

PHX PHOENIX SKY HARBOR
INTERNATIONAL AIRPORT
America's Friendliest Airport®

PHOENIX FRIENDLY





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CUSTOMER FRIENDLY



NEW AMENITIES



More than
40,000,000
travelers per year.

Our travelers**

- More than **40 million travelers per year**
- **53%** of travelers at PHX are male
- **61%** are between the ages of 35 – 64
- **63%** college or post-graduate education
- **29%** fly 3 – 6 times a year
- **59%** travel for fun
- **7%** travel with children
- Most popular **retail items?**
 - 82%** want snacks, bottled water, juice/soda
 - 53%** are interested in reading materials

**Data taken from online surveys, intercept surveys and focus groups



Navigators

Phoenix Sky Harbor International Airport’s volunteers are a distinct sight in their purple jackets and “Ask Me” buttons. They are the welcoming face visitors see when they are arriving at America’s Friendliest Airport®.

Phoenix Sky Harbor’s volunteers are known as the Navigators. The program began in 2000 with just 20 volunteers and now has close to 400. They tirelessly provide assistance to those

travelers in the airport who have questions, need directions or are looking for recommendations, among other things. The Navigators serve each day with a smile on their face and it is their commitment that truly makes a difference in the experience the visitor has when passing through Phoenix Sky Harbor. For more information on the volunteer Navigator program, visit skyharbor.com/volunteer.



396

VOLUNTEER NAVIGATORS

7

VOLUNTEERS FROM THE ORIGINAL CLASS
(NOVEMBER 6, 2000)
ARE STILL SERVING

71,680

HOURS DONATED IN 2014

10,055

NAVIGATOR WITH THE MOST HOURS
AND COUNTING

15

DIFFERENT
LANGUAGES

— SPOKEN BY —

50

DIFFERENT
NAVIGATORS

FIVE NAVIGATORS HAVE SERVED OVER

5,500

HOURS

RESTAURANTS



There is no shortage of delicious entrées and snack options at Phoenix Sky Harbor International Airport.

America's Friendliest Airport® is also America's Tastiest Airport! Phoenix Sky Harbor's busiest terminal, Terminal 4, recently concluded a complete overhaul of its food concepts. A variety of local, regional, and national restaurants have opened both before and after security. Travelers can enjoy delights such a prime flat iron steak with shallots, brandy au poivre and pomme frites at French-inspired Zinc Brasserie or freshly-made-at-your-table guacamole from Barrio Café or a signature style sausage pizza from Humble Pie. There is no shortage of delicious options at Phoenix Sky Harbor International Airport. A few local favorites include Matt's Big

Breakfast, Lo-Lo's Chicken & Waffles, Joe's Real Barbeque and Cowboy Ciao. Regional favorites include Blanco Tacos & Tequila and Sauce, while national specialties such as McDonald's, Panda Express and La Madeleine also have airport locations. Terminal 4 even boasts Four Peaks Brewery serving local brews and seasonal specialties and Cheuvront's, a fine dining experience with an extensive wine list. Travelers with a sweet tooth will find endless options too – from Sweet Republic's unique flavors to Tammie Coe's mouthwatering cookies and cakes. The options are endless!



APPROX **1,500**
BOTTLES OF WINE
AT CHEUVRONT RESTAURANT & WINE BAR



400 lbs. OF ICE CREAM
ARE EATEN EVERY WEEK
AT SWEET REPUBLIC ICE CREAM



FOUR PEAKS BREWERY
MENTIONED AS ONE OF VINEPAIR'S
TOP AIRPORT BARS



THICK-CUT BACON
AT MATT'S BIG BREAKFAST IS MADE BY A
SMALL BUTCHER IN QUEEN CREEK, AZ



COWBOY CIAO FEATURES THE
PIG 'N PUDDIN'
PULLED BBQ PORK OVER POLENTA WITH PEPITAS,
DRIED CRANBERRIES AND COTIJA.



MANY RESTAURANTS INCLUDE:
VEGETARIAN GLUTEN-FREE AND
VEGAN OPTIONS
FOR EXAMPLE, AT SIR VEZA'S TACO GARAGE ALL TACOS AND BOWLS
CAN BE MADE GLUTEN-FREE. ONLY NON-TRANS FAT OILS ARE USED.



SEVERAL RESTAURANTS AT PHOENIX SKY HARBOR INTERNATIONAL AIRPORT
HAVE BEEN FEATURED IN THE
2014 AZ CENTRAL'S BEST OF PHOENIX AWARDS.
BARRIO CAFÉ, LA GRANDE ORANGE, MATT'S BIG BREAKFAST and ZINC HAVE BEEN
AWARDED WITH THE **CRITIC'S PICK AWARDS** AND FOUR PEAKS BREWERY, PEI WEI,
SMASHBURGER, STARBUCKS and WILDFLOWER BREAD COMPANY WERE
MENTIONED AS PART OF THE READERS' CHOICE AWARDS.



Tweets

PHX Sky Harbor retweeted
Amanda LaCasse @Manday103 - Aug 8
I hope travelers understand @PHXSkyHarbor is a goldmine of local
restaurants and coffee shops.

PHX Sky Harbor retweeted
Andrea Robinson @andreafox13 - Aug 4
If I ever had to be stuck in an airport @PHXSkyHarbor would be the place!
More restaurants than ever before. You all rock!

