Airport Service Quality

Passenger Satisfaction Report

TLV – Airport Performance

2018

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Methodology at a Glance

2018 - נמלי התעופה המשתתפים בסקר

- In 2018, 346 airports have participated in the ACI ASQ Survey.
- 652824 passengers have completed the ASQ Survey, including 1408 at TLV.

	< 2 M	2 - 5 M	5 - 15 M	15 - 25 M	25 - 40 M	> 40 M	TOTAL
AFRICA	13	6	6	1			26
	BFN, BZV, EBB, ELS, GRJ, HRE, KIM, LFW, MBA, PLZ, PNR, UTN, VFA	ABJ, ABV, ACC, LOS, MRU, RAK	ADD, CMN, CPT, DUR, NBO, TUN	JNB			
ASIA PACIFIC	10	31	25	15	8	19	108
	BTJ, BWX, DJB, DTB, NTL, PGK, PPT, TNJ, TSV, VNS	ATQ, BBI, BDO, CCJ, CJB, DRW, GAU, HBA, IDR, IXB, IXC, IXE, JAI, KOE, LKO, LOP, MDC, MLE, PAT, PDG, PKU, PLM, PNH, PNK, REP, SOC, SXR, TRV, UKB, VTZ, YIH	ADL, AMD, BPN, CGQ, CHC, CNS, CNX, COK, GOI, HET, HLP, INC, ITM, KHN, KNO, MFM, OOL, PEN, PER, PNQ, RGN, SJW, UPG, WLG, XNN	AKL, BNE, CCU, DPS, HAK, HKT, HRB, HYD, MAA, SHE, SUB, SYX, TAO, TSN, WUH	BLR, CKG, DMK, GMP, HGH, KIX, MEL, NKG	BKK, BOM, CAN, CGK, CTU, DEL, HKG, ICN, KMG, KUL, NRT, PEK, PVG, SHA, SIN, SYD, SZX, TPE, XIY	
EUROPE	25	20	36	13	11	9	114
	AES, BOO, DSA, EAS, GRO, GRX, INV, JER, KRS, LCG, LEI, MJV, MLN, OVD, PDL, PNA, REU, SDR, SKP, SPC, VDE, VGO, VLL, XRY, ZAZ	ABZ, BIO, BMA, EMA, FNC, LCY, LPL, MAH, PFO, SCQ, SOU, SVG, TBS, TFN, TLL, TOS, TRD, TRN, VNO, ZAG	ACE, AER, ALC, BGO, BHX, BLQ, BRS, BSL, BUD, CIA, EDI, ESB, FAO, FUE, GLA, GOT, IBZ, KEF, KRK, LCA, LIN, LPA, LYS, MLA, MRS, NAP, NCE, NCL, OPO, OTP, RIX, SVQ, SXF, TFS, TLS, VLC	AGP, ATH, BRU, DUS, GVA, HAM, HEL, LED, MXP, PRG, TXL, VIE, WAW	ARN, CPH, DME, DUB, LIS, MAN, ORY, OSL, PMI, STN, ZRH	AMS, BCN, CDG, FCO, LGW, LHR, MAD, MUC, SVO	
LATIN AMERICA / CARIBBEAN	14	11	7	3	1		36
	BDA, BRC, CUL, CUR, EPA, GPS, KIN, LIR, MDZ, MZT, POP, RTB, SAP, SLA	AUA, BGI, COR, GYE, NAS, POS, PVR, SDQ, SJD, SJO, UIO	AEP, CNF, EZE, GDL, PTY, PUJ, TIJ	CUN, GIG, SCL	BOG		
MIDDLE EAST	1		5	3	1	1	11
	SLL		AMM, BAH, DMM, MCT, MED	AUH, THR, TLV	RUH	DXB	
NORTH AMERICA	11	6	13	5	7	9	51
	AVL, LAN, PWM, YLW, YMM, YQB, YQM, YQR, YXE, YYJ, YYT	ELP, GRR, YHZ, YOW, YTZ, YWG	AUS, CLE, CMH, CVG, IND, JAX, MKE, MSY, PIT, SAT, SJC, STL, YEG	DAL, SAN, SLC, TPA, YUL	BOS, BWI, DTW, FLL, LGA, MSP, PHL	ATL, DEN, DFW, EWR, JFK, LAX, SEA, SFO, YYZ	
TOTAL	74	74	92	40	28	38	346

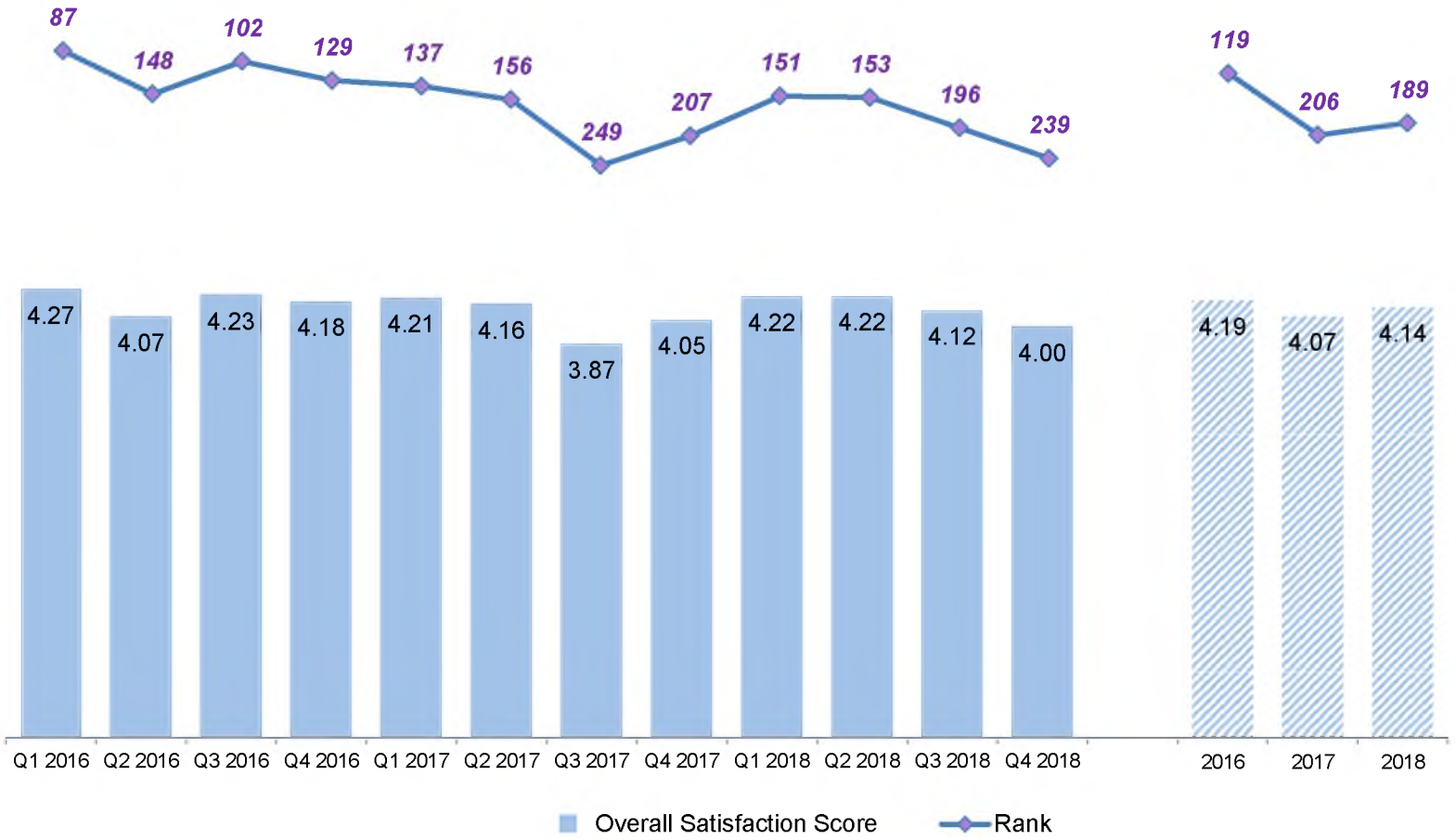
Methodology at a Glance

Participating Airports 2018 (3/3)

