



NOVEMBER 2009

BOARD INFORMATION PACKAGE



MEMORANDUM

TO: Members of the Airport Authority

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

DATE: November, 2009

Informational Reports:

- A. September, 2009 Traffic Report ([document](#))
- B. September, 2009 Monthly Financial Report ([document](#))
- C. November, 2009 Marketing and Public Relations Report ([document](#))
- D. November, 2009 Development/Project Status Report ([document](#))
- E. Airport Facilities Review for Third Quarter 2009 ([document](#))



MEMORANDUM

TO: Members of the Airport Authority

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

DATE: November, 2009

ITEM DESCRIPTION – Information Section Item A

September, 2009 Traffic Report – Asheville Regional Airport

SUMMARY

September 2009 overall passenger traffic numbers were up 4.9%. Passenger traffic numbers reflect a 4.2% increase in passenger enplanements from September 2008.

AIRLINE PERFORMANCE

Delta Airlines: Delta's September 2009 enplanements increased by 18.7% compared to September 2008. There were four (4) flight cancellations for the month.

Continental Airlines: Continental's September 2009 passenger enplanements increased by 32.8% compared to September 2008. There was one (1) flight cancellation for the month.

Northwest Airlines: Year over Year passenger enplanements for Northwest in September 2009 were down 62.3%. There were no flight cancellations for the month.

US Airways: US Airways' September 2009 passenger enplanements represent a 9.0% decrease. There were four (4) flight cancellations for the month.

Monthly Traffic Report

Asheville Regional Airport

September 2009



Category	Sep 2009	Sep 2008	Percentage Change	*CYTD-2009	*CYTD-2008	Percentage Change	*MOV12-2009	*MOV12-2008	Percentage Change
Passenger Traffic									
Enplaned	25,244	24,236	4.2%	217,457	202,818	7.2%	294,118	277,035	6.2%
Deplaned	<u>24,966</u>	<u>23,629</u>	5.7%	<u>214,914</u>	<u>202,822</u>	6.0%	<u>290,540</u>	<u>275,538</u>	5.4%
Total	50,210	47,865	4.9%	432,371	405,640	6.6%	584,658	552,573	5.8%
Aircraft Operations									
Airlines	20	190	-89.5%	245	1,095	-77.6%	515	1,618	-68.2%
Commuter /Air Taxi	<u>1,480</u>	<u>1,676</u>	-11.7%	12,862	14,237	-9.7%	17,587	18,979	-7.3%
Subtotal	<u>1,500</u>	<u>1,866</u>	-19.6%	<u>13,107</u>	<u>15,332</u>	-14.5%	<u>18,102</u>	<u>20,597</u>	-12.1%
General Aviation	3,607	4,720	-23.6%	33,659	42,143	-20.1%	44,835	56,547	-20.7%
Military	<u>402</u>	<u>324</u>	24.1%	<u>2,508</u>	<u>2,081</u>	20.5%	<u>3,321</u>	<u>2,666</u>	24.6%
Subtotal	<u>4,009</u>	<u>5,044</u>	-20.5%	<u>36,167</u>	<u>44,224</u>	-18.2%	<u>48,156</u>	<u>59,213</u>	-18.7%
Total	5,509	6,910	-20.3%	49,274	59,556	-17.3%	66,258	79,810	-17.0%
Fuel Gallons									
100LL	22,889	20,888	9.6%	162,076	180,169	-10.0%	215,760	247,909	-13.0%
Jet A (GA)	104,044	126,217	-17.6%	782,564	1,073,938	-27.1%	1,074,441	1,501,167	-28.4%
Subtotal	<u>126,933</u>	<u>147,105</u>	-13.7%	<u>944,640</u>	<u>1,254,107</u>	-24.7%	<u>1,290,201</u>	<u>1,749,076</u>	-26.2%
Jet A (A/L)	<u>207,202</u>	<u>253,902</u>	-18.4%	<u>1,818,118</u>	<u>2,132,511</u>	-14.7%	<u>2,573,991</u>	<u>2,870,358</u>	-10.3%
Total	334,135	401,007	-16.7%	2,762,758	3,386,618	-18.4%	3,864,192	4,619,434	-16.3%

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

Thursday, October 29, 2009

Airline Enplanements, Seats, and Load Factors

Asheville Regional Airport

September 2009



	Sep 2009	Sep 2008	Percentage Change	*CYTD-2009	*CYTD-2008	Percentage Change
AirTran Airways						
Enplanements	1,389	0	#Div/0!	5,178	0	#Div/0!
Seats	1,521	0	#Div/0!	5,616	0	#Div/0!
Load Factor	91.3%	#Num!	#Error	92.2%	#Num!	#Error
Continental Airlines						
Enplanements	3,188	2,401	32.8%	21,909	26,590	-17.6%
Seats	4,000	4,150	-3.6%	29,550	40,175	-26.4%
Load Factor	79.7%	57.9%	37.8%	74.1%	66.2%	12.0%
Delta Air Lines						
Enplanements	11,653	9,814	18.7%	98,320	77,563	26.8%
Seats	14,200	13,815	2.8%	124,150	106,309	16.8%
Load Factor	82.1%	71.0%	15.5%	79.2%	73.0%	8.5%
Northwest Airlines						
Enplanements	1,362	3,609	-62.3%	16,093	31,237	-48.5%
Seats	1,500	4,300	-65.1%	20,000	43,400	-53.9%
Load Factor	90.8%	83.9%	8.2%	80.5%	72.0%	11.8%
US Airways						
Enplanements	7,652	8,412	-9.0%	75,417	67,428	11.8%
Seats	10,120	13,325	-24.1%	91,517	99,205	-7.7%
Load Factor	75.6%	63.1%	19.8%	82.4%	68.0%	21.2%
Totals						
Enplanements	25,244	24,236	4.2%	216,917	202,818	7.0%
Seats	31,341	35,590	-11.9%	270,833	289,089	-6.3%
Load Factor	80.5%	68.1%	18.3%	80.1%	70.2%	14.2%

Friday, October 30, 2009

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

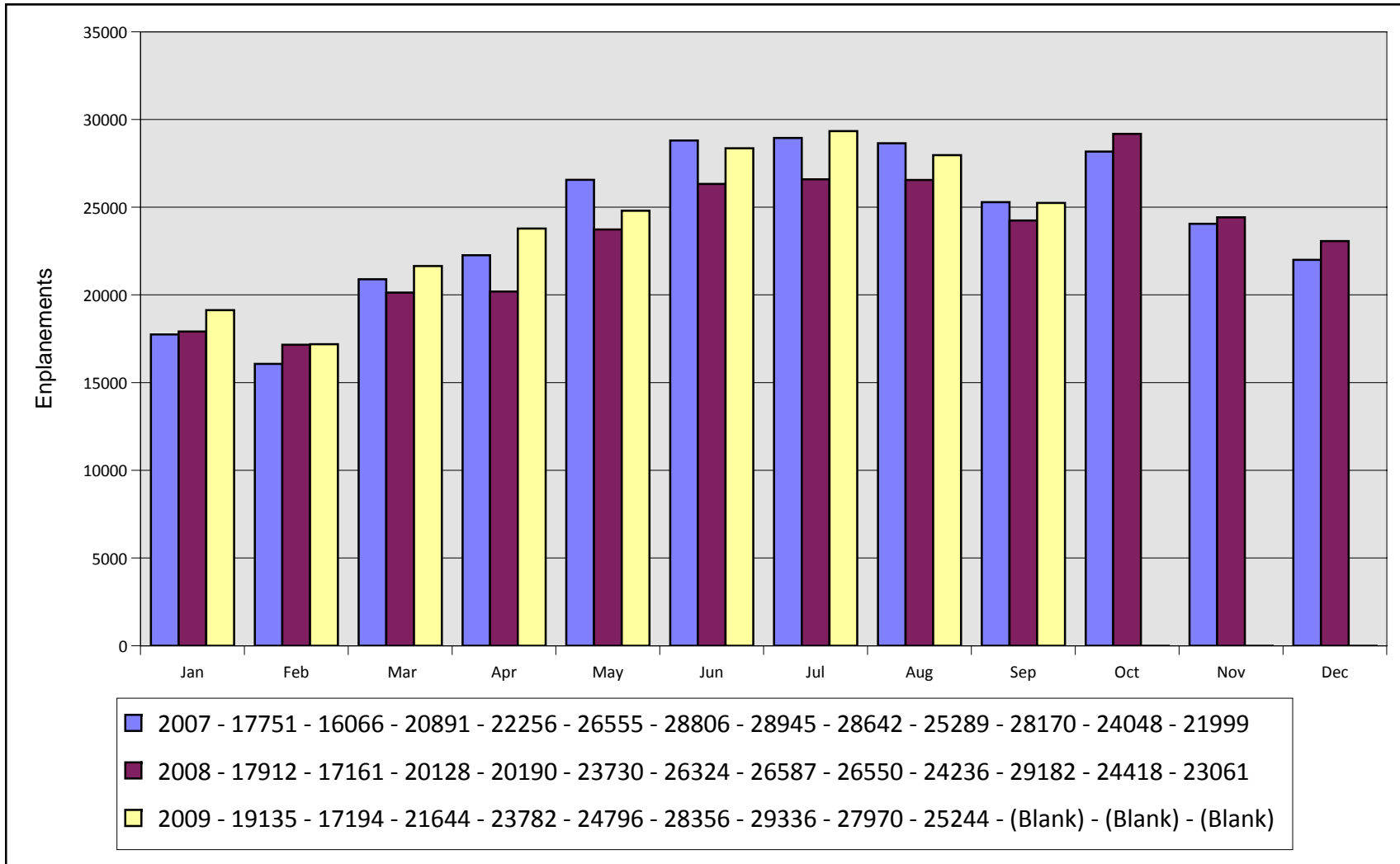
Airline Flight Completions Asheville Regional Airport September 2009



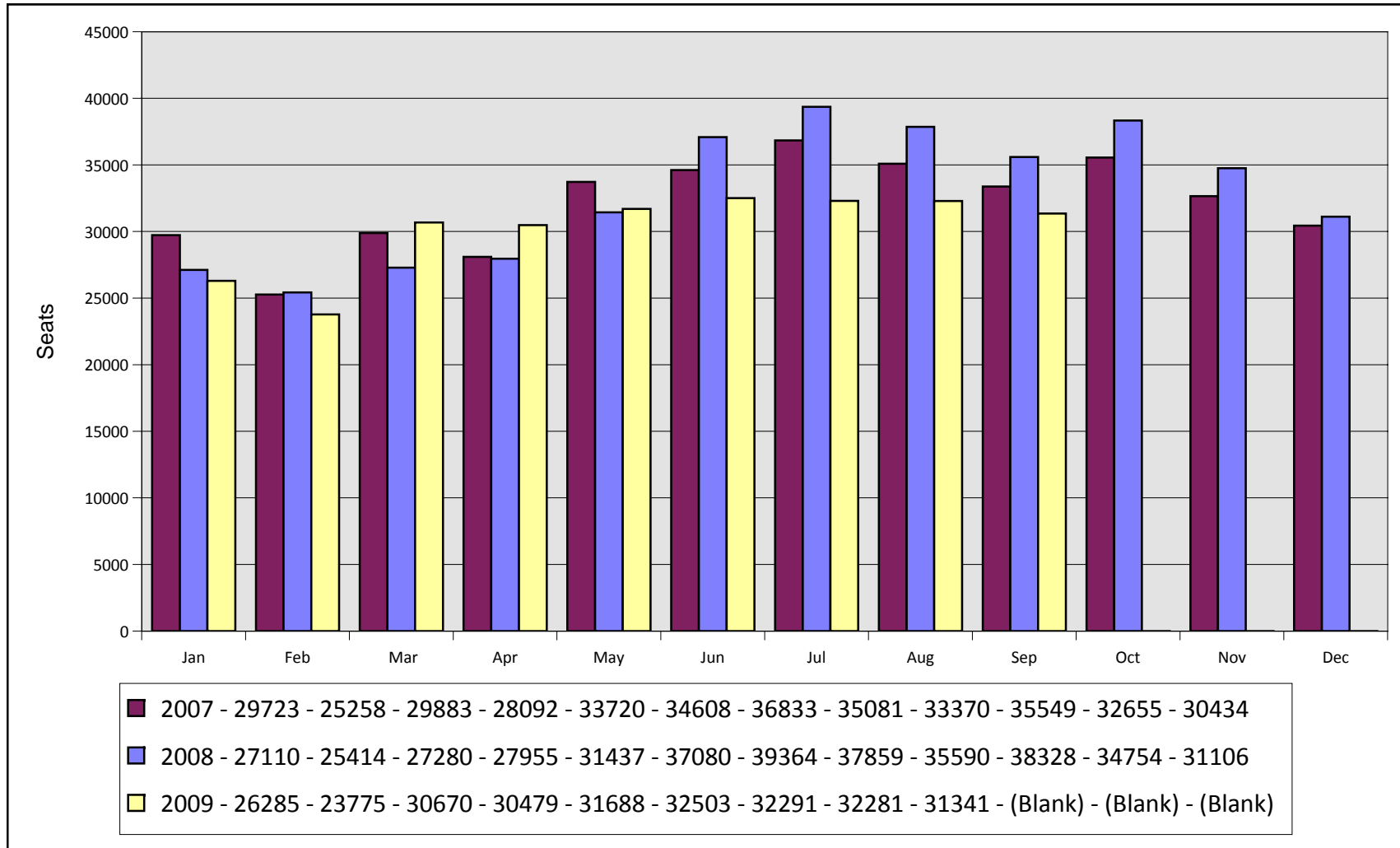
Airline	Scheduled Flights	Field	Cancellations Due To			Total Cancellations	Percentage of Completed
			Mechanical	Weather	Other		
AirTran Airways	13	0	0	0	0	0	100.0%
Continental Airlines	81	0	0	1	0	1	98.8%
Delta Air Lines	288	0	1	3	0	4	99.0%
Northwest Airlines	30	0	0	0	0	0	100.0%
US Airways	206	0	3	1	0	4	98.1%
Total	618	0	4	5	0	9	98.5%

Friday, October 30, 2009

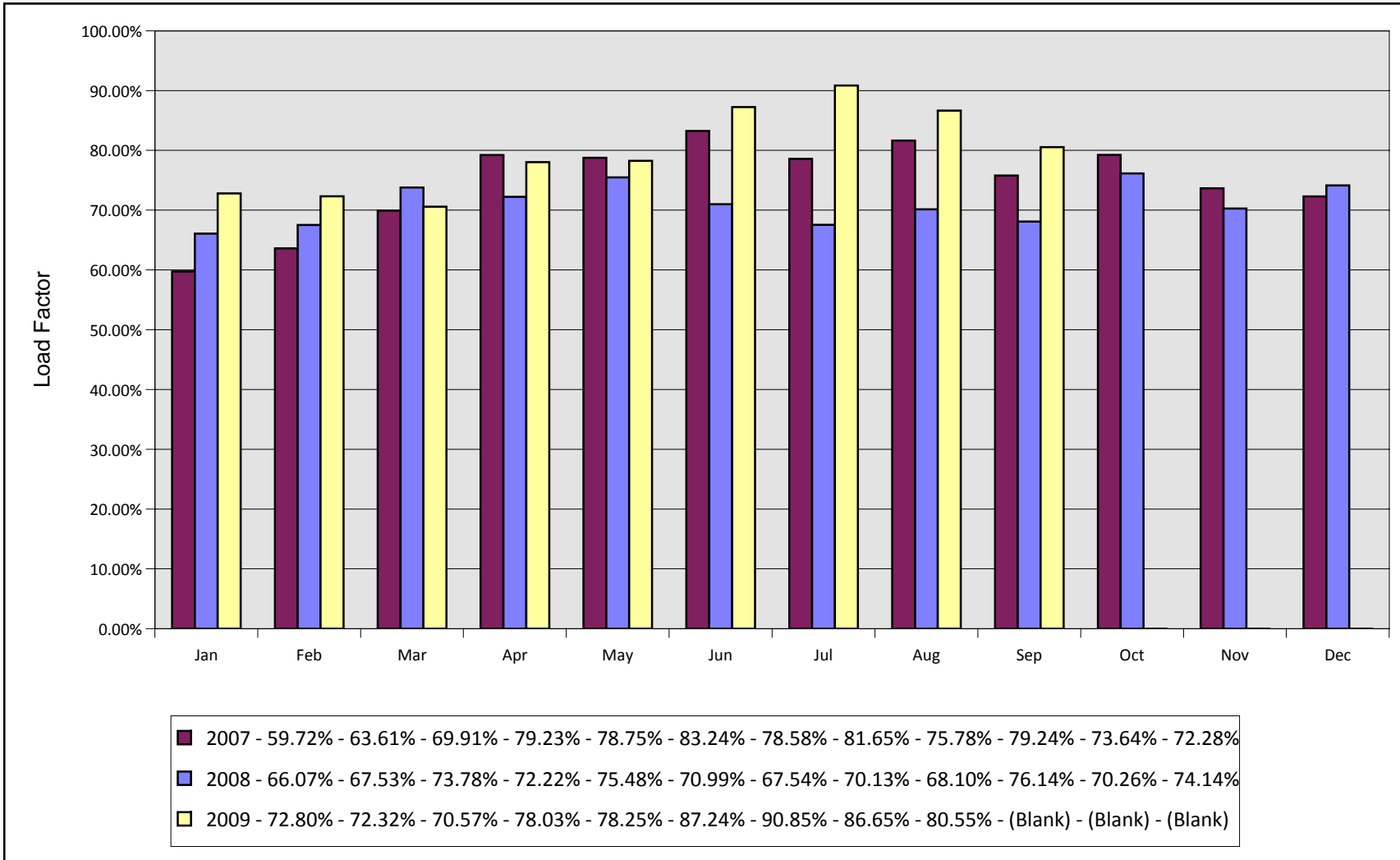
Monthly Enplanements By Year Asheville Regional Airport



