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CITY MANAGER



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April 21, 2016

NEWS RELEASE

El Paso International Airport ranked #1 in 25 out of 37 areas in passenger satisfaction

EL PASO, TEXAS – El Paso International Airport (EPIA) ranked #1 in 25 out of 37 categories, including Overall Satisfaction, in a passenger survey by the Airports Council International (ACI) Air Service Quality (ASQ). Rankings are among participating Texas airports including Austin, Dallas Love Field, Dallas/Fort Worth, El Paso, and San Antonio.

Results from the ACI ASQ Survey also showed a significant increase in passenger satisfaction in four areas compared to EPIA's last quarter results: Overall Satisfaction among Leisure travelers, Restaurant facilities, Shopping facilities, and Courtesy and helpfulness of airport staff. Surveys were collected over the first quarter of 2016, January through March, in the airport terminal.

"At El Paso International Airport, we pride ourselves in the quality of our services and the hard work of our friendly staff. The survey results for this quarter are reflective of our focus on and continuous efforts to provide the best possible customer service for the traveling public," said Director of Aviation Monica Lombraña.

ACI ASQ is a world-wide airport benchmarking program that measures passenger satisfaction. For the last ten years, the program has been working to help airport's better understand the quality of services they deliver and the needs of the passengers in which they serve by providing research tools and management information. Learn more about the program at ACI ASQ's website, <http://www.aci.aero/Airport-Service-Quality/ASQ-Home>.

ACI ASQ Benchmarking Survey-Texas Airport Rankings:
1st Quarter Calendar Year Survey Results
Summary January - March 2016

Ranked 1st in 25 categories:

- Overall Satisfaction
- Overall Satisfaction Business
- Overall Satisfaction Leisure

-MORE-

Promote Transparent and Consistent Communication Among All Members of the Community

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- Overall Satisfaction Other + Leisure
- Ground transportation to/from airport
- Value for Money of Parking Facilities
- Availability of baggage carts/trolleys
- Efficiency of check-in staff
- Courtesy and helpfulness of check-in staff
- Courtesy and helpfulness of security staff
- Ease of finding your way through airport
- Walking distance inside the terminal
- Ease of making connections with other flights
- Courtesy and helpfulness of airport staff
- Value for Money of Restaurant/eating facilities
- Value for Money of shopping facilities
- Internet access/Wi-Fi
- Availability of washrooms/toilets
- Cleanliness of washrooms/toilets
- Comfort of waiting/gate areas
- Cleanliness of airport terminal
- Ambience of the airport
- Passport/ID inspection
- Speed of baggage delivery
- Customs inspection

For additional information visit: www.flyelpaso.com

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