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## Passengers rank John Glenn International among the best airports

COLUMBUS, OH – John Glenn Columbus International Airport (CMH) has been named one of the best airports for passenger experience, earning the 2020 Airport Service Quality (ASQ) Award for Best Airport by Size and Region.

“We are grateful to those who flew with us in the past year, putting their trust in us to get them to their destinations safely and recognizing our efforts to delight them along the way,” said Joseph R. Nardone, President & CEO for the Columbus Regional Airport Authority. “This recognition is a direct result of the dedication and passion of all those who work at our airport.”

The award for North American airports with 5 to 15 million annual passengers is based upon the ASQ survey, which is the industry’s global standard for measuring passenger satisfaction. The survey collects feedback from airport passengers across 34 key performance indicators such as airport access, check-in, security screening, stores, restaurants and restrooms.

“Congratulations to John Glenn International on their well-deserved ASQ award which reflects their commitment to improve the passenger experience,” said Luis Felipe de Oliveira, Director General for ACI World. “This year’s awards celebrate airports that are prioritizing the travel experience for passengers at a time when the voice of the passenger has never been more important.”

John Glenn International is dedicated to making the airport experience as easy and enjoyable as possible. In addition to long-standing amenities like complimentary high-speed Wi-Fi, travelers are benefitting from these recent efforts to elevate the passenger experience:

- Increased health and safety measures, earning CMH the [GBAC STAR](#) accreditation
- New [Journey Care Kits](#) to help passengers with disabilities prepare for travel
- Access to 5G service within the terminal
- Connections with a variety of local artists

The passenger experience continues to gain altitude with a [new rental car facility](#) opening later this year, and more exciting developments soon to be announced. Explore the airport’s services and amenities at [FlyColumbus.com](#).

### About CRAA

The [Columbus Regional Airport Authority](#) connects Ohio with the world by managing and operating passenger-focused [John Glenn Columbus International Airport \(CMH\)](#), cargo-focused [Rickenbacker International Airport \(LCK\)](#) and general aviation airport Bolton Field (TZR). CMH is the first Columbus facility and one of the only airports in the world to achieve GBAC STAR accreditation, the cleaning industry’s gold standard for outbreak prevention, response and recovery. To learn more about CRAA’s response to COVID-19, visit [flycolumbus.com/updates](#).

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