

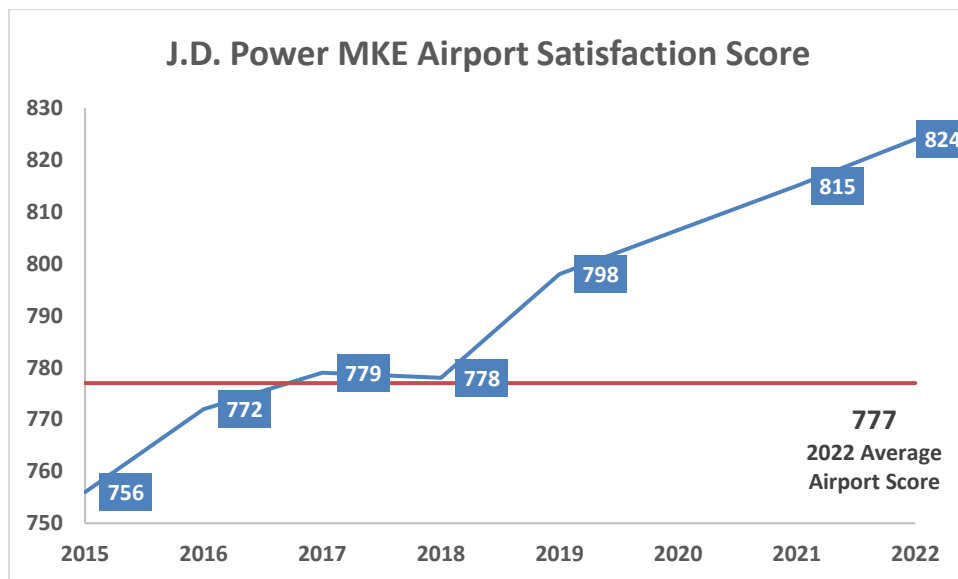


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Media Contact Line: (414) 519-8482

MKE RANKS HIGH FOR CUSTOMER SATISFACTION IN NEW SURVEYS *Milwaukee Mitchell ranked high by J.D. Power, Condé Nast Traveler*

MILWAUKEE (October 6, 2022) – Milwaukee Mitchell International Airport ranked in the top tier of U.S. airports by two highly respected organizations. MKE scored high in the [J.D. Power 2022 North America Airport Satisfaction Study](#) which measures overall traveler satisfaction, and the [Condé Nast Traveler 2022 Readers' Choice Awards](#), which celebrate the world's top experiences as voiced by travelers.

The J.D. Power survey was conducted throughout the past year and asked travelers to rank their overall departure and arrival experiences. Although the survey found that satisfaction scores across U.S. Airports have declined recently, Milwaukee Mitchell International Airport received its highest scores ever across all categories -- ranking in the top 5 among U.S. airports with 4.5 to 9.9 million passengers per year. This is MKE's highest ranking yet in this survey, up from the 16th spot in 2015.



**J.D. Power did not conduct a survey in 2020 due to COVID-19.*

The J.D. Power survey compiled 27,000 completed surveys from U.S. or Canadian residents who traveled from August 2021 through July 2022. Travelers ranked airports on a 1,000-point scale. While the overall satisfaction score for North American airports in 2022 fell 25 points to 777, MKE increased by 9 points with a final score of 824.

“The results of this survey shouldn’t come as a surprise to anyone who has traveled through Milwaukee Mitchell International Airport,” said Milwaukee County Executive David Crowley. “I commend the Airport on receiving these high customer satisfaction scores based on the outstanding job they’ve done this year adding new airlines, increasing air service, and bringing new amenities here which innovate and put Milwaukee travelers first.”

Additionally, MKE was named a ‘Best Airport’ in the 2022 Readers’ Choice Awards by Condé Nast Traveler. Readers across the globe were asked to share their recent travel knowledge on the world’s top hotels, resorts, cities, countries, islands, spas, trains, airlines, airports, and more. Over 240,000 responses were submitted for this year’s awards, which ranked MKE in the top 10 ‘Best Airports’ in the U.S.

All of this positive passenger feedback reflects a recent major achievement by Milwaukee Mitchell International Airport. Earlier this year, MKE received a Best Airport – North America award from Airports Council International’s Airport Service Quality (ASQ) program, which is a worldwide survey that collects feedback from passengers while they’re at the airport.

“The prestigious ASQ award uses direct passenger responses and is the gold standard of assessing passenger feedback,” said Airport Director Brian Dranzik. “These high scores from J.D. Power and Condé Nast Traveler validate what we already know from our ASQ responses – that MKE provides a very high level of customer service compared to other airports in our region and across the world.”

Milwaukee Mitchell International Airport will be featured in the November U.S. and U.K. print editions of Condé Nast Traveler. To learn more about MKE’s ACI Airport Service Quality Award, [click here](#).

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, 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 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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