

# TRANSPORTATION COMMITTEE BRIEFING

2024 | Q1

APRIL 24, 2024



**HONORABLE ANDRE DICKENS**  
**CITY OF ATLANTA MAYOR**



**BALRAM "B" BHEODARI**  
**AIRPORT GENERAL MANAGER**

# LOOKING AHEAD

VISION FOR THE FUTURE (2024-2034)



## Operations

- 1B Passengers
- 8M Aircraft Movements



## CIP

- \$7 BILLION



## Funding

- Financial Health



## Stewardship

- Technology
- Environmental





# VISION + MISSION + CORE VALUES

## GUIDING PRINCIPLES

### VISION

To be the global leader in airport efficiency and exceptional customer experience.

### MISSION

One team, delivering excellence while connecting our community to the world.



# ICARE

INTEGRITY • COLLABORATION • ACCOUNTABILITY • RESPECT • EXCELLENCE

ATLNEXT



An aerial, high-angle view of an airport terminal and tarmac. The terminal building is a large, modern structure with a curved roof and multiple levels. The tarmac is filled with numerous aircraft, including large commercial jets and smaller regional planes. The overall scene is brightly lit, suggesting a clear day. The word "PEOPLE" is overlaid in the center in large, bold, red capital letters.

# PEOPLE

ORGANIZATIONAL STRENGTH



# ORGANIZATIONAL STRENGTH

STAFFING, NEW HIRES, ATTRITION: Q1 2024

## STAFFING STATUS

Status	Data
<b>FILLED</b>	<b>720</b>
<b>VACANT</b>	<b>177</b>
<b>TOTAL POSITIONS</b>	<b>897</b>

## Q1 NEW HIRES

## ATTRITION

Month	New Hires/Rehires/Transfers	Attrition
<b>JAN</b>	<b>20</b>	<b>13</b>
<b>FEB</b>	<b>18</b>	<b>7</b>
<b>MARCH</b>	<b>15</b>	<b>6</b>
<b>TOTAL</b>	<b>53*</b>	<b>26</b>

\*22 extra help positions included in total.

Data reflects status as of April 16, 2024



# ORGANIZATIONAL STRUCTURE

## LEADERSHIP + BUSINESS PILLARS



Sr. DGM Michael Smith



Vacant



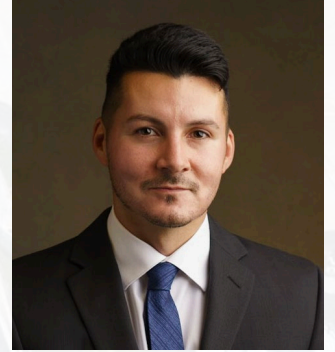
CFO Bryan Benefiel



DGM Jan Lennon



Sr. DGM Frank Rucker



CTO Christopher Crist

### Administration

- Business Diversity
- Government Affairs
- GIS
- Human Resources
- Law
- Legislation
- Office Management
- Policy
- Procurement
- Strategic Planning
- Sustainability

### Commercial

- Airline Affairs
- Cargo & Passenger Air Service
- Corporate Communications
- Commercial Real Estate
- Concessions
- Marketing & Brand Strategy
- Media Engagement
- On-Airport Properties
- Parking & Ground Transportation
- Passenger Experience

### Finance

- Accounting
- Budget & Fiscal Policy
- Capital Finance
- Financial Planning & Analysis
- Financial Reporting
- Revenue
- Risk Management
- Treasury

### Operations

- Atlanta Fire & Rescue Department: Airport Section
- Atlanta Police Department: Airport Section
- Business Services
- Emergency Management
- Maintenance
- Operations
- Public Safety
- Security
- Traffic Enforcement

### Infrastructure

- Architecture
- Construction
- Critical Infrastructure
- Design
- Emergency Services
- Engineering
- Facilities & Asset Management
- Planning
- Quality Assurance

### Technology

- Applications
- Business Support
- Consumer Products
- Cyber Security
- Help Desk Support
- Information Systems
- Technology Infrastructure





