

## Passenger Satisfaction Levels

1<sup>st</sup> Quarter 2016

LIS OPO FAO PDL FNC

### Indicators subject to financial penalties

minimal level of service 2.50

	LIS	OPO	FAO	PDL	FNC
Cleanliness of airport terminal	3,69 ●	4,31 ●	3,69 ●	4,22 ●	4,21 ●
Comfort in waiting areas	3,29 ●	3,67 ●	3,23 ●	3,62 ●	3,70 ●
Cleanliness of toilet facilities	3,37 ●	3,92 ●	3,45 ●	3,89 ●	3,81 ●
Availability of toilet facilities	3,57 ●	3,90 ●	3,57 ●	3,91 ●	3,93 ●
Courtesy and helpfulness of airport staff	3,93 ●	4,14 ●	4,10 ●	4,14 ●	4,04 ●
Flight information screens	3,92 ●	4,20 ●	3,99 ●	4,18 ●	3,98 ●
Ease of wayfinding in the airport	3,76 ●	4,30 ●	3,86 ●	4,23 ●	3,91 ●
Availability of baggage trolleys	3,69 ●	4,08 ●	3,89 ●	3,79 ●	4,02 ●

### Indicators subject to plans for corrective measures

minimal level of service 3.00

	LIS	OPO	FAO	PDL	FNC
Overall satisfaction with the airport	3,77 ●	4,27 ●	3,69 ●	4,06 ●	4,13 ●
Availability of parking	3,30 ●	3,97 ●	3,61 ●	3,02 ●	3,58 ●
Waiting time in check-in queue	3,85 ●	4,04 ●	3,82 ●	4,18 ●	3,79 ●
Waiting time at passport control	3,91 ●	4,03 ●	4,24 ●	4,13 ●	4,28 ●
Waiting time at security control	3,78 ●	3,96 ●	4,00 ●	4,14 ●	3,90 ●
Ease of making connections with other flights	3,69 ●	3,93 ●	na	3,81 ●	na
Passport control at arrival	3,74 ●	3,92 ●	3,91 ●	4,02 ●	3,97 ●
Speed of baggage delivery	3,31 ●	3,69 ●	3,76 ●	3,85 ●	3,74 ●
Customs inspection	3,62 ●	3,89 ●	3,87 ●	3,98 ●	3,91 ●

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