Introduction
A Letter from the CEO

Looking back it is hard to remember the determination that our team demonstrated in early January for a year ahead of record-breaking revenue growth, employee development, new nonstop flights and investment in airport infrastructure. We were all committed to hitting the goals we had set in our 2020 Business Plan and were working to align our organizational resources to invest in our success. The novel coronavirus was on our radar as a potential threat to international travel, but it was not until early March that it became evident that COVID-19 was a threat to our industry – in fact a worldwide threat to people, communities, and our way of life.

Today, in the midst of a global pandemic that has resulted in devastating losses for our industry, I can say the optimism and hope that we held at the beginning of the year is what has pulled us through. As critical infrastructure employees, the Tulsa Airports Improvement Trust team worked throughout the pandemic to keep our airports open. Because of the work of our employees, healthcare workers were able to travel to high impact areas and provide care, cargo flights with PPE, medical supplies and consumer goods were able to operate, and patients who needed critical medical care were able to be transported to and from our region.

While our passenger activity and revenues dramatically declined, we continued to focus on airport modernization, innovation, employee engagement and development, and our commitment to support community partnerships that improve the lives of our employees and neighbors. We maintained operational standards that are expected under “normal” circumstances and passed every inspection, audit, and review with zero discrepancies.

The following pages highlight many of our accomplishments in 2020. It is my honor to lead this organization of talented professionals, but I am especially proud and grateful this year for their collective pursuit of service despite the challenges of a global pandemic. When you are ready to fly again, know that our entire team is committed to your safety. We look forward to continuing our work in the year ahead.

With gratitude,

Alexis Higgins, CEO of Tulsa Airports
To say that COVID-19 has caused a monumental disruption to air travel in 2020 would be an understatement. A projected $84 billion loss is looming for airlines alone according to the International Air Transport Association. In a matter of weeks, airlines all but shut down their flying in the months of April and May. To put things in perspective, after the attacks on September 11, 2001, the U.S. domestic market saw airline seat capacity cut by 12.3 million seats, or 26%. After the recession in 2008, the U.S. domestic market saw a decrease of 8.2 million seats, or an 11% decline. In the month of May 2020 alone, the COVID-19 pandemic caused the U.S. domestic market to lose 66 million seats, a decrease of 75%.

Tulsa was hit just as hard. Tulsa International Airport saw a 96% decrease in passenger traffic year-over-year for April 2020, and while things continue to improve, our passenger activity is still down 50% year-to-date. Airlines have removed nearly 1.4 million seats from the Tulsa market, a 35% decrease from 2019 and forecasts indicate that activity will not return to 2019 levels for another two to four years.

SAFETY

Our response to the pandemic has always centered around one mission: the safety of our employees and customers. Behind the scenes, we staggered employee shifts, adjusted staffing requirements, required employees to perform self-assessments of symptoms prior to coming to work, mandated employees to wear masks, provided hand sanitizer, disinfecting wipes and other needed PPE, while also requiring administrative employees to work from home for 90 days. This strategy enabled our lean organization to provide uninterrupted service to our tenants, customers, and community.
Our plan for the public areas of our passenger terminal building was just as comprehensive. Thankfully, the airport’s design has always centered on a touchless experience. The majority of our 40 entrances and exits are automated, and our toilets, soap and paper towel dispensers are all automated. Our janitorial service provider, UCBM, worked hand-in-hand with our team to prioritize their efforts. In addition to regularly sanitizing high touch point areas, they deployed electrostatic spray guns to apply Aquacode, an agent that kills viruses on all exposed surfaces. Our UCBM team members were affectionately dubbed the “germ busters” in their quest to keep our customers and employees healthy. We provided over 90 hand sanitizing dispensers throughout the terminal, installed social distancing markers in high traffic areas, and added public address announcements in English and Spanish reminding travelers to wear a mask, wash their hands, and to watch their distance.

