



AirHelp Score 2019: Global Airport Rankings

Methodology

Every year AirHelp produces a global ranking of the world's best-known airports.

This year's score examined and ranked 133 of the world's airports. We chose the airports based on the best known and most used airports - but we exclude airports that we are unable to get data for.

To help you understand how we score each airport, these are the factors we consider, and the data we use to assess their performance.



On-time Performance (60% of the score)

AirHelp maintains a database of flight data that ranks among the most reliable and accurate in the world. We use the statistics from that database to find the on-time flight departure and arrival statistics for every airport.

What counts as on time? We count any flight that departed within 15 minutes of its published departure time, and arrived within 15 minutes of its published arrival time as an on-time flight.

For this year's score we looked at flights between 1st January - 31st December 2018. We calculated how many flights were on time, then we express this number as a percentage. The higher the score, the higher the percentage of on-time flights on a typical day - so a score of 8.5 means 85% of flights were on time.

What makes the AirHelp database so reliable?

- AirHelp collects data from multiple commercial vendors. We combine this data to create our own database of flight data.
- To ensure our database ranks among the most accurate available we cross-reference our statistics with a variety of reliable sources including government agencies, airport databanks, flight-tracking vendors and historical resources.
- If we do find any conflict between sources we do not 'estimate' an average of the time. Instead, we rank sources by authority, and take the most authoritative figure to be true.



Service Quality (20% of the score)

To assess the quality of service for both airports and airlines, we asked the people who use them. With the cooperation of intelligence platform Attest, we ran hundreds of surveys where we asked over 40 thousand people in more than 40 countries for their opinions.

For our airport score we asked travelers to rate airports they used for the following three factors:

- Customer service
- Security wait times
- Cleanliness

Passengers rated each factor on a scale from very good to very bad. We gave each rating a numeric value (from 1 - 5), and added these ratings together to arrive at a final score. The higher the score, the better the airport did across all of these service factors.



Food and Shops (20% of the score)

Also using intelligence platform Attest, we asked travelers to rate the following two types of amenities at airports they had visited.

- Shopping options
- Food options

Again, passengers rated each on a scale from very good to very bad. We gave each rating a numeric value (from 1 - 5), and added these ratings together to arrive at a final score. The higher the score, the better the airport is for these facilities.



The Final Score

Each of the categories above is an important part of the score, and we share the airports' performance according to each.

To arrive at the final ranking, we combine the above categories, but we weight them as follows as we believe on-time performance should out-weigh the importance of airport service and facilities.

- On-time performance contributes 60% of the airport's final score.
- Service Quality contributes 20% of the airport's final score.
- Food and Shops contributes 20% of the airport's final score.