

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - I (JANUARY-MARCH) 2017 OVER QUARTER-IV (OCTOBER-DECEMBER) 2016

S.No.	ITEM	AHMEDABAD			BHUBANESHWAR			CALICUT			CHENNAI		
		Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016	Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016	Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016	Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016
1	Ground transportation to/from airport	4.64	4.60	0.04	4.03	-	-	3.97	3.93	0.04	3.25	3.04	0.21
2	Parking facilities	4.53	4.43	0.10	3.64	-	-	3.75	3.68	0.07	3.07	2.68	0.39
3	Value for maoney of parking facilities	4.49	4.32	0.17	3.29	-	-	3.70	3.66	0.04	2.96	2.50	0.46
4	Availability of baggage carts/trolleys	4.36	4.41	-0.05	4.17	-	-	3.87	4.08	-0.21	3.16	2.85	0.31
5	Waiting time in check-in queue/line	4.45	4.45	0.00	4.13	-	-	3.89	4.17	-0.28	4.54	4.36	0.18
6	Efficiency of check-in staff	4.54	4.49	0.05	4.18	-	-	3.89	4.33	-0.44	4.51	4.37	0.14
7	Courtesy and helpfulness of check-in staff	4.58	4.48	0.10	4.24	-	-	3.85	4.35	-0.50	4.54	4.47	0.07
8	Waiting time at passport/personal ID inspection	4.56	4.48	0.08	4.20	-	-	3.93	4.31	-0.38	4.40	4.39	0.01
9	Courtesy and helpfulness of inspection staff	4.67	4.53	0.14	4.27	-	-	3.86	4.33	-0.47	4.44	4.39	0.05
10	Courtesy and helpfulness of security staff	4.70	4.62	0.08	4.29	-	-	3.93	4.52	-0.59	4.47	4.39	0.08
11	Thoroughness of security inspection	4.64	4.54	0.10	4.32	-	-	3.96	4.54	-0.58	4.48	4.43	0.05
12	Waiting time at security inspection	4.52	4.52	0.00	4.29	-	-	3.89	4.53	-0.64	4.44	4.31	0.13
13	Feeling of being safe and secure	4.72	4.66	0.06	4.36	-	-	3.92	4.58	-0.66	4.45	4.46	-0.01
14	Ease of finding your way through airport	4.66	4.61	0.05	4.28	-	-	3.92	4.14	-0.22	4.37	4.38	-0.01
15	Flight information screens	4.55	4.47	0.08	4.19	-	-	3.86	4.37	-0.51	4.40	4.22	0.18
16	Walking distance inside the terminal	4.62	4.60	0.02	4.26	-	-	3.93	4.39	-0.46	4.48	4.40	0.08
17	Ease of making connections with other flights	4.23	4.25	-0.02	4.10	-	-	3.83	4.01	-0.18	3.81	3.92	-0.11
18	Courtesy and helpfulness of airport staff	4.67	4.67	0.00	4.21	-	-	3.97	4.20	-0.23	4.14	4.16	-0.02
19	Restaurant/Eating facilities	4.43	4.31	0.12	3.41	-	-	3.75	3.66	0.09	4.62	4.58	0.04
20	Value for money of restaurant/eating facilities	4.27	4.28	-0.01	3.24	-	-	3.71	3.45	0.26	4.54	4.52	0.02
21	Availability of bank/ATM facilities/money changers	4.32	4.48	-0.16	3.77	-	-	3.98	3.89	0.09	3.58	3.10	0.48
22	Shopping facilities	4.39	4.39	0.00	3.23	-	-	3.66	3.63	0.03	2.94	2.77	0.17
23	Value for money of shopping facilities	4.38	4.29	0.09	3.18	-	-	3.69	3.50	0.19	2.82	2.72	0.10
