



Overall satisfaction **WORLDWIDE**

Global snapshot of airport customer experience satisfaction, produced by ACI ASQ

Q1 2019

4.25 ↑

Q1 2018

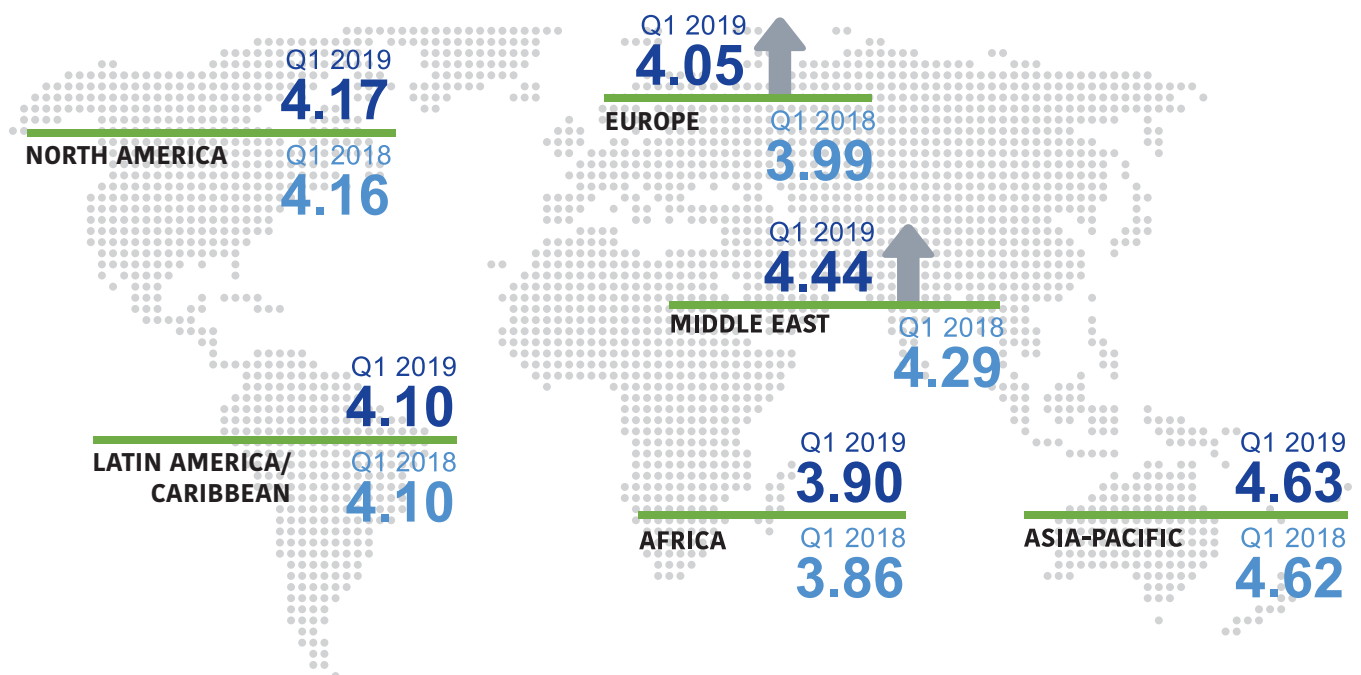
4.21

Overall customer satisfaction level has increased, in comparison with Q1 2018

Compared to the same quarter of last year, the overall satisfaction scores have improved in Europe and Middle East. Airports of all size have contributed to the increase in overall satisfaction.



Overall satisfaction **BY REGION**



Overall satisfaction **BY AIRPORT SIZE**

