

**LOS ANGELES COUNTY DEPARTMENT OF PUBLIC WORKS
AVIATION DIVISION**



AIRPORT CUSTOMER SERVICE SURVEY

2009



Airport Customer Service Survey

A. OVERALL OPERATIONS/SAFETY/APPEARANCE

For which airport are you submitting this survey? (Check one box only)

- Brackett
- Compton/Woodley
- El Monte
- Fox
- Whiteman

Please indicate which of the following best describes you (select all that apply):

- Based Hangar Tenant
- Based Tiedown Tenant
- Based Business Operator
- General User of Airport Facilities and Services
- Other _____

When did you last use the services of airport management/airport operations? _____

What is the name of the person who helped you? _____

	Excellent	Above Average	Average	Below Average	Poor	N/A
How would you rate the overall service(s) you received?	<input type="checkbox"/>					
How would you rate our ability to direct you to the appropriate service(s)?	<input type="checkbox"/>					
How would you rate our ability to process your request(s) in a timely manner?	<input type="checkbox"/>					
Were we courteous?	<input type="checkbox"/>					
How would you rate our knowledge related to your requests?	<input type="checkbox"/>					
How would you rate the safety at the airport?	<input type="checkbox"/>					
How would you rate the security at the airport?	<input type="checkbox"/>					
How is the appearance of the airport?	<input type="checkbox"/>					
How would you rate the amenities? (Restaurants, Pilot Lounges, Maintenance, Facilities, etc.)	<input type="checkbox"/>					
What is the condition of the Fuel Facilities?	<input type="checkbox"/>					
What is the condition of the Runways/Taxiways?	<input type="checkbox"/>					
How is the Lighting/Marking/Airfield Guidance Systems?	<input type="checkbox"/>					

B. COSTS

In your opinion, our prices for the following are:

	Very Low	Low	Average	High	Very High
Hangar Rental	<input type="checkbox"/>				
Tiedown Rental	<input type="checkbox"/>				
Fuel Prices	<input type="checkbox"/>				

C. GENERAL

Please list current airport functions/services which could/should be improved. (Please give specific examples such as aircraft wash facilities, fuel services, pilot's shops, lounges, etc.)

What facilities/services would you like to see brought to the airport?

What changes would you like to see made at the airport (if any)?

Additional Comments:

(Optional) Your contact information will allow us to contact you if we need to discuss your feedback.

Name _____

Telephone _____

Email _____

Call Back Instructions: _____

Please return to: COUNTY OF LOS ANGELES
DEPARTMENT OF PUBLIC WORKS
P.O. BOX 1460
ALHAMBRA, CA 91802-1460

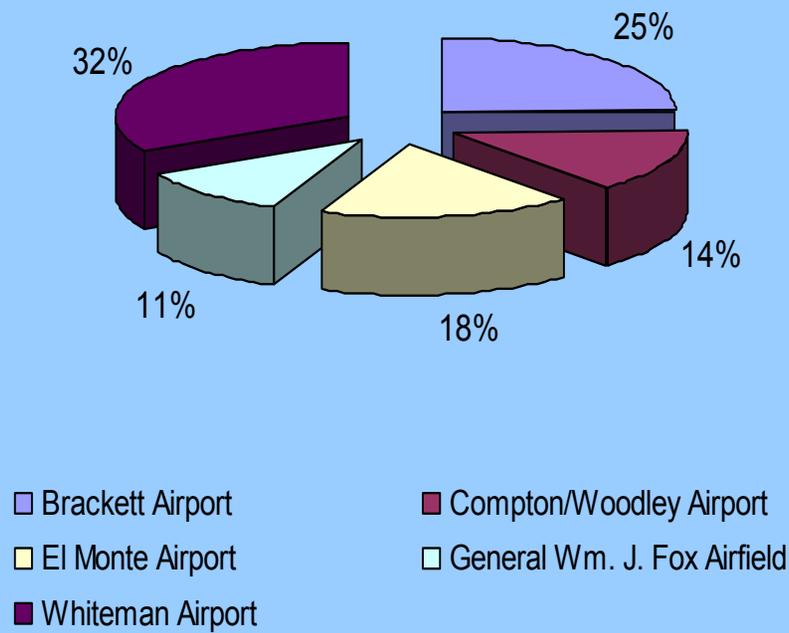
Thank you for taking the time to help us serve you better! – Dean D. Efstathiou, Acting Director of Public Works

