

NOVEMBER 2013 BOARD INFORMATION PACKAGE



MEMORANDUM

TO: Members of the Airport Authority

FROM: Lew Bleiweis, Executive Director

DATE: November 8, 2013

Financial Report (document)

Informational Reports:

- A. September, 2013 Traffic Report (document)
- B. September, 2013 Monthly Financial Report (document)
- C. November, 2013 Development/Project Status Report (document)
- D. Airport Facilities Review for Third Quarter (document)

Asheville Regional Airport
Executive Summary
September-13

AIRPORT ACTIVITY												
	Month	Variance to Prior Year	Calendar Year to Date	Variance to Prior Year								
Passenger Enplanements	30,373	12.2%	248,275	3.2%								
Aircraft Operations												
Commercial	1,416	(0.1%)	12,942	(5.8%)								
Scheduled Flights	523	(14.1%)										
Flight Cancellations	5											
Seats	36,839	10.5%	337,641	8.4%								
Load Factor	82.4%	1.5%	73.5%	(4.8%)								
General Aviation	4,707	29.6%	30,519	2.3%								
Military	745	91.0%	3,604	6.6%								
	FINANCIAL RE	SULTS										
		Variance	Fiscal	Variance								
	Month	to Budget	Year to Date	to Budget								
Operating Revenues	\$ 742,894	8.1%	\$ 2,306,970	8.3%								
Operating Expenses	535,574	(12.6%)	1,553,394	(11.9%)								
Net Operating Revenues before Depreciation	\$ 207,320	177.5%	\$ 753,576	105.3%								
Net Non-Operating Revenues	\$ 220,926	25.9%	\$ 704,372	22.5%								
Grants:												
FAA AIP Grants	\$ 171,714		\$ 1,018,162									
NC Dept of Transportation Grants	206,408		490,794									
Total	\$ 378,122		\$ 1,508,956	=								
	CASH											
Restricted			\$ 1,547,639									
Designated for O&M Reserve			3,742,872									
Designated for Emergency Repair			650,000									
Unrestricted, Undesignated			12,009,667	-								
Total			\$ 17,950,178	=								
R	ECEIVABLES PA											
American Airlines (In Donly, mts.)	Total	1-30 Days	31-60 Days	Over 60 Days								
American Airlines (In Bankruptcy)	1,166	257		1,166								
Hertz TSA	935	357	0.020	578 29,120								
Miscellaneous	39,040 178	178	9,920	29,120								
			ф 0.000	ф 20.0/4								
Total	\$ 41,319	\$ 535	\$ 9,920	\$ 30,864								
% of Total Receivables												
Note: Excludes balances paid subsequent to month-en												
	VENUE BONDS	PAYABLE										
Rental Car Facilities Taxable Revenue Bond, Series 200	J I		¢ 4.750.000									
Original Amount Current Balance			\$ 4,750,000 \$ 2,477,945									
	APITAL EXPEN	DITURES										
Annual Budget			\$ 18,393,649									
Year-to-Date Spending			\$ 1,149,536									



MEMORANDUM

TO: Members of the Airport Authority

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

DATE: November 8, 2013

ITEM DESCRIPTION - Information Section Item A

September, 2013 Traffic Report – Asheville Regional Airport

SUMMARY

September 2013 overall passenger traffic numbers were up 12.9% compared to the same period last year. Passenger traffic numbers reflect a 12.2% increase in passenger enplanements from September 2012. Enplanements for Fiscal Year to Date total 102,803 which is a 14.17% increase over the same period last year.

AIRLINE PERFORMANCE

<u>Allegiant Airlines</u>: Year over Year passenger enplanements for Allegiant in September 2013 were up by 218.3%. There were no flight cancellations for the month.

<u>Delta Airlines</u>: Delta's September 2013 enplanements decreased by 0.6% compared to September 2012. There were no flight cancellations for the month.

<u>United Airlines</u>: In September 2013, United Airlines saw a decrease in enplanements by 12.3% over the same period last year. There were no flight cancellations for the month.

<u>US Airways</u>: US Airways' September 2013 passenger enplanements represent a 12.9% increase over the same period last year. There were five (5) flight cancellations for the month.

Monthly Traffic Report Asheville Regional Airport

September 2013



Category	Sep 2013	Sep 2012	Percentage Change	*CYTD-2013	*CYTD-2012	Percentage Change	*MOV12-2013	*MOV12-2012	Percentage Change
Passenger Traffi	С								
Enplaned	30,373	27,065	12.2%	248,275	240,492	3.2%	325,457	334,019	-2.6%
Deplaned	<u>29,992</u>	<u>26,407</u>	13.6%	<u>247,854</u>	<u>239,097</u>	3.7%	<u>324,931</u>	<u>331,935</u>	-2.1%
Total	60,365	53,472	12.9%	496,129	479,589	3.4%	650,388	665,954	-2.3%
Aircraft Operatio	ns								
Airlines	482	281	71.5%	3,678	2,678	37.3%	4,691	3,570	31.4%
Commuter /Air Taxi	934	<u>1,136</u>	-17.8%	9,264	11,059	-16.2%	12,398	15,071	-17.7%
Subtotal	<u>1,416</u>	<u>1,417</u>	-0.1%	12,942	<u>13,737</u>	-5.8%	<u>17,089</u>	18,641	-8.3%
General Aviation	4,707	3,633	29.6%	30,519	29,833	2.3%	39,877	39,027	2.2%
Military	<u>745</u>	<u>390</u>	91.0%	3,604	<u>3,380</u>	6.6%	<u>4,811</u>	4,201	14.5%
Subtotal	<u>5,452</u>	4,023	35.5%	<u>34,123</u>	33,213	2.7%	44,688	43,228	3.4%
Total	6,868	5,440	26.3%	47,065	46,950	0.2%	61,777	61,869	-0.1%
Fuel Gallons									
100LL	7,847	16,460	-52.3%	113,137	123,711	-8.5%	154,112	173,526	-11.2%
Jet A (GA)	81,952	82,418	-0.6%	818,540	822,783	-0.5%	1,089,812	1,097,350	-0.7%
Subtotal	89,799	<u>98,878</u>	-9.2%	<u>931,677</u>	946,494	-1.6%	1,243,924	1,270,876	-2.1%
Jet A (A/L)	200,720	<u>156,178</u>	28.5%	1,817,132	<u>1,847,166</u>	-1.6%	2,288,353	2,607,212	-12.2%
Total	290,519	255,056	13.9%	2,748,809	2,793,660	-1.6%	3,532,277	3,878,088	-8.9%

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

Airline Enplanements, Seats, and Load Factors Asheville Regional Airport



September 2013

	Sep 2013	Sep 2012	Percentage Change	*CYTD-2013	*CYTD-2012	Percentage Change
AirTran Airways						
Enplanements	0	0	#Num!	0	306	-100.0%
Seats	0	0	#Num!	0	468	-100.0%
Load Factor	#Num!	#Num!	#Type!	#Num!	65.4%	#Type!
Allegiant Air						
Enplanements	4,036	1,268	218.3%	31,209	11,136	180.3%
Seats	4,482	1,350	232.0%	34,382	11,850	190.1%
Load Factor	90.0%	93.9%	-4.1%	90.8%	94.0%	-3.4%
Continental Airlines						
Enplanements	0	0	#Num!	0	2,419	-100.0%
Seats	0	0	#Num!	0	5,100	-100.0%
Load Factor	#Num!	#Num!	#Type!	#Num!	47.4%	#Type!
Delta Air Lines						
Enplanements	12,339	12,414	-0.6%	105,852	105,637	0.2%
Seats	14,550	14,950	-2.7%	143,205	130,100	10.1%
Load Factor	84.8%	83.0%	2.1%	73.9%	81.2%	-9.0%
Jnited Airlines						
Enplanements	3,882	4,424	-12.3%	28,422	37,176	-23.5%
Seats	5,232	5,350	-2.2%	37,032	47,710	-22.4%
Load Factor	74.2%	82.7%	-10.3%	76.7%	77.9%	-1.5%
JS Airways						
Enplanements	10,116	8,959	12.9%	82,792	83,818	-1.2%
Seats	12,575	11,684	7.6%	123,022	116,283	5.8%
Load Factor	80.4%	76.7%	4.9%	67.3%	72.1%	-6.6%

			Percentage			Percentage	
	Sep 2013	Sep 2012	Change	*CYTD-2013	*CYTD-2012	Change	
Totals							
Enplanements	30,373	27,065	12.2%	248,275	240,492	3.2%	
Seats	36,839	33,334	10.5%	337,641	311,511	8.4%	
Load Factor	82.4%	81.2%	1.5%	73.5%	77.2%	-4.8%	

Airline Flight Completions Asheville Regional Airport

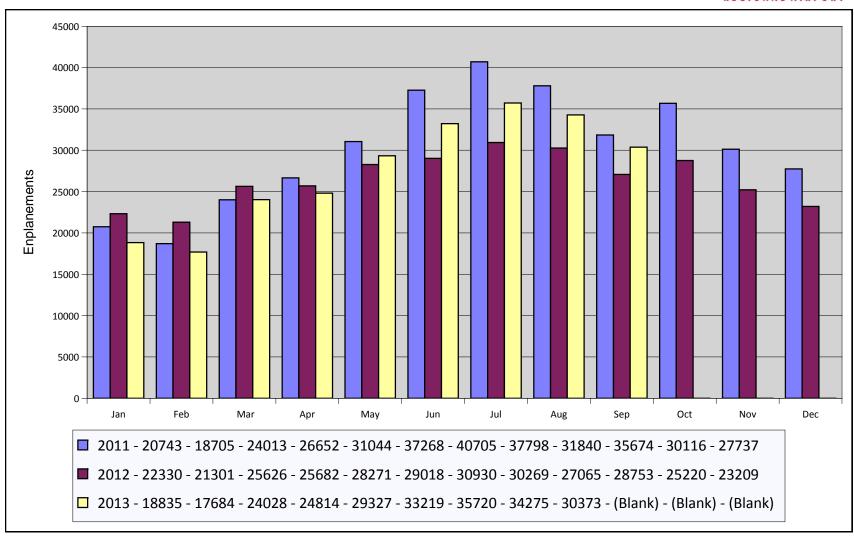
September 2013



	Scheduled		Cancellation	ons Due To		Total	Percentage of
Airline	Flights	Field	Mechanical	Weather	Other	Cancellations	Completed
Allegiant Air	27	0	0	0	0	0	100.0%
Delta Air Lines	249	0	0	0	0	0	100.0%
United Airlines	94	0	0	0	0	0	100.0%
US Airways	153	0	3	2	0	5	141.8%
Total	523	0	3	2	0	5	99.0%

