

19 Jan 2005

Singapore Changi Airport reaches record Passenger & Cargo Volumes in 2004

The airport handled 30.35 million passengers and 1.78 million tonnes of cargo for the full year

Singapore Changi Airport has broken its own record in terms of passenger and cargo traffic. A record of 30.35 million passengers passed through Changi Airport in 2004, a 23.1 per cent growth over year 2003's 24.67 million, and an increase of 4.7 per cent over the previous record of 29 million set in 2002.

In December 2004 alone, Changi Airport's passenger traffic jumped 9.4 per cent from a year ago to 2.96 million. This is a 7.5 per cent rise from December 2002.

In terms of air cargo, Changi Airport moved a new record of 1.78 million tonnes of cargo in 2004, 10.2 per cent more than the 1.61 million tonnes in 2003. This is 8.4 per cent more than 2002's air cargo tonnage. In December 2004, Changi Airport moved 153, 512 tonnes of air freight, a 8.5 per cent increase from December 2003, and a 12.9 per cent increase from December 2002.

Apart from a year of unprecedented growth, Changi Airport also received a total of 19 awards and accolades from international organizations and publications in 2004. Just a day ago, Changi Airport received two awards from Business Traveller (Germany) magazine. An overwhelming majority of over 3,000 respondents polled voted Changi Airport the 'Best Airport in the World' and the 'Best Airport in Asia Pacific'. Readers were asked to rank the airports in areas like ease of orientation, shopping, food & beverage facilities, efficiency in baggage delivery and security.

Congratulating Changi Airport on its win, the magazine's publisher, Ms Gerhild Burchardt, said, "Majority of our readers are frequent travellers who have visited many airports around the world. Changi Airport remains the best airport in their hearts for the last 12 twelve years. It surpasses their expectations of what an excellent airport should be, in almost all aspects. Changi clearly deserves the top honour."

In the recent Global Airport Satisfaction Index Study conducted by JD Power & Associates, Changi Airport received the highest overall passenger satisfaction score among the 89 airports included in the study.

Speaking to the audience at the airport today at a ceremony held to recognize and reward outstanding frontline airport staff, Minister for Transport, Mr Yeo Cheow Tong said, "To differentiate ourselves from our competitors, Changi must continue to

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enhance its people-centered skills and service. Over the years, this has become our distinguishing trademark."

Changi Airport is served by more than 70 airlines, which operate over 3,700 scheduled flights every week to 175 cities in 55 countries.