Code	Name
ABJ	Felix Houphouet-Boign Airport
ABV	Nnamdi Azikiwe Intl Airport
ABZ	Aberdeen Intl Airport
ACC	Kotoka Intl Airport
ACE	Lanzarote Airport
ADD	Bole Intl Airport
ADL	Adelaide Intl Airport
AEP	Jorge Newbery Airport
AER	Sochi Intl Airport
AES	Vigra Airport
AGP	Malaga -Costa Del Sol Airport
AKL	Auckland Intl Airport
ALC	Aicante - Elche Airport
AMD	Sardar Vallabhbhai Patel Intl Airport
AMM	Queen Alia Intl Airport
AMS	Amsterdam Schiphol Airport
ARN	Stockholm Arlanda Airport
ATH	Eleftherios Venizelos Airport
ATL	Hartsfield-Jackson In Airport
ATQ	Sri Guru Ram Dass Jee Airport (Amritsar)
AUA	Reina Beatrix Airport
AUH	Abu Dhabi Intl Airport
AUS	Austin-Bergstrom Intl Airport
AVL	Asheville Regional Airport
BAH	Bahrain Intl Airport
BBI	Biju Patnaik Intl Airport
BCN	Barcelona-El Prat Airport
BDA	L.F Wade Intl Airport
BDO	Husein Sastranegara Airport
BFN	Bloemfontein Intl Airport
BGI	Grantley Adams Intl Airport
BGO	Flesland Airport
BHX	Birmingham Airport
BIO	Bilbao Airport
BKK	Suvarnabhumi Int'l Airport
BLQ	Guglielmo Marconi Airport
BLR	Kempegowda Intl Airport, Bengaluru
BMA	Stockholm Bromma Airport
BNE	Brisbane Intl Airport
BOG	El Dorado Intl Airport
BOM	Chhatrapati Shivaji Airport
BOO	Bodo Airport
BOS	Boston Logan Intl Airport
BPN	Balikpapan Airport SAMS Sepinggan
BRC	San Carlos Bariloche Airport
BRS	Bristol Airport
BRU	Brussels Airport
BSL	Basel/Mulhouse Airport
BTJ	Sultan Iskandar Muda Airport
BUD	Liszt Ferenc Int'l Airport
BWI	Baltimore/Wash. Intl Airport
BWX	Blimbingsari Airport
BZV	Maya-Maya Airport
CAN	Baiyun Intl Airport
CCJ	Calicut Intl Airport
CCU	Netaji Subhas Chandra Bose Intl Airport
CDG	Charles de Gaulle Airport
CGK	Soekarno-Hatta Intl Airport
CGQ	Longjia Intl Airport
CHC	Christchurch Intl Airport
CIA	Ciampino Airport
CJB	Coimbatore Intl Airport
CKG	Jiangbei Intl Airport
CLE	Cleveland Hopkins Intl Airport
CMH	Port Columbus Intl Airport
CMN	Mohammed V Airport
CNF	Tancredo Neves Intl Airport
CNS	Cairns Intl Airport
CNX	Chiang Mai Intl Airport
COK	Kochi Intl Airport
COR	A.L.V. Taravella Airport
CPH	Kastrup Airport
CPT	Cape Town Intl Airport
CTU	Shuangliu Intl Airport
CUL	Fed. De Bachigualato Airport
CUN	Cancun Intl Airport
CUR	Hato Intl Airport
CVG	Northern Kentucky Int Airport
DAL	Love Field Airport
DEL	Indira Gandhi Intl Airport
DEN	Denver Intl Airport
DFW	Dallas/Ft Worth Intl Airport
DJB	Sultan Thaha Airport
DME	Domodedovo Airport
DMK	Don Mueang Int'l Airport
DMM	King Fahd Intl Airport
DPS	Bali Airport I Gusti Ngurah Rai
DRW	Darwin Intl Airport
DSA	Doncaster Sheffield Airport
DTB	Silangit Airport
DTW	Metropolitan Wayne Co Airport
DUB	Dublin Intl Airport
DUR	King Shaka Intl Airport
DUS	Duesseldorf Intl Airport
DXB	Dubai Intl Airport
EAS	San Sebastian Airport
EBB	Entebbe Intl Airport
EDI	Edinburgh Airport
ELP	El Paso Intl Airport
ELS	East London Airport
EMA	East Midlands Airport
EPA	El Palomar Airport
ESB	Esenboga Airport
EWR	Newark Liberty Intl Airport
EZE	Ministro Pistarini Airport
FAO	Faro Airport
FCO	Fiumicino Airport
FLL	Fort Lauderdale Intl Airport
FNC	Madeira Airport
FUE	Fuerteventura Airport
GAU	Lokpriya Gopinath Bordoloi Intl Airport
GDL	Miguel Hidalgo Intl Airport
GIG	Galeao-A.C.Jobim Intl Airport
GLA	Glasgow Intl Airport
GMP	Seoul Gimpo Intl Airport
GOI	Goa Intl Airport
GOT	Gothenburg Landvetter Airport
GPS	Seymour Airport
GRJ	George Airport
GRO	Girona-Costa Brava Airport
GRR	Gerald R. Ford Intl Airport
GRX	Granada-Jaen F.G.L. Airport
GVA	Geneva Intl Airport
GYE	Jose Joaquín de Olmedo Airport
HAK	Haikou Meilan Intl Airport
HAM	Hamburg Airport
HBA	Hobart Intl Airport
HEL	Helsinki-Vantaa Airport
HET	Hohhot Baita Intl Airport
HGH	Hangzhou Intl Airport
HKG	Hong Kong Intl Airport
HKT	Phuket Intl Airport
HLP	Halim Perdanakusuma Airport
HRB	Taiping Intl Airport
HRE	Harare Intl Airport
HYD	Rajiv Gandhi Int'l Airport
IBZ	Ibiza Airport
ICN	Seoul Incheon Intl Airport
IDR	Devi Ahilya Bai Holkar Airport
INC	Hedong Airport
IND	Indianapolis Intl Airport
INV	Inverness Airport
ITM	Osaka Intl (Itami) Airport
IXB	Bagdogra Airport
IXC	Chandigarh Airport
IXE	Mangaluru Intl Airport
JAI	Jaipur Intl Airport
JAX	Jacksonville Intl Airport
JER	Jersey Airport
JFK	John F Kennedy Intl Airport
JNB	O.R. Tambo Int'l Airport
KEF	Keflavik Internationa Airport
KHN	Changbei Intl Airport
KIM	Kimberley Airport
KIN	Norman Manley Intl Airport
KIX	Osaka Kansai Intl Airport
KMG	Changshui Intl Airport
KNO	Kuala Namu Airport
KOE	Kupang Airport El Tari
KRK	John Paul II - Balice Airport
KRS	Kjevik Airport
KUL	Kuala Lumpur Intl Airport
LAN	Capital Region Intl Airport
LAX	Los Angeles Intl Airport
LCA	Larnaca Airport
LCG	A Coruna Airport
LCY	London City Airport
LED	Pulkovo Airport
LEI	Almeria Airport
LFW	G. Eyadema Intl Airport
LGA	LaGuardia Airport
