



NOVEMBER 2011

BOARD INFORMATION PACKAGE



MEMORANDUM

TO: Members of the Airport Authority

FROM: Lew Bleiweis, Airport Director

DATE: November, 2011

Financial Report ([document](#))

Informational Reports:

- A. September, 2011 Traffic Report ([document](#))
- B. September, 2011 Monthly Financial Report ([document](#))
- C. November, 2011 Development/Project Status Report ([document](#))
- D. Airport Facilities Review for Third Quarter ([document](#))

Asheville Regional Airport Authority
Executive Summary
September-11

AIRPORT ACTIVITY

	Month	Variance to Prior Year	Calendar Year to Date	Variance to Prior Year
Passenger Enplanements	31,840	(5.1%)	268,768	(2.1%)
Aircraft Operations				
Commercial	1,756	1.0%	16,005	2.9%
Scheduled Flights	736	(7.4%)		
Flight Cancellations	15			
Seats	40,495	(1.9%)	371,551	5.1%
Load Factor	78.6%	(3.2%)	72.3%	(6.8%)
General Aviation	3,117	(14.8%)	28,073	(12.5%)
Military	398	(33.1%)	3,019	(17.2%)

FINANCIAL RESULTS

	Month	Variance to Budget	Fiscal Year to Date	Variance to Budget
Operating Revenues	\$ 743,554	0.7%	\$ 2,346,267	5.5%
Operating Expenses	580,783	(12.5%)	1,616,254	(15.9%)
Net Operating Revenues before Depreciation	<u>\$ 162,771</u>	116.8%	<u>\$ 730,013</u>	141.8%
Net Non-Operating Revenues	<u>\$ 221,399</u>	7.4%	<u>\$ 723,846</u>	8.4%
Grants:				
FAA AIP Grants	\$ -		\$ -	
NC Dept of Transportation Grants	-		-	
Total	<u>\$ -</u>		<u>\$ -</u>	

CASH

Restricted	\$ 456,719
Designated for O&M Reserve	3,553,272
Designated for Emergency Repair	650,000
Unrestricted, Undesignated	7,694,005
Total	<u>\$ 12,353,996</u>

RECEIVABLES PAST DUE

	Total	1-30 Days	31-60 Days	Over 60 Days
Charah	\$ 3,774		\$ 3,774	
Express Jet	8,940	8,940		
Piedmont Airlines	371	371		
Miscellaneous	646	32	270	344
Total	<u>\$ 13,731</u>	<u>\$ 9,343</u>	<u>\$ 4,044</u>	<u>\$ 344</u>
% of Total Receivables	<u>3.22%</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	\$ 3,388,701

CAPITAL EXPENDITURES

Annual Budget	\$ 9,442,851
Year-to-Date Spending	\$ 68,049



MEMORANDUM

TO: Members of the Airport Authority
FROM: Lew Bleiweis, A.A.E., Airport Director
DATE: November, 2011

ITEM DESCRIPTION – Information Section Item A

September, 2011 Traffic Report – Asheville Regional Airport

SUMMARY

September 2011 overall passenger traffic numbers were down 4.1% compared to the same period last year. Passenger traffic numbers reflect a 5.1% decrease in passenger enplanements from September 2011. Enplanements for Fiscal Year to Date total 112,502.

AIRLINE PERFORMANCE

AirTran Airways: AirTran's September 2011 enplanements increased by 48.1% compared to September 2011. There were no flight cancellations for the month.

Continental Airlines: Year over Year passenger enplanements for Continental in September 2011 were down by 7.0%. There were seven (7) flight cancellations for the month.

Delta Airlines: Delta's September 2011 enplanements decreased by 7.4% compared to September 2010. There were three (3) flight cancellations for the month.

United Airlines: In September 2011, United Airlines saw an increase in enplanements by 12.0% over the same period last year. There were no flight cancellations for the month.

US Airways: US Airways' September 2011 passenger enplanements represent a 5.5% decrease. There were five (5) flight cancellations for the month.

Monthly Traffic Report

Asheville Regional Airport

September 2011



Category	Sep 2011	Sep 2010	Percentage Change	*CYTD-2011	*CYTD-2010	Percentage Change	*MOV12-2011	*MOV12-2010	Percentage Change
Passenger Traffic									
Enplaned	31,840	33,555	-5.1%	268,768	274,515	-2.1%	363,829	348,797	4.3%
Deplaned	<u>31,985</u>	<u>33,017</u>	-3.1%	<u>266,544</u>	<u>271,397</u>	-1.8%	<u>361,331</u>	<u>345,053</u>	4.7%
Total	63,825	66,572	-4.1%	535,312	545,912	-1.9%	725,160	693,850	4.5%
Aircraft Operations									
Airlines	338	110	207.3%	2,584	796	224.6%	2,948	914	222.5%
Commuter /Air Taxi	<u>1,418</u>	<u>1,629</u>	-13.0%	13,421	14,752	-9.0%	18,274	19,124	-4.4%
Subtotal	<u>1,756</u>	<u>1,739</u>	1.0%	<u>16,005</u>	<u>15,548</u>	2.9%	<u>21,222</u>	<u>20,038</u>	5.9%
General Aviation	3,117	3,658	-14.8%	28,073	32,080	-12.5%	37,745	43,546	-13.3%
Military	<u>398</u>	<u>595</u>	-33.1%	<u>3,019</u>	<u>3,645</u>	-17.2%	<u>4,197</u>	<u>4,852</u>	-13.5%
Subtotal	<u>3,515</u>	<u>4,253</u>	-17.4%	<u>31,092</u>	<u>35,725</u>	-13.0%	<u>41,942</u>	<u>48,398</u>	-13.3%
Total	5,271	5,992	-12.0%	47,097	51,273	-8.1%	63,164	68,436	-7.7%
Fuel Gallons									
100LL	8,348	14,630	-42.9%	135,375	161,447	-16.1%	190,765	211,580	-9.8%
Jet A (GA)	88,719	112,092	-20.9%	918,271	850,178	8.0%	1,205,386	1,136,223	6.1%
Subtotal	<u>97,067</u>	<u>126,722</u>	-23.4%	<u>1,053,646</u>	<u>1,011,625</u>	4.2%	<u>1,396,151</u>	<u>1,347,803</u>	3.6%
Jet A (A/L)	<u>298,308</u>	<u>311,657</u>	-4.3%	<u>2,491,858</u>	<u>2,645,073</u>	-5.8%	<u>3,364,537</u>	<u>3,326,213</u>	1.2%
Total	395,375	438,379	-9.8%	3,545,504	3,656,698	-3.0%	4,760,688	4,674,016	1.9%

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

Thursday, October 20, 2011

Airline Enplanements, Seats, and Load Factors

Asheville Regional Airport

September 2011



	Sep 2011	Sep 2010	Percentage Change	*CYTD-2011	*CYTD-2010	Percentage Change
AirTran Airways						
Enplanements	2,584	1,745	48.1%	21,090	19,656	7.3%
Seats	4,395	2,106	108.7%	27,080	23,985	12.9%
Load Factor	58.8%	82.9%	-29.0%	77.9%	82.0%	-5.0%
American Airlines						
Enplanements	0	1,010	-100.0%	2,873	6,176	-53.5%
Seats	0	1,278	-100.0%	3,364	7,812	-56.9%
Load Factor	#Num!	79.0%	#Type!	85.4%	79.1%	8.0%
Continental Airlines						
Enplanements	2,407	2,588	-7.0%	16,724	18,855	-11.3%
Seats	3,500	3,550	-1.4%	23,850	26,350	-9.5%
Load Factor	68.8%	72.9%	-5.7%	70.1%	71.6%	-2.0%
Delta Air Lines						
Enplanements	13,167	14,218	-7.4%	115,347	122,790	-6.1%
Seats	15,915	17,551	-9.3%	148,169	156,925	-5.6%
Load Factor	82.7%	81.0%	2.1%	77.8%	78.2%	-0.5%
Northwest Airlines						
Enplanements	0	0	#Num!	0	791	-100.0%
Seats	0	0	#Num!	0	1,450	-100.0%
Load Factor	#Num!	#Num!	#Type!	#Num!	54.6%	#Type!
United Airlines						
Enplanements	2,922	2,610	12.0%	21,407	22,284	-3.9%
Seats	3,400	3,200	6.3%	27,800	28,250	-1.6%
Load Factor	85.9%	81.6%	5.4%	77.0%	78.9%	-2.4%

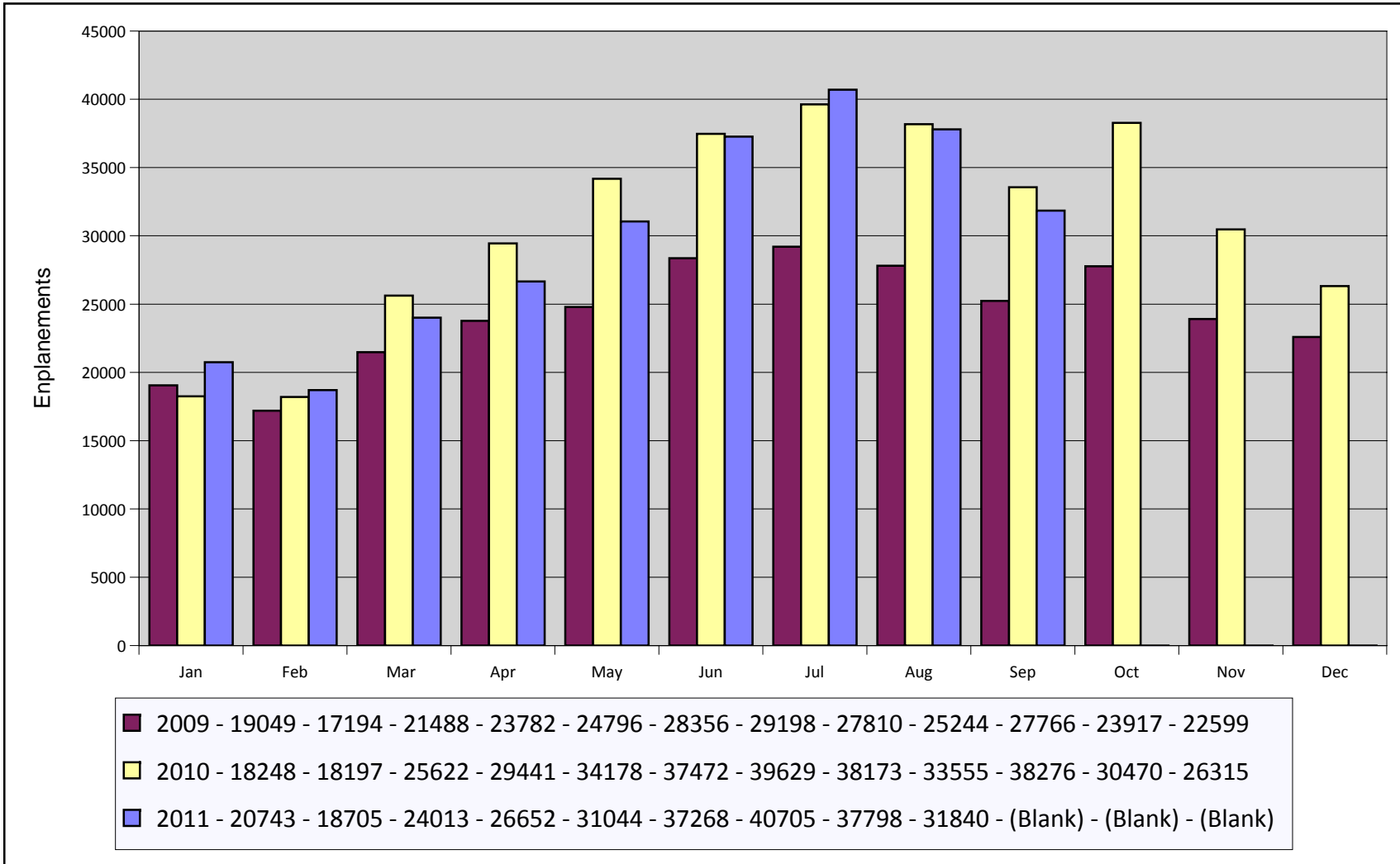
	Sep 2011	Sep 2010	Percentage Change	*CYTD-2011	*CYTD-2010	Percentage Change
US Airways						
Enplanements	10,760	11,384	-5.5%	88,473	83,963	5.4%
Seats	13,285	13,605	-2.4%	135,536	108,790	24.6%
Load Factor	81.0%	83.7%	-3.2%	65.3%	77.2%	-15.4%
Vision Airlines						
Enplanements	0	0	#Num!	2,854	0	#Div/0!
Seats	0	0	#Num!	5,752	0	#Div/0!
Load Factor	#Num!	#Num!	#Type!	49.6%	#Num!	#Type!
Totals						
Enplanements	31,840	33,555	-5.1%	268,768	274,515	-2.1%
Seats	40,495	41,290	-1.9%	371,551	353,562	5.1%
Load Factor	78.6%	81.3%	-3.2%	72.3%	77.6%	-6.8%

