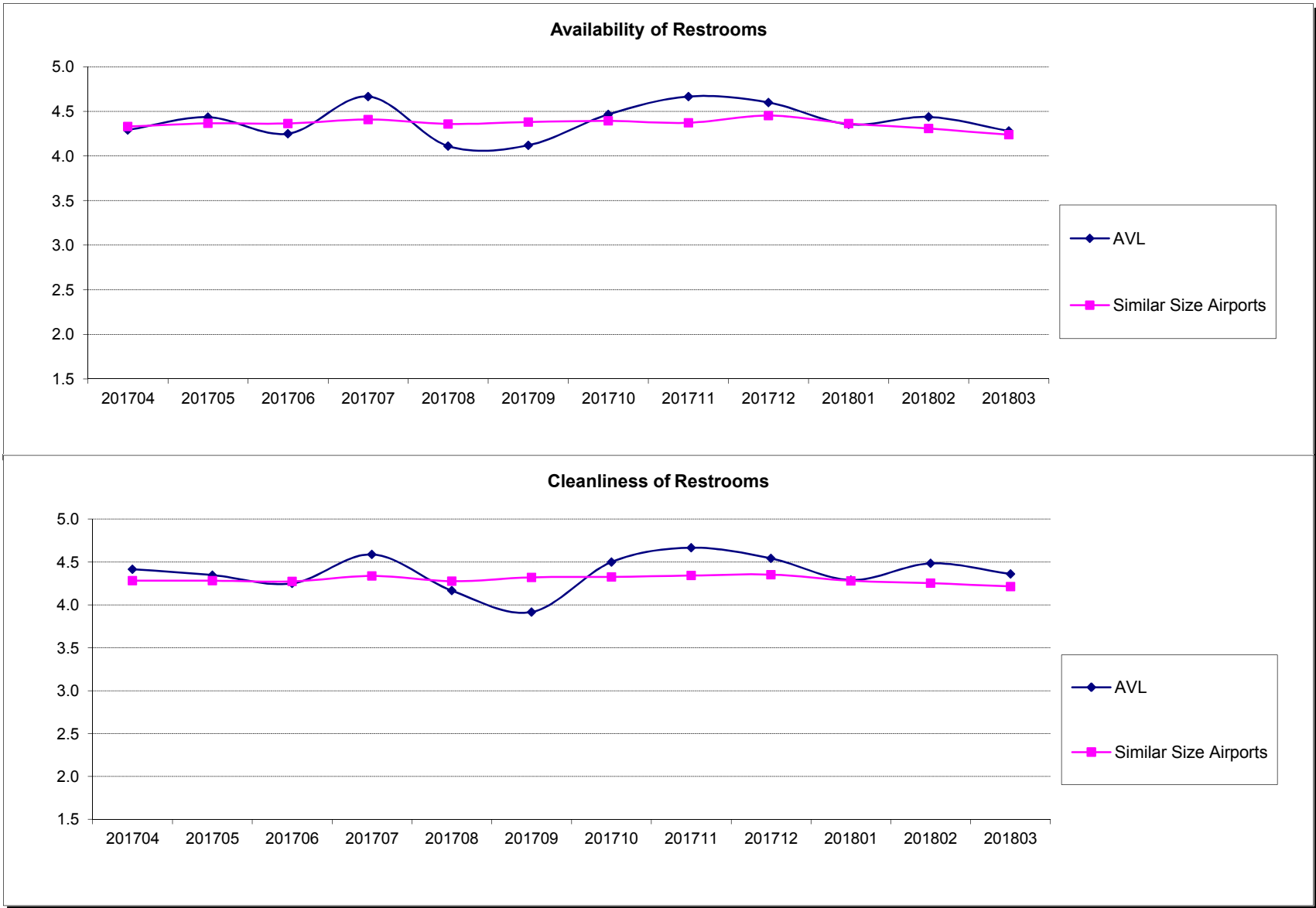


# Concessions

