



MAY 2013

BOARD INFORMATION PACKAGE



MEMORANDUM

TO: Members of the Airport Authority

FROM: Lew Bleiweis, Executive Director

DATE: May 10, 2013

Financial Report ([document](#))

Informational Reports:

- A. March, 2013 Traffic Report ([document](#))
- B. March, 2013 Monthly Financial Report ([document](#))
- C. May, 2013 Development/Project Status Report ([document](#))
- D. Airport Facilities Review for First Quarter ([document](#))

**Asheville Regional Airport
Executive Summary
March-13**

AIRPORT ACTIVITY

	<u>Month</u>	<u>Variance to Prior Year</u>	<u>Calendar Year to Date</u>	<u>Variance to Prior Year</u>
Passenger Enplanements	24,028	(6.2%)	60,547	(12.6%)
Aircraft Operations				
Commercial	1,342	(6.2%)	3,543	(12.4%)
Scheduled Flights	650	(1.7%)		
Flight Cancellations	11			
Seats	36,793	7.5%	98,704	(0.8%)
Load Factor	65.3%	(12.8%)	61.3%	(11.9%)
General Aviation	2,641	(10.0%)	7,165	(6.8%)
Military	304	(33.0%)	914	(26.4%)

FINANCIAL RESULTS

	<u>Month</u>	<u>Variance to Budget</u>	<u>Fiscal Year to Date</u>	<u>Variance to Budget</u>
Operating Revenues	\$ 677,427	1.4%	\$ 6,223,876	0.4%
Operating Expenses	522,984	(13.3%)	4,664,633	(18.0%)
Net Operating Revenues before Depreciation	<u>\$ 154,443</u>	136.1%	<u>\$ 1,559,243</u>	205.2%
Net Non-Operating Revenues	<u>\$ 170,031</u>	25.6%	<u>\$ 1,503,154</u>	8.9%
Grants:				
FAA AIP Grants	\$ 98,389		\$ 1,335,252	
NC Dept of Transportation Grants	-		-	
Total	<u>\$ 98,389</u>		<u>\$ 1,335,252</u>	

CASH

Restricted	\$ 185,968
Designated for O&M Reserve	3,667,664
Designated for Emergency Repair	650,000
Unrestricted, Undesignated	12,178,650
Total	<u>\$ 16,682,282</u>

RECEIVABLES PAST DUE

	<u>Total</u>	<u>1-30 Days</u>	<u>31-60 Days</u>	<u>Over 60 Days</u>
Allegiant Airlines	880			880
American Airlines (In Bankruptcy)	1,166			1,166
Charah	7,390	7,390		
Delta Air Lines	3,186	1,370	1,776	40
TSA	48,320	18,880	-	29,440
Miscellaneous	8,404	420		7,984
US Airways	2,567	288	1,931	348
Total	<u>\$ 71,913</u>	<u>\$ 28,348</u>	<u>\$ 3,707</u>	<u>\$ 39,858</u>
% of Total Receivables	<u>21.93%</u>			

Note: Excludes balances paid subsequent to month-end.

REVENUE BONDS PAYABLE

Rental Car Facilities Taxable Revenue Bond, Series 2007	
Original Amount	\$ 4,750,000
Current Balance	\$ 2,715,590

CAPITAL EXPENDITURES

Annual Budget	\$ 10,444,587
Year-to-Date Spending	\$ 1,885,064



MEMORANDUM

TO: Members of the Airport Authority
FROM: Lew Bleiweis, A.A.E., Executive Director
DATE: May 10, 2013

ITEM DESCRIPTION – Information Section Item A

March, 2013 Traffic Report – Asheville Regional Airport

SUMMARY

March 2013 overall passenger traffic numbers were down 5.6% compared to the same period last year. Passenger traffic numbers reflect a 6.2% decrease in passenger enplanements from March 2012. Enplanements for Fiscal Year to Date total 231,683 which is a 17.1% decrease over the same period last year.

AIRLINE PERFORMANCE

Allegiant Airlines: Year over Year passenger enplanements for Allegiant in March 2013 were up by 165.3%. There were no flight cancellations for the month.

Delta Airlines: Delta's March 2013 enplanements decreased by 3.4% compared to March 2012. There were five (5) flight cancellations for the month.

United Airlines: In March 2013, United Airlines saw a decrease in enplanements by 38.9% over the same period last year. There were no flight cancellations for the month.

US Airways: US Airways' March 2013 passenger enplanements represent a 20.0% decrease over the same period last year. There were six (6) flight cancellations for the month.

Monthly Traffic Report

Asheville Regional Airport

March 2013



Category	Mar 2013	Mar 2012	Percentage Change	*CYTD-2013	*CYTD-2012	Percentage Change	*MOV12-2013	*MOV12-2012	Percentage Change
Passenger Traffic									
Enplaned	24,028	25,626	-6.2%	60,547	69,257	-12.6%	308,964	368,091	-16.1%
Deplaned	<u>24,137</u>	<u>25,404</u>	-5.0%	<u>59,828</u>	<u>67,685</u>	-11.6%	<u>308,317</u>	<u>364,911</u>	-15.5%
Total	48,165	51,030	-5.6%	120,375	136,942	-12.1%	617,281	733,002	-15.8%
Aircraft Operations									
Airlines	402	243	65.4%	1,124	708	58.8%	4,107	3,832	7.2%
Commuter /Air Taxi	<u>940</u>	<u>1,187</u>	-20.8%	2,419	3,335	-27.5%	13,277	16,787	-20.9%
Subtotal	<u>1,342</u>	<u>1,430</u>	-6.2%	<u>3,543</u>	<u>4,043</u>	-12.4%	<u>17,384</u>	<u>20,619</u>	-15.7%
General Aviation	2,641	2,935	-10.0%	7,165	7,688	-6.8%	38,668	37,967	1.8%
Military	<u>304</u>	<u>454</u>	-33.0%	<u>914</u>	<u>1,242</u>	-26.4%	<u>4,259</u>	<u>4,522</u>	-5.8%
Subtotal	<u>2,945</u>	<u>3,389</u>	-13.1%	<u>8,079</u>	<u>8,930</u>	-9.5%	<u>42,927</u>	<u>42,489</u>	1.0%
Total	4,287	4,819	-11.0%	11,622	12,973	-10.4%	60,311	63,108	-4.4%
Fuel Gallons									
100LL	8,219	16,454	-50.0%	24,853	33,617	-26.1%	155,922	182,334	-14.5%
Jet A (GA)	75,369	75,049	0.4%	196,299	184,394	6.5%	1,105,960	1,136,890	-2.7%
Subtotal	<u>83,588</u>	<u>91,503</u>	-8.6%	<u>221,152</u>	<u>218,011</u>	1.4%	<u>1,261,882</u>	<u>1,319,224</u>	-4.3%
Jet A (A/L)	<u>172,949</u>	<u>217,141</u>	-20.4%	<u>448,500</u>	<u>600,490</u>	-25.3%	<u>2,166,397</u>	<u>3,100,436</u>	-30.1%
Total	256,537	308,644	-16.9%	669,652	818,501	-18.2%	3,428,279	4,419,660	-22.4%

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

Monday, April 22, 2013

Airline Enplanements, Seats, and Load Factors

Asheville Regional Airport

March 2013



	Mar 2013	Mar 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	3,412	1,286	165.3%	8,124	3,609	125.1%
Seats	3,824	1,350	183.3%	9,078	3,900	132.8%
Load Factor	89.2%	95.3%	-6.3%	89.5%	92.5%	-3.3%
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	10,895	11,284	-3.4%	25,455	29,141	-12.6%
Seats	16,230	13,850	17.2%	42,096	38,600	9.1%
Load Factor	67.1%	81.5%	-17.6%	60.5%	75.5%	-19.9%
United Airlines						
Enplanements	2,336	3,825	-38.9%	5,731	7,345	-22.0%
Seats	3,050	5,287	-42.3%	8,650	11,287	-23.4%
Load Factor	76.6%	72.3%	5.9%	66.3%	65.1%	1.8%
US Airways						
Enplanements	7,385	9,231	-20.0%	21,237	26,437	-19.7%
Seats	13,689	13,731	-0.3%	38,880	40,167	-3.2%
Load Factor	53.9%	67.2%	-19.8%	54.6%	65.8%	-17.0%

Monday, April 22, 2013

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

	Mar 2013	Mar 2012	Percentage Change	*CYTD-2013	*CYTD-2012	Percentage Change
Totals						
Enplanements	24,028	25,626	-6.2%	60,547	69,257	-12.6%
Seats	36,793	34,218	7.5%	98,704	99,522	-0.8%
Load Factor	65.3%	74.9%	-12.8%	61.3%	69.6%	-11.9%

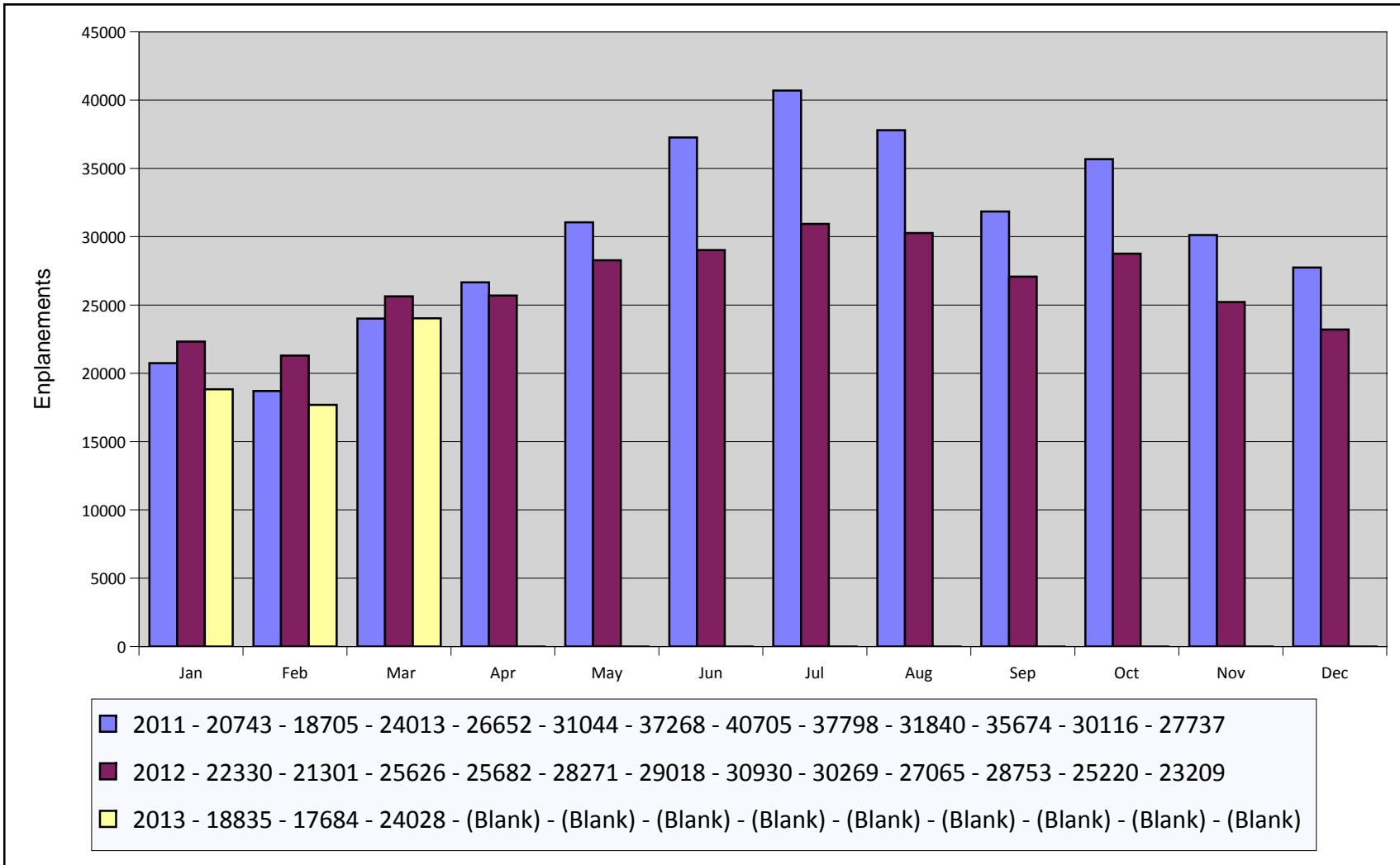
Airline Flight Completions Asheville Regional Airport