Airline Flight Completions Asheville Regional Airport September 2011

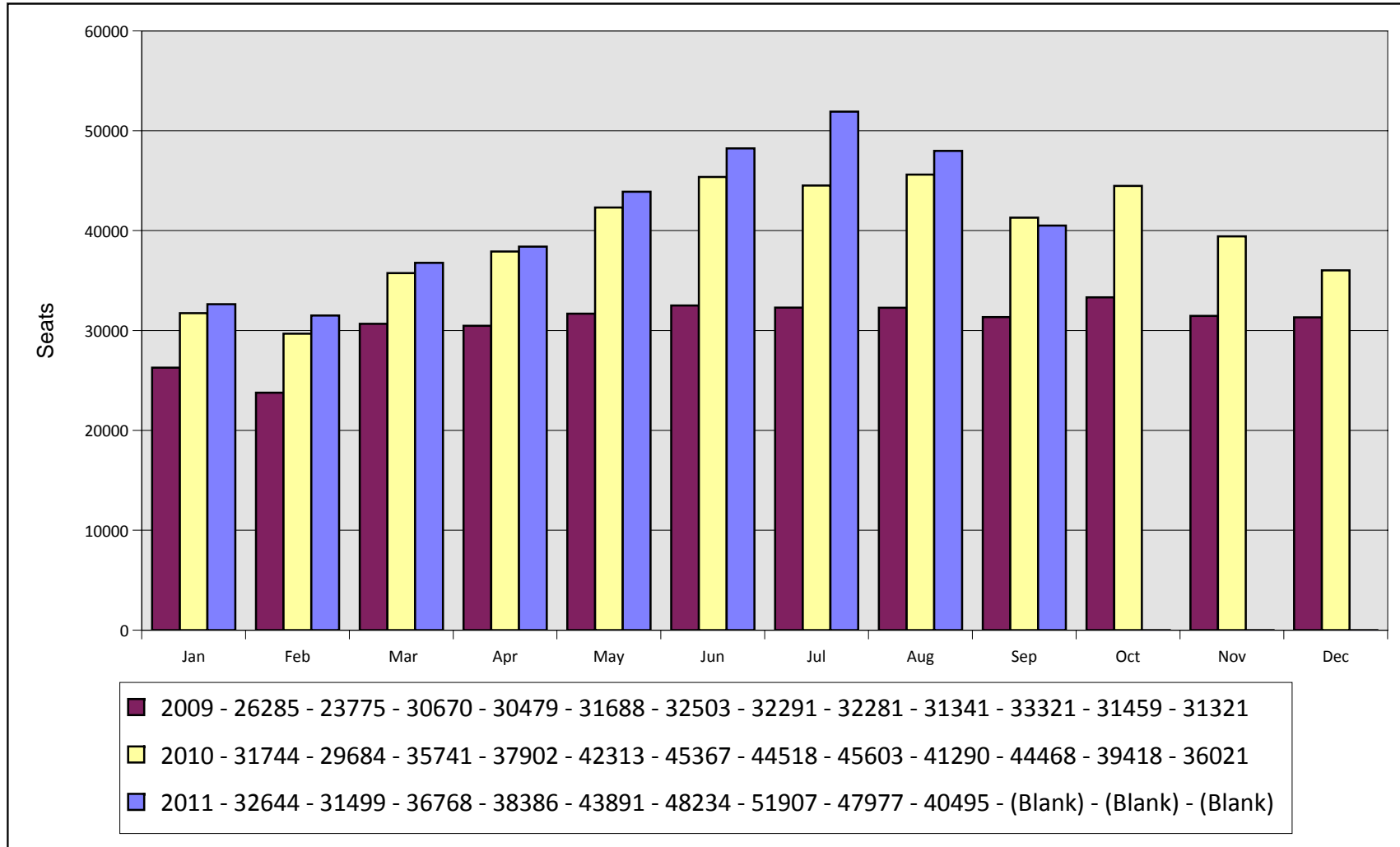


Airline	Scheduled Flights	Field	Cancellations Due To			Total Cancellations	Percentage of Completed
			Mechanical	Weather	Other		
AirTran Airways	31	0	0	0	0	0	100.0%
American Airlines	0	0	0	0	0	0	#Num!
Continental Airlines	77	0	0	7	0	7	90.9%
Delta Air Lines	321	0	0	3	0	3	99.1%
Northwest Airlines	0	0	0	0	0	0	#Num!
United Airlines	68	0	0	0	0	0	100.0%
US Airways	239	0	5	0	0	5	98.7%
Vision Airlines	0	0	0	0	0	0	#Num!
Total	736	0	5	10	0	15	98.0%

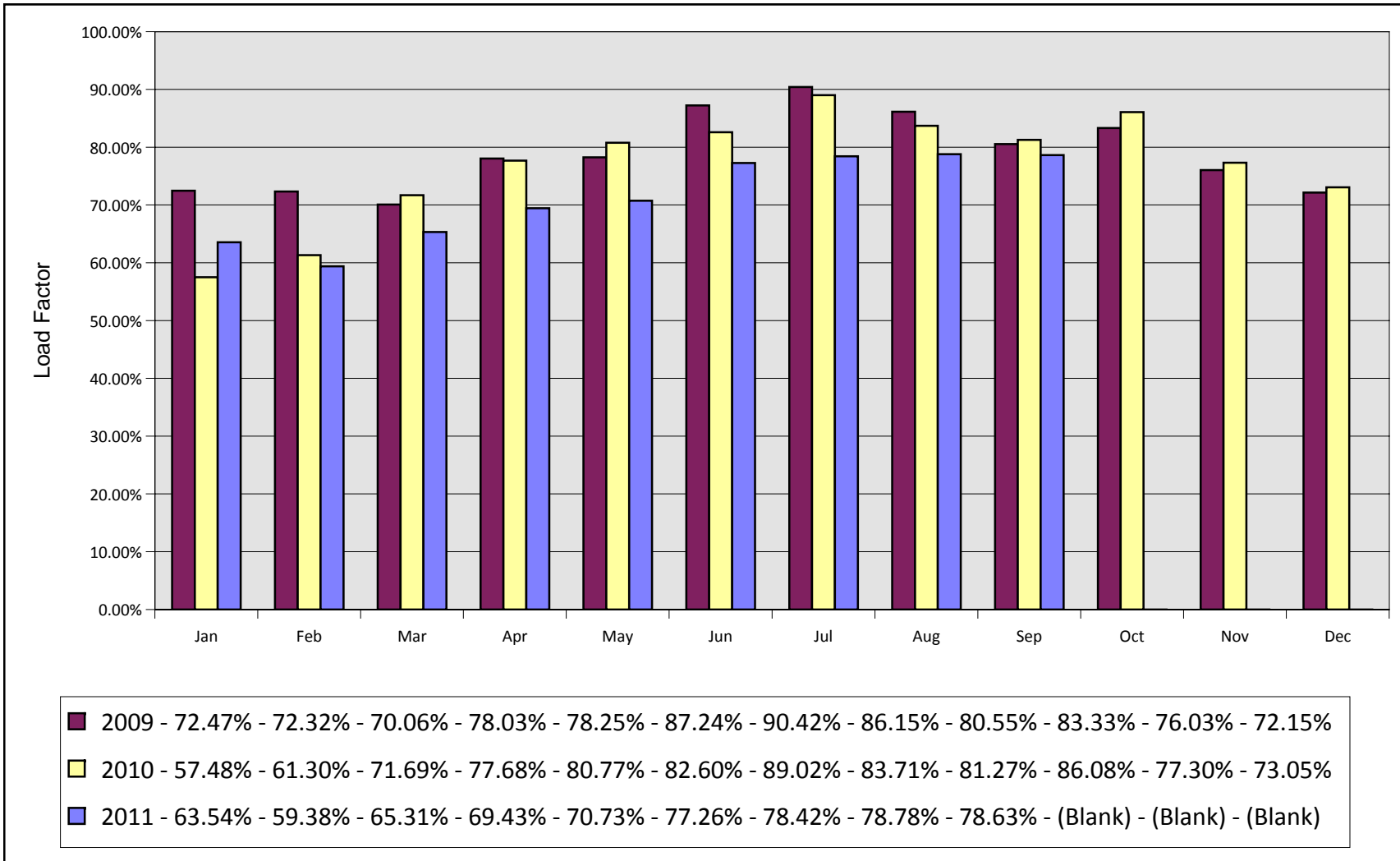
Monthly Enplanements By Year Asheville Regional Airport



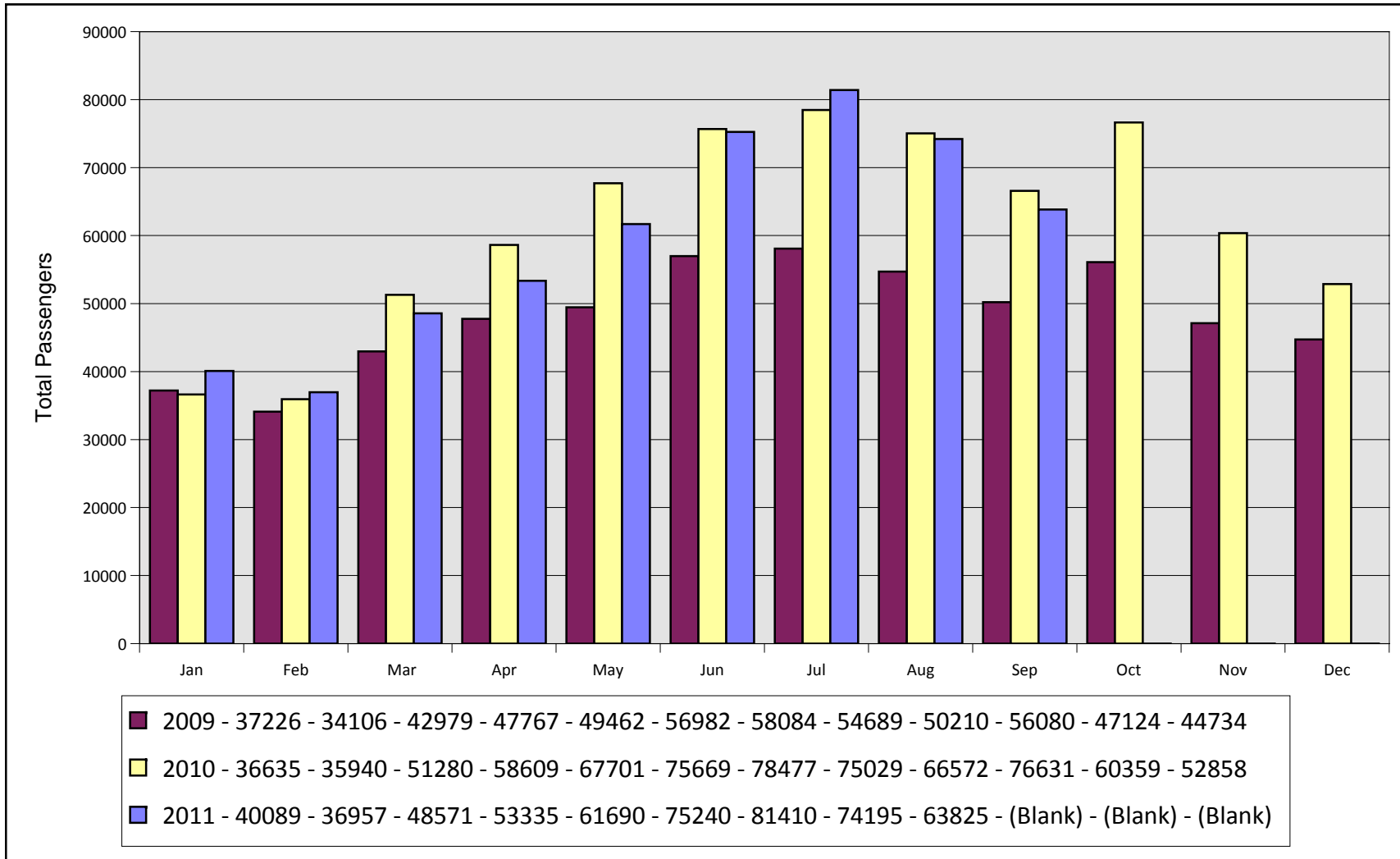
Monthly Seats By Year Asheville Regional Airport