PHX Sky Harbor retweeted
Michelle Donati @mdonati - Jul 25
@AAA_Arizona @PHXSkyHarbor has to have the best airport food in the
country!

PHX Sky Harbor retweeted
Courtney Chestham @cch103 - Aug 18
@PHXSkyHarbor what a pleasant surprise to be able to get a hand-
crafted coffee between flights @cartelcoffeeab Thank you! #happycamper

PHX Sky Harbor retweeted
Local First Arizona @LocalFirstAZ - Aug 7
@PHXSkyHarbor is friendliest & tastiest airport w/ local restaurants!
ow.ly/zZe8a @JoosRealBBQ latest to come to airport!

PHX Sky Harbor retweeted
Andrea Arnold @jesusandrea - Aug 15
Just had breakfast from Olive & Ivy at @PHXSkyHarbor. I dare you to find
an airport with better restaurants. #nomnomnom

PHX Sky Harbor retweeted
Emily Campbell @eecampbell - Jul 15
So excited to see @WildflowerBread when I got off the plane today! This +
@Bianco_Fox means @PHXSkyHarbor has some of the best airport eats!

PHX Sky Harbor retweeted
Ryan Ortiz @rorynkr - Aug 22
@PHXSkyHarbor loving these new restaurants at the gates. Great job!

PHX SKY TRAIN®



In 2014, the wildly popular PHX Sky Train® achieved another major milestone, the opening of the newest stage, which connects Terminal 4 to Terminal 3, with a short walkway to Terminal 2. The first stage of the PHX Sky Train® opened in April 2013, connecting Terminal 4 with East Economy Parking and Valley Metro Rail. Within a few short months, the PHX Sky Train® exceeded the millionth passenger mark and initial passenger projections (10,000+ passengers ride the 24-hour, automated PHX Sky Train® each day). The PHX Sky Train® offers unparalleled convenience at America's

Friendliest Airport®. Travelers can board the train and get to the airport terminals in only a few minutes. The various stations also offer many amenities including Early Bag Check which has been a very popular service with many travelers praising it as "extremely easy and convenient." The stations also offer the ability to print a boarding pass from participating airlines before arriving at the terminal. Pet parks are also available not only at each terminal, but also at the 44th Street Station and East Economy.

More than
10,000
passengers

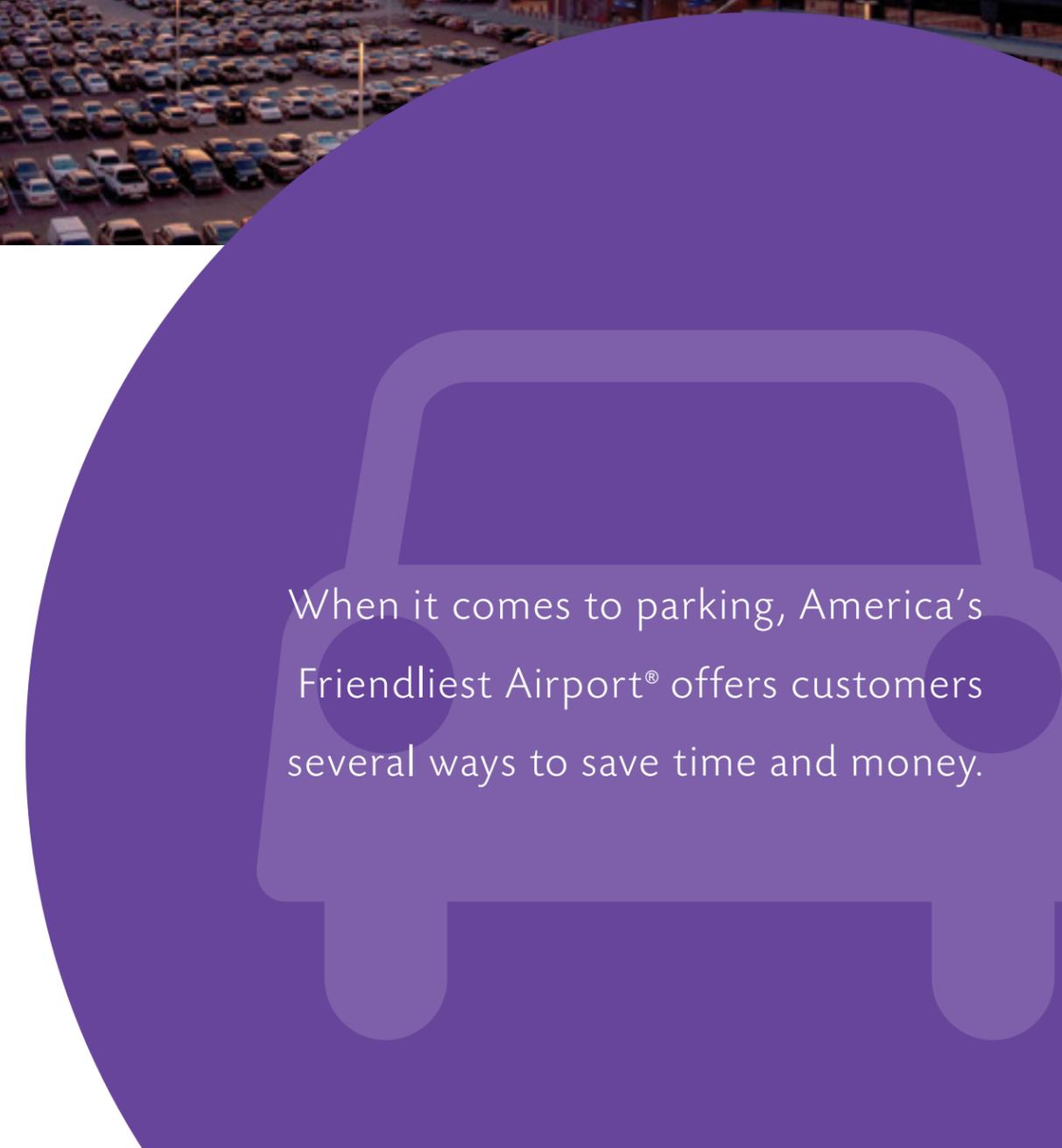
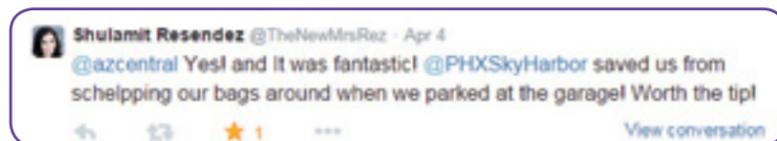
ride the 24-hour, automated
PHX Sky Train® each day

