



® A Pinellas County Government Service

14700 Terminal Blvd. Suite 221, Clearwater, Florida 33762

727-453-7800 * Fax: 727-453-7846

www.Fly2PIE.com Follow us on



For Immediate Release

August 10, 2011

Contact: Michele Routh

Airport Public Relations Director

727-453-7879 cell: 727-430-6947

mrouth@pinellascounty.org

St. Petersburg–Clearwater International Airport (PIE) Receives Positive Reviews in Spring and Summer Passenger Surveys

St. Petersburg-Clearwater International Airport completed spring and summer passenger surveys, polling departing passengers about their travel experience. Topics included customer service provided by airlines/tenants/TSA, quality of the airport facility, and reasons for selecting PIE. The airport previously conducted a similar survey in 2008 before the airport began its terminal renovation.

The airport received high marks* for its cleanliness (97%), general appearance (97%), courtesy of TSA screening staff (95%), and airline customer service (90%). The availability of non-stop flights are the primary reason passengers choose PIE (63%), followed closely by airfares (54%), and destination choices (49%).

**High marks are indicated by percentage of respondents selecting 4 or 5 on a 5 point scale (4 rated as very good and 5 as excellent). Surveys conducted by Research Data Services in March/April and July 2011 in departure gate areas.*

Airport Director Noah Lagos states “PIE works in partnership with airlines, concessionaires, and the TSA, with a common purpose of providing the traveling public with the highest level of friendly customer service. The survey clearly shows that passengers appreciate the personalized way they are treated and the quality of our facility. They certainly like what this airport has to offer. Not only do visitors enjoy the airport, but local residents are increasingly flying on our great low-cost/non-stop flights.”

PIE also recently added a new customer friendly feature to our www.fly2pie.com website. Just click on the *Airlines and Destinations* page to see how easy it is to plan a trip from PIE. Each city is listed with the website link to the respective airport and tourism bureau, making it easy for our passengers to find out about the destinations we serve. Whether you are seeking a Maine Coast getaway, a Great Smoky Mountain adventure, Gulfport-Biloxi Casino excursion, or Midwest visit to family and friends, make your planning easier by visiting our website first.

####