

# AIRPORTS NEWS & UPDATES

FEBRUARY 2016



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Norman Manley International Airport (NMIA) was awarded the prestigious Airports Council International (ACI) – Airport Service Quality (ASQ) Award for the Most Improved Airport in Latin America and the Caribbean Region for 2015. Airports Council International recognizes the world's airports, which have achieved the highest passenger satisfaction ratings in the ASQ survey, the world's premier passenger service benchmark measure of airport excellence.



Acting AAJ President and Chief Executive Officer -NMIAL , Audley Deidrick, said that Norman Manley Int'l Airport has overcome challenges since its construction upgrade, which led to consistent improvements in the rankings over the past year and lauded the key players in airport operations.

"We want to recognize our partners who impacted the stakeholders experience. These include porter services, concessionaires, airlines, ground transportation providers, hoteliers, security providers, the Meteorological service and the Ministries of Health and Agriculture for the role they play on a daily basis in the success of the airport," he said. He

added that the contribution of the airport's two major passenger processing partners – the Passport, Immigration and Citizenship Agency (PICA) and the Jamaica Customs Agency – was significant and played an important role in the overall passenger experience. Mr. Deidrick also commended the Jamaica Civil Aviation Authority, for its input.

Snr. Director of Commercial Development and Planning, Alfred McDonald, said that it was the first time that NMIA was being recognized by ACI-ASQ in this manner. He said that in assessing the areas for improvement, NMIA did an upgrade of the air conditioning system, conducted customer service training in a number of areas and worked at getting all players in the operations of the airport involved in excellent service delivery.

"We had discussions with our passenger processing partners to ensure that the level of service delivery was in keeping with world class standards and pleasing to our customers, so we did a lot of work in getting everybody on board and delivering the kind of service that was recognized by ACI," he explained. The airport is also enjoying a rise in the ACI-ASQ rankings as the number two airport in the region for the fourth quarter of 2015, following its recent number three ranking for quarters two and three of 2015.

Airports Council International (ACI), the trade association of the world's airports, was founded in 1991 with the objective of fostering co-operation among its member airports and other partners in world aviation, including the International Civil Aviation Organization, the International Air Transport Association and the Civil Air Navigation Services Organization.



## Caribbean's Leading Airport



# VOTE FOR US

World Travel Awards™ (WTA) supports, promotes and develops the global travel and tourism industry by identifying and rewarding excellence and inspiring its practitioners to continually raise the standards of their product and service offering. In 2016, World Travel Awards™ will celebrate its 23rd anniversary. The annual programme is renowned as the most prestigious and comprehensive in the global industry.



Each year, WTA runs and governs a comprehensive programme across a range of awards developed to recognize the industry's most vital sectors and product offerings.

This year, **Norman Manley International Airport, Kingston** is nominated in the category - **CARIBBEAN'S LEADING AIRPORT**. We are honored by the WTA recognition, however we now need your help to win the prestigious top award for the category. Here's how you can help. Register and cast your votes now ! **VOTE FOR NMIA!**

Who wins?  
You decide

**GO TO** :<http://www.worldtravelawards.com/vote>

**Register** and cast  
your votes now...

Click on the link <http://www.worldtravelawards.com/vote> and register for an account in order to cast your vote. A verification email will be sent to your email account and you will need to click the verification link to verify your email address before you can login to cast your vote.

Nominees are listed alphabetically within each award.

### Travel Industry Voters\*

Travel Industry voters may apply to upgrade their account to "industry" status by providing their company details and association membership number during registration and submitting a minimum of 10 votes. Votes cast by verified industry voters will count as two votes. Votes cast by non-industry voters will count as one vote.

**VOTE NOW ! VOTE Norman Manley Int'l Airport, Kingston**

*MONTHLY PRIZES & SURPRIZES for NMIA voters*

**VOTING CLOSES JULY 31, 2016**





## AIRPORT SIGHTINGS & HAPPENINGS ...



### COMING SOON ...

Sneak a peek at the new VIP WELCOME at the Norman Manley Int'l Airport, Kingston. The award winning Club Kingston is extending its VIP brand service to the Arrivals Concourse. Get your over sized sun shades and selfie-sticks ready for a whole new airport arrivals experience with CLUB KINGSTON... where everybody is a VIP! More anon.



