

Passenger Satisfaction Levels

2nd Quarter 2015

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,44 ●	4,18 ●	3,94 ●	4,36 ●	4,04 ●
Comfort in waiting areas	3,14 ●	3,68 ●	3,43 ●	3,87 ●	3,45 ●
Cleanliness of toilet facilities	3,11 ●	3,94 ●	3,59 ●	4,08 ●	3,56 ●
Availability of toilet facilities	3,19 ●	3,75 ●	3,78 ●	4,09 ●	3,53 ●
Courtesy and helpfulness of airport staff	3,53 ●	4,09 ●	4,09 ●	4,20 ●	3,95 ●
Flight information screens	3,38 ●	3,94 ●	4,14 ●	4,26 ●	4,03 ●
Ease of wayfinding in the airport	3,38 ●	3,98 ●	4,10 ●	4,39 ●	4,02 ●
Availability of baggage trolleys	3,78 ●	3,85 ●	4,10 ●	3,50 ●	4,00 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,49 ●	4,11 ●	3,93 ●	4,26 ●	3,97 ●
Availability of parking	3,25 ●	3,70 ●	3,67 ●	3,36 ●	3,69 ●
Waiting time in check-in queue	3,52 ●	3,66 ●	3,90 ●	4,33 ●	3,75 ●
Waiting time at passport control	3,43 ●	3,76 ●	4,19 ●	4,33 ●	3,94 ●
Waiting time at security control	3,47 ●	3,70 ●	3,94 ●	4,25 ●	3,86 ●
Ease of making connections with other flights	3,59 ●	3,77 ●	na	3,97 ●	na
Passport control at arrival	3,31 ●	3,67 ●	3,88 ●	4,11 ●	3,91 ●
Speed of baggage delivery	3,30 ●	3,35 ●	3,80 ●	4,04 ●	3,71 ●
Customs inspection	3,36 ●	3,50 ●	3,95 ●	4,06 ●	3,86 ●

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