

Adopted by NAA Board December 17, 2020

GOAL 1	OBJECTIVE	PROJECT / INITIATIVE	MEASURE	OWNER	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	GAT Improvements, CAT Renovation, Runway 5-23 Drainage, North Quad Site Preparation, GA North Apron Rehabilitation Phase II, ATCT Improvements, Security Improvements	Capital projects (> \$1M) on time and within budget	Development	
		Airspace Protection	No new incompatible land uses or adverse impacts to airspace	Development	
	Employ a proactive approach to workplace health, and operational safety, maintenance and security	Infectious Disease - COVID Procedures	% of employees who contract COVID-19 remains less than the State of Florida positivity rate	HR	
		Strengthen Safety Culture	Implement Safety Management System (SMS)	Operations	
		Maintain compliance with Part 139 requirements throughout the year	FAA Part 139 Certification - No Discrepancies	Operations	
	Protect the environment and natural resources	SWPPP, SPCC and Tenant Self-Fueling License Compliance	Maintain compliance with the Authority's SWPPP and SPCC plans. Ensure tenants maintain compliance with self-fueling licenses	Development & Operations	
GOAL 2	OBJECTIVE	PROJECT / INITIATIVE	MEASURE	OWNER	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 excluding FAA review	Executive	
	Improve voluntary curfew compliance	<i>Fly Safe Fly Quiet</i> initiatives	98% or better curfew compliance	Executive	
	Increase awareness about the value of the airport, noise abatement efforts, and honor aviation's historical contributions	Outreach Events	15 Outreach Events	Communications	
GOAL 3	OBJECTIVE	PROJECT / INITIATIVE	MEASURE	OWNER	STATUS
Strengthen the airport's economic vitality	Assure the fiscal health and financial reporting integrity of the Naples Airport Authority	Maintain appropriate accounting and financial reporting controls	Certificate of Achievement for Excellence in Financial Reporting for -FY2020	Finance	
			Unmodified opinion for the FY2020 audit	Finance	
		Maximize grant opportunities on capital improvement projects	Maintain up to date JACIP, administer and close out grants on time	Finance	
		Compliance with with FS 189.016 (3)	Operate the airport within approved Operating and Capital budget expenditures	Finance	
	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 PRASE Survey	Operations	
			To be ranked as one of the top 10 Independent FBO's in the Pro Pilot PRASE Survey	Operations	
			Collect at least 250 NAA surveys with 90% or above exceeding expectations	Operations	
	Ensure Business Continuity	Risk Management	Uninsured losses do not exceed deductibles	Finance	
			No loss of funds due to fraud	Finance	
			No external breaches of sensitive data	IT	
Streamline internal procedures and harden IT infrastructure	Complete IT Roadmap Projects - Office 365, OneDrive, Microsoft Teams, redundant fiber network and network infrastructure.	IT			
GOAL 4	OBJECTIVE	PROJECT / INITIATIVE	MEASURE	OWNER	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 survey government sector benchmark 60-65%	HR	
	Offer progressive opportunities for employee and leadership development	Leadership Development Program	90% or more members of the leadership team complete leadership development training	HR	
		Track and Measure Results of Employee and Leadership Development Program	Implementation of Learning Management System	HR	
	Inspire the next generation of aviation professionals	Aviation Education Programs and/or Events	Engage students through 5 aviation education programs, internships and/or events	Communications	

