

# Assignment 1

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## Tampa International Airport (TPA)

Tampa International Airport (TPA) located in Tampa, Florida is a large U.S. airport with roughly 21 million passengers, 459 million pieces of cargo, and 26 million pieces of mail traveling through it in 2022. It offers flights to more than 90 destinations, with the most popular domestic destinations being Atlanta, GA; Charlotte, NC; Denver, CO; Chicago, IL, and Dallas, TX. () It is ranked 23rd largest airport in the U.S. () On average, there are 60,000 passengers traveling through per day and 550 departing and arriving flights (combined). The month with the most flights in 2022 was March, while the fewest flights happened in September. The top airlines servicing TPA are Southwest Airlines, Delta Air Lines, American Airlines, United Airlines, Spirit Airlines, Frontier Airlines and JetBlue Airways.() The airport is publicly owned by the Hillsborough County Aviation Authority (HCAA), and all administrative decisions are made through a board of directors. ()

At first glance, TPA appears to be close to the national average with respect to flight delays. In 2022, 74% of domestic flights departed on-time (defined as within 15 minutes of scheduled time), with an average delay time of 70 minutes for those with delays. For domestic arrivals, 71% arrived on-time with an average delay time of 64 minutes for delayed flights. 3.5% of domestic flights were canceled in 2022.()

TPA is known for its high rankings in customer satisfaction. In 2022, JD Power's Airport Satisfaction Study ranked TPA number one in the U.S. based on its high quality terminal facilities, airport arrival/departure processes; baggage claim; security check; check-in/baggage check; and food, beverage and retail. () In July 2023, a study by FloridaRentals.com ranked TPA third best in Florida based on its low percentage of delays and cancellations along with other factors. () Most recently, USA TODAY has named TPA a finalist in their annual 10Best Readers Choice Awards program for 2023. The final winner will be determined by public voting.

Beyond excellent customer experience, a unique element of TPA is its extensive public art collection. Recently, a twenty-one foot tall flamingo statue created by artist Matthew Mazzotta, which lives in the airport, received a prestigious international art award. ()

Furthermore, TPA is making active efforts toward environmental sustainability. 42% of planes run on alternative fuels including CNG, electric and hybrid. The airport hosts 15 electric vehicle charging stations for public use and gives preferential parking to people with alternative fuel vehicles. They also use reclaimed water for landscape irrigation and cooling towers. Moreover, TPA has reduced electricity consumption by 10% per passenger since 2011. The airport administration has a comprehensive plan for extending sustainability efforts even further over the next several years. ()