

The background of the top half of the page is a photograph of the Tucson Airport Authority building, a modern structure with large glass windows and a prominent triangular roof section. In the foreground, there is a desert landscape with a large, spiky agave plant on the left and a tall saguaro cactus on the right. A large, semi-transparent blue graphic element, resembling a speech bubble or a banner, is overlaid on the right side of the image, containing the main title text.

TUCSON AIRPORT AUTHORITY Year in Review

NONSTOP
2017

MISSION: To promote aviation and foster economic development by strategically planning, developing and operating the most effective, efficient and safest airport system for southern Arizona.



TAA YEAR IN REVIEW

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2017 A YEAR OF ACCOMPLISHMENTS AT A GLANCE



Visitors using TUS accounted for **\$1 Billion** in annual spending

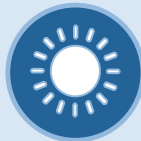


Entering TAA's **70th** year of aviation service in southern Arizona



At least **\$5 Billion** annual impact on southern Arizona economy*

*Preliminary results



New solar program completed this year will save **\$35,000** per month



238 solar panels placed over parking areas power nearly all of TUS' main terminal



More than **4,500** light fixtures were replaced throughout the terminal



New LED lights to reduce lighting costs by **53%** and greatly reduce maintenance needs



TUS ended year with **6** airlines, **18** destinations, and **2** more destinations to come in early 2018



Airline passengers up 4.5% from 2016 to more than **3.4 Million** in 2017



Opened **countless** doors for economic development and expansion



Tucson International Airport is an integral fixture in the community providing a valuable service that Tucsonans have been able to enjoy and rely on for 70 years.

Jonathan Rothschild, Mayor of Tucson



A LETTER FROM BONNIE ALLIN



The Tucson Airport Authority (TAA) is a unique amalgam. Operating Tucson International Airport (TUS) and Ryan Airfield (RYN) encompasses both providing the services it takes to run a small city and at the same time, operate as a business to provide the resources to attract, serve and maintain our customers.

That's why when looking back at TAA's 2017 accomplishments, they include something for all of southern Arizona to celebrate.

We celebrate TAA's dedicated employees, volunteers, businesses and organizations who work to provide our traveling guests a positive experience. We know from customer surveys and from passengers who take the time to tell us of their experiences, how much they appreciate those efforts. We are also celebrating the 4.5% growth in passengers to more than 3.4 million in 2017.

As part of the 2017 terminal renovation project at TUS, new more efficient checkpoints were opened for the TSA. Space was opened up to add more passenger amenities in the post-security areas, including new outlets for local brand names in food and beverage and retail.

But it's not just about what you purchase; it is about your traveling experience. New amenities include baggage scales near check-in counters, water fill stations so passengers can fill empty water bottles after they've gone through security, additional electrical outlets throughout the terminal and business centers. Plans are underway to add private nursing pods for new mothers along with children's play areas.

The TAA is concerned about our environment. We did extensive lighting conversions to LED and completed the installation of 238 solar panels in the

parking lots that generate most of the power used to run the main terminal. Perhaps just as important for us desert dwellers is the shade the panels provide for our customers' vehicles.

TAA's customers include our tenants and that means the airlines themselves. Efficient operations meant the TAA was able to lower aircraft landing fees at TUS by 19.4%. Three of TUS' largest tenants, Raytheon Missile Systems, Aerovation and Bombardier continued their own expansions in 2017.

As the year came to a close, Elliott D. Pollack and Company was finishing an economic impact study for TAA. While the final report won't be available until the end of January, one number that is available is that spending by visitors who use the airport amounts to \$1 billion annually.

This is an example of how the TAA and southern Arizona mutually benefit from a strong airport. Thank you for flying TUS in 2017. On behalf of the men and women of TAA, we're proud to be your airport.

Sincerely,

Bonnie Allin,
President and CEO of TAA

“

When looking back at TAA's 2017 accomplishments, they include something for all of southern Arizona to celebrate.

Bonnie Allin, President and CEO of Tucson Airport Authority

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ECONOMIC IMPACT



**New Solar Panels
save an estimated
\$35,000 per month
and benefit the
environment**

POSITIVE GROWTH:

As the operator of southern Arizona's major commercial airport, the TAA continues to widen its economic impact. In 2017, airline passenger traffic grew 4.5% over the previous year to 3,4333,563.

JOBS:

All-important groundwork took place in 2017 to capitalize on the unique attributes of Tucson International Airport and Ryan Airfield to grow businesses. During the year, the details of Raytheon Missile Systems extended lease were finalized assuring that nearly 20,000 new jobs can be delivered. Bombardier's newly expanded interior facility in its Tucson Service Center was completed. Defense contractor Aerovation has continued to expand and grow its operations at TUS.

