

		LIS	OPO	FAO	FNC	PDL
 <b>ARRIVAL AT THE AIRPORT</b>	Ease of getting to the airport	● 3,95	● 4,30	● 4,36	● 4,46	● 4,36
	Parking facilities	● 3,37	● 3,62	● 4,06	● 3,75	● 3,76
	Signage to access terminal	● 3,76	● 4,21	● 4,28	● 4,33	● 4,31
	Availability of baggage carts/trolleys	● 3,60	● 3,79	● 3,90	● 3,99	● 3,77
	VFM of transport (Including parking facilities)	● 3,75	● 3,91	● 4,02	● 3,93	● 4,03
 <b>CHECK-IN</b>	Ease of finding check-in area	● 3,79	● 4,26	● 4,25	● 4,37	● 4,30
	Waiting time at check-in ( including drop off)	● 3,67	● 3,96	● 4,09	● 3,97	● 4,18
	Courtesy & helpfulness of Check-in staff	● 4,00	● 4,21	● 4,26	● 4,25	● 4,27
 <b>SECURITY SCREENING</b>	Ease at security screening	● 4,01	● 4,35	● 4,33	● 4,28	● 4,22
	Courtesy & helpfulness of Security staff	● 3,88	● 4,23	● 4,16	● 4,14	● 4,17
	Waiting time at security screening	● 3,90	● 4,22	● 4,22	● 4,21	● 4,22

		LIS	OPO	FAO	FNC	PDL
	<b>BORDER/ PASSPORT CONTROL</b>					
	Waiting time at Border/passport control	● 4,05	● 4,53	● 4,15	● 4,24	● 4,29
	Courtesy & helpfulness of Border/passport control staff	● 4,11	● 4,40	● 4,25	● 4,18	● 4,30
						
	<b>SHOPPING/ DINING</b>					
	Restaurants/bars/cafés	● 3,50	● 3,74	● 3,70	● 3,72	● 3,82
	VFM of Restaurants/bars/cafés	● 2,91	● 3,06	● 3,23	● 3,13	● 3,57
	Shops	● 3,39	● 3,62	● 3,62	● 3,60	● 3,63
	VFM of Shops	● 3,03	● 3,16	● 3,37	● 3,23	● 3,59
	Courtesy & helpfulness of shopping and dining staff	● 3,61	● 3,86	● 3,86	● 3,88	● 3,86
						
	<b>GATE AREAS</b>					
	Comfort of waiting at gate areas	● 3,07	● 3,62	● 3,37	● 3,55	● 3,84
	Availability of seats at gate areas	● 2,84	● 3,64	● 3,38	● 3,66	● 3,84

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 <b>THROUGHOUT THE AIRPORT</b>	Ease of finding way	● 3,62	● 4,18	● 4,04	● 4,09	● 3,99
	Availability of flight information ( flights and boarding gates)	● 3,53	● 4,11	● 4,03	● 4,11	● 3,85
	Walking distance inside terminal	● 3,51	● 4,08	● 4,00	● 4,19	● 3,95
	Ease of making connection with other flights	● 3,44	● 4,11	N.A.	N.A.	● 3,72
	Courtesy & helpfulness of airport staff	● 3,76	● 4,15	● 4,05	● 4,17	● 3,88
	Wi-Fi service quality	● 3,31	● 3,59	● 3,55	● 3,82	● 3,71
	Availability of washrooms	● 3,36	● 3,70	● 3,65	● 3,87	● 3,72
	Cleanliness of washrooms	● 3,17	● 3,51	● 3,25	● 3,76	● 3,67
	Availability of bank/ATM facilities/money changers	● 3,55	● 3,73	● 3,91	● 3,83	● 3,74
	 <b>AIRPORT ATMOSPHERE</b>	Health safety	● 3,49	● 3,90	● 3,85	● 4,00
Cleanliness		● 3,39	● 3,89	● 3,65	● 3,99	● 3,97
Ambience		● 3,40	● 3,93	● 3,69	● 3,90	● 3,96
 <b>OVERALL SATISFACTION</b>		● 3,52	● 4,12	● 3,93	● 4,11	● 4,34