



MAY 2010

BOARD INFORMATION PACKAGE



MEMORANDUM

TO: Members of the Airport Authority

FROM: Lew Bleiweis, A.A.E., Airport Director

DATE: May, 2010

Financial Report ([document](#))

Informational Reports:

- A. March, 2010 Traffic Report ([document](#))
- B. March, 2010 Monthly Financial Report ([document](#))
- C. April, 2010 Marketing and Public Relations Report ([document](#))
- D. May, 2010 Development/Project Status Report ([document](#))
- E. Airport Facilities Review for First Quarter ([document](#))

Asheville Regional Airport Authority
Executive Summary
March-10

AIRPORT ACTIVITY

	<u>Month</u>	<u>Variance to Prior Year</u>	<u>Calendar Year to Date</u>	<u>Variance to Prior Year</u>
Passenger Enplanements	25,622	19.2%	62,067	7.5%
Aircraft Operations				
Commercial	1,527	9.3%	4,127	9.7%
Scheduled Flights	726	10.0%		
Flight Cancellations	27			
Seats	35,591	16.5%	96,869	20.5%
Load Factor	72.0%	2.4%	64.1%	(10.8%)
General Aviation	3,351	2.5%	8,579	(3.6%)
Military	305	4.1%	841	12.3%

FINANCIAL RESULTS

	<u>Month</u>	<u>Variance to Budget</u>	<u>Fiscal Year to Date</u>	<u>Variance to Budget</u>
Operating Revenues	\$ 720,237	6.11%	\$ 5,294,918	(3.06%)
Operating Expenses	572,841	(14.58%)	4,478,836	(12.42%)
Net Operating Revenues before Depreciation	<u>\$ 147,396</u>	1,723.08%	<u>\$ 816,082</u>	134.69%
Net Non-Operating Revenues	<u>\$ 147,003</u>	7.62%	<u>\$ 1,243,602</u>	1.62%
Grants:				
FAA AIP Entitlements	\$ 622,865		\$ 4,664,016	
NC Dept of Transportation Grants	-		-	
Total	<u>\$ 622,865</u>		<u>\$ 4,664,016</u>	

CASH

Restricted	\$ 2,217,890
Designated for O&M Reserve	3,144,880
Unrestricted, Undesignated	1,693,840
Total	<u>\$ 7,056,610</u>

RECEIVABLES PAST DUE

Odyssey/Asheville Jet	\$ 31,641
TSA / FAA	15,655
Falcon Air	1,517
Falcon Airlink (Bankrupt)	3,222
Miscellaneous Other Customers	147
Total	<u>\$ 52,182</u>
% of Total Receivables	<u>12.16%</u>

Note: Excludes balances paid subsequent to month-end.

REVENUE BONDS PAYABLE

Rental Car Facilities Taxable Revenue Bond, Series 2007	
Original Amount	\$ 4,750,000
Current Balance	\$ 4,005,948

CAPITAL PROJECTS

Annual Budget	\$ 15,960,077
Year-to-Date Spending	\$ 8,428,869



MEMORANDUM

TO: Members of the Airport Authority

FROM: Lew Bleiweis, A.A.E., Airport Director

DATE: May, 2010

ITEM DESCRIPTION – Information Section Item A

March, 2010 Traffic Report – Asheville Regional Airport

SUMMARY

March 2010 overall passenger traffic numbers were up 19.3%. Passenger traffic numbers reflect a 19.2% increase in passenger enplanements from March 2009. This is the largest increase in enplanements we have experienced in over 48 months.

AIRLINE PERFORMANCE

Delta Airlines: Delta's March 2010 enplanements increased by 39.0% compared to March 2009. There were nineteen (19) flight cancellations for the month.

Continental Airlines: Continental's March 2010 passenger enplanements decreased by 25.5% compared to March 2009. There were three (3) flight cancellations for the month.

US Airways: US Airways' March 2010 passenger enplanements represent a 5.3% decrease. There were five (5) flight cancellations for the month.

Monthly Traffic Report

Asheville Regional Airport

March 2010



Category	Mar 2010	Mar 2009	Percentage Change	*CYTD-2010	*CYTD-2009	Percentage Change	*MOV12-2010	*MOV12-2009	Percentage Change
Passenger Traffic									
Enplaned	25,622	21,488	19.2%	62,067	57,731	7.5%	296,044	282,009	5.0%
Deplaned	<u>25,658</u>	<u>21,491</u>	19.4%	<u>61,788</u>	<u>56,580</u>	9.2%	<u>293,722</u>	<u>281,355</u>	4.4%
Total	51,280	42,979	19.3%	123,855	114,311	8.3%	589,766	563,364	4.7%
Aircraft Operations									
Airlines	74	21	252.4%	132	72	83.3%	423	1,122	-62.3%
Commuter /Air Taxi	<u>1,453</u>	<u>1,376</u>	5.6%	3,995	3,691	8.2%	17,538	18,888	-7.1%
Subtotal	<u>1,527</u>	<u>1,397</u>	9.3%	<u>4,127</u>	<u>3,763</u>	9.7%	<u>17,961</u>	<u>20,010</u>	-10.2%
General Aviation	3,351	3,269	2.5%	8,579	8,900	-3.6%	44,804	50,826	-11.8%
Military	<u>305</u>	<u>293</u>	4.1%	<u>841</u>	<u>749</u>	12.3%	<u>3,807</u>	<u>3,158</u>	20.6%
Subtotal	<u>3,656</u>	<u>3,562</u>	2.6%	<u>9,420</u>	<u>9,649</u>	-2.4%	<u>48,611</u>	<u>53,984</u>	-10.0%
Total	5,183	4,959	4.5%	13,547	13,412	1.0%	66,572	73,994	-10.0%
Fuel Gallons									
100LL	11,211	12,869	-12.9%	35,903	35,944	-0.1%	212,168	223,523	-5.1%
Jet A (GA)	70,391	52,605	33.8%	171,207	166,983	2.5%	1,072,833	1,301,972	-17.6%
Subtotal	<u>81,602</u>	<u>65,474</u>	24.6%	<u>207,110</u>	<u>202,927</u>	2.1%	<u>1,285,001</u>	<u>1,525,495</u>	-15.8%
Jet A (A/L)	<u>274,183</u>	<u>205,887</u>	33.2%	<u>695,947</u>	<u>571,846</u>	21.7%	<u>2,623,359</u>	<u>2,839,849</u>	-7.6%
Total	355,785	271,361	31.1%	903,057	774,773	16.6%	3,908,360	4,365,344	-10.5%

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

Friday, April 23, 2010

Airline Enplanements, Seats, and Load Factors

Asheville Regional Airport

March 2010



	Mar 2010	Mar 2009	Percentage Change	*CYTD-2010	*CYTD-2009	Percentage Change
AirTran Airways						
Enplanements	1,222	0	#Div/0!	3,033	0	#Div/0!
Seats	1,521	0	#Div/0!	4,329	0	#Div/0!
Load Factor	80.3%	#Num!	#Error	70.1%	#Num!	#Error
Continental Airlines						
Enplanements	1,432	1,923	-25.5%	3,776	4,769	-20.8%
Seats	2,600	3,050	-14.8%	7,700	8,750	-12.0%
Load Factor	55.1%	63.0%	-12.6%	49.0%	54.5%	-10.0%
Delta Air Lines						
Enplanements	13,416	9,654	39.0%	30,239	23,948	26.3%
Seats	17,750	14,670	21.0%	45,450	33,500	35.7%
Load Factor	75.6%	65.8%	14.9%	66.5%	71.5%	-6.9%
Northwest Airlines						
Enplanements	0	2,238	-100.0%	791	6,923	-88.6%
Seats	0	2,850	-100.0%	1,450	9,600	-84.9%
Load Factor	#Num!	78.5%	#Error	54.6%	72.1%	-24.4%
United Airlines						
Enplanements	2,289	0	#Div/0!	5,399	0	#Div/0!
Seats	3,100	0	#Div/0!	8,700	0	#Div/0!
Load Factor	73.8%	#Num!	#Error	62.1%	#Num!	#Error
US Airways						
Enplanements	7,263	7,673	-5.3%	18,829	22,091	-14.8%
Seats	10,620	9,980	6.4%	29,240	28,560	2.4%
Load Factor	68.4%	76.9%	-11.0%	64.4%	77.3%	-16.7%

Friday, April 23, 2010

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

	Mar 2010	Mar 2009	Percentage Change	*CYTD-2010	*CYTD-2009	Percentage Change
Totals						
Enplanements	25,622	21,488	19.2%	62,067	57,731	7.5%
Seats	35,591	30,550	16.5%	96,869	80,410	20.5%
Load Factor	72.0%	70.3%	2.4%	64.1%	71.8%	-10.8%

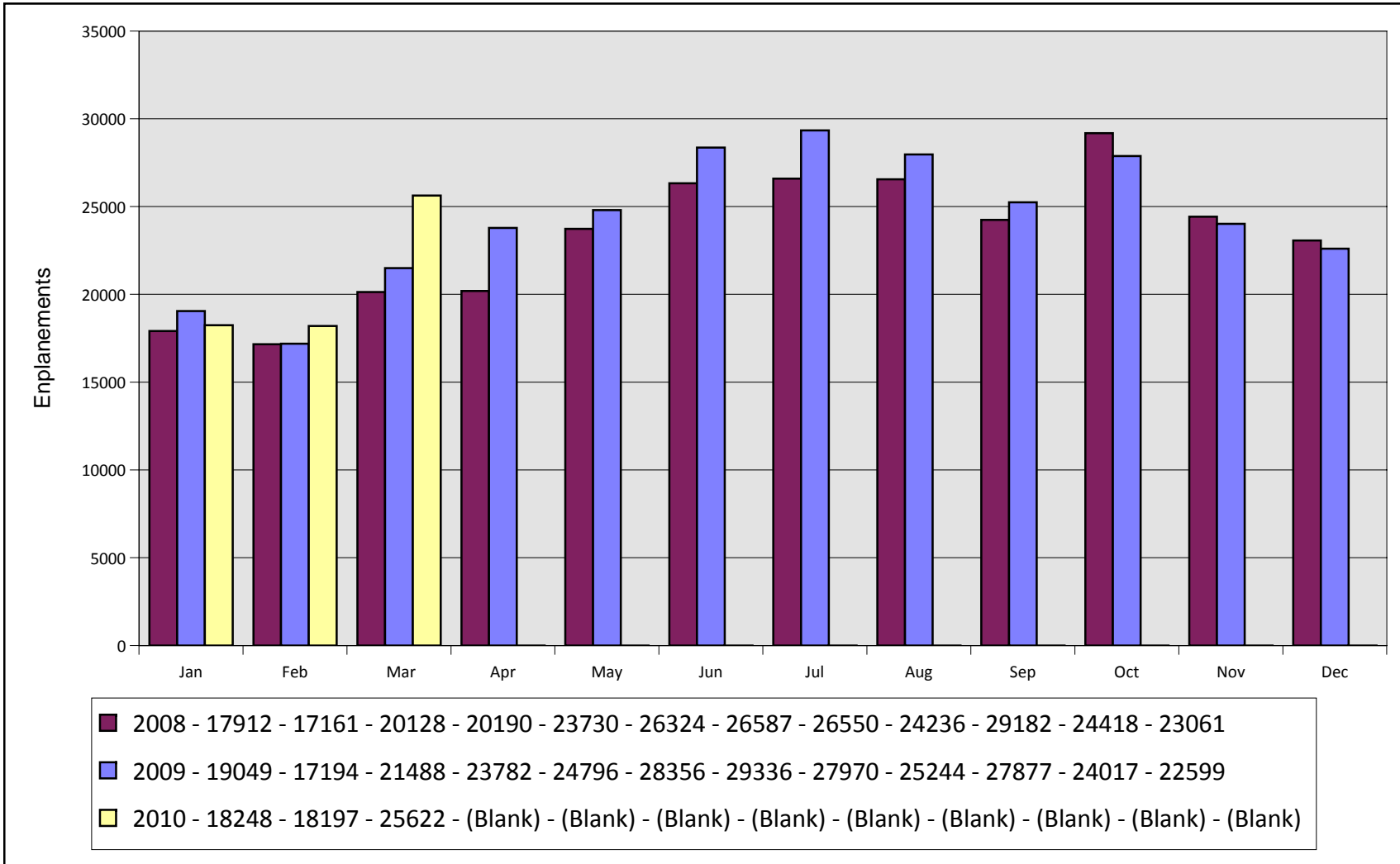
Airline Flight Completions Asheville Regional Airport

March 2010

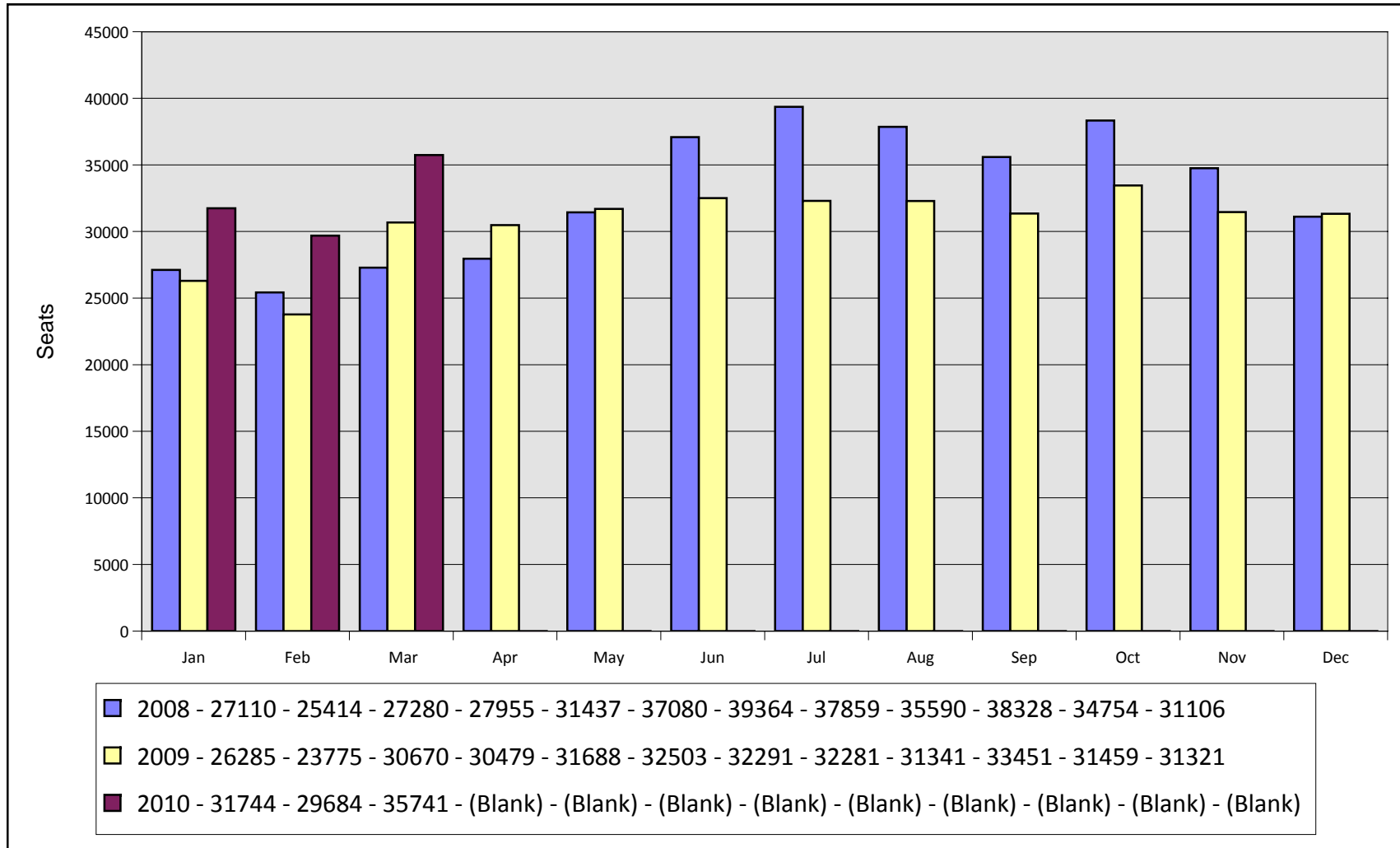


Airline	Scheduled Flights	Field	Cancellations Due To			Total Cancellations	Percentage of Completed
			Mechanical	Weather	Other		
AirTran Airways	13	0	0	0	0	0	100.0%
Allegiant Air	2	0	0	0	0	0	100.0%
Continental Airlines	54	0	0	3	0	3	96.3%
Delta Air Lines	374	0	3	16	0	19	94.9%
Northwest Airlines	0	0	0	0	0	0	#Num!
United Airlines	62	0	0	0	0	0	100.0%
US Airways	221	0	3	2	0	5	99.1%
Total	726	0	6	21	0	27	96.3%

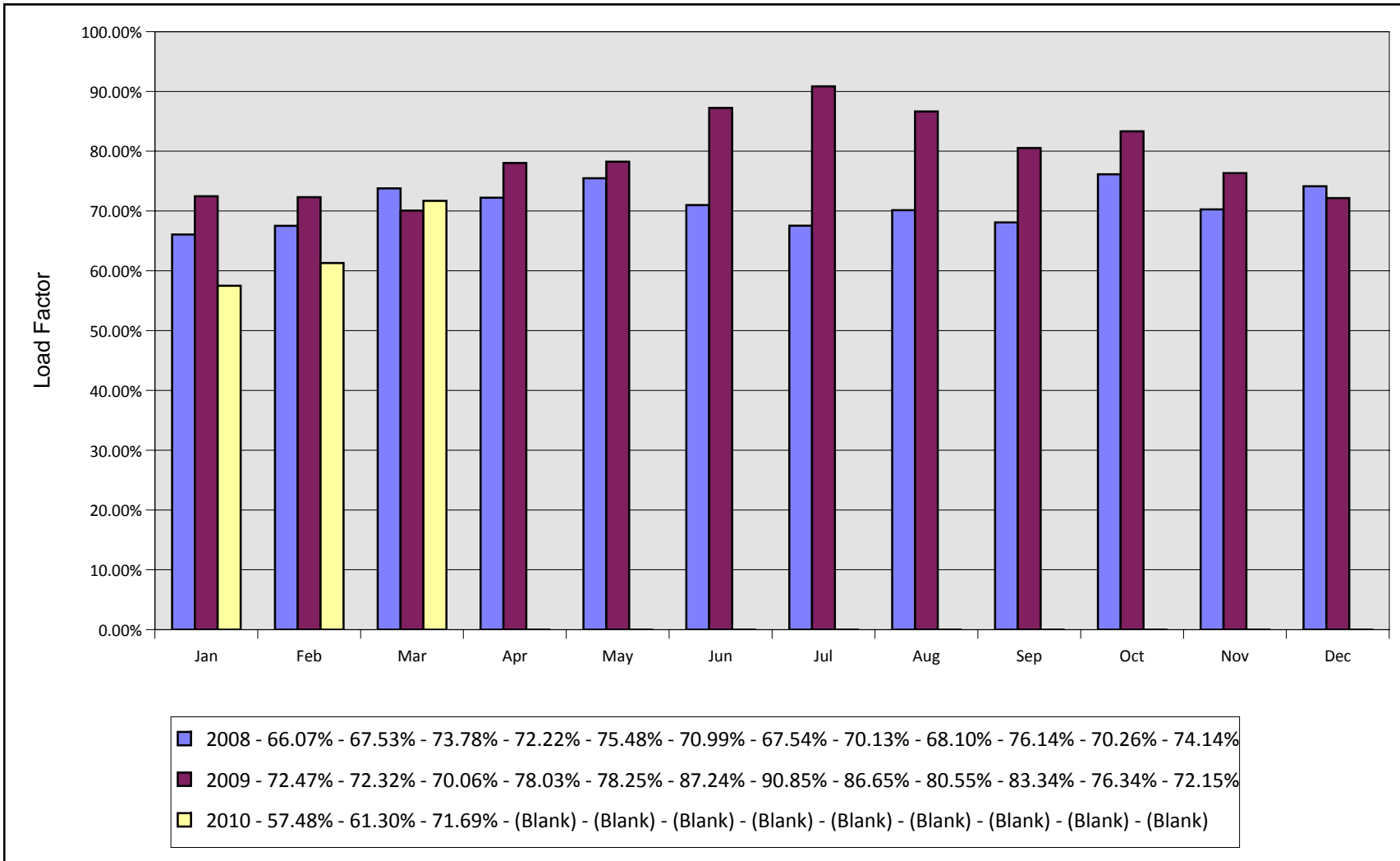
Monthly Enplanements By Year Asheville Regional Airport