SOLAR ENERGY LEADER:

A four-year, multi-million-dollar Solar Project was completed in November showcasing TUS to be a fiscally and environmentally sound facility. Most of the main terminal is now powered by energy generated from 238 solar panels that have been positioned over the parking lots in front of the terminal. This improvement will generate an estimated \$35,000 per month in savings.

ECONOMIC IMPACT



NO LOCAL TAX \$:

Without receiving any local tax dollars, TAA's operations are supported primarily through user fees, including space rentals, parking, concessions and land leases. Airfield and terminal improvements are funded through a combination of grants, federally-authorized facility charges and operating revenues.

LED LIGHTING:

The TAA's commitment to increasing efficiency and managing resources continued with its transition to LED lighting throughout its TUS terminal. With the replacement and retrofit of over 4,500 fixtures throughout the terminal and air cargo buildings, TAA estimates a reduction in overall lighting costs of 53 percent. In addition to

53% Reduction of Overall Lighting Cost with LED light replacement throughout facility
(and an ROI of under three years)



the significant reduction in maintenance labor cost over the next six to 10 years, it is estimated that the costs will pay for themselves in less than three years.



Not only does the Tucson International Airport and Ryan Airfield provide a valuable service to our Southern Arizona community, but we also do our part to be efficient, environmentally responsible and cost-effective in making improvements to our facilities and managing growth.

Bonnie Allin, President and CEO of Tucson Airport Authority



SOUTHERN ARIZONA'S NO. 1 CHOICE FOR FLIGHT

In a year of continued passenger growth, travelers from the Tucson region, southern Arizona and northern Mexico benefited from the nearly **60 daily airline departures** for the TAA's Tucson International Airport. In August, Alaska Airlines launched new year-round nonstop service to San Jose and the Silicon Valley. United Airlines extended its seasonal Chicago O'Hare flights to year-round service in June. And in December Sun Country Airlines returned with seasonal nonstop flights from Minneapolis.

Additionally, airlines continued to add capacity by using newer, larger aircraft with average daily seat capacity now approaching **6,000**.



A promotional graphic for American Airlines. It features a map of the United States with a blue starburst radiating from Tucson, Arizona. Text boxes on the left contain the following information: "NEW NONSTOP FLIGHTS from TUS to Charlotte, NC", "Be In Any One of 72 Connecting Destinations By Lunchtime", and "Starts February 16". At the bottom left, the American Airlines logo and the website "FLY TUCSON.COM" are displayed.

In November, American Airlines announced it will introduce nonstop flights to its second largest hub, Charlotte, NC, offering TUS passengers new convenient **one-stop connections to more than 70 destinations in the east, southeast and the Caribbean**. Starting in February 2018, the eastbound departure is scheduled to allow passengers to reach most of those destinations before lunch time.

POWERFUL PARTNERSHIPS

TAA enjoys strong partnerships with local companies and organizations. Whether through marketing opportunities or retail and food service vendors, powerful partnerships increase visibility and create buzz in the community.



RETAIL AND FOOD: 2017 Concessions and restaurant partners for TUS and RYN

Hudson Group opened up four stores:

1. **Arroyo Trading Post** (pre-security)
2. **Ink** – one of two specialty bookstores in the U.S. (Concourse B)
3. **Fort Lowell** (Concourse B)
4. **Gates Pass** (Concourse A)

- Each concourse also has Tienditas and mini kiosks featuring specialty items including See’s candies to locally designed MAST jewelry.
- Noble Hops, an outlet of the Oro Valley gastropub, opened in September (pre-security) and offers free validated parking for up to two hours.
- In November, homegrown Tucson favorites Sir Veza’s Kitchen & Kantina and Beyond Bread opened on Concourse A.
- December marked the opening for Arbuckles’ Coffee on the Baggage Claim level (pre-security) and an outlet for downtown Tucson’s New York-style pizza marker, Empire Pizza on Concourse A.
- Richie’s Café opened at RYN.