<http://dpw.lacounty.gov/go/avisurvey>

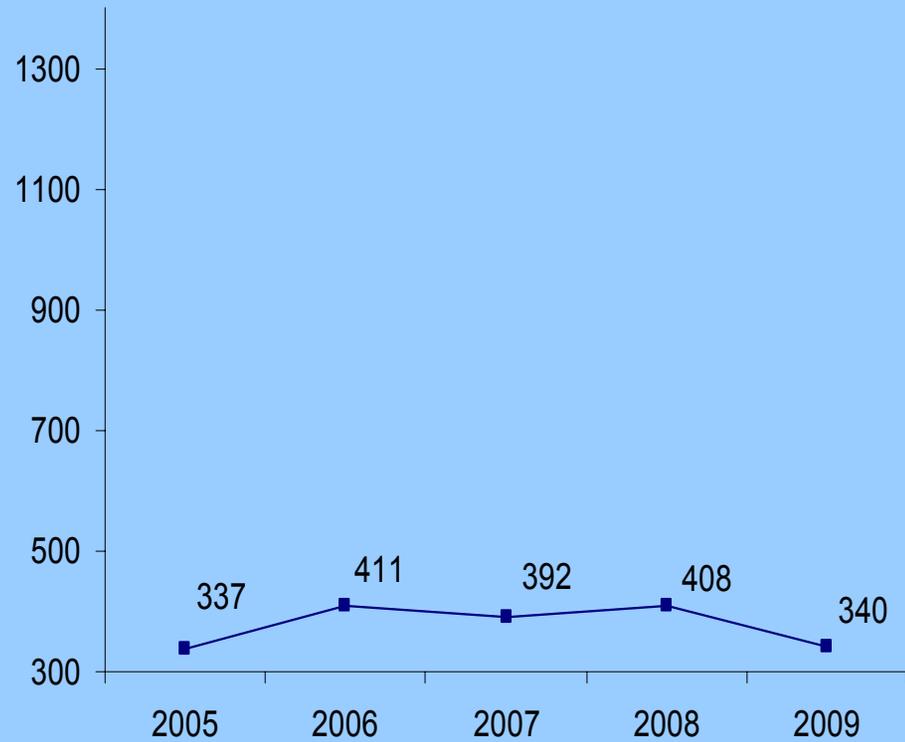
(626) 458-5100



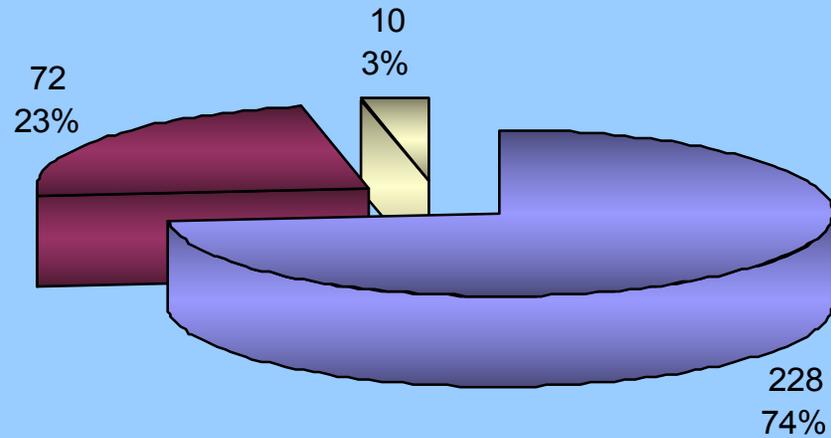
RESPONSE RATE 2009



DISTRIBUTION RATE



DPW FOCUS AREAS/ OVERALL OPERATIONS

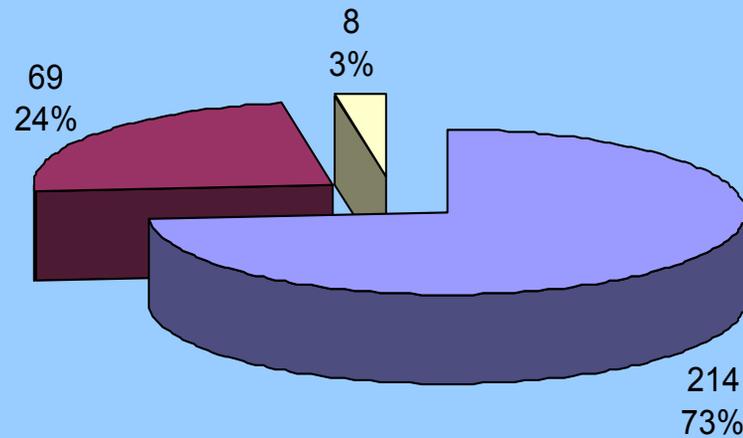


Above Average
 Average
 Below Average

Brackett Field Airport	56	16	1
Compton/Woodley Airport	28	13	1
El Monte Airport	32	19	1
General Wm. J. Fox Airfield	33	3	0
Whiteman Airport	75	22	6



DPW FOCUS AREAS/ KNOWLEDGE

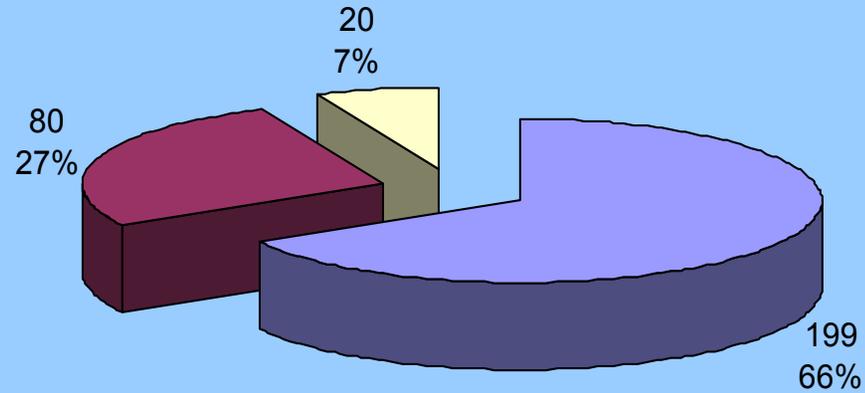


■ Above Average
 ■ Average
 ■ Below Average

Brackett Field Airport	51	14	2
Compton/Woodley Airport	30	8	2
El Monte Airport	30	5	0
General Wm. J. Fox Airfield	30	18	0
Whiteman Airport	73	24	4



