

## Passenger Satisfaction Levels

1<sup>st</sup> Quarter 2015

	LIS	OPO	FAO	PDL	FNC
<b>Indicators subject to financial penalties</b>					
minimal level of service 2.50					
Cleanliness of airport terminal	3,86 ●	4,28 ●	3,98 ●	4,29 ●	4,03 ●
Comfort in waiting areas	3,63 ●	3,72 ●	3,44 ●	3,73 ●	3,30 ●
Cleanliness of toilet facilities	3,66 ●	3,99 ●	3,59 ●	3,95 ●	3,60 ●
Availability of toilet facilities	3,69 ●	3,97 ●	3,74 ●	3,92 ●	3,57 ●
Courtesy and helpfulness of airport staff	3,68 ●	4,06 ●	4,10 ●	4,16 ●	3,97 ●
Flight information screens	3,85 ●	4,09 ●	4,07 ●	4,14 ●	3,89 ●
Ease of wayfinding in the airport	3,78 ●	4,24 ●	4,06 ●	4,27 ●	3,92 ●
Availability of baggage trolleys	3,90 ●	4,00 ●	3,99 ●	3,82 ●	3,96 ●
<b>Indicators subject to plans for corrective measures</b>					
minimal level of service 3.00					
Overall satisfaction with the airport	3,97 ●	4,18 ●	3,96 ●	4,08 ●	3,88 ●
Availability of parking	3,64 ●	3,80 ●	3,95 ●	3,27 ●	3,21 ●
Waiting time in check-in queue	4,09 ●	3,83 ●	3,95 ●	4,25 ●	3,89 ●
Waiting time at passport control	3,93 ●	3,84 ●	4,44 ●	4,40 ●	3,92 ●
Waiting time at security control	3,99 ●	3,71 ●	3,96 ●	4,13 ●	3,79 ●
Ease of making connections with other flights	3,94 ●	4,00 ●	na	4,20 ●	na
Passport control at arrival	3,56 ●	3,81 ●	4,01 ●	3,95 ●	3,90 ●
Speed of baggage delivery	3,28 ●	3,57 ●	3,79 ●	3,76 ●	3,66 ●
Customs inspection	3,54 ●	3,79 ●	4,01 ●	3,85 ●	3,75 ●

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