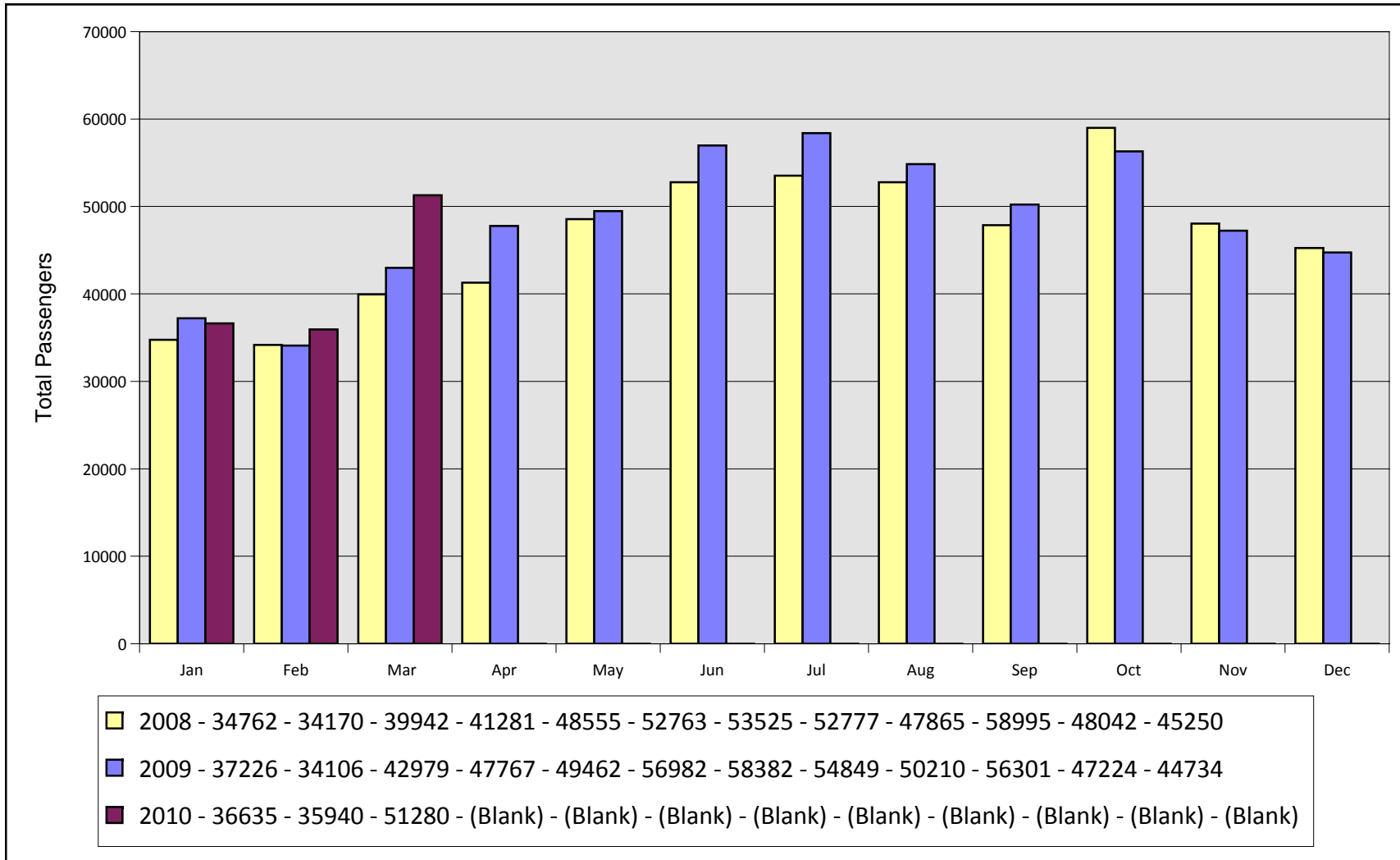
Monthly Seats By Year Asheville Regional Airport



Monthly Load Factors By Year Asheville Regional Airport

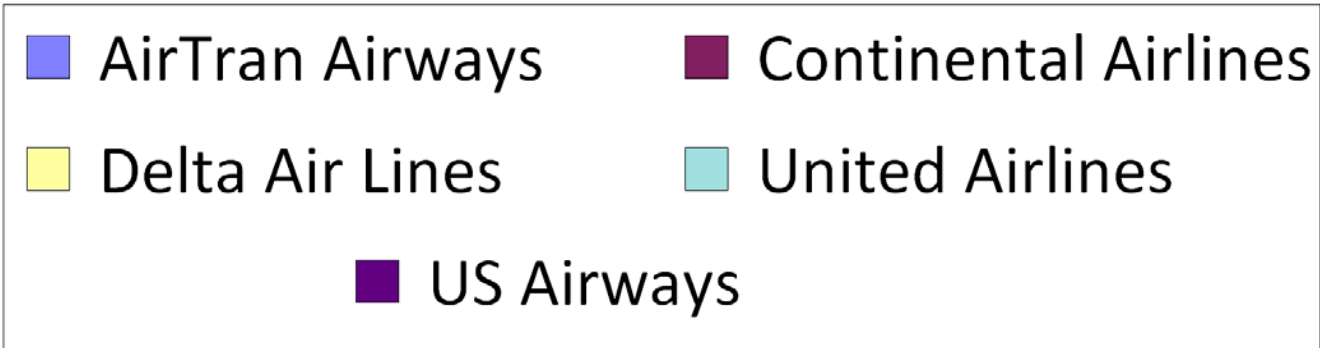
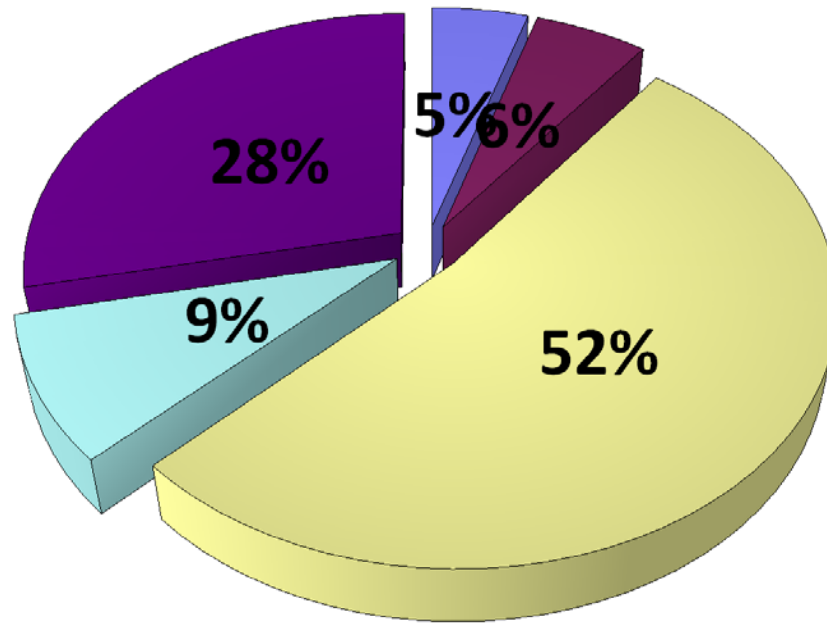


Total Monthly Passengers By Year Asheville Regional Airport

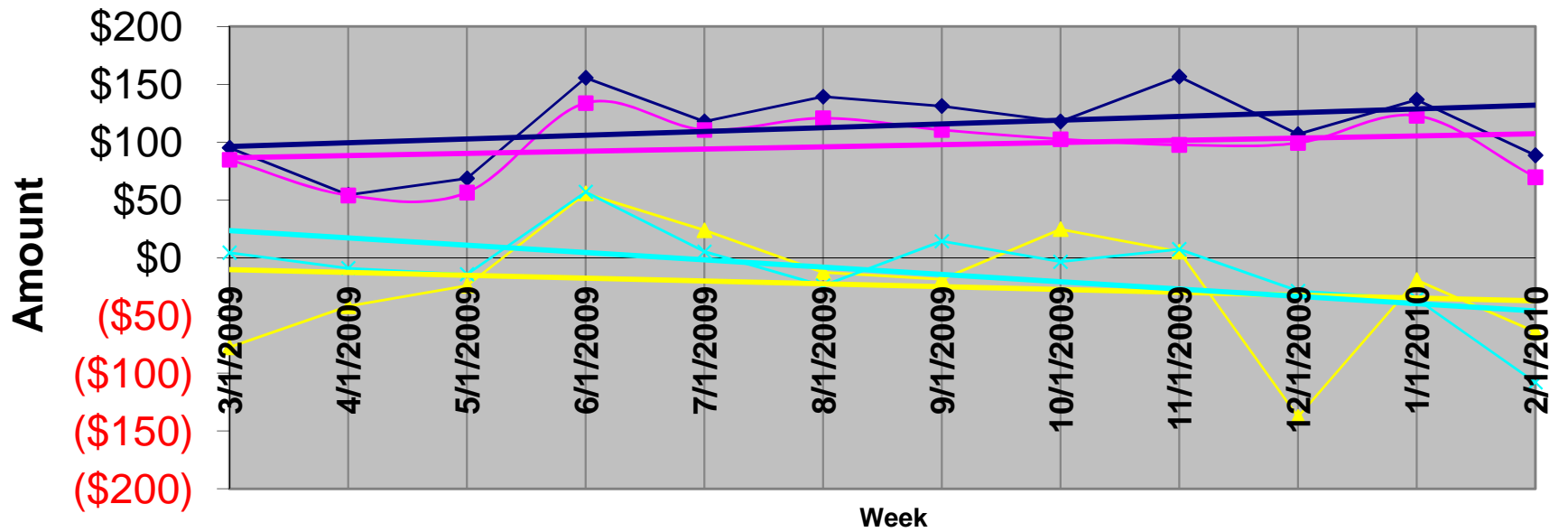


Airline Market Share Analysis (Enplanements) Asheville Regional Airport

Report Period From March 2010 Through March 2010



AVL Average Airfare Differences 21 Day Advance Purchase, 3 Day Stay



◆ ATL
 ■ CLT
 ▲ GSP
 ✕ TRI
 — Linear (ATL)
 — Linear (CLT)
 — Linear (GSP)
 — Linear (TRI)

Asheville Regional Airport
Sample airfares as of 5/01/10
21 Day Advance Purchase, 3 day Stay

							Difference in Fares				
		ASHEVILLE	ATLANTA	CHARLOTTE	GREENVILLE	TRI-CITIES	ATLANTA	CHARLOTTE	GREENVILLE	TRI-CITIES	
ABQ	Albuquerque	\$453	\$427	\$277	\$494	\$685	\$26	\$176	(\$41)	(\$232)	
ATL	Atlanta	\$437		\$147	\$393	\$435	\$437	\$290	\$44	\$2	
AUS	Austin	\$329	\$329	\$289	\$444	\$462	\$0	\$40	(\$115)	(\$133)	
BWI	Baltimore	\$316	\$219	\$185	\$436	\$497	\$97	\$131	(\$120)	(\$181)	
BOS	Boston	\$266	\$285	\$207	\$466	\$473	(\$19)	\$59	(\$200)	(\$207)	
ORD	Chicago	\$280	\$229	\$319	\$404	\$401	\$51	(\$39)	(\$124)	(\$121)	
CVG	Cincinnati	\$376	\$207	\$355	\$399	\$356	\$169	\$21	(\$23)	\$20	
CLE	Cleveland	\$334	\$219	\$290	\$446	\$380	\$115	\$44	(\$112)	(\$46)	
DFW	Dallas	\$441	\$249	\$317	\$458	\$460	\$192	\$124	(\$17)	(\$19)	
DEN	Denver	\$388	\$309	\$362	\$346	\$433	\$79	\$26	\$42	(\$45)	
DTW	Detroit	\$339	\$219	\$319	\$334	\$676	\$120	\$20	\$5	(\$337)	
FLL	Fort Lauderdale	\$293	\$149	\$219	\$433	\$395	\$144	\$74	(\$140)	(\$102)	
RSW	Ft. Myers	\$285	\$219	\$285	\$433	\$437	\$66	\$0	(\$148)	(\$152)	
BDL	Hartford	\$296	\$518	\$465	\$396	\$401	(\$222)	(\$169)	(\$100)	(\$105)	
IAH	Houston	\$441	\$227	\$326	\$446	\$496	\$214	\$115	(\$5)	(\$55)	
IND	Indianapolis	\$326	\$209	\$239	\$368	\$479	\$117	\$87	(\$42)	(\$153)	
JAX	Jacksonville	\$241	\$199	\$239	\$413	\$433	\$42	\$2	(\$172)	(\$192)	
MCI	Kansas City	\$346	\$219	\$249	\$354	\$513	\$127	\$97	(\$8)	(\$167)	
LAS	Las Vegas	\$366	\$369	\$340	\$406	\$517	(\$3)	\$26	(\$40)	(\$151)	
LAX	Los Angeles	\$402	\$342	\$427	\$563	\$597	\$60	(\$25)	(\$161)	(\$195)	
MHT	Manchester	\$308	\$350	\$265	\$514	\$370	(\$42)	\$43	(\$206)	(\$62)	
MEM	Memphis	\$286	\$164	\$312	\$231	\$622	\$122	(\$26)	\$55	(\$336)	
MIA	Miami	\$357	\$149	\$311	\$433	\$431	\$208	\$46	(\$76)	(\$74)	
MKE	Milwaukee	\$345	\$227	\$287	\$404	\$608	\$118	\$58	(\$59)	(\$263)	
MSP	Minneapolis/Saint Paul	\$418	\$249	\$347	\$394	\$706	\$169	\$71	\$24	(\$288)	
BNA	Nashville	\$497	\$377	\$409	\$552	\$768	\$120	\$88	(\$55)	(\$271)	
MSY	New Orleans	\$264	\$219	\$319	\$408	\$636	\$45	(\$55)	(\$144)	(\$372)	
LGA	New York	\$337	\$269	\$189	\$296	\$497	\$68	\$148	\$41	(\$160)	
EWR	Newark	\$357	\$329	\$248	\$507	\$463	\$28	\$109	(\$150)	(\$106)	
MCO	Orlando	\$160	\$209	\$193	\$423	\$504	(\$49)	(\$33)	(\$263)	(\$344)	
PHL	Philadelphia	\$246	\$229	\$277	\$446	\$441	\$17	(\$31)	(\$200)	(\$195)	
PHX	Phoenix	\$367	\$324	\$298	\$376	\$547	\$43	\$69	(\$9)	(\$180)	
PIT	Pittsburgh	\$254	\$229	\$219	\$401	\$579	\$25	\$35	(\$147)	(\$325)	
PDX	Portland	\$477	\$519	\$428	\$502	\$525	(\$42)	\$49	(\$25)	(\$48)	
PVD	Providence	\$354	\$329	\$334	\$342	\$581	\$25	\$20	\$12	(\$227)	
RDU	Raleigh/Durham	\$617	\$169	\$612	\$252	\$636	\$448	\$5	\$365	(\$19)	
RIC	Richmond	\$305	\$169	\$240	\$383	\$626	\$136	\$65	(\$78)	(\$321)	

STL	Saint Louis	\$310	\$219	\$290	\$433	\$419	\$91	\$20	(\$123)	(\$109)
SLC	Salt Lake City	\$435	\$428	\$347	\$386	\$552	\$7	\$88	\$49	(\$117)
SAT	San Antonio	\$260	\$249	\$279	\$463	\$605	\$11	(\$19)	(\$203)	(\$345)
SAN	San Diego	\$462	\$388	\$337	\$676	\$589	\$74	\$125	(\$214)	(\$127)
SFO	San Francisco	\$443	\$390	\$357	\$556	\$557	\$53	\$86	(\$113)	(\$114)
SRQ	Sarasota/Bradenton	\$439	\$219	\$239	\$433	\$443	\$220	\$200	\$6	(\$4)
SEA	Seattle	\$548	\$426	\$427	\$589	\$475	\$122	\$121	(\$41)	\$73
SYR	Syracuse	\$266	\$413	\$295	\$406	\$367	(\$147)	(\$29)	(\$140)	(\$101)
TPA	Tampa	\$166	\$209	\$279	\$423	\$433	(\$43)	(\$113)	(\$257)	(\$267)
YYZ	Toronto	\$556	\$503	\$570	\$588	\$730	\$53	(\$14)	(\$32)	(\$174)
DCA	Washington DC	\$390	\$249	\$350	\$428	\$375	\$141	\$40	(\$38)	\$15
IAD	Washington DC	\$382	\$249	\$295	\$400	\$375	\$133	\$87	(\$18)	\$7
PBI	West Palm Beach	\$293	\$149	\$239	\$443	\$431	\$144	\$54	(\$150)	(\$138)

*These sample airfares were available 5/01/10, based on a 21-day advance purchase and a 3 day stay. Other restrictions may apply. To obtain the most up-to-date pricing information for your travel needs, please contact your travel agent or visit the following web sites: www.aa.com; www.airtran.com; www.continental.com; www.delta.com; www.united.com; www.usairways.com; www.travelocity.com; www.orbitz.com; or www.expedia.com. Airfares are subject to change without notice - and lower airfares are often not available on all dates. Please see our "special airfares" section on our web site for any last minute airfare specials. Sample airfares will be updated each Tuesday.

