

## Passenger Satisfaction Levels

3<sup>rd</sup> Quarter 2017

	LIS	OPO	FAO	PDL	FNC
<b>Indicators subject to financial penalties</b>					
minimal level of service 2.50					
Cleanliness of airport terminal	3,77 ●	4,43 ●	3,63 ●	4,02 ●	4,10 ●
Comfort in waiting areas	3,25 ●	3,85 ●	2,86 ●	3,44 ●	3,54 ●
Cleanliness of toilet facilities	3,12 ●	4,07 ●	3,27 ●	3,53 ●	3,73 ●
Availability of toilet facilities	3,49 ●	4,09 ●	3,49 ●	3,69 ●	3,84 ●
Courtesy and helpfulness of airport staff	3,92 ●	4,31 ●	3,96 ●	4,08 ●	3,93 ●
Flight information screens	3,88 ●	4,37 ●	3,77 ●	4,03 ●	4,02 ●
Ease of wayfinding in the airport	3,79 ●	4,43 ●	3,57 ●	4,23 ●	3,98 ●
Availability of baggage trolleys	3,69 ●	4,22 ●	3,92 ●	3,80 ●	4,08 ●
<b>Indicators subject to plans for corrective measures</b>					
minimal level of service 3.00					
Overall satisfaction with the airport	3,70 ●	4,39 ●	3,68 ●	3,90 ●	4,05 ●
Availability of parking	3,34 ●	4,00 ●	4,00 ●	3,59 ●	3,43 ●
Waiting time in check-in queue	3,59 ●	4,01 ●	3,89 ●	3,95 ●	3,83 ●
Waiting time at passport control	3,88 ●	4,16 ●	4,02 ●	4,16 ●	4,30 ●
Waiting time at security control	3,77 ●	4,04 ●	3,86 ●	4,04 ●	3,91 ●
Ease of making connections with other flights	3,80 ●	4,50 ●	na	3,81 ●	na
Passport control at arrival	3,78 ●	4,08 ●	3,82 ●	3,98 ●	4,07 ●
Speed of baggage delivery	3,27 ●	3,85 ●	3,78 ●	3,87 ●	3,79 ●
Customs inspection	3,61 ●	4,05 ●	3,87 ●	3,98 ●	3,94 ●

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