“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)

Ranked #5 Domestic Airports
— Travel + Leisure

13.9 Million passengers in 2017

2017 Texas Airport of the Year
— FAA

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.
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

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.

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

INTERNATIONAL ADDITIONS:
- London (Gatwick), United Kingdom ➔ Norwegian
- Punta Cana, Dominican Republic ➔ Vacation Express
- Amsterdam, Netherlands ➔ Delta
- Stockholm, Sweden ➔ SAS

29 new routes from AUS
11 new non-stop destinations
4 new international destinations
Keeping the Austin vibe

AUSTIN FLAIR WITH ART
Showcased the creative energy and cultural diversity of Austin with over 80 artists’ works exhibited in 2017. Artists also benefited 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.

LIVE MUSIC:
11,500 shows
and counting
(1350 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

6,500 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
Honoring Heroes
Nina 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.
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.

$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

↑ 11.5% increase in passengers
↑ 11.5% increase in passengers
↑ 99% uptime for automated baggage handling
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.
Soaring above expectations

**ECONOMIC SUSTAINABILITY**

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.

**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

**FISCAL PERFORMANCE**

- **2017 OPERATING REVENUE** $149,332,693
  3.09% above projections
- **2017 OPERATING REQUIREMENTS** $102,884,338
  9.31% below total budgeted requirements
- **2017 SAVINGS/REVENUE ABOVE OPERATING COSTS** $46,448,355
  + FY17 operating budget was $91.27 million* with 456 FTEs
  + FY18 operating budget funded at $102.29 million* with 489 FTEs.

*operating expenses only
INSIDE THE "METRO TRIANGLE"

80% of Texas' population lives within the triangle of Dallas, San Antonio, and Houston.

AVERAGE DRIVE TIMES:
- Austin → San Antonio: 2 hrs
- Austin → Dallas/Ft. Worth: 3.5 hrs
- Austin → Houston: 2.5 hrs

PROJECTED 2018 POPULATION GROWTH (%)
- 10% or greater
- 5% to 9.99%
- 0% to 4.99%

AERONAUTICAL REVENUE COMPARED TO NON-AERONAUTICAL REVENUE

TOTAL AUSTIN PASSENGER GROWTH (5.5% AVERAGE GROWTH SINCE 1981)

13.9 MILLION PASSENGERS 2017

SCHEDULED PASSENGER
NONSTOPS FROM AUSTIN
Soaring to a new challenge

Environmental Stewardship

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).

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.

TOP 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
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.

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

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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.

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

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

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.

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

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.

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

<table>
<thead>
<tr>
<th>Unit Comment</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>External Customers Unit Comment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total external customers purchased under $5000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage</td>
<td>7.44%</td>
<td>12.90%</td>
<td>10.87%</td>
<td>6.33%</td>
</tr>
<tr>
<td>Dollars</td>
<td>157,811</td>
<td>200,129</td>
<td>155,214</td>
<td>136,230</td>
</tr>
</tbody>
</table>

### Internal Customers

<table>
<thead>
<tr>
<th>Unit Comment</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of total aviation FTE's</td>
<td>362</td>
<td>379</td>
<td>415</td>
<td>456</td>
</tr>
<tr>
<td>Injuries</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lost time injury Rate number per the equivalent of 100 employees</td>
<td>0.31</td>
<td>0.29</td>
<td>0.59</td>
<td>1.77</td>
</tr>
<tr>
<td>Injuries reportable</td>
<td>52</td>
<td>67</td>
<td>70</td>
<td>79</td>
</tr>
<tr>
<td>Injuries with medical</td>
<td>18</td>
<td>27</td>
<td>30</td>
<td>27</td>
</tr>
<tr>
<td>Injuries with no medical</td>
<td>30</td>
<td>39</td>
<td>38</td>
<td>43</td>
</tr>
<tr>
<td>Sick Hours Utilized</td>
<td>26.27</td>
<td>28.54</td>
<td>29.73</td>
<td>28.40</td>
</tr>
<tr>
<td>Training hours per FTE</td>
<td>40</td>
<td>16</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>Employee Satisfaction Rating</td>
<td>37</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### Diversity