March 2013

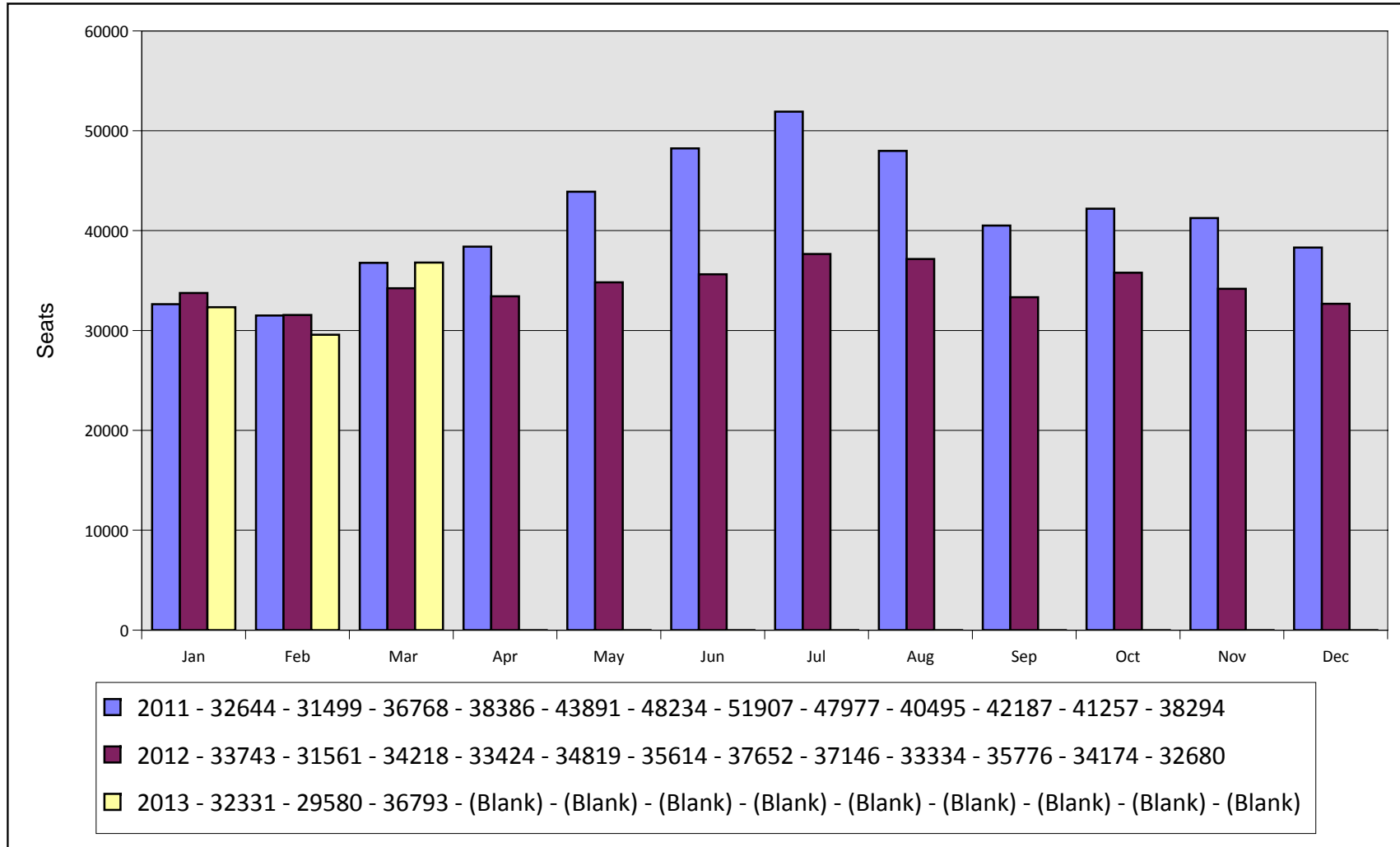


Airline	Scheduled Flights	Field	Cancellations Due To			Total Cancellations	Percentage of Completed
			Mechanical	Weather	Other		
Allegiant Air	24	0	0	0	0	0	100.0%
Delta Air Lines	291	0	4	1	0	5	98.3%
United Airlines	61	0	0	0	0	0	100.0%
US Airways	274	0	6	0	0	6	98.5%
Total	650	0	10	1	0	11	98.3%

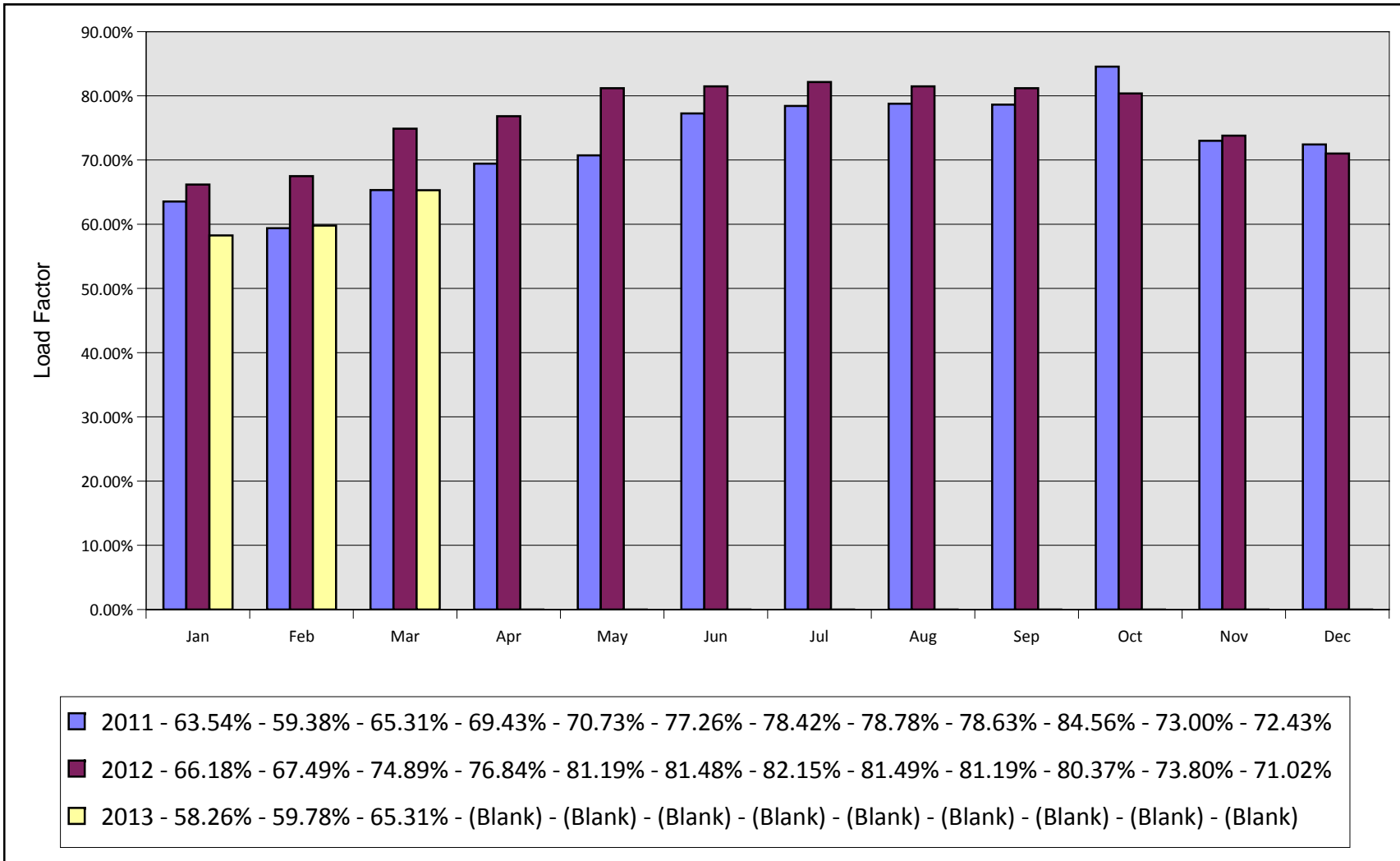
Monthly Enplanements By Year Asheville Regional Airport



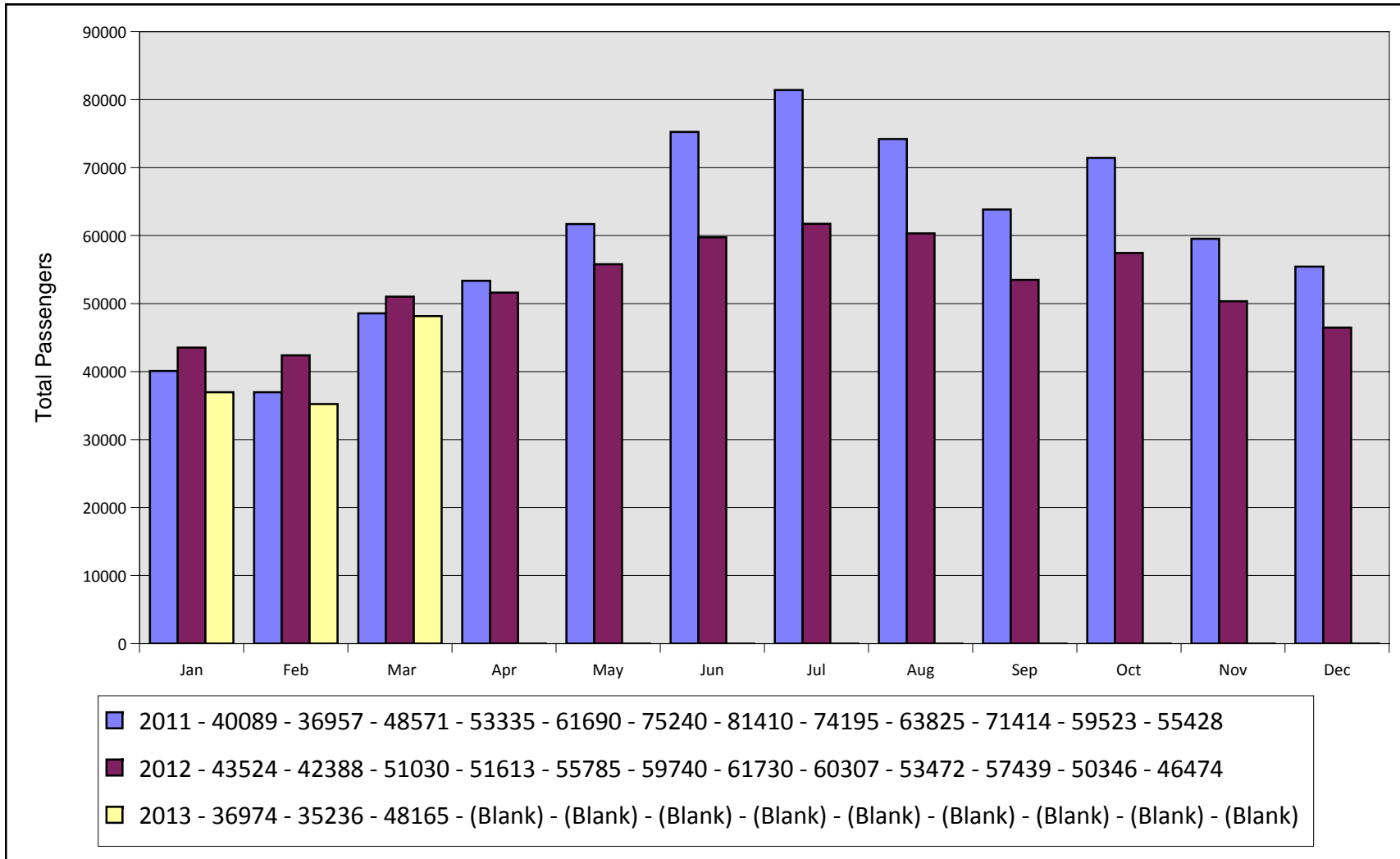
Monthly Seats By Year Asheville Regional Airport



Monthly Load Factors By Year Asheville Regional Airport

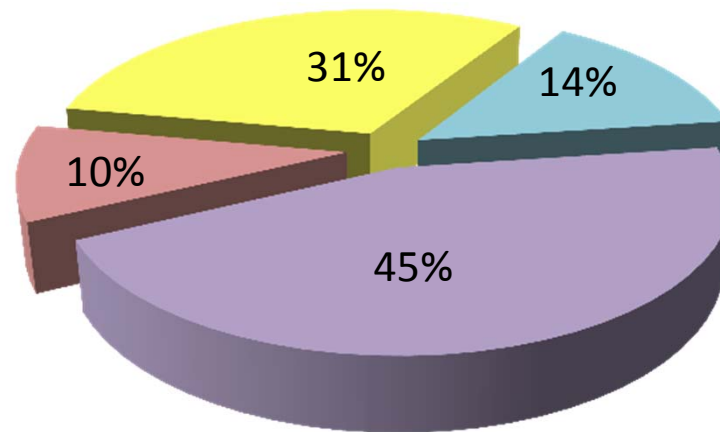


Total Monthly Passengers By Year Asheville Regional Airport

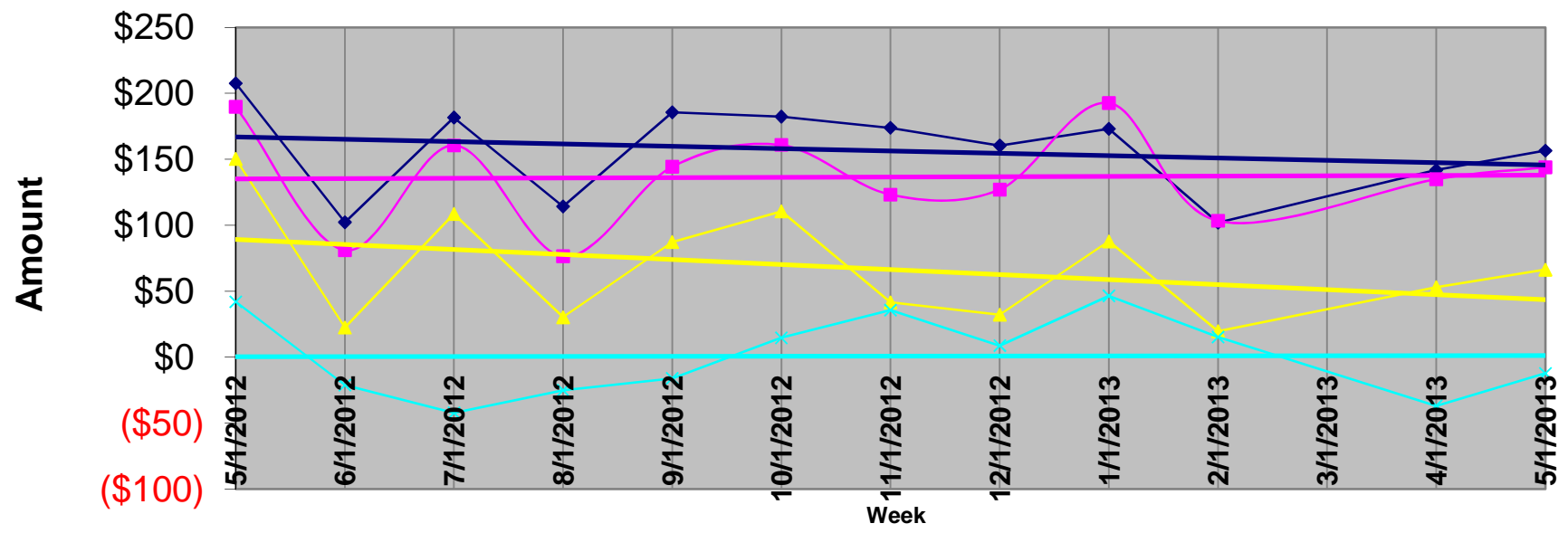


Airline Market Share Analysis (Enplanements) Asheville Regional Airport

Report Period From March 2013 Through March 2013



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



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

Asheville Regional Airport
Sample airfares as of 5/1/13
21 Day Advance Purchase, 3 day Stay

