



JACQUELINE YAFT
ASSOCIATE PRINCIPAL

Exceptionally self-driven and decisive executive leader with nearly 20 years of progressive and meaningful experience developing and implementing standard operating procedures designed to provide for the highest safety of the traveling public.

Recognized for building collaborative relationships with business leaders and stakeholders at all organizational levels. Extensive experience at major hub airports with construction management, technology systems innovation and operational continuity.



20+ years of experience



EDUCATION

B.S., Metropolitan State College

M.B.A., Embryriddle Aeronautical University



CERTIFICATIONS

ACI IAP

NIMS

Associate DBIA

RELEVANT EXPERIENCE

Dates worked on project:
2018 - Present

ASSOCIATE PRINCIPAL, PASLAY MANAGEMENT GROUP

Review ABQ current Certification Manual, Airport Security Plan, airport operations and procedures to define efficiency, improve communications, and enhance compliance. Conduct training, assessments, and draft necessary SOPs. Assist ABQ management define ways to enhance security, evaluate incident response and make recommendations for best practices.

Dates worked on project:
2016 - 2018

PRINCIPAL CONSULTANT, ROSS & BARUZZINI

In the spring of 2017, I engaged with the Vantage Group offering Operations support during the re-development of LaGuardia Central Terminal. My role comprised planning and execution of traffic management plan, construction review, and operations oversight. My work detailed to develop plans, procedures, protocols and systems aimed to encourage the highest standards for safety and passenger experience on the LaGuardia Central Terminal (CTB) Frontage; to work with internal and external stakeholders, traffic professionals and local and governmental authorities. Oversaw the contracted traffic management service provider for the CTB Frontage, monitoring performance and safety and implementing improvements as identified; ensured all contracted frontage management resources meet the appropriate LGP Customer/Guest Service training and competency levels required to meet the service performance expectations. Ensured predicted heavy traffic day planning is undertaken, with operational plans communicated and executed well in advance of critical periods. Undertook Summer Traffic planning as a matter of priority, with operational, communication and training plans developed in consultation with internal and external stakeholders; oversaw implementation. Reviewed

construction work and phasing plans, highlighting potential impacts to airport traffic and highlighting considerations and providing mitigation options. Day to day liaison with PANYNJ Traffic Engineers and Port Authority Police Department aimed at building credibility and influencing traffic flow improvements, and ensuring that all frontage enforcement commitments and obligations are met. Identified and reviewed best curbside management practices and technologies to develop tools, guidelines and principles to improve efficiency of curbside space usage (e.g. airport vehicle identification, proximity/transponder equipment, License Plate Recognition (LPR), RFID, pavement sensors for curbside dwell time, tolls for curbside access (DFW/DEN), improved lane structure). In consultation with LGP Operations developed plans, SOPs and provided training support to a new team or third-party contractor to support the PANYNJ's Mobile Command Centre.

FT. LAUDERDALE INTERNATIONAL AIRPORT

R&B was attained by Fort Lauderdale International Airport to conduct an independent and objective after action report following the January Active Shooting incident. Assessment of response efforts and communications. Evaluation of Incident command structure and practices. Assessment of customer care and recovery efforts. Recommendations of best practices for improvements.

ASSISTANT DIRECTOR OF OPERATIONS

Progre6 AERTEC and Ross & Baruzzini engaged in partnership for CAPEX review, and review of the O&M plan only during the pre-development phase of the project. The "Great Hall Project" includes an extensive upgrade to the main terminal at Denver International Airport which spans over 70,000 square meters of floor space. Capacity analysis and simulations for the terminal at Denver airport to be carried out according to the work schedule and the milestones described in the RFP of the bid. Produce Operations and Maintenance Work Plan with estimate of the Operations and Maintenance Costs including calculations and analysis in excel format. CAPEX review by supporting the Consortium in preparing the PDA Phase deliverables and work products with a third-party credited estimate of the range for the initial capital expenditure of the Great Hall project. Also, provide a forecast for the maintenance and renewal capex to be incurred by the concessionaire during the Concession term to properly maintain the O&M Limits.

