

## Passenger Satisfaction Levels

2<sup>nd</sup> Quarter 2018

	LIS	OPO	FAO	PDL	FNC
<b>Indicators subject to financial penalties</b>					
minimal level of service 2.50					
Cleanliness of airport terminal	3,71 ●	4,46 ●	3,98 ●	4,01 ●	4,15 ●
Comfort in waiting areas	3,24 ●	3,83 ●	3,32 ●	3,42 ●	3,67 ●
Cleanliness of toilet facilities	3,01 ●	4,04 ●	3,60 ●	3,54 ●	3,91 ●
Availability of toilet facilities	3,48 ●	4,09 ●	3,86 ●	3,71 ●	4,00 ●
Courtesy and helpfulness of airport staff	3,89 ●	4,36 ●	4,11 ●	4,07 ●	3,95 ●
Flight information screens	3,84 ●	4,41 ●	3,81 ●	3,96 ●	3,99 ●
Ease of wayfinding in the airport	3,75 ●	4,41 ●	3,81 ●	4,11 ●	3,96 ●
Availability of baggage trolleys	3,69 ●	4,20 ●	4,07 ●	3,71 ●	4,03 ●
<b>Indicators subject to plans for corrective measures</b>					
minimal level of service 3.00					
Overall satisfaction with the airport	3,65 ●	4,43 ●	3,91 ●	3,87 ●	4,04 ●
Availability of parking	3,26 ●	4,09 ●	4,12 ●	3,47 ●	3,32 ●
Waiting time in check-in queue	3,51 ●	4,15 ●	3,91 ●	3,77 ●	3,87 ●
Waiting time at passport control	3,70 ●	4,37 ●	4,04 ●	3,87 ●	4,22 ●
Waiting time at security control	3,48 ●	4,16 ●	3,75 ●	3,86 ●	3,93 ●
Ease of making connections with other flights	3,58 ●	4,14 ●	na	3,92 ●	na
Passport control at arrival	3,68 ●	4,16 ●	3,91 ●	3,96 ●	4,06 ●
Speed of baggage delivery	3,30 ●	3,69 ●	3,80 ●	3,69 ●	3,74 ●
Customs inspection	3,59 ●	4,04 ●	3,89 ●	3,87 ●	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