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Minneapolis-St. Paul International Airport Receives Coveted Global Recognition for Customer Service

MINNEAPOLIS-ST. PAUL – Minneapolis-St. Paul International Airport (MSP) is one of only seven airports worldwide to be named to the Airports Council International (ACI) [Director General's Roll of Excellence in Airport Service Quality](#).

Through ACI's Air Service Quality (ASQ) program, travelers are surveyed at airports around the globe regarding more than 30 aspects of their airport experience. Based on survey results, MSP has been named the Best Airport in North America in its size category (25 to 40 million passengers per year) for the past four consecutive years.

ACI created the Roll of Excellence in 2011 to recognize airports that have consistently delivered excellent services.

In notifying MSP of the award, ACI Director General Luis Felipe de Oliveira wrote, "Minneapolis-St. Paul International Airport has consistently delivered excellence in customer service by winning multiple ASQ awards over a five-year period during the past 10 years and is one of only seven airports worldwide that will receive the recognition this year. I am confident that you will continue to be a role model for airport service quality excellence and work with us to raise the bar in service standards and best practices within the industry."

Brian Ryks, CEO of the Metropolitan Airports Commission, which owns and operates MSP, said, "Our aim to provide a fantastic experience for travelers along every step of their MSP journey. It's important that MSP be a source of pride for Minnesotans and an airport people from other cities choose for connections between flights."

Ryks noted that even now, when air travel demand is low due to the coronavirus pandemic, it is important MSP stand out in positive ways. To that end, the MAC developed the Travel Confidently program, which revolves around best-in-class airport cleaning and sanitation as well

as prominent messaging and support to encourage mask compliance, social distancing and frequent hand washing or sanitizing.

“We’re in the business of providing safe, seamless services for the traveling public,” Ryks said. “Getting it right is always important, and that’s especially true during a pandemic.”

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.