

Fewer Flights, More Crowded Terminals Negatively Affecting Customer Satisfaction, J.D. Power Finds

Minneapolis-Saint Paul International Airport, Tampa International Airport and Indianapolis International Airport Rank Highest in Respective Segments

TROY, Mich.: 21 Sept. 2022 — Air traveler satisfaction with North American airports reached an all-time high in 2021 when passenger volumes were still just a fraction of the historical norm. Now, as global passenger volume ticks back up to 91% of pre-pandemic levels¹ and labor shortages have caused a record number of flight cancellations,² those sky-high satisfaction scores have once again fallen down to Earth. According to the J.D. Power 2022 North America Airport Satisfaction Study,SM released today, overall satisfaction is down 25 points (on a 1,000-point scale) this year as travelers encounter fewer flights, more crowded terminals and sparse food and beverage offerings.

“The combination of pent-up demand for air travel, the nationwide labor shortage and steadily rising prices on everything from jet fuel to a bottle of water have created a scenario in which airports are extremely crowded and passengers are increasingly frustrated—and it is likely to continue through 2023,” said **Michael Taylor, travel intelligence lead at J.D. Power**. “In some ways, this is a return to normal as larger crowds at airports tend to make travelers more frazzled, but in cases where parking lots are over capacity, gates are standing room only and restaurants and bars are not even open to offer some reprieve, it is clear that increased capacity in airports can’t come soon enough.”

Following are some key findings of the 2022 study:

- **Crowds back to pre-pandemic levels:** Overall customer satisfaction with North American airports falls 25 points to 777 this year amid rampant flight cancellations and crowded terminals. More than half (58%) of airport travelers describe the airport terminal as severely or moderately crowded, nearly in line with 2019 when 59% of travelers said their airport was severely/moderately crowded.
- **Inflation hits the airport:** Nearly one-fourth (24%) of travelers say they did not make any food or beverage purchases at the airport because they were too expensive. That’s up from 20% in 2021 and 23% in 2019. Similarly, traveler satisfaction with the reasonableness of food and beverage pricing declines this year.
- **Nowhere to park:** Some big declines in traveler satisfaction this year are found in the parking lot, where a shortage of space has caused satisfaction with surface parking lots to decline 45 points from 2021. Meanwhile, 14% of travelers say parking was more expensive than they expected, up from 12% in 2021 and 11% in 2019.

Study Rankings

Minneapolis-Saint Paul International Airport ranks highest in passenger satisfaction among mega airports with a score of 800. **San Francisco International Airport** (796) ranks second while **Detroit Metropolitan Wayne County Airport** (791) and **John F. Kennedy International Airport** (791) each rank third in a tie.

¹ IATA, July Passenger Demand Remains Strong, Sept. 7, 2022 <https://www.iata.org/en/pressroom/2022-releases/2022-09-07-02/>

² Transportation Department's Bureau of Transportation Statistics

Tampa International Airport ranks highest among large airports with a score of 846. **John Wayne Airport, Orange County** (826) ranks second and **Dallas Love Field** (825) ranks third.

Indianapolis International Airport ranks highest among medium airports with a score of 842. **Pittsburgh International Airport** (839) ranks second while **Jacksonville International Airport** (826) and **Southwest Florida International Airport** (826) each rank third in a tie.

The 2022 North America Airport Satisfaction Study measures overall traveler satisfaction with mega, large and medium North American airports by examining six factors (in order of importance): terminal facilities; airport arrival/departure; baggage claim; security check; check-in/baggage check; and food, beverage and retail. Mega airports are defined as those with 33 million or more passengers per year; large airports with 10 to 32.9 million passengers per year; and medium airports with 4.5 to 9.9 million passengers per year.

Now in its 17th year, the study is based on 26,529 completed surveys from U.S. or Canadian residents who traveled through at least one U.S. or Canadian airport and covers both departure and arrival experiences (including connecting airports) during the past 30 days. Travelers evaluated either a departing or arriving airport from their round-trip experience. The study was fielded from August 2021 through July 2022.

For more information about the North America Airport Satisfaction Study, visit <http://www.jdpower.com/resource/north-america-airport-satisfaction-study>.

