



**FOR IMMEDIATE RELEASE**

Contact: Haley Abbas  
616.204.7365  
habbas@grr.org

## **Ford International Airport Ranked One of the Best Airports in North America for Guest Experience**

**GRAND RAPIDS, Mich., March 7, 2023** – Airports Council International World, the trade association of the world’s airports, announced the recipients of its 2022 Airport Service Quality awards. The Gerald R. Ford International Airport earned multiple awards in the following categories:

- Best Airport of 2 to 5 Million Passengers in North-America
- Airport with the Most Dedicated Staff in North-America
- Easiest Airport Journey in North-America
- Cleanest Airport in North-America

This year’s results recognized 75 airports across the world as the best airports for guest experience, as selected by the passengers. Compared to other programs in the aviation industry, the Airport Service Quality awards are based on live research gathered via surveys at the airport - directly from travelers – rating their satisfaction on the day of travel.

“We are honored to accept these awards in recognition of our Airport’s efforts to make the passenger journey as smooth and enjoyable as possible,” said Tory Richardson, president and CEO of the Gerald R. Ford International Airport Authority. “This is a testament to the hard work and commitment of the many employees and partners at our Airport who strive to provide travelers with a world-class experience.”

Ford International Airport is currently undergoing one of the largest capital expansion programs for a small-hub airport in the country, [Elevate](#), which will redefine the guest experience with more than \$500 million in airport improvements. Included in this program is the \$110 million extension of Concourse A, which will more than double the length and width of the existing concourse adding new dining options, amenities, such as an executive lounge, retail options and more.

“Putting the traveler at the center is more important than ever, and it is the way forward,” said Luis Felipe de Oliveira, director general for Airports Council International World. “We are proud of the team at Ford International Airport for winning these awards. This shows that the whole Airport community has come together to put the passenger first.”

The Airports Council International Airport Service Quality initiative is the airport industry’s only global benchmarking program measuring passenger satisfaction across 30 key performance indicators. More than half of the world’s travelers pass through an Airport Service Quality airport.

## About the Gerald R. Ford International Airport

The Gerald R. Ford International Airport is the second busiest airport in Michigan, serving business and leisure travelers with nonstop and connecting flights on six airlines. The Ford International Airport is managed and operated by the Gerald R. Ford International Airport Authority. For more information, visit [www.flyford.org](http://www.flyford.org) or follow the airport on Facebook, Twitter, LinkedIn and Instagram @FlyGRFord.

###