



## Monthly Service Quality Report April/2018



| #                             | <u>Service Quality Indicators (SQI)</u>  | apr/18   |
|-------------------------------|--|----------|
| <b>Direct Services</b>        |  |          |
| 1                             | Queue Time at Security Inspection  |          |
| 1.1                           | % of passengers waiting more than 5min   | q 14,5%  |
| 1.2                           | % of passengers waiting more than 15min  | q 3,9%   |
| 2                             | Time to attend to Passengers with Special Assistance Need - PNAE                       | NA       |
| 3                             | Number of Serious Event Reported   | ND       |
| <b>Equipment Availability</b> |  |          |
| 4                             | Elevators, Treadmill and Escalators  | q 93,8%  |
| 5                             | Luggage Processing System (Boarding)   | q 100,0% |
| 6                             | Luggage Claim System (Landing)   | q 100,0% |
| 7                             | Equipment for loading and unloading of passengers with special assistance need - PNAE  | q NA     |
| 8                             | Preconditioned Air   | q NA     |
| <b>Air Side Installations</b> |  |          |
| 9                             | Boarding Bridges   | q 99,5%  |
| 10                            | Auxiliary Power Source   | q 100,0% |
| 11                            | Patio Position   | q 100,0% |
| 12                            | Service in Board Bridges   |          |
| 12.1                          | Domestic Passengers  | q 82,0%  |
| 12.2                          | International Passengers   | q 100,0% |
| <b>Satisfaction Survey*</b>   |  |          |
| 13                            | Quality of Information: signs, flight information, sound system for passengers warning | q q 3,8  |
| 14                            | Cleaning and Restrooms availability  | q 3,7    |
| 15                            | Comfort and availability of seats in departure lounge and other public areas           | q 3,3    |
| 16                            | General Cleanliness of the airport   | q 3,9    |
| 17                            | Politeness of the airport staff  | q 4,1    |
| 18                            | Availability of luggage carts  | q 3,8    |
| 19                            | Availability of parking space  | 3,3      |
| 20                            | Variety and quality of stores and food courts  | 3,4      |
| 21                            | Cost-benefit of stores and food courts   | 2,6      |
| 22                            | Overall satisfaction with the airport  | q 3,7    |
| 23                            | Thermal and acoustic comfort   | 3,7      |
| 24                            | Perception of security at the airport  | 3,7      |
| 25                            | Parking and cost-effective options   | 2,8      |
| 26                            | Availability of Curb to boarding and arrival   | 3,6      |
| 27                            | Equipment to make it easier to move inside the passenger terminal                      | 3,7      |
| 28                            | Organization of Security Inspection Queue  | 4,0      |
| 29                            | Availability, convenience and location of the ATMs                                     | 3,1      |
| 30                            | Availability of wireless networks and other internet connection                        | 2,9      |

\* - Escala de notas: de 1 a 5

q - Indicadores que integram o fator Q

NA – A Concessionária não dispõe deste equipamento

ND – Informações não disponibilizadas pela Secretaria de Segurança Pública até fechamento do RQS

Base normativa:

Resolução nº 372 de 15 de dezembro de 2015 – ANAC;

Portaria nº 3.965/SRA de 29 de novembro de 2017 – ANAC.