		<u>Difference in Fares</u>								
		<u>ASHEVILLE</u>	<u>ATLANTA</u>	<u>CHARLOTTE</u>	<u>GREENVILLE</u>	<u>TRI-CITIES</u>	<u>ATLANTA</u>	<u>CHARLOTTE</u>	<u>GREENVILLE</u>	<u>TRI-CITIES</u>
ABQ	Albuquerque	\$719	\$511	\$430	\$586	\$759	\$208	\$289	\$133	(\$40)
ATL	Atlanta	\$369		\$218	\$323	\$304	\$369	\$151	\$46	\$65
AUS	Austin	\$587	\$353	\$330	\$495	\$560	\$234	\$257	\$92	\$27
BWI	Baltimore	\$446	\$225	\$234	\$197	\$553	\$221	\$212	\$249	(\$107)
BOS	Boston	\$516	\$331	\$194	\$432	\$558	\$185	\$322	\$84	(\$42)
ORD	Chicago	\$369	\$323	\$308	\$276	\$379	\$46	\$61	\$93	(\$10)
CVG	Cincinnati	\$396	\$388	\$578	\$437	\$484	\$8	(\$182)	(\$41)	(\$88)
CLE	Cleveland	\$446	\$347	\$422	\$287	\$497	\$99	\$24	\$159	(\$51)
DFW	Dallas	\$516	\$254	\$448	\$432	\$461	\$262	\$68	\$84	\$55
DEN	Denver	\$536	\$353	\$362	\$549	\$518	\$183	\$174	(\$13)	\$18
DTW	Detroit	\$458	\$341	\$478	\$429	\$484	\$117	(\$20)	\$29	(\$26)
FLL	Fort Lauderdale	\$496	\$301	\$278	\$461	\$277	\$195	\$218	\$35	\$219
RSW	Ft. Myers	\$459	\$318	\$314	\$551	\$277	\$141	\$145	(\$92)	\$182
BDL	Hartford	\$496	\$366	\$300	\$421	\$525	\$130	\$196	\$75	(\$29)
IAH	Houston	\$478	\$368	\$344	\$375	\$460	\$110	\$134	\$103	\$18
IND	Indianapolis	\$448	\$329	\$282	\$478	\$497	\$119	\$166	(\$30)	(\$49)
JAX	Jacksonville	\$446	\$301	\$260	\$513	\$517	\$145	\$186	(\$67)	(\$71)
MCI	Kansas City	\$591	\$371	\$279	\$461	\$507	\$220	\$312	\$130	\$84
LAS	Las Vegas	\$606	\$400	\$451	\$528	\$710	\$206	\$155	\$78	(\$104)
LAX	Los Angeles	\$654	\$513	\$609	\$624	\$592	\$141	\$45	\$30	\$62
MHT	Manchester	\$525	\$393	\$253	\$441	\$576	\$132	\$272	\$84	(\$51)
MEM	Memphis	\$520	\$253	\$445	\$560	\$493	\$267	\$75	(\$40)	\$27
MIA	Miami	\$459	\$316	\$435	\$437	\$458	\$143	\$24	\$22	\$1
MKE	Milwaukee	\$482	\$381	\$340	\$417	\$525	\$101	\$142	\$65	(\$43)
MSP	Minneapolis/Saint Pau	\$504	\$373	\$493	\$445	\$557	\$131	\$11	\$59	(\$53)
BNA	Nashville	\$415	\$418	\$298	\$231	\$506	(\$3)	\$117	\$184	(\$91)
MSY	New Orleans	\$566	\$308	\$423	\$456	\$525	\$258	\$143	\$110	\$41

LGA	New York	\$391	\$340	\$245	\$328	\$467	\$51	\$146	\$63	(\$76)
EWR	Newark	\$400	\$336	\$414	\$347	\$572	\$64	(\$14)	\$53	(\$172)
MCO	Orlando	\$486	\$202	\$256	\$253	\$277	\$284	\$230	\$233	\$209
PHL	Philadelphia	\$456	\$403	\$360	\$371	\$534	\$53	\$96	\$85	(\$78)
PHX	Phoenix	\$606	\$411	\$442	\$545	\$673	\$195	\$164	\$61	(\$67)
PIT	Pittsburgh	\$446	\$315	\$259	\$401	\$497	\$131	\$187	\$45	(\$51)
PDX	Portland	\$735	\$594	\$542	\$736	\$801	\$141	\$193	(\$1)	(\$66)
PVD	Providence	\$516	\$386	\$267	\$461	\$562	\$130	\$249	\$55	(\$46)
RDU	Raleigh/Durham	\$419	\$229	\$282	\$441	\$534	\$190	\$137	(\$22)	(\$115)
RIC	Richmond	\$446	\$335	\$312	\$399	\$497	\$111	\$134	\$47	(\$51)
STL	Saint Louis	\$522	\$339	\$280	\$421	\$534	\$183	\$242	\$101	(\$12)
SLC	Salt Lake City	\$630	\$507	\$523	\$605	\$743	\$123	\$107	\$25	(\$113)
SAT	San Antonio	\$554	\$335	\$310	\$435	\$553	\$219	\$244	\$119	\$1
SAN	San Diego	\$716	\$547	\$586	\$644	\$673	\$169	\$130	\$72	\$43
SFO	San Francisco	\$645	\$529	\$599	\$588	\$720	\$116	\$46	\$57	(\$75)
SRQ	Sarasota/Bradenton	\$459	\$307	\$512	\$439	\$448	\$152	(\$53)	\$20	\$11
SEA	Seattle	\$731	\$515	\$613	\$783	\$799	\$216	\$118	(\$52)	(\$68)
SYR	Syracuse	\$532	\$412	\$268	\$520	\$583	\$120	\$264	\$12	(\$51)
TPA	Tampa	\$453	\$308	\$216	\$339	\$448	\$145	\$237	\$114	\$5
YYZ	Toronto	\$737	\$638	\$733	\$596	\$682	\$99	\$4	\$141	\$55
DCA	Washington DC	\$486	\$331	\$254	\$301	\$497	\$155	\$232	\$185	(\$11)
IAD	Washington DC	\$491	\$331	\$339	\$237	\$538	\$160	\$152	\$254	(\$47)
PBI	West Palm Beach	\$496	\$243	\$240	\$507	\$277	\$253	\$256	(\$11)	\$219

*These sample airfares were available 5/1/13, 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 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.

\$157 \$144 \$66 (\$12)

Average Fare difference

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

Asheville Regional Airport
Sample airfares as of 5/1/13
0 Day Advance Purchase, 3 day Stay

							<u>Difference in Fares</u>				
		<u>ASHEVILLE</u>	<u>ATLANTA</u>	<u>CHARLOTTE</u>	<u>GREENVILLE</u>	<u>TRI-CITIES</u>	<u>ATLANTA</u>	<u>CHARLOTTE</u>	<u>GREENVILLE</u>	<u>TRI-CITIES</u>	
ABQ	Albuquerque	\$649	\$523	\$688	\$974	\$894	\$126	(\$39)	(\$325)	(\$245)	
ATL	Atlanta	\$481		\$751	\$482	\$562	\$481	(\$270)	(\$1)	(\$81)	
AUS	Austin	\$629	\$594	\$410	\$790	\$870	\$35	\$219	(\$161)	(\$241)	
BWI	Baltimore	\$536	\$430	\$256	\$307	\$720	\$106	\$280	\$229	(\$184)	
BOS	Boston	\$626	\$410	\$256	\$756	\$742	\$216	\$370	(\$130)	(\$116)	
ORD	Chicago	\$492	\$512	\$630	\$417	\$724	(\$20)	(\$138)	\$75	(\$232)	
CVG	Cincinnati	\$438	\$612	\$752	\$538	\$653	(\$174)	(\$314)	(\$100)	(\$215)	
CLE	Cleveland	\$536	\$486	\$803	\$398	\$908	\$50	(\$267)	\$138	(\$372)	
DFW	Dallas	\$626	\$582	\$831	\$496	\$918	\$44	(\$205)	\$130	(\$292)	
DEN	Denver	\$649	\$380	\$448	\$820	\$930	\$269	\$201	(\$171)	(\$281)	
DTW	Detroit	\$658	\$550	\$642	\$654	\$651	\$108	\$16	\$4	\$7	
FLL	Fort Lauderdale	\$596	\$324	\$404	\$564	\$864	\$272	\$192	\$32	(\$268)	
RSW	Ft. Myers	\$596	\$386	\$390	\$696	\$950	\$210	\$206	(\$100)	(\$354)	
BDL	Hartford	\$599	\$801	\$378	\$690	\$880	(\$202)	\$221	(\$91)	(\$281)	
IAH	Houston	\$619	\$542	\$916	\$496	\$917	\$77	(\$297)	\$123	(\$298)	
IND	Indianapolis	\$539	\$414	\$334	\$670	\$794	\$125	\$205	(\$131)	(\$255)	
JAX	Jacksonville	\$536	\$300	\$368	\$934	\$828	\$236	\$168	(\$398)	(\$292)	
MCI	Kansas City	\$629	\$531	\$349	\$770	\$809	\$98	\$280	(\$141)	(\$180)	
LAS	Las Vegas	\$786	\$601	\$461	\$1,044	\$922	\$185	\$325	(\$258)	(\$136)	
LAX	Los Angeles	\$926	\$506	\$465	\$1,020	\$926	\$420	\$461	(\$94)	\$0	
MHT	Manchester	\$629	\$485	\$286	\$756	\$920	\$144	\$343	(\$127)	(\$291)	
MEM	Memphis	\$723	\$436	\$961	\$715	\$723	\$287	(\$238)	\$8	\$0	
MIA	Miami	\$596	\$340	\$668	\$588	\$1,051	\$256	(\$72)	\$8	(\$455)	
MKE	Milwaukee	\$596	\$455	\$364	\$766	\$826	\$141	\$232	(\$170)	(\$230)	
MSP	Minneapolis/Saint Paul	\$868	\$626	\$1,040	\$846	\$849	\$242	(\$172)	\$22	\$19	
BNA	Nashville	\$438	\$495	\$364	\$378	\$917	(\$57)	\$74	\$60	(\$479)	
MSY	New Orleans	\$596	\$430	\$333	\$656	\$794	\$166	\$263	(\$60)	(\$198)	

LGA	New York	\$419	\$436	\$470	\$414	\$810	(\$17)	(\$51)	\$5	(\$391)
EWR	Newark	\$329	\$492	\$726	\$514	\$936	(\$163)	(\$397)	(\$185)	(\$607)
MCO	Orlando	\$536	\$267	\$251	\$326	\$868	\$269	\$285	\$210	(\$332)
PHL	Philadelphia	\$596	\$681	\$341	\$369	\$908	(\$85)	\$255	\$227	(\$312)
PHX	Phoenix	\$786	\$761	\$468	\$1,064	\$1,096	\$25	\$318	(\$278)	(\$310)
PIT	Pittsburgh	\$539	\$493	\$362	\$560	\$865	\$46	\$177	(\$21)	(\$326)
PDX	Portland	\$931	\$896	\$474	\$1,014	\$971	\$35	\$457	(\$83)	(\$40)
PVD	Providence	\$626	\$433	\$286	\$702	\$920	\$193	\$340	(\$76)	(\$294)
RDU	Raleigh/Durham	\$436	\$362	\$382	\$682	\$842	\$74	\$54	(\$246)	(\$406)
RIC	Richmond	\$536	\$426	\$358	\$665	\$818	\$110	\$178	(\$129)	(\$282)
STL	Saint Louis	\$536	\$452	\$354	\$596	\$861	\$84	\$182	(\$60)	(\$325)
SLC	Salt Lake City	\$790	\$739	\$669	\$1,014	\$943	\$51	\$121	(\$224)	(\$153)
SAT	San Antonio	\$626	\$411	\$385	\$798	\$852	\$215	\$241	(\$172)	(\$226)
SAN	San Diego	\$786	\$586	\$468	\$1,014	\$1,096	\$200	\$318	(\$228)	(\$310)
SFO	San Francisco	\$1,008	\$557	\$546	\$1,101	\$924	\$451	\$462	(\$93)	\$84
SRQ	Sarasota/Bradenton	\$596	\$465	\$390	\$656	\$950	\$131	\$206	(\$60)	(\$354)
SEA	Seattle	\$806	\$614	\$508	\$976	\$1,028	\$192	\$298	(\$170)	(\$222)
SYR	Syracuse	\$596	\$561	\$388	\$812	\$816	\$35	\$208	(\$216)	(\$220)
TPA	Tampa	\$600	\$441	\$296	\$596	\$756	\$159	\$304	\$4	(\$156)
YYZ	Toronto	\$996	\$881	\$1,019	\$816	\$1,053	\$115	(\$23)	\$180	(\$57)
DCA	Washington DC	\$536	\$419	\$762	\$485	\$908	\$117	(\$226)	\$51	(\$372)
IAD	Washington DC	\$536	\$486	\$736	\$485	\$908	\$50	(\$200)	\$51	(\$372)
PBI	West Palm Beach	\$596	\$262	\$404	\$726	\$864	\$334	\$192	(\$130)	(\$268)

\$129 \$115 (\$65) (\$244)

Average Fare difference

*These sample airfares were available 5/1/13, 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 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.

