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Changi is top for passenger satisfaction

Singapore Changi Airport was ranked the highest for passenger satisfaction in the 2003 Global Airport Passenger Satisfaction Study for medium size airports (10 million to 29.9 million passengers per year) for the second consecutive year. The study was conducted by J.D Power and Associates. Hong Kong International Airport was second, followed by Pittsburgh International Airport. For the large airports (30 million passengers or more per year), Frankfurt was top, followed by Dever International and Minneapolis St. Paul International.

The study, which involved more than 12,000 respondents worldwide, ranked 61 airports by their passenger satisfaction. Passengers evaluated the overall airport experience on nine factors: getting to the terminal; leaving the airport; check-in process; baggage claim; airport terminal facilities; security check; gate areas; concessions; and immigration/customs control.