

Louis Armstrong New Orleans International Airport

Customer Satisfaction Survey



3rd Quarter 2015

Demographics

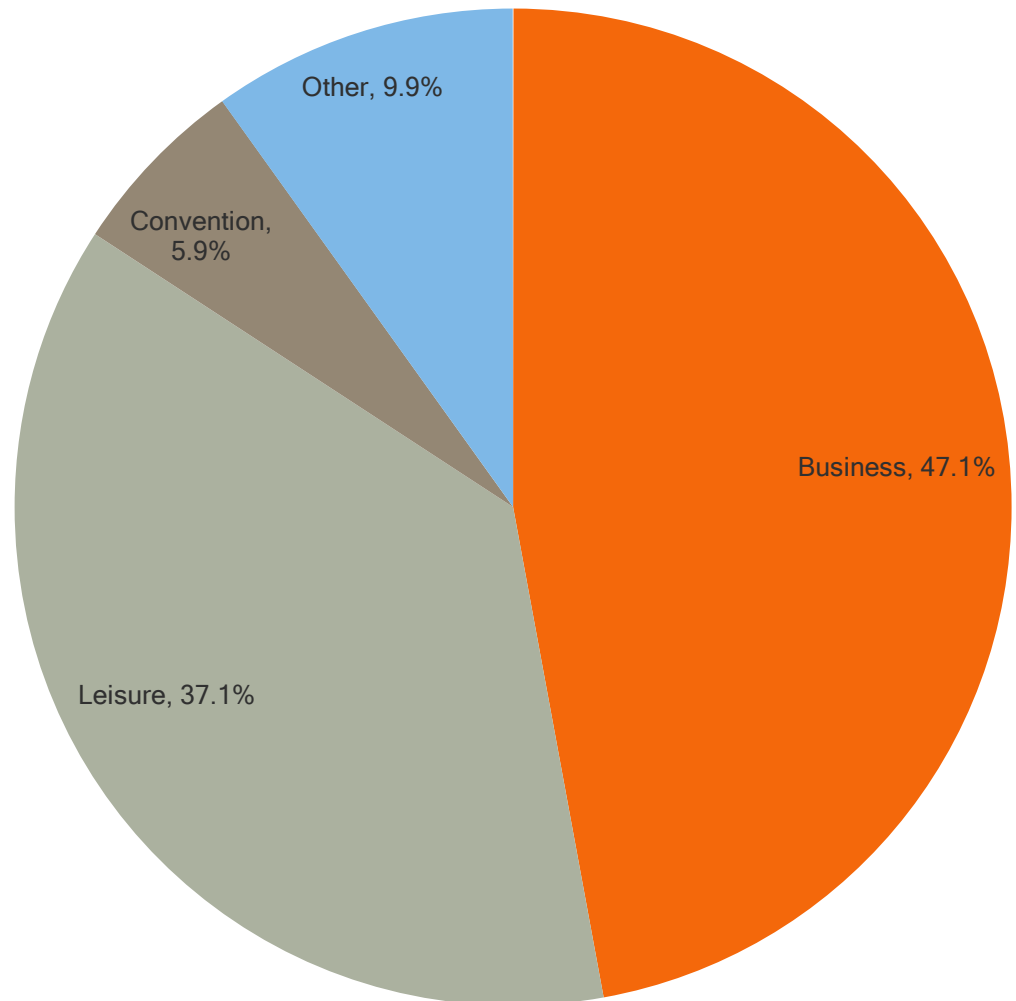
✎ 47.1% Business Travel

✎ 37.1% Leisure Travel

✎ 9.9% VFF/Other

✎ 5.9% Convention

✎ 1,777: YTD 2015

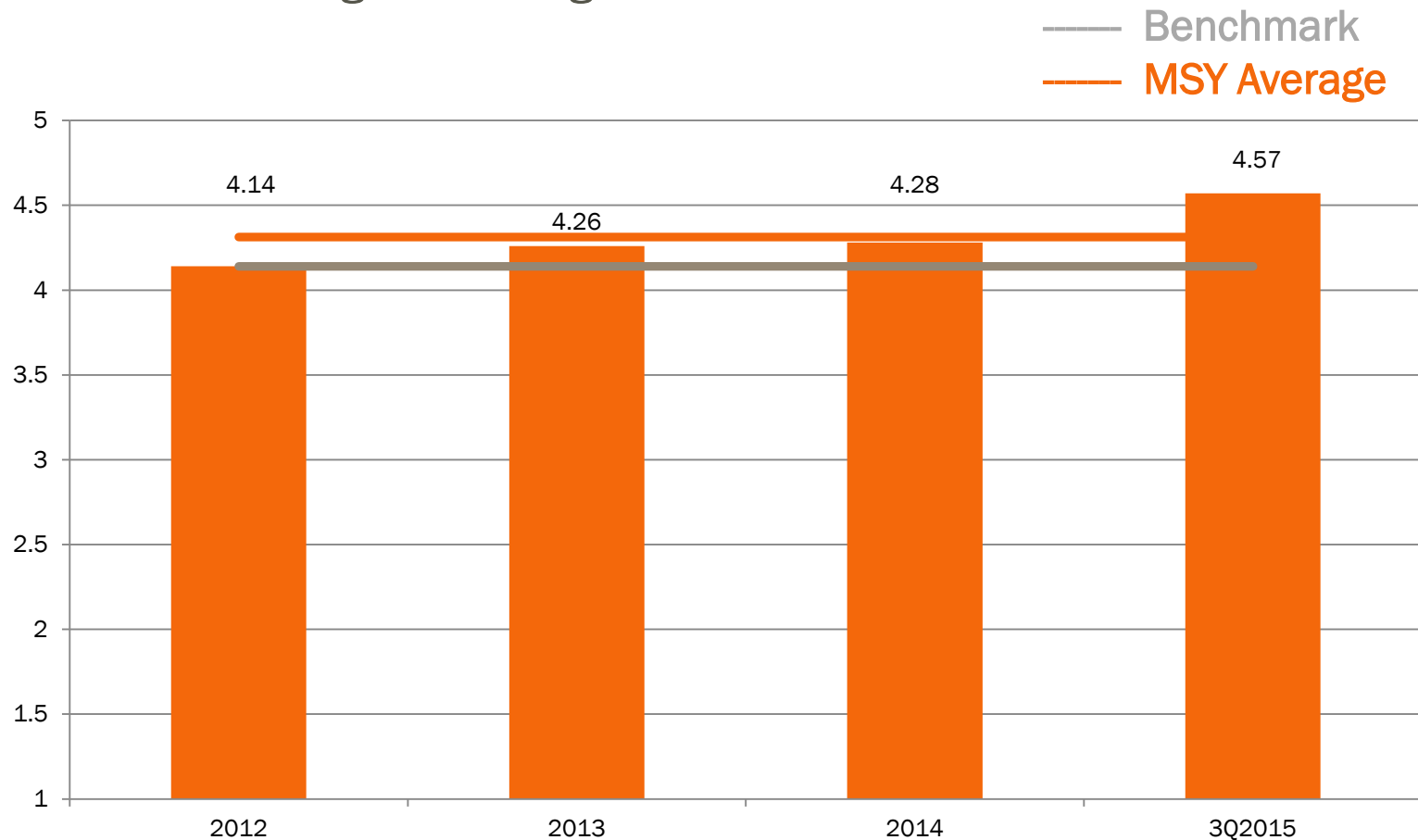


Security Checkpoint Experience

