

ENVISIONING OUR FUTURE

2019

Aviation Sustainability Report



Austin-Bergstrom
International Airport

Rendering taken from Austin-Bergstrom International Airport
2040 Airport Master Plan, courtesy of Page Architects

*The Airport of Choice
for Central Texas.*





*Airport with Best
Program Designer and
Best Customer Service
in 2018*

— Airport Revenue News

THE AUSTIN AIRPORT IS NOT MOTIVATED TO BE THE BIGGEST, BUT IS DETERMINED TO BE THE BEST.

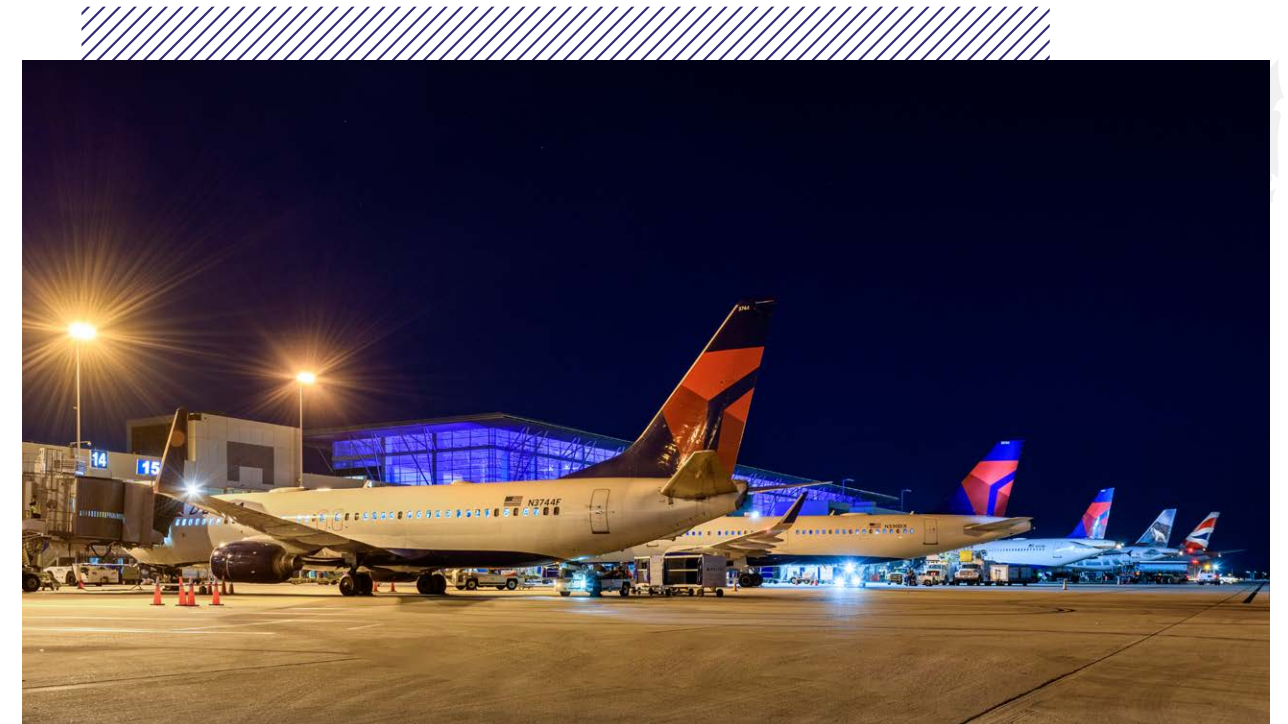


As the airport of choice for Central Texas, Austin-Bergstrom International Airport (AUS®) **leads green initiatives** and anticipates aviation trends to maintain relationships with passengers and stakeholders alike. We are motivated by the community, we serve to be the best provider of aviation services and facilities, **to positively represent Austin and its values**, and to connect our visitors with the world around us.

In 2018, we expanded our service offering with added departures and nonstop flights, redesigned concessions, made parking and ground transportation more efficient, all to further improve the AUS traveler experience. We even set a new passenger record for the ninth consecutive year, serving 15.8 million passengers.

- CUSTOMER & COMMUNITY
- OPERATIONAL EXCELLENCE
- ECONOMIC SUSTAINABILITY
- ENVIRONMENTAL STEWARDSHIP

CUSTOMER & COMMUNITY VALUE



*15.8 Million
Passengers
in 2018*

AIR SERVICE

Central Texas depends on reliable and extensive air service to foster business and leisure opportunities as well as connecting friends and families.

To keep up with passenger demand and prepare for future growth, AUS is tuning up with terminal, air field, and parking service expansions. Construction of the nine-gate expansion of the Barbara Jordan Terminal continued in 2018. This expansion includes highlights such as a new outdoor observation deck, local retail and concession amenities, pet relief area, mother's lounge, and companion care restroom for adults with varying needs.

The South Terminal, home to Allegiant, Frontier, and ViaAir serviced **391,876 passengers** in its first complete year of operation in 2018.



New Routes, New Carriers

A record-breaking year for the airport, **11 carriers announced 42 new routes** at AUS including new international services. Lufthansa announced service from Austin to Frankfurt, Germany (FRA) and Norwegian Air to London Gatwick (LGW). Southwest Airlines also added nonstop service to Indianapolis, San Francisco, and Sacramento. Delta Air Lines also added nonstop service to Cincinnati and announced a new airline club in the nine-gate expansion.



Taos Air and Frontier Airlines services ramped up too, with new seasonal winter service to New Mexico from Taos Air and new routes as well as a move to the South Terminal by Frontier. AUS also welcomed new carriers to Austin with WestJet service to Calgary (YYC) and Spirit Airlines' announcement of 10 destinations with service from Austin.

To accommodate these changes and provide the highest level of aviation service, **the airfield's jet movement and parking area will increase by 36 acres**, funded by \$12.7 million in grants for airport infrastructure awarded to AUS by the Federal Aviation Administration (FAA), as announced by the U.S. Department of Transportation.