24	Internet access/Wi-Fi	4.64	4.51	0.13	3.51	-	-	3.55	3.65	-0.10	2.77	2.83	-0.06
25	Business/Executive lounges	4.07	4.38	-0.31	3.53	-	-	3.91	3.78	0.13	4.73	4.70	0.03
26	Availability of washrooms/toilets	4.75	4.70	0.05	3.99	-	-	3.87	4.14	-0.27	4.17	4.04	0.13
27	Cleanliness of washrooms/toilets	4.67	4.66	0.01	3.84	-	-	3.82	4.07	-0.25	4.29	4.32	-0.03
28	Comfort of waiting/gate areas	4.74	4.69	0.05	3.98	-	-	3.81	4.18	-0.37	4.26	4.01	0.25
29	Cleanliness of airport terminal	4.77	4.76	0.01	4.12	-	-	3.98	4.24	-0.26	4.36	4.39	-0.03
30	Ambience of the airport	4.70	4.62	0.08	4.02	-	-	3.90	4.26	-0.36	4.44	4.25	0.19
31	Passport/ID inspection	4.81	4.75	0.06	4.06	-	-	4.01	4.09	-0.08	4.02	4.10	-0.08
32	Speed of baggage delivery	4.56	4.57	-0.01	3.95	-	-	3.77	3.78	-0.01	4.26	4.27	-0.01
33	Customs inspection	4.55	4.46	0.09	3.91	-	-	3.75	3.86	-0.11	4.06	4.04	0.02
	Overall Satisfaction	4.75	4.66	0.09	3.99	-	-	3.93	4.23	-0.30	4.60	4.57	0.03

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - I (JANUARY-MARCH) 2017 OVER QUARTER-IV (OCTOBER-DECEMBER) 2016

S.No.	ITEM	COIMBATORE			GOA			GUWAHATI			INDORE		
		Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016	Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016	Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016	Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016
1	Ground transportation to/from airport	3.87	-	-	4.22	4.36	-0.14	4.43	4.36	0.07	4.46	-	-
2	Parking facilities	4.01	-	-	4.02	4.21	-0.19	4.42	4.02	0.40	4.18	-	-
3	Value for maoney of parking facilities	3.78	-	-	4.02	4.09	-0.07	4.55	4.18	0.37	4.26	-	-
4	Availability of baggage carts/trolleys	4.30	-	-	4.24	4.40	-0.16	4.21	4.22	-0.01	4.60	-	-
5	Waiting time in check-in queue/line	4.07	-	-	4.25	4.31	-0.06	4.36	4.21	0.15	4.56	-	-
6	Efficiency of check-in staff	4.13	-	-	4.23	4.27	-0.04	4.27	4.22	0.05	4.59	-	-
7	Courtesy and helpfulness of check-in staff	4.22	-	-	4.24	4.25	-0.01	4.15	4.26	-0.11	4.64	-	-
8	Waiting time at passport/personal ID inspection	4.15	-	-	4.30	4.37	-0.07	4.32	4.21	0.11	4.48	-	-
9	Courtesy and helpfulness of inspection staff	4.19	-	-	4.24	4.36	-0.12	4.27	4.13	0.14	4.54	-	-
10	Courtesy and helpfulness of security staff	3.98	-	-	4.41	4.38	0.03	4.36	4.24	0.12	4.61	-	-
11	Thoroughness of security inspection	3.89	-	-	4.27	4.36	-0.09	4.27	4.20	0.07	4.58	-	-
12	Waiting time at security inspection	3.83	-	-	4.19	4.23	-0.04	4.20	4.27	-0.07	4.55	-	-
13	Feeling of being safe and secure	4.17	-	-	4.19	4.22	-0.03	4.13	4.30	-0.17	4.51	-	-
14	Ease of finding your way through airport	4.13	-	-	4.33	4.42	-0.09	4.35	4.25	0.10	4.60	-	-
15	Flight information screens	4.10	-	-	4.26	4.33	-0.07	4.23	4.24	-0.01	4.63	-	-
