

SERVICE QUALITY REPORT

2023/2024



SALVADOR BAHIA
AIRPORT

Powered by



Service Quality Indicators - SBSV

KPI	Indicators		apr/23	may/23	jun/23	jul/23	aug/23	sep/23	oct/23	nov/23	dec/23	jan/24	feb/24	mar/24
Direct Services														
Security Inspection Queue Time														
1	Passengers waiting more than 5min (Q)	q	98,26%	99,79%	98,04%	97,93%	98,56%	97,78%	97,81%	98,83%	98,95%	96,64%	94,62%	97,49%
2	International Passengers waiting more than 5min (Q)	q	85,71%		58,57%		65,85%		63,64%	67,92%	64,00%	63,52%	65,33%	
Equipment Availability														
3	Percentage of elevator availability time (Q)	q	99,60%	99,87%	100,00%	99,98%	100,00%	99,68%	99,95%	99,98%	100,00%	100,00%	99,97%	100,00%
4	Percentage of time of availability of escalators and moving walkways (Q)	q	99,20%	99,86%	99,97%	99,87%	99,74%	99,97%	99,75%	99,79%	99,86%	99,99%	99,85%	99,93%
5	Percentage of Baggage Processing System Availability Time (Q)	q	99,50%	99,53%	99,14%	99,12%	99,81%	99,16%	99,19%	99,00%	99,01%	98,88%	99,21%	99,20%
Air Side Installations														
6	Service on Boarding Bridges* - Domestic Passengers (Q)	q	99,94%	98,57%	99,90%	100,00%	99,95%	100,00%	99,94%	100,00%	99,98%	99,86%	99,84%	99,98%
7	Service on Boarding Bridges* - International Passengers (Q)	q	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
Passenger Satisfaction Survey*														
8	Ease of finding your way around the terminal (Q)	q	4,42	4,50	4,42	4,41	4,25	4,42	4,21	4,45	4,41	4,34	4,49	4,40
9	Ease of accessing flight information (Q)	q	4,43	4,52	4,33	4,42	4,38	4,38	4,33	4,37	4,41	4,30	4,47	4,31
10	Bathroom Cleaning (Q)	q	4,51	4,27	4,17	4,32	4,32	4,35	4,37	4,29	4,34	4,32	4,26	4,42
11	Availability of restrooms (Q)	q	4,67	4,58	4,48	4,61	4,58	4,56	4,47	4,50	4,45	4,51	4,50	4,49
12	Availability of official airport operator Wi-Fi (Q)	q	3,75	3,64	3,83	3,86	3,96	3,90	3,66	3,82	3,67	3,73	3,64	3,88
13	Comfort in the boarding area (Q)	q	4,25	4,34	4,12	4,15	4,14	4,25	4,34	4,21	4,10	4,04	4,18	4,19
14	Thermal Comfort (Q)	q	4,49	4,46	4,36	4,40	4,42	4,51	4,35	4,52	4,33	4,32	4,45	4,33
15	Acoustic Comfort		4,33	4,32	4,34	4,38	4,26	4,29	4,27	4,28	4,15	4,10	4,36	4,26
16	General cleaning of the airpor (Q)	q	4,69	4,54	4,53	4,60	4,51	4,57	4,48	4,63	4,53	4,55	4,54	4,49
17	Ease of getting out of the vehicle and accessing the terminal on the sidewalk (Q)	q	4,42	4,48	4,46	4,45	4,47	4,36	4,35	4,53	4,43	4,41	4,56	4,43
Satisfaction Indexes														
18	Waiting time in the check-in queue		98,25%	99,02%	93,68%	96,97%	95,45%	96,74%	91,95%	90,22%	95,83%	93,40%	95,00%	97,30%
19	Quality of the airport operator's official parking lots		91,30%	96,92%	100,00%	98,28%	92,65%	92,31%	93,94%	93,10%	98,57%	97,59%	94,74%	96,36%
20	Price-quality ratio of food at the airport		70,09%	77,45%	72,48%	78,76%	74,26%	74,26%	72,45%	67,01%	73,15%	70,27%	75,53%	68,83%



* - 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. 10.164/SRA of December 29, 2022 - ANAC;
Decision No. 592, of December 28, 2022 - ANAC