


Tempo Médio de Espera e Tempo Médio de Atendimento, nos Balcões IMT – ANO 2018

	julho			agosto			setembro			outubro			novembro			dezembro		
	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME
Aveiro	3.531	08:52	35:43	4.270	07:32	00:29	3.434	07:22	27:30	3.446	08:29	27:24	3.354	07:45	22:17	3.177	07:14	23:54
Beja	1.312	06:26	13:37	1.280	06:40	13:58	1.158	06:51	07:15	1.280	07:05	14:44	1.200	07:37	13:12	1.063	07:32	12:32
Braga	5.156	06:45	22:35	5.527	06:30	23:36	4.815	06:29	18:10	5.001	06:33	22:22	4.850	06:43	19:05	4.296	06:19	20:49
Bragança	1.333	07:09	05:40	1.459	06:31	11:33	1.126	06:20	19:46	1.273	07:22	14:33	1.189	07:45	09:19	983	07:50	07:28
Castelo-Branco	1.340	08:38	13:33	1.461	07:31	12:31	1.239	08:05	13:07	1.234	06:51	07:10	1.158	06:48	07:04	975	07:27	17:34
Coimbra	5.282	08:57	24:17	5.474	08:42	25:09	4.237	08:57	21:53	5.084	08:48	16:33	5.015	08:49	14:07	4.666	08:26	17:06
Évora	2.312	06:35	13:21	2.134	06:28	14:07	2.158	06:00	14:32	2.346	06:16	15:35	2.092	07:00	14:46	1.723	06:39	14:17
Faro	5.008	06:15	36:23	4.660	05:57	33:15	4.539	05:42	35:13	5.149	05:59	43:08	5.086	06:12	56:26	4.258	06:00	45:46
Leiria	5.101	07:48	31:07	4.873	07:20	43:32	4.297	08:04	28:39	4.474	08:06	31:04	4.625	07:28	21:08	3.544	08:22	32:20
Lisboa	17.313	07:23	1:33:26	18.325	06:56	01:29:08	17.265	06:54	01:17:04	17.138	07:24	01:00:21	16.859	07:33	01:08:38	13.820	07:35	01:14:32
Portalegre							257	07:42	07:39	983	07:54	05:50	1.053	08:27	06:13	839	09:27	08:30
Porto	9.350	06:58	1:01:18	9.690	07:01	01:27:42	9.442	06:51	29:44	9.971	07:21	25:19	10.106	07:14	20:17	8.408	07:19	22:41
Santarém	4.205	07:30	21:55	4.083	07:47	17:42	3.449	08:00	17:31	3.757	07:58	15:00	3.709	08:30	14:12	3.010	08:31	16:18
Setúbal	7.527	06:57	21:28	7.396	07:08	18:22	6.704	07:08	22:11	4.197	07:56	21:33	6.917	07:29	20:16	5.858	07:19	18:57
Viana Castelo	3.443	06:57	12:34	3.450	06:11	49:42	3.301	06:37	09:40	3.619	06:29	09:12	3.311	06:50	06:10	2.747	06:34	14:36
Vila Real	2.076	06:29	14:37	2.205	06:50	27:20	1.739	06:10	14:25	2.008	06:54	07:13	1.735	07:07	10:14	1.442	07:35	18:36
Viseu	3.000	06:27	26:42	3.283	06:57	33:39	2.525	06:36	28:16	2.743	06:50	28:36	2.608	07:19	18:56	2.379	06:52	15:40
TOTAL	77.289	07:17	45:56	79.570	07:07	49:28	71.834	07:03	37:08	73.703	07:18	31:36	74.867	07:26	32:41	63.188	07:24	34:41

	janeiro			fevereiro			março			abril			maio			junho		
	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME
Aveiro	3.880	08:23	25:21	3.177	08:24	25:35	3.398	08:50	29:28	3.310	08:50	26:48	3.383	08:28	28:23	3.367	07:54	34:58
Beja	1.288	07:10	07:22	1.119	06:44	06:29	1.214	07:08	08:52	1.156	07:49	09:35	1.210	06:51	11:06	1.215	07:05	12:35
Braga	5.739	06:16	18:30	4.824	06:29	19:20	4.917	06:37	19:41	4.579	06:41	20:32	4.813	06:37	19:08	4.717	06:55	21:29
Bragança													516	06:03	08:39	1.194	06:24	05:53
Castelo-Branco	1.671	06:42	11:30	1.328	07:43	11:17	1.286	07:34	11:50	1.345	07:17	14:40	1.233	08:03	13:52	1.242	08:42	14:39
Coimbra	6.403	08:29	20:55	5.365	08:55	20:45	5.782	08:52	19:18	5.710	08:40	21:41	5.709	08:34	17:09	5.446	08:52	21:19
Évora	2.788	05:49	15:17	2.244	06:14	13:58	2.256	06:18	13:02	2.229	05:54	15:11	2.300	06:03	14:11	2.108	06:08	14:42
Faro	5.680	05:37	19:43	5.248	05:53	34:44	5.271	06:02	34:58	4.609	06:17	43:56	5.055	06:20	36:23	4.901	06:19	34:20
Leiria	5.511	07:38	21:36	4.711	07:38	21:54	4.949	07:43	22:30	4.782	07:12	24:38	4.482	07:27	25:36	4.867	07:20	30:02
Lisboa	20.479	06:54	31:15	17.288	06:59	36:22	18.476	07:10	38:35	18.159	06:56	38:25	19.018	07:12	56:44	16.665	07:22	1:12:29
Portalegre																		
Porto	12.050	06:13	24:04	9.954	06:36	29:49	10.415	06:42	28:19	9.898	06:46	32:41	10.123	06:50	28:40	9.249	07:09	37:31
Santarém	4.487	07:32	14:16	3.704	07:31	13:09	3.870	08:16	16:26	3.649	07:49	14:10	4.194	07:46	16:42	3.673	08:08	19:38
Setúbal	8.219	06:34	16:26	7.101	06:45	18:49	7.714	06:54	20:45	7.154	06:49	19:03	7.299	07:03	19:35	6.880	07:22	19:39
Viana Castelo	3.479	06:15	05:20	3.136	06:11	05:58	3.107	06:37	08:02	3.114	06:20	07:07	3.202	0:06:50	07:58	3.052	06:41	10:21
Vila Real	2.547	04:55	09:21	1.882	05:32	11:41	1.716	05:46	13:08	1.783	06:43	16:20	1.900	06:22	13:02	1.678	06:34	11:23
Viseu	3.436	05:59	18:18	2.691	06:11	18:35	2.838	06:23	20:25	2.851	06:18	23:09	2.705	06:49	18:05	2.630	06:43	18:39
TOTAL	87.657	06:42	21:37	73.772	06:55	24:55	77.209	07:07	26:05	74.328	07:05	27:27	77.142	07:06	30:47	72.884	07:14	36:07

NA - Número de Atendimentos

TMA – Tempo Médio de Atendimento (min)

TME – Tempo Médio de Espera (min)

A implementar: Guarda