Wait Times

Rating Average of 4.31; BM 4.14

- 88.9% Rating of 4 or Higher

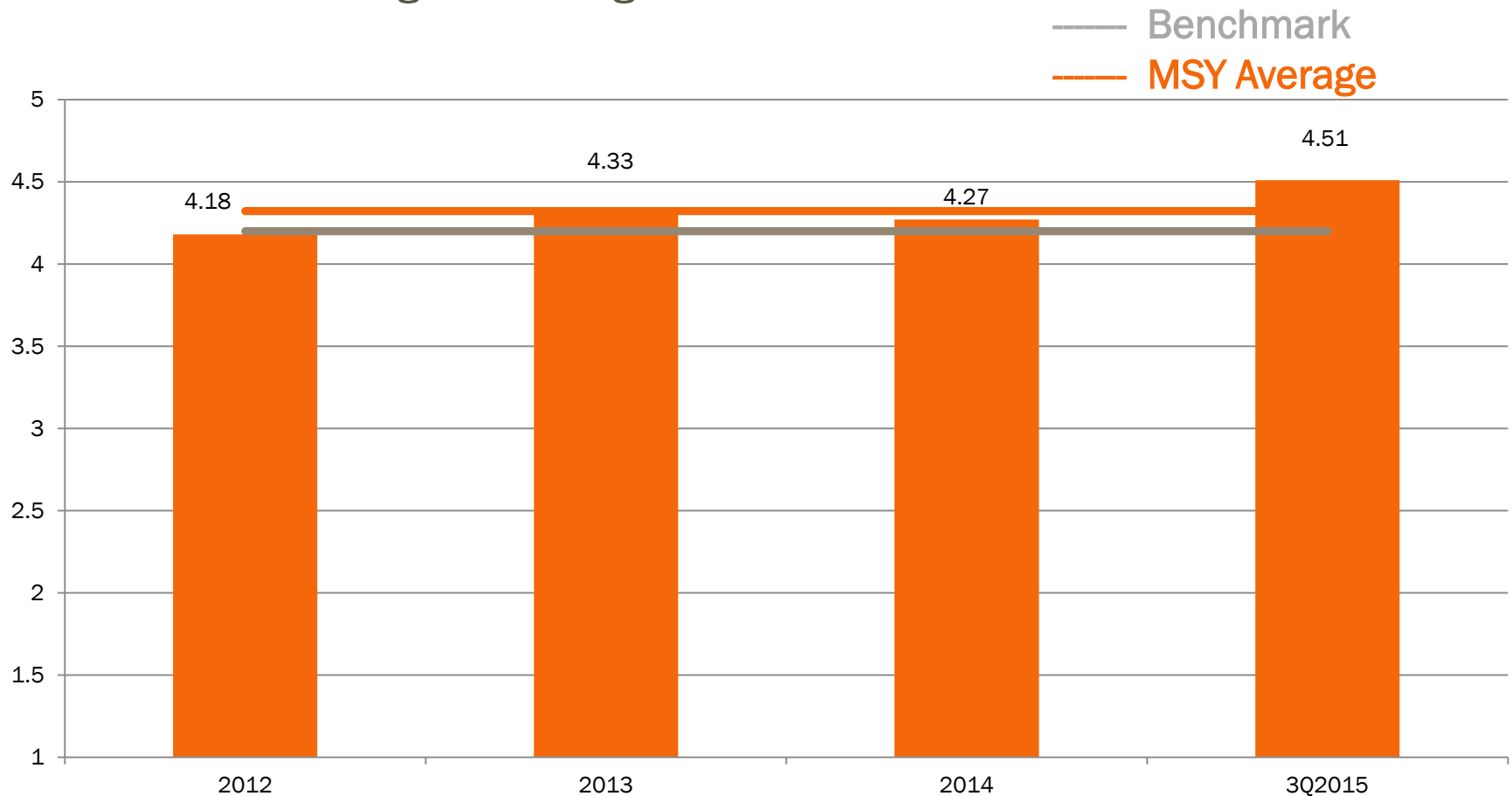


Security Checkpoint Experience

 **Courtesy**

Rating Average of 4.32 ; BM 4.20

- 87.5% Rating of 4 or Higher

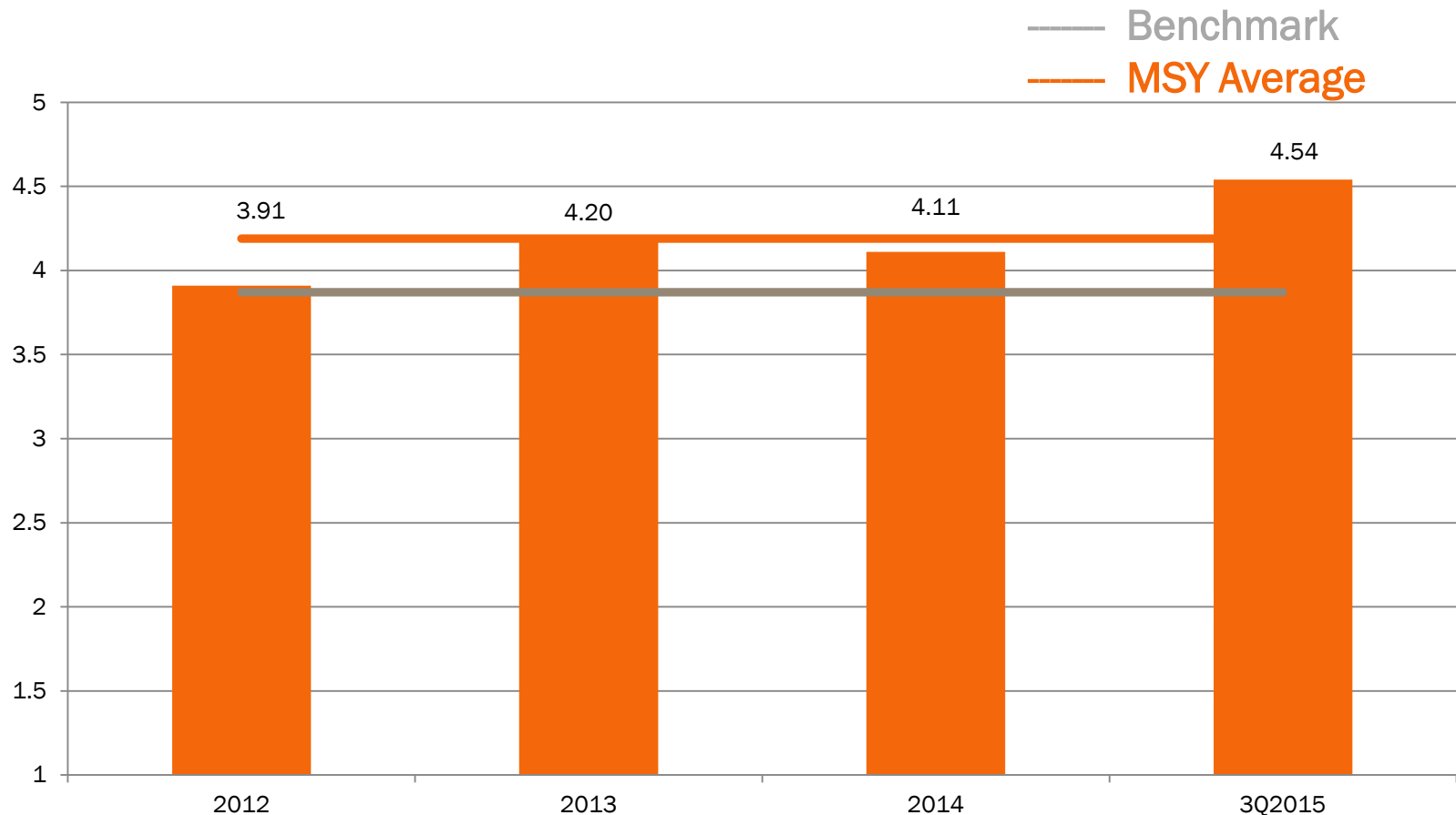


Food & Beverage Concessions

Courtesy

