



### Overall satisfaction **WORLDWIDE**

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

Q2 2021

**4.39** ↓

Q1 2021

**4.45**

BY ASQ  
CATEGORY



Q2 2021  
**4.25**  
Access  
Q1 2021  
**4.30**



Q2 2021  
**4.44**  
Check-in  
Q1 2021  
**4.47**



Q2 2021  
**4.47**  
Passport/  
ID Control  
Q1 2021  
**4.50**

Q2 2021  
**4.37**  
Wayfinding  
Q1 2021  
**4.40**



Q2 2021  
**4.43**  
Security  
Q1 2021  
**4.46**



Q2 2021  
**4.17**  
Airport Facilities  
Q1 2021  
**4.22**



Q2 2021  
**4.40**  
Airport Environment  
Q1 2021  
**4.45**

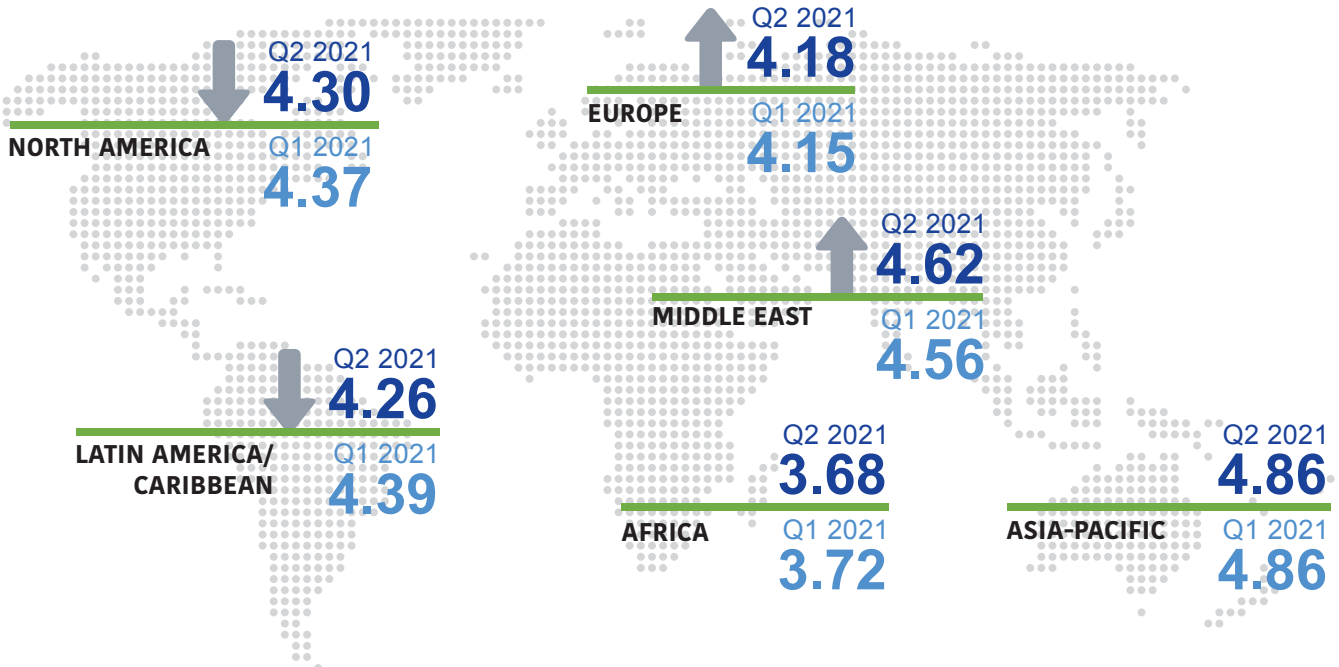


While a significant increase in passengers' overall satisfaction was recorded last year when traffic was at its lowest, it has since decrease as traffic slowly recovers.

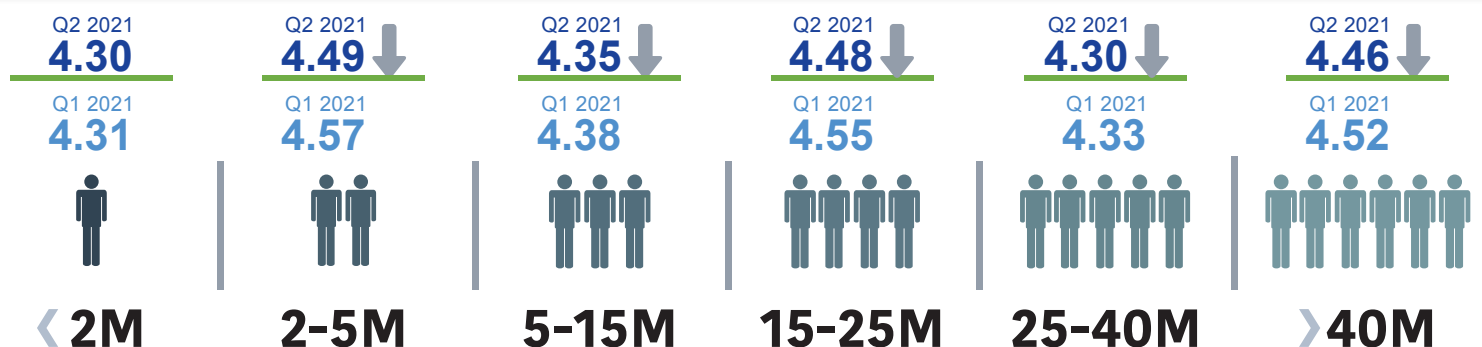
Even though passengers' overall satisfaction has decreased compared to the previous quarter (Q1 2021), it remains higher than before the COVID-19 pandemic (ref. 2019: 4.24). This quarter, results show an increase in Europe and Middle East while a decrease is observed in North America and Latin America/Caribbean. Small airports (less than 2 mppa) were able to maintain their level of passenger satisfaction, which has not been the case for airports with more than 2 mppa who suffered a decline in their overall satisfaction score.



### Overall satisfaction **BY REGION**



### Overall satisfaction **BY AIRPORT SIZE**



Source: ACI Airport Service Quality Departures – Main type Programme 2021, based on Q2 2021 results with 236 airports

↑ ↓ indicates that the segment's performance is higher or lower compared to the Q1 2021 result on a statistically significant level (95%). Results are means of a 5-pt scale.