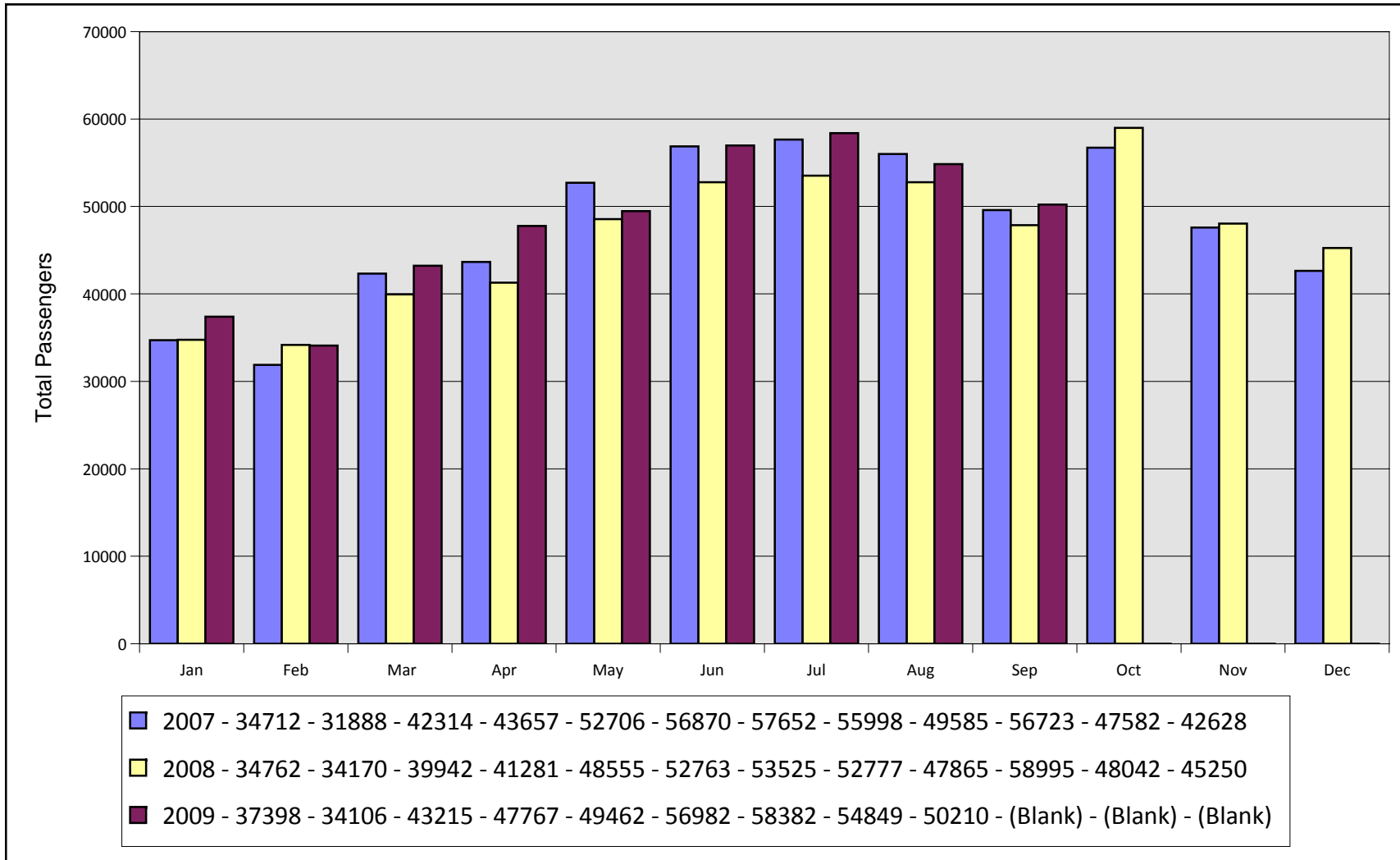
Monthly Seats By Year Asheville Regional Airport



Monthly Load Factors By Year Asheville Regional Airport

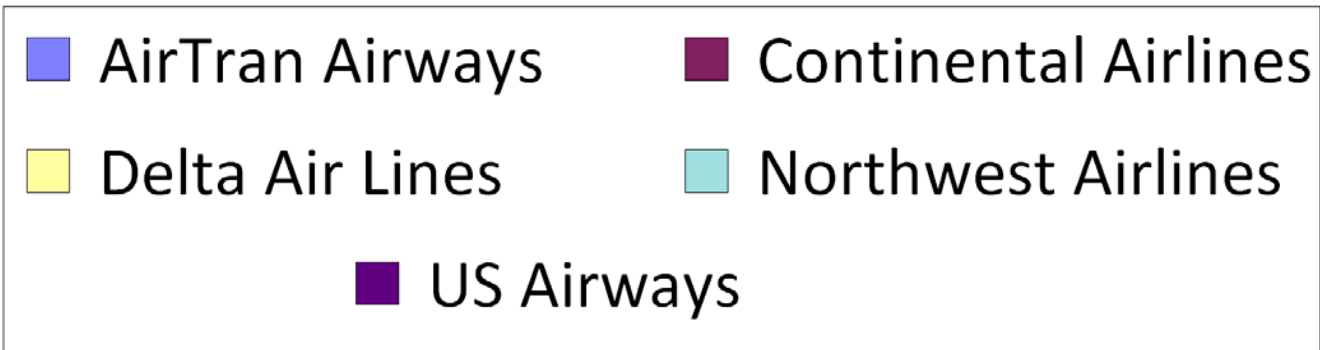
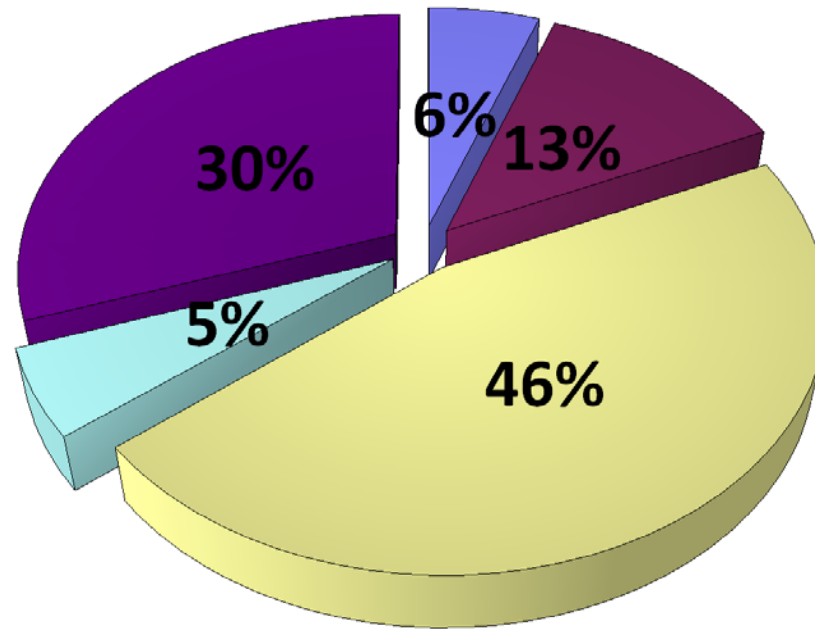


Total Monthly Passengers By Year Asheville Regional Airport

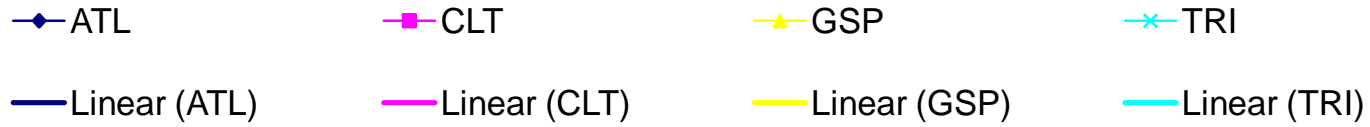
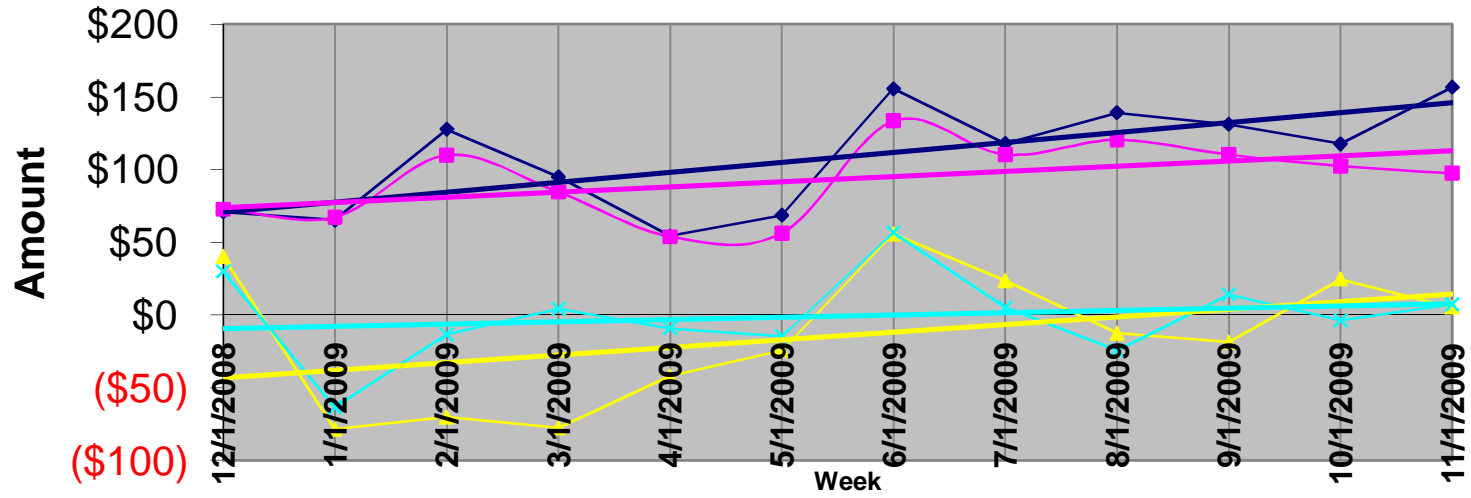


Airline Market Share Analysis (Enplanements) Asheville Regional Airport

Report Period From September 2009 Through September 2009



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



Asheville Regional Airport
Sample airfares as of 11/1/09
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	\$549	\$512	\$554	\$698	\$686	\$37	(\$5)	(\$149)	(\$137)
ATL	Atlanta	\$367		\$167	\$306	\$337	\$367	\$200	\$61	\$30
AUS	Austin	\$534	\$382	\$464	\$409	\$621	\$152	\$70	\$125	(\$87)
BWI	Baltimore	\$324	\$350	\$303	\$377	\$446	(\$26)	\$21	(\$53)	(\$122)
BOS	Boston	\$460	\$330	\$427	\$573	\$495	\$130	\$33	(\$113)	(\$35)
ORD	Chicago	\$428	\$272	\$361	\$506	\$353	\$156	\$67	(\$78)	\$75
CVG	Cincinnati	\$420	\$348	\$342	\$424	\$365	\$72	\$78	(\$4)	\$55
CLE	Cleveland	\$407	\$307	\$342	\$531	\$318	\$100	\$65	(\$124)	\$89
DFW	Dallas	\$518	\$402	\$354	\$435	\$576	\$116	\$164	\$83	(\$58)
DEN	Denver	\$494	\$332	\$458	\$480	\$486	\$162	\$36	\$14	\$8
DTW	Detroit	\$375	\$256	\$363	\$420	\$406	\$119	\$12	(\$45)	(\$31)
FLL	Fort Lauderdale	\$398	\$318	\$328	\$603	\$399	\$80	\$70	(\$205)	(\$1)
RSW	Ft. Myers	\$680	\$417	\$564	\$606	\$585	\$263	\$116	\$74	\$95
BDL	Hartford	\$487	\$512	\$525	\$572	\$528	(\$25)	(\$38)	(\$85)	(\$41)
IAH	Houston	\$524	\$280	\$391	\$361	\$509	\$244	\$133	\$163	\$15
IND	Indianapolis	\$364	\$249	\$251	\$357	\$387	\$115	\$113	\$7	(\$23)
JAX	Jacksonville	\$555	\$260	\$297	\$464	\$409	\$295	\$258	\$91	\$146
MCI	Kansas City	\$498	\$312	\$397	\$505	\$476	\$186	\$101	(\$7)	\$22
LAS	Las Vegas	\$681	\$422	\$491	\$571	\$564	\$259	\$190	\$110	\$117
LAX	Los Angeles	\$612	\$432	\$472	\$494	\$685	\$180	\$140	\$118	(\$73)
MHT	Manchester	\$497	\$463	\$525	\$613	\$537	\$34	(\$28)	(\$116)	(\$40)
MEM	Memphis	\$468	\$225	\$293	\$440	\$499	\$243	\$175	\$28	(\$31)
MIA	Miami	\$533	\$325	\$432	\$600	\$544	\$208	\$101	(\$67)	(\$11)
MKE	Milwaukee	\$408	\$245	\$261	\$352	\$507	\$163	\$147	\$56	(\$99)
MSP	Minneapolis/Saint Paul	\$444	\$290	\$385	\$402	\$521	\$154	\$59	\$42	(\$77)
BNA	Nashville	\$508		\$410	\$429	\$474	\$508	\$98	\$79	\$34
MSY	New Orleans	\$365	\$245	\$333	\$428	\$558	\$120	\$32	(\$63)	(\$193)
LGA	New York	\$462	\$348	\$362	\$502	\$473	\$114	\$100	(\$40)	(\$11)
EWR	Newark	\$691	\$422	\$430	\$468	\$495	\$269	\$261	\$223	\$196
MCO	Orlando	\$449	\$320	\$331	\$551	\$502	\$129	\$118	(\$102)	(\$53)
PHL	Philadelphia	\$414	\$392	\$377	\$423	\$461	\$22	\$37	(\$9)	(\$47)
PHX	Phoenix	\$565	\$327	\$473	\$497	\$581	\$238	\$92	\$68	(\$16)
PIT	Pittsburgh	\$387	\$291	\$334	\$465	\$453	\$96	\$53	(\$78)	(\$66)
PDX	Portland	\$721	\$613	\$580	\$716	\$741	\$108	\$141	\$5	(\$20)
PVD	Providence	\$467	\$462	\$475	\$569	\$477	\$5	(\$8)	(\$102)	(\$10)
RDU	Raleigh/Durham	\$511	\$238	\$411	\$346	\$348	\$273	\$100	\$165	\$163
RIC	Richmond	\$322	\$242	\$250	\$347	\$335	\$80	\$72	(\$25)	(\$13)
STL	Saint Louis	\$475	\$302	\$401	\$463	\$422	\$173	\$74	\$12	\$53
SLC	Salt Lake City	\$660	\$488	\$552	\$586	\$593	\$172	\$108	\$74	\$67
SAT	San Antonio	\$592	\$455	\$533	\$446	\$617	\$137	\$59	\$146	(\$25)

SAN	San Diego	\$639	\$517	\$537	\$677	\$631	\$122	\$102	(\$38)	\$8	
SFO	San Francisco	\$587	\$472	\$527	\$593	\$569	\$115	\$60	(\$6)	\$18	
SRQ	Sarasota/Bradenton	\$600	\$275	\$358	\$460	\$438	\$325	\$242	\$140	\$162	
SEA	Seattle	\$663	\$412	\$484	\$591	\$570	\$251	\$179	\$72	\$93	
SYR	Syracuse	\$552	\$450	\$498	\$543	\$524	\$102	\$54	\$9	\$28	
TPA	Tampa	\$499	\$250	\$328	\$425	\$409	\$249	\$171	\$74	\$90	
YYZ	Toronto	\$501	\$565	\$465	\$537	\$549	(\$64)	\$36	(\$36)	(\$48)	
DCA	Washington DC	\$412	\$322	\$311	\$503	\$397	\$90	\$101	(\$91)	\$15	
IAD	Washington DC	\$412	\$301	\$311	\$616	\$397	\$111	\$101	(\$204)	\$15	
PBI	West Palm Beach	\$627	\$325	\$413	\$564	\$488	\$302	\$214	\$63	\$139	
							\$157	\$98	\$5	\$7	Average Fare difference

*These sample airfares were available 11/1/09, 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.airtran.com; www.continental.com; www.delta.com; www.nwa.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.

