



PHL PHILADELPHIA
INTERNATIONAL AIRPORT

Mayor's Goal 3: "Philadelphia is a place of choice"

Topic: Philadelphia International Airport

Key Presenters: Mark Gale, CEO

Executive Team Members

Date: December 1st, 2015



Who We Are

- About the Airport
- Major Accomplishments

About the Airport

- PHL operates as a self-sustaining entity and uses no local taxpayer dollars
- 29 carriers – average 558 daily departures to 132 cities
- PHL serves as a key hub for the world's largest airline - American Airlines
- Regionally, supports 141,000 jobs/200+ employers
- \$14 billion annual regional economic impact



PHL was the 19th busiest passenger airport in the U.S. in 2014, with 30.7 million passengers served

Our Partners/Stakeholders



PHL has diverse portfolio of partners and stakeholders

Airport and Airline Relationship

The Airlines are our tenants / customers, but also close partners

- Most of the Airport's revenues come from Airline payments in the form of rents and fees
- The business relationship is governed by an Airport-Airline Use & Lease Agreement
- Similar goal: serve the traveling public!

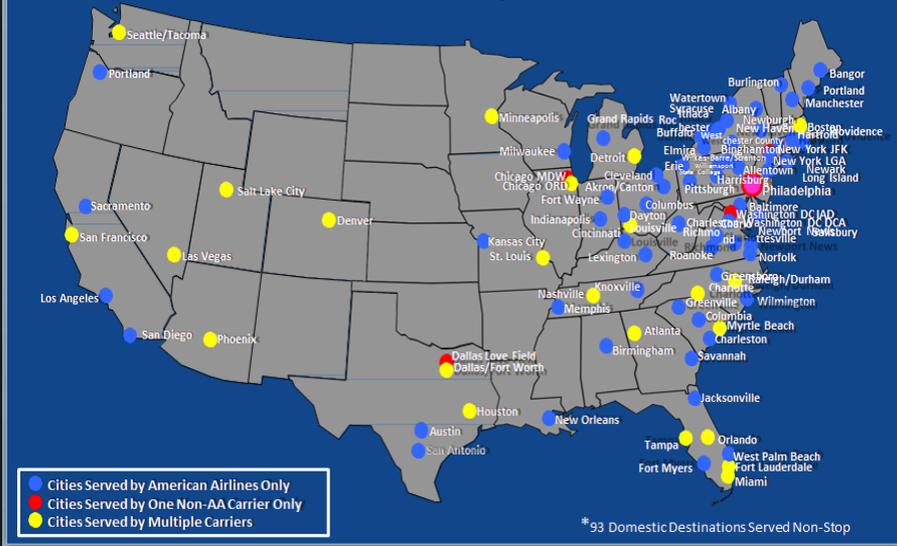
Competitive landscape

- American Airlines hub operation
- Location, location, location – both domestic and international
- Key Financial Aspects:
 - Minimize airport costs
 - Maximize non-airline revenue

