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Scranton/Wilkes-Barre International Airport ✨ Opens New Rental Car Service Facility to Boost Efficiency and Customer Experience

The airport's new quick-turnaround facility enhances operations, lowers emissions, and provides a more seamless journey for travelers in northeastern Pennsylvania.

[Joe Petrie](#)

The Wilkes-Barre/Scranton International Airport (AVP) has taken a strategic leap forward in improving its customer experience with the completion of a new \$11 million Quick Turn-Around (QTA) rental car service facility.



Officially opened in October 2023, the project centralizes rental car operations and introduces a purpose-built, environmentally conscious infrastructure designed to meet growing passenger needs while enhancing operational efficiency.

The QTA facility consolidates all six on-airport rental car providers into a single location for fueling, washing, and staging vehicles. The 10,580-square-foot building sits on a 2.68-acre site and includes two automated car washes, six fueling stations, administrative offices, and vehicle staging for over 300 cars. With the QTA situated adjacent to the terminal's pickup and return lot, turnaround times are significantly reduced—an operational upgrade with the goal to support both customer satisfaction and environmental sustainability.

"The project came about because the rental car industry at AVP had real logistical challenges," said Chris Teich, president of CS Project Delivery at Conrac Solutions, the firm behind the development. "Two of the rental companies were operating off-

site, which made vehicle servicing inefficient and congested local traffic. This facility was designed to bring everything on airport grounds, reducing turnaround times from as much as 40 minutes to just a few."

The airport's governance structure, which includes a bi-county board shared between Lackawanna and Luzerne counties, added complexity to the financing process. Given AVP's limited access to capital, Conrac Solutions implemented its Tenant Development Approach (TDA), allowing the project to proceed without public funding.

"It's not just about building infrastructure—it's about creating a financeable solution for smaller airports like AVP," said Teich. "We formed a special-purpose entity that owns the project, with equity from iCON Infrastructure, which took on the investment risk in exchange for repayment through Customer Facility Charges. This meant no financial obligation fell to the airport or local taxpayers."

The COVID-19 pandemic delayed progress and introduced significant economic uncertainty, particularly within the rental car market. Despite these challenges, Conrac Solutions delivered the project on time and within budget.

"We started in 2015 and had to manage through a global pandemic, a shifting investment climate, and a governing board that changed membership during the process," Teich said. "Maintaining consistent communication with airport leadership to support the board was key to keeping the project on track."

Design and construction were led by Scranton-based L.R. Costanzo Co., Inc., with architecture by PGAL. Local partnerships played a crucial role in managing permitting and construction logistics, especially as smaller municipalities often present unique entitlement and review challenges.

"Having a respected local contractor like Costanzo helped immensely," Teich added. "They understood the regional construction landscape, maintained community relationships, and were deeply committed to the success of the project."

"While the project faced price increases and supply chain issues due to the Covid-19 pandemic, the design-build contractor did a great job minimizing impacts," says

PGAL Executive Vice President Jeff Weiner. "Specialized facility components were difficult to source, but LR Costanzo Company did a great job overcoming supply shortages."

Customer-facing improvements were also integrated into the development. A new covered walkway with wind screening connects the terminal to the vehicle Ready Return lot, enhancing passenger comfort and safety—particularly important during northeastern Pennsylvania's inclement weather.

Though the QTA itself doesn't directly interface with passengers, the changes upstream aim to create a better travel experience. Rental car customers can now benefit from shorter waits, easier returns, and a safer, weather-protected route between the terminal and parking facilities.

Beyond operational efficiency, the facility also represents a shift toward more sustainable airport infrastructure. The new car wash systems feature water reclamation capabilities, and centralizing services reduces emissions by cutting down on off-airport vehicle shuttling and roadway congestion.

"This kind of project is something a small airport like AVP will likely only undertake once," Teich said. "Our advice to other airports is to bring in experienced partners and involve rental car operators early. Their input is essential in tailoring facilities that work for both users and travelers."

The completed QTA facility positions AVP to build on this momentum. With critical ground transportation infrastructure addressed, the airport can consider future investments in terminal modernization, customer services, or additional landside improvements.

"A successful public-private project like this builds trust," Teich said. "It proves to stakeholders that even a mid-sized airport can deliver modern, impactful infrastructure without placing financial strain on the public sector."

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