

Passenger Satisfaction Levels

4th Quarter 2017

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,79 ●	4,42 ●	3,71 ●	4,19 ●	3,94 ●
Comfort in waiting areas	3,24 ●	3,84 ●	3,12 ●	3,62 ●	3,55 ●
Cleanliness of toilet facilities	3,12 ●	4,00 ●	3,44 ●	3,65 ●	3,73 ●
Availability of toilet facilities	3,46 ●	4,10 ●	3,57 ●	3,76 ●	3,81 ●
Courtesy and helpfulness of airport staff	3,94 ●	4,32 ●	3,98 ●	4,12 ●	3,81 ●
Flight information screens	3,84 ●	4,40 ●	3,69 ●	4,20 ●	3,93 ●
Ease of wayfinding in the airport	3,81 ●	4,45 ●	3,54 ●	4,22 ●	3,83 ●
Availability of baggage trolleys	3,69 ●	4,26 ●	4,03 ●	3,78 ●	3,87 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,73 ●	4,37 ●	3,74 ●	3,96 ●	3,96 ●
Availability of parking	3,08 ●	4,10 ●	3,89 ●	2,80 ●	3,37 ●
Waiting time in check-in queue	3,74 ●	4,04 ●	3,85 ●	4,12 ●	3,77 ●
Waiting time at passport control	3,81 ●	4,07 ●	4,18 ●	4,10 ●	4,10 ●
Waiting time at security control	3,77 ●	3,97 ●	3,79 ●	4,04 ●	3,90 ●
Ease of making connections with other flights	3,67 ●	4,00 ●	na	4,13 ●	na
Passport control at arrival	3,73 ●	4,12 ●	3,97 ●	4,07 ●	3,86 ●
Speed of baggage delivery	3,26 ●	3,82 ●	3,80 ●	3,82 ●	3,85 ●
Customs inspection	3,66 ●	4,09 ●	3,92 ●	4,00 ●	3,81 ●

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