PARKING



East Economy Parking provides two price options plus Early Bag Check, and a quick ride on the PHX Sky Train® to the terminals. Early Bag Check, available on American/US Airways, Southwest and United Airlines allows passengers to skip the ticket counter, receive their boarding passes and go straight to the security checkpoint. This popular amenity is free, although airline baggage fees apply. For those who

prefer terminal garage parking, Sky Harbor offers a reduced rate for those who reserve their spot in advance through Prepaid Discount Parking, available at skyharbor.com. Customers who like to compare options before leaving home can search by price or convenience by visiting skyharbor.com/findaspot.



When it comes to parking, America's Friendliest Airport® offers customers several ways to save time and money.



Automated Passport Control Kiosks

At Sky Harbor, a new system is in place to help passengers who arrive in Phoenix move efficiently and quickly through customs. Automated passport control kiosks are reducing wait times for U.S. and Canadian passport holders, visitors from visa-waiver countries with an Electronic System for Travel Authorization approval, and U.S. lawful permanent residents. The automated passport control kiosks are self-serve and free to use.



TSA PreCheck and Global Entry

An easy trip through security sets the tone for pleasant travel. Customers at Phoenix Sky Harbor International Airport have two options when it comes to expedited security screening: TSA PreCheck and Custom & Border Protection's Global Entry. In 2014, a TSA PreCheck enrollment center opened in Terminal 4, which serves 85% of Sky Harbor's passengers. This convenient one-stop registration location supplemented the Global Entry office already open in the same terminal. Whether it's a fast, easy screening process provided by TSA PreCheck or an expedited arrival back into the United States through Global Entry, Sky Harbor wants convenience for its customers through the entire travel experience.

