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ORLANDO INTERNATIONAL AIRPORT RECOGNIZED WITH GLOBAL AIRPORT OF THE YEAR AWARD



ORLANDO, FL. — Orlando International Airport (MCO) continues to add to its list of impressive international accolades. Florida’s busiest airport was named “Large Airport of the Year” by CAPA – Centre for Aviation. Chief Executive Officer Phil Brown received the award at CAPA’s Aviation Awards for Excellence ceremony Tuesday night in Berlin.

“This award reflects the value of customer service excellence that is achieved through strategic planning, innovative use of technology and strong relationships with our airline partners and community,” said Frank Kruppenbacher, Greater Orlando Aviation Authority Chairman. “We thank the community for helping us achieve this recognition.”

The award recognizes an airport with over 30 million annual passengers that has been the biggest standout strategically, has established itself as a strategic leader, and done the most to advance the progress of the aviation industry. Orlando International Airport was selected for its creative adoption of new technology and rapid growth:

- MCO has deepened its network breadth with international service that now encompasses 14 destinations in Europe, 31 in Latin America/Caribbean, 15 in Canada and one in the Middle East, a remarkable feat for a non-hub airport.
- Orlando International is also at the forefront of technology adoption, positioning itself as the first U.S. airport to fully deploy Customs and Border Protection’s biometric entry and exit program for arrival and departure of all international travelers.
- Construction on the airport’s new South Terminal Complex continues to progress toward its scheduled opening in 2021.

CAPA’s Aviation Awards for Excellence are regarded as the pre-eminent awards for strategic excellence in aviation. The recognition is intended to reward airports that are not only successful but have also provided industry leadership in adjusting to a new environment. The CAPA Awards for Excellence are not driven by customer surveys or sponsorship, they are independently researched by an international panel of judges.

Since its establishment in 1990, CAPA has developed a formidable global network of aviation researchers and analysts located across Europe, North America, Asia and Australia. They provide access to more than 400 news briefs each day as well as analysis reports, research publications and a comprehensive data center with extensive company profiles.

Basic MCO information:

For the second straight year, ranked by J.D. Power “Highest in Customer Satisfaction for Mega Airports” in 2018. With more than 46 million annual passengers, MCO is the busiest airport in Florida and 11th busiest in the U.S. MCO is currently engaged in a \$4.2 billion Capital Improvement Program and generates \$31 billion in revenue for the regional economy. With 21,000 badged employees, Orlando International Airport strives to value and delight its customers through an airport-wide design concept known as The Orlando Experience®.

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