



# City of San Antonio

## Agenda Memorandum

**File Number:**  
**{{item.tracking\_number}}**

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**Agenda Item Number:** 2

**Agenda Date:** April 19, 2022

**In Control:** Airport Advisory Commission Meeting

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**DEPARTMENT:** Aviation Department

**DEPARTMENT HEAD:** Jesus H. Saenz Jr.

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Customer Experience Program Overview

**SUMMARY:**

The presentation provides a briefing on the Customer Experience Program in the San Antonio Airport System. Chief Customer Experience Officer Karen Ellis will present to the Airport Advisory Commission on current and upcoming initiatives to enhance the passenger experience at San Antonio International Airport.

**BACKGROUND INFORMATION:**

The Aviation Department has consistently been recognized for its customer experience programs, most recently being recognized Best Hygiene Measures By Region (North America) by Airports Council International and ranking 9<sup>th</sup> in the J.D. Power Annual 2021 Airport Satisfaction Study. Ms. Ellis will present to commission members several new initiatives including the new

Transportation Security Administration Passenger Screening Canine units that recently commenced to enhance the passenger screening process at the San Antonio International Airport. She will also present information on recent public art exhibits and the upcoming Sunflower Lanyard program to assist passengers with hidden disabilities.

**ISSUE:**

This item is for briefing purposes only.

**FISCAL IMPACT:**

This item is for briefing purposes only.

**ALTERNATIVES:**

This item is for briefing purposes only.

**RECOMMENDATION:**

This item is for briefing purposes only.