

**ALBANY COUNTY AIRPORT AUTHORITY**  
**Mission Statement and Performance Measurement Report**  
**Year Ended December 31, 2016**

**BACKGROUND**

The Public Authorities Reform Act of 2009 introduced a requirement that Public Authorities adopt a mission statement and performance measurements. During 2010, the Albany County Airport Authority adopted a new Mission Statement and related Performance Measurements. The Albany County Airport Authority adopted Mission Statement Performance Measurements that are consistent with the recommendations found in the Transportation Research Board ACRP Report 19, - *Developing and Airport Performance Measurement System* issued in 2010 and sponsored by the Federal Aviation Administration. The Albany County Airport Authority had already previously implemented a detailed set of performance measurements at a division and department level which it reports the goals and results which are stated in the annual budget and monthly financial statements. The remainder of this report contains the previously adopted Mission Statement and actual performance measurements for 2012-2016. Division/department level performance measurements for 2012-2016 are presented as supplemental information.

**MISSION STATEMENT AND PERFORMANCE MEASURES**

The Albany County Airport Authority (Authority) is a body corporate and politic constituting a public benefit corporation established and existing pursuant to the Albany County Airport Authority Act, Title 32 of Article 8 of the New York Public Authorities Law. The State of New York (State) created the Authority in 1993 in order to promote the strengthening and improvement of the Airport, to facilitate the financing and construction of the Terminal Improvement Project (TIP) and subsequent capital improvement programs, and give the Authority the power to operate, maintain and improve the Airport.

The Authority is governed by seven members, with four members appointed by the majority leader of the County of Albany (County) Legislature and three members by the County Executive, all with approval of the County Legislature. The Authority members are appointed for a term of four years or until a successor is appointed, except that any person appointed to fill a vacancy will be appointed to serve only the unexpired term.

Based on the County's responsibility for the appointment of the Authority members, their approval of any Airport capital improvement programs and the issuance of certain debt, the Authority is considered a component unit of the County under the criteria set forth by the Governmental Accounting Standards Board (GASB). The Authority does not have any component units. The financial transactions of the Authority are accounted for in a single enterprise fund.

The Authority is responsible for the efficient planning, development, administration, operation and financial condition of the Airport. The Authority, as landlord, rents space and assesses fees and charges to the airlines and businesses providing goods and services to the traveling public and to the civilian, business, governmental and military users of the Airport. The Authority is responsible for assuring residents of the County, the Town of Colonie and the surrounding areas of minimal environmental impact from air navigation and transportation. In October of 2005 the Authority employed the services of Maquire-AvPorts, currently AFCO AvPorts Management LLC ("AFCO") and Aviation Facilities Company, Inc. ("AFCO Parent") to manage the daily operations and maintenance of the Airport and the services of REW Investments, Inc., d/b/a Million Air to manage the daily operations of the Fixed Base Operation (FBO).

The Authority's strategic direction for the Airport is based upon the following vision, mission, goals, and objectives.

## **VISION**

The Authority's vision statement is a measurable statement describing the future results the Authority seeks to achieve. The Authority's vision for Albany International Airport is to provide an exemplary airport in which to visit, travel, and work.

## **MISSION**

The Authority's mission statement is a broad statement of what the Authority has been charged to accomplish. 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.

## **GOAL**

The Authority's goal for the airport is derived from its mission and vision for the airport and describes the enduring end state desired for the airport. The Authority's goal for Albany International Airport is:

- To be widely recognized as the best airport of its size in the Northeast as well as an innovative model for a facility with vitality, enthusiasm, friendliness, competence, and efficiency.

## **OBJECTIVES**

The Authority's objectives describe the outcomes required to accomplish the goal. The Authority's objectives in operating the airport are:

- To promote safe, secure, efficient and economic air transportation by preserving and enhancing Airport capacity;
- To acquire, construct, reconstruct, continue, develop, equip, expand, improve, maintain, finance and operate aviation and other related facilities and services;
- To stimulate and promote economic development, trade and tourism;
- To form an integral part of a safe and effective nationwide system of airports to meet the present and future needs of civil aeronautics and national defense and to assure inclusion of the Authority's facilities in state, national and international programs for air transportation and for airway capital improvements; and,
- To ensure that aviation facilities shall provide for the protection and enhancement of the natural resources and the quality of the environment of the state and the capital district area.

