

# **RELATÓRIO DE DESEMPENHO OPERACIONAL DOS AEROPORTOS**

**1º TRIMESTRE 2016**  
**Janeiro - Março**

# ENTIDADES ENVOLVIDAS NA EXECUÇÃO DA PESQUISA

## COORDENAÇÃO DA PESQUISA



PRESIDÊNCIA DA REPÚBLICA



SECRETARIA DE AVIAÇÃO CIVIL DA  
PRESIDÊNCIA DA REPÚBLICA

## COLABORADORES



INSTITUTO TECNOLÓGICO DE AERONÁUTICA

### OPERADORES AEROPORTUÁRIOS:



EMPRESA BRASILEIRA DE INFRAESTRUTURA  
AEROPORTUÁRIA



AEROPORTO INTERNACIONAL DE SÃO PAULO -  
GUARULHOS



AEROPORTO INTERNACIONAL DE BRASÍLIA  
AEROPORTO INTERNACIONAL DE NATAL



AEROPORTO INTERNACIONAL DE CAMPINAS -  
VIRACOPOS



AEROPORTO INTERNACIONAL DO RIO DE  
JANEIRO - GALEÃO



AEROPORTO INTERNACIONAL DE BELO  
HORIZONTE - CONFINS

## INTEGRANTES DO COMITÊ DE DESEMPENHO OPERACIONAL



CASA CIVIL DA PRESIDÊNCIA DA  
REPÚBLICA



SECRETARIA DE AVIAÇÃO CIVIL DA  
PRESIDÊNCIA DA REPÚBLICA



AGÊNCIA NACIONAL DE AVIAÇÃO CIVIL



MINISTÉRIO DA DEFESA

COMANDO DA AERONÁUTICA  
ESTADO-MAIOR DA AERONÁUTICA



DEPARTAMENTO DE CONTROLE DO  
ESPAÇO AÉREO



MINISTÉRIO DA JUSTIÇA



DEPARTAMENTO DE POLÍCIA FEDERAL



MINISTÉRIO DA AGRICULTURA,  
PECUÁRIA E ABASTECIMENTO



SISTEMA DE VIGILÂNCIA AGROPECUÁRIA  
INTERNACIONAL



MINISTÉRIO DA FAZENDA



SECRETARIA DA RECEITA FEDERAL DO  
BRASIL



MINISTÉRIO DA SAÚDE



AGÊNCIA NACIONAL DE VIGILÂNCIA  
SANITÁRIA



MINISTÉRIO DO PLANEJAMENTO,  
ORÇAMENTO E GESTÃO

## EXECUÇÃO DAS COLETAS



PRAXIAN CONSULTORIA LTDA

## SUMÁRIO

SUMÁRIO.....	3
1 INFORMAÇÕES GERAIS .....	4
2 A PESQUISA.....	4
2.1 ESCOPO .....	5
2.2 PERÍODO DE COLETA DE DADOS .....	5
2.3 METODOLOGIA UTILIZADA .....	5
2.4 RESULTADOS GERAIS .....	8
2.5 RESULTADOS CLASSIFICATÓRIOS POR INDICADOR .....	14
2.5.1. CLASSIFICAÇÃO POR INDICADOR QUALITATIVO .....	14
2.5.2. CLASSIFICAÇÃO POR INDICADOR QUANTITATIVO.....	27
3 RESULTADOS POR AEROPORTO .....	31
3.1 AEROPORTO INTERNACIONAL JUSCELINO KUBITSCHK – BRASÍLIA (SBBR).....	31
3.2 AEROPORTO INTERNACIONAL TANCREDO NEVES – CONFINS (SBCF) .....	37
3.3 AEROPORTO INTERNACIONAL AFONSO PENA – CURITIBA (SBCT) .....	43
3.4 AEROPORTO INTERNACIONAL MARECHAL RONDON – CUIABÁ (SBCY) .....	49
3.5 AEROPORTO INTERNACIONAL EDUARDO GOMES – MANAUS (SBEG).....	54
3.6 AEROPORTO INTERNACIONAL PINTO MARTINS – FORTALEZA (SBFZ).....	60
3.7 AEROPORTO INTERNACIONAL ANTÔNIO CARLOS JOBIM/GALEÃO – RIO DE JANEIRO (SBGL).....	66
3.8 AEROPORTO INTERNACIONAL GOV. ANDRÉ FRANCO MONTORO/GUARULHOS – SÃO PAULO (SBGR).....	72
3.9 AEROPORTO INTERNACIONAL DE VIRACOPOS – CAMPINAS (SBKP).....	78
3.10 AEROPORTO INTERNACIONAL SALGADO FILHO – PORTO ALEGRE (SBPA).....	84
3.11 AEROPORTO INTERNACIONAL GILBERTO FREYRE – RECIFE (SBRF) .....	90
3.12 AEROPORTO SANTOS DUMONT– RIO DE JANEIRO (SBRJ) .....	96
3.13 AEROPORTO INTERNACIONAL DE SÃO GONÇALO DO AMARANTE – NATAL (SBSG).....	101
3.14 AEROPORTO DE CONGONHAS– SÃO PAULO (SBSP) .....	107
3.15 AEROPORTO INTERNACIONAL LUIZ EDUARDO MAGALHÃES – SALVADOR (SBSV) .....	112

# 1 INFORMAÇÕES GERAIS

Objetivando a organização e coordenação das atividades públicas nos aeroportos, foi instituída a Comissão Nacional de Autoridades Aeroportuárias (CONAERO), integrada por diversos órgãos/entidades públicas envolvidos no processamento de aeronaves, passageiros e bens nos aeroportos brasileiros, que desempenha importante papel no aprimoramento da gestão aeroportuária.

No âmbito da CONAERO foram criados comitês técnicos, dentre eles o "Comitê Técnico de Desempenho Operacional" que, tal como a CONAERO, também é integrado por diversos órgãos/entidades públicas envolvidas na prestação de serviços aeroportuários, e ao qual compete a construção de medidas voltadas para a avaliação de indicadores de desempenho das operações aeroportuárias e de ações visando melhorias na prestação de serviços ao passageiro.

Dentre as medidas adotadas pelo Comitê, destaca-se a proposição de indicadores de desempenho operacional e a contratação de empresa especializada para a realização de coleta de dados em alguns dos principais aeroportos brasileiros. Conduzidas pela Secretaria de Aviação Civil da Presidência da República (SAC/PR), tais medidas representam um suporte à gestão aeroportuária brasileira, tornando possível apresentar dados gerais sobre a percepção dos passageiros a respeito de cada um dos aeroportos contemplados na pesquisa, dando transparência do nível de serviço prestado a sociedade.

Não obstante, a realização de grandes eventos internacionais no Brasil reforça o compromisso do Governo Federal com o planejamento e com a melhoria da qualidade dos serviços aeroportuários, prezando pela concorrência e pela atenção às necessidades e anseios dos passageiros.

## 2 A PESQUISA

A pesquisa dos indicadores aeroportuários de percepção dos passageiros nos aeroportos é coordenada por equipe técnica da SAC/PR, com o apoio do Comitê Técnico de Desempenho Operacional (CTDO) da CONAERO e da Praxian Consultoria Ltda., empresa contratada pela SAC/PR mediante licitação pública, para a coleta de dados.

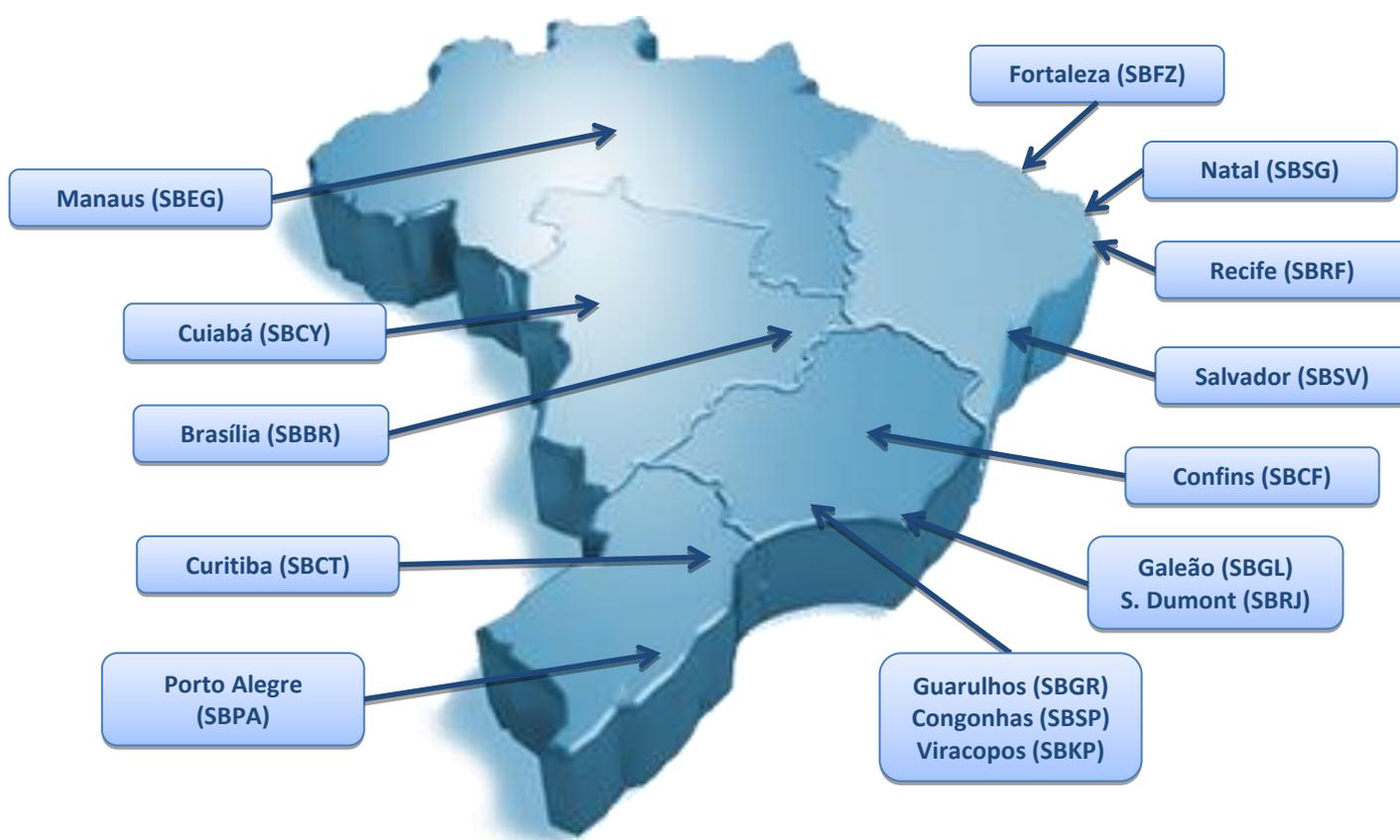
A construção das diretrizes para a realização da coleta de dados, bem como todos os seus produtos, tais como questionários aplicados, metodologia utilizada e seleção dos indicadores a serem avaliados, foi realizada pela SAC/PR e devidamente validada pelo CTDO da CONAERO.

As informações aqui apresentadas encontram-se disponíveis também no sítio eletrônico da SAC/PR, no endereço <http://www.aviacao.gov.br/assuntos/aeroportos/pesquisa-satisfacao>.

## 2.1 ESCOPO

Em virtude da realização de eventos de grande porte no Brasil, tais como a Copa das Confederações da FIFA de 2013, a Jornada Mundial da Juventude 2013, a Copa do Mundo da FIFA 2014 e Olimpíadas 2016, constatou-se a necessidade de se obter indicadores aeroportuários que refletissem a opinião dos passageiros sobre a prestação de serviços nos aeroportos brasileiros, a fim de possibilitar que ações de gestão sejam tomadas visando à melhoria do nível dos serviços prestados.

Nesse contexto foram selecionados 15 aeroportos, objeto da coleta de dados, conforme o seu envolvimento nos referidos eventos e a sua área de influência. São eles:



## 2.2 PERÍODO DE COLETA DE DADOS

A coleta de dados foi iniciada no ano de 2013, tendo seus resultados apresentados trimestralmente. Este relatório refere-se ao **primeiro trimestre de 2016**, que contempla os meses de **janeiro a março**.

## 2.3 METODOLOGIA UTILIZADA

A coleta de dados relacionados à satisfação do passageiro consiste na realização de entrevista presencial, por meio de questionário padrão, com os passageiros no embarque e desembarque dos 15 aeroportos citados acima. As perguntas formuladas no questionário contemplam os indicadores listados na Tabela 1, apresentada a seguir.

TABELA 1 - LISTA DE INDICADORES QUALITATIVOS COLETADOS		
RESPONSÁVEL	INDICADORES	
AEROPORTO	1	facilidade de embarque / desembarque no meio-fio
	2	tempo de fila na inspeção de segurança
	3	confiabilidade da inspeção de segurança
	4	cordialidade e prestatividade dos funcionários da inspeção de segurança
	5	qualidade da sinalização do aeroporto
	6	disponibilidade e qualidade dos painéis de informação de voo
	7	disponibilidade de tomadas
	8	qualidade da internet / wi-fi
	9	disponibilidade de sanitários
	10	limpeza dos sanitários
	11	disponibilidade de assentos na sala de embarque
	12	sensação de segurança nas áreas públicas do aeroporto
	13	limpeza geral do aeroporto
	14	conforto térmico do aeroporto
	15	conforto acústico do aeroporto
	16	qualidade da informação nos painéis das esteiras de restituição de bagagem
AEROPORTO COMERCIAL	17	qualidade das instalações de estacionamento de veículos
	18	disponibilidade de vagas no estacionamento de veículos
	19	custo-benefício do estacionamento
	20	quantidade e qualidade de lanchonetes/restaurantes
	21	custo-benefício dos produtos de lanchonetes/restaurantes
	22	disponibilidade e localização de bancos/caixas eletrônicos/casas de câmbio
	23	quantidade e qualidade de estabelecimentos comerciais
	24	custo-benefício dos produtos comerciais
CIA. AÉREAS	25	tempo de fila no check-in (autoatendimento)
	26	tempo de fila no check-in (guichê)
	27	cordialidade e prestatividade dos funcionários do check-in
	28	qualidade da informação prestada pela cia aérea
	29	velocidade da restituição de bagagem
	30	integridade da bagagem
ÓRGÃOS PÚBLICOS	31	tempo de fila na emigração
	32	cordialidade dos funcionários da emigração
	33	tempo de fila na imigração
	34	cordialidade dos funcionários da imigração
	35	tempo de fila da aduana
	36	cordialidade do funcionário da aduana
TRANSPORTE PÚBLICO	37	disponibilidade de transporte público para o aeroporto
SATISFAÇÃO GERAL	38	satisfação geral do passageiro

O passageiro entrevistado deve avaliar esses indicadores atribuindo “notas” de 1 a 5 para cada um deles, sendo 1 a menor nota possível e 5 a maior nota possível, assim classificadas: 1 (muito ruim), 2 (ruim), 3 (regular), 4 (bom), 5 (muito bom).

Ao fim do questionário, o entrevistado ainda avalia sua **satisfação geral com o aeroporto**, também atribuindo nota de 1 a 5 a este item.

Adicionalmente, são coletados dados gerais do perfil do passageiro, conforme demonstrado na Tabela 2, a seguir.

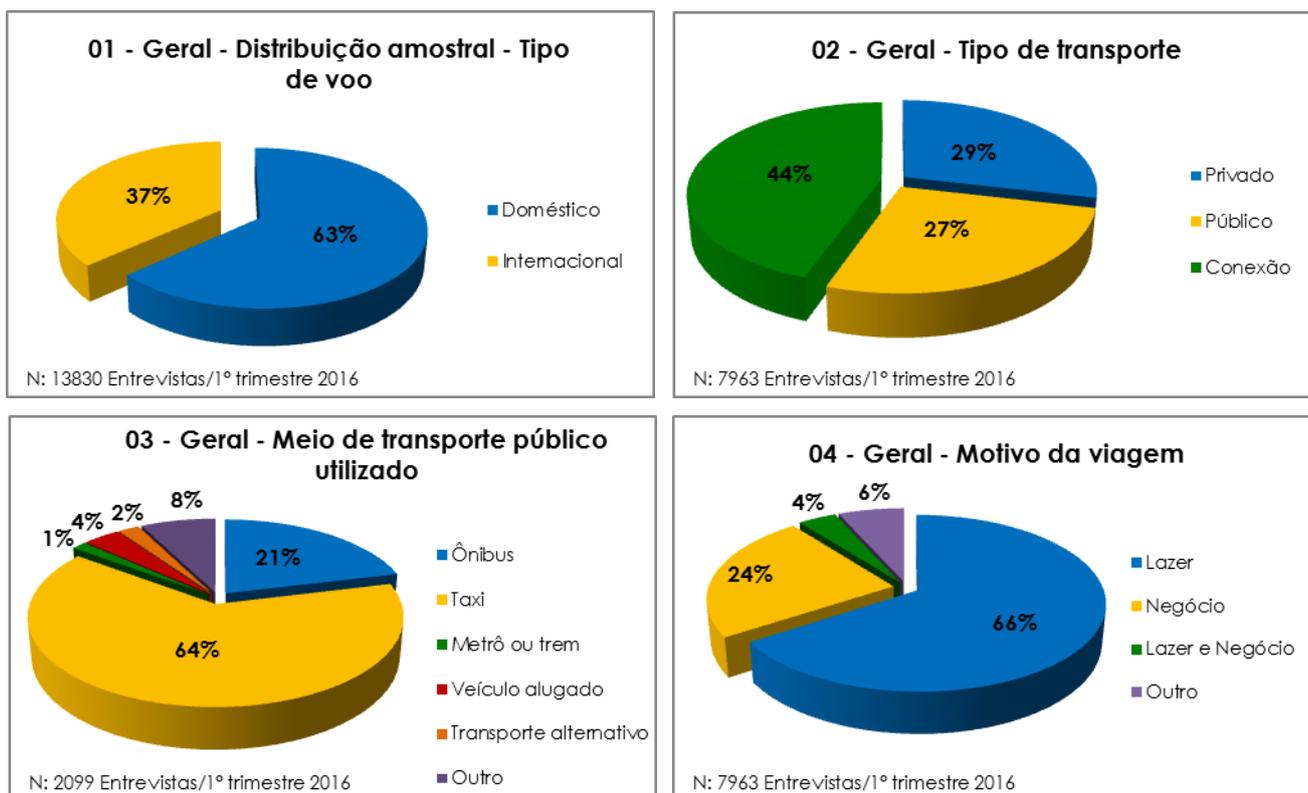
TABELA 2 – INDICADORES RELATIVOS AO PERFIL DO PASSAGEIRO	
DADOS GERAIS DO PERFIL DO PASSAGEIRO	<b>a. Tipo de voo :</b> Doméstico Internacional
	<b>b. Tipo de transporte utilizado até o aeroporto :</b> Público Privado
	<b>c. Meio de Transporte :</b> Ônibus Táxi Metrô ou Trem Transporte Alternativo Veículo Alugado Outro
	<b>d. Motivo da viagem :</b> Lazer Trabalho Outro
	<b>e. Forma de realização do Check-in :</b> Internet Check-in eletrônico Check-in (balcão) Internet + check-in (balcão) Check-in eletrônico + check-in (balcão)
	<b>f. Idade :</b> 18 a 25 anos 26 a 35 anos 36 a 45 anos 46 a 55 anos 56 a 64 anos Mais de 65 anos
	<b>g. Renda Familiar :</b> Até 1 salário mínimo 1 a 2 salários mínimos 2 a 4 salários mínimos 4 a 10 salários mínimos 10 a 20 salários mínimos Mais de 20 salários mínimos Não informou
	<b>h. Esta viajando sozinho :</b> Sim Não
	<b>i. Número de acompanhantes :</b> 1 pessoa 2 pessoas 3 pessoas 4 ou mais pessoas
	<b>j. Quantas viagens fez partindo desse aeroporto (nos últimos 12 meses):</b> É a primeira vez 2 a 3 vezes 4 a 5 vezes 6 a 10 vezes Mais de 11 vezes
	<b>k. Frequência de Viagem (nos últimos 12 meses):</b> de 0 a 2 viagens de 3 a 5 viagens mais de 5 viagens / Obs.: 1 viagem = 1 ida + 1 volta
	<b>l. Tempo de antecedência de chegada para o voo;(doméstico/internacional):</b> de 30min a 1h de 1h a 1h30min de 1h30min a 2h de 2h a 2h30min de 2h30min a 3h Mais de 3h de antecedência
	<b>m. Escolaridade:</b> Analfabeto Ensino fundamental incompleto Ensino fundamental completo Ensino médio incompleto Ensino médio completo Superior incompleto Superior completo Especialização de nível superior Mestrado Doutorado

A distribuição amostral das entrevistas foi realizada em função do fluxo de passageiros nos extratos doméstico e internacional, considerando-se um intervalo de confiança de 95% e erro amostral máximo de 5%. Essa estratificação visa garantir a representatividade da amostra, sendo as coletas realizadas nos horários de maior fluxo de passageiros nos aeroportos, de acordo com o planejamento de voos regulares aprovados pela Agência Nacional de Aviação Civil (ANAC), a fim de que seja obtida a opinião do passageiro no momento em que o aeroporto apresenta maior concentração de atividades em operação.

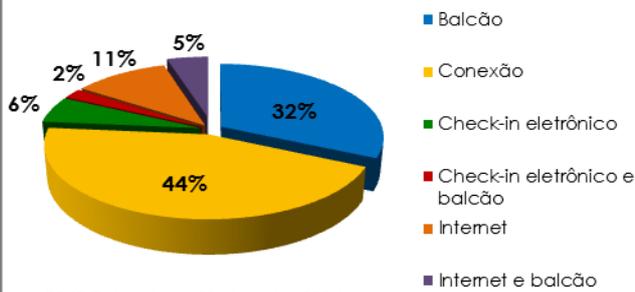
## 2.4 RESULTADOS GERAIS

No primeiro trimestre de 2016, a coleta de dados foi distribuída ao longo dos meses de janeiro, fevereiro e março, totalizando **13.830 entrevistas**. Desse total, foram realizadas 8.776 entrevistas com passageiros de voos domésticos e 5.054 entrevistas com passageiros de voos internacionais, obtendo-se a representatividade da população prevista estatisticamente.

A seguir, são apresentados os resultados gerais dos indicadores relativos ao perfil do passageiro. Ressaltamos que os gráficos abaixo representam o perfil da população amostral das entrevistas e não necessariamente o perfil dos usuários dos aeroportos pesquisados.

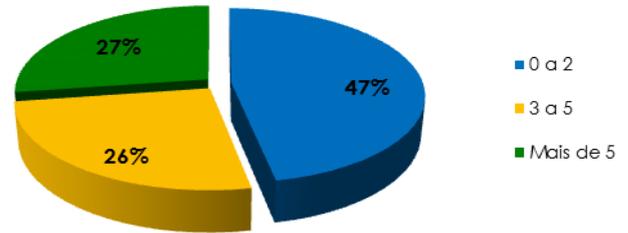


### 05 - Geral - Forma de check-in



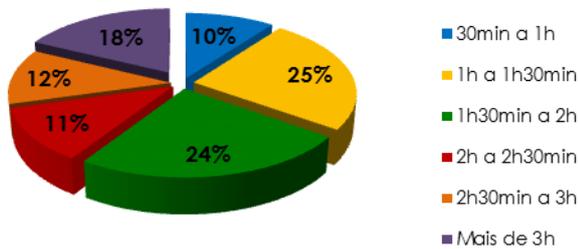
N: 7963 Entrevistas/1º trimestre 2016

### 06 - Geral - Frequência de viagem nos últimos 12 meses



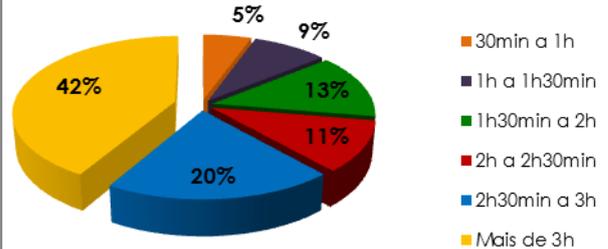
N: 7963 Entrevistas/1º trimestre 2016

### 07 - Geral - Antecedência de chegada para voo doméstico



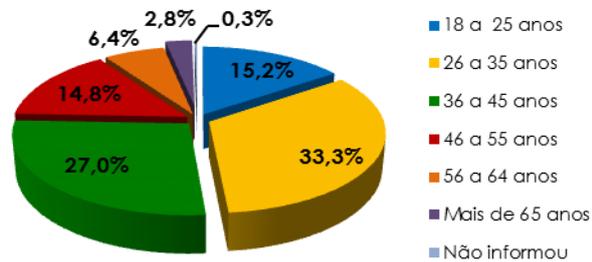
N: 4218 Entrevistas/1º trimestre 2016

### 08 - Geral - Antecedência de chegada para voo internacional



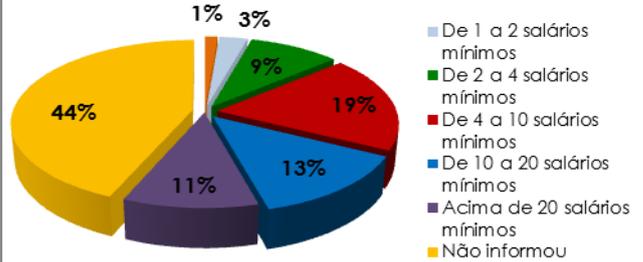
N: 2454 Entrevistas/1º trimestre 2016

### 09 - Geral - Idade



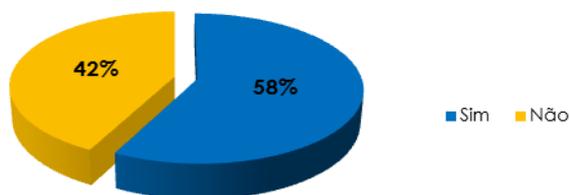
N: 7963 Entrevistas/1º trimestre 2016

### 10 - Geral - Renda



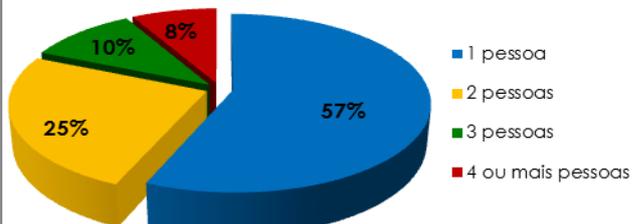
N: 7963 Entrevistas/1º trimestre 2016

### 11 - Geral - Viajando sozinho

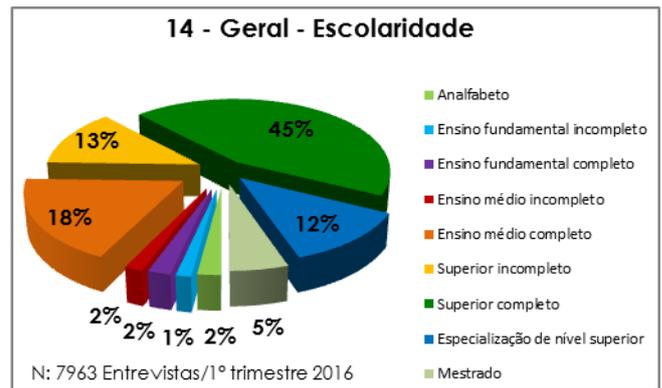
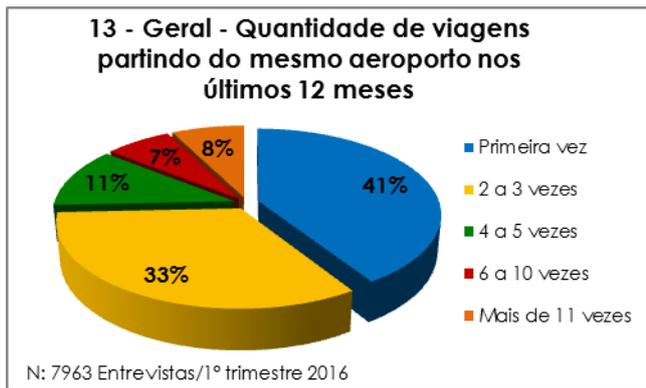


N: 7963 Entrevistas/1º trimestre 2016

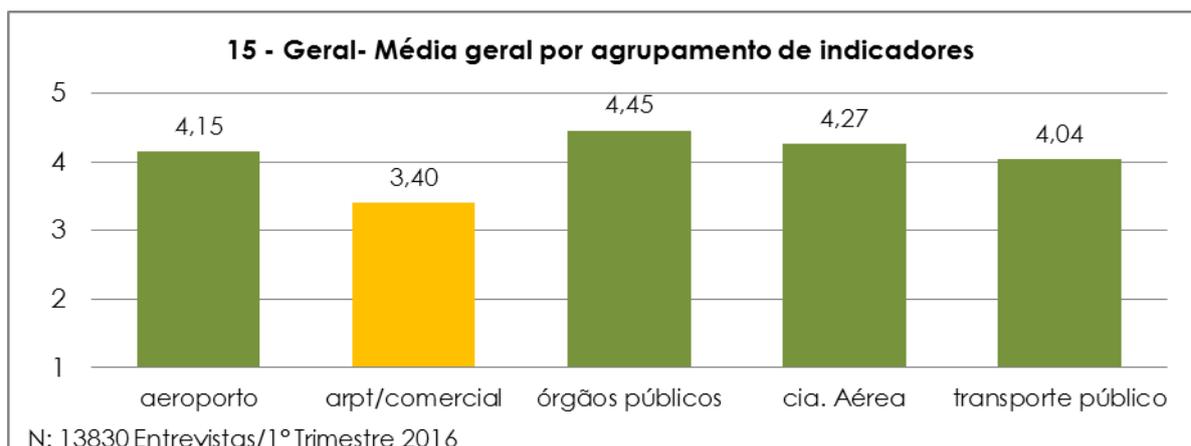
### 12 - Geral - Número de acompanhantes



N: 3258 Entrevistas/1º trimestre 2016



A seguir, apresentamos as médias gerais dos aeroportos, agrupando os indicadores medidos conforme a divisão dos elementos, apresentada na Tabela 1. Foi utilizada a seguinte escala de cores, conforme a nota média atribuída ao indicador:

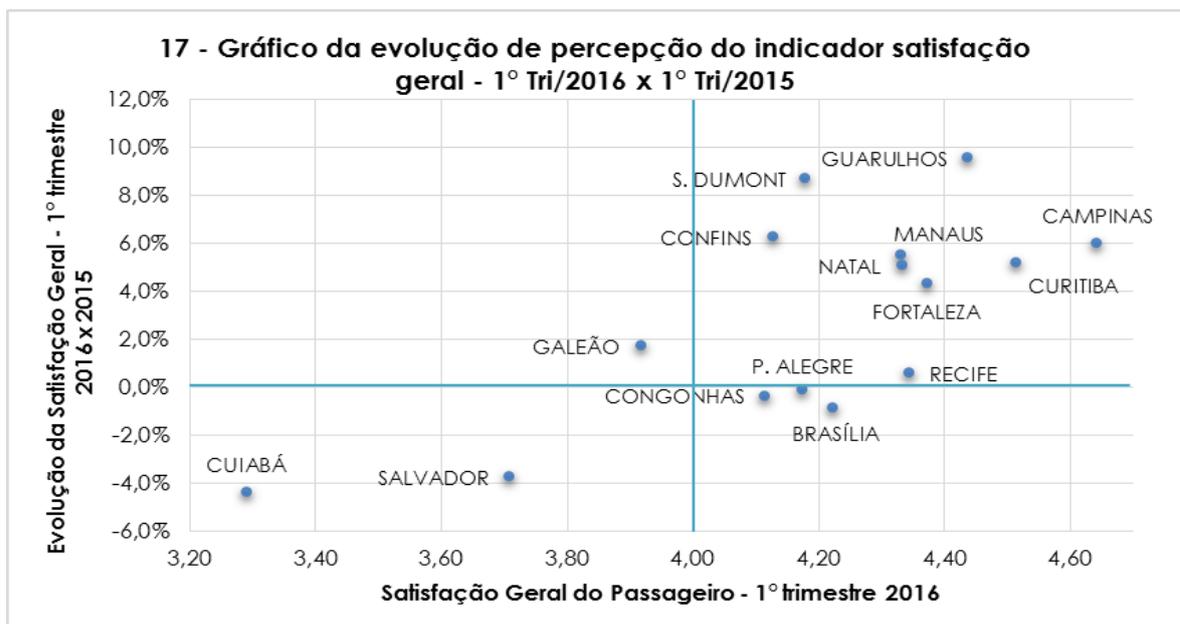
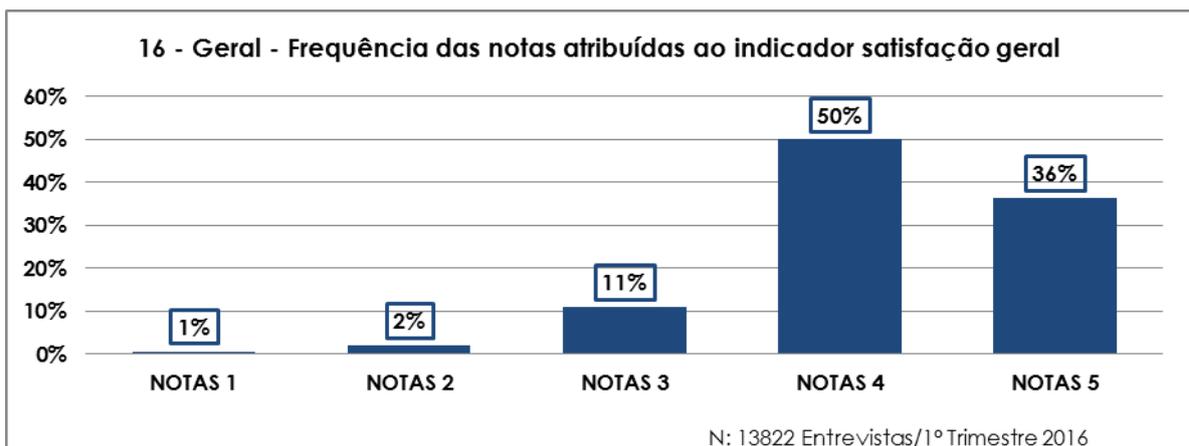


A fim de permitir uma análise entre aeroportos com semelhanças operacionais e que ponderasse as respectivas grandezas físicas, os aeroportos foram separados em categorias baseadas no número de passageiros processados por ano. Dessa forma, foram definidas 3 categorias: até 5 milhões de passageiros/ano, de 5 a 15 milhões de passageiros/ano e mais de 15 milhões de passageiros/ano.

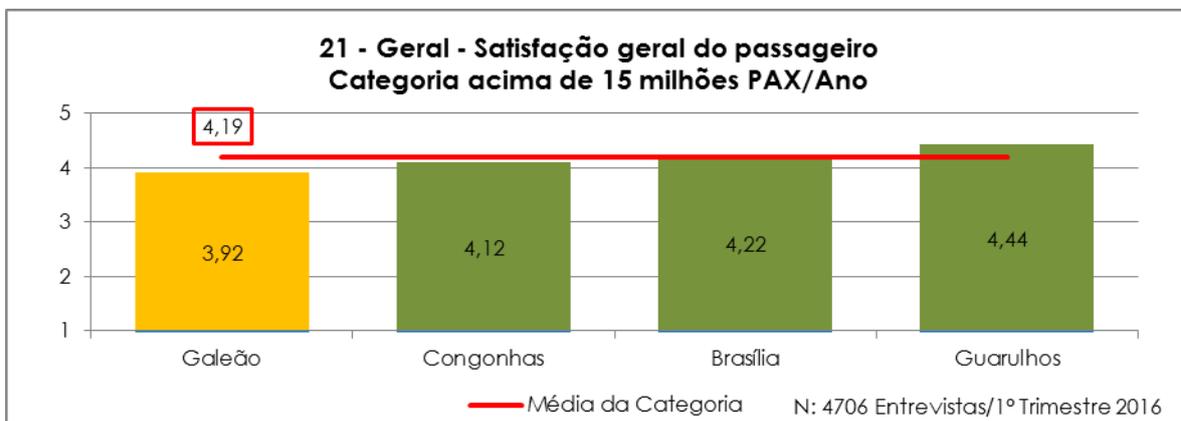
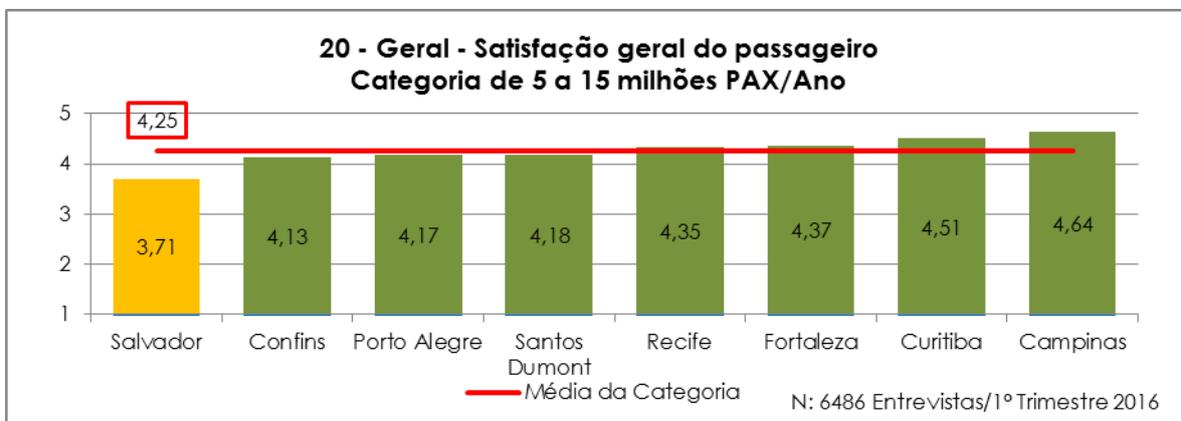
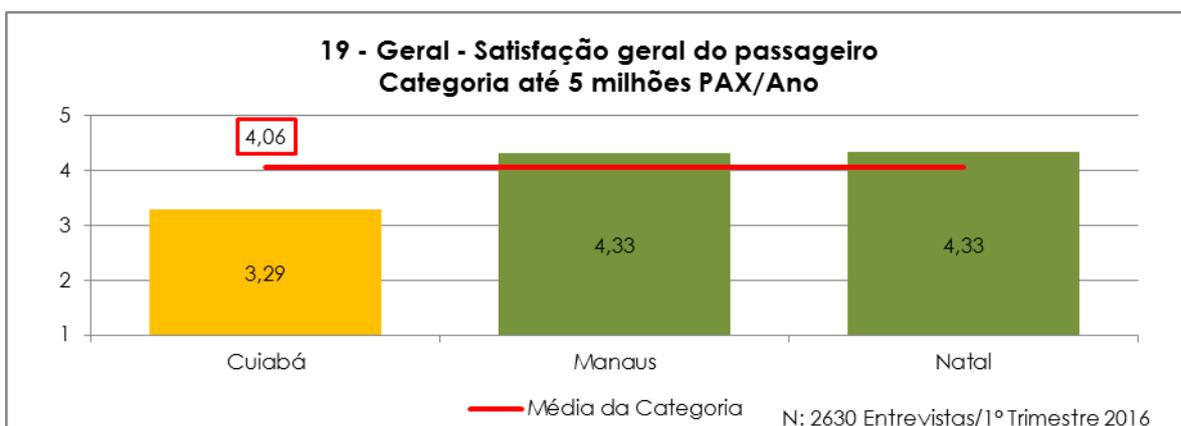
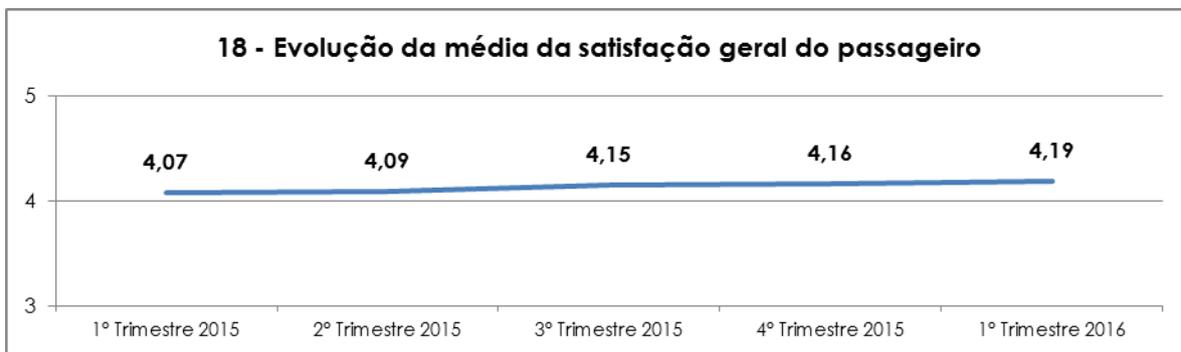
Sendo assim, considerando o número de passageiros processados em 2015, distribuiu-se os aeroportos nessas categorias, sendo obtidos os seguintes grupos:

até 5 milhões de passageiros/ano	de 5 a 15 milhões de passageiros/ano	mais de 15 milhões de passageiros/ano
Cuiabá (SBCY) Manaus (SBEG) Natal (SBSG)	Campinas (SBKP) Confins (SBCF) Curitiba (SBCT) Fortaleza (SBFZ) Porto Alegre (SBPA) Recife (SBRF) Santos Dumont (SBRJ) Salvador (SBSV)	Brasília (SBBR) Congonhas (SBSP) Galeão (SBGL) Guarulhos (SBGR)

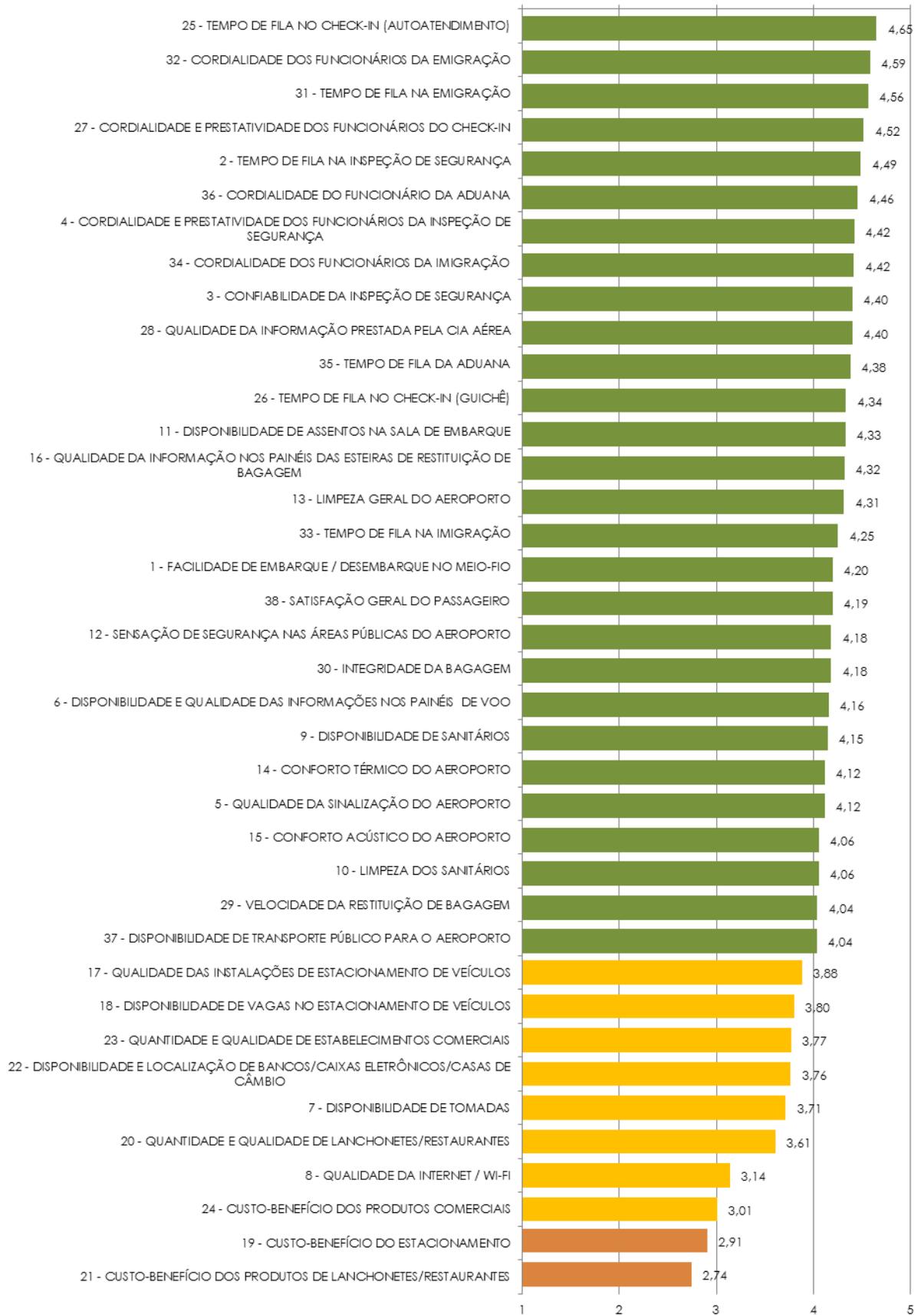
Dessa forma, no gráfico 16, é apresentada a frequência das notas atribuídas ao indicador de satisfação geral. No gráfico 17, um comparativo contendo a evolução das médias da satisfação geral do passageiro nos aeroportos pesquisados, em relação ao 1º trimestre de 2016. O gráfico 18 traz a evolução do mesmo indicador nos últimos trimestres, e nos gráficos 19, 20, e 21, os aeroportos são ordenados dentro das respectivas categorias.