\$82 \$48 (\$73) (\$151) **Average Fare difference**

Blue highlighted numbers represent fare differentials in excess of \$35 for GSP, \$70 for CLT, \$100 for ATL, and \$35 for TRI.

Asheville Regional Airport
Sample airfares as of 5/01/10
0 Day Advance Purchase, 3 day Stay

							Difference in Fares			
		ASHEVILLE	ATLANTA	CHARLOTTE	GREENVILLE	TRI-CITIES	ATLANTA	CHARLOTTE	GREENVILLE	TRI-CITIES
ABQ	Albuquerque	\$555	\$725	\$440	\$1,134	\$907	(\$170)	\$115	(\$579)	(\$352)
ATL	Atlanta	\$567		\$539	\$522	\$575	\$567	\$28	\$45	(\$8)
AUS	Austin	\$506	\$717	\$426	\$615	\$634	(\$211)	\$80	(\$109)	(\$128)
BWI	Baltimore	\$575	\$382	\$353	\$1,024	\$579	\$193	\$222	(\$449)	(\$4)
BOS	Boston	\$466	\$572	\$367	\$538	\$587	(\$106)	\$99	(\$72)	(\$121)
ORD	Chicago	\$485	\$416	\$819	\$908	\$581	\$69	(\$334)	(\$423)	(\$96)
CVG	Cincinnati	\$609	\$488	\$942	\$617	\$574	\$121	(\$333)	(\$8)	\$35
CLE	Cleveland	\$921	\$548	\$871	\$890	\$1,013	\$373	\$50	\$31	(\$92)
DFW	Dallas	\$607	\$715	\$341	\$643	\$611	(\$108)	\$266	(\$36)	(\$4)
DEN	Denver	\$618	\$419	\$500	\$979	\$717	\$199	\$118	(\$361)	(\$99)
DTW	Detroit	\$958	\$542	\$1,113	\$705	\$839	\$416	(\$155)	\$253	\$119
FLL	Fort Lauderdale	\$509	\$287	\$364	\$832	\$555	\$222	\$145	(\$323)	(\$46)
RSW	Ft.Myers	\$497	\$511	\$501	\$973	\$743	(\$14)	(\$4)	(\$476)	(\$246)
BDL	Hartford	\$581	\$783	\$1,033	\$558	\$541	(\$202)	(\$452)	\$23	\$40
IAH	Houston	\$861	\$679	\$1,008	\$1,029	\$701	\$182	(\$147)	(\$168)	\$160
IND	Indianapolis	\$446	\$285	\$365	\$552	\$977	\$161	\$81	(\$106)	(\$531)
JAX	Jacksonville	\$444	\$465	\$337	\$1,037	\$589	(\$21)	\$107	(\$593)	(\$145)
MCI	Kansas City	\$504	\$541	\$373	\$981	\$591	(\$37)	\$131	(\$477)	(\$87)
LAS	Las Vegas	\$457	\$723	\$529	\$599	\$600	(\$266)	(\$72)	(\$142)	(\$143)
LAX	Los Angeles	\$436	\$796	\$359	\$1,243	\$685	(\$360)	\$77	(\$807)	(\$249)
MHT	Manchester	\$724	\$455	\$457	\$1,114	\$587	\$269	\$267	(\$390)	\$137
MEM	Memphis	\$820	\$511	\$862	\$752	\$1,073	\$309	(\$42)	\$68	(\$253)
MIA	Miami	\$551	\$231	\$539	\$679	\$737	\$320	\$12	(\$128)	(\$186)
MKE	Milwaukee	\$462	\$417	\$464	\$451	\$668	\$45	(\$2)	\$11	(\$206)
MSP	Minneapolis/Saint Paul	\$708	\$609	\$611	\$1,094	\$1,574	\$99	\$97	(\$386)	(\$866)
BNA	Nashville	\$596	\$539	\$495	\$885	\$1,339	\$57	\$101	(\$289)	(\$743)
MSY	New Orleans	\$500	\$509	\$434	\$1,007	\$702	(\$9)	\$66	(\$507)	(\$202)
LGA	New York	\$592	\$568	\$377	\$536	\$677	\$24	\$215	\$56	(\$85)
EWR	Newark	\$537	\$595	\$655	\$657	\$1,327	(\$58)	(\$118)	(\$120)	(\$790)
MCO	Orlando	\$198	\$343	\$357	\$895	\$743	(\$145)	(\$159)	(\$697)	(\$545)
PHL	Philadelphia	\$455	\$720	\$931	\$522	\$581	(\$265)	(\$476)	(\$67)	(\$126)
PHX	Phoenix	\$452	\$547	\$395	\$891	\$587	(\$95)	\$57	(\$439)	(\$135)
PIT	Pittsburgh	\$429	\$436	\$335	\$442	\$579	(\$7)	\$94	(\$13)	(\$150)
PDX	Portland	\$915	\$838	\$449	\$1,141	\$735	\$77	\$466	(\$226)	\$180
PVD	Providence	\$581	\$504	\$373	\$524	\$587	\$77	\$208	\$57	(\$6)
RDU	Raleigh/Durham	\$1,117	\$465	\$903	\$848	\$1,219	\$652	\$214	\$269	(\$102)
RIC	Richmond	\$726	\$549	\$625	\$809	\$1,217	\$177	\$101	(\$83)	(\$491)

STL	Saint Louis	\$632	\$533	\$531	\$846	\$719	\$99	\$101	(\$214)	(\$87)
SLC	Salt Lake City	\$690	\$726	\$586	\$1,302	\$1,011	(\$36)	\$104	(\$612)	(\$321)
SAT	San Antonio	\$260	\$329	\$341	\$627	\$732	(\$69)	(\$81)	(\$367)	(\$472)
SAN	San Diego	\$500	\$761	\$452	\$1,177	\$967	(\$261)	\$48	(\$677)	(\$467)
SFO	San Francisco	\$645	\$796	\$396	\$1,064	\$637	(\$151)	\$249	(\$419)	\$8
SRQ	Sarasota/Bradenton	\$489	\$373	\$557	\$943	\$743	\$116	(\$68)	(\$454)	(\$254)
SEA	Seattle	\$560	\$679	\$426	\$1,199	\$525	(\$119)	\$134	(\$639)	\$35
SYR	Syracuse	\$979	\$534	\$365	\$516	\$819	\$445	\$614	\$463	\$160
TPA	Tampa	\$246	\$392	\$467	\$926	\$597	(\$146)	(\$221)	(\$680)	(\$351)
YYZ	Toronto	\$984	\$1,409	\$1,475	\$888	\$1,062	(\$425)	(\$491)	\$96	(\$78)
DCA	Washington DC	\$391	\$543	\$433	\$588	\$635	(\$152)	(\$42)	(\$197)	(\$244)
IAD	Washington DC	\$391	\$543	\$433	\$514	\$635	(\$152)	(\$42)	(\$123)	(\$244)
PBI	West Palm Beach	\$611	\$287	\$483	\$862	\$737	\$324	\$128	(\$251)	(\$126)

*These sample airfares were available 5/01/10, based on a 0 day advance purchase and a 3 day stay. Other restrictions may apply. To obtain the most up-to-date pricing information for your travel needs, please contact your travel agent or visit the following web sites: www.aa.com; www.airtran.com; www.continental.com; www.delta.com; www.united.com; www.usairways.com; www.travelocity.com; www.orbitz.com; or www.expedia.com. Airfares are subject to change without notice - and lower airfares are often not available on all dates. Please see our "special airfares" section on our web site for any last minute airfare specials. Sample airfares will be updated each Tuesday.

\$40 \$31 (\$235) (\$180) **Average Fare difference**

Blue highlighted numbers represent fare differentials in excess of \$35 for GSP, \$70 for CLT, \$100 for ATL, and \$35 for TRI.

Schedule Compare Report for all Airlines for Passenger flights between AVL and ALL for May10 vs. May09

AI	Ops/Week				Seats/Week			
	May10	May09	Diff	Pct Chg	May10	May09	Diff	Pct Chg
DL	174	138	36	26.09	8,700	6,900	1,800	26.09
UA	28	0	28	100.00	1,400	0	1,400	100.00
FL	16	0	16	100.00	1,872	0	1,872	100.00
AA	14	0	14	100.00	616	0	616	100.00
US	114	100	14	14.00	5,906	4,974	932	18.74
CO	28	38	-10	-26.32	1,400	1,900	-500	-26.32
NW	0	14	-14	-100.00	0	700	-700	-100.00
TOTAL	374	290	84	28.97	19,894	14,474	5,420	37.45

Schedule Compare Report for all Airlines for Passenger flights between AVL and ALL for Jun10 vs. Jun09

AI	Ops/Week				Seats/Week			
	Jun10	Jun09	Diff	Pct Chg	Jun10	Jun09	Diff	Pct Chg
UA	32	0	32	100.00	1,600	0	1,600	100.00
DL	179	152	27	17.76	8,950	7,600	1,350	17.76
US	116	98	18	18.37	6,058	4,900	1,158	23.63
AA	14	0	14	100.00	616	0	616	100.00
FL	16	4	12	300.00	1,872	468	1,404	300.00
CO	28	30	-2	-6.67	1,400	1,500	-100	-6.67
NW	0	14	-14	-100.00	0	700	-700	-100.00
TOTAL	385	298	87	29.19	20,496	15,168	5,328	35.13

Schedule Compare Report for all Airlines for Passenger flights between AVL and ALL for Jul10 vs. Jul09

AI	Ops/Week				Seats/Week			
	Jul10	Jul09	Diff	Pct Chg	Jul10	Jul09	Diff	Pct Chg
DL	188	142	46	32.39	9,400	7,100	2,300	32.39
UA	32	0	32	100.00	1,600	0	1,600	100.00
US	118	98	20	20.41	6,314	4,900	1,414	28.86
AA	14	0	14	100.00	616	0	616	100.00
FL	16	6	10	166.67	1,872	702	1,170	166.67
CO	28	28	0	0.00	1,400	1,400	0	0.00
NW	0	14	-14	-100.00	0	700	-700	-100.00
TOTAL	396	288	108	37.50	21,202	14,802	6,400	43.24



MEMORANDUM

TO: Members of the Airport Authority

FROM: Vickie Thomas, Director of Finance & Accounting

DATE: May, 2010

ITEM DESCRIPTION – Information Section Item B

Asheville Regional Airport – Explanation of Extraordinary Variances
 Month Ended March, 2010 (Month 9 of FY-2010)

SUMMARY

Operating Revenues for the month of March were \$720,237, 6.11% over budget. Operating Expenses for the month were \$572,841, 14.58% below budget. As a result, Net Operating Revenues before Depreciation were \$139,311 over budget. Net Non-Operating Revenues were \$147,003, 7.62% over budget.

Year-to-date Operating Revenues were \$5,294,918, 3.06% under budget. Year-to-date Operating Expenses were \$4,478,836, 12.42% below budget. Net Operating Revenues before Depreciation were \$468,354 over budget. Net Non-Operating Revenues for the year were \$1,243,602, 1.62% over budget.

REVENUES

Significant variations to budget for March were:

Concessions	(\$16,940)	(66.40%)	Advertising decreased due to waiver of Departure Media's MAG until A-Gates open & lower than budgeted guest services sales & ATM rental fees
Auto Parking	47,369	26.68%	Reflective of high level of enplanements for March
FBO's	(\$12,881)	(17.69%)	Odyssey's percentage fees lower than budgeted
Reimbursable Costs	23,046	28.33%	Timing of Avcon costs billed to Charah
Customer Facility Charges	(\$15,880)	(21.17%)	Lower than budgeted transaction days for rentals
Passenger Facility Charges	22,117	27.94%	PFC revenue was budgeted conservatively



EXPENSES

Significant variations to budget for March were:

Personnel Services	(\$17,557)	(5.7%)	No Deputy Airport Director offset by payout of vacation & sick leave for Marketing Director & lower than budgeted benefits
Professional Services	(\$13,146)	(54.85%)	Timing of professional services
Travel & Training	(\$14,140)	(71.30%)	Timing of Travel & Training
Utility Services	(\$15,596)	(38.49%)	Natural gas & electric lower than budgeted
Operating Supplies	(\$14,937)	(54.89%)	Guest Services not yet selling attraction tickets & timing of other operating supplies purchases
Emergency Repair	(\$20,000)	(100.00%)	No emergency repair spending in March
Reimbursable Costs	\$23,046	45.06%	Timing of Avcon costs billed to Charah
Business Development	(\$20,250)	(31.74%)	Timing of advertising & Air IT spending

STATEMENT OF NET ASSETS

Significant variations to prior month were:

Grants Receivable – Grants Receivable decreased by \$401k mainly due to drawdown of AIP-35 A Gates stimulus grant for Shelco invoice paid in March.

Accounts Payable – Accounts Payable decreased by \$346k mainly due to the payment of A Gates Shelco invoice.

**ASHEVILLE REGIONAL AIRPORT
INVESTMENT AND INTEREST INCOME SUMMARY
As of March 31, 2010**

<u>Institution:</u>	<u>Date of Purchase</u>	<u>Date of Maturity</u>	<u>Interest Rate</u>	<u>Investment Amount</u>	<u>Monthly Interest</u>
Bank of America			0.30%	\$ 1,219,323	468
Petty Cash				100	
NC Capital Management Trust				216,716	132
Wachovia-Gov. Advantage Acct.			0.01%	3,158,589	18
PFC Revenue Account			0.30%	243,992	48
<u>Restricted Cash:</u>					
CFC Revenue			0.10%	198,542	17
Additional Collateral Fund			0.00%	2,019,348	0
				0	
<u>Commercial Paper:</u>					
Total				<u>\$ 7,056,610</u>	<u>\$ 683</u>

Investment Diversification:

1.BANKS	23.55%
2.CAP.TRUST	3.07%
3.GOV.ADV.ACCTS.	73.38%
4.COM.PAPER	0.00%
5. FED. AGY	0%
	<u>100.00%</u>

ASHEVILLE REGIONAL AIRPORT
STATEMENT OF CHANGES IN FINANCIAL POSITION
For the Month Ended March 31, 2010

	Current Month	Prior Period
Cash and Investments Beginning of Period	\$ 7,133,161	\$ 8,383,079
Net Income/(Loss) Before Capital Contributions	19,395	(206,754)
Depreciation	275,004	275,004
Decrease/(Increase) in Receivables	360,859	(77,490)
Increase/(Decrease) in Payables	(288,569)	(834,050)
Decrease/(Increase) in Prepaid Expenses	21,726	21,726
Decrease/(Increase) in Long Term Assets	(1,055,082)	(816,395)
Principal Payments of Bond Maturities	(32,749)	(32,591)
Contributed Capital	622,865	420,632
Increase(Decrease) in Cash	(76,551)	(1,249,918)
Cash and Investments End of Period	\$ 7,056,610	\$ 7,133,161

Asheville Regional Airport Authority
Cost Centers Statement of Revenue, Expenses and Changes in Net Assets

For the Month Ending March 31, 2010

	March Actual	March Budget	Variance \$	Variance %	YTD Actual	YTD Budget	Variance \$	Variance %	Annual Budget
Operating Revenue:									
Terminal	\$250,470	\$264,241	(\$13,771)	(5.21%)	\$2,296,297	\$2,362,188	(\$65,891)	(2.79%)	\$3,154,910
Airfield	66,809	68,304	(1,495)	(2.19%)	556,275	614,738	(58,463)	(9.51%)	819,650
Hangar	59,935	72,816	(12,881)	(17.69%)	561,656	655,343	(93,687)	(14.30%)	873,790
Parking Lot/Roadway	225,470	179,508	45,962	25.60%	1,626,035	1,615,575	10,460	0.65%	2,154,100
Land Use Fees	117,553	93,868	23,685	25.23%	254,655	214,095	40,560	18.94%	390,940
Total Operating Revenue	\$720,237	\$678,737	\$41,500	6.11%	\$5,294,918	\$5,461,939	(\$167,021)	(3.06%)	\$7,393,390
Operating Expenses:									
Administrative	\$207,707	\$287,402	(\$79,695)	(27.73%)	\$1,752,755	\$2,270,456	(\$517,701)	(22.80%)	\$3,085,935
Terminal	159,641	178,275	(18,634)	(10.45%)	1,457,130	1,531,350	(74,220)	(4.85%)	2,033,790
Airfield	117,728	143,009	(25,281)	(17.68%)	1,042,428	1,095,437	(53,009)	(4.84%)	1,499,045
Hangar	1,633	4,900	(3,267)	(66.67%)	14,700	43,316	(28,616)	(66.06%)	57,565
Parking Lot	6,328	3,653	2,675	73.23%	24,576	30,929	(6,353)	(20.54%)	44,475
Rental Car Service Facility	3,112	-	3,112	0.00%	31,309	-	31,309	0.00%	-
Land Use Expenses	76,692	53,413	23,279	43.58%	155,938	142,723	13,215	9.26%	294,223
Total Operating Expenses	\$572,841	\$670,652	(\$97,811)	(14.58%)	\$4,478,836	\$5,114,211	(\$635,375)	(12.42%)	\$7,015,033
Operating Revenue before Depreciation									
	\$147,396	\$8,085	\$139,311	1,723.08%	\$816,082	\$347,728	\$468,354	134.69%	\$378,357
Depreciation	275,004	291,667	(16,663)	(5.71%)	2,508,614	2,625,000	(116,386)	(4.43%)	3,500,000
Operating Income(Loss) Before Non-Operating Revenue and Expenses									
	(\$127,608)	(\$283,582)	\$155,974	(55.00%)	(\$1,692,532)	(\$2,277,272)	\$584,740	(25.68%)	(\$3,121,643)
Non-Operating Revenue and Expense									
Customer Facility Charges	59,120	75,000	(15,880)	(21.17%)	558,416	675,000	(116,584)	(17.27%)	900,000
Passenger Facility Charges	101,284	79,167	22,117	27.94%	845,067	712,500	132,567	18.61%	950,000
Interest Revenue	6,086	1,917	4,169	217.48%	21,097	17,250	3,847	22.30%	23,000
Interest Expense	(19,487)	(19,487)	-	0.00%	(180,978)	(180,979)	1	(0.00%)	(238,488)
Sale of Assets	-	-	-	0.00%	-	-	-	0.00%	-
Non-Operating Revenue-Net	\$147,003	\$136,597	\$10,406	7.62%	\$1,243,602	\$1,223,771	\$19,831	1.62%	\$1,634,512

Income (Loss) Before Capital Contributions	<u>\$19,395</u>	<u>(\$146,985)</u>	<u>\$166,380</u>	<u>(113.20%)</u>	<u>(\$448,930)</u>	<u>(\$1,053,501)</u>	<u>\$604,571</u>	<u>(57.39%)</u>	<u>(\$1,487,131)</u>
Capital Contributions	<u>\$622,865</u>	<u>\$0</u>	<u>\$622,865</u>	<u>0.00%</u>	<u>\$4,664,016</u>	<u>\$0</u>	<u>\$4,664,016</u>	<u>0.00%</u>	<u>\$0</u>
Increase in Net Assets	<u>\$642,260</u>	<u>(\$146,985)</u>	<u>\$789,245</u>	<u>(536.96%)</u>	<u>\$4,215,086</u>	<u>(\$1,053,501)</u>	<u>\$5,268,587</u>	<u>(500.10%)</u>	<u>(\$1,487,131)</u>

