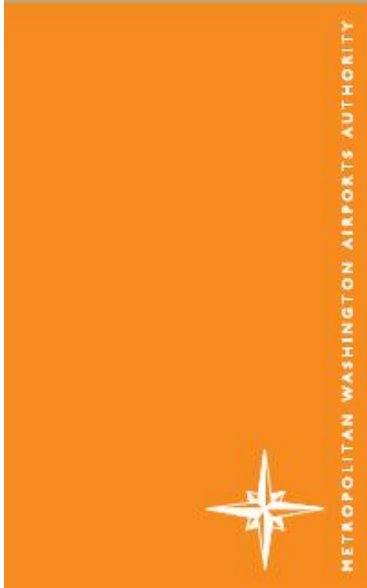




Ronald Reagan Washington National Airport

2010

PASSENGER RESEARCH REPORT



Washington Dulles International Airport

2010 AIRPORT USER SURVEY HIGHLIGHTS
Ronald Reagan Washington National and Washington Dulles International Airports

2010 Airport User Survey Program

Purpose

An on-going passenger survey program of departing/enplaning passengers at Ronald Reagan Washington National Airport and Washington Dulles International Airport is being conducted by the Airports Authority in order to provide information related to passengers' awareness of the Airports Authority, a passenger profile, origin and destination information, and passenger satisfaction levels.

Highlights from the 2010 Passenger Survey, as well as comparisons to data collected since 1993, follow in this report.

Survey Design

From 1993 through 2000, the survey was conducted in airline gate waiting areas for an entire week every other month. In 2001, however, interviewing was conducted on the same bi-monthly basis, until the events of September 11th necessitated an almost year-long halt in interviewing. Interviewing resumed in June of 2002, allowing for only four fielding periods at the end of 2002 (periods 3-6). Full year interviewing resumed in 2003.

Survey interviewers randomly intercepted passengers and administered a short interview which gathered general airport perceptions, demographic information and origin & destination data. Passengers were then handed a lengthier User Survey booklet (to complete and hand in or mail back) which gathered in-depth information on passenger perceptions about airport services and facilities. 2,924 of the 3,157 passengers who completed the interview (93%) also completed the User Survey booklet.

As in previous years, the 2010 response rates are significantly higher than generally obtained in market research surveys. Interviewers continue to report that the high interest was indicative primarily of the passengers' desire to provide feedback on the airports and a belief that their comments and suggestions could drive changes and improvements.

Data Preparation and Weighting

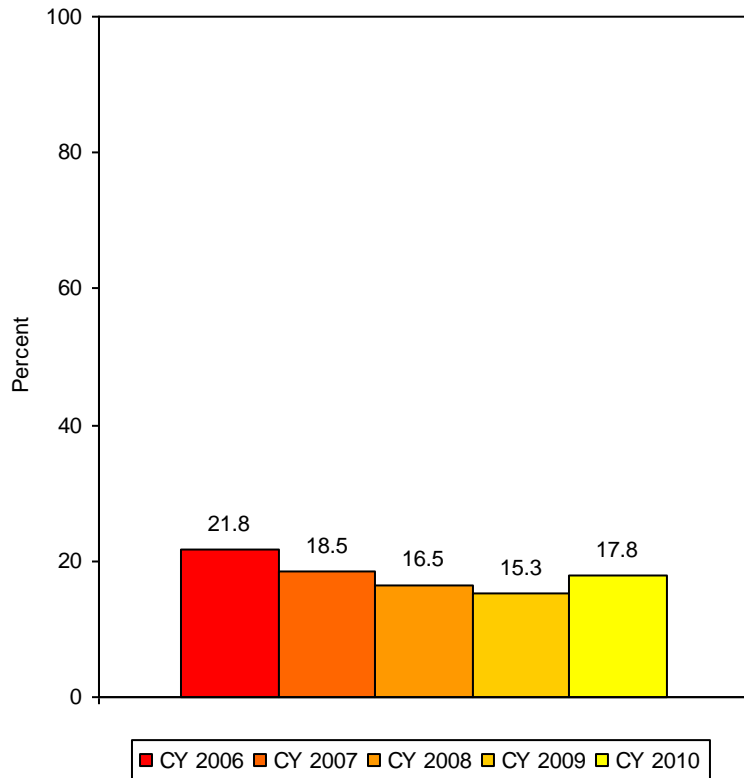
Survey results are tabulated and weighted to be representative of total numbers of passengers. This process minimizes biases of time-of-day, seasonality and trip purpose.

Awareness of MWAA/CCP

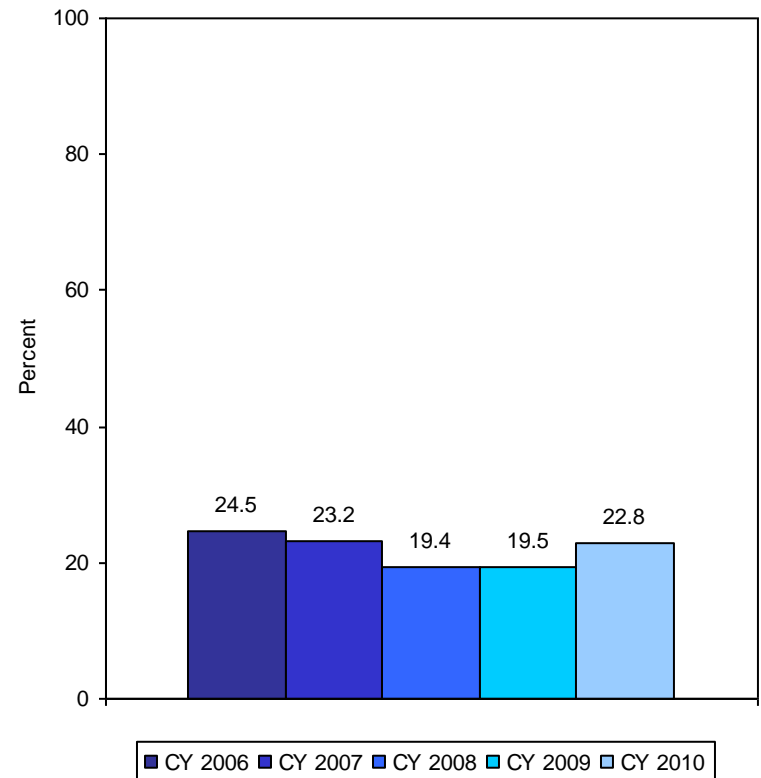
- In previous studies, two separate questions about awareness of MWAA and awareness of the Capital Development Program were asked. However, in 2002, this questioning was changed to ask “Prior to arriving today, were you aware that the MWAA is responsible for this airport’s Capital Construction Program (CCP)?”
- Overall, awareness of MWAA’s involvement in CCP activity is slightly greater among Dulles (23%) passengers than among National passengers (18%).
 - Awareness of MWAA and the CCP is somewhat higher among DC metro area residents than among those living outside the metro area (35% vs. 10% National, 43% vs. 15% Dulles).

**Prior to arriving today, were you aware that the MWA is responsible for this airport's Capital Construction Program (CCP)?
At Dulles, more than one in five are aware that the MWA is responsible for CCP activity. In comparison,
awareness among National passengers is slightly lower.**

NATIONAL
% Aware of MWA/CCP



DULLES
% Aware of MWA/CCP



SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

Passenger Profile

Household Income

- The median household income of respondents surveyed at National (\$108,140) was slightly higher than that of Dulles respondents (\$96,550) in 2010.
- About one-half of the 2010 respondents reported household incomes of \$100,000 or more (54% National, 48% Dulles).
 - In fact, about three in ten National and Dulles passengers reported a household income of \$150,000 or more (31% National, 27% Dulles).

Ticket Payment Method

- Those surveyed at National in 2010 most often said that their airline ticket was paid for by their employer or business (38%) or by themselves, not using frequent flyer miles (38%).
- Similarly, those surveyed at Dulles most often said that they had either paid for their ticket themselves, not using frequent flyer miles (42%) or that their employer or business had purchased the ticket (33%).
 - About one in ten respondents at both airports said they were using a ticket purchased by the government or military (10% National, 7% Dulles) or a relative (8% National, 9% Dulles), while approximately one in twenty said they purchased their ticket using frequent flyer miles (4% National, 8% Dulles).

Free Time

- In 2010, Dulles passengers were more likely than National passengers to say they are spending more than one hour in the airport prior to departure (69% Dulles vs. 59% National).
 - Specifically, in 2010 nearly one-third of the National respondents (30%) and four in ten Dulles respondents (40%) spent more than 90 minutes at the airport prior to departure.

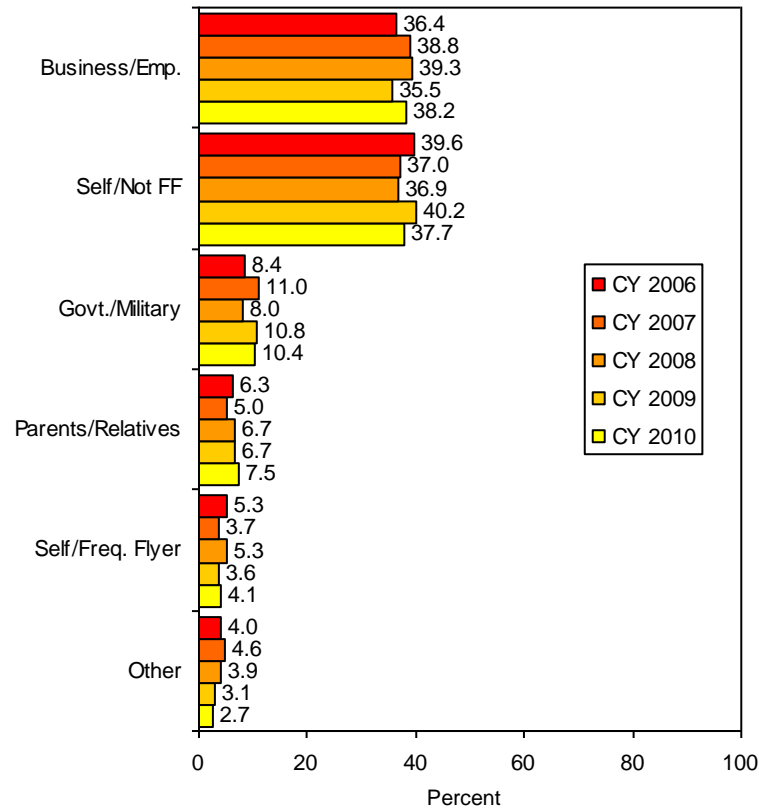
Pre-Departure Stops

- The respondents at both airports were asked if, prior to their departure, they stopped at any of the following: a ticket counter, airline e-ticket kiosk, curbside check-in, airline club, Information Center or currency exchange.
 - At National, passengers were more likely to stop at an airline e-ticket kiosk (35%) than the ticket counter (24%). About one in twenty (6%) stopped at the curbside check-in.
 - At Dulles, passengers were slightly more likely to stop at the ticket counter (29%) than an airline e-ticket kiosk (25%). More than one in twenty stopped at the curbside check-in (7%).
 - Very few respondents at either airport stopped at an information center, airline club and/or the currency exchange.

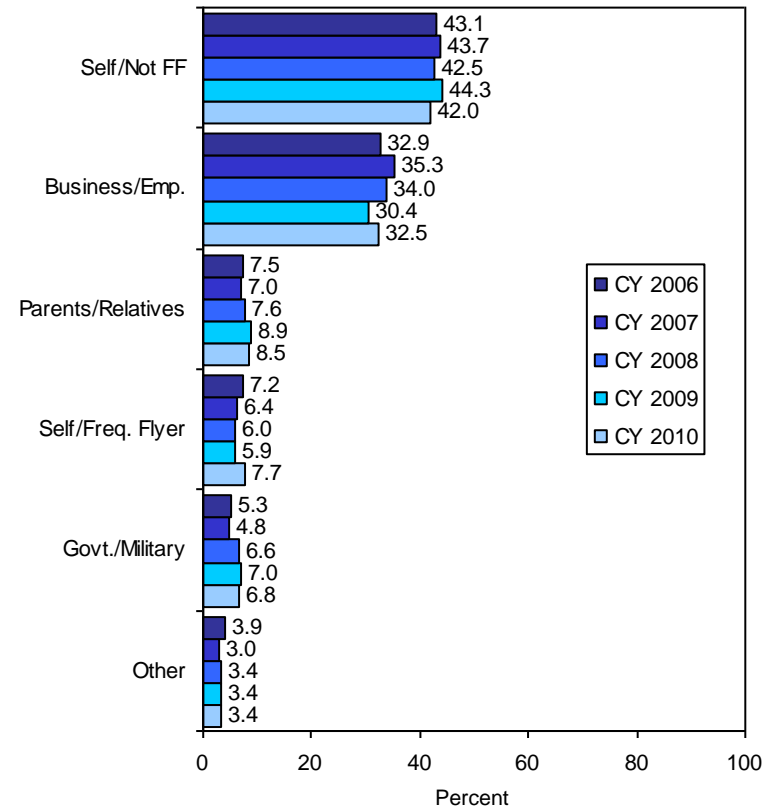
Who paid for the ticket you are using today?

Respondents at both airports were most often traveling on a ticket that either they paid for themselves or that was paid for by their employer.

NATIONAL



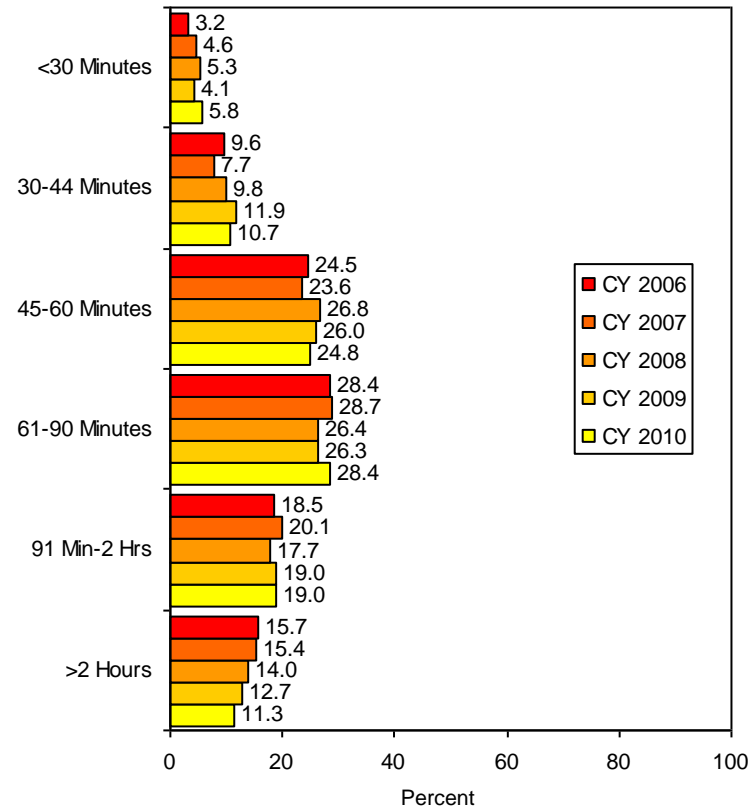
DULLES



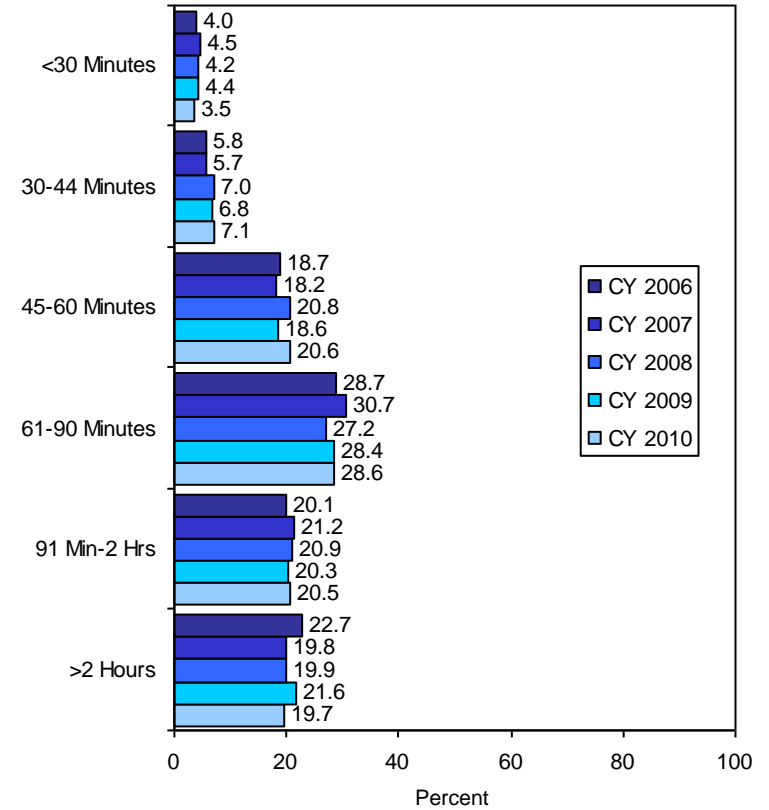
SOURCE: MWAACY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

**After security screening*, how much "free time" do you have before your flight leaves?
Dulles passengers continue to be more likely than National passengers to have more than 90 minutes of "free time" to spend at the airport prior to their departure.**

NATIONAL



DULLES

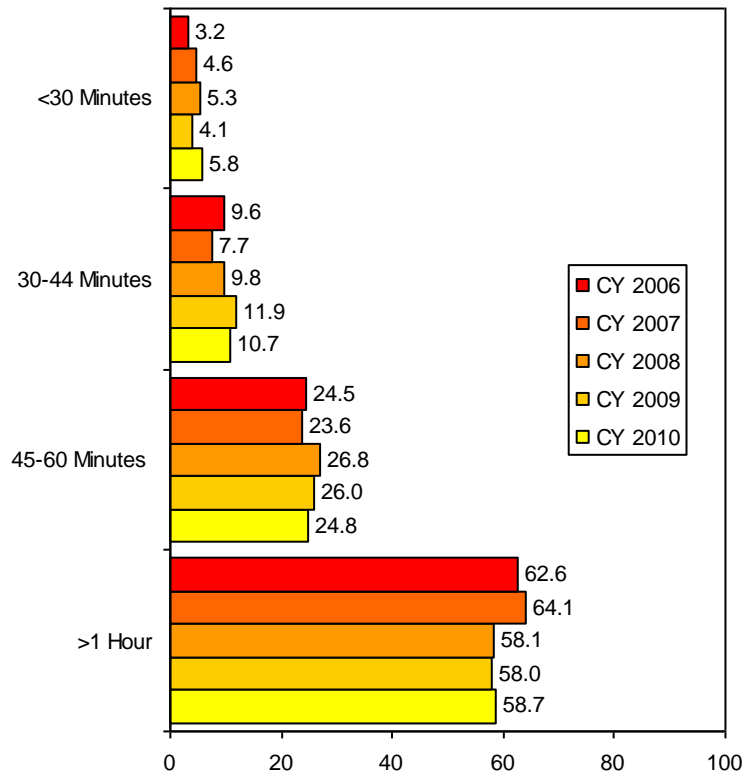


SOURCE: MAAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

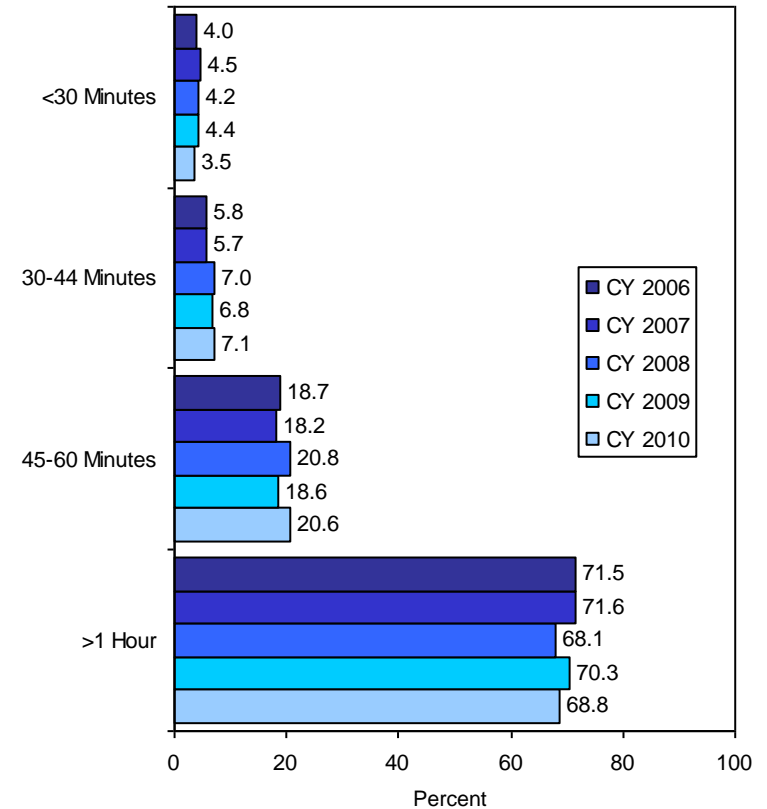
*In CY 2008, question was changed from "after curbside baggage and/or ticket counter check-in" to "after the security screening process"

**After security screening*, how much "free time" do you have before your flight leaves?
The majority of passengers at both airports are spending more than one hour in the airport
prior to departure.**

NATIONAL



DULLES



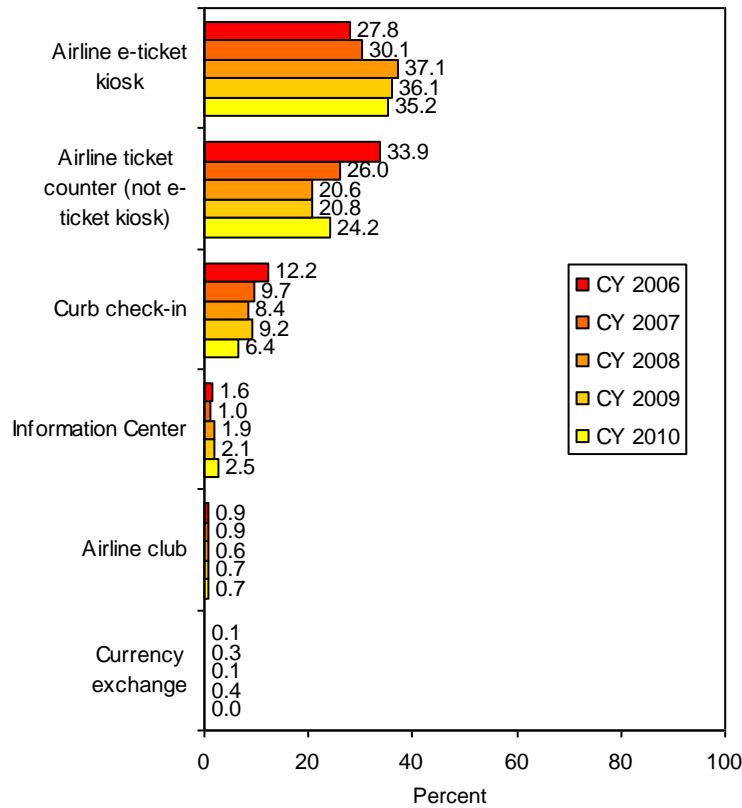
SOURCE: MWAACY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

*In CY 2008, question was changed from "after curbside baggage and/or ticket counter check-in" to "after the security screening process"

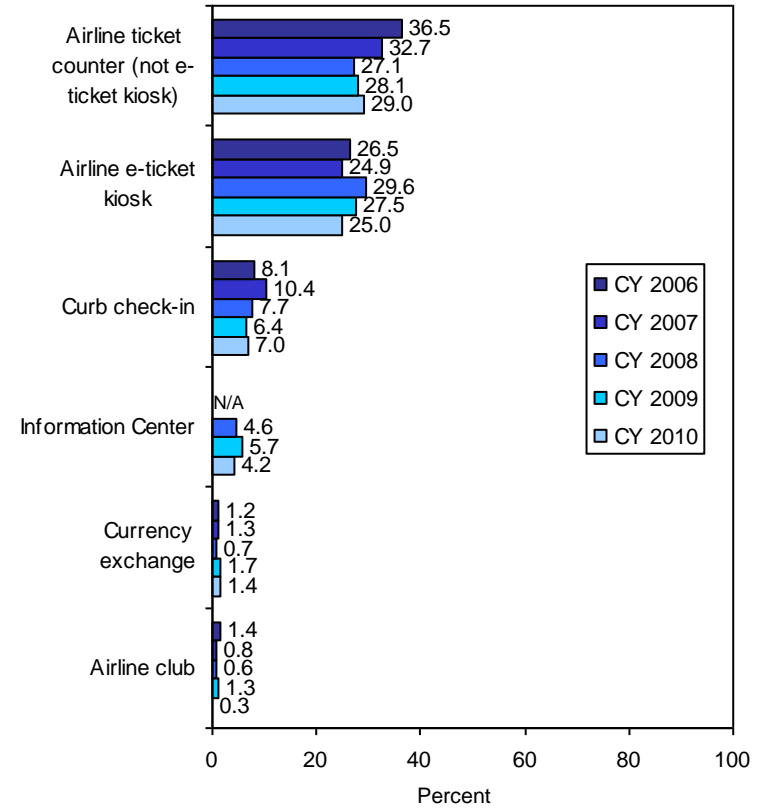
Prior to* your departure, did you stop at...?

National passengers are more likely to stop at an airline e-ticket kiosk than Dulles passengers, while Dulles passengers are more likely to stop at an airline ticket counter than National passengers.

NATIONAL



DULLES



SOURCE: MAAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

*In CY 2008, question wording changed from "Between the curbside and the time of your departure" to "Prior to your departure"

Origin and Destination Profile

Arrival Mode

- In 2009, the majority of respondents (80% National, 67% Dulles) arrived at the airports by some form of ground transportation, while the remainder arrived by airplane via a connecting domestic or international flight.
- The largest proportion of passengers who arrived at National via ground transportation arrived by taxi (33%) or personal or company vehicle (28%). Nearly one in five passengers (19%) arrived at National by Metrorail.
 - The most common method of arriving at Dulles by ground transportation continues to be in a personal or company vehicle (55%). However, more than one in ten arrived by taxi (15%) or rental car (14%).

Parking Usage

- Among those arriving by personal or company vehicle, the majority continue to be dropped off at the curbside by someone who did not park (64% National, 62% Dulles).
 - Those who parked at National most often used garage/daily/hourly parking (19%) or the economy lots (10%); similarly, those at Dulles most often parked in the economy lots (15%) or used garage/daily parking (10%).

Length of Parking

- One-third of the National passengers (33%) and about four in ten Dulles passengers (39%) reported that they plan to park for four or more days.
 - At National, the proportion of passengers who parked for less than one day decreased from last year (down from 37% to 24%). The proportion at Dulles remained relatively the same.

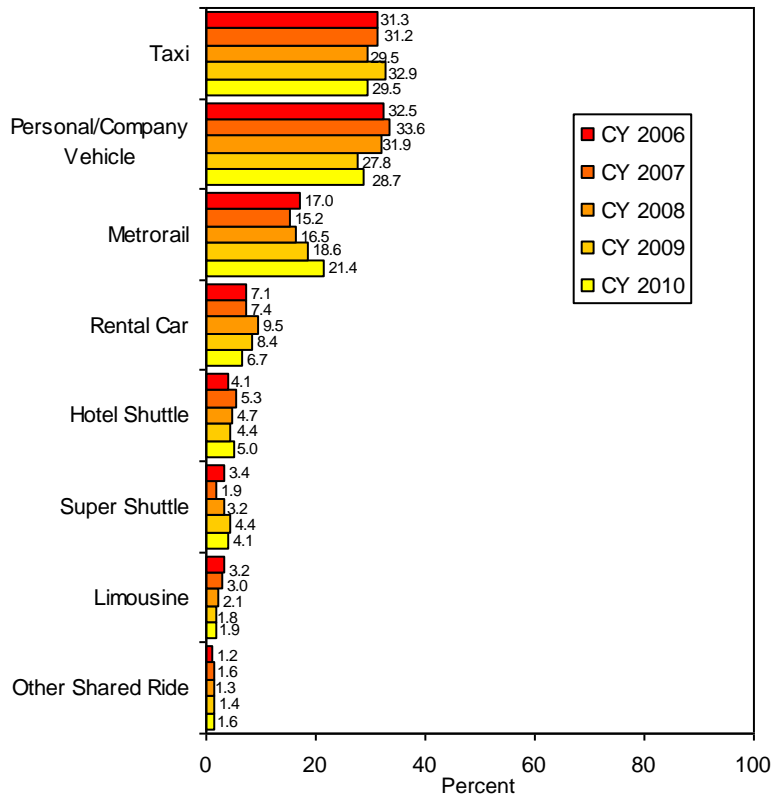
Departure Mode

- When asked how they plan to depart from the airport when they return, the largest proportion of Dulles passengers indicated they would be leaving in a personal or company vehicle (58%) -- either by driving a car that they had parked at the airport (30%) or by being picked up by someone else (27%).
- National passengers most often said they would either use a personal or company vehicle (32%), Metrorail (29%) or a taxi (28%). Only 17% of National passengers said they would be driving off in a car that they had parked at the airport, compared to 30% at Dulles.

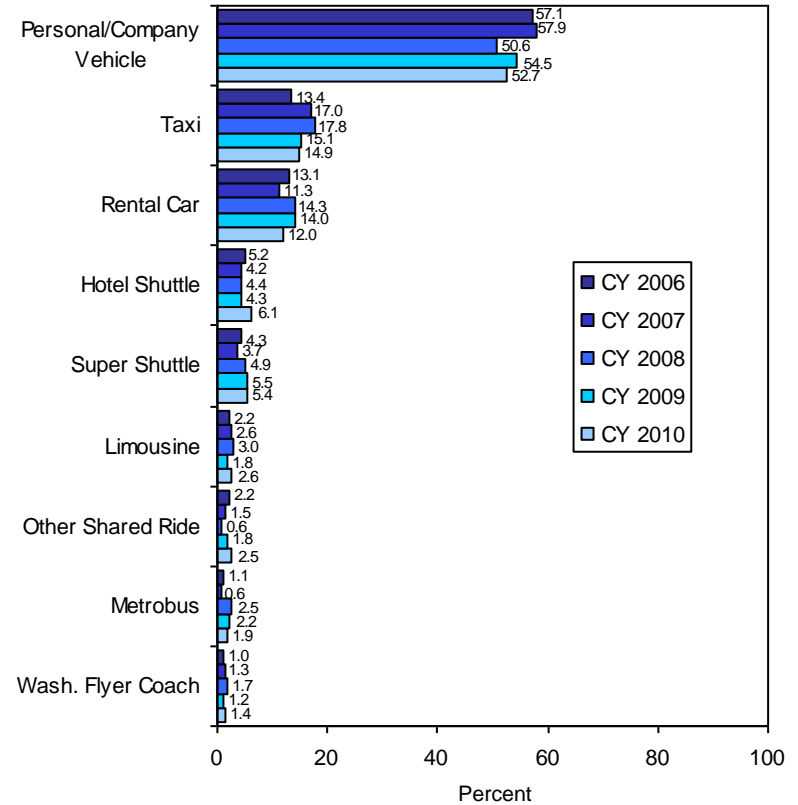
How did you arrive at this airport today (Ground Mode Only)?

National passengers most often arrived by taxi, a personal or company vehicle or Metrorail, while the majority of Dulles passengers arrived by a personal or company vehicle. The proportion of National passengers arriving by Metro has shown an increasing trend over the past four years.

NATIONAL
(Top Mentions)



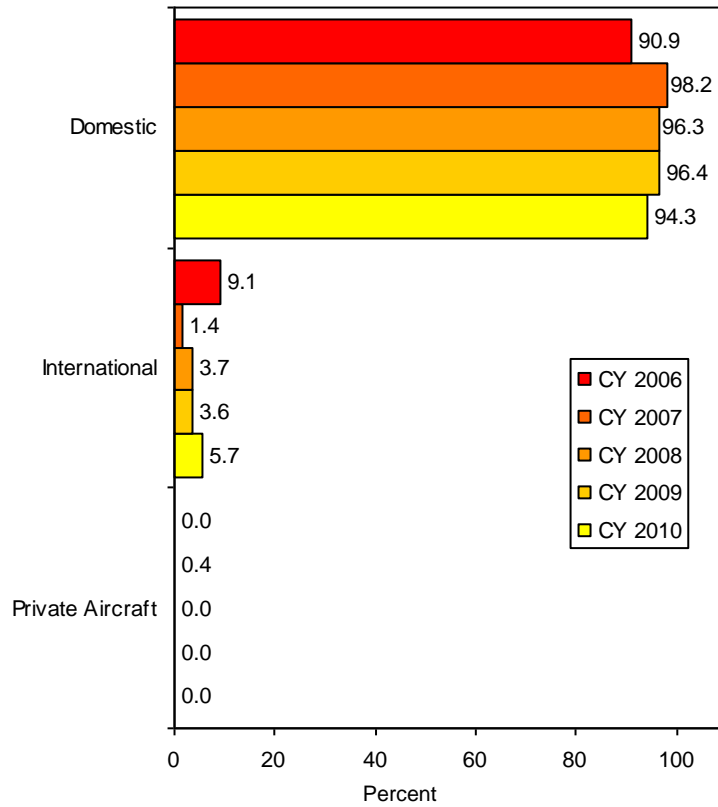
DULLES
(Top Mentions)



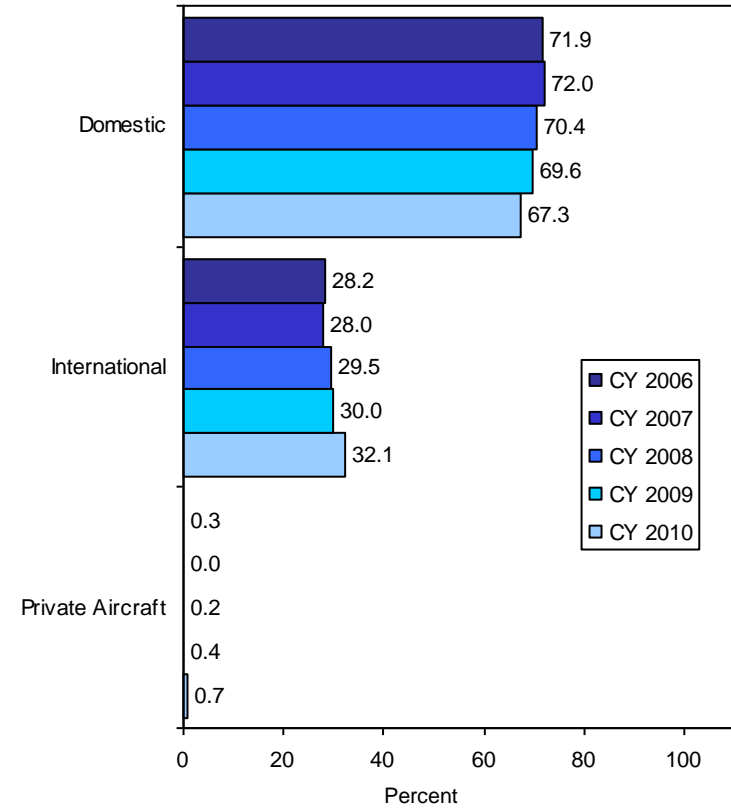
SOURCE: MWAACY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How did you arrive at this airport today (Aircraft Connections Only)?
Nearly one-third of connecting Dulles passengers arrived on an international flight.