DPW FOCUS AREAS/ PROMPTNESS

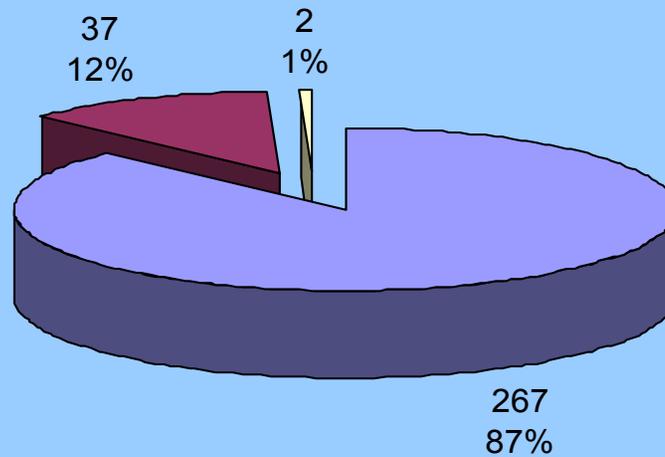


■ Above Average
 ■ Average
 ■ Below Average

Brackett Field Airport	49	17	5
Compton/Woodley Airport	26	12	3
El Monte Airport	28	20	3
General Wm. J. Fox Airfield	29	6	0
Whiteman Airport	67	25	9



DPW FOCUS AREAS/ COURTESY

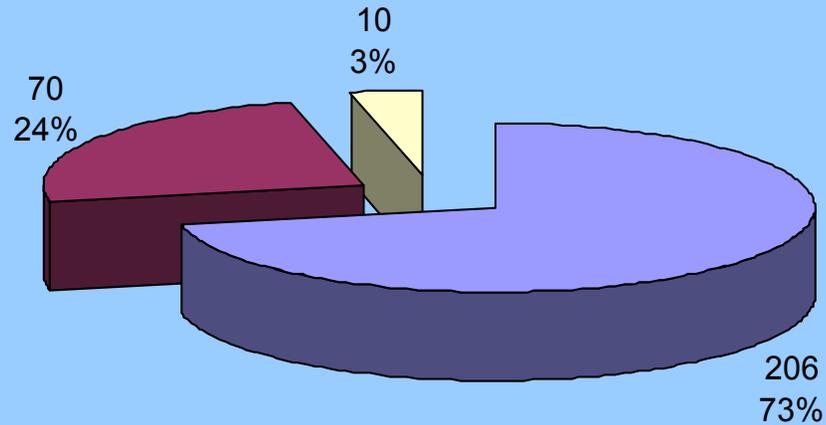


■ Above Average
 ■ Average
 ■ Below Average

Airport	Above Average	Average	Below Average
Brackett Field Airport	64	4	0
Compton/Woodley Airport	37	7	0
El Monte Airport	44	8	0
General Wm. J. Fox Airfield	33	3	0
Whiteman Airport	89	12	2



