



Monthly Service Quality Report

May 2025


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

- | | | | |
|---|---|---|--------|
| 1 | Domestic Passengers waiting more than 5min (Q) | □ | 96,54% |
| 2 | International Passengers waiting more than 5min (Q) | □ | 60,00% |

Equipment Availability

- | | | | |
|---|--|---|--------|
| 3 | Percentage of elevator availability time (Q) | □ | 99,99% |
| 4 | Percentage of time of availability of escalators and moving walkways (Q) | □ | 99,89% |
| 5 | Percentage of Baggage Processing System Availability Time (Q) | □ | 99,46% |

Air Side Installations

- | | | | |
|---|---|---|--------|
| 6 | Service on Boarding Bridges* - Domestic Passengers (Q) | □ | 99,83% |
| 7 | Service on Boarding Bridges* - International Passengers (Q) | □ | 99,32% |

Passenger Satisfaction Survey*

- | | | | |
|----|---|---|------|
| 8 | Ease of finding your way around the terminal (Q) | □ | 4,34 |
| 9 | Ease of accessing flight information (Q) | □ | 4,28 |
| 10 | Bathroom Cleaning (Q) | □ | 4,35 |
| 11 | Availability of restrooms (Q) | □ | 4,42 |
| 12 | Availability of official airport operator Wi-Fi (Q) | □ | 3,75 |
| 13 | Comfort in the boarding area (Q) | □ | 4,05 |
| 14 | Thermal Comfort (Q) | □ | 4,35 |
| 15 | Acoustic Comfort | | 4,11 |
| 16 | General cleaning of the airport (Q) | □ | 4,46 |
| 17 | Ease of getting out of the vehicle and accessing the terminal on the sidewalk (Q) | □ | 4,37 |

Satisfaction Indexes

- | | | | |
|----|---|--|--------|
| 18 | Waiting time in the check-in queue | | 96,70% |
| 19 | Quality of the airport operator's official parking lots | | 98,31% |
| 20 | Price-quality ratio of food at the airport | | 87,06% |

* - 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