16	Walking distance inside the terminal	4.10	-	-	3.93	3.94	-0.01	4.19	4.32	-0.13	4.55	-	-
17	Ease of making connections with other flights	3.84	-	-			-		3.93	#VALUE!	4.80	-	-
18	Courtesy and helpfulness of airport staff	4.38	-	-	4.35	4.48	-0.13	4.30	4.27	0.03	4.69	-	-
19	Restaurant/Eating facilities	3.32	-	-	4.01	4.33	-0.32	4.12	4.19	-0.07	4.60	-	-
20	Value for money of restaurant/eating facilities	3.28	-	-	3.63	3.92	-0.29	4.05	4.22	-0.17	4.42	-	-
21	Availability of bank/ATM facilities/money changers	3.98	-	-	4.16	4.16	0.00	4.21	4.19	0.02	4.52	-	-
22	Shopping facilities	3.54	-	-	4.21	4.12	0.09	4.27	4.02	0.25	4.33	-	-
23	Value for money of shopping facilities	3.37	-	-	3.94	3.77	0.17	4.22	3.94	0.28	4.42	-	-
24	Internet access/Wi-Fi	3.57	-	-	4.09	4.22	-0.13	4.07	3.71	0.36	4.62	-	-
25	Business/Executive lounges	4.06	-	-	4.33	3.79	0.54	4.20	4.14	0.06	4.71	-	-
26	Availability of washrooms/toilets	4.02	-	-	4.01	4.24	-0.23	4.18	4.20	-0.02	4.79	-	-
27	Cleanliness of washrooms/toilets	3.86	-	-	4.06	4.37	-0.31	4.21	4.15	0.06	4.76	-	-
28	Comfort of waiting/gate areas	3.93	-	-	4.21	4.21	0.00	4.12	4.24	-0.12	4.71	-	-
29	Cleanliness of airport terminal	4.14	-	-	4.32	4.47	-0.15	4.34	4.28	0.06	4.80	-	-
30	Ambience of the airport	3.86	-	-	4.25	4.18	0.07	4.30	4.30	0.00	4.72	-	-
31	Passport/ID inspection	4.23	-	-	4.37	4.31	0.06	4.44	4.44	0.00	4.85	-	-
32	Speed of baggage delivery	3.97	-	-	4.09	4.07	0.02	4.20	4.20	0.00	4.83	-	-
33	Customs inspection	4.10	-	-	4.04	4.32	-0.28	4.17	4.27	-0.10	4.69	-	-
	Overall Satisfaction	4.04	-	-	4.21	4.30	-0.09	4.43	4.39	0.04	4.78	-	-

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - I (JANUARY-MARCH) 2017 OVER QUARTER-IV (OCTOBER-DECEMBER) 2016

S.No.	ITEM	JAIPUR			KOLKATA			LUCKNOW			MANGALORE		
		Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016	Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016	Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016	Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016
1	Ground transportation to/from airport	4.45	4.49	-0.04	4.57	4.71	-0.14	4.88	4.83	0.05	4.26	-	-
2	Parking facilities	4.44	4.48	-0.04	4.80	4.75	0.05	4.90	4.45	0.45	4.43	-	-
3	Value for maoney of parking facilities	4.38	4.33	0.05	4.71	4.72	-0.01	4.90	4.50	0.40	4.26	-	-
4	Availability of baggage carts/trolleys	4.31	4.31	0.00	3.85	3.78	0.07	4.64	4.64	0.00	4.25	-	-
5	Waiting time in check-in queue/line	4.33	4.29	0.04	4.51	4.51	0.00	4.67	4.61	0.06	4.28	-	-
6	Efficiency of check-in staff	4.27	4.26	0.01	4.55	4.47	0.08	4.66	4.68	-0.02	4.45	-	-
7	Courtesy and helpfulness of check-in staff	4.31	4.29	0.02	4.61	4.50	0.11	4.64	4.66	-0.02	4.41	-	-
