

Skytrax World Airport Awards 2020
YUL employees recognized as the best in North America

Montréal, May 11, 2020 – For the very first time, YUL Montréal-Trudeau International Airport won top honours in the “Best Airport Staff Service” in North America category during the Skytrax World Airport Awards 2020 virtual gala. This is a welcome achievement at a time when good news has been scarce in the airport industry in recent weeks.

This year, YUL stood out among all the airports on the continent in this category, which recognizes the quality of service offered to passengers by the 13,000 or so employees who normally work in the terminal building. They include “ambassadors”, baggage handlers, air carrier personnel, members of the Airport Patrol, government agency employees, and concession and store employees. This is an impressive and rapid progression within the rankings: YUL had already climbed to 4th place in 2019 after ranking in 6th place in 2018 and 10th place in 2016.

“Over the past few years, we launched new initiatives to make the passenger experience at YUL more memorable and enjoyable from the moment they arrive at YUL. This award confirms that our efforts have paid off,” said Philippe Rainville, President and CEO of ADM Aéroports de Montréal. “Without the dedication of the airport community’s employees, we would never have been able to achieve this. Although priorities have changed in recent weeks, employees are continuing to come to work with smiles on their faces, despite a difficult and uncertain environment. I am extremely proud of them and I know that they will be ready when the time comes to resume normal operations in the terminal building and make YUL a vibrant airport that fully reflects its metropolis.”

In the ranking of the top 100 airports internationally, YUL is ranked 57, up 5 places from last year, according to the votes of travellers from around the world. In the overall “Best Airports” in North America category, Montréal-Trudeau remains in 10th place. Only two other Canadian airports are represented in this category.

Skytrax’s World Airport Awards are considered a benchmark of quality within the global airport industry. They are awarded following a customer service and facilities evaluation process conducted at more than 550 airports and among millions of travellers around the world. The survey was conducted from September 2019 to February 2020.

About Aéroports de Montréal

ADM Aéroports de Montréal is the airport authority for the Greater Montréal area responsible for the management, operation and development of YUL Montréal-Trudeau International Airport and YMX International Aerocity of Mirabel.

Source :

Aéroports de Montréal

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affaires.publiques@admtl.com

T: 514 394-7304