



PRESS RELEASE

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FOR IMMEDIATE RELEASE

**Jackson-Evers International Airport
Chosen by Airport Council International as a
Worldwide Top Five Performing Airport**

The Jackson-Evers International Airport -- a top performing airport in the fewer than 5 million passenger category worldwide by the Airports Council International (ACI).

In 2009, Jackson-Evers International Airport utilized an ACI Airport Service Quality (ASQ) passenger survey to measure our customer service performance and create a benchmark to measure our success and to compare our quality of service against our airport peers worldwide, within our geographic region of North America, and against airports of the same size category.

Leading airports recognize that the most important aspect of providing great service in an airport is the provision of a spotlessly clean terminal and a relaxed, open, friendly ambience. They also recognize that it is vital to address the basics first. Ten factors identified as essential for high customer service ratings are, by order of importance: the ambience of the airport, cleanliness of the terminal,

comfort of the waiting areas, availability of washrooms, cleanliness of washrooms, courtesy and helpfulness of the airport staff, business lounges, ease of making connections, passport / ID inspection experience and good shopping facilities.

Dirk B. Vanderleest, JMAA's chief executive officer, states "it is an honor to know that our customers recognize the pride we take in our airports and the emphasis on providing quality customer service. We are also proud to say that our airport restrooms rank worldwide in the top 5% in cleanliness. When we are called upon to provide service and support to our customers, we are all prepared to do our very best and that we will exceed their expectations."