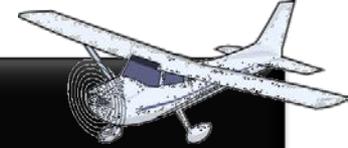




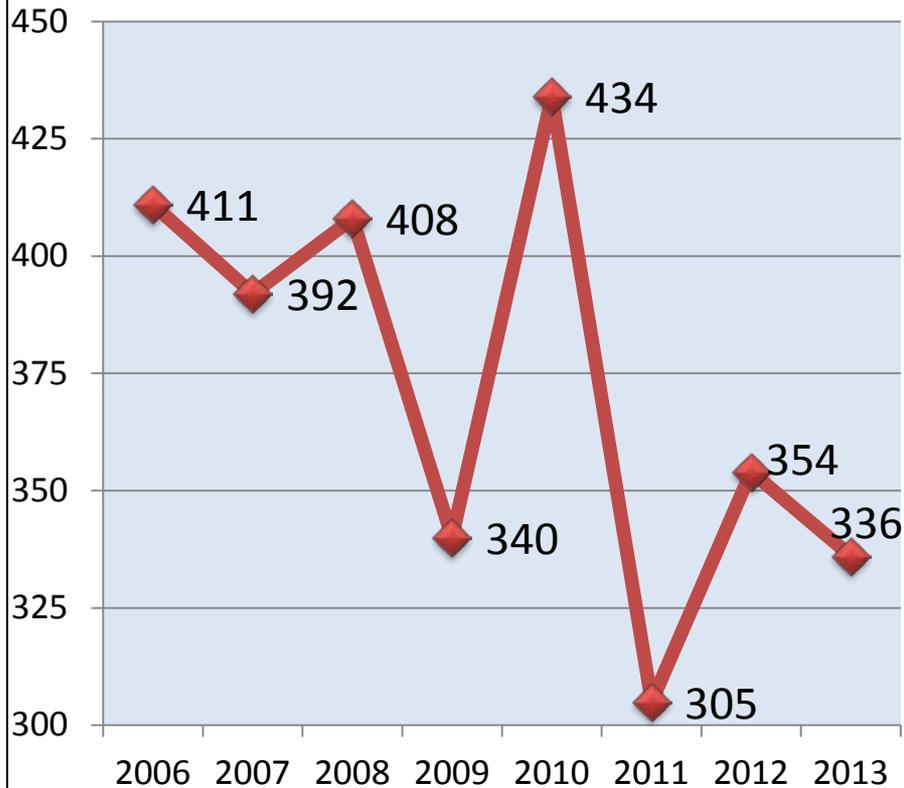
County of Los Angeles Department of Public Works
Airport Customer Service Survey
2013



