



Gerald R. Ford International Airport

AIRPORT BOARD

ROGER MORGAN, Chairman
RICHARD A. VANDER MOLEN, Vice Chairman
STEVEN R. HEACOCK
BIRGIT KLOHS
DAVID A. SLIKKERS
THEODORE J. VONK
FLOYD WILSON, JR.

KENT COUNTY DEPARTMENT OF AERONAUTICS

BRIAN D. RYKS, A.A.E.
PHILLIP E. JOHNSON, A.A.E.
ROBERT W. BENSTEIN, A.A.E.
BRIAN PICARDAT, A.A.E.
THOMAS R. ECKLUND, P.E.
TARA M. HERNANDEZ

Executive Director
Deputy Executive Director
Public Safety & Ops Director
Finance & Admin. Director
Facilities Director
Mktg. & Communications Mgr.

FOR IMMEDIATE RELEASE

February 19, 2014
Contact: Tara Hernandez, Marketing & Communications Manager
616-233-6053, thernandez@grr.org

Gerald R. Ford International Airport Ranked Top Five Best Airports in the World (by Size)



Grand Rapids, MI – The Gerald R. Ford International Airport provides first-class travel experiences and excellent customer services and amenities and those efforts have been recognized by the Airports Council International (ACI) as one of the best in the world.

ACI has announced that the Gerald R. Ford International Airport has been ranked among the top five airports in the “Best Airports by Size: 2-5 million passengers” category as a part of ACI’s 2013 Airport Service Quality (ASQ) Awards. Airports across the globe are evaluated via passengers’ views on 34 key service indicators and are an objective and accurate indicator of the top world-wide performing airports. Some of the key areas of judgment include cleanliness, parking, courtesy of staff, concessions and security screening.

“Customer service is a top priority for our entire team at the Gerald R. Ford International Airport and we are thrilled to be recognized as one of the top performers from ACI’s Airport Service Quality,” said GFIA Executive Director Brian Ryks. “We are dedicated to ensuring continued progress in this area as we make significant investments in personnel, services and facilities that are focused on providing a first-class experience for the traveling public.”

GFIA has continued to improve the customer experience from adding concession amenities like Starbucks, Bell's Brewery and Restaurant and the new "Greens," healthy dining option. The airport also continues to improve on the passenger experience through technology upgrades including charging stations and business centers. In addition, visitor information ambassadors, a therapy dog program and a partnership with Kendall College of Art & Design have improved the airport ambiance and customer service rankings.

"We listen to the growing West Michigan community both from the business and leisure side of travel," said Ryks. "We continue to make improvements at our airport to better serve those looking for comfortable, convenient and cost effective travel experiences."

For interviews, please contact Tara Hernandez.

###

ABOUT THE GERALD R. FORD INTERNATIONAL AIRPORT

The Gerald R. Ford International Airport (GFIA) is the second busiest airport in Michigan. The airport served over 2.23 million passengers in 2013 and over 6,000 travelers pass through GFIA each day. The Gerald R. Ford International Airport offers non-stop service to 23 major market destinations with 120 daily non-stop flights. The Gerald R. Ford International Airport is managed and operated by the Kent County Department of Aeronautics. GFIA generates over \$500 million annually in economic activity throughout West Michigan and employs over 1,800 people. For more information on GFIA visit: www.flyford.org or follow the airport on Facebook and/or Twitter: @FlyGRFord.