Schedule Weekly Summary Enhanced Report for travel May 2013 vs. May 2012

Mktg Al	Travel Period			May 2013		May 2012		Diff		Percent Diff	
	Orig	Dest	Miles	Ops/Week	Seats	Ops/Week	Seats	Ops/Week	Seats	Ops/Week	Seats
DL	ATL	AVL	164	56	3,339	56	2,800	0	539	0.0%	19.2%
DL	AVL	ATL	164	56	3,339	56	2,800	0	539	0.0%	19.2%
DL	AVL	DTW	470	7	350	7	350	0	0	0.0%	0.0%
DL	AVL	LGA	599	7	350	0	0	7	350		
DL	DTW	AVL	470	7	350	7	350	0	0	0.0%	0.0%
DL	LGA	AVL	599	7	350	0	0	7	350		
G4	AVL	FLL	660	2	332	0	0	2	332		
G4	AVL	SFB	465	2	332	3	450	(1)	(118)	(33.3%)	(26.2%)
G4	FLL	AVL	660	2	332	0	0	2	332		
G4	SFB	AVL	465	2	332	3	450	(1)	(118)	(33.3%)	(26.2%)
UA	AVL	EWR	583	7	350	7	350	0	0	0.0%	0.0%
UA	AVL	IAH	834	0	0	7	350	(7)	(350)	(100.0%)	(100.0%)
UA	AVL	ORD	536	14	700	14	700	0	0	0.0%	0.0%
UA	EWR	AVL	583	7	350	7	350	0	0	0.0%	0.0%
UA	IAH	AVL	834	0	0	7	350	(7)	(350)	(100.0%)	(100.0%)
UA	ORD	AVL	536	14	700	14	700	0	0	0.0%	0.0%
US	AVL	CLT	92	63	3,239	57	3,177	6	62	10.5%	2.0%
US	AVL	PHL	503	0	0	1	50	(1)	(50)	(100.0%)	(100.0%)
US	CLT	AVL	92	63	3,239	57	3,177	6	62	10.5%	2.0%
US	PHL	AVL	503	0	0	1	50	(1)	(50)	(100.0%)	(100.0%)
TOTAL				316	17,984	304	16,454	12	1,530	3.9%	9.3%

Schedule Weekly Summary Enhanced Report for travel June 2013 vs. June 2012

Mktg Al	Travel Period			Jun 2013		Jun 2012		Diff		Percent Diff	
	Orig	Dest	Miles	Ops/Week	Seats	Ops/Week	Seats	Ops/Week	Seats	Ops/Week	Seats
DL	ATL	AVL	164	62	3,562	59	2,950	3	612	5.1%	20.7%
DL	AVL	ATL	164	62	3,639	59	2,950	3	689	5.1%	23.4%
DL	AVL	DTW	470	14	700	14	700	0	0	0.0%	0.0%
DL	AVL	LGA	599	7	350	0	0	7	350		
DL	DTW	AVL	470	14	700	14	700	0	0	0.0%	0.0%
DL	LGA	AVL	599	7	350	0	0	7	350		
G4	AVL	FLL	660	3	498	0	0	3	498		
G4	AVL	SFB	465	3	498	2	300	1	198	50.0%	66.0%
G4	FLL	AVL	660	2	332	0	0	2	332		
G4	SFB	AVL	465	3	498	2	300	1	198	50.0%	66.0%
UA	AVL	EWR	583	7	350	7	350	0	0	0.0%	0.0%
UA	AVL	IAH	834	0	0	7	350	(7)	(350)	(100.0%)	(100.0%)
UA	AVL	ORD	536	16	800	16	800	0	0	0.0%	0.0%
UA	EWR	AVL	583	7	350	7	350	0	0	0.0%	0.0%
UA	IAH	AVL	834	0	0	7	350	(7)	(350)	(100.0%)	(100.0%)
UA	ORD	AVL	536	16	800	16	800	0	0	0.0%	0.0%
US	AVL	CLT	92	63	3,269	57	2,973	6	296	10.5%	10.0%
US	AVL	DCA	384	0	0	1	50	(1)	(50)	(100.0%)	(100.0%)
US	AVL	PHL	503	0	0	1	50	(1)	(50)	(100.0%)	(100.0%)
US	CLT	AVL	92	63	3,269	57	2,973	6	296	10.5%	10.0%
US	DCA	AVL	384	0	0	1	50	(1)	(50)	(100.0%)	(100.0%)
US	PHL	AVL	503	0	0	1	50	(1)	(50)	(100.0%)	(100.0%)
TOTAL				349	19,965	328	17,046	21	2,919	6.4%	17.1%

Schedule Weekly Summary Enhanced Report for travel July 2013 vs. July 2012

All flights, seats, and ASMs given are per week.

Mktg Al	Travel Period			Jul 2013		Jul 2012		Diff		Percent Diff	
	Orig	Dest	Miles	Ops/Week	Seats	Ops/Week	Seats	Ops/Week	Seats	Ops/Week	Seats
DL	ATL	AVL	164	63	3,676	65	3,250	(2)	426	(3.1%)	13.1%
DL	AVL	ATL	164	63	3,682	65	3,250	(2)	432	(3.1%)	13.3%
DL	AVL	DTW	470	14	700	14	700	0	0	0.0%	0.0%
DL	AVL	LGA	599	7	350	8	400	(1)	(50)	(12.5%)	(12.5%)
DL	DTW	AVL	470	14	700	14	700	0	0	0.0%	0.0%
DL	LGA	AVL	599	7	350	8	400	(1)	(50)	(12.5%)	(12.5%)
G4	AVL	FLL	660	2	332	0	0	2	332		
G4	AVL	PIE	518	2	332	0	0	2	332		
G4	AVL	SFB	465	4	664	2	300	2	364	100.0%	121.3%
G4	FLL	AVL	660	2	332	0	0	2	332		
G4	PIE	AVL	518	2	332	0	0	2	332		
G4	SFB	AVL	465	4	664	2	300	2	364	100.0%	121.3%
UA	AVL	EWR	583	9	450	7	350	2	100	28.6%	28.6%
UA	AVL	IAH	834	0	0	7	350	(7)	(350)	(100.0%)	(100.0%)
UA	AVL	ORD	536	16	800	16	800	0	0	0.0%	0.0%
UA	EWR	AVL	583	9	450	7	350	2	100	28.6%	28.6%
UA	IAH	AVL	834	0	0	7	350	(7)	(350)	(100.0%)	(100.0%)
UA	ORD	AVL	536	16	800	16	800	0	0	0.0%	0.0%
US	AVL	CLT	92	63	3,477	56	2,787	7	690	12.5%	24.8%
US	AVL	DCA	384	0	0	1	50	(1)	(50)	(100.0%)	(100.0%)
US	AVL	PHL	503	0	0	1	50	(1)	(50)	(100.0%)	(100.0%)
US	CLT	AVL	92	63	3,477	56	2,787	7	690	12.5%	24.8%
US	DCA	AVL	384	0	0	1	50	(1)	(50)	(100.0%)	(100.0%)
US	PHL	AVL	503	0	0	1	50	(1)	(50)	(100.0%)	(100.0%)
TOTAL				360	21,568	354	18,074	6	3,494	1.7%	19.3%



MEMORANDUM

TO: Members of the Airport Authority
FROM: Vickie Thomas, Director of Finance & Accounting
DATE: May 10, 2013

ITEM DESCRIPTION – Information Section Item B

Asheville Regional Airport – Explanation of Extraordinary Variances
Month of March, 2013 (Month 9 of FY-2013)

SUMMARY

Operating Revenues for the month of March were \$677,427, 1.36% over budget. Operating Expenses for the month were \$522,984, 13.26% under budget. As a result, Net Operating Revenues before Depreciation were \$89,024 over budget. Net Non-Operating Revenues were \$170,031, 25.56% over budget.

Year-to-date Operating Revenues were \$6,223,876, .40% over budget. Year-to-date Operating Expenses were \$4,664,633, 18.00% below budget. Year-to-date Net Operating Revenues before Depreciation were \$1,048,384 over budget. Net Non-Operating Revenues for the year were \$1,503,154, 8.93% over budget.

REVENUES

Significant variations to budget for March were:

Sale of Assets	\$28,213	100.00%	Net proceeds from sale of two fully-depreciated ARFF trucks.
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EXPENSES

Significant variations to budget for March were:

Personnel Services	(\$10,809)	(3.25%)	2 vacant positions.
Professional Services	\$11,307	79.49%	Timing of Professional Services spending.
Emergency Repair	(\$10,009)	(100.09%)	Timing of Emergency Repair spending.
Business Development	(\$29,438)	(83.07%)	No Allegiant Ft. Lauderdale service advertising.

Information Section – Item B



STATEMENT OF NET ASSETS

Significant variations to prior month were:

Cash and Cash Equivalents – Cash increased by \$1.5 million mainly due to the glitch in the new FAA grant reimbursement system being resolved, and the Grant Receivable amount from prior months being collected. In addition, positive operating results for the month contributed \$324k in additional cash.

Grants Receivable – Grants Receivable decreased by \$1.1 million due to the glitch in the new FAA grant reimbursement system being resolved, and the Grant Receivable amount from prior months being collected.

Property and Equipment, Net – Property and Equipment, Net decreased by \$431k due to the current month's depreciation.

**ASHEVILLE REGIONAL AIRPORT
INVESTMENT AND INTEREST INCOME SUMMARY
As of March 31, 2013**

<u>Institution:</u>	<u>Interest Rate</u>	<u>Investment Amount</u>	<u>Monthly Interest</u>
Bank of America - Operating Account	0.20%	\$ 5,950,104	923
Bank of America - PFC Revenue Account	0.20%	1,145,632	192
First Citizens - Money Market Account	0.15%	6,376,792	847
NC Capital Management Trust - Cash Portfolio		17,169	1
NC Capital Management Trust - Term Portfolio		3,006,417	435
Petty Cash		200	
 <u>Restricted Cash:</u>			
Wells Fargo - CFC Revenue Account	0.00%	185,968	0
 Total		 <u><u>\$ 16,682,282</u></u>	 <u><u>\$ 2,398</u></u>

Investment Diversification:

Banks	82%
NC Capital Management Trust	18%
Commercial Paper	0%
Federal Agencies	0%
US Treasuries	0%
	<u>100%</u>

**ASHEVILLE REGIONAL AIRPORT
STATEMENT OF CHANGES IN FINANCIAL POSITION
For the Month Ended March 31, 2013**

	Current Month	Prior Period
Cash and Investments Beginning of Period	\$ 15,172,781	\$ 15,065,511
Net Income/(Loss) Before Capital Contributions	(106,637)	(183,811)
Depreciation	431,111	431,111
Decrease/(Increase) in Receivables	1,076,894	1,196
Increase/(Decrease) in Payables	302,004	(62,877)
Decrease/(Increase) in Prepaid Expenses	19,238	19,238
Decrease/(Increase) in Fixed Assets	(272,553)	(133,129)
Principal Payments of Bond Maturities	(38,945)	(38,758)
Capital Contributions	98,389	74,300
Increase(Decrease) in Cash	1,509,501	107,270
Cash and Investments End of Period	\$ 16,682,282	\$ 15,172,781

