

ONE MILLION
and counting
2019 YEAR IN REVIEW

Asheville
REGIONAL AIRPORT
Take the easy way out.

ONE MILLION
and counting
2019 YEAR IN REVIEW

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LETTER

FROM THE EXECUTIVE DIRECTOR

The Asheville Regional Airport kicked off this year celebrating huge news. For the first time in our history, over one million passengers passed through AVL in 2018. This was an extraordinary milestone.

It was only the beginning. In 2019, 1,616,762 passengers traveled through AVL — a 43% increase compared to 2018. This was the most astounding year of growth in our airport's history!

2019 was marked by historic triumphs and successes, and we have you to thank. Our growth is representative of the vitality of western North Carolina and the commitment of our region's travelers to "fly local." Your loyalty not only contributes to the growth of our airport, but to the success of our community as a whole. In 2019, the airport generated over 9,000 local jobs and contributed nearly $1.5 billion to the regional economy.

This year also signified another important event in AVL history — the airport's 58th birthday. Asheville Regional Airport has been faithfully serving western North Carolina's travelers since 1961, remaining steadfastly dedicated to our mission of providing an exceptional airport experience and contributing to the regional economy. As a representation of AVL's continued commitment to the passenger experience and the people of our community, we pledged to complete 58 acts of kindness in 2019, which we exceeded!

Today, Asheville Regional Airport is one of the fastest-growing small-hub airports in the country and is the fourth largest commercial service airport in North Carolina. At the end of 2019, AVL boasted 60+ daily flights, 19 nonstop destinations and six airlines, and we will see these numbers grow in 2020. With such a robust increase in flight service, we're proud to say it's easier than ever to fly anywhere in the world from your hometown airport. Looking forward to 2020, we anticipate a year of great promise and a continued focus on passenger experience and serving the people of western North Carolina.



Lew Bleiweis, A.A.E.
Executive Director
Asheville Regional Airport

YOU ARE ONE IN A MILLION

We kicked off 2019 by celebrating our 2018 milestone. For the first time in our history, more than one million passengers traveled through the terminal. While this was an incredible achievement for AVL, it was also a testament to the region's commitment to flying locally — and we wanted to thank our community for their support in making our airport the gateway to western North Carolina.

We hosted a week of festivities inviting our region's business leaders to celebrate this historic moment with a special night honoring all of those who helped make it happen. The support of community leaders was crucial in this achievement, but we couldn't stop there. Up next? Our passengers. Over the course of the week, we expressed our gratitude by surprising and delighting passengers in the terminal with free parking and free airfare.





counting DESTINATIONS



This year was one of unprecedented growth as AVL experienced a 43% increase in utilization, and that progress was reflected in both our terminal and our route map.

In 2019, the airport welcomed service to seven new nonstop destinations.

INAUGURATING

ALLEGIANT | PBI + SRQ
Palm Beach International + Sarasota-Bradenton

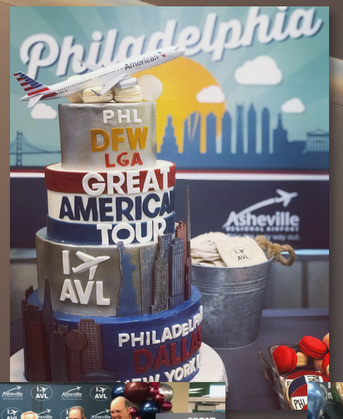
AMERICAN | DFW + PHL + LGA
Dallas Fort Worth International + Philadelphia International + LaGuardia

DELTA | DTW
Detroit Metropolitan

UNITED | IAD
Washington Dulles International

With these new routes, AVL became more connected than ever before with 60+ daily flights and 19 nonstop destinations.













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counting

OPTIONS

TSA PreCheck™

With increased traffic came enhanced passenger amenities. TSA PreCheck™ became available at the airport for the first time in February, easing the security screening process for those enrolled in the program.

