



# Agreement with J.D. Power

## March 29, 2016

### Item 6

# Action



- 5-year agreement to authorize participation in the North American Airport Satisfaction Survey with J.D. Power.
  - Provides access to data to make strategic resource allocation decisions for airport projects to improve the overall customer experience for passengers.



# Fiscal Impact



- 5-year agreement totaling \$120,000:
  - Year 1: \$22,000
  - Year 2: \$23,000
  - Year 3: \$24,000
  - Year 4: \$25,000
  - Year 5: \$26,000
- Funds for year one are budgeted in the Airport Operating and Maintenance Funds. Funding for future years will be budgeted.





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