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

For the Month Ending March 31, 2013

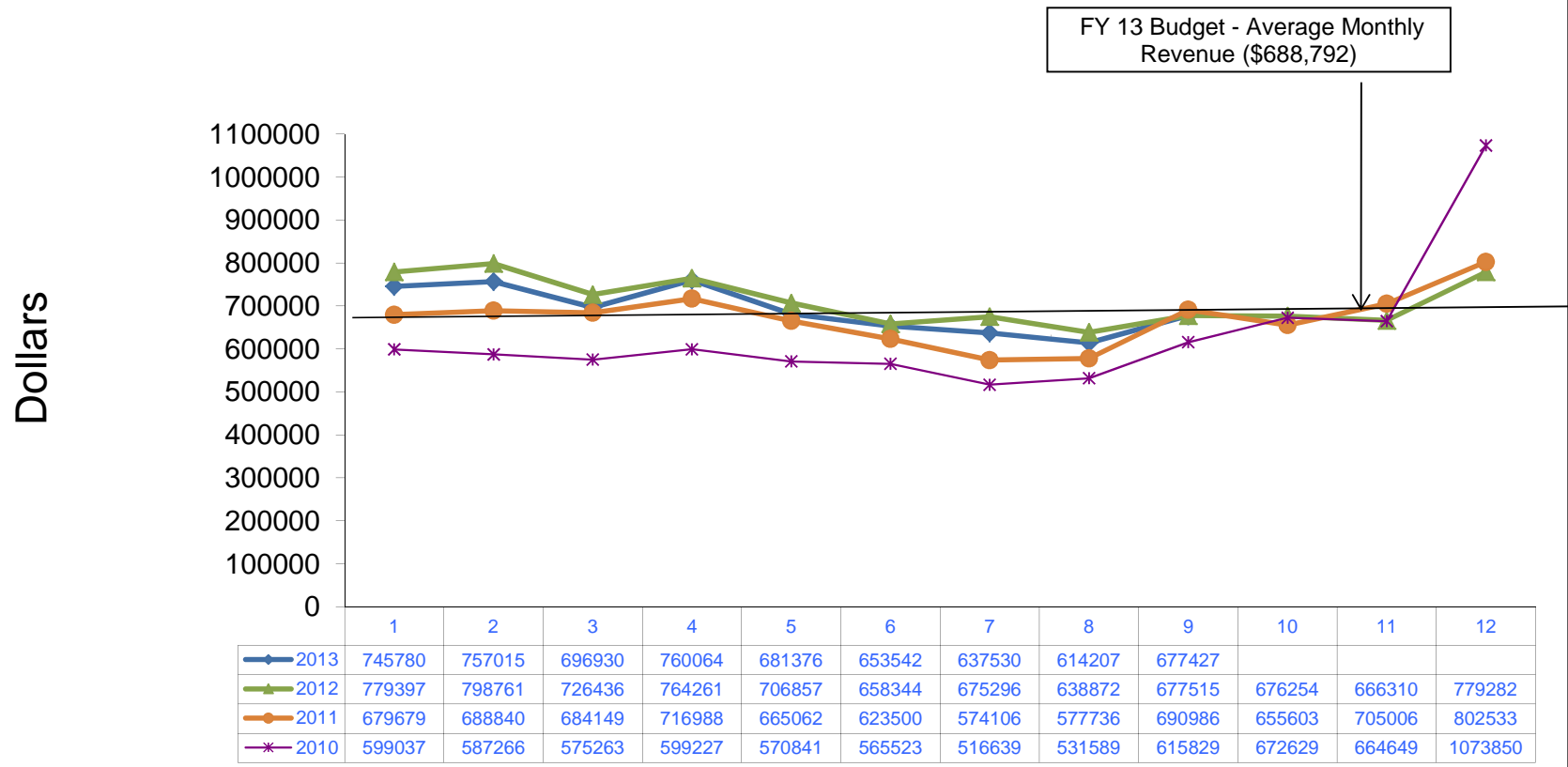
	<u>Current Month Actual</u>	<u>Current Month Budget</u>	<u>Variance \$</u>	<u>Variance %</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance \$</u>	<u>Variance %</u>	<u>Annual Budget</u>
Operating Revenue:									
Terminal Space Rentals - Non Airline	\$17,554	\$17,553	\$1	0.01%	\$157,093	\$157,087	\$6	0.00%	\$209,756
Terminal Space Rentals - Airline	93,501	101,270	(7,769)	(7.67%)	939,169	969,558	(30,389)	(3.13%)	1,290,000
Concessions	18,065	14,945	3,120	20.88%	148,946	141,092	7,854	5.57%	189,975
Auto Parking	201,805	202,580	(775)	(0.38%)	1,825,539	1,823,447	2,092	0.11%	2,415,800
Rental Car - Car Rentals	120,289	111,985	8,304	7.42%	1,094,183	1,018,652	75,531	7.41%	1,356,230
Rental Car - Facility Rent	46,530	45,124	1,406	3.12%	429,559	416,454	13,105	3.15%	558,145
Commercial Ground Transportation	949	-	949	100.00%	21,996	15,000	6,996	46.64%	32,000
Landing Fees	49,581	47,342	2,239	4.73%	417,366	449,493	(32,127)	(7.15%)	617,000
FBO'S/SASO'S	81,555	79,169	2,386	3.01%	727,642	721,679	5,963	0.83%	961,840
Building Leases	11,494	11,668	(174)	(1.49%)	96,113	105,012	(8,899)	(8.47%)	140,017
Land Leases	2,090	2,060	30	1.46%	18,751	18,540	211	1.14%	24,716
Other Leases/Fees	34,014	34,672	(658)	(1.90%)	347,519	363,208	(15,689)	(4.32%)	470,022
Total Operating Revenue	\$677,427	\$668,368	\$9,059	1.36%	\$6,223,876	\$6,199,222	\$24,654	0.40%	\$8,265,501
Operating Expenses:									
Personnel Services	\$321,488	\$332,297	(\$10,809)	(3.25%)	\$2,883,371	\$3,035,990	(\$152,619)	(5.03%)	\$4,129,995
Professional Services	25,532	14,225	11,307	79.49%	79,304	180,322	(101,018)	(56.02%)	236,400
Accounting & Auditing	-	3,100	(3,100)	(100.00%)	6,200	9,300	(3,100)	(33.33%)	15,000
Other Contractual Services	57,779	59,720	(1,941)	(3.25%)	488,007	546,659	(58,652)	(10.73%)	722,408
Travel & Training	19,738	25,177	(5,439)	(21.60%)	94,555	133,901	(39,346)	(29.38%)	187,240
Communications & Freight	6,304	5,775	529	9.16%	50,578	53,972	(3,394)	(6.29%)	72,348
Utility Services	28,564	32,650	(4,086)	(12.51%)	271,785	343,114	(71,329)	(20.79%)	453,509
Rentals & Leases	916	1,618	(702)	(43.39%)	10,148	11,262	(1,114)	(9.89%)	15,020
Insurance	15,981	16,778	(797)	(4.75%)	145,350	151,002	(5,652)	(3.74%)	201,308
Repairs & Maintenance	17,307	15,973	1,334	8.35%	254,171	338,223	(84,052)	(24.85%)	389,400
Advertising, Printing & Binding	2,038	8,609	(6,571)	(76.33%)	73,508	133,820	(60,312)	(45.07%)	200,692
Promotional Activities	5,356	3,185	2,171	68.16%	74,021	87,345	(13,324)	(15.25%)	103,100
Other Current Charges & Obligations	5,336	6,340	(1,004)	(15.84%)	49,091	62,613	(13,522)	(21.60%)	82,680
Office Supplies	681	1,015	(334)	(32.91%)	6,047	9,131	(3,084)	(33.78%)	12,175
Operating Supplies	9,427	15,307	(5,880)	(38.41%)	99,589	297,278	(197,689)	(66.50%)	372,618
Books, Publications, Subscriptions & Meml	546	10,242	(9,696)	(94.67%)	27,742	35,743	(8,001)	(22.38%)	41,435
Contingency	0	5,500	(5,500)	(100.00%)	0	25,500	(25,500)	(100.00%)	209,332
Emergency Repair	(9)	10,000	(10,009)	(100.09%)	41,416	70,000	(28,584)	(40.83%)	100,000
Business Development	6,000	35,438	(29,438)	(83.07%)	9,750	163,188	(153,438)	(94.03%)	300,000
Total Operating Expenses	\$522,984	\$602,949	(\$79,965)	(13.26%)	\$4,664,633	\$5,688,363	(\$1,023,730)	(18.00%)	\$7,844,660

Operating Revenue before Depreciation	\$154,443	\$65,419	\$89,024	136.08%	\$1,559,243	\$510,859	\$1,048,384	205.22%	\$420,841
Depreciation	431,111	-	431,111	100.00%	3,880,001	-	3,880,001	100.00%	-
Operating Income(Loss) Before Non-Operating Revenue and Expenses	(\$276,668)	\$65,419	(\$342,087)	(522.92%)	(\$2,320,758)	\$510,859	(\$2,831,617)	(554.29%)	\$420,841
Non-Operating Revenue and Expense									
Customer Facility Charges	\$72,497	\$64,115	\$8,382	13.07%	\$747,414	\$667,805	\$79,609	11.92%	\$ 900,000
Passenger Facility Charges	80,214	83,342	(3,128)	(3.75%)	828,205	827,114	1,091	0.13%	1,050,000
Interest Revenue	2,398	1,250	1,148	91.84%	25,595	11,250	14,345	127.51%	15,000
Interest Expense	(13,291)	(13,291)	-	0.00%	(126,273)	(126,273)	-	0.00%	(165,014)
Reimbursable Cost Revenues	10,894	29,167	(18,273)	(62.65%)	90,929	262,503	(171,574)	(65.36%)	350,000
Reimbursable Cost Expenses	(10,894)	(29,167)	18,273	(62.65%)	(90,929)	(262,503)	171,574	(65.36%)	(350,000)
Sale of Assets	28,213	-	28,213	100.00%	28,213	-	28,213	100.00%	
Non-Operating Revenue-Net	\$170,031	\$135,416	\$34,615	25.56%	\$1,503,154	\$1,379,896	\$123,258	8.93%	\$1,799,986
Income (Loss) Before Capital Contributions	(\$106,637)	\$200,835	(\$307,472)	(153.10%)	(\$817,604)	\$1,890,755	(\$2,708,359)	(143.24%)	\$2,220,827
Capital Contributions	\$98,389	\$0	\$98,389	100.00%	\$1,335,252	\$0	\$1,335,252	100.00%	\$0
Increase in Net Assets	(\$8,248)	\$200,835	(\$209,083)	(104.11%)	\$517,648	\$1,890,755	(\$1,373,107)	(72.62%)	\$2,220,827

**ASHEVILLE REGIONAL AIRPORT
STATEMENT OF FINANCIAL POSITION
As of March 31, 2013**

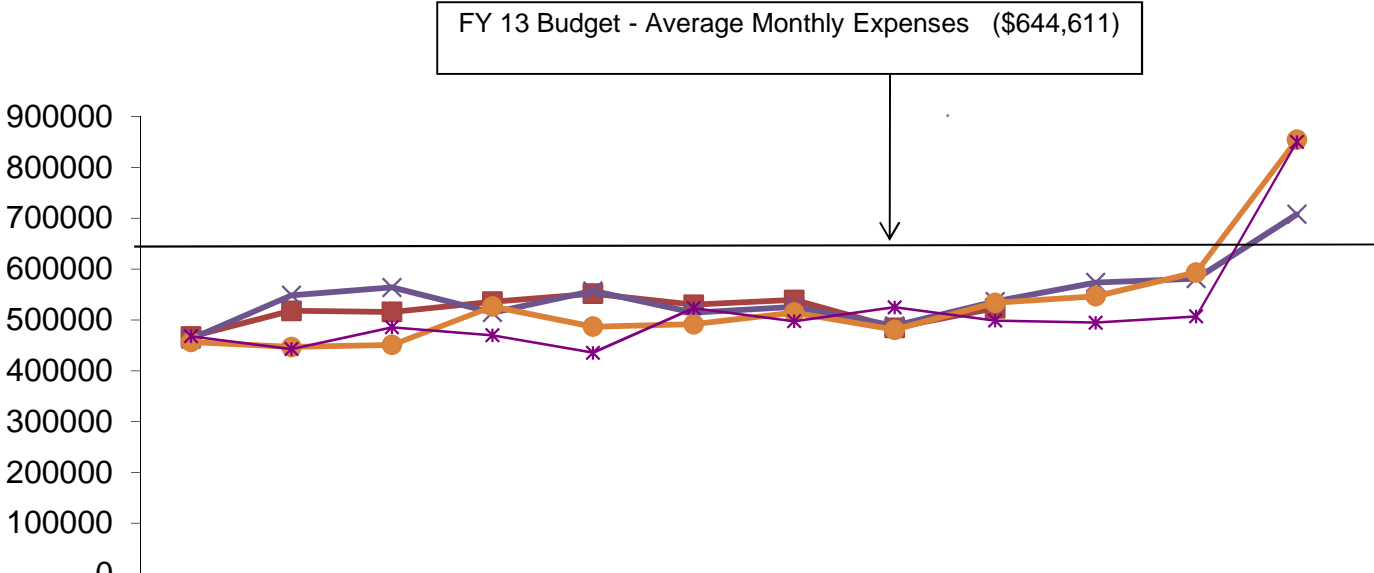
	Current Month	Last Month
<u>ASSETS</u>		
Current Assets:		
Unrestricted Net Assets:		
Cash and Cash Equivalents	\$16,496,314	\$15,002,013
Accounts Receivable	353,033	303,360
Passenger Facility Charges Receivable	151,000	151,000
Refundable Sales Tax Receivable	71,800	68,465
Grants Receivable	182,589	1,312,491
Prepaid Expenses	58,165	77,403
Total Unrestricted Assets	17,312,901	16,914,732
Restricted Assets:		
Cash and Cash Equivalents	185,968	170,769
Total Restricted Assets	185,968	170,769
 Total Current Assets	 17,498,869	 17,085,501
Noncurrent Assets:		
Construction in Progress	4,077,610	3,805,057
Property and Equipment - Net	62,086,343	62,517,454
Total Noncurrent Assets	66,163,953	66,322,511
	\$83,662,822	\$83,408,012
<u>LIABILITIES AND NET ASSETS</u>		
Current Liabilities:		
Payable from Unrestricted Assets:		
Accounts Payable & Accrued Liabilities	\$736,337	\$506,139
Customer Deposits	1,675	1,675
Unearned Revenue	197,339	125,535
Construction Contract Retainages	0	0
Revenue Bond Payable - Current	482,254	479,939
Total Payable from Unrestricted Assets	1,417,605	1,113,288
 Total Current Liabilities	 1,417,605	 1,113,288
Noncurrent Liabilities:		
Other Postemployment Benefits	769,875	769,875
Compensated Absences	346,796	346,796
Net Pension Obligation-LEO Special Separation Allowance	(43,831)	(43,831)
Revenue Bond Payable - Noncurrent	2,233,336	2,274,597
Total Noncurrent Liabilities	3,306,176	3,347,437
 Total Liabilities	 4,723,781	 4,460,725
Net Assets:		
Invested in Capital Assets	63,448,363	63,567,975
Restricted	185,968	170,769
Unrestricted	15,304,710	15,208,543
Total Net Assets	78,939,041	78,947,287
	\$83,662,822	\$83,408,012