NMIA, Kingston | FEBRUARY 2016

Final Year students of the Edna Manley College of the Visual & Performing Arts served up a live 'REGGAE TREAT' in the NMIA Arrivals Forecourt - much to the delight of incoming passengers, meet/greeters and airport staff.

*Coming soon — LIVE 3rd FRIDAYS @ NMIA*



## While you were away...



MARCH 3 2016 | KINGSTON, Jamaica – Andrew Michael Holness MP (L) , was appointed Prime Minister of Jamaica at King's House in St Andrew. He was sworn in by Governor General Sir Patrick Allen, who represents Elizabeth II, the Queen of Jamaica (Jamaica's Head of State). This appointment was a result of the JLP's victory in Jamaica's 25 February 2016 general election. L. Mike Henry MP (R) ,was subsequently appointed Minister of Transport and Mining .

**AIRPORTS NEWS & UPDATES** welcomes the new administration and extends best wishes.

Photography by | Damion Cameron  
WINNER "BEST WILD LIFE " PHOTO



AAJ /NMIA Corporate Planner— **DAMION CAMERON** took 3rd place in the recent **World Wetlands Day** photo competition sponsored by the National Environment and Planning Agency (NEPA). The competition was opened to the public.



A pair of egrets nesting in the mangroves in Black River, St Elizabeth, appear to be watching out for each other.





**1 Park Close, New Kingston  
JAMAICA**

After 24 months under construction, the Courtyard by Marriott, Kingston Jamaica hotel officially welcomed its first set of guests late last year.

The New Kingston hotel will be the third in the Courtyard by Marriott brand to be established in the English-speaking Caribbean. The 129-room hotel increases the visitor accommodation count in the capital city to just under 2,270 and, with the exception of one employee, is staffed by Jamaicans.

It was developed by Caribe Hospitality (Jamaica) Limited, an affiliate company of Pan Jamaican Investment Trust (Pan-Jam) and now joins its sister hotel in Bridgetown, Barbados, which opened in 2011. The hotel, is only 20km from the **Norman Manley International Airport**, is equipped with a full fitness center, swimming pool, high-speed complimentary Wi-Fi and several fully equipped, well appointed meeting spaces for conferences, events and special occasions.

The hotel forms a majestic backdrop to the Emancipation Park in New Kingston and is a great choice for travelers interested in business, sightseeing and day/night entertainment. *AIRPORTS NEWS & UPDATES welcomes the fabulous COURTYARD Marriott to KINGSTON CITY.*

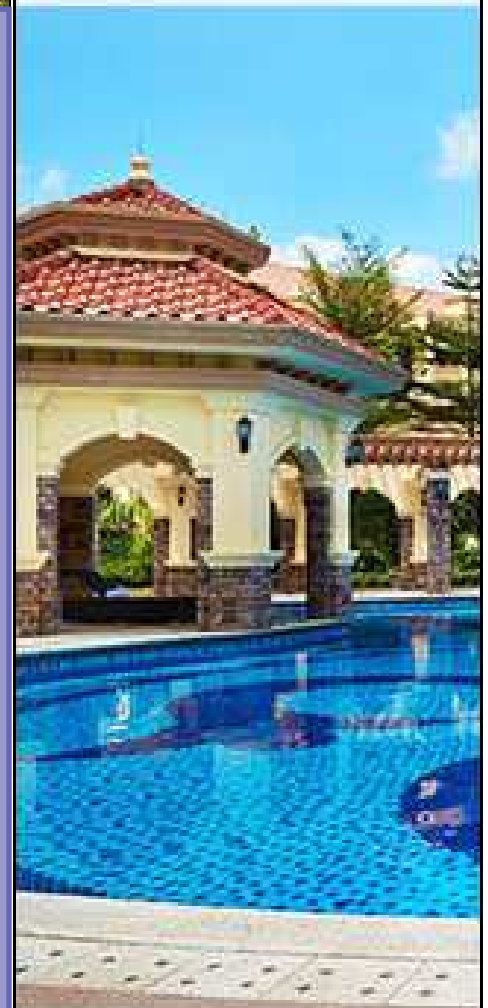
**For more information and reservations visit**

