

AIR SERVICE

The Aviation Department established the Air Service Incentive Program to maintain the airport's competitiveness by encouraging airlines to offer more nonstop flights to and from SAT. The program provides incentives such as marketing funds and fee waivers to assist both new and existing carriers in entering or expanding their services in the market. To qualify for these targeted markets, carriers must meet specific criteria, including:



- » Washington, D.C. – Reagan National
- » New York LaGuardia
- » Sacramento
- » Raleigh-Durham
- » Orange County
- » San Jose, CA
- » San Juan, PR
- » Hawaii
- » Pittsburgh
- » Indianapolis
- » Cincinnati
- » Cleveland
- » Columbus
- » Unserved international market

CUSTOMER SERVICES



CUSTOMER EXPERIENCE

Unknown airports and cities, rushing from one gate to another, and keeping children entertained can make for a stressful time. SAT offers a multitude of services and creature comforts to help ease the stress of flying and introduce the traveling public to the city's down-home-friendly attitude.

AMBASSADORS

SAT's Ambassadors are volunteers who assist travelers with directions or simply by offering a warm smile and a friendly ear. These friendly locals dressed in distinctive navy blue vests and cowboy hats volunteer 31,000 hours assisting 450,000 visitors each year.



PUPS & PLANES

SAT was the first airport in Texas to deploy volunteers with their therapy dogs to bring comfort to travelers. Since 2013, the program has grown to 24 dogs and handlers who can be found throughout the terminals and the USO.