

MAY 2012

BOARD INFORMATION PACKAGE



MEMORANDUM

- TO: Members of the Airport Authority
- FROM: Lew Bleiweis, Airport Director
- DATE: May 11, 2012

Financial Report (document)

Informational Reports:

- A. March, 2012 Traffic Report (document)
- B. March, 2012 Monthly Financial Report (document)
- C. May, 2012 Development/Project Status Report (document)
- D. Airport Facilities Review for First Quarter (document)

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		March-1	2	J				
	AIRF	PORT ACT				Oslandar		
		Month		Variance to Prior Year	Y	Calendar 'ear to Date		ariance to Prior Year
Passenger Enplanements		25,626		6.7%		69,257		9.1%
Aircraft Operations								
Commercial		1,430		(8.6%)		4,043		(6.7%)
Scheduled Flights Flight Cancellations		661 2		(12.8%)				
Seats		34,218		(6.9%)		99,522		(1.4%)
Load Factor		74.9%		14.7%		69.6%		10.7%
General Aviation		2,935		18.0%		7,688		10.0%
Military		454		66.9%		1,242		121.8%
	FINA		SULT	S				
				Variance		Fiscal		Variance
Operating Revenues	\$	Month 677,515		to Budget 5.4%	<u> </u>	ear to Date 6,425,742		to Budget 7.9%
Operating Expenses	Ψ	536,012		(13.2%)	Ψ	4,710,176		(15.0%)
Net Operating Revenues before Depreciation	\$	141,503		453.3%	\$	1,715,566		317.2%
Net Non-Operating Revenues	\$	177,634		28.5%	\$	1,721,873		10.5%
	φ	177,034		20.376	φ	1,721,073		10.576
<u>Grants:</u> FAA AIP Grants	\$	31,635			\$	243,148		
NC Dept of Transportation Grants Total	\$	- 31,635			\$	- 243,148		
i otai	Ψ	CASH			Ψ	243,140		
Restricted		CASIT			\$	212,595		
Designated for O&M Reserve					φ	3,553,272		
Designated for Emergency Repair						650,000		
Unrestricted, Undesignated						9,533,112		
Total					\$	13,948,979		
R	ECEI	ABLES PA	AST D			1 (0 Dava	0	
American Airlines		Total 1,258		1-30 Days 92	3	1-60 Days	0	er 60 Day 1,1
Atlantic Southeast Airlines		48,252		48,252				.,.
Comair		2,663		343		140		2,1
Express Jet		5,197		5,197		11 705		24.0
FAA / TSA Gold Transportation Services		67,528 785		20,966 785		11,735		34,8
Northwest Airlines		3,068		3,068				
WNC Regional Economic Development Commission Miscellaneous		2,890 613		361 511		361		2,1 1
Total	\$	132,254	\$	79,575	\$	12,236	\$	40,4
% of Total Receivables	<u>+</u>	32.56%			<u> </u>	_,		
Note: Excludes balances paid subsequent to month-en								
RE Rental Car Facilities Taxable Revenue Bond, Series 200		E BONDS	PAY	ARTF				
Original Amount Current Balance					\$ \$	4,750,000 3,170,790		
C.	ΑΡΙΤΑ		DITU	RES				
Annual Budget					\$	9,559,459		
Year-to-Date Spending					\$	909,815		



MEMORANDUM

TO: Members of the Airport Authority

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

DATE: May 11, 2012

ITEM DESCRIPTION – Information Section Item A

March, 2012 Traffic Report – Asheville Regional Airport

SUMMARY

March 2012 overall passenger traffic numbers were up 5.1% compared to the same period last year. Passenger traffic numbers reflect a 6.7% increase in passenger enplanements from March 2011. Enplanements for Fiscal Year to Date total 279,473 which is a 1.5% increase over the same period last year.

AIRLINE PERFORMANCE

<u>Delta Airlines</u>: Delta's March 2012 enplanements increased by 1.5% compared to March 2011. There were no flight cancellations for the month.

<u>United Airlines</u>: In March 2012, United Airlines saw an increase in enplanements by 84.5% over the same period last year. This increase is partially attributable to the merge with Continental Airlines. There were no flight cancellations for the month.

<u>US Airways</u>: US Airways' March 2012 passenger enplanements represent a 13.2% increase. There were two (2) flight cancellations for the month.

Monthly Traffic Report Asheville Regional Airport



March 2012

0	No. 0040	Max 0044	Percentage			Percentage		*110\/40.0044	Percentage
Category	Mar 2012	Mar 2011	Change	*CYTD-2012	*CYTD-2011	Change	*MOV12-2012	*MOV12-2011	Change
Passenger Traffic	;								
Enplaned	25,626	24,013	6.7%	69,257	63,461	9.1%	368,091	370,970	-0.8%
Deplaned	<u>25,404</u>	<u>24,558</u>	3.4%	<u>67,685</u>	<u>62,156</u>	8.9%	<u>364,911</u>	<u>366,552</u>	-0.4%
Total	51,030	48,571	5.1%	136,942	125,617	9.0%	733,002	737,522	-0.6%
Aircraft Operation	ns								
Airlines	243	166	46.4%	708	352	101.1%	3,832	1,380	177.7%
Commuter /Air Taxi	<u>1,187</u>	<u>1,398</u>	-15.1%	3,335	3,981	-16.2%	16,787	19,591	-14.3%
Subtotal	<u>1,430</u>	<u>1,564</u>	-8.6%	<u>4,043</u>	<u>4,333</u>	-6.7%	<u>20,619</u>	<u>20,971</u>	-1.7%
General Aviation	2,935	2,487	18.0%	7,688	6,988	10.0%	37,967	40,161	-5.5%
Military	<u>454</u>	<u>272</u>	66.9%	<u>1,242</u>	<u>560</u>	121.8%	4,522	<u>4,542</u>	-0.4%
Subtotal	<u>3,389</u>	<u>2,759</u>	22.8%	<u>8,930</u>	<u>7,548</u>	18.3%	<u>42,489</u>	<u>44,703</u>	-5.0%
Total	4,819	4,323	11.5%	12,973	11,881	9.2%	63,108	65,674	-3.9%
Fuel Gallons									
100LL	16,454	17,139	-4.0%	33,617	36,473	-7.8%	182,334	217,407	-16.1%
Jet A (GA)	75,049	92,632	-19.0%	184,394	240,342	-23.3%	1,136,890	1,206,428	-5.8%
Subtotal	<u>91,503</u>	<u>109,771</u>	-16.6%	<u>218,011</u>	<u>276,815</u>	-21.2%	<u>1,319,224</u>	<u>1,423,835</u>	-7.3%
Jet A (A/L)	<u>217,141</u>	<u>209,249</u>	3.8%	<u>600,490</u>	<u>751,958</u>	-20.1%	<u>3,100,436</u>	<u>3,573,763</u>	-13.2%
Total	308,644	319,020	-3.3%	818,501	1,028,773	-20.4%	4,419,660	4,997,598	-11.6%

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

Airline Enplanements, Seats, and Load Factors Asheville Regional Airport

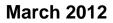


March 2012

	Mar 2012	Mar 2011	Percentage Change	*CYTD-2012	*CYTD-2011	Percentage Change
AirTran Airways						
Enplanements	0	1,311	-100.0%	306	3,313	-90.8%
Seats	0	1,638	-100.0%	468	4,446	-89.5%
Load Factor	#Num!	80.0%	#Type!	65.4%	74.5%	-12.3%
Allegiant Air						
Enplanements	1,286	0	#Div/0!	3,609	0	#Div/0!
Seats	1,350	0	#Div/0!	3,900	130	2900.0%
Load Factor	95.3%	#Num!	#Type!	92.5%	0.0%	#Div/0!
Continental Airlines						
Enplanements	0	1,361	-100.0%	2,419	3,616	-33.1%
Seats	0	2,250	-100.0%	5,100	6,950	-26.6%
Load Factor	#Num!	60.5%	#Type!	47.4%	52.0%	-8.8%
Delta Air Lines						
Enplanements	11,284	11,117	1.5%	29,141	28,864	1.0%
Seats	13,850	15,750	-12.1%	38,600	43,650	-11.6%
Load Factor	81.5%	70.6%	15.4%	75.5%	66.1%	14.2%
Jnited Airlines						
Enplanements	3,825	2,073	84.5%	7,345	5,027	46.1%
Seats	5,287	3,100	70.5%	11,287	8,350	35.2%
Load Factor	72.3%	66.9%	8.2%	65.1%	60.2%	8.1%
JS Airways						
Enplanements	9,231	8,151	13.2%	26,437	22,641	16.8%
Seats	13,731	14,030	-2.1%	40,167	37,385	7.4%
Load Factor	67.2%	58.1%	15.7%	65.8%	60.6%	8.7%

			Percentage			Percentage	
	Mar 2012	Mar 2011	Change	*CYTD-2012	*CYTD-2011	Change	
otals							
Enplanements	25,626	24,013	6.7%	69,257	63,461	9.1%	
Seats	34,218	36,768	-6.9%	99,522	100,911	-1.4%	
Load Factor	74.9%	65.3%	14.7%	69.6%	62.9%	10.7%	