NATIONAL



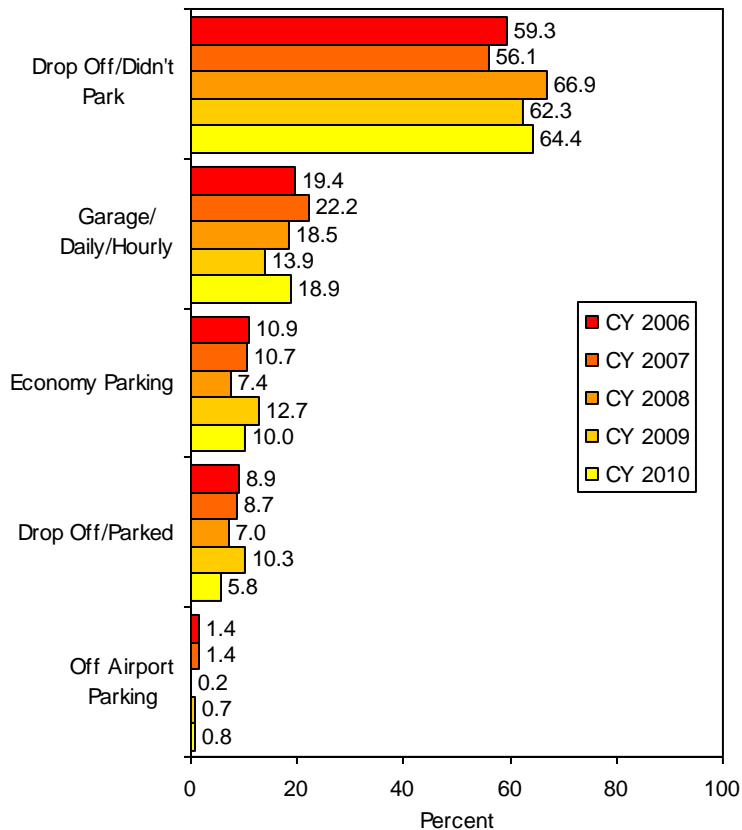
DULLES



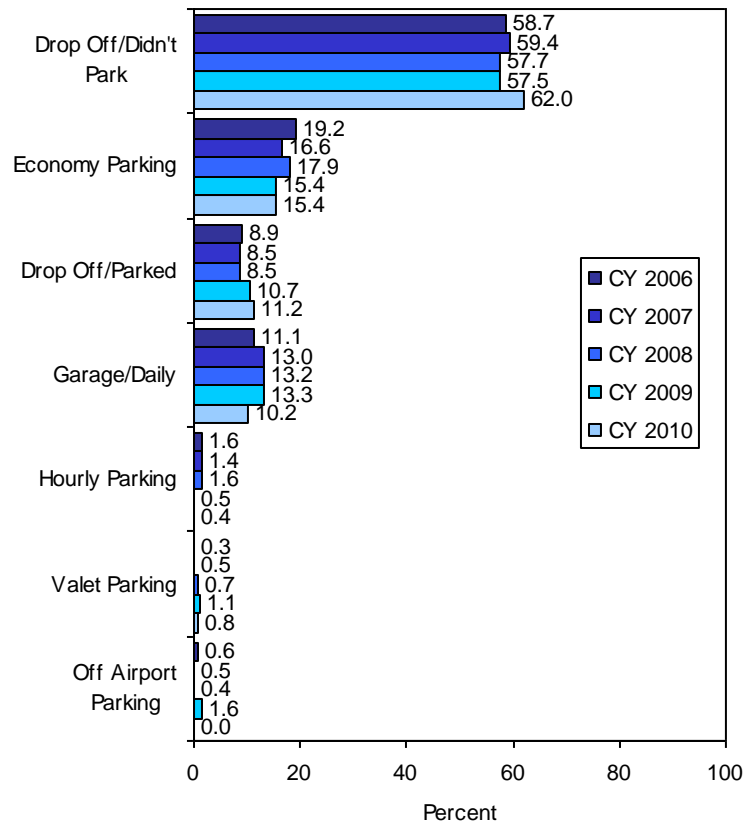
SOURCE: MAAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

**When you arrived at the airport today by personal or company vehicle, indicate whether you...?
The majority of National and Dulles passengers who arrived by personal or company vehicle
continue to be dropped off by someone who didn't park.**

NATIONAL



DULLES

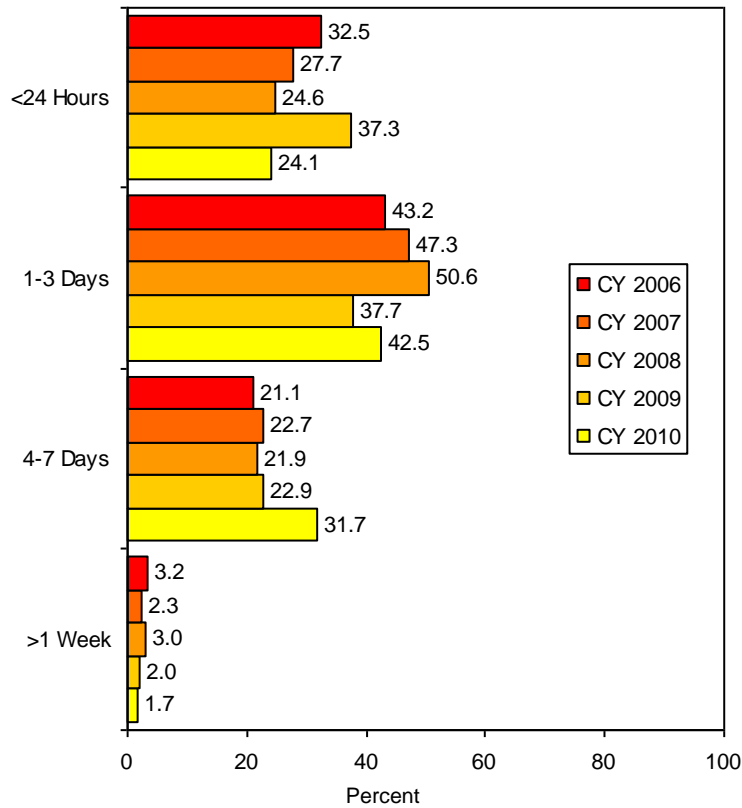


SOURCE: MWAACY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

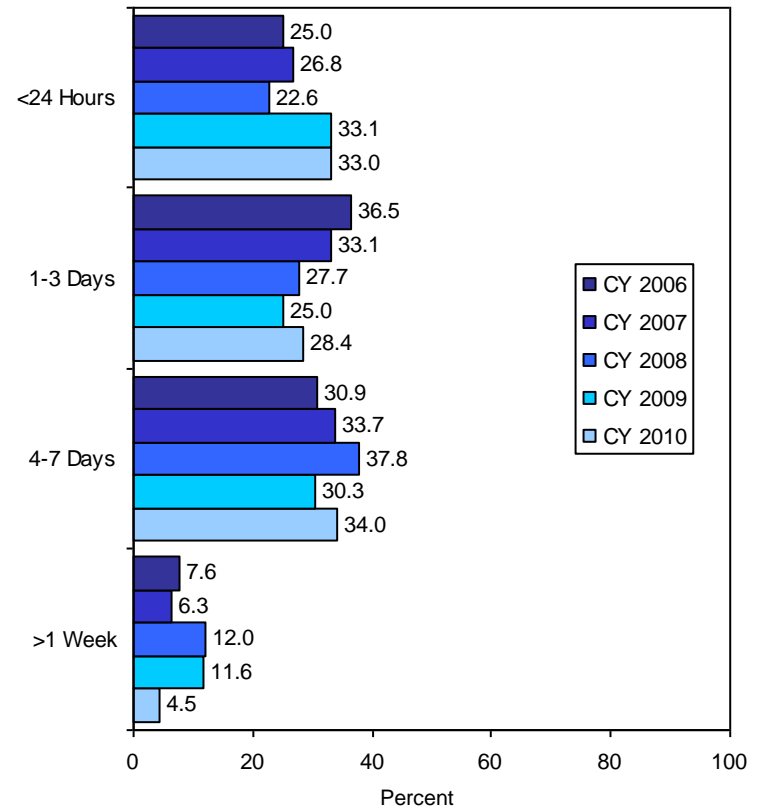
How long do you plan to park?

Dulles passengers are slightly more likely than National passengers to say they plan to park for less than 24 hours. However, the proportion of Dulles passengers planning to park for more than one week has trended down since 2008.

NATIONAL



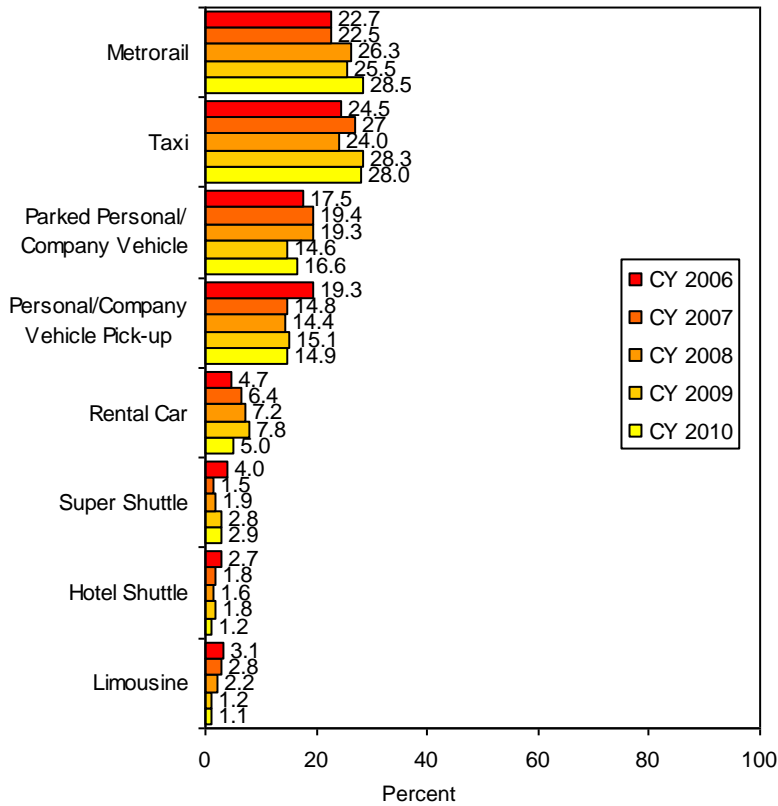
DULLES



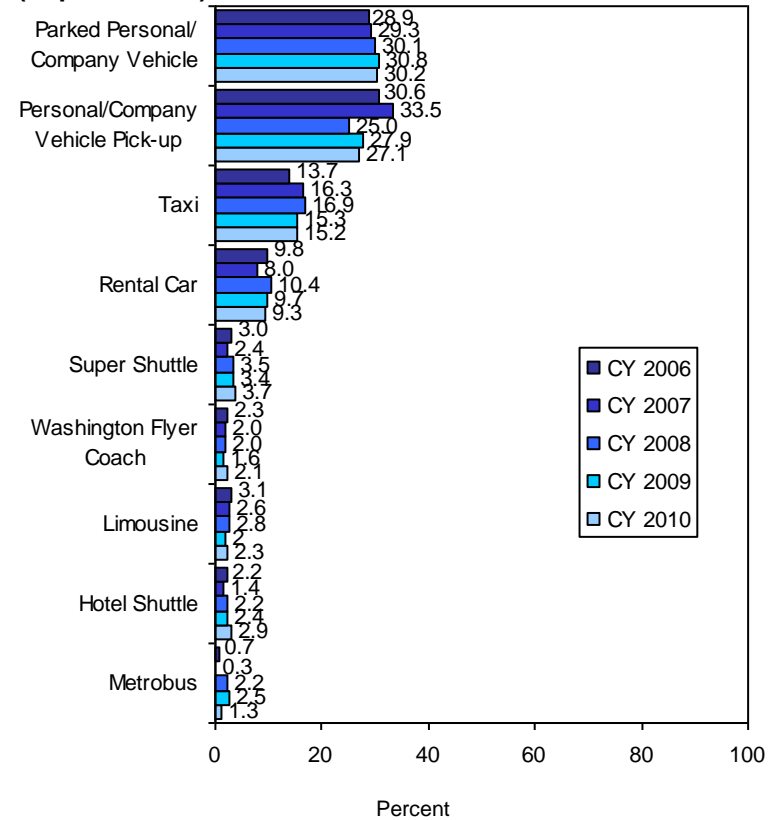
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

Upon return to this area, how do you plan to depart from this airport?
National respondents are most likely to leave the airport via Metrorail, taxi or a personal or company vehicle, whereas Dulles respondents are most likely to leave in a personal or company vehicle.

**NATIONAL
(Top Mentions)**



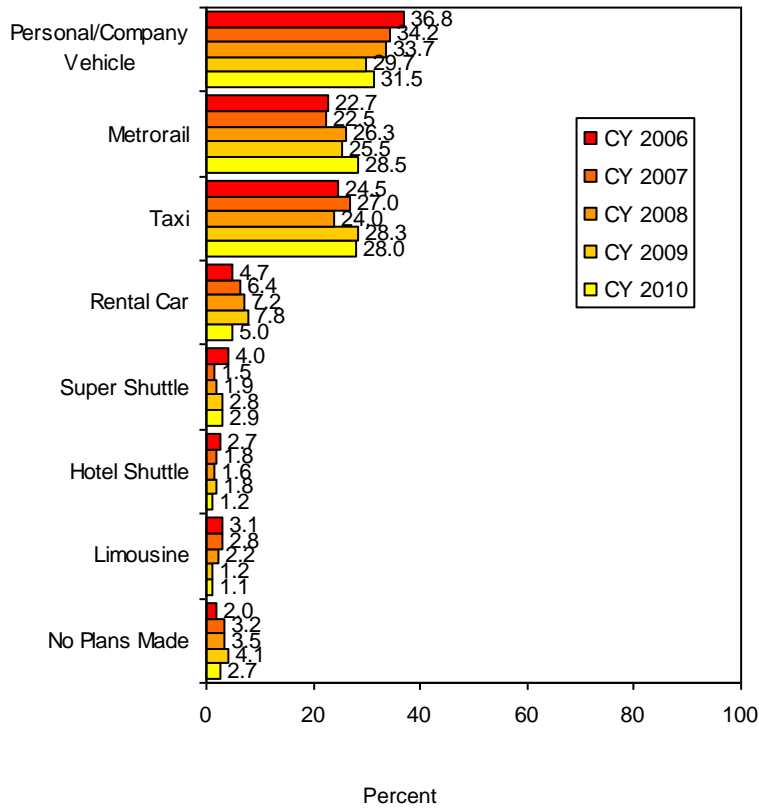
**DULLES
(Top Mentions)**



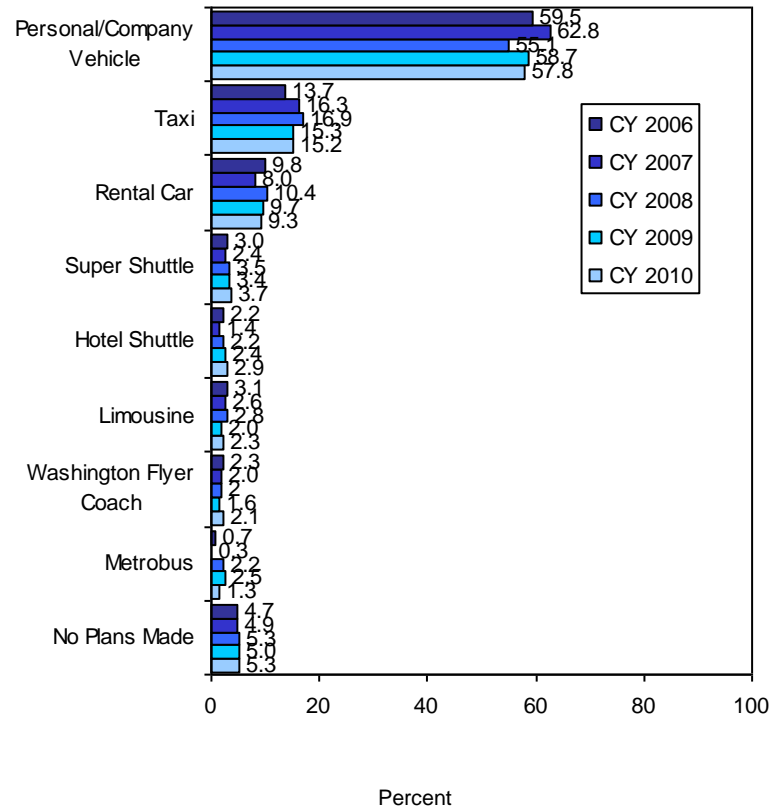
SOURCE: MWAACY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

Upon return to this area, how do you plan to depart from this airport?
Dulles passengers are much more likely than National passengers to leave the airport via a personal or company vehicle.

**NATIONAL
 (Top Mentions)**



**DULLES
 (Top Mentions)**



SOURCE: MWAACY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

Customer Satisfaction

Respondents were asked to rate their satisfaction with various aspects of their airport experience.

Getting to the Airport (National)

- The vast majority of respondents at National remain satisfied with transportation to the airport. Specifically, at least nine in ten National passengers surveyed in 2010 were satisfied with the following aspects of transportation to the airport:
 - Getting from the Metro station to the airport terminal (95%)
 - Availability of public transportation (95%)
 - Other shared ride, door-to-door van shuttle service (91%)
 - Roads to the airport (90%)
 - Roadway signs to the airport (90%)
- Only slightly fewer were satisfied with the price of public transportation (88%), while about eight in ten were satisfied with the Super Shuttle (79%).
- Notably, the proportion very satisfied with other shared ride, door-to-door van shuttle service to get to National has trended higher since 2008 (up from 43% to 54%).
 - However, the proportion very satisfied with the Super Shuttle (down from 40% to 24%), the roads to the airport (down from 31% to 24%) and the roadway signs to the airport (down from 32% to 27%) have seen decreasing trends in the same span of time.

Getting to the Airport (Dulles)

- Among Dulles respondents, five attributes related to getting to Dulles received positive ratings from more than nine in ten respondents, including:
 - The Washington Flyer Taxi (95%)
 - Roadway signs to the airport (93%)
 - Roads to the airport (93%)
 - Other shared ride, door-to-door van shuttle service (93%)
 - The Washington Flyer Coach (93%)
- Close to nine in ten were also satisfied with the Super Shuttle (87%), while about seven in ten were satisfied with the price of public transportation (68%).
 - However, almost one-half were dissatisfied with the availability of public transportation (44%).
- Notably, the proportion very satisfied with other shared ride, door-to-door van shuttle service (up from 36% to 54%) and the availability of public transportation (up from 10% to 23%) have increased since 2007.
 - However, the proportion very satisfied with the roads to the airport decreased from 2009 (down from 43% to 36%).

Parking (National)

- Overall, more than nine in ten 2010 National respondents expressed satisfaction with the signs to airport parking facilities (93%), while somewhat fewer were satisfied with the signs for airport parking availability (85%) and/or the parking advisory radio messages (84%, up from 73% in 2007).
- About three-fourths were also satisfied with the availability of surface parking (79%, up from 64% in 2007) and/or the availability of covered parking (73%).
 - Meanwhile, almost one-half of passengers are still dissatisfied with the cost of parking at National (46%, up from 39% in 2008).

Parking (Dulles)

- Overall, about nine in ten Dulles respondents were satisfied with the signs to airport parking facilities (93%), the availability of surface parking (92%) and/or the signs for airport parking availability (89%). In addition, more than eight in ten were satisfied with the availability of covered parking (85%) and/or the parking advisory radio messages (82%).
 - In fact, the proportion very satisfied with the following attributes of parking at Dulles has increased recently: the availability of surface parking (up from 18% in 2007 to 31%), the availability of covered parking (up from 18% in 2007 to 31%) and the parking advisory radio messages (up from 19% in 2009 to 35%).
- On the other hand, more than one-third of the respondents remain dissatisfied with the cost of parking at Dulles (36%).

Getting to the Terminal (National)

- The vast majority of respondents continue to be satisfied with attributes pertaining to getting to the terminal at National.
 - Specifically, at least nine in ten are satisfied with the ease of getting to the terminals (94%), having clear directional signs to the terminals (94%), shuttle bus service to the airport terminals (91%) and/or clear signs for shuttle bus service (90%, up from 85% in 2008).

Getting to the Terminal (Dulles)

- Similar to National, the vast majority of respondents continue to be satisfied with attributes pertaining to getting to the terminal at Dulles.
 - Specifically, more than nine in ten are satisfied with having clear directional signs to the terminals (96%), the shuttle bus service to the airport terminals (93%), the ease of getting to the terminals (91%) and/or clear signs for shuttle bus service (91%).
 - Notably, the proportion very satisfied with having clear direction signs to the terminals (up from 44% to 49%), shuttle bus service to the airport terminals (up from 36% to 42%) and/or the ease of getting to the terminals (up from 38% to 43%) each increased from 2009.

Checking In (National)

- In 2010, the vast majority of National respondents were satisfied with aspects of checking in at National, with at least nine in ten reporting satisfaction with the airline e-ticket kiosk (95%), ease of locating the ticket counter (93%), the ticket counter check-in (91%), time spent in line to check in (90%) and/or the skycaps at the curbside check-in (90%).
 - Notably, the proportion very satisfied with the time has spent in line to check in has increased since 2007 (up from 40% to 46%).

Checking In (Dulles)

- Similar to National, the vast majority of Dulles respondents were satisfied with aspects of checking in at the airport, with about nine in ten expressing satisfaction with the airline e-ticket kiosk (95%), the skycaps at the curbside check-in (91%), the ease of locating the ticket counter (91%), the ticket counter check-in (91%) and/or the time spent in line to check in (90%).
 - In fact, the proportion very satisfied with the ease of locating the ticket counter has trended higher (up from 33% in 2006 to 41%), while the proportion very satisfied with the skycaps at the curbside check-in has trended lower (down from 46% in 2008 to 39%).

Getting to the Gate (National)

- In 2010, more than nine in ten respondents remained satisfied with all attributes comprising getting to the gate at National, specifically:
 - Signs to security checkpoints (96%)
 - Directional signs inside the terminal (96%)
 - Distance between the ticket counter and the departure gates (96%)
 - Ease of finding connecting flight/gate (94%)
 - Courtesy of security screening staff (94%)
 - Clarity of posted security guidelines (94%)
 - Flight information displays (93%)
 - Security screening process (93%)
 - Time to get through security screening (92%)
- Notably, the proportion very satisfied with the distance between the ticket counter and the departure gates (up from 36% to 41%) and the courtesy of the screening staff (up from 32% to 40%) have trended slightly higher at National since 2007.

Getting to the Gate (Dulles)

- In 2010, more than nine in ten respondents were satisfied with the following aspects of getting to the gate at Dulles:
 - Directional signs inside the terminal (95%)
 - Signs to security checkpoints (95%)
 - Flight information displays (94%)
 - Ease of finding connecting flight/gate (94%)
 - Clarity of posted security guidelines (94%)
 - Courtesy of security screening staff (92%)
- In addition, at least eight in ten were satisfied with the security screening process (89%), the mobile lounge (88%, up from 76% in 2009), the time to get through security screening (84%) and/or the distance between the ticket counter and the departure gates (80%).
- Notably, the proportion very satisfied with the following attributes related to getting to the gate at Dulles has increased since 2006: the directional signs inside the terminal (up from 34% to 44%), the ease of finding a connecting flight/gate (up from 28% to 38%) and the mobile lounge (up from 19% to 34%, despite a small decline last year).

At the Gate (National)

- Most 2010 National respondents remained satisfied with each of the gate-related attributes, including the boarding gate check-in (96%), the distance between the eating places and departure gates (96%), the distance between the retail shops and departure gates (95%), the announcements regarding flights (91%), the location and availability of ATMs (89%) and/or adequate seating in the departure gate areas (87%).
 - While about one-third of National respondents are still dissatisfied with the availability of electrical outlets in the departure gate areas (34%), the proportion very satisfied has increased significantly since 2007 (up from 11% to 24%).

At the Gate (Dulles)

- Similar to National, overall satisfaction with most of the gate-related attributes at Dulles remains high. Specifically, about nine in ten or more Dulles respondents in 2010 were satisfied with the boarding gate check-in (95%), adequate seating in the departure gate areas (94%), the distance between the retail shops and departure gates (91%), the announcements regarding flights (91%), the distance between the eating places and departure gates (90%) and/or the location and availability of ATMs (88%).
 - Conversely, more than one-third (35%) remain dissatisfied with the availability of electrical outlets in the departure gate areas.
- Notably, overall satisfaction with the distance between the retail shops and departure gates has slowly increased at Dulles since 2006 (up from 86% to 91%).

Airport Facilities (National)

- Overall satisfaction with each of the attributes pertaining to airport facilities at National remained high in 2010. Specifically, more than nine in ten were satisfied with the following airport facility attributes:
 - Signs to restaurants and shops (97%)
 - Availability of restrooms (97%)
 - Lighting levels in the terminal (97%)
 - Cleanliness outside (97%) and in (95%) the terminal
 - Signs to passenger services and facilities (96%)
 - Working condition of elevators, escalators and moving sidewalks (96%)
 - Signs to passenger services and facilities for persons with disabilities (95%)
 - Building (95%) and concession (95%) information directories
 - Overall appearance of the facilities (94%)
 - Availability of baggage carts (94%)
 - Temperature in the terminal (94%)
 - Accessibility of paging telephones (92%)
- Almost nine in ten were satisfied with the cleanliness of the restrooms (89%), the public address system (89%) and/or the space for people to meet and greet (86%).
- The proportion very satisfied with the accessibility of the paging telephones (up from 20% to 32%) and the space for people to meet and greet (up from 17% to 28%) have increased at National since 2007.

Airport Facilities (Dulles)

- Similar to National, overall satisfaction with each of the attributes pertaining to airport facilities at Dulles remained high in 2010, with at least nine in ten Dulles passengers satisfied with each attribute:
 - Cleanliness outside (99%) and in (98%) the terminal
 - Availability of restrooms (98%)
 - Working condition of elevators, escalators and moving sidewalks (98%)
 - Signs to passenger services and facilities (97%)
 - Lighting levels in the terminal (96%)
 - Signs to passenger services and facilities for persons with disabilities (96%)
 - Overall appearance of the facilities (95%)
 - Cleanliness of restrooms (95%)
 - Building (95%) and concession (93%) information directories
 - Temperature in the terminal (94%)
 - Signs to restaurants and shops (92%)
 - Public address system (91%)
 - Space for people to meet and greet (90%)
 - Availability of baggage carts (90%)
- Notably, the proportion very satisfied with each of the following attributes related to the airport facilities at Dulles has continually increased since 2006: the overall appearance of the facilities (up from 19% to 34%), the cleanliness of restrooms (up from 22% to 33%), the cleanliness in the terminal (up from 25% to 38%) and the working condition of the elevators, escalators and moving sidewalks (up from 24% to 39%).

Airport Services (National)

Food & Drink Establishments

- Overall satisfaction with attributes pertaining to food and drink establishments at National remained consistent in 2010 with previous years.
- Specifically, at least eight in ten National respondents were satisfied with the quality of service (87%) and/or quality of food (80%) at eating places, while somewhat fewer were satisfied with the variety of eating places (78%).
 - However, one-third (33%, up from 28% in 2009) were dissatisfied with the food prices at eating places.

Non-Food Retail Establishments

- Overall, about nine in ten National respondents were satisfied with the following attributes of retail establishments at National, including the quality of merchandise at newsstands (91%), the quality of service at newsstands (91%), the quality of service at retail shops, including bookstores (90%) and/or the quality of merchandise at retail shops, including bookstores (87%). More than seven in ten expressed satisfaction with the remaining retail establishment attributes, specifically the variety of retail shops, including bookstores (80%), the prices of newsstand items (77%) and/or the prices of retail shop items (72%).
- Notably, the proportion of National respondents very satisfied with each of the following newsstands attributes has trended higher recently: the prices (up from 10% in 2008 to 15%), the quality of service (up from 12% in 2007 to 18%) and the quality of merchandise (up from 12% in 2007 to 18%).

Other Services/Facilities

- Overall satisfaction ratings for most of the other National services and facilities remain high. In fact, about nine in ten or more National respondents in 2010 were satisfied with the following: the *Washington Flyer* magazine (96%), cell phone coverage (96%), the currency exchange (94%) and/or the airline clubs (89%, up from 82% in 2007).
 - More than seven in ten are satisfied with the overall ability to access the Internet (76%) and/or WiFi Internet access (71%).
- In fact, the proportion very satisfied with the overall ability to access the Internet at National has steadily trended higher since 2007 (up from 13% to 24%).

Airport Services (Dulles)

Food & Drink Establishments

- Overall satisfaction with most attributes pertaining to food and drink establishments at Dulles was generally high, with more than eight in ten satisfied with the quality of service provided at (90%, up from 82% in 2006), the quality of food at (84%) and variety of (81%) the eating places.
 - Additionally, about three-fourths were satisfied with the food prices at the eating places (74%).

Non-Food Retail Establishments

- Overall satisfaction with attributes pertaining to the retail establishments at Dulles remains high, with more than three-fourths satisfied with each: the quality of service at newsstands (94%), the quality of service at retail shops, including bookstores (93%), the quality of merchandise at newsstands (93%), the quality of merchandise at retail shops, including bookstores (90%), the duty-free shops/kiosks (87%), the variety of merchandise at duty-free shops (86%), the variety of retail shops (85%), the prices of duty-free shop items (81%), the prices of newsstand items (80%) and/or the prices of retail shop items, including bookstores (78%).

While overall satisfaction with the quality of service at retail shops, including bookstores (up from 88% in 2007 to 93%) and the duty-free shops/kiosks (up from 75% in 2008 to 87%) have increased recently at Dulles, overall satisfaction with the prices of duty-free shop items has trended slightly lower (down from 87% in 2008 to 81%).

Other Services/Facilities

- Satisfaction levels with many of the other Dulles services and facilities remain high in 2010. Overall, about nine in ten Dulles respondents were satisfied with the following aspects of other services and facilities: cell phone coverage (94%), the *Washington Flyer* magazine (92%), the currency exchange (89%) and/or the airline clubs (87%).
 - In comparison, about three in ten Dulles passengers were dissatisfied with WiFi Internet access (31%) and/or the overall ability to access the Internet (28%, up from 22% in 2009).

Leaving the Airport (National)

- Respondents who have flown into National in the past year were asked to rate it for various transportation and egress attributes. About nine in ten National respondents in 2010 were satisfied with the following attributes related to leaving the airport:
 - Signs to baggage claim areas (95%)
 - Signs to taxi service (94%)
 - Availability of public transportation to leave the airport (92%)
 - Signs to public transportation (92%)
 - Baggage claim information displays (90%)
 - Availability of taxi service to leave the airport (90%)
 - Ease of exiting parking facilities (89%)
 - Price of public transportation to leave the airport (89%)
 - Shuttle bus service to airport parking areas and all terminals (89%)
 - Roads to leave the airport (89%)
 - Other shared ride, door-to-door van shuttle service (88%)
 - Roadway signs to leave airport (87%)
 - Super Shuttle service to leave the airport (87%)
 - Professionalism of the taxi driver (86%)
 - Signs to Super Shuttle (86%)
- In addition, approximately eight in ten were satisfied with the following:
 - Cleanliness/Condition of the taxi vehicle (84%)
 - Timely delivery of baggage to baggage claim area (81%)
 - Price of taxi service to leave the airport (78%)
- Notably, overall satisfaction with the availability of taxi service to leave the airport (down from 95% to 90%), the price of taxi service to leave the airport (down from 84% to 78%) and signs to the Super Shuttle (down from 91% to 86%) each decreased at National from 2009. Moreover, the proportion very satisfied with the following attributes related to leaving the airport have also notably decreased since 2009: the signs to public transportation (down from 35% to 25%), the availability of public transportation to leave the airport (down from 38% to 31%), the price of public transportation to leave the airport (down from 37% to 29%), the signs to the Super Shuttle (down from 27% to 22%), Super Shuttle service to leave the airport (down from 29% to 24%) and the roadway signs to leave the airport (down from 24% to 19%).

Leaving the Airport (Dulles)

- Respondents who have flown into Dulles in the past year were asked to rate it for various transportation and egress attributes. Overall satisfaction with most of the attributes remained high in 2010, with more than eight in ten respondents expressing satisfaction with the following:
 - Signs to the baggage claim area (95%)
 - Availability of taxi service to leave the airport (93%)
 - Roads to leave the airport (92%)
 - Signs to taxi service (91%)
 - Signs for Pay & Go (90%)
 - Pay & Go machine locations (90%)
 - Ease of exiting parking facilities (90%)
 - Baggage claim information displays (89%)
 - Signs to Super Shuttle (89%)
 - Super Shuttle service to leave the airport (89%)
 - Signs to Washington Flyer Coach (89%)
 - Roadway signs to leave the airport (88%)
 - Shuttle bus service to airport parking areas and all terminals (88%)
 - Customs & Border Patrol clearance (88%)
 - Signs to public transportation (87%)
 - Availability/Number of Pay & Go machines (87%)
 - Other shared ride, door-to-door van shuttle service (87%)
 - Cleanliness/Condition of the taxi vehicle (86%)
 - Professionalism of the taxi driver (84%)
 - Timeliness of Customs & Border Patrol clearance (83%)
- In addition, at least seven in ten were satisfied with the signs to the price of public transportation to leave the airport (78%), timely delivery of baggage to the baggage claim area (77%), the availability of public transportation to leave the airport (75%) and/or the price of taxi service to leave the airport (70%).
- Notably, the proportion very satisfied with each of the following attributes of leaving the airport have decreased recently at Dulles: the Customs & Border Patrol clearance (down from 31% in 2009 to 25%), the timeliness of the Customs & Border Patrol clearance (down from 29% in 2009 to 24%), the price of public transportation (down from 24% in 2008 to 19%), Pay & Go machine locations (down from 33% in 2007 to 27%) and the availability/number of Pay & Go machines (down from 40% in 2008 to 26%). In addition, overall satisfaction with the price of taxi service to leave the airport (down from 77% in 2008 to 70%) and other shared ride, door-to-door van shuttle service (down from 95% in 2009 to 87%) have both decreased recently.

Rental Cars (National)

- About nine in ten National respondents in 2010 said they are satisfied with the availability of rental cars (92%) and/or the courtesy of rental car employees (89%), while about eight in ten were satisfied with the price of the rental cars (83%), the timeliness of the shuttle bus to and from the rental car facility (79%) and/or the signs to the rental cars (78%).
- Notably, overall satisfaction with the signs to rental cars (down from 88% to 78%) and the timeliness of shuttle bus service to/from the rental car facility (down from 84% to 79%) have trended lower since 2008 at National. Additionally, the proportion very satisfied with the availability of rental cars decreased from 2009 (down from 28% to 21%).

Rental Cars (Dulles)

- Similar to National, satisfaction with attributes related to rental cars was high in 2010 at Dulles, with approximately nine in ten Dulles respondents rating as satisfied with the signs to the rental cars (93%), the availability of rental cars (91%), the courtesy of rental car employees (89%) and/or the timeliness of the shuttle bus to and from the rental car facility (89%), while eight in ten were satisfied with the price of the rental cars (80%).
- Even so, the proportion very satisfied with most of these rental car attributes have trended lower or decreased at Dulles recently, specifically the signs to the rental cars (down from 34% in 2009 to 28%), the availability of rental cars (down from 37% in 2009 to 31%), the price of rental cars (down from 28% in 2008 to 21%) and the courtesy of rental car employees (down from 37% in 2009 to 29%).

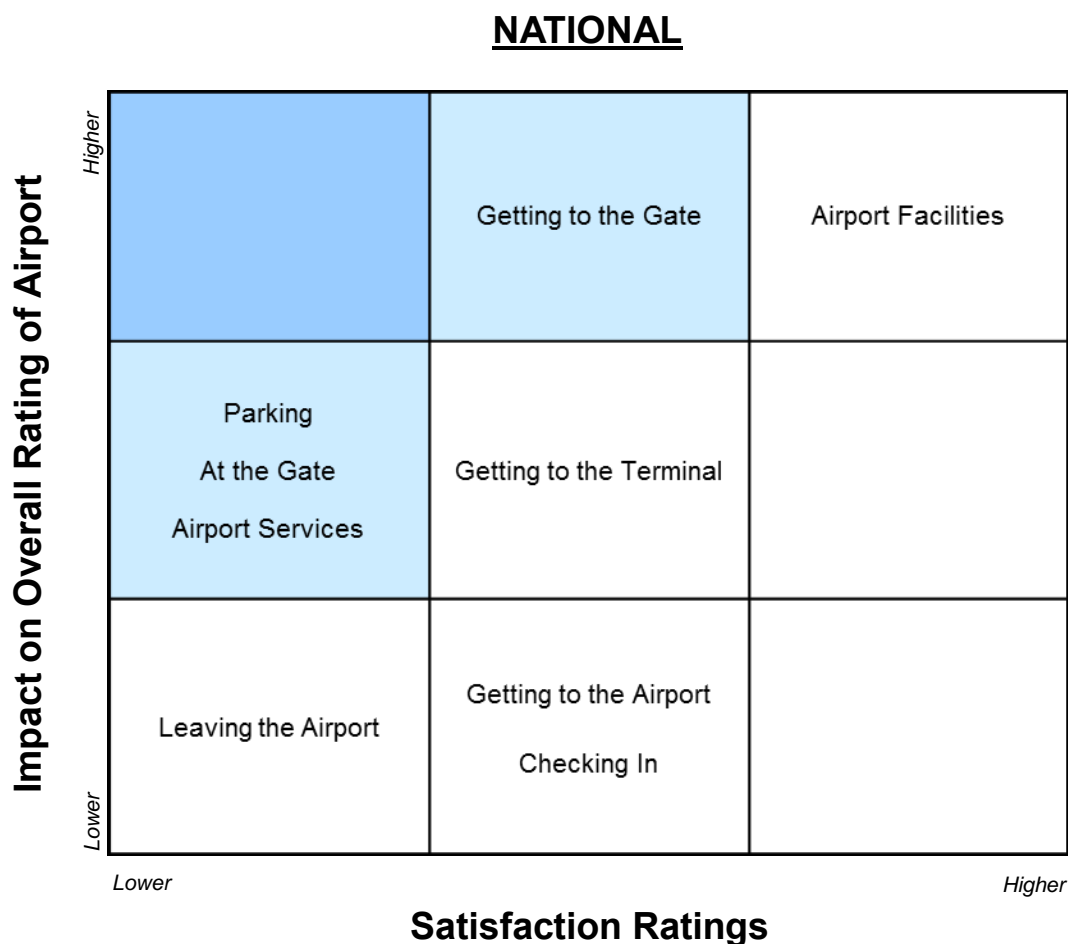
Key Driver Analysis

In an effort to identify underlying components of passengers' overall rating of the airport at which they were intercepted, advanced statistical techniques were employed. Regression analyses were conducted between each composite measure attribute and the overall rating of the airport in order to ascertain which attributes have the greatest impact.

A key objective of any customer satisfaction research is to identify priorities for improving customer satisfaction. By conducting this analysis, MWAA can focus resources to areas that are most important to passengers at National and at Dulles and where improvement is needed, referred to as *unmet needs*. In addition, areas that are very important to members and on which MWAA performs well are the *driving strengths*. Insights can be gained by plotting these attributes based on their impact on passengers' overall rating of the airport, as shown below for both airports.