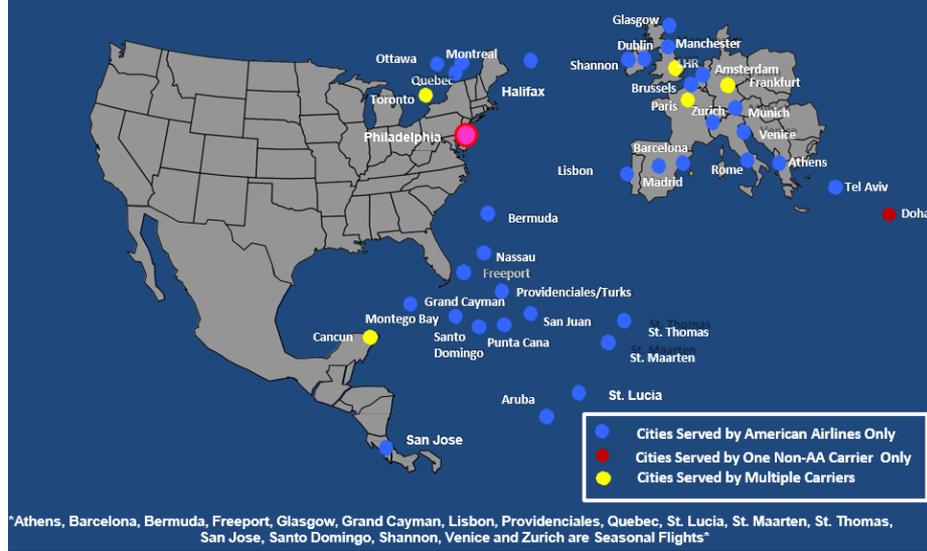
Major Accomplishments

Improved Air Service: New Destinations & Air Carriers

2015 Scheduled Nonstop Domestic Service



2015 Scheduled Nonstop International Service



Major Accomplishments

Advancing Capital Program



- New Use & Lease Agreement includes \$1.61 billion in capital projects
- Expansion & modernization of terminal facilities
- Agreements with neighboring jurisdictions

Enhancing the Customer Experience



- New & remodeled concessions
- Customer appreciation & hospitality programs
- Nationally recognized arts & exhibition program.



What We Do

- **Mission/Goals**
- **Performance Measures**
- **Strengths and Challenges**

MISSION:

To better position Philadelphia on the global economic stage by providing a premier transportation facility that is safe and secure with unparalleled customer service, exceptional amenities and superior air service.

FOCUS AREAS:

**Exceptional Customer Focus
Efficient & Effective Practices
Economic Growth & Development
Innovation
Social Responsibility &
Environmental Sustainability**

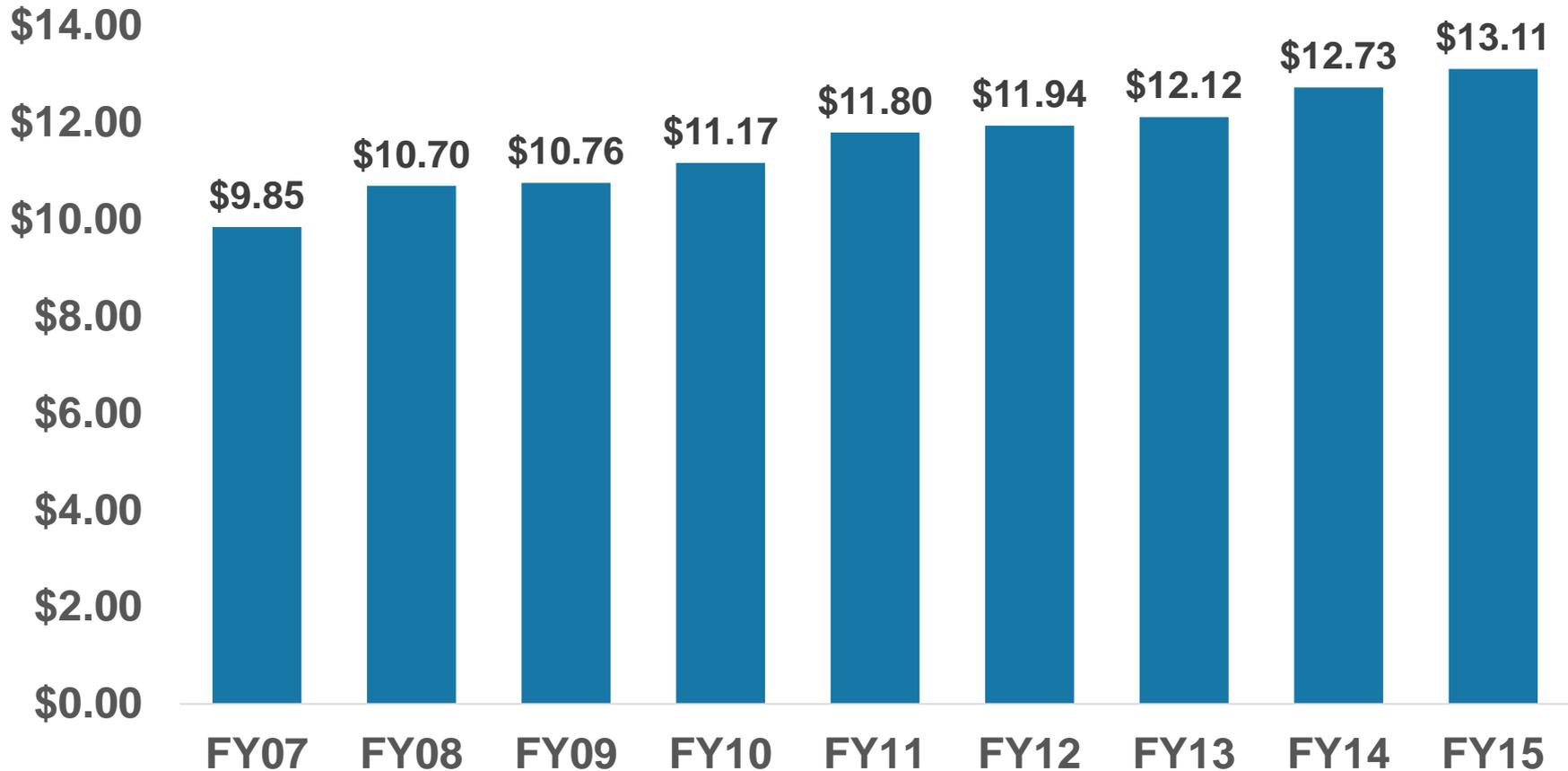
**Performance Measure 1: Sales Per Enplanement
(Focus Area: Economic Growth & Customer Service)**

