

The Columbus Dispatch

John Glenn airport 'most improved' in North America

A traveler goes up the escalator inside the newly renovated terminal at Port Columbus Airport March 18, 2016.

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The Columbus Dispatch

After an \$80 million terminal renovation and its renaming after the late Ohio astronaut John Glenn, Columbus' main airport has gotten a thumbs-up from travelers.

John Glenn Columbus International has been named most improved airport in North America for 2016 from trade organization Airports Council International. The award was based on surveys administered to airport visitors last year.

The award is part of the group's annual Airport Service Quality award program, recognizing airports with high customer satisfaction. Indianapolis International, Jacksonville (Florida) International and Toronto's Billy Bishop airport tied for first place overall in North America for 2016.

The John Glenn airport renovations are, in part, responsible for another award headed its way.

Next week, airport officials are scheduled to be presented a 2016 Expy award from convention and visitors bureau Experience Columbus.

That recognition for contributions to Columbus' tourism industry was announced early this year.

Of the Airports Council program, Elaine Roberts, CEO of the Columbus Regional Airport Authority, said those surveyed responded well to the airport's "modernized, contemporary terminal... (with) amenities such as free high-speed wi-fi, more than 2,000 charging outlets, new comfortable and colorful furniture (and) local dining options."

The airport hasn't always been held in such high esteem.

John Glenn Columbus has been ranked slightly lower than average in the J.D. Power North American Airport Satisfaction Survey. Released late last year, the most recent J.D. Power survey was taken primarily in the period before terminal renovations at the airport were complete.

Improvement projects at John Glenn airport continue. Work is underway to improve the curb-front entrance with new glass doors and lighting; update customer-service kiosks; and expand Concourse C's security checkpoint to accommodate a growing number of [passengers](#).