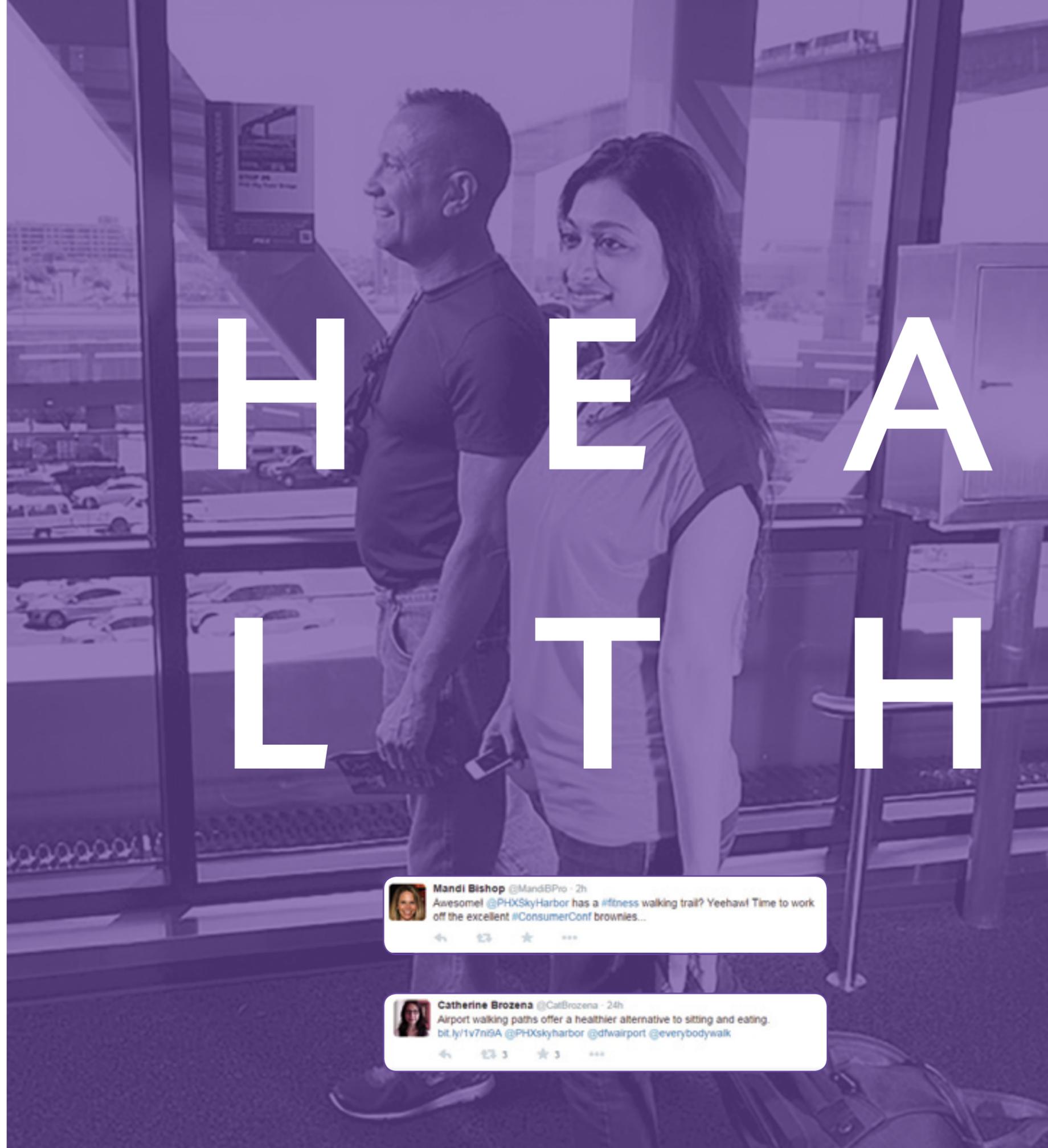




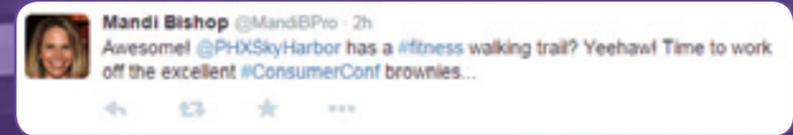
Fitness Trail and Water Bottle Refill Stations

America’s Friendliest Airport® is also one of America’s most healthy airports! Travelers who have time between their flights in Terminal 4 can burn some calories on the Sky Harbor Fitness Trail. The post-security, two-mile walking trail takes travelers around Sky Harbor’s busiest terminal. While getting some exercise, travelers can enjoy the sights of Phoenix seen exclusively from the airport – views of Camelback Mountain, Papago Park, Downtown Phoenix and more. Travelers can pick up a Fitness Trail brochure at an Information

Counter or logon to skyharbor.com/fitphx for an online map. In addition to the Fitness Trail, Phoenix Sky Harbor also added free bottle filling stations past security. This amenity gives travelers the option of carrying an empty reusable water bottle through security and then filling it. It’s free, easy, and environmentally friendly! The bottle refilling stations have received rave reviews from travelers who have touted their ease of use and are filling their water bottles thousands of times per day.



THE HEALTH



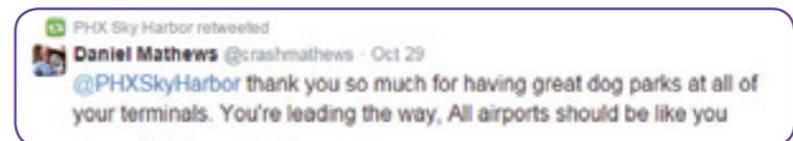
PET PARKS



Phoenix Sky Harbor International Airport has five areas for pets to go to get some exercise, drink water and take a restroom break.

America's Friendliest Airport® is also pet-friendly! Phoenix Sky Harbor International Airport has several areas for pets to go to get some exercise, drink water and take a restroom break. A total of five pet parks are located at the Airport with the Pet Patch outside of Terminal 2, the Paw Pad, outside of Terminal 3, the Bone Yard at Terminal 4, East Economy Park

& Bark near the East Economy parking garages, and the Park 'n Play at the 44th Street PHX Sky Train® Station. Pets and their owners alike love visiting Phoenix Sky Harbor and often rave about the pet parks, and many pets are also featured in the "Pawparazzi" album on the airport's Facebook page.



FAMILY FRIENDLY



Parents traveling with children through Phoenix Sky Harbor are delighted to find amenities that make their journey easier. It begins with parking. In East Economy, Sky Harbor offers family spaces near the elevators and the PHX Sky Train® station. Many children enjoy the train ride just as much as their flight. Once at the terminal, Phoenix Sky Harbor offers play areas behind security, museum exhibitions and shops

offering toys which can be carried onto the plane. America's Friendliest Airport® also provides family restrooms on both sides of security. Sky Harbor's Navigator volunteers are happy to direct parents to these amenities and to greet children with a smile and sometimes even a miniature airplane to take on their flight.



SPECIAL NEEDS



The airport also features a unique and fully accessible paging assistance system.

Sky Harbor is one of the most accessible airports in the world. Each terminal has curb cuts, automatic doors, elevators, ramped access to all lobbies and gate areas. Additionally, thanks to the suggestion of members of the traveling public, Phoenix Sky Harbor also has padded, adult-sized platforms located in the family restrooms which provide

a private, comfortable location for changing clothing or undergarments. The airport also features a unique and fully accessible paging assistance system. This system features both audio and visual paging. The names of those being paged are announced in the terminal as well as displayed on monitors throughout the airport.

