



YOUR GATEWAY TO
the World

YOUR CONNECTION TO
Community



Austin-Bergstrom
International Airport

OUR Mission

- TO PROVIDE SAFE JOURNEYS TO THE WORLD
- TO GIVE ECONOMIC OPPORTUNITY TO OUR COMMUNITY
- TO BE THE EMPLOYER OF CHOICE

 At the time of publication, the COVID-19 crisis is adversely affecting air service across the global aviation industry. The following milestones reflect non-stop service announced to our customers in 2019. Our goal is to continue to maintain service in existing markets, pursue low fare competition, and align our air service development priorities with community stakeholders, local companies, and City of Austin leadership.

A Message From the Chief Executive Officer



At AUS, we're celebrating our 20th anniversary of connecting Austin to the world and growing with a community recognized as an iconic cultural destination across the globe.

This past year — my first in taking the helm as CEO — has seen major milestones, from the opening of our new 9 gate expansion to announcements of new nonstop and transatlantic flights.

While 2019 was a banner year for AUS, as I write this, we find ourselves in the midst of a global pandemic. This unprecedented event has tested our strength and resolve as an organization, but has also shown me just how strong and resilient our AUS team is. Right now, they're working around the clock to care for our passengers, reunite families, and get Austinites home safe and sound. In addition, AUS is continuing to receive vital cargo. Our team has shown up in a way that has impressed me beyond anything I've seen in my career. Our AUS employees truly are my heroes.

This moment also has me reflecting on how AUS reflects the community we serve. Since the airport opened in 1999, it has mirrored Austin itself through food, music, art, and more. Through the COVID-19 crisis, I've seen just how creative, caring and resourceful Austin, Texas is.

This current moment also shows that behind every new announcement, every step to ensure health and safety, every moment that provides comfort, respite and care for our passengers, are the people who come to work every day to serve the Austin public and welcome travelers from afar. And it's my honor to serve with them.

Safe travels,

Jacqueline Yaft
Chief Executive Officer



AUS

a sense of place

It's been a 20-year journey of growth, exploration, and connection.

Throughout all the changes, one thing has remained constant: the feeling that when you land at AUS that you've arrived at a destination like no other. We're an extension of the diverse and talented city we call home. We celebrate diversity and the creative arts. We lead by example in our environmental and sustainability efforts. We bond over tacos, BBQ, and the work of local artists. We strive to be a good neighbor and partner to our surrounding community.

THE VIEW FROM 36,000 FEET

17.3 million
passengers (2019)

9.6% growth
over 2018

31st busiest airport
in the nation
(up three spots since 2017)

\$7.8 billion
economic impact
to the Austin area

5 new carriers and **4** new destinations

AUS



Air Service

2019 was our 20th anniversary and also our busiest year ever.

We saw a 9.6% increase in traffic over the previous year, and a 21% increase in international travel. In all, we welcomed over 17.3 million passengers travelling through our airport in 2019. Austin is known as a high-growth, creative community fueled by a booming tech sector. As AUS expanded its gates and added enhanced customer service features, airlines invested in the airport as well, with exciting new destinations and increased nonstop frequency, making **AUS YOUR GATEWAY TO THE WORLD.**

INTERNATIONAL

Expanding International Destinations

- **Lufthansa** began nonstop flights to Frankfurt Germany in 2019.
- **Norwegian*** announced seasonal direct flights to Paris for 2020.
- **KLM***, a Delta partner, announced three flights a week to Amsterdam for 2020.
- **WestJet**, a Delta partner, began AUS-Calgary flights in 2019.

* Both Norwegian and KLM consequently postponed new service due to COVID-19.



DOMESTIC

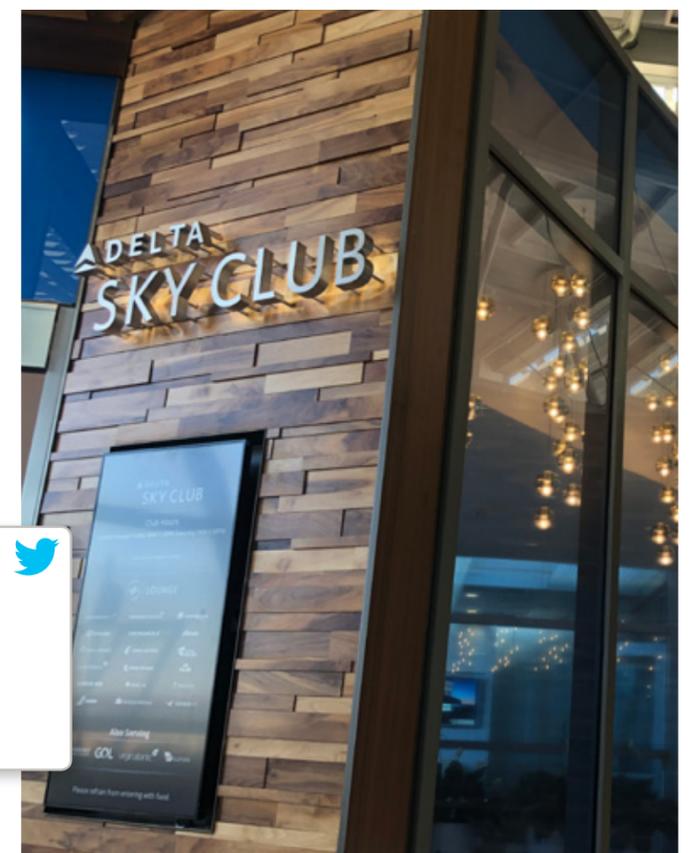
Delta named Austin a "Focus City," opening a new Sky Club with an outdoor deck, as part of the airport's new 9 gate expansion. Delta renewed investments in core domestic hubs, with a special emphasis on high growth areas with strong tech centers, like Austin.