LGW	Gatwick Airport
LHR	Heathrow Airport
LIN	Linate Airport
LIR	D. Oduber Quiros Intl Airport
LIS	Lisbon Airport
LKO	Chaudhary Charan Singh Intl Airport
LOP	Lombok Airport Praya
LOS	Murtala Muhammed Intl Airport
LPA	Gran Canaria Airport
LPL	John Lennon Airport
LYS	Lyon-Saint Exupery Airport
MAA	Chennai Airport
MAD	Madrid-Barajas Adolfo Suarez Airport
MAH	Menorca Airport
MAN	Manchester Airport
MBA	Mombasa Moi Intl Airport
MCT	Muscat Intl Airport
MDC	Manado Airport Sam Ratulangi
MDZ	El Plumerillo Airport
MED	Mohammad Bin Abdulazi Airport
MEL	Melbourne Airport
MFM	Macau Intl Airport
MJV	Murcia-San Javier Airport
MKE	General Mitchell Intl Airport
MLA	Malta Luqa Intl Airport
MLE	Male Velana Intl Airport
MLN	Melilla Airport
MRS	Provence Airport
MRU	Sir S. Ramgoolam Intl Airport
MSP	Minneapolis/St P Intl Airport
MSY	Louis Armstrong Intl Airport
MUC	Munich Intl Airport
MXP	Malpensa Airport
MZT	Mazatlan Intl Airport
NAP	Capodichino Airport
NAS	Lynden Pindling Intl Airport
NBO	Jomo Kenyatta Intl Airport
NCE	Cote d'Azur Airport
NCL	Newcastle Intl Airport
NKG	Nanjing Lukou Inertantional Airport
NRT	Narita Intl Airport
NTL	Newcastle Airport
OOL	Coolangatta Airport
OPO	Porto Airport
ORY	Orly Airport
OSL	Gardermoen Airport
OTP	Henri Coanda Airport
OVD	Asturias Airport
PAT	Jay Prakash Narayan Intl Airport
PDG	Minangkabau Airport
PDL	Joao Paulo II Airport
PEK	Capital Intl Airport
PEN	Penang Intl Airport
PER	Perth Intl Airport
PFO	Paphos Intl Airport
PGK	Depati Amir Airport
PHL	Philadelphia Intl Airport
PIT	Pittsburgh Intl Airport
PKU	Sultan Syarif Kasim I Airport
PLM	S M Badaruddin II Airport
PLZ	Port Elizabeth Airport
PMI	Palma de Mallorca Airport
PNA	Pamplona Airport
PNH	Phnom Penh Intl Airport
PNK	Supadio Airport
PNQ	Lohegaon Airport
PNR	Agostinho Neto Airport
POP	Gregorio Luperon Intl Airport
POS	Piarco Intl Airport
PPT	Tahiti-Faa'a Airport
PRG	Václav Havel Airport
PTY	Panama City Tocumen Intl Airport
PUJ	Punta Cana Intl Airport
PVG	Pudong Intl Airport
PVR	G.Diaz Ordaz Intl Airport
PWM	Intl Jetport Airport
RAK	Menara Airport
REP	Siem Reap Intl Airport
REU	Reus Airport
RGN	Yangon Intl Airport
RIX	Riga Intl Airport
RTB	Juan Manuel Galvez Airport
RUH	King Khalid Intl Airport
SAN	San Diego Intl Airport
SAP	Ramon V. Morales Intl Airport
SAT	San Antonio Intl Airport
SCL	Arturo Merino Benitez Airport
SCQ	Santiago Airport
SDQ	Las Americas Intl Airport
SDR	Santander -Seve Ballesteros Airport
SEA	Seattle-Tacoma Intl Airport
SFO	San Francisco Intl Airport
SHA	Hongqiao Intl Airport
SHE	Taoxian Intl Airport
SIN	Changi Airport
SJC	Mineta San Jose Intl Airport
SJD	Los Cabos Intl Airport
SJO	Juan Santamaria Intl Airport
SJW	Zhengding Intl Airport
SKP	Intl Airport Skopje
SLA	Martin M. de Guemes Airport
SLC	Salt Lake City Intl Airport
SLL	Salalah Airport
SOC	Surakarta Airport Adi Soemarmo
SOU	Southampton Airport
SPC	La Palma Airport
STL	St. Louis Lambert Intl Airport
STN	Stansted Airport
SUB	Surabaya Airport Juanda
SVG	Sola Airport
SVO	Sheremetyevo Airport
SVQ	Sevilla Airport
SXF	Schoenefeld Airport
SXR	Srinagar Intl Airport
SYD	Kingsford Smith Airport
SYX	Phoenix Intl Airport
SZX	Bao'an Intl Airport
TAO	Liuting Intl Airport
TBS	Tbilisi Intl Airport
TFN	Tenerife-Norte Airport
TFS	Tenerife-Sur Airport
THR	Mehrabad Intl Airport
TIJ	A.L. Rodriguez Intl Airport
TLL	Tallinn Lennart Meri Airport
TLS	Blagnac Airport
TLV	Ben Gurion Intl Airport
TNJ	Raja Haji Fisabilila Airport
TOS	Langnes Airport
TPA	Tampa Intl Airport
TPE	Taiwan Taoyuan Int'l Airport
TRD	Vaernes Airport
TRN	Caselle Airport
TRV	Thiruvananthapuram Intl Airport
TSN	Tianjin Binhai Intl Airport
TSV	Townsville Intl Airport
TUN	Carthage Airport
TXL	Tegel Airport
UIO	Mariscal Sucre Intl Airport
UKB	Kobe Airport
UPG	Makassar Airport Sultan Hasanuddin
UTN	Upington Airport
VDE	El Hierro Airport
VFA	Victoria Falls Intl Airport
VGO	Vigo Airport
VIE	Vienna Airport
VLC	Valencia Airport
VLL	Valladolid Airport
VNO	Vilnius Intl Airport
VNS	Lal Bahadur Shastri Intl Airport
VTZ	Visakhapatnam Airport
WAW	Warsaw Chopin Airport
WLG	Wellington Intl Airport
WUH	Tianhe Intl Airport
XIY	Xianyang Intl Airport
XNN	Xining Caojiapu Airport
XRY	Jerez Airport
YEG	Edmonton Intl Airport
YHZ	Halifax Stanfield Intl Airport
YIH	Sanxia Airport
YLW	Kelowna Intl Airport
YMM	Fort McMurray Apt Airport
YOW	Macdonald-Cartier Int Airport
YOB	Jean Lesage Intl Airport
YQM	Greater Moncton Intl Airport
YQR	Regina Intl Airport
YTZ	Billy Bishop City A/P Airport
YUL	Pierre E.Trudeau Intl Airport
YWG	J.A. Richardson Intl Airport
YXE	Saskatoon John G. Diefenbaker Intl Airport
YYJ	Victoria Intl Airport
YYT	St.John's Intl Airport
YYZ	Lester B. Pearson Int Airport
ZAG	Zagreb Intl Airport
ZAZ	Zaragoza Airport
ZRH	Zurich Airport