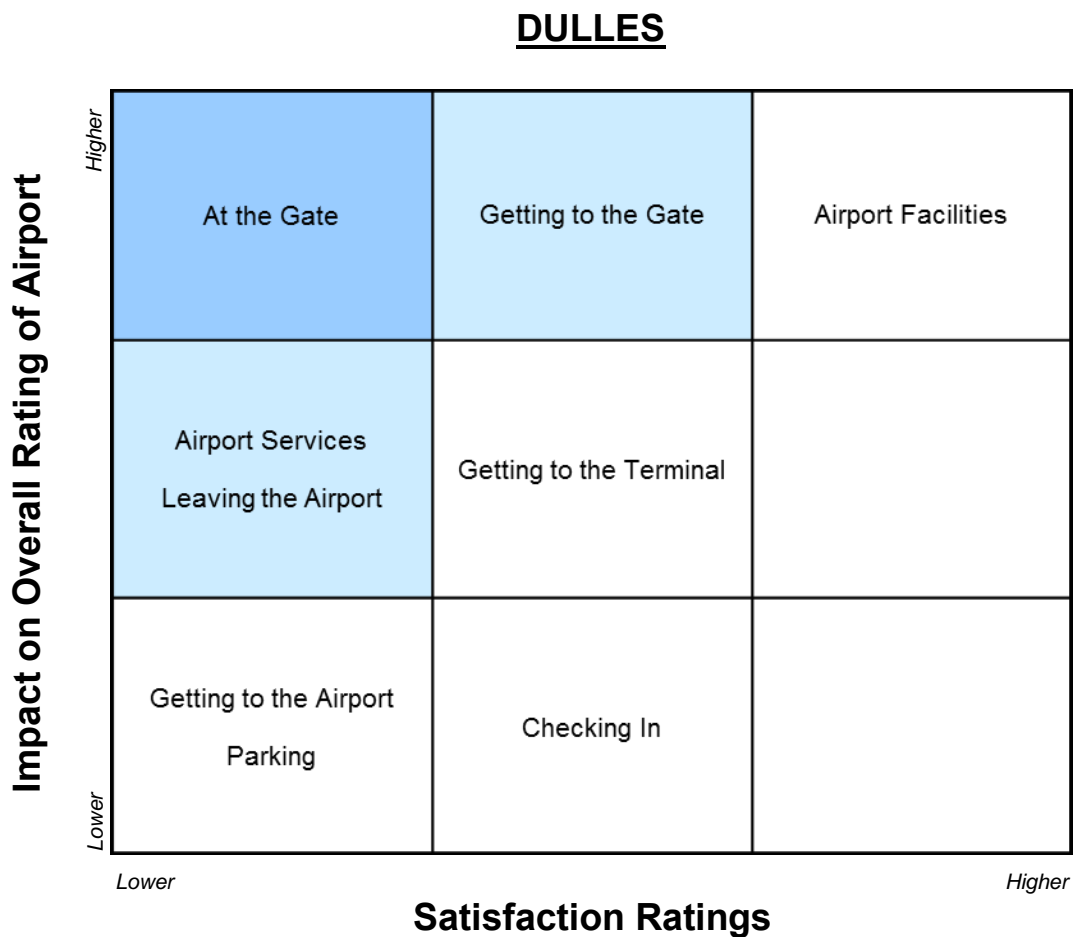
National

- While there were no composites that fell “cleanly” into the unmet needs of highest impact and lowest satisfaction, passengers at National gave moderate satisfaction ratings for *Getting to the Gate*, an area that has a relatively high impact on their overall rating of National. In addition, *Parking*, *At the Gate* and *Airport Services* received somewhat lower satisfaction ratings, but each has a moderate impact on passengers' overall rating of National. Consequently, each of these four composites should be among the higher priorities for MWAA to improve overall passenger satisfaction with National.
 - Notably, *Airport Facilities* received high satisfaction ratings and have a relatively high impact on the overall rating of National; therefore, it is considered a driving strength of National.



Dulles

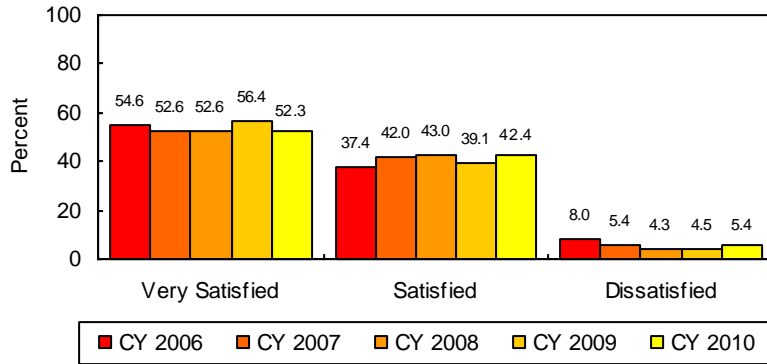
- Passengers at Dulles gave relatively low ratings for *At the Gate*, an area that has among the highest impact on their overall rating of Dulles. This composite is considered an *unmet need* at Dulles and should be a top priority for MWAA to improve overall passenger satisfaction with Dulles.
- In addition, Dulles passengers gave moderate satisfaction ratings for *Getting to the Gate*, an area that also has among the highest impact on their overall rating of Dulles. *Airport Services* and *Leaving the Airport* received relatively low satisfaction ratings, but each has a moderate impact on passengers' overall rating of Dulles. Consequently, each of these three composites should be secondary priorities for MWAA in improving overall passenger satisfaction with Dulles.
 - Notably, *Airport Facilities* received high satisfaction ratings and have among the highest impact on the overall rating of Dulles; therefore, it is considered a driving strength of Dulles.



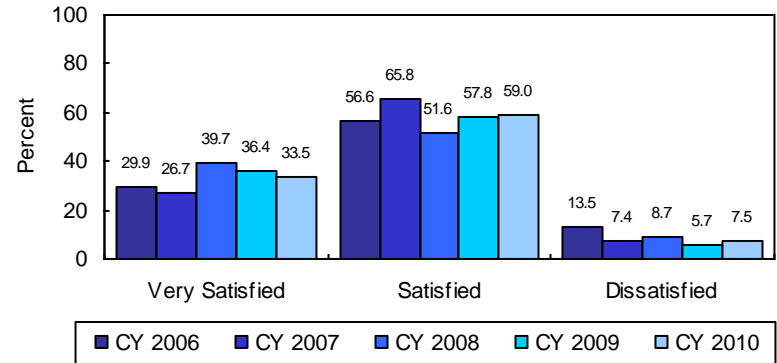
How satisfied are you with the following (Getting to the Airport)?

The proportion of Dulles respondents very satisfied with the Washington Flyer Coach has trended down since 2008. The vast majority of National respondents continue to be satisfied with getting from the Metro to the terminal.

NATIONAL
Getting from Metro Station to Airport Terminal

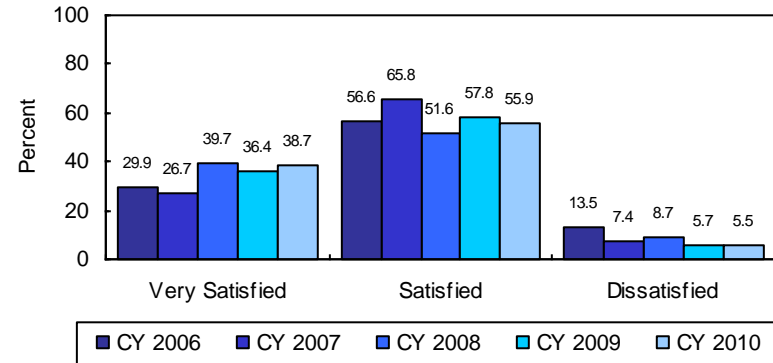


DULLES
Washington Flyer Coach
(from West Falls Church Metro)



Overall satisfaction with the Washington Flyer Taxi continues to be high among Dulles passengers

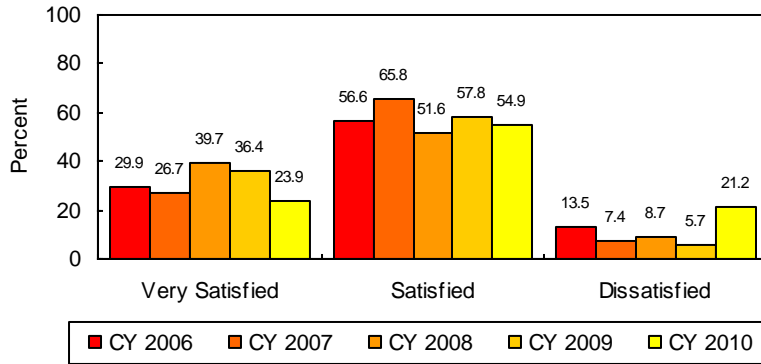
DULLES
Washington Flyer Taxi



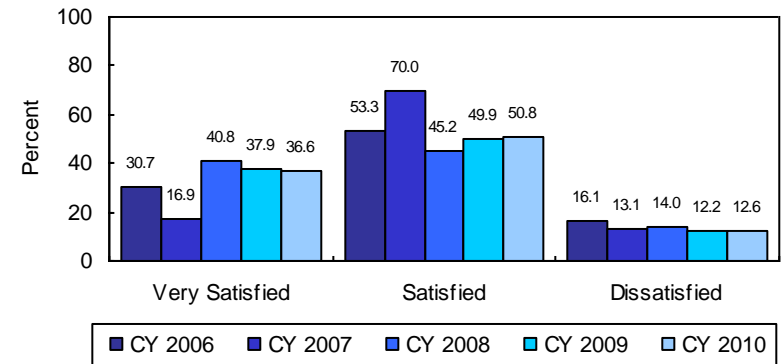
SOURCE: MWAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Getting to the Airport)?
The proportion of National and Dulles passengers very satisfied with the Super Shuttle has decreased since 2008, while the proportion of National and Dulles passengers who were very satisfied with other shared rides has increased recently.

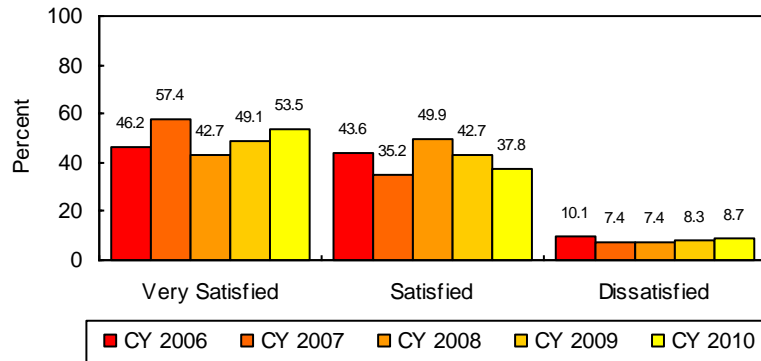
**NATIONAL
Super Shuttle**



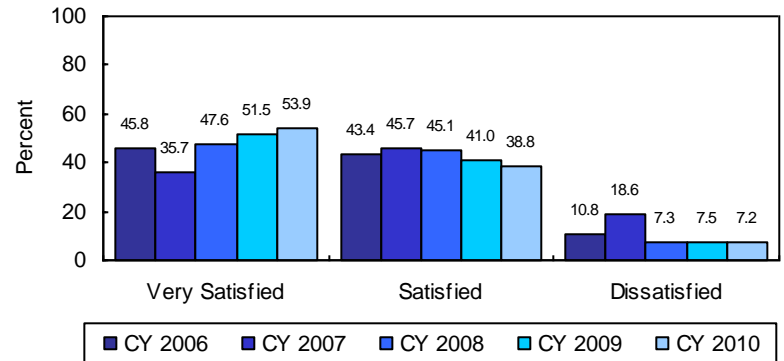
**DULLES
Super Shuttle**



Other Shared Ride, Door-to-Door Van Shuttle Service



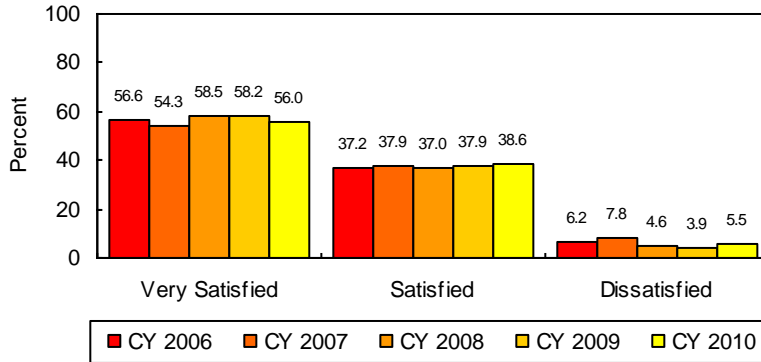
Dulles Other Shared Ride, Door-to-Door Van Shuttle Service



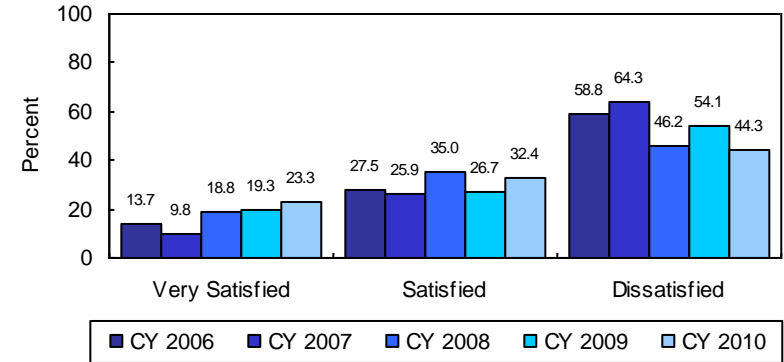
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Getting to the Airport)?
More than four in ten Dulles passengers report being dissatisfied with the availability of public transportation to Dulles compared to one in twenty National passengers.

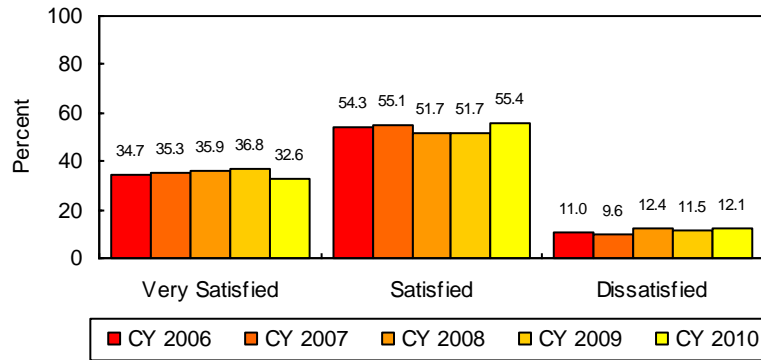
NATIONAL
Availability of Public Transportation



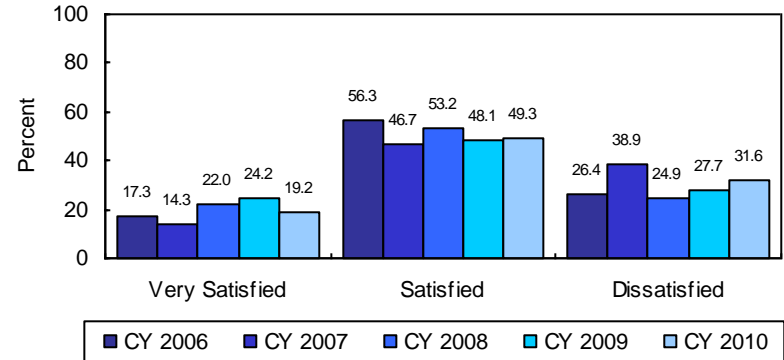
DULLES
Availability of Public Transportation



Price of Public Transportation



Price of Public Transportation

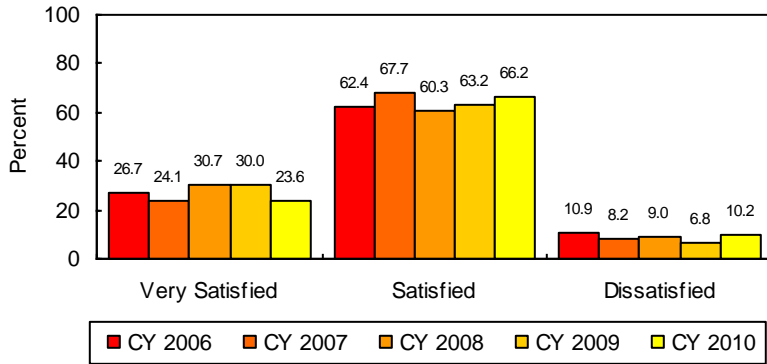


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

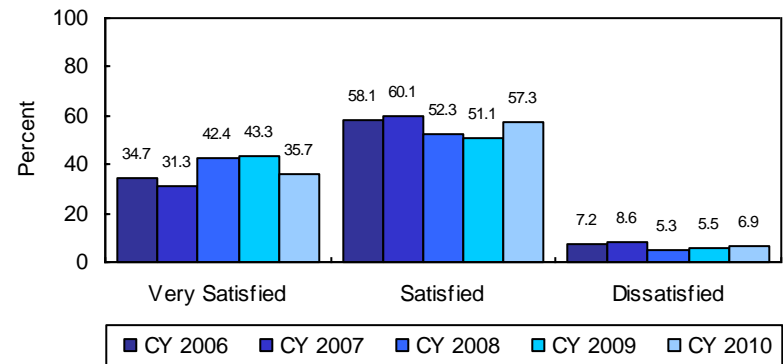
How satisfied are you with the following (Getting to the Airport)?

The proportion very satisfied with the roadway signs at both airports have trended slightly lower since 2008, while the proportion very satisfied with the roads to the airport decreased sharply from last year at both airports.

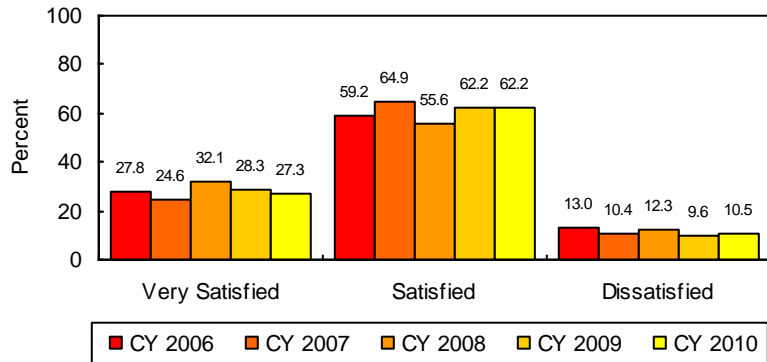
NATIONAL
Roads to the Airport



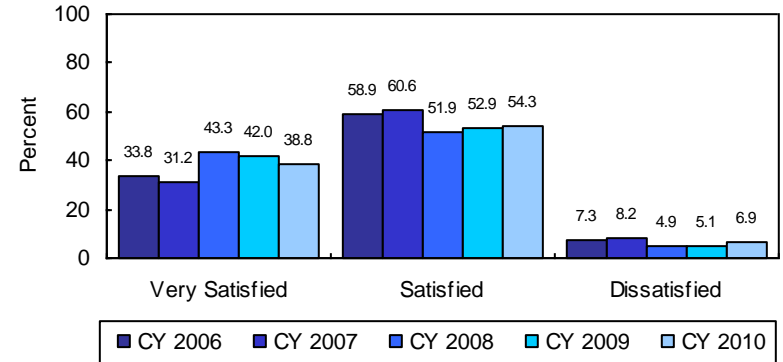
DULLES
Roads to the Airport



Roadway Signs to the Airport



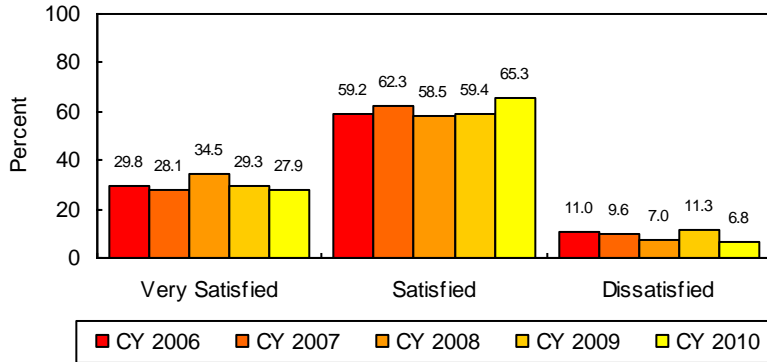
Roadway Signs to the Airport



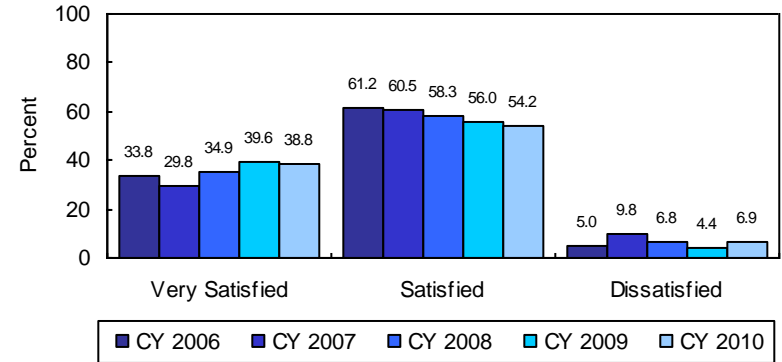
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Parking)?
The proportion of National passengers very satisfied with the signs to airport parking facilities has decreased since 2008.

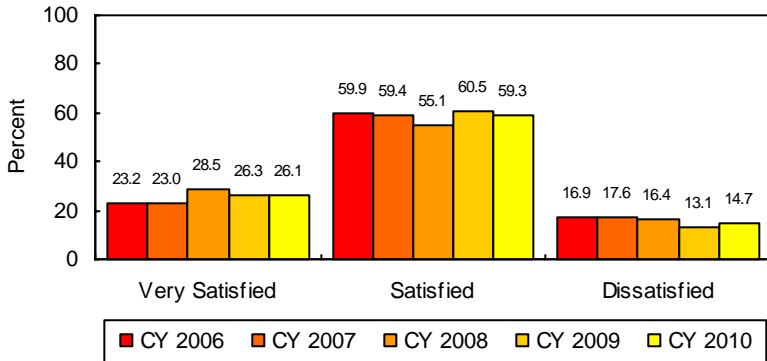
NATIONAL
Signs to Airport Parking Facilities



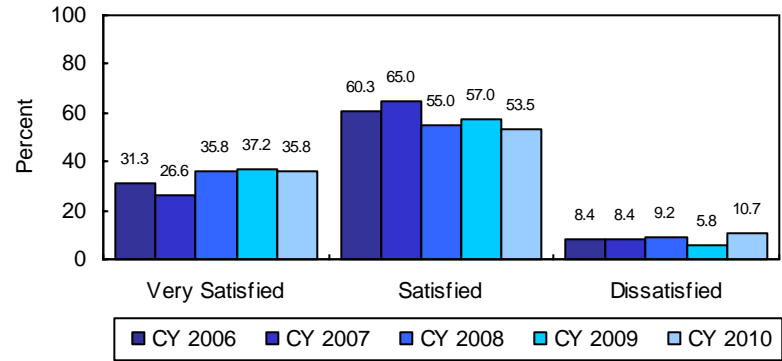
DULLES
Signs to Airport Parking Facilities



Signs for Airport Parking Availability



Signs for Airport Parking Availability

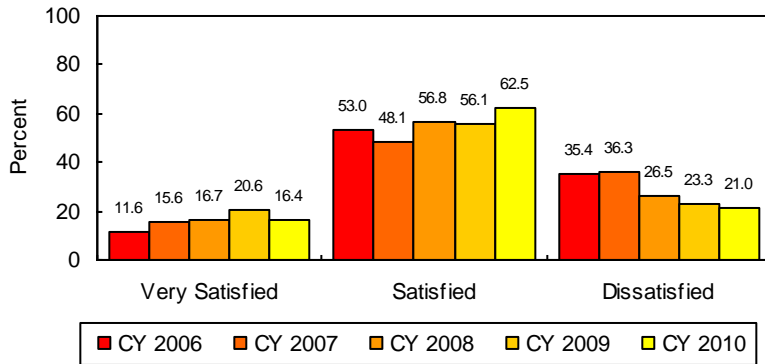


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

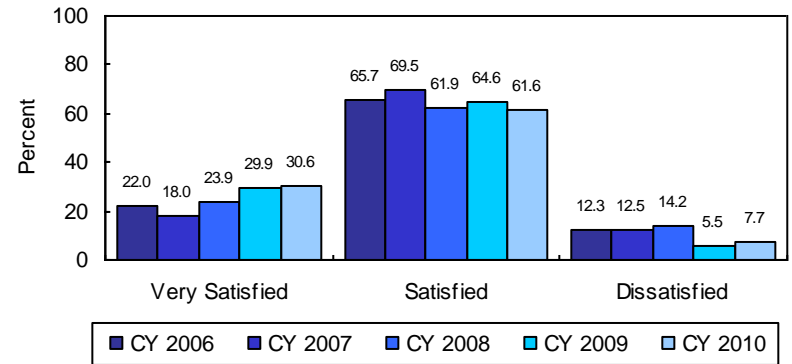
How satisfied are you with the following (Parking)?

Overall satisfaction among National respondents with the availability of surface parking continues to increase from 2007, although about one in five are still dissatisfied. Meanwhile, overall satisfaction with the availability of covered parking at National decreased since last year, with about one fourth dissatisfied.

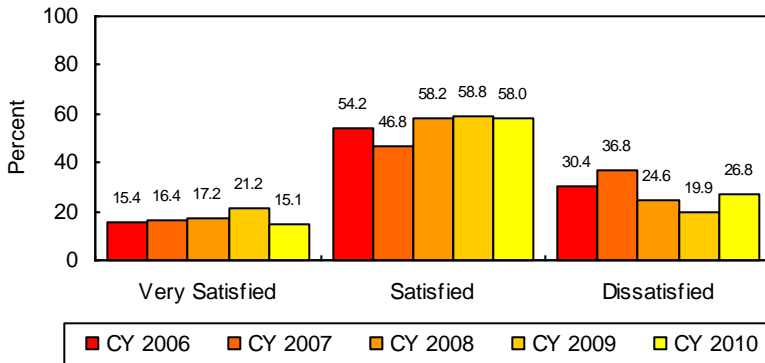
NATIONAL
Availability of Surface Parking



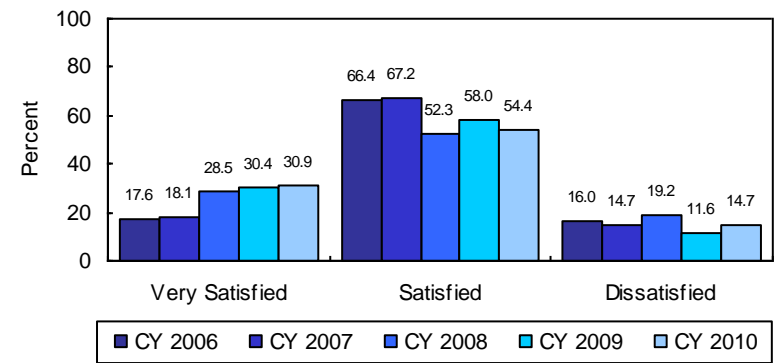
DULLES
Availability of Surface Parking



Availability of Covered (Garage) Parking



Availability of Covered (Garage) Parking

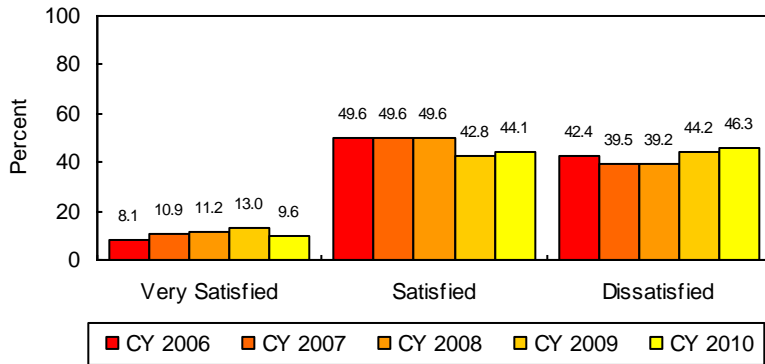


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

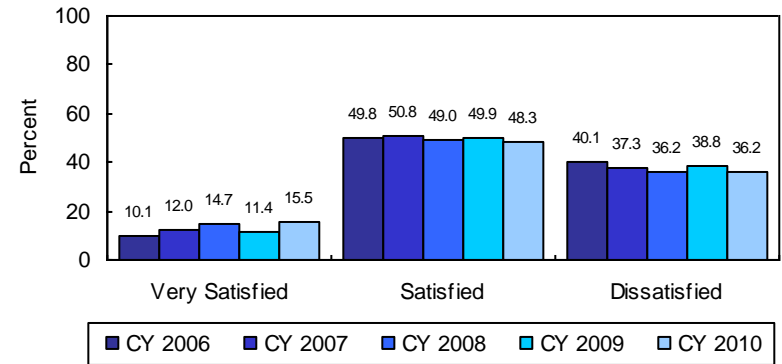
How satisfied are you with the following (Parking)?

The proportion of National respondents very satisfied with the parking advisory radio messages has decreased since last year. Meanwhile, the proportion of Dulles respondents very satisfied has increased since last year.

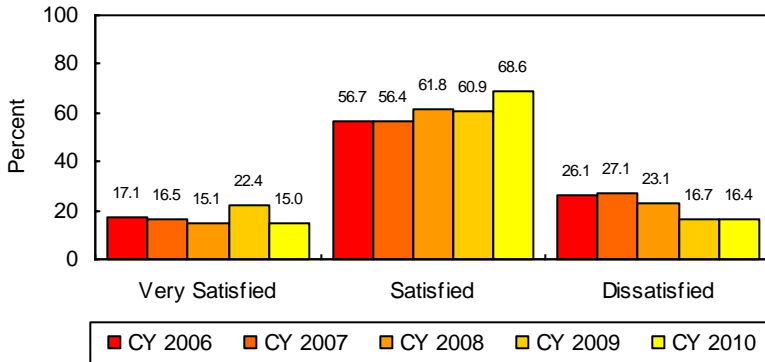
**NATIONAL
Cost of Airport Parking**



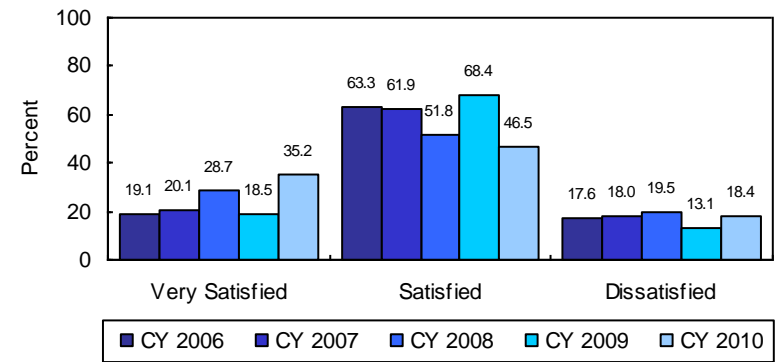
**DULLES
Cost of Airport Parking**



Parking Advisory Radio Messages



Parking Advisory Radio Messages

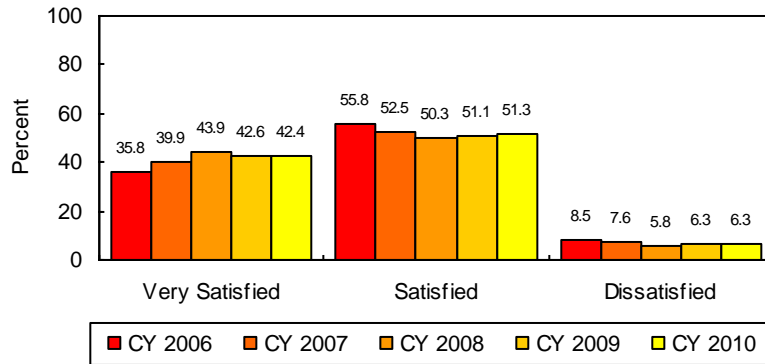


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Getting to the Terminal)?
Overall satisfaction with signs to the terminal and shuttle bus service at both airports
remained relatively unchanged.

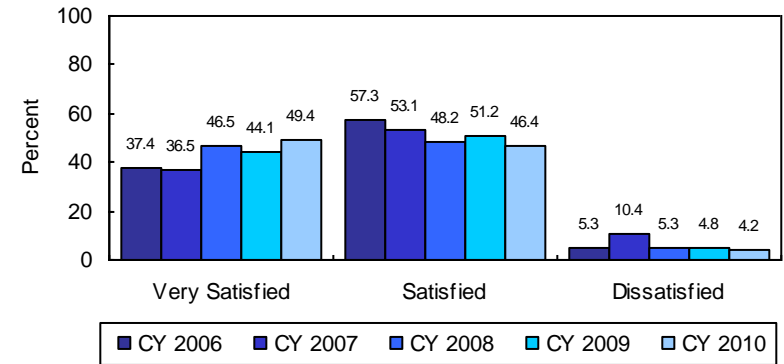
NATIONAL

Clear Directional Signs to Terminals

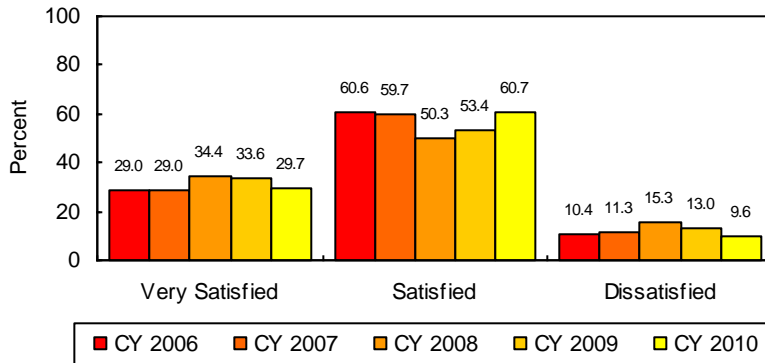


DULLES

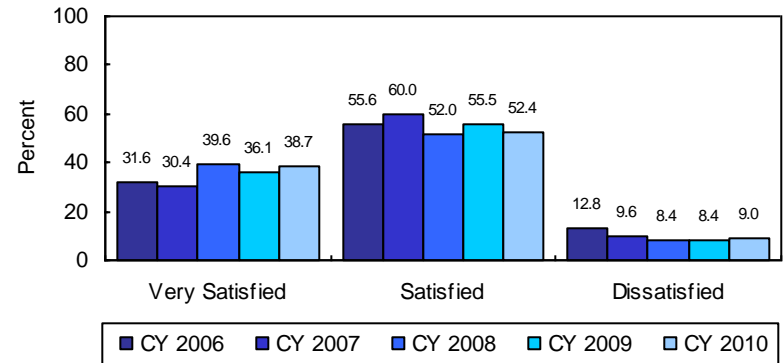
Clear Directional Signs to Terminals



Clear Signs for Shuttle Bus Service



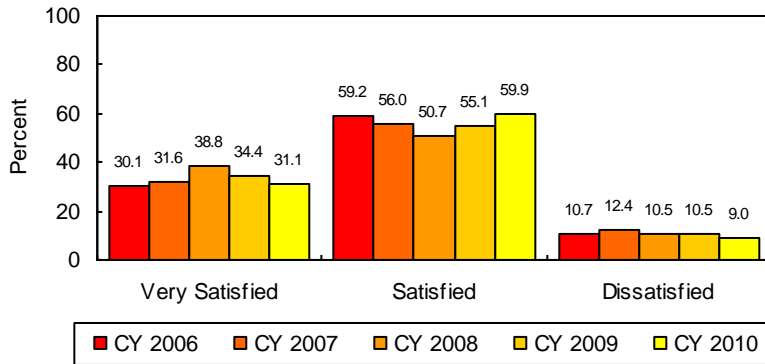
Clear Signs for Shuttle Bus Service



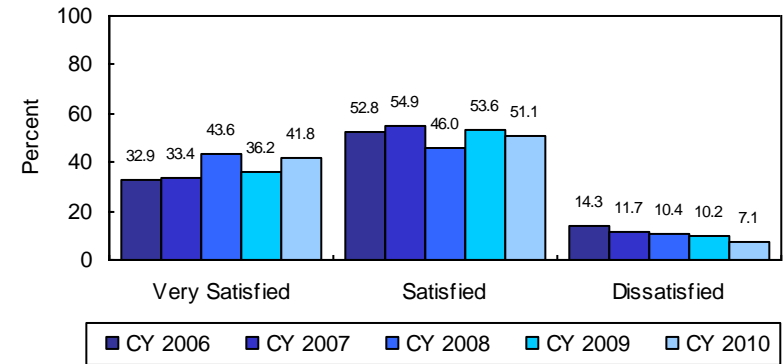
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Getting to the Terminal)?
Overall satisfaction with the shuttle bus service and ease of getting to the terminals at Dulles has trended higher since 2006.

