

2024



JACKSON HOLE AIRPORT

ANNUAL REPORT



2024 ANNUAL REPORT

A NOTE FROM THE
BOARD PRESIDENT



We are pleased to present the 2024 Annual Report for Jackson Hole Airport. In this report we explore how JAC supports our community, protects our natural surroundings, and fosters a safe and efficient experience for airport users.

The Board's established vision is:

"To be recognized as a leader delivering a positive and unique guest experience, an unwavering commitment to environmental stewardship, and a culture based on people helping people."

Adherence to this vision is evident in every decision made by the organization. As we consider capital projects our decisions are driven by the guest experience and environmental considerations. As our staff interacts with passengers, stakeholders, and our partners, they are motivated by the People Helping People motto and go above and beyond to ensure every interaction is helpful and kind.

In 2024, the Airport made notable capital investments to help protect our natural surroundings including the expansion of the stormwater filtration system and installation of geothermal pumps. Our organization also continued our outreach efforts regarding the Fly Quiet program. We provided excellent customer service to passengers traveling through our Airport and worked hard to ensure that their experience was unparalleled.

We are extremely proud of the team of dedicated employees that work at the Airport every day. As we look ahead, we are excited for the Jackson Hole Airport to continue to reach new heights for years to come.

Sincerely,

Rob Wallace, Board President

JACKSON HOLE TIMELINE

The Jackson Hole Airport's past is embedded in the history of the Town of Jackson, Teton County and Grand Teton National Park



1941
Western Airlines
begins
commercial
operations

1955
National Park Service issues
a Special Use Permit,
leasing the Airport site to
the Town and County for
the operation of an airport

1979
Department of Interior and the
Airport Board enter into a new
Use Agreement



2013
Use Agreement is
extended to 2043

2022
Use Agreement option
is exercised and
extended to 2053

1968
Jackson Hole
Airport Board
is established
by the Town
and County

1983
Department of Interior and
the Airport Board enter into a
new Use Agreement

1950
Grand Teton
National Park is
greatly expanded to
its present-day
boundary including
the Airport site

1930s
Airport
established



OVERVIEW

The Jackson Hole Airport Board is appointed by the Town of Jackson and Teton County as a Joint Powers Board. The Board operates the Airport as a financially self-sufficient business enterprise without utilizing any local tax dollars for its operations.

The Airport, commonly referred to as JAC, is the only commercial airport operating within a national park. Grand Teton National Park and the Airport maintain a close and productive working relationship. The National Park Service has set both noise and environmental limits for the Airport as well as limits for future growth. JAC works with the Park on a range of efforts including wildlife habitat management, educating Park visitors, and reducing lighting and noise impacts. The Airport is committed to this unique and valued partnership.



OPERATIONS

As the busiest Airport in the state, JAC is a valued gateway for those who call the area home and to those wanting to experience the natural beauty and wide range of recreational opportunities Wyoming has to offer. Serving the traveling public, the Airport also supports search and rescue, wildland firefighting, air medical service, the National Park Service, and US National Forest Service, among other activities.



WINTER 2023/2024

The Airport averages over 150 inches of snow a year. During the 2023/2024 winter season, one storm brought close to three feet of snow overnight. Airport staff manage the snow removal of more than 4,000,000 square feet of paved surfaces (roughly equivalent to 70 football fields). Our snow removal staff use twenty pieces of specialized snow removal equipment to get the job done safely, efficiently, and as quickly as possible!



