







Airport Infrastructure Availability















1st Quarter 2019

	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	99,99%	99,99%	100%	100%	100%	100%
minimum level	99,00%	99,500%	99,00%	99,00%	99,00%	99,00%
HBS	99,99%	99,99%	99,99%	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	99,93%	99,94%	100%	100%	na	na
minimum level	96,00%	96,00%	99,00%	98,00%		
BAGGAGE CLAIM						
First bag						
% baggage delivered in x minutes	95,15%	96,20%	94,03%	93,26%	96,16%	94,65%
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	90,07%	90,83%	97,28%	96,23%	97,75%	97,87%
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	99,19%		97,90%		94,33%		97,42%		100%		96,09%	
minimum level	90,00% - 15'		90,00% - 10'		90,00% - 10'		90,00% - 15'		90,00% - 10'		90,00% - 10'	



MOBILITY SUPPORT EQUIPMENT

Escalators	99,72%		99,87%		100%		99,72%		na		100%	
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	
Travelators	99,76%		99,86%		100%		100%		na		na	
minimum level	98,00%		98,00%		99,00%		99,00%					
Lifts	99,74%		99,82%		99,99%		99,77%		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