

11. If it was NOT a connecting flight, what mode of transport did you use to arrive at THIS airport?

Private/Company Car ☐ Bus/Shuttle ☒ Taxi/Limo ☐
 Rail/Subway ☒ Rental Car ☐ Other ☐

12. How long before the scheduled departure time of your flight did you arrive at THIS airport?

Less than 30 mins ☐ 30-45 mins ☐ 45-60 mins ☐ 1 hr-1 hr 15 mins ☒
 1 hr 15 mins-1 hr 30 mins ☐ 1 hr 30 mins-2 hrs ☐ More than 2 hrs ☐

13. When you checked in at THIS airport, did you use a: (check all that apply)

Self-service kiosk ☐ Check-in desk ☐ Internet check-in ☐
 Mobile check-in ☒ Bag drop-off desk ☐ Other ☐

14. What is your nationality/country of citizenship?

Finland

15. What is your country of residence? (if different from above)

16. Postal/Zip Code (residence):

3 3 5 0 0

17. Are you...

Male ☐ Female ☒

18. What is your age group?

16-21 ☐ 22-25 ☐ 26-34 ☒ 35-44 ☐
 45-54 ☐ 55-64 ☐ 65-75 ☐ 76 & over ☐

Additional comments:

Thank you for your participation. Please return this form to the interviewer before boarding.

Interviewer: Please indicate in the boxes below the traffic, the terminal and the gate of the interview. (Please write in block capitals or place a 'X' in the box where applicable)

124 184010039 ☒ Inter. ☐ CA-US-T ☐ Dom. ☐ 2A ☐ A19 ☐ 5
 Code Questionnaire No. Terminal Gate No. Interviewer No.



Dear Passenger,

As part of this airport's ongoing efforts to offer the highest service quality and improve passenger experience, we kindly ask that you take some time to fill out this brief questionnaire.

This survey is conducted by ACI (Airports Council International) and is intended to help airports understand how passengers like you evaluate their performance.

Once completed, please return this questionnaire to the interviewer before your departure. Your views regarding your airport experience today are very important to us.

Thank you.

Write in your response or place a 'X' in the box where applicable

1. Airline

Ryanair

Airport

BUD

Flight number

FR

Gate No.

A19

Letters

Numbers

Departure date

18 8 1 1

DD

MM

2018

HH

Departure time

1 6 : 2 5

MM

(24 hours e.g. 20:15)

2. Have you just made a connection/transfer at THIS airport?

Yes ☐ No ☒

3. Which airport are you flying to on the flight that you are about to board?

TMP

4. What is/was your MAIN reason for this air trip?

Business ☐

Leisure ☐

Other ☒

5. Which section of the aircraft are you travelling in?

First Class ☐

Business/Upper Class ☐

Economy/Tourist ☒

6. Including this trip, how many return trips by air have you made to any destination in the past 12 months? (A departing and arriving flight counts as one trip.)

1-2 ☐

3-5 ☒

6-10 ☐

11-20 ☐

21 or more ☐

Write in your response or place a 'X' in the box where applicable

7. Based on your experience today, please rate THIS airport on each service item:

ACCESS

	?	5	4	3	2	1
A. Ground transportation to/from airport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Parking facilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Value for money of parking facilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Availability of baggage carts/trolleys	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CHECK-IN (at this airport)

	?	5	4	3	2	1
E. Waiting time in check-in queue/line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Efficiency of check-in staff	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Courtesy and helpfulness of check-in staff	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PASSPORT/PERSONAL ID CONTROL

	?	5	4	3	2	1
H. Waiting time at passport/personal ID inspection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I. Courtesy and helpfulness of inspection staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECURITY

	?	5	4	3	2	1
J. Courtesy and helpfulness of security staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K. Thoroughness of security inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L. Waiting time at security inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M. Feeling of being safe and secure	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FINDING YOUR WAY

	?	5	4	3	2	1
N. Ease of finding your way through airport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
O. Flight information screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
P. Walking distance inside the terminal	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. Ease of making connections with other flights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AIRPORT FACILITIES

	?	5	4	3	2	1
R. Courtesy and helpfulness of airport staff (excluding check-in, passport control and security)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S. Restaurant/Eating facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T. Value for money of restaurant/eating facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Write in your response or place a 'X' in the box where applicable

AIRPORT FACILITIES

U. Availability of bank/ATM facilities/money changers

	?	5	4	3	2	1
U. Availability of bank/ATM facilities/money changers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

V. Shopping facilities

	?	5	4	3	2	1
V. Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

W. Value for money of shopping facilities

	?	5	4	3	2	1
W. Value for money of shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

X. Internet access/Wi-Fi

	?	5	4	3	2	1
X. Internet access/Wi-Fi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Y. Business/Executive lounges

	?	5	4	3	2	1
Y. Business/Executive lounges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Z. Availability of washrooms/toilets

	?	5	4	3	2	1
Z. Availability of washrooms/toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AA. Cleanliness of washrooms/toilets

	?	5	4	3	2	1
AA. Cleanliness of washrooms/toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

BB. Comfort of waiting/gate areas

	?	5	4	3	2	1
BB. Comfort of waiting/gate areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AIRPORT ENVIRONMENT

CC. Cleanliness of airport terminal

	?	5	4	3	2	1
CC. Cleanliness of airport terminal	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DD. Ambience of the airport

	?	5	4	3	2	1
DD. Ambience of the airport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVERALL SATISFACTION with the airport

	?	5	4	3	2	1
OVERALL SATISFACTION with the airport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Which of the items listed in Question 7 are MOST IMPORTANT to you at THIS airport? (Please use the letters in front of the items for your rating. e.g. J)

1st (e.g. N) 2nd (e.g. BB) 3rd (e.g. C)

9. What was your BEST and WORST experience at THIS airport today?

BEST

WORST

10. Arrivals services at THIS airport: (Based on previous experience in last 3 months)

	?	5	4	3	2	1
A. Passport/Personal ID inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Speed of baggage delivery service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Customs inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>