







Airport Infrastructure Availability















1st Quarter 2018

	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	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	100%	99,99%	100%	100%	100%	100%
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	98,56%	98,53%	100%	99,01%	na	na
minimum level	96,00%	96,00%	99,00%	98,00%		
BAGGAGE CLAIM						
First bag						
% baggage delivered in x minutes	91,91%	93,33%	93,02%	93,90%	95,50%	95,85%
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	93,33%	93,26%	95,08%	92,66%	95,62%	95,66%
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	84,04%		77,13%		96,82%		98,59%		100%		84,34%	
minimum level	90,00% - 15'		90,00% - 10'		90,00% - 10'		90,00% - 15'		90,00% - 10'		90,00% - 10'	


MOBILITY SUPPORT EQUIPMENT


Escalators	99,75%		99,81%		100%		99,91%		na		100%	
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	
Travelators	99,88%		99,90%		100%		100%		na		na	
minimum level	98,00%		98,00%		99,00%		99,00%					
Lifts	99,77%		99,79%		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