

# TRANSPORTATION COMMITTEE BRIEFING

2024 | Q2 (APRIL-JUNE)

AUGUST 14, 2024



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



**JAN LENNON**  
**INTERIM AIRPORT GENERAL MANAGER**



## **INTRODUCTION**

**THE AIRPORT**

**ORGANIZATIONAL STRUCTURE + PERSONNEL**

**OPERATIONAL METRICS**

**CUSTOMER EXPERIENCE + SATISFACTION**

**AIR SERVICE DEVELOPMENT**

**CONCESSIONS**

**FINANCIAL STRENGTH**

**ATLNEXT**

**PUBLIC SAFETY + SECURITY**

**COMMUNITY ENGAGEMENT / LOOK AHEAD**

# VISION + MISSION

## CORE VALUES



 Hartsfield-Jackson  
Atlanta International Airport.

### 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.

### CORE VALUES



# ICARE

INTEGRITY • COLLABORATION • ACCOUNTABILITY • RESPECT • EXCELLENCE



## PEOPLE



## PURPOSE



## PERFORMANCE



# VISION + MISSION

ENTERPRISE GOALS



OPERATIONAL EFFICIENCY



CUSTOMER EXPERIENCE



SUSTAINABILITY + INNOVATION



# CERTIFICATIONS

REGULATORY AGENCIES COMPLIANCE INSPECTIONS



FAA: Part 139 Airport Certification



TSA: Transportation Security Regulation  
1542 (TSR)





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# THE AIRPORT

Every day...

- ATL handles roughly 300,000 passengers, equivalent to the population of Plano, Texas.
- A plane takes off or lands every 40 seconds.
- 11 fully loaded 747's worth of freight, cargo, and mail pass through, equal to 227 semi-trucks.
- ATL handles 1,708 metric tons of cargo.

In 2022, 5% of all U.S. airline passengers boarded flights in Atlanta.



80% of the U.S. population lives within a 2-hour flight to ATL

**150+**

Domestic  
Destinations

**70+**

International  
Destinations

**2,100+**

Daily Arrivals &  
Departures





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# ORGANIZATIONAL STRUCTURE

## LEADERSHIP + BUSINESS PILLARS



Sr. DGM Michael Smith



Vacant



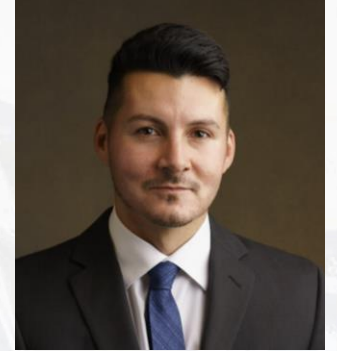
CFO Bryan Benefiel



Interim DGM Gus Hudson



Sr. DGM Frank Rucker



CTO Christopher Crist

### Administration

- ATL Experiences
- Business Diversity
- Government Affairs
- GIS
- Human Resources
- Law
- Legislation
- MarComm  
(Marketing + Communications)
- Office Management
- Procurement
- Public + Community Affairs
- Strategic Planning
- Sustainability

### Commercial

- Airline Affairs
- Cargo + Passenger Air Service
- Commercial Real Estate
- Concessions
- Customer Experience
- International Affairs
- 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