CONCESSIONAIRES

In April, we celebrated the grand opening of a brand-new concessionaire: Auntie Anne's and Cinnabon.

"AUNTIE ANNE'S AND CINNABON HAVE BEEN AN EXTREMELY SUCCESSFUL ASSET AND WELCOMED ADDITION TO AVL."

– CHRISTINA MADSEN
AIRPORT PROPERTIES + CONTRACTS MANAGER

Later in the year, the airport welcomed portable battery chargers for mobile devices and new vending machines to our terminal as another way to help ensure an exceptional airport experience for travelers.









INVESTING IN OUR

FUTURE

U.S. DEPARTMENT OF TRANSPORTATION

In November, Secretary of Transportation Elaine L. Chao and Senator Thom Tillis visited Asheville Regional Airport to express their support for the airport's success and expansion — announcing that AVL would receive $10 million of a $14.9 million grant from the federal government, allocated to North Carolina airports. This announcement was part of a national initiative awarding $500 million in grant funding for airport improvement across 48 states. The grant will help fund the upcoming terminal modernization project, in which the airport is anticipated to double its terminal size. The new terminal will help us better serve the WNC region for the next 50+ years.

TERMINAL MODERNIZATION

Preparing for AVL's new, expanded terminal is no small feat. We kicked off phase one of the terminal modernization project in 2019, laying the groundwork for utility improvement.

Construction began on a 13,500 square-yard south apron expansion. The project will allow the airport to accommodate three additional aircraft for overnight parking and serve as ramp space for the expanded terminal.

We also partnered with the Federal Aviation Administration to initiate the site selection process for a new air traffic control tower. The new air traffic control tower is a critical prerequisite for terminal expansion.





counting

ENHANCEMENTS

DEVELOPMENT

As numbers continued to rise, we were hard at work to accommodate for the influx of passengers operationally. We introduced a wide array of development projects, which included: implementing parking enhancements, making progress on our new airfield and expanded apron, and taking the first steps toward planning for an expanded terminal.



PARKING ENHANCEMENTS

With our historic and fast-paced growth, availability of parking became challenging during peak travel times. We began a parking project that will add a new remote parking lot with 300 additional spaces by spring 2020. Additionally, this project will also create a new cell phone waiting lot, and reconfigure the ground transportation lot to better accommodate Transportation Network Companies like Uber and Lyft. We also made improvements to our wayfinding, as well as installed electronic space counters for all paid lots.





ADVANCED SECURITY

With the highest utilization numbers in AVL history, enhancing airport security and experience was at the top of the agenda. This year, we initiated a massive security improvement project — upgrading the airport's access control, ID badging and closed-circuit television camera systems, as well as several gates and doors throughout the terminal.



INVESTING IN OUR

COMMUNITY





WINGS FOR AUTISM®

Asheville Regional Airport takes pride in being a part of the western North Carolina community, and we believe in the power of giving back and supporting the people of our region.

In 2019, we hosted the fourth annual Wings for Autism® in partnership with the Arc of Buncombe County, Allegiant, Worldwide Flight Services, the Transportation Security Administration and Bojangles'.

This special event provides a unique travel simulation experience for our neighbors with autism or other developmental differences. From navigating the airport to boarding the plane, Wings for Autism® allows participants, families and caregivers the opportunity to practice the process in a relaxed learning environment.

The event allows airport employees and partners to learn more about accommodating the needs of all passengers and ensuring that the airport experience is not only exceptional, but inclusive.

MOMENTS counting





BLUE RIDGE HONOR FLIGHT

Twice in 2019, we invited hundreds of community members to join us in the terminal as we welcomed veterans home from Blue Ridge Honor Flight's day in Washington, D.C.

MANNA FOODBANK

In January, we partnered with Manna FoodBank to help mitigate the impact of the government shutdown, which resulted in delayed pay checks for our dedicated colleagues at the Transportation Security Administration.