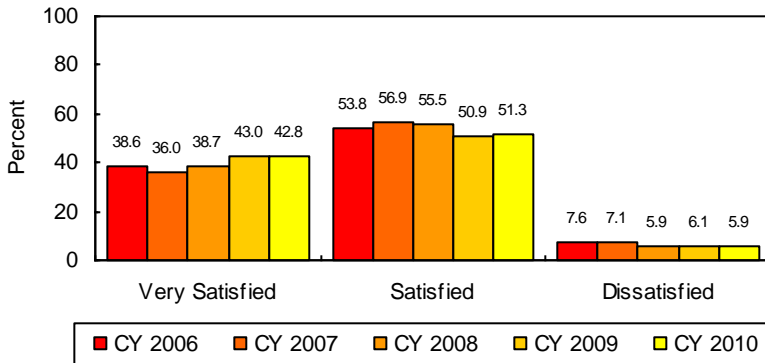
NATIONAL
Shuttle Bus Service to Airport Terminals



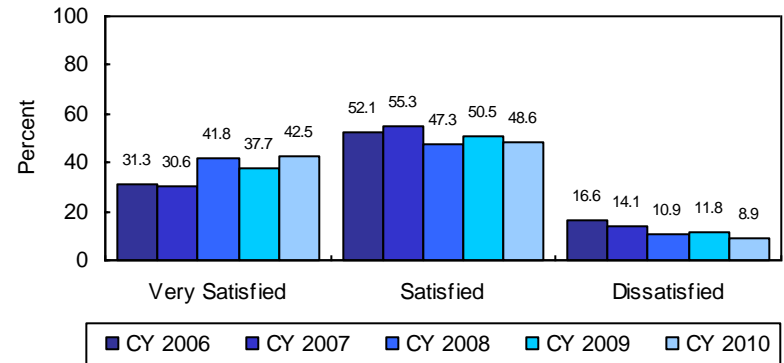
DULLES
Shuttle Bus Service to Airport Terminals



Ease of Getting to Terminals



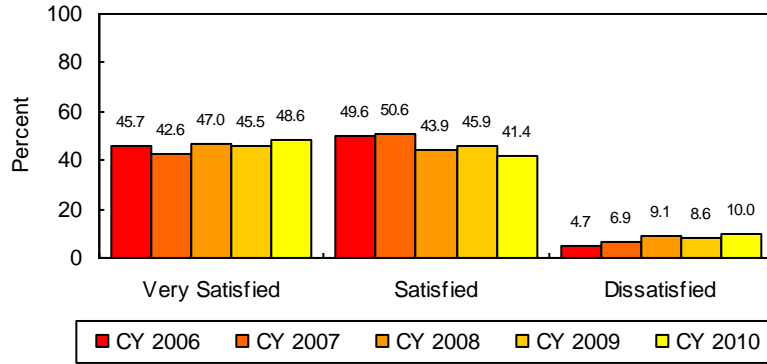
Ease of Getting to Terminals



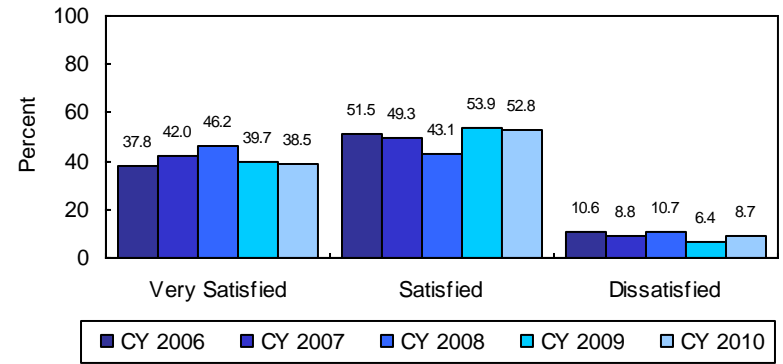
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Checking In)?
The majority of respondents at both airports remain satisfied with the curbside and in-airport check-in processes.

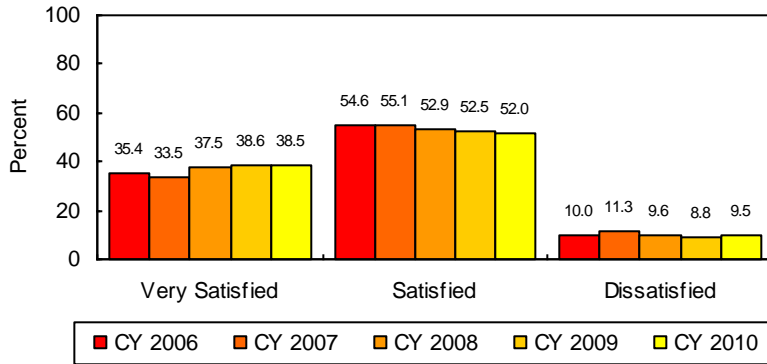
NATIONAL
Curbside Baggage Check-In/Skycaps



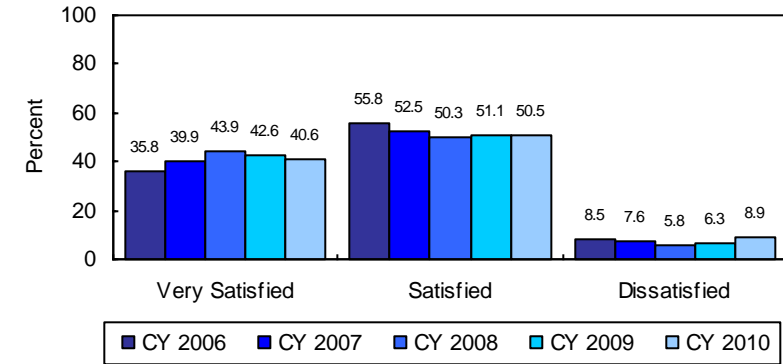
DULLES
Curbside Baggage Check-In/Skycaps



In-Airport Ticket Counter Check-In/Baggage Check



Dulles In-Airport Ticket Counter Check-In/Baggage Check



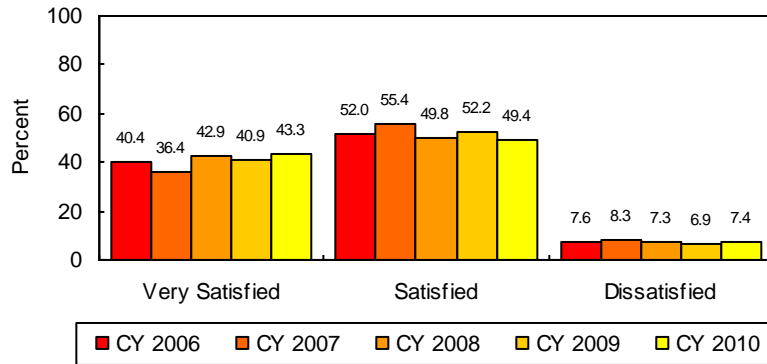
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Checking In)?

Overall satisfaction with the e-ticket kiosks and the ease of locating ticket counters at both National and Dulles remains high. The proportion of Dulles passengers very satisfied with the ease of locating ticket counters has steadily increased since 2006.

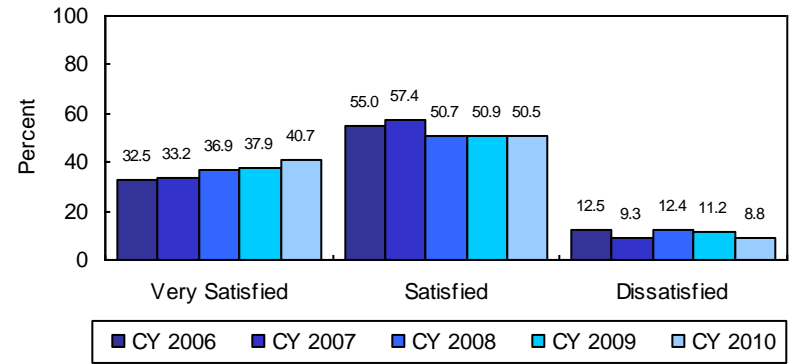
NATIONAL

Ease of Locating Ticket Counter

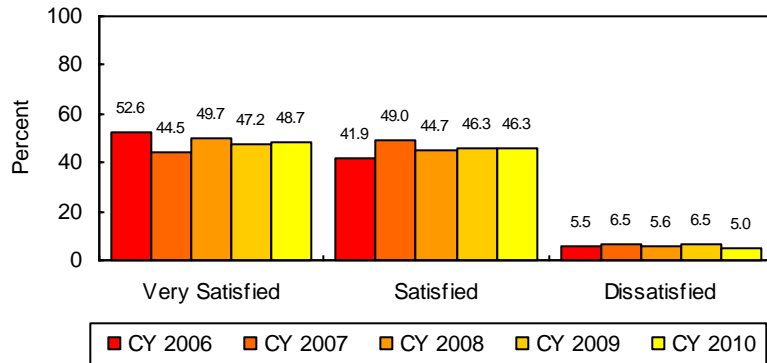


DULLES

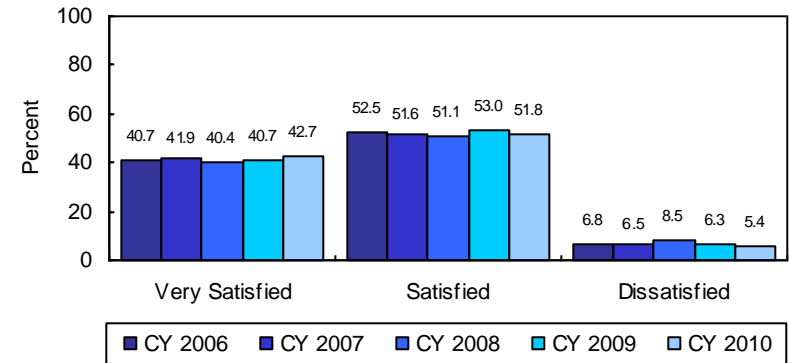
Ease of Locating Ticket Counter



Airline e-Ticket Kiosk



Airline e-Ticket Kiosk



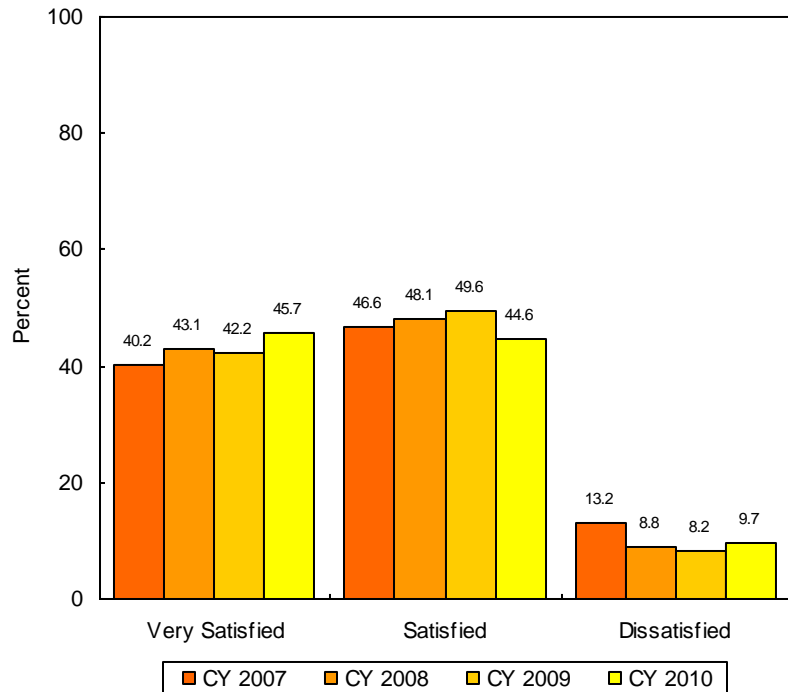
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Checking In)?

The majority of passengers at both airports remain satisfied with the time spent in line to check in, with the proportion of passengers satisfied at Dulles increasing steadily from 2008.

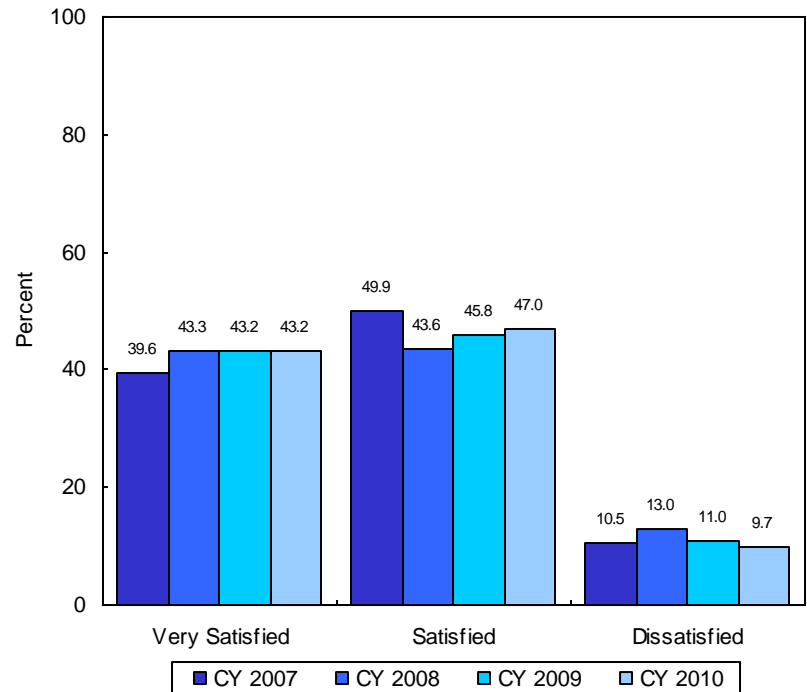
NATIONAL

Time Spent in Line to Check In



DULLES

Time Spent in Line to Check In

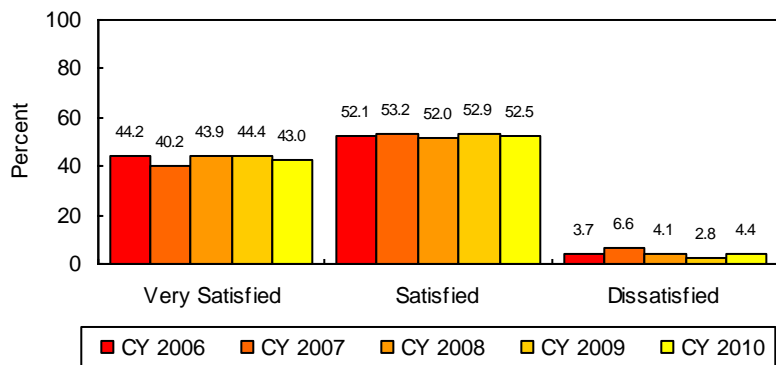


SOURCE: MWA CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

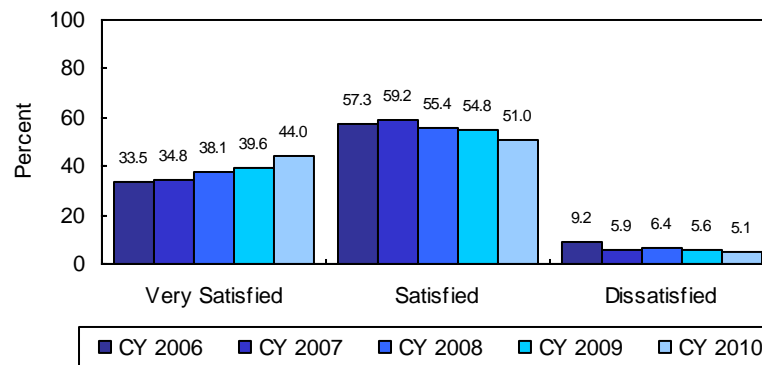
How satisfied are you with the following (Getting to the Gate)?

The proportion very satisfied with the directional signs inside the terminal at Dulles has increased since 2006. About one in five remain dissatisfied with the distance between the ticket counter and departure gates at Dulles.

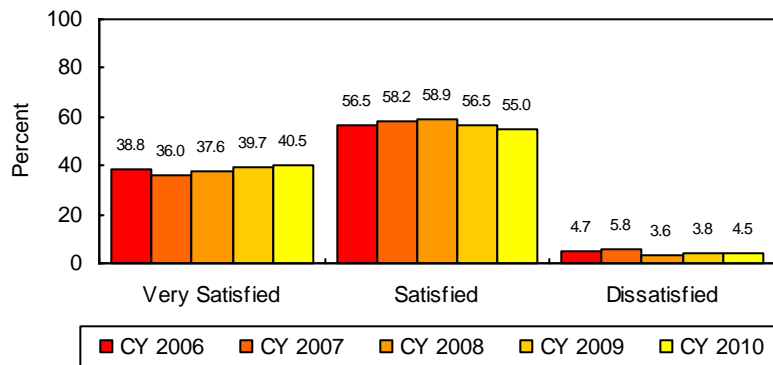
NATIONAL
Directional Signs Inside the Terminal



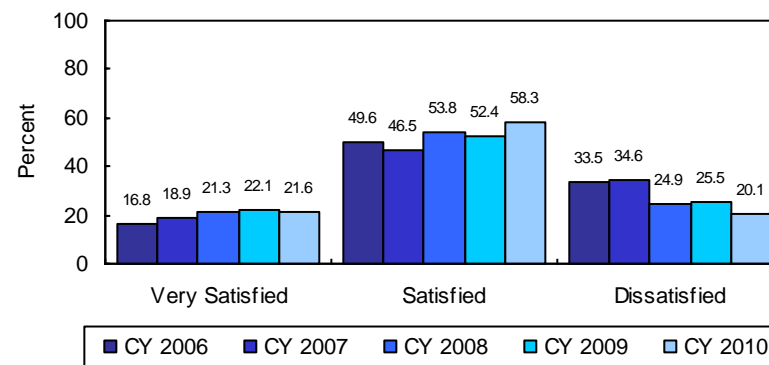
DULLES
Directional Signs Inside the Terminal



Distance Between Ticket Counter & Departure Gates



Distance Between Ticket Counter & Departure Gates

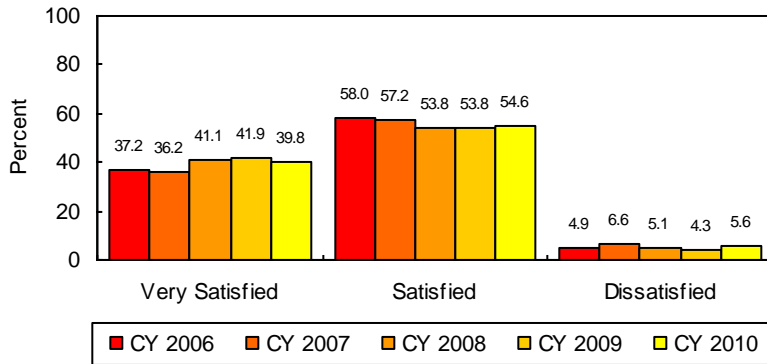


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

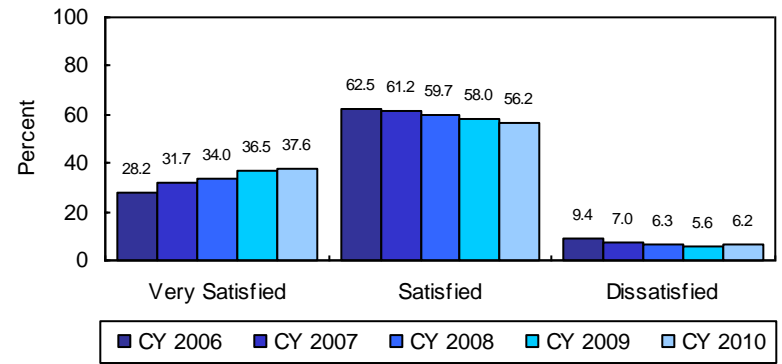
How satisfied are you with the following (Getting to the Gate)?

Overall satisfaction with the ease of finding connecting flights/gates at both airports continues to be high, with the proportion of Dulles passengers who are very satisfied increasing since 2006.

NATIONAL
Ease of Finding Connecting Flight/Gate

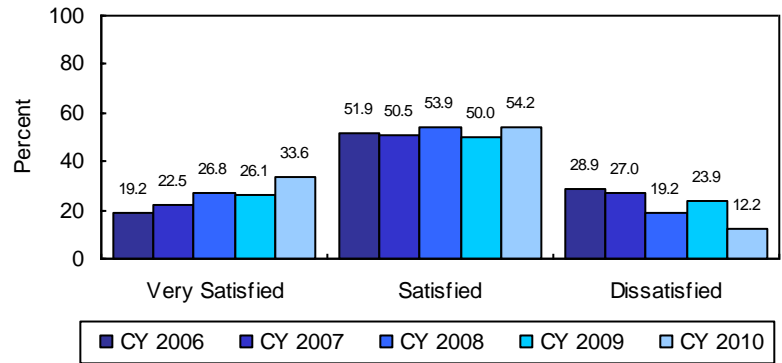


DULLES
Ease of Finding Connecting Flight/Gate



The proportion of Dulles passengers satisfied overall with the mobile lounge between the terminal and gate increased in 2010, while the proportion very satisfied continues its increasing trend since 2006.

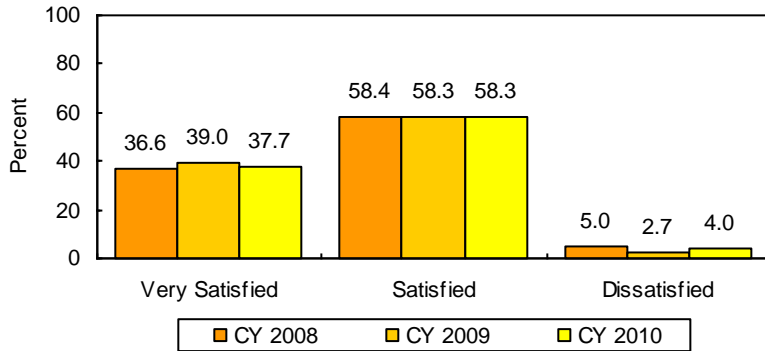
Terminal-to-Gate via Mobile Lounge/Shuttle



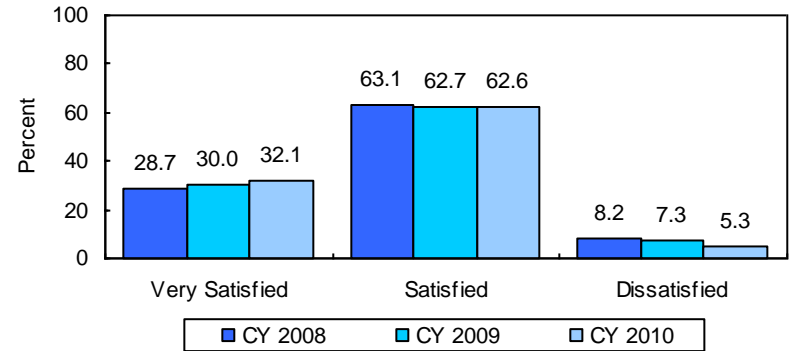
SOURCE: MWAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Getting to the Gate)?
The vast majority of National and Dulles passengers continue to be satisfied with the signs to security checkpoints and the clarity of posted security guidelines.

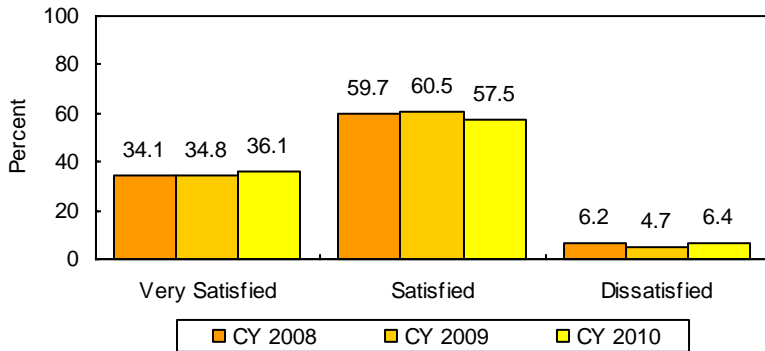
NATIONAL
Signs to Security Checkpoints



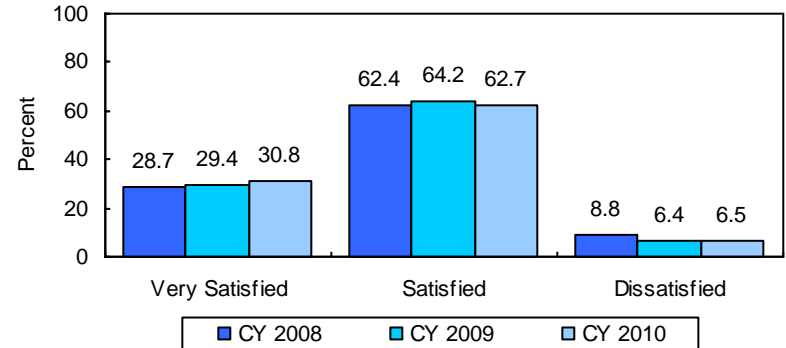
DULLES
Signs to Security Checkpoints



Clarity of Posted Security Guidelines



Clarity of Posted Security Guidelines

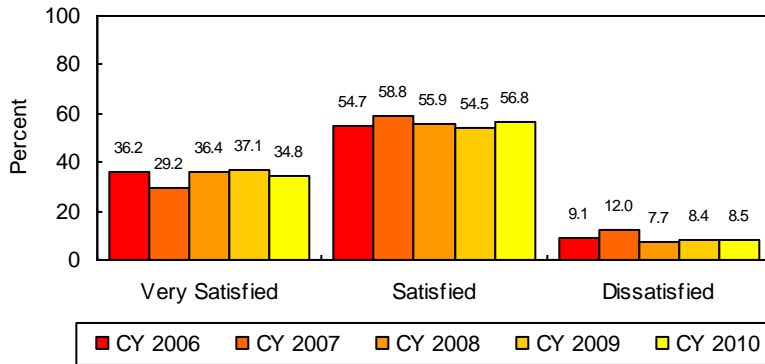


SOURCE: MWA CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Getting to the Gate)?
Overall satisfaction with the time it takes to get through security screening and the security screening process remains relatively high at both airports.

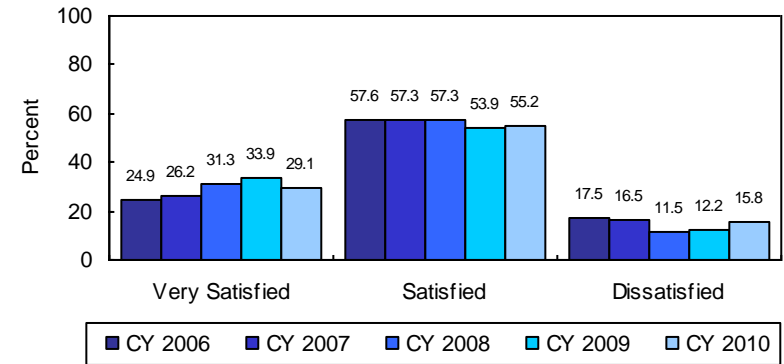
NATIONAL

Time to Get Through Security Screening

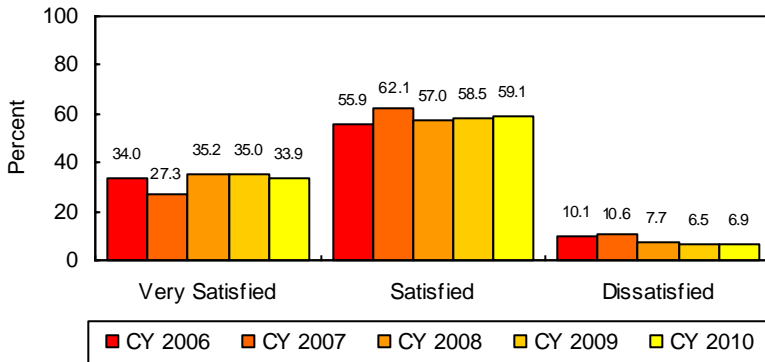


DULLES

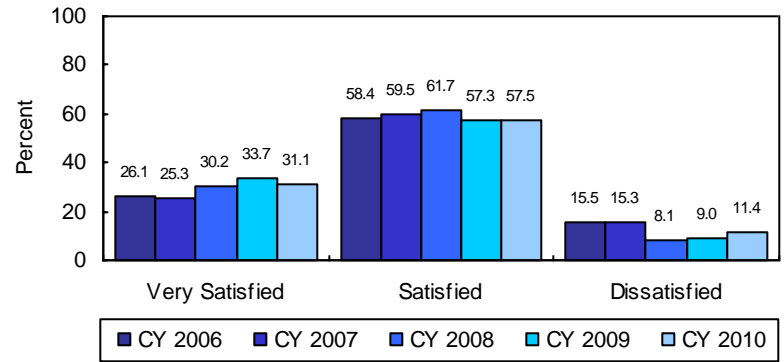
Time to Get Through Security Screening



Security Screening Process



Security Screening Process

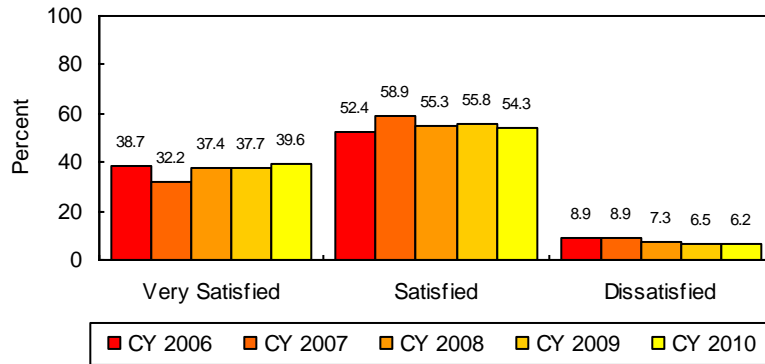


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Getting to the Gate)?
The vast majority of respondents at both airports remain satisfied with the courtesy of the security screening staff and the flight information displays. In fact, National has experienced increasing trends since 2007 in the proportion very satisfied with the courtesy of the security screening staff.

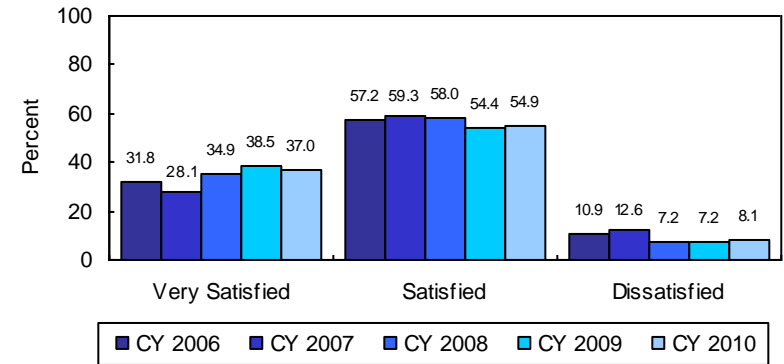
NATIONAL

Courtesy of Security Screening Staff

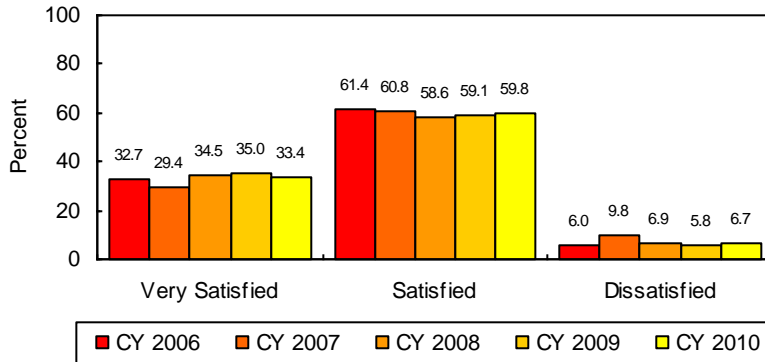


DULLES

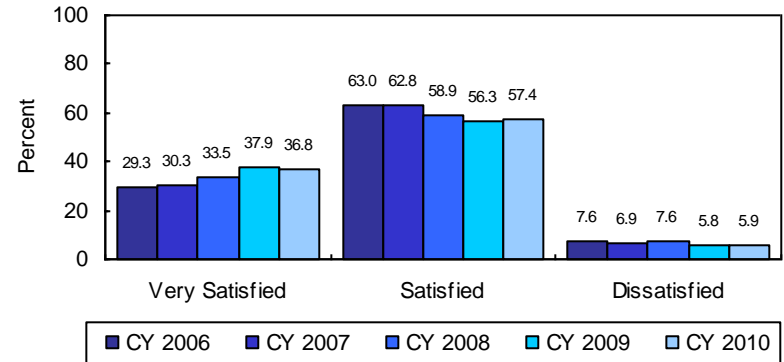
Courtesy of Security Screening Staff



Flight Information Displays



Flight Information Displays



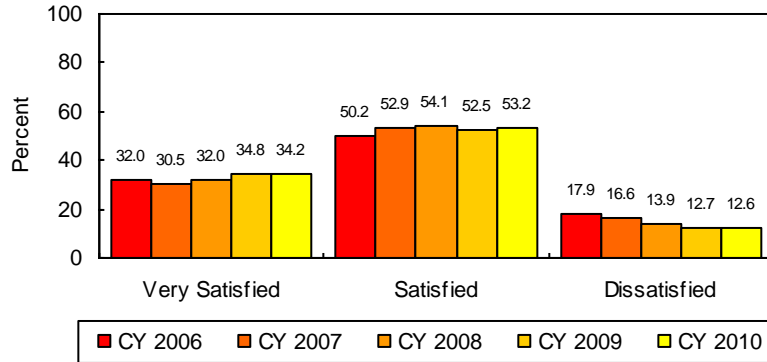
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (At the Gate)?

The proportion satisfied with the amount of seating in the departure gate area and/or the boarding gate check-in has remained relatively consistent at National between 2009 and 2010.

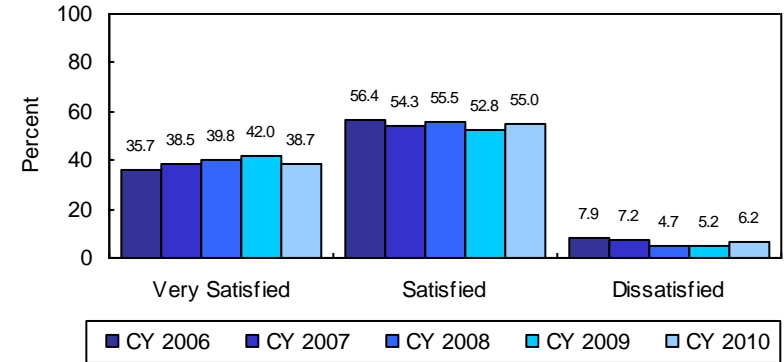
NATIONAL

Adequate Seating in Departure Gate Areas

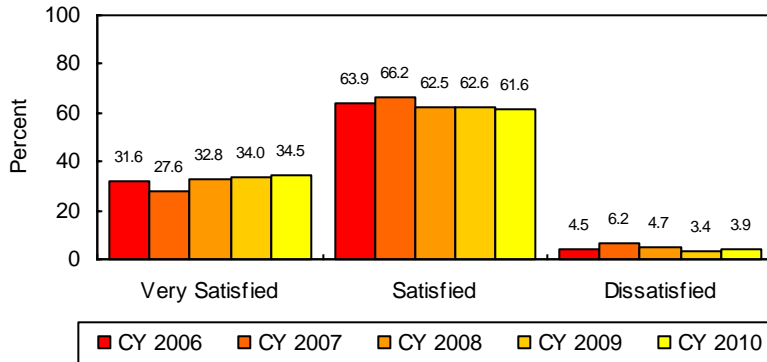


DULLES

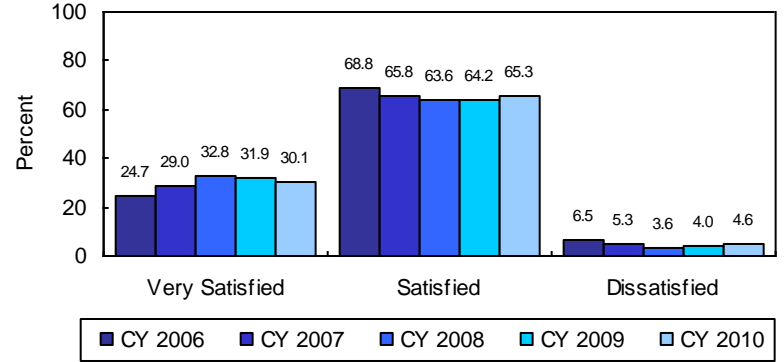
Adequate Seating in Departure Gate Areas



Boarding Gate Check-In



Boarding Gate Check-In

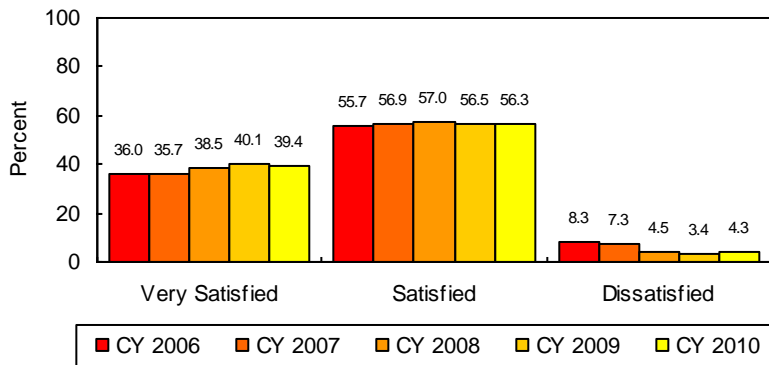


SOURCE: MAAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (At the Gate)?
Overall satisfaction with the distance between eating places and retail shops and departure gates at both airports remained relatively consistent with previous years.