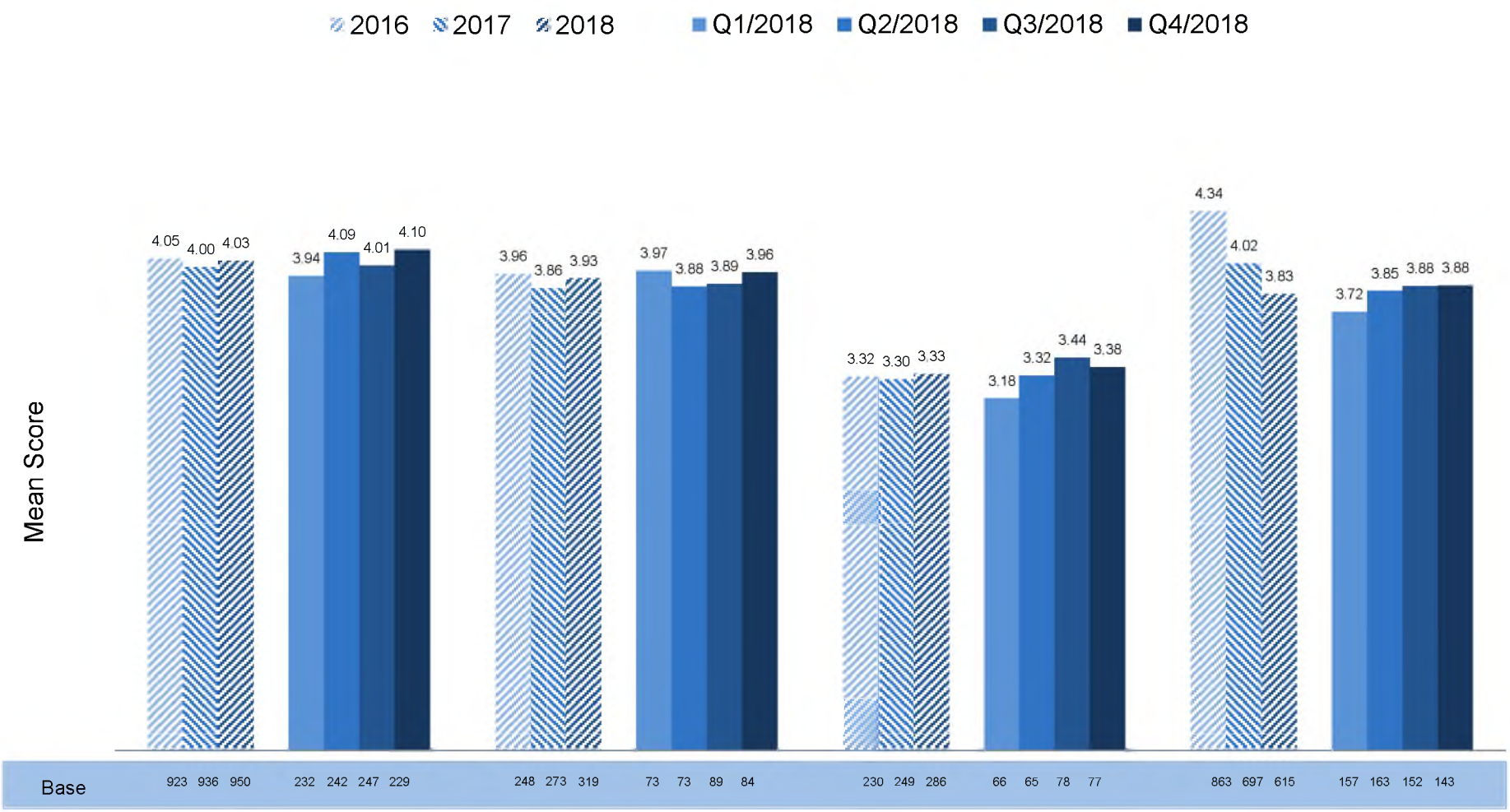
TLV – Airport Performance

Overall Satisfaction Mean Score and Rank



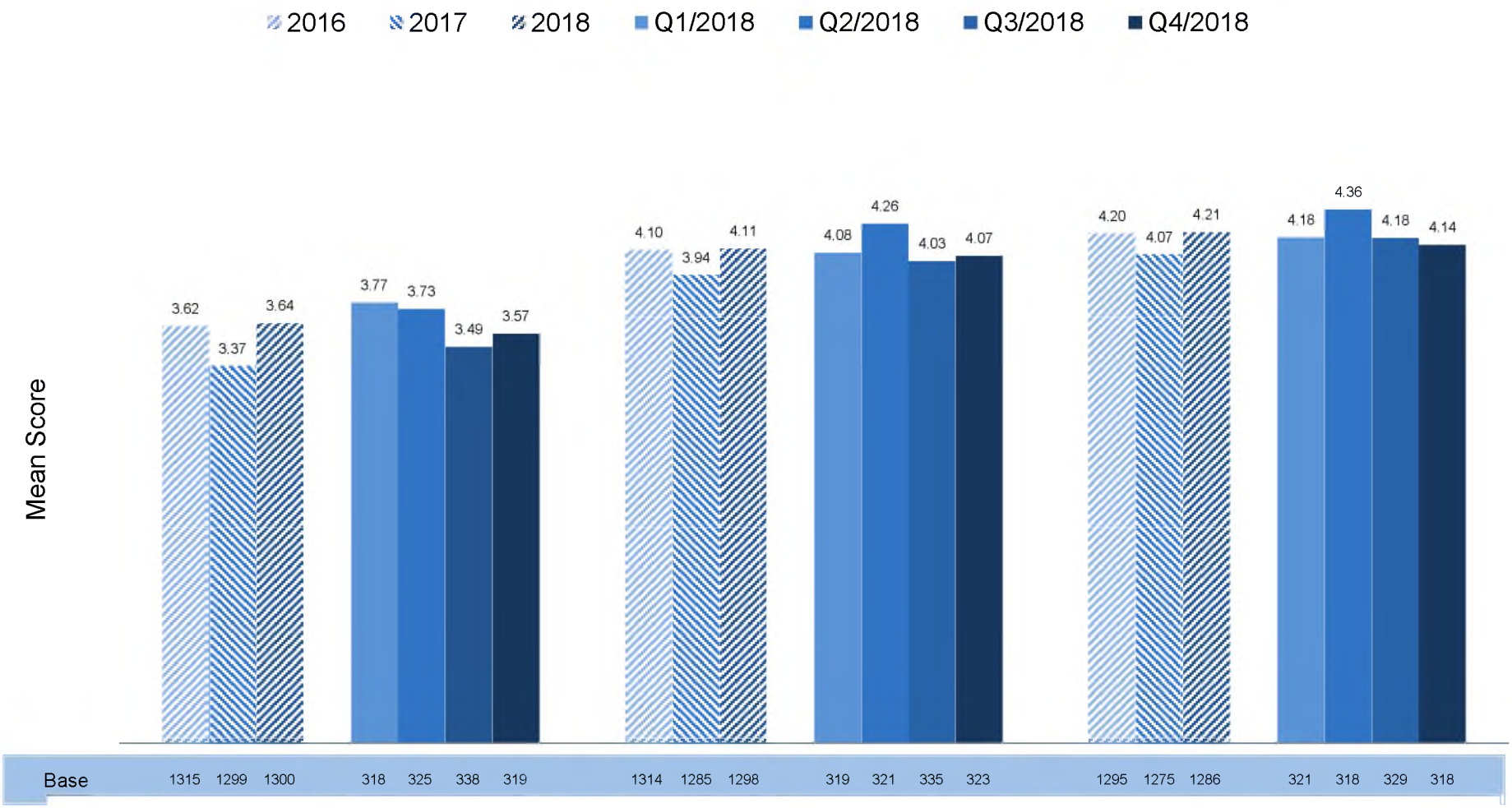
TLV – Airport Performance

גישה



