



Advisory Board  
Meeting

April 08, 2026

Agenda



## Advisory Board Meeting

April 08, 2026

Pursuant to City Code 2.14.060(A) and Utah Code section 52-4-207(2), the Airport Advisory Board adopted a rule permitting electronic meetings for this Board, regardless of whether a quorum is present at an anchor location, so long as such meetings comply with the Open and Public Meetings Act.

To access the meeting please visit:

<https://saltlakecity.webex.com/saltlakecity/j.php?MTID=m3276c3dobef9fa2cf91f427c06557e87>



## ADVISORY BOARD MEETING AGENDA

April 08, 2026

9:00 A.M.

### CONSENT

- A. Minutes of the March 11<sup>th</sup> Board Meeting

### DISCUSSION

- A. Director's Report – Bill Wyatt, Executive Director, SLCDCA
- B. Airport Redevelopment Program (ARP) Update – Brian Stetson, ARP Program Director, SLCDCA
- C. Airport Service Quality Survey Results - Nancy Volmer, Director of Communications and Marketing
- D. Janitorial Update, Celeste Butler, Aviation Services Manager along with Charles Resta, Site Manager, and Jeff Williams, Director of Autonomous Integration

### MEDIA CLIPPINGS

Media Clippings – April 2026

### INFORMATION ITEMS

Air Traffic Statistics – February 2026

Financial Report – February 2026

Construction Report – April 2026

The next meeting will be held on **Wednesday, May 13 2026**, at 9:00 a.m. Meetings are usually held in the Board Room, located on the third level of the airport terminal and via Web-ex unless otherwise posted. People with disabilities may make requests for reasonable accommodation no later than 48 hours in advance in order to attend this Airport Advisory Board Meeting. Accommodations may include alternate formats, interpreters, and other auxiliary aids. This is an accessible facility. For questions or additional information, please contact Brett Christensen at 801-575-2042.



Advisory Board  
Meeting

April 08, 2026

Minutes

SALT LAKE CITY DEPARTMENT OF AIRPORTS  
MINUTES OF ADVISORY BOARD MEETING

March 11, 2026

Members' Present:           John Bradshaw- Chair  
                                  Jono Gardner  
                                  Lisa Adams  
                                  Hoang Nguyen  
                                  Johnathan Freedman  
                                  Dirk Burton  
                                  Nathan Rafferty\*  
                                  Victoria Petro\*  
                                  Arlyn Bradshaw\*  
                                  Luz Escamilla\*  
                                  Tye Hoffmann\*

Department of Airports:

Bill Wyatt, Executive Director  
Brett Christensen, Administration  
Melyssa Trnavskis, Director of Design Construction  
Shane Andreasen, Director of Real Estate & Commercial  
Development \*  
Brian Stetson, ARP Program Director  
Dean Warner, Acting IT Director  
Shaun Anderson, Acting CFO  
Lorin Rollins, Airport Finance Manager  
Nancy Volmer, Communication and Marketing Director  
David Chugg, Battalion Chief\*  
Cindy Gallo, Airport Communication Manager  
Jasen Asay, Airport Communication Coordinator \*

Other:

Ben Seaman, Atkins Realis  
Joe Lex, Signature Aviation  
Matt Gore, JUB  
Jared Esselman, Sky Share  
Tyge Parkinson, JUB  
\*Brett Paxton, David C, Elias Bangerter, Jeanette Lee, \*

John Bradshaw called the meeting, held in-person at the SLCDAdmin Offices Board Room and via Web-Ex to order at 9:03 a.m. (\* indicates the party attended virtually)

## AGENDA

### A. Minutes

A motion was made by John Bradshaw and seconded by Johnathan Freedman to approve the minutes of January 14<sup>th</sup>, 2026, and February 11<sup>th</sup> 2026 as presented. All votes were affirmative; motion passed

### B. Director's Report

Bill Wyatt, Executive Director, updated the Airport Advisory Board regarding current events.

- We welcome out two newest board members, Lisa Adams and Jono Gardner
- Sunday, March 8 marked the highest passenger volume day in airport history, with approximately 38,000 passengers recorded at the front door.
- Overall passenger volume trends continue to appear relatively flat.
- The federal government is currently in its third shutdown. As a result, TSA officers are once again not receiving pay. In response, the airport has reinstated the employee food pantry and is actively working to support TSA personnel during this time.
- The airport redevelopment project is scheduled for completion on October 26.
- SkyShare has been awarded a lease to operate as the Fixed Base Operator (FBO) at South Valley Regional Airport.
- The airport budget will be submitted to the Mayor's Office on April 1. It will then proceed to the City Council for review, with adoption anticipated in June.
- Following thousands of passenger interviews, Airports Council International recognized the airport as the "Most Enjoyable Airport in the United States," the "Cleanest Airport in the United States," and awarded it "Best Airport in the United States."

Jonathan Freedman asked how advanced air mobility will impact the airport? Bill Wyatt explained our team has been actively involved in planning and development efforts related to this area, including evaluating how these new technologies can be integrated into existing airspace.

Lisa Adams asked whether a C Concourse would be in place prior to the Olympics. Wyatt responded that it will not be completed. He added that the airport's master plan, finalized about a year ago, identifies the future location of C, but noted that significant infrastructure and facilities to the north would need to be relocated before development can begin.

### C. Airport Redevelopment Program (ARP) Update – Brian Stetson, ARP Director, SLCDA

Brian Stetson, Airport Redevelopment Program (ARP) Director, presented an update on the ARP (presentation on file). Main points included were:

- Safety, Statistics, and Schedule
  - Trade Hours for the Program Overall; 17,672,553
  - Trade Workers on Site; 351 (on site February)
- Near Term Schedule Milestones
  - Ancillary – BHS Reconfiguration – EDS Machine Delivery to Site
  - Ancillary – Skywest Buildout – Start Construction
- Airport Redevelopment Program Overall Budget
  - Projected savings of \$26 Million
  - On time, On Budget
- Concourse 'B' East/Terminal – Ancillary Projects
  - Level 1 TSA Space Reconstruction Underway
  - Public Facing Demolition/Reconstruction and Temp Banners Progressing
- Concourse 'B' East – 16 Gates (Phase 4)
  - Continued Level 1 Area M/N Communication Room Cabling
  - Started Exterior Passenger Boarding Bridge Door Trim Out
- Overall Final Gate Phased Delivery
  - Final Gate Activation; October 27, 2026
- Project Pictures
  - Area L Holdroom Air Griller
  - Area L Concessions Dustwall Framing

**D. Budget Briefing FY2027 – Shaun Anderson, Acting Chief Financial Officer , SLCDA**

Shaun Anderson, Acting Chief Financial Officer, presented the FY2027 Budget Briefing (presentation on file). Main points included were:

- FY 2027 Budget Goals & Objectives – Budget Drivers
  - Forecast Revenues and Expenses
  - Account For the Opening of 11 New Gates While Maintaining Efficiency
- Enplaned Passenger Traffic
  - FY2026 Forecasted 14,443,865
- Airport Improvement Program, Bipartisan Infrastructure Law, Airport Terminal Program Grants, Zero Emission Vehicles
  - The airport received \$123 million from the BIL grant
  - ATP helped with terminal projects from last year
- Income Statement Forecast
  - Operating revenue Increase due to aeronautical revenue
- Airline Use Agreement Rates and Charges
  - Landing Fees
- Comparison of Operating Expenses
  - Total Operating Expenses Budgeted for FY2027; \$259,400,900

- Labor and Operating Expense Highlights
  - 19 New Airport Employees
  - Computer Software, IT System Maintenance
- FY 2027 FTE's
- Cost Per enplaned Passenger Actual vs Forecast
  - Forecasted for 2027 are projected at 23.47
- Capital Equipment Budget Request
  - Replacement Fleet 53%
  - Replacement Other 19%
  - New Fleet 8%
  - New Other 20%
- Capital Improvement Program
- New Capital Improvement Projects for FY 2026
  - Terminal Projects - \$20,465,000
  - Airfield Projects - \$23,890,000
  - Auxiliary Airports/General Aviation - \$54,400,000
  - Landside - \$38,624,000

Jono Gardner asked whether revenue from the eleven new gates begins once the gates are operational, or if leases are established prior to the gates opening. Wyatt explained that revenue begins as soon as the gates are available for use.

Gardner asked whether the airport generates revenue based on gates or passenger volume. Wyatt clarified that the airport collects a Passenger Facility Charge of \$4.39 per passenger.

John Bradshaw adjourned the meeting at 10:35 am.

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John Bradshaw, Chair

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Date



Advisory Board  
Meeting

April 08, 2026

Discussion Items

AGENDA: DISCUSSION ITEM (A)  
DATE: 08 April 2026  
TO: Airport Advisory Board  
FROM: Bill Wyatt, Executive Director  
SUBJECT: Executive Director's Report

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Bill Wyatt, Executive Director, will present a monthly informational report to the Board, which may include:

1. ARP progress
2. Ground transportation update
3. Concessions and rental cars
4. Airport safety and security
5. Airport facilities and operations
6. General aviation
7. Passenger and airport users
8. Environmental matters
9. Financial condition
10. Legislative issues
11. Airlines
12. Communications and marketing

AGENDA: DISCUSSION ITEM (B)  
DATE: 08 April 2026  
TO: Airport Advisory Board  
FROM: Bill Wyatt, Executive Director  
SUBJECT: Airport Redevelopment Program Update

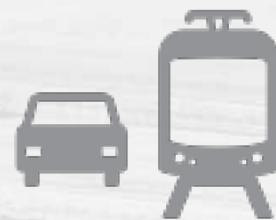
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Brian Stetson, Program Director (ARP), will present an update on the SLC Airport Redevelopment Program (presentation on file).



# AIRPORT REDEVELOPMENT PROGRAM

Status Update 4/08/2026



# Safety, Statistics and Schedule



## Safety Statistics

### Numbers for Last Month

- **OSHA National Average**
  - **Lost Time Rate 1.50 Recordable Rate 2.40**
- **HDJV Metrics**
  - **15,572,402 Total Trade Hours worked**
  - **Lost Time Rate 0.18 Recordable Rate 1.90**

### Trade Hours for the Program Overall

- **ARP Metrics (HDJV+AOJV)**
  - **17,733,896 Total Trade Hours worked**

### Trade Workers on Site

- **354 Trade Workers (on Site March)**

### Schedule Status and Critical Path

- **NCP Phase 4 – Completion of Concourse Final Finishes & Millwork**
- **NCP Phase 4 – Completion of Overhead & In-Wall Mechanical, Electrical & Plumbing**
- **NCP Phase 4 – Completion of Civil Paving & Installation of Passenger Boarding Bridges**
- **Terminal – Completion and Activation of Baggage Handling Expansion**
- **Overall Program is on Schedule**

# Near Term Construction Activities



Target Date	Current Date	Description
03/11/26	Complete	Ancillary - BHS Reconfiguration - Power Available for EDS Machines
03/16/26	Started	Ancillary - Delta Canopy & Offices - Start Construction
03/31/26	Complete	Ancillary - Terminal Dynamic Displays - Static Display Turn-up for 1st Sequence
03/31/26	Complete	Concourse B East (Ph 4) - Southwest Airlines Level 1 Turnover
04/03/26	Complete	Ancillary - Delta Above Wing Offices - Shared Access
04/06/26	Started	Concourse B East (Ph 4) - Start Delivery of Passenger Boarding Bridges
04/13/26	04/13/26	Ancillary - Skywest Buildout - Start Construction
04/22/26	04/22/26	Ancillary - BHS Reconfiguration - New CBIS/CBRA Buildout Completion
04/27/26	04/27/26	Concourse B East (Ph 4) - Concessions Turnover Remaining Gates
04/30/26	04/30/26	Ancillary - Baggage Service Offices (BSO) - Turnover

# Overall Airport Redevelopment Program Budget



	Budget 03/30/26 FOC	Committed Feb-26	Commitments Mar-26	Revised Commitments	Earned to Date	Estimate at Completion
Closed TRP CGMPs 1,2,2A-2D,3-7,9,9A,10,11,11A&12	\$2,682,828,849	\$2,682,828,849	\$0	\$2,682,828,849	\$2,682,828,849	\$2,682,828,849
Closed NCP CGMPs 13,14,15,16,17,18 & 19	\$487,852,444	\$487,852,444	\$0	\$487,852,444	\$487,852,444	\$487,852,444
CGMP 2E & F CMAR General Conditions/Services	\$99,720,169	\$99,720,169	\$0	\$99,720,169	\$99,125,828	\$99,720,169
CGMP 2G CMAR Preconstruction Phase 4	\$51,154,016	\$51,154,015	\$0	\$51,154,015	\$30,115,271	\$51,154,016
CGMP 11B Apron Paving & Fueling	\$71,572,558	\$71,808,317	(\$235,759)	\$71,572,558	\$51,138,369	\$71,572,558
CGMP 19A Phase 3 NCP/Tunnel Buildout	\$370,958,518	\$376,231,542	(\$5,273,024)	\$370,958,518	\$370,437,506	\$370,958,518
CGMP 20 NCP Phase 2 Airfield Paving & Jet Fuel	\$69,697,259	\$69,234,348	\$0	\$69,234,348	\$68,998,072	\$69,697,259
CGMP 22 & 22F Phase 4 Concourse	\$595,522,129	\$593,636,057	\$1,886,072	\$595,522,129	\$491,387,111	\$595,522,129
CGMP 24 Phase 4 Airfield	\$56,185,409	\$56,185,409	\$0	\$56,185,409	\$44,684,498	\$56,185,409
<b>Total Program Construction</b>	<b>\$4,485,491,351</b>	<b>\$4,488,651,150</b>	<b>(\$3,622,711)</b>	<b>\$4,485,028,439</b>	<b>\$4,326,567,948</b>	<b>\$4,485,491,351</b>
TRP Owner Procurement	\$5,869,161	\$5,869,161	\$0	\$5,869,161	\$5,869,160	\$5,869,161
NCP Owner Procurement	\$3,126,328	\$3,126,328	\$0	\$3,126,328	\$1,860,182	\$3,126,328
Security Checkpoint Equipment	\$12,751,472	\$11,751,472	\$0	\$11,751,472	\$7,848,061	\$12,751,472
Automated Security Exit Door Equipment	\$917,430	\$914,453	\$0	\$914,453	\$914,453	\$917,430
TRP Soft Cost	\$352,631,983	\$352,631,983	\$0	\$352,631,983	\$352,609,364	\$352,631,983
NCP Soft Cost Phases 1&3	\$164,496,040	\$163,944,175	\$0	\$163,944,175	\$160,390,352	\$164,496,040
NCP Soft Cost Phase 4	\$91,608,124	\$75,674,421	\$1,513,282	\$77,187,703	\$60,230,106	\$91,608,124
<b>Total Program Soft Cost</b>	<b>\$631,400,538</b>	<b>\$613,911,993</b>	<b>\$1,513,282</b>	<b>\$615,425,275</b>	<b>\$589,721,678</b>	<b>\$631,400,538</b>
ARP Owner Reserve	\$18,081,173	\$0	\$0	\$0	\$0	\$18,081,173
<b>Total ARP Program Budget</b>	<b>\$5,134,973,062</b>	<b>\$5,102,563,143</b>	<b>(\$2,109,429)</b>	<b>\$5,100,453,714</b>	<b>\$4,916,289,626</b>	<b>\$5,134,973,062</b>

Projected Spend to Completion - \$218,683,436

- Projected Savings (return to Owner Reserve) - \$26,500,000

# March Construction Activities – Phase 4



## CGMP 22 North Concourse Phase 4 Building

- Received Temporary Certificate of Occupancy for Level 1 Area L Southwest Ops Space
- Completed Level 2 Area L HVAC System Activation & Commissioning
- Completed Level 1 Area M Back of House Epoxy Flooring
- Continued Level 1 Area N Ceiling Grid, Devices, Tile & Light Fixtures
- Continued Level 1 & 2 Area N Terrazzo Final Polishing
- Started Final Cleaning of Level 2 Mid-Gate Airline Areas
- Started Level 2 Area L Mid-Gate Airline Millwork Assembly
- Started Level 2 Area N Holdroom Floor Prep for Carpet
- Started Area M Exterior Bollard & Headache Bar Placement
- Started Level 1 Area L Airline Back of House Furniture & IT Move-In
- Started Area N Escalator Drywall Hang, Tape & Finish
- Started Area N Terrazzo Stair Tred Installation

# March Construction Activities – BHS / Ancillary



## **BHS Expansion & Ancillary Projects – Campus Wide**

- Received & Installed BHS Expansion EDS Machines
- Completed Terminal BHS Expansion Return of Gate A27 to Permanent Configuration
- Completed Concourse B Delta Ramp Agent Office Roofing
- Completed Testing of Terminal Level 3 Dynamic Backwall, Operational with Static Image
- Completed Concourse B Delta Above Wing Office Punchlist & Final Cleaning
- Started Terminal BSO Office Airline Millwork, Data & Power
- Started Terminal BHS Control Room Furniture & Monitor Installation

# Overall Final Gate Phased Delivery – Concourse B



## Concourse B – Mid Gate Activation. 14 July 2026. 4 Gates

- **7 Gates Remain to Activate. 27 October 2026**

- Red - Delta. 12 Gates
- Orange - Southwest. 8 Gates
- Blue - United. 5 Gates
- Purple - Alaska. 2 Gates
- Green - Frontier. 1 Gate
- Pink - Common Use. 8 Gates
- Gray - American. 4 Gates

# Overall Final Gate Phased Delivery – Concourse B



## Concourse B – Final Gate Activation. 27 October 2026. 7 New Gates

- Red - Delta. 19 Gates
- Orange - Southwest. 8 Gates
- Blue - United. 5 Gates
- Purple - Alaska. 3 Gates
- Green - Frontier. 1 Gate
- Pink - Common Use. 7 Gates
- Gray - American. 4 Gates

# Concourse B View to the East



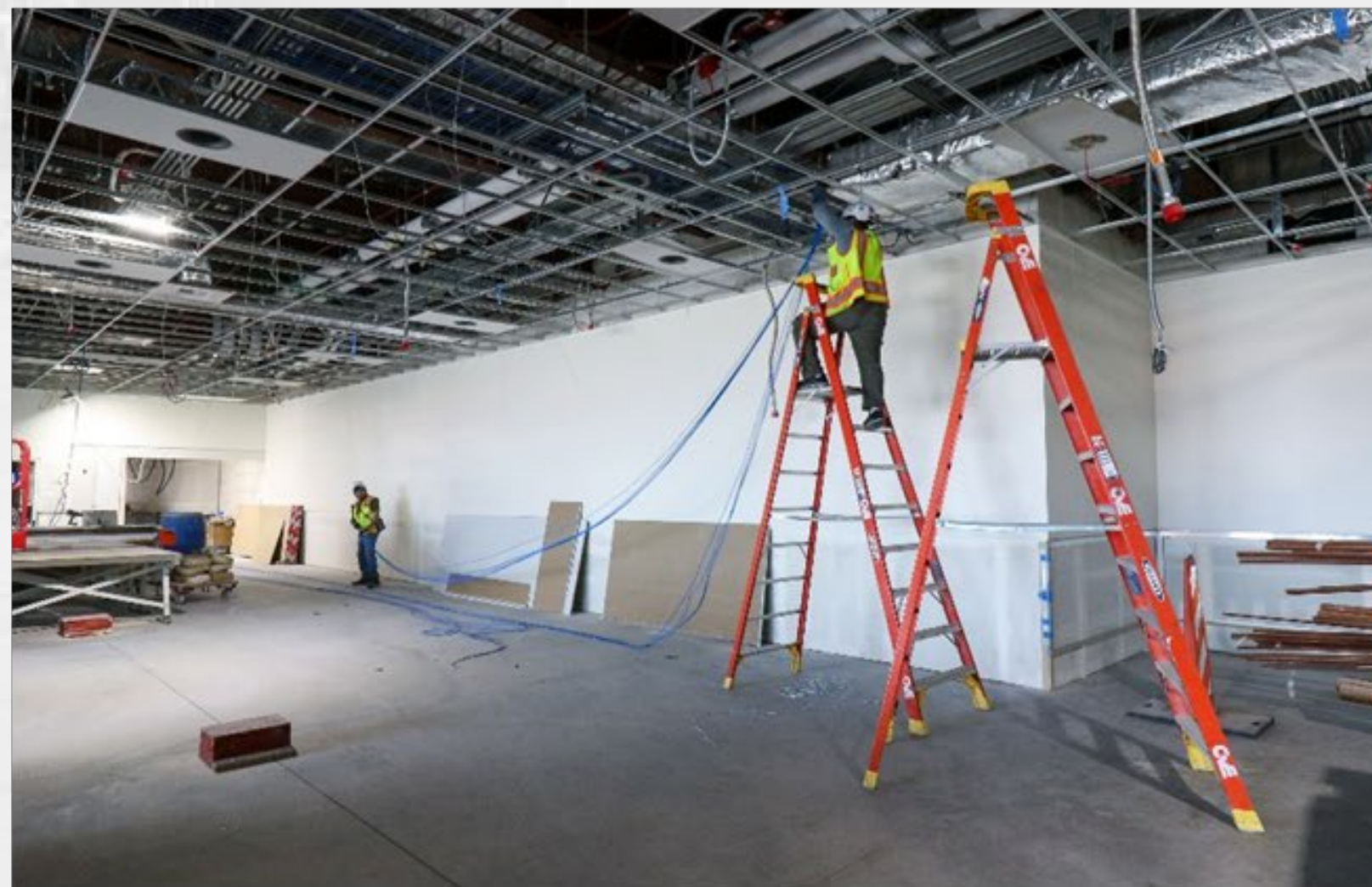
# Concourse B – Level 1



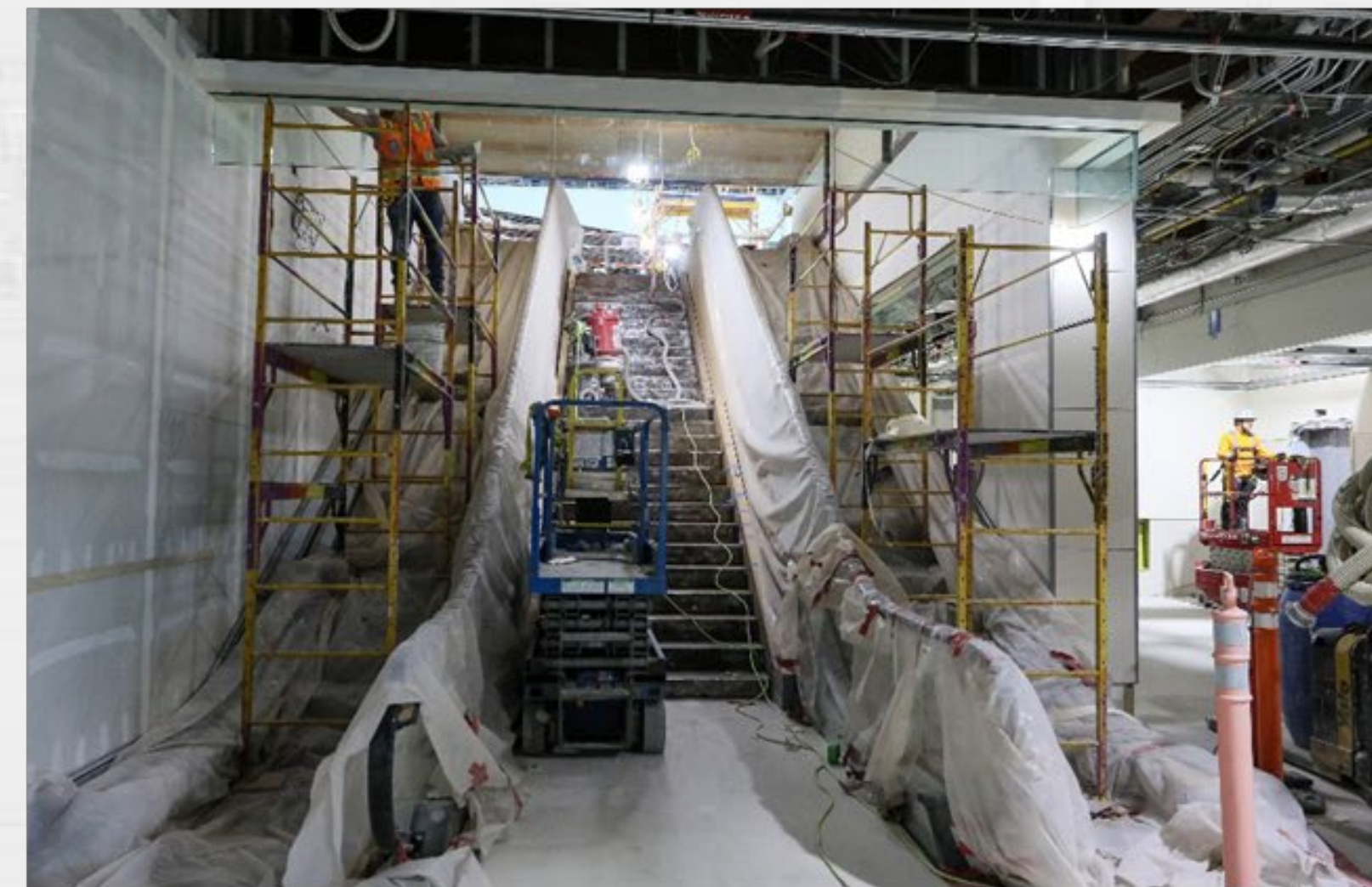
Area L Southwest Ops Conference Room



Area P Bus Shelter Soffit Drywall

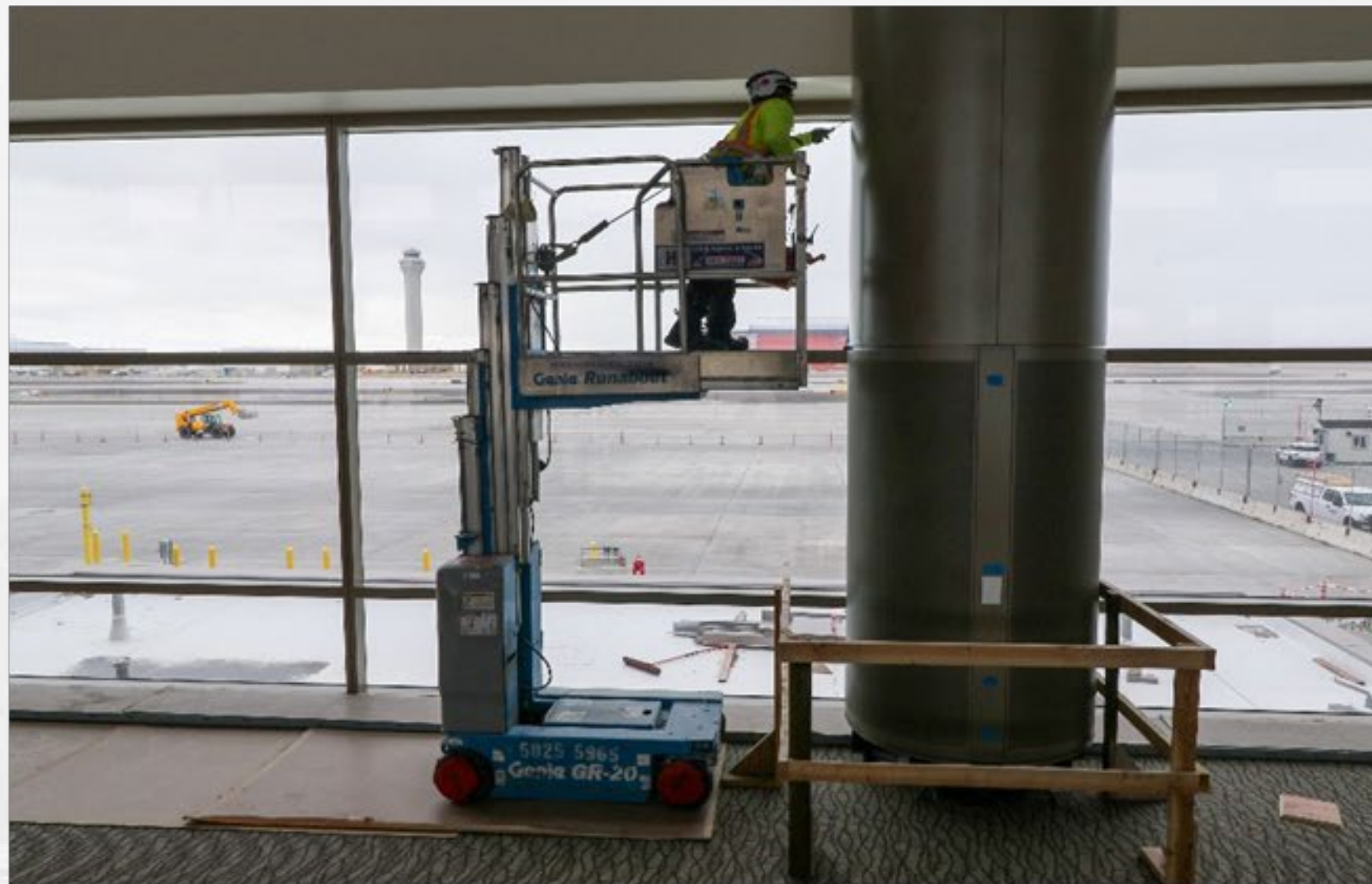


Area N Above Ceiling IT Cable Pull



Area N Escalators

# Concourse B – Level 2 Mid Gates



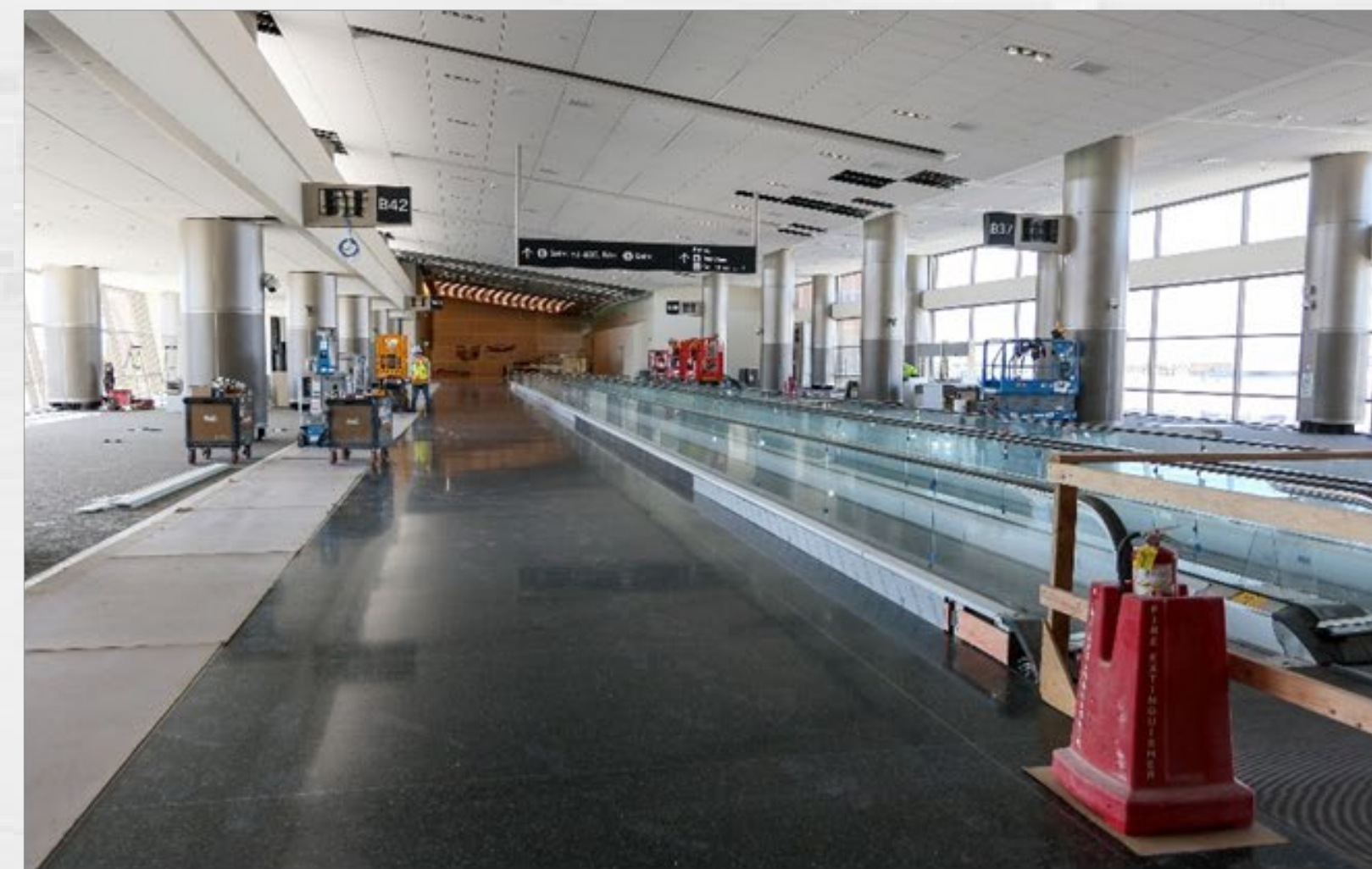
Area L Holdroom Touch-up Paint



Area M New Separation Wall



Area L Southwest Millwork



Area M / L Looking West

# Concourse B – Level 2 Remaining Gates



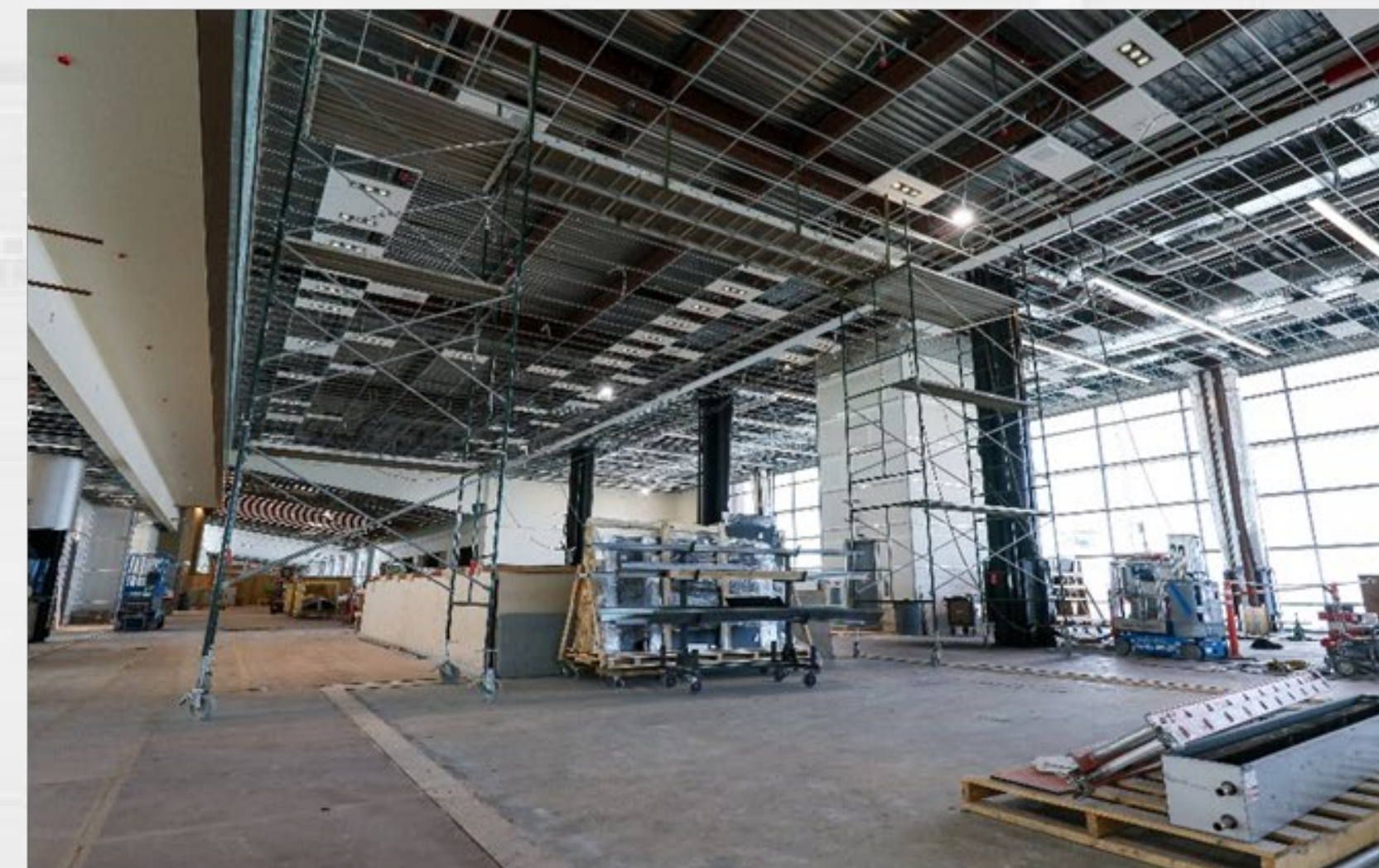
Area M Column Interior Devices & Painting



Area N Escalator Trim Underlayment



Area N North Holdroom Carpet Prep



Area N Ceiling Grid Looking West

# Concourse B – Exterior



North Apron Fence Relocation



Area L Breezeway / Tug Lanes



Area P Bus Shelter Metal Panels & BARD Units



Area P Bus Shelter Roof Parapet Trim

# Terminal – BHS Expansion



Exterior Metal Panels



A27 Returned to Permanent Configuration



EDS Machine Delivery Uncrating



CBIS Room EDS Machines & Electrical Connections

# Ancillary Projects



Bulletin 510 Terminal L2 Airline Millwork



Bulletin 550 Concourse B Delta Ramp Agent Office



Bulletin 540 Concourse B Delta Above Wing Offices



Bulletin 540 Concourse B Delta Above Wing Offices - Ready

**AGENDA:** DISCUSSION ITEM (C)  
**DATE:** 11 March 2026  
**TO:** Airport Advisory Board  
**FROM:** Bill Wyatt, Executive Director  
**SUBJECT:** Janitorial

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Celeste, Butler, Aviation Services Manager, SLCDA will present on Janitorial (presentation on file).



SALT LAKE CITY INTERNATIONAL AIRPORT  
AIRPORT SERVICE QUALITY SURVEY  
2025 OVERVIEW



# Best Airport in North America

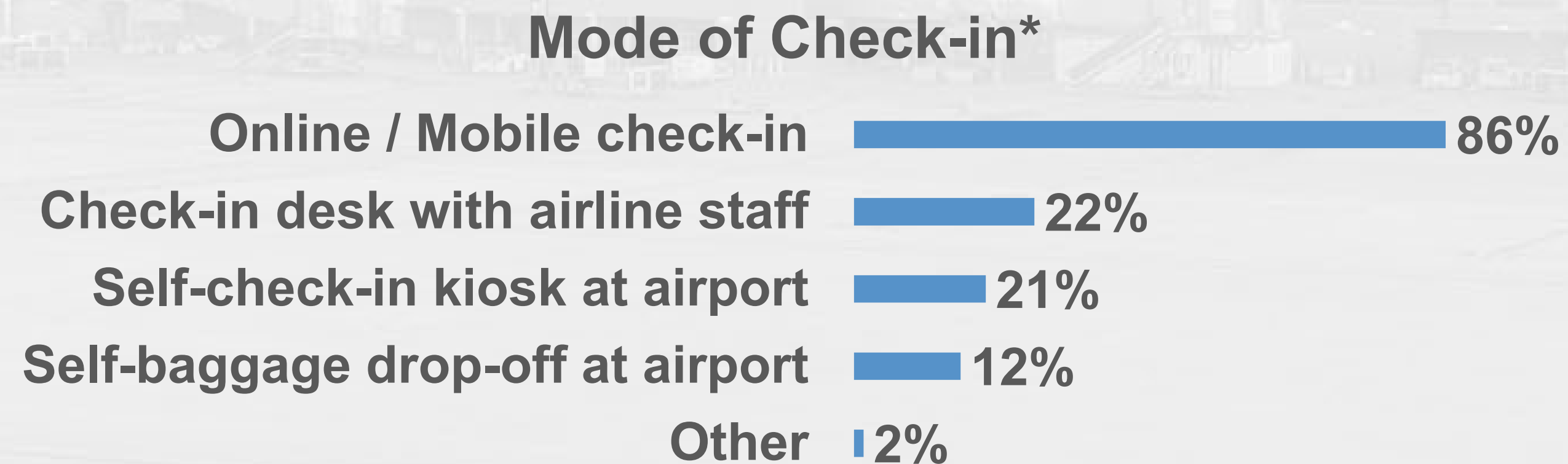
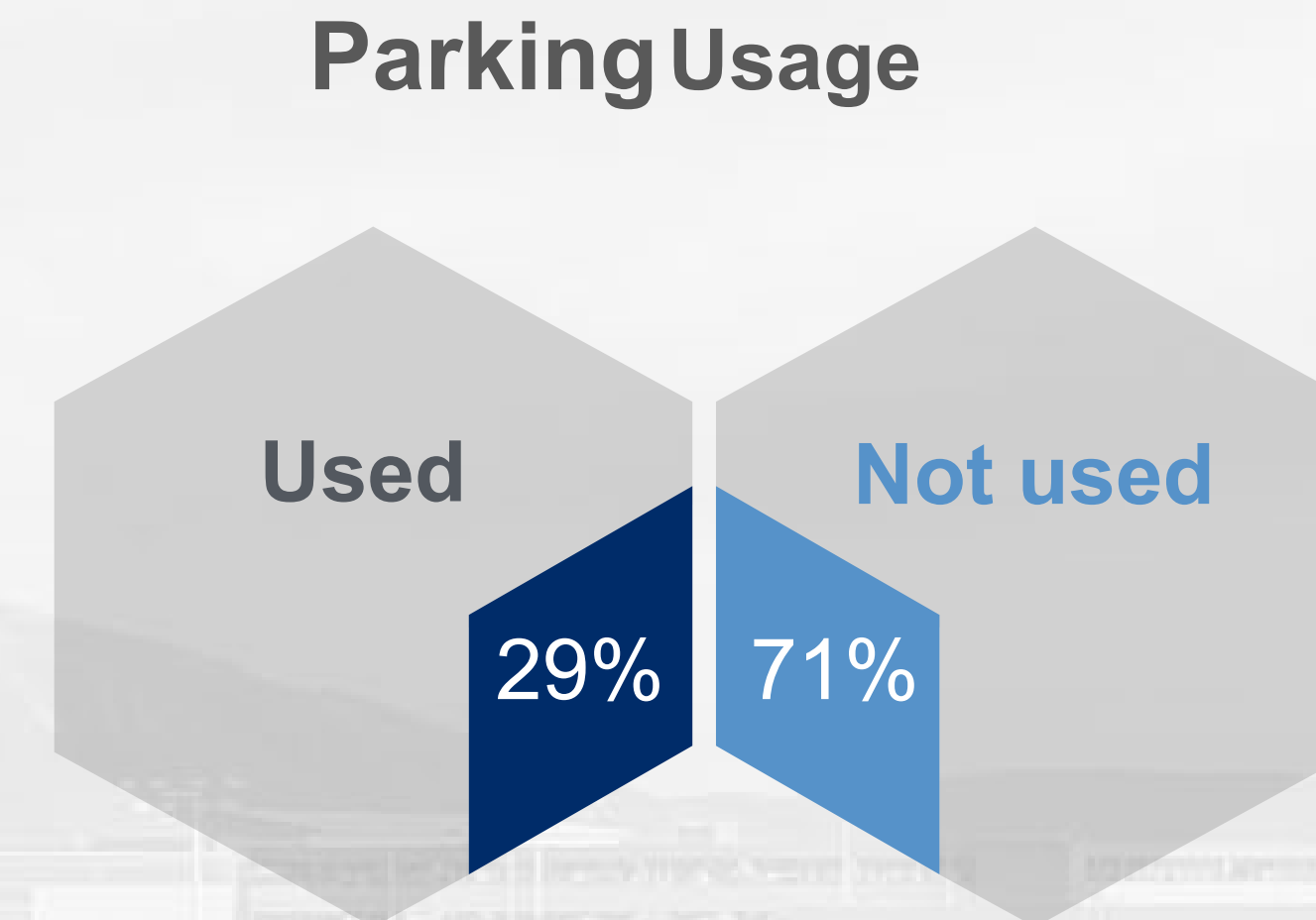
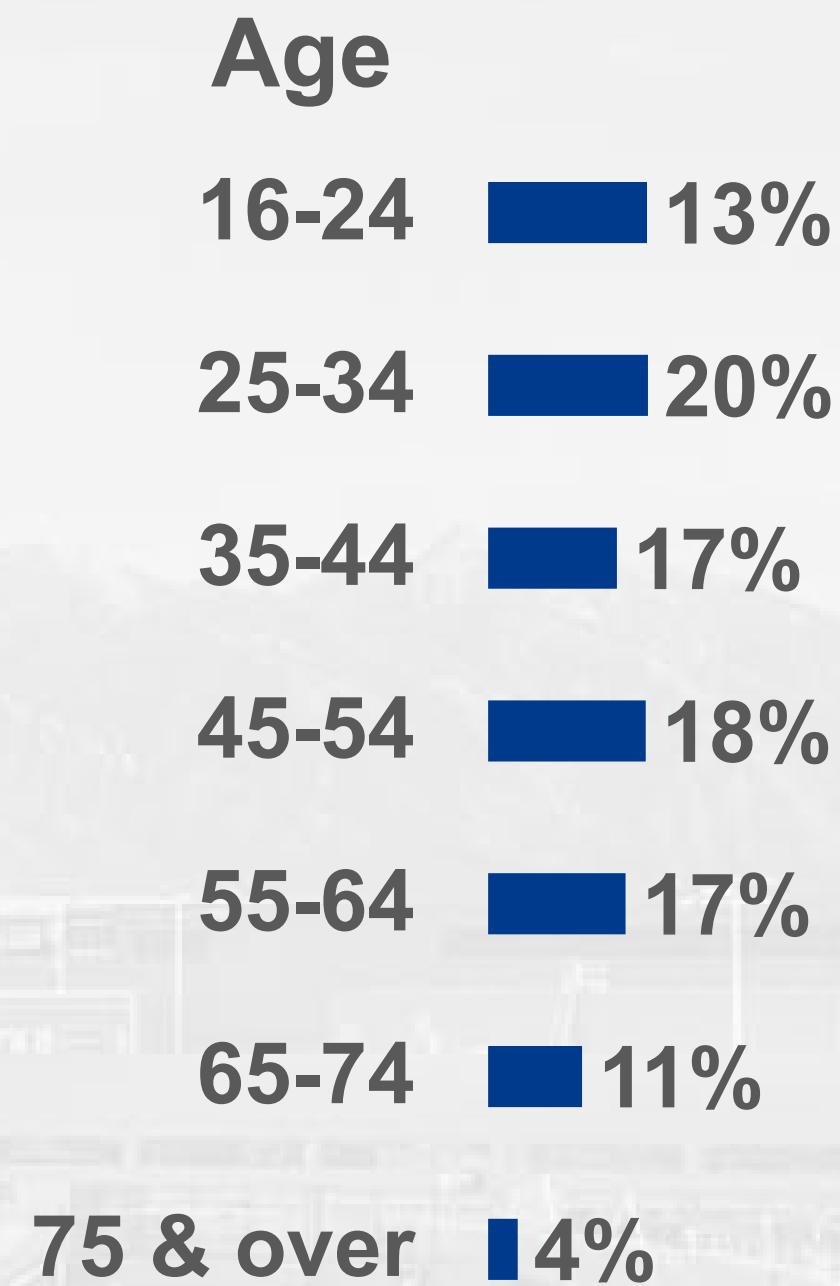
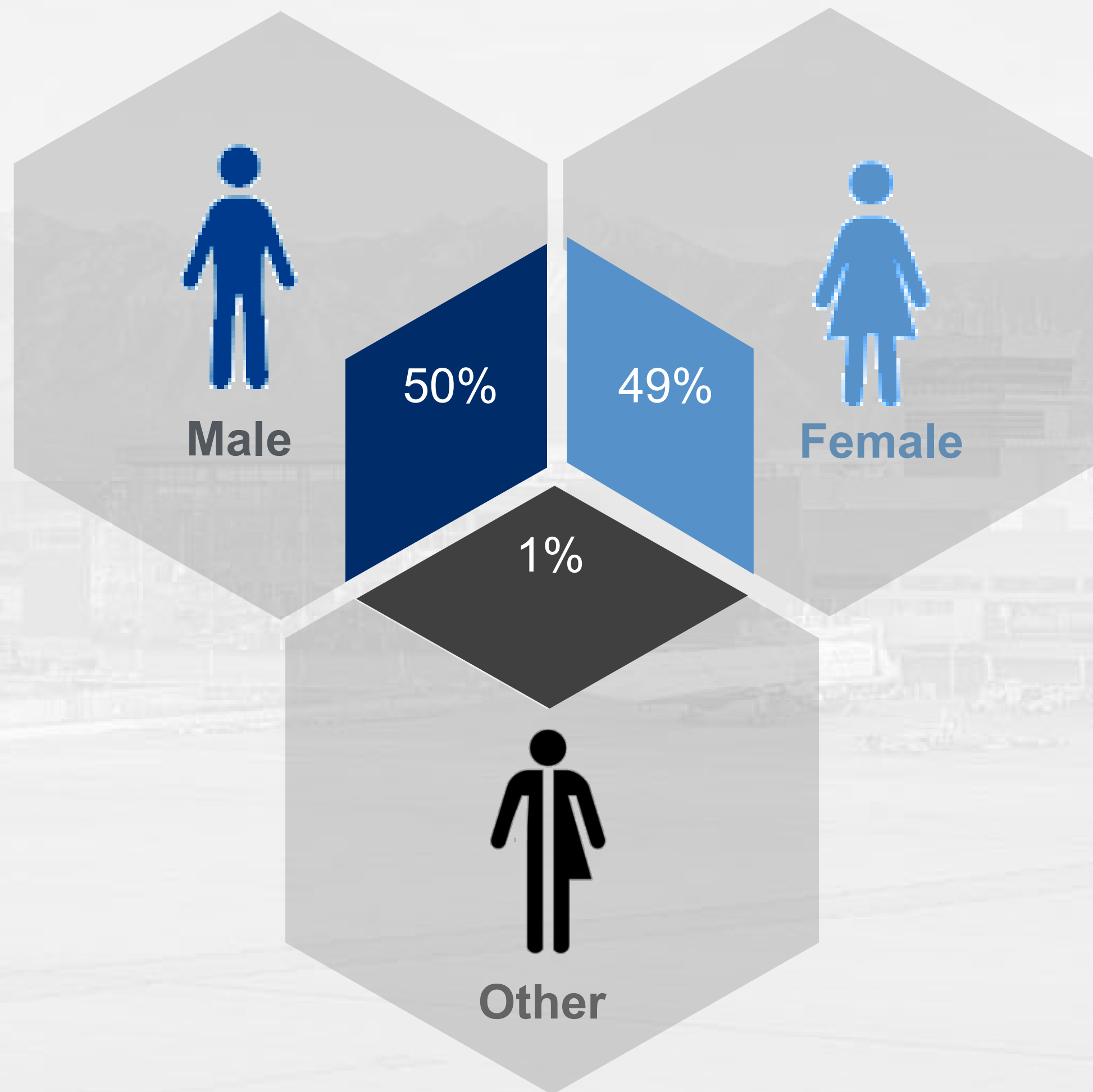


# ASQ Survey



- Measures a passenger satisfaction at airports worldwide
- The survey is distributed quarterly at departure gates-1,455 passengers surveyed at SLC.
- Answers to 53 questions are compiled in nine categories.
- 383 airports worldwide participated
- Segments for Salt Lake City International:
  - Global
  - Panel (airports with a similar profile as SLC)
  - North America
  - 25-40 million total annual passengers worldwide (moved up from 15-25 total annual passengers in 2022)

# SLC Passenger Profile



\* Because respondents were able to select several answer options, the total of mentions may exceed 100%.

