



San Antonio International Airport Wins Industry Customer Service Award

February 16, 2015 (San Antonio) – For the second year in a row, San Antonio International Airport (SAT) has won the first place ranking in the “Best Improvement By Region: North America” category of the 2014 Airport Service Quality (ASQ) Awards. Granted by Airport Council International (ACI), the award is based upon customer feedback and is considered the industry standard for measuring passenger satisfaction with airports. Operated by the City of San Antonio Aviation Department, SAT serves nearly 8.4 million passengers annually and ranks among the nation’s top gateways to Mexico.

“As the city’s front door for many of our visitors, I am pleased to see the recognition that the airport has received,” says Mayor Ivy Taylor. “This second award is a testament to the hard work and positive attitude of airport and City staff.”

San Antonio Aviation Director Frank R. Miller said, “This back-to-back honor is a significant validation of our continued commitment to providing an excellent customer experience. Receiving this award on the heels of SAT’s record-setting passenger statistics in 2014 is yet another indication that we are on the right track.”

As the industry’s most comprehensive customer service benchmarking tool, ACI’s ASQ survey reliably captures passengers’ immediate appraisal from check-in through departure at the gate at more than 285 airports. These awards represent passengers’ views on 34 key service indicators and are an objective and accurate indicator of the top world-wide performing airports. The ASQ Awards are presented in four categories that include: Best Airport by Region, Best Airport by Size, Best Small Airport and Best Improvement. San Antonio’s award continues to reflect the airport’s extraordinary focus on customer experience and convenience in the last several years.

MEDIA CONTACT:

Evelynn Bailey, Senior Public Information Officer, Mobile: 210-908-8684

Nora Castro, Public Relations Manager, Mobile: 210-908-8665

###

With more than 8 million passengers annually, the San Antonio International Airport (SAT) contributes more than \$5 billion to the region’s economy. The Gateway for South Texas, SAT offers nonstop service to more than 30 domestic and international destinations and, in 2012, was named the nation’s 10th largest gateway to Mexico. The San Antonio Airport System also includes Stinson Municipal Airport (SSF), the 2nd oldest continuously operating airport. A department of the City of San Antonio, the system is funded by an enterprise fund supported by user and tenant fees. For more information, visit SanAntonio-Airport.com or [Facebook/SATAirport](https://www.facebook.com/SATAirport).

CITY OF SAN ANTONIO AVIATION DEPARTMENT
9800 Airport Blvd. San Antonio, TX 78216 | Phone 210.207.SAIA (7242) | Fax 210.207.3500

Our Mission:

To innovatively manage our airports to provide a positive customer experience while supporting economic development.