Airline Flight Completions Asheville Regional Airport

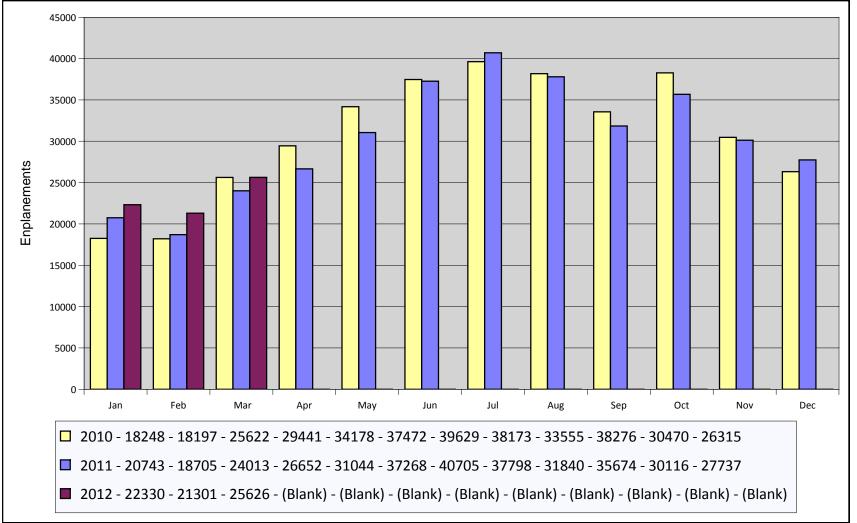




	Scheduled		Cancellatio	Total	Percentage of		
Airline	Flights	Field	Mechanical	Weather	Other	Cancellations	Completed
AirTran Airways	0	0	0	0	0	0	#Num!
Allegiant Air	11	0	0	0	0	0	81.8%
Continental Airlines	0	0	0	0	0	0	#Num!
Delta Air Lines	278	0	0	0	0	0	100.0%
United Airlines	110	0	0	0	0	0	96.4%
US Airways	262	0	1	1	0	2	99.6%
Total	661	0	1	1	0	2	99.7%

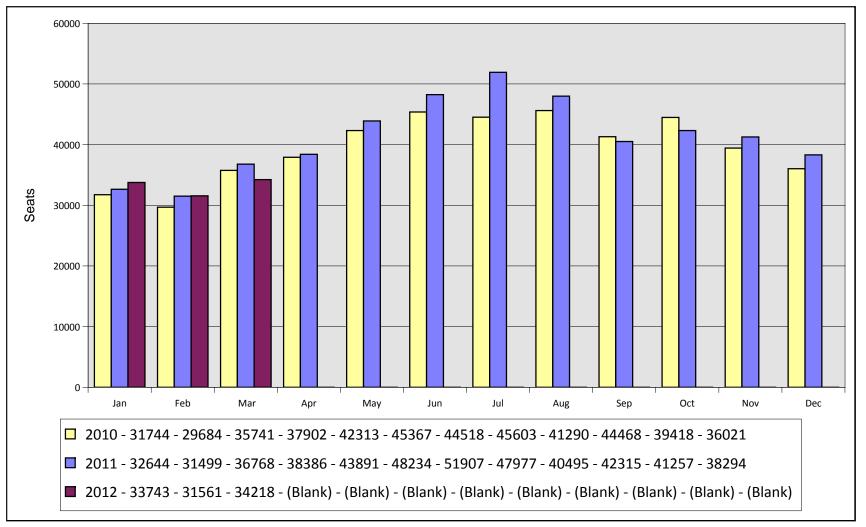
Monthly Enplanements By Year Asheville Regional Airport





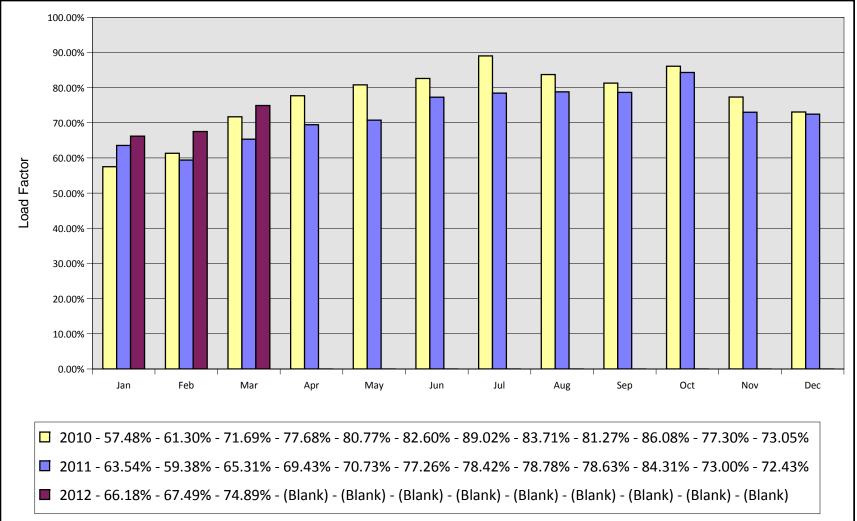
Monthly Seats By Year Asheville Regional Airport





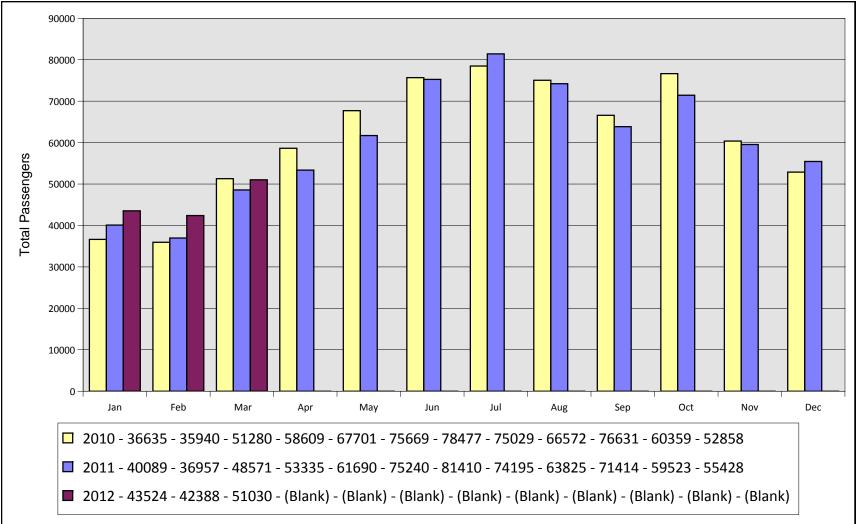
Monthly Load Factors By Year Asheville Regional Airport





Total Monthly Passengers By Year Asheville Regional Airport

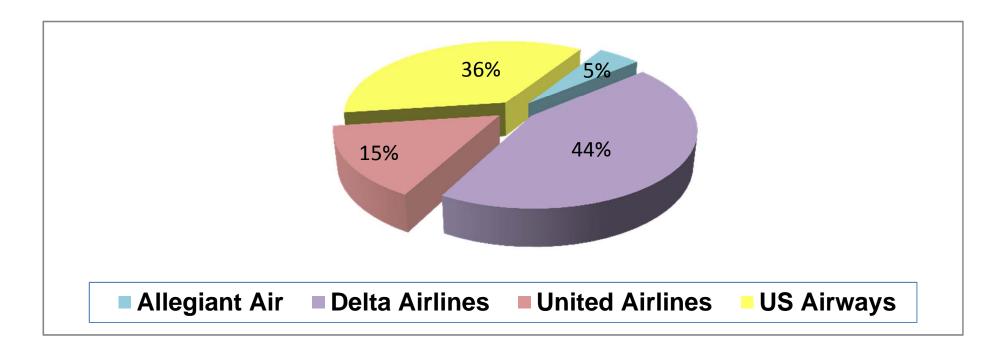


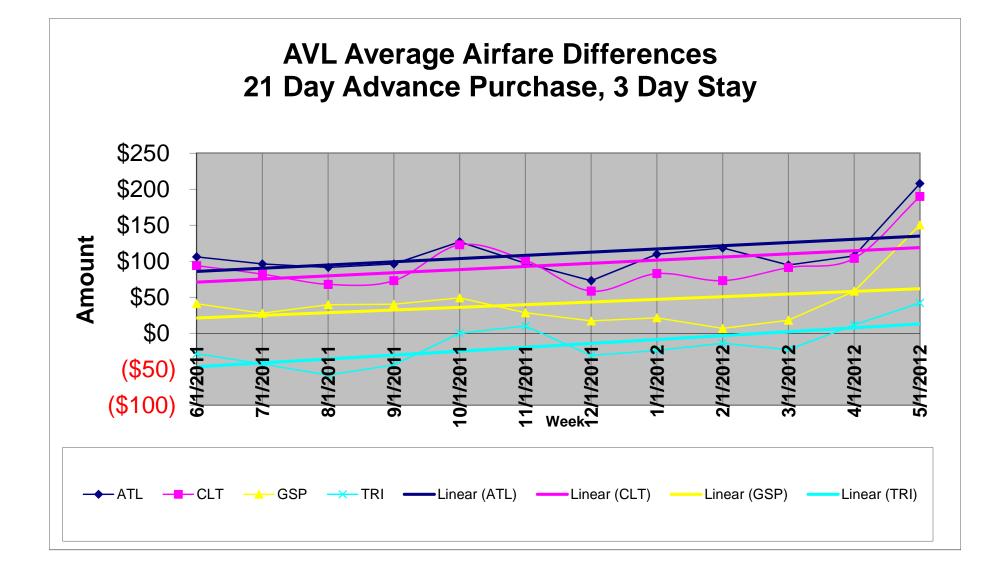


Airline Market Share Analysis (Enplanements) Asheville Regional Airport



Report Period From March 2012 Through March 2012





Asheville Regional Airport Sample airfares as of 05/01/12 21 Day Advance Purchase, 3 day Stay

