

ATTACHMENT I

Austin-Bergstrom
International Airport

2014

ANNUAL
SUSTAINABILITY
REPORT

GROWING
with Austin



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INTRODUCTION

Austin IS ONE OF THE FASTEST GROWING CITIES IN THE U.S.

Austin-Bergstrom International Airport currently ranks as the 34th busiest airport in U.S.A., up from 44th in 2006. We're over ten million passengers annually. In fact, ABIA set an all-time total record in 2013 with 10,017,958 passengers through our terminal.

Austin-Bergstrom International Airport isn't just keeping up: we are planning for the anticipated changes our region will experience.

With judicious and creative planning, our Airport continues to expand its facilities to keep up with anticipated passenger demand. We're currently

building an addition to our terminal and new parking and car rental facilities. Soon, we will begin the process to add seven more gates to the terminal. Air service is growing as well, with four new airlines joining ABIA and nine new routes added. British Airways announced the first nonstop, transatlantic service from Austin beginning in March 2014, another ABIA milestone.

We're growing, and we have always been committed to managing our expansion without compromising the needs of the future. This year was no different. New construction included LEED-certified buildings and

hundreds of trees were planted and preserved including heritage trees.

Four areas of sustainability comprise the foundation of Austin-Bergstrom International Airport: customer and community value, operational excellence, economic sustainability, and environmental stewardship. But the heart of ABIA is our people. ABIA's employees are dedicated and hard-working, and bring diverse talents to the Airport's operation. Our commitment to a great passenger experience and our building for the future simply couldn't happen without them. We're all excited to show you where we're headed. ✈️



Austin-Bergstrom International Airport is governed by the Austin City Council and proudly contributes to the City of Austin's mission of being the best-managed city in the country. Together we are working toward making Austin the most livable place in the country.

CUSTOMER SERVICE AND COMMUNITY

AUSTIN-BERGSTROM INTERNATIONAL AIRPORT'S *high standards* OF CUSTOMER SERVICE GET NOTICED.

Austin's airport continues to grow its brand around a quality customer experience, improving workflow processes, and providing passengers with exceptional facilities and services. To be sustainable, these needs of the present must be met without compromising the future.

Our excellent customer service along with our uniquely Austin style has distinguished Austin's airport. Citing few delays, local foods, and live music, *Travel+Leisure* named ABIA third in its ranking of America's Best Airports. It also ranked ABIA fourth on its "Best Airport Security Checkpoints" list.

Austin-Bergstrom's welcome of the world class Formula One (F1) U.S. Grand Prix earned us first place for "Customer Service Initiatives" in the Excellence in Airport Marketing and

Communication Awards of Airports Council International North America (ACI-NA). F1 brings record crowds through Austin's airport. The day after the 2013 race, 22,759 passengers departed ABIA. This broke the previous single-day departure record of 21,725 after last year's F1.

TSA PRE-CHECK (TSA PRE✓™): In February 2013, the Transportation Security Administration expanded its Pre-Check (Pre✓™) initiative to ABIA. Passengers participate voluntarily and are prescreened prior to their



arrival at the airport checkpoint. They are then directed to a Pre✓™ lane, where they are permitted to leave on shoes, belt and light outerwear, and keep laptops in cases and 3-1-1 compliant liquids in carry-on bags. This initiative expedites the screening process and allows the TSA to focus its resources on other areas of screening.

ART IN THE AIRPORT: Have you noticed our art gallery? It's the entire terminal. ABIA has long featured the work of local artists, be it the murals, the installations over the ticket counters, the mosaic along the walkway to the car rental, or, of course, the colorful, oversized guitars at baggage claim. In fact, the readers of USA Today chose ABIA as one of the 10 Best Airports for Art.



MUSIC IN THE AIR



Touch down at Austin-Bergstrom International Airport and you're already at the first music club of your visit. Local musicians are featured at the live stages throughout the concourse, and Austin music plays over the PA.

Here are more reasons why the *Austin Chronicle* and the Austin Music Awards named ABIA one of the best live music venues in the city:

- Live concerts increased to 23 shows a week, and the success of the music program has inspired airports around the country to follow suit.
- When record crowds arrived for South by Southwest in March, live local music welcomed them – and sent them off after the festival.
- Last summer, ABIA hosted the 7th Annual Kid Band Week, featuring a diverse group of Austin-area musicians, all under the age of 18.
- The Wheeler Brothers, recently awarded the "Best Roots Rock Band" by the Austin Music Awards, debuted their new album, "Gold Boots Glitter," at the Airport making it its first ever CD release celebration.

The Department of Aviation is working with the Economic Development Department's Art in Public Places (AIPP) initiative in commissioning new artworks in conjunction with the construction of the Terminal East Infill Project, Spirit of Austin Lane/Cell Phone Lot and the Consolidated Rent-A-Car facility (CONRAC). The AIPP program receives two percent of new construction project budgets. The program collaborates with local and nationally-known artists in creating artwork that includes the history and values of our community into cultural landmarks. An

unprecedented \$2,575,000 for AIPP has been generated from these construction projects.

The City of Austin presented the Airport with a "Partner In The Arts" award, which are given out annually to individuals and organizations which have made valuable contributions to the work of the Cultural Arts Division over the past year. The award recognized airport staff efforts in guiding these unprecedented levels of new art commissions for the airport.

CONCESSIONS:

We're always looking for ways to make the traveling experience better for each and every passenger, and our dining and retail options are plentiful and feature Austin.

Almost ten million passengers passed through the concourse in the last year. Here's what those record crowds enjoyed:



54.5
tons of brisket



498,141
breakfast tacos



805
live music performances



17,805
"Keep Austin Weird" t-shirts purchased!

More accolades for ABIA eats:

6 Airport Meals To Eat Before You Die:

(Birchbox.com)

Six World's Airport Restaurants That Promise To Make Travelling a Joy

(Business Today)

Salt Lick at ABIA one of its **Best U.S. Airport Foods.**

(USA Today)

Named **Salt Lick** one of it's **Best Airport Foods.**

(Travel+Leisure)

Pop-up shops present travelers with new options at new locations. Amy's Ice Creams sold 1,560 chocolate covered strawberries in just three days to travelers from their pop-up store in bag claim. Travelex Currency Exchange expands its business in the airport with a pop-up in bag claim during international events like the U.S. Grand Prix.

We also featured the world's first **BENEFIT COSMETICS AIRPORT KIOSK**. You can't miss it - the kiosk resembles a pink vintage "beauty bus", and gives jetsetters instant access to 30 best-selling products as well as application tips and tricks through its graphic user interface.



