

		LIS	OPO	FAO	FNC	PDL
 ARRIVAL AT THE AIRPORT	Ease of getting to the airport	● 3,96	● 4,41	● 4,50	● 4,38	● 4,48
	Parking facilities	● 3,22	● 3,85	● 3,89	● 3,70	● 3,67
	Signage to access terminal	● 3,73	● 4,31	● 4,35	● 4,35	● 4,41
	Availability of baggage carts/trolleys	● 3,50	● 3,85	● 3,97	● 3,85	● 3,68
	VFM of transport (including parking facilities)	● 3,75	● 4,03	● 4,09	● 3,95	● 3,89
 CHECK-IN	Ease of finding check-in area	● 3,82	● 4,42	● 4,33	● 4,35	● 4,45
	Waiting time at check-in (including drop off)	● 3,83	● 4,06	● 4,17	● 4,03	● 4,37
	Courtesy & helpfulness of check-in staff	● 4,05	● 4,30	● 4,34	● 4,23	● 4,47
 SECURITY SCREENING	Ease at security screening	● 3,89	● 4,37	● 4,41	● 4,32	● 4,35
	Courtesy & helpfulness of security staff	● 3,79	● 4,21	● 4,32	● 4,29	● 4,27
	Waiting time at security screening	● 3,74	● 4,23	● 4,38	● 4,24	● 4,31

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 BORDER/ PASSPORT CONTROL	Waiting time at border/passport control	● 4,00	● 4,39	● 4,47	● 4,28	● 4,28
	Courtesy & helpfulness of border/passport control staff	● 3,98	● 4,42	● 4,33	● 4,43	● 4,32
 SHOPPING/ DINING	Restaurants/bars/cafés	● 3,52	● 3,82	● 3,67	● 3,77	● 3,26
	VFM of Restaurants/bars/cafes	● 2,91	● 3,25	● 3,10	● 3,22	● 2,83
	Shops	● 3,35	● 3,68	● 3,49	● 3,63	● 3,21
	VFM of shops	● 3,05	● 3,38	● 3,21	● 3,30	● 3,03
	Courtesy & helpfulness of shopping and dining staff	● 3,66	● 3,94	● 3,90	● 3,96	● 3,91
 GATE AREAS	Comfort of waiting at gate areas	● 3,14	● 3,62	● 3,58	● 3,54	● 3,45
	Availability of seats at gate areas	● 2,98	● 3,68	● 3,77	● 3,54	● 3,54

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 THROUGHOUT THE AIRPORT	Ease of finding way	● 3,66	● 4,14	● 4,17	● 4,11	● 4,21
	Availability of flight information (flights and boarding gates)	● 3,59	● 4,06	● 4,13	● 4,09	● 4,10
	Walking distance inside terminal	● 3,54	● 4,02	● 4,09	● 4,18	● 4,42
	Ease of making connection with other flights	● 3,62	● 4,07	Na	na	● 4,33
	Courtesy & helpfulness of airport staff	● 3,81	● 4,10	● 4,24	● 4,21	● 4,28
	Wi-Fi service quality	● 3,35	● 3,62	● 3,83	● 3,93	● 3,73
	Availability of washrooms	● 3,62	● 3,75	● 3,88	● 3,91	● 3,64
	Cleanliness of washrooms	● 3,50	● 3,73	● 3,62	● 3,74	● 3,60
	Availability of bank/ATM facilities/money changers	● 3,37	● 3,91	● 3,96	● 3,74	● 3,59
	 AIRPORT ATMOSPHERE	Health safety	● 3,66	● 4,00	● 3,98	● 3,98
Cleanliness		● 3,60	● 3,92	● 3,88	● 3,91	● 3,94
Ambience		● 3,51	● 3,99	● 3,62	● 3,93	● 3,86
 OVERALL SATISFACTION		● 3,59	● 4,13	● 4,05	● 4,09	● 4,05