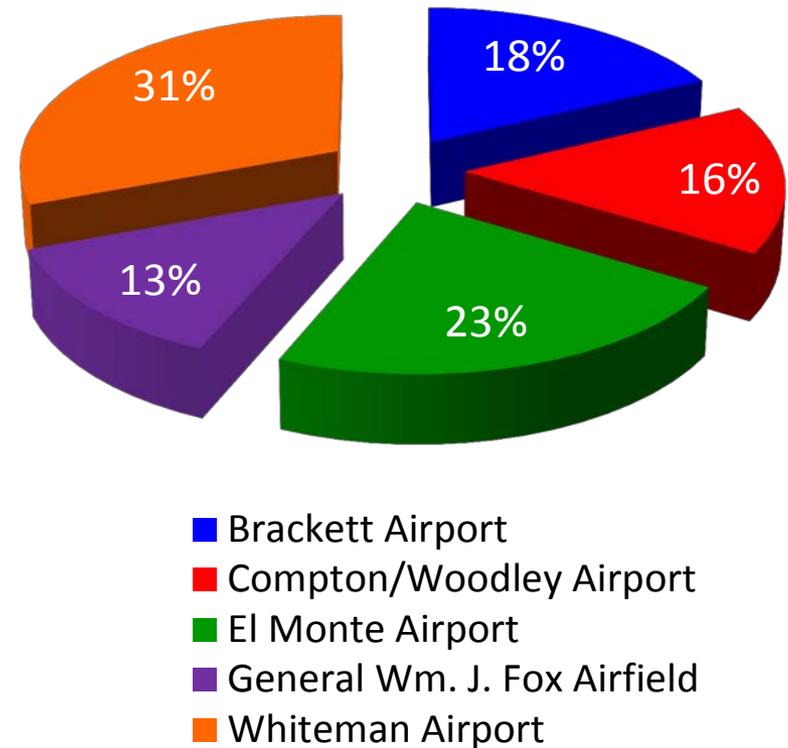


2013 Distribution & Rate

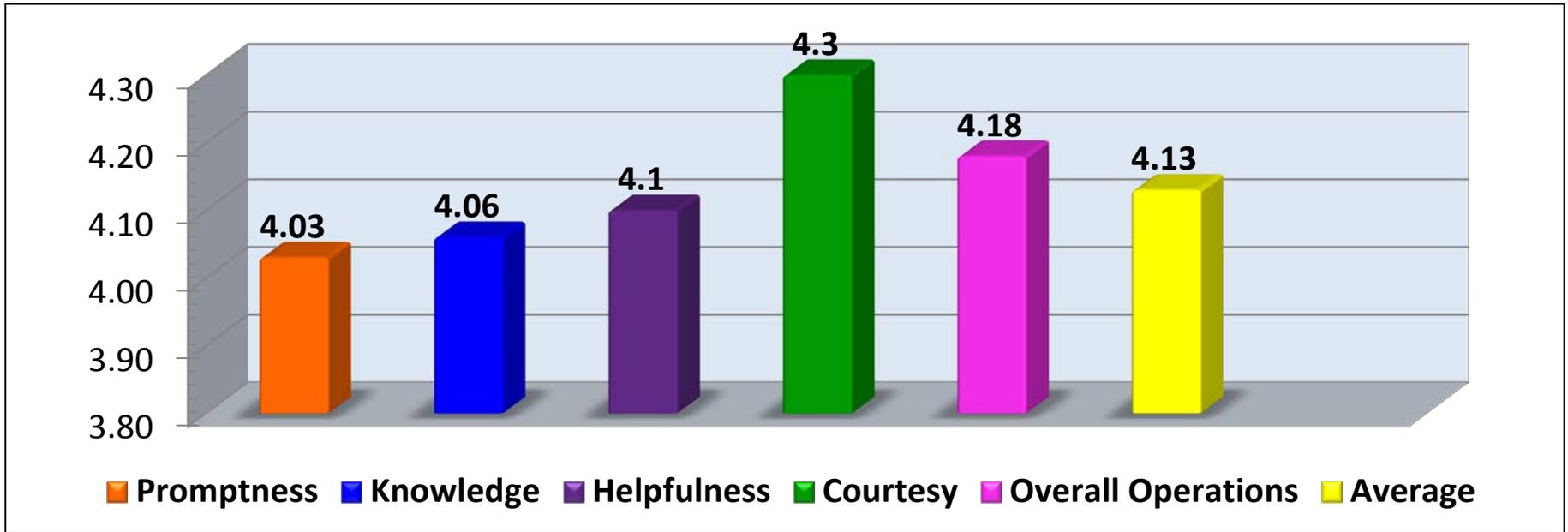
Total Surveys Received



Surveys Received by Airport

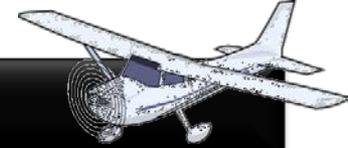


2013 DPW Focus Area Averages

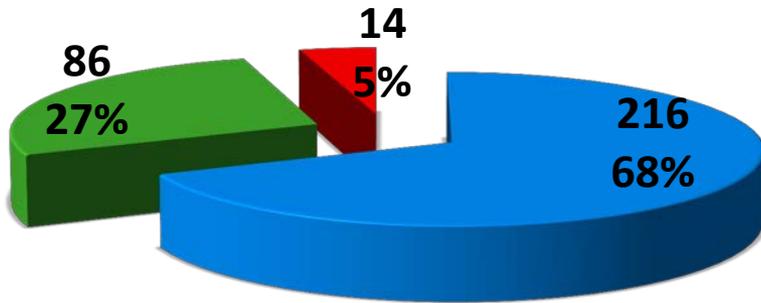


DPW Focus Area	Brackett			Compton			El Monte			Fox			Whiteman		
	Above Average	Average	Below Average												
Promptness	74%	19%	7%	73%	23%	4%	72%	22%	7%	88%	7%	5%	71%	17%	12%
Knowledge	73%	23%	4%	78%	20%	2%	66%	28%	6%	85%	15%	0%	64%	26%	10%
Helpfulness	70%	26%	4%	79%	16%	5%	70%	26%	4%	85%	12%	2%	67%	28%	5%
Courtesy	79%	17%	4%	83%	17%	0%	78%	16%	6%	95%	3%	2%	79%	16%	5%
Overall Ops	74%	23%	4%	83%	15%	2%	69%	27%	4%	88%	12%	0%	71%	26%	3%

Contract Focus Areas:

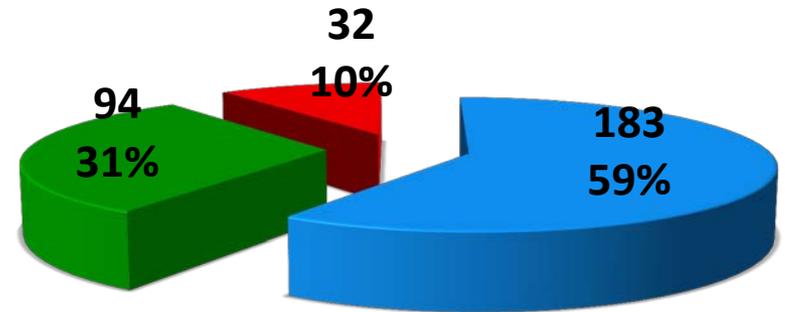


Safety



■ Above Average
 ■ Average
 ■ Below Average

Security

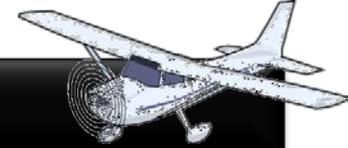


■ Above Average
 ■ Average
 ■ Below Average

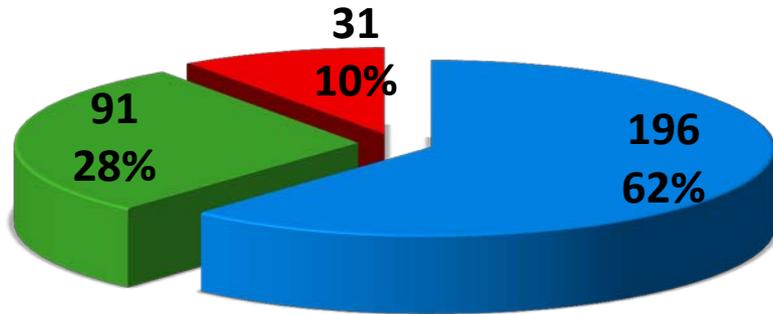
	Above Average	Average	Below Average
Brackett Field Airport	41	15	2
Compton/Woodley Airport	34	11	4
El Monte Airport	50	21	2
General Wm. J. Fox Airfield	32	8	1
Whiteman Airport	59	31	5

