

# ANNUAL REPORT

FY::2016



**EL PASO**  
INTERNATIONAL AIRPORT

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El Paso International Airport (EPIA) is the gateway to everything our sprawling region has to offer.

Every year, we assist an average of 2.8 million passengers safely travel to and from destinations across the globe.

As a city seated at the intersection of two countries and three states, El Paso plays an integral role in international commerce. Throughout the year, more than \$90 billion in trade moves through this dynamic borderplex we call home.

Whether it's for business or pleasure, El Paso International Airport is ready for departure.





### MISSION

Provide customers with a safe, efficient airport operating in an environmentally conscious and self-sustaining manner.

### VISION

To promote El Paso International Airport as the premier international gateway for air transportation and distribution through partnerships, customer service and innovation.

### GOALS

- :: Grow the Core Business of Air Transportation
- :: Provide Customer Satisfaction
- :: Operate as a Financially Sound and Self-Supporting Aviation Facility
- :: Facilitate Economic Development for the Region
- :: Deliver Operational Excellence in Airport Safety and Security
- :: Operate in an Environmentally Conscious Manner

## CITY LEADERS



OSCAR LEESER  
Mayor



TOMMY GONZALEZ  
City Manager



CARY S. WESTIN  
Deputy City Manager of  
Economic Development  
& Tourism

## CITY REPRESENTATIVES

PETER SVARZBEIN  
District 1

EMMA ACOSTA  
District 3

DR. MICHIEL NOE  
District 5

LILY LIMÓN  
District 7

JIM TOLBERT  
District 2

CARL L. ROBINSON  
District 4

CLAUDIA ORDAZ  
District 6

CORTNEY NILAND  
District 8

## AIRPORT EXECUTIVE STAFF

This past year ushered in the beginnings of major changes at El Paso International Airport.

Early in 2016, we were pleased to announce the addition of Allegiant to our list of airlines available for commercial passenger air travel. The low-cost, all-jet passenger airline was a success from the start and quickly went from two to four destination offerings by the end of 2016.

In the summer, we celebrated the grand opening of our new rental car facility, which is just a few steps away from the airport's baggage claim area. The three-story, \$46 million dollar facility increased rental car spaces by the hundreds and helped streamline the rental process for travelers' transportation needs.

Throughout the year, several notable achievements contributed to the list of accomplishments outlined in our annual report. With the City of El Paso's Strategic Plan in mind, EPIA has continued a focus on customer service and was ranked 2nd in North America in customer satisfaction by the 2016 ACI Airport Service Quality Award program. Implemented at over 320 airports worldwide, the program delivers an in-depth assessment of the quality of the passenger customer service experience while in the airport, including such elements as check-in; security; wayfinding; food & beverage; and more. The results designate EPIA as being among the world's best airports for the quality of their customer service. When you peruse through our annual report, you will find more information for each of these highlights along with statistical data overall about the airport and its facilities.

While these accomplishments have made for major improvements to EPIA, this is only the beginning as we venture into multiple new projects that will present the airport in an entirely new light for travelers near and far.

It is with great pleasure that we present to you the 2016 El Paso International Airport Annual Report. We look forward to continuing to serve the community as well as our esteemed traveling guests for many years to come.

**MONICA LOMBRAÑA, A.A.E.**  
Director of Aviation

**J. ANTONIO NEVAREZ, A.C.E.**  
Airport Operations Manager

**SAM RODRIGUEZ, P.E., CFM, CNU-A**  
Assistant Director Aviation Development and Maintenance

**TERRY SHARPE, C.M.**  
Assistant Director of Aviation Operations and Security

**JEFF SCHULTES, A.A.E.**  
Assistant Director of Aviation Administration

**CECY MUNGARAY**  
Airport Human Resources Manager

**MONICA LOMBRAÑA, A.A.E.**  
Director of Aviation

**MONICA VERA**  
Administrative Services Manager



**6,800  
ACRES**  
≈  
10.6 SQ. MILES

**10  
MINUTE  
DRIVE**  
TO DOWNTOWN  
**EL PASO**  
EPIA IS SIX MILES EAST OF  
THE HEART OF THE CITY

LESS THAN  
**TWO  
MILES**  
FROM TWO MAJOR  
INTERSTATES



**FOREIGN-TRADE  
ZONE NO 68**  
El Paso International Airport

FTZ NO. 68 services  
on average each year:

**4,000**  
DIFFERENT  
ITEMS

**120**  
COUNTRIES

**70**  
FIRMS



The International  
Trade Processing  
Center (ITPC) is  
located at EPIA's  
Air Cargo Complex.  
The zone consists of  
**21 SITES**  
containing  
**3,443  
ACRES**  
spread throughout  
the County of El Paso.

