



Monthly Service Quality Report

Jan 2025


KPI
Indicadores de Qualidade de Serviços (IQS)
Jan/25
Direct Services
Security Inspection Queue Time

1	Domestic Passengers waiting more than 5min (Q)	q	94,88%
2	International Passengers waiting more than 5min (Q)	q	53,92%

Equipment Availability

3	Percentage of elevator availability time (Q)	q	99,85%
4	Percentage of time of availability of escalators and moving walkways (Q)	q	99,57%
5	Percentage of Baggage Processing System Availability Time (Q)	q	99,45%

Air Side Installations

6	Service on Boarding Bridges* - Domestic Passengers (Q)	q	100,00%
7	Service on Boarding Bridges* - International Passengers (Q)	q	100,00%

Passenger Satisfaction Survey*

8	Ease of finding your way around the terminal (Q)	q	4,49
9	Ease of accessing flight information (Q)	q	4,38
10	Bathroom Cleaning (Q)	q	4,34
11	Availability of restrooms (Q)	q	4,39
12	Availability of official airport operator Wi-Fi (Q)	q	3,80
13	Comfort in the boarding area (Q)	q	4,04
14	Thermal Comfort (Q)	q	4,25
15	Acoustic Comfort		4,04
16	General cleaning of the airport (Q)	q	4,44
17	Ease of getting out of the vehicle and accessing the terminal on the sidewalk (Q)	q	4,41

Satisfaction Indexes

18	Waiting time in the check-in queue		98,26%
19	Quality of the airport operator's official parking lots		95,77%
20	Price-quality ratio of food at the airport		67,19%

* - Rating scale: from 1 to 5

q - Indicators that integrate the Q factor
normative basis:

Resolution No. 372 of December 15, 2015 - ANAC;
Ordinance No. 10.164/SRA of December 29, 2022 - ANAC;
Decision No. 592, of December 28, 2022 - ANAC