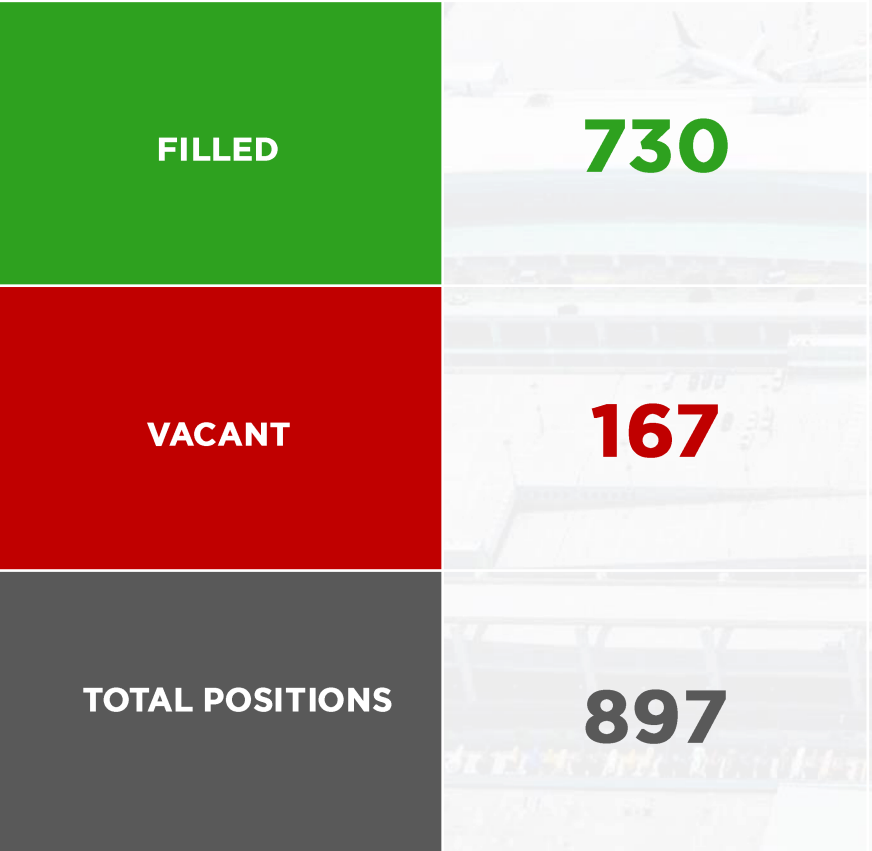
### Technology

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

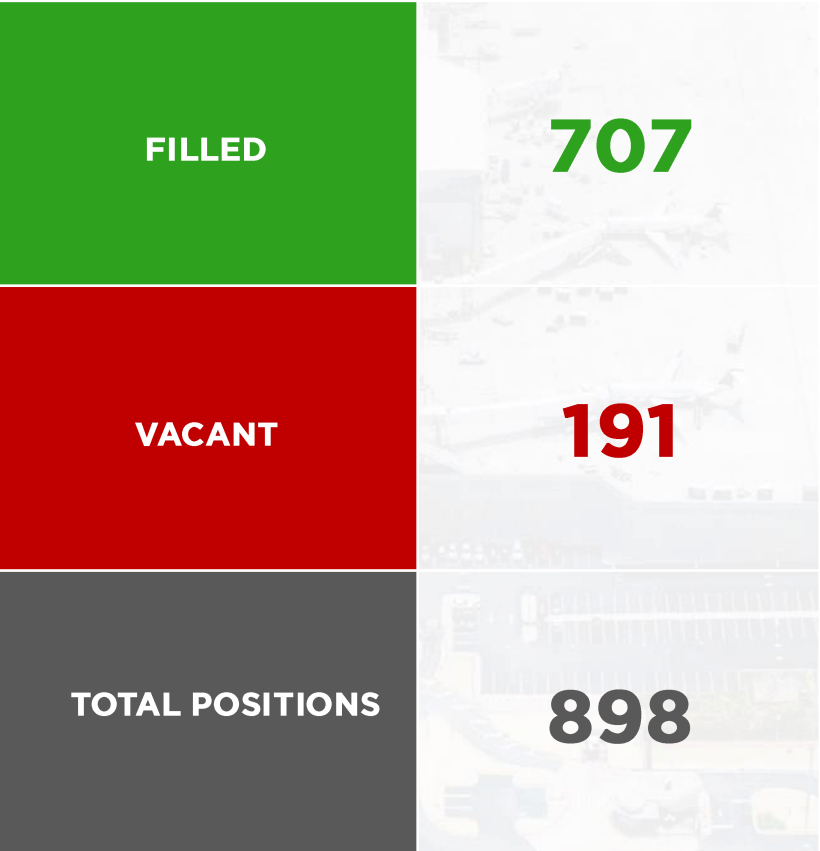
# ORGANIZATIONAL STRENGTH

STAFFING, NEW HIRES, ATTRITION: YEAR-TO-YEAR COMPARISON

## Q2 2024 STAFFING STATUS



## Q2 2023 STAFFING STATUS



## PERCENTAGE CHANGE





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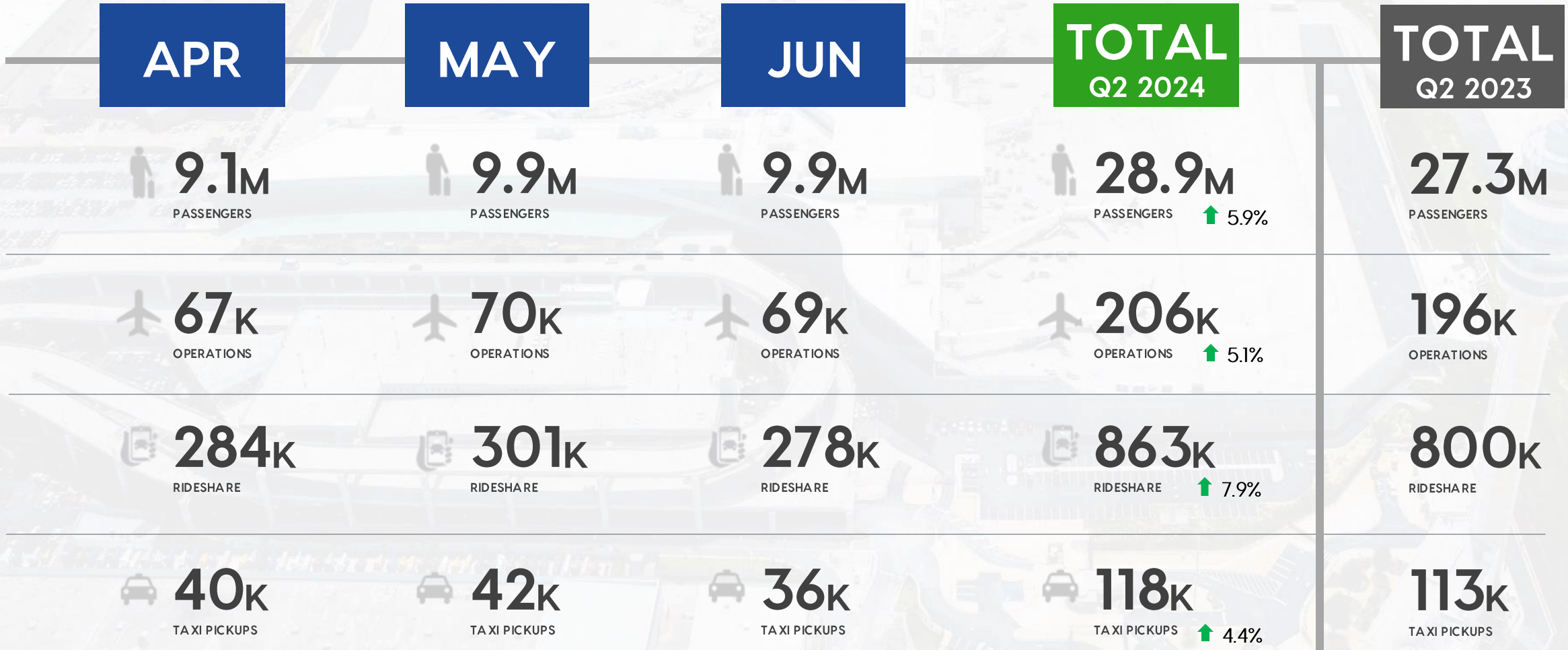
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# OPERATIONAL METRICS

