

Airport Infrastructure Availability

4th Quarter 2021

	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	100%	100%	100%	100%	100%	100%
minimum level	99,00%	99,00%	99,00%	99,00%	99,00%	99,00%
BAGGAGE HANDLING SYSTEM						
Departures	1000%	100%	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%	99,99%	100%	100%	100%	100%
minimum level	99,00%	99,500%	99,00%	99,00%	99,00%	99,00%
HBS	99,89%	99,09%	99,99%	100%	100%	99,99%
minimum level	99,00%	99,00%	99,00%	99,00%	99,00%	99,00%
SSBD	99,51%	99,75%	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%	99,90%	100%	99,63%	100%
minimum level	99,500%	99,500%	99,500%	99,500%	99,500%	99,500%
AIR BRIDGES	99,92%	99,66%	99,97%	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	92,71% ●	92,55% ●	93,84% ●	91,48% ●	96,72% ●	91,89% ●
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	90,88% ●	90,42% ●	97,05% ●	94,86% ●	95,76% ●	97,89% ●
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	98,53% ●	95,21% ●	91,14% ●	97,19% ●	97,83% ●	97,14% ●
minimum level	90,00% - 15'	90,00% - 10'	90,00% - 10'	90,00% - 15'	90,00% - 10'	90,00% - 10'
MOBILITY SUPPORT EQUIPMENT						
Escalators	96,09% ●	96,07% ●	99,99% ●	100% ●	na	99,52% ●
minimum level	96,00%	96,00%	99,00%	99,00%		98,00%
Travelators	97,88% ●	98,04% ●	99,98% ●	100% ●	na	na
minimum level	98,00%	98,00%	99,00%	99,00%		
Lifts	97,76% ●	97,79% ●	99,94% ●	100% ●	100% ●	99,98% ●
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