Asheville Regional Airport Authority
Detailed Statement of Revenue, Expenses and Changes in Net Assets

For the Month Ending March 31, 2010

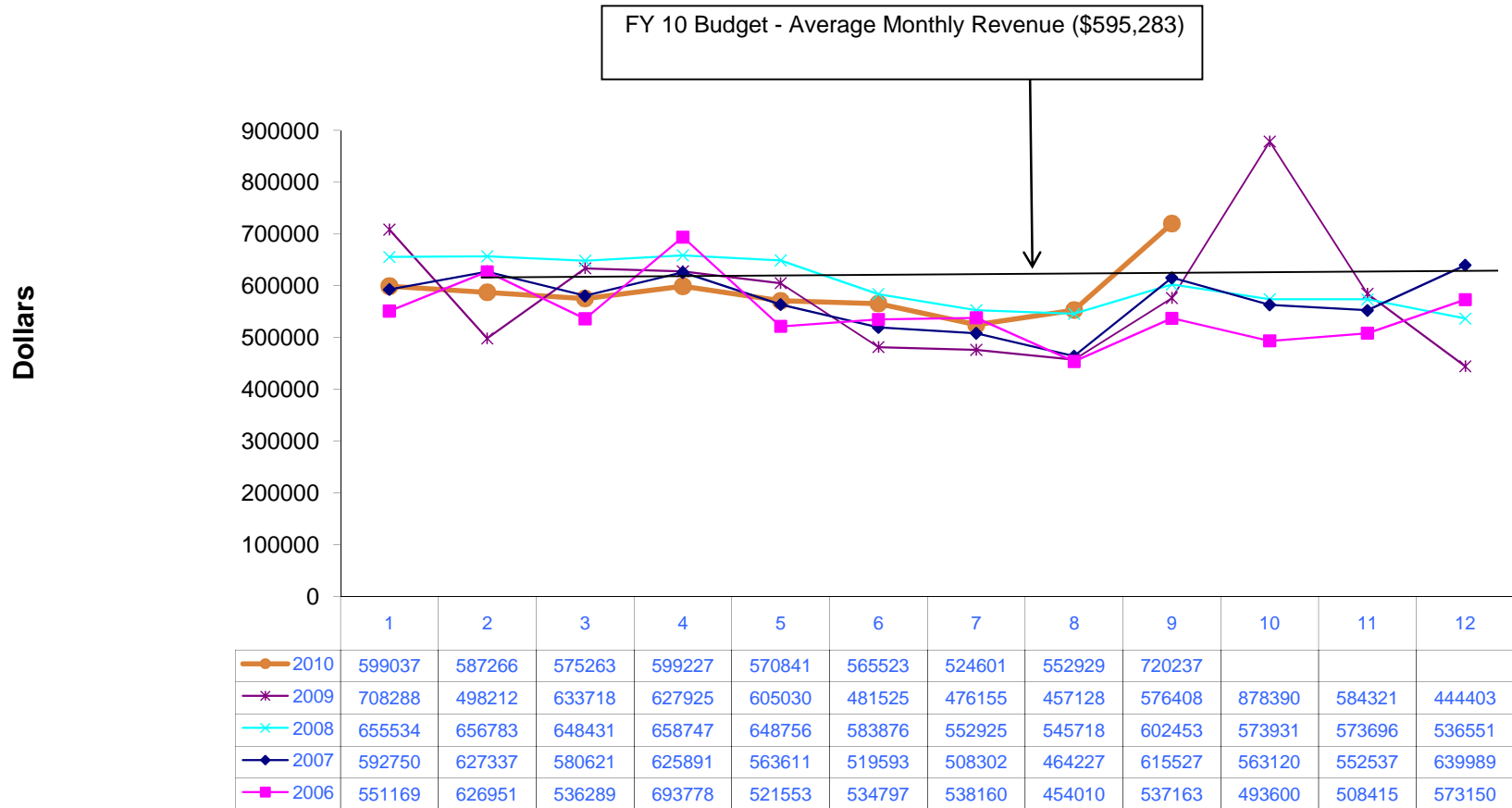
	<u>March Actual</u>	<u>March Budget</u>	<u>Variance \$</u>	<u>Variance %</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance \$</u>	<u>Variance %</u>	<u>Annual Budget</u>
Operating Revenue:									
Terminal Space Rentals - Non Airline	\$15,660	\$14,988	\$672	4.48%	\$140,144	\$134,888	\$5,256	3.90%	\$179,850
Terminal Space Rentals - Airline	90,461	85,943	4,518	5.26%	819,796	773,483	46,313	5.99%	1,031,310
Concessions	8,573	25,513	(16,940)	(66.40%)	83,624	214,830	(131,206)	(61.07%)	291,370
Auto Parking	224,940	177,571	47,369	26.68%	1,604,070	1,598,137	5,933	0.37%	2,130,850
Rental Car - Car Rentals	99,244	96,348	2,896	3.01%	890,303	867,128	23,175	2.67%	1,156,170
Rental Car - Facility Rent	40,756	42,980	(2,224)	(5.17%)	375,457	385,630	(10,173)	(2.64%)	514,570
Commercial Ground Transportation	530	1,938	(1,408)	(72.65%)	21,965	17,438	4,527	25.96%	23,250
Landing Fees	32,913	41,054	(8,141)	(19.83%)	277,173	369,488	(92,315)	(24.98%)	492,650
FBO'S/SASO'S	59,935	72,816	(12,881)	(17.69%)	561,656	655,343	(93,687)	(14.30%)	873,790
Building Leases	11,120	8,625	2,495	28.93%	92,870	77,625	15,245	19.64%	103,500
Land Leases	1,708	3,462	(1,754)	(50.66%)	16,704	22,055	(5,351)	(24.26%)	32,440
Other Leases/Fees	29,989	26,137	3,852	14.74%	277,447	235,230	42,217	17.95%	313,640
Reimbursable Costs	104,408	81,362	23,046	28.33%	133,709	110,664	23,045	20.82%	250,000
Total Operating Revenue	\$720,237	\$678,737	\$41,500	6.11%	\$5,294,918	\$5,461,939	(\$167,021)	(3.06%)	\$7,393,390
Operating Expenses:									
Personnel Services	\$290,244	\$307,801	(\$17,557)	(5.70%)	\$2,471,002	\$2,746,677	(\$275,675)	(10.04%)	\$3,661,630
Professional Services	10,822	23,968	(13,146)	(54.85%)	111,489	166,462	(54,973)	(33.02%)	204,895
Accounting & Auditing	-	2,091	(2,091)	(100.00%)	13,183	25,729	(12,546)	(48.76%)	32,000
Other Contractual Services	40,413	38,797	1,616	4.17%	387,466	345,408	42,058	12.18%	441,560
Travel & Training	5,693	19,833	(14,140)	(71.30%)	91,605	138,806	(47,201)	(34.01%)	191,930
Communications & Freight	4,521	5,379	(858)	(15.95%)	39,192	48,613	(9,421)	(19.38%)	64,750
Utility Services	24,927	40,523	(15,596)	(38.49%)	276,449	325,751	(49,302)	(15.13%)	425,000
Rentals & Leases	1,063	1,018	45	4.42%	9,835	9,165	670	7.31%	12,220
Insurance	16,334	19,167	(2,833)	(14.78%)	146,070	172,500	(26,430)	(15.32%)	230,000
Repairs & Maintenance	25,979	22,258	3,721	16.72%	184,847	224,345	(39,498)	(17.61%)	297,275
Advertising, Printing & Binding	13,997	14,510	(513)	(3.54%)	132,940	155,291	(22,351)	(14.39%)	206,120
Promotional Activities	3,059	4,513	(1,454)	(32.22%)	49,092	51,660	(2,568)	(4.97%)	65,400
Other Current Charges & Obligations	4,533	4,300	233	5.42%	41,263	44,110	(2,847)	(6.45%)	59,050
Office Supplies	816	2,250	(1,434)	(63.73%)	6,618	20,250	(13,632)	(67.32%)	27,000
Operating Supplies	12,277	27,214	(14,937)	(54.89%)	126,344	217,929	(91,585)	(42.03%)	284,790
Books, Publications, Subscriptions & Meml	432	2,095	(1,663)	(79.38%)	21,434	35,750	(14,316)	(40.04%)	43,589
Contingency	-	-	-	0.00%	-	-	-	0.00%	30,835
Emergency Repair	-	20,000	(20,000)	(100.00%)	10,002	40,000	(29,998)	(75.00%)	100,000
Reimbursable Costs	74,189	51,143	23,046	45.06%	133,709	110,664	23,045	20.82%	250,000
Business Development	43,542	63,792	(20,250)	(31.74%)	226,296	235,101	(8,805)	(3.75%)	386,989
Total Operating Expenses	\$572,841	\$670,652	(\$97,811)	(14.58%)	\$4,478,836	\$5,114,211	(\$635,375)	(12.42%)	\$7,015,033

Operating Revenue before Depreciation	\$147,396	\$8,085	\$139,311	1,723.08%	\$816,082	\$347,728	\$468,354	134.69%	\$378,357
Depreciation	<u>275,004</u>	<u>291,667</u>	<u>(16,663)</u>	<u>(5.71%)</u>	<u>2,508,614</u>	<u>2,625,000</u>	<u>(116,386)</u>	<u>(4.43%)</u>	<u>3,500,000</u>
Operating Income(Loss) Before Non-Operating Revenue and Expenses	(\$127,608)	(\$283,582)	\$155,974	(55.00%)	(\$1,692,532)	(\$2,277,272)	\$584,740	(25.68%)	(\$3,121,643)
Non-Operating Revenue and Expense									
Customer Facility Charges	59,120	75,000	(15,880)	(21.17%)	558,416	675,000	(116,584)	(17.27%)	900,000
Passenger Facility Charges	101,284	79,167	22,117	27.94%	845,067	712,500	132,567	18.61%	950,000
Interest Revenue	6,086	1,917	4,169	217.48%	21,097	17,250	3,847	22.30%	23,000
Interest Expense	(19,487)	(19,487)	-	0.00%	(180,978)	(180,979)	1	(0.00%)	(238,488)
Sale of Assets	-	-	-	0.00%	-	-	-	0.00%	-
Non-Operating Revenue-Net	<u>\$147,003</u>	<u>\$136,597</u>	<u>\$10,406</u>	<u>7.62%</u>	<u>\$1,243,602</u>	<u>\$1,223,771</u>	<u>\$19,831</u>	<u>1.62%</u>	<u>\$1,634,512</u>
Income (Loss) Before Capital Contributions	<u>\$19,395</u>	<u>(\$146,985)</u>	<u>\$166,380</u>	<u>(113.20%)</u>	<u>(\$448,930)</u>	<u>(\$1,053,501)</u>	<u>\$604,571</u>	<u>(57.39%)</u>	<u>(\$1,487,131)</u>
Capital Contributions	<u>\$622,865</u>	<u>\$0</u>	<u>\$622,865</u>	<u>0.00%</u>	<u>\$4,664,016</u>	<u>\$0</u>	<u>\$4,664,016</u>	<u>0.00%</u>	<u>\$0</u>
Increase in Net Assets	<u><u>\$642,260</u></u>	<u><u>(\$146,985)</u></u>	<u><u>\$789,245</u></u>	<u><u>(536.96%)</u></u>	<u><u>\$4,215,086</u></u>	<u><u>(\$1,053,501)</u></u>	<u><u>\$5,268,587</u></u>	<u><u>(500.10%)</u></u>	<u><u>(\$1,487,131)</u></u>

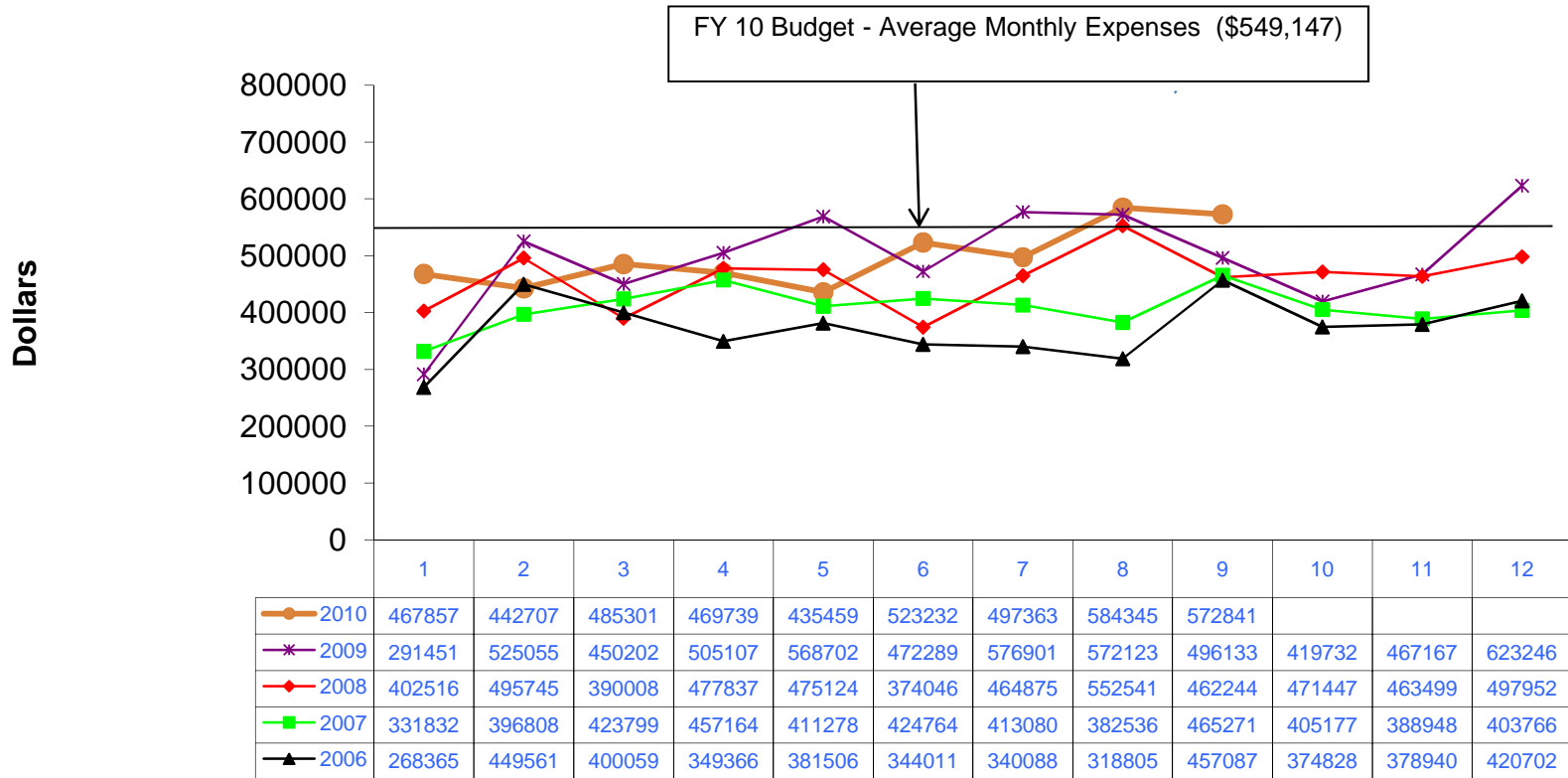
ASHEVILLE REGIONAL AIRPORT AUTHORITY
STATEMENT OF FINANCIAL POSITION
As of March 31, 2010

	<u>March</u>	<u>Last Month</u>
<u>ASSETS</u>		
Current Assets:		
Unrestricted Net Assets:		
Cash and Cash Equivalents	\$4,838,720	\$4,931,001
Accounts Receivable	733,144	692,766
Grants Receivable	938,796	1,340,033
Prepaid Expenses	15,794	37,520
Total Unrestricted Assets	<u>6,526,454</u>	<u>7,001,320</u>
Restricted Assets:		
Cash and Cash Equivalents	<u>2,217,890</u>	<u>2,202,160</u>
Total Restricted Assets	<u>2,217,890</u>	<u>2,202,160</u>
 Total Current Assets	 <u>8,744,344</u>	 <u>9,203,480</u>
Noncurrent Assets:		
Construction in Progress	24,205,830	23,150,748
Property and Equipment - Net	<u>42,943,594</u>	<u>43,218,598</u>
Total Noncurrent Assets	<u>67,149,424</u>	<u>66,369,346</u>
	<u><u>\$75,893,768</u></u>	<u><u>\$75,572,826</u></u>
<u>LIABILITIES AND NET ASSETS</u>		
Current Liabilities:		
Payable from Unrestricted Assets:		
Accounts Payable	\$1,885,568	\$2,231,423
Accrued Liabilities	173,167	135,229
Customer Deposits	121,725	121,725
Unearned Revenue	116,868	97,521
Revenue Bond Payable - Current	405,528	403,580
Total Payable from Unrestricted Assets	<u>2,702,856</u>	<u>2,989,478</u>
 Total Current Liabilities	 <u>2,702,856</u>	 <u>2,989,478</u>
Noncurrent Liabilities:		
Other Postemployment Benefits	380,310	380,310
Compensated Absences	195,597	195,597
Net Pension Obligation-LEO Special Separation Allowance	12,320	12,320
Revenue Bond Payable - Noncurrent	<u>3,600,420</u>	<u>3,635,115</u>
Total Noncurrent Liabilities	<u>4,188,647</u>	<u>4,223,342</u>
 Total Liabilities	 <u>6,891,503</u>	 <u>7,212,820</u>
Net Assets:		
Invested in Capital Assets	63,143,476	62,330,651
Restricted	2,217,890	2,202,160
Unrestricted	<u>3,640,899</u>	<u>3,827,195</u>
Total Net Assets	<u>69,002,265</u>	<u>68,360,006</u>
	<u><u>\$75,893,768</u></u>	<u><u>\$75,572,826</u></u>