American announced three new nonstop flights to enhance service for their Oneworld customers, who enjoy a higher level of service and smooth connections to more than 1,000 destinations around the globe.

Mousumi

I'm a frequent traveler and [AUS] is one of my favorite airports as it highlights the beauty of our city and community by keeping the restaurants and stores local.

APRIL 11, 2019



Runner-up for Best U.S. Airports

Wall Street Journal

Runner-up for Best Airport in the U.S.

Fodor's Travel Awards 2019

Best Large Airports Nominee

Conde Nast Traveler

Top Ten Best U.S. Large Airports

J.D. Power's 2019 North American Airport Satisfaction Study



GROWING INTERNATIONAL DIRECT FLIGHTS

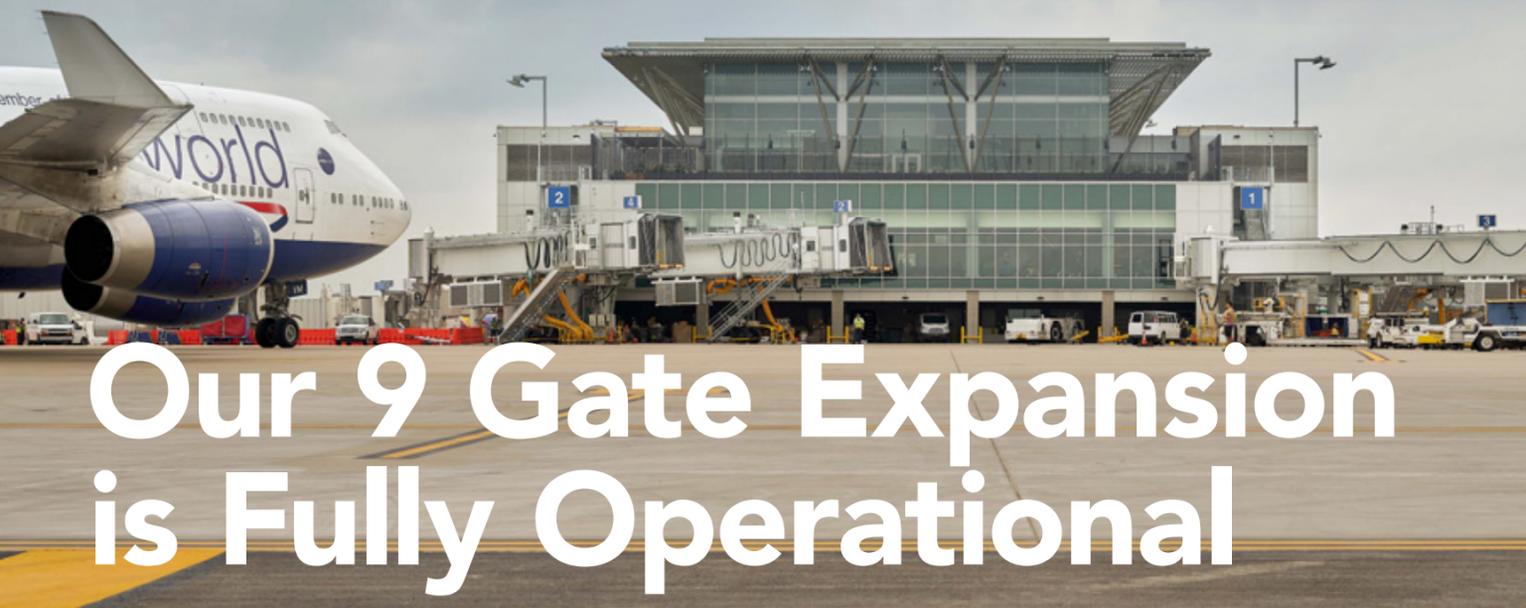
BRITISH AIRWAYS	—————	LONDON
LUFTHANSA	- - - - -	FRANKFURT
NORWEGIAN	- - - - -	PARIS & LONDON
WESTJET	—————	CALGARY
KLM	- - - - -	AMSTERDAM

AUS

Scheduled Passenger NONSTOPS

- - - - - SEASONAL ————— NON-SEASONAL

AUS



Our 9 Gate Expansion is Fully Operational



At 5:20 a.m., on February 19, 2019, a Delta flight from Austin to Atlanta was the first to depart from AUS's new 9 gate expansion.

February 19 also happens to be Barbara Jordan's birthday. The 9 gate expansion increased terminal capacity to 15 million. The Barbara Jordan Terminal welcomed over 17 million passengers in 2019.

The \$378 million dollar expansion project allows passengers to shop, dine, and relax on their journeys. The end product is a tribute to the ingenuity and collaborative spirit of AUS employees and local stakeholders.

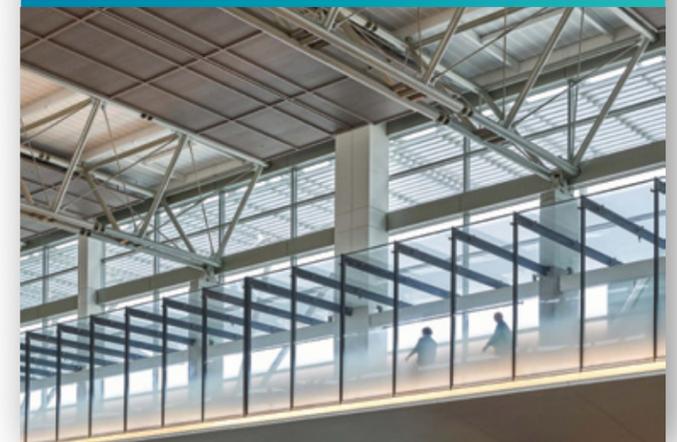


BY THE NUMBERS:

- 9 new gates, increasing total number of gates to 34.
- Nearly 175,000 square feet and includes:
 - 88,359 square feet of concourse space
 - 28,205 square feet of mezzanine and platform level space
 - 5,770 square feet of outdoor east terrace.
 - 52,282 square feet of apron level space for baggage makeup conveyors, additional inbound baggage systems, airline operations space, airport support space, and other related ancillary facilities
- If stood on end, the terminal would be taller than the Frost Tower in downtown Austin.

