Airport Infrastructure Availability

4th Quarter 2015

	LIS (peak)		LIS (off-peak)		OPO		FAO		PDL		FNC	
RUNWAY	100%	🟢	99,84%	🟢	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%	🟢	99,87%	🟢	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%		99,00%		99,00%							
Arrivals	99,99%	🟢	99,99%	🟢	100%	🟢	100%	🟢	100%	🟢	100%	🟢
minimum level	99,00%		99,00%		99,00%		99,00%		99,00%		99,00%	
HBS	99,99%	🟢	99,99%	🟢	99,99%	🟢	100%	🟢	100%	🟢	99,98%	🟢
minimum level	99,00%		99,00%		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	99,16%	🟢	99,28%	🟢	100%	🟢	99,99%	🟢	na		na	
minimum level	96,00%		96,00%		99,00%		98,00%					
BAGGAGE CLAIM												
First Bag												
% baggage delivered in x minutes	90,74%	🟢	91, 12%	🟢	93,48%	🟢	96,49%	🟢	92,81%	🟢	96,88%	🟢
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	95,36%	🟢	94,16%	🟢	97,92%	🟢	96,27%	🟢	93,73%	🟢	97,29%	🟢
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	99,60% 🟢	98,28% 🟢	100% 🟢	97,37% 🟢	99,20% 🟢	92,92% 🟢
minimum level	90,00% - 15'	90,00% - 10'	90,00% - 10'	90,00% - 13'	90,00% - 10'	90,00% - 10'

MOBILITY SUPPORT EQUIPMENT

Escalators	97,62% 🟢	97,63% 🟢	99,99% 🟢	99,76% 🟢	na	99,87% 🟢
minimum level	96,00%	96,00%	99,00%	99,00%		98,00%
Travelators	99,82% 🟢	99,82% 🟢	99,98% 🟢	100% 🟢	na	na
minimum level	98,00%	98,00%	99,00%	99,00%		
Lifts	99,28% 🟢	99,35% 🟢	99,99% 🟢	99,78% 🟢	na	99,92% 🟢
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