DPW FOCUS AREAS/ HELPFULNESS

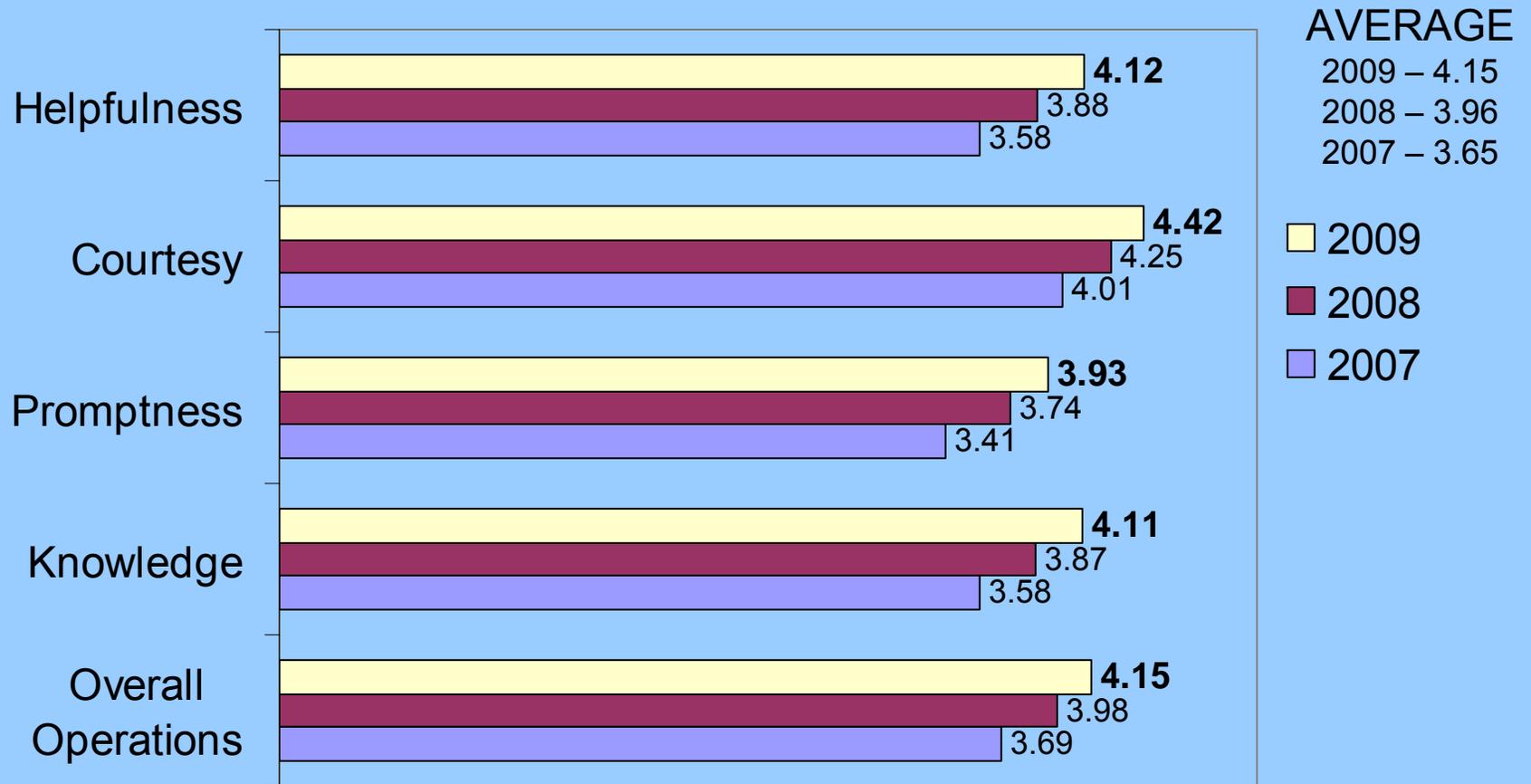


	■ Above Average	■ Average	■ Below Average
Brackett Field Airport	48	15	1
Compton/Woodley Airport	29	13	1
El Monte Airport	27	15	2
General Wm. J. Fox Airfield	29	6	0
Whiteman Airport	73	21	6

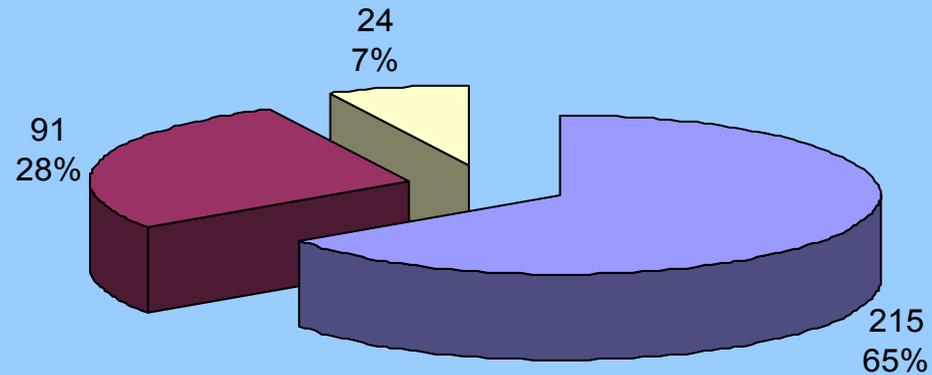


DPW FOCUS AREAS

AVERAGE OF OVERALL CUSTOMER SERVICE SATISFACTION
COMPARISON 2007 - 2009



CONTRACT FOCUS AREAS/ SAFETY

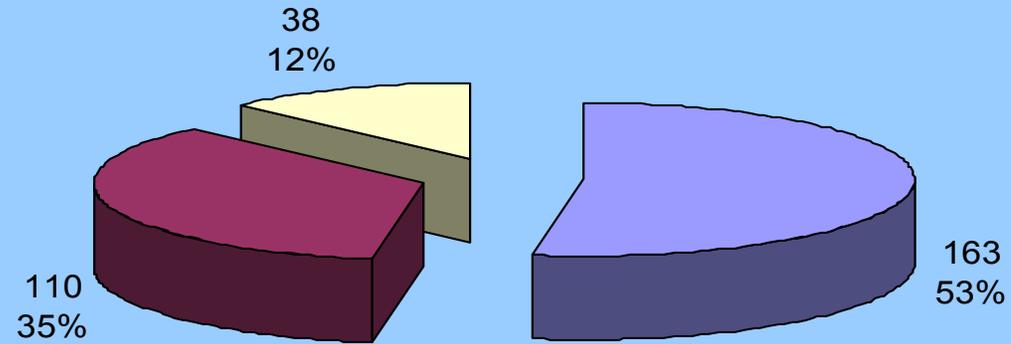


■ Above Average
 ■ Average
 ■ Below Average

Brackett Field Airport	57	21	2
Compton/Woodley Airport	26	17	4
El Monte Airport	41	13	3
General Wm. J. Fox Airfield	29	8	0
Whiteman Airport	62	32	15



