

---

**FOR IMMEDIATE RELEASE**

## **Denver International Airport Ranks as One of the Best Mega Airports by J.D. Power**

**DENVER** – Sept. 24, 2020 – Earlier this week, J.D. Power released its 2020 North America Airport Satisfaction Study,<sup>SM</sup> and Denver International Airport tied for #4 in the Mega Airport category (33 million passengers or more). DEN moved up four spots from 2019 and is only 12 points behind the highest-ranking airport, Phoenix Sky Harbor Airport.

The rankings were determined by 26,058 surveys taken by travelers from August 2019 through July 2020. The survey focuses on six factors: terminal facilities; airport arrival/departure; baggage claim; security check; check-in/baggage check; and food, beverage and retail. The maximum score is 1,000 points and DEN's score was 793, which was a 25-point improvement over 2019.

“We are continually working to improve and jumping four spots in this year’s survey indicates that despite construction and the pandemic, we are providing our passengers with a good experience,” said DEN CEO Kim Day. “We know that in order to keep pace with passenger expectations, we must continue to make improvements and that is what we are doing with the Great Hall, gate expansion and concourse renewal projects.

For more information on the survey, visit <https://www.jdpower.com/business/press-releases/2020-north-america-airport-satisfaction-study>.

---

*Denver International Airport is the fifth-busiest airport in the United States, with more than 69 million passengers traveling through the airport in 2019. DEN is the primary economic engine for the state of Colorado, generating more than \$33 billion for the region annually. For more information visit [www.FlyDenver.com](http://www.FlyDenver.com), check us out on [YouTube](#) and [Instagram](#), like us on [Facebook](#) and follow us on [Twitter](#).*

---

###