



METROPOLITAN AIRPORTS COMMISSION

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MSP is No. 1 mega airport in North America for third straight year

MSP is the best mega airport for traveler and customer satisfaction in the JD Power 2026 North America Airport Satisfaction Study



Courtesy: Metropolitan Airports Commission and JD Power

MINNEAPOLIS-ST. PAUL, Minn. — Minneapolis-St. Paul International Airport (MSP) has been named the best mega airport in North America for customer and traveler satisfaction for the

third consecutive year, according to the annual JD Power North America Airport Satisfaction Study. MSP ranked No. 1 in all seven dimensions measured by the study: ease of travel through airport; level of trust with airport; terminal facilities; airport staff; departure/to airport experience; food, beverage and retail; and arrival/from airport experience.

“This is an unprecedented achievement, especially given the consistently strong performance of airports across our size category,” said Brian Ryks, CEO and executive director of the Metropolitan Airports Commission (MAC), which owns and operates MSP. “Our repeat No. 1 ranking is a testament to the appreciation travelers have for the service, hospitality and amenities that make trips through MSP easy and memorable.”

MSP has now earned the top ranking among mega airports in four of the past five years. In 2025, the airport served more than 36 million passengers, making it the 17th busiest airport in the United States and a key global gateway for Minnesota and the Upper Midwest. MSP offers nonstop service to 167 destinations from 15 commercial airlines. It serves as Delta Air Lines’ second-busiest hub and the largest base of operations for Sun Country Airlines, which was recently acquired by Allegiant Travel Company.

The JD Power 2026 North America Airport Satisfaction Study is based on nearly 25,000 surveys from travelers who passed through at least one U.S. or Canadian airport. It evaluates both departure and arrival experiences.

“High customer satisfaction reflects the MAC's ongoing investments in MSP Airport's facilities and offerings,” said James Lawrence, chair of the MAC Board of Commissioners. “These investments support Minnesota's economy, strengthen regional connectivity, and ensure MSP remains well-prepared to provide a best-in-class experience for years to come.”

The MAC continues to advance major projects to further enhance MSP, including:

- Launching the most significant concessions redevelopment in more than a decade. [A request for proposals \(RFP\) issued in May](#) seeks to introduce 47 new food, beverage, retail, news, convenience and spa concepts across both terminals by 2029. A separate RFP is adding eight additional venues in Terminal 2. Hometown Market, Caribou Coffee and illy Caffé opened earlier this year, with five more concessions scheduled to debut through early 2027.
- Expanding [Terminal 2](#). When construction is complete in early 2027, the 168,000-square-foot north addition will provide new gates, restrooms, concessions and expanded operational support areas for airlines and tenants.
- Expanding Terminal 1’s Concourse G by 157,000 square feet between gates G8 and G13. [The \\$305 million project](#) will widen the concourse corridor, increase gate seating by 52%, expand international arrivals capacity, and create additional restrooms, concessions and space for art. Completion is expected in 2028.

Learn more about the [JD 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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