



NOVEMBER 2012

BOARD INFORMATION PACKAGE



MEMORANDUM

TO: Members of the Airport Authority

FROM: Lew Bleiweis, Executive Director

DATE: November 9, 2012

Financial Report ([document](#))

Informational Reports:

- A. September, 2012 Traffic Report ([document](#))
- B. September, 2012 Monthly Financial Report ([document](#))
- C. November, 2012 Development/Project Status Report ([document](#))
- D. Airport Facilities Review for Third Quarter ([document](#))

**Asheville Regional Airport
Executive Summary
September-12**

AIRPORT ACTIVITY

	Month	Variance to Prior Year	Calendar Year to Date	Variance to Prior Year
Passenger Enplanements	27,065	(15.0%)	240,492	(10.5%)
Aircraft Operations				
Commercial	1,417	(19.3%)	13,737	(14.2%)
Scheduled Flights	609	(17.3%)		
Flight Cancellations	2			
Seats	33,334	(17.7%)	311,511	(16.2%)
Load Factor	81.2%	3.3%	77.2%	6.8%
General Aviation	3,633	16.6%	29,833	6.3%
Military	390	(2.0%)	3,380	12.0%

FINANCIAL RESULTS

	Month	Variance to Budget	Fiscal Year to Date	Variance to Budget
Operating Revenues	\$ 696,930	(1.1%)	\$ 2,199,727	(0.1%)
Operating Expenses	515,730	(15.3%)	1,500,788	(17.1%)
Net Operating Revenues before Depreciation	<u>\$ 181,200</u>	89.3%	<u>\$ 698,939</u>	79.0%
Net Non-Operating Revenues	<u>\$ 196,637</u>	(4.8%)	<u>\$ 625,740</u>	(6.8%)
Grants:				
FAA AIP Grants	\$ 186,997		\$ 619,706	
NC Dept of Transportation Grants	-		-	
Total	<u>\$ 186,997</u>		<u>\$ 619,706</u>	

CASH

Restricted	\$ 335,231
Designated for O&M Reserve	3,667,664
Designated for Emergency Repair	650,000
Unrestricted, Undesignated	10,290,698
Total	<u>\$ 14,943,593</u>

RECEIVABLES PAST DUE

	Total	1-30 Days	31-60 Days	Over 60 Days
American Airlines	1,166			1,166
Delta Air Lines	237			237
Express Jet	9,739	9,739		
Paradies	2,679	2,679		
Miscellaneous	1,503	1,355	88	60
US Airways	1,302	1,302		
Total	<u>\$ 16,626</u>	<u>\$ 15,075</u>	<u>\$ 88</u>	<u>\$ 1,463</u>
% of Total Receivables	<u>3.88%</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	\$ 2,946,471

CAPITAL EXPENDITURES

Annual Budget	\$ 10,328,437
Year-to-Date Spending	\$ 675,236



MEMORANDUM

TO: Members of the Airport Authority

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

DATE: November 9, 2012

ITEM DESCRIPTION – Information Section Item A

September, 2012 Traffic Report – Asheville Regional Airport

SUMMARY

September 2012 overall passenger traffic numbers were down 16.2% compared to the same period last year. Passenger traffic numbers reflect a 15.0% decrease in passenger enplanements from September 2011. Enplanements for Fiscal Year to Date total 90,041 which is a 19.9% decrease over the same period last year.

AIRLINE PERFORMANCE

Delta Airlines: Delta's September 2012 enplanements decreased by 5.7% compared to September 2011. There were no flight cancellations for the month.

United Airlines: In September 2012, United Airlines saw an increase in enplanements by 51.4% over the same period last year. As noted previously, this large increase is the result of combined statistics due to the merger between Continental Airlines and United Airlines. There were no flight cancellations for the month.

US Airways: US Airways' September 2012 passenger enplanements represent a 16.7% decrease over the same period last year. There were two (2) flight cancellations for the month.

Monthly Traffic Report

Asheville Regional Airport

September 2012



Category	Sep 2012	Sep 2011	Percentage Change	*CYTD-2012	*CYTD-2011	Percentage Change	*MOV12-2012	*MOV12-2011	Percentage Change
Passenger Traffic									
Enplaned	27,065	31,840	-15.0%	240,492	268,768	-10.5%	334,019	363,829	-8.2%
Deplaned	<u>26,407</u>	<u>31,985</u>	-17.4%	<u>239,097</u>	<u>266,544</u>	-10.3%	<u>331,935</u>	<u>361,331</u>	-8.1%
Total	53,472	63,825	-16.2%	479,589	535,312	-10.4%	665,954	725,160	-8.2%
Aircraft Operations									
Airlines	281	338	-16.9%	2,678	2,584	3.6%	3,570	2,948	21.1%
Commuter /Air Taxi	<u>1,136</u>	<u>1,418</u>	-19.9%	11,059	13,421	-17.6%	15,071	18,274	-17.5%
Subtotal	<u>1,417</u>	<u>1,756</u>	-19.3%	<u>13,737</u>	<u>16,005</u>	-14.2%	<u>18,641</u>	<u>21,222</u>	-12.2%
General Aviation	3,633	3,117	16.6%	29,833	28,073	6.3%	39,027	37,745	3.4%
Military	<u>390</u>	<u>398</u>	-2.0%	<u>3,380</u>	<u>3,019</u>	12.0%	<u>4,201</u>	<u>4,197</u>	0.1%
Subtotal	<u>4,023</u>	<u>3,515</u>	14.5%	<u>33,213</u>	<u>31,092</u>	6.8%	<u>43,228</u>	<u>41,942</u>	3.1%
Total	5,440	5,271	3.2%	46,950	47,097	-0.3%	61,869	63,164	-2.1%
Fuel Gallons									
100LL	16,460	8,348	97.2%	123,711	135,375	-8.6%	173,526	190,765	-9.0%
Jet A (GA)	82,418	88,719	-7.1%	822,783	918,271	-10.4%	1,097,350	1,205,386	-9.0%
Subtotal	<u>98,878</u>	<u>97,067</u>	1.9%	<u>946,494</u>	<u>1,053,646</u>	-10.2%	<u>1,270,876</u>	<u>1,396,151</u>	-9.0%
Jet A (A/L)	<u>156,178</u>	<u>298,308</u>	-47.6%	<u>1,847,166</u>	<u>2,491,858</u>	-25.9%	<u>2,607,212</u>	<u>3,364,537</u>	-22.5%
Total	255,056	395,375	-35.5%	2,793,660	3,545,504	-21.2%	3,878,088	4,760,688	-18.5%

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

Monday, October 22, 2012

Airline Enplanements, Seats, and Load Factors

Asheville Regional Airport

September 2012



	Sep 2012	Sep 2011	Percentage Change	*CYTD-2012	*CYTD-2011	Percentage Change
AirTran Airways						
Enplanements	0	2,584	-100.0%	306	21,090	-98.5%
Seats	0	4,395	-100.0%	468	27,080	-98.3%
Load Factor	#Num!	58.8%	#Type!	65.4%	77.9%	-16.0%
Allegiant Air						
Enplanements	1,268	0	#Div/0!	11,136	0	#Div/0!
Seats	1,350	0	#Div/0!	11,850	130	9015.4%
Load Factor	93.9%	#Num!	#Type!	94.0%	0.0%	#Div/0!
American Airlines						
Enplanements	0	0	#Num!	0	2,873	-100.0%
Seats	0	0	#Num!	0	3,364	-100.0%
Load Factor	#Num!	#Num!	#Type!	#Num!	85.4%	#Type!
Continental Airlines						
Enplanements	0	2,407	-100.0%	2,419	16,724	-85.5%
Seats	0	3,500	-100.0%	5,100	23,850	-78.6%
Load Factor	#Num!	68.8%	#Type!	47.4%	70.1%	-32.4%
Delta Air Lines						
Enplanements	12,414	13,167	-5.7%	105,637	115,347	-8.4%
Seats	14,950	15,915	-6.1%	130,100	148,169	-12.2%
Load Factor	83.0%	82.7%	0.4%	81.2%	77.8%	4.3%
United Airlines						
Enplanements	4,424	2,922	51.4%	37,176	21,407	73.7%
Seats	5,350	3,400	57.4%	47,710	27,800	71.6%
Load Factor	82.7%	85.9%	-3.8%	77.9%	77.0%	1.2%

Monday, October 22, 2012

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

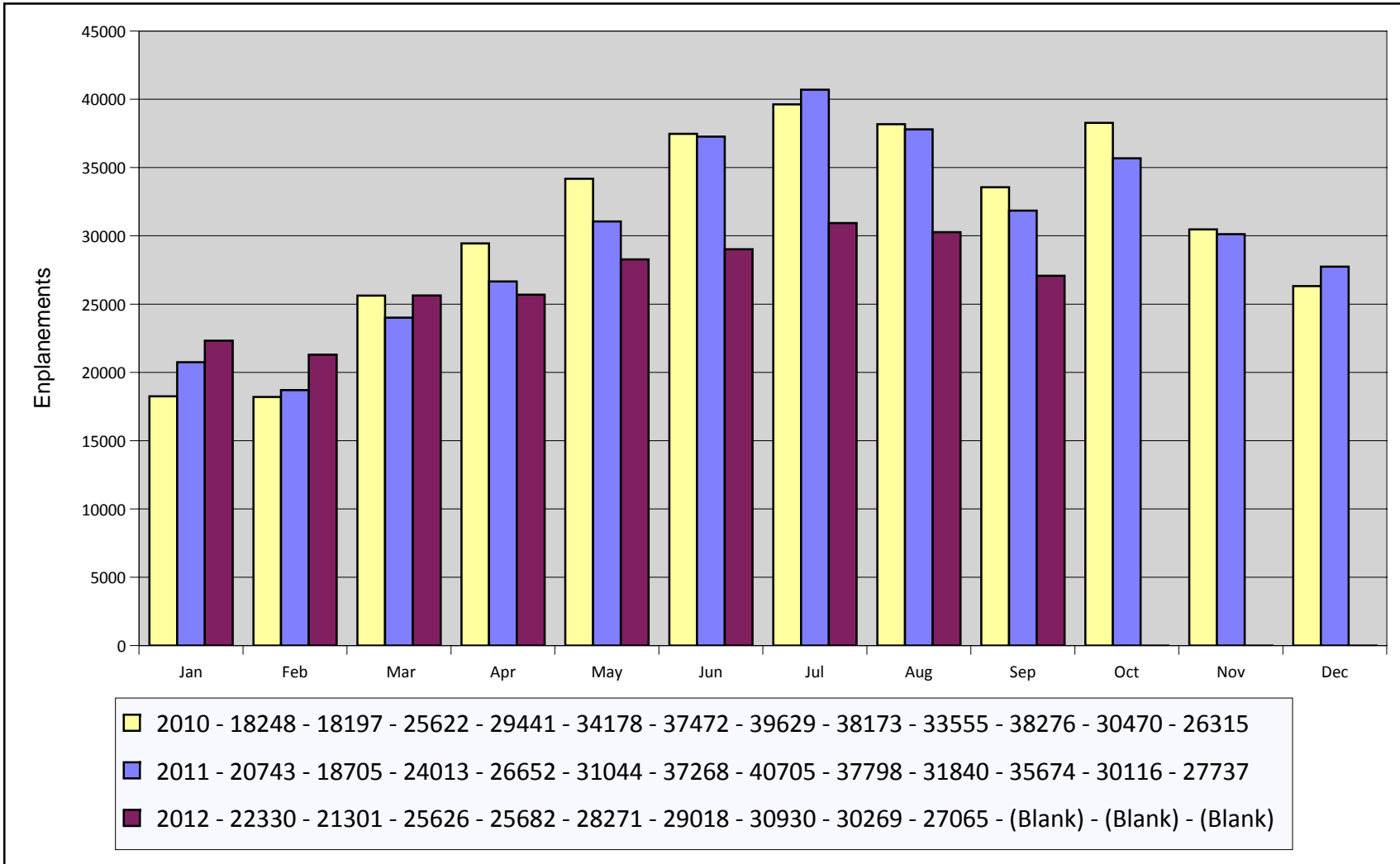
	Sep 2012	Sep 2011	Percentage Change	*CYTD-2012	*CYTD-2011	Percentage Change
US Airways						
Enplanements	8,959	10,760	-16.7%	83,818	88,473	-5.3%
Seats	11,684	13,285	-12.1%	116,283	135,536	-14.2%
Load Factor	76.7%	81.0%	-5.3%	72.1%	65.3%	10.4%
Vision Airlines						
Enplanements	0	0	#Num!	0	2,854	-100.0%
Seats	0	0	#Num!	0	5,752	-100.0%
Load Factor	#Num!	#Num!	#Type!	#Num!	49.6%	#Type!
Totals						
Enplanements	27,065	31,840	-15.0%	240,492	268,768	-10.5%
Seats	33,334	40,495	-17.7%	311,511	371,681	-16.2%
Load Factor	81.2%	78.6%	3.3%	77.2%	72.3%	6.8%