Every day, EPIA welcomes thousands of people traveling to and from some of the nation's largest travel hubs. However, with a property that encompasses over ten square miles of acreage, EPIA is responsible for much more than just commercial air travel. This infographic highlights some of those additional responsibilities, including cargo, property development and retail services.

**15  
GATES**

**FIVE  
AIRLINES**

**46** PER  
DAY  
**DEPARTURES**

**2.8M**  
**PASSENGERS**  
ENPLANED & DEPLANED in FY16



which averages to  
**7,671  
PEOPLE**  
in & out of El Paso  
**EVERY DAY**

During 2016, there were  
**19 COMPANIES**  
that had an activated facility in El Paso's  
general-purpose zone.

There was a total of  
**20 MILLION  
SQ. FT.**  
of activated space.



**EL PASO  
INTERNATIONAL AIRPORT**

**1,347**  
ROOMS IN  
OUR  
**7**  
**AIRPORT  
HOTELS**

**3,613**  
CARS available to rent  
each day from  
**10**  
NATIONAL CAR RENTAL  
COMPANIES

**FTZ USERS  
INVESTED  
\$1.3M**  
in the  
**EL PASO  
COMMUNITY**

**FTZ ACCOUNTED FOR  
\$2.3B**  
in  
**GOODS**  
FORWARDED TO THE U.S.

**FTZ ACCOUNTED FOR  
\$1.08B**  
in  
**EXPORTS**

13 NON-STOP DESTINATIONS

			daily flights	weekly flights
Atlanta	ATL	DELTA	2	
Austin	AUS	SOUTHWEST	3	
Chicago	ORD	AMERICAN	2	
Dallas	DAL/DFW	SOUTHWEST/AMERICAN	12	
Denver	DEN	UNITED	3	
Houston	HOU/IAH	SOUTHWEST/UNITED	7	
Las Vegas	LAS	SOUTHWEST/ALLEGiant	2	2
Los Angeles	LAX	AMERICAN	4	
Oakland	OAK	ALLEGiant		2
Orlando/Sanford	SFD	ALLEGiant		2
Phoenix	PHX	AMERICAN/SOUTHWEST	9	
San Antonio	SAT	SOUTHWEST	2	
San Diego	SAN	ALLEGiant		2

10-YEAR PASSENGER STATISTICS

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Enplaned	1,713,868	1,662,855	1,540,195	1,544,488	1,480,032	1,455,382	1,389,428	1,395,138	1,383,063	1,412,656
Deplaned	1,688,832	1,639,909	1,522,993	1,520,905	1,467,604	1,438,494	1,375,285	1,383,110	1,380,150	1,395,078
TOTAL	3,402,700	3,302,764	3,063,188	3,065,393	2,947,636	2,893,876	2,764,713	2,778,248	2,763,213	2,807,734

PASSENGER TRAFFIC

	passengers	calendar year 2016	calendar year 2015	% change
Enplaned		1,412,656	1,383,063	2.1
Deplaned		1,395,078	1,380,150	1.1
TOTAL		2,807,734	2,763,213	1.6

CARGO TRAFFIC

	freights in ton	calendar year 2016	calendar year 2015	% change
Enplaned		42,256.5	46,205.6	(8.5)
Deplaned		42,828.4	44,579.0	(3.9)
TOTAL		85,084.9	90,784.6	(6.3)

NON-STOP SERVICE TO 13 CITIES



\*Orlando non-stop provided by Allegiant is seasonal. Please check with airline for details. The trademarks and logos shown are the property of their respective owners and not the El Paso International Airport or the City of El Paso.



### NEW RENTAL CAR FACILITY

In July 2016, EPIA opened its new three-story car rental facility just a few steps away from the main terminal. The \$46 million structure's improvements include 500+ additional vehicle spaces, artwork in the entrance area plus an infrastructure design that allows customers to be serviced quickly and efficiently so they can be on their way. It will also play a key role as an economic development asset for the city.

### ALLEGIANT TAKES OFF AS EPIA'S NEWEST AIRLINE

Allegiant launched from EPIA in May 2016 with non-stop flights available from El Paso to Las Vegas and San Diego. The launch event at the entrance of the airport kicked off the services with entertainment, speakers and prizes that included round trip flights to San Diego that same day. By the end of May, Allegiant began offering non-stop flights to Orlando/Sanford and Oakland in October 2016.



### EPIA AND THE CITY OF EL PASO'S 2015 STRATEGIC PLAN

The City of El Paso's 2015 Strategic Plan included EPIA transformations that would assist in efforts to make the community as a whole more efficient and competitive. EPIA's updates included the expansion of the car rental facility, replacement of 15 passenger loading bridges, six baggage claim unit replacements, runway reconstruction, a new parallel taxiway, parking lot reconstruction and lighting replacement plus Concourse A expansions.

