

Passenger Satisfaction Levels

3rd Quarter 2018

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,56 ●	4,32 ●	3,95 ●	3,99 ●	4,22 ●
Comfort in waiting areas	3,06 ●	3,68 ●	3,35 ●	3,34 ●	3,68 ●
Cleanliness of toilet facilities	2,78 ●	3,87 ●	3,56 ●	3,42 ●	3,84 ●
Availability of toilet facilities	3,26 ●	4,02 ●	3,84 ●	3,60 ●	3,96 ●
Courtesy and helpfulness of airport staff	3,94 ●	4,18 ●	4,10 ●	4,08 ●	4,18 ●
Flight information screens	3,91 ●	4,34 ●	4,11 ●	4,02 ●	4,13 ●
Ease of wayfinding in the airport	3,81 ●	4,38 ●	4,06 ●	4,10 ●	4,12 ●
Availability of baggage trolleys	3,66 ●	4,14 ●	4,11 ●	3,64 ●	4,13 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,57 ●	4,23 ●	3,98 ●	3,82 ●	4,15 ●
Availability of parking	3,05 ●	3,90 ●	4,07 ●	3,39 ●	3,62 ●
Waiting time in check-in queue	3,60 ●	3,99 ●	4,02 ●	3,71 ●	3,86 ●
Waiting time at passport control	3,92 ●	4,23 ●	4,14 ●	4,04 ●	4,28 ●
Waiting time at security control	3,67 ●	4,16 ●	3,89 ●	3,99 ●	4,06 ●
Ease of making connections with other flights	3,69 ●	3,94 ●	na	3,70 ●	na
Passport control at arrival	3,79 ●	4,14 ●	3,95 ●	3,87 ●	4,17 ●
Speed of baggage delivery	3,22 ●	3,77 ●	3,71 ●	3,63 ●	3,92 ●
Customs inspection	3,64 ●	4,06 ●	3,87 ●	3,80 ●	4,04 ●

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