Considerando a frequência das notas de Satisfação Geral iguais a 4 ou 5, temos que **86% dos passageiros avaliam os aeroportos como bom ou muito bom.**

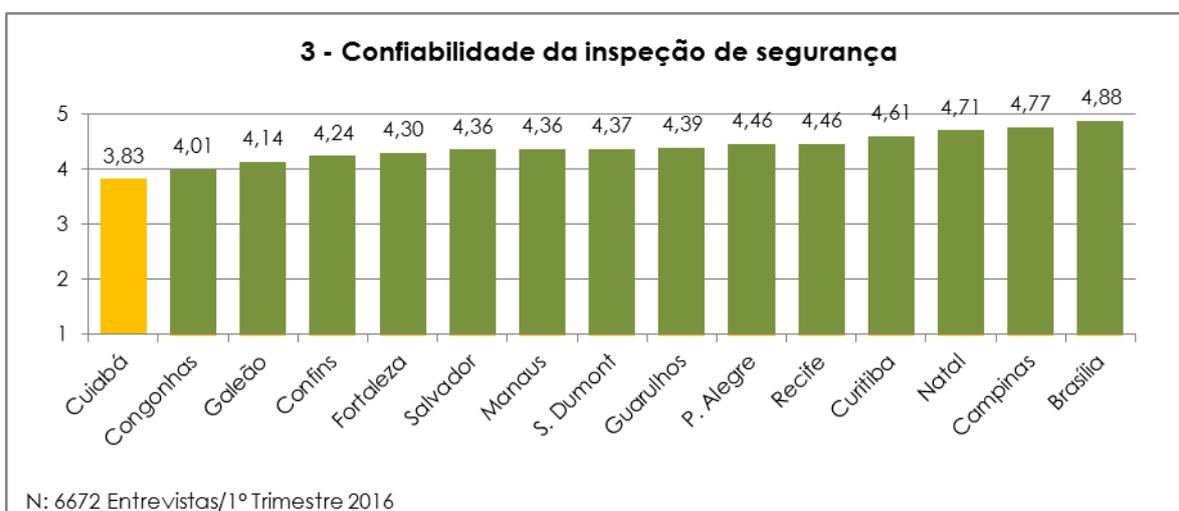
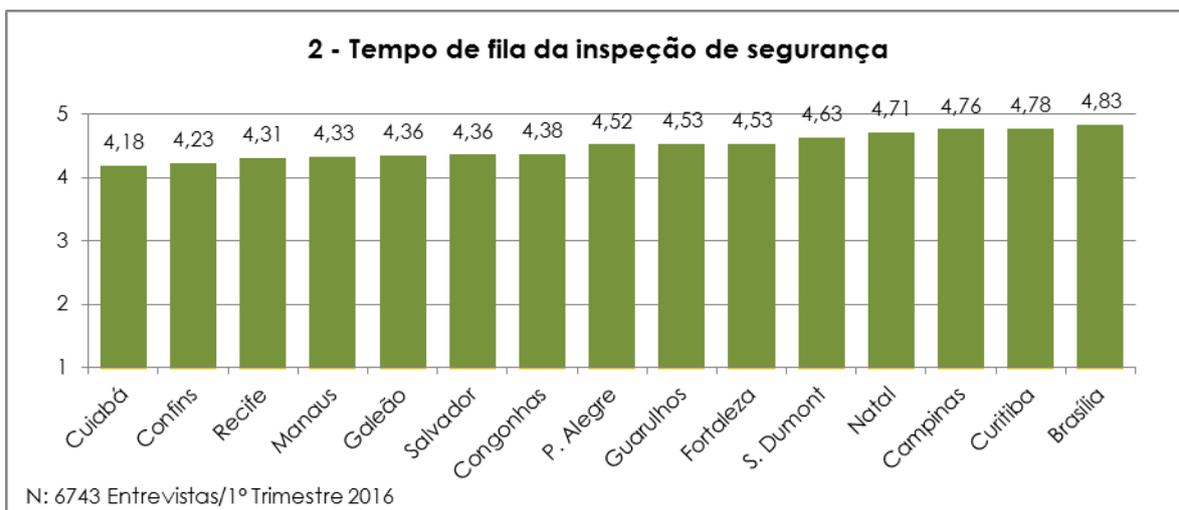
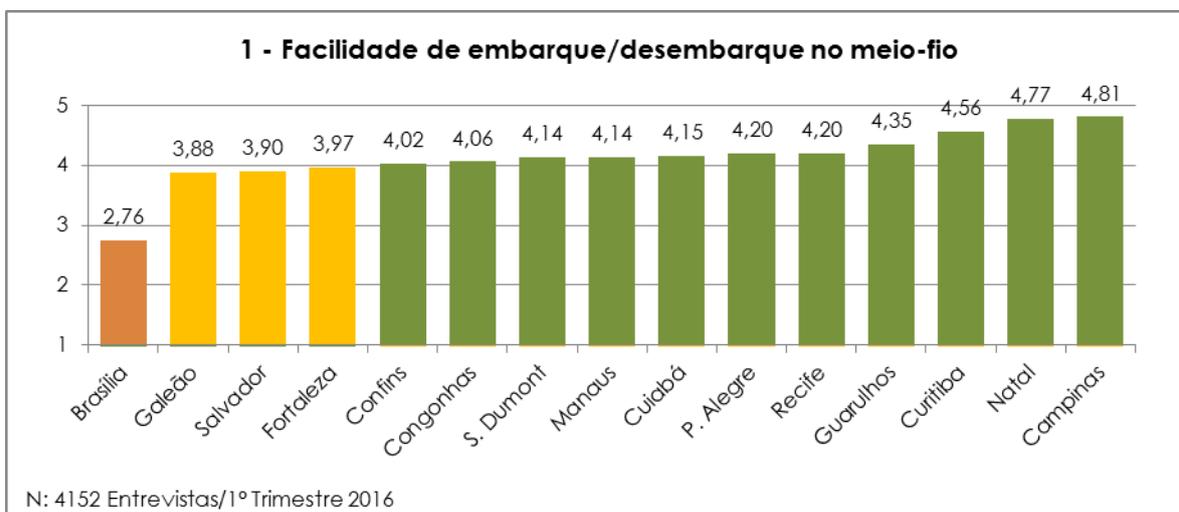


## 22 - Geral - Média geral dos Indicadores

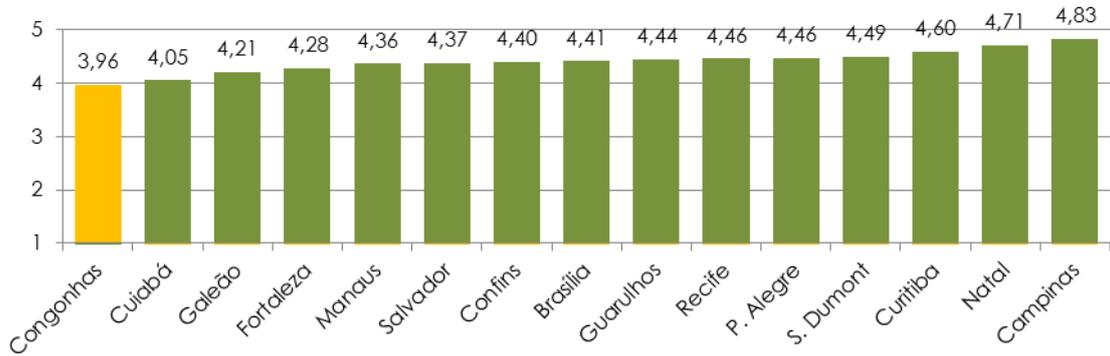


## 2.5 RESULTADOS CLASSIFICATÓRIOS POR INDICADOR

### 2.5.1 CLASSIFICAÇÃO POR INDICADOR DE PERCEPÇÃO DO PASSAGEIRO

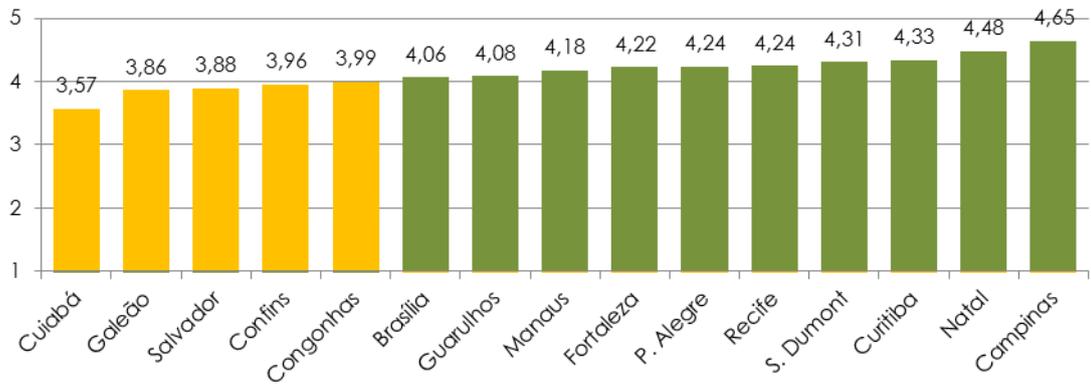


#### 4 - Cordialidade e prestatividade dos funcionários da inspeção de segurança



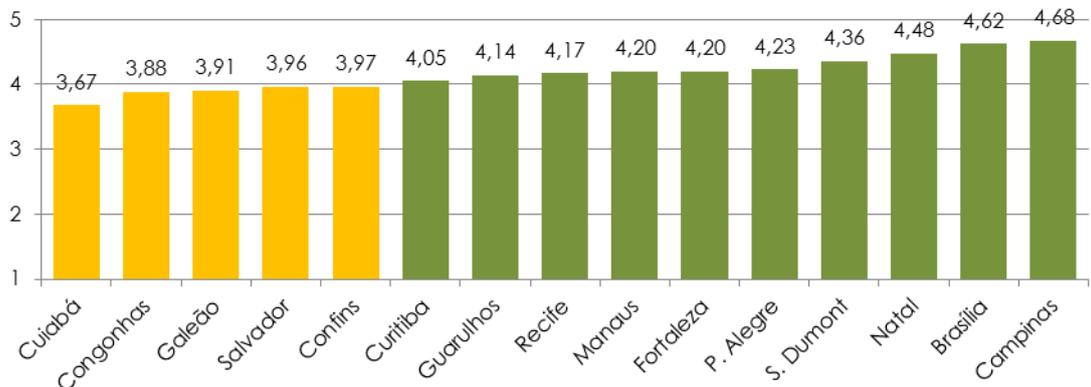
N: 6733 Entrevistas/1º Trimestre 2016

#### 5 - Qualidade da sinalização do aeroporto

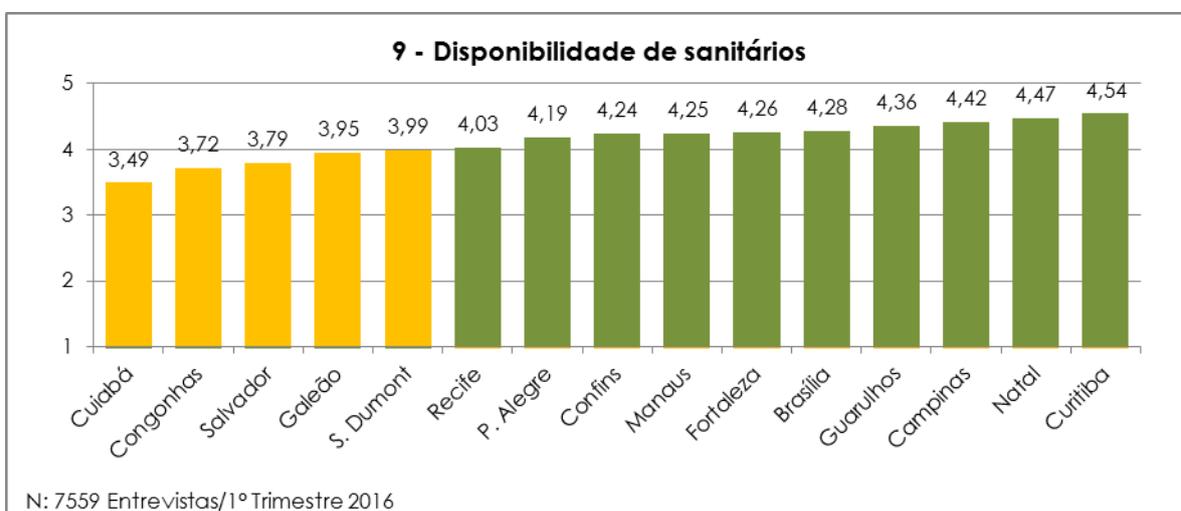
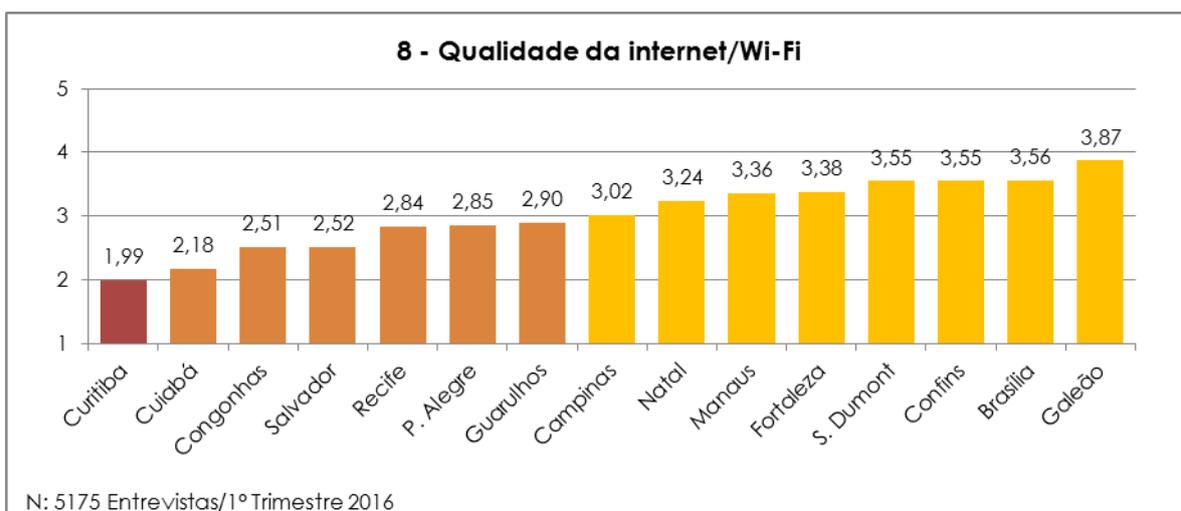
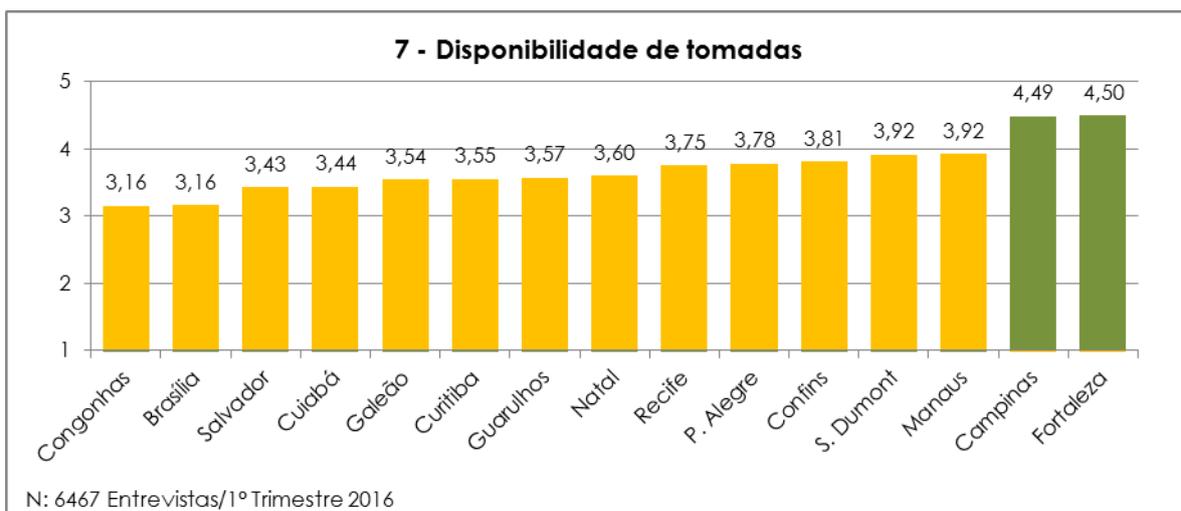


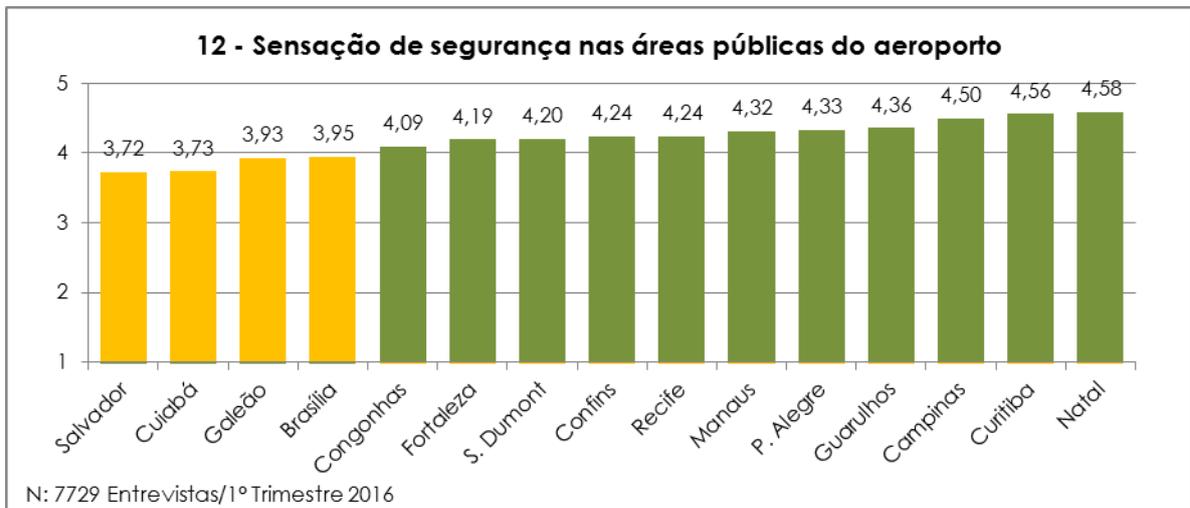
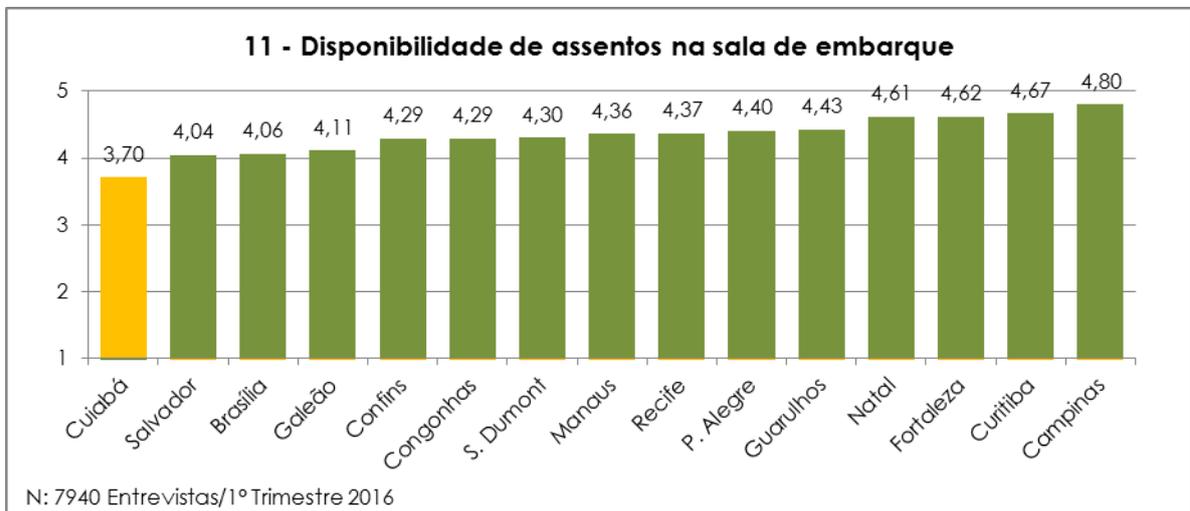
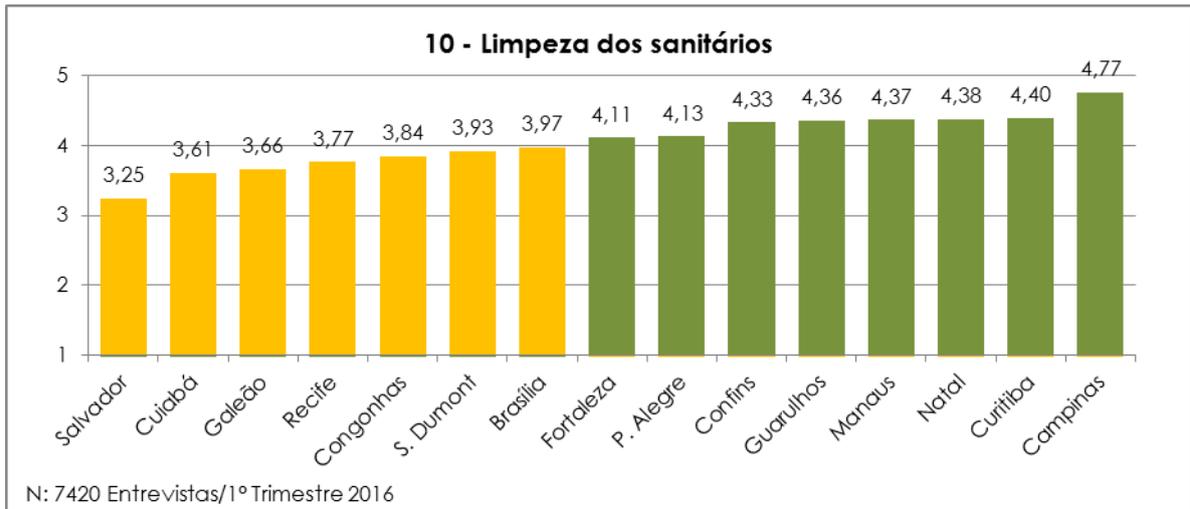
N: 7894 Entrevistas/1º Trimestre 2016

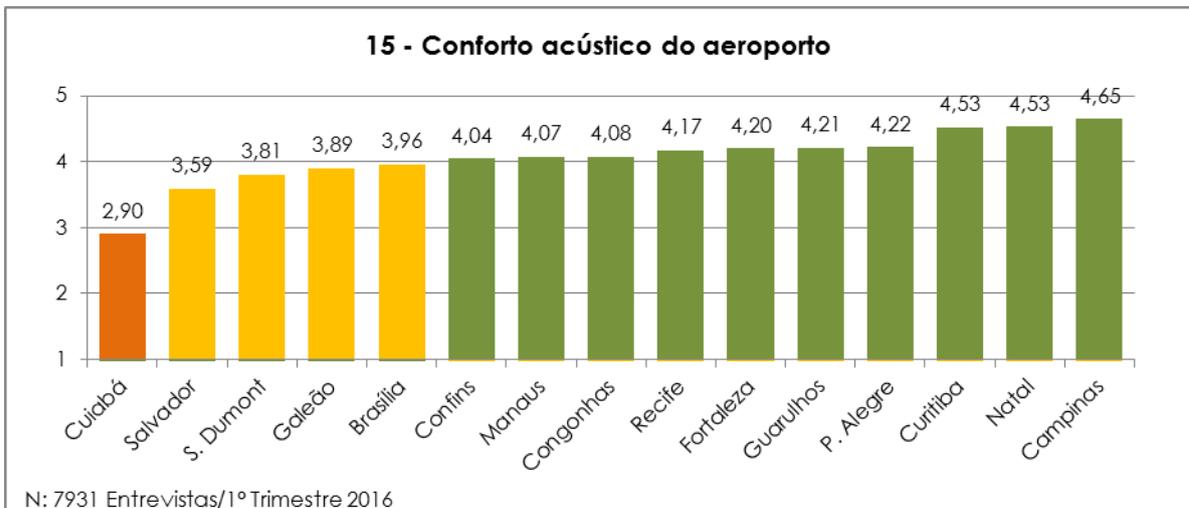
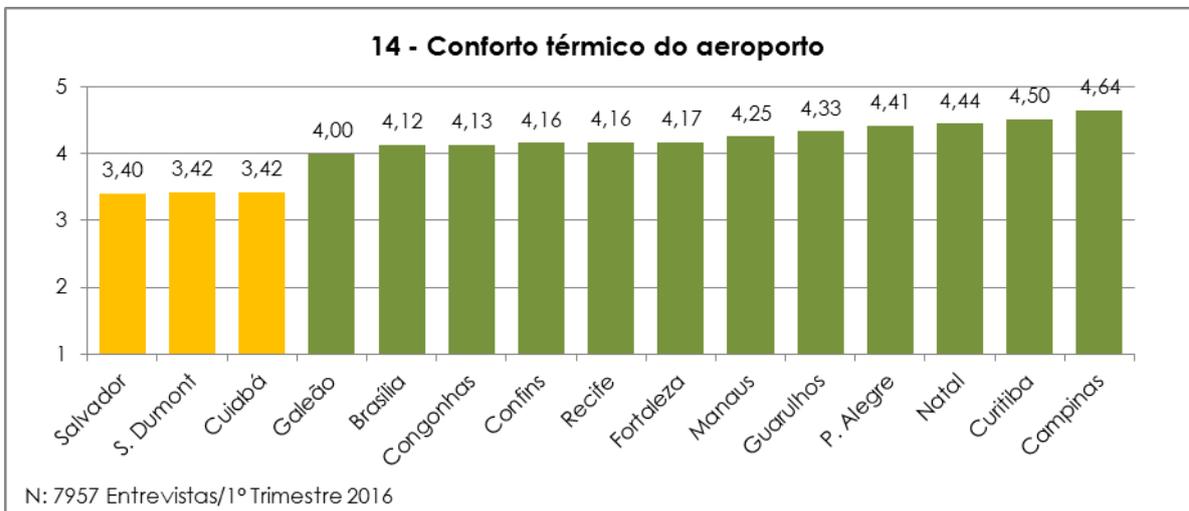
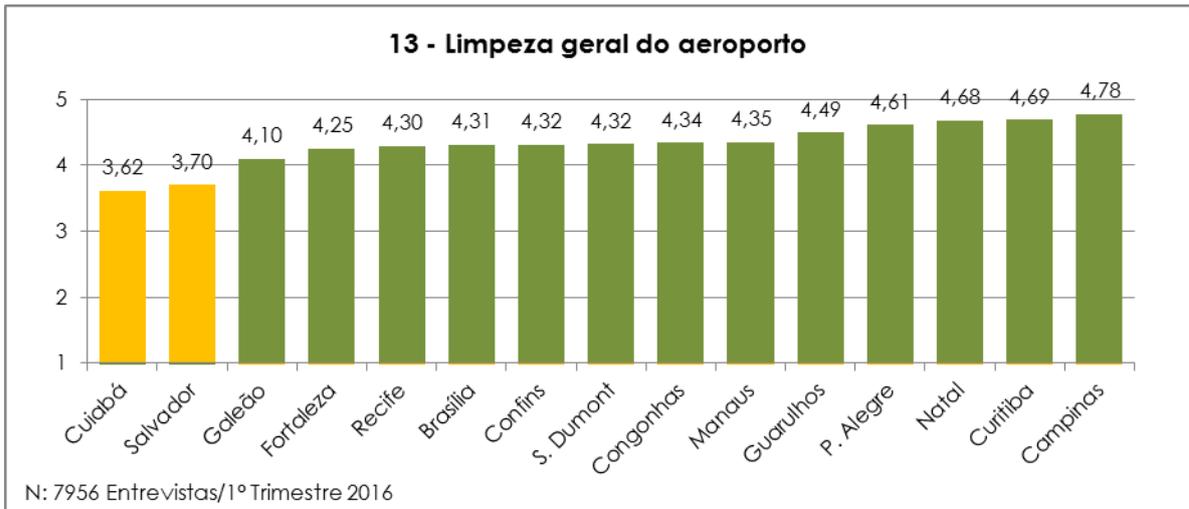
#### 6 - Disponibilidade e qualidade das informações nos painéis de voo



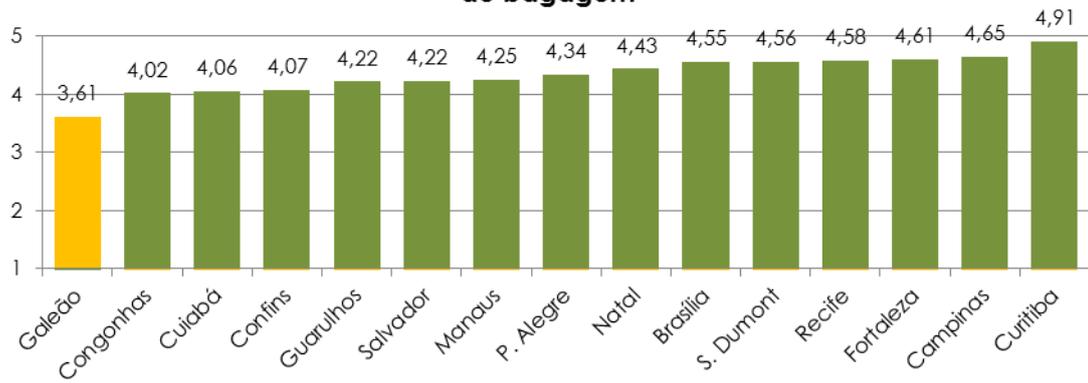
N: 7838 Entrevistas/1º Trimestre 2016





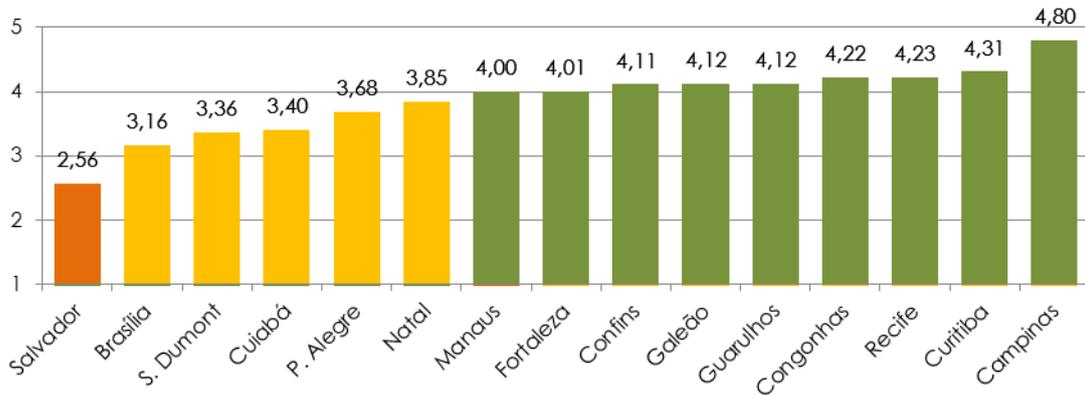


### 16 - Qualidade da informação nos painéis das esteiras de restituição de bagagem



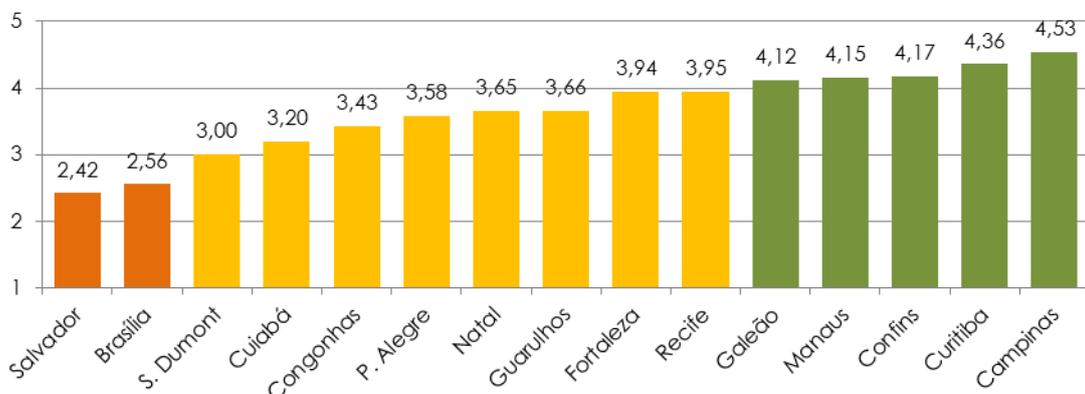
N: 5643 Entrevistas/1º Trimestre 2016

### 17 - Qualidade das instalações de estacionamento de veículos

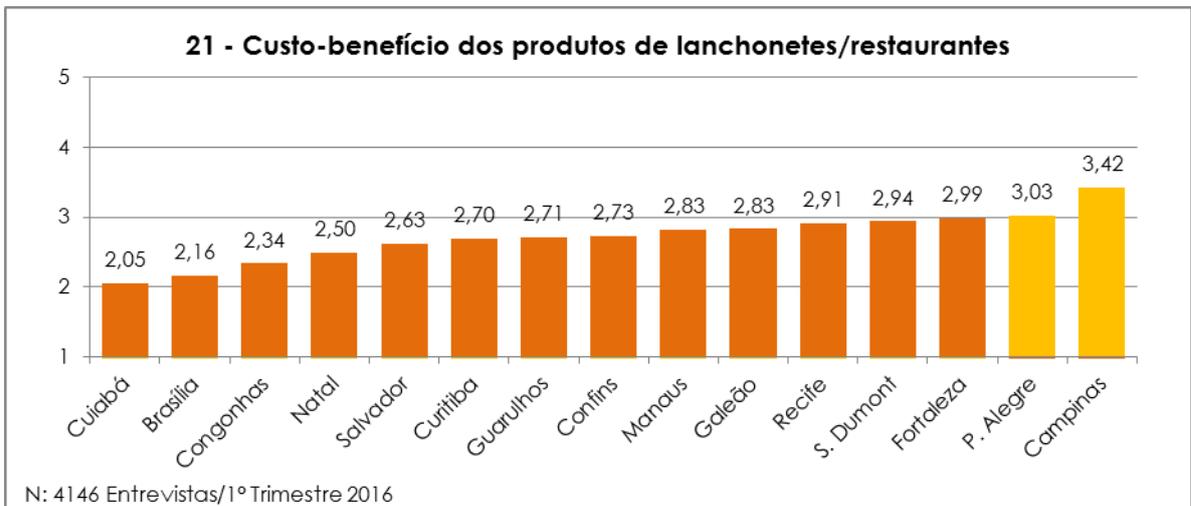
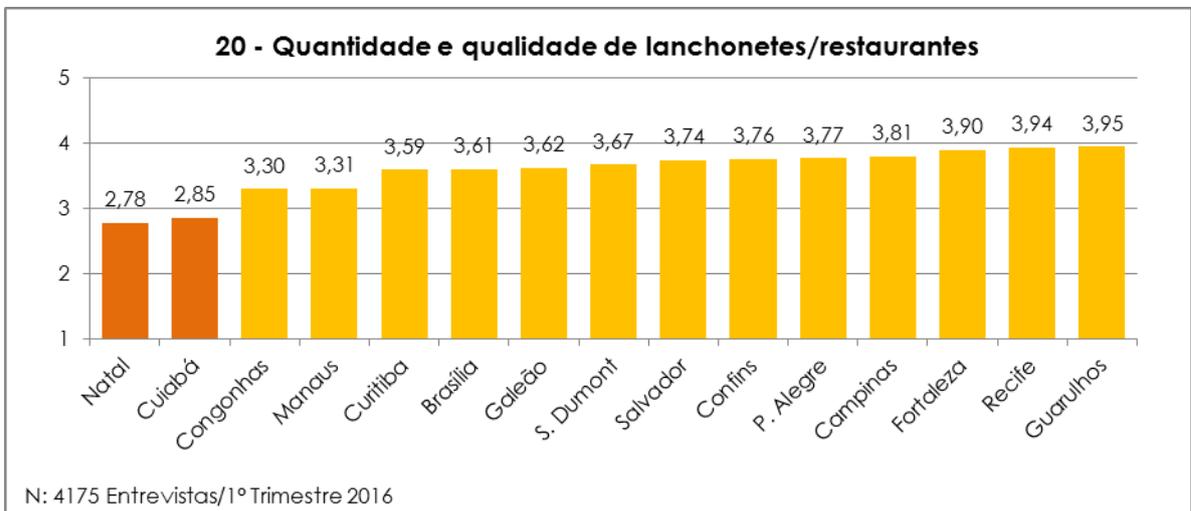
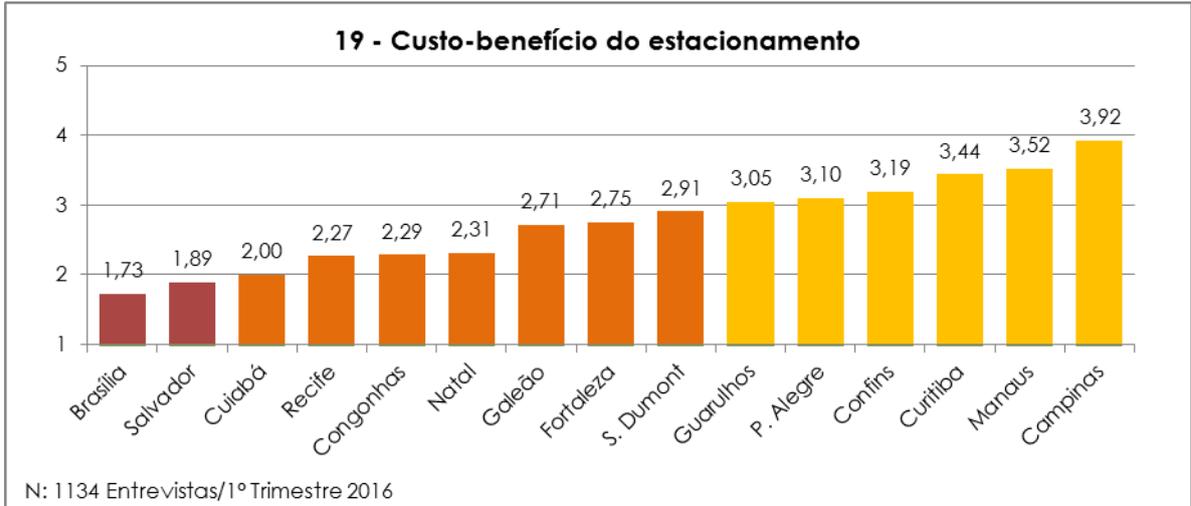


