

Passenger Satisfaction Levels

1st Quarter 2020

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,76 ●	4,46 ●	4,08 ●	4,36 ●	4,16 ●
Comfort in waiting areas	3,26 ●	3,82 ●	3,55 ●	3,96 ●	3,78 ●
Cleanliness of toilet facilities	3,23 ●	4,04 ●	3,84 ●	4,02 ●	3,99 ●
Availability of toilet facilities	3,50 ●	4,13 ●	4,03 ●	4,15 ●	4,03 ●
Courtesy and helpfulness of airport staff	4,07 ●	4,41 ●	4,22 ●	4,32 ●	4,09 ●
Flight information screens	3,86 ●	4,50 ●	4,17 ●	4,15 ●	4,08 ●
Ease of wayfinding in the airport	3,97 ●	4,47 ●	4,10 ●	4,43 ●	4,03 ●
Availability of baggage trolleys	3,85 ●	4,28 ●	4,18 ●	4,24 ●	4,04 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,80 ●	4,38 ●	4,10 ●	4,31 ●	4,07 ●
Availability of parking	3,49 ●	3,98 ●	3,93 ●	3,22 ●	3,48 ●
Waiting time in check-in queue	3,92 ●	4,13 ●	4,18 ●	4,26 ●	3,89 ●
Waiting time at passport control	3,97 ●	4,23 ●	4,30 ●	4,34 ●	4,30 ●
Waiting time at security control	3,91 ●	4,34 ●	4,19 ●	4,29 ●	4,03 ●
Ease of making connections with other flights	3,87 ●	4,26 ●	na	4,24 ●	na
Passport control at arrival	3,87 ●	4,22 ●	4,12 ●	4,43 ●	4,18 ●
Speed of baggage delivery	3,64 ●	4,00 ●	4,02 ●	4,14 ●	3,97 ●
Customs inspection	3,89 ●	4,30 ●	4,05 ●	4,29 ●	4,10 ●

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