OUR TEAM

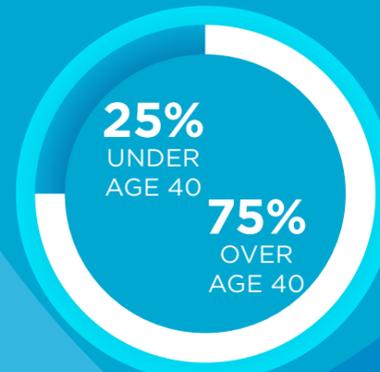
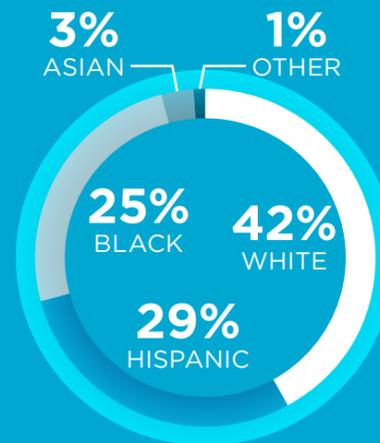
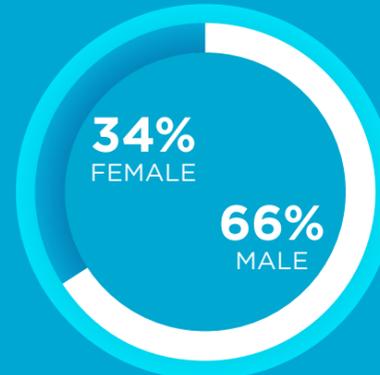
Airports are a 24/7/365 affair. That 'round the clock activity doesn't happen magically. It takes dedicated and talented people. From the parking lot to the terminal to the runway, our people take pride in their contributions to the airport, and it shows.

BUILDING THE BEST TEAM

First and foremost, we want to build the best team we can. The Department of Aviation devotes tremendous resources to creating a crackerjack team and fostering a diverse and inclusive work environment. We strive to create an environment of continual learning through education, training, and career development opportunities, all of which are vital to building a workforce that is prepared to deliver results in an ever-changing and complex environment. To that end, we use conferences, seminars, webinars, on-the-job training, tuition reimbursement, and coaching and mentoring opportunities.

Furthermore, our people are integral in shaping ABIA, and we asked for feedback. Through anonymous participation in a survey, we got our employees' perspective on our organization. The results of the survey, which garnered a 71% participation rate, are then shared with everyone. Then we listened: the employee engagement survey helps management identify actions for improvement.

WORKFORCE DEMOGRAPHICS: DIVERSITY



REWARD & RECOGNITION PROGRAM

We place a premium on recognizing contributions. The Department of Aviation provides resources to acknowledge achievements and milestones with luncheons, team outings, and gift cards. We also know that so much of what we do depends on teamwork, and we also seek to acknowledge teams among the divisions.

BENEFITS

We strive to be ahead of the curve when it comes to competitive compensation and benefits packages. We offer a comprehensive benefits package, including health care and life insurance for employees and their families, earned vacation leave, a deferred compensation plan, counseling programs, and flexible work hours. We also introduced two new paid leave programs in 2013.

SAFETY

ABIA has a comprehensive accident prevention plan in place, and airport employees are also required to take safety training every year. We have established a Safety Committee, which oversees programs that have been developed in part by employees. We're proud that ABIA received an Occupational Excellence Achievement Award from the National Safety Council in 2013.

2013 ACCOMPLISHMENTS

- Named Healthiest Employer in Central Texas
- More Health Assessment Events (45 events)
- More PE classes (four quarters)
- New Diabetes Program (10% of diabetics completed program)
- Diabetes Program (winner of SALGBA Challenge)
- Three Health Expos
- City Olympics!
- Onsite Health Coaching
- Maintain, No Gain Challenge

WELLNESS PROGRAM

Healthy Connections is the City of Austin's award-winning wellness program, and it helps employees, retirees, and their families create healthier lives through many programs and services. These include health assessments, fitness seminars, smoking cessation, physical education classes, diabetes control, Weight Watchers at Work, and even vegetables delivered from local farmers. We also added a wellness financial incentive plan this year. In addition, the Aviation Department also has an on-site Fitness Center and offers a broad range of health and wellness activities.

COMMUNITY

We love it here, AND IT SHOWS. NOT ONLY ARE WE RESIDENTS OF THE HILL COUNTRY, OUR EMPLOYEES SEEK OPPORTUNITIES TO HELP ENRICH THE QUALITY OF LIFE IN OUR COMMUNITY.



AIRPORT FLOAT

Who can resist a parade? The ABIA float was created by employees in their spare time by reusing and recycling materials. It is a complete jet, runway lights, and a control tower. It's a big hit at events throughout the community such as the Veterans Day Parade, Gorgeous Millie's Touch a Truck, Texas Independence Day and Juneteenth Parades.



DEL VALLE SCHOOLS GOOD NEIGHBOR PROGRAM

It's hard to say who gets more out of the Del Valle Elementary Mentor Program: the employees who volunteer their time, or the kids who share their time with the employees. Folks from ABIA spend time with students to read, talk, play games, and share their experiences. They also participate in clothing and school supply drives for Del Valle students as part of the Adopt-a-Family program. Over the holidays, employees provide families with gifts and holiday feasts. The kids also get to tour the airport facilities with the volunteers, and the Airport gets to feature a one-of-a-kind art exhibit created by the students each year.

ABIA also participates in Del Valle's Adopt-A-School Board program. Comprised of parents, community members, and community liaisons, the program sets annual goals to assist the District in various ways. These goals include scholarships for Del Valle High School seniors, the Teacher of the Year program, the New Teacher Luncheon and Bus Tour for all new educators, and the Year-End Celebration honoring adopters, volunteers, and mentors.

HONOR FLIGHT AUSTIN

Honor Flight Austin flew 281 World War II veterans from the region to the National WWII Memorial in Washington, DC. Honor Flight is a nonprofit organization created to honor veterans by providing transportation to their war memorials, and the Austin chapter serves veterans in Travis, Williamson, Hays, Bastrop, and Caldwell counties. Nine flights in all, the veterans flew on Southwest Airlines and the airport's ThunderCloud Subs provided complementary lunches.



THANK YOU MEALS FOR MILITARY

Active-duty military personnel could enjoy free meals at ABIA, courtesy of concessions operated by Delaware North Companies. The "Thank You Meal" program was available Thanksgiving through New Year's to any active-duty United States military service member passing through ABIA and included local favorites Annie's Café, Ray Benson's Roadhouse Bar, Mangia's Pizza, Austin Java, Schlotzsky's Deli, The Salt Lick Bar-B-Que, Earl Campbell's Sports Bar, Maudie's Tex-Mex, Hill's Café, Nuevo Leon Mexican Restaurant, SoCo Market and Saxon Pub.

SPEAKERS BUREAU

We're excited about ABIA, and we want to tell everyone who'll listen! Our Speakers Bureau brings airport representatives to organizations in the region, such as Chambers of Commerce, civic organizations, and businesses, to talk about the Airport, its future, and the aviation industry.

Did you know we produced a video this year?

Entitled *Did You Know?*, it illustrates how ABIA links our community to the world.



Our Speakers Bureau uses the video with various organizations to show just how vital ABIA is to the region: it makes for 7% of local jobs, and \$2.4 billion into the local economy.

CHINESE NEW YEAR

In February, the Airport rang in the Chinese New Year in style with several musical acts on the concourse stage, including Chinese pop band 512 and Guzhen Shao Studio's Chinese Instrumental Ensemble.

