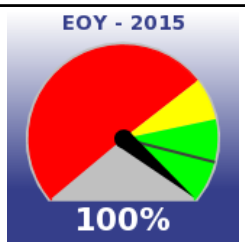
BOCC Update - Airport Admin / Operational Support

Performance Measures

Result :

Percentage of customer complaints that result in customer satisfaction with response and no desire for next-level management review or action.



Performance Narrative:

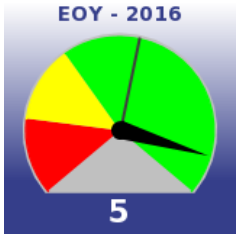
Result • Percent • Annually YTD: 100% EOY: 100%

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

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

Output :

Number of grants monitored.



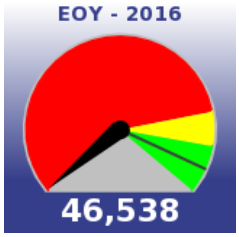
Performance Narrative:

Output • Number • Annually YTD: 3 EOY: 5

Low Alarm	Low Warn	Target	High Warn	High Alarm
1	2	3		

Year	EOY	YTD	EOY*
2015	4	4	5
2016	3	3	5

Dollar value of grant funding received and monitored.



Performance Narrative:

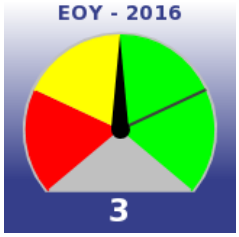
Output • Number • Annually YTD: 46,538 EOY: 46,538

Low Alarm	Low Warn	Target	High Warn	High Alarm
2,000,000	2,200,000	2,340,000		

Year	EOY	YTD	EOY*
2015	2,620,955	2,620,955	2,620,955
2016	46,538	46,538	46,538

Demand :

Number of grants expected to be monitored.



Performance Narrative:

Demand • Number • Annually YTD: 3 EOY: 3

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

Year	EOY	YTD	EOY*
2015	4	4	4
2016	3	3	3

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Dollar value of grant funding expected to be received and monitored.

Performance Narrative:

Demand • Number • Annually

YTD: 10,047,814
EOY: 10,047,814

Low Alarm	Low Warn	Target	High Warn	High Alarm
2,000,000	2,200,000	2,340,000		

Year	EOY	YTD	EOY*
2015	2,857,343	2,857,343	2,857,343
2016	10,047,814	10,047,814	10,047,814

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