



2024

REVIEW

2025

PREVIEW

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OKC

WILL ROGERS
INTERNATIONAL
AIRPORT

Message from the Director and Chairman of OCAT

The Oklahoma City Airport Trust has seen another successful year in 2024 with continued airline passenger and aviation activity growth. Airline passenger activity reached record levels in 2024, and the opening of our Federal Inspection Station for International flights in 2025 will provide new growth opportunities. New parking capacity and upgrades to our terminal building facilities and services over the last year will benefit our customers for many years to come. New hangar development at OKC Will Rogers International and Wiley Post Airports will support our growing Maintenance Repair & Overhaul (MRO) and General Aviation businesses.

For 2025, we will continue to see new infrastructure improvements for our airline passengers, such as, restrooms, baggage systems, boarding bridges, and flooring. We will also look to accelerate our property development with new infrastructure in our business park, Lariat Landing.

Airline service development will remain a priority for OCAT as we work in close collaboration with our business and tourism partners in Oklahoma City to grow our destinations and add International service. We look forward to another successful year of supporting our growing community and the aerospace industry.

Terry Salmon
Chairman, OCAT

Jeff Mulder
Director of Airports



Mission and Vision

Mission

Connecting **OK**lahoma City to people, places, and possibilities.

Values

SAFE for our customers and employees.

OPEN and ready to make a great first impression for our community.

AGILE to respond to challenges and opportunities.

RELIABLE for our tenants, passengers, and co-workers.

Strategic Priorities

OKC Will Rogers International Airport, Wiley Post Airport and Clarence E. Page Airport (OKC Airports)

OKC Airports remains committed to delivering the best airport experiences for visitors to Oklahoma City, the community and our business partners. We can accomplish this by staying focused on our strategic priorities, which is to continue to meet the needs of the growing community, passengers and employees.

➔ Customers

Enhance customer experiences and satisfaction by connecting people to places and possibilities while providing high-quality service.

➔ Infrastructure/ Assets

Leverage property and capital investments to accelerate development of the airports while creating a positive impact for the community.

➔ Resources

Maintain a financially self-sustaining airport system by maximizing resources, minimize costs, and preserving airport infrastructure.

➔ People

Provide an open and safe environment where employees feel valued and foster a culture where every employee can succeed.

Customers

Customer Satisfaction Survey

Over the last two years, OKC Will Rogers International Airport has participated in the ACI – ASQ Customer Survey Program. With the help of our volunteers from Travelers Aid and our college interns, we surveyed 350 airline passengers each quarter.

Our customer satisfaction scores range from 4.29 to 4.45 out of 5 which places the airport as Excellent in the overall ratings of the program. Currently, the airport is looking for other ways to collect customer satisfaction surveys as the current programs' requirements are difficult at times to meet.

Website Project

For the last year, the Public Information & Marketing division has been working with a new vendor to update the website. Passengers will experience an interactive map of the airport that will provide them step-by-step directions from the parking lots and garages all the way to their gates. Flyokc.com will also have the most updated information from airlines, restaurants and retail, TSA and CLEAR and so much more.

New to the website is a “How to Do Business” with the airport. Under this section, vendors, architects and the public will be able to find out information about current projects, upcoming RFP's and Bids, leasing and development options/standards and more.



Parking

OKC Airport introduced Mobile Pay, a new option for passengers to pay for parking. Mobile Pay is quick and easy, just use the QR code at the bottom of your ticket and pay directly from your phone anytime during your travels.

A new parking reservation system will be introduced after the new year and housed on flyokc.com. This reservation system will be more user-friendly for those who like to reserve parking in advance.

A new 600 space canopy covered parking lot was completed and will be open by the end of 2024.

Restaurants and Retail Shops

OKC Airport has completed the new concession program with Paradise – Lagardere, which provides six retail shops, and six restaurants throughout the airport for our passengers to enjoy.

Restroom Upgrade

All restrooms throughout the airport will receive a remodel starting late 2024 through 2025, to bring them up to accessibility standards and modernize with new colors and amenities. The airport has begun construction on the concourse with the restrooms located in the center concourse just before you head west towards the United and American Airlines gates.



Sister Cities Art Exhibit

OKC Will Rogers International Airport is home to a prominent new work of interactive public art titled “Connections: Oklahoma City’s Global Family” thanks to a donation from Oklahoma City’s Sister Cities chapter.

