

Airport Infrastructure Availability

2nd Quarter 2020

	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	99,99%		99,94%		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	100%		100%		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%		99,00%		99,00%		99,00%		99,00%		99,00%	
SSBD	99,99%		99,99%		na		na		na		na	
minimum level	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	99,99%		99,99%		100%		100%		na		na	
minimum level	96,00%		96,00%		99,00%		98,00%					

	LIS (peak)	LIS (off-peak)	OPO	FAO	PDL	FNC
BAGGAGE CLAIM						
First bag						
% baggage delivered in x minutes	96,52% ●	96,23% ●	92,31% ●	85,45% ●	98,80% ●	95,05% ●
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	87,88% ●	91,85% ●	97,63% ●	96,36% ●	99,07% ●	100% ●
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	99,35% ●	99,22% ●	95,74% ●	99,32% ●	98,82% ●	98,53% ●
minimum level	90,00% - 15'	90,00% - 10'	90,00% - 10'	90,00% - 10'	90,00% - 10'	90,00% - 10'
MOBILITY SUPPORT EQUIPMENT						
Escalators	99,06% ●	99,07% ●	100% ●	100% ●	na	100% ●
minimum level	96,00%	96,00%	99,00%	99,00%		98,00%
Travelators	98,61% ●	98,68% ●	100% ●	100% ●	na	na
minimum level	98,00%	98,00%	99,00%	99,00%		
Lifts	98,18% ●	99,21% ●	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