

Passenger Satisfaction Levels

3rd Quarter 2015

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,23 ●	4,04 ●	3,91 ●	4,30 ●	4,03 ●
Comfort in waiting areas	3,02 ●	3,59 ●	3,31 ●	3,75 ●	3,47 ●
Cleanliness of toilet facilities	2,80 ●	3,88 ●	3,39 ●	4,04 ●	3,50 ●
Availability of toilet facilities	2,86 ●	3,57 ●	3,62 ●	4,01 ●	3,60 ●
Courtesy and helpfulness of airport staff	3,27 ●	3,80 ●	4,08 ●	4,15 ●	3,97 ●
Flight information screens	2,98 ●	3,72 ●	4,10 ●	4,25 ●	3,95 ●
Ease of wayfinding in the airport	2,94 ●	3,78 ●	4,15 ●	4,35 ●	3,97 ●
Availability of baggage trolleys	3,48 ●	3,68 ●	4,15 ●	3,62 ●	3,87 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,17 ●	4,03 ●	3,89 ●	4,20 ●	3,94 ●
Availability of parking	3,49 ●	3,70 ●	3,64 ●	3,49 ●	3,45 ●
Waiting time in check-in queue	3,39 ●	3,47 ●	3,99 ●	4,24 ●	3,61 ●
Waiting time at passport control	2,99 ●	3,77 ●	4,37 ●	4,27 ●	4,19 ●
Waiting time at security control	3,20 ●	3,45 ●	3,98 ●	4,24 ●	3,91 ●
Ease of making connections with other flights	3,16 ●	3,88 ●	na	3,96 ●	na
Passport control at arrival	2,78 ●	3,70 ●	3,95 ●	4,15 ●	3,77 ●
Speed of baggage delivery	2,60 ●	3,48 ●	3,76 ●	4,02 ●	3,58 ●
Customs inspection	2,76 ●	3,59 ●	3,92 ●	4,13 ●	3,72 ●

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