

Press release

14 February 2000

97% of passengers at Copenhagen Airport are satisfied

97% of passengers questioned in a recent survey of passenger satisfaction at Copenhagen Airport were either 'very positive' or 'positive' when asked about their overall impression of the airport. The remaining 3% were 'neutral', and none were 'negative' or 'very negative'.

Copenhagen Airports A/S and market researchers Vilstrup Research survey passenger satisfaction with service at Copenhagen Airport twice annually. This time around, 1223 passengers in the transit area, in lounges and at the gates answered questions on facilities and service. The survey for the second half of 1999 has just been completed, and the results were as follows.

Comparison with European airports

Of the passengers in the survey, 43% considered Copenhagen Airport the best among other European airports of the same size. Asked why they had chosen to change flights at Copenhagen Airport, 41% answered that they had done so because of the good connections. Asked about how easy it was to find their way around the airport and about its signs, 40% said that Copenhagen Airport was better than the other airports. Asked about Copenhagen Airport's comfort level (lighting, sound level, temperature, etc), 43% answered that Copenhagen Airport was better than the other airports. As far as the architecture of Copenhagen Airport was concerned, 44% rated Copenhagen Airport better than the rest. With regard to the airport's shopping areas, 52% were generally positive. Asked which airport in Europe is best, 45% answered Copenhagen Airport.

No waiting time for security checks

Copenhagen Airports has defined service targets for all passenger-related services. The service target for the security checking function at the entrance to the transit area is a passenger wait of maximum five minutes. The survey showed that 95% of passengers were satisfied in this respect. Measurements of waiting times showed that almost no passengers had to queue for more than five minutes, even during rush hours.

Good signs

The service target defined for signs at Copenhagen Airport is that 98% of passengers must be very satisfied, satisfied or neutral. A total of 95% of the passengers surveyed were in the desired categories. A result so close to target is fine, but the target must be met during the coming year.

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