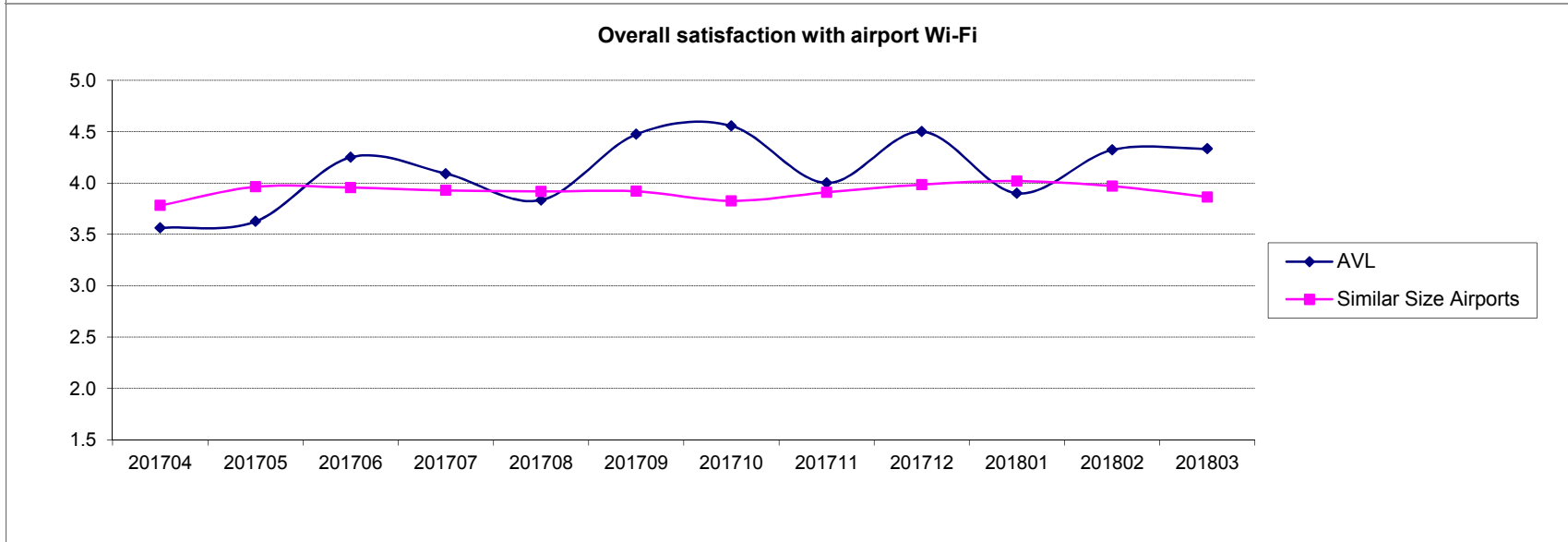
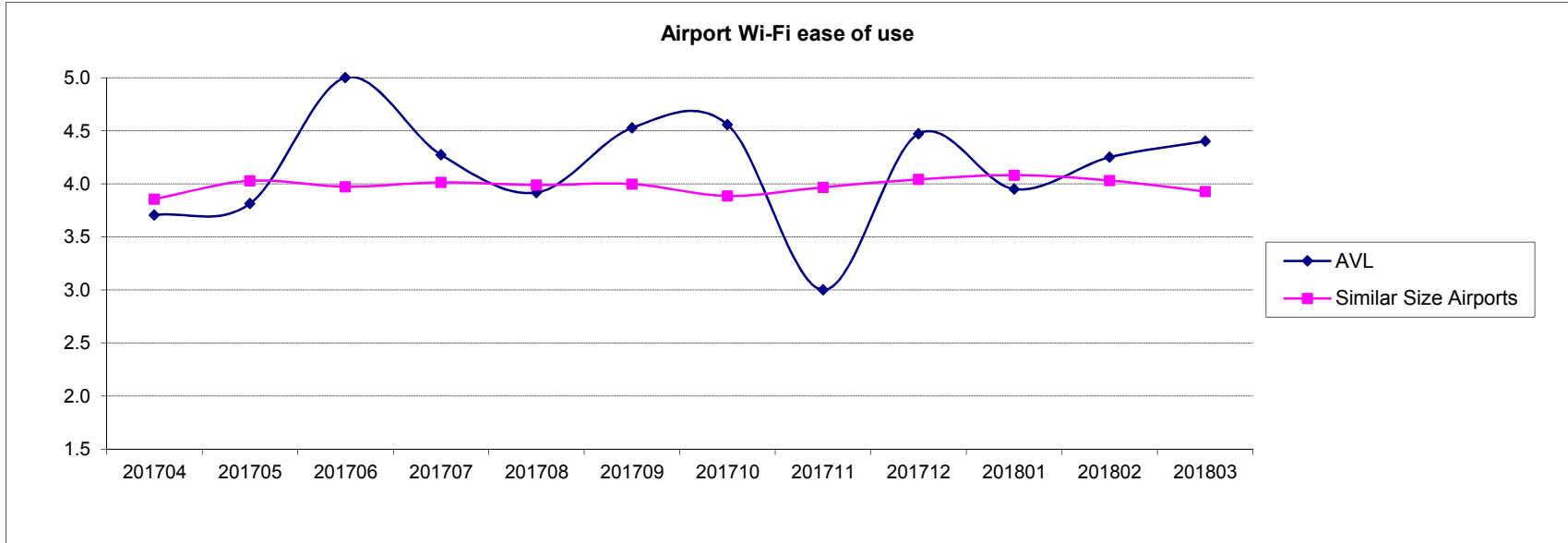


