

Airport Infrastructure Availability

2nd 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	99,98%		99,98%		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%		100%		100%		100%		100%		100%	
minimum level	99,00%		99,500%		99,00%		99,00%		99,00%		99,00%	
HBS	100%		99,99%		100%		100%		100%		100%	
minimum level	99,00%		99,00%		99,00%		99,00%		99,00%		99,00%	
SSBD	99,87%		99,85%		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	99,92%		99,96%		100%		99,86%		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	98,12% ●	97,82% ●	97,29% ●	96,26% ●	99,68% ●	95,81% ●
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	93,27% ●	95,46% ●	97,58% ●	97,29% ●	98,59% ●	98,44% ●
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	98,55% ●	93,61% ●	96,11% ●	99,96% ●	99,51% ●	99,13% ●
minimum level	90,00% - 15'	90,00% - 10'	90,00% - 10'	90,00% - 15'	90,00% - 10'	90,00% - 10'
MOBILITY SUPPORT EQUIPMENT						
Escalators	99,58% ●	99,70% ●	99,99% ●	100% ●	na	100% ●
minimum level	96,00%	96,00%	99,00%	99,00%		98,00%
Travelators	99,73% ●	99,71% ●	100% ●	100% ●	na	na
minimum level	98,00%	98,00%	99,00%	99,00%		
Lifts	98,70% ●	98,70% ●	99,98% ●	100% ●	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