

2018 AVIATION SUSTAINABILITY REPORT

Soaring

to new
heights



Austin-Bergstrom
International Airport

Soaring

to new heights

Ranked #5 Domestic Airports
— Travel + Leisure

13.9 Million passengers in 2017

2017 Texas Airport of the Year
— FAA

“Best New Building”
(Terminal East Infill)
— Austin Business Journal

Top Ranked City Dept.
City of Austin Resident Survey

25th to join the Airport Carbon Accreditation Program (ACI-NA)



BEST NEW BUILDING

Incorporating colorful and cultural expressions into the architecture, the Terminal East Infill features a six-lane passenger security checkpoint and a customs facility capable of processing 600 passengers per hour.

Soaring

with
Austin

Travelers today experience
an airport as

*dynamic
and
creative*

as the city it serves.

Eclectic cuisines join local favorites. Artisan jewelry and popular outfitters can be found alongside “Keep Austin Weird” souvenirs. And with nine additional gates and a new six-story parking garage underway, more hotel and retail options, and a record number of travelers, Austin continues to be the Airport of Choice for Central Texas.

INSIDE LEARN THE FULL STORY BEHIND:

- ▶ Our ever-expanding customer and community service
- ▶ What it takes to welcome nearly 14 million travelers a year
- ▶ Fiscal performance earning an A rating from leading bond agencies
- ▶ How we’re honoring Austin’s commitment to the environment



Soaring

to new horizons



29 new routes from AUS

11 new non-stop destinations

4 new international destinations

AUSTIN IS MANY THINGS TO DIVERSE COMMUNITIES, from the "Live Music Capital of the World," to a new Silicon Valley, to a state of mind. Increasingly, though, Austin is also a direct destination to points across the country and around the globe. So even if you were not born in Texas, there is nothing holding you back from getting here as fast as you can.



international additions:

London (Gatwick), United Kingdom » Norwegian

Punta Cana, Dominican Republic » Vacation Express

Amsterdam, Netherlands » Delta

Stockholm, Sweden » SAS

DOMESTIC ADDITIONS:

Frontier:

Ontario, CA

Columbus, OH

(John Glenn Columbus International)

ViaAir:

Steamboat Springs, CO

Oklahoma City, OK

Tucson, AZ

Allegiant:

Cleveland, OH

Columbus, OH

(Rickenbacker International)

Indianapolis, IN

Delta:

Raleigh-Durham, NC

Southwest:

Sacramento, CA

Kansas City, MO



Keeping the *Austin vibe*



LIVE MUSIC:
11,500 shows
and counting
(1,500 shows in 2017)

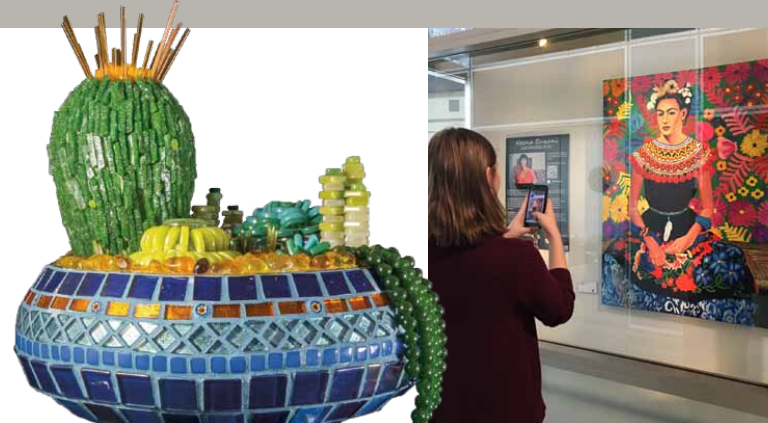
61.5 tons of
brisket *sold in 2017*

684,199
breakfast tacos
sold in 2017

48 Guest services
team members
*providing personal customer
service to travelers*

AUSTIN FLAIR WITH ART

Showcased the creative energy and cultural diversity of Austin with over 80 artists' works exhibited in 2017. Artists also benefitted from the changing exhibit program with over \$4,000 in artwork purchased by travelers directly from artists.



new arrivals

Refreshed Concessions with tastes of the town: Two new Austin restaurants (Second Bar + Kitchen, IVinis), one renovation (Salt Lick BBQ) and nine new contracts for restaurants and retail in the existing terminal and expansion. This will bring local favorites Torchy's Tacos, Salvation Pizza, Sushi-A-Go-Go, Café Medici, 24 Diner, Parkside, James Avery Jewelry, Toy Joy, and more.