PARTNERSHIP FOR SUBSTANCE FREE YOUTH OF BUNCOMBE COUNTY

In April, the AVL Department of Public Safety collaborated with the Partnership for Substance Free Youth of Buncombe County to support "Operation Medicine Drop" – a program designed to encourage the proper disposal of expired or unneeded medication.

UNITED WAY

In October, members of our AVL team volunteered at Buncombe County's Habitat for Humanity as part of United Way's Day of Impact.

AVL VOLUNTEER AMBASSADORS

In 2019, our AVL Volunteer Ambassador program grew to a total of 44 ambassadors. These amazing volunteers are crucial members of the AVL team. Often the difference makers for a traveler along their journey, AVL Ambassadors give back to their community in the most unique way.





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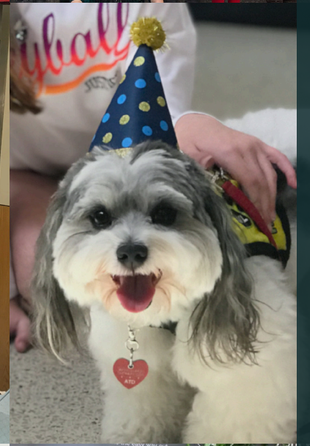
counting CONNECTIONS





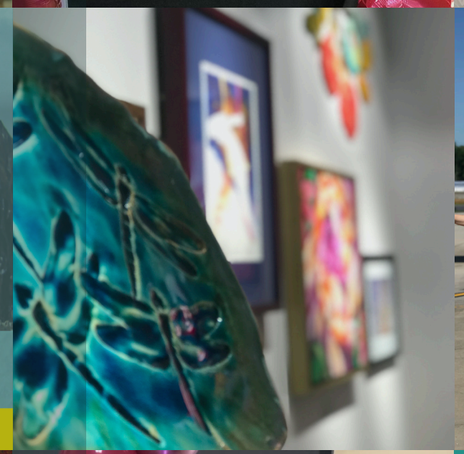



















THANK YOU FOR FLYING LOCAL!




At Asheville Regional Airport, we see our passengers as friends and partners in growth. We are committed to making the AVL experience exceptional, and that means going the extra mile. In 2019, our passenger appreciation programs filled the terminal with smiles, surprise and laughter.

ART IN THE AIRPORT

Over the course of the year, passengers enjoyed four exhibits in the airport art gallery featuring a variety of talented, local artists. We hosted our third Annual WNC Magazine Images of Western North Carolina Photo Contest and our fourth annual Student Artwork Showcase.

MUSIC IN THE AIRPORT

Thanks to our Music in the Airport program, our terminal was livelier than ever. The program featured uniquely entertaining, local musicians almost daily, Sounds of the Holidays performances throughout the holiday season by local choral groups and monthly pop-up Music on the Fly concerts in partnership with Ashvegas.com.

PAWS FOR PASSENGERS

Paws for Passengers, the airport's therapy pet program, saw growth as it celebrated its second anniversary in July. The program now boasts a record 26 certified volunteer teams, brightening up travelers' journeys as furry, four-legged "ambassadogs" happily greet passengers throughout the terminal.

PASSENGER APPRECIATION EVENTS

AVL partnered with local companies to present monthly surprise events for passengers flying in and out of the airport. Featuring AVL swag, treats and unique experiences from partners such as French Broad Chocolate, Hickory Nut Gap Farm and Asheville Adventure Center, these delightful events gave travelers a special AVL memory they would never forget – all before they left the terminal.

THANK YOU FOR FLYING LOCAL!

We thanked our community for their commitment to "flying local." Asheville Regional Airport experienced unprecedented success, and our achievements were the direct result of our region's loyal support. From surprise treats for passengers to exciting social media giveaways, we took every opportunity to express our gratitude to those who fueled our growth every step of the way: the people of our region.

