

ANNEXURE-I

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER-III (JULY- SEPTEMBER) 2015 OVER QUARTER-II (APRIL-JUNE) 2015

S.No.	ITEM	AHMEDABAD			CALICUT			CHENNAI			GOA			GUWAHATI		
		QIII (July-Sept) 2015	QII (April-June) 2015	Difference of rating Qtr.III over Qtr.II	QIII (July-Sept) 2015	QII (April-June) 2015	Difference of rating Qtr.III over Qtr.II	QIII (July-Sept) 2015	QII (April-June) 2015	Difference of rating Qtr.III over Qtr.II	QIII (July-Sept) 2015	QII (April-June) 2015	Difference of rating Qtr.III over Qtr.II	QIII (July-Sept) 2015	QII (April-June) 2015	Difference of rating Qtr.III over Qtr.II
1	Ground transportation to/from airport	4.53	4.48	0.05	4.22	4.82	-0.60	3.78	3.61	0.17	4.19	4.74	-0.55	4.46	4.40	0.06
2	Parking facilities	4.40	4.44	-0.04	3.66	4.55	-0.89	2.87	3.18	-0.31	4.34	4.52	-0.18	3.72	3.97	-0.25
3	Value for money of parking facilities	4.34	4.27	0.07	3.52	4.38	-0.86	2.78	3.23	-0.45	4.37	4.39	-0.02	3.49	3.77	-0.28
4	Availability of baggage carts/trolleys	4.41	4.36	0.05	4.12	4.32	-0.20	3.50	3.47	0.03	4.56	4.77	-0.21	3.83	3.69	0.14
5	Waiting time in check-in queue/line	4.44	4.23	0.21	4.09	4.46	-0.37	4.11	4.00	0.11	4.40	4.63	-0.23	4.47	4.45	0.02
6	Efficiency of check-in staff	4.35	4.34	0.01	4.16	4.42	-0.26	4.04	4.17	-0.13	4.27	4.49	-0.22	3.95	4.09	-0.14
7	Courtesy and helpfulness of check-in staff	4.43	4.41	0.02	4.05	4.24	-0.19	4.14	4.18	-0.04	4.55	4.70	-0.15	4.03	4.11	-0.08
8	Waiting time at passport/personal ID inspection	4.46	4.31	0.15	4.16	4.60	-0.44	4.15	4.11	0.04	4.51	4.54	-0.03	4.62	4.55	0.07
9	Courtesy and helpfulness of inspection staff	4.46	4.39	0.07	4.13	4.30	-0.17	4.05	4.20	-0.15	4.31	4.54	-0.23	4.08	4.18	-0.10
10	Courtesy and helpfulness of security staff	4.60	4.45	0.15	4.23	4.67	-0.44	4.27	4.27	0.00	4.52	4.61	-0.09	4.49	4.54	-0.05
11	Thoroughness of security inspection	4.51	4.45	0.06	4.20	4.30	-0.10	4.19	4.21	-0.02	4.28	4.51	-0.23	3.82	4.04	-0.22
12	Waiting time at security inspection	4.48	4.34	0.14	4.10	4.26	-0.16	4.15	4.18	-0.03	4.43	4.49	-0.06	3.56	3.78	-0.22
13	Feeling of being safe and secure	4.60	4.46	0.14	4.22	4.28	-0.06	4.20	4.31	-0.11	4.39	4.60	-0.21	4.24	4.25	-0.01
14	Ease of finding your way through airport	4.55	4.43	0.12	4.14	4.60	-0.46	4.20	4.23	-0.03	4.54	4.70	-0.16	4.53	4.56	-0.03
15	Flight information screens	4.50	4.40	0.10	3.97	4.46	-0.49	4.05	4.08	-0.03	4.31	4.44	-0.13	3.83	3.95	-0.12
16	Walking distance inside the terminal	4.52	4.42	0.10	4.03	4.26	-0.23	4.08	4.25	-0.17	4.39	4.43	-0.04	3.72	3.96	-0.24
17	Ease of making connections with other flights	4.44	4.13	0.31	3.75	-	-	3.83	3.60	0.23	4.50	4.79	-0.29	3.97	3.90	0.07
18	Courtesy and helpfulness of airport staff	4.58	4.36	0.22	4.15	4.69	-0.54	4.21	4.18	0.03	4.67	4.80	-0.13	4.59	4.50	0.09
19	Restaurant/Eating facilities	4.45	4.23	0.22	3.87	4.25	-0.38	4.45	4.44	0.01	4.32	4.33	-0.01	3.67	3.64	0.03
20	Value for money of restaurant/eating facilities	4.46	4.16	0.30	3.66	4.24	-0.58	4.34	4.32	0.02	4.16	4.16	0.00	3.14	3.13	0.01
21	Availability of bank/ATM facilities/money changers	4.56	4.10	0.46	4.15	4.57	-0.42	4.06	4.05	0.01	4.25	4.19	0.06	4.46	4.44	0.02
22	Shopping facilities	4.39	3.99	0.40	3.72	4.24	-0.52	3.71	3.77	-0.06	4.41	4.05	0.36	3.72	3.89	-0.17
23	Value for money of shopping facilities	4.55	3.99	0.56	3.68	4.19	-0.51	3.71	3.84	-0.13	4.32	3.91	0.41	3.10	3.21	-0.11
24	Internet access/Wi-Fi	4.69	4.19	0.50	2.84	4.07	-1.23	3.46	2.99	0.47	4.32	4.24	0.08	4.08	4.02	0.06
25	Business/Executive lounges	4.61	4.10	0.51	3.98	4.55	-0.57	4.36	4.33	0.03	4.06	4.46	-0.40	4.26	4.18	0.08
26	Availability of washrooms/toilets	4.74	4.36	0.38	3.67	4.42	-0.75	4.04	3.96	0.08	4.55	4.79	-0.24	4.07	4.19	-0.12
27	Cleanliness of washrooms/toilets	4.72	4.29	0.43	3.48	4.36	-0.88	4.37	3.84	0.53	4.50	4.71	-0.21	3.84	4.04	-0.20
28	Comfort of waiting/gate areas	4.73	4.36	0.37	3.89	4.49	-0.60	3.55	3.92	-0.37	4.42	4.55	-0.13	4.38	4.30	0.08
29	Cleanliness of airport terminal	4.81	4.49	0.32	3.87	4.58	-0.71	4.55	4.14	0.41	4.66	4.81	-0.15	4.35	4.32	0.03
30	Ambience of the airport	4.69	4.41	0.28	4.06	4.39	-0.33	4.11	4.25	-0.14	4.37	4.68	-0.31	4.35	4.28	0.07
31	Passport/ID inspection	4.75	4.42	0.33	4.18	4.87	-0.69	4.06	4.22	-0.16	4.48	4.79	-0.31	4.07	4.04	0.03
32	Speed of baggage delivery	4.54	4.21	0.33	3.82	4.39	-0.57	3.68	3.92	-0.24	4.48	4.50	-0.02	3.80	3.77	0.03
33	Customs inspection	4.49	4.06	0.43	3.97	4.57	-0.60	3.85	4.04	-0.19	4.51	4.42	0.09	3.87	3.76	0.11
	Overall Satisfaction	4.76	4.29	0.47	4.14	4.64	-0.50	4.50	4.46	0.04	4.72	4.73	-0.01	4.41	4.41	0.00
	World Average	4.12	4.13	-0.01	4.12	4.13	-0.01	4.12	4.13	-0.01	4.12	4.13	-0.01	4.12	4.13	-0.01