ASHEVILLE REGIONAL AIRPORT Annual Operating Revenue by Month March 2013



ASHEVILLE REGIONAL AIRPORT Annual Operating Expenses by Month March 2013

Dollars

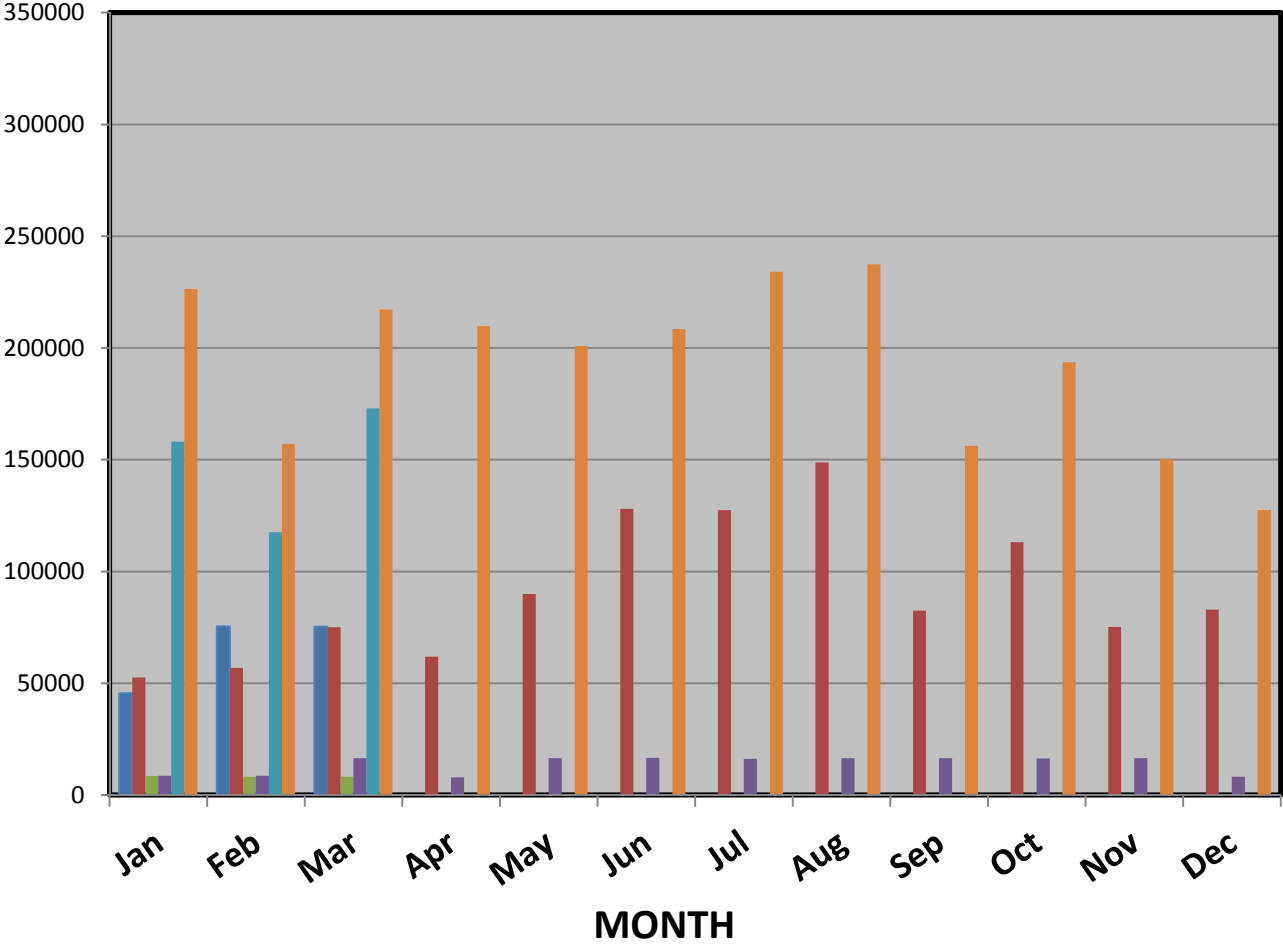


FY 13 Budget - Average Monthly Expenses (\$644,611)

	1	2	3	4	5	6	7	8	9	10	11	12
2013	467080	517977	515730	535830	551394	529835	539217	484583	522984			
2012	462389	548530	563665	514502	556956	514135	525819	488179	536012	573487	580974	707465
2011	456359	446755	450903	526453	486639	491409	514468	480873	533464	546547	593376	854349
2010	467857	442707	485301	469739	435459	523232	497363	524824	498652	494683	506871	849896

**ASHEVILLE REGIONAL AIRPORT
FUEL SALES - GALLONS
March 2013**

**G
A
L
L
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S**



- Jet A - 2013
- Jet A - 2012
- 100LL - 2013
- 100LL - 2012
- Airline - 2013
- Airline - 2012

JetA 75,369 Gallons
100LL 8,219 Gallons
Airline 172,949 Gallons

**Asheville Regional Airport
Project Report - May 2013**

Project Number	Project Name	Project Description	Professional Services Consultant	Professional Services Contract	General Contractor	Original Construction Contract	Change Orders (thru 05/02/2013)	Percent of Original Contract	Board Approved Project Cost	Percent Complete	Expensed to Date (thru 05/02/2013)	Start Date	End Date	Current Project Status (as of 05/02/2013)
<u>Planning Phase</u>														
<u>Design Phase</u>														
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	94%	\$820,173.65	Sep-11	Mar-13	Board presentation completed. ALP submitted to FAA for review and approval.
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	64%	\$356,733.73	Jun-12	Nov-12	Project Management for beginning stages of construction continues.
3	Airfield Re-Development	Design and construct a parallel taxiway/temporary runway and relocate current runway 75 feet to the west of current location.	RS&H	\$447,983.00	N/A	N/A	\$0.00	0.00%	\$64,000,000.00	0%	\$164,561.25	Feb-13	Mar-14	Program Management continues. PDD is completed and distributed. Design contracts are approved and executed. NAVAIDS Reimbursable Agreement submitted to FAA.
<u>Construction Phase</u>														
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* <i>(project expenses are being reimbursed by Charah through a separate agreement)</i>	51%	\$208,904.25	Feb-11	Jul-15	Ash fill will continue weather permitting. Area 3 is in process of grub and clearing in North area. Wildlife fence will be relocated once approved by FAA/TSA.
2	ARFF Facility Construction	Construction of a new Aircraft Rescue Fire Fighting Building.	LPA/BAKER		Goforth Builders Inc.	\$4,122,500.00	\$0.00	0.00%	\$4,534,750.00	0%	\$48,734.25	Mar-13	May-14	Construction permits are expected to be approved by Buncombe County 5-8-13. Construction on ARFF Building will begin immediately afterwards. Triturator foundations are set and relocation of VG4 is completed.

Amounts are based on invoices received and processed through Development.

Airportsurvey.com



AVL

Airport Facilities Review For 1st 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

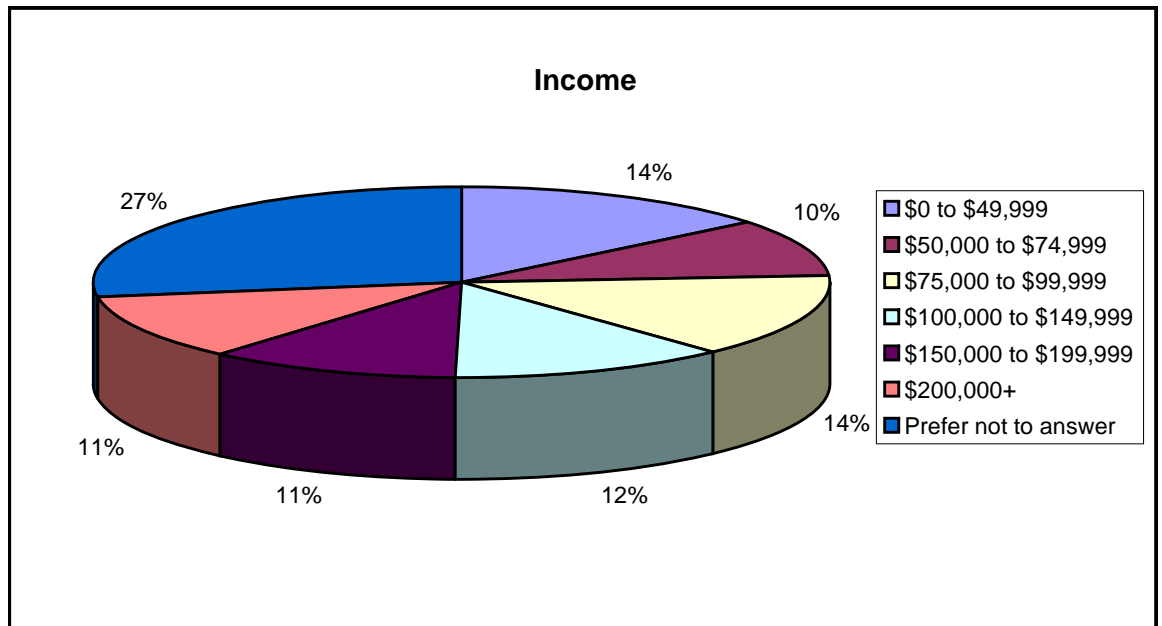
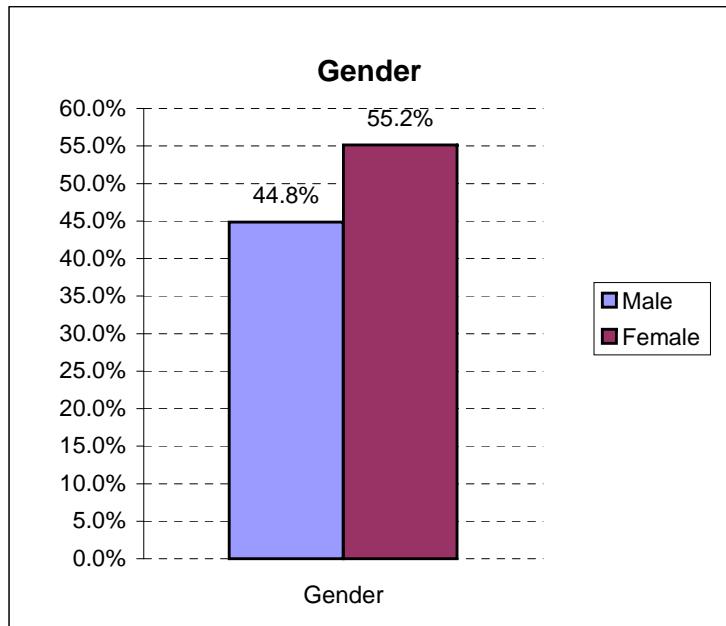
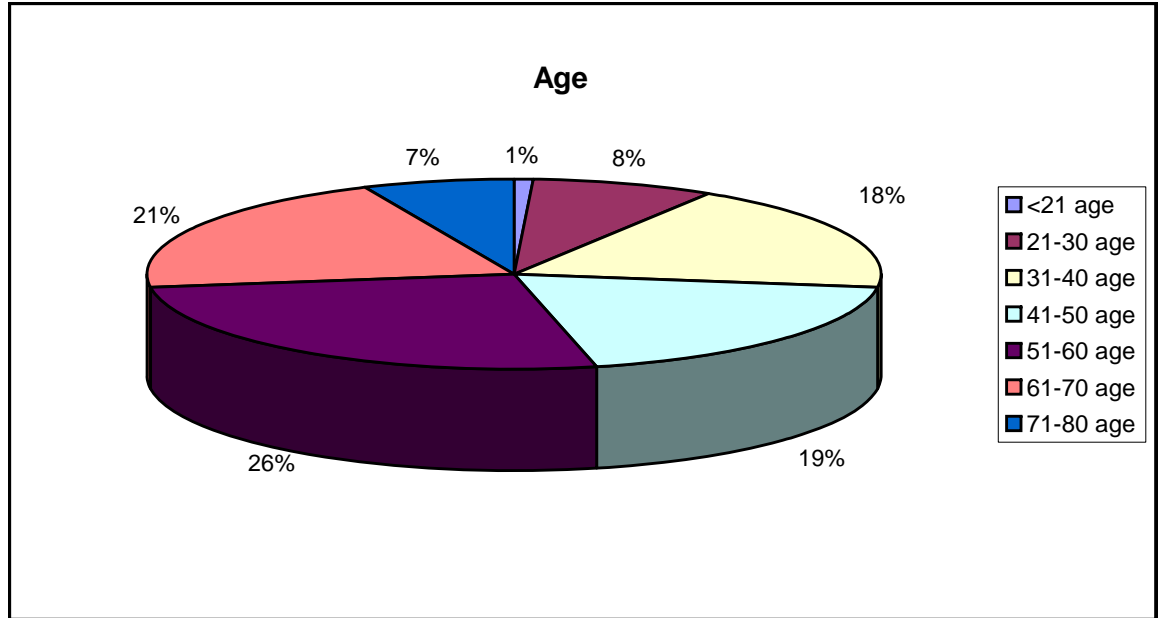
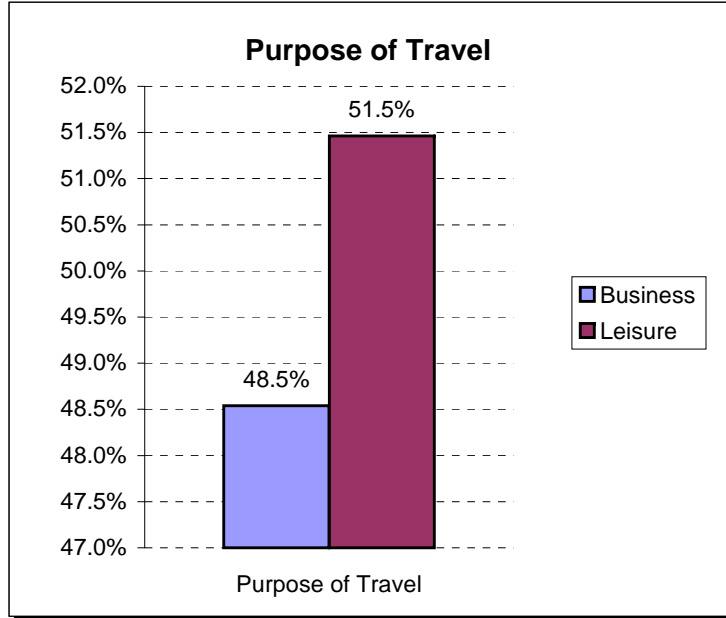
No representations are made as to the completeness or accuracy of information contained herein. Airport facility raw data is available upon request.

