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FOR IMMEDIATE RELEASE

Feb. 19, 2014

Sacramento Intl Airport ranks high in customer service for 2nd year in a row
Airport association names SMF in top five in US & Canada for customer service

SACRAMENTO, CA. — Repeating its success from last year, [Sacramento International Airport](#) has been ranked 4th in North America for customer service by [Airports Council International](#) (ACI), the international trade association for commercial airports.

The awards were determined by the cumulative results of Airport Service Quality (ASQ) surveys collected in 2013. ASQ Awards recognize the best airports based on passenger surveys, and are the only global survey measuring passengers' satisfaction while still at the gate. All airports use the same questionnaire and follow the same scientifically-designed methodology.

Since their creation in 2006, the ASQ Awards have become the world's leading airport passenger satisfaction benchmark, with more than 280 airports participating.

Last year, Sacramento International Airport also received a 4th place award for best customer service from the ACI. The North America region includes the US and Canada.

Sacramento International Airport received its highest marks from passengers in the sub-categories of overall satisfaction, ease in way-finding, efficiency and courtesy of check-in staff, and cleanliness.

“Sacramento International Airport is a great asset to our community, and we are very proud of the continuing efforts of employees to provide the best customer experience,” said Jimmie Yee, Chair of the Sacramento County Board of Supervisors.

“It's important to acknowledge the teamwork that goes into receiving an award like this for two years in a row,” added John Wheat, Director of Airports for the Sacramento County Department of Airports. “Airport and airline employees, the TSA, vendors and partners are to be congratulated for creating a culture of customer service.”

Airports ranking ahead of Sacramento in the Best Airports by Region – North America category were Indianapolis (first), Ottawa (second), and Tampa (third).



For more information on the 2013 ASQ awards visit the ACI [website](#).

The Sacramento County Department of Airports 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.