



Overall satisfaction WORLDWIDE

Global snapshot of airport customer satisfaction, produced by ACI ASQ

Q3 2018
4.21 ↑

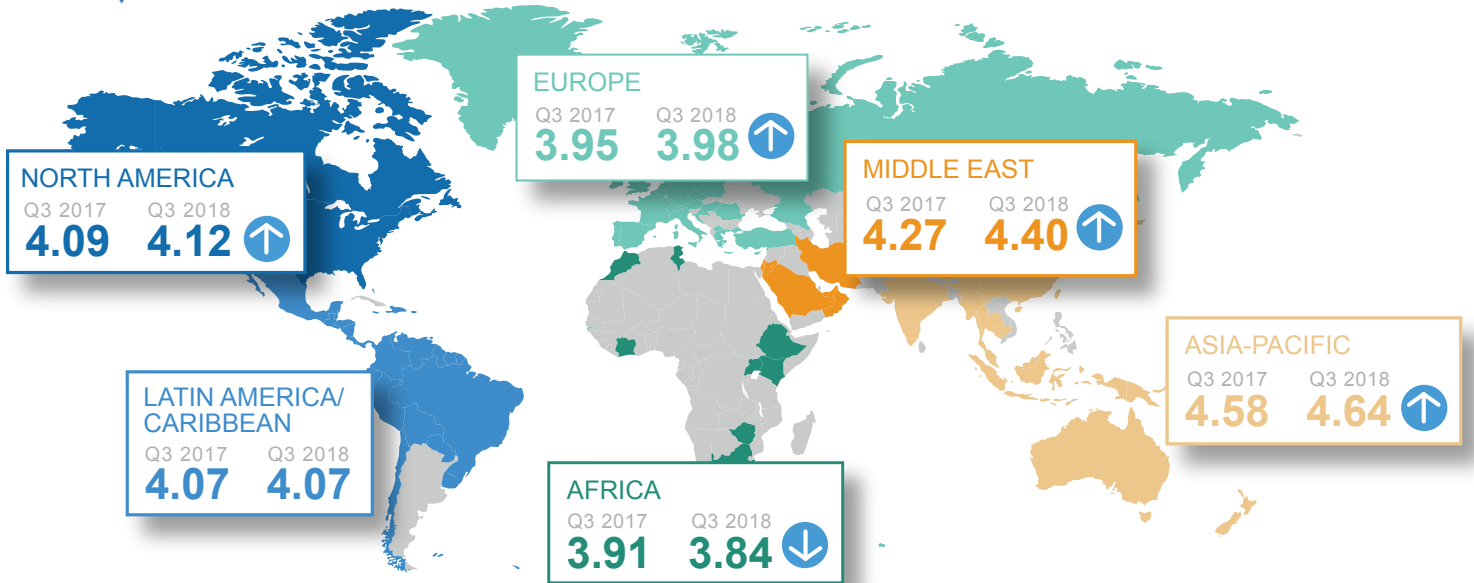
Q3 2017
4.17

Passengers' overall satisfaction level remains stable since the beginning of 2018 and is higher compared to Q3 2017.

In 2017, the third quarter showed the lowest level of overall satisfaction in comparison with other quarters of that year. In 2018, airports have been able to maintain the level of satisfaction and a significant increase compared to Q3 2017 is observed. Scores have improved for most regions and airport sizes, especially in Middle-East region and amongst middle-sized airports (15-40mppa).



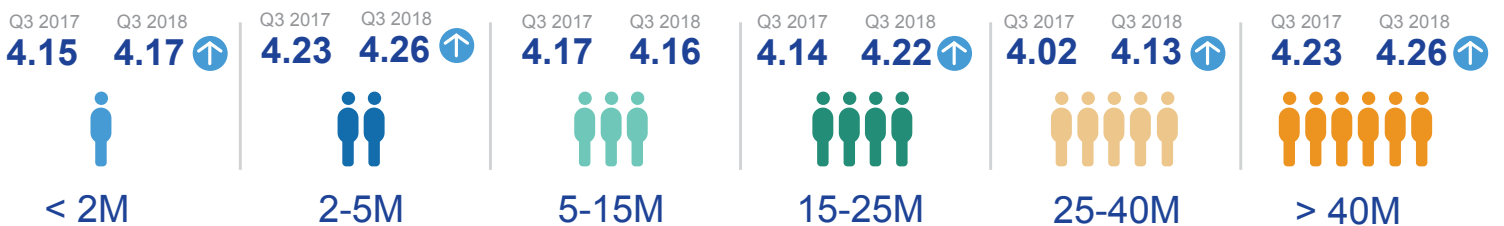
Overall satisfaction BY REGION



↑ ↓ indicates that the segment's performance is higher or lower compared to the Q3 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 Q3 2017 result on a statistically significant level (95%).