







Airport Infrastructure Availability

2nd 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	99,84%	●	99,84%	●	100%	●	100%	●	100%	●	100%	●
minimum level	99,00%		99,00%		99,00%		99,00%		99,00%		99,00%	
BAGGAGE HANDLING SYSTEM												
Departures	99,99%	●	99,98%	●	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%	●	99,998%	●	100%	●	100%	●	100%	●
minimum level	99,500%		99,500%		99,500%		99,500%		99,500%		99,500%	
GO	100%	●	100%	●	99,999%	●	100%	●	100%	●	100%	●
minimum level	99,500%		99,500%		99,500%		99,500%		99,500%		99,500%	
FIDS	100%	●	100%	●	99,999%	●	100%	●	100%	●	100%	●
minimum level	99,500%		99,500%		99,500%		99,500%		99,500%		99,500%	
AIR BRIDGES	97,86%	●	97,94%	●	100%	●	100%	●	na		na	
minimum level	96,00%		96,00%		99,00%		98,00%					
BAGGAGE CLAIM												
First bag												
% baggage delivered in x minutes	92,46%	●	93,32%	●	87,55%	●	95,92%	●	88,78%	●	97,02%	●
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	94,32%	●	93,59%	●	97,57%	●	96,61%	●	94,64%	●	96,68%	●

minimum level	90,00% - 20'	90,00% - 20'	90,00% - 20'	90,00% - 20'	90,00% - 15'	90,00% - 20'
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SECURITY CONTROL

% passengers processed in x minutes	96,52%		92,96%		96,90%		97,54%		100%		94,64%	
minimum level	90,00% - 15'		90,00% - 10'		90,00% - 10'		90,00% - 15'		90,00% - 10'		90,00% - 10'	



MOBILITY SUPPORT EQUIPMENT

Escalators	99,87%		99,96%		99,99%		100%		na		100%	
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	
Travelators	99,02%		98,99%		99,99%		100%		na		na	
minimum level	98,00%		98,00%		99,00%		99,00%					
Lifts	97,95%		97,99%		99,99%		100%		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