COMMUNITY FRIENDLY



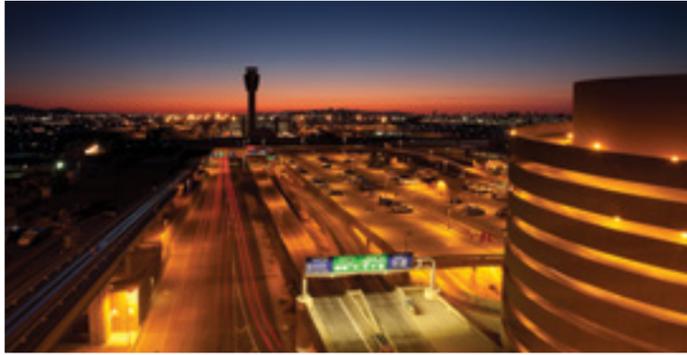
AWARD WINNING



Standard and Poor's Ratings Services affirmed its 'AA-' rating on Phoenix Sky Harbor International Airport's senior-lien revenue bonds.

Phoenix Sky Harbor International Airport received several prestigious honors in 2014. In February, Standard and Poor's Ratings Services (S&P) affirmed its 'AA-' rating on Phoenix Sky Harbor International Airport's senior-lien revenue bonds. S&P also affirmed its 'A+' ratings on the airport's junior-lien revenue bonds. The Airport's bond rating is one among the highest in the nation. Revenue bonds are used to fund large airport projects such as the PHX Sky Train®.

Standard and Poor's commended the Airport in its report for the following: solid, predominately origination and destination (O&D) market, at 58 percent, and the primary airport in the state; experienced and effective administrative team that employs prudent and conservative financial and debt management practices; and excellent integration of airport and city decision-making.



In 2014, Phoenix Sky Harbor was named **one of the World's Best Airports serving 40 – 50 million passengers** in the SkyTrax World Airport Awards, a global benchmark of airport excellence. Phoenix Sky Harbor ranked seventh in the world. The annual World Airport Awards are one of the most respected honors in the industry. Honorees are selected by customers in the largest, annual independent global airport customer satisfaction survey. The survey asks customers from more than 160 countries to rank 410 airports based on 39 key indicators such as ease of check-in, terminal comfort and cleanliness, choice of shopping and dining options, and friendliness of airport staff.



In July 2014, Phoenix Sky Harbor was named the **number one airport in the country for new small businesses**, according to a report by the U.S. Department of Transportation's Office of the Inspector General. The report identified which of the nation's 64 largest airports have been able to successfully incorporate new DBE (Disadvantaged Business Enterprise) operators. The city of Phoenix is committed to supporting small businesses and building a diverse and sustainable economic future. In fiscal year 2012, Phoenix Sky Harbor International Airport added 14 new small businesses – the most of any airport in the nation.

