







## Airport Infrastructure Availability















4<sup>th</sup> Quarter 2016

	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>	99,56%	●	99,56%	●	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%	●	99,65%	●	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%	●	99,99%	●	100%	●	100%	●	100%	●
minimum level	99,00%		99,500%		99,00%		99,00%		99,00%		99,00%	
<b>CRITICAL IT SYSTEMS</b>												
CUPSS	100%	●	100%	●	100%	●	100%	●	100%	●	100%	●
minimum level			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%	
<b>AIR BRIDGES</b>	99,27%	●	99,43%	●	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	87,50%	●	90,53%	●	95,61%	●	92,80%	●	92,42%	●	97,28%	●
minimum level	90,00% - 30'		90,00% - 30'		90,00% - 20'		90,00% - 20'		90,00% - 15'		90,00% - 20'	
<b>Last bag</b>												
% baggage delivered in x minutes	93,98%	●	92,63%	●	98,18%	●	95,85%	●	94,75%	●	97,79%	●
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	88,57%		87,16%		98,68%		91,99%		100%		96,23%	
minimum level	90,00% - 15'		90,00% - 10'		90,00% - 10'		90,00% - 15'		90,00% - 10'		90,00% - 10'	



### MOBILITY SUPPORT EQUIPMENT

Escalators	99,91%		99,94%		100%		99,99%		na		99,99%	
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	
Travelators	99,86%		99,90%		100%		100%		na		na	
minimum level	98,00%		98,00%		99,00%		99,00%					
Lifts	99,70%		99,72%		100%		99,78%		na		99,99%	
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