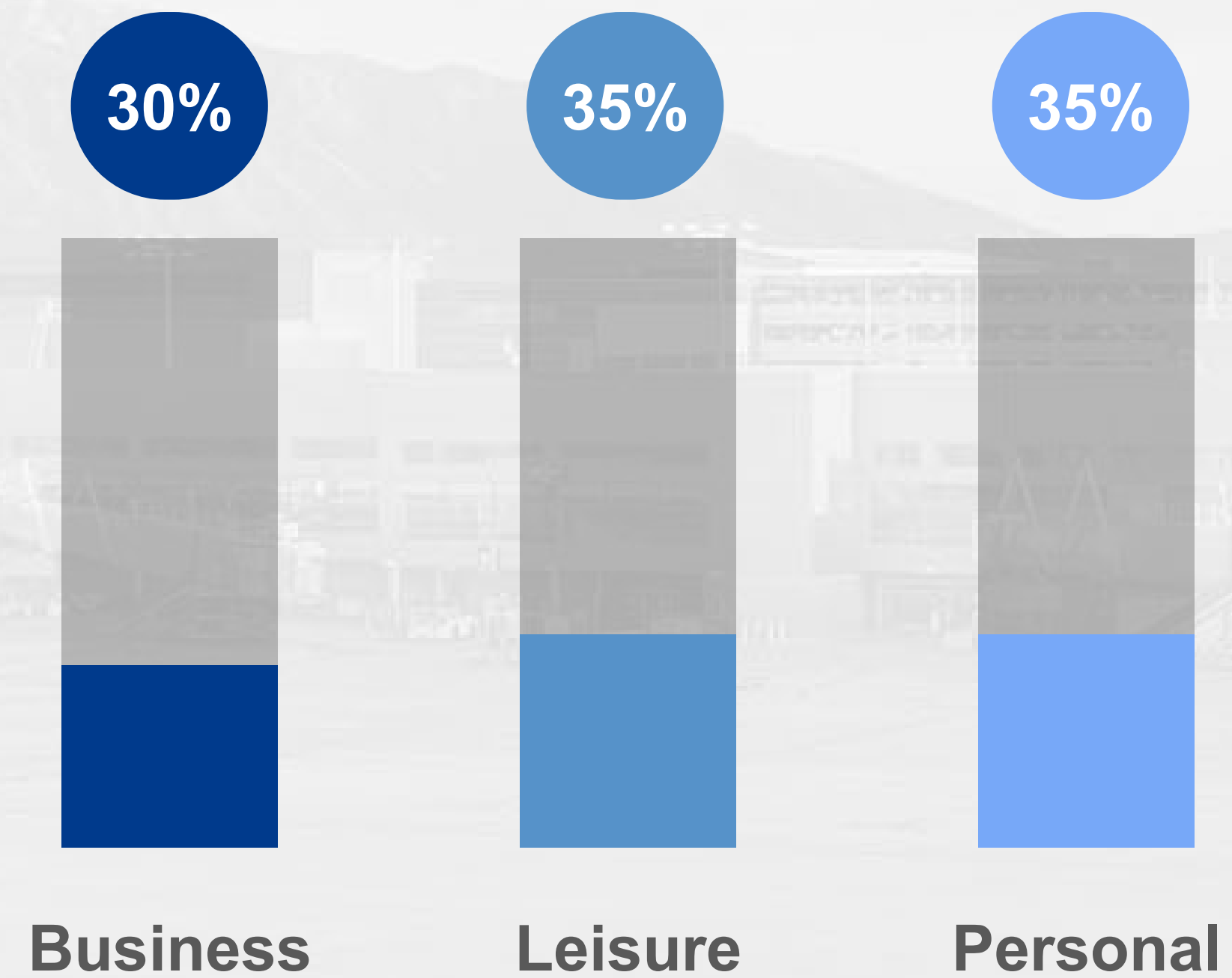
# SLC Passenger Profile



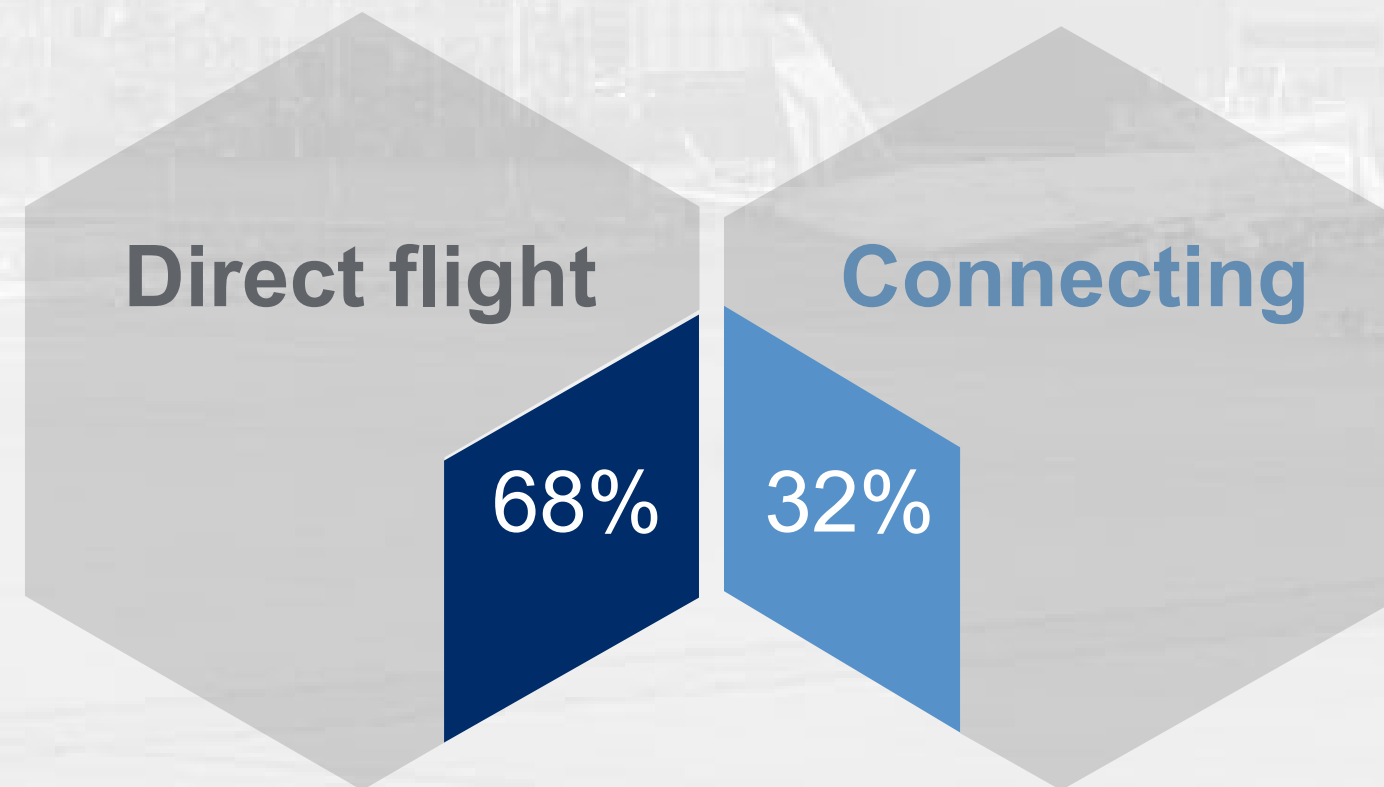
## Traffic Type



## Main Reason for Travel



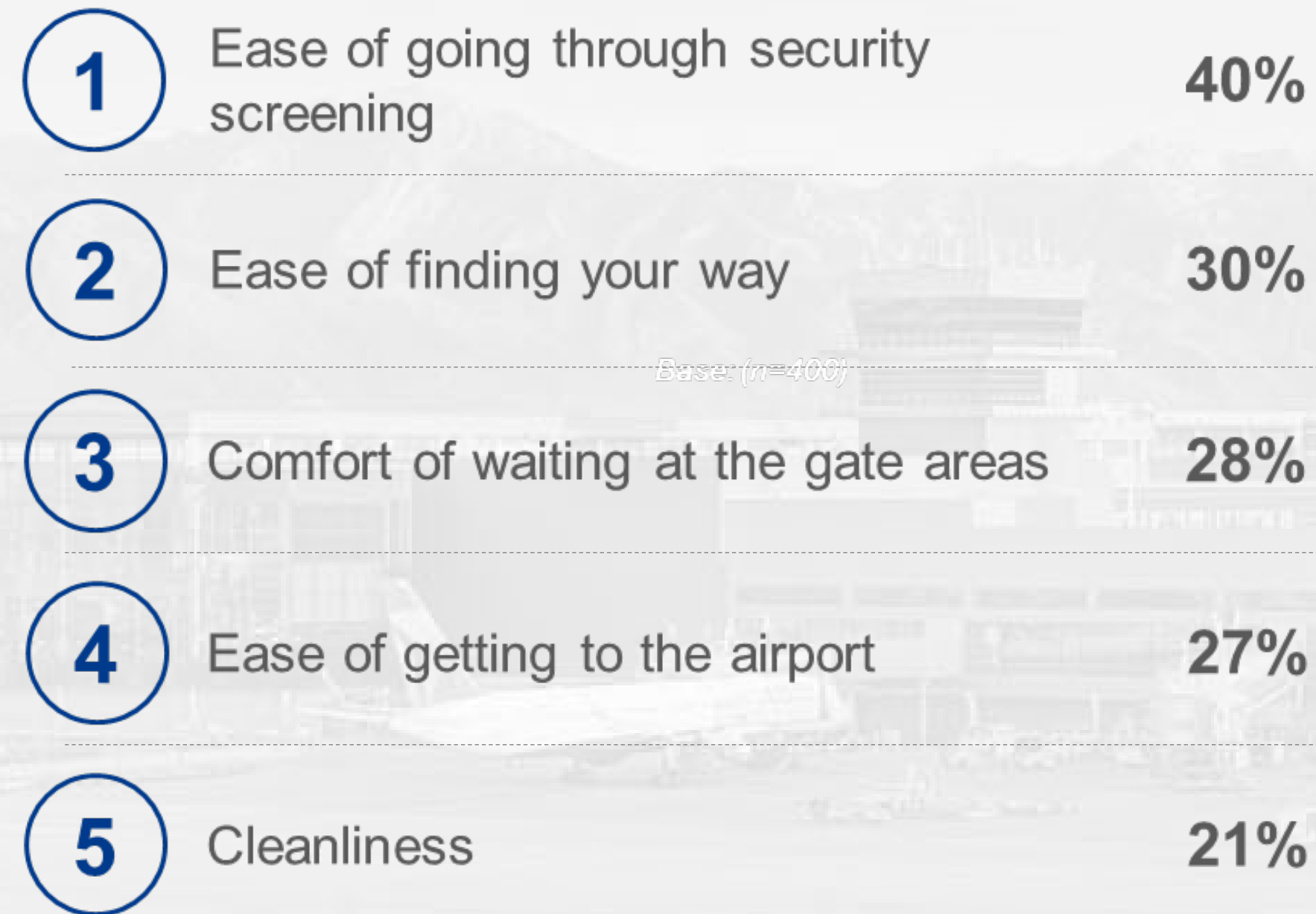
## Connection



# What is Most Important to Passengers?



## Top 5 Most Important Items (n=1455)



The figure presents the proportion (%) of respondents who mentioned the item amongst the most important items based on their experience at your airport. Because respondents were able to select several items, the total of mentions may exceed 100%.

## Satisfaction with these Service Items



The figure presents the average (out of 5-pt scale) for the items identified as important amongst all of the respondents who have rated the item.

Base (n): Respondents providing a valid response

Q11. Based on your experience at THIS airport, write the letters of your 3 most IMPORTANT items from question 10.

Note: The airport's scores include only the quarters that complied with ASQ's requirements. If none are available, results are based on the available non-compliant data.

# Global Rankings 2025

(383 Participating Airports)



	Arrival at the Airport	Check-in	Security Screening	Border/Passport Control	Shopping/Dining	Gate Areas	Throughout the Airport	Airport Atmosphere	
<b>Overall Satisfaction</b>	<b>Ease of getting to the airport</b>	<b>Ease of finding check-in area</b>	<b>Ease in security screening</b>	<b>Waiting time: Border/passport control</b>	<b>Restaurants/bars/cafés</b>	<b>Comfort of waiting at gate areas</b>	<b>Ease of finding way</b>	<b>Wi-Fi service quality</b>	<b>Health safety</b>
<b>Total</b> <b>4.47</b> ASQ GLOBAL: 4.35 RANK 118 / 380	<b>4.52</b> ASQ GLOBAL: 4.44 RANK 126 / 380	<b>4.50</b> ASQ GLOBAL: 4.53 RANK 168 / 380	<b>4.38</b> ASQ GLOBAL: 4.44 RANK 179 / 380	<b>4.57</b> ASQ GLOBAL: 4.39 RANK 104 / 328	<b>4.10</b> ASQ GLOBAL: 4.03 RANK 114 / 380	<b>4.19</b> ASQ GLOBAL: 4.13 RANK 132 / 380	<b>4.42</b> ASQ GLOBAL: 4.37 RANK 143 / 380	<b>4.20</b> ASQ GLOBAL: 4.10 RANK 115 / 380	<b>4.41</b> ASQ GLOBAL: 4.34 RANK 128 / 380
<b>Business</b>	<b>Signage to access terminal</b>	<b>Waiting time: Check-in</b>	<b>Waiting time: Security screening</b>	<b>Courtesy &amp; helpfulness: Border/passport control staff</b>	<b>VFM: Restaurants/bars/cafés</b>	<b>Availability of seats at gate areas</b>	<b>Availability of flight info.</b>	<b>Availability of charging station</b>	<b>Cleanliness</b>
<b>4.44</b> ASQ GLOBAL: 4.30 RANK 114 / 380	<b>4.43</b> ASQ GLOBAL: 4.40 RANK 134 / 380	<b>4.40</b> ASQ GLOBAL: 4.41 RANK 150 / 380	<b>4.28</b> ASQ GLOBAL: 4.38 RANK 213 / 380	<b>4.57</b> ASQ GLOBAL: 4.41 RANK 104 / 328	<b>3.54</b> ASQ GLOBAL: 3.67 RANK 146 / 380	<b>4.33</b> ASQ GLOBAL: 4.18 RANK 121 / 380	<b>4.39</b> ASQ GLOBAL: 4.33 RANK 137 / 380	<b>4.42</b> ASQ GLOBAL: 4.04 RANK 82 / 380	<b>4.49</b> ASQ GLOBAL: 4.32 RANK 112 / 380
<b>Leisure</b>	<b>VFM: Transport</b>	<b>Courtesy &amp; helpfulness: Check-in staff</b>	<b>Courtesy &amp; helpfulness: Security staff</b>		<b>Shops</b>		<b>Walking distance inside terminal</b>	<b>Entertainment &amp; leisure options</b>	<b>Ambience</b>
<b>4.50</b> ASQ GLOBAL: 4.32 RANK 111 / 380	<b>4.11</b> ASQ GLOBAL: 4.19 RANK 163 / 380	<b>4.52</b> ASQ GLOBAL: 4.52 RANK 139 / 380	<b>4.36</b> ASQ GLOBAL: 4.40 RANK 178 / 380		<b>3.86</b> ASQ GLOBAL: 3.92 RANK 132 / 380		<b>3.65</b> ASQ GLOBAL: 4.29 RANK 351 / 380	<b>4.03</b> ASQ GLOBAL: 3.90 RANK 111 / 380	<b>4.37</b> ASQ GLOBAL: 4.26 RANK 128 / 380
<b>Personal</b>					<b>VFM: Shops</b>		<b>Ease of making connection</b>	<b>Availability of washrooms</b>	
<b>4.46</b> ASQ GLOBAL: 4.41 RANK 120 / 380					<b>3.48</b> ASQ GLOBAL: 3.71 RANK 163 / 380		<b>4.22</b> ASQ GLOBAL: 4.16 RANK 124 / 278	<b>4.45</b> ASQ GLOBAL: 4.25 RANK 107 / 380	
					<b>Courtesy &amp; helpfulness: Shopping and dining staff</b>		<b>Courtesy &amp; helpfulness: Airport staff</b>	<b>Cleanliness of washrooms</b>	
					<b>4.08</b> ASQ GLOBAL: 4.22 RANK 180 / 380		<b>4.36</b> ASQ GLOBAL: 4.42 RANK 184 / 380	<b>4.44</b> ASQ GLOBAL: 4.23 RANK 108 / 380	

**Overall Experience**

**Total**

**4.31**

ASQ GLOBAL: 4.23  
RANK 123 / 380

**Overall Emotional Score**

**Total**

**4.26**

ASQ GLOBAL: 4.29  
RANK 145 / 380

Note: The airport's scores include only the quarters that complied with ASQ's requirements. If none are available, results are based on the available non-compliant data. Annual benchmark scores include airports' compliant quarters only. The green and red values indicate that ATL performance is higher or lower at a statistically significant level (95%) compared to ASQ Global average. Statistical testing is performed only on compliant data.

# Global Rankings 2025

(383 Participating Airports)



**SLC Ranked 118 overall**

## Top 2025 Rankings:

- Availability of charging stations-82
- Courtesy & helpfulness: border/passport control staff-104
- Waiting time: border/passport control-104
- Availability of washrooms-107
- Cleanliness of washrooms-108

## Lower 2025 Rankings:

- Ease in security screening-179
- Courtesy & helpfulness: shopping and dining staff-180
- Courtesy & helpfulness: airport staff-184
- Wait time: Security Screening-218
- Walking distance inside terminal-351

SLC-4.47 Average-4.35

# Panel Segment

(22 of 383 Participating Airports)



	Arrival at the Airport	Check-in	Security Screening	Border/ Passport Control	Shopping/ Dining	Gate Areas	Throughout the Airport	Airport Atmosphere	
<b>Overall Satisfaction</b>	<b>Ease of getting to the airport</b>	<b>Ease of finding check-in area</b>	<b>Ease in security screening</b>	<b>Waiting time: Border/ passport control</b>	<b>Restaurants/bars/cafés</b>	<b>Comfort of waiting at gate areas</b>	<b>Ease of finding way</b>	<b>Wi-Fi service quality</b>	<b>Health safety</b>
<b>Total</b>	<b>4.52</b>	<b>4.50</b>	<b>4.38</b>	<b>4.57</b>	<b>4.10</b>	<b>4.19</b>	<b>4.42</b>	<b>4.20</b>	<b>4.41</b>
CUSTOM PANEL: 4.25 RANK 5 / 22	CUSTOM PANEL: 4.35 RANK 5 / 22	CUSTOM PANEL: 4.45 RANK 8 / 22	CUSTOM PANEL: 4.35 RANK 8 / 22	CUSTOM PANEL: 4.42 RANK 4 / 19	CUSTOM PANEL: 3.93 RANK 4 / 22	CUSTOM PANEL: 4.00 RANK 4 / 22	CUSTOM PANEL: 4.25 RANK 7 / 22	CUSTOM PANEL: 4.13 RANK 6 / 22	CUSTOM PANEL: 4.25 RANK 5 / 22
<b>Business</b>	<b>Signage to access terminal</b>	<b>Waiting time: Check-in</b>	<b>Waiting time: Security screening</b>	<b>Courtesy &amp; helpfulness: Border/ passport control staff</b>	<b>VFM: Restaurants/bars/cafés</b>	<b>Availability of seats at gate areas</b>	<b>Availability of flight info.</b>	<b>Availability of charging station</b>	<b>Cleanliness</b>
<b>4.44</b>	<b>4.43</b>	<b>4.40</b>	<b>4.28</b>	<b>4.57</b>	<b>3.54</b>	<b>4.33</b>	<b>4.39</b>	<b>4.42</b>	<b>4.49</b>
CUSTOM PANEL: 4.21 RANK 5 / 22	CUSTOM PANEL: 4.34 RANK 7 / 22	CUSTOM PANEL: 4.38 RANK 6 / 22	CUSTOM PANEL: 4.25 RANK 8 / 22	CUSTOM PANEL: 4.46 RANK 4 / 19	CUSTOM PANEL: 3.37 RANK 4 / 22	CUSTOM PANEL: 4.06 RANK 4 / 22	CUSTOM PANEL: 4.28 RANK 7 / 22	CUSTOM PANEL: 3.94 RANK 4 / 22	CUSTOM PANEL: 4.21 RANK 4 / 22
<b>Leisure</b>	<b>VFM: Transport</b>	<b>Courtesy &amp; helpfulness: Check-in staff</b>	<b>Courtesy &amp; helpfulness: Security staff</b>	<b>Shops</b>	<b>Shops</b>	<b>Walking distance inside terminal</b>	<b>Entertainment &amp; leisure options</b>	<b>Ambience</b>	
<b>4.50</b>	<b>4.11</b>	<b>4.52</b>	<b>4.36</b>	<b>3.86</b>	<b>3.86</b>	<b>3.65</b>	<b>4.03</b>	<b>4.37</b>	
CUSTOM PANEL: 4.29 RANK 5 / 22	CUSTOM PANEL: 4.07 RANK 8 / 22	CUSTOM PANEL: 4.48 RANK 5 / 22	CUSTOM PANEL: 4.30 RANK 6 / 22	CUSTOM PANEL: 3.77 RANK 4 / 22	CUSTOM PANEL: 3.77 RANK 4 / 22	CUSTOM PANEL: 3.92 RANK 14 / 22	CUSTOM PANEL: 3.84 RANK 4 / 22	CUSTOM PANEL: 4.12 RANK 4 / 22	
<b>Personal</b>				<b>VFM: Shops</b>	<b>VFM: Shops</b>	<b>Ease of making connection</b>	<b>Availability of washrooms</b>		
<b>4.46</b>				<b>3.48</b>	<b>3.48</b>	<b>4.22</b>	<b>4.45</b>		
CUSTOM PANEL: 4.23 RANK 5 / 22				CUSTOM PANEL: 3.42 RANK 4 / 22	CUSTOM PANEL: 3.42 RANK 4 / 22	CUSTOM PANEL: 3.95 RANK 7 / 22	CUSTOM PANEL: 4.18 RANK 4 / 22		
				<b>Courtesy &amp; helpfulness: Shopping and dining staff</b>	<b>Courtesy &amp; helpfulness: Shopping and dining staff</b>	<b>Courtesy &amp; helpfulness: Airport staff</b>	<b>Cleanliness of washrooms</b>		
				<b>4.08</b>	<b>4.08</b>	<b>4.36</b>	<b>4.44</b>		
				CUSTOM PANEL: 4.06 RANK 9 / 22	CUSTOM PANEL: 4.06 RANK 9 / 22	CUSTOM PANEL: 4.30 RANK 7 / 22	CUSTOM PANEL: 4.11 RANK 4 / 22		

**Overall Experience**

**Total**

**4.31**

CUSTOM PANEL: 4.14  
RANK 6 / 22

**Overall Emotional Score**

**Total**

**4.26**

CUSTOM PANEL: 4.21  
RANK 7 / 22

Note: The airport's scores include only the quarters that complied with ASQ's requirements. If none are available, results are based on the available non-compliant data. Annual benchmark scores include airports' compliant quarters only. The green and red values indicate that ATL performance is higher or lower at a statistically significant level (95%) compared to the customized panel. Statistical testing is performed only on compliant data.

# Panel Segment

(22 of 383 Participating Airports)



**SLC ranked 5<sup>th</sup> overall when compared to 22 airports**

## Top 2025 Rankings

- Availability of charging stations-4
- Availability of seats at gate areas-4
- Availability of washrooms-4
- Cleanliness of washrooms-4
- Comfort of waiting at gate areas-4
- Courtesy & helpfulness: border/passport control staff-4
- Entertainment & leisure options-4
- Restaurants/bars/cafes vfm-4
- Shops vfm-4
- Wait time: border/passport control-4

## Lower 2025 Rankings:

- Walking distance inside terminal-14
- Courtesy & helpfulness of shopping and dining staff-9
- Ease of finding check-in area-8
- Ease in security screening-8
- VFM-Transportation:-8
- Wait time: Security Screening-8

# Panel Segment

(22 of 383 Participating Airports)



## Overall Satisfaction – Panel Segment 2025

Score = Excellent (5.00)  
Good (4.00)  
Average (3.00)  
Fair (2.00)  
Poor (1.00)

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# North America Airports

## (60 Participating Airports)



	Arrival at the Airport	Check-in	Security Screening	Border/ Passport Control	Shopping/ Dining	Gate Areas	Throughout the Airport	Airport Atmosphere		
<b>Overall Satisfaction</b>	<b>Ease of getting to the airport</b>	<b>Ease of finding check-in area</b>	<b>Ease in security screening</b>	<b>Waiting time: Border/ passport control</b>	<b>Restaurants/bars/café</b>	<b>Comfort of waiting at gate areas</b>	<b>Ease of finding way</b>	<b>Wi-Fi service quality</b>	<b>Health safety</b>	
<b>Total</b>	<b>4.47</b> NA: 4.21 RANK 5 / 60	<b>4.52</b> NA: 4.30 RANK 10 / 60	<b>4.50</b> NA: 4.41 RANK 24 / 60	<b>4.38</b> NA: 4.31 RANK 25 / 60	<b>4.57</b> NA: 4.24 RANK 6 / 40	<b>4.10</b> NA: 3.73 RANK 3 / 60	<b>4.19</b> NA: 3.92 RANK 5 / 60	<b>4.42</b> NA: 4.25 RANK 15 / 60	<b>4.20</b> NA: 4.02 RANK 9 / 60	<b>4.41</b> NA: 4.18 RANK 5 / 60
<b>Business</b>	<b>Signage to access terminal</b>	<b>Waiting time: Check-in</b>	<b>Waiting time: Security screening</b>	<b>Courtesy &amp; helpfulness: Border/ passport control staff</b>	<b>VFM: Restaurants/bars/café</b>	<b>Availability of seats at gate areas</b>	<b>Availability of flight info.</b>	<b>Availability of charging station</b>	<b>Cleanliness</b>	
<b>Total</b>	<b>4.44</b> NA: 4.15 RANK 5 / 60	<b>4.43</b> NA: 4.26 RANK 10 / 60	<b>4.40</b> NA: 4.32 RANK 25 / 60	<b>4.28</b> NA: 4.24 RANK 30 / 60	<b>4.57</b> NA: 4.29 RANK 6 / 40	<b>3.54</b> NA: 3.25 RANK 5 / 60	<b>4.33</b> NA: 3.99 RANK 3 / 60	<b>4.39</b> NA: 4.22 RANK 10 / 60	<b>4.42</b> NA: 3.79 RANK 1 / 60	<b>4.49</b> NA: 4.16 RANK 3 / 60
<b>Leisure</b>	<b>VFM: Transport</b>	<b>Courtesy &amp; helpfulness: Check-in staff</b>	<b>Courtesy &amp; helpfulness: Security staff</b>		<b>Shops</b>		<b>Walking distance inside terminal</b>	<b>Entertainment &amp; leisure options</b>	<b>Ambience</b>	
<b>Total</b>	<b>4.50</b> NA: 4.25 RANK 5 / 60	<b>4.11</b> NA: 3.98 RANK 16 / 60	<b>4.52</b> NA: 4.42 RANK 14 / 60	<b>4.36</b> NA: 4.27 RANK 23 / 60	<b>3.86</b> NA: 3.54 RANK 3 / 60		<b>3.65</b> NA: 4.04 RANK 51 / 60	<b>4.03</b> NA: 3.67 RANK 5 / 60	<b>4.37</b> NA: 4.03 RANK 4 / 60	
<b>Personal</b>					<b>VFM: Shops</b>		<b>Ease of making connection</b>	<b>Availability of washrooms</b>		
<b>Total</b>					<b>3.48</b> NA: 3.22 RANK 6 / 60		<b>4.22</b> NA: 4.01 RANK 19 / 50	<b>4.45</b> NA: 4.13 RANK 4 / 60		
					<b>Courtesy &amp; helpfulness: Shopping and dining staff</b>		<b>Courtesy &amp; helpfulness: Airport staff</b>	<b>Cleanliness of washrooms</b>		
					<b>4.08</b> NA: 3.95 RANK 13 / 60		<b>4.36</b> NA: 4.28 RANK 23 / 60	<b>4.44</b> NA: 4.08 RANK 4 / 60		

**Overall Experience**

**Total**

**4.31**

NA: 4.10  
RANK 9 / 60

**Overall Emotional Score**

**Total**

**4.26**

NA: 4.15  
RANK 14 / 60

Note: The airport's scores include only the quarters that complied with ASQ's requirements. If none are available, results are based on the available non-compliant data. Annual benchmark scores include airports' compliant quarters only. The green and red values indicate that ATL performance is higher or lower at a statistically significant level (95%) compared to region average (NA). Statistical testing is performed only on compliant data.

# North America Airports

(60 Participating Airports)



## SLC Ranked 5<sup>th</sup> Overall

### Top 2025 Rankings:

- Availability of charging station-1
- Restaurants/bars/cafes-3
- Airport cleanliness-3
- Availability of seats at gate areas-3
- Shops-3

### Lower 2025 Rankings:

- Walking distance inside terminal-51
- Wait time: security screening-30
- Ease in security screening-25
- Wait time: check-in-25
- Ease of finding check-in area-24

\*SLC-4.47; Average 4.21

# 25 – 40 Million Passengers

## (31 Participating Airports)



	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/ Passport Control	Shopping/ Dining	Gate Areas	Throughout the Airport	Airport Atmosphere	
<b>Overall Experience</b>	<b>Total</b> 25-40M: 4.28 RANK 9 / 31	<b>Ease of getting to the airport</b> <b>4.52</b> 25-40M: 4.41 RANK 8 / 31	<b>Ease of finding check-in area</b> <b>4.50</b> 25-40M: 4.47 RANK 12 / 31	<b>Ease in security screening</b> <b>4.38</b> 25-40M: 4.39 RANK 14 / 31	<b>Waiting time: Border/ passport control</b> <b>4.57</b> 25-40M: 4.34 RANK 8 / 29	<b>Restaurants/bars/cafés</b> <b>4.10</b> 25-40M: 4.02 RANK 9 / 31	<b>Comfort of waiting at gate areas</b> <b>4.19</b> 25-40M: 4.03 RANK 10 / 31	<b>Ease of finding way</b> <b>4.42</b> 25-40M: 4.27 RANK 10 / 31	<b>Wi-Fi service quality</b> <b>4.20</b> 25-40M: 4.08 RANK 9 / 31	<b>Health safety</b> <b>4.41</b> 25-40M: 4.29 RANK 10 / 31
	<b>Business</b> 25-40M: 4.15 RANK 8 / 31	<b>Signage to access terminal</b> <b>4.43</b> 25-40M: 4.38 RANK 10 / 31	<b>Waiting time: Check-in</b> <b>4.40</b> 25-40M: 4.37 RANK 10 / 31	<b>Waiting time: Security screening</b> <b>4.28</b> 25-40M: 4.30 RANK 14 / 31	<b>Courtesy &amp; helpfulness: Border/ passport control staff</b> <b>4.57</b> 25-40M: 4.36 RANK 8 / 29	<b>VFM: Restaurants/bars/cafés</b> <b>3.54</b> 25-40M: 3.53 RANK 11 / 31	<b>Availability of seats at gate areas</b> <b>4.33</b> 25-40M: 4.07 RANK 9 / 31	<b>Availability of flight info.</b> <b>4.39</b> 25-40M: 4.28 RANK 10 / 31	<b>Availability of charging station</b> <b>4.42</b> 25-40M: 3.93 RANK 6 / 31	<b>Cleanliness</b> <b>4.49</b> 25-40M: 4.27 RANK 9 / 31
<b>Overall Emotional Score</b>	<b>Leisure</b> 25-40M: 4.22 RANK 9 / 31	<b>VFM: Transport</b> <b>4.11</b> 25-40M: 4.10 RANK 10 / 31	<b>Courtesy &amp; helpfulness: Check-in staff</b> <b>4.52</b> 25-40M: 4.50 RANK 9 / 31	<b>Courtesy &amp; helpfulness: Security staff</b> <b>4.36</b> 25-40M: 4.35 RANK 11 / 31	<b>Shops</b> <b>3.86</b> 25-40M: 3.91 RANK 11 / 31		<b>Walking distance inside terminal</b> <b>3.65</b> 25-40M: 3.97 RANK 24 / 31	<b>Entertainment &amp; leisure options</b> <b>4.03</b> 25-40M: 3.90 RANK 9 / 31	<b>Ambience</b> <b>4.37</b> 25-40M: 4.19 RANK 9 / 31	
	<b>Personal</b> 25-40M: 4.25 RANK 9 / 31				<b>VFM: Shops</b> <b>3.48</b> 25-40M: 3.61 RANK 11 / 31		<b>Ease of making connection</b> <b>4.22</b> 25-40M: 4.13 RANK 7 / 27	<b>Availability of washrooms</b> <b>4.45</b> 25-40M: 4.18 RANK 9 / 31		
					<b>Courtesy &amp; helpfulness: Shopping and dining staff</b> <b>4.08</b> 25-40M: 4.16 RANK 12 / 31		<b>Courtesy &amp; helpfulness: Airport staff</b> <b>4.36</b> 25-40M: 4.35 RANK 10 / 31	<b>Cleanliness of washrooms</b> <b>4.44</b> 25-40M: 4.14 RANK 9 / 31		

Note: The airport's scores include only the quarters that complied with ASQ's requirements. If none are available, results are based on the available non-compliant data. Annual benchmark scores include airports' compliant quarters only. The green and red values indicate that ATL performance is higher or lower at a statistically significant level (95%) compared to the airports of 25-40M. Statistical testing is performed only on compliant data.

# 25 – 40 Million Passengers

(31 Participating Airports)



**SLC ranked 9<sup>th</sup> overall**

## Top 2025 Rankings:

- Availability of charging station-6
- Ease of making connection-7
- Ease of getting to the airport-8
- Waiting time: border/passport control-8
- Courtesy & helpfulness: border/passport control staff-8

## Lower 2025 Rankings:

- Walking distance inside terminal-24
- Ease in security screening-14
- Waiting time: security screening-14
- Ease in finding check-in area-12
- Courtesy & helpfulness: shopping and dining staff-12

\*SLC 4.47; Average 4.28

# Key Highlights



## ASQ Global



## Custom Panel



## North America

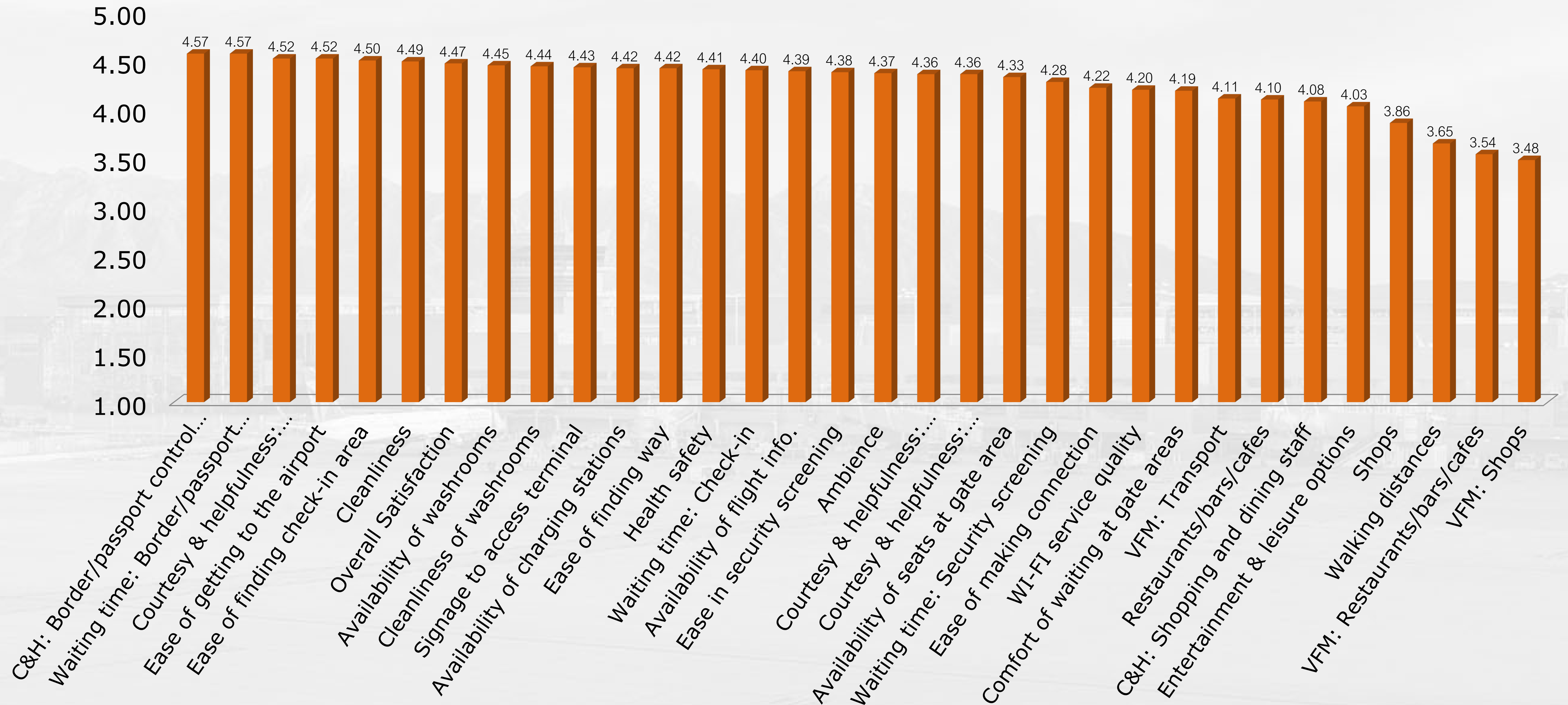


## 25-40M Passengers

Overall Satisfaction	<b>ASQ Global Average 4.35</b>	<b>Custom Panel Average 4.25</b>	<b>NA Average 4.21</b>	<b>25-40M Average 4.28</b>
SLC Score	<b>4.47</b>	<b>4.47</b>	<b>4.47</b>	<b>4.47</b>
SLC Rank	<b>118/380</b>	<b>5/22</b>	<b>5/60</b>	<b>9/31</b>
Overall Experience	<b>ASQ Global Average 4.23</b>	<b>Custom Panel Average 4.14</b>	<b>NA Average 4.10</b>	<b>25-40M Average 4.15</b>
SLC Score	<b>4.31</b>	<b>4.31</b>	<b>4.31</b>	<b>4.31</b>
SLC Rank	<b>123/380</b>	<b>6/22</b>	<b>9/60</b>	<b>8/31</b>

# SLC Airport Performance 2025

(Highest to Lowest Score)

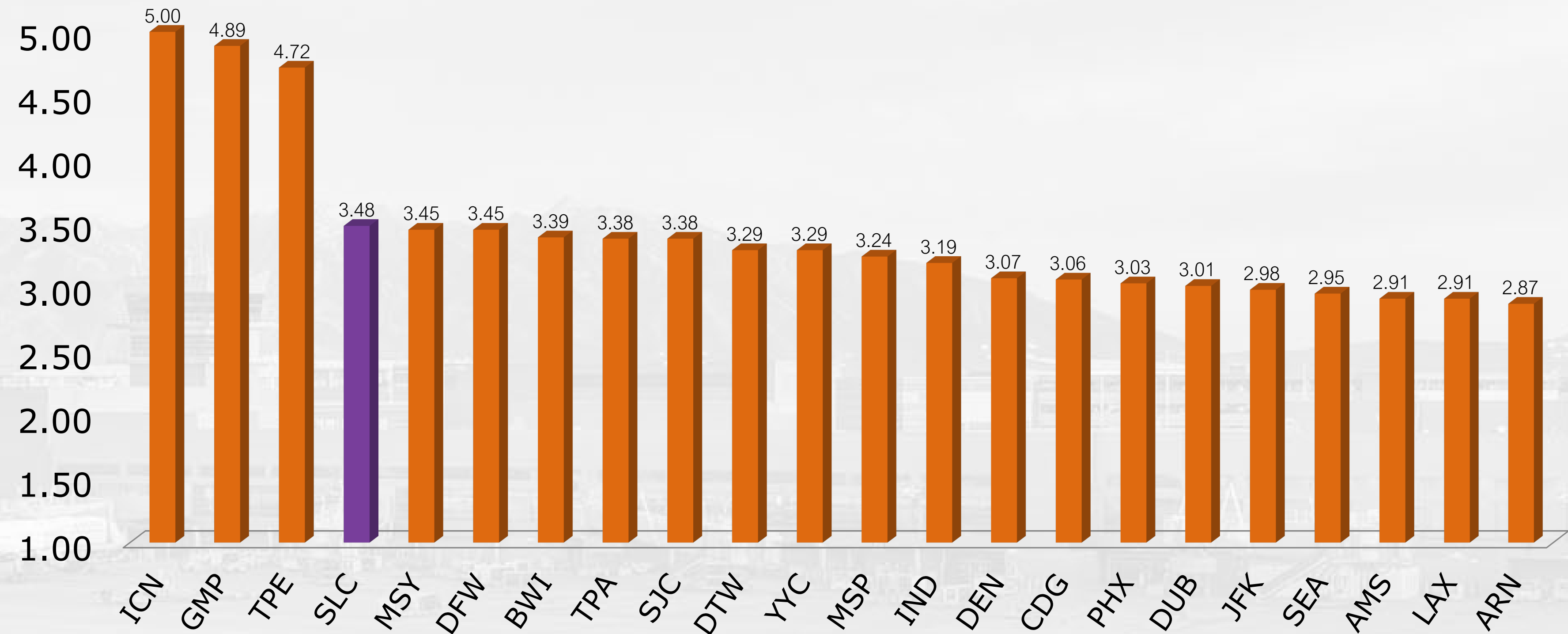


# Value For Money - Shops



## How did SLC fare?

- 4<sup>th</sup> out of 22 in Custom Panel
- 6<sup>th</sup> of 60 in North America
- 11<sup>th</sup> of 31 for airports 25-40M
- 163<sup>rd</sup> of 380 Global airports



# Notable changes from 2024



## Increases from 2024:

- Waiting time: border/passport control (4.57; **+0.35**)
- Walking distance inside terminal (3.65; **+0.20**)
- Entertainment & Leisure options (4.03; **+0.17**)
- Courtesy & helpfulness: border/passport control staff (4.57; **+0.13**)
- Ease of finding way (4.42; **+0.12**)
- Ease of finding check-in area (4.50; **+0.11**)
- VFM: shops (3.48; **+0.11**)

## Decreases from 2024:

- Availability of charging stations (4.42; **-0.03**)
- Courtesy & helpfulness-shopping & dining staff (4.08; **-0.02**)
- Ease of making connection (4.22; **-0.01**)
- Ease in security screening (4.38; **-0.01**)
- Health safety (4.41; **-0.01**)
- Restaurants/bars/cafes (4.10; **-0.01**)

# SLC Airport Performance Mean Scores by Categories



Categories	2022	2023	2024	2025
Overall Satisfaction	4.17	4.04	4.41	4.47
Arrival at the Airport (Getting to the Airport, Signage)	4.13	3.87	4.29	4.36
Check-in (Finding Check-in, Waiting Time, Check-in Staff)	4.26	<b>4.11</b>	4.38	4.47
Security Screening (Security Screening Area, Waiting Time, Security Staff)	4.14	3.88	4.32	4.34
Border/Passport Control (Waiting Time, Customs Staff)	<b>4.36</b>	4.05	4.33	<b>4.50</b>
Shopping/Dining (Restaurants, Shops, Staff)	<b>3.68</b>	<b>3.57</b>	<b>3.78</b>	<b>3.80</b>
Gate Areas (Comfort, Availability of Seats)	4.09	3.91	4.22	4.26
Throughout the Airport (Finding Way, FIDS, Walking Distance, Connections, WI-FI, Charging Stations, Entertainment Options, Restrooms)	3.99	3.85	4.19	4.26
Airport Atmosphere (Health Safety, Cleanliness, Ambience)	4.23	4.04	<b>4.42</b>	4.42

Score = Excellent (5.00), Good (4.00), Average (3.00), Fair (2.00), Poor (1.00)

**Green** = Highest Score  
**Red** = Lowest Score

# Certificate of Accreditation



## CERTIFICATE OF ACCREDITATION

ACIWorld certifies that

# SALT LAKE CITY INTERNATIONAL AIRPORT

has been accredited to Level 1 of the Airport Customer Experience Accreditation programme. This certificate recognizes your commitment to continual customer experience improvement.



Date of issue: 31 March 2026

Date of expiry: 30 March 2027

A handwritten signature in black ink, appearing to read 'Justin Erbacci'.

Justin Erbacci  
Director General  
ACI World



Thank You!

**AGENDA:** DISCUSSION ITEM (D)  
**DATE:** 08 April 2026  
**TO:** Airport Advisory Board  
**FROM:** Bill Wyatt, Executive Director  
**SUBJECT:** Janitorial

---

Celeste Butler, Aviation Services Manager, will present on Janitorial (presentation on file).



JANITORIAL  
CLEANEST AIRPORT IN NORTH AMERICA 2025

4/8/2026





# SLC Culture and Morale



# SLC Culture and Morale



“We are all in this together, with the same goals”





# Airport Campus

# Airport Facilities



- Terminal, Concourses, Gateway
- Parking Garage, Level 2-5
- Airline & Federal Partner Operational Areas
- Rental Car Operational Areas
- Compactor & Loading Docks
- Screening Checkpoints
- Delta Sky Clubs
  - ~ A Concourse - 31,150 sq ft
  - ~ B Concourse – Nearly 34,000 sq ft making it the second largest in network



# Outlier Facilities



- Airport Operations Center
- Guard Shacks
- North Support Facilities
- Joint Cargo
- Airport Operations Bldg
- National Weather Service
- Technical Services Bldg
- Parking Admin Bldg
- Central Utility Plant
- East & West Delce Bldg
- Ground Transportation Bldg

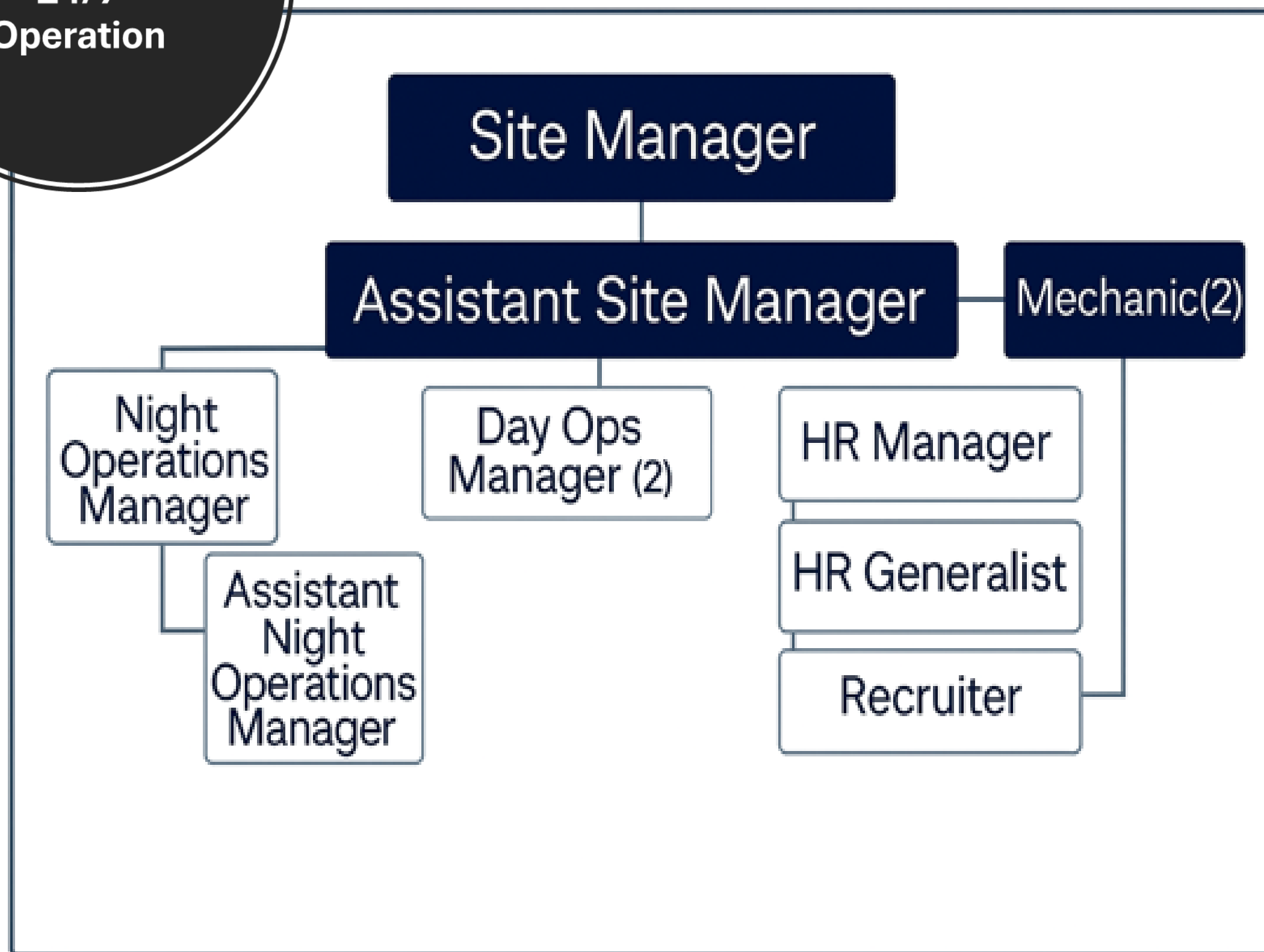


# Operations



## SLC Served Over 28 Million Passengers in 2025

Janitorial Needs for a 24/7 Operation



### Starting Wages Through the Years



### Staffing Levels Through the Years



# Operations



- Retention & turnover rate
- Professional uniforms, ensuring a sense of pride among the team
- Maintained equipment, tools, and supplies to complete their work
- Employee training of new equipment.