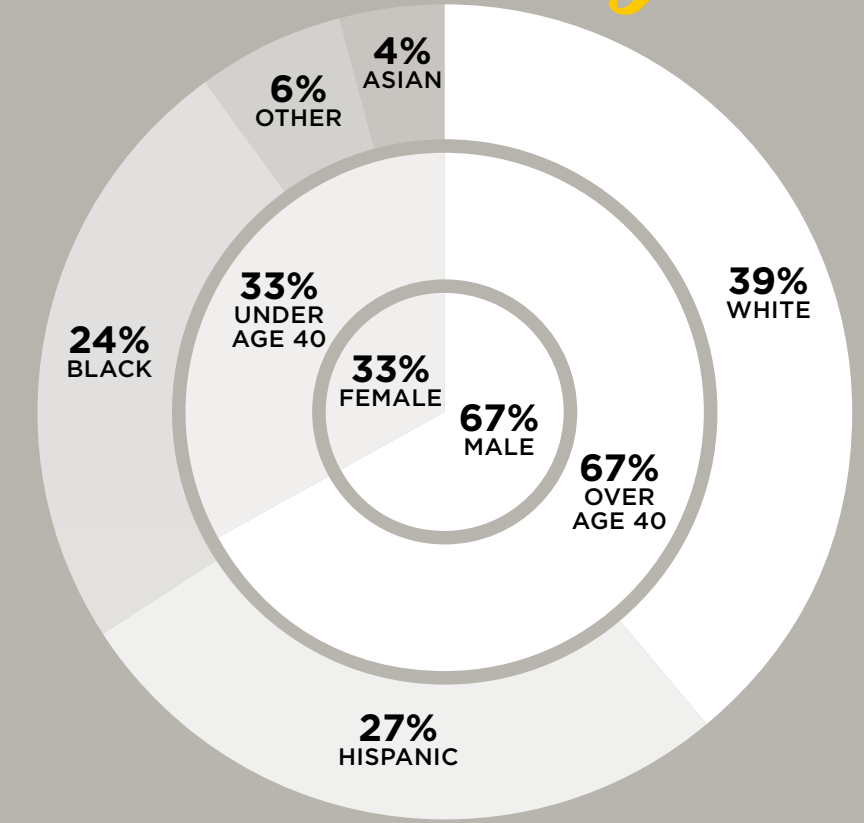


Lifting up a community



WORKFORCE DEMOGRAPHICS

Diversity



Honoring Heroes

Nine Honor Flights in 2017, flying veterans to their national monuments (50 total flights since 2012), operated and sponsored by Southwest Airlines. The airport's Thundercloud Subs provides complimentary lunch to veterans. Complimentary meals are provided to all military personnel during Thanksgiving.

Partnering for Health

ABIA held two Health Fairs for taxi, shuttle and limo drivers in collaboration with Austin Public Health Department, providing free glucose testing, blood pressure, and assistance with results. The Texas Department of Insurance, City of Austin 311, Access Dental, and Texas Organ & Sharing Alliance were on-hand to provide additional resources.

Partnering with Schools

Supporting Austin Airport's neighborhood Del Valle Independent School District, we provided mentors for students, school supplies and backpacks, clothing drives, and "adopt-a-family" programs for holidays.



Food Rescue Program

Launched in March 2017, the Food Rescue Program collected 11,000 lbs. of fresh food to deliver to needy individuals and families via Keep Austin Fed. This kept unsold, packaged food from being wasted.



OPERATIONAL EXCELLENCE

Soaring

to meet demand



\$319 MILLION
in capital investments
in FY 2017

88,359
additional sq ft of
concourse space

6,000
new parking spaces
under construction

9 new gates
being added

TODAY'S WORLD PLACES INCREASED DEMANDS ON TRAVELERS.

That's why 2017 was a year of investment and change, going the extra mile to reduce stress and increase satisfaction.

Because travel, whether for work or pleasure, should still provide rewarding experiences.



↑ 99%
uptime for automated
baggage handling

↑ 11.5%
increase in passengers





NEW SOUTH TERMINAL OPENS

A retro vibe complete with a patio providing a view of the airfield welcomed 215,000 passengers of Allegiant, ViaAir and Sun Country to the renovated South Terminal. Local cuisine and some of the hottest Austin food trucks added to the comfort and truly Austin experience.

