

# FY26 EIP Goals



## Customer Service Excellence –

Meet or exceed **4.40** on the Airports Council International (ACI) ASQ Customer Service Survey for Fiscal Year 2026



## People, Culture, and Community –

Achieve an employee health screening program participation rate of **25% or higher**



## Growth and Financial Strength –

Meet or beat the Board approved pre-capital bottom line for Fiscal Year 2026



## Safety and Security –

- Successfully pass the annual FAA Part 139 inspection with **zero** major discrepancies
- Successfully pass the annual TSA Part 1542 inspection with **zero** major discrepancies
- Maintain the employee click rate on simulated phishing email tests at or below the annual industry average of **4.3%**
- Investigate and address all reported safety concerns with **100%** follow-up