Airline Flight Completions Asheville Regional Airport September 2012

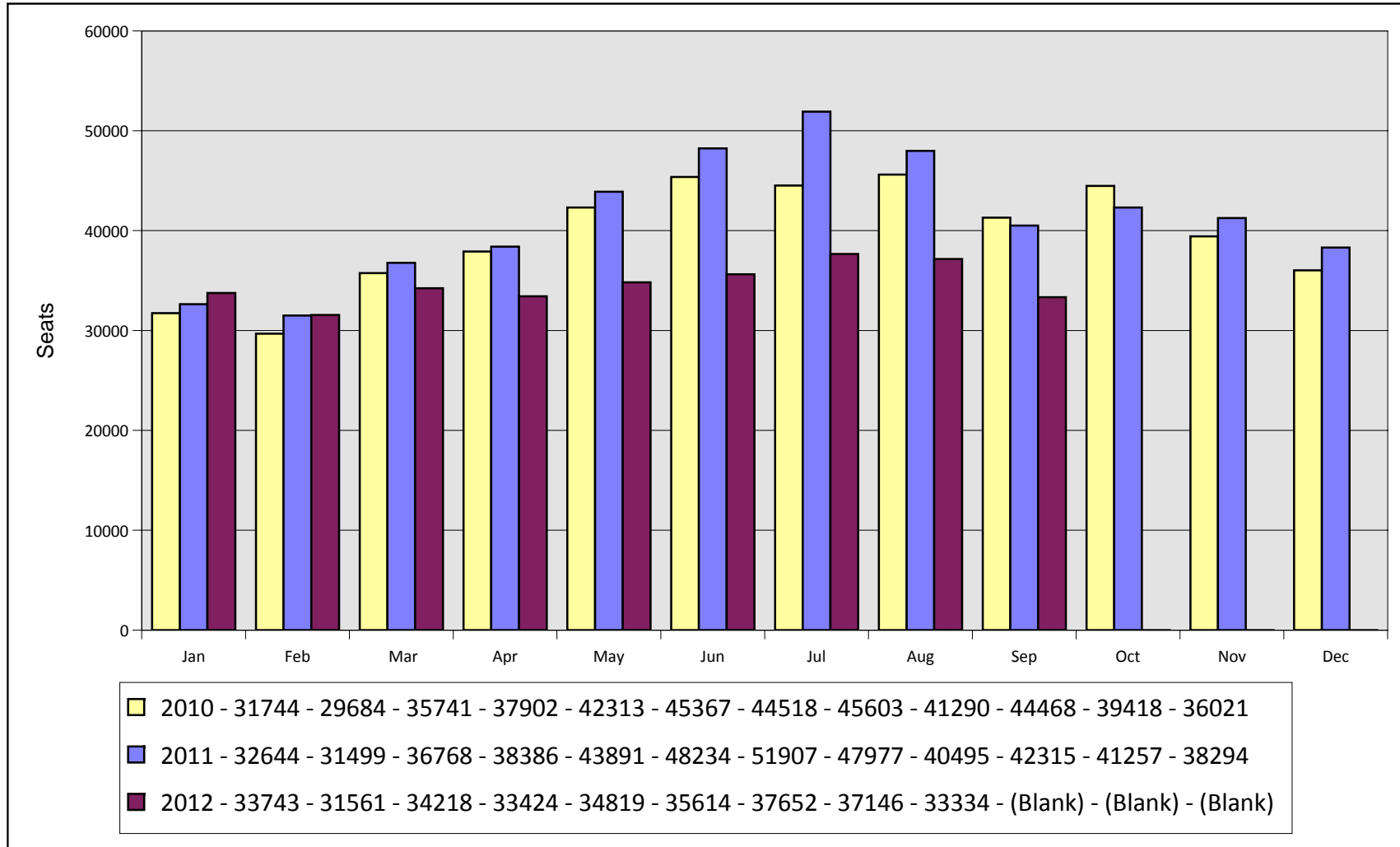


Airline	Scheduled Flights	Field	Cancellations Due To			Total Cancellations	Percentage of Completed
			Mechanical	Weather	Other		
Allegiant Air	9	0	0	0	0	0	100.0%
Delta Air Lines	263	0	0	0	0	0	100.0%
United Airlines	107	0	0	0	0	0	100.0%
US Airways	230	0	2	0	0	2	99.1%
Total	609	0	2	0	0	2	99.7%

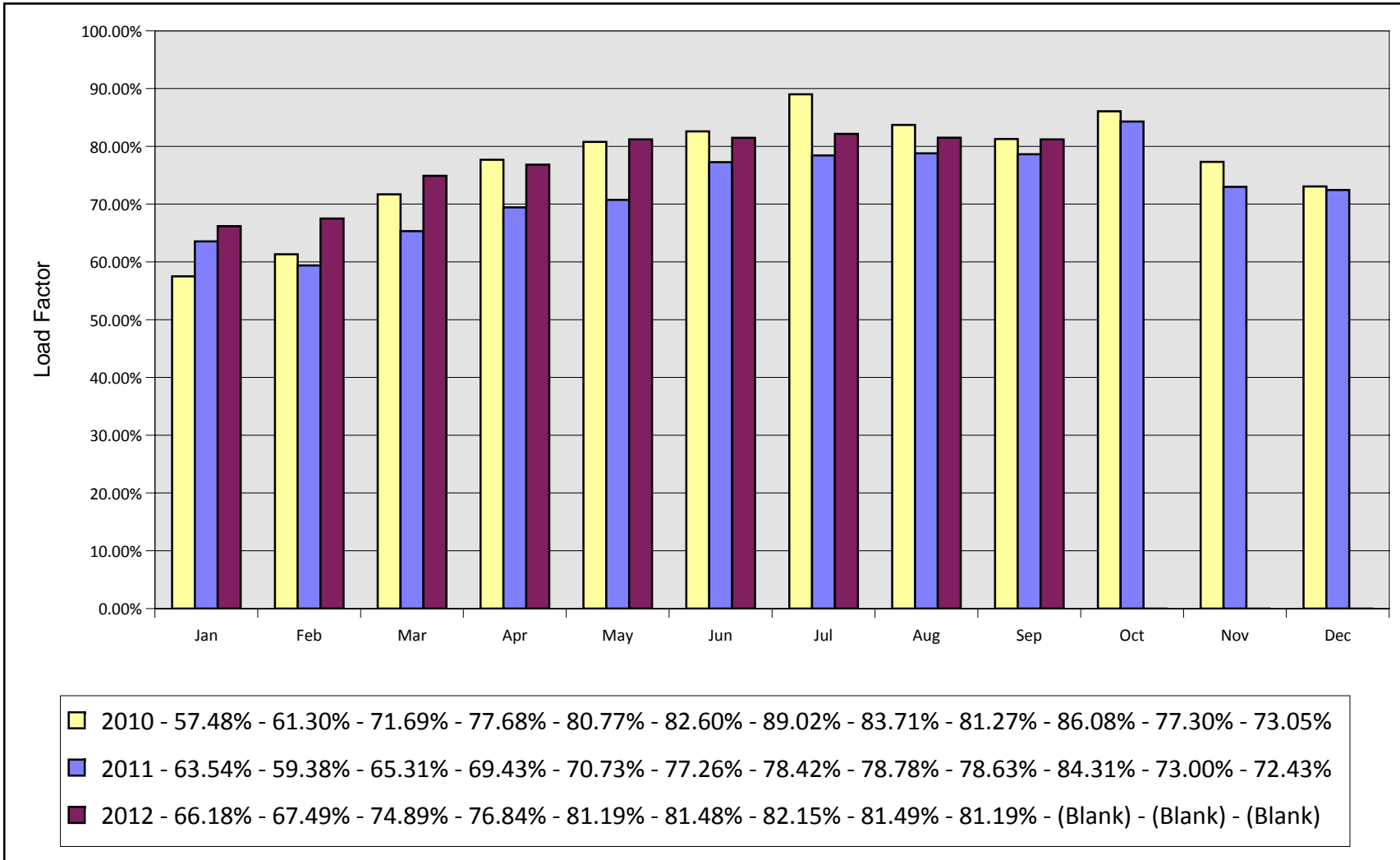
Monthly Enplanements By Year Asheville Regional Airport



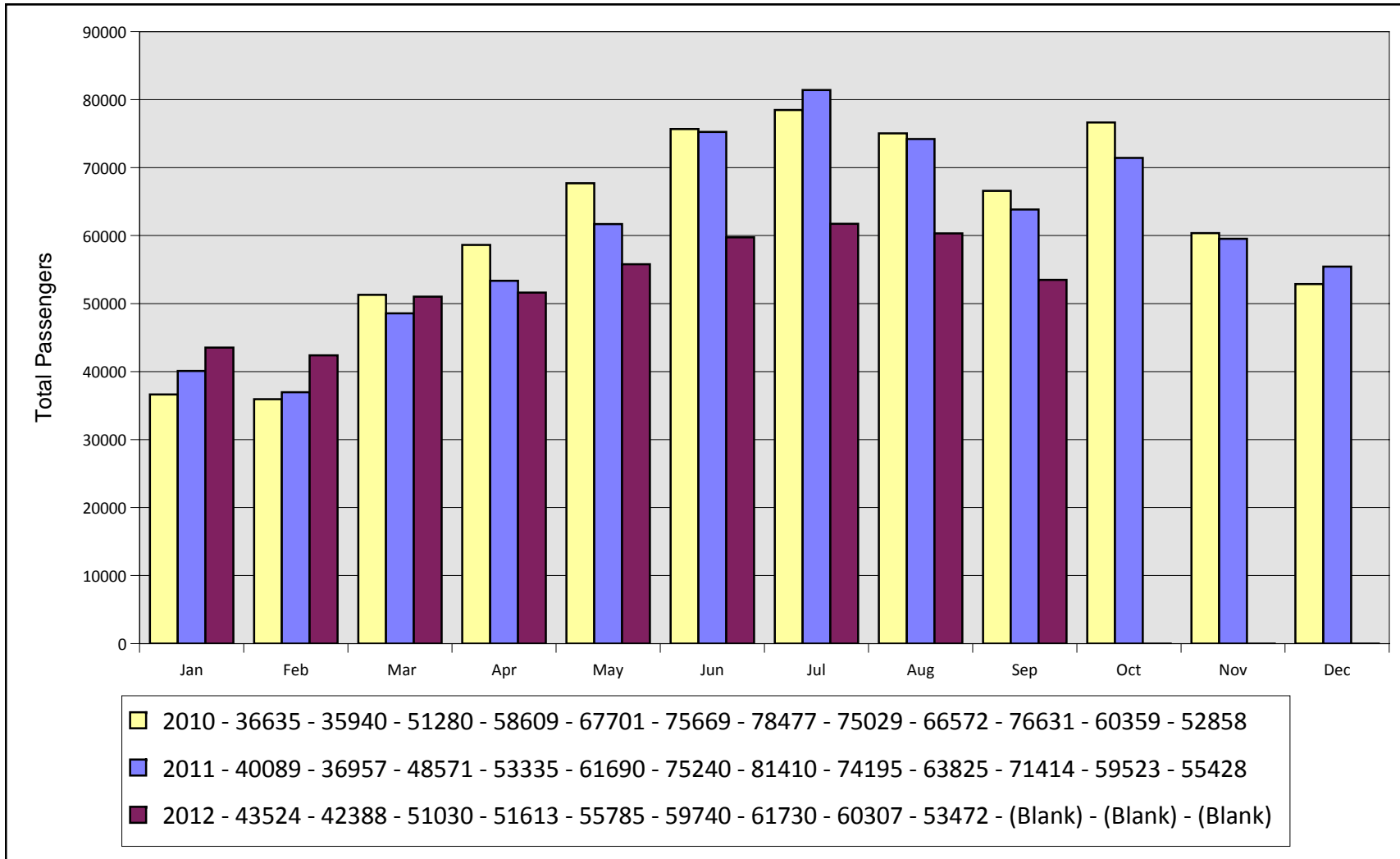
Monthly Seats By Year Asheville Regional Airport



Monthly Load Factors By Year Asheville Regional Airport

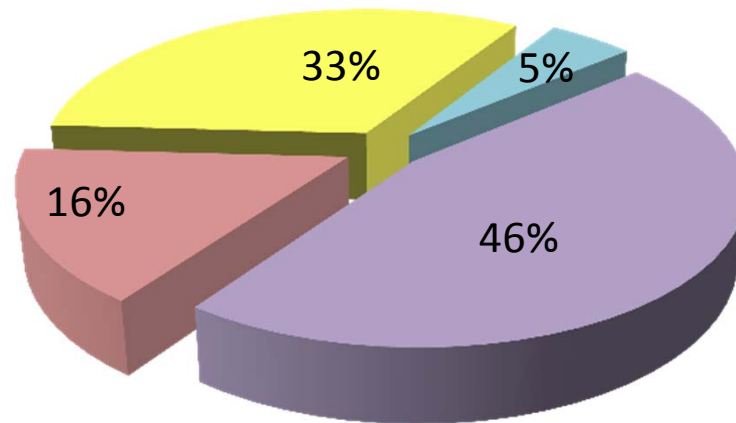


Total Monthly Passengers By Year Asheville Regional Airport



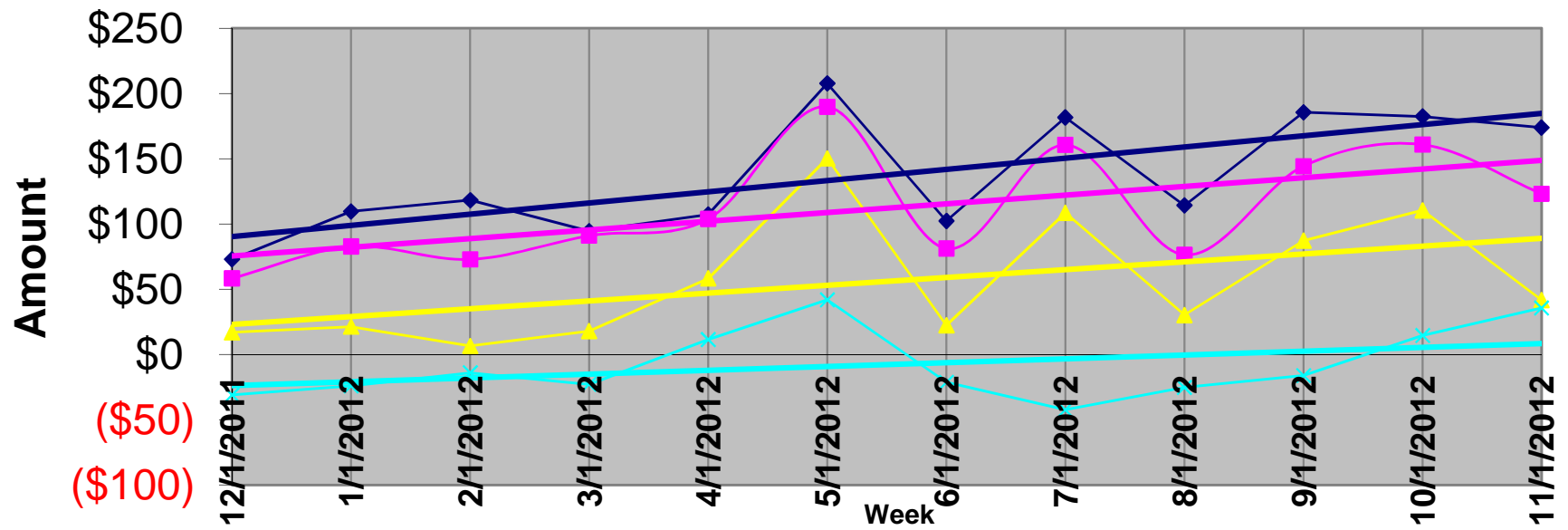
Airline Market Share Analysis (Enplanements) Asheville Regional Airport