New and Remodeled Merchants



PHL has an award-winning concession program

Performance Measure 1: Sales Per Enplanement
(Focus Area: Economic Growth & Customer Service)

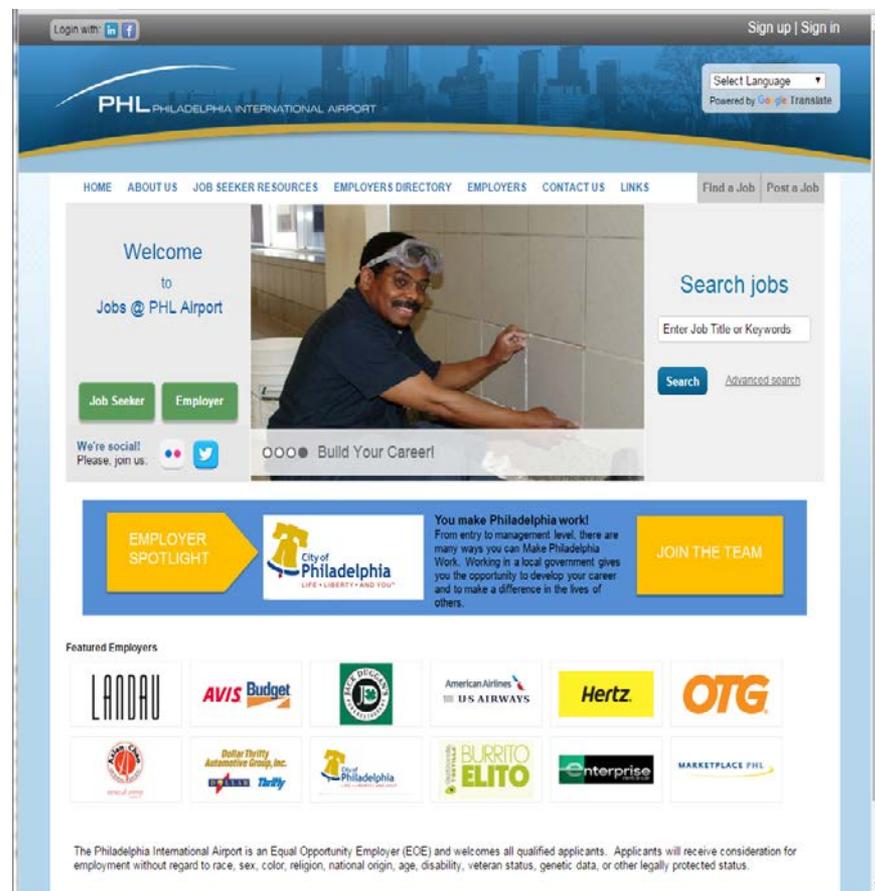


Sales per enplanement increased 33% from FY 2007 to FY 2015

Performance Measure 2: Job Portal (Focus Area: Economic Growth & Social Responsibility)

