



FOR IMMEDIATE RELEASE:

MBJ Airports Limited Enhances Passengers' Experience with New Technological Innovations

Montego Bay, Jamaica – February 15, 2024

MBJ Airports Limited (MBJ) is leading the charge in transforming the passenger journey at Montego Bay's Sangster International Airport (SIA), the nation's primary gateway, renowned as one of the Caribbean's largest and most modern airports.

Among its latest initiatives, the airport has executed upgrades to the check-in area and passenger processing systems, setting the stage to effectively meet the increasing demands of passengers while optimizing operational efficiency.

The introduction of Automated Border Control Systems or E-gates marks a pivotal advancement, with six machines strategically installed to significantly reduce average processing times during peak operational hours. This crucial time frame, encompassing approximately 80 percent of daily flights, has witnessed a remarkable enhancement in Immigration processing efficiency.

In addition to the E-gates, MBJ has completed a comprehensive replacement and upgrade of Common-Use Passenger Processing Systems. This initiative encompasses the integration of Common Use Self-Service (CUSS) Kiosks, elevating the passenger experience by streamlining check-in processes. The Flight Information Systems have been revamped, providing real-time updates to passengers, and an interactive way-finding terminal directory has been implemented to enhance navigation for passengers as they await their flights on departures.

MBJ Airports Limited's CEO, Shane Munroe says the upgrades will not only reduce passenger queuing but also lay the foundation for a future-ready airport that can accommodate the growing demands of air travel.

"The implementation of these technological advancements represents a significant leap forward in our ongoing efforts to redefine the passenger experience," Mr. Munroe said.

Commercial Manager Sharon Hislop-Holt similarly expressed enthusiasm about the transformative changes. "Our goal is to set new benchmarks in passenger experience," she said. "The implementation of cutting-edge technology not only improves efficiency but also ensures that passengers have a smooth and enjoyable journey through our airport."

Under the stewardship of MBJ Airports Limited, Sangster International Airport has consistently earned acclaim, having been named the Caribbean's Leading Airport for fifteen consecutive years by the World Travel Awards.



MBJ Airports Limited - Sangster International Airport, Island Mailboxes, Suite 4000, Montego Bay, St. James, Jamaica.

Telephone: +1876 952-2712 / 3124 / 3133; Fax: +187 6971-9598; www.mbjairport.com

MBJ Airports Limited, has expended over US\$326 million in the past two decades to enhance and expand Sangster International Airport's infrastructure. This investment has solidified SIA's reputation as a welcoming, secure, and efficient transportation hub.



The newly installed E-gates at MJB, a technological upgrade to streamline passenger processing, resulting in optimizing operational efficiency

About Sangster International Airport:

Sangster International Airport (IATA: MJB, ICAO: MKJS) is an international airport located 3 mi (4.8 km) east of Montego Bay, Jamaica. The airport is capable of handling nine million passengers per year. It serves as the most popular airport for tourists visiting the north coast of Jamaica. The airport is named after former Jamaican Prime Minister Sir Donald Sangster.

About MJB Airports:

MBJ Airports Limited, the operator of Sangster International Airport, connects Jamaica to more than 60 international destinations. A record 5.267m passengers used the airport in 2023. MJB operates SIA under a 30-year concession awarded in 2003 and the airport provides employment to more than 7,500 persons. SIA has been named the Caribbean's Leading Airport by World Travel Awards for 15 years.

