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. MICHEL NOE
District 5

LILY LIMÓN
District 7

JIM TOLBERT
District 2

CARL L. ROBINSON
District 4

CLAUDIA ORDAZ
District 6

CORTNEY NILAND
District 8
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.
Every day, EPA 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, EPA 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.

**6,800 ACRES**

**= 10.6 SQ. MILES**

**10 MINUTE DRIVE TO DOWNTOWN EL PASO**

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

**15 GATES**

**FIVE AIRLINES**

**46 PER DAY DEPARTURES**

**2.8M PASSENGERS ENPLANED & DEPLANED IN FY18**

which averages to **7,671 PEOPLE in 6 OUT OF EL PASO EVERY DAY**

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

**3,613 CARS AVAILABLE TO RENT EACH DAY FROM 10 NATIONAL CAR RENTAL COMPANIES**

**FTZ NO. 68 SERVICES ON AVERAGE EACH YEAR:**

- 4,000 DIFFERENT ITEMS
- 120 COUNTRIES
- 70 PRMS

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

**The International Trade Processing Center (ITPC) is located at EPAs Air Cargo Complex.**

**The zone consists of 21 SITES containing 3,443 ACRES spread throughout the County of El Paso.**

**FTZ ACCOUNTED FOR $1.08B IN EXPORTS**

**FTZ ACCOUNTED FOR $2.3B GOODS forward to the US.**

**FTZ USERS INVESTED $1.3M IN THE EL PASO COMMUNITY**

**The International Trade Processing Center (ITPC) is located at EPAs Air Cargo Complex.**

**The zone consists of 21 SITES containing 3,443 ACRES spread throughout the County of El Paso.**
13 NON-STOP DESTINATIONS

- 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/UNITED 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

<table>
<thead>
<tr>
<th>Year</th>
<th>Passengers</th>
<th>Cargo (ton)</th>
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<tbody>
<tr>
<td>2007</td>
<td>1,713,868</td>
<td>42,256.5</td>
</tr>
<tr>
<td>2008</td>
<td>1,662,655</td>
<td>42,828.4</td>
</tr>
<tr>
<td>2009</td>
<td>1,540,195</td>
<td>46,205.6</td>
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<tr>
<td>2010</td>
<td>1,544,488</td>
<td>46,579.0</td>
</tr>
<tr>
<td>2011</td>
<td>1,480,032</td>
<td>48,205.6</td>
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<tr>
<td>2012</td>
<td>1,455,382</td>
<td>47,579.0</td>
</tr>
<tr>
<td>2013</td>
<td>1,389,428</td>
<td>47,579.0</td>
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<tr>
<td>2014</td>
<td>1,395,138</td>
<td>47,579.0</td>
</tr>
<tr>
<td>2015</td>
<td>1,383,063</td>
<td>47,579.0</td>
</tr>
<tr>
<td>2016</td>
<td>1,412,656</td>
<td>47,579.0</td>
</tr>
</tbody>
</table>

% change:
- Enplaned: 2.1%
- Deplaned: 1.1%
- TOTAL: 1.6%

Enplaned:
- 1,412,656
- 1,383,063
- 1,395,138
- 1,383,063
- 1,412,656

Deplaned:
- 1,395,078
- 1,380,150
- 1,383,110
- 1,380,150
- 1,395,078

TOTAL:
- 2,807,734
- 2,763,213
- 2,778,248
- 2,763,213
- 2,807,734

Enplaned:
- Calendar year 2016: 1,412,656
- Calendar year 2015: 1,383,063

Deplaned:
- Calendar year 2016: 1,395,078
- Calendar year 2015: 1,380,150

TOTAL:
- Calendar year 2016: 2,807,734
- Calendar year 2015: 2,763,213

1,713,868 1,662,855 1,540,195 1,544,488 1,480,032
1,688,832 1,639,909 1,522,993 1,544,488 1,480,032
3,402,700 3,302,764 3,063,188 3,065,393 2,947,636

*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 El 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.

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 ElPasoInternationalAirport.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 Younhee Lee and Virginia Maria Romero in August 2016.
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.

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.

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.

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 EPA among the world’s best airports for the quality of their customer service experience.

INTERACTIVE INFORMATIONAL WALL
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