See the online press release at <http://www.jdpower.com/pr-id/2022126>.

About J.D. Power

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

J.D. Power has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit JDPower.com/business. The J.D. Power auto shopping tool can be found at JDPower.com.

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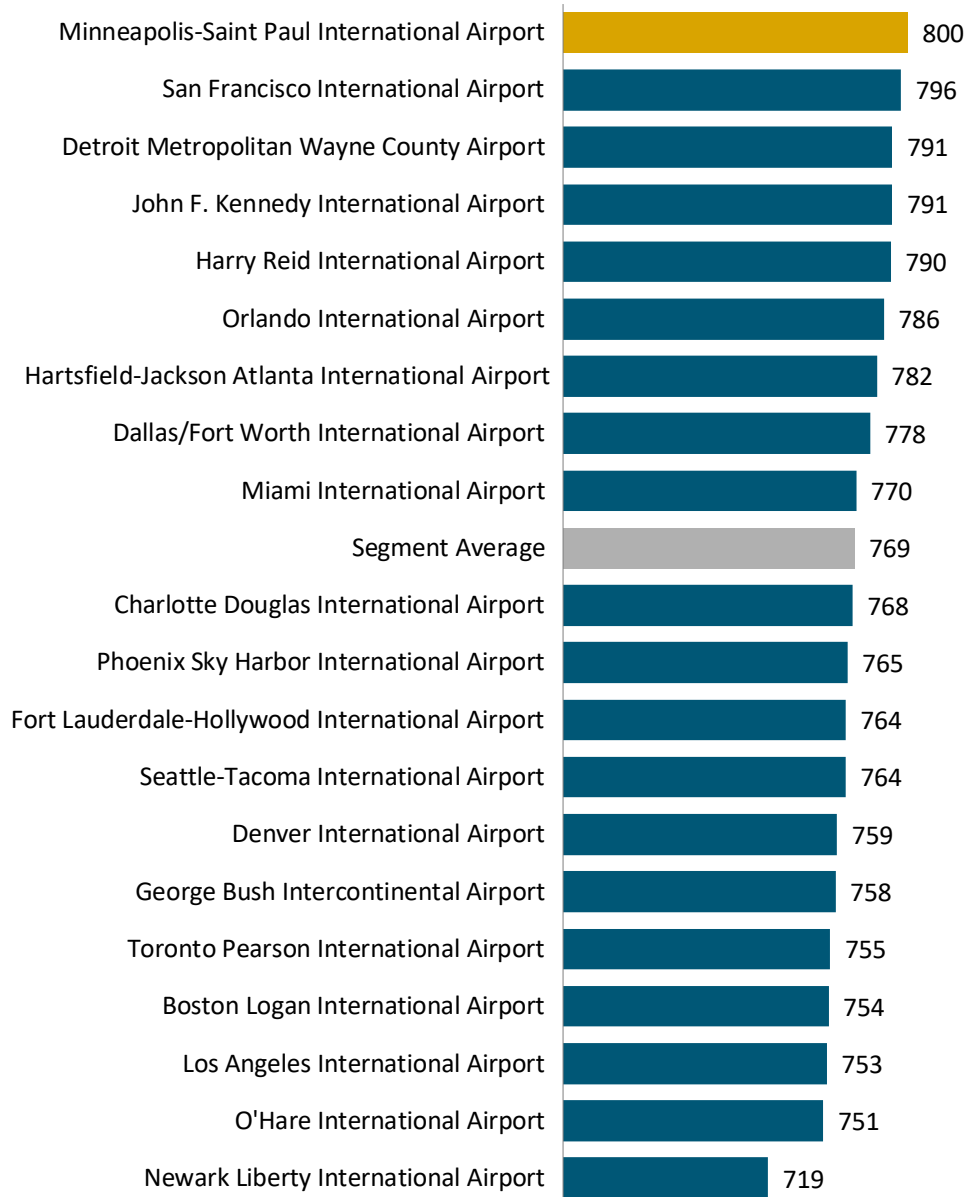
NOTE: Three charts follow.

