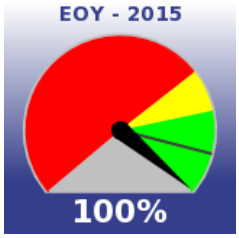
BOCC Update - Airport Operations / Landside Operations

Performance Measures

Result :

Percentage of customer complaints are resolved to satisfaction.



Performance Narrative:

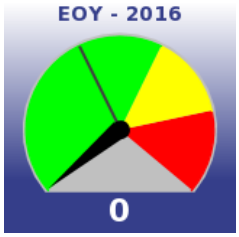
Result • Percent • Annually YTD: 100% EOY: 100%

Low Alarm	Low Warn	Target	High Warn	High Alarm
70%	80%	90%		

Year	EOY	YTD	EOY*
2015	100%	100%	100%
2016			

Output :

Number of satisfactory customer complaint responses provided.



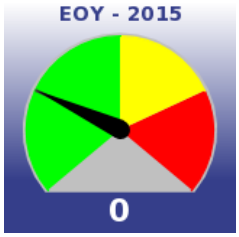
Performance Narrative:

Output • Number • Annually YTD: 0 EOY: 0

Low Alarm	Low Warn	Target	High Warn	High Alarm
		2	3	4

Year	EOY	YTD	EOY*
2015	0	0	0
2016	0	0	0

Number of terminal-related customer injuries reported.



Performance Narrative:

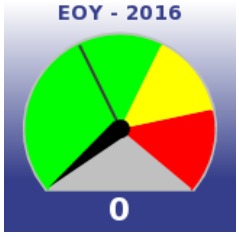
Output • Number • Annually YTD: 0 EOY: 0

Low Alarm	Low Warn	Target	High Warn	High Alarm
		0	5	10

Year	EOY	YTD	EOY*
2015	0	0	0
2016			

Demand :

Number of satisfactory customer complaint responses expected to be requested.



Performance Narrative:

Demand • Number • Annually YTD: 0 EOY: 0

Low Alarm	Low Warn	Target	High Warn	High Alarm
		2	3	4

Year	EOY	YTD	EOY*
2015	2	2	2
2016	0	0	0

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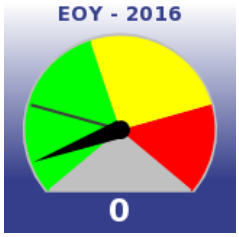
Number of terminal-related customer injuries expected to be reported.



Performance Narrative:

Demand • Number • Annually YTD: 0 EOY: 0

Low Alarm	Low Warn	Target	High Warn	High Alarm
		2	5	10

Year	EOY	YTD	EOY*
2015	0	0	0
2016	0	0	0

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