# PURPOSE

OPERATIONAL METRICS

MAXIMUM PASSENGER WAIT TIMES

AIRPORT SERVICE QUALITY SCORES

LAW ENFORCEMENT DATA

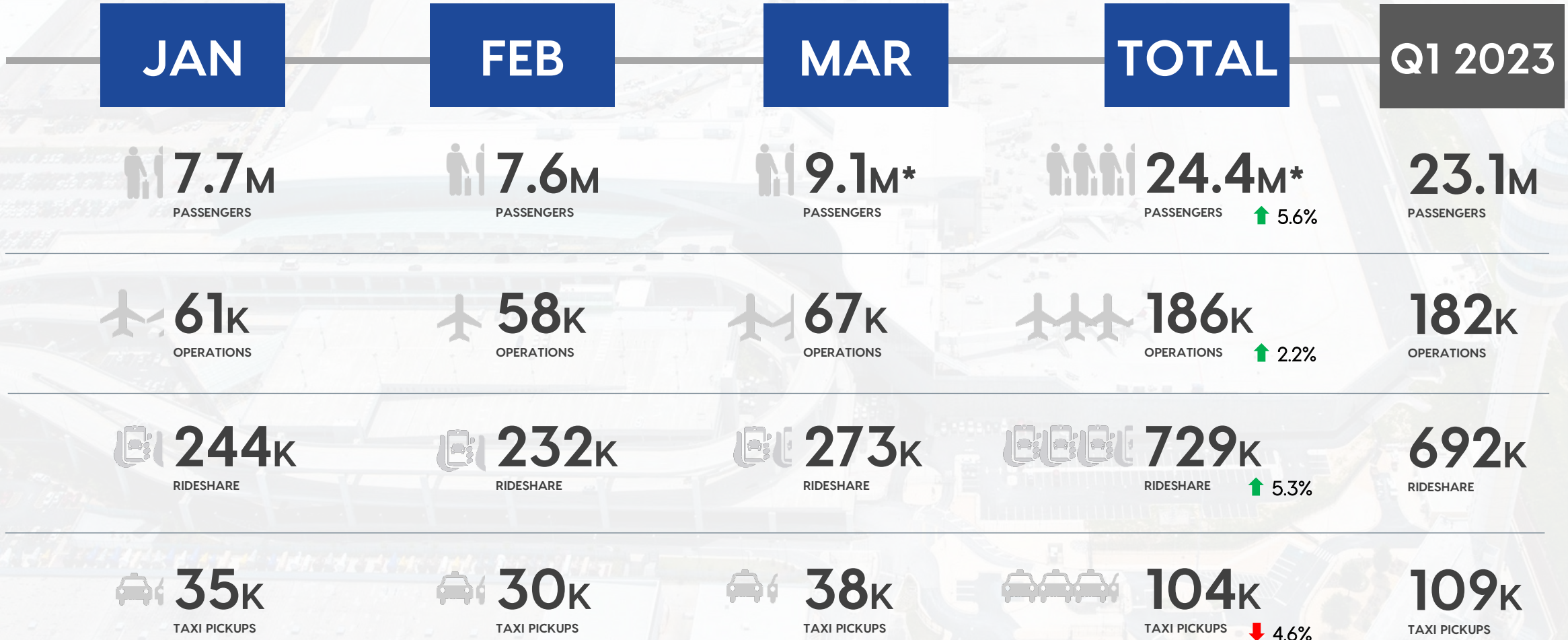
COMMUNITY ENGAGEMENT

BIG BIRD



# OPERATIONAL METRICS

OPERATIONAL METRICS: Q1 2024

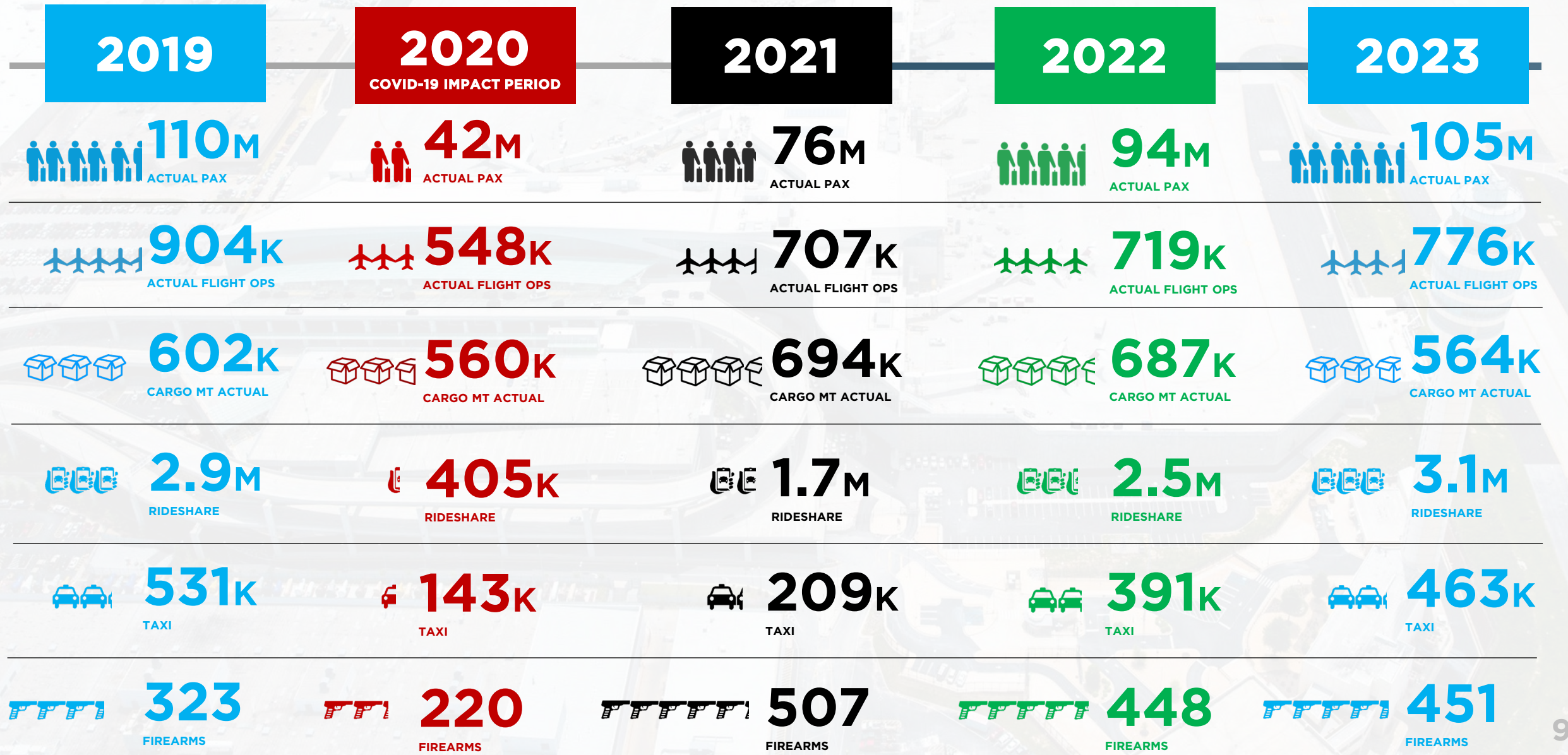


\*ESTIMATED FIGURES AS OF APRIL 15, 2024



# OPERATIONAL METRICS

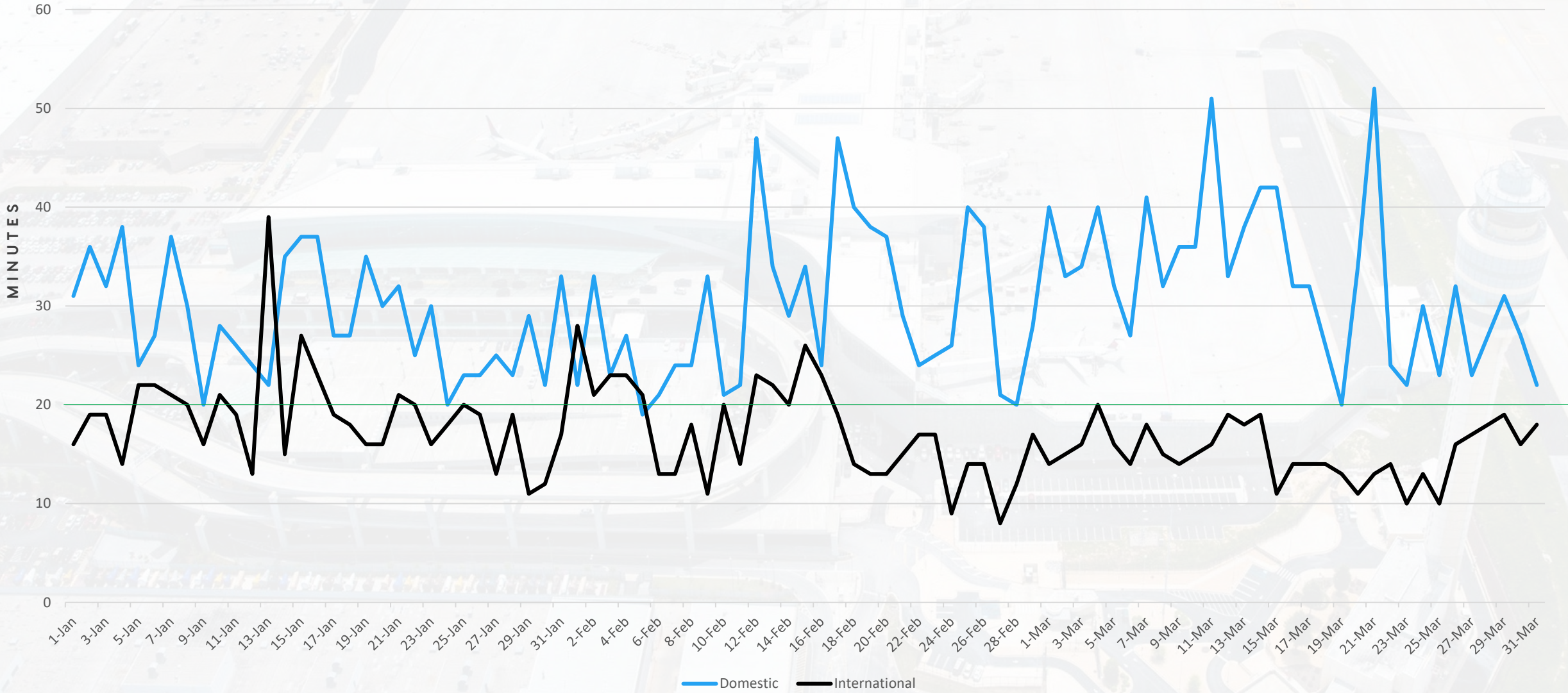
OPERATIONAL METRICS: YEAR OVER YEAR





# MAXIMUM PASSENGER WAIT TIMES

WAIT TIME METRICS: Q1 2024





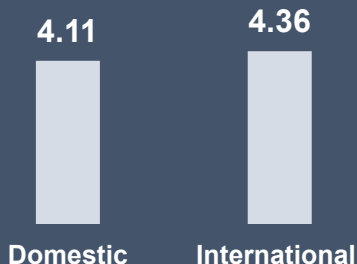
# AIRPORT SERVICE QUALITY SCORES

ASQ METRICS: Q1 2024

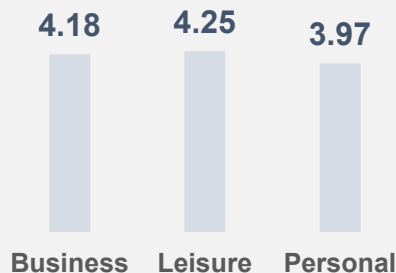
Overall Satisfaction: 4.15 (+0.10 vs Q4 2023)

Overall Experience: 4.07 (+0.13 vs Q4 2023)