MEETING LEED GOLD CERTIFICATION

LEED (Leadership in Energy and Environmental Design) is an initiative of the US Green Building Council. Meeting LEED building standards can result in massive cost savings for maintenance over time, while also providing significant environmental benefits. Among the terminal expansion's sustainable features includes in-door water saving devices and strategic use of natural lighting to reduce energy usage.





Teamwork. Advancement. Community Service.

2019 was a year of planning, investing in our leadership pipeline, and stepping up our role as a leader and connector in the Austin community.

A VISION FOR OUR FUTURE

Led by CEO Jacqueline Yaft, the AUS Executive Team came together in 2019 to chart a new vision, mission, and strategic priorities to guide the airport for the next 3 to 5 years. Facilitated by the airport's new Strategic Planning Division, ideas from 180 employees for enhancing the AUS experience laid the foundation for our strategic plan. Four employee Focus Teams worked toward setting goals for investing in people, owning our AUS experience, growing the business, and investing in infrastructure. Those Focus Teams are now continuing their work and helping outline recovery efforts for COVID-19 that align with AUS strategic goals.

LEADERSHIP DEVELOPMENT

AUS is committed to leadership development and opportunities for advancement for all our team members. Thirty-one professionals from the Department of Aviation participated in the Mentoring on the Fly Program, guiding 77 participants in career development and networking.

WORKFORCE DIVERSITY

35% White 30% Hispanic 24% Black 5% Other 5% Asian 68% Male 32% Female

YOUTH MENTORING

Years ago, Del Valle ISD schools primarily served the families of Bergstrom Air Force Base. While the community has changed, our connection has not. AUS team members actively volunteer as mentors, collect and donate school supplies, lead backpack drives, and participate in "Adopt-A-Family" programs during the winter holidays.



HONOR FLIGHTS

In 2019 AUS celebrated its 65th Honor Flight trip with World War II, Korean War and Vietnam War veterans going on a trip of a lifetime visiting the memorials honoring their service in Washington, D.C. This program is at no cost to the veterans and has been supported by the airport since 2012.



COMMUNITY ENGAGEMENT

From appreciating our employees and customers, to outreach to veterans, neighborhoods, and participating in Austin cultural events, the following are just some of the events we sponsored and participated in:

- National Customer Appreciation Day
- Halloween Employee Costume Contest
- Cookies with Santa
- City Olympics
- Urban Music Festival
- Steiner Ranch Trunk or Treat
- Veterans Day Parade
- Red, White & You Veterans Job Fair
- Keep Austin Fed



AUS



100% Powered by Renewable Energy

AUS is continually striving to reduce our environmental impact by leading in the use of renewable energy, alternative fuel technologies, environmental design, innovation and public education.

Austin is one of the most livable cities in the country, known for its rivers, greenspaces, trails and its commitment to environmental protection.

REDUCING RELIANCE ON FOSSIL FUELS

AUS is proud to participate in the City of Austin's GreenChoice Program. Administered by Austin Energy, GreenChoice utilizes alternative energy sources such as West Texas wind turbines, and in the course of a year removes the same amount of carbon from the air as 6 million trees.



REDUCING RELIANCE ON DIESEL

AUS continues to focus on carbon reduction. By adding 33 new alternative fuel vehicles to our fleet in 2019 we are moving closer to our goal of carbon neutrality.



REDUCING WASTE

We achieved a waste diversion rate of 38%, preventing thousands of tons of waste from ending up in our landfills. This was in part a result of our airplane waste sorting program collecting organic material from airport restaurants, and consumer outreach efforts, including the "pour it out" receptacles.

The Environmental Affairs Division leads the Aviation Department in the areas of water quality, resource conservation, carbon reduction goals, energy efficiency, climate resiliency, and sustainable design.

ADDITIONAL HIGHLIGHTS ON OUR GREEN EFFORTS:

- Negotiated a Community Solar project at AUS
- Negotiated a Renewable Natural Gas contract with Clean Energy to support AUS shuttle bus fleet.
- AUS is a founding member of The Good Traveler Program which provides an easy solution for passengers to offset the carbon emissions from travel.



Uniquely Austin: Celebrating Arts, Music, Food & Culture



A new mural series by Austin artist Mila Sketch centers on the theme of our changing urban landscape. Her juxtaposition of local plant and animal life with this imagined Austin provides a vibrant and playful contrast, a metaphor for the diverse cultural landscape of this wonderfully weird city.



From her Planet Earth series.
Rubina Anjum, artist based in Austin, Texas.

“While walking through Austin-Bergstrom International Airport to my departure gate, I found myself in Moore’s Crossing Gallery.

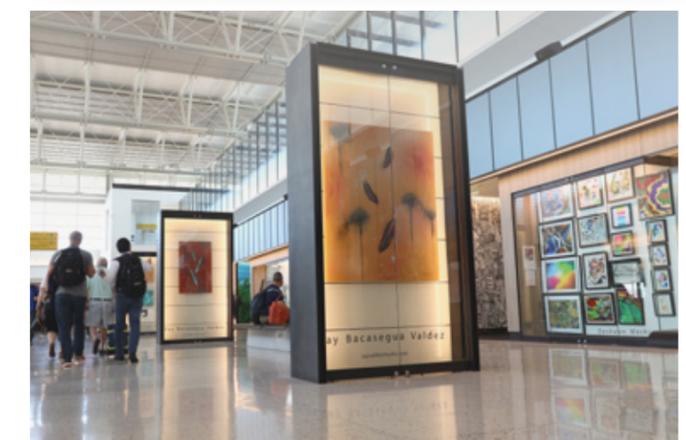
As I pulled my suitcase and thought about which coffee kiosk I would stop at, I noticed I was surrounded by art. Beautiful art. I looked to my left and saw a stunning oil painting of the Earth and for the first time in a long time, I paused.”