AIRCRAFT RESCUE FIRE FIGHTING

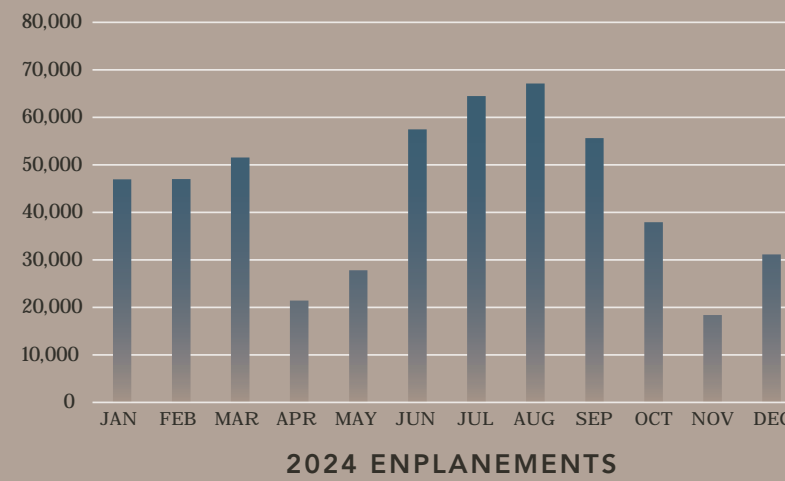
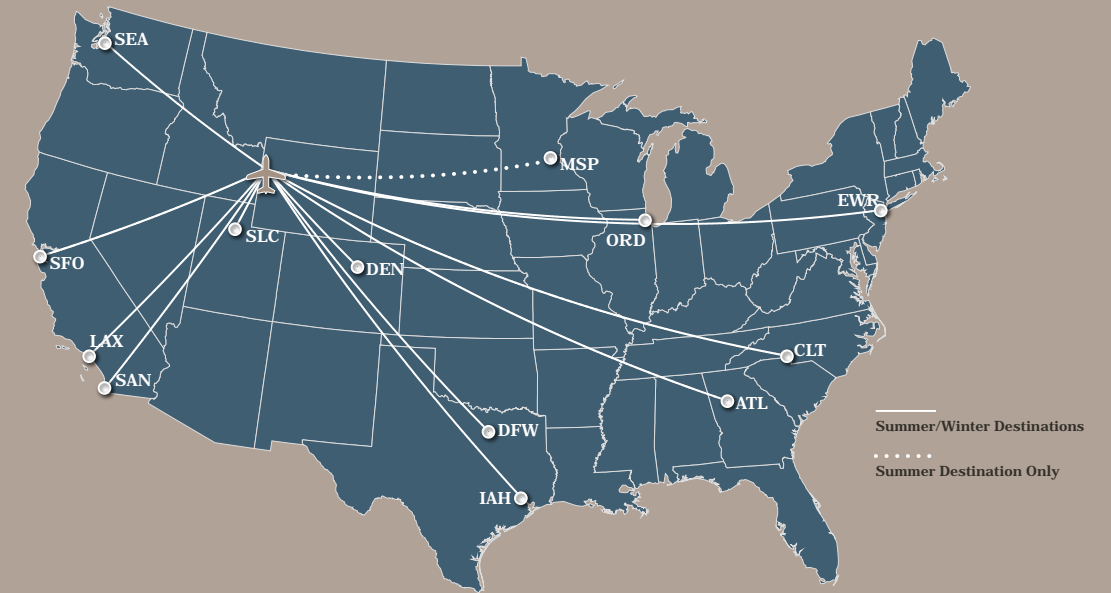
Prepared in both fire and emergency medical response, the Aircraft Rescue Fire Fighting (ARFF) team works diligently to train and exercise their response skills. They respond not just to aircraft calls but also to emergency calls across the Airport, with thirty-nine responses in 2024 to treat medical emergencies. Our team collectively receives 1,500 hours per year of training in both ARFF and emergency medical response. JAC was the first Airport in the country to convert its ARFF trucks over to the new F3 or Fluorine-Free Foam, replacing the previous firefighting foam that contained per- and polyfluoroalkyl substances (PFAS). In 2024, the Airport purchased a new Rosenbauer Panther 3000 gallon truck which has never utilized PFAS foam.



JAC FLIGHT SERVICES

Since May of 2023, Jackson Hole Flight Services has managed general aviation activity and provided services including fueling, line servicing, aircraft maintenance and aircraft storage. The staff take every opportunity to keep the operators and passengers informed about our unique location in Grand Teton National Park, along with the Fly Quiet program and other environmental initiatives.