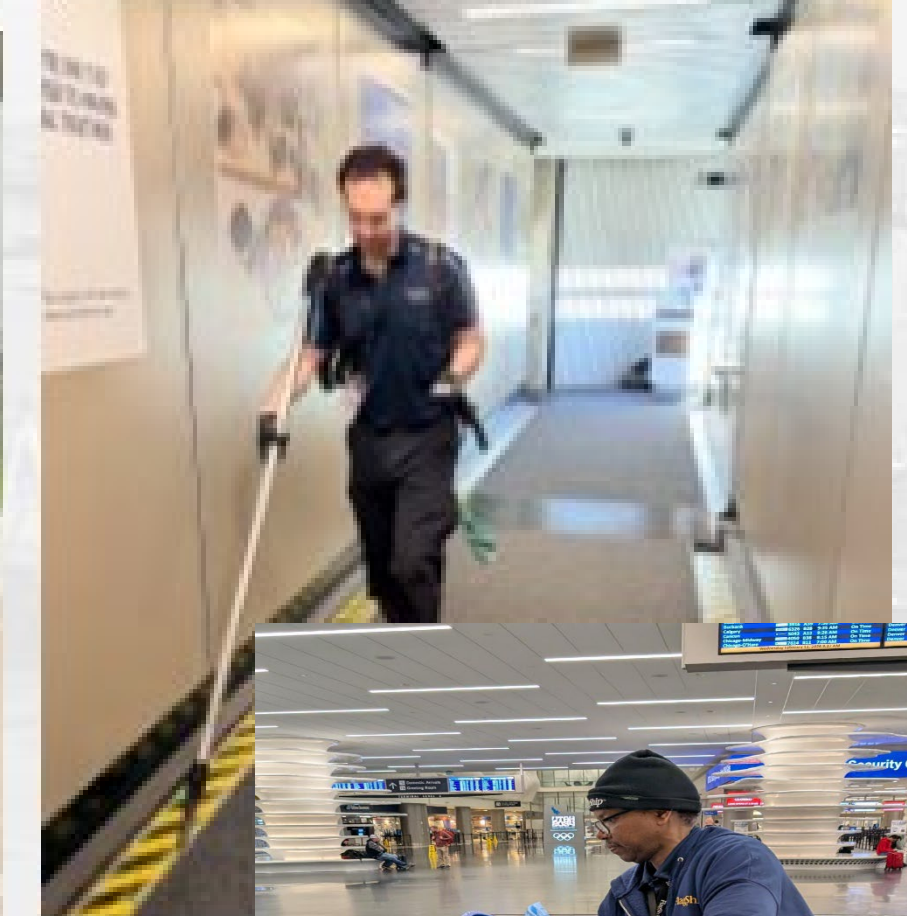
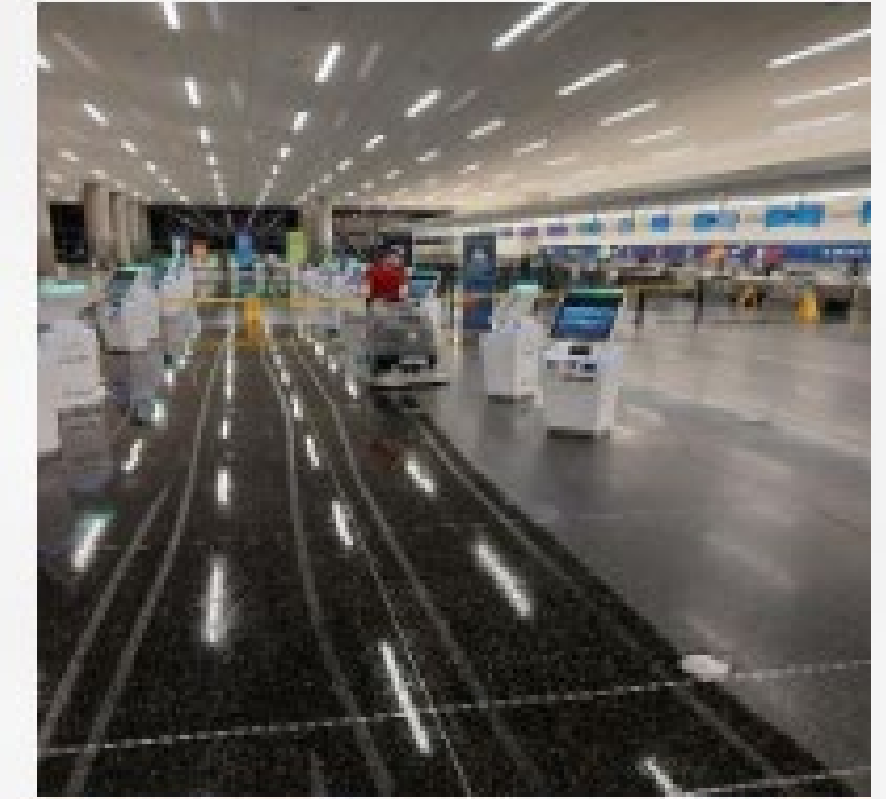
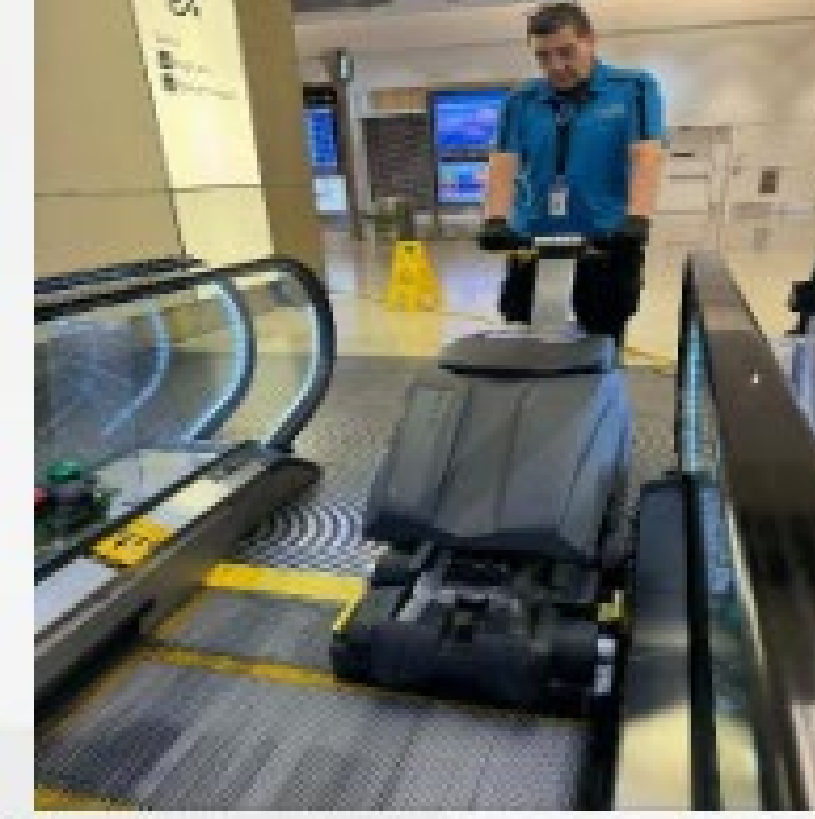


# Scope of Work

# Scope of Work



- Restroom Cleaning Day-time Policing
- Gate Hold & PBB Cleaning
- Food Court Cleaning & Day-time Policing
- Glass Cleaning
- Carpet Extraction & Day-time Spot Cleaning
- Escalator & Power Walk Machine Cleaning
- Terrazzo Maintenance Including Regular Scrubbing & Wax Recoats
- Trash & Recycling Collection

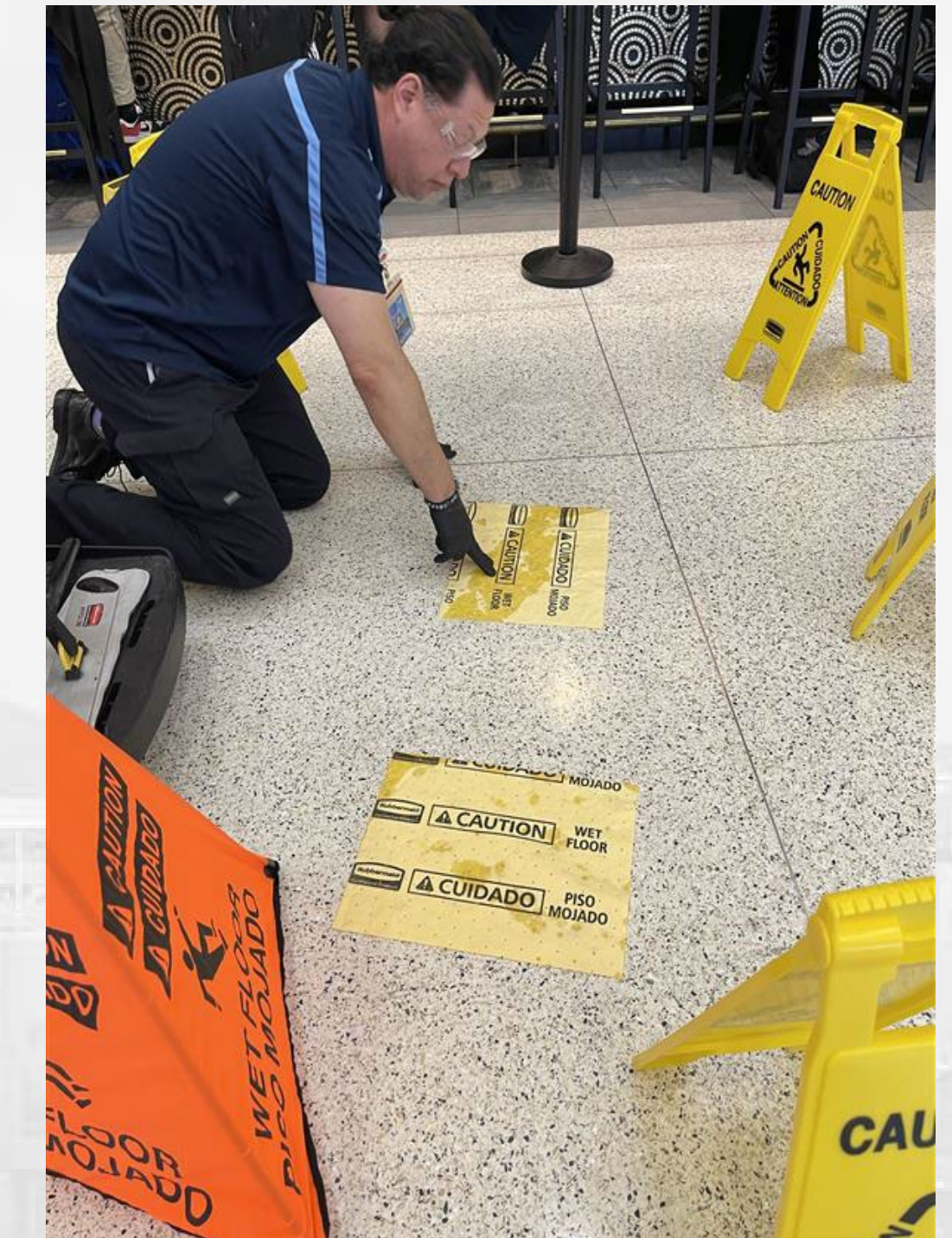


# Overnight Detailing



Airports are essentially small cities that never fully shut down. The overnight window is the **only** time for overnight cleaning crews to essentially deep clean the entire SLC Airport in 8 hours!

# Rapid Bio & Flood Cleanup



Every shift is staffed with a flood rapid response team ready to spring into action with no time to spare. All cleaners are trained to properly handle smaller wet & dry spills, pet and biohazard messes we encounter daily.



# Efficiency, Innovation & QC



# Efficiency & Innovation



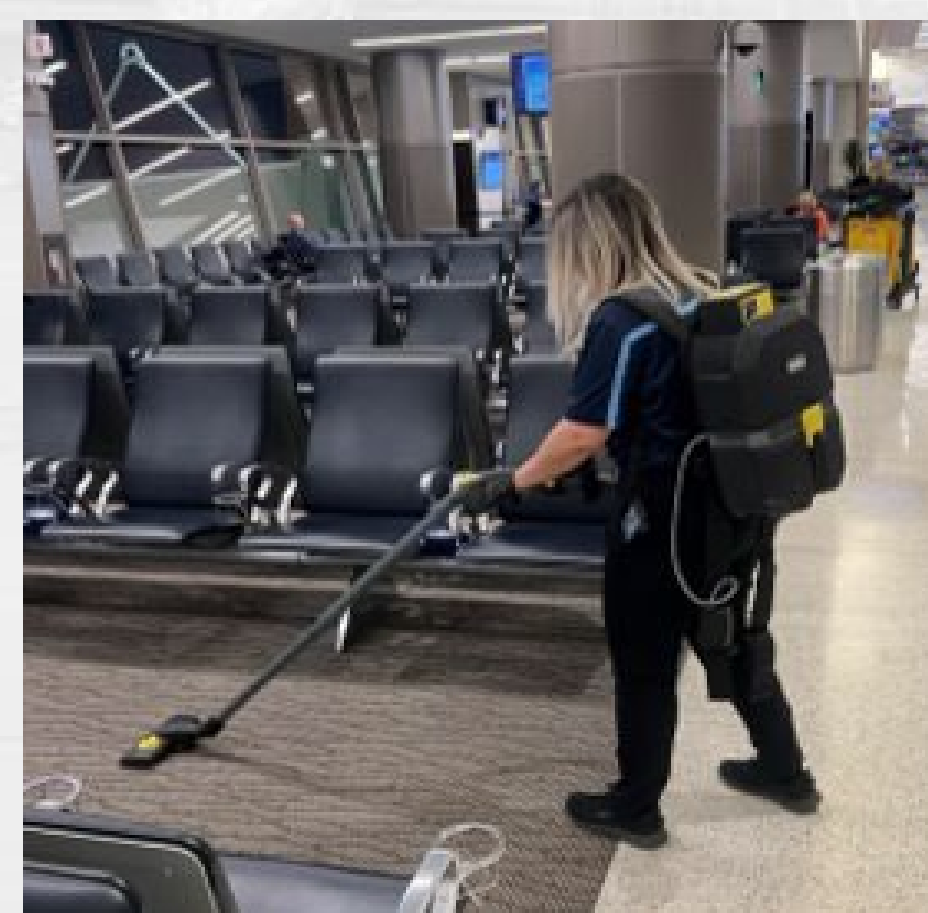
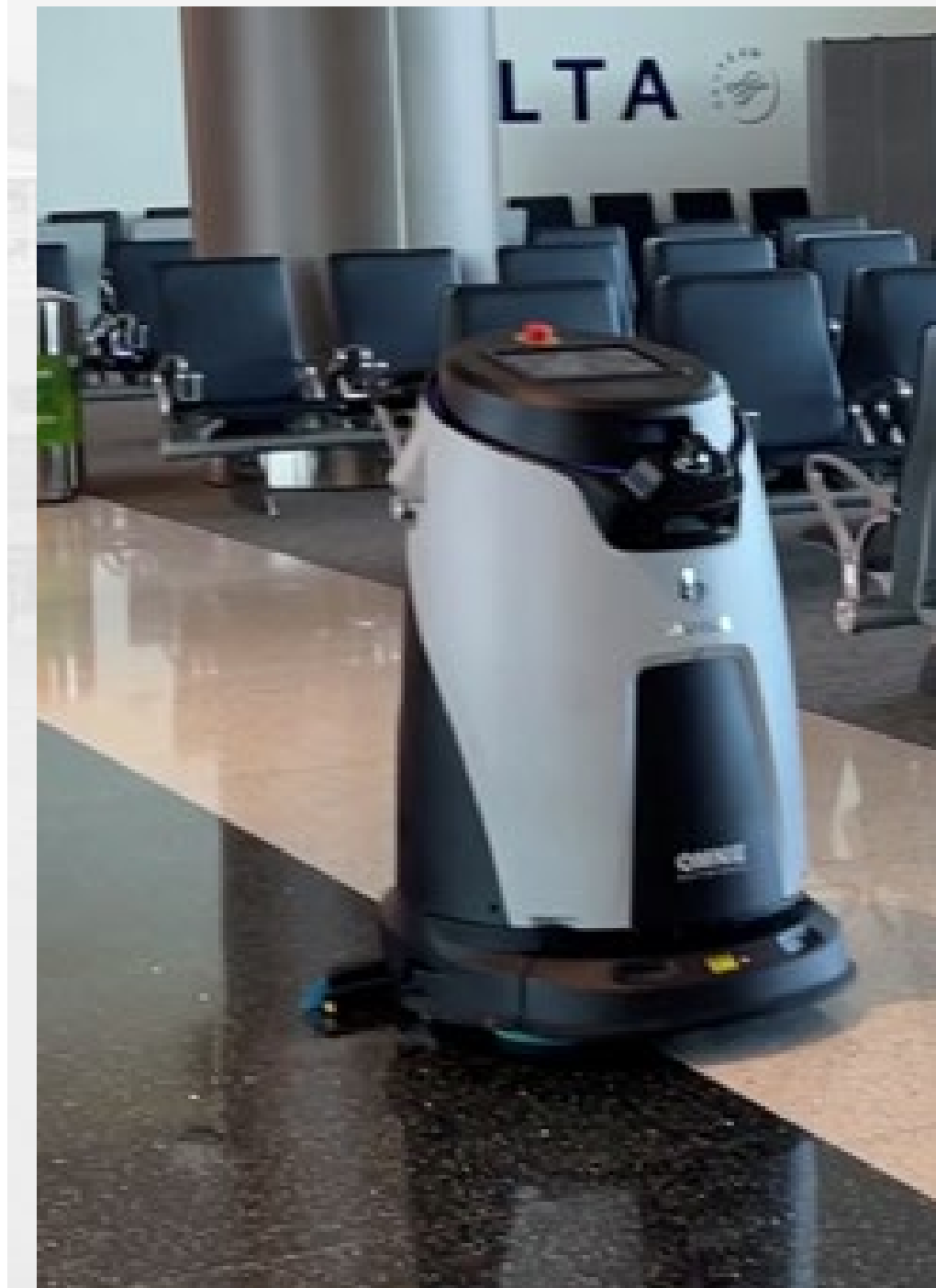
"Adapt or become obsolete."

- ❑ Karcher Orbital Scrubber
- ❑ Lightweight Battery Backpack Vacuum
- ❑ "Bigfoot" Electric Cart
- ❑ Autonomous Implementation & Progress



Wednesday Apr 01, 2026  
**Combo\_A5-A16 / A\_West**

Start	04/01/2026 01:19:41 AM
End	04/01/2026 04:18:04 AM
RIN	GS401-6220-N5R-P000
Cleaning Mode	洗地
Task End Status	Manual end
Autonomous Cleaning	2:40:34
Coverage (ft <sup>2</sup> )	27,981
Task Completion (%)	95%
Cleaning Efficiency (ft <sup>2</sup> /h)	10,455
Autonomous Downtime	0:00:00
# Interruptions	0
Start Battery (%)	94%
End Battery (%)	9%
Water Usage (gal)	12.1

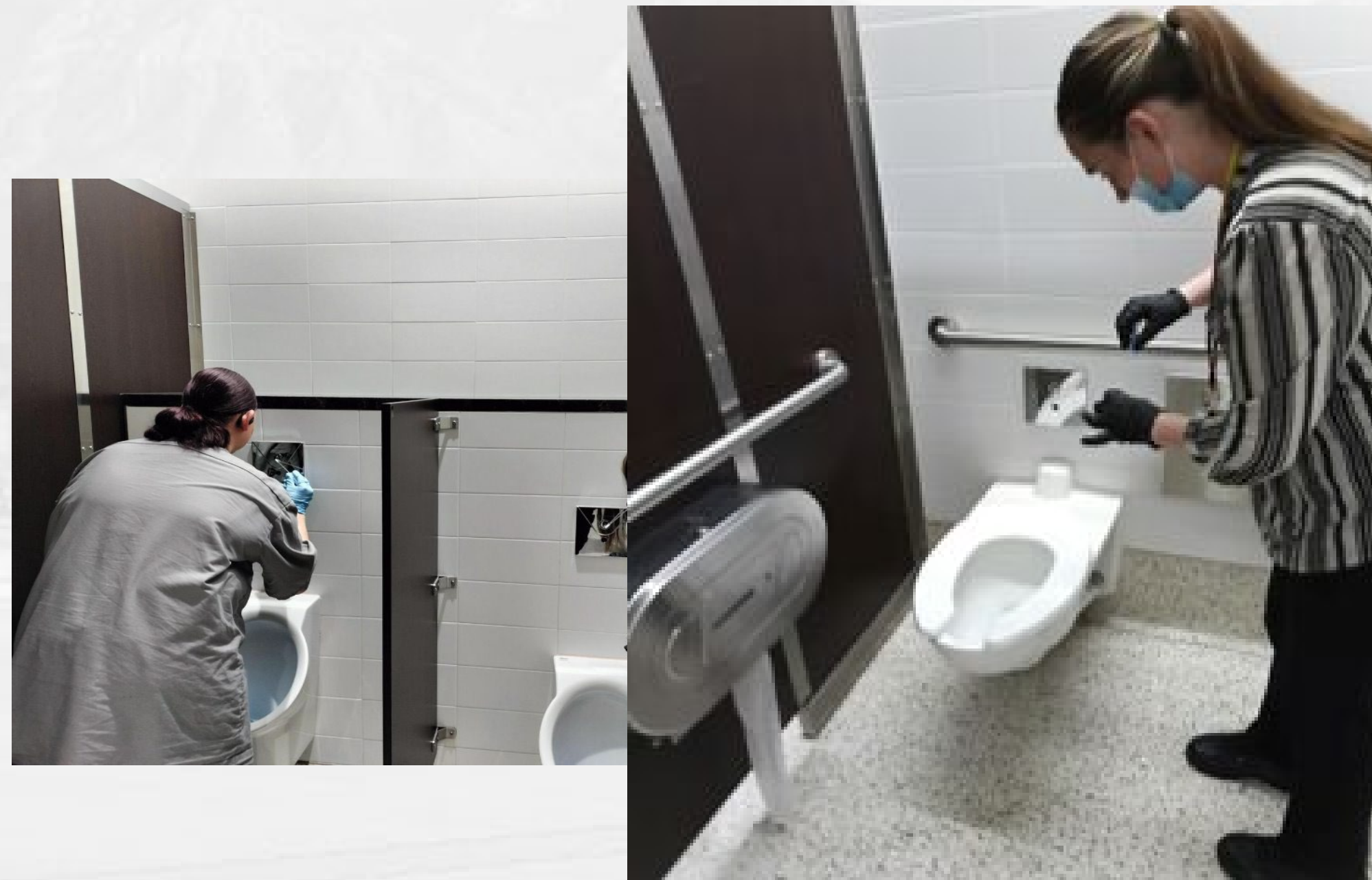


# Quality Control

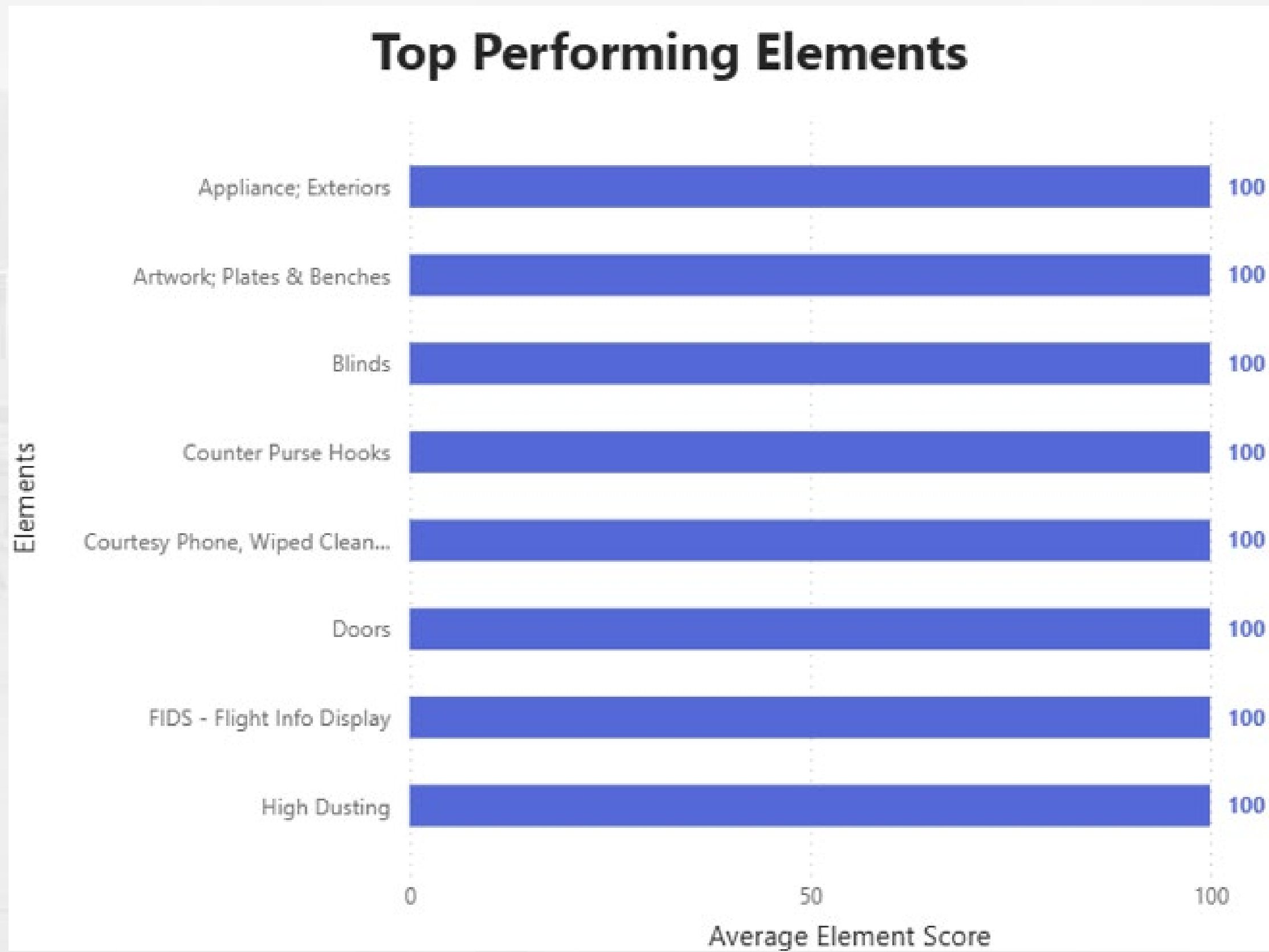


Our success is driven in part by a strong sense of internal accountability.

Open, honest dialogue enables constructive feedback, and a proactive mindset allows us to learn from mistakes and prevent recurring issues.

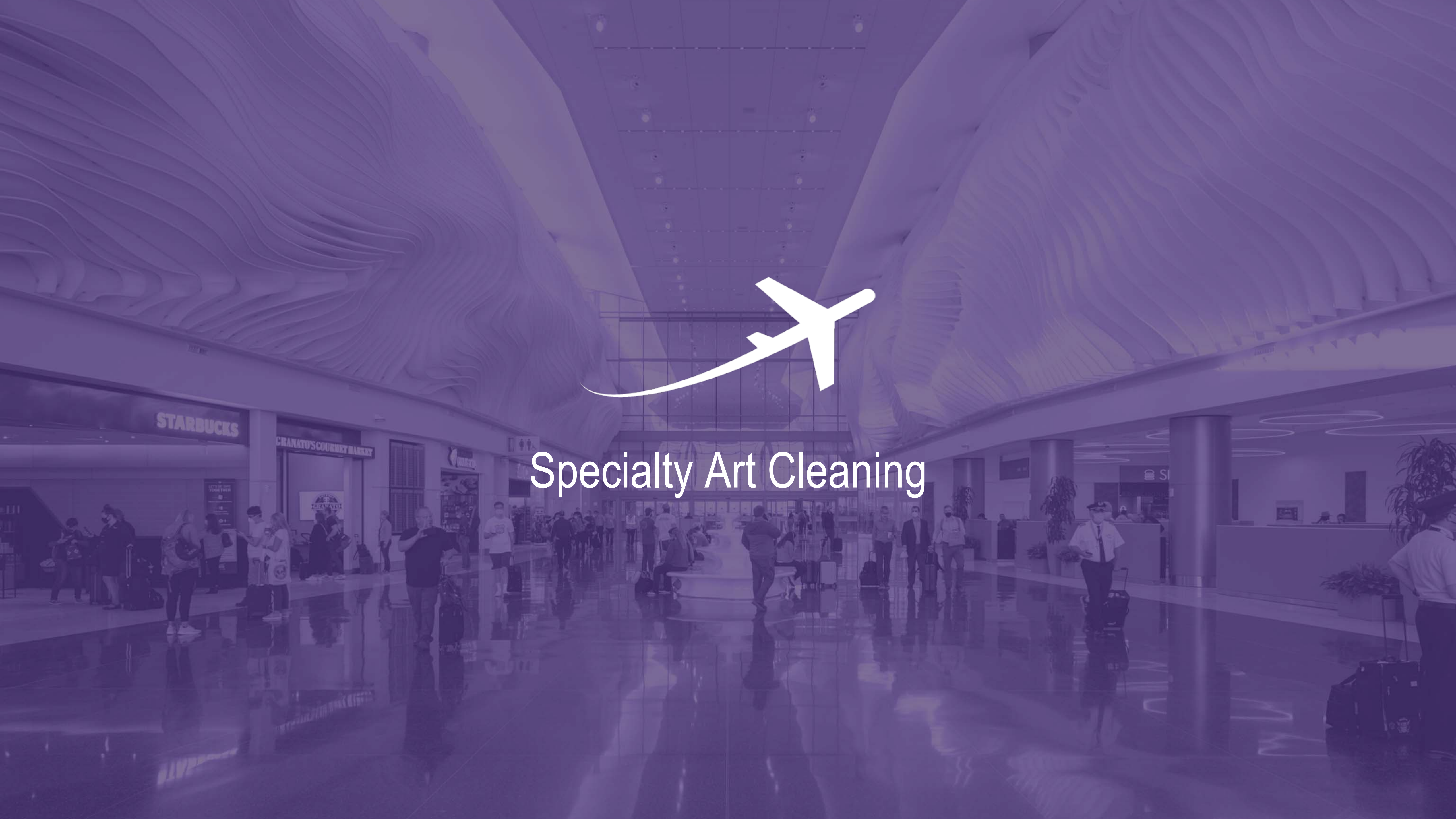


Quarterly ATP testing in conjunction with the Airport





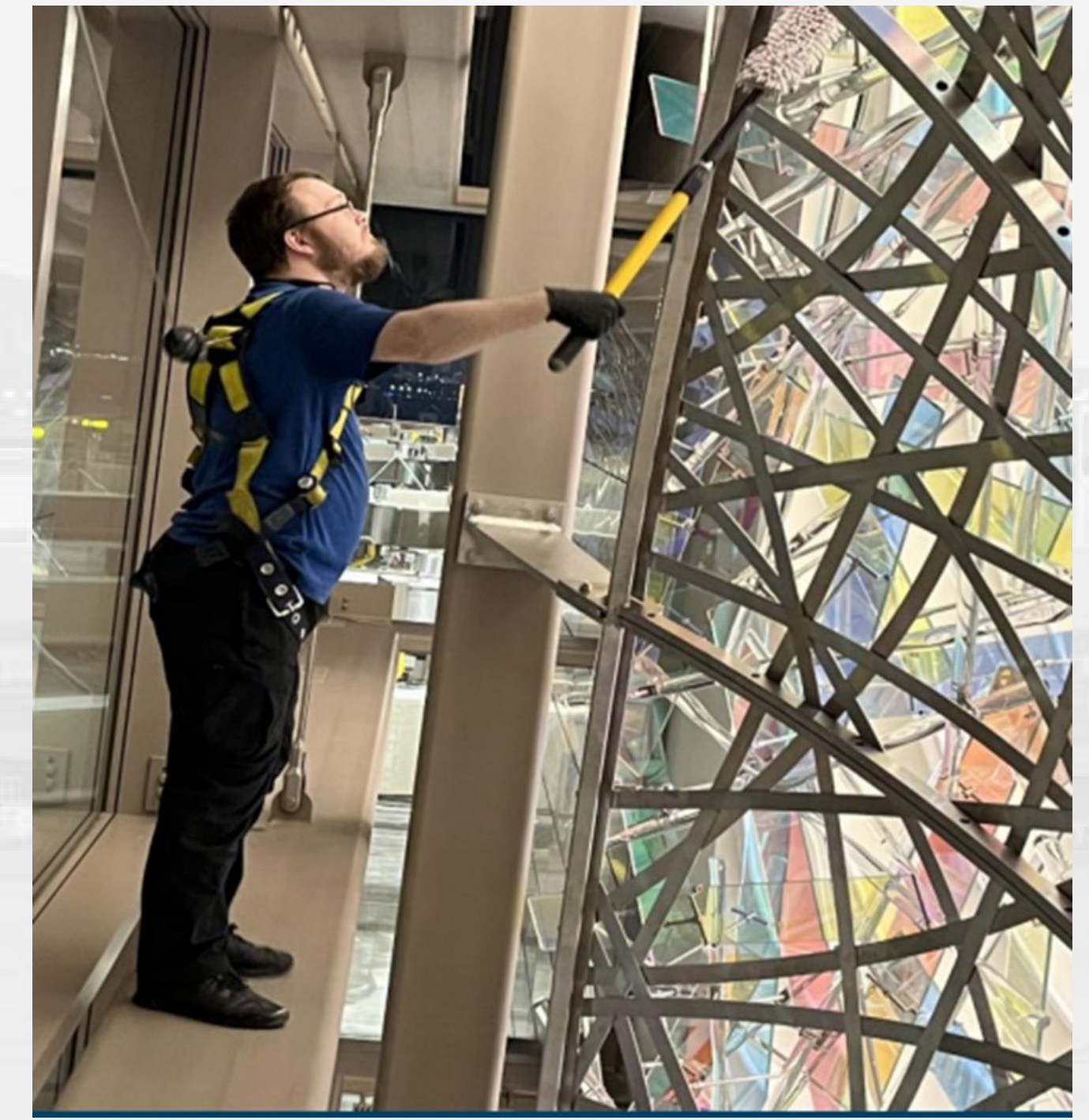
# Specialty Art Cleaning



# Specialty Art Cleaning



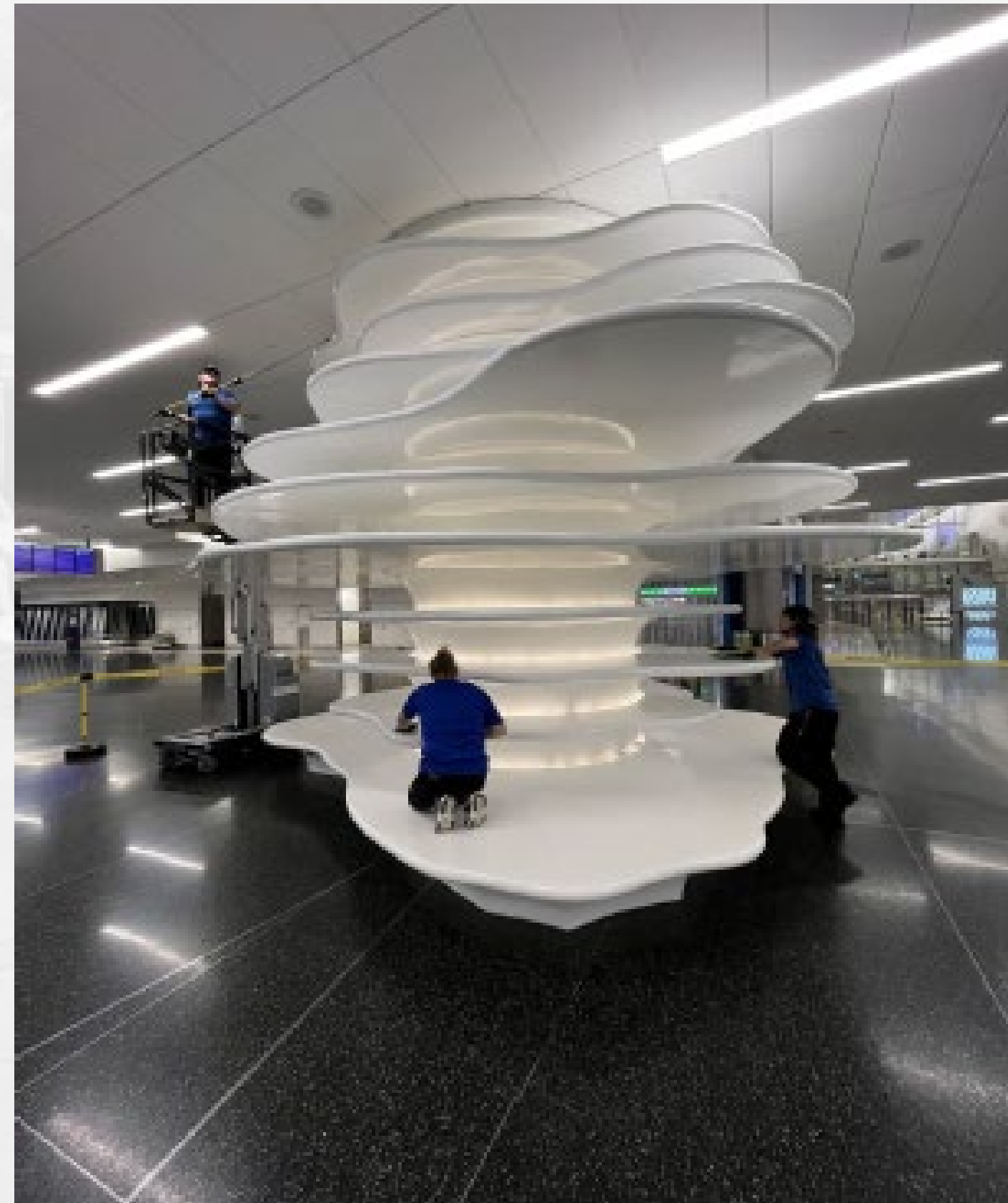
**A Dinosaur, River tunnel, Canyon Fins and Northern Lights, Oh my!  
Our Artwork crew addresses a comprehensive scope of work on a nightly basis.**



# Specialty Art Cleaning Cont.



Plates & Benches, Wall Murals, World Map, Flying Machines, You Are Here, & Near Distance





# Window Cleaning

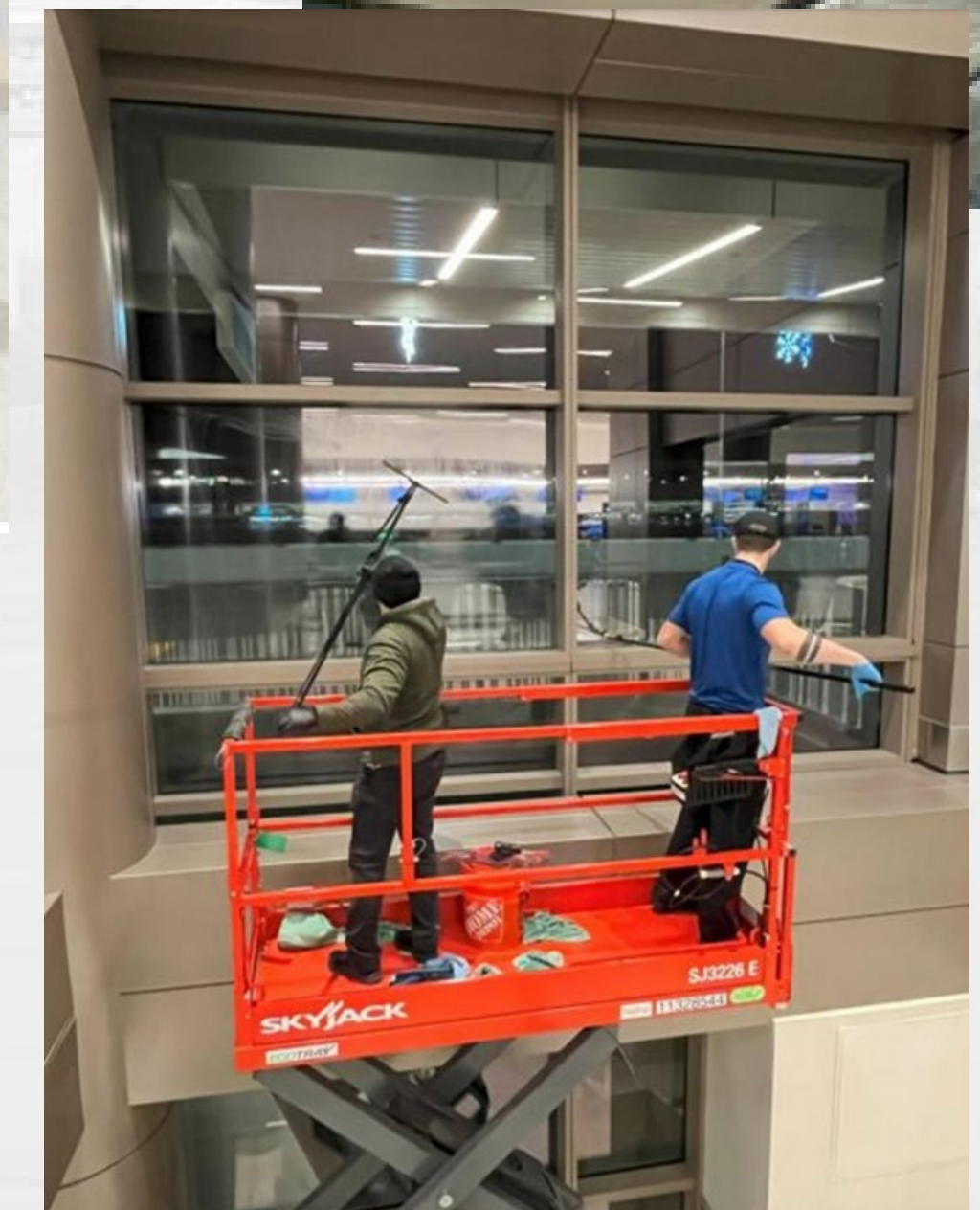


# Window Cleaning



Interior & Exterior Window Cleaning  
Campus Wide

Ledges, Canopies & Catwalks



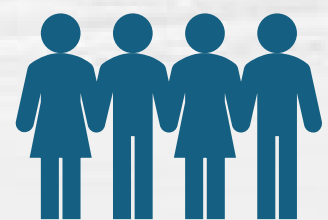
# Conclusion



## Accountability – Dedication – Pride

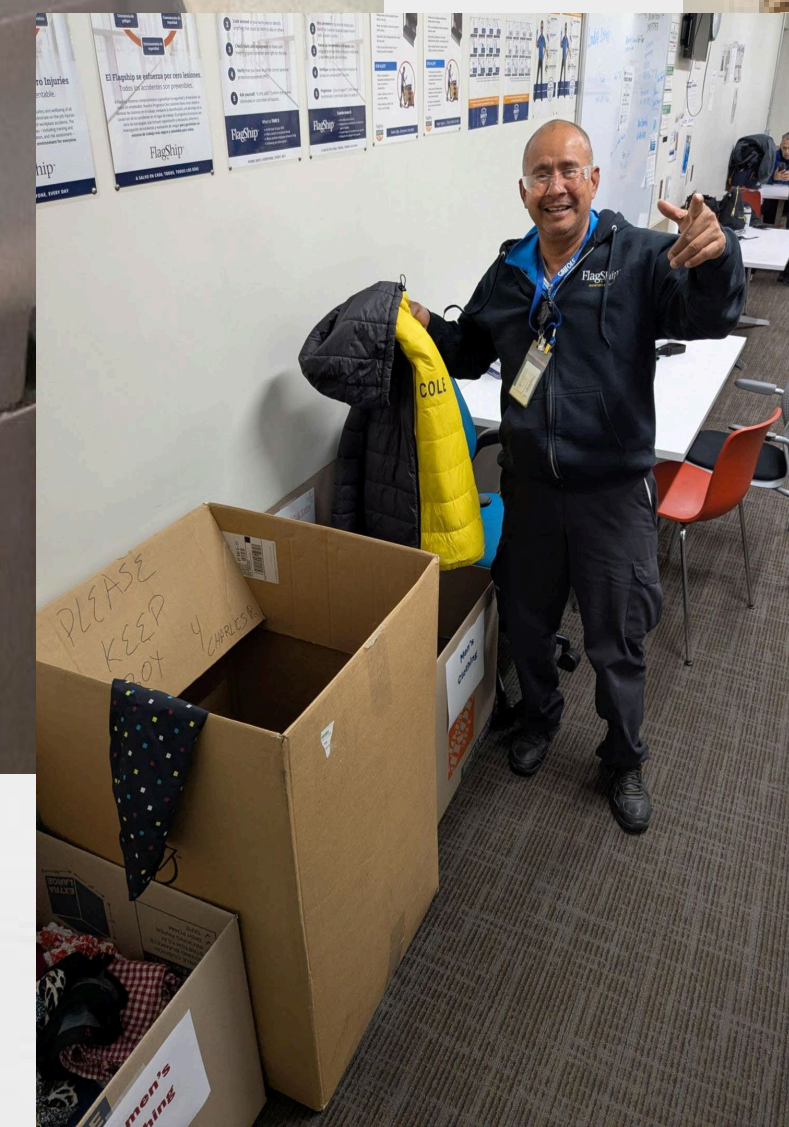
Employees are often seen taking the initiative to take care of things that **need** to be done -- exhibiting a hospitality mentality of going above and beyond for our passengers.

## Inclusion & teamwork



- friendly, smiling employees

Employee Appreciation is paramount!





Thank You!



## Advisory Board Meeting

April 08, 2026

## Media Clippings

[https://slcairport.com/assets/pdfDocuments/AABoard/April2026ClippingPacke  
t.pdf](https://slcairport.com/assets/pdfDocuments/AABoard/April2026ClippingPacke<br/>t.pdf)

Compiled by the Communication & Marketing Dept.



**April 2026  
Media Clippings**

**Advisory Board Meeting**

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**Compiled by Communication & Marketing Dept.**

<b>SLCDA Airport Advisory Board April 2026</b>			
<b>Date</b>	<b>Media Outlet</b>	<b>Subject</b>	<b>Market Value</b>
3/4/2026	Utah Tech News	<a href="#">Bringit starts operating at SLC</a>	
3/5/2026	Fordor's Travel	<a href="#">Amenities at airports</a>	\$7.46
3/9/2026	The Deseret News	<a href="#">Government shutdown and TSA</a>	\$21,174.48
3/9/2026	KUTV	<a href="#">Taste Utah - Moab Brewery</a>	\$11,453.22
3/9/2026	KUTV	<a href="#">Passenger complaint with Frontier</a>	\$17,372.56
3/9/2026	ABC4	Government shutdown and TSA	\$1,212.65
3/9/2026	KSL	Government shutdown and TSA	\$3,730.55
3/9/2026	Fox 13	Government shutdown and TSA	\$1,473.35
3/9/2026	Telemundo	<a href="#">SLC Airport food pantry for TSA</a>	
3/9/2026	KSL Radio	Government shutdown and TSA	
3/9/2026	KUER	Government shutdown and TSA	
3/9/2026	Travel 2latam	<a href="#">Volaris operating out of SLC</a>	
3/10/2026	The Deseret News	<a href="#">Electric aircraft pilot program</a>	\$21,174.48
3/10/2026	KUTV	<a href="#">Passenger complaint with Frontier</a>	\$21,354.77
3/10/2026	KSL	<a href="#">Electric aircraft pilot program</a>	\$13,340.81
3/10/2026	Fox 13	Government shutdown and TSA	\$404.48
3/10/2026	KSL Radio	Electric aircraft pilot program	
3/10/2026	National Today	Passenger complaint with Frontier	
3/10/2026	Islands Magazine	<a href="#">SLC 'most enjoyable' airport</a>	\$21,407.36
3/10/2026	AOL	<a href="#">SLC 'most enjoyable' airport</a>	\$218,925.56
3/10/2026	Yahoo! Travel	<a href="#">SLC 'most enjoyable' airport</a>	\$387,759.81
3/10/2026	MSN	SLC 'most enjoyable' airport	\$792,675.71
3/11/2026	The Salt Lake Tribune	<a href="#">Park City Rides rideshare app</a>	\$16,884.61
3/11/2026	KSL	<a href="#">Airplane cleaner charged</a>	\$26,140.91
3/11/2026	Simple Flying	<a href="#">Airport expansions</a>	\$34,496.75
3/12/2026	KUTV	TSA delays during shutdown	\$1,030.16
3/12/2026	Fox 13	<a href="#">Shutdown forces TSA agents to quit</a>	\$9,359.92
3/12/2026	Fox 13	SLC Airport food pantry for TSA	\$1,745.16
3/12/2026	CBS News	<a href="#">Shutdown forces TSA agents to quit</a>	\$433,005.58
3/12/2026	YouTube	<a href="#">How SLC became Delta hub</a>	
3/13/2026	KUTV	<a href="#">Taste Utah - Aubergine Kitchen</a>	\$11,272.32
3/13/2026	ABC4	<a href="#">SLC Airport food pantry for TSA</a>	\$11,799.44
3/13/2026	The Park Record	<a href="#">New lounges in Concourse B</a>	\$862.16
3/14/2026	ABC4	SLC Airport food pantry for TSA	\$2,025.36
3/14/2026	Way.com	<a href="#">Airports best for layovers</a>	\$28,932.47
3/16/2026	KUTV	Delays and cancellations at SLC	\$6,352.16
3/16/2026	ABC4	SLC Airport food pantry for TSA	\$134.45
3/16/2026	ABC4	TSA wait times at SLC	\$191.18
3/16/2026	Fox 13	<a href="#">Delays and cancellations at SLC</a>	\$88,883.50
3/16/2026	KSL Radio	SLC Airport food pantry for TSA	
3/16/2026	Airport Improvement	<a href="#">Hardstands at SLC Airport</a>	
3/16/2026	Attack of the Fanboy	<a href="#">Break dance contest at SLC</a>	
3/16/2026	Fan Duel Sports	Mention of SLC Airport	
3/17/2026	KUTV	Paralympians arrive at SLC	\$2,511.60

3/17/2026	ABC4	<a href="#">Paralympians arrive at SLC</a>	\$8,065.37
3/17/2026	KSL	<a href="#">Paralympians arrive at SLC</a>	\$31,825.58
3/17/2026	KSL	Shutdown forces TSA agents to quit	\$335.72
3/17/2026	Fox 13	Paralympians arrive at SLC	\$4,384.80
3/17/2026	KUER	SLC Airport food pantry for TSA	
3/17/2026	WIVB (Buffalo, NY)	SLC Airport food pantry for TSA	\$1,082.83
3/19/2026	Fox 13	SLC Airport food pantry for TSA	\$529.30
3/19/2026	The Detroit News	<a href="#">Disrupted flights at airports</a>	\$25,413.74
3/20/2026	SL Business Journal	<a href="#">SLC named 'Best Airport'</a>	\$18.46
3/21/2026	KUTV	Plane crash near SVR	\$7,263.92
3/21/2026	KSL	TSA wait times at SLC	\$3,651.68
3/22/2026	The Salt Lake Tribune	<a href="#">SkyWest's Moab-SLC service</a>	\$16,884.61
3/22/2026	NBC - Sunday Today	Break dance contest at SLC	\$33,697.10
3/22/2026	Simple Flying	<a href="#">Delta Sky Clubs</a>	\$34,496.75
3/23/2026	The Salt Lake Tribune	<a href="#">Will ICE agents be at SLC?</a>	\$16,884.61
3/23/2026	KUTV	TSA shortage affects on SLC	\$670.71
3/23/2026	KUTV	Will ICE agents be at SLC?	\$3,772.86
3/23/2026	ABC4	SLC Airport food pantry for TSA	\$1,835.64
3/23/2026	KSL	SLC Airport food pantry for TSA	\$9,780.51
3/23/2026	KSL	<a href="#">Ground collisions at airports</a>	\$25,466.25
3/23/2026	KUER	SLC Airport food pantry for TSA	
3/23/2026	Telemundo	<a href="#">Will ICE agents be at SLC?</a>	
3/23/2026	CBS News	<a href="#">Will ICE agents be at SLC?</a>	\$433,005.58
3/24/2026	The Salt Lake Tribune	<a href="#">ICE plane at SLC</a>	\$16,884.61
3/24/2026	KUTV	SLC Airport safety measures	\$670.71
3/24/2026	KUTV	Spring break travel	\$3,699.66
3/24/2026	ABC4	TSA wait times at SLC	\$632.70
3/24/2026	KSL	SLC Airport food pantry for TSA	\$2,411.44
3/24/2026	KSL Radio	SLC Airport food pantry for TSA	
3/24/2026	News USA Today	<a href="#">Ground collisions at airports</a>	\$147.27
3/24/2026	Hoodline	<a href="#">SLC Airport food pantry for TSA</a>	\$10,024.02
3/25/2026	KUTV	Spring break travel	\$595.21
3/25/2026	ABC4	<a href="#">SLC Airport safety measures</a>	\$7,718.56
3/25/2026	KSL	<a href="#">TSA wait times at SLC</a>	\$34,258.65
3/25/2026	NBC News	<a href="#">TSA wait times at SLC</a>	\$433,561.55
3/25/2025	Newsbreak	TSA wait times at SLC	\$128,392.98
3/25/2026	Airport Improvement	<a href="#">New air cargo facility at SLC</a>	\$0.00
3/25/2026	Newsbreak	New air cargo facility at SLC	\$128,392.98
3/26/2026	KSL	TSA wait times at SLC	\$373.45
3/26/2026	KSL	<a href="#">Get Gephardt - Airport phone scams</a>	\$43,837.64
3/26/2026	Fox 13	<a href="#">SLC Airport food pantry for TSA</a>	\$11,432.39
3/26/2026	KNRS	SLC Airport food pantry for TSA	
3/26/2026	USA Today	<a href="#">SLC Airport food pantry for TSA</a>	\$610,529.64
3/26/2026	MSN	<a href="#">SLC Airport food pantry for TSA</a>	\$792,675.71
3/26/2026	International Business	<a href="#">TSA wait times at SLC</a>	\$4,047.94
3/27/2026	The Salt Lake Tribune	<a href="#">Long lines at SLC</a>	\$17,878.17
3/27/2027	KUTV	<a href="#">Delta holds SLC flight for passenger</a>	\$14,182.56

3/27/2026	ABC4	<a href="#">Long lines at SLC</a>	\$13,433.59
3/27/2026	KSL	Get Gephardt - Airport phone scams	\$1,416.64
3/27/2026	KSL	Long lines at SLC airport	\$5,807.67
3/27/2026	Fox 13	<a href="#">Long lines at SLC airport</a>	\$8,603.05
3/27/2026	KSL Radio	Long lines at SLC airport	
3/27/2026	KSL Radio	Get Gephardt - Airport phone scams	
3/27/2026	KCPW	<a href="#">Long lines at SLC airport</a>	\$723.24
3/27/2026	KCPW	<a href="#">TSA lines at SLC Airport</a>	\$723.24
3/27/2026	Utah Business	<a href="#">New air cargo facility at SLC</a>	\$197.15
3/27/2026	Simple Flying	<a href="#">Delta routes</a>	\$34,496.75
3/28/2026	ABC4	Long lines at SLC airport	\$443.12
3/28/2026	KNRS - Getaway Guru	SLC ranked No. 1. in U.S.	
3/28/2026	Simple Flying	<a href="#">Delta holds SLC flight for passenger</a>	\$34,496.75
3/28/2026	Simple Flying	<a href="#">Break dance contest at SLC</a>	\$34,496.75
3/28/2026	When in Your State	<a href="#">Layovers at airports</a>	\$549.84
3/29/2026	Aviation A2Z	<a href="#">Break dance contest at SLC</a>	\$0.00
3/29/2026	The Travel	<a href="#">Delta holds SLC flight for passenger</a>	\$25,553.93
3/29/2026	Environment Press	<a href="#">National Terrazzo Job of the Year</a>	\$2.14
3/30/2026	ABC4	<a href="#">Expensive airfare from SLC</a>	\$9,554.20
3/30/2026	KSL	Get Gephardt - Airport phone scams	\$1,076.77
3/30/2026	Fox 13	SLC No. 2 for most-expensive airfare	\$555.94
3/30/2013	Fox 13	Long lines at SLC airport	\$2,567.34
3/30/2026	The Takeout	<a href="#">Best food at airports</a>	\$20,070.73
3/31/2026	Loyalty Lobby	<a href="#">Delta holds SLC flight for passenger</a>	
3/31/2026	Mid-Utah Radio	<a href="#">Expensive airfare from SLC</a>	\$34.88
4/1/2026	The Salt Lake Tribune	<a href="#">ICE plane at SLC</a>	\$16,884.61
4/1/2026	The Salt Lake Tribune	<a href="#">Air taxis in Utah</a>	\$16,884.61

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## **SLC Airport News**

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NEWS

# 3 Underrated US Airports Were Called America's 'Most Enjoyable'

By Jessica Stewart

March 10, 2026 10:00 am EST



Devasahayam Chandra Dhas/Getty Images

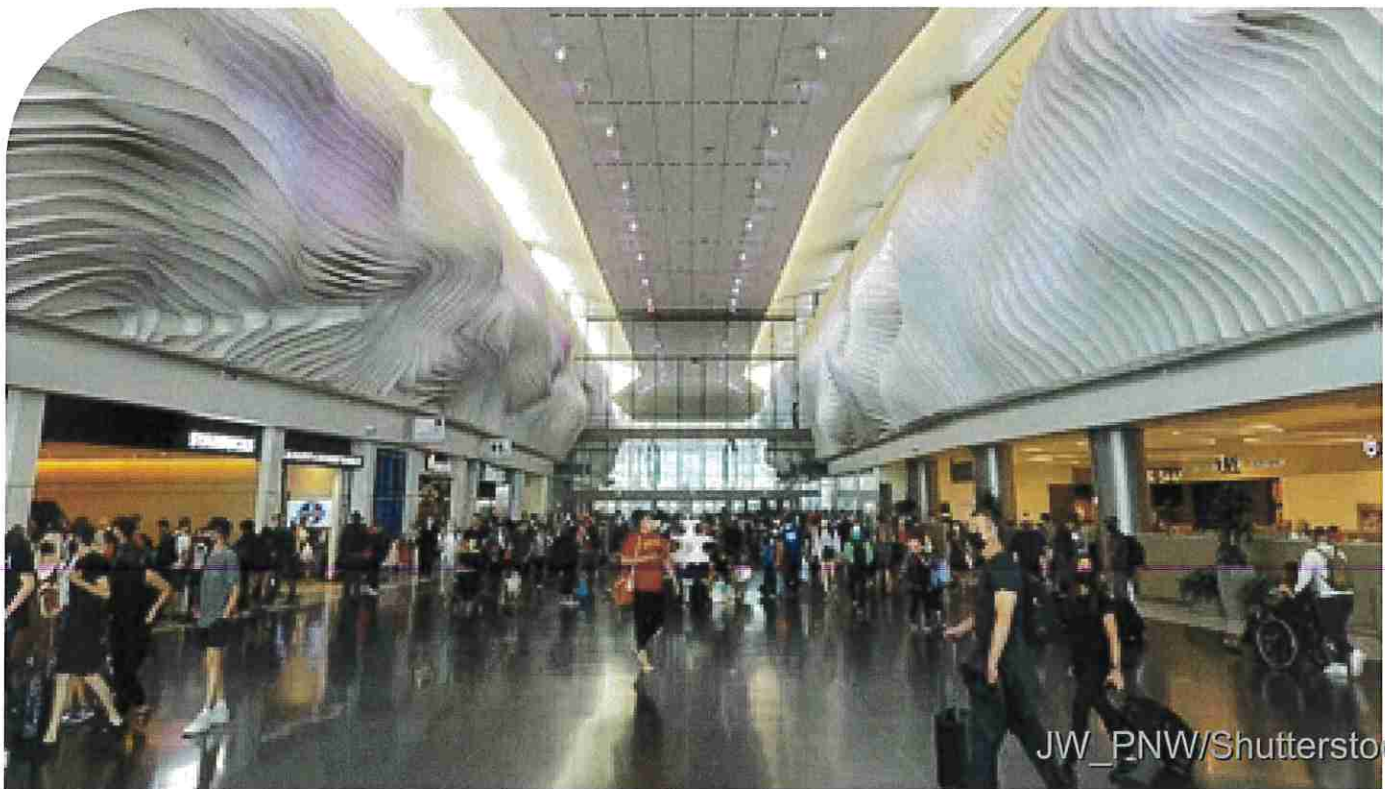
When we talk about good airports in the United States, you'll often hear some of the same names thrown around, like Dallas/Fort Worth International Airport (known for its walkability) or Minneapolis-St. Paul International Airport, which has been repeatedly named the best airport in North America by Airports Council International (ACI). However, if you look a little deeper, you'll find several other under-the-radar airports across that country that are doing an exceptional job and, as a result, have been named as some of the most enjoyable airports in North America.