— **Bridgitte Jackson-Buckley**
Medium.com, April 21, 2019



Rakhee Jain Desai

“A Place To Call Home,” a new mural by Austin artist Rakhee Jain Desai, welcomes international passengers to Austin. Desai gathered collaborators from Austin immigrant communities to contribute to the mural, thus it depicts a cumulative vision of finding home, belonging and assimilation in Austin.



Joyce 
Exhibiting art in the Zilker Gallery at [AUS] was a tremendous opportunity. The prestige of exhibiting at the airport has helped to validate my artwork in the eyes of my clientele, acquaintances, friends and family.

NOVEMBER 12, 2019



AUS

Yes, We are the Live Music Capital of the World[®]

Austin is where the famed Armadillo World Headquarters once stood... where the longest running music series in television history, Austin City Limits, is produced... where SXSW draws music fans from around the world.

In February 2019, AUS launched a new partnership to showcase local sounds and musicians — from curbside to the concourse. The overhead music now playing throughout the Barbara Jordan Terminal is a live-streamed playlist of all Austin artists, hand-selected by local public radio station KUTX 98.9 FM.



Judi



My first time there and I could just hang out all day at this airport with all the great bars and music to pick from. Would not mind getting stuck here all day.

MAY 16, 2019



The airport also held its grand opening of the new Asleep at the Wheel main stage at the newly renovated Saxon Pub in the "Heart of Austin." The stage was redesigned for improved acoustics and sound quality, with a larger footprint and a bandstand for passengers to sit and listen to local musicians rock out.

AUS is proud to celebrate and support Austin musicians. As local public radio station KUT reported, "even people who don't like music, and who've never been here, equate the city with a vibrant scene." We help keep that scene alive, so grab a taco, grab a beer, and enjoy the show.



WHAT'S SHAKIN'

1,327 live music performances last year

12,107 guitar picks

1,603,602 tacos

1,200 pounds of cheese

71,798 pounds (35.9 tons) of brisket

2,000 bottles of Texas wines at Vino Volo

28,281 Lammes Candies

489 kegs of Real Ale Axis IPA

48,810 Austin and Texas themed stickers

3,000 bottles of Tito's Vodka

AUS

Refuel, Relax Austin Style.

EXPERIENCE NEW AND UPDATED CONCESSIONS

AUS developed and administered an improved in-terminal concessions program. This included the implementation and construction of new concessions throughout the existing terminal and 9 gate expansion. In all, more than 30 concessions were either opened or remodeled during the year, allowing for a broader range of consumer choices and an enhanced passenger experience.



- 24 Diner
- Amy's Ice Creams
- Briggo Coffee Haus #2
- Café Medici
- East Side Pies
- Flyrite Chicken
- Hat Creek Burger Co.
- Haymaker
- Hut's Hamburgers
- Jo's Coffee
- Jugo
- Parkside
- Salvation Pizza
- Saxon Pub
- Starbucks
- Vino Volo Wine Lounge & Restaurant



- Austin Chronicle
- Brighton Collectibles
- CNBC
- CVS Pharmacy Kiosk
- Earl Campbell's Taco Truck
- EJE Duty Free
- Hammer Made
- High Brew Coffee Kiosk
- InMotion
- James Avery Artisan Jewelry
- The Scoreboard
- Toy Joy & Yummi Joy
- XpresSpa
- Z Café



Z Café is represented by local independent restaurateur Iris Ren, whose new café located before Security Checkpoint 2 focuses on Asian and healthy foods for travelers on the go. Ren brought in local interior designer Kasey McCarty, whose work includes Violent Crown Cinema on Second Street.



AUS

We're a \$7.8 Billion Contributor to the Austin Economy

#1 Best Place to Live
US News & World Report, April 2019

#1 Best U.S. City for Starting a Business
Inc. (January 2020)

#2 Best Economy of 30 Largest Cities
Business Insider (August 2019)

AUS experienced a 10th record-breaking year in a row, helping support more than 74,000 jobs.

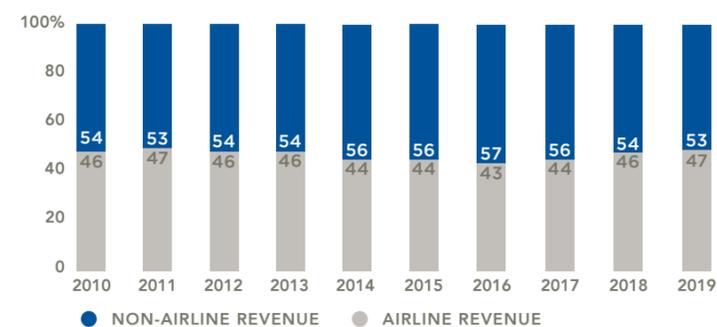
WE ARE 100% SELF-SUSTAINING

The revenue we generate covers operating expenses and funds future improvements. But while 2019 hit new heights, 2020 has presented new challenges with the COVID-19 crisis. Like any economic enterprise, AUS is thoroughly reviewing expenses and operations to ensure long-term sustainability and success.