Asheville Regional Airport
Sample airfares as of 11/1/09
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	\$574		\$463	\$1,052	\$921	\$574	\$111	(\$478)	(\$347)
ATL	Atlanta	\$475		\$383	\$395	\$467	\$475	\$92	\$80	\$8
AUS	Austin	\$545	\$593	\$296	\$522	\$559	(\$48)	\$249	\$23	(\$14)
BWI	Baltimore		\$316	\$204	\$635	\$467	(\$316)	(\$204)	(\$635)	(\$467)
BOS	Boston	\$523	\$444	\$237	\$421	\$469	\$79	\$286	\$102	\$54
ORD	Chicago	\$459	\$369	\$362	\$538	\$469	\$90	\$97	(\$79)	(\$10)
CVG	Cincinnati	\$515	\$444	\$538	\$501	\$461	\$71	(\$23)	\$14	\$54
CLE	Cleveland	\$727	\$390	\$651	\$474	\$737	\$337	\$76	\$253	(\$10)
DFW	Dallas	\$726	\$435	\$523	\$690	\$533	\$291	\$203	\$36	\$193
DEN	Denver	\$548	\$422	\$541	\$888	\$781	\$126	\$7	(\$340)	(\$233)
DTW	Detroit	\$615	\$406	\$605	\$342	\$744	\$209	\$10	\$273	(\$129)
FLL	Fort Lauderdale	\$586	\$344	\$332	\$753	\$459	\$242	\$254	(\$167)	\$127
RSW	Ft. Myers	\$948	\$625	\$546	\$810	\$615	\$323	\$402	\$138	\$333
BDL	Hartford	\$962	\$427	\$374	\$464	\$469	\$535	\$588	\$498	\$493
IAH	Houston	\$967	\$407	\$590	\$412	\$769	\$560	\$377	\$555	\$198
IND	Indianapolis	\$695	\$379	\$225	\$429	\$698	\$316	\$470	\$266	(\$3)
JAX	Jacksonville	\$872	\$333	\$258	\$560	\$467	\$539	\$614	\$312	\$405
MCI	Kansas City	\$473	\$420	\$324	\$918	\$473	\$53	\$149	(\$445)	\$0
LAS	Las Vegas	\$707	\$716	\$697	\$540	\$563	(\$9)	\$10	\$167	\$144
LAX	Los Angeles	\$637	\$528	\$393	\$807	\$551	\$109	\$244	(\$170)	\$86
MHT	Manchester	\$565	\$438	\$470	\$733	\$469	\$127	\$95	(\$168)	\$96
MEM	Memphis	\$734	\$358	\$579	\$338	\$914	\$376	\$155	\$396	(\$180)
MIA	Miami	\$540	\$351	\$427	\$591	\$615	\$189	\$113	(\$51)	(\$75)
MKE	Milwaukee	\$473	\$374	\$257	\$408	\$667	\$99	\$216	\$65	(\$194)
MSP	Minneapolis/Saint Paul	\$562	\$431	\$499	\$694	\$782	\$131	\$63	(\$132)	(\$220)
BNA	Nashville	\$889		\$669			\$889	\$220	\$889	\$889
MSY	New Orleans	\$889	\$383	\$397	\$710	\$851	\$506	\$492	\$179	\$38
LGA	New York	\$413	\$523	\$367	\$403	\$559	(\$110)	\$46	\$10	(\$146)
EWR	Newark	\$399	\$416	\$545	\$413	\$1,038	(\$17)	(\$146)	(\$14)	(\$639)
MCO	Orlando	\$247	\$358	\$375	\$844	\$615	(\$111)	(\$128)	(\$597)	(\$368)
PHL	Philadelphia	\$409	\$512	\$348	\$467	\$463	(\$103)	\$61	(\$58)	(\$54)
PHX	Phoenix	\$512	\$607	\$439	\$732	\$457	(\$95)	\$73	(\$220)	\$55
PIT	Pittsburgh	\$517	\$436	\$354	\$392	\$467	\$81	\$163	\$125	\$50
PDX	Portland	\$660	\$667	\$460	\$893	\$652	(\$7)	\$200	(\$233)	\$8
PVD	Providence	\$668	\$265	\$597	\$470	\$469	\$403	\$71	\$198	\$199
RDU	Raleigh/Durham	\$701	\$339	\$571	\$758	\$761	\$362	\$130	(\$57)	(\$60)
RIC	Richmond	\$749	\$385	\$428	\$705	\$850	\$364	\$321	\$44	(\$101)
STL	Saint Louis	\$703	\$391	\$556	\$796	\$607	\$312	\$147	(\$93)	\$96
SLC	Salt Lake City	\$760		\$577	\$878	\$898	\$760	\$183	(\$118)	(\$138)
SAT	San Antonio	\$607	\$370	\$338	\$550	\$607	\$237	\$269	\$57	\$0

SAN	San Diego	\$761	\$432	\$556	\$1,068	\$741	\$329	\$205	(\$307)	\$20	
SFO	San Francisco	\$542	\$448	\$487	\$751	\$557	\$94	\$55	(\$209)	(\$15)	
SRQ	Sarasota/Bradenton	\$1,042	\$471	\$651	\$814	\$618	\$571	\$391	\$228	\$424	
SEA	Seattle	\$493	\$387	\$388	\$991	\$467	\$106	\$105	(\$498)	\$26	
SYR	Syracuse	\$519	\$522	\$268	\$456	\$459	(\$3)	\$251	\$63	\$60	
TPA	Tampa	\$808	\$435	\$414	\$868	\$469	\$373	\$394	(\$60)	\$339	
YYZ	Toronto	\$1,159	\$962	\$454	\$866	\$839	\$197	\$705	\$293	\$320	
DCA	Washington DC	\$278	\$307	\$378	\$413	\$523	(\$29)	(\$100)	(\$135)	(\$245)	
IAD	Washington DC	\$278	\$347	\$348	\$413	\$523	(\$69)	(\$70)	(\$135)	(\$245)	
PBI	West Palm Beach	\$803	\$308	\$532	\$787	\$615	\$495	\$271	\$16	\$188	
							\$220	\$179	(\$2)	\$20	Average Fare difference

*These sample airfares were available 11/1/09, 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.airtran.com; www.continental.com; www.delta.com; www.nwa.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 Compare Report for all Airlines for Passenger flights between AVL and ALL for Nov09 vs. Nov08

AI	Ops/Week				Seats/Week			
	Nov09	Nov08	Diff	Pct Chg	Nov09	Nov08	Diff	Pct Chg
FL	6	0	6	100.00	702	0	702	100.00
CO	40	40	0	0.00	2,000	2,000	0	0.00
DL	138	142	-4	-2.82	6,900	7,180	-280	-3.90
US	98	124	-26	-20.97	4,900	5,902	-1,002	-16.98
NW	14	40	-26	-65.00	700	2,000	-1,300	-65.00
TOTAL	296	346	-50	-14.45	15,202	17,082	-1,880	-11.01

Schedule Compare Report for all Airlines for Passenger flights between AVL and ALL for Dec09 vs. Dec08

AI	Ops/Week				Seats/Week			
	Dec09	Dec08	Diff	Pct Chg	Dec09	Dec08	Diff	Pct Chg
UA	16	0	16	100.00	800	0	800	100.00
FL	6	0	6	100.00	702	0	702	100.00
US	98	98	0	0.00	4,900	4,758	142	2.98
DL	124	125	-1	-0.80	6,200	6,250	-50	-0.80
CO	26	28	-2	-7.14	1,300	1,400	-100	-7.14
NW	14	42	-28	-66.67	700	2,100	-1,400	-66.67
TOTAL	284	293	-9	-3.07	14,602	14,508	94	0.65

Schedule Compare Report for all Airlines for Passenger flights between AVL and ALL for Jan10 vs. Jan09

AI	Ops/Week				Seats/Week			
	Jan10	Jan09	Diff	Pct Chg	Jan10	Jan09	Diff	Pct Chg
DL	136	81	55	67.90	6,800	4,050	2,750	67.90
UA	28	0	28	100.00	1,400	0	1,400	100.00
FL	6	0	6	100.00	702	0	702	100.00
US	94	96	-2	-2.08	4,674	4,462	212	4.75
CO	26	28	-2	-7.14	1,300	1,400	-100	-7.14
NW	14	40	-26	-65.00	700	2,000	-1,300	-65.00
TOTAL	304	245	59	24.08	15,576	11,912	3,664	30.76



MEMORANDUM

TO: Members of the Airport Authority
 FROM: Vickie Thomas, Director of Finance & Accounting
 DATE: November, 2009

ITEM DESCRIPTION – Information Section Item B

Asheville Regional Airport – Explanation of Extraordinary Variances
 Month Ended September, 2009 (Month 3 of FY-2010)

SUMMARY

Operating Revenues for the month of September were \$575,263, 3.46% under budget. Operating Expenses for the month were \$485,301, 15.42% below budget. As a result, Net Operating Revenues before Depreciation were \$67,848 over budget. Net Non-Operating Revenues were \$156,054, 12.66% over budget.

Year-to-date Operating Revenues were \$1,761,570, .57% under budget. Year-to-date Operating Expenses were \$1,395,863, 19.18% below budget. Net Operating Revenues before Depreciation were \$321,216 over budget. Net Non-Operating Revenues for the year were \$495,078, 19.27% over budget.

REVENUES

Significant variations to budget for September were:

Terminal Space – Airline	10.40%	Airline Preferred Use Space not budgeted, partially offset by lower than budgeted Facility Space Charges
Concessions	(67.55%)	Advertising decreased due to waiver of Departure Media’s MAG until A-Gates open & lower than budgeted guest services sales
Commercial Ground Transportation	(79.36%)	Timing of GT permit sales
Landing Fees	(25.90%)	Effect of economic downturn more than budgeted
FBO’s/SASO’s	(10.90%)	Odyssey’s percentage fees lower than budgeted
Other Leases/Fees	(31.33%)	No TSA reimbursement for LEO services due to hitting annual cap in August 2009
PFC Revenue	52.84%	Higher than budgeted PFC’s due to monthly traffic
Interest Revenue	(85.76%)	Lower than budgeted cash balances & interest rates

Information Section – Item B



EXPENSES

Significant variations to budget for September were:

Personnel Services	(7.87%)	No Deputy Airport Director & lower than budgeted benefits
Professional Services	(12.74%)	Timing of professional services
Accounting & Auditing	(64.52%)	Auditors have not yet billed remainder of their contracted fee budgeted for September
Other Contractual Services	18.85%	Timing of contractual services
Travel & Training	(64.94%)	Timing of conferences and training events
Communications & Freight	(12.55%)	Low use of postage for September
Rentals & Leases	49.90%	Change in billing cycle for two copiers.
Insurance	(14.78%)	Premiums lower than budgeted
Repairs & Maintenance	(55.73%)	I-SYS annual maintenance contract not billed in September as budgeted
Promotional Activities	(40.22%)	Timing of promotions, sponsorships & tenant appreciation costs
Other Current Charges & Obligations	46.00%	Bank fees budgeted lower than actual charges
Office Supplies	(85.96%)	Timing of purchases
Operating Supplies	(62.85%)	Timing of purchases
Books, Publications, Subscriptions	(14.90%)	Timing of purchases
Contingency	68.58%	Spending on advertising concessions
Business Dev/Agreement Obligations	(15.11%)	Timing of AirTran ground handling fees & advertising

STATEMENT OF NET ASSETS

Significant variations to prior month were:

Cash – Cash decreased \$324k from prior month mainly due to payments for capital spending.

Accounts Receivable – Accounts Receivable decreased \$63k from prior month mainly due to payments of past due invoices by Odyssey.

Accrued Liabilities – Accrued Liabilities decreased by \$72k mainly due to the September payment of the rental car true-up for contract year one.

**ASHEVILLE REGIONAL AIRPORT
INVESTMENT AND INTEREST INCOME SUMMARY
For the Month Ended September 2009**

<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			0.30%	\$ 1,217,938	372
Petty Cash				100	
NC Capital Management Trust (Unrestricted Portion)				2,407,441	889
Wachovia-Gov. Advantage Acct.			0.10%	609,100	50
PFC Revenue Account			0.30%	1,556,790	369
<u>Restricted Cash:</u>					
CFC Revenue			0.10%	606,892	52
NC Capital Management Trust (Restricted Portion)				2,100,047	
				0	
Total				\$ 8,498,308	\$ 1,731

Investment Diversification:

1.BANKS	39.79%
2.CAP.TRUST	53.04%
3.GOV.ADV.ACCT.	7.17%
4.COM.PAPER	0.00%
5. FED. AGY	0%
	100.00%

**ASHEVILLE REGIONAL AIRPORT
STATEMENT OF CHANGES IN FINANCIAL POSITION
For the Month Ended September 2009**

	<u>Month</u>	<u>Prior Period</u>
Cash and Investments Beginning of Period (Month 09-01-2009, Prior Period 8-01-09)	\$ 8,822,696	\$ 9,496,958
Net Income before Contributions	(31,829)	34,183
Depreciation	277,845	277,845
Decrease/(Increase) in Receivables	62,903	(125,885)
Increase/(Decrease) in Payables	(74,581)	(331,042)
Decrease/(Increase) in Prepaid Expenses	19,210	19,210
Decrease/(Increase) in Long Term Assets	(546,120)	(516,910)
Principal Payments of Bond Maturities	(31,816)	(31,663)
Increase(Decrease) in Cash	<u>(324,388)</u>	<u>(674,262)</u>
Cash and Investments End of Period (09/30/2009)	<u>\$ 8,498,308</u>	<u>\$ 8,822,696</u>

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

For the Month Ending September 30, 2009

	<u>September Actual</u>	<u>September Budget</u>	<u>Variance %</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance %</u>	<u>Annual Budget</u>
Operating Revenue:							
Terminal	\$256,405	\$264,241	(2.97%)	\$793,653	\$776,744	2.18%	\$3,154,910
Airfield	50,987	68,304	(25.35%)	179,086	204,913	(12.60%)	819,650
Hangar	64,877	72,816	(10.90%)	198,187	218,448	(9.27%)	873,790
Parking Lot/Roadway	191,747	179,508	6.82%	555,572	538,525	3.17%	2,154,100
Land Use Fees	11,247	10,989	2.35%	35,072	32,961	6.40%	140,940
Total Operating Revenue	\$575,263	\$595,858	(3.46%)	\$1,761,570	\$1,771,591	(0.57%)	\$7,143,390
Operating Expenses:							
Administrative	\$208,273	\$283,279	(26.48%)	\$565,339	\$847,422	(33.29%)	\$3,032,575
Terminal	153,093	165,568	(7.53%)	488,881	497,824	(1.80%)	2,033,790
Airfield	116,186	115,085	0.96%	321,485	352,090	(8.69%)	1,399,045
Hangar	1,633	4,675	(65.07%)	4,900	14,097	(65.24%)	57,565
Parking Lot	1,393	3,091	(54.93%)	3,105	9,458	(67.17%)	40,770
Rental Car Service Facility	3,906	-	0.00%	9,703	-	0.00%	-
Land Use Expenses	817	2,046	(60.07%)	2,450	6,209	(60.54%)	26,015
Total Operating Expenses	\$485,301	\$573,744	(15.42%)	\$1,395,863	\$1,727,100	(19.18%)	\$6,589,760
Operating Revenue before Depreciation							
	\$89,962	\$22,114	306.81%	\$365,707	\$44,491	721.98%	\$553,630
Depreciation	277,845	291,667	(4.74%)	833,607	875,000	(4.73%)	3,500,000
Operating Income(Loss) Before Non-Operating Revenue and Expenses							
	(\$187,883)	(\$269,553)	(30.30%)	(\$467,900)	(\$830,509)	(43.66%)	(\$2,946,370)
Non-Operating Revenue and Expense							
Customer Facility Charges	66,344	75,000	(11.54%)	226,284	225,000	0.57%	900,000
Passenger Facility Charges	108,264	70,833	52.84%	324,112	212,500	52.52%	850,000
Interest Revenue	1,865	13,100	(85.76%)	6,397	39,300	(83.72%)	157,200
Interest Expense	(20,419)	(20,419)	0.00%	(61,715)	(61,715)	0.00%	(238,488)
Sale of Assets	-	-	0.00%	-	-	0.00%	-
Non-Operating Revenue-Net	\$156,054	\$138,514	12.66%	\$495,078	\$415,085	19.27%	\$1,668,712

Income (Loss) Before Capital Contributions	<u>(\$31,829)</u>	<u>(\$131,039)</u>	<u>(75.71%)</u>	<u>\$27,178</u>	<u>(\$415,424)</u>	<u>(106.54%)</u>	<u>(\$1,277,658)</u>
Capital Contributions	<u>\$0</u>	<u>\$0</u>	<u>0.00%</u>	<u>\$0</u>	<u>\$0</u>	<u>0.00%</u>	<u>\$0</u>
Increase in Net Assets	<u><u>(\$31,829)</u></u>	<u><u>(\$131,039)</u></u>	<u><u>(75.71%)</u></u>	<u><u>\$27,178</u></u>	<u><u>(\$415,424)</u></u>	<u><u>(106.54%)</u></u>	<u><u>(\$1,277,658)</u></u>