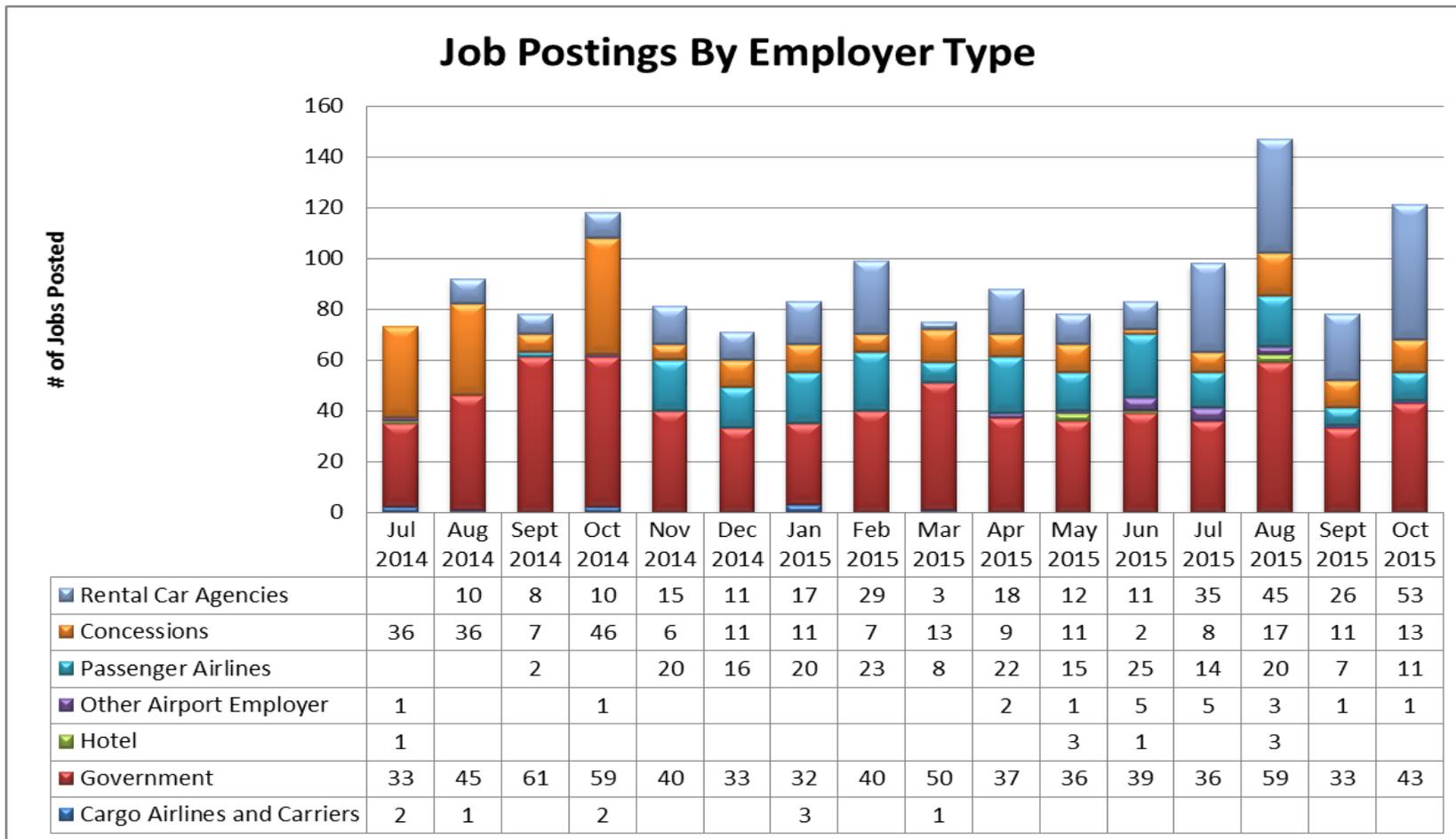
PHL Job Portal

- www.phljobportal.org
- Launched July 2014 as a convenient, central location to connect job seekers with airport-related employers
- Potential job candidates can create profiles, upload resumes and access over 160 airport employers
- Employers are provided an additional applicant pool for open positions
- Promote job portal at airport sponsored business development and workforce engagement events