10 YEAR FINANCIAL PERFORMANCE

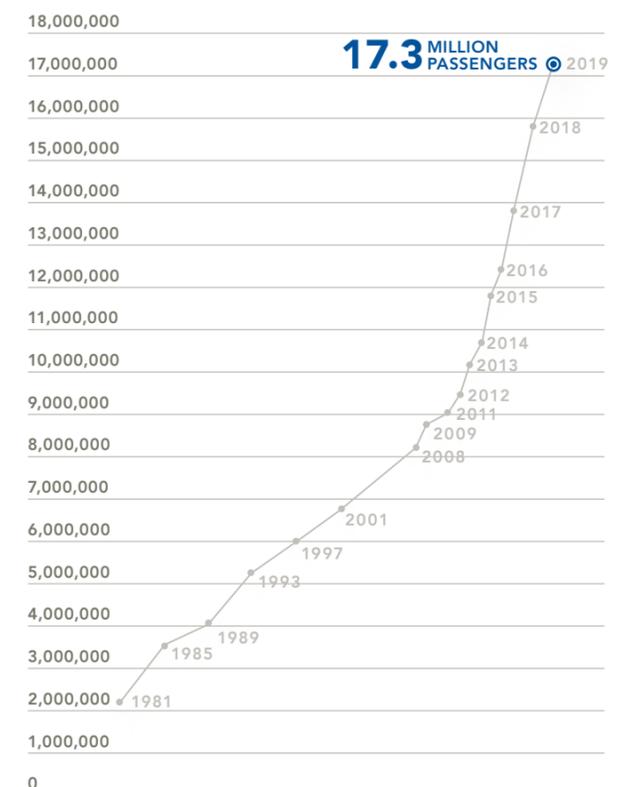


AERONAUTICAL REVENUE COMPARED TO NON-AERONAUTICAL REVENUE



	2017	2018	2019
Passenger Airline Aeronautical Revenue	59,566,715	69,886,171	75,139,841
Non-Passenger Airline Aeronautical Revenue	6,368,034	7,892,163	9,655,127
Total Aeronautical Revenue	65,934,749	77,778,334	84,794,969
Parking & Ground Transportation	42,406,020	45,528,725	47,648,157
Rental Car	14,913,177	13,628,594	14,793,043
Terminal Concessions	14,030,464	18,912,147	21,130,021
Other Rentals & Fees	12,048,283	11,435,787	11,923,325
Total Non-Aeronautical Revenue	83,397,944	89,505,253	95,494,545
Operating Revenue	149,332,693	167,283,587	180,289,514
Aeronautical vs. Non-Aeronautical			
Aeronautical	44%	46%	47%
Non-Aeronautical	56%	54%	53%
	100%	100%	100%

TOTAL AUSTIN PASSENGER GROWTH (5.5% Average Growth since 1981)



AUS

Infrastructure Improvements and Building Maintenance

AUS oversaw over **\$132 million in construction for more than 117 new, expansion, and renovation projects in 2019.**

SAFETY & COMMUNICATION:

- The Sign Shop identified and installed 132 confined space entry signs for all locations on airport property where entry needed to be restricted and safety protocols for confined spaces are enforced. The team focused their designs on materials that were easy to see, weather resistant, durable, and flexible for various kinds of entry.
- 82% completion rate of maintenance requests.
- Zero finding of any maintenance discrepancy during the 2019 annual FAA 139 Airfield Inspection Field Maintenance.



ADDITIONAL PARKING AND SHUTTLING:

- The South Terminal parking has added 1,000 additional parking spaces.
- Surface parking lots were all resurfaced in just a 5-month period.
- In December 2019, we successfully transferred to the new Skidata Parking Revenue Control System.
- Tram service transported 376,320 passengers to the ride share and taxi pick up location, reducing curbside congestion.

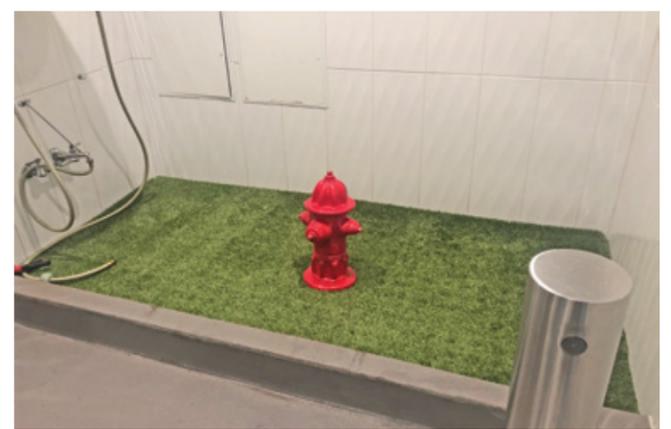
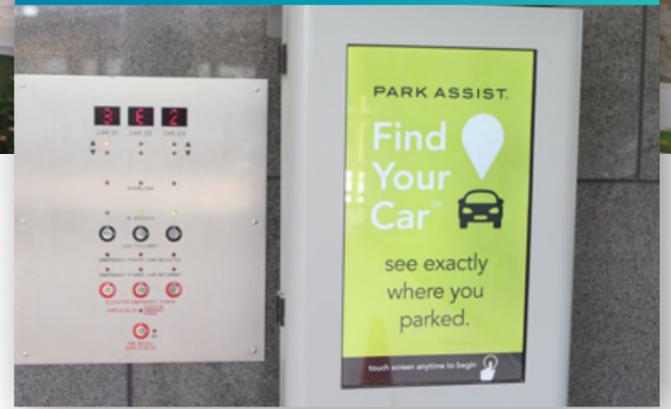
WE LOVE DOGS

The **Pet Relief Area** is a new addition to AUS new terminal expansion. Members of our Facilities team did extensive research to ensure the safety of all pets when using the proper chemicals to keep the area clean, safe and healthy.

THE NEW BLUE GARAGE:

A state of the art, six-level parking garage conveniently located within walking distance to the terminal:

- We opened five floors of the Blue Garage.
- The Park Assist system was installed and made operational, allowing the user to enter their license plate number and the kiosk will tell the floor/space number where the vehicle is located.