## **VALUES**

The Authority's values describe how the Authority will conduct itself, both internally and externally, while engaging in business activities. The Authority's values are:

**Responsiveness** – being proactive; having a bias for action and sense of urgency in getting things done; anticipating the needs of tenants and passengers by taking fast action to surpass their expectations; encouraging tenant and passenger input.

**Integrity** – possessing a commitment to doing the right things right, with consistent adherence to the highest professional standards; keeping commitments to our tenants, passengers, employees, and others.

**Innovation** – dedicating ourselves to learning and growing; constantly searching for better ways to get the job done; using our collective imagination effectively to solve problems for our tenants, passengers and employees; going beyond perceived boundaries to get desired results.

**Teamwork** – recognizing that every board member, employee, volunteer, tenant, and others are important to the complete satisfaction of Albany International Airport; feeling personally responsible for successful outcomes; treating everyone with respect; communicating regularly, directly and honestly with our board members, employees, volunteers, tenants, and others.

## MISSION STATEMENT LEVEL 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	Final 2012	Final 2013	Final 2014	Final 2015	Final 2016
<b>Safety</b>	Employee Accidents and Incidents	Construction Injuries Lost Time Injury Rate	9	14	9	26	21
	Airfield Violations	Runway Incursions	0	0	0	0	0
		Runway Condition FAA Safety Compliance	0	9	0	0	12
		Inspection Discrepancies	14	10	8	10	17
<b>Security</b>	Security Incidents and Violations	Security Badge Breaches					
		Letters of investigation	2	0	1	2	1
		Violations	1	0	0	0	1
<b>Financial</b>	Revenue Management	Total Airline per EPAX*	\$10.09	\$10.30	\$9.77	\$9.16	\$7.82
		Total Non-Airline Revenue per EPAX*	\$24.21	\$24.44	\$25.66	\$25.45	\$25.10
		Total Revenue per EPAX*	\$38.84	\$39.28	\$39.90	\$34.61	\$32.93
	Cost Performance	Operating Cost per EPAX*	\$9.36	\$9.57	\$9.09	\$8.68	\$7.47
		Airport Cost per EPAX*	\$7.64	\$7.60	\$7.22	\$7.12	\$6.00
	Debt Management	Debt Service Coverage Ratio	1.33	1.26	1.36	1.39	1.53
		Debt per EPAX*	\$98	\$93	\$85	\$75	\$63
Liquidity	Days Unrestricted Cash on Hands	165	170	189	205	235	
<b>Operational</b>	Aircraft Delays caused by Airport	Number of Aircraft Delay caused by Airport or Runway Closings	0	1	0	0	0
	Aircraft Delays caused by Fixed Base Operations	Number of Aircraft Fueling Delays	5	1	3	3	14
<b>Customer Service</b>	Service Quality	Terminal Cleanliness Concessions Quality and Variety (5 is the highest)	4.4	note 1	4.6	note 1	note 1
	Customer Satisfaction	Customer Survey Results (5 is the highest)	4.3	note 1	4.6	note 1	note 1
<b>Environmental Sustainability</b>	Environmental Compliance	Violations Identified by Regulatory Agency De-Icing Material Discharge Frequency and Severity of Spills	0	0	0	0	0
		SPDES violations	0	0	0	0	0
	Noise	Noise Levels /Noise Complaints	19	10	33	26	25
<b>People</b>	Employee Satisfaction	Employee Turnover					
		AFCO AvPorts	16.7%	19.8%	19.9%	27.0%	15.9%
		Million Air FBO	25.0%	13.75%	25.0%	25.0%	10.0%
	Workforce Diversity	Albany County Airport Authority	0%	0%	0%	6.4%	0%
		Minority Representation in Workforce					
		AFCO AvPorts	14.0%	13.5%	15.0%	16.7%	17.04%
Million Air FBO	12.9%	16.7%	11.9%	16.7%	35.4%		
Albany County Airport Authority	4.3%	4.3%	4.3%	4.3%	4.3%		

\*EPAX is enplaned passenger.

Note 1. An Insufficient number of customer satisfaction surveys were conducted in 2011, 2013, 2015 and 2016 to report on this performance measure.