Monthly Load Factors By Year Asheville Regional Airport

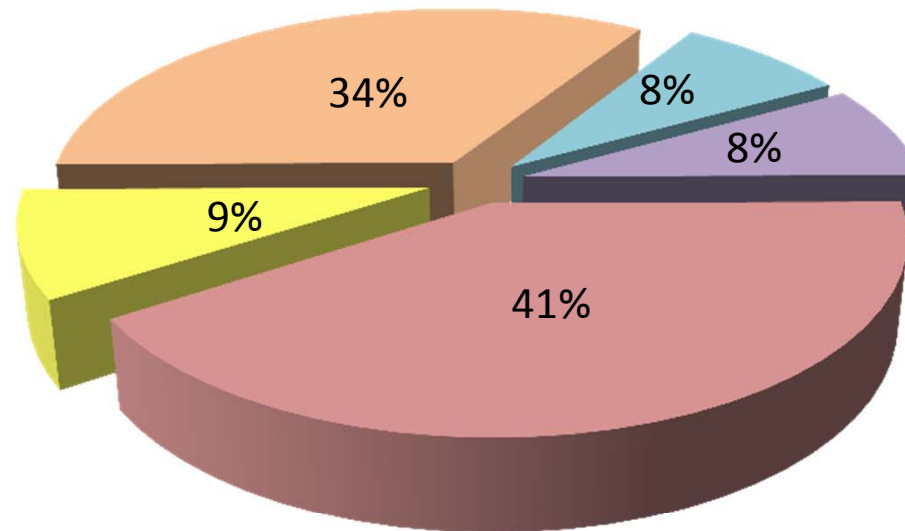


Total Monthly Passengers By Year Asheville Regional Airport

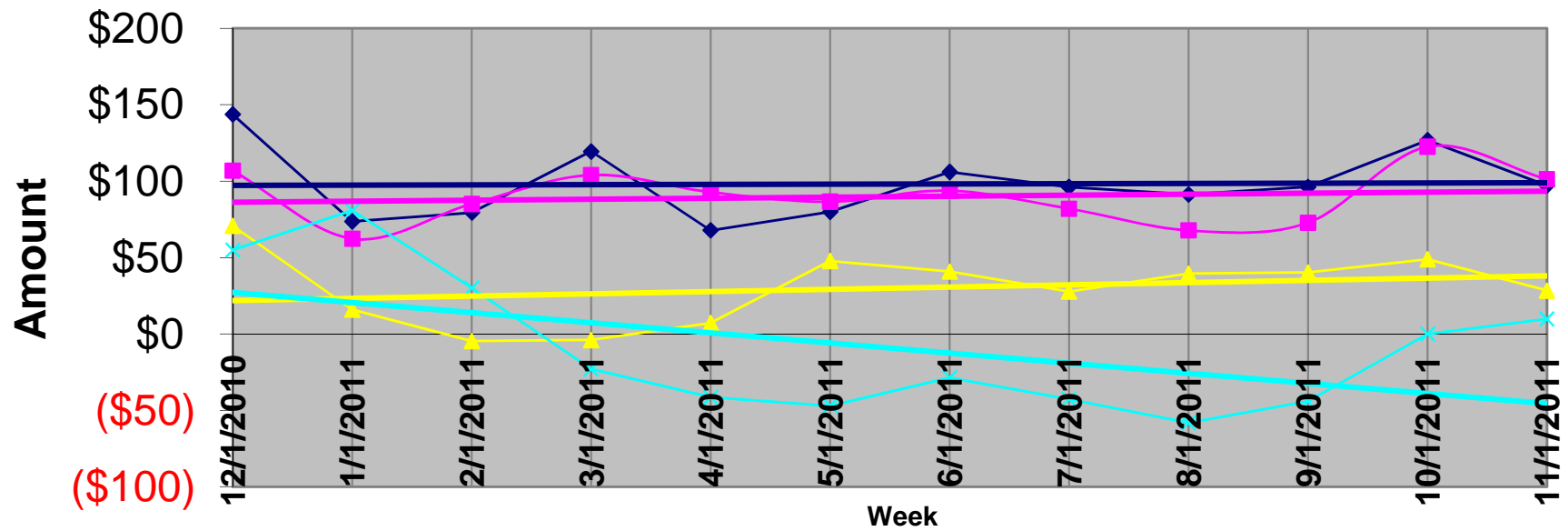


Airline Market Share Analysis (Enplanements) Asheville Regional Airport

Report Period From September 2011 Through September 2011



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 11/10/11
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	\$357	\$422	\$386	\$424	\$374	(\$65)	(\$29)	(\$67)	(\$17)	
ATL	Atlanta	\$359		\$137	\$233	\$359	\$359	\$222	\$126	\$0	
AUS	Austin	\$357	\$377	\$250	\$361	\$332	(\$20)	\$107	(\$4)	\$25	
BWI	Baltimore	\$249	\$257	\$137	\$153	\$359	(\$8)	\$112	\$96	(\$110)	
BOS	Boston	\$369	\$290	\$179	\$375	\$349	\$79	\$190	(\$6)	\$20	
ORD	Chicago	\$253	\$255	\$279	\$247	\$281	(\$2)	(\$26)	\$6	(\$28)	
CVG	Cincinnati	\$434	\$177	\$234	\$336	\$384	\$257	\$200	\$98	\$50	
CLE	Cleveland	\$370	\$303	\$261	\$298	\$257	\$67	\$109	\$72	\$113	
DFW	Dallas	\$349	\$330	\$413	\$325	\$307	\$19	(\$64)	\$24	\$42	
DEN	Denver	\$367	\$285	\$322	\$379	\$310	\$82	\$45	(\$12)	\$57	
DTW	Detroit	\$392	\$251	\$324	\$245	\$333	\$141	\$68	\$147	\$59	
FLL	Fort Lauderdale	\$415	\$191	\$243	\$369	\$411	\$224	\$172	\$46	\$4	
RSW	Ft. Myers	\$401	\$287	\$243	\$347	\$447	\$114	\$158	\$54	(\$46)	
BDL	Hartford	\$381	\$379	\$241	\$351	\$387	\$2	\$140	\$30	(\$6)	
IAH	Houston	\$455	\$281	\$358	\$243	\$309	\$174	\$97	\$212	\$146	
IND	Indianapolis	\$385	\$139	\$243	\$322	\$407	\$246	\$142	\$63	(\$22)	
JAX	Jacksonville	\$331	\$139	\$154	\$430	\$257	\$192	\$177	(\$99)	\$74	
MCI	Kansas City	\$369	\$217	\$239	\$321	\$257	\$152	\$130	\$48	\$112	
LAS	Las Vegas	\$543	\$414	\$423	\$532	\$495	\$129	\$120	\$11	\$48	
LAX	Los Angeles	\$447	\$299	\$317	\$430	\$300	\$148	\$130	\$17	\$147	
MHT	Manchester	\$384	\$267	\$179	\$371	\$349	\$117	\$205	\$13	\$35	
MEM	Memphis	\$437	\$134	\$243	\$233	\$378	\$303	\$194	\$204	\$59	
MIA	Miami	\$316	\$216	\$279	\$346	\$401	\$100	\$37	(\$30)	(\$85)	
MKE	Milwaukee	\$332	\$300	\$238	\$345	\$306	\$32	\$94	(\$13)	\$26	
MSP	Minneapolis/Saint Pau	\$392	\$278	\$223	\$360	\$442	\$114	\$169	\$32	(\$50)	
BNA	Nashville	\$249	\$354	\$235	\$151	\$409	(\$105)	\$14	\$98	(\$160)	
MSY	New Orleans	\$349	\$139	\$239	\$341	\$301	\$210	\$110	\$8	\$48	

LGA	New York	\$294	\$279	\$175	\$271	\$294	\$15	\$119	\$23	\$0
EWR	Newark	\$273	\$333	\$195	\$322	\$377	(\$60)	\$78	(\$49)	(\$104)
MCO	Orlando	\$241	\$200	\$137	\$191	\$243	\$41	\$104	\$50	(\$2)
PHL	Philadelphia	\$294	\$337	\$238	\$243	\$259	(\$43)	\$56	\$51	\$35
PHX	Phoenix	\$337	\$339	\$318	\$303	\$340	(\$2)	\$19	\$34	(\$3)
PIT	Pittsburgh	\$341	\$240	\$237	\$341	\$257	\$101	\$104	\$0	\$84
PDX	Portland	\$450	\$433	\$469	\$456	\$340	\$17	(\$19)	(\$6)	\$110
PVD	Providence	\$384	\$325	\$175	\$359	\$349	\$59	\$209	\$25	\$35
RDU	Raleigh/Durham	\$364	\$139	\$221	\$286	\$257	\$225	\$143	\$78	\$107
RIC	Richmond	\$364	\$139	\$223	\$316	\$428	\$225	\$141	\$48	(\$64)
STL	Saint Louis	\$355	\$139	\$238	\$329	\$435	\$216	\$117	\$26	(\$80)
SLC	Salt Lake City	\$339	\$381	\$426	\$293	\$419	(\$42)	(\$87)	\$46	(\$80)
SAT	San Antonio	\$357	\$265	\$255	\$353	\$324	\$92	\$102	\$4	\$33
SAN	San Diego	\$359	\$343	\$367	\$417	\$334	\$16	(\$8)	(\$58)	\$25
SFO	San Francisco	\$447	\$399	\$364	\$385	\$340	\$48	\$83	\$62	\$107
SRQ	Sarasota/Bradenton	\$495	\$139	\$244	\$430	\$495	\$356	\$251	\$65	\$0
SEA	Seattle	\$447	\$319	\$320	\$373	\$340	\$128	\$127	\$74	\$107
SYR	Syracuse	\$349	\$377	\$244	\$419	\$423	(\$28)	\$105	(\$70)	(\$74)
TPA	Tampa	\$196	\$139	\$243	\$430	\$379	\$57	(\$47)	(\$234)	(\$183)
YYZ	Toronto	\$609	\$571	\$560	\$605	\$686	\$38	\$49	\$4	(\$77)
DCA	Washington DC	\$358	\$296	\$249	\$295	\$346	\$62	\$109	\$63	\$12
IAD	Washington DC	\$358	\$307	\$249	\$295	\$370	\$51	\$109	\$63	(\$12)
PBI	West Palm Beach	\$415	\$201	\$243	\$467	\$439	\$214	\$172	(\$52)	(\$24)

*These sample airfares were available 11/10/11, 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.

\$97 \$101 \$28 \$10

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 11/10/11
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	\$933	\$649	\$607	\$821	\$790	\$284	\$326	\$112	\$143
ATL	Atlanta	\$446		\$564	\$398	\$533	\$446	(\$118)	\$48	(\$87)
AUS	Austin	\$1,340	\$934	\$739	\$1,313	\$1,147	\$406	\$601	\$27	\$193
BWI	Baltimore	\$421	\$369	\$282	\$293	\$744	\$52	\$139	\$128	(\$323)
BOS	Boston	\$732	\$537	\$289	\$683	\$749	\$195	\$443	\$49	(\$17)
ORD	Chicago	\$372	\$436	\$793	\$357	\$362	(\$64)	(\$421)	\$15	\$10
CVG	Cincinnati	\$741	\$482	\$888	\$395	\$922	\$259	(\$147)	\$346	(\$181)
CLE	Cleveland	\$819	\$527	\$435	\$459	\$577	\$292	\$384	\$360	\$242
DFW	Dallas	\$481	\$554	\$787	\$469	\$749	(\$73)	(\$306)	\$12	(\$268)
DEN	Denver	\$597	\$411	\$601	\$483	\$507	\$186	(\$4)	\$114	\$90
DTW	Detroit	\$463	\$479	\$807	\$325	\$503	(\$16)	(\$344)	\$138	(\$40)
FLL	Fort Lauderdale	\$743	\$592	\$828	\$719	\$755	\$151	(\$85)	\$24	(\$12)
RSW	Ft. Myers	\$703	\$620	\$828	\$1,020	\$1,218	\$83	(\$125)	(\$317)	(\$515)
BDL	Hartford	\$551	\$577	\$459	\$647	\$801	(\$26)	\$92	(\$96)	(\$250)
IAH	Houston	\$799	\$586	\$735	\$495	\$908	\$213	\$64	\$304	(\$109)
IND	Indianapolis	\$663	\$441	\$503	\$621	\$613	\$222	\$160	\$42	\$50
JAX	Jacksonville	\$1,020	\$358	\$591	\$954	\$736	\$662	\$429	\$66	\$284
MCI	Kansas City	\$765	\$467	\$413	\$727	\$563	\$298	\$352	\$38	\$202
LAS	Las Vegas	\$1,094	\$1,002	\$1,062	\$1,122	\$965	\$92	\$32	(\$28)	\$129
LAX	Los Angeles	\$986	\$507	\$909	\$907	\$802	\$479	\$77	\$79	\$184
MHT	Manchester	\$736	\$576	\$333	\$691	\$761	\$160	\$403	\$45	(\$25)
MEM	Memphis	\$964	\$413	\$606	\$698	\$678	\$551	\$358	\$266	\$286
MIA	Miami	\$862	\$615	\$979	\$888	\$829	\$247	(\$117)	(\$26)	\$33
MKE	Milwaukee	\$674	\$480	\$363	\$705	\$423	\$194	\$311	(\$31)	\$251
MSP	Minneapolis/Saint Paul	\$549	\$587	\$500	\$775	\$747	(\$38)	\$49	(\$226)	(\$198)
BNA	Nashville	\$406	\$451	\$501	\$283	\$569	(\$45)	(\$95)	\$123	(\$163)
MSY	New Orleans	\$1,401	\$1,133	\$886	\$1,182	\$1,653	\$268	\$515	\$219	(\$252)

LGA	New York	\$429	\$416	\$484	\$385	\$485	\$13	(\$55)	\$44	(\$56)
EWR	Newark	\$364	\$631	\$729	\$355	\$701	(\$267)	(\$365)	\$9	(\$337)
MCO	Orlando	\$827	\$690	\$913	\$888	\$920	\$137	(\$86)	(\$61)	(\$93)
PHL	Philadelphia	\$507	\$670	\$411	\$504	\$451	(\$163)	\$96	\$3	\$56
PHX	Phoenix	\$683	\$855	\$974	\$979	\$710	(\$172)	(\$291)	(\$296)	(\$27)
PIT	Pittsburgh	\$551	\$463	\$450	\$447	\$637	\$88	\$101	\$104	(\$86)
PDX	Portland	\$954	\$738	\$864	\$926	\$942	\$216	\$90	\$28	\$12
PVD	Providence	\$732	\$673	\$241	\$683	\$748	\$59	\$491	\$49	(\$16)
RDU	Raleigh/Durham	\$766	\$351	\$447	\$664	\$613	\$415	\$319	\$102	\$153
RIC	Richmond	\$937	\$464	\$498	\$937	\$733	\$473	\$439	\$0	\$204
STL	Saint Louis	\$767	\$602	\$461	\$717	\$683	\$165	\$306	\$50	\$84
SLC	Salt Lake City	\$773	\$604	\$648	\$657	\$652	\$169	\$125	\$116	\$121
SAT	San Antonio	\$915	\$599	\$481	\$779	\$648	\$316	\$434	\$136	\$267
SAN	San Diego	\$1,006	\$741	\$774	\$921	\$901	\$265	\$232	\$85	\$105
SFO	San Francisco	\$1,027	\$537	\$951	\$911	\$933	\$490	\$76	\$116	\$94
SRQ	Sarasota/Bradenton	\$1,066	\$633	\$828	\$985	\$794	\$433	\$238	\$81	\$272
SEA	Seattle	\$1,002	\$637	\$675	\$921	\$755	\$365	\$327	\$81	\$247
SYR	Syracuse	\$819	\$477	\$460	\$838	\$742	\$342	\$359	(\$19)	\$77
TPA	Tampa	\$670	\$555	\$834	\$979	\$964	\$115	(\$164)	(\$309)	(\$294)
YYZ	Toronto	\$1,149	\$1,096	\$1,346	\$1,169	\$1,136	\$53	(\$197)	(\$20)	\$13
DCA	Washington DC	\$444	\$509	\$429	\$725	\$755	(\$65)	\$15	(\$281)	(\$311)
IAD	Washington DC	\$444	\$509	\$429	\$725	\$660	(\$65)	\$15	(\$281)	(\$216)
PBI	West Palm Beach	\$800	\$434	\$820	\$690	\$733	\$366	(\$20)	\$110	\$67

