



NEWS RELEASE

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Another record breaking year at Kelowna International Airport

Kelowna International Airport reached new lengths in 2008 with facility expansions, runway extensions and an increase in passenger numbers and passenger satisfaction results.

"2008 has been a year of great achievements for this airport," says Airport Director Sam Samaddar. "There have been many improvements made to our facility but still keeping us as a low cost airport which in the end benefits our passengers, airlines and tenants."

Highlights of the year at Kelowna International Airport (YLW) include extending the runway from 7300 feet to 8900 feet giving the airport capability to provide intercontinental reach; increasing vehicle parking and improving roadway access to the terminal, and expanding food and beverage services with the addition of the WhiteSpot Restaurant, Tim Hortons, and the wine store re-located into the Departure room. Hours of airport operation were increased to make Kelowna International Airport one of two airports in B.C. with 24 hour coverage.

Passenger line ups through security became a thing of the past this year with the installation of the new four lane pre-board security screening area and expanded Departures area.

YLW was chosen in 2008 by Canadian Air Transport Security Authority (CATSA) as the host site for a pilot project on an integrated checkpoint, making it a world's first (in an airport) by integrating one machine using millimetre wave technology with current technology (X-ray and metal detection).

To ensure it provides a first-rate customer experience, YLW has been participating in an independent national customer satisfaction survey by InterVistas Consulting Inc since 2003. The survey benchmarks YLW against other Canadian airports of similar size.

"I am very pleased to say we have had some great improvements in 2008," says Samaddar. "The survey results reveal that passengers remain very satisfied with the services and facilities at YLW overall. This year, we saw an increase in passenger satisfaction to 96 per cent, up from 92 per cent in 2007."

Increased marks in this year's survey included areas of safety and security, terminal cleanliness, staff courtesy and access for the disabled. Areas for improvement included food and beverage facilities; however to address this, branded restaurants such as the WhiteSpot and Tim Horton's were installed at the airport this year.

For the sixth year in a row, 2008 ended as another record breaking year at YLW. Passenger numbers increased two per cent from 1.36 million in 2007 to 1.39 million in 2008.

“We are pleased with 2008,” says Samaddar. “Our staff, tenants and stakeholder groups have accomplished a great deal this past year. We expect 2009 may bring with it new challenges, but we are using this year as our year to plan and prepare for the next phases of the 2010 Development Plan.”

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Background

The executive summary of the survey report is attached for your information.

http://www.kelowna.ca/CityPage/Docs/PDFs/%5CCommunications/Airport_2008Customer%20Satisfaction_ExecutiveSummary.pdf

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