







## Airport Infrastructure Availability















4<sup>th</sup> Quarter 2018

	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%	●	100%	●	100%	●	100%	●
minimum level	99,00%		99,500%		99,00%		99,00%		99,00%		99,00%	
<b>HBS</b>	99,99%	●	99,99%	●	100%	●	100%	●	100%	●	100%	●
minimum level	99,00%		99,500%		99,00%		99,00%		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%	●	99,96%	●	100%	●	99,96%	●	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	93,43%	●	94,53%	●	92,21%	●	82,89%	●	93,37%	●	95,57%	●
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	89,18%	●	89,72%	●	93,66%	●	95,67%	●	92,05%	●	95,12%	●
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	96,22%		89,37%		91,03%		97,60%		100%		95,85%	
minimum level	90,00% - 15'		90,00% - 10'		90,00% - 10'		90,00% - 15'		90,00% - 10'		90,00% - 10'	



### MOBILITY SUPPORT EQUIPMENT

Escalators	99,61%		99,66%		100%		99,88%		na		100%	
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	
Travelators	99,72%		99,87%		100%		100%		na		na	
minimum level	98,00%		98,00%		99,00%		99,00%					
Lifts	99,70%		99,76%		99,99%		99,89%		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