\$185 \$109 \$34 (\$0)

Average Fare difference

*These sample airfares were available 11/10/11, 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 Summary Report for all Airlines for Passenger nonstop flights between AVL and ALL for Nov11 vs. Nov10

Mktg Airline	Org	Dst	Miles	Ops/Week				Seats/Week			
				Nov11	Nov10	Diff	Pct Chg	Nov11	Nov10	Diff	Pct Chg
CO	AVL	EWR	583	13	13	0	0.00	650	650	0	0.00
CO	AVL	IAH	834	7	7	0	0.00	350	350	0	0.00
CO	EWR	AVL	583	13	13	0	0.00	650	650	0	0.00
CO	IAH	AVL	834	7	7	0	0.00	350	350	0	0.00
DL	ATL	AVL	164	57	59	-2	-3.39	2,850	2,950	-100	-3.39
DL	AVL	ATL	164	57	59	-2	-3.39	2,850	2,950	-100	-3.39
DL	AVL	DTW	470	12	7	5	71.43	600	350	250	71.43
DL	AVL	LGA	599	7	7	0	0.00	350	350	0	0.00
DL	DTW	AVL	470	12	7	5	71.43	600	350	250	71.43
DL	LGA	AVL	599	7	7	0	0.00	350	350	0	0.00
FL	AVL	MCO	488	4	3	1	33.33	468	351	117	33.33
FL	MCO	AVL	488	4	3	1	33.33	468	351	117	33.33
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	55	59	-4	-6.78	2,997	3,171	-174	-5.49
US	AVL	LGA	599	0	11	-11	-100.00	0	550	-550	-100.00
US	AVL	PHL	503	1	0	1	100.00	50	0	50	100.00
US	CLT	AVL	92	55	58	-3	-5.17	2,997	3,121	-124	-3.97
US	LGA	AVL	599	0	12	-12	-100.00	0	600	-600	-100.00
US	PHL	AVL	503	1	0	1	100.00	50	0	50	100.00
TOTAL				340	360	-20	-5.56	18,030	18,844	-814	-4.32

Schedule Weekly Summary Report for all Airlines for Passenger nonstop flights between AVL and ALL for Dec11 vs. Dec10

Mktg Airline	Org	Dst	Miles	Ops/Week				Seats/Week			
				Dec11	Dec10	Diff	Pct Chg	Dec11	Dec10	Diff	Pct Chg
CO	AVL	EWR	583	7	7	0	0.00	350	350	0	0.00
CO	AVL	IAH	834	6	6	0	0.00	300	300	0	0.00
CO	EWR	AVL	583	7	7	0	0.00	350	350	0	0.00
CO	IAH	AVL	834	6	6	0	0.00	300	300	0	0.00
DL	ATL	AVL	164	54	59	-5	-8.47	2,700	2,950	-250	-8.47
DL	AVL	ATL	164	53	59	-6	-10.17	2,650	2,950	-300	-10.17
DL	AVL	DTW	470	6	7	-1	-14.29	300	350	-50	-14.29
DL	AVL	LGA	599	2	7	-5	-71.43	100	350	-250	-71.43
DL	DTW	AVL	470	6	7	-1	-14.29	300	350	-50	-14.29
DL	LGA	AVL	599	2	7	-5	-71.43	100	350	-250	-71.43
FL	AVL	MCO	488	4	3	1	33.33	468	351	117	33.33
FL	MCO	AVL	488	4	3	1	33.33	468	351	117	33.33
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	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	53	55	-2	-3.64	2,744	2,744	0	0.00
US	AVL	LGA	599	0	11	-11	-100.00	0	550	-550	-100.00
US	AVL	PHL	503	1	0	1	100.00	50	0	50	100.00
US	CLT	AVL	92	53	54	-1	-1.85	2,764	2,694	70	2.60
US	LGA	AVL	599	0	12	-12	-100.00	0	600	-600	-100.00
US	PHL	AVL	503	1	0	1	100.00	50	0	50	100.00
TOTAL				297	338	-41	-12.13	15,994	17,290	-1,296	-7.50

Schedule Weekly Summary Report for all Airlines for Passenger nonstop flights between AVL and ALL for Jan12 vs. Jan11

Mktg AI	Org	Dst	Miles	Ops/Week				Seats/Week			
				Jan12	Jan11	Diff	Pct Chg	Jan12	Jan11	Diff	Pct Chg
CO	AVL	EWR	583	6	6	0	0.00	300	300	0	0.00
CO	AVL	IAH	834	6	6	0	0.00	300	300	0	0.00
CO	EWR	AVL	583	6	6	0	0.00	300	300	0	0.00
CO	IAH	AVL	834	6	6	0	0.00	300	300	0	0.00
DL	ATL	AVL	164	51	56	-5	-8.93	2,550	2,800	-250	-8.93
DL	AVL	ATL	164	51	56	-5	-8.93	2,550	2,800	-250	-8.93
DL	AVL	DTW	470	5	7	-2	-28.57	250	350	-100	-28.57
DL	AVL	LGA	599	0	7	-7	-100.00	0	350	-350	-100.00
DL	DTW	AVL	470	5	7	-2	-28.57	250	350	-100	-28.57
DL	LGA	AVL	599	0	7	-7	-100.00	0	350	-350	-100.00
FL	AVL	MCO	488	0	3	-3	-100.00	0	351	-351	-100.00
FL	MCO	AVL	488	0	3	-3	-100.00	0	351	-351	-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	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	55	50	5	10.00	3,097	2,474	623	25.18
US	AVL	LGA	599	0	11	-11	-100.00	0	550	-550	-100.00
US	AVL	PHL	503	1	0	1	100.00	50	0	50	100.00
US	CLT	AVL	92	55	49	6	12.24	3,097	2,424	673	27.76
US	LGA	AVL	599	0	12	-12	-100.00	0	600	-600	-100.00
US	PHL	AVL	503	1	0	1	100.00	50	0	50	100.00
TOTAL				280	320	-40	-12.50	15,094	16,350	-1,256	-7.68



MEMORANDUM

TO: Members of the Airport Authority

FROM: Vickie Thomas, Director of Finance & Accounting

DATE: November, 2011

ITEM DESCRIPTION – Information Section Item B

Asheville Regional Airport – Explanation of Extraordinary Variances
Month Ended September, 2011 (Month 3 of FY-2012)

SUMMARY

Operating Revenues for the month of September were \$743,554, .67% over budget. Operating Expenses for the month were \$580,783, 12.47% under budget. As a result, Net Operating Revenues before Depreciation were \$87,706 over budget. Net Non-Operating Revenues were \$221,399, 7.44% over budget.

Year-to-date Operating Revenues were \$2,346,267, 5.46% over budget. Year-to-date Operating Expenses were \$1,616,254, 15.94% below budget. Net Operating Revenues before Depreciation were \$428,093 over budget. Net Non-Operating Revenues for the year were \$723,846, 8.42% over budget.

REVENUES

Significant variations to budget for September were:

Terminal Space Rentals-Airline	\$13,104	12.76%	Budget based on prior year info before had revised sq. ft. that included A Gates.
Auto Parking	(\$11,247)	(4.81%)	Enplanements just over budget.
Landing Fees	\$19,224	57.53%	Budget based on prior year info before had increased percentage of commercial airline operations.
Reimbursable Costs	(\$29,061)	(62.93%)	Timing of Avcon costs billed to Charah.
Customer Facility Charges	\$15,067	18.60%	Enplanements just over budget.

Information Section – Item B



EXPENSES

Significant variations to budget for September were:

Personnel Services	(\$22,820)	(6.87%)	4.5 FTE vacant positions and portion of pay adjustments not awarded July 1 st .
Professional Services	(\$15,300)	(56.44%)	Timing of Professional Services spending.
Promotional Activities	(\$15,094)	(56.08%)	Timing of Promotional spending.
Emergency Repair	\$21,351	138.72%	Replacement of 4 HVAC units.
Reimbursable Costs	(\$29,061)	(62.93%)	Timing of Avcon costs billed to Charah.

STATEMENT OF NET ASSETS

Significant variations to prior month were:

Cash – Cash increased by \$346k mainly due to positive operating cash flow offset by very little capital spending.

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 September 30, 2011**

<u>Institution:</u>	<u>Date of Purchase</u>	<u>Date of Maturity</u>	<u>Interest Rate</u>	<u>Investment Amount</u>	<u>Monthly Interest</u>
Bank of America			0.25%	\$ 4,804,914	966
Petty Cash				100	
NC Capital Management Trust				217,072	5
Wachovia-Gov. Advantage Acct.			0.02%	3,815,490	59
PFC Revenue Account			0.25%	1,101,782	207
Additional Collateral Fund			0.02%	1,957,919	32
<u>Restricted Cash:</u>					
CFC Revenue			0.02%	456,719	7
<u>Commercial Paper:</u>				0	
Total				<u>\$ 12,353,996</u>	<u>\$ 1,276</u>

<u>Investment Diversification:</u>	
1.BANKS	51.51%
2.CAP.TRUST	1.76%
3.GOV.ADV.ACCTS.	46.73%
4.COM.PAPER	0.00%
5. FED. AGY	0%
	<u>100.00%</u>

**ASHEVILLE REGIONAL AIRPORT
STATEMENT OF CHANGES IN FINANCIAL POSITION
For the Month Ended September 30, 2011**

	<u>Current Month</u>	<u>Prior Period</u>
Cash and Investments Beginning of Period	\$ 12,007,966	\$ 11,232,791
Net Income/(Loss) Before Capital Contributions	(6,376)	108,378
Depreciation	390,546	390,546
Decrease/(Increase) in Receivables	62,312	278,864
Increase/(Decrease) in Payables	(36,517)	56,423
Decrease/(Increase) in Prepaid Expenses	18,123	(1,549)
Decrease/(Increase) in Long Term Assets	(46,346)	(21,946)
Principal Payments of Bond Maturities	(35,712)	(35,541)
Contributed Capital	-	-
Increase(Decrease) in Cash	<u>346,030</u>	<u>775,175</u>
Cash and Investments End of Period	<u><u>\$ 12,353,996</u></u>	<u><u>\$ 12,007,966</u></u>