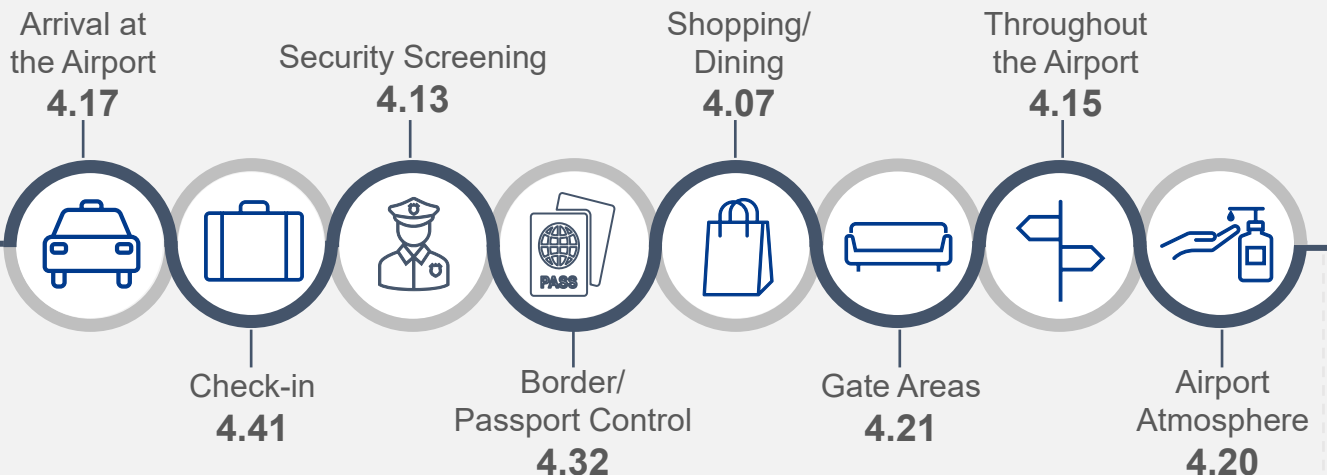
Overall Satisfaction by Traffic Type



Overall Satisfaction by Reason to Travel



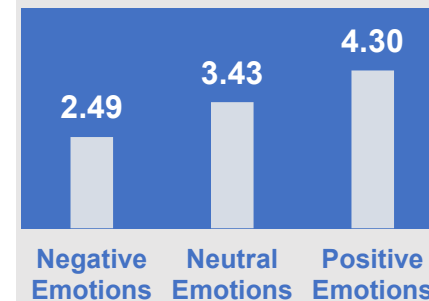
## Category Scores



## ASQ Indexes



Overall Experience by Emotional State



Passenger Emotions



\*SCALE OF 0.00 to 5.00



# LAW ENFORCEMENT DATA

OPERATIONAL METRICS: Q1 2024

JAN


FEB




MAR

TOTAL

 **12,463**  
911 CALLS

 **11,504**  
911 CALLS

 **12,386**  
911 CALLS


   **36,353**  
911 CALLS

 **210**  
911 DISTURBANCE CALLS



 **176**  
911 DISTURBANCE CALLS

 **218**  
911 DISTURBANCE CALLS

    **604**  
911 DISTURBANCE CALLS

 **31**  
FIREARMS @ CHECKPOINTS

 **30**  
FIREARMS @ CHECKPOINTS

  **34**  
FIREARMS @ CHECKPOINTS

     **95**  
FIREARMS @ CHECKPOINTS

 **33**  
VEHICLE THEFTS

 **33**  
VEHICLE THEFTS

 **28**  
VEHICLE THEFTS

    **94**  
VEHICLE THEFTS

 **17**  
BAGGAGE THEFTS

 **7**  
BAGGAGE THEFTS

 **7**  
BAGGAGE THEFTS

    **31**  
BAGGAGE THEFTS

  **101**  
ARRESTS

   **106**  
ARRESTS

 **76**  
ARRESTS

     **283**  
ARRESTS



# VEHICLE THEFTS

BREAKDOWN BY MAKE: Q1 2024

MAKE	TOTAL
------	-------

 DODGE	<b>DODGE</b>	<b>37</b>
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 Jeep	<b>JEEP</b>	<b>26</b>
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 MERCEDDES	<b>MERCEDES</b>	<b>7</b>
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 CHEVROLET	<b>CHEVROLET</b>	<b>6</b>
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 TOYOTA	<b>TOYOTA</b>	<b>3</b>
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 **ARRESTS - Q1 2024: 6\***

\*ARRESTS MADE ON AIRPORT PROPERTY



# COMMUNITY ENGAGEMENT 2024

## 3-MONTH SNAPSHOT

### JANUARY

- HUMAN TRAFFICKING AWARENESS PRESS CONFERENCE
- MAYNARD JACKSON 50TH ANNIVERSARY CELEBRATION
- AEROMEXICO INAUGURAL FLIGHT CEREMONY
- TYLER PERRY FILM SHOOT
- AVIATION EMPLOYEE FORUM
- AEROTROPOLIS BLUEPRINT 2.0
- MUNDY'S MILL HIGH SCHOOL MARKETING AND ENTREPRENEURSHIP AIRPORT TOUR
- DOUGLASS HIGH SCHOOL STEAM NIGHT OUT

### FEBRUARY

- CLAYTON ANNUAL CHAMBER MEETING
- LEADERSHIP PERIMETER
- KING CENTER ATL CARES VOLUNTEER EVENT
- NORTH PARKING RENEWAL PRESS CONFERENCE
- ATL APPRENTICESHIP PRESS CONFERENCE
- ROTARY CLUB OF ATLANTA
- ATLANTA AIRPORT ROTARY CLUB
- LEADERSHIP SANDY SPRINGS
- ATL CELEBRATES BLACK HISTORY MONTH
- MULTIREGIONAL INTL DELEGATION VISIT - HUMAN TRAFFICKING DISCUSSION

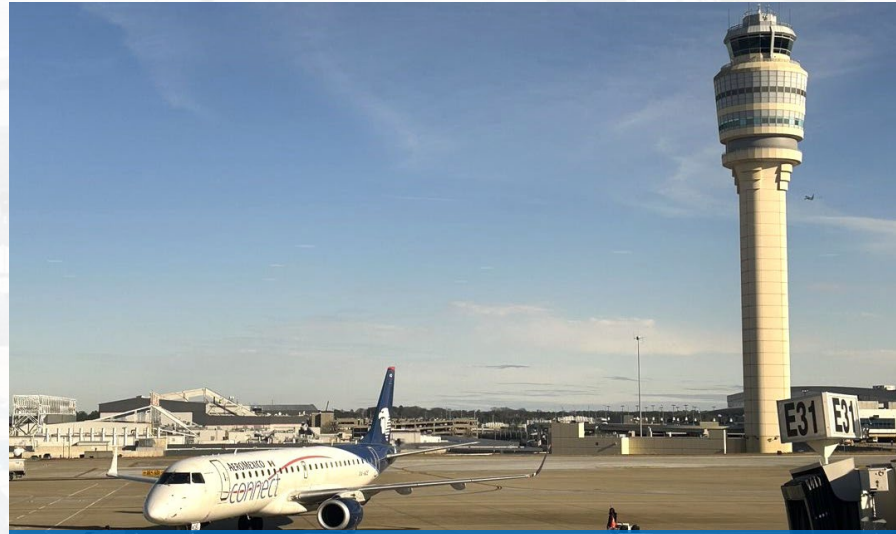
- ATL AND FRONTIER AIRLINES TUSKEGEE AIRMEN SALUTE
- LANGSTON HUGHES HIGH SCHOOL EXPLORATION TOUR