Rating Average of 4.19; BM 3.87

- 87.4% Rating of 4 or Higher



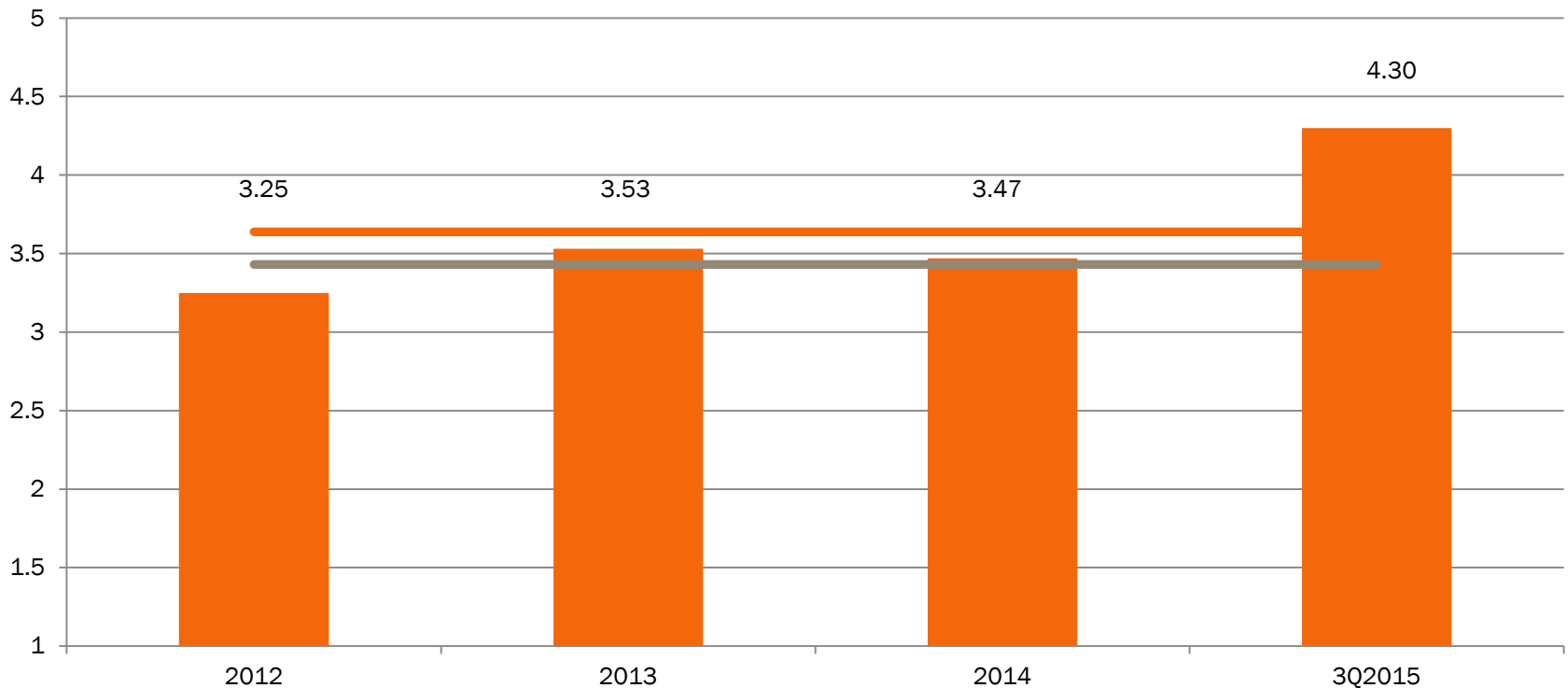
Food & Beverage Concessions

∞ Price

- 78.6% Rating of 4 or Higher
- High capture rate – 80+%

Rating Average of 3.64; BM 3.43

— Benchmark
— MSY Average



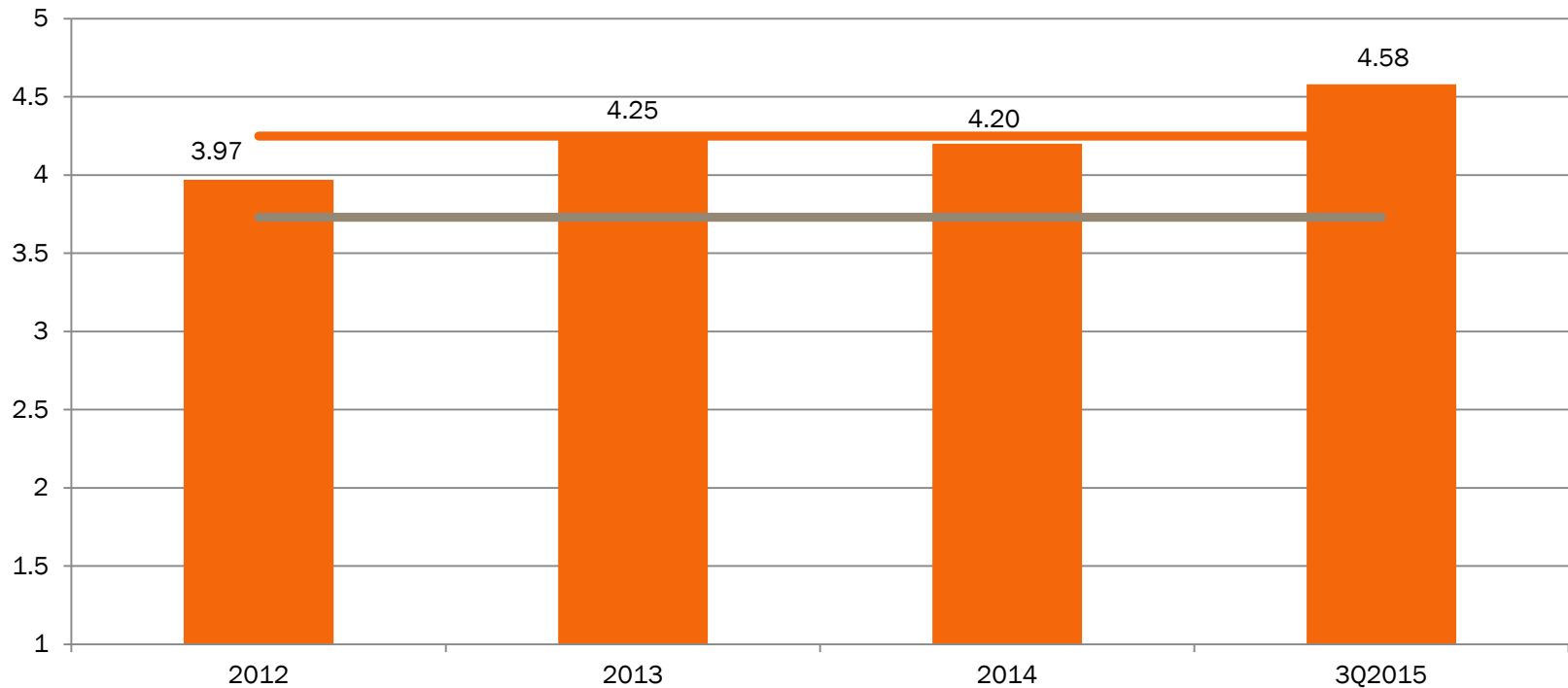
Retail Concessions

Courtesy