						-	Difference in Fares			
		ASHEVILLE	<u>ATLANTA</u>	<u>CHARLOTTE</u>	<u>GREENVILLE</u>	TRI-CITIES	<u>ATLANTA</u>	<u>CHARLOTTE</u>	<u>GREENVILLE</u>	TRI-CITIES
ABQ	Albuquerque	\$780	\$534	\$447	\$530	\$794	\$246	\$333	\$250	(\$14)
ATL	Atlanta	\$408		\$272	\$311	\$464	\$408	\$136	\$97	(\$56)
AUS	Austin	\$591	\$337	\$290	\$405	\$580	\$254	\$301	\$186	\$11
BWI	Baltimore	\$491	\$309	\$270	\$270	\$543	\$182	\$221	\$221	(\$52)
BOS	Boston	\$567	\$378	\$264	\$440	\$508	\$189	\$303	\$127	\$59
ORD	Chicago	\$374	\$273	\$344	\$276	\$549	\$101	\$30	\$98	(\$175)
CVG	Cincinnati	\$544	\$416	\$586	\$408	\$469	\$128	(\$42)	\$136	\$75
CLE	Cleveland	\$546	\$325	\$435	\$373	\$353	\$221	\$111	\$173	\$193
DFW	Dallas	\$548	\$374	\$376	\$391	\$343	\$174	\$172	\$157	\$205
DEN	Denver	\$656	\$306	\$411	\$420	\$454	\$350	\$245	\$236	\$202
DTW	Detroit	\$473	\$305	\$347	\$363	\$357	\$168	\$126	\$110	\$116
FLL	Fort Lauderdale	\$540	\$197	\$281	\$361	\$405	\$343	\$259	\$179	\$135
RSW	Ft.Myers	\$576	\$309	\$333	\$379	\$417	\$267	\$243	\$197	\$159
BDL	Hartford	\$576	\$481	\$306	\$396	\$420	\$95	\$270	\$180	\$156
IAH	Houston	\$515	\$300	\$460	\$401	\$578	\$215	\$55	\$114	(\$63)
IND	Indianapolis	\$514	\$289	\$269	\$405	\$501	\$225	\$245	\$109	\$13
JAX	Jacksonville	\$549	\$260	\$319	\$434	\$451	\$289	\$230	\$115	\$98
MCI	Kansas City	\$636	\$367	\$401	\$404	\$511	\$269	\$235	\$232	\$125
LAS	Las Vegas	\$746	\$460	\$557	\$479	\$703	\$286	\$189	\$267	\$43
LAX	Los Angeles	\$817	\$397	\$424	\$579	\$592	\$420	\$393	\$238	\$225
MHT	Manchester	\$527	\$424	\$266	\$385	\$608	\$103	\$261	\$142	(\$81)
MEM	Memphis	\$552	\$289	\$407	\$540	\$428	\$263	\$145	\$12	\$124
MIA	Miami	\$540	\$222	\$417	\$392	\$445	\$318	\$123	\$148	\$95
MKE	Milwaukee	\$491	\$319	\$286	\$391	\$577	\$172	\$205	\$100	(\$86)
MSP	Minneapolis/Saint Pau	\$484	\$329	\$407	\$449	\$581	\$155	\$77	\$35	(\$97)
BNA	Nashville	\$506	\$396	\$403	\$229	\$547	\$110	\$103	\$277	(\$41)
MSY	New Orleans	\$594	\$253	\$277	\$391	\$479	\$341	\$317	\$203	\$115

LGA	New York	\$389	\$337	\$244	\$337	\$386	\$52	\$145	\$52	\$3
EWR	Newark	\$365	\$405	\$264	\$425	\$547	(\$40)	\$101	(\$60)	(\$182)
MCO	Orlando	\$508	\$306	\$243	\$232	\$237	\$202	\$265	\$276	\$271
PHL	Philadelphia	\$576	\$289	\$282	\$286	\$450	\$287	\$294	\$290	\$126
PHX	Phoenix	\$704	\$375	\$471	\$437	\$669	\$329	\$233	\$267	\$35
PIT	Pittsburgh	\$528	\$299	\$279	\$379	\$546	\$229	\$249	\$149	(\$18)
PDX	Portland	\$770	\$584	\$601	\$627	\$563	\$186	\$169	\$143	\$207
PVD	Providence	\$442	\$477	\$291	\$382	\$579	(\$35)	\$151	\$60	(\$137)
RDU	Raleigh/Durham	\$540	\$236	\$372	\$362	\$411	\$304	\$168	\$178	\$129
RIC	Richmond	\$549	\$306	\$313	\$543	\$472	\$243	\$236	\$6	\$77
STL	Saint Louis	\$546	\$321	\$353	\$361	\$457	\$225	\$193	\$185	\$89
SLC	Salt Lake City	\$697	\$532	\$616	\$389	\$708	\$165	\$81	\$308	(\$11)
SAT	San Antonio	\$560	\$319	\$289	\$387	\$635	\$241	\$271	\$173	(\$75)
SAN	San Diego	\$708	\$546	\$481	\$473	\$655	\$162	\$227	\$235	\$53
SFO	San Francisco	\$766	\$467	\$471	\$549	\$534	\$299	\$295	\$217	\$232
SRQ	Sarasota/Bradenton	\$579	\$323	\$281	\$464	\$581	\$256	\$298	\$115	(\$2)
SEA	Seattle	\$834	\$531	\$712	\$723	\$799	\$303	\$122	\$111	\$35
SYR	Syracuse	\$496	\$447	\$297	\$487	\$547	\$49	\$199	\$9	(\$51)
TPA	Tampa	\$576	\$300	\$281	\$434	\$511	\$276	\$295	\$142	\$65
YYZ	Toronto	\$641	\$750	\$688	\$598	\$726	(\$109)	(\$47)	\$43	(\$85)
DCA	Washington DC	\$356	\$297	\$347	\$273	\$481	\$59	\$9	\$83	(\$125)
IAD	Washington DC	\$352	\$297	\$347	\$243	\$481	\$55	\$5	\$109	(\$129)
PBI	West Palm Beach	\$576	\$227	\$335	\$491	\$470	\$349	\$241	\$85	\$106

*These sample airfares were available 05/01/12, 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.

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

\$208

Average Fare difference

\$150

\$42

\$190

Asheville Regional Airport Sample airfares as of 05/01/12 0 Day Advance Purchase, 3 day Stay

						_	Difference in Fares			
		<u>ASHEVILLE</u>	<u>ATLANTA</u>	<u>CHARLOTTE</u>	<u>GREENVILLE</u>	TRI-CITIES	<u>ATLANTA</u>	<u>CHARLOTTE</u>	<u>GREENVILLE</u>	TRI-CITIES
ABQ	Albuquerque	\$1,027	\$651	\$662	\$951	\$1,060	\$376	\$365	\$76	(\$33)
ATL	Atlanta	\$378		\$478	\$349	\$552	\$378	(\$100)	\$29	(\$174)
AUS	Austin	\$798	\$638	\$455	\$573	\$893	\$160	\$343	\$225	(\$95)
BWI	Baltimore	\$618	\$420	\$233	\$311	\$671	\$198	\$385	\$307	(\$53)
BOS	Boston	\$778	\$553	\$285	\$739	\$790	\$225	\$493	\$39	(\$12)
ORD	Chicago	\$390	\$376	\$613	\$379	\$874	\$14	(\$223)	\$11	(\$484)
CVG	Cincinnati	\$690	\$514	\$869	\$414	\$932	\$176	(\$179)	\$276	(\$242)
CLE	Cleveland	\$843	\$506	\$594	\$437	\$598	\$337	\$249	\$406	\$245
DFW	Dallas	\$706	\$603	\$975	\$561	\$824	\$103	(\$269)	\$145	(\$118)
DEN	Denver	\$736	\$345	\$628	\$659	\$521	\$391	\$108	\$77	\$215
DTW	Detroit	\$482	\$504	\$673	\$381	\$524	(\$22)	(\$191)	\$101	(\$42)
FLL	Fort Lauderdale	\$786	\$270	\$431	\$503	\$556	\$516	\$355	\$283	\$230
RSW	Ft.Myers	\$920	\$482	\$431	\$639	\$869	\$438	\$489	\$281	\$51
BDL	Hartford	\$915	\$494	\$477	\$679	\$915	\$421	\$438	\$236	\$0
IAH	Houston	\$456	\$524	\$1,015	\$443	\$1,060	(\$68)	(\$559)	\$13	(\$604)
IND	Indianapolis	\$797	\$347	\$407	\$651	\$634	\$450	\$390	\$146	\$163
JAX	Jacksonville	\$845	\$342	\$407	\$845	\$754	\$503	\$438	\$0	\$91
MCI	Kansas City	\$860	\$420	\$424	\$759	\$864	\$440	\$436	\$101	(\$4)
LAS	Las Vegas	\$1,127	\$620	\$595	\$591	\$534	\$507	\$532	\$536	\$593
LAX	Los Angeles	\$1,084	\$492	\$745	\$682	\$792	\$592	\$339	\$402	\$292
MHT	Manchester	\$822	\$567	\$376	\$739	\$822	\$255	\$446	\$83	\$0
MEM	Memphis	\$868	\$366	\$750	\$757	\$698	\$502	\$118	\$111	\$170
MIA	Miami	\$676	\$387	\$629	\$654	\$748	\$289	\$47	\$22	(\$72)
MKE	Milwaukee	\$693	\$487	\$423	\$738	\$865	\$206	\$270	(\$45)	(\$172)
MSP	Minneapolis/Saint Paul	\$794	\$542	\$699	\$759	\$813	\$252	\$95	\$35	(\$19)
BNA	Nashville	\$623	\$412	\$406	\$294	\$845	\$211	\$217	\$329	(\$222)
MSY	New Orleans	\$865	\$460	\$423	\$639	\$558	\$405	\$442	\$226	\$307

