

# Financial & Operational Performance Report Fiscal Years 2011 and 2012

A.B. Won Pat International Airport Authority, Guam  
*Aturidat Puetton Batkon Airen Guahan Entenasionat*



*Every person is defined by the communities they belong to.*



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Honorable Lieutenant Governor Ray Tenorio
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EDDIE BAZA CALVO  
Governor

RAY TENORIO  
Lt. Governor

Office of the Governor of Guam



## GUAM INTERNATIONAL AIRPORT AUTHORITY

*Linking the world to our Pacific paradise*

*Hafa adai!* The A.B. Won Pat International Airport Authority, Guam is the Western Pacific's hub for international travel. The airport family understands this critical distinction, working through the years with extraordinary vision to make sure our region always is prepared for growth despite a struggling global economy and low tourist arrivals in the recent decade. The men and women of the airport pushed through an unprecedented expansion project, turning the industry from a passenger-service market to a major regional force driven by tourists, cargo, and even land development at Tiyan.

The dedicated folks in our airport family are the first to greet and welcome thousands of tourists who fly into Guam every day. They display the warm hospitality and professionalism for which our people are known, helping in our effort to convince our visitors to return to Guam.

As we look toward the future of the aviation industry on Guam, we look to the A.B. Won Pat International Airport Authority, Guam, and their community partners to lead our island toward progress and development. We look forward to seeing more success in the future of the A.B. Won Pat International Airport Authority, Guam.

With our utmost gratitude for your commitment to Guam,

EDDIE BAZA CALVO

RAY TENORIO

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## A Message from Our Board and Management

A.B. Won Pat International Airport Authority, Guam



### Hafa Adai!

As we close the 36th and 37th Anniversary Years of the Government of Guam agency responsible for Airport operations of Guam's only civilian airport, we are happy to provide our stakeholders and partners the A.B. Won Pat International Airport Authority, Guam's Financial and Operations reports for Fiscal Years 2011 and 2012.

Over the past two fiscal years, airport management prioritized capital programs and worked to increase efficiencies in our operations, services and community engagement programs. Most notable was completion of the 2,000 linear foot extensions to our primary runway, commissioning of a new airport water system, welcoming another airline partner, increasing our tenant mix in the integrated air cargo facility, and welcoming Russian tourists coming to our shores under the Guam - CNMI Visa Waiver Program.

As Guam's only civilian airport, we were able to deliver increased passenger volume and foster our tourism, travel and trade with the support of island leaders, industry players and our island community through trade missions, joint promotional activities in our source markets and plain hard work to deliver quality services while cutting operational costs.

Although there were challenges, such as the Great East Japan Earthquake and Tsunami in Japan, and the costs for fuel and oil, Guam's airport obtained additional flights, new carriers, a new source market and enhanced routes with merged airline operators, providing for greater global connectivity.

In 2013, we will continue our growth strategy to leverage any and all opportunity to meet our mission in providing safe and secure travel, a reliable and superior level of services and development of air service and facilities that contribute to Guam's economic growth.



From top to bottom;  
Charles H. Ada II, Executive  
Manager; Lucy Alcorn, Board  
Director; Francisco G.  
Santos, Board Vice Chairman;  
Rosalynda "Lynda" A. Tolan, Board  
Director; Jess Torres, Board Director  
and Pedro Roy Martinez,  
Deputy Executive Manager

# FRIENDLY & SECURE

Your Safety and Security

Aviation security is of paramount importance, especially for the A.B. Won Pat International Airport Authority, Guam whose passenger traffic is comprised of 97% international arrivals. Over 1.2 million people of different cultures and languages converge on Guam for vacation or business. Here at the A.B. Won Pat International Airport, Guam our Airport Police aim to provide the highest level of safety and security both in and out of the terminal, protecting all those who work here, who travel through here, and the surrounding community, enforcing local and federal laws, rules and regulations.

The Guam Airport Police launched its Civilian Volunteer Airport Police Reserve Program (CVAPRP). This program was developed to engage the community and partner in the suppression of crime, preservation of law and order, and to assist in emergencies under the purview of the airport police.

An Active Shooter Training program was developed, to assist Airport Tenants with developing policies within their companies so that all employees are prepared for an active shooter or a terrorist act on airport grounds. A mock exercise is planned with the participation of all tenants to test internal response and readiness, and the effectiveness of the 10-step program.



Aircraft ground handlers direct planes safely upon block-in the Gates. They are all part of the safety team at the A.B. Won Pat International Airport Authority, Guam.



Security personnel ensure travelers move safely through the airport.