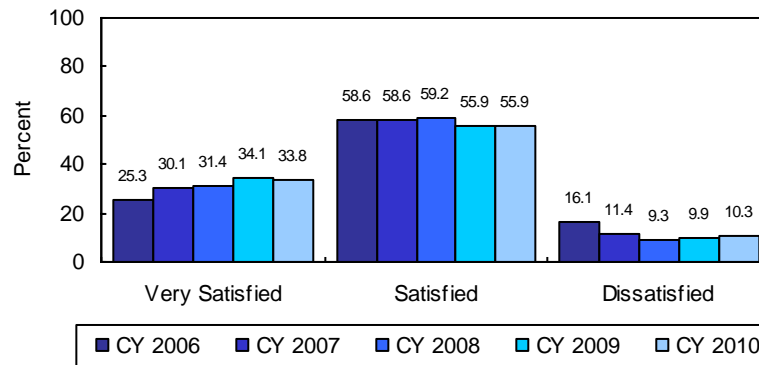
NATIONAL

Distance Between Eating Places & Departure Gates

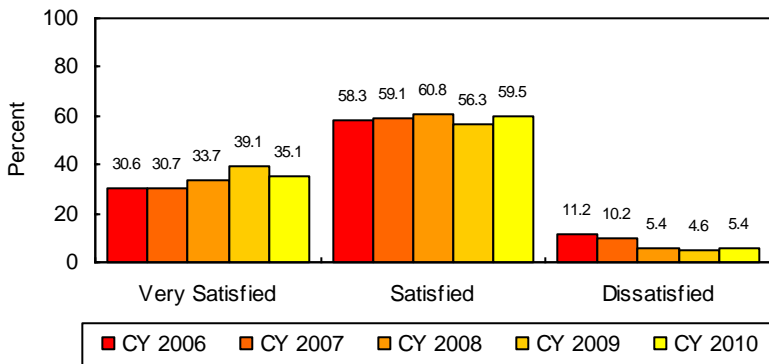


DULLES

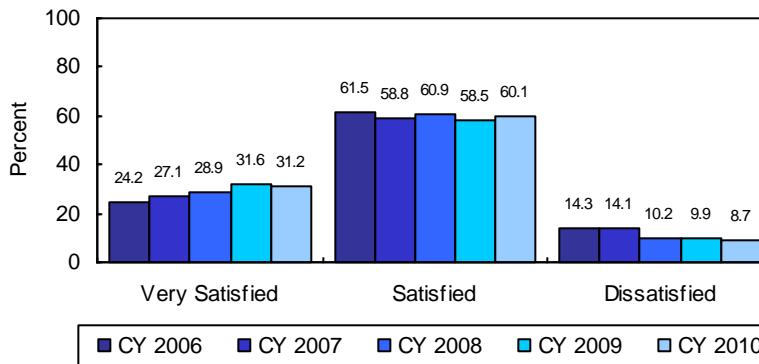
Distance Between Eating Places & Departure Gates



Distance Between Retail Shops & Departure Gates



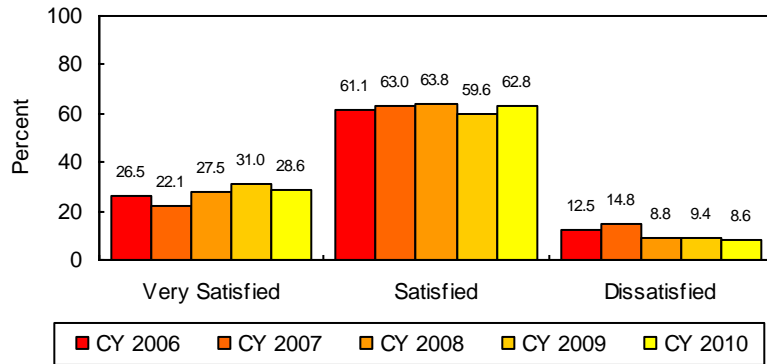
Distance Between Retail Shops & Departure Gates



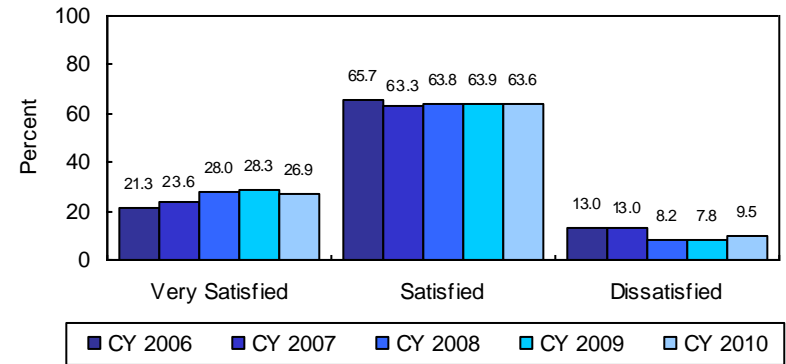
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (At the Gate)?
The proportion very satisfied with the announcements regarding flights decreased slightly in 2010 for both airports, ending an increasing trend at Dulles since 2006 and at National since 2007.

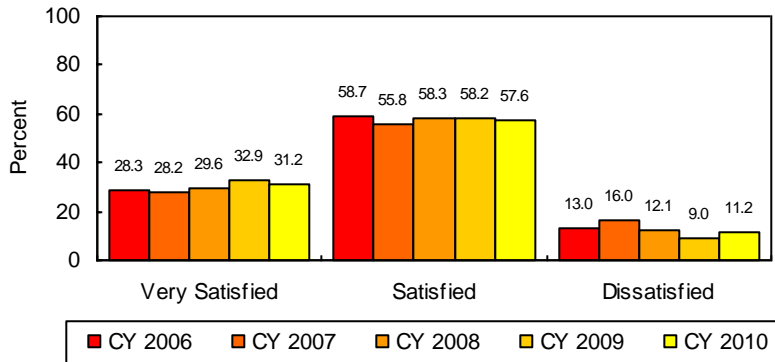
NATIONAL
Announcements Regarding Flights



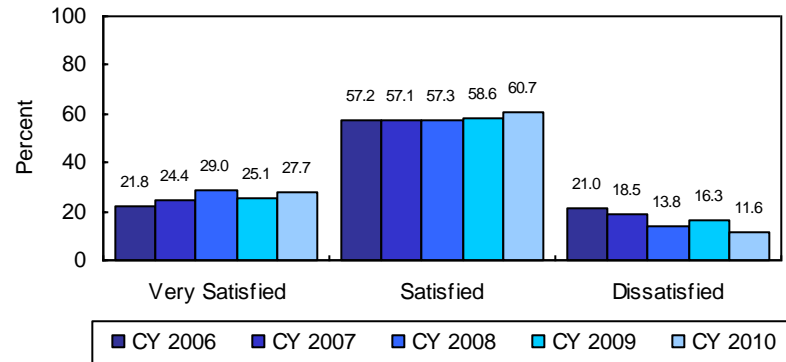
DULLES
Announcements Regarding Flights



Location/Availability of ATMs



Location/Availability of ATMs



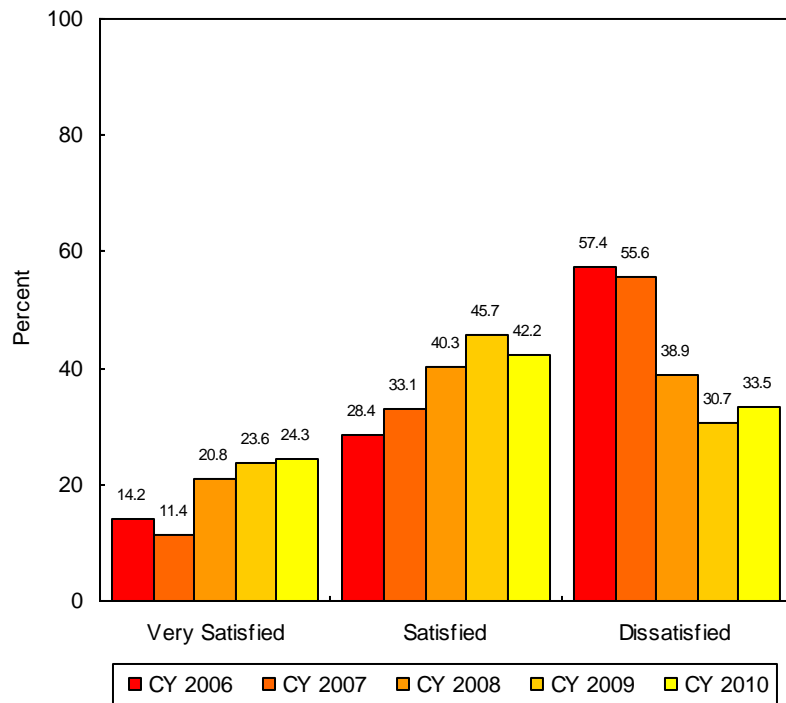
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and PD1-3 2010 Passenger Surveys.

How satisfied are you with the following (At the Gate)?

Overall satisfaction at both airports with the availability of electrical outlets in departure gate areas remained significantly higher than in 2006 and 2007. However, about one-third are dissatisfied at both airports.

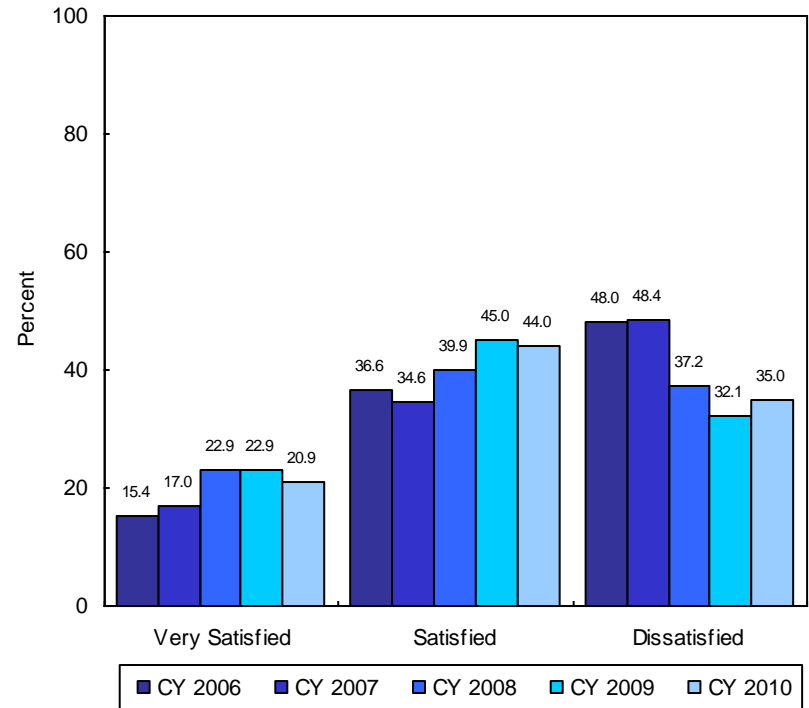
NATIONAL

Availability of Electrical Outlets in Departure Gate Areas



DULLES

Availability of Electrical Outlets in Departure Gate Areas

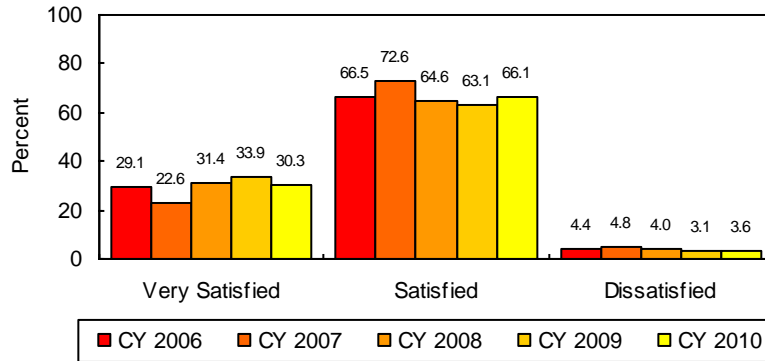


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Facilities)?
Overall satisfaction with the signs to passenger services and facilities for all types of passengers has remained very high at both National and Dulles.

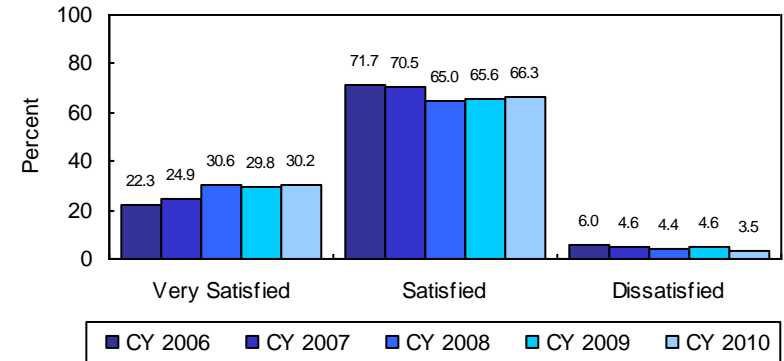
NATIONAL

Signs to Passenger Services & Facilities

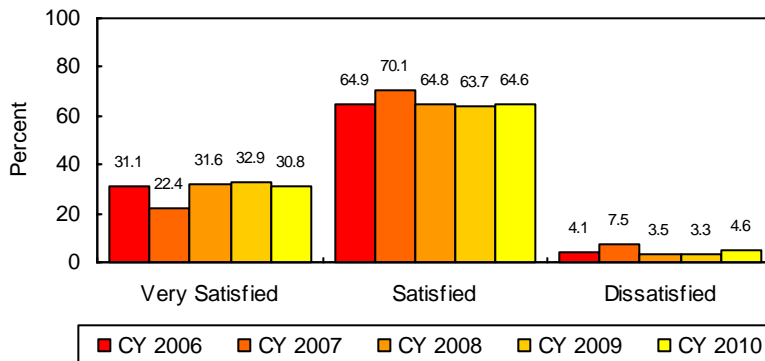


DULLES

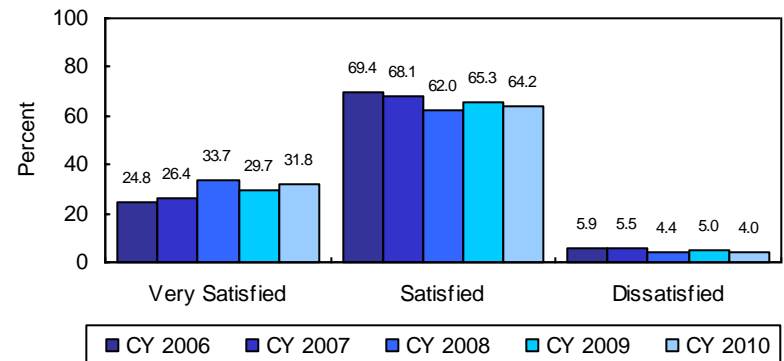
Signs to Passenger Services & Facilities



Signs to Passenger Services & Facilities for Persons with Disabilities



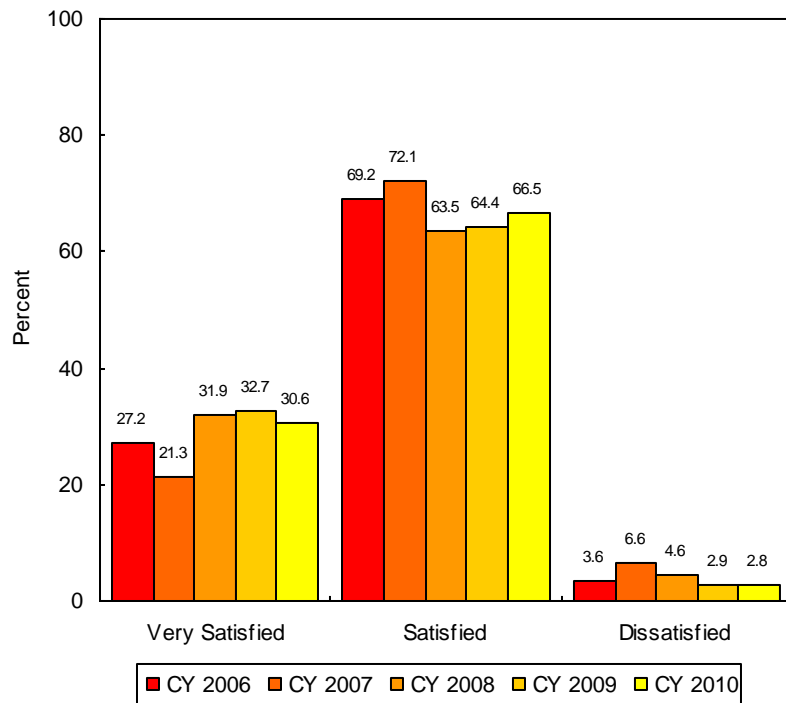
Signs to Passenger Services & Facilities for Persons with Disabilities



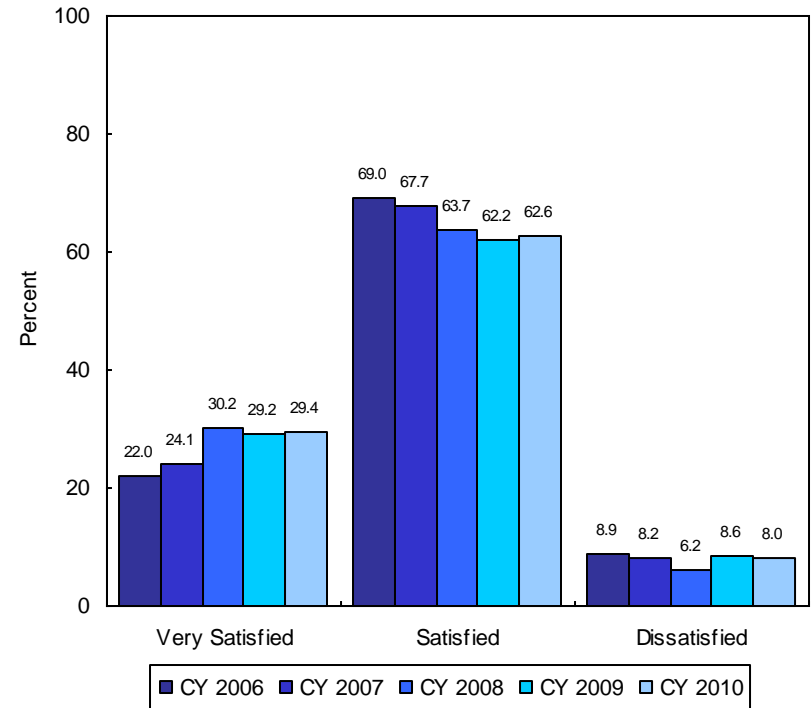
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Facilities)?
National respondents are slightly more satisfied overall with signs to restaurants and shops than Dulles respondents.

NATIONAL
Signs to Restaurants & Shops



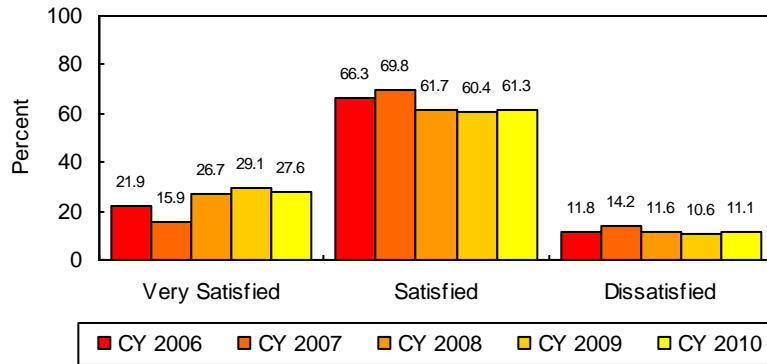
DULLES
Signs to Restaurants & Shops



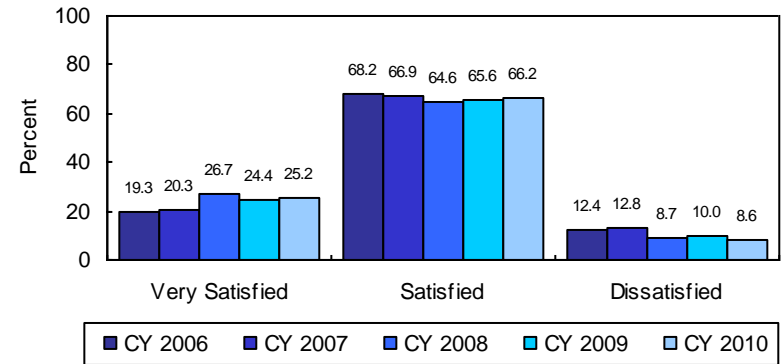
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Facilities)?
The majority of passengers at either airport remain satisfied with the public address system.

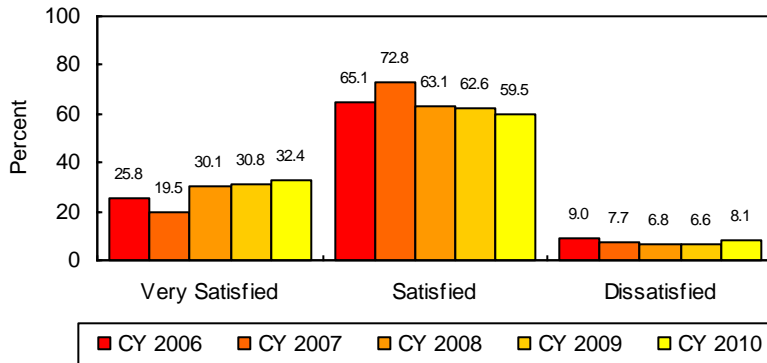
**NATIONAL
Public Address System**



**DULLES
Public Address System**



Accessibility of Paging Telephones



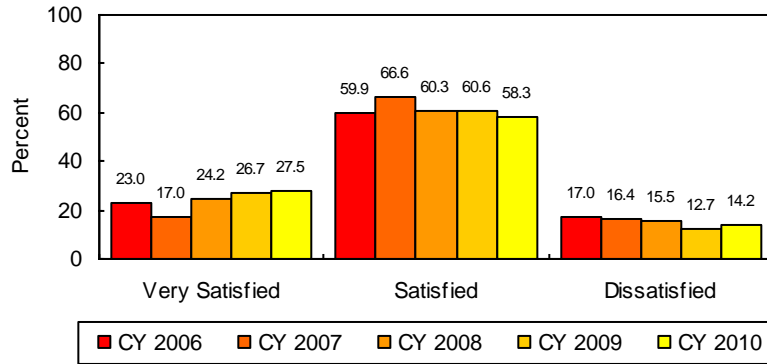
Satisfaction with the accessibility of paging telephones at National remains high, consistent with previous years.

How satisfied are you with the following (Airport Facilities)?

The proportion very satisfied with the space for people to meet and greet at National has trended higher since 2007. Similarly, the proportion very satisfied with the overall appearance of the facilities at Dulles has trended higher since 2006.

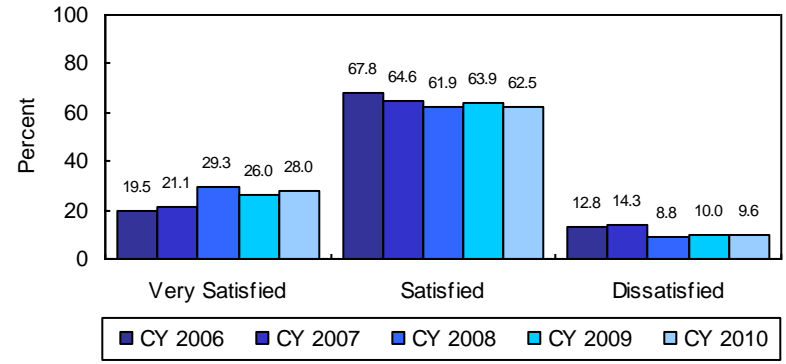
NATIONAL

Space for People to Meet & Greet

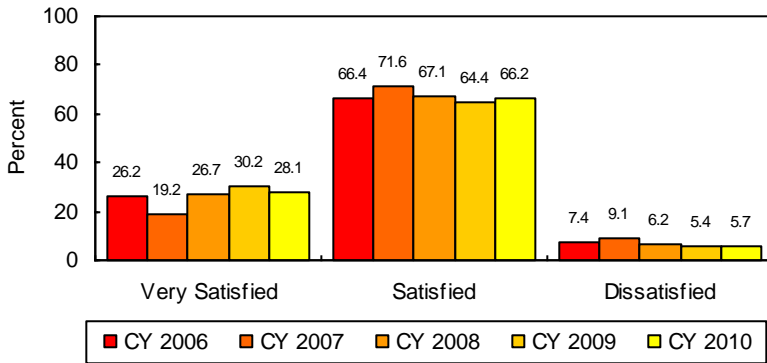


DULLES

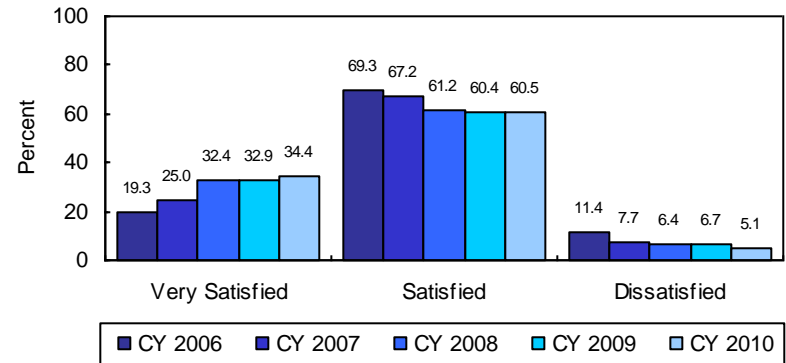
Space for People to Meet & Greet



Overall Appearance of the Facilities



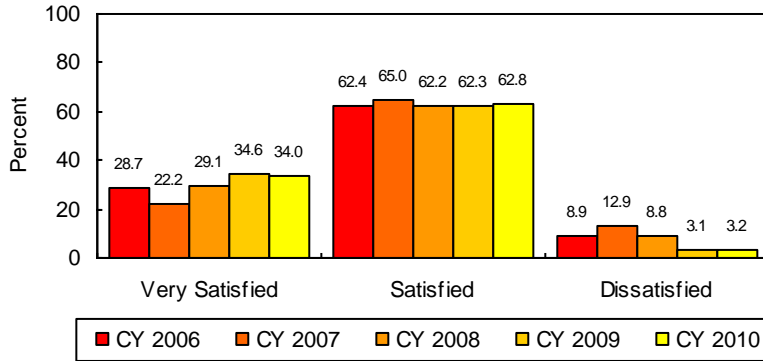
Overall Appearance of the Facilities



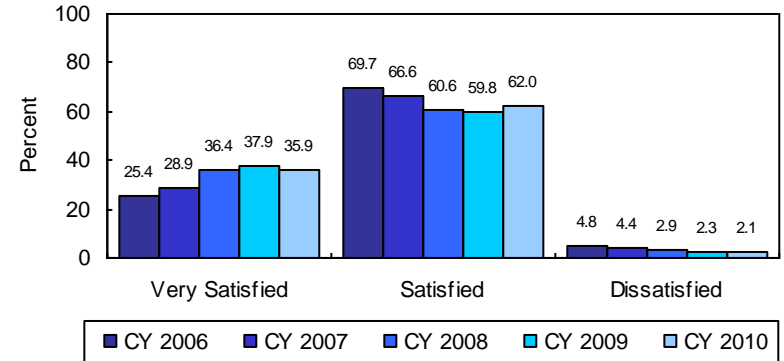
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Facilities)?
The proportion very satisfied with the availability and cleanliness of restrooms remained relatively consistent with last year, after increasing trends at National since 2007 and at Dulles since 2006.

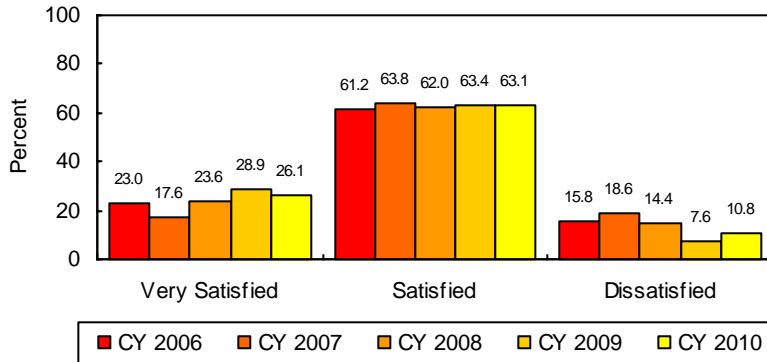
NATIONAL
Availability of Restrooms



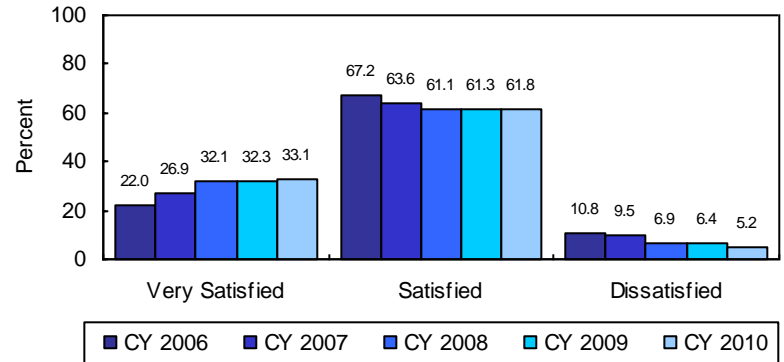
DULLES
Availability of Restrooms



Cleanliness of Restrooms



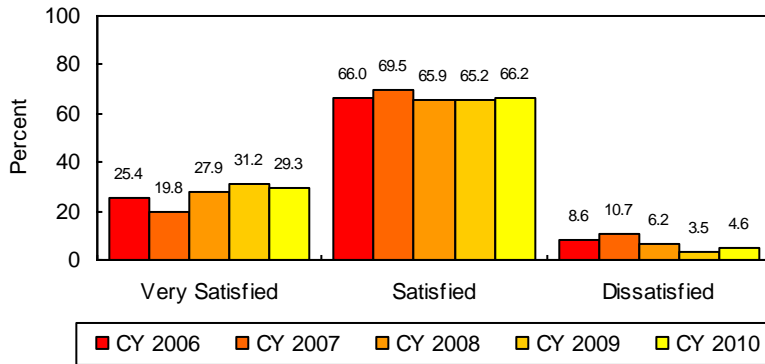
Cleanliness of Restrooms



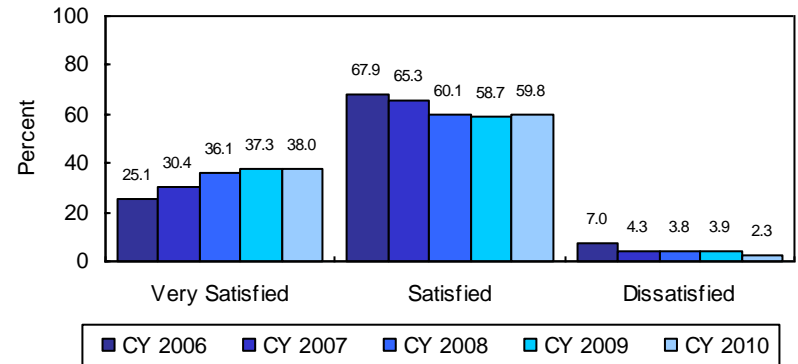
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Facilities)?
The vast majority of respondents at both airports are satisfied with the cleanliness inside and outside the terminals.

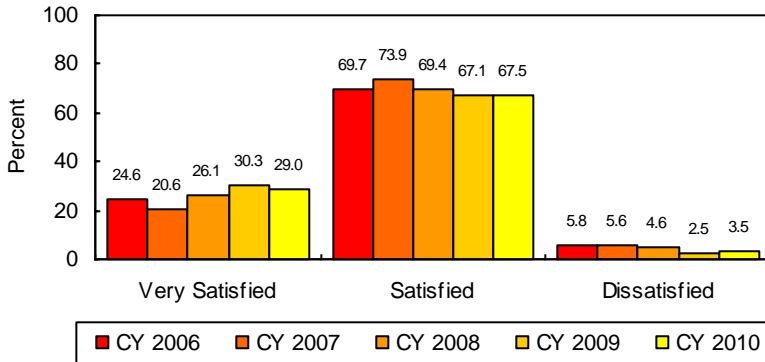
NATIONAL
Cleanliness in the Terminal



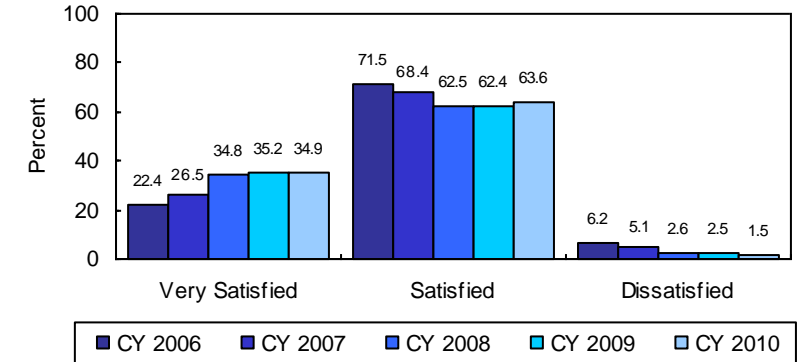
DULLES
Cleanliness in the Terminal



Cleanliness Outside the Terminal



Cleanliness Outside the Terminal

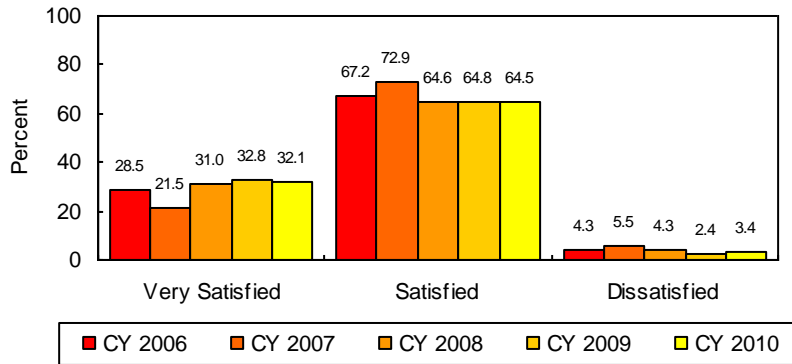


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

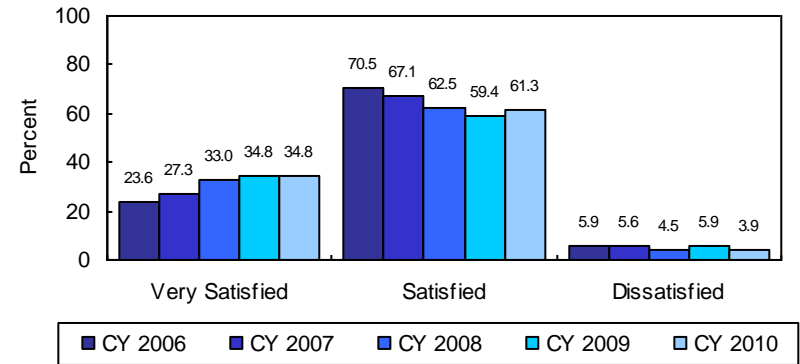
How satisfied are you with the following (Airport Facilities)?

The vast majority of respondents at both airports are satisfied with the lighting levels and temperature inside the terminal.

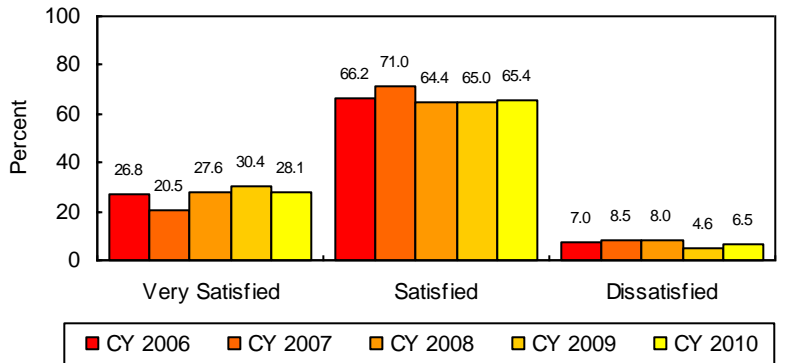
NATIONAL
Lighting Levels in the Terminal



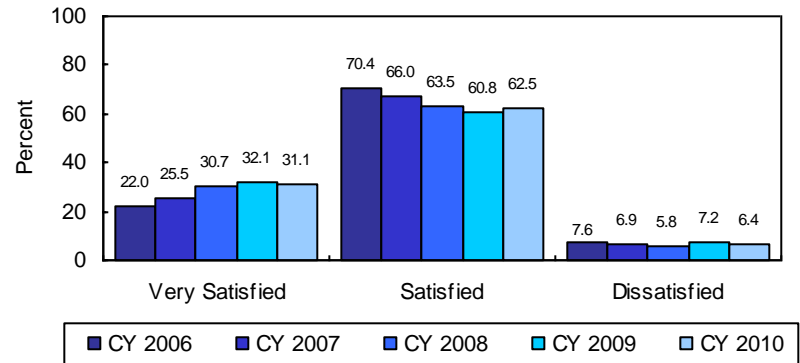
DULLES
Lighting Levels in the Terminal



Temperature in the Terminal



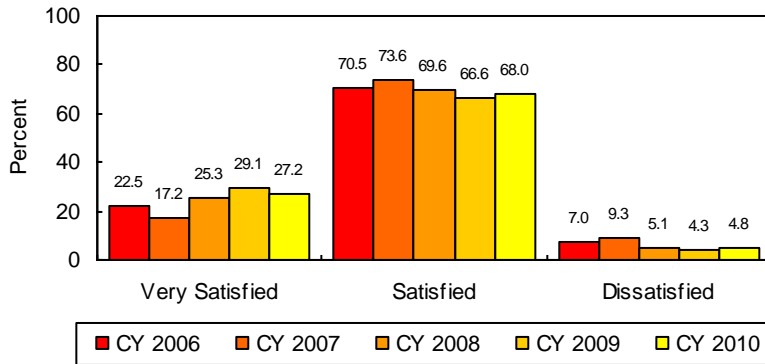
Temperature in the Terminal



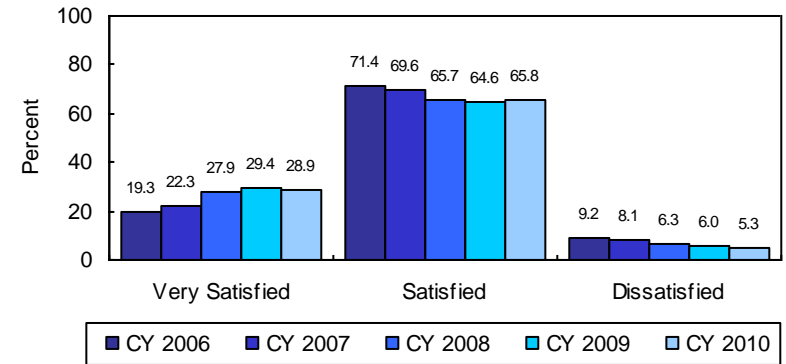
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Facilities)?
The vast majority of National and Dulles respondents are satisfied with the building and concession information directories at the airport.