J.D. Power 2022 North America Airport Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Mega Airports



Source: J.D. Power 2022 North America Airport Satisfaction StudySM

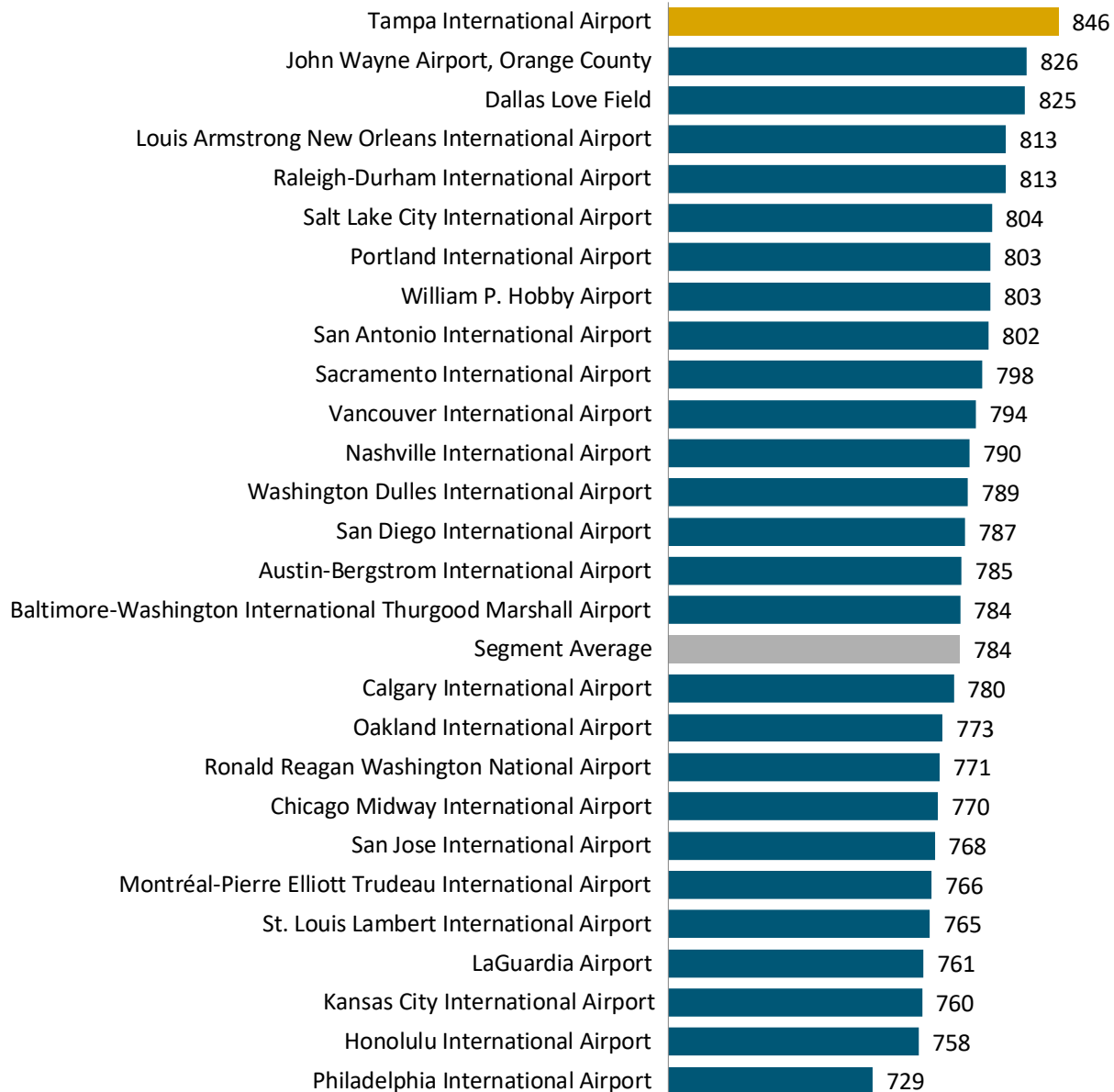
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J.D. Power 2022 North America Airport Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Large Airports