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

For the Month Ending September 30, 2011

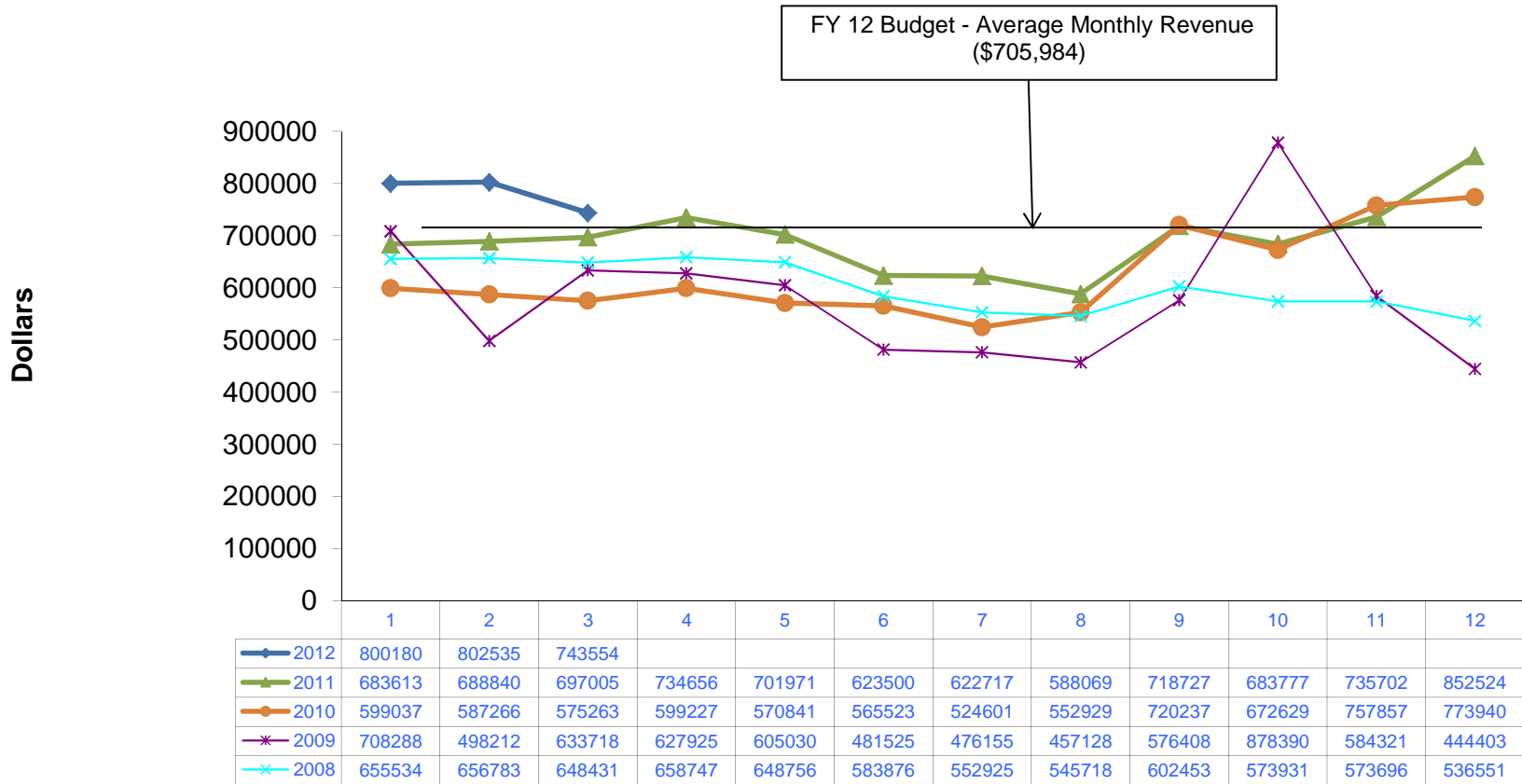
	September Actual	September Budget	Variance \$	Variance %	YTD Actual	YTD Budget	Variance \$	Variance %	Annual Budget
Operating Revenue:									
Terminal Space Rentals - Non Airline	\$16,967	\$17,184	(\$217)	(1.26%)	\$50,900	\$51,551	(\$651)	(1.26%)	\$206,204
Terminal Space Rentals - Airline	115,793	102,689	13,104	12.76%	388,938	319,766	69,172	21.63%	1,200,905
Concessions	18,362	16,246	2,116	13.02%	58,700	49,487	9,213	18.62%	188,950
Auto Parking	222,753	234,000	(11,247)	(4.81%)	700,825	702,000	(1,175)	(0.17%)	2,615,200
Rental Car - Car Rentals	113,485	108,178	5,307	4.91%	333,273	321,179	12,094	3.77%	1,294,778
Rental Car - Facility Rent	44,739	45,721	(982)	(2.15%)	137,841	135,960	1,881	1.38%	547,447
Commercial Ground Transportation	1,550	-	1,550	100%	19,395	10,200	9,195	90.15%	27,200
Landing Fees	52,639	33,415	19,224	57.53%	181,239	100,245	80,994	80.80%	417,397
FBO'S/SASO'S	78,309	75,011	3,298	4.40%	242,610	225,034	17,576	7.81%	900,136
Building Leases	11,583	12,253	(670)	(5.47%)	31,922	36,758	(4,836)	(13.16%)	147,030
Land Leases	1,980	1,966	14	0.71%	5,811	5,897	(86)	(1.46%)	23,590
Other Leases/Fees	48,276	45,738	2,538	5.55%	153,139	128,115	25,024	19.53%	449,570
Reimbursable Costs	17,118	46,179	(29,061)	(62.93%)	41,674	138,536	(96,862)	(69.92%)	453,405
Total Operating Revenue	\$743,554	\$738,580	\$4,974	0.67%	\$2,346,267	\$2,224,728	\$121,539	5.46%	\$8,471,812
Operating Expenses:									
Personnel Services	\$309,300	\$332,120	(\$22,820)	(6.87%)	\$940,598	\$1,004,119	(\$63,521)	(6.33%)	\$4,069,180
Professional Services	11,808	27,108	(15,300)	(56.44%)	27,707	55,115	(27,408)	(49.73%)	235,340
Accounting & Auditing	3,000	3,000	-	0.00%	6,000	6,000	-	0.00%	20,000
Other Contractual Services	53,713	54,843	(1,130)	(2.06%)	162,071	176,634	(14,563)	(8.24%)	705,114
Travel & Training	9,525	17,884	(8,359)	(46.74%)	22,733	36,524	(13,791)	(37.76%)	205,550
Communications & Freight	5,003	6,029	(1,026)	(17.02%)	15,659	17,587	(1,928)	(10.96%)	69,408
Utility Services	28,996	32,742	(3,746)	(11.44%)	96,942	110,428	(13,486)	(12.21%)	470,045
Rentals & Leases	1,575	1,610	(35)	(2.17%)	3,667	3,730	(63)	(1.69%)	14,920
Insurance	15,303	17,146	(1,843)	(10.75%)	45,908	51,437	(5,529)	(10.75%)	205,750
Repairs & Maintenance	24,957	29,328	(4,371)	(14.90%)	48,777	90,123	(41,346)	(45.88%)	356,972
Advertising, Printing & Binding	22,263	19,818	2,445	12.34%	29,791	22,303	7,488	33.57%	198,013
Promotional Activities	11,823	26,917	(15,094)	(56.08%)	21,026	33,683	(12,657)	(37.58%)	94,000
Other Current Charges & Obligations	5,341	6,166	(825)	(13.38%)	16,634	18,498	(1,864)	(10.08%)	82,600
Office Supplies	756	1,098	(342)	(31.15%)	1,487	3,294	(1,807)	(54.86%)	13,175
Operating Supplies	21,989	19,942	2,047	10.26%	75,055	88,666	(13,611)	(15.35%)	305,547
Books, Publications, Subscriptions & Meml	1,571	1,444	127	8.80%	3,902	7,553	(3,651)	(48.34%)	40,430
Contingency	-	4,750	(4,750)	0.00%	-	4,750	(4,750)	0.00%	47,500
Emergency Repair	36,742	15,391	21,351	138.72%	55,947	53,828	2,119	3.94%	100,000
Reimbursable Costs	17,118	46,179	(29,061)	(62.93%)	41,674	138,536	(96,862)	(69.92%)	453,405
Business Development	-	-	-	0.00%	676	-	676	0.00%	300,000
Total Operating Expenses	\$580,783	\$663,515	(\$82,732)	(12.47%)	\$1,616,254	\$1,922,808	(\$306,554)	(15.94%)	\$7,986,949

Operating Revenue before Depreciation	\$162,771	\$75,065	\$87,706	116.84%	\$730,013	\$301,920	\$428,093	141.79%	\$484,863
Depreciation	390,546	-	390,546	0.00%	1,171,638	-	\$1,171,638	0.00%	-
Operating Income(Loss) Before Non-Operating Revenue and Expenses	(\$227,775)	\$75,065	(\$302,840)	(403.44%)	(\$441,625)	\$301,920	(\$743,545)	(246.27%)	\$484,863
Non-Operating Revenue and Expense									
Customer Facility Charges	\$96,067	\$81,000	\$15,067	18.60%	\$334,156	\$279,000	\$55,156	19.77%	\$ 900,000
Passenger Facility Charges	140,579	139,500	1,079	0.77%	435,383	432,450	2,933	0.68%	1,395,000
Interest Revenue	1,276	2,083	(807)	(38.74%)	4,389	6,250	(1,861)	(29.78%)	25,000
Interest Expense	(16,523)	(16,523)	-	0.00%	(50,082)	(50,082)	-	0.00%	(190,932)
Sale of Assets	-	-	-	0.00%	-	-	-	0.00%	-
Non-Operating Revenue-Net	\$221,399	\$206,060	\$15,339	7.44%	\$723,846	\$667,618	\$56,228	8.42%	\$2,129,068
Income (Loss) Before Capital Contributions	(\$6,376)	\$281,125	(\$287,501)	(102.27%)	\$282,221	\$969,538	(\$687,317)	(70.89%)	\$2,613,931
Capital Contributions	\$0	\$0	\$0	0.00%	\$0	\$0	\$0	0.00%	\$0
Increase in Net Assets	(\$6,376)	\$281,125	(\$287,501)	(102.27%)	\$282,221	\$969,538	(\$687,317)	(70.89%)	\$2,613,931

ASHEVILLE REGIONAL AIRPORT AUTHORITY
STATEMENT OF FINANCIAL POSITION
As of September 30, 2011

	September	Last Month
<u>ASSETS</u>		
Current Assets:		
Unrestricted Net Assets:		
Cash and Cash Equivalents	\$11,897,277	\$11,650,143
Accounts Receivable	490,365	554,875
Passenger Facility Charges Receivable	207,000	207,000
Refundable Sales Tax Receivable	183,296	181,098
Grants Receivable	0	0
Prepaid Expenses	164,892	183,015
Total Unrestricted Assets	12,942,830	12,776,131
Restricted Assets:		
Cash and Cash Equivalents	456,719	357,823
Total Restricted Assets	456,719	357,823
Total Current Assets	13,399,549	13,133,954
Noncurrent Assets:		
Construction in Progress	719,199	672,852
Property and Equipment - Net	68,373,700	68,764,246
Total Noncurrent Assets	69,092,899	69,437,098
	\$82,492,448	\$82,571,052
<u>LIABILITIES AND NET ASSETS</u>		
Current Liabilities:		
Payable from Unrestricted Assets:		
Accounts Payable & Accrued Liabilities	\$494,948	\$437,966
Customer Deposits	750	750
Unearned Revenue	204,023	297,521
Construction Contract Retainages	0	0
Revenue Bond Payable - Current	442,230	440,107
Total Payable from Unrestricted Assets	1,141,951	1,176,344
Total Current Liabilities	1,141,951	1,176,344
Noncurrent Liabilities:		
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	2,946,471	2,984,307
Total Noncurrent Liabilities	3,876,545	3,914,381
Total Liabilities	5,018,496	5,090,725
Net Assets:		
Invested in Capital Assets	65,704,198	66,012,684
Restricted	456,719	357,823
Unrestricted	11,313,035	11,109,820
Total Net Assets	77,473,952	77,480,327
	\$82,492,448	\$82,571,052

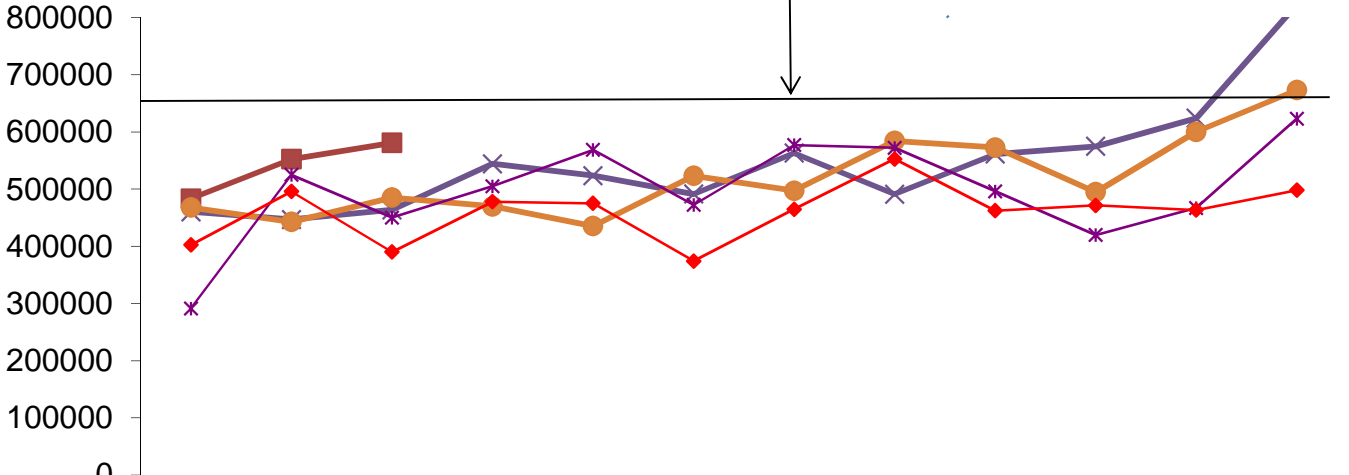
ASHEVILLE REGIONAL AIRPORT Annual Operating Revenue by Month September 2011



