

# SERVICE QUALITY REPORT

2025/2026



**SALVADOR BAHIA**  
**AIRPORT**

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# Service Quality Indicators - SBSV

KPI	Indicators	apr/25	may/25	jun/25	jul/25	aug/25	sep/25	oct/25	nov/25	dec/25	jan/26	feb/26	mar/26
<b>Direct Services</b>													
<b>Security Inspection Queue Time</b>													
1	Passengers waiting more than 5min (Q)	q 97,24%	96,54%	95,10%	95,09%	98,21%	98,09%						
2	International Passengers waiting more than 5min (Q)	q	60,00%		91,89%	75,00%	61,70%						
<b>Equipment Availability</b>													
3	Percentage of elevator availability time (Q)	q 100,00%	99,99%	100,00%	99,81%	99,84%	99,91%						
4	Percentage of time of availability of escalators and moving walkways (Q)	q 99,98%	99,89%	99,96%	99,71%	99,92%	99,86%						
5	Percentage of Baggage Processing System Availability Time (Q)	q 99,49%	99,45%	99,36%	99,15%	99,27%	99,49%						
<b>Air Side Installations</b>													
6	Service on Boarding Bridges* - Domestic Passengers (Q)	q 99,88%	99,83%	100,00%	100,00%	99,90%	99,21%						
7	Service on Boarding Bridges* - International Passengers (Q)	q 99,62%	99,32%	100,00%	100,00%	100,00%	100,00%						
<b>Passenger Satisfaction Survey*</b>													
8	Ease of finding your way around the terminal (Q)	q 4,41	4,34	4,32	4,39	4,46	4,45						
9	Ease of accessing flight information (Q)	q 4,30	4,28	4,30	4,30	4,38	4,39						
10	Bathroom Cleaning (Q)	q 4,31	4,35	4,50	4,32	4,34	4,31						
11	Availability of restrooms (Q)	q 4,33	4,42	4,49	4,34	4,46	4,48						
12	Availability of official airport operator Wi-Fi (Q)	q 3,55	3,75	3,65	3,85	3,66	3,64						
13	Comfort in the boarding area (Q)	q 4,00	4,05	4,17	4,15	4,11	4,04						
14	Thermal Comfort (Q)	q 4,23	4,35	4,38	4,39	4,29	4,32						
15	Acoustic Comfort		4,10	4,11	4,18	4,18	3,98	4,12					
16	General cleaning of the airpor (Q)	q 4,44	4,46	4,53	4,50	4,46	4,50						
17	Ease of getting out of the vehicle and accessing the terminal on the sidewalk (Q)	q 4,27	4,37	4,35	4,52	4,38	4,46						
<b>Satisfaction Indexes</b>													
18	Waiting time in the check-in queue		97,59%	96,70%	95,60%	96,49%	94,38%	91,30%					
19	Quality of the airport operator's official parking lots		95,65%	98,31%	92,73%	93,75%	93,10%	92,31%					
20	Price-quality ratio of food at the airport		72,94%	87,06%	71,88%	81,65%	63,33%	63,53%					

\* - 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