Report Period From September 2012 Through September 2012



■ Allegiant Air ■ Delta Airlines ■ United Airlines ■ US Airways

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 11/01/12
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	\$645	\$427	\$548	\$603	\$574	\$218	\$97	\$42	\$71
ATL	Atlanta	\$384		\$150	\$369	\$440	\$384	\$234	\$15	(\$56)
AUS	Austin	\$668	\$358	\$487	\$483	\$591	\$310	\$181	\$185	\$77
BWI	Baltimore	\$365	\$272	\$227	\$382	\$440	\$93	\$138	(\$17)	(\$75)
BOS	Boston	\$551	\$338	\$344	\$494	\$516	\$213	\$207	\$57	\$35
ORD	Chicago	\$380	\$275	\$340	\$310	\$357	\$105	\$40	\$70	\$23
CVG	Cincinnati	\$398	\$340	\$228	\$463	\$458	\$58	\$170	(\$65)	(\$60)
CLE	Cleveland	\$474	\$317	\$492	\$451	\$374	\$157	(\$18)	\$23	\$100
DFW	Dallas	\$481	\$324	\$357	\$393	\$466	\$157	\$124	\$88	\$15
DEN	Denver	\$541	\$358	\$477	\$425	\$439	\$183	\$64	\$116	\$102
DTW	Detroit	\$466	\$274	\$347	\$365	\$389	\$192	\$119	\$101	\$77
FLL	Fort Lauderdale	\$639	\$347	\$411	\$459	\$488	\$292	\$228	\$180	\$151
RSW	Ft. Myers	\$716	\$500	\$578	\$767	\$596	\$216	\$138	(\$51)	\$120
BDL	Hartford	\$561	\$386	\$408	\$521	\$548	\$175	\$153	\$40	\$13
IAH	Houston	\$521	\$300	\$405	\$369	\$498	\$221	\$116	\$152	\$23
IND	Indianapolis	\$413	\$267	\$325	\$427	\$440	\$146	\$88	(\$14)	(\$27)
JAX	Jacksonville	\$443	\$224	\$251	\$460	\$344	\$219	\$192	(\$17)	\$99
MCI	Kansas City	\$541	\$299	\$395	\$470	\$516	\$242	\$146	\$71	\$25
LAS	Las Vegas	\$709	\$525	\$548	\$695	\$689	\$184	\$161	\$14	\$20
LAX	Los Angeles	\$624	\$388	\$490	\$533	\$561	\$236	\$134	\$91	\$63
MHT	Manchester	\$481	\$309	\$400	\$498	\$466	\$172	\$81	(\$17)	\$15
MEM	Memphis	\$465	\$225	\$349	\$461	\$419	\$240	\$116	\$4	\$46
MIA	Miami	\$590	\$369	\$536	\$554	\$553	\$221	\$54	\$36	\$37
MKE	Milwaukee	\$466	\$304	\$278	\$465	\$383	\$162	\$188	\$1	\$83
MSP	Minneapolis/Saint Pa	\$495	\$300	\$381	\$460	\$448	\$195	\$114	\$35	\$47
BNA	Nashville	\$249	\$429	\$269	\$214	\$284	(\$180)	(\$20)	\$35	(\$35)
MSY	New Orleans	\$413	\$239	\$323	\$371	\$411	\$174	\$90	\$42	\$2

LGA	New York	\$427	\$360	\$327	\$441	\$525	\$67	\$100	(\$14)	(\$98)
EWR	Newark	\$506	\$414	\$308	\$450	\$506	\$92	\$198	\$56	\$0
MCO	Orlando	\$535	\$286	\$412	\$563	\$428	\$249	\$123	(\$28)	\$107
PHL	Philadelphia	\$397	\$315	\$322	\$476	\$440	\$82	\$75	(\$79)	(\$43)
PHX	Phoenix	\$652	\$412	\$433	\$498	\$494	\$240	\$219	\$154	\$158
PIT	Pittsburgh	\$400	\$242	\$310	\$430	\$368	\$158	\$90	(\$30)	\$32
PDX	Portland	\$703	\$623	\$520	\$695	\$639	\$80	\$183	\$8	\$64
PVD	Providence	\$513	\$345	\$393	\$460	\$450	\$168	\$120	\$53	\$63
RDU	Raleigh/Durham	\$440	\$208	\$306	\$449	\$278	\$232	\$134	(\$9)	\$162
RIC	Richmond	\$423	\$239	\$286	\$428	\$343	\$184	\$137	(\$5)	\$80
STL	Saint Louis	\$473	\$243	\$341	\$389	\$443	\$230	\$132	\$84	\$30
SLC	Salt Lake City	\$559	\$442	\$517	\$417	\$559	\$117	\$42	\$142	\$0
SAT	San Antonio	\$631	\$317	\$411	\$438	\$547	\$314	\$220	\$193	\$84
SAN	San Diego	\$686	\$540	\$639	\$624	\$594	\$146	\$47	\$62	\$92
SFO	San Francisco	\$666	\$377	\$497	\$439	\$529	\$289	\$169	\$227	\$137
SRQ	Sarasota/Bradenton	\$411	\$266	\$313	\$443	\$453	\$145	\$98	(\$32)	(\$42)
SEA	Seattle	\$663	\$388	\$440	\$578	\$499	\$275	\$223	\$85	\$164
SYR	Syracuse	\$516	\$464	\$483	\$551	\$629	\$52	\$33	(\$35)	(\$113)
TPA	Tampa	\$410	\$246	\$267	\$408	\$393	\$164	\$143	\$2	\$17
YYZ	Toronto	\$446	\$531	\$514	\$546	\$604	(\$85)	(\$68)	(\$100)	(\$158)
DCA	Washington DC	\$410	\$279	\$282	\$329	\$440	\$131	\$128	\$81	(\$30)
IAD	Washington DC	\$410	\$294	\$282	\$421	\$440	\$116	\$128	(\$11)	(\$30)
PBI	West Palm Beach	\$596	\$336	\$445	\$536	\$479	\$260	\$151	\$60	\$117

*These sample airfares were available 11/01/12, 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.

\$174 \$123 \$42 \$36

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 11/01/12
0 Day Advance Purchase, 3 day Stay

							Difference in Fares				
		<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	\$1,109	\$605	\$682	\$919	\$1,109	\$504	\$427	\$190	\$0	
ATL	Atlanta	\$346		\$472	\$319	\$558	\$346	(\$126)	\$27	(\$212)	
AUS	Austin	\$923	\$590	\$412	\$583	\$1,044	\$333	\$511	\$340	(\$121)	
BWI	Baltimore	\$693	\$414	\$234	\$267	\$694	\$279	\$459	\$426	(\$1)	
BOS	Boston	\$739	\$436	\$279	\$700	\$740	\$303	\$460	\$39	(\$1)	
ORD	Chicago	\$419	\$405	\$562	\$389	\$596	\$14	(\$143)	\$30	(\$177)	
CVG	Cincinnati	\$704	\$536	\$742	\$552	\$487	\$168	(\$38)	\$152	\$217	
CLE	Cleveland	\$849	\$446	\$689	\$503	\$900	\$403	\$160	\$346	(\$51)	
DFW	Dallas	\$902	\$409	\$869	\$451	\$940	\$493	\$33	\$451	(\$38)	
DEN	Denver	\$826	\$223	\$659	\$595	\$1,011	\$603	\$167	\$231	(\$185)	
DTW	Detroit	\$654	\$442	\$591	\$626	\$596	\$212	\$63	\$28	\$58	
FLL	Fort Lauderdale	\$732	\$380	\$634	\$632	\$987	\$352	\$98	\$100	(\$255)	
RSW	Ft. Myers	\$812	\$447	\$611	\$661	\$963	\$365	\$201	\$151	(\$151)	
BDL	Hartford	\$676	\$615	\$433	\$674	\$885	\$61	\$243	\$2	(\$209)	
IAH	Houston	\$614	\$397	\$941	\$422	\$938	\$217	(\$327)	\$192	(\$324)	
IND	Indianapolis	\$689	\$319	\$355	\$632	\$800	\$370	\$334	\$57	(\$111)	
JAX	Jacksonville	\$827	\$436	\$501	\$669	\$900	\$391	\$326	\$158	(\$73)	
MCI	Kansas City	\$827	\$370	\$347	\$771	\$913	\$457	\$480	\$56	(\$86)	
LAS	Las Vegas	\$1,107	\$548	\$690	\$901	\$1,094	\$559	\$417	\$206	\$13	
LAX	Los Angeles	\$1,047	\$544	\$590	\$911	\$1,042	\$503	\$457	\$136	\$5	
MHT	Manchester	\$755	\$436	\$303	\$695	\$848	\$319	\$452	\$60	(\$93)	
MEM	Memphis	\$594	\$352	\$699	\$587	\$594	\$242	(\$105)	\$7	\$0	
MIA	Miami	\$795	\$466	\$672	\$769	\$1,058	\$329	\$123	\$26	(\$263)	
MKE	Milwaukee	\$686	\$357	\$354	\$676	\$872	\$329	\$332	\$10	(\$186)	
MSP	Minneapolis/Saint Paul	\$828	\$427	\$787	\$707	\$678	\$401	\$41	\$121	\$150	
BNA	Nashville	\$805	\$424	\$398	\$392	\$864	\$381	\$407	\$413	(\$59)	
MSY	New Orleans	\$1,094	\$580	\$651	\$882	\$1,094	\$514	\$443	\$212	\$0	

LGA	New York	\$678	\$588	\$393	\$517	\$859	\$90	\$285	\$161	(\$181)
EWR	Newark	\$360	\$714	\$552	\$487	\$920	(\$354)	(\$192)	(\$127)	(\$560)
MCO	Orlando	\$713	\$358	\$572	\$521	\$872	\$355	\$141	\$192	(\$159)
PHL	Philadelphia	\$360	\$549	\$354	\$426	\$808	(\$189)	\$6	(\$66)	(\$448)
PHX	Phoenix	\$991	\$671	\$739	\$946	\$988	\$320	\$252	\$45	\$3
PIT	Pittsburgh	\$762	\$399	\$416	\$555	\$871	\$363	\$346	\$207	(\$109)
PDX	Portland	\$867	\$821	\$352	\$914	\$866	\$46	\$515	(\$47)	\$1
PVD	Providence	\$755	\$430	\$303	\$695	\$848	\$325	\$452	\$60	(\$93)
RDU	Raleigh/Durham	\$587	\$319	\$482	\$644	\$900	\$268	\$105	(\$57)	(\$313)
RIC	Richmond	\$867	\$477	\$412	\$700	\$866	\$390	\$455	\$167	\$1
STL	Saint Louis	\$675	\$456	\$355	\$591	\$807	\$219	\$320	\$84	(\$132)
SLC	Salt Lake City	\$886	\$625	\$886	\$519	\$889	\$261	\$0	\$367	(\$3)
SAT	San Antonio	\$869	\$427	\$457	\$691	\$967	\$442	\$412	\$178	(\$98)
SAN	San Diego	\$1,156	\$834	\$679	\$911	\$1,156	\$322	\$477	\$245	\$0
SFO	San Francisco	\$979	\$485	\$709	\$660	\$1,161	\$494	\$270	\$319	(\$182)
SRQ	Sarasota/Bradenton	\$984	\$516	\$652	\$711	\$1,004	\$468	\$332	\$273	(\$20)
SEA	Seattle	\$867	\$478	\$355	\$911	\$806	\$389	\$512	(\$44)	\$61
SYR	Syracuse	\$895	\$562	\$443	\$892	\$895	\$333	\$452	\$3	\$0
TPA	Tampa	\$773	\$372	\$427	\$602	\$999	\$401	\$346	\$171	(\$226)
YYZ	Toronto	\$918	\$885	\$916	\$774	\$1,010	\$33	\$2	\$144	(\$92)
DCA	Washington DC	\$850	\$426	\$647	\$368	\$900	\$424	\$203	\$482	(\$50)
IAD	Washington DC	\$855	\$426	\$779	\$481	\$900	\$429	\$76	\$374	(\$45)
PBI	West Palm Beach	\$846	\$353	\$590	\$745	\$1,014	\$493	\$256	\$101	(\$168)

\$315 \$238 \$148 (\$99)

Average Fare difference

*These sample airfares were available 11/01/12, 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.

