

		LIS	OPO	FAO	FNC	PDL
 ARRIVAL AT THE AIRPORT	Ease of getting to the airport	● 3,94	● 4,43	● 4,42	● 4,44	● 4,55
	Parking facilities	● 3,28	● 3,74	● 3,90	● 3,86	● 3,64
	Signage to access terminal	● 3,82	● 4,18	● 4,34	● 4,37	● 4,46
	Availability of baggage carts/trolleys	● 3,63	● 3,90	● 3,93	● 3,97	● 3,72
	VFM of transport (including parking facilities)	● 3,83	● 3,98	● 4,09	● 4,00	● 3,84
 CHECK-IN	Ease of finding check-in area	● 3,78	● 4,28	● 4,33	● 4,45	● 4,38
	Waiting time at check-in (including drop off)	● 3,68	● 4,03	● 3,96	● 4,06	● 4,15
	Courtesy & helpfulness of check-in staff	● 3,96	● 4,27	● 4,20	● 4,33	● 4,40
 SECURITY SCREENING	Ease at security screening	● 4,00	● 4,30	● 4,20	● 4,39	● 4,34
	Courtesy & helpfulness of security staff	● 3,81	● 4,18	● 4,03	● 4,25	● 4,24
	Waiting time at security screening	● 3,83	● 4,17	● 4,09	● 4,42	● 4,32

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 BORDER/ PASSPORT CONTROL	Waiting time at border/passport control	● 4,05	● 4,44	● 3,70	● 4,58	● 4,56
	Courtesy & helpfulness of border/passport control staff	● 4,01	● 4,44	● 3,84	● 4,57	● 4,66
 SHOPPING/ DINING	Restaurants/bars/cafés	● 3,51	● 3,70	● 3,39	● 3,72	● 3,24
	VFM of Restaurants/bars/cafes	● 2,91	● 3,05	● 2,78	● 3,21	● 2,75
	Shops	● 3,38	● 3,50	● 3,26	● 3,63	● 3,17
	VFM of shops	● 3,04	● 3,12	● 2,94	● 3,28	● 2,97
	Courtesy & helpfulness of shopping and dining staff	● 3,60	● 3,81	● 3,69	● 3,98	● 3,82
 GATE AREAS	Comfort of waiting at gate areas	● 3,10	● 3,53	● 3,29	● 3,55	● 3,41
	Availability of seats at gate areas	● 2,98	● 3,46	● 3,37	● 3,59	● 3,30

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 THROUGHOUT THE AIRPORT	Ease of finding way	● 3,68	● 4,07	● 3,99	● 4,10	● 4,18
	Availability of flight information (flights and boarding gates)	● 3,58	● 4,00	● 3,88	● 4,12	● 4,08
	Walking distance inside terminal	● 3,57	● 3,94	● 3,98	● 4,22	● 4,38
	Ease of making connection with other flights	● 3,76	● 3,60	na	na	● 4,29
	Courtesy & helpfulness of airport staff	● 3,83	● 4,08	● 4,04	● 4,23	● 4,29
	Wi-Fi service quality	● 3,19	● 3,53	● 3,54	● 3,91	● 3,81
	Availability of washrooms	● 3,63	● 3,61	● 3,60	● 3,92	● 3,65
	Cleanliness of washrooms	● 3,51	● 3,51	● 3,12	● 3,74	● 3,59
	Availability of bank/ATM facilities/money changers	● 3,50	● 3,80	● 3,88	● 3,77	● 3,49
	 AIRPORT ATMOSPHERE	Health safety	● 3,68	● 3,92	● 3,83	● 4,10
Cleanliness		● 3,58	● 3,88	● 3,56	● 4,04	● 3,91
Ambience		● 3,52	● 3,90	● 3,48	● 4,03	● 3,85
 OVERALL SATISFACTION		● 3,67	● 4,08	● 3,79	● 4,17	● 3,97