MINORITY/ WOMEN-OWNED BUSINESS ENTERPRISE (MBE/WBE)

The Airport actively participates in the Minority/ Women-Owned Business Enterprise (MBE/WBE) program. This program supports minority, women, and disadvantaged business owners in business opportunities with the City of Austin, and it also encourages bidders to promote subcontracting opportunities to certified MBEs, WBEs and DBEs by soliciting firms for subcontracting opportunities.

AIRPORT AMBASSADORS PROGRAM

We couldn't keep up with our burgeoning passenger base without our Airport Ambassadors. The ambassadors are volunteers who love Austin and who are ready, willing and able to assist passengers at the Visitors Information Center.

Customer service has been further enhanced by airport employees from all work areas contributing up to 40 hours annually to performing passenger assistance duties.

BUSINESS PARTNERS

ABIA actively cultivates collaboration among community organizations like the Greater Austin Chamber of Commerce and the Austin Convention and Visitors Bureau, as well as departments within the City of Austin. These partnerships create support and leadership in growing the Airport, such as attracting new airlines and adding new routes. For instance, ABIA gathered community support to help Southwest Airlines land a new nonstop to Washington D.C.'s Reagan National Airport, an extremely competitive route. This successful work with the community and airline earned ABIA:

FIRST PLACE

"Partnering With Carriers Award"

of the Airports Council International-North America Excellence in Airport Marketing and Communication Awards.

British Airways lands first nonstop transatlantic service to ABIA.



OPERATIONAL EXCELLENCE

AUSTIN-BERGSTROM INTERNATIONAL AIRPORT *continues to set records* FOR ANNUAL PASSENGER TRAFFIC.

A record 10 million passengers passed through the airport in 2014, a 6% increase over the previous year. Improving passenger facilities and workflow processes are demands of operational excellence.

SHARED USE FACILITIES FOR AIRLINES

In the fall of 2013, ABIA introduced the Shared/Common Use System, which allows ticketing counters and gates to be used by multiple airlines. Some airlines may have only one daily flight out of ABIA, and this allows them to operate out of a shared space while accessing their own ticketing system. As one airline completes its need for the space, another airline can then use the same space. Virgin America,

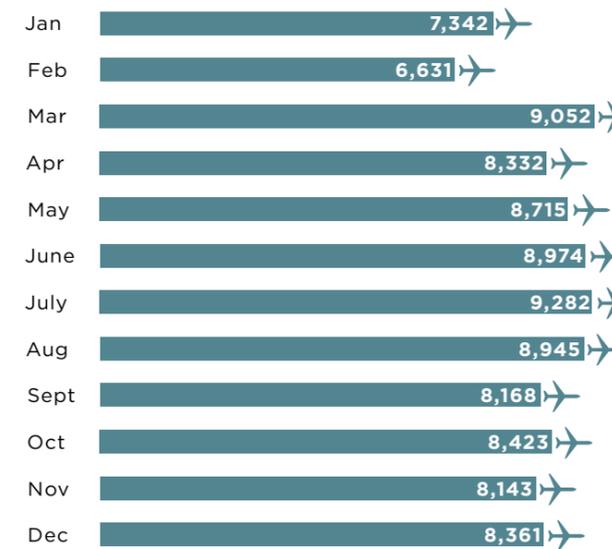
Allegiant, and Aeromar were initial users of the system, and airlines will be added to the system. This common use system will allow the airport to continue to grow air service efficiently while planning new gates and infrastructure.

SAFETY TRAINING AND LOST TIME INJURIES

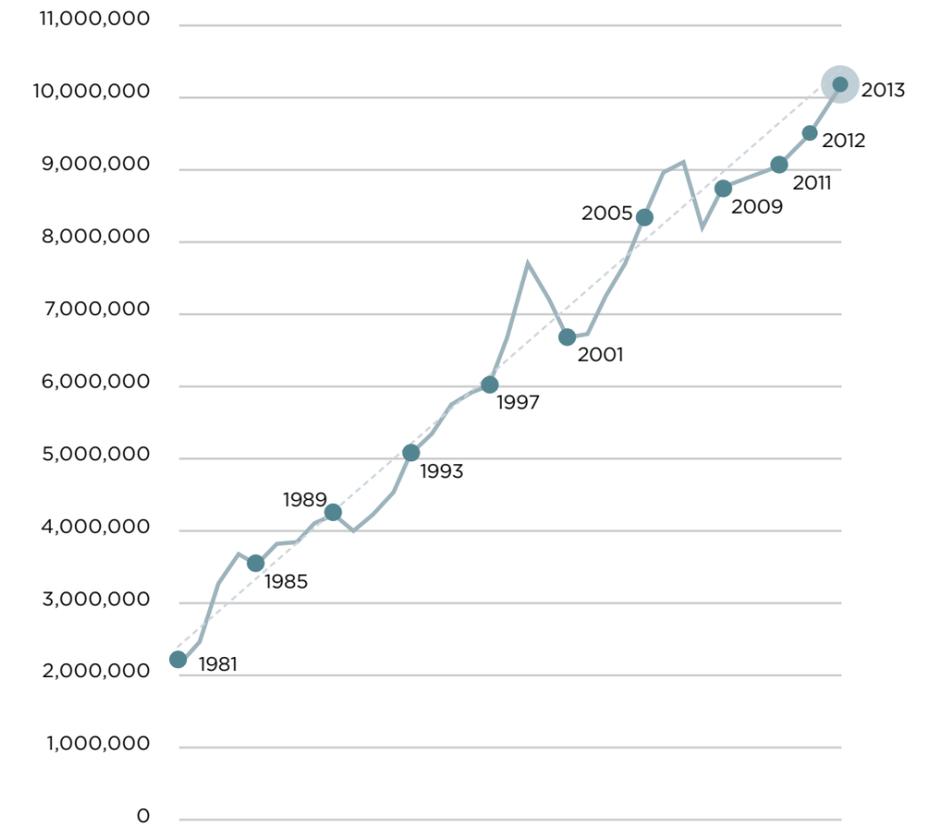
The year saw just three lost time injuries, which resulted in a 0.95 lost time injury rate. We aim for a low number on this scale, and ABIA came in well under the industry standard for Airport Operations of 1.40. Seventy safety classes were conducted with 1,070 students attending, resulting in 1,736 training hours.