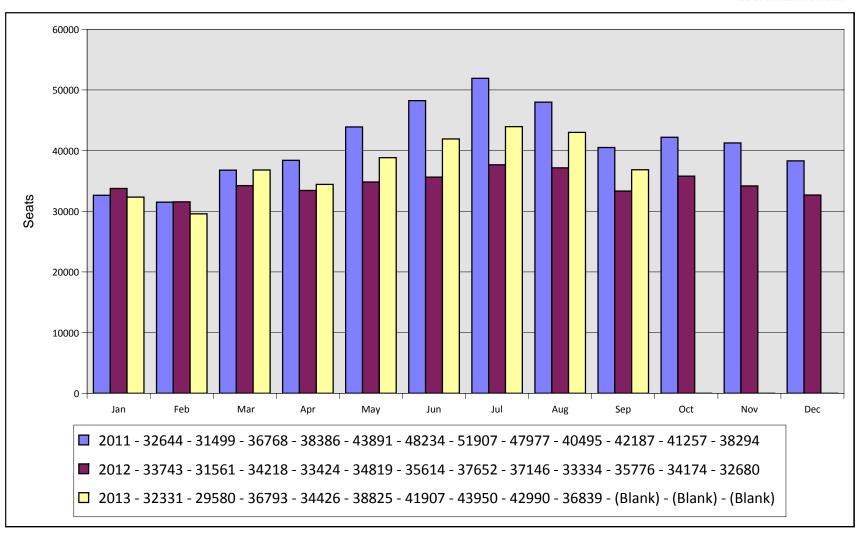
Monthly Enplanements By Year Asheville Regional Airport





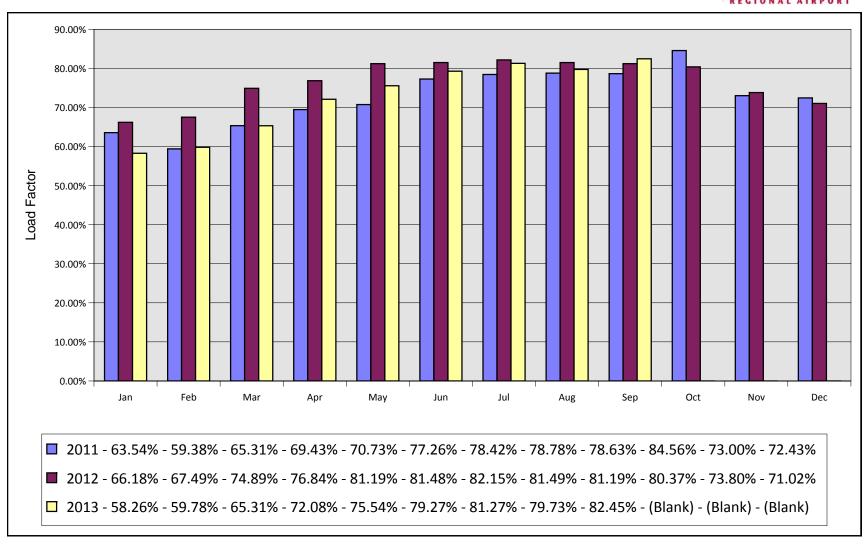
Monthly Seats By Year Asheville Regional Airport





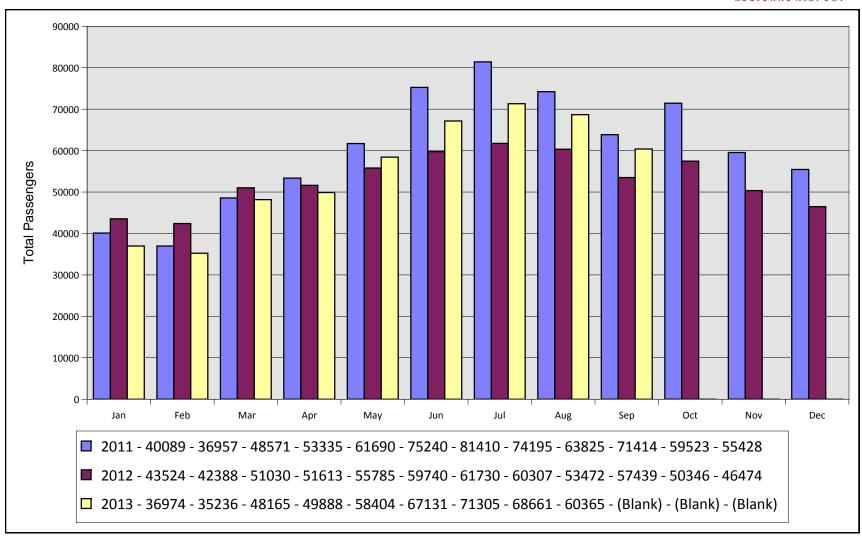
Monthly Load Factors By Year Asheville Regional Airport





Total Monthly Passengers By Year Asheville Regional Airport

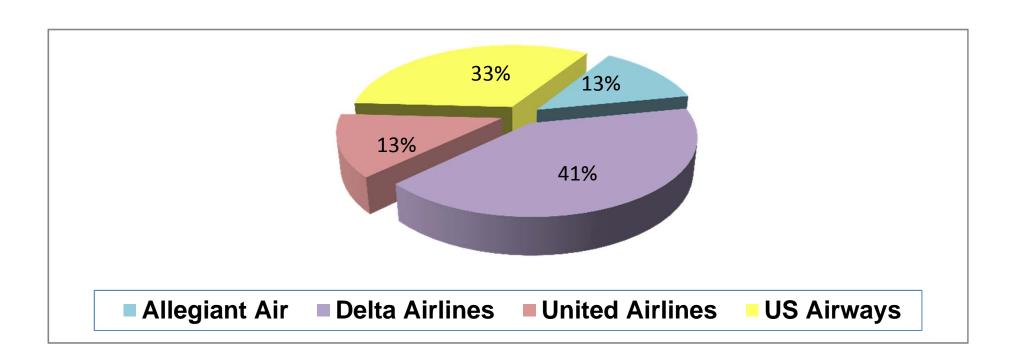


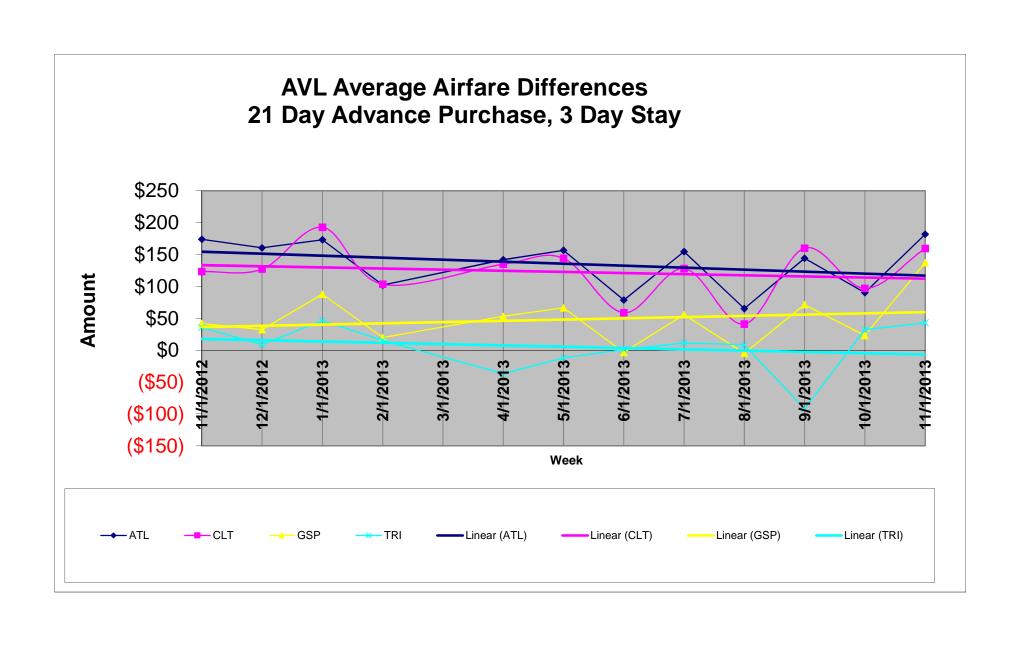


Airline Market Share Analysis (Enplanements) Asheville Regional Airport



Report Period From September 2013 Through September 2013





Asheville Regional Airport Sample airfares as of 11/1/13 21 Day Advance Purchase, 3 day Stay

