

El Paso International Airport

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Chief Operations and Transportation Officer





The Power of Our Strategic Plan: El Paso Transformational Results

Five-year Before and After





Strategic Plan Alignment

- Goal 1. Cultivate an Environment Conducive to Strong, Economic Development
 - 1.4 Grow the core business of air transportation
 - Expand Airport Development
- Goal 3. Promote the Visual Image of the City
 - 3.2 Improve the visual impression of the community (gateways, corridors, etc.)



Strategic Plan Alignment

Of the 20 in 20 Goals:

- #5— Expand Airport Development
- #8 – Grow signature holiday attractions
- #11 – Construct Sun City Lights entryway

The City's Mission:

Deliver exceptional services to support a high quality of life and place for our community.



Photo by: Briana Sanchez, El Paso Times



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Goal 1.4, #5 of the 20 in 20

Air Service Development



Goal 1

Economic Development

- 5 major companies invested in our community

Non-aeronautical revenue, commercial development:

- FY2015 \$9.2 million
- FY2019 \$10.2 million an 11.3% increase



Goal 3.2, #8 and #11 of the 20 in 20

Capital Improvement Projects

- 19 construction projects completed
- \$156 million total investment
- \$ 95.5 million funded by grants or federal funds



City's Mission

Customer Service Cycle of Learning

CITY BOARDS & COMMISSIONS

CITY COUNCIL MEETINGS **CUSTOMER SURVEYS**

211 & 311

EMAIL **CHIME IN**

COMMUNITY MEETINGS

CITY WEBSITE **SOCIAL MEDIA**

COUNCIL REQUESTS **PHONE**





City's Mission

Customer Service





Process Improvement Systems

“First and foremost, serving somewhat of a barometer for quality and attention to detail all airports, were the bathrooms. Each was clean and sparkling and extremely well maintained.”

-Gary Bradt, International Keynote Speaker



Process Improvement Systems

- ***LSS Green Belt Project: Improving Warehouse Procedures for the El Paso International Airport***



TEAM EP
TX



EL PASO
INTERNATIONAL AIRPORT



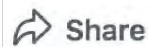
People



Leonard CdeBaca ★ recommends El Paso International Airport (ELP).

November 24 · 🌐

Top notch airport very professional staff and facilities.



Comment as El Paso International Airport (ELP)



James Trovati

August 22 · 🌐

Friendly people at the airport. Smooth. There are no delays by the arrival / departure.

📍 El Paso International Airport



Oscar Matthew ★ recommends El Paso International Airport (ELP).

November 22 · 🌐

The most festive airport I've seen and I fly 3-4 times every week!



Comment as El Paso International Airport (ELP)



Charlie

5★

April 2

This is a great airport. Very importantly, no delays. I had 15 minutes for a way too long flight to Minneapolis. Keep up the great work!

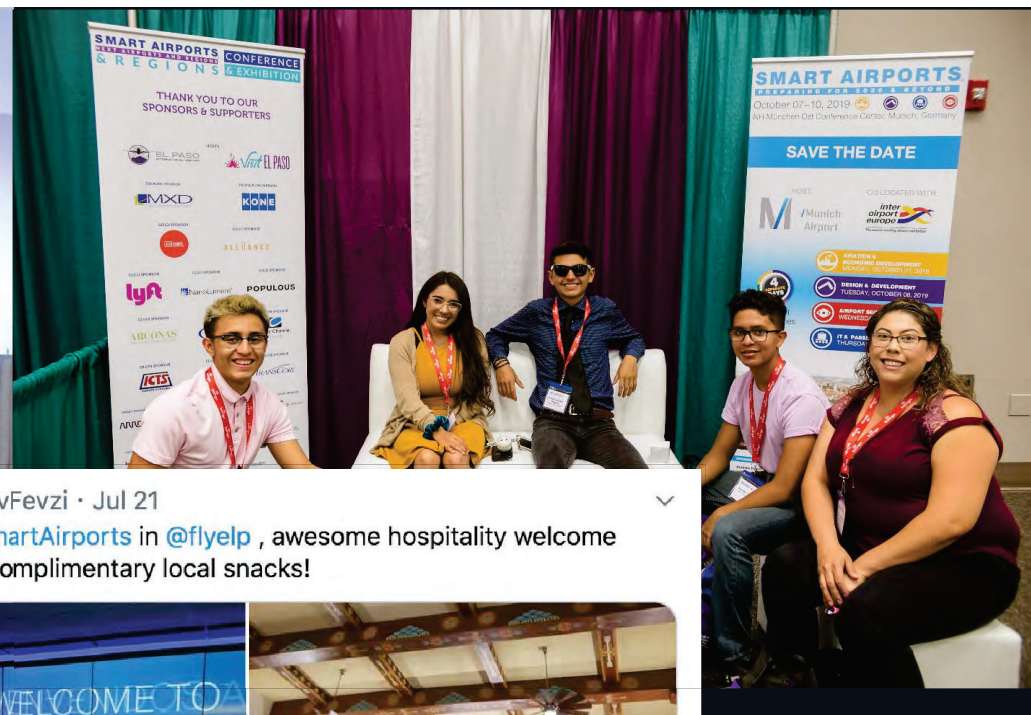


Pete Dunavant and Lori Pritchard



2 Comments





Sev Fevzi @SevFevzi · Jul 21
Arrived for @SmartAirports in @flyelp , awesome hospitality welcome desk, offering complimentary local snacks!

