



## Monthly Service Quality Report

### Jul 2025


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

- |   |                                                     |   |        |
|---|-----------------------------------------------------|---|--------|
| 1 | Domestic Passengers waiting more than 5min (Q)      | □ | 95,09% |
| 2 | International Passengers waiting more than 5min (Q) | □ | 91,89% |

**Equipment Availability**

- |   |                                                                          |   |        |
|---|--------------------------------------------------------------------------|---|--------|
| 3 | Percentage of elevator availability time (Q)                             | □ | 99,81% |
| 4 | Percentage of time of availability of escalators and moving walkways (Q) | □ | 99,71% |
| 5 | Percentage of Baggage Processing System Availability Time (Q)            | □ | 99,18% |

**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)                                  | □ | 4,39 |
| 9  | Ease of accessing flight information (Q)                                          | □ | 4,30 |
| 10 | Bathroom Cleaning (Q)                                                             | □ | 4,32 |
| 11 | Availability of restrooms (Q)                                                     | □ | 4,34 |
| 12 | Availability of official airport operator Wi-Fi (Q)                               | □ | 3,85 |
| 13 | Comfort in the boarding area (Q)                                                  | □ | 4,15 |
| 14 | Thermal Comfort (Q)                                                               | □ | 4,39 |
| 15 | Acoustic Comfort                                                                  |   | 4,18 |
| 16 | General cleaning of the airport (Q)                                               | □ | 4,50 |
| 17 | Ease of getting out of the vehicle and accessing the terminal on the sidewalk (Q) | □ | 4,52 |

**Satisfaction Indexes**

- |    |                                                         |  |        |
|----|---------------------------------------------------------|--|--------|
| 18 | Waiting time in the check-in queue                      |  | 96,49% |
| 19 | Quality of the airport operator's official parking lots |  | 93,75% |
| 20 | Price-quality ratio of food at the airport              |  | 81,65% |

\* - Rating scale: from 1 to 5

□ - 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