

SERVICE QUALITY REPORT

2024/2025



SALVADOR BAHIA
AIRPORT

Powered by



Service Quality Indicators - SBSV

KPI	Indicators		apr/24	may/24	jun/24	jul/24	aug/24	sep/24	oct/24	nov/24	dec/24	jan/25	feb/25	mar/25
Direct Services														
Security Inspection Queue Time														
1	Passengers waiting more than 5min (Q)	q	97,69%	97,34%	96,66%	96,69%	96,16%	98,49%	96,04%	94,15%	96,42%	94,88%	94,78%	94,49%
2	International Passengers waiting more than 5min (Q)	q		42,86%			58,82%				66,67%	53,92%	55,32%	63,24%
Equipment Availability														
3	Percentage of elevator availability time (Q)	q	99,97%	100,00%	100,00%	100,00%	100,00%	99,90%	99,96%	100,00%	99,90%	99,85%	99,98%	99,84%
4	Percentage of time of availability of escalators and moving walkways (Q)	q	99,93%	99,92%	99,84%	99,99%	99,98%	99,97%	99,96%	99,96%	99,83%	99,57%	99,79%	99,96%
5	Percentage of Baggage Processing System Availability Time (Q)	q	99,26%	99,03%	98,97%	99,23%	99,63%	99,19%	99,69%	98,96%	99,27%	99,45%	99,37%	99,22%
Air Side Installations														
6	Service on Boarding Bridges* - Domestic Passengers (Q)	q	99,95%	99,88%	99,93%	99,93%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
7	Service on Boarding Bridges* - International Passengers (Q)	q	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	99,81%	100,00%	100,00%	100,00%	100,00%
Passenger Satisfaction Survey*														
8	Ease of finding your way around the terminal (Q)	q	4,46	4,43	4,23	4,31	4,34	4,30	4,34	4,29	4,46	4,49	4,43	4,51
9	Ease of accessing flight information (Q)	q	4,25	4,30	4,25	4,30	4,27	4,34	4,28	4,27	4,25	4,38	4,31	4,48
10	Bathroom Cleaning (Q)	q	4,40	4,36	4,33	4,29	4,25	4,44	4,23	4,30	4,23	4,34	4,31	4,53
11	Availability of restrooms (Q)	q	4,58	4,42	4,34	4,42	4,33	4,44	4,42	4,40	4,46	4,39	4,31	4,50
12	Availability of official airport operator Wi-Fi (Q)	q	3,61	3,95	3,48	3,77	3,99	3,50	3,75	3,93	3,86	3,80	3,58	3,86
13	Comfort in the boarding area (Q)	q	4,18	4,10	4,10	4,22	3,98	4,02	4,02	3,93	4,05	4,04	3,97	4,11
14	Thermal Comfort (Q)	q	4,37	4,37	4,39	4,31	4,20	4,10	4,32	4,22	4,20	4,25	3,97	4,30
15	Acoustic Comfort		4,17	4,15	4,23	4,20	4,05	4,04	4,01	3,92	4,00	4,04	3,98	4,28
16	General cleaning of the airpor (Q)	q	4,60	4,53	4,47	4,49	4,44	4,49	4,35	4,42	4,46	4,44	4,41	4,58
17	Ease of getting out of the vehicle and accessing the terminal on the sidewalk (Q)	q	4,35	4,35	4,27	4,41	4,33	4,36	4,32	4,39	4,41	4,41	4,24	4,60
Satisfaction Indexes														
18	Waiting time in the check-in queue		100,00%	94,12%	94,25%	99,08%	96,00%	94,90%	97,06%	93,88%	95,92%	98,26%	88,37%	95,70%
19	Quality of the airport operator's official parking lots		89,83%	94,92%	100,00%	97,33%	100,00%	92,54%	91,43%	96,46%	94,20%	95,77%	86,27%	97,92%
20	Price-quality ratio of food at the airport		69,77%	72,22%	71,91%	75,00%	75,21%	83,18%	70,27%	68,97%	79,05%	67,19%	71,91%	82,47%



* - 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