Featuring

Lufthansa
Service to Frankfurt, Germany

Norwegian Air,
Service to London, United Kingdom

Southwest,
Nonstop service to Indianapolis, San Francisco, and Sacramento

Delta
Nonstop service to Cincinnati and announced new airline club for AUS

Taos Air
Seasonal winter service to New Mexico

Frontier Airlines
New routes and New South Terminal location

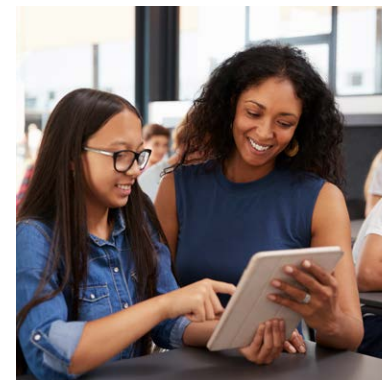
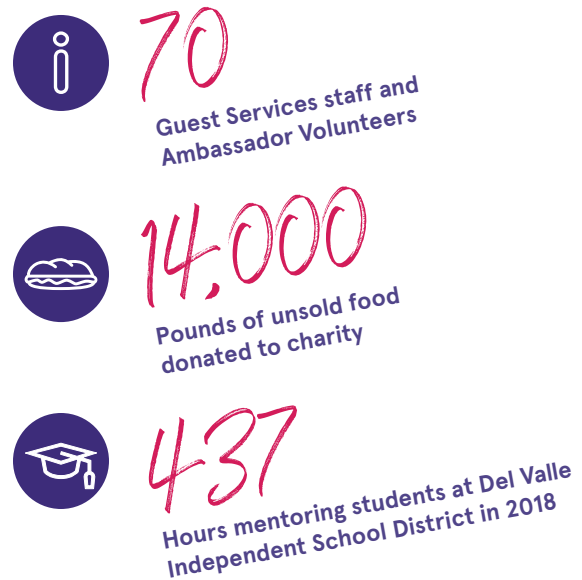
WestJet
New carrier with service to Calgary, Alberta, Canada

Spirit Airlines
Service to 10 new destinations



GUEST, CUSTOMER AND COMMUNITY SERVICE

Our Guest Services staff is proud to represent AUS by welcoming, assisting, and sharing information about our airport with visitors. In 2018:



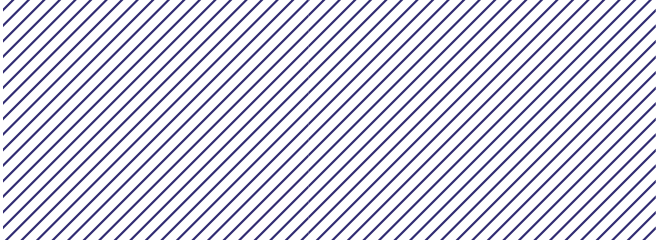
AUS supports Austin community efforts in a variety of ways, from participating in environmental conservation to in-kind donations.

For over 20 years, we have partnered with Del Valle Independent School District, collecting and donating school supplies, providing mentorship to students, and hosting “**Adopt-A-Family**” programs during the winter holidays.

The **Honor Flight Austin** program takes World War II, Korean War, and Vietnam War veterans to their respective memorials. Since the beginning of our partnership, the program has seen 56 flights, having hosted five in 2018, each at no cost to the veterans.

In 2018, the airport’s **Food Rescue Program** prevented 14,000 pounds of unsold, packaged food from being wasted. In partnership with Keep Austin Fed, we collected the fresh food items to deliver to individuals and families in need in our surrounding community.

Performance Measures



External Customers	Unit	Comment	2015	2016	2017	2018
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%
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%
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%
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%
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%
MBE/WBE purchases						
Under \$5000	Percent		12.90%	10.87%	6.33%	10.78%
Total purchases	Dollars		\$200,129	\$155,214	\$136,230	\$108,266
Passenger Flights	Number	Total Number of Flights	112,398	111,614	113,427	132,077
Direct Flights	Number	Includes both domestic and international	154,438	144,413	153,750	164,807
Non-stop Domestic Destinations	Number	Change in Number (Domestic Only)	50	54	61	73
Average Seats per Flight	Number		129	134	148	161
Total Annual Seats	Number		14,199,134	14,910,326	16,764,648	19,304,149
Total Passengers	Number	Calendar Year	11,897,959	12,436,849	13,889,305	15,819,912
Internal Customers						
Total Dept. of Aviation FTE's			379	415	456	489
Injuries						
Lost Time Injury Rate	Number	Per the equivalent of 100 employees	0.29	0.59	1.77	0.23
Injuries reportable	Number		67	70	70	77
Injuries with medical	Number		27	30	27	19
Injuries with no medical	Number		39	38	43	48
Sick Hours Utilized	Number	Per 1000 hours	28.54	29.73	28.40	21.39
Training hours per FTE	Number	Departmental Average	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%
White	Percent		42.00%	42.00%	39.00%	37%
Hispanic	Percent		28.00%	28.00%	27.00%	30%
Black	Percent		25.00%	24.00%	24.00%	25%
Asian	Percent		4.00%	5.00%	4.00%	5%
Other	Percent		1.00%	1.00%	6.00%	3%
Employee Turnover Rate	Percent		5.63%	8.20%	2.60%	3.17%

OPERATIONAL EXCELLENCE



Rendering taken from Austin-Bergstrom International Airport 2040 Airport Master Plan, courtesy of Page Architects

*Envisioning
AUS 2040*

MASTER PLAN

The Austin airport originally opened in 1999 to serve 11 million passengers on 4,242 acres that included two runways and three helipads. Since then, **we have grown to serve 15.8 million passengers** (in 2018) at an average yearly growth of 9.5%.

Passed by the Austin City Council in 2018, the 2040 Airport Master Plan took 18 months to prepare and included forecasting demands, capacity and alternative analyses, and the determined strategy for accommodating the expected growth to more than 31 million passengers by 2040.

Two committees comprised of local community members and industry professionals; the Technical Advisory Committee and the Project Advisory Committee provided valuable input on expanding services and facilities.