Q2 2024



# OPERATIONAL METRICS

YEAR-OVER-YEAR

COVID-19  
IMPACT PERIOD

2019

2020

2021

2022

2023

COVID-19 IMPACT PERIOD

 **110M**  
ACTUAL PAX

 **42M**  
ACTUAL PAX

 **76M**  
ACTUAL PAX

 **94M**  
ACTUAL PAX

 **105M**  
ACTUAL PAX

 **904K**  
ACTUAL FLIGHT OPS

 **548K**  
ACTUAL FLIGHT OPS

 **707K**  
ACTUAL FLIGHT OPS

 **719K**  
ACTUAL FLIGHT OPS

 **776K**  
ACTUAL FLIGHT OPS

 **602K**  
CARGO MT ACTUAL

 **560K**  
CARGO MT ACTUAL

 **694K**  
CARGO MT ACTUAL

 **687K**  
CARGO MT ACTUAL

 **564K**  
CARGO MT ACTUAL

 **2.9M**  
RIDESHARE

 **405K**  
RIDESHARE

 **1.7M**  
RIDESHARE

 **2.5M**  
RIDESHARE

 **3.1M**  
RIDESHARE

 **531K**  
TAXI

 **143K**  
TAXI

 **209K**  
TAXI

 **391K**  
TAXI

 **463K**  
TAXI

 **323**  
FIREARMS

 **220**  
FIREARMS

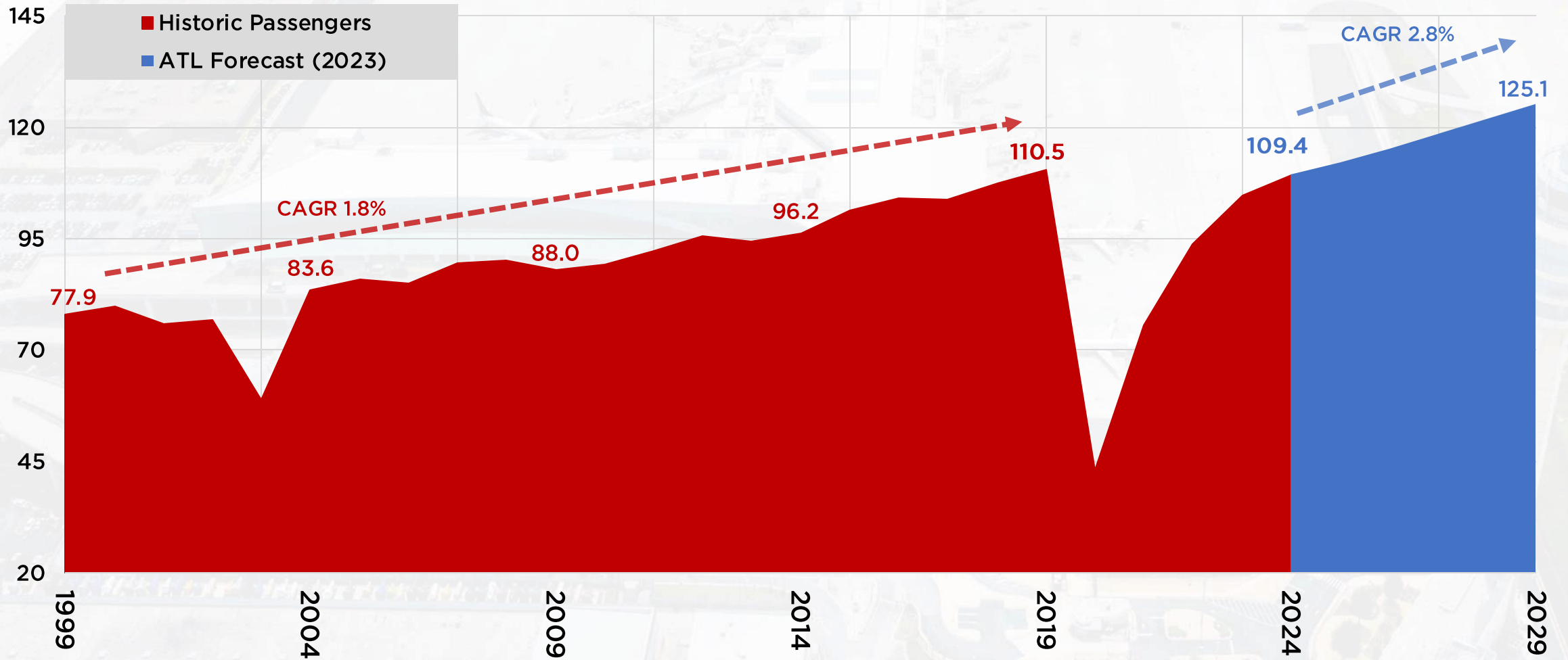
 **507**  
FIREARMS

 **448**  
FIREARMS

 **451**  
FIREARMS

# CONTINUED PASSENGER GROWTH

ATL IS EXPECTED TO REACH 125 MILLION PASSENGERS BY 2029



*\*Annual passengers in the millions*

Source: DOA Commercial Management Analysis, Ricondo & Associates, Inc., June 2023 (forecast)





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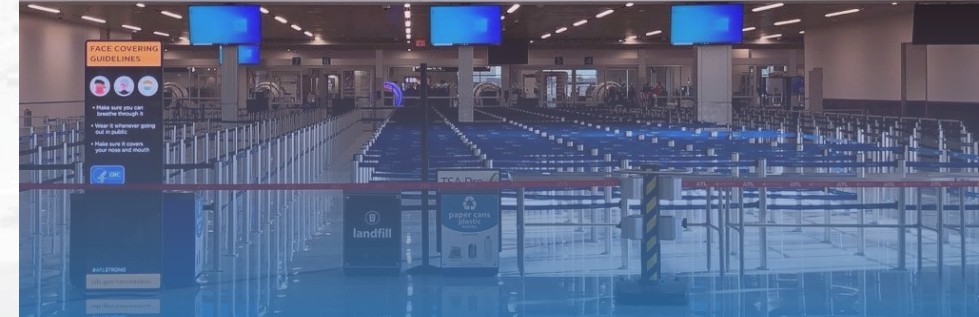
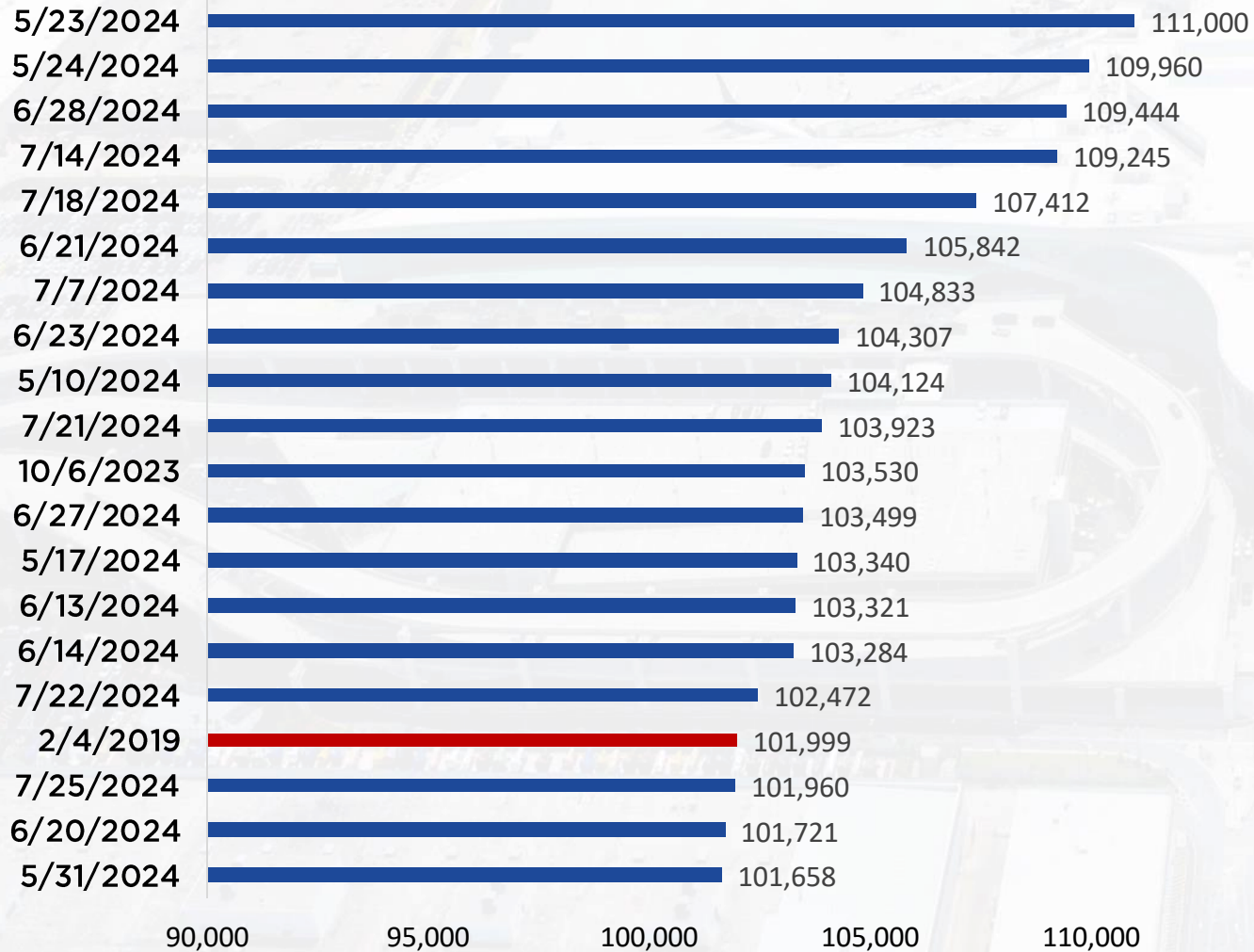
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# PASSENGER SCREENING

