

		LIS	OPO	FAO	FNC	PDL
 ARRIVAL AT THE AIRPORT	Ease of getting to the airport	● 3,85	● 4,34	● 4,33	● 4,47	● 4,51
	Parking facilities	● 3,16	● 3,93	● 3,56	● 3,55	● 3,47
	Signage to access terminal	● 3,71	● 4,20	● 4,20	● 4,36	● 4,43
	Availability of baggage carts/trolleys	● 3,64	● 4,00	● 3,76	● 4,01	● 3,74
	VFM of transport (including parking facilities)	● 3,70	● 4,14	● 3,95	● 4,16	● 3,93
 CHECK-IN	Ease of finding check-in area	● 3,64	● 4,28	● 4,14	● 4,38	● 4,33
	Waiting time at check-in (including drop off)	● 3,61	● 4,11	● 3,85	● 4,19	● 4,10
	Courtesy & helpfulness of check-in staff	● 3,99	● 4,30	● 4,04	● 4,27	● 4,35
 SECURITY SCREENING	Ease at security screening	● 3,81	● 4,28	● 4,02	● 4,32	● 4,35
	Courtesy & helpfulness of security staff	● 3,80	● 4,30	● 3,88	● 4,23	● 4,22
	Waiting time at security screening	● 3,69	● 4,11	● 3,92	● 4,30	● 4,34

PASSENGER SATISFACTION

2nd QUARTER 2026

		LIS	OPO	FAO	FNC	PDL
	BORDER/ PASSPORT CONTROL					
	Waiting time at border/passport control	● 3,44	● 4,62	● 3,37	● 4,19	● 4,45
	Courtesy & helpfulness of border/passport control staff	● 3,70	● 4,56	● 3,51	● 4,11	● 4,42
	SHOPPING/ DINING					
	Restaurants/bars/cafés	● 3,44	● 3,73	● 3,53	● 3,62	● 3,35
	VFM of Restaurants/bars/cafes	● 2,96	● 3,14	● 2,95	● 3,10	● 2,93
	Shops	● 3,38	● 3,66	● 3,48	● 3,66	● 3,26
	VFM of shops	● 3,12	● 3,36	● 3,11	● 3,33	● 3,04
	Courtesy & helpfulness of shopping and dining staff	● 3,62	● 3,90	● 3,80	● 3,89	● 3,85
	GATE AREAS					
	Comfort of waiting at gate areas	● 3,09	● 3,63	● 3,45	● 3,80	● 3,38
	Availability of seats at gate areas	● 2,96	● 3,64	● 3,47	● 3,84	● 3,26

		LIS	OPO	FAO	FNC	PDL
 THROUGHOUT THE AIRPORT	Ease of finding way	● 3,62	● 4,06	● 3,80	● 4,10	● 4,14
	Availability of flight information (flights and boarding gates)	● 3,61	● 4,08	● 3,83	● 4,04	● 4,07
	Walking distance inside terminal	● 3,55	● 4,07	● 3,86	● 4,10	● 4,36
	Ease of making connection with other flights	● 3,52	● 4,19	Na	Na	● 3,91
	Courtesy & helpfulness of airport staff	● 3,80	● 4,14	● 3,88	● 4,13	● 4,23
	Wi-Fi service quality	● 3,42	● 3,70	● 3,49	● 3,78	● 3,79
	Availability of washrooms	● 3,54	● 3,52	● 3,59	● 4,08	● 3,72
	Cleanliness of washrooms	● 3,45	● 3,43	● 3,22	● 3,98	● 3,66
	Availability of bank/ATM facilities/money changers	● 3,47	● 3,88	● 3,68	Nd	● 3,52
 AIRPORT ATMOSPHERE	Health safety	● 3,64	● 3,82	● 3,83	● 4,15	● 3,89
	Cleanliness	● 3,55	● 3,76	● 3,63	● 4,08	● 3,89
	Ambience	● 3,50	● 3,85	● 3,68	● 4,06	● 3,83
 OVERALL SATISFACTION		● 3,49	● 4,03	● 3,80	● 4,09	● 3,97