The 3-dimensional, multimedia artwork, unveiled on Oct. 30, was created by local artist duo Scott Henderson and Kyle Van Osdol and was designed to celebrate Oklahoma City’s Sister Cities: Haikou, China; Kigali City, Rwanda; Puebla, Mexico; Rio de Janeiro, Brazil; Tainan, Taiwan; Taipei, Taiwan; and Piura, Peru.

Air Service

OKC Will Rogers International Airport served more than 4.6 Million passengers during 2024, which was a record for Oklahoma City.

Administration continues to have on-going conversations with our domestic airline partners and international carriers to pursue new non-stop service year-round. We expect new international service to begin in 2025.



Infrastructure/Assets

Federal Inspection Station

Construction will be complete on the Federal Inspection Station (FIS) facility by January 2025. Customs and Border Control (CBP) will move in shortly thereafter and will be ready to operate when we announce new international air service.

Boarding Bridge Replacements

New boarding bridges will be installed at all gates through 2025. Six gates have received new bridges so far this year.

Baggage System Upgrades

Construction will begin on replacing the baggage carousels starting after the first of year, starting with adding a new carousel to baggage claim 1 by Delta Airlines. Each carousel will take approximately six weeks.



Terminal Landside Master Plan

OKC Airport Administration has been working with airport consultants to complete a Planning Study to identify capacity projects and growth over the next 30 years.

Hangar Development


Construction of the 80,000 sq. hangar for AAR is underway and expected to be completed by the end of 2025 at OKC. A new corporate hangar was constructed in the Northeast Development Area, and Private Jets and Atlantic Aviation at Wiley Post.

High School Aviation Classroom

Wiley Post Airport has partnered with Putnam City Schools to create an aviation classroom within the FAA building at the airport. This space allows 70 high school students to learn about aviation in an airport environment and is one of the first hands-on aviation classrooms with simulators in the state.

Clarence E. Page

A self-fueling facility has been installed and will be operational in January 2025.



Resources

➔ **New Airline Lease**

A new 5-year airline lease has been completed and provides the airline tenants with a reduced terminal building rental rate. We also revised the rate model to favor smaller airlines and encourage more growth.

➔ **Reorganization**

An organizational change was completed that added a 2nd Assistant Director. This changed the reporting structure for our Division Heads and allows for a more efficient flow of communication and project implementation.

➔ **Financial Condition**

The Oklahoma City Airport Trust (OCAT) has an estimated increase in cash and investments of approximately \$14.2 million in 2024. Operating revenues were 14% higher than budgeted in 2024 and operating expenses were approximately 1% lower than budgeted. OCAT ended up with an estimated change in net assets of \$17.8 million.



People

➔ Employee Survey

The City of Oklahoma City participates in the employee engagement survey program with Gallup. Each department receives a score based on their employee's feedback. The Department of Airports score remains at a 3.8 out of 5.

In 2024, based on employee feedback, the department offered flex schedules for airport employees which allows them different start and end times during the day.

➔ Training

The department started a 2-year comprehensive training program with aviation and professional development classes. The program is known as Terminal Velocity and was developed by our training and safety staff.

➔ Recognition

The High 5 recognition program is going strong and honors employees every quarter for their great customer service to fellow employees and passengers.

➔ Internship Program

OKC Airport continues to host interns each semester throughout the year from various Universities around the state. Each intern is required to be enrolled or have just complete a college degree program. The department has hired several interns for full time positions.



Heart of the City

Department of Airport employees participate in a variety of fundraising activities to help raise funds for the Heart of the City Campaign, which benefits the United Way. This year, the airport raised a total of \$31, 213.76.



Girls in Aviation

Wiley Post Airport and AAR have hosted the Girls in Aviation event for the last 3-years. Over 400 girls ages 8 to 18 attended the event at Wiley Post this year learning about careers in aviation.



Tour Program

New employees with the Department of Airports now take a tour of all three airports. This program allows employees to learn about how each airport operates and how their new career is part of what keeps the airport moving.



2025 PREVIEW

OKC Airports objectives for 2025 are to see meaningful progress on many of our important projects that will benefit our customers and tenants. One of the primary objectives for 2025 continues to be new international air service and expanding our current domestic route map. A new effort will explore more options for property development to facilitate our revenue growth and for the benefit of our community.