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

For the Month Ending September 30, 2009

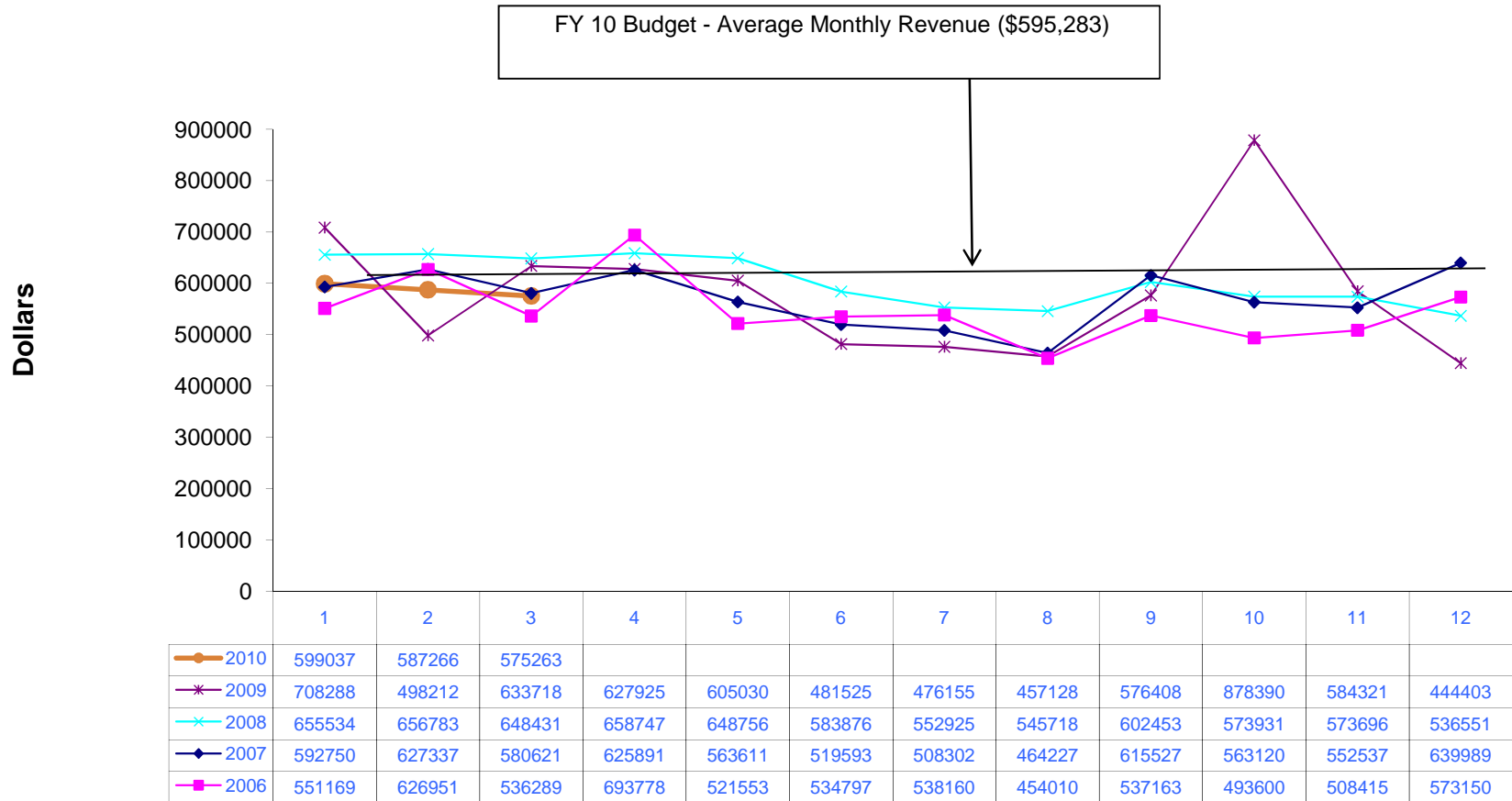
	<u>September Actual</u>	<u>September Budget</u>	<u>Variance %</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance %</u>	<u>Annual Budget</u>
Operating Revenue:							
Terminal Space Rentals - Non Airline	\$15,395	\$14,988	2.72%	\$46,186	\$44,962	2.72%	\$179,850
Terminal Space Rentals - Airline	94,883	85,943	10.40%	299,960	257,828	16.34%	1,031,310
Concessions	8,279	25,513	(67.55%)	30,880	61,750	(49.99%)	291,370
Auto Parking	191,347	177,571	7.76%	544,047	532,712	2.13%	2,130,850
Rental Car - Car Rentals	99,244	96,348	3.01%	294,837	289,043	2.00%	1,156,170
Rental Car - Facility Rent	41,219	42,980	(4.10%)	125,684	127,752	(1.62%)	514,570
Commercial Ground Transportation	400	1,938	(79.36%)	11,525	5,813	98.26%	23,250
Landing Fees	30,423	41,054	(25.90%)	94,737	123,163	(23.08%)	492,650
FBO'S/SASO'S	64,877	72,816	(10.90%)	198,187	218,448	(9.27%)	873,790
Building Leases	9,354	8,625	8.45%	28,062	25,875	8.45%	103,500
Land Leases	1,895	1,945	(2.57%)	5,708	5,835	(2.18%)	32,440
Other Leases/Fees	17,947	26,137	(31.33%)	81,757	78,410	4.27%	313,640
Total Operating Revenue	\$575,263	\$595,858	(3.46%)	\$1,761,570	\$1,771,591	(0.57%)	\$7,143,390
Operating Expenses:							
Personnel Services	\$280,615	\$304,596	(7.87%)	\$830,537	\$913,747	(9.11%)	\$3,661,630
Professional Services	8,524	9,768	(12.74%)	31,518	60,005	(47.47%)	176,150
Accounting & Auditing	2,750	7,750	(64.52%)	8,433	13,183	(36.03%)	32,000
Other Contractual Services	37,198	31,297	18.85%	126,933	139,302	(8.88%)	441,560
Travel & Training	7,857	22,408	(64.94%)	13,093	42,833	(69.43%)	191,930
Communications & Freight	4,704	5,379	(12.55%)	14,062	16,138	(12.86%)	64,750
Utility Services	26,646	29,280	(9.00%)	89,614	91,539	(2.10%)	425,000
Rentals & Leases	1,526	1,018	49.90%	3,550	3,055	16.20%	12,220
Insurance	16,334	19,167	(14.78%)	49,001	57,500	(14.78%)	230,000
Repairs & Maintenance	18,783	42,428	(55.73%)	42,564	88,195	(51.74%)	293,570
Printing & Binding	21,732	20,994	3.52%	49,441	52,489	(5.81%)	206,120
Promotional Activities	8,826	14,763	(40.22%)	16,436	27,040	(39.22%)	65,400
Other Current Charges & Obligations	5,840	4,000	46.00%	13,316	14,537	(8.40%)	59,050
Office Supplies	316	2,250	(85.96%)	1,150	6,750	(82.96%)	27,000
Operating Supplies	8,846	23,814	(62.85%)	35,302	76,936	(54.12%)	284,790
Books, Publications, Subscriptions & Mem	1,970	2,315	(14.90%)	5,144	16,301	(68.44%)	43,590
Contingency	10,536	6,250	68.58%	10,536	18,750	(43.81%)	75,000
Business Development/Agreement Obligat	22,298	26,267	(15.11%)	55,233	88,800	(37.80%)	300,000
Total Operating Expenses	\$485,301	\$573,744	(15.42%)	\$1,395,863	\$1,727,100	(19.18%)	\$6,589,760

Operating Revenue before Depreciation	\$89,962	\$22,114	306.81%	\$365,707	\$44,491	721.98%	\$553,630
Depreciation	<u>277,845</u>	<u>291,667</u>	<u>(4.74%)</u>	<u>833,607</u>	<u>875,000</u>	<u>(4.73%)</u>	<u>3,500,000</u>
Operating Income(Loss) Before Non-Operating Revenue and Expenses	(\$187,883)	(\$269,553)	(30.30%)	(\$467,900)	(\$830,509)	(43.66%)	(\$2,946,370)
Non-Operating Revenue and Expense							
Customer Facility Charges	66,344	75,000	(11.54%)	226,284	225,000	0.57%	900,000
Passenger Facility Charges	108,264	70,833	52.84%	324,112	212,500	52.52%	850,000
Interest Revenue	1,865	13,100	(85.76%)	6,397	39,300	(83.72%)	157,200
Interest Expense	(20,419)	(20,419)	0.00%	(61,715)	(61,715)	0.00%	(238,488)
Sale of Assets	-	-	-	-	-	0.00%	-
Non-Operating Revenue-Net	<u>\$156,054</u>	<u>\$138,514</u>	<u>12.66%</u>	<u>\$495,078</u>	<u>\$415,085</u>	<u>19.27%</u>	<u>\$1,668,712</u>
Income (Loss) Before Capital Contributions	<u>(\$31,829)</u>	<u>(\$131,039)</u>	<u>(75.71%)</u>	<u>\$27,178</u>	<u>(\$415,424)</u>	<u>(106.54%)</u>	<u>(\$1,277,658)</u>
Capital Contributions	<u>\$0</u>	<u>\$0</u>	<u>0.00%</u>	<u>\$0</u>	<u>\$0</u>	<u>0.00%</u>	<u>\$0</u>
Increase in Net Assets	<u>(\$31,829)</u>	<u>(\$131,039)</u>	<u>(75.71%)</u>	<u>\$27,178</u>	<u>(\$415,424)</u>	<u>(106.54%)</u>	<u>(\$1,277,658)</u>

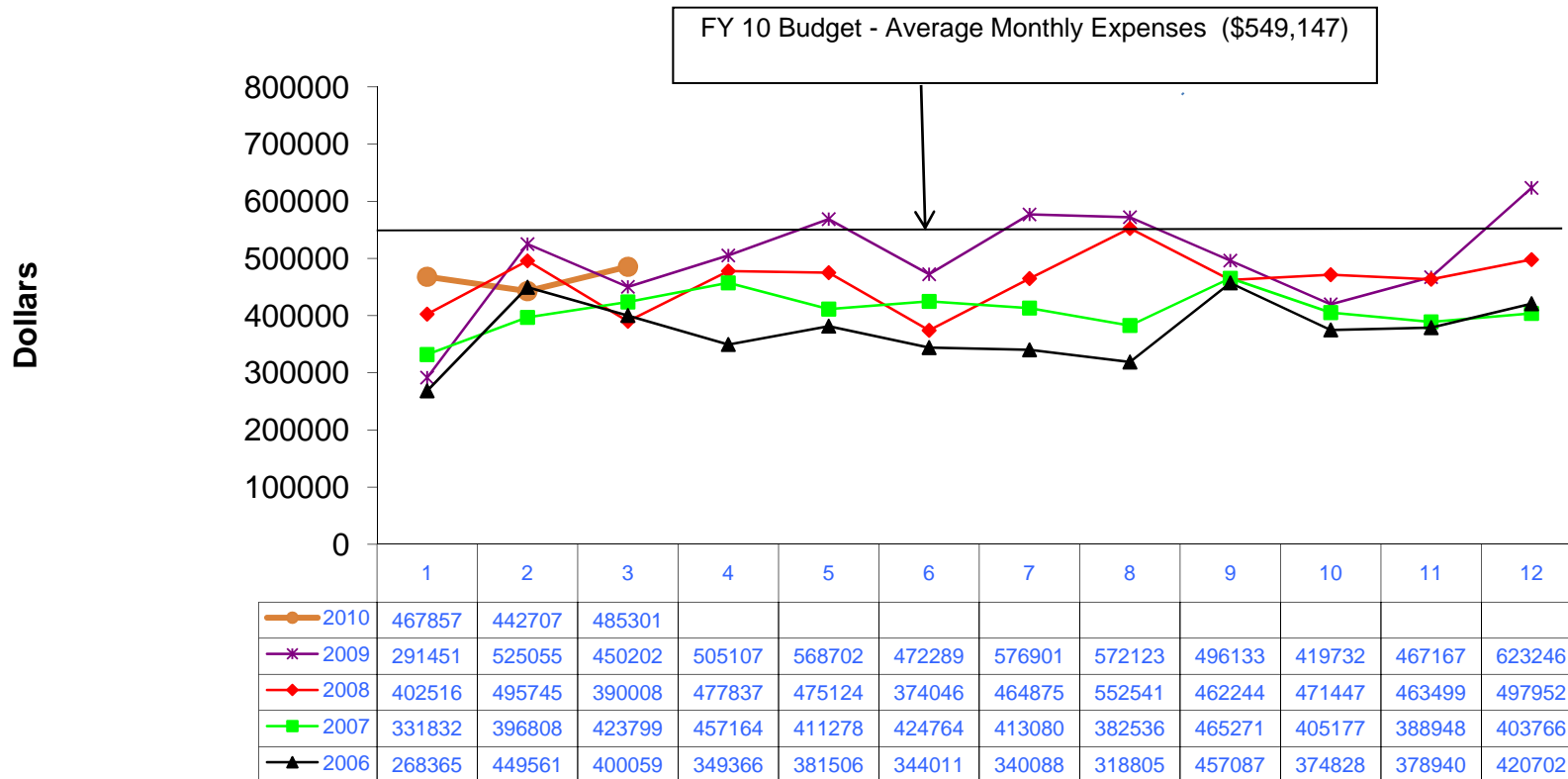
ASHEVILLE REGIONAL AIRPORT AUTHORITY
STATEMENT OF FINANCIAL POSITION
September 30, 2009

<u>ASSETS</u>	<u>September</u>	<u>Last Month</u>
Current Assets:		
Unrestricted Net Assets:		
Cash and Cash Equivalents	\$5,791,369	\$6,047,664
Investments	0	0
Accounts Receivable	577,039	639,942
Prepaid Expenses	51,270	70,479
Total Unrestricted Assets	<u>6,419,678</u>	<u>6,758,085</u>
Restricted Assets:		
Cash and Cash Equivalents	2,706,939	2,775,032
Total Restricted Assets	<u>2,706,939</u>	<u>2,775,032</u>
Total Current Assets	<u>9,126,617</u>	<u>9,533,117</u>
Noncurrent Assets:		
Construction in Progress	17,276,477	16,730,354
Property and Equipment - Net	44,618,601	44,896,446
Total Noncurrent Assets	<u>61,895,078</u>	<u>61,626,800</u>
	<u>\$71,021,695</u>	<u>\$71,159,917</u>
<u>LIABILITIES AND NET ASSETS</u>		
Current Liabilities:		
Payable from Unrestricted Assets:		
Accounts Payable	\$1,481,165	\$1,484,239
Accrued Liabilities	145,766	217,271
Construction Contracts Payable	0	0
Construction Contract Retainages	0	0
Total Payable from Unrestricted Assets	1,626,931	1,701,510
Payable from Restricted Assets:		
Revenue Bond Payable - Current	393,983	392,092
Total Payable From Restricted Assets	<u>393,983</u>	<u>392,092</u>
Total Current Liabilities	2,020,914	2,093,602
Noncurrent Liabilities:		
Other Postemployment Benefits	380,310	380,310
Revenue Bond Payable - Noncurrent	3,806,111	3,839,819
Total Noncurrent Liabilities	<u>4,186,421</u>	<u>4,220,129</u>
Total Liabilities	6,207,335	6,313,731
Net Assets:		
Invested in Capital Assets	57,694,984	57,394,889
Restricted	2,706,939	2,775,032
Unrestricted	4,412,437	4,676,265
Total Net Assets	<u>64,814,360</u>	<u>64,846,186</u>
	<u>\$71,021,695</u>	<u>\$71,159,917</u>

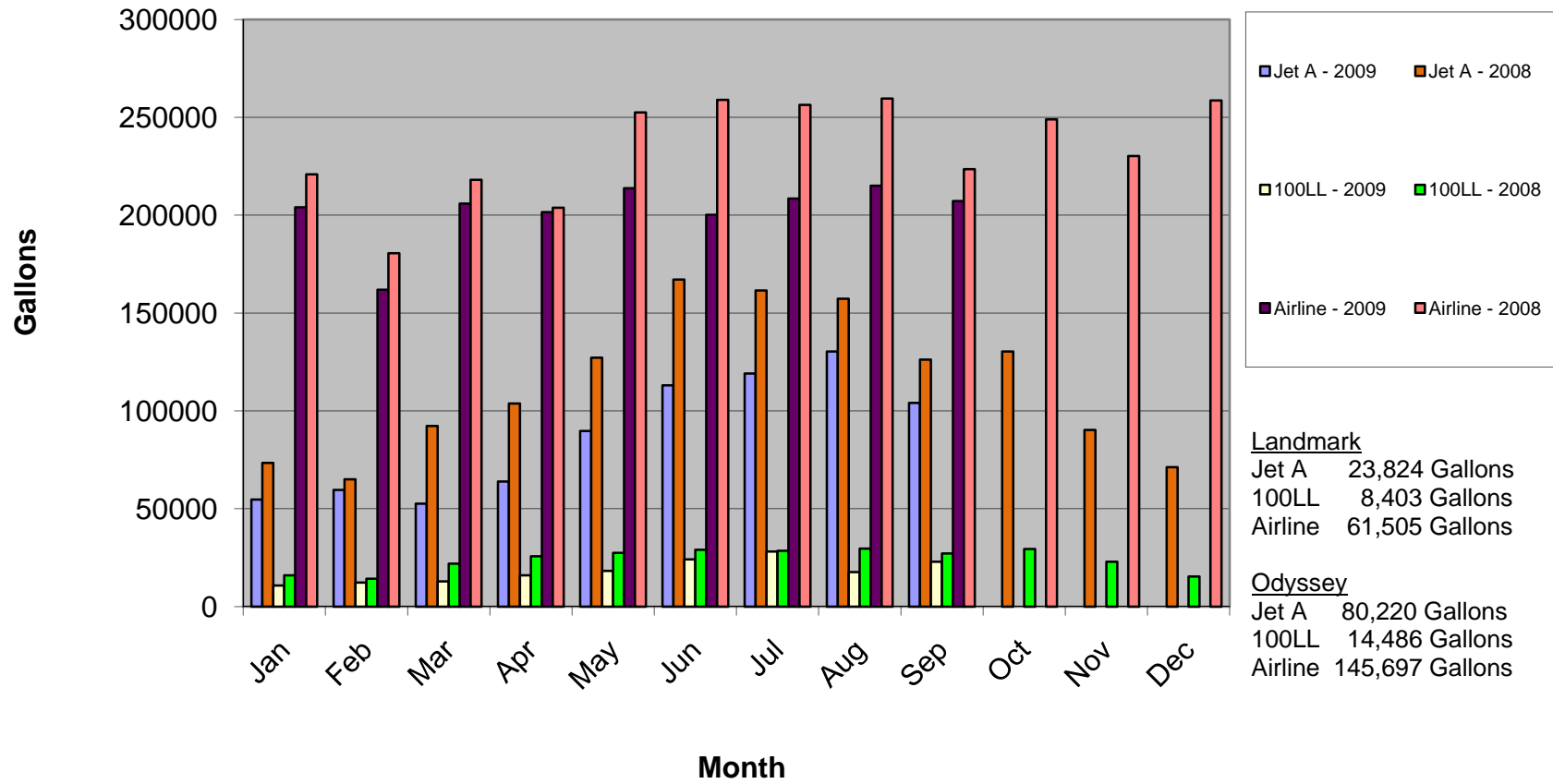
ASHEVILLE REGIONAL AIRPORT Annual Operating Revenue by Month September 2009



