PASSENGER SATISFACTION

		LIS	ОРО	FAO	FNC	PDL	
	Ease of getting to the airport	• 4,14	• 5,50	• 4,37	• 4,18	• 4,40	
	Parking facilities	• 3,45	• 4,02	• 3,81	• 3,85	9,68	
ARRIVAL AT THE	Signage to access terminal	• 3,94	• 4,43	• 4,28	• 4,36	• 4,26	
AIRPORT	Availability of baggage carts/trolleys	• 3,73	• 4,15	• 3,90	• 4,10	• 3,73	
	VFM of transport (Including parking facilities)	• 3,95	• 4,08	• 4,02	• 3,97	• 3,86	
	Ease of finding check-in area	• 3,93	• 4,52	• 4,14	• 4,34	• 4,34	
CHECK-IN	Waiting time at check-in (including drop off)	• 3,89	• 4,14	• 3,85	• 3,94	• 4,04	
	Courtesy & helpfulness of Check-in staff	• 4,02	• 4,26	• 4,22	• 4,28	• 4,23	
	Ease at security screening	• 3,98	• 4,51	• 4,16	• 4,23	4,25	
SECURITY SCREENING	Courtesy & helpfulness of Security staff	• 3,90	• 4,36	• 4,07	• 4,20	4,24	
	Waiting time at security screening	• 3,88	• 4,37	• 4,07	4,20	• 4,26	





PASSENGER SATISFACTION

		L	.IS	Ol	РО	FA	10	FI	NC	PI	DL
BORDER/	Waiting time at Border/passport control	•	4,13		4,64	•	4,46	•	4,22	•	4,33
CONTROL	Courtesy & helpfulness of Border/passport control staff	•	4,17	•	4,62	•	4,33	•	4,31	• 4,4	4,43
SHOPPING/ DINING	Restaurants/bars/cafés	•	3,68	•	3,95		3,59	•	4,74	•	3,64
	VFM of Restaurants/bars/cafés	•	3,06	•	3,25	•	3,01	•	3,19	•	3,30
	Shops	•	3,55	•	3,83	•	3,44	•	3,52	•	3,56
	VFM of Shops	•	3,21	•	3,52	•	3,10	•	3,21	•	3,44
	Courtesy & helpfulness of shopping and dining staff	•	3,85	•	4,15	•	3,81	•	3,99	•	3,86
GATE AREAS	Comfort of waiting at gate areas	•	3,41	•	3,91	•	3,53	•	3,46	•	3,67
	Availability of seats at gate areas	•	3,42	•	4,06	•	3,78	•	3,59	•	3,73
	PASSPORT CONTROL SHOPPING/ DINING	PASSPORT CONTROL Courtesy & helpfulness of Border/passport control staff Restaurants/bars/cafés VFM of Restaurants/bars/cafés SHOPPING/ DINING VFM of Shops Courtesy & helpfulness of shopping and dining staff Comfort of waiting at gate areas GATE AREAS	BORDER/ PASSPORT CONTROL Courtesy & helpfulness of Border/passport control staff Restaurants/bars/cafés VFM of Restaurants/bars/cafés VFM of Shops VFM of Shops Courtesy & helpfulness of shopping and dining staff Comfort of waiting at gate areas	PASSPORT CONTROL Courtesy & helpfulness of Border/passport control staff Restaurants/bars/cafés VFM of Restaurants/bars/cafés 3,06 VFM of Shops VFM of Shops VFM of Shops Courtesy & helpfulness of shopping and dining staff Courtesy & helpfulness of shopping and dining staff 3,85 Comfort of waiting at gate areas 3,41	BORDER/ PASSPORT CONTROL Courtesy & helpfulness of Border/passport control staff Restaurants/bars/cafés VFM of Restaurants/bars/cafés 3,68 VFM of Restaurants/bars/cafés 3,06 VFM of Shops VFM of Shops Courtesy & helpfulness of shopping and dining staff Comfort of waiting at gate areas 3,41 Comfort of waiting at gate areas	BORDER/ PASSPORT CONTROL Courtesy & helpfulness of Border/passport control staff Restaurants/bars/cafés VFM of Restaurants/bars/cafés 3,68 3,95 VFM of Restaurants/bars/cafés 3,06 3,25 Shops VFM of Shops 3,55 3,83 VFM of Shops Courtesy & helpfulness of shopping and dining staff Courtesy & helpfulness of shopping and dining staff Comfort of waiting at gate areas A,13 4,64 4,64 4,62 4,62 4,62 5,62 5,62 5,62 5,73 5,	BORDER/PASSPORT CONTROL Waiting time at Border/passport control 4,13 4,64 Passport Courtesy & helpfulness of Border/passport control staff 4,17 4,62 • Restaurants/bars/cafés 3,68 3,95 • VFM of Restaurants/bars/cafés 3,06 3,25 • Shops 3,55 3,83 • VFM of Shops 3,21 3,52 • Courtesy & helpfulness of shopping and dining staff 3,85 4,15 • GATE AREAS Comfort of waiting at gate areas 3,41 3,91 •	BORDER/ PASSPORT CONTROL Waiting time at Border/passport control 4,13 4,64 4,46 Courtesy & helpfulness of Border/passport control staff 4,17 4,62 4,33 Passport Staff 3,68 3,95 3,59 VFM of Restaurants/bars/cafés 3,06 3,25 3,01 Shops 3,55 3,83 3,44 VFM of Shops 3,21 3,52 3,10 Courtesy & helpfulness of shopping and dining staff 3,85 4,15 3,81 GATE AREAS Comfort of waiting at gate areas 3,41 3,91 3,53	Name	Maiting time at Border/passport control 4,13 4,64 4,46 4,22	BORDER/ PASSPORT CONTROL Waiting time at Border/passport control 4,13 4,64 4,46 4,22 • Courtesy & helpfulness of Border/passport control staff 4,17 4,62 4,33 4,31 • SHOPPING/ DINING Restaurants/bars/cafés 3,68 3,95 3,59 4,74 • Shops 3,55 3,83 3,44 3,52 • VFM of Shops 3,21 3,52 3,10 3,21 • Courtesy & helpfulness of shopping and dining staff 3,85 4,15 3,81 3,99 • GATE AREAS Comfort of waiting at gate areas 3,41 3,91 3,53 3,46 •





