

Adopted by NAA Board January 16, 2020. Revised June 18, 2020 in response to COVID-19

GOAL 1	OBJECTIVE	PROJECT / INITIATIVE	MEASURE	OWNER	START	COMPLETION	STATUS
Provide a safe, modern and efficient airport and fixed base operator	Plan, develop, and maintain facilities that meet customers current needs, anticipates future demands, and preserve the utility of the airport	Replacement ARFF Station, GAT Improvements, Runway 5-23 Drainage, North Quad Site Preparation, GA North Apron Rehabilitation, ATCT Improvements	Capital projects (> \$1M ) on time and within budget	Development	10/1/2019	9/30/2020	
		Airspace Planning Software	No new incompatible land uses or adverse impacts to airspace	Development	10/1/2019	9/30/2020	
	Employ a proactive approach to workplace and operational safety, maintenance and security	Maintain compliance with Part 139 requirements throughout the year	FAA Part 139 Certification - No Discrepancies	Operations	10/1/2019	9/30/2020	
		Employee training, operating procedures, and the Safety Action Team		Operations	10/1/2019	9/30/2020	
Innovate in preserving the environment and natural resources	Incorporate LEED elements into new facilities, conduct feasibility study of implementing solar canopy in GAT long-term parking lot, convert GAT irrigation to storm water source and replace GAT drinking fountains with water bottle refill stations	Improve energy efficiency and reduce utility use where practicable	Development	10/1/2019	9/30/2020		
GOAL 2	OBJECTIVE	PROJECT / INITIATIVE	MEASURE	OWNER	START	COMPLETION	STATUS
Be an engaged, responsive partner in service to our community	Mitigate adverse impacts of aircraft noise on all the communities surrounding the airport to the extent feasible	Part 150 Noise Study (Phase 1 - NEM)	Conduct Part 150 Noise Study on schedule	Executive	10/1/2019	9/30/2020	
	Improve voluntary curfew compliance	<i>Fly Safe Fly Quiet</i> initiatives	98% or better curfew compliance	Executive	10/1/2019	9/30/2020	
	Increase awareness about the value of the airport, noise abatement efforts, and honor aviation's historical contributions	Outreach Events	25 community events, FSFQ promotional events, tours, and presentations	Communications	10/1/2019	9/30/2020	
GOAL 3	OBJECTIVE	PROJECT / INITIATIVE	MEASURE	OWNER	START	COMPLETION	STATUS
Strengthen the airport's economic vitality	Assure the fiscal health and integrity of the Naples Airport Authority	Maintain appropriate financial controls and procedures	Certificate of Achievement for Excellence in Financial Reporting for FY19	Finance	10/1/2019	9/30/2020	
			Unmodified audit from FY2019		10/1/2019	9/30/2020	
		Maximize grant revenue on capital improvement projects	Execute grants agreement offered, collect programmed amounts and close out grants on time	Finance	10/1/2019	9/30/2020	
		Management of revenues and expenditures	Operate the airport within approved Operating/Capital budget (in millions)	Finance	10/1/2019	9/30/2020	
	Deliver internal and external customer service that anticipates and surpasses expectations	Customer Survey Rankings	To be ranked as one of the overall top 20 FBO's in the Pro Pilot PRAISE Survey	Operations	10/1/2019	9/30/2020	
			To be ranked as one of the top 10 Independent FBO's in the Pro Pilot PRAISE Survey	Operations	10/1/2019	9/30/2020	
			Collect at least 250 NAA surveys with 90% or above exceeding expectations	Operations	10/1/2019	9/30/2020	
	Ensure business continuity	Fraud prevention and data protection	No loss of funds due to fraud	Finance and IT	10/1/2019	9/30/2020	
			No external breaches of sensitive data	Finance and IT	10/1/2019	9/30/2020	
		Streamline internal procedures and harden IT infrastructure	Update IT disaster recovery procedures, install SAN, Windows 7 EOL workstation and server upgrades	IT	10/1/2019	9/30/2020	
GOAL 4	OBJECTIVE	PROJECT / INITIATIVE	MEASURE	OWNER	START	COMPLETION	STATUS
Equip employees and leaders to excel today while preparing for tomorrow	Promote a values-centered culture in order to better serve our employees, customers and community	Employee engagement	Exceed Employee <b>Pulse</b> survey government sector benchmark 60-65%	HR	10/1/2019	9/30/2020	
	Offer progressive opportunities for employee and leadership development	Leadership Development Program	90% or more members of the leadership team complete leadership development training and full-time employees establish/update career path	HR	10/1/2019	9/30/2020	
	Inspire the next generation of aviation professionals	Aviation education programs and/or events (CAP, EAA, NYAP, LWIT, sponsor students to attend industry conferences, career fairs, etc.)	Engage students through 5 aviation education programs, internships and/or events	Communications	10/1/2019	9/30/2020	

 100%	Project on Schedule	 100%	Project Completed	 75%	Project Delayed and/or Behind Schedule	 50%	Project Halted or Terminated Due to Factors Beyond NAA Control	 0%	Project Halted or Terminated Due to NAA
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