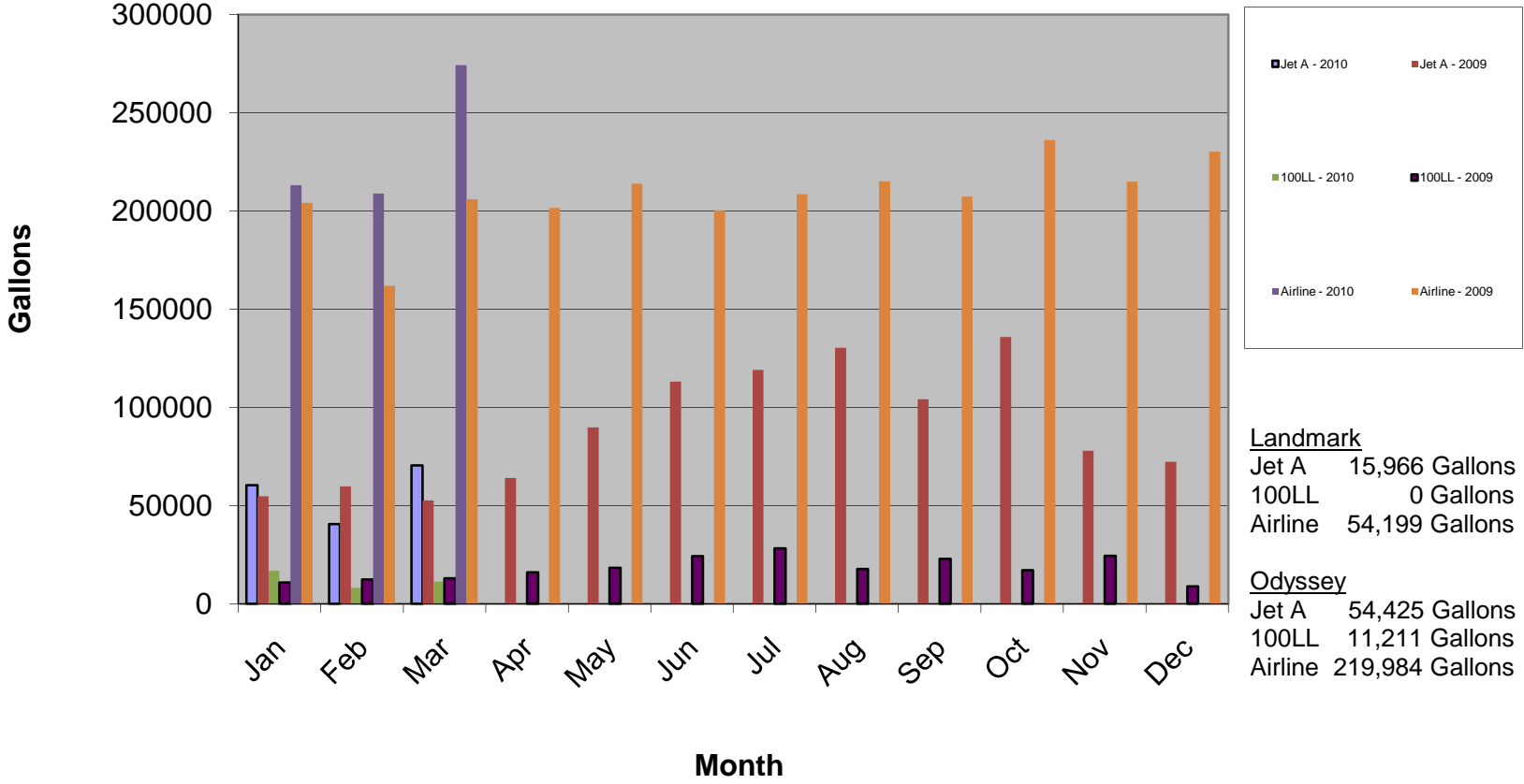
ASHEVILLE REGIONAL AIRPORT Annual Operating Revenue by Month March 2010



ASHEVILLE REGIONAL AIRPORT Annual Operating Expenses by Month March 2010

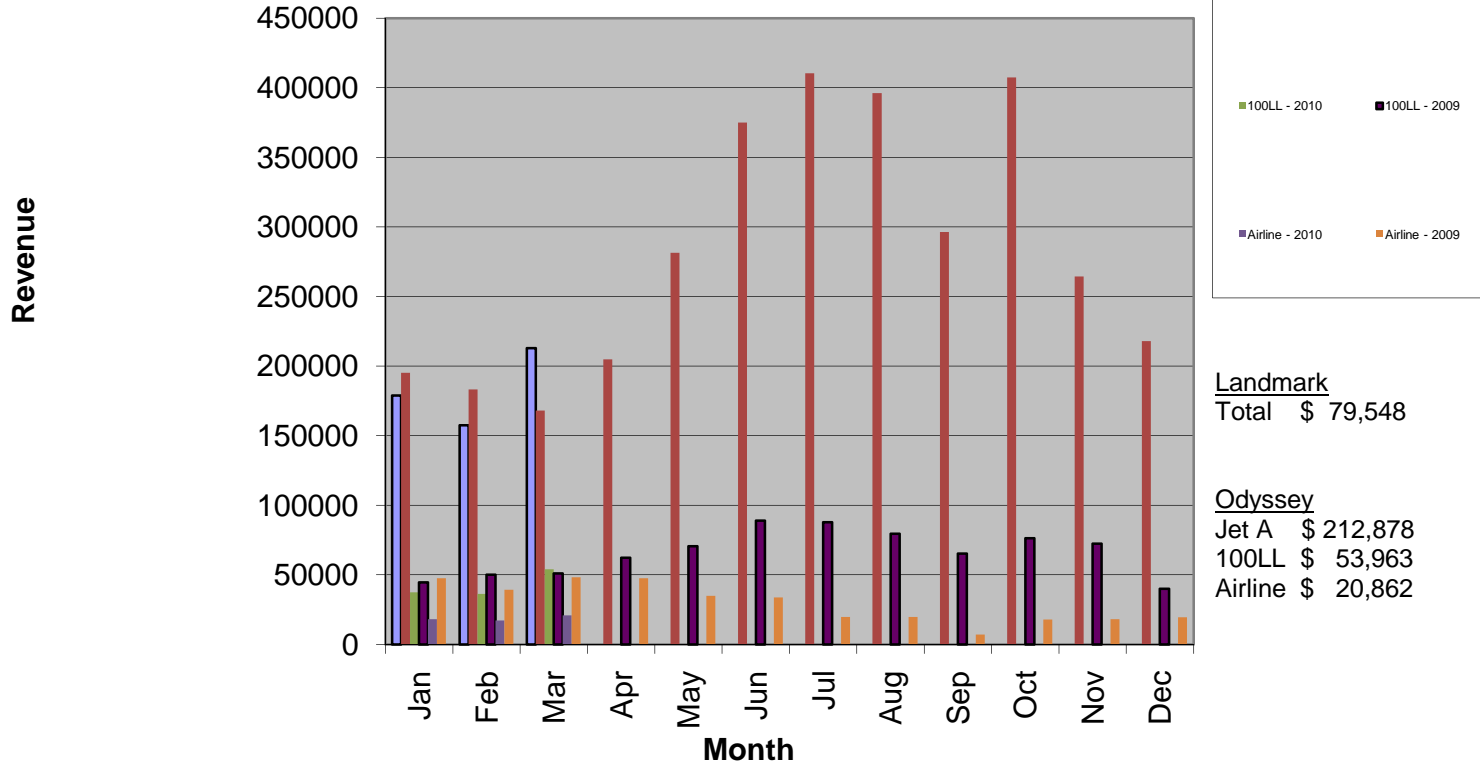


AVL Fuels Sales - Gallons March 2010



<u>Landmark</u>	
Jet A	15,966 Gallons
100LL	0 Gallons
Airline	54,199 Gallons
<u>Odyssey</u>	
Jet A	54,425 Gallons
100LL	11,211 Gallons
Airline	219,984 Gallons

AVL Fuels Sales - Revenue March 2010



Landmark
Total \$ 79,548

Odyssey
Jet A \$ 212,878
100LL \$ 53,963
Airline \$ 20,862

**Asheville Regional Airport Authority
Capital Carryover Schedule
As of March 31, 2010**

Project	Original Board Authorized Amount	Carryover Approved in FY10 Budget	FY2010 Spending Through 3/31/2010	Cumulative Spending at 3/31/2010
A Gate Terminal Renovation	10,486,704	8,986,311	4,166,997	5,117,390
Landside Roadway and Parking	5,293,995	4,645,686	2,989,793	3,638,102
North General Aviation Expan	3,700,000	1,122,521	823,098	3,400,577
PC Air and Fixed Ground Power	561,080	553,677	-	7,403
Triturator Lava Cart Service	266,827	234,408	160,743	193,162
Terminal Roof Replacement 2009	181,125	153,659	150,847	178,313
Lacy Griffin Building Renovation	51,700	51,700	47,095	47,095
Advantage West Building Improvements	27,500	27,500	-	-
Wireless Mesh System-Phase II	30,000	30,000	21,235	21,235
GA Apron & Taxiway Connector	188,000	18,325	18,325	188,000
Runway 16-34 Rehab Ph 1 2008	186,633	14,205	-	172,428
Art Program FF&E	27,175	18,891	-	8,284
168 Wright Bros Way Hanger	2,500,000	103,194	50,736	2,197,542
	23,500,739	15,960,077	8,428,869	15,169,531



MEMORANDUM

TO: Members of the Airport Authority

FROM: Amy S. Burritt, Interim Manager, Marketing and Public Relations

DATE: May, 2010

ITEM DESCRIPTION – Information Section Item C

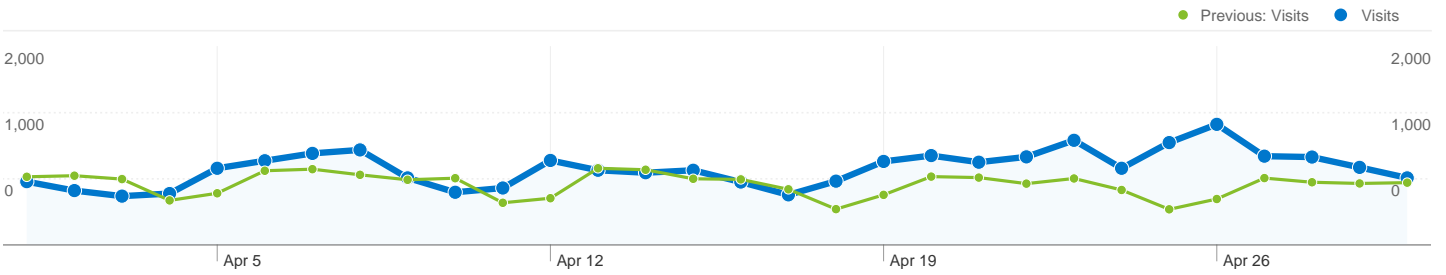
April, 2010 Marketing and Public Relations Report

- Coordinated American-DFW inaugural event
- Met with WNC Magazine, WLOS, and WOXL regarding ad buys and promotions
- Attended Asheville Chamber Business After Hours event
- Completed/supervised artwork/creative for: Haywood Relocation Guide; Mountain Xpress; Power of the Purse; Tryon Daily Bulletin (for American service to Dallas);
- Completed an air service data training session
- Guest Services volunteers attended a DOVIA Volunteer Appreciation Luncheon
- Conducted promotional item inventory
- Social media – Facebook fans, 325; Twitter followers, 303; Blog mentions, 94
- Guest Services provided assistance to 4,067 passengers in April, a 44% increase over April 2009
- Guest Services posted \$13.75 in gross revenue of business services
- Guest Services renewed four brochure advertising spaces and acquired one new account

Information Section – Item C



- Received/responded to 678 Southern Living leads for April
- Received/responded to 10 media inquiries during the month of April (Note: the high volume of calls regarding the events surrounding President Obama's visit were handled by DPS)
- Website Statistics - Google Analytics: See attached data regarding April activity at www.flyavl.com
- Booking Engine Statistics – In the month of April, AVL had 91 reservations for a total of \$704.00 in booking fees collected; 851 new people signed up to be booking engine members




Site Usage

 **23,128 Visits**


Previous: 18,336 (26.13%)

 **39.62% Bounce Rate**

Previous: 41.09% (-3.58%)

 **78,938 Pageviews**

Previous: 62,723 (25.85%)

 **00:03:35 Avg. Time on Site**

Previous: 00:04:07 (-12.70%)

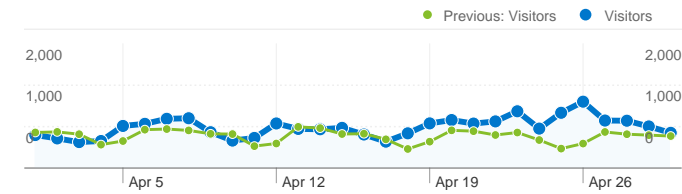
 **3.41 Pages/Visit**

Previous: 3.42 (-0.22%)

 **64.67% % New Visits**

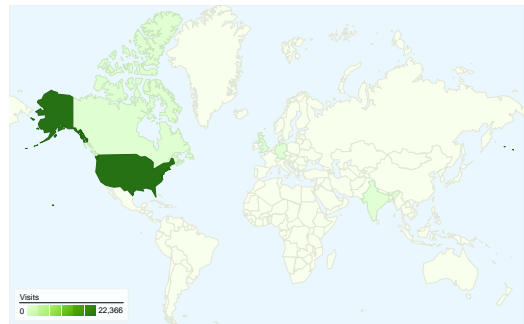
Previous: 66.58% (-2.87%)

Visitors Overview

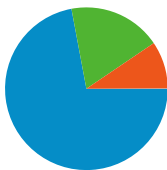


Visitors
17,045

Map Overlay



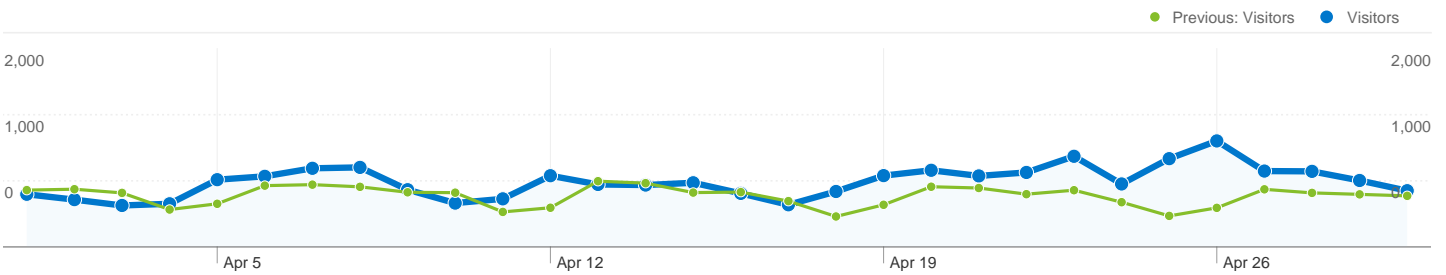
Traffic Sources Overview



- **Search Engines**
16,665.00 (72.06%)
- **Direct Traffic**
4,273.00 (18.48%)
- **Referring Sites**
2,180.00 (9.43%)
- **Other**
10 (0.04%)

Referring Sites		
Source	Visits	% visits
flyavl.com		
Apr 1, 2010 - Apr 30, 2010	182	8.35%
Apr 1, 2009 - Apr 30, 2009	103	4.66%
% Change	76.70%	79.29%
google.com		
Apr 1, 2010 - Apr 30, 2010	144	6.61%
Apr 1, 2009 - Apr 30, 2009	131	5.92%
% Change	9.92%	11.54%
citizen-times.com		
Apr 1, 2010 - Apr 30, 2010	143	6.56%
Apr 1, 2009 - Apr 30, 2009	2	0.09%
% Change	7,050.00%	7,154.95%
biltmore.com		
Apr 1, 2010 - Apr 30, 2010	88	4.04%
Apr 1, 2009 - Apr 30, 2009	85	3.84%
% Change	3.53%	5.05%
en.wikipedia.org		
Apr 1, 2010 - Apr 30, 2010	76	3.49%
Apr 1, 2009 - Apr 30, 2009	70	3.16%
% Change	8.57%	10.17%


Content Overview		
Pages	Pageviews	% Pageviews
/		
Apr 1, 2010 - Apr 30, 2010	21,953	27.81%
Apr 1, 2009 - Apr 30, 2009	18,101	28.86%
% Change	21.28%	-3.63%
/flights/flight-view---real-time.html		
Apr 1, 2010 - Apr 30, 2010	7,512	9.52%
Apr 1, 2009 - Apr 30, 2009	7,326	11.68%
% Change	2.54%	-18.52%
/flights/arrivals---real-time.html		
Apr 1, 2010 - Apr 30, 2010	3,965	5.02%
Apr 1, 2009 - Apr 30, 2009	2,781	4.43%
% Change	42.57%	13.29%
/airlines/airtran.html		
Apr 1, 2010 - Apr 30, 2010	3,040	3.85%
Apr 1, 2009 - Apr 30, 2009	1,698	2.71%
% Change	79.03%	42.26%
/rental-cars/		
Apr 1, 2010 - Apr 30, 2010	2,429	3.08%
Apr 1, 2009 - Apr 30, 2009	1,853	2.95%
% Change	31.08%	4.16%





17,045 people visited this site


 **23,128 Visits**
Previous: 18,336 (26.13%)

 **17,045 Absolute Unique Visitors**
Previous: 13,589 (25.43%)

 **78,938 Pageviews**
Previous: 62,723 (25.85%)

 **3.41 Average Pageviews**
Previous: 3.42 (-0.22%)

 **00:03:35 Time on Site**
Previous: 00:04:07 (-12.70%)

 **39.62% Bounce Rate**
Previous: 41.09% (-3.58%)

 **64.67% New Visits**
Previous: 66.58% (-2.87%)

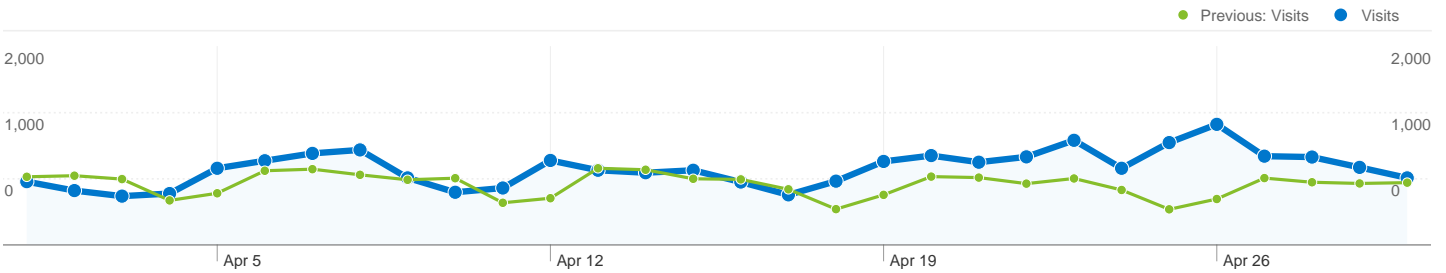
Technical Profile

Browser	Visits	% visits
Internet Explorer		
Apr 1, 2010 - Apr 30, 2010	14,266	61.68%
Apr 1, 2009 - Apr 30, 2009	12,958	70.67%
% Change	10.09%	-12.72%
Firefox		
Apr 1, 2010 - Apr 30, 2010	4,771	20.63%
Apr 1, 2009 - Apr 30, 2009	3,484	19.00%
% Change	36.94%	8.57%