MARKETING: Reaching an average of 7,000 impressions daily on Facebook and Twitter, TAA’s marketing partnerships in 2017 included the following

- **University of Arizona Alumni Association**
- **Tucson Roadrunners Hockey Team**
- **Nova Home Loan Arizona Bowl**

COMMUNITY OF CARING

Community involvement is an important part of TAA. Through a mix of community outreach, on-site events, rotating art exhibits by local artists and raising money for community charities, the TAA helps lift the spirits of its community through some of the following highlights:

- Veterans Day – Elementary school children from Gallego Intermediate 4-8 Fine Arts Magnet joined the TAA in November to honor our military with handmade banners and letters.
- The annual Exodus event saw more than 1,200 soldiers from Ft. Huachuca fly through TUS for the holidays. Soldiers were provided donated food bags and goodies for their trips.
- The TAA Police Department took part in raising money for the Southern Arizona chapter of the Special Olympics.
- The TAA Fire Department participated in the national “Stop the Bleed” campaign with Banner University Medical Center, training airport personnel and community members for emergencies.
- TAAFD took part in events including the Firefighters Chili Cook-Off, 9/11 Stair Climb Challenge and Toys for Tots. During the holidays, TAAFD provided 80 food boxes and nearly \$5,000 worth of toys to local families.
- TAA’s Terminal Optimization Project (TOP) was named one of the top 20 projects at the Metropolitan Pima Alliance Common Ground Award alongside DWL Architects and Sundt Construction.
- TAA earned the ADOT Community Support Champion Award and was inducted into the Phoenix Minority Business Development Agency Business Center and Arizona Hispanic Chamber of Commerce Arizona Million Dollar Circle of Excellence awards in the 2016-2017 year for its commitment to diversity when finding companies to bid on airport projects.
- During the course of 2016-2017, the Airport Employees Community Effort (AECE) committee raised more than \$6,800 for more than 15 charities.

ART and CULTURE PROGRAM: Tasked with a mission to enhance the traveling public’s experience by creating a memorable environment that promotes southern Arizona’s unique artistic and cultural heritage, the program partners with local artists, as well as civic and nonprofit organizations.

- More than 100 pieces of art created by artists living in southern Arizona and northern Mexico make up the permanent collection.
- The five gallery spaces throughout the terminal hosted 21 changing exhibits in 2017.
- There were eight group exhibits representing 47 artists from the Tucson community.
- In addition to fine art exhibitions, the airport hosted educational exhibits and displays from Pima Community College, Udall Parks In Focus, Tucson Jazz Society, and the Tucson Rodeo Museum.
- And the airport continues to show-off the talent of its very own employees in the ARTport.



PROJECT OPTIMIZATION

The completion of the Terminal Optimization Project, which is a large part of the 'A Brighter TUS' construction project, has aimed to improve the ambience of TUS, creating a more comfortable experience for passengers. Some recent changes include:



- **Expanded Security Lanes** - Through the relocation and expansion of security checkpoints, TUS now has capability to expand its capability to up to four lanes to enhance the screening process.

Retail - Adding pre-security and post-security amenities such as a restaurants and gift shops has improved the experience of travelers.

- **Amenities** - Features such as a business center, a proposed children's play area along with a composure area for passengers just clearing security are designed to improve the morale of passengers.



- **Aesthetic Appeal** - TUS has incorporated several features to enhance the experience of guests and travelers such as: increased natural lighting with additional airside windows, design that increases visibility within the terminal, a Southern Arizona-influenced color palette with the incorporation of natural materials, and colored terrazzo flooring that promotes self-directing wayfinding.



“

When you spend a considerable amount of time traveling or are visiting a city for the first time, it is nice to have an airport that tries to make its guests as comfortable as possible.

Brent DeRaad, President and CEO of Visit Tucson

”

DIRECT FLIGHT TO 2018

A LOOK AHEAD

Building on a position of strength and providing even more options and value for passengers and partners is a major focus for TAA in 2018.



A FEW UPCOMING PROJECTS INCLUDE:

- **Restaurant Completion** – The remaining restaurants currently under construction are set to be completed in Spring of 2018 include BUILT Custom Burger, Beyond Bread, Bruegger’s Bagels, El Charro and Thunder Canyon Brewery on Concourse B. Concourse A will add Dunkin’ Donuts and The Maverick.
- **Runway** – The Environmental Impact Statement (EIS) continues to guide the progress toward a new runway and other airfield safety enhancements.
- **Nonstop Flights** – Via Air is scheduled to begin nonstop flights to Austin, Texas in January 2018. February will commence nonstop flights to Charlotte, NC on American Airlines.
- **Terminal Improvement** – New plans are in development to add additional restrooms pre and post security along with an electronic signage program to help improve visibility and navigation within the terminal
- **Nursing Mother Pods** – Mothers who nurse or pump will be able to enjoy nursing pods, which are scheduled for installation in the coming year.
- **Research, Changes & Development** – An Airport Plaza concept study will begin to explore options for future construction, membership changes for TAA by-laws are in place and working to add new community members
- **Celebrating 70 Years** – A year-long celebration marking 70 years of service from the Tucson Airport Authority will begin January.

Be the first to know how the airport is enhancing air travel in southern Arizona and improving lives in Tucson by following us on social media:



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