

## Airport Infrastructure Availability

1<sup>st</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%	99,99%	100%	99,99%	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>	99,56%	99,75%	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>	99,93%	99,94%	99,98%	100%	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	97,27% ●	95,62% ●	92,70% ●	94,65% ●	97,50% ●	95,10% ●
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	92,63% ●	89,96% ●	96,69% ●	95,97% ●	98,17% ●	98,24% ●
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	98,51% ●	96,84% ●	95,52% ●	98,70% ●	98,94% ●	97,98% ●
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	99,98% ●	97,91% ●	99,98% ●	100% ●	na	100% ●
minimum level	96,00%	96,00%	99,00%	99,00%		98,00%
Travelators	99,54% ●	99,68% ●	99,98% ●	100% ●	na	na
minimum level	98,00%	98,00%	99,00%	99,00%		
Lifts	98,12% ●	99,16% ●	99,98% ●	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