Source: J.D. Power 2022 North America Airport Satisfaction StudySM

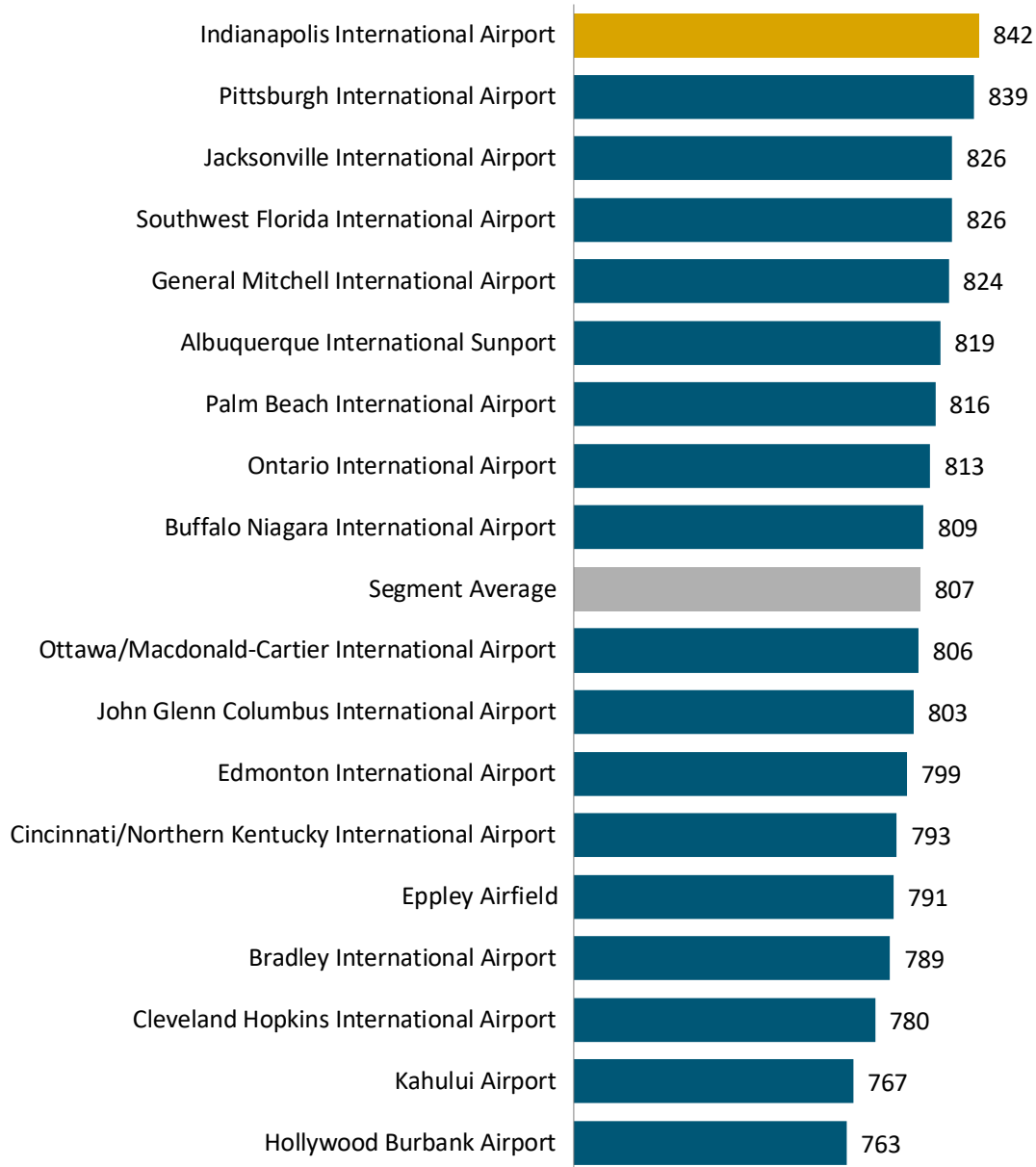
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J.D. Power 2022 North America Airport Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Medium Airports



Source: J.D. Power 2022 North America Airport Satisfaction StudySM

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