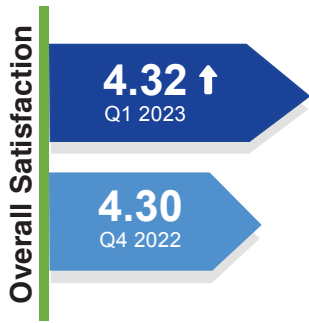
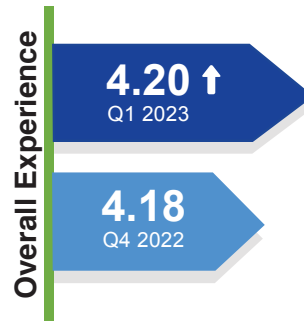


Global snapshot of airport customer experience produced by ACI ASQ

Overall scores WORLDWIDE *Both the overall experience and satisfaction measures are critical. The best customer experience is when airports generate positive emotions while providing excellent service quality.*

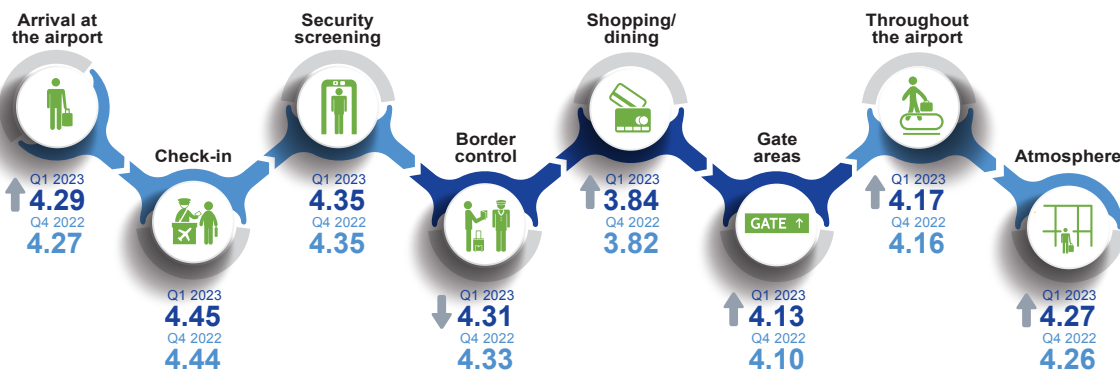


The **Overall Satisfaction** helps determine how well airports are servicing their passengers.

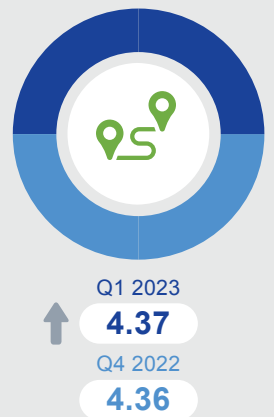


The **Overall Experience** focuses on the impression that is left by the journey at the airport.

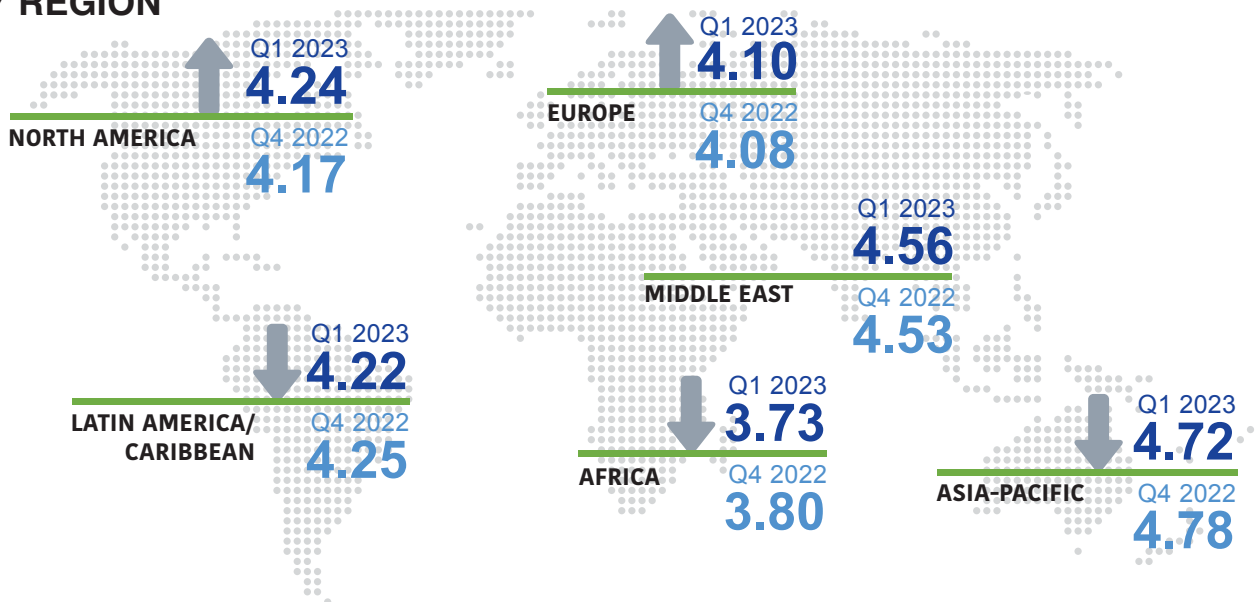
Satisfaction BY STEP OF THE JOURNEY



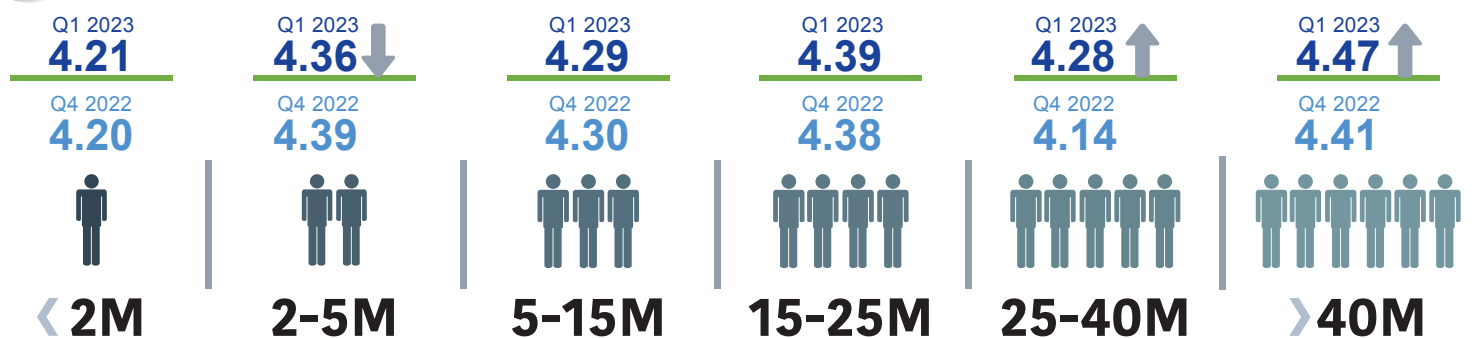
Ease of Travelling Index



Overall satisfaction BY REGION



Overall satisfaction BY AIRPORT SIZE



Source: ACI Airport Service Quality Departures – Main type Programme 2023, based on Q1 2023 results with 297 airports

↑ ↓ indicates that the segment's performance is higher or lower compared to the Q4 2022 result on a statistically significant level (95%). Results are means of a 5-pt scale.