

## Passenger Satisfaction Levels

4<sup>th</sup> Quarter 2019

	LIS	OPO	FAO	PDL	FNC
<b>Indicators subject to financial penalties</b>					
minimal level of service 2.50					
Cleanliness of airport terminal	3,69 ●	4,50 ●	3,99 ●	4,19 ●	4,17 ●
Comfort in waiting areas	3,20 ●	3,78 ●	3,39 ●	3,66 ●	3,82 ●
Cleanliness of toilet facilities	3,11 ●	3,95 ●	3,51 ●	3,72 ●	4,03 ●
Availability of toilet facilities	3,52 ●	4,20 ●	3,89 ●	3,88 ●	4,12 ●
Courtesy and helpfulness of airport staff	3,89 ●	4,43 ●	4,16 ●	4,21 ●	4,15 ●
Flight information screens	3,87 ●	4,52 ●	4,14 ●	4,07 ●	4,11 ●
Ease of wayfinding in the airport	3,81 ●	4,50 ●	4,09 ●	4,28 ●	4,11 ●
Availability of baggage trolleys	3,77 ●	4,20 ●	4,06 ●	3,86 ●	4,15 ●
<b>Indicators subject to plans for corrective measures</b>					
minimal level of service 3.00					
Overall satisfaction with the airport	3,68 ●	4,34 ●	3,95 ●	4,07 ●	4,15 ●
Availability of parking	3,40 ●	4,07 ●	4,00 ●	3,40 ●	3,39 ●
Waiting time in check-in queue	3,81 ●	3,90 ●	4,04 ●	4,04 ●	4,04 ●
Waiting time at passport control	3,88 ●	4,14 ●	4,12 ●	4,21 ●	4,46 ●
Waiting time at security control	3,66 ●	4,24 ●	3,99 ●	4,19 ●	4,14 ●
Ease of making connections with other flights	3,82 ●	4,11 ●	na	4,08 ●	na
Passport control at arrival	3,81 ●	4,21 ●	4,03 ●	4,15 ●	4,14 ●
Speed of baggage delivery	3,45 ●	3,93 ●	3,96 ●	4,03 ●	3,93 ●
Customs inspection	3,71 ●	4,32 ●	4,10 ●	4,12 ●	4,07 ●

Source: ACI Airport Service Quality  
Scale: 0 (0 (not used /noticed) – 5 (excellent))

### Legend\_

- result equals or exceeds minimum established level of service
- result below minimum established level of service