

Office of Aircraft Services

Division of Administration



Strategic Plan

FY 2026-2027 to FY 2030-2031

James Jefferson
DIRECTOR

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VISION STATEMENT

The Office of Aircraft Services is dedicated to delivering reliable and economically efficient aircraft maintenance through a harmonious blend of personalized client service and an unwavering dedication to safety and excellence.

MISSION STATEMENT

The mission of the Office of Aircraft Services is commitment to deliver comprehensive supply and oversight of maintenance, ensuring the provision of all essential support necessary for the safe, efficient, and cost-effective operation of aircraft belonging to State and local government entities.

PHILOSOPHY

Meticulous inspections conducted in accordance with Federal Aviation Administration regulations and mandated maintenance schedules, with a pronounced focus on preventative upkeep, have historically ensured—and will continue to guarantee—a safer and more enduring aircraft fleet. An essential entity like the Office of Aircraft Services facilitates exemplary cost management and precise parts tracking, culminating in an efficient and economical governmental establishment devoid of the substantial profit margins characteristic of the private sector. Furthermore, the policies and initiatives advanced by this organization foster inter-agency collaboration among state entities, thereby optimizing the utilization of existing resources.

Office of Aircraft Services performance indicator of efficiency is often measured by the On-Time Performance (OTP) rate, which reflects the percentage of flights departing within scheduled times, indicating operational punctuality and reliability. Additionally, the Aircraft Utilization Rate measures the average number of flight hours or cycles per aircraft within a specific period, highlighting fleet productivity. Cost per Flight Hour or Cost per Available Seat Kilometer (CASK) are financial metrics that assess operational cost efficiency. Together, these indicators provide a comprehensive view of efficiency in managing operations, maintaining schedules, and controlling costs.

PRINCIPAL CLIENTS AND USERS

The principal clientele comprises the Louisiana Department of Public Safety, the Louisiana Department of Wildlife and Fisheries, and Department of Transportation. Occasionally, additional clients are served, including the New Orleans Police Department, the DeSoto Parish Sheriff, the East Baton Rouge Sheriff's Office, and the Jefferson Parish Sheriff's Office.

EXTERNAL FACTORS

The Office of Aircraft Services has identified potential external factors beyond the control of the agency that could have a significant impact on the goals and objectives.

- Agencies shall continue to have the budget to properly maintain and utilize their aircraft.
- The variable workload and the relationship of available maintenance man hours.
- Aircraft replacement components availability.
- The type and number of aircraft the State may acquire, and the age of the aircraft in the fleet.

DUPLICATION OF EFFORT

Title 39 of Louisiana's Revised Statutes designates the Commissioner of Administration as the custodian responsible for the supervision of all aircraft owned by the state. Furthermore, it stipulates that all aircraft shall be preserved and serviced exclusively through state-operated maintenance facilities, namely the Office of Aircraft Services.

GOAL I: To furnish and oversee comprehensive maintenance, ensuring the provision of all essential support necessary for the safe, efficient, and cost-effective operation of the State's diverse fleet of aircraft.

Goal Authorizations: Louisiana Revised Statutes 39:360(C)

From this purpose two primary objectives that Aircraft maintenance is responsible for:

- Providing safe, flyable (airworthy) aircraft, in the proper configuration, when and where needed to satisfy State's program requirements.
- Maintaining a level of aircraft availability at some point beyond that of the Agency's program requirements to provide aircraft for surge capacity or to meet other mission requirements.

PROGRAM ACTIVITY: FLIGHT MAINTENANCE

Flight Maintenance is responsible for performing maintenance, inspections, modifications, parts procurement and replacement avionics services, fuel services, storage, and outside services as required within the guidelines, rules and regulations of the Federal Aviation Administration, aircraft and engine manufacturers, industry standards and laws of the State.

PROGRAM ACTIVITY OBJECTIVE I.1: To endeavor to maintain the rate of unscheduled flight cancellations attributable to unplanned maintenance below 10% for each quarter.

Strategy I.1.a: Conduct comprehensive inspections in strict accordance with the inspection schedules mandated by the manufacturer and the Federal Aviation Administration.

PROGRAM ACTIVITY PERFORMANCE INDICATORS:

1. Efficiency: The proportion of flights canceled as a consequence of unanticipated maintenance issues.
2. Output: The total count of flights canceled as a result of unplanned maintenance.

PROGRAM ACTIVITY OBJECTIVE I.2: To ensure that maintenance labor costs remain below the national average as published by the Federal Aviation Administration.

STRATEGY I.2.a: Execute the majority of maintenance procedures internally, coordinating seamlessly with both our clients' schedules and our own to maximize efficiency.

PROGRAM ACTIVITY PERFORMANCE INDICATORS:

1. Input: National man-hour average cost
2. Outcome: Aircraft Services man-hour cost
3. Input: Number of fixed wing aircraft maintained
4. Input: Number of helicopters maintained

PERFORMANCE INDICATOR DOCUMENTATION

Program: Office of Aircraft Services
Activity Flight Maintenance

Objective: To endeavor to maintain the rate of unscheduled flight cancellations attributable to unplanned maintenance below 10% for each quarter.

Indicator: Percentage of flights canceled due to unscheduled maintenance
LaPAS PI Code: 8694

For each performance indicator in the Strategic Plan, address the following:

- 1. Type and Level:** Efficiency. Key
- 2. Rationale, Relevance, and Reliability:** To give indication of quality and depth of maintenance provided.
- 3. Use:** To give indication of quality and depth of maintenance required and provided.
- 4. Clarity:** The indicator name clearly defines what is being measured.
- 5. Date Source, Collection and reporting:** Data is supplied by agencies quarterly.
- 6. Calculation Methodology:** The number of flights canceled due to unscheduled maintenance will be divided by the total number of flights scheduled.
- 7. Scope:** Aggregate
- 8. Caveats:** None.
- 9. Accuracy, Maintenance, and Support:** This performance data has been audited by the Office of Legislative Auditor with no findings.