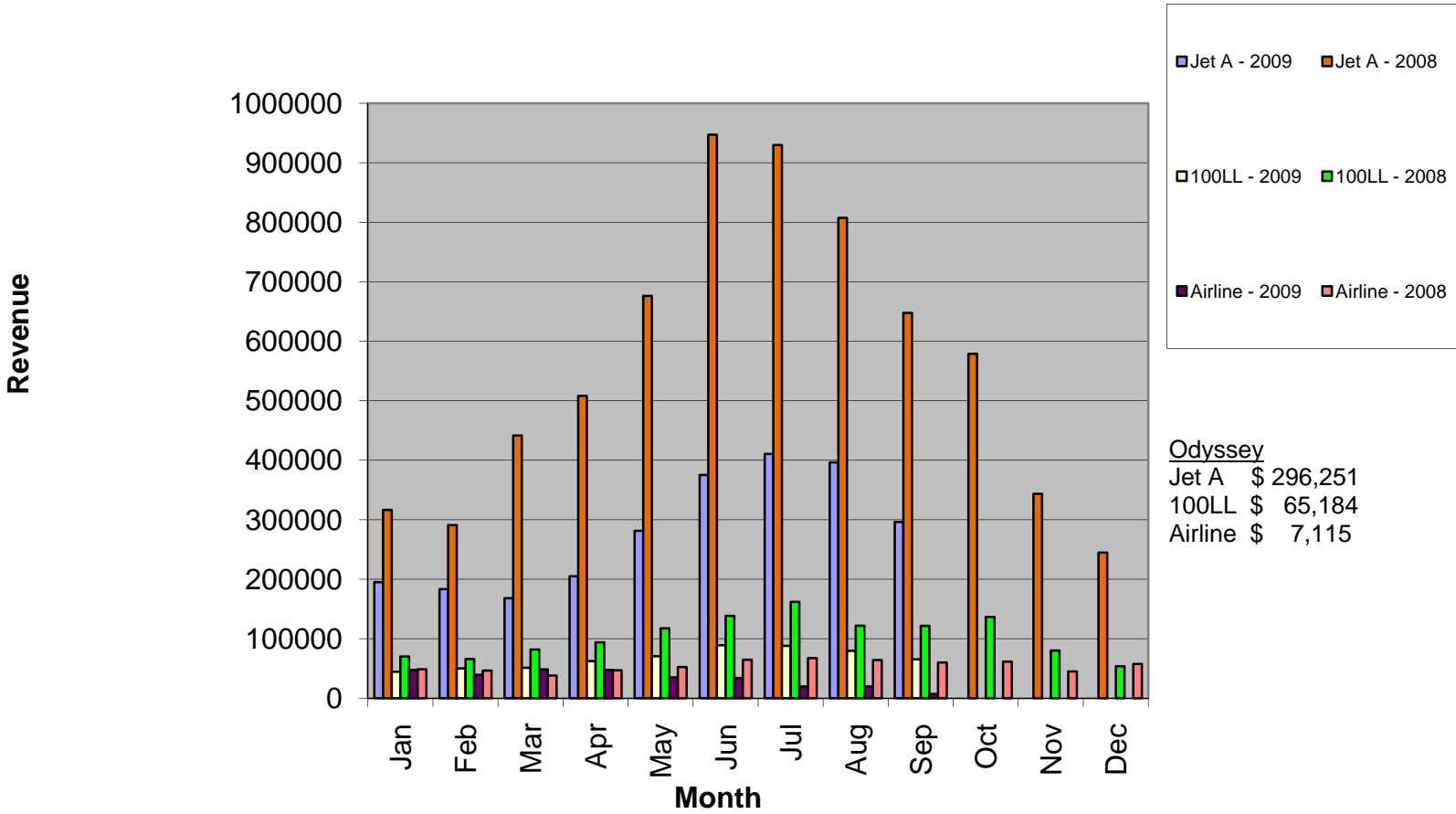
ASHEVILLE REGIONAL AIRPORT Annual Operating Expenses by Month September 2009



AVL Fuels Sales - Gallons September 2009



AVL Fuels Sales - Revenue September 2009





MEMORANDUM

TO: Members of the Airport Authority

FROM: Patti L. Michel, Director of Marketing and Public Relations

DATE: November, 2009

ITEM DESCRIPTION – Information Section Item C

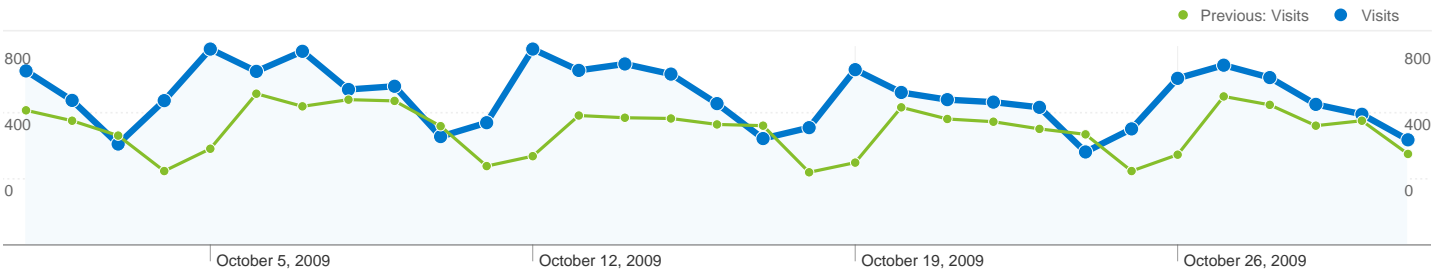
November, 2009 Marketing and Public Relations Report

- Attended the ACI-NA annual conference and Marketing Steering Committee meetings.
- Attended/Participated in Sabre Roundtable for small airports in Chicago.
- Met with Tribune media, Clear Channel-Chicago, WTMX-FM, while in Chicago to discuss media buys for United service. In addition, I met with Cramer-Krasselt (ad agency) account representative for AirTran to discuss marketing strategy.
- Brokered/installed new Children's Artwork in conjunction with the Health Adventure partnership.
- Participated in the Land of Sky Regional Council Annual meeting; Women's Expo.
- Completed artwork/creative for Art in the Airport brochure/postcard.
- Art/Music in the Airport- welcomed new musicians to program; sold one piece of art from exhibit 9. Exhibit 10 opens November 6.
- Social media – Facebook fans, 106; Twitter followers, 67; Blog mentions, 2.
- Guest Services provided assistance to 3795 passengers in October, a 75% increase over October 2008.
- Guest Services posted \$7.25 in gross revenue of business services.

Information Section – Item C




- Guest Services renewed three brochure ad spaces.
- Received/responded to 177 Southern Living leads for October.
- Received/responded to 8 media calls during the month of October.
- Website Statistics - Google Analytics: See attached data regarding October activity at www.flyavl.com
- Booking Engine Statistics – Since October 1, AVL has had 43 reservations for a total of \$328.00 in booking fees collected. 585 new people signed up to be booking engine members.



Site Usage

 **18,599 Visits**

Previous: 14,448 (28.73%)

 **42.95% Bounce Rate**

Previous: 37.20% (15.46%)

 **60,589 Pageviews**


Previous: 53,472 (13.31%)

 **00:03:47 Avg. Time on Site**

Previous: 00:04:42 (-19.73%)

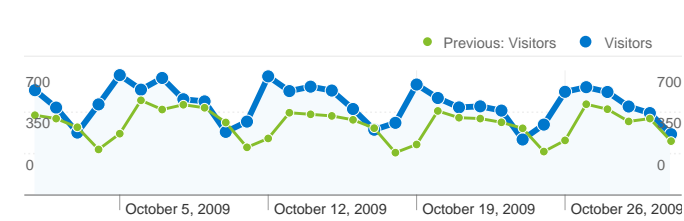
 **3.26 Pages/Visit**

Previous: 3.70 (-11.98%)

 **65.79% % New Visits**

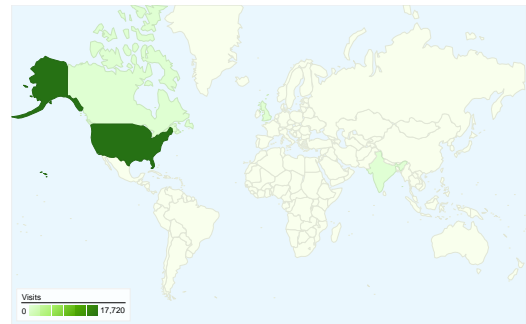
Previous: 68.12% (-3.41%)

Visitors Overview

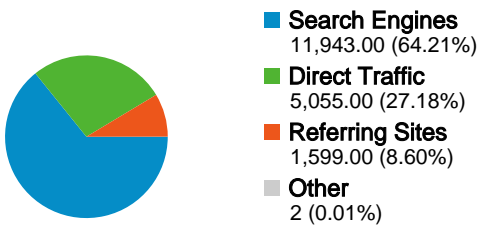


Visitors
13,954

Map Overlay world

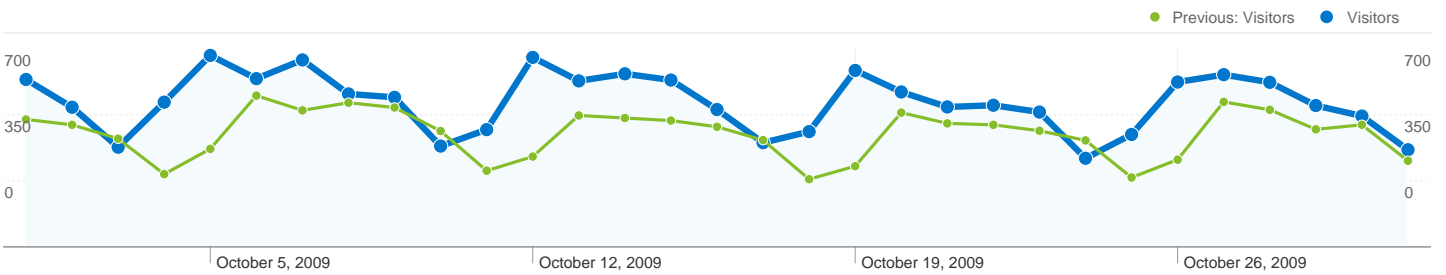


Traffic Sources Overview



Referring Sites		
Source	Visits	% visits
biltmore.com		
Oct 1, 2009 - Oct 31, 2009	102	6.38%
Oct 1, 2008 - Oct 31, 2008	104	5.28%
% Change	-1.92%	20.89%
willowwinds.com		
Oct 1, 2009 - Oct 31, 2009	63	3.94%
Oct 1, 2008 - Oct 31, 2008	57	2.89%
% Change	10.53%	36.24%
flyavl.com		
Oct 1, 2009 - Oct 31, 2009	56	3.50%
Oct 1, 2008 - Oct 31, 2008	157	7.97%
% Change	-64.33%	-56.03%
en.wikipedia.org		
Oct 1, 2009 - Oct 31, 2009	53	3.31%
Oct 1, 2008 - Oct 31, 2008	58	2.94%
% Change	-8.62%	12.64%
charter.net		
Oct 1, 2009 - Oct 31, 2009	50	3.13%
Oct 1, 2008 - Oct 31, 2008	25	1.27%
% Change	100.00%	146.53%


Content Overview		
Pages	Pageviews	% Pageviews
/		
Oct 1, 2009 - Oct 31, 2009	17,661	29.15%
Oct 1, 2008 - Oct 31, 2008	14,509	27.13%
% Change	21.72%	7.43%
/flights/flight-view---real-time.html		
Oct 1, 2009 - Oct 31, 2009	6,101	10.07%
Oct 1, 2008 - Oct 31, 2008	7,381	13.80%
% Change	-17.34%	-27.05%
/flights/arrivals---real-time.html		
Oct 1, 2009 - Oct 31, 2009	3,060	5.05%
Oct 1, 2008 - Oct 31, 2008	2,247	4.20%
% Change	36.18%	20.19%
/flights/flight-schedule-search.html		
Oct 1, 2009 - Oct 31, 2009	2,345	3.87%
Oct 1, 2008 - Oct 31, 2008	1,384	2.59%
% Change	69.44%	49.53%
/airlines/airtran.html		
Oct 1, 2009 - Oct 31, 2009	2,039	3.37%
Oct 1, 2008 - Oct 31, 2008	0	0.00%
% Change	100.00%	100.00%





13,954 people visited this site

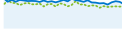
 **18,599 Visits**
Previous: 14,448 (28.73%)

 **13,954 Absolute Unique Visitors**
Previous: 10,900 (28.02%)

 **60,589 Pageviews**
Previous: 53,472 (13.31%)

 **3.26 Average Pageviews**
Previous: 3.70 (-11.98%)

 **00:03:47 Time on Site**
Previous: 00:04:42 (-19.73%)

 **42.95% Bounce Rate**
Previous: 37.20% (15.46%)

 **65.79% New Visits**
Previous: 68.12% (-3.41%)

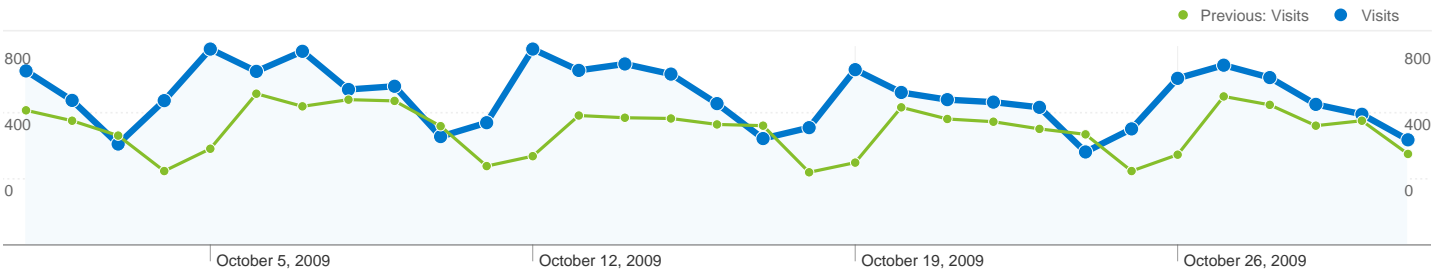
Technical Profile

Browser	Visits	% visits
Internet Explorer		
Oct 1, 2009 - Oct 31, 2009	12,202	65.61%
Oct 1, 2008 - Oct 31, 2008	10,684	73.95%
% Change	14.21%	-11.28%
Firefox		
Oct 1, 2009 - Oct 31, 2009	3,779	20.32%
Oct 1, 2008 - Oct 31, 2008	2,724	18.85%
% Change	38.73%	7.77%

Connection Speed	Visits	% visits
Cable		
Oct 1, 2009 - Oct 31, 2009	6,650	35.75%
Oct 1, 2008 - Oct 31, 2008	4,752	32.89%
% Change	39.94%	8.71%
Unknown		
Oct 1, 2009 - Oct 31, 2009	5,289	28.44%
Oct 1, 2008 - Oct 31, 2008	3,913	27.08%
% Change	35.16%	5.00%

Safari		
Oct 1, 2009 - Oct 31, 2009	1,730	9.30%
Oct 1, 2008 - Oct 31, 2008	819	5.67%
% Change	111.23%	64.09%
Mozilla Compatible Agent		
Oct 1, 2009 - Oct 31, 2009	361	1.94%
Oct 1, 2008 - Oct 31, 2008	27	0.19%
% Change	1,237.04%	938.63%
Chrome		
Oct 1, 2009 - Oct 31, 2009	339	1.82%
Oct 1, 2008 - Oct 31, 2008	67	0.46%
% Change	405.97%	293.05%

DSL		
Oct 1, 2009 - Oct 31, 2009	4,562	24.53%
Oct 1, 2008 - Oct 31, 2008	3,748	25.94%
% Change	21.72%	-5.45%
T1		
Oct 1, 2009 - Oct 31, 2009	1,508	8.11%
Oct 1, 2008 - Oct 31, 2008	1,337	9.25%
% Change	12.79%	-12.38%
Dialup		
Oct 1, 2009 - Oct 31, 2009	411	2.21%
Oct 1, 2008 - Oct 31, 2008	484	3.35%
% Change	-15.08%	-34.03%



All traffic sources sent a total of 18,599 visits

27.18% Direct Traffic

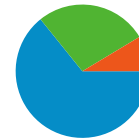
Previous: 23.19% (17.22%)

8.60% Referring Sites

Previous: 13.64% (-36.98%)

64.21% Search Engines

Previous: 63.17% (1.65%)



- Search Engines
11,943.00 (64.21%)
- Direct Traffic
5,055.00 (27.18%)
- Referring Sites
1,599.00 (8.60%)
- Other
2 (0.01%)

