

Passenger Satisfaction Levels

3rd Quarter 2020

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,98 ●	4,52 ●	4,15 ●	4,82 ●	4,30 ●
Comfort in waiting areas	3,48 ●	3,99 ●	3,62 ●	4,61 ●	3,82 ●
Cleanliness of toilet facilities	3,68 ●	3,97 ●	3,85 ●	4,60 ●	4,22 ●
Availability of toilet facilities	3,83 ●	4,30 ●	4,06 ●	4,61 ●	4,25 ●
Courtesy and helpfulness of airport staff	4,06 ●	4,45 ●	4,30 ●	4,72 ●	4,35 ●
Flight information screens	3,91 ●	4,62 ●	4,24 ●	4,65 ●	4,37 ●
Ease of wayfinding in the airport	3,94 ●	4,55 ●	4,24 ●	4,83 ●	4,34 ●
Availability of baggage trolleys	3,85 ●	4,22 ●	4,24 ●	4,62 ●	4,29 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,99 ●	4,45 ●	4,19 ●	4,77 ●	4,28 ●
Availability of parking	3,88 ●	4,26 ●	4,23 ●	4,27 ●	3,67 ●
Waiting time in check-in queue	3,77 ●	4,03 ●	4,18 ●	4,66 ●	4,11 ●
Waiting time at passport control	4,07 ●	4,35 ●	4,28 ●	4,74 ●	4,60 ●
Waiting time at security control	4,03 ●	4,43 ●	4,20 ●	4,67 ●	4,33 ●
Ease of making connections with other flights	4,01 ●	4,40 ●	na	4,61 ●	na
Passport control at arrival	4,01 ●	4,23 ●	4,16 ●	4,97 ●	4,34 ●
Speed of baggage delivery	3,80 ●	4,01 ●	4,16 ●	4,89 ●	4,09 ●
Customs inspection	3,91 ●	4,56 ●	4,17 ●	4,92 ●	4,23 ●

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