



SAT Lands High Ratings In Airport Customer Service Survey

December 16, 2014 (San Antonio) – For the second consecutive quarter, San Antonio International Airport (SAT) has received its highest rating in an airport survey that measures customer satisfaction. During the period of April through September, 2014, SAT received a rating a 4.33 out of 5 overall points in the Airport Council International's Airport Service Quality (ASQ) survey, making it the seventh-highest ranked airport among its benchmark set of comparable airports. Conducted by market research company DKMA for Airports Council International (ACI), the ASQ survey is the industry standard for ranking airport customer satisfaction. In February 2014, ACI recognized SAT with "Best Improvement" award for customer service based upon the customer feedback from the surveys in North America.

"Providing a positive customer experience is at the core of our mission and our high scores are an affirmation that the Aviation Department staff and our airport partners have a united goal to make SAT the gateway for south central Texas," says Frank R. Miller, San Antonio Aviation Director, "We are focused on continuous improvement, to deliver benefits to our passengers, tenants, residents and all of our shareholders."

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. Passengers are surveyed for their views on 36 key service indicators and are an objective and accurate indicator of the top world-wide performing airports. For San Antonio's ratings, the survey uses a "personalized benchmark" competitive set of airports with comparable airports. San Antonio's benchmark set of 23 airports includes: Austin; Columbus; Salt Lake City; San Diego; Calgary, Canada; Detroit; Boston; Toronto; Cleveland; Minneapolis-St. Paul; Jacksonville; Monterrey, Mexico; Cincinnati; San Francisco; Seattle; Baltimore BWI; Memphis; Nashville; Tampa; Indianapolis; Sacramento; and Ft. Lauderdale. SAT ranked 7th overall among the 23 airports, ranking in the Top 5 in 19 categories. Passengers at the 23 airports are asked to rate their experience on a scale of "Poor" (1.00) to "Excellent" (5.00). San Antonio's overall score of 4.33 is above the scale's "Very Good" rating. With an overall ranking of seventh highest of the benchmark set, SAT rated among the "Top 5" in 19 of the 36 categories and "Bottom 5" in none of the categories.

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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.

Having recently completed a \$35-million project to improve the airport's Terminal A, along with launching a new concessions program that includes San Antonio Chef Johnny Hernandez, SAT has launched several new initiatives aimed at enhancing the airport experience for its 8 million annual passengers. In November, the airport introduced avatars to streamline the security checkpoint process in the busy Terminal A. In October, SAT kicked off a partnership with the San Antonio Public Library that provides digital library kiosks to travelers. Last year, SAT's volunteer ambassadors embarked on the "Pups + Planes" program that pairs two-legged volunteers with stress-reducing, therapy-trained four-legged volunteers. And, this year, the parking system received user-friendly upgrades that include ticketless payment options and real-time parking availability on the airport's website.

In the year ahead, the City of San Antonio Aviation Department will make progress on several additional projects that will help further enhance the customer experience. Shortly after the first of the year, construction of a new General Aviation Federal Inspection Station will begin to improve the experience for the airport's many international private aircraft arrivals. In mid-2015, an important milestone will be reached with construction of a new Consolidated Rental Car Facility (CONRAC) commencing. The CONRAC centralizes the rental car agencies serving the airport in one location that is within walking distance of the terminals. The 30-year old Hourly Parking Garage will be demolished to make way for the CONRAC, which will have public parking levels, when the facility opens in late 2017.

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MEDIA CONTACT:

Nora Castro, Public Relations Manager

Office: 210-207-3542

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 34 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)