PASSENGER SATISFACTION

		LIS	OPO	FAO	FNC	PDL
ARRIVAL AT THE AIRPORT	Ease of getting to the airport	3,58	4,21	4,33	4,46	4,48
	Parking facilities	3,13	3,87	3,58	3,72	3,42
	Signage to access terminal	3,52	4,11	4,24	4,42	4,38
	Availability of baggage carts/trolleys	3,28	3,85	3,69	4,03	3,69
	VFM of transport (including parking facilities)	3,49	4,01	3,97	4,06	3,76
CHECK-IN	Ease of finding check-in area	3,50	4,13	4,29	4,43	4,43
	Waiting time at check-in (including drop off)	3,37	3,69	3,98	4,03	4,06
	Courtesy & helpfulness of check-in staff	3,61	4,12	4,17	4,30	4,36
SECURITY SCREENING	Ease at security screening	3,50	4,17	3,95	4,33	4,21
	Courtesy & helpfulness of security staff	3,46	4,02	3,84	4,17	4,08
	Waiting time at security screening	3,38	3,89	3,78	4,33	4,12

PASSENGER SATISFACTION

		LIS	OPO	FAO	FNC	PDL
BORDER/ PASSPORT CONTROL	Waiting time at border/passport control	3,53	4,18	3,47	4,51	3,90
	Courtesy & helpfulness of border/passport control staff	3,54	4,26	3,75	4,38	4,15
SHOPPING/ DINING	Restaurants/bars/cafés	3,23	3,71	3,52	3,74	3,05
	VFM of Restaurants/bars/cafes	2,74	3,15	3,04	3,21	2,64
	Shops	3,22	3,62	3,52	3,61	3,09
	VFM of shops	2,93	3,34	3,28	3,33	2,92
	Courtesy & helpfulness of shopping and dining staff	3,40	3,81	3,80	3,91	3,70
GATE AREAS	Comfort of waiting at gate areas	2,98	3,51	3,44	3,58	3,11
	Availability of seats at gate areas	2,90	3,52	3,45	3,68	2,87

PASSENGER SATISFACTION

		LIS	OPO	FAO	FNC	PDL
THROUGHOUT THE AIRPORT	Ease of finding way	3,41	4,03	3,85	4,09	4,06
	Availability of flight information (flights and boarding gates	3,40	4,01	3,88	4,04	4,00
	Walking distance inside terminal	3,33	3,96	3,86	4,19	4,33
	Ease of making connection with other flights	3,48	3,91	Na	Na	3,98
	Courtesy & helpfulness of airport staff	3,53	4,03	3,89	4,14	4,10
	Wi-Fi service quality	2,94	3,63	3,43	3,93	3,77
	Availability of washrooms	3,40	3,72	3,47	4,02	3,60
	Cleanliness of washrooms	3,24	3,61	3,17	3,87	3,49
	Availability of bank/ATM facilities/money changers	3,31	3,84	3,61	Na	3,28
AIRPORT ATMOSPHERE	Health safety	3,35	3,91	3,85	4,02	3,77
	Cleanliness	3,29	3,81	3,61	4,02	3,73
	Ambience	3,30	3,87	3,68	3,97	3,58
OVERALL SATISFACTION		3,34	4,03	3,78	4,13	3,80

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