Schedule Weekly Summary Report for all Airlines for Passenger nonstop flights between AVL and ALL for Nov12 vs. Nov11

Mktg AI	Org	Dst	Miles	Ops/Week				Seats/Week			
				Nov12	Nov11	Diff	Pct Chg	Nov12	Nov11	Diff	Pct Chg
CO	AVL	EWR	583	0	13	-13	-100.00	0	650	-650	-100.00
CO	AVL	IAH	834	0	7	-7	-100.00	0	350	-350	-100.00
CO	EWR	AVL	583	0	13	-13	-100.00	0	650	-650	-100.00
CO	IAH	AVL	834	0	7	-7	-100.00	0	350	-350	-100.00
DL	ATL	AVL	164	55	57	-2	-3.51	3,289	2,850	439	15.40
DL	AVL	ATL	164	55	57	-2	-3.51	3,289	2,850	439	15.40
DL	AVL	DTW	470	7	12	-5	-41.67	350	600	-250	-41.67
DL	AVL	LGA	599	0	7	-7	-100.00	0	350	-350	-100.00
DL	DTW	AVL	470	7	12	-5	-41.67	350	600	-250	-41.67
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	MCO	AVL	488	0	4	-4	-100.00	0	468	-468	-100.00
G4	AVL	FLL	660	2	0	2	100.00	300	0	300	100.00
G4	AVL	SFB	465	2	1	1	100.00	300	150	150	100.00
G4	FLL	AVL	660	2	0	2	100.00	300	0	300	100.00
G4	SFB	AVL	465	2	1	1	100.00	300	150	150	100.00
UA	AVL	EWR	583	7	0	7	100.00	350	0	350	100.00
UA	AVL	ORD	536	7	14	-7	-50.00	350	700	-350	-50.00
UA	EWR	AVL	583	7	0	7	100.00	350	0	350	100.00
UA	ORD	AVL	536	7	14	-7	-50.00	350	700	-350	-50.00
US	AVL	CLT	92	62	55	7	12.73	3,185	3,017	168	5.57
US	AVL	PHL	503	0	1	-1	-100.00	0	50	-50	-100.00
US	CLT	AVL	92	62	55	7	12.73	3,185	3,017	168	5.57
US	PHL	AVL	503	0	1	-1	-100.00	0	50	-50	-100.00
TOTAL				284	342	-58	-16.96	16,248	18,370	-2,122	-11.55

Schedule Weekly Summary Report for all Airlines for Passenger nonstop flights between AVL and ALL for Dec12 vs. Dec11

Mktg AI	Org	Dst	Miles	Ops/Week				Seats/Week			
				Dec12	Dec11	Diff	Pct Chg	Dec12	Dec11	Diff	Pct Chg
CO	AVL	EWR	583	0	7	-7	-100.00	0	350	-350	-100.00
CO	AVL	IAH	834	0	6	-6	-100.00	0	300	-300	-100.00
CO	EWR	AVL	583	0	7	-7	-100.00	0	350	-350	-100.00
CO	IAH	AVL	834	0	6	-6	-100.00	0	300	-300	-100.00
DL	ATL	AVL	164	44	55	-11	-20.00	2,729	2,750	-21	-0.76
DL	AVL	ATL	164	45	55	-10	-18.18	2,784	2,750	34	1.24
DL	AVL	DTW	470	0	6	-6	-100.00	0	300	-300	-100.00
DL	AVL	LGA	599	2	2	0	0.00	100	100	0	0.00
DL	DTW	AVL	470	0	6	-6	-100.00	0	300	-300	-100.00
DL	LGA	AVL	599	2	2	0	0.00	100	100	0	0.00
FL	AVL	MCO	488	0	4	-4	-100.00	0	468	-468	-100.00
FL	MCO	AVL	488	0	4	-4	-100.00	0	468	-468	-100.00
G4	AVL	FLL	660	2	0	2	100.00	300	0	300	100.00
G4	AVL	SFB	465	2	2	0	0.00	300	300	0	0.00
G4	FLL	AVL	660	2	0	2	100.00	300	0	300	100.00
G4	SFB	AVL	465	2	2	0	0.00	300	300	0	0.00
UA	AVL	EWR	583	7	0	7	100.00	350	0	350	100.00
UA	AVL	ORD	536	7	14	-7	-50.00	350	700	-350	-50.00
UA	EWR	AVL	583	7	0	7	100.00	350	0	350	100.00
UA	ORD	AVL	536	7	14	-7	-50.00	350	700	-350	-50.00
US	AVL	CLT	92	59	53	6	11.32	3,009	2,726	283	10.38
US	AVL	PHL	503	0	1	-1	-100.00	0	50	-50	-100.00
US	CLT	AVL	92	59	53	6	11.32	3,009	2,743	266	9.70
US	PHL	AVL	503	0	1	-1	-100.00	0	50	-50	-100.00
TOTAL				247	300	-53	-17.67	14,331	16,105	-1,774	-11.01

Schedule Weekly Summary Report for all Airlines for Passenger nonstop flights between AVL and ALL for Jan13 vs. Jan12

Mktg AI	Org	Dst	Miles	Ops/Week				Seats/Week			
				Jan13	Jan12	Diff	Pct Chg	Jan13	Jan12	Diff	Pct Chg
CO	AVL	EWR	583	0	6	-6	-100.00	0	300	-300	-100.00
CO	AVL	IAH	834	0	6	-6	-100.00	0	300	-300	-100.00
CO	EWR	AVL	583	0	6	-6	-100.00	0	300	-300	-100.00
CO	IAH	AVL	834	0	6	-6	-100.00	0	300	-300	-100.00
DL	ATL	AVL	164	54	52	2	3.85	3,162	2,600	562	21.62
DL	AVL	ATL	164	55	52	3	5.77	3,212	2,600	612	23.54
DL	AVL	DTW	470	0	5	-5	-100.00	0	250	-250	-100.00
DL	DTW	AVL	470	0	5	-5	-100.00	0	250	-250	-100.00
G4	AVL	FLL	660	2	0	2	100.00	300	0	300	100.00
G4	AVL	SFB	465	2	2	0	0.00	300	300	0	0.00
G4	FLL	AVL	660	2	0	2	100.00	300	0	300	100.00
G4	SFB	AVL	465	2	2	0	0.00	300	300	0	0.00
UA	AVL	ORD	536	14	14	0	0.00	700	700	-350	-50.00
UA	ORD	AVL	536	14	14	0	0.00	700	700	-350	-50.00
US	AVL	CLT	92	60	55	5	9.09	3,102	3,128	-26	-0.83
US	AVL	PHL	503	0	1	-1	-100.00	0	50	-50	-100.00
US	CLT	AVL	92	60	55	5	9.09	3,102	3,145	-43	-1.37
US	PHL	AVL	503	0	1	-1	-100.00	0	50	-50	-100.00
TOTAL				265	282	-17	-6.00	15,178	15,273	-95	-0.62



MEMORANDUM

TO: Members of the Airport Authority

FROM: Vickie Thomas, Director of Finance & Accounting

DATE: November 9, 2012

ITEM DESCRIPTION – Information Section Item B

Asheville Regional Airport – Explanation of Extraordinary Variances
Month of September, 2012 (Month 3 of FY-2013)

SUMMARY

Operating Revenues for the month of September were \$696,930, 1.12% under budget. Operating Expenses for the month were \$515,730, 15.33% under budget. As a result, Net Operating Revenues before Depreciation were \$85,468 over budget. Net Non-Operating Revenues were \$196,637, 4.82% under budget.

Year-to-date Operating Revenues were \$2,199,727, .05% under budget. Year-to-date Operating Expenses were \$1,500,788, 17.10% below budget. Year-to-date Net Operating Revenues before Depreciation were \$308,455 over budget. Net Non-Operating Revenues for the year were \$625,740, 6.81% under budget.

REVENUES

Significant variations to budget for September were:

Customer Facility Charges	\$10,487	12.95%	CFCs budgeted very conservatively.
Passenger Facility Charges	(\$22,443)	(16.17%)	Enplanements under budget.



EXPENSES

Significant variations to budget for September were:

Personnel Services	(\$25,542)	(8.04%)	3.5 FTE vacant positions.
Travel & Training	(\$11,421)	(61.65%)	Timing of Travel & Training spending.
Repairs & Maintenance	(\$12,397)	(23.40%)	Timing of Repair & Maintenance spending.
Operating Supplies	(\$10,621)	(35.45%)	Timing of Operating Supplies spending.
Emergency Repair	(\$10,000)	(100.00%)	No Emergency Repair Spending spending.

STATEMENT OF NET ASSETS

Significant variations to prior month were:

Construction in Progress – Construction in Progress increased by \$206k mainly due to budgeted spending on the Master Plan and Passenger Boarding Bridge projects.

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 September 31, 2012**

<u>Institution:</u>	<u>Interest Rate</u>	<u>Investment Amount</u>	<u>Monthly Interest</u>
Bank of America - Operating Account	0.25%	\$ 4,572,787	964
Bank of America - PFC Revenue Account	0.25%	644,337	118
First Citizens - Money Market Account	0.35%	6,370,132	1,566
NC Capital Management Trust - Cash Portfolio		17,164	1
NC Capital Management Trust - Term Portfolio		3,003,742	590
Petty Cash		200	
 <u>Restricted Cash:</u>			
Wells Fargo - CFC Revenue Account	0.00%	335,231	0
 Total		<u>\$ 14,943,593</u>	<u>\$ 3,239</u>

Investment Diversification:

Banks	80%
NC Capital Management Trust	20%
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 September 31, 2012**

	Current Month	Prior Period
Cash and Investments Beginning of Period	\$ 14,775,781	\$ 13,766,860
Net Income/(Loss) Before Capital Contributions	(53,274)	34,383
Depreciation	431,111	431,111
Decrease/(Increase) in Receivables	(67,459)	621,737
Increase/(Decrease) in Payables	(90,922)	(38,990)
Decrease/(Increase) in Prepaid Expenses	5,172	17,832
Decrease/(Increase) in Long Term Assets	(205,976)	(224,108)
Principal Payments of Bond Maturities	(37,836)	(37,654)
Contributed Capital	186,997	204,611
Increase(Decrease) in Cash	167,812	1,008,921
Cash and Investments End of Period	\$ 14,943,593	\$ 14,775,781