31 Million+
Passengers
Anticipated
by 2040!



The Airport Master Plan anticipates the doubling of passenger growth to over 31 million passengers, and to continue to serve the 21 county Central Texas catchment area.

Through community involvement, research, and recommendations for growth, the plan reflects our goal to become **an airport that best serves the needs of Central Texas**. Deliverables include the construction of another terminal, the build-out of the Barbara Jordan Terminal, plans for more landside and airfield support, roadway-mobility improvements, and making each AUS traveler's experience **unique, valuable and memorable**.



Keeping it Local

CONCESSION AND SERVICE OPENINGS

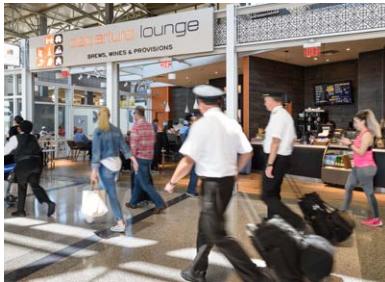
Over the last year the airport has made substantial improvements to the overall visitor experience—from arrival to departure.



The new **Ground Transportation Center** effectively decreased roadway congestion by about 3,700 cars each day by relocating taxi and rideshare pick-up. **The airport now operates using a color-coded, numerical system developed in collaboration with rideshare companies** for ease of use. Our new rideshare staging facility also provides restrooms, a kitchenette, and a comfortable rest area for rideshare drivers. Those waiting in the newly **renovated cell phone lot** can now visit AUS Food & Fuel, our new convenience store and Texaco gas station.

We also added a new, 45-foot tall illuminated, 'guitar' **CapMetro bus shelter** just outside baggage claim. The bus shelter outwardly reflects Austin's strong music culture and not only serves bus passengers but, with sidewalk and accessibility improvements, passing pedestrians. The shelter includes benches, charging stations, and a 55-inch touchscreen monitor for visitors to search routes and schedules as well as things to do and see in Austin.





Our Barbara Jordan Terminal expansion welcomed in 2018 new concessions including:

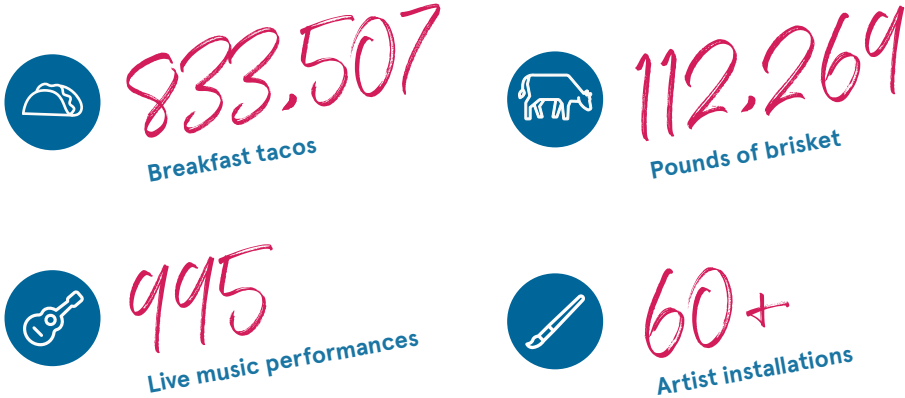
- BERRY AUSTIN
- BRIGGO COFFEE HAUS
- DEPARTURE LOUNGE
- EINSTEIN BROS. BAGELS & CARIBOU COFFEE
- HIPPIES & HOPS
- JUICELAND
- MAD GREENS
- PEACHED TORTILLA
- TACODELI

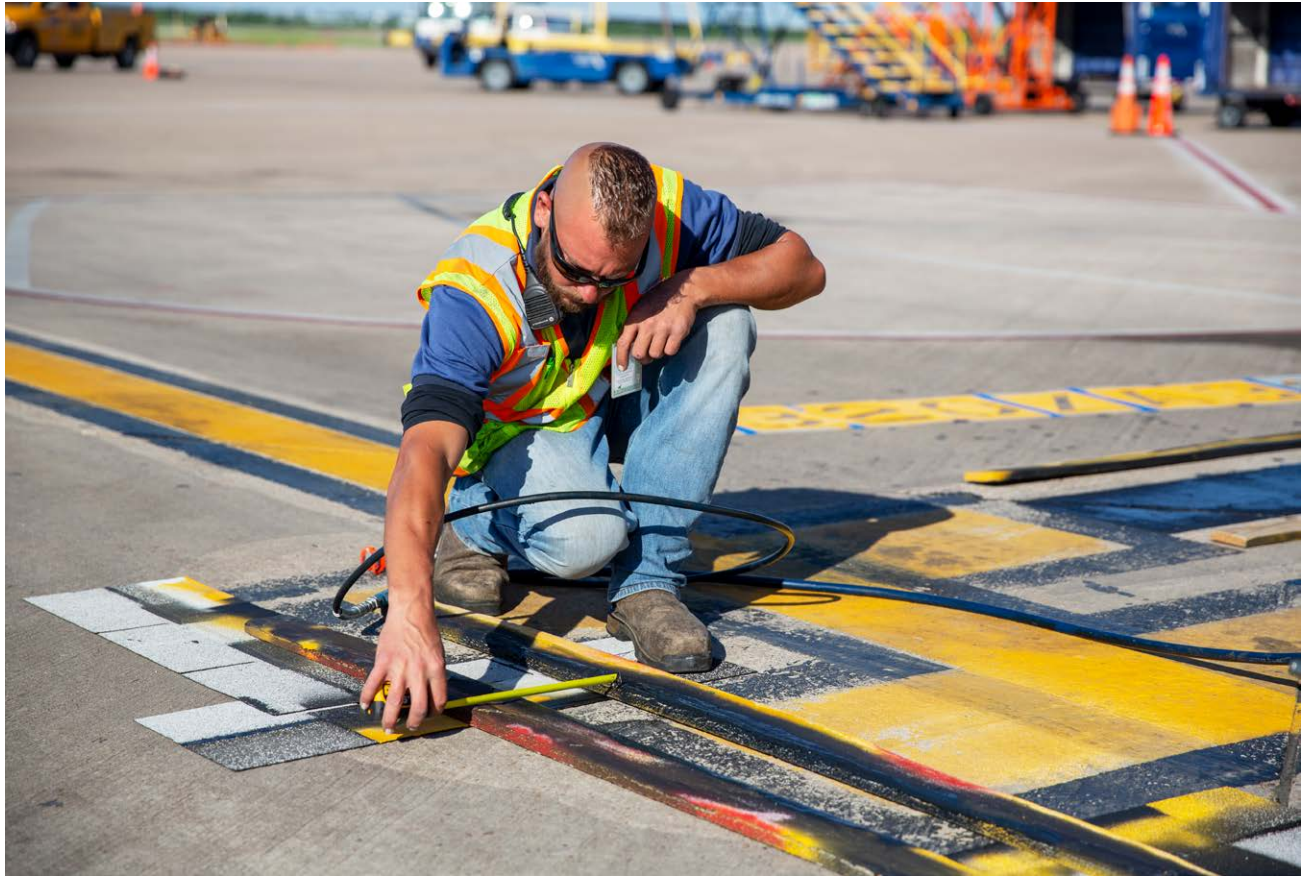
29,000 sq ft of
New Retail and
Concession Space





