

AIRPORT VISIT

Date _____

Time _____

Primary Purpose of Travel (circle one):

Business Leisure

Primary Residence (circle one):

Philadelphia Metro Area Other PA City
Other U.S. City Outside U.S.

Are You: arriving, departing, or connecting at PHL today? _____

How was your overall experience at PHL today?

How does PHL compare to other airports?

Name _____

E-mail address _____

Telephone Number _____

Additional Comments _____

We welcome your feedback.

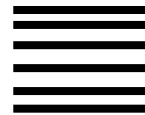
- Please send e-mail to comments@phl.org
- Visit the Airport's website at www.phl.org

GHI DESIGN / DVL PRINT COMMUNICATIONS

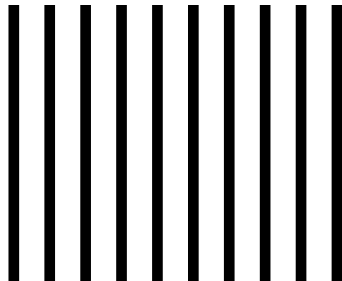
**Marketing and Public Affairs
Philadelphia International Airport
Executive Offices – Terminal E – 3rd Floor
Philadelphia, PA 19153-9729**

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UNITED STATES**



Welcome to
**Philadelphia
International
Airport**

Visitor Comment Card



SAFE CLEAN FRIENDLY EFFICIENT

PHL PHILADELPHIA INTERNATIONAL AIRPORT
www.phl.org

Thank you for choosing Philadelphia International Airport (PHL). We appreciate your patronage and strive to ensure that you experience an airport that meets your needs and exceeds your expectations. Our mission is to provide you with an airport that is efficient, clean, friendly, safe and convenient. In the last several years, we have completed major capital improvement projects — funded without the use of local tax dollars — that have resulted in new magnificent terminals, a new terminal connector, expanded and renovated terminals, additional gates, a runway extension, expanded parking facilities and new roadways. Other major projects are underway and more are planned that will enable PHL to continue to meet the demands for air travel in the 21st century. To assist us in maintaining an airport that meets your needs and exceeds your expectations, we invite you to fill out the survey contained in this Comment Card. Your opinions matter to us, and we assure you that they will be reviewed by PHL management.

CALL
311
TO GET
CONNECTED
TO ANY
CITY
SERVICE.

PHL PHILADELPHIA INTERNATIONAL AIRPORT
www.phl.org

1=Poor 5=Excellent NA=Did Not Use

ROADWAYS

| | | | | | | |
|------------------------|---|---|---|---|---|----|
| Roadway signage | 1 | 2 | 3 | 4 | 5 | NA |
| Landscaping/appearance | 1 | 2 | 3 | 4 | 5 | NA |

PARKING

| | | | | | | |
|---------------------------|---|---|---|---|---|----|
| Identify Garage/Lot _____ | | | | | | |
| Operation of facility | 1 | 2 | 3 | 4 | 5 | NA |
| Signage | 1 | 2 | 3 | 4 | 5 | NA |
| Courtesy of personnel | 1 | 2 | 3 | 4 | 5 | NA |

AIRLINES

| | | | | | | |
|-----------------------------|---|---|---|---|---|----|
| Identify Airline _____ | | | | | | |
| Skycap Service | 1 | 2 | 3 | 4 | 5 | NA |
| Courtesy/customer service | 1 | 2 | 3 | 4 | 5 | NA |
| Baggage claim | 1 | 2 | 3 | 4 | 5 | NA |
| Assistance w/ special needs | 1 | 2 | 3 | 4 | 5 | NA |

SECURITY SCREENING

| | | | | | | |
|-------------------------|---|---|---|---|---|----|
| Identify Terminal _____ | | | | | | |
| Efficiency | 1 | 2 | 3 | 4 | 5 | NA |
| Courtesy of personnel | 1 | 2 | 3 | 4 | 5 | NA |

TERMINALS

| | | | | | | |
|---|---|---|---|---|---|----|
| Identify Terminal(s) _____ | | | | | | |
| Cleanliness/appearance | 1 | 2 | 3 | 4 | 5 | NA |
| Interior signage | 1 | 2 | 3 | 4 | 5 | NA |
| Restroom cleanliness/maintenance | 1 | 2 | 3 | 4 | 5 | NA |
| Accessibility | 1 | 2 | 3 | 4 | 5 | NA |
| Elevators/escalators/ moving sidewalks | 1 | 2 | 3 | 4 | 5 | NA |
| Airport information counter | 1 | 2 | 3 | 4 | 5 | NA |
| Airport courtesy phone operator | 1 | 2 | 3 | 4 | 5 | NA |
| Flight information displays | 1 | 2 | 3 | 4 | 5 | NA |

FOOD/BEVERAGE CONCESSIONS

| | | | | | | |
|----------------------------|---|---|---|---|---|----|
| Identify Terminal _____ | | | | | | |
| Identify concessions _____ | | | | | | |
| Appearance | 1 | 2 | 3 | 4 | 5 | NA |
| Quality of products | 1 | 2 | 3 | 4 | 5 | NA |
| Courtesy of personnel | 1 | 2 | 3 | 4 | 5 | NA |
| Pricing | 1 | 2 | 3 | 4 | 5 | NA |

SHOPS & SERVICES

| | | | | | | |
|-----------------------------------|---|---|---|---|---|----|
| Identify Terminal _____ | | | | | | |
| Identify shops and services _____ | | | | | | |
| Appearance | 1 | 2 | 3 | 4 | 5 | NA |
| Quality of products/services | 1 | 2 | 3 | 4 | 5 | NA |
| Courtesy of personnel | 1 | 2 | 3 | 4 | 5 | NA |
| Pricing | 1 | 2 | 3 | 4 | 5 | NA |

GROUND TRANSPORTATION

| | | | | | | |
|---|---|---|---|---|---|----|
| Identify mode (please circle): shuttle bus, taxi, limousine, rental car, train | | | | | | |
| Identify provider _____ | | | | | | |
| Availability | 1 | 2 | 3 | 4 | 5 | NA |
| Operation | 1 | 2 | 3 | 4 | 5 | NA |
| Courtesy of personnel | 1 | 2 | 3 | 4 | 5 | NA |
| Signage | 1 | 2 | 3 | 4 | 5 | NA |
| Ground transportation information counter | 1 | 2 | 3 | 4 | 5 | NA |
| Identify location _____ | | | | | | |