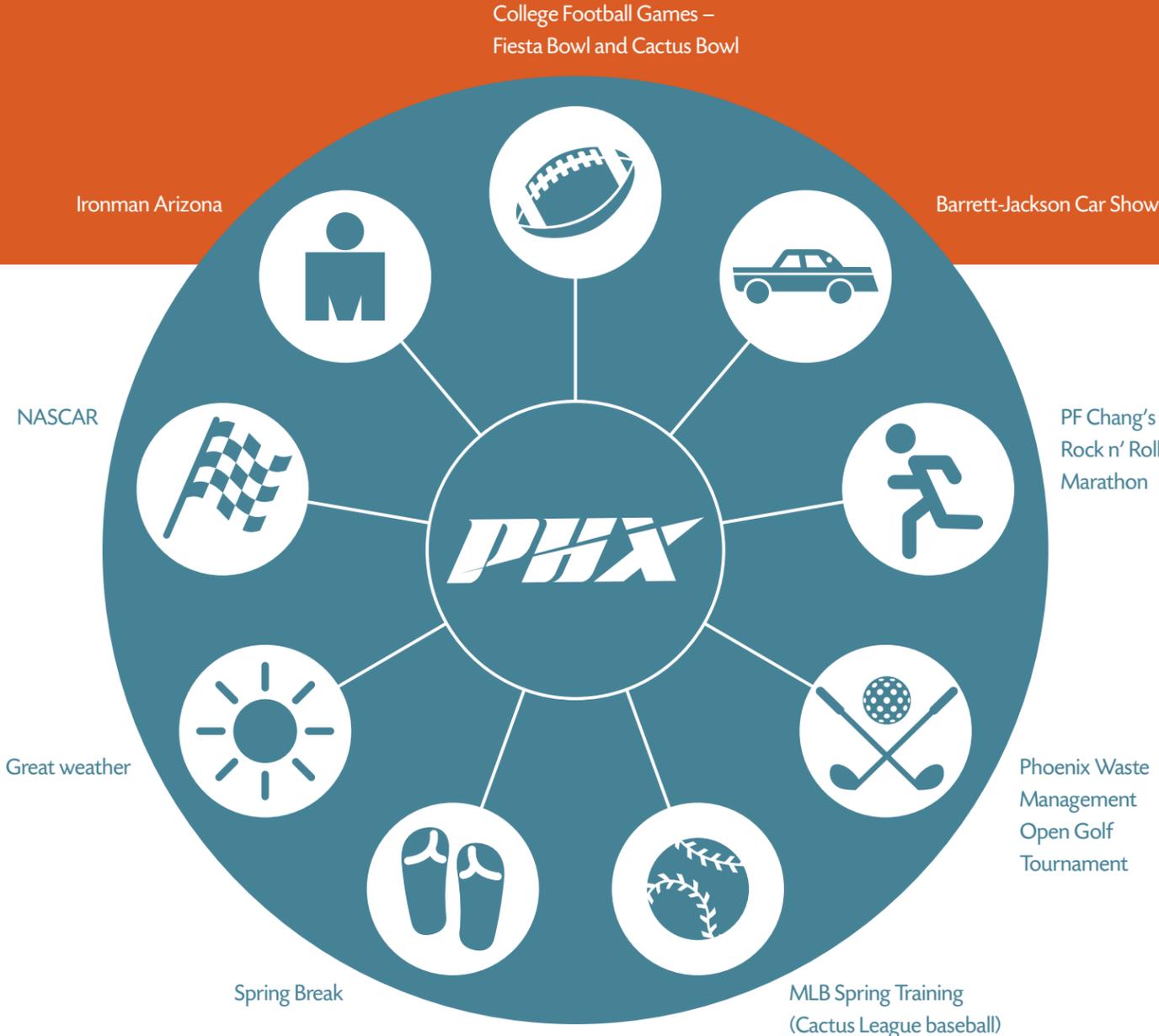


WHY PEOPLE VISIT

Area Events and Phoenix Sky Harbor Welcome Record Number of Passengers in March.

Each year, America's Friendliest Airport® looks forward to welcoming visitors for various high profile events taking place in Arizona. These range from major sporting events to well-known car shows. March and July are very busy months for Sky Harbor as travelers escape wintery weather to enjoy beautiful weather in the Spring, and summer sees many local residents who fly out for summer holidays.

In fact, March 2014 was the busiest month in the history of Phoenix Sky Harbor International Airport. There were 4,029,861 passengers who traveled through Phoenix Sky Harbor during this time. That marked a 3.2 percent increase over March of 2013 and the first time the Phoenix airport has seen more than 4 million passengers in a single month.





The Gateway to Super Bowl XLIX

America's Friendliest Airport® was the gateway to Super Bowl XLIX. This is Phoenix's third time hosting the Super Bowl, and festivities and events surrounding the big game were bigger than ever. Phoenix Sky Harbor International Airport had more than 4 million passengers between the end of December and early February. The day after the Super Bowl alone saw an estimated 60 percent increase in passengers.

In August, Super Bowl activities kicked off at the airport as the Super Bowl Countdown Clock was unveiled with much fanfare in Terminal 4.

Countdown clocks were placed on both the east and west end of Baggage Claim in Terminal 4. The PHX Sky Train provided a convenient ride from Sky Harbor to Valley Metro Rail, allowing football fans a seamless way to reach Super Bowl Central – downtown Phoenix's Super Bowl hub.

General aviation airports Deer Valley and Goodyear were also busy accommodating additional corporate and private jets, along with charter aircraft that flew in for the big game and activities.



Arizona hosted the Super Bowl for the third time in 19 years.

4,000,000
passengers

visited between late December and early February (with the college bowl games, Pro Bowl, Super Bowl, PHX Open and other events)

Super Bowl XLIX – February 1, 2015

Super Bowl XLII – February 3, 2008

Super Bowl XXX – January 28, 1996



40%
INCREASE IN
CAR RENTALS



1,100
BUSINESS JETS
CAME TO THE VALLEY
FOR THE SUPER BOWL

- The Super Bowl is the most watched TV show in the U.S. and has more than **160 million viewers in 180 countries**.
- More than **5,000 media members representing 30 countries** traveled to Arizona to cover Super Bowl XLIX.
- More than **eight million stories** were posted for Super Bowl XLVIII the week of the event.
- The weekend of Super Bowl XLIX is estimated to have pumped more than **\$500 million into Arizona's economy**.
- Forbes Magazine recently cited the Super Bowl as among the **biggest worldwide events for private jet travel**.
- An estimated **5,300 business and private jets** visited the Valley of the Sun the week of Super Bowl XLIX.
- The day after the Super Bowl, February 2, was Phoenix Sky Harbor International Airport's busiest day of the year. The airport saw a **60 percent increase in passengers** that day.
- More than **700,000 footballs are produced annually for official NFL use**. Seventy-two of them are used for the Super Bowl.



2014 Featured Several Community-Based Art Projects

The Phoenix Airport Museum is one of the largest airport art museums in the U.S. The museum includes an art collection of nearly 900 artworks, 35 exhibition spaces in six buildings and the Phoenix Aviation Archive. The museum's mission is to showcase Arizona's cultural amenities for its travelers. Over the past year, the Phoenix Airport Museum has had a variety of exhibitions including several that were community-based art projects.

"The Enduring American Legend" was on display from April to September. It included 28 pieces of art selected exclusively from the Desert Caballeros Western Museum in Wickenburg, AZ. The exhibition represented the rich and storied past of the Old West mixed in with the "New West," which shows how the region has evolved

through work crafted from the 1800s to early 21st century. From June through November, Sky Harbor featured an exhibition titled "Wood: Turning to Art." This coincided with the 38th Annual American Association of Woodturners (AAW) International Symposium and showcased the woodturning masterpieces by 18 Arizona artists. Also from June through November 2014, "The Verde River: An Artist's Adventure" was on display in Terminal 2. This exhibition featured artworks by nine nature-loving artists that took the challenge, spending three days rafting and camping along the River. Their paintings, drawings and prints are evidence of their emotional connection with the natural world and their Verde River adventure. For more information on new exhibitions, visit skyharbor.com/museum.



