



**ST. JOHN'S**  
*International Airport Authority*

## News Release

### **St. John's International Airport Named Most Improved Airport in North America for Customer Experience**

*89% overall passenger satisfaction rating achieved in 2019*

**ST. JOHN'S, Monday, March 9, 2020** – Airports Council International (ACI) World has announced that St. John's International Airport has earned the 2019 Airport Service Quality (ASQ) Customer Experience Award for Most Improved Airport in North America.

"Delivering an exceptional airport experience to our passengers is at the forefront of everything we do. This award is an acknowledgement of the Authority and all our airport partners' commitment to this, and to the significant improvements and additions that have been implemented at the Airport over the last few years," said Peter Avery, CEO of St. John's International Airport. "To become the most improved airport in North America and to be ranked among the highest in Canada is an honour that really speaks to the exceptional performance of all employees."

St. John's International Airport is a first time recipient of an ASQ award which recognizes airports world-wide that deliver the best customer experience in the opinion of their own passengers. The results are based on 1465 surveys that were completed every month throughout 2019 by departing passengers located in the Departures Lounge at St. John's International Airport. The benchmarking survey asks passengers to rate 34 different areas of their airport experience. St. John's International Airport experienced continuous improvement throughout 2019, resulting in a passenger satisfaction rating of 90% in the fourth quarter and an overall average of 89% for the year. The overall passenger satisfaction rating increased from 85% in 2018.

"As the premier transportation gateway to and from our city and our province, we are very aware of our role in shaping first and last impressions of our region. It is this view that drives us to continuously identify ways to make improvements. We celebrate this award with all our airport partners, and acknowledge the many years of hard work behind this recognition," said Marie Manning, Director of Marketing and Business Development.

The Airport Service Quality Awards represent the highest possible recognition for airport operators around the world and recognize excellence in customer experience. ASQ awards are presented to airports whose passengers have rated them the highest over the course of a year, based on their demonstrated commitment to providing an excellent customer experience.



For more information, visit: <https://aci.aero/news/2020/03/09/aci-reveals-worlds-best-airports-for-customer-experience/>

***St. John's International Airport Authority*** is a private, not-for-profit, non-share capital corporation with the mandate to provide the region with a safe, cost-efficient transportation facility that is a catalyst for economic growth. Under the provisions of a long-term Ground Lease with the Federal Government of Canada, the Airport Authority is responsible for the airport's operations on behalf of the community it serves.

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