2018 AUS travelers experienced the creative energy and cultural diversity of Austin, having enjoyed:





AIRSIDE, OPERATIONS, SECURITY AND FACILITIES

Whether for general airport operations, employee occupational health, or the traveling public, the airport encourages a proactive safety culture to correct safety problems before they become hazardous.

-  **340,000**
Calls fielded by Airport Communications
-  **330,003**
Steps per month walked on average by Facilities staff
-  **267,379**
Square feet of terrazzo floor polished every night

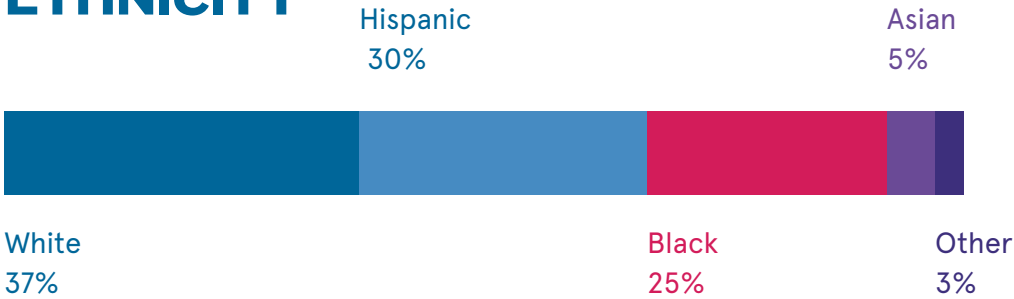


Workforce Demographics

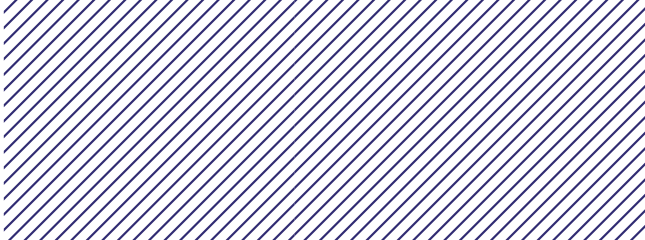
GENDER



ETHNICITY



Performance Measures



	Unit	Comment	2015	2016	2017	2018
Annual Aircraft Operations	Number	Total takeoffs and landings	190,081	192,010	197,962	210,080
FOD – Pounds removed from Apron	Number	Pounds of FOD removed by maintenance staff	4,080	5,576	5,119	4,609
Wildlife/Bird Strikes	Number		89	116	85	155
Deficiencies noted during daily 139 inspections	Number		692	799	1,126	1,277
Deficiencies noted during annual 139 inspections	Number		3	0	0	1
AOA Warnings Issued	Number		3	4	1	5
Security Responses with Established time	Percent		100%	100%	100%	100%
Security Violations Issued	Number		71	58	43	65
Average wait times at security checkpoints	Minutes					
Morning	Minutes	Average week day, excluding holidays and special events	16	16	8	7
Afternoon	Minutes	Average week day, excluding holidays and special events	12	16	8	5
Number of ARFF Responses	Number		948	937	1073	1,433
Average time of repairs– from call to completion	Days		40	37	35	42
EPAX per gate utilized	Number	Annual enplanements divided by number of gates used	231,695	247,219	269,164	309,592
Enplanements – Change over Prior Period	Percent	Growth or decline	10.00%	7.00%	8.88%	15.02%
Turns per gate– Gate Utilization	Number	Avg. number of departures per gate per day	6.34	6.46	6.75	7.46
Passenger Boarding Bridge	Annual Cost	Reduce maint. cost 5%	327,286	358,750	434,153	608,059
Airfield Lighting	Number	Number Replaced	663	541	846	744
People moving systems	Percent	Elevators 95% uptime	99.51%	99.99%	99.96%	98.48%
BHS Conveying system	Percent	Carousels and Conveyors 95% uptime	98.02%	99.60%	99.81%	98.79%
PM Costs compared to Total Maint. Costs	Percent	Measures effectiveness of PM Program	57.00%	64.00%	68.42%	68.00%
Ratio of Productive hours to Labor Hours	Percent	Measures staff productivity	96.00%	97.00%	97.00%	97.00%
PM's performed on fleet vehicles	Number	Number of PM's performed	304	687	862	1,153
Cost per parking space						
Cost per covered space	Dollars		\$608.79	\$553.28	\$608.75	\$563.68
Cost per space with busing operation	Dollars		\$612.21	\$557.73	\$546.06	\$636.25
Cost per space without busing or cover	Dollars	Measure will be removed and replaced in 2019	\$373.46	\$400.11	\$386.33	N/A

