



LOS ANGELES COUNTY DEPARTMENT OF PUBLIC WORKS AVIATION DIVISION



AIRPORT USER SURVEY

2007

COUNTY AIRPORTS RATING

OVERALL

Above Average

KNOWLEDGE

Above Average

PROMPTNESS

Above Average

COURTEOUS

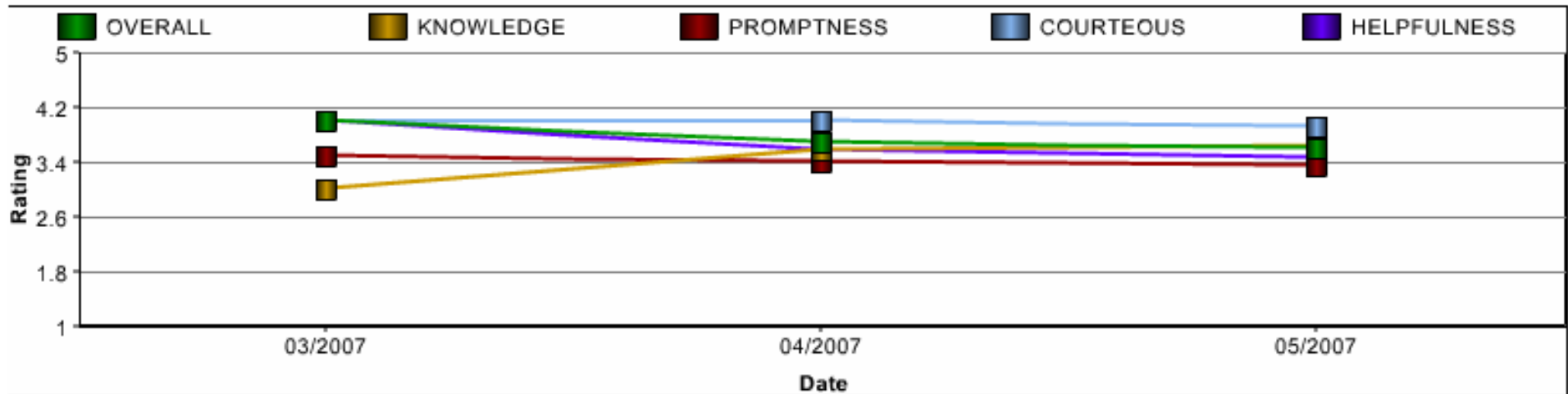
Above Average

HELPFULNESS

Above Average

Aviation Div.

Survey statistics from 02/28/2007 to 05/30/2007



County of Los Angeles Department of Public Works
Aviation Division



Airport User Survey

o OVERALL OPERATIONS/SAFETY/APPEARANCE

For which airport are you submitting this survey? (Please confine your responses to the selected airport. User the general comments at the end to comment on other facilities or complete additional surveys.)

- 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 visit or contact the airport?

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

A. 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! - Donald
L. Wolfe, Director of Public Works

www.ladpw.org/go/avisurvey

(626) 458-5100

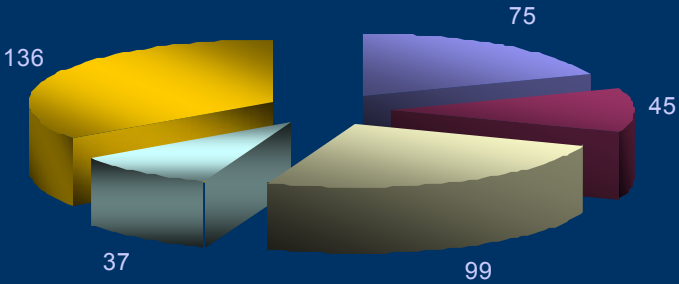


County of Los Angeles Department of Public Works
Aviation Division



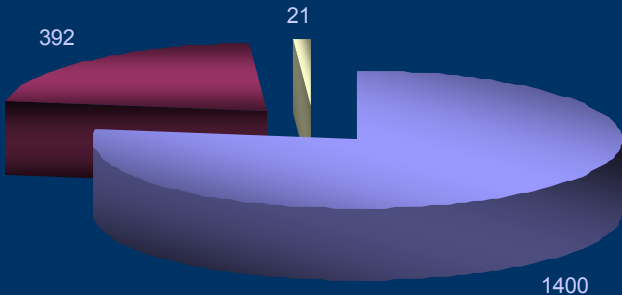
STATISTICS

SURVEY RESPONSES



- Brackett Field Airport
- El Monte Airport
- Whiteman Airport
- Compton/Woodley Airport
- General Wm. J. Fox Airfield

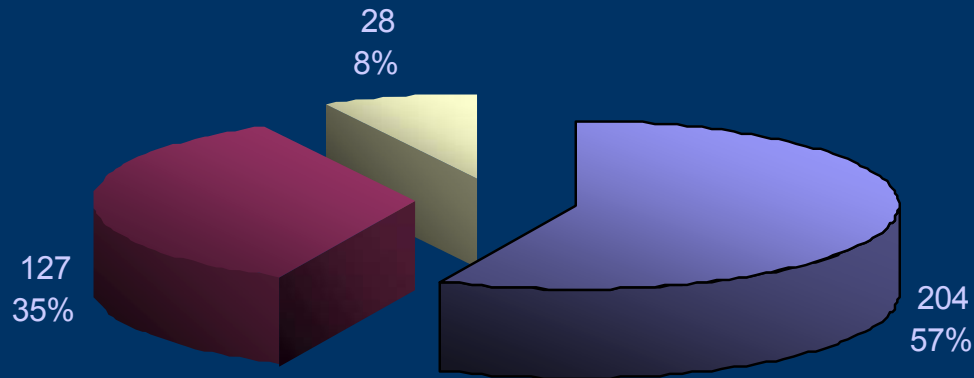
SURVEY FORMS SENT OUT / RECEIVED



- Number of surveys sent out
- Number of surveys received
- Unopened returned surveys