**SUPPLEMENTAL INFORMATION**

**DIVISION/DEPARTMENT LEVEL PERFORMANCE MEASURES**

The following pages contain the division and department level performance measures from 2012-2016. There are three major divisions: “AvPort’s” performance; “FBO” performance; and the Authority (ACAA) performance. AvPorts performance measures provide information on the performance of the major management services contractor at the Airport, which is AFCO AvPorts, LLC (d/b/a AvPorts). The FBO performance measurements provide information on the performance of the management services contractor for the Fixed Base Operations and Fuel Farm, which is REW Investments, Inc. (d/b/a Million Air). The Authority performance measures provide information the Authority is exclusively responsible for. Collectively these division/department level performance measures support the achievement of the Mission level performance measures.

**Albany International Airport  
2016 AvPort's Performance Measurements  
For the twelve months ended December 31**

<b>Airfield Performance Measurements</b>					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
Number of vehicle accidents on Airfield over \$1,000	2	0	0	1	1
Airport remained open for all airline operations	100%	99%	100%	100%	100%
Electrical work-orders	546	797	659	621	727
SPEDES permit sanctions	0	0	0	0	0
Gallons of deicing aircraft storm water fluid collected	11,136,801	16,227,459	18,495,907	15,586,695	13,606,000
Pounds of Biochemical Oxygen Demand in the collected storm water removed (the higher the better)	2.7%	3.1%	2.7%	3.1%	2.9%
Employees with CDL licenses	34	50	34	35	34
Runway incidents	0	0	1	0	0
Notices to Airmen (NOTAMs) for airfield lighting	0	0	1	54	66
Occupational Safety and Health Administration (OSHA) reportable incidents	1	3	1	7	2
Liquid potassium acetate used on runways (avg gallons per snow ice event)	0	6,050	N/A	1,768	785
Airfield electric usage (KWH)	647,595	526,083	475,158	595,519	636,751
Overtime/Personnel Services (%)	8.5%	10.9%	10.5%	14.1%	11.3%

<b>Terminal Performance Measurements</b>					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
HVAC Equipment in operation	100.0%	100.0%	97.9%	100.0%	100.0%
Work Orders	4,074	3,837	3,587	3,413	3,586
Survey: cleanliness of the terminal	N/A	N/A	91%	N/A	N/A
Average # of days a work order remains open	2.9	2.9	3.0	2.5	2.5
Plumbing Equipment in operation	100%	100%	100%	100%	100%
Terminal Maintenance direct cost per square foot	\$15.40	\$16.14	\$15.87	\$16.63	\$18.38
Terminal electrical usage (KWH): 79 Building	1,582,537	1,389,590	1,563,618	1,569,493	1,547,262
Terminal electrical usage (KWH): 98 Building	7,797,692	7,218,686	7,681,612	7,700,324	7,339,716
Overtime/Personnel Services (%)	7.5%	5.0%	5.6%	7.4%	6.9%

Loading Bridge Performance Measurements					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
Direct Cost per Loading Bridge	\$18,602	\$17,802	\$12,773	\$25,158	\$20,933
Airline Employees trained	0	0	2	11	2
Over-the-Wing (OTW) Loading Bridge total operations	4,489	4,048	4,238	3,881	4,278
Loading Bridge electrical usage (KWH)	675,652	625,483	665,594	667,216	635,970
OTW Loading Bridge Maintenance calls	145	105	4	59	93
OTW Loading Bridge out of service	5.7%	0.7%	1.8%	10.9%	19.5%
Overtime/Personnel Services (%)	13.0%	3.0%	13.0%	19.7%	16.8%

Parking Performance Measurements					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
Express parking transactions	222,674	273,241	290,517	308,094	327,771
Cashier parking transactions	390,456	334,266	321,395	315,367	322,647
Cashier parking transaction errors	158	110	93	109	110
Shuttle Bus Survey <small>(new measurement for 2008)</small>	N/A	N/A	N/A	N/A	N/A
Customer/Vehicle Contact	N/A	N/A	N/A	0%	0
OSHA recordable accidents	1	3	1	6	6
Parking electrical usage (KWH)	357,413	353,652	352,612	345,278	348,356
Parking Garage electrical usage (KWH) <small>(23.5% of 98 building gets allocated)</small>	2,602,923	2,409,647	2,564,174	2,570,421	2,450,047
YTD Loss/Gain	-\$1,613	-\$116	-\$399	-\$1,178	-\$1,080
Overtime/Personnel Services (%)	12.0%	10.6%	14.1%	18.2%	18.0%

Landside Performance Measurements					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
Number of tenants	60	57	56	53	53
Landside building rental (Sq ft) *	304,876	262,313	279,026	316,243	327,108
Landside land rental (acres)*	33	31	32	31	34
Tenant complaints	0	2	0	0	0

