

## Passenger Satisfaction Levels

1<sup>st</sup> Quarter 2021

	LIS		OPO		FAO		PDL		FNC	
<b>Indicators subject to financial penalties</b>										
minimal level of service 2.50										
Availability of baggage trolleys	3,97	●	4,33	●	4,14	●	4,05	●	4,30	●
Ease of wayfinding in the airport	4,07	●	4,60	●	4,21	●	4,29	●	4,28	●
Flight information screens	4,14	●	4,66	●	4,24	●	4,15	●	4,31	●
Courtesy and helpfulness of airport staff	4,17	●	4,48	●	4,27	●	4,27	●	4,32	●
Availability of toilet facilities	3,95	●	4,53	●	4,08	●	4,04	●	4,19	●
Cleanliness of toilet facilities	3,87	●	4,45	●	4,05	●	4,07	●	4,25	●
Comfort in waiting areas	3,65	●	4,29	●	3,78	●	3,89	●	3,85	●
Cleanliness of airport terminal	4,11	●	4,75	●	4,23	●	4,20	●	4,40	●
<b>Indicators subject to plans for corrective measures</b>										
minimal level of service 3.00										
Overall satisfaction with the airport	4,02	●	4,49	●	4,19	●	4,04	●	4,31	●
Availability of parking	3,78	●	4,20	●	4,24	●	3,77	●	3,64	●
Waiting time in check-in queue	3,83	●	4,18	●	4,03	●	4,21	●	4,12	●
Waiting time at passport control	4,02	●	4,39	●	4,33	●	4,15	●	nd	
Waiting time at security control	4,03	●	4,66	●	4,36	●	4,20	●	4,26	●
Ease of making connections with other flights	4,06	●	4,37	●	na		4,04	●	na	
Passport control at arrival	4,03	●	4,26	●	4,12	●	4,04	●	4,25	●
Speed of baggage delivery	3,76	●	4,09	●	4,09	●	4,03	●	4,02	●
Customs inspection	3,91	●	4,65	●	4,13	●	3,95	●	4,18	●

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