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MKE RECEIVES 2ND STRAIGHT AIRPORT SERVICE QUALITY (ASQ) AWARD
Mitchell Airport again recognized as a world-class airport for customer experience

MILWAUKEE (March 8, 2023) – Milwaukee Mitchell International Airport (MKE) has earned its second straight Airports Council International (ACI) **Airport Service Quality (ASQ) Award** for its success in delivering an outstanding customer experience.

ASQ awards showcase the world’s best airports as voiced by travelers through independent surveys administered while they are at the airport. To qualify for an award, an airport must participate in the ASQ survey throughout the year and demonstrate quality, commitment, and consistency.

For the second straight year, MKE has received an ASQ award for **Best Airport by Size and Region**. MKE competed with airports across North America with 5 to 15 million annual passengers. MKE is one of only three airports in this size category – and one of only ten airports of any size in the U.S. – to earn a 2022 ASQ Best Airport award.



“MKE’s back-to-back Best Airport achievement with ASQ cannot be understated. We are celebrating this win throughout Milwaukee County, which owns and operates our hometown MKE Airport. I commend the Airport Director and the entire team at MKE for receiving this prestigious customer experience honor two years in a row,” Milwaukee County Executive David Crowley said. “I am proud that we have a world-class airport right here in our own backyard. There is no better choice than flying from MKE.”

The ASQ program is the world’s leading airport customer experience measurement and benchmarking program. It is considered the gold standard in measuring passenger satisfaction across 30 key performance indicators including ease of check-in, security, airport facilities, and more. The Best Airport award is given to airports that receive the highest overall satisfaction scores on passenger surveys.

“One year ago, we celebrated the first ASQ award in MKE’s history. And receiving this designation two years in a row is a remarkable testament to Airport staff and the many stakeholders who deliver an outstanding customer experience to travelers every day at MKE,” said Airport Director Brian Dranzik. “The ASQ surveys are collected independently in a scientific, statistically significant manner from air travelers worldwide while they are at airports. Receiving such high scores directly from passengers illustrates the world-class experience travelers receive when they choose to fly to or from MKE.”

“Congratulations to the team at Milwaukee Mitchell International Airport on their well-deserved Airport Service Quality Award. This recognition was selected by passengers through ASQ’s unique and comprehensive methodology and demonstrates that the passenger is at the center

of all they do at MKE,” said Luis Felipe de Oliveira, Director General, ACI World. “This achievement shows that the MKE airport community is committed to consistently delivering an outstanding experience.”

The ASQ awards will be presented at the ACI Customer Experience Global Summit in Incheon, Korea later this year.

About ACI World

[Airports Council International \(ACI\)](#), the trade association of the world’s airports, was founded in 1991 with the objective of fostering cooperation among its member airports and other partners in world aviation, including the International Civil Aviation Organization, the International Air Transport Association and the Civil Air Navigation Services Organization. In representing the best interests of airports during key phases of policy development, ACI makes a significant contribution toward ensuring a global air transport system that is safe, secure, efficient and environmentally sustainable. As of January 2023, ACI serves 712 members, operating 1,925 airports in 171 countries.

ACI’s ASQ program is the world’s leading airport customer experience measurement and benchmarking program. ASQ delivers 465,000 individual surveys per year in 50 languages. Last year, more than half of the world’s travelers passed through an ASQ airport.

Milwaukee Mitchell International Airport offers nonstop flights to 30+ destinations coast-to-coast, and more than 200 international destinations are available with one easy connection. MKE is served by Air Canada, Alaska, American, Apple Vacations/Funjet Vacations, Delta, Frontier, JetBlue, Southwest, Spirit, Sun Country, and United. The complete list of nonstop cities can be found at flymke.com.

MKE, the winner of a 2021 and 2022 ASQ Best Airport – North America award for outstanding customer experience, is owned by Milwaukee County and operated by the Department of Transportation, Airport Division, under the policy direction of the Milwaukee County Executive and the County Board of Supervisors. The Airport is entirely funded by user fees; no property tax dollars are used for the Airport’s capital improvements or for its day-to-day operation.

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