



Customer Experience Report

For August 2020 Meeting



TEAMWORK ★ INTEGRITY ★ INNOVATION ★ PROFESSIONALISM

Empowered, professional team providing optimal air service and a phenomenal customer experience.

Customer Experience – July 2020

- San Antonio Airport System new website launched
 - www.flysanantonio.com
- SAT Live Stream Concert Series benefitting the San Antonio Food Bank
 - Social Media Summary
 - Reach – 83,644
 - Online Engagements – 23,142
 - Views – 38,962
 - Livestream Performances – 32
 - Donation Goal: \$1,000
 - Donations - \$1,500 (Equals 10,500 meals)
- The Galleries@SAT July installations
 - “City of Service”
 - Airforce Art Contest



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Customer Experience – July 2020

- Installation of 2 PPE vending machines in the terminal as an additional safety amenity for our customers.
 - First machine received and installed Terminal A on 7/30/2020.
 - Second machine will be installed in Terminal B in the coming weeks.
- SAT welcomes VivaAerobus first arrival of passengers to San Antonio
- July was the first full month since partial Ambassador program reactivation
 - 536 volunteer hours
 - 6,407 passengers assisted
- Fourth of July
 - Roadside flag placement
 - “We Support Our Troops” Pole Banners



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Customer Experience – Current

- SAT and the Texas Commercial Airport Association (TCAA)
 - Campaign with other Texas airports to restore consumer confidence informing passengers of health and safety measures being taken.
 - #FlySafeTexas reminds passengers that safety remains our number one priority.
 - Airport executives created a special video pledge promoting the health and safety message.
 - The video is available on each airport's social media platforms and websites. <https://flysanantonio.com/wp-content/uploads/2020/08/FlySafeTexas.mp4>



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Customer Experience – Upcoming

- Customs Renovation Project—Art Enhancement
 - Create sense of place in facility through aesthetic improvement project
 - Replacement of stanchions, additional wall mount stanchions, and additional of exit gates for crew and global entry passengers.
 - Signage & floor decals to improve wayfinding and passenger flow
- Celebration of Hispanic Heritage Month
- “Mission to Mars” Student Art Contest



Customs – Exit Gates



Customs Stanchion



Customs Stanchion Straps



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