



# Cincinnati airport rated 'better than most'

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Cincinnati/Northern Kentucky International Airport rated "better than most" in overall passenger satisfaction among the nation's medium-sized airports, according to a new **survey** out Thursday by J.D. Power and Associates.

The 2010 North America Airport Satisfaction Study is based on responses from more than 12,100 passengers who took a round-trip flight last year.

The survey measured six factors based on 27 specific attributes: airport accessibility; baggage claim; check-in/baggage check process; terminal facilities; security check; and food and retail services.

Four scores were possible: Among the best, better than most, about average and all the rest.

Specifically, CVG ranked:

- Better than most for airport accessibility.
- Better than most for check-in service.
- Better than most for security check.
- Better than most for terminal facilities.
- Among the best for food and retail services.
- Better than most for baggage claim services.

Overall, Detroit Metropolitan Wayne County (DTW) Airport ranked highest among large airports. Kansas City International (MCI) ranked highest among medium airports, the category in which CVG also was scored. Indianapolis

International Airport (IND) ranked highest among the small airports.

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