						-	Difference in Fares			
		<u>ASHEVILLE</u>	<u>ATLANTA</u>	CHARLOTTE	<u>GREENVILLE</u>	TRI-CITIES	<u>ATLANTA</u>	<u>CHARLOTTE</u>	GREENVILLE	TRI-CITIES
ABQ	Albuquerque	\$401	\$331	\$322	\$391	\$596	\$70	\$79	\$10	(\$195)
ATL	Atlanta	\$328		\$382	\$263	\$254	\$328	(\$54)	\$65	\$74
AUS	Austin	\$483	\$323	\$289	\$388	\$364	\$160	\$194	\$95	\$119
BWI	Baltimore	\$450	\$253	\$192	\$211	\$536	\$197	\$258	\$239	(\$86)
BOS	Boston	\$434	\$221	\$140	\$236	\$474	\$213	\$294	\$198	(\$40)
ORD	Chicago	\$301	\$273	\$318	\$255	\$341	\$28	(\$17)	\$46	(\$40)
CVG	Cincinnati	\$400	\$308	\$481	\$542	\$450	\$92	(\$81)	(\$142)	(\$50)
CLE	Cleveland	\$439	\$256	\$376	\$306	\$446	\$183	\$63	\$133	(\$7)
DFW	Dallas	\$480	\$229	\$413	\$366	\$364	\$251	\$67	\$114	\$116
DEN	Denver	\$500	\$253	\$315	\$363	\$274	\$247	\$185	\$137	\$226
DTW	Detroit	\$354	\$233	\$447	\$330	\$334	\$121	(\$93)	\$24	\$20
FLL	Fort Lauderdale	\$459	\$213	\$274	\$264	\$274	\$246	\$185	\$195	\$185
RSW	Ft.Myers	\$460	\$254	\$298	\$268	\$274	\$206	\$162	\$192	\$186
BDL	Hartford	\$614	\$273	\$266	\$338	\$600	\$341	\$348	\$276	\$14
IAH	Houston	\$449	\$252	\$368	\$355	\$453	\$197	\$81	\$94	(\$4)
IND	Indianapolis	\$540	\$229	\$257	\$259	\$596	\$311	\$283	\$281	(\$56)
JAX	Jacksonville	\$450	\$193	\$244	\$219	\$352	\$257	\$206	\$231	\$98
MCI	Kansas City	\$480	\$255	\$214	\$247	\$456	\$225	\$266	\$233	\$24
LAS	Las Vegas	\$570	\$339	\$253	\$271	\$540	\$231	\$317	\$299	\$30
LAX	Los Angeles	\$484	\$384	\$352	\$433	\$450	\$100	\$132	\$51	\$34
MHT	Manchester	\$480	\$259	\$173	\$239	\$476	\$221	\$307	\$241	\$4
MEM	Memphis	\$554	\$233	\$291	\$379	\$484	\$321	\$263	\$175	\$70
MIA	Miami	\$460	\$238	\$346	\$430	\$274	\$222	\$114	\$30	\$186
MKE	Milwaukee	\$373	\$273	\$276	\$269	\$319	\$100	\$97	\$104	\$54
MSP	Minneapolis/Saint Pau	\$454	\$273	\$412	\$323	\$532	\$181	\$42	\$131	(\$78)
BNA	Nashville	\$399	\$337	\$238	\$186	\$395	\$62	\$161	\$213	\$4
MSY	New Orleans	\$460	\$213	\$245	\$240	\$272	\$247	\$215	\$220	\$188

LGA	New York	\$356	\$269	\$232	\$287	\$274	\$87	\$124	\$69	\$82
EWR	Newark	\$330	\$254	\$278	\$312	\$456	\$76	\$52	\$18	(\$126)
MCO	Orlando	\$450	\$213	\$214	\$231	\$274	\$237	\$236	\$219	\$176
PHL	Philadelphia	\$290	\$277	\$230	\$294	\$446	\$13	\$60	(\$4)	(\$156)
PHX	Phoenix	\$573	\$347	\$236	\$388	\$507	\$226	\$337	\$185	\$66
PIT	Pittsburgh	\$450	\$235	\$222	\$255	\$368	\$215	\$228	\$195	\$82
PDX	Portland	\$583	\$354	\$356	\$405	\$503	\$229	\$227	\$178	\$80
PVD	Providence	\$480	\$240	\$162	\$237	\$456	\$240	\$318	\$243	\$24
RDU	Raleigh/Durham	\$444	\$173	\$337	\$318	\$334	\$271	\$107	\$126	\$110
RIC	Richmond	\$450	\$233	\$274	\$348	\$326	\$217	\$176	\$102	\$124
STL	Saint Louis	\$450	\$253	\$268	\$245	\$446	\$197	\$182	\$205	\$4
SLC	Salt Lake City	\$569	\$329	\$572	\$391	\$543	\$240	(\$3)	\$178	\$26
SAT	San Antonio	\$480	\$253	\$267	\$249	\$388	\$227	\$213	\$231	\$92
SAN	San Diego	\$570	\$360	\$304	\$421	\$476	\$210	\$266	\$149	\$94
SFO	San Francisco	\$487	\$437	\$344	\$430	\$442	\$50	\$143	\$57	\$45
SRQ	Sarasota/Bradenton	\$360	\$238	\$274	\$356	\$274	\$122	\$86	\$4	\$86
SEA	Seattle	\$583	\$355	\$306	\$435	\$509	\$228	\$277	\$148	\$74
SYR	Syracuse	\$460	\$338	\$231	\$391	\$456	\$122	\$229	\$69	\$4
TPA	Tampa	\$297	\$247	\$242	\$262	\$274	\$50	\$55	\$35	\$23
YYZ	Toronto	\$468	\$570	\$506	\$500	\$499	(\$102)	(\$38)	(\$32)	(\$31)
DCA	Washington DC	\$450	\$262	\$214	\$211	\$446	\$188	\$236	\$239	\$4
IAD	Washington DC	\$445	\$305	\$214	\$287	\$446	\$140	\$231	\$158	(\$1)
PBI	West Palm Beach	\$459	\$213	\$298	\$264	\$274	\$246	\$161	\$195	\$185
*These	sample airfares were avai	lable 11/1/1	3, based on a	21 day advar	nce purchase a	and a 3 day	\$182	\$160	\$137	\$43

*These sample airfares were available 11/1/13, 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 specific airline or airline booking websites. Airfares are subject to change without notice - and lower airfares are often not available on all dates. Please see our "Low Fares" section on our web site for any last minute airfare specials.

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 11/1/13 O Day Advance Purchase, 3 day Stay

						_	Difference in Fares			
		ASHEVILLE	<u>ATLANTA</u>	CHARLOTTE	GREENVILLE	TRI-CITIES	<u>ATLANTA</u>	CHARLOTTE	GREENVILLE	TRI-CITIES
ABQ	Albuquerque	\$1,115	\$637	\$799	\$893	\$1,210	\$478	\$316	\$222	(\$95)
ATL	Atlanta	\$655		\$948	\$510	\$494	\$655	(\$293)	\$145	\$161
AUS	Austin	\$633	\$594	\$413	\$801	\$630	\$39	\$220	(\$168)	\$3
BWI	Baltimore	\$693	\$432	\$256	\$287	\$720	\$261	\$437	\$406	(\$27)
BOS	Boston	\$630	\$534	\$256	\$639	\$626	\$96	\$374	(\$9)	\$4
ORD	Chicago	\$535	\$462	\$630	\$504	\$720	\$73	(\$95)	\$31	(\$185)
CVG	Cincinnati	\$563	\$509	\$756	\$712	\$548	\$54	(\$193)	(\$149)	\$15
CLE	Cleveland	\$543	\$492	\$770	\$449	\$536	\$51	(\$227)	\$94	\$7
DFW	Dallas	\$630	\$828	\$860	\$496	\$842	(\$198)	(\$230)	\$134	(\$212)
DEN	Denver	\$653	\$415	\$481	\$814	\$956	\$238	\$172	(\$161)	(\$303)
DTW	Detroit	\$801	\$649	\$713	\$492	\$672	\$152	\$88	\$309	\$129
FLL	Fort Lauderdale	\$600	\$482	\$396	\$652	\$626	\$118	\$204	(\$52)	(\$26)
RSW	Ft.Myers	\$947	\$613	\$392	\$611	\$596	\$334	\$555	\$336	\$351
BDL	Hartford	\$860	\$476	\$380	\$576	\$856	\$384	\$480	\$284	\$4
IAH	Houston	\$626	\$680	\$887	\$655	\$913	(\$54)	(\$261)	(\$29)	(\$287)
IND	Indianapolis	\$1,122	\$465	\$357	\$504	\$922	\$657	\$765	\$618	\$200
JAX	Jacksonville	\$836	\$381	\$372	\$560	\$832	\$455	\$464	\$276	\$4
MCI	Kansas City	\$633	\$537	\$380	\$736	\$599	\$96	\$253	(\$103)	\$34
LAS	Las Vegas	\$790	\$630	\$625	\$928	\$786	\$160	\$165	(\$138)	\$4
LAX	Los Angeles	\$1,098	\$558	\$627	\$948	\$1,096	\$540	\$471	\$150	\$2
MHT	Manchester	\$630	\$495	\$288	\$639	\$626	\$135	\$342	(\$9)	\$4
MEM	Memphis	\$716	\$505	\$791	\$701	\$716	\$211	(\$75)	\$15	\$0
MIA	Miami	\$603	\$514	\$661	\$758	\$626	\$89	(\$58)	(\$155)	(\$23)
MKE	Milwaukee	\$692	\$549	\$375	\$599	\$665	\$143	\$317	\$93	\$27
MSP	Minneapolis/Saint Paul	\$894	\$725	\$986	\$609	\$843	\$169	(\$92)	\$285	\$51
BNA	Nashville	\$562	\$664	\$341	\$309	\$438	(\$102)	\$221	\$253	\$124
MSY	New Orleans	\$603	\$545	\$375	\$656	\$596	\$58	\$228	(\$53)	\$7

