CLARK COUNTY BOARD OF COMMISSIONERS
AGENDA ITEM

Petitioner: Yolanda T. King, County Manager

Recommendation:

That the Board of County Commissioners present a proclamation recognizing the Director of Aviation, Rosemary Vassiliadis, and the McCarran International Airport Team for being named #1 in Customer Satisfaction by J. D. Power & Associates.

FISCAL IMPACT:

- Fund #: N/A
- Fund Name: N/A
- Fund Center: N/A
- Funded Pgm/Grant: N/A
- Description: N/A
- Amount: N/A
- Added Comments: N/A

BACKGROUND:

Commissioner Sisolak would like to present a proclamation recognizing the Director of Aviation, Rosemary Vassiliadis, and the McCarran International Airport Team for being named #1 in Customer Satisfaction by J. D. Power & Associates. This recognition is based on responses from more than 40,000 North American travelers who passed through at least one domestic airport, and covers both departure and arrival experiences. The key factors examined include: terminal facilities, airport accessibility, security check, baggage claim, check-in/baggage check, and food, beverage and retail. In 2018, McCarran improved in all six factors resulting in LAS being name #1 in Customer Satisfaction for mega airports.

Respectfully submitted,

Yolanda T. King, County Manager

12/4/2018
Agenda Item #
47