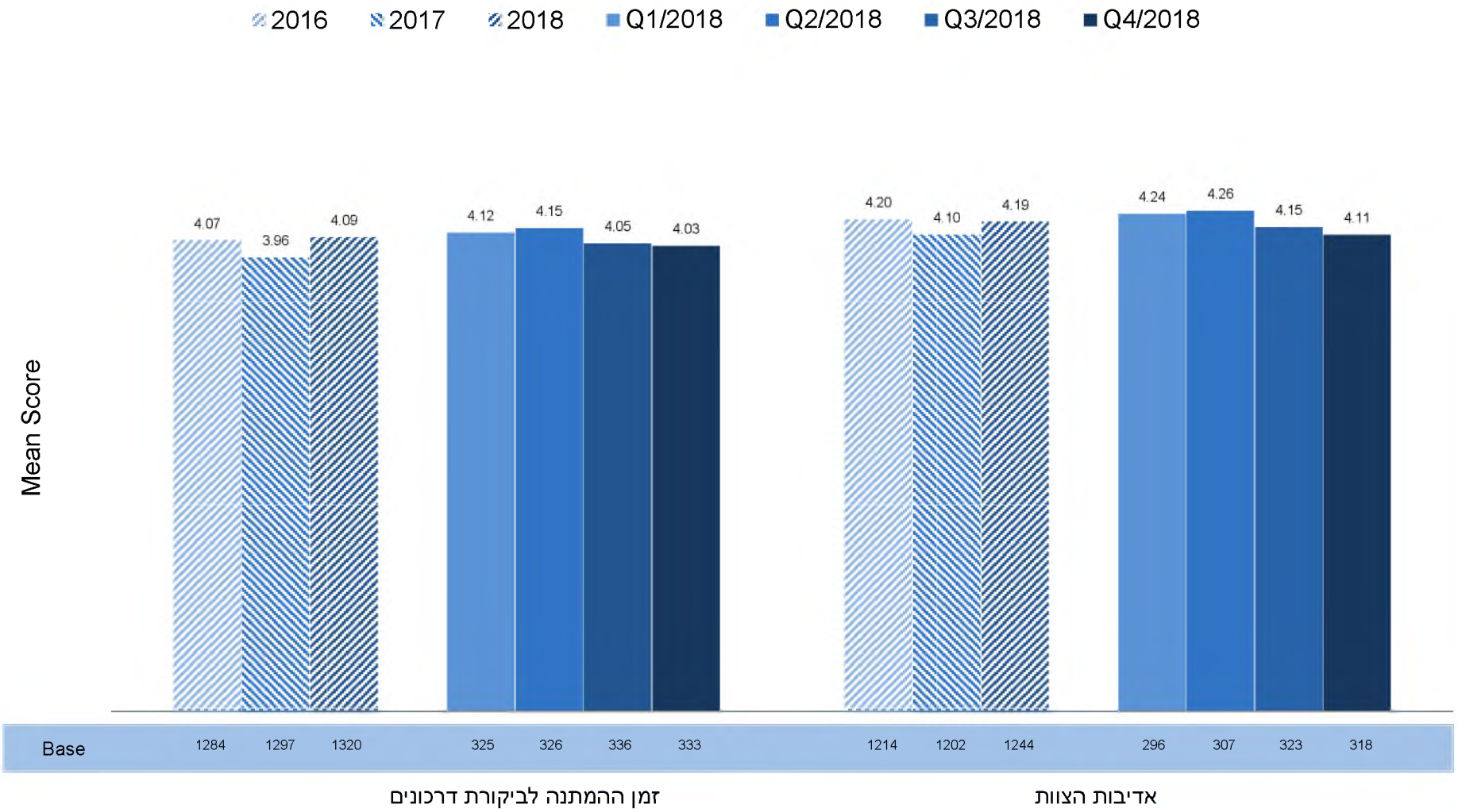
TLV – Airport Performance

רישום לטיסה



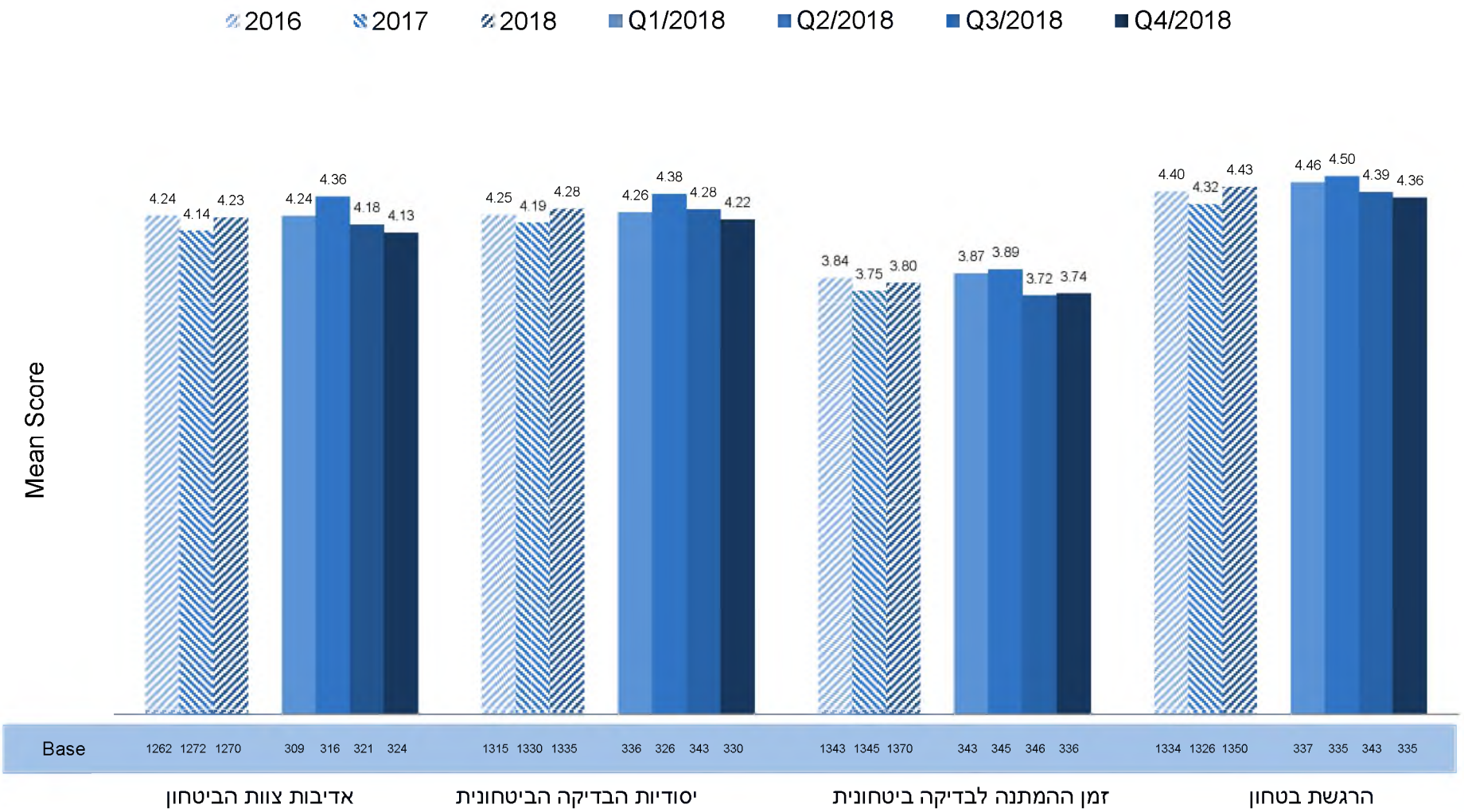
TLV – Airport Performance

בקורת דרכונים



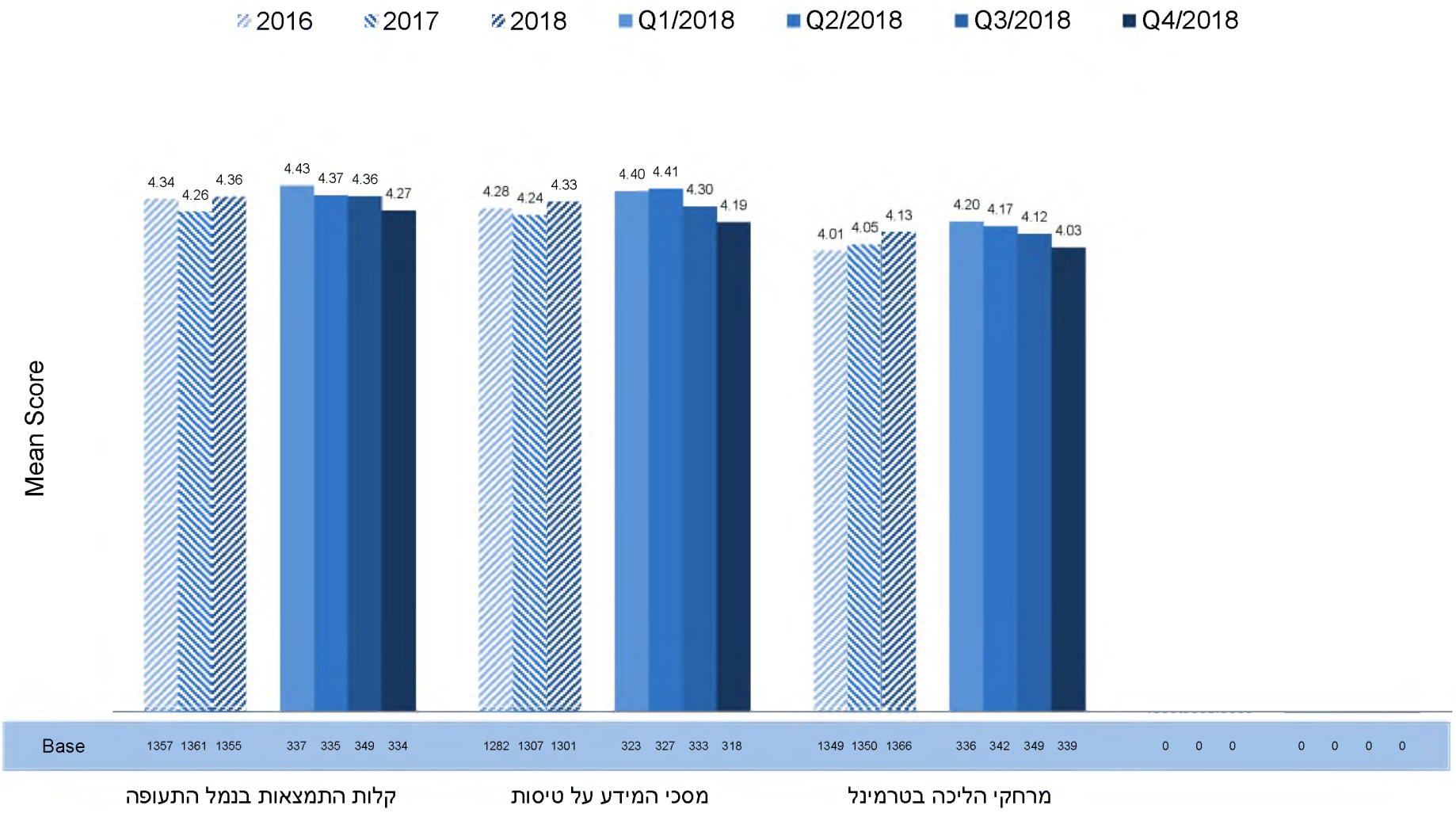
TLV – Airport Performance