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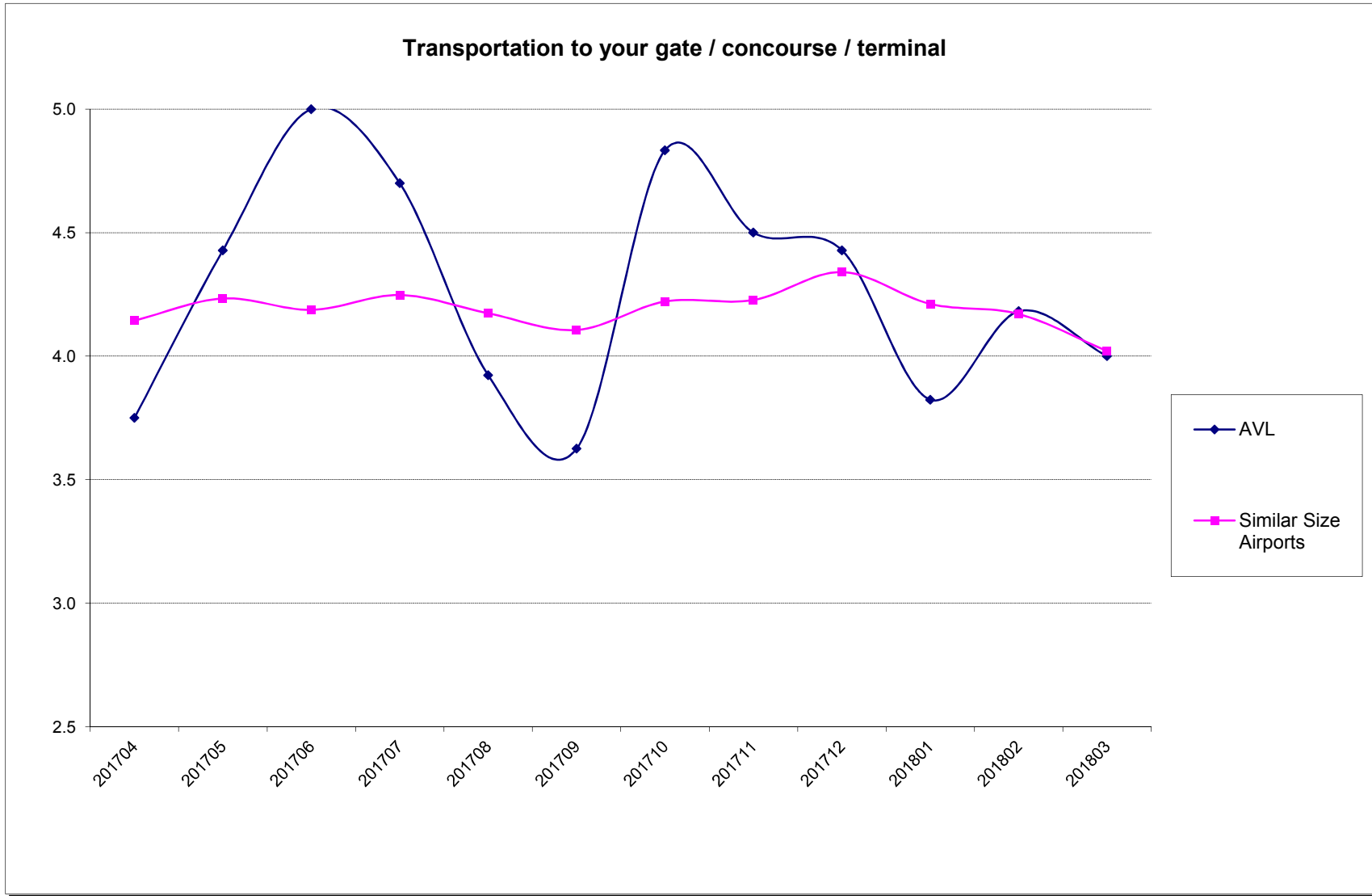
# Restrooms