*Safety never takes a holiday, neither does danger.*



# AIR SERVICE DEVELOPMENT

## Expanding Our Community Reach

We need airlines on our runways for our community and that is why the Airport has been working collaboratively and aggressively with the Guam Visitors Bureau and the Guam Economic Development Authority on Air Service Development for the past two years. The Mission in air service development, therefore, is to identify gaps in the market to not only attract airlines to introduce new destinations, but to also increase capacity on existing routes. The collaboration between the three agencies ensures that there is reconciliation of priorities and strategies that will bring economic and social benefits to Guam and the region in these areas:

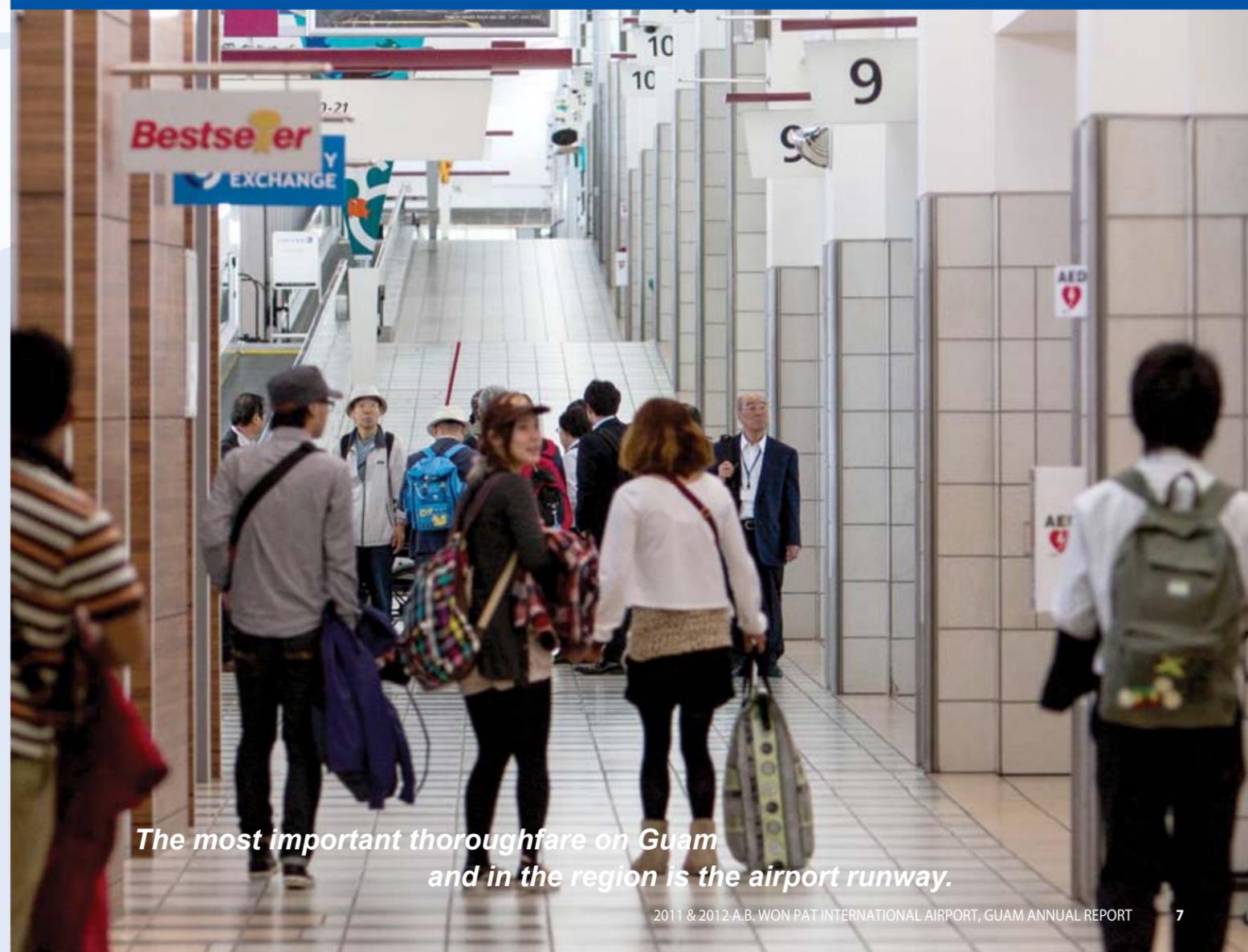
- ✈ Maximize Airport Passengers
- ✈ Increase Revenue Generation
- ✈ Employment Generation
- ✈ Export Generation
- ✈ Consumer Choice and
- ✈ Lower Fares