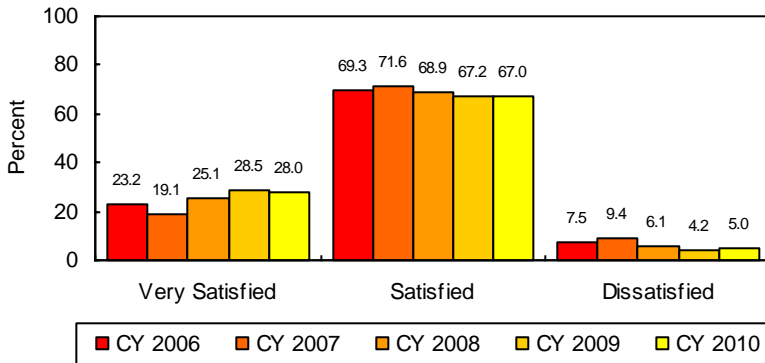
NATIONAL
Building Information Directories



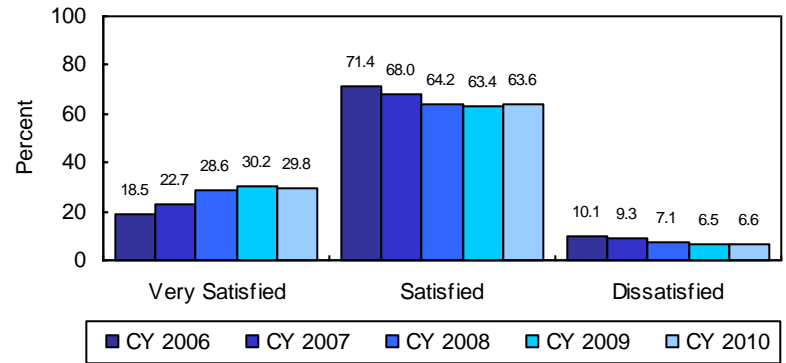
DULLES
Building Information Directories



Concession Information Directories



Concession Information Directories



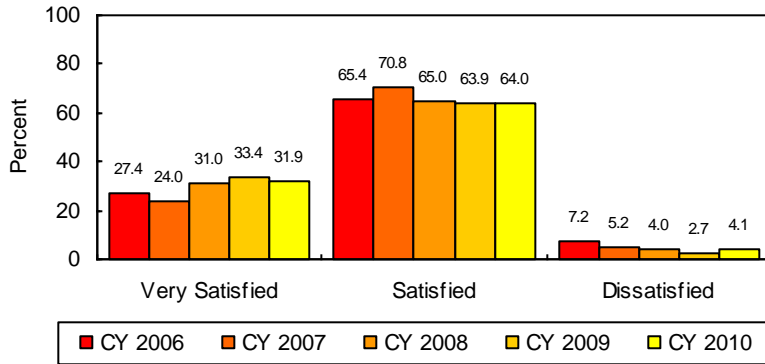
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Facilities)?

The vast majority of respondents continue to be satisfied overall with the working condition of the elevators, escalators and moving sidewalks, with the proportion very satisfied at Dulles increasing steadily since 2006. Overall satisfaction with the availability of baggage carts continues to improve at National since 2007.

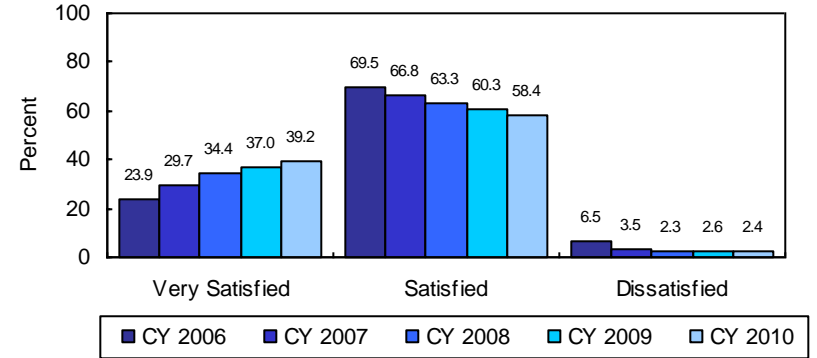
NATIONAL

Working Condition of Elevators, Escalators & Moving Sidewalks

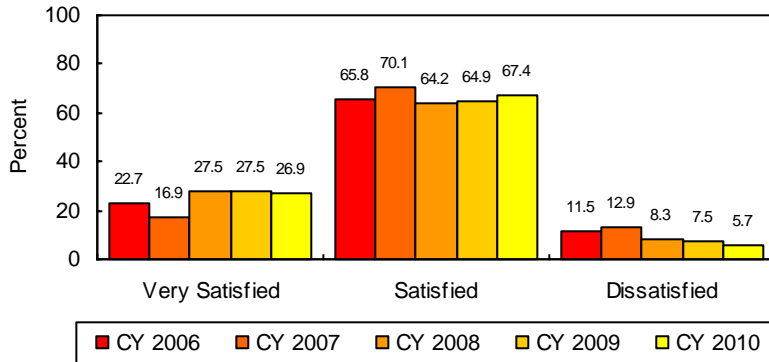


DULLES

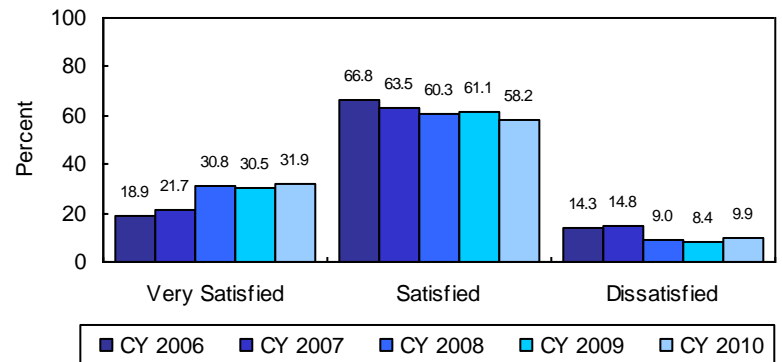
Working Condition of Elevators, Escalators & Moving Sidewalks



Availability of Baggage Carts



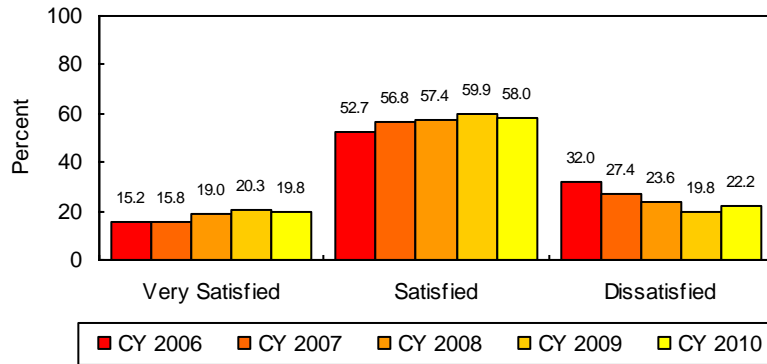
Availability of Baggage Carts



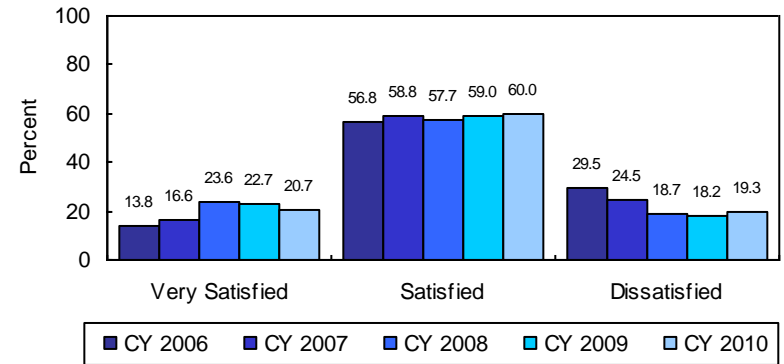
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Services)?
A significant proportion at both airports remain dissatisfied with the variety of and/or food prices at eating places.

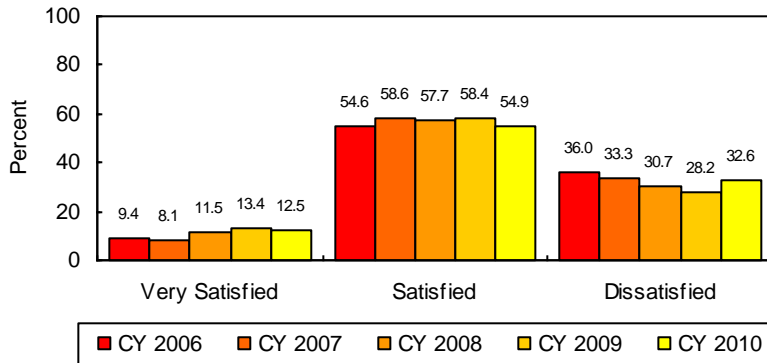
NATIONAL
Variety of Eating Places



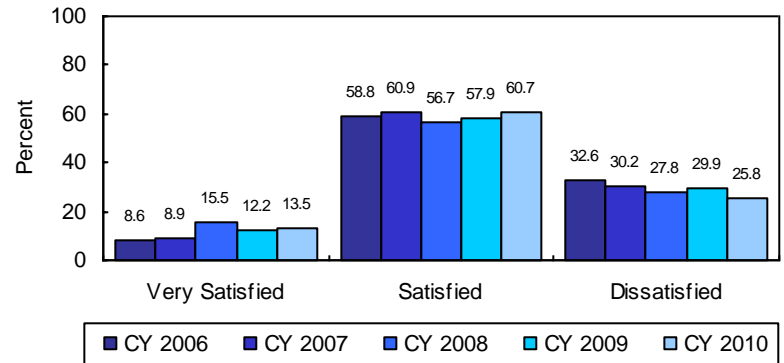
DULLES
Variety of Eating Places



Food Prices at Eating Places



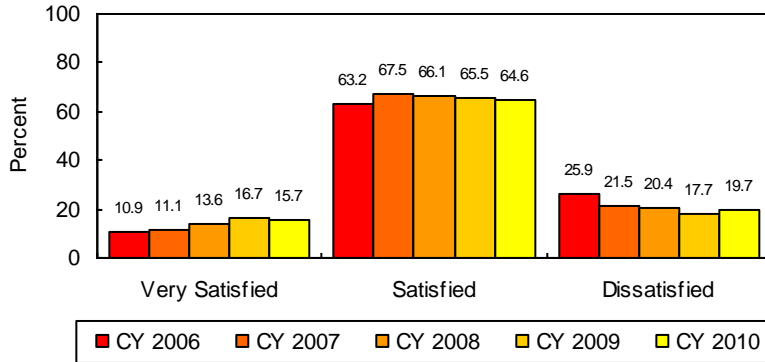
Food Prices at Eating Places



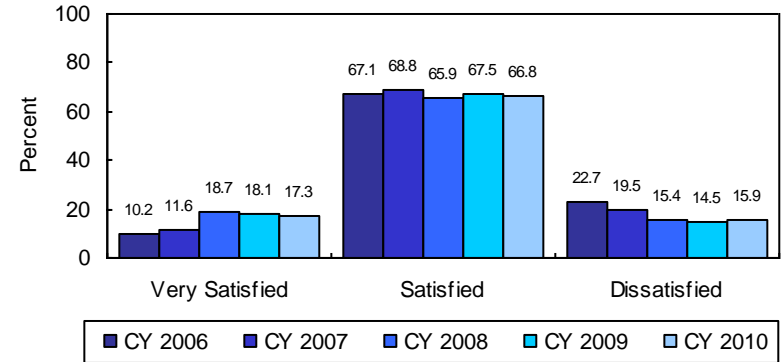
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Services)?
Overall satisfaction with the quality of food and service at eating places has remained relatively consistent at National and Dulles.

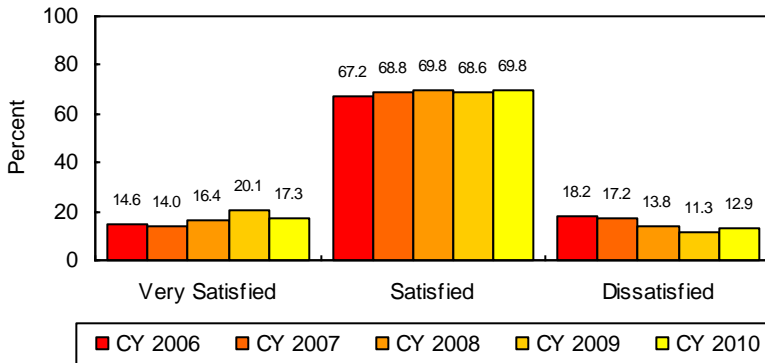
NATIONAL
Quality of Food at Eating Places



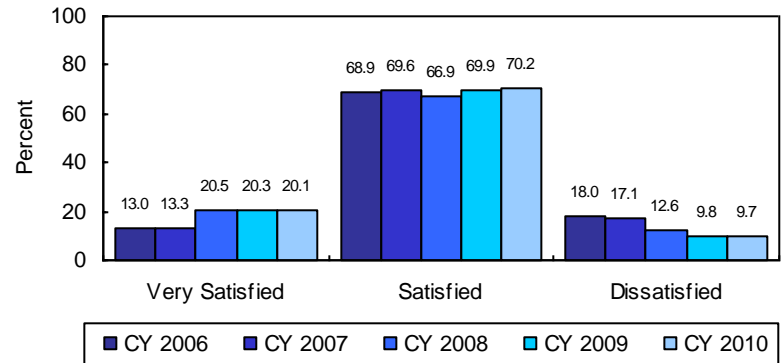
DULLES
Quality of Food at Eating Places



Quality of Service Provided at Eating Places



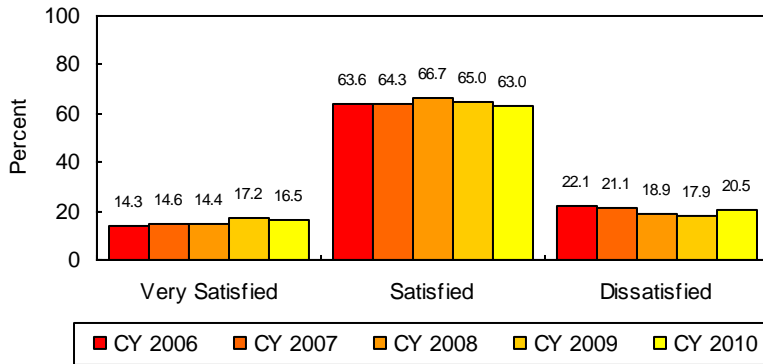
Quality of Service Provided at Eating Places



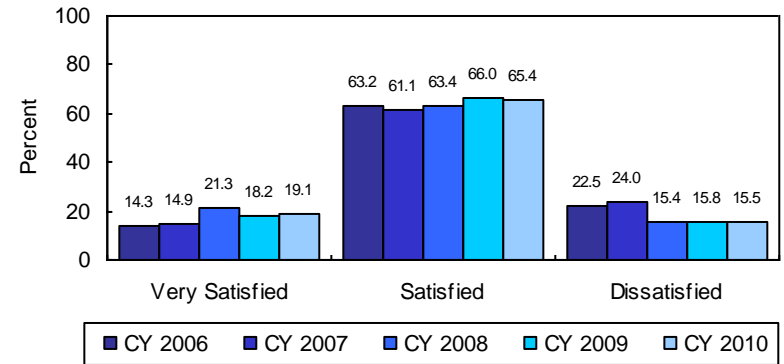
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Services)?
Dulles passengers are slightly more likely to be satisfied with the variety of and prices of retail shops than National passengers.

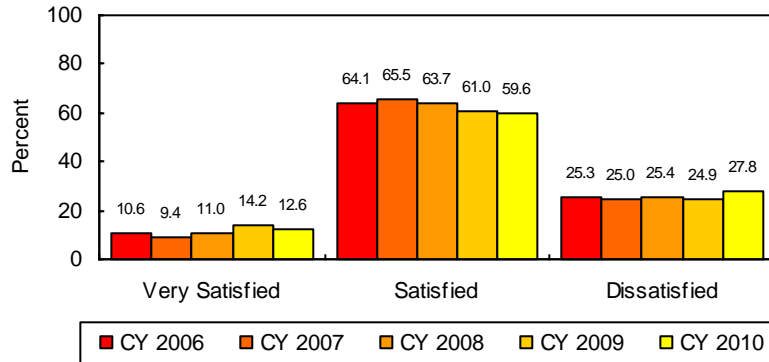
NATIONAL
Variety of Retail Shops (Including Bookstores)



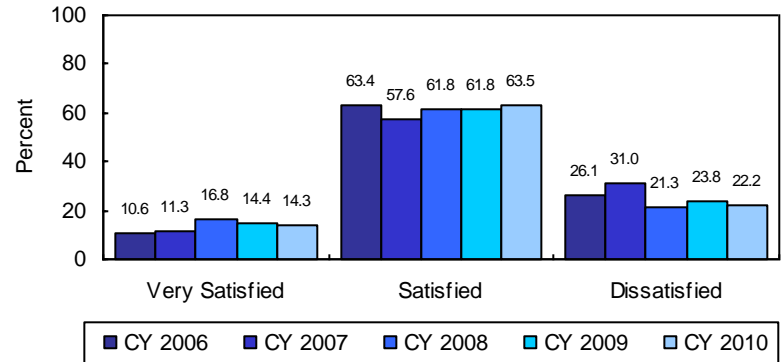
DULLES
Variety of Retail Shops (Including Bookstores)



Prices of Retail Shop Items (Including Bookstores)



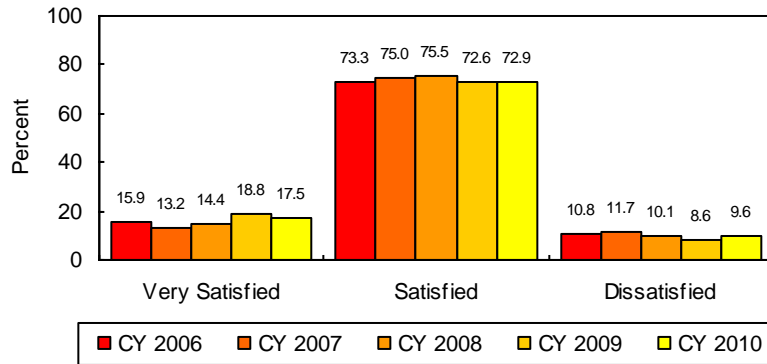
Prices of Retail Shop Items (Including Bookstores)



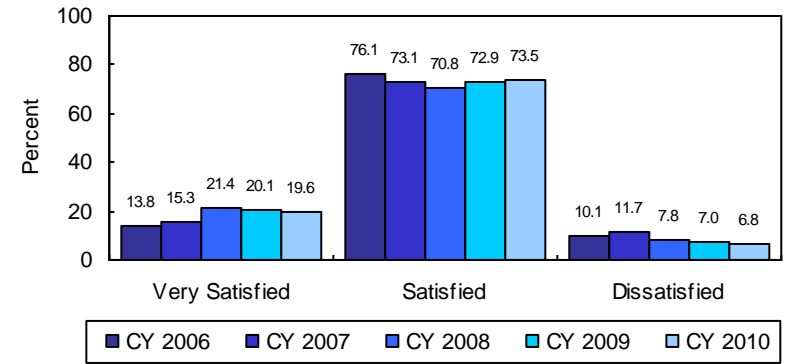
SOURCE: MWAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Services)?
The vast majority of passengers at both airports remain satisfied overall with the quality of service and merchandise at retail shops.

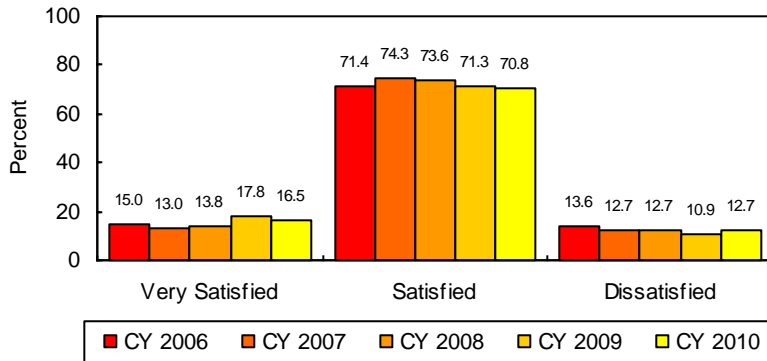
NATIONAL
Quality of Service at Retail Shops (Including Bookstores)



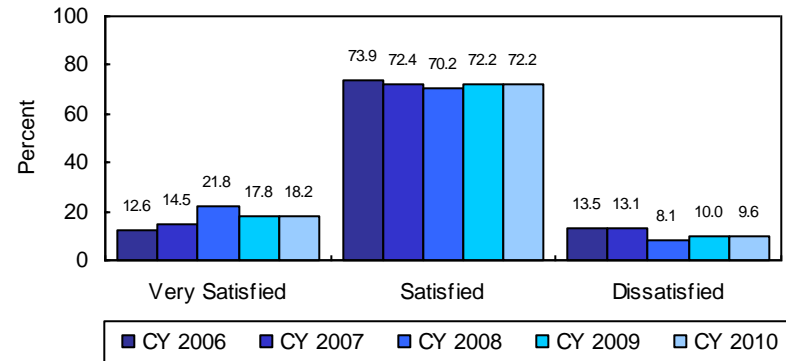
DULLES
Quality of Service at Retail Shops (Including Bookstores)



Quality of Merchandise at Retail Shops (Including Bookstores)



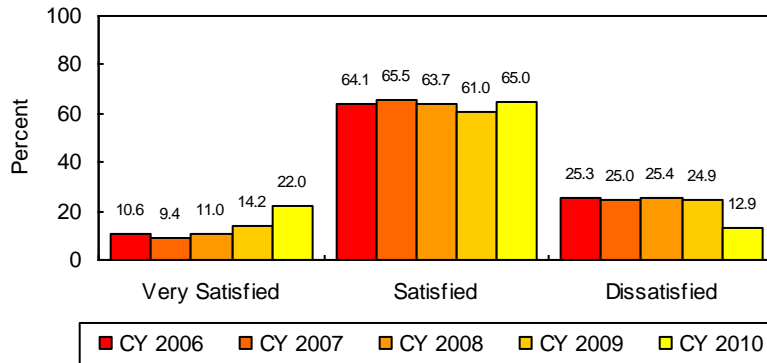
Quality of Merchandise at Retail Shops (Including Bookstores)



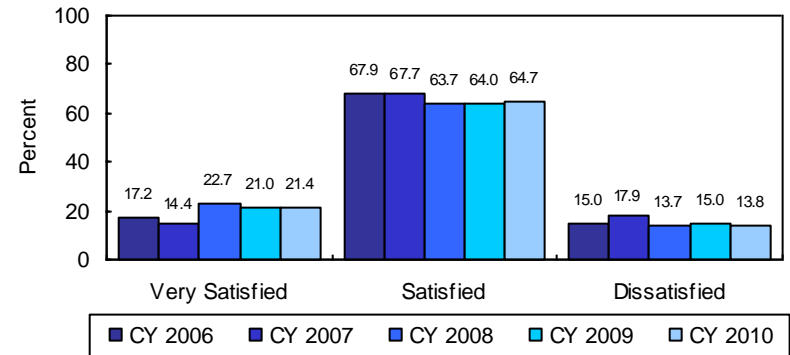
SOURCE: MWAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Services)?
Overall satisfaction with duty-free shops at Dulles has increased significantly since last year, with the proportion very satisfied trending higher since 2007.

DULLES
Duty-Free Shops/Kiosks

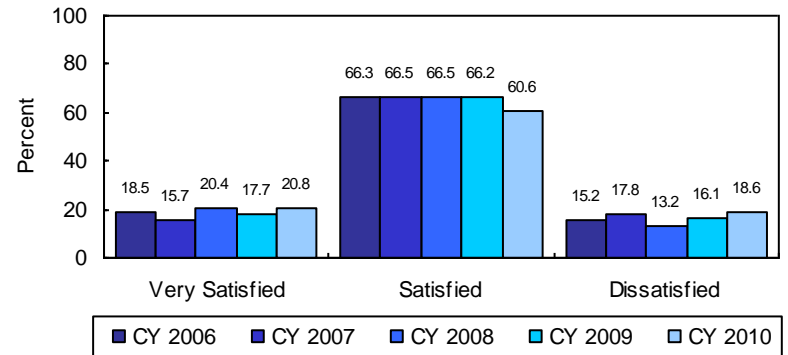


DULLES
Variety of Merchandise at Duty-Free Shops



The proportion of Dulles passengers satisfied with the prices of duty-free shop items has decreased since 2008.

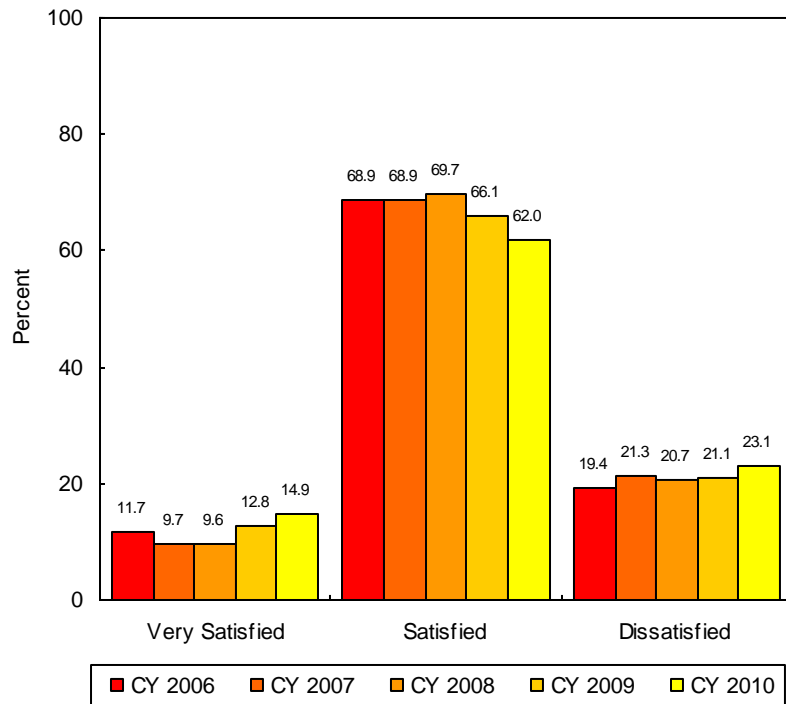
Prices of Duty-Free Shop Items



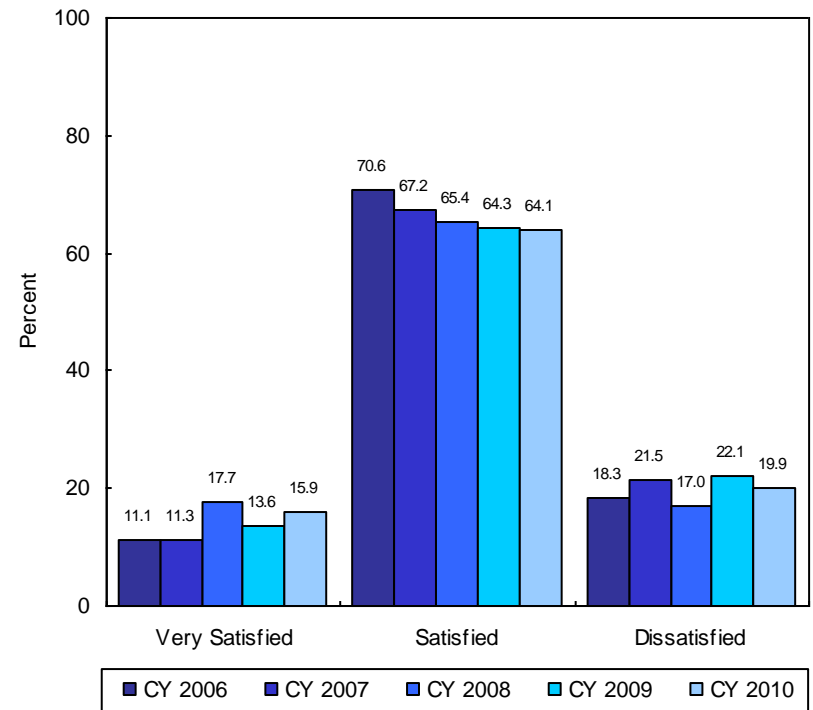
SOURCE: MWAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Services)?
About two in ten respondents at both airports remain dissatisfied with the prices of newsstand items, though the proportion very satisfied has increased at National since 2008.

NATIONAL
Prices of Newsstand Items



DULLES
Prices of Newsstand Items



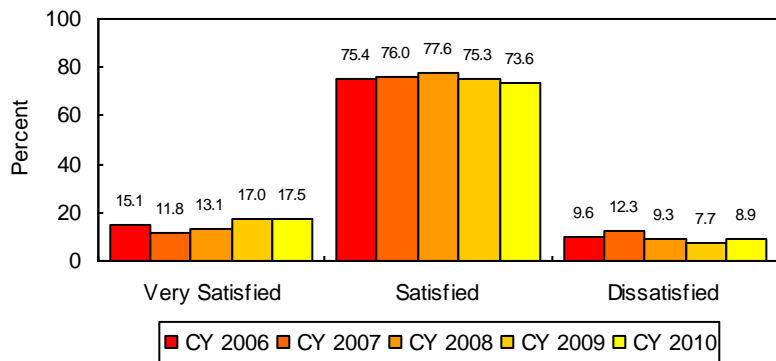
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Services)?

The vast majority of respondents at both airports continue to be satisfied with the quality of service and merchandise at the newsstands, though the proportion very satisfied with the quality of service and merchandise at newsstands has steadily increased at National since 2007.

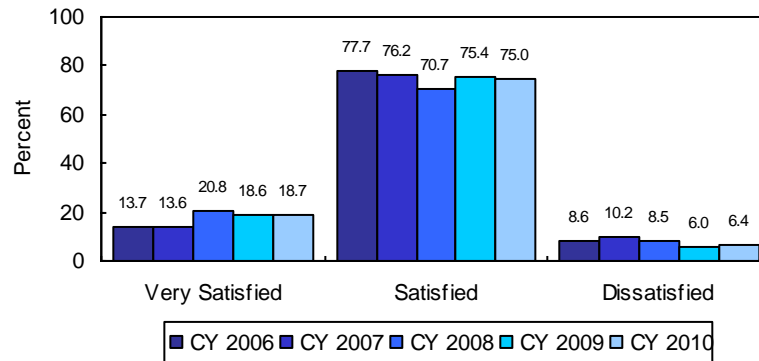
NATIONAL

Quality of Service at Newsstands

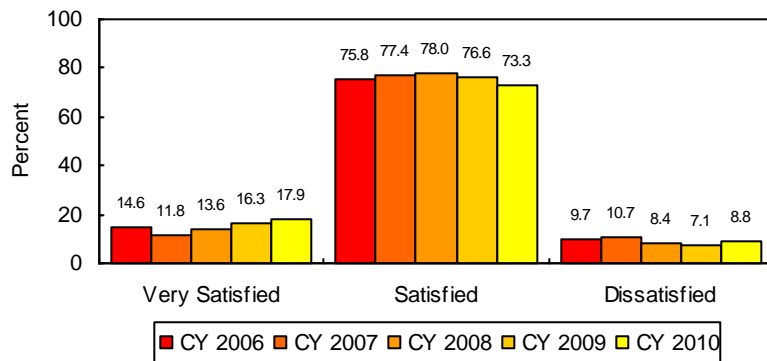


DULLES

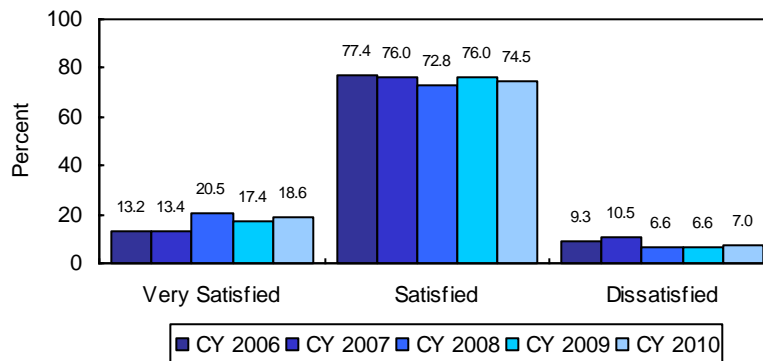
Quality of Service at Newsstands



Quality of Merchandise at Newsstands



Quality of Merchandise at Newsstands

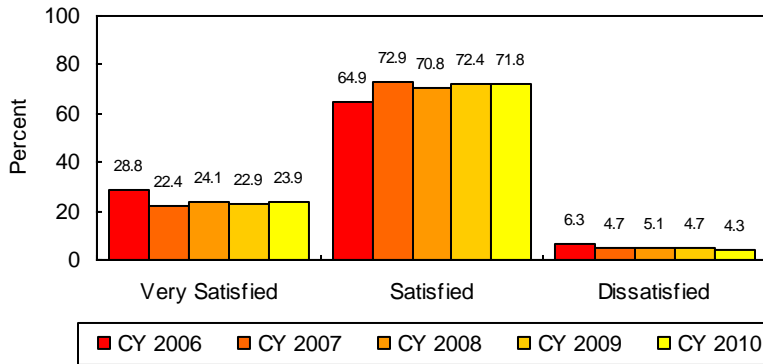


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

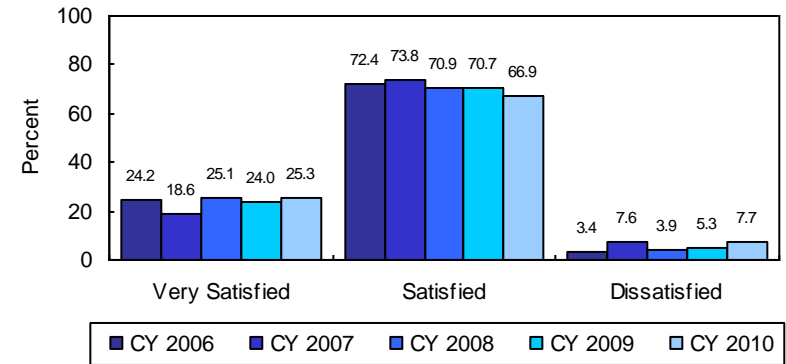
How satisfied are you with the following (Airport Services)?

Overall satisfaction with *Washington Flyer* magazine and airline clubs at National remained relatively consistent with previous years. At Dulles, overall satisfaction with each has decreased slightly since 2008.

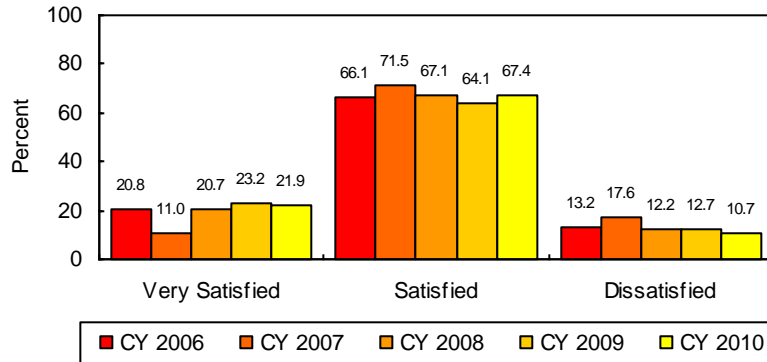
NATIONAL
Washington Flyer Magazine



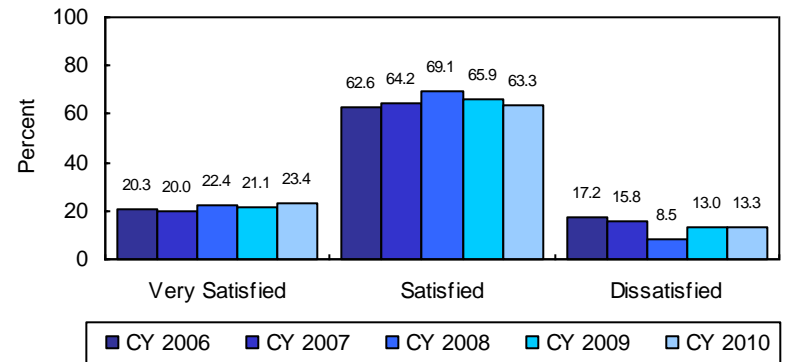
DULLES
Washington Flyer Magazine



Airline Clubs



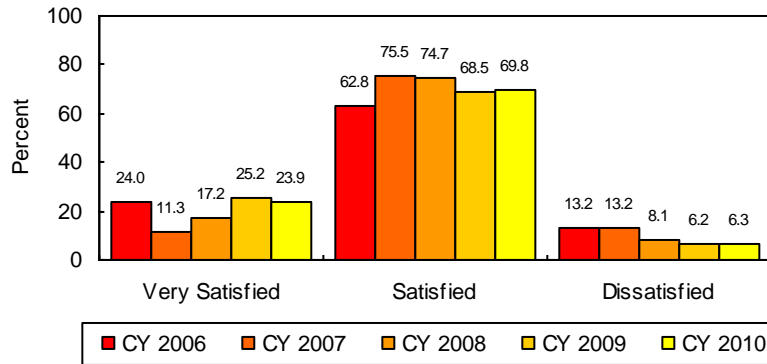
Airline Clubs



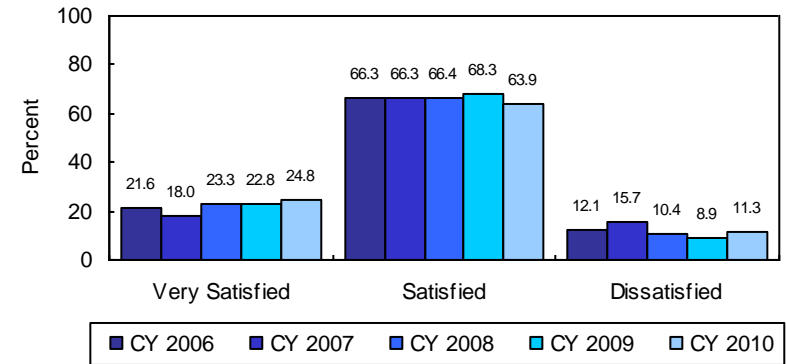
SOURCE: MWAACY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Airport Services)?
The vast majority of passengers at either airport are satisfied with the currency exchange and cell phone coverage.

