

Airport Infrastructure Availability

4th Quarter 2020

	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	99,90%	99,92%	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	99,99%	99,99%	100%	100%	100%	100%
minimum level	99,00%	99,500%	99,00%	99,00%	99,00%	99,00%
HBS	100%	99,99%	99,99%	100%	100%	100%
minimum level	99,00%	99,00%	99,00%	99,00%	99,00%	99,00%
SSBD	99,88%	99,89%	na	na	na	na
minimum level	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	99,99%	99,99%	100%	99,69%	na	na
minimum level	96,00%	96,00%	99,00%	98,00%		

	LIS (peak)	LIS (off-peak)	OPO	FAO	PDL	FNC
BAGGAGE CLAIM						
First bag						
% baggage delivered in x minutes	97,62% ●	97,92% ●	96,45% ●	98,63% ●	99,41% ●	97,48% ●
minimum level	90,00% - 30'	90,00% - 30'	90,00% - 20'	90,00% - 20'	90,00% - 20'	90,00% - 20'
Last bag						
% baggage delivered in x minutes	92,62% ●	96,01% ●	98,46% ●	99,27% ●	99,92% ●	98,39% ●
minimum level	90,00% - 20'	90,00% - 20'	90,00% - 20'	90,00% - 20'	90,00% - 20'	90,00% - 20'
SECURITY CONTROL						
% passengers processed in x minutes	99,39% ●	97,35% ●	97,84% ●	99,86% ●	98,64% ●	99,77% ●
minimum level	90,00% - 15'	90,00% - 10'	90,00% - 10'	90,00% - 10'	90,00% - 10'	90,00% - 10'
MOBILITY SUPPORT EQUIPMENT						
Escalators	97,70% ●	97,88% ●	99,99% ●	100% ●	na	99,99% ●
minimum level	96,00%	96,00%	99,00%	99,00%		98,00%
Travelators	96,46% ●	96,58% ●	99,99% ●	100% ●	na	na
minimum level	98,00%	98,00%	99,00%	99,00%		
Lifts	96,83% ●	96,94% ●	99,99% ●	100% ●	na	99,93% ●
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

