

# PASSENGER SATISFACTION

1<sup>st</sup> QUARTER 2026

		LIS	OPO	FAO	FNC	PDL
 <b>ARRIVAL AT THE AIRPORT</b>	Ease of getting to the airport	● 3,97	● 4,33	● 4,54	● 4,43	● 4,50
	Parking facilities	● 3,38	● 3,93	● 4,00	● 3,62	● 3,28
	Signage to access terminal	● 3,90	● 4,22	● 4,45	● 4,32	● 4,44
	Availability of baggage carts/trolleys	● 3,74	● 4,02	● 3,98	● 3,96	● 3,73
	VFM of transport (including parking facilities)	● 3,84	● 4,09	● 4,28	● 4,14	● 3,83
 <b>CHECK-IN</b>	Ease of finding check-in area	● 3,86	● 4,35	● 4,44	● 4,49	● 4,51
	Waiting time at check-in (including drop off)	● 3,61	● 4,09	● 4,26	● 4,23	● 4,31
	Courtesy & helpfulness of check-in staff	● 4,10	● 4,19	● 4,49	● 4,41	● 4,44
 <b>SECURITY SCREENING</b>	Ease at security screening	● 3,81	● 4,30	● 4,53	● 4,15	● 4,36
	Courtesy & helpfulness of security staff	● 3,83	● 4,15	● 4,40	● 4,02	● 4,27
	Waiting time at security screening	● 3,56	● 4,13	● 4,47	● 4,05	● 4,42

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	<b>BORDER/ PASSPORT CONTROL</b>					
	Waiting time at border/passport control	● 3,82	● 4,43	● 4,45	● 3,47	● 4,37
	Courtesy & helpfulness of border/passport control staff	● 3,84	● 4,34	● 4,48	● 3,92	● 4,37
	Restaurants/bars/cafés	● 3,62	● 3,77	● 3,61	● 3,80	● 3,39
	VFM of Restaurants/bars/cafes	● 3,08	● 3,18	● 3,09	● 3,11	● 2,88
	<b>SHOPPING/ DINING</b>					
	Shops	● 3,53	● 3,65	● 3,62	● 3,45	● 3,29
	VFM of shops	● 3,19	● 3,31	● 3,35	● 3,03	● 3,07
	Courtesy & helpfulness of shopping and dining staff	● 3,73	● 3,94	● 3,92	● 4,01	● 3,93
	<b>GATE AREAS</b>					
	Comfort of waiting at gate areas	● 3,12	● 3,53	● 3,76	● 3,40	● 3,50
	Availability of seats at gate areas	● 2,95	● 3,49	● 3,95	● 3,42	● 3,55

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 <b>THROUGHOUT THE AIRPORT</b>	Ease of finding way	● 3,75	● 4,13	● 4,32	● 4,07	● 4,24
	Availability of flight information (flights and boarding gates)	● 3,76	● 4,10	● 4,16	● 4,11	● 4,14
	Walking distance inside terminal	● 3,66	● 4,05	● 4,26	● 4,33	● 4,42
	Ease of making connection with other flights	● 3,74	● 4,13	Na	Na	● 4,37
	Courtesy & helpfulness of airport staff	● 3,93	● 4,13	● 4,25	● 4,23	● 4,29
	Wi-Fi service quality	● 3,53	● 3,79	● 3,96	● 3,84	● 3,67
	Availability of washrooms	● 3,70	● 3,67	● 3,96	● 3,98	● 3,78
	Cleanliness of washrooms	● 3,54	● 3,56	● 3,81	● 3,76	● 3,87
	Availability of bank/ATM facilities/money changers	● 3,65	● 3,95	● 3,79	Nd	● 3,51
	 <b>AIRPORT ATMOSPHERE</b>	Health safety	● 3,71	● 3,89	● 4,15	● 4,00
Cleanliness		● 3,59	● 3,84	● 4,09	● 3,94	● 4,00
Ambience		● 3,61	● 3,95	● 4,05	● 3,98	● 3,92
 <b>OVERALL SATISFACTION</b>		● 3,68	● 4,10	● 4,17	● 4,05	● 4,05