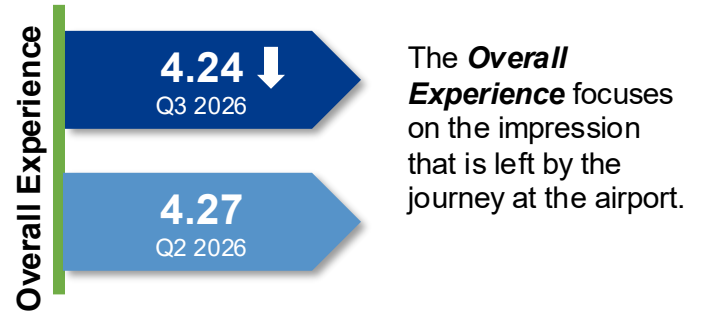
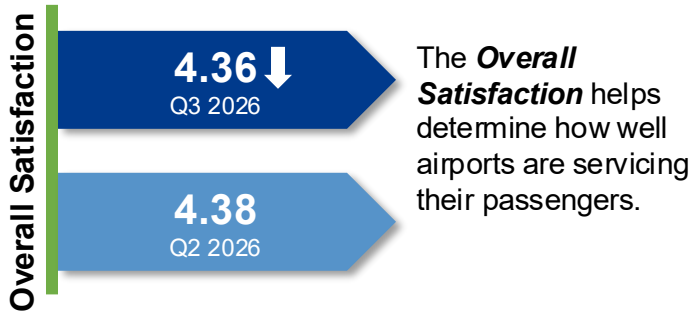
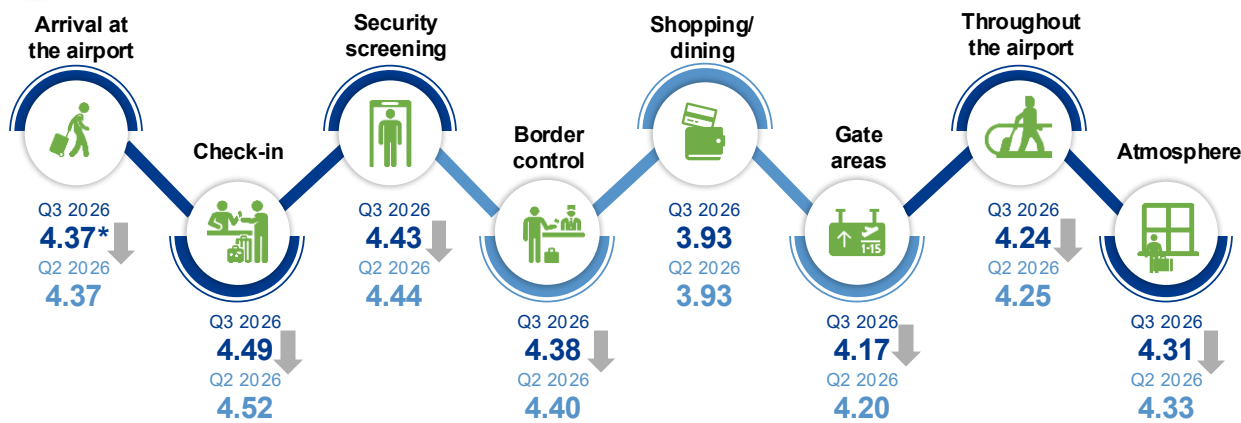


Global snapshot of airport customer experience produced by ACI ASQ

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.