The Guam Airport together with the Governor's Office, Guam Visitors Bureau and the Guam Economic Development Authority participated in Trade Missions, marketing Guam in our primary tourism markets - Japan, Korea, Hong Kong and China. The missions imparted the message: *Guam is a safe destination, is a great investment opportunity and has the stability of the U.S. flag.* The Airport also supported initiatives to liberalize entry requirements for Taiwanese and Russians, both who can enter Guam without a U.S. Visa for a period of 45 days. Guam still continues to push for the China visa waiver with the U.S. Department of Homeland Security that would also allow nationals to enter Guam for a period of 45 days.

Jeju commenced daily operations from Seoul to Guam on September 28, 2012. Operating a B737-800 with a 186 passenger seat capacity, this translates to 1,302 additional seats weekly between Guam and Seoul.



EVA Air launched service in June 2011 with twice weekly operations from Taipei to Guam with an Air Bus 330-200, with a seat capacity of 252.



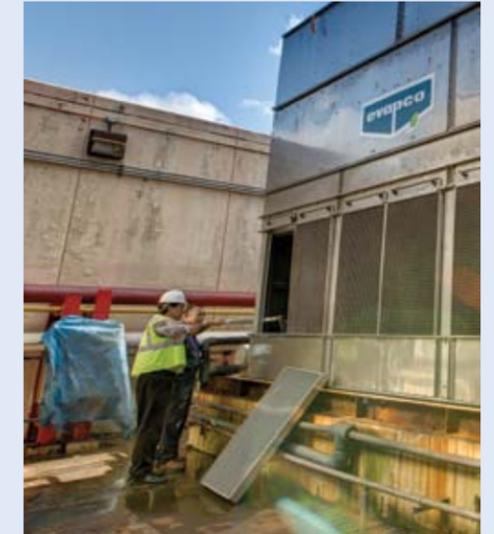
*The most important thoroughfare on Guam and in the region is the airport runway.*



Old, inefficient equipment was identified to be replaced with new equipment under an Energy Savings Program.



The Energy Savings Program implemented in late 2011 includes all chillers/cooling towers, air handling units and components of the terminal air conditioning system, and installation of efficient lighting equipment that is anticipated to bring over \$1.3M in savings annually.



# ALWAYS IMPROVING

## Our Capital Improvements Projects

To stay in the forefront as a key regional player, the A.B. Won Pat International Airport Authority, Guam utilizes its resources to meet capacity and security needs for now and in the future. As the largest capital improvement project ever undertaken by the Government of Guam, our community expects no less. Terminal operations are supported by infrastructure and facilities that constantly need enhancement to meet the needs of the future. Key projects in 2011 and 2012 include:

- ✂ Airport Master Plan to assess current and future needs
- ✂ Geographic Information System and Electronic Airport Layout plan to provide key data and for FAA's Next Gen air navigation
- ✂ Runway 6L instrument Landing System Installation
- ✂ Rehabilitation of Runway 6L/24R
- ✂ Storm Water Environmental Assessment
- ✂ Ramp Lights Hardening
- ✂ Underground Power Connections
- ✂ Noise Mitigation for homes affected by Airport Noise

*The never-ending task of self improvement.*



# A GUAM COMMUNITY INITIATIVE

## Airport Business and Service Providers

From the kerb to the cabin, a multitude of businesses and service providers all take part in a community initiative to service passengers and move goods through an orchestrated process that makes up the A.B. Won Pat International Airport, Guam operations.

The players, listed opposite, the passengers and every person who comes to the terminal for one purpose or another, makes this environment work, and showcases the best Guam has to offer. Open 24 hours night and day, Guam is connected to the world. Just a mere three to four hours away from major Asian cities, Guam is an attractive destination, and the airport community knows it the first contact with these visitors to make a good impression.

Every day, the Airport community hosts our guests and visitors to the island, making this the largest community initiative on Guam that sees over 1.3 Million arrivals annually. We hope one day you have the opportunity to join our community!