LGA	New York	\$596	\$486	\$402	\$549	\$602	\$110	\$194	\$47	(\$6)
EWR	Newark	\$354	\$492	\$714	\$481	\$734	(\$138)	(\$360)	(\$127)	(\$380)
MCO	Orlando	\$654	\$433	\$293	\$303	\$417	\$221	\$361	\$351	\$237
PHL	Philadelphia	\$834	\$695	\$413	\$469	\$716	\$139	\$421	\$365	\$118
PHX	Phoenix	\$1,160	\$816	\$649	\$417	\$534	\$344	\$511	\$743	\$626
PIT	Pittsburgh	\$847	\$500	\$409	\$541	\$847	\$347	\$438	\$306	\$0
PDX	Portland	\$1,213	\$855	\$731	\$873	\$774	\$358	\$482	\$340	\$439
PVD	Providence	\$729	\$628	\$291	\$734	\$729	\$101	\$438	(\$5)	\$0
RDU	Raleigh/Durham	\$797	\$346	\$468	\$704	\$818	\$451	\$329	\$93	(\$21)
RIC	Richmond	\$845	\$488	\$406	\$717	\$844	\$357	\$439	\$128	\$1
STL	Saint Louis	\$800	\$490	\$424	\$457	\$864	\$310	\$376	\$343	(\$64)
SLC	Salt Lake City	\$1,009	\$629	\$884	\$502	\$1,027	\$380	\$125	\$507	(\$18)
SAT	San Antonio	\$790	\$516	\$445	\$671	\$883	\$274	\$345	\$119	(\$93)
SAN	San Diego	\$1,043	\$700	\$598	\$775	\$712	\$343	\$445	\$268	\$331
SFO	San Francisco	\$936	\$604	\$600	\$881	\$745	\$332	\$336	\$55	\$191
SRQ	Sarasota/Bradenton	\$869	\$432	\$431	\$854	\$824	\$437	\$438	\$15	\$45
SEA	Seattle	\$1,150	\$464	\$814	\$891	\$1,082	\$686	\$336	\$259	\$68
SYR	Syracuse	\$871	\$450	\$433	\$904	\$871	\$421	\$438	(\$33)	\$0
TPA	Tampa	\$853	\$433	\$415	\$789	\$853	\$420	\$438	\$64	\$0
YYZ	Toronto	\$1,083	\$1,042	\$1,167	\$983	\$1,175	\$41	(\$84)	\$100	(\$92)
DCA	Washington DC	\$868	\$366	\$679	\$748	\$921	\$502	\$189	\$120	(\$53)
IAD	Washington DC	\$898	\$371	\$680	\$778	\$921	\$527	\$218	\$120	(\$23)
PBI	West Palm Beach	\$832	\$254	\$431	\$503	\$694	\$578	\$401	\$329	\$138
*These	sample airfares were availa	able 05/01/12	, based on a	0 day advand	e purchase a	and a 3 day	\$316	\$255	\$179	\$29

*These sample airfares were available 05/01/12, 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.

> 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

		.,		Ops/Week				Seats/Week			
Mktg Al	Org	Dst	Miles	May12	May11	Diff	Pct Chg	May12	May11		Pct Chg
CO	AVL	EWR	583	7	7	0	0.00	350	350	0	0.00
CO	AVL	IAH	834	7	7	0	0.00	350	350	0	0.00
CO	EWR	AVL	583	7	7	0	0.00	350	350	0	0.00
CO	IAH	AVL	834	7	7	0	0.00	350	350	0	0.00
DL	ATL	AVL	164	57	58	-1	-1.72	2,850	2,900	-50	-1.72
DL	AVL	ATL	164	57	58	-1	-1.72	2,850	2,900	-50	-1.72
DL	AVL	DTW	470	7	13	-6	-46.15	350	650	-300	-46.15
DL	AVL	LGA	599	0	7	-7	-100.00	0	376	-376	-100.00
DL	DTW	AVL	470	7	13	-6	-46.15	350	650	-300	-46.15
DL	LGA	AVL	599	0	7	-7	-100.00	0	376	-376	-100.00
FL	AVL	MCO	488	0	3	-3	-100.00	0	351	-351	-100.00
FL	AVL	TPA	514	0	4	-4	-100.00	0	528	-528	-100.00
FL	MCO	AVL	488	0	3	-3	-100.00	0	351	-351	-100.00
FL	TPA	AVL	514	0	4	-4	-100.00	0	528	-528	-100.00
G4	AVL	SFB	465	3	0	3	100.00	450	0	450	100.00
G4	SFB	AVL	465	3	0	3	100.00	450	0	450	100.00
UA	AVL	ORD	536	14	14	0	0.00	700	700	0	0.00
UA	ORD	AVL	536	14	14	0	0.00	700	700	0	0.00
US	AVL	CLT	92	57	63	-6	-9.52	3,177	3,410	-233	-6.83
US	AVL	LGA	599	0	10	-10	-100.00	0	500	-500	-100.00
US	AVL	PHL	503	1	1	0	0.00	50	50	0	0.00
US	CLT	AVL	92	57	63	-6	-9.52	3,177	3,410	-233	-6.83
US	LGA	AVL	599	0	11	-11	-100.00	0	550	-550	-100.00
US	PHL	AVL	503	1	1	0	0.00	50	50	0	0.00
V2	AVL	VPS	412	0	2	-2	-100.00	0	244	-244	-100.00
V2	VPS	AVL	412	0	2	-2	-100.00	0	244	-244	-100.00
TOTAL				306	379	-73	-19.26	16,554	20,868	-4,314	-20.67

Schedule Weekly Summary Report for all Airlines for Passenger nonstop flights between AVL and ALL for May12 vs. May11

Scheuule	F WEEKI	iy Summar	укероп	Ops/Week				Seats/Week				
Mktg Al	Org	Dst	Miles	Jun12	Jun11	Diff	Pct Chg	Jun12	Jun11		Pct Chg	
AA	AVL	DFW	848	0	4	-4	-100.00	0	176	-176	-100.00	
AA	DFW	AVL	848	0	4	-4	-100.00	0	176	-176	-100.00	
CO	AVL	EWR	583	0	7	-7	-100.00	0	350	-350	-100.00	
CO	AVL	IAH	834	0	7	-7	-100.00	0	350	-350	-100.00	
CO	EWR	AVL	583	0	7	-7	-100.00	0	350	-350	-100.00	
CO	IAH	AVL	834	0	7	-7	-100.00	0	350	-350	-100.00	
DL	ATL	AVL	164	68	62	6	9.68	3,400	3,100	300	9.68	
DL	AVL	ATL	164	68	61	7	11.48	3,400	3,050	350	11.48	
DL	AVL	DTW	470	14	16	-2	-12.50	700	800	-100	-12.50	
DL	AVL	LGA	599	0	7	-7	-100.00	0	350	-350	-100.00	
DL	DTW	AVL	470	14	17	-3	-17.65	700	850	-150	-17.65	
DL	LGA	AVL	599	0	7	-7	-100.00	0	350	-350	-100.00	
FL	AVL	MCO	488	0	4	-4	-100.00	0	468	-468	-100.00	
FL	AVL	TPA	514	0	4	-4	-100.00	0	528	-528	-100.00	
FL	MCO	AVL	488	0	4	-4	-100.00	0	468	-468	-100.00	
FL	TPA	AVL	514	0	4	-4	-100.00	0	528	-528	-100.00	
G4	AVL	SFB	465	2	0	2	100.00	300	0	300	100.00	
G4	SFB	AVL	465	2	0	2	100.00	300	0	300	100.00	
UA	AVL	EWR	583	7	0	7	100.00	350	0	350	100.00	
UA	AVL	IAH	834	7	0	7	100.00	350	0	350	100.00	
UA	AVL	ORD	536	16	16	0	0.00	800	800	0	0.00	
UA	EWR	AVL	583	7	0	7	100.00	350	0	350	100.00	
UA	IAH	AVL	834	7	0	7	100.00	350	0	350	100.00	
UA	ORD	AVL	536	16	16	0	0.00	800	800	0	0.00	
US	AVL	CLT	92	57	64	-7	-10.94	2,973	3,720	-747	-20.08	
US	AVL	DCA	384	1	0	1	100.00	50	0	50	100.00	
US	AVL	LGA	599	0	11	-11	-100.00	0	550	-550	-100.00	
US	AVL	PHL	503	1	1	0	0.00	50	50	0	0.00	
US	CLT	AVL	92	57	64	-7	-10.94	2,973	3,720	-747	-20.08	
US	DCA	AVL	384	1	0	1	100.00	50	0	50	100.00	
US	LGA	AVL	599	0	11	-11	-100.00	0	550	-550	-100.00	
US	PHL	AVL	503	1	1	0	0.00	50	50	0	0.00	
V2	AVL	VPS	412	0	2	-2	-100.00	0	244	-244	-100.00	
V2	VPS	AVL	412	0	2	-2	-100.00	0	244	-244	-100.00	
TOTAL				346	410	-64	-15.61	17,946	22,972	-5,026	-21.88	
ICIAL				0-10	10	64	10.01	17,540	22,012	0,020	21.00	

Schedule Weekly Summary Report for all Airlines for Passenger nonstop flights between AVL and ALL for Jun12 vs. Jun11