ABIA OPERATIONAL PERFORMANCE: GROWTH

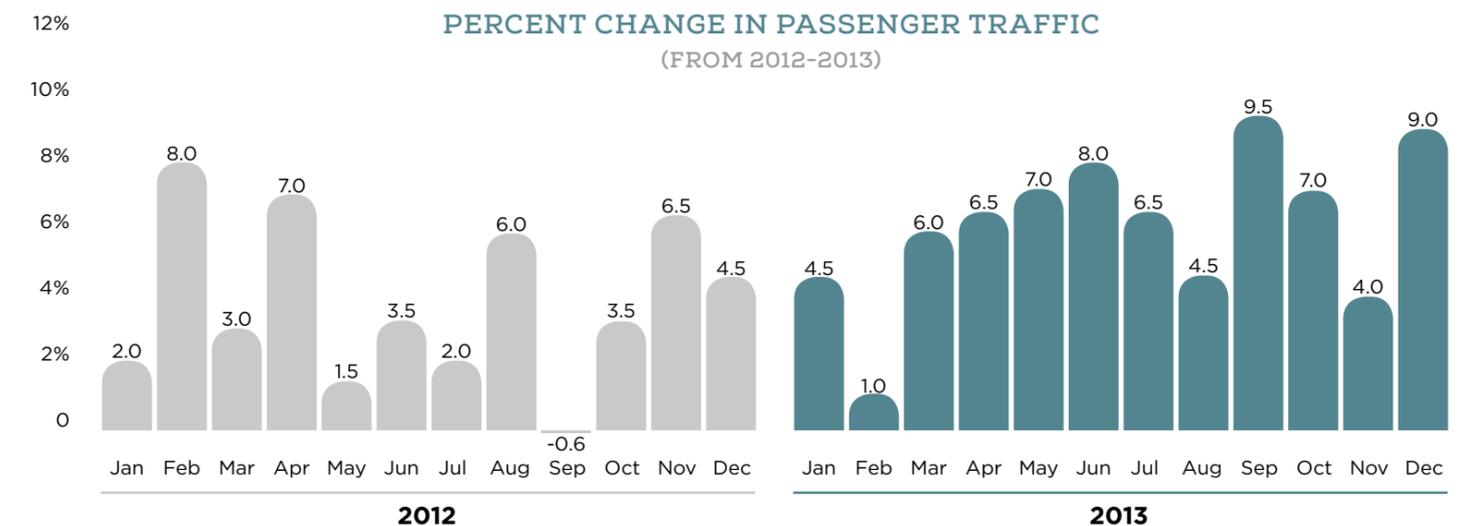
MONTHLY ABIA FLIGHTS FOR 2013
(COMBINED INBOUND & OUTBOUND)



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



PERCENT CHANGE IN PASSENGER TRAFFIC
(FROM 2012-2013)





CONRAC construction slated for completion in 2015.

MAJOR CONSTRUCTION GROWTH

We broke ground in April 2013 for a multi-level Consolidated Rent-a-Car facility (CONRAC). This will combine all car rental operations into one area. It also will relocate rental car business from its current location atop the parking garage. That means an additional 900 parking spaces become available for travelers. Slated for completion in 2015, this \$150 million dollar construction project addresses visitor growth and demand.

ABIA is also building an addition to the terminal to the tune of approximately 55,000 square feet. The Terminal East Infill Project

creates a new passenger access between ticketing and the east concourse, and includes 10 new passenger screening lanes which in turn expedites the flow of passengers through the terminal. Part of this project also includes renovation of the international arrivals area. The Terminal East Infill Project is scheduled for completion in 2015, and sets the stage for future expansion.

What's ahead for Austin-Bergstrom International Airport? Our Five-Year Capital Improvement Projects (CIP) will add:

- Seven gates, new loading bridges, and passenger hold rooms
- Approximately 70,000 sq. ft. of new terminal concourse space
- Approximately 12,000 sq. ft. of concessions space
- Capability for international gates, including flexible international/ domestic gates on the concourse level
- Several airline operations offices on apron level
- Potential to add baggage carousels on apron level

PARKING IMPROVEMENTS

The CONRAC construction has temporarily eliminated about 800 parking spaces in Lot A, and 200-300 spaces in the adjacent Lots B & C. When CONRAC opens, all those spaces will be regained and the 800 spaces of Lot A will be covered. Nine hundred more spaces will be added on the third floor of the original parking garage, which were formerly occupied by rental cars. Lot G is being expanded to add 311 new spaces, for a total of 1525. About 100 of these new spaces were already available by the end of November 2013, and the rest will be available in early 2014. A new surface lot is being added as well. Lot J will add almost 1,500 spaces for public parking when it opens in early 2014.

NEW SERVICES AND PRODUCTS

ABIA's new Family Friendly Valet makes for easier parking for those with kids in tow. For \$15/day, tax included, families simply drive to the upper-level curbside valet area, leave their vehicle with an attendant, and make the short walk into the terminal.

ABIA is now BYOWB - Bring Your Own Water Bottle. The first of four water bottle filling stations is located across from Gate 5, so passengers can bring their own empty bottles and fill them before boarding flights. Each station has

a "Green Counter" displaying the number of plastic bottles saved from landfills with each use. Three more stations will be added throughout the terminal, across from Gate 17 and in the East and West food courts.

Charge it, please - at our new power towers. The towers provide additional electrical and USB outlets for passengers at Gates 5 and 4. Situated between sets of chairs, passengers can "refuel" their electronic devices before their flights.



ECONOMIC SUSTAINABILITY

OUR AIRPORT IS ENTIRELY *self-sustaining*: PRODUCING REVENUE TO COVER OPERATING COSTS AND IMPROVEMENTS.

By creating a high percentage of revenue from such sources as parking, rental cars, and concessions, ABIA is able to keep costs reasonable for airlines to do business with us making ABIA even more attractive for airlines.

The airport supports over 40,000 jobs (that's 7% of the total jobs in Austin), 3,000 of them at the Airport itself. And Austin-Bergstrom International Airport generates \$2.4 billion annually into the region's economy.

As the fastest growing American city for the third year in a row, Austin continues to maintain a strong economy.

- In its Best Cities for Job Growth ranking (August 7, 2013), *Forbes* stated "Austin leads a list of seven Texas metros that rank among the 10 areas expected to have the fastest job growth through 2015."
- Our city is "#1 in the U.S. for Job Growth" and "#1 Best City for the Next Decade" (*Kiplinger*, 2010)

AIRLINE REVENUE COMPARED TO NON-AIRLINE REVENUE



Revenue	2011	2012	2013
Landing Fees	19,402,479	19,737,736	22,166,054
Terminal Rent/Other	22,366,757	24,028,973	23,183,252
Total Airline Revenue	41,769,236	43,766,709	45,349,306
Parking	27,854,382	31,028,654	32,155,216
Other Concessions	16,727,704	19,724,740	19,802,543
Other Rentals & Fees	2,994,955	1,383,897	6,206,935
Total Non Airline Rev	47,577,041	52,137,291	58,164,694

OPERATING REVENUE	89,346,277	95,904,000	103,514,000
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Airline vs Non-Airline			
Airline Rev	47%	46%	44%
Non-Airline Rev	53%	54%	56%

- *Forbes* cited Austin's projected annual job growth of 4% and an unemployment rate of 5.5%.
- Austin has the highest median household income metro area in Texas (U. S. Census, 2010)