10. Responsible person:

James Jefferson
Director, Office of Aircraft Services
225-359-9385 phone
225-359-9390 fax
James.Jefferson2@la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Office of Aircraft Services

Activity: Flight Maintenance

Objective: To endeavor to maintain the rate of unscheduled flight cancellations attributable to unplanned maintenance below 10% for each quarter.

Indicator: Number of flights canceled due to unscheduled maintenance
LaPAS PI Code: 17015

1. Type and Level: Efficiency. Key

2. Rationale, Relevance, and Reliability: To give indication of quality and depth of maintenance provided.

3. Use: To give indication of quality and depth of maintenance provided.

4. Clarity: The indicator name clearly identifies what is being measured.

5. Data Source, Collection and Reporting: Data is supplied by agencies quarterly.

6. Calculation Methodology: A total of all flights canceled due to unscheduled maintenance will be counted.

7. Scope: Aggregate

8. Caveats: None

9. Accuracy, Maintenance, and Support: This performance data has been audited by the Office of Legislative Auditor with no findings.

10. Responsible person:

James Jefferson

Director, Office of Aircraft Services

225-359-9385 phone

225-359-9390 fax

James.Jefferson2@la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Office of Aircraft Services

Activity: Flight Maintenance

Objective: To ensure that maintenance labor costs remain below the national average as published by the Federal Aviation Administration.

Indicator: National man-hour average cost

LaPAS PI Code: 8696

1. Type and level: Input, Key

2. Rationale, Relevance, and Reliability: To track cost and aid in our analysis and keep abreast of national trends.

3. Use: Will aid in setting our costs and pricing.

4. Clarity: The indicator name clearly identifies what is being measured.

5. Data Source, Collection and Reporting: Published by the Federal Aviation Administration.

6. Calculation Methodology: No calculation is required.

7. Scope: Aggregate

8. Caveats: None

9. Accuracy, Maintenance, and Support: This performance data has been audited by the Office of Legislative Auditor with no findings.

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Director, Office of Aircraft Services

225-359-9385 phone

225-359-9390 fax

James.Jefferson2@la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Office of Aircraft Services

Activity: Flight Maintenance

Objective: To ensure that maintenance labor costs remain below the national average as published by the Federal Aviation Administration.

Indicator: State (Aircraft Services) man-hour cost

LaPAS Code: 8697

- 1. Type and Level:** Efficiency, Key
- 2. Rationale, Relevance, and Reliability:** To track cost and aid in our analysis.
- 3. Use:** To track cost and aid in our analysis.
- 4. Clarity:** The indicator name clearly identifies what is being measured.
- 5. Data Source, Collection and reporting:** State payroll information.
- 6. Calculation Methodology:** No calculation is required.
- 7. Scope:** Aggregate
- 8. Caveats:** No
- 9. Accuracy, Maintenance, and Support:** This performance data has been audited by the Office of Legislative Auditor with no findings.
- 10. Responsible person:**
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 - Director, Office of Aircraft Services
 - 225-359-9385 phone
 - 225-359-9390 fax
 - James.Jefferson2@la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Office of Aircraft Services

Activity: Flight Maintenance

Objective: To ensure that maintenance labor costs remain below the national average as published by the Federal Aviation Administration.

Indicator: Number of fixed wing aircraft maintained
LaPAS PI Code: 8698

1. Type and Level: Input, Key

2. Rationale, Relevance, and Reliability: To track cost and aid in our analysis

3. Use: To track cost and aid in our analysis

4. Clarity: The indicator name clearly identifies what is being measured.

5. Data Source, Collection and Reporting: The source is all Executive Branch fixed wing aircraft in agency inventory, which is continuously monitored.

6. Calculation Methodology: Physical count of all Executive Branch fixed wing aircraft.

7. Scope: Aggregate

8. Caveats: None.

9. Accuracy, Maintenance, Support: This performance data has been audited by the Office of Legislative Auditor with no findings.

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Director, Office of Aircraft Services
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225-359-9390 fax
James.Jefferson2@la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Office of Aircraft Services

Activity: Flight Maintenance

Objective: To ensure that maintenance labor costs remain below the national average as published by the Federal Aviation Administration.

Indicator: Number of helicopters

LaPAS PI Code: 8699

1. Type and Level: Efficiency, Key

2. Rationale, Relevance, Reliability: To track cost and aid in our analysis.

3. Use: To track cost and aid in our analysis.

4. Clarity: The indicator name clearly identifies what is being measured.

5. Data Source, Collection, and Reporting: The source is all Executive Branch helicopters in agency inventory, which is continuously monitored.

6. Calculation Methodology: Physical count of all Executive Branch Rotor wing aircraft.

7. Scope: Aggregate

8. Caveats: None

9. Accuracy, Maintenance, Support: This performance data has been audited by the Office of Legislative Auditor with no findings.

10. Responsible Person:

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225-359-9390 fax

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STRATEGIC PLANNING PROCESS

This plan was developed using a review of the data reported to LaPAS for all performance indicators.

All documents used in the development of the strategic plan as well as the data used for the completion of quarterly performance progress reports through the Louisiana Performance Accountability System (LaPAS) will be maintained according to the records retention laws applicable to the agency.

STATE OF LOUISIANA
OFFICE OF AIRCRAFT SERVICES



Physical Address
8900 Jimmy Wedell Dr
Baton Rouge, LA 70807

Phone: (225) 359-9385
Fax: (225) 359-9390