



|   |   | LIS    | OPO    | FAO    | FNC    | PDL    |
|---|---|--------|--------|--------|--------|--------|
|  <b>ARRIVAL AT THE AIRPORT</b> | Ease of getting to the airport                  | ● 3,92 | ● 4,38 | ● 4,38 | ● 4,45 | ● 4,29 |
|   | Parking facilities                              | ● 3,20 | ● 3,77 | ● 3,72 | ● 3,70 | ● 3,60 |
|   | Signage to access terminal                      | ● 3,80 | ● 4,31 | ● 4,32 | ● 4,35 | ● 4,30 |
|   | Availability of baggage carts/trolleys          | ● 3,49 | ● 3,83 | ● 3,77 | ● 3,93 | ● 3,70 |
|   | VFM of transport (including parking facilities) | ● 3,78 | ● 3,93 | ● 3,95 | ● 3,95 | ● 3,99 |
|  <b>CHECK-IN</b>               | Ease of finding check-in area                   | ● 3,86 | ● 4,34 | ● 4,29 | ● 4,40 | ● 4,27 |
|   | Waiting time at check-in (including drop off)   | ● 3,63 | ● 4,02 | ● 4,04 | ● 4,08 | ● 4,16 |
|   | Courtesy & helpfulness of check-in staff        | ● 3,97 | ● 4,28 | ● 4,17 | ● 4,34 | ● 4,18 |
|  <b>SECURITY SCREENING</b>   | Ease at security screening                      | ● 3,93 | ● 4,30 | ● 4,23 | ● 4,29 | ● 4,19 |
|   | Courtesy & helpfulness of security staff        | ● 3,78 | ● 4,17 | ● 4,08 | ● 4,15 | ● 4,15 |
|   | Waiting time at security screening              | ● 3,72 | ● 4,14 | ● 4,17 | ● 4,26 | ● 4,20 |

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|  <b>BORDER/<br/>PASSPORT<br/>CONTROL</b> | Waiting time at border/passport control                 | ● 3,91 | ● 4,64 | ● 4,11 | ● 4,34 | ● 4,40 |
|   | Courtesy & helpfulness of border/passport control staff | ● 3,90 | ● 4,58 | ● 4,04 | ● 4,40 | ● 4,51 |
|  <b>SHOPPING/<br/>DINING</b>             | Restaurants/bars/cafés                                  | ● 3,49 | ● 3,72 | ● 3,57 | ● 3,75 | ● 3,79 |
|   | VFM of Restaurants/bars/cafes                           | ● 2,89 | ● 3,05 | ● 3,10 | ● 3,25 | ● 3,58 |
|   | Shops   | ● 3,41 | ● 3,63 | ● 3,41 | ● 3,57 | ● 3,65 |
|   | VFM of shops  | ● 3,01 | ● 3,18 | ● 3,16 | ● 3,24 | ● 3,60 |
|   | Courtesy & helpfulness of shopping and dining staff     | ● 3,64 | ● 3,95 | ● 3,78 | ● 3,89 | ● 3,83 |
|   | Comfort of waiting at gate areas                        | ● 3,15 | ● 3,58 | ● 3,30 | ● 3,45 | ● 3,89 |
|  <b>GATE AREAS</b>                     | Availability of seats at gate areas                     | ● 3,02 | ● 3,61 | ● 3,34 | ● 3,49 | ● 3,91 |

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|  <b>THROUGHOUT THE AIRPORT</b> | Ease of finding way  | ● 3,61        | ● 4,19 | ● 3,96 | ● 4,01 | ● 3,97 |
|   | Availability of flight information (flights and boarding gates)  | ● 3,58        | ● 4,19 | ● 3,93 | ● 4,07 | ● 3,90 |
|   | Walking distance inside terminal   | ● 3,55        | ● 4,10 | ● 3,94 | ● 4,15 | ● 3,86 |
|   | Ease of making connection with other flights   | ● 3,41        | ● 3,90 | na     | na     | ● 3,59 |
|   | Courtesy & helpfulness of airport staff  | ● 3,76        | ● 4,15 | ● 3,99 | ● 4,12 | ● 3,82 |
|   | Wi-Fi service quality  | ● 3,26        | ● 3,53 | ● 3,59 | ● 3,82 | ● 3,68 |
|   | Availability of washrooms  | ● 3,39        | ● 3,74 | ● 3,65 | ● 3,94 | ● 3,64 |
|   | Cleanliness of washrooms   | ● 3,14        | ● 3,64 | ● 3,22 | ● 3,79 | ● 3,61 |
|   | Availability of bank/ATM facilities/money changers   | ● 3,44        | ● 3,78 | ● 3,74 | ● 3,78 | ● 3,58 |
|   |  <b>AIRPORT ATMOSPHERE</b> | Health safety | ● 3,50 | ● 3,97 | ● 3,83 | ● 4,01 |
| Cleanliness   |  | ● 3,44        | ● 3,93 | ● 3,70 | ● 4,02 | ● 3,82 |
| Ambience  |  | ● 3,42        | ● 3,97 | ● 3,67 | ● 3,98 | ● 3,82 |
|  <b>OVERALL SATISFACTION</b> |  | ● 3,53        | ● 4,15 | ● 3,94 | ● 4,19 | ● 4,13 |