

## Tampa International Airport Among top ranking airports in the world - Again

### For immediate release

TAMPA, FL (February 11, 2004) -- Tampa International Airport, for the third time, receives high votes from passengers placing it among the world's best for overall passenger satisfaction according to the J. D. Power and Associates 2003 Global Airport Passenger Satisfaction Study.

Tampa finished fourth highest in overall passenger satisfaction in the mid-sized category (15 to 30 million passengers per year) worldwide behind Singapore's Changi International and Hong Kong's Chek Lap Kok, placing it second highest in the U.S. -- one point behind Pittsburgh International Airport.

"Earning such a desirable reputation is due to the outstanding performance of the thousands of men and women whose dedication to the comfort, safety, convenience and well-being of our Airport customers has far exceeded routine work standards," stated Louis E. Miller, Executive Director, Hillsborough County Aviation Authority.

For the 2003 survey, passengers were asked to evaluate airports on nine different factors (listed in order of importance): getting to the terminal; leaving the airport; check-in process; baggage claim; airport terminal facilities; security check; gates areas; concessions; and immigration/customs control.

In past surveys, Tampa International Airport has performed extremely well.

2000 – Passengers from 29 major U.S. airports ranked their favorite mid-size airport for customer satisfaction. Tampa International ranked number one.

2002 – Passengers from 46 worldwide airports ranked Tampa International second to Singapore's Changi International placing Tampa number one in the U.S. for mid-size airport.

2003 – Passengers from 61 worldwide airports ranked Tampa International behind Singapore's Changi International, Hong Kong's Chek Lap Kok, and Pittsburg International placing Tampa number four worldwide and number two in the U.S. for mid-size airport.

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J.D. Power Survey

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The study revealed that the wait times at security check points have decreased at airports worldwide. It discovered that overall wait times at security check points average 13 minutes-down 13.5 percent over 2002. On average, wait times at the security check points abroad are nearly five minutes shorter than those in the U. S., according to J.D. Power.

The 2003 Global Airport Passenger Satisfaction Study was conducted in seven different languages and was based on more than 12,000 responses from passengers around the world. Passengers were surveyed between September and October 2003.

For more information contact John Tews (248) 267-6800 or visit [www.jdpower.com](http://www.jdpower.com)

[Attachment/chart](#)

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**J. D. Power and Associates  
2003 Global Airport Satisfaction Study  
Airports With 10 to 30 Million Passengers**