ECONOMIC SUSTAINABILITY



*\$7.6 Billion
Economic
Impact*

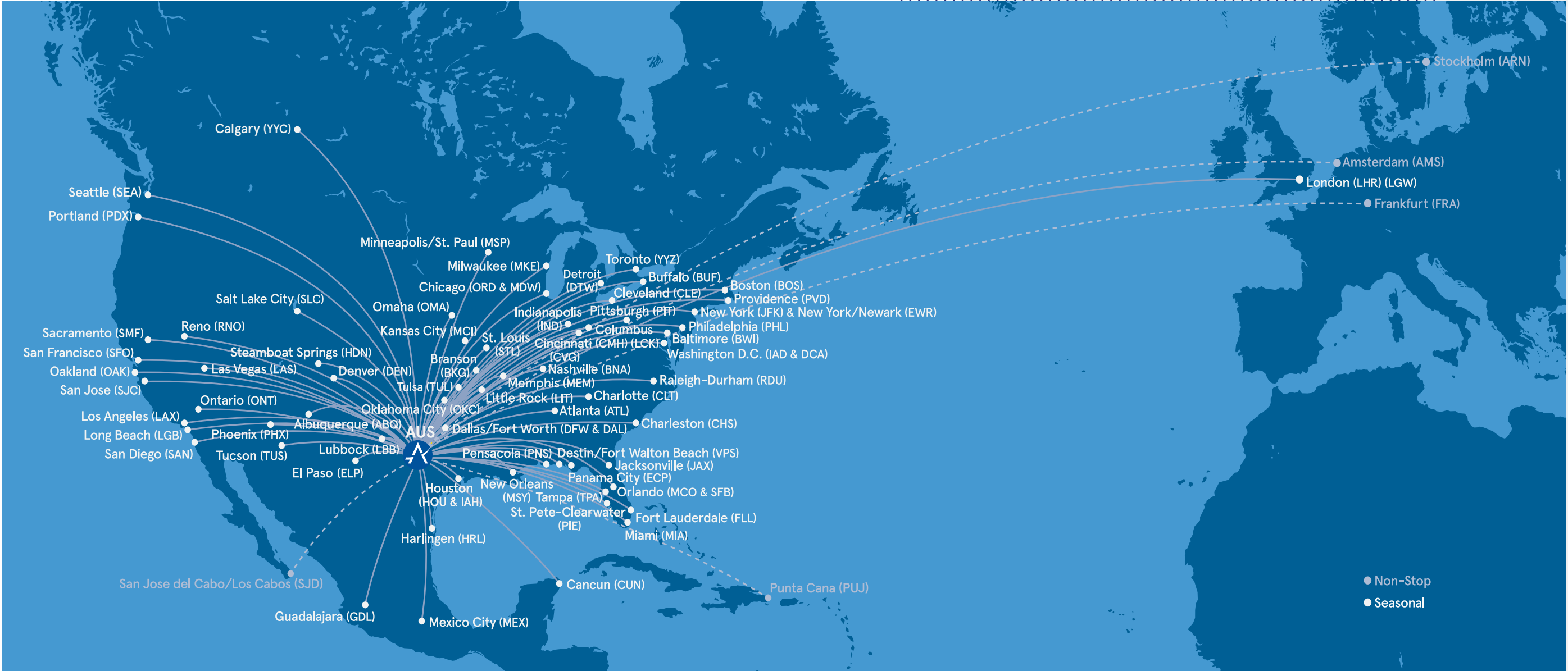
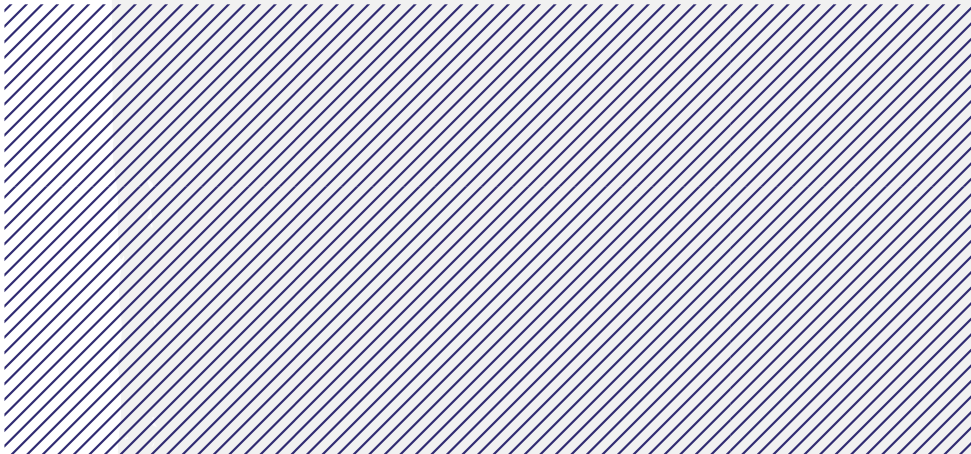
AN ECONOMIC JET ENGINE

AUS is self-sustaining. We generate revenue to cover operating costs and future improvements, contributing to Austin’s and greater Central Texas’ economic growth. As a transportation provider, our operations and services are crucial in this endeavor.

