

Passenger Satisfaction Levels

2nd Quarter 2021

	LIS		OPO		FAO		PDL		FNC	
Indicators subject to financial penalties										
minimal level of service 2.50										
Availability of baggage trolleys	3,97	●	4,35	●	4,01	●	4,18	●	4,25	●
Ease of wayfinding in the airport	3,99	●	4,51	●	4,12	●	4,47	●	4,33	●
Flight information screens	4,05	●	4,57	●	4,18	●	4,29	●	4,37	●
Courtesy and helpfulness of airport staff	4,14	●	4,45	●	4,18	●	4,40	●	4,38	●
Availability of toilet facilities	3,90	●	4,36	●	4,08	●	4,14	●	4,21	●
Cleanliness of toilet facilities	3,75	●	4,35	●	3,96	●	4,12	●	4,23	●
Comfort in waiting areas	3,64	●	4,16	●	3,71	●	3,86	●	3,78	●
Cleanliness of airport terminal	4,04	●	4,64	●	4,19	●	4,41	●	4,36	●
Indicators subject to plans for corrective measures										
minimal level of service 3.00										
Overall satisfaction with the airport	4,03	●	4,49	●	4,11	●	4,30	●	4,28	●
Availability of parking	3,61	●	4,21	●	4,00	●	3,83	●	3,74	●
Waiting time in check-in queue	3,89	●	4,24	●	4,00	●	4,38	●	4,14	●
Waiting time at passport control	4,03	●	4,22	●	4,22	●	4,37	●	4,53	
Waiting time at security control	3,97	●	4,50	●	4,25	●	4,42	●	4,34	●
Ease of making connections with other flights	4,16	●	4,27	●	na		4,32	●	na	
Passport control at arrival	3,99	●	4,06	●	3,97	●	4,37	●	4,27	●
Speed of baggage delivery	3,79	●	3,97	●	4,00	●	4,18	●	4,08	●
Customs inspection	3,89	●	4,43	●	4,03	●	4,35	●	4,16	●

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