<http://www.booking.com/hotel/jm/courtyard-by-marriott-kingston->

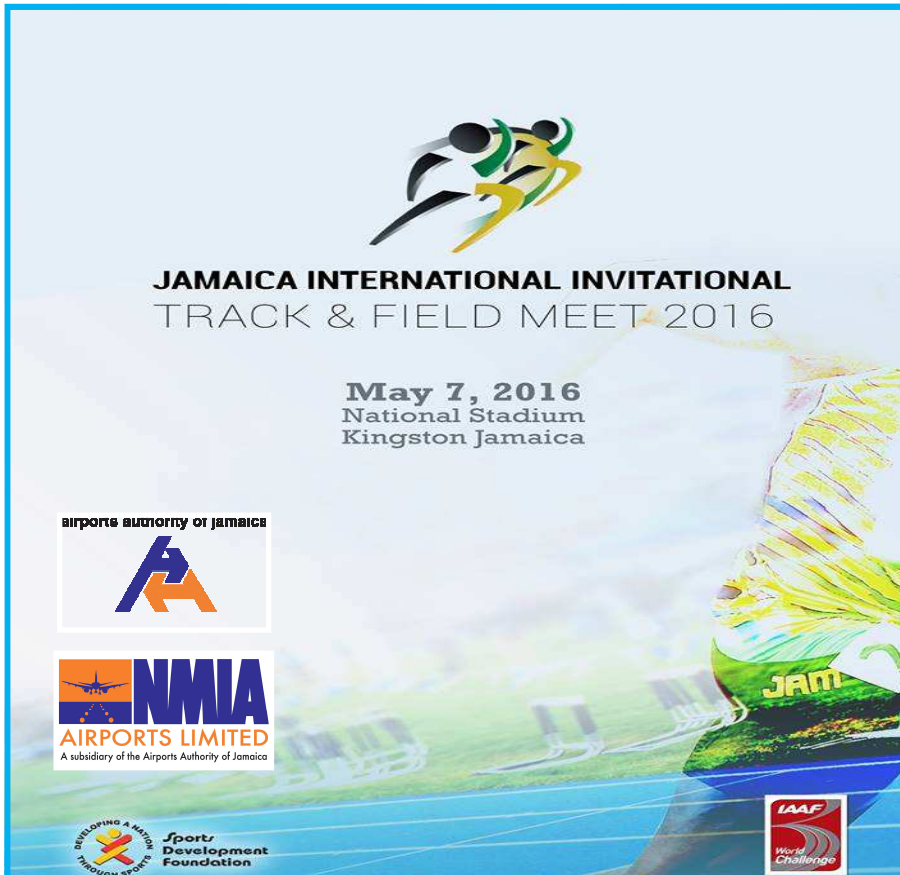


**Our best rate.  
Guaranteed.**

When you book direct on  
Marriott.com



# UPCOMING AAJ SPONSORED EVENTS...



Snr. Dir. Commercial Development & Planning /AAJ —Alfred McDonald share lens with top Jamaican athlete Shelly Ann Fraser –Pryce .

MARCH 1 | Jamaica Pegasus, KINGSTON

AIRPORTS AUTHORITY of JAMAICA (AAJ) announced its renewal of major cash sponsorship for the JAMAICA INTERNATIONAL INVITATIONAL MEET (JIIM) . Snr. Director Commercial Development & Planning - Alfred McDonald made the grand announcement at the recent media launch of the 13th staging of the premier Track & Field Meet. The event , a must—see on the menu of Kingston events geared for sports tourism , has been able to attract the best in track and field with the last rendition boasting participation of over 50 World and Olympic Champions. AAJ is pleased to re– commit another two year sponsorship deal that would bolster efforts at positioning Jamaica as a destination for international sporting events and exposing top local talent to global competition.

