

Airport Infrastructure Availability

1st Quarter 2021

	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	99,96%	99,96%	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	99,98%	99,98%	99,99%	100%	100%	100%
minimum level	99,00%	99,00%	99,00%	99,00%	99,00%	99,00%
SSBD	99,91%	99,96%	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	99,88%	99,93%	100%	99,95%	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	98,65% ●	98,47% ●	97,31% ●	98,99% ●	99,44% ●	98,54% ●
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	91,39% ●	95,46% ●	98,22% ●	99,24% ●	99,33% ●	99,46% ●
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	98,57% ●	97,37% ●	98,00% ●	99,67% ●	98,40% ●	96,92% ●
minimum level	90,00% - 15'	90,00% - 10'	90,00% - 10'	90,00% - 10'	90,00% - 10'	90,00% - 10'
MOBILITY SUPPORT EQUIPMENT						
Escalators	98,31% ●	98,46% ●	99,99% ●	100% ●	na	99,97% ●
minimum level	96,00%	96,00%	99,00%	99,00%		98,00%
Travelators	98,83% ●	98,91% ●	100% ●	100% ●	na	na
minimum level	98,00%	98,00%	99,00%	99,00%		
Lifts	97,55% ●	97,56% ●	99,97% ●	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