Each year, ACI conducts passenger surveys in airports around the globe to see how the travel hubs are performing. Rather than focusing solely on the percentage of lost baggage or delayed flights, they really dig into what makes airports tick by analyzing the entire customer experience, from the minute passengers walk through the door. One aspect ACI emphasizes is how enjoyable an airport is for the passengers who often spend multiple hours waiting for a departure or layover.

These results are then packaged into the ASQ Customer Experience Awards, the most recent edition of which honored three US airports that really know how to please their passengers. These are airports whose restaurants, WiFi access, shopping, and access to seating put them a level above the rest. This year, South Carolina's Greenville-Spartanburg International Airport, Florida's Orlando International Airport, and Utah's Salt Lake City International Airport were called out for this honor. Let's take a look at what makes each of these airports a pleasure to travel through.

Passengers can also enjoy rotating art exhibitions, while thoughtful touches like a sensory room geared toward travelers with sensory processing disorders put the airport in a class all by itself. "Orlando International Airport is truly one of the most pleasant and well-organized airports I've traveled through," [wrote](#) one Google reviewer. "From the moment you arrive, everything feels smooth, clean, and welcoming." With a light, bright atmosphere, comfortable seating, and plenty of places to eat, drink, and shop, it's no wonder MCO rated highly with travelers.

## Salt Lake City International Airport



JW\_PNW/Shutterstock

Our last entry takes us to the other side of the country, where Utah's Salt Lake City International Airport (SLC) rounded out the ranks of ACI's most enjoyable airports in North America. The facility, which services over 28 million passengers a year, joins Orlando International Airport in

making its debut appearance on the list. Located less than ten minutes from downtown Salt Lake City, the airport is constantly striving to make itself appealing to passengers. This includes a wonderful art collection and sculptural installations by Gordon Huether that capture the spirit of the city's landscape.

During the holidays and on other select occasions, passengers may also be treated to live musical performances that liven up the environment. As for dining, SLC delivers as the fifth-best airport in the nation for dining, according to [USA Today](#). Featuring over 40 dining options that range from fast food favorites like Shake Shack to vegan- and vegetarian-friendly [Vessel Kitchen](#), every taste palette has something to choose from. Best of all, you'll pay exactly what you would outside the airport for your meal thanks to the [SLC's strict anti-price gouging rules](#).

Additional amenities include free WiFi throughout the airport, as well as dedicated mother's rooms for anyone who needs a quiet place to feed their babies. Shoppers will appreciate the variety while waiting for their flight, whether they're picking up a new piece of luggage from [Briggs & Riley](#) or a Salt Lake City sweatshirt to commemorate their time in Utah's capital. "Salt Lake City International Airport is genuinely one of my favorite airports in the world," [wrote](#) a happy passenger on Google. "It's modern, bright, and beautifully designed, and it actually feels enjoyable to be here." It doesn't get better than that.

USA

# These U.S. airports make long layovers surprisingly comfortable with amenities and entertainment worth exploring



Published 2 days ago on March 28, 2026  
By Leo Heit



© Depositphotos

## These US airports turn long layovers into mini trips

Some U.S. airports now feel more like destinations than stopovers. Over the past decade, major upgrades have added better food, more relaxing spaces, and fun activities during delays.

Travelers today can enjoy spas, art exhibits, local dining, and even quiet areas to nap. Instead of feeling stuck, many passengers use layovers to explore the airport. This shift is part of a larger effort to improve passenger comfort and reduce stress.

A long wait between flights no longer has to be boring or frustrating when the airport itself offers a memorable experience from the moment you arrive.

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© Tasfoto/Depositphotos

## **Why modern airports are designed for comfort and fun**

Airports across the U.S. are focusing on comfort, speed, and entertainment to enhance the travel experience. Many now include free Wi-Fi, charging stations, family zones, and wellness areas, such as yoga rooms.

Dining has also improved, with local restaurants and healthier options replacing basic fast food. These upgrades help travelers stay relaxed and productive during delays. Airports are also investing in better layouts and faster security processes to reduce crowding.

The goal is simple: make passengers feel at ease even during long waits. As a result, some airports stand out for turning stressful layovers into smooth, enjoyable breaks between flights.



© JHVEPhoto/Depositphotos

## **Salt Lake City airport leads US for smooth travel**

Salt Lake City International Airport frequently ranks among the top airports in the U.S. for efficiency and passenger satisfaction thanks to its smooth operations and modern design. A \$5.1 billion renovation replaced older terminals with a more efficient layout that is easy to navigate.

The airport also reports strong on-time performance and fewer cancellations than many others. Wide walkways, bright spaces, and a tunnel connecting concourses help reduce stress for travelers.

Even during busy hours, the airport feels organized and calm. This focus on efficiency makes it one of the most reliable places to spend a layover without frustration.



© tupungato/Depositphotos

## **Food and shopping options make SLC feel complete**

Salt Lake City International Airport offers over 40 dining and shopping options, giving travelers plenty to explore. From quick snacks to full meals, there are choices for every taste and schedule.

A major highlight is “street pricing,” meaning items cost about the same as they do outside the airport. This makes shopping and dining more affordable than in many other airports.

Travelers can browse stores, grab a meal, or relax at a café without worrying about high prices. Pet relief areas, free Wi-Fi, and charging points add convenience, making SLC a well-rounded airport for any layover length.



© K Vermaat/Depositphotos

### **Los Angeles airport offers endless things to do**

Los Angeles International Airport is one of the busiest airports in the world, but it stands out for its wide range of activities. With millions of travelers each year, LAX has expanded its services to keep passengers engaged.

It is often recognized for its growing mix of comfort, dining, and entertainment options. The airport's size means there is always something to explore during a layover.


Despite its heavy traffic, LAX continues to improve passenger experience with better facilities and modern upgrades across its terminals.




© duha127/Depositphotos

### **Art, museums, and dogs ease stress at LAX**

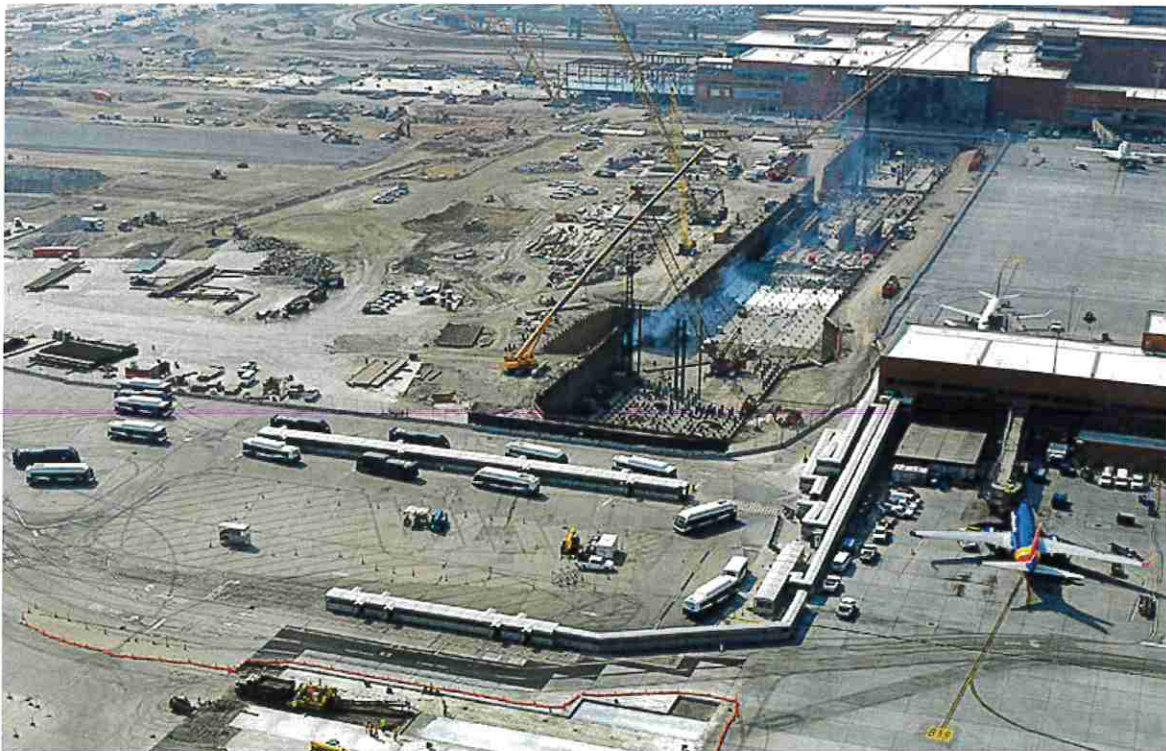
LAX offers unique ways to pass the time beyond shopping and dining. Its public art program features exhibitions, permanent installations, and even live performances. Travelers can also visit the Flight Path Museum to learn about aviation history in Southern California.

 **Reliable solutions for your next airport project.**  
Learn more at [ejco.com](http://ejco.com) | Made in the USA



## SALT LAKE CITY INT’L LEVERAGES HARDSTANDS DURING SWITCHOVER TO NEW TERMINAL

by Kristin V. Shaw | Mar 16, 2026 | Ground Support



The average passenger may not know the term “hardstand,” but they certainly know when they use one. The big giveaway is the walk or bus ride from the terminal to the ramp when they board, and vice versa after arriving at their destination. Hardstands are common in Europe but less so in America, where

most airports prefer to avoid them altogether and use enclosed boarding bridges instead.

However, sometimes they're necessary. Salt Lake City International Airport (SLC), for instance, leveraged them during the multi-phase construction of its new terminal. When transitioning operations from the adjacent previous facility, SLC used hardstands on a limited basis to help maintain flight schedules. Once they were no longer needed, the airport promptly decommissioned them.

The airport deployed its first hardstand in October 2020 and eventually had 20 in use. By October 2023, the airport only needed five, and the remaining stands were sporadically used until March 2024. When all was said and done, SLC management deemed the strategy effective and efficient—and even included built-in hardstand options for future expansion.

## Tough Decisions About Passenger Flow

When the airport's previous terminal opened 65 years ago, it was built to accommodate 10 million passengers. By 2014, more than 21 million passengers were enplaning and deplaning at SLC. That year, the airport broke ground on a new facility to address capacity issues, including new gates to handle a variety of regional and large jets. Construction on the \$5.1 billion program began in July 2014 with a timeline continuing through 2026.

Even under ideal circumstances, building an airport is a long and complex process that requires project teams to juggle the needs of airlines, passengers, concessionaires and other stakeholders.

facts&figures

**Project:** Hardstand Operations During Terminal Construction

**Location:** Salt Lake City Int'l Airport

**Hardstands Deployed:** 20

**Cost:** Part of \$5.1 billion budget for all 3 phases of terminal construction

**Funding:** Airport cash; federal grants; passenger facility charges; rental car user fees; revenue bonds



But 2020 ushered in an unforeseen wrinkle that shook up the entire industry: the COVID-19 pandemic. As air traffic slowed dramatically, the team at SLC faced tough decisions about its construction timeline.

“We went from having 30,000 people a day at our front door to 1,500,” recalls Executive Director Bill Wyatt.

By May 2020, there was little optimism about when air traffic would return to normal, and Wyatt and his project team considered options for transitioning to the new terminal. It seemed like an optimal time to close the old gates and continue construction on the new terminal.

“We figured we would save ourselves and everybody else a tremendous amount of stress and headache by avoiding running operations at the older airport and the new airport simultaneously,” Wyatt recalls.

Delta Air Lines, which operates a major hub at SLC, agreed.

So did the airport’s project management consultant, Making Projects Work. Brian Stetson, a program manager with the firm, notes that expanding SLC was a no-brainer because skiing, national parks and outdoor tourism are driving more

**Timeline:** 1st hardstands built in 2017; deployment began in 2020; at peak, 20 stands were used; by fall 2023, only 5 remained, with sporadic use into early 2024

**Boarding Ramps & Staircases:**

East Island Aviation Services

**Financial Services for**

**Project:**

Hill Int’l

**Program Management:**

Making Projects Work

**Construction Joint Venture:**

Holder Construction, with Big-D Construction for local management

**Airside Buses:** Eldorado

**Logistic Support for Bus Operations:**

SP+ (now Metropolis)

**Signage:** M.C. Dean

**Key Benefit:** Gate access during construction of new terminal



and more visitors to the area. Scheduling construction, however, was the more difficult part.

“One of the biggest challenges was time,” Stetson says. “You know how aviation is: We needed gates, and we needed them immediately.”

When the pandemic hit, SLC’s airlines agreed that shutting down wasn’t an option. The project team had to come up with something else, and that “something else” was hardstand parking.

“It seemed reasonable that the best—or maybe we call it the ‘least-worst’—option was to demo the existing facilities and then build all the new facilities and see where everything would shake out,” Stetson remembers.

It was a bit of a gamble, though, since no one knew what the future held post-pandemic. While the SLC team didn’t have a Magic 8 ball, it felt sure that passengers would start streaming through the door again at some point. The big question was when.

### **Staffing and Equipment**

In fall 2020 (during Phase I of construction), Delta Connection flights at 11 gates on Concourse A were switched to remote hardstands. Passengers departing on regional jets had to venture halfway down the west side of concourse A, connect to Concourse B via a tunnel, then backtrack to the gate counters for the hardstands.

Wyatt acknowledges that the circuitous route wasn’t as easy as passengers would have liked, but he considers the temporary measure a success from an operations perspective. And passenger flow improved dramatically in 2024, when the 1,000-foot River Tunnel that connects concourses A and B opened.

“Airports of our size are small cities, and we have a lot of stakeholders here,” Wyatt remarks. “You’ve got the airport, the concessionaires, the rental car

companies, the ground transportation and the airlines. You really have to pay attention to communication and coordination.”

Communication was a key tenet of the hardstand plan, even outside of the SLC network. As the team put together an operations sequence, it knew that buses would be needed to shuttle passengers to and from the remote hardstands. Buying a fleet of new buses was not SLC’s first choice; however, renting or buying used school buses or charter buses wouldn’t meet its needs.



**TREBER ANDERSEN**

“The minute we found out we were going forward with the hardstand operation, our parking manager started making calls,” says Director of Airport Operations Treber Andersen. “We discovered that Denver Airport had closed a remote lot, and those buses were not being used anymore.”

SLC purchased 17 40-foot Eldorado buses for \$3.3 million, and in-house crews removed rows of seats from the middle to make room for more passengers and luggage. Mechanics were comfortable making the modifications because the airport already owned the same brand of buses.

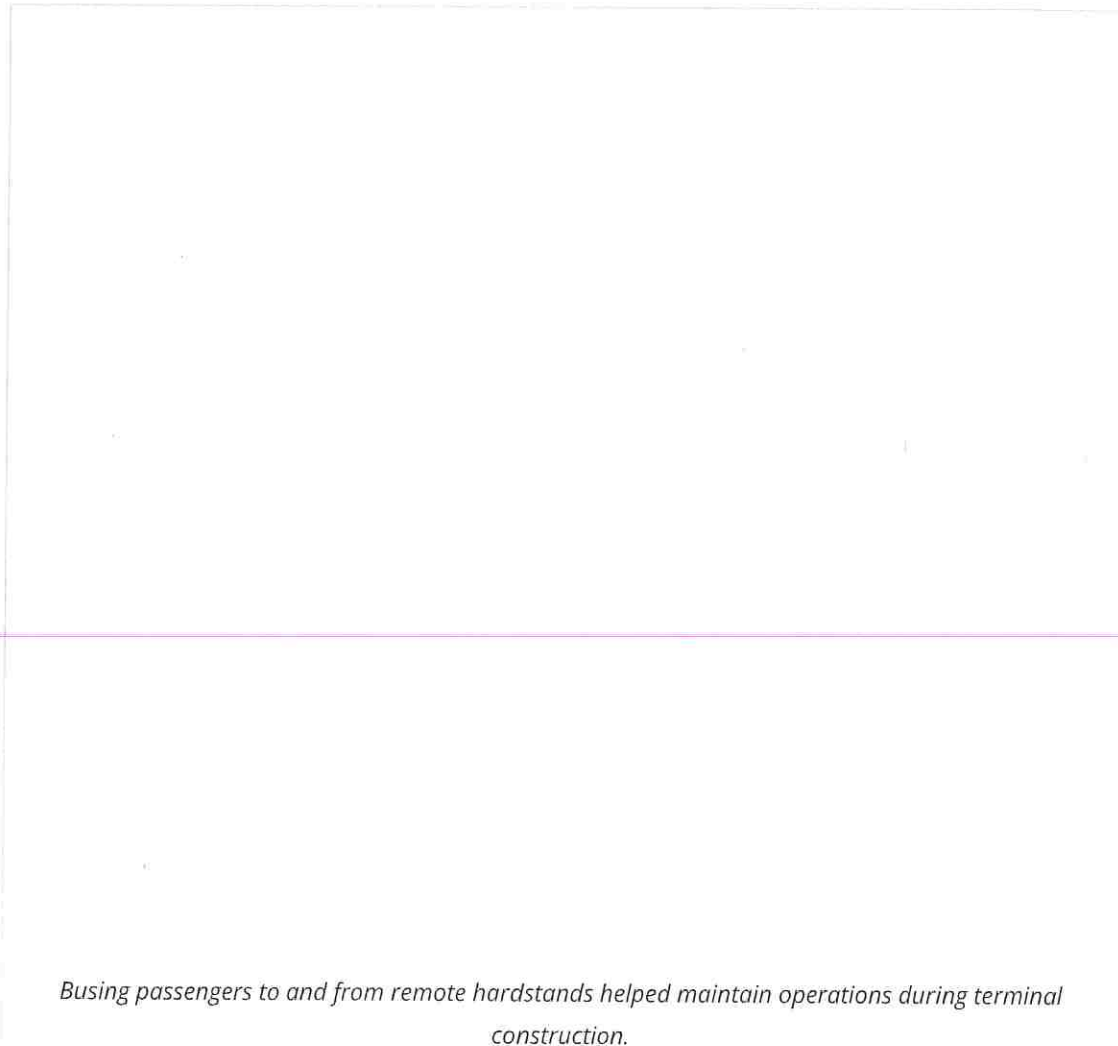
Hill International, which provides financial services for the overall construction project, credits the airport for finding a way to mitigate the high expense. “In terms of managing costs, finding these buses was very helpful,” says Charles Idehen, program controls manager at Hill.

In keeping with the airport’s environmental policies, the newly acquired vehicles run on compress natural gas.

Next up was finding people to drive the buses; and candidates with a Commercial Driver’s License (CDL) were a hot commodity during the pandemic.



“Before 2020, I’d pass a big billboard on my way home advertising wages for bus drivers at \$19 per hour,” Wyatt recalls. “By the time we were finished with the hardstands, we were paying \$24 or \$25 an hour for CDL bus drivers.”



The airport consulted its parking provider to help establish shuttle service for hardstand operations. SP+ (now Metropolis) supplemented its existing parking lot operation at SLC and brought in additional managers to launch the new

airside bus service. One key move was recruiting an employee with hardstand experience at other airports to work with dispatchers, hire drivers and provide associated training.

“Driving those large buses all over the airfield is not an optimal thing for an airport,” Wyatt says. “We had someone in the control tower just to be sure the movement on that part of the airport was properly coordinated.”

Security was another challenge. Because passengers on multiple flights descended the same ramp and then veered off toward different areas for their flights, SLC stationed security staff at each portal to make sure travelers had the proper ticket to enter that area.

### **Preparing for More Expansion**

In October 2025, Wyatt cut the ribbon to celebrate the grand opening of 10 new gates, six additional concessions, two members-only lounges and other new passenger amenities. With all of the hardstands decommissioned and most of the multibillion-dollar construction complete, post-project analysis is already underway.

Jordan Cammack, construction manager from the joint venture of Holder Construction and Big-D Construction, is officially a “big fan” of the flexibility that hardstands offer. So is Stetson, from the project management side of the project team.

“Airports often think of hardstands as a temporary ‘this is kind of what we have to suffer through’ project; and then out they go,” Stetson says. But hardstands can help airports explore expansion and allow airlines to try out new route service, he adds.

Wyatt calls their use at SLC a “family operation” because the entire airport had to pitch in to achieve success. While using hardstands wasn’t ideal for anyone, he says the team did its best to mitigate issues and make conditions as comfortable as possible for passengers.

“We talked with Delta and all the airlines about the hardst and operati on, and

we listened very carefully to what we heard,” he relates. “Even though it had its challenges, it wasn’t a hard decision to decide to go forward with. In the beginning, we may not have fully appreciated the challenges to our passenger base, but there wasn’t much that we could have done differently.”

Ultimately, the strategy was so successful that the new airport includes hardstands for future expansion. If they are needed for a short-term event, such as the 2034 Olympics, SLC will be ready with a quick solution.

Meanwhile, Concourse B is slated for completion this fall.

## **AUTHOR**



SPECIAL SECTIONS

# Salt Lake City International Airport Concourse B Welcomes a New Delta Sky Club and Centurion Lounge

by Heather L. King March 13, 2026

Salt Lake City International Airport has long been a gateway to Utah's mountains, red rock vistas, national parks, and wide-open western experiences—even decades before the 2002 Winter Olympics came to town.

In late 2025, Phase 4 of the airport's redevelopment rolled out, introducing travelers to 10 new gates, six new concessions that highlight several local establishments, plus two premium lounges that reflect the spirit of Utah in Terminal B: Delta's latest Sky Club and an American Express Centurion Lounge.

With preparations underway for the 2034 Winter Olympics, Salt Lake City International Airport is now welcoming the world to these additional luxury lounges—making the airport a destination worth lingering in by more than 28 million visitors from around the globe each year. Recently named Most Enjoyable Airport in North America, travelers who pass through get a taste of Utah's cultural identity and a first impression of the Wasatch Front before they even leave the concourse.

## Delta Sky Club

Stepping into the Delta Sky Club in Terminal B, it's immediately clear this isn't your typical airport waiting room. At 34,000 square feet, this location is the second largest in the Sky Club network and signals Salt Lake's importance as a major Delta hub.

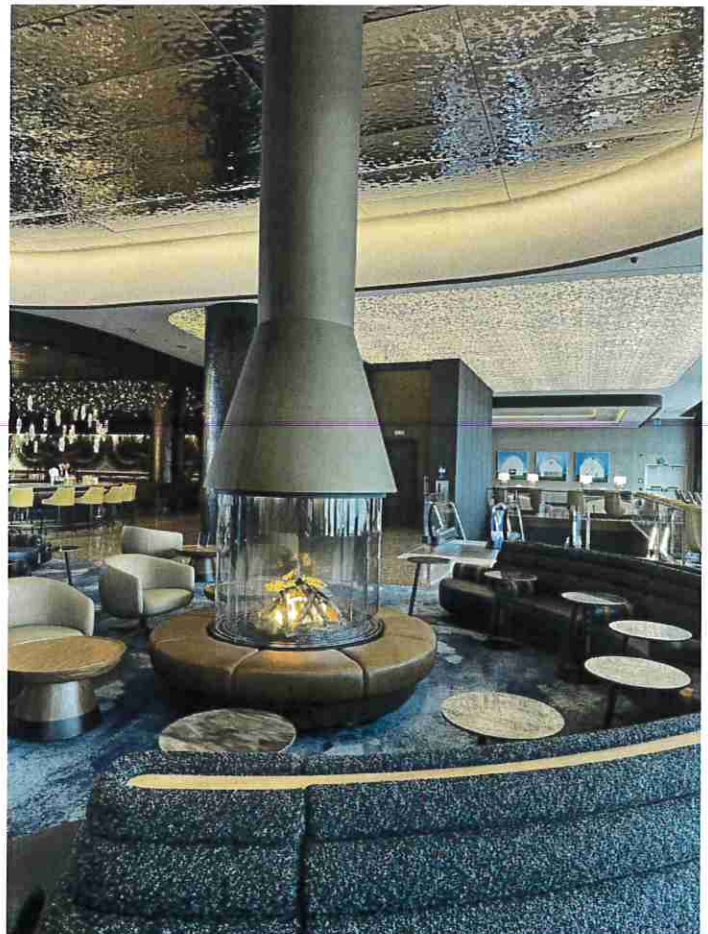
The lounge blends naturally dramatic views with local touches that show up in the design, artwork, and food.

"We take a lot of the beautiful surroundings of Salt Lake City, and we bring it to the lounge in terms of design," explains Claude Roussel, Vice President, Sky Clubs and Lounge Experience for Delta Air Lines. "We try to bring the city we're in into a lot of the features in the lounge."

Natural wood tones, warm metals, and panoramic airfield views seen through floor-to-ceiling windows pair with Utah artwork and installations.

A 4D digital immersion wall features rotating visuals of iconic landmarks such as Arches and Zion National Parks as well as rugged canyons and deserts, snow-capped mountain peaks, and other Utah landscapes mixed with calming nature sounds to virtually transport visitors. The immersive experience reminds guests that Utah has some of the most dramatic terrain in the country. It's a tribute to where they've been or where they might head next.

Curated artwork from eight Utah-based artists includes a prominent mural of matchbooks from iconic local restaurants like Red Iguana and The Cotton Bottom.



Designed to feel like a “taste of life here in Utah,” culinary offerings lean toward generous salad buffets, warm breakfast items, sandwiches, house-made seasonal items, and desserts.

“We always want to attach ourselves to the city we’re in,” Roussel continues. “It’s important that you feel a sense of place when you come to the lounge. The dirty soda, for example.”

Indeed, guests with a sweet tooth will find a dirty soda bar in each of Salt Lake’s Sky Clubs that acts as a playful tribute to Utah’s love of flavored fountain sodas.



### American Express Centurion Lounge

Further down Terminal B, Utah’s first American Express Centurion Lounge offers an equally compelling experience. Nearly 18,000 square feet of luxe interior space balances ski lodge-style warmth with airport sophistication.

Centurion Lounges are known for blending high-end comfort with a strong sense of place and Salt Lake City’s is no different, presenting a glimpse of the state’s artistic voice.

Utah artist Erin Blundell was commissioned to create a 5’x6’ mixed-media piece representing American Express’s American Bulldog mascot for the reception area.



“This piece is collaged with aspects of the Utah landscape and the Salt Lake City skyline,” she explained on her Instagram. “These aspects include skiers, southern Utah landmarks, the sego lily, and of course some bees, because we are the Beehive State.”

A large-format tapestry by Rebecca Whitaker evokes Utah’s mountains and salt flats, while custom lighting installations inspired by Utah’s starry night skies add drama and depth to the space.

The Hearth Room, centered around a 360-degree fireplace, creates a welcoming ski-lodge living room vibe, while an outdoor terrace complete with firepit seating provides fresh air and mountain views year-round.

From a full bar serving local craft beers and wines to rotating culinary selections curated by The Culinary Collective, a roster of James Beard-recognized chefs, the lounge serves up thoughtful bites and drinks tailored to global travelers.

Craft cocktails like the Park City Sling—a combination of gin, tart cherry, and lemon—cleverly reference Utah’s agricultural background while the Blue Roast by American Express coffee bar showcases espresso, cold brew, and creative seasonal drinks poured with beans from Utah roasters including Millcreek Coffee Roasters.

“The Centurion Lounge is refining the traveler experience with elevated service, curated amenities, and gourmet dining, making the journey through Salt Lake City truly exceptional.” Bill Wyatt, Executive Director, Salt Lake City Department of Airports, explains.



## **A Sense of Place in Every Detail**

What’s recognizable in both lounges is the celebration of Utah’s culture and landscape. Art, design, and menus reflect mountain life, desert expanses, and the state’s quirks. Indoor and outdoor spaces reinforce what makes Salt Lake stand out in the middle of travel logistics—natural beauty is always nearby.



## **The Airport as a Destination**

Full completion of Salt Lake City International Airport’s redevelopment is expected in 2026 with the final phase of construction of Terminal B culminating in another 11 gates and six more shops and restaurants.

It will cement a more modern passenger experience overall with the airport positioning itself as a showcase for regional food culture with concessions highlighting local favorites across both terminals.



Alongside the Delta Sky Clubs and Centurion Lounge, this new era of travel through Salt Lake City reflects the sophistication and creativity of Utah itself—designed with intention, grounded in Utah artistry, and flavored with local hospitality.

In a state known for world-class outdoor adventure, it's fitting that the journey to Utah doesn't begin in the mountains or the desert. It begins at Salt Lake City International Airport with a glass in hand, local art on the walls, and the landscape waiting beyond its windows.



NGX ▲ +2.2% BRDG ▼ -0.1% CLAR ▲ +2.2% CLIN ▲ +5.6% COOK ▲ +0.0% CRCT ▼ -0.0% DOMO ▲ +3.1% EXR ▲ +0.20% FC ▲ +0.00%



Press Release

## AFCO selected to develop multi-tenant cargo facility at Salt Lake City International Airport in public private partnership

Aviation Facilities Company (AFCO), a leading U.S. airport infrastructure and airport facilities development firm, has entered a long-term ground lease with the Salt Lake City Department of Airports (SLCDA) for a new cargo facility in a public-private partnership at Salt Lake City International Airport (SLC).

By **Aviation Facilities Company, Salt Lake City Department of Airports and Salt Lake City International Airport** // March 27, 2026

SALT LAKE CITY — Aviation Facilities Company (AFCO), a leading U.S. airport infrastructure and airport facilities development firm, has entered a long-term ground lease with the Salt Lake City Department of Airports (SLCDA) for a new cargo facility in a public-private partnership at Salt Lake City International Airport (SLC). Under the proposed structure, AFCO will develop, lease, and manage a state-of-the-art, multi-tenant cargo facility spanning both airside and landside operations.

AFCO was selected as preferred bidder for the project in the first half of 2025 following a competitive procurement process that began in October 2024, when SLCDA issued a request for proposals. The project, currently estimated at a cost exceeding \$50 million, will be further refined as it progresses toward final planning targeted for the second half of 2026.

AFCO plans to enter one to four sub-tenant leases for a total of approximately 150,000 square feet of cargo space, with lease terms ranging from 5 to 10 years. The facility will include accommodation for e-commerce and general cargo as well as temperature-controlled cold-chain capabilities for pharmaceuticals and perishable goods, that will have immediately available aircraft parking positions and easy access to the airfield. The project will modernize cargo infrastructure at SLC, support long-term growth in air freight demand, and strengthen Salt Lake City's role as a regional gateway for imports and exports, while generating a new long-term revenue stream for the airport authority.

"Salt Lake is uniquely positioned in the west to absorb a lot of cargo that has historically gone to the U.S. coasts and been trucked or railed inland," said Bill Wyatt, executive director, SLCDA. "This new facility will allow us to concentrate all that activity in one place with easy access to the airfield, which is critically important. The partnership with AFCO will benefit not only Utah, but the entire Mountain West."

"We're proud and honored to be working with the Salt Lake City airport and the Utah Inland Port Authority on this critical infrastructure project at the airport," said AFCO President and CEO Chuck Stipancic. "We look forward to working hand in hand with such great partners towards our common goal of increasing air cargo capacity and traffic at the airport that will drive new investment, jobs and economic benefits at SLC, the region and the entire state."

## **About AFCO**

AFCO is a recognized industry leader in on-airport facility investment, development, financing, leasing, and asset management throughout the U.S. AFCO offers best-in-class capabilities, unparalleled financial capacity, and nearly three decades of delivering value to its clients, which include airports, municipalities, commercial and cargo airlines, general aviation, and a wide variety of other airport users. AFCO was acquired by [Ardian Infrastructure](#) in March 2025.

## **About Salt Lake City International Airport**

Salt Lake City International is the 22<sup>nd</sup> busiest airport in the United States and the 93<sup>rd</sup> busiest in the world. More than 330 flights depart daily to more than 100 nonstop destinations. In 2025, SLC saw more than 28 million passengers travel through the airport. For more information on SLC air cargo, go to [www.slcairport.com/business-services/slc-the-premier-cargo-gateway-to-the-west/](http://www.slcairport.com/business-services/slc-the-premier-cargo-gateway-to-the-west/)

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## INDUSTRY NEWS

### **AFCO SELECTED TO DEVELOP MULTI-TENANT CARGO FACILITY AT SALT LAKE CITY INTERNATIONAL AIRPORT IN PUBLIC PRIVATE PARTNERSHIP**

Mar 25, 2026 | News

SALT LAKE CITY, Utah, March 25, 2026—Aviation Facilities Company (AFCO), a leading U.S. airport infrastructure and airport facilities development firm, has entered a long-term ground lease with the Salt Lake City Department of Airports (SLCDA) for a new cargo facility in a public-private partnership at Salt Lake City International Airport (SLC). Under the proposed structure, AFCO will develop, lease, and manage a state-of-the-art, multi-tenant cargo facility spanning both airside and landside operations.

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For media inquiries, please contact Chuck Stipancic by phone at 703-902-1187 or by email at [cstipancic@aviationfacilities.com](mailto:cstipancic@aviationfacilities.com)

## About Salt Lake City International Airport

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## SLC recognized as best airport by global Customer Experience Awards program

### Details

Published: 20 March 2026

Each year, the Airport Service Quality (ASQ) Customer Experience Award recognizes airports from around the world that passengers have said performed the best across multiple dimensions of customer experience. Over 400 airports from 110 countries participated in the program.

Salt Lake City International Airport has been recognized as one of the “Best Airports in North America at Departures” by size and region (25 million to 40 million annual passengers) along with LaGuardia in New York. In addition, SLC was named in the “Most Enjoyable Airport in North America” along with Greenville-Spartanburg International Airport in North Carolina and Orlando International Airport in Florida. The third category in which SLC was recognized was the “Cleanest Airport in North America” along with Gerald R. Ford International Airport in Michigan.

“Being honored with an ASQ Customer Experience Award shows SLC’s commitment to enhancing our passengers’ experience,” said Bill Wyatt, executive director, Salt Lake City Department of Airports. “This recognition is shared with the many employees — from the airport to airlines to TSA and other tenants — who work tirelessly day in and day out to deliver a reliable, high-quality airport experience.”

ASQ is the only global benchmarking program that measures passenger satisfaction from travelers while they are at the airport when their experiences are live, providing the most accurate and timely picture of the passenger experience at each step of the journey, Wyatt said. Passengers are randomly selected at departure gates using scientifically designed sampling methodology. An independent group conducts surveys during a variety of hours, days and months.

# Taste Utah Bytes - Salt Lake County - Moab Brewery

by FRESH LIVING

Mon, March 9, 2026 at 1:40 PM

Updated Mon, March 9, 2026 at 1:44 PM



KUTV — Enhance your travel experience by dining at Moab Brewery the next time you're at the Salt Lake City International Airport.

Katy Sine with Taste Utah stopped by Moab Brewery's airport location to hear all about what they have to offer.

Known for their beer selections and pub-style dining, you can bring all the great vibes of Utah with you wherever you're heading next.



48°

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LIVE

For more information about Moab Brewery, visit [themoabbrewery.com](https://themoabbrewery.com) and [slcairport.com](https://slcairport.com)

For more information about Taste Utah, visit [tasteutah.com](https://tasteutah.com) and [kutv.com/features/taste-utah](https://kutv.com/features/taste-utah)

Follow Fresh Living on *social media*, subscribe to our *newsletter*, and check out our *podcast* for more.

## Taste Utah - Salt Lake County - Aubergine Kitchen

by FRESH LIVING

Fri, March 13, 2026 at 1:57 PM



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KUTV — If you're looking for healthy food that still delivers on flavor, Aubergine Kitchen has become a go-to spot for fresh, nourishing meals.

Especially at the Salt Lake City International Airport!

Katy Sine with Taste Utah visited that location to speak with Elcio Zanatta, CEO and founder, about the delicious menu!

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Known for its commitment to clean eating, Aubergine Kitchen features many gluten-free and plant-forward options designed to fuel your day while still tasting delicious. Guests can also enjoy freshly baked goods and refreshing drinks that pair perfectly with their meals.

Whether you're grabbing a quick lunch or picking up dinner for the family, Aubergine Kitchen makes it easy to order online for pickup or delivery.

Learn more or place an order at [auberginekitchen.com](https://auberginekitchen.com).

For more information about Taste Utah, visit [tasteutah.com](https://tasteutah.com) and [kutv.com](https://kutv.com).

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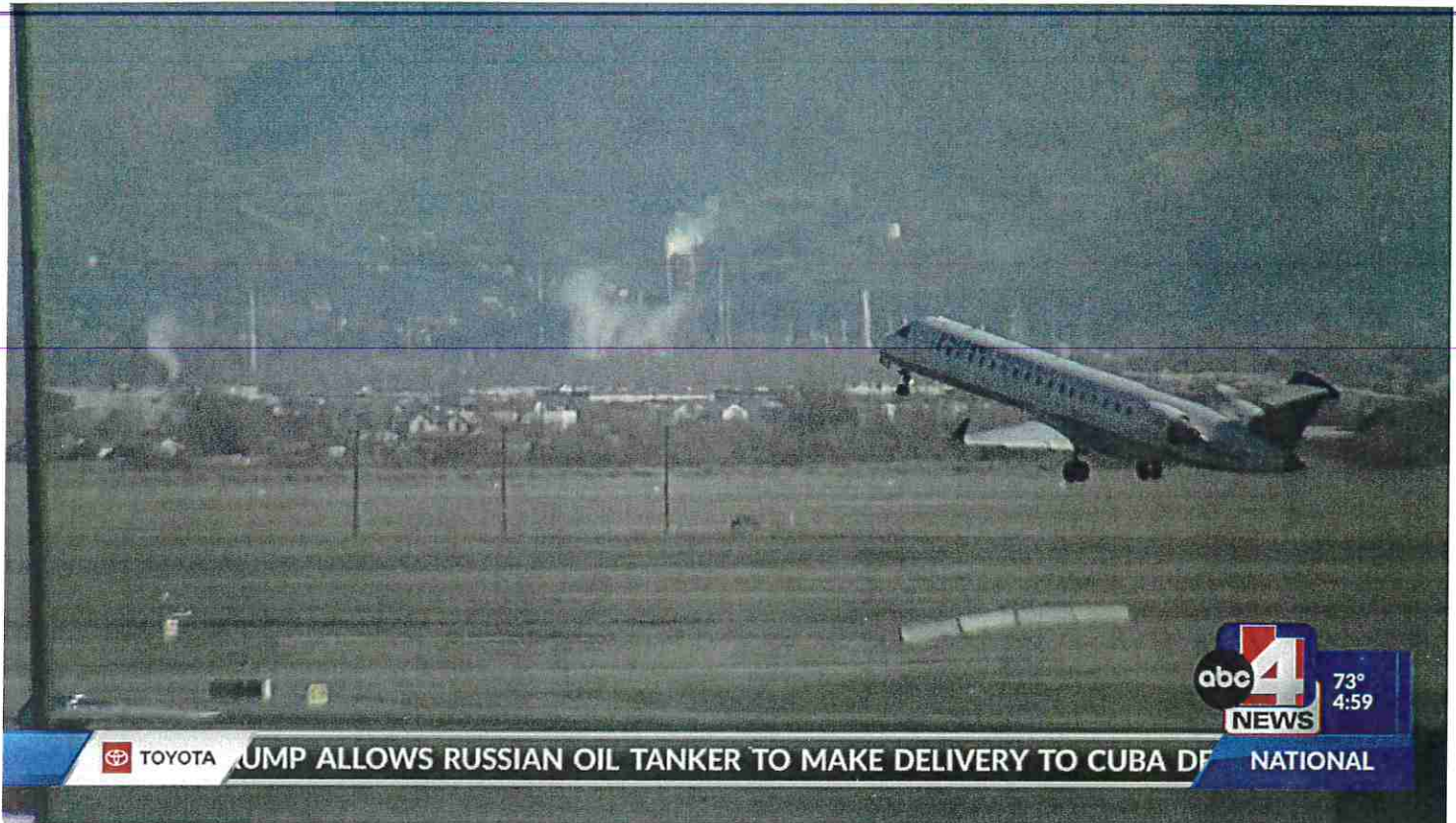
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53°



Good Morning Utah



WASATCH FRONT NEWS

## SLC ranks among most expensive airports as fuel costs drive up airfare, study says

by: [Amelia Hobson](#)

Posted: Mar 30, 2026 / 05:58 PM MDT

Updated: Mar 30, 2026 / 09:54 PM MDT

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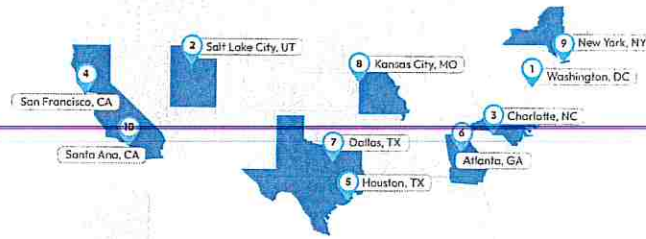
SALT LAKE CITY ([ABC4](#)) — With rising fuel costs across the country, air travel is increasing in cost and Salt Lake City International Airport now finds itself ranked as one of the most expensive airports in the United States.

According to a national study from [LocalsInsider.com](#), in which 1500 Americans were surveyed about their travel habits and budgets, and analysts took a look at the U.S. Bureau of Transportation Statistics, airport travel across the United States has risen in cost. That study found that 68% of all Americans say flying has become unaffordable for them, and 93% say it has become less affordable for the average American.

Over half of respondents stated that they delayed a trip due to rising airfare costs, and 28% canceled their trip altogether.

Additionally, according to that study, Salt Lake City International Airport now ranks as the second most expensive airport in the country, falling just behind Washington Dulles International Airport.

The study states that SLC Airport has an average airfare of \$434.16. To put this into perspective, most travelers say flights become “too expensive to justify” when ticket prices are \$629, according to the study.



**Top 10 Most Expensive Airports**

**Average Airfare**

Rank	Airport Name	Average Airfare
1	Washington Dulles International - Washington, DC	\$439.39
2	Salt Lake City International - Salt Lake City, UT	\$434.16
3	Charlotte Douglas International - Charlotte, NC	\$432.16
4	San Francisco International - San Francisco, CA	\$422.17
5	George Bush Intercontinental/Houston - Houston, TX	\$413.60
6	Hartsfield-Jackson Atlanta International - Atlanta, GA	\$410.82
7	Dallas/Fort Worth International - Dallas, TX	\$406.83
8	Kansas City International - Kansas City, MO	\$405.62
9	John F. Kennedy International - New York, NY	\$404.59
10	John Wayne Airport-Orange County - Santa Ana, CA	\$402.98

Courtesy: *Locals Insider*

“This relatively narrow margin highlights just how sensitive travelers are to price increases. Even modest jumps in airfare can push trips out of reach, especially for families or frequent travelers booking multiple tickets,” the study reads.

As for where this increase in airfare costs comes from, the study says it may be linked to rising fuel costs amid the ongoing conflict with Iran. Additionally, longer wait times and staffing shortages due to a partial government shutdown that impacted TSA have been impacting airports

“As airlines continue to face rising fuel costs and operational pressures, that gap between affordability and reality may only continue to widen,” the study reads. “As costs rise and airport conditions remain strained, flying in 2026 is becoming not just more expensive, but more complicated and uncertain.”



## Could a ground collision happen at Utah's busiest airport?

SALT LAKE CITY — Communication between airplanes and ground vehicles at airports has come into question as federal agencies continue to investigate [the fatal collision between a passenger jet and a fire truck](#) at LaGuardia Airport Sunday night.

A pilot and a copilot of the plane, which was carrying more than 70 passengers after taking off from Montreal-Pierre Elliott Trudeau International Airport, were killed in the collision. Approximately 40 passengers and crew members of the plane were injured, as were two occupants inside the truck.

An air traffic controller is heard repeatedly telling the driver of a Port Authority of New York and New Jersey fire truck to stop moments before an alert of a collision is sent out, [according to air traffic control audio from LiveATC](#). It occurred just after the driver appeared to have received permission to cross a section of the runway.

"I tried to reach out ... we were dealing with an emergency earlier. I messed up," one of the air traffic controllers later says, [NBC News reported](#). Another controller is heard saying, "You did the best you could."

The National Transportation Safety Board investigators [arrived at the scene on Monday](#). Examining the coordination between the airport's air traffic and ground traffic at the time of the crash will be crucial in the investigation, Mary Schiavo, a former U.S. Department of Transportation inspector general, [told PBS on Monday](#).

"I don't know how many wake-up calls the (FAA) needs, but this has been happening for years and, sadly, some of the most horrific air crashes in history happen on the ground at the airport," she told the outlet.

## Could it happen at Utah's largest airport?

Salt Lake City International Airport experienced 48 runway incursions between 2021 and 2024, which are when vehicles or people enter active runway zones without clearance, [according to Upgraded Points' review of FAA data](#).

All but one were considered lower-risk incidents, but its total was among the 23rd-highest in the U.S., and the 42nd-highest per 1 million flights among all airport types.

The airline news outlet noted that pilot deviation — "pilots failing to follow air traffic control instructions, misinterpreting taxiway signage or mistakenly entering an active runway" — accounted for nearly two-thirds of all U.S. incidents during that time. ~~Air traffic controller errors accounted for nearly one-fifth of the incidents, as did vehicle or pedestrian deviations.~~

Salt Lake City International Airport officials declined KSL's request for an interview about its communications practices between planes and ground vehicles, but Nancy Volmer, the airport's spokeswoman, said there are protocols and procedures in place for vehicles operating in taxiways and runways — also referred to as airfield "movement areas." They center around ongoing communications with the Federal Aviation Administration-operated air travel control tower.

All drivers who access these spaces, including first responders such as police and firefighters, are required to complete specific training, she added.

The protocols are outlined in an airport manual, which states that all vehicles must have two-way radio communications with the control tower at all times, or certain signals if two-way radio communications aren't practical. All airport-owned vehicles are required to have an air traffic control tower radio, as well as flashing lights.

New technology could also help reduce future collisions.

Salt Lake City International Airport, Ogden-Hinckley Airport and Provo Municipal Airport [were all selected by the FAA last year to receive the runway incursion devices](#) that seek to bolster communication when a runway is occupied. The system was expected to be installed at all three airports by the end of this year.

Salt Lake City was the 22nd busiest airport in the U.S. in 2024, according to FAA data, three spots below LaGuardia. Both airports were named [last month as the best in North America](#) among facilities that receive 25 million to 40 million passengers by the Airports Council International's 2025 ASQ Customer Experience Awards.



According to the Federal Aviation Administration, nearly 3 million people travel in and out of U.S. airports every day.

WASATCH FRONT NEWS

## How Salt Lake City International Airport handles safety on runways, taxiways

by: [Abigail Jones](#)

Posted: Mar 25, 2026 / 10:22 PM MDT

Updated: Mar 25, 2026 / 10:23 PM MDT

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SALT LAKE CITY (ABC4) — After a [collision between a jet and a fire truck at LaGuardia Airport](#) killed a pilot and a copilot, ABC4.com is taking a look at how the Salt Lake City International Airport keeps passengers safe on its airfield.

Director of airport operations Trever Andersen explained that anytime an incident or collision like this happens, everyone takes a look at what's happening at their own airports. "Really, everybody that plays a part in aviation and aviation safety, I think they always look at the different protocols and procedures to make sure that they're doing everything that they can," he said.

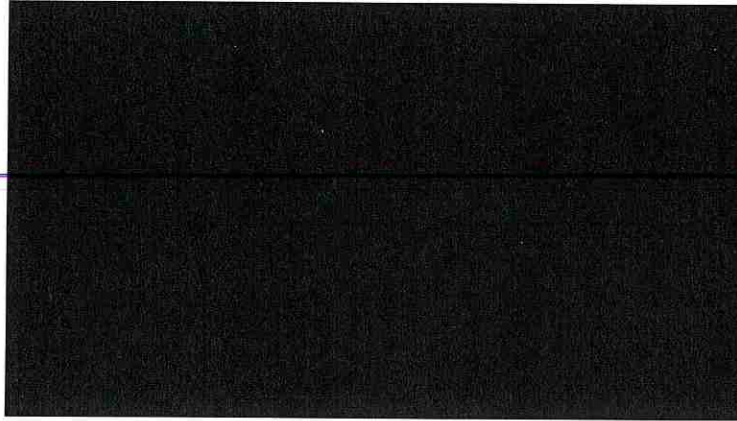
It's been no different in Salt Lake, Andersen said. "We looked at the way that we interact on the movement area, which is the taxiways and runways. We look at our procedures, [...] and we do training for the folks that are operating out there."

### [Pilot, copilot killed in collision between jet and fire truck at New York's LaGuardia Airport](#) >

Late Sunday, a fire truck was crossing the tarmac at LaGuardia after being given permission to check on another plane that aborted takeoff. Seemingly, the air traffic controller [blamed himself for making a mistake](#) about 20 minutes prior to the collision with a regional jet. However,

the National Transportation Safety Board is investigating the collision and will determine exactly what happened.

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After a fatal accident like this, many people are likely feeling anxious about flying, but Andersen had some words of reassurance, saying that there is a massive focus on safety.

"I can tell you here in Salt Lake, we're always ensuring the safety of the passengers that fly through here, and we're out there keeping an eye on the airfield at all times, doing inspections, making sure the lights are working when they need to be on, making sure the pavement's in good working condition, and so we're constantly out there keeping an eye on it," he said.

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A large part of the training that the Salt Lake Airport does involves familiarizing staff with and making sure that they understand the signs, markings, and lighting.

"There is an all-day classroom training that folks go through in order to be able to drive on the taxiways and cross runways and such, but also they have to do practical training, where they're actually driving for five hours with an instructor with them to make sure that they understand what all the signs and markings mean, make sure that they're communicating properly with the air traffic control tower while they're out there," Andersen described.

In addition to five hours of training in the daytime, they also do five hours of nighttime training. "At nighttime, it's a totally different environment out there, and so they need to be familiar with the color of the lights and how it kind of blends in with everything," he said.

#### [Woman arrested at Salt Lake City convenience store suspected of triple-fatal crash in Arizona >](#)

However, the most important aspect is communication. "Communicating with the air traffic control tower, knowing how to do that, and being able to do that in a safe manner and follow the instructions they've been given," Andersen explained.

"It's really important to get all facets of the airport in that circumstance in order to make sure that they see, understand, and feel the importance of kind of the whole process so that they can operate out there in a safe manner," he added.

When it comes to air traffic control, it's important for the people on the runways and taxiways to know what is going on in the tower. "It's just

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UTAH

# LaGuardia Crash & Utah Airports: Runway Safety & Communication Concerns

March 24, 2026 0 comments



## LaGuardia Airport Collision: Air Traffic Control Errors and Runway Safety Concerns

March 24, 2026

A tragic collision at New York's LaGuardia Airport late Sunday night has brought renewed scrutiny to communication protocols between air traffic control and ground vehicles. The incident, which claimed the lives of two pilots, underscores the inherent risks within airport environments and raises critical questions about runway

safety.

### Details of the LaGuardia Airport Crash

An Air Canada Express flight, operating as Jazz Aviation flight AC8646 and originating from Montréal-Pierre Elliott Trudeau International Airport, struck a Port Authority of New York and New Jersey fire truck on a LaGuardia Airport runway. The aircraft, a Bombardier CRJ-900, carried 72 passengers and four crew members. Tragically, both pilots aboard the Air Canada jet perished in the collision. Approximately 40 passengers and crew sustained injuries, as did two members of the fire truck crew.

Audio recordings from LiveATC reveal a series of instructions from an air traffic controller to the fire truck driver, repeatedly ordering the vehicle to “stop” just moments before the impact. The incident occurred after the driver had seemingly received permission to cross a section of the runway. Following the collision, one controller admitted to making a mistake, stating, “I tried to reach out... we were dealing with an emergency earlier. I messed up,” while another responded with, “You did the best you could.”

The National Transportation Safety Board (NTSB) launched an investigation on Monday, with investigators focusing on the coordination between air and ground traffic control at the time of the crash. Mary Schiavo, a former U.S. Department of Transportation inspector general, emphasized the recurring nature of such incidents, stating that “some of the most horrific air crashes in history happen on the ground at the airport.”

**Read more: [North Providence Soccer: Field Upgrades Planned](#)**

## **Runway Incursions: A National Concern**

The LaGuardia Airport collision isn't an isolated event. Data reviewed by Upgraded Points indicates that Salt Lake City International Airport experienced 48 runway incursions between 2021 and 2024. A runway incursion occurs when an aircraft, vehicle, or person enters an active runway without proper authorization. While most of these incidents at Salt Lake City were classified as lower-risk, the airport ranked 23rd highest in the U.S. For total incursions and 42nd highest per 1 million flights.