SOCIAL MEDIA

In an effort to keep the public informed as well as share unique events and happenings at the airport, America's Friendliest Airport® utilizes several social media channels. Twitter and Facebook are the most frequently used while Instagram,

Google Plus, YouTube and Pinterest also have a following. Phoenix Sky Harbor regularly provides updates on airport happenings, delicious dining options, new aircraft livery spotted on our runways and much more.





Facebook

- Joined 2010
- More than 33,000 followers
- 51% of followers are female
- 81.5% are from the United States
- About 4% of fans are from Mexico
- About 1.5% of fans are from India
- About 1.2% of fans are from Canada
- Top languages spoken: English (US), Spanish, English (UK), Spanish (Spain), French (France), German, Portuguese (Brazil), and Indonesian



Instagram

- 914 followers
- Joined in June 2013



Google Plus

- More than 700 followers
- Nearly 16 million page views



YouTube

- Nearly 200 subscribers
- Nearly 120,000 video views
- Joined September 2009



Pinterest

- Joined 2012
- 400 followers



Twitter

- Joined November 2008
- More than 14,400 followers
- 68% are male, 32% are female
- 48% are from Phoenix
- 33% are interested in Air Travel, 17% are interested in Business Travel, 11% are interested in Luxury Travel

PHX Sky Harbor @PHXSkyHarbor · Aug 13
 "Maybe Phoenix really is the entrepreneur's airport" via @michaelhayman in a wonderful article @Telegraph #PHX bit.ly/1sV2i1e
 View summary

Phoenix Chamber @phxchamber · 3h
 The @PHXSkyHarbor is largest employment center of #AZ, and visitors' first impression of the state. #DATC2014



PHX Sky Harbor retweeted
Greg Stanton @MayorStanton · Jul 29
 .@PHXSkyHarbor named #1 airport in the U.S. for new small businesses, says @USDOT. Proud that our airport creates jobs, represents local AZ.

Glenn Hamer @GlennHamer · Aug 10
 Good news that @PHXSkyHarbor traffic up 3% in June from a year ago. Love the airport. Great dining options and Sky Train makes parking easy

**As of November 6, 2014

GENERAL AVIATION



Phoenix Goodyear Airport was selected as the recipient of the 2014 Airport Safety Award presented by the Federal Aviation Administration's Flight Standards District Office and the Aviation Safety Advisory Group of Arizona.

The city of Phoenix owns and operates two general aviation airports. Phoenix Deer Valley Airport is located in north Phoenix. It has two runways for its nearly 1,200 aircraft and provides quality aeronautical services to its tenants and visitors including Atlantic and Cutter Aviation Fixed Based Operators, fueling services, maintenance services, on-site car rentals, aircraft rental, flight training, a pilot shop, an airport restaurant and more. Deer Valley Airport also features more than 200 acres of developable land, making it a strategic location for businesses looking to expand their presence in Arizona. Phoenix Goodyear Airport is located in the West Valley. It is classified as a general aviation reliever airport for Phoenix Sky Harbor International Airport. The airport features a single runway that can accommodate aircraft up to the size of a

Boeing 747. The airport also features more than 300 acres of developable land for businesses looking to expand in the area. In November, Phoenix Goodyear Airport was selected as the recipient of the 2014 Airport Safety Award presented by the Federal Aviation Administration's (FAA) Flight Standards District Office (FSDO) and the Aviation Safety Advisory Group of Arizona (ASAG). The award recognizes significant improvements or advances in airport safety through either facility, procedural, outreach, or training improvements or innovations. Both airports spent much of 2014 preparing for the Super Bowl and surrounding activities. Both worked to maximize space to accommodate about 350 corporate and private jets and charter aircraft arriving for the big game.

ENVIRONMENTALLY FRIENDLY





Recycling is very important at Sky Harbor. The program began in the early 1990's with cardboard boxes. Today, 32 percent of all waste generated at the airport is now recycled, with plans to increase that amount in years to come. The airport-wide goal is to recycle 40 percent of refuse by 2020. To reach that goal, there are recycling receptacles

throughout the terminals and in PHX Sky Train® stations for travelers, and employees are encouraged to recycle at their workstations. Sky Harbor vendors and tenants are encouraged to recycle through the airport program. Sky Harbor also houses a processing facility for recyclable materials and waste.