8	Waiting time at passport/personal ID inspection	4.29	4.27	0.02	4.45	4.53	-0.08	4.71	4.66	0.05	4.48	-	-
9	Courtesy and helpfulness of inspection staff	4.32	4.28	0.04	4.48	4.47	0.01	4.60	4.67	-0.07	4.51	-	-
10	Courtesy and helpfulness of security staff	4.33	4.33	0.00	4.53	4.58	-0.05	4.65	4.76	-0.11	4.62	-	-
11	Thoroughness of security inspection	4.33	4.26	0.07	4.56	4.50	0.06	4.67	4.75	-0.08	4.62	-	-
12	Waiting time at security inspection	4.35	4.33	0.02	4.51	4.50	0.01	4.69	4.74	-0.05	4.57	-	-
13	Feeling of being safe and secure	4.32	4.29	0.03	4.57	4.52	0.05	4.63	4.70	-0.07	4.68	-	-
14	Ease of finding your way through airport	4.38	4.28	0.10	4.48	4.47	0.01	4.68	4.72	-0.04	4.40	-	-
15	Flight information screens	4.32	4.24	0.08	4.53	4.37	0.16	4.65	4.75	-0.10	4.50	-	-
16	Walking distance inside the terminal	4.33	4.32	0.01	4.50	4.52	-0.02	4.63	4.74	-0.11	4.56	-	-
17	Ease of making connections with other flights	4.40	4.32	0.08	4.03	3.88	0.15	4.50	4.27	0.23	4.30	-	-
18	Courtesy and helpfulness of airport staff	4.30	4.30	0.00	4.25	4.24	0.01	4.65	4.76	-0.11	4.50	-	-
19	Restaurant/Eating facilities	4.31	4.30	0.01	4.65	4.64	0.01	4.61	4.64	-0.03	4.18	-	-
20	Value for money of restaurant/eating facilities	4.34	4.34	0.00	4.53	4.52	0.01	4.57	4.58	-0.01	4.06	-	-
21	Availability of bank/ATM facilities/money changers	4.40	4.43	-0.03	3.67	3.60	0.07	4.89	4.78	0.11	4.14	-	-
22	Shopping facilities	4.37	4.28	0.09	3.22	3.01	0.21	4.87	4.73	0.14	4.04	-	-
23	Value for money of shopping facilities	4.37	4.25	0.12	3.06	3.05	0.01	4.76	4.70	0.06	4.04	-	-
24	Internet access/Wi-Fi	4.45	4.39	0.06	3.30	3.39	-0.09	4.71	4.78	-0.07	3.99	-	-
25	Business/Executive lounges	4.28	4.28	0.00	4.72	4.73	-0.01	4.78	4.76	0.02	4.32	-	-
26	Availability of washrooms/toilets	4.41	4.43	-0.02	4.47	4.29	0.18	4.74	4.77	-0.03	4.32	-	-
27	Cleanliness of washrooms/toilets	4.36	4.33	0.03	4.47	4.46	0.01	4.74	4.64	0.10	4.48	-	-
28	Comfort of waiting/gate areas	4.31	4.40	-0.09	4.51	4.48	0.03	4.70	4.70	0.00	4.46	-	-
29	Cleanliness of airport terminal	4.42	4.45	-0.03	4.60	4.62	-0.02	4.74	4.84	-0.10	4.62	-	-
30	Ambience of the airport	4.44	4.45	-0.01	4.67	4.57	0.10	4.71	4.70	0.01	4.55	-	-
31	Passport/ID inspection	4.38	4.14	0.24	4.33	4.08	0.25	4.86	4.86	0.00	4.28	-	-
32	Speed of baggage delivery	4.35	4.20	0.15	4.31	4.30	0.01	4.80	4.72	0.08	4.16	-	-
33	Customs inspection	4.41	4.11	0.30	4.19	4.07	0.12	4.73	4.52	0.21	4.00	-	-
	Overall Satisfaction	4.47	4.49	-0.02	4.74	4.73	0.01	4.68	4.76	-0.08	4.44	-	-

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - I (JANUARY-MARCH) 2017 OVER QUARTER-IV (OCTOBER-DECEMBER) 2016