PASSENGER SATISFACTION

			LIS	ОРО	FAO	FNC	PDL
		Ease of finding way	• 3,85	5 • 4,4	2 • 3,94	• 4,10	• 4,19
		Availability of flight information (flights and boarding gates	• 3,76	5 • 4,3	6 • 3,93	• 4,08	4,09
		Walking distance inside terminal	• 3,74	4,3	2 • 3,80	• 4,11	• 4,17
	THROUGHOUT THE AIRPORT	Ease of making connection with other flights	• 3,84	4,2	5 N.A.	N.A.	• 3,94
		Courtesy & helpfulness of airport staff	• 3,92	4,3	5 • 4,06	• 4,18	• 4,09
		Wi-Fi service quality	3,64	3,9	6 • 3,87	• 3,75	• 3,77
		Availability of washrooms	• 3,72	4,1	3 • 3,79	• 3,97	• 3,98
		Cleanliness of washrooms	• 3,64	4,0	8 • 3,69	• 3,91	• 3,88
		Availability of bank/ATM facilities/money changers	• 3,67	4,0	0 • 3,77	• 3,68	• 3,77
	AIRPORT ATMOSPHERE	Health safety	• 3,79	4,2	8 • 3,90	• 4,06	4 ,09
		Cleanliness	• 3,79	9 4,3	3 • 3,94	4 ,08	• 4,10
		Ambience	• 3,70	• 4,3	1 • 3,79	• 3,91	• 4,05
\odot	OVERALL SATISFACTION		• 3,89	9 4,4	1 • 4,04	• 4,18	• 4,27



