
Authorities Budget Office Policy Guidance



Authority Mission Statement and Performance Measurements

Name of Public Authority: Albany County Airport Authority

Public Authority's Mission Statement:

The Authority's mission is to provide adequate, safe, secure and efficient aviation and transportation facilities at a reasonable cost to the people. To accomplish our mission we will:

- Provide world-class, customer-oriented transportation services;
- Promote airline, cargo, business and general aviation services on airport by providing quality airport facilities;
- Operate the airport and provide services in the most cost-effective manner;
- Foster inter-modal transportation;
- Implement the airport's Capital Improvement Plan; and,
- Maintain financial security.

Date Adopted: November 1, 2010

List of Performance Goals (If additional space is needed, please attach):

PERFORMANCE MEASURES

The Authority has identified the following performance measurements to assess its success in achieving its mission and intended public purpose.

Area of Measurement	Performance Measure	Performance Measure Component
Safety	Employee Accidents and Incidents	Construction Injuries Lost Time Injury Rate
	Airfield Violations	Runway Incursions Runway Condition FAA Safety Compliance Violations Warning Citations Issued
Security	Security Incidents and Violations	Security Badge Breaches
Financial	Revenue Management	Total Revenue per EPAX* Total Non-Airline Revenue per EPAX
	Cost Performance	Operating Cost per EPAX Airport Cost per EPAX
	Debt Management	Debt Service Coverage Ratio Debt per EPAX
	Liquidity	Days Unrestricted Cash on Hand
Operational	Aircraft Delays caused by Airport	Number of Aircraft Delays caused by Airport or Runway Closings
	Aircraft Delays caused by Fixed Base Operations	Number of Aircraft Fueling Delays
Customer Service	Service Quality	Terminal Cleanliness Concessions Quality and Variety
	Customer Satisfaction	Customer Survey Results
Environmental Sustainability	Environmental Compliance	Violations Identified by Regulatory Agency De-Icing Material Discharge Frequency and Severity of Spills
	Noise	Noise Levels Noise Complaints
People	Employee Satisfaction	Employee Turnover
	Workforce Diversity	Minority Representation in Workforce

*EPAX - Enplaned passengers