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|--|---|--------|--------|--------|--------|--------|
|  ARRIVAL AT THE AIRPORT | Ease of getting to the airport | ● 3.94 | ● 4.23 | ● 4.50 | ● 4.50 | ● 3.98 |
| | Parking facilities | ● 3.25 | ● 3.73 | ● 3.99 | ● 3.87 | ● 3.61 |
| | Signage to access terminal | ● 3.93 | ● 4.19 | ● 4.46 | ● 4.42 | ● 4.29 |
| | Availability of baggage carts/trolleys | ● 3.59 | ● 3.96 | ● Na | ● 3.91 | ● 3.58 |
| | VFM of transport (including parking facilities) | ● 3.86 | ● 3.88 | ● 4.19 | ● 4.17 | ● 3.75 |
|  CHECK-IN | Ease of finding check-in area | ● 4.02 | ● 4.44 | ● 4.37 | ● 4.51 | ● 4.25 |
| | Waiting time at check-in (including drop off) | ● 4.00 | ● 4.17 | ● 4.16 | ● 4.09 | ● 4.21 |
| | Courtesy & helpfulness of check-in staff | ● 4.08 | ● 4.27 | ● 4.28 | ● 4.39 | ● 4.28 |
|  SECURITY SCREENING | Ease at security screening | ● 3.92 | ● 4.30 | ● 4.34 | ● 4.29 | ● 4.24 |
| | Courtesy & helpfulness of security staff | ● 3.81 | ● 4.16 | ● 4.21 | ● 4.15 | ● 4.18 |
| | Waiting time at security screening | ● 3.74 | ● 4.09 | ● 4.28 | ● 4.23 | ● 4.30 |

| | | LIS | OPO | FAO | FNC | PDL |
|---|---|--|--|--|--|--|
|  | BORDER/ PASSPORT CONTROL | | | | | |
| | Waiting time at border/passport control |  3.75 |  4.44 |  4.33 |  4.14 |  4.44 |
| | Courtesy & helpfulness of border/passport control staff |  3.88 |  4.38 |  4.32 |  4.38 |  4.45 |
|  | SHOPPING/ DINING | | | | | |
| | Restaurants/bars/café |  3.65 |  3.75 |  3.70 |  3.69 |  3.17 |
| | VFM of Restaurants/bars/café |  3.08 |  3.12 |  2.95 |  3.16 |  2.83 |
| | Shops |  3.44 |  3.65 |  3.55 |  3.54 |  3.10 |
| | VFM of shops |  3.20 |  3.29 |  3.24 |  3.19 |  2.88 |
| | Courtesy & helpfulness of shopping and dining staff |  3.79 |  3.92 |  3.91 |  3.83 |  3.77 |
|  | GATE AREAS | | | | | |
| | Comfort of waiting at gate areas |  3.16 |  3.60 |  3.58 |  3.51 |  3.25 |
| | Availability of seats at gate areas |  2.92 |  3.54 |  3.79 |  3.54 |  3.28 |

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|---|---|--------|--------|--------|--------|--------|
|  THROUGHOUT THE AIRPORT | Ease of finding way | ● 3.73 | ● 4.11 | ● 4.20 | ● 4.10 | ● 3.98 |
| | Availability of flight information (flights and boarding gates) | ● 3.72 | ● 4.03 | ● 4.15 | ● 4.10 | ● 3.96 |
| | Walking distance inside terminal | ● 3.62 | ● 4.01 | ● 4.18 | ● 4.26 | ● 4.30 |
| | Ease of making connection with other flights | ● 3.92 | ● 4.23 | Na | Na | ● 4.10 |
| | Courtesy & helpfulness of airport staff | ● 3.91 | ● 4.13 | ● 4.21 | ● 4.24 | ● 4.16 |
| | Wi-Fi service quality | ● 3.18 | ● 3.64 | ● 3.85 | ● 3.88 | ● 3.52 |
| | Availability of washrooms | ● 3.67 | ● 3.77 | ● 3.89 | ● 3.89 | ● 3.26 |
| | Cleanliness of washrooms | ● 3.56 | ● 3.66 | ● 3.60 | ● 3.65 | ● 3.48 |
| | Availability of bank/ATM facilities/money changers | ● 3.58 | ● 3.85 | Na | ● 3.71 | ● 3.36 |
|  AIRPORT ATMOSPHERE | Health safety | ● 3.70 | ● 3.96 | ● 4.01 | ● 4.02 | ● 3.81 |
| | Cleanliness | ● 3.64 | ● 3.90 | ● 3.91 | ● 3.95 | ● 3.79 |
| | Ambience | ● 3.60 | ● 3.97 | ● 3.86 | ● 3.98 | ● 3.72 |
|  OVERALL SATISFACTION | | ● 3.71 | ● 4.17 | ● 4.12 | ● 4.09 | ● 3.78 |