



FOR IMMEDIATE RELEASE  
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## **Continued Growth and Satisfied Passengers make Abbotsford Airport an International Success**

**Abbotsford, October 15, 2007** - Abbotsford International has joined the top international customer service satisfaction survey - the 'Airport Service Quality' survey from Airports Council International. Released earlier this week, the study showed that YXX scored an impressive 4.49 in 'overall satisfaction with airport', on a rating scale of Excellent (5) to Poor (1). YXX score highest in the areas of safety and security, ease of navigating through the airport, walking distance inside the terminal, cleanliness, courtesy and helpfulness of employees.

"It comes as no surprise to us," says Dave Kandal, Chair of the Abbotsford Airport Authority. "We hear that all the time that people love the convenience of using YXX. Once people experience the service and the ease of departing and arriving in our terminal, they are bound to return."

The steady growth in passenger numbers for 2007 attests to the fact that passengers appreciate the convenience of flying from Abbotsford. Year to date September last year 375,013 passengers had used the airport. During the same period this year those numbers are up 4% at 389,187. The airport celebrated a record total of 502,634 passengers in 2006.

Two sun destination charters, Sunwing and Air Transat are now booking flights for December. Sunwing departs Fridays for Cancun; and Air Transat Saturdays for Puerto Vallarta. Westjet added a second Edmonton flight in the spring; and on October 15 the airport will welcome Nanaimo-based BC West Air. BC West Air will offer a convenient option for passengers travelling to and from the mid-Island looking for an alternative to driving to Comox or Victoria airports or taking the ferry.

"We're excited about the opportunities here," says Shanon Maurer of BC West Air. "The Abbotsford Airport is in an ideal location. It offers an alternative to congested traffic and long commutes that often take place at the beginning and end of most travel plans from the mid Island. Abbotsford makes customer convenience a reality. That's why we're flying here."

Talks are also underway regarding a number of additional routes that would provide connections to destinations in Canada, the U.S. and abroad, including service to Amritsar, India.

The Abbotsford airport, located in one of the fastest growing census metropolitan areas in the country, continues to define itself as a regional airport and key hub in BC's growing transportation network.

As YXX continues to expand to meet the demands of an increasing passenger base Airport staff is working hard to ensure that the airport continues to provide great service and additional amenities for the growing numbers of passengers.

An expansion to the long-term parking lot and the introduction of a “pay on exit” system is slated for completion later this year and will add to the ease of customer experience. Construction will begin this fall to enhance the international arrivals terminal and plans are well underway to expand the air terminal buildings for increased capacity and efficiency to accommodate additional retail and passenger services.

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*Abbotsford International Airport serves over 500,000 Lower Mainland and Fraser Valley passengers annually. Conveniently located with easy access to the Trans-Canada Highway, BC Interior and U.S. border crossings Abbotsford International offers daily service to Edmonton, Calgary and Vancouver Island as well as a seasonal weekly charter service to Mexico. With close, affordable parking, on-site wi-fi service, and self-serve check-in kiosks, Abbotsford is the preferred choice for travelers wanting a friendly, easy and stress-free travel experience.*

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