

SERVICE QUALITY REPORT

2026/2027



SALVADOR BAHIA
AIRPORT

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Service Quality Indicators - SBSV

KPI	Indicators	apr/26	may/26	jun/26	jul/26	aug/26	sep/26	oct/26	nov/26	dec/26	jan/27	feb/27	mar/27
Direct Services													
Security Inspection Queue Time													
1	Passengers waiting more than 5min (Q)	q	98,95%	97,02%									
2	International Passengers waiting more than 5min (Q)	q	76,81%	70,73%									
Equipment Availability													
3	Percentage of elevator availability time (Q)	q	99,88%	99,21%									
4	Percentage of time of availability of escalators and moving walkways (Q)	q	99,84%	99,75%									
5	Percentage of Baggage Processing System Availability Time (Q)	q	99,44%	99,40%									
Air Side Installations													
6	Service on Boarding Bridges* - Domestic Passengers (Q)	q	99,56%	99,38%									
7	Service on Boarding Bridges* - International Passengers (Q)	q	99,87%	99,69%									
Passenger Satisfaction Survey*													
8	Ease of finding your way around the terminal (Q)	q	4,37	4,43									
9	Ease of accessing flight information (Q)	q	4,34	4,49									
10	Bathroom Cleaning (Q)	q	4,24	4,21									
11	Availability of restrooms (Q)	q	4,40	4,31									
12	Availability of official airport operator Wi-Fi (Q)	q	3,79	3,97									
13	Comfort in the boarding area (Q)	q	3,99	4,08									
14	Thermal Comfort (Q)	q	4,37	4,46									
15	Acoustic Comfort		4,15	4,15									
16	General cleaning of the airpor (Q)	q	4,38	4,52									
17	Ease of getting out of the vehicle and accessing the terminal on the sidewalk (Q)	q	4,18	4,34									
Satisfaction Indexes													
18	Waiting time in the check-in queue		95,06%	97,65%									
19	Quality of the airport operator's official parking lots		91,07%	94,55%									
20	Price-quality ratio of food at the airport		75,82%	74,39%									

