



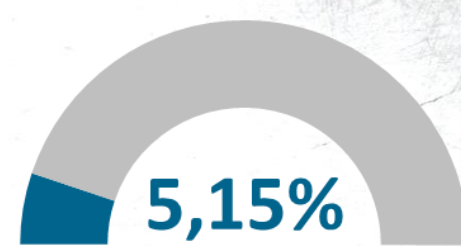
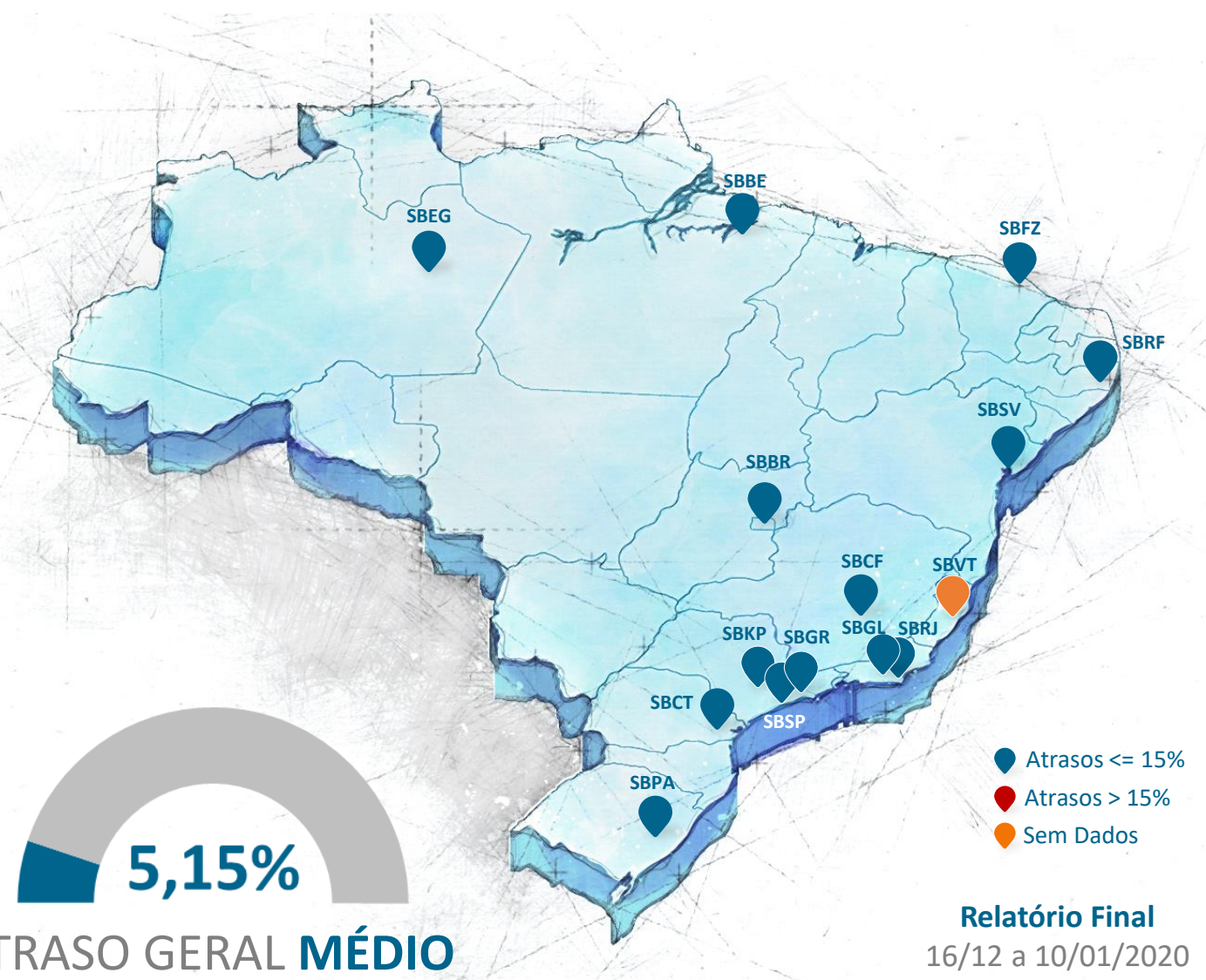
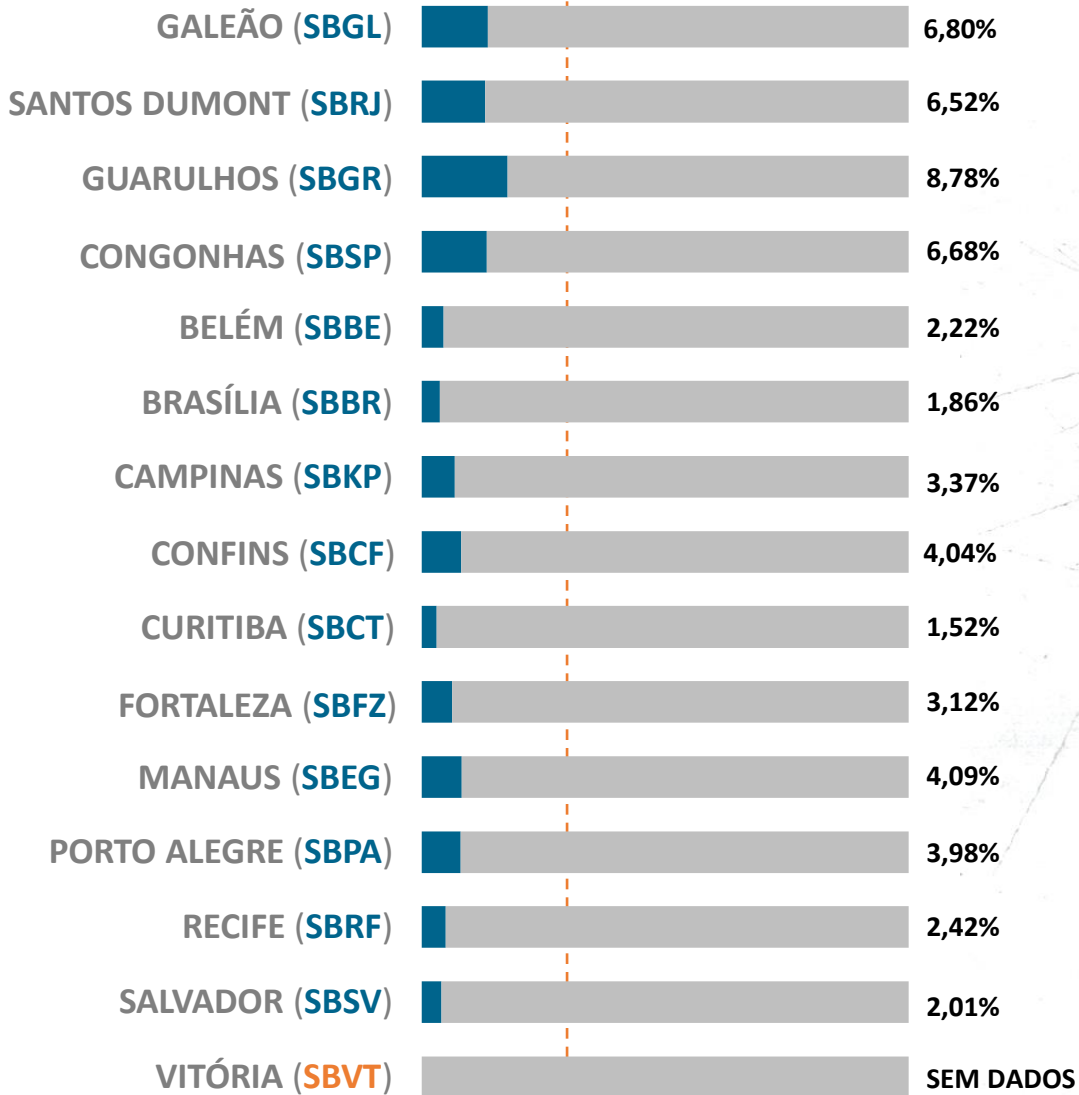
**Monitoramento  
Alta Temporada  
Fim de Ano 2019/2020**  
16 de Dezembro a 10 de Janeiro