Cargo Services Expanding

- \$2,209,298.65 in cargo services revenue in 2017
- 8% increase in cargo activity over 2016 (189,362,637 lbs)
- 40% increase in international air cargo (26,569,136 lbs)
- Federal Express cargo increased by 3%; United Parcel Services increased by 26%

\$250 Million in Parking Improvements Underway

- New six-story parking garage providing 6,000 new spaces
- New entries to lots, garages and Rental Car Facility
- Upgraded exit plaza
- Administrative building

Rest for 4 Legs or 2

- Opened Bark&Zoom, a new park and pet hotel
- Hyatt Place Opened

Communicating Change

Communicated construction updates to an audience of over 8,000 through web updates, email blasts and social media.

Follow us: [#TuningUp](#)

Sign-up for e-newsletters: abiapio@austintexas.gov
subject line: *Construction update*



Musical Makeover for Airport Bus Stop

The music vibe of Austin now shines with the illuminated, guitar shaped bus shelter. The colorful bus stop is a creative collaboration between the airport, Public Works, and Capital Metro.

Coming Soon!

New retail in the cell phone lot including restaurants, a convenience store, a gas station and a playground.

BY THE NUMBERS:

23,355 work orders completed

862 preventative operations for Aviation fleet vehicles

3,000+ people strong Airport workforce, including 456 in the City of Austin Aviation Department



ready on the *fly*

Being Prepared for the Unpredictable

- ABIA held a full-scale Live Emergency Exercise in 2017
- ABIA received 378 diverted flights, proving the value of having an Irregular Operations Plan



Soaring

above expectations



A RATING
from Standard & Poor

A1 RATING
from Moody's

"ADVOCATE AWARD"
for Diversity in Contracting
from the Small & Minority
Business Resources
Department (SMBR)

Generating revenue
COVERING
OPERATING COSTS
and help fund growth

WE "WASTE NEITHER TIME NOR MONEY" as Benjamin Franklin once said. Or in other words, Austin airport is pulling its own weight.

Revenues exceeded expectations while spending on requirements is below budget. That leaves savings to help fund future growth, along with exemplary bond ratings to ensure a low interest rate.

FISCAL PERFORMANCE

2017 OPERATING REVENUE
\$149,332,693
3.09% above projections

2017 OPERATING REQUIREMENTS
\$102,884,538
9.31% below total budgeted requirements

2017 SAVINGS/REVENUE ABOVE OPERATING COSTS
\$46,448,155

- FY17 operating budget was \$91.27 million* with 456 FTEs
- FY18 operating budget funded at \$102.29 million* with 489 FTEs.

**operating expenses only*



Terminal Expansion Project

Austin-Bergstrom International Airport is undergoing a terminal expansion project to add nine more gates to keep pace with increasing passenger traffic and to prepare for the future growth of air service to the rapidly growing area.

The expansion is anticipated to be completed in 2019 and will increase the number of contact gates with boarding bridges at ABIA from 24 to 33. The project will increase the airport's capacity to 15 million passengers annually.

The total size of the expansion is nearly **175,000 sq/ft** and includes:

- 88,359 sq/ft of concourse space
- 52,282 sq/ft of apron level space
- 28,205 sq/ft of mezzanine and platform level space
- 5,770 sq/ft of patio area



Soaring

to a new challenge



TOP 20 solar cities in the U.S.

OVER 25% of discarded and unused items diverted from the landfill

44 diesel aircraft support vehicles **CONVERTED** to wind-generated electricity

20 TONS of composted organic material in the first year of our new program

AUSTIN COMBINES A DEEP RESPECT FOR OUR ENVIRONMENT, a sense of urgency to combat climate change, and an entrepreneur’s belief that problems can be solved when we open ourselves to new thinking.

That’s why ABIA participates in an international carbon accreditation program which sets goals to reduce carbon emissions. For 2018, the airport has set a goal to further reduce its carbon footprint by 1% (calculated as lbs of CO₂ per passenger).



↓ **75%**

Austin’s airport reduced carbon emissions by 75% in 2012 when we began using only electricity generated by wind power.



“Pour It Out”

receptacles collect an average of 18 gallons of liquid per day that could otherwise contaminate the recycling process. A total of four receptacles are placed at the TSA checkpoints.

Raising the bar



100% RENEWABLE ENERGY

used for electrical power to all airport buildings through Austin Energy's GreenChoice®, generated by wind turbines.



