

Passenger Satisfaction Levels

1st Quarter 2018

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,84 ●	4,44 ●	3,98 ●	4,07 ●	4,16 ●
Comfort in waiting areas	3,23 ●	3,90 ●	3,31 ●	3,57 ●	3,68 ●
Cleanliness of toilet facilities	3,29 ●	4,19 ●	3,78 ●	3,67 ●	3,87 ●
Availability of toilet facilities	3,57 ●	4,22 ●	3,85 ●	3,70 ●	3,93 ●
Courtesy and helpfulness of airport staff	3,95 ●	4,42 ●	4,07 ●	4,06 ●	4,06 ●
Flight information screens	3,96 ●	4,39 ●	3,90 ●	4,06 ●	4,06 ●
Ease of wayfinding in the airport	3,94 ●	4,42 ●	3,78 ●	4,11 ●	4,04 ●
Availability of baggage trolleys	3,60 ●	4,25 ●	3,89 ●	3,67 ●	4,02 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,81 ●	4,43 ●	3,93 ●	3,93 ●	4,08 ●
Availability of parking	3,13 ●	4,02 ●	4,01 ●	3,20 ●	3,70 ●
Waiting time in check-in queue	3,99 ●	4,19 ●	4,13 ●	4,06 ●	3,96 ●
Waiting time at passport control	4,00 ●	4,18 ●	4,42 ●	4,06 ●	4,19 ●
Waiting time at security control	3,65 ●	4,11 ●	4,10 ●	3,92 ●	3,93 ●
Ease of making connections with other flights	3,89 ●	4,13 ●	na	3,84 ●	na
Passport control at arrival	3,79 ●	4,17 ●	4,03 ●	3,85 ●	3,99 ●
Speed of baggage delivery	3,25 ●	3,86 ●	3,91 ●	3,61 ●	3,70 ●
Customs inspection	3,59 ●	4,03 ●	3,96 ●	3,71 ●	3,95 ●

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