Our COVID-19 Response Plan provides more detail on the procedures we have put into place to ensure the safety of all stakeholders. The Plan along with the most recent updates related to air travel and COVID are available on our website at tulsaairports.com.
FINANCIAL IMPACT
Almost immediately, the impact of the virus on our revenues was visible. With over 71% of our revenue derived from airline and passenger activity, adjustments had to be made to operational and capital expenditures to stabilize our resources for the uncertain future. The following steps were taken to support our financial needs:

- All unencumbered FY20 capital purchases were canceled saving $2.8 million.
- The FY21 capital budget was reduced from $20.2 million to $3.2 million, with needed capital investments deferred based on system priority.
- All employee travel was discontinued resulting in a FY20 savings of $119,833 and a projected savings in FY21 of $82,000.
- Retirement incentives were offered to all eligible employees effective June 1 that resulted in the separation of eleven employees. Those positions remain unfilled largely due to a hiring freeze that restricts the onboarding of new employees, except for mission critical positions. This action resulted in a savings of $544,881 in FY20 and is expected to save $1.6 million in FY21.
- Overall expenses for goods and services reduced by 7.7%
- To supplement airport financials throughout the pandemic, Congress passed the CARES Act in late March, which provided $15.7 million in funding to TAIT to bridge the gap of lost revenue and cover necessary operational expenses.

While impossible to plan for, the collaboration that resulted from the pandemic has created stronger relationships with airport employees, tenants and community partners. The year 2020 will go down in history as the year of COVID-19, however it will also be remembered as a time that our industry banded together to find solutions that will make travel safer for decades to come.
Our team of skilled and experienced employees carried us through this challenging year with their willingness to take on additional responsibilities and their commitment to finding innovative solutions to address the challenges brought on from the pandemic. The foundation of our workforce strategy has always been our commitment to employee development and engagement. In fact, this is reflected in our core values as “opportunity.” We seek opportunities to invest in ourselves and our team members in order to support job satisfaction, growth and understanding of our operation, and organizational success of our key objectives. In 2020, we continued to invest in our people, knowing that investment will pay dividends throughout their service to our airport.

Created an enhanced Duty Plan for airfield operations
A member of our airfield operations team is on duty around the clock. Their primary role is to inspect the runways, taxiways, lights and signs to ensure the airfield is in compliance with FAA standards. This year, each team member took on the added responsibility of becoming a team lead in specific components of the FAA’s Part 139 Certification Standards in order to develop their understanding of these critical requirements. Areas studied include wildlife hazard management, airport condition reporting, obstructions, and record management.

Technical training for airfield maintenance employees on equipment and processes needed to maintain airfield standards
Airfield pavement is our most critical asset and must be available 24 hours/day seven days a week. In the past 10 years, we have invested over $80 million in reconstruction of our main runway and parallel taxiway. Utilizing industry training resources, our airfield maintenance team broadened their knowledge of equipment needed when working on the airfield and best practices for concrete repair.
Employee Engagement
Training & Development

Launched airport internship program
As part of our commitment to providing opportunity for the next generation of airport workers, this fall we launched a comprehensive internship program that provides a broad exposure to all areas of airport operations and administration. Students studying aviation management with at least 60 college credit hours are eligible to apply.

Tuition reimbursement
Nine of our 128 employees took advantage of our tuition reimbursement benefit as they pursue a bachelor’s degree or technical certification in support of their role at TAIT.

Leadership training and development
All supervisors and managers participated in leadership training and development specifically targeted at improving their understanding of how employees have preferred styles for getting feedback, processing assignments, and meeting goals and objectives. All managers and supervisors completed a workshop focused on communication and a predictive index assessment to identify behaviors that they can adopt to enhance their effectiveness as a leader in the organization.
Employee Engagement
Training & Development

**Improved internal communication**
One of the primary commitments we made to employees in 2020 was to improve internal communication to facilitate the flow of information both horizontally and vertically throughout the organization. This was especially important given the constraints of in person meetings due to COVID-19. In addition to updates provided through employee emails, this year we launched “Ask Alexis” a virtual employee meeting that encouraged employees to ask questions about anything on their mind. The meetings also provided a forum for Alexis to update the team on budget and activity stats, new announcements, employee work anniversaries and employee service awards. At least 40% of our workforce joined the calls, which were recorded and made available for those who were not on duty. In addition to emails and the virtual meetings, we launched a new human resource information system that includes a community forum – similar to social media platforms that our employees utilize outside of the office. In September, we also launched a weekly e-newsletter, the Airport Activity Log, which highlights current activities at both airports for that week.