ASHEVILLE REGIONAL AIRPORT Annual Operating Expenses by Month September 2011

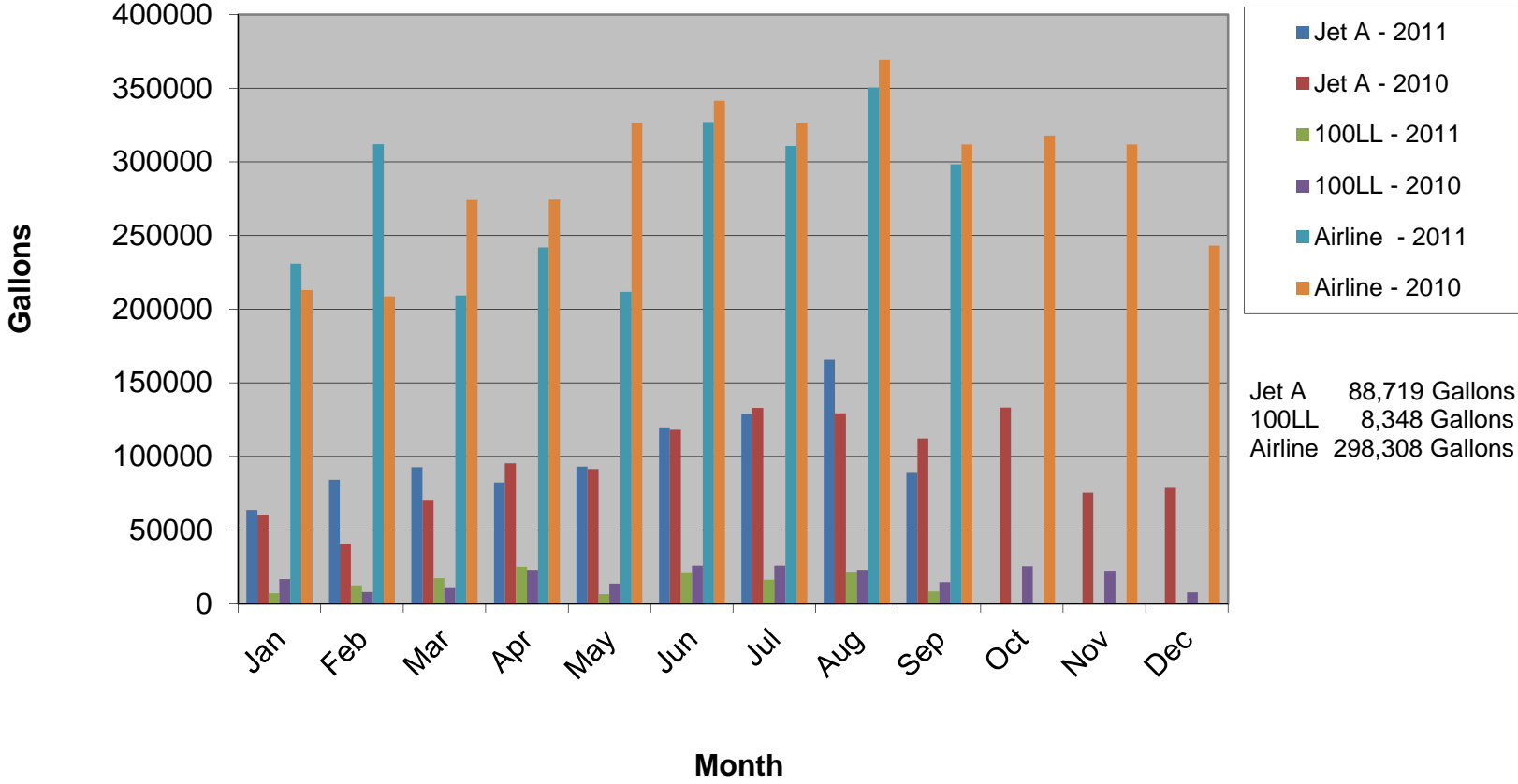
FY 12 Budget - Average Monthly Expenses (\$665,579)

Dollars



	1	2	3	4	5	6	7	8	9	10	11	12
2012	483172	552304	580783									
2011	460293	446755	463759	544121	523548	491409	563079	491206	561205	574721	624072	822290
2010	467857	442707	485301	469739	435459	523232	497363	584345	572841	494683	600079	673134
2009	291451	525055	450202	505107	568702	472289	576901	572123	496133	419732	467167	623246
2008	402516	495745	390008	477837	475124	374046	464875	552541	462244	471447	463499	497952

AVL Fuels Sales - Gallons September 2011



Asheville Regional Airport Authority
Project Report - November 2011

Project Number	Project Name	Project Description	Professional Services Consultant	Professional Services Contract	General Contractor	Original Construction Contract	Change Orders (thru 11/01/2011)	Percent of Original Contract	Board Approved Project Cost	Percent Complete	Expensed to Date (thru 11/01/2011)	Start Date	End Date	Current Project Status (as of 11/01/2011)
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	10%	\$83,250.00	Sep-11	Jan-13	Data has been submitted to Engineer for review. No further updates.
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	5%	\$0.00	Jul-11	Jul-13	Project on temporary hold for design.
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%	\$325,000.00* <i>(project expenses are being reimbursed by Charah through a separate agreement)</i>	90%	\$281,625.74	Jul-10	Dec-11	Ash work continues as weather permits. Subcells 7 and 8 are being filled on south end of runway. Sediment pond is installed. Erosion control measures are in place for all areas of work. Firing Range Facility is scheduled to be removed by Feb 2012.
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>	20%	\$47,431.50	Feb-11	Jan-12	Phase 2 plans have been approved by Charah and City of Asheville. 401/404 permit have been approved and received. Work has begun with erosion control measures being placed.
3	B-Gates Renovations	Update current interior decor to have a resembled look to the new Gates 1-3. This will include new terrazzo floor, matching carpet, column wraps and possible airline counters.	N/A	N/A	Perry Bartsch Jr. Construction	\$184,097.00	\$0.00	0.00%	\$250,000.00	50%	\$73,452.82	Sep-11	Dec-11	Terrazzo floor is completely poured and grinding is beginning during night operations due to dust. All new Gate counters have been installed and rear cabinets. Carpet is expected to arrive week of Nov11th with installation to begin the following week during night operations.

Airportsurvey.com



AVL

Airport Facilities Review For 3rd Quarter 2011

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

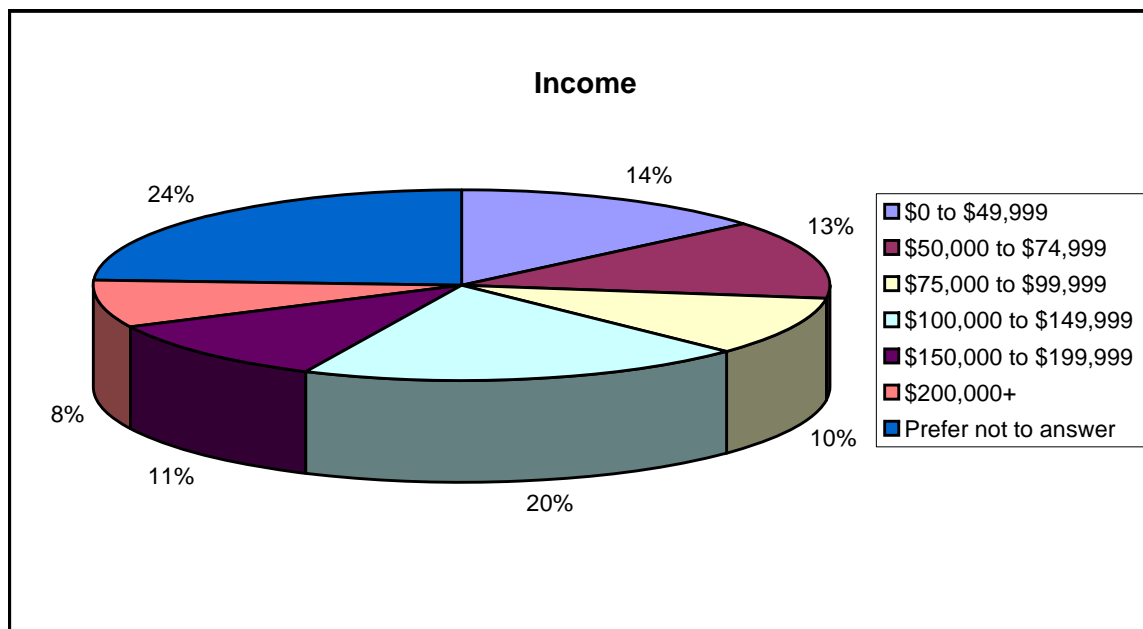
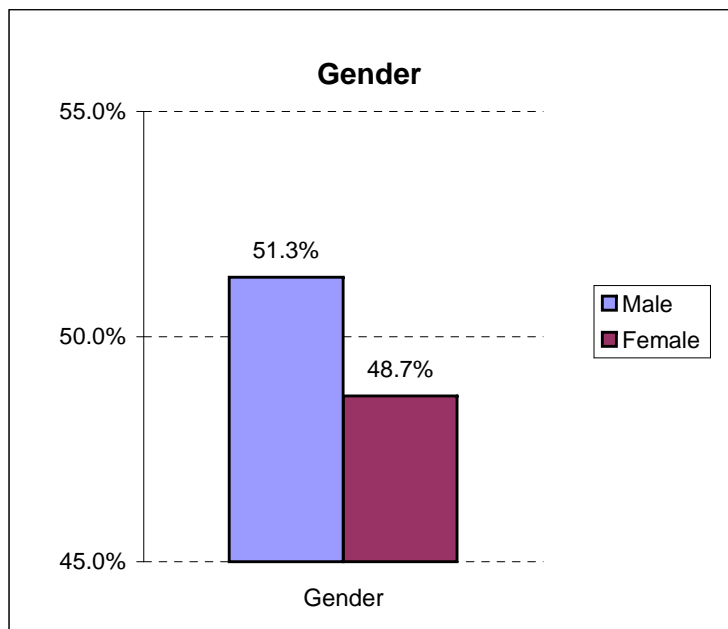
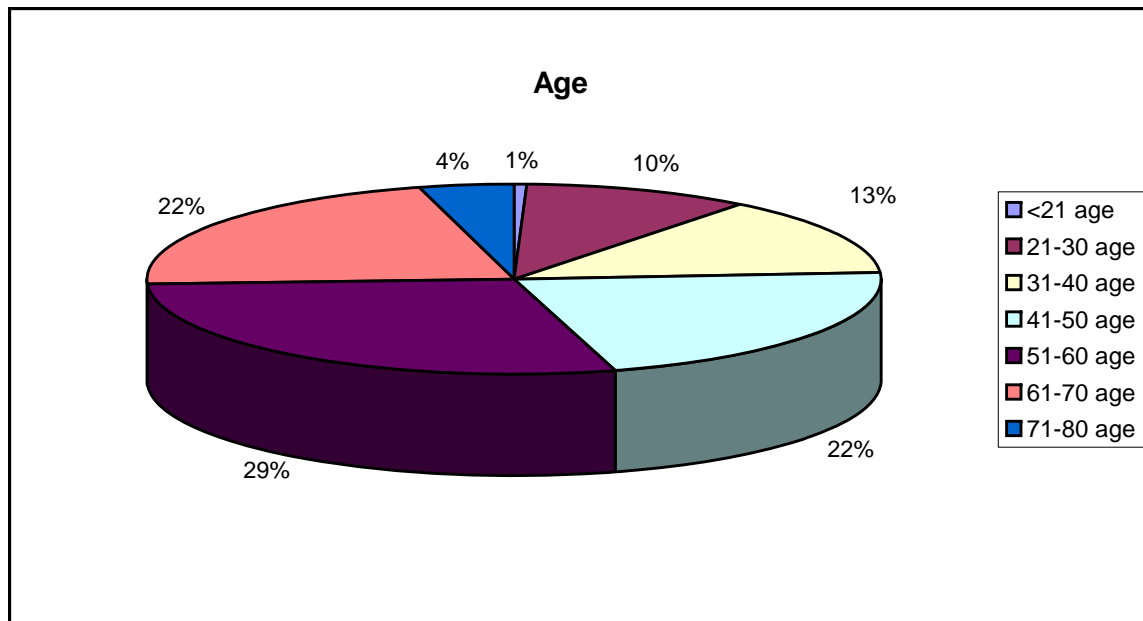
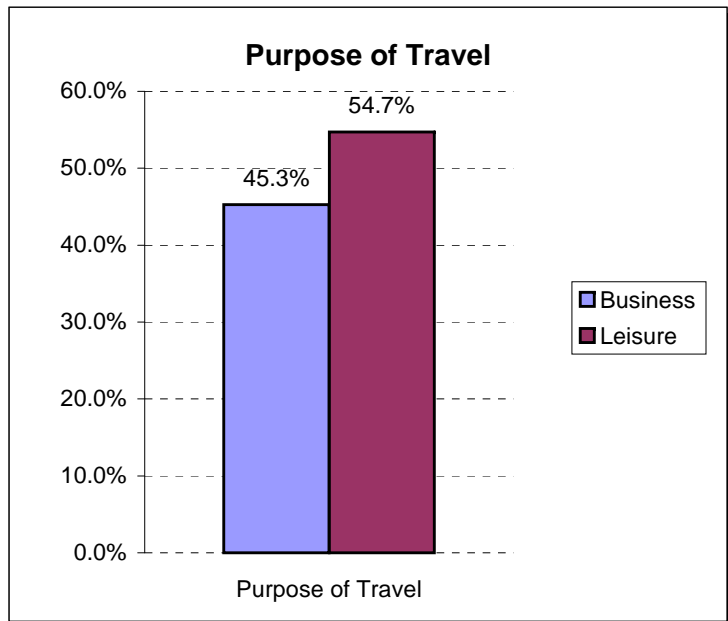
No representations are made as to the completeness or accuracy of information contained herein. Airport facility raw data is available upon request.