OVERALL OPERATIONS

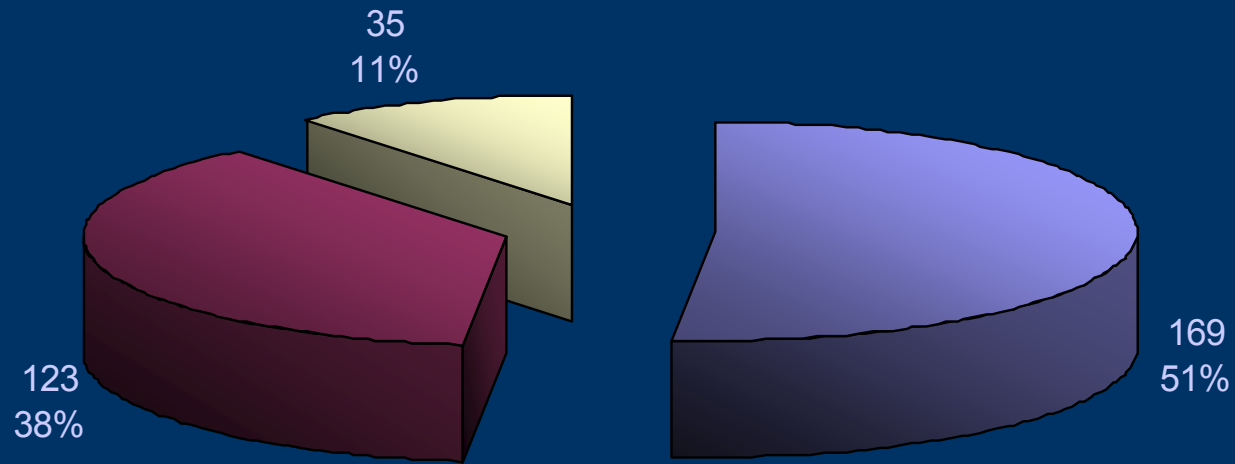


■ Above Average
 ■ Average
 ■ Below Average

Brackett Field Airport	39	26	6
Compton/Woodley Airport	23	13	6
El Monte Airport	46	35	9
General Wm. J. Fox Airfield	26	10	0
Whiteman Airport	70	43	7



KNOWLEDGE

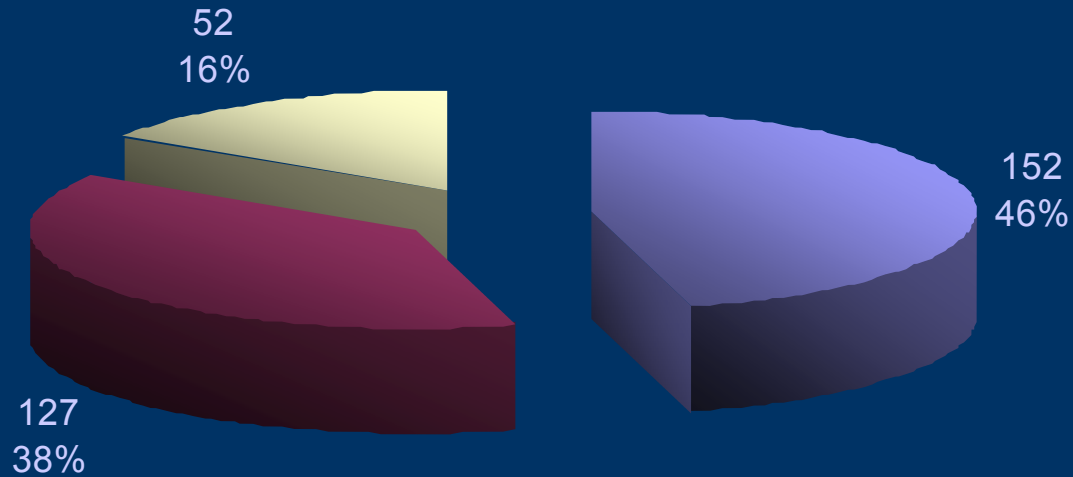


■ Above Average
 ■ Average
 ■ Below Average

Brackett Field Airport	28	25	11
Compton/Woodley Airport	21	14	4
El Monte Airport	43	31	8
General Wm. J. Fox Airfield	21	9	1
Whiteman Airport	56	44	11



PROMPTNESS

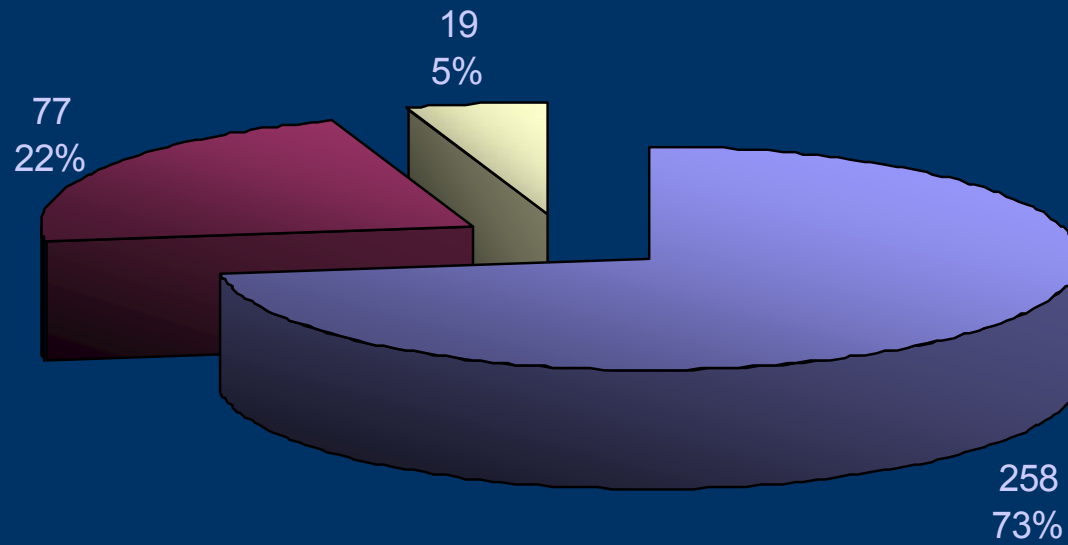


■ Above Average ■ Average ■ Below Average

Brackett Field Airport	25	25	16
Compton/Woodley Airport	18	15	5
El Monte Airport	38	33	15
General Wm. J. Fox Airfield	18	13	1
Whiteman Airport	53	41	15