\*Includes rented space/land only

ARFF Performance Measurements					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
Annual Dispatch Calls	484	461	394	527	536
Tour conducted by ARFF	36	24	23	36	34
AED classes conducted	4	11	22	2	27
Fire Extinguishers inspected/serviced	4,824	5,395	5,743	5,904	5,711
NYS Fire Fighter training (training hours)	1,992	1,992	1,992	1,992	504
OSHA required fire training (training hours)	156	156	156	156	156
NYS EMT training (training hours)	480	480	480	480	480
FAA ARFF training (training hours)	516	516	516	516	516
Building code inspections	33	14	19	30	52
Overtime/Personnel Services (%)	13.9%	13.4%	16.4%	18.9%	16.2%

<b>Operations Performance Measurements</b>					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
Work Orders (Facility) Building Maintenance calls	4,066	3,846	3,315	3,491	3,698
Work Orders (139) aeronautical areas	378	487	448	793	729
Notice to airmen (NOTAMS)	374	419	1,261	1,158	978
Bird Strikes	53	30	42	27	48
Property Damage Reports	118	142	164	154	147
Bodily Injury Reports	245	192	222	185	248
FAA 139 Inspections discrepancies	14	13	9	9	18
Operations' employee accidents	1	0	0	0	0
Operations' property accidents	1	4	0	0	2
Overtime/Personnel Services (%)	5.9%	5.0%	5.4%	10.5%	13.1%

<b>Security Performance Measurements</b>					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
Security Trainees	493	511	667	559	686
Driver Trainees	227	272	377	277	408
Finger Printing	486	505	689	727	763
Badges Issued	256	148	174	130	166
Revalidations*	539	373	602	521	656
Escort Required Badges Issued	2,179	2,865	2,672	3,524	2,840
Business Center Security Passes	2,251	2,298	775	186	169
Curbside Accidents	0	2	0	0	0
Curbside Security - Overtime/Personnel Services (%)	4.6%	3.6%	3.8%	10.9%	8.6%

\*Revalidations of badges are performed every other year

<b>Vehicle Maintenance Performance Measurements</b>					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
Heavy Equipment (Units)	61	61	61	47	47
Light Vehicles (Units)	47	47	47	34	34
Light Equipment (Units)	233	233	233	233	233
Average age of ARFF Fleet (yrs)	12	7	7	9	9
Average age of Shuttle Buses (yrs)	7	7	7	4	4
Average age of Fuel Trucks (yrs)	7	10	10	12	12
Average age of other large vehicles	16	15	15	17	17
Average age of Pick-ups	9	11	11	15	15
Shuttle Bus (Not less than 6 operational)	7	7	6	7	7
Fuel Truck (Not less than 7 operational)	7	8	8	7	7
Technicians trained	18	8	1	33	0
Overtime/Personnel Services (%)	7.7%	10.7%	9.1%	12.9%	9.7%

<b>AvPort's Administration Performance Measurements</b>					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
AvPort's total full time employment equivalents	157.0	155.0	154.5	150.5	154.3
Total AvPort's overtime	9.2%	9.0%	10.5%	13.6%	yes
Budgetary needs met	yes	yes	yes	yes	0
Saving/revenue producing ideas	3	0	0	0	16
Total AvPorts Property Damage Reports	38	31	24	35	0
Administration Overtime/Personnel Services (%)	0.0%	0.0%	0.0%	0.0%	15.9%
Employee turnover	16.7%	19.8%	19.9%	27.0%	27.0%

# Albany International Airport 2016 FBO Performance Measurements For the twelve months ended December 31

Commercial Aviation Performance Measurements					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
Number of accidents/incidents	0	0	2	0	5
Number of airline delays counted against MA	5	1	2	3	14
Into-plane gallons pumped	17,738,449	17,068,920	16,971,830	16,835,885	18,602,032
Number of Audits performed by Airlines/ Quality Control- Employee Training Records	New for 2013	11	11	24	25
Number of non-compliance items reported in Airline Audits	New for 2013	7	3	3	10
AvGas fuel sales commercial	184,479	184,107	180,785	173,843	152,586
Deicing gallons pumped	115,831	154,885	154,363	123,604	128,320
Workers' compensation cases	0	1	0	0	4
Employees who have completed Safety Programs	17	16	16	17	20
Quality control audits at the Fuel Farm (less the better)	13	11	8	12	13
Completed monthly training programs	12	12	12	12	14
Monthly survey of airlines	100%	100%	100%	100%	100%
Overtime/Personnel Services (%)	11.4%	9.3%	12.8%	12.0%	13.3%