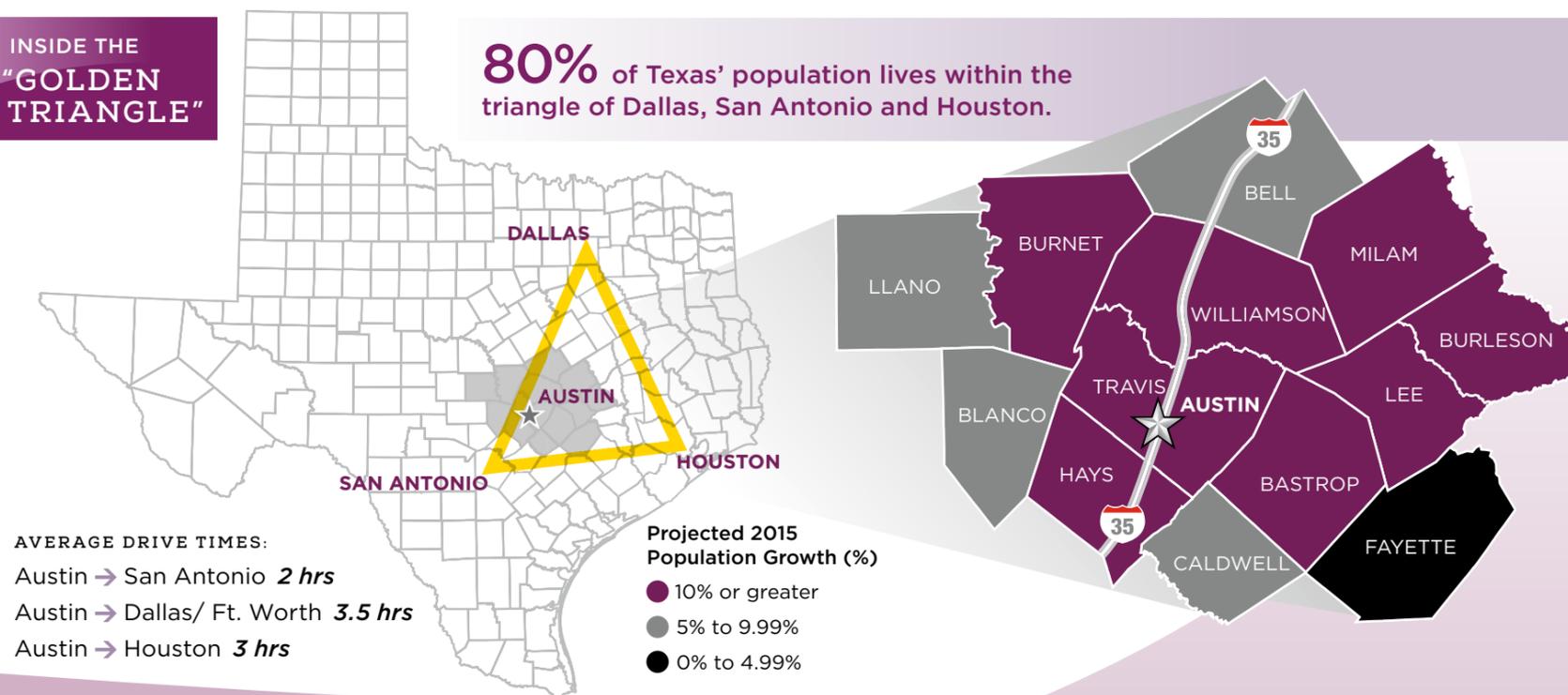
↑ 7.9%

In 2013, ABIA generated revenue totaling \$103,514,000, a 7.9% increase from 2012 revenue of \$95,904,000.

- Texas has the second largest economy in the U.S. (U.S. BEA, 2012) and is the number one state in which to do business (*Chief Executive Magazine*, 2013)
- Austin jumped from 13th to 11th largest U.S. city (U.S. Census, May 2013)

INSIDE THE "GOLDEN 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 **3 hrs**

Projected 2015 Population Growth (%)
 ● 10% or greater
 ● 5% to 9.99%
 ● 0% to 4.99%

CONNECTS CENTRAL TEXAS *to the World.*

NEW NONSTOP SERVICE IN 2013

- Austin → San Jose del Cabo, AirTran & United Airlines (seasonal)
- Austin → Cleveland, United Airlines
- Austin → Mexico City, Aeromar
- Austin → New Orleans, Southwest Airlines
- Austin → London Heathrow, British Airways

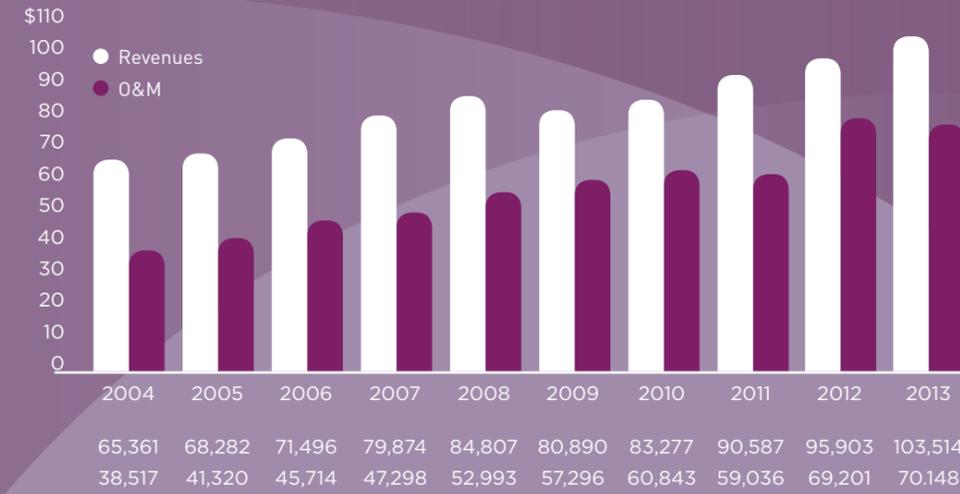
NEW CARRIERS IN 2013

- Virgin American: Austin → San Francisco
- Aeromar: Austin → Mexico City
- Allegiant Airline: Austin → Las Vegas
- British Airways: Austin → London, Heathrow

NON-STOP DESTINATIONS:



10 Year Financial Performance (\$000) Revenues and Expenses



PARKING

Our Family Friendly Valet debuted and was a hit from the start — valet parking use increased by 18%. More customers used the convenient Cell Phone Lot, which created more revenue capacity in the parking garage.

Even as we faced stiff competition from offsite chain parking lots, and lost a significant number of parking spaces due to CONRAC construction, passengers still decided to “go local” and park with us — and we maintained revenue despite these challenges.

Several major events like **Formula 1**, **Austin City Limits Music Festival**, **SXSW**, **Austin Film Festival** and **X Games** bring thousands upon thousands of people to the city, which will result in high-end hotel capacity increasing by 2,400 rooms by 2015.



ENVIRONMENTAL STEWARDSHIP

PRESERVING OUR QUALITY OF LIFE IS *paramount* FOR US AT ABIA.

Our environmental initiatives reflect the responsibility we feel we have to be good stewards of our region.

WASTE DIVERSION

The City of Austin banned single-use plastic bags in early 2013, and the Airport implemented this initiative throughout the terminal. Concessionaires now provide customers with a recyclable bag or have eliminated the use of bags for some purchases. Some vendors also have reusable bags available for purchase. The terminal recycling program continues to grow, and saw a 17% increase in CY13 from 256 tons to 310 tons recycled. Several major construction projects diverted 18,845 tons of material from local landfills in CY13.