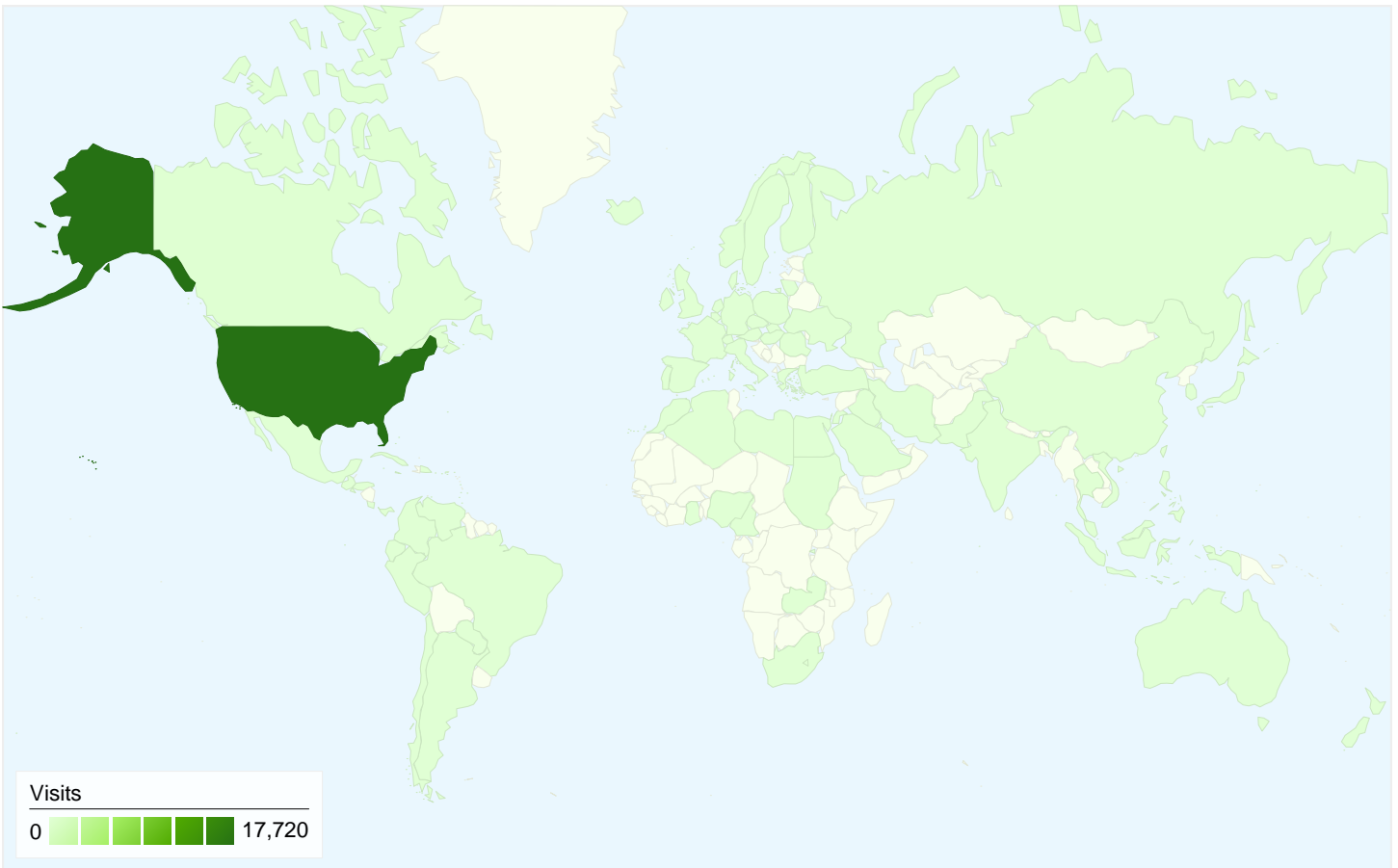
Top Traffic Sources

Sources	Visits	% visits
google (organic)		
Oct 1, 2009 - Oct 31, 2009	9,337	50.20%
Oct 1, 2008 - Oct 31, 2008	6,967	48.22%
% Change	34.02%	4.11%
(direct) ((none))		
Oct 1, 2009 - Oct 31, 2009	5,055	27.18%
Oct 1, 2008 - Oct 31, 2008	3,350	23.19%
% Change	50.90%	17.22%
yahoo (organic)		
Oct 1, 2009 - Oct 31, 2009	1,275	6.86%
Oct 1, 2008 - Oct 31, 2008	1,087	7.52%
% Change	17.30%	-8.88%
bing (organic)		
Oct 1, 2009 - Oct 31, 2009	862	4.63%
Oct 1, 2008 - Oct 31, 2008	0	0.00%
% Change	100.00%	100.00%
aol (organic)		

Keywords	Visits	% visits
asheville airport		
Oct 1, 2009 - Oct 31, 2009	4,140	34.66%
Oct 1, 2008 - Oct 31, 2008	2,865	31.39%
% Change	44.50%	10.43%
asheville regional airport		
Oct 1, 2009 - Oct 31, 2009	1,078	9.03%
Oct 1, 2008 - Oct 31, 2008	929	10.18%
% Change	16.04%	-11.32%
asheville nc airport		
Oct 1, 2009 - Oct 31, 2009	1,045	8.75%
Oct 1, 2008 - Oct 31, 2008	738	8.09%
% Change	41.60%	8.21%
avl		
Oct 1, 2009 - Oct 31, 2009	422	3.53%
Oct 1, 2008 - Oct 31, 2008	394	4.32%
% Change	7.11%	-18.15%
asheville airport nc		

Oct 1, 2009 - Oct 31, 2009	308	1.66%
Oct 1, 2008 - Oct 31, 2008	285	1.97%
% Change	8.07%	-16.05%

Oct 1, 2009 - Oct 31, 2009	366	3.06%
Oct 1, 2008 - Oct 31, 2008	261	2.86%
% Change	40.23%	7.17%

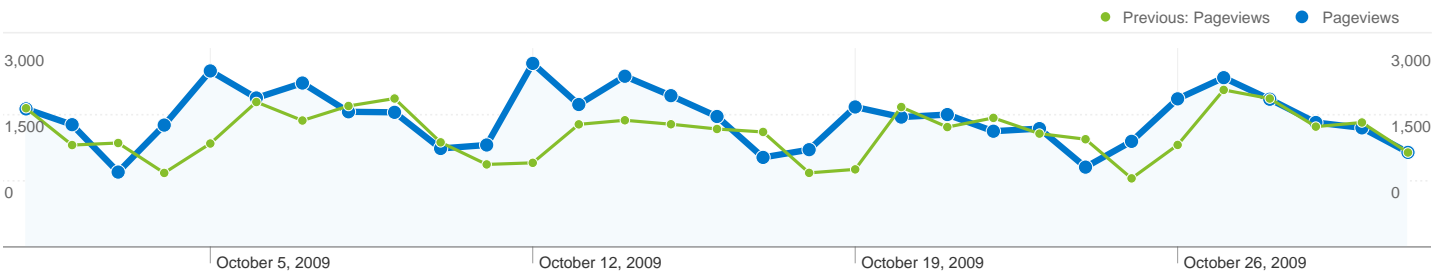


18,599 visits came from 98 countries/territories


Site Usage


Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate	
18,599 Previous: 14,448 (28.73%)	3.26 Previous: 3.70 (-11.98%)	00:03:47 Previous: 00:04:42 (-19.73%)	65.84% Previous: 68.19% (-3.44%)	42.95% Previous: 37.20% (15.46%)	
Country/Territory	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
United States					
October 1, 2009 - October 31, 2009	17,720	3.27	00:03:50	65.63%	42.77%
October 1, 2008 - October 31, 2008	13,872	3.73	00:04:47	68.04%	36.65%
% Change	27.74%	-12.35%	-19.85%	-3.54%	16.69%
(not set)					
October 1, 2009 - October 31, 2009	374	3.16	00:03:22	57.49%	40.91%
October 1, 2008 - October 31, 2008	51	3.12	00:01:31	74.51%	39.22%
% Change	633.33%	1.20%	120.67%	-22.85%	4.32%
Canada					
October 1, 2009 - October 31, 2009	106	2.55	00:01:50	85.85%	50.94%


October 1, 2008 - October 31, 2008	57	3.33	00:01:35	91.23%	45.61%
% Change	85.96%	-23.58%	15.29%	-5.90%	11.68%
United Kingdom					
October 1, 2009 - October 31, 2009	83	3.30	00:03:08	86.75%	37.35%
October 1, 2008 - October 31, 2008	105	3.57	00:03:16	70.48%	39.05%
% Change	-20.95%	-7.57%	-4.22%	23.09%	-4.35%
India					
October 1, 2009 - October 31, 2009	42	1.76	00:01:27	40.48%	78.57%
October 1, 2008 - October 31, 2008	14	2.00	00:01:43	100.00%	57.14%
% Change	200.00%	-11.90%	-15.56%	-59.52%	37.50%
Germany					
October 1, 2009 - October 31, 2009	29	3.69	00:01:01	82.76%	44.83%
October 1, 2008 - October 31, 2008	61	4.39	00:06:25	55.74%	31.15%
% Change	-52.46%	-16.02%	-84.23%	48.48%	43.92%
South Korea					
October 1, 2009 - October 31, 2009	17	3.06	00:02:16	70.59%	52.94%
October 1, 2008 - October 31, 2008	16	2.25	00:03:23	93.75%	50.00%
% Change	6.25%	35.95%	-33.08%	-24.71%	5.88%
Australia					
October 1, 2009 - October 31, 2009	17	3.12	00:00:47	58.82%	41.18%
October 1, 2008 - October 31, 2008	12	2.25	00:01:26	75.00%	58.33%
% Change	41.67%	38.56%	-44.81%	-21.57%	-29.41%
Japan					
October 1, 2009 - October 31, 2009	16	2.38	00:03:14	81.25%	56.25%
October 1, 2008 - October 31, 2008	12	3.00	00:02:44	91.67%	58.33%
% Change	33.33%	-20.83%	18.19%	-11.36%	-3.57%
Sweden					
October 1, 2009 - October 31, 2009	14	7.43	00:07:22	50.00%	7.14%
October 1, 2008 - October 31, 2008	3	2.33	00:01:32	100.00%	33.33%
% Change	366.67%	218.37%	379.97%	-50.00%	-78.57%
1 - 10 of 98					



Pages on this site were viewed a total of 60,589 times

 **60,589 Pageviews**
Previous: 53,472 (13.31%)

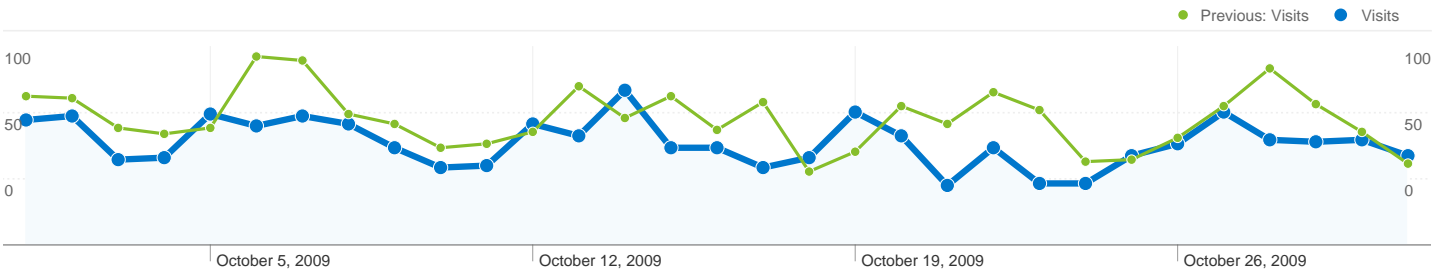
 **42,813 Unique Views**
Previous: 35,994 (18.94%)

 **42.95% Bounce Rate**
Previous: 37.20% (15.46%)

Top Content

Pages	Pageviews	% Pageviews
/		
Oct 1, 2009 - Oct 31, 2009	17,661	29.15%
Oct 1, 2008 - Oct 31, 2008	14,509	27.13%
% Change	21.72%	7.43%
/flights/flight-view---real-time.html		
Oct 1, 2009 - Oct 31, 2009	6,101	10.07%
Oct 1, 2008 - Oct 31, 2008	7,381	13.80%
% Change	-17.34%	-27.05%
/flights/arrivals---real-time.html		
Oct 1, 2009 - Oct 31, 2009	3,060	5.05%
Oct 1, 2008 - Oct 31, 2008	2,247	4.20%
% Change	36.18%	20.19%
/flights/flight-schedule-search.html		
Oct 1, 2009 - Oct 31, 2009	2,345	3.87%
Oct 1, 2008 - Oct 31, 2008	1,384	2.59%
% Change	69.44%	49.53%
/airlines/airtran.html		

Oct 1, 2009 - Oct 31, 2009	2,039	3.37%
Oct 1, 2008 - Oct 31, 2008	0	0.00%
% Change	100.00%	100.00%



Referring sites sent 1,599 visits via 466 sources

Site Usage

Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate	
1,599 Previous: 1,971 (-18.87%)	2.92 Previous: 2.98 (-2.15%)	00:02:09 Previous: 00:02:14 (-3.71%)	75.73% Previous: 74.28% (1.96%)	52.28% Previous: 48.45% (7.90%)	
Source	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
biltmore.com					
October 1, 2009 - October 31, 2009	102	1.65	00:00:39	91.18%	75.49%
October 1, 2008 - October 31, 2008	104	2.35	00:01:05	86.54%	65.38%
% Change	-1.92%	-29.80%	-39.84%	5.36%	15.46%
willowwinds.com					
October 1, 2009 - October 31, 2009	63	2.35	00:01:20	87.30%	47.62%
October 1, 2008 - October 31, 2008	57	2.02	00:00:45	92.98%	64.91%
% Change	10.53%	16.44%	78.59%	-6.11%	-26.64%
flyavl.com					
October 1, 2009 - October 31, 2009	56	4.55	00:08:04	5.36%	21.43%
October 1, 2008 - October 31, 2008	157	3.52	00:06:26	1.27%	13.38%
% Change	-64.33%	29.28%	25.47%	320.54%	60.20%
en.wikipedia.org					
October 1, 2009 - October 31, 2009	53	5.32	00:01:42	79.25%	20.75%
October 1, 2008 - October 31, 2008	58	5.07	00:02:46	81.03%	24.14%
% Change	-8.62%	4.97%	-38.28%	-2.21%	-14.02%
charter.net					
October 1, 2009 - October 31, 2009	50	3.64	00:02:56	56.00%	26.00%
October 1, 2008 - October 31, 2008	25	3.44	00:02:39	76.00%	28.00%
% Change	100.00%	5.81%	10.47%	-26.32%	-7.14%
google.com					
October 1, 2009 - October 31, 2009	44	3.09	00:02:53	65.91%	43.18%

October 1, 2008 - October 31, 2008	43	4.49	00:05:52	58.14%	32.56%
% Change	2.33%	-31.14%	-50.74%	13.36%	32.63%
groveparkinn.com					
October 1, 2009 - October 31, 2009	43	3.00	00:02:14	86.05%	51.16%
October 1, 2008 - October 31, 2008	70	2.11	00:02:13	92.86%	57.14%
% Change	-38.57%	41.89%	0.76%	-7.33%	-10.47%
ashevillenc.com					
October 1, 2009 - October 31, 2009	40	2.38	00:01:05	85.00%	47.50%
October 1, 2008 - October 31, 2008	31	3.39	00:01:47	96.77%	38.71%
% Change	29.03%	-29.88%	-39.37%	-12.17%	22.71%
mapquest.com					
October 1, 2009 - October 31, 2009	40	2.48	00:00:34	70.00%	42.50%
October 1, 2008 - October 31, 2008	38	2.61	00:01:10	97.37%	36.84%
% Change	5.26%	-5.00%	-50.92%	-28.11%	15.36%
airtran.com					
October 1, 2009 - October 31, 2009	38	2.34	00:01:55	84.21%	39.47%
October 1, 2008 - October 31, 2008	0	0.00	00:00:00	0.00%	0.00%
% Change	100.00%	100.00%	100.00%	100.00%	100.00%
1 - 10 of 466					

**Asheville Regional Airport Authority
Project Report - November 2009**

Project Number	Project Name	Project Description	Professional Services Consultant	Professional Services Contract	General Contractor	Original Construction Contract	Change Orders (thru 11/01/09)	Percent of Original Contract	Total Project Cost	Percent Complete	Expensed to Date (thru 11/01/09)	Start Date	End Date	Current Project Status (as of 11/01/09)
<u>Planning Phase</u>														
None														
<u>Design Phase</u>														
None														
<u>Construction Phase</u>														
1	A Gates - Terminal Renovation & Improvements Project	Renovation & Improvements to the A Gates hold room area.	RS&H	\$1,697,298.00	Shelco Inc.	\$7,849,000.00	na	na	\$10,486,704.00	10%	\$1,320,309.73	July '09	Aug-10	The checkpoint modifications and temporary passenger connection to the B gates area are complete. The entire Phase 1 work area has been turned over to the Contractor. Demolition is well underway.
1a		2 Passenger Boarding Bridges	RS&H	(included above)	ThyssenKrupp Airport Systems	\$940,406.00	na	na	(included above)	25%	\$209,075.00	Jul-09	Aug-10	The passenger boarding bridges are in production.
2	Landside Parking and Roadway Access Project	The Landside Parking and Roadway Access Project includes 3 components of work: public parking lots, terminal access roadway, general aviation access roadway, and expansion of the toll plaza facility.	LPA Group	\$729,044.00	(see below)	na	na	na	\$4,539,898.45	75%	\$542,020.95	Jul-09	Jan-10	The Authority Board approved the award of all contracts related to the Landside Roadway and Parking Improvements Project. All components of the project have started. For more information see individual components below.
2a		Parking Lot and Terminal Drive	LPA Group	(included above)	APAC	\$1,614,092.45	na	na	(included above)	20%	\$136,720.10	Jul-09	Jan-10	The contractor is currently working on phase 4 of the parking lot and terminal drive project.
2b		Toll Plaza Expansion	LPA Group	(included above)	Patton Construction	\$495,840.00	na	na	(included above)	10%	\$65,023.56	Jul-09	Mar-10	Site work for the expanded toll plaza is underway
2c		Wright Brothers Way Improvements Project	LPA Group	(included above)	Moore and Sons Construction Co.	\$1,700,922.00	na	na	(included above)	20%	\$536,173.88	Jul-09	Jan-10	The contractor continues work on underground utilities and the stormwater drainage systems.
3	North General Aviation Expansion Project	The North GA project includes multiple phases; phase one consisted of tree harvesting and logging operations, phase two included clearing and grubbing of the site and phase three involves the placement and compaction of structural fill material for the site.	AVCON	\$99,100.00	Charah	\$352,690.50	\$25,494.00	7.23%	\$3,700,000.00	85%	\$ 2,862,245.27	Nov-07	Spring 2010	The third phase of fill placement is underway.
4	Triturator Facility	Construction and installation of a dump site to support airline waste disposal and a facility to protect staff from weather elements.	RS&H	\$48,147.00	Perry Bartsch Jr.	\$198,800.00	na	na	\$246,947.00	10%	\$39,389.94	Jul-09	Jan-10	Site work for this project is underway.
5	Pre-Conditioned Air and Fixed Ground Power	Pre-Conditioned Air and Fixed Ground Power will be added to all boarding bridges for customer comfort and functionality	RS&H	\$8,000.00	INET Airport System Inc.	\$502,800.00	na	na	\$510,800.00	10%	\$7,402.71	Jul-09	Jan-10	Equipment is on order and we are awaiting a delivery schedule.

