

Passenger Satisfaction Levels

3rd Quarter 2021

	LIS		OPO		FAO		PDL		FNC	
Indicators subject to financial penalties										
minimal level of service 2.50										
Availability of baggage trolleys	3,80	●	4,34	●	4,11	●	4,24	●	4,29	●
Ease of wayfinding in the airport	3,90	●	4,48	●	4,17	●	4,46	●	4,30	●
Flight information screens	3,92	●	4,51	●	4,13	●	4,37	●	4,34	●
Courtesy and helpfulness of airport staff	4,05	●	4,44	●	4,22	●	4,42	●	4,32	●
Availability of toilet facilities	3,83	●	4,28	●	4,04	●	4,14	●	4,23	●
Cleanliness of toilet facilities	3,64	●	4,12	●	3,68	●	4,05	●	4,11	●
Comfort in waiting areas	3,42	●	4,05	●	3,53	●	3,91	●	3,68	●
Cleanliness of airport terminal	3,90	●	4,49	●	4,06	●	4,36	●	4,30	●
Indicators subject to plans for corrective measures										
minimal level of service 3.00										
Overall satisfaction with the airport	3,83	●	4,41	●	4,09	●	4,30	●	4,20	●
Availability of parking	3,78	●	4,11	●	4,05	●	4,04	●	3,78	●
Waiting time in check-in queue	3,62	●	3,89	●	3,99	●	4,27	●	3,76	●
Waiting time at passport control	3,82	●	4,37	●	4,29	●	4,26	●	4,58	●
Waiting time at security control	3,83	●	4,31	●	4,13	●	4,32	●	4,29	●
Ease of making connections with other flights	3,80	●	4,39	●	na		4,44	●	na	
Passport control at arrival	3,87	●	4,23	●	4,14	●	4,40	●	4,23	●
Speed of baggage delivery	3,64	●	3,85	●	4,08	●	4,12	●	3,96	●
Customs inspection	3,76	●	4,36	●	4,13	●	4,31	●	4,20	●

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