

JACKSON HOLE AIRPORT VISION AND MISSION

A = ALLIANCES

The airport works with groups within the community, including the National Park Service, the Town of Jackson and Teton County. We also work with Federal agencies like TSA and FAA.

C = CUSTOMERS

Customers are our focus. We are here to serve. All customers need to be treated with courtesy and respect. Customers include passengers and vendors who are based at the Jackson Hole Airport.

C = CO-WORKERS

All airport employees including: ground transportation, airlines, rental cars and snow plow drivers. Communication between all the various teams at the airport is critical.

E = ENVIRONMENT

Because the Jackson Hole Airport is located in Grand Teton National Park, a focus on the environment guides our work at the airport. We strive to be good stewards by minimizing noise and carbon pollution, as well as minimizing the electrical and waste stress.

S = SAFETY

Safety and Security are top priorities at the airport. Ensuring safety and security is always part of everyone's job.

S = SECURITY

THE JACKSON HOLE AIRPORT BOARD'S MISSION STATEMENT IS:

“To develop a team that values the internal and external customer, manages by fact, ensures integrity and enhances innovation.”

- **TEAM** - Everyone who works on the airport property
- **INTERNAL CUSTOMER** – Anyone who enters the airport property to do business with the airport
- **MANAGES BY FACT** – Decisions are made proactively, researching needs and challenges before responding to situations emotionally.
- **EXTERNAL CUSTOMERS** – Passengers and members of the community who benefit from the presence of the JH Airport being located in Teton County.
- **ENHANCES INNOVATIONS** – All employees and members of the Board of Directors are encouraged to see better, more effective ways to serve our customers.