Aviation

Mission Statement

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

Key Services

Commercial aviation, general aviation

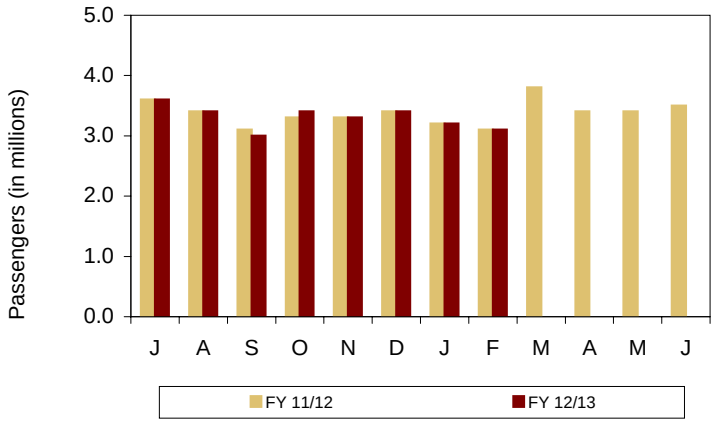
Total Commercial Aircraft Passengers

Target: 37 million | **YTD (in millions): 26**

Goal:
To promote usage of the airport as a community asset

Target:
37 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.



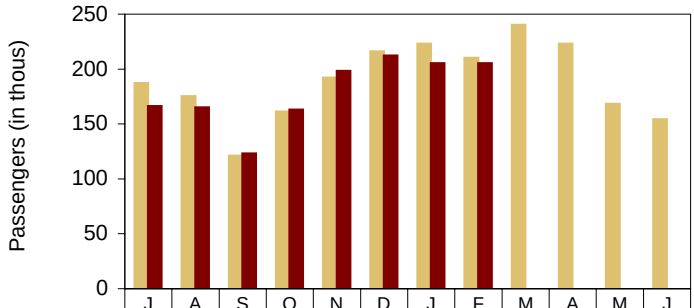
Number of International Passengers

Target: 1.6 million | **YTD (In thous): 1,437**

Goal:
To foster international air traffic

Target:
1.6 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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FY 11/12 (thou)	187	175	121	161	192	216	223	210	240	223	168	154
FY 12/13 (thou)	166	165	123	163	198	212	205	205				

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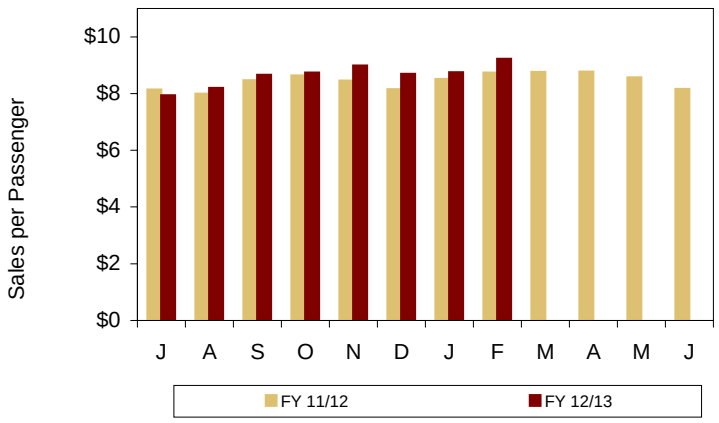
Total Sales of Retail/Food & Beverage Concessions per Enplaned Passenger

Target: $6.00 | **YTD Average: $8.64**

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.



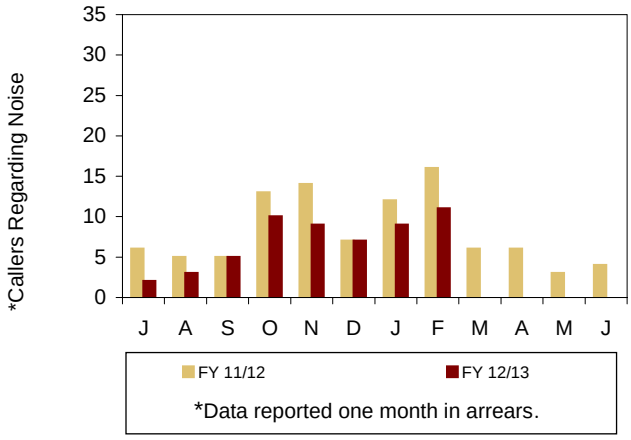
Number of Callers Regarding Noise

Target: 25 callers | **YTD Average: 7**

Goal:
To minimize effects of airplane noise

Target:
Less than 25 callers per month

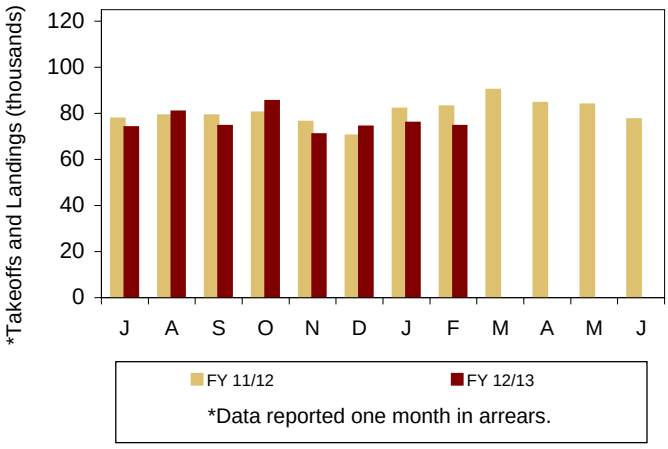
Significance:
An unfortunate externality of airline operations at airports is the noise impact.



Aircraft Takeoffs and Landings

Target: 900,000 operations | **YTD Total: (in thousands) 610**

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.