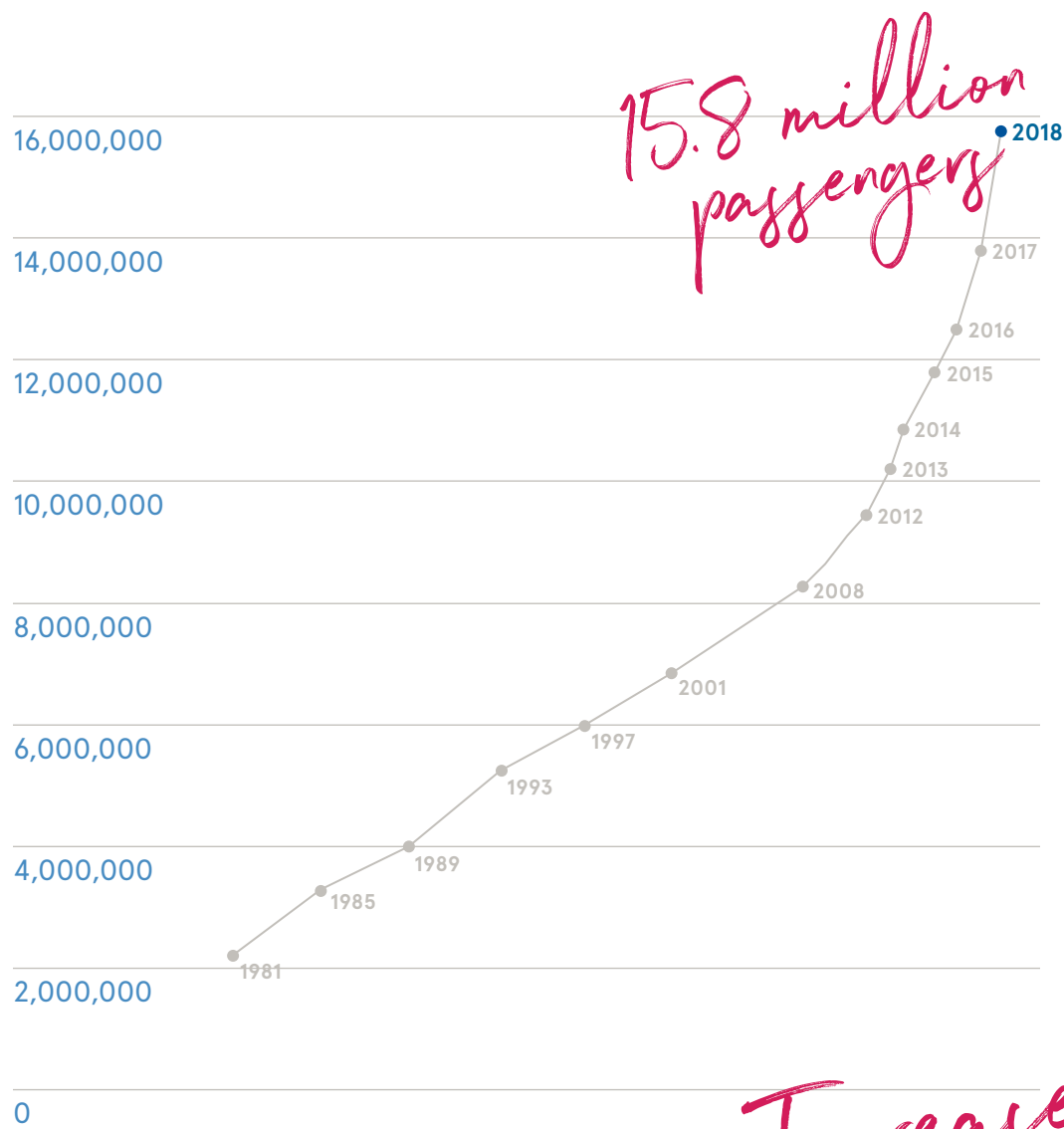
In 2018, we served **15.8 million passengers** (a 13.9 percent increase from 2017), **generated over 74,000 jobs** and made a **\$7.6 billion economic impact**, as reported by the Texas Department of Transportation.

We also expanded our global aviation network with new connections to nearly 60 US destinations, Canada, Mexico, and increased nonstop flights to Europe. This new market presence offered access to suppliers and consumers enabling higher levels of trade and tourism for Central Texas.

