

Passenger Satisfaction Levels

3rd Quarter 2015

	LIS		OPO		FAO		PDL		FNC	
Indicators subject to financial penalties										
minimal level of service 2.50										
Cleanliness of airport terminal	3,23	●	4,04	●	3,91	●	4,30	●	4,03	●
Comfort in waiting areas	3,02	●	3,59	●	3,31	●	3,75	●	3,47	●
Cleanliness of toilet facilities	2,80	●	3,88	●	3,39	●	4,04	●	3,50	●
Availability of toilet facilities	2,86	●	3,57	●	3,62	●	4,01	●	3,60	●
Courtesy and helpfulness of airport staff	3,27	●	3,80	●	4,08	●	4,15	●	3,97	●
Flight information screens	2,98	●	3,72	●	4,10	●	4,25	●	3,95	●
Ease of wayfinding in the airport	2,94	●	3,78	●	4,15	●	4,35	●	3,97	●
Availability of baggage trolleys	3,48	●	3,68	●	4,15	●	3,62	●	3,87	●
Indicators subject to plans for corrective measures										
minimal level of service 3.00										
Overall satisfaction with the airport	3,17	●	4,03	●	3,89	●	4,20	●	3,94	●
Availability of parking	3,49	●	3,70	●	3,64	●	3,49	●	3,45	●
Waiting time in check-in queue	3,39	●	3,47	●	3,99	●	4,24	●	3,61	●
Waiting time at passport control	2,99	●	3,77	●	4,37	●	4,27	●	4,19	●
Waiting time at security control	3,20	●	3,45	●	3,98	●	4,24	●	3,91	●
Ease of making connections with other flights	3,16	●	3,88	●	na		3,96	●	na	
Passport control at arrival	2,78	●	3,70	●	3,95	●	4,15	●	3,77	●
Speed of baggage delivery	2,60	●	3,48	●	3,76	●	4,02	●	3,58	●
Customs inspection	2,76	●	3,59	●	3,92	●	4,13	●	3,72	●

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