

Passenger Satisfaction Levels

4th Quarter 2015

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,90 ●	4,12 ●	3,84 ●	4,21 ●	3,96 ●
Comfort in waiting areas	3,51 ●	3,72 ●	3,27 ●	3,66 ●	3,30 ●
Cleanliness of toilet facilities	3,34 ●	3,93 ●	3,39 ●	4,01 ●	3,48 ●
Availability of toilet facilities	3,41 ●	3,61 ●	3,62 ●	3,94 ●	3,48 ●
Courtesy and helpfulness of airport staff	3,91 ●	3,95 ●	3,97 ●	4,13 ●	3,82 ●
Flight information screens	3,76 ●	3,93 ●	4,04 ●	4,23 ●	3,91 ●
Ease of wayfinding in the airport	3,74 ●	4,03 ●	4,04 ●	4,33 ●	3,82 ●
Availability of baggage trolleys	3,76 ●	3,99 ●	3,91 ●	3,82 ●	3,92 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,81 ●	4,15 ●	3,81 ●	4,08 ●	3,90 ●
Availability of parking	3,47 ●	3,71 ●	3,52 ●	2,98 ●	3,51 ●
Waiting time in check-in queue	3,94 ●	3,73 ●	3,84 ●	4,22 ●	3,79 ●
Waiting time at passport control	4,05 ●	3,87 ●	4,14 ●	4,20 ●	4,08 ●
Waiting time at security control	3,92 ●	3,56 ●	3,81 ●	4,12 ●	3,90 ●
Ease of making connections with other flights	3,85 ●	4,01 ●	na	3,92 ●	na
Passport control at arrival	3,77 ●	3,63 ●	3,81 ●	4,03 ●	3,88 ●
Speed of baggage delivery	3,47 ●	3,43 ●	3,66 ●	3,88 ●	3,72 ●
Customs inspection	3,66 ●	3,58 ●	3,78 ●	4,00 ●	3,84 ●

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