COURTESY

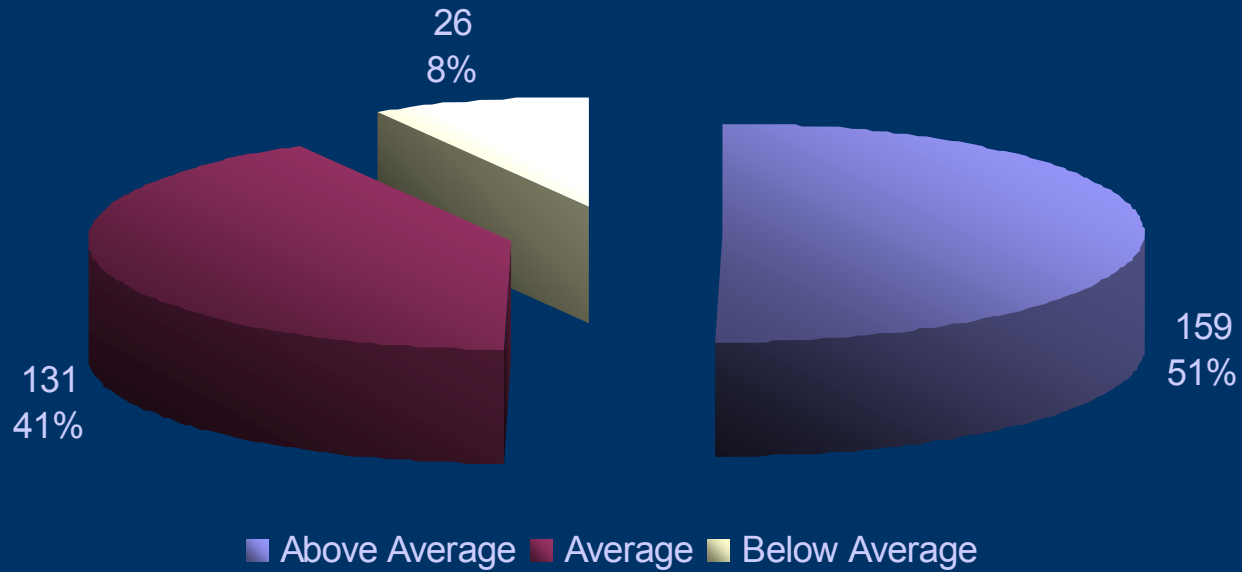


■ Above Average
 ■ Average
 ■ Below Average

Brackett Field Airport	49	17	4
Compton/Woodley Airport	29	10	3
El Monte Airport	61	17	9
General Wm. J. Fox Airfield	31	4	0
Whiteman Airport	88	29	3



HELPFULNESS



Brackett Field Airport	29	29	4
Compton/Woodley Airport	22	11	4
El Monte Airport	40	32	9
General Wm. J. Fox Airfield	20	9	2
Whiteman Airport	48	50	7

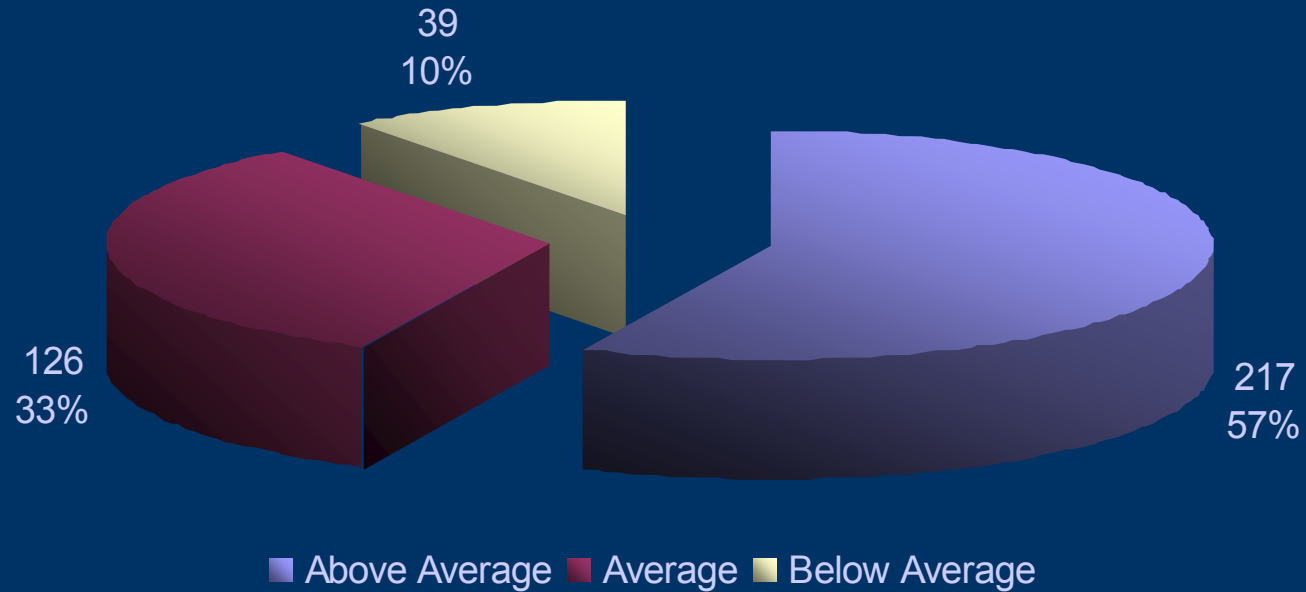


DEPARTMENT PRIORITY AREAS

Overall Operations	3.69
Knowledge	3.58
Promptness	3.41
Courtesy	4.01
Helpfulness	3.58
Average	3.66



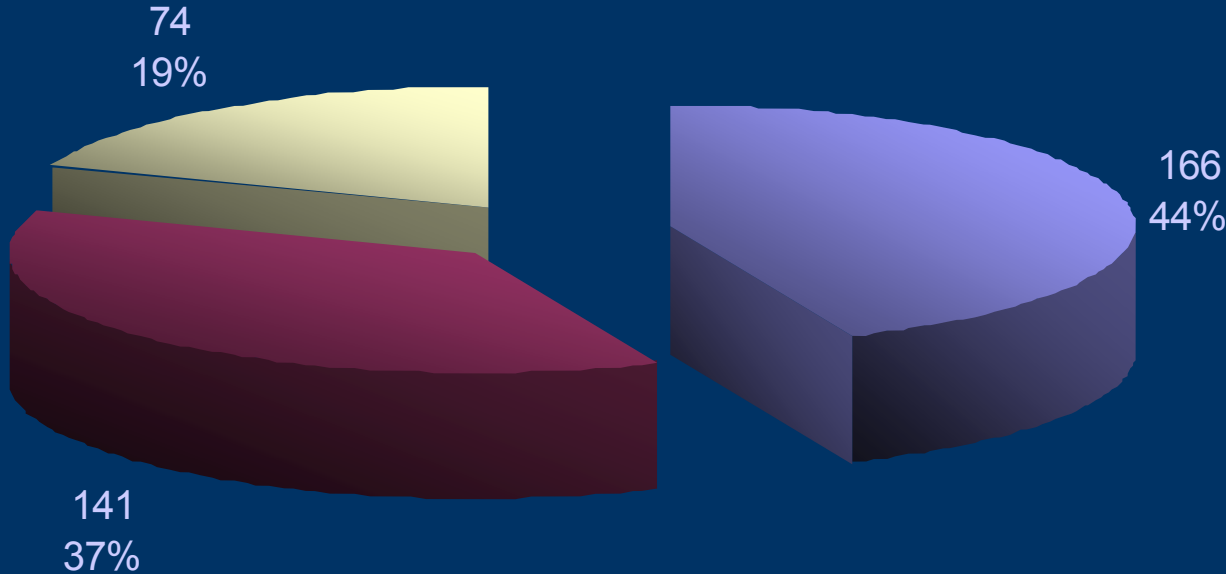
SAFETY



Airport	Above Average	Average	Below Average
Brackett Field Airport	39	28	7
Compton/Woodley Airport	18	20	5
El Monte Airport	67	25	7
General Wm. J. Fox Airfield	25	7	2
Whiteman Airport	68	46	18



