

# Michigan Aeronautics Commission

## DIRECTOR'S REPORT

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Lansing, Michigan

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# Efficiencies and Accomplishments for 2013

## Efficiencies:

- Good Government in Action
- Upper Peninsula Air Shuttle

## Accomplishments:

- AeroPM
- Airport System Manager
- Electronic Flight Charts

# Challenges for 2014

- Funding
- State Airports
- NextGen/UAS
- Meeting Customer Needs
- Meeting Employee Needs

# 2013

## Employee Engagement Survey Report

### Areas Where Aero Fared Well . . .

- Clear understanding of responsibilities and how work affects customers.
- Work group resolves customer problems and consistently delivers a high level of customer service.
- Understands how job contributes to the mission of MDOT.
- Proud to work for MDOT.
- Treated with dignity and respect by colleagues.

# 2013

## Employee Engagement Survey Report

### Some Comparisons:

- Response rate participating in the survey.
  - State 68%
  - MDOT 67%
  - **Aero 90%**
  
- I understand how the work I do makes a difference in the lives of the people of the State of Michigan.
  - State 83%
  - MDOT 87%
  - **Aero 92%**
  
- I have a clear idea of my job responsibilities.
  - State 85%
  - MDOT 86%
  - **Aero 100%**
  
- I understand how my job contributes to the mission of my department.
  - State 86%
  - MDOT 86%
  - **Aero 92%**

# 2013

## Employee Engagement Survey Report

### Areas to Improve . . .

- Leadership making decisions in a timely fashion.
- Opportunities for advancement.

# And also....

- MBAA Education Initiative (Jan. 22)
- Great Lakes Aviation Conference (Feb.14-15)
- Michigan Airport Conference (Feb.19-20)
- FAA Congressional Briefing (March 11)
- MBAA Legislative Update (March 18)

# State of Michigan Service Awards

- Anu Taneja – 15 Years of Service
- Kelly Badra – 10 Years of Service
- Mike Soper – 5 Years of Service
- Tom Smith – 5 Years of Service

**Congratulations!**

**Distinguished Service Award**

**Juan Zapata**

**Congratulations!**

# THANK YOU

## QUESTIONS?

MDOT wants to deliver outstanding customer service for Michigan's citizens. Please take a minute to tell us how we are doing.

Go to [www.michigan.gov/mdot](http://www.michigan.gov/mdot) and click on

'How is MDOT Doing? Customer Satisfaction Survey.'

Your opinion is very important to us!

***“Aviation is proof that, given the will, we have the capacity to achieve the impossible.”***

Eddie Rickenbacker