

# Rhode Island Airport Corporation

## RIAC's Strategic Business Plan

### **The Vision:**

The Rhode Island Airport Corporation provides safe, convenient aviation gateways for New England.

### **The Mission:**

The Rhode Island Airport Corporation is a self-sustaining public agency that provides quality facilities:

- For safe, secure, efficient and convenient air transportation for Rhode Island and the New England region; and
- By developing, promoting and managing the airport system to stimulate the region's economic growth; and
- By fostering a corporate culture, that balances fiscal, civic and environmental stewardship.

### **Corporate Initiatives:**

#### *1: Infrastructure*

Infrastructure – Provide safe, secure, and convenient transportation facilities for current and anticipated customer needs that optimize the use of new technology and promote environmental stewardship.

#### *2: Economic Development*

Stimulate the economic development of Rhode Island and the New England region by providing and promoting high-quality, cost-effective transportation services and facilities.

#### *3: Finance*

Enhance RIAC's financial strength and capacity to enable RIAC to maintain its financial stability and achieve its mission.

#### *4: Customer Service*

Provide a customer friendly transportation experience that meets or exceeds expectations.

#### *5: Communication*

Establish channels and tools for internal and external communication to build positive working relationships.

#### *6: Organization*

Promote employee excellence, equal opportunity, teamwork and the highest levels of professional conduct, recognizing that a positive work environment and culture will facilitate RIAC's ability to achieve its mission.

#### *7: Operations*

Promote operational excellence, efficiency, safety, and security for our passengers.