Job Portal averages 17,000 site visits per month

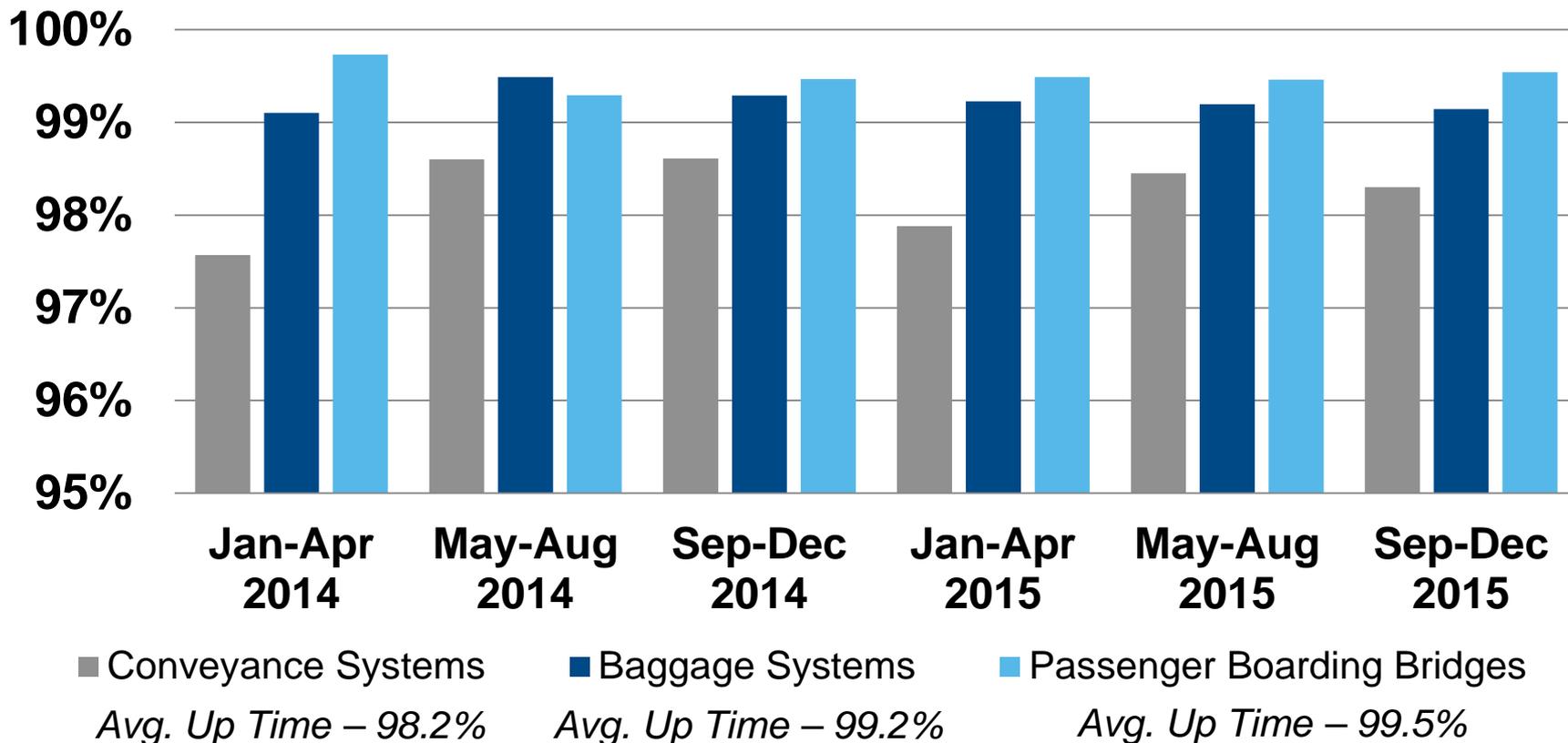
Performance Measure 2: Job Portal (Focus Area: Economic Growth & Social Responsibility)



Increased number of employers using site by 40%
since July 2014 site launch

Performance Measure 3: Airport Systems Availability
(Focus Area: Efficient & Effective Practices)

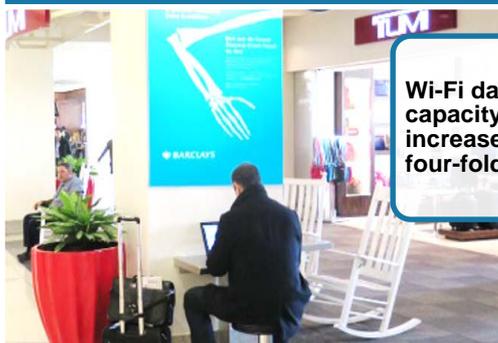
Airport Systems



Helping our passengers travel with ease

Performance Measure 4: High Tech Amenities (Focus Area: Innovation)

