



Monthly Service Quality Report

Feb 2026



KPI **Indicadores de Qualidade de Serviços (IQS)** **Feb/26**

Direct Services

Security Inspection Queue Time

1	Domestic Passengers waiting more than 5min (Q)	□	87,20%
2	International Passengers waiting more than 5min (Q)	□	57,46%

Equipment Availability

3	Percentage of elevator availability time (Q)	□	99,96%
4	Percentage of time of availability of escalators and moving walkways (Q)	□	99,90%
5	Percentage of Baggage Processing System Availability Time (Q)	□	99,58%

Air Side Installations

6	Service on Boarding Bridges* - Domestic Passengers (Q)	□	99,57%
7	Service on Boarding Bridges* - International Passengers (Q)	□	100,00%

Passenger Satisfaction Survey*

8	Ease of finding your way around the terminal (Q)	□	4,34
9	Ease of accessing flight information (Q)	□	4,34
10	Bathroom Cleaning (Q)	□	4,36
11	Availability of restrooms (Q)	□	4,54
12	Availability of official airport operator Wi-Fi (Q)	□	3,84
13	Comfort in the boarding area (Q)	□	4,02
14	Thermal Comfort (Q)	□	4,38
15	Acoustic Comfort		4,10
16	General cleaning of the airpor (Q)	□	4,50
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		94,90%
19	Quality of the airport operator's official parking lots		87,69%
20	Price-quality ratio of food at the airport		64,52%

* - 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