



Naples 
AIRPORT AUTHORITY

2020 ANNUAL REPORT

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Thank you to Ted Brousseau, who served on the board during 2020.

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Michael Lenhard Board Chair

I am pleased to present the Naples Airport Authority 2020 Annual Report.

Despite the uncertainty and impact due to the COVID-19 pandemic last year, the Naples Airport Authority rose to the challenge. Our agile team persevered through these unprecedented challenges, protecting the health and well-being of employees, customers and our community, all while providing services critical to the recovery of our local economy.

During a year when air travel plummeted worldwide, demand locally remained strong as more residents, prospective residents and visitors chartered flights to Naples.

The Part 150 Noise Study kicked off in early 2020, shortly before the pandemic set in. While the pandemic forced a pivot in how community outreach was facilitated, we remained focused on ensuring that we received public input and kept the project on schedule. The NAA and its Noise Compatibility Committee are committed to mitigating the impact of aircraft noise on communities surrounding the airport to the extent feasible.

Naples Airport Authority is pleased to help connect people to Naples and remains committed to providing exceptional facilities and services.

Thank you.



Christopher Rozansky Executive Director

Over the past year, the COVID-19 pandemic has challenged and changed us all professionally and personally. We had to change routines, solve new challenges and prepare for uncertainty, while still providing the same services our customers and the community rely upon. I couldn't be prouder of how our team responded.

After starting off the year with record travel, activity sharply dropped in late March and throughout April. However, as Florida reopened, first-time charter customers filled the gap left by traditional business aviation travel. More than 80% of those customers were Naples residents or had a personal relationship to someone who owned a home here. Rather than the typical slow summer season, we continued to serve current and prospective

residents looking to relocate from northern and midwestern states.

We also stayed busy on a number of important projects, guided by our five-year strategic plan. I'm pleased to report we achieved 100% of our outlined goals.

The NAA is finalizing the draft master plan update, our first in more than 20 years. This planning study outlines how the NAA will meet the needs of customers and the community now and into the future. While the runways aren't expected to change, the focus was on minor airfield modifications in response to the latest FAA design guidelines and ensuring the highest and best use of available real estate left on the airport.

We also initiated the Part 150 Noise Study last year to evaluate impacts of aircraft noise exposure and identify potential noise compatibility planning measures. The study is ongoing and we expect to complete the draft Noise Exposure maps and accompanying report in mid-2021.

In 2020, we completed the new ARFF fire station, a state-of-the-art facility that will ensure ongoing safety for both the airport and our surrounding communities. Fire Station #3 is the product of years of planning and coordination in partnership with the City of Naples and Naples Fire-Rescue.

Above all else over the past year, I'm most proud of our team's commitment to service excellence through very unique and challenging circumstances. While we spent most of the year standing "one wingspan apart," we've never worked more closely together in spirit.

AIRPORT OPERATIONS DURING THE COVID-19 PANDEMIC

Total operations at the Naples Airport for FY2019-20 were 104,479, a decrease of 7.3% from the prior year. Despite a slight decrease in annual operations, jet operations increased each month compared to the prior fiscal year, except for April. Overall, jet operations represent a higher percentage of the fleet mix at Naples Airport. A new fiscal year record was set for airport fuel sales with a 1.5% increase over FY2018-19.

After a very strong start during the seasonal winter months, activity dropped significantly during April, coinciding with the statewide “Safer at Home” executive order. As Florida reopened under Governor Ron DeSantis’ leadership, increased demand for private air travel helped the NAA finish the year on a positive note. Instead of a typical slower summer season, there was a strong increase in jet traffic each month compared to the prior year. A new segment of passengers emerged through increased charter flights.

An independent research study was conducted in July to better understand the rapidly changing business and leisure travel patterns, and how those trends may continue. After in-depth interviews with on-airport businesses and in-person intercept interviews with pilots and passengers, the following conclusions were reported:

- The COVID-19 pandemic has increased demand for homes in Naples and the airport’s proximity plays a strong role in buying decisions.
- Fractional jet and charter companies reported that business was significantly better during June and July 2020 than in 2019. They anticipated a busier than usual winter season and were hiring pilots and acquiring additional aircraft to meet the expected demand.
- The pandemic appears to have introduced a new segment of passengers who could previously afford to fly via private aircraft, but chose commercial airline travel. It appears unlikely that they will return to commercial flights in the near future.
- The majority of new customers were traveling for pleasure. Business travel has declined significantly and is not expected to recover quickly.

As a federally obligated public facility, the Naples Airport remained open throughout the year under the direction of the Federal Aviation Administration. At the onset of the COVID-19 pandemic, the NAA implemented a number of procedures to help protect the health and safety of everyone who uses the airport, including increased cleaning and sanitation of all work and common spaces and social distancing protocols.



STRATEGIC PLAN PROJECT AND INITIATIVE HIGHLIGHTS

The Strategic Plan was revised in June 2020 in response to the COVID-19 pandemic. Despite the pandemic, 100% of the established goals and objectives were met in FY 2020.