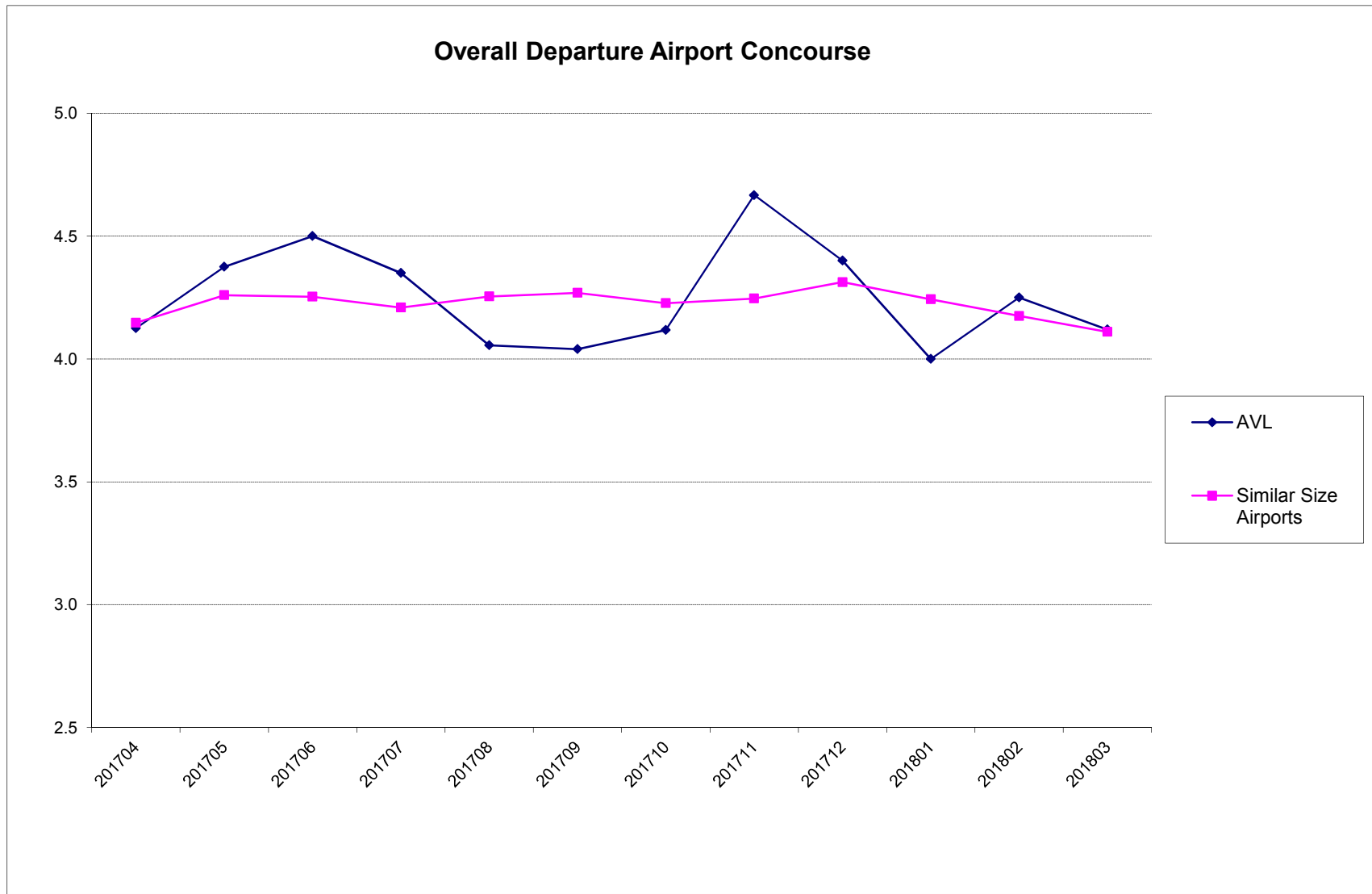
# Wi-Fi



# Transportation to Departure Gate