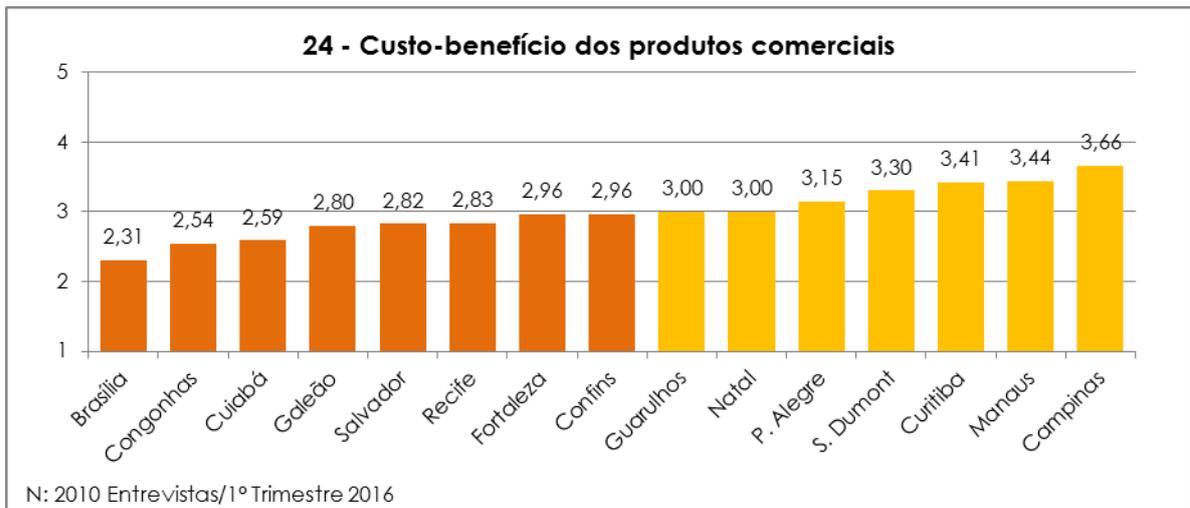
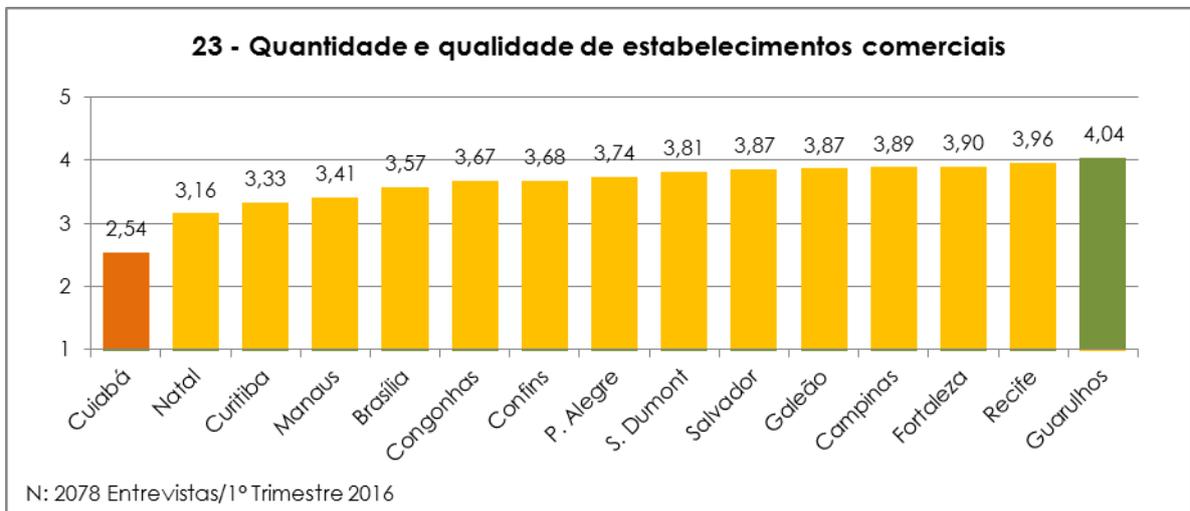
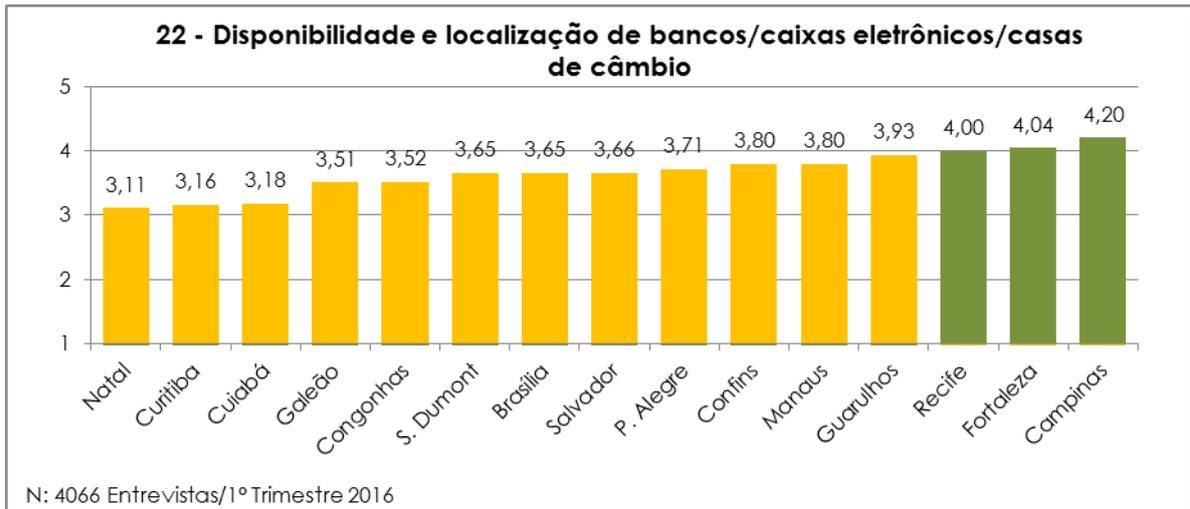
N: 1216 Entrevistas/1º Trimestre 2016

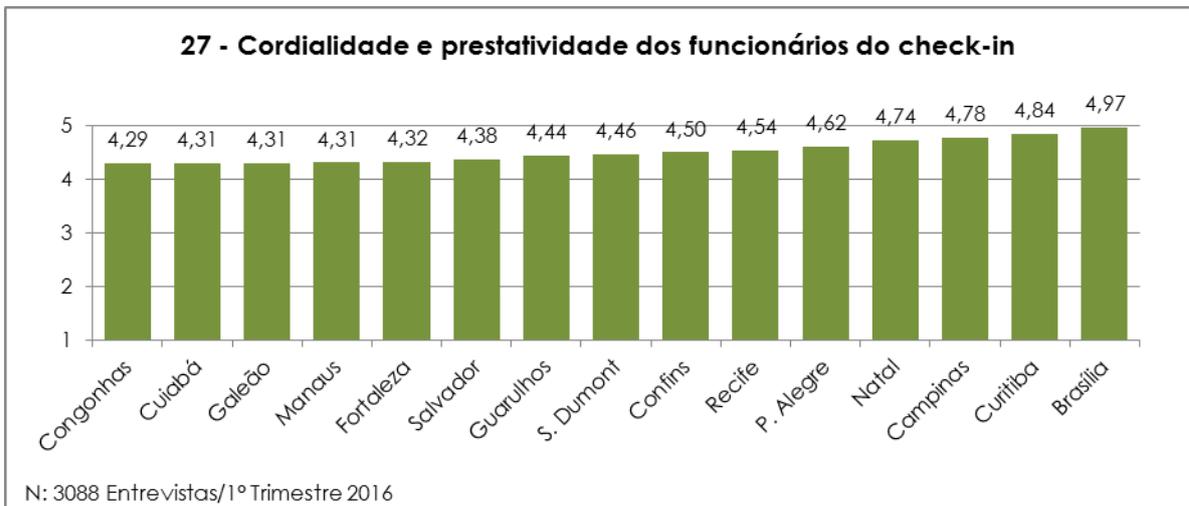
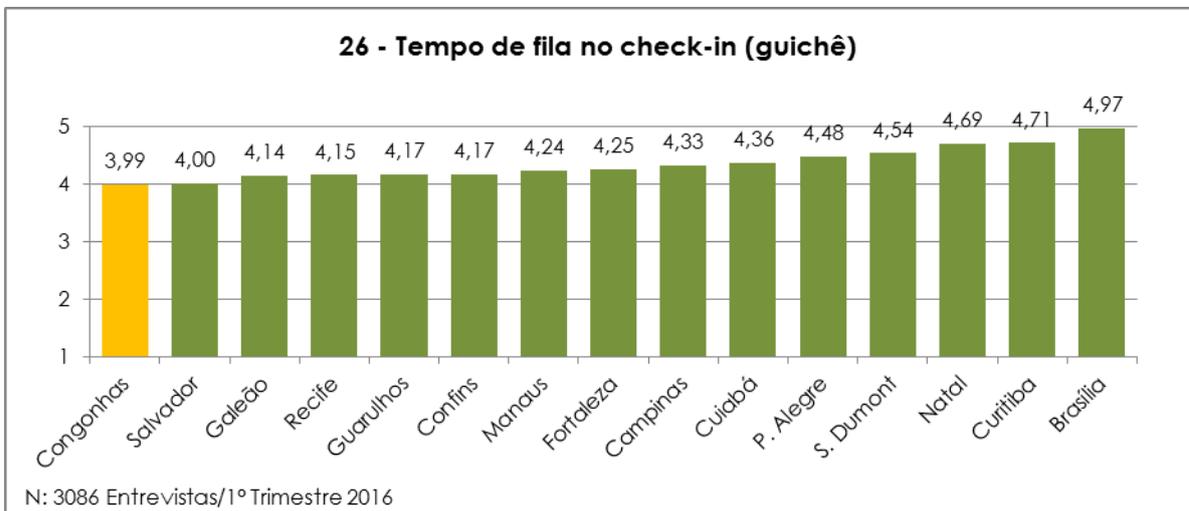
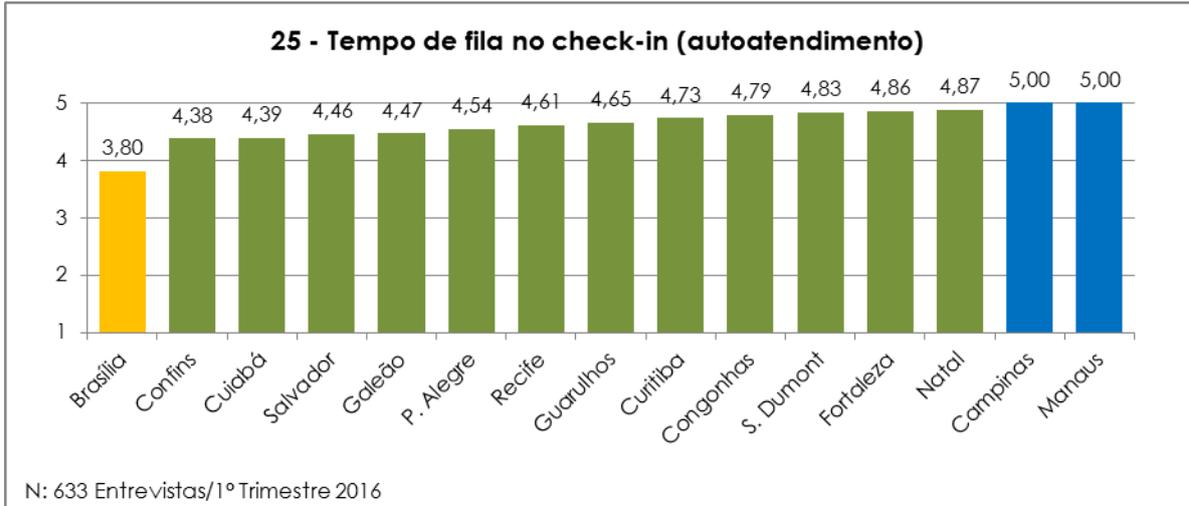
### 18 - Disponibilidade de vagas no estacionamento de veículos



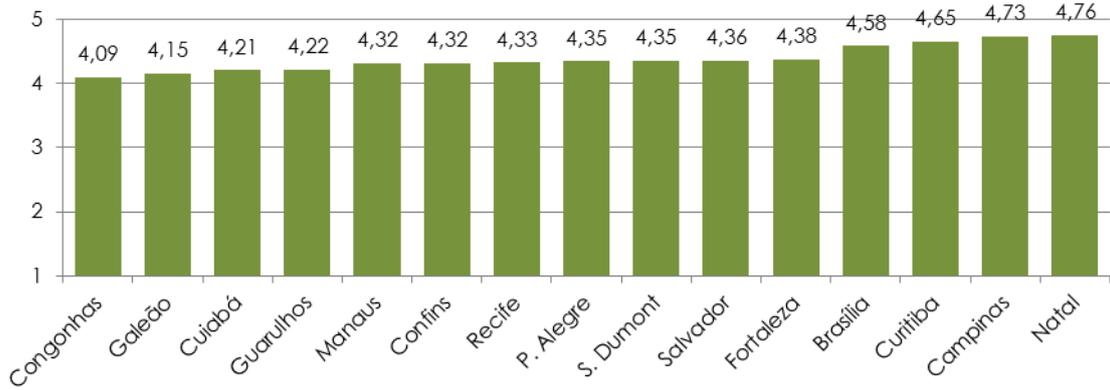
N: 976 Entrevistas/1º Trimestre 2016





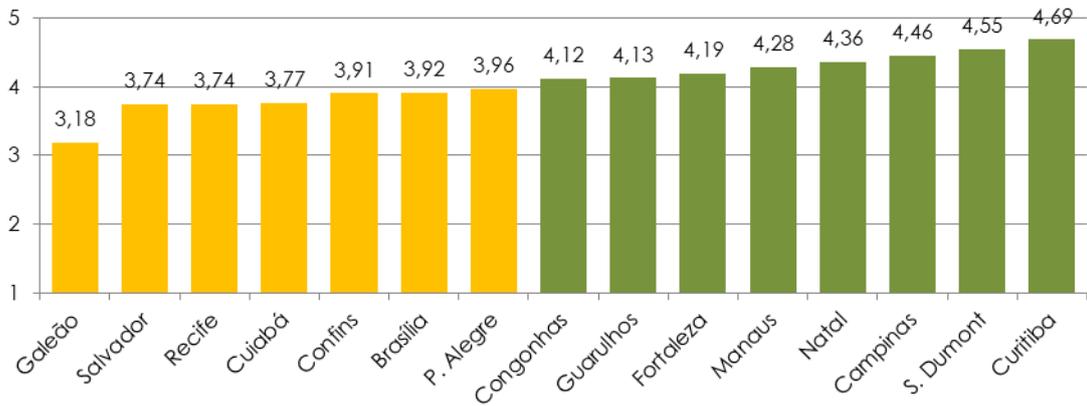


### 28 - Qualidade da informação prestada pela cia aérea



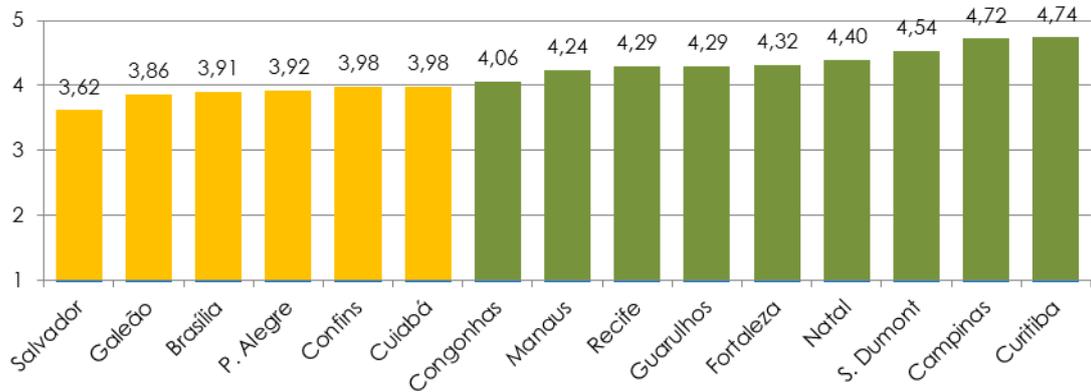
N: 4033 Entrevistas/1º Trimestre 2016

### 29 - Velocidade da restituição de bagagem

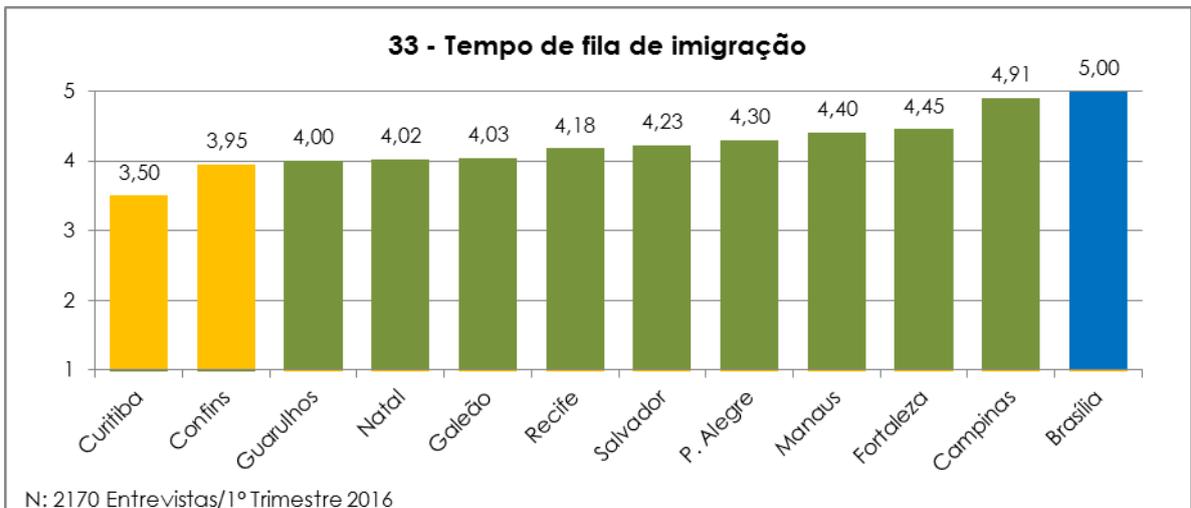
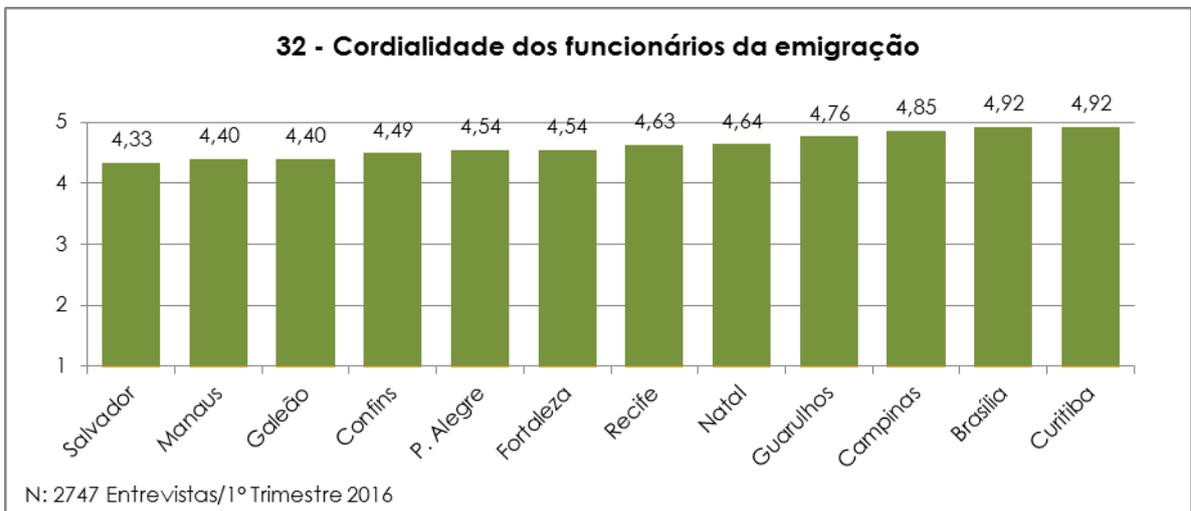
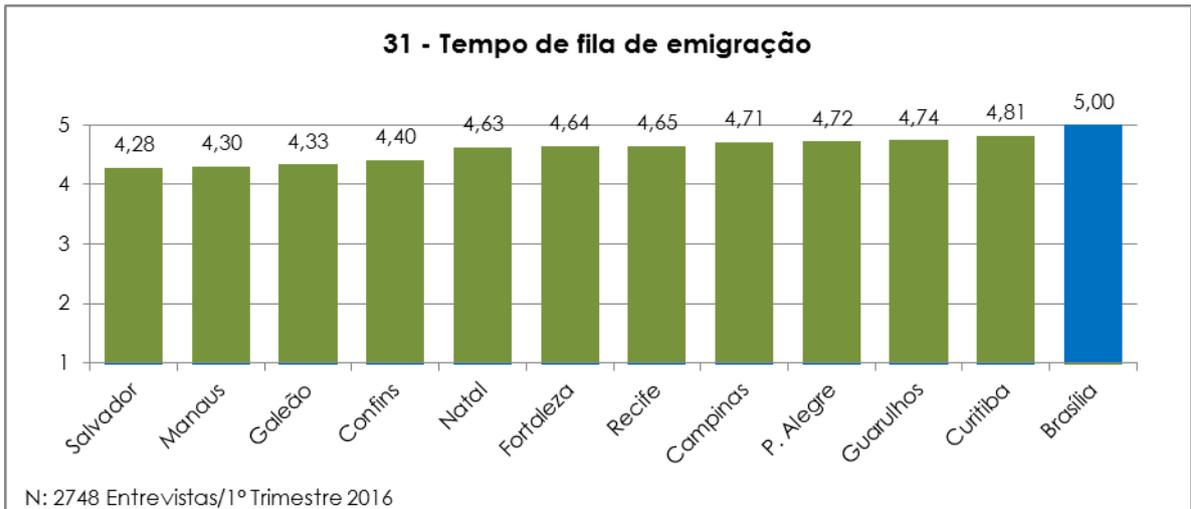


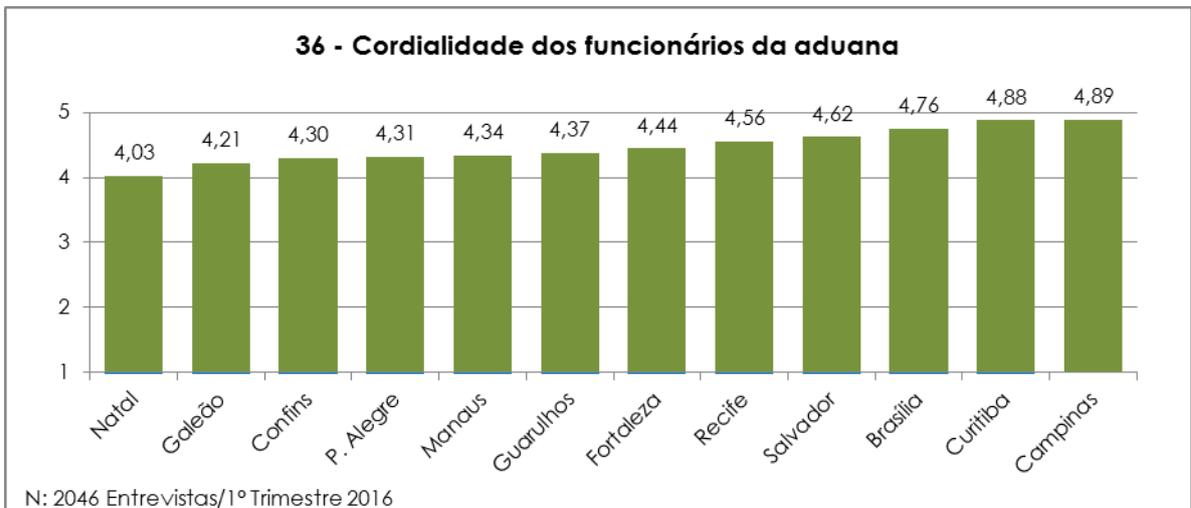
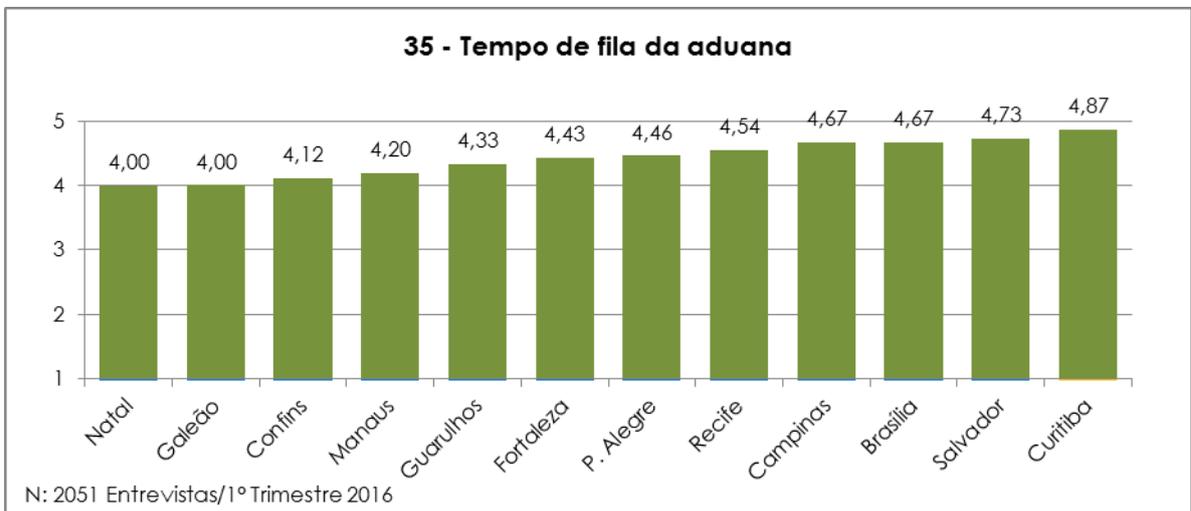
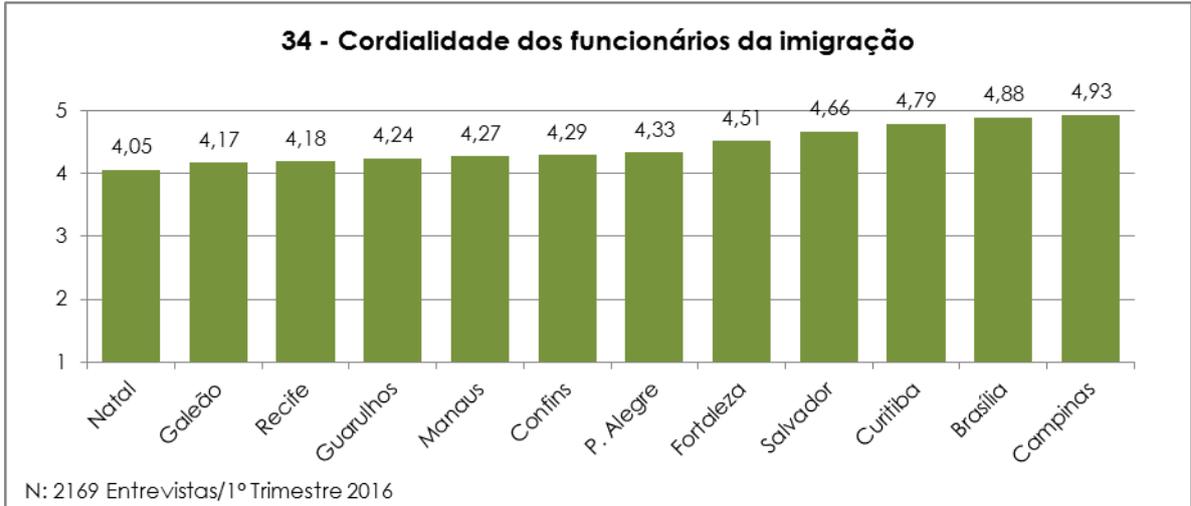
N: 5818 Entrevistas/1º Trimestre 2016

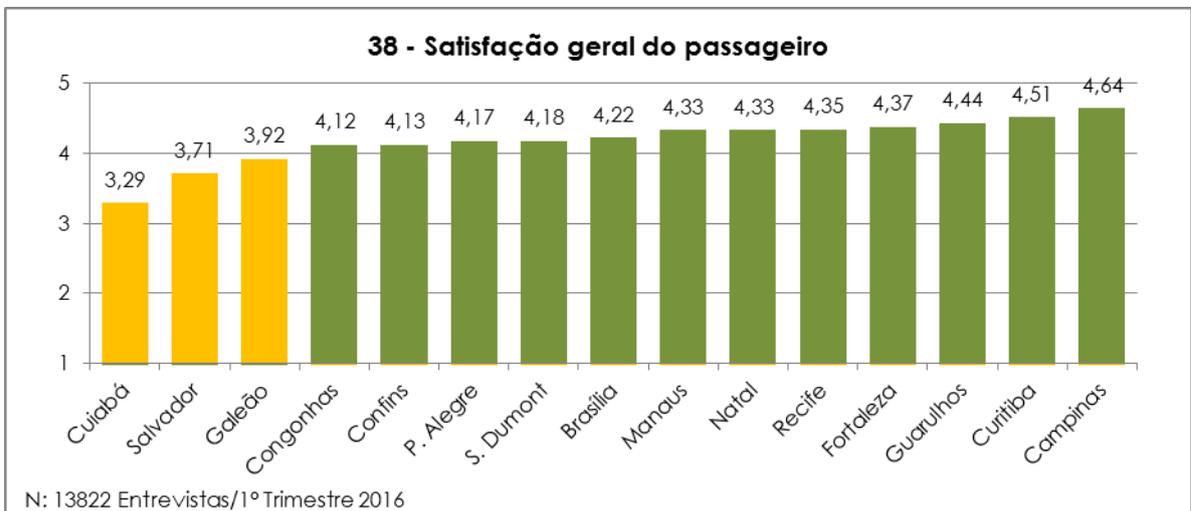
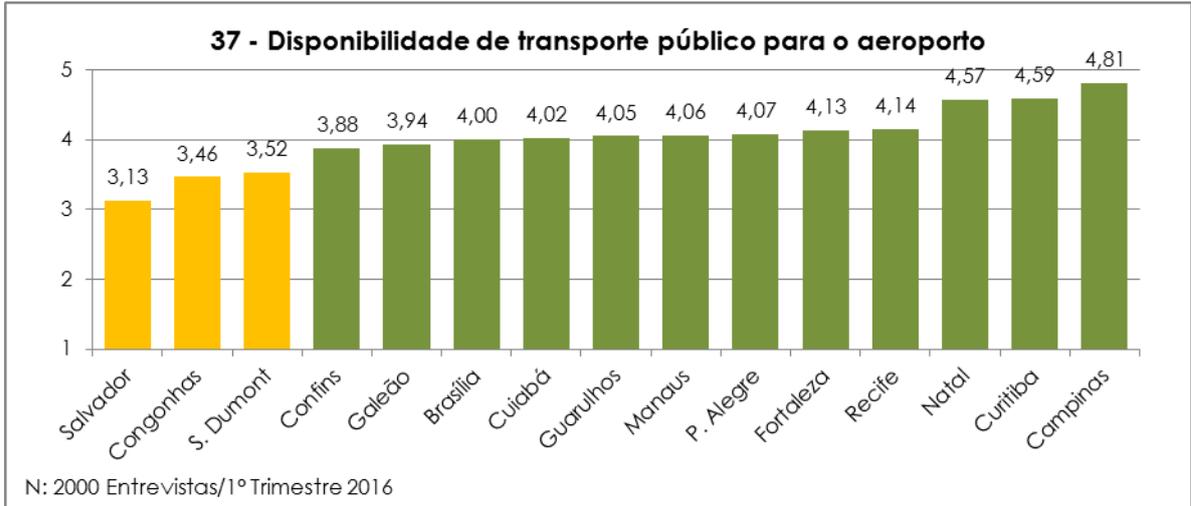
### 30 - Integridade da bagagem



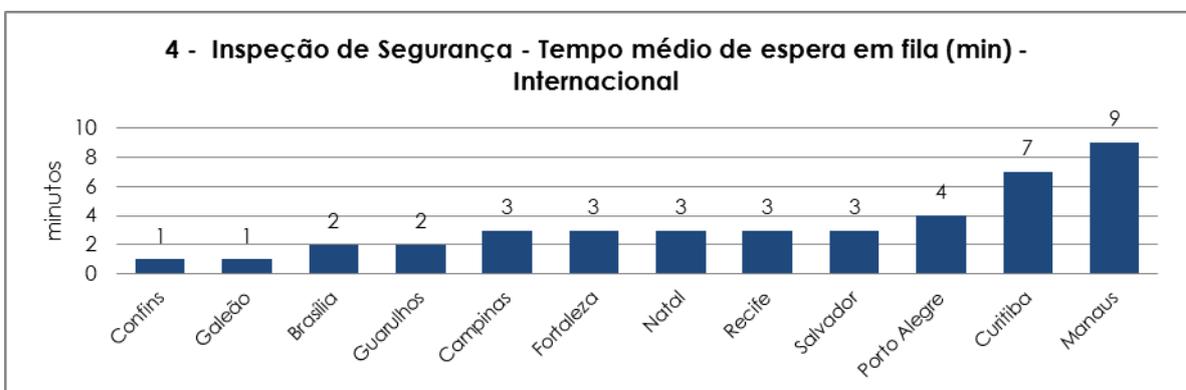
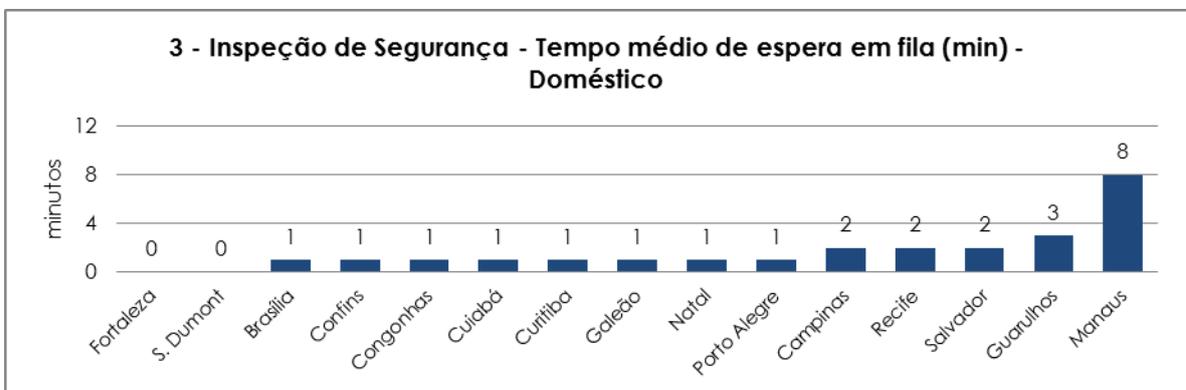
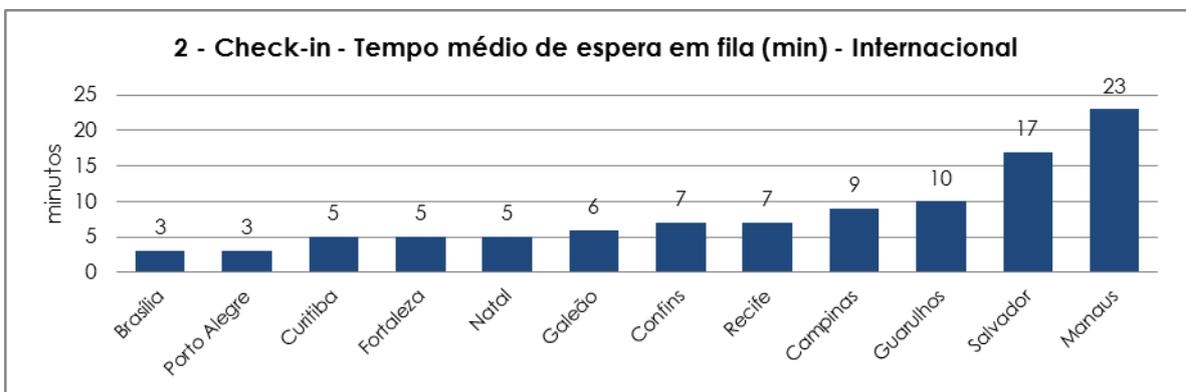
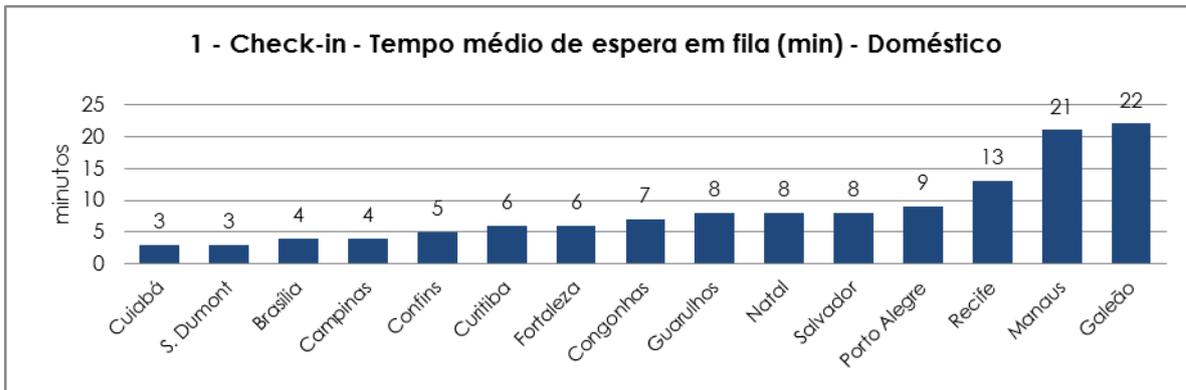
N: 5815 Entrevistas/1º Trimestre 2016

