

For Immediate Release:

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GOAA CLOSSES 2025 WITH SEVERAL INDUSTRY AWARDS, ACCOLADES



In 2025, Orlando International Airport (MCO) further established itself as an aviation industry trendsetter, earning several accolades throughout the year that ranged from “Best Website” for a large airport to nationally recognized accreditations. It also stretched its wings as an international gateway by providing nonstop service to some of the world’s most sought-after destinations, including Tokyo and Munich.

Airline carrier ZIPAIR began ticket sales in December for nonstop charter service to Tokyo, which is scheduled to begin its Orlando-Tokyo route in February 2026. It is the first time a Florida airport has offered passenger air service to the Asia-Pacific. Nonstop air service to Munich, through Discover Airlines, began March 5, 2025.

In addition, 2025 saw the first-ever year-round service to Madrid, with Iberia, and a relaunch of air service to Paris with Air France.

“Air connectivity is the lifeblood of an airport,” said Lance Lyttle, CEO of the Greater Orlando Aviation Authority, which operates Orlando International and Orlando Executive airports.

“Increasing the number of nonstop international destinations to Orlando, which is itself a world attraction, marks significant economic benefits for our region and is an ideal way to kickstart 2026.”

MCO continues to see an uptick in the number of international passengers it serves with an estimated 600,000 more international guests than in 2024 – the fifth consecutive year the airport has seen an increase.

Both Orlando International and Orlando Executive airports, and their employees, were recognized on several fronts in 2025:

AWARDS

- *Best Website.* MCO was named the 2025 Winner for “Best Website” ([FlyMCO website](#)) during the 2025 Airports Council International – North America (ACI-NA) conference for Marketing, Communications, and Customer Experience.

ACI-NA also honored MCO as a Finalist in the categories of Advancements in Accessibility and Customer Experience Programs for Large Airports, recognizing the airport for delivering world-class customer experience to its nearly 58 million passengers.



- *Highest Regard for Customer Service.* Airport Experience News recognized MCO as the “Airport with the Highest Regard for Customer Service.” The

award honored GOAA’s commitment to delivering exceptional service to tenants, employees, passengers, and guests. It also recognized the dedicated employees and partners who consistently provide authentic hospitality, cultivating a strong sense of pride and community within the airport.

- *USA Today’s Best Rankings.* USA Today awarded Orlando International Airport three “Best” spots based on rankings from a national audience of readers. MCO ranked in the Top 5 for Best Large Airport, Best Airport Dining, and Best Airport Shopping.

INDUSTRY RECOGNITIONS

- *Emergency Management Accreditation.* Orlando International Airport received accreditation through the prestigious international Emergency Management Accreditation Program (EMAP), remaining the only airport system in the world to achieve the highest emergency management standard.

To obtain EMAP accreditation, applicants must demonstrate that its program meets the Emergency Management Standard through self-assessment, documentation, and peer assessment verification. Agencies are judged against 64 industry-wide standards, which assess and cover Program Management, among other areas.

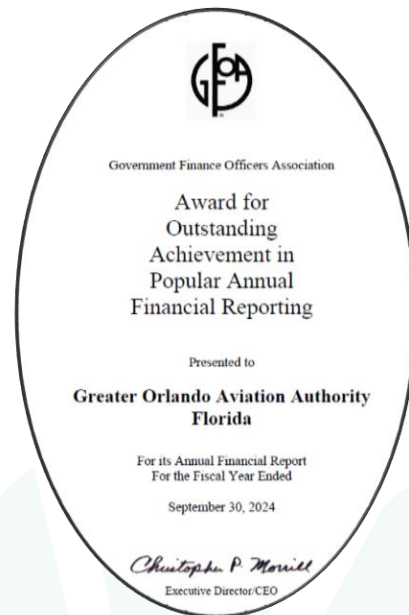
- *Airport Customer Experience Accreditation.* MCO also landed the esteemed Airport Customer Experience Accreditation from Airports Council International (ACI), reaffirming its position as a global leader in delivering exceptional customer experiences.

The accreditation evaluates global airports on key pillars, including Customer Understanding, Strategy, and Measurement and reflects MCO's unwavering commitment.

- *The Triple Crown.* The Government Finance Officers Association (GFOA) awarded the Aviation Authority with three distinct recognitions that speak to financial soundness and fiscal responsibility.

The Certificate of Achievement for Excellence in Financial Reporting for the FY 2024 Annual Comprehensive Financial Report (ACFR) and a certificate for the Popular Annual Financial Reporting Award for the FY 2024 Annual Report were both given to GOAA, along with the association's Budget Award.