- 88.1% Rating of 4 or Higher

Rating Average of 4.25; BM 3.73

— Benchmark
— MSY Average



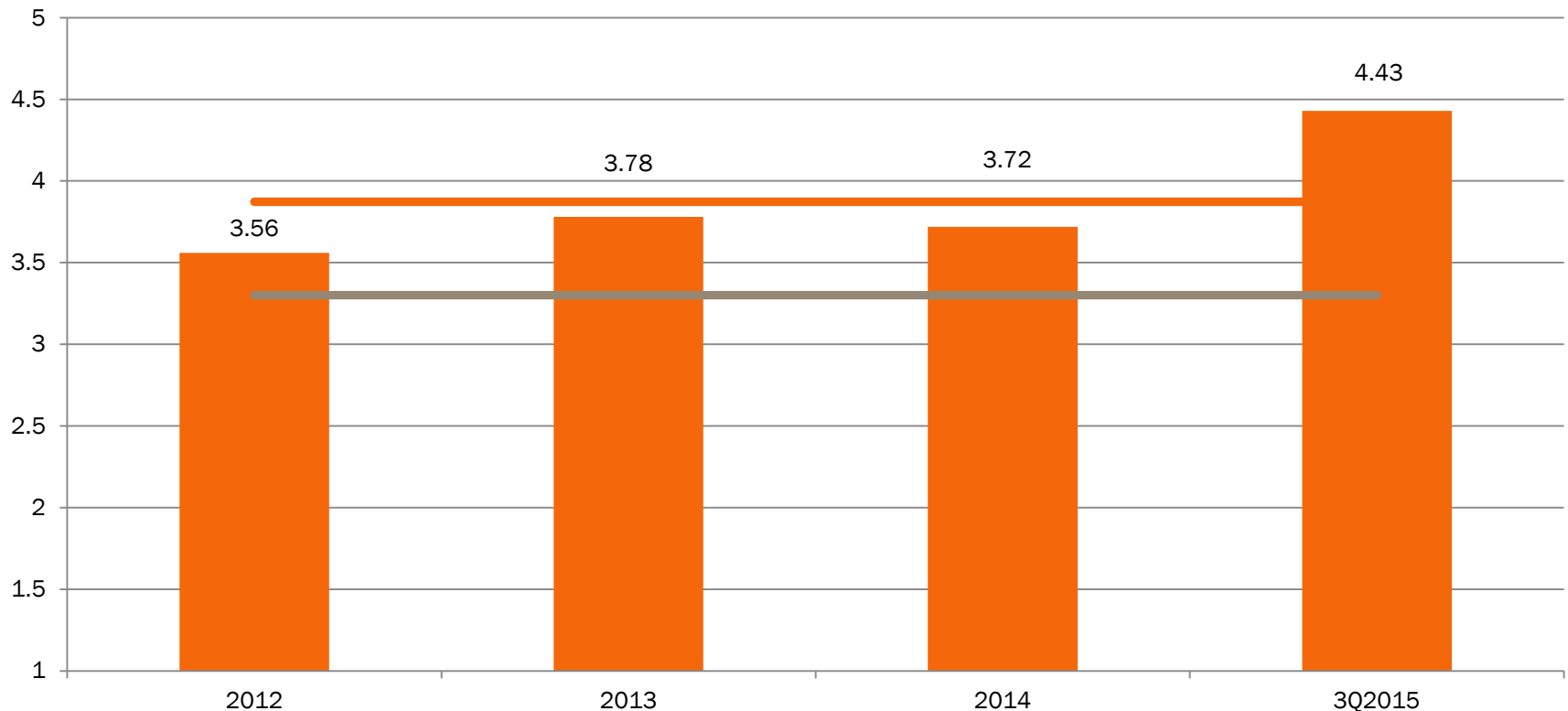
Retail Concessions

Price

Rating Average of 3.87; BM 3.30

- 82.1% Rating of 4 or Higher
- 70+% capture rate – above average

— Benchmark
— MSY Average

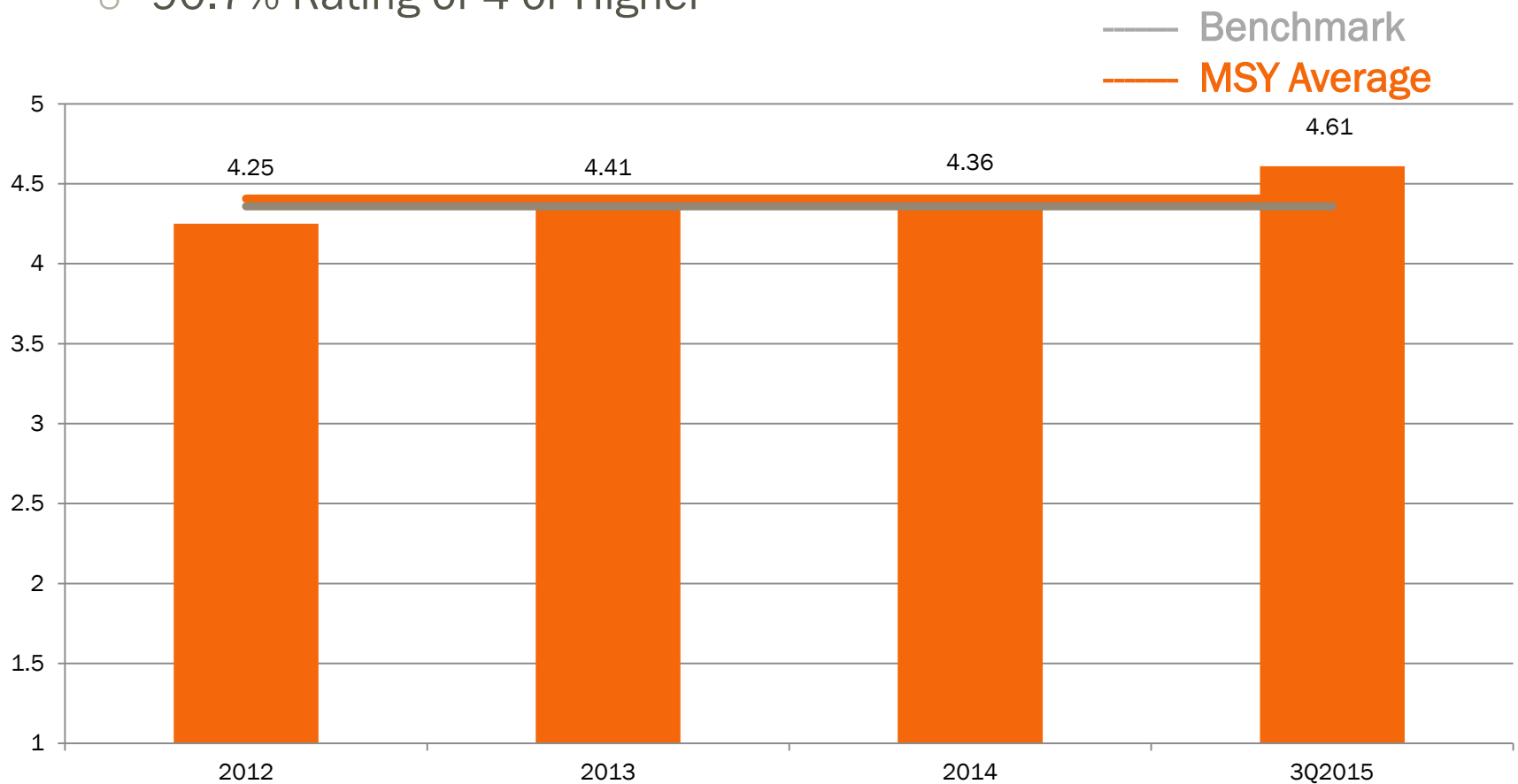


