

Creation of ACRP's Guidebook for Developing an Airport Performance Measurement System

ACRP 01-06

CLIENT:

Airport Cooperative Research Program (ACRP)

ROLE:

Lead Firm
Research, Content Development, Development of Final Guidebook

CONTACT:

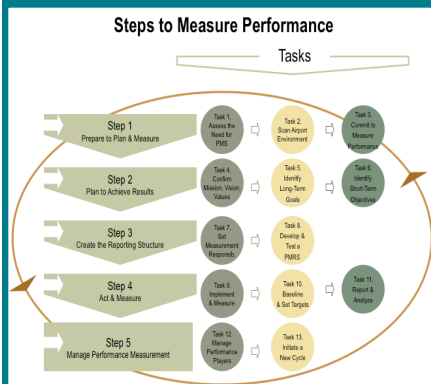
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ASSIGNMENT DATE:

May 2008 – Present

IMG SERVICES:

- Field Research
- Performance Measurement Systems
- Strategic Planning



Infrastructure Management Group, Inc.

IMG was retained by the Airport Cooperative Research Program (ACRP), part of the Transportation Research Board (TRB), to produce a user-friendly guidebook to assist airport operators in developing an airport performance measurement system. This Guidebook will prove an invaluable tool for the management of airports of all sizes. The principal objectives are to: (1) assist airport management understand the practical benefits of a performance-measurement system (PM System); (2) identify methods to assist airports in discerning how well they are meeting their stakeholder expectations; (3) guide the development and implementation of the most appropriate PM System; and (4) provide examples of key performance indicators and how to incorporate them into the system. Ultimately, the PM Systems resulting from this Guidebook will enhance the decision-making process to improve service and efficiency at airports.

Background

Since IMG was retained for the project in early 2008, IMG and ACRP have been working together to ensure the Guidebook is comprehensive, user-friendly, and innovative. In the development period, IMG studied the history of airport performance measurement techniques, monitored current best practices, and gain knowledge from other industries that have had excellent financial and operational results after the implementation of PM Systems. Numerous airports across the country were interviewed to ensure that an appropriate representation of systems, at varying levels of development and integration, were considered. Ultimately, IMG examined how existing PM Systems are being used to manage and facilitate the decision-making process in airports in order to effectively develop the system portrayed in the Guidebook. As a result, the Guidebook presents a five step-by-step process to easily develop and implement a PM System tailored to airports of all sizes, incorporates relevant tools to successfully measure the attainment of airport strategic goals, maximizes resource allocation and allows for corrective actions of systems and processes.



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