

News Release
February 25, 2026

**St. John's International Airport
Receives Prestigious Award for Second Consecutive Year**

ST. JOHN'S, NL – St. John's International Airport is proud to announce it has earned the 2025 Airport Service Quality (ASQ) Customer Experience Award for Best Airports at Departures: Under 2 Million Passengers in North America.

Administered by Airports Council International (ACI) World, the ASQ program is the only global benchmarking program that measures passenger satisfaction from travellers while they are at the airport, providing the most accurate and timely picture of the passenger experience. Passengers are randomly selected using a scientifically designed sampling methodology.

In 2025, over 400 airports in 110 countries worldwide participated in the ASQ program.

“As our province's primary gateway to the world, delivering an exceptional passenger experience is at the heart of everything we do. Being one of only three airports in Canada to receive an ASQ Award for 2025 speaks to the progress we've made and our commitment to continuous improvement,” said Dennis Hogan, Chief Executive Officer, St. John's International Airport Authority. “What makes this recognition especially meaningful is that it's based on live, authentic passenger feedback. This achievement reflects the dedication of the entire YYT community, partners, and stakeholders, whose collective efforts shape the passenger experience each and every day.”



“Being awarded an ASQ Customer Experience Award by ACI recognizes St. John's International Airport as a leading airport for passenger experience and service excellence,” added Justin Erbacci, Director General, ACI World. “This distinction, based on real feedback from travellers, highlights your commitment to delivering world-class airport experiences.”

St. John's International Airport has earned back-to-back ASQ Awards. This award follows the 2024 ASQ award for Best Airport Under 2 Million Passengers in North America. Prior to this, the airport received the 2019 ASQ award for Most Improved Airport in North America for Customer Experience.



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ABOUT THE ST. JOHN'S INTERNATIONAL AIRPORT AUTHORITY

Recognized as a Top Employer in Atlantic Canada in both 2024 and 2025, the St. John's International Airport Authority (SJIAA) is a private, not-for-profit, non-share capital corporation that oversees the safe and efficient movement of people and goods at Newfoundland and Labrador's premier air transportation gateway. Our mission is to proudly connect Newfoundland and Labrador with the world.

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