JIIM is scheduled for Saturday,7 May at the National Stadium. ,Kingston.

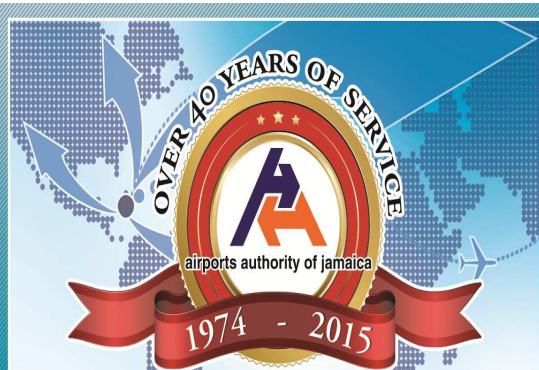


Snr. Dir. Commercial Dev. & Planning /AAJ Alfred McDonald makes the grand announcement at the recent media launch.



JIIM organizers and proud sponsors pose for the shutterbugs.





**THINKING DEVELOPMENT... MOVING AHEAD**

### THE MISSION

"To develop a modern, safe and profitable airport system that is environmentally responsible, provides world-class service and contributes substantially to the national economy while promoting the expansion of air transportation and its related industries"



**NORMAN MANLEY INT'L AIRPORT**  
KINGSTON  
MKJP (KIN)



**SANGSTER INT'L AIRPORT**  
MONTEGO BAY  
MKJS (MBJ)

IAN FLEMING  
Int'l Airport



**IAN FLEMING INT'L AIRPORT**  
BOSCOBEL  
MKBS-(OCJ)

### DOMESTIC AERODROMES

**Tinson Pen - MKTP (KTP)**  
Commuter airport located in the Capital City, Kingston.

**Ken Jones - MKKJ (POT)**  
Located in Portland, east of the island

**Negril - MKNG (NEG)**  
Located in the tourist mecca, west end of the island

# UPCOMING EVENT...

PROUDLY SPONSORED BY :



## KINGSTON CITY RUN

1/2 MARATHON, 10K AND 5K

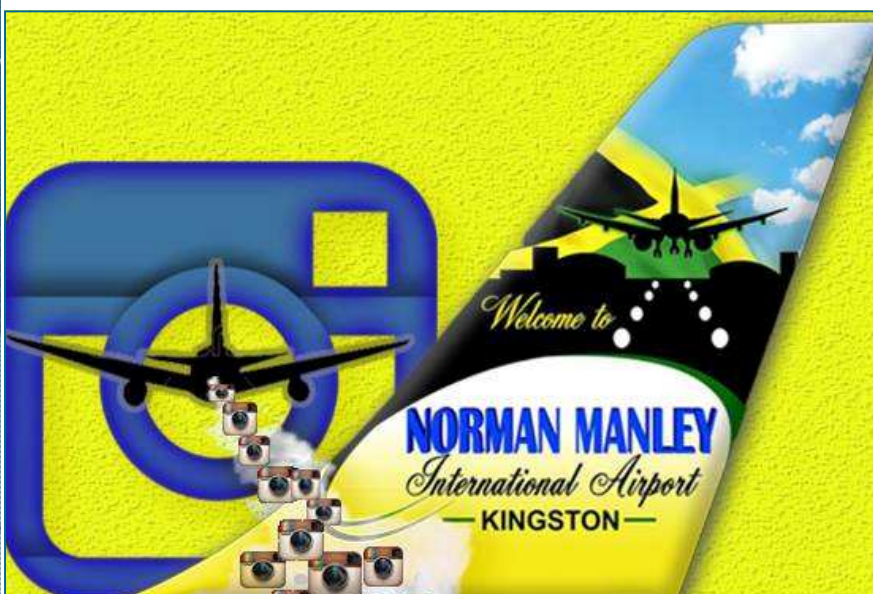
COME RUN THE CITY

**Sunday,  
March 13th**



[www.kingstoncityrun.com](http://www.kingstoncityrun.com)

FOR MORE INFORMATION: (876) 363-6548



Follow us on Instagram **@nmia\_fly**