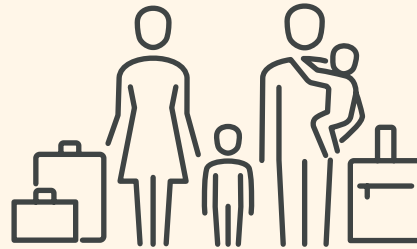2019-2020 Sustainability Report
SAN DIEGO INTERNATIONAL AIRPORT

ECONOMIC

$12 BILLION

economic activity contributed to the region by SAN
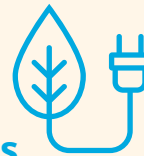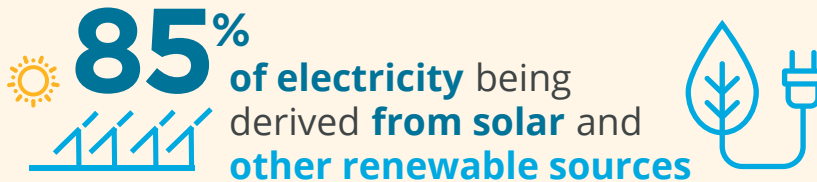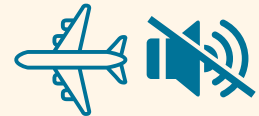
25 million passengers served in 2019

9,000+ employees

$126,883,875 in **committed contracts** with local businesses in 2019

ENVIRONMENT

85% **of electricity** being derived **from solar** and **other renewable sources**

2nd airport in North America to achieve ACA Level 3+ **"Carbon Neutrality"**

$14.7 million invested by Quieter Home Program to reduce noise impacts in the community

SOCIAL

776 SCORE

SAN's 2019 J.D. Power score on the **customer satisfaction scale**, besting the average score for larger airports for the 5th year in a row

CUSTOMER SATISFACTION
J.D. POWER
AND ASSOCIATES
SINCE 1968

10.5 hrs

Average hours employees participated in **professional development training in 2019**

For more information visit **sustain.san.org**

SAN DIEGO
INTERNATIONAL AIRPORT
LET'S GO.

At San Diego International Airport (SAN), sustainability means more than just conserving water and reducing waste. It means building a business with the future of our community in mind. We strive to be an enduring and resilient enterprise that promotes a more prosperous San Diego region. Our Sustainability Report covers the strides we are taking to be among the most socially, economically, environmentally responsible airports in the world. **For the full report, visit sustain.san.org**.

Social: Building a Strong and Diverse Talent Pipeline

Building a **diverse and robust talent** pipeline is essential to establishing a workforce that is committed and invested in the Airport Authority's long-term goals and strategies.

Section goals:
- Develop leaders and a workforce aligned to the needs of the Airport Authority's Organizational Strategic Plan and an inclusive environment that **reflects the diversity of the community**.
- Exceed customers' expectations by introducing innovative service and facility enhancements.

Economic: Leading the Way as a Regional Economic Driver

SAN is an economic driver, bringing millions of visitors to the region while **providing opportunities for San Diego companies** to do business all over the world.

Section goals:
- Enhance community understanding of SAN as an economic engine and a portal of prosperity that enhances the region's quality of life.
- Grow and efficiently manage capacity for future demand, including international facilities.
- Providing opportunities for small, local, disadvantaged, and veteran-owned businesses.
- Develop a plan for transportation to and at the airport by 2022 that anticipates technological changes and advances connectivity to the regional public transit network.

Environment: Establishing a Sustainability Imperative

Recognizing that innovation is no longer a choice, but an imperative, the Airport Authority has identified seven core elements for inclusion into a detailed **Sustainability Management Program** (SMP).

Section goals:
- Achieve Airport **Carbon Accreditation Level 3+ by 2022** and reduce airport-wide emissions per passenger by 30 percent by 2035 (2015 baseline).
- Transition to 100 percent renewable electricity and decrease energy use intensity by 30 percent by 2035 (2015 baseline).
- Decrease potable water use by 30 percent by 2035 (2016 baseline).
- Zero reports of customer/operational impacts from flooding and extreme heat events by 2035.
- Work with state and federal wildlife agencies to address operational growth and California Least Tern habitat management.
- Advocate for continued federal sound insulation grant funding to help reduce the number of community members affected by aircraft noise.
- Facilitate safe airport planning throughout San Diego county.

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