GREEN BUILDING

Buildings in the U.S. consume a high proportion of our natural resources, and are responsible for 30% of our waste generation. Green building, also known as green construction or sustainable building, is an effort to transform the way that constructed environments are designed, built, and operated. To that, ABIA incorporates principals established by the U.S. Green Building Council in new construction at the Airport. The result? Water saved, energy saved, a reduction in raw materials used, and a reduction in CO₂ emissions.

ABIA was proud to receive a Leadership in Energy and Environmental Design (LEED) Gold designation from the U.S. Green

Building Council for the Airports' Ground Transportation Staging Area (GTSA). This is the first Austin airport building to earn Gold LEED certification. The GTSA uses high-energy mechanical, electrical, and plumbing efficiency systems, and includes a 74 kW solar array which offsets 50 percent, or 90,665 kWh of the GTSA's power needs. It also has a rain water collection system for landscaping. The building saves 123,347 kWh of energy annually, approximately 6,550 gallons of water is diverted from landfills. Not that we'd brag, but the GTSA also received bonus points for regional priority and innovation in design.

ABIA has two major construction projects underway that are being built to LEED standards as well: the Terminal East Infill project and the CONRAC facility. These projects have a \$200 million plus combined budget, and the new facilities will improve parking availability, traffic flow, and passenger flow in the terminal while at the same time reducing their environmental impacts.

Spirit of Austin Lane features a Live Oak, the age and size of which make it a heritage tree, whose entire root zone has been preserved at the center of the roundabout. Additionally, this new airport road has been lined with new trees. Each tree can absorb 48 lbs of CO₂ per year.

WATER QUALITY

Visitors might see Spirit of Austin Lane as part of the beautifully landscaped Airport campus. What may escape the eye is that the street does double-duty removing roadway pollutants from the watershed. Innovative water quality controls were incorporated into the landscape design, such as the median that serves as a rain water retention feature known as a rain garden.

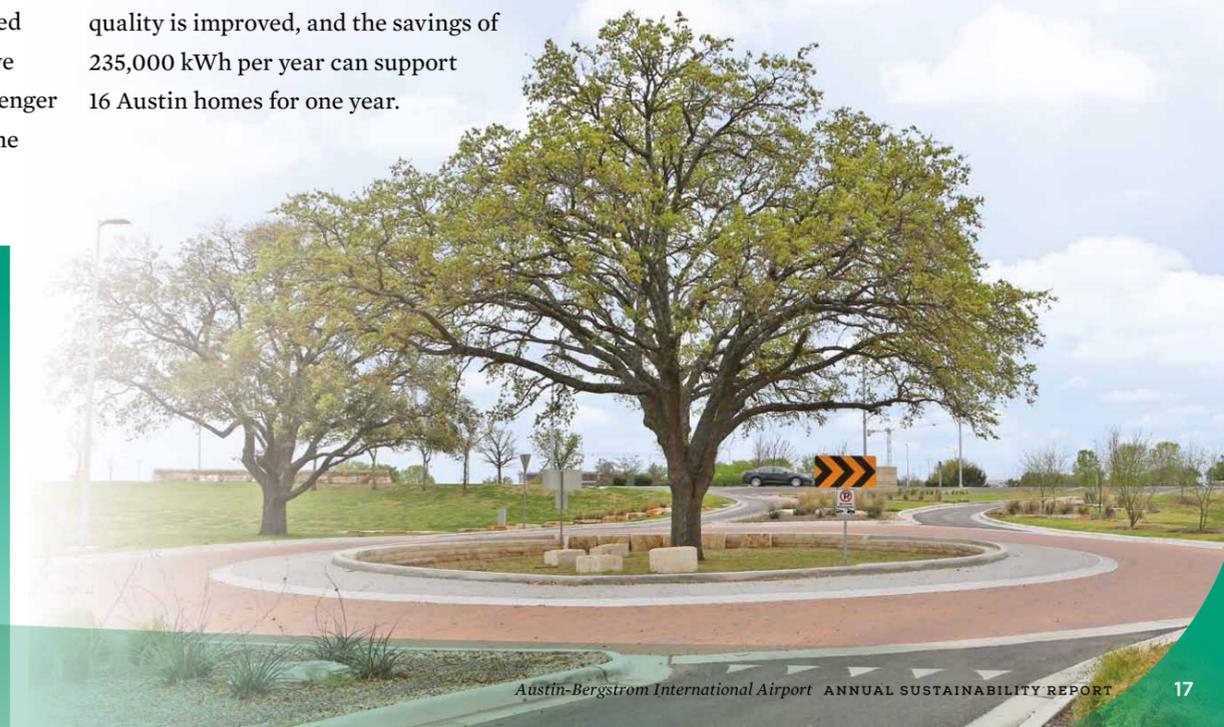
ENERGY UPGRADES

The terminal's passenger pickup area got a bit of a facelift with lighting that improves the function of the space. We replaced 210 fixtures at the passenger pickup level with new efficient light emitting diode (LED) technology. Since LEDs last up to five times longer than conventional bulbs, maintenance costs are reduced, the light quality is improved, and the savings of 235,000 kWh per year can support 16 Austin homes for one year.

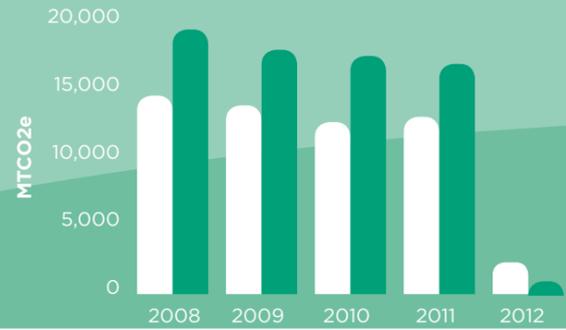


ALTERNATIVE FUEL

ABIA is transitioning to electric power for its ground service equipment, and has installed 20 fast-charging outlets. Our terminal only uses energy from renewable sources, and the electricity for charging airline vehicles is generated by west Texas wind turbines. Bottom line? A carbon neutral operation. In fact, the entire airport participates in Austin Energy's Green Choice program, which provides energy from alternative sources.



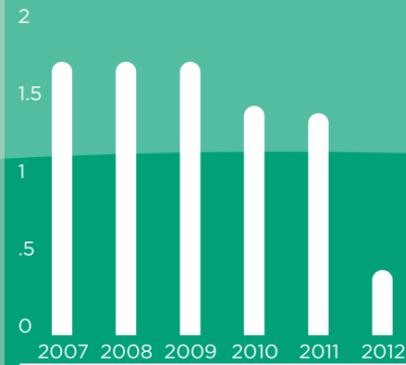
CARBON FOOTPRINT TRENDS



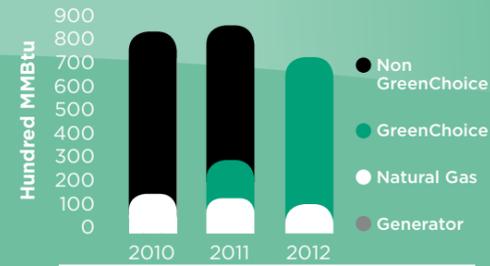
● DOA Carbon Footprint* 14,882 14,047 12,830 12,944 2,471
 ● Total ABIA Carbon Footprint 19,637 18,468 17,546 17,162 816

*DOA Carbon Footprint includes 60% of the ABIA terminal, the remainder is attributed to the terminal's tenants.