Analysis of U.S. Incidents reveals that pilot deviation – failing to follow instructions, misinterpreting signage, or entering a runway incorrectly – accounts for nearly two-thirds of all occurrences. Air traffic controller errors and vehicle/pedestrian deviations contribute to approximately one-fifth each.

Salt Lake City International Airport officials, while declining a direct interview, confirmed the existence of protocols for vehicles operating in airfield “movement areas.” These protocols center on continuous communication with the FAA-operated air traffic control tower. All personnel accessing these areas, including first responders, are required to undergo specific training. Airport-owned vehicles are equipped with two-way radios and flashing lights and all vehicles must maintain two-way radio communication with the control tower or utilize designated signals when radio communication isn't feasible.

Could better technology prevent these incidents? The FAA selected Salt Lake City International Airport, along with Ogden-Hinckley Airport and Provo Municipal Airport, to receive runway incursion devices designed to

enhance communication when a runway is occupied. Installation is expected to be completed by the complete of 2026.

Despite the recent tragedy, both LaGuardia and Salt Lake City airports were recently recognized for their customer experience. Both facilities were named among the best in North America by the Airports Council International's 2025 ASQ Customer Experience Awards.

Read more: [Montgomery Inn Reopening](#) | [Ohio River Flood Recovery](#)

What steps can be taken to further improve runway safety and prevent future tragedies? And how can airports balance the need for efficient operations with the paramount importance of safeguarding lives?

## Frequently Asked Questions About Airport Safety

**Pro Tip:** Always pay close attention to air traffic control instructions and signage when operating any vehicle on an airport runway.

- **What is a runway incursion?** A runway incursion is any unauthorized presence of a vehicle, person, or aircraft on a runway.
- **What caused the LaGuardia Airport collision?** The NTSB investigation is ongoing, but initial reports suggest a miscommunication between air traffic control and the fire truck driver.
- **How many runway incursions occurred at Salt Lake City International Airport between 2021 and 2024?** Salt Lake City International Airport experienced 48 runway incursions during that period.
- **What training is required for personnel operating vehicles on airport runways?** All personnel, including first responders, are required to complete specific training on airport operations and communication protocols.
- **What new technology is being implemented to improve runway safety?** The FAA is deploying runway incursion devices at several airports, including those in Utah, to enhance communication and awareness.

Share this article to raise awareness about the critical importance of runway safety and the ongoing efforts to improve airport operations. Join the conversation in the comments below.



## How scammers are exploiting long wait times at airport security

SALT LAKE CITY — Wait times at airport security checkpoints in some cities are stretching past three or four hours as TSA agents by the hundreds call out or quit after going without pay for 40 days.

While [TSA worker pay](#) has been restored, scammers are using the situation to steal money from fliers who might be seeking the latest flight information.

Debra Gamero recently flew from Salt Lake City to Chicago. Gamero said before she left, she hopped online to find a phone number for the Salt Lake International Airport. Concerned about airport security wait times, she wanted to ask how early she needed to arrive before her flight.

A search engine spit out a phone number, but it turned out to be not the one for Salt Lake International.

"I called the numbers for the airport and got 'airport consolidations,'" Gamero texted. "They told me I needed to pay another \$150 to secure a seat."

She recognized she was talking to a scammer and hung up. She then reached out to KSL's Get Gephardt to warn other travelers.

"We have a website, [slairport.com](#)," said Salt Lake International's spokesperson, Nancy Volmer. "That has information about lost and found. That has information about flights."

And it has information about TSA wait times, she said. The website also has the airport's official number so fliers can call if they need more information. That number is 801-575-2400.

"All the information we provide is at no charge," Volmer said.

She said she had not heard of this particular scam. But, Get Gephardt has certainly seen variations of it.

Last summer, we reported on how [scammers often pose as popular companies](#) and pay for search engine ads to show fake phone numbers. Fake phone numbers and fake help desks, but real money is lost.

The Federal Trade Commission reports that imposter fraud is one of the costliest frauds in the country, and AI is making it harder to spot.

It's an issue that is exacerbated as more companies abandon phone lines and call centers in favor of messaging. When people go looking for a number and there isn't one to be found, criminals are happy to fill that void.

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## **Security News**

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# Airports across the U.S. changing arrival time advice to travelers in wake of continued TSA chaos

In many places, arriving two hours in advance for domestic flights and three hours for international is no longer enough.



— Four-hour security wait times were reported Tuesday at George Bush Intercontinental Airport in Houston. Airports in Atlanta; Austin, Texas; Philadelphia; Newark, N.J.; New York City; and San Diego recommend travelers show up extra early to make their flights. *Ronaldo Schemidt / AFP via Getty Images*

March 25, 2026, 12:23 PM MDT / Updated March 25, 2026, 12:38 PM MDT

**By Joe Murphy, Jiachuan Wu and Melinda Yao**

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In air travel, uncertainty reigns. TSA staffing shortages, ICE agent deployments and [a fatal runway collision at LaGuardia Airport](#) have elevated recent chaos in many airports across the country.



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As airports adjust to this havoc, travelers bear the brunt of the fallout, facing canceled and missed flights, [increased TSA wait times](#), and greater uncertainty.

Multiple airports told NBC News they are changing the guidance they give travelers on how early to show up at the airport, in one case doubling the recommended arrival time, according to data NBC News collected.

Most of 23 major U.S. airports recommend the standard two hours in advance for domestic flights and three hours in advance for international travel. However, seven airports, which together service an average of 450,000 departing travelers a day, advised travelers to arrive from 2.5 hours early to four hours early.

These airports range from San Diego to Atlanta and to New York City. Most of the affected airports also have [newly deployed ICE agents](#).

## Where you need to arrive early at U.S. airports

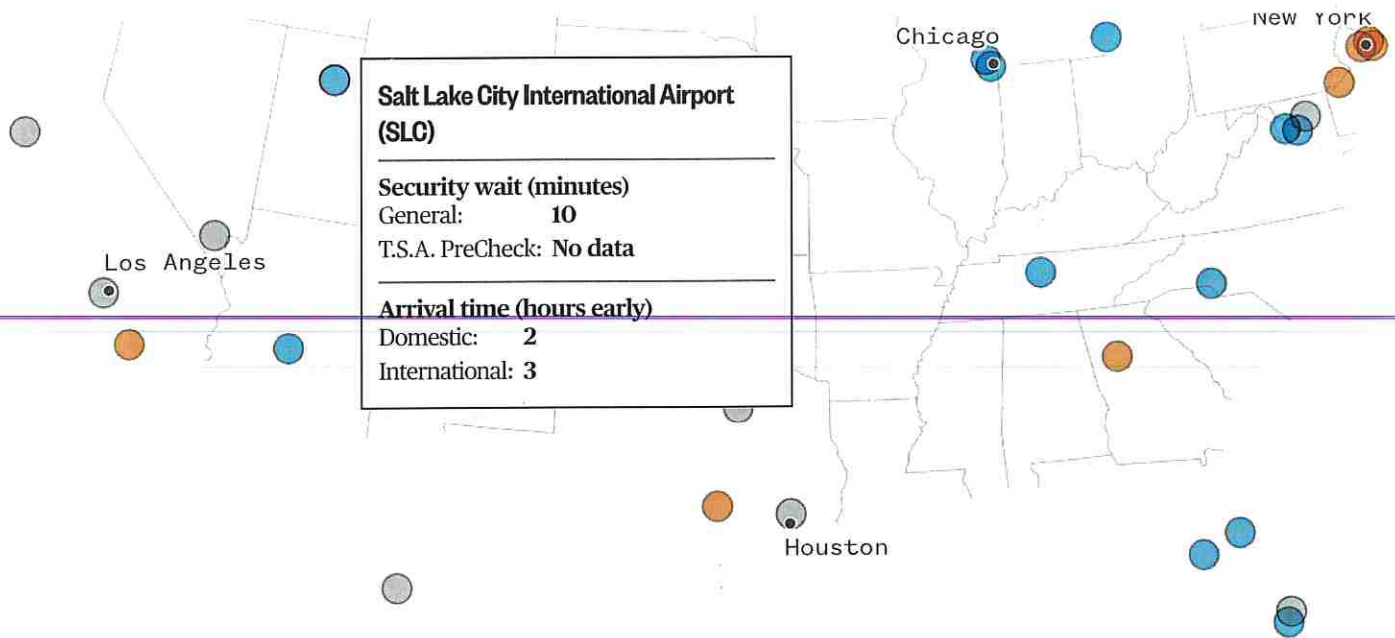
NBC News reached out to 31 airports across the country. Here's how much extra time they suggest travelers should plan to get through security.

Standard guidance

Allow for extra time

No data





**Notes:** Wait time data current as of 11:45 a.m. ET Wednesday; when airports report a range, the higher value is used.

**Source:** Wait time data from airport websites; advised time compiled by NBC News from airport spokespeople.

Graphic: Jiachuan Wu, Joe Murphy and Melinda Yao / NBC News

An additional seven airports did not respond to requests for comment.

Experts now advise showing up three hours in advance just to be safe.

A partial government shutdown that left the Department of Homeland Security without funding began Feb. 14. Transportation Security Administration workers, under DHS, have been working without pay since then. More than 400 TSA workers have quit their posts.

TSA officers missed their first full paycheck in mid-March, resulting in many calling out of work. This leaves many TSA checkpoints unstaffed, which further lengthens wait times.



— A pilot walks past travelers waiting in line at a TSA checkpoint at Hartsfield-Jackson Atlanta International Airport on Friday. *Elijah Nouvelage / Bloomberg via Getty Images*

ICE agents have been deployed in several airports to assist with security.

TSA wait times are normal in most of the major U.S. airports, according to airport spokespeople and an NBC News review of published wait times. There are exceptions: Hartsfield-Jackson Atlanta International Airport reported four-hour wait times Wednesday. On Tuesday, George Bush Intercontinental Airport in Houston reported wait times of more than four hours.

## How long airport security lines can take across the U.S.

Search in table

Page 1 of 4 >

AIRPORTS		SECURITY WAIT (MINUTES)	RECOMMENDED ARRIVAL TIME (HOURS EARLY)		
Airport	Location	General	T.S.A. PreCheck	Domestic	International

Airport	Location	General	Frequency	Domestic	International
Hartsfield-Jackson Atlanta International Airport (ATL)	Atlanta	240	240	4	4
George Bush Intercontinental Airport (IAH)	Houston	90	No data	No data	No data
Orlando International Airport (MCO)	Orlando, Fla.	29	17	2	2
Miami International Airport (MIA)	Miami	21	7	2	3
Phoenix Sky Harbor International Airport (PHX)	Phoenix	14	No data	2	3
Philadelphia International Airport (PHL)	Philadelphia	13	4	3	4
Logan International Airport (BOS)	Boston	11	No data	2	3
Salt Lake City International Airport (SLC)	Salt Lake City	10	No data	2	3
Dallas/Fort Worth International Airport (DFW)	Dallas and Fort Worth, Texas	10	10	No data	No data
Charlotte Douglas International Airport (CLT)	Charlotte, N.C.	10	10	2	3

**Notes:** Wait time data current as of 11:45 a.m. ET Wednesday; when airports report a range, the higher value is used.

**Source:** Wait time data from airport websites; advised time compiled by NBC News from airport spokespeople.

Senate Republicans, who rejected congressional Democrats' legislation that would have funded the TSA, [are now working on their own plan](#) to fund DHS.



Joe Murphy

Joe Murphy is a data editor at NBC News.



Jiachuan Wu

Jiachuan Wu is a senior interactive journalist for NBC News Digital.

Melinda Yao

I am an intern for NBC News' Data / Graphics team.

# Salt Lake City International Airport TSA Wait Time Remain Minimal Estimates Showing 1 Minute

By Joe Green

Published 03/26/26 AT 6:08 AM EDT



Travelers at Salt Lake City International Airport encountered virtually no delays at security checkpoints Thursday, with official estimates showing wait times of less than one minute across main screening areas despite ongoing national discussions about TSA staffing shortages tied to the partial government shutdown.

The airport's official website reported an estimated security screening wait time of 0 minutes as of midday Thursday, March 26, 2026, reflecting efficient operations at the main checkpoint on level two of the terminal. Historical and third-party data indicated typical midday waits often hover between 5 and 15 minutes, with peaks during early morning Delta Air Lines departures.

Salt Lake City International, known locally as SLC, serves as a major hub for Delta Air Lines and handled more than 28 million passengers in recent years. Its modern single-

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The main TSA security checkpoint operates on level two from 3:30 a.m. to 1 a.m., while a secondary checkpoint in the international arrivals area handles connecting passengers from 6 a.m. to 5 p.m. Both areas benefit from multiple lanes and advanced imaging technology that keeps lines moving steadily.

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Airport officials and real-time monitoring tools showed standard security waits averaging under 10 minutes for much of the day, with TSA PreCheck lanes often clearing in 5 minutes or less. Some third-party trackers reported occasional spikes to 15-25 minutes during peak hours between 5-7 a.m. and early afternoon, but current conditions remained exceptionally light.

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"Estimated Security Screening Wait Time: less than one minute," the SLC airport homepage prominently displayed, encouraging passengers to verify before heading to the terminal. The official SLC app provides live updates on wait times, parking availability and flight status, making it a valuable tool for travelers.

TSA PreCheck and CLEAR biometric screening further reduce times for enrolled passengers. PreCheck allows travelers to keep shoes, belts and light jackets on while

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Despite national reports of TSA officer call-outs during the partial government shutdown affecting some East Coast and Southern hubs, SLC has maintained strong staffing levels and operational efficiency. Local observers noted that Delta's large presence and the airport's layout contribute to reliable throughput.

Peak travel windows at SLC typically occur early mornings aligned with Delta's first banks of flights and afternoons for connections. Historical averages show waits climbing to 15-30 minutes during those rushes, but rarely exceeding 45 minutes even on heavy days. Thursday's near-zero estimates suggested lighter-than-average volume or highly effective lane management.

Passengers are advised to arrive 90 minutes before domestic flights and at least two hours before international departures. Factors such as parking, ticketing and baggage drop can add time before reaching security. The airport offers ample parking options with real-time availability updates via its app.



WASATCH FRONT NEWS

## SLC Airport opens food pantry after TSA workers miss pay due to partial government shutdown

by: [McKenzie Diaz](#)

Posted: Mar 13, 2026 / 10:45 PM MDT

Updated: Mar 13, 2026 / 10:45 PM MDT

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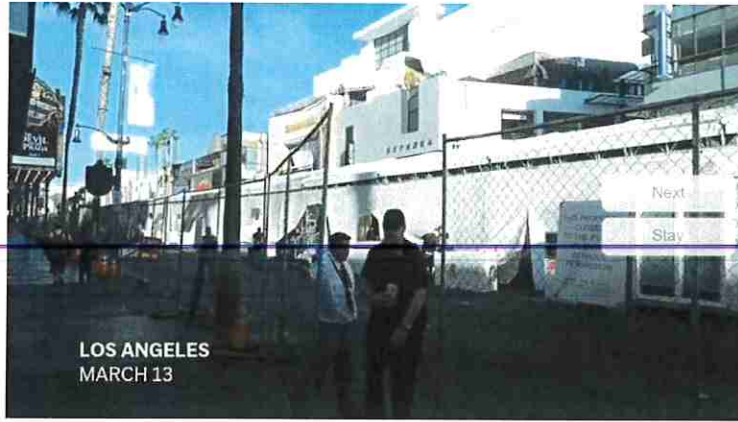
SALT LAKE CITY ([ABC4](#)) — Some federal workers missed their first full paycheck because of the partial government shutdown, and to help their TSA workers, Salt Lake City International Airport has opened a food pantry.

Funding for the Department of Homeland Security (DHS) lapsed on Valentine's Day. Lawmakers can't agree on a budget for DHS due to disagreements about Immigrations and Customs Enforcement (ICE). Democrats want changes to ICE after federal officers shot and killed two American citizens in Minneapolis, but ICE agents aren't the only ones going without pay.

TSA workers, the people who get you through security at the airport, missed a full paycheck today. The airport has reopened its food pantry for the second time in the past year.

**[Tow truck driver convicted of negligent homicide in 2024 crash that killed father and daughter](#)** >

Some travelers ABC4 talked to at the airport are frustrated with lawmakers.



“I feel bad for everyone,” Larry Fletcher said. “It’s asinine that Congress cannot do its job.”

“I think it’s outrageous that our TSA workers aren’t being paid, and our government workers aren’t being paid. I think Congress shouldn’t get paid unless they fund these people,” Brandon Daniels said.

Daniels, visiting from California, left the Fresno airport a few days ago, saying it was hard to see the TSA working for free.

“My heart broke for them because how are they paying their bills and feeding their kids?” Daniels said.

### **Additional charges filed against Logan chiropractor accused of sexually assaulting patients >**

The “feeding” part is how the Salt Lake City Airport wants to help. The food pantry is open to all the TSA workers whenever they need it, and you can help stock it. There are bins inside and outside the airport for donations, and you can also donate gift cards.

In the meantime, it will be up to Congress to fix the problem.

“These people are important and need to be funded and in all for backpay and bonuses and take care of them and give them steaks and lobster,” Daniels said.

The airport told ABC4 that they are fully staffed right now, but you can check flight times, delays, and details on the airport’s website.

### **Latest headlines:**

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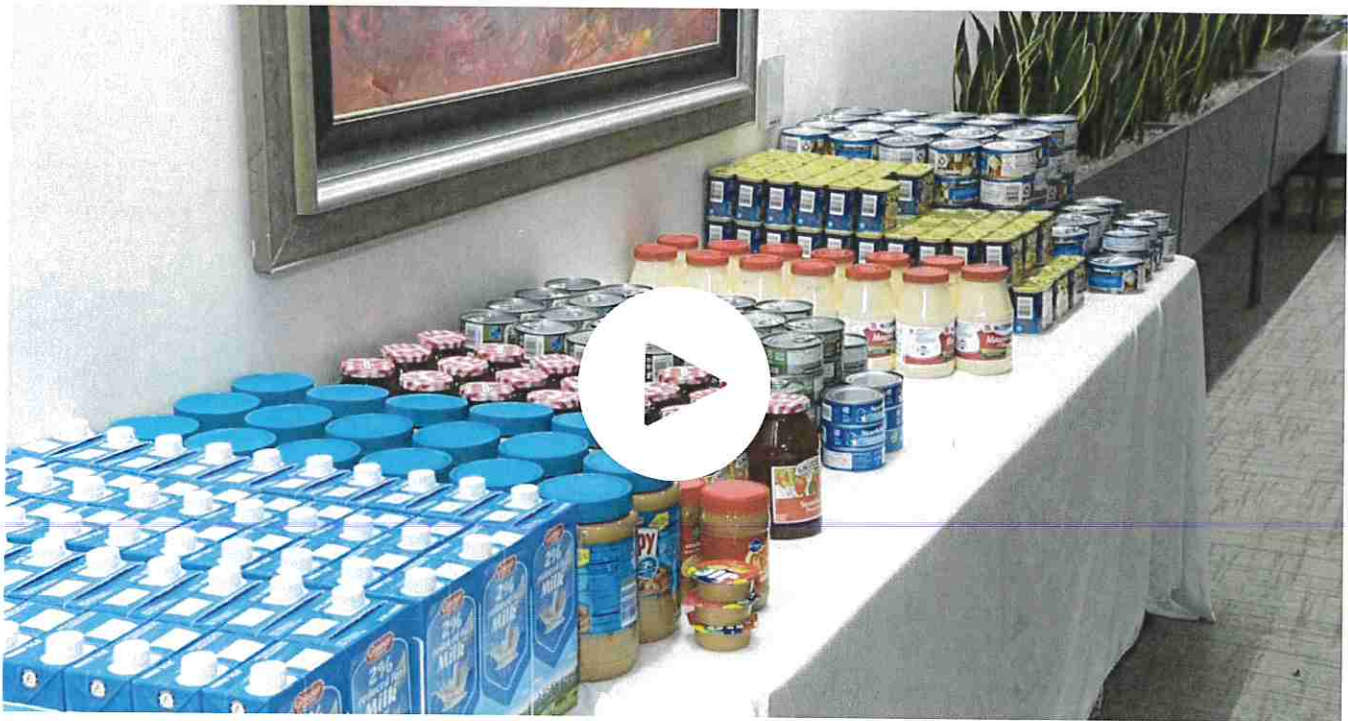
**Closing arguments to be delivered in Kouri Richins murder case**



NEWS > LOCAL NEWS > SALT LAKE CITY



# Utah food pantry helps TSA staff amid the government shutdown



By: Tina Giuliano

Posted 3:48 PM, Mar 26, 2026 and last updated 4:03 PM, Mar 26, 2026

SALT LAKE CITY — On the third floor of the Salt Lake City International Airport is a food pantry just for TSA staff. It has become more crucial for those

employees as they continue working without pay throughout the government shutdown.

In airports across the country, lines of passengers trail well past the security checkpoints. Some places have seen lines trail outside the airport. At Salt Lake City Int'l, it's busy, but the travelers were steadily moving through the security line on Thursday morning.

The government has been partially shut down since Feb. 14, when Congress failed to pass funding legislation for the Department of Homeland Security. That move directly affected TSA funding. Republicans and Democrats have been unable or unwilling to agree on a funding bill because of disagreements over immigration enforcement.

With TSA workers left without pay for over a month, security wait times have increased as many have called out or quit.

Tanja Fowler, the AFGE Utah Regional Vice President, said it's been hard on TSA staff.

"Friday will be five weeks with no pay," she said. "They're sad, and they're angry."

Fowler added that at in Salt Lake City, there's a work ethic at the airport that keeps TSA staff coming back to work each day, and there's community support in the form of a food pantry.

"At Salt Lake City, there are some special TSO's over there," she said. "Our TSA agents are very dedicated to their jobs and dedicated to each other."

“They are grateful for all of that and for everyone who puts that together.”

Patience is vital for passengers braving long security lines as they navigate this latest government shutdown.

“At the end of the day, they’re human,” said Fowler. “They’re going to work and should be receiving a paycheck.”

Fowler said she and the union team are working to help their fellow agents, but they also urge the public to reach out to their representatives in Congress.

“Contact them in Washington and tell them enough is enough,” she said. “And let’s get everyone in DHS paid.”

The airport encourages people to donate to the food pantry either by dropping off non-perishable food items in the bin at the Level 2 information desk inside the airport or at the Touch N’ Go gas station located in the Park & Wait Lot at the airport.

If you’d like to donate gas gift cards, you can drop those off at the administrative offices behind the Southwest check-in counters during business hours.

# Airports accepting donations for TSA workers. Here's how to give.



**Kate Perez**  
USA TODAY

March 26, 2026, 3:48 p.m. ET

In the wake of a [partial government shutdown](#) that has left roughly 61,000 [Transportation Security Administration](#) workers unpaid, some airports are accepting donations from travelers to help the federal agency's employees.

Donations, so far, include groceries, gas gift cards and more, with some groups, such as the [World Central Kitchen](#), establishing distribution sites in the Greater Baltimore-Washington and Houston areas to provide free meals to TSA workers impacted by the partial shutdown.

For those traveling soon or wanting to donate to unpaid TSA workers, here's what to know about the items you could give.

**More TSA news:** [Unpaid TSA workers face 'exhausting anxiety' during shutdown](#)

## What can you donate to TSA workers?

While donation requests can vary, many airports have requested grocery store or gas gift cards, including [Denver International Airport](#), one of the world's busiest.

**Need a news break?** [Check out the all new PLAY hub with puzzles, games and more!](#)

Those donations should be in \$10 or \$20 gift cards only, the airport said in a [March 11 news release](#).

Other airports, like [Seattle-Tacoma International](#), Las Vegas' Harry Reid International and Salt Lake City International, have started food pantries so they can supply unpaid TSA workers with non-perishables and household items.

~~Salt Lake City International Airport said its food pantry provides "staples such as nonperishable food, baby items, toiletries, pet supplies and other essentials," according to a news release.~~

**More on TSA wait times:** [Airport wait times are longest in TSA history, agency says](#)

## What cannot be donated to TSA workers?

Posts from multiple airports, including [Denver International Airport](#) and [Raleigh-Durham International Airport](#) in North Carolina, have said that cash and Visa gift cards are not accepted as donations to TSA workers.

NBC News reported that TSA officers are barred from accepting gifts at screening locations, which is why donations are to be separate from security lines.

Federal employees, including TSA workers, are also prohibited from soliciting or receiving gifts or items worth more than \$20 "per occasion" if the item is related to their governmental job, according to the Department of Justice. Donations to a worker also cannot exceed \$50 in a year from one source, the DOJ said.

## What airports are accepting donations?

While not a comprehensive list, airports accepting donations of gift cards and/or food pantry items range from international to regional airports. Here are some:

[Denver International Airport](#)

[Raleigh-Durham International Airport](#)

[Seattle-Tacoma International Airport](#)

[Salt Lake City International Airport](#)

[Harry Reid International Airport](#)

[Austin-Bergstrom International Airport](#)

Eastern Iowa Airport  
Orlando International Airport  
Cleveland Hopkins International Airport  
Reno-Tahoe International Airport  
John Glenn Columbus International Airport

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Other airports have also reportedly set up donation drives and partnered with nonprofits to assist the unpaid TSA workers. Federal officials said more than 400 TSA officers have resigned since the shutdown began in mid-February, [USA TODAY](#) previously reported.

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*USA TODAY's Trevor Hughes contributed to this report.*

*Kate Perez covers national trends and breaking news for USA TODAY. You can reach her at [kperez@usatodayco.com](mailto:kperez@usatodayco.com) or on X [@katecperez\\_](https://twitter.com/katecperez_).*

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Salt Lake City

# SLC AIRPORT TURNS OFFICE INTO FOOD PANTRY AS UNPAID TSA STAFF SCRAMBLE FOR GROCERIES

By Lila Warner

Published on March 24, 2026



At Salt Lake City International Airport, the break-room chatter has shifted from vacation plans to how to stretch the next meal. In response, the airport has turned office space into a food pantry for federal screeners who are still working without pay during the partial Department of Homeland Security funding lapse. Airport staff and community groups are stocking the shelves with staple foods and gift cards to help cover the basics, at least for now.

The Salt Lake City Department of Airports set up the pantry for federal workers, including Transportation Security Administration and Customs and Border Protection employees, in office space just off the ticketing area, according to [KSL TV](#). Airport officials laid

out the plan in a formal advisory, per the [SLC Department of Airports](#). The pantry is stocked with nonperishable foods, diapers, pet food, and gas gift cards, and is scheduled to be replenished weekly, according to the [Washington Post](#).

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## How the pantry works

Airport leaders and city officials say the idea is to offer practical help without putting workers in an uncomfortable spotlight. The pantry is designed so federal employees who are still required to report for shifts, despite missed paychecks, can quietly pick up what they need and get back to work.

Salt Lake City Mayor Erin Mendenhall has publicly acknowledged how hard the lapse is hitting lower-paid federal employees and asked travelers to show patience at checkpoints and, if they are able, to chip in with donations, according to [The Salt Lake Tribune](#).

## Wider ripple effects

Salt Lake City is far from alone. Across the country, airports, food banks and charities are setting up similar efforts, from snack tables to voucher programs, to help unpaid TSA staff get through the shutdown. At least 376 TSA officers have resigned since the funding lapse began, a slow bleed that is already affecting some security checkpoints, according to [AP News](#), which has been tracking the national picture.

## How to help

Major airports are steering well-wishers away from handing over cash and instead asking for specific in-kind donations. Ethics rules and logistics both play a role here. Many are requesting nonperishable foods and small-denomination grocery and gas gift cards, often in the \$10 to \$20 range, according to [Axios](#) and local airport notices, which also list where items can be dropped off and which supplies are most in demand.

For now, Salt Lake City airport officials say operations are holding steady, with security lines moving and checkpoints open. Still, they warn that ongoing pay disruptions could strain staffing and eventually slow things down if more officers decide to quit. The airport and its local partners say they plan to keep the pantry stocked as long as the shutdown continues, according to [The Salt Lake Tribune](#).

**Salt Lake City - Transportation & Infrastructure** ▾

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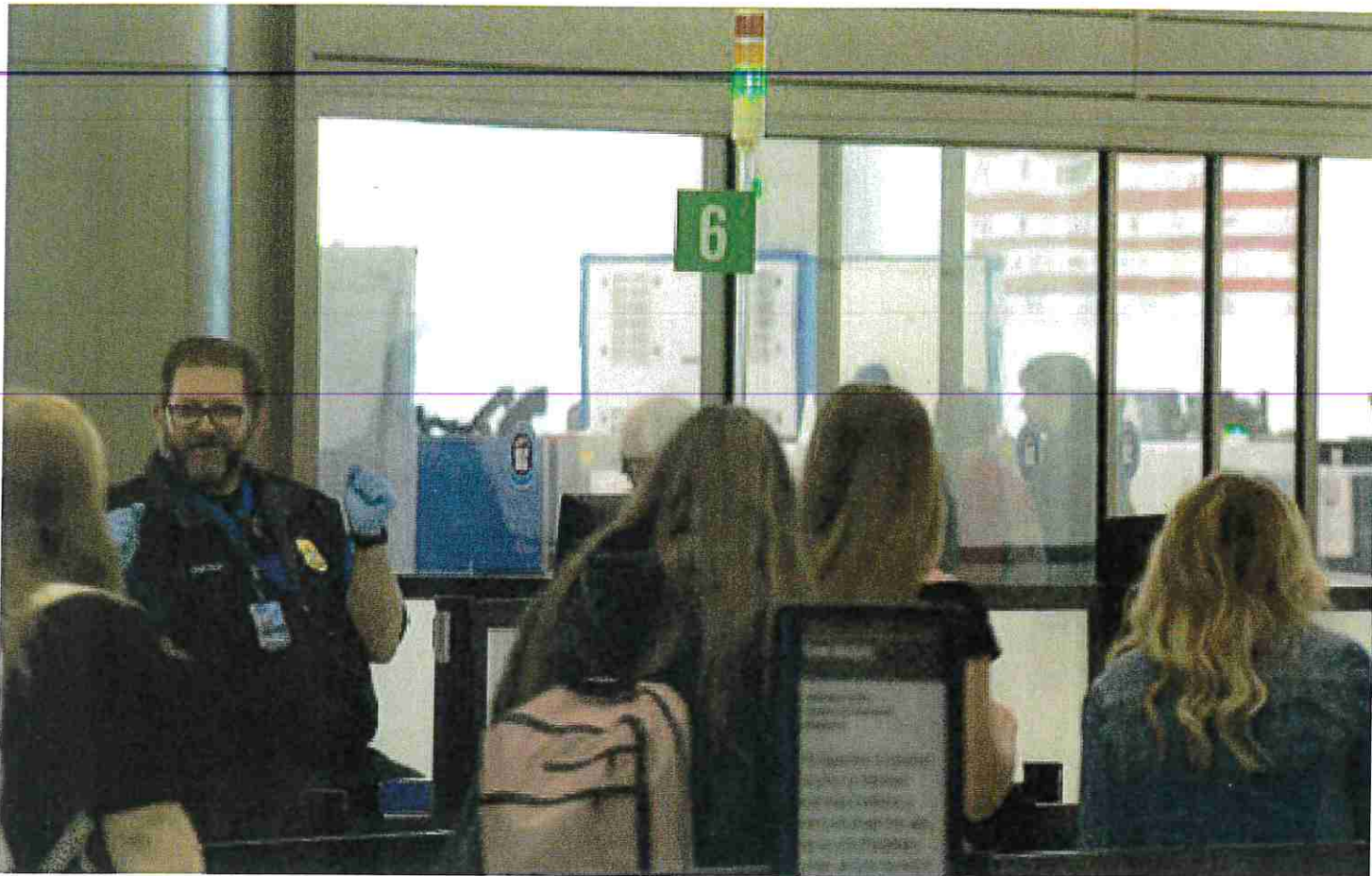
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Jan 28, 2026

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## Salt Lake airport keeps wait times low amid shutdown impacting TSA workers

SALT LAKE CITY — Some travelers passing through Salt Lake City International Airport are pleased to find short wait times amid a partial government shutdown that is leaving TSA employees now heading into a third pay period without a paycheck.

Families like Taylor and Brianna Wegner were happy to see operations running as normal Wednesday afternoon.

"We have a long travel day ahead of us, and so it's nice that this isn't like adding to our itinerary," Taylor Wegner said.

Meantime, videos shared from airports in major cities, like Houston, New Orleans, and Atlanta showed lines extending into multiple levels, sometimes lasting several hours. Tanja Fowler, regional vice president in Salt Lake City for the union that represents TSA workers, said employees here in Utah are dedicated to the mission and each other.

"They're going to show up for each other, especially right now during the situation that we're in," she said. "No one wants to have to suffer working the lines when a bunch of people call out."

At the same time, however, Fowler said turnover at the TSA is high, and many local officers are still probationary employees. Strict policies make it difficult for many of them to take time off without a clear, valid excuse.

"I had an officer that needed to go help a family member, that was in a car wreck, and they were told they had to bring in proof," Fowler explained. "And so imagine you just started a brand new job. You're not getting paid already. And then if you have too many absences, you could lose that job."

The airport community is also getting some credit for helping support those TSA employees. Nancy Volmer, director of communications and marketing at the airport, said some businesses in the airport have offered free meals to TSA workers. Still, she added that there is concern over how long it all can be sustained. Airport employees have also set up a food pantry for those with the TSA.

"The longer this goes on, the more difficult it's going to be for them," Volmer said. "We're just looking at ways that we can help ease some of the pressure that they're feeling by not getting a paycheck."

Volmer also pointed out that wait times will increase toward the end of the week, as many Utah school districts get out for spring break.

"We recommend that people come to the airport at least two hours (early) for domestic flights, three hours for international flights. But do look on our website to see what the wait times are because that could change," Volmer said.



Unlike in some other countries, U.S. travelers aren't entitled to compensation for lengthy delays or even cancellations.

WASATCH FRONT NEWS

## TSA lines at SLC Airport hit with 90-minute delays amid spring break rush

by: [Ava Hart](#)  
 Posted: Mar 27, 2026 / 08:31 AM MDT  
 Updated: Mar 27, 2026 / 01:33 PM MDT

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SALT LAKE CITY ([ABC4](#)) — The security checkpoint at Salt Lake City International Airport experienced long wait times, with some travelers waiting up to 90 minutes on Friday morning.

According to the airport's media page, TSA lines at the security checkpoint on level two are currently under 15 minutes.

ESTIMATED SECURITY SCREENING WAIT TIME:  
 14 MINUTES AND 36 SECONDS

15 MIN

CURRENT WEATHER

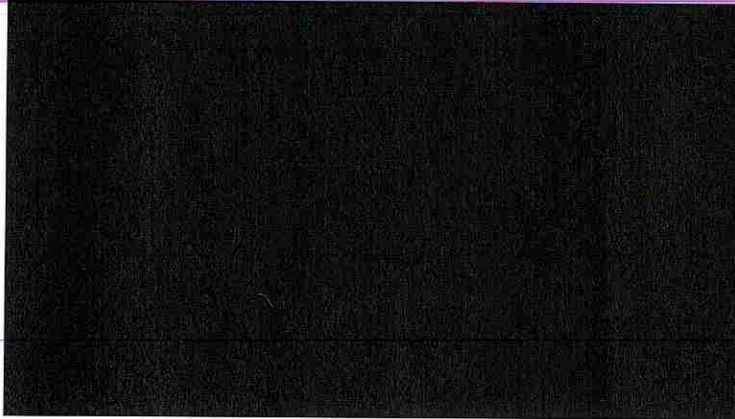
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Earlier Friday morning, wait times ranged from 60 to 90 minutes. The spike in wait times is believed to be due to spring break travelers.

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The long lines at SLC are occurring alongside the [partial government shutdown](#). The shutdown has caused travel delays nationwide as some TSA workers, missing paychecks, have stopped showing up for work.

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## Relief in sight

Today the Senate [approved Homeland Security funds to pay Transportation Security Administration](#) agents. The deal is expected to go to the House for consideration next Friday.

Amid President Donald Trump's decision to pay TSA officers, Everett Kelley, National President of the American Federation of Government Employees (AFGE) welcomed the move. "The 47,000 TSA officers represented by AFGE will finally be paid, and we are grateful that action was taken to make that happen."

Kelley also noted that there was no initial clarity on what this would mean for thousands of other DHS employees at FEMA, the Coast Guard, and the Cybersecurity and Infrastructure Security Agency who have not received their paychecks during the 42-day government shutdown.

"These workers and their families cannot wait. All DHS workers must be paid immediately," Kelley said.

The Department of Homeland Security shared the following statement regarding the decision:

"President Trump has made the decision that echoes what TSA's frontline employees and the millions of Americans enduring terrible wait times at our airports are saying: the Democrat DHS shutdown has become an emergency. TSA officers are now losing their homes and cars, struggling to put food on the table, and are experiencing all-around financial catastrophe because of this extended shutdown, the 3rd they've experienced in just 6 months. Travelers are facing record breaking wait times stretching hours and hours long causing missed flights, unnecessary delays, and booking headaches."

DHS also said that TSA officers should begin seeing paychecks as early as March 30.

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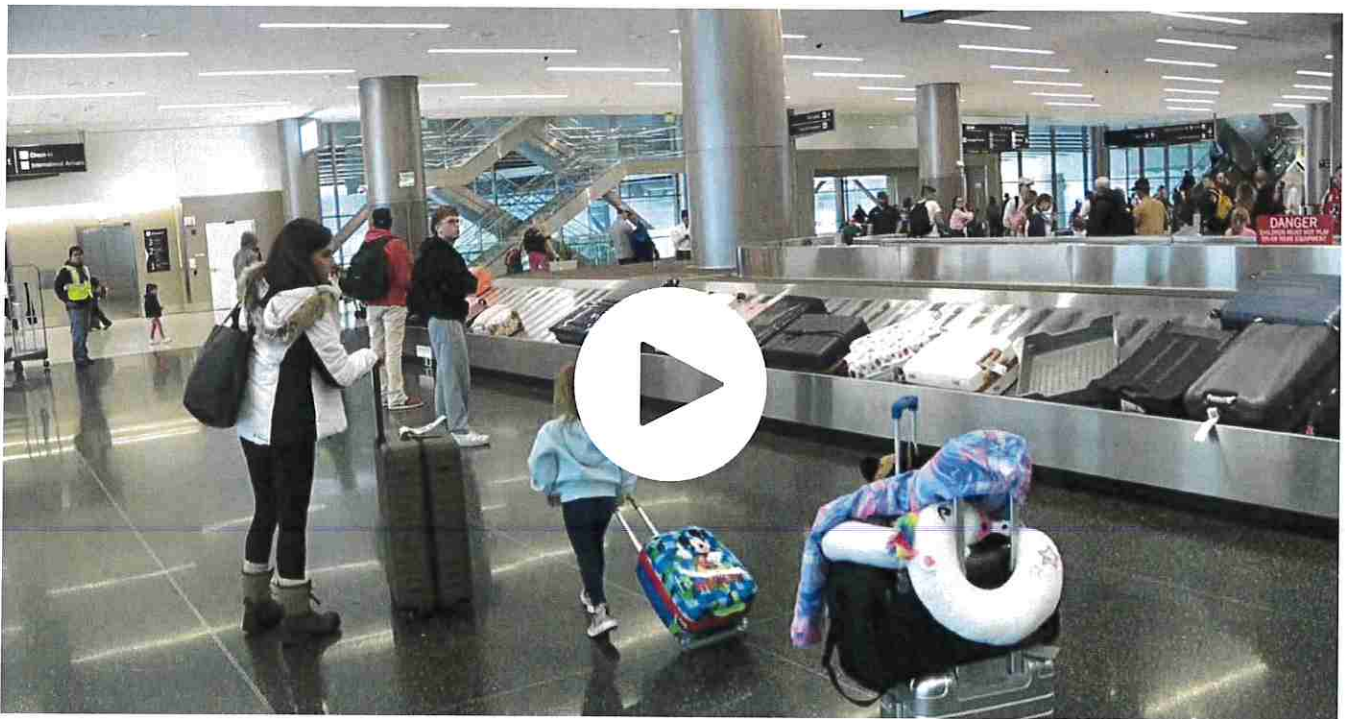
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NEWS > LOCAL NEWS > SALT LAKE CITY



# Utah spring break travelers report mix of delays and smooth trips



By: Amy Nay

Posted 5:35 PM, Mar 16, 2026 and last updated 8:01 PM, Mar 16, 2026

SALT LAKE CITY — As spring break travel picks up across the country, some travelers are running into delays and long lines, while others say their trips are

going off without major problems.

Reports of college students being delayed or rerouted while trying to return to Utah from spring break trips have some travelers reconsidering their plans in the coming weeks. Concerns about TSA staffing and the busy travel season are adding to the uncertainty.

FOX 13 News talked to travelers at Salt Lake International Airport Monday.

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The Thomas family traveled from Texas to Utah for a spring break ski trip and say they were relieved their journey was relatively easy.

“We got to the airport a little bit earlier today and didn’t have any issues going through TSA,” said Whitney Thomas. “We were slightly delayed and that was from the weather, but we made it.”

Her daughter Suzy said the boarding process still took longer than expected.

“It was kind of taking a really long time getting on, so I kind of thought it was useless waking up early,” she said.

Their biggest complaint had nothing to do with airport lines.

“I’m not happy about the temperatures,” said Levi Thomas, who hoped for colder weather and more snow during their ski vacation.

While things appeared to be moving smoothly at Salt Lake City International Airport on Monday, travelers arriving from other cities described much more chaotic scenes.

Hadlee and Monty Garish flew in from New York’s JFK Airport and said the crowds there were overwhelming.

“It was wild. It was 6 a.m. when we got to the airport and it was just weaving through every line possible,” Hadlee Garish said. “People were outside in the baggage area for curbside, and I’ve never seen so many people.”

“Yeah, pretty bad,” Monty Garish added.

The couple said arriving early, paying for priority services and staying patient helped them make it through the crowds.

“Just be calm and kind and hang in there,” Hadlee Garish said with a laugh.

Not every traveler had a smooth experience.

Linda Larsen of North Ogden said she spent hours at the airport before realizing her trip to Florida likely wouldn’t happen.

“I’ve been here since five o’clock this morning,” Larsen said. “Had canceled flights, can’t meet delays... anyway, I’m two days out. I had to reschedule two days from today.”

Despite the setback, Larsen remained upbeat.

“I’m just trying to get to Florida. Spring break! I should have known better,” she said with a laugh.

Travel agents say stories like Larsen’s highlight the importance of planning ahead during busy spring break travel weeks.

Tom Eichelberger, who runs the South Jordan-based travel company Cruising and Tours, says many people wait until the last minute to book trips.

“I get a lot of clients call me last minute saying, ‘Hey Tom, can you get a trip for me?’ and I’ll do the best I can,” he said. “But you’ve got to plan far enough ahead for spring break because things fill up quickly.”

Long security lines have been reported at several major airports around the country, including Houston, Atlanta, Chicago and New York, as storms and heavy travel demand impact flights.

Eichelberger says the best way to avoid travel headaches is to give yourself extra time.

“The golden rule is usually show up two hours early,” he said. “During spring break, we’re telling people to make that an extra hour or two just to plan for those delays.”

Despite the concerns, he says most travelers are still committed to their plans.

“I haven’t had anyone cancel,” Eichelberger said. “People are like, ‘Hey, we’re going no matter what. We want to enjoy this with the family.’”

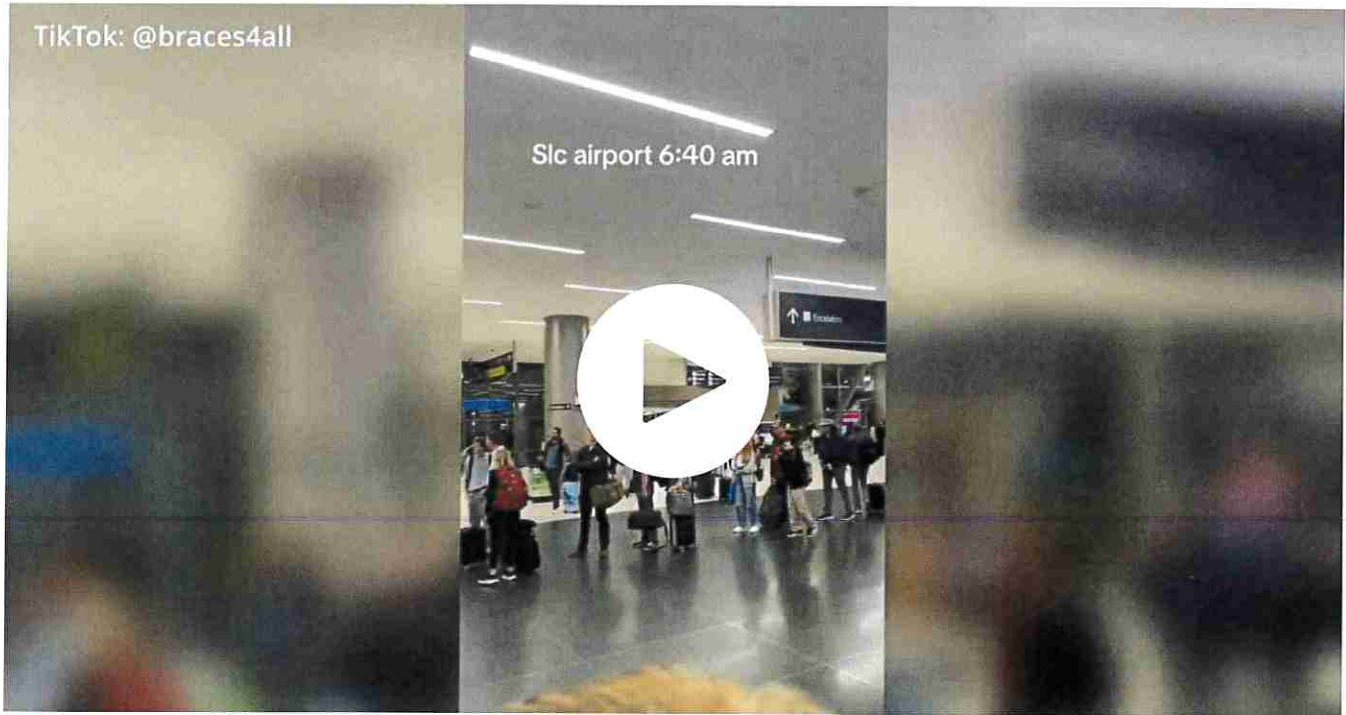
His advice for travelers: don’t wait to take the trips you’ve been dreaming about.

“Don’t wait — get out and travel now,” he said. “People always say they’ll wait until next year. Next year sometimes never comes around. Something else comes up. So I always tell people make it happen now — go today, go as much as you can and enjoy it.”

NEWS > SALT LAKE CITY INTERNATIONAL AIRPORT



# Travelers experiencing massive delays arriving to Salt Lake City International Airport



By: Michael Martin

Posted 36 minutes ago

SALT LAKE CITY — Travelers arriving at Salt Lake City International Airport were caught up in massive delays getting through security on Friday morning.

Several FOX 13 News viewers reached out to inform us of the long lines at TSA checkpoints that they are seeing.

Currently, the Salt Lake City International Airport [website](#) reports that travelers can expect to see 32-minute-long waits in line. However, several FOX 13 News viewers say they have waited longer than expected.

TSA lines have been growing at airports nationwide as a partial government shutdown has stretched into six weeks. Democrats have been pushing for reforms to Immigration and Customs Enforcement before agreeing to fund the Department of Homeland Security.

The agency oversees ICE, TSA, and several other federal operations.

DHS officials said that on Wednesday, about 11% of their workers called out as the struggle to afford expenses while working without pay.




## Why Salt Lake City airport saw security wait times spike on Friday

SLC has mostly avoided long lines this week, while other airports have seen lengthy delays.



(Chris Samuels | The Salt Lake Tribune) Passengers walk by security screening at Salt Lake City International Airport, Monday, March 23, 2026.

By  Andy Larsen | March 27, 2026, 11:00 a.m.

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Wait times for airport security lines around the country have garnered headlines over the last week, as some airports have seen delays stretching past four hours due to the

partial government shutdown that has Transportation Security Administration workers [going without pay](#).

The security lines at Salt Lake City International Airport, though, generally had not seen much of a spike — until Friday morning, when some passengers waited over an hour.

By 11 a.m., the airport's website said its expected wait time was just 11 minutes.

The airport attributed the morning's delays to spring break travel.

Friday mornings usually see the longest lines at the airport, anyway. Wait times typically reach 37 minutes on Friday mornings at Salt Lake City, according to [tracking service Qsensor](#). The extra volume of vacation travel and the TSA situation compounded that factor.

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Salt Lake City airport officials say they've seen fewer TSA agents call out than at other airports, however. Earlier this week, the Department of Homeland Security reported that the nationwide average for agent call-outs was at 11%, [with some airports seeing 40% call-out rates](#). Homeland Security has not chosen to send U.S. Immigration and Customs Enforcement personnel to the Salt Lake City airport to assist in TSA security operations as it has elsewhere.

One reason for more TSA agents sticking around during the shutdown: planning from the Salt Lake City Council. In October, the council [set aside \\$100,000](#) to fund

employees expected to work without pay during a government shutdown, which was used to create a food pantry for those workers.

Much of that budget still remains, and the pantry had tables well-stocked this week.



(Bethany Baker | The Salt Lake Tribune) Food is seen sitting on tables during a press conference to announce that Salt Lake City International Airport has organized a food pantry to assist federal employees who are not being paid during the federal shutdown, seen here on Thursday, Oct. 16, 2025.

The airport also accepts donations from the public to support TSA workers. There are blue donation bins at the airport's park-and-wait lot and at the information desk on level 2 of the terminal. Gift cards can also be donated at the airport's offices.

That being said, the situation could be coming to an end shortly. President Donald Trump said Thursday he'd sign an [emergency executive order](#) that funds TSA's payroll, though as of Friday morning, he had not yet done so.



## Local News Hour

# Salt Lake City airport sees 30 minute wait times, supports TSA

By Connor Thomas

Published March 27, 2026 at 11:12 AM MDT

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Parker Malatesta / KPCW

Salt Lake City International Airport

Nancy Volmer from the Salt Lake City International Airports discusses the ongoing government shutdown has impacted operations and how TSA agents working witho

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pay are being supported. Volmer said security line wait times are averaging 30 minutes, with up to 60 minutes at peak travel times and noted that immigration officers have not been deployed to the airport. She said the airport has supported TSA workers with a food pantry and donation. And she highlighted the importance of travelers being patient and courteous to TSA agents and the potential for increased passenger numbers during the spring break and summer travel seasons.

Local News Hour



## Connor Thomas

KPCW Reporter

[See stories by Connor Thomas](#)

# SLC airport sees increased lines as Trump signs order to pay TSA

KPCW | By Sydney Weaver

Published March 27, 2026 at 5:02 PM MDT



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S. Zaybal / SLC International

The "River Tunnel" connects Concourse A and B at the SLC Airport.

## The Salt Lake City International Airport saw longer security lines March 27 after relatively normal wait times during the monthlong partial government shutdown.

President Donald Trump signed a memo Friday afternoon to pay Transportation Security Administration employees as soon as Monday.

The memo comes after the U.S. Senate passed a bill to fund the majority of the

border patrol.

But, NPR reports the House rejected the plan and will instead vote on a stop-gap spending bill to fund the entire DHS until May 22.

TSA officials have not been paid since Feb. 14 after a political gridlock over immigration oversight and budgetary disputes partially shut down the government.

The shutdown increased security lines at many U.S. airports but SLC spokesperson Nancy Volmer says the Beehive State hadn't felt the effects until Friday.

"We did have some longer wait times, and that's because we are heading into a busier time here with the spring break, and so we have a lot of people who were actually coming early to the airport, which we always encourage, but it was creating some longer lines," she said on KPCW's "Local News Hour" March 27.

Volmer says the longest TSA wait time the airport experienced was about an hour. Other security line

## **FULL INTERVIEW: Salt Lake City International Airport spokesperson Nancy Volmer**

LISTEN • 10:16

s across the country exceeded four hours at times as TSA agents quit or called out with no pay.

In late March, Trump deployed ICE agents to major U.S. airports to help with TSA staffing shortages. Volmer said she was not aware of any ICE agents at the Salt Lake airport.

To help TSA workers during the shutdown, the airport has organized a food pantry on the third level behind the Southwest ticket counters.

"We have asked the public and passengers to help donate to that food pantry. For

KPCW

Local News Hour

wait lot, which is the gas station as you come into the airport, and any non-perishable items can be dropped off there," she said.

Volmer says there is also a bin at the visitor information desk in the airport terminal.

Roughly 30,000 travelers are expected to visit the Salt Lake City airport during spring break. Volmer advises travelers to check the live security screening times online and to arrive early.