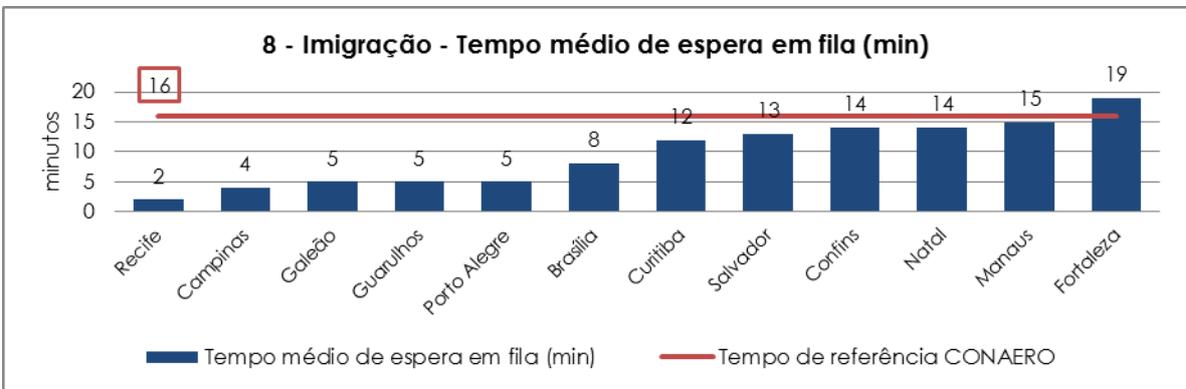
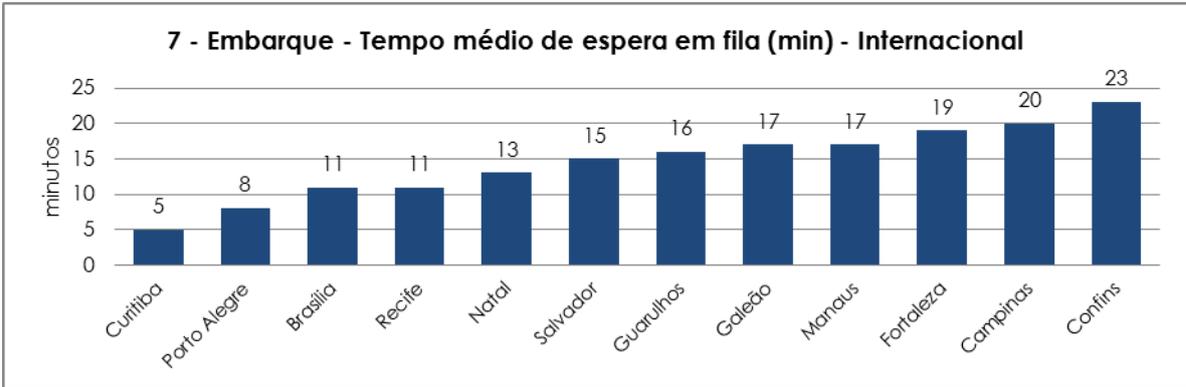
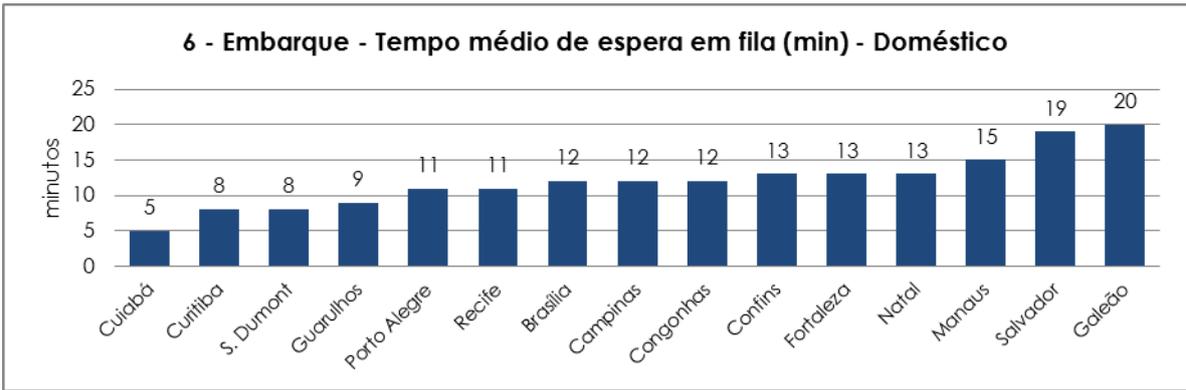
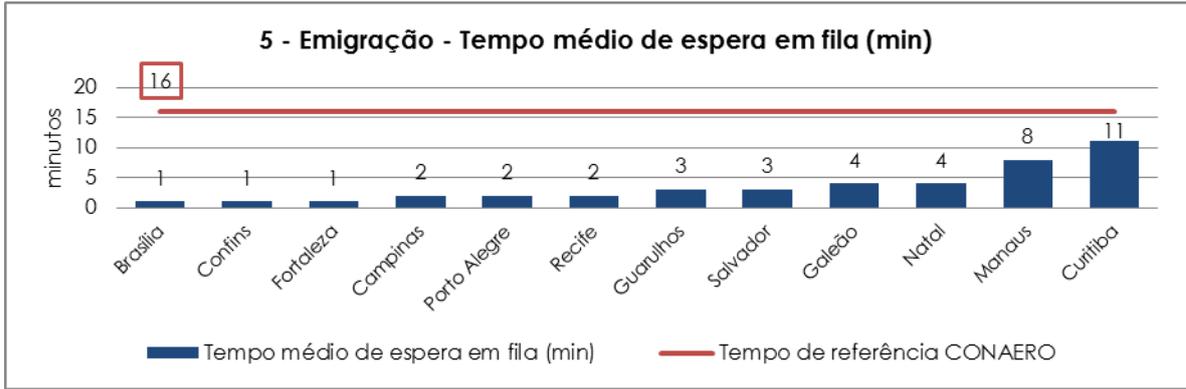


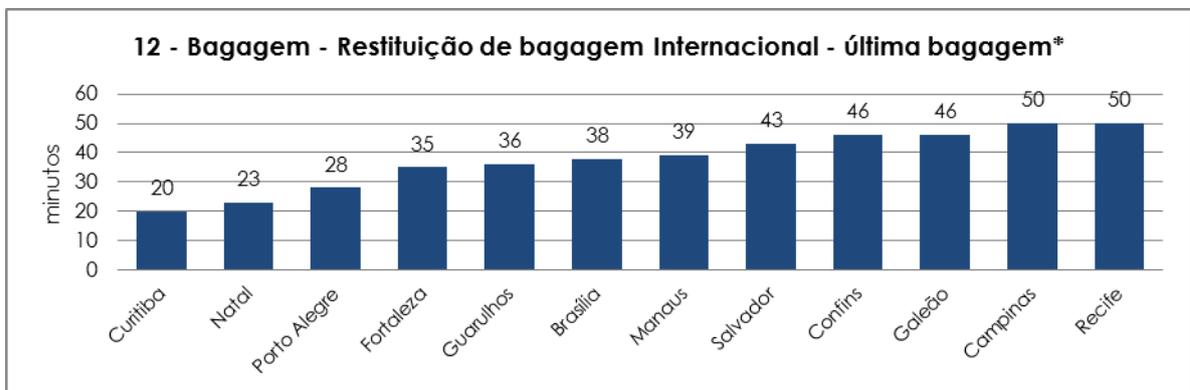
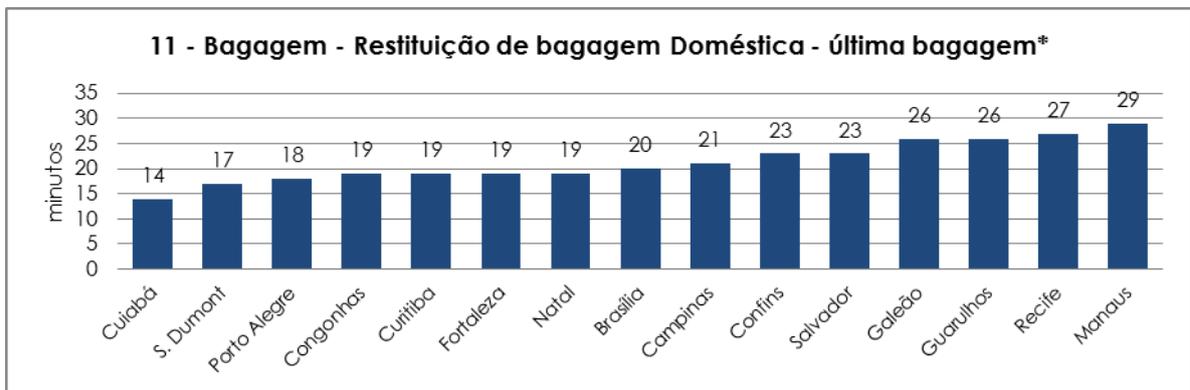
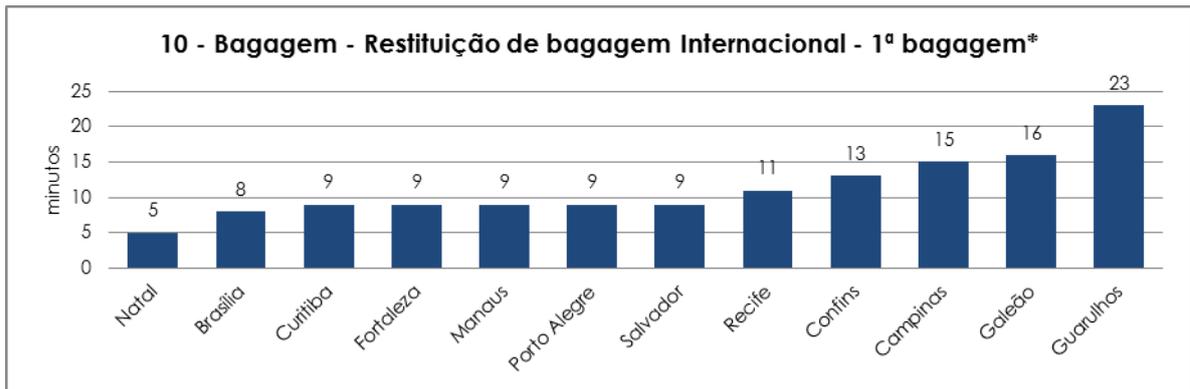
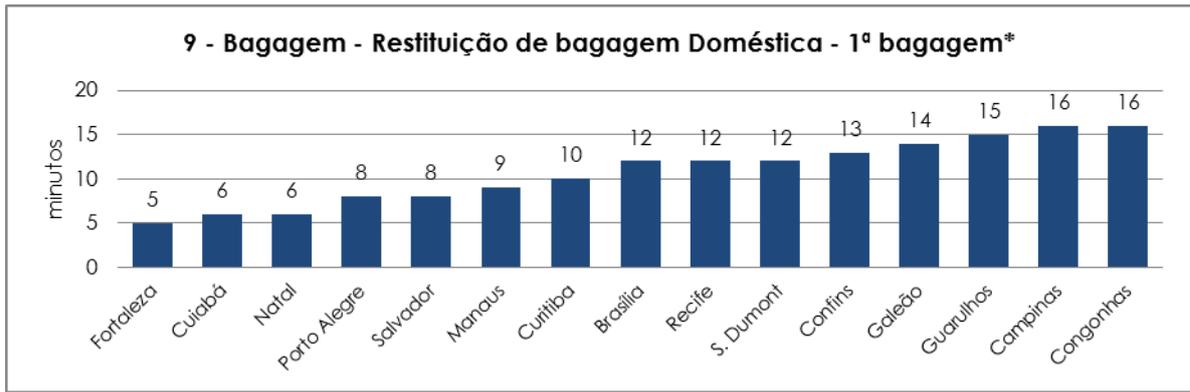




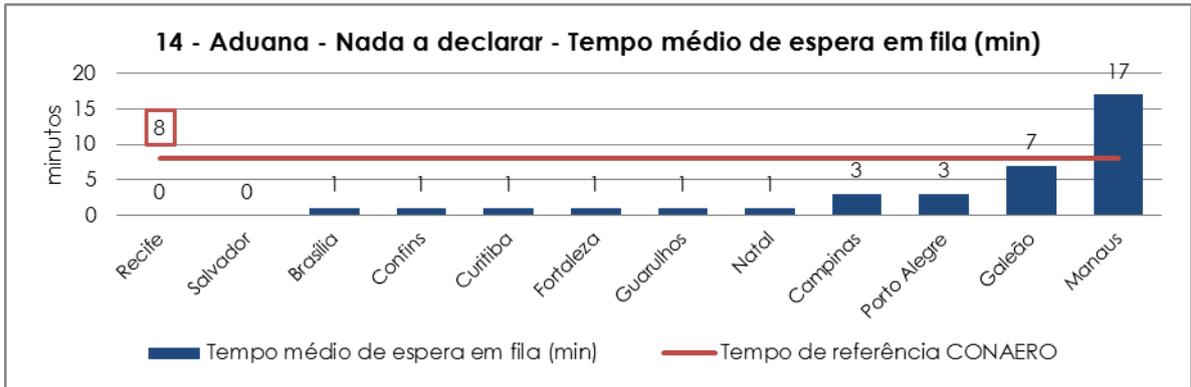
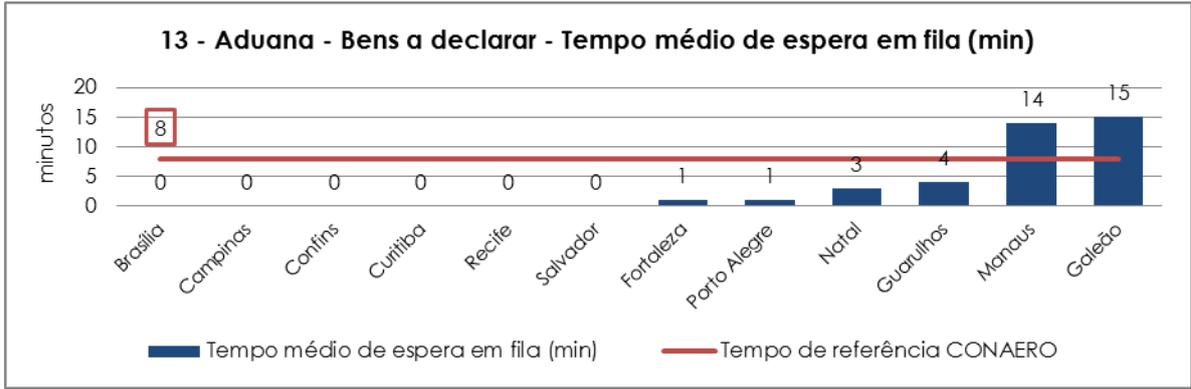
## 2.5.2 CLASSIFICAÇÃO POR INDICADOR DE TEMPO





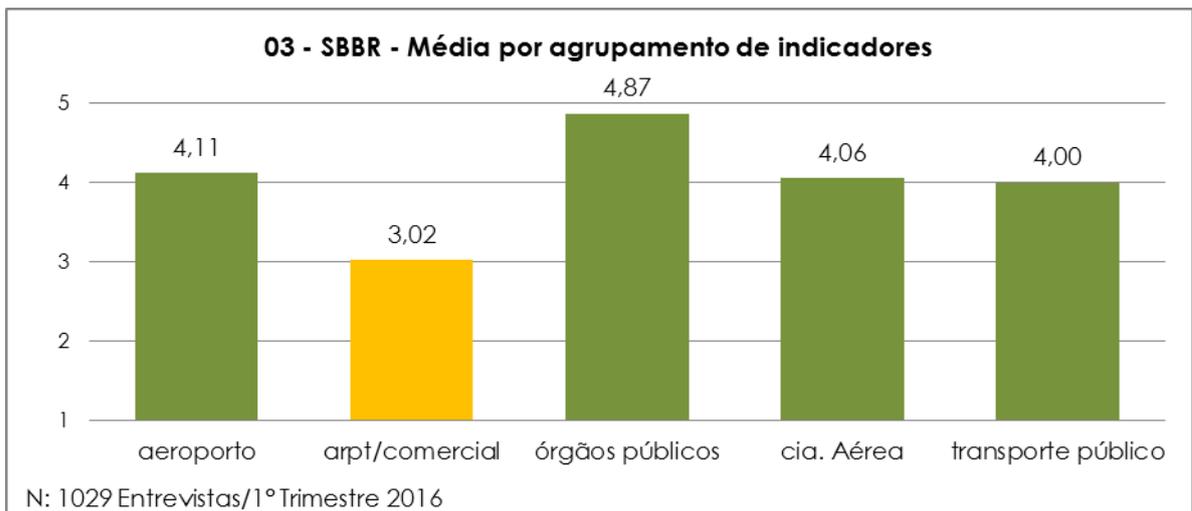
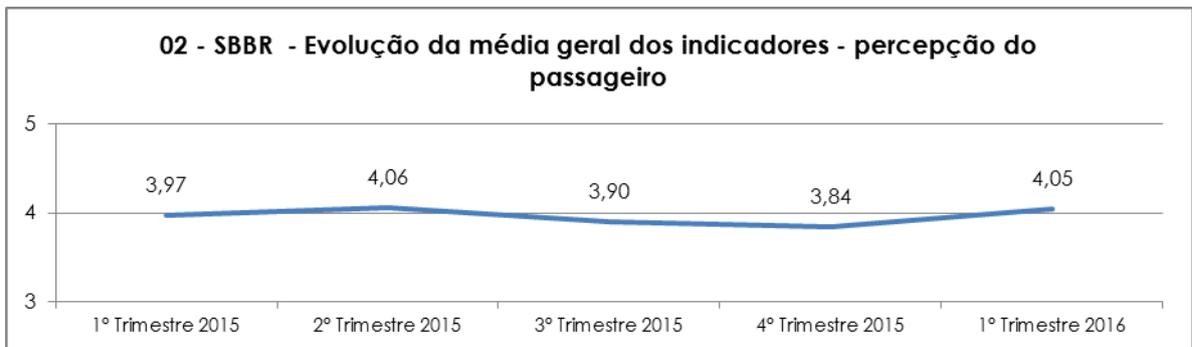
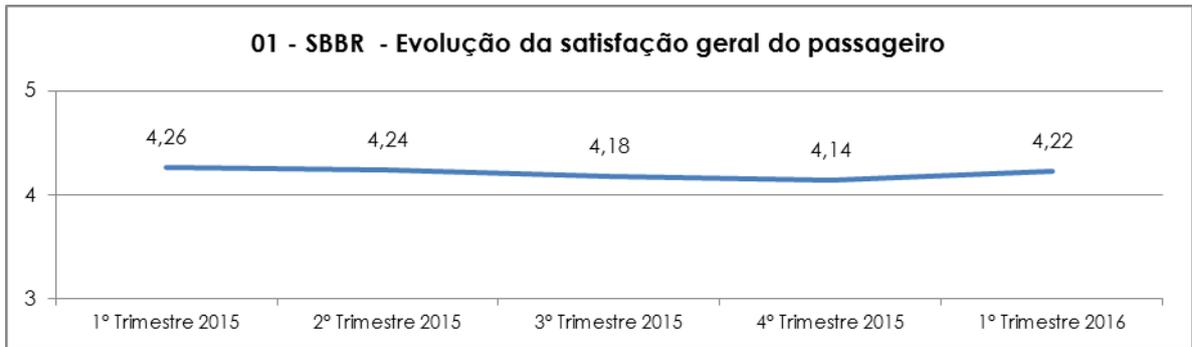


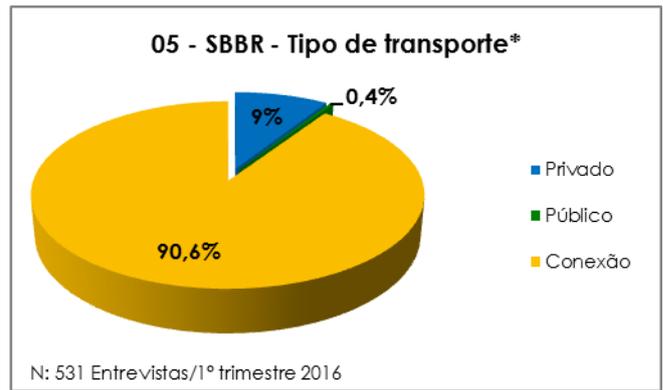
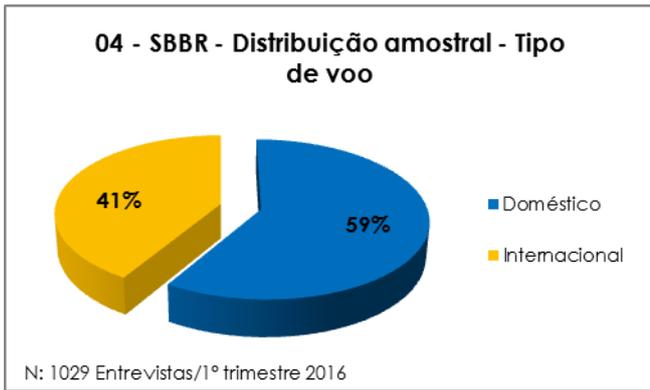
\* Tempo decorrido a partir do calço da aeronave



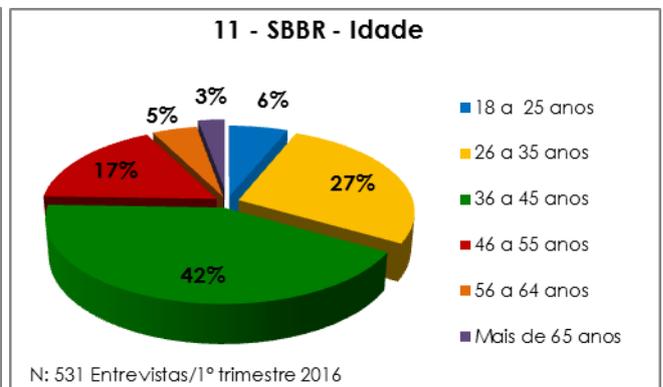
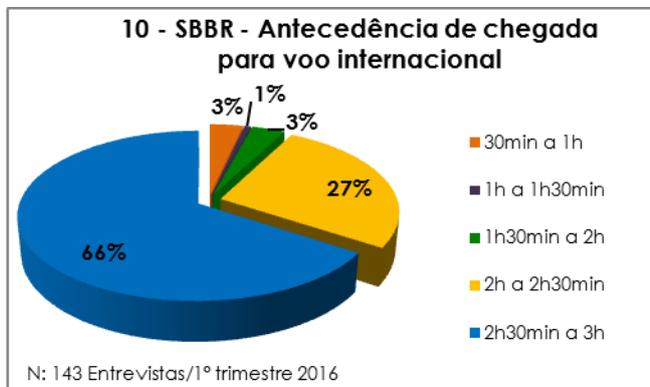
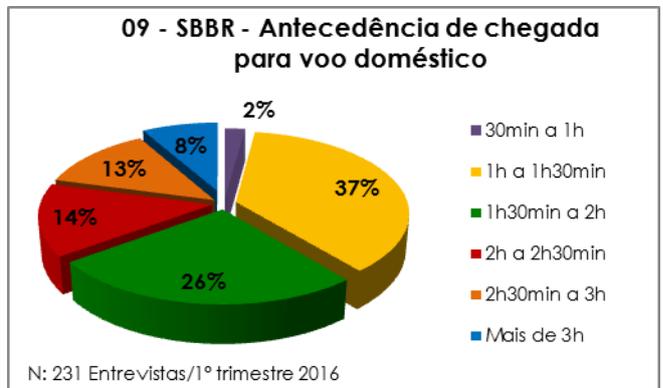
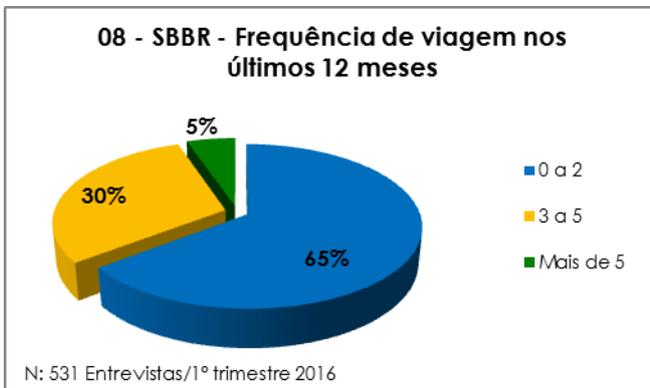
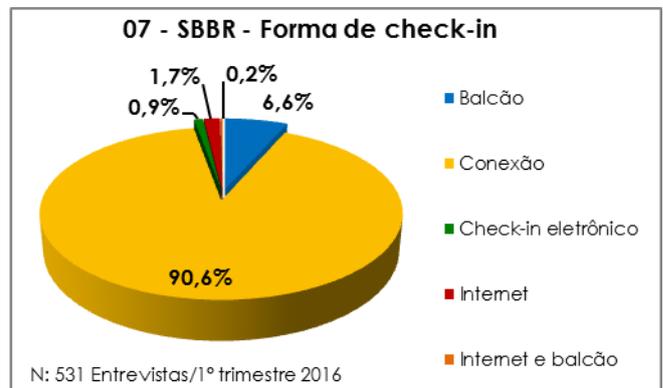
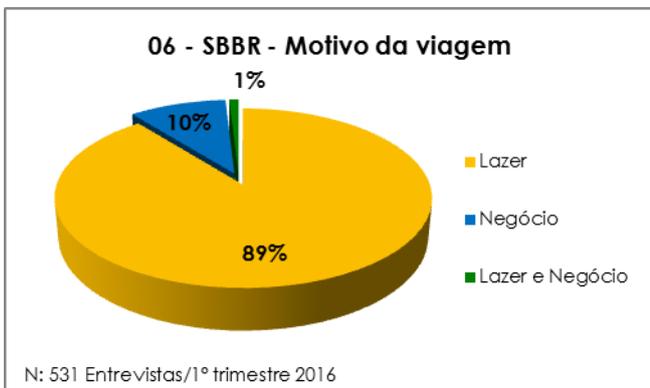
### 3 RESULTADOS POR AEROPORTO

#### 3.1 AEROPORTO INTERNACIONAL JUSCELINO KUBITSCHEK – BRASÍLIA (SBBR)

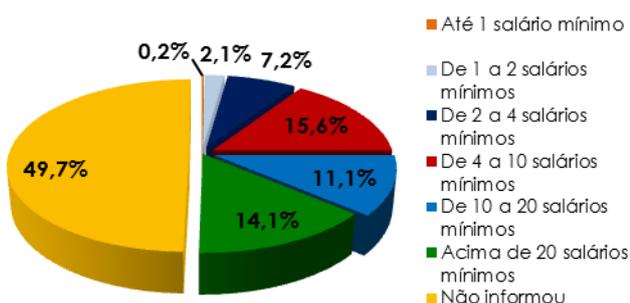




\* - Todos os usuários de transporte público utilizaram taxi como meio de transporte para o aeroporto

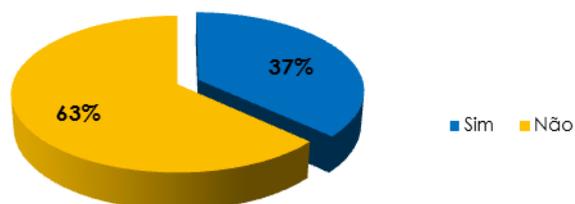


### 12 - SBBR - Renda



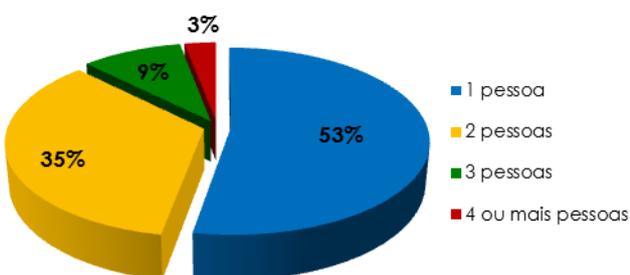
N: 531 Entrevistas/1º trimestre 2016

### 13 - SBBR - Viajando sozinho



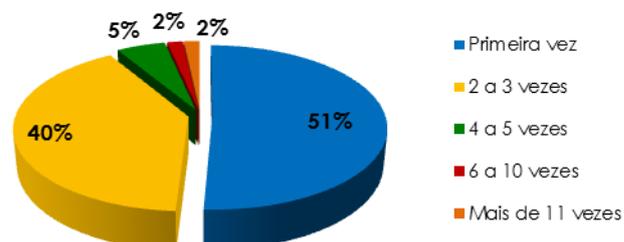
N: 531 Entrevistas/1º trimestre 2016

### 14 - SBBR - Número de acompanhantes



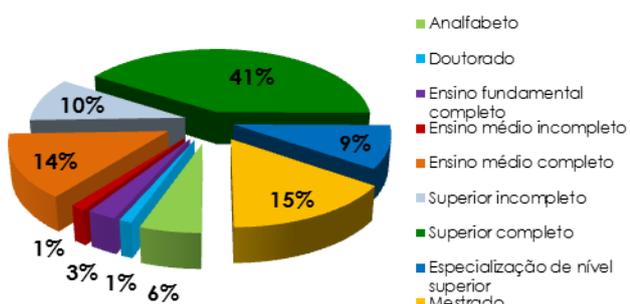
N: 335 Entrevistas/1º trimestre 2016

### 15 - SBBR - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



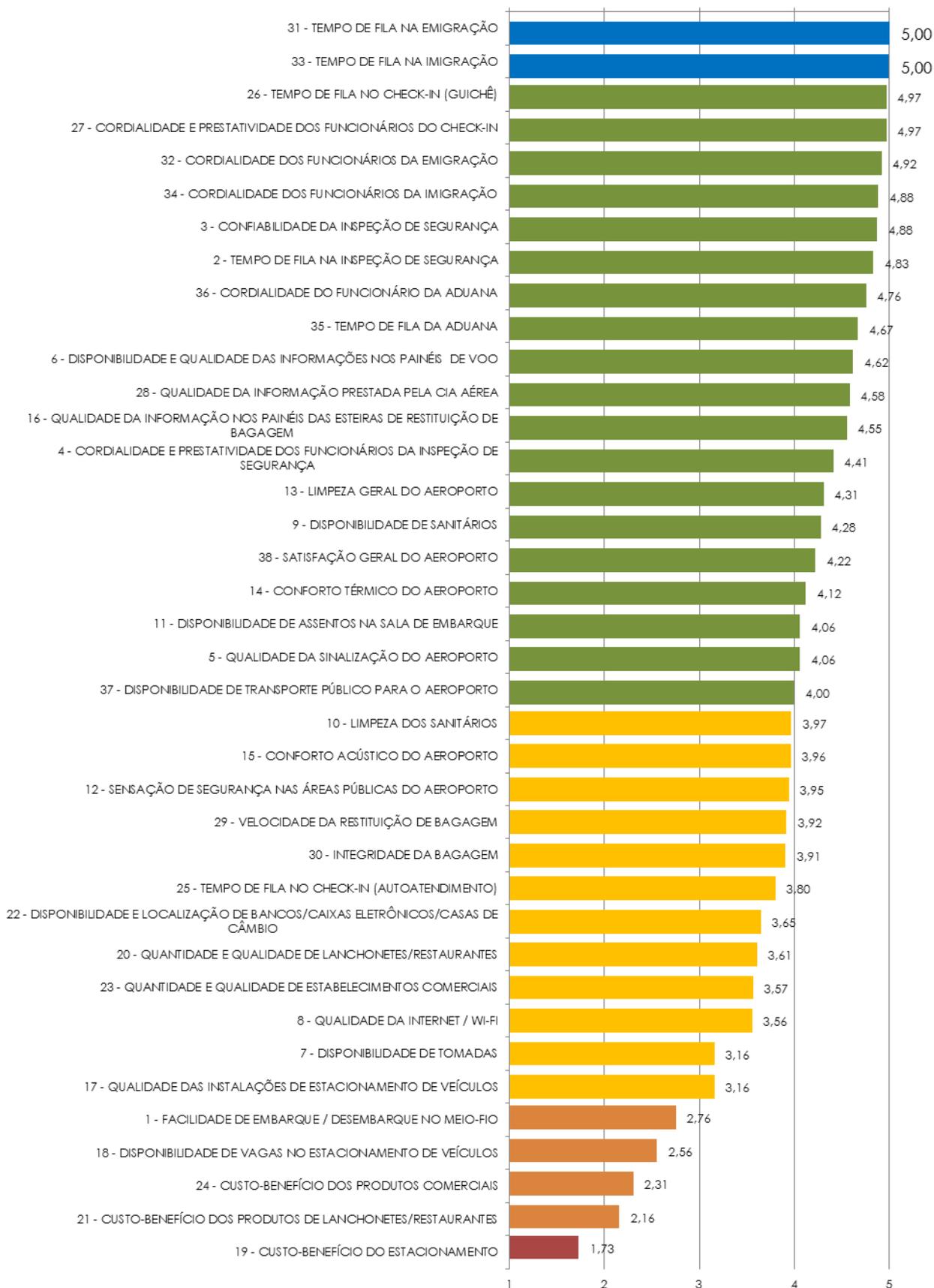
N: 531 Entrevistas/1º trimestre 2016

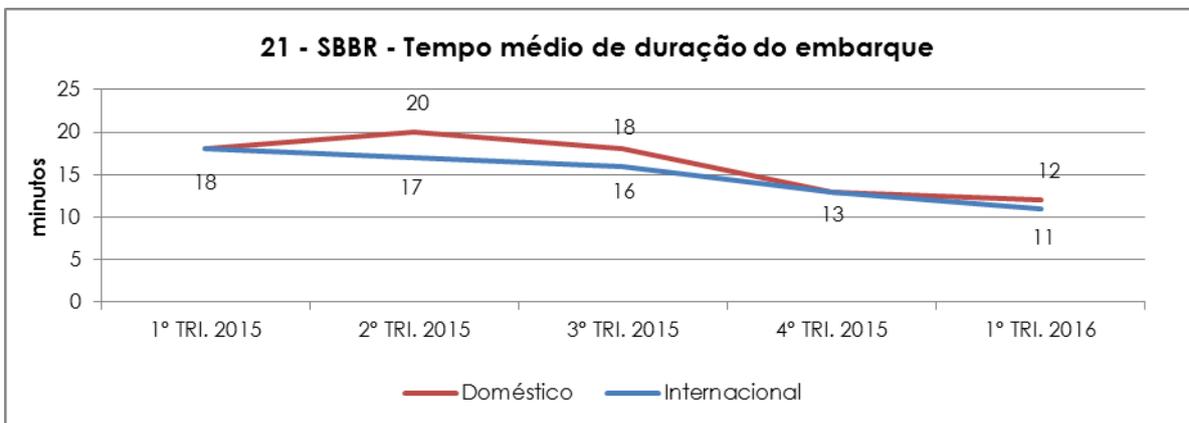
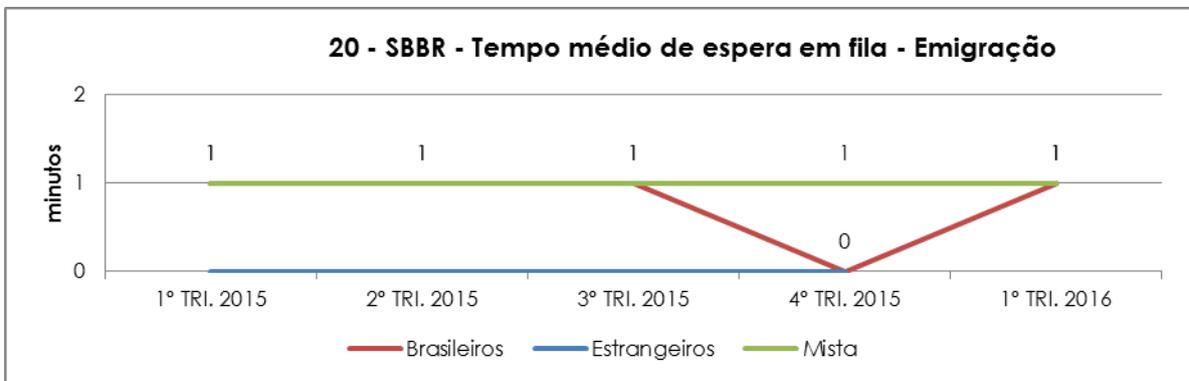
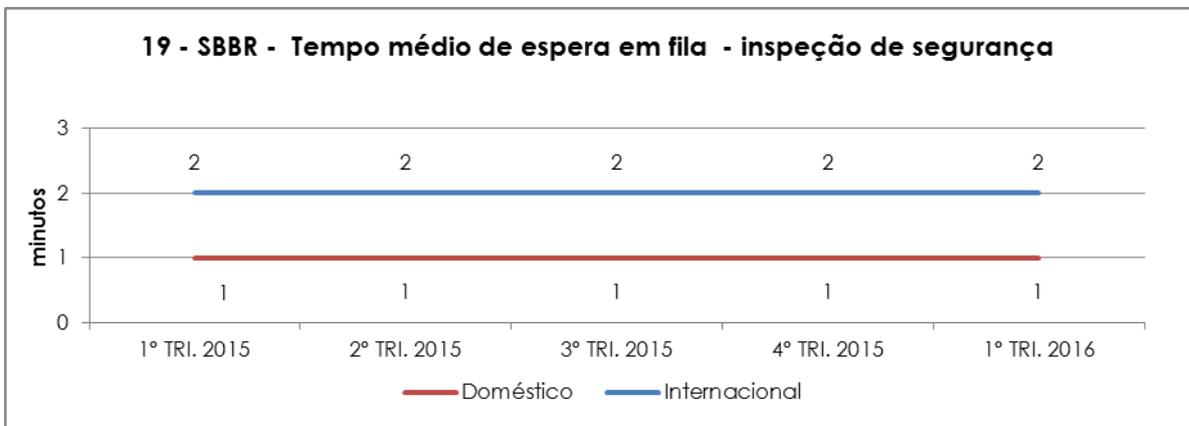
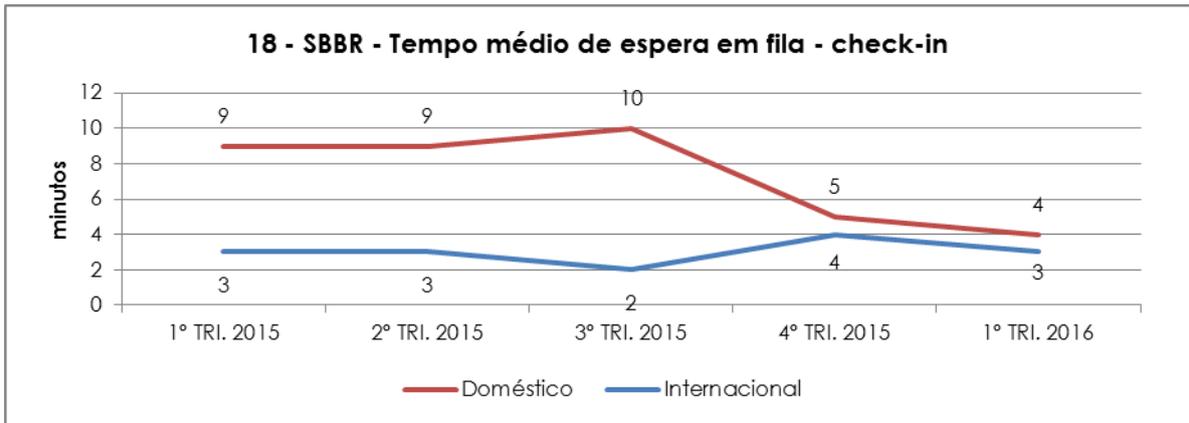
### 16 - SBBR - Escolaridade

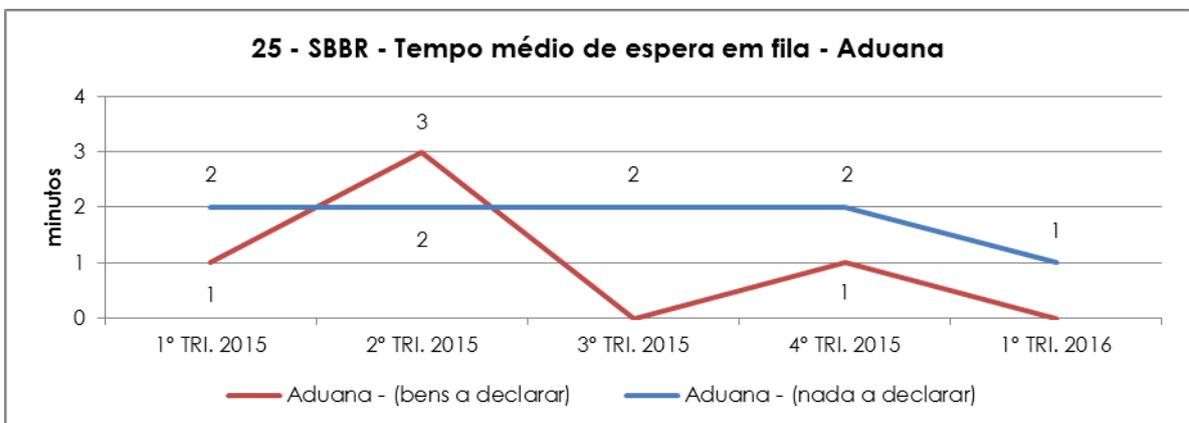
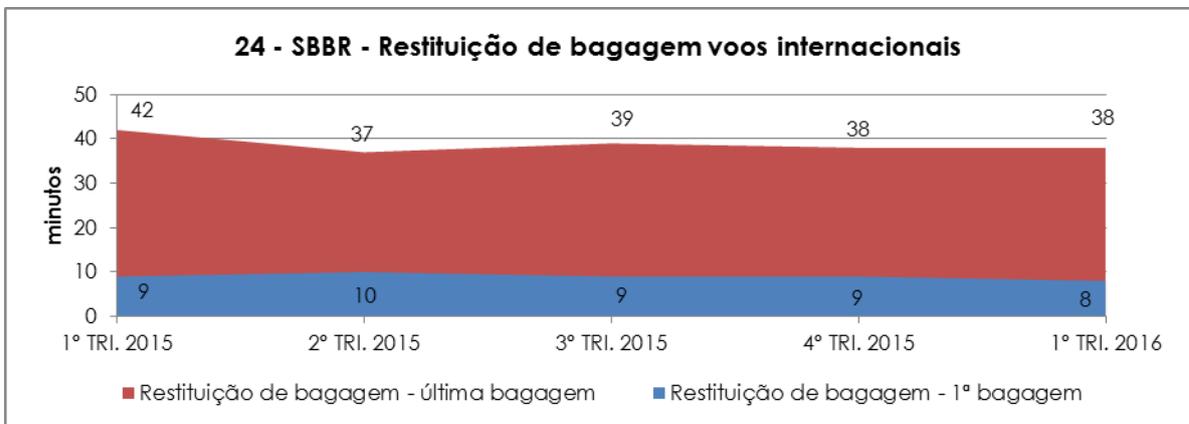
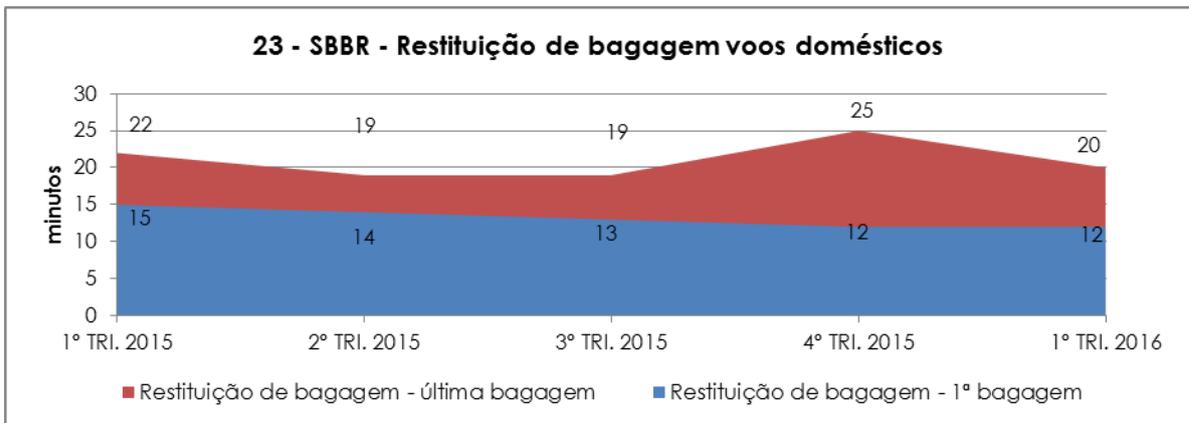
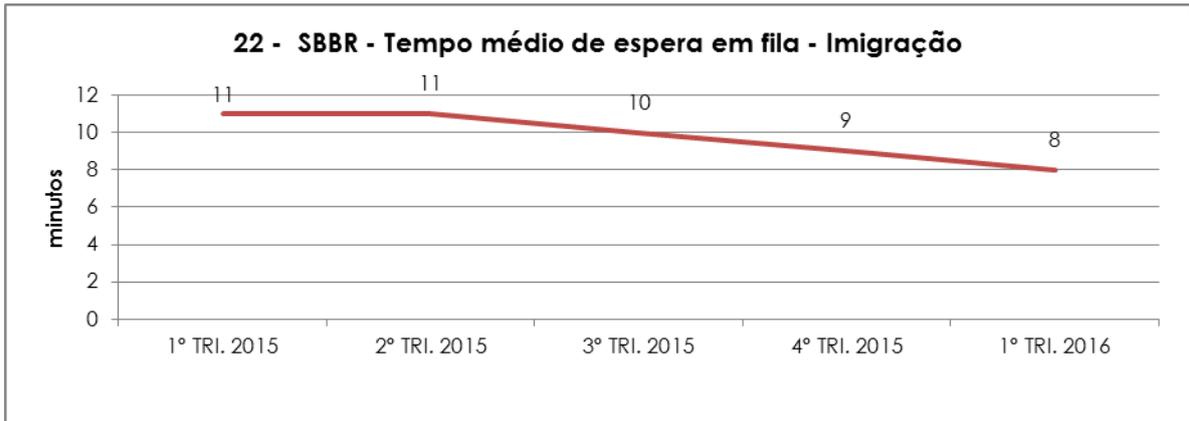