## TOP 20 DAYS OF SCREENING

TSA Screening Throughput



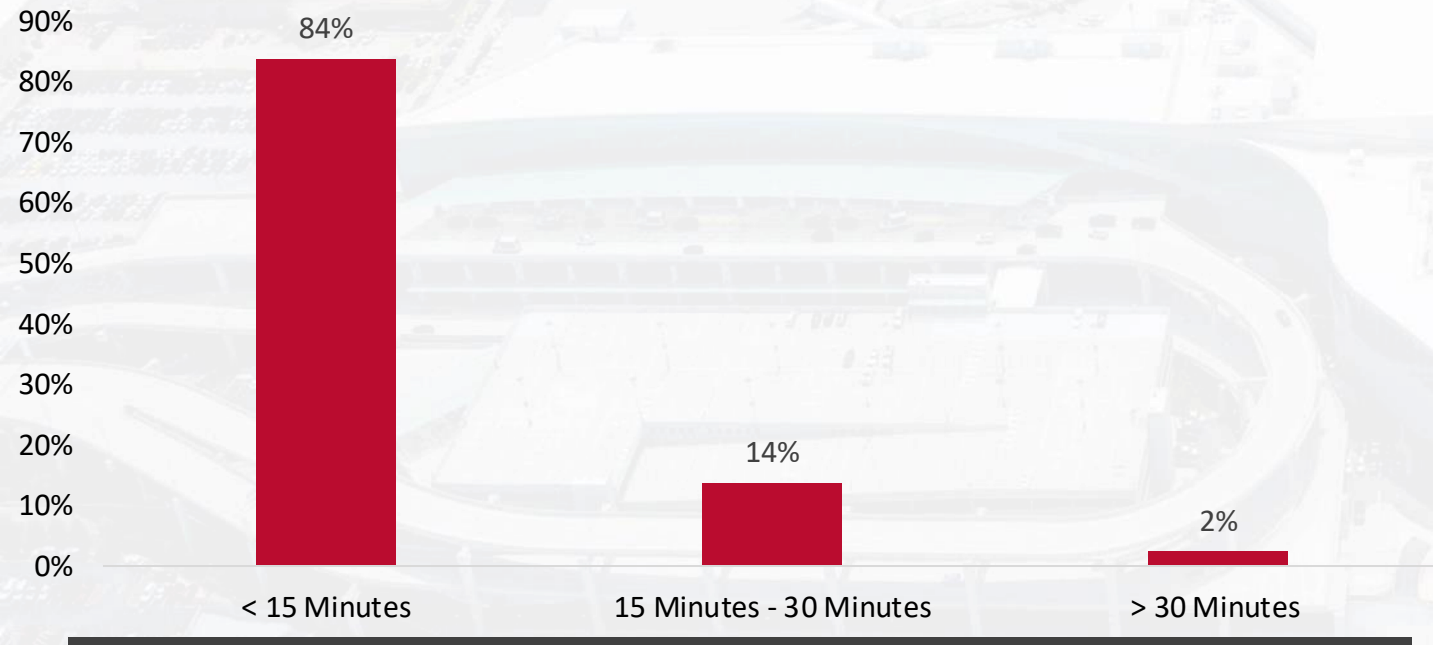
## DATA POINT

In 2019, the day after the Super Bowl, TSA screened a record 101,999 passengers. That record has been broken 16 times.

# PASSENGER WAIT TIMES

Q2 2024

Percentage of Passengers Through TSA  
(Main, North, South, and International)



Average Wait Times Per Checkpoint (In Minutes)

**8:32**

Main

**7:02**

North

**4:40**

South

**4:27**

International

Main Security Checkpoint • All Gates

CHECKPOINTS  
North  
less than  
**15**  
minutes

## DATA POINT

The longest wait time of 57:48 occurred on May 10, 2024 due to severe weather.