Scheuuk		iy ounnu		Ops/Week			p mgmo bet	Seats/Week				
Mktg Al	Org	Dst	Miles	Jul12	Jul11	Diff	Pct Chg	Jul12	Jul11		Pct Chg	
AA	AVL	DFW	848	0	7	-7	-100.00	0	308	-308	-100.00	
AA	DFW	AVL	848	0	7	-7	-100.00	0	308	-308	-100.00	
CO	AVL	EWR	583	0	7	-7	-100.00	0	350	-350	-100.00	
CO	AVL	IAH	834	0	7	-7	-100.00	0	350	-350	-100.00	
CO	EWR	AVL	583	0	7	-7	-100.00	0	350	-350	-100.00	
CO	IAH	AVL	834	0	7	-7	-100.00	0	350	-350	-100.00	
DL	ATL	AVL	164	69	65	4	6.15	3,450	3,250	200	6.15	
DL	AVL	ATL	164	69	65	4	6.15	3,450	3,250	200	6.15	
DL	AVL	DTW	470	14	20	-6	-30.00	700	1,000	-300	-30.00	
DL	AVL	LGA	599	8	7	1	14.29	400	350	50	14.29	
DL	DTW	AVL	470	14	20	-6	-30.00	700	1,000	-300	-30.00	
DL	LGA	AVL	599	8	7	1	14.29	400	350	50	14.29	
FL	AVL	MCO	488	0	4	-4	-100.00	0	468	-468	-100.00	
FL	AVL	TPA	514	0	4	-4	-100.00	0	528	-528	-100.00	
FL	MCO	AVL	488	0	4	-4	-100.00	0	468	-468	-100.00	
FL	TPA	AVL	514	0	4	-4	-100.00	0	528	-528	-100.00	
G4	AVL	SFB	465	2	0	2	100.00	300	0	300	100.00	
G4	SFB	AVL	465	2	0	2	100.00	300	0	300	100.00	
UA	AVL	EWR	583	7	0	7	100.00	350	0	350	100.00	
UA	AVL	IAH	834	7	0	7	100.00	350	0	350	100.00	
UA	AVL	ORD	536	16	16	0	0.00	800	800	0	0.00	
UA	EWR	AVL	583	7	0	7	100.00	350	0	350	100.00	
UA	IAH	AVL	834	7	0	7	100.00	350	0	350	100.00	
UA	ORD	AVL	536	16	16	0	0.00	800	800	0	0.00	
US	AVL	CLT	92	56	64	-8	-12.50	2,787	3,740	-953	-25.48	
US	AVL	DCA	384	1	0	1	100.00	50	0	50	100.00	
US	AVL	LGA	599	0	11	-11	-100.00	0	550	-550	-100.00	
US	AVL	PHL	503	1	1	0	0.00	50	50	0	0.00	
US	CLT	AVL	92	56	64	-8	-12.50	2,787	3,740	-953	-25.48	
US	DCA	AVL	384	1	0	1	100.00	50	0	50	100.00	
US	LGA	AVL	599	0	11	-11	-100.00	0	550	-550	-100.00	
US	PHL	AVL	503	1	1	0	0.00	50	50	0	0.00	
V2	AVL	VPS	412	0	2	-2	-100.00	0	244	-244	-100.00	
V2	VPS	AVL	412	0	2	-2	-100.00	0	244	-244	-100.00	
TOTAL				362	430	-68	-15.81	18,474	23,976	-5,502	-22.95	

Schedule Weekly Summary Report for all Airlines for Passenger nonstop flights between AVL and ALL for Jul12 vs. Jul11



MEMORANDUM

- TO: Members of the Airport Authority
- FROM: Vickie Thomas, Director of Finance & Accounting
- DATE: May 11, 2012

ITEM DESCRIPTION – Information Section Item B

Asheville Regional Airport – Explanation of Extraordinary Variances Month Ended March, 2012 (Month 9 of FY-2012)

SUMMARY

Operating Revenues for the month of March were \$677,515, 5.41% over budget. Operating Expenses for the month were \$536,012, 13.15% under budget. As a result, Net Operating Revenues before Depreciation were \$115,928 over budget. Net Non-Operating Revenues were \$177,634, 28.48% over budget.

Year-to-date Operating Revenues were \$6,425,742, 7.91% over budget. Year-to-date Operating Expenses were \$4,710,176, 15.03% below budget. Net Operating Revenues before Depreciation were \$1,304,346 over budget. Net Non-Operating Revenues for the year were \$1,721,873, 10.49% over budget.

REVENUES

Significant variations to budget for March were:

Auto Parking	\$11,155	5.36%	Enplanements over budget.
Customer Facility Charges	\$22,079	40.89%	Enplanements over budget.
Passenger Facility Charges	\$16,834	17.24%	Enplanements over budget.



ASHEVILLE REGIONAL AIRPORT AUTHORITY Information Section Item B Asheville Regional Airport – Explanation of Extraordinary Variances Month Ended March, 2012 (Month 9 of FY-2012) Page 2

EXPENSES

Significant variations to budget for March were:

STATEMENT OF NET ASSETS

Significant variations to prior month were:

Property and Equipment, Net – Property and Equipment, Net decreased by \$391k due to the current month's depreciation.

ASHEVILLE REGIONAL AIRPORT INVESTMENT AND INTEREST INCOME SUMMARY As of March 31, 2011

	Interest	I	nvestment	Monthly
Institution:	Rate		Amount	Interest
Bank of America - Operating Account	0.25%	\$	6,869,075	1,479
Bank of America - PFC Revenue Account	0.25%		290,407	47
First Citizens - Money Market Account	0.35%		6,359,560	973
NC Capital Management Trust - Cash Portfolio			217,142	14
Petty Cash			200	
Restricted Cash:	0.000/		010 505	
Wells Fargo - CFC Revenue Account	0.02%		212,595	2
Total		\$	13,948,979	\$ 2,515
Investment Diversification:				
Banks	98.44%			
NC Capital Management Trust	1.56%			
Commercial Paper	0.00%			
Federal Agencies	0.00%			
US Treasuries	0.00%			
	100.00%			

ASHEVILLE REGIONAL AIRPORT STATEMENT OF CHANGES IN FINANCIAL POSITION For the Month Ended March 31, 2012

	Current Month	Prior Period
Cash and Investments Beginning of Period	\$ 13,860,509	\$ 13,209,523
Net Income/(Loss) Before Capital Contributions	(71,409)	(102,405)
Depreciation	390,546	390,546
Decrease/(Increase) in Receivables	(74,406)	290,487
Increase/(Decrease) in Payables	(8,414)	127,204
Decrease/(Increase) in Prepaid Expenses	18,124	18,124
Decrease/(Increase) in Long Term Assets	(160,848)	(247,913)
Principal Payments of Bond Maturities	(36,758)	(36,570)
Contributed Capital	31,635	211,513
Increase(Decrease) in Cash	88,470	650,986
Cash and Investments End of Period	\$ 13,948,979	\$ 13,860,509

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

For the Month Ending March 31, 2012 March YTD Actual Budget Variance \$ Variance % Actual Budget

Operating Revenue:									
Terminal Space Rentals - Non Airline	\$17,256	\$17,184	\$72	0.42%	\$154,436	\$154,653	(\$217)	(0.14%)	\$206,204
Terminal Space Rentals - Airline	95,291	94,849	442	0.47%	993,207	875,409	117,798	13.46%	1,200,905
Concessions	17,272	14,746	2,526	17.13%	154,392	139,462	14,930	10.71%	188,950
Auto Parking	219,155	208,000	11,155	5.36%	1,966,486	1,939,200	27,286	1.41%	2,615,200
Rental Car - Car Rentals	112,127	108,178	3,949	3.65%	1,033,976	970,245	63,731	6.57%	1,294,778
Rental Car - Facility Rent	44,739	45,721	(982)	(2.15%)	414,633	410,285	4,348	1.06%	547,447
Commercial Ground Transportation	100	-	100	0.00%	32,695	17,000	15,695	92.32%	27,200
Landing Fees	42,275	33,415	8,860	26.52%	462,198	304,840	157,358	51.62%	417,397
FBO'S/SASO'S	80,359	75,011	5,348	7.13%	712,078	675,102	36,976	5.48%	900,136
Building Leases	10,668	12,253	(1,585)	(12.94%)	96,551	110,273	(13,722)	(12.44%)	147,030
Land Leases	2,830	1,966	864	43.95%	18,544	17,692	852	4.82%	23,590
Other Leases/Fees	35,443	31,417	4,026	12.81%	386,546	340,698	45,848	13.46%	449,570
Total Operating Revenue	\$677,515	\$642,740	\$34,775	5.41%	\$6,425,742	\$5,954,859	\$470,883	7.91%	\$8,018,407
Operating Expenses:									
Personnel Services	\$324,908	\$335,679	(\$10,771)	(3.21%)	\$2,835,064	\$3,007,702	(\$172,638)	(5.74%)	\$4,069,180
Professional Services	22,215	14,275	7,940	55.62%	101,972	174,768	(72,796)	(41.65%)	235,340
Accounting & Auditing	-	-	-	0.00%	6,000	6,000	-	0.00%	20,000
Other Contractual Services	64,047	54,843	9,204	16.78%	492,234	524,692	(32,458)	(6.19%)	705,114
Travel & Training	27,660	22,669	4,991	22.02%	98,197	132,843	(34,646)	(26.08%)	205,550
Communications & Freight	5,066	5,529	(463)	(8.37%)	46,795	51,761	(4,966)	(9.59%)	69,408
Utility Services	23,805	33,796	(9,991)	(29.56%)	289,561	357,565	(68,004)	(19.02%)	470,045
Rentals & Leases	1,557	1,610	(53)	(3.29%)	11,103	11,190	(87)	(0.78%)	14,920
Insurance	15,303	17,146	(1,843)	(10.75%)	137,723	154,312	(16,589)	(10.75%)	205,750
Repairs & Maintenance	18,621	29,328	(10,707)	(36.51%)	212,068	261,710	(49,642)	(18.97%)	350,443
Advertising, Printing & Binding	4,871	14,103	(9,232)	(65.46%)	98,875	107,285	(8,410)	(7.84%)	198,013
Promotional Activities	2,033	5,467	(3,434)	(62.81%)	70,832	88,850	(18,018)	(20.28%)	99,000
Other Current Charges & Obligations	6,061	6,416	(355)	(5.53%)	53,983	62,294	(8,311)	(13.34%)	82,600
Office Supplies	1,060	1,098	(38)	(3.46%)	5,533	9,881	(4,348)	(44.00%)	13,175
Operating Supplies	4,491	18,592	(14,101)	(75.84%)	154,343	254,326	(99,983)	(39.31%)	305,547
Books, Publications, Subscriptions & Meml	11,910	1,864	10,046	538.95%	28,272	33,210	(4,938)	(14.87%)	40,430
Contingency	-	4,750	(4,750)	(100.00%)	-	33,250	(33,250)	(100.00%)	47,500
Emergency Repair	2,404	-	2,404	0.00%	60,593	100,000	(39,407)	(39.41%)	100,000
Business Development		50,000	(50,000)	(100.00%)	7,028	172,000	(164,972)	(95.91%)	300,000
Total Operating Expenses	\$536,012	\$617,165	(\$81,153)	(13.15%)	\$4,710,176	\$5,543,639	(\$833,463)	(15.03%)	\$7,532,015

