

Aviation

Mission Statement

The Aviation Department provides the Phoenix metropolitan area with a self supporting system of airports that accommodate general and commercial aviation in a safe, effective and convenient manner.

Key Services

Commercial aviation, general aviation

Total Commercial Aircraft Passengers

Target: 35 million **YTD (in millions): 9**

Goal:

To promote usage of the airport as a community asset

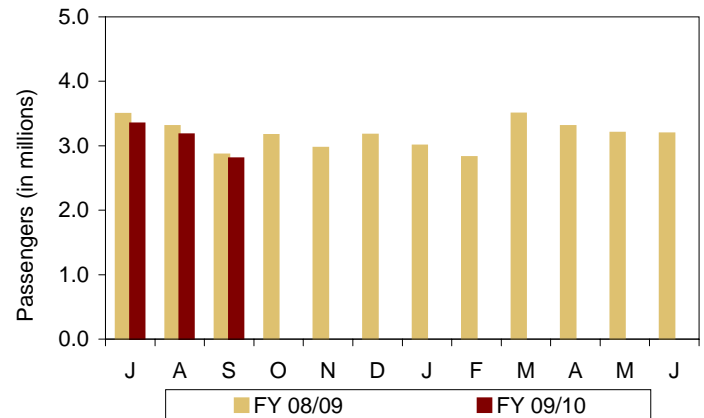
Target:

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): 365**

Goal:

To foster international air traffic

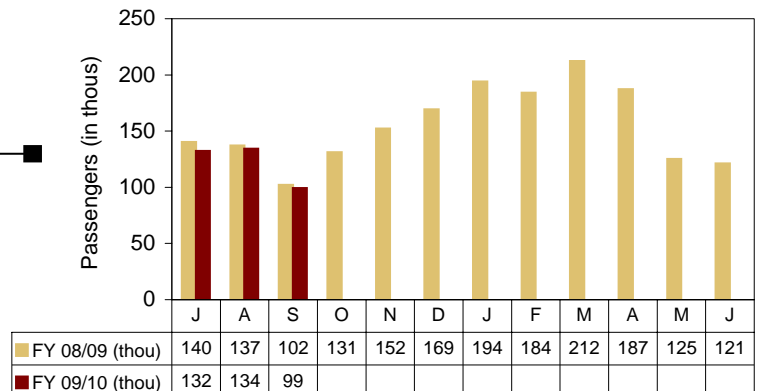
Target:

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: \$7.97

Goal:

To provide products and services desired by air travelers

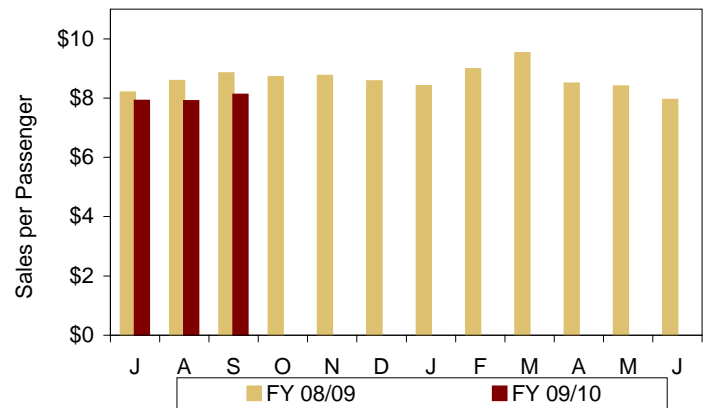
Target:

\$ 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: 13

Goal:

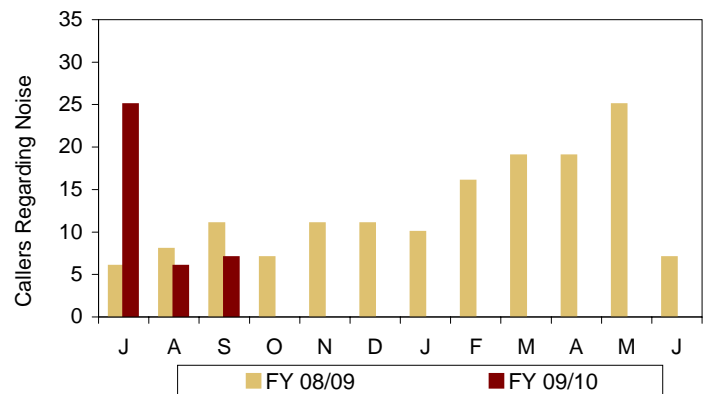
To minimize effects of airplane noise

Target:

Less than 25 callers per month

Significance:

An unfortunate externality of airline operations at airports is the noise impact. This measure of number of callers who complain per month can be viewed in the perspective of 100,000 operations per year.



Aircraft Takeoffs and Landings

Target: 90,000 operations

YTD Average: 256

Goal:

To maximize airfield usage

Target:

90,000 operations annually

Significance:

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

*Data reported one month in arrears.

