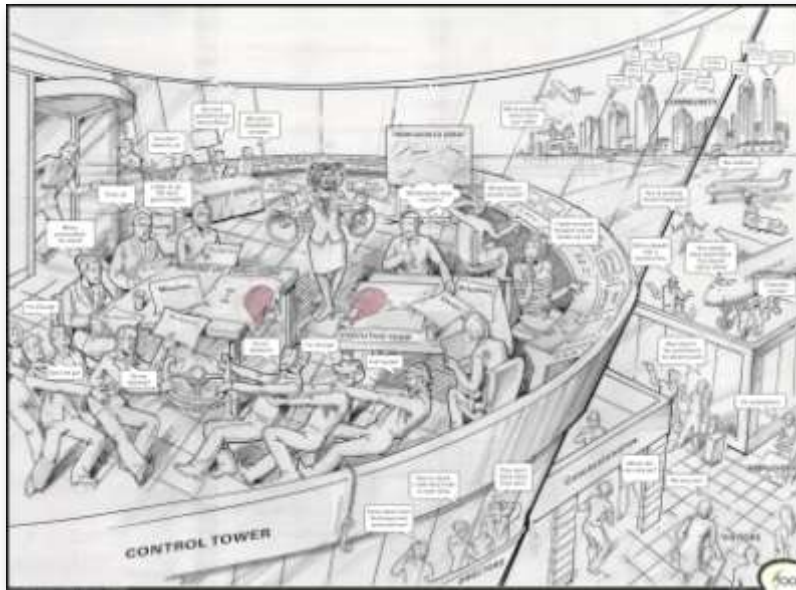


# Our Journey in Mastering the Art of Airports



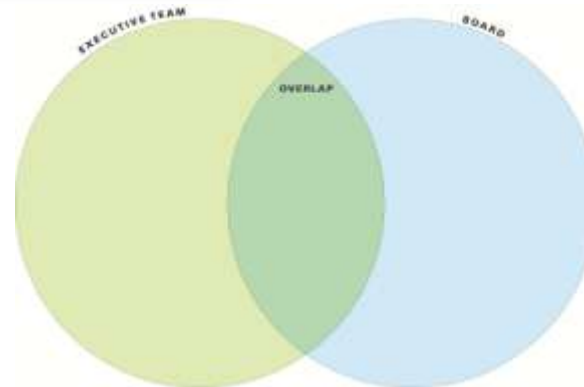
Next Steps Regarding the Authority's  
Strategic Engagement Efforts

# Aligning the Board and the Executive Team (Session 1)



Strategic Priorities	
Improve operational efficiency, safety, and security.	
Anticipate and exceed both internal and external customer service expectations.	
Enhance regional partnerships.	
Grow and build a positive community image as a transportation leader and highly responsible agency.	
Enhance the financial position of the Authority.	
Provide optimal solutions for near and long term regional air transportation needs.	
Be recognized as an aviation industry leader.	
Grow, nurture, and maximize a diverse, high performing, and energized team environment (positive work culture).	

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# Cascading the Message to All of the Authority



# Results

	<b>% of participants responding either good or excellent understanding prior to the Map Strategy Sessions</b>	<b>% of participants responding either good or excellent understanding following the Map Strategy Sessions</b>
The hybrid business model we operate under and the financial complexities of the Airport Authority	33%	73%
The financial performance of the Airport Authority and my area of responsibility's impact on the performance	33%	72%
Aware of the impact of many external factors and our industry's volatility on the airport's financial performance	35%	73%
Our strategic plan, including our Vision, Mission, Strategies, Values, Initiatives, and Actions	19%	72%
How I help bring the strategic plan to life	25%	66%



# Compass Training

- ▶ Compass Training outcomes include:
  - understanding how the workforce is the method/means by which the organization's strategies are executed
  - comprehension of the importance of engaging and aligning each individual team member's work plan and priorities with the organization's business initiatives
  - establishing clarity around elements required of high performance teams and the resulting expectations of the leader/team member relationships
  - clarity of performance management goal setting and the linkage to the organization's strategies, priorities, and initiatives
  - building competence around the various types of performance and development dialogs that occur between leaders and team members within high performing organizations

(72 leaders attended including Executives through front line supervisors)