AUS

Guest Services and Security

AUS has maintained an incredibly secure airport with a **100% RESPONSE RATE** for all security calls while maintaining a minimal wait time for its travelers.

We end where we began, with the comfort and safety of the people we serve front and center. From answering customer questions, to minimizing wait times, to ensuring seamless travel from gates, through TSA or CBP (Customs and Border Protection), AUS employees work across departments as a team to ensure a safe, enjoyable and stress-free experience for all.



GUEST SERVICES:

- Established strong, collaborative relationship between Guest Services and Customs and Border Protection, allowing us to increase the number of customer interactions in the international arrival area.
- Added three new customer engagement initiatives to the Guest Service Program.
- Improved our Community Outreach and Education efforts by increasing AUS presence at six new Austin area events.

SECURITY:

- 100% Security On-Time Response Rate
- Zero TSA-imposed fines against AUS
- 5-7 minute average wait times at security checkpoints (5-7 minutes is the lowest default setting on the monitoring software)
- 6,000+ badged airport employees, voluntary enrollment in continuous background checks of badged employees
- 8,337 made their way to lost and found in 2019.



Hank

We really enjoy the airport. I also wanted to let you know, that the overall cleanliness of the airport, and the employees positive attitude when we have questions or need help have been on point. Thank you so much to everyone for always making our experience top notch!

OCTOBER 19, 2019

PERFORMANCE MEASURES: CUSTOMER AND COMMUNITY VALUE

EXTERNAL CUSTOMERS	UNIT	COMMENT	2015	2016	2017	2018	2019
Overall Customer Satisfaction with the Airport	Ratings	ASQ survey score / percent rating excellent (5's)	4.37/49%	4.36/49%	4.36/48%	4.34/47%	4.30/45%
Cleanliness of the terminal	Ratings	ASQ survey score / percent rating excellent (5's)	4.43/55%	4.43/55%	4.40/53%	4.33/50%	4.32/49%
Cleanliness of the restrooms	Ratings	ASQ survey score / percent rating excellent (5's)	4.25/47%	4.18/45%	4.25/47%	4.14/46%	4.11/40%
Helpfulness of the staff	Ratings	ASQ survey score / percent rating excellent (5's)	4.41/54%	4.43/55%	4.45/59%	4.41/57%	4.44/58%
Courtesy of Security Staff	Ratings	ASQ survey score / percent rating excellent (5's)	4.22/49%	4.25/52%	4.31/55%	4.27/53%	4.34/57%
MBE/WBE purchases							
Under \$5000	Percent		12.90%	10.87%	6.33%	10.78%	3.92%
Total purchases	Dollars		\$200,129.00	\$155,214.00	\$136,230.00	\$108,266.00	\$182,711.00
Passenger Flights	Number	Total Number of Flights	112,398	111,614	113,427	132,077	138,819
Direct Flights	Number	Includes both domestic and international	154,438	144,413	153,750	164,807	n/a
Non-stop Domestic Destinations	Number	Change in Number (Domestic Only)	50	54	61	73	59
Average Seats per Flight	Number		129	134	148	161	150
Total Annual Seats	Number		14,199,134	14,910,326	16,764,648	19,304,149	20,793,637
Total Passengers	Number		11,897,959	12,436,849	13,889,305	15,819,912	17,343,729

INTERNAL CUSTOMERS	UNIT	COMMENT	2015	2016	2017	2018	2019
Total Dept. of Aviation FTE's	Number		379	415	456	489	538
Injuries							
Lost Time Injury Rate	Number	per the equivalent of 100 employees	0.29	0.54	1.52	1.68	4.02
Injuries reportable	Number		67	70	70	77	99
Injuries with medical	Number		27	30	27	19	25
Injuries with no medical	Number		39	38	43	48	59
Sick Hours Utilized	Number	per 1000 hours	28.54	29.73	28.40	25.87	29.23
Training hours per FTE	Number	Departmental Average	16	16	16	16	16
Diversity		Dept. of Aviation employees only					
Male to Female	Percent		67% to 33%	67% to 33%	67% to 33%	67% to 33%	68% to 32%
White	Percent		42.00%	42.00%	39.00%	37.00%	35.00%
Hispanic	Percent		28.00%	28.00%	27.00%	30.00%	30.00%
Black	Percent		25.00%	24.00%	24.00%	25.00%	24.00%
Asian	Percent		4.00%	5.00%	4.00%	5.00%	5.00%
Other	Percent		1.00%	1.00%	6.00%	3.00%	5.00%
Employee Turnover Rate	Percent		5.63%	8.20%	2.60%	3.17%	1.63%

