



Rhode Island Airport Corporation

NEWS RELEASE

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T.F. Green Airport Adds Customer Service Enhancements

WARWICK, R.I. (March 31, 2014) – As part of its ongoing focus on customer experience, the Rhode Island Airport Corporation (RIAC) has added a number of new services and enhancements at T.F. Green Airport and the InterLink.

For those looking to make international connections, starting on September 16, 2014, Green Airport travelers will be able to book connecting international trips to places like Aruba, Cancun, Montego Bay, Nassau and Punta Cana on www.Southwest.com. At this time, Southwest Airlines flight schedules are now open for booking through the end of October.

Travelex Currency Exchange is now open on the 2nd floor of the airport, pre-security, near the US Airways ticket counter. Services offered include travel insurance, prepaid phone cards and prepaid debit cards in a range of currencies. Hours of operation are from 5:00am to 6:00pm. For more info, visit www.travelex.com

In conjunction with the RI Department of Transportation, the Airport has extended the “Try Transit, Beat Traffic” promotion. Daily commuter rail riders can park for free (daily parking only; overnight parking excluded) in the InterLink parking garage through June 30.

“We know travel can be a stressful experience- from the planning to the packing, to navigating through security, to your flight and finally arriving at your destination,” said Kelly Fredericks, President & CEO, Rhode Island Airport Corporation. “At Green Airport, our focus is on the customer experience. We strive to make the journey to your destination as seamless as possible with convenient on-airport parking, MBTA train connections, a streamlined checkpoint and an easy to navigate terminal.”

Also new to the airport, TSA PreCheck, allows select frequent flyers of participating airlines and members of U.S. Customs and Border Protection (CBP) Trusted Traveler programs who are flying on participating airlines, to receive expedited screening benefits. Eligible participants use dedicated screening lanes for screening benefits which include leaving on shoes, light outerwear and belts, as well as leaving laptops and 3-1-1 compliant liquids in carry-on bags. Travelers interested in enrolling in this program, can now do so by completing an application. Please visit tsa.gov/tsa-precheck to learn more.

In 2012 and again in 2013, T.F. Green Airport was named one of America's Best Airport's by Travel + Leisure readers, ranking 1st for its accessible location and 2nd for its smooth check-in process. In recent months, the Airport launched a new ad campaign aimed at reminding travelers that Green "Keeps You Moving." With the traffic in and around Boston, coupled with the recent construction in the Callahan tunnel, the airport is a good alternative airport to consider.



For those looking for a connection to or from the Boston area, the Airport's InterLink with its 20 daily (weekday) commuter trains convenient option. Visit www.mbta.com for a complete service schedule. Since on-train MBTA service payment is only accepted in the form of cash or a monthly commuter rail pass, a new, a Washington Trust branded ATM has been installed at the InterLink. And Warwick-based coffee truck Presto Strange O is also now servicing the commuter rail stop at the airport between 6am and 8am for those looking for a quick coffee before or after their train ride.

Additional customer service enhancements include electric vehicle charging stations at the second level in Garage A and under the skywalk in short term lot D. Use of these charging stations is free with paid parking. And Delta Airlines new mobile device charging stations in the hold areas at Gates 11, 16, and 18 and a Budweiser Bowtie is now open near Gate 16 and serves up cold beer and modern American fare such as burgers, chili, chowder, salads, seafood and sandwiches.

Fredericks concluded, "At Green Airport we want travelers to enjoy the journey in between. Coupling all of these enhancements – convenient parking, a hot cup of coffee, expedited screening with TSA PreCheck, and a place to plug in and recharge, all make for a more enjoyable travel experience."

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