LGA	New York	\$669	\$614	\$745	\$409	\$946	\$55	(\$76)	\$260	(\$277)
EWR	Newark	\$613	\$522	\$730	\$516	\$596	\$91	(\$117)	\$97	\$17
MCO	Orlando	\$543	\$541	\$344	\$351	\$596	\$2	\$199	\$192	(\$53)
PHL	Philadelphia	\$500	\$834	\$364	\$371	\$536	(\$334)	\$136	\$129	(\$36)
PHX	Phoenix	\$793	\$828	\$465	\$914	\$786	(\$35)	\$328	(\$121)	\$7
PIT	Pittsburgh	\$540	\$494	\$366	\$512	\$536	\$46	\$174	\$28	\$4
PDX	Portland	\$813	\$692	\$494	\$963	\$809	\$121	\$319	(\$150)	\$4
PVD	Providence	\$630	\$600	\$256	\$638	\$596	\$30	\$374	(\$8)	\$34
RDU	Raleigh/Durham	\$972	\$516	\$494	\$574	\$908	\$456	\$478	\$398	\$64
RIC	Richmond	\$540	\$530	\$618	\$654	\$436	\$10	(\$78)	(\$114)	\$104
STL	Saint Louis	\$540	\$641	\$379	\$599	\$536	(\$101)	\$161	(\$59)	\$4
SLC	Salt Lake City	\$1,050	\$810	\$953	\$996	\$1,259	\$240	\$97	\$54	(\$209)
SAT	San Antonio	\$633	\$673	\$389	\$830	\$626	(\$40)	\$244	(\$197)	\$7
SAN	San Diego	\$793	\$530	\$675	\$920	\$786	\$263	\$118	(\$127)	\$7
SFO	San Francisco	\$1,098	\$620	\$529	\$962	\$806	\$478	\$569	\$136	\$292
SRQ	Sarasota/Bradenton	\$683	\$635	\$392	\$908	\$656	\$48	\$291	(\$225)	\$27
SEA	Seattle	\$813	\$644	\$748	\$963	\$809	\$169	\$65	(\$150)	\$4
SYR	Syracuse	\$603	\$800	\$390	\$803	\$596	(\$197)	\$213	(\$200)	\$7
TPA	Tampa	\$620	\$603	\$352	\$572	\$596	\$17	\$268	\$48	\$24
YYZ	Toronto	\$763	\$935	\$1,081	\$758	\$692	(\$172)	(\$318)	\$5	\$71
DCA	Washington DC	\$540	\$496	\$760	\$421	\$536	\$44	(\$220)	\$119	\$4
IAD	Washington DC	\$535	\$642	\$740	\$485	\$536	(\$107)	(\$205)	\$50	(\$1)
PBI	West Palm Beach	\$853	\$454	\$452	\$610	\$596	\$399	\$401	\$243	\$257
*These	sample airfares were avail	able 11/1/13,	based on a	0 day advance	e purchase a	nd a 3 day	\$136	\$159	\$61	\$7

^{*}These sample airfares were available 11/1/13, 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 specific airline or airline booking websites. Airfares are subject to change without notice - and lower airfares are often not available on all dates. Please see our "Low Fares" section on our web site for any last minute airfare specials.

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

Average Fare difference

Schedule Weekly Summary Report for all nonstop Passenger (All) flights from AVL for travel November 2013 vs. November 2012

		Trav	el Period	Nov 2	2013	Nov 2	012	Diff		Percent Diff		
Mktg Al	Orig	Dest	Miles	Ops/Week	Seats	Ops/Week	Seats	Ops/Week	Seats	Ops/Week	Seats	
DL	ATL	AVL	164	51	2,970	55	3,289	(4)	(319)	(7.3%)	(9.7%)	
DL	AVL	ATL	164	51	2,970	55	3,289	(4)	(319)	(7.3%)	(9.7%)	
DL	AVL	DTW	470	7	350	7	350	0	0	0.0%	0.0%	
DL	DTW	AVL	470	7	350	7	350	0	0	0.0%	0.0%	
G4	AVL	FLL	660	2	332	2	332	0	0	0.0%	0.0%	
G4	AVL	PGD	588	2	332	0	0	2	332			
G4	AVL	PIE	518	2	332	0	0	2	332			
G4	AVL	SFB	465	2	332	2	332	0	0	0.0%	0.0%	
G4	FLL	AVL	660	2	332	2	332	0	0	0.0%	0.0%	
G4	PGD	AVL	588	2	332	0	0	2	332			
G4	PIE	AVL	518	2	332	0	0	2	332			
G4	SFB	AVL	465	2	332	2	332	0	0	0.0%	0.0%	
UA	AVL	EWR	583	7	350	7	350	0	0	0.0%	0.0%	
UA	AVL	ORD	536	8	400	7	350	1	50	14.3%	14.3%	
UA	EWR	AVL	583	7	350	7	350	0	0	0.0%	0.0%	
UA	ORD	AVL	536	8	400	7	350	1	50	14.3%	14.3%	
US	AVL	CLT	92	53	3,219	62	3,185	(9)	34	(14.5%)	1.1%	
US	CLT	AVL	92	53	3,219	62	3,185	(9)	34	(14.5%)	1.1%	
TOTAL				268	17,234	284	16,376	(16)	858	(5.6%)	5.2%	

Schedule Weekly Summary Report for all nonstop Passenger (All) flights from AVL for travel December 2013 vs. December 2012

Concada	o 1100ki		el Period			Dec 2		Diff	155. 2010	Percent Diff	
Mktg Al	Orig	Dest		Ops/Week	Seats	Ops/Week	Seats	Ops/Week	Seats	Ops/Week	Seats
DL	ATL	AVL	164	46	3,014	44	2,729	2	285	4.5%	10.4%
DL	AVL	ATL	164	46	3,014	45	2,784	1	230	2.2%	8.3%
DL	AVL	DTW	470	0	0	6	300	(6)	(300)	(100.0%)	(100.0%)
DL	AVL	LGA	599	0	0	2	100	(2)	(100)	(100.0%)	(100.0%)
DL	DTW	AVL	470	0	0	7	350	(7)	(350)	(100.0%)	(100.0%)
DL	LGA	AVL	599	0	0	2	100	(2)	(100)	(100.0%)	(100.0%)
G4	AVL	FLL	660	2	332	2	332	0	0	0.0%	0.0%
G4	AVL	PGD	588	2	332	0	0	2	332		
G4	AVL	PIE	518	2	332	0	0	2	332		
G4	AVL	SFB	465	2	354	2	332	0	22	0.0%	6.6%
G4	FLL	AVL	660	2	332	2	332	0	0	0.0%	0.0%
G4	PGD	AVL	588	2	332	0	0	2	332		
G4	PIE	AVL	518	2	332	0	0	2	332		
G4	SFB	AVL	465	2	354	2	332	0	22	0.0%	6.6%
UA	AVL	EWR	583	6	300	7	350	(1)	(50)	(14.3%)	(14.3%)
UA	AVL	ORD	536	7	350	7	350	0	0	0.0%	0.0%
UA	EWR	AVL	583	6	300	7	350	(1)	(50)	(14.3%)	(14.3%)
UA	ORD	AVL	536	7	350	7	350	0	0	0.0%	0.0%
US	AVL	CLT	92	51	3,102	59	3,009	(8)	93	(13.6%)	3.1%
US	CLT	AVL	92	51	3,102	59	3,009	(8)	93	(13.6%)	3.1%
TOTAL				236	16,232	260	15,109	(24)	1,123	(9.2%)	7.4%

Schedule Weekly Summary Report for all nonstop Passenger (All) flights from AVL for travel January 2014 vs. January 2013

Travel Period			Jan 2	Jan 2014		Jan 2013			Percent Diff		
Mktg Al	Orig	Dest	Miles	Ops/Week	Seats	Ops/Week	Seats	Ops/Week	Seats	Ops/Week	Seats
DL	ATL	AVL	164	43	2,744	54	3,239	(11)	(495)	(20.4%)	(15.3%)
DL	AVL	ATL	164	43	2,744	54	3,239	(11)	(495)	(20.4%)	(15.3%)
G4	AVL	FLL	660	2	332	2	332	0	0	0.0%	0.0%
G4	AVL	PGD	588	2	332	0	0	2	332		
G4	AVL	PIE	518	2	332	0	0	2	332		
G4	AVL	SFB	465	2	332	2	332	0	0	0.0%	0.0%
G4	FLL	AVL	660	2	332	2	332	0	0	0.0%	0.0%
G4	PGD	AVL	588	2	332	0	0	2	332		
G4	PIE	AVL	518	2	332	0	0	2	332		
G4	SFB	AVL	465	2	332	2	332	0	0	0.0%	0.0%
UA	AVL	EWR	583	1	50	0	0	1	50		
UA	AVL	ORD	536	7	350	14	700	(7)	(350)	(50.0%)	(50.0%)
UA	EWR	AVL	583	1	50	0	0	1	50		
UA	ORD	AVL	536	7	350	14	700	(7)	(350)	(50.0%)	(50.0%)
US	AVL	CLT	92	48	2,752	60	3,102	(12)	(350)	(20.0%)	(11.3%)
US	CLT	AVL	92	47	2,702	60	3,102	(13)	(400)	(21.7%)	(12.9%)
TOTAL				213	14,398	264	15,410	(51)	(1,012)	(19.3%)	(6.6%)



MEMORANDUM

TO: Members of the Airport Authority

FROM: Vickie Thomas, Director of Finance & Accounting

DATE: November 8, 2013

ITEM DESCRIPTION - Information Section Item B

Asheville Regional Airport – Explanation of Extraordinary Variances Month of September, 2013 (Month 3 of FY2014)

SUMMARY

Operating Revenues for the month of September were \$742,894, 8.08% over budget. Operating Expenses for the month were \$535,574, 12.59% under budget. As a result, Net Operating Revenues before Depreciation were \$132,621 over budget. Net Non-Operating Revenues were \$220,926, 25.87% over budget.

Year-to-date Operating Revenues were \$2,306,970, 8.27% over budget. Year-to-date Operating Expenses were \$1,553,394, 11.92% below budget. Year-to-date Net Operating Revenues before Depreciation were \$386,449 over budget. Net Non-Operating Revenues for the year were \$704,372, 22.51% over budget.

REVENUES

Significant variations to budget for September were:

Auto Parking	\$57,224	29.50%	Enplanements over budget.				
Customer Facility Charges	\$31,330	39.66%	Enplanements over budget & CFCs budgeted				
			conservatively.				
Passenger Facility Charges	\$11,537	10.78%	Enplanements over budget.				

EXPENSES

Significant variations to budget for September were:

Personnel Services	(\$12,083)	(3.54%)	5 FIE vacant positions.
Repairs & Maintenance	(\$34,565)	(67.69%)	Timing of Repairs & Maintenance spending.



GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY Information Section Item B Asheville Regional Airport – Explanation of Extraordinary Variances Month Ended September, 2013 (Month 3 of FY2014) Page 2

STATEMENT OF NET ASSETS

Significant variations to prior month were:

Cash and Cash Equivalents – Cash and Cash Equivalents increased by \$864k mainly due to the drawdown of the Airfield Redevelopment grant recently issued by the FAA.

Grants Receivable – Grants Receivable decreased by \$442k mainly due to the drawdown of the Airfield Redevelopment grant, partially offset by the increase in the grant receivable from the NC DOT for spending on the ARFF Facility project.

Construction in Progress – Construction in Progress increased by \$427k mainly due to budgeted spending on the Airfield Redevelopment and the ARFF Facility projects.

Property and Equipment, Net – Property and Equipment, Net decreased by \$398k of current month's depreciation.

ASHEVILLE REGIONAL AIRPORT INVESTMENT AND INTEREST INCOME SUMMARY As of September 30, 2013

Institution:	Interest Rate	Investment Amount	lonthly nterest
Bank of America - Operating Account	0.20%	\$ 6,996,467	 1,029
First Citizens - Money Market Account	0.10%	6,380,541	524
NC Capital Management Trust - Cash Portfolio		17,170	0
NC Capital Management Trust - Term Portfolio		3,008,161	255
Petty Cash		200	
Restricted Cash:			
Wells Fargo - CFC Revenue Account	0.00%	560,586	0
Bank of America - PFC Revenue Account	0.20%	987,053	150
Total		\$ 17,950,178	\$ 1,958
		_	

Investment Diversification:

83%
17%
0%
0%
0%_
100%

ASHEVILLE REGIONAL AIRPORT STATEMENT OF CHANGES IN FINANCIAL POSITION For the Month Ended September 30, 2013

	Current Month			Prior Period
Cash and Investments Beginning of Period	\$	17,085,800	\$	17,310,444
Net Income/(Loss) Before Capital Contributions		30,000		103,542
Depreciation		398,246		398,246
Decrease/(Increase) in Receivables		537,062		(1,076,018)
Increase/(Decrease) in Payables		(29,314)		(432,052)
Decrease/(Increase) in Prepaid Expenses		17,734		17,734
Decrease/(Increase) in Fixed Assets		(427,386)		(170,783)
Principal Payments of Bond Maturities		(40,086)		(39,893)
Capital Contributions		378,122		974,580
Increase(Decrease) in Cash		864,378		(224,644)
Cash and Investments End of Period	\$	17,950,178	\$	17,085,800

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

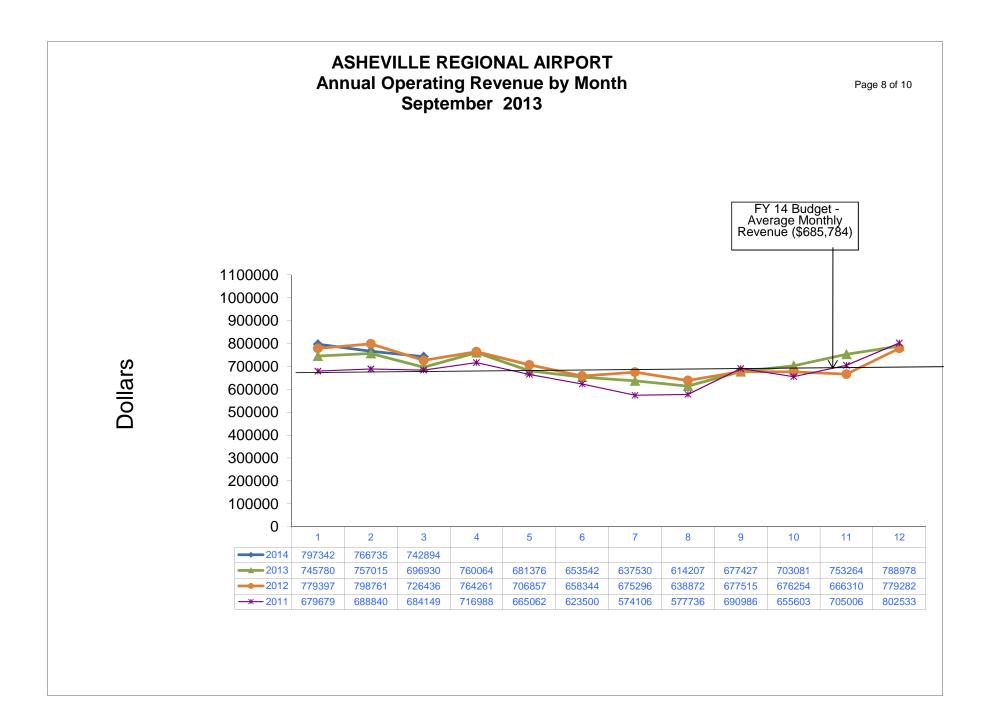
For the Month Ending September 30, 2013

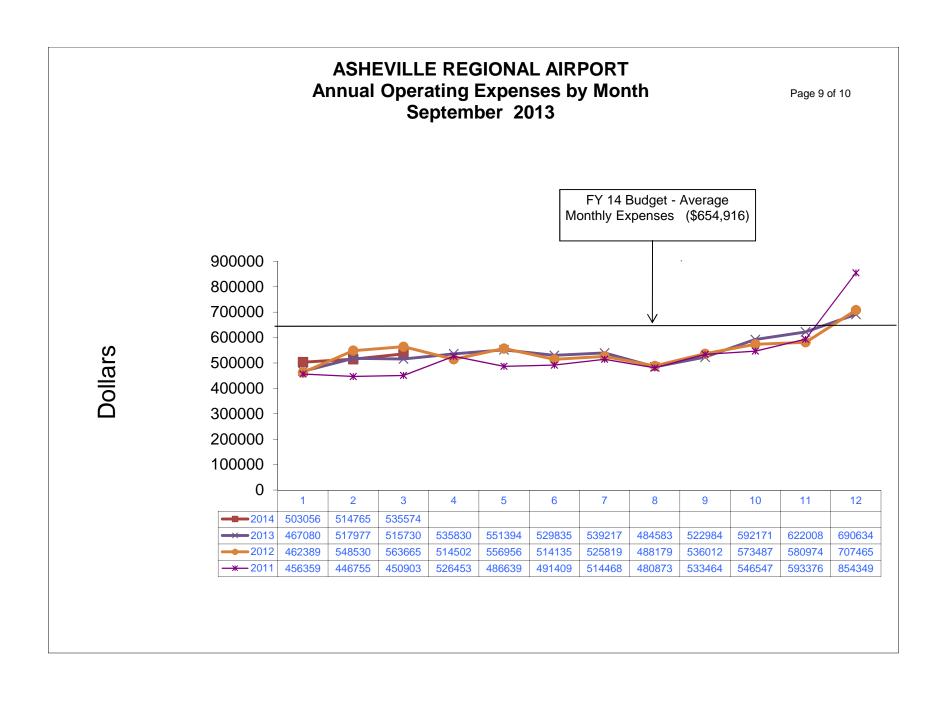
	Current Month Actual	Current Month Budget	Variance \$	Variance %	YTD Actual	YTD Budget	Variance \$	Variance %	Annual Budget
Operating Revenue:									
Terminal Space Rentals - Non Airline	\$17,554	\$17,554	\$0	0.00%	\$52,663	\$52,663	\$0	0.00%	\$213,411
Terminal Space Rentals - Airline	107,189	107,106	83	0.08%	351,342	345,373	5,969	1.73%	1,240,000
Concessions	18,476	18,315	161	0.88%	59,149	57,945	1,204	2.08%	249,915
Auto Parking	251,224	194,000	57,224	29.50%	741,551	606,000	135,551	22.37%	2,371,000
Rental Car - Car Rentals	112,153	113,882	(1,729)	(1.52%)	346,296	348,572	(2,276)	(0.65%)	1,373,510
Rental Car - Facility Rent	47,990	47,900	90	0.19%	145,272	147,092	(1,820)	(1.24%)	592,179
Commercial Ground Transportation	1,024	300	724	241.33%	7,016	5,500	1,516	27.56%	36,900
Landing Fees	48,056	42,667	5,389	12.63%	165,830	138,001	27,829	20.17%	548,000
FBO'S	79,236	80,129	(893)	(1.11%)	243,810	246,387	(2,577)	(1.05%)	966,739
Building Leases	11,625	11,479	146	1.27%	34,802	34,437	365	1.06%	137,751
Land Leases	2,109	2,099	10	0.48%	6,307	6,297	10	0.16%	25,208
Other Leases/Fees	46,258	51,952	(5,694)	(10.96%)	152,932	142,546	10,386	7.29%	474,800
Total Operating Revenue	\$742,894	\$687,383	\$55,511	8.08%	\$2,306,970	\$2,130,813	\$176,157	8.27%	\$8,229,413
Operating Expenses:									
Personnel Services	\$329,340	\$341,423	(\$12,083)	(3.54%)	\$989,458	\$1,048,694	(\$59,236)	(5.65%)	\$4,547,573
Professional Services	7,341	13,569	(6,228)	(45.90%)	26,183	44,907	(18,724)	(41.70%)	202,328
Accounting & Auditing	3,100	3,100	-	0.00%	6,200	6,200	-	0.00%	15,000
Other Contractual Services	50,070	50,710	(640)	(1.26%)	164,869	172,581	(7,712)	(4.47%)	646,888
Travel & Training	7,069	10,055	(2,986)	(29.70%)	15,614	20,415	(4,801)	(23.52%)	159,035
Communications & Freight	4,639	6,694	(2,055)	(30.70%)	17,239	20,082	(2,843)	(14.16%)	80,323
Utility Services	29,870	28,024	1,846	6.59%	95,944	99,858	(3,914)	(3.92%)	432,015
Rentals & Leases	941	1,026	(85)	(8.28%)	2,797	3,078	(281)	(9.13%)	12,316
Insurance	15,884	19,125	(3,241)	(16.95%)	48,557	57,375	(8,818)	(15.37%)	229,500
Repairs & Maintenance	16,495	51,060	(34,565)	(67.69%)	42,267	102,305	(60,038)	(58.69%)	339,682
Advertising, Printing & Binding	14,519	19,356	(4,837)	(24.99%)	31,835	30,268	1,567	5.18%	194,100
Promotional Activities	18,746	22,725	(3,979)	(17.51%)	25,984	33,700	(7,716)	(22.90%)	109,725
Other Current Charges & Obligations	6,528	9,332	(2,804)	(30.05%)	18,882	22,446	(3,564)	(15.88%)	93,700
Office Supplies	211	1,000	(789)	(78.90%)	1,233	3,000	(1,767)	(58.90%)	12,000
Operating Supplies	15,377	15,482	(105)	(0.68%)	49,611	64,933	(15,322)	(23.60%)	297,777
Books, Publications, Subscriptions & Mem	l 1,194	1,178	16	1.36%	2,471	7,019	(4,548)	(64.80%)	43,782
Contingency	0	5,325	(5,325)	(100.00%)	0	5,325	(5,325)	(100.00%)	53,250
Emergency Repair	0	9,000	(9,000)	(100.00%)	0	9,000	(9,000)	(100.00%)	90,000
Business Development	14,250	4,500	9,750	216.67%	14,250	12,500	1,750	14.00%	300,000
Total Operating Expenses	\$535,574	\$612,684	(\$77,110)	(12.59%)	\$1,553,394	\$1,763,686	(\$210,292)	(11.92%)	\$7,858,994

