



FOR IMMEDIATE RELEASE

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Fort McMurray International Airport Makes the List of World's Top Airports for Customer Experience

Fort McMurray, AB – Fort McMurray International Airport (YMM) is being recognized by Airports Council International (ACI) World with a 2018 Airport Service Quality (ASQ) Award. YMM received top honour for Canada and joins one other airport in the United States as North America's best regional airports for customer experience, serving under 2-million passengers annually.

"Being recognized with an ASQ Award means YMM is living one of our core values – exemplary customer service," said RJ Steenstra, President and CEO of the Fort McMurray Airport Authority. "This award belongs to everyone who works at YMM. From our staff and contractors, to our concessions and airline partners, our world-class team has earned a spot on the global stage. I'm extremely proud of what we've been able to achieve together."

Last year, the world-renowned benchmarking programme delivered almost 650,000 in-depth passenger surveys at 376 airports across 90 countries worldwide. The ASQ program uses a meticulous methodology, quality control and impartiality, making it the global standard for measuring passenger satisfaction.

"The ASQ Awards celebrate the achievements of airports in delivering the best customer experience and they represent the highest possible accolade for airport operators around the world," said ACI World Director General Angela Gittens. "These airports have responded to the evolving needs of passengers to deliver high levels of service and an award-winning performance."

In 2018, YMM conducted over 1,500 "live" ASQ surveys from travelers rating their overall satisfaction on the day of travel. Passenger satisfaction is measured across 37 key performance indicators to help airports better understand and raise customer service standards. From amenities to wayfinding signage to ambience and security, the ASQ survey is the voice of customers.

"YMM serves as the first and last impression of the Wood Buffalo region," said Kevin Weidlich, President and CEO, Wood Buffalo Economic Development Corporation. "When guests and potential investors come through YMM, they immediately form an opinion of what it means to live and or do business here. The ASQ Award helps us tell our local story, based on our most valuable resource – our people."