Airline

Courtesy

Rating Average of 4.41; BM 4.36

- 90.7% Rating of 4 or Higher

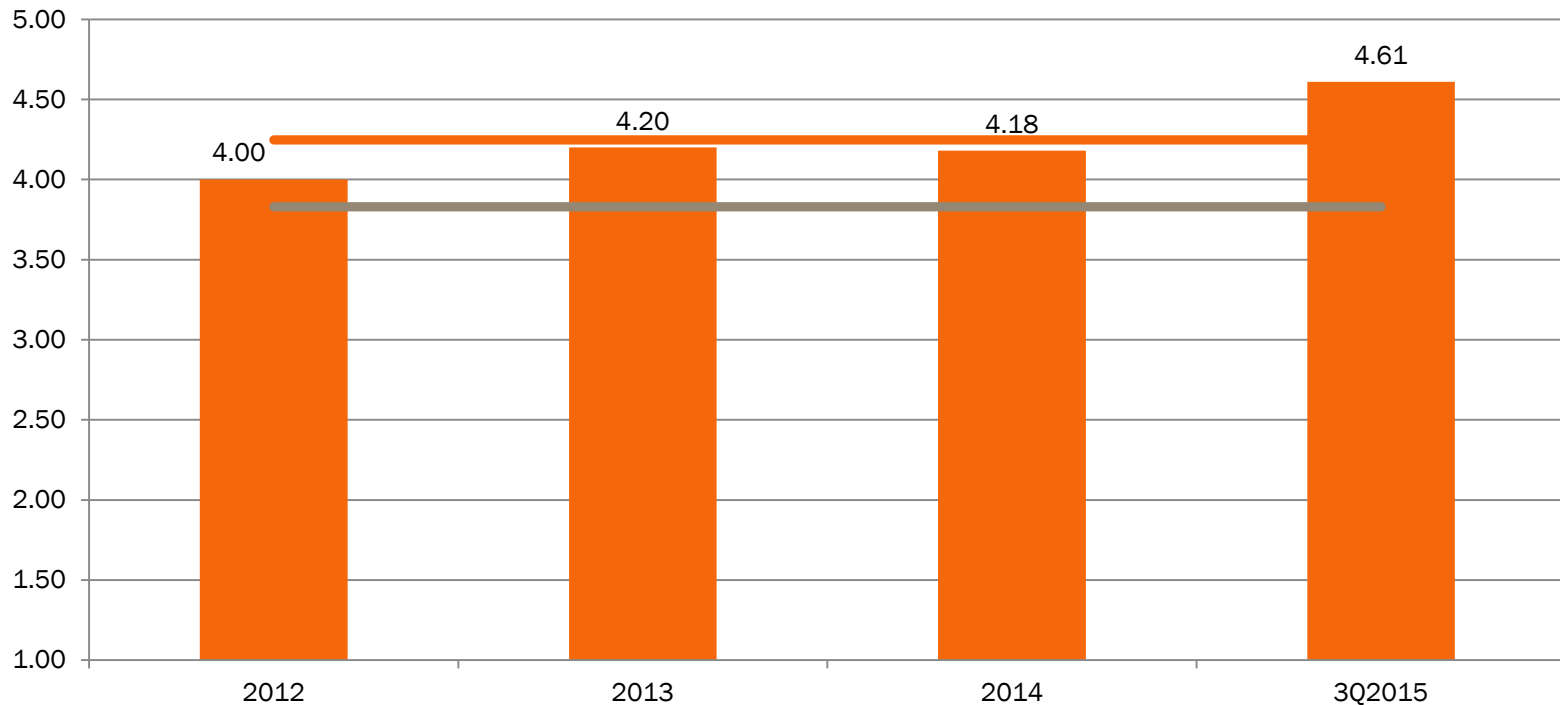


Airline

Time to Retrieve Bags Rating Average of 4.25 BM 3.83

- 89.5% Rating of 4 or Higher

— Benchmark
— MSY Average



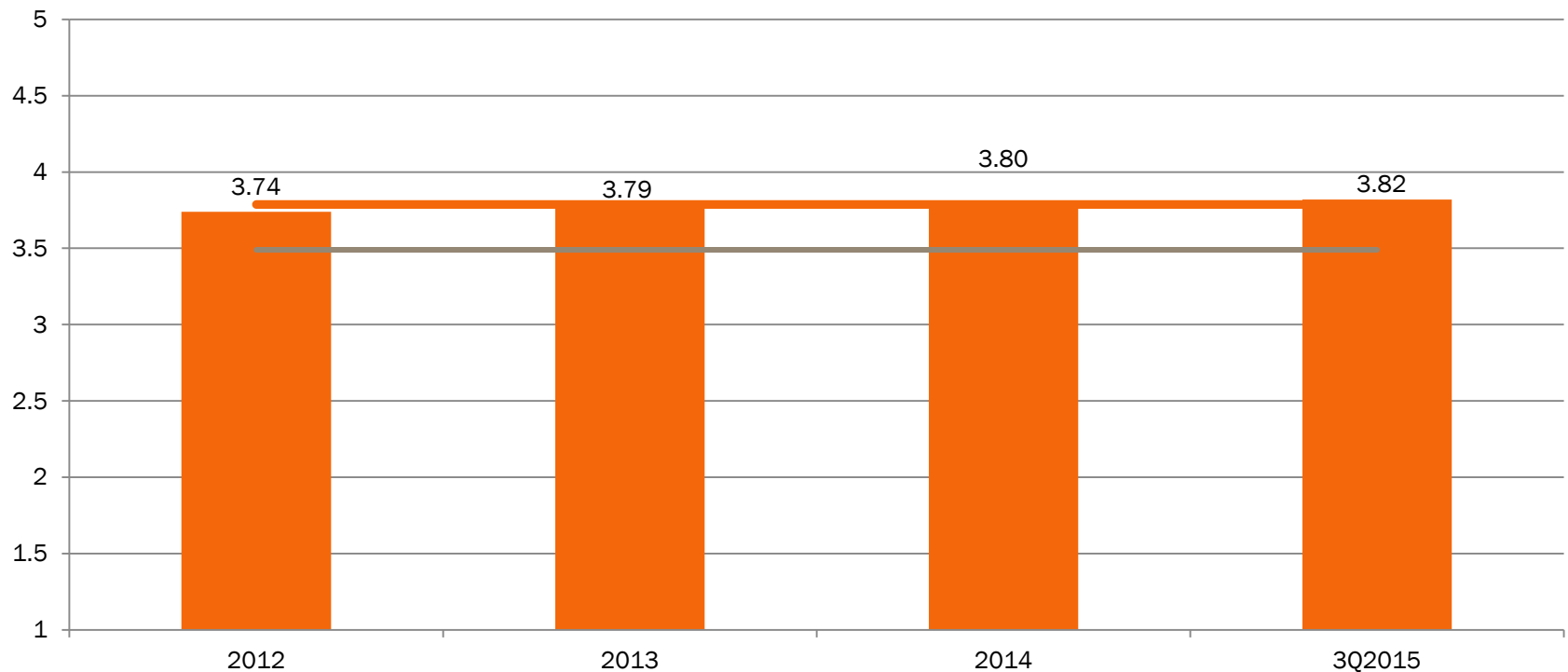
Ground Transportation

Price of Parking