Connection Speed	Visits	% visits
Cable		
Apr 1, 2010 - Apr 30, 2010	8,621	37.28%
Apr 1, 2009 - Apr 30, 2009	5,979	32.61%
% Change	44.19%	14.31%
Unknown		
Apr 1, 2010 - Apr 30, 2010	5,676	24.54%
Apr 1, 2009 - Apr 30, 2009	5,340	29.12%
% Change	6.29%	-15.73%

Safari		
Apr 1, 2010 - Apr 30, 2010	3,016	13.04%
Apr 1, 2009 - Apr 30, 2009	1,493	8.14%
% Change	102.01%	60.15%
Chrome		
Apr 1, 2010 - Apr 30, 2010	813	3.52%
Apr 1, 2009 - Apr 30, 2009	189	1.03%
% Change	330.16%	241.03%
Opera		
Apr 1, 2010 - Apr 30, 2010	47	0.20%
Apr 1, 2009 - Apr 30, 2009	74	0.40%
% Change	-36.49%	-49.65%

DSL		
Apr 1, 2010 - Apr 30, 2010	5,588	24.16%
Apr 1, 2009 - Apr 30, 2009	4,563	24.89%
% Change	22.46%	-2.91%
T1		
Apr 1, 2010 - Apr 30, 2010	2,574	11.13%
Apr 1, 2009 - Apr 30, 2009	1,819	9.92%
% Change	41.51%	12.19%
Dialup		
Apr 1, 2010 - Apr 30, 2010	445	1.92%
Apr 1, 2009 - Apr 30, 2009	456	2.49%
% Change	-2.41%	-22.63%



All traffic sources sent a total of 23,128 visits

18.48% Direct Traffic

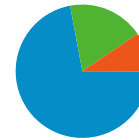
Previous: 25.94% (-28.79%)

9.43% Referring Sites

Previous: 12.06% (-21.87%)

72.06% Search Engines

Previous: 61.91% (16.39%)



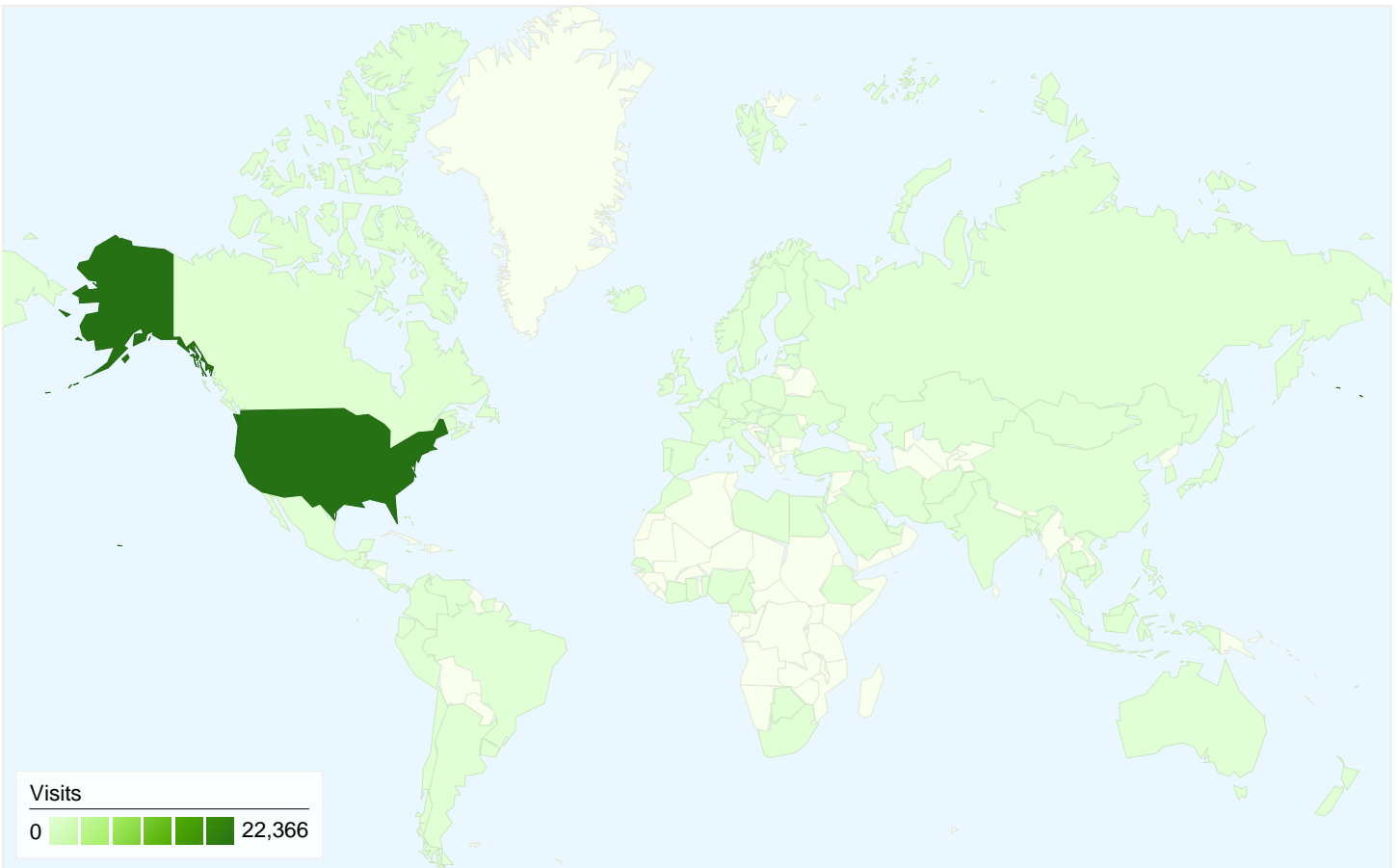
- **Search Engines**
16,665.00 (72.06%)
- **Direct Traffic**
4,273.00 (18.48%)
- **Referring Sites**
2,180.00 (9.43%)
- **Other**
10 (0.04%)

Top Traffic Sources

Sources	Visits	% visits
google (organic)		
Apr 1, 2010 - Apr 30, 2010	12,923	55.88%
Apr 1, 2009 - Apr 30, 2009	8,897	48.52%
% Change	45.25%	15.16%
(direct) ((none))		
Apr 1, 2010 - Apr 30, 2010	4,273	18.48%
Apr 1, 2009 - Apr 30, 2009	4,757	25.94%
% Change	-10.17%	-28.79%
yahoo (organic)		
Apr 1, 2010 - Apr 30, 2010	1,604	6.94%
Apr 1, 2009 - Apr 30, 2009	1,295	7.06%
% Change	23.86%	-1.80%
bing (organic)		
Apr 1, 2010 - Apr 30, 2010	1,519	6.57%
Apr 1, 2009 - Apr 30, 2009	0	0.00%
% Change	100.00%	100.00%
aol (organic)		

Keywords	Visits	% visits
asheville airport		
Apr 1, 2010 - Apr 30, 2010	5,319	31.92%
Apr 1, 2009 - Apr 30, 2009	3,854	33.95%
% Change	38.01%	-5.99%
asheville regional airport		
Apr 1, 2010 - Apr 30, 2010	1,608	9.65%
Apr 1, 2009 - Apr 30, 2009	1,125	9.91%
% Change	42.93%	-2.64%
asheville nc airport		
Apr 1, 2010 - Apr 30, 2010	1,144	6.86%
Apr 1, 2009 - Apr 30, 2009	940	8.28%
% Change	21.70%	-17.10%
avl		
Apr 1, 2010 - Apr 30, 2010	671	4.03%
Apr 1, 2009 - Apr 30, 2009	433	3.81%
% Change	54.97%	5.56%
avl airport		

Apr 1, 2010 - Apr 30, 2010	375	1.62%	Apr 1, 2010 - Apr 30, 2010	570	3.42%
Apr 1, 2009 - Apr 30, 2009	296	1.61%	Apr 1, 2009 - Apr 30, 2009	418	3.68%
% Change	26.69%	0.44%	% Change	36.36%	-7.11%



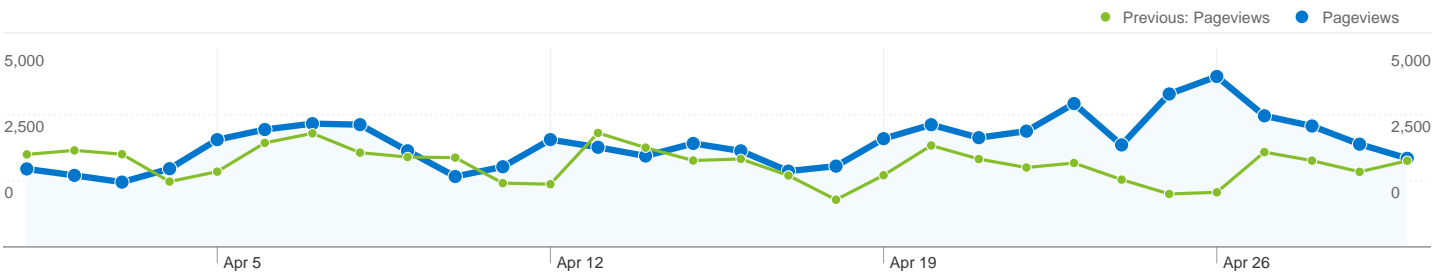
23,128 visits came from 105 countries/territories

Site Usage


Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate	
23,128 Previous: 18,336 (26.13%)	3.41 Previous: 3.42 (-0.22%)	00:03:35 Previous: 00:04:07 (-12.70%)	64.71% Previous: 66.67% (-2.94%)	39.62% Previous: 41.09% (-3.58%)	
Country/Territory	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
United States					
April 1, 2010 - April 30, 2010	22,366	3.42	00:03:37	64.19%	39.42%
April 1, 2009 - April 30, 2009	17,804	3.42	00:04:09	66.14%	40.97%
% Change	25.62%	-0.20%	-12.78%	-2.96%	-3.79%
Canada					
April 1, 2010 - April 30, 2010	176	3.56	00:02:23	85.80%	39.20%
April 1, 2009 - April 30, 2009	122	4.04	00:03:32	87.70%	36.07%
% Change	44.26%	-11.98%	-32.24%	-2.18%	8.70%
United Kingdom					
April 1, 2010 - April 30, 2010	106	3.59	00:02:38	80.19%	34.91%


April 1, 2009 - April 30, 2009	86	3.51	00:03:30	70.93%	41.86%
% Change	23.26%	2.36%	-24.68%	13.05%	-16.61%
Germany					
April 1, 2010 - April 30, 2010	58	4.00	00:02:40	93.10%	41.38%
April 1, 2009 - April 30, 2009	30	2.53	00:02:29	83.33%	46.67%
% Change	93.33%	57.89%	7.56%	11.72%	-11.33%
India					
April 1, 2010 - April 30, 2010	50	1.40	00:00:18	48.00%	76.00%
April 1, 2009 - April 30, 2009	14	2.36	00:01:26	100.00%	42.86%
% Change	257.14%	-40.61%	-78.95%	-52.00%	77.33%
France					
April 1, 2010 - April 30, 2010	29	3.76	00:04:11	62.07%	27.59%
April 1, 2009 - April 30, 2009	23	3.00	00:00:59	73.91%	56.52%
% Change	26.09%	25.29%	328.10%	-16.02%	-51.19%
Australia					
April 1, 2010 - April 30, 2010	28	4.32	00:04:06	64.29%	32.14%
April 1, 2009 - April 30, 2009	12	2.00	00:01:12	91.67%	58.33%
% Change	133.33%	116.07%	242.86%	-29.87%	-44.90%
(not set)					
April 1, 2010 - April 30, 2010	20	2.45	00:05:59	25.00%	50.00%
April 1, 2009 - April 30, 2009	0	0.00	00:00:00	0.00%	0.00%
% Change	100.00%	100.00%	100.00%	100.00%	100.00%
Japan					
April 1, 2010 - April 30, 2010	15	4.13	00:03:11	86.67%	46.67%
April 1, 2009 - April 30, 2009	9	2.78	00:02:46	77.78%	33.33%
% Change	66.67%	48.80%	14.99%	11.43%	40.00%
Italy					
April 1, 2010 - April 30, 2010	14	2.43	00:02:11	100.00%	57.14%
April 1, 2009 - April 30, 2009	8	1.88	00:00:25	87.50%	62.50%
% Change	75.00%	29.52%	431.02%	14.29%	-8.57%


1 - 10 of 105



Pages on this site were viewed a total of 78,938 times

 **78,938 Pageviews**
Previous: 62,723 (25.85%)

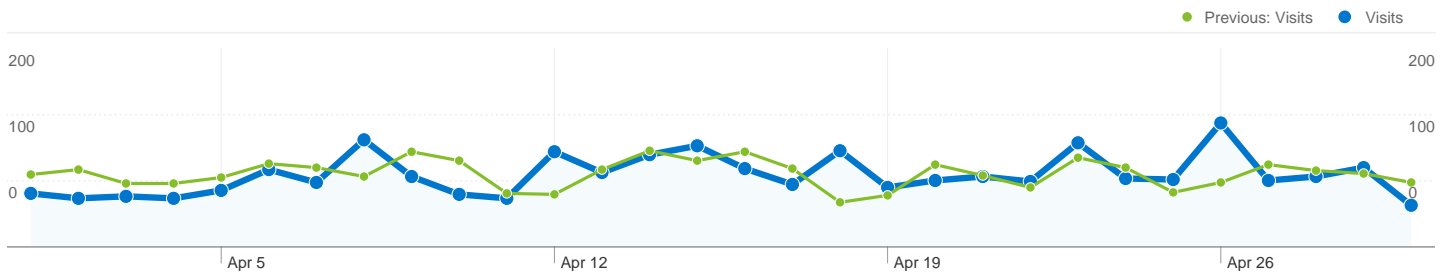
 **55,699 Unique Views**
Previous: 43,406 (28.32%)

 **39.62% Bounce Rate**
Previous: 41.09% (-3.58%)

Top Content

Pages	Pageviews	% Pageviews
/		
Apr 1, 2010 - Apr 30, 2010	21,953	27.81%
Apr 1, 2009 - Apr 30, 2009	18,101	28.86%
% Change	21.28%	-3.63%
/flights/flight-view---real-time.html		
Apr 1, 2010 - Apr 30, 2010	7,512	9.52%
Apr 1, 2009 - Apr 30, 2009	7,326	11.68%
% Change	2.54%	-18.52%
/flights/arrivals---real-time.html		
Apr 1, 2010 - Apr 30, 2010	3,965	5.02%
Apr 1, 2009 - Apr 30, 2009	2,781	4.43%
% Change	42.57%	13.29%
/airlines/airtran.html		
Apr 1, 2010 - Apr 30, 2010	3,040	3.85%
Apr 1, 2009 - Apr 30, 2009	1,698	2.71%
% Change	79.03%	42.26%
/rental-cars/		

Apr 1, 2010 - Apr 30, 2010	2,429	3.08%
Apr 1, 2009 - Apr 30, 2009	1,853	2.95%
% Change	31.08%	4.16%



Referring sites sent 2,180 visits via 680 sources

Site Usage

Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate	
2,180 Previous: 2,212 (-1.45%)	3.06 Previous: 2.72 (12.28%)	00:04:18 Previous: 00:02:24 (78.66%)	65.64% Previous: 71.29% (-7.93%)	48.21% Previous: 53.93% (-10.61%)	
Source	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
flyavl.com					
April 1, 2010 - April 30, 2010	182	5.36	00:21:08	1.10%	19.78%
April 1, 2009 - April 30, 2009	103	2.69	00:07:37	1.94%	36.89%
% Change	76.70%	99.40%	177.16%	-43.41%	-46.39%
google.com					
April 1, 2010 - April 30, 2010	144	2.62	00:10:12	16.67%	44.44%
April 1, 2009 - April 30, 2009	131	2.85	00:01:54	54.96%	56.49%
% Change	9.92%	-8.05%	435.84%	-69.68%	-21.32%
citizen-times.com					
April 1, 2010 - April 30, 2010	143	2.56	00:01:49	77.62%	60.14%
April 1, 2009 - April 30, 2009	2	8.50	00:03:52	50.00%	0.00%
% Change	7,050.00%	-69.89%	-53.04%	55.24%	100.00%
biltmore.com					
April 1, 2010 - April 30, 2010	88	1.82	00:00:54	93.18%	65.91%
April 1, 2009 - April 30, 2009	85	1.79	00:00:36	92.94%	71.76%
% Change	3.53%	1.67%	51.71%	0.26%	-8.16%
en.wikipedia.org					
April 1, 2010 - April 30, 2010	76	5.71	00:03:39	82.89%	31.58%
April 1, 2009 - April 30, 2009	70	4.06	00:02:30	80.00%	32.86%
% Change	8.57%	40.75%	46.06%	3.62%	-3.89%
10.1.10.1:9988					
April 1, 2010 - April 30, 2010	68	1.47	00:02:48	0.00%	69.12%

April 1, 2009 - April 30, 2009	0	0.00	00:00:00	0.00%	0.00%
% Change	100.00%	100.00%	100.00%	0.00%	100.00%
groveparkinn.com					
April 1, 2010 - April 30, 2010	50	2.74	00:01:57	82.00%	58.00%
April 1, 2009 - April 30, 2009	52	2.52	00:01:45	80.77%	51.92%
% Change	-3.85%	8.76%	11.36%	1.52%	11.70%
ashevillenc.com					
April 1, 2010 - April 30, 2010	49	2.45	00:01:58	81.63%	44.90%
April 1, 2009 - April 30, 2009	32	3.38	00:01:29	90.62%	56.25%
% Change	53.12%	-27.44%	31.66%	-9.92%	-20.18%
charter.net					
April 1, 2010 - April 30, 2010	46	2.54	00:03:41	50.00%	45.65%
April 1, 2009 - April 30, 2009	52	4.10	00:03:22	44.23%	34.62%
% Change	-11.54%	-37.91%	9.36%	13.04%	31.88%
search.mywebsearch.com					
April 1, 2010 - April 30, 2010	46	2.48	00:02:13	52.17%	52.17%
April 1, 2009 - April 30, 2009	27	4.41	00:03:46	48.15%	29.63%
% Change	70.37%	-43.77%	-41.18%	8.36%	76.09%
					1 - 10 of 680

