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## **FOR IMMEDIATE RELEASE**

### **Norfolk International Airport earns 4-Star rating at 2025 Passenger Terminal Expo**

Norfolk, VA (April 16, 2025) - Norfolk International Airport (ORF) has been awarded a [4-Star Regional Airport Rating](#) after a recent rigorous onsite audit by London-based Skytrax. Skytrax aviation research ratings are known as a global benchmark of airport standards, developed through many years of professional experience and qualitative knowledge of the airport industry.

Additionally, at the World Airport Awards, Skytrax revealed the results of their annual airport customer satisfaction survey at the Passenger Terminal Expo 2025 on April 9 in Madrid, Spain. ORF was one of more than 575 airports rated in the survey and was recognized as the #4 airport in the world among the [World's Best Domestic Airports](#) and the top-ranked U.S. airport in this category surpassing Dallas Love Field, Chicago Midway, and Kansas City. ORF was also acknowledged as the only U.S. airport among the global [top ten best airports handling less than 5 million passengers](#).

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

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 ORF is continuing to deliver a 4-Star Airport experience across various frontline product and service categories, demonstrating ongoing progress. Customer satisfaction levels in most touchpoints are generally above the 4-Star Rating level. Improvement opportunities are being addressed, and when completed Norfolk International Airport is well-positioned to achieve the highest 5-Star Airport Rating.