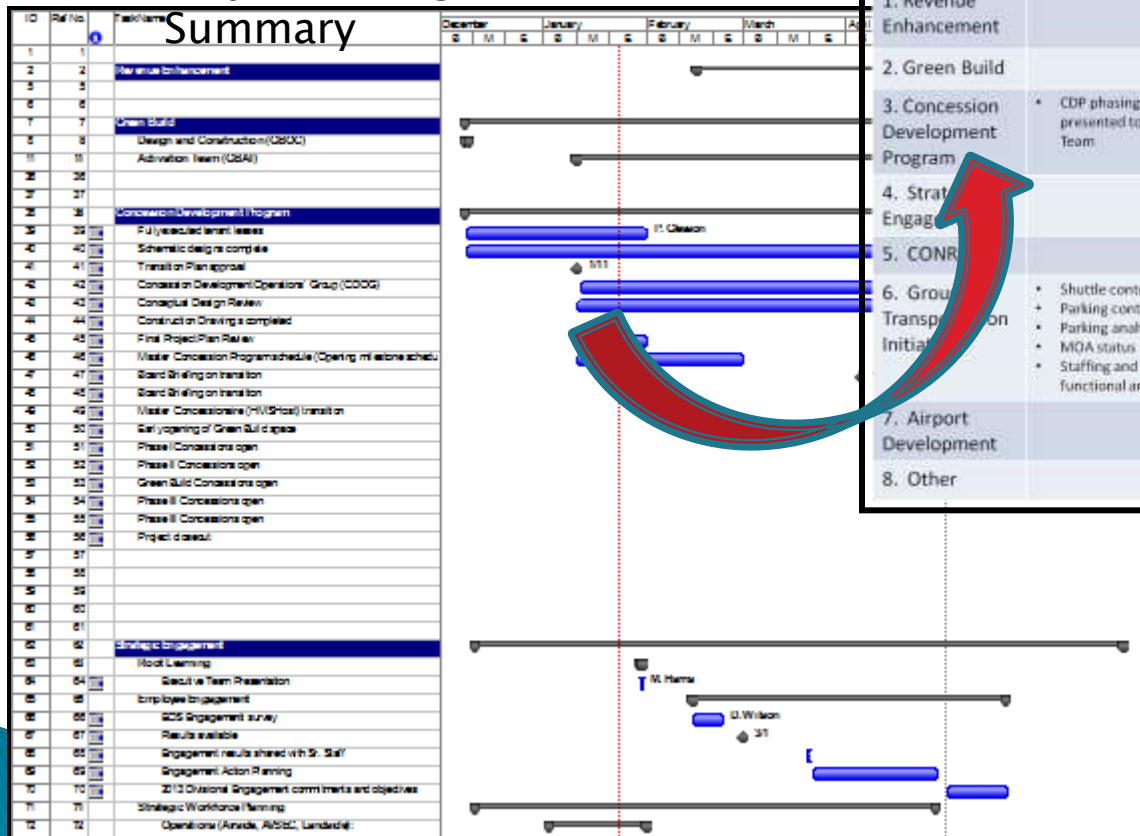
# Top 7 Priorities FY 12 & 13

- Revenue Enhancement
- Green Build
- Concession Development Program
- Strategic Engagement
- Consolidated Rental Car Facility (CONRAC)
- Ground Transportation
- Airport Development Plan

# Managing the 7 Priorities

Manage the project details to summarize the most important data and facts for periodic review.

## Project Management



PRIORITY	PROGRESS	ISSUES OR CHALLENGES	GOALS (NEXT 3-6 MONTHS)	SUMMARY (NEEDED EXEC. DECISIONS)
1. Revenue Enhancement			• Develop Business Development job description	
2. Green Build				
3. Concession Development Program		• CDP phasing plan presented to Exec. Team		
4. Strategic Engagement			• EDS Engagement survey and results	
5. CONR				
6. Ground Transportation Initial		• Shuttle contract • Parking contract • Parking analysis • MOA status • Staffing and functional analysis		
7. Airport Development				
8. Other				

# The Journey Continues...

Harnessing the power of high-performing teams to achieve extraordinary results





# Engaging our Employees to Engage our Customers

*A satisfied customers is the best strategy of all.*

-Michael Leboeuf

# Investing in Our Leaders and Managers to Continue Cascading the Message and Executing the Strategy







# Closing and Questions