Non-Stop Destinations



TOTAL AUSTIN PASSENGER GROWTH

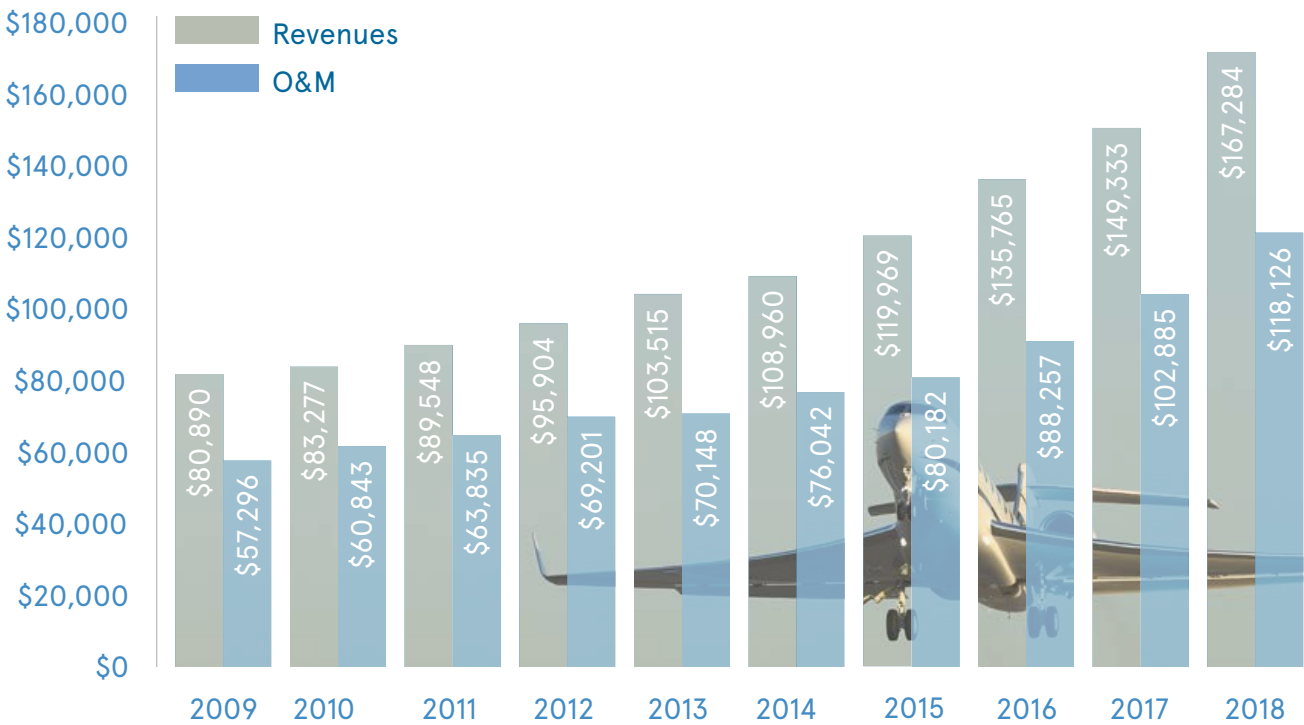


13.9% Passenger Increase
2017-18

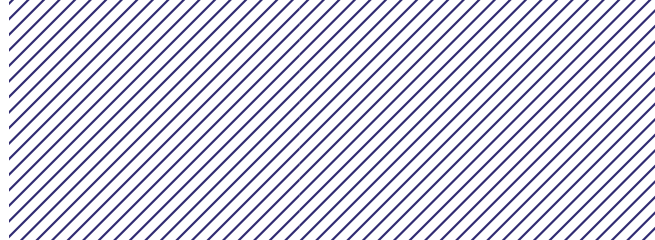
AERONAUTICAL REVENUE COMPARED TO NON-AERONAUTICAL REVENUE

	2016	2017	2018
Passenger Airline Aeronautical Revenue	51,775,466	59,566,715	69,886,171
Non-Passenger Airline Aeronautical Revenue	6,079,132	6,368,034	7,892,163
Total Aeronautical Revenue	57,854,598	65,934,749	77,778,334
Parking & Ground Transportation	40,322,190	42,406,020	45,528,725
Rental Car	14,639,818	14,913,177	13,628,594
Terminal Concessions	12,535,831	14,030,464	18,912,147
Other Rentals & Fees	10,412,531	12,048,283	11,435,787
Total Non-Aeronautical Revenue	77,910,370	83,397,944	89,505,253
Operating Revenue	135,764,968	149,332,693	167,283,587
Aeronautical	43%	44%	46%
Non-Aeronautical	57%	56%	54%

10 YEAR FINANCIAL PERFORMANCE



Performance Measures



	Unit	Comment	2015	2016	2017	2018
Passenger Airline Cost per Enplanement	Dollar		\$8.12	\$8.38	\$8.85	\$9.03
Expenses (cost) per enplaned passenger	Dollar	Airport's O&M cost per enplanement	\$13.84	\$14.28	\$15.29	\$15.26
Credit Rating	Rate	Standard & Poors	A	A	A	A
Revenue per Enplanement	Dollar		\$20.71	\$21.97	\$22.19	\$21.61
Total Non-airline revenue	Dollar		\$67,464,904	\$77,910,370	\$83,397,943	\$89,505,253
Non-airline revenue per passenger	Dollar		\$5.83	\$6.31	\$6.22	\$5.79
Non-airline revenue to airline ratio	Percent		56%	57%	56%	54%
Parking revenue per enplaned passenger	Dollar		\$6.32	\$6.37	\$6.02	\$5.12
Concession Revenue to Airport	Dollar		\$11,251,382	\$12,535,831	\$14,030,464	\$18,912,147
Concession Gross Sales per Square Foot	Dollar		\$1,642	\$1,870	\$2,051	\$2,197
Security Cost	Dollar		\$10,289,064	\$11,022,085	\$12,415,126	\$11,446,673
Security cost (percent of Total costs)	Percent		12.83%	12.49%	12.07%	9.69%
ARFF Cost	Dollar		\$5,170,512	\$5,449,061	\$6,088,573	\$6,369,897
ARFF cost (percent of Total)	Percent	Change over Previous Period (Benchmark Index, D)	6.45%	6.17%	5.92%	5.39%
ARFF Cost per Operation	Dollar		\$27.20	\$28.38	\$30.76	\$30.62
ARFF Salary and Benefits Cost	Dollar		\$4,660,464	\$4,967,849	\$5,445,044	\$5,502,508
Personnel Expenses	Dollar		\$31,622,967	\$34,821,579	\$39,324,482	\$42,532,318
Repair and Maintenance Cost	Dollar		\$2,508,049	\$2,745,255	\$3,471,043	\$3,760,797
Total operating revenue	Dollar		\$119,968,617	\$135,764,968	\$149,332,691	\$167,283,587
Total Parking and Ground Trans. Revenue	Dollar		\$37,429,108	\$40,322,190	\$42,406,020	\$45,528,724
Off airport	Dollar		\$1,739,463	\$1,777,881	\$2,113,974	\$2,459,389
On airport	Dollar		\$35,689,645	\$38,544,309	\$40,292,045	\$43,069,335
Total Landed Weight	Pounds		7,090,637	7,421,776	8,116,254	9,285,170

ENVIRONMENTAL STEWARDSHIP

100%
Powered by
Renewable
Energy



BEING RESPONSIBLE

The Austin-Bergstrom International Airport actively participates in environmental stewardship and conservation. We follow our sustainability strategy daily to balance social and economic benefit with reduced environmental impact. This strategy includes **a commitment to reduce energy consumption, water waste, and landfill use, carbon emissions, and our overall ecological footprint.**

AUS participates in the Austin Energy GreenChoice and, for its sixth consecutive year, was 100 percent powered by renewable energy. In 2018, the Field Maintenance department alone replaced more than 30 diesel-powered vehicles with their electric alternatives.

We also began construction on four, 22 feet deep basins and 20 water quality ponds for the management and filtration of almost 15 million gallons of stormwater runoff. To prevent future downstream erosion and degradation, we also restored both of our main stormwater outfalls and made upstream channel improvements.



The plastic fantastic Del Valle High School student created sculpture, **AT Austin Texas**, located on top of one of the airport's busiest baggage carousels, is made of plastic bottles and illuminated with color-changing LEDs. As well as welcoming millions of passengers arriving to Austin, the public art piece served as an educational tool to assist with the airport's campaigns to divert thousands of tons of waste annually from the landfill.



The team also placed **'Pour It Out'** receptacles for passengers to dispose of liquids to ensure their containers were recycle-grade.