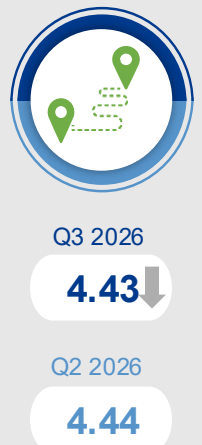


Satisfaction BY STEP OF THE JOURNEY

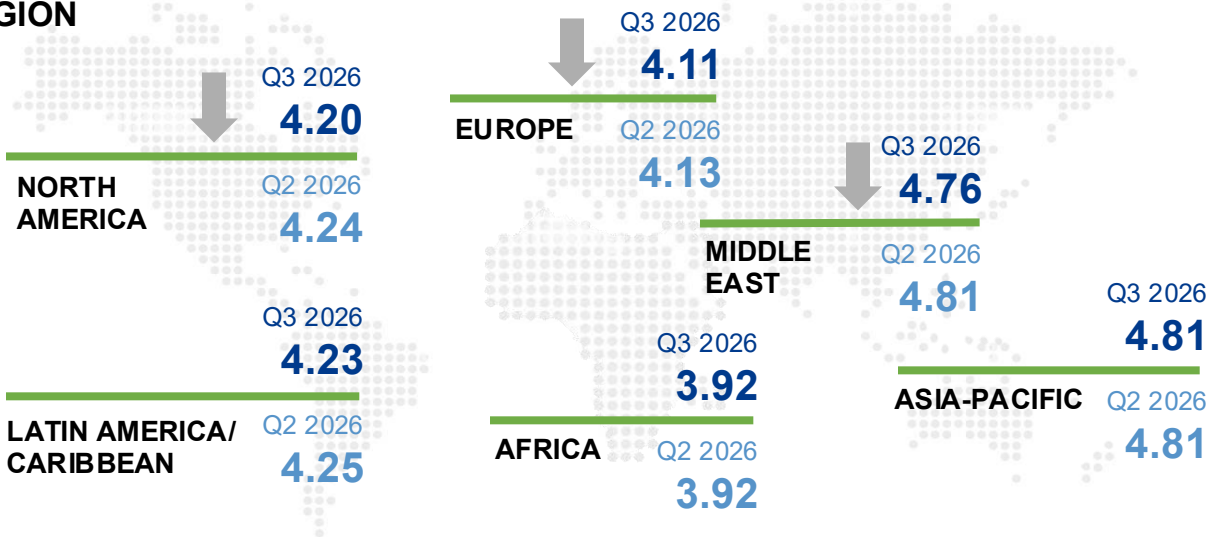


*Significant due to large sample sizes and rounded scores.

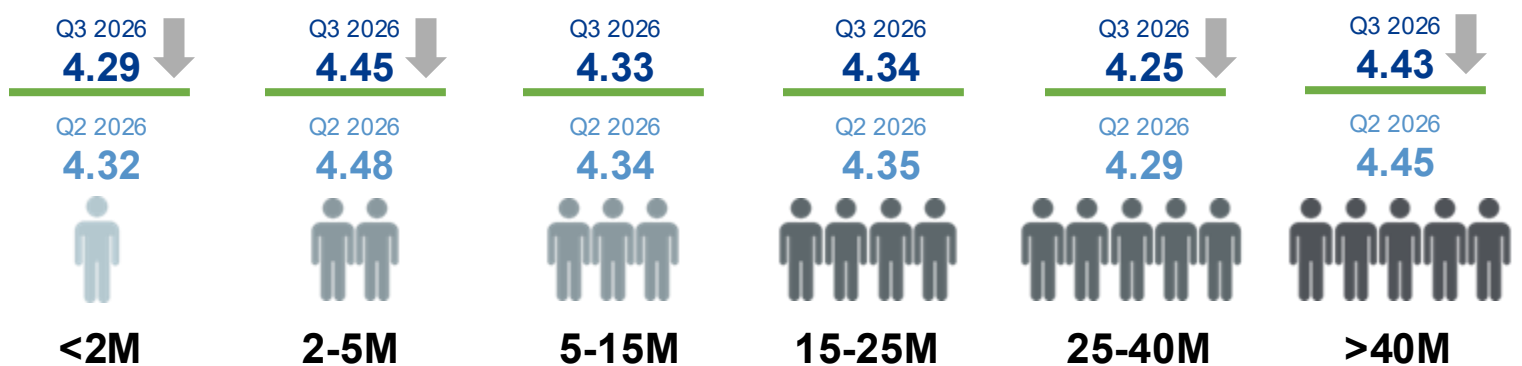
Ease of Travelling Index



Overall Satisfaction BY REGION



Overall Satisfaction BY AIRPORT SIZE



Source: ACI Airport Service Quality Departures – Main type Programme 2026, based on Q3 2026 results with 368 **compliant*** airports.
* Only airports that complied with ASQ's requirements have been included in the aggregated benchmark scores for this quarter.

↓↑ indicates that performance is statistically higher or lower compared to Q2 2026 (95% conf. level). Results are means of a 5-pt scale.