PERFORMANCE MEASURES: OPERATIONAL EXCELLENCE

OPERATIONS	UNIT	COMMENT	2015	2016	2017	2018	2019
Annual Aircraft Operations	Number	Total takeoffs and landings	190,081	192,010	197,962	210,080	209,726
FOD - Pounds removed from Apron	Pounds	Pounds of FOD removed by maintenance staff	4,080	5,576	5,119	4,609	7,410
Wildlife/Bird Strikes	Number		89	116	85	155	175
Deficiencies noted during daily 139 inspections	Number		692	799	1126	1277	1295
Deficiencies noted during annual 139 inspections	Number		3	0	0	1	0
AOA Warnings Issued	Number		3	4	1	5	1
Security Responses with Established time	Percent		100%	100%	100%	100%	100%
Security Violations Issued	Number		71	58	43	65	60
Average wait times at security checkpoints	Minutes						
Morning	Minutes	Average week day, excluding holidays and special events	16	16	8	7	7
Afternoon	Minutes	Average week day, excluding holidays and special events	12	16	8	5	5
Number of ARFF Responses	Number		948	937	1,073	1,433	1,599
Average time of repairs-from call to completion	Number	New measure	40	37	35	71	26
EPAX per gate utilized	Number	Annual enplanements divided by number of gates used	231,695	247,219	269,164	309,592	264,519
Enplanements - Change over Prior Period	Percent	Growth or decline	10.00%	7.00%	8.88%	15.02%	9.36%
Turns per gate- Gate Utilization	Number	Avg. number of departures per gate per day	6.34	6.46	6.75	7.46	6.10
Passenger Boarding Bridge	Dollars	reduce maint. cost 5%	\$327,286	\$358,750	\$434,153	\$608,059	\$659,711
Airfield Lighting	Number	Number Replaced	663	541	846	744	784
People moving systems	Percent	Elevators 95% uptime	99.51%	99.99%	99.96%	98.48%	92.38%
BHS Conveying system	Percent	Carousels and Conveyors 95% uptime	98.02%	99.60%	99.81%	98.79%	99.96%
PM Costs compared to Total Maint. Costs	Percent	Measures effectiveness of PM Program	57.00%	64.00%	68.42%	68.00%	63.00%
Ratio of Productive hours to Labor Hours	Percent	Measures staff productivity	96.00%	97.00%	97.00%	97.00%	97.00%
PM's performed on fleet vehicles	Number	Number of PM's performed	304	687	862	1,153	1,111
Cost per parking space							
Cost per covered space	Dollars		\$608.79	\$553.28	\$608.75	\$563.68	\$641.00
Cost per space with busing operation	Dollars		\$612.21	\$557.73	\$546.06	\$636.25	\$678.00
Cost per space without busing or cover	Dollars	Measure will be removed and replaced in 2019	\$373.46	\$400.11	\$386.33	\$0.00	\$0.00

PERFORMANCE MEASURES: **ECONOMIC SUSTAINABILITY**

FINANCIAL	UNIT	COMMENT	2015	2016	2017	2018	2019
Passenger Airline Cost per Enplanement	Dollar		\$8.12	\$8.38	\$8.85	\$9.03	\$8.88
Expenses (cost) per enplaned passenger	Dollar	Airport's O&M cost per enplanement	\$13.84	\$14.28	\$15.29	\$15.26	\$15.57
Credit Rating	Grade		A	A	A	A	A
Revenue per Enplanement	Dollar		\$20.71	\$21.97	\$22.19	\$21.61	\$21.30
Total Non-airline revenue	Dollar		\$67,464,904.00	\$77,910,370.00	\$83,397,943.66	\$89,505,253.00	\$95,494,545.00
Non-airline revenue per passenger	Dollar		\$5.83	\$6.31	\$6.22	\$5.79	\$5.65
Non-airline revenue to airline ratio	Percent		56%	57%	56%	54%	53%
Parking revenue per enplaned passenger	Dollar		\$6.32	\$6.37	\$6.02	\$5.12	\$4.79
Concession Revenue to Airport	Dollar		\$11,251,382.00	\$12,535,831.00	\$14,030,464.00	\$18,912,147.00	\$21,130,021.00
Concession Gross Sales per Square Foot	Dollar		\$1,642.90	\$1,870.90	\$2,051.34	\$2,197.35	\$1,688.61
Security Cost	Dollar		\$10,289,064.00	\$11,022,085.00	\$12,415,126.00	\$11,446,673.00	\$12,267,401.00
Security cost (percent of Total costs)	Percent		12.83%	12.49%	12.07%	9.69%	9.31%
ARFF Cost	Dollar		\$5,170,512.00	\$5,449,061.00	\$6,088,573.00	\$6,369,897.00	\$6,565,042.00
ARFF cost (percent of Total)	Percent	Change over Previous Period (Benchmark Index, D)	6.45%	6.17%	5.92%	5.39%	4.98%
ARFF Cost per Operation	Dollar		\$27.20	\$28.38	\$30.76	\$30.62	\$32.30
ARFF Salary and Benefits Cost	Dollar		\$4,660,464.98	\$4,967,849.43	\$5,445,044.46	\$5,502,508.68	\$5,618,845.41
Personnel Expenses	Dollar		\$31,622,967.12	\$34,821,579.00	\$39,324,482.00	\$42,532,318.00	\$48,312,557.00
Repair and Maintenance Cost	Dollar		\$2,508,049.00	\$2,745,255.00	\$3,471,043.00	\$3,760,797.00	\$4,535,096.00
Total operating revenue	Dollar		\$119,968,617.00	\$135,764,968.00	\$149,332,691.00	\$167,283,587.00	\$180,289,514.00
Total Parking and Ground Trans. Revenue	Dollar		\$37,429,108.00	\$40,322,190.00	\$42,406,020.00	\$45,528,724.98	\$47,648,157.10
Off airport	Dollar		\$1,739,463.00	\$1,777,881.30	\$2,113,974.23	\$2,459,389.19	\$2,689,572.72
On airport	Dollar		\$35,689,645.00	\$38,544,309.06	\$40,292,045.33	\$43,069,335.79	\$44,958,584.38
Total Landed Weight	Pounds		7,090,637	7,421,776	8,116,254	9,285,170	9,898,844