N: 531 Entrevistas/1º trimestre 2016

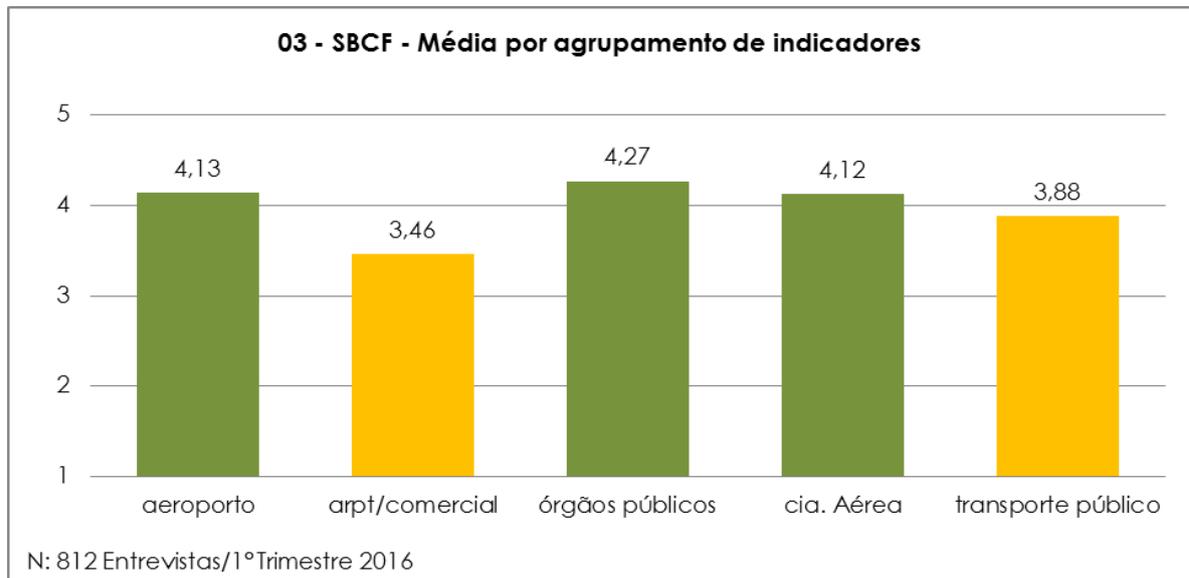
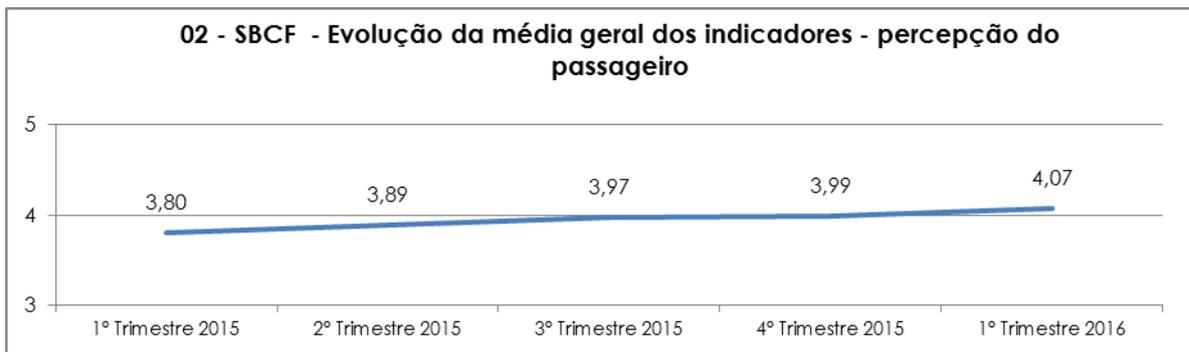
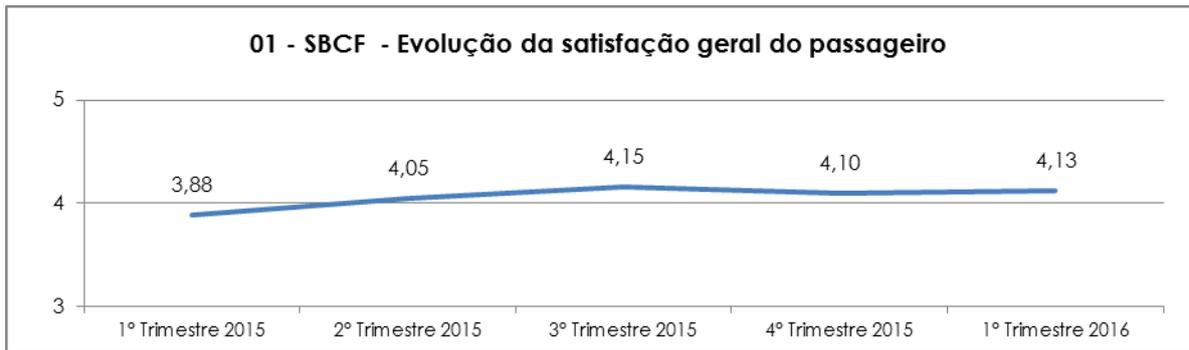
## 17 - SBBR - Média geral dos Indicadores



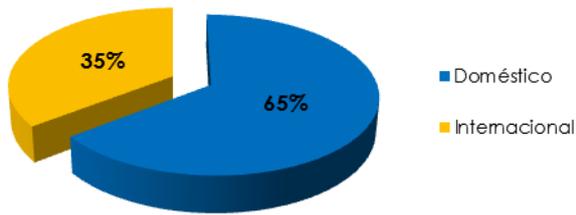




### 3.2 AEROPORTO INTERNACIONAL TANCREDO NEVES – CONFINES (SBCF)

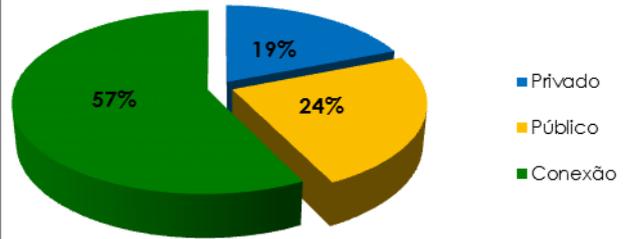


**04 - SBCF - Distribuição amostral - Tipo de voo**



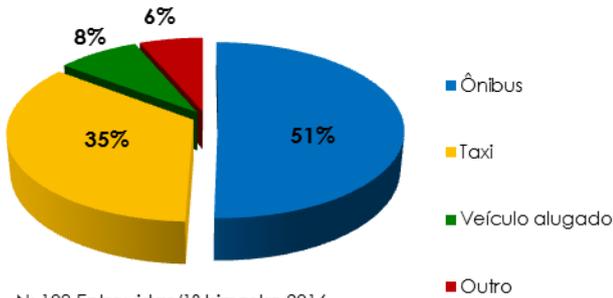
N: 812 Entrevistas/1º trimestre 2016

**05 - SBCF - Tipo de transporte**



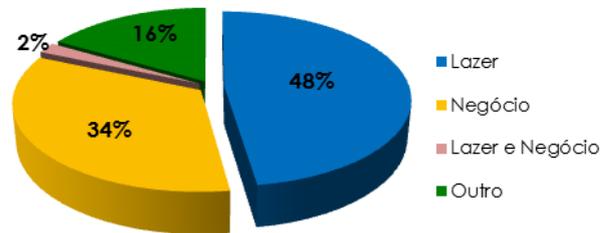
N: 459 Entrevistas/1º trimestre 2016

**06 - SBCF - Meio de transporte público utilizado**



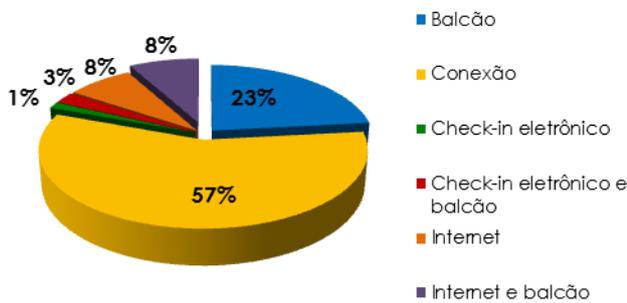
N: 109 Entrevistas/1º trimestre 2016

**07 - SBCF - Motivo da viagem**



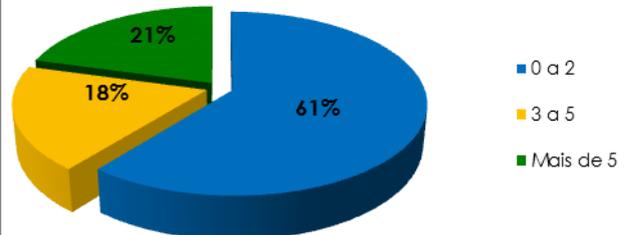
N: 459 Entrevistas/1º trimestre 2016

**08 - SBCF - Forma de check-in**



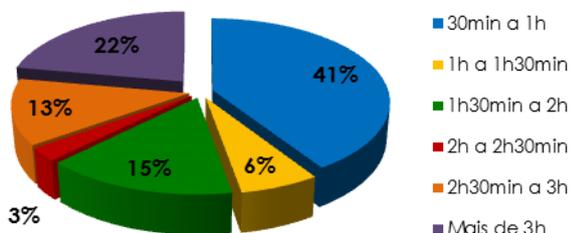
N: 459 Entrevistas/1º trimestre 2016

**09 - SBCF - Frequência de viagem nos últimos 12 meses**



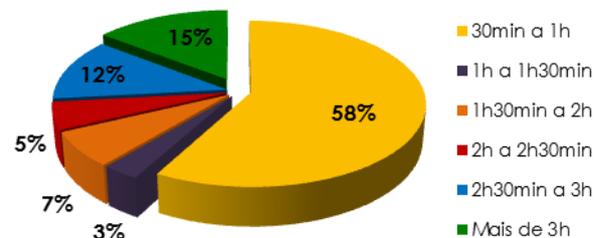
N: 459 Entrevistas/1º trimestre 2016

**10 - SBCF - Antecedência de chegada para voo doméstico**



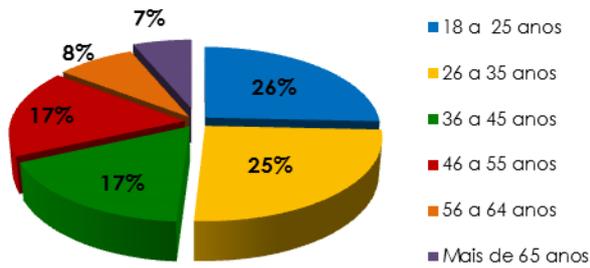
N: 235 Entrevistas/1º trimestre 2016

**11 - SBCF - Antecedência de chegada para voo internacional**



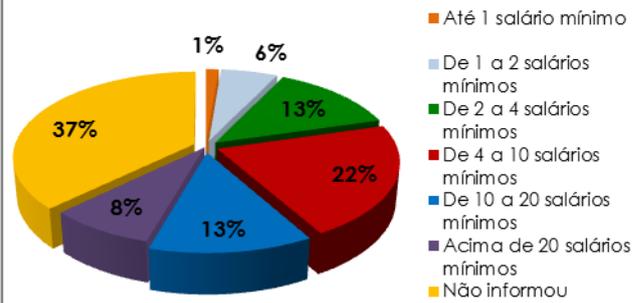
N: 131 Entrevistas/1º trimestre 2016

12 - SBCF - Idade



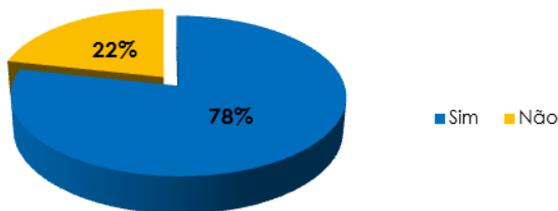
N: 459 Entrevistas/1º trimestre 2016

13 - SBCF - Renda



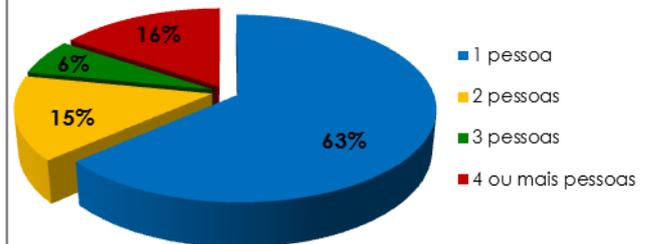
N: 459 Entrevistas/1º trimestre 2016

14 - SBCF - Viajando sozinho



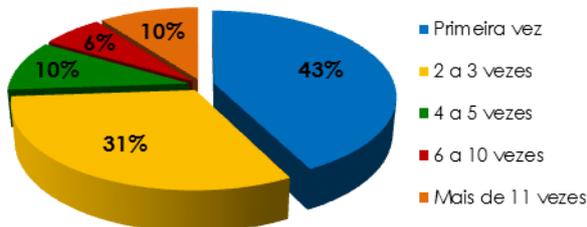
N: 459 Entrevistas/1º trimestre 2016

15 - SBCF - Número de acompanhantes



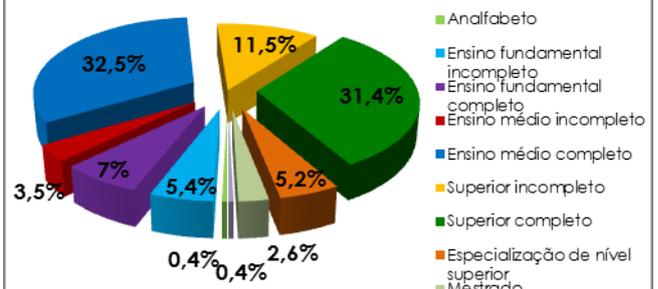
N: 96 Entrevistas/1º trimestre 2016

16 - SBCF - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



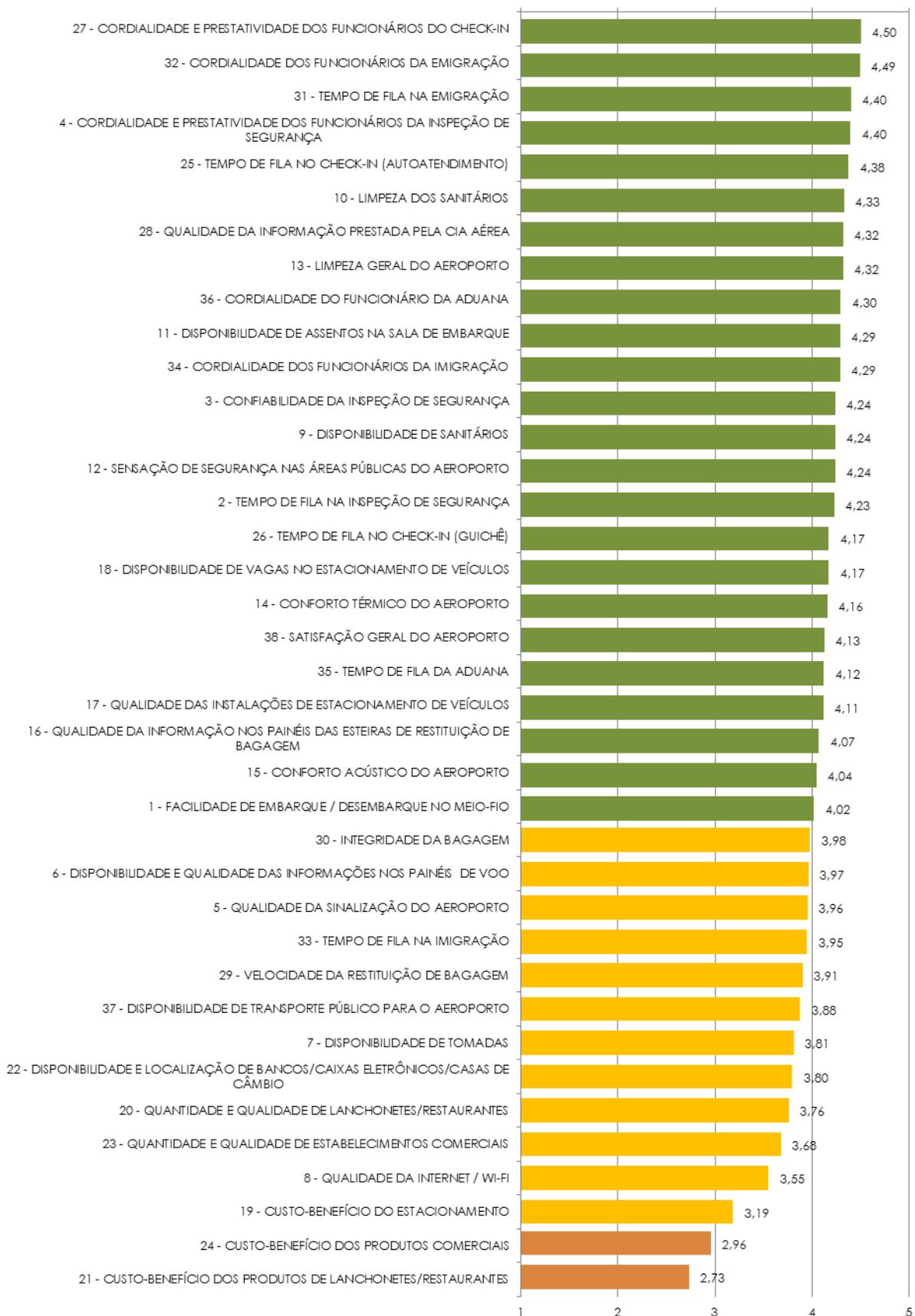
N: 459 Entrevistas/1º trimestre 2016

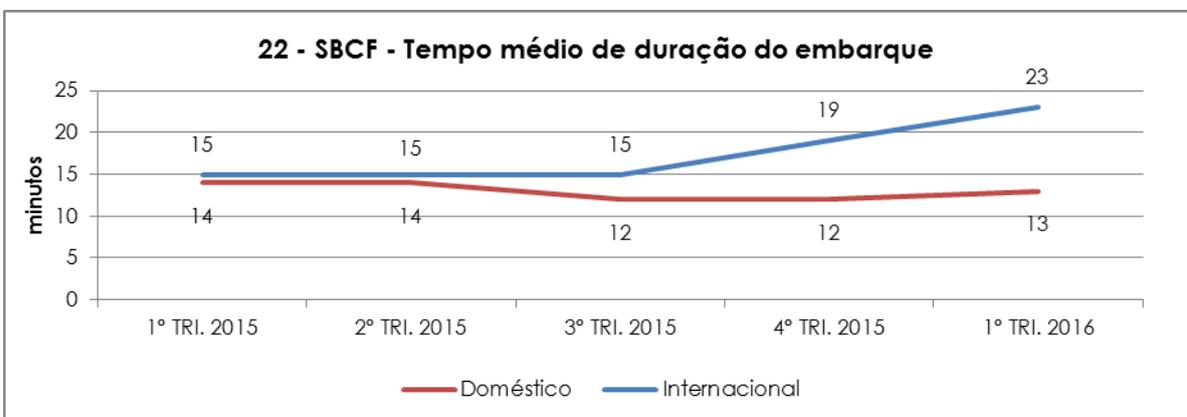
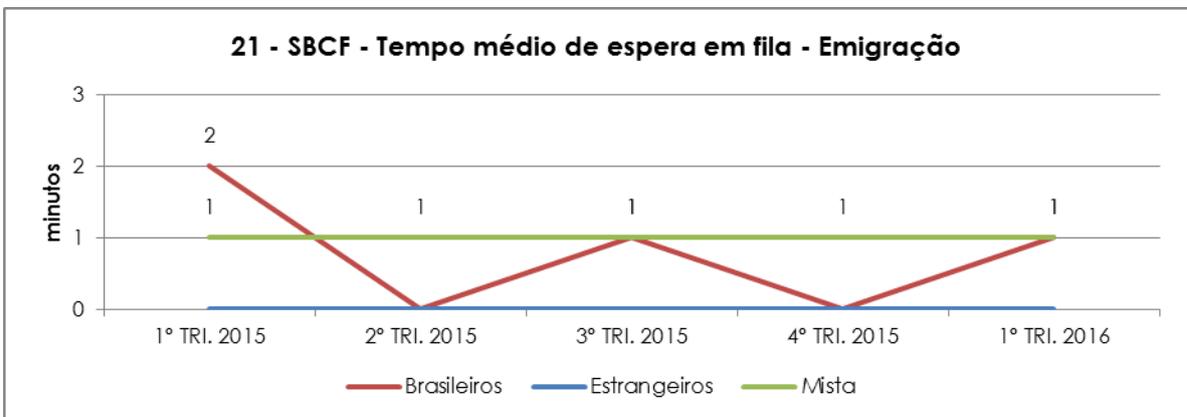
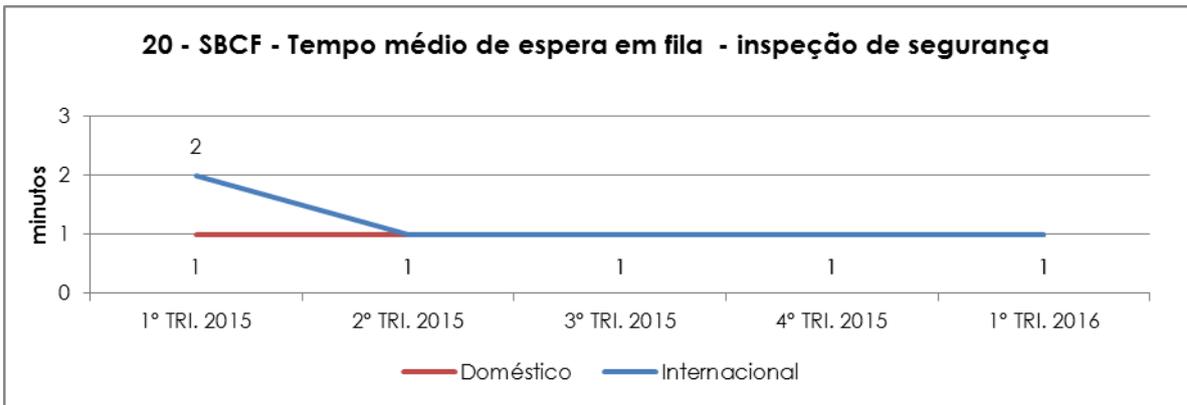
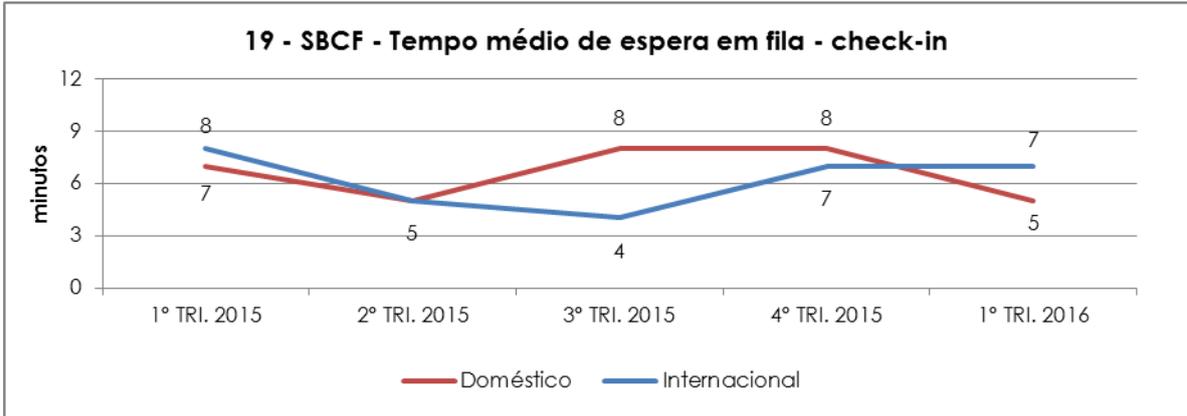
17 - SBCF - Escolaridade

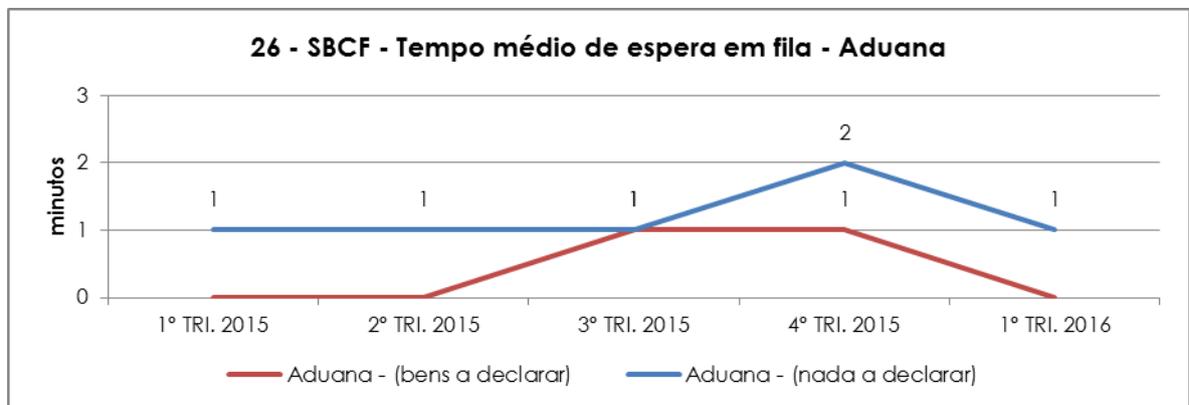
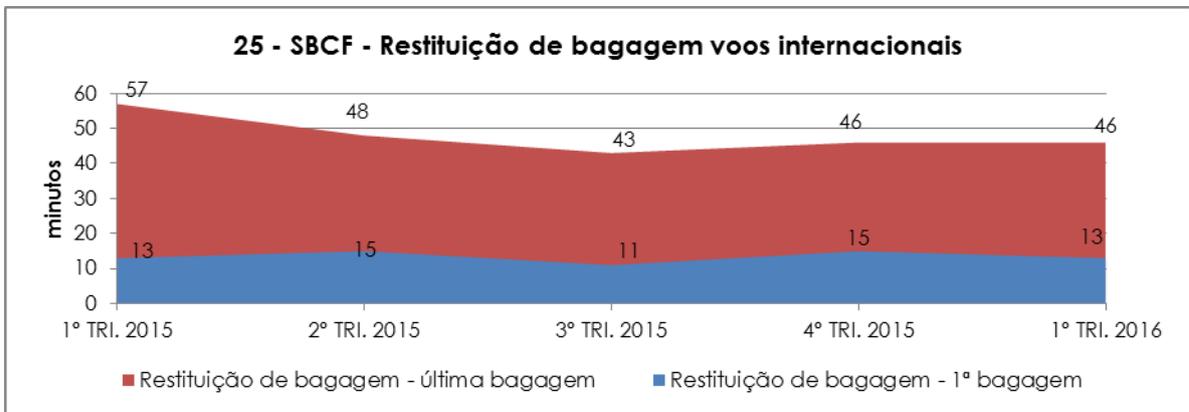
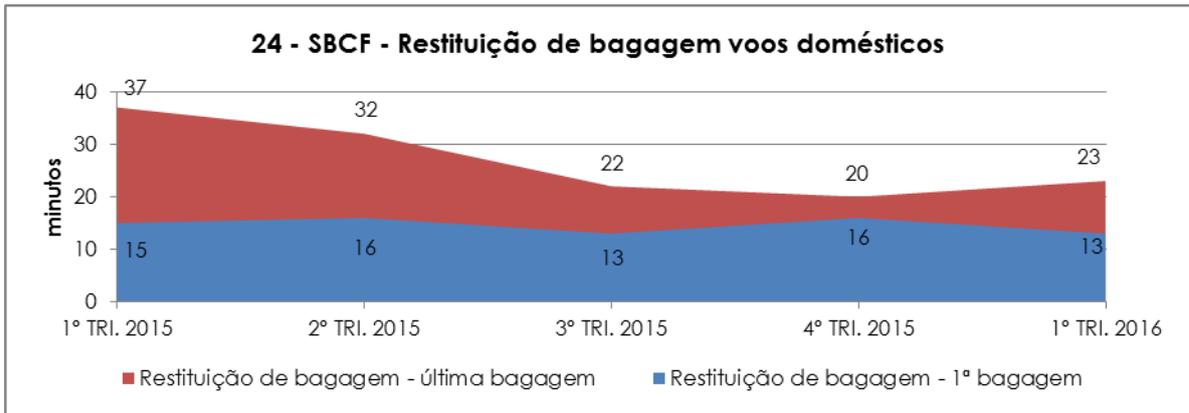
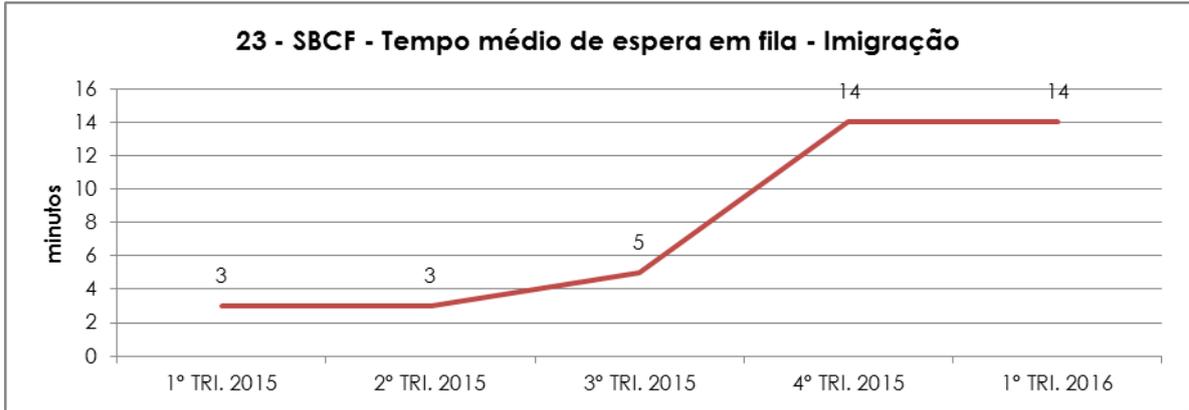


N: 459 Entrevistas/1º trimestre 2016

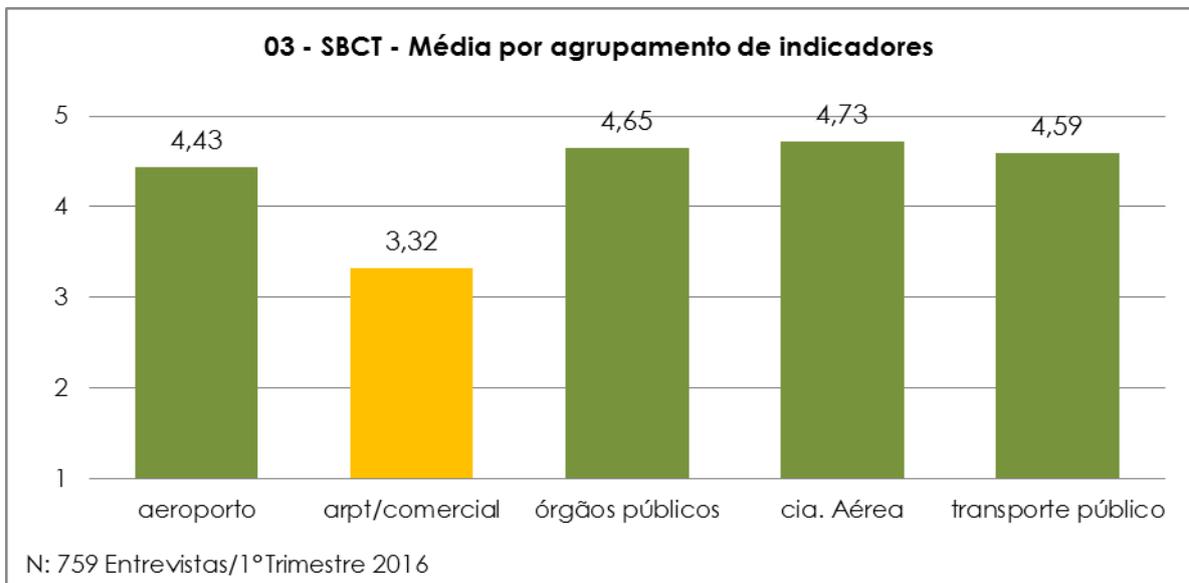
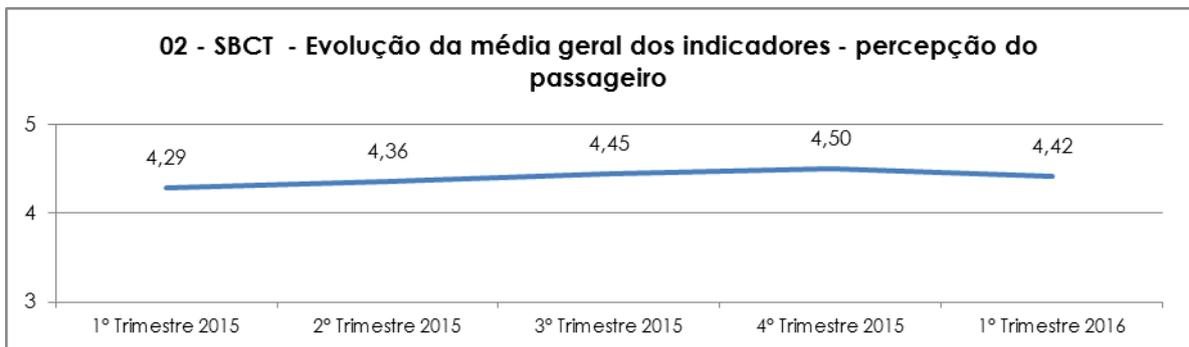
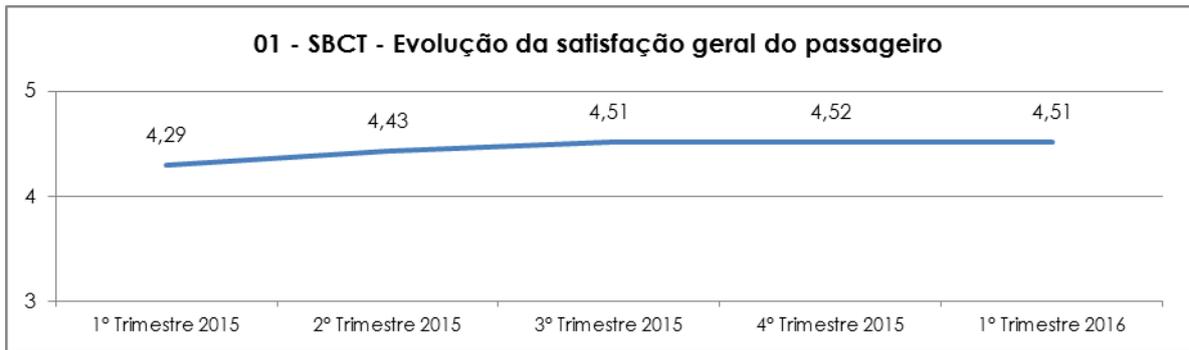
## 18 - SBCF - Média geral dos Indicadores