## PARTNERS

**AIRLINES** Asia Pacific Airlines Aviation Services Ltd. dba Freedom Air \*China Airlines \*United Airlines \*Delta Air Lines \*Eva Airways Corporation \*Hyannis Air Service dba Cape Air \*Japan Airlines Co., Ltd. \*JEJU AIR \*JINAIR CO., Ltd. \*Korean Air \*Philippine Airlines **PASSENGER LOUNGES** United Club Sagan Bisita Lounge **RETAIL OPERATORS** DFS Guam LP (Gucci, Hermes, Ferragamo, Burberry, Coach, Bally, Loewe, lesportsac, Marc by Marc Jacobs, luxury goods, parfum, tobacco, and liquor products) Audio Vision Center (Electronics and Aecessories) Bestseller Inc. (Books and Magazines) **ADVERTISING** Clear Channel Advertising **CAR RENTALS** AVIS Rent A Car BUDGET Car Rental DOLLAR Rent-A-Car HERTZ Rent-A-Car NATIONAL Car Rental NISSAN Rent-A-Car, Guam **FOOD & BEVERAGE CONCESSIONS** Airport Tentekomai (Japanese) Ben N' Yan 1 (Filipino Cuisine) Burger King (American Fast Food) Captain Kid Mobile Café (Sandwiches, Snacks and Coffee) Weinerschnitzel (American Fare) Golden Bowl (Asian Cuisine) Dominos (Pizza, Sandwiches) Oasis (Sandwiches, Assorted Snacks) Micronesia Munchies (Coffee, Muffins, Rolls and other Sweets) **FOREIGN EXCHANGE** International Currency Exchange (ICE) **ATMS** Bank of Guam Bank of Hawaii Citibank NA Coast 360 Federal Credit Union First Hawaiian Bank **TELECOMMUNICATIONS (PAY PHONE /INTERNET)** IT&E Isla Pacific Telecommunications dba PayTel Guam **TOUR GROUPS** Guam Hana Tour Inc. Guam Sanko Transportation Guam Shuttle Services LLC H.I.S. Guam Inc. Holiday Tours Micronesia (Guam), Inc. LamLam Tours & Transportation Latte Bus Company Micronesia Hospitality, Inc. PMT Guam Corporation R & C Tours (Guam) Inc. Tell Me Club, Guam, Inc. Yama's Co., Inc. **FIXED BASE OPERATOR(S)** ACI Pacific, LLC **GROUND SERVICE PROVIDERS** Aircraft Service International Group (ASIG) Delta Air Lines Global Services, LLC (DGS) United Airlines **TENANTS** Allied Pacific Builders, Inc. Napa Auto Parts Fleet Services, Inc. J&RS Micronesia Pacific Enterprises, Ltd. Marianas Steamship Agencies, Inc. (MSA) PCR Environmental, Inc. PacAir Ltd. Pacific Airport Services – Guam South Pacific Petroleum Corporation **GOVERNMENT AGENCIES** Guam Customs & Quarantine Agency Department of Agriculture Guam Environmental Protection Agency Transportation Security Administration U.S. Department of Agriculture (USDA) U.S. Fish & Wildlife Services U.S. Customs & Border Protection (formerly INS) **EXPRESS PACKAGE FACILITIES** DHL Corporation Triple B Freight Forwarders Consolidated Transportation Services, Inc. **FLIGHT TRAINING/HELITOURS/SKY ADVENTURE** Micronesia Aviation Systems Sky Guam Aviation Inc. Skydive Guam, Inc.

The latest in cosmetics, perfume, and fashion brands are available at the Guam Airport's Duty Free, for passengers to find that perfect product to bring home.



Passengers can enjoy a meal in the international food court, and can find friendly advice and information at the Airport's Welcome Center in the Arrivals Lobby.



# 2011 & 2012

## OPERATIONAL PERFORMANCE

### Arrivals



**1,193,040**



<b>2011</b>	1,342,827
<b>2010</b>	1,397,279
<b>2009</b>	1,240,309
<b>2008</b>	1,390,834

### Departures



**1,244,671**



<b>2011</b>	1,376,917
<b>2010</b>	1,409,926
<b>2009</b>	1,256,472
<b>2008</b>	1,409,529

### Transit



**276,632**



<b>2011</b>	221,855
<b>2010</b>	338,456
<b>2009</b>	287,192
<b>2008</b>	403,196

### Landing/Takeoffs



**48,750**



<b>2011</b>	46,030
<b>2010</b>	44,426
<b>2009</b>	40,276
<b>2008</b>	39,299

### Cargo

Metric Tons



**30,379**



<b>2011</b>	24,541
<b>2010</b>	31,613
<b>2009</b>	25,586
<b>2008</b>	29,144

### Gross Take-Off Weight

(in 1000's pounds)



**3,296,664**



<b>2011</b>	2,787,086
<b>2010</b>	3,169,573
<b>2009</b>	3,017,815
<b>2008</b>	3,322,467

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