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MSP Earns Repeat Title as Best Airport in North America ACI ASQ Award is Sixth in Seven Years for Best Airport Experience



Terminal 1 Ticketing Lobby at MSP Airport/MAC

MINNEAPOLIS-ST. PAUL – Minneapolis-St. Paul International Airport (MSP) has been named the Best Airport in North America for the second straight year through the Airports Council International (ACI) global [Airport Service Quality \(ASQ\) program](#). It's the sixth time MSP has received the title in the past seven years.

MSP earned the ASQ Award for Best Airport in North America for the 25-40 million passenger category for 2022, after receiving the same honor in 2021. MSP was also named Best in North America for four straight years between 2016-2019, earning placement on the [ACI Director General's Roll of Excellence in Airport Service Quality in 2020](#).

“For MSP to be recognized by our travelers as one of the best in the world year after year is a testament to our focus on providing exceptional airport experiences so Minnesota thrives,” said Brian Ryks, CEO of the Metropolitan Airports Commission (MAC), which operates MSP. “Our entire MSP Airport community – including MAC commissioners and staff, federal agencies, airlines, concessionaires, tenants, Airport Foundation MSP and the Armed Forces Service Center – shares a commitment to creating an excellent customer service culture at every touchpoint of a passenger’s journey through MSP.”

The ASQ awards were based on 465,000 traveler surveys at airports in more than 90 countries during 2022. The surveys cover 30 key indicators that define a passenger’s overall experience, including the ease of finding their way through the airport, check-in, security, cleanliness, shopping and dining. Nearly 400 airports participate in the program, and more than half of the world’s travelers passed through an ASQ airport last year.

“Putting the traveler at the center is more important than ever, and it is the way forward,” said Luis Felipe de Oliveira, Director General of ACI World. “We are proud of the team at Minneapolis-St. Paul International Airport for winning the Best Airport in North America. This shows that the whole airport community has come together to put the passenger first.”

MSP is the 16th busiest airport in North America based on passengers. In 2022, MSP served a total of 31.2 million passengers, an increase of 24% from 2021. This year, MSP will have non-stop service to 156 destinations (127 domestic and 29 international destinations), up from 145 in 2022.

About The Metropolitan Airports Commission (MAC)

The Metropolitan Airports Commission (MAC) owns and operates one of the nation’s largest airport systems, including [Minneapolis-St Paul International \(MSP\)](#) and six general aviation airports. The MAC’s airports connect the region to the world and showcase Minnesota’s extraordinary culture to millions of passengers from around the globe who arrive or depart through MAC airports each year. Though a public corporation of the state of Minnesota, the organization is not funded by income or property taxes. Instead, the MAC’s operations are funded by rents and fees generated by users of its airports. For more information, visit www.metroairports.org.