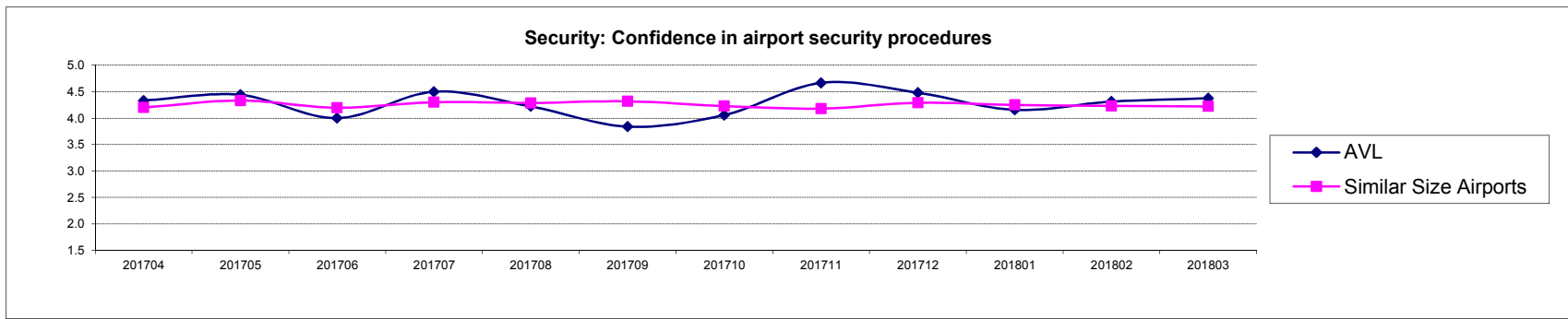
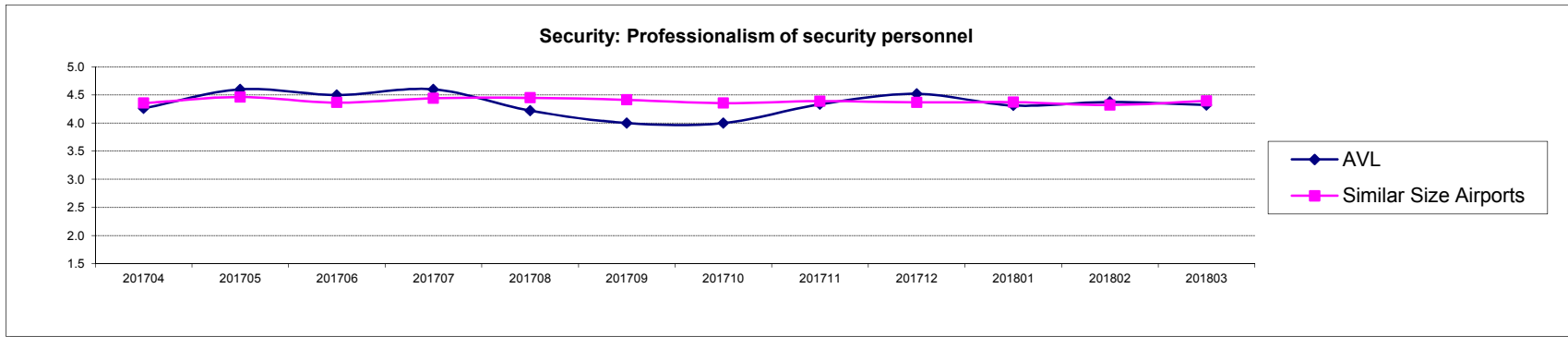
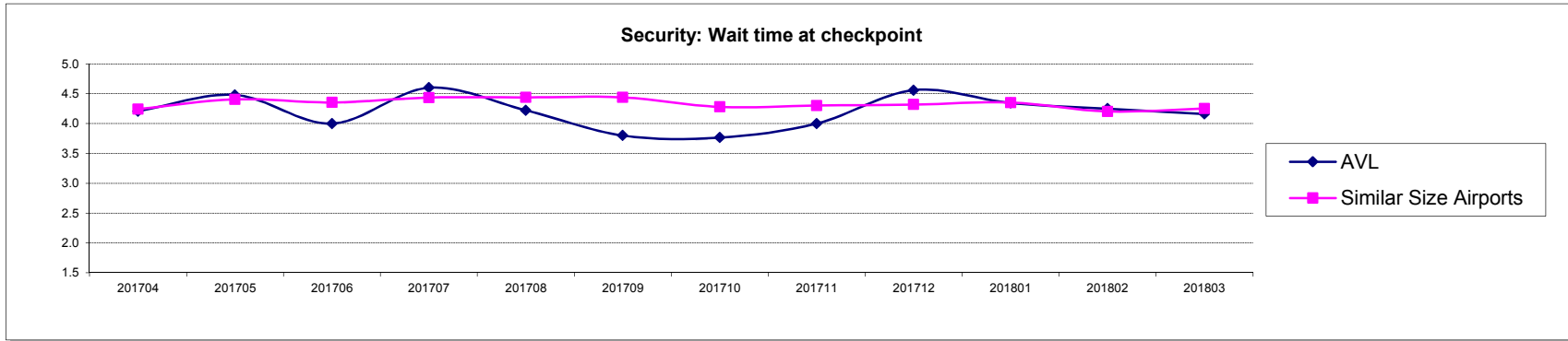