# percentual de atrasos em partidas e chegadas

Fonte: CGNA/DECEA

LIMITE\*  
**15%**



**ATRASSO GERAL MÉDIO**

**Relatório Final**  
16/12 a 10/01/2020

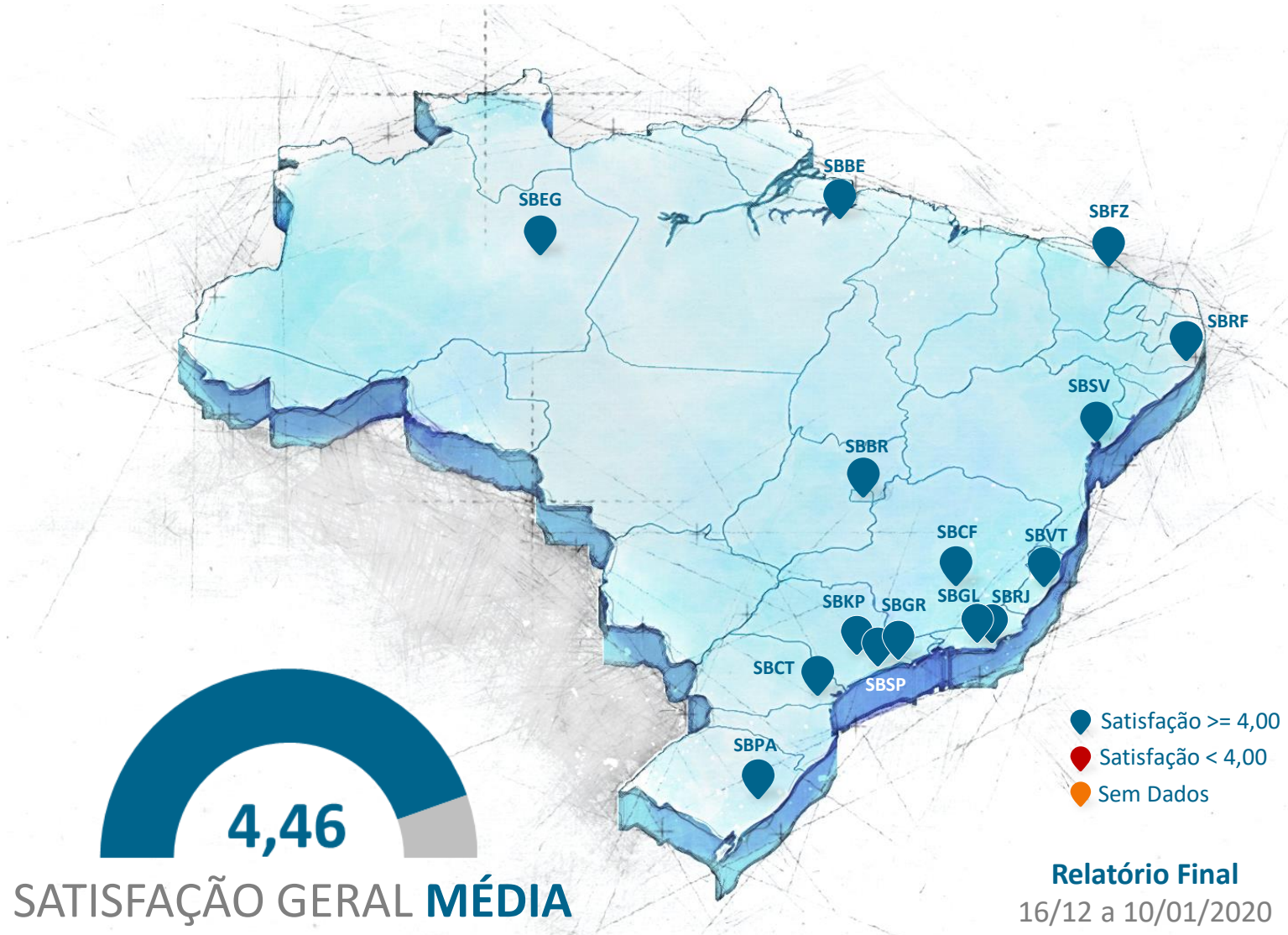
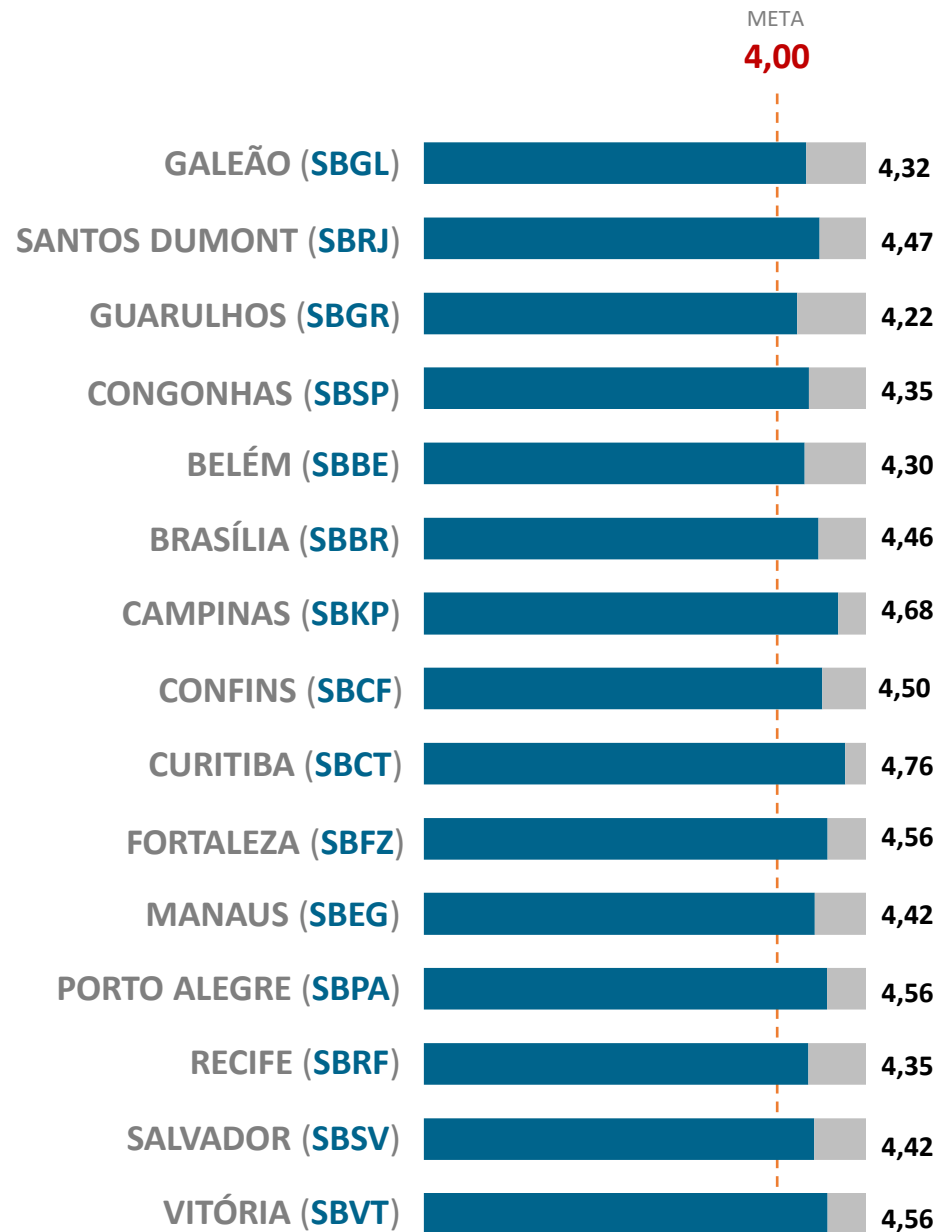
\*Atrasos superiores a 30 min.  
Aviação Regular + Charter