Asheville Regional Airport Authority
Project Report - May 2010

Project Number	Project Name	Project Description	Professional Services Consultant	Professional Services Contract	General Contractor	Original Construction Contract	Change Orders (thru 5/01/2010)	Percent of Original Contract	Total Project Cost	Percent Complete	Expensed to Date (thru 5/01/2010)	Start Date	End Date	Current Project Status (as of 5/01/2010)
Planning Phase														
None														
Design Phase														
1	Westside Site Preparation Project	The Westside Site Preparation Project includes site preparation of approximately 20 acres located west of RW 16/34 for future development. The project is currently in the design and permitting phase.	AVCON	\$232,000.00	Charah	na	\$0.00	0.00%	\$232,000.00* <i>(project expenses are being reimbursed by Charah through a separate agreement)</i>	80%	\$179,325.50	Dec-09	Summer 2010	401/404 permit application package has been submitted to USACE. Erosion Control Permit package for phase 1 has been submitted to NCDENR.
Construction Phase														
1	A Gates - Terminal Renovation & Improvements Project	Renovation & Improvements to the A Gates terminal area.	RS&H	\$1,697,298.00	Shelco Inc.	\$7,849,000.00	(\$55,682.47)	-0.70%	\$ 10,442,521.53	50%	\$5,001,641.64	July '09	Oct-10	Precast installation is complete, roofing is underway. Window, storefront and glazing is underway. Mechanical, electrical and plumbing rough-in are underway.
1a		2 Passenger Boarding Bridges	RS&H	(included above)	ThyssenKrupp Airport Systems	\$940,406.00	na	na	(included above)	80%	\$629,517.00	Jul-09	Aug-10	Passenger Boarding Bridges (PBBs) are 80% complete and being held for installation until the terminal building is ready.
2	Landside Parking and Roadway Access Project	The Landside Parking and Roadway Access Project includes 3 components of work: public parking lots, terminal access roadway, general aviation access roadway, and expansion of the toll plaza facility.	LPA Group	\$729,044.00	(see below)	na	na	na	\$4,688,513.51	80%	\$4,062,155.42	Jul-09	Jun-10	The Authority Board approved the award of all contracts related to the Landside Roadway and Parking Improvements Project. All components of the project are underway. For more information, see individual components below.
2a		Parking Lot and Terminal Drive	LPA Group	(included above)	APAC	\$1,614,092.45	\$50,386.90	3.12%	(included above)	95%	\$1,504,547.08	Jul-09	May-10	Contractor is working on punch list items.
2b		Toll Plaza Expansion	LPA Group	(included above)	Patton Construction	\$495,840.00	\$54,739.15	11.04%	(included above)	95%	\$460,278.21	Jul-09	May-10	Contractor is working on punch list items.
2c		Wright Brothers Way Improvements Project	LPA Group	(included above)	Moore and Sons Construction Co.	\$1,700,922.00	\$53,814.01	3.03%	(included above)	70%	\$978,220.19	Jul-09	Jun-10	All phases of work are underway, including: sidewalk, curb and gutter, landscaping, paving, and utilities on the section of Wright Brothers Way north of Aviation Way.
3	North General Aviation Expansion Project	The North GA project includes multiple phases; phase one consisted of tree harvesting and logging operations, phase two included clearing and grubbing of the site and phase three involves the placement and compaction of structural fill material for the site.	AVCON	\$99,100.00	Charah	\$1,840,231.00	\$25,494.00	7.24%	\$3,700,000.00	95%	\$ 3,386,137.31	Nov-07	Spring 2010	The final phase of fill placement is underway. The area will be capped and seeded in the near future.

Asheville Regional Airport Authority
Project Report - May 2010

Project Number	Project Name	Project Description	Professional Services Consultant	Professional Services Contract	General Contractor	Original Construction Contract	Change Orders (thru 5/01/2010)	Percent of Original Contract	Total Project Cost	Percent Complete	Expensed to Date (thru 5/01/2010)	Start Date	End Date	Current Project Status (as of 5/01/2010)
4	Triturator Facility	Construction and installation of a dump site to support airline waste disposal and a facility to protect staff from weather elements.	RS&H	\$48,147.00	Perry Bartsch Jr.	\$198,800.00	\$22,992.00	11.50%	\$269,939.00	95%	\$262,207.03	Jul-09	Apr-10	Contractor is working on punch list items.
5	Pre-Conditioned Air and Fixed Ground Power	Pre-Conditioned Air and Fixed Ground Power will be added to all boarding bridges for customer comfort and functionality	RS&H	\$8,000.00	INET Airport System Inc.	\$502,800.00	\$21,600.00	4.30%	\$510,800.00	15%	\$7,402.71	Jul-09	Summer 2010	Equipment is in production and installation is scheduled to coincide with work involved with the A Gates Project.

Airportsurvey.com



AVL

Airport Facilities Review For 1st Quarter 2010

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

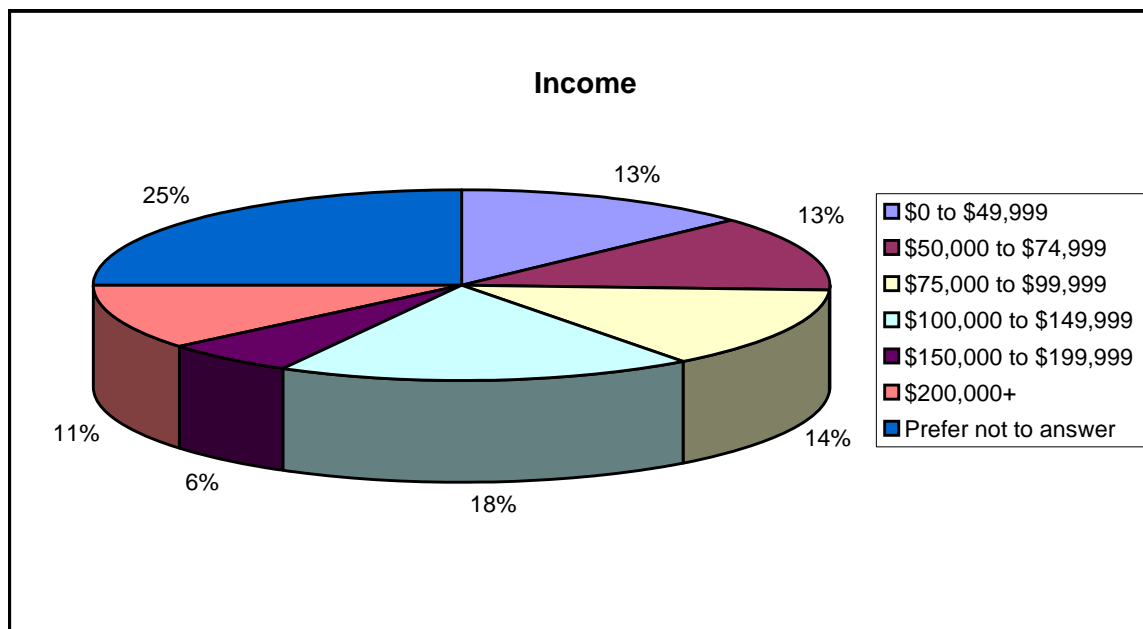
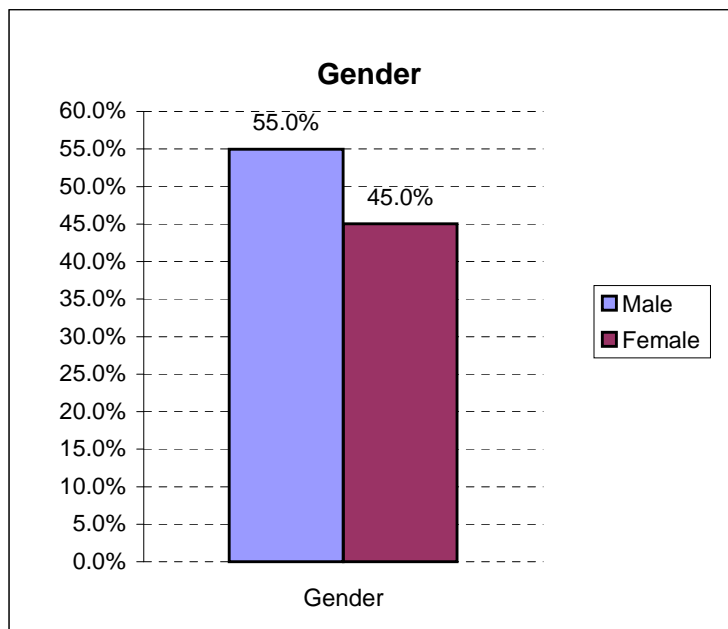
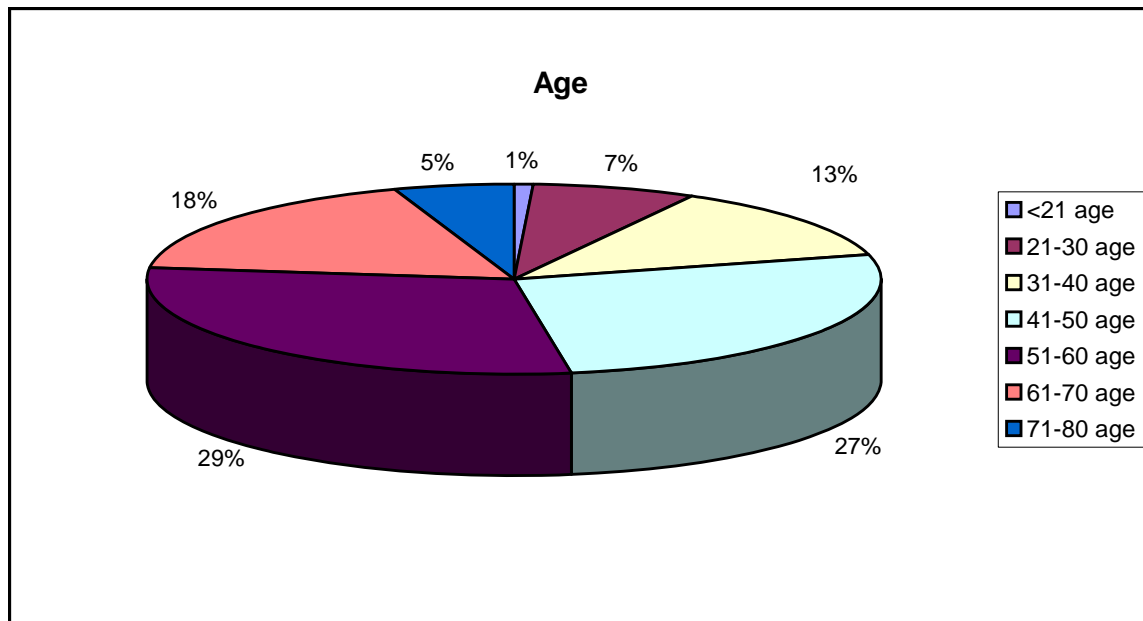
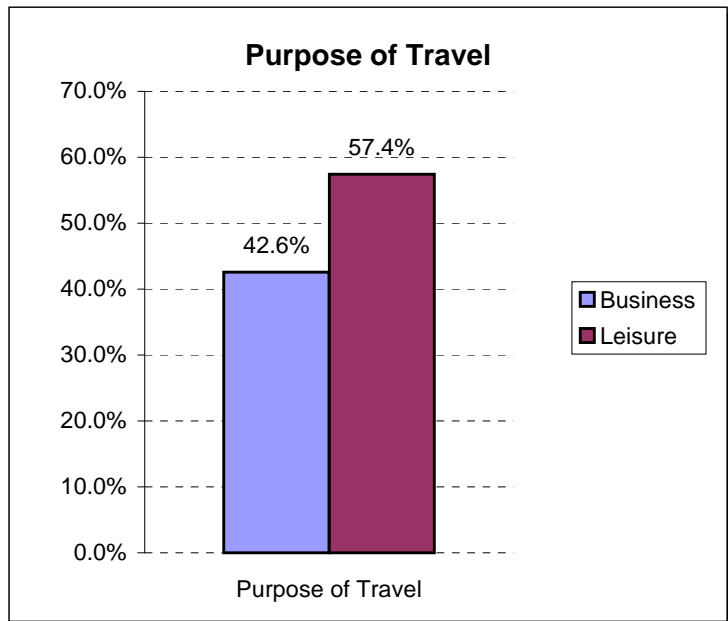
No representations are made as to the completeness or accuracy of information contained herein. Airport facility raw data is available upon request.

Overview

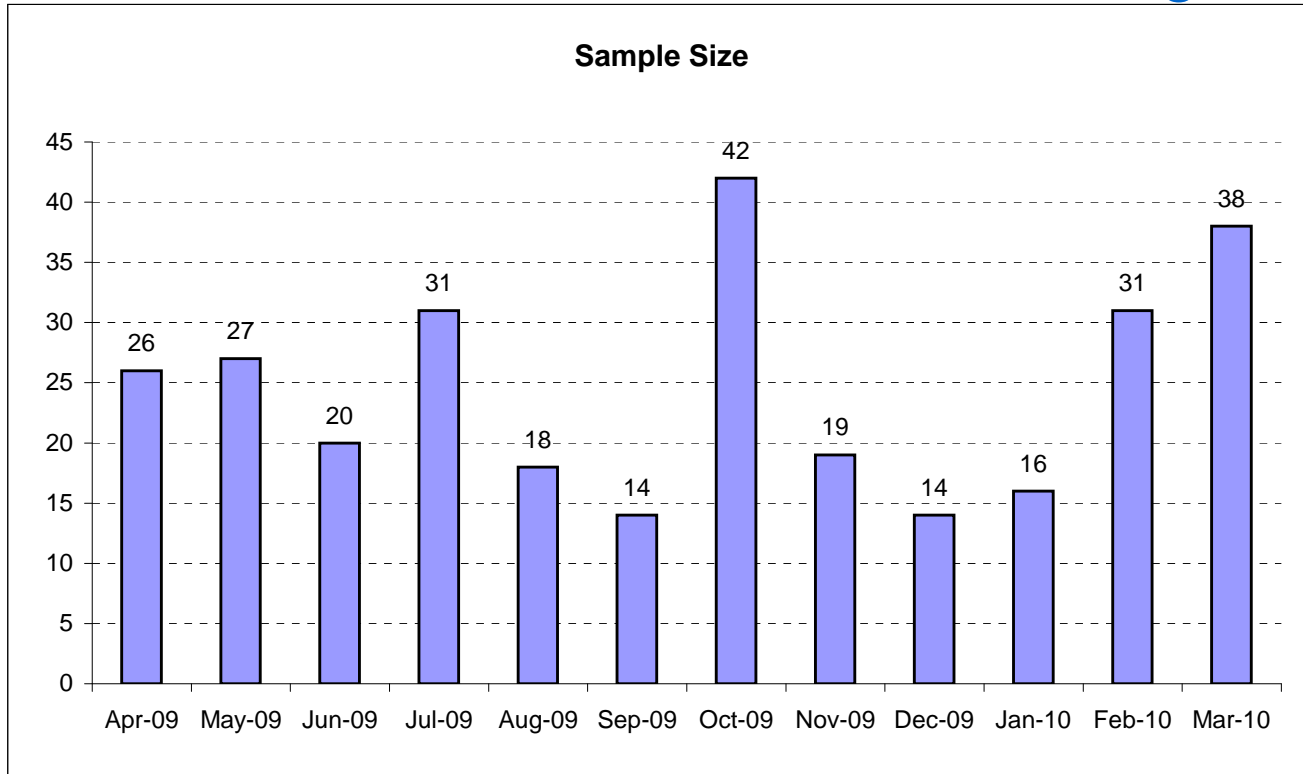
- ***Airportsurvey.com*** is an ongoing, all-inclusive online passenger satisfaction survey program from Canmark Research Center
- Invitations to take the survey are distributed at select airports across the country
- Over 30 airports participate
- Each survey invitation card is single-use, and must 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 DOT originating revenue*

*Updated 3rd Quarter 2009

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	4.18	4.16	0.02	0.4%
Availability of parking	3.89	4.00	(0.11)	-2.8%
Cost of parking	3.37	3.34	0.03	0.8%
Clear, easy to follow signs	4.03	3.95	0.08	2.0%
Cleanliness	4.31	4.22	0.09	2.1%
Restrooms	4.22	4.10	0.12	2.8%
Concessions / restaurants	2.90	3.44	(0.54)	-18.6%
Transportation to your gate / concourse / terminal	3.80	3.92	(0.12)	-3.2%
Security: Wait time at checkpoint	4.38	4.22	0.16	3.7%
Security: Professionalism of personnel	4.37	4.26	0.11	2.4%
Security: Confidence in airport security procedures	4.15	4.02	0.14	3.3%

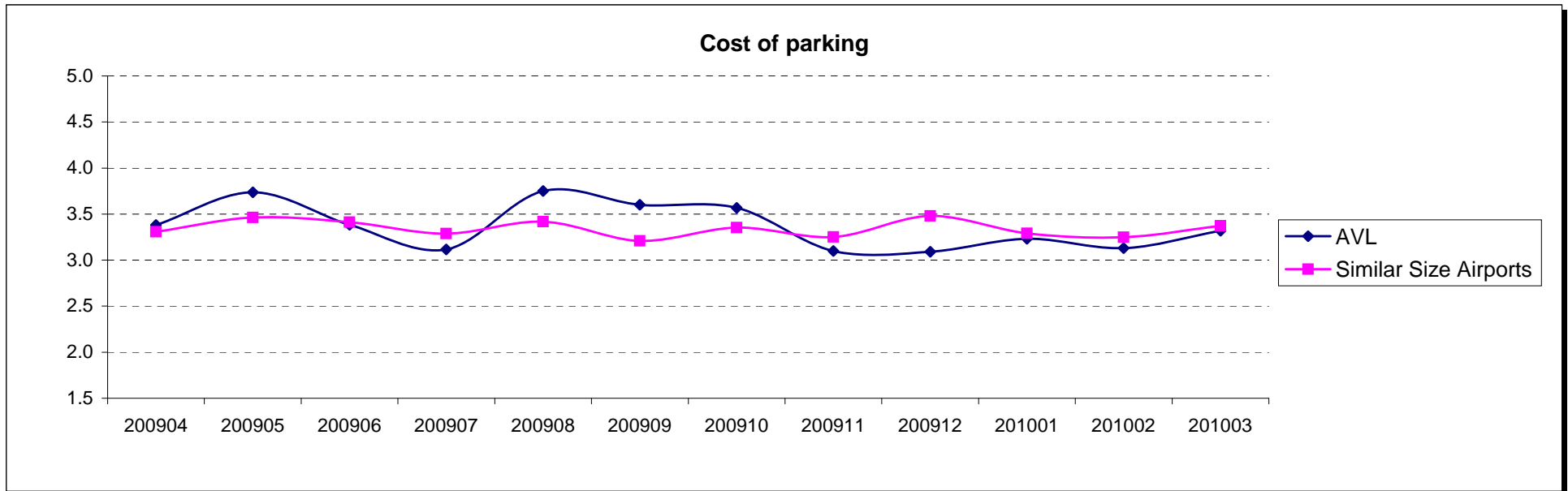
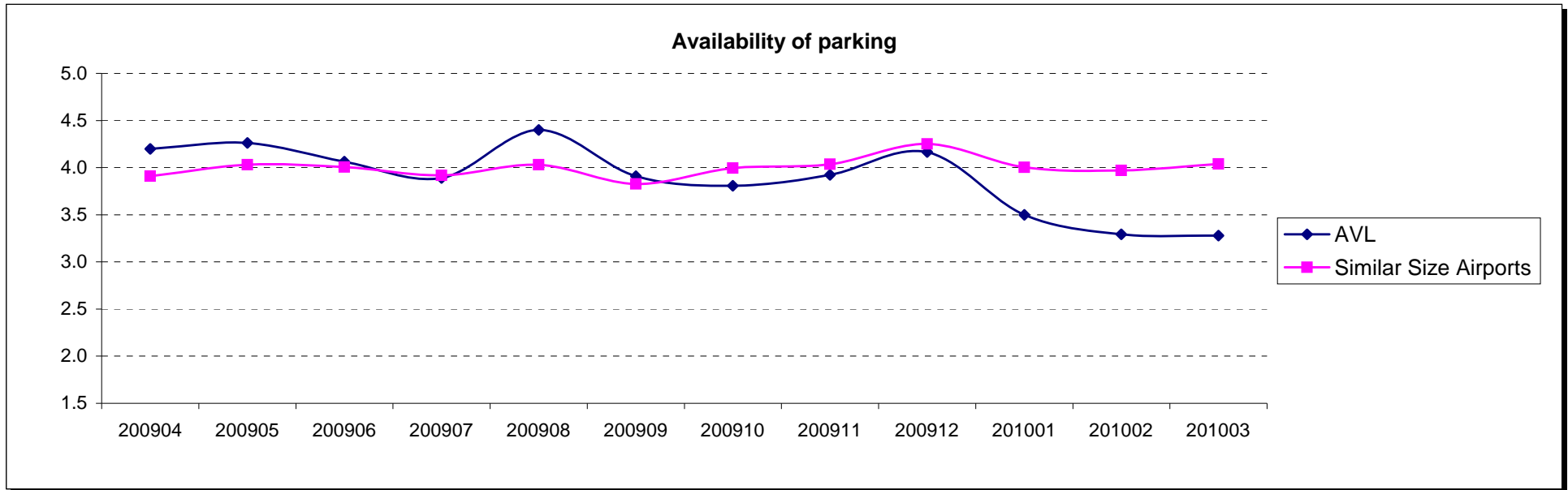
Statistical means testing not performed on results