32%

OF ALL WASTE GENERATED AT THE AIRPORT
IS RECYCLED

200 RECYCLING CANS

LOCATED IN TERMINAL 4 PUBLIC AREAS
MORE LOCATED WITHIN AIRLINE & TENANT SPACE

SKY HARBOR IS AHEAD OF ITS GOAL TO

**DIVERT 40 %
OF ITS WASTE**
FROM LANDFILLS

ELECTRICITY SAVED IS EQUIVALENT TO
THE ANNUAL ENERGY CONSUMPTION OF

650 HOUSEHOLDS
OR

11,000

BARRELS OF OIL

SKY HARBOR RECYCLED OVER
4,000 TONS
OF MIXED MATERIAL

THAT'S EQUAL TO

1/4 lb. PER PASSENGER

A 12 STORY BUILDING
FILLED WITH REUSABLE MATERIAL

**REMOVING
3,000 VEHICLES**
FROM OUR HIGHWAYS, THUS CONSERVING
**600,000 GALLONS
OF GASOLINE**

ANNUAL WATER SAVINGS AT
SKY HARBOR IS EQUAL TO

700

AVERAGE-SIZED SWIMMING POOLS

RECYCLING IS EASY AT SKY HARBOR

JUST ABOUT ANYTHING IS RECYCLABLE, EXCEPT FOR FOOD WASTE:
CARDBOARD · NEWSPAPER · MAGAZINES · SHREDDED PAPER · ALL PAPER ITEMS

A RECYCLING SORTING FACILITY
THAT OPENED AT SKY HARBOR IN 2010

OCCUPIES MORE THAN
40,733 FT²

SAVES
\$70,733 ANNUALLY
IN LABOR

SAVES
\$40,000 ANNUALLY
AVOIDING LANDFILL CHARGES

OVERALL, THE AIRPORT SAVES ABOUT

\$100,000

 ANNUALLY

WITH ITS RECYCLING EFFORTS

PLUS

MONTHLY COST
REDUCTION
APPROXIMATELY **\$5,000**

MONTHLY REVENUE
FROM CARDBOARD
AND METAL SALES
ABOUT **\$4,000**

MIXED RECYCLABLE MATERIALS

GLASS BOTTLES · METAL CANS · ALUMINUM CANS · ALL PLASTIC BOTTLES · SHRINK WRAP · ALL PLASTIC ITEMS



LEED CERTIFIED



The PHX Sky Train® has reached many milestones in its short period of existence but one of its most notable may be because of the colors green and gold: Stage 1 of the PHX Sky Train® project achieved Leadership in Energy and Environmental Design (LEED) Gold certification from the U.S. Green Building Council. This certification provides third-party verification that a registered development was designed and built using proven methods

to reduce consumption of scarce resources, increase efficiency of mechanical systems, increase the use of recycled materials, and accomplish the end result in a manner that is sensitive to the surrounding environment. It achieves this elite status by meeting such benchmarks as reducing greenhouse gas emissions by 5,913 tons per year and using at least 10 percent recycled content in building materials.

GREEN INITIATIVES



Sustainability is important to America’s Friendliest Airport®. In addition to solar panels on the East Economy garages and at the Rental Car Center, the use of alternative fuels, and summer energy conservation efforts, Phoenix Sky Harbor is always actively seeking new ways to reduce and help the environment. The Terminal 3 Modernization Program will incorporate many environmentally friendly efforts. In fact, there’s more to updating a terminal than posting new signs and applying a fresh coat of paint. The Terminal 3

Modernization Program promotes the use of environmental sustainability from inside to out. Design of the updated Terminal 3 takes advantage of the 300-plus days of sunshine in Phoenix by adding more windows to make better use of natural sunlight, thus reducing the need for artificial lighting during daytime. Also, the terminal is getting new, updated products that promote energy conservation, such as efficient escalators, more efficient cooling systems, and WaterSense products for all plumbing features.



Design of the updated Terminal 3 takes advantage of the 300-plus days of sunshine in Phoenix.

FUTURE FRIENDLY





Terminal 3 Modernization

Terminal 3 is getting a new look with a modernization project now underway. The plan is to maintain Sky Harbor's high level of superb customer service and friendliness while simultaneously rebuilding a terminal. When it's finished, passengers and airport visitors will be able to look outside and see Phoenix, Camelback

Mountain, and all the features that make this area unique. The first major enhancement will be to consolidate checkpoints in order to help customers move through Terminal 3 more efficiently and quickly, thus making a visit to Sky Harbor a more welcoming experience for fliers.



Terminal 4 Retail Renovation

A new phase of retail business for Terminal 4 is in the early stages. Through a competitive request for proposals (RFP) process, there will be all new shops and services in Sky Harbor's busiest terminal.

The goals of the retail program are to incorporate national, regional and local brands and concepts as well as current trends; optimize sales and

revenues; increase opportunity for local and small business participation; increase the number of national brand name stores; and raise quality and uniqueness of souvenir merchandise. Like the Terminal 4 restaurant overhaul that recently occurred, the retail upgrade will include phased implementation to maintain customer service.



Terminal 4 Shops

43,307
SQUARE FEET IN ALL THREE PHASES

33.1
MILLION TOTAL PASSENGERS

40%
PRE-SECURITY

60%
POST-SECURITY

2013 GROSS SALES
\$46.8
MILLION OR \$1,323/SQUARE FOOT

85%
OF PASSENGERS USE TERMINAL 4

TERMINAL 4 OPENED IN
1990

3.9
MILLION SQUARE-FEET TOTAL IN TERMINAL 4

THE

FUTURE

URRE



International Area Improvements

Phoenix Sky Harbor is also improving its international arrival facilities in Terminal 4. The number of international passengers is expected to double by 2030. This project will allow the

airport to accommodate those additional visitors much more efficiently by enhancing elevators, escalators and stairs and expanding waiting areas and baggage carousels.





Our mission is to provide a world-class airport experience. Every customer. Every day.



PHOENIX SKY HARBOR
INTERNATIONAL AIRPORT

America's Friendliest Airport®

skyharbor.com