CONTRACT FOCUS AREAS/ SECURITY

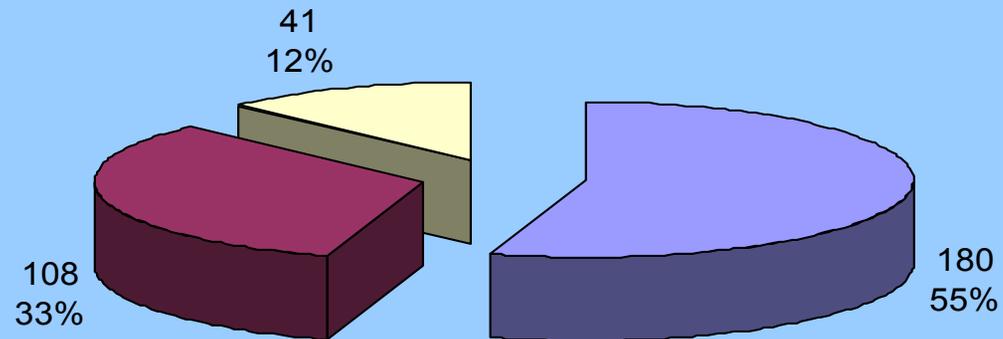


■ Above Average
 ■ Average
 ■ Below Average

Airport	Above Average	Average	Below Average
Brackett Field Airport	44	27	9
Compton/Woodley Airport	23	19	5
El Monte Airport	34	17	7
General Wm. J. Fox Airfield	20	15	2
Whiteman Airport	42	32	15



CONTRACT FOCUS AREAS/ APPEARANCE

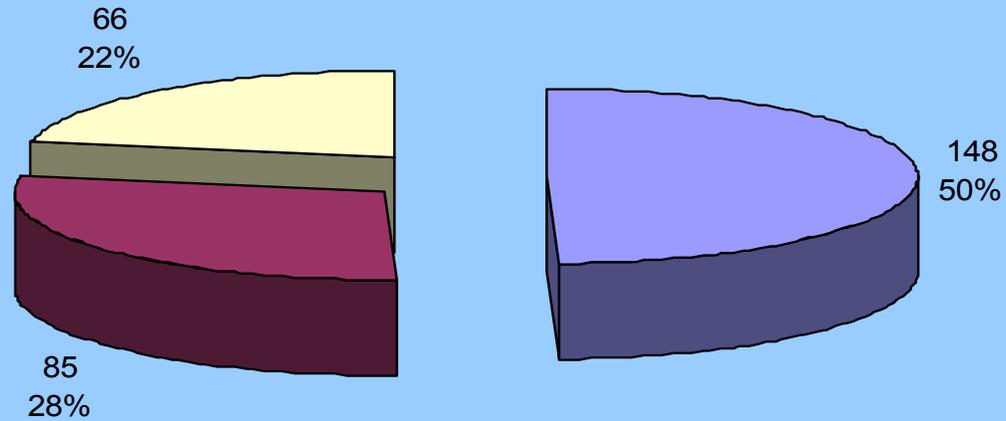


■ Above Average
 ■ Average
 ■ Below Average

Brackett Field Airport	60	17	3
Compton/Woodley Airport	15	21	11
El Monte Airport	32	19	5
General Wm. J. Fox Airfield	23	11	3
Whiteman Airport	50	40	19



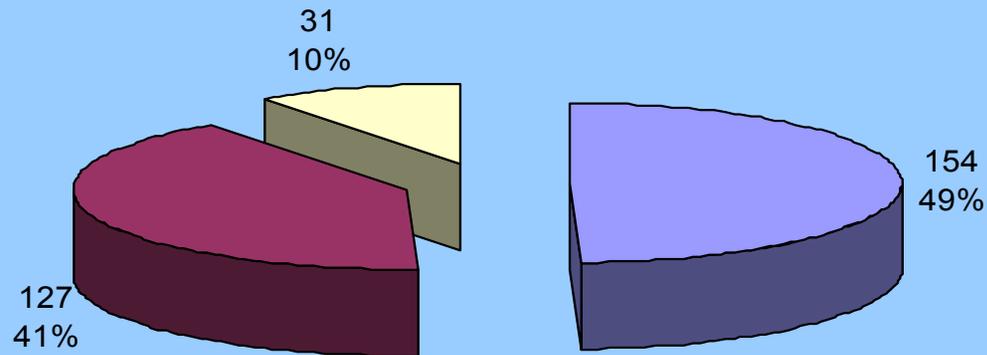
CONTRACT FOCUS AREAS/ AMENITIES



■ Above Average
 ■ Average
 ■ Below Average

Airport	Above Average	Average	Below Average
Brackett Field Airport	44	2	8
Compton/Woodley Airport	9	12	21
El Monte Airport	37	17	4
General Wm. J. Fox Airfield	24	10	3
Whiteman Airport	34	44	30

