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MKE AWARDED 2021 INTERNATIONAL AIRPORT SERVICE QUALITY AWARD
Mitchell Airport recognized as one of world's best airports for customer experience

MILWAUKEE (March 10, 2022) – Milwaukee Mitchell International Airport (MKE) has earned its first-ever Airports Council International (ACI) World **2021 Airport Service Quality (ASQ) Award** for its success in delivering an outstanding customer experience.

Airport Service Quality 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.

MKE was awarded a **2021 ASQ Award** for [Best Airport by Size and Region](#). MKE competed with airports across North America with 5 to 15 million annual passengers (prior to COVID-19). MKE is one of only eight airports in the U.S. and the only airport in Wisconsin or Illinois to receive a 2021 ASQ Best Airport award.



“This ASQ award is the most coveted and prestigious customer experience honor any airport can receive. I commend and congratulate the entire MKE Airport Team for prioritizing customer service and health safety to deliver the best possible passenger experience during the pandemic,” Milwaukee County Executive David Crowley said. “As the world reopens and travelers take to the skies, your stress-free vacation begins as soon as you set foot in our MKE airport.”

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 34 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.

“For the first time in MKE history, it's an honor to see Milwaukee Mitchell International Airport, including our staff and our partners, receive this well-deserved recognition for providing an outstanding level of service to our passengers,” said Airport Director Brian Dranzik. “These awards are determined through direct passenger feedback, so it's gratifying that they are having a world-class experience when they choose MKE.”

“I congratulate MKE on this remarkable achievement which clearly demonstrates that

they are prioritizing their customers during a very difficult year when ensuring their voices are heard is crucial,” said Luis Felipe de Oliveira, Director General, ACI World. “The ASQ Awards represent the highest possible customer experience accolade for airport operators around the world.”

The award will be presented at the ACI Customer Experience Global Summit in Krakow, Poland 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 2022, ACI serves 717 members, operating 1950 airports in 185 countries.

ACI’s ASQ program is the world’s leading airport customer experience measurement and benchmarking program. ASQ delivers 640,000 individual surveys per year (pre-COVID-19) in 50 languages across 91 countries.

About MKE

Milwaukee Mitchell International Airport (MKE) currently offers nonstop flights to 35+ destinations coast-to-coast, and more than 200 international destinations are available with just one 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 mitchellairport.com.

MKE 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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