

ACI reveals world's best airports for customer experience



Airports Council International annual Airport Service Quality awards recognized 89 airports with 108 awards for 2020

This week Airports Council International ([ACI](#)) World revealed this year's Airport Service Quality awards winners, highlighting the world's best airports as judged by travelers.

Despite COVID-19 dramatically impacting global passenger traffic in 2020 and affecting traveler expectations and perceptions of airport facilities, airports managed to collect [ASQ surveys](#) from their passengers throughout the year. The results see 108 awards won by 89 airports around the world.

This year also introduces a new award, Best Hygiene Measures by Region, based on hygiene-related questions added to this year's survey. The award has 33 inaugural winners.

The Best Hygiene Measures by Region award allows airports to assess the passenger response to health measures put in place during the pandemic. It recognizes airport success in responding to the intense focus on hygiene. The category also complements ACI's [Airport Health Accreditation program](#) which launched last year but already has more than 275 airports accredited.

"ACI's Airport Service Quality awards represent the highest possible accolade for airport operators around the world," said Luis Felipe de Oliveira, ACI World Director General. "This year more than any other, the awards recognize those airports that have listened to their customers and adapted the services and experiences they offer to meet changing needs and expectations under very trying circumstances.

"I am proud of the achievements of all ASQ award winners which shows their focus on delivering

excellence in customer experience and setting an example of excellence for their peers. As we come together as an industry to meet the challenges of the COVID-19 pandemic, the focus on customers that the ASQ program provides will help guide the way.”

This year, ACI World entered into a long-term partnership with global travel technology company [Amadeus](#) to deliver the ASQ Awards.

“We at Amadeus congratulate all the ASQ award winners for their ongoing commitment to delivering an exceptional customer experience in the face of adversity caused by COVID-19. Amadeus shares this commitment, which is why we’ve been investing for many years to bring a single, integrated platform for all aspects of passenger services to the industry, incorporating applications, hardware and services,” said Bruno Spada, Amadeus EVP Airport IT.

“With a modular cloud platform, airports can better connect to airlines to bring new passenger service innovations like biometrics or contactless to market. They can base operations on a consistent flow of data throughout the entire airport journey, which is the key to delivering a truly smooth experience for passengers. And they can do all this with minimal effort or delay because we’ve taken care of the complexity in the cloud.”

Award winners 2020

Award Category	Airport Name	City and Country
BEST HYGIENE MEASURES BY REGION		
AFRICA	Sir Seewoosagur Ramgoolam International Airport	Port Louis, Mauritius
ASIA PACIFIC	Beijing Daxing International Airport	Beijing, China
	Chandigarh Airport	Chandigarh, India
	Depati Amir Airport	Pangkal Pinang, Indonesia
	Husein Sastranegara Airport	Bandung, Indonesia
	Netaji Subhash Chandra Bose International Airport	Kolkata, India
	Pune Airport	Pune, India
	Soekarno-Hatta International Airport	Jakarta, Indonesia
EUROPE	Aeropuerto de Alicante-Elche	Alicante, Spain
	Aeropuerto de Federico García Lorca Granada-Jaén	Granada, Spain
	Aeropuerto de Menorca	Menorca, Spain
	Aeropuerto de Pamplona	Pamplona, Spain
	Aeropuerto Internacional Región de Murcia	Murcia, Spain
	Aeropuerto Seve Ballesteros-Santander	Santander, Spain
	Belgrade Nikola Tesla Airport	Belgrade, Republic of Serbia
	Faro Airport	Faro, Portugal
	Helsinki-Vantaa Airport	Helsinki, Finland

Award Category	Airport Name	City and Country
	Joao Paulo II Airport	Ponta Delgada, Portugal
	Keflavik International Airport	Keflavik, Iceland
	Madeira Airport	Madeira, Portugal
	Porto Airport	Porto, Portugal
	Skopje International Airport	Skopje, North Macedonia
	Tallinn Airport	Tallinn, Estonia
LATIN AMERICA-CARIBBEAN	Daniel Oduber Quirós International Airport	Liberia, Costa Rica
	Punta Cana International Airport	Punta Cana, Dominican Republic
MIDDLE EAST	King Khalid International Airport	Riyadh, Saudi Arabia
	Salalah Airport	Salalah, Oman
NORTH AMERICA	Hartsfield-Jackson Atlanta International Airport	Atlanta, United States of America
	Louis Armstrong New Orleans International Airport	New Orleans, United States of America
	San Antonio International Airport	San Antonio, United States of America
	Tampa International Airport	Tampa, United States of America
	Toronto Pearson International Airport	Toronto, Canada
	Victoria International Airport	Victoria, Canada

Award Category	Airport Name	City and Country
BEST AIRPORT BY SIZE & REGION		
AFRICA		
Under 2 million passengers	Moi International Airport	Mombasa, Kenya
2 - 5 million passengers	Kotoka International Airport	Accra, Ghana
5 - 15 million passengers	Jomo Kenyatta International Airport	Nairobi, Kenya
	Nnamdi Azikiwe International Airport	Abuja, Nigeria
ASIA-PACIFIC		
Under 2 million passengers	Depati Amir Airport	Pangkal Pinang, Indonesia
	Silangit Airport	Tapanuli, Indonesia
	Sultan Thaha Airport	Kota Jambi, Indonesia
2 - 5 million passengers	Chandigarh Airport	Chandigarh, India
	Husein Sastranegara Airport	Bandung, Indonesia
	Jenderal Ahmad Yani International Airport	Semerang, Indonesia
	Lal Bahadur Shastri International Airport	Varanasi, India
	Sri Guru Ram Das Jee International Airport	Amritsar, India