Overview

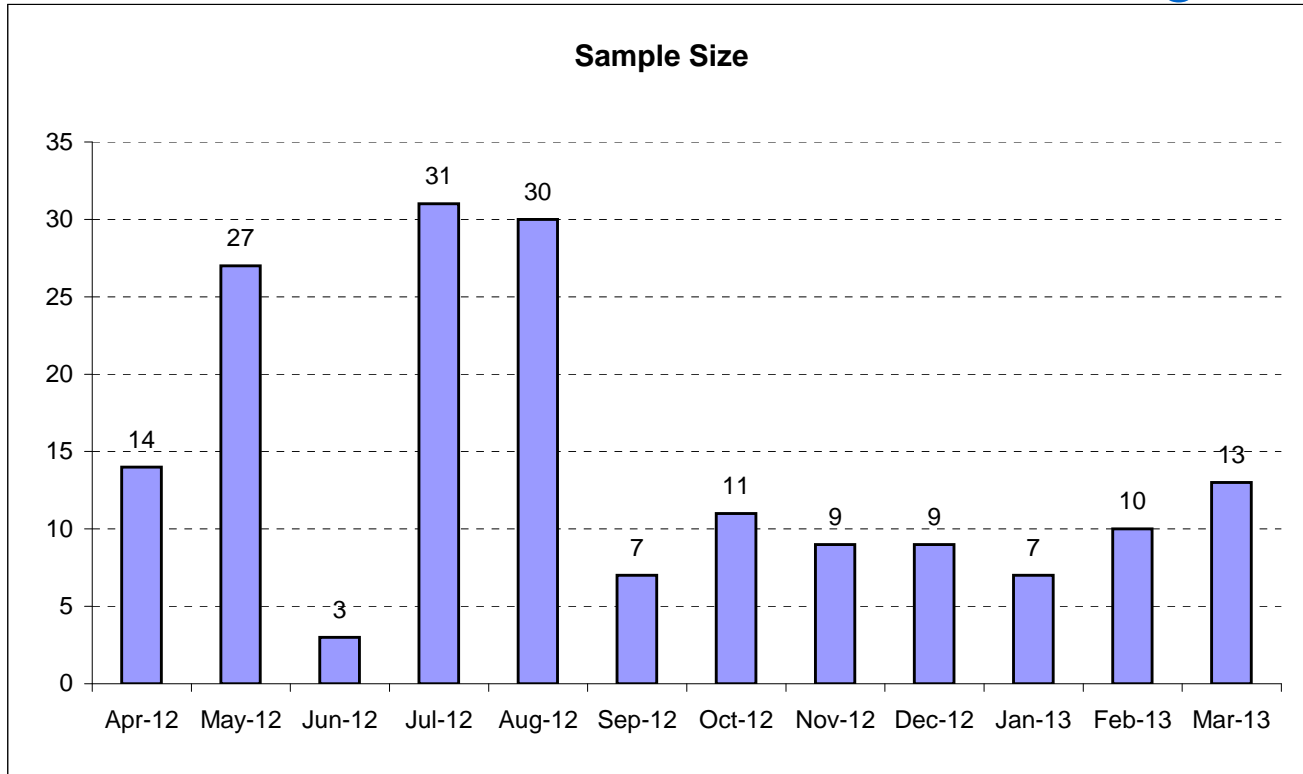
- ***Airportsurvey.com*** is an ongoing, all-inclusive online passenger satisfaction survey program from Canmark Research Center
- Invitations to take the survey are distributed at select airports across the country
- Over 30 airports participate
- Each survey invitation card is single-use, and must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

*Updated 4rd Quarter 2012

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	4.41	4.21	0.20	4.5%
Availability of parking	4.33	4.14	0.19	4.5%
Cost of parking	3.50	3.48	0.02	0.5%
Clear, easy to follow signs	4.35	4.05	0.31	7.0%
Cleanliness	4.56	4.31	0.26	5.6%
Restrooms	4.45	4.17	0.28	6.2%
Concessions / restaurants	3.80	3.60	0.20	5.2%
Transportation to your gate / concourse / terminal	4.50	3.97	0.53	11.9%
Security: Wait time at checkpoint	4.64	4.16	0.48	10.3%
Security: Professionalism of personnel	4.55	4.22	0.33	7.2%
Security: Confidence in airport security procedures	4.41	4.04	0.37	8.4%

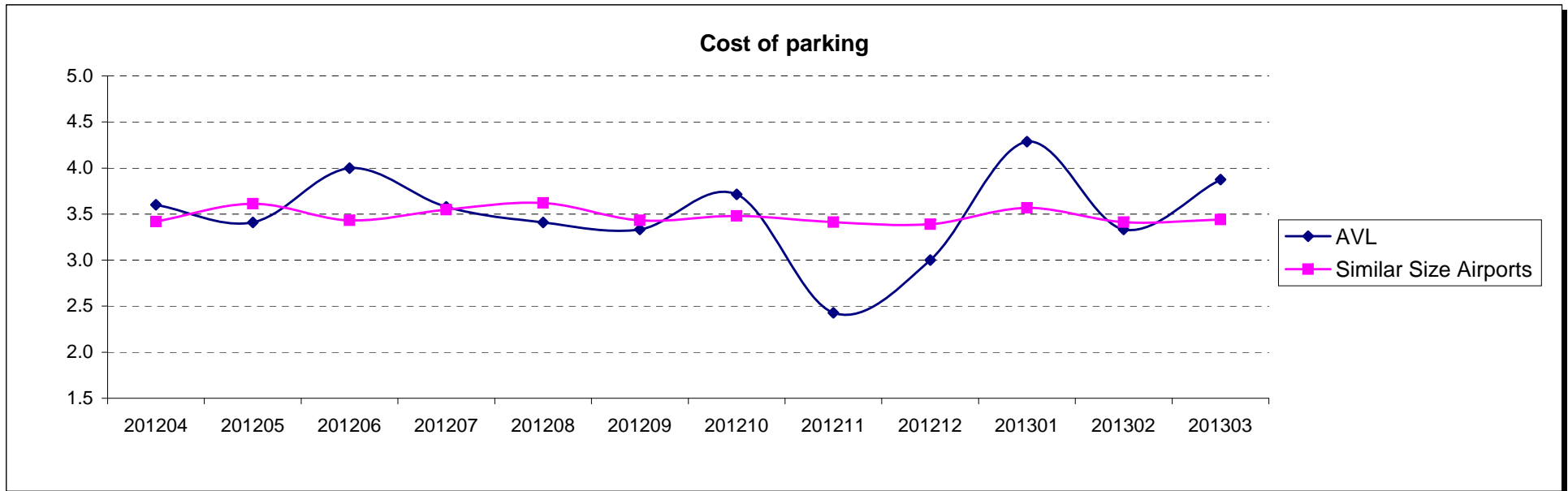
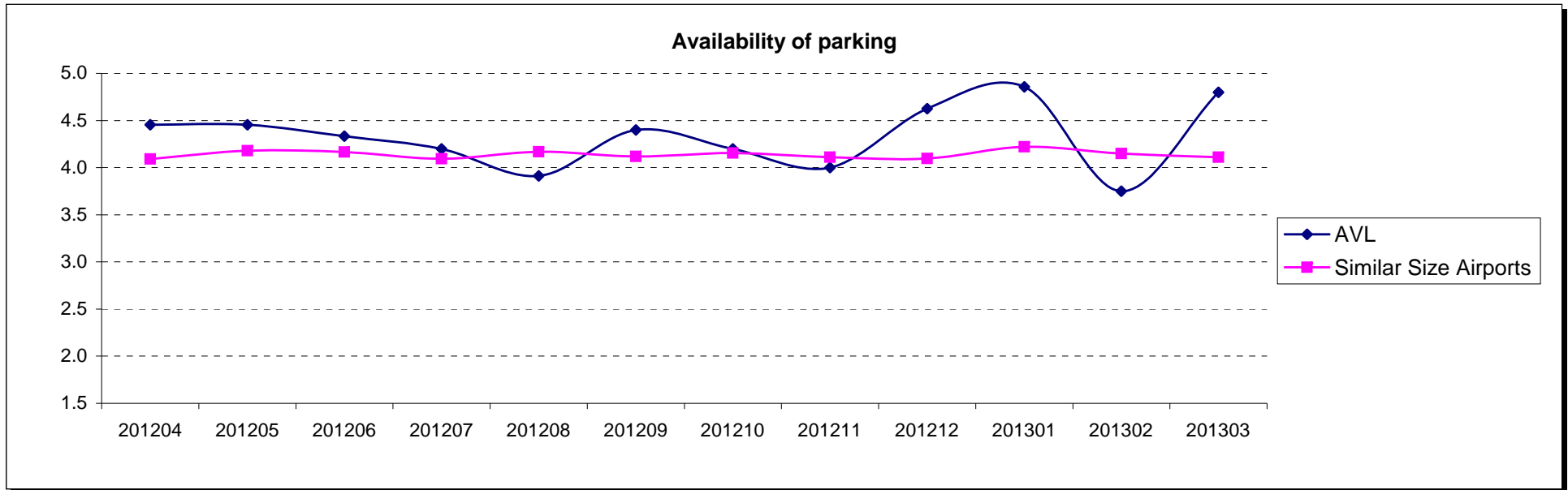
Statistical means testing not performed on results

AVL Responses	171
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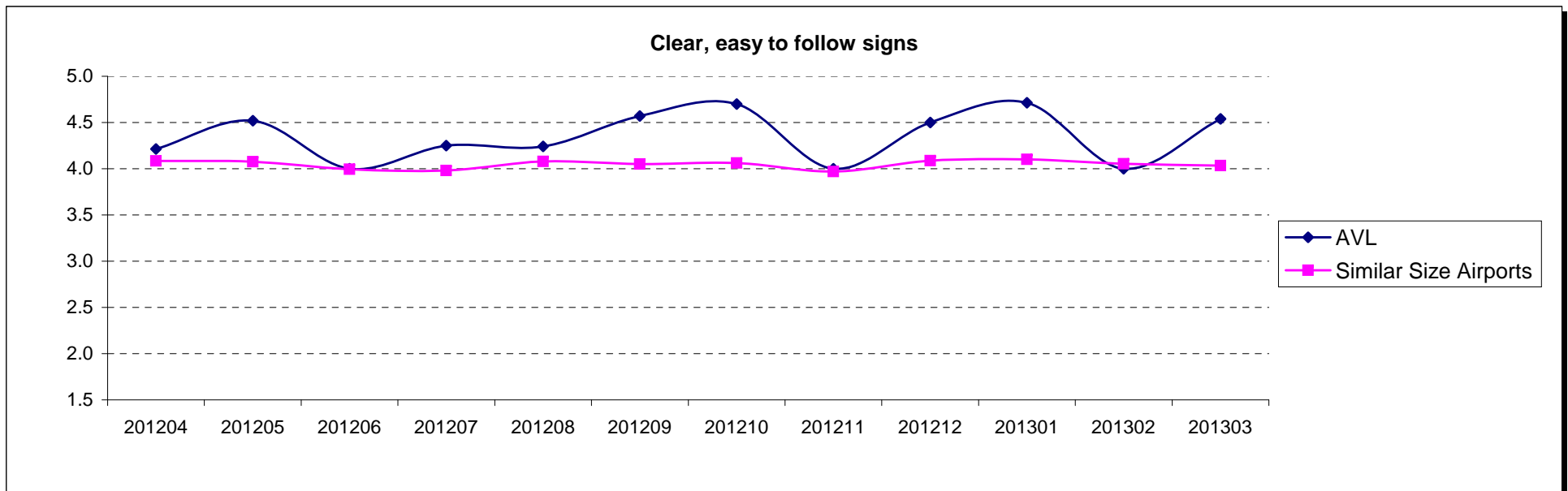
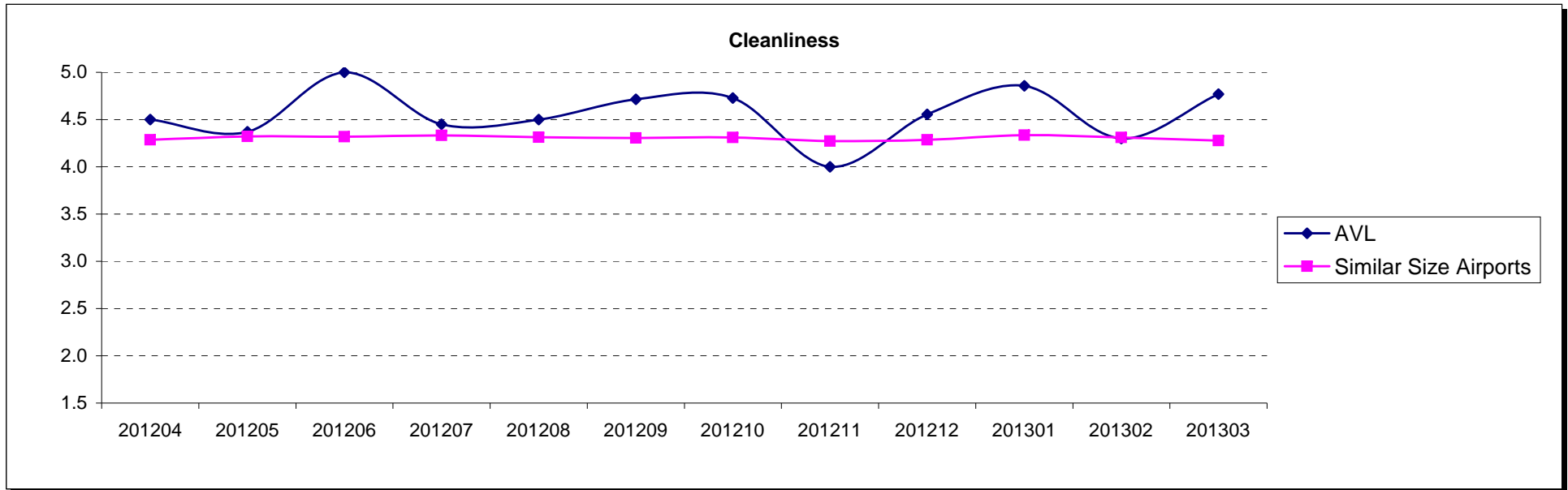
Overall Satisfaction with Airport Facilities