	Above Average	Average	Below Average
Brackett Field Airport	30	23	4
Compton/Woodley Airport	33	12	2
El Monte Airport	46	19	8
General Wm. J. Fox Airfield	26	12	2
Whiteman Airport	48	28	16

Contract Focus Areas:

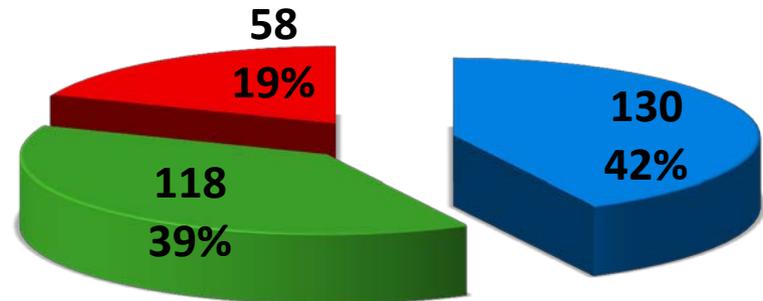


Appearance



■ Above Average
 ■ Average
 ■ Below Average

Public Restrooms

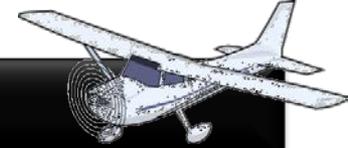


■ Above Average
 ■ Average
 ■ Below Average

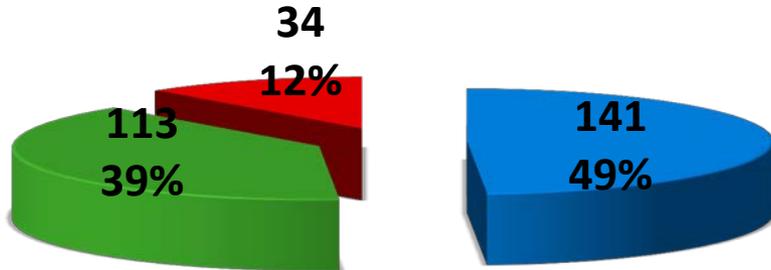
	Above Average	Average	Below Average
Brackett Field Airport	35	15	8
Compton/Woodley Airport	29	12	8
El Monte Airport	51	20	2
General Wm. J. Fox Airfield	28	9	4
Whiteman Airport	53	35	9

	Above Average	Average	Below Average
Brackett Field Airport	27	20	11
Compton/Woodley Airport	17	19	12
El Monte Airport	28	26	14
General Wm. J. Fox Airfield	23	14	2
Whiteman Airport	35	39	19

Contract Focus Areas:

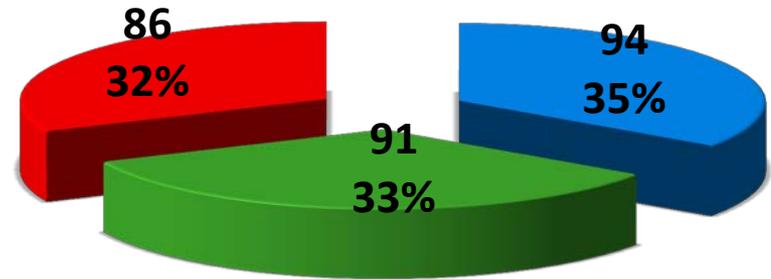


Pilots Lounge/ Flight Planning Facilities



■ Above Average
 ■ Average
 ■ Below Average

Availability of Pilot Supplies

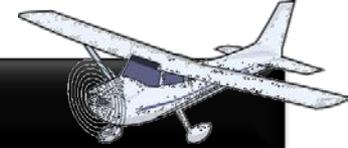


■ Above Average
 ■ Average
 ■ Below Average

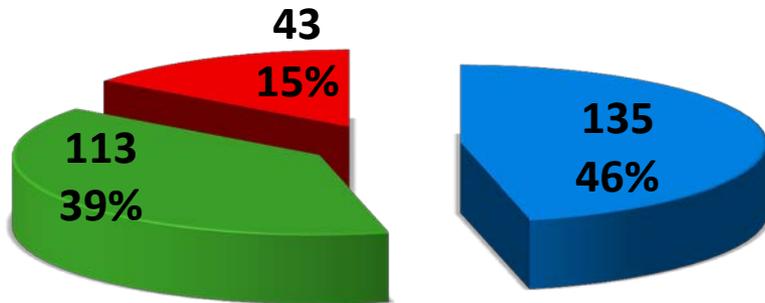
	Above Average	Average	Below Average
Brackett Field Airport	27	21	6
Compton/Woodley Airport	22	18	6
El Monte Airport	47	18	1
General Wm. J. Fox Airfield	20	16	2
Whiteman Airport	25	40	19

	Above Average	Average	Below Average
Brackett Field Airport	24	25	5
Compton/Woodley Airport	7	6	15
El Monte Airport	25	14	28
General Wm. J. Fox Airfield	9	13	15
Whiteman Airport	29	33	23

Contract Focus Areas:

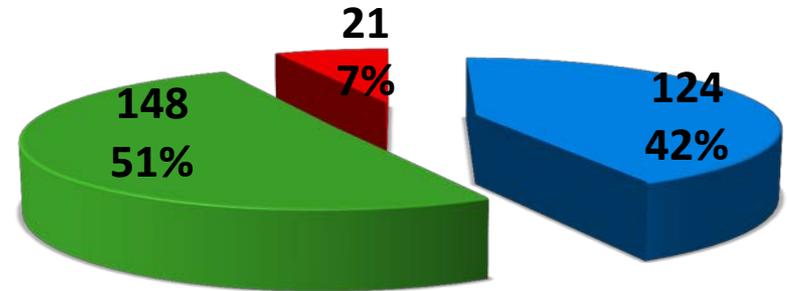


Aircraft Services



■ Above Average
 ■ Average
 ■ Below Average

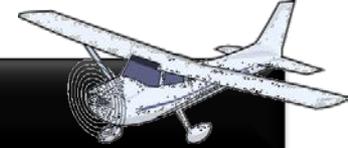
Aircraft Washing Facilities



■ Above Average
 ■ Average
 ■ Below Average

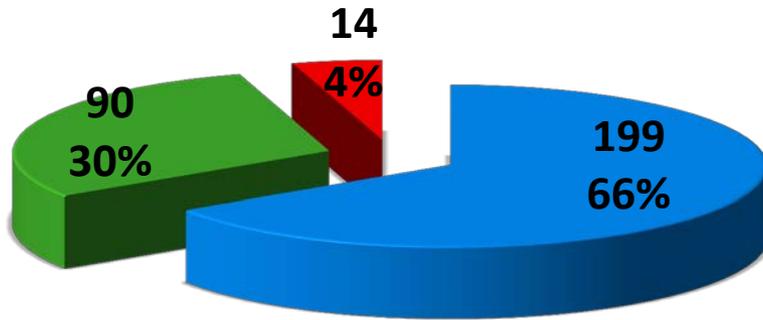
	Above Average	Average	Below Average
Brackett Field Airport	31	22	2
Compton/Woodley Airport	6	18	15
El Monte Airport	24	25	17
General Wm. J. Fox Airfield	25	14	1
Whiteman Airport	49	34	8

	Above Average	Average	Below Average
Brackett Field Airport	21	27	5
Compton/Woodley Airport	15	27	3
El Monte Airport	33	25	3
General Wm. J. Fox Airfield	18	18	3
Whiteman Airport	37	51	7



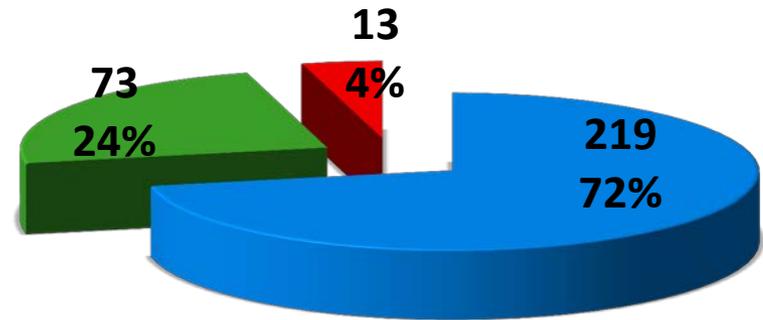
Contract Focus Areas:

Lighting/Marking/ Airfield Guidance Systems



■ Above Average
 ■ Average
 ■ Below Average

Runways/Taxiways



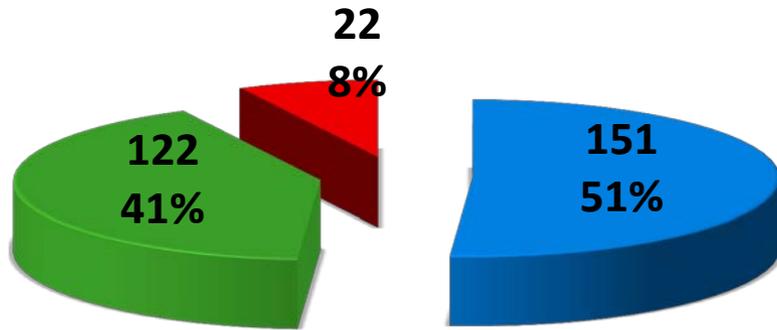
■ Above Average
 ■ Average
 ■ Below Average

	Above Average	Average	Below Average
Brackett Field Airport	40	17	0
Compton/Woodley Airport	20	22	2
El Monte Airport	51	14	2
General Wm. J. Fox Airfield	25	12	3
Whiteman Airport	63	25	7

	Above Average	Average	Below Average
Brackett Field Airport	46	9	0
Compton/Woodley Airport	22	13	10
El Monte Airport	52	16	1
General Wm. J. Fox Airfield	28	12	1
Whiteman Airport	71	23	1

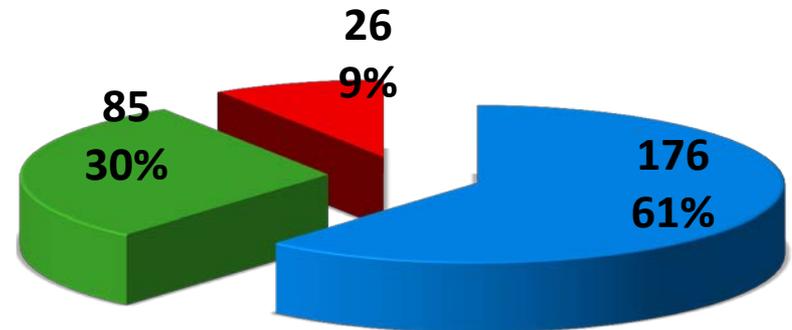
Contract Focus Areas:

Fuel Facilities



■ Above Average ■ Average
■ Below Average

Public Viewing/Recreation Area

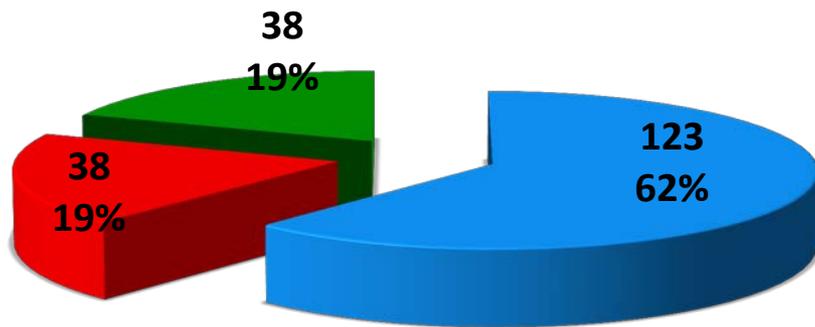


■ Above Average ■ Average
■ Below Average

	Above Average	Average	Below Average
Brackett Field Airport	28	23	3
Compton/Woodley Airport	22	18	4
El Monte Airport	31	27	6
General Wm. J. Fox Airfield	24	14	2
Whiteman Airport	46	40	7

	Above Average	Average	Below Average
Brackett Field Airport	47	8	0
Compton/Woodley Airport	10	14	11
El Monte Airport	52	13	3
General Wm. J. Fox Airfield	29	12	0
Whiteman Airport	38	38	12

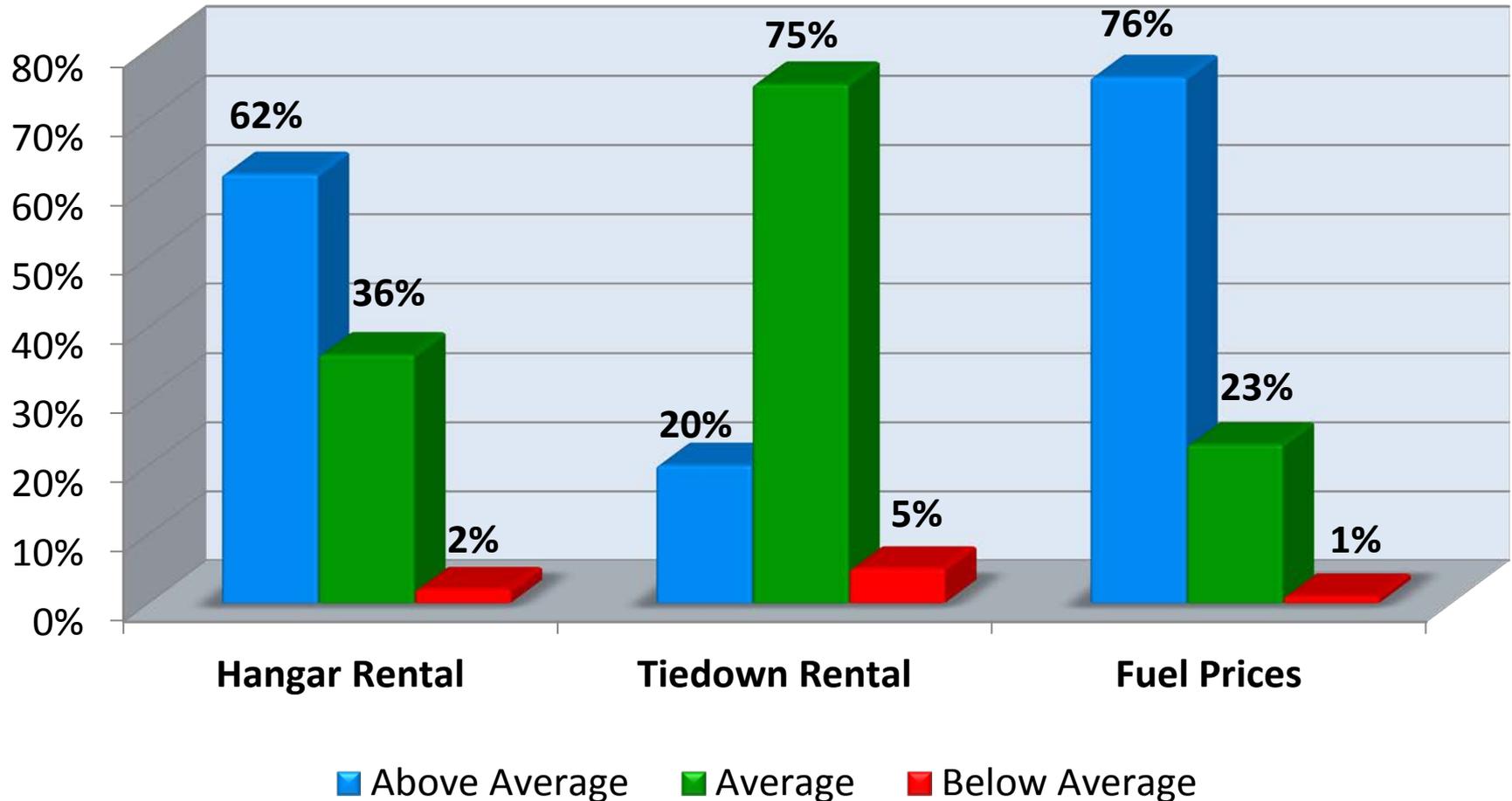
Contract Focus Area: Restaurant Services