Complementary Expanded Wi-Fi



Wi-Fi data capacity has increased four-fold

Order Lunch on an iPad



Surf the web while you eat

Blended Holdrooms



Order food right from your gate

Power Up @PHL



Outlets aren't just for Baseboards

Battery Vending Machines



Charge your electronic devices

Library Hotspot



Download Read Delete

PHL has the 2nd largest WI-FI capacity of any AT&T serviced airport in the nation

Strength: Enhancing the Customer Experience



Amenities

- Free Wi-Fi
- Virtual free library
- Hotel on Premises
- Charging Stations
- Kids Play Area
- Lactation Station
- Rocking Chairs



Customer Appreciation Programs

- “Just Plane Fun”
- “Oh, Say it Ain’t Snow”
- Hospitality Program
- Complimentary Beverages



Arts and Entertainment

- Rotating Art Exhibits
- Artist Demonstrations
- Permanent Art
- Entertainment
- Special Events

Strength: Diversity & Inclusion

Business
Opportunity
Forum

Certification
Workshops

Doing Business
with PHL 101

Job Fair

Responding to
Request for
Proposals
Workshops

OFCCP/OSHA
Compliance
Workshops

PHL Airport 2015 Annual Business Opportunity Forum



The Philadelphia International Airport (PHL) invites you to one of the region's most enterprising business events of the year. Let our **FREE** business forum help position you for opportunities with PHL Airport.

Explore. Learn. Connect.

Friday, October 2, 2015
Philadelphia Airport Marriott
 Networking Registration: 7:30 to 8:30 AM
 Forum: 8:30 AM to 3:00 PM
 Keynote Luncheon: 12:00 to 1:30 PM

Featured Speakers:

- City of Philadelphia Officials
- PHL Airport Representatives
- Airline Executives
- A Dynamic Keynote Speaker
- Business Leaders and more...

Information Session Topics:

- Competing for PHL Consulting and Professional Services Opportunities
- Winning Strategies for Construction Projects at PHL
- Concessions and Commodities Opportunities at PHL
- M/W/DBE certification information and common compliance issues

Networking Opportunities:

- Breakfast Mixer
- Session Breaks
- Afternoon Business Exchange

NEW THIS YEAR:

- Extended Q & A in each session
- Enhanced prime and sub-contractor networking opportunities

For more details and registration [click here](#)
 Space will fill quickly. **R.S.V.P. today.**