בטחון



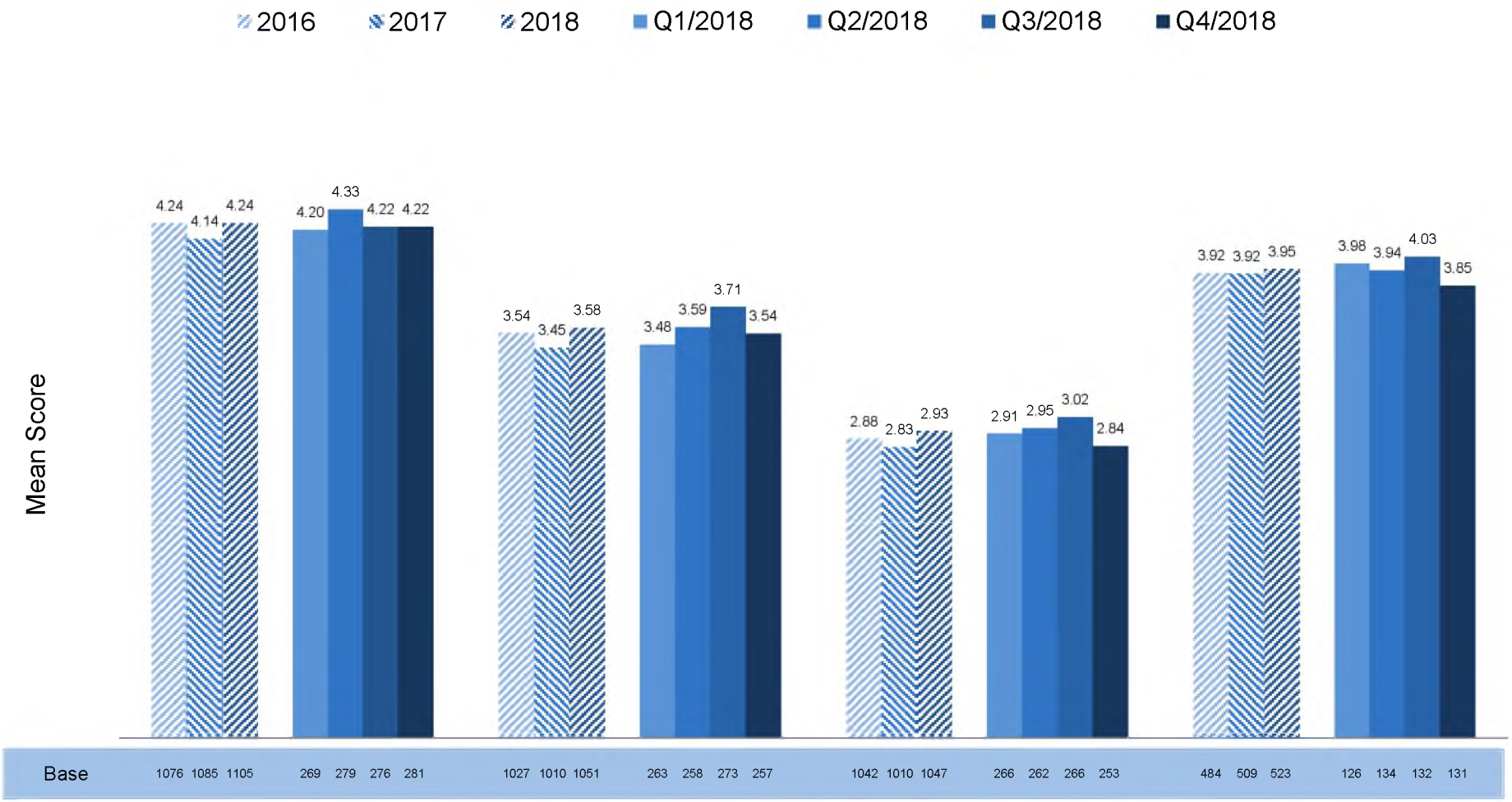
TLV – Airport Performance

מציאת דרכך בנמל התעופה



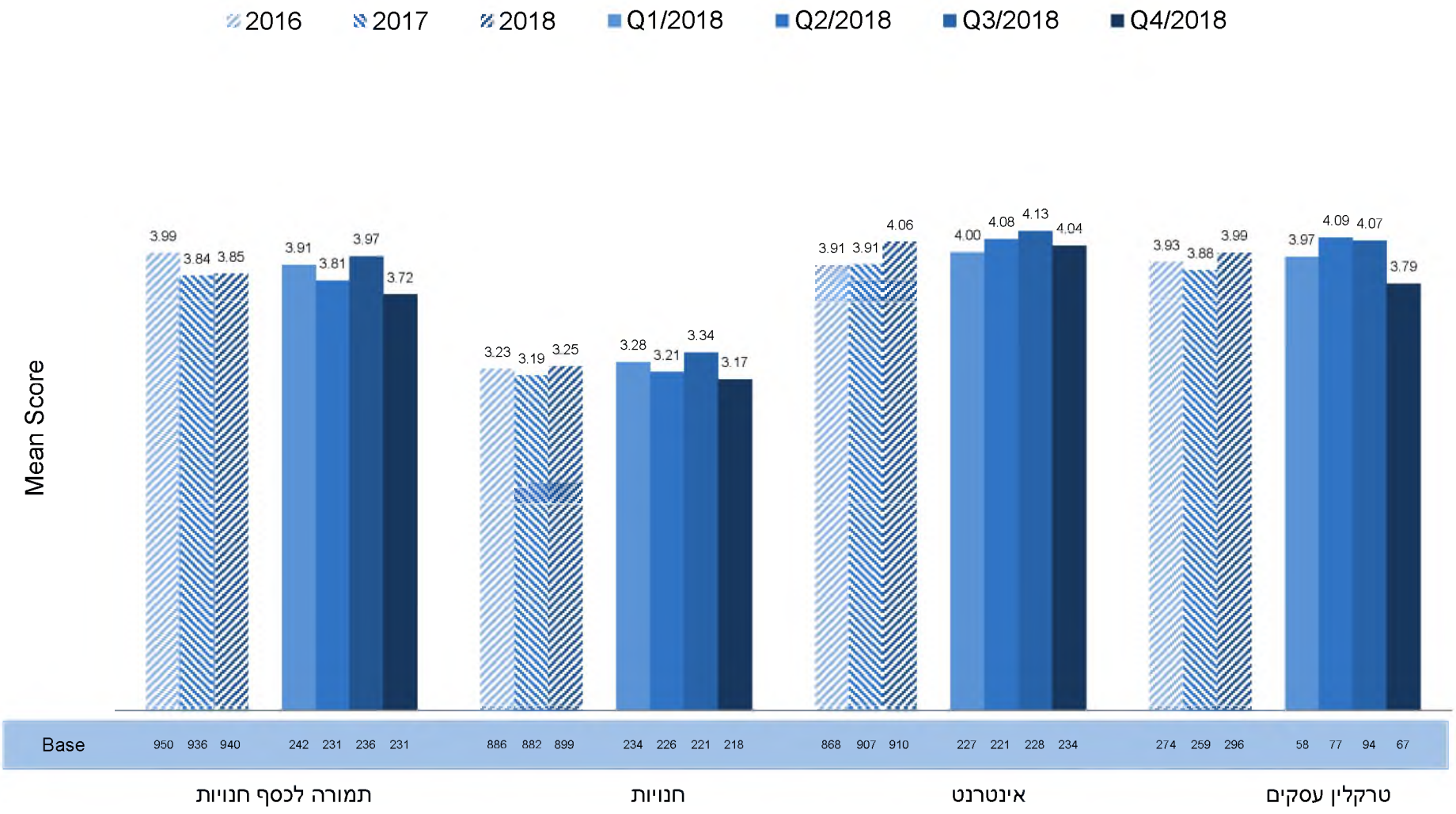
TLV – Airport Performance

מתקני נמל התעופה(1)