### FTZ 2016 EI PASO-CIUDAD JUAREZ INDUSTRY SUMMIT

EPIA's Foreign Trade Zone No. 68 organized the border city gathering to provide local businesses with industry tools to expand their markets. The event included distinguished keynote speakers, a regional panel discussion and exhibitors providing key information and resources. It also served as a part of FTZ No. 68's mission to help expedite and encourage foreign commerce while supporting local businesses in achieving global competitiveness.



### FTZ NO. 68 ATTAINS TOP NATIONAL RANKING

In September 2015, the U.S. Foreign Trade Zones Board announced that EPIA's Foreign Trade Zone No. 68 was designated as "#1 in Exports" and "#2 in Merchandise Received" for the year 2014. The ranking reflects the zone's value to companies who utilize it to eliminate, reduce, and defer customs duties while improving bottom line profitability.



### STUDENT TOURS

The staff at EPIA offers schools the opportunity to have their students learn the daily routines of the facility while also experiencing the path of a typical passenger catching a flight at the airport. This opportunity includes touring training aircraft and the airport fire station, meeting airport operation officers as well as the K-9 explosives detection team and learning about passenger safety.

Visit [EIPasoInternationalAirport.com/About-Us/Tours](http://EIPasoInternationalAirport.com/About-Us/Tours) for scheduling details.

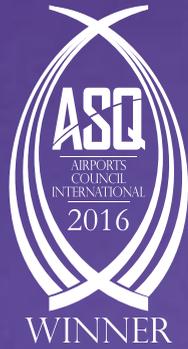
### EMERGENCY PREPAREDNESS EXERCISE

The Federal Aviation Administration (FAA) requires that EPIA hold a table-top exercise on an annual basis and a full-scale exercise with personnel and equipment every three years. The exercise provides local agencies with a platform to discuss policies and procedures that would be utilized during an emergency scenario at the airport. EPIA's last table-top exercise was held on October 24, 2016.

### ART WINDOWS OF EL PASO

The year 2016 saw multiple pieces of artwork added as décor in the airport and its accompanying facilities. This includes showcasing various local artists' work in EPIA's Art Windows of El Paso exhibit. In February 2016, EPIA displayed works from Jeri Desrochers and Mel Stone, which was followed by submissions from Amanda Jaffe and Creative Kids in May 2016 then Yeunhee Lee and Virginia Maria Romero in August 2016.

## EPIA RANKED 2ND IN NORTH AMERICA FOR CUSTOMER SATISFACTION



In March 2016, EPIA was honored to receive the 2016 ACI Airport Service Quality (ASQ) Award for 2nd Place in customer satisfaction for North America.

The ACI ASQ program is unique as the airport industry's only global benchmarking program measuring passenger satisfaction while passengers are at the airport. Implemented at over 320 airports worldwide, the ASQ program delivers an in-depth assessment of the quality of the customer service experience, including elements such as check-in; security; wayfinding; food & beverage; and more. The resulting database allows for a comprehensive analysis of the customer service experience at each participating airport. 2016 ASQ results place EPIA among the world's best airports for the quality of their customer service experience.

### INTERACTIVE INFORMATIONAL WALL

In 2017, travelers will be able to easily search information and fun activities pertaining to El Paso before they even leave the airport. EPIA's Interactive Informational Wall is a twenty-foot long interactive screen that allows multiple users to search its El Paso-based database at once. Visitors will be able to learn about local history and culture while also searching entertainment, retail and recreationally based activities to enjoy during their stay. The wall will be available for use in Summer 2017.

### CHECKED BAGGAGE INSPECTION SYSTEM

Construction for a new Checked Baggage Inspection System started in January 2017 and is expected to continue through April 2019. The new system is designed to inspect a high volume of bags per hour via technology that quickly images each bag and a conveyor that rapidly transports baggage items.

### LANDSCAPING AND LIGHTING IMPROVEMENTS

In Fall 2017 EPIA will launch a new phase of improvements to include the installation of landscape architectural and lighting enhancements beginning at I-10, running along Airport Rd. and Airway Blvd. and extending to the airport's terminal entrance.

The improvements will brand the airport entrance and provide an exciting gateway for passengers flying in and out of the city. The computerized lighting array, which will provide a near endless number of color schemes at the Terminal Drive overpass, will also include seasonal themes and festive Christmas displays during the holidays.

The construction is made possible with \$2.7 million in funding provided by the Airport Enterprise Funds and the Texas Department of Transportation.

### NEW PASSENGER NOTIFICATION SYSTEM

Various assets of the current Passenger Notification System are anywhere from ten to twenty years old with outdated platforms and lack of interconnection between systems. The new \$1.3 million Passenger Notification System will be built in multiple phases and result in gate, flight and baggage information being delivered in a timely and accurate manner.