**Diversity, equity and inclusion**
Our organizational commitment to diversity, equity and inclusion was strengthened this year with the adoption of a formal DEI policy. This policy reflects our commitment to listening, respectful communication, and to seek dialogue and perspective from a broad range of employees in the fulfillment of our mission. The policy also calls for awareness training and expanded community engagement that promotes greater understanding and respect for diversity. In parallel with the DEI commitments, we established two business resource groups in 2020, the Minority Employee Resource Group (MERG) and the Working Families Resource Group. Each group established a mission and goals for the year ahead that promotes employee engagement and encourages dialogue through all levels of the organization.
In a year where we saw passenger traffic decrease by over 95% in a single month, new airline service was incredibly difficult to come by. During the pandemic, airlines dramatically reduced their schedules, and even temporarily exited markets during initial months where stay-at-home orders were in place. **Tulsa is fortunate that all but one of our nonstop destinations have been reinstated into the schedule, and that passenger traffic is rebounding quicker in the central U.S. compared to other parts of the country.** We were able to welcome two new nonstop routes, have expanded seasonality of existing routes, as well as look at a potentially new state air service grant program and the utilization of our existing SCASD grant.

**New and increased airline service**
TUL welcomed two new nonstop routes to the network, with Allegiant launching summer seasonal nonstop service to Nashville in June 2020, as well as American Airlines adding daily nonstop service to Phoenix in November 2020. Despite the significant decrease in airline traffic, both airlines saw an opportunity to add both of these new markets during the pandemic as passenger traffic in Tulsa was rebounding about ten percentage points higher than the U.S. average each month. Allegiant also expanded their seasonality and frequency of their nonstop flight to Destin-Ft. Walton Beach, Florida. Flights were increased from twice a week to three time per week, and an extra month of service was also added. Previously announced new service from Allegiant to San Diego and Southwest to Baltimore were removed from the schedule due to the pandemic. Frontier returned to the Tulsa market in June, providing twice weekly service to Denver.

**Interim study for state minimum revenue guarantee program**
An interim study was conducted by the State of Oklahoma to gather information on how a new minimum revenue guarantee (MRG) program for airlines may add new service to the state. The MRG would be offered to airlines starting nonstop service to new markets, and would provide a backstop to ensure enough revenue was made to make the route profitable during the route's initial startup. The interim study was completed in Q4 2020, and continues to be studied going forward.

**SCASD grant**
TUL was previously awarded a small community air service development (SCASD) grant for nonstop service to Seattle, WA. The $750,000 grant is being offered to the first carrier to begin service. In 2020, the airport met with several airlines to discuss the use of the SCASD grant for Seattle service, and will continue to do so going into 2021.
Several projects were completed in 2020 in our pursuit of operating the safest, most efficient, and reliable airport as possible. While some of these projects began last year, others were launched in order to take advantage of the low utilization of facilities in the early months of the pandemic. Overall, $26.2 million was invested into airport infrastructure at both TUL and RVS in 2020. Below is a recap of the primary projects that were completed this year.

Site selected for U.S. Customs General Aviation Inspection Facility
In late January, we hired the aviation architecture and design firm Corgan to study potential areas on the airfield for a new Customs General Aviation Facility (GAF). The new GAF will replace the current site for U.S. Customs and Border Protection (CBP), which is located at the airport but does not provide airfield access. The GAF will house the U.S. CBP officers who are at TUL providing clearance services for cargo and general aviation aircraft with twenty or fewer passengers. Several options were studied in various locations on the airfield, and included the potential build-out of a federal inspection service (FIS) facility that would allow for the clearance of commercial international flights at Tulsa International Airport. A site was selected adjacent to the terminal building and cargo ramp. Due to the COVID-19 pandemic, the engineering and architectural design work for the project was put on hold until a suitable funding source becomes available.

LED Installation
In an effort to enhance lighting at both TUL and RVS, LED installation projects were completed at the RVS warehouse, the TUL fueling station and warehouse, arrivals canopy, and the parking garage. The LED lighting enhances safety and creates a 20% savings of operational and maintenance costs after the first year.