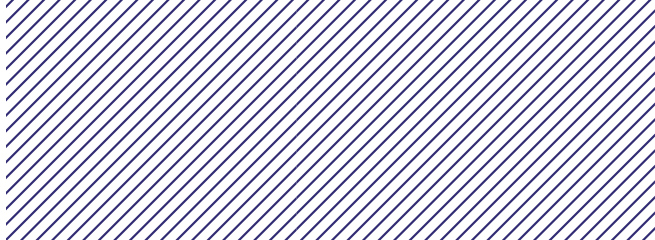
The **Compost Program** collected organic material from airport restaurant kitchens for composting and facilitated the transition to compostable cups, lids, and containers. **AUS also properly sorted 29 percent of discarded items for recycling, compost, or repurpose** and diverted over 45 tons from the landfill.

 **47**
Electric Field Maintenance vehicles

 **45**
Tons of organic material diverted from landfill

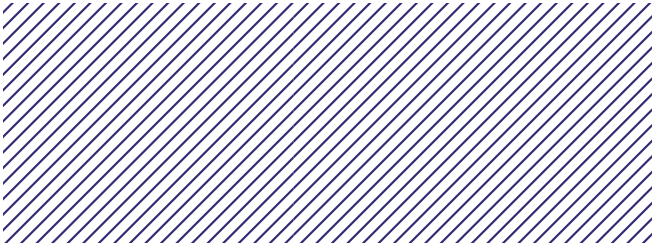


Performance Measures



	Unit	Comment	2015	2016	2017	2018
Terminal Utilities		Terminal and Central Plant Only				
Electric	Kwh		23,092,303	22,863,651	24,435,718	24,867,301
Natural Gas	CCF		150,246	133,789	123,364	166,699
Water	Gallons	Includes Terminal Irrigation	31,706,400	32,503,900	36,143,700	36,618,000
Waste Water	Gallons		31,706,400	32,503,900	36,143,700	36,618,000
Campus Utilities		Includes Terminal and Central Plant				
Electric	Kwh		29,925,601	29,577,706	30,642,073	32,014,574
Natural Gas	CCF		206,327	180,860	159,505	208,604
Water	Gallons		48,934,682	51,106,434	55,553,100	56,741,600
Reclaimed Water	Gallons	Irrigation and Central Plant Only	14,384,300	19,669,700	31,846,000	17,219,000
Waste Water	Gallons		48,934,682	51,106,434	39,205,400	45,790,400
Electricity provided by Green Choice	Percent	% 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	15,216	5,605	21,156	21,792
Pavement de-icing- ground operations	Gallons	Total E-36 (gallons) applied by Dept. of Aviation	0	0	300	6,883
Pavement de-icing- ground operations	Pounds	Total NAAC (solid) applied by Dept. of Aviation	0	0	0	1,900
Aircraft de-icing pond discharges to wastewater	Gallons	Discharged to City's wastewater system (diluted)	4,402,628	0	342,495	2,288,149
Aircraft de-icer treated at wastewater plant	Pounds		0	0	336	11,388
Waste Management						
Terminal Waste to landfill	Tons		2,231	2,099	2,220	2,313
Terminal Recycling	Tons		360	686	823	993
Brush composting	Tons		218	342	91	81
Light Bulb recycling	Pounds	Pounds of Crushed lamps	502	502	323	N/A
Light Bulb recycling	Number	Number of whole lamps	354	275	412	N/A
Alkaline and rechargeable batteries	Pounds	Recycled	196	622	1,096	557
Electronic waste	Pounds		14,336	8,520	11,979	11,198

Hazardous Materials recycled						
Vehicle Batteries	Number		36	30	30	72
Tires	Number		194	202	245	83
Oils	Gallons		399	507	426	426
Vehicle Fuel Usage						
Gasoline	Gallons		33,565	31,820	31,467	33,722
Ethanol (E85)	Gallons		3,611	4,925	7,076	9,430
Biodiesel (B20)	Gallons		8,406	40,357	37,207	39,084
Diesel	Gallons		25,889	1,561	568	866
Propane	Gallons		45,768	79,925	109,081	129,116
CNG	Gallons		151,190	118,100	97,148	89,599
Large Construction Project demolition recycling	Tons		2,743	6,825	59,570	11,532
Carbon Footprint	Metric Tons		2,923	3,080	2,779	3,120
Alternative fuel units						
Mowers	Number	Propane mowers	16	16	16	Replaced in 2018
Off-road units	Number	Propane and electric units	48	48	52	Replaced in 2018
On-road units	Number	Propane and electric units (Includes buses for parking)	34	34	46	Replaced in 2018
Alternative fuel units by fuel type	Number				New for 2018	
BDS	Number	Biodiesel			New for 2018	87
BEV	Number	Battery Electric Vehicle			New for 2018	1
CNG	Number	Compressed Natural Gas			New for 2018	25
E-85	Number	Ethanol 85%			New for 2018	40
EL	Number	Electric Vehicle			New for 2018	32
HYB	Number	Hybrid			New for 2018	11
PD	Number	Propane Dedicated			New for 2018	43





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

AUSTIN 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
Thomas Thies
Wendy Price Todd

PRODUCTION

Cory Anne Hurless, Arts, Music and
Graphics Program Manager
Sandy L. Stevens, Art Director/Photographer
Derick Hackett, Public Information
Specialist, Sr.
MODintelechy, Design and Production
Austin Pro Photo, Photography
Dan Herron, Photography

CITY OF AUSTIN AVIATION DEPARTMENT

Jim Smith, Executive Director (2018)
Jacqueline Yaft, Executive Director
Patti Edwards, Chief Operating Officer
Dave Arthur, Chief Financial Officer
Ghizlane Badawi, Assistant Director,
Enterprise Business Services
Susana Carbajal, Assistant Director,
Business Development & Support Services
Shane Harbinson, Assistant Director,
Airport Planning and Development
Denise Hatch, Deputy Chief Operations
Officer, Operations & Security
Donnell January, Deputy Chief Operations
Officer, Maintenance & Facilities
Jamy Kazanoff, Assistant Director,
Air Service Development

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