

## Passenger Satisfaction Levels

1<sup>st</sup> Quarter 2020

|  | LIS    | OPO    | FAO    | PDL    | FNC    |
|--|--------|--------|--------|--------|--------|
| <b>Indicators subject to financial penalties</b>           |        |        |        |        |        |
| minimal level of service 2.50                              |        |        |        |        |        |
| Cleanliness of airport terminal                            | 3,76 ● | 4,46 ● | 4,08 ● | 4,36 ● | 4,16 ● |
| Comfort in waiting areas                                   | 3,26 ● | 3,82 ● | 3,55 ● | 3,96 ● | 3,78 ● |
| Cleanliness of toilet facilities                           | 3,23 ● | 4,04 ● | 3,84 ● | 4,02 ● | 3,99 ● |
| Availability of toilet facilities                          | 3,50 ● | 4,13 ● | 4,03 ● | 4,15 ● | 4,03 ● |
| Courtesy and helpfulness of airport staff                  | 4,07 ● | 4,41 ● | 4,22 ● | 4,32 ● | 4,09 ● |
| Flight information screens                                 | 3,86 ● | 4,50 ● | 4,17 ● | 4,15 ● | 4,08 ● |
| Ease of wayfinding in the airport                          | 3,97 ● | 4,47 ● | 4,10 ● | 4,43 ● | 4,03 ● |
| Availability of baggage trolleys                           | 3,85 ● | 4,28 ● | 4,18 ● | 4,24 ● | 4,04 ● |
| <b>Indicators subject to plans for corrective measures</b> |        |        |        |        |        |
| minimal level of service 3.00                              |        |        |        |        |        |
| Overall satisfaction with the airport                      | 3,80 ● | 4,38 ● | 4,10 ● | 4,31 ● | 4,07 ● |
| Availability of parking                                    | 3,49 ● | 3,98 ● | 3,93 ● | 3,22 ● | 3,48 ● |
| Waiting time in check-in queue                             | 3,92 ● | 4,13 ● | 4,18 ● | 4,26 ● | 3,89 ● |
| Waiting time at passport control                           | 3,97 ● | 4,23 ● | 4,30 ● | 4,34 ● | 4,30 ● |
| Waiting time at security control                           | 3,91 ● | 4,34 ● | 4,19 ● | 4,29 ● | 4,03 ● |
| Ease of making connections with other flights              | 3,87 ● | 4,26 ● | na     | 4,24 ● | na     |
| Passport control at arrival                                | 3,87 ● | 4,22 ● | 4,12 ● | 4,43 ● | 4,18 ● |
| Speed of baggage delivery                                  | 3,64 ● | 4,00 ● | 4,02 ● | 4,14 ● | 3,97 ● |
| Customs inspection   | 3,89 ● | 4,30 ● | 4,05 ● | 4,29 ● | 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