



Monthly Service Quality Report

May 2026



KPI Indicadores de Qualidade de Serviços (IQS)

May/26

Direct Services

Security Inspection Queue Time

1	Domestic Passengers waiting more than 5min (Q)	Q	97,02%
2	International Passengers waiting more than 5min (Q)	Q	70,73%

Equipment Availability

3	Percentage of elevator availability time (Q)	Q	99,21%
4	Percentage of time of availability of escalators and moving walkways (Q)	Q	99,75%
5	Percentage of Baggage Processing System Availability Time (Q)	Q	99,40%

Air Side Installations

6	Service on Boarding Bridges* - Domestic Passengers (Q)	Q	99,38%
7	Service on Boarding Bridges* - International Passengers (Q)	Q	99,69%

Passenger Satisfaction Survey*

8	Ease of finding your way around the terminal (Q)	Q	4,43
9	Ease of accessing flight information (Q)	Q	4,49
10	Bathroom Cleaning (Q)	Q	4,21
11	Availability of restrooms (Q)	Q	4,31
12	Availability of official airport operator Wi-Fi (Q)	Q	3,97
13	Comfort in the boarding area (Q)	Q	4,08
14	Thermal Comfort (Q)	Q	4,46
15	Acoustic Comfort		4,15
16	General cleaning of the airpor (Q)	Q	4,52
17	Ease of getting out of the vehicle and accessing the terminal on the sidewalk (Q)	Q	4,34

Satisfaction Indexes

18	Waiting time in the check-in queue		97,65%
19	Quality of the airport operator's official parking lots		94,55%
20	Price-quality ratio of food at the airport		74,39%

* - 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. 17.382/SRA of July, 2025 - ANAC;
Decision No. 592, of December 28, 2022 - ANAC