







## Airport Infrastructure Availability















1<sup>st</sup> Quarter 2016

	LIS (peak)	LIS (off-peak)	OPO	FAO	PDL	FNC
<b>RUNWAY</b>	100%	100%	100%	100%	100%	100%
minimum level	99,50%	99,50%	99,50%	99,50%	99,50%	99,50%
<b>STANDS</b>	100%	100%	100%	100%	100%	100%
minimum level	99,00%	99,00%	99,00%	99,00%	99,00%	99,00%
<b>BAGGAGE HANDLING SYSTEM</b>						
<b>Departures</b>	100%	99,59%	100%	100%	100%	100%
minimum level	99,00%	99,00%	99,00%	99,00%	99,00%	99,00%
<b>Transfers</b>	100%	100%	100%	na	na	na
minimum level	99,00%	99,500%	99,00%			
<b>Arrivals</b>	100%	99,99%	100%	100%	100%	100%
minimum level	99,00%	99,500%	99,00%	99,00%	99,00%	99,00%
<b>HBS</b>	99,99%	99,99%	99,98%	100%	100%	99,99%
minimum level	99,00%	99,500%	99,00%	99,00%	99,00%	99,00%
<b>CRITICAL IT SYSTEMS</b>						
<b>CUPSS</b>	100%	100%	100%	100%	100%	100%
minimum level	99,500%	99,500%	99,500%	99,500%	99,500%	99,500%
<b>GO</b>	100%	100%	100%	100%	100%	100%
minimum level	99,500%	99,500%	99,500%	99,500%	99,500%	99,500%
<b>FIDS</b>	100%	100%	100%	100%	100%	100%
minimum level	99,500%	99,500%	99,500%	99,500%	99,500%	99,500%
<b>AIR BRIDGES</b>	99,38%	99,66%	100%	100%	na	na
minimum level	96,00%	96,00%	99,00%	98,00%		
<b>BAGGAGE CLAIM</b>						
<b>First bag</b>						
% baggage delivered in x minutes	91,36%	93,22%	94,04%	95,39%	91,45%	97,51%
minimum level	90,00% - 30'	90,00% - 30'	90,00% - 20'	90,00% - 20'	90,00% - 15'	90,00% - 20'
<b>Last bag</b>						
% baggage delivered in x minutes	94,96%	94,52%	98,04%	94,43%	95,32%	96,69%
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	99,36%		96,82%		99,12%		96,95%		100%		96,85%	
minimum level	90,00% - 15'		90,00% - 10'		90,00% - 10'		90,00% - 15'		90,00% - 10'		90,00% - 10'	



### MOBILITY SUPPORT EQUIPMENT

Escalators	98,68%		98,77%		100%		100%		na		99,99%	
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	
Travelators	98,82%		98,86%		100%		100%		na		na	
minimum level	98,00%		98,00%		99,00%		99,00%					
Lifts	99,67%		99,68%		100%		99,96%		na		99,96%	
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