METROPOLITAN AIRPORTS COMMISSION

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Jeff Lea
MAC Strategic Communications
jeff.lea@mspmac.org
314-793-4240 (m)

MSP Airport repeats as No. 1 among North American mega airports

MSP has won the highest ranking in the J.D. Power 2025 North America Airport Satisfaction Study, earning this accolade for the third time in four years.

#1 in Customer Satisfaction for Mega Airports, 2 Years in a Row

For J.D. Power 2025 award information, visit jdpower.com/awards

Courtesy: Metropolitan Airports Commission and J.D. Power

MINNEAPOLIS-ST. PAUL, Minn. — Minneapolis-St. Paul International Airport (MSP) has once again been named the best mega airport for customer and traveler satisfaction in the just-released J.D. Power 2025 North America Airport Satisfaction Study. MSP has now earned the highest ranking in customer satisfaction for mega airports in three out of the past four years.

"J.D. Power is one of the most distinguished industry awards, and it is rare to win back-to-back No. 1 rankings," said Brian Ryks, CEO and executive director of the Metropolitan Airports Commission (MAC), which owns and operates MSP. "It truly embodies the dedication of the 20,000 employees who work for the MAC and throughout MSP to provide exceptional airport experiences."

MSP is the 18th busiest airport in North America, serving a total of 37.2 million passengers in 2024. Sixteen commercial airlines provide nonstop service to 168 destinations. It's the second largest hub for Delta Air Lines and serves as the home base for Sun Country Airlines.

The J.D. Power North America Airport Satisfaction study is based on approximately 30,000 customer surveys from those who traveled through at least one U.S. or Canadian airport and covers both departure and arrival experiences. MSP scored No. 1 in six of the study's seven dimensions: Departure/to Airport Experience; Airport Staff; Food, Beverage and Retail; Terminal Facilities; Arrival/From Airport Experience, and Level of Trust with Airport.

"Our travelers have choices. Receiving J.D. Power's highest ranking in customer satisfaction for mega airports once again demonstrates the trust travelers place in us to provide the highest levels of services, hospitality and facilities when they fly to or through MSP," said MAC Chair Rick King. "This is also a testament to the importance of our efforts to modernize our facilities, expand offerings, create innovative spaces, and utilize technology that meet growing passenger demands."

The MAC just announced it has substantially completed its [$600 million Operational Improvements Program](#) that has transformed all pre-security areas of Terminal 1 over the last decade. Over the course of 20 distinct projects, the entire terminal footprint was expanded toward the roadway, security screening was consolidated into two larger and more efficient checkpoints, larger baggage carousels were installed, and practically every building system was updated in sync with refreshed design elements along every passenger touchpoint.

Other projects continue beyond Terminal 1 security checkpoints to extend the modernization of the facility and improve the passenger experience. The MAC and Delta Air Lines have partnered on the $242 million [Airport Modernization Program](#), the airport's largest-ever interior renovation in six of the terminal's seven concourses (A, B, C, D, F and G) and approximately 75 Delta gate hold rooms. These improvements should be completed by the end of 2025.

Additionally, the [MAC is expanding Concourse G by 157,000 square feet between gates G8 and G13](#). The $305 million project will widen the central concourse corridor, increase gate seating by 52%, increase international arrivals capacity, and provide more restrooms, concessions and art display space. This project will be completed by 2028.

Work also continues in Terminal 2, which has experienced multi-year growth in passengers and activity. In 2024, the MAC broke ground on the 168,000-square-foot Terminal 2 North Expansion project. It will add two additional airline gates and provide space for new restrooms, concession spaces, and additional operational support areas for airlines and tenants when it opens in early 2027.

[Learn more about the J.D. Power North America Airport Satisfaction Study](#).

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 Airport (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](#).

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