# Índice de **satisfação** geral do passageiro

Fonte: SAC - MInfra



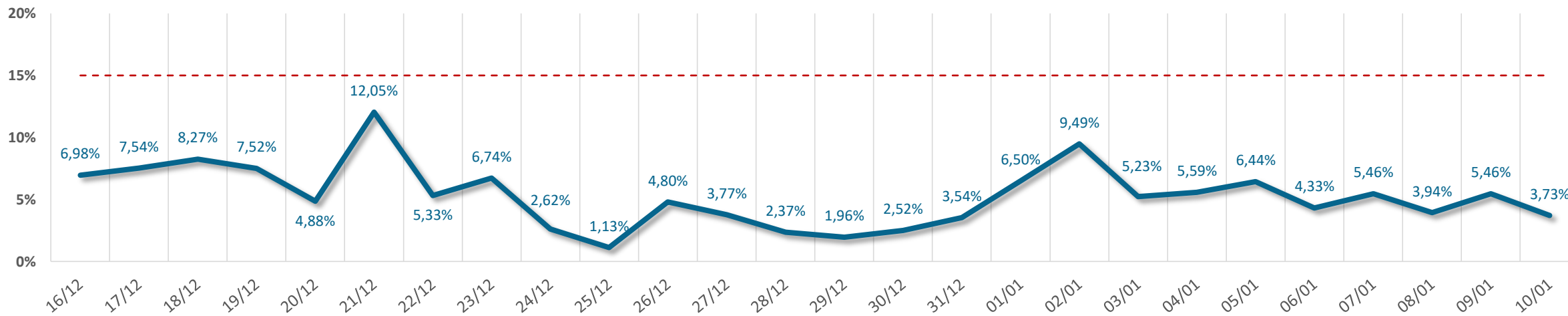
atraso médio **5,15%**

satisfação geral média **4,46**

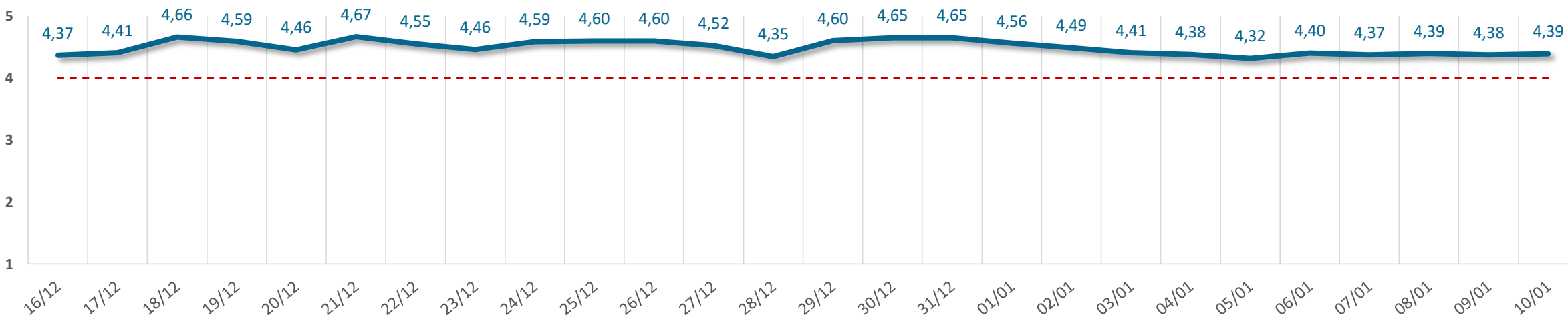
# indicadores nacionais

evolução na alta temporada

## PERCENTUAL DE ATRASOS



## SATISFAÇÃO GERAL



\*Atrasos superiores a 30 min. Aviação Regular + Charter