SECURITY

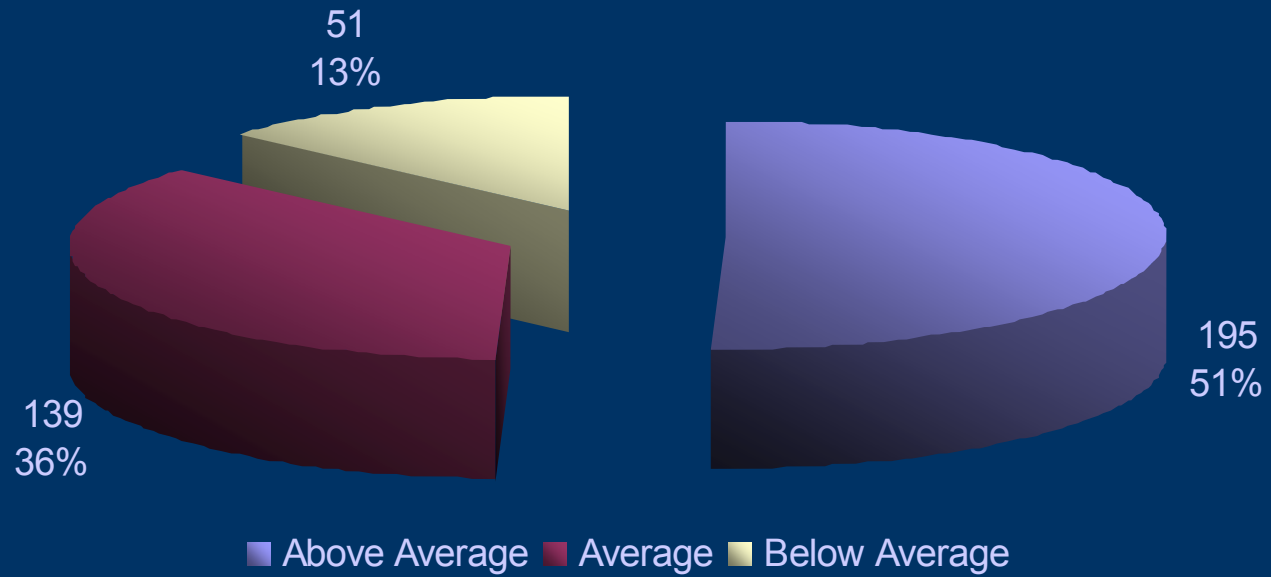


■ Above Average ■ Average ■ Below Average

Brackett Field Airport	33	26	16
Compton/Woodley Airport	19	21	3
El Monte Airport	51	32	14
General Wm. J. Fox Airfield	16	13	6
Whiteman Airport	47	49	35



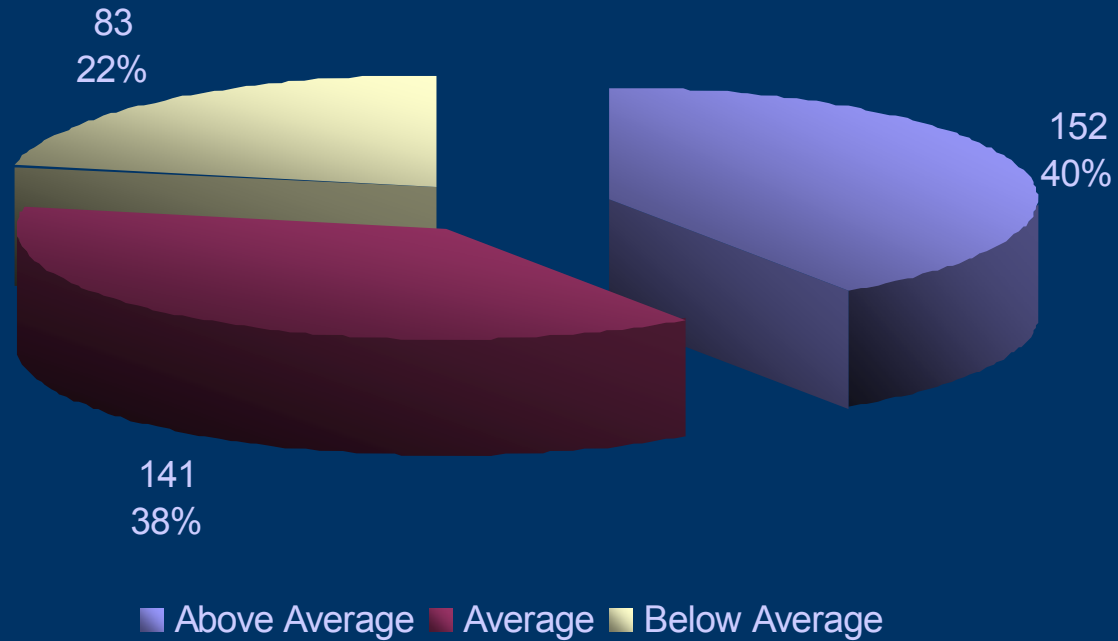
APPEARANCE



Airport	Above Average	Average	Below Average
Brackett Field Airport	38	30	7
Compton/Woodley Airport	17	20	7
El Monte Airport	55	29	12
General Wm. J. Fox Airfield	20	9	7
Whiteman Airport	65	51	18



