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To: Board of Directors
From: Robert Leftwich, ACAT Member
Subject: **Review of iPad Service Performance**
Date: October 20, 2011

In general, the iPads have been well received by ACAT members and found to be useful for conducting Truckee Tahoe Airport District business. The recipients, who were not familiar with Apple products or had no previous experience with iTunes, reported the learning curve as intuitive and fairly easy to learn.

Although the iPads are being utilized for ACAT meetings and the dissemination of information, most members have not reported being completely paperless due to some limitations on archiving information and general familiarity.

Initially, it was anticipated that the user friendly format of the iPad would prevent having to use TTAD Staff for technical support. It was quickly realized, that Staff involvement and expertise is occasionally necessary and it is unrealistic to expect a self sustainable program over the long term.

Below, is a synopsis of comments made by ACAT members regarding the use of the iPad and the feasibility for district-wide use:

- The iPad is still in the developmental stages as a “business tool” and as the business world continues to embrace the device, the applicability and usefulness will exponentially increase.
- Additional applications and accessories are necessary to fully utilize the capabilities of the device and to easily archive information. Applications are necessary to create, read and store documents such as spreadsheets and presentations.
- iTunes and a computer are necessary to manage the device and to share information.
- Expectations need to be managed regarding future Board Members and ACAT members who chose not to use the device. There is currently no requirement regarding computer literacy for individuals running for public office.
- Some personal calendar formats are not supported and do not automatically sync. Exchange accounts are able to sync.

- “There’s an app for that.” There seems to be a wide array of available applications for free or for minimal cost which greatly enhances the functionality of the device. Although the app download process is trivial, it does require the user to search and problem solve on an individual basis.
- The 3G service is useful and increases the use of the device, but also creates a monthly expense and staff involvement.
- VGA and HDMI connectors are necessary to run presentations off of the iPad.

As stated above, we are still in the beginning phase of understanding and exploring the use of the iPad. The device has proven useful as it is currently configured. Having said that, new possibilities are developing at a rapid pace and one of the key benefits is developing our business habits around a developing technology. The iPad has to be viewed as a supplemental device which enhances efficiency and productivity. It is not a “fix” for something that is currently broken.

There is an affordable and immediately obtainable option of developing a TTAD application. The application would allow for information sharing within the District and with the public on a greater scale than what is currently available on the internet alone. If the decision was made to use iPads throughout the TTAD, the future research and development for the program would be best suited towards personalizing the device for our specific business needs and realizing we are on the ground floor of what the device’s true business application will be in the future.