2018 Airport Total Cost of Ownership Survey
IFMA Airport Facilities Council

Salt Lake City, Utah
April 4-6, 2018
Agenda

- Review Jacobs 2018 Airport TCO Survey
- Invite airports to provide data
TCO Survey—Background

• Last update in 2004
• 2018 survey based on public data sources
Airport TCO Survey—Why Care?

- 75% of costs occur after construction
- Benchmarking can help build the case for funding
TCO Survey—Why Care?

- Build support for adequate maintenance funding
- Inadequate funding may result in loss of asset life and portfolio value
TCO Survey—Airports

- 33 airports surveyed in USA and Canada
TCO Survey—Data Sources

• FAA CATS Financial Reporting
  – Forms 126 and 127
• Canadian Airport Information Sharing Program
• ACI-NA Annual Activity Report
• Google Earth
• JD Powers Airport Satisfaction Survey
• Airport Annual Reports
TCO Survey—Sustainment Costs

• Maintenance
• Operations
• Utilities
• Minor repair
• Component renewal
TCO Survey—Benchmarking Metrics

• Sustainment costs as a percent of CRV
• Sustainment costs as a percent of total expenditures
• Asset management FTE salary per asset management dollar
• Asset management FTE per gross square foot
• Utility cost per gross square foot
• Costs per enplanement
TCO Survey—Metric 1

- Sustainment costs as a percent of CRV
TCO Survey—Metric 2

- Sustainment costs as a percent of total expenditures

![Metric 2 (Sustainment $ / Total Expenditure $)](image)

Median = 70.90%
TCO Survey—Metric 3

- Asset management FTE salary per asset management dollar

Metric 3 (AM FTE $ / Total AM $)
Median = 50.44%
TCO Survey—Metric 4

- Asset management FTE per gross square foot

Metric 4 (AM FTE / 1 MM GSF)
Median = 34.50
TCO Survey—Metric 5

- Utility cost per gross square foot
TCO Survey—Metric 6

- Costs per enplanement

![Metric 6 (Total Expense $ / ePAX) Median = $22.89](chart)
TCO Survey—Passenger Satisfaction

- JD Powers surveys airports on regular basis
- Of categories surveyed, terminal facilities correlates closest to asset management
TCO Survey—Passenger Satisfaction

- 92% of airports with score of 4 and 5 spent a high percentage of AM budget on internal employees.

![Graph showing JD Power Terminal Score Compared to Benchmark](image)
Thank You!

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