



Overall satisfaction **WORLDWIDE**

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

Q3 2019

4.22 ↑

Q3 2018

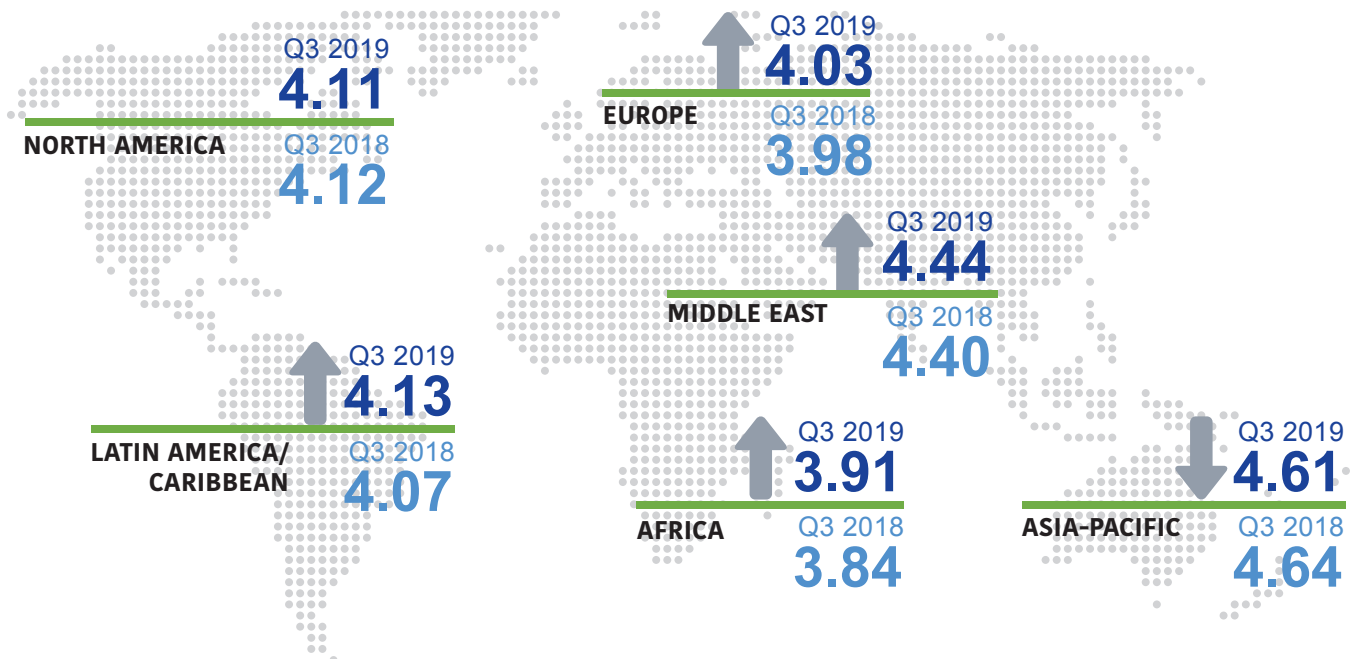
4.21

Passengers' overall satisfaction has increased, when compared to same time period last year (Q3 2018), but the downward trend continues since the beginning of 2019 (Q1: 4.25 and Q2: 4.24).

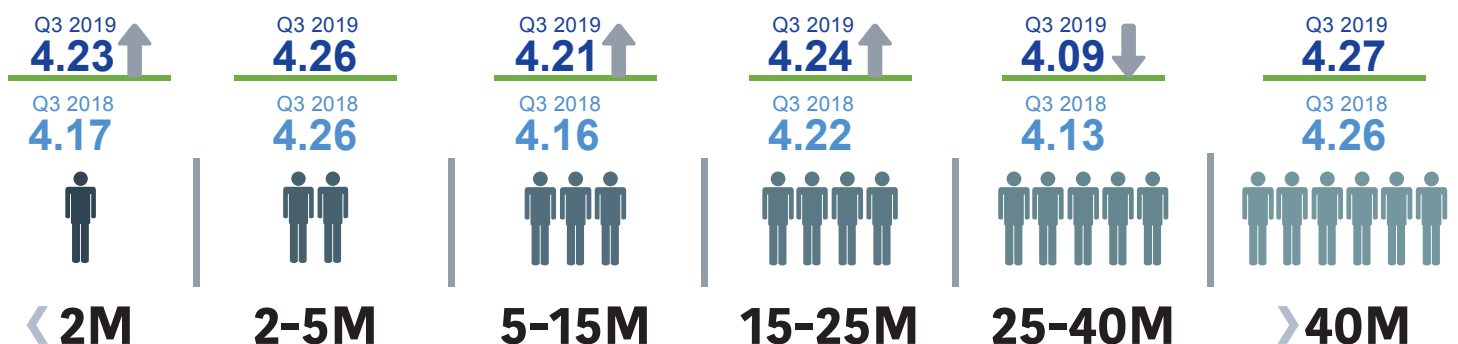
Compared to the same quarter of last year, the overall satisfaction scores have improved in most of the regions except in Asia-Pacific where airports recorded a decrease in their performance. In North America, results remain stable. Smaller airports (<2 mppa) as well as airports belonging to 5 to 25 mppa category also improved their scores.



Overall satisfaction **BY REGION**



Overall satisfaction **BY AIRPORT SIZE**



Source: ACI Airport Service Quality Departures – Main type Programme 2018-2019, based on Q3 2019 results with 347 airports

↑ ↓ indicates that the segment's performance is higher or lower compared to the Q3 2018 result on a statistically significant level (95%). Results are means on a 5-point scale.