CO₂ EMISSIONS PER 1000 PASSENGERS



ENERGY USE



REDUCING OUR CARBON FOOTPRINT

During the various expansions and renovations throughout the Airport campus, we have concertedly preserved existing trees and planted new ones as well. The trees absorb CO₂, and help offset the heat island effect, an area of higher temperatures from new paved surfaces.

ABIA preserved 18 heritage trees, 119 smaller trees, and planted 110 new trees this year. By centralizing the fueling, cleaning, storage and customer pickup into a single facility, the CONRAC facility will significantly increase efficiency. It eliminates the ferrying of cars between the service center and customer pickup, making for reductions in fuel consumption, traffic on airport roadways, and

vehicle exhaust. On the whole, carbon dioxide emissions will be reduced by 411.7 tons. ABIA is installing electric charging stations on the airfield. The stations will power luggage tugs and belt loaders operated by Delta, United, and Southwest Airlines. These 20 charging stations will reduce the airport's diesel and gasoline fuel use.

IMAGINEAUSTIN



IMAGINE AUSTIN

Imagine an Austin created from thousands of ideas submitted by residents for the City's development over the next 30 years.

That's the Imagine Austin initiative, and it was adopted by the Austin City Council in 2012. ABIA is a proud partner in the goals of the initiative, whose priorities include improving transportation options, ensuring a long-term water supply and investing in labor, education, and entrepreneurs.



100% RENEWABLE ENERGY
 used for electrical power to all airport buildings through Austin Energy's GreenChoice®, generated by wind turbines.



WATER CONSERVATION
 12 million gallons of drinking water saved in 2013 by using reclaimed water.



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



SOLAR PANELS
 at the airport produce 250,000 kilowatt hours per year.



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.



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.



ELECTRIC CHARGING STATIONS
 20 fast electric charging points power aircraft support vehicles, reducing annual diesel/gasoline usage by an estimated 40,000 gallons.



RECYCLING
 In 2013, 4,160,000 lbs of materials were kept out of the landfill through airport recycling efforts.



COMPOST
 We composted 1,200,000 lbs of airport brush and landscape materials in 2013. This was transported to the local Dillo Dirt™ processing facility.



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.



LEED GOLD CERTIFICATION
 for new taxi staging area and driver facility (GTSA LEED)



PERFORMANCE MEASURES: CUSTOMER AND COMMUNITY VALUE

EXTERNAL CUSTOMERS	UNIT	COMMENT	2010	2011	2012	2013
Overall customer satisfaction with the airport	Ratings	ASQ survey score / percent rating excellent (5's)	4.43/53%	4.38/49%	4.33/46%	4.28/43%
Cleanliness of the terminal	Ratings	ASQ survey score / percent rating excellent (5's)	4.53/61%	4.46/57%	4.44/54%	4.37/52%
Cleanliness of the restrooms	Ratings	ASQ survey score / percent rating excellent (5's)	4.32/48%	4.30/48%	4.26/46%	4.21/43%
Helpfulness of the staff	Ratings	ASQ survey score / percent rating excellent (5's)	4.40/54%	4.39/55%	4.32/49%	4.30/49%
Courtesy of security staff	Ratings	ASQ survey score / percent rating excellent (5's)	4.22/48%	4.17/47%	4.05/40%	4.06/40%
MBE/WBE purchases	New measures					
Under \$5000	Percent		XX	7.09%	5.48%	6.66%
Total purchases	Dollars		XX	\$148,557	\$129,623	\$159,722
Passenger flights	Number	Total number of flights	94,406	95,880	97,324	101,593
Direct flights	Number	Includes both domestic and international	75	95	84	121
Non-stop domestic destinations	Number		36	36	40	41
Average seats per flight	Number		120	121	121	121
Total annual seats	Number		11,253,270	11,553,540	11,764,648	12,319,953
Total passengers	Number		8,777,856	9,080,875	9,317,561	10,017,958
INTERNAL CUSTOMERS	UNIT	COMMENT	2010	2011	2012	2013
Total Dept. of Aviation FTE's			345	345	347	358
Injuries						
Lost time injury rate	Number	Per the equivalent of 100 employees	0.66	2.88	0.32	0.95
Injuries reportable	Number		61	51	58	53
Injuries with medical	Number		14	10	25	19
Injuries with no medical	Number		39	32	33	34
Sick hours utilized	Number	Per 1000 hours	29.10	28.47	25.84	25.24
Training hours per FTE	Number	Departmental Average	50.71	64	54	51
Employee satisfaction	Rating	Score from employee survey (changed survey type in 2011)	67	XX	19	32
Diversity	Dept. of Aviation employees only					
Male to Female	Percent		63% to 37%	64% to 36%	65% to 35%	66% to 34%
White	Percent		38%	39%	41%	42%
Hispanic	Percent		32%	31%	29%	29%
Black	Percent		24%	25%	25%	25%
Asian	Percent		5%	4%	4%	3%
Other	Percent		1%	1%	1%	1%
Employee turnover rate	Percent		8.57%	4.59%	7.60%	8.95%

PERFORMANCE MEASURES: OPERATIONAL EXCELLENCE

OPERATIONS	UNIT	COMMENT	2010	2011	2012	2013
Annual aircraft operations	Number	Total takeoffs and landings	164,436	169,963	159,269	174,245
FOD - Pounds removed from Apron	Number	Pounds of FOD removed by staff (new measure)	XX	XX	789	2724.6
Wildlife/Bird strikes	Number		121	95	111	108
Deficiencies noted during daily 139 inspections	Number		557	574	954	614
Deficiencies noted during 139 inspections	Number		2	1	3	0
AOA warnings issued	Number		0	0	2	0
Security responses with established time	Percent		100%	100%	100%	100%
Security violations issued	Number		45	71	41	48
Average wait times at security checkpoints	Minutes					
Morning	Minutes	Average week day, excluding holidays and special events	XX	17	18	18
Afternoon	Minutes	Average week day, excluding holidays and special events	XX	9	11	14
Number of ARFF responses	Number		676	628	683	782
Average time of repairs (from call to completion)	Number	New measure	XX	XX	17	38
EPAX per gate utilized	Number	Annual enplanements divided by number of gates used	189,787	180,986	186,510	197,159
Enplanements - Change over Prior Period	Percent	Growth or decline	3%	6%	3%	6%
Turns per gate - gate utilization	Number	Avg. number of departures per gate per day	5.36	5.91	5.5	5.7
Passenger boarding bridge	Annual Cost	Reduce maintenance cost 5%	\$198,833	137,013	\$377,714	\$391,390
Airfield lighting	Number	5% fixture failures on signage (number replaced)	345	212	612	547
People moving systems	Percent	Elevators 95% uptime (new measure)	XX	XX	94%	94%
BHS conveying system	Percent	Carousels and Conveyors 95% uptime (new measure)	XX	XX	95%	95%
PM Costs compared to total maintenance costs	Percent	Measures effectiveness of PM Program (new measure)	XX	XX	21%	50%
Ratio of productive hours to labor hours	Percent	Measures staff productivity (new measure)	XX	XX	41%	98%
PM's performed on fleet vehicles	Number	Number of PM's performed (new measure 2011)	XX	XX	300	155
Cost per parking space						
Cost per covered space	Dollars		\$753.38	\$727.65	\$730.68	\$828.51
Cost per space with busing operation	Dollars		\$561.01	\$625.74	\$515.46	\$529.90
Cost per space without busing or cover	Dollars		\$785.95	\$732.81	\$737.87	\$1,429.09

