

PASSENGER SATISFACTION

4th QUARTER 2024

		LIS	OPO	FAO	FNC	PDL
 ARRIVAL AT THE AIRPORT	Ease of getting to the airport	● 3,75	● 4,32	● 4,44	● 4,50	● 4,47
	Parking facilities	● 3,33	● 3,74	● 3,75	● 4,01	● 3,54
	Signage to access terminal	● 3,68	● 4,24	● 4,37	● 4,37	● 4,41
	Availability of baggage carts/trolleys	● 3,57	● 3,91	● 3,82	● 4,06	● 3,61
	VFM of transport (including parking facilities)	● 3,67	● 4,04	● 4,14	● 4,07	● 3,86
 CHECK-IN	Ease of finding check-in area	● 3,76	● 4,30	● 4,36	● 4,44	● 4,38
	Waiting time at check-in (including drop off)	● 3,56	● 4,04	● 3,94	● 4,08	● 4,08
	Courtesy & helpfulness of check-in staff	● 3,89	● 4,23	● 4,24	● 4,24	● 4,33
 SECURITY SCREENING	Ease at security screening	● 3,68	● 4,35	● 4,30	● 4,38	● 4,23
	Courtesy & helpfulness of security staff	● 3,65	● 4,17	● 4,11	● 4,27	● 4,04
	Waiting time at security screening	● 3,45	● 4,10	● 4,17	● 4,37	● 4,28

			LIS	OPO	FAO	FNC	PDL
	BORDER/ PASSPORT CONTROL	Waiting time at border/passport control	● 3,82	● 4,47	● 4,07	● 4,12	● 4,43
		Courtesy & helpfulness of border/passport control staff	● 3,81	● 4,38	● 4,06	● 4,26	● 4,36
	SHOPPING/ DINING	Restaurants/bars/cafés	● 3,50	● 3,76	● 3,60	● 3,86	● 3,08
		VFM of Restaurants/bars/cafes	● 2,95	● 3,22	● 2,90	● 3,40	● 2,71
		Shops	● 3,40	● 3,66	● 3,29	● 3,66	● 3,07
		VFM of shops	● 3,09	● 3,40	● 3,03	● 3,43	● 2,84
		Courtesy & helpfulness of shopping and dining staff	● 3,63	● 3,99	● 3,82	● 3,96	● 3,76
	GATE AREAS	Comfort of waiting at gate areas	● 3,07	● 3,58	● 3,39	● 3,52	● 3,26
		Availability of seats at gate areas	● 2,80	● 3,54	● 3,53	● 3,48	● 3,22

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 THROUGHOUT THE AIRPORT	Ease of finding way	● 3,62	● 4,12	● 4,04	● 4,07	● 4,11
	Availability of flight information (flights and boarding gates)	● 3,60	● 3,98	● 4,02	● 4,13	● 4,03
	Walking distance inside terminal	● 3,50	● 3,98	● 3,97	● 4,24	● 4,31
	Ease of making connection with other flights	● 3,68	● 4,00	Na	Na	● 3,91
	Courtesy & helpfulness of airport staff	● 3,76	● 4,09	● 4,08	● 4,23	● 4,20
	Wi-Fi service quality	● 3,13	● 3,71	● 3,80	● 3,98	● 3,63
	Availability of washrooms	● 3,61	● 3,77	● 3,71	● 3,98	● 3,34
	Cleanliness of washrooms	● 3,47	● 3,62	● 3,35	● 3,79	● 3,33
	Availability of bank/ATM facilities/money changers	● 3,54	● 3,81	● 3,79	● 3,97	● 3,35
	 AIRPORT ATMOSPHERE	Health safety	● 3,59	● 3,94	● 3,92	● 4,06
Cleanliness		● 3,51	● 3,93	● 3,72	● 4,03	● 3,72
Ambience		● 3,49	● 3,93	● 3,64	● 3,94	● 3,64
 OVERALL SATISFACTION		● 3,55	● 4,09	● 3,94	● 4,13	● 3,78