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

For the Month Ending September 31, 2012

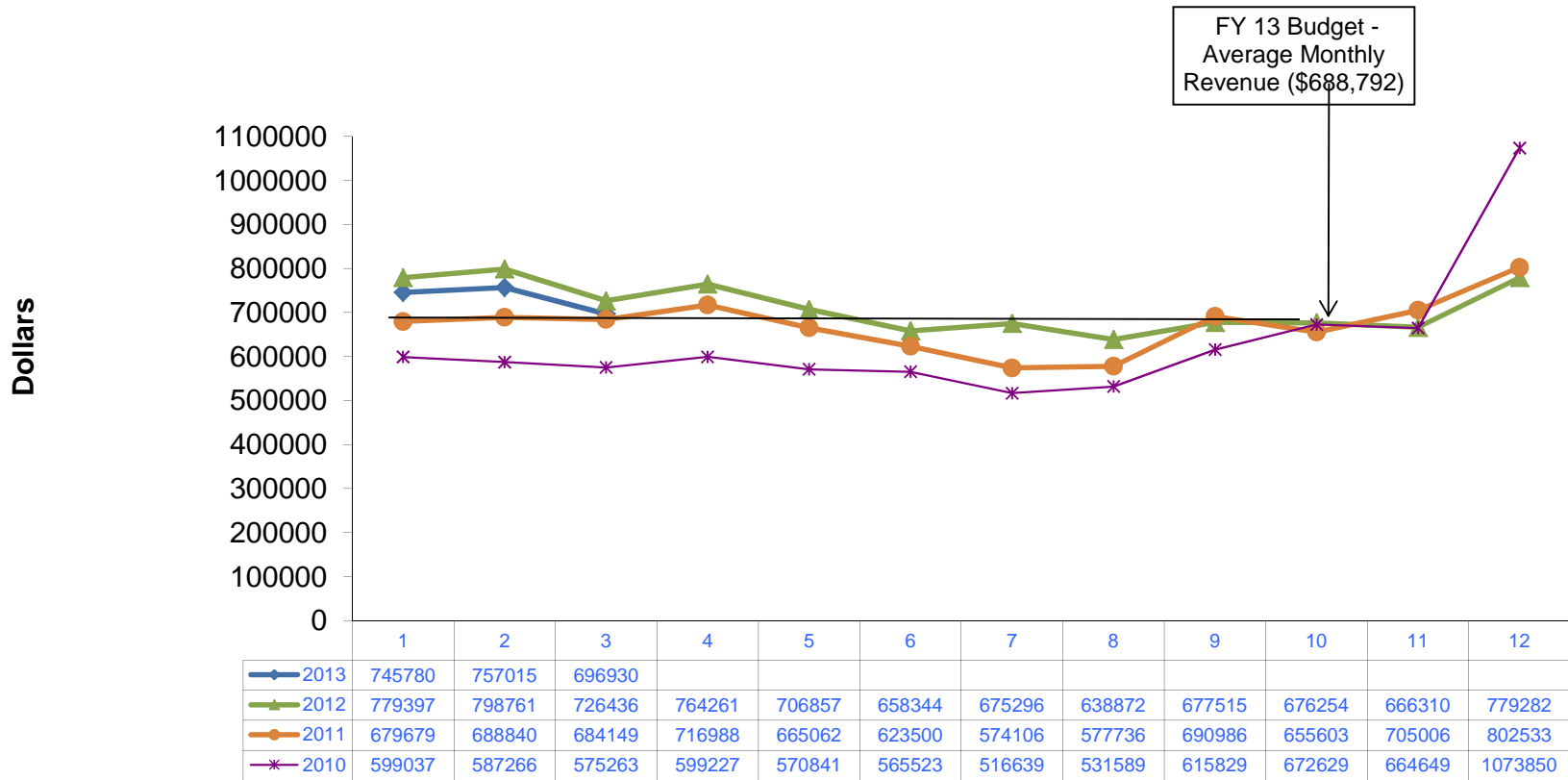
	Month Actual	Month Budget	Variance \$	Variance %	YTD Actual	YTD Budget	Variance \$	Variance %	Annual Budget
Operating Revenue:									
Terminal Space Rentals - Non Airline	\$17,256	\$17,255	\$1	0.01%	\$51,768	\$51,766	\$2	0.00%	\$209,756
Terminal Space Rentals - Airline	108,826	109,442	(616)	(0.56%)	365,224	360,033	5,191	1.44%	1,290,000
Concessions	17,706	15,831	1,875	11.84%	55,890	51,937	3,953	7.61%	189,975
Auto Parking	205,557	206,583	(1,026)	(0.50%)	641,998	649,953	(7,955)	(1.22%)	2,415,800
Rental Car - Car Rentals	120,375	113,290	7,085	6.25%	370,653	340,948	29,705	8.71%	1,356,230
Rental Car - Facility Rent	46,530	45,123	1,407	3.12%	142,285	137,752	4,533	3.29%	558,145
Commercial Ground Transportation	661	-	661	100.00%	6,742	5,400	1,342	24.85%	32,000
Landing Fees	44,192	53,200	(9,008)	(16.93%)	145,726	168,611	(22,885)	(13.57%)	617,000
FBO'S/SASO'S	80,135	79,760	375	0.47%	247,591	246,371	1,220	0.50%	961,840
Building Leases	10,554	11,668	(1,114)	(9.55%)	31,547	35,004	(3,457)	(9.88%)	140,017
Land Leases	2,090	2,060	30	1.46%	6,210	6,180	30	0.49%	24,716
Other Leases/Fees	43,048	50,596	(7,548)	(14.92%)	134,093	146,944	(12,851)	(8.75%)	470,022
Total Operating Revenue	\$696,930	\$704,808	(\$7,878)	(1.12%)	\$2,199,727	\$2,200,899	(\$1,172)	(0.05%)	\$8,265,501
Operating Expenses:									
Personnel Services	\$292,162	\$317,704	(\$25,542)	(8.04%)	\$947,393	\$1,010,136	(\$62,743)	(6.21%)	\$4,129,995
Professional Services	16,025	24,925	(8,900)	(35.71%)	22,186	56,024	(33,838)	(60.40%)	236,400
Accounting & Auditing	-	3,100	(3,100)	(100.00%)	3,100	6,200	(3,100)	(50.00%)	15,000
Other Contractual Services	55,060	57,370	(2,310)	(4.03%)	160,151	186,489	(26,338)	(14.12%)	722,408
Travel & Training	7,106	18,527	(11,421)	(61.65%)	21,115	36,989	(15,874)	(42.92%)	187,240
Communications & Freight	5,383	6,275	(892)	(14.22%)	16,565	18,324	(1,759)	(9.60%)	72,348
Utility Services	24,942	32,393	(7,451)	(23.00%)	87,311	110,886	(23,575)	(21.26%)	453,509
Rentals & Leases	1,461	1,618	(157)	(9.70%)	3,358	3,754	(396)	(10.55%)	15,020
Insurance	15,981	16,778	(797)	(4.75%)	48,008	50,334	(2,326)	(4.62%)	201,308
Repairs & Maintenance	40,576	52,973	(12,397)	(23.40%)	69,337	147,182	(77,845)	(52.89%)	389,400
Advertising, Printing & Binding	17,173	22,932	(5,759)	(25.11%)	35,720	57,456	(21,736)	(37.83%)	200,692
Promotional Activities	11,911	5,535	6,376	115.19%	22,441	18,405	4,036	21.93%	103,100
Other Current Charges & Obligations	5,687	6,340	(653)	(10.30%)	16,418	19,521	(3,103)	(15.90%)	82,680
Office Supplies	763	1,015	(252)	(24.83%)	1,726	3,044	(1,318)	(43.30%)	12,175
Operating Supplies	19,338	29,959	(10,621)	(35.45%)	41,192	67,726	(26,534)	(39.18%)	372,618
Books, Publications, Subscriptions & Meml	2,162	1,632	530	32.48%	4,767	7,945	(3,178)	(40.00%)	41,435
Contingency	0	0	-	0.00%	0	0	-	0.00%	53,673
Emergency Repair	0	10,000	(10,000)	(100.00%)	0	10,000	(10,000)	(100.00%)	100,000
Business Development	0	0	-	0.00%	0	0	-	0.00%	300,000
Total Operating Expenses	\$515,730	\$609,076	(\$93,346)	(15.33%)	\$1,500,788	\$1,810,415	(\$309,627)	(17.10%)	\$7,689,001

Operating Revenue before Depreciation	\$181,200	\$95,732	\$85,468	89.28%	\$698,939	\$390,484	\$308,455	78.99%	\$576,500
Depreciation	431,111	-	431,111	100.00%	1,293,334	-	1,293,334	100.00%	-
Operating Income(Loss) Before Non-Operating Revenue and Expenses	(\$249,911)	\$95,732	(\$345,643)	(361.05%)	(\$594,395)	\$390,484	(\$984,879)	(252.22%)	\$576,500
Non-Operating Revenue and Expense									
Customer Facility Charges	\$91,447	\$80,960	\$10,487	12.95%	\$312,044	\$281,608	\$30,436	10.81%	\$ 900,000
Passenger Facility Charges	116,350	138,793	(22,443)	(16.17%)	347,467	429,852	(82,385)	(19.17%)	1,350,000
Interest Revenue	3,239	1,250	1,989	159.12%	9,971	3,750	6,221	165.89%	15,000
Interest Expense	(14,399)	(14,399)	-	0.00%	(43,742)	(43,742)	-	0.00%	(165,014)
Reimbursable Cost Revenues	21,379	29,167	(7,788)	(26.70%)	35,820	87,501	(51,681)	(59.06%)	350,000
Reimbursable Cost Expenses	(21,379)	(29,167)	7,788	(26.70%)	(35,820)	(87,501)	51,681	(59.06%)	(350,000)
Sale of Assets	0	0	-	0.00%	0	0	-	0.00%	
Non-Operating Revenue-Net	\$196,637	\$206,604	(\$9,967)	(4.82%)	\$625,740	\$671,468	(\$45,728)	(6.81%)	\$2,099,986
Income (Loss) Before Capital Contributions	(\$53,274)	\$302,336	(\$355,610)	(117.62%)	\$31,345	\$1,061,952	(\$1,030,607)	(97.05%)	\$2,676,486
Capital Contributions	\$186,997	\$0	\$186,997	100.00%	\$619,706	\$0	\$619,706	100.00%	\$0
Increase in Net Assets	\$133,723	\$302,336	(\$168,613)	(55.77%)	\$651,051	\$1,061,952	(\$410,901)	(38.69%)	\$2,676,486

**ASHEVILLE REGIONAL AIRPORT
STATEMENT OF FINANCIAL POSITION
As of September 31, 2012**

	Current Month	Last Month
<u>ASSETS</u>		
Current Assets:		
Unrestricted Net Assets:		
Cash and Cash Equivalents	\$14,608,362	\$14,524,036
Accounts Receivable	465,906	605,315
Passenger Facility Charges Receivable	170,500	170,500
Refundable Sales Tax Receivable	107,387	87,514
Grants Receivable	695,334	508,337
Prepaid Expenses	173,594	178,766
Total Unrestricted Assets	16,221,083	16,074,468
Restricted Assets:		
Cash and Cash Equivalents	335,231	251,745
Total Restricted Assets	335,231	251,745
 Total Current Assets	 16,556,314	 16,326,213
Noncurrent Assets:		
Construction in Progress	2,867,782	2,661,805
Property and Equipment - Net	64,673,010	65,104,121
Total Noncurrent Assets	67,540,792	67,765,926
	\$84,097,106	\$84,092,139
<u>LIABILITIES AND NET ASSETS</u>		
Current Liabilities:		
Payable from Unrestricted Assets:		
Accounts Payable & Accrued Liabilities	\$733,428	\$813,737
Customer Deposits	750	750
Unearned Revenue	184,671	195,282
Construction Contract Retainages	86,502	86,502
Revenue Bond Payable - Current	468,526	466,276
Total Payable from Unrestricted Assets	1,473,877	1,562,547
 Total Current Liabilities	 1,473,877	 1,562,547
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	2,477,945	2,518,031
Total Noncurrent Liabilities	3,550,785	3,590,871
 Total Liabilities	 5,024,662	 5,153,418
Net Assets:		
Invested in Capital Assets	64,507,819	64,695,117
Restricted	335,231	251,745
Unrestricted	14,229,394	13,991,859
Total Net Assets	79,072,444	78,938,721
	\$84,097,106	\$84,092,139

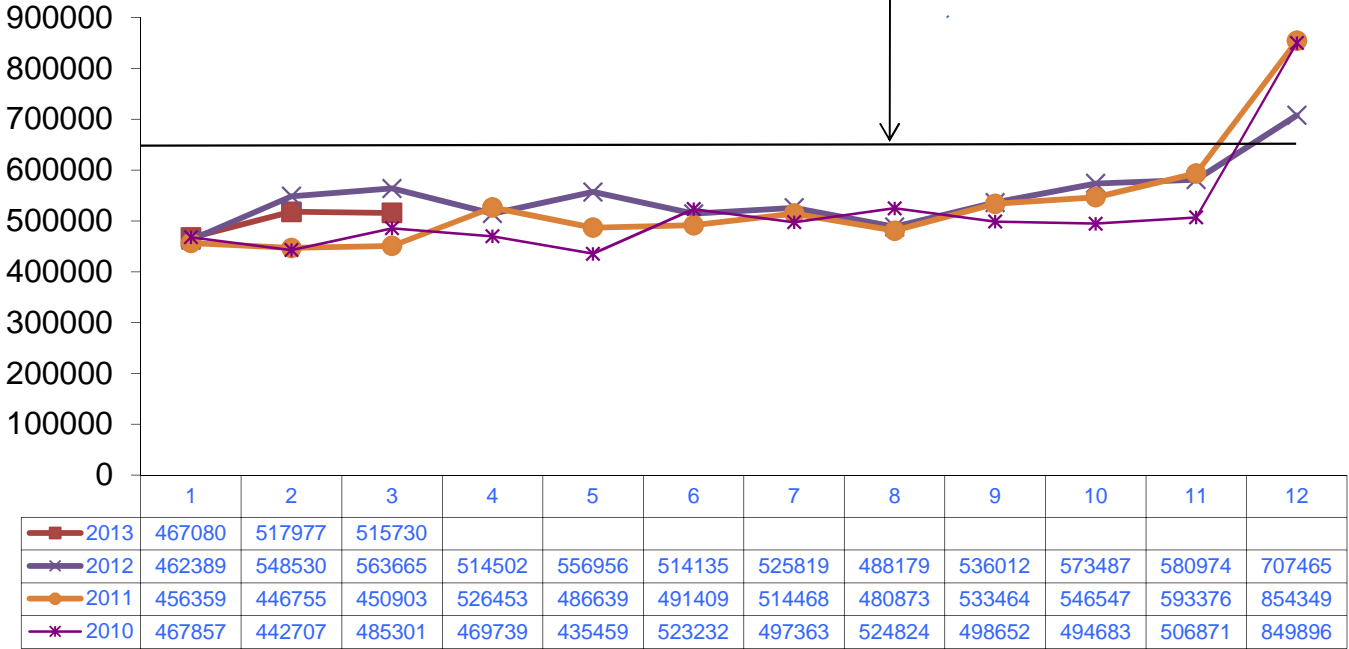
ASHEVILLE REGIONAL AIRPORT Annual Operating Revenue by Month September 2012



