

Passenger Satisfaction Levels

1st Quarter 2019

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,77 ●	4,38 ●	4,11 ●	4,15 ●	4,23 ●
Comfort in waiting areas	3,14 ●	3,77 ●	3,47 ●	3,51 ●	3,76 ●
Cleanliness of toilet facilities	3,30 ●	4,06 ●	3,79 ●	3,72 ●	3,87 ●
Availability of toilet facilities	3,48 ●	4,10 ●	3,97 ●	3,77 ●	3,93 ●
Courtesy and helpfulness of airport staff	4,02 ●	4,32 ●	4,21 ●	4,19 ●	4,28 ●
Flight information screens	3,97 ●	4,42 ●	4,14 ●	4,07 ●	4,24 ●
Ease of wayfinding in the airport	3,92 ●	4,46 ●	4,05 ●	4,25 ●	4,26 ●
Availability of baggage trolleys	3,74 ●	4,09 ●	4,05 ●	3,81 ●	4,12 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,75 ●	4,35 ●	4,10 ●	4,02 ●	4,14 ●
Availability of parking	3,21 ●	3,91 ●	4,14 ●	3,20 ●	3,44 ●
Waiting time in check-in queue	3,93 ●	4,12 ●	4,07 ●	4,25 ●	4,03 ●
Waiting time at passport control	3,91 ●	4,21 ●	4,33 ●	4,11 ●	4,70 ●
Waiting time at security control	3,82 ●	4,05 ●	4,05 ●	4,08 ●	4,16 ●
Ease of making connections with other flights	3,82 ●	4,21 ●	na	3,94 ●	na
Passport control at arrival	3,63 ●	4,12 ●	4,09 ●	3,94 ●	4,21 ●
Speed of baggage delivery	3,33 ●	3,81 ●	3,86 ●	3,85 ●	3,89 ●
Customs inspection	3,61 ●	4,03 ●	4,00 ●	3,94 ●	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