



2023 Review/2024 Preview

OKLAHOMA CITY AIRPORT TRUST

2023 Review



Strategic Priorities

Customers – Service/Amenities/Air Service/Community

Infrastructure/Assets – Land/Leasing/Development/Maintenance

Finance – Resources/Changing Industry

Employees - People

Customers



Satisfied Customers

Customer Surveys – **ASQ Program Underway for 2 quarters with score of 4.45**

Amenities:

Parking Reservation System – **In Progress for 2nd Qt 2024**

Mobile Terminal Map – **Part of Website Update**

Website Update – **In Progress for end of 2nd Qt 2024**

Terminal Signage Additions – **Complete by 1st Qt 2024**

Golf Cart for Passengers – **Under evaluation**

Restroom Upgrades – **In design with bid and start 1st Qt 2024**

CLEAR – **In operation since 4th Qt 2023**

Restaurant/Shops Upgrades – **Osteria open, Plenty open 4th Qt 2024,
Hatch open 1st Qt 2024**

Logo/Brand Update – **Underway and complete 1st Qt 2024**

Lighting Upgrade

Boarding Bridge Replacement – **Underway with first bridges 3rd Qt
2024**

Satisfied Customers

Parking

New Canopy Lot – **Begin construction 1st Qt 2024 and complete 3rd Qt 2024**

New Parking Garage – **Architect selected with design to begin 1st Qt 2024**

Airline Service

OKC Market – **Daily Non-Stop to Orlando, expanded frequency to Miami, additional summer frequency to Nashville, Chicago, Las Vegas**

Federal Inspection Station – **Design at 60%, construction 1st quarter 2024 and complete 4th Qt 2024.**

Infrastructure/Assets



Manage Develop and Maintain Assets

Property Management Software – **Working with OCWUT and PMIS program**

Asset Management Program – **Working with IT for expansion of Citiworks capability**

Lariat Landing/Future Development Areas – **Developed plan for next phase of commercial development, will include in CIP program**

Process Improvement for Leased Property – **In development**

Landside Master Plan – **Project underway, determined gate capacity.**

Maintenance responsibilities to Tenants – **New lease at Wiley Post**

Public funded aircraft parking aprons – **In development**

Wiley Post Development – **New hangar for Private Jets, Atlantic**

Clearance Page Development – **Self Fuel Facility**

Finance



Resources and Efficiency

Airline Rates – New airline lease negotiation underway and complete 2nd QT 2024

Liquidity – Maintained adequate liquidity

Parking Fund – Will evaluate after parking forecast updated

Update Parking Study – Underway and complete 1st Qt 2024

Purchasing Policy – Updated purchasing levels

Rate Study – Underway and complete 1st Qt 2024

Hiring Process – City HR has moved several of the hiring steps to the Departments which has helped with hiring process

Employees



Great Place to Work

Gauge Results - Our overall score went up from 3.70 to 3.81. More than a .20 increase in Recognition, Encouragement, Opinion Counts, and Talked to me about my progress. Decrease of more than .20 for What is expected at work.

Resources – **Continued to provide staff, equipment and training**

Compensation – **Cost of Living increases and some job reclass**

Training – **Learning Lab**

Accreditation & Certification – **Promote industry programs**

Staffing – **Have caught up with staffing shortfall**

Recognition – **Began the High 5 recognition program**

Internship Program – **Began 1st Qt 2023 and have hosted 8 interns this year**

Mission Statement – **Connecting Oklahoma City to people, places, and possibilities**

Values – **Safe** for our customers and employees

Open and ready to make a great first impression for our community

Agile to respond to challenges and opportunities

Reliable for our tenants, passengers, and co-workers

2024 Preview



Satisfied Customers

- Parking Reservation System
- Website/Branding
- Restroom Upgrade
- Restaurant/Shops Upgrades
- Boarding Bridge Replacements
- FIS and International Air Service
- New Canopy Lot and Parking Garage
- Continued Air Service Expansion
- Putnam City Schools at Wiley Post
- Baggage System Upgrades
- Cargo Development

Manage/Develop & Maintain Assets

- Property Management Software
- Asset Management Program
- Lariat Landing/Future Development Areas
- Terminal Landside Master Plan
- AAR Hangar

Resources and Efficiency

New Airline Lease

MMAC Lease

Rate Study

Hiring Process

Trust Indenture

Reorganization

People – Great Place to Work

Gauge Results

Training

Recognition

Internship Program

Mission Statement / Values