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CITY MANAGER



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CORTNEY CARLISLE NILAND, DISTRICT 8

**January 21, 2016**

**NEWS RELEASE**

## **El Paso International Airport tops in passenger satisfaction for airport performance**

**EL PASO, TEXAS** – Among participating Texas airports, El Paso International Airport has received a ranking of #1 in 13 categories and has tied for the #1 ranking in one category in terms of Passenger Satisfaction Received for airport performance in the Airport Council International (ACI) Airport Service Quality (ASQ) Passenger Survey, Worldwide Airport Ranking for the fourth quarter of 2015. The participating Texas Airports include: Austin, Dallas Love Field, Dallas/Fort Worth, El Paso, and San Antonio.

“These results provide direct feedback from our travelers and we value their opinion,” said Jeff Schultes, Deputy Director of Aviation Administration. “With the results of this survey we will be able to benchmark among other airports, and recognize our strengths as well as focus on areas of improvement. “This all falls in line with the City’s strategic goal of creating an environment conducive to strong, sustainable economic development; with the key focus on Customer Service.

The ACI ASQ Survey is a customer satisfaction measurement and benchmarking service, the same survey is conducted throughout the world by participating airports. EPIA surveyed 350 passengers over the last three months.

ACI ASQ Benchmarking Survey-Texas Airport Rankings:  
4<sup>th</sup> Quarter Calendar Year Survey Results  
Summary October-December 2015

Ranked 1<sup>st</sup> in 13 categories:

- Overall Satisfaction: Business Travelers
- Value for Money of parking facilities
- Availability of baggage carts/trolleys
- Courtesy and helpfulness of security staff
- Feeling of being safe and secure
- Ease of finding your way through airport
- Value for money of restaurant/eating facilities

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*Promote Transparent and Consistent Communication Among All Members of the Community*

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- Internet access/Wi-Fi
- Availability of washrooms/toilets
- Cleanliness of washrooms/toilets
- Comfort of waiting/gate areas
- Cleanliness of airport terminal

Tied for #1

- Passport/ID inspection

Ranked 2<sup>nd</sup> in 12 categories

- Parking facilities
- Waiting time in check-in queue/line
- Efficiency of check-in staff
- Courtesy and helpfulness of check-in staff
- Waiting time at passport/personal ID inspection
- Courtesy and helpfulness of inspection staff
- Thoroughness of security inspection
- Waiting time at security inspection
- Walking distance inside the terminal
- Business/Executive lounges
- Speed of baggage delivery
- Customs inspection

For additional information visit: [www.flyelpaso.com](http://www.flyelpaso.com) or call 915-780-4781

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