







## Airport Infrastructure Availability















4<sup>th</sup> Quarter 2014

	LIS (peak)	LIS (off-peak)	OPO	FAO	PDL	FNC
<b>RUNWAY</b>	100%	100%	100%	100%	100%	100%
minimum level	99,50%	99,50%	99,50%	99,50%	99,50%	99,50%
<b>STANDS</b>	100%	99,99%	100%	100%	100%	100%
minimum level	99,00%	99,00%	99,00%	99,00%	99,00%	99,00%
<b>BAGGAGE HANDLING SYSTEM</b>						
Departures	100%	100%	100%	100%	100%	99,99%
Transfers	100%	100%	100%	na	na	na
Arrivals	99,81%	99,81%	99,99%	99,99%	100%	100%
HBS	99,99%	99,99%	99,98%	100%	100%	99,99%
<b>CRITICAL IT SYSTEMS</b>						
<b>CUPSS</b>	100%		100%	100%	100%	100%
minimum level	99,500%		99,500%	99,500%	99,500%	99,500%
<b>GO</b>	100%	100%	100%	100%	100%	100%
minimum level	99,500%	99,500%	99,500%	99,500%	99,500%	99,500%
<b>FIDS</b>	100%	100%	100%	100%	100%	100%
minimum level	99,500%	99,500%	99,500%	99,500%	99,500%	99,500%
<b>AIR BRIDGES</b>	98,07%	98,13%	100%	100%	na	na
minimum level	96,00%	96,00%	99,00%	98,00%		
<b>BAGGAGE CLAIM</b>						
<b>First bag</b>						
% baggage delivered in x minutes	94,0%	92,8%	92,3%	88,6%	97,3%	97,4%
minimum level	90% - 30'	90% - 30'	90% - 20'	90% - 20'	90% - 15'	90% - 20'
<b>Last bag</b>						
% baggage delivered in x minutes	94,6%	93,6%	97,9%	93,7%	94,3%	97,2%
minimum level	90% - 20'	90% - 20'	90% - 20'	90% - 20'	90% - 15'	90% - 20'

### SECURITY CONTROL

% passengers processed in x minutes	100%		100%		90,3%		93,2%		97,2%		91,4%	
minimum level	90% - 15'		90% - 10'		90% - 10'		90% - 15'		90% - 10'		90% - 10'	



### MOBILITY SUPPORT EQUIPMENT

Escalators	97,59%		97,63%		99,99%		99,99%		na		99,99%	
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	
Travelators	99,82%		99,95%		100%		100%		na		na	
minimum level	98,00%		98,00%		99,00%		99,00%					
Lifts	99,48%		98,49%		99,99%		99,99%		na		99,87%	
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