

SAN

SUSTAINABILITY REPORT

Here are the highlights of San Diego International Airport's (SAN) Sustainability Report, covering our financial, social and environmental activities and accomplishments in 2016. For the full report, go to sustain.san.org.



COMMUNITY

Growing International Routes a Team Effort

In 2016, SAN stepped up its game in the arena of international air service, and now offers nonstop flights to six countries on three continents. Zurich and Frankfurt join London and Tokyo as SAN's premier overseas routes, while Canada and Mexico also feature prominently on the list of international nonstop destinations. Developing new international routes is a region-wide effort. SAN works hand-in-glove with the World Trade Center San Diego, the San Diego Regional Economic Development Corporation, the San Diego Regional Chamber of Commerce, and the San Diego Tourism Authority to get the message out about San Diego's attractiveness to airlines, international businesses and tourists.

A Trusted and Responsive Community Partner

In 2016, the Airport Authority hosted 39 public meetings to provide opportunities for community input and feedback. Topics included updates on the Airport Development Plan, Terminal 2 Parking Plaza, Rental Car Center, and airport land use compatibility. Over 6,000 people were also reached through print and online communication pieces.

Creating Opportunities for Small Business

The Airport Authority is committed to ensuring that local, small, historically underutilized, service-disabled veteran, and emerging businesses have every opportunity to do business at SAN. During fiscal year 2016, approximately \$100 million in services and supplies were procured from local businesses.

Working with the Community on Noise Mitigation

The Airport Authority diligently responds to community noise complaints, addresses aircraft departure curfew violations, and monitors the Federal Aviation Administration's "NextGen" flight procedure modifications, which affect the routes aircraft fly on approach to the airport and immediately after take-off.

Staying Up to Date on Regulatory Compliance

One of the most vital inspections is the Federal Aviation Regulation Part 139 certification that is conducted annually by the Federal Aviation Administration. This inspection helps to ensure that airports meet certain safety standards related to administrative records, aircraft movement areas, firefighting and emergency equipment, fueling facilities, as well as day and night operations.

CUSTOMER

Cutting-Edge Parking Plaza Coming in Summer 2018

Construction has begun on the highly anticipated Terminal 2 Parking Plaza. The cutting-edge Parking Plaza will have three floors with approximately 3,000 parking stalls. The Parking Plaza will enhance customer service by integrating state-of-the-art parking technology that will allow motorists to reserve spaces in advance, find available parking spaces, and streamline payment. It will also offer environmental benefits by reducing air emissions from vehicles that would otherwise be circulating and idling while searching for an available parking space. The Parking Plaza is expected to open for summer travel in 2018.

Ensuring Access for All

SAN offers a variety of services for passengers with disabilities. These include TDD telephones, visual paging monitors, and courtesy carts operated by the Volunteer Airport Ambassadors.

Customer Satisfaction a Top Priority At SAN

SAN participates in the Airport Service Quality (ASQ) survey on a quarterly basis. The ASQ is the world's largest airport passenger satisfaction benchmark and has 283 participating airports globally. SAN achieved an average passenger satisfaction rating of 4.20 (out of 5) throughout 2016. Of the passengers surveyed, 81 percent stated that they were "satisfied" with their experience at the airport.

Wheels as Important as Wings for Moving People

Transportation Network Companies or ride-sharing companies continued to increase in popularity at San Diego International Airport in 2016, logging over 900,000 pick-up trips.

Security a Cornerstone of SAN's Mission

Security is one of the cornerstones of the Airport Authority's mission, values and organizational strategies. In addition to the dedicated team in our Aviation Security & Public Safety Department, we partner with local, state and federal security and law enforcement agencies to ensure passengers are as safe as possible.

FINANCIAL

A Flexible & Nimble Approach to Finance

At SAN, we pursue excellence in all of our business practices, including our financial strategy, by ensuring that our financial plan is flexible, nimble and able to proactively address future changes in the aviation industry and in the overall economy.

