

## Airport Infrastructure Availability

3<sup>rd</sup> Quarter 2020

	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% ●	100% ●	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% ●	100% ●	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% ●	99,99% ●	100% ●	100% ●	100% ●
minimum level	99,00%	99,00%	99,00%	99,00%	99,00%	99,00%
<b>SSBD</b>	99,99% ●	99,99% ●	na	na	na	na
minimum level	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>	99,92% ●	99,92% ●	99,99% ●	99,84% ●	na	na
minimum level	96,00%	96,00%	99,00%	98,00%		

	LIS (peak)	LIS (off-peak)	OPO	FAO	PDL	FNC
<b>BAGGAGE CLAIM</b>						
<b>First bag</b>						
% baggage delivered in x minutes	97,72% ●	96,96% ●	91,81% ●	97,06% ●	99,49% ●	98,56% ●
minimum level	90,00% - 30'	90,00% - 30'	90,00% - 20'	90,00% - 20'	90,00% - 20'	90,00% - 20'
<b>Last bag</b>						
% baggage delivered in x minutes	94,16% ●	95,24% ●	97,91% ●	98,51% ●	99,09% ●	99,72% ●
minimum level	90,00% - 20'	90,00% - 20'	90,00% - 20'	90,00% - 20'	90,00% - 20'	90,00% - 20'
<b>SECURITY CONTROL</b>						
% passengers processed in x minutes	97,63% ●	96,38% ●	92,02% ●	98,81% ●	96,68% ●	98,98% ●
minimum level	90,00% - 15'	90,00% - 10'	90,00% - 10'	90,00% - 10'	90,00% - 10'	90,00% - 10'
<b>MOBILITY SUPPORT EQUIPMENT</b>						
Escalators	98,99% ●	99,14% ●	100% ●	100% ●	na	100% ●
minimum level	96,00%	96,00%	99,00%	99,00%		98,00%
Travelators	99,28% ●	99,30% ●	100% ●	100% ●	na	na
minimum level	98,00%	98,00%	99,00%	99,00%		
Lifts	98,44% ●	98,50% ●	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