### MARCH

- SOUTH METRO DEVELOPMENT OUTLOOK CONFERENCE
- CONFERENCE OF MINORITY TRANSPORTATION OFFICIALS - ATLANTA
- SOUTH METRO DEVELOPMENT OUTLOOK CONFERENCE
- ATL AIRPORT CAREER FAIR
- SUMMER YOUTH HIRING EVENT
- TEFGA AVIATION CAREER EXPO
- GEORGIA MINORITY BUSINESS AWARDS
- ATLNEXT INDUSTRY DAY + MAYNARD H. JACKSON JR. LEGACY AWARDS
- ATL CELEBRATES WOMEN'S HISTORY MONTH
- YOUTH IN AVIATION CAMP
- READ ACROSS ATLANTA
- WESTLAKE CAREER FAIR
- AEROTROPOLIS CAREER FAIR
- JONESBORO HIGH SCHOOL CAREER DAY
- JONESBORO MIDDLE SCHOOL HARTSFIELD-JACKSON DAY
- MAIN STREET ACADEMY STEAM DAY



HUMAN TRAFFICKING AWARENESS PRESS CONFERENCE



AEROMEXICO INAUGURAL FLIGHT



# BIG BIRD EXERCISE

TRIENNIAL SECURITY REQUIREMENT



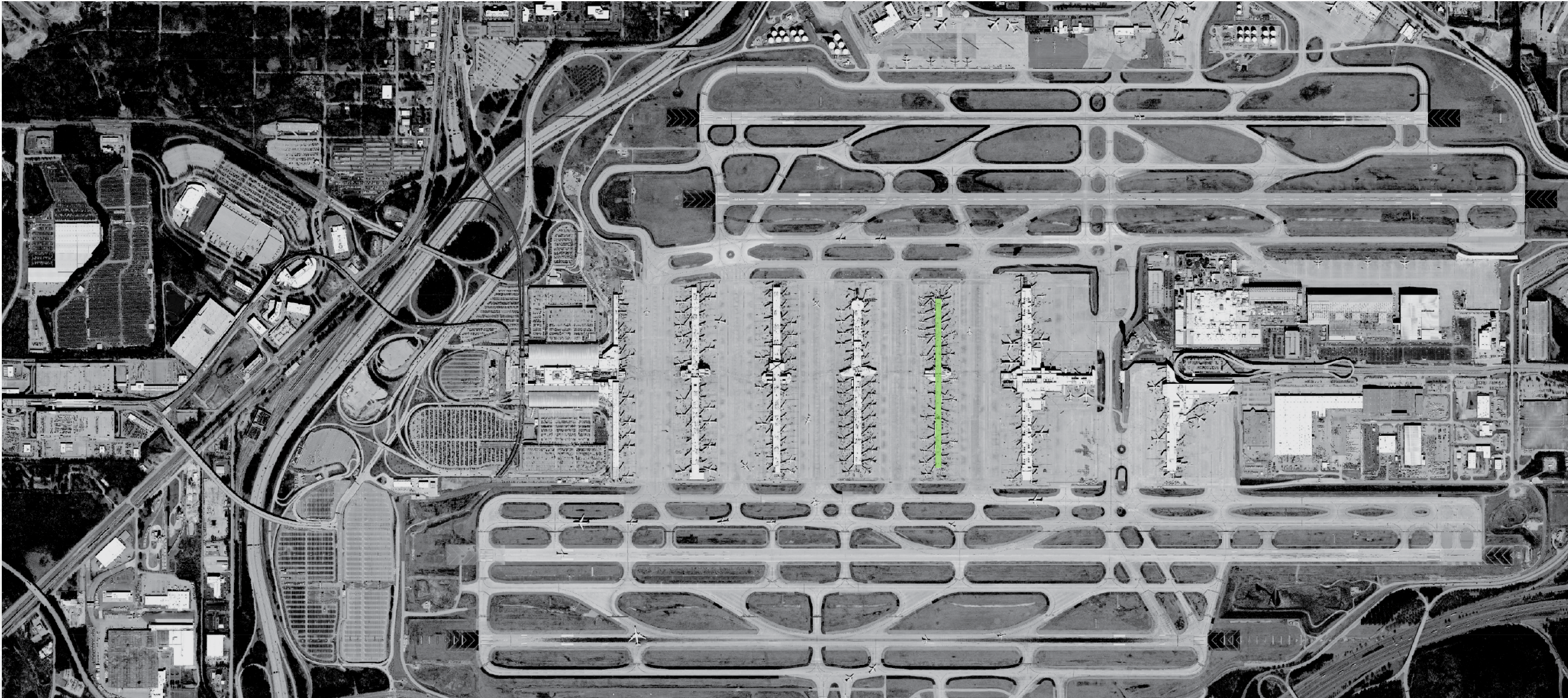


# CAPITAL PROGRAM

CONCOURSE D WIDENING  
SOUTH PARKING DECK PHASE I  
PLANE TRAIN TUNNEL EXTENSION

PLANE TRAIN FLEET ADDITIONS  
CARGO 2A + 2B





# Concourse D Widening

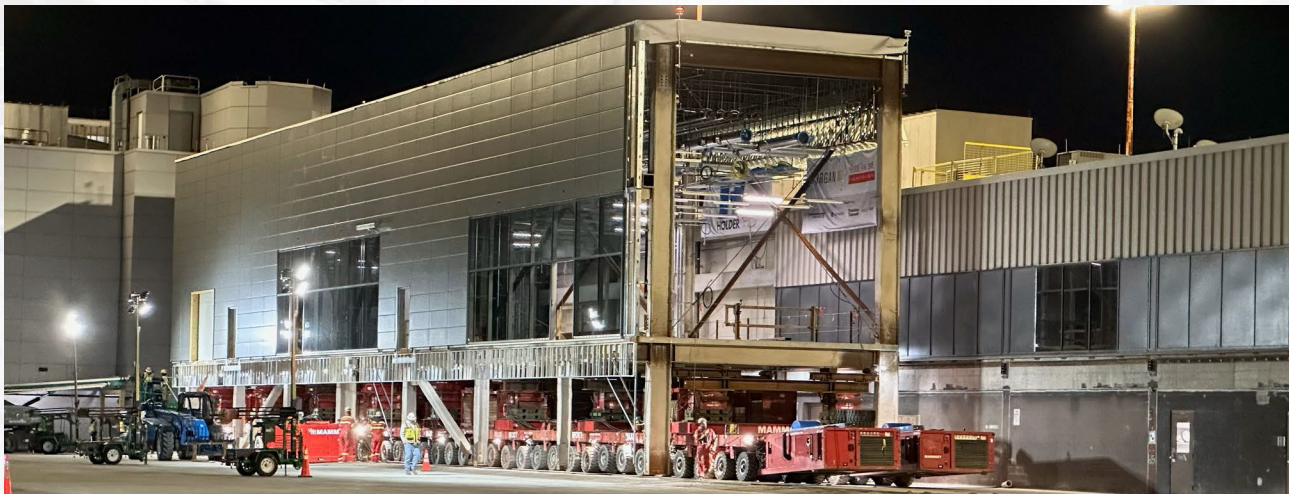


- Most narrow concourse
- Supported smaller aircraft, regional jets
- Crowded corridors and hold rooms



# CONCOURSE D WIDENING

## OVERNIGHT MODULAR MOVE







# Concourse D Widening



Delivery Method:  
CM At-Risk/EBO  
  
Completion: Mid 2029

Cost: \$1.3 Billion  
  
Modular 1 Move: Q2 2024









# South Parking Deck Phase I



- Current South deck nearing end of life
- Expanded capacity, smart technology
- Enhance operations, life safety systems





# South Parking Deck Phase I



Delivery Method:  
CM At-Risk

Cost: \$441 Million

Completion: Mid 2026



UTILITY BUILDING



TUNNEL WORK



# Plane Train Tunnel Extension



Delivery Method:  
Progressive-Design-Build

Cost: \$283 Million

Completion: Mid 2024





# Plane Train Tunnel Extension



Delivery Method:  
Progressive-Design-Build

Cost: \$283 Million

Completion: Mid 2024





# Plane Train Fleet Additions



Scope: 14 New 300R  
Vehicles

Cost: \$54 Million

Completion: Q1 2025





## Cargo 2A + 2B



- Approximately 420,000 sq. ft. of automated warehousing capacity
- Will accommodate up to seven Group V and VI aircraft
- Truck dock capacity will accommodate 40 in Phase I, 80 in Phase II





