

Aviation

Mission Statement

Partnering with our community
to provide world class airport services.
Every customer.
Every day.

Key Services

Commercial aviation, general aviation

Total Commercial Aircraft Passengers

Target: 35 million

YTD (in millions): 17

Goal:

To promote usage of the airport as a community asset

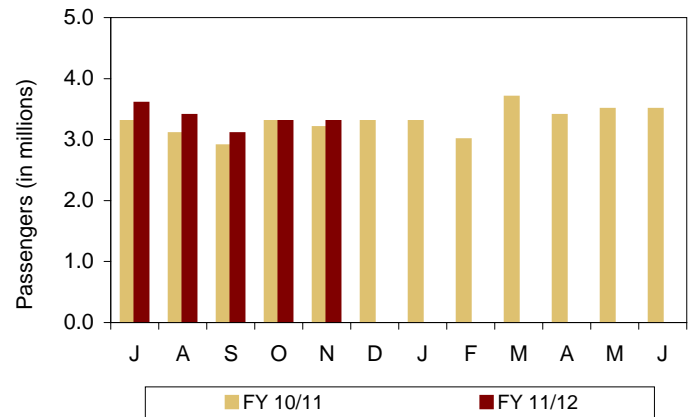
Target:

35 million annually

Significance:

As the largest economic engine in the state, it is critical that the Aviation Department foster the airport which delivers an economic impact of \$36 Billion annually. The Aviation Department can encourage the use of the airport through customer convenience, efficient management, and low operating costs that are passed on to its business partners.

*Data reported one month in arrears.



Number of International Passengers

Target: 1.2 million

YTD (In thous): 836

Goal:

To foster international air traffic

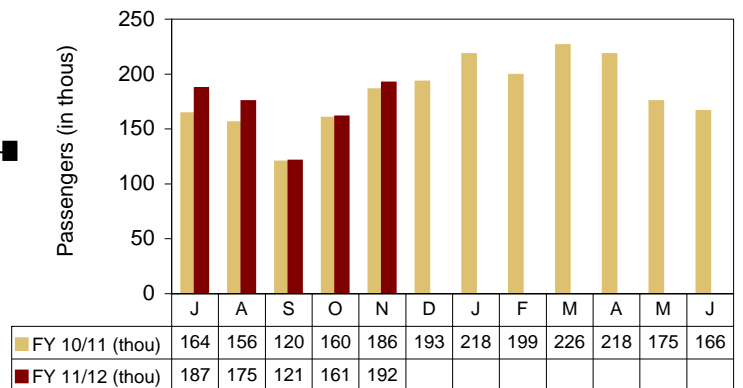
Target:

1.2 million annual passengers

Significance:

International travelers produce increased investment and tourism revenue for our valley. These travelers spend more per visit than domestic visitors. International direct destinations foster a more connected global business environment.

*Data reported one month in arrears.



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Total Sales of Retail/Food & Beverage Concessions per Enplaned Passenger

Target: \$6.00

YTD Average: \$8.33

Goal:

To provide products and services desired by air travelers

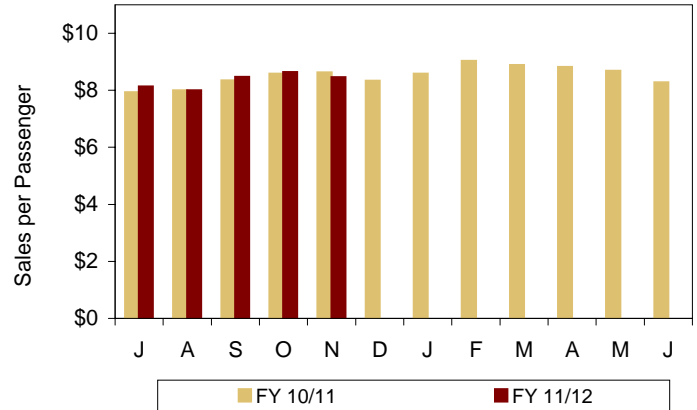
Target:

\$6.00 per passenger

Significance:

The extent that customers purchase food, refreshments, and retail items is a measure of the effectiveness and pricing of the offerings. This important revenue source helps keep airport costs low, which encourages airlines to maintain a strong base of operations here at Phoenix Sky Harbor.

*Data reported one month in arrears.



Number of Callers Regarding Noise

Target: 25 callers

YTD Average: 9

Goal:

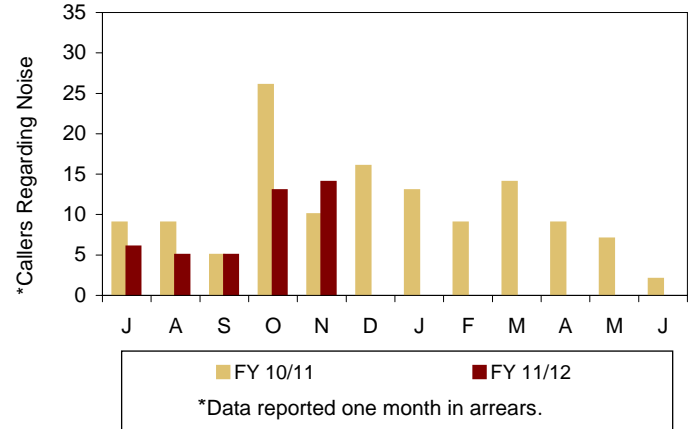
To minimize effects of airplane noise

Target:

Less than 25 callers per month

Significance:

An unfortunate externality of airline operations at airports is the noise impact.



Aircraft Takeoffs and Landings

Target: 900,000 operations

YTD Total: 392 (in thousands)

Goal:

To maximize airfield usage

Target:

900,000 operations annually

Significance:

Airfield usage relates to the maximization of the airport as a community asset. This assists in promoting the state economy and fostering business connections and tourism jobs.