Airfield Generator
A new generator providing backup power for all of the lighting on the airfield was installed at TUL in November 2020. The new equipment replaces a 26 year old generator that was struggling to meet the FAA’s operational standards. When in use, the new generator burns 11 gallons of fuel per hour to generate 450 kVa of airfield lighting, compared to the old system that used 24 gallons per hour for the same level of power. Next to the runway surface, airfield lighting is considered the most critical system at the airport during overnight or low light hours.
Parking Facilities Rehab
The 95% reduction of passengers in April and May provided an opportunity to refresh the economy parking lot and the parking garage. In the economy lot, the pavement was seal-coated and restriped. The seal-coating filled any surface voids, which reduces the exposure of the pavement to oxygen and UV rays as well as protects the pavement from liquids that could penetrate the surface and decrease the pavement life. All three levels of the parking garage were restriped, providing a cleaner look and safer experience for our customers.

Taxiway Juliet Reconstruction
Phase 2 of the taxiway Juliet reconstruction project was completed in March 2020. Taxiway Juliet is the primary parallel taxiway to the main runway at TUL. This project removed the concrete pavement on the north end of Juliet and replaced with new concrete. Emery Sapp & Sons served as the general contractor of the $13.7 million project.

RVS Runway Rehab
Runway 19R-19L at RVS was rehabilitated to improve the life of the pavement and smooth the runway surface. Construction began in September 2019, and was completed in July 2020 by Ellsworth Construction. This project removed four inches from the surface and replaced it with new material, increasing the cross slope of the runway and improving drainage. The $2.4 million project has a projected life expectancy of 20 years.
Airport Modernization
Airfield & Terminal Updates

Schwab Hall Renovation
In October 2020, TUL officially opened the newly renovated Schwab Hall. The $8.1 million project took Manhattan Construction Co. ten months to complete. Main highlights of the project include a 170’ skylight that extends from the airport entrance to the TSA checkpoint, a vestibule entrance designed to decrease the loss of conditioned air in the terminal, a 15’ terrazzo compass rose, renovated restrooms next to the TSA checkpoint, a fire suppression system, upgraded heating and ventilation systems, a new roof, and LED lighting that provides brighter areas and more efficiency during operating hours. This project also included replacing the roofs in both Concourse A and B baggage claims.

Cargo Fence Line Relocation
The cargo fence line was pushed back 44 feet to provide an additional 70,000 square feet of ramp and storage space to cargo operators. The move also included a realignment of perimeter road and the activation of two new perimeter entry gates.
TAIT operates Tulsa International Airport and Richard Lloyd Jones, Jr. Airport under the umbrella of numerous regulatory and compliance requirements. The Federal Aviation Administration, Transportation Security Administration, Government Auditing Standards Board, Oklahoma Department of Environmental Quality, Internal Revenue Service, City of Tulsa and Oklahoma Corporation Commission are just a handful of the entities that provide regulatory and financial oversight of our operation, in addition to the self-guided audits that we conduct internally each year.

In 2020, TAIT completed over 1,500 audits and/or inspections, demonstrating our continued commitment to providing the most comprehensive review of our services and the safest travel experience for our customers. The following table summarizes many of the inspections that took place in 2020.