OKC

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Projects Benefiting Our Customers

→ Restroom Upgrades

Complete remodel of restroom locations on the concourse.

→ Baggage Carousels

Our existing baggage claim carousels have reached the end of their useful life and will be replaced with new units by the end of 2025.

→ Update Outbound Baggage

Our existing outbound baggage system is more than 10 years old and needs some upgrades and changes to improve reliability and performance.

→ Boarding Bridge Replacement

We will replace 6 more boarding bridges in 2025. The new units will replace boarding bridges that have reached the end of their useful life.

➔ **Terrazzo Floors**

We will begin the replacement of existing ceramic tile floors with terrazzo. The existing tile floors require consistent maintenance to retain the appearance and utility, and the new floors will provide the airport with a more durable material with a better appearance.

➔ **Parking Garage Design**

The design effort is underway for a new multi story parking garage, and we expect to complete the process in 2025. A new parking garage will address our parking capacity challenges during peak times of the year. It will also allow us to make future landside improvements to address our road and curbside capacity at the terminal building.

➔ **Airline Service Expansion**

International flights are on the horizon for OKC with the completion of our Federal Inspection Station in January. We are in conversation with several airlines about service to Mexico. OKC Airport and the Oklahoma City Chamber have teamed up to form an Air Service Support Committee made up of airport staff and Chamber members. We are collaborating to attract new service and taking input from our community stakeholders on what markets we should pursue.

Infrastructure & Asset Projects

Landside redevelopment and long-term Airline Terminal expansion

A terminal planning study was completed in 2024 that identified capital projects over the next 30 years that will be needed to meet our long-term needs. The projects include the addition of a new parking garage, the demolition of Garage A and the reconstruction of the Terminal Roadway near the Terminal curb front. The program also includes expansion of the Terminal Building with more security checkpoints, gates, ticketing and baggage claim area to meet long term demand.

Automation

Automation upgrades including Program Management Software, Asset Management Program, and Lease Management Software are in development. These new resources will assist staff in keeping up with our significant capital program and tenant growth.

Lariat Landing Development

We will begin the development of the utility and road extensions in Lariat Landing Business and Industrial Park. This will facilitate more commercial development that requires smaller parcels and more consolidated infrastructure.

OCAT Developer Concept

There is significant interest in our airport property, but many prospective tenants are looking for a developer to provide the infrastructure improvements.

Airport staff plans to explore this idea with OCAT trustees in order to facilitate more aviation development.

Wiley Post Development

To accelerate property development, we will hire a broker to assist in promoting development at PWA.

In order to provide a positive appearance for visitors, businesses, and citizens, we will demolish the vacant Gulfstream complex on the south side of the airport, and add new signage improvements along Rockwell Avenue and in the commercial areas of the airport to provide improved wayfinding.

To increase airport capacity, we will construct 8 box hangars in the north development area, and complete the widening of Runway 17R/35L.

For safety improvements we will complete the design of a new control tower and seek Federal Aviation Administration funds for construction.

Clarence E Page Development

Airport staff is working with the City of Oklahoma City in planning for industrial development. Staff are currently conducting an environmental assessment for the potential sale and release of some airport property for industrial development.

This effort, in concert with the City, has the objective of assembling a large-scale property location for development in the metropolitan area.



Resources & Efficiency Projects

➔ Ground Lease Rates

A rental study was conducted to survey for ground lease rates at comparable airports. Airport staff will present recommendations to OCAT to update the lease policy based on the updated information.

➔ Property Insurance

Property insurance costs have increased dramatically over the last few years, and we are actively exploring options to reduce costs.

➔ Trust & Bond Indenture

The Trust and Bond Indenture for OCAT are outdated documents and need to be updated. We anticipate completing the update before we issue debt for our parking garage expansion in 2026. We will also use the opportunity to bring the documents up to current standards, which will provide for more options to manage the Trust more efficiently.



➔ **People –
A Great Place
to Work**

We will continue to use our annual employee survey, and our High 5 Recognition program to respond to issues and opportunities identified by our workforce, and to recognize great service.

➔ **Training**

Our goal for the Terminal Velocity training program is to help transition new employees to OKC Airports and help them grow personally and professionally.





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