



## Overall satisfaction WORLDWIDE

Global snapshot of airport customer satisfaction, produced by ACI ASQ

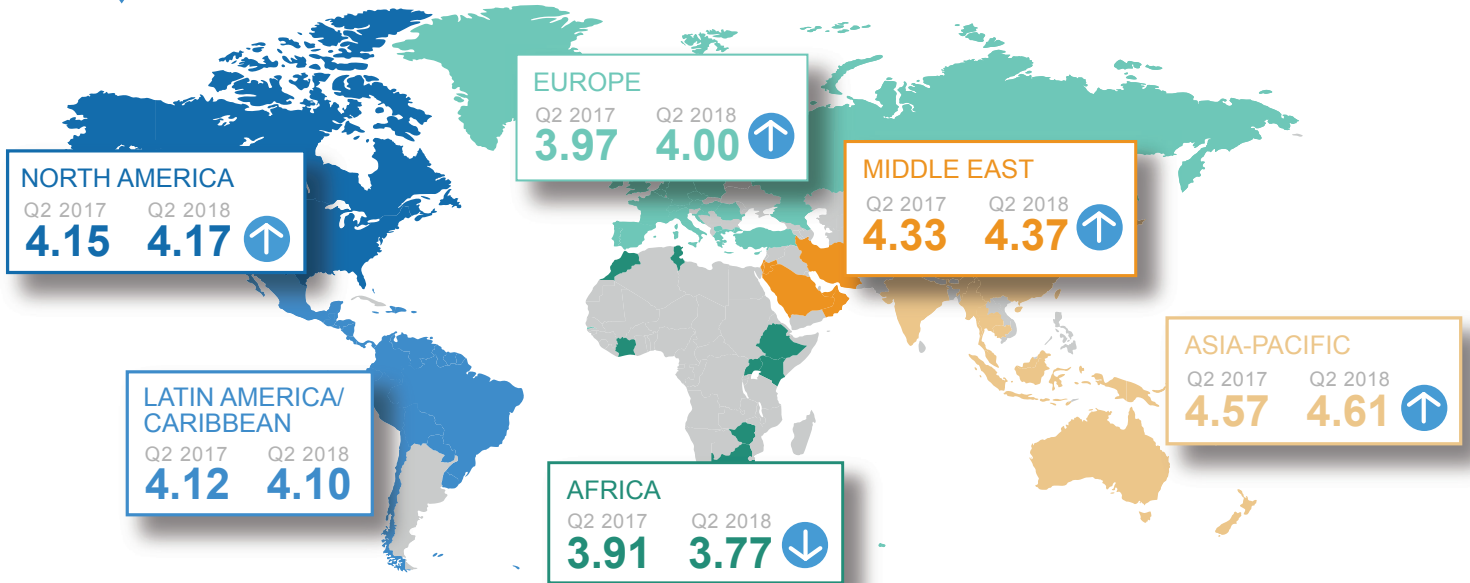
Q2 2018  
**4.21** ↑  
Q2 2017  
**4.19**

Passengers' overall satisfaction levels keep **increasing** compared to that of last year!

Compared to the same quarter of last year, the overall satisfaction scores have improved for most regions in Q2 2018. Moreover, for the same time period, the scores have especially improved for small airports (<2mppa) and middle-sized airports (15-40mppa).



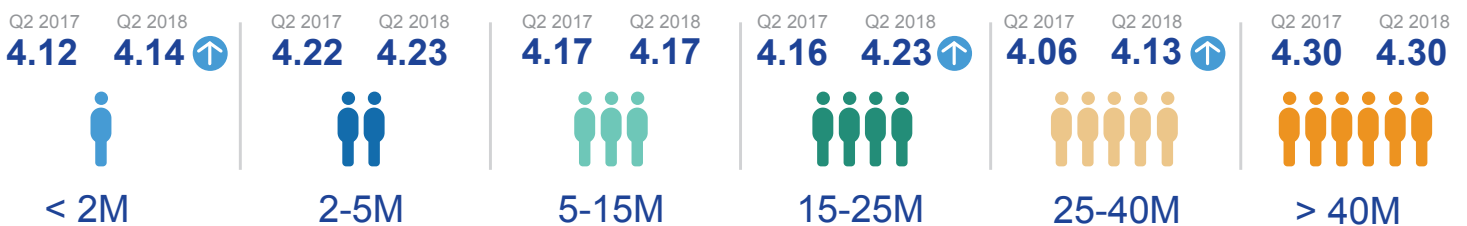
## Overall satisfaction BY REGION



↑↓ indicates that the segment's performance is higher or lower compared to the Q2 2017 result on a statistically significant level (95%).



## Overall satisfaction BY AIRPORT SIZE



↑↓ indicates that the segment's performance is higher or lower compared to the Q2 2017 result on a statistically significant level (95%).