

Passenger Satisfaction Levels

4th Quarter 2019

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 ●	4,50 ●	3,99 ●	4,19 ●	4,17 ●
Comfort in waiting areas	3,20 ●	3,78 ●	3,39 ●	3,66 ●	3,82 ●
Cleanliness of toilet facilities	3,11 ●	3,95 ●	3,51 ●	3,72 ●	4,03 ●
Availability of toilet facilities	3,52 ●	4,20 ●	3,89 ●	3,88 ●	4,12 ●
Courtesy and helpfulness of airport staff	3,89 ●	4,43 ●	4,16 ●	4,21 ●	4,15 ●
Flight information screens	3,87 ●	4,52 ●	4,14 ●	4,07 ●	4,11 ●
Ease of wayfinding in the airport	3,81 ●	4,50 ●	4,09 ●	4,28 ●	4,11 ●
Availability of baggage trolleys	3,77 ●	4,20 ●	4,06 ●	3,86 ●	4,15 ●

Indicators subject to plans for corrective measures

minimal level of service 3.00

	LIS	OPO	FAO	PDL	FNC
Overall satisfaction with the airport	3,68 ●	4,34 ●	3,95 ●	4,07 ●	4,15 ●
Availability of parking	3,40 ●	4,07 ●	4,00 ●	3,40 ●	3,39 ●
Waiting time in check-in queue	3,81 ●	3,90 ●	4,04 ●	4,04 ●	4,04 ●
Waiting time at passport control	3,88 ●	4,14 ●	4,12 ●	4,21 ●	4,46 ●
Waiting time at security control	3,66 ●	4,24 ●	3,99 ●	4,19 ●	4,14 ●
Ease of making connections with other flights	3,82 ●	4,11 ●	na	4,08 ●	na
Passport control at arrival	3,81 ●	4,21 ●	4,03 ●	4,15 ●	4,14 ●
Speed of baggage delivery	3,45 ●	3,93 ●	3,96 ●	4,03 ●	3,93 ●
Customs inspection	3,71 ●	4,32 ●	4,10 ●	4,12 ●	4,07 ●

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