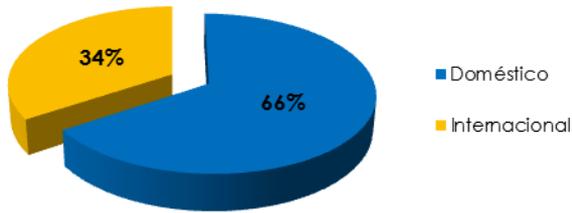




### 3.3 AEROPORTO INTERNACIONAL AFONSO PENA – CURITIBA (SBCT)

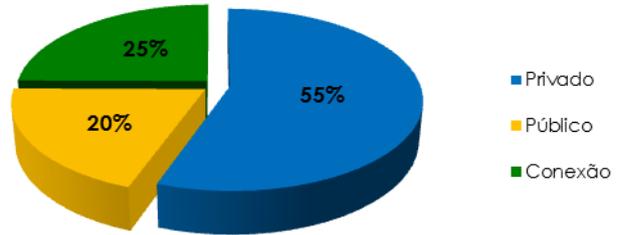


**04 - SBCT - Distribuição amostral - Tipo de voo**



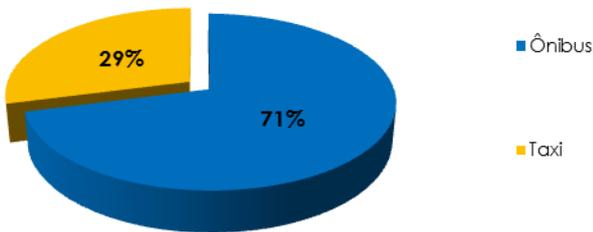
N: 759 Entrevistas/1º trimestre 2016

**05 - SBCT - Tipo de transporte**



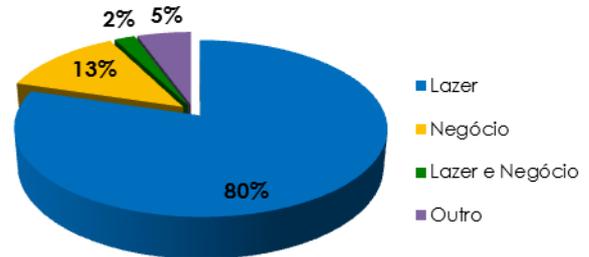
N: 474 Entrevistas/1º trimestre 2016

**06 - SBCT - Meio de transporte público utilizado**



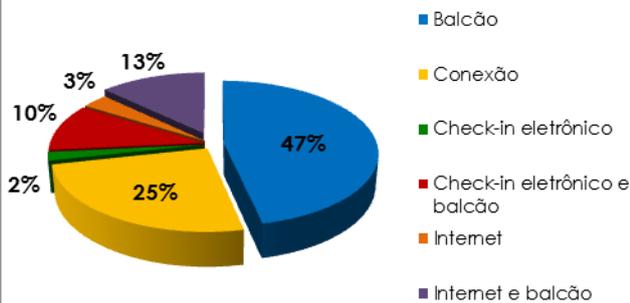
N: 93 Entrevistas/1º trimestre 2016

**07 - SBCT - Motivo da viagem**



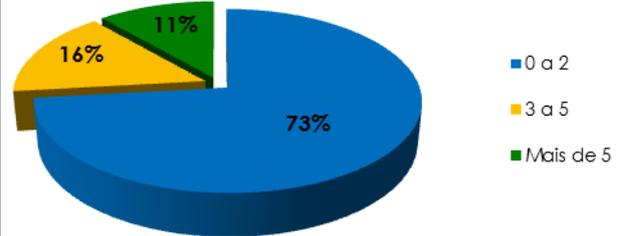
N: 474 Entrevistas/1º trimestre 2016

**08 - SBCT - Forma de check-in**



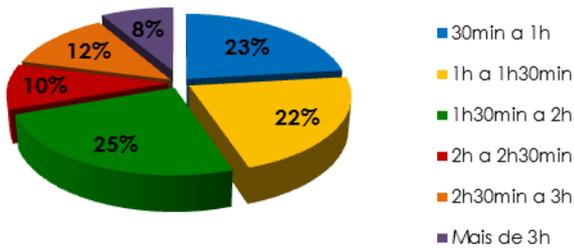
N: 474 Entrevistas/1º trimestre 2016

**09 - SBCT - Frequência de viagem nos últimos 12 meses**



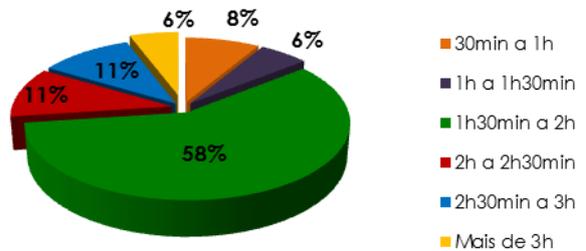
N: 474 Entrevistas/1º trimestre 2016

**10 - SBCT - Antecedência de chegada para voo doméstico**



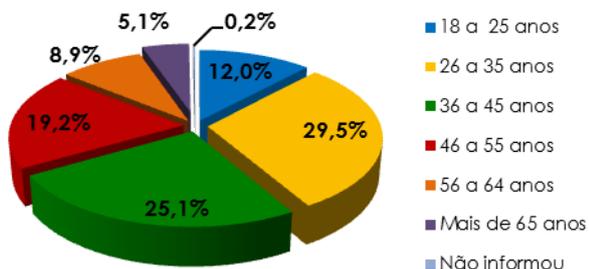
N: 272 Entrevistas/1º trimestre 2016

**11 - SBCT - Antecedência de chegada para voo internacional**



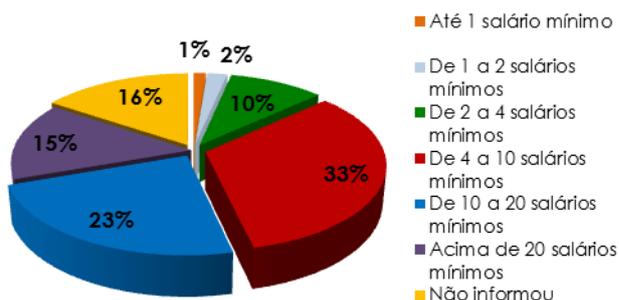
N: 140 Entrevistas/1º trimestre 2016

12 - SBCT - Idade



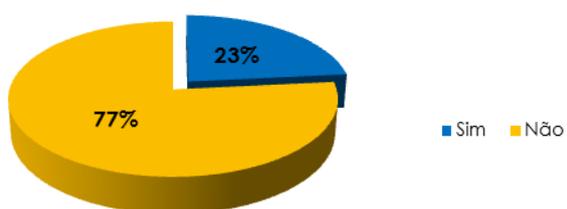
N: 474 Entrevistas/1º trimestre 2016

13 - SBCT - Renda



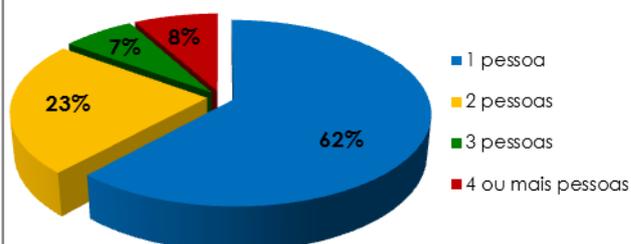
N: 474 Entrevistas/1º trimestre 2016

14 - SBCT - Viajando sozinho



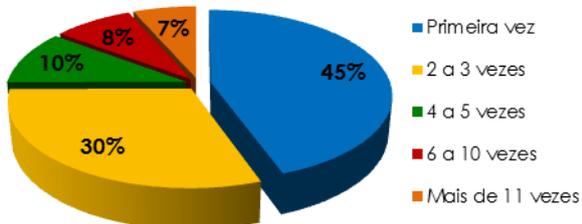
N: 474 Entrevistas/1º trimestre 2016

15 - SBCT - Número de acompanhantes



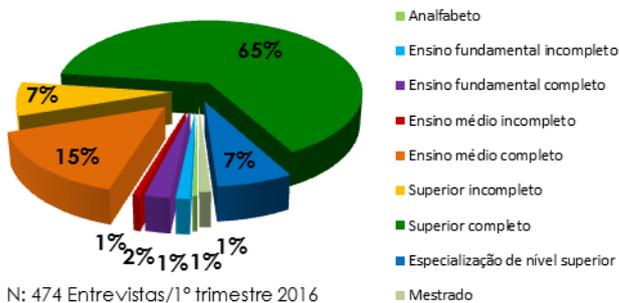
N: 361 Entrevistas/1º trimestre 2016

16 - SBCT - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



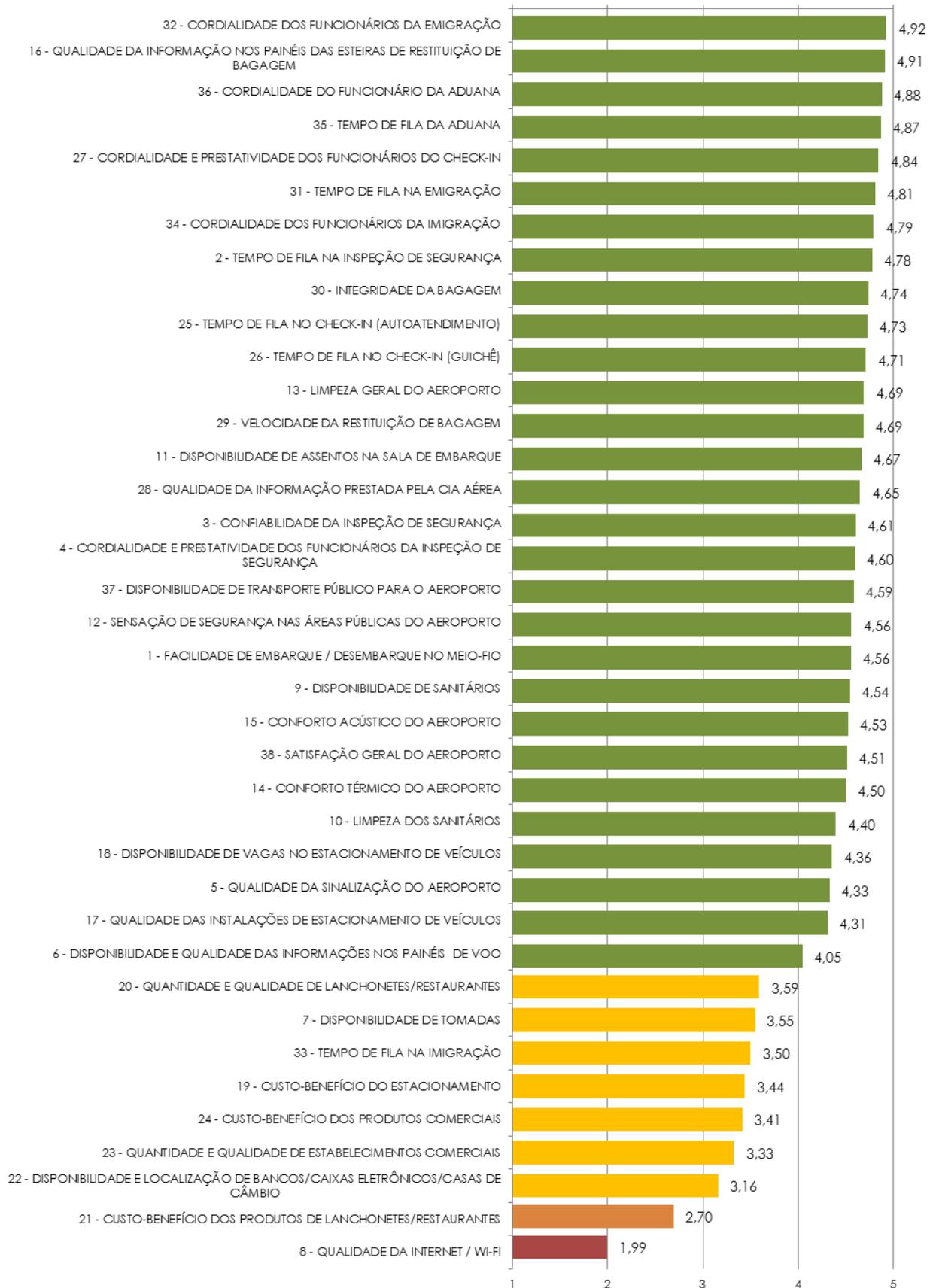
N: 474 Entrevistas/1º trimestre 2016

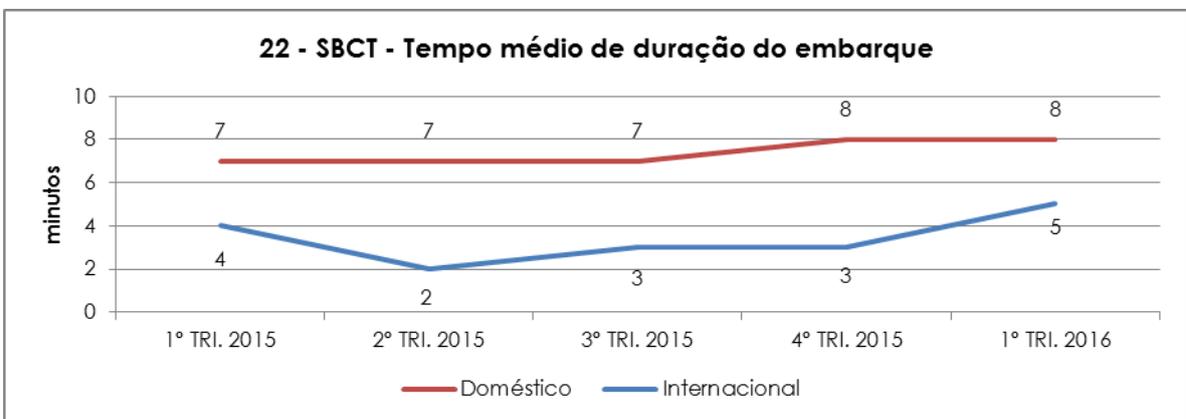
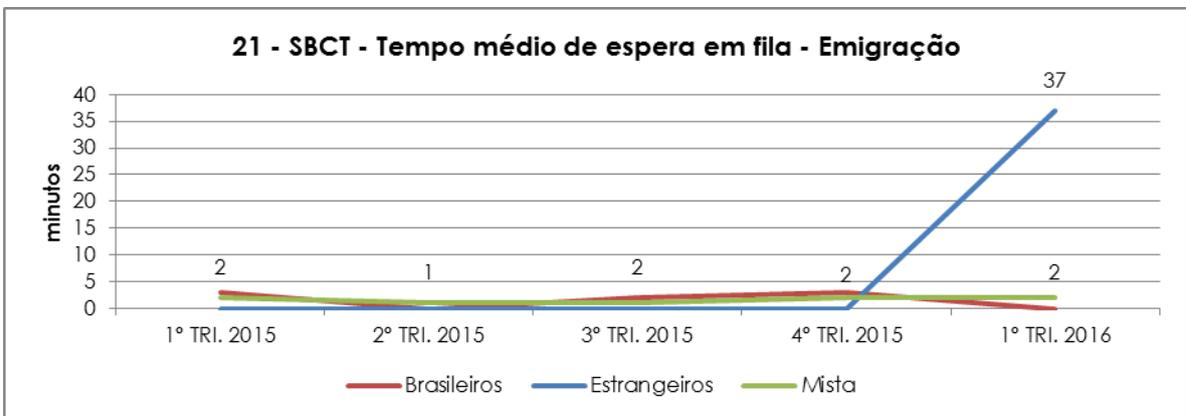
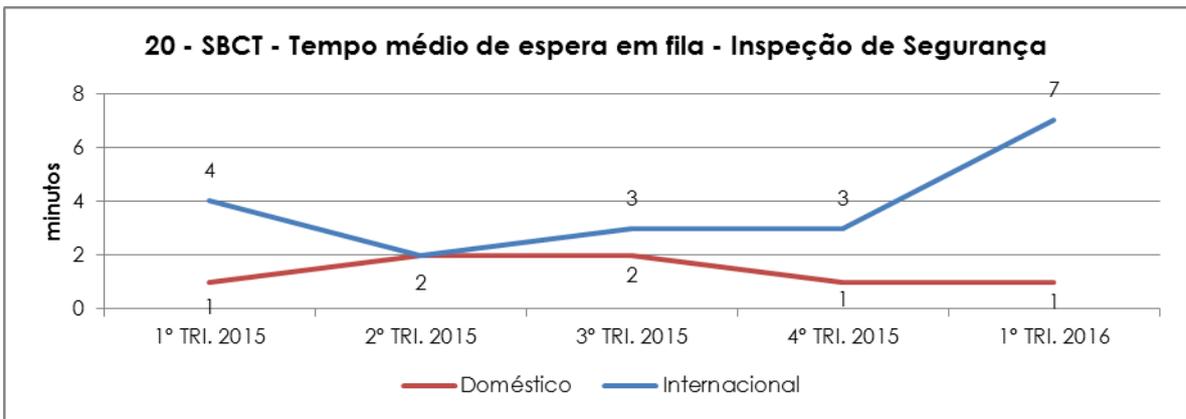
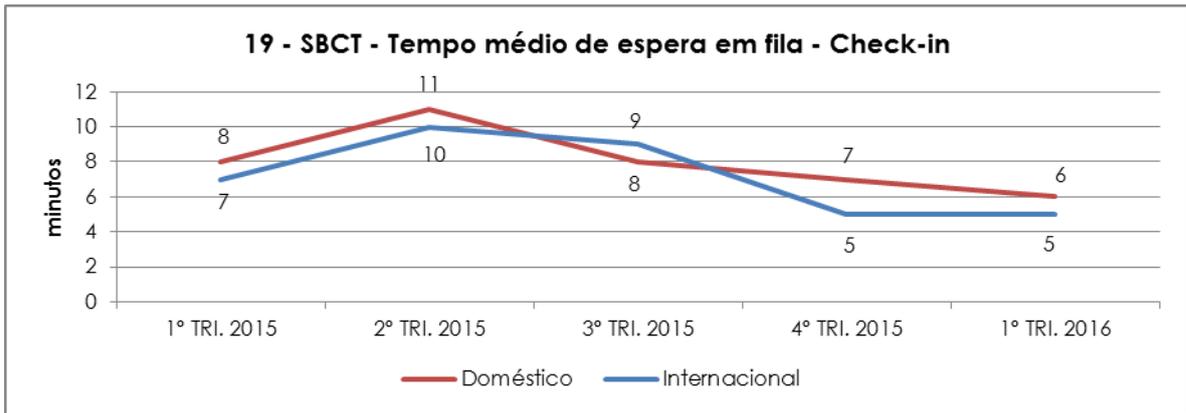
17 - SBCT - Escolaridade

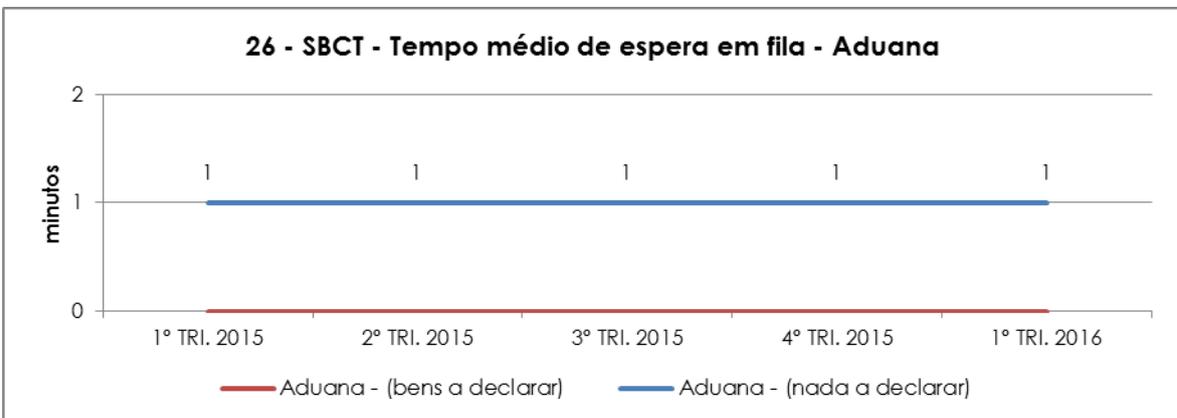
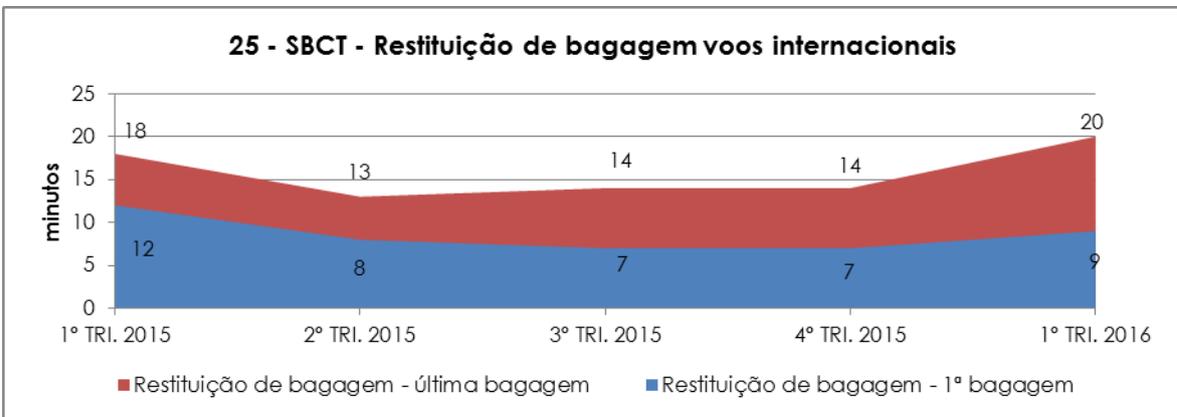
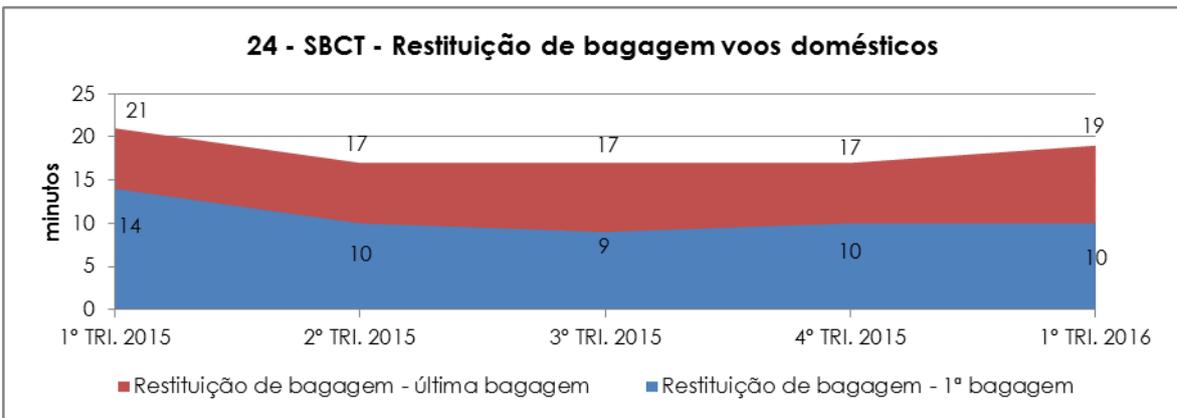
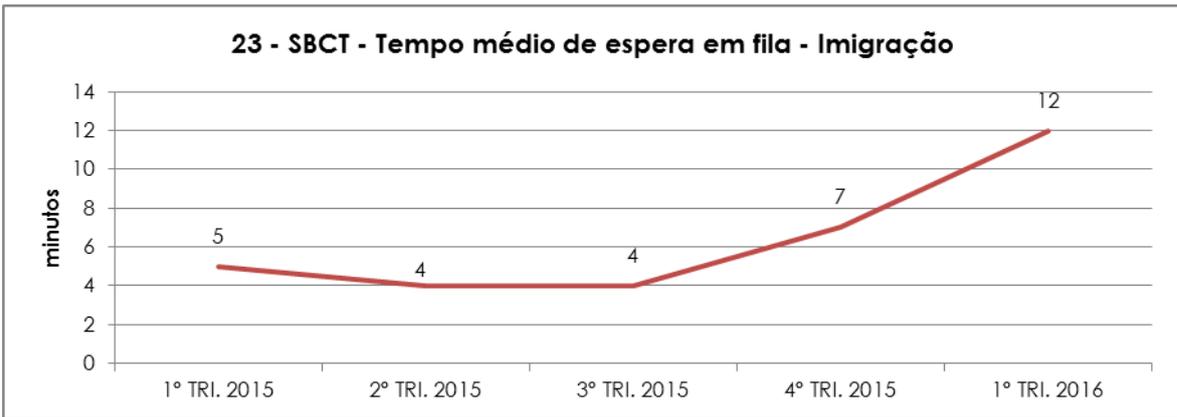


N: 474 Entrevistas/1º trimestre 2016

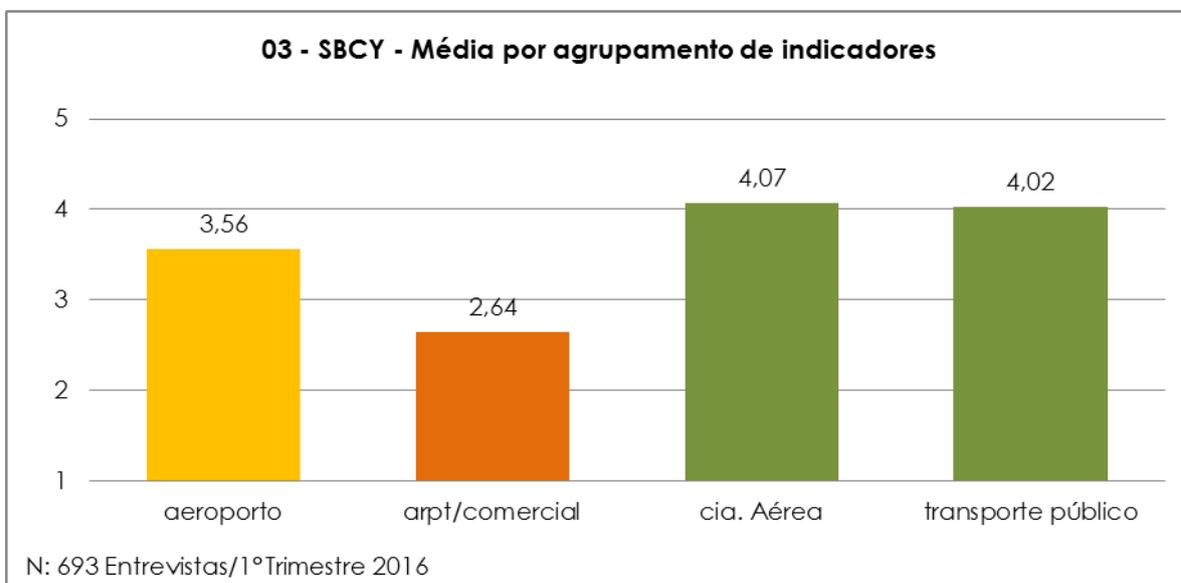
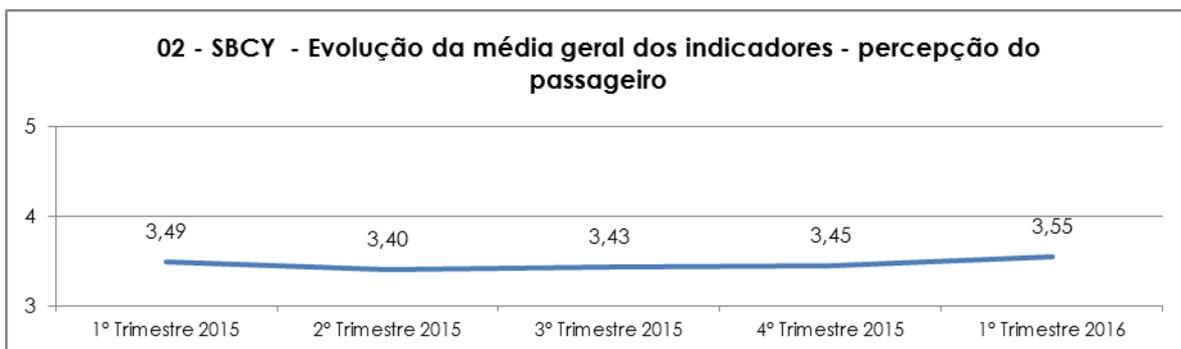
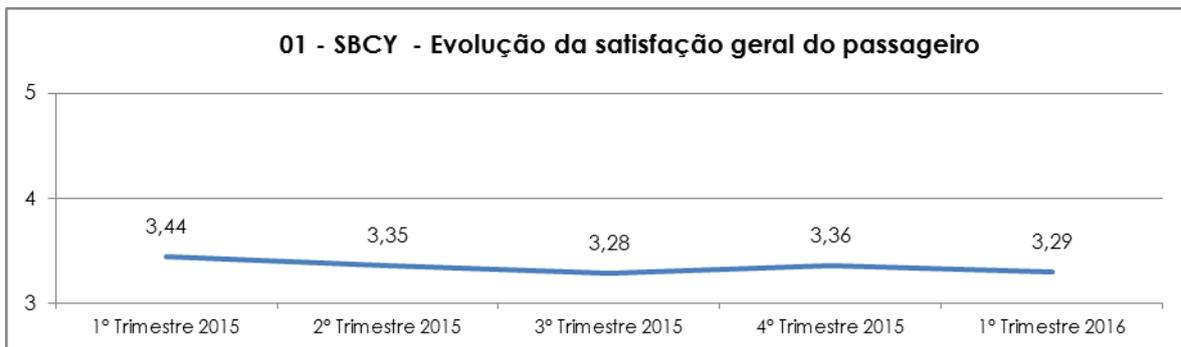
## 18 - SBCT - Média geral dos Indicadores





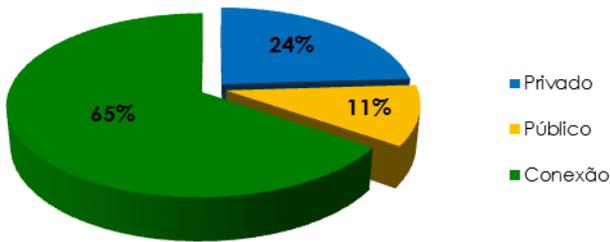


### 3.4 AEROPORTO INTERNACIONAL MARECHAL RONDON – CUIABÁ (SBCY)



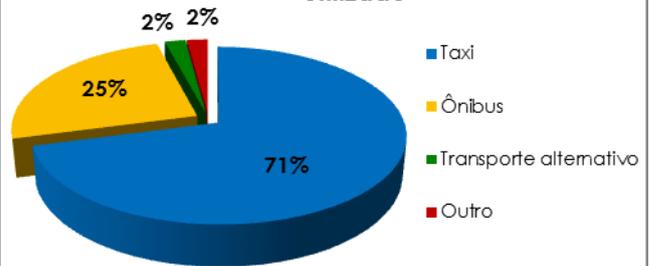
\* Não há voos internacionais neste aeroporto

04 - SBCY - Tipo de transporte



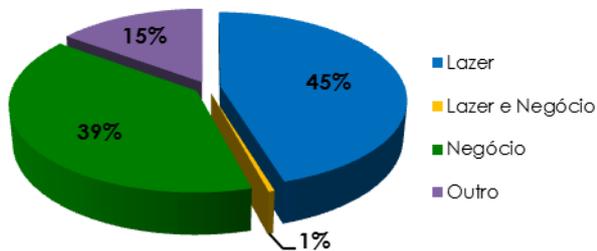
N: 450 Entrevistas/1º trimestre 2016

05 - SBCY - Meio de transporte público utilizado



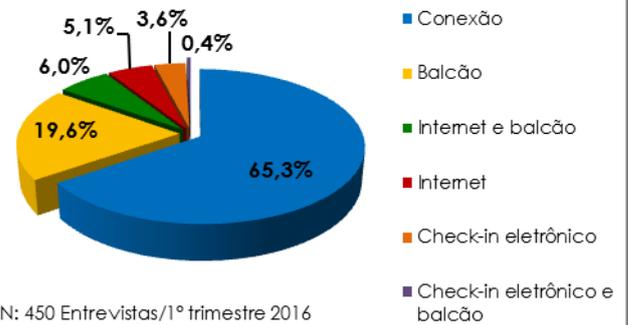
N: 48 Entrevistas/1º trimestre 2016

06 - SBCY - Motivo da viagem



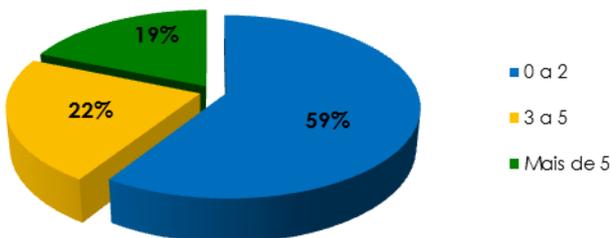
N: 450 Entrevistas/1º trimestre 2016

07 - SBCY - Forma de check-in



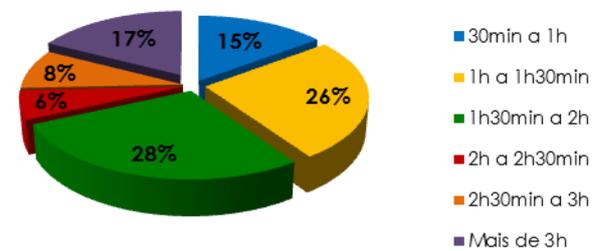
N: 450 Entrevistas/1º trimestre 2016

08 - SBCY - Frequência de viagem nos últimos 12 meses



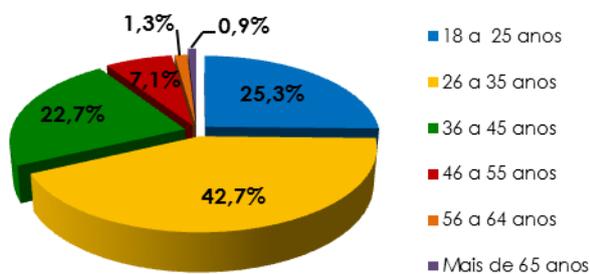
N: 450 Entrevistas/1º trimestre 2016

09 - SBCY - Antecedência de chegada para voo doméstico



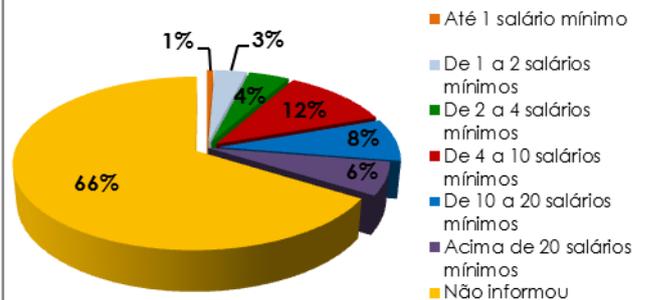
N: 295 Entrevistas/1º trimestre 2016

10 - SBCY - Idade



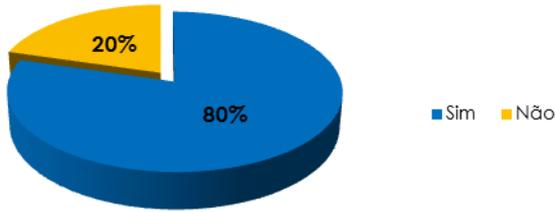
N: 450 Entrevistas/1º trimestre 2016

11 - SBCY - Renda



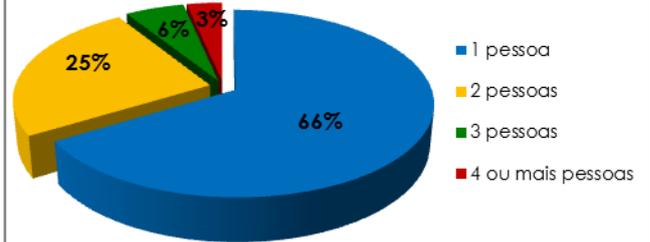
N: 450 Entrevistas/1º trimestre 2016

**12 - SBCY - Viajando sozinho**



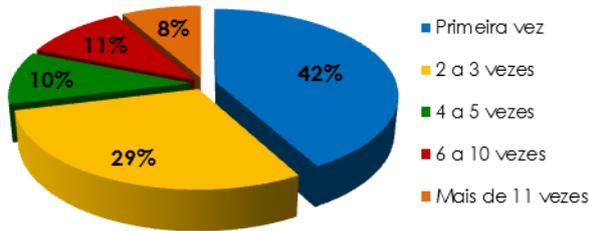
N: 450 Entrevistas/1º trimestre 2016

**13 - SBCY - Número de acompanhantes**



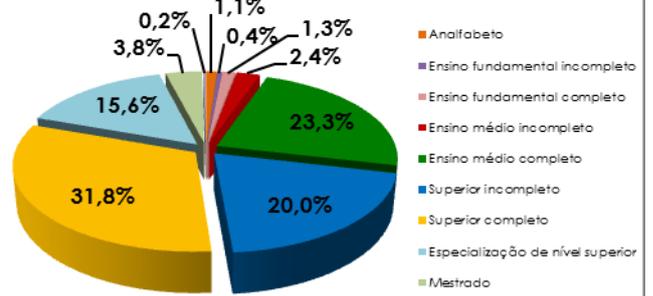
N: 89 Entrevistas/1º trimestre 2016

**14 - SBCY - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses**



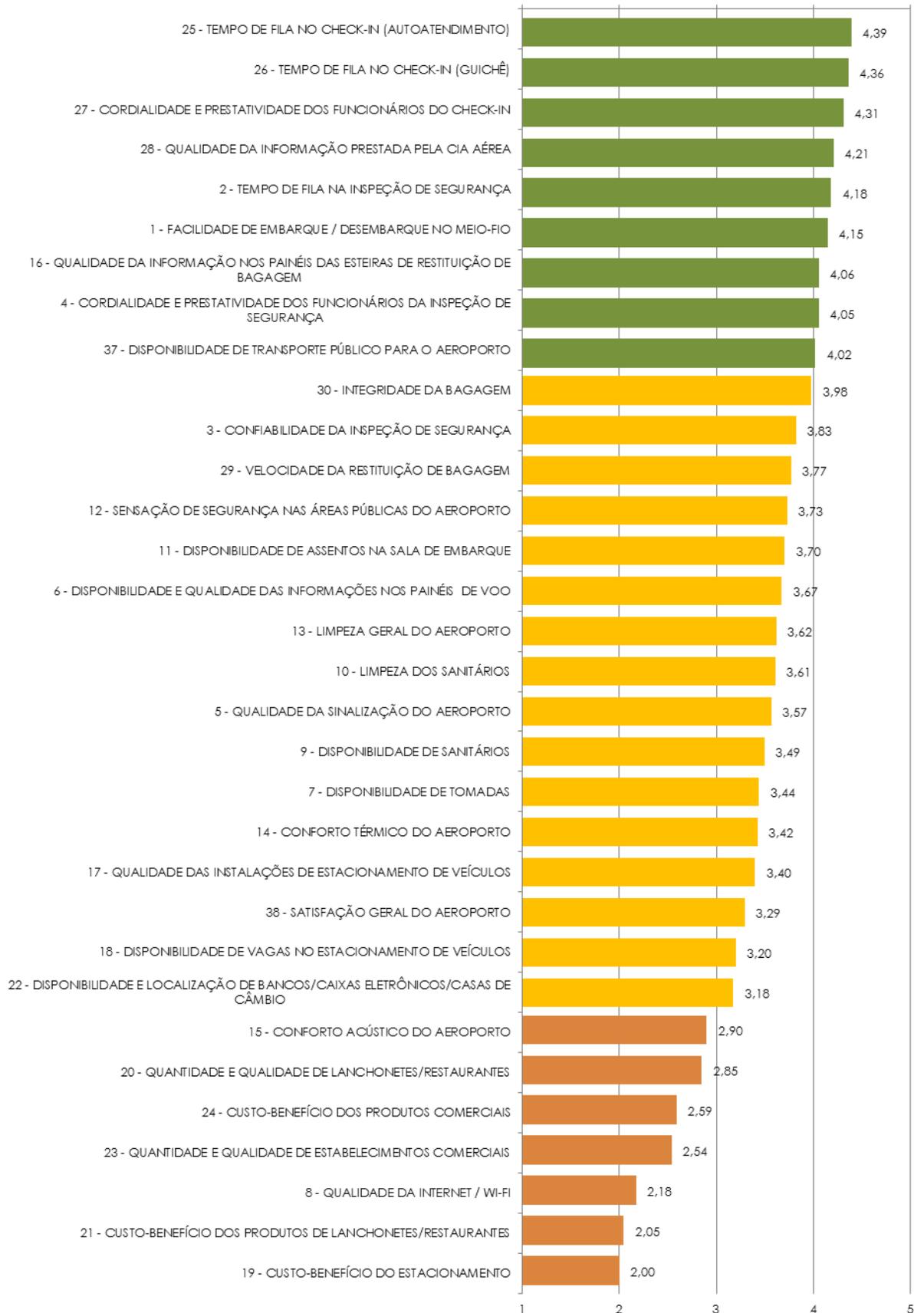
N: 450 Entrevistas/1º trimestre 2016

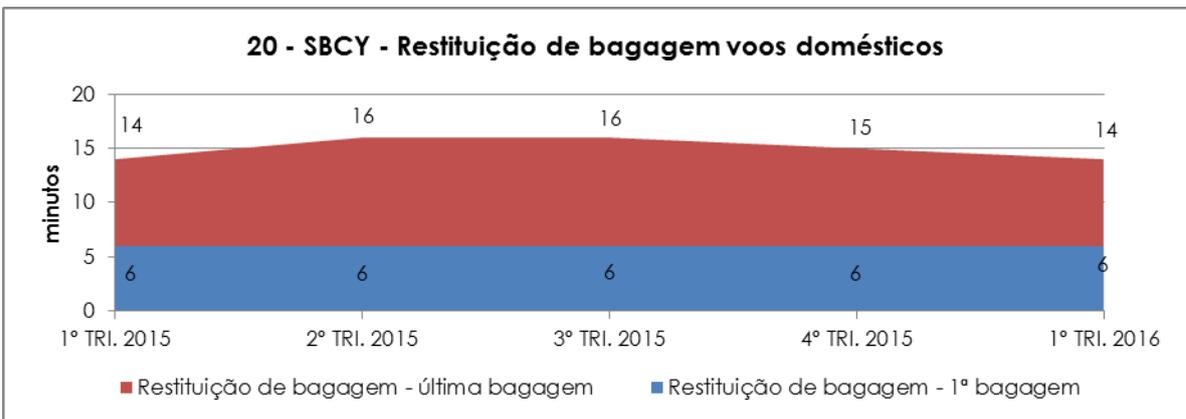
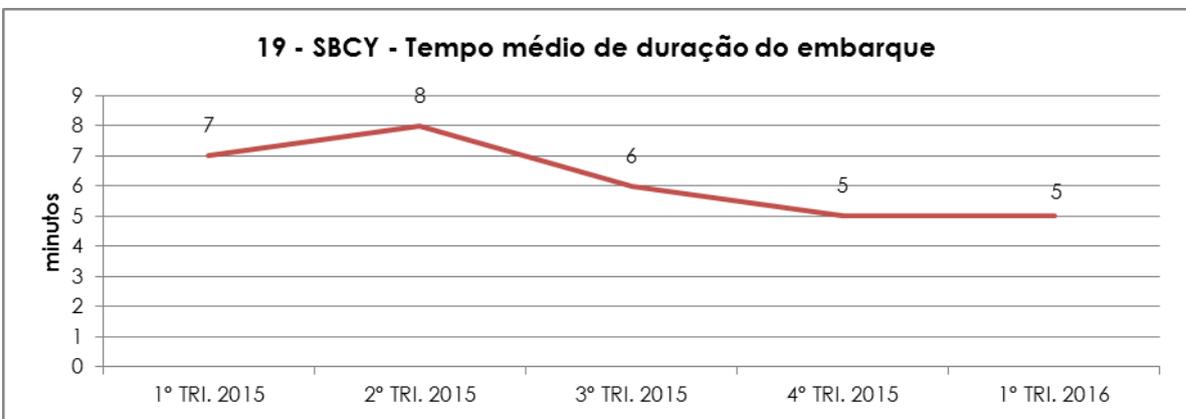
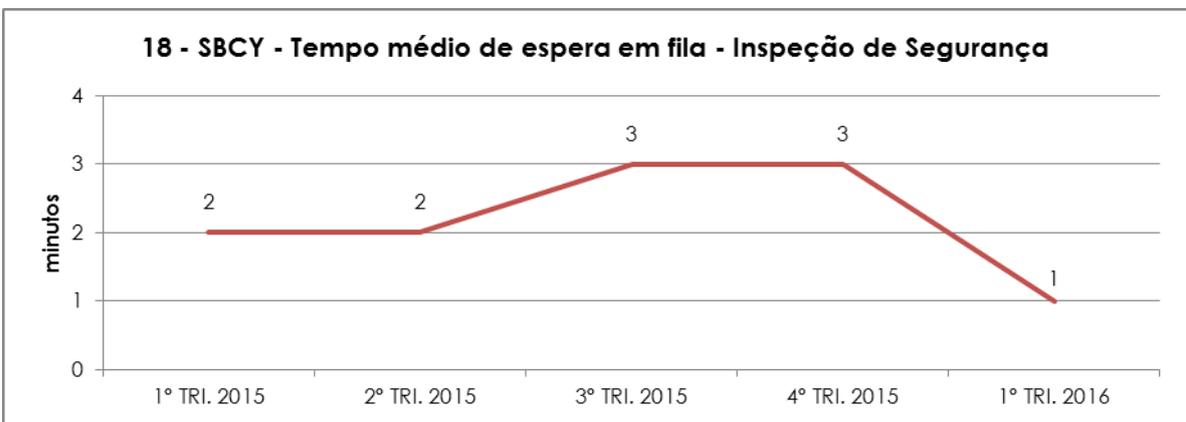
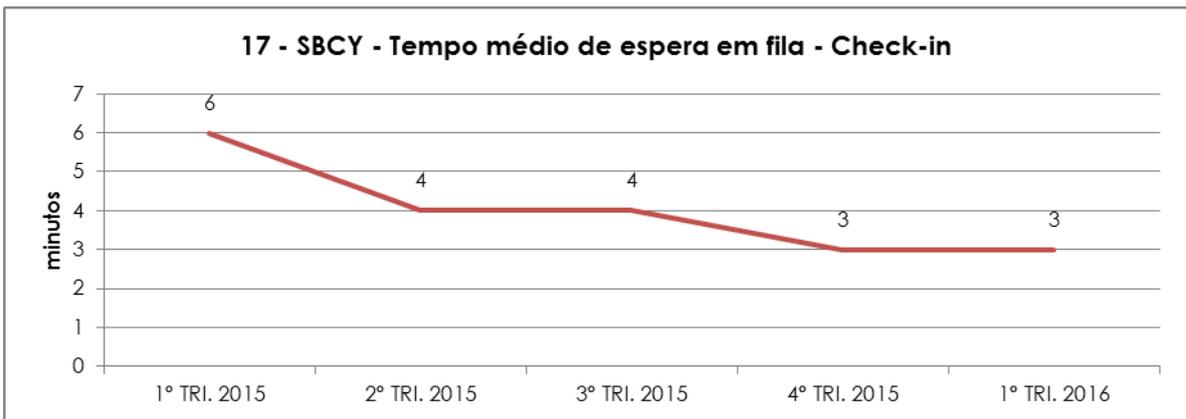
**15 - SBCY - Escolaridade**



