

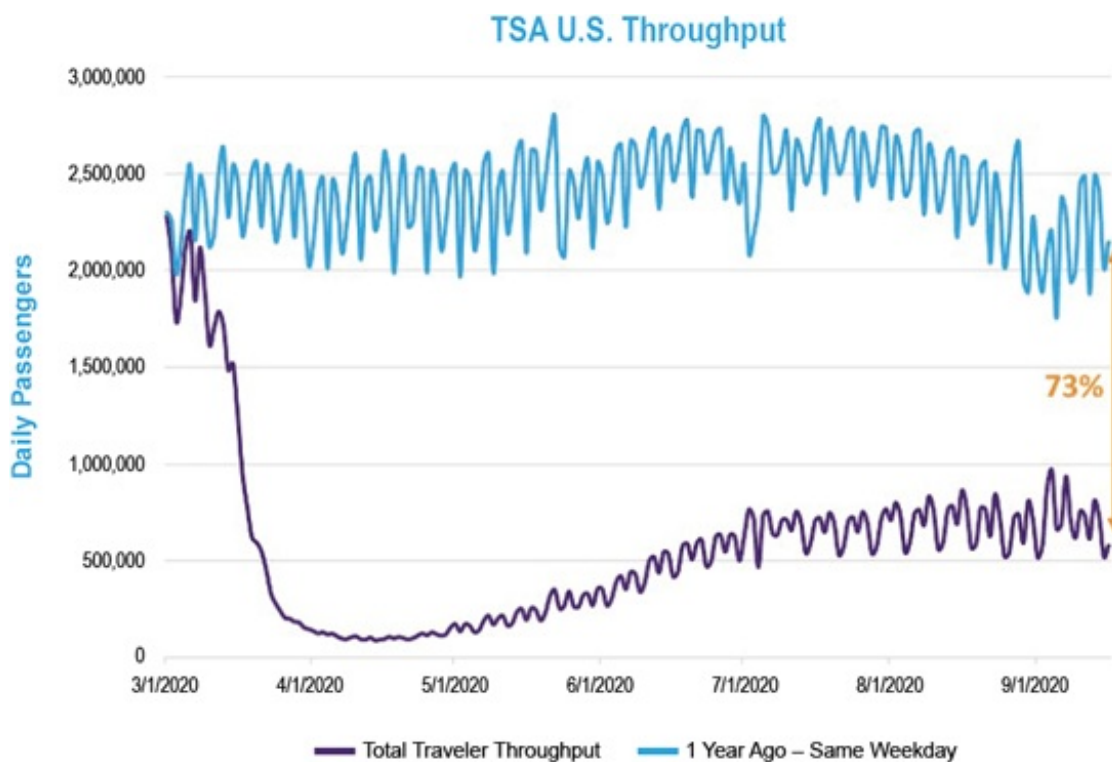
State of Industry

The impact of COVID-19 on the global aviation industry continues to be extensive. While SLC and the nation saw a gradual increase in travel throughout the summer months, passenger traffic remained well below 2019 levels (see graph below). The vast majority of those that traveled this past spring and summer were leisure based with business and international traffic halted.

In response to this change in travel behavior, airlines have made drastic changes to how they operate in an effort to conserve cash. Portions of airline fleets have been sidelined or retired completely with the remaining portions re-allocated to existing demand. Airline networks have been drastically reduced and large carriers like Delta and Southwest have offered early-out retirement packages to their employees to avoid significant furloughs or layoffs.

In addition, airlines moved swiftly to integrate new safety and sanitation policies and procedures to boost passenger confidence in air travel. All U.S. carriers require passengers to wear a face mask with many blocking out the middle row of seats in the aircraft. Flight change fees and refund policies have also been adjusted.

As the lasting effect of COVID-19 becomes clearer, the general consensus among the aviation industry is that it will take at least 3-5 years for a full recovery. In the meantime, airlines continue to look for ways to cut costs, remain nimble with their flight schedule and open to new opportunities.