JAC FLIGHT DESTINATIONS



ENPLANEMENTS

Jackson Hole Airport continues to provide non-stop service across the country through a variety of air carriers. During peak seasons, JAC offers non-stop flights to Atlanta, Charlotte, Chicago, Dallas/Fort Worth, Denver, Houston, Los Angeles, Minneapolis, Newark, Salt Lake City, San Diego, San Francisco, and Seattle. As illustrated in the adjacent chart, 2024 enplanements were 527,292. General aviation activity experienced growth through the pandemic which has leveled off over the past two years.



AIRPORT SECURITY/TSA

While separate from the TSA security screening, Airport security staff work along with TSA staff to safeguard the facility and the passengers and employees that use the Airport each day. The Airport has a dedicated team of security professionals that make it their mission to ensure that JAC is safe and secure. To ensure a stress-free trip, please plan to arrive at the Airport two hours prior to your departure time. For more traveler tips, see www.jacksonholeairport.com/travelers/



START BUS

JAC encourages ridership of the winter Airport shuttle as we strive to limit impacts on our ecosystem by reducing carbon emissions. As part of a pilot program, the Airport has supported this new route since December 2023 and continues to do so through marketing and purchases of employee bus passes. In addition, the use of the shuttle reduces the demand on the parking lots at the Airport and allows travelers a comfortable, stress-free start to their journey. Airport users can ride the shuttle and connect to START's wider public transit system utilizing one of the four stops located in downtown Jackson. With service from mid-December through mid-April, route stops include the Miller Park Shelter, Antler Inn, Deloney and Willow and the Home Ranch Center.



OUR COMMITMENT

CONSERVATION INITIATIVES

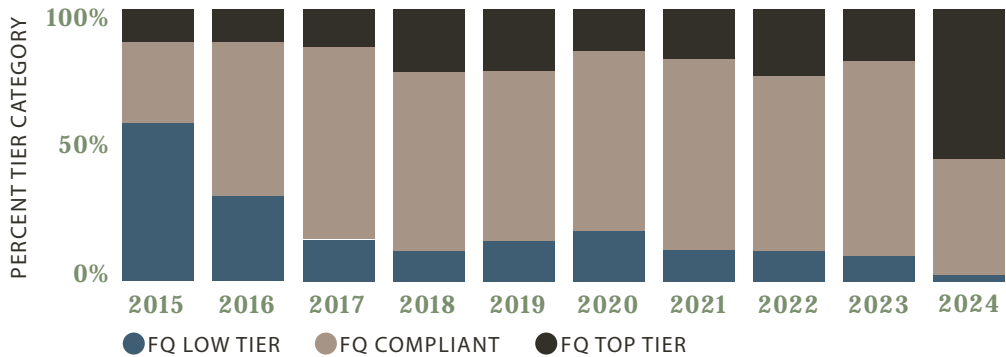
The Airport has undertaken numerous energy efficiency initiatives over the years and continues to look for ways to incorporate conservation efforts in day-to-day operations and all new projects. The Airport is dedicated to its role in conservation and has been a nationally recognized industry leader with its innovative and valued programs including:

- Fly Quiet Program
- DarkSky Initiative
- Roadmap to Net Zero
- Airport Carbon Accreditation
- Fluorine Free Foam Transition
- Greater Sage Grouse Restoration Plan
- Sustainable Construction Techniques
- Geothermal Heating and Cooling
- Stormwater Capture and Filtration System
- Waste Diversion Programs
- Electrification of Airport Vehicles and Equipment
- Purchase 100% Green Power

FLY QUIET

The Airport initiated a Fly Quiet program in January of 2021 which is designed to encourage pilots to fly quieter aircraft, utilize preferred arrival and departure procedures and respect the Voluntary Noise Curfew to minimize aircraft noise over Grand Teton National Park as well as noise sensitive communities. All private and commercial operators are graded and receive their scores on a quarterly basis. The top operators are highlighted in both local media and national aviation media. Low performers are encouraged to improve. For more information about the program, please visit www.jacksonholeairport.com/noise/