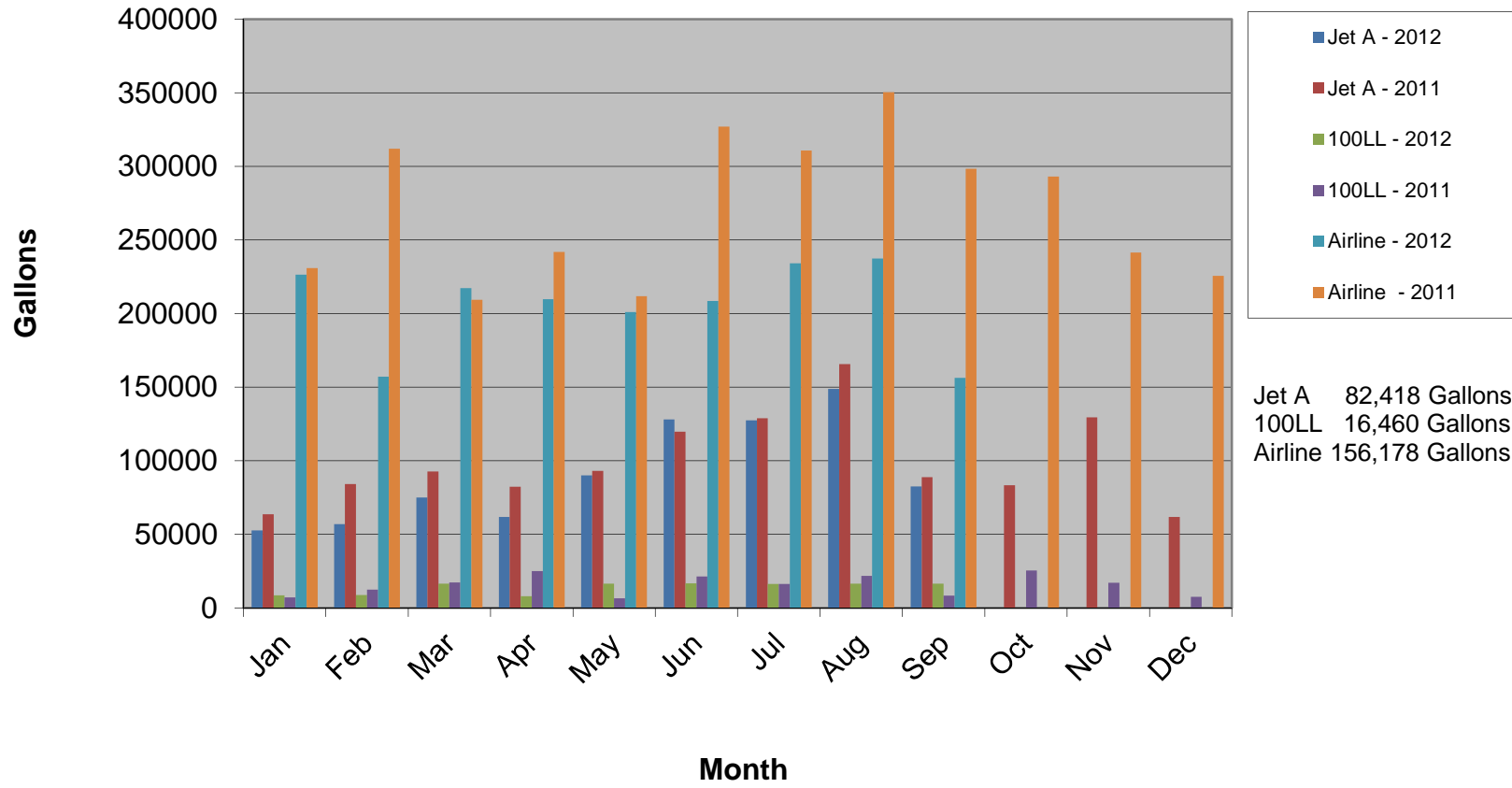
ASHEVILLE REGIONAL AIRPORT Annual Operating Expenses by Month September 2012

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

Dollars



Asheville Regional Airport Fuels Sales - Gallons September 2012



**Asheville Regional Airport
Project Report - November 2012**

Project Number	Project Name	Project Description	Professional Services Consultant	Professional Services Contract	General Contractor	Original Construction Contract	Change Orders (thru 11/02/2012)	Percent of Original Contract	Board Approved Project Cost	Percent Complete	Expensed to Date (thru 11/02/2012)	Start Date	End Date	Current Project Status (as of 11/02/2012)
Planning 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	75%	\$626,910.00	Sep-11	Mar-13	Public Open House on alternatives was held on October 16, 2012 with 25 visitors. ALP update continues. Completion of Alternatives chapter in progress.
1A	Airfield Redevelopment	Survey and obstruction analysis.	Delta Airport Consultants	\$26,000.00	N/A	N/A	\$0.00	0.00%	\$0.00	15%	\$3,900.00	Sep-12	Dec-12	Runway end elevation determination in progress. Obstruction analysis to follow.
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	40%	\$225,955.35	Jun-12	Nov-12	Engineer has submitted 90% set of plans and bid specifications for the new ARFF Station. Airport staff will review the documents for any revisions.
Construction Phase														
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* <i>(project expenses are being reimbursed by Charah through a separate agreement)</i>	99%	\$329,934.27	Jul-10	May-12	Sub-cells 6-9 have top soil placed. Work continues weather permitting.
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* <i>(project expenses are being reimbursed by Charah through a separate agreement)</i>	45%	\$140,490.69	Feb-11	Jan-13	Ash placement continues weather permitting. Subcells 12-13 are graded and will have liner placed by end of October. Top soil has been received from Sierra Nevada and stored in Borrow area.
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	\$9,844.11	2.21%	\$1,778,840.00	90%	\$1,267,704.43	Nov-11	Oct-12	PBB Equipment is installed on all three Gates 4-6. Gate 6 CO is expected by end of October. Rubber flooring is expected to be placed end of October with punch list items remaining to be completed. Gate 6 is expected to be open beginning of November.

Amounts are based on invoices received and processed through Development.

Airportsurvey.com



AVL

Airport Facilities Review For 3rd 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

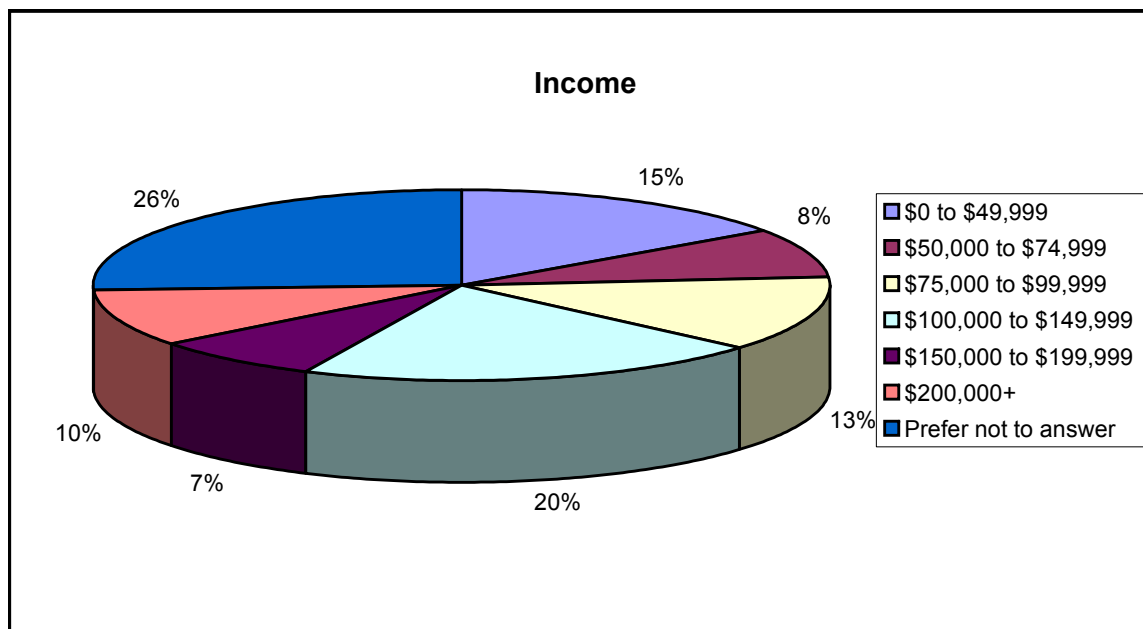
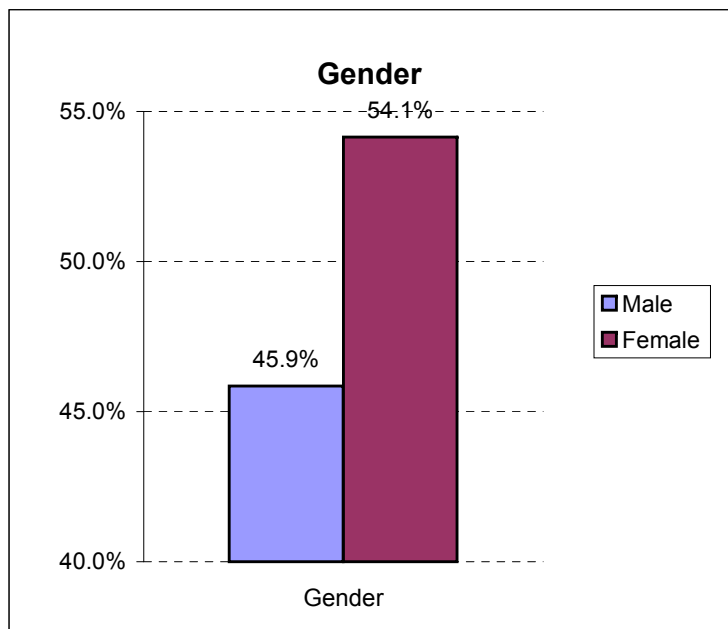
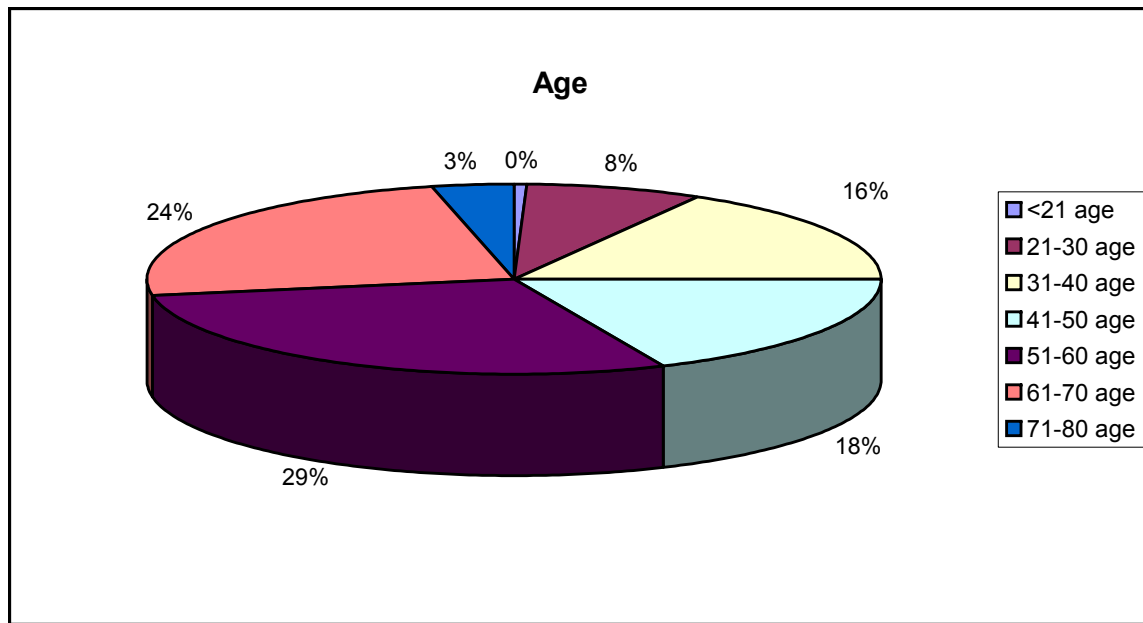
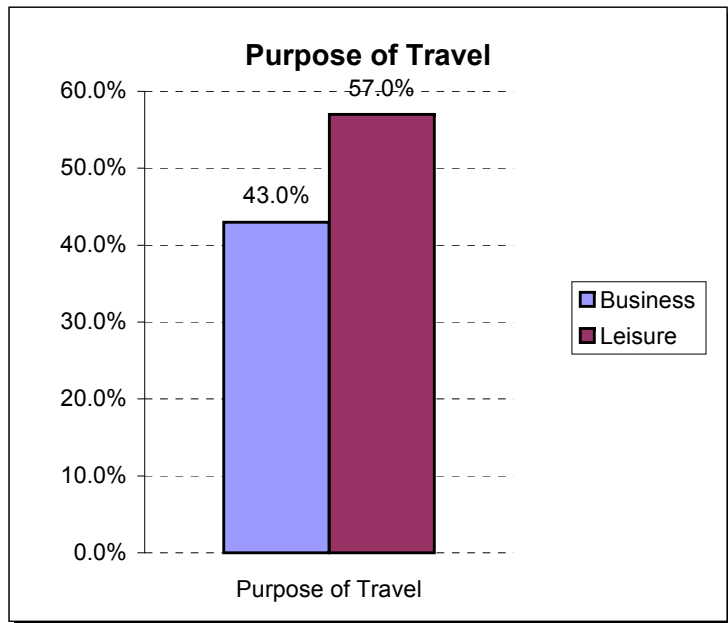
No representations are made as to the completeness or accuracy of information contained herein. Airport facility raw data is available upon request.

