

Aeronautics - Engineering and Construction's BSC

Purpose: Provide a safe and effective aviation system while ensuring the best value for the public investment.

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
<i>Ensure a Safe and Viable Aviation System</i>						
	Percent of identified airport non-standard items corrected each year		0.05	TBD	Items identified as non-standard in the Design Standards Inventory 2007. These items do not meet federal requirements such as pavement markings, etc	6% (2011) 8% (2010) 7% (2009) 5% (2008)
		Ensure the system is following best practices and established standards				
		Provide necessary equipment				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
<i>Ensure the Best Value for Public Investment</i>						
	Percent of airports participating in group projects		0.7	TBD	Such as statewide crack sealing, NAVAID group maintenance, equipment purchases, and windsock program.	62.5% (2011) 50% (2010)
	Percentage of airport airside pavement in acceptable condition		95%	TBD	Acceptable is identified as a Pavement Condition Index (PCI) 70 or greater. Below 70, the potential for damage to aircraft exists. Inspections are performed on 3 year cycle.	82% (2011) 80% (2010) 83% (2009) 86% (2008) 85% (2007) 83% (2006) 81% (2005) 75% (2004)
		Provide cost saving opportunities when applicable				
		Provide sound engineering judgment based on available information and tools				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
Ensure Proper Expenditure of Public Funds						
	Completion Date to update Airports Procedural Assistance Manual		March 30 Sept 30	TBD	Update manual every six months	
	Completion Dates to update web page		Last working day of each month	TBD		
		Ensure Airports Procedural Assistance Manual is up-to-date				
		Update Aeronautics Engineering Program's web page on WYODT's website				
		Follow established procedures and guidelines and ensure project partners do same				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
<i>Provide Exceptional Customer Service</i>						
	Completion Date		40969	TBD		
	Percent of satisfied customers		100%	TBD	Aero Engineering will perform a focused customer satisfaction survey with local government/airport, airport consultant, FAA, and other regular customers.	
		Work with SPIP to develop and conduct a customer satisfaction survey				
		Provide information and guidance to support the aviation community				
		Respond and interact professionally, timely, and courteously				