These honors represent GFOA's "Triple Crown" — a distinction earned by entities that receive all three awards in a single fiscal year.



EMPLOYEE RECOGNITIONS

- *Game Changer.* Vicki Jaramillo, Chief Commercial Officer, was named a “Game Changer” by the Orlando Business Journal.

The publication recognizes those who have made significant contributions to Central Florida, selecting Jaramillo for her diligent and tactical work in recruiting airline service between Orlando and global destinations, including Tokyo – the first ever for a Florida airport.



- *Property Manager of the Year.* Tracy Conner Harris, Vice President of Concessions, was named Property Manager of the Year by Airport Experience News. The honor is a testament to her exceptional leadership, dedication, and forward-thinking approach to airport concessions.

Tracy is currently leading a full transformation of the concessions experience at Orlando International Airport with the implementation of the [MCO Concession Master Plan](#), which will give visitors more options to shop, sip, and dine.

- *Leadership Award.* The Florida Airports Council selected Kevin Thompson, Assistant Vice President of Planning, as the recipient of the 2025 Aviation Leadership Award. The Aviation Leadership Award recognizes an airport member who has made significant contributions to the Florida Airports Council, its committees, and to Florida’s aviation system.



During the past three years, Kevin has been a propelling force behind the integration of Advanced Air Mobility (AAM) into Florida’s airport system and has helped to position Orlando International Airport as a contender for landmark vertiport development and operations.



Juliana Pena Perez



Darren L'Appanna



Donald Garcia

- ***Certified Members:*** Juliana Pena Perez, Assistant Vice President for Air Service Marketing, Darren L'Appanna, Manager for Air Service Development & Business Development, and Donald Garcia, Supervisor for ORL Operations, have received their Certified Member designation from the American Association of Airport Executives (AAAE). The AAAE is the largest professional organization for airport employees.

The CM designation signifies broad knowledge of airport operations, including security, finance, construction, environmental, planning, concessions, marketing, emergency response, noise, and other key areas.

Darren also was recognized with the 2026 Business Travel Service Award from the Global Business Travel Association (GBTA).

- ***Certified Professional Public Buyer.*** Gabriel Sangiovanni, Senior Procurement Agent, obtained his Certified Professional Public Buyer designation and his Certified Contract Management Associate from the Universal Public Procurement Certification Council, which validates model standards for procurement administration.



- ***Global Leadership Appointment.*** Scott Goodwin, Assistant Vice President for Airport Operations, was appointed as Captain of the Future Travel Experience's Baggage Innovation Working Group, a prestigious leadership role in recognition of his expertise and contributions to the aviation industry.

He is the only appointee representing an airport from the Americas.

Future Travel Experience is a global, elite industry consortium that unites airlines, airports, technology providers, and supply chain innovators to revolutionize baggage handling.

- *Industry Board.* Tianna Dumond, Senior Vice President of Internal Audit, was elected Vice President of the Information Systems Audit and Control Association (ISACA), a global nonprofit organization committed to advancing best practices in information systems governance, risk management, and cybersecurity.



As Vice President in the organization's Central Florida region, she attended the Global Leadership Summit held in London, where leaders from 92 countries were in attendance.

UPDATED COURSE OF ACTION

In addition to these recognitions, the Greater Orlando Aviation Authority Board in 2025 approved CEO Lance Lyttle, who joined GOAA in April, and staff to set course on an ambitious vision that will guide the future of Orlando International and Orlando Executive airports during the next decade.

The vision is built around four foundational pillars: **Customer Experience**, **Community**, **Infrastructure**, and **People**. As the busiest airport in Florida, and one of the busiest in the United States, MCO continues to experience strong travel demand. ORL serves as the region's premier general aviation facility and primary reliever airport for MCO.

Some of the multi-year goals include:



- Supporting all activities and projects necessary to attain a 5-star Skytrax rating, a global rating system that ranks airports on quality of service and other standards.

- Developing at least one new cargo processing facility and completing an FAA-approved on-airport AAM vertiport by 2030, designed to accommodate multiple commercial operators and support the future of air mobility.



- Increasing available public parking by 8,000 spaces and completing the construction of a new Baggage Handling System for Terminals A & B.

- Launching a fully operational Business Incubator at MCO to drive innovation and strategic growth, including increasing the number of small businesses working with MCO by 40%.



For a wrap-up of GOAA's 2025 industry highlights, please visit GOAA's [Year in Review](#).

To learn more about our vision for 2026 and beyond, please visit our [YouTube Channel](#).

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