SOLAR PANELS

at the airport produce 152,900 kilowatt hours per year.



ELECTRIC CHARGING STATIONS

22 fast electric charging points power 44 electric aircraft support vehicles. ABIA also has 22 public charging stations campus wide.



GREEN HILTON

The Hilton Austin Airport Hotel is one of only three Green Seal certified hotels in Texas, having been awarded the Silver Level Achievement for Environmental Operational Commitment.



WATER CONSERVATION

Over 35 million gallons of drinking water saved in 2017 by using reclaimed water.



ALTERNATIVE FUEL STATIONS

Austin-Bergstrom International Airport has used alternative fuel in its airport parking shuttles since it opened in 1999. The airport offers propane and natural gas (CNG) to the general public as well as its airport vehicles.



RECYCLING

In 2017, 270 million lbs of materials were kept out of the landfill through airport recycling efforts.



LEED CERTIFICATION

Taxi staging area and driver facility received "Gold" (GTSA LEED). East Infill and Rental Car Facility are both Leed "Silver."



THERMAL ENERGY STORAGE

Chilled water is stored during off-peak times for cooling the airport during peak afternoon hours, reducing electricity usage by 50%.



RAIN GARDENS

Collect and treat precipitation run-off from Spirit of Austin roadway by allowing it to soak into the ground, supporting native vegetation in the rain gardens.



BRUSH COMPOSTING

181,540 lbs. of airport brush and landscape materials were composted in 2017. This was transported to the local Dillo Dirt™ processing facility.

PERFORMANCE MEASURES » CUSTOMER AND COMMUNITY VALUE:

EXTERNAL CUSTOMERS	UNIT	COMMENT	2014	2015	2016	2017
Overall Customer Satisfaction with the Airport	Ratings	ASQ survey score/ percent rating excellent (5's)	4.34/46%	4.37/49%	4.36/49%	4.36/48%
Cleanliness of the terminal	Ratings	ASQ survey score/ percent rating excellent (5's)	4.43/54%	4.43/55%	4.43/55%	4.40/53%
Cleanliness of the restrooms	Ratings	ASQ survey score/ percent rating excellent (5's)	4.17/43%	4.25/47%	4.18/45%	4.25/47%
Helpfulness of the staff	Ratings	ASQ survey score/ percent rating excellent (5's)	4.35/52%	4.41/54%	4.43/55%	4.45/59%
Courtesy of Security Staff	Ratings	ASQ survey score/ percent rating excellent (5's)	4.16/45%	4.22/49%	4.25/52%	4.31/55%
MBE/WBE purchases						
Under \$5000	Percent		7.48%	12.90%	10.87%	6.33%
Total purchases	Dollars		157,811	200,129	155,214	136,230
Passenger Flights	Number	Total Number of Flights		112,398	111,614	113,427
Direct Flights	Number	Includes both domestic and international		154,438	144,413	153,750
Non-stop Domestic Destinations	Number	Change in Number (Domestic Only)		50	54	61
Average Seats per Flight	Number			128.8	133.5	147.8
Total Annual Seats	Number			14,199,134	14,910,326	16,764,648
Total Passengers	Number			11,897,959	12,436,849	13,889,305
INTERNAL CUSTOMERS	UNIT	COMMENT	2014	2015	2016	2017
Total Dept. of Aviation FTE's			362	379	415	456
Injuries						
Lost Time Injury Rate	Number	per the equivalent of 100 employees	0.31	0.29	0.59	1.77
Injuries reportable	Number		52	67	70	70
Injuries with medical	Number		18	27	30	27
Injuries with no medical	Number		30	39	38	43
Sick Hours Utilized	Number	per 1000 hours	26.27	28.54	29.73	28.40
Training hours per FTE	Number	Departmental Average	40	16	16	16
Employee Satisfaction	Rating	Score from employee survey (changed survey type in 2011)	37	N/A	N/A	N/A
Diversity						
Male to Female	Percent	Dept. of Aviation employees only	65% to 32%	67% to 33%	67% to 33%	67% to 33%
White	Percent		40.00%	42.00%	42.00%	39.00%
Hispanic	Percent		28.00%	28.00%	28.00%	27.00%
Black	Percent		24.00%	25.00%	24.00%	24.00%
Asian	Percent		4.00%	4.00%	5.00%	4.00%
Other	Percent		1.00%	1.00%	1.00%	6.00%
Employee Turnover Rate	Percent		9.44%	5.63%	8.20%	2.60%