State & Regional



## Sydney Weaver

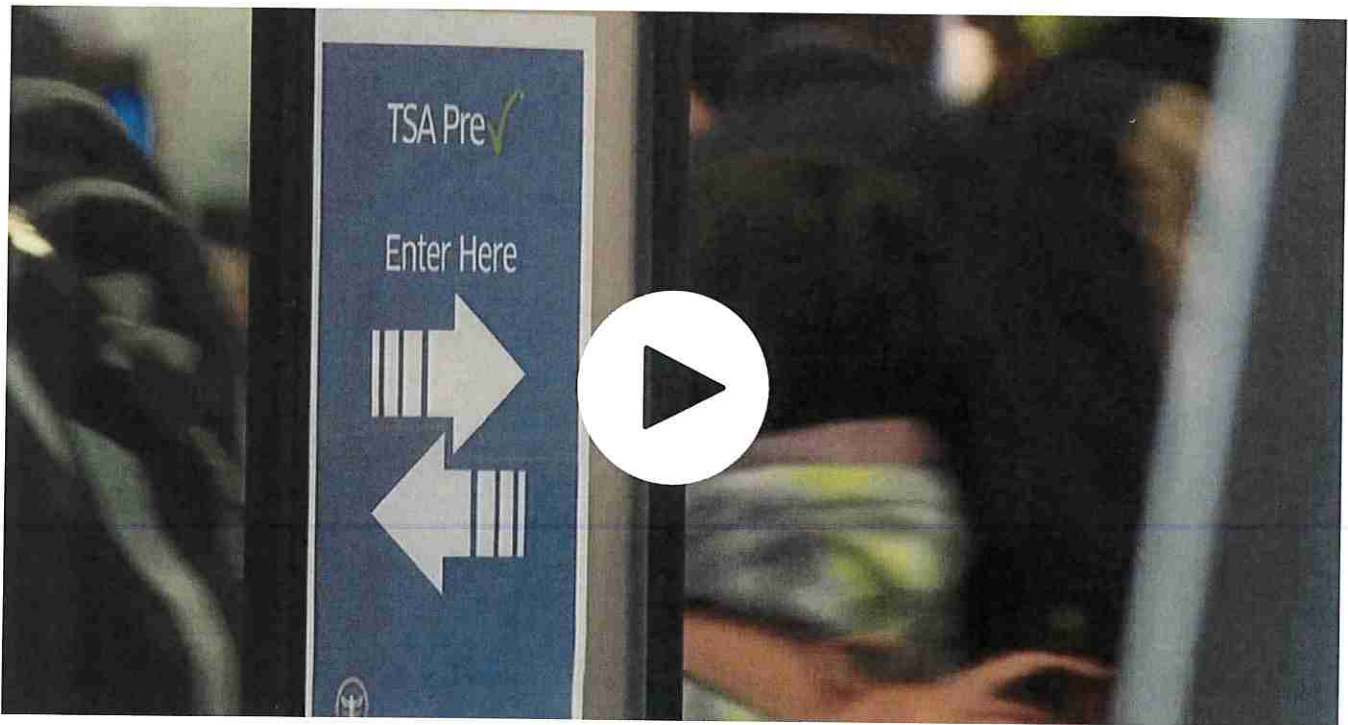
News Producer

[See stories by Sydney Weaver](#)

NEWS > SALT LAKE CITY INTERNATIONAL AIRPORT



# TSA agents in Salt Lake City claim shutdown stress forced them to leave jobs they loved



By: Julia Sandor

Posted 5:29 PM, Mar 12, 2026

SALT LAKE CITY — After weeks of partial pay for TSA agents, their paychecks on Friday will be empty. It's left some employees in Salt Lake City with a

difficult decision to make: to stay or leave.

Up until recently, Robert Echeverria had worked for TSA for the past 9 years. It's something he'd always wanted to do and had dedicated a lot of time to.

"As much as I love the agency, as much as I love my coworkers, my family had to come first," Echeverria said.

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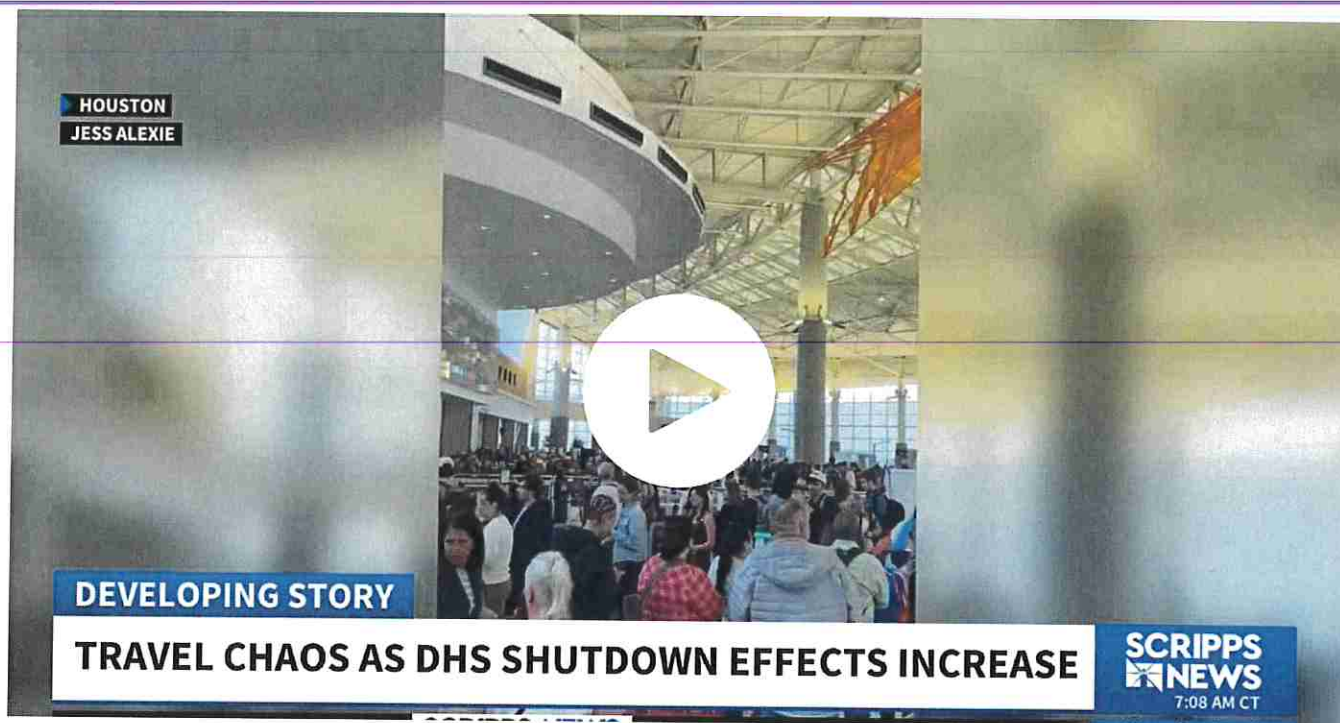
Echeverria quit his job at TSA a couple of weeks ago for a new job. He felt this was the best option, so that he could take care of his family. Unfortunately, he said this shutdown is starting to take a toll on other employees, too.

"I know there's a bunch of people that are actually leaving and they can't take it," he said. "They can't take the stress. Unfortunately, we're all in the same boat. I feel like everyone is following suit. How long is the airport going to last that way before the actual government does something?"

Tanja Fowler, the Regional Vice President for Utah AFGE TSA Local 1127, is in the same boat. She left the agency only a few days ago. She originally joined TSA

because she came from a long line of family in the military and said it was her way to serve the country.

### ***TSA shortages snarl airports as government shutdown stretches into Spring Break:***



With nearly two decades of experience between the two, both Robert Echeverria and Fowler have been through several government shutdowns.

“Not being there for the team and not being a part of that saddens me. I worked really hard to get where I was at working for the agency,” Fowler said. “I miss my coworkers, I miss the job, but again, at the end of the day, everyone has to get paid for the work that they perform on a daily basis.

“If that’s not going to happen, why add that extra layer of stress?”

Fowler shared how the job isn’t simple either, especially with staffing shortages.

“We’re looking for knives, guns, explosives and we’re trying to prevent that from getting onto an airplane,” Fowler explained. “And then them not getting paid adds that extra level of stress.”

FOX 13 News tried to get in touch with current employees, but Fowler said they're scared of the repercussions. Come Friday, current employees won't be getting paid.

"Who's going to take care of my kids? How am I going to pay for childcare? How am I actually going to pay for meals? I feel bad for them," Echeverria said. "I really, really feel bad for them. It's a struggle they're going to be going through."

If the ongoing shutdown wasn't happening, both said they would still be TSA officers, but at the end of the day, their well-being came first.

"We're just being used in the whole political play, and it's just not fair for anyone getting paid right now," Fowler said.

Although lines at the Salt Lake City International Airport seemed fine on Thursday, officials are asking travelers to have patience and show kindness as they go through security.

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## A dad of 3 felt forced to quit his job at TSA as the partial shutdown continues: "My family has to come first"

By Keith Van Cleve



**CBS NEWS**



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A father of three felt that he had no other choice but to quit his job as a Transportation Security Administration officer and find other work as the [partial government shutdown](#) goes on.

Robert Echeverria worked the TSA checkpoints at Salt Lake City International Airport for nine years.

"I love the agency. I love the people that I worked with," he said. "But it just, my family has to come first."

With no paycheck or end in sight to the latest shutdown, which has so far lasted nearly a month, Echeverria made what he said was a difficult decision to quit. He's among the more than [300 TSA officers](#) who have quit since the shutdown began, according to agency statistics obtained by CBS News.

"I think the hardest thing is seeing the struggle that my wife was going through and not trying to bring more stress to her," Echeverria said. "But seeing her cry every night, how am I going to feed my family? How am I going to survive?"

### Increased sick calls

Watch CBS News  
TSA officers are some of the lowest paid in the federal government, averaging \$45,000-\$55,000 per year.

The workers are now set to miss their first full paycheck of the partial shutdown this week.

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Food pantries are opening up at airports across the country as TSA sick calls have more than doubled during the shutdown.

At Houston's William P. Hobby Airport, wait times on Sunday topped three hours after more than half of TSA officers called out.

On Thursday, Philadelphia International Airport temporarily closed one security checkpoint due to TSA staffing issues.

On X, Denver International Airport put out a plea for help to support TSA employees.

"Support the dedicated TSA employees working without pay by donating \$10 and \$20 grocery store and gas gift cards. Visa gift cards cannot be accepted," the airport said in its post.

"It does concern me about the possibilities of operatives, bad guys who are wanting to try to exploit a perceived vulnerability because there's not as many people at TSA showing up for work," said former TSA Administrator John Pistole.

The Senate is expected to vote again on Thursday on a measure to fund DHS.

# Opinion: The real cost of government shutdowns

TSA officers continue to report for duty, inspect bags and keep dangerous items off airplanes even when their own financial lives are under strain

Published: March 9, 2026, 4:54 p.m. MDT

## By Ryan Glenn Williams

Ryan is a supervisory transportation security officer in Utah. The views expressed here are his own and do not represent the Transportation Security Administration or the Department of Homeland Security.

Every day across the United States, transportation security officers report to airports, screen passengers and protect the traveling public while knowing their next paycheck may not come.

These are my views and my views alone. I do not speak for the Transportation Security Administration or the Department of Homeland Security. I speak only for myself, though what I describe is what I see among the officers I work shoulder to shoulder with every day.

I am a supervisory transportation security officer and have worked for the administration for several years. I work with men and women who dedicate their lives to protecting thousands of people each day. They face travelers who swear and berate



TSA officer Magaly Rangel directs travelers through security lines at the Salt Lake City International Airport in Salt Lake City on Wednesday, Sept. 10, 2025. | Kristin Murphy, Deseret News

PURCHASE IMAGE

them while explaining why they are the exception to rules that are outside the officers' control. They serve people who simply want to get from here to there safely. These women and men literally put their faces into bags that could contain dangerous materials and do it, quite often, with a smile.

Over the past six months, roughly 120,000 employees across the Department of Homeland Security, including around 50,000 TSA officers, have faced uncertainty about their paychecks three times and have missed multiple paychecks during this time. The most recent paycheck arrived on Feb. 28 and only covered half of a two-week pay period before the government shutdown affected most of the Department of Homeland Security, leaving many of its front-line components without funding. These paychecks were only a fraction of what officers normally receive. Many of them already live paycheck to paycheck, and deductions for insurance, federal and state taxes, FICA, retirement, and other obligations are still taken out as if those paychecks were whole.

I have seen these same men and women step away from public view and break down in tears, wondering how they will pay rent, utilities, day care, food, medical bills and the gasoline needed to drive to the very job that currently cannot pay them. Yet they are still required to report to work every day because they are essential to the national security of this country.

And they do it.

They show up. They clock in. They do their job. And they go home waiting for 278 people to say “yes.”

I do not blame one side or the other. Situations like this feel like a symptom of a deeper problem that was foreseen nearly 250 years ago by George Washington. In his [farewell address](#), he warned that the “spirit of party” could “distract the public councils,” “kindle the animosity of one part against another” and eventually lead to a form of political domination that harms the



TSA officer Jennifer Bunch helps Monica Kielbasa go through security screening at the Salt Lake City

nation. More than two centuries later, his warning still feels uncomfortably relevant.

International Airport in Salt Lake City on  
Wednesday, Sept. 10, 2025. | Kristin Murphy,  
Deseret News

From the beginning of the record-setting shutdown at the end of last year to now, my own credit score has dropped more than 150 points because I missed payments I simply could not make. I had a vehicle repossessed because I could not meet my payments. I have faced the possibility of eviction multiple times despite providing a letter from DHS explaining the circumstances employees face. This month, my apartment complex has given me until the 13th to make my rent payment before eviction proceedings begin.

Across the country, many airports, airlines and communities have stepped forward to help. For that generosity, we are deeply grateful. Many have relied on the kindness of family members, neighbors, churches and local communities to stay afloat. I've had friends step in to help pay bills and even bring dinner.

For these kindnesses, I offer sincere thanks. In many cases across the country, it has quite literally kept people going.

But donations of nonperishable food cannot pay rent, medical bills, utilities or many of the other obligations families face every day. Paychecks do. Too many officers have resorted to donating plasma, picking up second or third jobs when possible, or simply doing without while we wait.

Federal employees are public servants, not leverage in political standoffs. We are not abstractions in a policy debate. We are people with families, responsibilities and communities that depend on us.

Every day, millions of Americans walk through airports trusting that someone is standing watch. TSA officers continue to report for duty, inspect bags and keep dangerous items off airplanes even when their own financial lives are under strain. They do this quietly, professionally and without recognition. More broadly, the entire nation depends on the Department of Homeland Security, especially at a time of heightened global tensions, to keep us all safe.

A country that depends on that level of dedication should not place those same public servants in this position again. The government should end this shutdown as quickly as possible.



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UTAH

## "We are not aware of any ICE deployment in Salt Lake City," airport spokeswoman says

By Nathalie Avilan, TELEMUNOD UTAH • Posted on March 23, 2026 • Updated at 1:18 pm on March 23, 2026

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SALT LAKE CITY, UTAH – Salt Lake City International Airport spokeswoman Nancy Volmer clarified that she is not aware of a deployment of ICE agents at the airport.

In an official statement, Volmer noted, "We are not aware of any ICE deployments at SLC."



presence and operations of immigration agents on the airport premises have not been committed.

This comes after border czar Tom Homan confirmed on Sunday that ICE would be at airports across the country starting Monday.

In addition, Homan's comments come after President [Donald Trump](#) threatened on Saturday, in a [series of posts on Truth Social](#), to send ICE agents to airports, blaming Democrats for failing to reach a deal to fund the [Department of Homeland Security](#).

## DHS STATEMENT TO NBC NEWS:

DHS Acting Assistant Secretary Lauren Bis provided the following statement when asked by NBC News about plans regarding the deployment of ICE agents to airports across the country:

### Local



9 HOURS AGO

Governor Cox signs 87 bills in the 2026 General Legislative Session



9 HOURS AGO

Suspect dies in shootout with Sandy police in alleged domestic violence incident

*"Due to the Democratic-led government shutdown, President Trump is using every tool available to help American travelers who face hours-long lines at airports across the country, especially during this spring break and holiday season, which are very important to many American families. This unnecessary and reckless shutdown of our homeland security workforce has caused more than 400 TSA officers to resign and thousands to take time off work as they cannot afford gas, childcare, food, or rent. As Democrats continue to jeopardize the safety, reliability, and smoothness of our air travel, President Trump is taking steps to deploy hundreds of ICE officers—whose funding is currently provided by Congress—to those airports that are being negatively impacted. This will help bolster TSA's efforts to keep our skies safe and minimize disruptions to air travel."*

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## Will ICE agents deploy to Salt Lake City airport amid partial shutdown?

An airport spokesperson said the long security lines that have plagued other airports across the nation have not hit Utah's capital.



(Chris Samuels | The Salt Lake Tribune) Passengers enter security screening at Salt Lake City International Airport, Monday, March 23, 2026.

By Jordan Miller | March 23, 2026, 3:46 p.m. | Updated: 4:27 p.m.

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As federal immigration agents deployed to airports across the nation Monday to help with security during a partial government shutdown, there were no apparent signs of Immigration and Customs Enforcement officers at Salt Lake City International Airport.

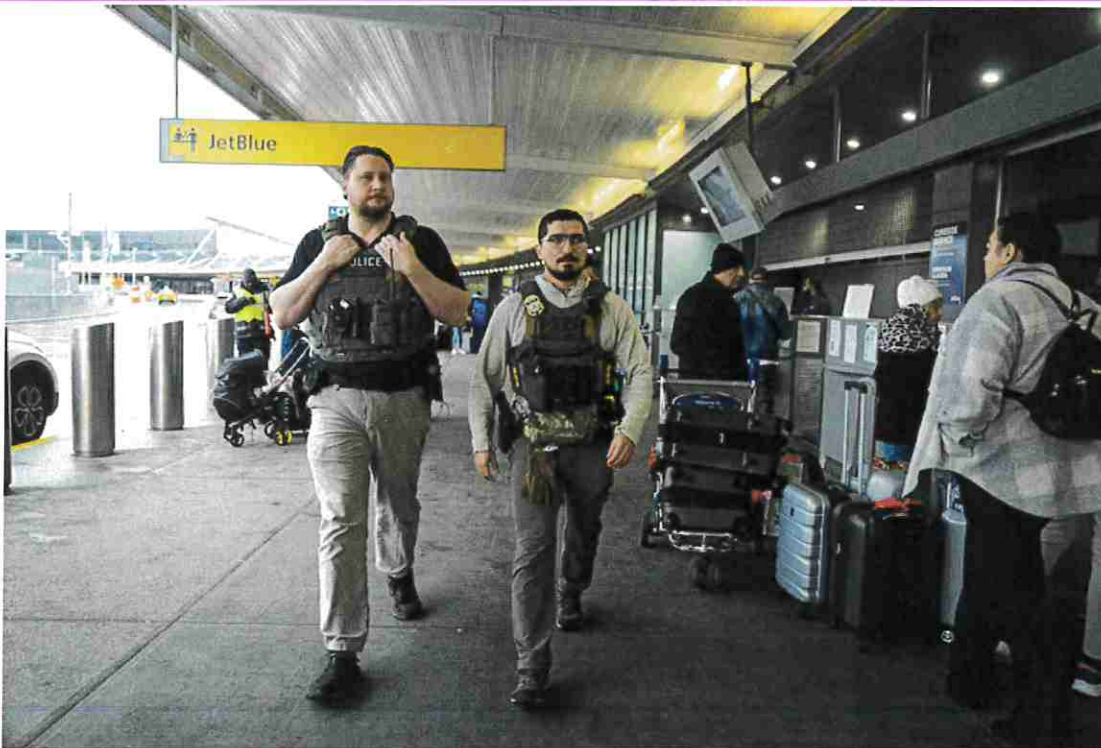
Lines appeared normal while only uniformed Transportation Security Administration agents staffed screening areas and exits.

Airport spokesperson Nancy Volmer, meanwhile, said she wasn't aware of any ICE agents helping TSA officers in Utah's capital. She deferred to TSA's regional spokesperson for additional information, but the agency did not immediately respond to a request for comment.

The Salt Lake City airport has remained unscathed by long wait times at security, Volmer said. TSA workers are still going unpaid since Congress failed to renew funding to the Department of Homeland Security last month amid a political fight over ICE practices.

The partial government shutdown has led to hourslong TSA lines at airports throughout the country — including at Hartsfield-Jackson Atlanta International Airport, where lines were over two hours long on Sunday.

President Donald Trump, who has blamed Democrats for the staffing shortages, announced on Saturday that ICE agents would help with airport security screenings starting Monday. Acting Assistant Secretary of Homeland Security Lauren Bis said in a statement that ICE officers who are currently funded by Congress will help minimize travel disruptions.



(Vincent Alban | The New York Times) Federal immigration agents patrol John F. Kennedy International Airport in New York, on Monday, March 23, 2026. Immigration and Customs Enforcement agents were at some U.S. airports on Monday morning, after the White House border czar Tom Homan said that agents would be deployed to ease long lines for travelers.

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Bis added that the shutdown has caused over 400 TSA workers to quit and “thousands to call out from work.”

“For operational security reasons, we are not going to confirm the locations of our officers,” Bis said in a statement. “Because of the Democrat shutdown, President Trump is using every tool available to help American travelers who are facing hourslong lines at airports across the country — especially during this spring break and holiday season that is very important for many American families.”

The Trump administration signaled that ICE assistance would be limited to large airports with long wait times, [according to the Associated Press](#). On Monday, federal immigration officers were seen at the Atlanta airport, John F. Kennedy International Airport in New York, Newark Liberty International Airport in New Jersey, George Bush Intercontinental Airport in Houston and Louis Armstrong International Airport outside New Orleans.

— *Tribune* journalists Chris Samuels and Jose Davila IV contributed to this story.

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U.S.

## ICE agents deployed to some U.S. airports as TSA lines stretch for hours

By [Emily Mae Czachor](#)

Updated on: March 23, 2026 / 1:05 PM EDT / CBS News

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Immigration and Customs Enforcement agents began deploying to some U.S. airports on Monday as a partial government shutdown caused shortages of Transportation Security Administration officers who have resigned or called out of work. At the same time, airport security wait times have skyrocketed.

ICE agents are currently stationed in 14 U.S. airports, according to White House border czar Tom Homan, who is managing their deployment. He told reporters that the agents are there to "help Americans transit those lines" and blamed Democrats for the funding delays fueling the shutdown, although he declined to share details about the status of negotiations on Capitol Hill.

Asked about any ICE arrests in airports, Homan reiterated that their primary mission is to help TSA with security, but "if they see criminal activity, just like a law enforcement officer, they should take action."

Immigration agents arrived Monday at Atlanta's Hartsfield-Jackson International Airport, where they were seen patrolling the lines outside security checkpoints, CBS News correspondent Skyler Henry reported. Excessively long security lines snaked all

the way to the parking lots outside of airports in cities including Atlanta, New York City and New Orleans over the weekend as TSA officers were absent.

TSA staff have gone without paychecks since the partial shutdown began in mid-February. More than 11.5% of TSA officers nationwide called out on Saturday alone, which was the highest share since the partial shutdown began.

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***The Free Press: 'It's Not Safe for Anyone': A TSA Officer on Working Without Pay***

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ICE agents were seen Monday morning at John F. Kennedy International Airport in New York City, O'Hare International Airport in Chicago, Pittsburgh International Airport and other cities. New Orleans' Louis Armstrong International and Houston's George Bush Intercontinental and William P. Hobby airports said ICE officers would be supporting their TSA operations.




ICE agents stand with other law enforcement at John F. Kennedy International Airport in New York City on March 23, 2026.

# People in handcuffs boarded a plane at Salt Lake City's airport. Was it an ICE flight? Here's what we know.

The plane was marked Eastern Air Express, a charter airline with a history of flying people detained by ICE.



(Bethany Baker | The Salt Lake Tribune) A woman wearing restraints boards a plane at Salt Lake City International Airport on Monday, March 23, 2026.

By  Sean P. Means | March 24, 2026, 6:00 a.m.

[Add as Preferred Source](#)

[Comment](#)

A Boeing jet sat on the tarmac at Salt Lake City International Airport's general aviation area Monday as dozens of people, most of them in handcuffs and ankle restraints, were

directed to walk up a staircase to board it.

A photographer for The Salt Lake Tribune saw workers in plainclothes, not labeled with the name of any agency, removing people from four white vans with U.S. government license plates. One of the women who later boarded the plane was seen wearing pajama pants and slippers.

Less than two hours after it landed in Salt Lake City, the plane took off. It went to California, then to a location in Texas that's home to a large U.S. Immigration and Customs Enforcement detention facility.

Spokespeople for ICE did not respond to a request from The Tribune to confirm whether the Eastern Air Express charter was one of the agency's flights.



(Bethany Baker | The Salt Lake Tribune) Officials oversee people wearing restraints as they board a plane at Salt Lake City International Airport on Monday, March 23, 2026.



(Bethany Baker | The Salt Lake Tribune) A woman wearing leg restraints prepares to board a plane at Salt Lake City International Airport on Monday, March 23, 2026.



(Bethany Baker | The Salt Lake Tribune) Two men wearing restraints board a plane at Salt Lake City International Airport on Monday, March 23, 2026.

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A spokesperson for the airport said Monday that she could not confirm whether ICE had chartered the flight because the east side of the airport, where the agency was loading passengers, is controlled by two companies who lease the area from the city's Department of Airports. The two companies handle general aviation, according to [the airport's website](#), separate from the commercial aviation familiar to travelers. The Utah Air National Guard, as well as government, military and corporate aviation, are hosted on the airport's east side.

What is known about the plane, including the company that operates it, suggests it's being used by ICE.

According to [ADS-B Exchange](#), a website that tracks air traffic across the country, the plane took off Sunday night from Newark Liberty International Airport. It arrived at Mesa Gateway Airport, near Phoenix, shortly after midnight local time, and took off at 7:42 a.m.

The plane landed at Salt Lake City International Airport just after 10 a.m., according to the exchange, and took off almost two hours later, headed for [Southern California Logistics Airport](#) in Victorville, Calif. — a former U.S. Air Force base about 65 miles northeast of Los Angeles.

It landed there at 1 p.m., took off just before 3 p.m. and landed at 4:14 p.m. in El Paso, Texas. El Paso, at the far southwestern tip of Texas, is home to two ICE detention

facilities, according to [the agency's website](#).

ICE officials [told the Washington Post](#) earlier this month that the agency was keeping one of those facilities, Camp East Montana, open after terminating a \$1.2 billion contract with a company that had overseen the camp's construction and operation. ICE awarded a new contract to a different company, the Post reported.



(Chris Samuels | The Salt Lake Tribune) An Eastern Air Express Boeing 737 parks at the general aviation and military side of Salt Lake City International Airport, Monday, March 23, 2026.

On March 19, the same plane had flown from Salt Lake City to Harlingen, Texas — on the Lone Star State's far southern tip. ICE's Harlingen field office oversees seven detention centers in the Lower Rio Grande Valley, according to [the agency's website](#).

The plane is a Boeing 737-800, with a capacity of up to 189 passengers. The plane is operated by [Eastern Air Express](#), a charter airline based in Kansas City, Missouri.

In the last year, Eastern has received \$43.5 million in a contract with the Department of Defense, [according to a contract database](#). The contract is with the defense department's [U.S. Transportation Command](#).

In January, Massachusetts Gov. Maura Healey demanded that Eastern and another private airline stop providing flights to transport people detained by ICE, [the Worcester Telegram & Gazette](#) reported. WFYI, the public radio station in Indianapolis, [reported in October](#) that Eastern was running flights for ICE in Indiana.

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## For the second time in a week, a plane apparently used by ICE made a stop in Salt Lake City

The same jet has now made three trips from Salt Lake City to Texas locations with ICE detention facilities in the last month.



(Chris Samuels | The Salt Lake Tribune) An Eastern Air Express Boeing 737 parks at the general aviation and military side of Salt Lake City International Airport, Monday, March 23, 2026. According to a flight-tracking website, the same plane stopped briefly at Salt Lake City's airport on Monday, March 30, 2026, on an identical itinerary.

By  Sean P. Means | April 1, 2026, 6:00 a.m.

[Add as Preferred Source](#)

[Comment](#)

A Boeing jet spotted on the general aviation side of Salt Lake City International Airport last week that appeared to be carrying people detained by U.S. Immigration and Customs Enforcement was back in Utah on Monday — with the same itinerary.

The Eastern Air Express jet, a Boeing 737-800, arrived at Salt Lake City's airport from Mesa Gateway Airport, near Phoenix, around 9:45 a.m. Monday, and took off an hour later, according to records kept by [ADS-B Exchange](#), a website that tracks flights across the country.

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The jet had the same tail number as the plane that sat at the airport for nearly two hours on March 23, when a Salt Lake Tribune photographer captured images of people in handcuffs and ankle restraints walking up a staircase to board the plane.

Workers in plainclothes, not labeled with the name of any agency, removed people from four white vans with U.S. government license plates.

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A spokesperson for ICE did not immediately return a request for confirmation that Monday's flight or the one last week was operated by the agency. A spokesperson for the airport had no comment Tuesday; last week, the spokesperson said the city's Department of Airports does not control the activities on the airport's east side, where the plane was parked on March 23.

The plane traveled to the same locations Monday that it did last week, according to [ADS-B Exchange](#): first to the Southern California Logistics Airport in Victorville, California, then to El Paso, Texas.

El Paso, at the southwestern tip of Texas, is home to two ICE detention facilities, according to [the agency's website](#). One is Camp East Montana, which [The Washington Post reported](#) had held as many as 3,000 people detained by ICE in January, though half that number were there in early March.

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Monday's flight now makes three trips by this plane from Salt Lake City to Texas locations with ICE detention facilities in the last month. On March 19, according to the exchange, the same plane flew from Salt Lake City to Harlingen, Texas, on the state's far southern tip. [ICE's website](#) lists seven detention centers in the Lower Rio Grande Valley, run out of the agency's Harlingen field office.

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The plane, which can carry up to 189 passengers, is operated by [Eastern Air Express](#), a charter airline based in Kansas City, Missouri. In the last year, Eastern has received \$43.5 million in a contract with the Department of Defense, [according to a contract database](#). The contract is with the defense department's [U.S. Transportation Command](#).

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The plane that touched down Monday in Salt Lake City isn't the only Eastern Air Express plane to have visited Utah in the last week. Last Thursday, another of the airline's Boeing 737-800's flew from Mesa to Salt Lake City to Harlingen, according to ADS-B Exchange.

In January, Massachusetts Gov. Maura Healey demanded that Eastern and another private airline stop providing flights to transport people detained by ICE, [the Worcester Telegram & Gazette](#) reported. WFYI, the public radio station in Indianapolis, [reported in October](#) that Eastern was running flights for ICE in Indiana.

According to [Human Rights First](#), whose [ICE Flight Monitor](#) compiles data on U.S. immigration-related air traffic, Salt Lake City's airport saw 99 such flights in all of 2025 and 25 in the first two months of 2026.

The nonprofit charts ICE deportation flights, domestic travel between detention centers, military flights for immigration enforcement, flights to offshore detention in Guantánamo, and deportation flights run by the Mexican and Panamanian governments.



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## **Airline News**



| Transportation | Airlines

# **Volaris launches new direct route between Guadalajara and Salt Lake City**

The Mexican airline will expand its network in the United States with three weekly flights to Utah starting June 1, strengthening connectivity between western Mexico and the Mountain West region

Mar. 09, 2026

**24 US airports** , positioning itself as **the Latin American carrier with the largest presence in the country** .

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The new **Guadalajara–Salt Lake City** route will facilitate direct access between two regions with strong economic and tourism growth. The connection is geared toward both **family and friends visiting** , as well as **business and leisure travel** , while strengthening connectivity between western Mexico and the mountainous western United States.

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Enrique Beltranena, president and CEO of Volaris, emphasized that the operation is part of the airline's growth strategy in the U.S. market. "This new route represents an important step in our connectivity strategy in the United States. Salt Lake City and the state of Utah become new markets for our airline, and this connection from Guadalajara reflects our commitment to opening new gateways, expanding access to low-cost air travel, and bringing communities closer together across borders," he stated.

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# Moab flights could return to SkyWest following Grand County recommendation

The recommendation for Moab's next airline provider follows months of proposals, consultant review and public input; the final decision now rests with the U.S. Department of Transportation.



(Chris Samuels | The Salt Lake Tribune) A SkyWest Airlines regional jet taxis at Salt Lake City International Airport, Thursday, June 12, 2025.

By Andrew Christiansen | The Times-Independent | March 22, 2026, 6:00 a.m.

[Add as Preferred Source](#)

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Moab's commercial air service could soon return to a familiar carrier after the Grand County Commission voted unanimously March 17 to recommend SkyWest Airlines for the community's next federally subsidized contract.



Commissioners said the proposal — offering connections to Salt Lake City and Denver — provided the strongest path to improving regional access and supporting long-term stability at Canyonlands Regional Airport after months of technical review, airline presentations and public outreach.

They described the decision as difficult, saying the recommendation reflected projected passenger demand, aircraft capacity, network connectivity, long-term service reliability and broader community priorities identified during the evaluation process.

“This is one of the hardest decisions I’ve had to [make] on the commission,” Commissioner Jacques Hadler said before the vote, noting multiple proposals could have positioned the airport for future success.

Airport Director Steve Gleason said the recommendation followed a “robust process” that included presentations from four competing carriers — SkyWest, Contour Airlines, Denver Air Connection and Advanced Air — along with unanimous endorsements from the airport board and a commission airport subcommittee.

“My goal throughout this process was to provide the community with viable options, and I believe we accomplished that,” Gleason wrote in a statement to The Times-Independent. “Ultimately, the subcommittee, the Airport Board and the Grand County Commission reached the right conclusion for our community.”

Under the proposal, SkyWest would operate six round-trip flights per week to each hub using 50-seat regional jets operating as Delta Connection and United Express. Those codeshare partnerships — which allow passengers to book through major airlines while flying on a regional carrier — would enable single-itinerary trips, baggage transfers and frequent-flyer mile accrual across broader airline networks.

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The commission's action does not finalize Moab's future air service. Instead, it forwards the county's recommendation to the U.S. Department of Transportation, which will make the final carrier selection through the federal Essential Air Service program. The nationwide subsidy program helps smaller communities maintain scheduled commercial flights that might otherwise be unfeasible.

If the recommendation is approved, the U.S. Department of Transportation would award the Essential Air Service contract, after which Grand County and Canyonlands Regional Airport would work with the selected airline to finalize local operating agreements and prepare for the next service term.

The timing of a federal decision is unclear. Past Essential Air Service selections have taken anywhere from several weeks to several months. In evaluating proposals, the department considers factors such as airline reliability, proposed routes and aircraft, subsidy costs, marketing plans and the preferences of local officials and travelers.

SkyWest's proposal included a first-year subsidy request of about \$5.42 million, similar to subsidy requests from competing airlines.

If selected, the carrier could begin a new four-year contract term Nov. 1 after the current agreement with Contour Airlines expires. Contour was not immediately available for comment.

"We appreciate the Grand County Commission voting to recommend SkyWest Airlines as the next air carrier at Canyonlands Regional Airport," SkyWest wrote in a statement. "SkyWest is committed to providing quality air service and looks forward to returning seamless access to Salt Lake City and Denver and beyond for Moab travelers."

**Commission unanimously backs SkyWest despite difficult 2023 transition**

SkyWest last served as Moab's commercial carrier until early 2023, when the Department of Transportation [rejected the airline's proposal](#) to continue Essential Air Service because it relied on commuter air carrier operating authority the company had not yet received.

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The federal decision triggered a prolonged transition period marked by contract extensions, additional proposal rounds and uncertainty about whether the airport could maintain scheduled commercial flights before Contour Airlines was [ultimately approved](#) to take over service.

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Some commissioners said the airport's difficult 2023 transition remained part of their thinking as they weighed the recommendation, though they ultimately said SkyWest's proposal better matched community priorities related to airline connectivity and codeshare access through major carriers.

"SkyWest did leave us in the lurch in the past," Commissioner Trish Hedin said. "... I just hope that doesn't occur again. And Contour came in and picked up the ball and bent over backward for this community and so I am going to be forever grateful for that."

Commissioner Mary McGann voiced similar reservations, saying SkyWest would need to "earn my trust" after what she described as a difficult period for the community's air service stability.

"But I don't represent myself, I represent the community and the community really wants ... certain things that Contour can't provide," she said.



(Andrew Christiansen | The Times-Independent) Grand County Airport Director Steve Gleason and aviation consultant Luke Schmidt discuss airline proposals during the March 17 Grand County Commission meeting.

Commissioner Brian Martinez said the decision came after extensive outreach and evaluation of multiple factors.

“I think we’re moving forward with a good choice,” Martinez said.

After the vote, Cody Thomas, managing director of Market Development, told The Times-Independent the airline believes it is now in a stronger operational position than during the pandemic-era disruptions that affected regional carriers nationwide.

“Since then, things have been rectified,” he said. “We have a great pipeline of pilots that want to work for SkyWest, and we’re very confident that we can serve this airport for the long term.”

## Weighing connectivity, capacity and future demand

Airport board members emphasized restoring stronger connections to major airline networks, increasing seat capacity and positioning Canyonlands Regional Airport for more stable long-term service.

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In a [letter to commissioners](#), the board said SkyWest's proposal offered several advantages identified during its review, including a "demonstrated capacity to restore and grow enplanement numbers" — the number of passengers boarding flights — along with larger aircraft and a deeper fleet capable of maintaining reliable service.

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Board members also cited the airline's codeshare agreements with major carriers, its ability to scale flights as demand increases and the potential benefits of partnering with SkyWest because they are a Utah-based company.

The airport subcommittee, comprised of several commissioners, [reached a similar conclusion](#) after reviewing consultant analysis, airline proposals and operational factors such as aircraft size, hub connectivity and long-term service sustainability.

The subcommittee's letter noted SkyWest's plan was viewed as better positioned to improve schedule consistency and support efforts to rebuild passenger demand following the airport's 2023 carrier transition.

Airport data show traffic declined sharply following the 2023 transition period, dropping from more than 19,000 annual departing passengers that year to roughly 10,600 in 2024. Contour-provided figures show traffic rose to about 12,100 passengers in 2025 — an increase of roughly 15% but still well below peak levels earlier in the decade.



(Andrew Christiansen | The Times-Independent) A Contour Airlines aircraft sits on the tarmac at Canyonlands Regional Airport. The airline has provided Moab's federally subsidized commercial air service since 2024 following a carrier transition that coincided with a sharp drop in annual passenger boardings. Flights will continue until any future change approved by federal regulators.

Grand County also [hired aviation consultant Luke Schmidt](#) in February at a cost of up to \$50,000 to assist with the federal contract cycle. His work included analyzing passenger demand and travel leakage to other airports, coordinating airline outreach and presentations, developing community survey tools and helping staff evaluate Essential Air Service proposals.

The consultant's review also examined historical passenger trends, airline operating models and hub connectivity strategies to help local leaders assess long-term reliability and growth potential.

## Survey results and public input

The county's selection process also included [multiple rounds of surveys](#) and structured feedback from residents, tourism businesses and other stakeholders.

A targeted February outreach to tourism businesses generated about 20 responses, with roughly 65% raising concerns about continuing service with Contour and about 40% explicitly supporting a return to SkyWest.

A broader community survey conducted between Feb. 14 and March 4 received 109 responses. Raw totals showed about 55% favoring Contour, 24% favoring SkyWest and 21% expressing neutral or mixed views.

Economic Development and Public Information Coordinator Melisa Jeffers told airport board members that later response waves — after the survey circulated more widely online — included duplicate or near-duplicate submissions, more anonymous responses and several comments from airline employees. She said those factors did not invalidate the feedback but made it more difficult to interpret the results as a clear measure of overall community sentiment.

A separate quiz-style survey involving roughly 80 participants focused on travel priorities rather than airline preference. Respondents identified baggage transfer, safety standards and codeshare partnerships among the most important features — factors officials said aligned more closely with SkyWest's proposal.

The Department of Transportation will now decide whether to follow the county's recommendation — a decision that could shape Moab's commercial air service for the next four years.

*This story was first published by [The Times-Independent](#).*

# Visually impaired man claims Frontier employee belittled, mocked him at Salt Lake airport

by David Ochoa, KUTV

Mon, March 9, 2026 at 10:13 PM



**TOPICS:** [VISUALLY IMPAIRED](#) [FRONTIER AIRLINES](#) [SALT LAKE AIRPORT](#) [DISCRIMINATION](#) [ACCESSIBILITY](#) [CU](#) >

SALT LAKE CITY (KUTV) — A visually impaired man claimed he was belittled and mocked by a Frontier Airlines employee at the Salt Lake International Airport.

Eugene Kim said that an airport worker brought him to the Frontier Airlines counter so he could ask for help. He said he wasn't trying to cut in line, but an employee treated him disrespectfully and told him to go to the back of the line.

Kim said he felt sad, angry, and dehumanized.

"I have accessibility problems," Kim said. "I was shaking. I was embarrassed."

Kim said he started losing his vision six years ago and is still learning to be blind. He is a blind skier with the National Ability Center. His doctors are still trying to figure out what made his vision go away.

"I know what it feels like for people to be discriminated against," he said. "Something I never knew or thought about previously."

In a video, the employee is heard telling Kim that he's not respecting anyone in line, but another person speaks up, saying, "I feel like everyone's fine to let him go ahead."

Still, the employee would't help.

"You don't care that someone who is visually impaired needs help," you can hear in the video. "They need help too, sir."

KUTV 2News reached out to Frontier Airlines about the interaction. In a statement, they said they are "aware and are investigating."

They said that, as a customer service gesture, they're refunding Kim's travel costs in full.

Kim, however, said he hasn't heard from them yet.

# American Council of the Blind responds to video of confrontation at Salt Lake airport

by Liv Kelleher, KUTV

Tue, March 10, 2026 at 5:02 PM

Updated Tue, March 10, 2026 at 7:50 PM



SALT LAKE CITY (KUTV) — The American Council of the Blind is speaking out following an interaction between a visually impaired passenger and a Frontier Airlines employee at Salt Lake City International Airport that the traveler said left him feeling discriminated against, harassed and dehumanized.

A video of the encounter has prompted reaction online and raised questions about how passengers with disabilities are treated while traveling.

Eugene Kim, who lost his vision six years ago, said he was at the Frontier check-in counter when the incident occurred. Kim said he informed a gate agent that he is visually impaired and needed assistance.

"If I could get through life just like anybody else, I would do it," Kim can be heard saying in the video.

2News spoke with Kim in an exclusive interview.

"I'm learning to advocate for myself, which is why I started recording as soon as I knew something was up," he said. "Someone like that should not be able to harass and discriminate against other disabled people."

Kim again explains to the agent that he was brought to the gate by a guide and is visually impaired.

The gate agent can be heard asking Kim his age and telling him, "You're not a kid."

Kim said the exchange left him shaking with anger and embarrassment.

Claire Stanley, director of advocacy and governmental affairs for the American Council of the Blind, said she cannot speak directly to what happened in this case but described the encounter as discouraging.

"We always want to be treated as humans and be treated like adults, not infantilized," Stanley said.

Stanley cited the Air Carrier Access Act, a federal law that prohibits discrimination based on disability in air travel. She said passengers who are blind or have low vision are entitled to assistance from check-in to boarding, and again upon arrival through baggage claim or pickup.

"We're supposed to receive a guide who treats us with dignity and respect and safely gets us through an airport to all of those different pinpoint locations," Stanley said.

She added that negative experiences for travelers with disabilities are not uncommon.

"It's very frustrating and very discouraging because it does happen more than I think people realize," Stanley said.

Frontier Airlines said in an email to 2News that it is investigating the incident and plans to refund Kim's travel in full. They also said the agent in question, employed by a third-party contractor, "is no longer associated with the Frontier account."

"I don't know what the resolution is here," Kim said. "I just know that my civil rights were taken away for a little bit, and it really, really didn't feel good."

Kim said he has not been contacted by Frontier and has not received a refund.

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# Visually Impaired Man Claims Discrimination at SLC Airport by Frontier Airlines

Incident highlights ongoing accessibility challenges for passengers with disabilities in the airline industry

Published on Mar. 10, 2026

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A recent incident at Salt Lake City International Airport involving a visually impaired man and a Frontier Airlines employee has brought renewed attention to the challenges faced by travelers with disabilities. Eugene Kim's experience of being allegedly belittled and asked to go to the back of the line while seeking assistance highlights the critical need for improved accessibility and sensitivity training within the airline industry.

### WHY IT MATTERS

This isn't an isolated event, and signals a broader trend requiring immediate attention. Passengers with disabilities often report difficulties with everything from navigating airports to receiving adequate assistance with boarding and in-flight needs. The emotional impact, as Kim described feeling 'sad, angry, and dehumanized,' is a crucial element often overlooked in discussions about accessibility.

### THE DETAILS

While specific statistics on airline accessibility complaints are difficult to aggregate, anecdotal evidence and reports like Kim's are becoming increasingly common. Frontier Airlines stated they are investigating the incident and offered a full refund to Kim as a gesture of customer service, but this doesn't address the core issue of employee training and a potential lack of empathy.

- The incident occurred at Salt Lake City International Airport.

### THE PLAYERS

#### Eugene Kim

A visually impaired man who experienced alleged discrimination at Salt Lake City International Airport while seeking assistance from a Frontier Airlines employee.

#### Frontier Airlines

An American ultra-low-cost airline that is investigating the incident involving Eugene Kim.

## Salt Lake City International Airport

The airport where the incident involving Eugene Kim and Frontier Airlines occurred, and which is working to improve accessibility through physical infrastructure changes and staff training.

### Got photos?

Submit your photos here. ›

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## WHAT THEY'RE SAYING

“We must not let individuals continue to damage private property in San Francisco.”

— *Robert Jenkins, San Francisco resident (San Francisco Chronicle)*

“Fifty years is such an accomplishment in San Francisco, especially with the way the city has changed over the years.”

— *Gordon Edgar, grocery employee (Instagram)*

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## WHAT'S NEXT

The judge in the case will decide on Tuesday whether or not to allow Walker Reed Quinn out on bail.

## THE TAKEAWAY

This case highlights growing concerns in the community about repeat offenders released on bail, raising questions about bail reform, public safety on SF streets, and if any special laws to govern autonomous vehicles in residential and commercial areas.



ITALY 2026

## Salt Lake City International Airport welcomes home Team USA Paralympians

by: [Kailey Ann](#)

Posted: Mar 17, 2026 / 01:01 PM MDT

Updated: Mar 17, 2026 / 01:01 PM MDT

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SALT LAKE CITY ([ABC4](#)) — Team USA Paralympians received a warm welcome at the Salt Lake City International Airport on Tuesday morning after returning from the Games in Milan, Italy.

The athletes flight landed in Salt Lake City just after 9 a.m. with 11 athletes on board a Delta Airlines flight, the Official Airline of Team USA.

Delta crews and passengers lined up at the gate to greet them with signs, pom-poms, American flags and loud cheers. The moment marking a successful return for athletes who had been competing on the world stage for weeks bringing home 24 medals, 13 of which in gold.

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Sled Hockey Star Declan Farmer— a four-time Paralympic gold medalist and Team Delta ambassador— was among those on the flight, proud to be representing Team USA.

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“We were able to complete the sweep across the Olympics and Paralympics. And then five straight Paralympic gold medals for the U.S. sled hockey team,” he said.

Farmer also expressed a deep appreciation for the competition.

“You’re representing your country, family communities, when you go overseas, but at a Paralympics, it’s even bigger than the country.” He said. “At a Paralympic Games, it’s about kind of a global movement for more inclusivity in sport. And it’s really special to be a part of that.”

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## Team USA Paralympians return to Utah

SALT LAKE CITY — Salt Lake City welcomed home dozens of Team USA Paralympians on Tuesday as they returned from the international stage in Italy. Delta Air Lines greeted the athletes with a warm reception at Salt Lake City International Airport, marking a special moment for both fans and the athletes. The terminal was filled with excitement as family, friends and supporters waved signs, shook pompoms, and cheered loudly for the returning team.

Among the athletes, Paralympic hockey gold medalist Declan Farmer reflected on the significance of the journey.

"It means so much. You know you're representing your country, family, communities when you go overseas, but at a Paralympics it's even bigger than the country," Farmer said.

For Farmer, the Paralympic Games are about more than winning medals; they're about being part of a worldwide movement promoting openness in sports.

"At a Paralympic Games, it's about a global movement for more inclusivity in sport, and it's really special to be a part of that," he added.

The athletes return home not only with medals but also with experiences that inspire their communities and the next generation of Paralympians. As they celebrate their accomplishments, they also begin the next chapter of their Paralympic journeys, carrying forward the spirit of resilience, dedication and teamwork that defines Team USA.

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## **Miscellaneous News**

# 'It's really cool': Utah selected to lead federal pilot program testing electric aircraft

Mar 10, 2026, 7:50 PM | Updated: 9:06 pm

BY LOGAN STEFANICH AND ALEX CABRERO, KSL

KSLTV.com

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SALT LAKE CITY — The 2002 Winter Olympic Games in Salt Lake City were, in a way, Utah's entrance onto the world stage.

While the Beehive State is no longer a secret, the return of the Winter Olympics in 2034 will give the state a chance to showcase what could very well be the future of flight after the Utah Department of Transportation and state partners on Monday were selected to lead a federal pilot program to test advanced electric aircraft and other emerging aviation technologies.

More specifically, the Federal Aviation Administration [selected Utah](#) as one of eight projects nationwide for the Electric Vertical Takeoff and Landing Integration Pilot Program, a three-year initiative designed to help safely integrate advanced aircraft into the national airspace.

“What this means for Utah and for advanced air mobility is that this enables us to work very closely with the FAA in testing the technology that makes up advanced air mobility,” said Matt Maass, director of UDOT’s Aeronautics Division. “So the vertical takeoff and landing aircraft will be used for moving passengers, these aircraft will be used for moving cargo, medical transport, and it’s all going to be done electrically.”

Specifically, through an initiative called “uFly,” Utah will lead a collaboration between Oregon, Idaho, Arizona and Oklahoma – along with industry partners and research institutions – to test new aviation technology and gather data that will inform the future of electric flight.

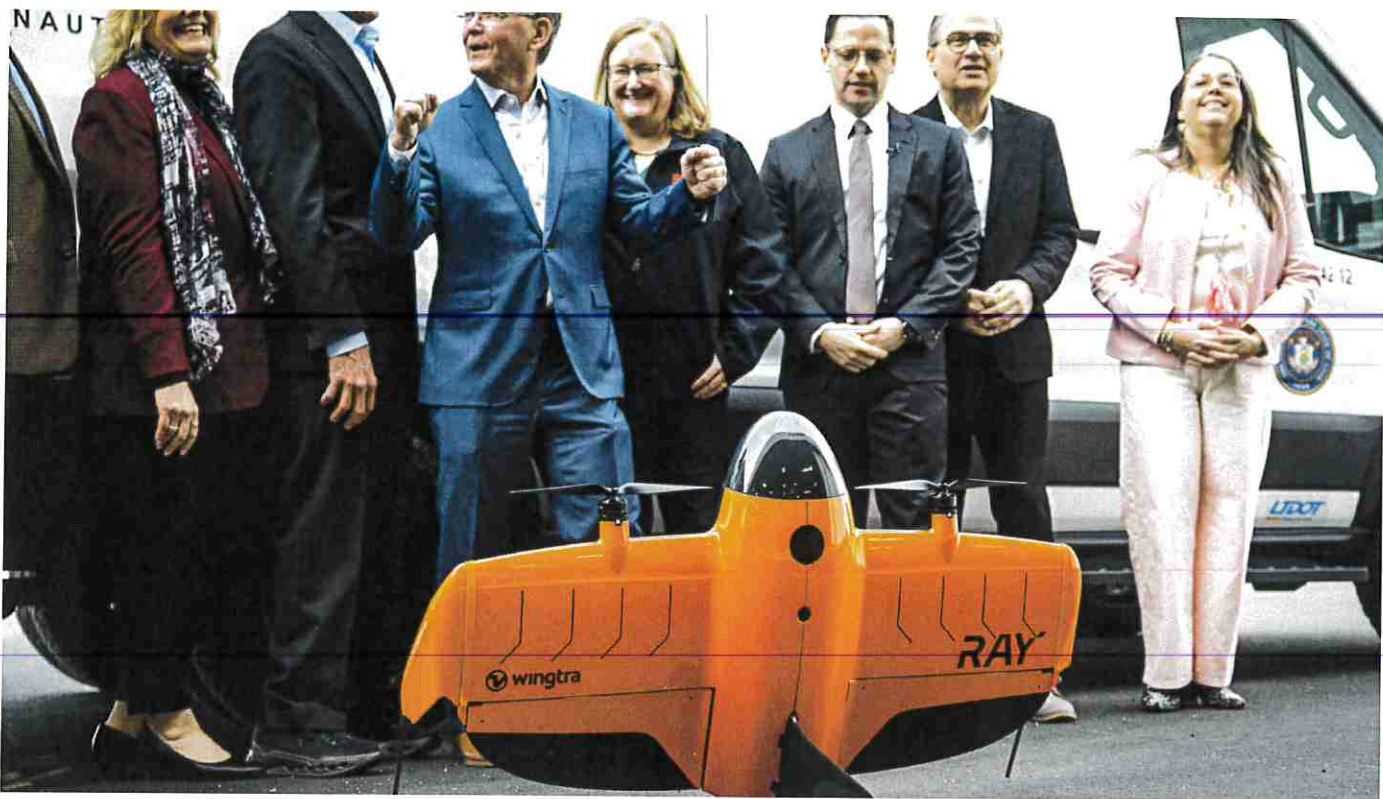
Partners in the initiative include BETA Technologies, Ampaire, Joby Aviation, Lockheed Martin, Future Flight Global, Alpine Air, Jump Aero and Utah aerospace and defense company 47G.

BETA Technologies might sound familiar to a lot of Utahns, for good reason.

In May 2024, the company [launched Project ALTA](#) in conjunction with 47G. Technically known as the Air Logistics Transportation Alliance, the project’s goal is to establish an “advanced air mobility system” for the state.

According to 47G, advanced air mobility is a novel mode of transportation that uses electric aircraft to move people and packages throughout the state. BETA Technologies in March 2025 returned to the state to conduct six days of [demonstration flights](#), showcasing its electric ALIA aircraft.

The federal project, although it doesn’t have any funding attached, brings together over 30 public and private partners to conduct real-world flight operations.