Alex @therealaviatx · Jul 23
Replying to @SevFevzi @SmartAirports and @flyelp
An explosion of color and mirth! A warm welcome to the Smart Airports event here in El Paso. If you see me, don't be shy. I'll happy to see you!



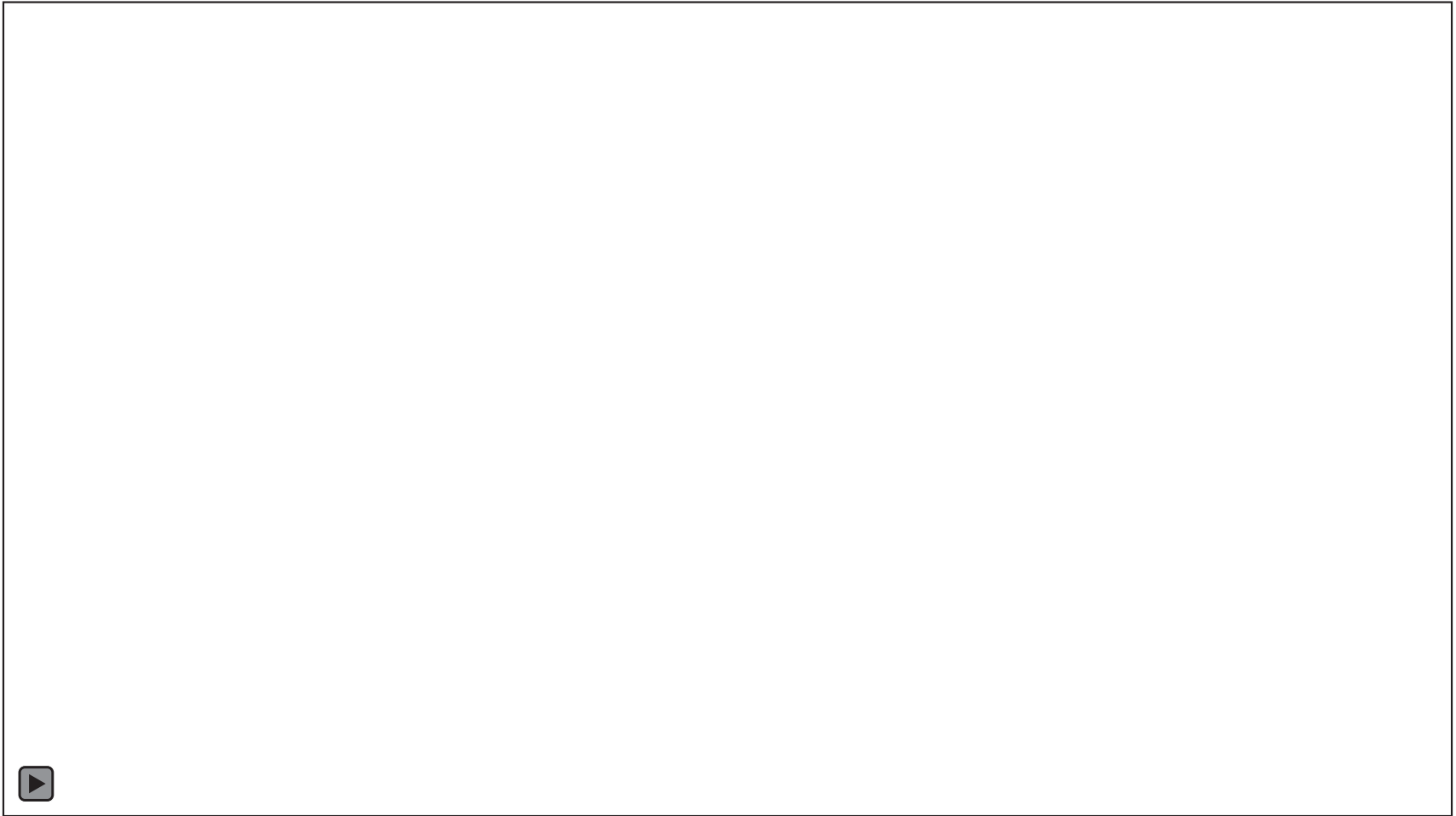


Designing for Success &
Continuous Improvements



Designing for Success &
Continuous Improvements





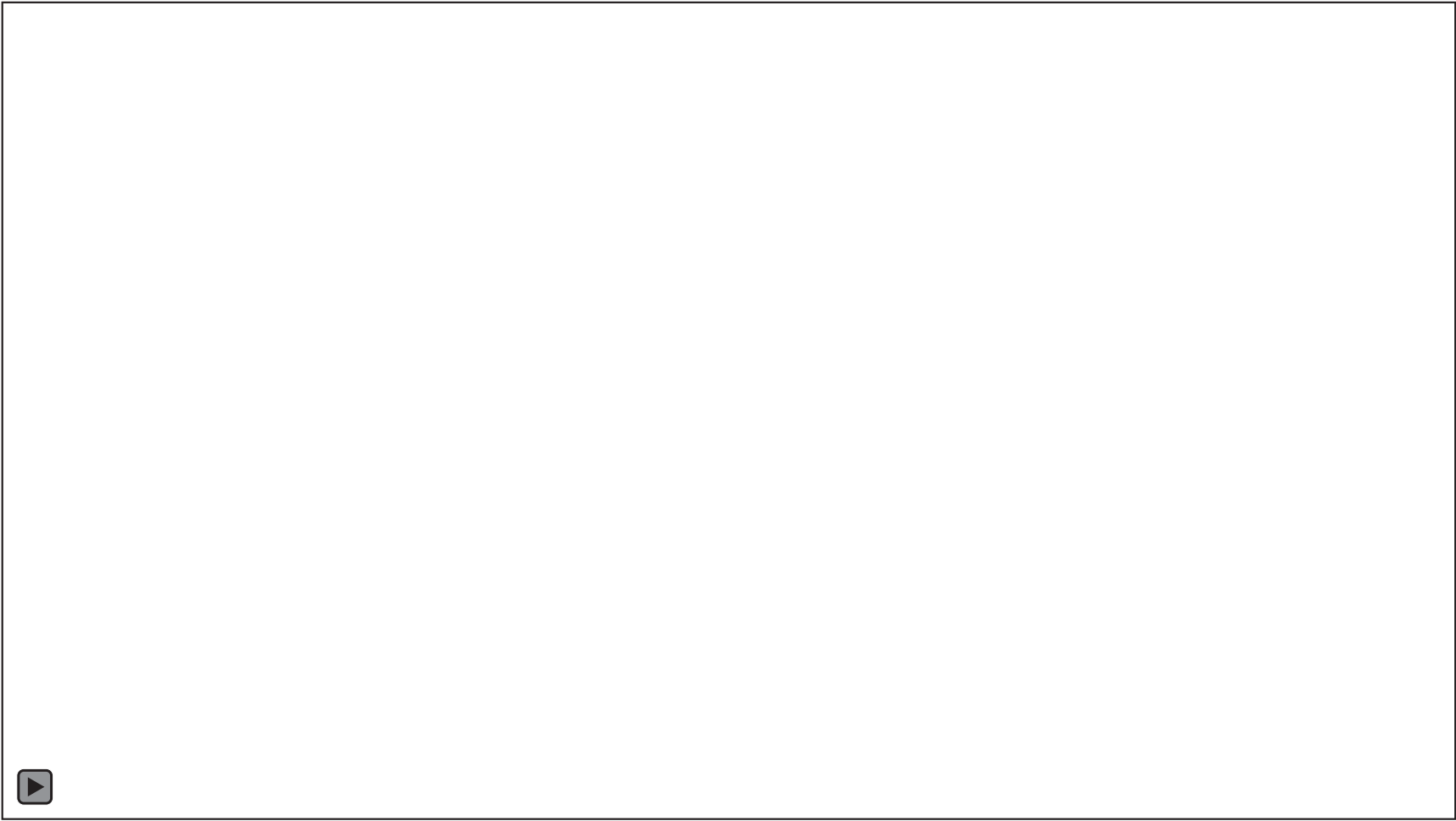
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EL PASO
INTERNATIONAL AIRPORT



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Continuous Improvements



2015



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ORLANDO/SANFORD

SAN DIEGO

SEATTLE



5 ADDITIONAL OR EXPANDED COMPANIES
ON AIRPORT PROPERTY

2015



CONSOLIDATED RENTAL CAR FACILITY



**CHECKED BAGGAGE INSPECTION SYSTEM &
EXPANDED SECURITY CHECKPOINT**



**13 ADDITIONAL AMENITIES AND CUSTOMER
SERVICE PROGRAMS**

2015



**AESTHETICALLY PLEASING AND SAFE WALKWAYS TO
HOTELS AND NEARBY BUSINESSES**



**EXPANDED DECORATIONS AND HOLIDAY SOCIAL
COMMUNITY EVENT**



RECOGNITION FOR BEST CUSTOMER SERVICE

Thank you