PERFORMANCE MEASURES » OPERATIONAL EXCELLENCE:

OPERATIONS	UNIT	COMMENT	2014	2015	2016	2017
Annual Aircraft Operations	Number	Total takeoffs and landings	179,224	190,081	192,010	197,962
FOD - Pounds removed from Apron	Number	Pounds of FOD removed by maintenance staff (new measure)	4,080	4,080	5,576	5,119
Wildlife/Bird Strikes	Number		126	89	116	85
Deficiencies noted during daily 139 inspections	Number		654	692	799	1,126
Deficiencies noted during annual 139 inspections	Number		2	3	0	0
AOA Warnings Issued	Number		0	3	4	1
Security Responses with Established time	Percent		100%	100%	100%	100%
Security Violations Issued	Number		44	71	58	43
Average wait times at security checkpoints						
Morning	Minutes	Average week day, excluding holidays and special events	12.36	16	16	8
Afternoon	Minutes	Average week day, excluding holidays and special events	9.84	12	16	8
Number of ARFF Responses	Number		866	948	937	1073
Average time of repairs - from call to completion	Number	New measure	16	40	37	35
EPAX per gate utilized	Number	Annual enplanements divided by number of gates used	211,019	231,695	247,219	269,164
Enplanements - Change over Prior Period	Percent	Growth or decline	7.02%	10.00%	7.00%	8.88%
Turns per gate - Gate Utilization	Number	Avg. number of departures per gate per day	5.92	6.34	6.46	6.75
Passenger Boarding Bridge	Annual Cost	Reduce maint. cost 5%	335,699	327,286	358,750	434,153
Airfield Lighting	Number	5% fixture failures on signage (Number replaced)	285	663	541	846
People moving systems	Percent	Elevators 95% uptime (new measure)	93.00%	99.51%	99.99%	99.96%
BHS Conveying system	Percent	Carousels and Conveyors 95% uptime (new measure)	96.00%	98.02%	99.60%	99.81%
PM Costs compared to Total Maint. Costs	Percent	Measures effectiveness of PM Program (new measure)	57.00%	57.00%	64.00%	68.42%
Ratio of Productive hours to Labor Hours	Percent	Measures staff productivity (new measure)	92.00%	96.00%	97.00%	97.00%
PM's performed on fleet vehicles	Number	Number of PM's performed (new measure 2011)		304	687	862
Cost per parking space						
Cost per covered space	Dollars		679.60	608.79	553.28	608.75
Cost per space with busing operation	Dollars		625.03	612.21	557.73	546.06
Cost per space without busing or cover	Dollars		343.86	373.46	400.11	386.33

PERFORMANCE MEASURES » ECONOMIC SUSTAINABILITY:

PERFORMANCE MEASURES » ENVIRONMENTAL STEWARDSHIP:

FINANCIAL	UNIT	COMMENT	2014	2015	2016	2017
Passenger Airline Cost per Enplanement	Dollar		8.01	8.12	8.38	8.85
Expenses (cost) per enplaned passenger	Dollar	Airport's O&M cost per enplanement	14.41	13.84	14.28	15.29
Credit Rating	Rating		A	A	A	A
Revenue per Enplanement	Dollar		20.65	20.71	21.97	22.19
Total Non-airline revenue	Dollar		66,703,521	67,464,904	77,910,370	83,397,943
Non-airline revenue per passenger	Dollar		6.18	5.83	6.31	6.22
Non-airline revenue to airline ratio	Percent		60%	56%	57%	56%
Parking revenue per enplaned passenger	Dollar		6.39	6.32	6.37	6.02
Concession Revenue to Airport	Dollar		9,781,041	11,251,382	12,535,831	14,030,464
Concession Gross Sales per Square Foot	Dollar		1,459.53	1,642.90	1,870.90	2,051.34
Security Cost	Dollar		9,650,825	10,289,064	11,022,085	12,415,126
Security cost (percent of Total costs)	Percent		12.69%	12.83%	12.49%	12.07%
ARFF Cost	Dollar		4,846,183	5,170,512	5,449,061	6,088,573
ARFF cost (percent of Total)	Percent	Change over Previous Period (Benchmark Index, D)	6.37%	6.45%	6.17%	5.92%
ARFF Cost per Operation	Dollar		28.90	27.20	28.38	30.76
ARFF Salary and Benefits Cost	Dollar		4,711,908	4,660,465	4,967,849	5,445,044
Personnel Expenses	Dollar		28,905,380	31,622,967	34,821,579	39,324,482
Repair and Maintenance Cost	Dollar		2,124,287	2,508,049	2,745,255	3,471,043
Total operating revenue	Dollar		108,960,498	119,968,617	135,764,968	149,332,693
Total Parking and Ground Trans. Revenue	Dollar		34,181,754	37,429,108	40,322,190	42,406,020
Off airport	Dollar		1,626,932	1,739,463	1,777,881	2,113,974
On airport	Dollar		32,554,823	35,689,645	38,544,309	40,292,045
Total Landed Weight	Pounds		6,392,065	7,090,637	7,421,776	8,116,254