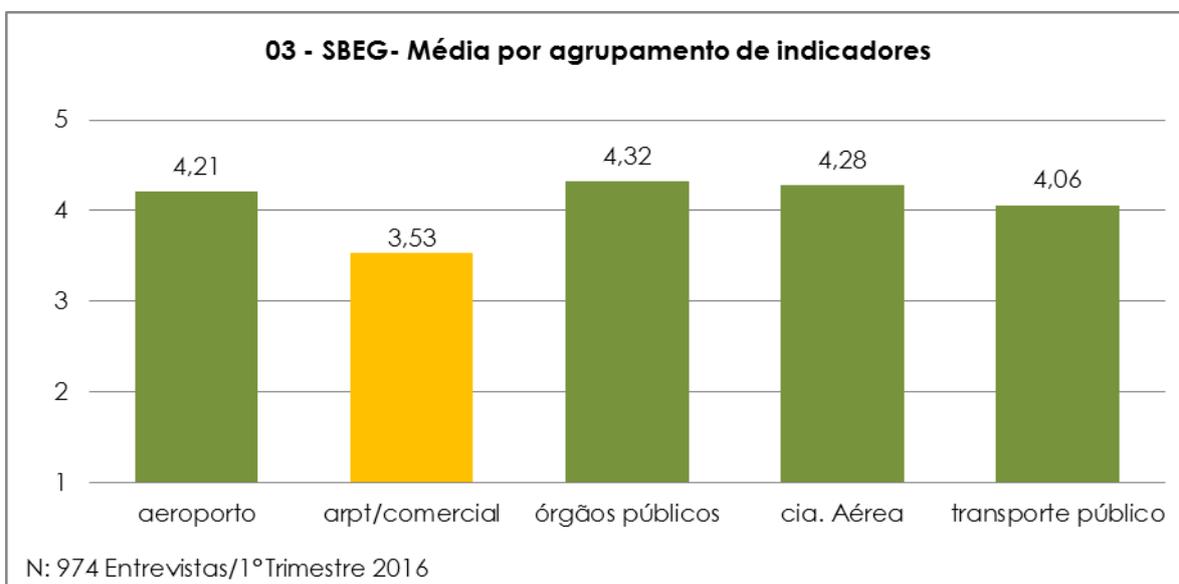
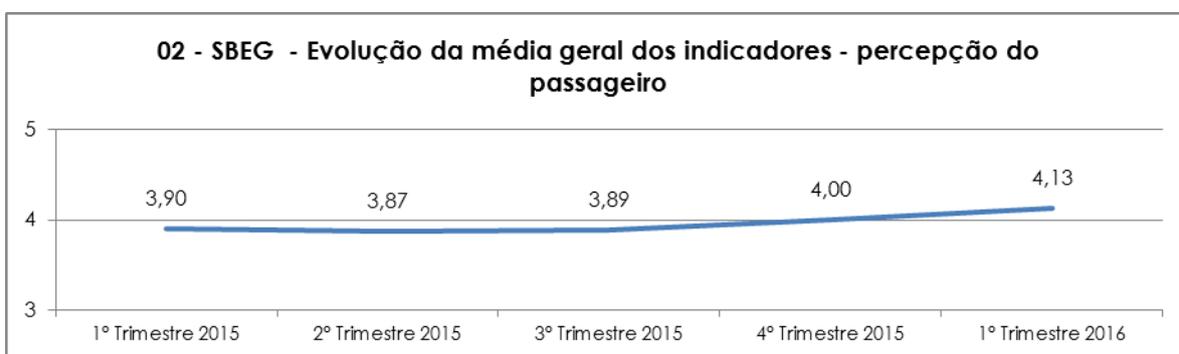
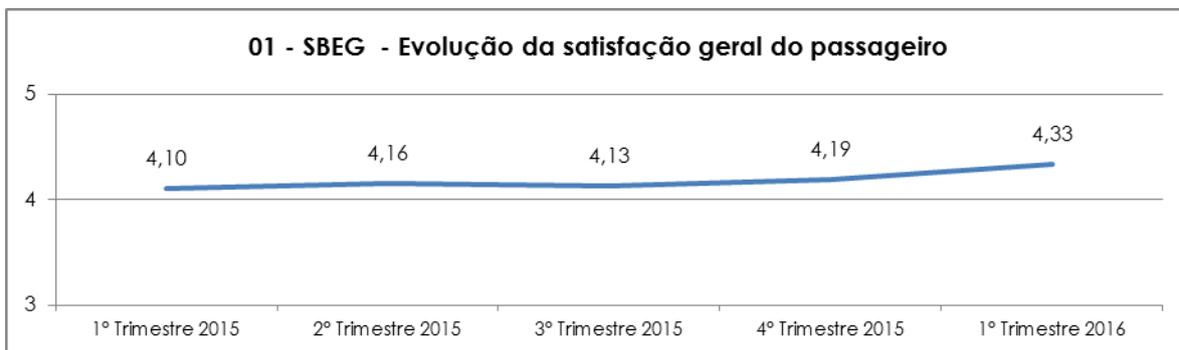
N: 450 Entrevistas/1º trimestre 2016

## 18 - SBCY - Média geral dos Indicadores

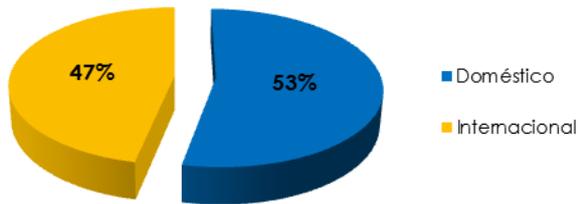




### 3.5 AEROPORTO INTERNACIONAL EDUARDO GOMES – MANAUS (SBEG)

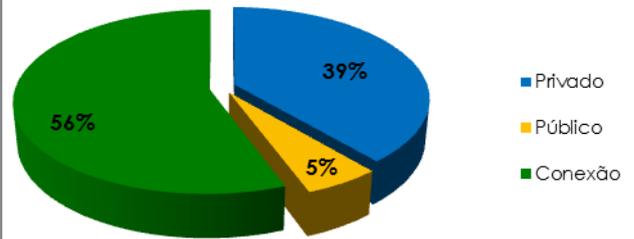


**04 - SBEG - Distribuição amostral - Tipo de voo**



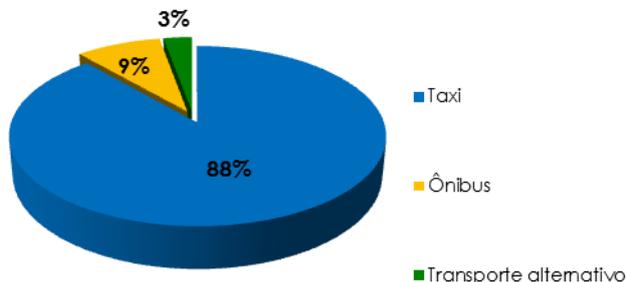
N: 974 Entrevistas/1º trimestre 2016

**05 - SBEG - Tipo de transporte**



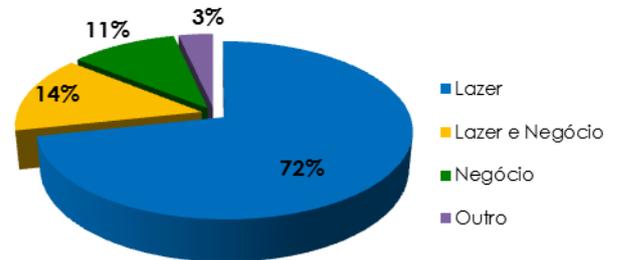
N: 634 Entrevistas/1º trimestre 2016

**06 - SBEG - Meio de transporte público utilizado**



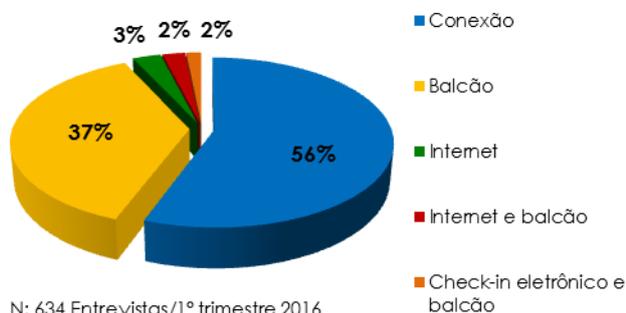
N: 35 Entrevistas/1º trimestre 2016

**07 - SBEG - Motivo da viagem**



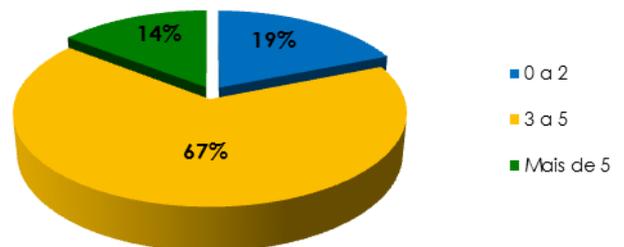
N: 634 Entrevistas/1º trimestre 2016

**08 - SBEG - Forma de check-in**



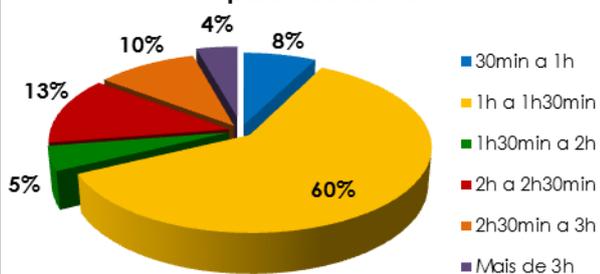
N: 634 Entrevistas/1º trimestre 2016

**09 - SBEG - Frequência de viagem nos últimos 12 meses**



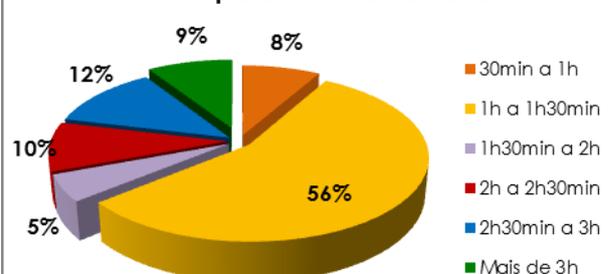
N: 634 Entrevistas/1º trimestre 2016

**10 - SBEG - Antecedência de chegada para voo doméstico**



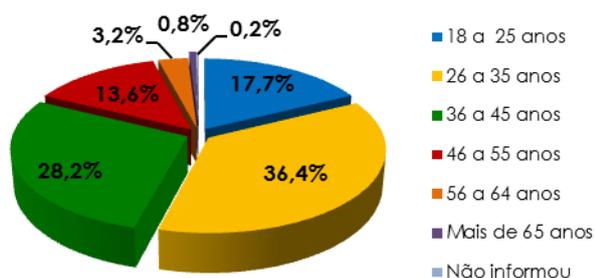
N: 280 Entrevistas/1º trimestre 2016

**11 - SBEG - Antecedência de chegada para voo internacional**



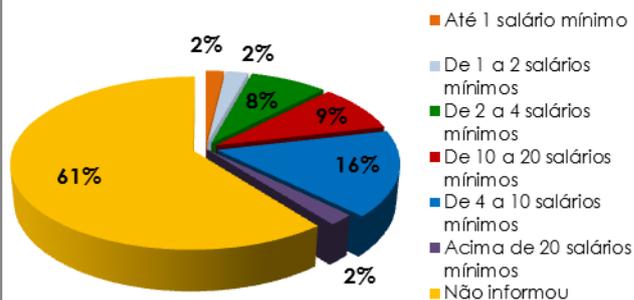
N: 231 Entrevistas/1º trimestre 2016

12 - SBEG - Idade



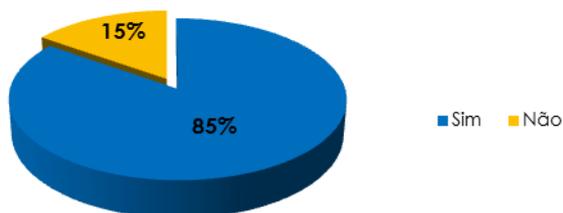
N: 634 Entrevistas/1º trimestre 2016

13 - SBEG - Renda



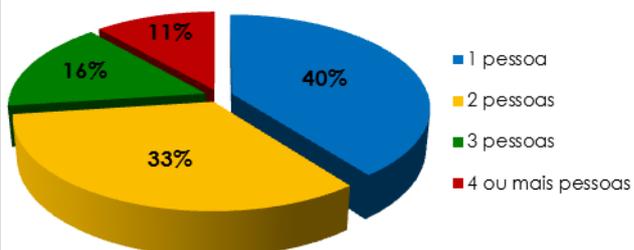
N: 634 Entrevistas/1º trimestre 2016

14 - SBEG - Viajando sozinho



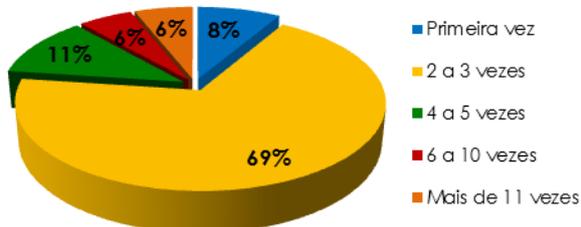
N: 634 Entrevistas/1º trimestre 2016

15 - SBEG - Número de acompanhantes



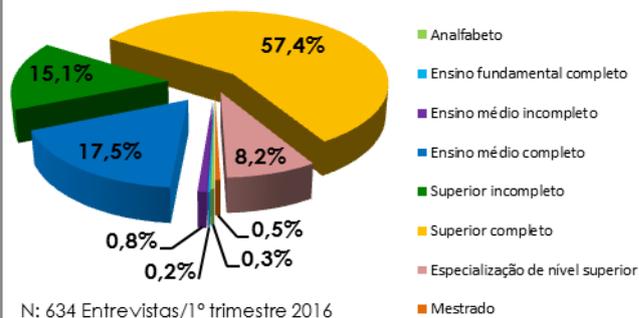
N: 96 Entrevistas/1º trimestre 2016

16 - SBEG - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



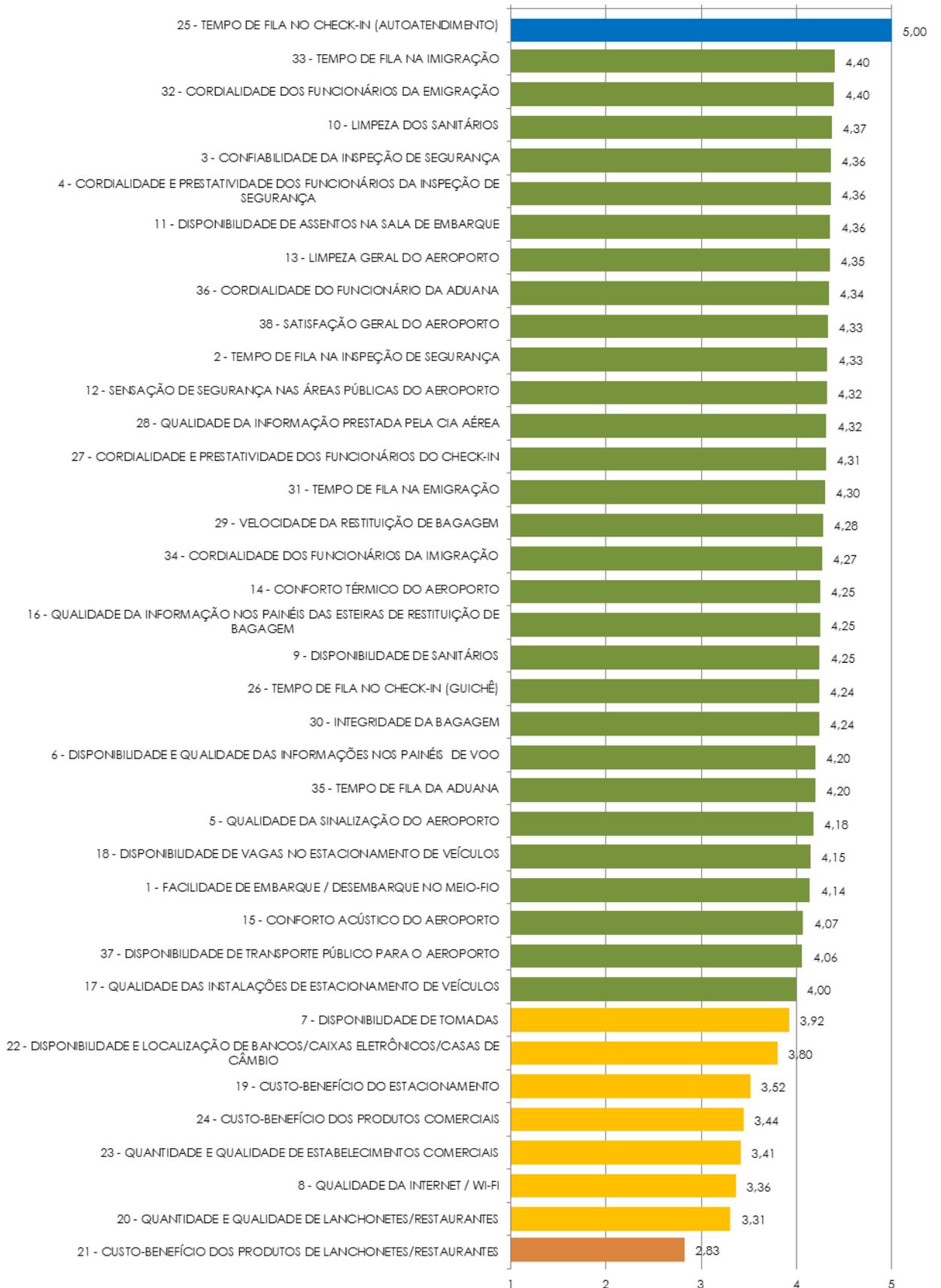
N: 634 Entrevistas/1º trimestre 2016

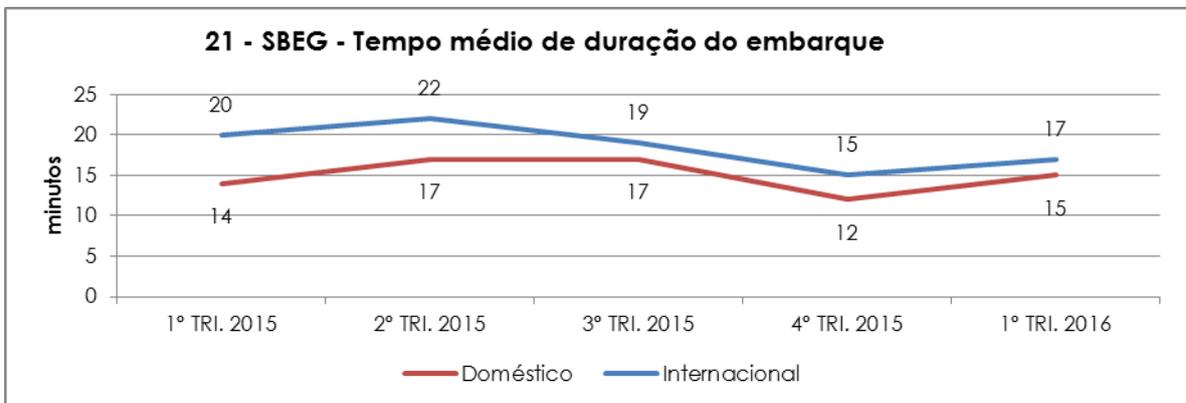
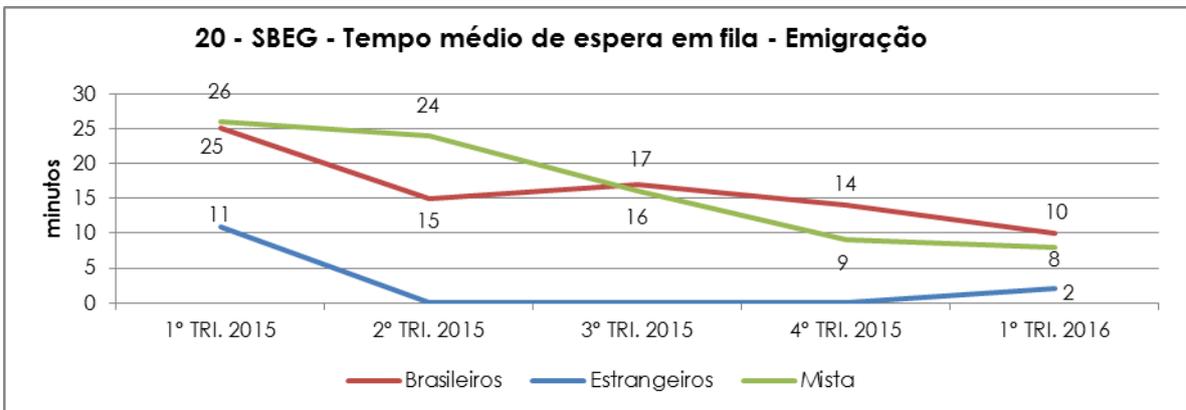
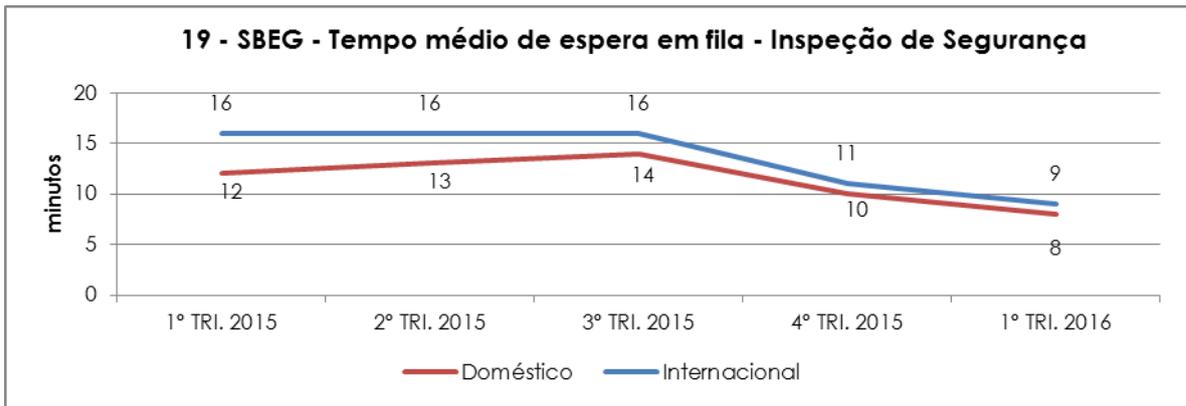
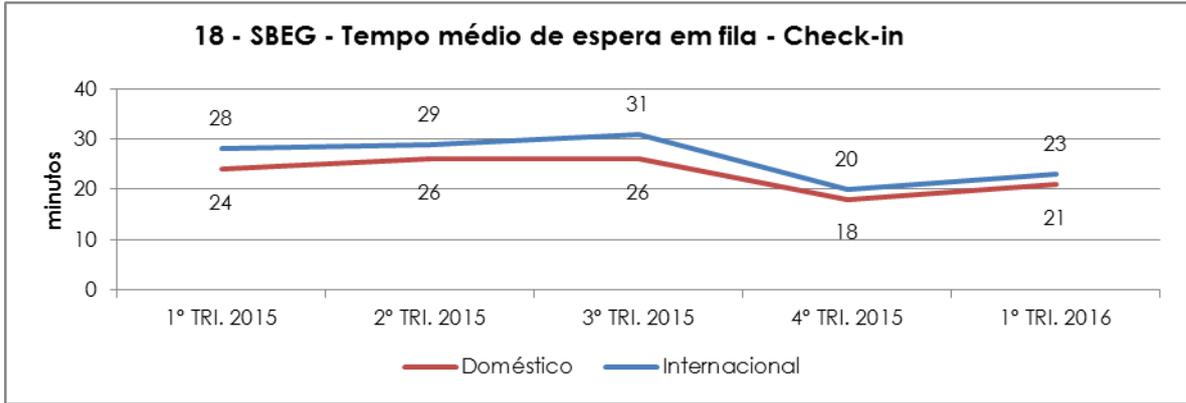
17 - SBEG - Escolaridade

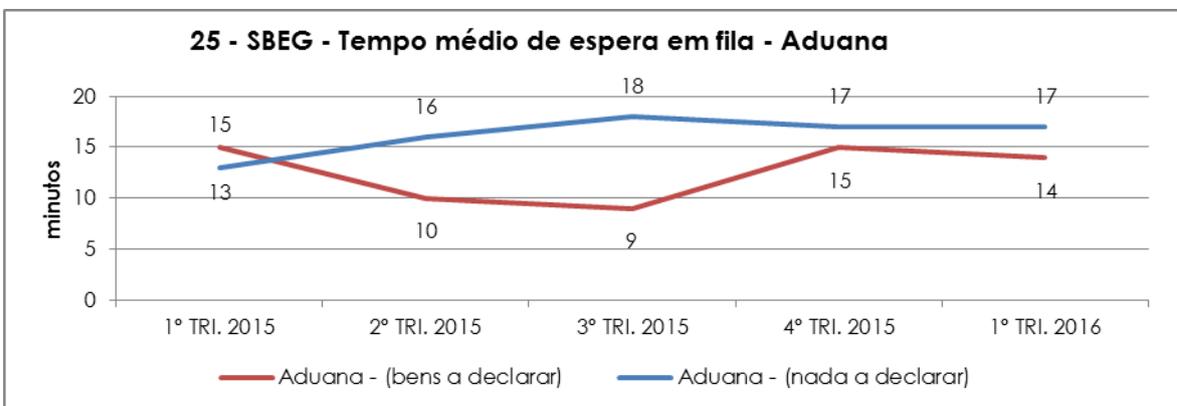
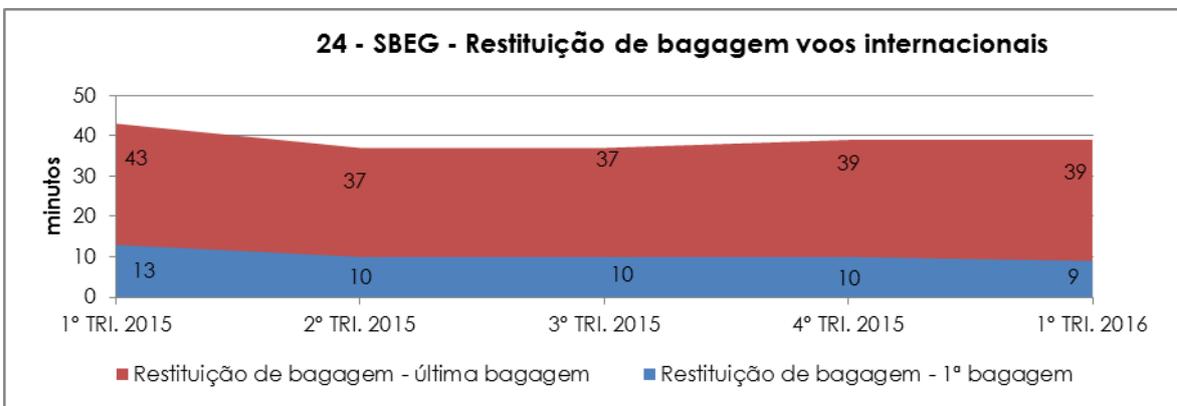
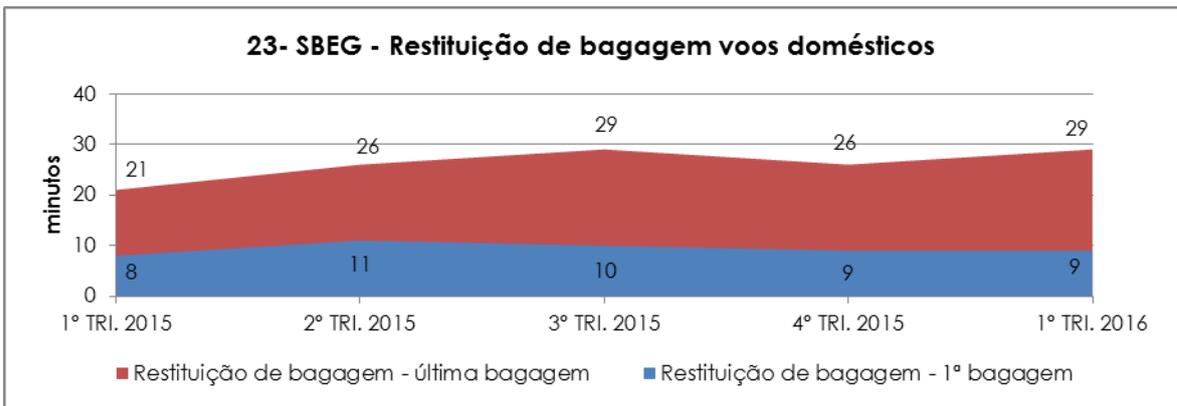
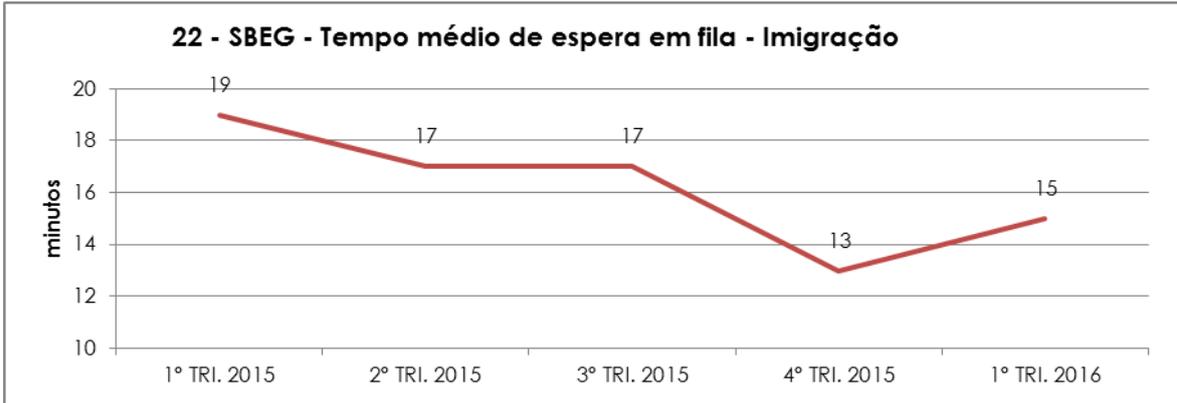


N: 634 Entrevistas/1º trimestre 2016

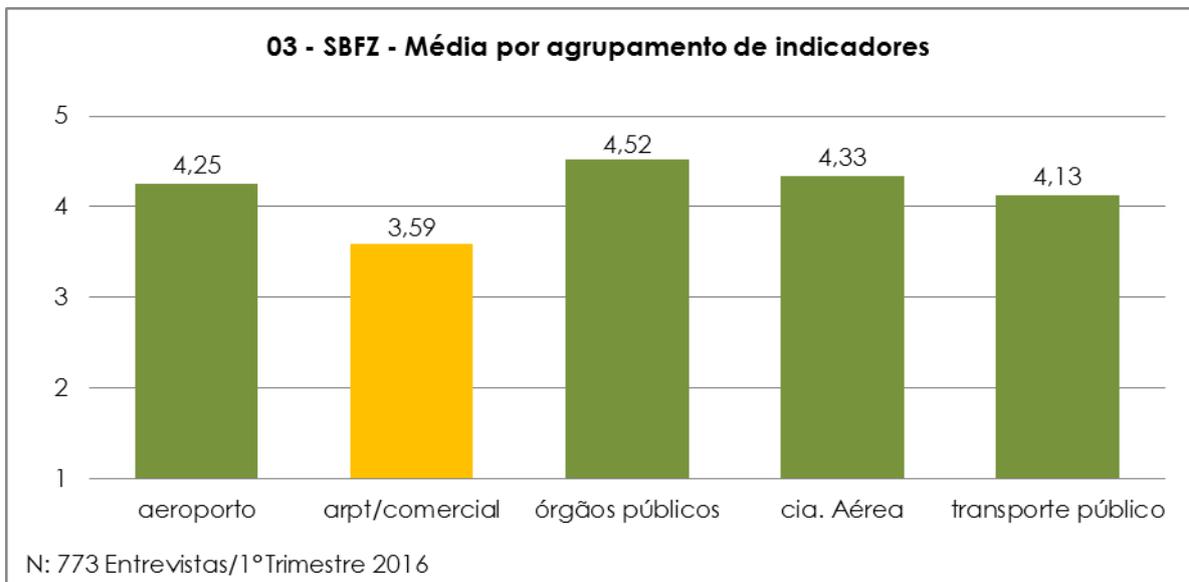
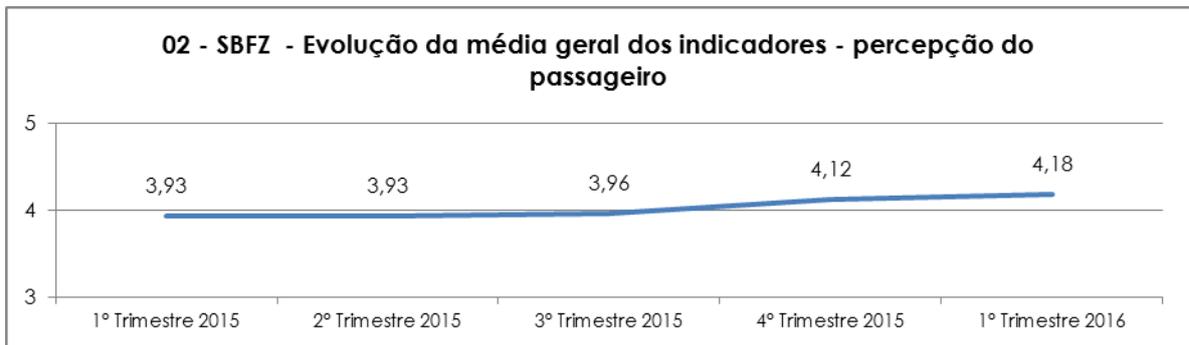
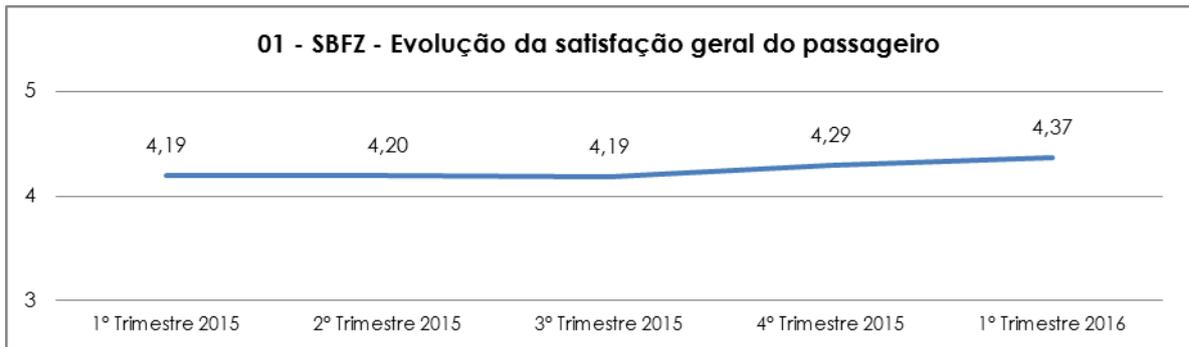
## 18 - SBEG - Média geral dos Indicadores



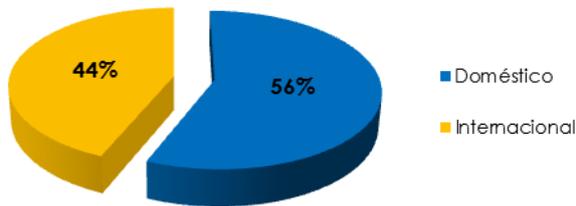




### 3.6 AEROPORTO INTERNACIONAL PINTO MARTINS – FORTALEZA (SBFZ)

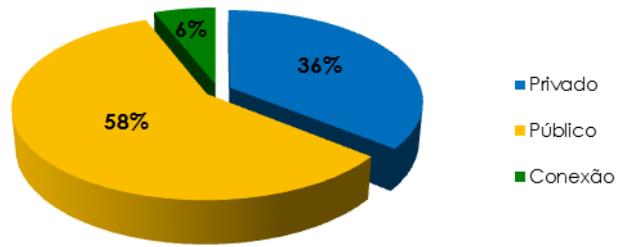


**04 - SBFZ - Distribuição amostral - Tipo de voo**



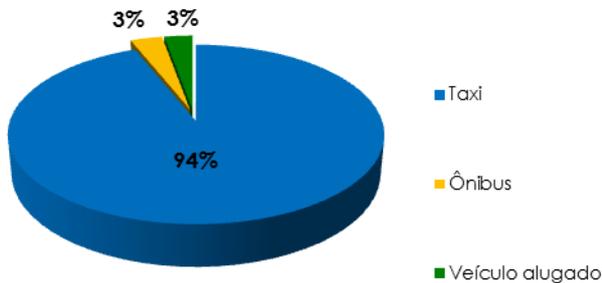
N: 773 Entrevistas/1º trimestre 2016

**05 - SBFZ - Tipo de transporte**



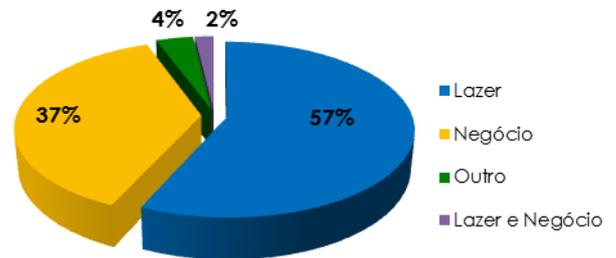
N: 483 Entrevistas/1º trimestre 2016

**06 - SBFZ - Meio de transporte público utilizado**



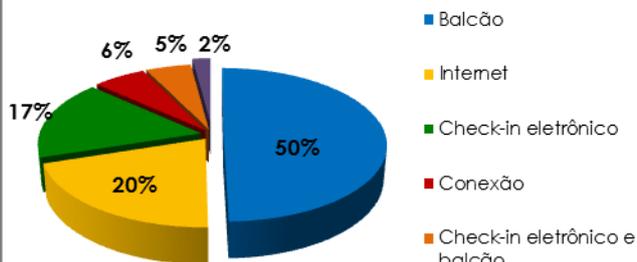
N: 281 Entrevistas/1º trimestre 2016

**07 - SBFZ - Motivo da viagem**



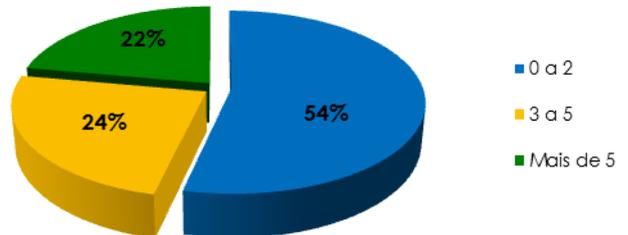
N: 483 Entrevistas/1º trimestre 2016

**08 - SBFZ - Forma de check-in**



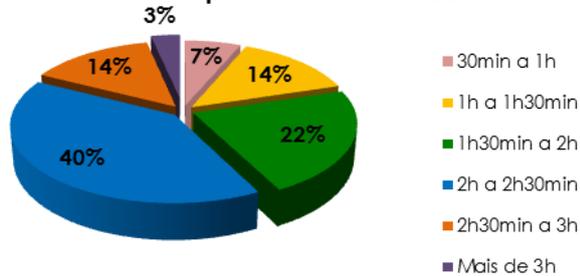
N: 483 Entrevistas/1º trimestre 2016

**09 - SBFZ - Frequência de viagem nos últimos 12 meses**



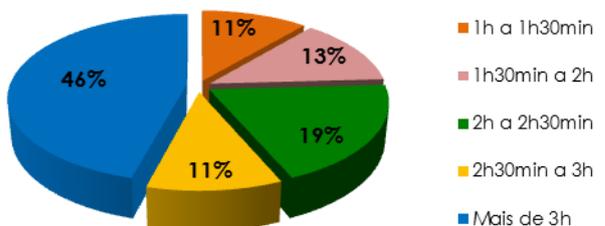
N: 483 Entrevistas/1º trimestre 2016

**10 - SBFZ - Antecedência de chegada para voo doméstico**

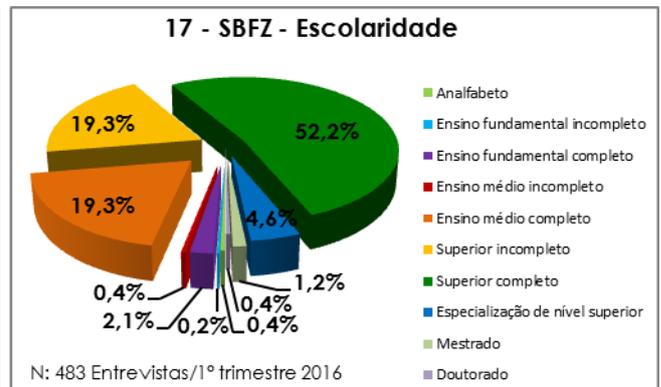
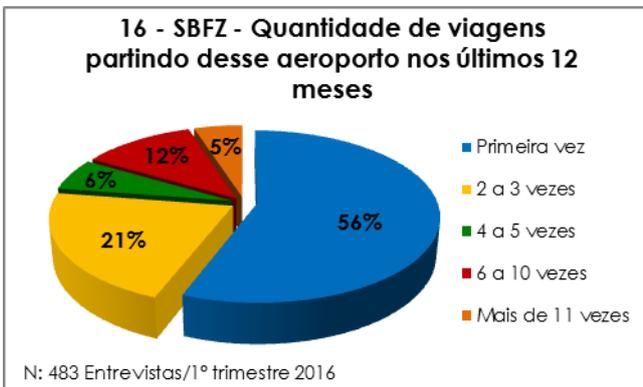
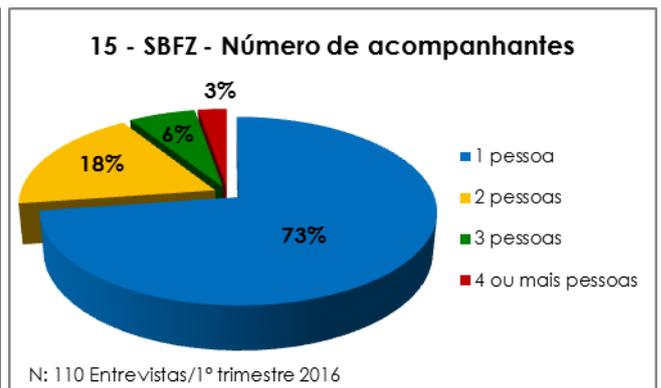
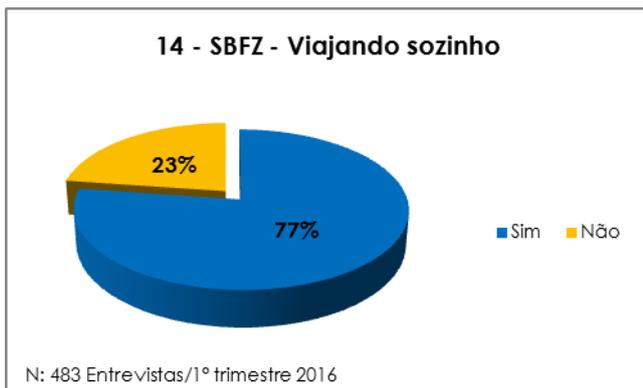
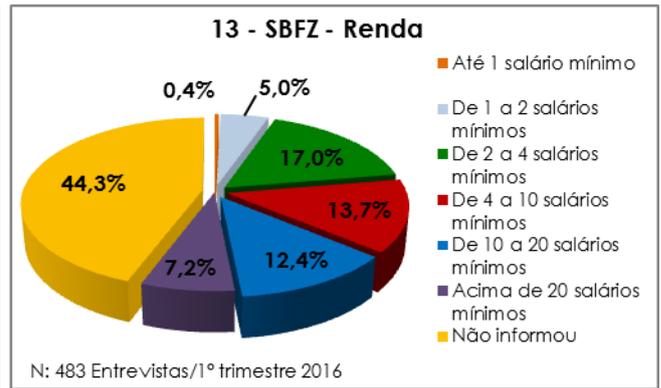
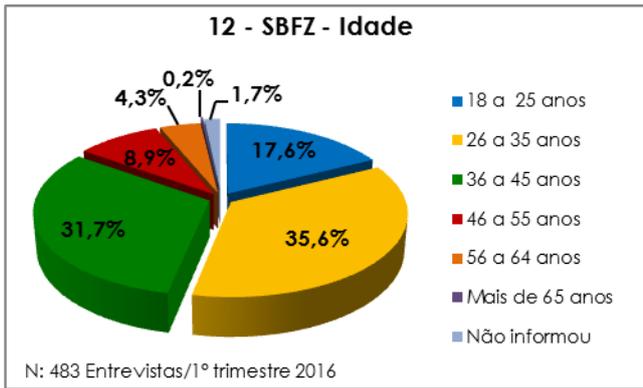