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Annual

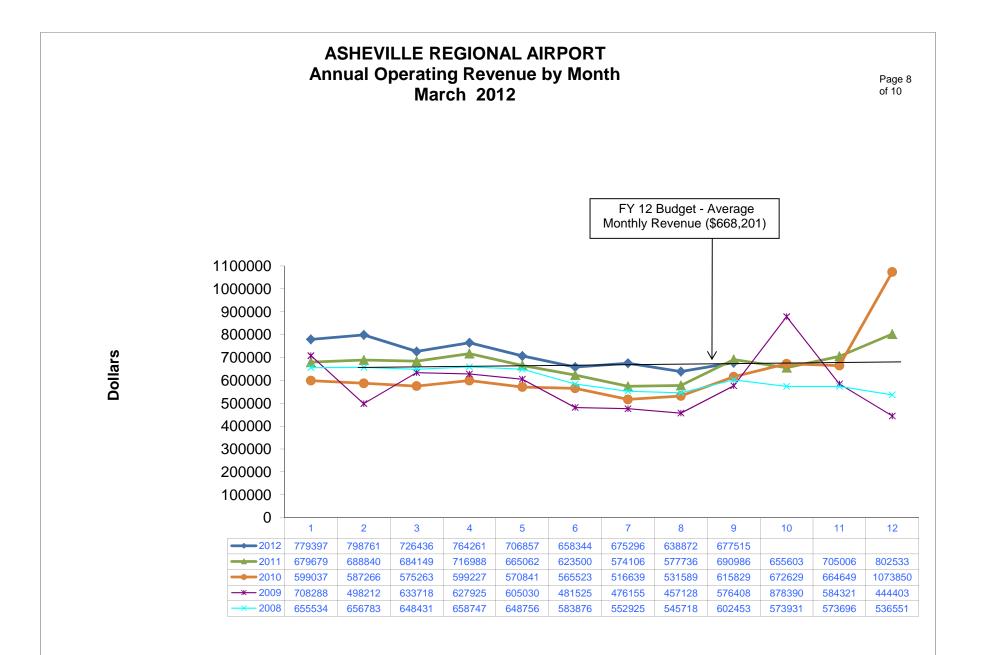
Budget

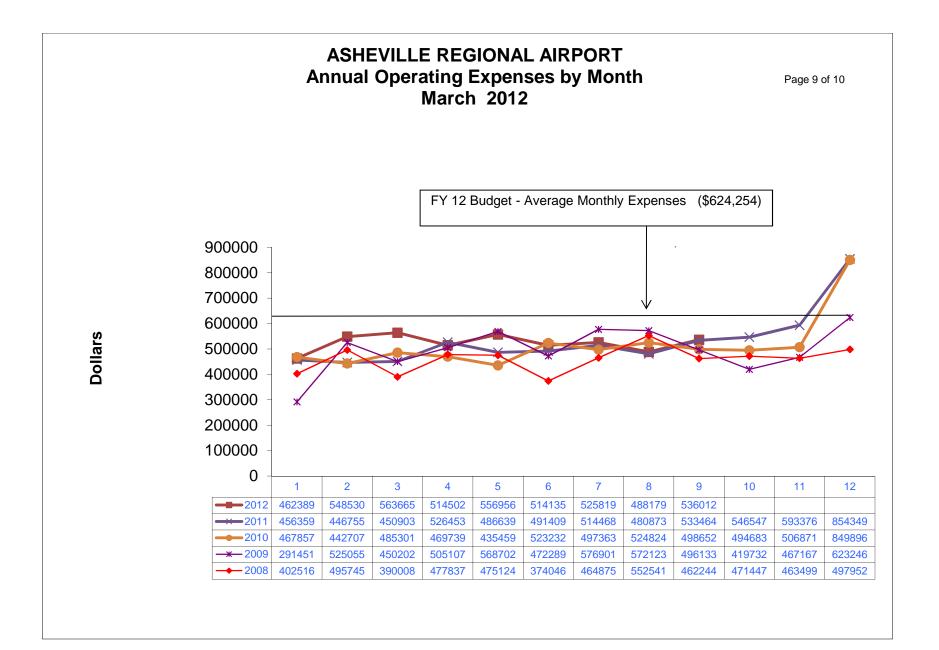
Operating Revenue before Depreciation	\$141,503	\$25,575	\$115,928	453.29%	\$1,715,566	\$411,220	\$1,304,346	317.19%	\$486,392
Depreciation	390,546		390,546	0.00%	3,514,913	<u> </u>	\$3,514,913	0.00%	-
Operating Income(Loss) Before Non-Operating Revenue and Expenses	(\$249,043)	\$25,575	(\$274,618)	(1,073.78%)	(\$1,799,347)	\$411,220	(\$2,210,567)	(537.56%)	\$486,392
Non-Operating Revenue and Expense									
Customer Facility Charges	\$76,079	\$54,000	\$22,079	40.89%	\$792,417	\$639,000	\$153,417	24.01%	\$ 900,000
Passenger Facility Charges	114,484	97,650	16,834	17.24%	1,061,203	1,046,250	14,953	1.43%	1,395,000
Interest Revenue	2,547	2,083	464	22.28%	13,836	18,750	(4,914)	(26.21%)	25,000
Interest Expense	(15,476)	(15,476)	-	0.00%	(145,583)	(145,571)	(12)	0.01%	(190,932)
Reimbursable Cost Revenues	10,991	26,031	(15,040)	(57.78%)	110,602	375,313	(264,711)	(70.53%)	453,405
Reimbursable Cost Expenses	(10,991)	(26,031)	15,040	(57.78%)	(110,602)	(375,313)	264,711	(70.53%)	(453,405)
Sale of Assets				0.00%	-		-	0.00%	
Non-Operating Revenue-Net	\$177,634	\$138,257	\$39,377	28.48%	\$1,721,873	\$1,558,429	\$163,444	10.49%	\$2,129,068
Income (Loss) Before									
Capital Contributions	(\$71,409)	\$163,832	(\$235,241)	(143.59%)	(\$77,474)	\$1,969,649	(\$2,047,123)	(103.93%)	\$2,615,460
Capital Contributions	\$31,635	\$0	\$31,635	0.00%	\$243,148	\$0	\$243,148	0.00%	\$0
Increase in Net Assets	(\$39,774)	\$163,832	(\$203,606)	(124.28%)	\$165,674	\$1,969,649	(\$1,803,975)	(91.59%)	\$2,615,460

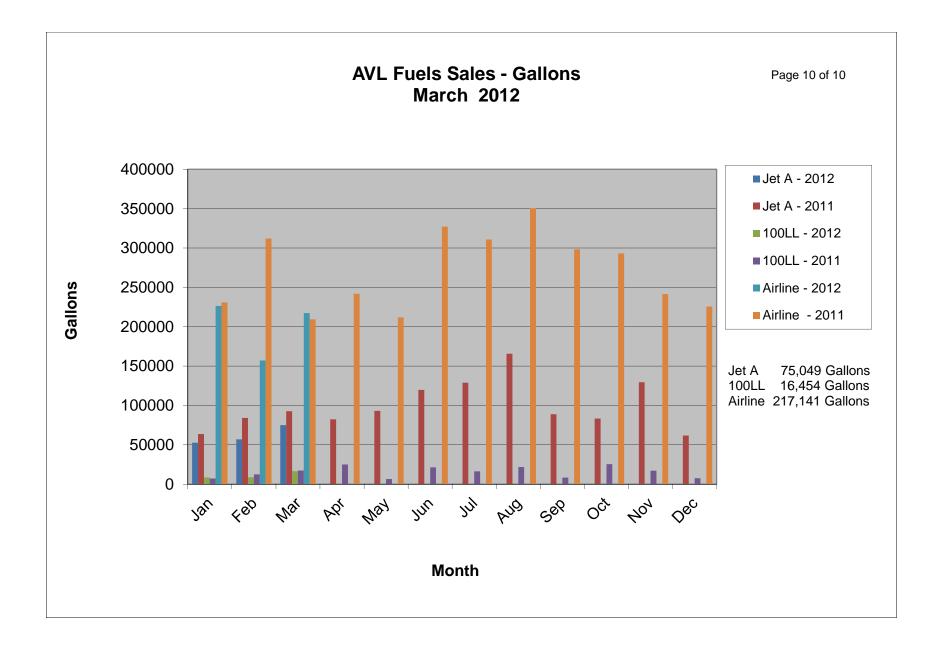
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ASHEVILLE REGIONAL AIRPORT AUTHORITY STATEMENT OF FINANCIAL POSITION As of March 31, 2012

	March	Last Month
ASSETS		
Current Assets:		
Unrestricted Net Assets:		
Cash and Cash Equivalents	\$13,736,384	\$13,657,526
Accounts Receivable	406,129	337,456
Passenger Facility Charges Receivable	192,000	192,000
Refundable Sales Tax Receivable	36,892	31,160
Grants Receivable	0	0
Prepaid Expenses Total Unrestricted Assets	<u> </u>	74,275 14,292,417
Total Unrestricted Assets	14,427,557	14,292,417
Restricted Assets:		
Cash and Cash Equivalents	212,595	202,983
Total Restricted Assets	212,595	202,983
		4 4 4 9 5 4 9 9
Total Current Assets	14,640,152	14,495,400
Noncurrent Assets:		
Construction in Progress	1,560,965	1,400,116
Property and Equipment - Net	66,030,425	66,420,971
Total Noncurrent Assets	67,591,390	67,821,087
		¢00.01/ 407
	\$82,231,542	\$82,316,487
LIABILITIES AND NET ASSETS		
Current Liabilities:		
Payable from Unrestricted Assets:		
Accounts Payable & Accrued Liabilities	\$541,788	\$559,126
Customer Deposits	750	750
Unearned Revenue	230,737	221,813
Construction Contract Retainages	0	0
Revenue Bond Payable - Current Total Payable from Unrestricted Assets	<u>455,188</u> 1,228,463	<u>453,002</u> 1,234,691
Total Payable from onlestificted Assets	1,228,403	1,234,091
Total Current Liabilities	1,228,463	1,234,691
Noncurrent Liabilities:	(75.00/	(75.00/
Other Postemployment Benefits	675,326	675,326
Compensated Absences	284,140	284,140
Net Pension Obligation-LEO Special Separation Allowance	(29,392)	(29,392)
Revenue Bond Payable - Noncurrent Total Noncurrent Liabilities	<u>2,715,602</u> 3,645,676	2,754,547
	3,043,070	3,684,621
Total Liabilities	4,874,139	4,919,312
Net Assets:		
Invested in Capital Assets	64,420,600	64,613,538
Restricted	212,595	202,983
Unrestricted	12,724,208	12,580,654
Total Net Assets	77,357,403	77,397,175
		*00 011 11T
	\$82,231,542	\$82,316,487







