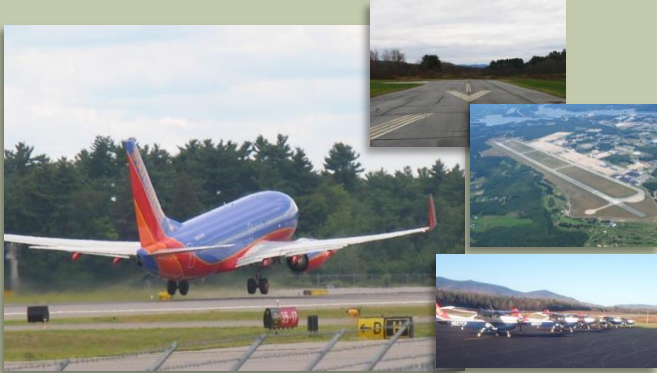




SUCCESSFULLY MANAGING AIRPORTS AND THEIR INFRASTRUCTURE IMPROVEMENT PROJECTS



Lessons learned in the planning and development of public-use airports are important for the success of the airport, its community, and its users.

Bumper Sticker #1: I didn't know...[fill in the blank]

- Surround yourself with those that do know
- Learn the basics
- Listen to users...they'll tell you
- Control the "big picture" outcomes
- Use your resources

Bumper Sticker #2: Always ask for permission, don't beg for forgiveness.

- Regulators want to help
- Regulators can't help if they don't know there's an issue
- There may be ways of getting what you need
- Hard to "fix" after the fact
- There are always consequences for not asking permission or approval

Bumper Sticker #3: Never assume...always ask

- You are the client...be clear with your expectations
- Only you can know if your expectations are being met
- If you don't like the results, you're going to have to live with it for a long time

Bumper Sticker #4: To be on schedule or not on schedule, that is the question

- Early user input is important for project phasing
- Not staying on schedule can impact airport revenues
- Stay in control of what you can and be flexible with what you can't control
- Don't be afraid of the elephant in the room – deal with it head on
- Communicate, communicate, communicate

Bumper Sticker #5: Regulations...words to live by

- Regulators live in literal-land...literally
- Shall, must, will versus could, should, would
- Regulations are permissive...won't tell you what you can't do
- Read regulations carefully, know your obligations
- If you didn't document, then you didn't do it

Final thoughts...

- Watch the big picture, but be sure someone is watching the details
- No one can read minds...speak now or forever hold your peace
- Be clear about your expectations

For more information...

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