







Airport Infrastructure Availability















3rd Quarter 2015

	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%	●	99,87%	●	100%	●	100%	●	99,33%	●	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%		99,00%		99,00%							
Arrivals	100%	●	99,99%	●	100%	●	100%	●	100%	●	100%	●
minimum level	99,00%		99,00%		99,00%		99,00%		99,00%		99,00%	
HBS	99,99%	●	99,99%	●	100%	●	100%	●	99,65%	●	99,99%	●
minimum level	99,00%		99,00%		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	99,79%	●	99,84%	●	99,96%	●	100%	●	na		na	
minimum level	96,00%		96,00%		99,00%		98,00%					
BAGGAGE CLAIM												
First Bag												
% baggage delivered in x minutes	84,60%	●	88,91%	●	89,37%	●	92,67%	●	88,94%	●	96,48%	●
minimum level	90,00% - 30'		90,00% - 30'		90,00% - 20'		90,00% - 20'		90,00% - 15'		90,00% - 20'	
Last Bag												
% baggage delivered in x minutes	90,96%	●	91,89%	●	96,06%	●	93,83%	●	90,54%	●	96,79%	●
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	99,75%		98,29%		99,60%		97,44%		99,70%		96,37%	
minimum level	90,00% - 15'		90,00% - 10'		90,00% - 10'		90,00% - 15'		90,00% - 10'		90,00% - 10'	



MOBILITY SUPPORT EQUIPMENT

Escalators	98,13%		98,12%		99,99%		99,14%		na		99,82%	
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	
Travelators	99,71%		99,78%		99,97%		99,95%		na		na	
minimum level	98,00%		98,00%		99,00%		99,00%					
Lifts	97,99%		98,23%		99,99%		99,50%		na		99,90%	
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