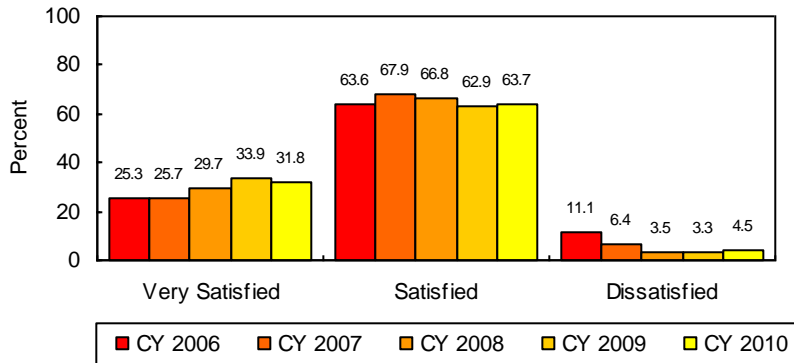
NATIONAL
Currency Exchange



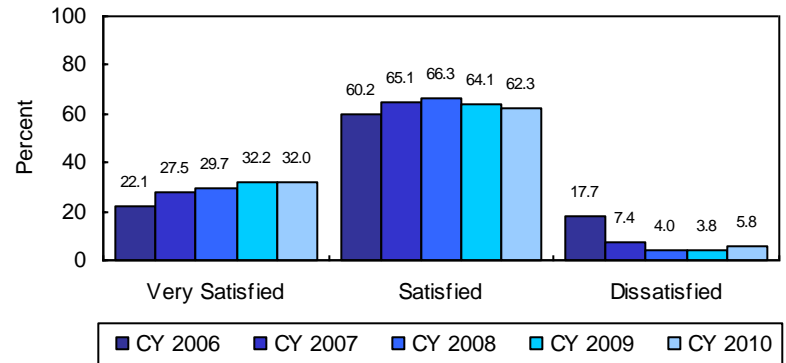
DULLES
Currency Exchange



Cell Phone Coverage



Cell Phone Coverage



SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

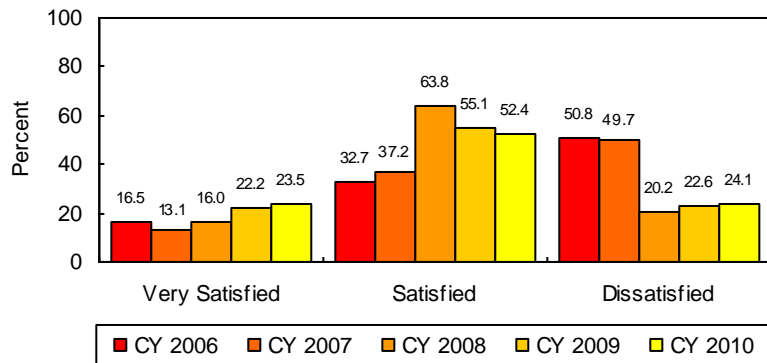
How satisfied are you with the following (Airport Services)?

While the proportion very satisfied with the overall ability to access the Internet has trended higher at National since 2007, approximately one-fourth of respondents at both airports are dissatisfied.

About three in ten respondents at both airports are still dissatisfied with WiFi Internet access.

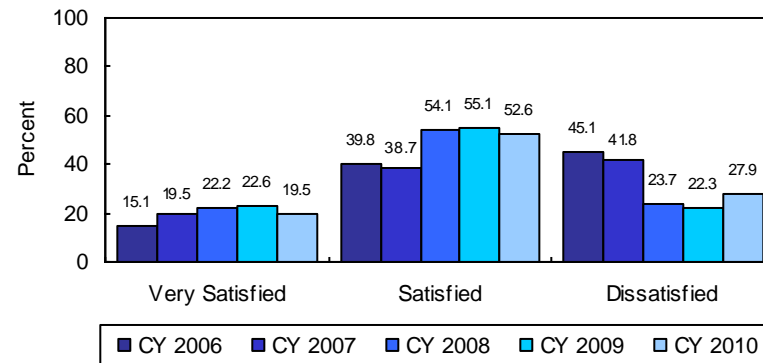
NATIONAL

Overall Ability to Access the Internet

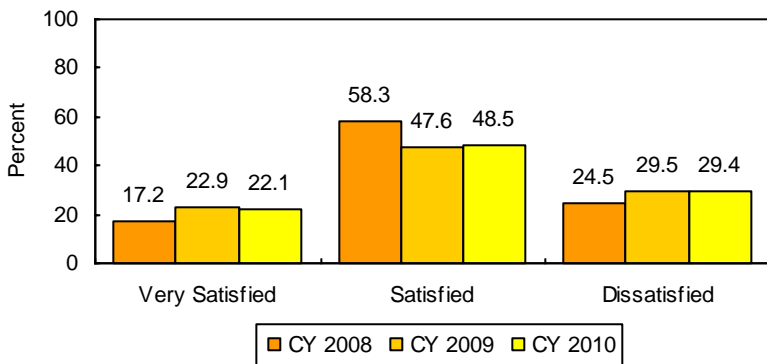


DULLES

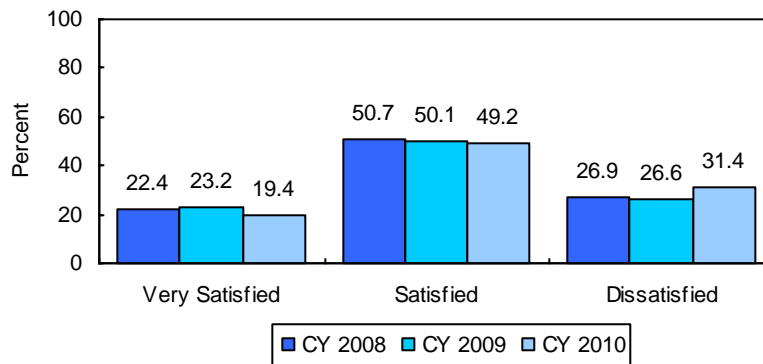
Overall Ability to Access the Internet



WiFi Internet Access



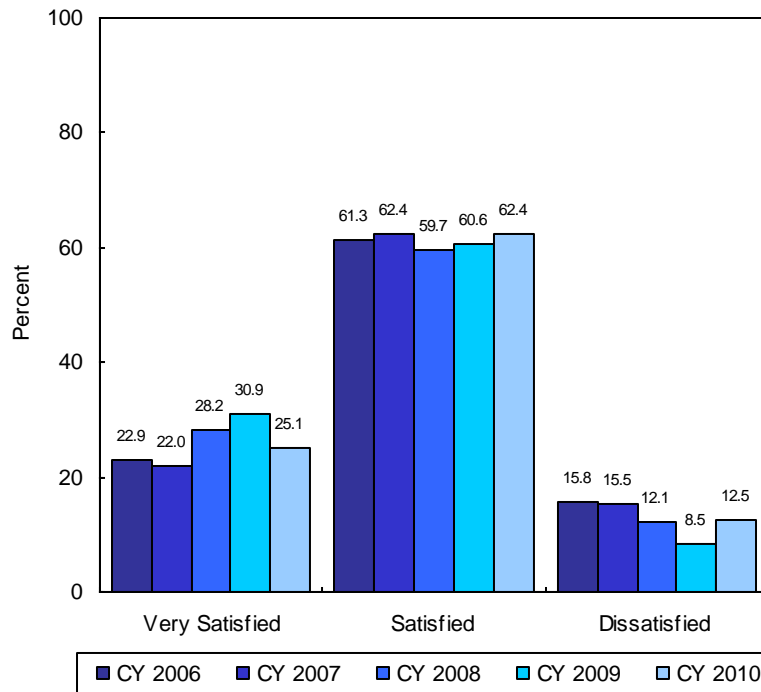
WiFi Internet Access



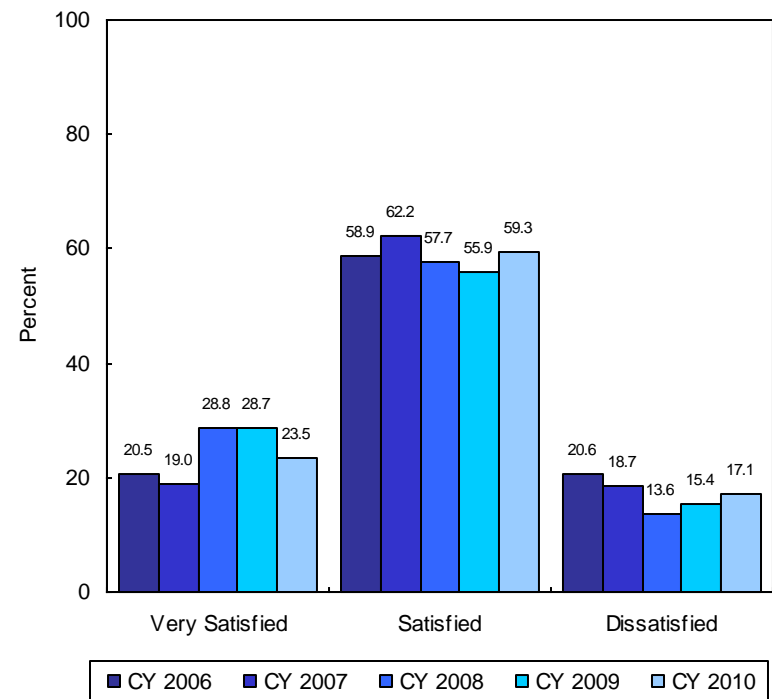
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Leaving the Airport)?
 The proportion very satisfied with Customs and Border Patrol clearance decreased in 2010 after an increasing trend since 2007. Overall satisfaction with the timeliness of Customs and Border Patrol has also decreased since 2008.

DULLES
 Customs & Border Patrol Clearance



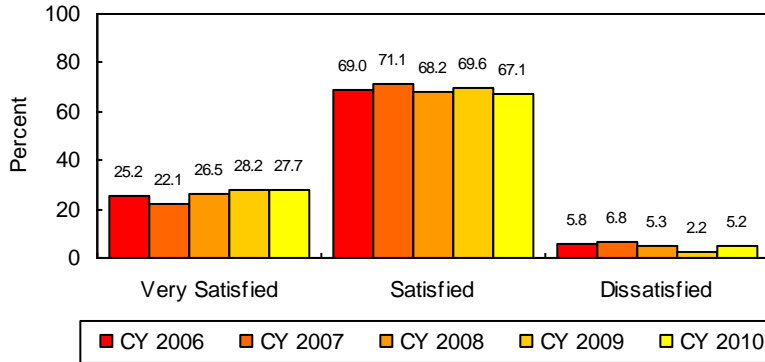
DULLES
 Timeliness of Customs & Border Patrol Clearance



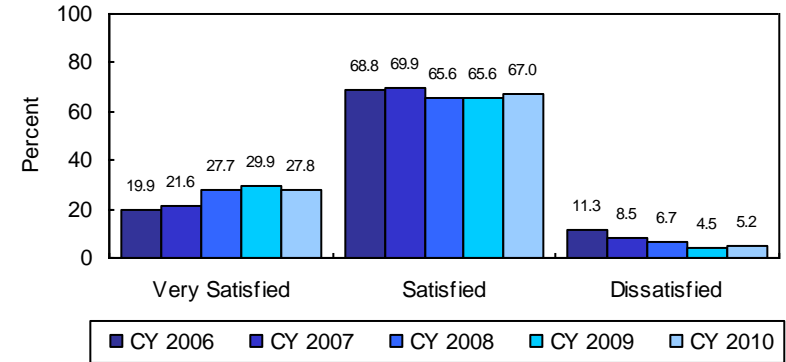
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Leaving the Airport)?
Overall Satisfaction with the signs to the baggage claim area and the
baggage claim information displays remained high at National and Dulles.

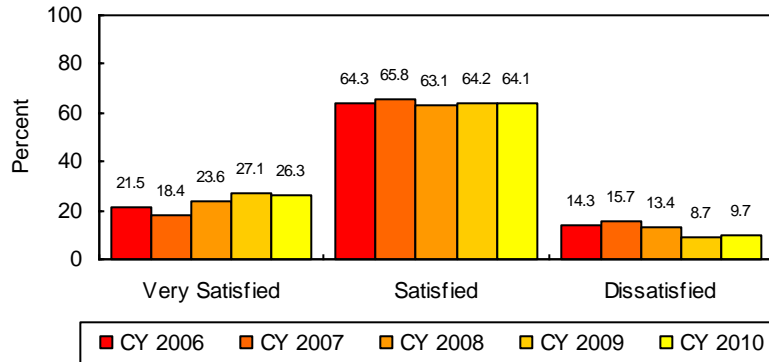
NATIONAL
Signs to Baggage Claim Area



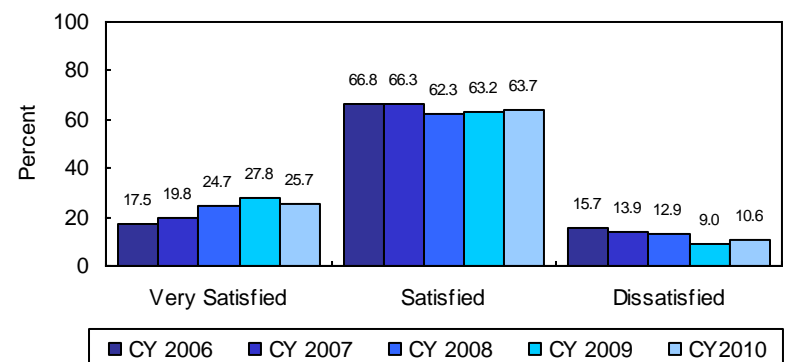
DULLES
Signs to Baggage Claim Area



Baggage Claim Information Displays



Baggage Claim Information Displays

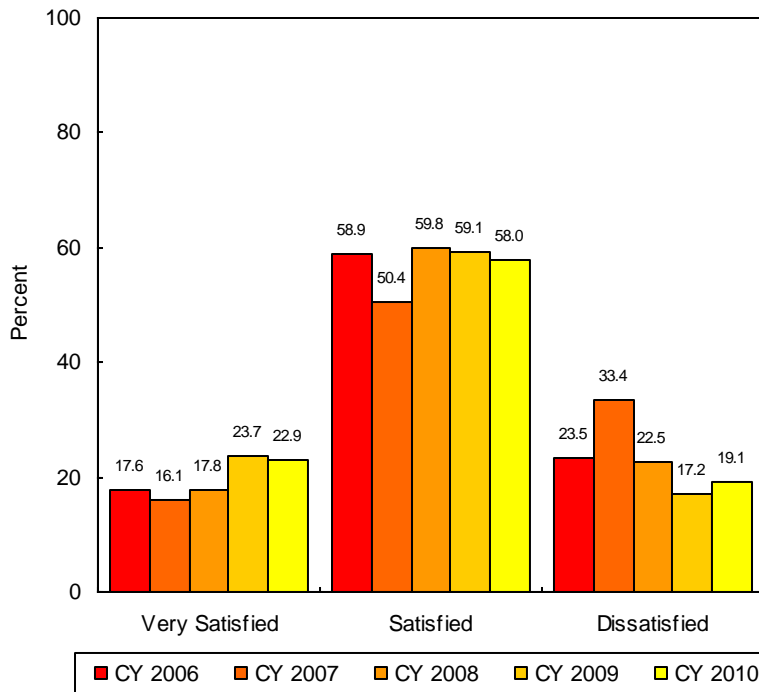


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Leaving the Airport)?
Overall satisfaction with the timely delivery of baggage to the baggage claim area decreased slightly, ending a steadily increasing trend since 2007 at National and since 2006 at Dulles.

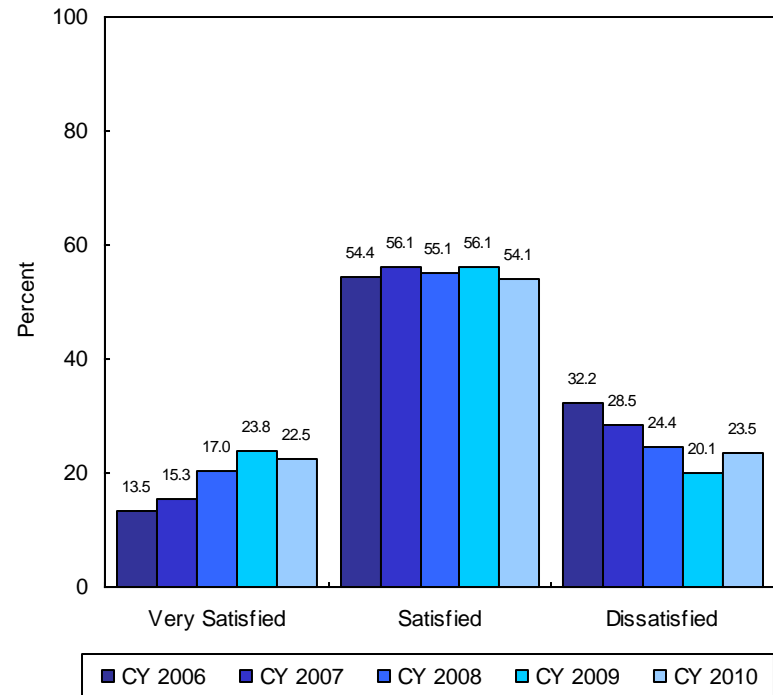
NATIONAL

Timely Delivery of Baggage to Baggage Claim Area



DULLES

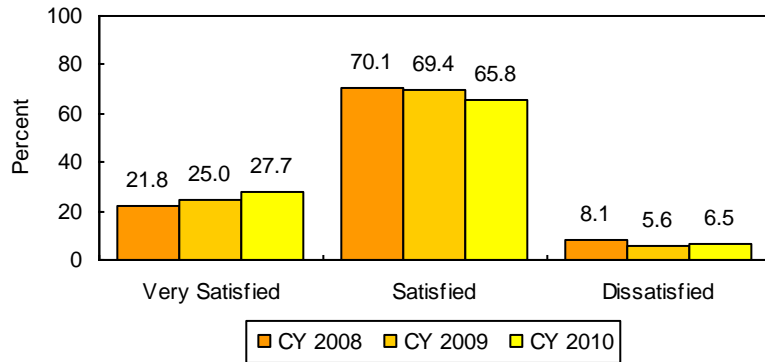
Timely Delivery of Baggage to Baggage Claim Area



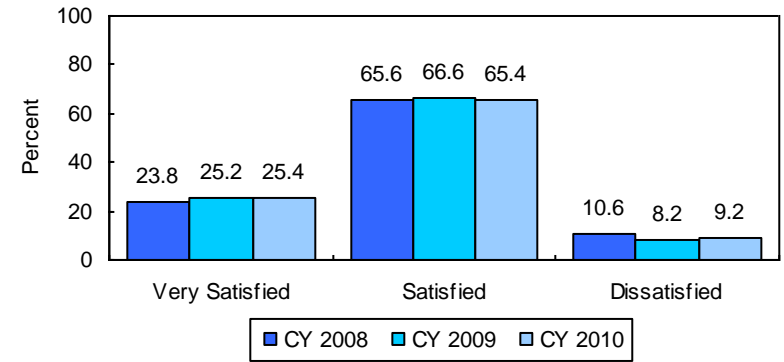
SOURCE: MAAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Leaving the Airport)?
The vast majority of National and Dulles respondents remain satisfied overall with the signs to taxi service.

NATIONAL
Signs to Taxi Service

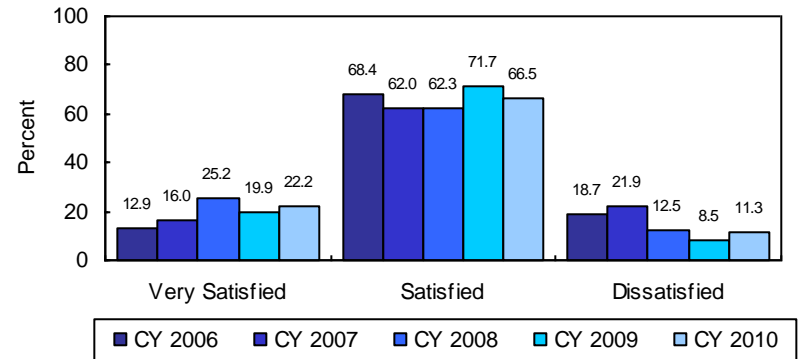


DULLES
Signs to Taxi Service



Overall satisfaction with signs to the Washington Flyer Coach at Dulles has remained relatively consistent since 2008.

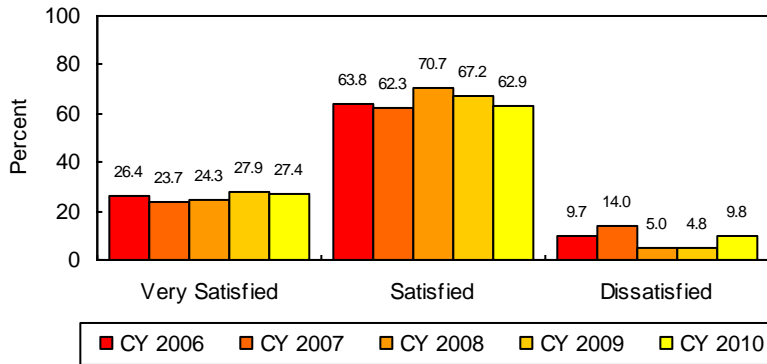
Signs to Washington Flyer Coach



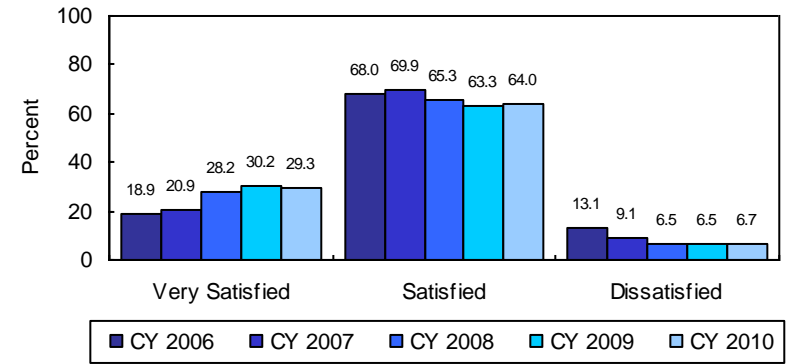
SOURCE: MWAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Leaving the Airport)?
While the vast majority of respondents at both airports are satisfied overall with the availability of taxi service to leave the airport, dissatisfaction with its price has increased since 2009.

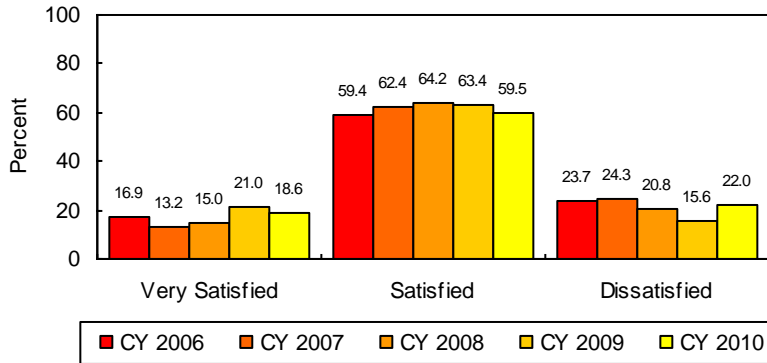
NATIONAL
Availability of Taxi Service to Leave Airport



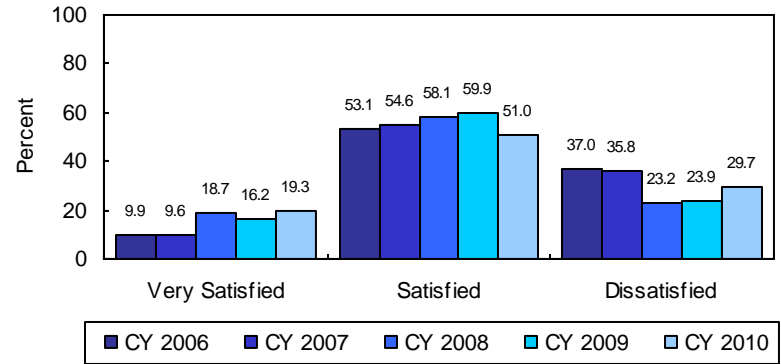
DULLES
Availability of Taxi Service to Leave Airport



Price of Taxi Service to Leave Airport



Price of Taxi Service to Leave Airport

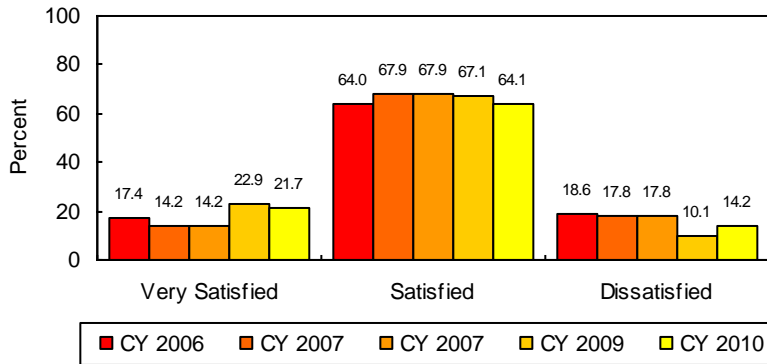


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

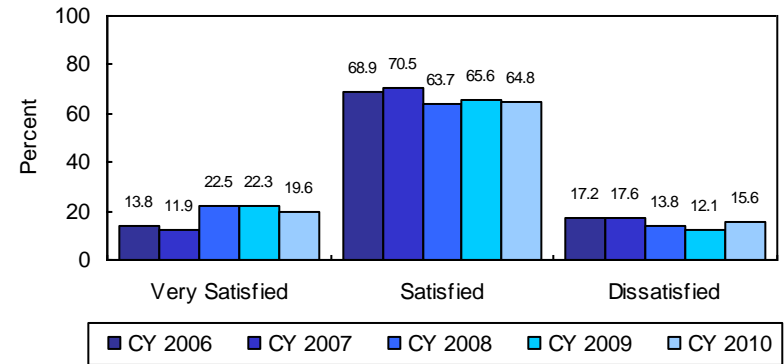
How satisfied are you with the following (Leaving the Airport)?

Overall satisfaction with the professionalism of the taxi driver and the cleanliness and condition of taxis has remained relatively consistent in recent years at both airports.

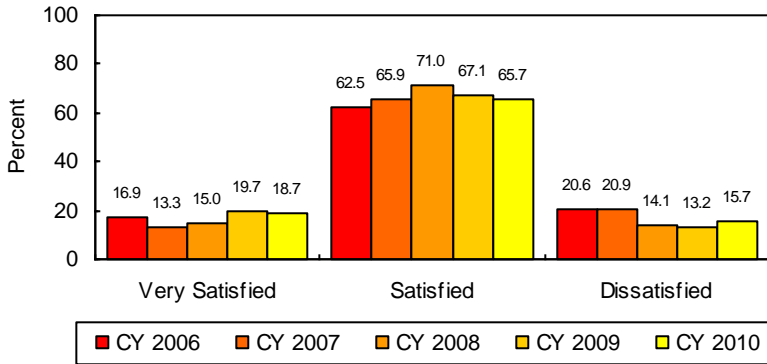
NATIONAL
Professionalism of Taxi Driver



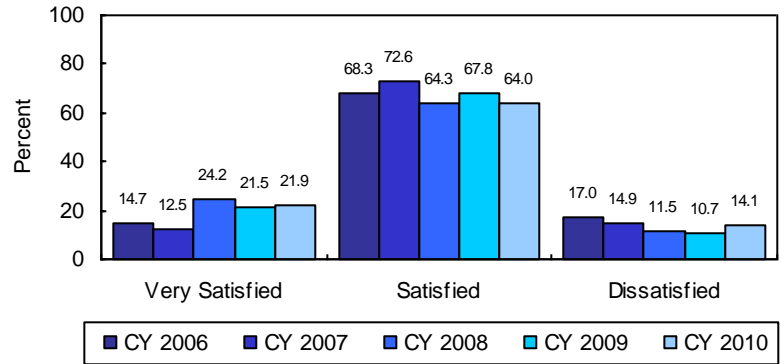
DULLES
Professionalism of Taxi Driver



Cleanliness/Condition of Taxi Vehicle



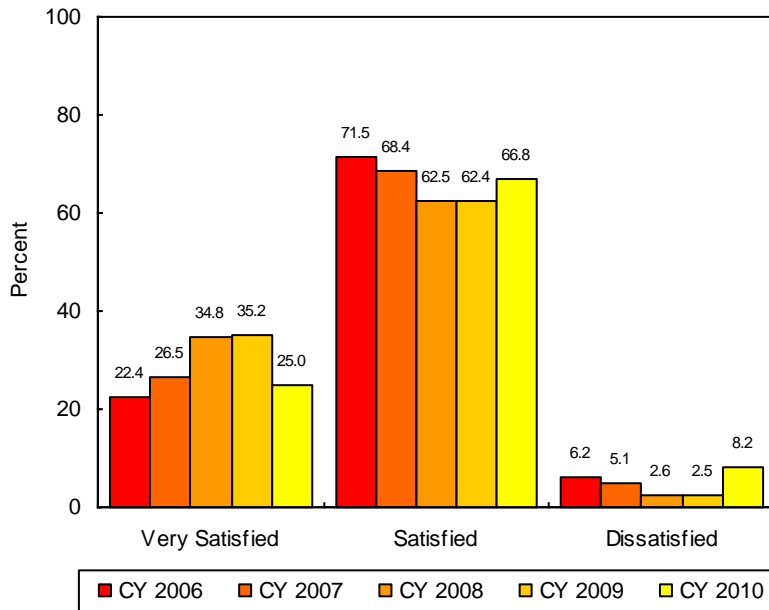
Cleanliness/Condition of Taxi Vehicle



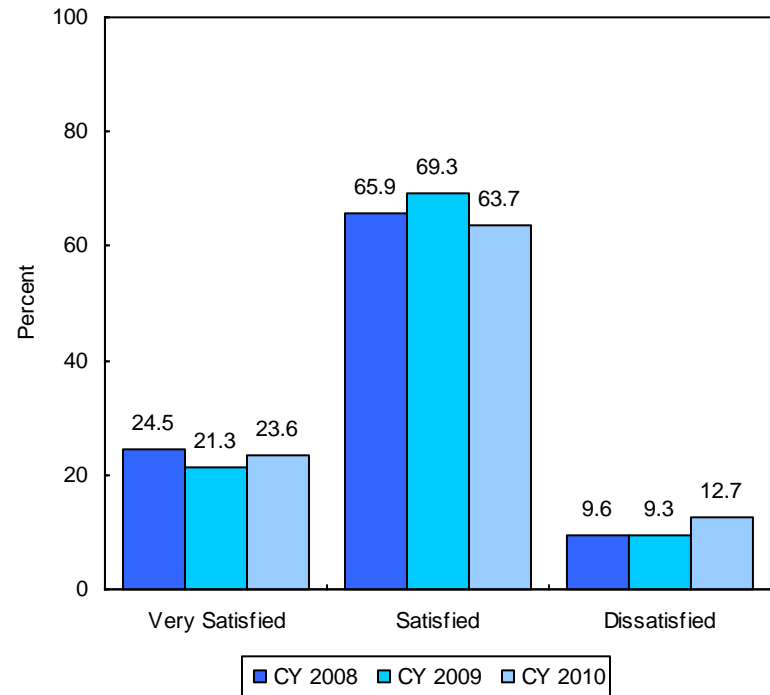
SOURCE: MWAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Leaving the Airport)?
Dissatisfaction with the signs to public transportation at National doubled in 2010, while
dissatisfaction at Dulles remained more consistent.

NATIONAL
Signs to Public Transportation



DULLES
Signs to Public Transportation



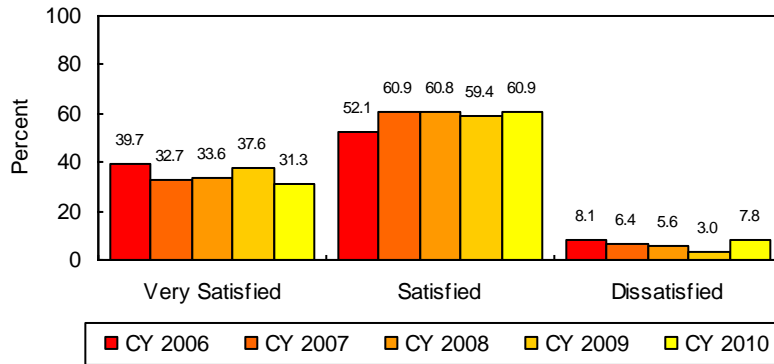
SOURCE: MWA CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Leaving the Airport)?

Overall satisfaction with the availability and price of public transportation to leave both airports decreased from 2009. Dissatisfaction with public transportation to leave Dulles continues to be much higher than at National.

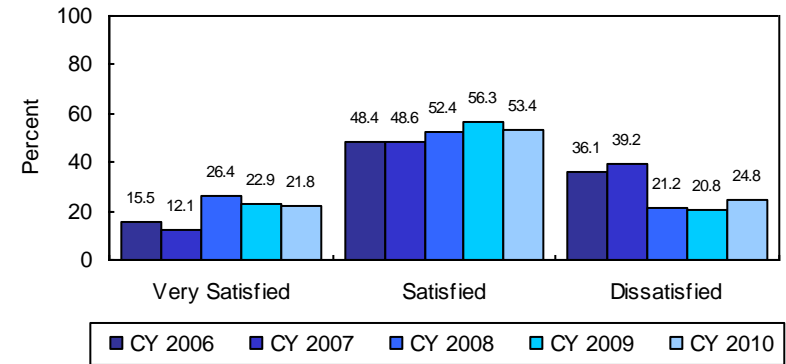
NATIONAL

Availability of Public Transportation to Leave Airport

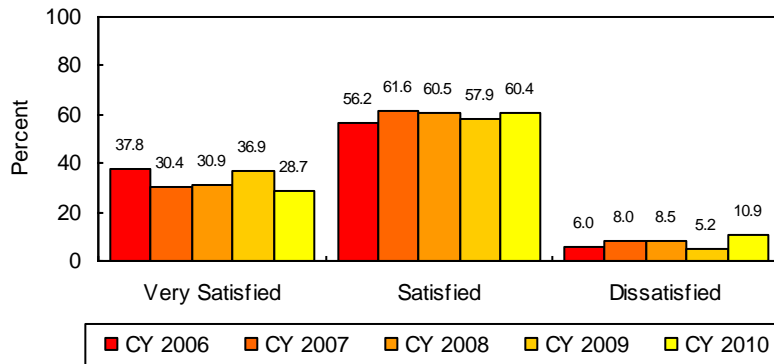


DULLES

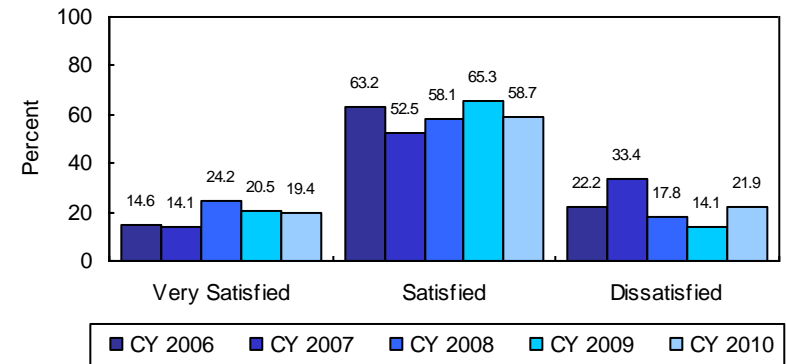
Availability of Public Transportation to Leave Airport



Price of Public Transportation to Leave Airport



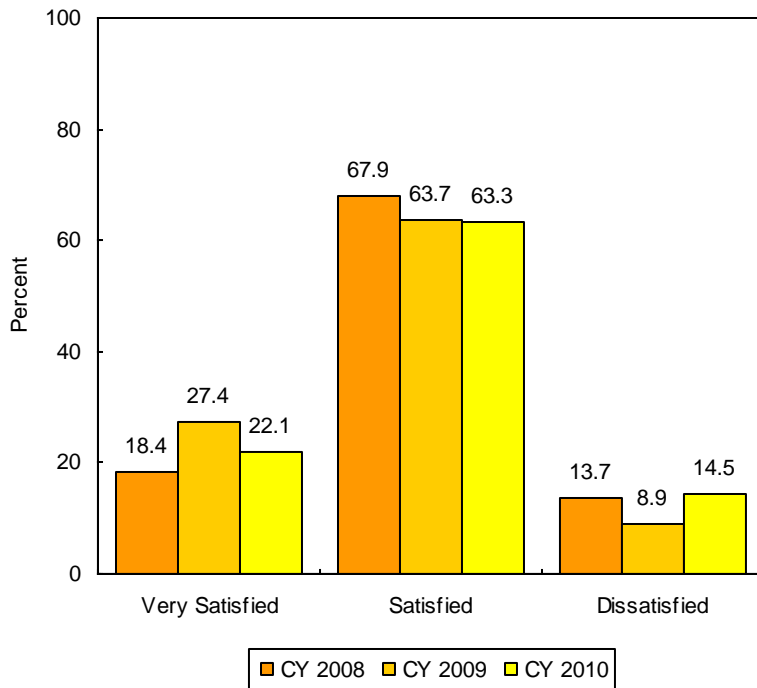
Price of Public Transportation to Leave Airport



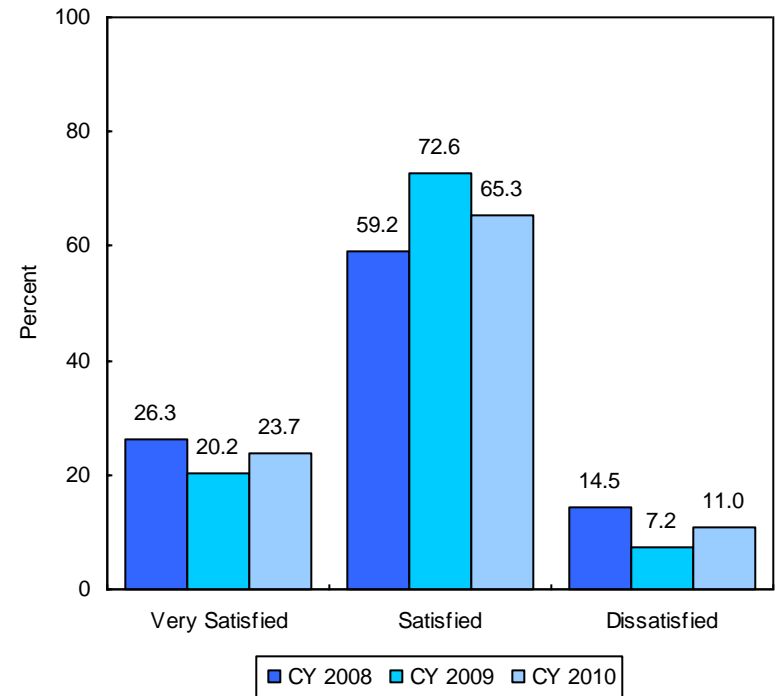
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Leaving the Airport)?
Dissatisfaction with the signs to the Super Shuttle at National and Dulles increased from last year at both airports.