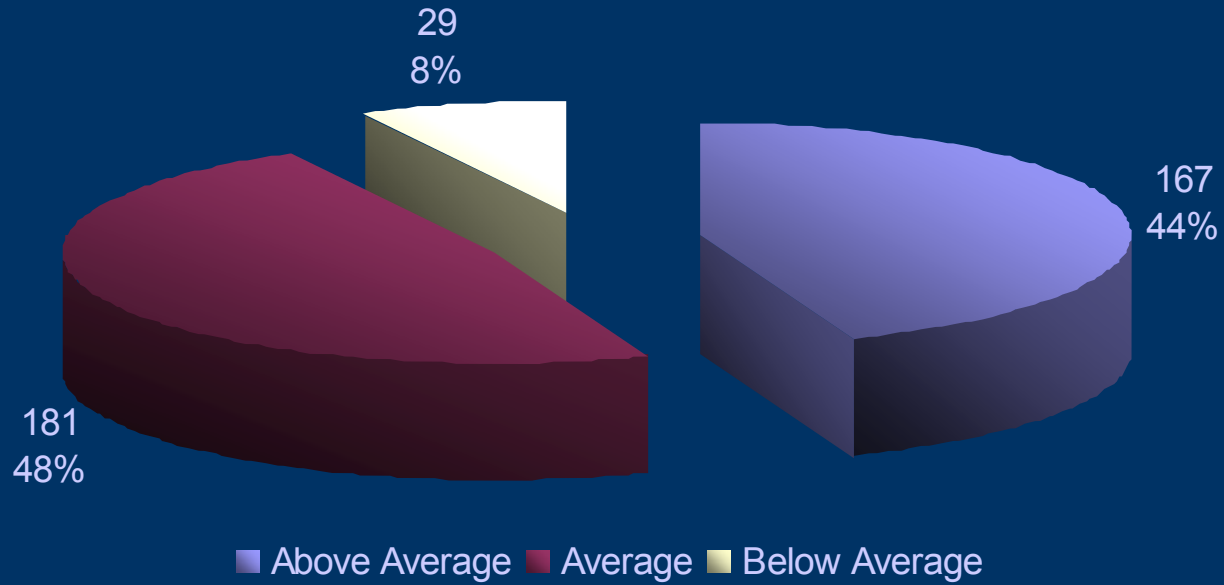
AMENITIES



Airport	Above Average	Average	Below Average
Brackett Field Airport	24	30	18
Compton/Woodley Airport	7	21	13
El Monte Airport	69	22	6
General Wm. J. Fox Airfield	15	11	8
Whiteman Airport	37	57	38



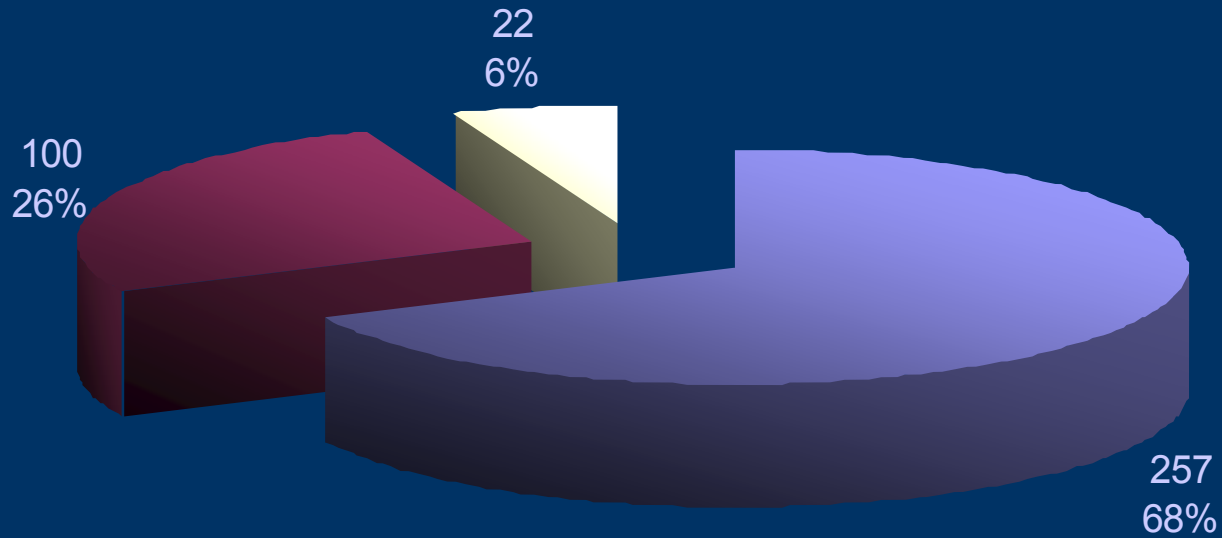
FUEL FACILITIES



Brackett Field Airport	31	37	5
Compton/Woodley Airport	16	22	3
El Monte Airport	43	45	9
General Wm. J. Fox Airfield	17	17	0
Whiteman Airport	60	60	12



RUNWAYS / TAXIWAYS

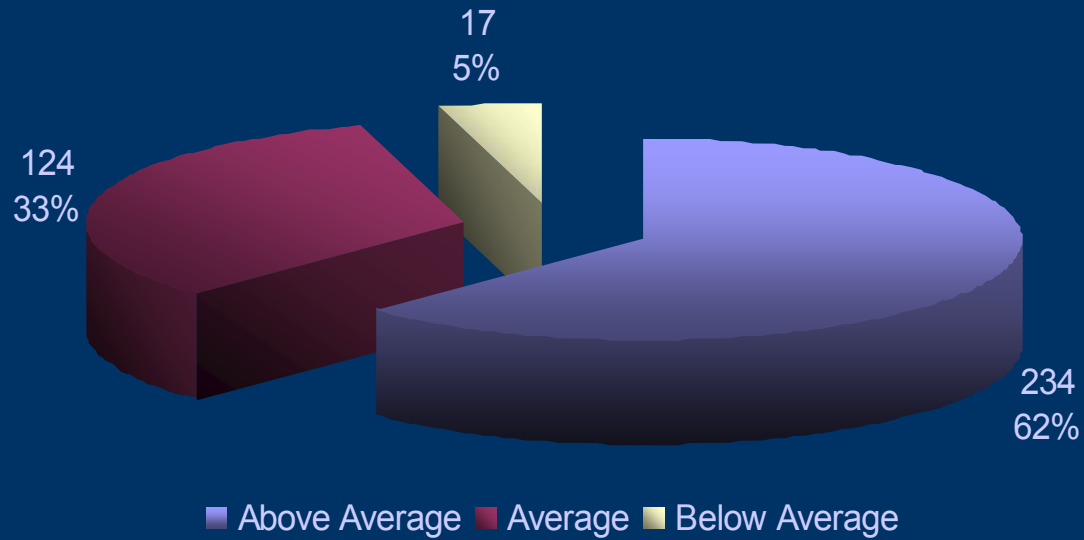


■ Above Average ■ Average ■ Below Average

Brackett Field Airport	48	19	6
Compton/Woodley Airport	11	26	5
El Monte Airport	63	28	5
General Wm. J. Fox Airfield	29	3	3
Whiteman Airport	106	24	3



