

## Passenger Satisfaction Levels

1<sup>st</sup> Quarter 2016

	LIS	OPO	FAO	PDL	FNC
<b>Indicators subject to financial penalties</b>					
minimal level of service 2.50					
Cleanliness of airport terminal	3,93 ●	4,25 ●	3,91 ●	4,25 ●	3,79 ●
Comfort in waiting areas	3,39 ●	3,65 ●	3,27 ●	3,67 ●	3,20 ●
Cleanliness of toilet facilities	3,44 ●	3,97 ●	3,66 ●	3,96 ●	3,56 ●
Availability of toilet facilities	3,68 ●	3,88 ●	3,75 ●	3,89 ●	3,50 ●
Courtesy and helpfulness of airport staff	3,97 ●	4,05 ●	4,05 ●	4,10 ●	3,86 ●
Flight information screens	3,93 ●	4,06 ●	3,99 ●	4,14 ●	3,79 ●
Ease of wayfinding in the airport	3,78 ●	4,21 ●	3,91 ●	4,20 ●	3,69 ●
Availability of baggage trolleys	3,75 ●	3,88 ●	3,85 ●	3,64 ●	3,88 ●
<b>Indicators subject to plans for corrective measures</b>					
minimal level of service 3.00					
Overall satisfaction with the airport	3,84 ●	4,19 ●	3,83 ●	4,02 ●	3,71 ●
Availability of parking	3,21 ●	3,72 ●	3,68 ●	3,12 ●	3,60 ●
Waiting time in check-in queue	3,95 ●	3,81 ●	3,93 ●	4,17 ●	3,88 ●
Waiting time at passport control	4,12 ●	4,00 ●	4,31 ●	4,16 ●	4,09 ●
Waiting time at security control	3,88 ●	3,80 ●	4,03 ●	4,09 ●	3,93 ●
Ease of making connections with other flights	3,82 ●	3,80 ●	na	4,20 ●	na
Passport control at arrival	3,88 ●	3,82 ●	3,84 ●	4,06 ●	3,88 ●
Speed of baggage delivery	3,43 ●	3,47 ●	3,67 ●	3,91 ●	3,69 ●
Customs inspection	3,67 ●	3,67 ●	3,79 ●	4,01 ●	3,78 ●

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