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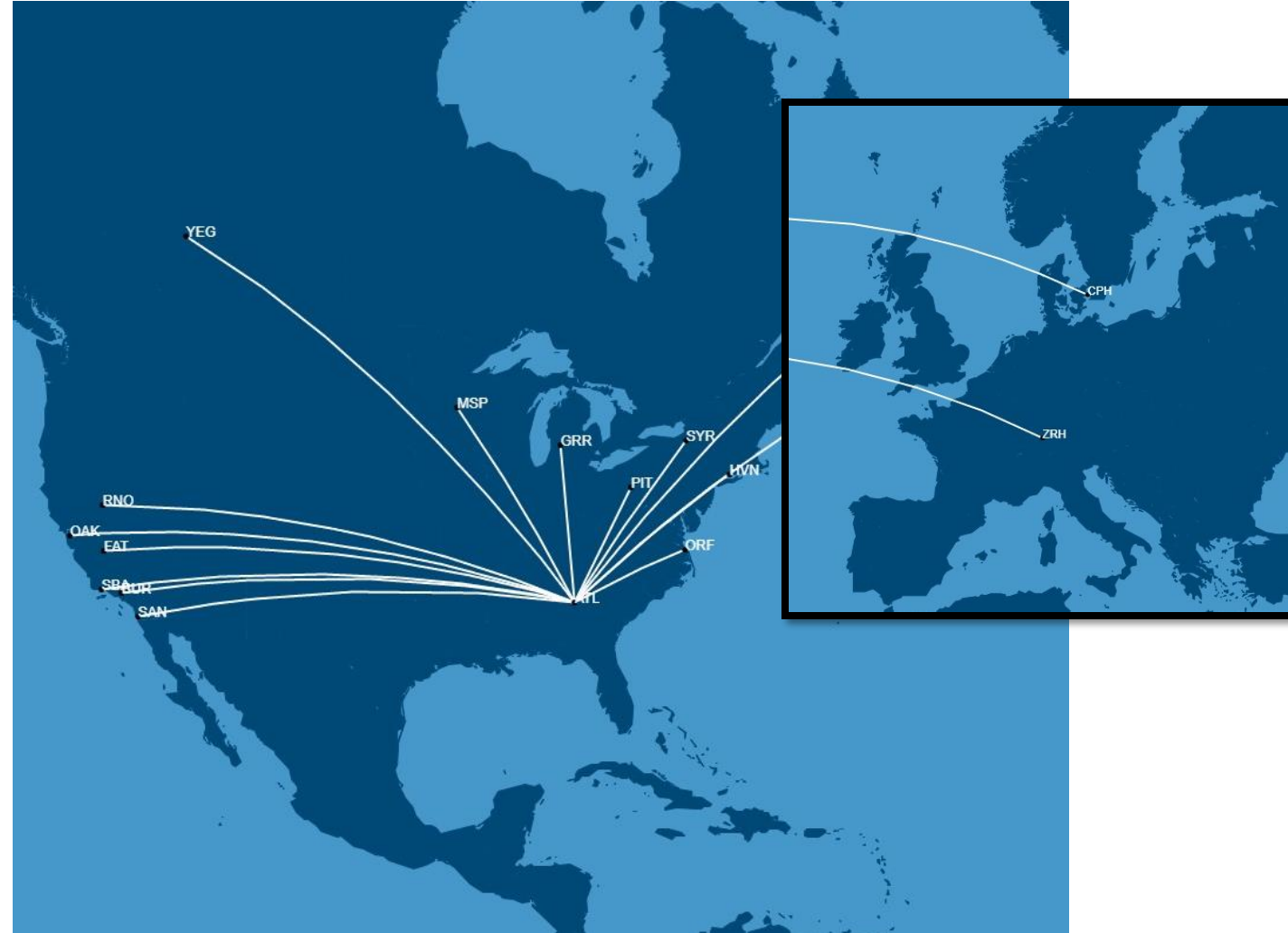
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# AIR SERVICE DEVELOPMENT

THREE NEW AIRLINES AND 16 NEW ROUTES BEGAN IN Q2 2024

Airport	Airline	Airport	Airline
BUR	 DELTA	ORF	 FRONTIER AIRLINES
CPH		PIT	 FRONTIER AIRLINES
FAT	 DELTA	RNO	 DELTA
GRR	 FRONTIER AIRLINES	SAN	 Alaska
HVN		SBA	 DELTA
MSP	 FRONTIER AIRLINES	SYR	 FRONTIER AIRLINES
MSP		YEG	 WESTJET
OAK	 DELTA	ZRH	 DELTA





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# NEW CONCESSIONS OFFERINGS

390 LOCATIONS OVER 395,000 SQ. FT.

FOOD +  
BEVERAGE

163  
LOCATIONS

RETAIL

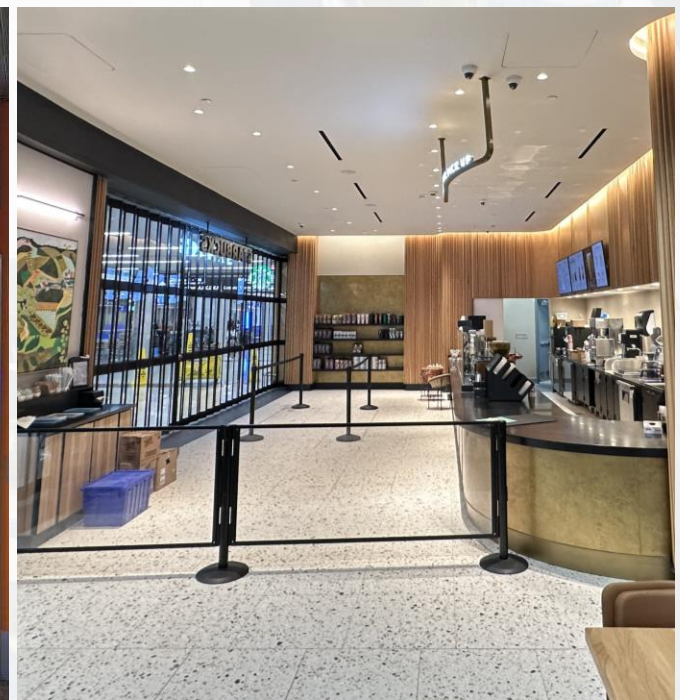
113  
LOCATIONS

SERVICE

83  
LOCATIONS

VENDING

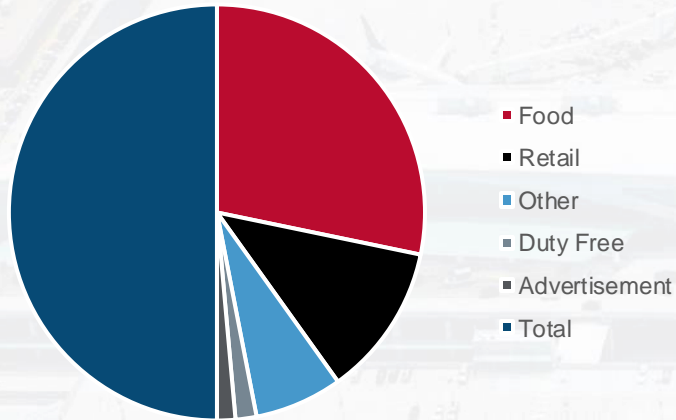
31  
LOCATIONS



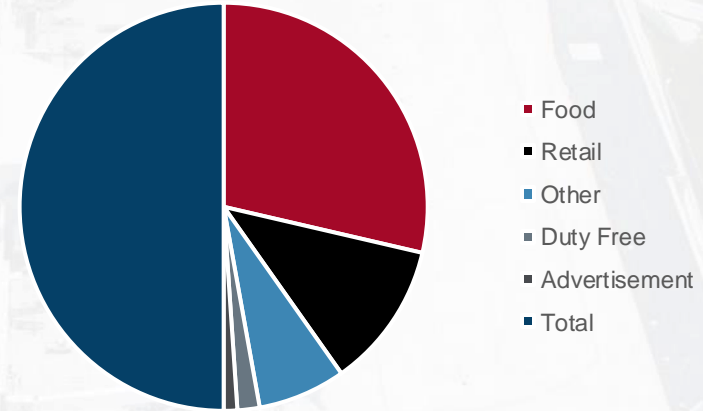
# REVENUE OUTLOOK

## Q2 TOTAL SALES REVENUE

### Q2 2023 Sales



### Q2 2024 Sales



	Q2 2023 Sales	Q2 2024 Sales	% Change
Food	\$106,904,325	\$115,437,108	8%
Retail	\$44,894,092	\$46,696,045	4%
Other	\$25,835,873	\$28,057,271	9%
Duty Free	\$6,171,393	\$7,090,917	15%
Advertisement	\$5,394,085	\$4,335,169	-20%
<b>Total</b>	<b>\$189,199,768</b>	<b>\$201,616,510</b>	<b>7%</b>