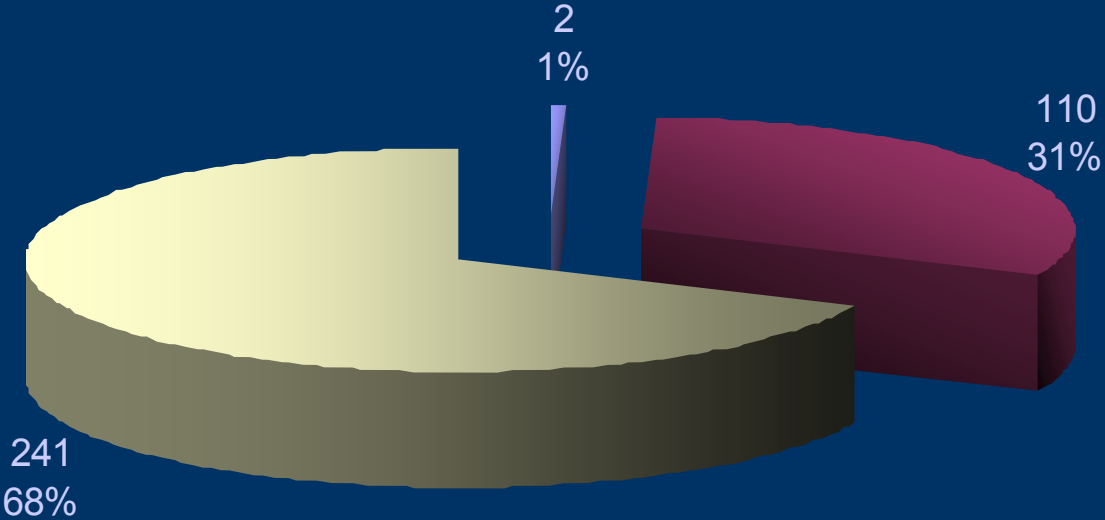
LIGHTING / MARKING / AIRFIELD GUIDANCE SYSTEMS



Airport	Above Average	Average	Below Average
Brackett Field Airport	50	19	3
Compton/Woodley Airport	16	22	5
El Monte Airport	57	36	3
General Wm. J. Fox Airfield	26	9	0
Whiteman Airport	85	38	6



HANGAR RENTAL

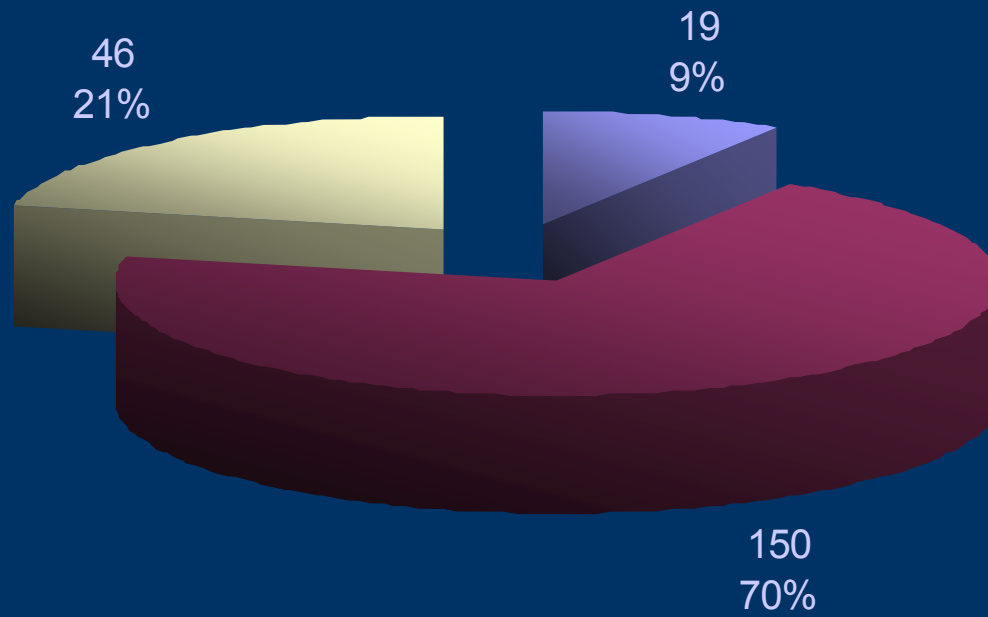


Low Average High

Brackett Field Airport	1	24	50
Compton/Woodley Airport		15	24
El Monte Airport		25	66
General Wm. J. Fox Airfield	1	8	25
Whiteman Airport		38	76



TIEDOWN RENTAL

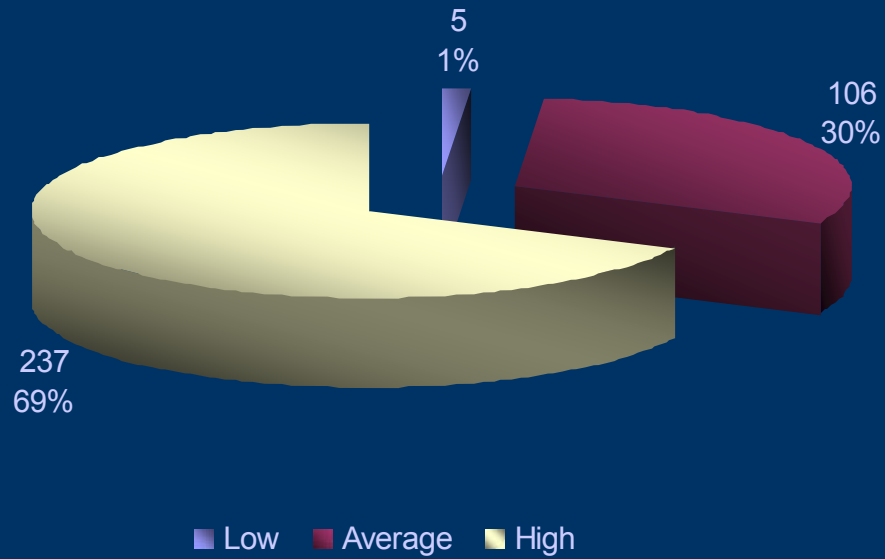


■ Low
 ■ Average
 ■ High

Brackett Field Airport	1	26	3
Compton/Woodley Airport	2	11	7
El Monte Airport	5	35	10
General Wm. J. Fox Airfield	4	16	2
Whiteman Airport	7	62	24