*UDOT leadership and others gather for a photo behind a drone during a press conference to discuss UDOT's selection to lead a federal pilot program testing advanced electric aircraft at the UDOT hangar at the Salt Lake City International Airport in Salt Lake City on Tuesday, March 10, 2026. (Tess Crowley, Deseret News)*

"It will focus on parcels and packages, but then eventually people," said Aaron Starks, president and CEO of 47G. "This designation now allows us to, through a phased approach, begin implementing all of this right away."

Utah's diverse landscapes are another reason the FAA chose the state to lead one of eight projects, Maass explained, saying the electric aircraft can be tested at high-altitude, snowy settings, desert environments and more.

Starks added he's excited by the prospect of Utah leading the way when it comes to building a functional air mobility system.

"I grew up in northern Utah and rural Utah, and I remember as a kid, coming down to Salt Lake was like a big deal. That was the big city, right? You can be in an air taxi in Provo and into Moab in 36 minutes," Starks said. "(If) I'm a Utah Jazz fan, or I want to go catch an MLB game, I can get in an air taxi and my family and I can be in Salt Lake, and we can be part of what's happening here in the state, and live further away from the metropolitan areas that exist on the Wasatch Front. It's awesome. It's really cool."

Starks added that in addition to moving people and packages, the project is also looking into how electric aircraft can be used for avalanche detection and mitigation, organ transplant delivery, wildfire monitoring and other exciting applications.

"This is going to happen in a phased approach, and our goal is to democratize this form of transportation so all families can take advantage," Starks said.



*Senate President Stuart Adams, R-Layton, speaks during a press conference to discuss UDOT's selection to lead a federal pilot program testing advanced electric aircraft at the UDOT hangar at the Salt Lake City International Airport in Salt Lake City on Tuesday, March 10, 2026. (Tess Crowley, Deseret News)*

The pilot program, like the inaugural ventures into electric flight from players like 47G, UDOT and BETA Technologies, has strong legislative backing.

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Utah Senate President Stuart Adams said that nearly a decade ago, he told the Legislature that someday, electric air taxis would be flying in Utah and that he wanted the state to lead that effort.

“That one day, that one day is here today. We are now leading the effort with other states to bring air mobility to Utah and I couldn’t be more excited,” Adams said. “Our goal, our vision, is, we hope to have this functioning to be able to show off air taxis delivering to our Olympic venues.”

UTAH

# Will electric aircraft soon be buzzing Utahns to work and play?

Beehive State selected for pilot program to test advanced electric aircraft in ‘real world operations’

Published: March 10, 2026, 6:17 p.m. MDT



**By Jason Swensen**

Jason writes for the Deseret News’ Politics and the West team covering education, the military and faith-based sports stories.



UDOT leadership and others gather for a photo behind a drone during a press conference to discuss UDOT’s selection to lead a federal pilot program testing advanced electric aircraft at the UDOT hangar at the Salt Lake City International Airport in Salt Lake City on Tuesday, March 10, 2026. | Tess Crowley, Deseret News

PURCHASE IMAGE

Anyone who grew up watching “The Jetsons” surely imagined the cartoon’s futuristic flying cars one day becoming reality.

Now the airborne tech concepts of cartoon sci-fi — aka Advanced Air Mobility, or AAM — is a step closer.

On Tuesday, the Utah Department of Transportation announced it was selected to lead a federal pilot program to test advanced electric aircraft, along with other emerging aviation technologies in real-world operations.

The Federal Aviation Administration chose the Beehive State as one of eight projects nationwide for the Electric Vertical Takeoff and Landing (eVTOL) Integration Pilot

program, according to UDOT. It's a three-year initiative designed to help safely integrate advanced aircraft into the national airspace.

Utah will reportedly lead a partnership of states that includes Oregon, Idaho, Arizona and Oklahoma — along with several private partners and research institutions — to test ~~new aviation technologies that industry leaders say will reshape flight in the United States.~~

“Our job is to look ahead and prepare for what transportation will look like in the future,” UDOT Executive Director Carlos Braceras said. “This partnership allows Utah to help lead the way as new aviation technologies become part of everyday mobility.”

Testing will take place across a wide range of operating environments throughout the western United States — including urban areas, rural corridors, mountainous terrain and wildfire-prone regions, according to UDOT.

Such diverse conditions will help federal aviation officials better understand how advanced aircraft perform in real-world scenarios.

UDOT Aeronautics has already deployed technology to support advanced aviation testing across the state. The division operates mobile command centers equipped with workstations and satellite connectivity that allow crews to connect aircraft systems, monitor live video and flight data, and coordinate testing operations from the field.

The portable units can reportedly be deployed statewide and will support data collection and testing as part of the federal pilot program.



Paul Damron, Advanced Air Mobility Manager for UDOT Aeronautics, shows the press a live map on a mobile command center during a press conference to discuss UDOT's selection to lead a federal pilot program testing advanced electric aircraft at the UDOT hangar at the Salt Lake City International Airport in Salt Lake City on Tuesday, March 10, 2026. | Tess Crowley, Deseret News

The initiative's industry partners include 47G, BETA Technologies, Ampaire, Joby Aviation, Lockheed Martin, Future Flight Global, Alpine Air and Jump Aero.

## So how would AAM change daily life in Utah — and beyond?

AAM transportation utilizes electric aircraft that civic and industry leaders say can move people and packages to spots across Utah and beyond.

In an interview with the Deseret News, 47G President and CEO Aaron Starks said Tuesday's announcement signals "Utah's arrived."

"Now we have permission to build — and I'm really excited because we're only one of seven states allowed to do that," he said. "There's a lot of fun things to look forward to for the state of Utah."

47G is a Utah aerospace and defense industry "ecosystem" comprised of over 200 members and a variety of local academic institutions.

Starks said he and his partners focused past efforts on convincing industry and federal stakeholders that Utah should be prioritized in the emerging technology.

The Beehive State, he noted, is well equipped to handle the aircraft technology initiative.

"It's the 'Crossroads of the West'. Thirty percent of the nation's freight flows through Utah. And we have the No. 1 economy with the fastest growing aerospace and defense ecosystem in the country."



Aaron Starks, CEO and president of 47G, speaks during a press conference to discuss UDOT's selection to lead a federal pilot program testing advanced electric aircraft at the UDOT hangar at the Salt Lake City International Airport in Salt Lake City on Tuesday, March 10, 2026. | Tess Crowley, Deseret News

In Utah, the project announced Tuesday will involve extensive planning between multiple communities, said Starks.

Its early stages will include flying conventional takeoff and landing aircraft that are electric or hybrid. Supporting such aircraft will require charging stations that will be strategically placed throughout the state.

Stage 1, added Starks, “will be focused on parcels and packages — and “Stage 2 ... will be mapping out where to place vertiport for passenger transport.”

Flying such aircraft is expected to begin by year’s end.

Ultimately, the AAM technology is hoped to improve air quality by taking cars off Utah’s busy roads. Starks points to one scenario where residents of, say, Cache Valley would hop aboard one of several daily AAM passenger flights to Ogden and Salt Lake City.

“We want to democratize this new form of technology,” he said. “We want it to be available to all consumers and residents here in the state.”

Beyond transportation convenience, Starks is enthused about the emerging technology’s economic reach. “It will be great for tourism and for sports and entertainment — and it’s going to be great for retail.”

And the industry, he added, can also improve wildfire and avalanche mitigation, improve medical service — and help clean up Utah’s environment.

“This is going to reduce emissions,” he said. “We know that 300 semitrucks a night are idling in neighborhoods throughout Salt Lake County, trying to wait for time to unload or transload freight. We are going to help remove some of that congestion.”

## **Placing Utah at the forefront of America’s ‘aviation technology’**

Several of the state’s elected leaders celebrated Tuesday’s announcement.

“Utah has built a national reputation as a home to innovation,” Gov. Spencer Cox said in the UDOT release. “This partnership puts Utah at the forefront of the next generation of aviation technology while creating new opportunities for economic growth, research and workforce development across our state.”

A member of the Transportation and Infrastructure Committee, Utah Rep. Mike Kennedy added he was proud “to lead a multi-state initiative to the U.S. Department of Transportation” to highlight how Utah’s prepared to take a lead in aviation innovation.

“eVTOL tech is transforming aviation and Utah is ready to take the lead as one of the eight selected states. America wins when Utah leads.”

Senate President Stuart Adams, R-Layton, believes the initiative will accelerate “next-generation transportation” while positioning Utah “to showcase the future of flight as we welcome the world for the 2034 Winter Olympics.”

And U.S Transportation Secretary Sean Duffy added that eVTOL will “radically redefine personal travel, regional transportation, cargo logistics, emergency medicine and so much more.”



Matt Maass, director of the UDOT Division of Aeronautics, right, shakes hands with Senate President Stuart Adams, R-Layton, center, as Aaron Starks, CEO and president of 47G, left, claps during a press conference to discuss UDOT’s selection to lead a federal pilot program testing advanced electric aircraft at the UDOT hangar at the Salt Lake City International Airport in Salt Lake City on Tuesday, March 10, 2026. | Tess Crowley, Deseret News

# Skip the freeway and fly: Air taxis are coming to Utah sooner than expected. Here's what we know.

Utah's airspace will become a testing ground this year for electric aircraft that could soon carry passengers around the state.



(BETA Technologies) BETA Technologies' ALIA CX300 electric aircraft flies over the Wasatch Mountains in a March 2025 demonstration.

By  Samantha Moilanen | April 1, 2026, 6:00 a.m.

[Add as Preferred Source](#)

[Comment](#)

In a few years, Utahns might trade bumper-to-bumper traffic on Interstate 15 for a quick lift home through the skies.

Utah officials have long [pointed to the 2034 Winter Olympics](#) as a potential debut for air taxis. But now, Utahns may be able to hail a ride in the sky much sooner than expected.

As early as this summer, electric aircraft will begin flying across Utah carrying packages and medical supplies, said Paul Damron, air mobility program manager with the Utah Department of Transportation.

“It’s really incredible,” said Aaron Starks, president and CEO of 47G, a Utah aerospace nonprofit. “How amazing is it that a family in Richfield can go catch a hockey game in 45 minutes? It just changes things.”

Those early flights won’t include passengers. They’re instead meant to test whether the aircraft can operate reliably — and safely — in everyday conditions.

That’s why the Federal Aviation Administration tapped UDOT to lead one of eight national pilot programs focused on bringing electric aircraft into different airspaces.

If the tests go as planned, in the final year of the three-year program, Damron said they will start putting people on board.

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The move has some electric aviation enthusiasts like online platform [The Hustle Brothers](#) asking viewers, “Would you ride in one of these?”

## How can you hail an air taxi?

Just like ordering a ride through Uber or Lyft, Damron said officials envision a similar concept where passengers can book a flight through an app.

Some aircraft companies are partnering with Uber to do that, Damron said, and others may create their own app.

“What they’re trying to do is make it available as just a regular mode of transportation through the application,” Damron said.



(Chris Samuels | The Salt Lake Tribune) An electric aircraft named ALIA by BETA Technologies taxis at Salt Lake City International Airport on March 10, 2025.

The aircraft will operate out of Utah’s airports for now, Damron said, with longer-term planning focused on where to place “vertiports” (small landing hubs designed for electric aircraft) and how to connect them into existing transit, so passengers can actually get where they’re going after they land.

“We’re going to need to make sure that these vertiports are positioned in places that there are additional modal opportunities, whether that’s through rail or connected centers, like TRAX stations,” Damron said. “We’re not going to be able to have them drop us off right at our house, that’s for sure.”

Transportation officials have previously pointed to [empty parking lots](#) as possible vertiport sites.

At first, flights will run between airports, mostly linking Logan, Salt Lake City and Provo, Starks said. Over time, as vertiports are built, the network will stretch into southern Utah.

The routes are expected to follow the same paths many Utahns already drive, with the aim of easing traffic, he said.

“For example, Saratoga Springs to Vineyard — being able to take passengers and commute over the lake allows them to then bypass about 50 minutes of traffic ...” Starks said. “And it’s a two minute flight from one end of the lake to the other.”



(Francisco Kjolseth | The Salt Lake Tribune) Mount Timpanogos is pictured in the distance near Lindon as a FrontRunner train passes Utah Lake on Saturday, May 24, 2025.

In the meantime, the aircraft also won't actually drop packages at your doorstep.

Instead, Damron said, aviation companies will likely operate through partnerships with carriers such as UPS and Alpine Air, both of which have already expressed interest in electric aircraft.

Carriers like UPS already fly large volumes of packages into Salt Lake City International Airport, Damron said. Rather than transferring those packages onto trucks or smaller planes, they could instead be loaded onto an electric aircraft to move goods to other destinations across the state.

### **What do these air taxis look like?**

The pilot program, known as uFLY, puts Utah at the helm of a five-state partnership with Oregon, Idaho, Arizona and Oklahoma — where aircraft will be tested everywhere from dense city corridors to remote, rugged terrain.

The results will give officials a clearer picture of how this technology could move people, packages and emergency aid.

But Utah has already gotten a glimpse of what that future could look like.

In May 2024, electric aviation company BETA Technologies teamed up with Utah's aerospace group 47G to launch Project ALTA, an effort to build out a network of electric aircraft across the state.

The Vermont aerospace company's electric ALIA aircraft [spent six days](#) flying around Utah last March.



(Chris Samuels | The Salt Lake Tribune) A BETA Technologies electric aircraft in March 2025. The aircraft could begin carrying passengers in Utah within the next three years under a federal pilot program testing advanced air mobility.

While several aviation companies are involved in the pilot program, Damron said BETA's ALIA aircraft is likely to be among the most common seen carrying passengers in Utah. It also already has a waiver from the nation's aviation regulator to fly people.

The aircraft can carry up to five passengers, fly more than 350 miles on a charge and it can recharge in under an hour, according to [BETA's website](#).

Leaders envision a day when you could step aboard one of these aircraft in Logan, glide down the Wasatch Front and touch down in Moab — a journey that would take hours on the road, but could one day take much less in the sky.

It is the kind of travel imagined in *The Jetsons*, set in the 2060s. But in Utah, that version of the future may arrive decades sooner.

Earlier this month, Utah U.S. Rep. Mike Kennedy shared a [Facebook post](#) about the pilot program that featured a clip from the sitcom, describing it as “once a fantasy, now a reality.”

Starks said the shift could also change how people think about where they live.

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“This kind of opens up a new way of thinking about affordable housing,” Starks said. “So we’re excited about all of these possibilities.”


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# This Utah business is taking on Uber and Lyft — one airport ride at a time

The Park City App lets drivers keep around 80% of their fares, building loyalty and consistency.



(Bethany Baker | The Salt Lake Tribune) From left, drivers Scott Hargraves, Mohammad Aleiwe, and Charles Li stand with Park City App founder Zachary Bretz, pictured in Park City on Thursday, Feb. 12, 2026.

By  Paighthen Harkins | March 11, 2026, 6:00 a.m.

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 Gift Article

When Zachary Bretz and his now-fiancee moved to Park City during the pandemic, they found an idyllic mountain town, but one with a problem: His partner, who often traveled for business, struggled to find Lyft or Uber drivers who would actually show up for scheduled rides to the airport.

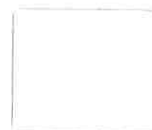
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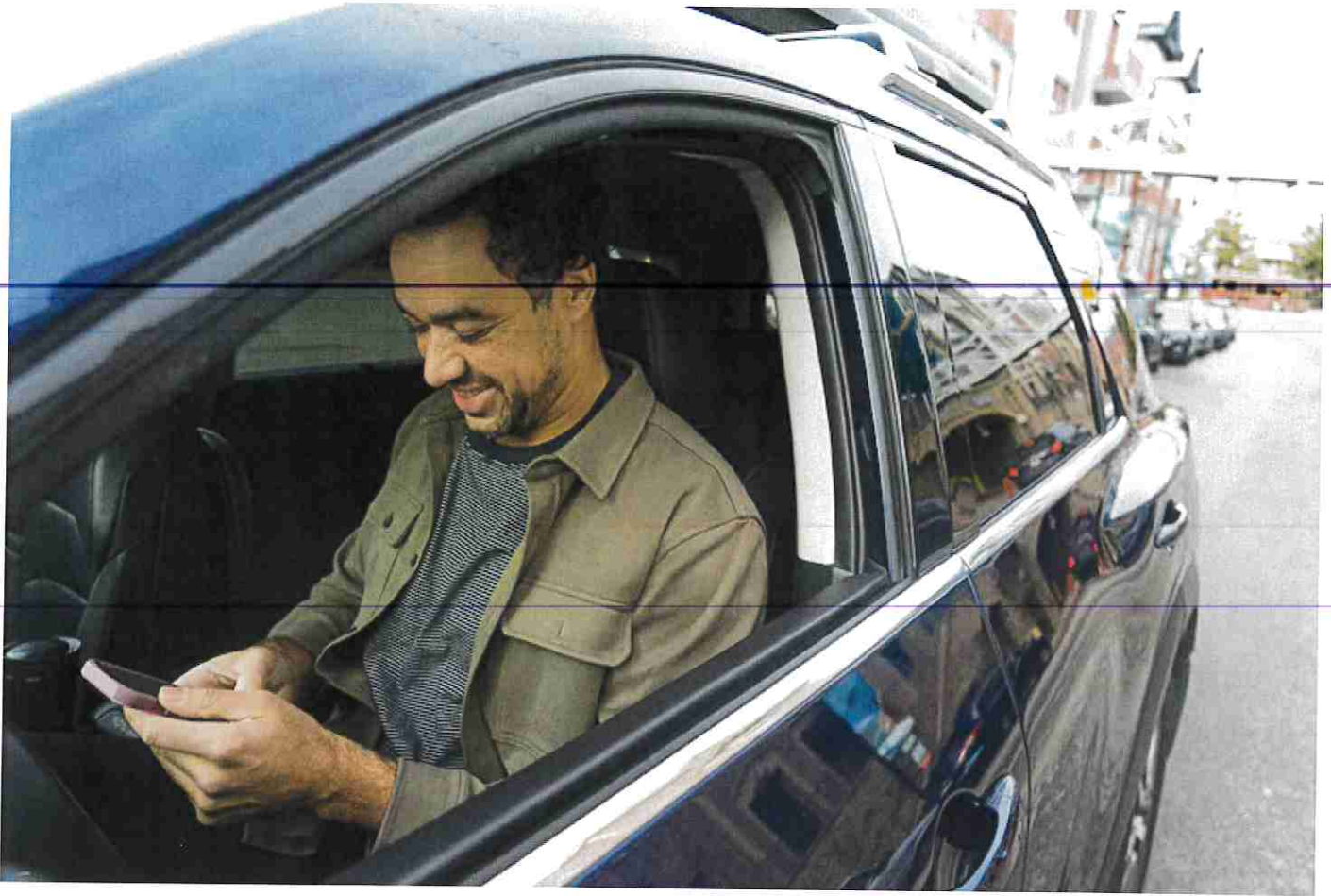
Bretz often ended up taking her to Salt Lake City International himself. He began to notice that outside of Uber and Lyft, the other options for private rides were expensive car services, which were often tailored to the ski town's affluent guests.

"I just thought, why is there nobody in that kind of in-between space offering reliability?" Bretz recalls.

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Bretz decided he'd be the one to give Parkites another option. Now, about three years after his [The Park City App](#) company started, he is the state's only private competitor licensed as a transportation network company to shake up the duopoly of rideshare apps. While rides from his app may cost more, he said his drivers receive a larger share of fares — 80% — which he believes leads to better, more reliable service for customers.





(Bethany Baker | The Salt Lake Tribune) Park City App founder Zachary Bretz looks at his phone in Park City on Thursday, Feb. 12, 2026.

Bretz has wondered why no one else is taking on Uber and Lyft. Maybe they're "smarter than I am," he joked.

But Bretz thinks the app can work out for passengers and his nearly 20 drivers — even as he concedes he's fighting an "uphill battle for communicating value" against the two rideshare behemoths.



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“My attitude has always been, this is America,” he said. “If you have a dream and some tenacity and some capability, you can try anything.”

The Park City App has been downloaded 17,700 times, Bretz said, and has a 4.7-star out of 5 rating from 95 reviews in the [Apple App store](#). Redditors have [sung its praises](#), with one commenter encouraging people to use the app to “know your money is staying local vs going to big faceless corps who share only a tiny bit with the drivers.”

## **Reliability, at a cost**

A Salt Lake Tribune analysis of prices for rideshares between downtown Park City and the Salt Lake City airport at 6 a.m. on a March Saturday showed that Bretz’s app charged about the same as Uber, at \$76 for a standard ride. Lyft’s was around \$10 less.

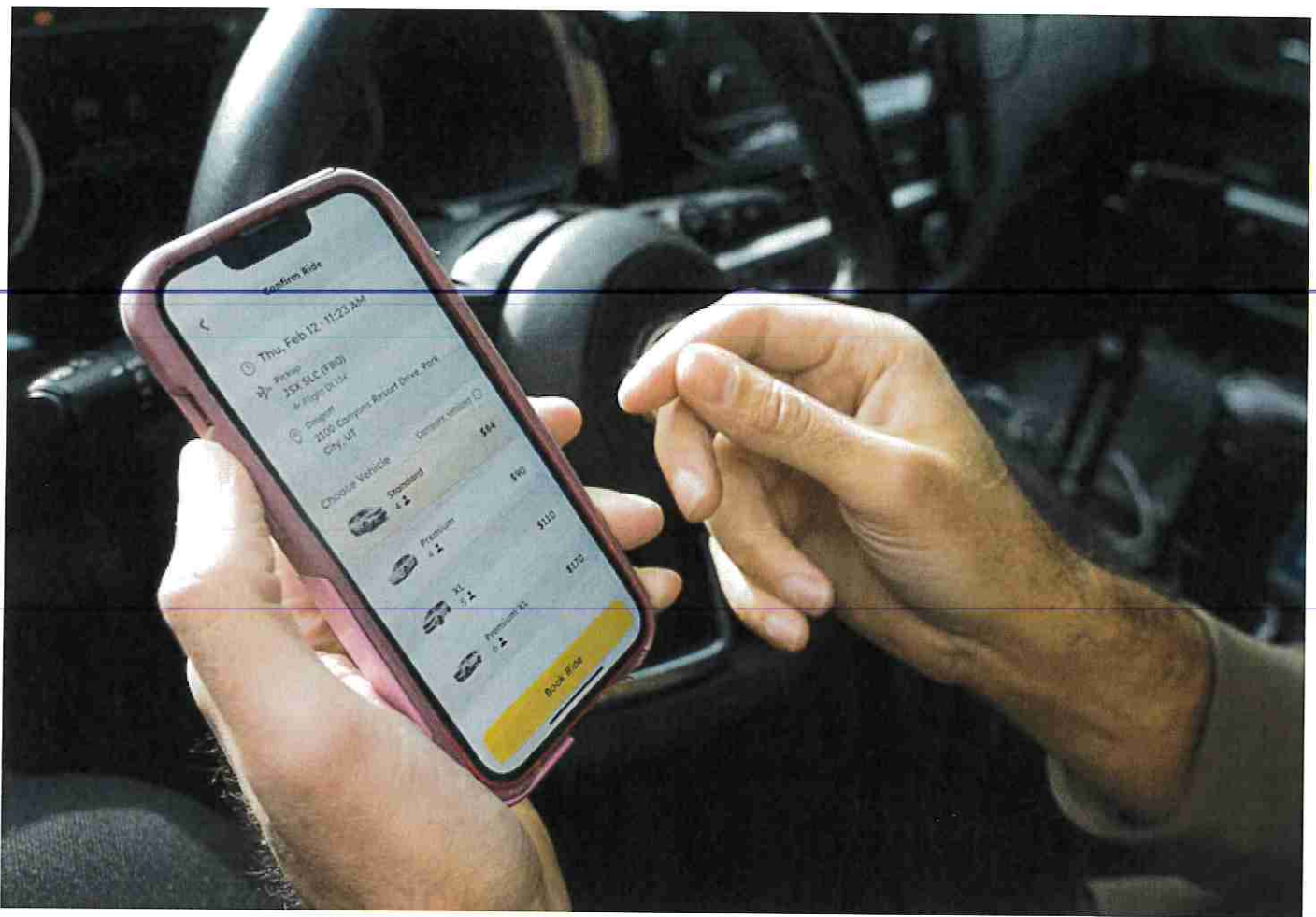
For a ride expected within minutes of ordering on a Friday afternoon in March, the Park City App stayed at \$76, while Uber’s price was around \$67 and Lyft was about \$49.

People making the roughly 30-mile journey from Park City can also take [a bus](#), but that requires one or two transfers and can take up to two hours. Private car services often charge well over \$100.

And Uber and Lyft do work — but not all the time, Bretz said.

He said he can understand the mindset of an Uber or Lyft driver who might have second thoughts after agreeing to do an early-morning ride from Park City to the airport.





(Bethany Baker | The Salt Lake Tribune) The Park City App founder Zachary Bretz shows the app for his rideshare company, in Park City on Thursday, Feb. 12, 2026.

If that driver lives in the more affordable Salt Lake Valley, they would need to wake up in time to drive their empty car up I-80 before retrieving the passenger in Park City and heading back west to the airport. All of that to wind up with about \$30, after the rideshare companies take their share.

“A driver who maybe the day before thought, ‘I don’t mind. I’ll make the \$28.’ Well, when it’s time to wake up and do that drive, it doesn’t feel as good,” Bretz said.

But, he said, “If we pay the drivers more, they’re going to be more committed to the ride.”

“If we can build a service around reliability — and that’s what people want, especially when it comes to airport transportation — then I think we’ve got a solid business.”

Lyft's website states that its drivers typically earn between the mid-\$20s to low-\$30s per hour during what it calls "engaged time" – that is, when a driver is on a trip or en route to picking up a passenger. It also offers an "on-time pickup promise," that provides riders a \$100 credit if their airport pickup is more than 10 minutes late.

Uber doesn't post an hourly figure on its website, but it does offer strategies for "maximizing your earnings," like using its heat maps to accept trips in busy areas to take advantage of price surges.

The Park City App offers fixed fares, and doesn't surge prices according to demand.

And, the big companies' numbers can be deceiving. A 2024 study from the U.C. Berkeley Labor Center found California gig passenger drivers' median hourly employee-equivalent wage was \$5.97 without tips and \$7.63 with tips.

Neither Lyft nor Uber responded to The Tribune's requests for comment.

Bretz declined to share revenue figures, but said ridership has been increasing steadily. He said his company booked 302 rides in January 2024, 697 in January 2025, and 823 last January. And he thinks the 2026 number would've been higher if not for Utah's record-low snow totals.

Airport rides constitute the greatest share of Bretz's business, but passengers can use the service to go elsewhere, like to a Jazz or Mammoth game or to a bar. Still, Bretz said, his service likely wouldn't be a good way to get home from bars, since the company has fewer drivers to respond to immediate requests.

Charles Li started driving for The Park City App just over a year ago, after one of his Uber customers referred him to Bretz.

He said he likes this gig better because he can develop relationships with the regulars.

"We know who the customer is. It makes both ways easier." With Uber, Li said, "you never know who the next customer will be."

He also enjoys the extra money. Sometimes, Li said, Uber would take more than half of a fare. That's not the case with The Park City App, which takes about 20%.



(Bethany Baker | The Salt Lake Tribune) Charles Li, a driver for The Park City App, sits in his vehicle in Park City on Thursday, Feb. 12, 2026.

## **Getting licensed to rideshare**

Early on, Bretz was the company's lone driver. He wanted to test his app, and his business concept, so he gave rides away for free for four weeks. It was also a way to build a customer base, like a grocery store offering free samples.

The first version of the app operated through a "ground transportation model," in which Bretz would dispatch drivers to scheduled rides. This was expensive, he said, because he had to carry commercial liability insurance on those vehicles, and it didn't offer the flexibility of rideshare companies.



As Bretz started getting more interest from drivers, he applied to the state to become a “registered transportation network company,” which allows drivers to become independent contractors who can accept rides from the app. The drivers are also responsible for their own vehicles’ insurance.

To get that designation, he had to provide paperwork, including his company’s drug and alcohol policy and documentation of its fare methodology, and pay a \$5,000 fee.

Utah Department of Commerce spokesperson Ashley Beyer said getting such a license is “extremely rare,” but she added that the state Division of Consumer Protection, which oversees these applications, was “unaware of any declined applications.”

Outside of Uber, Lyft and The Park City App, the state’s only other transportation network company license holder is River North Transit, which operates the [Utah Transit Authority’s On Demand](#) services. UTA On Demand is available in southern Salt Lake County, Salt Lake City’s westside, Tooele County, south Davis County and west Provo and Orem.

### **Not just a rideshare app**

Lynn Kelley, a Park City resident, has been using the Park City App for years, ever since Bretz was doing almost all the driving.

Kelley travels a lot for work, she said, and relatives often visit her in Utah. She said in the past, she would find a car service that suited her for a while, but then they “would start to experience difficulties” like canceled rides, poor service or rising prices. She needed to find “somebody I can depend on.” So, she gave Park City App a try.

Bretz “was so friendly. He was always on time. He was accommodating.”

A few years later, she said, the rides are still as reliable. And when she has had an issue, such as getting a receipt for reimbursement, or a slight delay getting family members from the airport, she’s been able to contact Bretz to make it right.



Kelley, who has spent her career working on process improvement for large companies, said: “That kind of attitude, I think, is the kind you really want in a business owner.”

She has paid as much as \$88 for a Park City App ride to the airport, or as little as \$55. She typically requests a mid-tier, heavier-duty vehicle in the winter, which costs more. And over time, she has developed relationships with the drivers. “I don’t know how he gets such good, friendly, reliable drivers,” Kelley said, “but they’ve all been top-notch.”

Bretz said word-of-mouth marketing has been key to the company’s growth. About 90% of their clientele is local. If he had the budget, Bretz said, he’d advertise to get more tourists, but the thin margins make that difficult for now.

Bretz, who built the app and funded the company himself, said most of the company’s revenue comes from rideshare, but he has also expanded the app’s services — letting users schedule ski lessons and baby sitters. Maybe one day, he said, it’ll host dog walkers and beyond.

Until then, he plans to get there, and grow the app, one ride at a time.



## National Terrazzo & Mosaic Association Reveals 2026 Honor Awards Finalists for Job of the Year

*Trade association members' top terrazzo projects are vying for the industry's highest distinction—the 2026 Job of the Year.*

FREDERICKSBURG, TEXAS, TX, UNITED STATES, March 29, 2026

[/EINPresswire.com/](https://www.einpresswire.com/) -- The [National Terrazzo & Mosaic Association](#) (NTMA) has announced the recipients of its 2026 Honor Awards, recognizing outstanding workmanship and installations that exemplify the organization's commitment to the highest industry standards.

Submissions are reviewed by a panel of design professionals and industry experts for design, craftsmanship, and scope of work.

The winner of the 2026 Job of the Year will be announced and all Honor Award recipients will be celebrated on May 13 at NTMA's 103rd annual convention.

The 2026 Honor Award-winning contractors and their projects, listed alphabetically by contractor, are:



AWARD-WINNING TERRAZZO installed at Fond du Lac College in Cloquet, Minn., by Advance Terrazzo, of Coon Rapids, Minn., depicts the Anishinaabe tribe's creation story. © David Laudadio



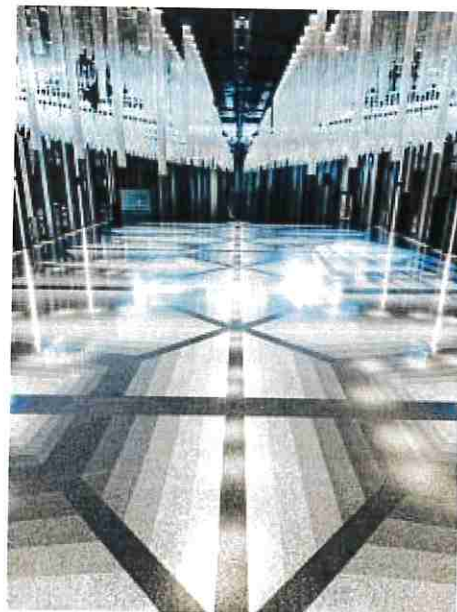
NASHVILLE INTERNATIONAL Airport's artist-designed terrazzo netted one of this year's

NTMA Honor Awards for the David Allen Company of Raleigh. @ David Laudadio

- Advance Terrazzo & Tile – Fond du Lac Tribal & Community College (Cloquet, Minnesota)
- Aragon – Charm Ballroom, Issa Resort (Turda, Romania)
- Creative Terrazzo Systems – Broward County Convention Center (Fort Lauderdale, Florida) and Miami Residence (Miami, Florida)
- David Allen Company – Forte on Flagler (West Palm Beach, Florida) and Nashville International Airport
- FW Specialties – Peacock Parlor (Farmington, Utah) and Salt Lake City Airport
- John Caretti & Co. – Lookingglass Theatre, Chicago
- Midwest Terrazzo – Kankakee Welcome Center (DeMotte, Indiana)
- Over the Top Terrazzo – West Hollywood Residence (West Hollywood, California) and Ysleta del Sur Pueblo Community Health Clinic (El Paso, Texas)
- Roman Mosaic & Tile Co. – Franciscan University Christ the King Chapel (Steubenville, Ohio)



A CIRCULAR TERRAZZO staircase rises from a hand-poured, asymmetrical terraced platform in this installation by Zonca Terrazzo of Armonk, New York, at Clifford Chance in New York City. Courtesy of Zonca Terrazzo/Matt Holdsworth



• T. Yorie Corp. – Hunters Point North  
(Long Island City, New York)

• Tiede-Zoeller Tile Corp. – Buffalo AKG  
Art Museum (Buffalo, New York)

• Zonca Terrazzo & Mosaic – Calvary  
Baptist Church and Clifford Chance offices  
(New York City)

### About the NTMA

Founded in 1923, the NTMA is a nonprofit trade association of over 150 contractor and supplier members, headquartered in Fredericksburg, Texas. The organization establishes national standards for all terrazzo systems and applications, advancing quality craftsmanship and innovation while supporting its members in the trade.

**These projects show what skilled terrazzo contractors can achieve in close coordination with design teams—from mockups to final polish. The Honor Awards recognize that discipline and expertise.”** — *Chad Rakow*

available at [gary@ntma.com](mailto:gary@ntma.com).

AN NTMA award will be presented to Aragon, based in Romania, for this installation in the Issa Resort ballroom in Turda, Romania.

@Aragon & Twin Design



CLASSIC VENETIAN terrazzo is installed in the lobby of Hunters Point North, a mixed use residential development in Long Island City, New York. The T. Yorie Corp. of Newark, New Jersey, is the installer. @ David Laudadio

The NTMA provides a broad range of free resources for architects, designers, artists, contractors, maintenance professionals, and property owners. From assisting design teams with specifications to offering technical guidance throughout a project, the NTMA helps ensure terrazzo installations meet the highest standards. The association also offers AIA-registered continuing education programs for architects and design professionals. Technical Director Gary French is

Terrazzo originated in 15th-century Italy, building on the mosaic traditions of ancient Rome. Venetian marble workers repurposed discarded stone chips into durable, decorative surfaces—a practice that made terrazzo an early sustainable material. Today, terrazzo continues to be poured by hand on-site, with options for precast panels and waterjet-cut details. Stone, recycled glass, or other aggregates—which may be locally sourced—are set in a cement or epoxy base, then the surface is polished to reveal aggregate color and texture. Celebrated for its design versatility, ease of maintenance, durability, sustainability, and lifecycle value, terrazzo is designed to endure for the life of a building.

Chad Rakow

National Terrazzo & Mosaic Association

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National Terrazzo & Mosaic Association 2025 Honor Awards



Advisory Board  
Meeting

April 08 2026

Information

# **CONSTRUCTION REPORT**

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**SALT LAKE CITY DEPARTMENT OF AIRPORTS**

April 2, 2026



DEPARTMENT OF AIRPORTS

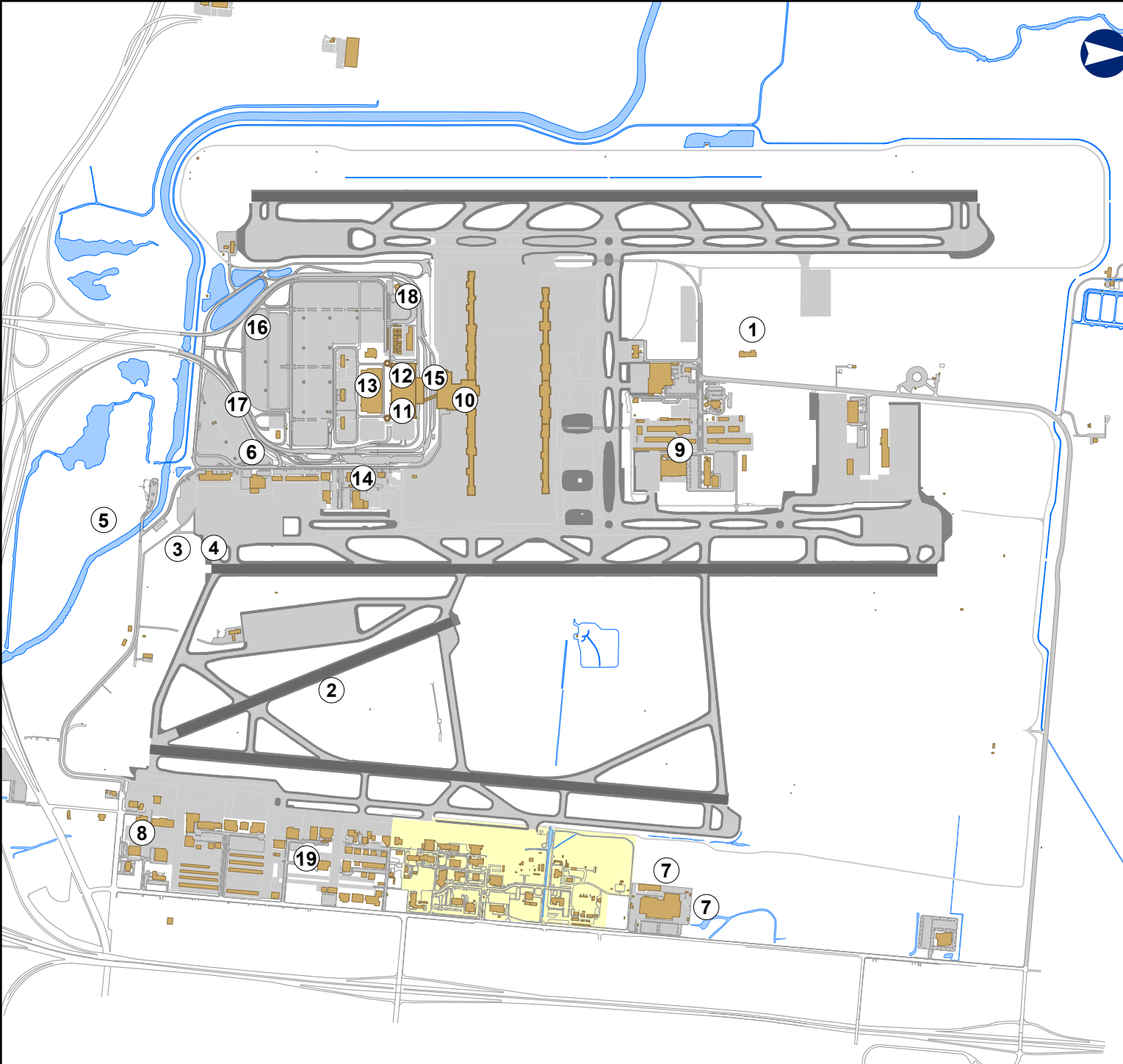
## 2025 - 2026 Project Legend

### Airfield

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15. Gateway Skybridge Door Replacement
16. Economy Parking Lot EVCS
17. Terminal Drive Resurfacing
18. PAB Electrical Equipment Upgrade
19. 2300 W. Realignment



SALT LAKE CITY INTERNATIONAL AIRPORT  
CONSTRUCTION PROGRAM  
2025/2026 Construction Schedule

ID	Task Name	Start	Finish	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug '26	Sep '26	Oct '26	
1	<b>Project Title</b>	<b>Mon 4/14/25</b>	<b>Fri 9/29/28</b>									
2	(1) Taxiways U & V	Fri 8/1/25	Fri 9/29/28									
3	(2) Decommission R/W 14-32 & T/W Improvements	Mon 6/15/26	Sat 8/15/26									
4	(3) 34R Glycol Pump Station Modifications	Tue 9/8/26	Mon 10/26/26									
5	(4) T/W H1 & End Runway 34R Rehabilitation	Tue 9/8/26	Fri 11/13/26									
6	(5) South Employee Parking Lot - Phase 1	Mon 4/14/25	Fri 7/31/26									
7	(6) Electrical Vehicle Charging Stations Ph. IV	Thu 5/15/25	Fri 7/3/26									
8	(7) State of Utah - Sky Harbour Roadway and Site Improvements	Mon 7/28/25	Sat 10/31/26									
9	(8) NWS Main Sewer Replacement	Tue 10/21/25	Tue 4/21/26									
10	(9) NS1 & NS4 Switch Gear & Capacitor	Mon 11/24/25	Fri 6/25/27									
11	(10) Dock 3 Door Replacement	Wed 2/4/26	Thu 6/4/26									
12	(11) Rental Car Reallocation Phase I	Mon 2/2/26	Sat 5/30/26									
13	(12) Rental Car Reallocation Phase II	Mon 4/6/26	Wed 7/15/26									
14	(13) Rental Car QTA Equipment Replacement	Tue 3/31/26	Wed 7/22/26									
15	(14) SkyChef Building Demolition	Tue 4/7/26	Mon 8/10/26									
16	(15) Gateway Skybridge Door Replacement	Wed 2/25/26	Wed 8/26/26									
17	(16) Economy Parking Lot EVCS	Mon 3/23/26	Mon 11/2/26									
18	(17) Terminal Drive Resurfacing	Mon 5/4/26	Sat 7/18/26									
19	(18) PAB Electrical Equipment Upgrade	Thu 3/19/26	Sat 4/24/27									
20	(19) 2300 West Realignment	Mon 4/20/26	Wed 9/23/26									
21	(20) SVR Dual Taxilanes	Thu 4/16/26	Wed 8/19/26									

Project: Microsoft Project (latest)  
Date: Wed 4/1/26

CONSTRUCTION

**SALT LAKE CITY DEPARTMENT OF AIRPORTS  
CONSTRUCTION PROJECT STATUS 2025 - 2026**

#	PROJECT NAME	ENGINEER'S ESTIMATE	BID AMOUNT	APPROVED CHANGE ORDERS TO DATE	% OF COST INCREASE TO DATE	STATUS	CONTRACTOR
<b>CONSTRUCTION</b>							
1	Taxiways U & V	\$ 179,781,054	\$ 154,284,395	\$ 89,814	0.06%	on schedule	Ames Construction
2	Decommission R/W 14-32 & T/W Improvements	\$ 4,951,971	\$ 5,076,340			on schedule	Acme Construction
3	34R Glycol Pump Station Modifications	\$ 270,000	\$ 195,000			on schedule	Industrial Piping & Welding, LLC
4	T/W H1 & End Runway 34R Rehabilitation	\$ 3,842,240	\$ 3,793,074			bid/award	Acme Construction
5	South Employee Parking Lot - Phase 1	\$ 21,072,002	\$ 16,486,074	\$ 16,194	0.10%	on schedule	Suncore Construction
6	Electrical Vehicle Charging Stations Ph. IV	\$ 711,038	\$ 410,998			on schedule	Double D Electrical
7	State of Utah - Sky Harbour Roadway & Site Improvements	\$ 5,805,628	\$ 5,178,415	\$ 540,495	10.44%	on schedule	Stacy Witbeck Construction
8	NWS Sewer Main Replacement	\$ 146,919	\$ 134,093	\$ (4,343)	-3.24%	on schedule	Slider Constuction
9	NS1 & NS4 Switch Gear & Capacitor	\$ 1,827,087	\$ 1,204,145			on schedule	CTI Electrical
10	Dock 3 Door Replacement	\$ 115,114	\$ 165,000			on schedule	Saunders Construction
11	Rental Car Reallocation Phase I	\$ 495,222	\$ 737,528			on schedule	Slider Constuction
12	Rental Car Reallocation Phase II	\$ 2,727,137	\$ 2,930,000			bid/award	Silverleaf Partners
13	Rental Car QTA Equipment Replacement	\$ 1,961,575	\$ 4,107,376			on schedule	Paulsen Construction
14	SkyChef Building Demolition	\$ 1,347,310	\$ 656,652			bid/award	Squires Construction
15	Gateway Skybridge Door Replacement	\$ 599,210	\$ 470,000			on schedule	Saunders Construction
16	Economy Parking Lot EVCS	\$ 211,945	\$ 200,500			on schedule	All-Tech Electric
17	Terminal Drive Resurfacing	\$ 1,527,440	\$ 1,238,396			bid/award	Staker Parson Companies
18	PAB Electrical Equipment Upgrade	\$ 217,099	\$ 450,100			on schedule	All-Tech Electric
19	2300 West Realignment	\$ 687,010	\$ 1,176,396			bid/award	RC Enterprise
20	SVR Dual Taxilanes	\$ 2,508,660	\$ 2,460,639			bid/award	SMM Construction
	<b>Total</b>	<b>\$ 230,805,661</b>	<b>\$ 201,355,121</b>	<b>\$ 642,159</b>	<b>0.32%</b>		
Engineer's estimate and Bid amount is based on construction cost only.							

## CONSTRUCTION REPORT

- (1) **Taxiways U & V** - Construction activity continues with utility work on the storm drain lift station and fiber optic duct bank. Pile driving for the west vehicle service road (VSR) and 4000 W structures is ongoing and will continue through the spring. Upcoming work includes continued pile driving for the west VSR and 4000 W structures, along with ongoing utility and earthwork activities as conditions allow. New this month, excavation for the west VSR tunnel is progressing, and dewatering has begun to support the deep excavation on the west side. Airside work is expected to begin in mid to late April, requiring closures of both Taxiways B and G. Substantial Completion remains on target for September 29, 2028.
- (2) **Decommission R/W 14-32 & T/W Improvements** - The Contractor is currently preparing submittals for review and approval by SLCDA. Survey verification is also in progress. The anticipated construction start date is mid-June with a substantial completion date of August 15, 2026.
- (3) **34R Glycol Pump Station Modifications** - The bid opening for this project was held on February 5, 2026. The apparent low bidder is Industrial Piping and Welding, LLC. Contract documents have been executed. Construction is anticipated to start on September 8, with substantial completion on October 26, 2026.
- (4) **Taxiway H1 & End Runway 34R Rehabilitation** - The bid opening for this project was held on February 26, 2026. The apparent low bidder is ACME Construction. Contract documents are currently being prepared. Construction is anticipated to start on September 8, with substantial completion on November 13, 2026.
- (5) **South Employee Parking Lot - Phase 1** - The Contractor has completed storm drain installation and continues installing other utility infrastructure as well as preparing the sub grade for the import of base materials. Substantial Completion remains on target for July 31, 2026.
- (6) **Electrical Vehicle Charging Stations Ph. IV** - The project is currently on standby pending delivery of electrical gear and equipment arriving in April. Substantial completion is anticipated by July 3, 2026.
- (7) **State of Utah - Sky Harbour Roadway and Site Improvements** - This project is approximately 50% complete, with sewer laterals installed, electrical work ongoing, and hangar grading nearing completion. Key coordination efforts remain ongoing for utilities (Enbridge/RMP) and airfield signage, with substantial completion anticipated by October 31, 2026.
- (8) **NWS Sewer Main Replacement** - The project has been placed on hold until the Spring, at which time the trench area will be paved following the reopening of the hot plant. Substantial completion is anticipated by April 21, 2026.

- (9) **NS1 & NS4 Switch Gear & Capacitor** - The Contractor continues with the installation of the electrical feeders to the new panels. Submittals are being reviewed and approved by SLCDA. Substantial completion is anticipated by June 25, 2027.
- (10) **Dock 3 Door Replacement** - A construction notice to proceed was issued on February 4, 2026. The Contractor is currently preparing submittals for review and approval by SLCDA. Substantial completion for this project is anticipated later than expected by June 4, 2026, due to the long lead time for the door of six weeks.
- (11) **Rental Car Reallocation Phase 1** - A notice to proceed was issued to the Contractor on February 2, 2026. Submittals are being reviewed and approved by SLCDA. Rough electrical above grade work in the parking garage has been completed with below grade electrical work to follow. Substantial completion is anticipated for May 30, 2026.
- (12) **Rental Car Reallocation Phase II** - The bid opening for this project was held on January 22, 2026. The apparent low bidder is Silverleaf Partners. Contract documents are currently being executed. Construction is anticipated to start on April 6, with substantial completion on July 15, 2026.
- (13) **Rental Car QTA Equipment Replacement** - Contract documents for this project have been recorded. A notice to proceed was issued to the Contractor on March 31, 2026. Submittals are being reviewed and approved by SLCDA. Substantial completion is anticipated for July 22, 2026.
- (14) **SkyChef Building Demolition** - The bid opening for this project was held on January 29, 2026. The apparent low bidder is Squires Construction. Contract documents are currently being executed. Construction is anticipated to start on April 7, with substantial completion on August 10, 2026.
- (15) **Gateway Skybridge Door Replacement** - A construction notice to proceed was issued for this project on February 25, 2026. Construction walls are being placed this week with west skybridge capture for demolition and construction. Substantial completion is anticipated on August 26, 2026.
- (16) **Economy Parking Lot EVCS** - A pre-construction meeting for this project was held on March 26, 2026. Submittals are currently being reviewed and approved by SLCDA. Substantial completion is anticipated for November 2, 2026.
- (17) **Terminal Drive Resurfacing** - The bid opening for this project was held on February 19, 2026. The apparent low bidder is Staker Parson Companies. Contract documents are currently being executed. Construction is anticipated to start on May 4, with substantial completion on July 18, 2026.

- (18) **PAB Electrical Equipment Upgrade** - A construction notice to proceed was issued to the Contractor on March 19, 2026. Submittals are currently being reviewed and approved by SLCDA. Substantial completion is anticipated for April 24, 2027.
- (19) **2300 West Realignment** - The bid opening for this project was held on March 5, 2026. The apparent low bidder is RC Enterprise. Contract documents are currently being executed. A notice proceed is anticipated for April 20 and substantial completion on September 23, 2026.
- (20) **SVR Dual Taxilanes** - The bid opening for this project was held on February 26, 2026. The apparent low bidder is SMM Construction. Contract documents are currently being executed. Construction is anticipated to start on April 16, with substantial completion on August 19, 2026.



