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Passengers rank CVG the best airport of its size in North America
CVG rated as Best Airport serving 5 to 15 million passengers

Erlanger, Ky. (March 11, 2025) – Cincinnati/Northern Kentucky International Airport (CVG) has been recognized as a top airport for customer experience. [Airports Council International \(ACI\) World](#) announced that CVG has received the 2024 Airport Service Quality (ASQ) Award for Best Airport of 5 to 15 Million Passengers in North America.



This recognition is a result of customers submitting positive feedback for CVG in standardized ASQ surveys. The surveys are conducted at more than 400 airports in 110 countries.

“CVG and our partners share a priority of delivering exceptional customer service,” said Larry Krauter, chief executive officer, CVG. “Obtaining direct feedback from passengers in areas such as cleanliness and shopping/dining, among other key touch points, is critical as we continue to elevate the customer experience which is central to our mission. This award recognizes the hard work of each and every member of the CVG

team who give their best to achieve operational excellence and who listen to the voice of our customers. I want to thank ACI World for this very meaningful award and for creating the ASQ program which provides a valuable framework for continuous improvement.”

Last year, CVG was inducted into the ACI World Director General’s Roll of Excellence, one of the highest honors in the airport industry for excelling in customer experience over the past decade.

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Media Release

About CVG Airport

CVG welcomed 9.2 million travelers in 2024, which represents a 5.4% increase over 2023. CVG offers the lowest airfares in the region and 55+ nonstop destinations with 14 airlines/tour operators. The airport boasts two nonstop transatlantic flights to London via British Airways, as well as Paris-CDG through Delta Air Lines. CVG is home to two global air hubs that continue to drive growth: Amazon Air's Hub and DHL Express' Global Superhub for the Americas. With an annual impact of \$9.3 billion on the local economy, the airport drives regional growth and remains a leader in aviation innovation. [Learn more at CVGairport.com.](https://www.cvgairport.com)

About the Airports Council International (ACI) and Airport Service Quality (ASQ) Program

The Airports Council International (ACI) contributes to the safety, security and sustainability of the global aviation industry by advancing the collective interests of airports and the communities they serve and promoting excellence in airport management and operations. ACI World's globally recognized Airport Service Quality (ASQ) program provides ACI member airports with tools and expertise to measure and improve passenger satisfaction, business performance and airport service quality.