PERCENT CORPORATE GA OPERATIONS BY FLIGHT QUIET TIER



STORMWATER DETENTION AND FILTRATION SYSTEMS



The Airport is adjacent to wild and scenic segments of the Snake and Gros Ventre Rivers and sits above the Eastern River Alluvial Aquifer which feeds into the Eastern Snake River Plain, the largest sole-source Aquifer in the United States. In 2018/2019 JAC installed a utility corridor, associated infrastructure and an initial stormwater detention and filtration system. This system filters water from all the vehicle and aircraft parking areas with capacity for a 100-year storm event. Since then, we have expanded the system to capture additional stormwater at other Airport locations. In 2024, the Airport doubled the size of the system and now captures and treats surface stormwater runoff from all the Airport’s paved areas. Improved water quality continues to be one of the Airport’s most important goals and this system has filtered over 30,000,000 gallons to date. The 2024 expansion project was \$3.3 million and primarily funded through federal grant funds.



GEOHERMAL SYSTEMS

In 2022, as part of the Terminal Restaurant Improvement Project, the Airport installed its first Geothermal System. Due to their environmental benefits, geothermal systems are being included as part of future buildings and improvements with the most recent system being brought online in 2024 as part of the new Hangar 3 facility.



INDUSTRY LEADER

The Jackson Hole Airport continues to be a leader in airport management with recent local and national recognition for its aviation industry best practices including:

2024	2024	2024
GREEN-2-GREEN AWARD - SILVER WINNER JACKSON HOLE CHAMBER OF COMMERCE	JAY HOLLINGSWORTH SPEAS AIRPORT AWARD FOR ENVIRONMENTAL EXCELLENCE AIRPORTS CONSULTANT COUNCIL	MICHELLE ANDERSON, CHIEF FINANCIAL OFFICER - AVIATION EXCELLENCE AWARD NORTHWEST CHAPTER, AMERICAN ASSOCIATION OF AIRPORT EXECUTIVES

OUR DOLLARS



AIRPORT REVENUES

As a business enterprise, the Jackson Hole Airport derives its funding from several sources without utilizing any local tax dollars for operations. The revenue received by the Airport for operational costs is generated entirely by aviation users, tenants and concessions associated with the Airport's operations and primarily includes:



- General Aviation Fees and Airline Fees
- Concession Fees, Customer Facilities Charges, and Passenger Facilities Charges
- Parking Fees

The Airport's capital improvement projects are primarily funded through three additional sources including:

- Federal Grants – for eligible projects, the Federal Aviation Administration typically provides a grant covering 93.75% of project costs with the state providing 3.75% and the Airport providing the remaining 2.5%.
- State Grants – for eligible projects, the Wyoming Department of Transportation, Aeronautics Division, provides matching grants for FAA funded projects as noted above. In addition, the State provides funding for equipment purchases and pavement maintenance projects. Typically equipment purchases are funded with 80% federal dollars and 20% state dollars while pavement maintenance projects are typically funded with 90% federal dollars and 10% Airport dollars.
- Revenue Bonds – Airport-issued revenue bonds are used for those projects not covered by federal or state revenues. The Airport currently holds \$63.9 million in bonds and the Board's policy is to issue bonds with a term of no longer than 10 years. The Airport works to retire bonds early or refinance when the market rates are more favorable.

ECONOMIC IMPACT

The aviation industry is a significant contributor to our state and local economy. The Jackson Hole Airport is the busiest airport in Wyoming and a primary driver of the economic benefit from aviation state-wide. A recent economic impact study evaluated all jobs generated either at the airport or through airport passengers visiting the area. This included airport management, tenants, and construction jobs as well as jobs generated through spending from visitors who traveled by air. In 2024, the Airport and all businesses operating on the Airport generated **\$87,129,000 in state and local sales tax**. In 2022, **\$830,917,900 in both direct and indirect spending** in communities we serve was attributed to the Jackson Hole Airport. In addition, **20,654 jobs** consisting of on-site airport employment as well as jobs generated by airport passenger spending resulted in **\$945,398,200 in labor income**. As a result, the Jackson Hole Airport provides an **annual economic benefit of \$1,776,316,100** for our state and the region.