NATIONAL
Signs to Super Shuttle



DULLES
Signs to Super Shuttle

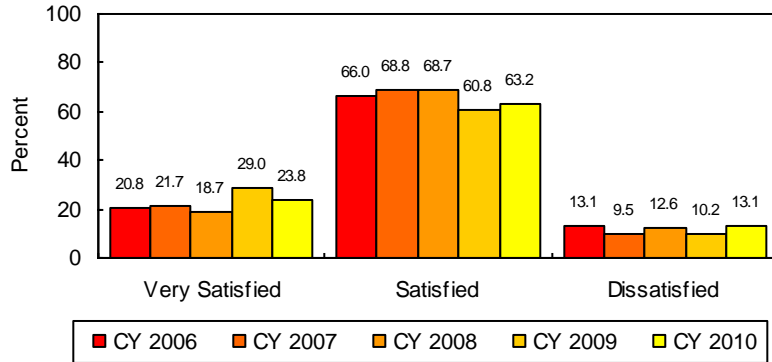


SOURCE: MWAA CY 2008, CY 2009 and CY 2010 Passenger Surveys.

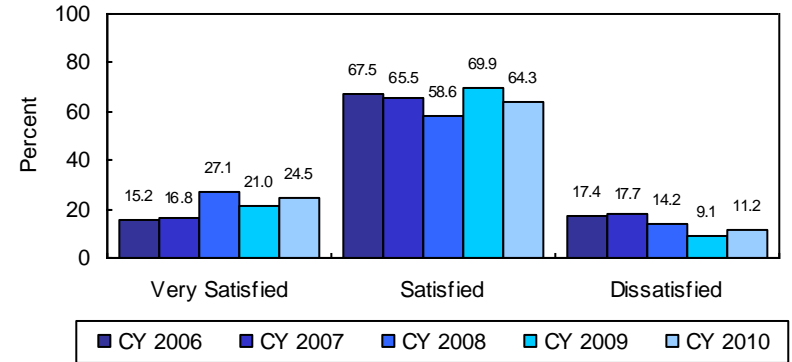
How satisfied are you with the following (Leaving the Airport)?

While overall satisfaction with Super Shuttle service to leave the airport remains consistent with previous years at both airports overall satisfaction with other shared ride service decreased from last year.

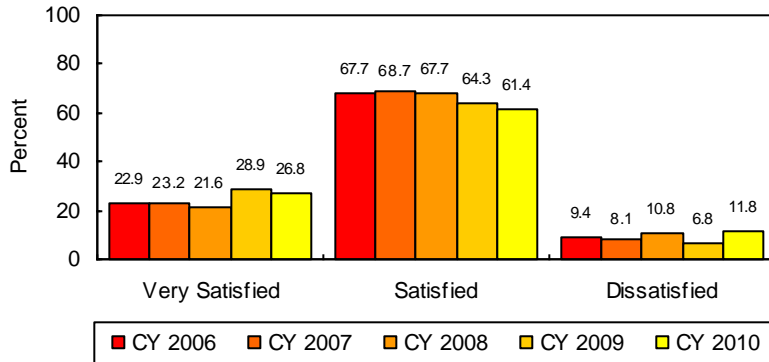
NATIONAL
Super Shuttle Service to Leave Airport



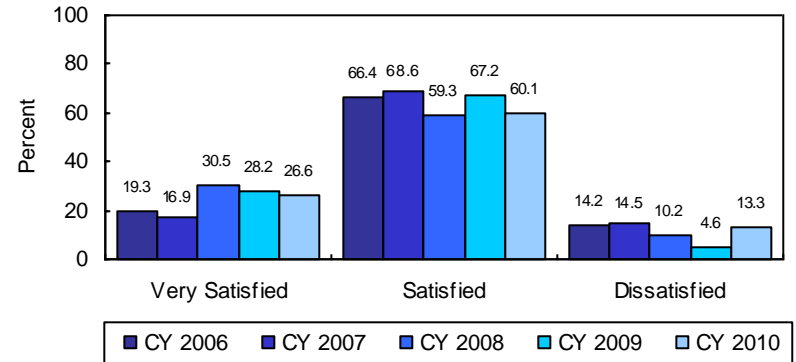
DULLES
Super Shuttle Service to Leave Airport



Other Shared Ride, Door-to-Door Van Shuttle Service



Dulles Other Shared Ride, Door-to-Door Van Shuttle Service

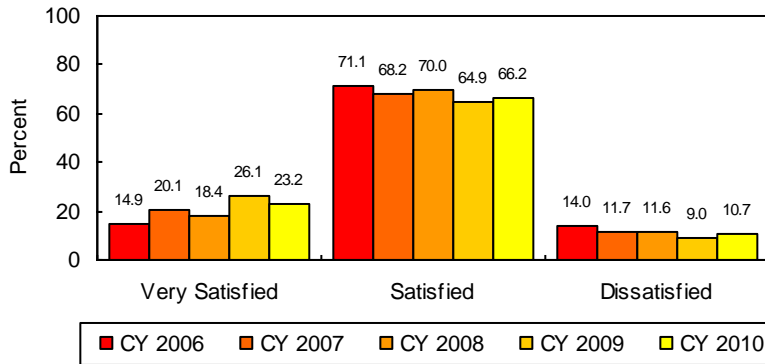


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Leaving the Airport)?
Overall satisfaction with shuttle bus service to airport parking and terminals and the ease of exiting parking facilities remained high at both airports.

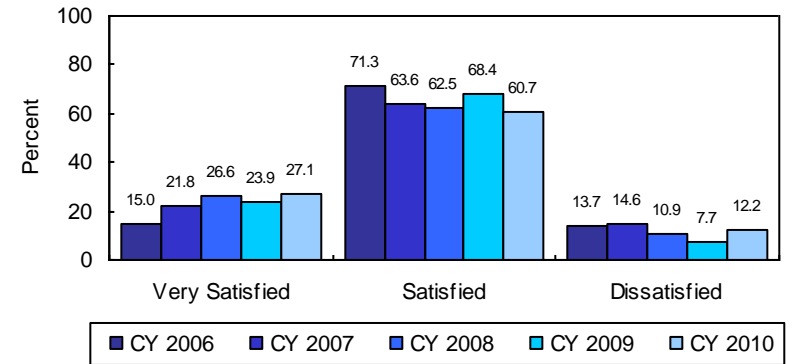
NATIONAL

Shuttle Bus Service to Airport Parking Areas & All Terminals

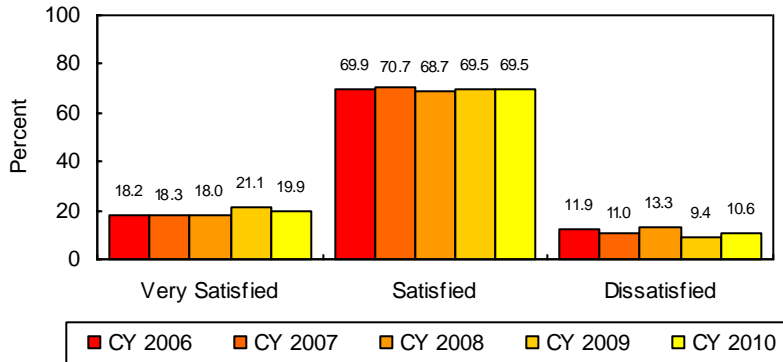


DULLES

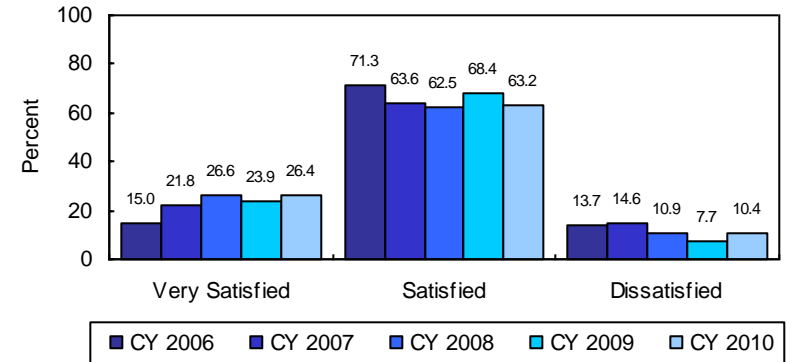
Shuttle Bus Service to Airport Parking Areas & All Terminals



Ease of Exiting Parking Facilities



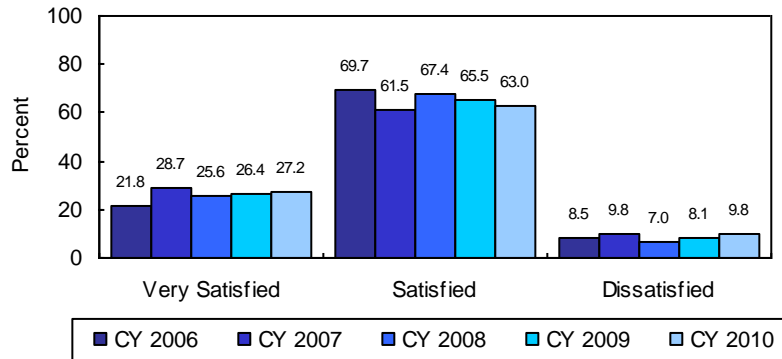
Ease of Exiting Parking Facilities



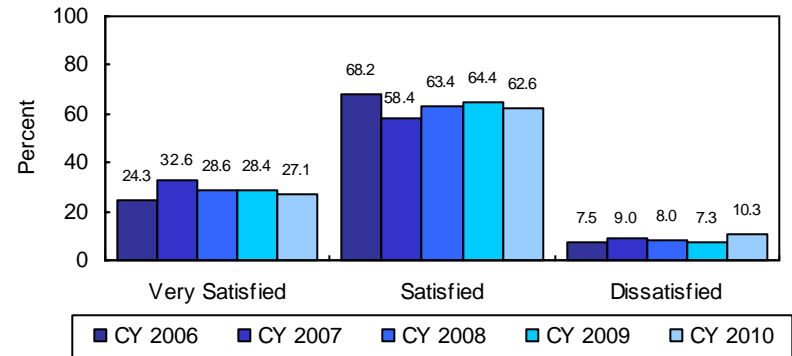
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Leaving the Airport)?
The majority of respondents remain satisfied overall with the signs and locations for Pay & Go at Dulles.

DULLES
Signs for Pay & Go

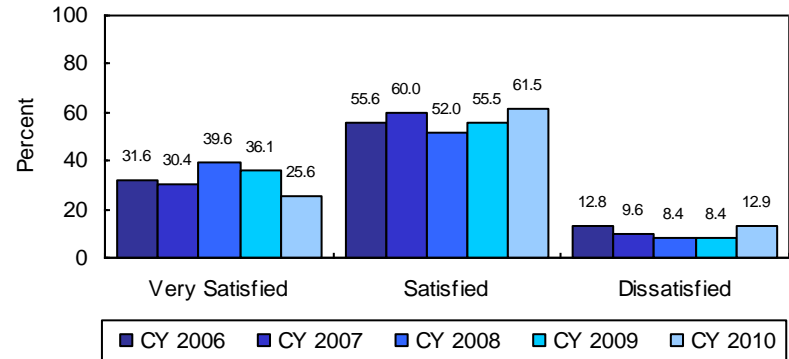


DULLES
Pay & Go Machine Locations



The proportion very satisfied with the availability and number of Pay & Go machines at Dulles has decreased since 2008.

Availability/Number of Pay & Go Machines

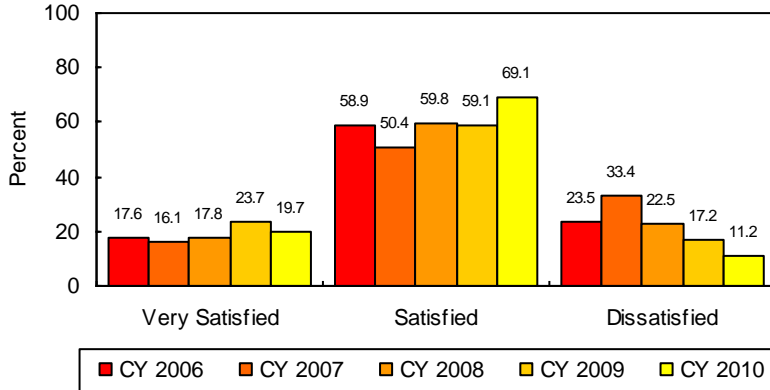


SOURCE: MWAA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

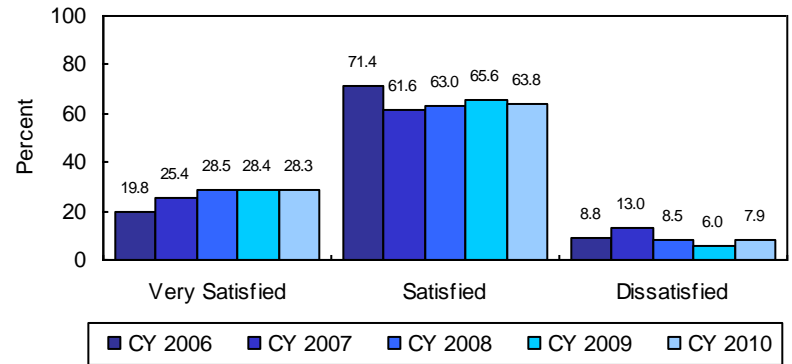
How satisfied are you with the following (Leaving the Airport)?

Overall satisfaction among National respondents with the roads to leave the airport has increased steadily since 2007. Meanwhile, overall satisfaction with roadway signs to leave Dulles decreased in 2010.

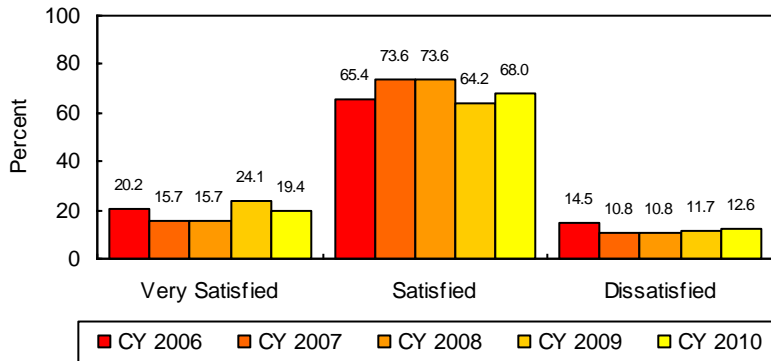
**NATIONAL
Roads to Leave Airport**



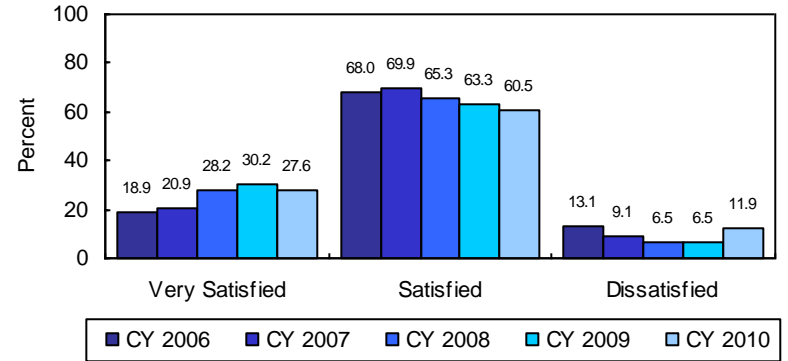
**DULLES
Roads to Leave Airport**



Roadway Signs to Leave Airport



Roadway Signs to Leave Airport

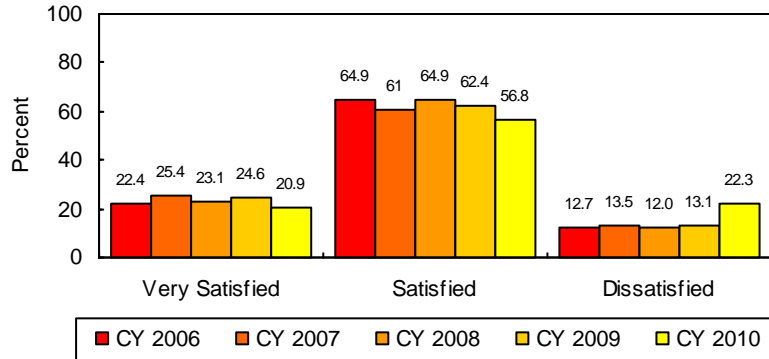


SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

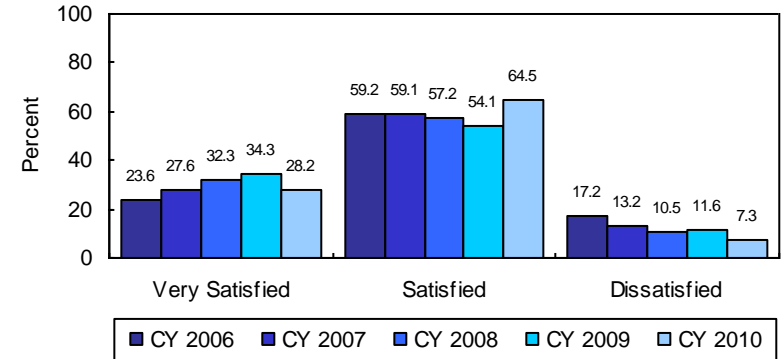
How satisfied are you with the following (Rental Cars)?

Overall satisfaction with the signs to rental cars and the timeliness of shuttle bus to and from rental car facilities at National decreased recently. The proportion of Dulles passengers very satisfied with both has also decreased, ending an increasing trend for signs to rental cars since 2006.

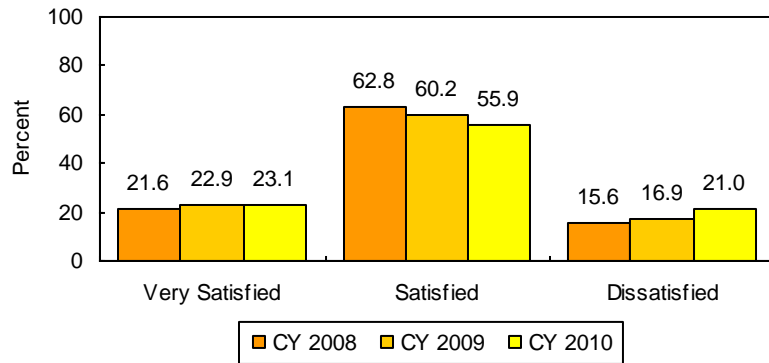
NATIONAL
Signs to Rental Cars



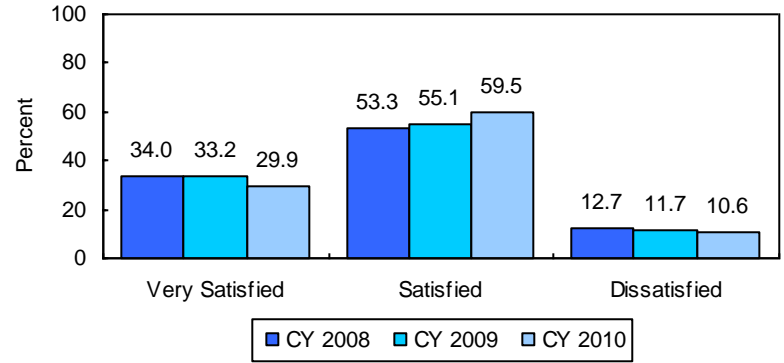
DULLES
Signs to Rental Cars



Timeliness of Shuttle Bus to/from Rental Car Facility



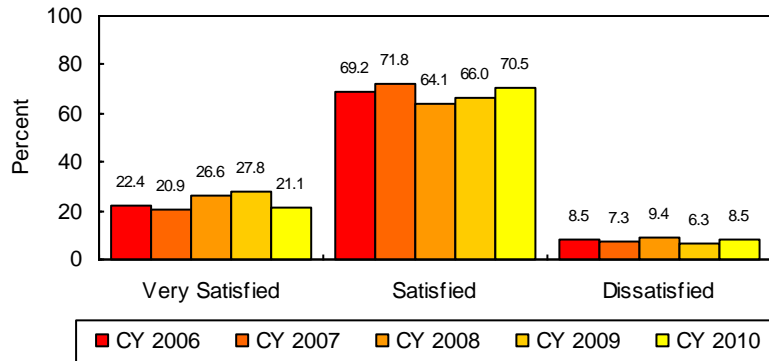
Timeliness of Shuttle Bus to/from Rental Car Facility



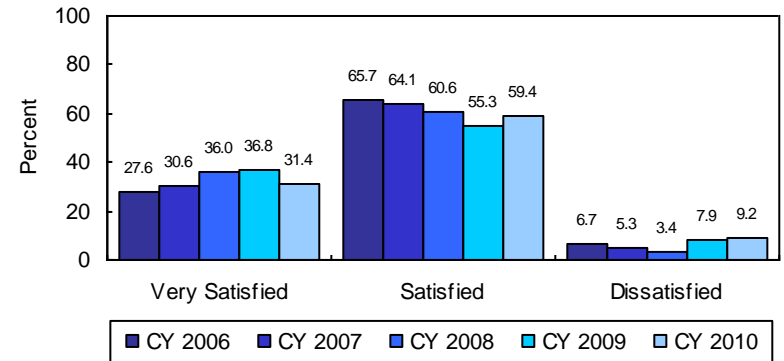
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Rental Cars)?
The proportion of passengers very satisfied with the availability of rental cars at both airports decreased, ending upward trends from previous years. In addition, the proportion very satisfied with the price of rental cars at Dulles has trended lower since 2008.

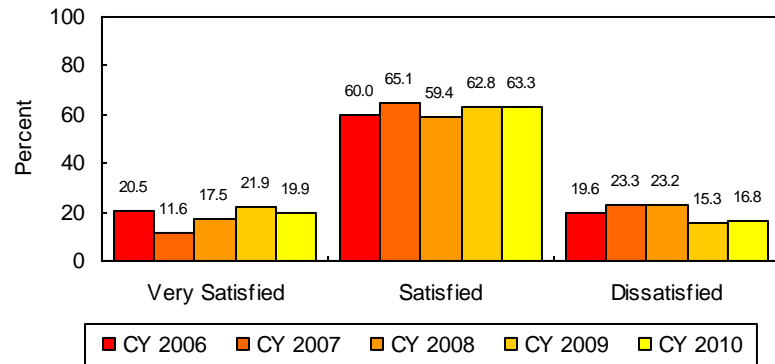
NATIONAL
Availability of Rental Cars



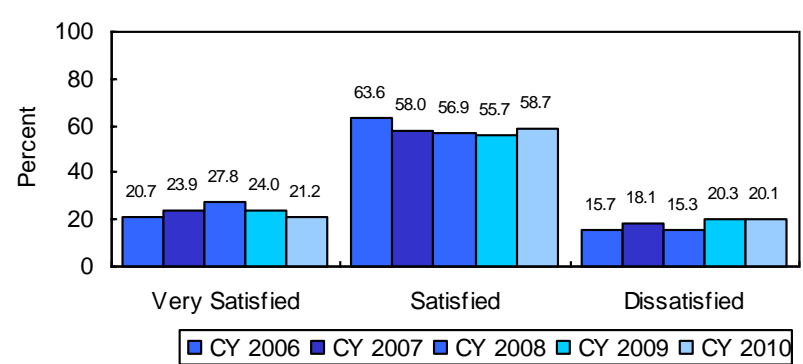
DULLES
Availability of Rental Cars



Price of Rental Cars



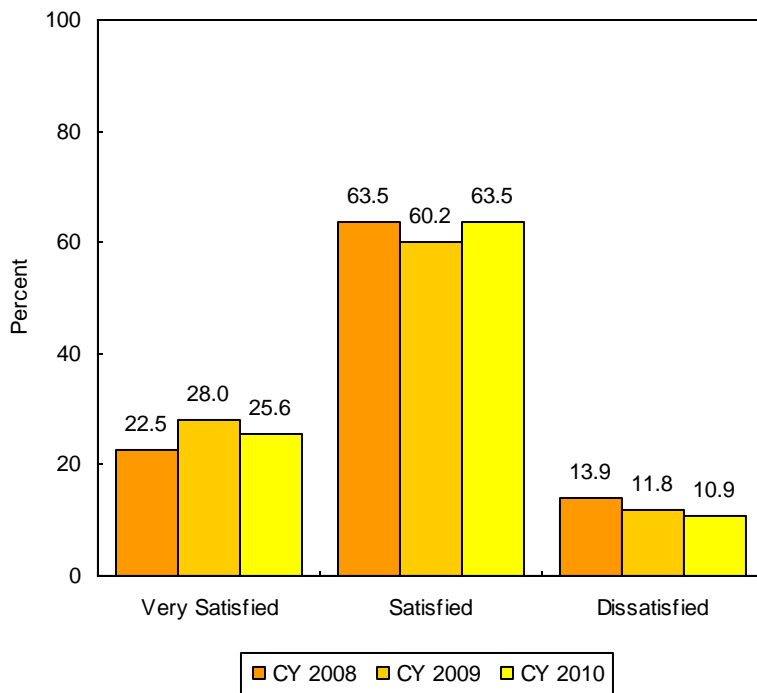
Price of Rental Cars



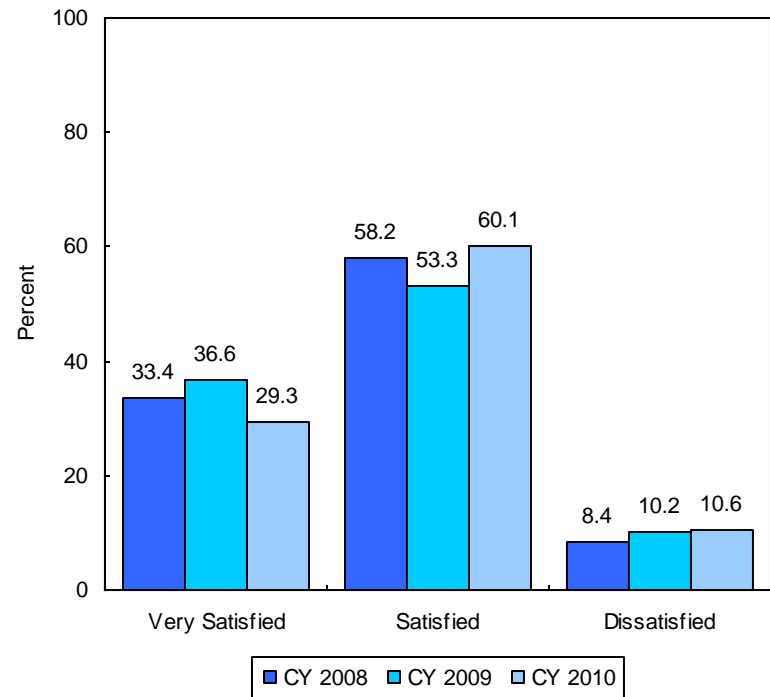
SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.

How satisfied are you with the following (Rental Cars)?
The proportion of passengers at National and Dulles satisfied with the courtesy of rental car employees remains high.

NATIONAL
Courtesy of Rental Car Employees



DULLES
Courtesy of Rental Car Employees



SOURCE: MWAA CY 2008, CY 2009 and CY 2010 Passenger Surveys.

Other Issues/Special Projects

AeroTrain

Beginning in July 2010, Dulles respondents were asked if they took the AeroTrain and if so, how satisfied they were with it.

- About seven in ten Dulles passengers (72%) have ever used the AeroTrain. Among those who took the AeroTrain, eight in ten (80%) are very satisfied with it.
 - Those few who were dissatisfied with the AeroTrain most often stated that it stops too far from the gates (79%).

Flight Availability

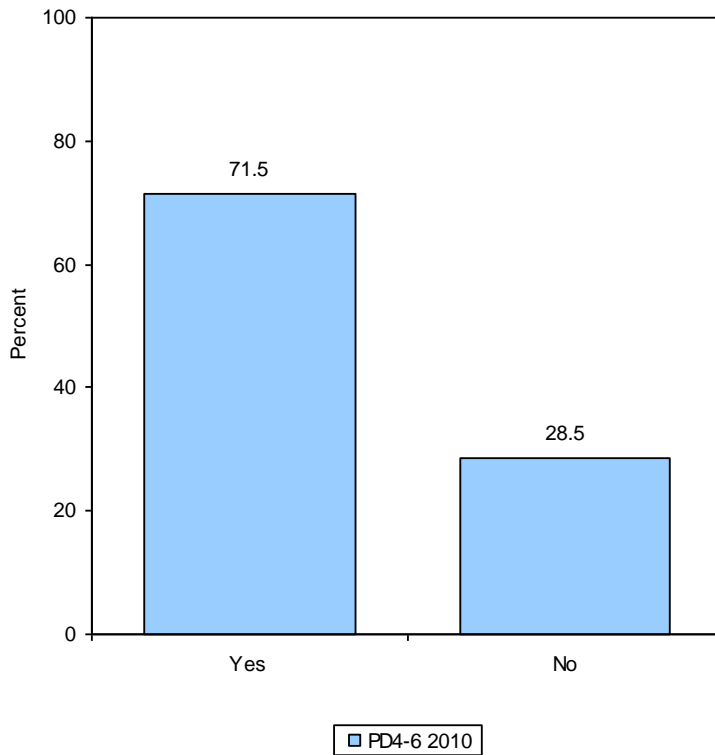
The vast majority of respondents (89% National, 91% Dulles) remain satisfied with their ability to go where they need to go, when they need to go, at a price they are willing to pay from the airport where they were surveyed.

- The majority of respondents at both airports (84% National, 82% Dulles) feel that the availability of flights from that airport has remained the same compared to last year. About one in ten (7% National, 11% Dulles) feel this has improved; however, nearly one in ten (9% National, 8% Dulles) said that the availability of flights has gotten worse since last year.

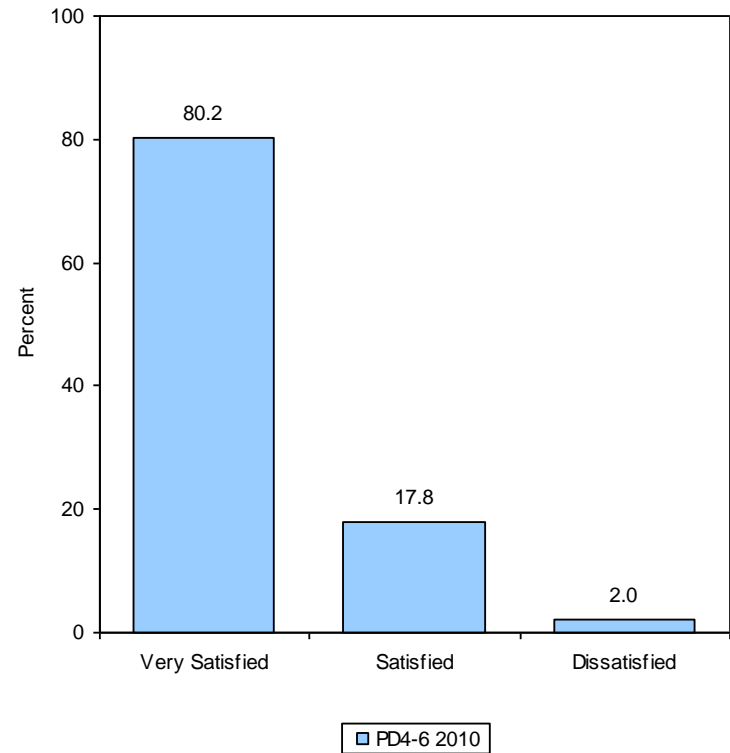
On this trip through the airport, did you take the AeroTrain, the underground airport train system?
How satisfied are you with the AeroTrain at Dulles?

About seven in ten passengers at Dulles have ever used the AeroTrain, with the majority of users being very satisfied with the AeroTrain.

DULLES
Usage of AeroTrain

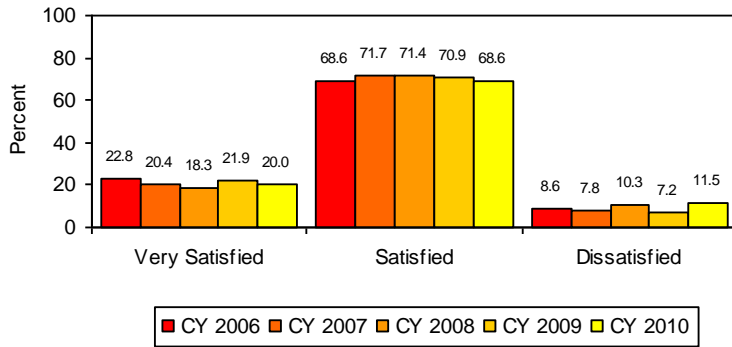


DULLES
Satisfaction with AeroTrain

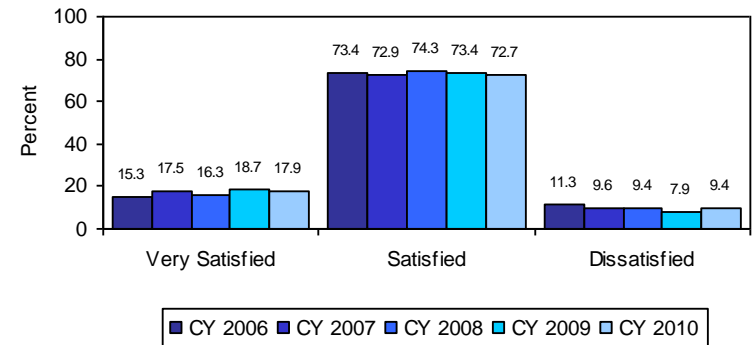


**How satisfied are you with your ability to go where you need to go, when you need to go, at a price you are willing to pay, from this airport?
 Is the availability of flights from this airport to specific destinations where you need to go better, about the same or worse than last year?
 The vast majority of passengers report that they were satisfied with their ability to go where they need to go and/or
 that the availability of flights at both airports is the same as last year.**

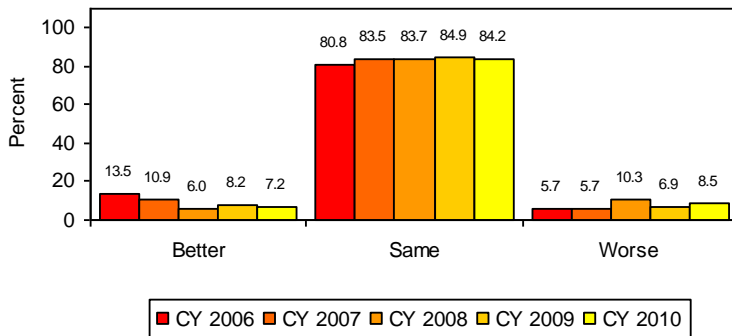
**NATIONAL
 Ability to Go When/Where Wanted**



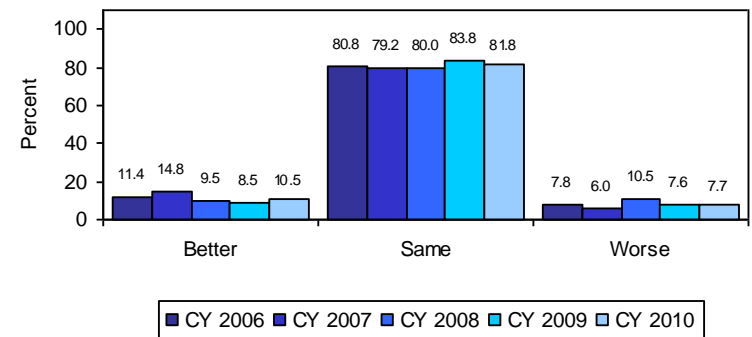
**DULLES
 Ability to Go When/Where Wanted**



Availability of Flights Compared to Last Year



Availability of Flights Compared to Last Year



SOURCE: MWA CY 2006, CY 2007, CY 2008, CY 2009 and CY 2010 Passenger Surveys.