



Airport Expects Busy Holiday Travel Season

New Customer Service Initiatives and Technology Upgrades Help Facilitate Holiday Crowds.

November 20, 2014- San Antonio, TX With Thanksgiving week being the busiest travel period of the year, San Antonio International is anticipating airport traffic to be heavy starting on Friday, November 21 and continuing through Thanksgiving week, with the busiest time of the day being from 5:00 a.m. – 7:30 a.m.

In the past year, SAT completed its \$35 million Terminal A renovation as well as added several new customer service conveniences that provide an enhanced travel experience. New services implemented include a live data feed for parking availability on the airport's website and mobile site; a new Parking Control System (PRCS) automating and giving customers the ability process their parking transactions quicker and find parking spaces easier; a new Digital Library interactive kiosk, which charges phones that enables both visitors and residents to download music and books. And just yesterday, SAT introduced their latest high-tech enhancement, Eva the Avatar. Eva assists in expediting the TSA security process and facilitates customer readiness at the checkpoint. Additionally, SAT will once again provide holiday entertainment in the terminals throughout the busy holiday season. SAT already provides FREE WIFI and a Cell Phone Waiting Lot for patrons.

For everyone traveling this holiday, SAT officials recommend the following tips for a less stress airport experience:

Early Arrival: Passengers should arrive at least two hours before their scheduled flight for flights before 7:30 a.m. and 90 minutes for flights thereafter.

Pack with Security in Mind - To avoid the potential of additional screening, passengers should know what is and isn't allowed in carry-ons and checked luggage. Passengers are encouraged to check the prohibited items list at <http://www.tsa.gov/traveler-information>.

Parking Options: SAT has a two parking options for travelers, hourly and long-term. Whether traveling for business or pleasure, SAT's onsite parking garages offers the closest, most convenient airport parking for your needs and budget.

Credit Card Only Lanes: *Visitors paying by credit card can exit through any unattended lanes. Look for the lanes with Credit/Debit Exit only signs above the lanes. Transactions processed through this method only take a few seconds and do not require patron signature.*

Ticketless Options: *Your Credit card can become your ticket. Insert the same credit card upon entering and exiting and your transaction is fast and simple. This ticketless method eliminates*

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Our Mission:

To innovatively manage our airports to provide a positive customer experience while supporting economic development.

having to keep track of a parking ticket while away on travel and assists in reducing wait time at exit.

Dress the Part: Passengers should avoid wearing metal in or on clothing and coins, keys, jewelry, belt buckles and other metal items should be packed in a carry-on bag for easier processing.

Get your Boarding Pass Early – Passengers can print boarding passes online before they arrive at the airport or they can use the convenient airline check-in kiosks at the airport. Passengers with only carryon baggage can go directly to the security checkpoint. Passengers with luggage can go to airline counter for bag-check.

Check the flight status online or signup email flight notifications – Passengers are able to check their flight status and receive email alerts if they sign up at <http://www.sanantonio.gov/SAT>.

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With more than 8 million passengers annually, the San Antonio International Airport (SAT) contributes more than \$5 billion to the region's economy. The Gateway for South Texas SAT offers nonstop service to more than 30 destinations and, in 2012, was named the nation's 10th largest gateway to Mexico. The San Antonio Airport System also includes Stinson Municipal Airport (SSF), the 2nd oldest continuously operating airport. A department of the City of San Antonio, the system is funded by an enterprise fund supported by user and tenant fees.

For more information, visit SanAntonio-Airport.com or [Facebook/SATAirport](https://www.facebook.com/SATAirport).