

		LIS	OPO	FAO	FNC	PDL
 ARRIVAL AT THE AIRPORT	Ease of getting to the airport	● 3,81	● 4,25	● 4,42	● 4,33	● 4,50
	Parking facilities	● 3,13	● 3,64	● 3,85	● 3,77	● 3,59
	Signage to access terminal	● 3,67	● 4,23	● 4,30	● 4,26	● 4,35
	Availability of baggage carts/trolleys	● 3,63	● 3,87	● 3,94	● 3,86	● 3,67
	VFM of transport (including parking facilities)	● 3,67	● 3,90	● 4,03	● 3,94	● 3,73
 CHECK-IN	Ease of finding check-in area	● 3,75	● 4,26	● 4,28	● 4,23	● 4,39
	Waiting time at check-in (including drop off)	● 3,71	● 4,02	● 3,99	● 3,90	● 4,07
	Courtesy & helpfulness of check-in staff	● 3,99	● 4,25	● 4,21	● 4,12	● 4,34
 SECURITY SCREENING	Ease at security screening	● 3,90	● 4,28	● 4,11	● 4,12	● 4,33
	Courtesy & helpfulness of security staff	● 3,79	● 4,10	● 4,01	● 4,08	● 4,18
	Waiting time at security screening	● 3,72	● 4,15	● 3,93	● 4,14	● 4,27

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	BORDER/ PASSPORT CONTROL					
	Waiting time at border/passport control	● 3,80	● 4,40	● 3,82	● 4,16	● 4,20
	Courtesy & helpfulness of border/passport control staff	● 3,84	● 4,36	● 3,92	● 4,16	● 4,33
	SHOPPING/ DINING					
	Restaurants/bars/cafés	● 3,50	● 3,63	● 3,64	● 3,71	● 3,25
	VFM of Restaurants/bars/cafes	● 2,84	● 2,93	● 3,02	● 3,22	● 2,83
	Shops	● 3,33	● 3,50	● 3,39	● 3,60	● 3,22
	VFM of shops	● 3,03	● 3,13	● 3,15	● 3,25	● 3,02
	Courtesy & helpfulness of shopping and dining staff	● 3,67	● 3,82	● 3,79	● 3,86	● 3,82
	GATE AREAS					
	Comfort of waiting at gate areas	● 3,07	● 3,45	● 3,42	● 3,53	● 3,30
	Availability of seats at gate areas	● 2,97	● 3,28	● 3,46	● 3,57	● 3,17

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 THROUGHOUT THE AIRPORT	Ease of finding way	● 3,58	● 4,06	● 3,98	● 3,99	● 4,17
	Availability of flight information (flights and boarding gates)	● 3,57	● 3,99	● 3,90	● 3,98	● 4,08
	Walking distance inside terminal	● 3,48	● 3,96	● 3,91	● 4,10	● 4,35
	Ease of making connection with other flights	● 3,63	● 4,01	Na	na	● 4,11
	Courtesy & helpfulness of airport staff	● 3,81	● 4,06	● 4,01	● 4,12	● 4,21
	Wi-Fi service quality	● 3,18	● 3,39	● 3,63	● 3,76	● 3,84
	Availability of washrooms	● 3,40	● 3,64	● 3,60	● 3,94	● 3,53
	Cleanliness of washrooms	● 3,18	● 3,47	● 3,19	● 3,83	● 3,32
	Availability of bank/ATM facilities/money changers	● 3,52	● 3,83	● 3,90	● 3,82	● 3,61
	 AIRPORT ATMOSPHERE	Health safety	● 3,60	● 3,81	● 3,86	● 4,02
Cleanliness		● 3,44	● 3,78	● 3,58	● 3,98	● 3,82
Ambience		● 3,41	● 3,86	● 3,62	● 3,90	● 3,80
 OVERALL SATISFACTION		● 3,54	● 4,03	● 3,85	● 4,03	● 3,98