Airport Infrastructure Availability

3rd Quarter 2018

	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	99,98%	🟢	99,99%	🟢	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%	🟢	99,97%	🟢	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%	🟢	99,99%	🟢	100%	🟢	100%	🟢
minimum level	99,00%		99,500%		99,00%		99,00%		99,00%		99,00%	
HBS	99,99%	🟢	99,99%	🟢	99,99%	🟢	100%	🟢	99,99%	🟢	100%	🟢
minimum level	99,00%		99,500%		99,00%		99,00%		99,00%		99,00%	
CRITICAL IT SYSTEMS												
CUPSS			100%	🟢	100%	🟢	100%	🟢	100%	🟢	100%	🟢
minimum level			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	99,94%	🟢	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	91,36%	🟢	91,74%	🟢	84,61%	🔴	84,88%	🔴	93,16%	🟢	95,31%	🟢
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	85,63%	🔴	84,17%	🔴	90,98%	🟢	94,90%	🟢	91,29%	🟢	96,15%	🟢
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	87,25% 🔴	73,62% 🔴	95,24% 🟢	98,65% 🟢	100% 🟢	95,77% 🟢
minimum level	90,00% - 15'	90,00% - 10'	90,00% - 10'	90,00% - 15'	90,00% - 10'	90,00% - 10'

MOBILITY SUPPORT EQUIPMENT

Escalators	99,58% 🟢	99,67% 🟢	100% 🟢	99,10% 🟢	na	100% 🟢
minimum level	96,00%	96,00%	99,00%	99,00%		98,00%
Travelators	99,81% 🟢	99,88% 🟢	100% 🟢	100% 🟢	na	na
minimum level	98,00%	98,00%	99,00%	99,00%		
Lifts	98,79% 🟢	98,82% 🟢	100% 🟢	99,99% 🟢	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