Integrated Strategy Anticipates Disruptions

San Diego depends on reliable air transportation service to help maintain the region's economic prosperity and protect its quality of life. The Airport Authority has processes in place that ensure airport operations continue at the highest possible level during and after a disruptive event.

OPERATIONAL

Managing & Reducing Carbon Emissions

In 2016, SAN was certified through the Airports Council International's Airport Carbon Accreditation program, the only carbon management certification standard for airports. The program creates a framework that helps airports identify, manage, and ultimately reduce their carbon emissions.

Addressing Air Quality & Emissions

The Airport Authority tracks and addresses air quality impacts and greenhouse gases (GHG) through its annual emissions inventory. Between calendar years 2014 and 2015, the Airport Authority was able to reduce total GHG emissions from sources under its control – such as facilities energy use and fleet fuel use – by 0.5 percent.

Effectively Managing Energy & Water Use

In 2016, SAN was recognized for its comprehensive energy management efforts with an "Energy Showcase Grand Champion Award" by San Diego Gas & Electric. These efforts are reflected in a recently-completed draft Strategic Energy Plan that provides a roadmap for establishing cleaner, more dependable, and cost-effective energy sources for SAN.

SAN Works to Combat Climate Change

The Airport Authority has remained focused on both climate mitigation and adaptation. By the end of 2016, the Airport Authority's The Good Traveler program, which provides an opportunity for passengers and others to balance the impact of their travel, successfully offset over 11 million air miles and engaged over 10 regional partners.

Protecting an Endangered Species

The Airport Authority has taken extensive measures to effectively manage wildlife at SAN. Thirty-seven nests were documented at SAN in 2016 for the endangered California Least Tern, which lay eggs and raise chicks onsite from April to mid-September every year.

Minimizing Pollutants

The Airport Authority implemented numerous trainings, inspections, sampling events, and "best management practices" over the last year to monitor and minimize pollutant runoff from the site. New practices at SAN include over 5 acres of bioswales at the new Rental Car Center, which help to address storm water quality and quantity.

Recycling Efforts in the Spotlight

SAN was recognized with a "Recycler of the Year Award" by the City of San Diego and a "Governor's Environmental and Economic Leadership Award" by the California Environmental Protection Agency in 2016.

Job Creation Drives Regional Economy

SAN is essential to the economic growth and well-being of the greater San Diego region. Based on a 2012 study, SAN contributes about \$10 billion annually in economic benefit to the region.

Building Toward a Better Future

On average, the Airport Authority spends about \$260 million annually on infrastructure through its capital improvement program to enhance the customer experience and to ensure efficient and safe operations.

EMPLOYEE

Employees Lauded for Sustainability, Innovation

In 2016, the Airport Authority launched two new employee recognition programs: Sustainability Champion of the Year and Innovator of the Year.

A Workforce in Transition

In 2016, the Airport Authority had an 11.5 percent increase in the number of female new hires and number of millennials hired over the previous year. The organization's turnover rate by males doubled compared to the previous year and turnover by females decreased by half.

Focusing on Occupational Health & Safety

In 2016, the Airport Authority re-introduced the Employee Safety Committee. All departments have a representative on this committee to share safety communications, address concerns and suggest ideas.

Creating a 'Coaching' Culture

With its new Performance Management System, the Airport Authority is infusing a culture of coaching throughout the organization. During 2016, all Airport Authority employees received performance and career development reviews. However, these reviews focused not on judging the employee's past performance, but rather, they focused on coaching to achieve optimal future performance.

Providing Vital Oversight

The Chief Auditor's Office serves this role by providing oversight on business practices and executing audits to assist Airport Authority management in maintaining the financial and operational integrity of the organization. The Chief Auditor's office is also responsible for managing the Airport Authority's Ethics Program and responding to any allegations of Ethics Code violations.

Integrated Pest Management Award

In 2016, the Airport Authority received an award from the California Department of Pesticide Regulation for innovative Integrated Pest Management. The Airport Authority rolled out the program in 2012, working with Cartwright Termite and Pest Control, to educate airport tenants on how to report pest problems, pest-proof stored food, and keep pests away.