

Aeronautics - Flight Operations
Provide safe and reliable air transportation services

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
<i>Provide Exceptional Customer Service</i>						
	Customer satisfaction survey rating		0.8	TBD		
	% of flight hours cancelled due to unplanned aircraft maintenance		5% or less	TBD		< 1% (2011)
		Work with SPIP to develop an on-line survey				
		Obtain and analyze feedback from customer satisfaction survey. Implement reasonable suggestions.				
		Continue to provide exceptional customer service by being innovative and creative in scheduling multiple agencies on each flight.				

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Keep Aircraft Well Maintained						
	% of inspections completed on-time		1	TBD		100% (2011)
		Continue to inspect and maintain the aircraft in accordance with scheduled maintenance plans				
		Continue to participate in ProParts			Budget tool for aircraft parts	
		Continue to participate in Power Advantage Plus			Budget tool for engine maintenance, engine overhauls, etc.	

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
<i>Maintain the Efficient and Effective Use of Aircraft</i>						
	Gallons of fuel used/flight hours		(= or < 200 gallons/hr)	TBD	Cessna established fuel burn rate = 210	188.8 (2011) 192.5 (2010) 196.5 (2009)
		Reduce the number of gallons of fuel used by determining the best flight path, altitude, etc for each flight				
		Increase the number of passengers using the aircraft by actively combining agencies on each flight				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
Maintain Highly Trained and Qualified Personnel						
	# of training hrs/employee		24/hrs/ee/yr	TBD		24 hrs/ee (2011)
		Provide semi-annual recurrent flight training				
		Provide annual training on fuel use, fire fighting, etc				
		Work with Employee Safety to provide first aid, CPR, and other equipment safety training				
		Obtain annual re-certification for mechanic thru FAA				
		Obtain training for the customer service representative				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
<i>Develop and Maintain a Safe Work Environment</i>						
	Rating from annual safety audit		No substantial discrepancies (findings)	TBD		0 (2011)
	# of employee injuries		0	TBD		0 (2011)
		Provide work place safety training				
		Maintain equipment in compliance with regulations			Includes trucks, plows, tools, etc)	
		Conduct annual safety audit				
		Provide adequate and proper tools				
		Comply with OSHA standards				