Project Number	Project Name	Project Description	Professional Services Consultant	Professional Services Contract	General Contractor	Original Construction Contract	Change Orders (thru 05/01/2012)	Percent of Original Contract	Board Approved Project Cost	Percent Complete	Expensed to Date (thru 05/01/2012)	Start Date	End Date	Current Project Status (as of 05/01/2012)
						<u>P</u>	lanning Phase							
							Design Phase							
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	\$0.00	0.00%	\$832,500.00	45%	\$377,160.00	Sep-11	Jan-13	Chapter 4 review complete. Alternatives phase in progress.
2	ARFF Facility	Design and construct a new Aircraft Rescue and Firefighting Facility consisting of up to 5 vehicle bays; operations support; dispatch and communication office; training and living spaces.	LPA Group	\$541,409.00	N/A	N/A	\$0.00	0.00%	\$541,409.00	6%	\$61,841.00	Jul-11	Jul-13	Project on temporary hold for design. No further change in status to report.
						Со	nstruction Pha	se						
1	Westside Area 4 Phase 1 and 1A Construction	Construction for the Westside Project to level land utilizing engineered ash to fill and top with soil embankment/cap for future development.	AVCON	\$290,000.00	Charah	N/A	\$42,750.00	14.74%	\$367,750.00* (project expenses are being reimbursed by Charah through a separate agreement)	98%	\$327,266.87	Jul-10	Feb-12	Asphalt repairs to the haul road have been made where needed, liner cap is on sub-cells 6-9 and top soil has been placed, top soil placement on subcells 3-5 continues as weather permits.
2	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)	18%	\$60,714.62	Feb-11	Jan-13	Ash placement in 2A is underway, wildlife fence around phase 2B will be installed in a month and the old fence removed once FAA approval is received. Firing range building and items have been removed. Remediation is pending. Contractor shut down due to delays on firing range imminent if remediation issue not resolved soon.
3	Passenger Boarding Bridges	Purchase and install Passenger Boarding Bridges for Gates 4-6 including building upgrades	RS&H	\$128,079.00	Goforth Builders & Thyssen Krupp Airport Systems	\$1,643,681.00	\$0.00	0.00%	\$1,778,840.00	5.00%	\$84,155.90	Nov-11	Nov-12	Construction will begin on May, 14, 2012 to keep on schedule with the delivery of the first bridge, expected in June.

Amounts are based on invoices received and processed through Development.

Airportsurvey.com





Airport Facilities Review For 1st Quarter 2012

Welcome

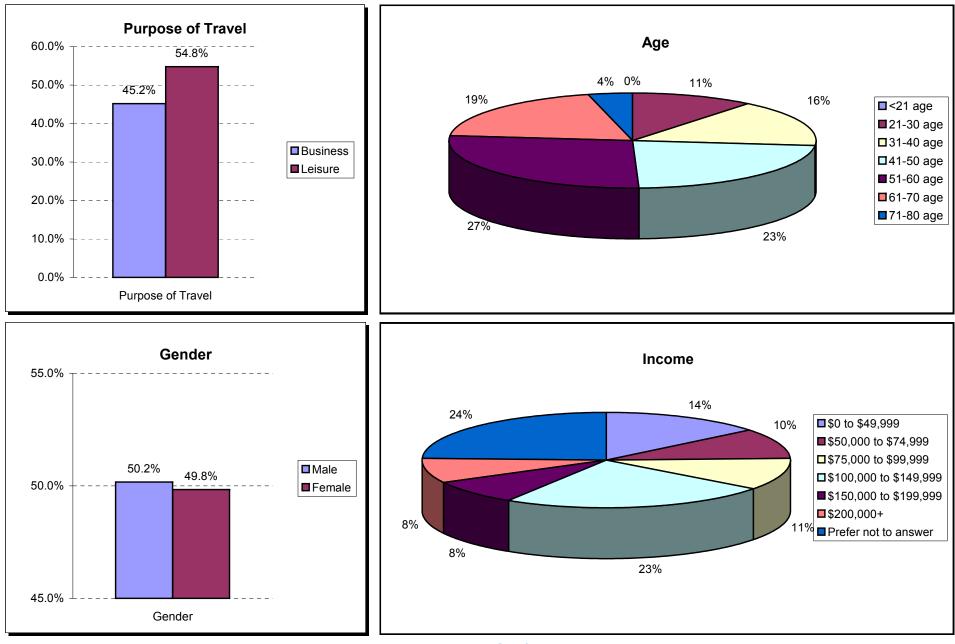
- Welcome to the Airportsurvey.com Airport Facilities Review for the recent quarter, a complimentary data set provided to Airportsurvey.com participating airports
- The following slides provide non-weighted scores and ratings based on an independent survey of air travelers
- Note that passenger responses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

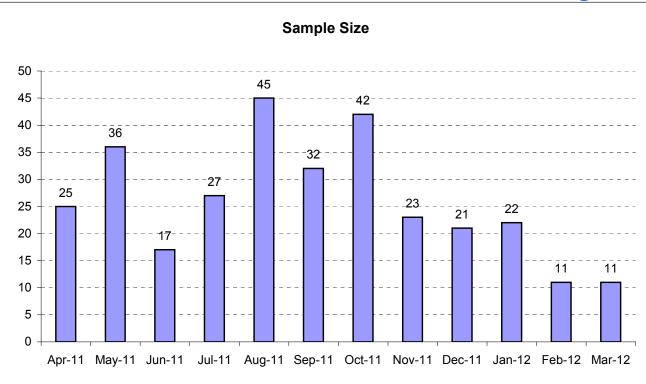
Overview

- *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



General Findings



Sample is clustered around airport invitation distribution dates.

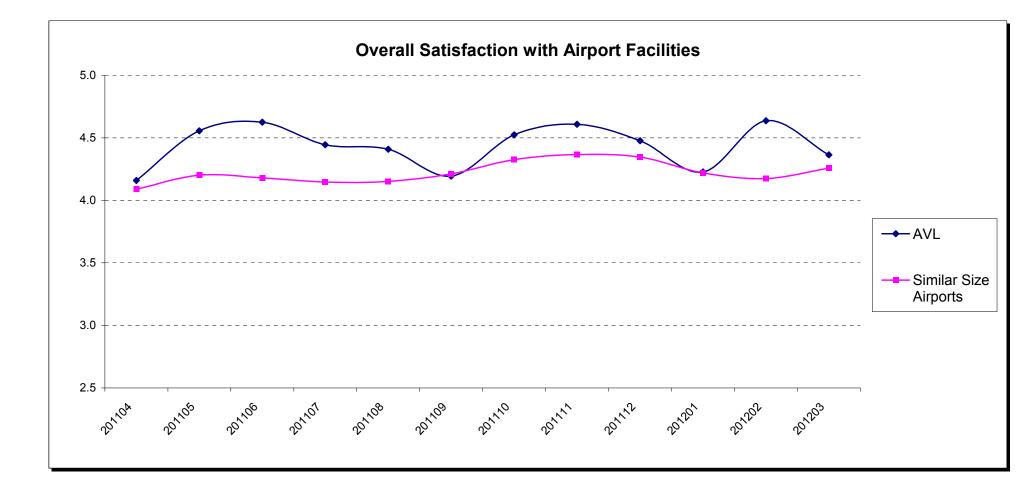
Sample reflects passengers intercepted at arrival airports who rated check-in airport.

	AVL	Similar	+/-	Pct
Overall	4.44	4.22	0.21	4.8%
Availability of parking	4.10	4.16	(0.06)	-1.4%
Cost of parking	3.54	3.51	0.03	0.9%
Clear, easy to follow signs	4.29	4.04	0.25	5.8%
Cleanliness	4.50	4.30	0.21	4.6%
Restrooms	4.43	4.15	0.28	6.3%
Concessions / restaurants	3.71	3.54	0.17	4.5%
Transportation to your gate / concourse / terminal	4.39	3.99	0.41	9.3%
Security: Wait time at checkpoint	4.61	4.17	0.44	9.5%
Security: Professionalism of personnel	4.59	4.25	0.35	7.5%
Security: Confidence in airport security procedures	4.40	4.04	0.37	8.4%

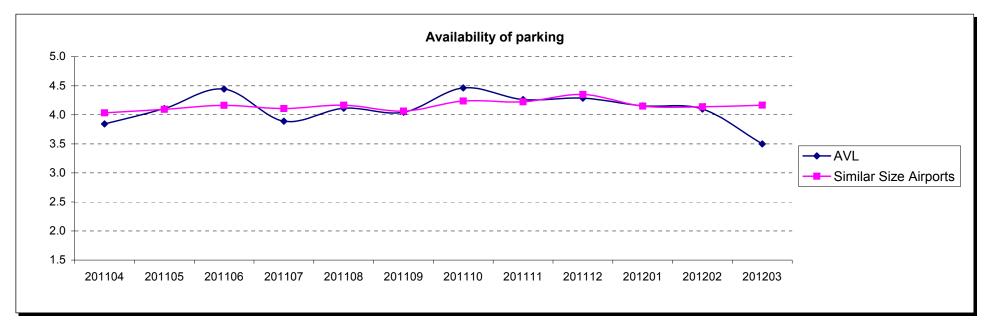
Statistical means testing not performed on results