AVL	
Responses	296

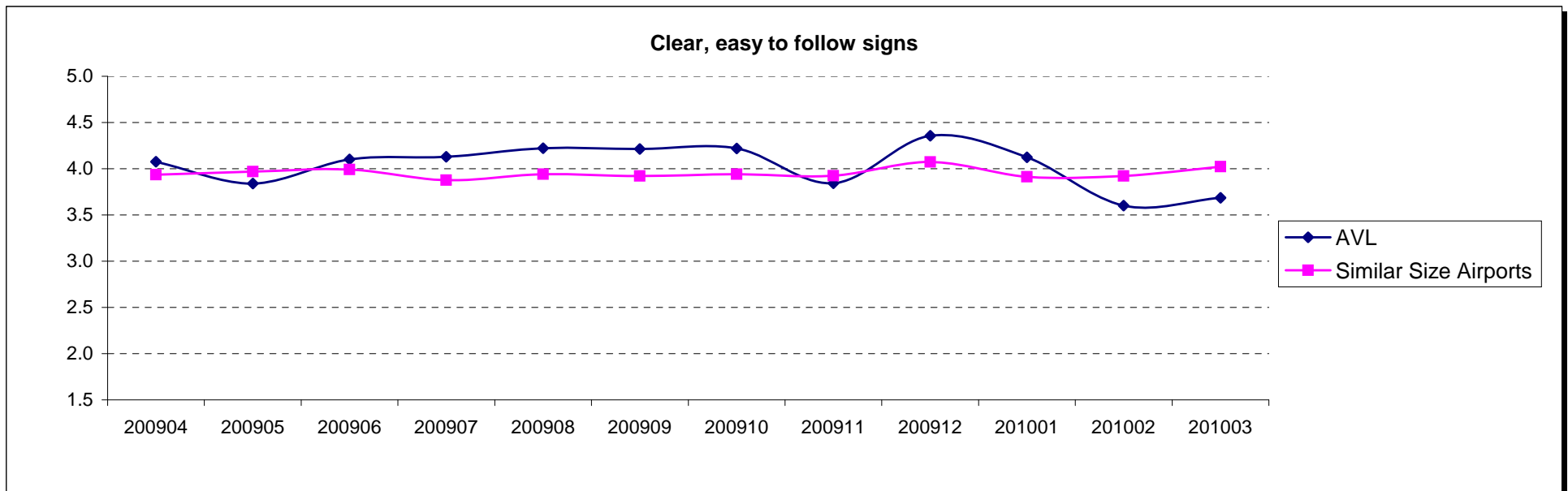
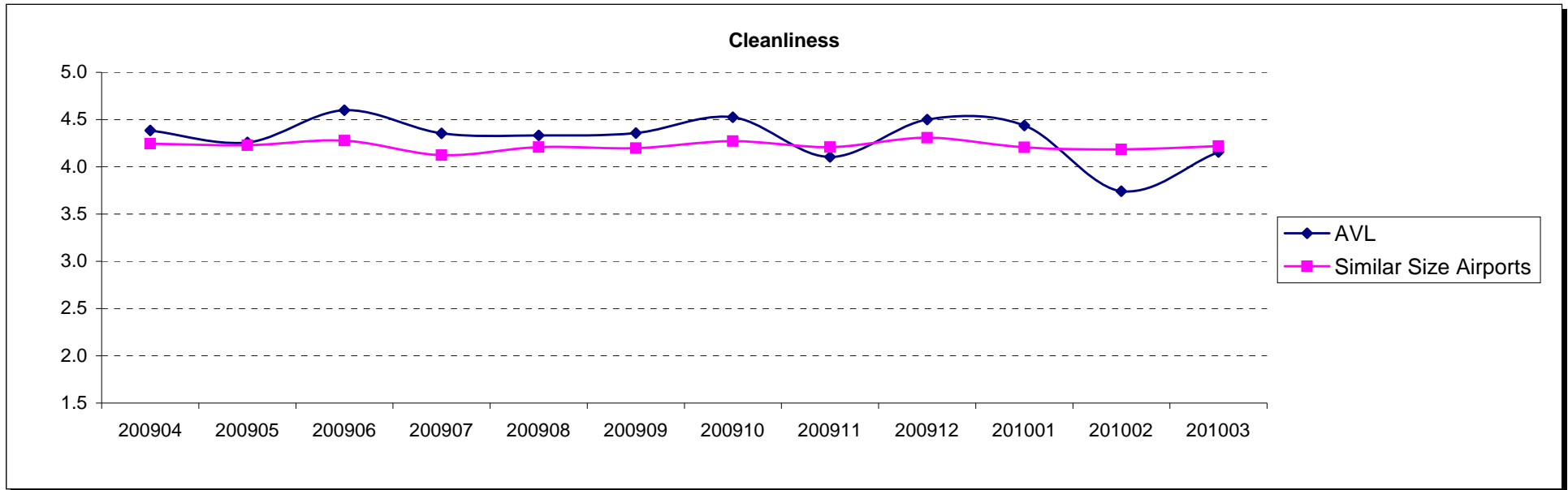
Overall Satisfaction with Airport Facilities



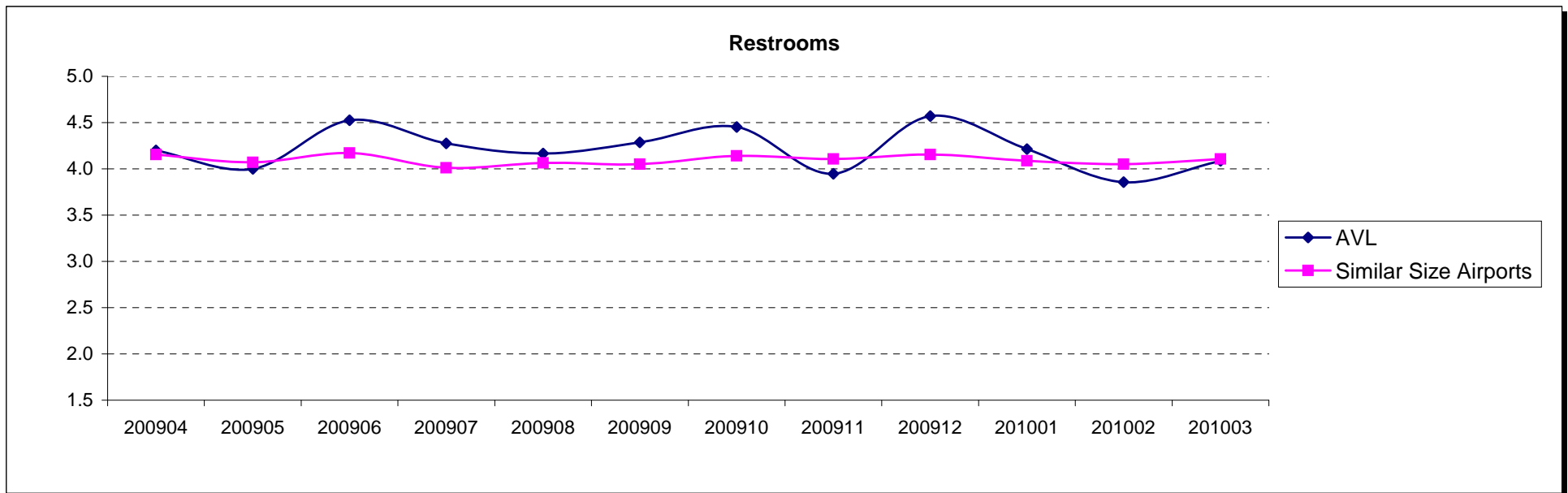
Parking Satisfaction



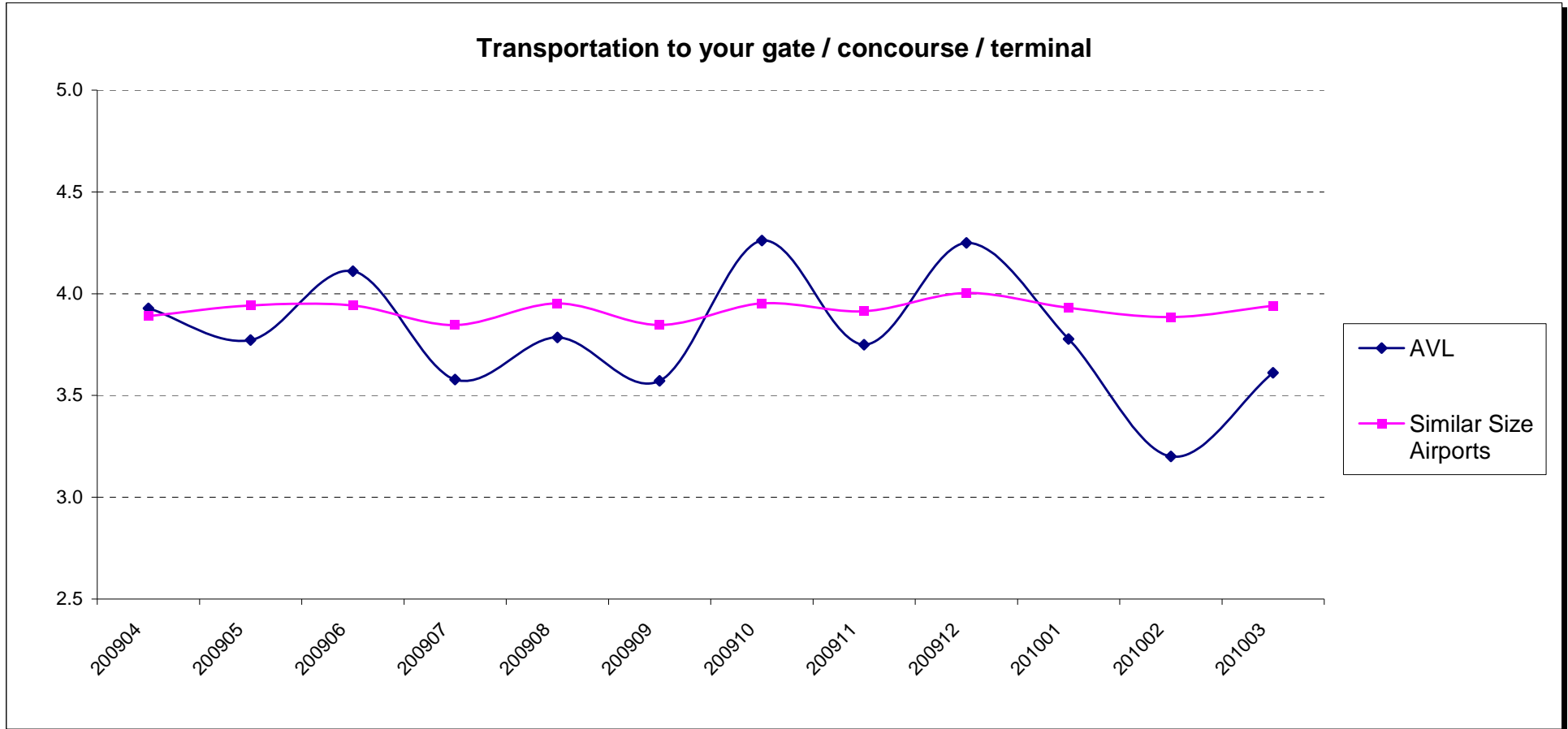
Cleanliness and Signage



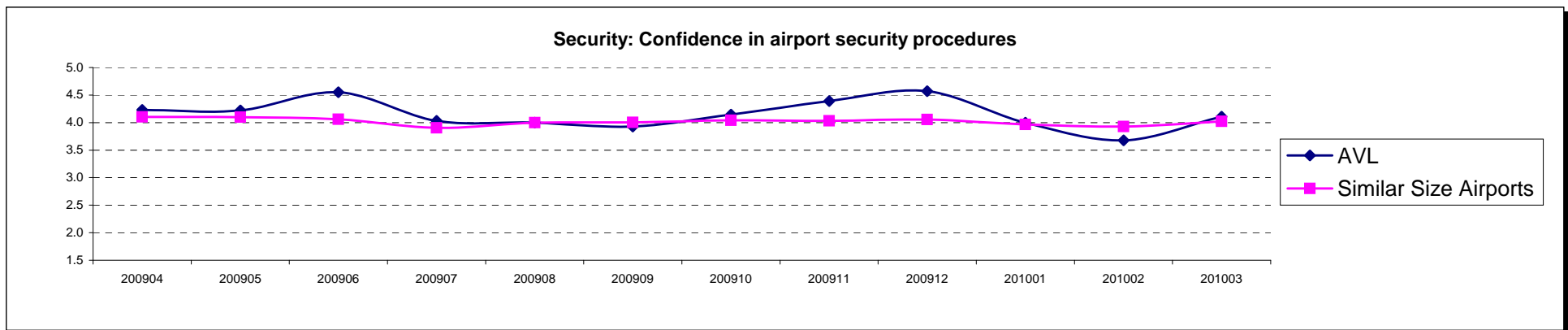
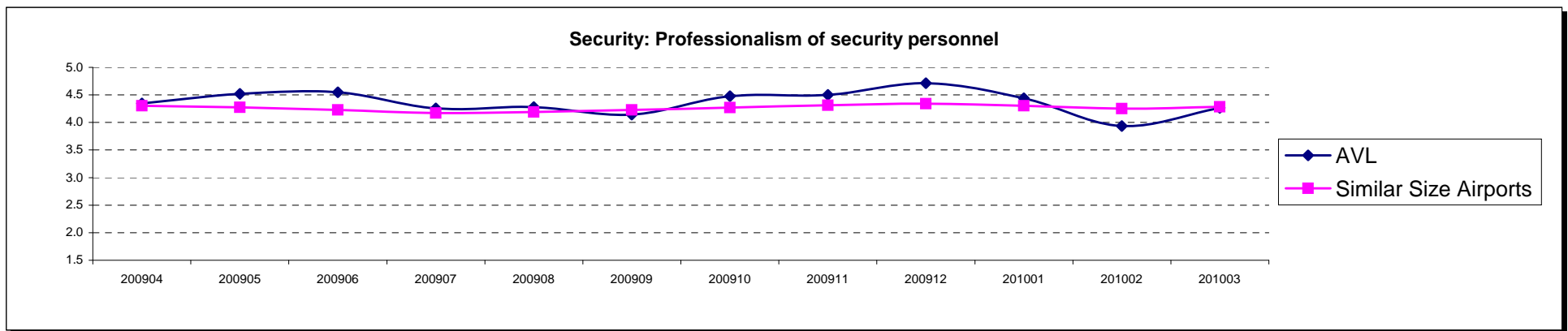
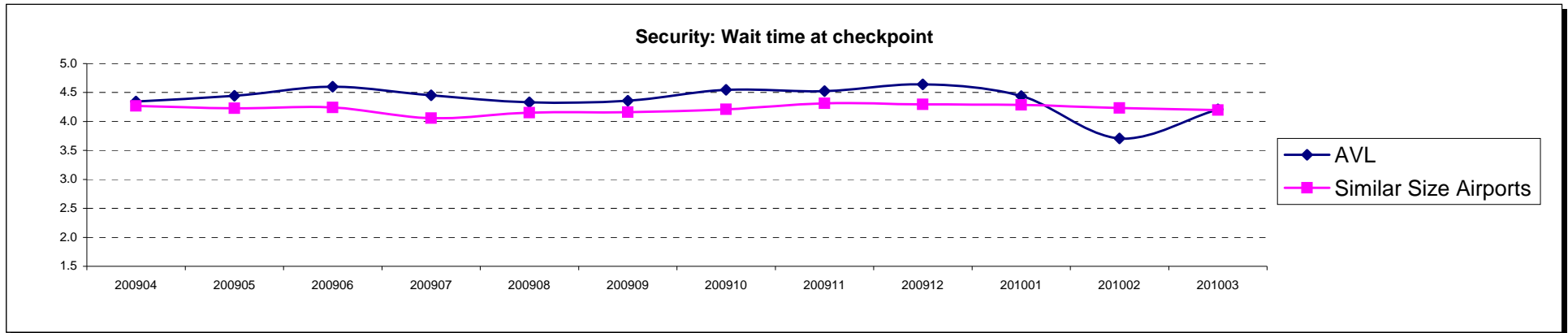
Concessions and Restrooms



Transportation to Departure Gate



Airport Security



Appendix A - Geographic Breakdown of Respondents

AK	1	NV	1
AL	1	NY	10
AZ	1	OH	2
CA	10	OR	3
CO	4	PA	3
CT	1	RI	1
DC	1	SC	3
FL	26	TN	6
HI	1	TX	4
IA	1	UT	3
IL	4	VA	3
IN	2	WI	4
KY	1	ASIA	1
LA	1	CANADA	1
MA	1		
MD	1		
ME	2		
MI	9		
MN	3		
MO	2		
MT	2		
NC	163		
NE	1		
NH	1		
NJ	3		
NM	3		

Note: Only includes passengers who indicated state of residence

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

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