<table>
<thead>
<tr>
<th>Metric to Female</th>
<th>Percent</th>
<th>65% to 32%</th>
<th>67% to 32%</th>
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</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>40.00%</td>
<td>42.00%</td>
<td>42.00%</td>
<td>39.00%</td>
<td></td>
</tr>
<tr>
<td>Hispanic</td>
<td>28.00%</td>
<td>28.00%</td>
<td>28.00%</td>
<td>27.00%</td>
<td></td>
</tr>
<tr>
<td>Black</td>
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<td>24.00%</td>
<td></td>
</tr>
<tr>
<td>Asian</td>
<td>4.00%</td>
<td>4.00%</td>
<td>4.00%</td>
<td>4.00%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>1.00%</td>
<td>1.00%</td>
<td>1.00%</td>
<td>6.00%</td>
<td></td>
</tr>
<tr>
<td>Employee Turnover Rate Percent</td>
<td>9.44%</td>
<td>7.63%</td>
<td>8.20%</td>
<td>2.60%</td>
<td></td>
</tr>
</tbody>
</table>

## PERFORMANCE MEASURES » OPERATIONAL EXCELLENCE:

### Operations

<table>
<thead>
<tr>
<th>Unit Comment</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of total takeoffs and landings</td>
<td>179,224</td>
<td>190,081</td>
<td>192,010</td>
<td>197,962</td>
</tr>
<tr>
<td>Number of FODs removed from Apron</td>
<td>46,080</td>
<td>4,080</td>
<td>5,276</td>
<td>5,179</td>
</tr>
<tr>
<td>Number of Wildlife/Bird Strikes</td>
<td>126</td>
<td>89</td>
<td>116</td>
<td>85</td>
</tr>
<tr>
<td>Deficiencies noted during daily 139 Inspections</td>
<td>604</td>
<td>692</td>
<td>799</td>
<td>1,126</td>
</tr>
<tr>
<td>Deficiencies noted during annual 139 Inspections</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>ADA Warning Issued</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Safety Response Established time Percent</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Number of ARFF Responses</td>
<td>866</td>
<td>948</td>
<td>937</td>
<td>1,073</td>
</tr>
<tr>
<td>Average time of repairs - from call to completion</td>
<td>16</td>
<td>40</td>
<td>37</td>
<td>35</td>
</tr>
<tr>
<td>EPAX per gate utilized</td>
<td>271,018</td>
<td>231,695</td>
<td>247,239</td>
<td>269,164</td>
</tr>
<tr>
<td>Enplanements - Change over Prior Period Percent</td>
<td>7.02%</td>
<td>10.00%</td>
<td>7.00%</td>
<td>8.88%</td>
</tr>
<tr>
<td>Turns per gate - Gate Utilization Number</td>
<td>5.92</td>
<td>6.34</td>
<td>6.44</td>
<td>6.75</td>
</tr>
<tr>
<td>Passenger Boarding Bridge</td>
<td>320,099</td>
<td>327,046</td>
<td>356,750</td>
<td>454,503</td>
</tr>
<tr>
<td>Airfield Lighting</td>
<td>265</td>
<td>661</td>
<td>541</td>
<td>846</td>
</tr>
<tr>
<td>People moving systems</td>
<td>95.00%</td>
<td>96.02%</td>
<td>96.00%</td>
<td>98.87%</td>
</tr>
<tr>
<td>BM/BE purchases under $5000</td>
<td>7.48%</td>
<td>12.90%</td>
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<tr>
<td>Total purchases Dollars</td>
<td>157,811</td>
<td>200,129</td>
<td>155,214</td>
<td>136,230</td>
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<tr>
<td>Number of external customers</td>
<td>112,398</td>
<td>111,614</td>
<td>113,427</td>
<td>154,438</td>
</tr>
<tr>
<td>Total passengers</td>
<td>11,897,959</td>
<td>12,436,849</td>
<td>13,889,305</td>
<td>16,764,648</td>
</tr>
<tr>
<td>Non-stop Domestic Destinations</td>
<td>50</td>
<td>54</td>
<td>61</td>
<td></td>
</tr>
<tr>
<td>Average Seats per Flight</td>
<td>128.8</td>
<td>133.5</td>
<td>147.8</td>
<td></td>
</tr>
<tr>
<td>Total Annual Seats</td>
<td>14,199,134</td>
<td>14,910,326</td>
<td>16,764,648</td>
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## Airfield

### Safety

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### Cost per 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 | 517.73 | 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 8.28 8.28 8.65

Expense (cost) per enplaned passenger
Airport’s GMP cost per enplanement
Dollar 14.41 13.64 14.28 15.29

Credit Rating
Rating A A A A

Revenue per Enplanement
20.61 20.71 21.97 22.19

Total Non-airline revenue
Dollar 66,703,521 64,467,904 77,910,370 83,993,947

Total Parking and Ground Trans. Revenue
Dollar 34,181,754 37,429,108 40,322,190 42,406,020

