

Passenger Satisfaction Levels

3rd Quarter 2019

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,51 ●	4,33 ●	3,93 ●	4,11 ●	4,21 ●
Comfort in waiting areas	3,03 ●	3,64 ●	3,21 ●	3,45 ●	3,78 ●
Cleanliness of toilet facilities	2,86 ●	3,76 ●	3,50 ●	3,46 ●	3,88 ●
Availability of toilet facilities	3,28 ●	4,00 ●	3,78 ●	3,79 ●	4,00 ●
Courtesy and helpfulness of airport staff	3,84 ●	4,30 ●	4,05 ●	4,18 ●	4,18 ●
Flight information screens	3,73 ●	4,35 ●	4,12 ●	4,02 ●	4,19 ●
Ease of wayfinding in the airport	3,71 ●	4,35 ●	4,09 ●	4,21 ●	4,14 ●
Availability of baggage trolleys	3,68 ●	4,35 ●	4,05 ●	4,00 ●	4,26 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,55 ●	4,22 ●	3,94 ●	3,99 ●	4,15 ●
Availability of parking	3,10 ●	4,08 ●	4,09 ●	3,23 ●	3,41 ●
Waiting time in check-in queue	3,67 ●	3,94 ●	3,85 ●	3,92 ●	4,00 ●
Waiting time at passport control	3,91 ●	4,23 ●	4,02 ●	4,12 ●	4,48 ●
Waiting time at security control	3,78 ●	4,02 ●	3,84 ●	4,22 ●	4,19 ●
Ease of making connections with other flights	3,67 ●	3,96 ●	na	4,06 ●	na
Passport control at arrival	3,82 ●	4,27 ●	3,91 ●	4,12 ●	4,16 ●
Speed of baggage delivery	3,36 ●	3,89 ●	3,95 ●	3,82 ●	4,00 ●
Customs inspection	3,63 ●	4,21 ●	3,95 ●	4,04 ●	4,10 ●

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