S.No.	ITEM	PATNA			PUNE			SRINAGAR			TRIVANDRUM		
		Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016	Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016	Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016	Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016
1	Ground transportation to/from airport	4.45	-	-	4.77	4.83	-0.06	4.92	4.63	0.29	4.39	4.73	-0.34
2	Parking facilities	4.43	-	-	4.64	4.78	-0.14	4.77	4.48	0.29	4.29	4.56	-0.27
3	Value for maoney of parking facilities	4.18	-	-	4.48	4.64	-0.16	4.79	4.27	0.52	4.46	4.59	-0.13
4	Availability of baggage carts/trolleys	4.37	-	-	4.58	4.61	-0.03	4.71	4.49	0.22	4.33	4.57	-0.24
5	Waiting time in check-in queue/line	4.22	-	-	4.67	4.69	-0.02	4.76	4.55	0.21	4.27	4.54	-0.27
6	Efficiency of check-in staff	4.33	-	-	4.43	4.58	-0.15	4.77	4.56	0.21	4.28	4.57	-0.29
7	Courtesy and helpfulness of check-in staff	4.45	-	-	4.53	4.65	-0.12	4.78	4.56	0.22	4.32	4.56	-0.24
8	Waiting time at passport/personal ID inspection	4.35	-	-	4.65	4.75	-0.10	4.72	4.57	0.15	4.27	4.59	-0.32
9	Courtesy and helpfulness of inspection staff	4.45	-	-	4.36	4.64	-0.28	4.84	4.56	0.28	4.25	4.57	-0.32
10	Courtesy and helpfulness of security staff	4.51	-	-	4.77	4.75	0.02	4.78	4.66	0.12	4.37	4.63	-0.26
11	Thoroughness of security inspection	4.37	-	-	4.58	4.62	-0.04	4.85	4.60	0.25	4.37	4.55	-0.18
12	Waiting time at security inspection	4.25	-	-	4.55	4.66	-0.11	4.78	4.57	0.21	4.32	4.54	-0.22
13	Feeling of being safe and secure	4.43	-	-	4.52	4.68	-0.16	4.79	4.62	0.17	4.37	4.59	-0.22
14	Ease of finding your way through airport	4.46	-	-	4.77	4.72	0.05	4.79	4.54	0.25	4.37	4.58	-0.21
15	Flight information screens	4.20	-	-	4.49	4.60	-0.11	4.84	4.54	0.30	4.30	4.48	-0.18
16	Walking distance inside the terminal	4.41	-	-	4.55	4.65	-0.10	4.77	4.48	0.29	4.33	4.48	-0.15
17	Ease of making connections with other flights	4.37	-	-	5.00	4.83	0.17	4.71	4.62	0.09	4.42	4.15	0.27
18	Courtesy and helpfulness of airport staff	4.40	-	-	4.56	4.76	-0.20	4.81	4.55	0.26	4.50	4.66	-0.16
19	Restaurant/Eating facilities	3.93	-	-	4.53	4.65	-0.12	4.81	4.45	0.36	4.24	4.37	-0.13
20	Value for money of restaurant/eating facilities	3.92	-	-	4.35	4.67	-0.32	4.85	4.40	0.45	4.30	4.24	0.06
21	Availability of bank/ATM facilities/money changers	3.99	-	-	4.69	4.82	-0.13	4.84	4.58	0.26	4.55	4.57	-0.02
22	Shopping facilities	3.91	-	-	4.59	4.75	-0.16	4.83	4.53	0.30	4.33	4.41	-0.08
23	Value for money of shopping facilities	3.91	-	-	4.51	4.65	-0.14	4.67	4.50	0.17	4.38	4.29	0.09
24	Internet access/Wi-Fi	4.06	-	-	4.44	4.55	-0.11	4.65	4.41	0.24	4.45	4.39	0.06