# ATL DIVERSITY

DIVERSITY SUMMARY

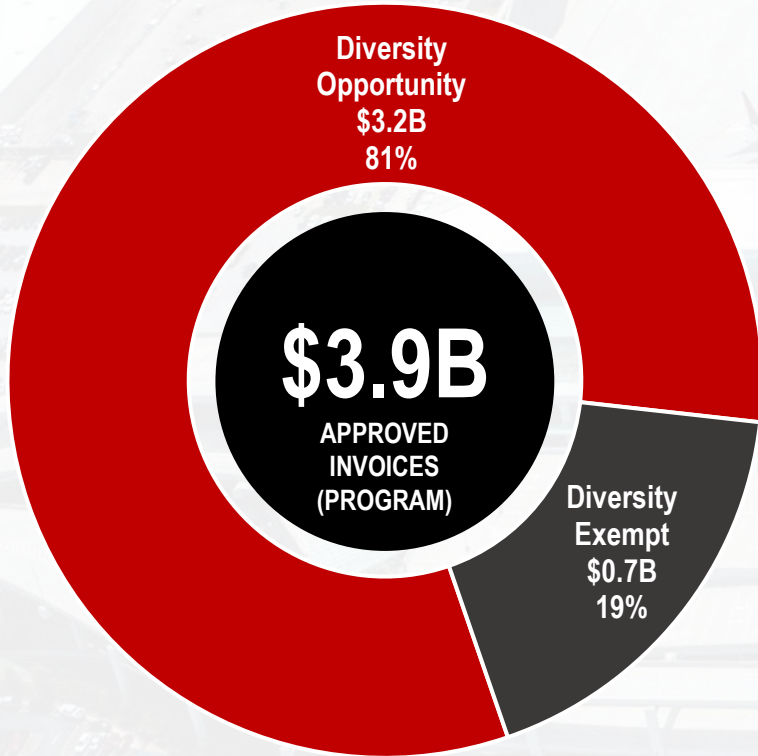
5 - YEAR TRANSPORTATION STRATEGY



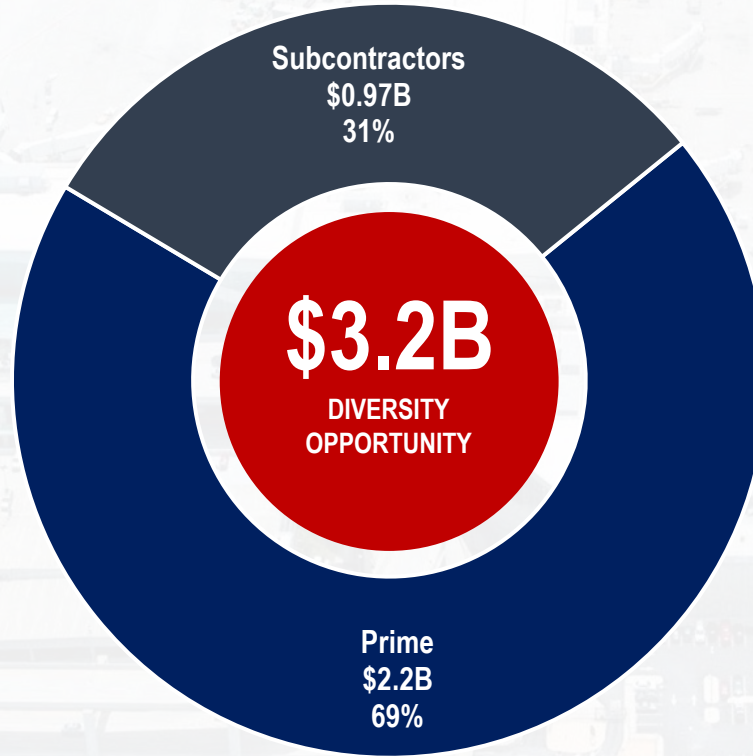
# ATLNEXT DIVERSITY SUMMARY

110 Prime Contracts inclusive of joint ventures | 333 MBE/FBE/DBE/SBE Subcontractors

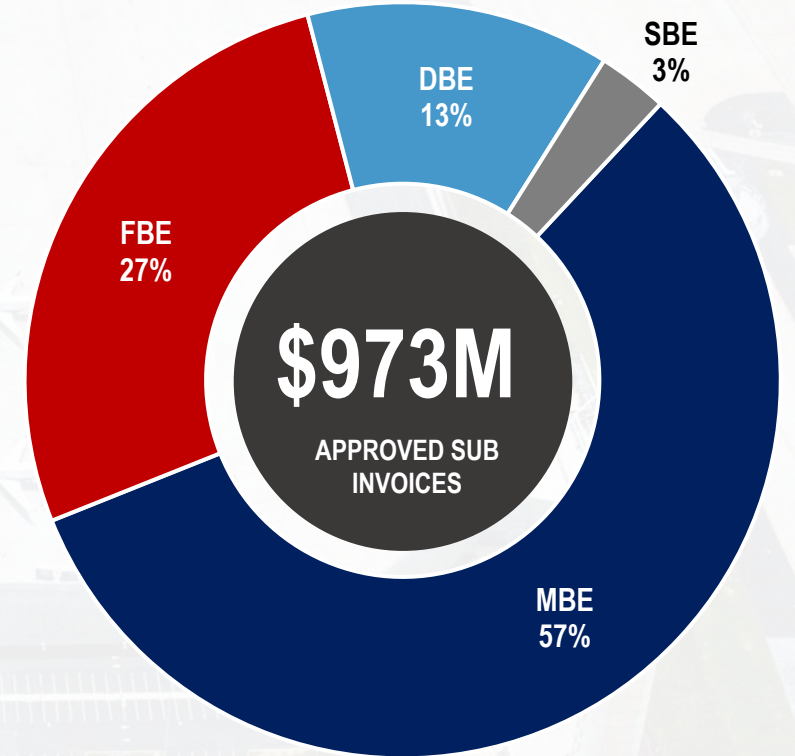
Program Approved Invoices  
(As of 03/29/2024)



Diversity Opportunity  
(As of 03/29/2024)



Estimated Diversity Participation  
(As of 03/29/2024)



Category	Approved Invoices	%
Diversity Opportunity	\$3.2 Billion	81%
Diversity Exempt	\$0.7 Billion	19%
<b>TOTAL</b>	<b>\$3.9 Billion</b>	<b>100.0%</b>

Category	Diversity Eligible	%
Prime	\$2.2 Billion	69%
Subcontractors	\$0.97 Billion	31%
<b>TOTAL</b>	<b>\$3.2 Billion</b>	<b>100.0%</b>

Category	Approved Sub Invoices	%
MBE	\$555 Million	57%
FBE	\$265 Million	27%
DBE	\$129 Million	13%
SBE	\$25 Million	3%
<b>TOTAL</b>	<b>\$973 Million</b>	<b>100.0%</b>



# ATLNEXT DIVERSITY SUMMARY

BREAKDOWN BY SPECIFIC CATEGORY – Q1 2024

## 2015 TO CURRENT

	\$ To Date	%
FBE	\$265M	27%
MBE	\$555M	57%
DBE	\$129M	13%
SBE	\$25M	3%
TOTAL	\$974M	100%

## NUMBER OF FIRMS

	Q1 2024
FBE	50
MBE	86
DBE	23
SBE	10
TOTAL	169

■ FEMALE BUSINESS ENTERPRISE
 ■ MINORITY BUSINESS ENTERPRISE
 ■ DISADVANTAGED BUSINESS ENTERPRISE
 ■ SMALL BUSINESS ENTERPRISE



An aerial, high-angle view of an airport terminal and tarmac. The terminal is a large, modern building with a curved roofline. Several aircraft are parked at gates along the tarmac. The image is faded and serves as a background for the text.

# **DOMESTIC / INTERNATIONAL TERMINAL TRANSPORTATION STRATEGY**



# 5-YEAR TRANSPORTATION STRATEGY

DOMESTIC TO INTERNATIONAL TERMINALS

## ConnectATL updates under the new contract include:

- Free 24/7 shuttle between International and Domestic Terminals
- New direct shuttle to the Rental Car Center from the International Terminal
- Minimum of 8 shuttles operating at all times
- Regular passenger volume reviews to adjust shuttle service as needed
- Digital monitors display real-time wait times at key locations
- Increased curbside staff for better service
- Improved traffic flow and alternate shuttle routes during peak times
- Discussion about the regional transportation solution







