



PBI Named One of the North America’s Best Airports by J.D. Power

West Palm Beach, Fla (Sept. 21, 2023) – Palm Beach International Airport (PBI) is being recognized as one of the nation’s best medium size airports by J.D. Power. PBI ranked number four in 2023 on the prestigious J.D. Power list of best mid-size airports. J.D. Power is a self-described global leader in consumer insights, advisory services and data and analytics.

“We are honored and thrilled to be recognized by J.D. Power,” Director of Airports Laura Beebe said. “This placement underscores our commitment to a world class, stress-free customer experience,” she added.

J.D. Power examined food and beverage options at the airport, baggage claim and terminal facilities, among other factors. PBI is currently in the process of adding even more restaurant and retail space as part of the Concourse B Expansion Project. The project will also result in two new passenger jet bridges, expanded restrooms, adult changing areas, a sensory area for those with sensory sensitivities, dedicated nursing stations and more.

The announcement comes two months after readers of *Travel + Leisure* ranked PBI among the nation’s top ten best airports.

PBI continues to experience record passenger volume with nearly 7.4 million passengers traveling through the airport in a 12 month period. The airport also experienced substantial increases in passengers the last several months with a more than 17 percent increase in July 2023 over July 2022.

Many seasonal flights are returning to the airport in the coming months, including daily direct service to Los Angeles on JetBlue starting December 15, 2023. Other seasonal flights returning include service to: Minneapolis, Chicago, Houston and Washington-Dulles International Airport.

About Palm Beach International Airport (PBI)

Palm Beach International Airport (PBI) serves more than 7 million passengers annually and offers 200 nonstop flights daily and 13 airlines. As a part of PBI’s COVID-19 Preparedness and Response Plan, PBI became an accredited GBAC STAR™ facility and achieved Airport Health Accreditation by Airports Council International.

PBI boasts 5th Best Airport in the World in Conde Nast Traveler’s 2022 Readers’ Choice Awards and 7th Best Airport in the World in Conde Nast Traveler’s 2020 Readers’ Choice Awards. PBI ranks Best in the U.S. for Shortest Overall TSA Wait Times by U.S. Customs and Border Protection. For more information, visit: pbia.org and follow PBI on Facebook, Twitter and Instagram for updates and announcements.

Contact:
Joe Harrington
Director, Marketing and Communications
Palm Beach County Department of Airports
561-471-7467
jharrington@pbia.org

###

846 PALM BEACH INTERNATIONAL AIRPORT
West Palm Beach, Florida 33406-1470
(561) 471-7400 FAX: (561) 471-7427 www.pbia.org