The New SLC

Central Receiving & Distribution Center

In August, SLC opened the CRDC, a state-of-the-art facility that will streamline delivery of all goods entering The New SLC Airport. The CRDC will improve security screening and limit vehicle traffic in and out of the airfield. [Click here](#) to learn more about the CDRC.



Unveiling

On August 27, SLC held an Unveiling Ceremony that revealed the awe-inspiring, large-scale art installations for the first phase of The New SLC complete with a 70' x 25' drape drop and blessing and land acknowledgement by Ute Spiritual Leader Larry Cesspooch. [Click here](#) to learn more about the Unveiling Ceremony.

Grand Opening

On September 15, SLC turned the key and opened the first phase of The New SLC Airport. As the lights dimmed on the existing airport, the lights brightened on a new Parking Garage, Gateway Center, Central Terminal and Concourse A-west. A celebration was also held for the first departing and arriving flights at the new facility. [Click here](#) to learn more about the Grand Opening.



Delta Sky Club

Delta opened its new flagship lounge at The New SLC, which is currently the largest in its network. Boasting more than 28,000 square feet of luxurious space and thoughtfully designed details, the new club highlights the area's mountainous landscape and offers guests a relaxing retreat during their travels. [Click here](#) to learn more about Delta's newest Sky Club.



SLC and COVID-19

Salt Lake City International Airport (SLC) continues to weather the impact of COVID-19 relatively well compared to other airports and regions across the country. SLC's available seat capacity and passenger throughput continues to outpace the national average with Delta placing a particular emphasis on SLC over the summer and fall periods by operating the most of their previously scheduled capacity than any other airline hub in the country. Collectively, these are strong indicators of the confidence Delta and other carriers have in the SLC market despite current challenges.

Among many factors, Utah's outdoor recreational assets have undoubtedly provided a shield from the pandemic's blow as Americans resort to spending vacations in-country and outdoors. This practice is expected to continue into the fall and winter months when SLC begins to benefit from an influx in ski traffic. Already, airlines have added capacity to the SLC market in preparation for this year's ski season as outlined below.

Scheduled Seat Capacity 2020*										
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
SLC	7%	10%	3%	-50%	-69%	-62%	-36%	-26%	-25%	-21%
U.S. Average	3%	6%	-0.7%	-55%	-76%	-68%	-52%	-48%	-51%	-48%

*Compared to 2019 levels

Air Service Update

Booking behaviors have changed dramatically since the pandemic began with many travelers confirming itineraries just weeks or days in advance. This has caused airlines to remain extremely flexible with their flight schedule and adjust quickly as necessary. Below are the outlined upcoming flight schedule changes for SLC.

- Southwest Airlines will begin new nonstop service to Austin and Nashville during the peak holiday periods beginning Nov. 23
- American Airlines resumes seasonal Philadelphia service Dec. 17 – Apr. 6 (for ski season)
- Alaska Airlines resumes Los Angeles and San Diego service Dec. 17 (for ski season)
- Southwest Airlines begins new weekly Orlando service Feb. 13
- Delta's service to Cabo San Lucas, Guadalajara, Honolulu and Puerto Vallarta resumes Nov. 8
- Delta's Amsterdam and Paris suspension extended through March 27
- Delta's London service is suspended indefinitely
- JetBlue's Long Beach service shifted to Los Angeles Oct. 7

Air Service Development Committee

To promote community support for SLC's air service program, SLC is planning to form an Air Service Development Committee this November. The purpose of the committee is to create a coalition among airport stakeholders with the resolution of re-establishing, growing and acquiring new air service at SLC.

Members of the committee will include leaders throughout the community whose organization/industry relies heavily on SLC for air travel, whether for employees or clientele. Members will represent their organization and industry, provide market intelligence and collaborate with other community partners in addition to participating in special projects such as data collection, route proposals, airline hosting, survey distribution, community engagement and special events.

Rankings

SLC Airport has been named one of the most efficient airports in the world based on airports with 15-25 million annual passengers according to a report released by Air Transport Research Society (ATRS) and Embry-Riddle Aeronautical University. The report ranked productivity and operating/management efficiency, unit cost competitiveness and

comparison of airport charges. [Click here](#) to read the report.



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Salt Lake City Department of Airports