

City of Philadelphia



Council of the City of Philadelphia
Office of the Chief Clerk
Room 402, City Hall
Philadelphia

(Resolution No. 080529)

RESOLUTION

Recognizing and honoring the Philadelphia International Airport for ranking the highest in overall customer satisfaction among large airports in J.D. Power and Associates' 2008 Airport Customer Satisfaction Report.

WHEREAS, The J.D. Power & Associates' 2008 North America Airport Satisfaction Study measures overall airport satisfaction in three segments: large (30 million or more passengers per year), medium (10 million to 30 million passengers per year) and small (fewer than 10 million passengers per year); and

WHEREAS, Six factors – assessed through 27 specific attributes – are examined to determine overall customer satisfaction: airport accessibility; baggage claim; check-in/baggage check process; terminal facilities; security check; and food and retail services; and

WHEREAS, The Philadelphia International Airport ranked the highest in the large airport category improving five rank positions since last year and performing particularly well in the terminal facilities and baggage claim factors; and

WHEREAS, The customer satisfaction survey was conducted among 21,165 passengers who took roundtrip flights between April 2007 and March 2008 at 18 large airports throughout the country; and

WHEREAS, The City-owned Philadelphia International Airport generates \$14 billion in spending for the regional economy and has nearly 34,000 employees; now therefore, be it

RESOLVED, BY THE COUNCIL OF THE CITY OF PHILADELPHIA, That Council does hereby recognize and honor the Philadelphia International Airport for ranking the highest in overall customer satisfaction among large airports in J.D. Power and Associates' 2008 Airport Customer Satisfaction Report.

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FURTHER RESOLVED, That an Engrossed copy of this resolution be presented to Charles Isdell, Director of Aviation as evidence of the sincere sentiments and recognition of this legislative body.

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CERTIFICATION: This is a true and correct copy of the original Resolution, Adopted by the Council of the City of Philadelphia on the twenty-second of May, 2008.

Anna C. Verna
PRESIDENT OF THE COUNCIL

Patricia Rafferty
CHIEF CLERK OF THE COUNCIL

Introduced by: Councilmember Kenney

Sponsored by: Council President Verna, Councilmembers Kenney, Greenlee, Sanchez, Goode, Reynolds Brown, Rizzo, Tasco, Krajewski, Miller, DiCicco and Jones