CONTRACT FOCUS AREAS/ FUEL FACILITIES

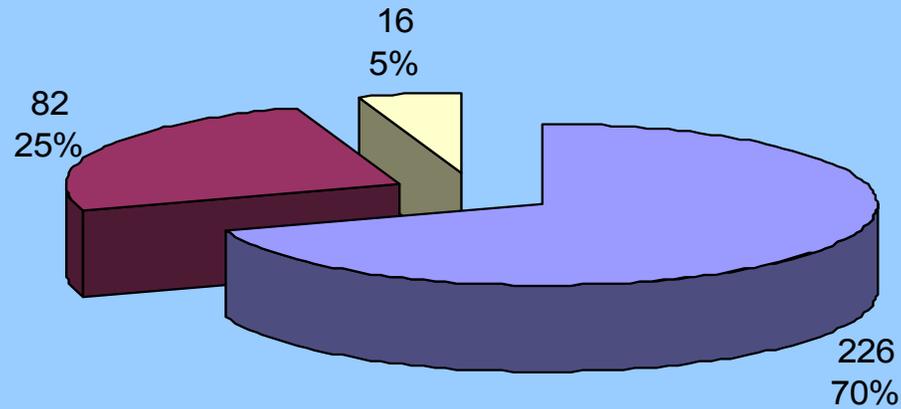


■ Above Average
 ■ Average
 ■ Below Average

Airport	Above Average	Average	Below Average
Brackett Field Airport	42	37	2
Compton/Woodley Airport	19	18	8
El Monte Airport	25	24	4
General Wm. J. Fox Airfield	20	12	0
Whiteman Airport	48	36	17



CONTRACT FOCUS AREAS/ RUNWAYS/ TAXIWAYS

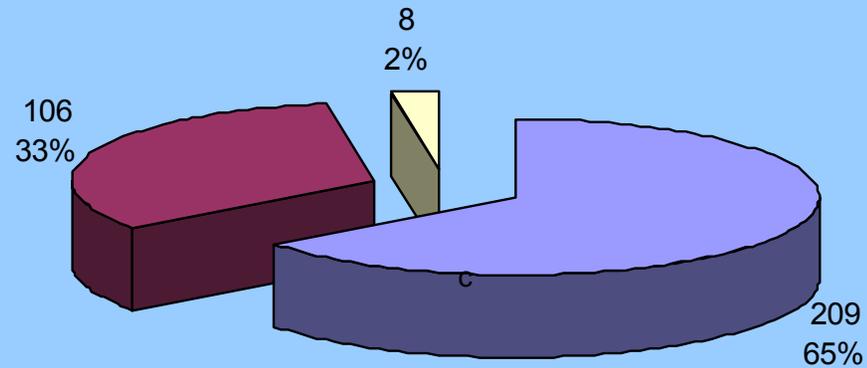


■ Above Average
 ■ Average
 ■ Below Average

Brackett Field Airport	63	18	1
Compton/Woodley Airport	17	18	9
El Monte Airport	39	15	1
General Wm. J. Fox Airfield	34	3	0
Whiteman Airport	74	82	16



CONTRACT FOCUS AREAS/ LIGHTING/ MARKING/ AIRFIELD GUIDANCE SYSTEMS

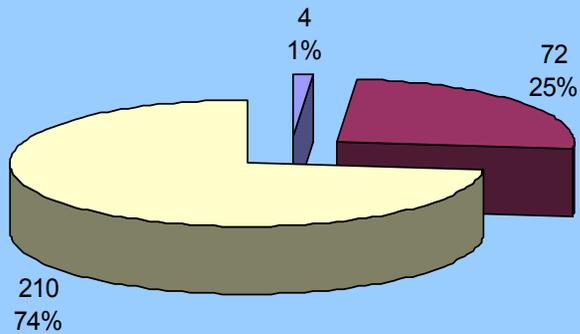


	□ Above Average	■ Average	□ Below Average
Brackett Field Airport	64	18	0
Compton/Woodley Airport	19	24	0
El Monte Airport	34	20	1
General Wm. J. Fox Airfield	26	11	0
Whiteman Airport	66	33	7