Overview

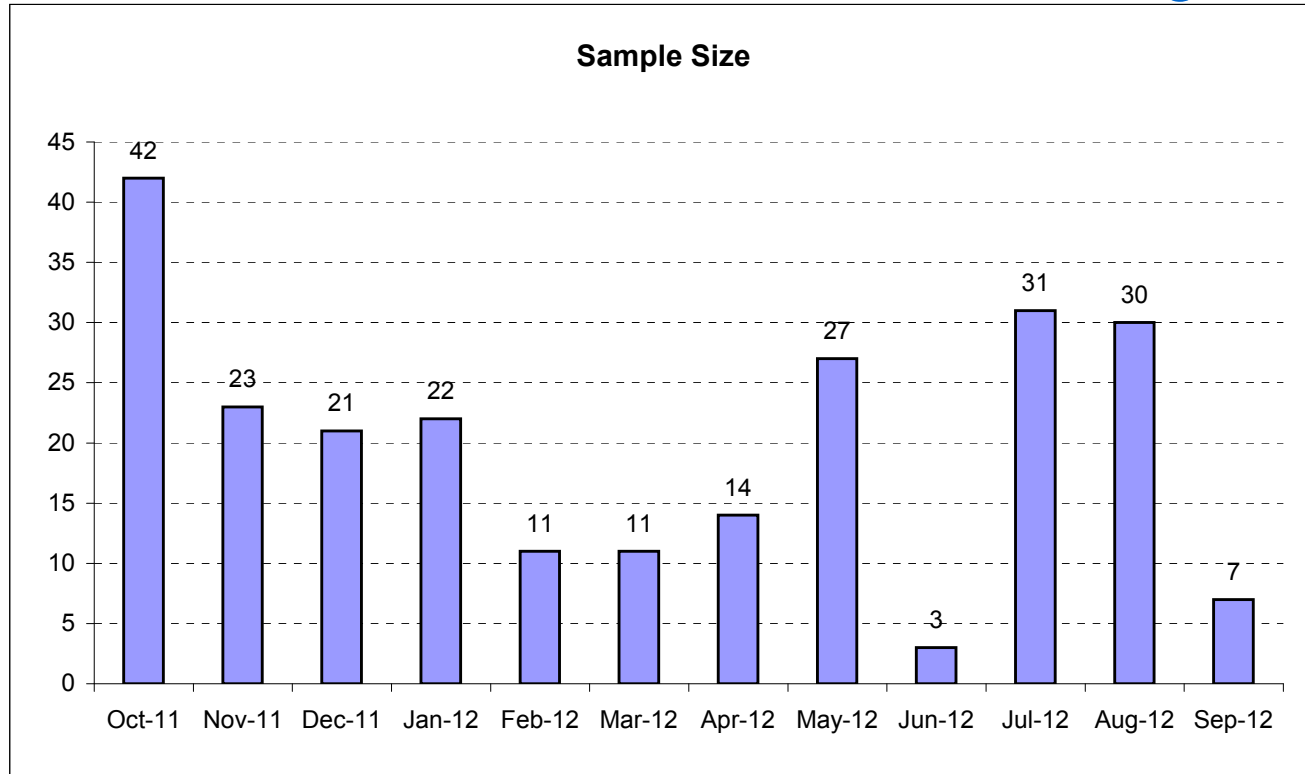
- ***Airportsurvey.com*** is an ongoing, all-inclusive online passenger satisfaction survey program from Canmark Research Center
- Invitations to take the survey are distributed at select airports across the country
- Over 30 airports participate
- Each survey invitation card is single-use, and must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

*Updated 3rd Quarter 2009

Passenger Demographics



General Findings



Sample is clustered around airport invitation distribution dates.

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

	AVL	Similar	+/-	Pct
Overall	4.44	4.25	0.19	4.3%
Availability of parking	4.21	4.17	0.04	0.9%
Cost of parking	3.56	3.54	0.01	0.4%
Clear, easy to follow signs	4.33	4.07	0.25	5.9%
Cleanliness	4.55	4.34	0.21	4.6%
Restrooms	4.48	4.20	0.27	6.1%
Concessions / restaurants	3.76	3.60	0.17	4.4%
Transportation to your gate / concourse / terminal	4.48	4.01	0.47	10.6%
Security: Wait time at checkpoint	4.65	4.18	0.47	10.0%
Security: Professionalism of personnel	4.56	4.25	0.31	6.9%
Security: Confidence in airport security procedures	4.36	4.06	0.31	7.0%

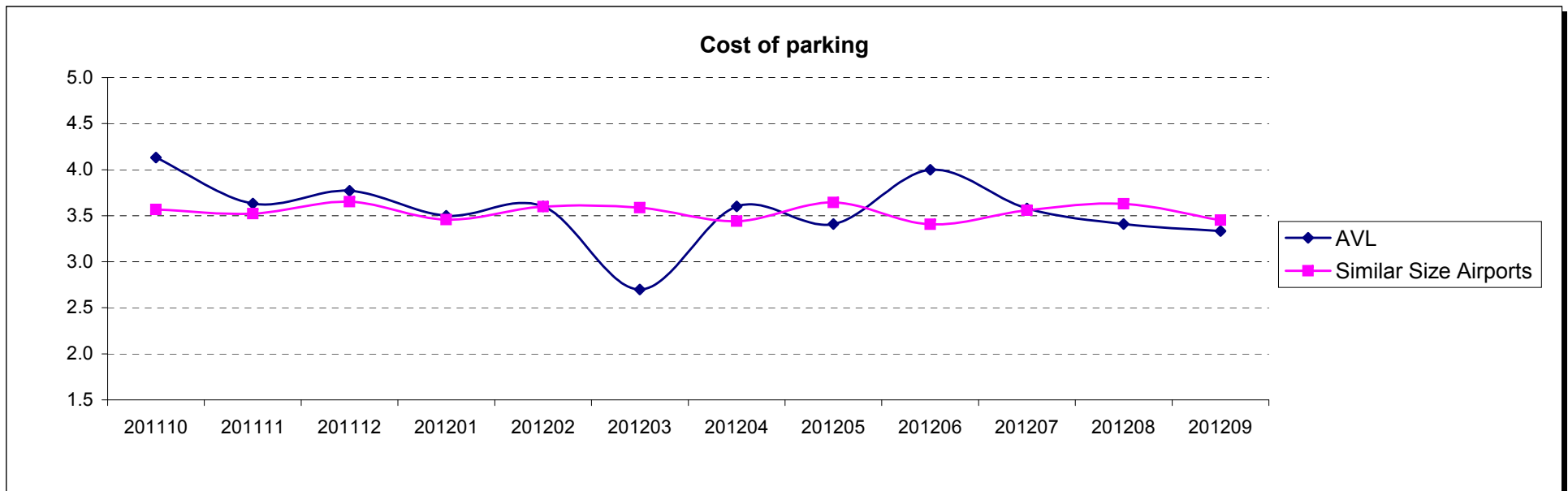
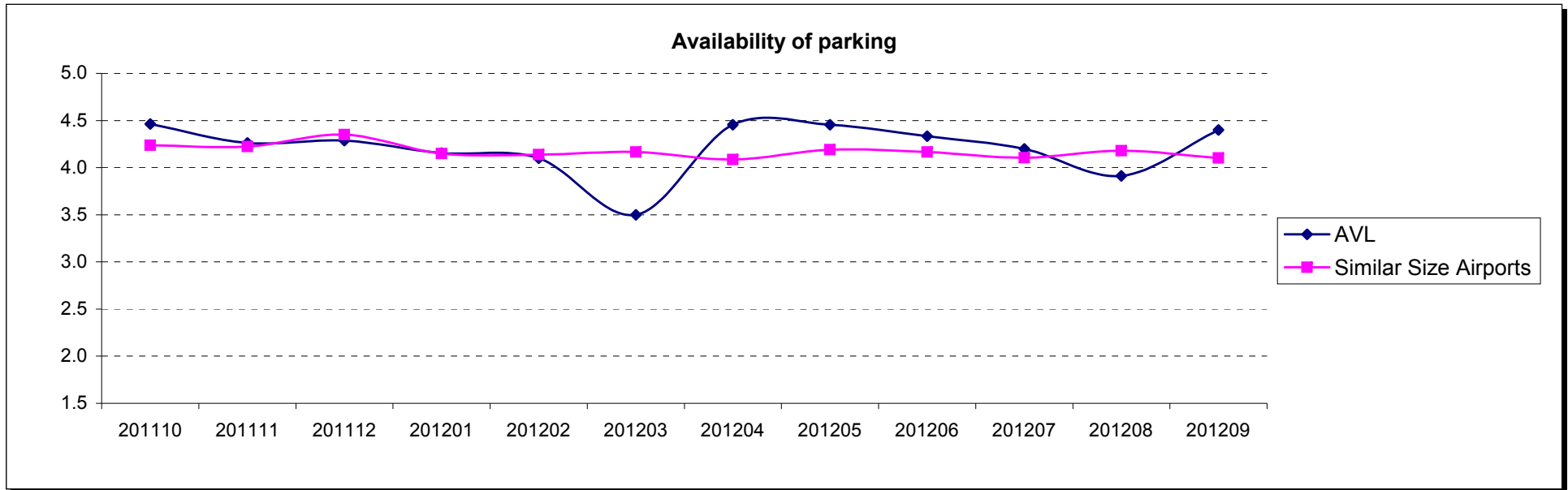
Statistical means testing not performed on results

AVL Responses	242
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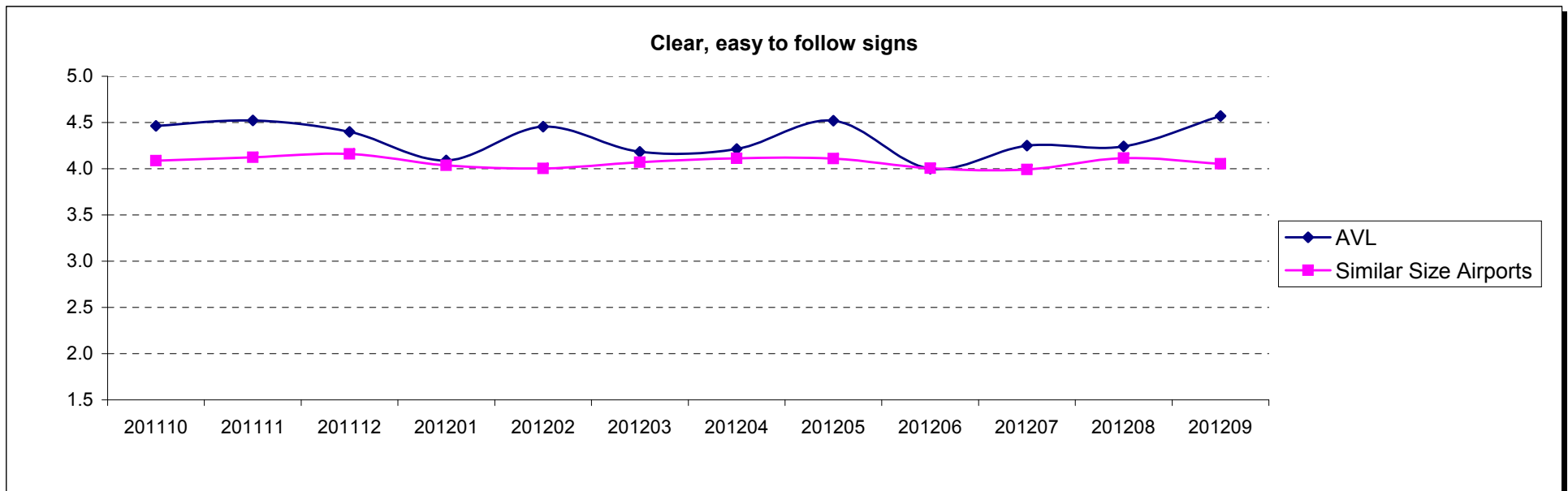
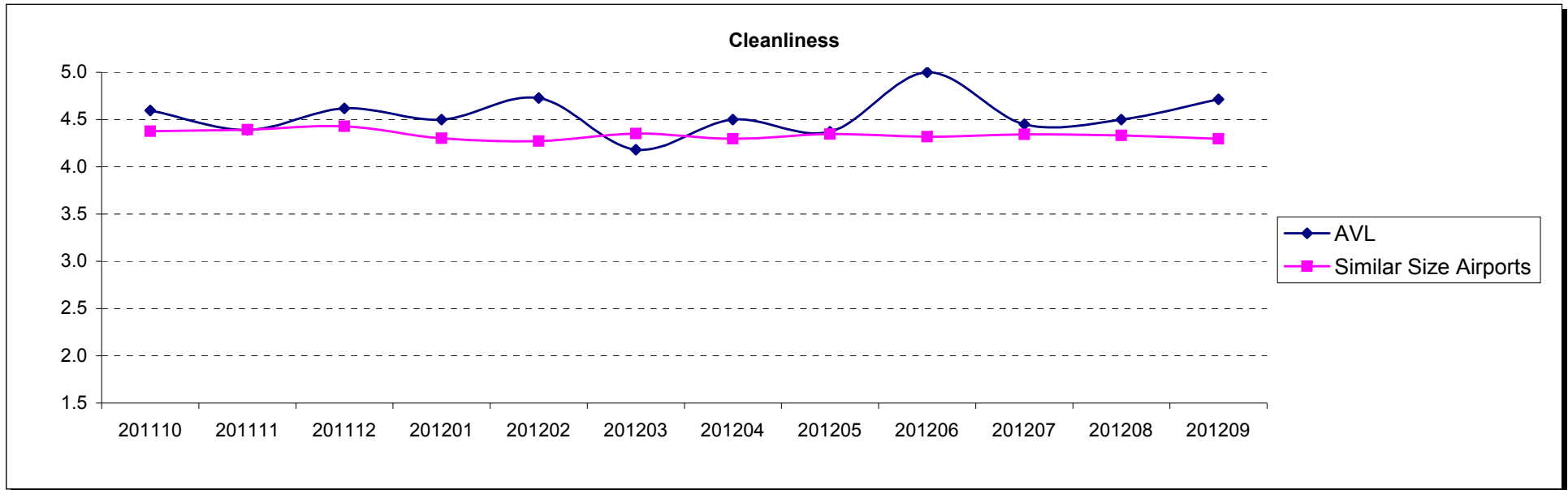
Overall Satisfaction with Airport Facilities