Rating Average of 3.79; BM 3.49

- 65.4% Rating of 4 or Higher
- 75+% N/A

— Benchmark
— MSY Average



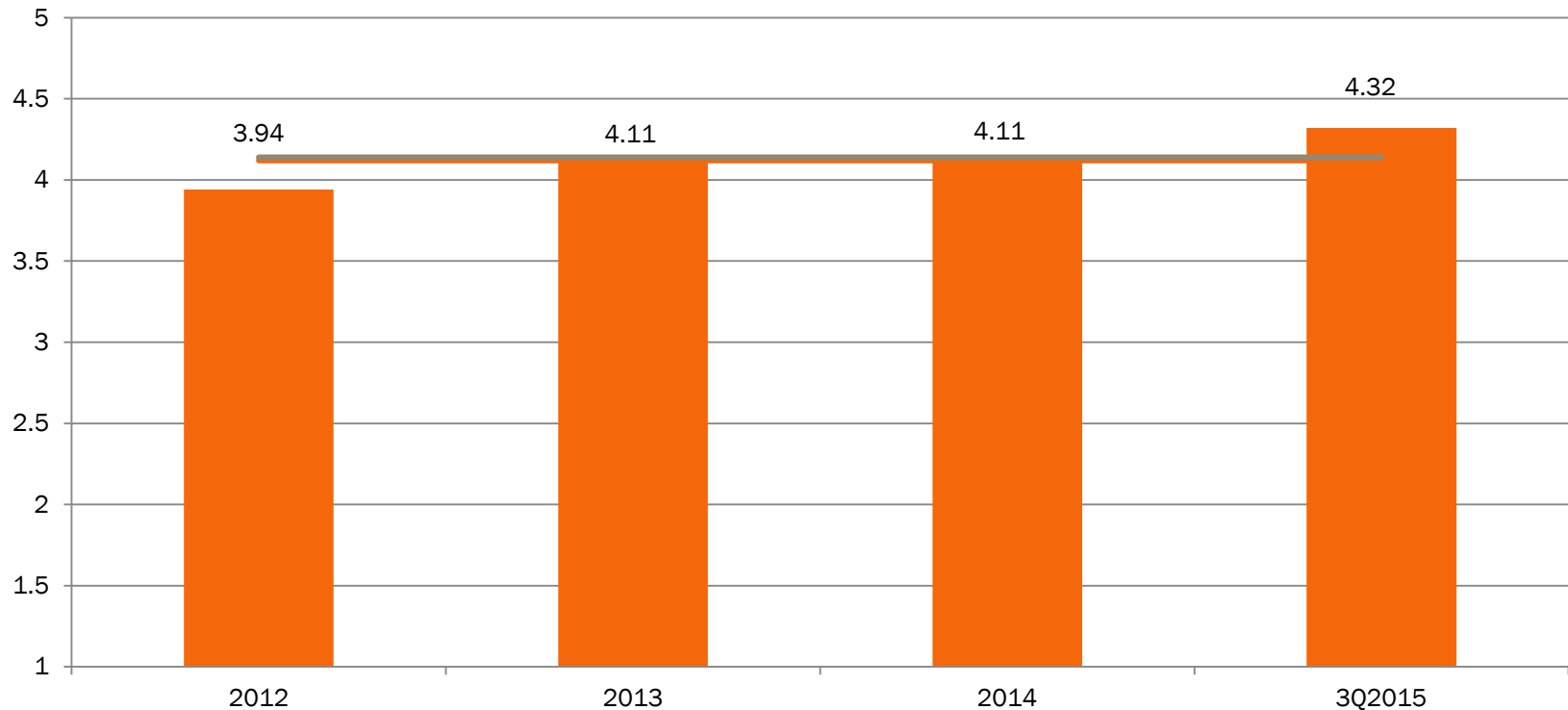
Ground Transportation

☞ Quality of Taxi Service

Rating Average of 4.12; BM 4.14

- 81.9% Rating of 4 or Higher
- 45+% N/A
- NOTE: This benchmark was for overall ground transportation.

