



Monthly Service Quality Report

Feb 2025



KPI	Indicadores de Qualidade de Serviços (IQS)	Feb/25
Direct Services		
Security Inspection Queue Time		
1	Domestic Passengers waiting more than 5min (Q)	94,78%
2	International Passengers waiting more than 5min (Q)	55,32%
Equipment Availability		
3	Percentage of elevator availability time (Q)	99,98%
4	Percentage of time of availability of escalators and moving walkways (Q)	99,79%
5	Percentage of Baggage Processing System Availability Time (Q)	99,37%
Air Side Installations		
6	Service on Boarding Bridges* - Domestic Passengers (Q)	100,00%
7	Service on Boarding Bridges* - International Passengers (Q)	100,00%
Passenger Satisfaction Survey*		
8	Ease of finding your way around the terminal (Q)	4,43
9	Ease of accessing flight information (Q)	4,31
10	Bathroom Cleaning (Q)	4,31
11	Availability of restrooms (Q)	4,31
12	Availability of official airport operator Wi-Fi (Q)	3,58
13	Comfort in the boarding area (Q)	3,97
14	Thermal Comfort (Q)	3,97
15	Acoustic Comfort	3,98
16	General cleaning of the airport (Q)	4,41
17	Ease of getting out of the vehicle and accessing the terminal on the sidewalk (Q)	4,24
Satisfaction Indexes		
18	Waiting time in the check-in queue	88,37%
19	Quality of the airport operator's official parking lots	86,27%
20	Price-quality ratio of food at the airport	71,91%

* - 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