**SALT LAKE CITY INTERNATIONAL AIRPORT  
AIR TRAFFIC STATISTICS AND ACTIVITY REPORT  
TWO MONTHS ENDED FEBRUARY 2026**

	February 2026	CHANGE	Year to date 2026	CHANGE	12 MO ROLLING Ending 02/2026	CHANGE
<b>PASSENGERS</b>						
<i>DOMESTIC</i>						
Enplaned - Local	763,573	0.22%	1,518,550	-0.56%	9,443,797	2.65%
Enplaned - Connections	300,514	4.95%	628,280	4.09%	4,512,436	-5.34%
Less International	-49,755		-109,166		-759,675	
Enplaned	1,014,332	1.46%	2,037,664	0.30%	13,196,558	-0.65%
Deplaned - Local	797,680	1.44%	1,580,652	0.70%	9,741,029	2.46%
Deplaned - Connection	300,514	4.95%	628,280	4.09%	4,512,436	-5.34%
Less International	-51,202		-115,939		-756,502	
Deplaned	1,046,992	2.61%	2,092,993	1.41%	13,496,963	-0.62%
<b>TOTAL DOMESTIC</b>	<b>2,061,324</b>	<b>2.04%</b>	<b>4,130,657</b>	<b>0.86%</b>	<b>26,693,521</b>	<b>-0.63%</b>
<i>INTERNATIONAL</i>						
Enplaned	49,755	2.53%	109,166	9.96%	759,675	10.98%
Deplaned	51,202	-2.23%	115,939	5.98%	756,502	9.14%
<b>TOTAL INTERNATIONAL</b>	<b>100,957</b>	<b>0.06%</b>	<b>225,105</b>	<b>7.87%</b>	<b>1,516,177</b>	<b>10.05%</b>
<b>TOTAL PASSENGERS</b>	<b>2,162,281</b>	<b>1.95%</b>	<b>4,355,762</b>	<b>1.20%</b>	<b>28,209,698</b>	<b>-0.11%</b>
<b>LANDED WEIGHT</b>						
Air Carriers	1,289,597,700	4.38%	2,625,726,135	4.01%	16,191,894,545	2.92%
Cargo Carriers	64,501,198	-9.51%	130,800,854	-13.09%	891,003,506	-14.02%
<b>TOTAL LANDED WEIGHT (LBS)</b>	<b>1,354,098,898</b>	<b>3.62%</b>	<b>2,756,526,989</b>	<b>3.04%</b>	<b>17,082,898,051</b>	<b>1.88%</b>
<b>MAIL</b>						
Enplaned	2,475,102	2.01%	5,510,929	28.10%	39,193,958	105.85%
Deplaned	1,212,931	25.42%	2,546,356	30.09%	16,196,308	62.65%
<b>TOTAL MAIL (LBS)</b>	<b>3,688,033</b>	<b>8.68%</b>	<b>8,057,285</b>	<b>28.72%</b>	<b>55,390,266</b>	<b>91.01%</b>
<b>CARGO</b>						
Enplaned	10,521,786	1.35%	21,498,503	-0.89%	139,885,759	-7.21%
Deplaned	11,780,539	4.57%	23,362,328	0.73%	155,422,287	-6.91%
<b>TOTAL CARGO (LBS)</b>	<b>22,302,325</b>	<b>3.03%</b>	<b>44,860,831</b>	<b>-0.06%</b>	<b>295,308,046</b>	<b>-7.05%</b>
<b>MAIL &amp; CARGO</b>						
Enplaned	5,261	1.35%	10,749	-0.89%	69,943	-7.21%
Deplaned	5,890	4.56%	11,681	0.72%	77,711	-6.91%
<b>TOTAL MAIL &amp; CARGO (TONS)</b>	<b>11,151</b>	<b>3.02%</b>	<b>22,430</b>	<b>-0.06%</b>	<b>147,654</b>	<b>-7.06%</b>
<b>AIRCRAFT OPERATIONS</b>						
Passenger Aircraft	20,406	2.87%	41,426	2.10%	256,860	3.72%
All-Cargo Aircraft	902	-10.52%	1,850	-11.74%	11,810	-21.18%
General Aviation	5,157	-1.55%	10,482	-5.10%	61,718	-0.84%
Military	170	-19.81%	394	-12.05%	2,891	-2.27%
<b>TOTAL AIRCRAFT OPERATIONS</b>	<b>26,635</b>	<b>1.30%</b>	<b>54,152</b>	<b>-0.02%</b>	<b>333,279</b>	<b>1.67%</b>

**SALT LAKE CITY INTERNATIONAL AIRPORT  
PASSENGER TRAFFIC REPORT  
TWO MONTHS ENDED FEBRUARY 2026**

	February 2025	February 2026	% CHANGE	Year to date 2025	Year to date 2026	% CHANGE	12 MO ROLLING Ending 02/2026	% CHANGE	
<b>ENPLANED PASSENGERS</b>									
AEROMEXICO	4,097	3,416	-16.6%	9,649	9,702	0.5%	55,784	-5.3%	
AIR CANADA	-	-	0.0%	-	-	0.0%	6,387	-19.9%	
ALASKA	12,259	20,205	64.8%	26,841	39,348	46.6%	195,946	7.9%	
Horizon Air / Alaska	342	799	133.6%	709	2,685	278.7%	15,765	885.3%	
Skywest / Alaska	7,809	7,417	-5.0%	16,001	14,650	-8.4%	117,448	6.2%	
AMERICAN	50,370	54,097	7.4%	100,835	101,248	0.4%	644,339	6.9%	
Envoy Air	1,344	791	-41.1%	2,945	2,767	-6.0%	15,224	27.2%	
American/Mesa Air	-	-	0.0%	-	-	0.0%	-	0.0%	
SkyWest (American)	12,564	11,538	-8.2%	24,023	23,127	-3.7%	93,194	-16.9%	
AVELO	-	713	-100.0%	-	1,366	-	-	1,527	-49.4%
DELTA	589,851	592,709	0.5%	1,208,027	1,220,023	1.0%	8,047,484	-0.9%	
SkyWest (Delta Connection)	111,551	117,858	5.7%	232,384	239,941	3.3%	1,757,165	10.8%	
FRONTIER	35,275	44,545	26.3%	72,305	88,429	22.3%	503,098	1.9%	
HAWAIIAN	4,591	3,750	-18.3%	9,902	8,484	-14.3%	57,552	14.2%	
JETBLUE	7,661	7,093	-7.4%	13,713	11,092	-19.1%	76,543	-54.1%	
KLM ROYAL DUTCH AIRLINES	-	-	0.0%	-	-	0.0%	39,352	18.6%	
SOUTHWEST	129,016	122,054	-5.4%	250,578	232,481	-7.2%	1,426,452	-5.5%	
SPIRIT	7,408	-	-100.0%	14,412	-	-100.0%	42,950	-74.9%	
SUN COUNTRY	155	72	-53.5%	208	539	159.1%	19,245	75.6%	
UNITED	57,924	64,734	11.8%	115,593	127,306	10.1%	620,672	15.6%	
Mesa Airlines (United Express)	-	609	100.0%	451	947	110.0%	11,929	-19.2%	
SkyWest (United Express)	15,310	12,400	-19.0%	30,773	24,013	-22.0%	200,802	11.0%	
WestJet	-	-	0.0%	-	-	0.0%	6,667	100.0%	
Charters	2	-	-100.0%	46	48	4.3%	708	-46.6%	
West Coast Charters	-	0	0.0%	-	0	0.0%	0	0.0%	
<b>TOTAL ENPLANED PASSENGERS</b>	<b>1,048,242</b>	<b>1,064,087</b>	<b>1.5%</b>	<b>2,130,761</b>	<b>2,146,830</b>	<b>0.8%</b>	<b>13,956,233</b>	<b>-0.1%</b>	
AeroMexico	7,732	6,310	-18.4%	17,320	16,202	-6.5%	89,715	-6.9%	
AIR CANADA	-	-	0.0%	-	-	0.0%	6,899	-8.3%	
ALASKA AIR	11,811	20,338	72.2%	27,183	39,262	44.4%	198,365	11.9%	
Horizon Air / Alaska	353	785	122.4%	686	2,932	327.4%	16,412	949.4%	
Skywest / Alaska	3,649	7,478	104.9%	12,228	14,832	21.3%	116,900	6.3%	
AMERICAN	50,735	57,853	14.0%	101,457	104,748	3.2%	651,532	8.6%	
Envoy Air (American)	1,252	707	-43.5%	2,724	2,533	-7.0%	14,875	22.3%	
Mesa Air	-	-	0.0%	-	-	0.0%	-	0.0%	
SkyWest (American)	12,326	11,528	-6.5%	23,297	23,237	-0.3%	91,570	-18.8%	
AVELO	644	-	-100.0%	1,322	-	-100.0%	1,534	-49.9%	
DELTA	614,328	614,227	0.0%	1,247,303	1,261,721	1.2%	8,301,638	-0.9%	
SkyWest (Delta Connection)	111,235	119,528	7.5%	231,140	243,247	5.2%	1,758,725	11.5%	
FRONTIER	33,268	46,456	39.6%	69,194	91,480	32.2%	511,675	0.0%	
HAWAIIAN	4,713	3,735	-20.8%	11,023	8,752	-20.6%	60,819	17.0%	
JETBLUE	8,866	8,161	-8.0%	14,733	12,109	-17.8%	78,002	-54.2%	
KLM ROYAL DUTCH AIRLINES	-	-	0.0%	-	-	0.0%	38,999	11.7%	
SOUTHWEST	129,526	121,982	-5.8%	249,703	231,348	-7.4%	1,410,923	-6.6%	
SPIRIT	7,336	-	-100.0%	13,612	-	-100.0%	42,462	-75.4%	
SUN COUNTRY	49	85	73.5%	93	664	614.0%	22,499	94.8%	
UNITED	61,458	65,419	6.4%	121,349	130,115	7.2%	617,412	14.6%	
Mesa Airlines / United Express	-	543	100.0%	410	953	132.4%	13,135	-15.5%	
SkyWest (United Express)	13,421	13,057	-2.7%	28,489	24,750	-13.1%	203,428	12.1%	
WestJet	-	-	0.0%	-	-	0.0%	5,027	100.0%	
Charters	-	2	100.0%	44	45	2.3%	919	-46.7%	
West Coast Charters	-	-	0.0%	-	-	0.0%	-	0.0%	
<b>TOTAL DEPLANED PASSENGERS</b>	<b>1,072,702</b>	<b>1,098,194</b>	<b>2.4%</b>	<b>2,173,310</b>	<b>2,208,930</b>	<b>1.6%</b>	<b>14,253,465</b>	<b>-0.1%</b>	
<b>TOTAL PASSENGERS*</b>	<b>2,120,944</b>	<b>2,162,281</b>	<b>1.9%</b>	<b>4,304,071</b>	<b>4,355,760</b>	<b>1.2%</b>	<b>28,209,698</b>	<b>-0.1%</b>	
<b>INTERNATIONAL - ENPLANED</b>									
AEROMEXICO	4,097	3,416	-16.6%	9,649	9,702	0.5%	55,784	-5.3%	
AIR CANADA	-	-	0.0%	-	-	0.0%	6,387	-19.9%	
DELTA	39,417	42,744	8.4%	79,575	92,177	15.8%	566,754	13.9%	
SkyWest (Delta Connection)	5,011	3,595	-28.3%	10,058	7,287	-27.6%	84,731	-2.6%	
KLM ROYAL DUTCH AIRLINES	-	-	0.0%	-	-	0.0%	39,352	18.6%	
WESTJET	-	-	0.0%	-	-	0.0%	6,667	100.0%	
Charters	-	-	0.0%	-	-	0.0%	-	0.0%	
<b>TOTAL ENPLANED INTERNATIONAL</b>	<b>48,525</b>	<b>49,755</b>	<b>2.5%</b>	<b>99,282</b>	<b>109,166</b>	<b>10.0%</b>	<b>759,675</b>	<b>11.0%</b>	
AEROMEXICO	7,732	6,310	-18.4%	17,320	16,202	-6.5%	89,715	-6.9%	
AIR CANADA	-	-	0.0%	-	-	0.0%	6,899	-8.3%	
DELTA	38,956	39,700	1.9%	81,310	90,150	10.9%	530,396	13.4%	
SkyWest (Delta Connection)	5,680	5,192	-8.6%	10,770	9,587	-11.0%	85,466	-1.2%	
KLM ROYAL DUTCH AIRLINES	-	-	0.0%	-	-	0.0%	38,999	11.7%	
WESTJET	-	-	0.0%	-	-	0.0%	5,027	100.0%	
Charters	-	-	0.0%	-	-	0.0%	-	0.0%	
<b>TOTAL DEPLANED INTERNATIONAL</b>	<b>52,368</b>	<b>51,202</b>	<b>-2.2%</b>	<b>109,400</b>	<b>115,939</b>	<b>6.0%</b>	<b>756,502</b>	<b>9.1%</b>	
<b>TOTAL INTERNATIONAL PASSENGERS</b>	<b>100,893</b>	<b>100,957</b>	<b>0.1%</b>	<b>208,682</b>	<b>225,105</b>	<b>7.9%</b>	<b>1,516,177</b>	<b>10.1%</b>	

\*Includes International

**SALT LAKE CITY INTERNATIONAL AIRPORT  
TWO MONTHS ENDED FEBRUARY 2026  
Based on Total Enplanements**

**MARKET SHARE**

	February 2025	MARKET SHARE	February 2026	MARKET SHARE	Year to date 2025	MARKET SHARE	Year to date 2026	MARKET SHARE	12 MO ROLLING Ending 02/2025	12 MO ROLLING Ending 02/2026	MARKET SHARE
AEROMEXICO	4,097	0.39%	3,416	0.32%	9,649	0.45%	9,702	0.45%	58,909	55,784	0.40%
AIR CANADA	-	0.00%	-	0.00%	-	0.00%	-	0.00%	7,972	6,387	0.05%
ALASKA	20,410	1.95%	28,421	2.67%	43,551	2.04%	56,683	2.64%	293,747	329,159	2.36%
AMERICAN	64,278	6.13%	66,426	6.24%	127,803	6.00%	127,142	5.92%	727,053	752,757	5.39%
AVELO	713	0.07%	-	0.00%	1,366	0.06%	-	0.00%	3,019	1,527	0.01%
DELTA	701,402	66.91%	710,567	66.78%	1,440,411	67.60%	1,459,964	68.01%	9,706,515	9,804,649	70.25%
FRONTIER	35,275	3.37%	44,545	4.19%	72,305	3.39%	88,429	4.12%	493,784	503,098	3.60%
HAWAIIAN	4,591	0.44%	3,750	0.35%	9,902	0.46%	8,484	0.40%	50,381	57,552	0.41%
JETBLUE	7,661	0.73%	7,093	0.67%	13,713	0.64%	11,092	0.52%	166,878	76,543	0.55%
KLM ROYAL DUTCH	-	0.00%	-	0.00%	-	0.00%	-	0.00%	33,174	39,352	0.28%
SOUTHWEST	129,016	12.31%	122,054	11.47%	250,578	11.76%	232,481	10.83%	1,510,152	1,426,452	10.22%
SPIRIT	7,408	0.71%	-	0.00%	14,412	0.68%	-	0.00%	170,821	42,950	0.31%
SUN COUNTRY	155	0.01%	72	0.01%	208	0.01%	539	0.03%	10,960	19,245	0.14%
UNITED	73,234	6.99%	77,743	7.31%	146,817	6.89%	152,266	7.09%	732,523	833,403	5.97%
WESTJET	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	6,667	0.05%
Charters	2	0.00%	-	0.00%	46	0.00%	48	0.00%	1,326	708	0.01%
<b>TOTAL ENPLANEMENTS</b>	<b>1,048,242</b>	<b>100%</b>	<b>1,064,087</b>	<b>100%</b>	<b>2,130,761</b>	<b>100%</b>	<b>2,146,830</b>	<b>100%</b>	<b>13,967,214</b>	<b>13,956,233</b>	<b>100%</b>

**PERCENT CHANGE YOY**

	February 2025	February 2026	PERCENT CHANGE	YTD 2025	YTD 2026	PERCENT CHANGE	12 MO ROLLING Ending 02/2025	12 MO ROLLING Ending 02/2026	PERCENT CHANGE
AEROMEXICO	4,097	3,416	-16.62%	9,649	9,702	0.55%	58,909	55,784	-5.30%
AIR CANADA	-	-	#DIV/0!	-	-	#DIV/0!	7,972	6,387	-19.88%
ALASKA	20,410	28,421	39.25%	43,551	56,683	30.15%	293,747	329,159	12.06%
AMERICAN	64,278	66,426	3.34%	127,803	127,142	-0.52%	727,053	752,757	3.54%
AVELO	713	-	-100.00%	1,366	-	100.00%	3,019	1,527	100.00%
DELTA	701,402	710,567	1.31%	1,440,411	1,459,964	1.36%	9,706,515	9,804,649	1.01%
FRONTIER	35,275	44,545	26.28%	72,305	88,429	22.30%	493,784	503,098	1.89%
HAWAIIAN	4,591	3,750	100.00%	9,902	8,484	100.00%	50,381	57,552	100.00%
JETBLUE	7,661	7,093	-7.41%	13,713	11,092	-19.11%	166,878	76,543	-54.13%
KLM ROYAL DUTCH	-	-	0.00%	-	-	0.00%	33,174	39,352	18.62%
SOUTHWEST	129,016	122,054	-5.40%	250,578	232,481	-7.22%	1,510,152	1,426,452	-5.54%
SPIRIT	7,408	-	-100.00%	14,412	-	-100.00%	170,821	42,950	-74.86%
SUN COUNTRY	155	72	-53.55%	208	539	159.13%	10,960	19,245	75.59%
UNITED	73,234	77,743	6.16%	146,817	152,266	3.71%	732,523	833,403	13.77%
WESTJET	-	-	100.00%	-	-	100.00%	-	6,667	100.00%
Charters	2	-	-100.00%	46	48	4.35%	1,326	708	-46.61%
<b>TOTAL ENPLANEMENTS</b>	<b>1,048,242</b>	<b>1,064,087</b>	<b>1.5%</b>	<b>2,130,761</b>	<b>2,146,830</b>	<b>0.8%</b>	<b>13,967,214</b>	<b>13,956,233</b>	<b>-0.1%</b>

**SALT LAKE CITY INTERNATIONAL AIRPORT  
LANDING ACTIVITY  
TWO MONTHS ENDED FEBRUARY 2026**

	February 2025	February 2026	CHANGE	Year to date 2025	Year to date 2026	CHANGE	12 MO ROLLING Ending 02/2026	% CHANGE
<b>TOTAL NUMBER OF LANDINGS</b>								
<b>SCHEDULED CARRIERS</b>								
AEROMEXICO	36	27	-25.0%	78	73	-6.4%	404	-9.0%
AIR CANADA	-	-	0.0%	-	-	0.0%	66	-16.5%
ALASKA	81	146	80.2%	184	288	56.5%	1,404	14.1%
Horizon Air / Alaska	5	12	140.0%	11	45	309.1%	243	912.5%
Skywest / Alaska	121	124	2.5%	256	243	-5.1%	1,790	3.1%
AMERICAN	313	396	26.5%	547	707	29.3%	4,272	19.5%
Mesa Air (American)	-	-	0.0%	-	-	0.0%	-	0.0%
Envoy Air (American)	19	11	-42.1%	42	40	-4.8%	221	23.5%
SkyWest (American)	204	174	-14.7%	389	362	-6.9%	1,576	-15.2%
AVELO	8	-	-100.0%	17	-	-100.0%	30	-18.9%
DELTA	4,381	4,364	-0.4%	9,102	9,090	-0.1%	57,928	0.8%
SkyWest (Delta Connection)	2,005	2,142	6.8%	4,241	4,465	5.3%	30,642	14.8%
FRONTIER	214	314	46.7%	446	622	39.5%	3,134	-1.3%
HAWAIIAN	28	28	0.0%	59	59	0.0%	365	24.6%
JETBLUE	64	68	6.3%	106	102	-3.8%	591	-52.6%
KLM ROYAL DUTCH AIRLINES	-	-	0.0%	-	-	0.0%	103	17.0%
SOUTHWEST	995	1,005	1.0%	1,953	1,935	-0.9%	11,594	-2.9%
SPIRIT	56	-	-100.0%	100	-	-100.0%	326	-70.3%
SUN COUNTRY	4	6	50.0%	8	12	50.0%	185	42.3%
UNITED	446	504	13.0%	895	1,018	13.7%	4,756	15.3%
Mesa / United Express	-	9	100.0%	6	15	150.0%	194	-12.2%
Republic Airways Holdings	-	-	0.0%	-	-	0.0%	-	0.0%
SkyWest (United Express)	276	212	-23.2%	552	405	-26.6%	3,287	5.8%
WESTJET	-	-	0.0%	-	-	0.0%	59	100.0%
<b>SUBTOTAL SCHEDULED CARRIERS:</b>	<b>9,256</b>	<b>9,542</b>	<b>3.1%</b>	<b>18,992</b>	<b>19,481</b>	<b>2.6%</b>	<b>123,170</b>	<b>3.7%</b>
<b>CHARTER CARRIERS</b>								
AIR WISCONSIN	-	-	0.0%	-	-	0.0%	1	100.0%
ALLEGIAN AIR	-	-	0.0%	1	-	-100.0%	12	-33.3%
BOMBARDIER BUSINESS JETS	294	307	4.4%	563	516	-8.3%	2,269	5.7%
BOUTIQUE AIR	-	-	0.0%	-	-	0.0%	-	0.0%
DELTA PRIVATE JETS	-	-	0.0%	-	-	0.0%	-	0.0%
EXECUTIVE JET MANAGEMENT	-	-	0.0%	-	-	0.0%	-	0.0%
FLIGHT OPTIONS	-	-	0.0%	-	-	0.0%	-	0.0%
KALITTA CHARTERS	1	2	100.0%	1	3	200.0%	22	37.5%
KEYLIME AIR	2	-	-100.0%	3	8	166.7%	40	700.0%
NETJETS	365	352	-3.6%	727	704	-3.2%	2,911	1.5%
SIERRA PACIFIC AIRLINES	-	-	0.0%	-	-	0.0%	3	50.0%
SWIFT AIR	-	-	0.0%	-	-	0.0%	-	0.0%
SUN COUNTRY	-	-	0.0%	-	-	0.0%	-	0.0%
XOJET	-	-	0.0%	-	-	0.0%	-	-100.0%
OTHER CHARTER	-	-	0.0%	-	-	0.0%	-	-100.0%
<b>SUBTOTAL CHARTER CARRIERS:</b>	<b>662</b>	<b>661</b>	<b>-0.2%</b>	<b>1,295</b>	<b>1,231</b>	<b>-4.9%</b>	<b>5,258</b>	<b>3.5%</b>
<b>CARGO CARRIERS</b>								
21 AIR LLC	20	20	0.0%	41	40	-2.4%	253	-13.1%
ABX AIR INC	-	-	0.0%	-	-	0.0%	-	-100.0%
AIRNET 11 LLC	5	8	60.0%	9	13	44.4%	79	25.4%
ALPINE AVIATION	163	156	-4.3%	336	339	0.9%	2,017	-2.3%
AMERIFLIGHT	20	-	-100.0%	44	-	-100.0%	1	-99.6%
AMERIJET INTERTIONAL	-	-	0.0%	-	-	0.0%	-	0.0%
CORPORATE AIR (BILLINGS)	41	46	12.2%	96	95	-1.0%	563	-60.2%
EMPIRE	16	16	0.0%	34	33	-2.9%	205	-1.0%
FEDERAL EXPRESS	85	76	-10.6%	175	150	-14.3%	1,018	-25.9%
GEM AIR	33	23	-30.3%	65	43	-33.8%	309	-19.3%
GLOBAL CROSSING AIRLINES	-	-	0.0%	-	1	100.0%	4	100.0%
NORTHERN AIR CARGO	-	-	0.0%	-	-	0.0%	-	0.0%
SWIFT AIR	-	-	0.0%	-	-	0.0%	-	0.0%
UPS	121	106	-12.4%	248	212	-14.5%	1,457	2.1%
WESTERN AIR EXPRESS	-	-	0.0%	-	-	0.0%	-	0.0%
OTHER CARGO	-	-	0.0%	-	-	0.0%	1	100.0%
<b>SUBTOTAL CARGO CARRIERS:</b>	<b>504</b>	<b>451</b>	<b>-10.5%</b>	<b>1,048</b>	<b>926</b>	<b>-11.6%</b>	<b>5,907</b>	<b>-21.2%</b>
<b>TOTAL LANDINGS</b>	<b>10,422</b>	<b>10,654</b>	<b>2.2%</b>	<b>21,335</b>	<b>21,638</b>	<b>1.4%</b>	<b>134,335</b>	<b>2.3%</b>
<b>TOTAL LANDED WEIGHT</b>								
<b>SCHEDULED CARRIERS</b>								
AEROMEXICO	5,360,000	3,796,500	-29.2%	11,640,000	10,232,192	-12.1%	58,453,162	-7.9%
AIR CANADA	-	-	0.0%	-	-	0.0%	10,164,000	-16.5%
ALASKA	12,364,900	22,719,300	83.7%	28,272,800	44,869,500	58.7%	216,076,600	14.3%
Horizon Air / Alaska	374,785	899,484	140.0%	824,527	3,373,065	309.1%	18,214,551	912.5%
Skywest / Alaska	9,069,797	9,294,668	2.5%	19,188,992	18,214,551	-5.1%	134,173,030	3.1%
AMERICAN	51,332,818	63,336,970	23.4%	91,142,718	113,294,022	24.3%	682,106,676	15.3%
Envoy Air (American)	1,424,050	824,450	-42.1%	3,137,340	2,995,360	-4.5%	16,553,390	23.6%
SkyWest (American)	14,351,700	12,706,600	-11.5%	27,486,050	26,239,200	-4.5%	111,988,000	-14.4%
AVELO	1,024,000	-	-100.0%	2,176,000	-	-100.0%	3,986,400	-15.8%
DELTA	688,762,849	695,087,516	0.9%	1,428,073,128	1,450,964,172	1.6%	9,164,585,346	1.6%
SkyWest (Delta Connection)	146,700,165	157,124,615	7.1%	311,139,698	327,557,407	5.3%	2,244,600,032	13.5%

**SALT LAKE CITY INTERNATIONAL AIRPORT  
LANDING ACTIVITY  
TWO MONTHS ENDED FEBRUARY 2026**

	February 2025	February 2026	CHANGE	Year to date 2025	Year to date 2026	CHANGE	12 MO ROLLING Ending 02/2026	% CHANGE
FRONTIER	32,865,556	48,854,081	48.6%	68,026,796	97,169,577	42.8%	492,902,519	1.9%
HAWAIIAN	5,115,200	4,888,968	-4.4%	12,565,532	10,301,754	-18.0%	63,730,644	10.4%
JETBLUE	9,497,623	8,818,700	-7.1%	15,473,942	13,425,988	-13.2%	80,990,354	-54.4%
KLM ROYAL DUTCH AIRLINES	-	-	0.0%	-	-	0.0%	48,527,496	17.1%
SOUTHWEST	142,460,100	148,480,300	4.2%	279,122,800	284,688,100	2.0%	1,646,319,400	-1.0%
SPIRIT	7,963,088	-	-100.0%	14,219,800	-	-100.0%	51,486,372	-69.1%
SUN COUNTRY	585,200	877,800	50.0%	1,170,400	1,755,600	50.0%	27,057,400	42.3%
UNITED	66,297,300	73,583,000	11.0%	132,189,400	148,826,700	12.6%	688,504,900	16.1%
Mesa / United Express	-	674,550	100.0%	449,700	1,124,250	150.0%	14,540,300	-12.2%
Republic Airways Holdings	-	-	0.0%	-	-	0.0%	-	0.0%
SkyWest (United Express)	18,668,561	15,639,744	-16.2%	36,846,627	29,920,875	-18.8%	239,114,233	16.0%
WESTJET	-	-	0.0%	-	-	0.0%	8,110,500	100.0%
<b>SUBTOTAL SCHEDULED CARRIERS:</b>	<b>1,214,217,692</b>	<b>1,267,607,246</b>	<b>4.4%</b>	<b>2,483,146,250</b>	<b>2,584,952,313</b>	<b>4.1%</b>	<b>16,022,185,305</b>	<b>2.9%</b>
<b>CHARTER CARRIERS</b>								
AIR WISCONSIN	-	-	0.0%	-	-	0.0%	47,000	100.0%
ALLEGIAN AIR	0	0	0.0%	134,481	0	-100.0%	1,724,012	-32.7%
AMERISTAR	-	-	0.0%	-	-	0.0%	-	-100.0%
BOEING COMMERCIAL AIRPLANE	-	-	0.0%	-	-	0.0%	-	0.0%
BOMBARDIER	10,168,834	11,031,162	8.5%	19,241,475	18,929,902	-1.6%	77,572,331	4.2%
BOUTIQUE AIR	-	-	0.0%	-	-	0.0%	-	0.0%
DELTA PRIVATE JETS	-	-	0.0%	-	-	0.0%	-	0.0%
EXECUTIVE JET MANAGEMENT	-	-	0.0%	-	-	0.0%	-	0.0%
FLIGHT OPTIONS	-	-	0.0%	-	-	0.0%	-	0.0%
KALITTA CHARTERS	15,300	30,600	100.0%	15,300	46,600	204.6%	387,860	50.8%
KEYLIME AIR	63,448	-	-100.0%	95,172	349,208	266.9%	1,734,113	850.3%
MIAMI AIR	-	-	0.0%	-	-	0.0%	-	0.0%
NETJETS	11,033,072	10,928,692	-0.9%	21,968,643	21,305,914	-3.0%	87,629,548	-0.2%
SIERRA PACIFIC	-	-	0.0%	-	-	0.0%	330,000	50.0%
SUN COUNTRY	-	-	0.0%	-	-	0.0%	-	0.0%
SWIFT AIR	-	-	0.0%	-	-	0.0%	-	0.0%
VIRGIN AMERICA	-	-	0.0%	-	-	0.0%	-	0.0%
XOJET	-	-	0.0%	-	-	0.0%	-	-100.0%
OTHER CHARTER	-	-	0.0%	-	-	0.0%	-	0.0%
<b>SUBTOTAL CHARTER CARRIERS:</b>	<b>21,280,654</b>	<b>21,990,454</b>	<b>3.3%</b>	<b>41,455,071</b>	<b>40,631,624</b>	<b>-2.0%</b>	<b>169,424,864</b>	<b>1.9%</b>
<b>CARGO CARRIERS</b>								
21 AIR LLC	6,304,000	6,477,000	2.7%	13,053,000	12,954,000	-0.8%	81,443,000	-12.4%
ABX AIR INC	-	-	0.0%	-	-	0.0%	-	-100.0%
AIRNET 11	77,200	123,800	60.4%	138,400	201,700	45.7%	1,227,600	26.1%
ALPINE AVIATION	2,322,700	2,286,900	-1.5%	4,790,800	4,981,400	4.0%	29,631,700	2.2%
AMERIFLIGHT	317,200	-	-100.0%	716,000	-	-100.0%	16,100	-99.6%
AMERIJET INTERNATIONAL	-	-	0.0%	-	-	0.0%	-	0.0%
AMERISTAR	-	-	0.0%	-	-	0.0%	27,300	100.0%
ATLAS AIR	-	-	0.0%	-	-	0.0%	-	0.0%
CORPORATE AIR (BILLINGS)	348,500	552,600	58.6%	816,000	1,150,900	41.0%	6,441,900	-46.4%
EMPIRE	788,368	783,958	-0.6%	1,675,282	1,619,394	-3.3%	10,041,430	0.3%
FEDEX EXPRESS	25,443,000	22,728,000	-10.7%	56,230,500	46,463,000	-17.4%	326,894,000	-27.8%
GEM AIR	280,500	195,500	-30.3%	552,500	365,500	-33.8%	2,617,700	-19.6%
GLOBAL CROSSING AIRLINES	-	-	0.0%	-	142,198	100.0%	617,292	100.0%
KALITTA AIR LLC	-	-	0.0%	-	-	0.0%	-	0.0%
NORTHERN AIR CARGO	-	-	0.0%	-	-	0.0%	-	0.0%
SWIFT AIR	-	-	0.0%	-	-	0.0%	-	0.0%
UPS	35,400,300	31,353,440	-11.4%	72,524,600	63,064,960	-13.0%	432,329,860	0.7%
WESTERN AIR EXPRESS	-	-	0.0%	-	-	0.0%	-	0.0%
OTHER CARGO	-	-	0.0%	-	-	0.0%	-	0.0%
<b>SUBTOTAL CARGO CARRIERS:</b>	<b>71,281,768</b>	<b>64,501,198</b>	<b>-9.5%</b>	<b>150,497,082</b>	<b>130,943,052</b>	<b>-13.0%</b>	<b>891,287,882</b>	<b>-14.0%</b>
<b>TOTAL LANDED WEIGHT</b>	<b>1,306,780,114</b>	<b>1,354,098,898</b>	<b>3.6%</b>	<b>2,675,098,403</b>	<b>2,756,526,989</b>	<b>3.0%</b>	<b>17,082,898,051</b>	<b>1.9%</b>

**SALT LAKE CITY INTERNATIONAL AIRPORT  
CARGO ACTIVITY REPORT  
TWO MONTHS ENDED FEBRUARY 2026**

	February 2025	February 2026	CHANGE	Year to date 2025	Year to date 2026	CHANGE	12 MO ROLLING Ending 02/2026	% CHANGE
<b>ENPLANED CARGO</b>								
<b>PASSENGER CARRIERS</b>								
AIR CANADA	-	-	0.00%	-	-	0.00%	-	-100.00%
ALASKA	11,349	10,246	-9.72%	20,691	16,223	-21.59%	163,499	8.15%
Horizon Air / Alaska	-	-	0.00%	94	-	-100.00%	2,743	2818.09%
Skywest / Alaska	506	894	76.68%	1,370	2,021	47.52%	53,113	266.93%
AMERICAN	2,752	5,307	92.84%	8,955	11,689	30.53%	73,434	23.22%
American Eagle/Republic	-	-	0.00%	-	-	0.00%	-	0.00%
Envoy Air (American)	-	-	0.00%	354	141	-60.17%	736	103.88%
Mesa	-	-	0.00%	-	-	0.00%	-	0.00%
SkyWest (American)	833	1,150	38.06%	1,262	2,379	88.51%	7,709	-12.10%
DELTA	1,111,091	1,317,564	18.58%	2,295,677	2,923,825	27.36%	13,685,823	28.64%
FRONTIER	-	-	0.00%	-	-	0.00%	-	0.00%
KLM ROYAL DUTCH	-	-	0.00%	-	-	0.00%	900,396	-3.10%
SOUTHWEST	205,565	158,618	-22.84%	433,604	347,191	-19.93%	2,896,908	-3.59%
UNITED	9,273	12,419	33.93%	23,628	26,265	11.16%	173,619	53.07%
Others	-	-	0.00%	-	-	0.00%	-	0.00%
<b>CARGO CARRIERS</b>								
21 AIR LLC	526,641	555,131	5.41%	1,064,894	1,123,703	5.52%	7,826,362	18.08%
FEDEX EXPRESS*	4,690,423	4,571,350	-2.54%	9,779,795	9,069,030	-7.27%	63,892,762	-14.91%
GEM AIR	27,873	16,100	-42.24%	45,605	27,355	-40.02%	249,445	2.97%
GLOBAL CROSSING	-	-	0.00%	-	-	0.00%	-	0.00%
SWIFT AIR	-	-	0.00%	-	-	0.00%	-	0.00%
UPS	3,277,611	3,417,277	4.26%	6,948,221	7,059,928	1.61%	44,194,688	-2.74%
MISC CARGO	517,351	455,730	-11.91%	1,068,105	888,753	-16.79%	5,764,522	-31.60%
<b>TOTAL ENPLANED CARGO (LBS)</b>	<b>10,381,268</b>	<b>10,521,786</b>	<b>1.35%</b>	<b>21,692,255</b>	<b>21,498,503</b>	<b>-0.89%</b>	<b>139,885,759</b>	<b>-7.21%</b>
<b>DEPLANED CARGO</b>								
<b>PASSENGER CARRIERS</b>								
AIR CANADA	-	-	0.00%	-	-	0.00%	-	0.00%
ALASKA	9,447	14,395	52.38%	22,936	27,417	19.54%	263,688	21.37%
Horizon Air / Alaska	-	-	0.00%	284	262	-7.75%	8,183	2781.34%
Skywest / Alaska	543	3,934	624.49%	2,282	8,096	254.78%	61,722	99.82%
AMERICAN	16,314	24,856	52.36%	60,308	38,706	-35.82%	319,402	3.29%
American Eagle/Republic	-	-	0.00%	-	-	0.00%	-	0.00%
Envoy	-	-	0.00%	-	-	0.00%	677	4413.33%
Mesa (American)	-	-	0.00%	-	-	0.00%	-	0.00%
SkyWest (American)	1,850	932	-49.62%	2,219	1,800	-18.88%	7,251	3.19%
DELTA	1,181,947	1,669,305	41.23%	2,234,278	3,445,064	54.19%	18,917,395	33.65%
SkyWest (Delta Connection)	-	-	0.00%	-	-	0.00%	-	0.00%
KLM ROYAL DUTCH	-	-	0.00%	-	-	0.00%	1,492,796	20.30%
SOUTHWEST	311,940	327,261	4.91%	660,352	655,031	-0.81%	4,037,478	-5.51%
UNITED	43,287	42,030	-2.90%	80,565	82,813	2.79%	608,938	32.17%
Others	-	-	0.00%	-	-	0.00%	563	100.00%
<b>CARGO CARRIERS</b>								
21 AIR LLC	654,248	564,887	-13.66%	1,451,273	1,094,162	-24.61%	8,475,043	-23.25%
FEDEX EXPRESS*	5,198,025	5,307,467	2.11%	10,821,102	10,175,216	-5.97%	69,079,488	-13.15%
GEM AIR	1,163	2,235	92.18%	2,713	2,795	3.02%	24,345	16.83%
GLOBAL CROSSING	-	-	0.00%	-	-	0.00%	-	0.00%
SWIFT AIR	-	-	0.00%	-	-	0.00%	-	0.00%
UPS	3,608,105	3,602,630	-0.15%	7,318,426	7,383,279	0.89%	49,124,188	-4.12%
MISC CARGO	238,846	220,607	-7.64%	536,781	447,687	-16.60%	3,001,130	-32.29%
ABX AIR	-	-	0.00%	-	-	0.00%	-	-100.00%
<b>TOTAL DEPLANED CARGO (LBS)</b>	<b>11,265,715</b>	<b>11,780,539</b>	<b>4.57%</b>	<b>23,193,519</b>	<b>23,362,328</b>	<b>0.73%</b>	<b>155,422,287</b>	<b>-6.91%</b>
<b>TOTAL CARGO LBS</b>	<b>21,646,983</b>	<b>22,302,325</b>	<b>3.03%</b>	<b>44,885,774</b>	<b>44,860,831</b>	<b>-0.06%</b>	<b>295,308,046</b>	<b>-7.05%</b>

\*FEDEX EXPRESS includes mail



## COMPARISON OF ON TIME OPERATIONS December 2025

### ARRIVALS

Airport		Flights	% On Time	Rank
IAH	HOUSTON GEORGE BUSH	14,527	80.6	1
<b>SLC</b>	<b>SALT LAKE CITY INTL</b>	<b>9,779</b>	<b>80.2</b>	7
PHX	PHOENIX SKY HARBOR INTL	17,792	78.3	3
LAS	LAS VEGAS MCCARRAN INTL	14,798	77.6	4
CLT	CHARLOTTE DOUGLAS	19,545	77.0	5
DFW	DALLAS-FT. WORTH REGIONAL	25,797	76.2	6
ATL	HARTSFIELD-JACKSON ATLANTA INTL	29,073	76.1	7
BWI	BALTIMORE/WASHINGTON INTL	7,864	75.6	8
IAD	WASHINGTON DULLES	7,565	75.3	9
AUS	AUSTIN	7,642	75.2	10
LAX	LOS ANGELES INTL	16,637	75.2	11
DEN	DENVER INTL	26,007	74.5	12
MIA	MIAMI INTL	10,134	74.4	13
BNA	NASHVILLE INTL	9,012	72.5	14
MDW	CHICAGO MIDWAY	5,817	71.9	15
BOS	BOSTON LOGAN INTL	11,357	71.7	16
PHL	PHILADELPHIA INTL	9,617	70.9	17
MCO	ORLANDO INTL	14,281	70.1	18
TPA	TAMPA INTL	6,871	70.1	19
SEA	SEATTLE-TACOMA INTL	14,562	69.2	20
SFO	SAN FRANCISCO INTL	12,364	68.5	21
EWR	NEWARK LIBERTY INTERNATIONAL	11,683	68.1	22
SAN	SAN DIEGO LINDBERGH FIELD	8,839	67.7	23
JFK	NEW YORK JFK INTL	10,393	67.6	24
MSP	MINNEAPOLIS-ST. PAUL INTL	10,386	67.0	25
DCA	RONALD REAGAN NATIONAL	11,661	66.6	26
DTW	DETROIT METRO WAYNE CNTY	11,660	65.6	27
ORD	CHICAGO O HARE	29,862	63.7	28
FLL	FT. LAUDERDALE	8,918	63.2	29
LGA	NEW YORK LAGUARDIA	13,475	61.2	30
<b>AVERAGES</b>		<b>13,597</b>		

### DEPARTURES

Airport		Flights	% On Time	Rank
<b>SLC</b>	<b>SALT LAKE CITY INTL</b>	<b>9,740</b>	<b>80.9</b>	1
IAH	HOUSTON GEORGE BUSH	9,971	78.3	2
IAD	WASHINGTON DULLES	4,676	77.9	3
PHX	PHOENIX SKY HARBOR INTL	17,689	75.6	4
LAX	LOS ANGELES INTL	16,050	75.3	5
LAS	LAS VEGAS Harry Reid INTL	14,547	74.6	6
AUS	AUSTIN	7,528	73.9	7
SFO	SAN FRANCISCO INTL	11,975	73.9	8
MIA	MIAMI INTL	10,099	73.6	9
TPA	TAMPA INTERNATIONAL	6,851	73.3	10
SEA	SEATTLE-TACOMA INTL	13,023	72.0	11
DEN	DENVER INTERNATIONAL	26,026	71.9	12
BOS	BOSTON LOGAN INTERNATIONAL	11,248	71.7	13
CLT	CHARLOTTE DOUGLAS	14,975	71.7	14
EWR	NEWARK LIBERTY INTERNATIONAL	10,652	70.9	15
ATL	HARTSFIELD-JACKSON ATLANTA INTL	25,764	70.7	16
BNA	NASHVILLE INTL	8,776	69.7	17
SAN	SAN DIEGO LINDBERGH FIELD	8,228	69.5	18
DFW	DALLAS-FT. WORTH REGIONAL	25,770	69.1	19
MCO	ORLANDO INTL	14,287	69.0	20
PHL	PHILADELPHIA INTL	7,468	68.8	21
MSP	MINNEAPOLIS-ST. PAUL INTL	8,854	68.3	22
MDW	CHICAGO MIDWAY	5,738	67.8	23
BWI	BALTIMORE/WASHINGTON INTL	7,863	67.7	24
DCA	RONALD REAGAN NATIONAL	11,308	67.5	25
JFK	NEW YORK JFK INTL	8,856	67.2	26
DTW	DETROIT METRO WAYNE CNTY	9,934	66.2	27
LGA	NEW YORK LAGUARDIA	11,361	64.9	28
ORD	CHICAGO O HARE	27,790	63.1	29
FLL	FT. LAUDERDALE	8,886	61.4	30
<b>AVERAGES</b>		<b>12,531</b>		

### ON TIME ARRIVAL PERFORMANCE AT SLC

#### By Carrier

Air Carrier		Flights	% On Time
DL	DELTA	7,032	82.7%
F9	FRONTIER	289	79.9%
HA	HAWAIIAN	31	77.4%
AA	AMERICAN	533	73.9%
WN	SOUTHWEST	918	73.5%
UA	UNITED	653	73.2%
AS	ALASKA	277	72.9%
B6	JETBLUE	46	58.7%
		<b>9,779</b>	<b>85.4%</b>

Source: DOT Air Travel Consumer Report

**SALT LAKE CITY DEPARTMENT OF AIRPORTS**  
**(An Enterprise Fund of Salt Lake City Corporation)**  
**Statements of Net Position (Unaudited)**  
**(Amounts in Thousands)**

<i>As of February 28,</i>	<b>2026</b>	<b>2025</b>
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and cash equivalents	\$ 245,747	\$ 204,259
Restricted cash and cash equivalents	594,892	382,464
Restricted investments	50,117	65,985
Airline and rental fees receivable	52,873	53,353
Loans receivable	1,432	5,292
Leases receivable	4,313	45,053
Other assets	10,540	9,640
<b>Total current assets</b>	<b>959,914</b>	<b>766,046</b>
<b>Noncurrent Assets</b>		
Restricted cash and cash equivalents	124,605	50,627
Restricted investments	178,708	171,561
Loans receivable	49,479	21,490
Leases receivable	63,584	118,208
Other assets	249	249
<b>Total noncurrent assets and investments</b>	<b>416,625</b>	<b>362,135</b>
<b>Capital assets</b>		
Land	113,441	113,441
Building and improvements	4,794,323	4,221,328
Equipment	510,979	445,219
Lease Asset	504	504
Subscription Asset	4,013	3,807
Construction in progress	925,854	1,135,912
<b>Total capital assets - at cost</b>	<b>6,349,114</b>	<b>5,920,211</b>
Less accumulated depreciation and amortization	1,569,565	1,381,570
<b>Net capital assets</b>	<b>4,779,549</b>	<b>4,538,641</b>
<b>Total noncurrent assets</b>	<b>5,196,174</b>	<b>4,900,776</b>
<b>Total Assets</b>	<b>6,156,088</b>	<b>5,666,822</b>
<b>Deferred Outflows of Resources</b>	<b>13,820</b>	<b>10,272</b>
<b>Total Assets and Deferred Outflows of Resources</b>	<b>\$ 6,169,908</b>	<b>\$ 5,677,094</b>

**SALT LAKE CITY DEPARTMENT OF AIRPORTS**  
**(An Enterprise Fund of Salt Lake City Corporation)**  
**Statements of Net Position (Unaudited)**  
**(Amounts in Thousands)**

As of February 28,	2026	2025
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Accounts payable	\$ 19,493	\$ 2,148
Accrued compensation	4,788	1,184
Interest payable	32,083	27,187
Other accrued liabilities	102,384	13,985
Current bonds payable	62,220	53,670
Lease liability	168	-
Subscription liability	137	258
Line of credit	-	200,000
<b>Total current liabilities</b>	<b>221,273</b>	<b>298,432</b>
<b>Noncurrent Liabilities</b>		
Revenue bonds payable	4,186,293	3,644,537
Noncurrent compensation liability	2,491	4,710
Net pension liability	10,567	5,599
Other accrued liabilities	30,014	28,638
Lease liability	111	-
Subscription liability	462	694
<b>Total noncurrent liabilities</b>	<b>4,229,938</b>	<b>3,684,178</b>
<b>Total Liabilities</b>	<b>4,451,211</b>	<b>3,982,610</b>
<b>Deferred Inflows of Resources</b>		
Deferred inflows - revenue collected in advance	19,998	18,610
Deferred inflows - leases	67,897	163,261
Deferred inflows - pension	110	76
<b>Total Deferred Inflows of Resources</b>	<b>88,005</b>	<b>181,947</b>
<b>NET POSITION</b>		
Net investment in capital assets	1,023,444	1,042,616
Restricted for		
Capital projects	112,112	99,028
Debt service	509,072	135,743
Unrestricted	(13,936)	235,150
<b>Net Position</b>	<b>1,630,692</b>	<b>1,512,537</b>
<b>Total Liabilities, Deferred Inflows of Resources, and Net Position</b>	<b>\$ 6,169,908</b>	<b>\$ 5,677,094</b>

## SALT LAKE CITY DEPARTMENT OF AIRPORTS

(An Enterprise Fund of Salt Lake City Corporation)

### Statements of Revenues, Expenses, and Changes in Fund Net Position (Unaudited)

(Amounts in Thousands)

<i>for the eight month period ended February,</i>	<b>2026</b>	<b>2025</b>
<b>Operating Revenues</b>		
Airline revenue	\$ 229,259	\$ 170,068
Terminal concessions	21,685	17,340
Landside concessions	84,044	71,655
Lease revenue	8,329	7,199
General aviation	3,071	1,098
State aviation tax	2,528	1,926
Other revenue	23,972	5,177
Operating revenues	372,888	274,463
Less airline revenue sharing	(13,849)	(12,837)
Total operating revenues	359,039	261,626
<b>Operating Expenses</b>		
Salaries and benefits	51,870	42,685
Materials and supplies	11,234	11,059
Maintenance contracts	21,943	16,055
Charges and services	22,475	12,687
Utilities	5,466	4,463
Inter-governmental	23,293	17,563
Other expenses	5,423	6,222
Total operating expenses before depreciation	141,704	110,734
<b>Operating Income Before Depreciation</b>	217,335	150,892
<b>Depreciation Expense</b>	138,926	112,197
<b>Operating Income</b>	78,409	38,695
<b>Non-Operating Revenues (Expenses)</b>		
Passenger facility charges	32,800	31,207
Customer facility charges	10,719	8,969
Interest income	27,758	20,844
Interest expense	(109,548)	(93,666)
Bond issuance costs	(2,593)	(138)
Other revenue (expenses), net	(74)	18
Net non-operating loss	(40,938)	(32,766)
<b>Capital Contributions</b>		
Contributions and grants	17,157	27,204
Total capital contributions	17,157	27,204
<b>Net Position</b>		
Increase in net position	54,628	33,133
Net Position, beginning of period	1,576,064	1,475,809
Net Position, end of period	\$ 1,630,692	\$ 1,508,942

**SALT LAKE CITY DEPARTMENT OF AIRPORTS**  
(An Enterprise Fund of Salt Lake City Corporation)  
**Operating Revenues and Expenditures to Budget (Unaudited)**  
(Amounts in Thousands)

	Jul 2025 - Feb 2026 ACTUALS	Jul 2025 - Feb 2026 BUDGET	SURPLUS/ DEFICIT	PERCENT CHANGE
<b>Revenues</b>				
Landing Fees	\$ 65,708	\$ 65,846	\$ (138)	-0.2%
Fuel Farm	4,342	3,455	887	25.7%
Aircraft Remain Overnight Fees	413	437	(24)	-5.5%
Cargo Bldg & Ramp Use Fees	1,371	1,478	(107)	-7.2%
Extraordinary Service Charges	30	50	(20)	-40.0%
Passenger Boarding Bridges	1,802	1,498	304	20.3%
Tenant Telephone Fees	35	38	(3)	-7.9%
Terminal Rents	153,999	156,398	(2,399)	-1.5%
General Aviation Hangars	709	743	(34)	-4.6%
FBO Hangars / Fuel Oil Royalty	504	510	(6)	-1.2%
Flight Kitchens	2,217	2,244	(27)	-1.2%
Other Buildings & Office Space	5,007	5,536	(529)	-9.6%
Food Service & Vending	11,390	13,597	(2,207)	-16.2%
News / Gift Shops	7,244	8,755	(1,511)	-17.3%
Car Rental	27,704	30,247	(2,543)	-8.4%
Leased Site Areas	4,731	5,320	(589)	-11.1%
Auto Parking / Ground Transportation	56,341	54,554	1,787	3.3%
Advertising	718	614	104	16.9%
State Aviation Fuel Tax	2,528	1,937	591	30.5%
Military	81	108	(27)	-25.0%
Glycol Recycling Sales	284	248	36	14.5%
Auxiliary Airport Fuel Sales	1,857	1,947	(90)	-4.6%
Lounge Concessions	2,333	2,543	(210)	-8.3%
Other	21,540	784	20,756	2647.4%
Less: Airline Revenue Sharing	(13,849)	(13,051)	(798)	6.1%
<b>Total Operating Revenues</b>	<b>359,039</b>	<b>345,836</b>	<b>13,203</b>	<b>3.8%</b>
<b>Expenses</b>				
Salaries & Wages	37,890	38,882	992	2.6%
Employee Benefits	14,637	16,049	1,412	8.8%
Maintenance Supplies	6,482	11,904	5,422	45.5%
Automotive Supplies	2,461	3,350	889	26.5%
Other Supplies	2,291	3,613	1,322	36.6%
Insurance Premiums	3,495	4,040	545	13.5%
Janitorial Service	16,218	16,393	175	1.1%
Maintenance Contracts	5,725	7,274	1,549	21.3%
Other Contractual Services	14,917	18,128	3,211	17.7%
Professional & Tech Services	7,558	11,921	4,363	36.6%
Utilities	5,466	6,492	1,026	15.8%
Administrative Service Fees	7,261	6,163	(1,098)	-17.8%
Aircraft Rescue Fire Fighting	5,030	5,030	-	0.0%
Police Services	11,002	11,002	-	0.0%
Other Expenses	1,928	3,624	1,696	46.8%
Contingency Reserve	-	667	667	100.0%
Operating Expenses Before Capitalized Salaries	142,361	164,532	22,171	13.5%
Capitalized Salaries	657	657	-	0.0%
<b>Total Operating Expenses</b>	<b>141,704</b>	<b>163,875</b>	<b>22,171</b>	<b>13.5%</b>
<b>Operating Income</b>	<b>\$ 217,335</b>	<b>\$ 181,961</b>	<b>\$ 35,374</b>	<b>19.4%</b>

**SALT LAKE CITY DEPARTMENT OF AIRPORTS**  
**(An Enterprise Fund of Salt Lake City Corporation)**  
**Operating Revenues and Expenditures to Prior Year (Unaudited)**  
**(Amounts in Thousands)**

	<b>Jul 2025 - Feb 2026</b>	<b>Jul 2024 - Feb 2025</b>	<b>DOLLAR CHANGE</b>	<b>PERCENT CHANGE</b>
<b>Revenues</b>				
Landing Fees	\$ 65,708	\$ 57,700	\$ 8,008	13.9%
Fuel Farm	4,342	2,425	1,917	79.1%
Aircraft Remain Overnight Fees	413	454	(41)	-9.0%
Cargo Bldg & Ramp Use Fees	1,371	1,393	(22)	-1.6%
Extraordinary Service Charges	30	35	(5)	-14.3%
Passenger Boarding Bridges	1,802	1,333	469	35.2%
Tenant Telephone Fees	35	37	(2)	-5.4%
Terminal Rents	153,999	129,766	24,233	18.7%
General Aviation Hangars	709	763	(54)	-7.1%
FBO Hangars / Fuel Oil Royalty	504	510	(6)	-1.2%
Flight Kitchens	2,217	2,225	(8)	-0.4%
Other Buildings & Office Space	5,007	5,212	(205)	-3.9%
Food Service & Vending	11,390	11,977	(587)	-4.9%
News / Gift Shops	7,244	7,468	(224)	-3.0%
Car Rental	27,704	27,321	383	1.4%
Leased Site Areas	4,731	4,428	303	6.8%
Auto Parking / Ground Transportation	56,341	54,107	2,234	4.1%
Advertising	718	620	98	15.8%
State Aviation Fuel Tax	2,528	2,155	373	17.3%
Military	81	80	1	1.3%
Glycol Recycling Sales	284	238	46	19.3%
Auxiliary Airport Fuel Sales	1,857	1,764	93	5.3%
Lounge Concessions	2,333	-	2,333	0.0%
Other	21,540	4,447	17,093	384.4%
Less: Airline Revenue Sharing	(13,849)	(14,447)	598	-4.1%
<b>Operating Revenues</b>	<b>359,039</b>	<b>302,011</b>	<b>57,028</b>	<b>18.9%</b>
<b>Expenses</b>				
Salaries & Wages	37,890	36,247	1,643	4.5%
Employee Benefits	14,637	12,449	2,188	17.6%
Maintenance Supplies	6,482	5,449	1,033	19.0%
Automotive Supplies	2,461	2,580	(119)	-4.6%
Other Supplies	2,291	3,824	(1,533)	-40.1%
Insurance Premiums	3,495	3,447	48	1.4%
Janitorial Service	16,218	11,474	4,744	41.3%
Maintenance Contracts	5,725	4,596	1,129	24.6%
Other Contractual Services	14,917	11,659	3,258	27.9%
Professional & Tech Services	7,558	6,018	1,540	25.6%
Utilities	5,466	5,174	292	5.6%
Administrative Service Fees	7,261	5,219	2,042	39.1%
Aircraft Rescue Fire Fighting	5,030	4,968	62	1.2%
Police Services	11,002	9,641	1,361	14.1%
Other Expenses	1,928	2,675	(747)	-27.9%
Contingency Reserve	-	267	(267)	-100.0%
Operating Expenses Before Capitalized Salaries	142,361	125,687	16,674	13.3%
Capitalized Salaries	657	513	144	28.1%
<b>Total Operating Expenses</b>	<b>141,704</b>	<b>125,174</b>	<b>16,530</b>	<b>13.2%</b>
<b>Operating Income</b>	<b>\$ 217,335</b>	<b>\$ 176,837</b>	<b>\$ 40,498</b>	<b>22.9%</b>