

FOR IMMEDIATE RELEASE:

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509-998-7265 Mobile

Contact: Todd Woodard
509-455-6470 Office

Passengers to Benefit from Complimentary Wi-Fi and Baggage Carts at Spokane International Airport

(Spokane, WA) – Spokane International Airport (GEG) announced effective August 22, 2011, airport customers will be provided 20-minutes of complimentary Wi-Fi access inside the Terminal building. Beginning in September, luggage carts will be offered at no cost to passengers as well. Lawrence J. Krauter, CEO/Airport Director, Spokane International Airport stated, “These two items represent a very important step in providing better customer service at Spokane International Airport. In today’s climate, people are unhappy with the pricing models of air travel companies and are suffering from declines in customer service. The access fee charged by the airport’s Wi-Fi provider just served as another source of aggravation to our customers. The same can be said for the baggage carts. This sentiment was reflected in numerous customer surveys. We want to send a clear message to our customers that we are listening and will respond to their needs and concerns. Following negotiations with our contractor, Wi-Fi will be available for 20-minutes without charge starting on August 22nd and baggage carts will be available for use at no charge in early September. This is just the beginning of our commitment to explore new ways to provide greater customer satisfaction at Spokane International Airport.”

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