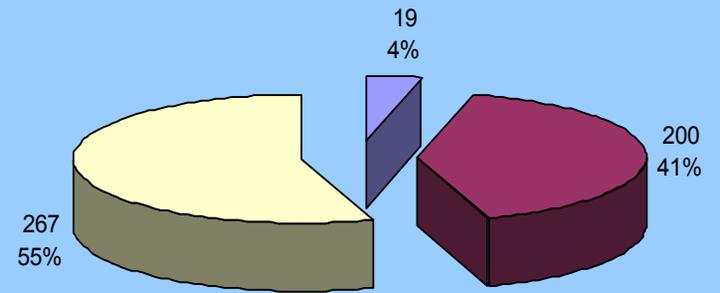


CONTRACT FOCUS AREAS

Fuel Prices



Hangar/ Tiedown Rental



Low Average High

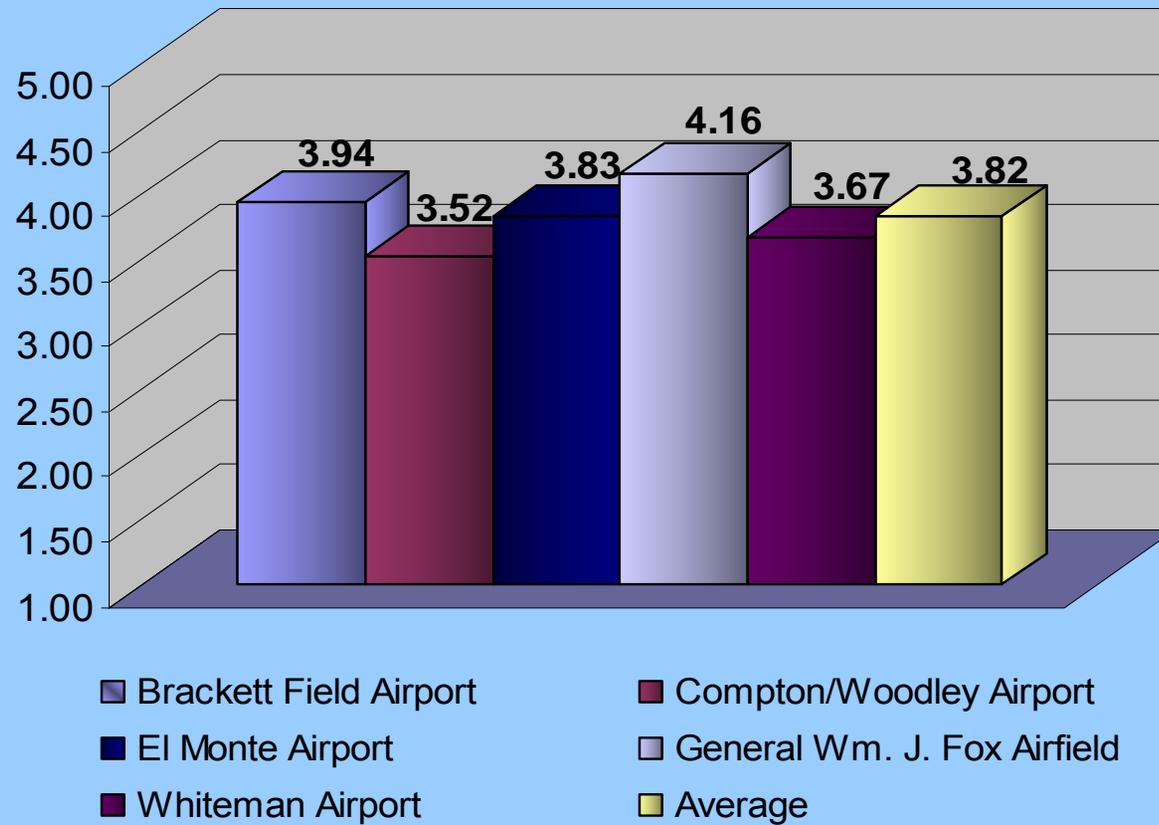
	Low	Average	High
Brackett Field Airport	0	16	60
Compton/Woodley Airport	1	9	23
El Monte Airport	1	15	32
General Wm. J. Fox Airfield	0	12	21
Whiteman Airport	2	20	74

Low Average High

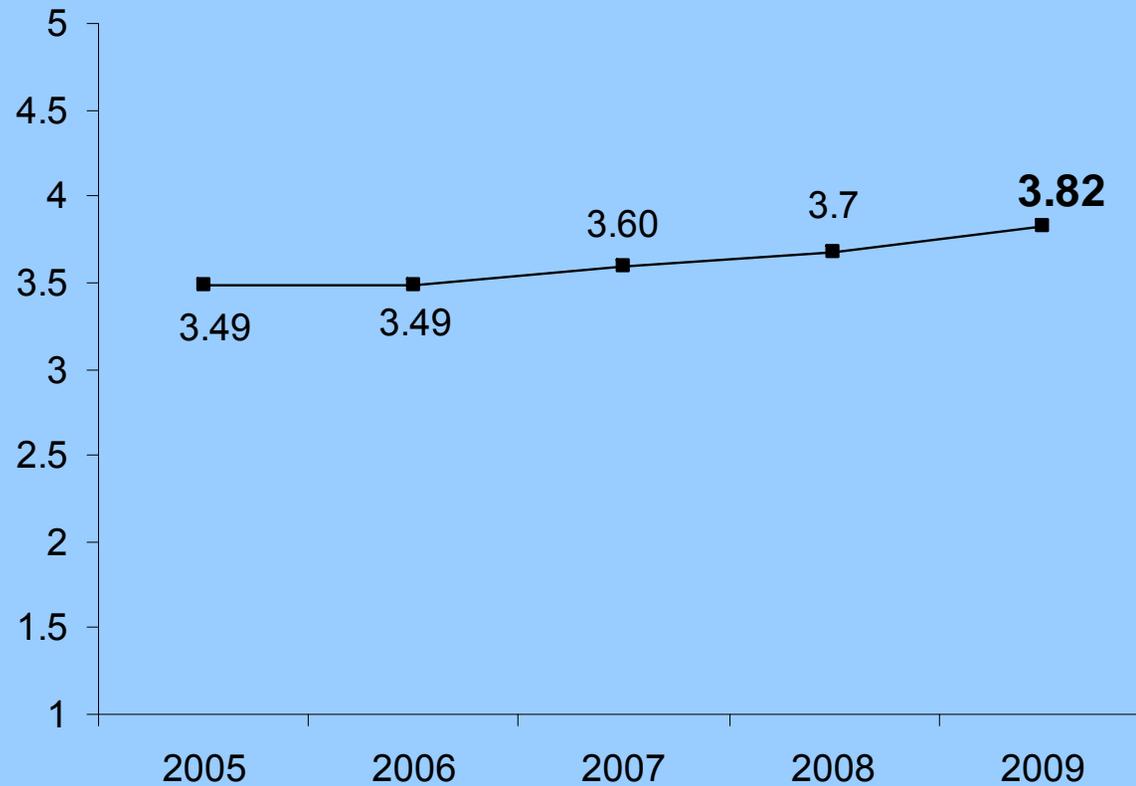
	Low	Average	High
Brackett Field Airport	0	47	67
Compton/Woodley Airport	6	32	29
El Monte Airport	3	36	42
General Wm. J. Fox Airfield	5	38	19
Whiteman Airport	5	47	110