# CONCESSIONS REIMAGINED

## WHAT'S NEXT

### PHASE II: Building Out

- Over 20,000 sq. ft.
- 12 locations
- Concourses B, C, E + F

### PHASE III: In Solicitation

- Over 44,000 sq. ft.
- 4 Packages with 38 locations

#### Breakdown of Packages:

##### 2 Hybrid (F&B + Retail)

- Concourse A, B, C, T + Atrium
- Approx. 25,000 sq. ft.
- 18 locations

##### 2 Retail

- Concourse A, B, C, T + Atrium
- Over 19,000 sq. ft.
- 20 locations







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# FINANCIAL STRENGTH

FY JULY 1, 2023 - JUNE 30, 2024

## OPERATING REVENUE

**\$680,119,874**

## OPERATING EXPENSES

**\$381,748,986**



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# ATLNEXT

## INFRASTRUCTURE IMPROVEMENTS

### Concourse D Widening

COST: \$1.3 Billion

COMPLETION DATE: Winter 2029

### Ramp 6 North | Gate Conversion

COST: \$100 Million

COMPLETION DATE: Spring 2025

### South Parking Deck Phase 1

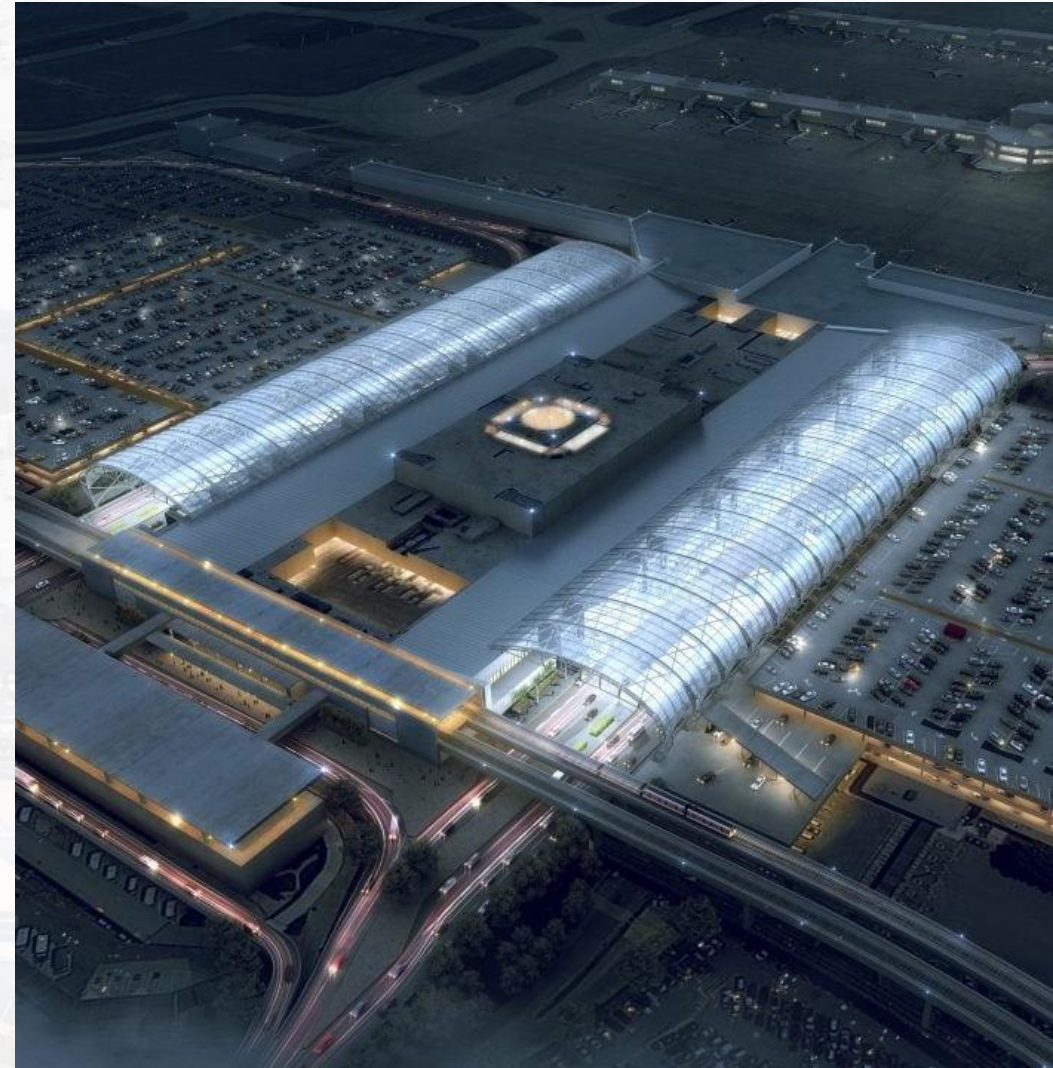
COST: \$530 Million

COMPLETION DATE: Summer 2026