— Benchmark
— MSY Average

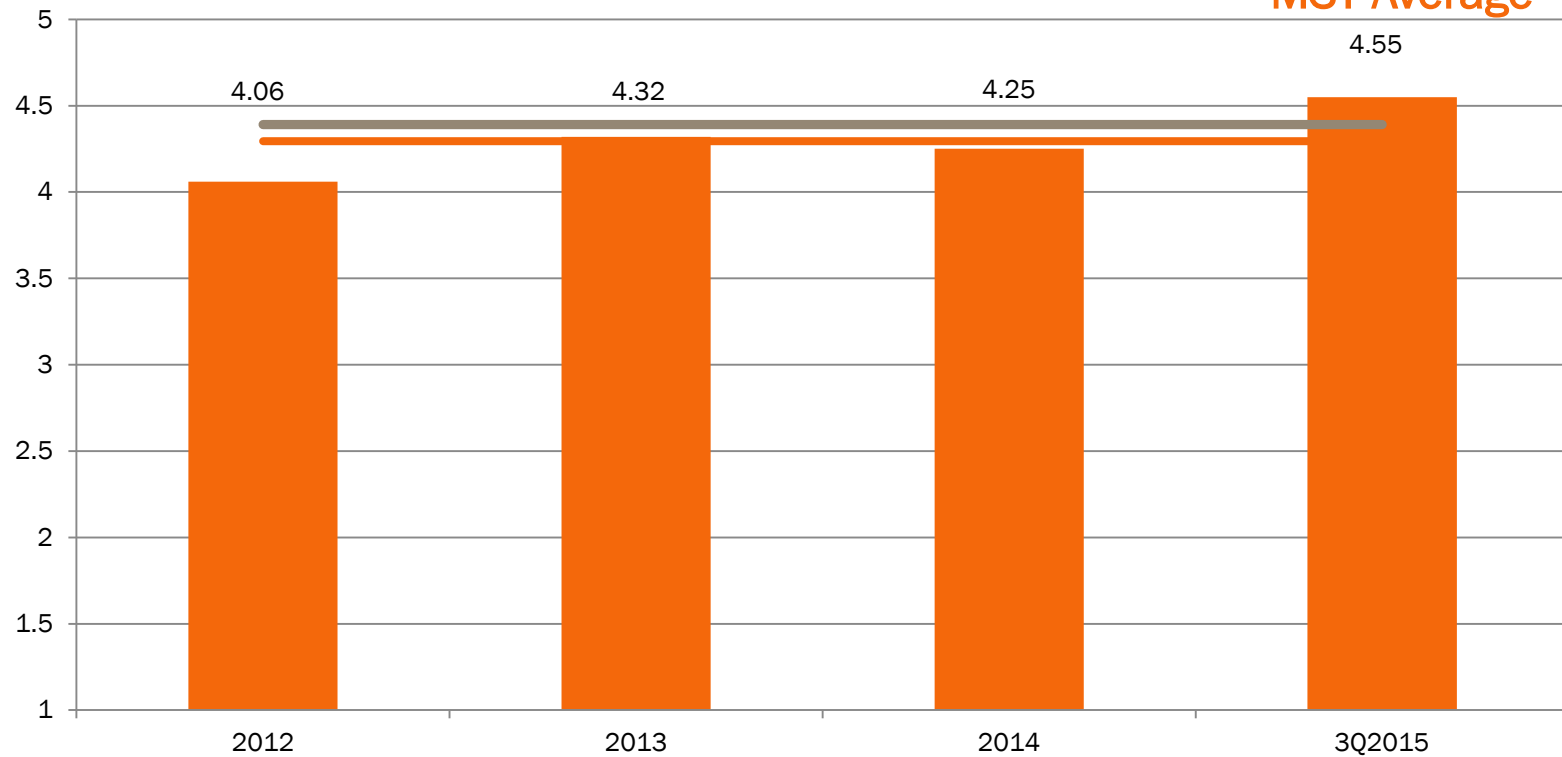


Airport

Signage & Way Finding Rating Average of 4.30; BM 4.39

○ 88.7% Rating of 4 or Higher

— Benchmark
— MSY Average

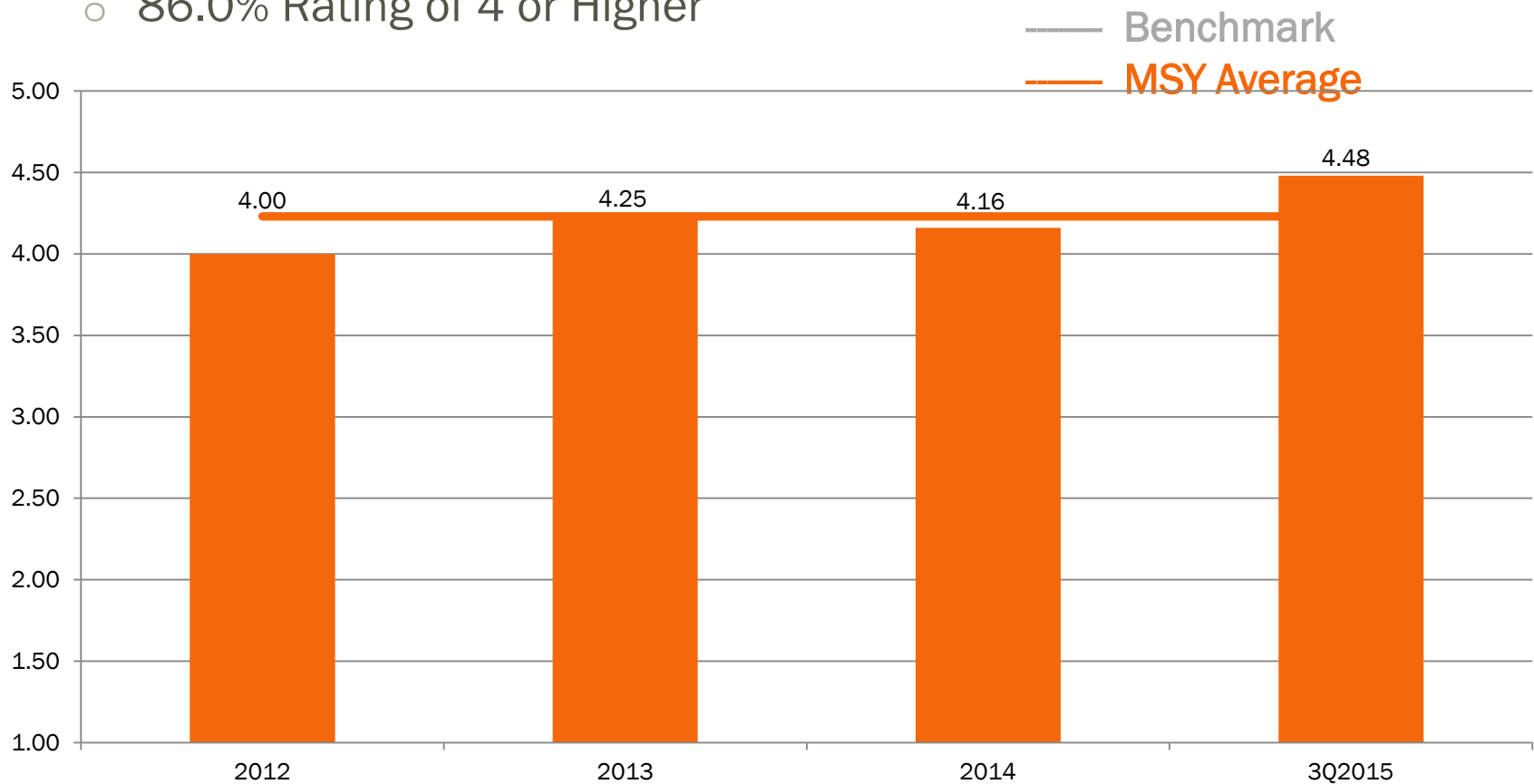


Airport

Cleanliness

Rating Average of 4.22; BM 4.23

○ 86.0% Rating of 4 or Higher



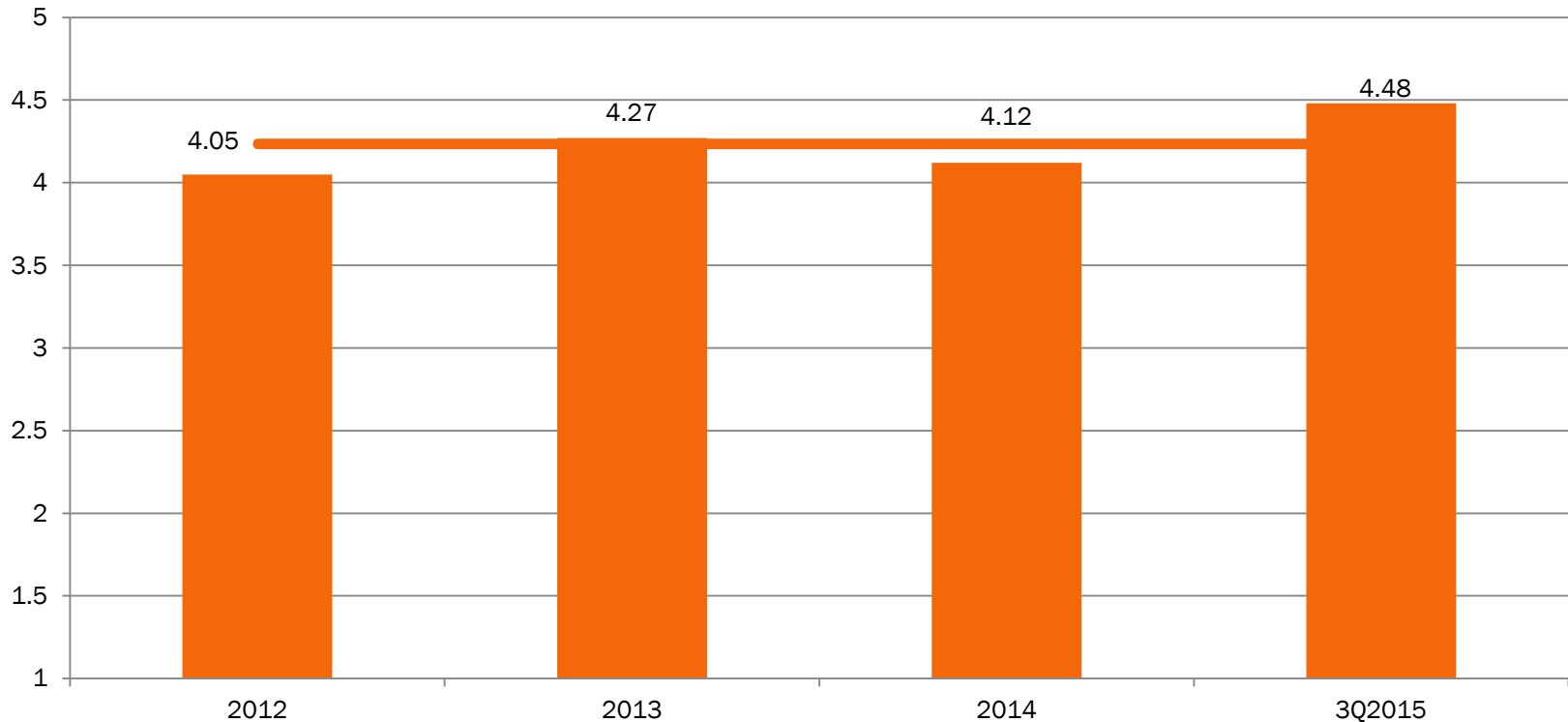
Passenger Satisfaction

Overall Satisfaction

Rating Average of 4.23; BM4.24

- 87.4% Rating of 4 or higher
- 94.4% Rating of 3 or higher

— Benchmark
— MSY Average



Passenger Comments

- ✎ “Convenient location to fly into, and overall experience was definitely positive. Also very glad for the dining accommodations and complimentary Wi-Fi.”
- ✎ “Love that the airport staff is at the airport this early in the morning. It shows you care.”
- ✎ “Great experience.”
- ✎ “Highly satisfied.”
- ✎ “Beautiful airport and city.”
- ✎ “Great service and a wonderful staff.”
- ✎ “Great culture in New Orleans.”

Thank You