

**News Release**  
**March 10, 2025**

## **St. John's International Airport Receives Top Award**

ST. JOHN'S, NL – St. John's International Airport is proud to announce it has earned the prestigious 2024 Airport Service Quality (ASQ) award for Best Airport Under 2 Million Passengers in North America.

Administered by Airports Council International (ACI) World, the ASQ program is a globally recognized tool that provides over 400 participating airports in 110 countries with both qualitative and quantitative data on all aspects of the airport experience. In 2024, more than 1,400 surveys were voluntarily completed by departing passengers at YYT.

“As Newfoundland and Labrador’s primary gateway to the world, we take great pride in delivering an exceptional passenger experience,” said Dennis Hogan, Chief Executive Officer of the St. John's International Airport Authority. “This award, based on direct passenger feedback, is a testament to our progress. We celebrate this achievement with our entire airport community and remain focused on continuous improvement.”

The St. John's International Airport is now a two-time recipient of an ASQ award, having previously been awarded Most Improved Airport in North America for Customer Experience in 2019. We are excited that we will be recognized as Best Airport Under 2 Million Passengers in North America at the annual ASQ Awards Ceremony in September 2025 as part of ACI World's annual Airport Experience Summit in Guangzhou, China.



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### **ABOUT THE ST. JOHN'S INTERNATIONAL AIRPORT AUTHORITY**

Recognized as a Top Employer in Atlantic Canada for 2024, the St. John's International Airport Authority (SJIAA) is a private, not-for-profit, non-share capital corporation that oversees a safe and efficient air transportation facility at Newfoundland and Labrador's premier transportation gateway. We generate our own revenue, raise our own capital, pay municipal taxes, and pay rent to the Federal Government on an annual basis to operate the Airport on behalf of the communities we serve. We are committed to offering an exceptional passenger experience for our passengers and to enhance the economic and social well-being of our community.

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