TLV – Airport Performance

מתקני נמל התעופה(2)



TLV – Airport Performance

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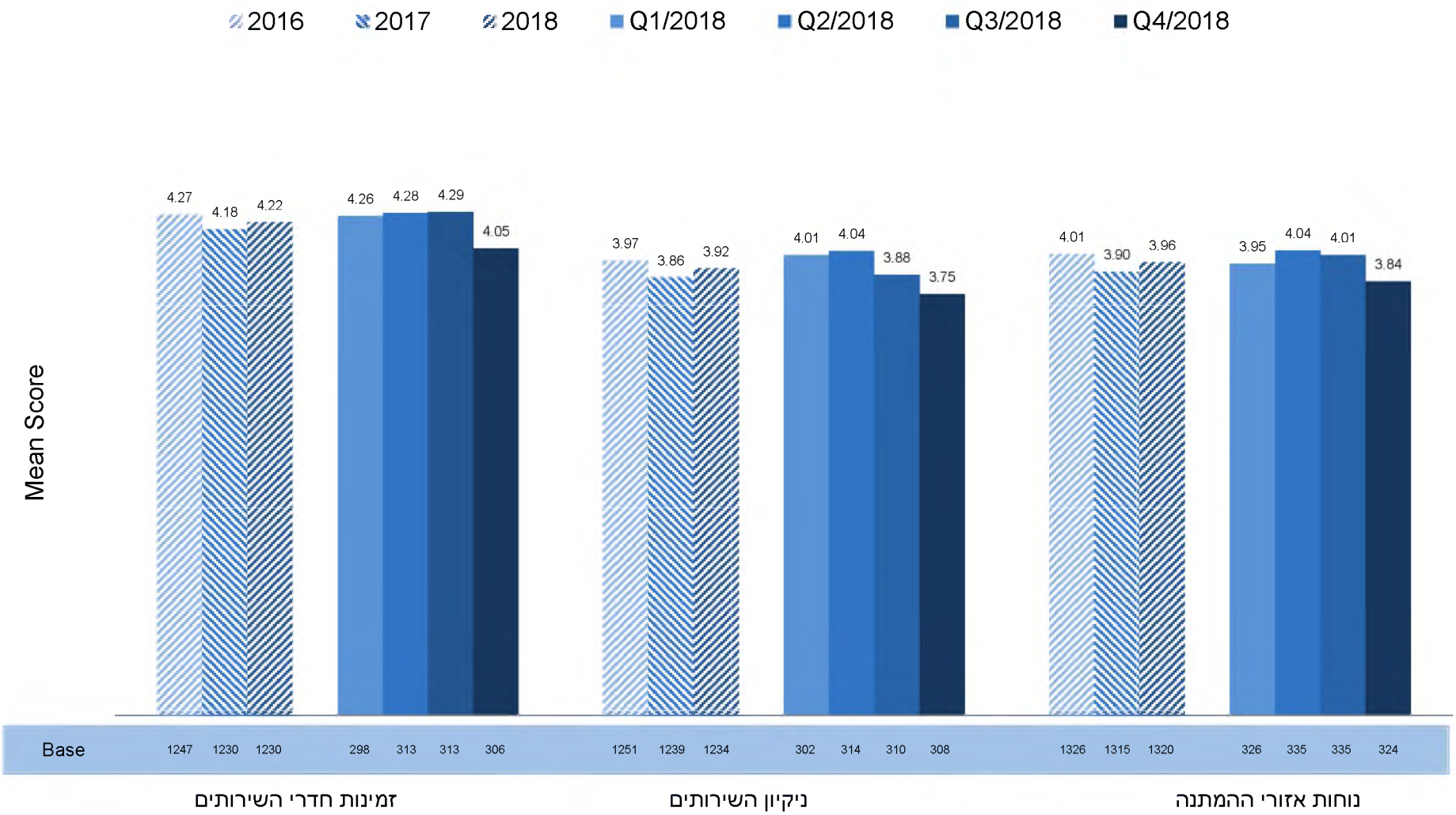
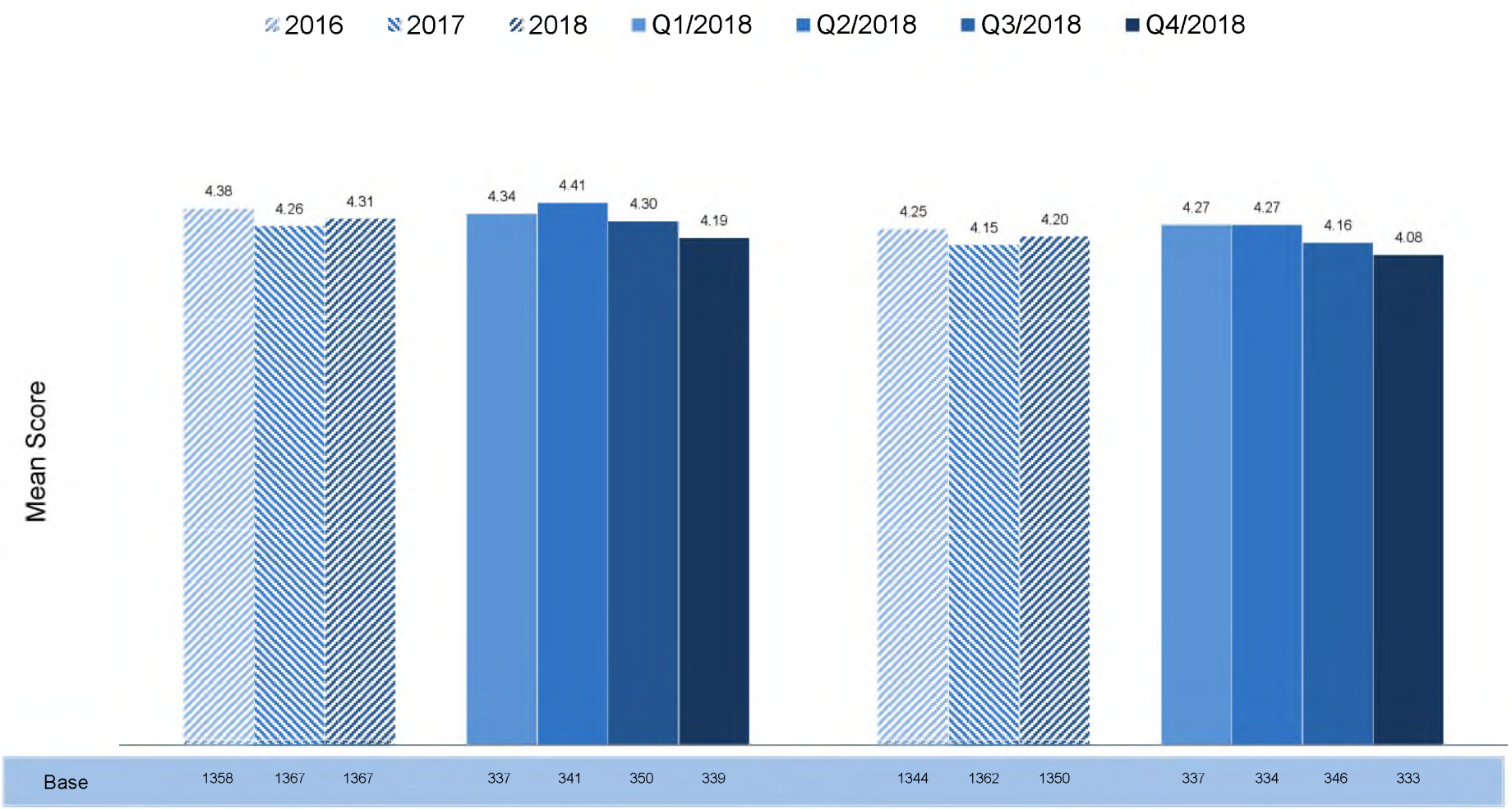
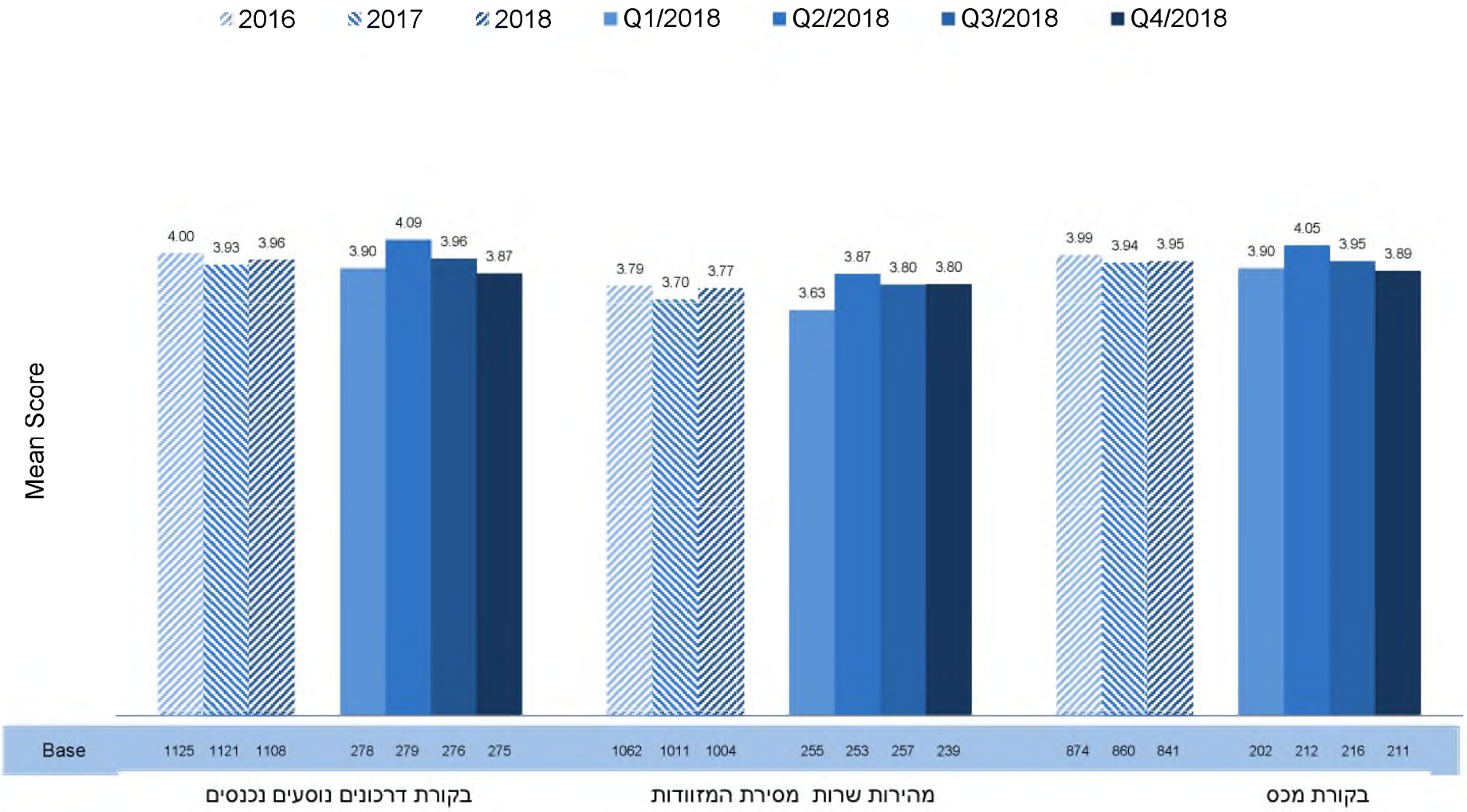