■ Above Average ■ Average
■ Below Average

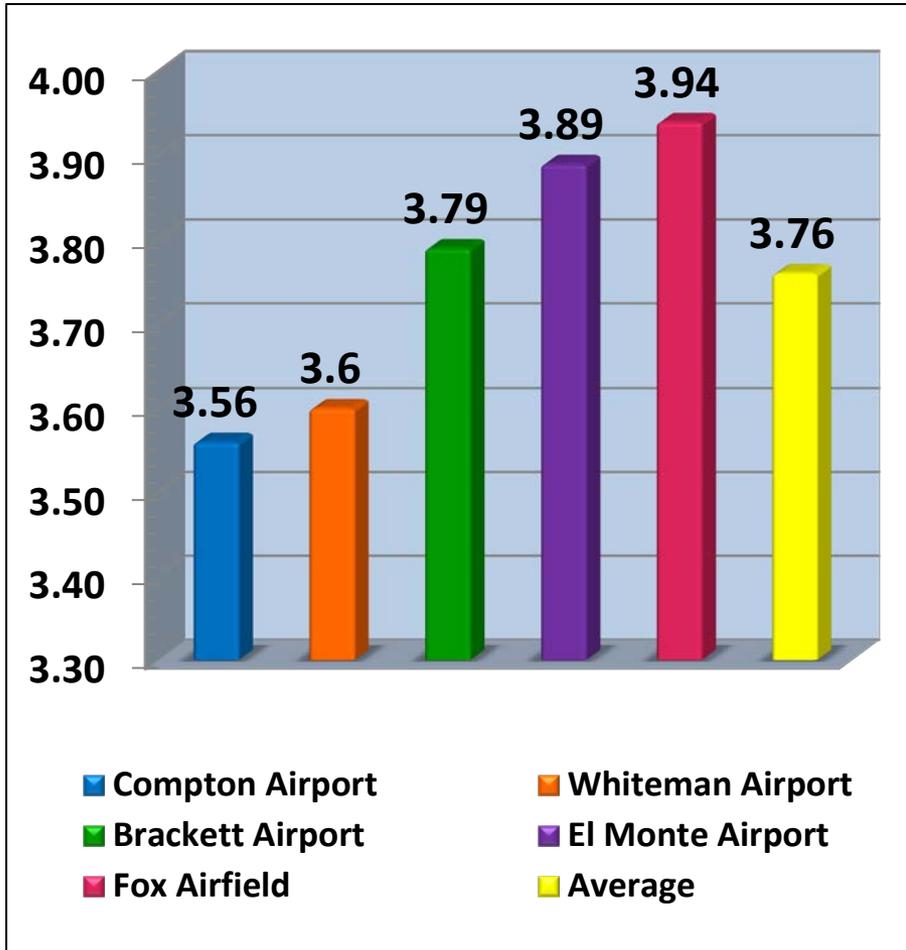
	Above Average	Average	Below Average
Brackett Field Airport	32	11	14
El Monte Airport	58	8	2
General Wm. J. Fox Airfield	25	14	2
Whiteman Airport	8	5	20

Rates: Hangar Rental, Tiedown Rental, and Fuel



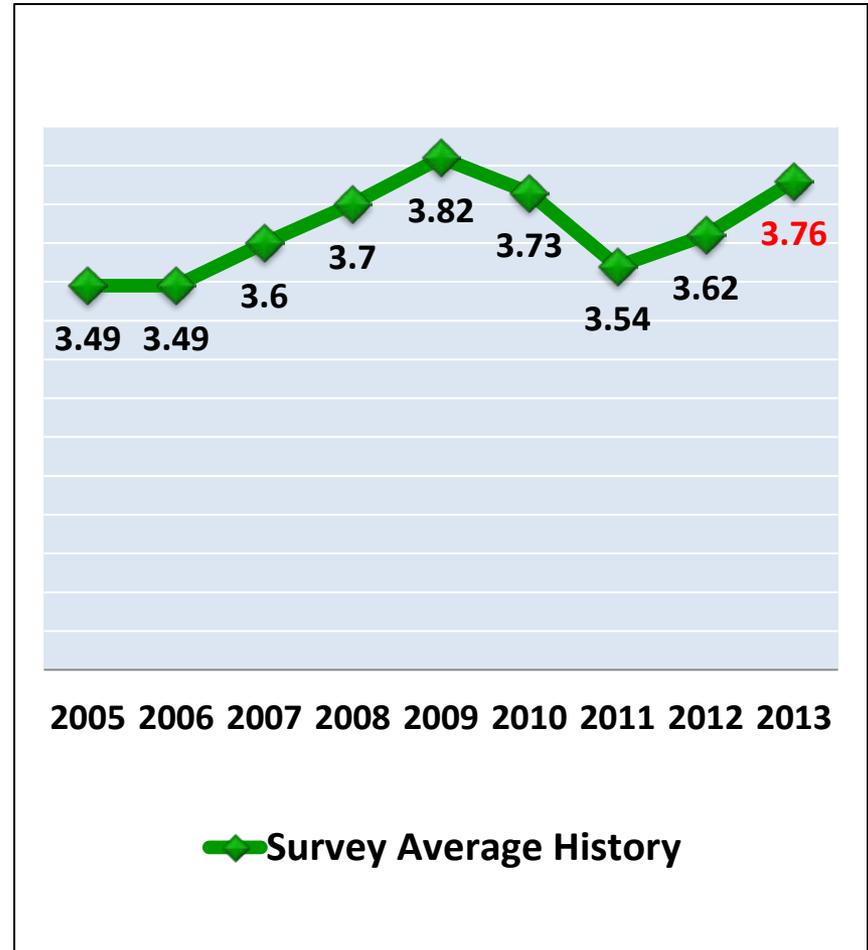
2013 Average of Overall Customer Satisfaction

Division Goal: 3.5

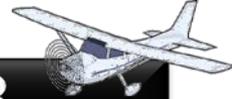



Survey Average History

2005-2013



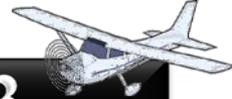
Brackett Survey Average History 2005-2013