# LOOK AHEAD

AIR SERVICE DEVELOPMENT

UPCOMING CONFERENCES

CENTENNIAL CELEBRATION

MILESTONES + ACHIEVEMENTS



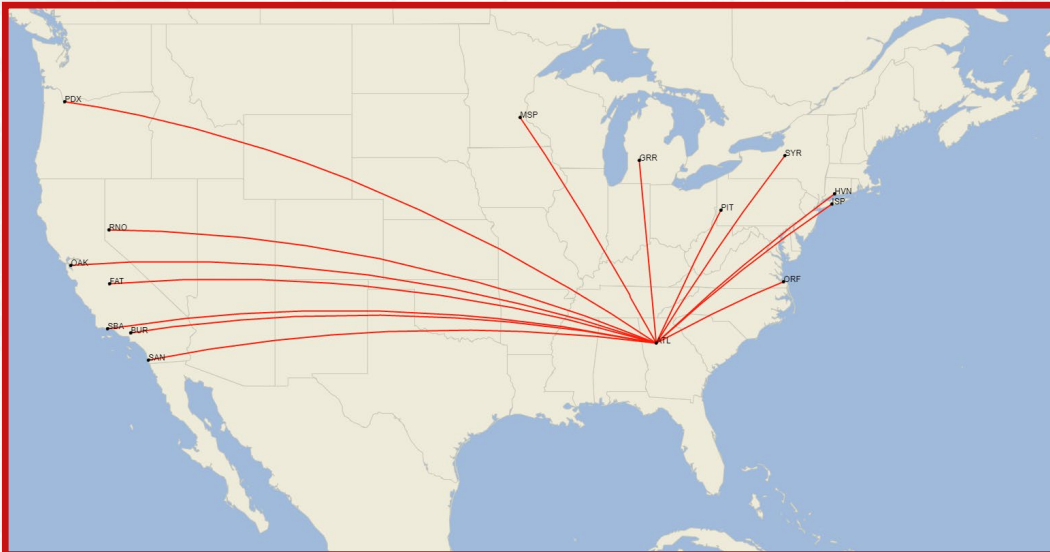
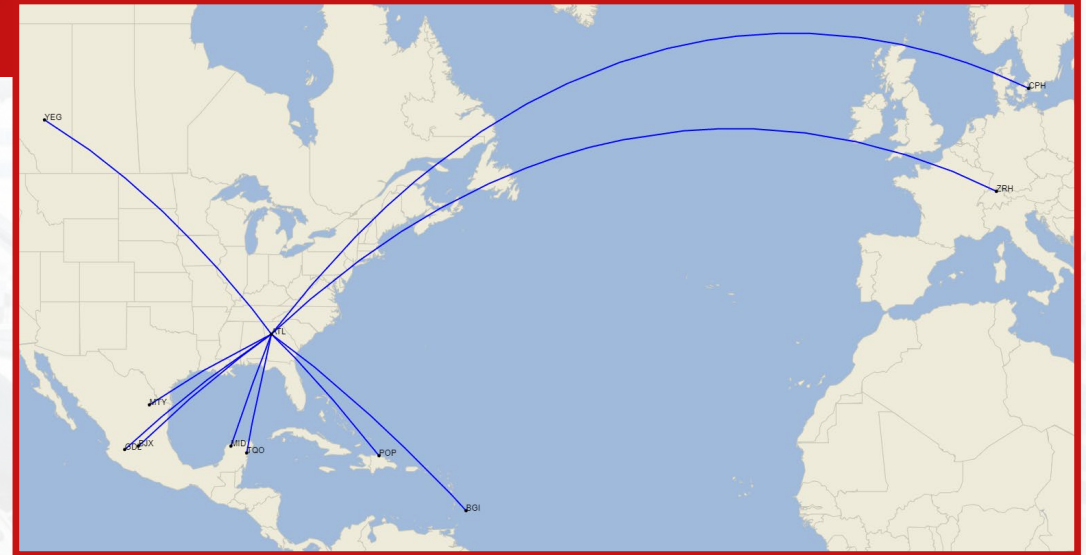
# AIR SERVICE DEVELOPMENT

## NEW ROUTES

### INTERNATIONAL

#### 2024 UPDATES:

- New service to Copenhagen on SAS Airlines
- Additional service to Mexico on AeroMexico Airlines
- Expanded service to Istanbul on Turkish Airlines
- Nonstop service to Edmonton on WestJet Airlines
- New service to Tulum, Mexico on Delta Air Lines
- New service to Puerto Plata, Dominican Republic on Delta Air Lines
- New service to Bridgetown, Barbados on Delta Air Lines



### DOMESTIC

#### 2024 UPDATES:

- New service to Portland on Alaska Airlines
- New service to San Diego on Alaska Airlines
- Expanded service to California on Delta Air Lines
- New service to Reno on Delta Air Lines
- New service to New Haven, CT on Avelo Airlines
- New service to Minneapolis/St. Paul on Sun Country Airlines
- New service to 6 cities on Frontier Airlines (MSP, ISP, GRR, ORF, SYR, PIT)



# UPCOMING CONFERENCES

ATL HOSTS AVIATION INDUSTRY

FALL 2024



AIRPORTS  
COUNCIL  
INTERNATIONAL

CUSTOMER  
EXPERIENCE  
GLOBAL SUMMIT

SUMMER 2025

**SMART AIRPORTS**  
NEXT AIRPORTS AND REGIONS  
& R E G I O N S

CONFERENCE  
& EXHIBITION

SUMMER 2025

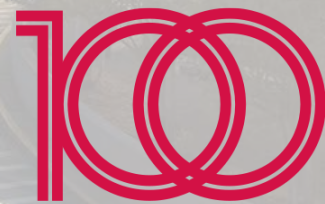


97<sup>TH</sup> ANNUAL  
CONFERENCE &  
EXPOSITION





# CENTENNIAL CELEBRATION



YEARS  
**CENTENNIAL**  
CELEBRATION  Hartsfield-Jackson  
Atlanta International Airport  
1925 - 2025



# MILESTONES + ACHIEVEMENTS

VALIDATION OF PERFORMANCE



Powered by the  
Airport Community

**OUR AIRPORT IS A  
PROUD WINNER OF A**  
2023 Airport Service  
Quality Award



SPONSORED BY  
**amadeus**



Airport Service Quality “Best Airport  
over 40 Million Passengers in North  
America” Award 2023



Airports Council International validates  
2023 passenger numbers. ATL is confirmed  
once again as world’s busiest airport



An aerial, high-angle photograph of a large airport terminal building, likely Dubai International Airport. The terminal is a long, curved structure with a complex roof and multiple levels. Several aircraft are visible on the tarmac in front of the terminal. The image is semi-transparent, allowing the text to be clearly visible. The text "THANK YOU" is written in a bold, red, sans-serif font, centered horizontally across the middle of the image.

**THANK YOU**