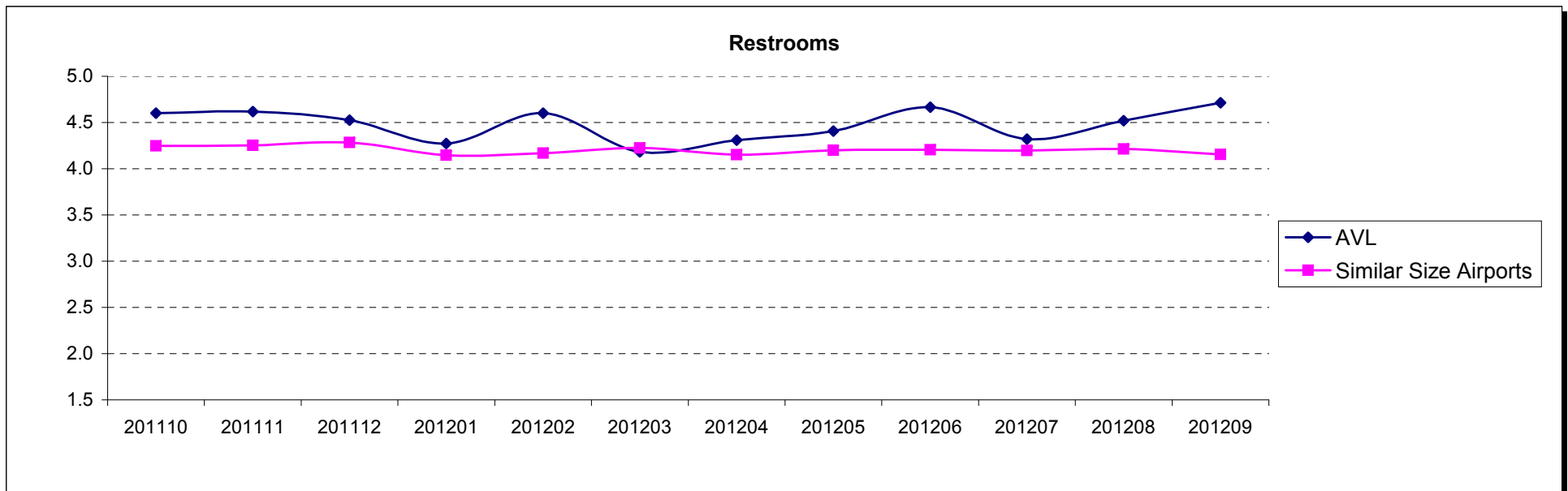
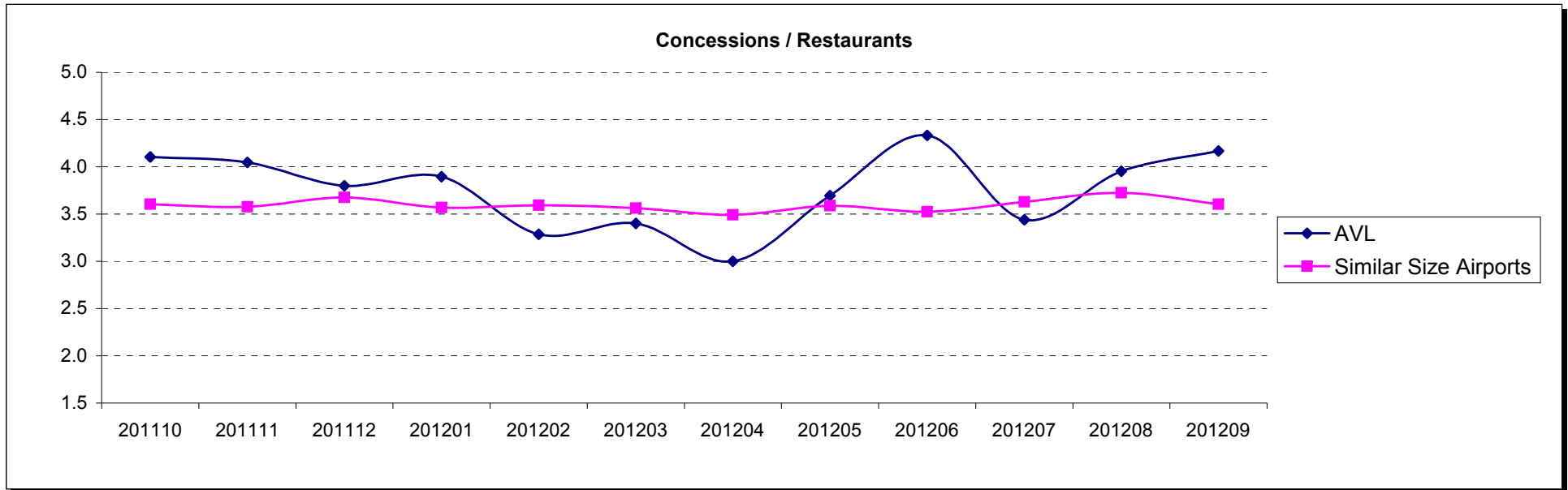
Parking Satisfaction



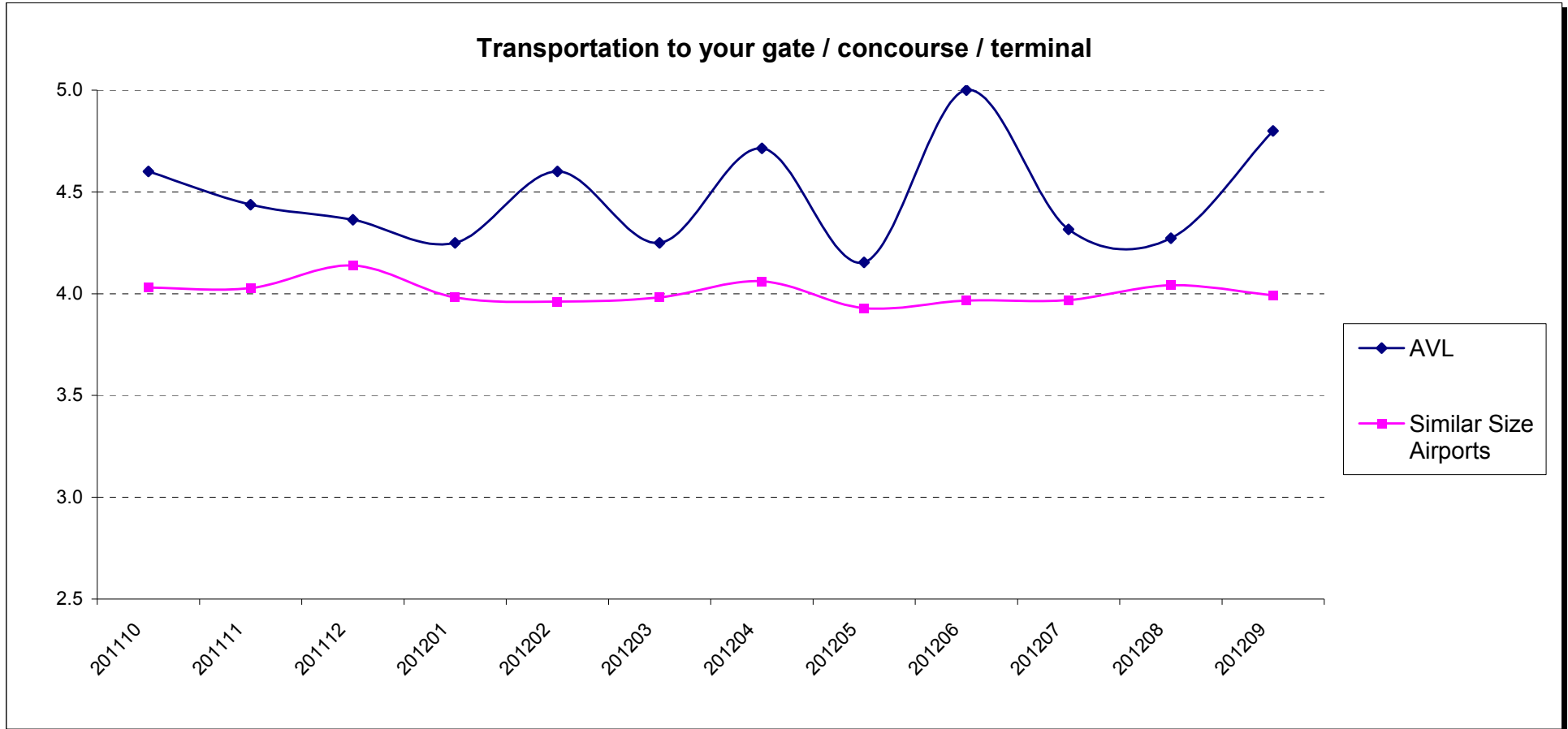
Cleanliness and Signage



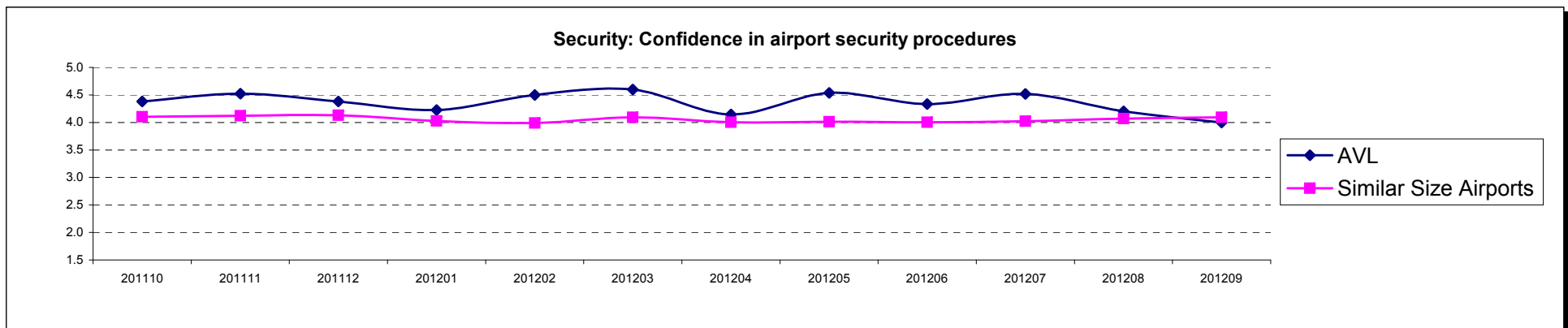
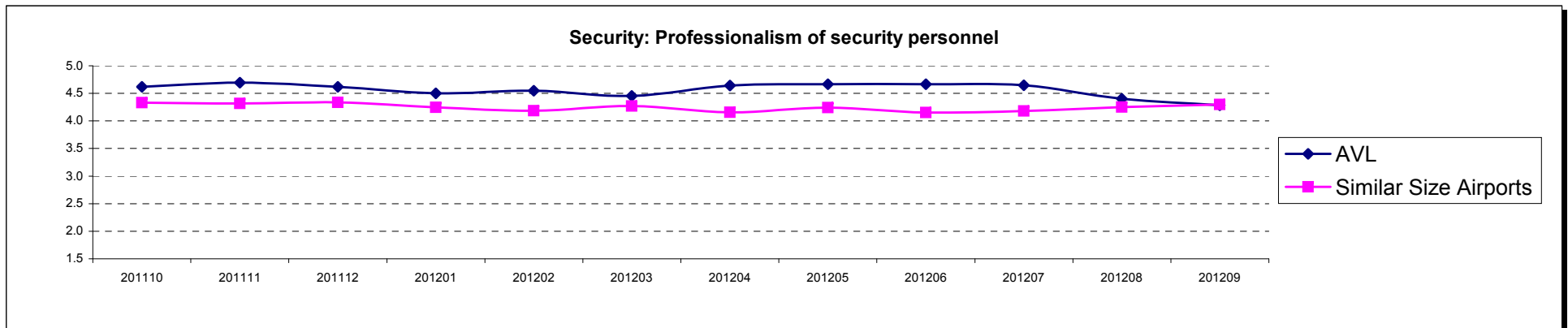
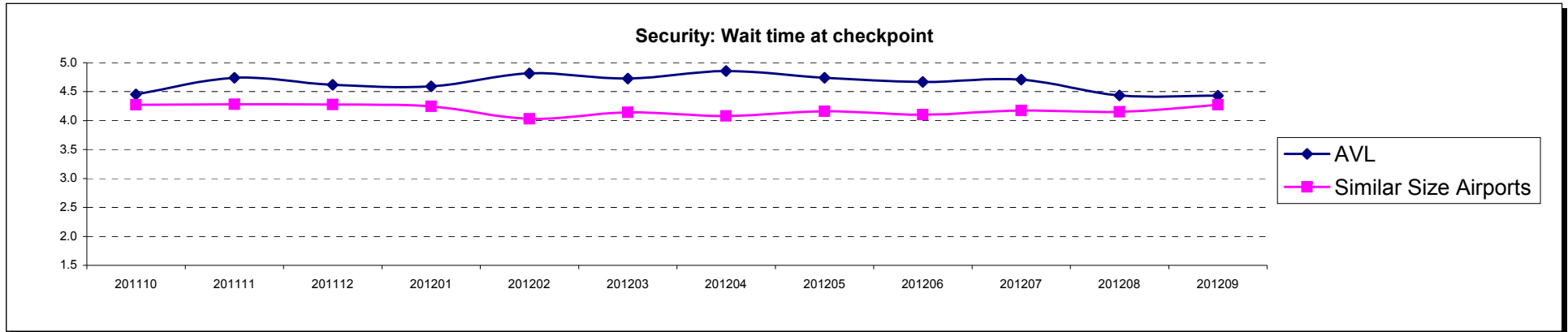
Concessions and Restrooms



Transportation to Departure Gate



Airport Security



Appendix A - Geographic Breakdown of Respondents

AL	1	TX	6
AZ	1	UT	1
CA	7	VA	4
CO	2	VT	3
DE	1	WA	7
FL	22	WI	4
HI	2	ASIA	1
IA	2		
IL	5		
IN	1		
KS	1		
LA	1		
MA	3		
MI	4		
MN	6		
MO	2		
MS	2		
MT	1		
NC	127		
NJ	4		
NM	1		
NY	9		
PA	1		
SC	2		
SD	1		
TN	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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1-877-441-2057, ext. 11