\$1.8 B
ANNUAL
ECONOMIC IMPACT



\$945.4 M
LABOR INCOME



\$830.9 M
SPENDING



\$87.1 M
STATE AND
LOCAL TAX



CAPITAL PROJECTS

As a recipient of federal funds, the Airport is obligated to preserve its federally funded infrastructure in a safe operating condition. The FAA estimates the life expectancy of pavement surfaces and other infrastructure to be approximately 20 years. The Airport maintains a 10-year Capital Improvement Program and utilizes predictive tools to evaluate project priorities and planning over the next five to seven years. The Airport's Capital Improvement Plan goals are to enhance safety and operational efficiency, support conservation goals and replace aging and outdated facilities and infrastructure.

2024 CAPITAL PROJECTS

The Airport has undertaken a series of maintenance projects over the past several years to ensure a safe and efficient operating environment. The 2024 projects noted below included replacement due to age/life cycle, updating to meet changing safety standards and/or enhancing environmental and stewardship goals.

VEHICLE SERVICE ROAD RELOCATION AND BRIDGE INSTALLATION

UNDERGROUND DETENTION AND FILTRATION SYSTEM EXPANSION

AIR TRAFFIC CONTROL TOWER IMPROVEMENTS

AIRPORT ADMINISTRATION AND FBO TERMINAL REPLACEMENT

DEICE PAD EXPANSION PHASE I

HANGAR 3 CONSTRUCTION

The Airport completed construction of Hangar 3 in 2024 replacing an aging and inefficient facility. This new hangar is comprised of three 100-foot x 100-foot bays with a geothermal heating system. Hangar 3 will provide general aviation aircraft storage and aircraft maintenance services. Additionally, the facility houses Ground Support Equipment such as trucks, tugs, lavatory carts, water carts, tow bars, and other assorted equipment. The hangar was constructed for a cost of approximately \$38 million which was primarily funded through revenue bonds.

OUR COMMUNITY

The employees at JAC welcome the opportunity to share their passion for aviation. Participating in events and sharing our enthusiasm shows our spirit of community.



TETON RAPTOR CENTER

Teton Raptor Center is a non-profit organization advancing raptor conservation through education, research, and rehabilitation. Teton Raptor Center sets up their mobile experience at the Airport during certain portions of the year. Guests can learn more about the area's raptors and how they can help protect them. This experience can truly shape the experience of our visitors!

TETON COUNTY PET PARTNERS

Teton County Pet Partners is the local chapter of the national organization, Pet Partners. They exist to improve lives and help people feel better, and they do this by registering and matching animal therapy teams to individual and community needs. The Airport works with Teton County Pet Partners to offer therapy animals in the terminal for individuals that struggle with stress and anxiety when traveling.

SUNFLOWER PROGRAM

The Sunflower Program is designed to promote awareness of hidden disabilities. JAC is a partner to support those who travel with non-visible disabilities. The sunflower is a globally recognized symbol for the program and passengers can choose to wear a Sunflower lanyard to indicate to Airport staff that they may need support as they travel. Working to provide a positive travel experience is a commitment carried by all JAC staff. For more information about the program, please visit www.hdsunflower.com

JACKSON HOLE CHAMBER OF COMMERCE

Collaborating with key partners, JAC has identified programs and services to inform passengers as they disembark for their visit to our surrounding area. The Airport welcomes the Chamber of Commerce to its terminal during busy travel days to help assist passengers with information and questions about the area. Their helpful staff comes equipped with reading material, maps, snacks, beverages and more. They are typically located in the baggage claim area.

AIRPORT HOST TEAM

The Airport has a fully staffed Host Team available to support guests throughout the day. Members of the Host team are available to assist with everything from helping passengers retrieve lost and found items to giving directions to helping find the right ground transportation option. Additionally, the Host team helps ensure that terminal operations are running smoothly and jump in to help whenever needed.

The Airport's motto is "People Helping People" and the Host Team embodies this each day. The Host team is made up of a resolute group of full time and seasonal employees that make it their mission to help travelers.