Overview

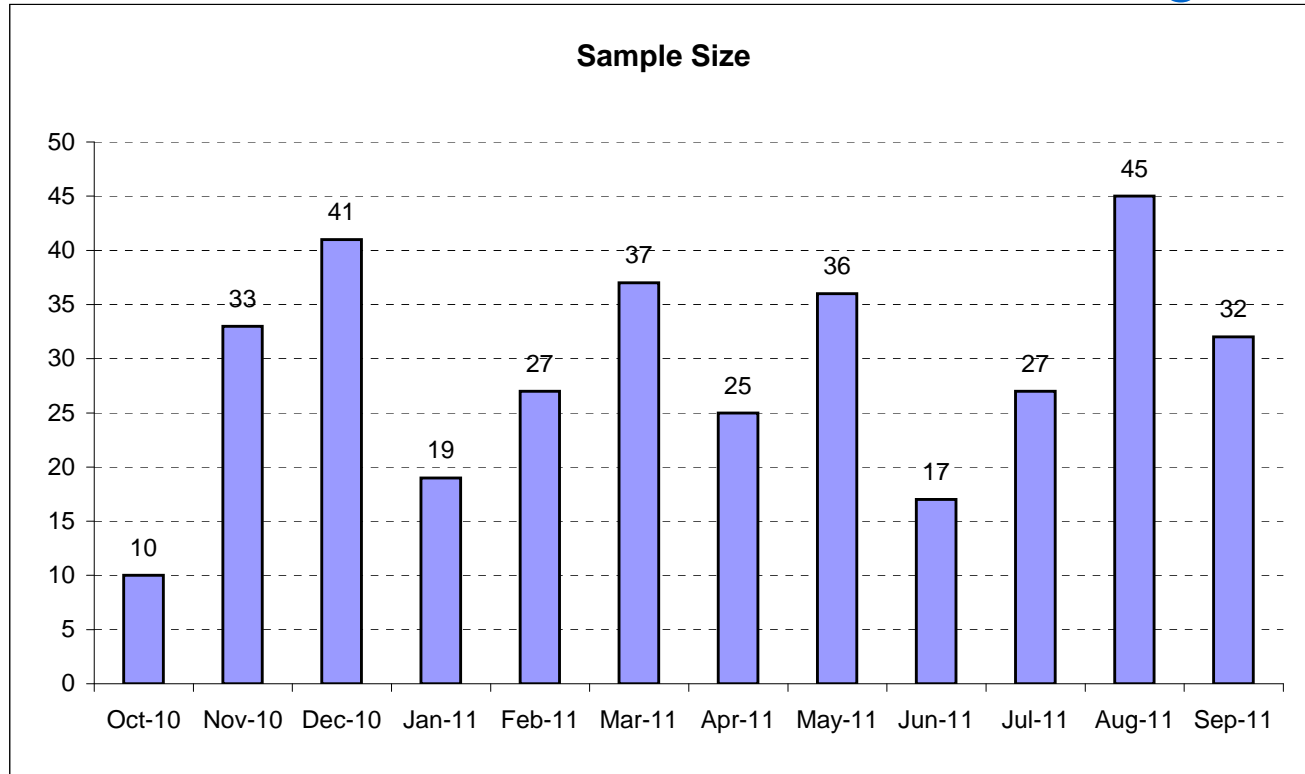
- ***Airportsurvey.com*** is an ongoing, all-inclusive online passenger satisfaction survey program from Canmark Research Center
- Invitations to take the survey are distributed at select airports across the country
- Over 30 airports participate
- Each survey invitation card is single-use, and must 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	4.37	4.16	0.20	4.6%
Availability of parking	4.14	4.08	0.05	1.3%
Cost of parking	3.60	3.42	0.18	5.0%
Clear, easy to follow signs	4.22	3.98	0.24	5.8%
Cleanliness	4.49	4.23	0.27	6.0%
Restrooms	4.36	4.09	0.27	6.1%
Concessions / restaurants	3.44	3.45	(0.01)	-0.3%
Transportation to your gate / concourse / terminal	4.28	3.93	0.35	8.2%
Security: Wait time at checkpoint	4.54	4.16	0.38	8.4%
Security: Professionalism of personnel	4.59	4.22	0.37	8.1%
Security: Confidence in airport security procedures	4.34	3.99	0.35	8.1%

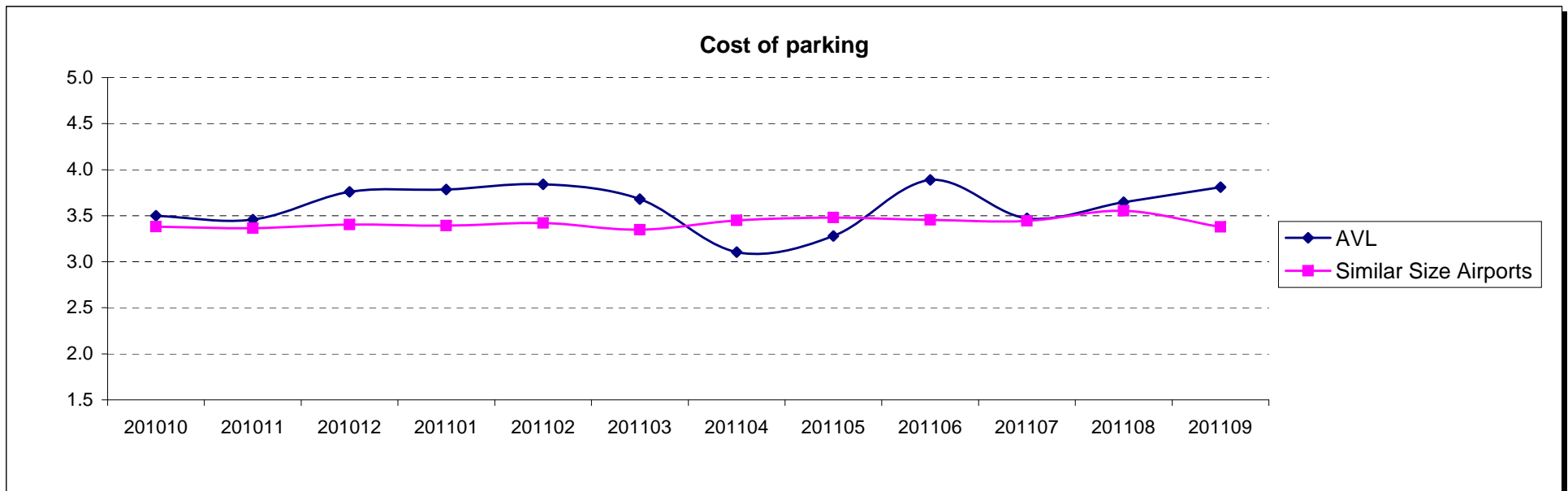
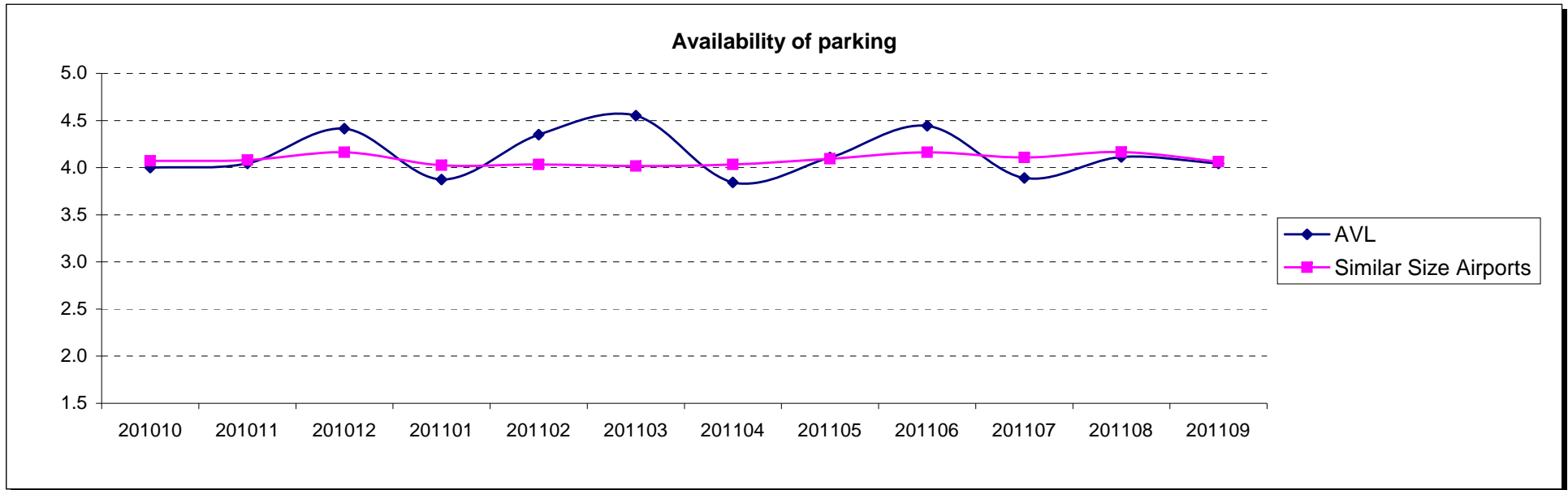
Statistical means testing not performed on results

AVL	
Responses	349

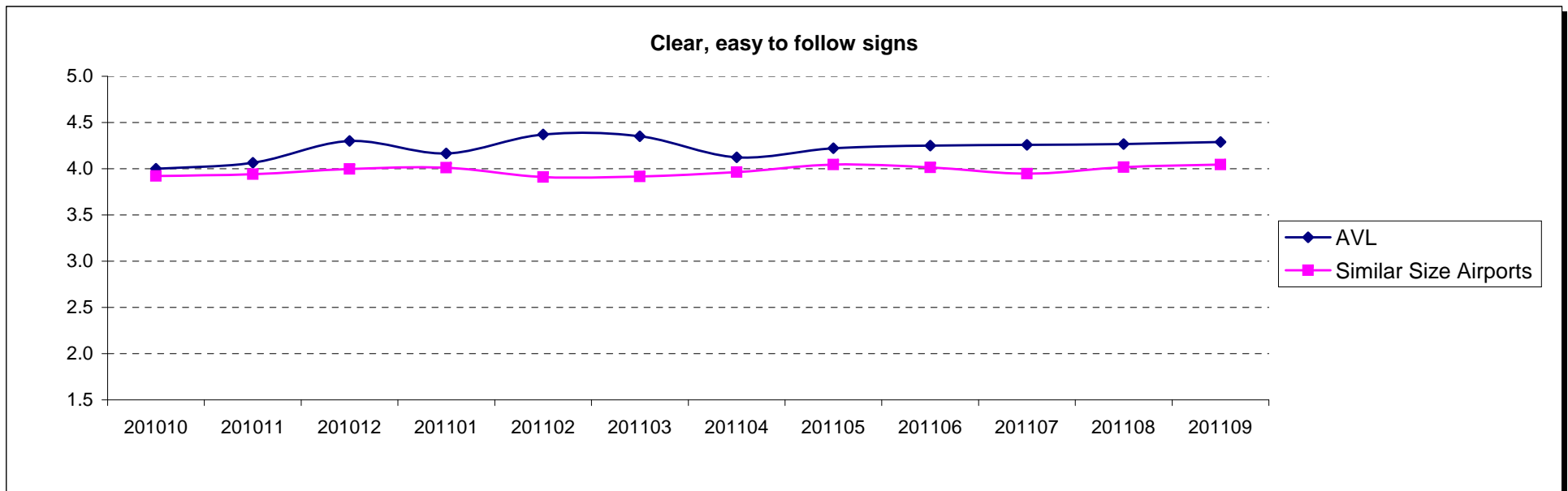
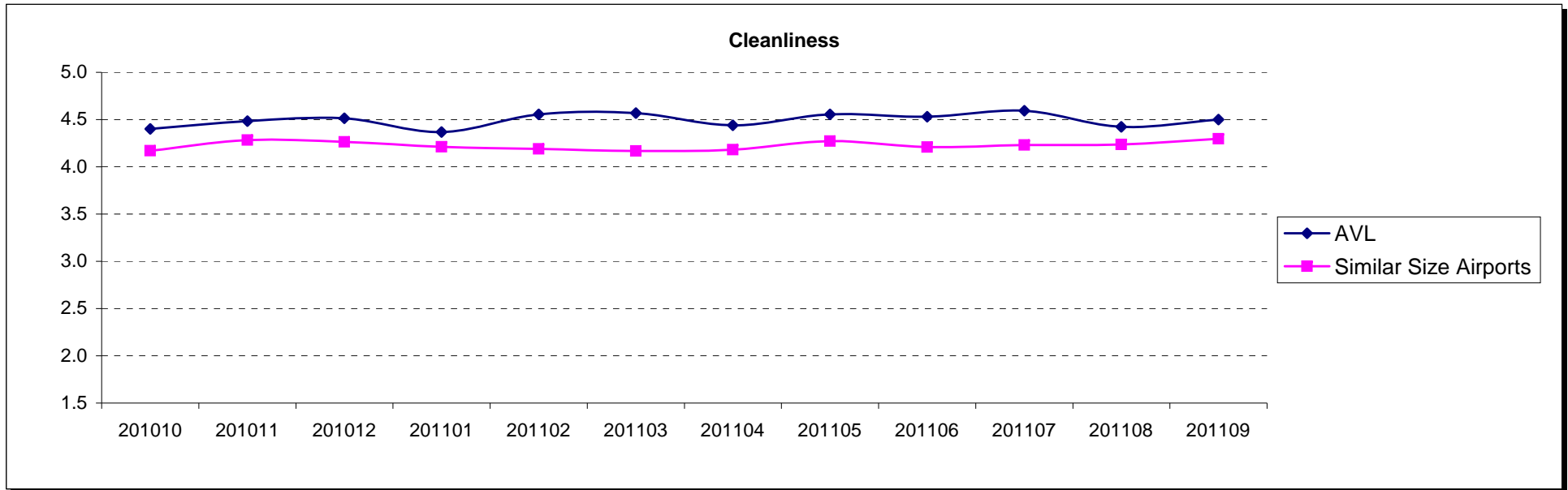
Overall Satisfaction with Airport Facilities



