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FOR IMMEDIATE RELEASE:

Norfolk International Airport Earns 4-Star Rating at 2023 World Airport Awards

Norfolk International Airport has been awarded a [4-Star Regional Airport Rating](#) by London-based Skytrax at the [Passenger Terminal EXPO 2023](#) in Amsterdam, Netherlands. Skytrax annual ratings are known as a global benchmark of airport standards, developed through many years of professional experience and qualitative knowledge of the airport industry.

At the World Airport Awards presentation Norfolk was one of 572 airports rated in the 2023 survey and one of only seven 4-Star airports in the United States. The others include Cincinnati, Houston, Indianapolis, New York (LaGuardia), Portland, and Seattle. Norfolk International was also ranked [#6 World's Best Domestic Airport](#).

Norfolk International Airport President and CEO Mark Perryman states “We engaged Skytrax for an intensive two-day airport audit in January. We were extremely pleased to receive a certified 4-Star rating. It validates what we already knew to be our strengths, but also provides us a useful roadmap for improvement from an internationally recognized third party.”

Norfolk Mayor Kenneth Alexander states “Norfolk International Airport celebrates 85 years of service to our citizens and visitors this year. Mark and his team continue to create a welcoming environment and have developed a customer service-forward mindset that bears outcomes like this 4-Star rating.”

Skytrax apply ratings between 1-Star and 5-Star for up to 800 customer-facing areas of airport product and service. Product ratings include the airport website, wayfinding, terminal design and décor, maintenance and cleanliness, passenger flows and efficiencies, and features such as seating, restrooms, family facilities, accessible travel, leisure and entertainment, Wi-Fi, shopping, and dining.

The report concluded that “The airport is presently delivering a 4-Star customer experience in overall assessment of the various categories of frontline product and service, and we see clear potential for Norfolk to achieve the 5-Star Regional Airport Rating in the future.”

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Norfolk International Airport is the major airport serving coastal Virginia and northeast North Carolina and presently ranks in the top 14% of the country's airports in terms of passengers served annually, with over 4.1 million passengers and over 75,000 flight operations in 2022. The Airport is a significant asset to the region, providing global access for airline passengers and cargo, furthering regional commerce, and improving quality of life. One of the most powerful economic generators in the region, the Virginia Department of Aviation estimates the Airport's consolidated economic impact in 2019 exceeded 17,300 jobs that paid \$775 million in earnings, with GDP of more than \$1.3 billion and total economic output of \$2.2 billion.