Make a Connection
 Explore Opportunities
 with PHL Airport

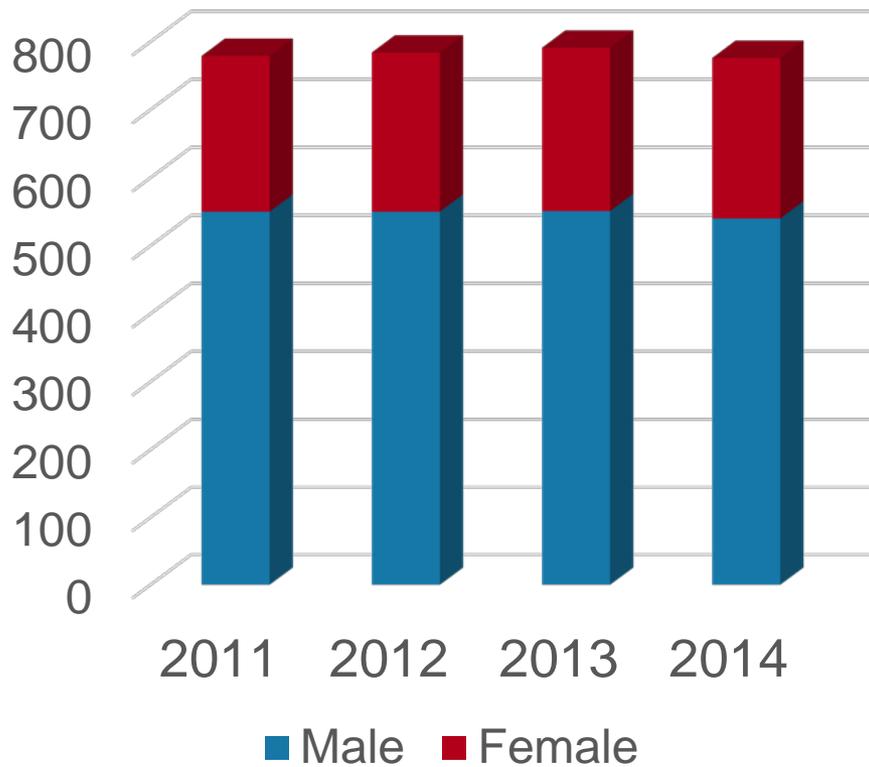


Presented in partnership with Philadelphia Minority Enterprise Development Week (MED WEEK)