<table>
<thead>
<tr>
<th>Area of Audit/Inspection</th>
<th>Reviewing Entity</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Emissions</td>
<td>EPA</td>
<td>TAIT reports monthly greenhouse gas emissions and quarterly gasoline dispensing throughput to maintain compliance with federal air emission limitations.</td>
</tr>
<tr>
<td>Airfield Inspections</td>
<td>TAIT Airfield Operations Team</td>
<td>Three times daily, the airfield is inspected to ensure all surfaces, lighting, signs, and markings meet the minimum standards for Part 139 Airports. Any discrepancies are addressed within 24 hours or NOTAM’d through the FAA’s database.</td>
</tr>
<tr>
<td>Airport Lease Files</td>
<td>TAIT Real Estate Team</td>
<td>100% of TAIT lease files were audited to confirm contract terms match electronic database. All files were also scanned and added to the airport network.</td>
</tr>
<tr>
<td>Financial Audit</td>
<td>RSM (a third-party accounting firm)</td>
<td>Audited financial statements were presented to the TAIT Board in December indicating a clean audit with zero findings.</td>
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<tr>
<td>Fuel Farms</td>
<td>OCC</td>
<td>Underground storage tanks for aircraft and rental car fueling needs are inspected annually, as are employee training and certification standards. Leak detection alarms are reviewed daily, equipment is checked bi-weekly and monthly system inspections are required of each tank system user.</td>
</tr>
<tr>
<td>General Liability Insurance</td>
<td>Chubb</td>
<td>TAIT’s insurance provider conducts a comprehensive annual safety and operations risk management audit, providing recommendations and insights on potential hazards.</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>Discovery Benefits for the IRS</td>
<td>All of TAIT’s healthcare plans passed the annual NDT, demonstrating that we offer equitable plans for all employees regardless of their compensation or status in the organization.</td>
</tr>
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<tr>
<td>Part 139 Inspection</td>
<td>Federal Aviation Administration</td>
<td>As a Part 139 certificated airport, TUL is required to undergo an annual inspection of our training records, certification manual, and airfield. Due to COVID, this year’s document inspection was done virtually and resulted in zero discrepancies. An on-site inspection will take place in early 2021.</td>
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<tr>
<td>RVS Septic Tanks</td>
<td>DEQ Certified Installers</td>
<td>122 RVS tenants with water service had to provide proof of ODEQ registration or a hangar inspection to confirm the need for wastewater disposal. Any tenant with a septic system that was not licensed with the ODEQ was required to provide an inspection report in order to have the system properly licensed.</td>
</tr>
<tr>
<td>Security Program Audit</td>
<td>TSA</td>
<td>TSA regularly inspects the Sterile Area and annually audits all SIDA badge files and records on incidents for the year to ensure compliance with the Airport Security Program under 49 CFR Part 1542. This year’s audit resulted in zero findings.</td>
</tr>
<tr>
<td>Stormwater Runoff</td>
<td>City of Tulsa, ODEQ</td>
<td>In addition to annual testing, TAIT conducts weekly monitoring of stormwater discharge to ensure no contaminants enter the City’s stormwater system.</td>
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</table>
The use of technology within an airport environment continues to expand and evolve as fast as applications are developed and integrated into the user experience. Throughout the past decade, TAIT’s information technology team has worked to infuse new systems that control everything from our baggage conveyors to our jet bridges. Often the largest hurdle airports have to overcome related to investments in new technology is funding – for hardware, software, and staffing needed implement the systems.

In 2020, TAIT’s focus initially was on upfitting systems to improve reliability, functionality, and security. However, that focus shifted as our organizational needs changed because of the pandemic. In order to continue to provide essential services with reduced staffing, employees across the organization were asked to identify opportunities to streamline internal business functions. Their ability to innovate and willingness to pivot created significant savings in time and money and improved operational performance. Employees have learned that innovation reaches every corner of the airport and is not limited to the IT hallway. Their ideas, paired with tech, have provided solutions with measureable efficiencies that will be felt by our organization well beyond the pandemic.

- Launched CONCUR travel management program in early 2020 for approvals and expense tracking.
- HVAC System Monitoring upgraded to allow for notifications to TAIT’s building engineers around the clock. Engineers no longer need to be in the control room to understand how the system is performing.
- TAIT executes hundreds of documents every year that require signatures of multiple parties. By switching to electronic signatures, documents are executed within minutes versus weeks and thousands of dollars will be saved in postage.
- Automated several process that improve efficiency and reduce administrative resources, including check scanning deposits directly to TAIT’s bank accounts, implementing an automated accounts payable system that will transition the invoicing approval and payment process to a completely paperless system, and automated appointment requests for badge applications and renewals – allowing our security office personnel to focus on document review and processing.
- Mastered virtual meetings platforms that allowed for continuity of operations for our board and leadership team and supported communication with our employees and tenants.
- Completed the installation of our parking access and revenue control system software and launched the related loyalty program, Parking Perks. The system allows customers to earn points for parking at the airport and provides the airport with data insights for frequent users.
Community Connections

Partnerships

In a typical year, Tulsa’s airports provide a gateway for millions of people from near and far as they travel for work, to visit family, or vacation. Each traveler has a unique mission and will seek facilities and services that appeal to their individual wants and needs. In an effort to maximize our connection with travelers and to promote Tulsa’s inspirational brand throughout our user experience, TAIT has formed partnerships with community stakeholders to identify opportunities for expanded services and amenities for our customers.

Access TUL
Access TUL was created this year to further the airport’s commitment to being accessible for all airport users. Committee members represent many facets of the disabled community and provide first-hand knowledge and resources to address the travel needs of this growing customer base. Two of the biggest successes this year were making our website ADA compliant (WCAG 2.1), and the rollout of the Hidden Disabilities Sunflower Lanyard program.

