

News from the Town of Islip



Supervisor Angie M. Carpenter

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FOR IMMEDIATE RELEASE:

Long Island MacArthur Airport (ISP) Begins Stress Free_Wi-Fi on the Fly

Islip, NY – September 27, 2018 – Customers will now enjoy unlimited free Wi-Fi when traveling at MacArthur Airport. Angie Carpenter, Islip Town Supervisor, and Shelley LaRose-Arken, Airport Commissioner, formally launched the service today along with elected officials, business leaders, and local travel industry stakeholders.

MacArthur Airport is competing with NYC airports who were ranked among the lowest nationwide in customer satisfaction, according to a recent survey released by J.D. Powers September 19. “MacArthur Airport, unlike our NYC competitors, will offer **ISP Stress Free_Wi-Fi** to all customers, said Angie Carpenter, Town of Islip Supervisor. We are committed to providing an excellent customer experience at MacArthur Airport.”

Attracting customers to use MacArthur Airport is the focus of the air service redevelopment program. “Keeping our customers coming back to use the airport is equally as important,” said Shelley LaRose Arken, Commissioner of Long Island MacArthur Airport. “Based on a survey of frequent travelers on Long Island, the most requested service by Leisure and Business travelers was Free Wi-Fi. Being responsive to what customers desire is consistent with our strategy of helping people Stress Less,” she said.

The airport installed \$15,000 in equipment to support the Free Wi-Fi customer service initiative. The new splash page will invite travelers to join the airport’s list of followers, who choose to learn more about the products and services offered. The splash page will be made available to advertisers interested in purchasing space to promote their products, and will help offset the startup and monthly fees to provide the new Free Wi-Fi service.

“MacArthur Airport continues to provide new upgrades for its customers that set us apart from our competition. Enhancing this vibrant asset is important to our community. The air service

program has resulted in new air service, with 11 nonstop destinations from ISP this fall. The airport provides convenient transportation for our local residents and businesses, and brings visitors to our region. The economic impact totals over \$16 million each year,” Carpenter said. “Enhancing what customers enjoy at the airport makes good sense for our community, and we are delighted to make this travel perk available,” Supervisor Carpenter added.

ABOUT LONG ISLAND MACARTHUR AIRPORT:

Long Island MacArthur Airport customers enjoy flights on four US domestic air carriers: American Airlines, Elite Airways, Frontier Airlines, and Southwest Airlines. Together these carriers currently provide service to 11 cities nonstop, and connect to hundreds of destinations worldwide. The airport serves 1.3M passengers annually and employs 6000 people, with a \$16.1M annual operating budget and an economic impact of \$600M to the region and local economy.

Additional Airport & Town of Islip resources:

FlyMacArthur.com

MacArthurAirport.com

[MacArthur Airport Facebook](#)

[Twitter @LIMacArthur](#)

[Instagram @FlyMacArthur](#)

Link to [Town of Islip Homepage](#)

Link to [Town of Islip Facebook](#)

Link to [Town of Islip Twitter](#)

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