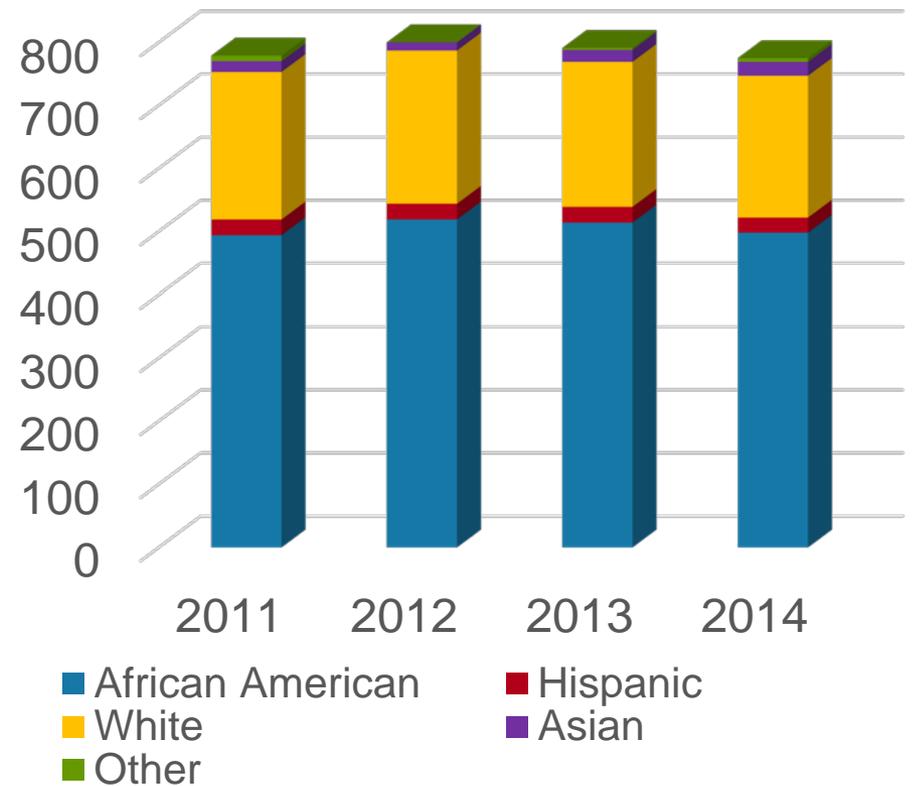
8/17/2015

Strength: Diversity & Inclusion

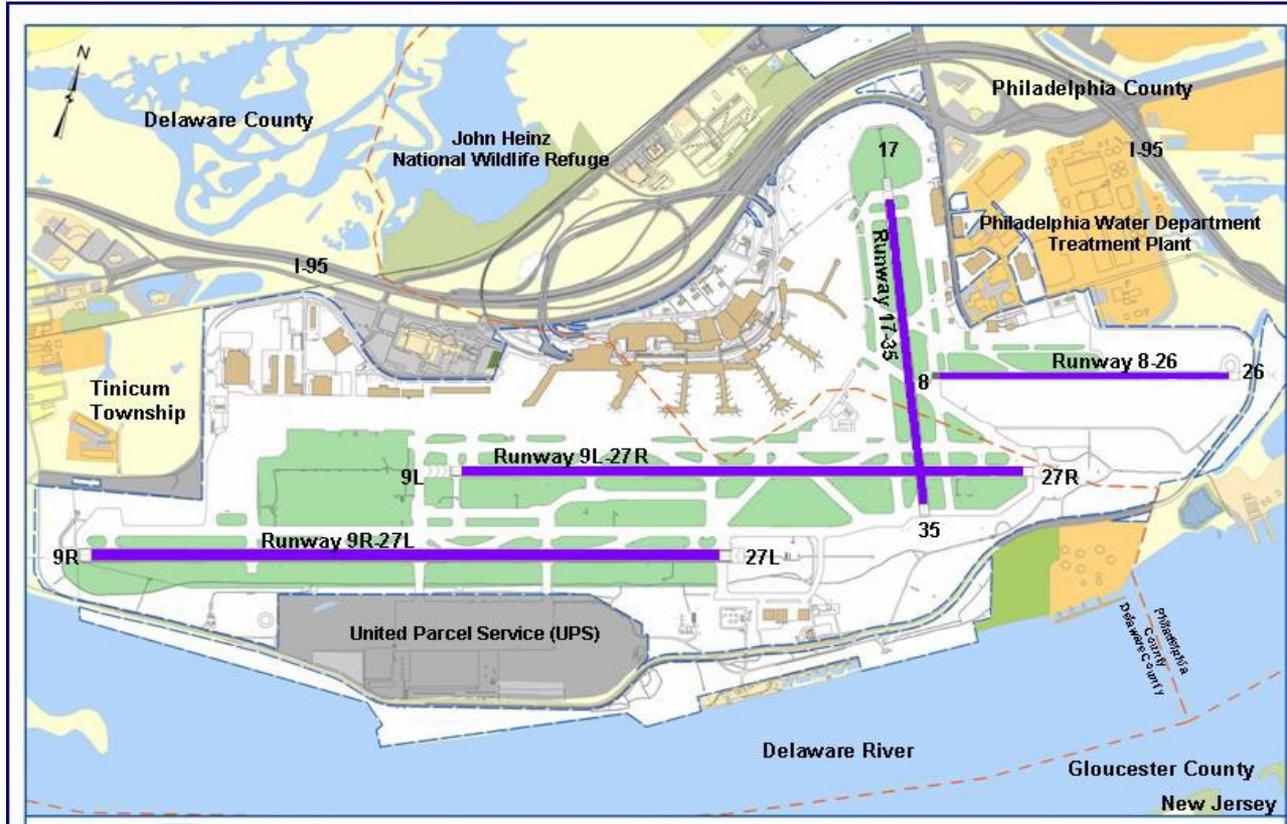
Gender



Ethnicity



Key Challenge: Current Airport Layout – “Boxed In”




ATLANTA
 4,700 acres
 911,074 operations


CHICAGO
 7,700 acres
 883,287 operations


LOS ANGELES
 3,586 acres
 696,443 operations


CHARLOTTE
 5,000 acres
 557,948 operations


PHOENIX
 3,000 acres
 459,434 operations


LAS VEGAS
 2,853 acres
 520,992 operations


DENVER
 33,920 acres
 582,653 operations


PHILADELPHIA
 2,370 acres
 419,253 operations


DALLAS / FORTH WORTH
 18,076 acres
 678,059 operations


HOUSTON
 10,000 acres
 496,908 operations


DETROIT
 6,700 acres
 425,732 operations



What's on the Horizon

- Initiatives

Initiatives Include: Future Projects

Completion of Terminal F



- Food Court, Eateries & Shops
- New Security Check Point
- Sterile Corridor
- New Bag Claim Building

Terminal B Remodeled



- Blended Holdrooms
- iPads
- Innovative Concessions

Future Capital Projects



- Terminal Revitalization
- Repair & Rehabilitation
 - Roofs
 - Elevators
 - Escalators

Retain passenger experience, sustainable design

Additional Public Resources

- www.phl.org
- www.twitter.com/PHLairport
- <http://www.facebook.com/PhiladelphiaInternationalAirport>
- http://www.instagram.com/phl_airport/



@PhillyStat



Facebook.com/PhillyStat



PhillyStat@phila.gov



www.phila.gov/performance

Division of Aviation Functional Organizational Chart

Chief Executive Officer

Chief Operating Officer

Deputy Director,
Operations &
Facilities

Deputy Director,
Property
Management &
Business
Development

Deputy Director,
Capital Development

Deputy Director,
Finance &
Administration

Marketing & Public
Affairs Manager

Divisional City
Solicitor

Government Affairs
Manager

Director of Image &
Chief Curator