

## Airport Infrastructure Availability

3<sup>rd</sup> Quarter 2021

	LIS (peak)	LIS (off-peak)	OPO	FAO	PDL	FNC
<b>RUNWAY</b>	100%	100%	99,81%	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	99,31%	99,72%	100%	100%	100%	100%
minimum level	99,00%	99,00%	99,00%	99,00%	99,00%	99,00%
Transfers	100%	100%	na	na	na	na
minimum level	99,00%	99,500%				
Arrivals	99,69%	99,73%	100%	100%	100%	100%
minimum level	99,00%	99,500%	99,00%	99,00%	99,00%	99,00%
HBS	99,98%	99,99%	99,99%	100%	100%	100%
minimum level	99,00%	99,00%	99,00%	99,00%	99,00%	99,00%
SSBD	99,58%	99,84%	na	na	na	na
minimum level	99,00%	99,00%				
<b>CRITICAL IT SYSTEMS</b>						
CUPSS	100%	99,87%	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%	99,97%	100%	100%	100%
minimum level	99,500%	99,500%	99,500%	99,500%	99,500%	99,500%
<b>AIR BRIDGES</b>	99,79%	99,90%	100%	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	91,28% ●	89,79% ●	91,24% ●	96,44% ●	97,33% ●	87,24% ●
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	88,13% ●	90,64% ●	96,34% ●	98,32% ●	95,76% ●	98,44% ●
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	97,96% ●	97,58% ●	88,55% ●	99,96% ●	99,51% ●	99,13% ●
minimum level	90,00% - 15'	90,00% - 10'	90,00% - 10'	90,00% - 15'	90,00% - 10'	90,00% - 10'
<b>MOBILITY SUPPORT EQUIPMENT</b>						
Escalators	99,58% ●	98,63% ●	99,99% ●	100% ●	na	99,99% ●
minimum level	96,00%	96,00%	99,00%	99,00%		98,00%
Travelators	97,03% ●	97,11% ●	100% ●	100% ●	na	na
minimum level	98,00%	98,00%	99,00%	99,00%		
Lifts	97,62% ●	97,77% ●	99,95% ●	100% ●	100% ●	99,85% ●
minimum level	96,00%	96,00%	99,00%	99,00%	98,00%	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