Airportsurvey.com



AVL

Airport Facilities Review For 3rd Quarter 2009

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

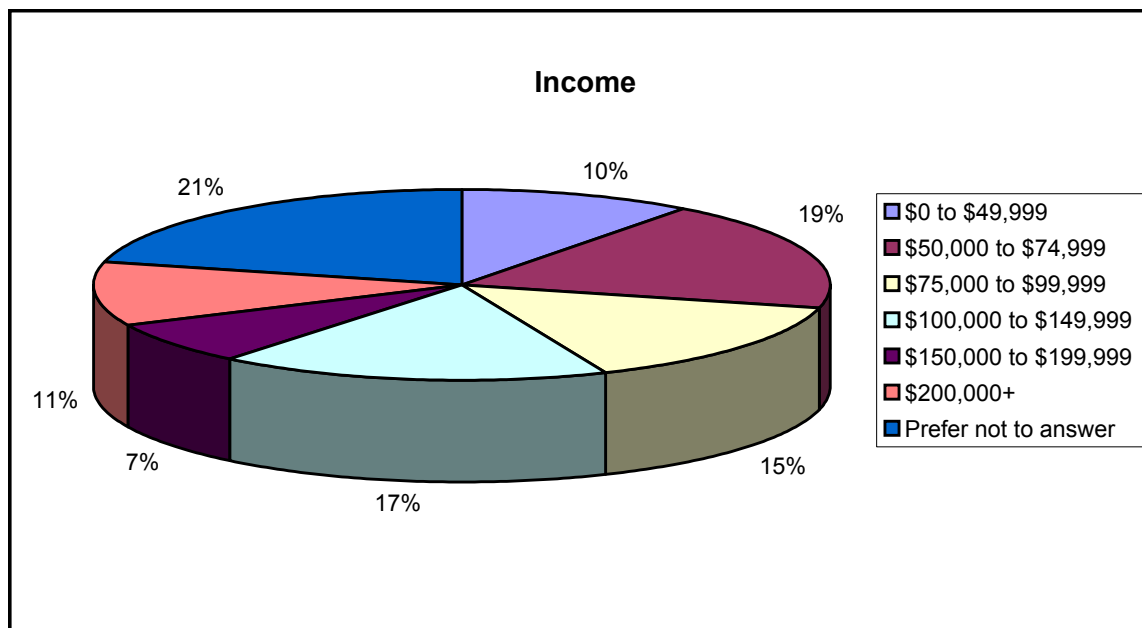
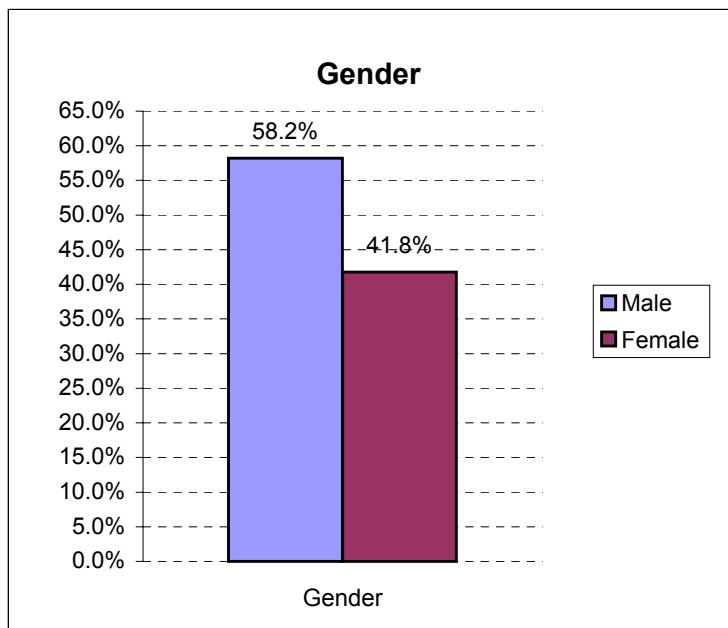
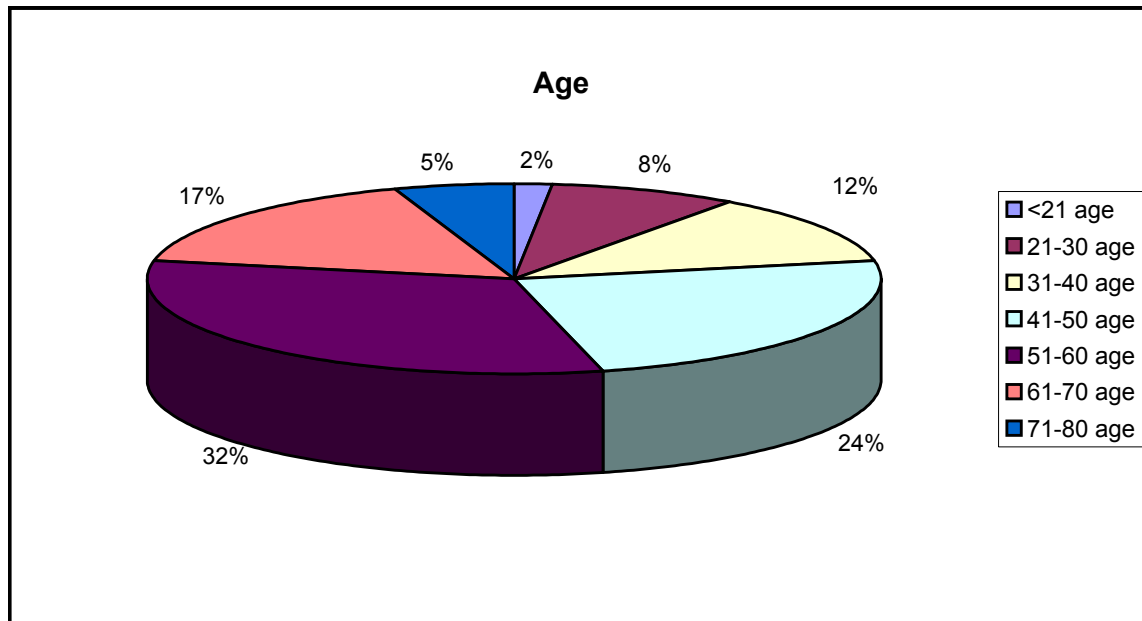
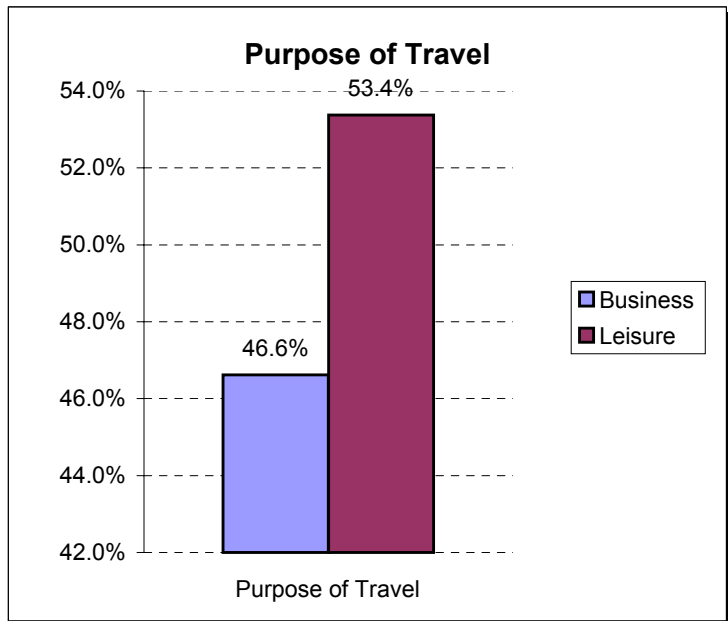
No representations are made as to the completeness or accuracy of information contained herein. Airport facility raw data is available upon request.

Overview

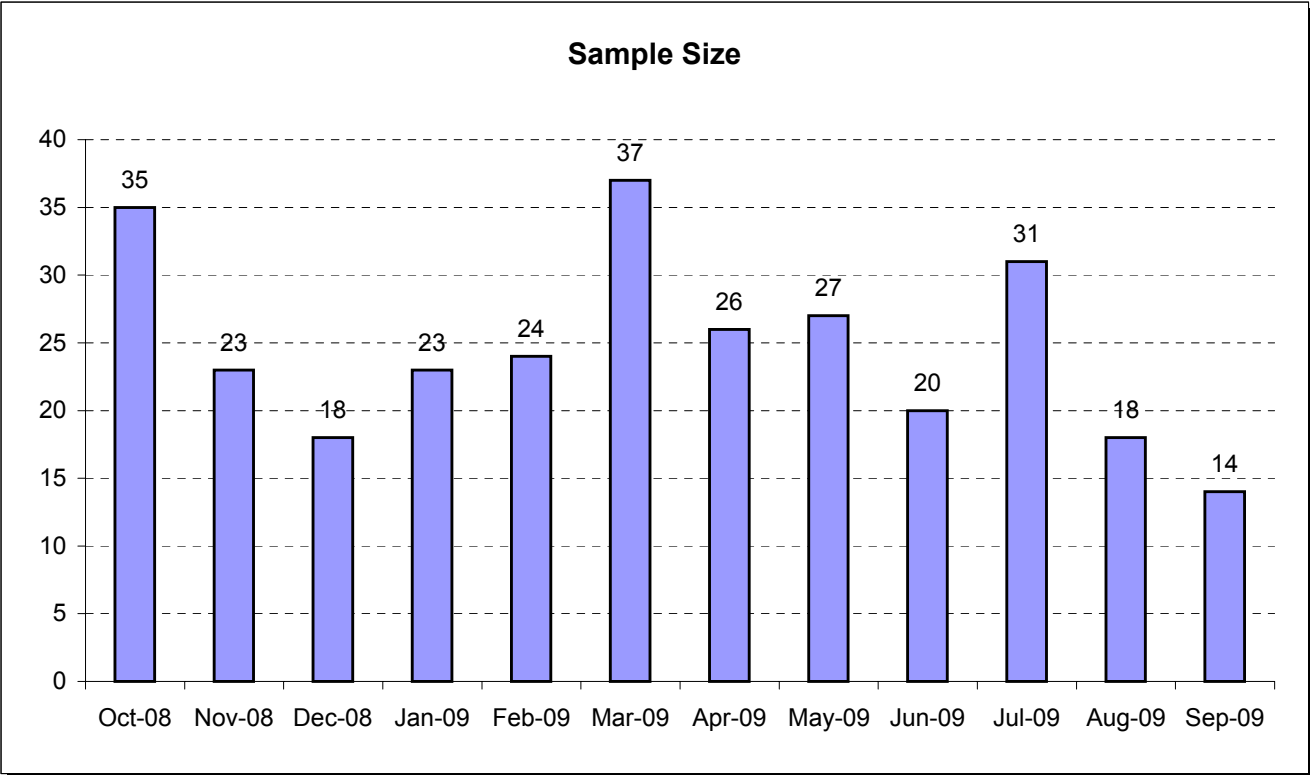
- ***Airportsurvey.com*** is an ongoing, all-inclusive online passenger satisfaction survey program from Canmark Research Center
- Invitations to take the survey are distributed at select airports across the country
- Over 30 airports participate
- Each survey invitation card is single-use, and must 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	4.17	4.15	0.03	0.7%
Availability of parking	4.04	3.98	0.05	1.4%
Cost of parking	3.40	3.35	0.05	1.5%
Clear, easy to follow signs	3.98	3.95	0.03	0.8%
Cleanliness	4.27	4.22	0.05	1.2%
Restrooms	4.22	4.11	0.11	2.6%
Concessions / restaurants	2.83	3.43	(0.61)	-21.6%
Transportation to your gate / concourse / terminal	3.84	3.89	(0.05)	-1.3%
Security: Wait time at checkpoint	4.43	4.20	0.23	5.2%
Security: Professionalism of personnel	4.36	4.23	0.12	2.9%
Security: Confidence in airport security procedures	4.09	3.99	0.09	2.3%

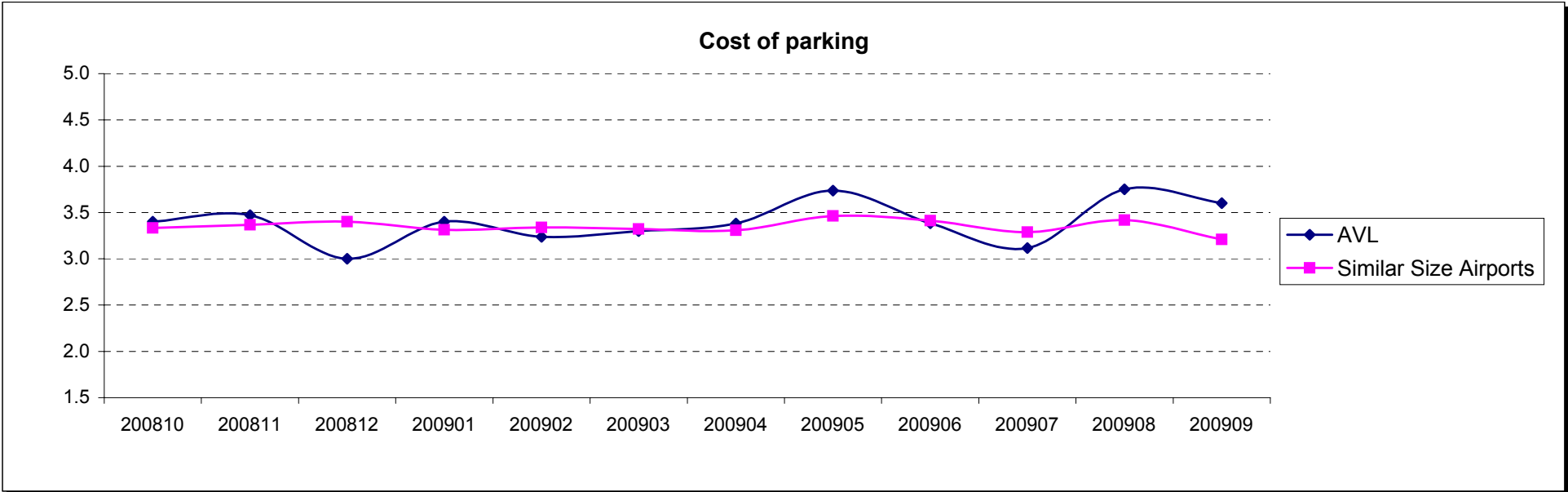
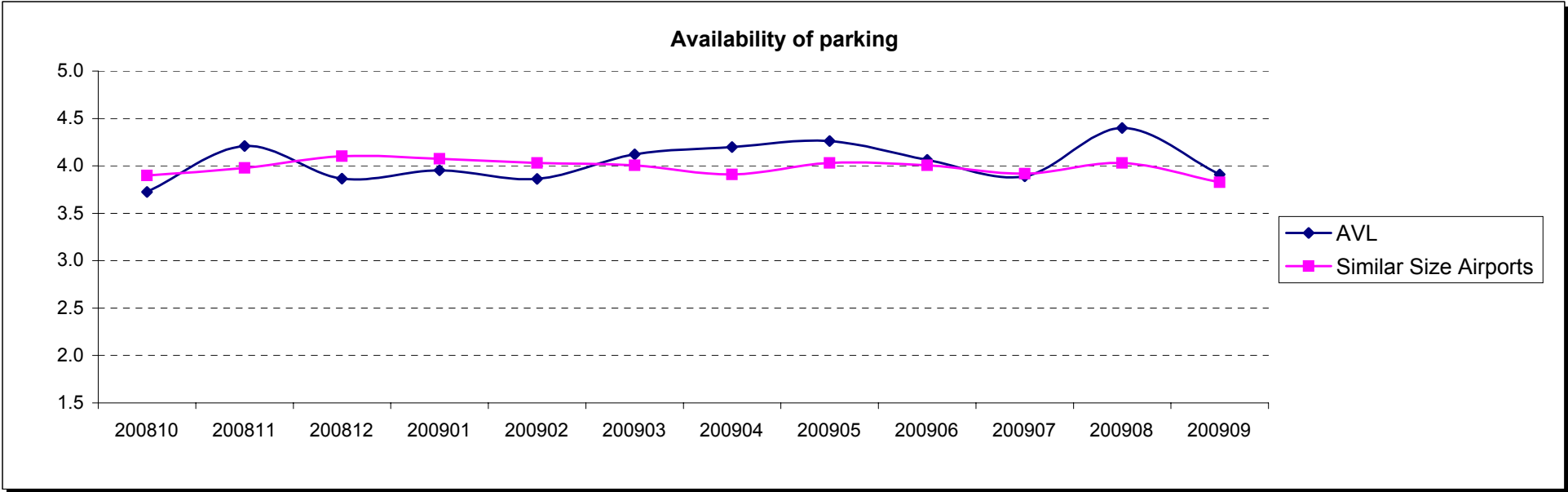
Statistical means testing not performed on results

