SERVICE QUALITY REPORT

2020/2021

SALVADOR BAHiA AiRPORT

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Service Quality Indicators
Not Related to Passengers Satisfaction Survey - PSS

#	Service Quality Indicators (SQI)		apr/20	may/20	jun/20	jul/20	aug/20	sep/20	oct/20	nov/20	dec/20	jan/21	feb/21	mar/21
	Direct Services													
1	Queue Time at Security Inspection													
1.1	% of passengers waiting more than 5min	Q										17,1%	6,5%	0,7%
1.2	% of passengers waiting more than 15min	Q										1,4%	0,0%	0,0%
2	Time to attend to Passengers with Special Assistance Need - PNAE											00:00:18	00:00:00	00:00:00
3	Number of Serious Event Reported											5	0	2
	Equipment Availability													
4	Elevators, Treadmill and Escalators	Q										99,5%	99,9%	99,9%
5	Luggage Processing System (Boarding)	Q										99,7%	99,8%	99,9%
6	Luggage Claim System (Landing)	Q										99,9%	99,9%	100,0%
7	Equipment for loading/unloading of passengers with special assistance need	Q										100,0%	100,0%	99,6%
8	Preconditioned Air	Q										NA	NA	NA
	Air Side Installations													
9	Boarding Bridges	Q										99,7%	100,0%	100,0%
11	Patio Position	Q										100,0%	100,0%	100,0%
12	Service in Board Bridges													
12.1	Domestic Passengers	Q										88,6%	94,2%	92,5%
12.2	International Passengers	Q										97,3%	100,0%	100,0%

Q - Indicators that contributes for the Q Factor
NA – Equipment Not Available at the Airport

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Related to Passengers Satisfaction Survey - PSS

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	Satisfaction Survey*													
13	Quality of Information: signs, flight information, sound system for pax warning	Q										4,3	4,3	4,4
14	Cleaning and Restrooms availability	Q										4,4	4,4	4,5
15	Comfort and availability of seats in departure lounge and other public areas	Q										3,9	3,9	4,1
16	General Cleanliness of the airport	Q										4,5	4,5	4,5
17	Politeness of the airport staff	Q										4,4	4,5	4,5
18	Availability of luggage carts	Q										4,3	4,1	4,3
19	Availability of parking space	Q										3,8	4,0	4,2
20	Variety and quality of stores and food courts											3,9	4,0	4,1
21	Cost-benefit of stores and food courts											3,0	3,0	3,2
22	Overall satisfaction with the airport											4,2	4,2	4,3
23	Thermal and acoustic comfort	Q										4,1	4,3	4,2
24	Perception of security at the airport											4,3	4,3	4,3
25	Parking and cost-effective options											3,5	3,4	3,8
26	Availability of Curb to boarding and arrival											3,8	3,9	4,0
27	Equipment to make it easier to move inside the passenger terminal											4,2	4,2	4,3
28	Organization of Security Inspection Queue											4,0	4,1	4,1
29	Availability, convenience and location of the ATMs											3,7	3,7	3,8
30	Availability of wireless networks and other internet connection											3,8	3,8	3,7

* - Grade Scale: from 1 to 5

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