

## Passenger Satisfaction Levels

3<sup>rd</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	3,85 ●	4,26 ●	3,73 ●	4,12 ●	4,18 ●
Comfort in waiting areas	3,28 ●	3,67 ●	3,04 ●	3,54 ●	3,64 ●
Cleanliness of toilet facilities	3,33 ●	3,80 ●	3,18 ●	3,62 ●	3,74 ●
Availability of toilet facilities	3,60 ●	3,88 ●	3,36 ●	3,76 ●	3,89 ●
Courtesy and helpfulness of airport staff	3,95 ●	4,17 ●	4,04 ●	4,12 ●	3,99 ●
Flight information screens	3,79 ●	4,17 ●	4,01 ●	4,16 ●	4,07 ●
Ease of wayfinding in the airport	3,64 ●	4,23 ●	3,81 ●	4,22 ●	3,95 ●
Availability of baggage trolleys	3,76 ●	3,97 ●	3,93 ●	3,83 ●	4,10 ●
<b>Indicators subject to plans for corrective measures</b>					
minimal level of service 3.00					
Overall satisfaction with the airport	3,76 ●	4,18 ●	3,67 ●	3,96 ●	4,05 ●
Availability of parking	3,27 ●	3,70 ●	3,57 ●	3,09 ●	3,69 ●
Waiting time in check-in queue	3,80 ●	3,93 ●	3,83 ●	4,21 ●	3,81 ●
Waiting time at passport control	3,93 ●	4,09 ●	4,13 ●	4,20 ●	4,25 ●
Waiting time at security control	3,90 ●	3,89 ●	3,84 ●	4,19 ●	4,07 ●
Ease of making connections with other flights	3,74 ●	4,13 ●	na	4,03 ●	na
Passport control at arrival	3,71 ●	4,03 ●	3,81 ●	3,99 ●	3,99 ●
Speed of baggage delivery	3,35 ●	3,65 ●	3,60 ●	3,73 ●	3,78 ●
Customs inspection	3,64 ●	3,85 ●	3,79 ●	3,90 ●	3,92 ●

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