

## Passenger Satisfaction Levels

### 4<sup>th</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	4,10 ●	4,70 ●	4,27 ●	4,89 ●	4,34 ●
Comfort in waiting areas	3,70 ●	4,17 ●	3,77 ●	4,68 ●	3,67 ●
Cleanliness of toilet facilities	3,84 ●	4,36 ●	4,13 ●	4,69 ●	4,14 ●
Availability of toilet facilities	4,00 ●	4,41 ●	4,27 ●	4,77 ●	4,21 ●
Courtesy and helpfulness of airport staff	4,16 ●	4,56 ●	4,36 ●	4,70 ●	4,33 ●
Flight information screens	4,07 ●	4,67 ●	4,34 ●	4,65 ●	4,31 ●
Ease of wayfinding in the airport	4,01 ●	4,63 ●	4,23 ●	4,90 ●	4,31 ●
Availability of baggage trolleys	3,94 ●	4,37 ●	4,14 ●	4,59 ●	4,21 ●
<b>Indicators subject to plans for corrective measures</b>					
minimal level of service 3.00					
Overall satisfaction with the airport	4,07 ●	4,53 ●	4,28 ●	4,83 ●	4,26 ●
Availability of parking	3,71 ●	4,24 ●	4,03 ●	4,43 ●	3,67 ●
Waiting time in check-in queue	3,97 ●	4,33 ●	4,31 ●	4,72 ●	4,10 ●
Waiting time at passport control	4,11 ●	4,43 ●	4,48 ●	4,86 ●	4,51 ●
Waiting time at security control	4,10 ●	4,59 ●	4,369 ●	4,53 ●	4,34 ●
Ease of making connections with other flights	3,91 ●	4,46 ●	na	4,65 ●	na
Passport control at arrival	4,08 ●	4,38 ●	4,26 ●	4,94 ●	4,32 ●
Speed of baggage delivery	3,85 ●	4,20 ●	4,16 ●	4,88 ●	4,07 ●
Customs inspection	3,98 ●	4,56 ●	4,30 ●	4,89 ●	4,19 ●

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