

BROAD RESULTS OF RE-SURVEY AT LUCKNOW AIRPORT ON FIVE POINT SCALE FOR QUARTER-I (JANUARY-MARCH) 2016 OVER QUARTER-IV (OCTOBER-DECEMBER) 2015

S.No.	ITEM	LUCKNOW AIRPORT		
		QI (Jan-Mar) 2016	QIV (Oct-Dec) 2015	Difference of rating Qtr.I over Qtr.IV
1	Ground transportation to/from airport	4.66	4.80	-0.15
2	Parking facilities	4.50	4.46	0.04
3	Value for maoney of parking facilities	4.31	4.29	0.01
4	Availability of baggage carts/trolleys	4.67	4.62	0.04
5	Waiting time in check-in queue/line	4.57	4.69	-0.12
6	Efficiency of check-in staff	4.56	4.64	-0.08
7	Courtesy and helpfulness of check-in staff	4.59	4.70	-0.12
8	Waiting time at passport/personal ID inspection	4.52	4.67	-0.16
9	Courtesy and helpfulness of inspection staff	4.51	4.64	-0.13
10	Courtesy and helpfulness of security staff	4.52	4.74	-0.22
11	Thoroughness of security inspection	4.47	4.68	-0.21
12	Waiting time at security inspection	4.48	4.63	-0.15
13	Feeling of being safe and secure	4.56	4.71	-0.16
14	Ease of finding your way through airport	4.74	4.71	0.03
15	Flight information screens	4.51	4.58	-0.07
16	Walking distance inside the terminal	4.58	4.64	-0.07
17	Ease of making connections with other flights	4.40	4.43	-0.03
18	Courtesy and helpfulness of airport staff	4.75	4.87	-0.13
19	Restaurant/Eating facilities	4.34	4.56	-0.22
20	Value for money of restaurant/eating facilities	4.12	4.49	-0.37
21	Availability of bank/ATM facilities/money changers	4.76	4.84	-0.09
22	Shopping facilities	4.24	4.40	-0.17
23	Value for money of shopping facilities	4.07	4.30	-0.23
24	Internet access/Wi-Fi	4.78	4.64	0.14
25	Business/Executive lounges	4.39	4.40	-0.01
26	Availability of washrooms/toilets	4.66	4.80	-0.15
27	Cleanliness of washrooms/toilets	4.73	4.82	-0.09
28	Comfort of waiting/gate areas	4.52	4.75	-0.23
29	Cleanliness of airport terminal	4.82	4.92	-0.10
30	Ambience of the airport	4.42	4.90	-0.49
31	Passport/ID inspection	4.96	4.83	0.13
32	Speed of baggage delivery	4.73	4.70	0.02
33	Customs inspection	4.88	4.91	-0.03
	Overall Satisfaction	4.74	4.91	-0.17