GOAL #1



Provide a safe, modern and efficient airport and fixed base operator

- Complete the following capital projects over \$1 million on time and within budget: ARFF station, East Quad North Apron rehabilitation, ATCT improvements and Runway 5-23 drainage
- Achieve a discrepancy-free Part 139 certification
- Improve energy efficiency and reduce utility use through LEED element incorporation, GAT irrigation-to-storm water conversion, and new GAT water bottle refill stations

GOAL #2



Be an engaged, responsive partner in service to our community

- Conduct Part 150 Noise Study on schedule
- Maintain 98% or greater compliance with voluntary nighttime curfew
- Conduct 25 community and Fly Safe Fly Quiet events, tours and presentations to increase awareness about the value of the airport and noise abatement efforts, and to honor aviation's historical contributions

STRATEGIC PLAN PROJECT AND INITIATIVE HIGHLIGHTS

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GOAL #3



Strengthen the airport's economic vitality

- Achieve the Certificate of Achievement for Excellence in Financial Reporting and an unmodified FY 2019 audit to maintain appropriate financial controls and procedures
- Execute grants agreement offered, collect programmed amounts and close out grants on time to maximize grant revenue on capital improvement projects
- Operate the airport within approved operating/capital budget to manage revenues and expenditures
- Receive 17th best overall FBO and 7th best independent FBO PRASE rankings and at least 90% “exceeded expectations” by delivering internal and external customer service that anticipates and surpasses expectations
- Prevent any loss of funds due to fraud and external breaches of sensitive data
- Update IT disaster recovery procedures, install SAN, Windows 7 EOL workstation and server upgrades to streamline internal procedures and harden IT infrastructure

GOAL #4



Equip employees and leaders to excel today while preparing for tomorrow

- Exceed employee pulse survey government sector benchmark of 60-65% through employee engagement
- Achieve 90% completion of training by leadership team members and full-time employees establish/update career paths through Leadership Development Program
- Engage students through 5 aviation education programs, internships and/or events to help inspire the next generation of aviation professionals

ARFF STATION

Construction was completed on the new City of Naples Fire Station #3 and Aircraft Rescue and Fire Fighting (ARFF) Station and it opened for operation in July 2020. The new station is the product of years of planning and cooperation between the Naples Airport Authority, City of Naples and City of Naples Fire-Rescue. This new state-of-the-art facility builds on the Authority's commitment to safety for airport users, as well as the surrounding communities. The new ARFF is well-positioned to respond off-site to community needs.

Thoughtful planning was critical when designing and building the new fire station. The station's new location, adjacent to the air traffic control tower, enabled the previous station to remain operational throughout the construction phase, while also improving response abilities, both internally and externally.



Fire Station #3 exemplifies the Naples Airport Authority's partnership with and commitment to the City of Naples and City of Naples Fire-Rescue by investing in the best equipment, infrastructure and personnel possible to safeguard the Naples Airport and the City of Naples.

The structure is designed to withstand a Category 5 hurricane and is ideally located on property, which is a designated base for disaster relief and is used as a staging ground for emergency response in Collier County. In addition to serving as a fully functioning fire station with specialized equipment for handling aircraft emergencies, the new facility also houses the Naples Airport Emergency Operations Center and Information Technology Server Room.

AIRPORT BY THE NUMBERS

- **104,479** annual operations
- Economic impact of more than **\$440** million annually
- **98.5%** voluntary nighttime curfew compliance
- **\$8.37** million invested in noise abatement efforts since 2000
- Home to **387** aircraft, including **218** single-engine aircraft, **54** multi-engine aircraft, **93** jets and **22** helicopters
- **1,004 total aircraft** clearings through U.S. Customs with **4,288 passengers**



named **17th best FBO** and **7th best independent FBO** in the U.S. by Professional Pilot's PRASE survey

MASTER PLAN

NAA initiated a comprehensive airport master plan in December 2017. The draft master plan was submitted to the FAA in 2019 and NAA staff are in the process of responding to Agency comments.

Naples Airport's last master plan update was completed in 1997. The primary goal of the master plan study is to create a 20-year development program to maintain a safe, efficient and environmentally friendly airport facility for the Naples community.

For more information on the Master Plan process and to view documents, visit www.FlyNaples.com/masterplan.

PUBLIC SERVICE

Naples Airport is a designated base for disaster relief and provides space for a variety of public services, which benefit from its central location. During times of public emergency, the airport provides first responder services, important access to additional evacuation options and vital supplies.

- Angel Flight Southeast
- Civil Air Patrol
- Collier Mosquito Control District
- Collier County Sheriff's Office - Aviation Unit and SWAT Headquarters
- Collier County Emergency Medical Services - MedFlight
- Humane Society Naples
- Naples Recycling Center
- National Weather Service Reporting Station

EMERGENCY RESPONSE EXERCISE

NAA held a successful full-scale emergency response training exercise in October 2019 with numerous emergency response agencies and community partners to ensure proper preparation and training is in place for the public's safety and welfare. Designed to test all emergency response agencies, communication systems and patient care facilities, the simulated live-fire, mass casualty incident was staged with a commercial passenger aircraft emergency at Naples Airport.

The Federal Aviation Administration requires aircraft rescue and firefighting training with live fires every three years for emergency response personnel assigned to commercial service airports. Evaluators were onsite to monitor the exercise, evaluate emergency response personnel performance and identify areas for improvement.



Fun and educational airport tours are available for groups. Tailored to meet the special needs, specific interests or academic level of any group, airport tours are ideal for students 3rd grade and up in groups of 10-30. www.FlyNaples.com/airport-tours

Community presentations are always available to the public. Naples Airport Authority representatives are available to speak with community groups to educate and inform the public about Naples Airport. www.FlyNaples.com/speakers-bureau



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