FUEL PRICES



Airport	Low	Average	High
Brackett Field Airport	1	26	42
Compton/Woodley Airport		15	21
El Monte Airport	2	25	58
General Wm. J. Fox Airfield	2	9	22
Whiteman Airport	0	31	94



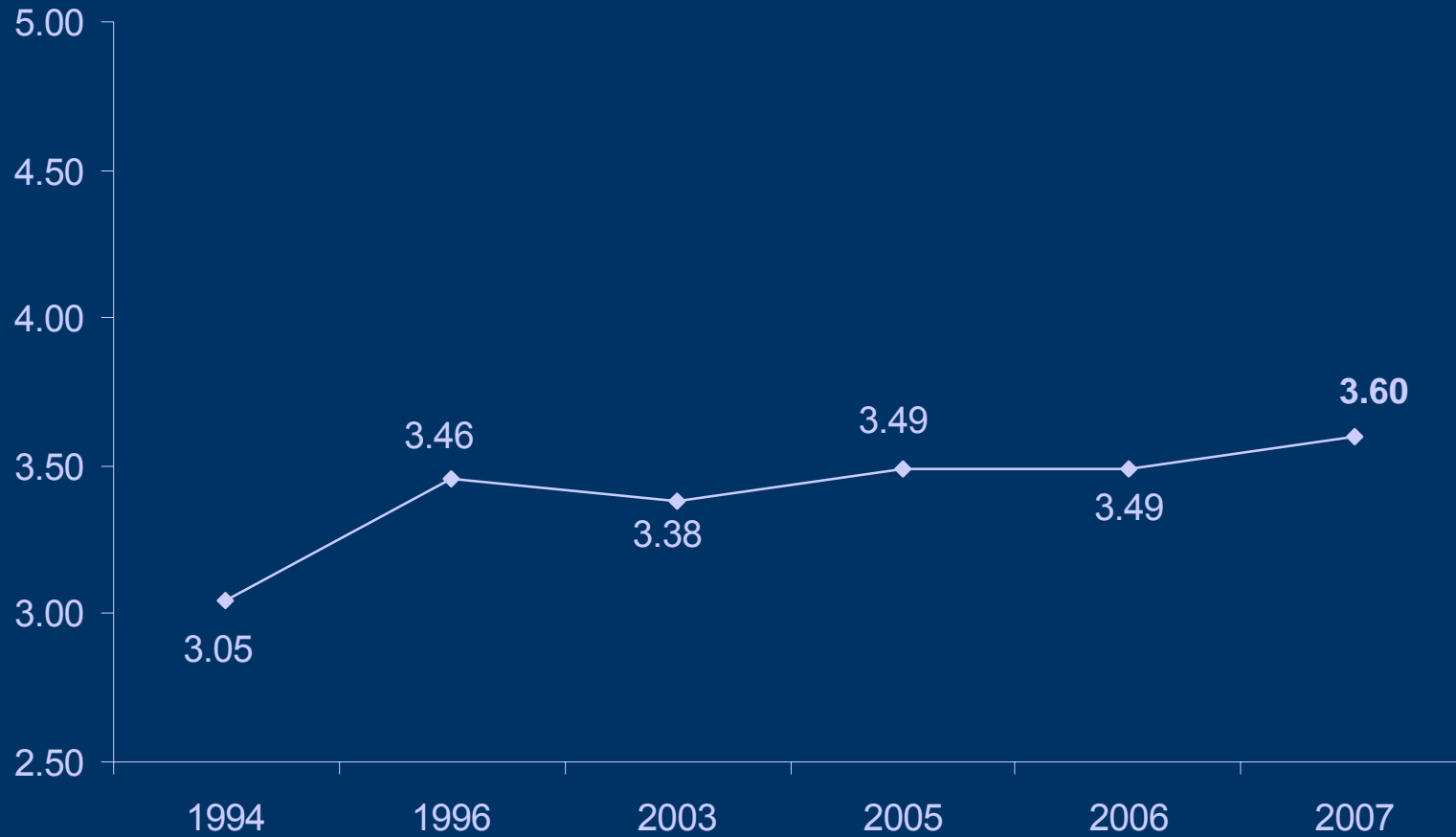
SURVEY AVERAGE

DIVISION GOAL: 3.5

3.83	General Wm. J. Fox Airfield
3.64	El Monte Airport
3.60	Whiteman Airport
3.56	Brackett Field Airport
3.41	Compton/Woodley Airport
3.60	Average



