

## OPERATIONS

### Fiscal Year 2005

**Goal Statement**

To provide airside, landside, and terminal operations for the residents and visitors to Broward County, to ensure safe and convenient movement of people and goods by air.

<b>Performance Measures</b>	<b>FY03 Actual</b>	<b>FY04 Actual</b>	<b>FY 05 Budget</b>	<b>FY05 Actual</b>	<b>% Change FY04 - FY05</b>	<b>Variance Number</b>
Number of parking transactions processed	2,618,963	2,839,091	3,268,500	3,080,742	9%	
Number of telephone inquiries to control center	602,662	667,357	615,000	773,851	16%	<b>1</b>
Percentage of time that the average wait time for tram/shuttle to Park N Save and tower lots is no more than 15 minutes	97	97	98	97	0%	
Percentage of time response to airline/ground handlers requests for escorts is within 5 minutes	97	97	98	97	0%	

**Explanation of variances greater than 15 percent:**

**1** The increase is due to increased questions concerning security and airport operations.