Cultural Advisory Group
Infusing art and cultural experiences into the airport environment has always been a focus at TUL, but this year presented a challenge. Our terminal music program, Tunes at TUL, was put on hold for the safety of the artists, passengers, and employees. The program will resume as soon as public health officials deem it is suitable for an indoor venue. Early in the year, an exhibit opened in the Concourse A Waiting Area called Tulsa Artist Series, featuring three local artists: Josh Stout, Ariana Jakub, and Cristiana Prado. The biggest change occurred in Schwab Hall when the 56 foot Panorama of Petroleum Mural was relocated in April to the Concourse B Baggage Claim.

AEP-PSO Charging Station
The airport partnered with PSO and INCOG in October to receive one of three rapid charge stations distributed to organizations throughout Tulsa County. The Freewire Boost Charger is both powerful and efficient- it has the capacity to charge EVs at up to 480 miles of range per hour, and up to six of the chargers can be installed with the same grid connection as one conventional charger. The charging unit has two different charging ports- a Ch-IAdemo and a CCS- and can charge two EVs simultaneously. While we are currently providing the charging service free to our customers, the Freewire platform has the capacity to process payments for charges, making it adaptable to our needs as demand changes in coming years.
**Tulsa Transit**

Tulsa Transit introduced the Route 969 Workforce Express Network (WEN) in October. A Highway 169 corridor job shuttle, WEN is a fixed route service offering access from North Tulsa and Turley for job opportunities. Shuttle stops on the route include the airport terminal and Spirit Aerosystems. Free rides were available through the end of the year.

**Visit Tulsa**

The Tulsa Safely campaign began in the latter half of 2020 and includes more than 175 businesses and attractions who support safe, responsible visits to Tulsa. The airport joined this initiative to demonstrate our commitment to follow CDC guidelines and to our customers’ safety when they visit the airport.

**City of Tulsa/Tulsa Regional Chamber Partnerships**

The airport’s ongoing partnerships with the City of Tulsa and Tulsa Regional Chamber were instrumental in supporting airport tenants this year on issues ranging from pandemic business interruption to business expansion. Through the Chamber’s OneVoice process, airport infrastructure needs were named as a federal priority in 2020 and the need for aviation emergency relief funding was listed as a priority in 2021.

**Employees Giving Back**

Employee participation in charitable efforts continued in 2020. The Charitable Giving Committee raised a total of $21,606.35 for a variety of organizations and causes including the Tulsa Area United Way and Mitchell and McKinley elementary schools. Our employees supported a blood drive for the American Red Cross, a canned food drive for Tulsa Area United Way’s Day of Caring, and took part in No Shave November, where participants forego shaving to raise money to fight cancer (employees raised $760 for our Mechanical Systems Technician in Gates and Conveyors who is fighting his second cancer diagnosis).
Future Outlook
A Letter from the COO

If nothing else, I think we can agree that 2020 was a year of unparalleled adversity. When the year began the future was bright, and all things were possible. By March, the bottom fell out, and the only thing anyone could talk about was COVID-19. The economic and social disruption caused by the pandemic was devastating, and the effects on the aviation industry were catastrophic, as exemplified by the 95% decrease in traffic at TUL.

Doing nothing was not an option, so we made adjustments to deal with the present, and set about to prepare for the future. Under the guidance of our leadership team, we reconfigured our budget and realigned manning levels. We evaluated construction projects, putting on hold those that were considered non-critical, and moved forward on those that would favorably position us for the return to normal.

Our progress continues in January 2021 as we begin an eleven-month project to remodel airline ticket counters, creating additional space for passenger check-ins. This project will complete the terminal modernization program that was initiated in 2002. The rehabilitation project for our west runway will begin in May 2021 with an anticipated completion date in September. This project will displace the north threshold to bring the runway safety area into compliance with FAA design standards, restore the runway surface, and realign the runway edge lights and instrument landing system.

In a very short period of time, we have come full circle. We have responded to adversity with resilience, capability, and a determination to move forward. We welcome 2021 and all the challenges it brings, confident that the work we have done in 2020 has positioned us well for a successful recovery.

With optimism,

Chuck Hannum, COO of Tulsa Airports