COMMUNITY CONNECTIONS

As part of this initiative, we expanded our community connections partnering with the Apple Festival Races, the Asheville Chow Chow Festival, the Flat Rock Playhouse, the Asheville Tourists and Speaking of Travel.

counting ACHIEVEMENTS

SENIOR LEADERSHIP



Lew Bleiweis, A.A.E.
EXECUTIVE DIRECTOR

CHAIR ELECT
Airports Council International - North America Board

MEMBER
Airports Council International - US Policy Board

MEMBER
Airports Council International - World Governing Board



Michael Reisman, A.A.E.
DEPUTY EXECUTIVE DIRECTOR

PRESIDENT
Southeast Chapter - American Association of Airport Executives

MEMBER
American Association of Airport Executives Board of Directors



Tina Kinsey, A.A.E.
DIRECTOR OF MARKETING
PR + AIR SERVICE DEVELOPMENT

IMMEDIATE PAST PRESIDENT
North Carolina Airports Association

CHAIR
Airports Council International - North America Marketing, Communications + Customer Experience Committee

MEMBER
Henderson County Chamber of Commerce Board



Kevan Smith, A.A.E.
PUBLIC SAFETY CHIEF

ACCREDITATION
American Association of Airport Executives - Accredited Airport Executive Designation

MEMBER
Blue Ridge Honor Flight Board of Directors



DIRECTOR OF THE YEAR
SMALL AIRPORTS DIVISION
AIRPORT EXPERIENCE NEWS
DIRECTOR OF THE YEAR | Lew Bleiweis, A.A.E.

2019 COMMERCIAL AIRPORT
PROJECT OF THE YEAR AWARD
SOUTHEAST CHAPTER - AMERICAN ASSOCIATION OF AIRPORT EXECUTIVES
ARCHITECTURAL PROJECT | Parking Garage



2019 EXCELLENCE IN AIRPORT MARKETING
COMMUNICATIONS + CUSTOMER SERVICE AWARDS
AIRPORTS COUNCIL INTERNATIONAL - NORTH AMERICA
OVERALL MARKETING PROGRAMS | Honorable Mention
OVERALL PUBLIC RELATIONS PROGRAMS | Honorable Mention



GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY

BOARD



Matthew Burril
CHAIR
Appointed by Buncombe County



K. Ray Bailey
VICE CHAIR
Appointed by GARAA Board



Stephanie Pace Brown
MEMBER
Appointed by City of Asheville



George Erwin, Jr.
MEMBER
Appointed by Henderson County



Brad Galbraith
MEMBER
Appointed by City of Asheville



Carl H. Ricker Jr.
MEMBER
Appointed by Buncombe County



Thomas Apodaca
MEMBER
Appointed by Henderson County

OUR VISION

To be a champion for exceptional customer experiences and economic vitality.

OUR MISSION

To provide an exceptional airport experience with a focus on people, service, commercial and general aviation, and to contribute to the regional economy.

OUR CORE VALUES

People
Caring
Excellence
Integrity
Respect
Service
Adaptability

ONE MILLION AND COUNTING

At June 30, 2019, the Authority's assets exceeded liabilities by

$154,808,712.

That is an increase of more than $16.4 million from 2018 and an increase of $25.9 million from 2017.

SOURCES OF AUTHORITY REVENUE

PARKING	38.9%
AIRLINES	23.2%
RENTAL CARS	20.2%
FBO/GENERAL AVIATION	7.0%
CONCESSIONAIRES	4.8%
OTHER	4.3%
FEDERAL GOVERNMENT	1.6%



ONE MILLION AND COUNTING

In 2020, we will welcome another year of growth and development increasing air service and inviting community input as we begin to design a significantly expanded terminal. Moving forward, we are eager to continue responding to the tremendous growth we've seen while remaining true to our focus on enhancing the passenger experience and serving the people of western North Carolina. Thank you for joining us on this incredible journey.

SIX AIRLINES. 19 NONSTOP DESTINATIONS. ENDLESS POSSIBILITIES.

Allegiant • American • Delta • Elite • Spirit • United

flyavl.com



flyavl.com

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