### West Curb Improvements

COST: \$66 Million

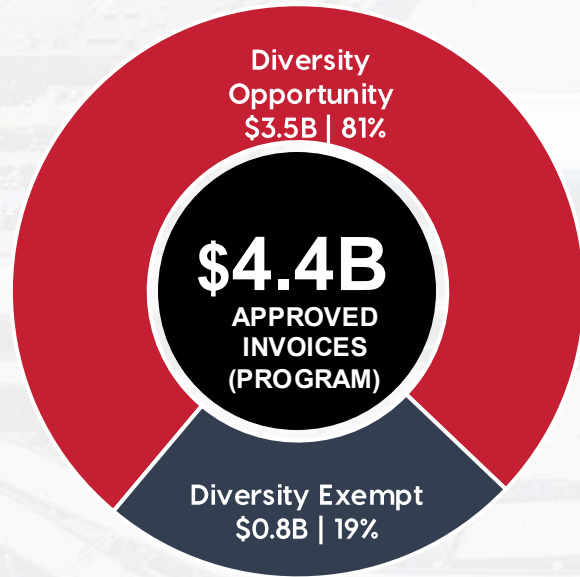
COMPLETION DATE: Spring 2025



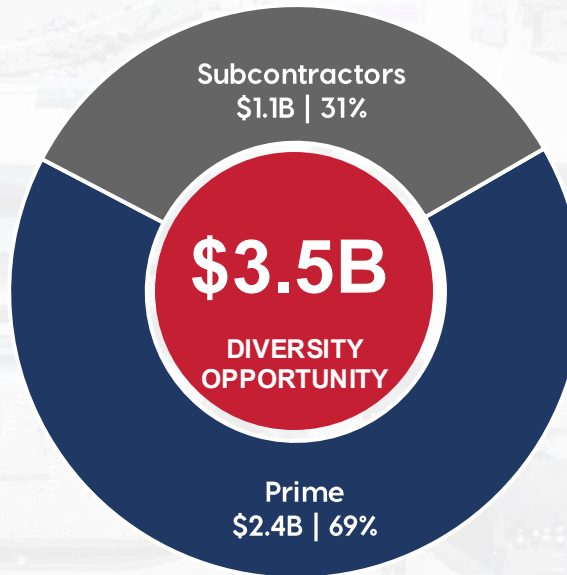
# 2015-2024 ATLNEXT DIVERSITY SUMMARY

118 Prime Contracts inclusive of joint ventures | 391 Certified Subcontractors

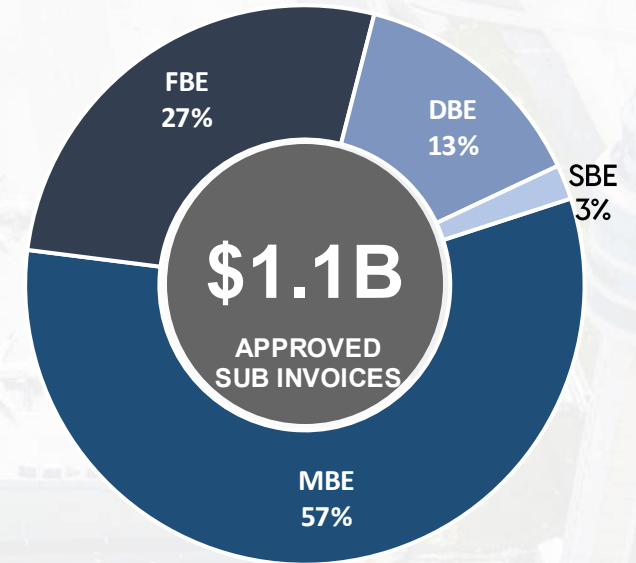
**Program Approved Invoices**  
(As of 7/26/2024)



**Diversity Opportunity**  
(As of 7/26/2024)



**Diversity Participation**  
(As of 7/26/2024)



Category	Approved Invoices	%
Diversity Opportunity	\$3.5 Billion	81%
Diversity Exempt	\$0.8 Billion	18%
<b>TOTAL</b>	<b>\$4.4 Billion</b>	<b>100.0%</b>

Category	Diversity Opportunity	%
Prime	\$2.4 Billion	69%
Subcontractors	\$1.1 Billion	31%
<b>TOTAL</b>	<b>\$3.5 Billion</b>	<b>100.0%</b>

EBO Category	Approved Sub Invoices	%
MBE	\$620 Million	57%
FBE	\$295 Million	27%
DBE	\$149 Million	14%
SBE	\$30 Million	3%
<b>TOTAL</b>	<b>\$1.1 Billion</b>	<b>100.0%</b>



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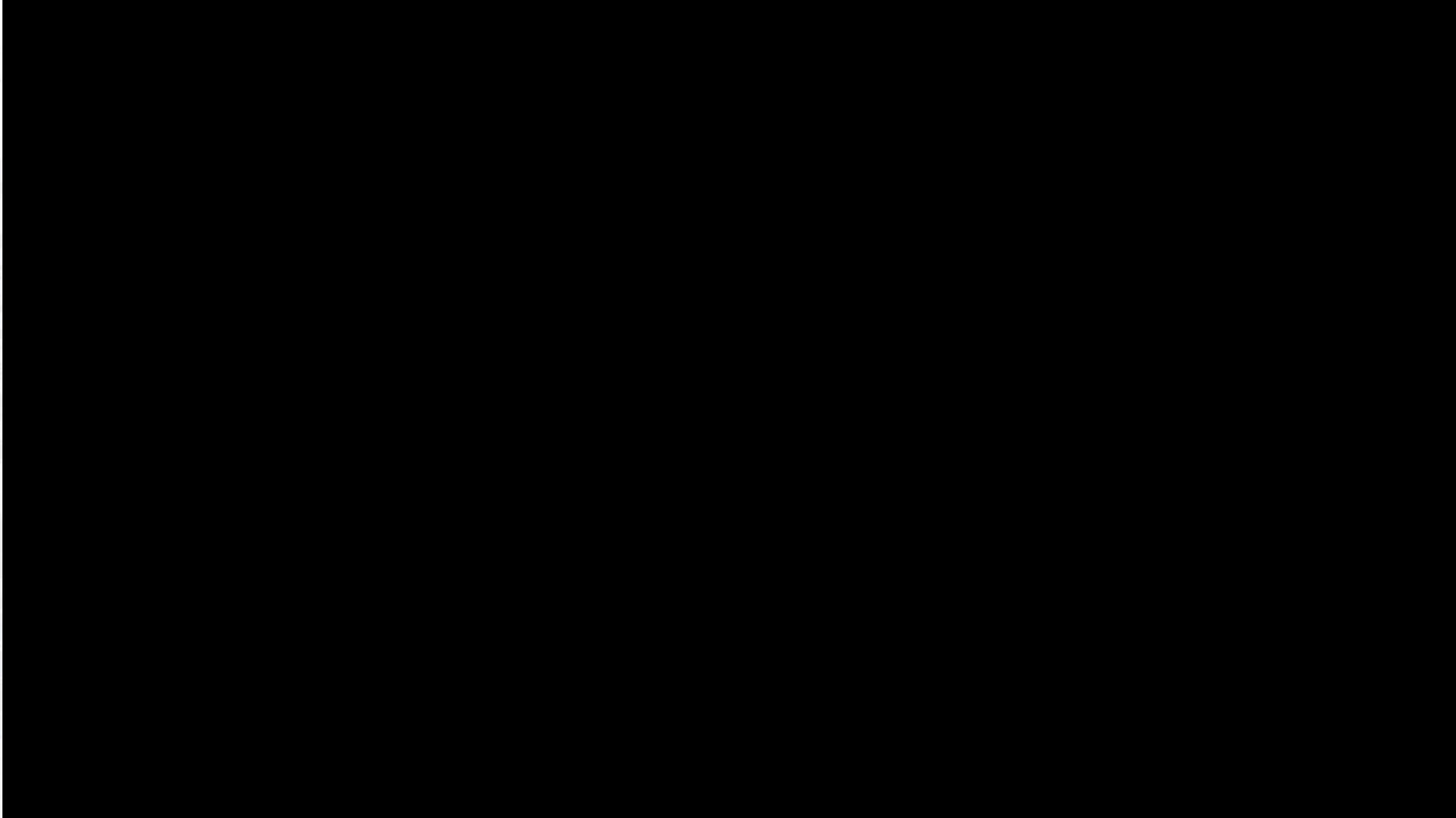
# LAW ENFORCEMENT DATA