Award Category	Airport Name	City and Country	
5 – 15 million passengers	Sultan Mahmud Badaruddin II International Airport	Palembang, Indonesia	
	Supadio Airport	Pontianak, Indonesia	
	Changchun Longjia International Airport	Changchun, China	
	Cochin International Airport	Cochin, India	
	Shijiazhuang Zhengding International Airport	Shijiazhuang, China	
	Sultan Aji Muhammad Sulaiman Sepinggan International Airport	Kalimantan, Indonesia	
	Sultan Hasanuddin Makassar International Airport	Ujung, Indonesia	
15 – 25 million passengers	Xi'ning Caojiapu Airport	Qinghai, China	
	Haikou Meilan International Airport	Haikou, China	
	Rajiv Gandhi International Airport	Hyderabad, India	
	Shenyang Taoxian International Airport	Shenyang, China	
25 – 40 million passengers	Beijing Daxing International Airport	Beijing, China	
	Kempegowda International Airport	Bangalore, India	
Over 40 million passengers	Beijing Capital International Airport	Beijing, China	
	Chhatrapati Shivaji Maharaj International Airport	Mumbai, India	
	Guangzhou Baiyun International Airport	Guangzhou, China	
	Indira Gandhi International Airport	Delhi, India	
	Shanghai Pudong International Airport	Shanghai, China	
	Shenzhen Bao'an International Airport	Shenzhen, China	
	Singapore Changi Airport	Singapore, Singapore	
	EUROPE		
	Under 2 million passengers	Aeropuerto de Federico García Lorca Granada-Jaén	Granada, Spain
Aeropuerto de San Sebastián		San Sebastián, Spain	
Inverness Airport		Inverness, United Kingdom	
Joao Paulo II Airport		Ponta Delgada, Portugal	
2 – 5 million passengers	Krasnoyarsk International Airport	Krasnoyarsk, Russian Federation	
	Skopje International Airport	Skopje, North Macedonia	
	Tallinn Airport	Tallinn, Estonia	
	Zagreb Airport	Zagreb, Croatia	
5 – 15 million passengers	Belgrade Nikola Tesla Airport	Belgrade, Republic of Serbia	
	Faro Airport	Faro, Portugal	
	John Paul II International Airport Krakow - Balice	Kraków, Poland	
	Keflavik International Airport	Keflavik, Iceland	
	London City Airport	London, United Kingdom	
	Malta International Airport	Malta, Malta	
	Porto Airport	Porto, Portugal	

Award Category	Airport Name	City and Country
15 - 25 million passengers	Sochi International Airport	Sochi, Russian Federation
	Helsinki-Vantaa Airport	Helsinki, Finland
	Prague Airport	Prague, Czech Republic
25 - 40 million passengers	Pulkovo Airport	St Petersburg, Russian Federation
	Lisbon Airport	Lisbon, Portugal
	Moscow Domodedovo Airport	Moscow, Russian Federation
Over 40 million passengers	Zurich Airport	Zurich, Switzerland
	Aeroporto di Roma-Fiumicino	Rome, Italy
	Sheremetyevo International Airport	Moscow, Russian Federation
LATIN AMERICA-CARIBBEAN		
Under 2 million passengers	Curaçao International Airport	Curaçao, Netherlands Antilles
	Daniel Oduber Quirós International Airport	Liberia, Costa Rica
2 - 5 million passengers	Aeropuerto Internacional José Joaquín de Olmedo	Guayaquil, Ecuador
	Punta Cana International Airport	Punta Cana, Dominican Republic
5 - 15 million passengers	Quito International Airport	Quito, Ecuador
	MIDDLE EAST	
5 - 15 million passengers	Queen Alia International Airport	Amman, Jordan
15 - 25 million passengers	Abu Dhabi International Airport	Abu Dhabi, United Arab Emirates
NORTH AMERICA		
Under 2 million passengers	Victoria International Airport	Victoria, Canada
	Greenville-Spartanburg International Airport	Greer, United States of America
2 - 5 million passengers	Portland International Jetport	Portland, United States of America
	Indianapolis International Airport	Indianapolis, United States of America
5 - 15 million passengers	John Glenn Columbus International Airport	Columbus, United States of America
	San Antonio International Airport	San Antonio, United States of America
	Austin-Bergstrom International Airport	Austin, United States of America
15 - 25 million passengers	Dallas Love Field Airport	Dallas, United States of America
	Baltimore/Washington International Thurgood Marshall Airport	Baltimore, United States of America
25 - 40 million passengers	Detroit Metropolitan Wayne County Airport	Detroit, United States of America
	Hartsfield-Jackson Atlanta International Airport	Atlanta, United States of America
Over 40 million passengers		

Award Category

Airport Name

City and Country

Toronto Pearson International Airport

Toronto, Canada