**Dates worked
on project:**
1998 – 2001

LOS ANGELES WORLD AIRPORTS

DEPUTY EXECUTIVE DIRECTOR OF OPERATIONS, AND EMERGENCY MANAGEMENT

Advance, enhance and protect operational efficiency and travel safety procedures for three airports owned and operated by the City of Los Angeles: Los Angeles International (LAX), LA/Ontario International (ONT) and Van Nuys (VNY). Serve in integral role to help meet Southern California regional demand for passenger, cargo and general aviation service while delivering a high level of safety, security and service for customers, the local community and stakeholders. Oversee management of 1200 staff member and ensure that each airport maintains full compliance with all regulatory agencies. Maintain fiscal responsibility for \$150M budget and budget-planning process. Managed operational readiness and activation of several capital projects valued at \$8 Billion throughout LAX including Tom Bradley International Terminal, Runway rehabilitation, Landside roadways restructure, and TSA screening checkpoint reconfiguration. Managed ground transportation revenue contracts valued at \$84M and expense contracts valued at \$4.5M including busing

operations, parking lots, and shuttle services. Conduct briefings to a 7 members Board of Commissioners, the city of Los Angeles Mayor, Council members, and media interviews. Lead operational impact analysis throughout LAX \$8B construction projects – (Runway Safety areas, Midfield Satellite Concourse Design-Build, Landside People Mover). Teered efforts to restore airfield to achieve 100%, zero-findings compliance with FAR Part 139. Guided project management efforts to design, build and open LAX's award-winning \$14M Airport Coordination Center within 9 months. Build a strong sustainable emergency management program to foster collaboration, commitment, common terminology, defines responsibilities, and support; work in concert with various agencies to perform the four major functions of responders: emergency assessment, hazard operations, population protection and incident management. Continuously develop and promote a productive, win-win relationship with stakeholders and regulators through consistent and frequent communication and by involving those interested in daily operational enhancement plans. Identified several programs to increase efficiency, situational awareness, cost effectiveness, and timely response. Lead a new Customer Experience initiative at LAX. Crisis Communications Leader for Denver Blizzard 2006, Continental 1404 Crash, LAX 2012 Active Shooter Incident with experience in developing a comprehensive after-action report.

**Dates worked
on project:**
1998 – 2001

**DENVER INTERNATIONAL AIRPORT
ASSISTANT DIRECTOR OF OPERATIONS**

Progressively promoted from managerial position to executive leadership role responsible for orchestrating operational initiatives for one of the busiest airline hubs in the world's largest aviation market. Additional positions held include Director of Organizational Effectiveness, Airport Operations Manager and Assistant Operations Manager.

AIRPORT OPERATIONS

Airside and Landside Managed emergencies contiguous with FAA, ARFF (Index E), and NIMS. Provided policy guidance to senior management and presented information and new policies to airlines, FAA and tenants. Guided terminal area activities including maintenance, VIP visits, public safety, and all ground transportation. Developed and implemented procedures for work order tracking, resulting in standardized reports and tracking.

SNOW REMOVAL/AIRCRAFT DEICING

Led maintenance crew during snow removal; coordinated landside/airside maintenance throughout the facility and AOA. Assisted in revamping snow removal program and implementing a new priority-based system. Developed and implemented flow charts for snow events to control flow in and out of the airport. Handled development, training and implementation of ramp snow removal contract for the first time in Denver. Developed training program for a new snow commander position inside the FAA tower cab. Directed and oversaw non-movement ramp tower. Managed \$350,000 renovation project for ramp tower from design to completion.

CONSTRUCTION/MASTER PLANNING

Participated in master planning while ensuring that diverse interest, directions and policies were represented. Provided recommendations regarding future capital improvement programs and major maintenance projects. Oversaw construction projects and various safety plans and programs throughout the airport.