EMPLOYER OF CHOICE

The Jackson Hole Airport Board takes pride in attracting and retaining the most talented people in our industry and fostering a collaborative and adaptable workplace culture.

JAC employs 156 people, consisting of 121 permanent positions and 35 seasonal positions. These positions are comprised of a wide range of specialties, including Airport Operations, Maintenance, Environmental, Customer Service, Fueling Operations, Snow Removal, Finance, Airport Security, and many more. Our diverse staff reside in a broadly dispersed geographic area which includes 9 counties across Wyoming and Idaho. The average length of service across our entire staff is nearly 5 years, and over 17% of our employees have more than 10 years of service.

In addition, the Airport is home to over 650 airport tenant employees. These airport businesses offer a range of employment opportunities including airlines, transportation companies, concessions, and Transportation Security Administration personnel.

The Jackson Hole Airport Board's goal is to be the Employer of Choice in Teton County and all the surrounding areas that we serve. Our motto is **People Helping People**, and this is at the core of the Board's compensation and benefits program. Along with living wages, the Board provides a comprehensive benefits package that supports the well-being, professional goals, and long-term financial goals of our employees. In addition to health insurance, a retirement program and a time-off policy, employees receive extra assistance to help offset the cost of living and commuting in our local communities. The Board also provides opportunities and incentives for employees to develop their careers and skill sets, along with incentives for longevity in employment.

If you are considering a career change and want to work in a dynamic, exciting environment with engaging and dedicated teams, check out our current job openings at www.jacksonholeairport.com/careers/ and be a part of a great team!



FOURTH OF JULY PARADE



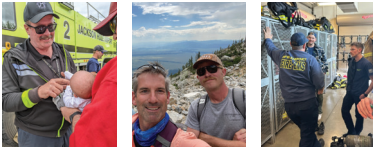
RESPONSE TRAINING WITH LOCAL AGENCIES



PEOPLE HELPING PEOPLE



TETON RAPTOR CENTER




JANUARY
Steve Kerley, Jason Stewart, Mitch Wolfe, and Colin Greenemay



FEBRUARY
Elvis Campobasso




MARCH
Nick Sewell and Ray Lilley




APRIL
Sam Emmett




MAY
Mitch Wolfe



JUNE
Claire Holden



JULY
Jordyn McDougall




AUGUST
Merritt McClelland




SEPTEMBER
Tony Cross



OCTOBER
Kody Jeppson and Gina Van Slyke



NOVEMBER
Jeffrey Wayne Wright



DECEMBER
Peter Prestrud

EMPLOYEE RECOGNITION



As part of our commitment to a positive work environment, the JAC Board routinely recognizes employees who go above and beyond their duties. The efforts have brought recognition for such things as going the extra mile to showing up early to make sure things are ready, working tirelessly to repair needed equipment in time for essential operations, creating innovative streamlined processes to manage needed information, or bringing an attitude of positive teamwork that puts a smile on everyone's face. This level of commitment and dedication is what makes the JAC team so successful!

ROB WALLACE
BOARD PRESIDENT



BOB MCLAURIN
BOARD TREASURER



VALERIE BROWN
BOARD MEMBER



JIM ELWOOD
CHIEF EXECUTIVE OFFICER



DUSTIN HAVEL
CHIEF OPERATIONS OFFICER



AIMEE CROOK
CHIEF SECURITY OFFICER




JEREMY BARNUM
CHIEF COMMUNICATIONS OFFICER



MELISSA TURLEY
BOARD VICE PRESIDENT



ED LIEBZEIT
BOARD SECRETARY



ANNA VALSING
CHIEF OF STAFF



MICHELLE ANDERSON
CHIEF FINANCIAL OFFICER



CRAIG FOSTER
JACKSON HOLE FLIGHT SERVICES



Contact us at info@jhairport.org or sign up for email notifications at www.jacksonholeairport.com/community/contact/

AIRPORT LEADERSHIP





JACKSON HOLE AIRPORT

Welcome to
Jackson Hole, WY
You're at Gate 2

5-9 1-4