PERFORMANCE MEASURES: **ENVIRONMENTAL STEWARDSHIP**

ENVIRONMENTAL	UNIT	COMMENT	2015	2016	2017	2018	2019
Terminal Utilities		Terminal and Central Plant Only					
Electric	Kwh		23,092,303	22,863,651	24,435,718	24,867,301	27,896,423
Natural Gas	CCF		150,246	133,789	123,364	166,699	185,589
Water	Gallons	Includes Terminal Irrigation	31,706,400	32,503,900	36,143,700	36,618,000	37,007,300
Waste Water	Gallons		31,706,400	32,503,900	36,143,700	36,618,000	40,765,600
Campus Utilities		Includes Terminal and Central Plant					
Electric	Kwh		29,925,601	29,577,706	30,642,073	30,014,574	37,108,632
Natural Gas	CCF		206,327	180,860	159,505	208,604	218,806
Water	Gallons		48,934,682	51,106,434	55,553,100	56,741,600	66,191,100
Reclaimed Water	Gallons	Irrigation and Central Plant Only	14,384,300	19,669,700	31,846,000	17,219,000	16,725,000
Waste Water	Gallons		48,934,682	51,106,434	39,205,400	45,790,400	49,770,700
Electricity provided by Green Choice	Percent	% of total electric provided by alternative sources	100%	100%	100%	100%	100%
De-icing Operations							
De-icing operations-aircraft	Gallons	Total diluted fluid used by airlines	15,216	5,605	21,156	21,792	12,073
Pavement de-icing- ground operations	Gallons	Total E-36 (gallons) applied by Dept. of Aviation	0	0	300	6,880	65
Pavement de-icing- ground operations	Pounds	Total NAAC (solid) applied by Dept. of Aviation	0	0	0	1,900	50
Aircraft de-icing pond discharges to wastewater	Gallons	Discharged to City's wastewater system (diluted)	4,402,628	0	342,495	2,288,149	1,277,130
Aircraft de-icer treated at wastewater plant	Pounds		0	0	336	11,938	1,474
Waste Management							
Terminal Waste to landfill	Tons		2,231	2,099	2,220	2,313	2,208
Terminal Recycling	Tons		360	686	823	993	1,356
Brush composting	Tons		218	342	91	81	37
Light Bulb recycling	Pounds	Pounds of Crushed lamps	502	502	323	0	0
Light Bulb recycling	Number	Number of whole lamps	354	275	412	0	0
Alkaline and rechargeable batteries	Pounds		196	622	1,096	557	772
Electronic waste	Pounds		14,336	8,520	11,979	11,198	11,746
Hazardous Materials recycled							
Vehicle Batteries	Number		36	30	30	72	91
Tires	Number		194	202	245	250	0
Oils	Gallons		399	507	426	426	230
Vehicle Fuel Usage							
Gasoline	Gallons		33,565	31,820	31,467	33,722	33,987
Ethanol (E85)	Gallons		3,611	4,925	7,076	9,430	14,527
Biodiesel (B20)	Gallons		8,406	40,357	37,207	39,084	46,161
Diesel	Gallons		25,889	1,561	568	866	162
Propane	Gallons		45,768	79,925	109,081	129,115	146,567
CNG	Gallons		151,190	118,100	97,148	89,414	77,521
Large Construction Project demolition recycling	Tons		2,743	6,825	59,570	11,532	559
Carbon Footprint	Metric Tons		2,923	3,080	2,779	3,045	3,890
Alternative fuel units							Replaced
Mowers	Number	Propane mowers	16	16	16		Replaced
Off-road units	Number	Propane and electric units	48	48	52		Replaced
On-road units	Number	Propane and electric units (Includes buses for parking)	34	34	46		Replaced
Alternative fuel units by fuel type	Number						New for 2018
BDS	Number	Biodiesel					New for 2018 87 130
BEV	Number	Battery Electric Vehicle					New for 2018 1 4
CNG	Number	Compressed Natural Gas					New for 2018 25 30
E-85	Number	Ethanol 85%					New for 2018 40 48
EL	Number	Electric Vehicle					New for 2018 32 58
HYB	Number	Hybrid					New for 2018 11 11
PD	Number	Propane Dedicated					New for 2018 43 51

Thanks for flying

ACKNOWLEDGEMENTS

AUSTIN CITY COUNCIL

Steve Adler, Mayor
Natasha Harper-Madison, District 1
Delia Garza, District 2
Sabino "Pio" Renteria, District 3
Gregorio "Greg" Casar, District 4
Ann Kitchen, District 5
Jimmy Flannigan, District 6
Leslie Pool, District 7
Paige Ellis, District 8
Kathie Tovo, District 9
Alison Alter, District 10

CITY MANAGEMENT

Spencer Cronk, City Manager
Gina Fiandaca, Assistant City Manager for Mobility

AIRPORT ADVISORY COMMISSION

Mike Rodriguez, Chair
Eugene Sepulveda, Vice Chair
Michael Watry, Secretary
Jeremy Hendricks
Scott Madole
Frank Maldonado
Billy Owens
Ernest Saulmon
Vicky Sepulveda
Wendy Price Todd

DESIGN AND PRODUCTION

Cory Anne Hurless, Arts, Music and Graphics Program Manager
Mandy McClendon, Public Information & Marketing Manager
Bryce Dubee, Public Information Specialist Sr.
Christina Mendoza, Public Information Specialist
Austin Pro Photo, Photography
Kelly Phillips, Photography
Dror Baldinger, Photography
Dan Herron, Photography
Sandy L. Stevens, Photography
Charles Meyer, PGAL, *Blue Garage Photo*
James Aldrete, Copywriter
i2i Group, Graphic Design and Photography

CITY OF AUSTIN AVIATION DEPARTMENT

Jacqueline Yaft, Chief Executive Officer
Patti Edwards, Airport Chief Operating Officer (*retired*)
Dave Arthur, Chief Financial Officer (*retired*)
Ghizlane Badawi, Deputy Chief Strategy
Susana Carbajal, Deputy Chief Revenue
Denise Hatch, Deputy Chief Operations, *Operations & Security*
Shane Harbinson, Deputy Chief Planning & Development
Donnell January, Deputy Chief Operations, *Maintenance & Facilities*
Jamy Kazanoff, Air Service Development
Brian Long, Deputy Chief Planning & Development



Austin-Bergstrom
International Airport

www.austintexas.gov/airport