PERFORMANCE MEASURES: ECONOMIC SUSTAINABILITY

FINANCIAL	UNIT	COMMENT	2010	2011	2012	2013
Passenger airline cost per enplanement	Dollar		\$8.16	\$8.23	\$8.32	\$8.86
Expenses (cost) per enplaned passenger	Dollar	Airport's O&M cost per enplanement	\$14.27	\$13.96	\$14.34	\$13.60
Credit rating	Number		A-	A	A	A
Revenue per enplanement	Dollar		\$19.53	\$19.79	\$20.44	\$21.06
Total non-airline revenue	Dollar		\$46,662,884	\$47,760,334	\$50,432,342	\$59,078,609
Non-airline revenue per passenger	Dollar		\$5.27	\$5.29	\$5.41	\$5.99
Non-airline revenue to airline ratio	Percent		54%	53%	53%	57%
Parking revenue per passenger	Dollar		\$2.91	\$3.10	\$3.33	\$6.52
Concession revenue to airport	Dollar		\$7,845,107	\$7,164,395	\$7,794,464	\$8,559,586
Concession gross sales per square foot	Dollar		\$874.36	\$985.41	\$1,046.80	\$1,300.55
Security cost	Dollar		\$9,361,096	\$7,974,943	\$8,040,133	\$9,510,842
Security cost (percent of Total costs)	Percent		15%	12.63%	12.03%	14.18%
ARFF cost	Dollar	Change over previous period (Benchmark Index, D)	\$4,639,276	\$5,125,511	\$5,183,126	\$5,191,211
ARFF cost (percent of total)	Percent	Change over previous period (Benchmark Index, D)	8%	8.12%	7.75%	7.74%
ARFF cost per operation	Dollar	Change over previous period (Benchmark Index, D)	\$28.21	\$30.16	\$32.54	\$31.26
ARFF salary and benefits cost	Dollar		\$4,262,447	\$4,604,196	\$4,670,572	\$4,799,541
Personnel expenses	Dollar		\$26,025,904	\$27,465,037	\$28,689,620	\$27,032,670
Repair and maintenance cost	Dollar		\$19,116,889	\$1,781,613	\$2,116,316	\$2,997,046
Total operating revenue	Dollar		\$83,277,006	\$89,547,695	\$95,205,000	\$103,514,000
Total parking and ground transportation revenue	Dollar		\$25,686,288	\$28,415,684	\$31,372,981	\$32,157,713
Off airport	Dollar		\$966,582	\$1,187,990	\$1,298,692	\$1,403,806
On airport	Dollar		\$24,719,706	\$27,227,694	\$30,074,289	\$30,753,907
Total landed weight	Pounds		5,540,793	5,759,298	5,815,537	6,122,513

PERFORMANCE MEASURES: ENVIRONMENTAL STEWARDSHIP

ENVIRONMENTAL	UNIT	COMMENT	2010	2011	2012	2013
Terminal utilities		Terminal and central plant only				
Electric	kWh		21,269,226	23,269,215	22,715,146	22,278,056
Natural gas	CCF		143,062	104,067	99,776	137,272
Water	Gallons	Includes terminal irrigation	31,863,700	30,838,280	25,303,100	26,959,168
Waste water	Gallons		25,083,500	25,801,900	24,962,100	26,722,000
Campus utilities		Includes terminal and central plant				
Electric	kWh		28,702,372	30,248,907	30,653,904	29,264,294
Natural gas	CCF		188,972	151,076	144,421	187,202
Water	Gallons	2009 Malfunction from water feature caused increase	55,849,100	71,924,220	50,877,800	44,507,900
Reclaimed water	Gallons	New - Irrigation and central plant only	XX	1,955,600	11,818,400	11,531,000
Waste water	Gallons		27,762,600	31,552,800	37,164,700	31,649,232
Electricity provided by Green Choice	Percent	New - % of total electric provided by alternative sources	XX	26%	100%	100%
De-icing operations						
De-icing operations - aircraft	Gallons	Total diluted fluid used by airlines	14,146	18,849	4,305	9,243
Pavement de-icing - ground operations	Gallons	Total E-36 (gallons) applied by Dept. of Aviation	0	11,165	0	300
Pavement de-icing - ground operations	Pounds	Total NAAC (liquid) applied by Dept. of Aviation	500	5,115	0	0
Aircraft de-icing pond discharges to wastewater	Gallons	Discharged to City's wastewater system (diluted)	4,083,514	2,337,168	386,512	2,284,320
Aircraft de-icer treated at wastewater plant	Pounds		14,520	23,467	297	4,902
Waste management						
Terminal waste to landfill	Tons		1,746	1,949	2,004	2,053
Terminal recycling	Tons		184	184	256	309
Brush composting	Tons		235	226	144	600
Light bulb recycling	Pounds	Pounds of crushed lamps	1,450	574	458	1,032
Light bulb recycling	Number	Number of whole lamps	4,167	480	282	1,500
Alkaline and rechargeable batteries	Pounds		846	1,236	947	1,188
Electronic waste	Pounds		2,843	8,448	4,241	16,798
Hazardous materials recycled						
Vehicle batteries	Number		69	40	140	28
Tires	Number		811	161	301	325
Oils	Gallons		880	850	546	451
Vehicle fuel usage						
Gasoline	Gallons		40,514	40,814	35,510	35,405
Ethanol (E85)	Gallons		1,153	2,794	1,973	2,150
Biodiesel (B20)	Gallons		16,281	16,534	25,654	7,647
Diesel	Gallons		10,198	1,904	1,393	17,304
Propane	Gallons		244,071	237,424	103,233	49,332
CNG	Gallons		XX	4,216	96,933	141,529
Large construction project demolition recycling	Tons	New measure	22,646	1,727	1,759	18,845
Carbon footprint	Metric Tons		12,830	11,185	2,697	2,695
Carbon footprint reduction	Percent	Percent reduction year over year	9%	13%	76%	0%
Alternative fuel units						
Mowers	Number	Propane mowers	13	17	13	17
Off-road units	Number	Propane and electric units	20	6	17	38
On-road units	Number	Propane and electric units (Includes buses for parking)	54	60	50	36

ACKNOWLEDGEMENTS

Customers of Austin-Bergstrom International Airport

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Lee Leffingwell, *Mayor*
Sheryl Cole, *Mayor Pro Tem*
Chris Riley, *Council Member*
Mike Martinez, *Council Member*
Kathie Tovo, *Council Member*
Laura Morrison, *Council Member*
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