



For Immediate Release
May 21, 2020

CMH becomes one of first U.S. airports to achieve ACI Customer Experience Accreditation

COLUMBUS, OH – John Glenn Columbus International Airport (CMH) recently attained Level 1 accreditation through Airports Council International (ACI)'s Airport Customer Experience program. CMH is one of only seven airports in the U.S. to achieve the accreditation.

The program is the first worldwide customer experience management accreditation designed specifically for airports to help improve practices, promote a direct positive impact on customer satisfaction and meet customers' ever-evolving expectations.

"At the Columbus Regional Airport Authority, one of our primary goals is to delight customers," said Angie Tabor, Senior Manager, Customer Experience. "We are excited to reach this milestone and continue working to enhance the customer experience and exceed expectations in our airports."

To attain Level 1 accreditation, CMH demonstrated knowledge and practices around customer understanding, customer experience strategy and performance measurement. CCAA plans to progress through each level of accreditation, eventually achieving Level 5 accreditation.

"By continuing to grow and develop our customer experience program, our goal is to create a welcoming environment for travelers, now and in the future," said Tabor. "As travel restrictions around the world are lifted, our airports will be ready for travelers when they are."

About CCAA

The [Columbus Regional Airport Authority](#) connects Ohio with the world by managing and operating passenger-focused [John Glenn Columbus International Airport \(CMH\)](#), cargo-focused [Rickenbacker International Airport \(LCK\)](#), and general aviation airport Bolton Field (TZR). To learn more about CCAA's response to COVID-19, visit: flycolumbus.com/updates2020

Media Contact

Sarah McQuaide
Manager | Communications and Media Relations
Columbus Regional Airport Authority
4600 International Gateway | Columbus, Ohio 43219
c 380.867.4099
smcquaide@columbusairports.com | ColumbusAirports.com

###