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Sacramento International Airport receives international award for customer service

SACRAMENTO, CA. — Sacramento International Airport has been named 4th Best Airport in North America for customer service by [Airports Council International](#) (ACI), the international trade association for commercial airports.

The annual awards were determined by the cumulative results of the Airline Service Quality (ASQ) surveys collected in 2012. The surveys are a world-wide initiative of the ACI using data to benchmark customer satisfaction. The North American awards include airports in both Canada and the U.S.



Since its creation in 2006, the ASQ Awards have become the world’s leading airport passenger satisfaction benchmark, with more than 275 airports participating. The ASQ Awards recognize and reward the best airports in the world based on ACI's ASQ passenger satisfaction survey and represent an opportunity to celebrate the commitment of airports worldwide to continually improve the passenger experience. All airports use the same questionnaire and follow the same scientifically-designed methodology. Results are subject to random audits.

Sacramento International Airport received its highest marks from passengers in the sub-categories of courtesy and helpfulness of airport staff, satisfaction of business passengers, restaurant/eating facilities, cleanliness of washrooms, comfort of gate/waiting area and cleanliness and ambience of the airport.

“Sacramento County strives to offer the best in customer service. Knowing how hard our Sacramento County Airport System works to serve its passengers, receiving this recognition is very gratifying,” said Susan Peters, Chair of the Sacramento County Board of Supervisors.

“We strive to provide excellent customer service at Sacramento International Airport and are thrilled that our passengers are benefiting from those efforts,” said Robert Leonard, Interim Director of Airports for the Sacramento County Airport System. “I especially want to acknowledge the work of our employees, vendors and partners for continually striving to provide customers a superior service experience.”

Airports ranking ahead of Sacramento International Airport in the ACI 2012 Best Airports by Region for North America were Indianapolis (first), Ottawa (second), and Tampa (third).

Sacramento International Airport is the gateway to Northern California and the world. It offers 11 airlines and 130 nonstop flights a day with service to major West Coast cities plus Maui, Honolulu, Chicago, Dallas, Denver, Phoenix, New York, Washington DC, Atlanta, Las Vegas, Guadalajara and more. In 2012, Sacramento International Airport served 8.9 million passengers.

Sacramento County Airport System is a department of Sacramento County and is responsible for planning, developing, operating and maintaining the county’s four airports: Sacramento International Airport, Executive Airport, Mather Airport and Franklin Field. The regional economic impact of the Sacramento County Airport System is more than \$4 billion annually. For more information, visit www.smf.aero.

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