



A SPECIAL MESSAGE FROM OUR PRESIDENT + CEO

GROWTH & GROWING PAINS

Thank you, community, for your patience

If you have traveled recently, you have most likely experienced first-hand the growing pains occurring at AVL. I wanted to take a moment to provide some information about what is happening at AVL, as well as to express appreciation to all of you.

We've been growing significantly for the past five years, and 2022 was a record year of passenger utilization with 1.8 million passengers flying to or from AVL. And we're exceeding month-over-month numbers so far in 2023 – by a lot. We are currently ahead of 2022 by an astounding 25%.

To be an organization that experiences highly unusual and significant double-digit growth year after year is challenging in many ways, and I am proud of the forward-thinking board and management team who have put the wheels in motion for all the great improvements that have recently taken place and that are on the way. We are currently updating our 20-year master plan, we're breaking ground on the biggest construction project in the history of AVL and building an

entirely new airport terminal, a new air traffic control tower is under construction, we're adding parking and park assist technology as fast as we can, and we're always evaluating and planning next steps. It's all about managing the passenger experience, balanced with a financing plan that we can handle.

This fast-paced and significant growth year after year is very real, and we know that our passengers feel it. We hope that the excellent air service connectivity we all have now at AVL is the big "win" for everyone. But we also have empathy regarding challenges that impact passengers – especially challenges with parking.

I want to talk about parking in more detail. When passengers experience issues such as parking congestion, we sometimes get questions like, "Why hasn't the airport built a second garage?" or "Why is the airport bringing more and more flights when parking lots are filling?"

These are not quick conversations to have, as the answers are complex. So – I will give a few high-level points: first, we have a second garage in our master plan, but building a garage means displacing nearly 400 spaces near the terminal during construction. So – we need alternative parking options first. We began addressing this during 2020 and built the shuttle lot across the street. After that, we constructed a temporary overflow lot with approximately 200 spaces. And currently, there is a 600+ space remote shuttle lot under construction. Design, engineering, financing and construction take significant time in the "airport world," where we have to comply with far more regulations than many other types of organizations.

Second, air service growth is a "momentum" situation. The airlines are experiencing success in western North Carolina so are continuing to grow here. AVL is a public airport, and we can't restrict the airlines from growing their service if our airfield can manage the flights (which it can) – nor do we want to. We are grateful to our airline partners for investing in our market! So, like many other airports that outgrow their facilities, we are expanding. But unlike many other airports, our growth continues to come in huge leaps, so the ability to quickly keep up with the needed infrastructure expansion is challenging. Like parking planning, we have been working on the design and financing plan for a new terminal for more than five years and will officially break ground this August on the core part of the project. I want to be transparent – these huge construction projects can't happen quickly, so we will experience congestion in the terminal during our busiest hours at the airport for a while. This is a temporary situation, and please know that great things are coming!

So, now, my words of appreciation. Thank you for looking a little deeper and little farther into the future with us. We're working hard to continually improve your experience as we build for the future AVL. It's going to be worth it, I promise. It's a pivotal time for your region's airport. We ask for your patience, and for your continued patronage. I know it's a big ask, but please know that the people working hard every day to move our airport forward are your friends, your neighbors. We live here, too, and we love our region. We want our airport to be amazing and something we can all be proud of. This growth is in large part due to all of you, and I thank you for choosing AVL. I invite you to join in our excitement as we build for the future.

We will launch a special section of our website in early August, coinciding with our official groundbreaking for the new terminal. This site will be a place where we will keep all progress reports up-to-date and where you can engage with us with your questions or concerns. Stay tuned.

Blue skies,

Lew Bleiweis, President & CEO



TWO BIG CHANGES AT AVL

Preparing to break ground on a new airport terminal

To prepare for demolition of portions of the terminal, two big changes have occurred.

The north concourse is now closed

In late June, the north concourse (where gates 4-7 were located) was permanently closed. Now, all flights will board to the south from the existing gate area and from an adjacent modular building. We still have 7 gates (just like we've always had); they are just located differently.

Ground transportation pick up area has moved

Also in late June, the ground transportation pick-up area moved and is now located on the terminal level (Level 2) of the parking garage. All taxis and ride app pick-ups will occur in this location for about a year, while we continue to work on phased construction. One exception: all accessible rides will pick up in front of the terminal at the shuttle stop area. For more information, including a map, visit flyavl.com/groundtransportation.



HOW TO ACCESS OVERFLOW PARKING

Step-by-step instructions

AVL is expecting a record summer, with more passengers than ever before flying to and from the airport. July is usually the busiest month of the year, and we do expect parking areas to be very full. We have overflow lots available, and these parking lots are utilized on a pre-paid basis.

If you arrive at the airport and our main lots and garage are full, here's what to do:

1. **Pull a parking ticket** when you enter the Daily Lot, Hourly Lot or Garage.
2. Immediately **drive through the parking area to the toll booth exit plaza** (where you pay to exit).

3. A parking attendant will assist you. **You will prepay for your stay and receive a parking permit** for the dash of your car. The parking attendant will direct you to the available overflow lot.
4. The **airport shuttle will pick you up** in the overflow lot and deliver you to the front curb of the airport.
5. Upon arriving home, take the airport shuttle back to your car.

Please plan extra time this summer – arrive *at least* two hours prior to your boarding time, and earlier if you can. You may also want to consider taking ground transportation (taxi, ride app, public transportation) or having a friend or relative drop you off and pick you up at the airport.



REGISTER SOON FOR THE RUNWAY 5K

Race is October 7

Registration is open for the annual Runway 5K in partnership with Hensel Phelps and Hunter Automotive, which is being held October 7.

New this year:

- **New location!** The race will take place on the north end of the airfield with closer views to the runway.
- **Long-sleeved shirts!** You may opt for the short-sleeved race shirt or long-sleeved shirt when you register (prices vary).
- **Food trucks**, including a coffee truck for the cool morning.
- Fun **photo opportunities** to help save great memories.

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