

Passenger Satisfaction Levels

4th Quarter 2014

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,77 ●	4,29 ●	3,85 ●	4,19 ●	3,98 ●
Comfort in waiting areas	3,59 ●	3,65 ●	3,22 ●	3,65 ●	3,40 ●
Cleanliness of toilet facilities	3,55 ●	3,90 ●	3,23 ●	3,79 ●	3,66 ●
Availability of toilet facilities	3,56 ●	3,89 ●	3,55 ●	3,81 ●	3,61 ●
Courtesy and helpfulness of airport staff	3,62 ●	4,08 ●	4,06 ●	4,05 ●	3,95 ●
Flight information screens	3,76 ●	4,11 ●	4,10 ●	3,99 ●	3,93 ●
Ease of wayfinding in the airport	3,65 ●	4,23 ●	4,12 ●	4,18 ●	3,95 ●
Availability of baggage trolleys	3,89 ●	3,99 ●	4,03 ●	3,63 ●	4,04 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,89 ●	4,14 ●	3,85 ●	4,00 ●	3,88 ●
Availability of parking	3,58 ●	3,83 ●	3,92 ●	3,28 ●	3,73 ●
Waiting time in check-in queue	3,78 ●	3,84 ●	3,70 ●	4,11 ●	3,83 ●
Waiting time at passport control	3,62 ●	4,03 ●	4,27 ●	4,21 ●	4,03 ●
Waiting time at security control	3,79 ●	3,58 ●	3,81 ●	4,03 ●	3,77 ●
Ease of making connections with other flights	3,76 ●	4,00 ●	na	4,05 ●	na
Passport control at arrival	3,50 ●	3,88 ●	3,87 ●	3,97 ●	3,87 ●
Speed of baggage delivery	3,09 ●	3,54 ●	3,63 ●	3,68 ●	3,56 ●
Customs inspection	3,47 ●	3,76 ●	3,86 ●	3,79 ●	3,75 ●

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