

## Passenger Satisfaction Levels

2<sup>nd</sup> Quarter 2019

	LIS	OPO	FAO	PDL	FNC
<b>Indicators subject to financial penalties</b>					
minimal level of service 2.50					
Cleanliness of airport terminal	3,78 ●	4,42 ●	4,07 ●	4,03 ●	4,26 ●
Comfort in waiting areas	3,24 ●	3,66 ●	3,49 ●	3,44 ●	3,79 ●
Cleanliness of toilet facilities	3,28 ●	3,91 ●	3,74 ●	3,54 ●	3,99 ●
Availability of toilet facilities	3,53 ●	4,02 ●	3,95 ●	3,70 ●	4,07 ●
Courtesy and helpfulness of airport staff	4,01 ●	4,33 ●	4,15 ●	4,18 ●	4,20 ●
Flight information screens	3,98 ●	4,39 ●	4,27 ●	4,00 ●	4,19 ●
Ease of wayfinding in the airport	3,92 ●	4,40 ●	4,19 ●	4,21 ●	4,12 ●
Availability of baggage trolleys	3,75 ●	4,21 ●	4,05 ●	3,71 ●	4,13 ●
<b>Indicators subject to plans for corrective measures</b>					
minimal level of service 3.00					
Overall satisfaction with the airport	3,80 ●	4,34 ●	4,07 ●	3,92 ●	4,20 ●
Availability of parking	3,36 ●	4,18 ●	4,17 ●	3,62 ●	3,67 ●
Waiting time in check-in queue	3,84 ●	4,13 ●	3,99 ●	4,12 ●	3,98 ●
Waiting time at passport control	3,98 ●	4,29 ●	4,05 ●	4,27 ●	4,55 ●
Waiting time at security control	3,83 ●	4,06 ●	3,87 ●	4,16 ●	4,12 ●
Ease of making connections with other flights	3,98 ●	4,15 ●	na	3,94 ●	na
Passport control at arrival	3,79 ●	4,28 ●	3,94 ●	3,96 ●	4,21 ●
Speed of baggage delivery	3,57 ●	4,01 ●	3,83 ●	3,67 ●	3,87 ●
Customs inspection	3,80 ●	4,18 ●	3,86 ●	3,80 ●	4,03 ●

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