TLV – Airport Performance
סביבת נמל התעופה



TLV – Airport Performance
תהליך נוסע נכנס



ומה הציונים בעולם:

ACI AIRPORTS COUNCIL INTERNATIONAL

ASQ BAROMETER

Airport Service Quality

2018
Q1-Q4

Overall satisfaction
WORLDWIDE

Global snapshot of airport customer satisfaction, produced by ACI ASQ

Throughout the passenger journey, the check-in and passport/ID control processes are the points of contact that have generated the highest levels of satisfaction. The quality of the experience provided by the staff at these specific touchpoints has been recognized by the passengers.

Even though airport facilities obtained the lowest satisfaction score in 2018, it is the category that has improved the most. Value for money of restaurants and shopping facilities is the main challenge for airports.

The Sunlounge Tourist remains the largest segment of passenger type. Their level of satisfaction as well as that of most other personas has increased. The Airport Enthusiast, who stand out for his eager to enjoy the airport experience, is the only persona who recorded a decrease in his overall satisfaction.

Airport customer experience has improved in 2018!
2018 **4.21**
2017 **4.19**

What to expect in 2019?
There is a growing need to better understand the full passenger journey: from departure to arrival, including the overall experience in the commercial offering to maximize non-aeronautical revenues. The challenge: measuring emotion will be the key to understanding how to provide a better experience.

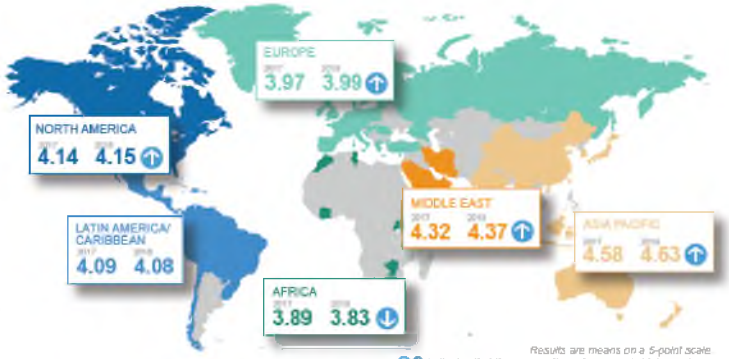
BY ASQ
AIRPORT PERSONA

		2018	2017
24.3%	The sunlounge tourist	82.7% ↑	82.4%
19.3%	The friendly vacationer	87.1% ↑	85.3%
17.6%	The airport enthusiast	84.6% ↓	86.7%
17.2%	The workman	80.6% ↑	79.5%
12.8%	The timekeeper	86.5% ↑	85.1%
8.9%	The value seeker	79.2% ↑	78.0%

% of satisfied : top 2 out of 5-pt scale.
↑↓ indicates that the segment's performance is higher or lower compared to the 2017 result on a statistically significant level (95%).

Overall satisfaction
BY REGION

Most regions have significantly improved their overall level of satisfaction. Asia-Pacific and Middle-East airports have not only recorded the highest scores, but also the largest increases from previous year. These two regions stand out on the cleanliness of their airport terminals, their passengers' feeling of being safe and secure, and the courtesy and helpfulness of their airport staff. To a smaller extent, the satisfaction score in Europe and North America has also increased while results remain stable in Latin America/Caribbean. Africa is the only region where the level of satisfaction has decreased. Internet access is their main challenge for African airports.



Results are means on a 5-point scale.
↑↓ indicates that the segment's performance is higher or lower compared to 2017 result on a statistically significant level (95%).

Overall satisfaction
BY AIRPORT SIZE

As seen in the past, larger airports (>40 M) tend to offer the most satisfying experience to their passengers. 15-40 M passengers' airports have recorded the highest increase in satisfaction, while there is a slight decrease in passengers' satisfaction in the 5-15M airport size category.

Size (mppa)	2017	2018
< 2M	4.13	4.15 ↑
2-5M	4.22	4.26 ↑
5-15M	4.18	4.16 ↓
15-25M	4.17	4.23 ↑
25-40M	4.06	4.13 ↑
> 40M	4.28	4.29 ↑

Results are means on a 5-point scale.
↑↓ indicates that the segment's performance is higher or lower compared to 2017 result on a statistically significant level (95%).

Source: ACI Airport Service Quality Departures Programme 2017-2018

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