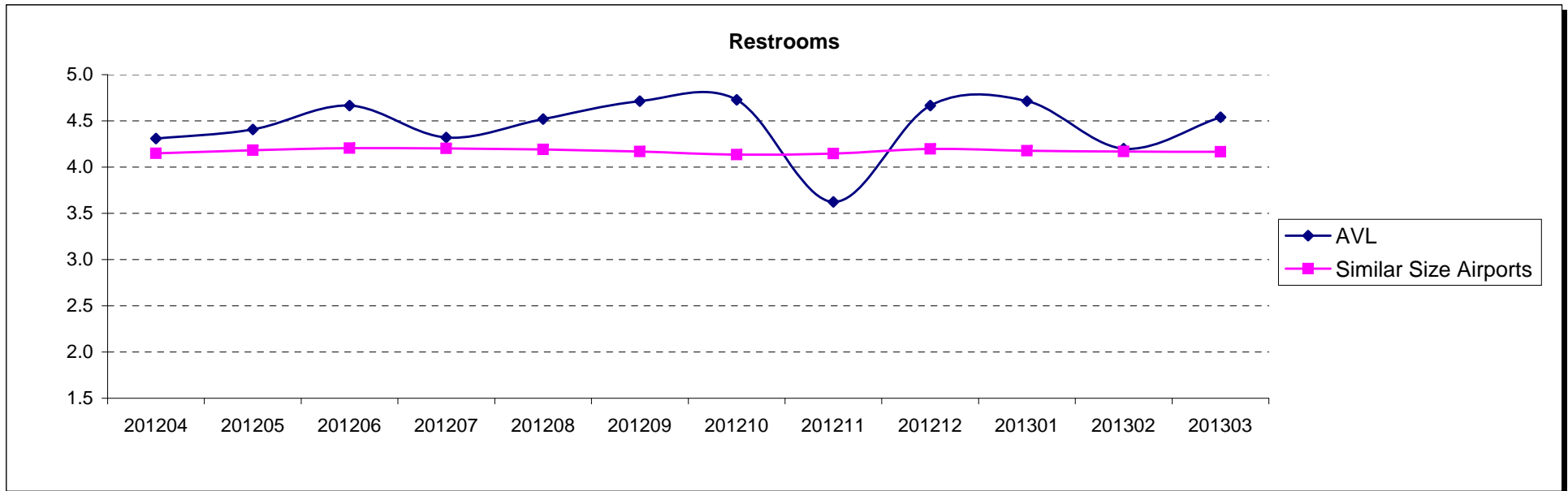
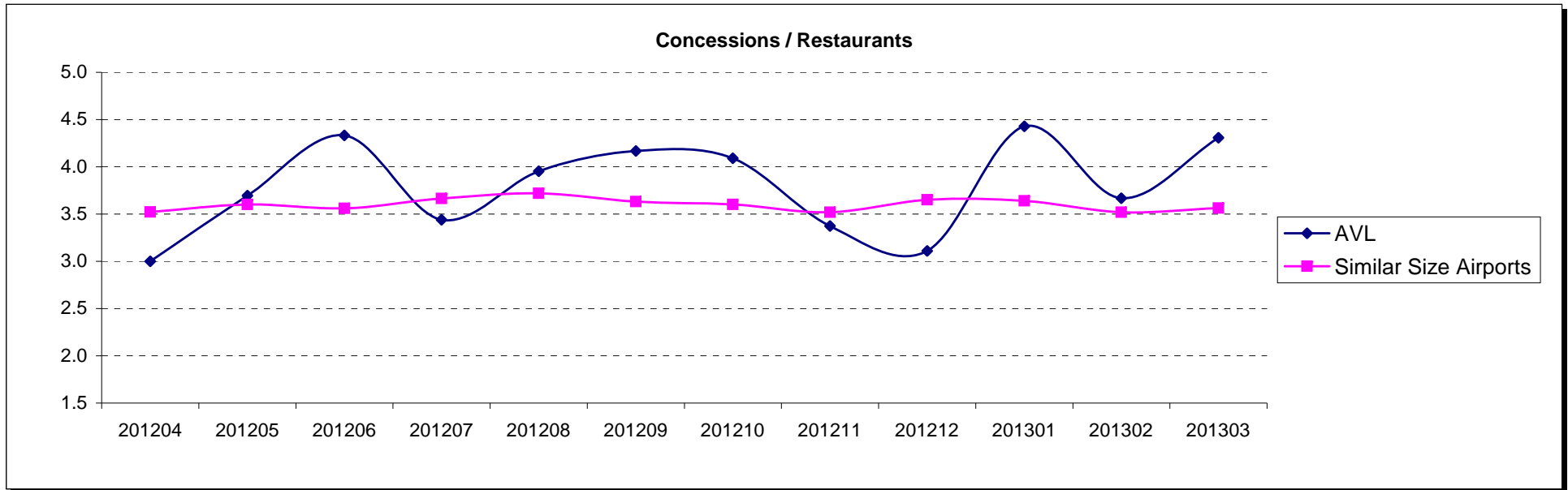
Parking Satisfaction



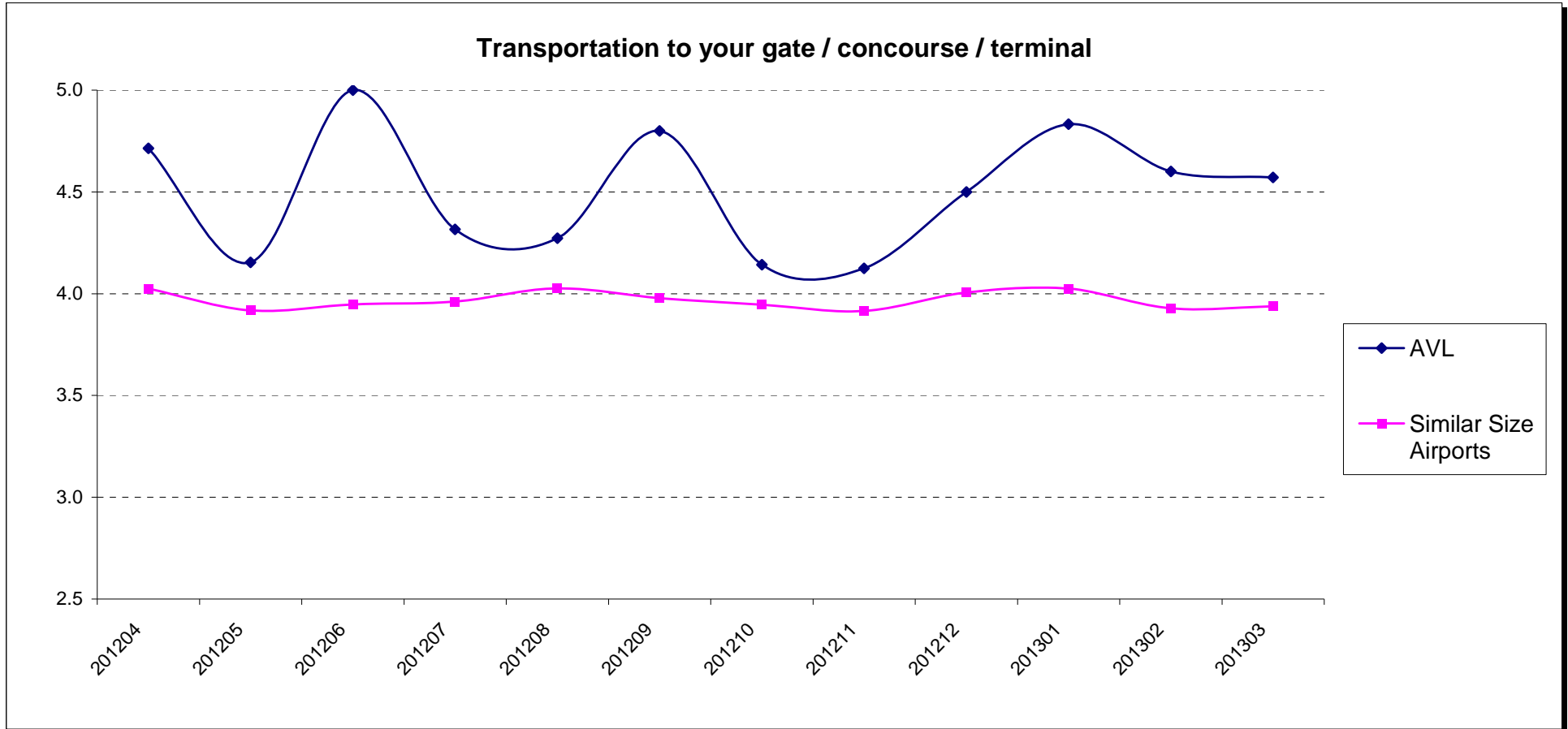
Cleanliness and Signage



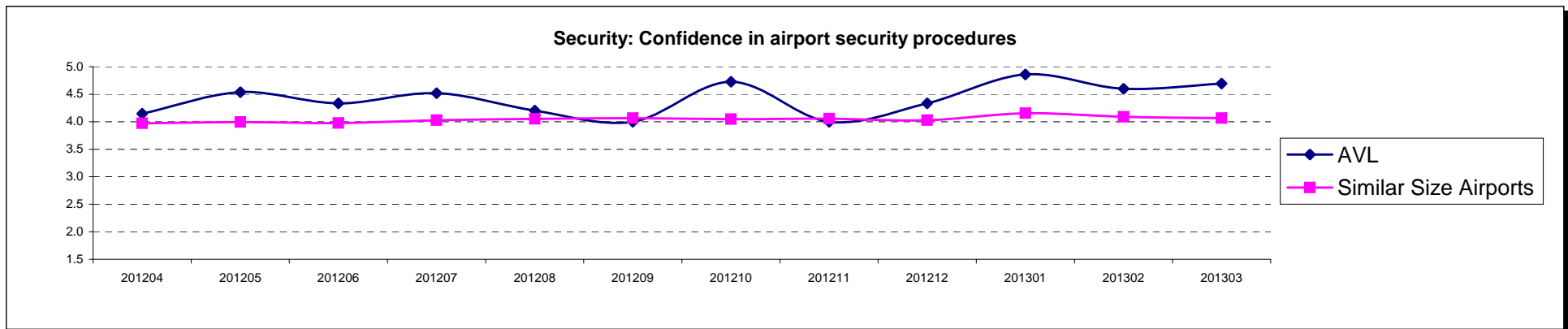
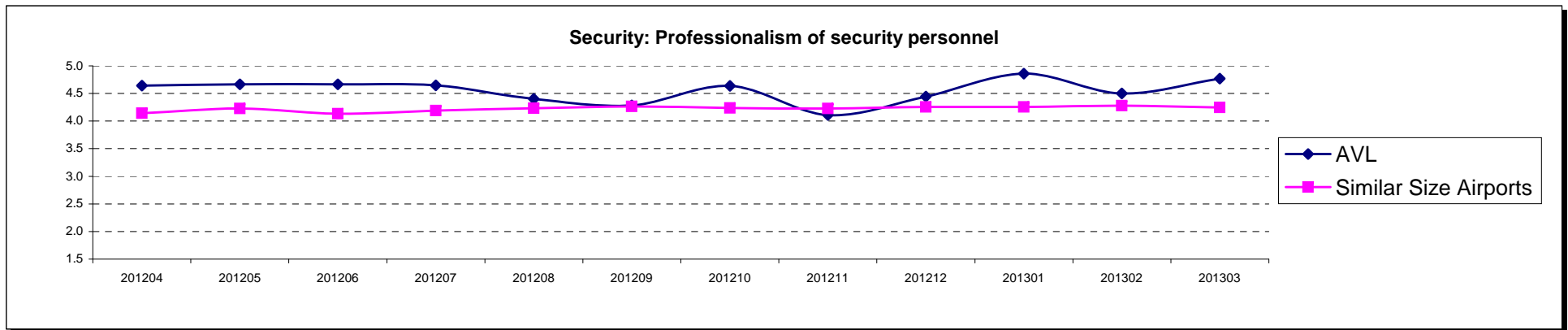
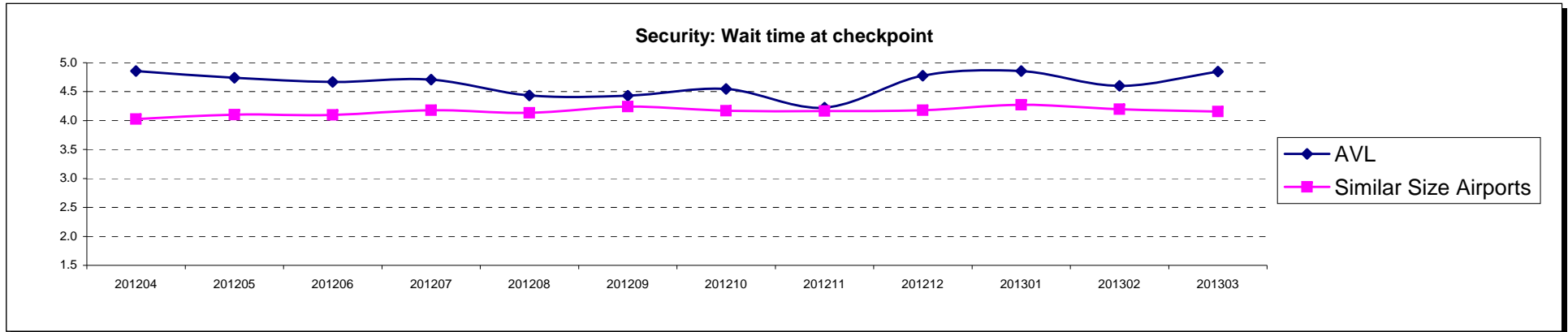
Concessions and Restrooms



Transportation to Departure Gate



Airport Security



Appendix A - Geographic Breakdown of Respondents

AK	1
AL	1
CA	6
CO	2
FL	12
IN	1
LA	1
MI	4
MN	3
MO	2
MS	1
NC	107
NE	1
NJ	1
NY	5
OK	1
PA	2
SC	2
TN	1
TX	5
VA	3
VT	1
WA	2
WI	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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1-877-441-2057, ext. 11

