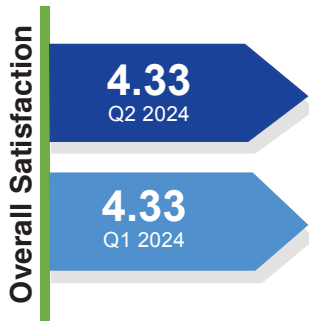
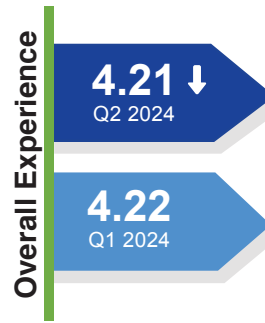


## Global snapshot of airport customer experience produced by ACI ASQ

**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.*

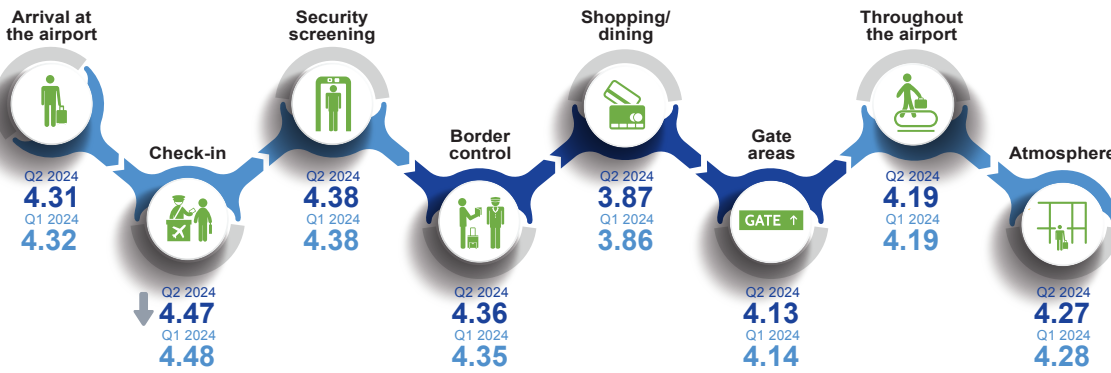


The **Overall Satisfaction** helps determine how well airports are servicing their passengers.



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

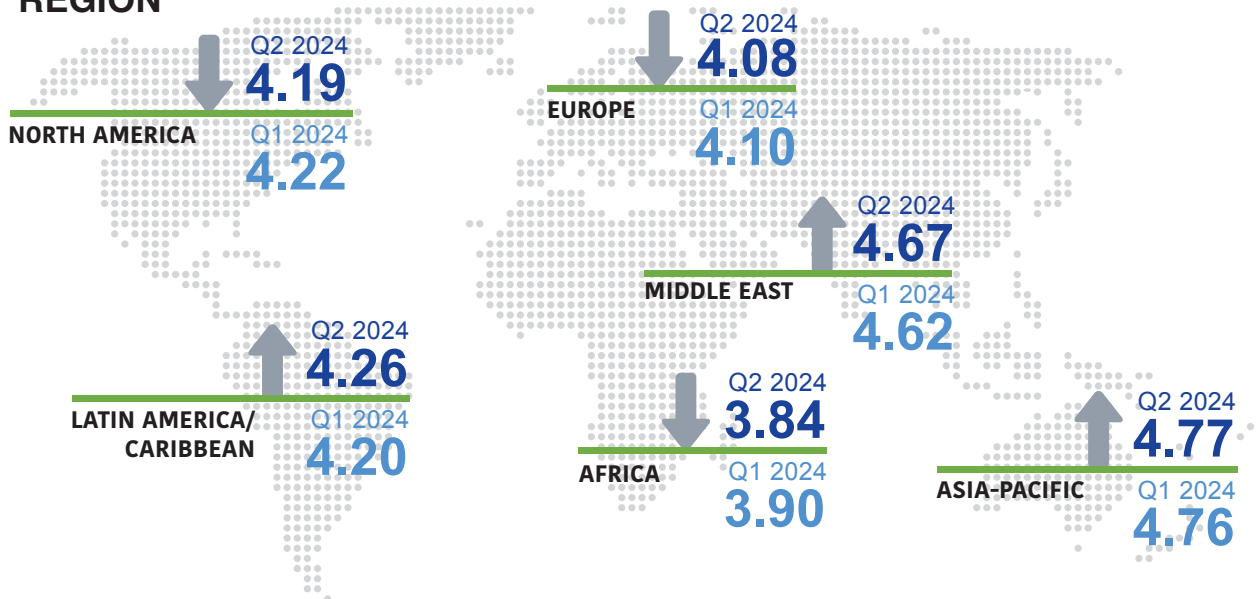
### Satisfaction BY STEP OF THE JOURNEY



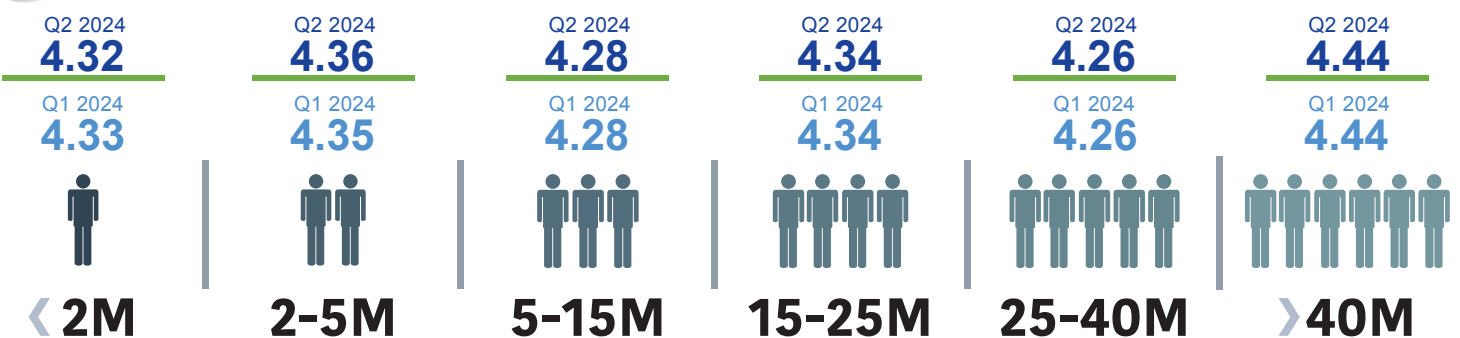
### Ease of Travelling Index



### Overall satisfaction BY REGION



### Overall satisfaction BY AIRPORT SIZE



Source: ACI Airport Service Quality Departures – Main type Programme 2024, based on Q2 2024 results with 357 airports

↑↓ indicates that the segment's performance is higher or lower compared to the Q1 2024 result on a statistically significant level (95%). Results are means of a 5-pt scale.