ENVIRONMENTAL	UNIT	COMMENT	2014	2015	2016	2017
Terminal utilities		Terminal and central plant only				
Electric	kWh		22,836,040	23,092,303	22,863,651	24,435,718
Natural gas	CCF		141,207	150,246	133,789	123,364
Water	Gallons	Includes terminal irrigation	28,466,050	31,706,400	32,503,900	36,143,700
Waste water	Gallons		28,466,050	31,706,400	32,503,900	36,143,700
Campus utilities		Includes terminal and central plant				
Electric	kWh		29,660,980	29,925,601	29,577,706	30,642,073
Natural gas	CCF		197,246	206,327	180,860	159,505
Water	Gallons	2009 Malfunction from water feature caused increase	47,865,700	48,934,682	51,106,434	55,553,100
Reclaimed water	Gallons	New - Irrigation and central plant only	17,150,000	14,384,300	19,669,700	31,846,000
Waste water	Gallons		34,484,800	48,934,682	51,106,434	39,205,400
Electricity provided by Green Choice	Percent	New - % of total electric provided by alternative sources	100%	100%	100%	100%
De-icing operations						
De-icing operations - aircraft	Gallons	Total diluted fluid used by airlines	36,830	15,216	5,605	21,156
Pavement de-icing - ground operations	Gallons	Total E-36 (gallons) applied by Dept. of Aviation	7,179	0	0	300
Pavement de-icing - ground operations	Pounds	Total NAAC (liquid) applied by Dept. of Aviation	0	0	0	0
Aircraft de-icing pond discharges to wastewater	Gallons	Discharged to City's wastewater system (diluted)	2,532,200	4,402,628	0	342,495
Aircraft de-icer treated at wastewater plant	Pounds		27,793	0	0	336
Waste management						
Terminal waste to landfill	Tons		2,148	2,231	2,099	2,220
Terminal recycling	Tons		291	360	686	823
Brush composting	Tons		335	218	342	91
Light bulb recycling	Pounds	Pounds of crushed lamps	893	502	502	323
Light bulb recycling	Number	Number of whole lamps	1,673	354	275	412
Alkaline and rechargeable batteries	Pounds		1,398	196	622	1,096
Electronic waste	Pounds		13,338	14,336	8,520	11,979
Hazardous materials recycled						
Vehicle batteries	Number		150	36	30	30
Tires	Number		557	194	202	245
Oils	Gallons		585	399	507	426
Vehicle fuel usage						
Gasoline	Gallons		34,900	33,565	31,820	31,467
Ethanol (E85)	Gallons		3,318	3,611	4,925	7,076
Biodiesel (B20)	Gallons			8,406	40,357	37,207
Diesel	Gallons		23,469	25,889	908	568
Propane	Gallons		55,961	45,768	79,925	109,081
CNG	Gallons		154,774	151,190	118,100	97,148
Large Construction Project demolition recycling	Tons		3,758	2,743	6,825	59,570
Carbon Footprint	Metric Tons		2,861	2,923	3,080	2,940



ACKNOWLEDGEMENTS

Thank you for flying Austin!

AUSTIN CITY COUNCIL

Steve Adler, *Mayor*
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Sandy L. Stevens, *Art Director/Graphic Designer/Photographer*
Jim Halbrook, *Public Information & Marketing Program Manager*
Dan Herron, *Photography*
James Aldrete, *Message, Audience & Presentation*
i2i Group, *Graphic Design*

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Ghizlane Badawi, *Assistant Director, Enterprise Business Services*
Susana Carbajal, *Assistant Director, Support Services, Business Development
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Shane Harbinson, *Assistant Director, Airport Planning and Engineering*
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Austin-Bergstrom
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www.abia.org

