







## Airport Infrastructure Availability















3<sup>rd</sup> Quarter 2016

	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>												
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	100%		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%		99,99%	
minimum level	99,00%		99,500%		99,00%		99,00%		99,00%		99,00%	
<b>CRITICAL IT SYSTEMS</b>												
CUPSS	100%		99,947%		99,947%		99,947%		99,947%		99,947%	
minimum level			99,500%		99,500%		99,500%		99,500%		99,500%	
GO	100%		99,947%		99,947%		99,947%		99,947%		99,947%	
minimum level	99,500%		99,500%		99,500%		99,500%		99,500%		99,500%	
FIDS	100%		99,947%		99,947%		99,947%		99,947%		99,947%	
minimum level	99,500%		99,500%		99,500%		99,500%		99,500%		99,500%	
<b>AIR BRIDGES</b>	99,52%		99,32%		99,80%		100%		na		na	
minimum level	96,00%		96,00%		99,00%		98,00%					
<b>BAGGAGE CLAIM</b>												
<b>First bag</b>												
% baggage delivered in x minutes	76,07%		83,83%		87,19%		82,20%		87,68%		97,04%	
minimum level	90,00% - 30'		90,00% - 30'		90,00% - 20'		90,00% - 20'		90,00% - 15'		90,00% - 20'	
<b>Last bag</b>												
% baggage delivered in x minutes	90,25%		90,25%		96,88%		90,79%		89,72%		96,74%	
minimum level	90,00% - 20'		90,00% - 20'		90,00% - 20'		90,00% - 20'		90,00% - 15'		90,00% - 20'	

### SECURITY CONTROL

% passengers processed in x minutes	91,25%		88,15%		99,11%		94,51%		98,70%		96,64%	
minimum level	90,00% - 15'		90,00% - 10'		90,00% - 10'		90,00% - 15'		90,00% - 10'		90,00% - 10'	



### MOBILITY SUPPORT EQUIPMENT

Escalators	99,59%		98,50%		99,99%		100%		na		100%	
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	
Travelators	99,77%		99,76%		99,99%		100%		na		na	
minimum level	98,00%		98,00%		99,00%		99,00%					
Lifts	97,70%		97,65%		99,99%		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