



4 March 2019

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## Newsletter Highlights

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## Industry News

### Australia

- [✦ Adelaide Airport](#)  
Adelaide Airport scores double Platinum for going green
- [✦ Brisbane Airport](#)  
Brisbane Airport retains 'good' overall rating for quality of service
- [✦ Melbourne Airport](#)  
Melbourne Airport passenger performance January 2019

### Hong Kong

- [✦ Hong Kong International Airport](#)  
HKIA Sees Continuous Growth in Passengers Volume and Flight Movements in January

### Japan

- [✦ Kansai Airports](#)  
Hainan Airlines to begin nonstop service between KIX and Haikou
- [✦ Narita Airport](#)  
JEJU air will launch a new route between Narita and Muan on 31 March 2019!

### New Zealand

- [✦ Auckland International Airport](#)  
Auckland Airport to reduce prices to airlines

### United Arab Emirates

- [✦ Abu Dhabi Airports](#)  
Gulf Centre for Aviation Studies Recognized by Airport Council International



## Feature Stories



## WAGA 2019 –Call for Registration



Preparations are well under way for ACI's largest event, the 2019 [ACI Asia-Pacific/World Annual General Assembly, Conference and Exhibition \(WAGA 2019\)](#), taking place from 2–4 April 2019 in Hong Kong. Over the two-day conference, an expected 800 aviation leaders will explore: **“What’s next for aviation? The future starts now.”**

Delegates will explore how to foster a creative and innovative platform for the exchange of knowledge and the exploration of solutions to some of the most pressing issues in the industry.

A number of top international [speakers](#) have been announced to discuss on the following topics:

- **Leaders’ forum exploring the key issue of capacity**
- **A new era in aircraft operations**
- **The airport customer experience revolution**
- **The NEXTT generation**
- **Live interview – Connecting with the passenger**
- **Innovation in security**

The conference is preceded by a series of forums where more depth can be provided on key topics of environment, human resources, forecasting, cargo and slots.

To learn more, please visit the event website [here](#) and we look forward to welcoming you to Hong Kong for this important event for ACI.



# ACI Reveals Full Year Global Barometer Results of Airport Passenger Satisfaction

The latest findings of the ACI World Airport Service Quality (ASQ) barometer reveals overall increase in global passenger satisfaction with airport service quality during 2018.

In 2018, overall passenger satisfaction on a global level, increased to 4.21 from 4.19 year on year. This reflects the importance placed on customer experience and satisfaction by airports around the world. Airline check-in and passport/ID control processes generated the highest levels of satisfaction in 2018, while airport facilities are the points of contact that have improved the most. Value for money of restaurants and shopping facilities is the main challenge for airports.

## ASQ BAROMETER 2018 Q1-Q4

ACI AIRPORTS COUNCIL INTERNATIONAL Airport Service Quality



### 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.

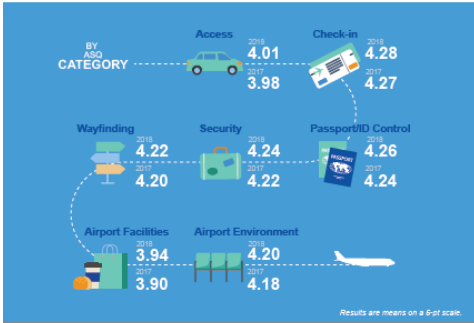
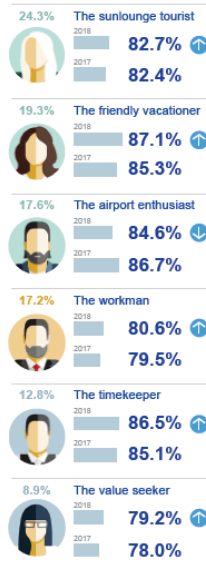
The Sunlounge Tourist remains the largest segment of passenger type. Their level of satisfaction as well as that of most other personas has increased. The Airport Enthusiast, who stands out for his eager to enjoy the airport experience, is the only

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

persona who recorded a decrease in his overall satisfaction.

**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

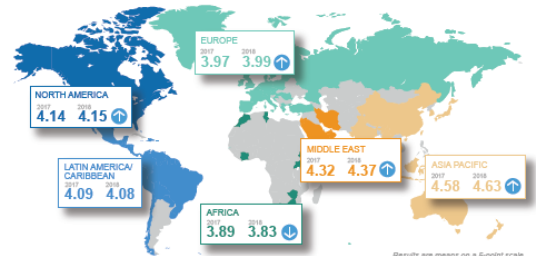


Source: ACI Airport Service Quality Departures Programme 2017-2018



### 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.



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

For further information about ACI ASQ programme and the annual barometer results please refer to the [press release](#).

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## ACI Promotes Security Capacity Building Activities in the Philippines

ACI was invited to an Aviation Security Partners Coordination Meeting, jointly organized by ICAO Asia and Pacific Regional Office and the Office for Transportation Security of the Philippine Government on 22 January 2019 in Manila. An ICAO-IATA Aviation Security Workshop was also conducted on the next day.

ACI presented at the two meetings and had opportunity to promote its security capacity building activities including APEX in Security, Developing Nations Airport (DNA) Assistance Programme, as well as its library of guidance materials on security to the regulator, representatives from airlines and airports of the Philippines in attendance.



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## ACI Helps Airports Prepare for New Global Reporting Format (GRF) for Runway Surface Conditions

Providing accurate and timely information on runway surface conditions to the pilot is crucial for maintaining good control on the aircraft and ensuring safety on the runway.

After lengthy discussions between State regulators and the industry, ICAO has published a new reporting format for such purpose, called “Global Reporting Format for Runway Surface Condition” and mandated its use from 5 November 2020.

To help airports, pilots, regulators and air traffic controllers understand this new format, ACI and ICAO are jointly organizing a series of seminars and symposium. The first is a global symposium to be held at the ICAO Headquarters in Montreal from 26 to 28 March 2019. Each ACI Regular Member is entitled to two free registrations; additional delegates are chargeable at 500 USD each. For registration and details of the symposium, please click [here](#). A series of regional seminars on the subject will be held in Asia Pacific and the Middle East. The [first](#) will be organized at the ICAO Asia Pacific Regional Office in Bangkok from 27 to 28 June 2019. The seminar program and registration procedures will be announced in due course. Save the dates first!

ACI Asia-Pacific World Business Partners are also encouraged to participate and [sponsor](#) the seminar in Bangkok. For enquiries, please contact Ms. Ruthapichairak Pornrudee, Business Development Officer, ICAO Asia Pacific at [pruthapichairak@icao.int](mailto:pruthapichairak@icao.int).

Online training courses on Global Reporting Format are also available via ACI Global Training. For further details please visit ACI Online Training Centre website [here](#).



## Important Reminder on Fraudulent Emails

We have been made aware that there are occasional attempts via email impersonating ACI Asia-Pacific inviting or confirming event registration, and encouraging recipients to respond.

If you have received any doubtful emails allegedly from ACI Asia-Pacific, please do not respond and notify us immediately. Do not open any attachments or click on any links within the email as they may be compromised.



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### Asia-Pacific Airports



### ACI Asia-Pacific Year in Review 2017



## Events



### ***Airport Development Showcase Video –***

*Created in April 2018 for the 13th ACI Asia-Pacific Regional Assembly, to showcase the recent airport development projects shaping the region. If you were not able to attend the event, you can now watch the video from the link below.*



### **ACI Asia-Pacific Region**

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[www.aci-asiapac.aero](http://www.aci-asiapac.aero)

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