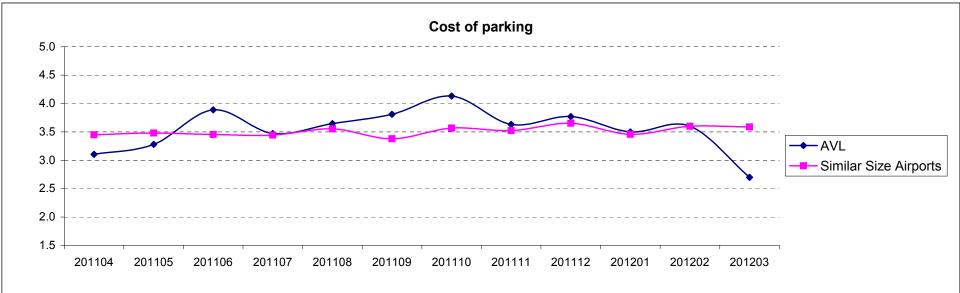
AVL	
Responses	312

Overall Satisfaction with Airport Facilities

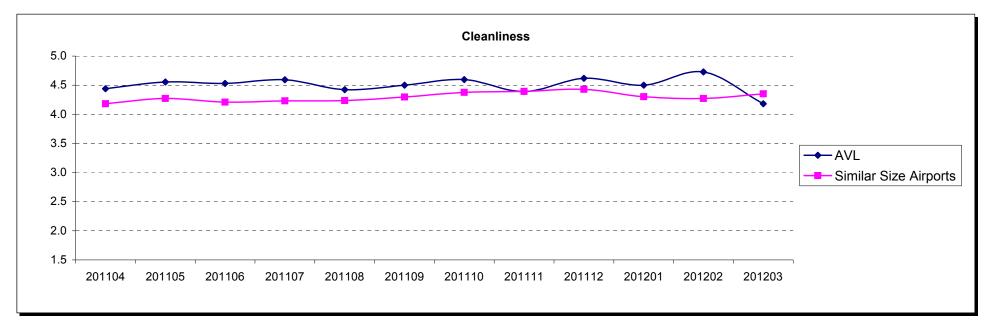


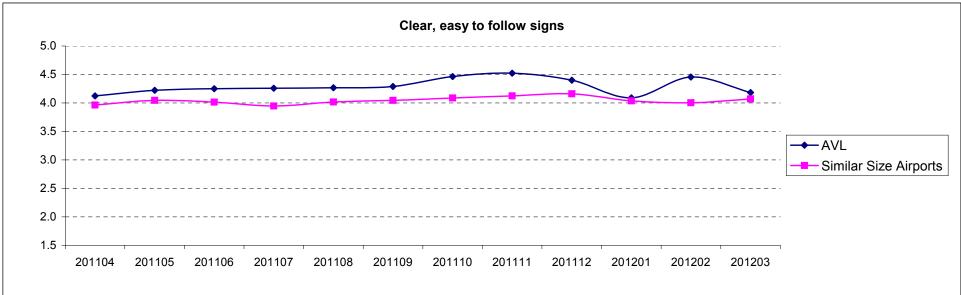
Parking Satisfaction



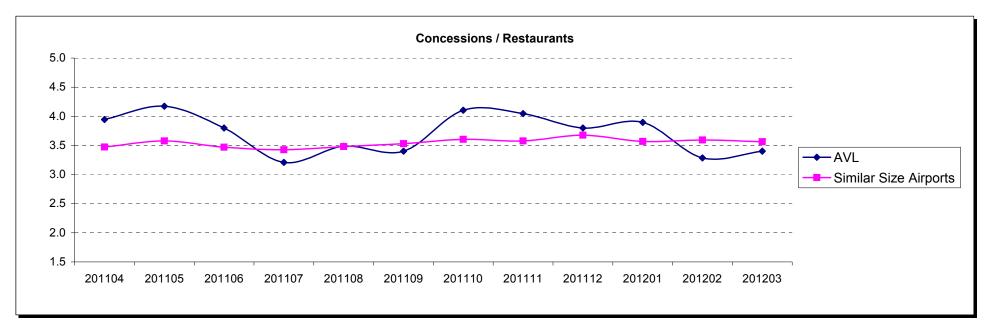


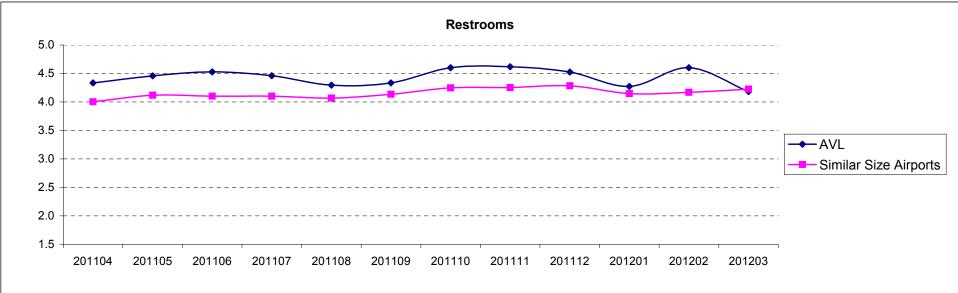
Cleanliness and Signage



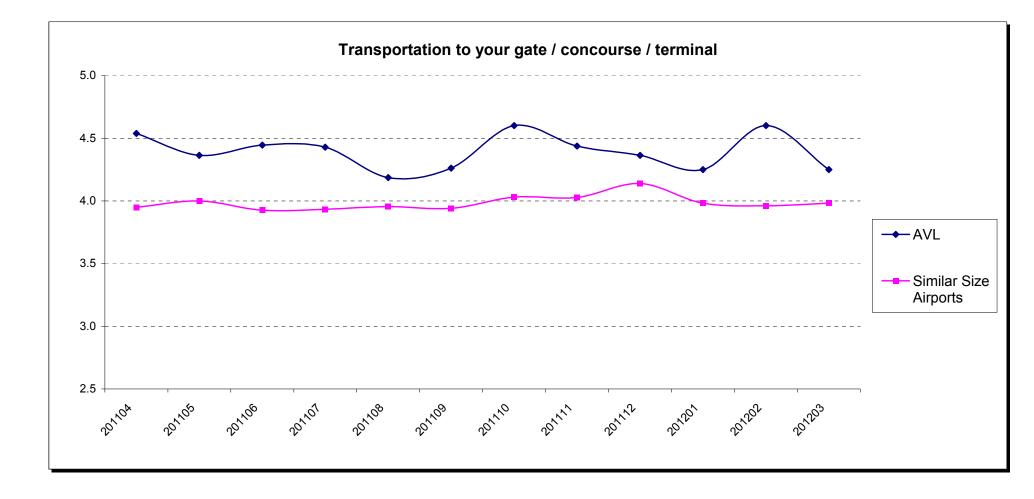


Concessions and Restrooms

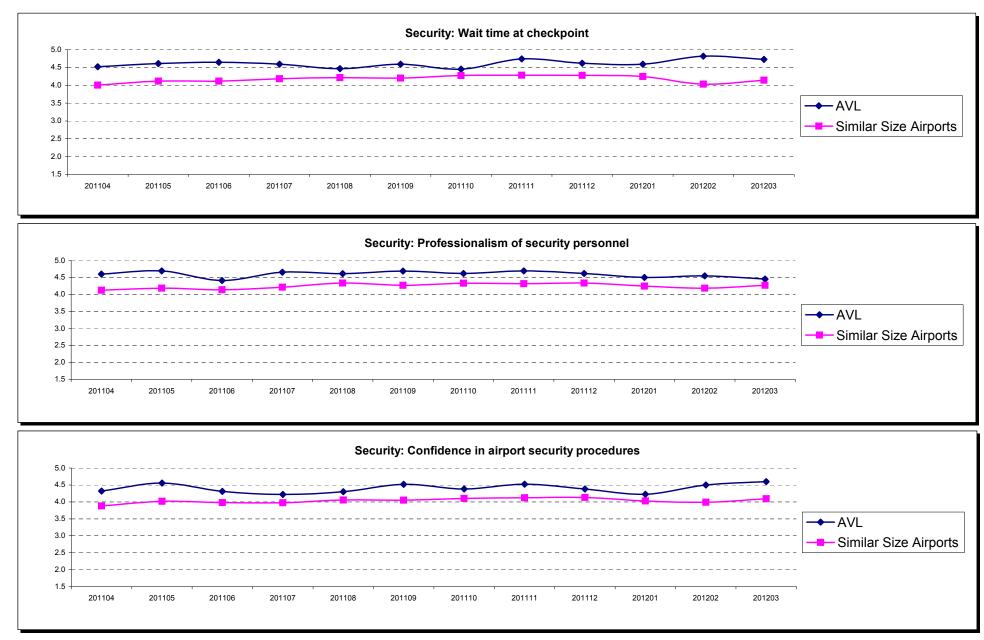




Transportation to Departure Gate



Airport Security



Appendix A - Geographic Breakdown of Respondents

Check-in Passengers by Place of Residence								
	AR AZ CA CO CT DE FL HI IA IL IN KS LA MD MI MN MS MT NC NJ NM NV NY OH	$ \begin{array}{c} 1\\ 2\\ 10\\ 6\\ 2\\ 1\\ 24\\ 3\\ 4\\ 11\\ 1\\ 2\\ 4\\ 1\\ 6\\ 5\\ 2\\ 1\\ 2\\ 165\\ 5\\ 1\\ 1\\ 9\\ 3\\ \end{array} $	OR PA SD TN TX UT VA VT WA WI ASIA	1 1 2 6 1 5 3 6 4 1				

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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