General Aviation Performance Measurements					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
AvGas fuel sales (gallons)	68,240	60,447	55,902	70,438	69,156
Jet A fuel sales (gallons)	870,095	840,347	952,761	967,345	1,031,066
Number of international flights	592	595	753	707	517
General Aviation Aircraft customer transactions	6,859	6,153	6,515	6,949	7,392
Number of Aircraft Arrivals	6,321	5,541	6,073	3,949	7,349
Number of Aircraft fueled	5,245	4,575	4,870	5,901	5,958
Number of ramp fees collected	1,989	1,433	1,883	1,661	2,102
Number of landing fees collected	4,249	4,070	4,060	3,811	4,147
Employees who completed the NATA Safety 1st Program	18	30	11	12	20
Employees who completed all Safety Programs	18	26	10	20	15
Property Accidents	0	0	1	2	5
Quarterly reports from monthly safety meetings	100%	100%	100%	100%	100%
Number of top 20 customers surveys completed	34	18	20	25	44
Overtime/Personnel Services (%)	14.6%	15.0%	10.0%	11.1%	16.4%

Million Air's Administrative Performance Measurements					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
Million Air's total full time employment equivalents	32	37	35	35	33
Total Million Air overtime	11.0%	10.6%	9.3%	9.7%	13.0%
Number of marketing events attended	New for 2013	3	2	2	1
Number of based tenants	New for 2013	27	25	14	15
Employee turnover annum	25%	14%	25%	25%	30%
Workers' compensation cases	3	4	0	0	2
Number of customers gained (prior year comparison)	-5%	-10%	6%	7%	6%
Overtime/Personnel Services (%)	1.9%	2.0%	1.2%	0.6%	0.0%



# Albany International Airport 2016 ACAA Performance Measurements For the twelve months ended December 31

ACAA Performance Measurements					
	2012 Final	2013 Final	2014 Final	2015 Final	2016 Final
ACAA's total full time employment equivalents	23	22	24	22	22
Community meetings	73	59	61	63	70
Aviation conferences/meetings	21	25	23	36	29
Open Accounts Receivable/Total Operating Revenues	3.7%	4.3%	4.4%	4.2%	4.2%
Open Accounts Payable/Total Operating Expenses	1.9%	3.3%	4.5%	1.7%	1.9%
SPDES Permit	yes	yes	yes	yes	yes
FAA: Part 139 Operation Compliance	yes	yes	yes	yes	yes
Part 77 Airspace Compliance	yes	yes	yes	yes	yes
Part 150 Noise Program	yes	yes	yes	yes	yes
Part 121 Air Cargo Carriers	yes	yes	yes	yes	yes
Update maps & charts of Airport	yes	yes	yes	yes	yes
Landside building rent increase/(decrease) from previous year	1%	-4%	-2%	9%	8%
T Hangar rent increase/(decrease) from previous year	-7%	3%	7%	-6%	-3%
Tie Down rent increase/(decrease) from previous year	16%	21%	-51%	-6%	-6%
Landside land rent increase/(decrease) from previous year	-5%	4%	-2%	-1%	4%
DBE Participation for construction/engineer contractors	9%	9%	9%	9%	9%
MWBE Participation for construction/engineer contractors	11%	33%	39%	30%	30%
Minority Representation in the Workforce-Concessions					
HMS Host	22%	20%	17%	24%	28%
McDonalds	58%	55%	48%	32%	44%
Villa Fresh Italian Kitchen/Green Leafs	46%	30%	48%	57%	53%
Paradies	31%	27%	24%	29%	37%
Dunkin Donuts	33%	50%	53%	52%	33%
Ambassador Program-hours volunteered	16,161	15,743	16,647	15,428	15,879
Ambassador assistance - landside	22,441	34,859	49,516	51,313	66,111
Ambassador assistance - airside	21,558	21,649	21,301	24,461	31,768
Canine assistance-landside	New for 2015	New for 2015	New for 2015	23,016	45,294
Canine assistance-airside	New for 2015	New for 2015	New for 2015	5,427	6,442
Concession revenue increase from previous year	-1%	-2.5%	10.4%	4.1%	3.7%
Community tours	40	25	29	35	33