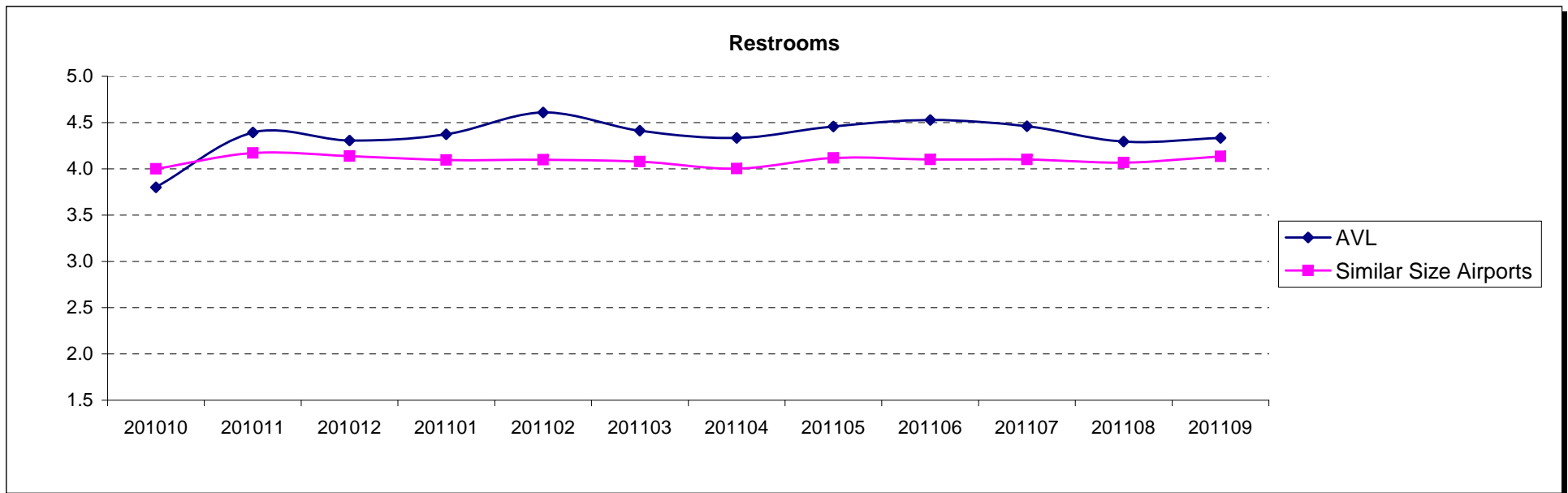
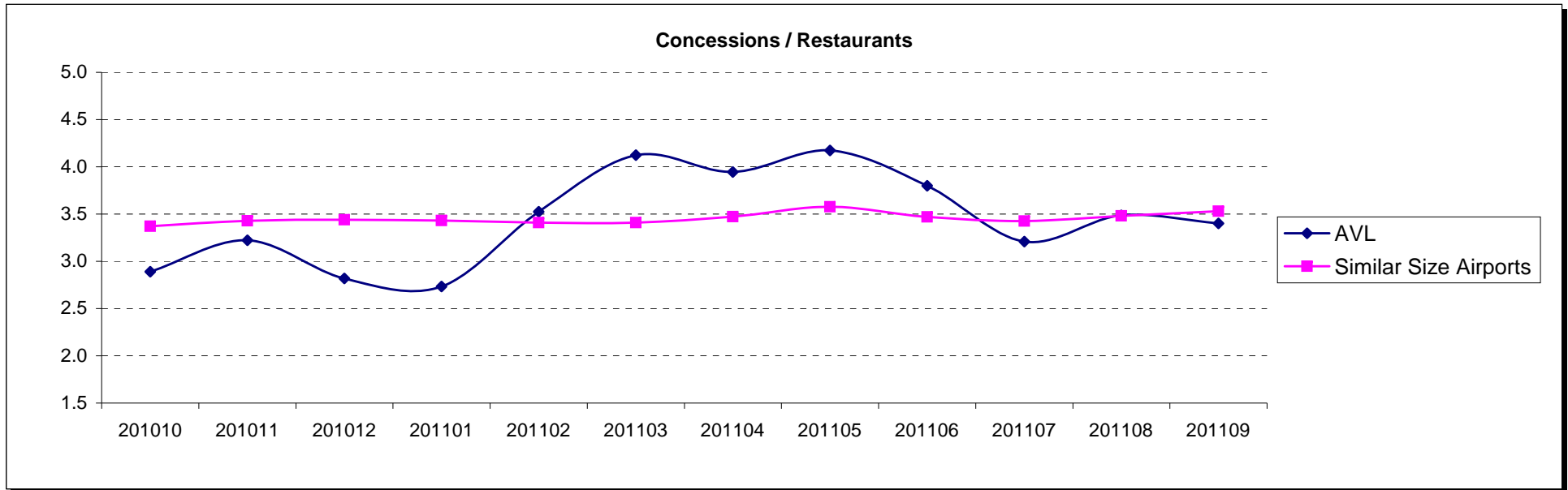
Parking Satisfaction



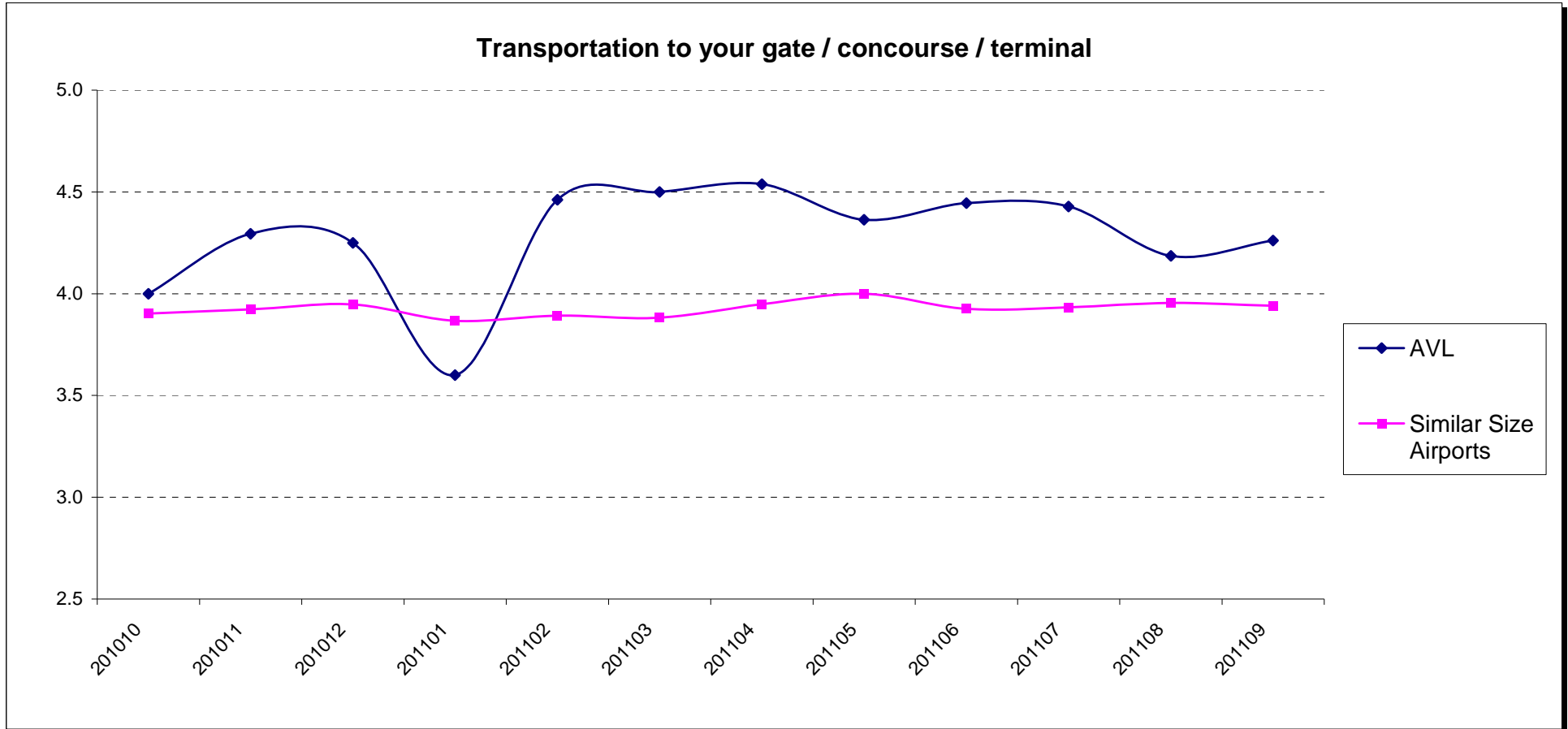
Cleanliness and Signage



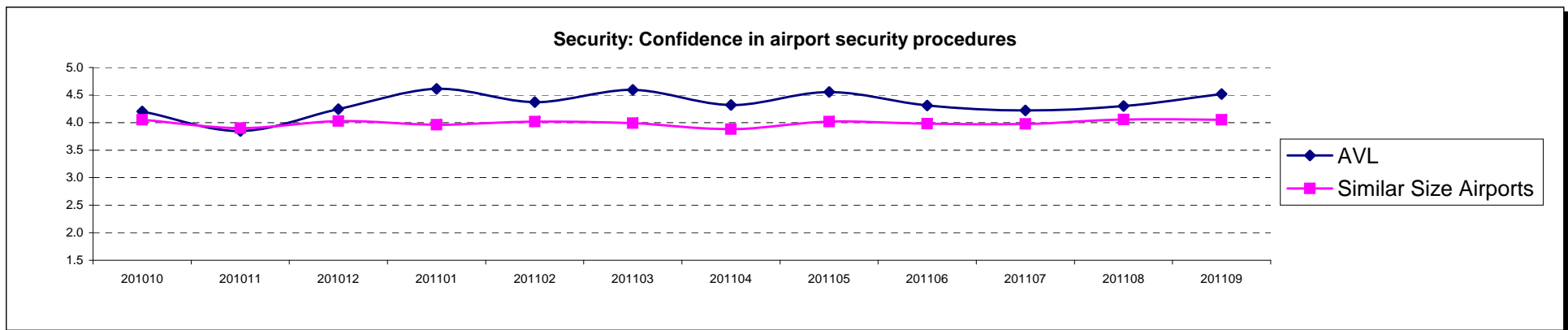
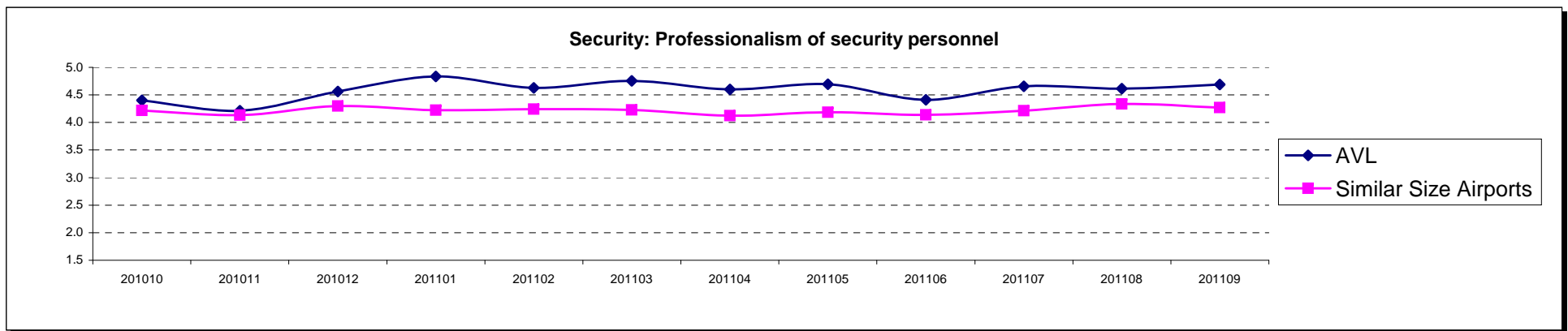
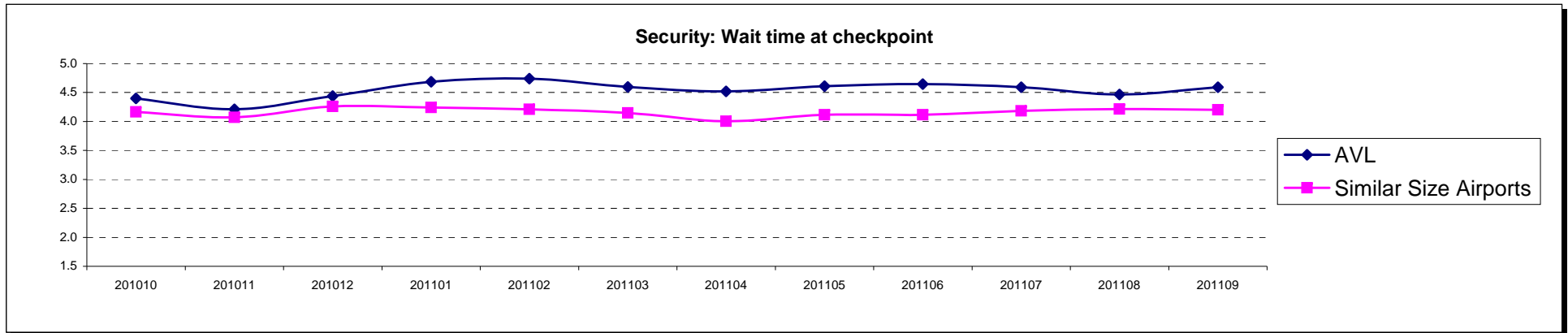
Concessions and Restrooms



Transportation to Departure Gate



Airport Security



Appendix A - Geographic Breakdown of Respondents

AR	2	TN	2
AZ	2	TX	10
CA	12	VA	2
CO	8	WA	5
CT	2	WI	1
FL	25		
HI	1		
IA	4		
ID	1		
IL	11		
IN	2		
LA	2		
MA	3		
MD	3		
MI	7		
MN	4		
MO	2		
MT	1		
NC	206		
NJ	6		
NV	1		
NY	5		
OH	3		
OR	2		
PA	3		
SC	4		

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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