25	Business/Executive lounges	4.18	-	-	4.58	4.64	-0.06	4.70	4.18	0.52	4.44	4.57	-0.13
26	Availability of washrooms/toilets	4.26	-	-	4.65	4.67	-0.02	4.86	4.64	0.22	4.52	4.53	-0.01
27	Cleanliness of washrooms/toilets	4.23	-	-	4.54	4.70	-0.16	4.83	4.63	0.20	4.52	4.51	0.01
28	Comfort of waiting/gate areas	4.20	-	-	4.57	4.66	-0.09	4.84	4.49	0.35	4.48	4.50	-0.02
29	Cleanliness of airport terminal	4.36	-	-	4.65	4.72	-0.07	4.85	4.63	0.22	4.58	4.70	-0.12
30	Ambience of the airport	4.25	-	-	4.50	4.75	-0.25	4.83	4.55	0.28	4.47	4.54	-0.07
31	Passport/ID inspection	4.19	-	-	4.85	4.82	0.03	4.86	3.92	0.94	4.55	4.68	-0.13
32	Speed of baggage delivery	4.27	-	-	4.59	4.73	-0.14	4.82	4.04	0.78	4.49	4.48	0.01
33	Customs inspection	4.17	-	-	4.63	4.62	0.01	4.88	4.54	0.34	4.74	4.58	0.16
	Overall Satisfaction	4.28	-	-	4.61	4.78	-0.17	4.80	4.59	0.21	4.71	4.66	0.05

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - I (JANUARY-MARCH) 2017 OVER QUARTER-IV (OCTOBER-DECEMBER) 2016

S.No.	ITEM	VIZAG		
		Q1 (Jan-Mar) 2017	Q4 (Oct - Dec) 2016	Difference of rating Q1 2017 over Q4 2016
1	Ground transportation to/from airport	4.24	-	-
2	Parking facilities	4.09	-	-
3	Value for money of parking facilities	4.05	-	-
4	Availability of baggage carts/trolleys	4.14	-	-
5	Waiting time in check-in queue/line	4.14	-	-
6	Efficiency of check-in staff	4.24	-	-
7	Courtesy and helpfulness of check-in staff	4.26	-	-
8	Waiting time at passport/personal ID inspection	4.21	-	-
9	Courtesy and helpfulness of inspection staff	4.28	-	-
10	Courtesy and helpfulness of security staff	4.26	-	-
11	Thoroughness of security inspection	4.34	-	-
12	Waiting time at security inspection	4.32	-	-
13	Feeling of being safe and secure	4.32	-	-
14	Ease of finding your way through airport	4.25	-	-
15	Flight information screens	4.17	-	-
16	Walking distance inside the terminal	4.32	-	-
17	Ease of making connections with other flights	4.00	-	-
18	Courtesy and helpfulness of airport staff	4.34	-	-
19	Restaurant/Eating facilities	3.64	-	-
20	Value for money of restaurant/eating facilities	3.61	-	-
21	Availability of bank/ATM facilities/money changers	4.22	-	-
22	Shopping facilities	3.69	-	-
23	Value for money of shopping facilities	3.69	-	-
24	Internet access/Wi-Fi	3.98	-	-
25	Business/Executive lounges	4.00	-	-
26	Availability of washrooms/toilets	4.13	-	-
27	Cleanliness of washrooms/toilets	3.99	-	-
28	Comfort of waiting/gate areas	4.14	-	-
29	Cleanliness of airport terminal	4.19	-	-
30	Ambience of the airport	4.02	-	-
31	Passport/ID inspection	4.38	-	-
32	Speed of baggage delivery	4.05	-	-
33	Customs inspection	4.21	-	-
	Overall Satisfaction	4.04	-	-