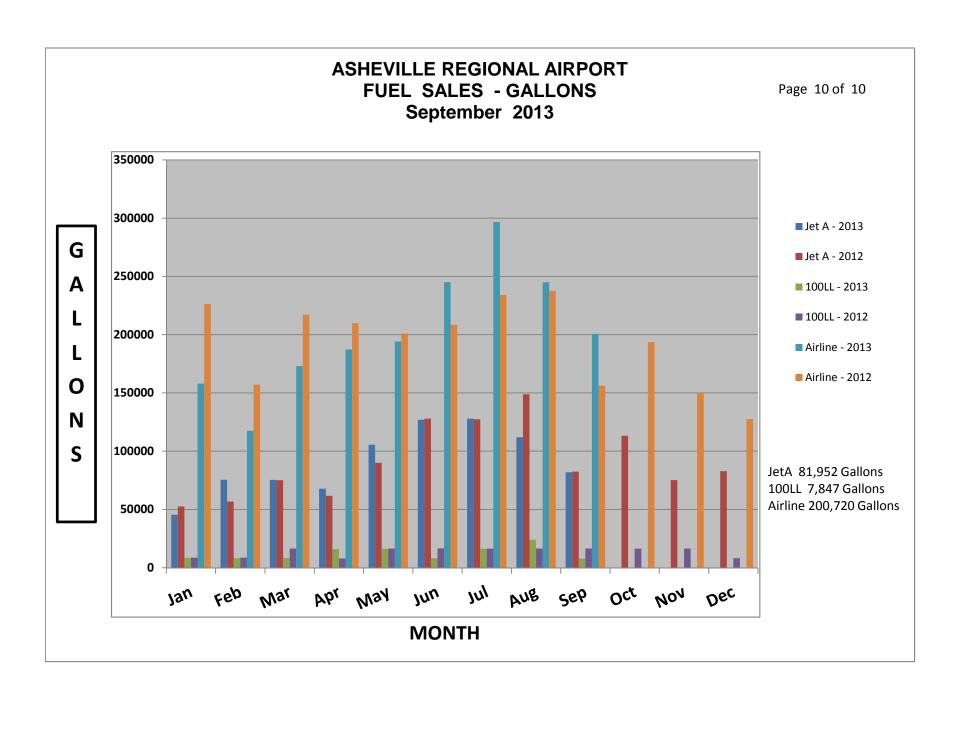
Operating Revenue before Depreciation	\$207,320	\$74,699	\$132,621	177.54%	\$753,576	\$367,127	\$386,449	105.26%	\$370,419
Depreciation	398,246		398,246	100.00%	1,194,738	<u> </u>	1,194,738	100.00%	
Operating Income(Loss) Before Non-Operating Revenue and Expenses	(\$190,926)	\$74,699	(\$265,625)	(355.59%)	(\$441,162)	\$367,127	(\$808,289)	(220.17%)	\$370,419
Non-Operating Revenue and Expense									
Customer Facility Charges	\$110,330	\$79,000	\$31,330	39.66%	\$351,212	\$270,000	\$81,212	30.08%	\$ 900,000
Passenger Facility Charges	118,537	107,000	11,537	10.78%	381,762	337,000	44,762	13.28%	1,150,000
Interest Revenue	1,958	1,666	292	17.53%	6,172	4,998	1,174	23.49%	20,000
Interest Expense	(12,150)	(12,149)	(1)	0.01%	(37,025)	(37,024)	(1)	0.00%	(137,554)
Reimbursable Cost Revenues	26,211	29,166	(2,955)	(10.13%)	37,562	87,498	(49,936)	(57.07%)	350,000
Reimbursable Cost Expenses	(23,960)	(29,166)	5,206	(17.85%)	(35,311)	(87,498)	52,187	(59.64%)	(350,000)
Gain/Loss on Disposal of Assets	0	0	<u> </u>	0.00%	0	0	<u> </u>	0.00%	
Non-Operating Revenue-Net	\$220,926	\$175,517	\$45,409	25.87%	\$704,372	\$574,974	\$129,398	22.51%	\$1,932,446
Income (Loss) Before									
Capital Contributions	\$30,000	\$250,216	(\$220,216)	(88.01%)	\$263,210	\$942,101	(\$678,891)	(72.06%)	\$2,302,865
Capital Contributions	\$378,122	\$0	\$378,122	100.00%	\$1,508,956	\$0	\$1,508,956	100.00%	\$0
Increase in Net Assets	\$408,122	\$250,216	\$157,906	63.11%	\$1,772,166	\$942,101	\$830,065	88.11%	\$2,302,865

ASHEVILLE REGIONAL AIRPORT STATEMENT OF FINANCIAL POSITION As of September 30, 2013

	Current Month	Last Month
<u>ASSETS</u>		
Current Assets: Unrestricted Net Assets:		
Cash and Cash Equivalents	\$16,402,539	\$15,809,384
Accounts Receivable	504,942	544,283
Passenger Facility Charges Receivable	181,000	244,000
Refundable Sales Tax Receivable	109,640	102,009
Grants Receivable	943,769 159,727	1,386,121
Prepaid Expenses Total Unrestricted Assets	158,727 18,300,617	176,461 18,262,258
Total Official Assets	10,300,017	10,202,230
Restricted Assets:		
Cash and Cash Equivalents	1,547,639	1,276,416
Total Restricted Assets	1,547,639	1,276,416
Total Current Assets	19,848,256	19,538,674
Noncurrent Assets:	2 424 E71	2 200 105
Construction in Progress Property and Equipment - Net	3,636,571 61,856,793	3,209,185
Total Noncurrent Assets	65,493,364	62,255,039 65,464,224
Total Notice Total Associa	00/170/001	00/101/221
	\$85,341,620	\$85,002,898
LIADULITIES AND NET ASSETS		
<u>LIABILITIES AND NET ASSETS</u>		
Current Liabilities:		
Payable from Unrestricted Assets:		
Accounts Payable & Accrued Liabilities	\$1,053,620	\$1,082,598
Customer Deposits	1,675	1,675
Unearned Revenue	211,643	211,979
Construction Contract Retainages	11,356	11,356
Revenue Bond Payable - Current	496,385	494,001
Total Payable from Unrestricted Assets	1,774,679	1,801,609
Total Current Liabilities	1,774,679	1,801,609
Noncurrent Liabilities:		
Other Postemployment Benefits	852,101	852,101
Compensated Absences	379,579	379,579
Net Pension Obligation-LEO Special Separation Allowance	(37,547)	(37,547)
Revenue Bond Payable - Noncurrent	1,981,560	2,024,029
Total Noncurrent Liabilities	3,175,693	3,218,162
Total Liabilities	4,950,372	5,019,771
	.,. 23,0.2	
Net Assets:		
Invested in Capital Assets	63,004,063	62,934,838
Restricted	1,547,639	1,276,416
Unrestricted	15,839,546	15,771,873
Total Net Assets	80,391,248	79,983,127
	\$85,341,620	\$85,002,898







