

Passenger Satisfaction Levels

4th Quarter 2018

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Cleanliness of airport terminal	3,61 ●	4,44 ●	4,07 ●	4,09 ●	4,17 ●
Comfort in waiting areas	3,14 ●	3,85 ●	3,34 ●	3,62 ●	3,59 ●
Cleanliness of toilet facilities	2,77 ●	4,03 ●	3,65 ●	3,62 ●	3,83 ●
Availability of toilet facilities	3,01 ●	4,20 ●	3,91 ●	3,67 ●	3,96 ●
Courtesy and helpfulness of airport staff	3,94 ●	4,31 ●	4,09 ●	4,05 ●	4,19 ●
Flight information screens	3,87 ●	4,42 ●	4,04 ●	4,05 ●	4,16 ●
Ease of wayfinding in the airport	3,77 ●	4,03 ●	3,97 ●	4,20 ●	4,17 ●
Availability of baggage trolleys	3,63 ●	4,21 ●	4,00 ●	3,72 ●	4,15 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,66 ●	4,39 ●	4,00 ●	3,94 ●	4,09 ●
Availability of parking	3,34 ●	4,19 ●	3,86 ●	3,32 ●	3,62 ●
Waiting time in check-in queue	3,76 ●	4,11 ●	3,96 ●	4,02 ●	4,03 ●
Waiting time at passport control	3,92 ●	4,27 ●	4,19 ●	4,11 ●	4,56 ●
Waiting time at security control	3,87 ●	4,03 ●	3,94 ●	4,04 ●	4,07 ●
Ease of making connections with other flights	3,78 ●	4,25 ●	na	3,81 ●	na
Passport control at arrival	3,74 ●	4,21 ●	4,05 ●	3,90 ●	4,13 ●
Speed of baggage delivery	3,48 ●	3,85 ●	3,78 ●	3,73 ●	3,79 ●
Customs inspection	3,65 ●	4,14 ●	4,00 ●	3,81 ●	4,00 ●

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