AVERAGE OF OVERALL CUSTOMER SATISFACTION

DIVISION GOAL: 3.5



SURVEY AVERAGE HISTORY



SURVEY AVERAGE HISTORY 2005 – 2009

BRACKETT FIELD AIRPORT

	2005	2006	2007	2008	2009
BRACKETT FIELD					
Airport Safety	4.05	3.62	3.69	3.96	4.00
Airport Security	3.74	3.25	3.36	3.77	3.65
Airport Appearance	3.56	3.33	3.49	3.75	3.93
Amenities	3.32	3.25	3.11	3.45	3.53
Promptness	3.48	2.74	3.20	3.84	3.93
Courtesy	3.79	3.31	3.93	4.39	4.44
Condition of Fuel Facilities		3.08	3.48	3.62	3.63
Condition of Runways/Taxiways		3.47	3.73	3.87	4.01
Lighting/Markings/Airfield Guidance Systems		3.66	3.90	3.97	4.07
Overall Operations	3.73	3.12	3.68	4.2	4.18
AIRPORT AVERAGE	3.67	3.25	3.56	3.88	3.94



SURVEY AVERAGE HISTORY 2005 – 2009

COMPTON / WOODLEY AIRPORT

COMPTON/WOODLEY AIRPORT	2005	2006	2007	2008	2009
Airport Safety	3.10	3.48	3.37	3.49	3.62
Airport Security	3.13	3.29	3.49	3.37	3.51
Airport Appearance	3.11	3.16	3.27	3.09	3.13
Amenities	2.65	2.35	2.80	2.57	2.64
Promptness	2.85	3.27	3.53	3.56	3.83
Courtesy	3.43	3.85	3.98	4.13	4.41
Condition of Fuel Facilities		3.10	3.37	3.03	3.27
Condition of Runways/Taxiways		3.14	3.24	3.14	3.27
Lighting/Markings/Airfield Guidance Systems		3.60	3.42	3.36	3.58
Overall Operations	3.19	3.30	3.60	3.65	3.98
AIRPORT AVERAGE	3.07	3.25	3.41	3.34	3.52



SURVEY AVERAGE HISTORY 2005 – 2009

EL MONTE AIRPORT

EL MONTE AIRPORT	2005	2006	2007	2008	2009
Airport Safety	3.75	3.77	3.78	4.02	3.98
Airport Security	3.42	3.42	3.48	3.64	3.67
Airport Appearance	3.68	3.55	3.52	3.58	3.73
Amenities	2.84	4.06	3.88	4.03	3.83
Promptness	3.53	3.51	3.31	3.83	3.71
Courtesy	3.96	3.88	3.85	4.21	4.33
Condition of Fuel Facilities		3.33	3.45	3.59	3.51
Condition of Runways/Taxiways		3.83	3.83	3.9	3.89
Lighting/Markings/Airfield Guidance Systems		3.78	3.77	3.89	3.85
Overall Operations	3.64	3.63	3.53	3.97	3.98
AIRPORT AVERAGE	3.55	3.68	3.64	3.87	3.83



SURVEY AVERAGE HISTORY 2005 – 2009

GENERAL WM. J. FOX AIRFIELD

GENERAL WM. J. FOX AIRFIELD	2005	2006	2007	2008	2009
Airport Safety	3.65	4.04	4.03	3.85	4.22
Airport Security	3.45	3.63	3.29	3.29	3.70
Airport Appearance	3.52	3.39	3.42	3.35	3.78
Amenities	3.74	3.49	3.35	3.33	3.84
Promptness	4.09	3.90	3.81	3.66	4.37
Courtesy	4.26	4.22	4.46	4.48	4.67
Condition of Fuel Facilities		3.84	3.65	3.5	3.82
Condition of Runways/Taxiways		4.04	4.20	4.12	4.41
Lighting/Markings/Airfield Guidance Systems		4.04	4.14	3.91	4.16
Overall Operations	3.87	4.00	3.97	4.16	4.63
AIRPORT AVERAGE	3.80	3.86	3.83	3.77	4.16



SURVEY AVERAGE HISTORY 2005 – 2009

WHITEMAN AIRPORT

WHITEMAN AIRPORT	2005	2006	2007	2008	2009
Airport Safety	3.39	3.58	3.50	3.64	3.62
Airport Security	3.23	3.16	3.09	3.17	3.20
Airport Appearance	3.19	3.29	3.47	3.46	3.37
Amenities	2.93	3.00	3.01	3.00	3.06
Promptness	3.46	3.42	3.49	3.76	3.93
Courtesy	3.84	3.70	4.08	4.22	4.39
Condition of Fuel Facilities		3.39	3.49	3.59	3.35
Condition of Runways/Taxiways		3.67	4.15	4.04	3.81
Lighting/Markings/Airfield Guidance Systems		3.54	3.93	3.82	3.82
Overall Operations	3.54	3.45	3.76	3.99	4.16
AIRPORT AVERAGE	3.37	3.42	3.60	3.67	3.67



LOS ANGELES COUNTY DEPARTMENT OF PUBLIC WORKS

AIRPORT CUSTOMER SERVICE SURVEY

2009

Slide Presentation

George Gomez

Reviewed by

Richard L. Smith