						Pla	nning Phase							
Project Number	Project Name	Project Description	Professional Services Consultant	Professional Services Contract	General Contractor	Original Construction Contract	Change Orders (thru 11/01/2013)	Percent of Original Contract	Board Approved Project Cost	Percent Complete	Expensed to Date (thru 11/01/2013)	Start Date	End Date	Current Project Status (as of 11/01/2013)
						D	esign Phase							
Project Number	Project Name	Project Description	Professional Services Consultant	Professional Services Contract	General Contractor	Original Construction Contract	Change Orders (thru 11/01/2013)	Percent of Original Contract	Board Approved Project Cost	Percent Complete	Expensed to Date (thru 11/01/2013)	Start Date	End Date	Current Project Status (as of 11/01/2013)
1	Airport Master Plan	To update and bring current the plans for development and improvements to promote growth at the airport	Delta Airport Consultants	\$832,500.00	N/A	N/A	\$26,000.00	3.00%	\$858,500.00	100%	\$841,298.25	Sep-11	Mar-13	Received approved ALP Set from FAA. Completed with no further invoices pending and paid in full. This item will be removed from future reports.
2	Airfield Re-Development Project	Budget for the complete project							\$64,000,000.00					All Engineer contracts and expenses will be inclusive of budget.
2A	Airfield Re-Development Project	Phase I - Design Services	RS&H	\$447,983.00	N/A	N/A	\$0.00	0.00%	(Overall total included in above number)	59%	\$266,924.32	Dec-12	Mar-14	60% plans have been received by RS&H for review for Temp Runway.
2B	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%	(Overall total included in above number)	3.1%	\$55,428.88	Jun-13	Dec-15	Project Management work continues to establish milestones to be met and phases of construction.
2C	Airfield Re-Development Project	Temporary Runway/Taxiway Design	AVCON	\$1,837,826.00	N/A	N/A	\$0.00	0.00%	(Overall total included in above number)	26.0%	\$471,621.03	Mar-13	Mar-14	60% plans are in design for the temporary runway.
2D	Airfield Re-Development Project	New Runway Design	Michael Baker Engineering Inc.	\$2,299,934.00	N/A	N/A	\$0.00	0.00%	(Overall total included in above number)	10.6%	\$243,951.32	Mar-13	Mar-14	30% plans turned in for review by Project Manager.
2E	Airfield Re-Development Project	Miscellaneous and Administrative Expenses			N/A	N/A	\$0.00	0.00%	(Overall total included in above number)		\$70,586.14	Jan-13	Dec-17	Misc. and Administrative expenses outside of the Engineers contracts
							struction Phas	е						
Project Number	Project Name	Project Description	Professional Services Consultant	Professional Services Contract	General Contractor	Original Construction Contract	Change Orders (thru 11/01/2013)	Percent of Original Contract	Board Approved Project Cost	Percent Complete	Expensed to Date (thru 11/01/2013)	Start Date	End Date	Current Project Status (as of 11/01/2013)
1	Westside Phase 2	Construction for the Westside Project to level land utilizing engineered ash to fill and top with soil embankment/cap for future development.	AVCON	\$349,732.00	Charah	N/A	\$0.00	0.00%	\$349,732.00* (project expenses are being reimbursed by Charah through a separate agreement)	71%	\$242,550.39	Feb-11	Jul-15	Area 1-1A has been inspected by NCDENR to mark these areas as completed. Ash fill will continue in other areas, weather permitting.
2	Westside Area 3	North section on West of the Airfield needs to be developed to accommodate new temporary runway.	AVCON	\$278,060.00	Charah	N/A	\$0.00	0.00%	\$278,060 * (project expenses are being reimbursed by Charah through a separate agreement)	14.0%	\$39,638.97	Mar-13	Jul-15	Night work operations continue with excavation in Area 3 and ash fill to make up for rain dealys earlier in the year.
3	ARFF Facility Construction	Design, Project Management and Construction of a new Aircraft Rescue Fire Fighting Building.	LPA/BAKER	\$541,409.00	Goforth Builders Inc.	\$4,122,500.00	\$124,422.50	1.60%	\$543,409.00 (Design) & \$4,534,750.00 (Construction)	29.8%	\$1,265,969.72	Jun-13	Jul-14	ARFF construction work includes; administrative portion slab poured with metal walls going up; mezzanine level floor to be poured by end of Oct and apparatus bay walls errected and floor slab poured.

Airportsurvey.com





Airport Facilities Review For 3rd Quarter 2013

Welcome

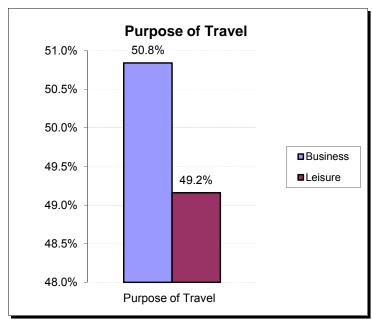
- Welcome to the Airportsurvey.com Airport Facilities Review for the recent quarter, a complimentary data set provided to Airportsurvey.com participating airports
- The following slides provide non-weighted scores and ratings based on an independent survey of air travelers
- Note that passenger responses 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

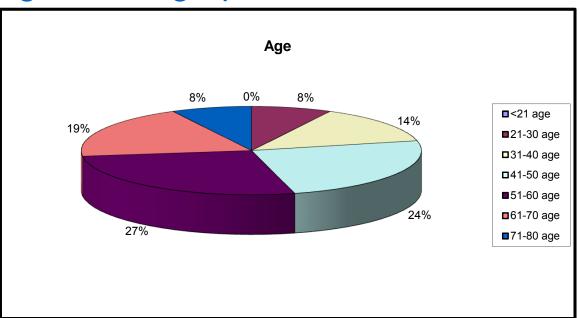
No representations are made as to the completeness or accuracy of information contained herein. Airport facility raw data is available upon request.

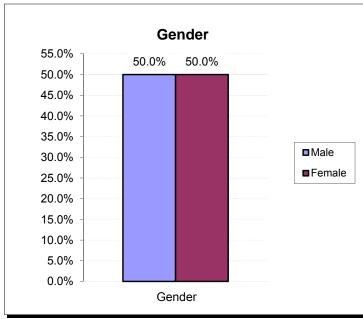
Overview

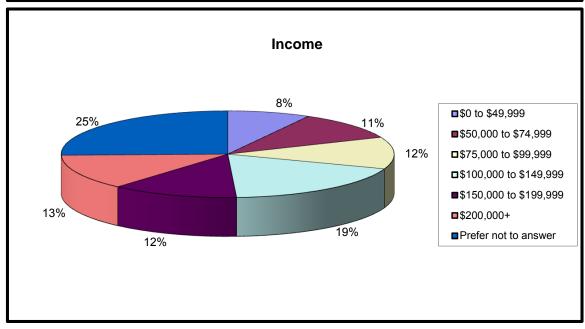
- Airportsurvey.com is an ongoing, all-inclusive online passenger satisfaction survey program from Canmark Research Center
- Invitations to take the survey are distributed at select airports across the country
- Over 30 airports participate
- Each survey invitation card is single-use, and must reference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

Passenger Demographics



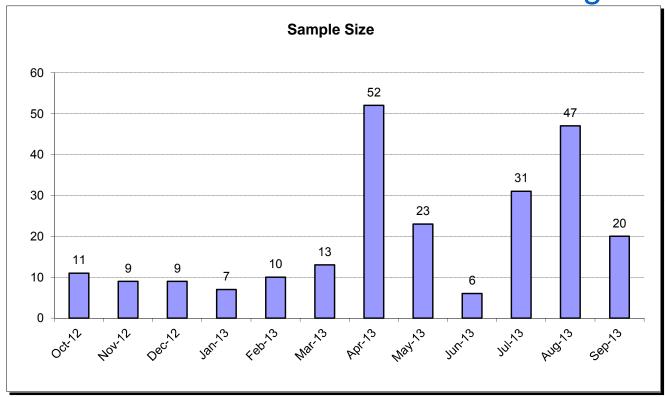






Proprietary and Confidential

General Findings



Sample is clustered around airport invitation distribution dates.

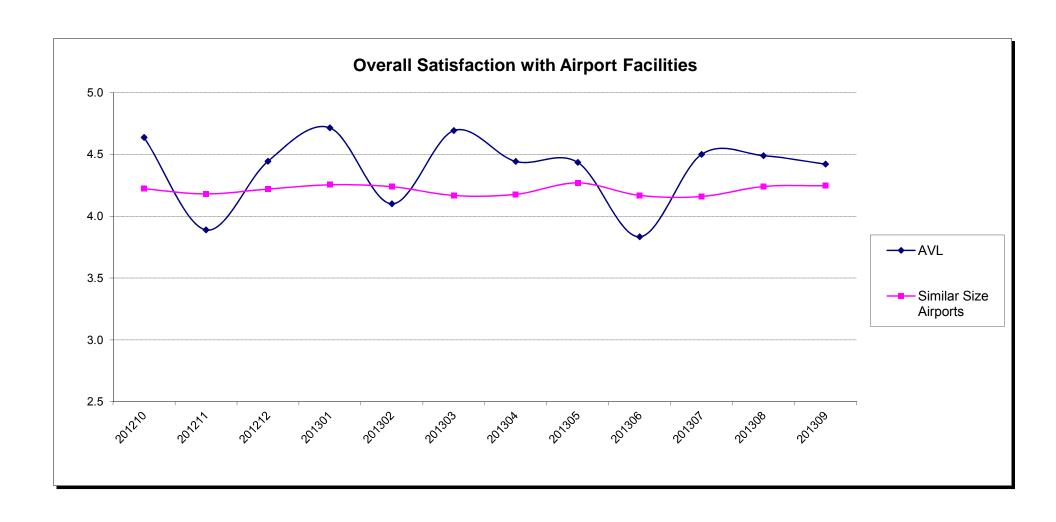
Sample reflects passengers intercepted at arrival airports who rated check-in airport.

	AVL	Similar	+/-	Pct
Overall	4.38	4.21	0.17	3.9%
Availability of parking	4.29	4.14	0.15	3.5%
Cost of parking	3.52	3.48	0.04	1.0%
Clear, easy to follow signs	4.31	4.05	0.26	6.0%
Cleanliness	4.48	4.29	0.19	4.2%
Restrooms	4.41	4.15	0.26	6.0%
Concessions / restaurants	3.70	3.59	0.11	3.1%
Transportation to your gate / concourse / terminal	4.43	3.97	0.47	10.5%
Security: Wait time at checkpoint	4.50	4.20	0.31	6.8%
Security: Professionalism of personnel	4.55	4.26	0.29	6.5%
Security: Confidence in airport security procedures	4.40	4.08	0.32	7.3%

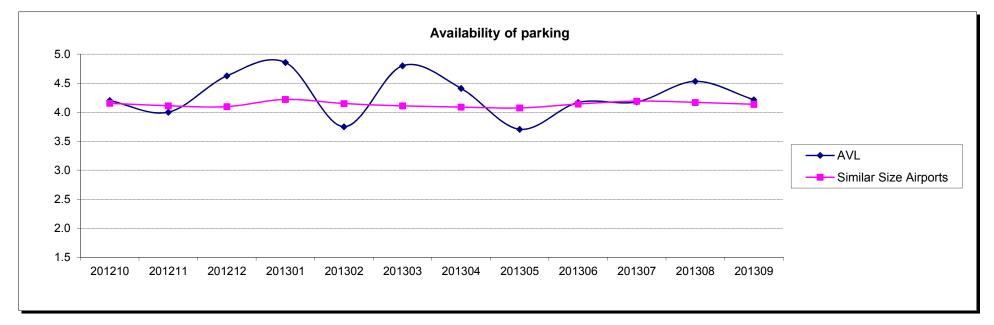
Statistical means testing not performed on results

