

## Passenger Satisfaction Levels

2<sup>nd</sup> Quarter 2017

	LIS	OPO	FAO	PDL	FNC
<b>Indicators subject to financial penalties</b>					
minimal level of service 2.50					
Cleanliness of airport terminal	3,78 ●	4,36 ●	3,40 ●	4,05 ●	4,21 ●
Comfort in waiting areas	3,22 ●	3,74 ●	2,92 ●	3,51 ●	3,65 ●
Cleanliness of toilet facilities	3,19 ●	3,95 ●	3,04 ●	3,68 ●	3,83 ●
Availability of toilet facilities	3,49 ●	3,93 ●	3,21 ●	3,74 ●	3,91 ●
Courtesy and helpfulness of airport staff	3,89 ●	4,21 ●	3,94 ●	4,09 ●	4,05 ●
Flight information screens	3,90 ●	4,17 ●	3,61 ●	4,11 ●	4,02 ●
Ease of wayfinding in the airport	3,76 ●	4,30 ●	3,32 ●	4,23 ●	3,98 ●
Availability of baggage trolleys	3,83 ●	4,11 ●	3,90 ●	3,80 ●	4,14 ●
<b>Indicators subject to plans for corrective measures</b>					
minimal level of service 3.00					
Overall satisfaction with the airport	3,74 ●	4,30 ●	3,40 ●	4,00 ●	4,15 ●
Availability of parking	3,35 ●	4,09 ●	3,63 ●	3,31 ●	3,57 ●
Waiting time in check-in queue	3,81 ●	4,05 ●	3,61 ●	3,99 ●	3,94 ●
Waiting time at passport control	3,90 ●	4,10 ●	3,95 ●	4,18 ●	4,33 ●
Waiting time at security control	3,79 ●	3,85 ●	3,61 ●	4,09 ●	4,09 ●
Ease of making connections with other flights	3,72 ●	4,28 ●	na	3,78 ●	na
Passport control at arrival	3,68 ●	4,08 ●	3,83 ●	3,99 ●	4,12 ●
Speed of baggage delivery	3,28 ●	3,66 ●	3,72 ●	3,85 ●	3,89 ●
Customs inspection	3,57 ●	3,96 ●	3,87 ●	3,90 ●	4,00 ●

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