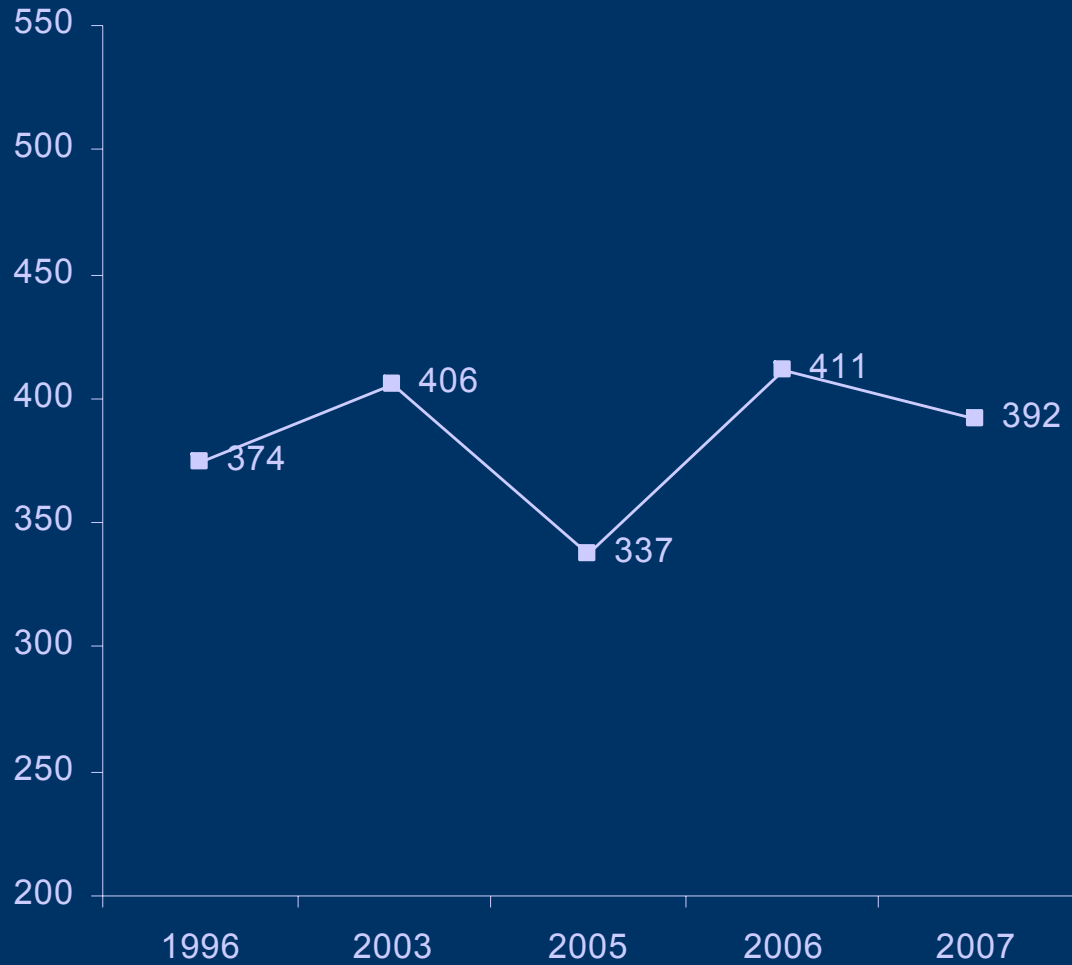
SURVEY AVERAGE HISTORY



County of Los Angeles Department of Public Works
Aviation Division



SURVEY RESPONSE



SURVEY AVERAGE HISTORY FROM 1994 TO 2007

BRACKETT FIELD AIRPORT

	1994	1996	2003	2005	2006	2007
Airport Safety	3.24	3.75	3.73	4.05	3.62	3.69
Airport Security	2.90	3.25	3.37	3.74	3.25	3.36
Airport Appearance	2.37	3.61	3.76	3.56	3.33	3.49
Amenities	2.83	3.48	3.31	3.32	3.25	3.11
Promptness	3.24	3.66	3.55	3.48	2.74	3.20
Courtesy	3.48	3.94	3.90	3.79	3.31	3.93
Condition of Fuel Facilities					3.08	3.48
Condition of Runways/Taxiways					3.47	3.73
Lighting/Markings/Airfield Guidance Systems					3.66	3.90
Overall Operations	3.16	3.77	3.76	3.73	3.12	3.68
AIRPORT AVERAGE	3.03	3.64	3.63	3.67	3.25	3.56



SURVEY AVERAGE HISTORY FROM 1994 TO 2007

COMPTON / WOODLEY AIRPORT

	1994	1996	2003	2005	2006	2007
Airport Safety	3.41	3.49	3.30	3.10	3.48	3.37
Airport Security	2.92	3.07	3.13	3.13	3.29	3.49
Airport Appearance	3.03	3.06	3.21	3.11	3.16	3.27
Amenities	2.62	2.79	2.84	2.65	2.35	2.80
Promptness	3.3	3.6	3.03	2.85	3.27	3.53
Courtesy	3.95	4.04	3.74	3.43	3.85	3.98
Condition of Fuel Facilities					3.10	3.37
Condition of Runways/Taxiways					3.14	3.24
Lighting/Markings/Airfield Guidance Systems					3.60	3.42
Overall Operations	3.4	3.79	3.40	3.19	3.30	3.60
AIRPORT AVERAGE	3.23	3.41	3.24	3.07	3.25	3.41



SURVEY AVERAGE HISTORY FROM 1994 TO 2007

EL MONTE AIRPORT

	1994	1996	2003	2005	2006	2007
Airport Safety	3.37	3.68	3.60	3.75	3.77	3.78
Airport Security	2.95	3.28	3.27	3.42	3.42	3.48
Airport Appearance	2.56	3.32	3.45	3.68	3.55	3.52
Amenities	1.68	2.18	2.97	2.84	4.06	3.88
Promptness	2.96	3.52	3.47	3.53	3.51	3.31
Courtesy	3.41	3.80	3.81	3.96	3.88	3.85
Condition of Fuel Facilities					3.33	3.45
Condition of Runways/Taxiways					3.83	3.83
Lighting/Markings/Airfield Guidance Systems					3.78	3.77
Overall Operations	3.12	3.66	3.48	3.64	3.63	3.53
AIRPORT AVERAGE	2.86	3.35	3.44	3.55	3.68	3.64



SURVEY AVERAGE HISTORY FROM 1994 TO 2007

GENERAL WM. J. FOX AIRFIELD

	1994	1996	2003	2005	2006	2007
Airport Safety	3.21	3.72	3.47	3.65	4.04	4.03
Airport Security	2.81	3.00	3.30	3.45	3.63	3.29
Airport Appearance	2.37	2.50	3.24	3.52	3.39	3.42
Amenities	2.88	3.50	3.62	3.74	3.49	3.35
Promptness	3.08	4.03	3.83	4.09	3.90	3.81
Courtesy	3.71	4.26	4.07	4.26	4.22	4.46
Condition of Fuel Facilities					3.84	3.65
Condition of Runways/Taxiways					4.04	4.20
Lighting/Markings/Airfield Guidance Systems					4.04	4.14
Overall Operations	3.20	3.62	3.63	3.87	4.00	3.97
AIRPORT AVERAGE	3.04	3.52	3.59	3.80	3.86	3.83



SURVEY AVERAGE HISTORY FROM 1994 TO 2007

WHITEMAN AIRPORT

	1994	1996	2003	2005	2006	2007
Airport Safety	3.43	3.65	3.07	3.39	3.58	3.50
Airport Security	2.72	2.92	2.42	3.23	3.16	3.09
Airport Appearance	2.8	3.06	2.97	3.19	3.29	3.47
Amenities	2.09	2.57	2.73	2.93	3.00	3.01
Promptness	3.34	3.65	3.18	3.46	3.42	3.49
Courtesy	3.66	4.04	3.41	3.84	3.70	4.08
Condition of Fuel Facilities					3.39	3.49
Condition of Runways/Taxiways					3.67	4.15
Lighting/Markings/Airfield Guidance Systems					3.54	3.93
Overall Operations	3.44	3.77	3.25	3.54	3.45	3.76
AIRPORT AVERAGE	3.07	3.38	3.00	3.37	3.42	3.60
ALL AIRPORTS' AVERAGE	3.05	3.46	3.38	3.49	3.49	3.60





AIRPORT USER SURVEY 2007
THANK YOU FOR YOUR PARTICIPATION

PowerPoint Presentation: Miriam Gomes Oprişan

DPW

Los Angeles County

May 2007