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Phoenix Sky Harbor International Airport Wins Airport Innovation Award

Alexandria, VA – The Airport Innovation Accelerator – established by the American Association of Airport Executives (AAAE) as a hub for innovation to drive creative approaches and build airports of the future – has selected Phoenix Sky Harbor International Airport to receive the second annual Airport Innovation Award for its creative work to improve the passenger experience and deploy cutting-edge technologies. The award was presented to PHX officials yesterday at the 3rd Annual Airport Innovation Forum in Seattle.

“Airports are embracing innovation and deploying creative solutions like never before, and Phoenix Sky Harbor International Airport under the leadership of Director of Aviation Services Jim Bennett is a clear leader in the field,” AAAE President and CEO Todd Hauptli said. “The work that Jim and his team have done to enhance the passenger experience and streamline airport operations at PHX is remarkable, and AAAE and the Airport Innovation Accelerator are happy to recognize and celebrate their innovative approaches as a model for airports in the U.S. and around the globe.”

“Phoenix Sky Harbor International Airport is honored to receive this prestigious award,” Bennett said. “Our goal is to deliver world-class customer service to every customer every day, and I’m proud that our team creates innovative solutions and initiatives to accomplish that goal.”

The Airport Innovation Award was established by the Airport Innovation Accelerator to honor innovative developments that are a model for airports around the country. PHX secured the award for a portfolio of creative innovations to enhance the passenger experience and make airport operations more efficient, including: a redesign of Terminal 3 that includes cutting-edge technology to facilitate efficient passenger processing; a “dress rehearsal” program for children with autism and their families to prepare for a flight; deployment of numerous technologies to improve security; and the consolidation of all business intelligence operations to improve operating efficiency.

As another sign of PHX’s commitment to innovation, the airport has also joined the Accelerator Airport Partner Program, which is an opportunity for leading airports to influence and drive innovation for the airport community through the Accelerator. PHX joins a growing list of airports committed to innovation that, through their Accelerator memberships, are well-positioned to drive cutting-edge innovation at their facilities and serve as a model for the entire aviation community. More information about the Accelerator Airport Partner Program is available [online](#).

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ABOUT AAAE: Founded in 1928, [AAAE](#) is the world's largest professional organization representing the men and women who work at public-use commercial and general aviation airports. AAAE's 5,500-plus members represent some 850 airports and hundreds of companies and organizations that support the airport industry. Headquartered in Alexandria, Va., AAAE serves its membership through results-oriented representation in Washington, D.C., and delivers a wide range of industry services and professional development opportunities, including training, conferences, and a highly respected accreditation program.

CONTACT:

Adam Snider

Director of Public Affairs

703.797.2576

adam.snider@aaae.org