Airport Infrastructure Availability

2nd Quarter 2015

	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	99,84%	🟢	99,84%	🟢	100%	🟢	100%	🟢	100%	🟢	100%	🟢
minimum level	99,00%		99,00%		99,00%		99,00%		99,00%		99,00%	
BAGGAGE HANDLING SYSTEM												
Departures	99,99%	🟢	99,98%	🟢	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	100%	🟢	99,99%	🟢	100%	🟢	100%	🟢	100%	🟢	100%	🟢
minimum level	99,00%		99,500%		99,00%		99,00%		99,00%		99,00%	
CRITICAL IT SYSTEMS												
CUPSS	100%	🟢	100%	🟢	99,998%	🟢	100%	🟢	100%	🟢	100%	🟢
minimum level	99,500%		99,500%		99,500%		99,500%		99,500%		99,500%	
GO	100%	🟢	100%	🟢	99,999%	🟢	100%	🟢	100%	🟢	100%	🟢
minimum level	99,500%		99,500%		99,500%		99,500%		99,500%		99,500%	
FIDS	100%	🟢	100%	🟢	99,999%	🟢	100%	🟢	100%	🟢	100%	🟢
minimum level	99,500%		99,500%		99,500%		99,500%		99,500%		99,500%	
AIR BRIDGES	97,86%	🟢	97,94%	🟢	100%	🟢	100%	🟢	na		na	
minimum level	96,00%		96,00%		99,00%		98,00%					
BAGGAGE CLAIM												
First bag												
% baggage delivered in x minutes	92,46%	🟢	93,32%	🟢	87,55%	🔴	95,92%	🟢	88,78%	🔴	97,02%	🟢
minimum level	90,00% - 30'		90,00% - 30'		90,00% - 20'		90,00% - 20'		90,00% - 15'		90,00% - 20'	
Last bag												
% baggage delivered in x minutes	94,32%	🟢	93,59%	🟢	97,57%	🟢	96,61%	🟢	94,64%	🟢	96,68%	🟢

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	96,52%	🟢	92,96%	🟢	96,90%	🟢	97,54%	🟢	100%	🟢	94,64%	🟢
minimum level	90,00% - 15'		90,00% - 10'		90,00% - 10'		90,00% - 15'		90,00% - 10'		90,00% - 10'	

MOBILITY SUPPORT EQUIPMENT

Escalators	99,87%	🟢	99,96%	🟢	99,99%	🟢	100%	🟢	na		100%	🟢
minimum level	96,00%		96,00%		99,00%		99,00%				98,00%	
Travelators	99,02%	🟢	98,99%	🟢	99,99%	🟢	100%	🟢	na		na	
minimum level	98,00%		98,00%		99,00%		99,00%					
Lifts	97,95%	🟢	97,99%	🟢	99,99%	🟢	100%	🟢	na		99,90%	🟢
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