



For Immediate Release

Contact:

Jacqueline L. Mayo
Communications Manager
(216) 265-3303/(216) 857-7151

*CLE receives Most Improved Airport Award
by Airport Service Quality Awards*

Cleveland, February 18, 2010 – Cleveland Hopkins International Airport (CLE) has been awarded the ‘Best Improvement Award’ in North America by the Airport Service Quality (ASQ) passenger survey of Airports Council International (ACI).

“We are honored to receive this award from ACI as it recognizes all of our hard work and effort as we move closer and closer to our overall vision – to be the best performing airport in the industry. This is a clear sign that we’re moving in the right direction.” said Airport Director Ricky Smith. “We thank our travelers who pass through our doors every day and recognize that all the new programs and services are done to enhance their experience when they visit CLE.”

The Airport Service Quality Survey rankings are based on the results of more than 275,000 questionnaires completed by passengers at 118 participating airports worldwide. The surveys are performed on a monthly basis and reported out quarterly by ASQ. Survey respondents are asked to rank over 30 aspects of service at the airport.

“2009 was a tough year for airports worldwide as traffic numbers fell and competition rose,” said ACI Director General Angela Gittens. “For airports, it was a year of balancing tight budgets with high customer expectations for service excellence. The results of the year-long ASQ passenger survey help to identify the leaders in meeting that challenge and demonstrate that airports have continued to invest and focus on customer service despite falling traffic numbers.”

According to Smith, “We believe passengers are responding favorably to the new food and beverage and retail program, which is nearly 50 percent complete as well as our easy, fast and convenient parking program.”

-more-

Page 2/ASQ Award

ASQ is a leading industry benchmarking tool designed to help participating airports measure their improvements year-over-year. ASQ identified ten factors as essential for high customer service ratings as: airport ambience, cleanliness of the terminal, comfort of the waiting areas, availability of washrooms, cleanliness of washrooms, courtesy and helpfulness of airport staff, business lounges, ease of making connections, passport/ID inspection experience and good shopping facilities.

For the ACI Airport Service Quality rankings, visit their web site at http://www.aci.aero/cda/aci_common/display/main/aci_content07_c.jsp?zn=aci&cp=1-7-46_666_2

- 30 -

Cleveland Hopkins International Airport is Ohio's Premier Air Service Gateway offering over 260 daily departures to 80 nonstop destinations including 6 international markets.