

Passenger Satisfaction Levels

4th Quarter 2016

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,83 ●	4,37 ●	3,50 ●	4,01 ●	4,25 ●
Comfort in waiting areas	3,20 ●	3,78 ●	3,07 ●	3,52 ●	3,65 ●
Cleanliness of toilet facilities	3,28 ●	3,98 ●	3,02 ●	3,67 ●	3,82 ●
Availability of toilet facilities	3,50 ●	3,86 ●	3,34 ●	3,71 ●	3,93 ●
Courtesy and helpfulness of airport staff	3,88 ●	4,18 ●	3,87 ●	3,99 ●	4,05 ●
Flight information screens	3,88 ●	4,16 ●	3,87 ●	4,01 ●	4,04 ●
Ease of wayfinding in the airport	3,76 ●	4,30 ●	3,68 ●	4,06 ●	3,89 ●
Availability of baggage trolleys	3,75 ●	4,08 ●	3,76 ●	3,54 ●	4,02 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,73 ●	4,28 ●	3,54 ●	3,88 ●	4,12 ●
Availability of parking	3,27 ●	3,92 ●	3,63 ●	3,21 ●	3,69 ●
Waiting time in check-in queue	3,72 ●	3,86 ●	3,59 ●	3,98 ●	3,92 ●
Waiting time at passport control	3,94 ●	3,98 ●	3,91 ●	3,98 ●	4,18 ●
Waiting time at security control	3,88 ●	3,91 ●	3,64 ●	4,02 ●	4,05 ●
Ease of making connections with other flights	3,72 ●	3,53 ●	na	3,70 ●	na
Passport control at arrival	3,69 ●	3,97 ●	3,67 ●	3,86 ●	4,00 ●
Speed of baggage delivery	3,11 ●	3,72 ●	3,53 ●	3,66 ●	3,75 ●
Customs inspection	3,53 ●	3,82 ●	3,61 ●	3,76 ●	3,90 ●

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