

		LIS	OPO	FAO	FNC	PDL
 <b>ARRIVAL AT THE AIRPORT</b>	Ease of getting to the airport	● 3,72	● 4,39	● 4,27	● 4,41	● 4,43
	Parking facilities	● 3,19	● 3,62	● 3,71	● 3,90	● 3,47
	Signage to access terminal	● 3,78	● 4,27	● 4,18	● 4,32	● 4,37
	Availability of baggage carts/trolleys	● 3,70	● 3,93	● Nd	● 4,06	● 3,55
	VFM of transport (including parking facilities)	● 3,81	● 4,04	● 4,01	● 3,94	● 3,86
 <b>CHECK-IN</b>	Ease of finding check-in area	● 3,67	● 4,18	● 4,18	● 4,48	● 4,54
	Waiting time at check-in (including drop off)	● 3,62	● 3,96	● 4,02	● 4,25	● 4,16
	Courtesy & helpfulness of check-in staff	● 3,94	● 4,17	● 4,09	● 4,39	● 4,43
 <b>SECURITY SCREENING</b>	Ease at security screening	● 3,86	● 4,29	● 4,03	● 4,32	● 4,37
	Courtesy & helpfulness of security staff	● 3,80	● 4,15	● 3,85	● 4,16	● 4,24
	Waiting time at security screening	● 3,68	● 4,05	● 3,92	● 4,25	● 4,40

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 <b>BORDER/ PASSPORT CONTROL</b>	Waiting time at border/passport control	● 3,70	● 4,31	● 3,64	● 4,52	● 4,16
	Courtesy & helpfulness of border/passport control staff	● 3,81	● 4,40	● 3,66	● 4,49	● 4,41
 <b>SHOPPING/ DINING</b>	Restaurants/bars/cafés	● 3,60	● 3,66	● 3,62	● 3,77	● 3,21
	VFM of Restaurants/bars/cafes	● 2,94	● 3,07	● 2,99	● 3,25	● 2,91
	Shops	● 3,48	● 3,56	● 3,53	● 3,68	● 3,21
	VFM of shops	● 3,12	● 3,16	● 3,22	● 3,35	● 3,12
	Courtesy & helpfulness of shopping and dining staff	● 3,72	● 3,78	● 3,81	● 3,96	● 3,75
	GATE AREAS	Comfort of waiting at gate areas	● 3,04	● 3,53	● 3,52	● 3,53
	Availability of seats at gate areas	● 2,93	● 3,51	● 3,59	● 3,60	● 3,43

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 <b>THROUGHOUT THE AIRPORT</b>	Ease of finding way	● 3,69	● 4,07	● 3,93	● 4,09	● 4,15
	Availability of flight information (flights and boarding gates)	● 3,62	● 3,98	● 3,90	● 4,06	● 4,07
	Walking distance inside terminal	● 3,58	● 4,03	● 3,90	● 4,25	● 4,39
	Ease of making connection with other flights	● 3,71	● 3,90	Na	Na	● 4,10
	Courtesy & helpfulness of airport staff	● 3,81	● 4,13	● 3,96	● 4,20	● 4,27
	Wi-Fi service quality	● 3,13	● 3,46	● 3,78	● 3,90	● 3,73
	Availability of washrooms	● 3,64	● 3,67	● 3,66	● 3,83	● 3,56
	Cleanliness of washrooms	● 3,52	● 3,58	● 3,28	● 3,61	● 3,79
	Availability of bank/ATM facilities/money changers	● 3,66	● 3,79	● Nd	● 3,87	● 3,34
	 <b>AIRPORT ATMOSPHERE</b>	Health safety	● 3,68	● 3,93	● 3,90	● 4,01
Cleanliness		● 3,63	● 3,85	● 3,66	● 3,95	● 3,86
Ambience		● 3,55	● 3,90	● 3,73	● 3,92	● 3,76
 <b>OVERALL SATISFACTION</b>	● 3,60	● 4,09	● 3,88	● 4,10	● 3,95	