


## Tempo Médio de Espera e Tempo Médio de Atendimento, nos Balcões IMT - 2017

	janeiro			fevereiro			março			abril			maio			junho			julho			agosto			setembro			outubro			novembro			dezembro					
	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME	NA	TMA	TME
Viana Castelo	3.184	06:44	05:13	2.766	07:23	08:27	3.491	07:02	06:48	2.520	06:29	13:05	2.869	07:07	03:48	2.715	06:51	03:06	2.828	06:02	07:35	3.248	06:25	21:23	2.727	06:28	06:50	2.872	06:31	06:01	2.837	06:31	03:38	2.760	06:15	10:49			
Vila Real	2.191	06:25	08:48	1.861	07:11	11:39	2.431	06:34	06:11	1.872	06:20	07:36	2.049	07:25	08:20	1.242	07:01	06:44	1.911	06:47	06:49	2.346	06:27	15:16	2.041	04:58	06:31	2.255	04:56	06:32	1.900	05:55	07:15	1.685	05:28	13:48			
Porto	12.014	06:41	35:39	10.903	06:35	33:19	13.300	06:45	34:03	9.531	06:33	46:49	11.337	06:47	38:52	10.673	06:32	32:07	9.895	06:31	41:51	11.904	06:16	47:22	10.315	06:39	32:17	10.641	06:35	27:29	9.911	06:25	24:22	8.887	06:21	32:23			
Aveiro	3.439	09:00	26:36	3.109	08:28	23:59	3.835	08:26	28:17	3.071	08:20	25:06	3.172	08:53	28:36	3.250	08:51	24:32	3.256	08:42	25:53	3.949	08:46	29:20	3.280	08:41	23:13	3.193	08:59	25:14	3.034	08:57	21:33	2.971	09:04	35:16			
Coimbra	7.152	07:40	31:14	6.307	07:27	20:47	7.839	07:49	25:48	5.856	07:55	23:52	6.352	08:22	25:46	5.860	07:58	16:46	5.446	08:11	25:25	6.115	08:05	18:33	5.488	08:13	16:24	5.519	08:27	17:45	5.437	08:19	17:18	4.657	08:03	34:13			
Viseu	3.730	05:58	09:38	3.043	05:35	09:22	3.745	05:56	10:49	2.781	06:12	10:24	3.127	06:48	09:59	2.958	06:28	08:52	2.863	06:38	17:03	3.738	06:49	22:47	2.358	06:17	09:43	3.041	06:50	17:07	2.747	06:07	13:25	2.523	06:18	23:33			
Castelo-Branco	1.608	07:37	09:24	1.338	07:45	09:39	1.666	08:24	11:27	1.182	08:08	10:09	1.242	08:58	10:00	1.288	08:30	08:25	1.361	07:51	11:34	1.416	08:28	13:41	1.373	07:54	14:18	1.289	06:31	06:01	1.229	07:54	09:43	1.114	07:52	17:00			
Leiria	4.770	08:15	21:31	4.301	07:45	19:04	5.185	08:34	26:02	3.667	09:10	25:02	4.274	09:14	26:55	4.376	08:47	21:13	4.116	08:32	12:18	4.747	08:38	20:37	4.167	08:44	21:36	3.944	09:03	17:07	3.779	08:41	15:07	3.403	06:58	22:34			
Santarém	3.969	08:08	42:41	3.906	08:29	23:51	4.649	08:23	27:02	3.488	07:51	27:04	3.969	08:16	25:33	3.746	08:03	26:01	3.757	08:04	28:17	3.951	08:04	15:00	3.518	07:52	13:11	3.695	08:00	13:58	3.471	08:21	14:07	3.320	07:52	17:13			
Lisboa	18.482	07:32	57:45	16.719	07:18	42:40	20.452	07:23	47:42	15.116	07:19	58:18	17.477	07:27	67:52	16.909	07:13	48:58	17.176	07:10	42:15	18.310	07:04	51:35	18.051	07:12	39:33	17.430	07:13	41:56	17.362	07:01	25:46	14.882	05:56	33:22			
Beja	1.819	03:32	05:00	1.471	03:34	04:44	1.852	04:16	02:56	995	06:23	05:42	1.168	07:16	11:19	1.178	08:13	05:12	1.153	08:11	06:32	1.172	08:43	07:51	1.159	07:52	04:47	1.263	07:16	04:29	1.229	07:22	03:38	947	08:16	08:56			
Braga										4.202	05:17	09:41	5.925	05:38	09:53	5.317	05:52	08:51	4.950	06:02	11:24	6.061	05:52	13:44	5.188	06:14	10:53	5.162	06:19	14:07	4.850	06:12	12:17	4.277	05:56	15:37			
Évora										2.113	06:31	08:12	2.430	07:03	10:23	1.961	06:22	08:59	2.125	06:26	09:12	2.295	06:44	08:52	2.272	06:17	09:43	2.524	05:49	10:29	2.221	05:51	10:59	2.022	05:51	12:37			
Faro																			3.965	05:03	14:40	4.990	04:43	14:11	5.074	04:50	13:09	4.817	05:13	17:18	4.588	05:41	38:27	4.467	05:39	50:56	4.001	05:46	30:15
Setúbal																												3.680	05:42	24:47	7.640	05:58	31:04	6.796	06:35	28:10	6.116	06:31	20:46
<b>TOTAL</b>	<b>62.358</b>	<b>07:11</b>	<b>36:13</b>	<b>55.724</b>	<b>07:08</b>	<b>29:46</b>	<b>68.445</b>	<b>07:14</b>	<b>34:09</b>	<b>56.394</b>	<b>07:08</b>	<b>37:26</b>	<b>65.391</b>	<b>07:29</b>	<b>37:36</b>	<b>65.438</b>	<b>07:12</b>	<b>17:50</b>	<b>65.827</b>	<b>07:02</b>	<b>27:39</b>	<b>74.326</b>	<b>06:17</b>	<b>31:04</b>	<b>70.434</b>	<b>06:58</b>	<b>24:31</b>	<b>75.056</b>	<b>07:00</b>	<b>26:33</b>	<b>71.270</b>	<b>06:58</b>	<b>22:04</b>	<b>63.565</b>	<b>07:06</b>	<b>30:01</b>			

NA - Número de Atendimentos

TMA – Tempo Médio de Atendimento (min)

TME – Tempo Médio de Espera (min)

A implementar: Bragança, Guarda e Portalegre