







Airport Infrastructure Availability















1st Quarter 2015

	LIS (peak)		LIS (off-peak)		OPO		FAO		PDL		FNC	
RUNWAY	100%	●	100%	●	100%	●	100%	●	100%	●	100%	●
minimum level	99,50%		99,50%		99,50%		99,50%		99,50%		99,50%	
STANDS	100%	●	100%	●	100%	●	100%	●	100%	●	100%	●
minimum level	99,00%		99,00%		99,00%		99,00%		99,00%		99,00%	
BAGGAGE HANDLING SYSTEM												
Departures	100%	●	99,59%	●	100%	●	100%	●	100%	●	100%	●
minimum level	99,00%		99,00%		99,00%		99,00%		99,00%		99,00%	
Transfers	100%	●	100%	●	100%	●	na		na		na	
minimum level	99,00%		99,500%		99,00%							
Arrivals	100%	●	99,99%	●	100%	●	100%	●	100%	●	100%	●
minimum level	99,00%		99,500%		99,00%		99,00%		99,00%		99,00%	
HBS	99,99%	●	99,99%	●	100%	●	100%	●	100%	●	100%	●
minimum level	99,00%		99,500%		99,00%		99,00%		99,00%		99,00%	
CRITICAL IT SYSTEMS												
CUPSS	100%	●	100%	●	100%	●	100%	●	100%	●	100%	●
minimum level	99,500%		99,500%		99,500%		99,500%		99,500%		99,500%	
GO	100%	●	100%	●	100%	●	100%	●	100%	●	100%	●
minimum level	99,500%		99,500%		99,500%		99,500%		99,500%		99,500%	
FIDS	100%	●	100%	●	100%	●	100%	●	100%	●	100%	●
minimum level	99,500%		99,500%		99,500%		99,500%		99,500%		99,500%	
AIR BRIDGES	99,02%	●	99,09%	●	100%	●	100%	●	na		na	
minimum level	96,00%		96,00%		99,00%		98,00%					
BAGGAGE CLAIM												
First bag												
% baggage delivered in x minutes	95,03%	●	95,41%	●	93,22%	●	96,62%	●	98,23%	●	98,20%	●
minimum level	90,00% - 30'		90,00% - 30'		90,00% - 20'		90,00% - 20'		90,00% - 15'		90,00% - 20'	
Last bag												
% baggage delivered in x minutes	95,61%	●	94,36%	●	98,26%	●	94,92%	●	93,91%	●	97,64%	●
minimum level	90,00% - 20'		90,00% - 20'		90,00% - 20'		90,00% - 20'		90,00% - 15'		90,00% - 20'	

SECURITY CONTROL

% passengers processed in x minutes	99,40%		95,24%		91,70%		96,67%		99,10%		95,48%	
minimum level	90,00% - 15'		90,00% - 10'		90,00% - 10'		90,00% - 15'		90,00% - 10'		90,00% - 10'	



MOBILITY SUPPORT EQUIPMENT

Escalators	99,72%		99,79%		99,99%		100%		na		100%	
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	
Travelators	99,99%		99,99%		99,98%		100%		na		na	
minimum level	98,00%		98,00%		99,00%		99,00%					
Lifts	98,99%		99,05%		99,99%		100%		na		99,63%	
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	

Note_

The minimum levels of service are the values contained in the agreement made with clients for 2014, below which a situation of non-compliance with the minimum performance agreed, arises.

Legend_

-  result equals or exceeds minimum established level of service
-  result bellow minimum established level of service

- HBS Hold Baggage System
- CUPPS Common Use Passenger Processing System
- GO Operational Management (centralized system)
- FIDS Flight Information Display System