AVL Responses	296
----------------------	------------

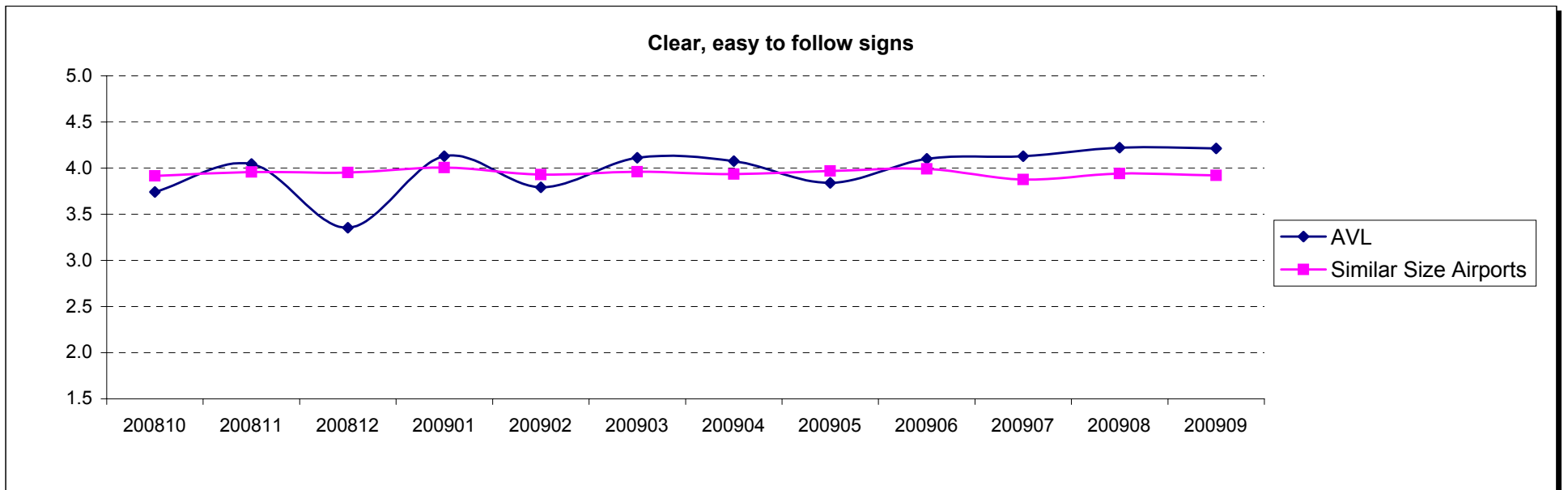
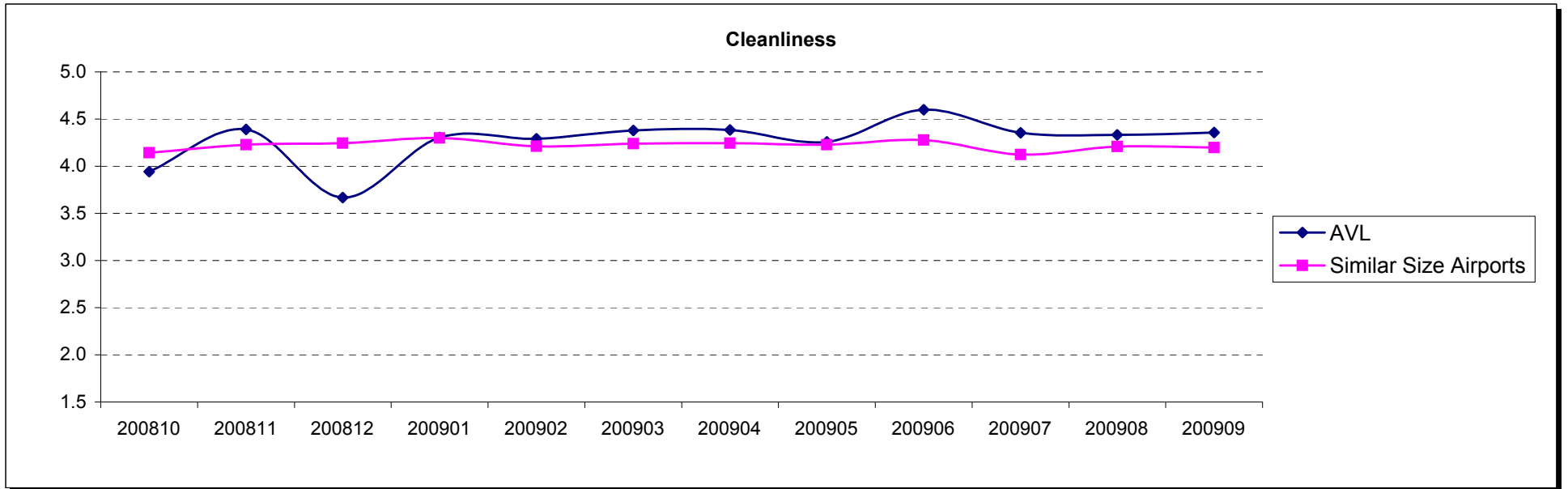
Overall Satisfaction with Airport Facilities



Parking Satisfaction

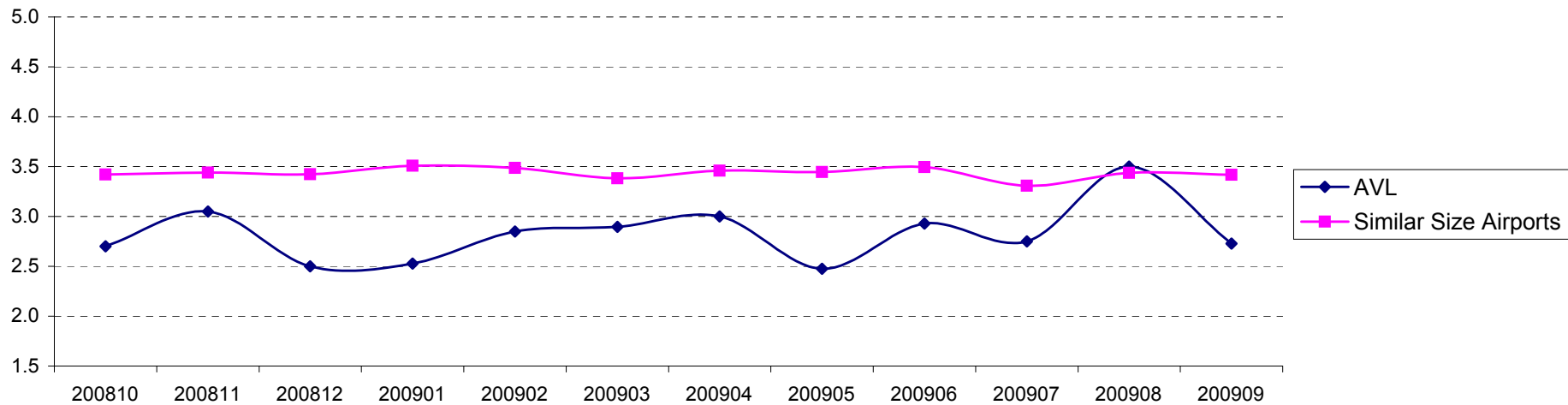


Cleanliness and Signage

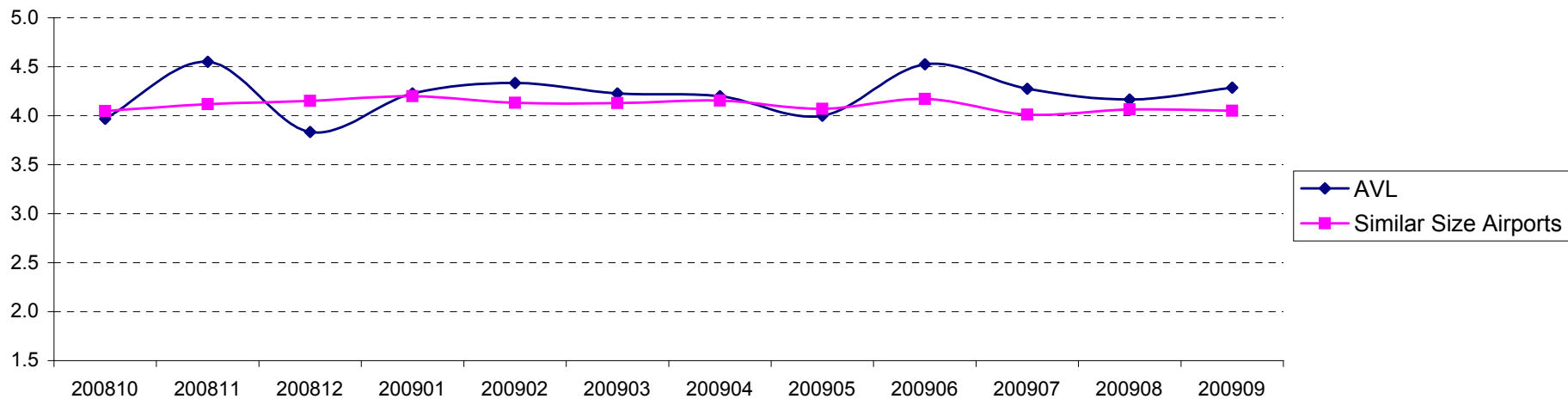


Concessions and Restrooms

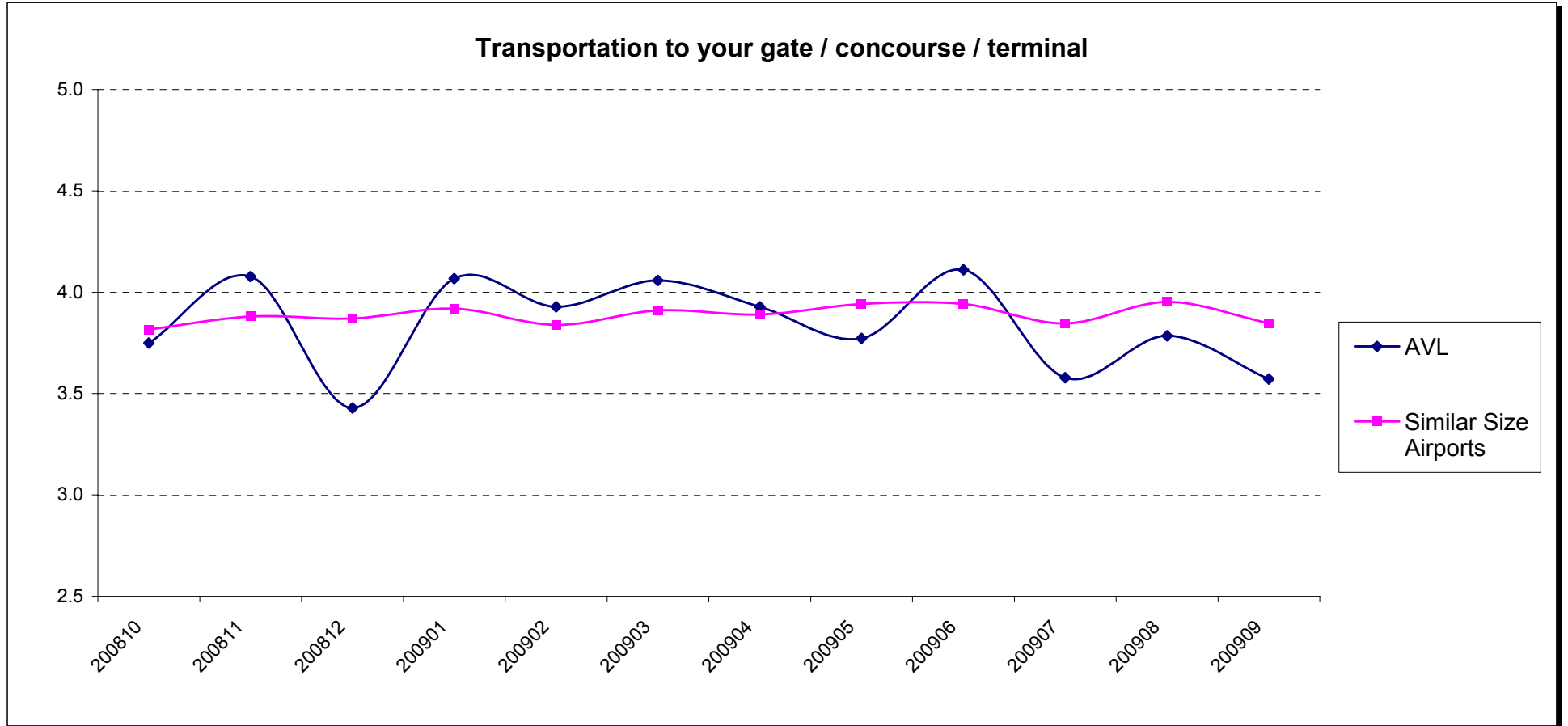
Concessions / Restaurants



Restrooms

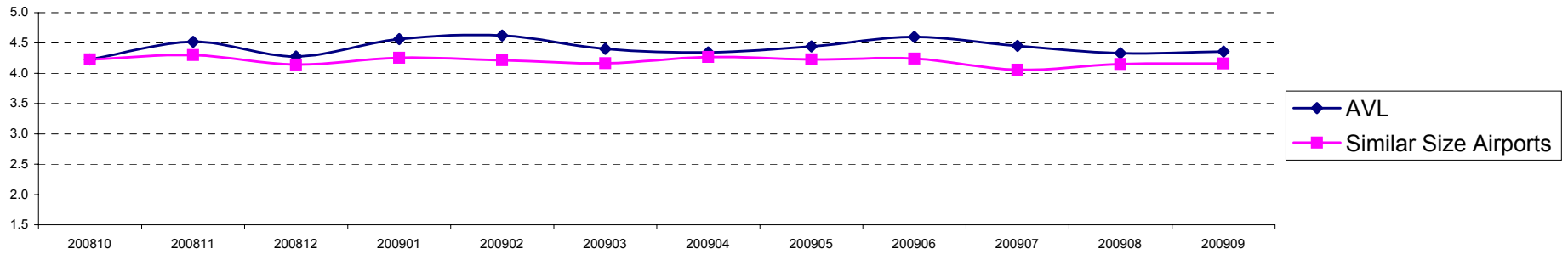


Transportation to Departure Gate

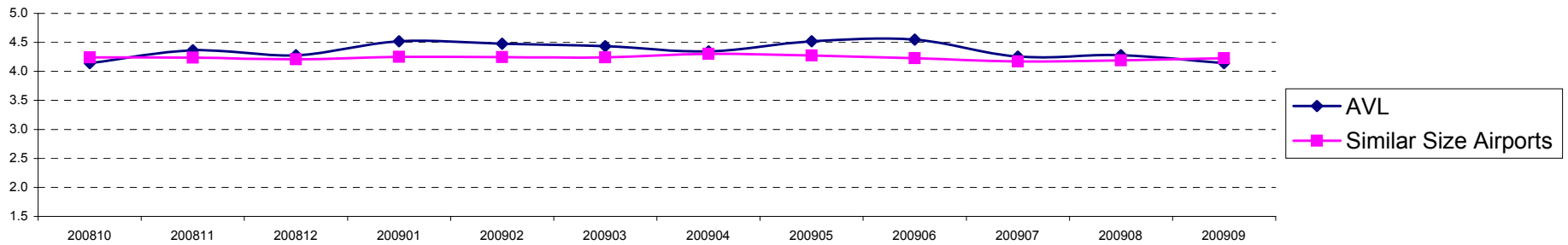


Airport Security

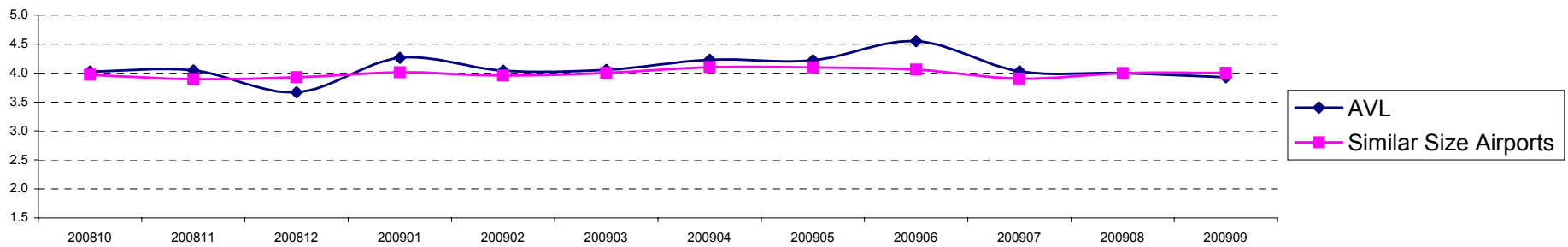
Security: Wait time at checkpoint



Security: Professionalism of security personnel



Security: Confidence in airport security procedures



Appendix A - Geographic Breakdown of Respondents

AK	1	OH	2
AL	2	OR	3
AR	2	PA	3
AZ	1	SC	5
CA	6	TN	4
CO	5	TX	6
CT	1	UT	3
FL	13	VA	1
GA	1	VT	1
HI	1	WA	3
IA	1	WI	5
IL	4	ASIA	1
IN	1	CANADA	1
KY	1		
MA	2		
MD	1		
ME	3		
MI	12		
MN	4		
MO	1		
MT	3		
NC	172		
NH	1		
NJ	6		
NM	2		
NY	6		

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

North America & Europe

Paul Isaacs, President

pisaacs@canmarktech.com

1-877-441-2057, ext. 11

