

		LIS	OPO	FAO	FNC	PDL
 <b>ARRIVAL AT THE AIRPORT</b>	Ease of getting to the airport	● 3,71	● 4,04	● 4,45	● 4,29	● 4,49
	Parking facilities	● 3,15	● 3,69	● 3,94	● 3,68	● 3,67
	Signage to access terminal	● 3,69	● 4,25	● 4,30	● 4,20	● 4,34
	Availability of baggage carts/trolleys	● 3,44	● 3,86	● 3,93	● 3,81	● 3,65
	VFM of transport (including parking facilities)	● 3,73	● 3,99	● 4,09	● 3,95	● 3,87
 <b>CHECK-IN</b>	Ease of finding check-in area	● 3,85	● 4,27	● 4,26	● 4,29	● 4,36
	Waiting time at check-in (including drop off)	● 3,82	● 3,97	● 4,01	● 3,97	● 4,33
	Courtesy & helpfulness of check-in staff	● 4,01	● 4,24	● 4,32	● 4,13	● 4,45
 <b>SECURITY SCREENING</b>	Ease at security screening	● 3,88	● 4,25	● 4,21	● 4,22	● 4,34
	Courtesy & helpfulness of security staff	● 3,78	● 4,09	● 4,11	● 4,15	● 4,17
	Waiting time at security screening	● 3,70	● 4,09	● 4,00	● 4,18	● 4,30

			LIS	OPO	FAO	FNC	PDL
	<b>BORDER/ PASSPORT CONTROL</b>	Waiting time at border/passport control	● 3,96	● 4,47	● 4,21	● 4,01	● 4,45
		Courtesy & helpfulness of border/passport control staff	● 3,88	● 4,38	● 4,25	● 4,21	● 4,47
	<b>SHOPPING/ DINING</b>	Restaurants/bars/cafés	● 3,41	● 3,72	● 3,65	● 3,65	● 3,20
		VFM of Restaurants/bars/cafés	● 2,73	● 3,12	● 3,09	● 3,18	● 2,73
		Shops	● 3,27	● 3,61	● 3,46	● 3,53	● 3,20
		VFM of shops	● 2,91	● 3,28	● 3,19	● 3,21	● 2,96
		Courtesy & helpfulness of shopping and dining staff	● 3,62	● 3,88	● 3,86	● 3,80	● 3,79
		GATE AREAS	● 3,62	● 3,88	● 3,86	● 3,80	● 3,79
	<b>GATE AREAS</b>	Comfort of waiting at gate areas	● 3,05	● 3,57	● 3,41	● 3,45	● 3,32
		Availability of seats at gate areas	● 2,92	● 3,44	● 3,53	● 3,62	● 3,35

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 <b>THROUGHOUT THE AIRPORT</b>	Ease of finding way	● 3,61	● 4,09	● 4,08	● 3,95	● 4,10
	Availability of flight information (flights and boarding gates)	● 3,59	● 4,02	● 4,00	● 3,99	● 3,99
	Walking distance inside terminal	● 3,49	● 3,96	● 4,00	● 4,05	● 4,31
	Ease of making connection with other flights	● 3,63	● 4,12	Na	na	● 3,97
	Courtesy & helpfulness of airport staff	● 3,78	● 4,06	● 4,08	● 4,07	● 4,19
	Wi-Fi service quality	● 3,29	● 3,49	● 3,85	● 3,78	● 3,73
	Availability of washrooms	● 3,40	● 3,68	● 3,74	● 3,84	● 3,50
	Cleanliness of washrooms	● 3,27	● 3,54	● 3,31	● 3,70	● 3,36
	Availability of bank/ATM facilities/money changers	● 3,43	● 3,75	● 3,93	● 3,75	● 3,33
	 <b>AIRPORT ATMOSPHERE</b>	Health safety	● 3,57	● 3,84	● 3,83	● 3,92
Cleanliness		● 3,50	● 3,81	● 3,72	● 3,94	● 3,78
Ambience		● 3,42	● 3,87	● 3,73	● 3,93	● 3,78
 <b>OVERALL SATISFACTION</b>		● 3,55	● 4,04	● 3,90	● 4,03	● 3,93