# Overall Departure Airport Concourse



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# Airport Security



## Appendix A - Geographic Breakdown of Respondents

AK	1	OK	1
AL	1	PA	2
AZ	2	RI	1
CA	4	SC	3
CO	5	SD	1
CT	1	TN	2
DC	2	TX	6
FL	23	VA	3
GA	2	WA	2
HI	1	WV	1
IA	1	CANADA	3
IL	1		
IN	3		
LA	1		
MA	5		
MD	1		
MI	4		
MN	3		
MO	1		
MS	1		
MT	1		
NC	145		
NE	1		
NH	1		
NY	6		
OH	1		

Note: Only includes passengers who indicated state of residence

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## Appendix B - About Canmark

- Since 1993 Canmark Technologies has combined market research, programming, and technical expertise with thoughtful attention to client needs. Our problem-solving orientation has earned the respect of business clients and market researchers across North America.
- With an experienced staff of technical experts and project managers specializing in various fields of data capture and manipulation, programming and software development, web design and scripting, Canmark is able to leverage superior technology and know-how to support projects of all types and scope in the most cost-effective manner possible.
- Areas of expertise include survey development and delivery, project and data management services, requirements gathering, data sampling, paper and web forms management, custom lasering and printing, distribution logistics, data processing, custom programming for data cleansing, reporting and data analysis, and project consulting.
- We stand ready to meet your data needs, if you have any questions, please do not hesitate to contact us.



## Appendix C - Contacts

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pisaacs@canmarktech.com  
1-877-441-2057, ext. 11



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