



METROPOLITAN AIRPORTS COMMISSION

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MSP Named Best Airport in North America for Third Straight Year ASQ Awards based on global on-site passenger survey program



MSP Airport: Courtesy of the Metropolitan Airports Commission

MINNEAPOLIS-ST. PAUL — Airports Council International (ACI) has named Minneapolis-St. Paul International Airport (MSP) as the Best Airport in North America through its global passenger survey program. The achievement is for the 25-40 million passenger category.

This recognition marks the third straight year—and seventh out of the last eight years—that MSP has received the [Airport Service Quality \(ASQ\) program](#) title. In addition, MSP is a member of the [ACI World Director General’s Roll of Excellence](#) following four straight years of Best Airport in North America awards between 2016 and 2019.

“This award is particularly meaningful because our own passengers have chosen MSP for one of the industry’s highest honors,” said Brian Ryks, CEO of the Metropolitan Airports Commission (MAC), which operates MSP. “Our entire airport community works hard to deliver top-notch customer service, and this latest award affirms our continued commitment to providing exceptional airport experiences for our travelers.”

The 2023 ASQ Awards were based on 595,000 on-site traveler surveys at 400 airports in 95 countries. 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.

“Flying through MSP isn’t just transit; it’s an experience crafted with care,” said Luis Felipe de Oliveira, director general of ACI World. “Success in the Airport Service Quality Awards underscores the ability to make every passenger have a memorable and enjoyable airport journey.”

ACI ranks MSP as the 19th busiest airport in North America. MSP served 34.7 million passengers in 2023, an increase of 11% from the previous year. In 2024, MSP’s 18 commercial airlines will provide nonstop service to 131 domestic and 32 international destinations. This includes the launch of daily Lufthansa service between MSP and Frankfurt, Germany, beginning June 4.

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.