

PASSENGER SATISFACTION

4th QUARTER 2025

		LIS	OPO	FAO	FNC	PDL
 ARRIVAL AT THE AIRPORT	Ease of getting to the airport	● 3,81	● 4,32	● 4,38	● 4,58	● 4,55
	Parking facilities	● 3,14	● 3,89	● 3,84	● 3,73	● 3,53
	Signage to access terminal	● 3,77	● 4,19	● 4,34	● 4,52	● 4,48
	Availability of baggage carts/trolleys	● 3,65	● 4,04	● 3,74	● 3,96	● 3,76
	VFM of transport (including parking facilities)	● 3,72	● 4,05	● 4,16	● 4,31	● 4,07
 CHECK-IN	Ease of finding check-in area	● 3,64	● 4,27	● 4,34	● 4,40	● 4,56
	Waiting time at check-in (including drop off)	● 3,90	● 4,25	● 4,30	● 4,37	● 4,55
	Courtesy & helpfulness of check-in staff	● 3,59	● 4,05	● 4,26	● 4,12	● 4,22
 SECURITY SCREENING	Ease at security screening	● 3,70	● 4,11	● 4,09	● 4,19	● 4,32
	Courtesy & helpfulness of security staff	● 3,73	● 4,32	● 4,19	● 4,11	● 4,51
	Waiting time at security screening	● 3,58	● 4,06	● 4,11	● 4,13	● 4,46

		LIS	OPO	FAO	FNC	PDL
	BORDER/ PASSPORT CONTROL					
	Waiting time at border/passport control	● 3,44	● 4,37	● 3,95	● 4,00	● 4,21
	Courtesy & helpfulness of border/passport control staff	● 3,73	● 4,30	● 4,01	● 4,23	● 4,48
	SHOPPING/ DINING					
	Restaurants/bars/cafés	● 3,56	● 3,73	● 3,56	● 4,01	● 3,16
	VFM of Restaurants/bars/cafes	● 2,97	● 3,11	● 3,06	● 3,30	● 2,73
	Shops	● 3,48	● 3,58	● 3,58	● 3,78	● 3,14
	VFM of shops	● 3,15	● 3,23	● 3,28	● 3,29	● 2,89
	Courtesy & helpfulness of shopping and dining staff	● 3,66	● 3,92	● 3,78	● 4,27	● 3,85
	GATE AREAS					
	Comfort of waiting at gate areas	● 3,05	● 3,59	● 3,54	● 3,39	● 3,35
	Availability of seats at gate areas	● 2,88	● 3,55	● 3,58	● 3,31	● 3,36

		LIS	OPO	FAO	FNC	PDL
 THROUGHOUT THE AIRPORT	Ease of finding way	● 3,64	● 4,04	● 4,16	● 4,24	● 4,23
	Availability of flight information (flights and boarding gates)	● 3,64	● 4,09	● 4,07	● 4,30	● 4,16
	Walking distance inside terminal	● 3,57	● 3,98	● 4,08	● 4,45	● 4,44
	Ease of making connection with other flights	● 3,71	● 3,67	Na	Na	● 4,19
	Courtesy & helpfulness of airport staff	● 3,85	● 4,17	● 4,04	● 4,45	● 4,36
	Wi-Fi service quality	● 3,29	● 3,70	● 3,71	● 4,11	● 3,78
	Availability of washrooms	● 3,59	● 3,78	● 3,61	● 3,91	● 3,82
	Cleanliness of washrooms	● 3,43	● 3,53	● 3,33	● 3,82	● 3,75
	Availability of bank/ATM facilities/money changers	● 3,50	● 3,89	● 3,66	● 3,76	● 3,50
	 AIRPORT ATMOSPHERE	Health safety	● 3,54	● 3,84	● 3,77	● 4,18
Cleanliness		● 3,61	● 3,88	● 3,92	● 4,23	● 3,98
Ambience		● 3,47	● 3,95	● 3,80	● 4,22	● 3,95
 OVERALL SATISFACTION		● 3,54	● 4,15	● 4,01	● 4,14	● 4,01