

Airport Infrastructure Availability

1st Quarter 2017

	LIS (peak)		LIS (off-peak)		OPO		FAO		PDL		FNC	
RUNWAY	100%	●	100%	●	100%	●	99,93%	●	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%	●	100%	●	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%	●	99,99%	●
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	99,48%	●	99,63%	●	100%	●	100%	●	na		na	
minimum level	96,00%		96,00%		99,00%		98,00%					
BAGGAGE CLAIM												
First bag												
% baggage delivered in x minutes	91,75%	●	92,98%	●	88,32%	●	94,54%	●	93,05%	●	96,40%	●
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	93,40%	●	91,76%	●	89,84%	●	95,15%	●	92,14%	●	95,39%	●
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	93,92%		89,25%		98,60%		97,11%		100%		95,99%	
minimum level	90,00% - 15'		90,00% - 10'		90,00% - 10'		90,00% - 15'		90,00% - 10'		90,00% - 10'	

MOBILITY SUPPORT EQUIPMENT

Escalators	99,90%		99,92%		100%		100%		na		100%	
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	
Travelators	99,98%		99,96%		100%		100%		na		na	
minimum level	98,00%		98,00%		99,00%		99,00%					
Lifts	99,83%		99,83%		100%		100%		na		100%	
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