OPERATIONAL METRICS: Q2 2024

APR	MAY	JUN	TOTAL Q2 2024	TOTAL Q2 2023
 <b>2,922</b> 911 CALLS	 <b>3,332</b> 911 CALLS	 <b>3,104</b> 911 CALLS	 <b>9,358</b> 911 CALLS	 <b>12,462</b> 911 CALLS
 <b>43</b> FIREARMS @ CHECKPOINTS	 <b>39</b> FIREARMS @ CHECKPOINTS	 <b>45</b> FIREARMS @ CHECKPOINTS	 <b>127</b> FIREARMS @ CHECKPOINTS	 <b>139</b> FIREARMS @ CHECKPOINTS
 <b>5</b> EMPLOYEE FIREARMS @ CHECKPOINTS	 <b>7</b> EMPLOYEE FIREARMS @ CHECKPOINTS	 <b>8</b> EMPLOYEE FIREARMS @ CHECKPOINTS	 <b>20</b> EMPLOYEE FIREARMS @ CHECKPOINTS	 <b>8</b> EMPLOYEE FIREARMS @ CHECKPOINTS
 <b>31</b> VEHICLE THEFTS	 <b>49</b> VEHICLE THEFTS	 <b>22</b> VEHICLE THEFTS	 <b>102</b> VEHICLE THEFTS	 <b>15</b> VEHICLE THEFTS
 <b>11</b> BAGGAGE THEFTS	 <b>18</b> BAGGAGE THEFTS	 <b>12</b> BAGGAGE THEFTS	 <b>41</b> BAGGAGE THEFTS	 <b>11</b> BAGGAGE THEFTS
 <b>71</b> ARRESTS	 <b>82</b> ARRESTS	 <b>99</b> ARRESTS	 <b>252</b> ARRESTS	 <b>255</b> ARRESTS

# INNOVATION

INDUSTRY LEADING DRONE PROGRAM



**Airport asset  
inspections**

**Real-time view of  
facility conditions**

**Time-stamped  
visuals of incidents**

# INSIDER THREAT

## MITIGATION STANDARDS

**Employee Training  
and Awareness**

**Enhanced access  
management  
policies**

**Nationwide  
employee database**

**See something say  
something**

**90-day deactivation  
for non-use**

**Enhancing physical  
security screening of  
employees**

**Rap back program**

**Work schedule and  
access level audits**

**Behavior-based  
monitoring through  
CCTV surveillance**



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# COMMUNITY ENGAGEMENT 2024

## Q2 EVENTS SNAPSHOT



ATL WELCOMES THE INDONESIAN DELEGATION



ATL MEN'S HEALTH + WELLNESS PROGRAM



ATL AIRPORT COMMUNITY HIRING EVENT



JONESBORO MIDDLE SCHOOL AVIATION DAY



FLINT RIVER CLEAN-UP

# UPCOMING CONFERENCES

ATL HOSTS AVIATION INDUSTRY



AIRPORTS  
COUNCIL  
INTERNATIONAL



CUSTOMER  
EXPERIENCE  
GLOBAL SUMMIT

SEPT. 23-26  
2024



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

JUNE 8-10  
2025



SMART AIRPORTS  
NEXT AIRPORTS AND REGIONS  
& REGIONS



CONFERENCE  
& EXHIBITION

JULY 15-17  
2025



# UPCOMING CONFERENCES

ATL HOSTS AVIATION INDUSTRY

HOSTED BY



x



OCTOBER 1-2, 2024

Atlanta Marriot Marquis  
265 Peachtree Center Avenue  
Atlanta, GA, 30303

## SHE SOARS

WOMEN IN AVIATION SUMMIT



REGISTER



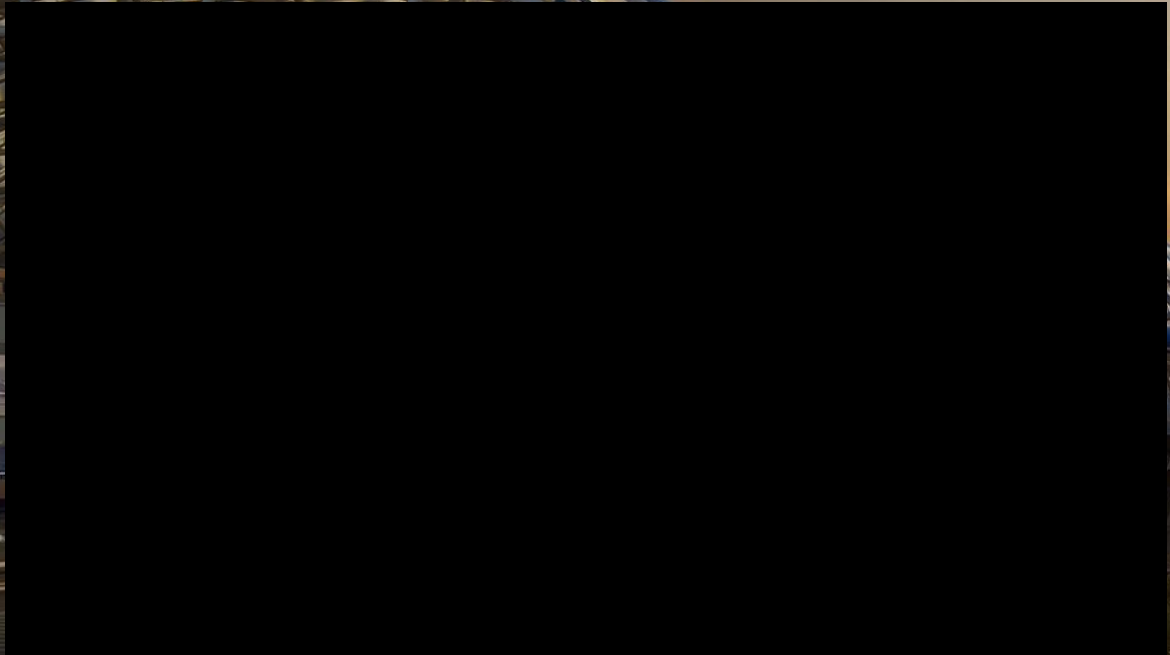
SPONSOR

[amac-org.com/wias](http://amac-org.com/wias)



# UPCOMING MAYOR'S 5K

5K ON THE 5<sup>TH</sup> RUNWAY | OCTOBER 5, 2024







THANK YOU

# CENTENNIAL CELEBRATION

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YEARS 

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**CENTENNIAL**

CELEBRATION  Hartsfield-Jackson  
Atlanta International Airport

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1925 - 2025

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