

		LIS	OPO	FAO	FNC	PDL
 ARRIVAL AT THE AIRPORT	Ease of getting to the airport	● 3,92	● 4,47	● 4,38	● 4,45	● 4,42
	Parking facilities	● 3,23	● 3,97	● 3,79	● 3,75	● 3,68
	Signage to access terminal	● 3,73	● 4,37	● 4,28	● 4,34	● 4,39
	Availability of baggage carts/trolleys	● 3,52	● 4,09	● 3,82	● 3,98	● 3,73
	VFM of transport (Including parking facilities)	● 3,61	● 4,14	● 4,01	● 3,88	● 3,93
 CHECK-IN	Ease of finding check-in area	● 3,73	● 4,31	● 4,30	● 4,27	● 4,44
	Waiting time at check-in (including drop off)	● 3,56	● 4,03	● 3,90	● 4,01	● 4,23
	Courtesy & helpfulness of Check-in staff	● 3,88	● 4,27	● 4,29	● 4,12	● 4,35
 SECURITY SCREENING	Ease at security screening	● 3,91	● 4,42	● 4,15	● 4,20	● 4,22
	Courtesy & helpfulness of Security staff	● 3,79	● 4,25	● 4,10	● 4,11	● 4,17
	Waiting time at security screening	● 3,77	● 4,23	● 4,02	● 4,13	● 4,26

		LIS	OPO	FAO	FNC	PDL
	BORDER/ PASSPORT CONTROL					
	Waiting time at Border/passport control	● 3,93	● 4,46	● 4,02	● 4,13	● 4,37
	Courtesy & helpfulness of Border/passport control staff	● 4,02	● 4,38	● 4,06	● 4,15	● 4,42
	SHOPPING/ DINING					
	Restaurants/bars/café	● 3,46	● 3,91	● 3,65	● 3,58	● 3,68
	VFM of Restaurants/bars/café	● 2,93	● 3,40	● 3,25	● 3,11	● 3,19
	Shops	● 3,35	● 3,81	● 3,60	● 3,52	● 3,52
	VFM of Shops	● 3,08	● 3,47	● 3,37	● 3,21	● 3,36
	Courtesy & helpfulness of shopping and dining staff	● 3,61	● 4,08	● 3,85	● 3,84	● 3,90
	GATE AREAS					
	Comfort of waiting at gate areas	● 3,15	● 3,81	● 3,49	● 3,45	● 3,72
	Availability of seats at gate areas	● 3,11	● 3,83	● 3,49	● 3,61	● 3,83

		LIS	OPO	FAO	FNC	PDL
 THROUGHOUT THE AIRPORT	Ease of finding way	● 3,67	● 4,22	● 3,93	● 3,95	● 4,19
	Availability of flight information (flights and boarding gates)	● 3,61	● 4,23	● 3,91	● 3,97	● 4,02
	Walking distance inside terminal	● 3,55	● 4,14	● 3,97	● 4,13	● 4,17
	Ease of making connection with other flights	● 3,67	● 4,08	N.A.	N.A.	● 3,99
	Courtesy & helpfulness of airport staff	● 3,77	● 4,22	● 4,06	● 4,11	● 4,12
	Wi-Fi service quality	● 3,45	● 3,85	● 3,65	● 3,75	● 3,74
	Availability of washrooms	● 3,44	● 3,96	● 3,66	● 3,89	● 3,80
	Cleanliness of washrooms	● 3,36	● 3,91	● 3,36	● 3,83	● 3,73
	Availability of bank/ATM facilities/money changers	● 3,43	● 3,98	● 3,76	● 3,79	● 3,66
	 AIRPORT ATMOSPHERE	Health safety	● 3,56	● 4,16	● 3,88	● 4,03
Cleanliness		● 3,51	● 4,12	● 3,78	● 4,02	● 4,01
Ambience		● 3,46	● 4,16	● 3,76	● 3,89	● 4,02
 OVERALL SATISFACTION		● 3,60	● 4,26	● 3,87	● 4,09	● 4,21