



Overall satisfaction **WORLDWIDE**

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

Q2 2019

4.24 ↑

Q2 2018

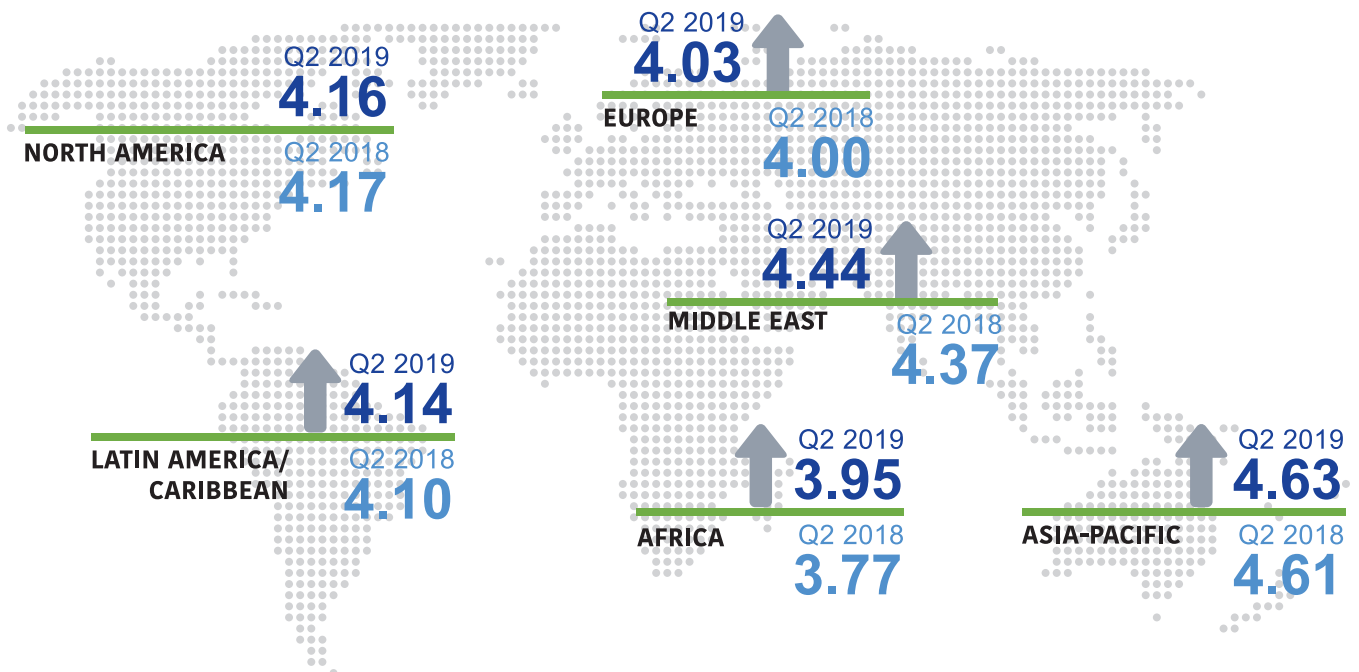
4.21

Passengers' overall satisfaction level increased compared to the same quarter of last year, but slightly decreased since last quarter (Q1: 4.25).

Compared to the same quarter of last year, the overall satisfaction scores have improved in all regions except for North America where results remain stable. Whilst the African region experienced a downward trend in passenger satisfaction in 2018, it is now recording a significant increase. Moreover, the scores have especially improved for the smaller airports categories (<15 mppa).



Overall satisfaction **BY REGION**



Overall satisfaction **BY AIRPORT SIZE**