BRACKETT FIELD AIRPORT	2005	2006	2007	2008	2009	2010	2011	2012	2013
Overall service(s)	3.73	3.12	3.68	4.20	4.18	4.19	4.30	4.20	4.07
Ability to direct you to the appropriate services (Helpfulness)	3.48	2.74	3.20		3.93	3.97	4.20	4.27	4.00
Ability to process your request(s) in a timely manner (Promptness)							4.05	4.11	3.94
Level of courtesy and professionalism (Courtesy /Professionalism)	3.79	3.31	3.93	4.39	4.44	4.21	4.42	4.27	4.20
Knowledge related to your request(s) (Knowledge)							4.10	4.16	4.13
Overall safety at the airport	4.05	3.62	3.69	3.96	4.00	4.06	4.18	4.04	3.95
Overall security at the airport	3.74	3.25	3.36	3.77	3.65	3.79	3.82	3.75	3.63
Overall appearance of the airport	3.56	3.33	3.49	3.75	3.93	3.92	3.91	3.45	3.57
Amenities	3.32	3.25	3.11	3.45	3.53	3.70	3.69*	3.58*	3.58*
Public restrooms							3.62	3.39	3.36
Public pilots lounge/flight planning facilities							3.80	3.67	3.57
Availability of pilot supplies							3.82	3.54	3.46
Availability of aircraft services							3.77	3.80	3.75
Restaurant at the airport							3.49	3.48	3.42
Public viewing/recreation area							4.02	4.02	4.16
Aircraft washing facilities							3.35	3.15	3.34
Condition of the fuel facilities		3.08	3.48	3.62	3.63	3.61	3.64	3.52	3.56
Condition of the runways/taxiway		3.47	3.73	3.87	4.01	4.00	4.11	4.02	4.09
Lighting/marketing/airfield guidance systems		3.66	3.90	3.97	4.07	4.05	4.09	4.12	3.96
AIRPORT AVERAGE	3.67	3.25	3.56	3.56	3.94	3.95	3.93	3.83	3.79

*Average of the Amenities subcategories (Public Restrooms through Aircraft Washing Facilities)
2013 Airport Customer Service Survey

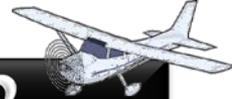
Compton Survey Average History 2005-2013



Compton/Woodley Airport	2005	2006	2007	2008	2009	2010	2011	2012	2013
Overall service(s)	3.19	3.30	3.6	3.65	3.98	3.63	3.43	4.06	4.40
Ability to direct you to the appropriate services (Helpfulness)	2.85	3.27	3.53	3.56	3.83	3.54	3.32	3.86	4.16
Ability to process your request(s) in a timely manner (Promptness)							2.96	3.57	4.11
Level of courtesy and professionalism (Courtesy /Professionalism)	3.43	3.85	3.98	4.13	4.41	4.00	3.44	4.06	4.40
Knowledge related to your request(s) (Knowledge)							3.32	3.86	4.20
Overall safety at the airport	3.10	3.48	3.37	3.49	3.62	3.21	3.21	3.7	3.86
Overall security at the airport	3.13	3.29	3.49	3.37	3.51	3.24	3.53	3.59	3.91
Overall appearance of the airport	3.11	3.16	3.27	3.09	3.13	2.95	2.97	3.41	3.59
Amenities	2.65	2.35	2.80	2.57	2.64	2.28	2.19*	2.60*	2.97*
Public restrooms							2.88	3.17	3.19
Public pilots lounge/flight planning facilities							2.84	3.20	3.54
Availability of pilot supplies							1.55	2.10	2.43
Availability of aircraft services							1.74	2.13	2.69
Restaurant at the airport							1.17	2.00	2.60
Public viewing/recreation area							2.38	2.56	2.97
Aircraft washing facilities							2.79	3.04	3.4
Condition of the fuel facilities		3.10	3.37	3.03	3.27	3.11	3.24	3.29	3.59
Condition of the runways/taxiway		3.14	3.24	3.14	3.27	2.97	3.42	3.46	3.44
Lighting/marketing/airfield guidance systems		3.60	3.42	3.36	3.58	3.24	3.26	3.71	3.55
AIRPORT AVERAGE	3.07	3.25	3.41	3.34	3.52	3.22	2.86	3.27	3.56

*Average of the Amenities subcategories (Public Restrooms through Aircraft Washing Facilities)
2013 Airport Customer Service Survey

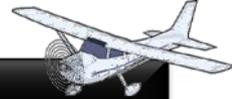
El Monte Survey Average History 2005-2012



