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J.D. Power survey ranks Nashville International Airport sixth in customer satisfaction

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Nashville International Airport ranked sixth in its size class in a **J.D. Power and Associates** survey on airport customer satisfaction.

The study, in its eighth year, measures six factors that include airport accessibility, baggage claim, check-in and baggage check, terminal facilities, security check and food and retail services. The factors are measured using 27 specific attributes.

Nashville International Airport's sixth-place ranking came in the small airport category, which includes airports that serve less than 10 million passengers per year. The airport's satisfaction index score was 691, based on a 1,000-point scale.

The Nashville airport was bested by Dallas Love Field, which scored a 709, enough to land in the top spot in satisfaction in the small-airport category. Houston Hobby International was second with 700 points, San Antonio International was third with 699, Louis Armstrong New Orleans International was fourth with 698 points and El Paso International was fifth with 693 points.

This is the eighth year for the study designed to measure overall airport satisfaction. Tops in customer satisfaction in the large airport category was Philadelphia International with 690 points. McCarran International and Orlando International tied for second in the category with 688 points.

Chicago Midway International, LaGuardia International and Memphis International took first, second and third respectively in the medium airport size category.

The study also found several airport passenger patterns:

- Affected by an air travel industry laden with flight delays and cancellations caused by weather, air traffic issues and staff and service cutbacks, customer satisfaction with airports is down significantly.
- Among customers reporting their flight was delayed, the length of the delay was 68 minutes on average.
- The percentage of customers checking bags has declined considerably, from 77 percent in 2007, to

66 percent in 2008.

- Men are less satisfied with the security check aspect of their airport experience than women.
- Customers spent slightly less money on food and beverage purchases in 2008 -- \$11.22, compared with \$11.91 last year.
- Retail spending decreased an average of \$4.00, from \$25.54 in 2007 to \$21.54 in 2008.

J.D. Power's 2008 North America Airport Satisfaction Study is based on responses from more than 21,165 passengers who took round-trip flights between April 2007 and March 2008.

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