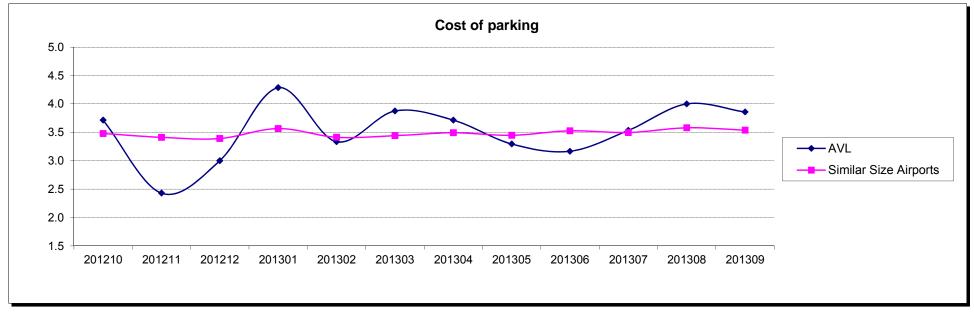
AVL Responses 238

Overall Satisfaction with Airport Facilities

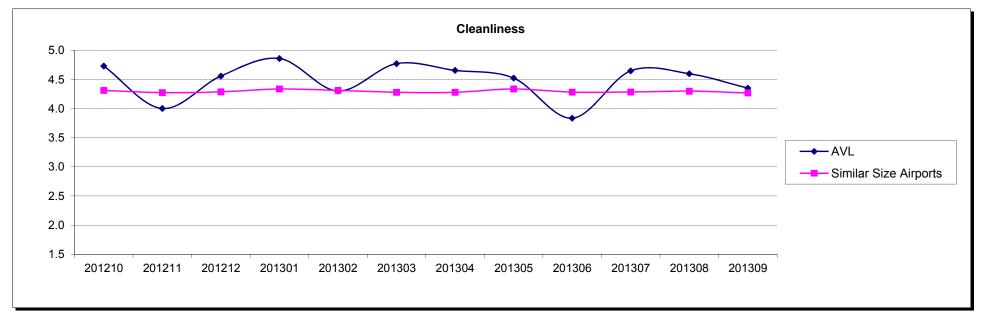


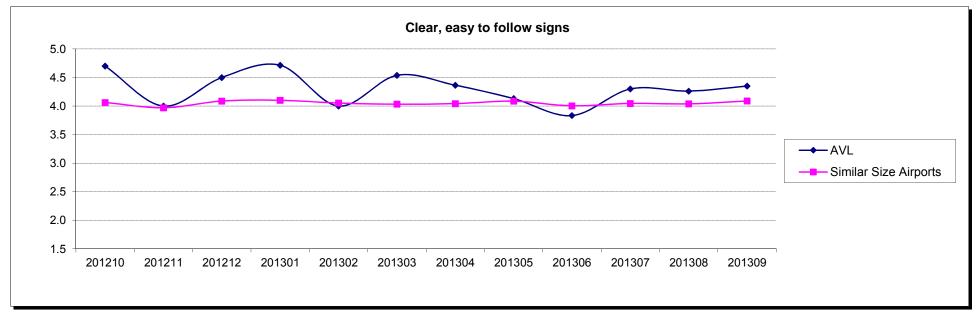
Parking Satisfaction



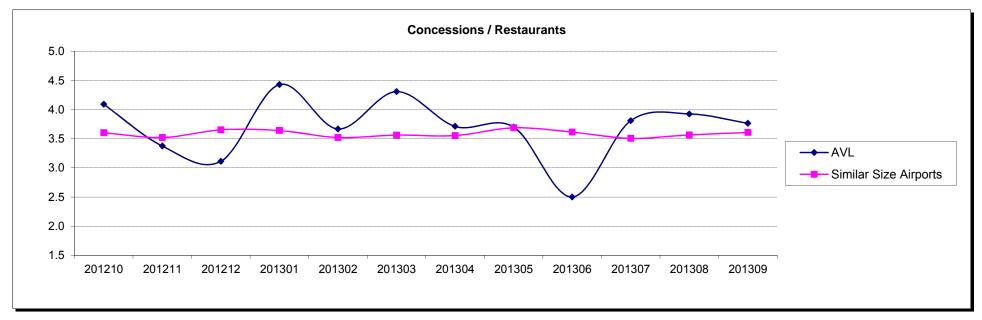


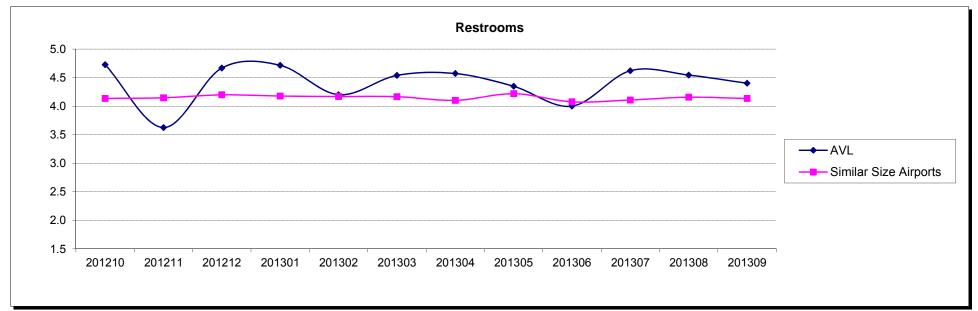
Cleanliness and Signage



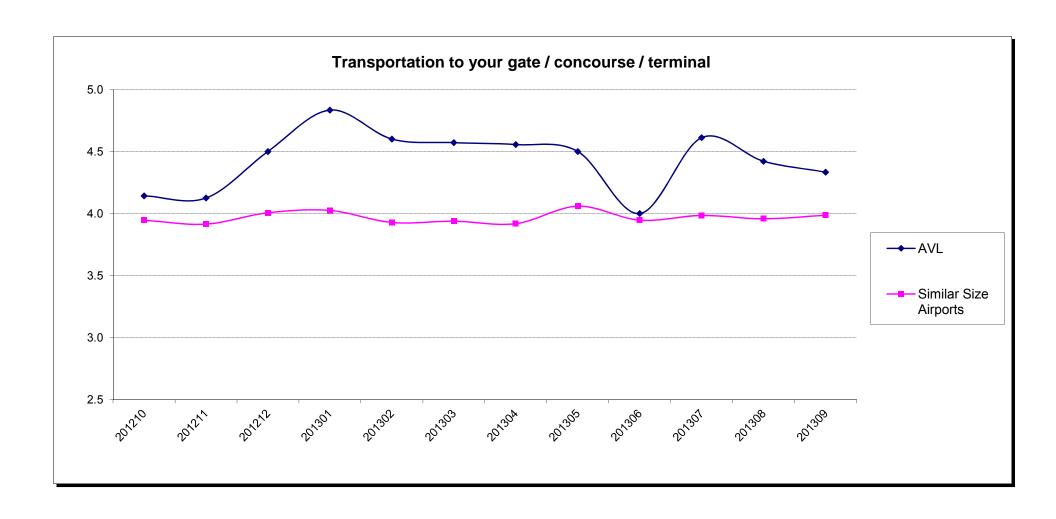


Concessions and Restrooms

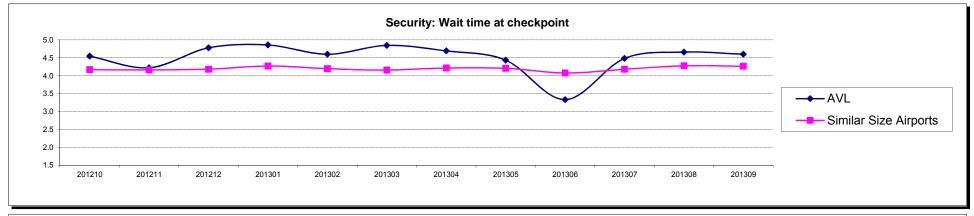


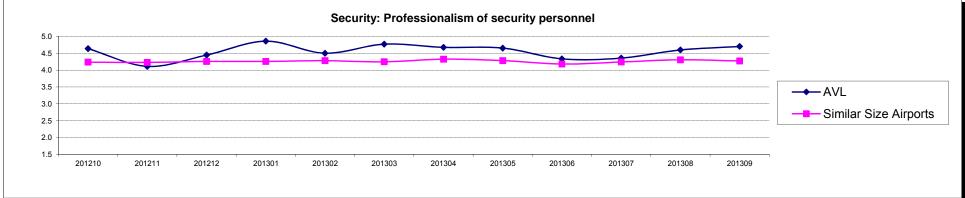


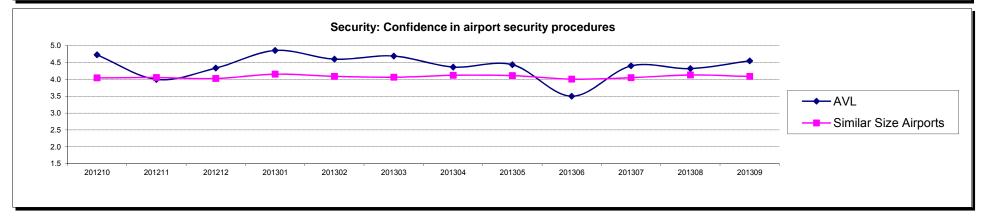
Transportation to Departure Gate



Airport Security







Appendix A - Geographic Breakdown of Respondents

Check	-in Passenger	s by Place of R	Residence	
AK CA CO CT DE FL GA ID IL KS LA MA MD ME MI MN MO MT NC NE NJ NY OH OK PA SC	2 7 1 1 1 14 2 1 3 1 4 1 4 1 2 2 1 1 33 2 2 10 1 7 3	TX UT VA VT WA WI WV WY ASIA CANADA	6 2 2 1 3 2 1 1 2 2	

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

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