El Monte Airport	2005	2006	2007	2008	2009	2010	2011	2012	2013
Overall service(s)	3.64	3.63	3.53	3.97	3.98	3.87	4.17	4.22	4.09
Ability to direct you to the appropriate services (Helpfulness)	3.53	3.51	3.31	3.83	3.71	3.68	3.9	4.10	4.10
Ability to process your request(s) in a timely manner (Promptness)							3.96	4.06	4.06
Level of courtesy and professionalism (Courtesy /Professionalism)	3.96	3.88	3.85	4.21	4.33	4.15	4.22	4.34	4.28
Knowledge related to your request(s) (Knowledge)							3.96	3.19	3.97
Overall safety at the airport	3.75	3.77	3.78	4.02	3.98	3.79	4.00	4.06	3.99
Overall security at the airport	3.42	3.42	3.48	3.64	3.67	3.56	3.73	3.81	3.86
Overall appearance of the airport	3.68	3.55	3.52	3.58	3.73	3.68	3.89	3.97	3.97
Amenities	2.84	4.06	3.88	4.03	3.83	3.84	3.38*	3.63*	3.70*
Public restrooms							3.18	3.36	3.35
Public pilots lounge/flight planning facilities							3.74	4.14	4.08
Availability of pilot supplies							2.63	2.85	3.06
Availability of aircraft services							2.89	2.9	3.18
Restaurant at the airport							3.95	4.38	4.31
Public viewing/recreation area							3.85	4.24	4.15
Aircraft washing facilities							3.45	3.56	3.79
Condition of the fuel facilities		3.33	3.45	3.59	3.51	3.51	3.51	3.61	3.63
Condition of the runways/taxiway		3.83	3.83	3.9	3.89	3.97	4.21	4.23	4.10
Lighting/marking/airfield guidance systems		3.78	3.77	3.89	3.85	4.03	4.16	4.08	4.10
AIRPORT AVERAGE	3.55	3.68	3.64	3.87	3.85	3.81	3.75	3.84	3.89

*Average of the Amenities subcategories (Public Restrooms through Aircraft Washing Facilities)
2013 Airport Customer Service Survey

Fox Survey Average History 2005-2013



General Wm. J. Fox Airfield	2005	2006	2007	2008	2009	2010	2011	2012	2013
Overall service(s)	3.87	4.00	3.97	4.16	4.63	4.5	4.30	4.37	4.44
Ability to direct you to the appropriate services (Helpfulness)	4.09	3.90	3.81	3.66	4.37	4.15	4.25	4.5	4.39
Ability to process your request(s) in a timely manner (Promptness)							4.26	4.29	4.32
Level of courtesy and professionalism (Courtesy /Professionalism)	4.26	4.22	4.46	4.48	4.67	4.79	4.47	4.46	4.61
Knowledge related to your request(s) (Knowledge)							4.35	4.42	4.37
Overall safety at the airport	3.65	4.04	4.03	3.85	4.22	4.25	4.08	4.10	4.22
Overall security at the airport	3.45	3.63	3.29	3.29	3.7	3.75	3.79	3.73	3.88
Overall appearance of the airport	3.52	3.39	3.42	3.35	3.78	3.52	3.74	3.78	3.80
Amenities	3.74	3.49	3.35	3.33	3.84	3.63	3.55*	3.54*	3.64*
Public restrooms							3.67	3.73	3.77
Public pilots lounge/flight planning facilities							3.43	3.41	3.68
Availability of pilot supplies							2.97	2.65	2.86
Availability of aircraft services							3.68	3.71	3.8
Restaurant at the airport							3.97	3.68	3.83
Public viewing/recreation area							3.89	3.97	4.02
Aircraft washing facilities							3.29	3.62	3.51
Condition of the fuel facilities		3.84	3.65	3.5	3.82	3.77	3.50	3.40	3.70
Condition of the runways/taxiway		4.04	4.2	4.12	4.41	4.25	4.11	4.02	3.95
Lighting/marketing/airfield guidance systems		4.04	4.14	3.91	4.16	3.88	3.81	3.83	3.75
AIRPORT AVERAGE	3.80	3.86	3.83	3.77	4.16	4.05	3.86	3.87	3.94

*Average of the Amenities subcategories (Public Restrooms through Aircraft Washing Facilities)
2013 Airport Customer Service Survey



Whiteman Survey Average History 2005-2013

Whiteman Airport	2005	2006	2007	2008	2009	2010	2011	2012	2013
Overall service(s)	3.54	3.45	3.76	3.99	4.16	4.00	3.66	3.63	4.07
Ability to direct you to the appropriate services (Helpfulness)	3.46	3.42	3.49	3.76	3.93	3.82	3.52	3.58	3.97
Ability to process your request(s) in a timely manner (Promptness)							3.51	3.52	3.86
Level of courtesy and professionalism (Courtesy /Professionalism)	3.84	3.70	4.08	4.22	4.39	4.29	3.79	3.74	4.17
Knowledge related to your request(s) (Knowledge)							3.64	3.64	3.85
Overall safety at the airport	3.39	3.58	3.50	3.64	3.62	3.68	3.46	3.48	3.82
Overall security at the airport	3.23	3.16	3.09	3.17	3.20	3.28	3.07	3.15	3.51
Overall appearance of the airport	3.19	3.29	3.47	3.46	3.37	3.47	3.18	3.16	3.64
Amenities	2.93	3.00	3.01	3.00	3.06	3.02	3.03*	3.00*	3.20*
Public restrooms							2.92	2.92	3.29
Public pilots lounge/flight planning facilities							2.91	2.91	3.19
Availability of pilot supplies							3.02	2.95	3.12
Availability of aircraft services							3.30	3.38	3.68
Restaurant at the airport							2.69	2.49	2.33
Public viewing/recreation area							3.22	3.15	3.42
Aircraft washing facilities							3.16	3.16	3.40
Condition of the fuel facilities		3.39	3.49	3.59	3.35	3.59	3.42	3.40	3.59
Condition of the runways/taxiway		3.67	4.15	4.04	3.81	3.79	3.72	3.56	4.03
Lighting/marking/airfield guidance systems		3.54	3.93	3.82	3.82	3.60	3.53	3.45	3.84
AIRPORT AVERAGE	3.37	3.42	3.60	3.67	3.67	3.66	3.32	3.29	3.60

*Average of the Amenities subcategories (Public Restrooms through Aircraft Washing Facilities)
2013 Airport Customer Service Survey

County of Los Angeles Department of Public Works



Slide Presentation by: Victoria Frausto
Reviewed by: Richard L. Smith