

Passenger Satisfaction Levels

4th Quarter 2021

	LIS	OPO	FAO	PDL	FNC
Indicators subject to financial penalties					
minimal level of service 2.50					
Availability of baggage trolleys	3,73 ●	4,29 ●	4,09 ●	4,11 ●	4,26 ●
Ease of wayfinding in the airport	3,82 ●	4,47 ●	4,16 ●	4,36 ●	4,25 ●
Flight information screens	3,95 ●	4,49 ●	4,13 ●	4,24 ●	4,33 ●
Courtesy and helpfulness of airport staff	3,97 ●	4,40 ●	4,19 ●	4,31 ●	4,38 ●
Availability of toilet facilities	3,78 ●	4,23 ●	3,99 ●	4,01 ●	4,16 ●
Cleanliness of toilet facilities	3,64 ●	4,10 ●	3,59 ●	3,90 ●	4,01 ●
Comfort in waiting areas	3,50 ●	4,00 ●	3,52 ●	3,66 ●	3,64 ●
Cleanliness of airport terminal	3,92 ●	4,45 ●	3,97 ●	4,25 ●	4,32 ●
Indicators subject to plans for corrective measures					
minimal level of service 3.00					
Overall satisfaction with the airport	3,85 ●	4,37 ●	4,00 ●	4,17 ●	4,20 ●
Availability of parking	3,28 ●	4,11 ●	4,14 ●	3,66 ●	3,72 ●
Waiting time in check-in queue	3,69 ●	3,95 ●	3,81 ●	4,08 ●	3,97 ●
Waiting time at passport control	3,92 ●	4,16 ●	4,11 ●	4,24 ●	4,46 ●
Waiting time at security control	3,77 ●	4,29 ●	3,90 ●	4,16 ●	4,31 ●
Ease of making connections with other flights	3,94 ●	4,16 ●	na	4,39 ●	na
Passport control at arrival	3,82 ●	4,08 ●	4,04 ●	4,24 ●	4,27 ●
Speed of baggage delivery	3,57 ●	3,78 ●	3,88 ●	4,04 ●	4,01 ●
Customs inspection	3,78 ●	4,34 ●	3,98 ●	4,22 ●	4,22 ●

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