Total Landed Weight
Pounds 6,392,065 7,003,837 7,412,776 8,760,254

ENVIRONMENTAL
UNIT COMMENT 2014 2015 2016 2017

Terminal utilities
Electric
Kwh 21,347,104 21,612,103 22,823,641 23,439,743

Water
Gallons includes terminal irrigation
28,466,050 31,704,400 32,503,900 34,183,700

Water waste
Gallons includes terminal and central plant
28,466,050 31,704,400 32,503,900 34,183,700

Campus utilities
Electric
Kwh 29,640,940 29,925,601 29,577,706 30,642,073

Natural gas
CCF 197,246 206,327 180,640 159,505

Water
Gallons 46,344,705 49,632,662 51,106,434 56,482,499

Reclaimed water
Gallons New - irrigation and central plant only
11,060,000 13,846,200 16,664,700 21,846,000

Waste water
Gallons 34,494,400 46,934,662 51,106,434 59,245,400

Electricity provided by GreenChoice
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
36,330 15,116 6,501 21,956

De-icing operations - ground operations
Gallons Total - G-16 applied by Dept. of Aviation
3,712 0 0 200

De-icing operations - ground operations
Gallons Total NAAC (solid) applied by Dept. of Aviation
0 0 0 0

Aircraft de-icing pond discharges to wastewater
Gallons Discharged to City’s wastewater system (diluted)
2,532,300 4,620,602 0 342,495

Aircraft de-icer treated at wastewater plant
Pounds 27,922 0 0 236

Waste management
Terminal waste to landfill
Tons 2,148 2,231 2,099 2,220

Terminal recycling
Tons 291 260 466 823

Brush composting
Tons 325 39 92 32

Light bulb recycling
Pounds Pounds of crushed lamps
893 502 502 932

Light bulb recycling
Number Number of whole lamps
1,673 354 275 402

Alkaline and rechargeable batteries
Pounds 1,398 396 621 1,096

Electronic waste
Pounds 13,338 14,336 8,220 11,379

Hazardous materials recycled
Vehicle batteries
Number 150 36 30 30

Vehicles
Number 157 194 202 245

Oils
Gallons 568 599 157 426

Vehicle fuel usage
Gasoline
Gallons 34,900 33,665 31,620 31,467

Ethanol (E85)
Gallons 3,318 3,671 4,925 7,076

Biodiesel (B20)
Gallons 4,456 4,237 3,307 2,207

Diesel
Gallons 33,459 35,890 908 588

Propane
Gallons 15,981 45,706 79,925 100,801

CNG
Gallons 156,774 151,595 193,100 271,000

Large Construction Project demolition recycling
Tons 2,000 2,446 1,200 1,090

Carbon footprint
Metric Tons 1,765 2,373 6,305 53,570

Footnote: XX represents either a new measure or no historical data available.

* Emission factors and calculation methodology updated for 2017, % change not calculated.
ACKNOWLEDGEMENTS

Thank you for flying Austin!

AUSTIN CITY COUNCIL
Steve Adler, Mayor
Ora Houston, Council Member District 1
Delia Garza, Council Member District 2
Sabino “Pio” Renteria, Council Member District 3
Gregorio “Greg” Casar, Council Member District 4
Ann Kitchen, Council Member District 5
Jimmy Flannigan, Council Member District 6
Leslie Pool, Council Member District 7
Ellen Troxclair, Council Member District 8
Kathie Tovo, Council Member District 9
Alison Alter, Council Member District 10

CITY MANAGEMENT
Spencer Cronk, City Manager
Joe Pantalion, Interim Assistant City Manager

AIRPORT ADVISORY COMMISSION
Ernest Saulmon, Chair
Nadia Barrera-Ramirez, Vice-Chair
Michael Watry, Secretary
Jeremy Hendricks
Frank Maldonado
Billy Owens
Mike Rodriguez
Vicky Sepulveda
Bradley Tegeler
Thomas Thies
John Walewski

DESIGN AND PRODUCTION
Cory Anne Hurless, Arts, Music, and Graphics Program Manager
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

CITY OF AUSTIN AVIATION DEPARTMENT
Jim Smith, Executive Director
Patti Edwards, Chief Operating Officer
Dave Arthur, Assistant Director, Chief Financial Officer
Ghizlane Badawi, Assistant Director, Enterprise Business Services
Susana Carbajal, Assistant Director, Support Services, Business Development and Property Management
Shane Harbinson, Assistant Director, Airport Planning and Engineering
Denise Hatch, Airport Operations Chief
Donnell January, Deputy Chief Operating Officer
Jamy Kazanoff, Assistant Director, Air Service Development