N: 297 Entrevistas/1º trimestre 2016

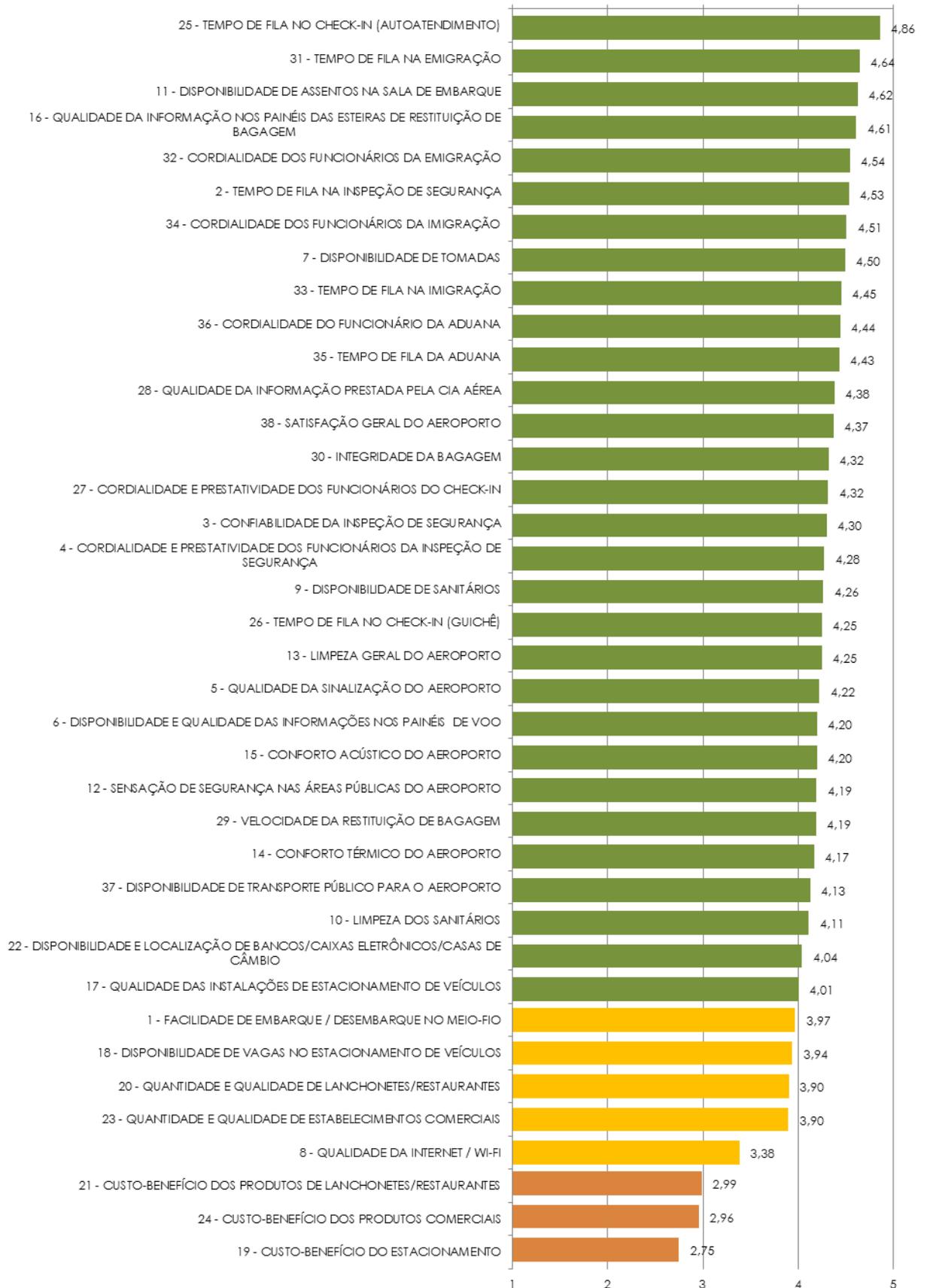
**11 - SBFZ - Antecedência de chegada para voo internacional**

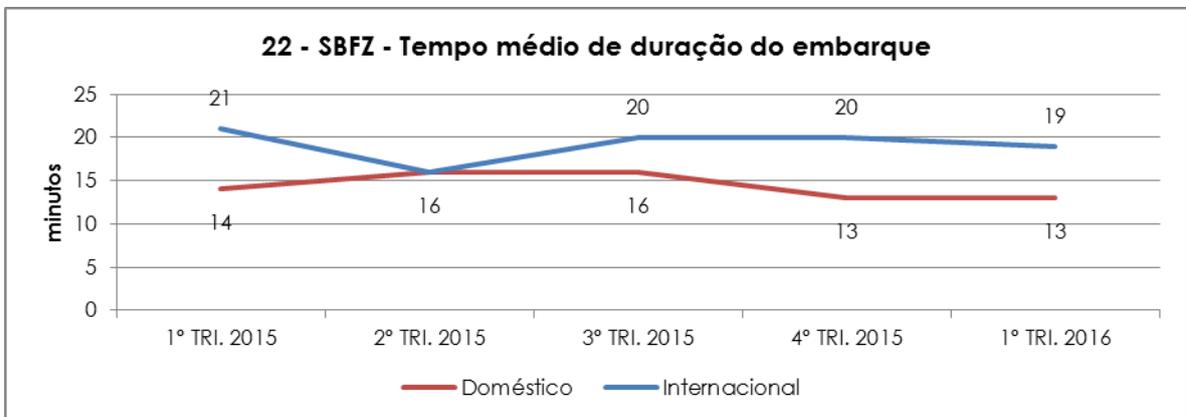
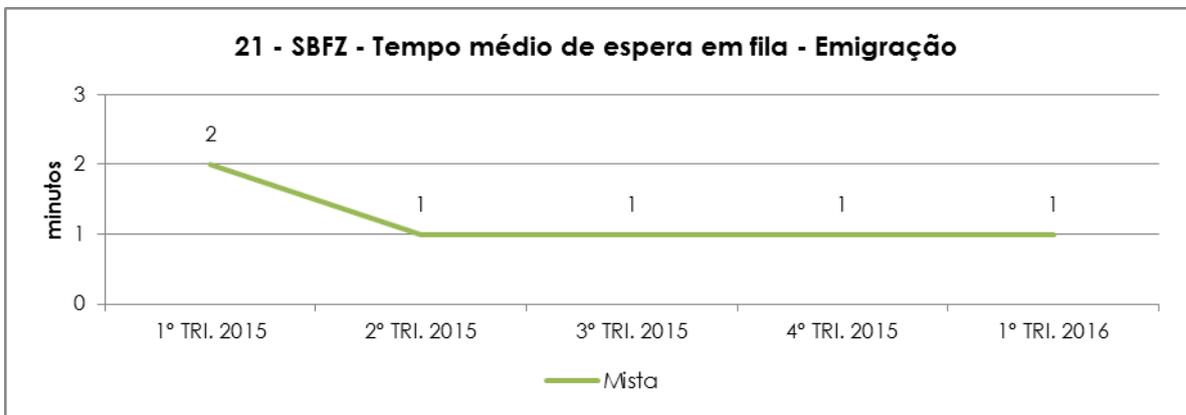
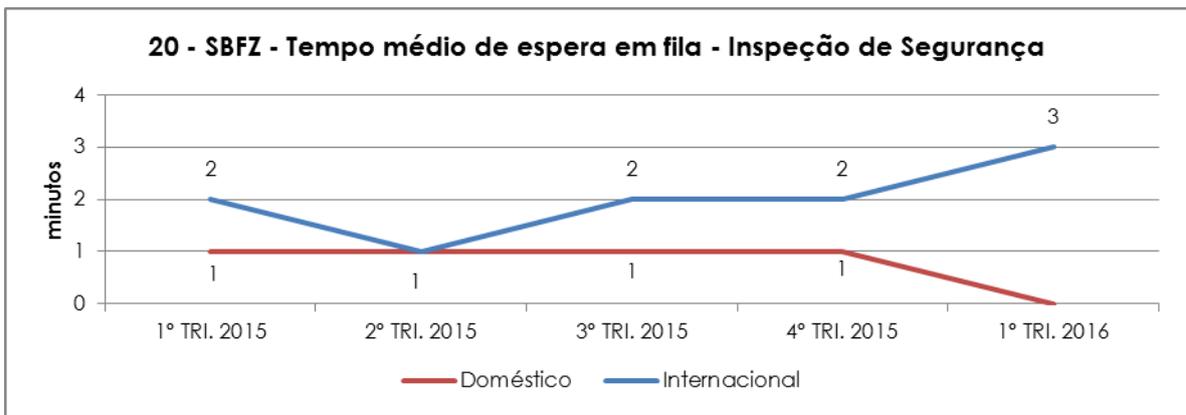
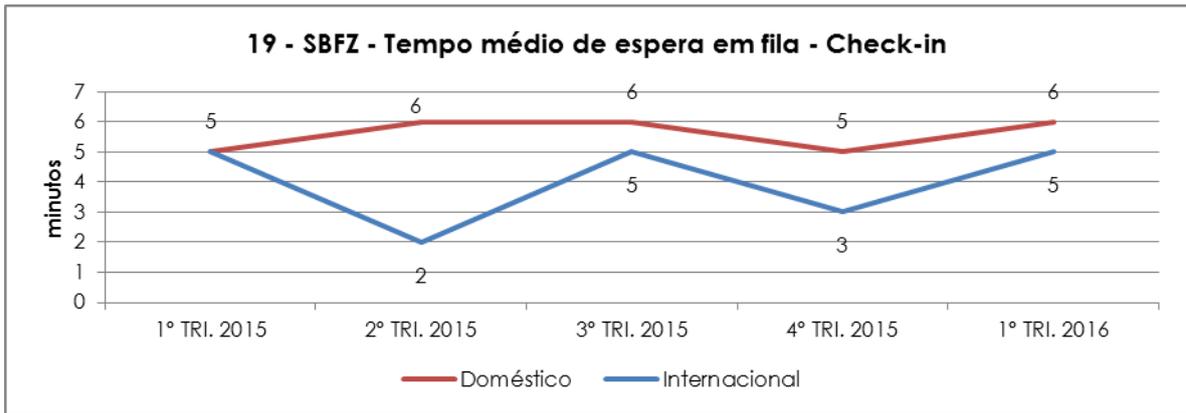


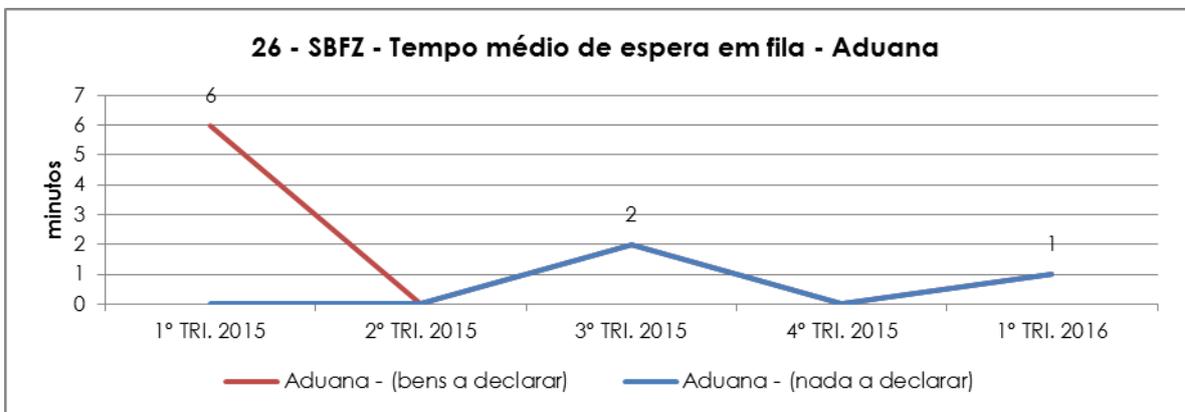
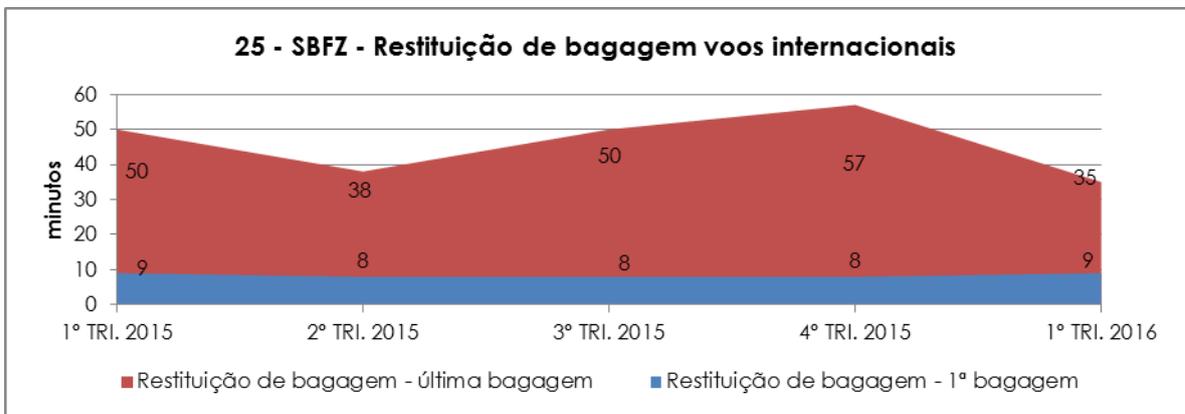
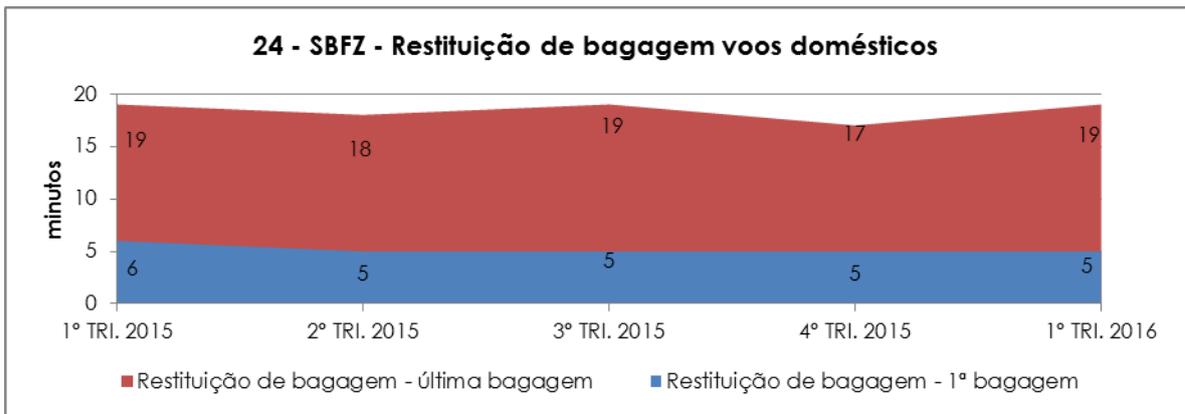
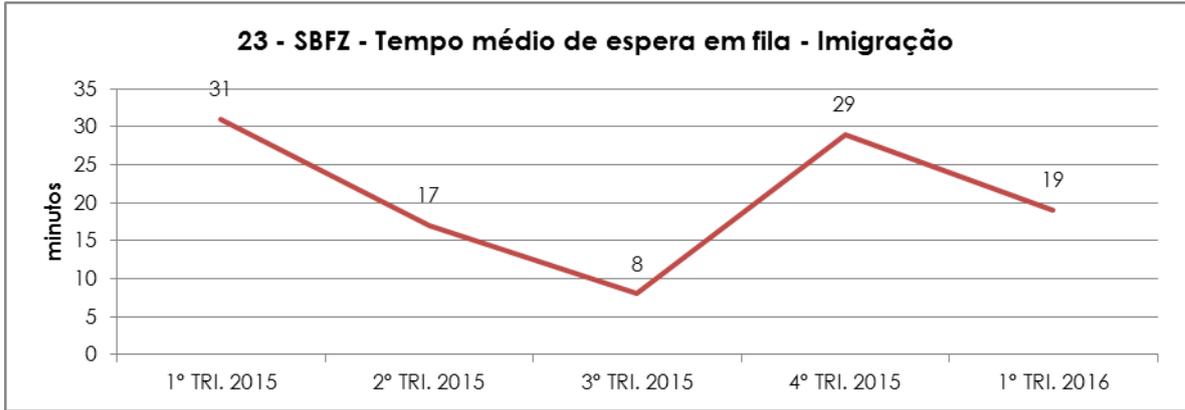
N: 170 Entrevistas/1º trimestre 2016



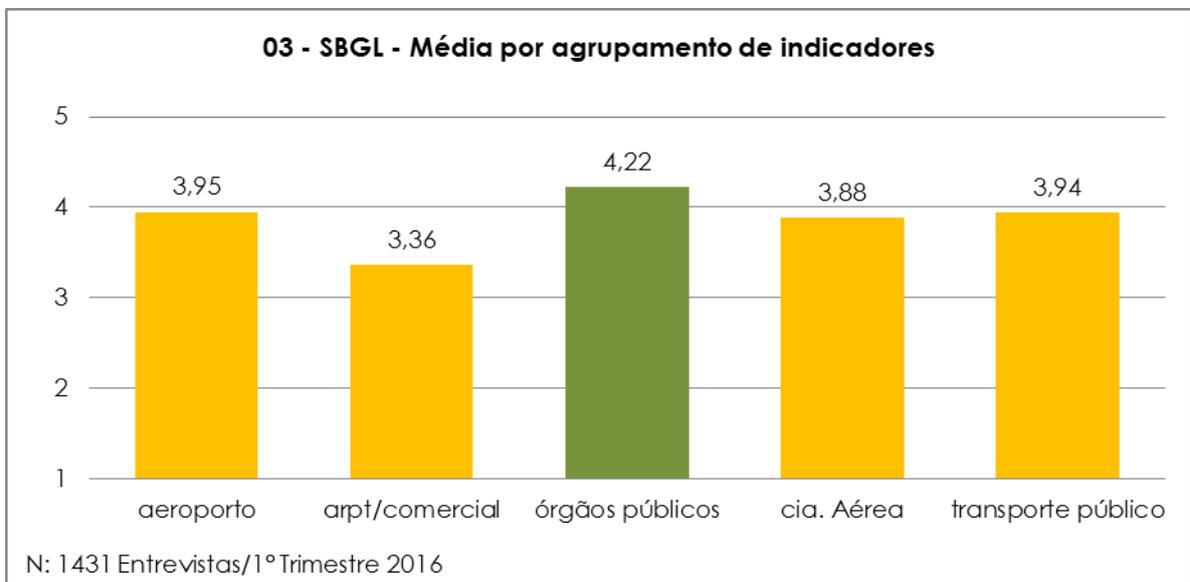
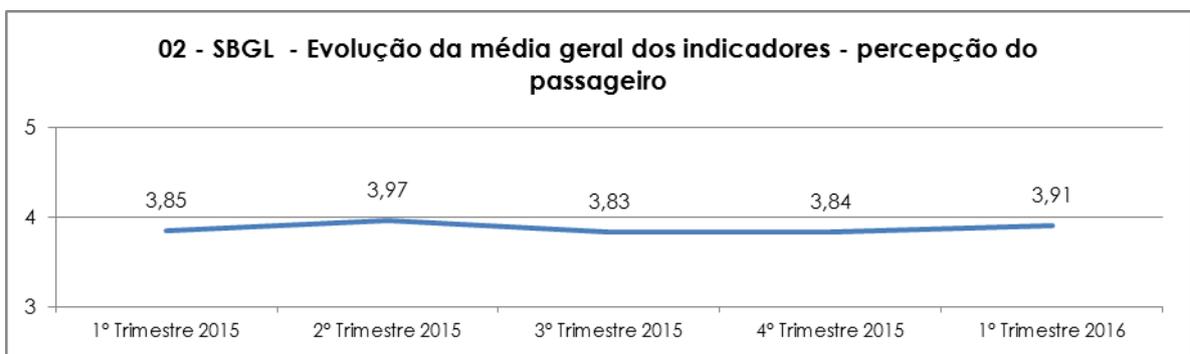
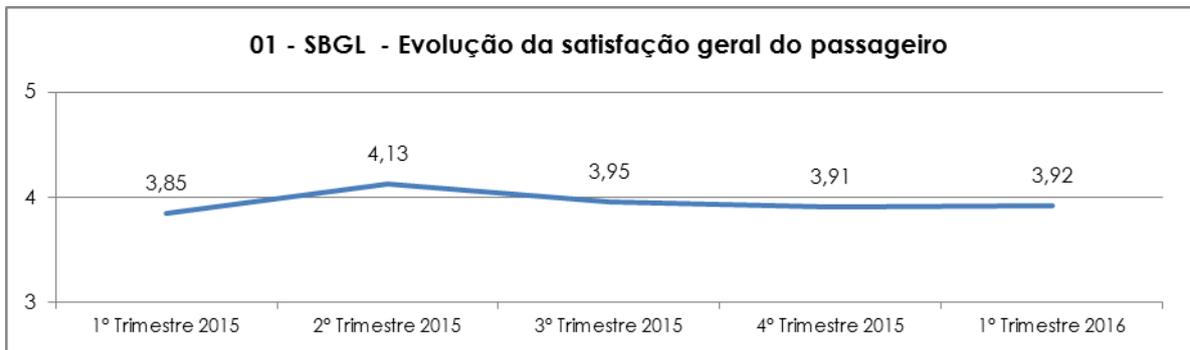
## 18 - SBFZ - Média geral dos Indicadores



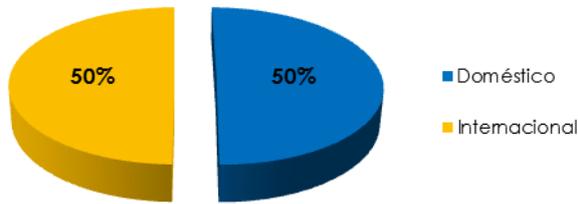




### 3.7 AEROPORTO INTERNACIONAL ANTÔNIO CARLOS JOBIM/GALEÃO – RIO DE JANEIRO (SBGL)

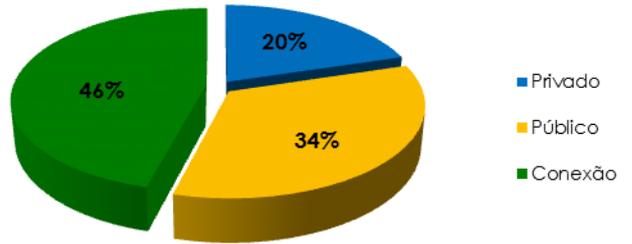


**04 - SBGL - Distribuição amostral - Tipo de voo**



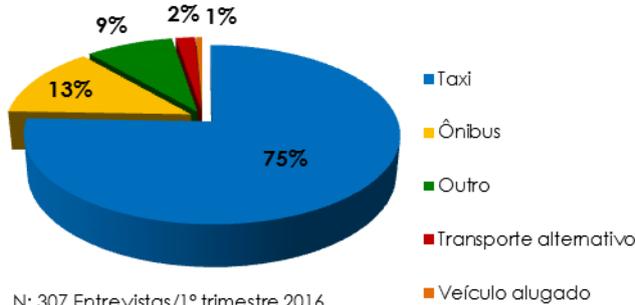
N: 1431 Entrevistas/1º trimestre 2016

**05 - SBGL - Tipo de transporte**



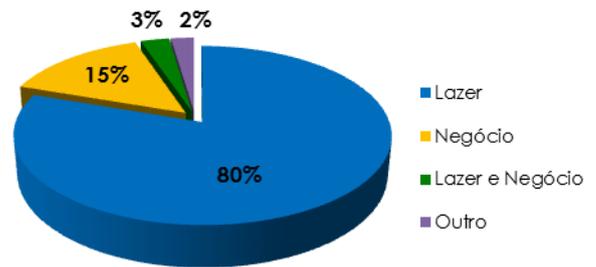
N: 908 Entrevistas/1º trimestre 2016

**06 - SBGL - Meio de transporte público utilizado**



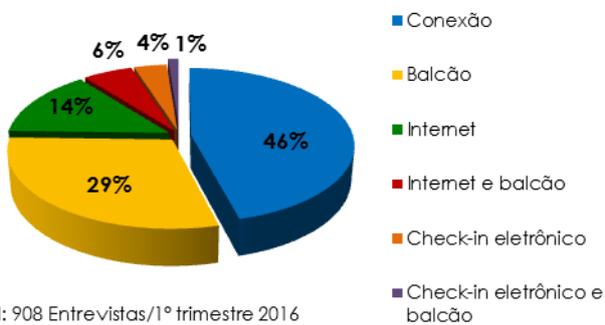
N: 307 Entrevistas/1º trimestre 2016

**07 - SBGL - Motivo da viagem**



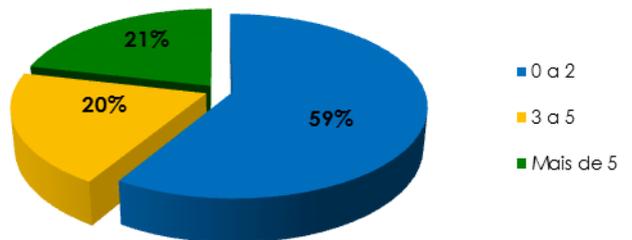
N: 908 Entrevistas/1º trimestre 2016

**08 - SBGL - Forma de check-in**



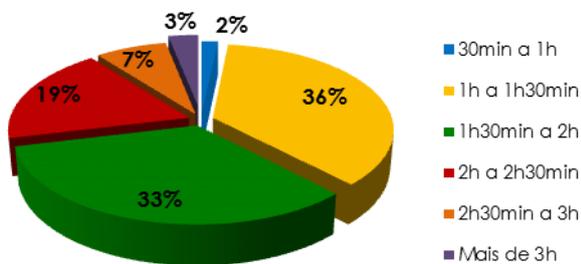
N: 908 Entrevistas/1º trimestre 2016

**09 - SBGL - Frequência de viagem nos últimos 12 meses**



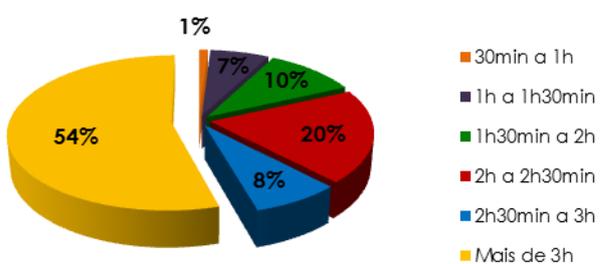
N: 908 Entrevistas/1º trimestre 2016

**10 - SBGL - Antecedência de chegada para voo doméstico**

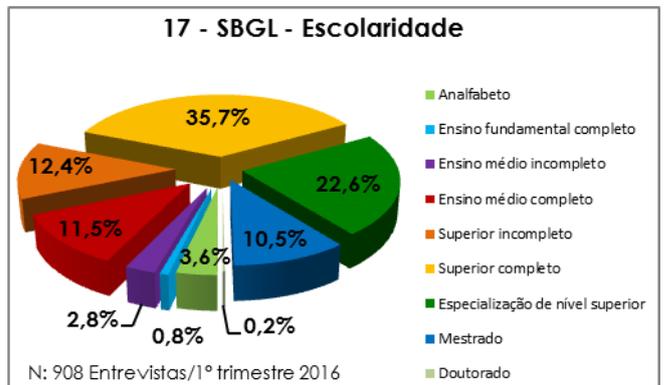
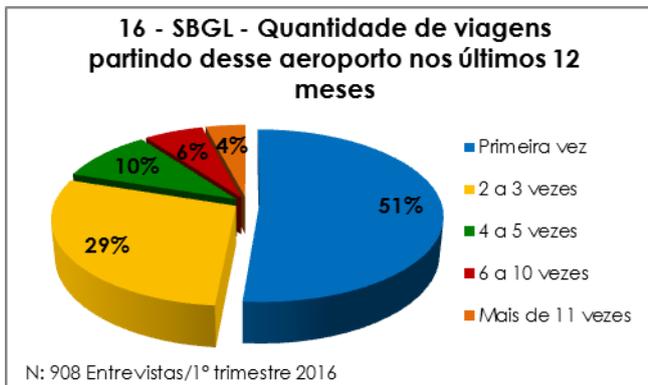
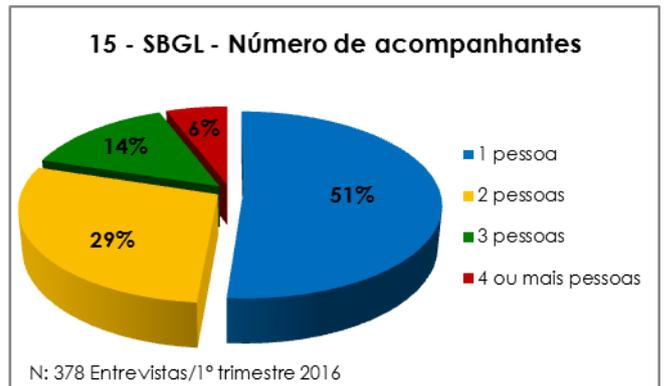
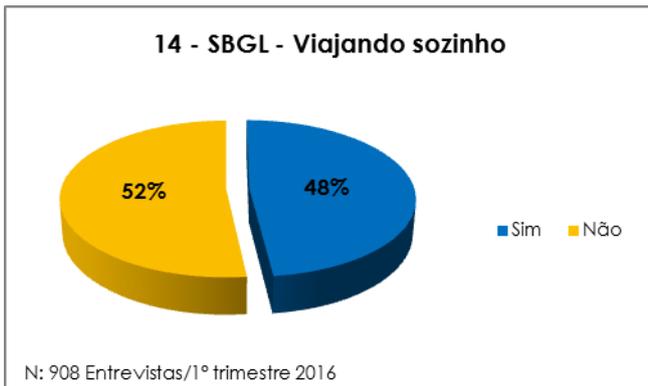
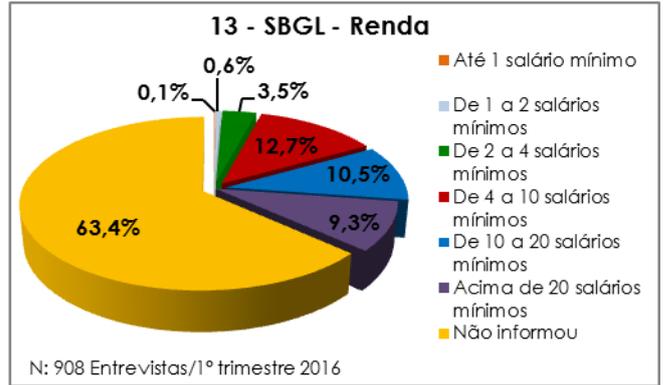
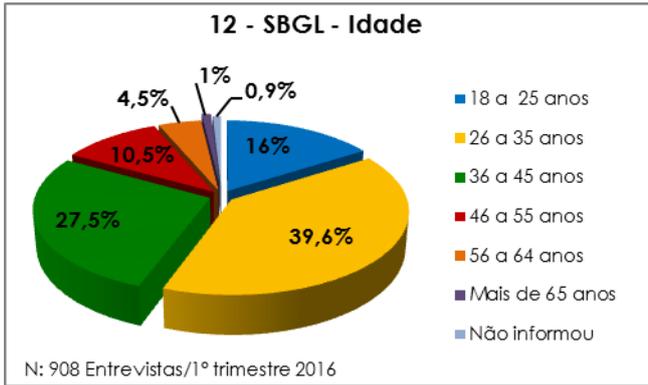


N: 354 Entrevistas/1º trimestre 2016

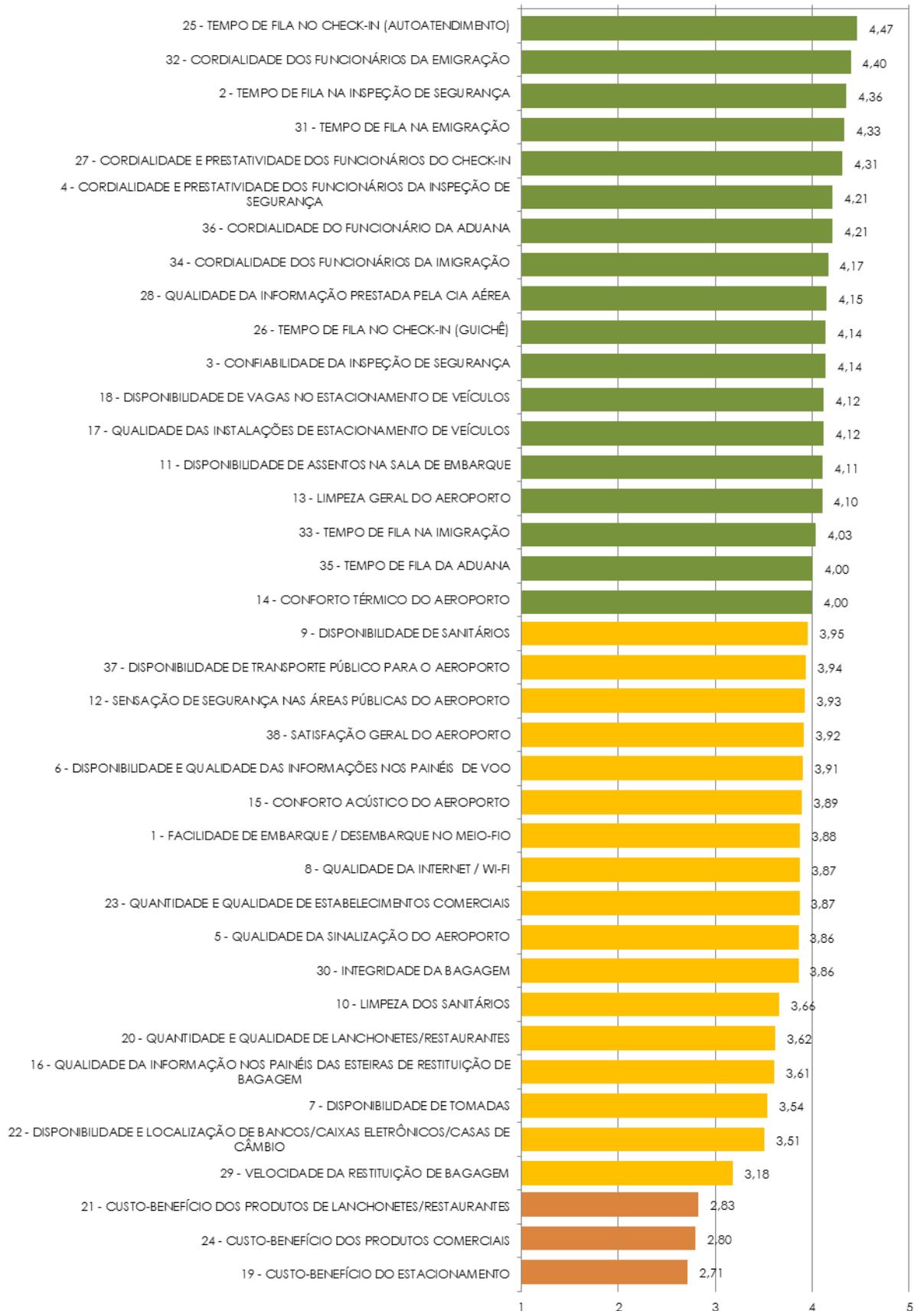
**11 - SBGL - Antecedência de chegada para voo internacional**

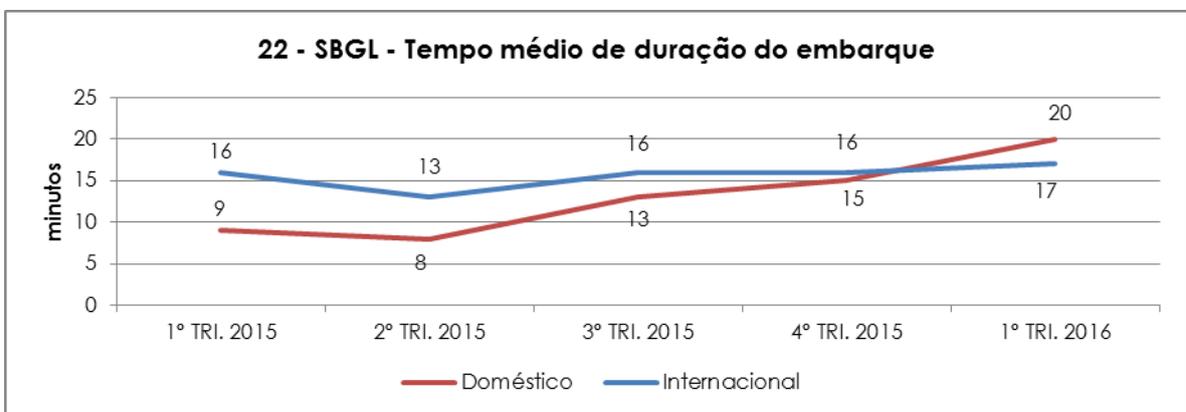
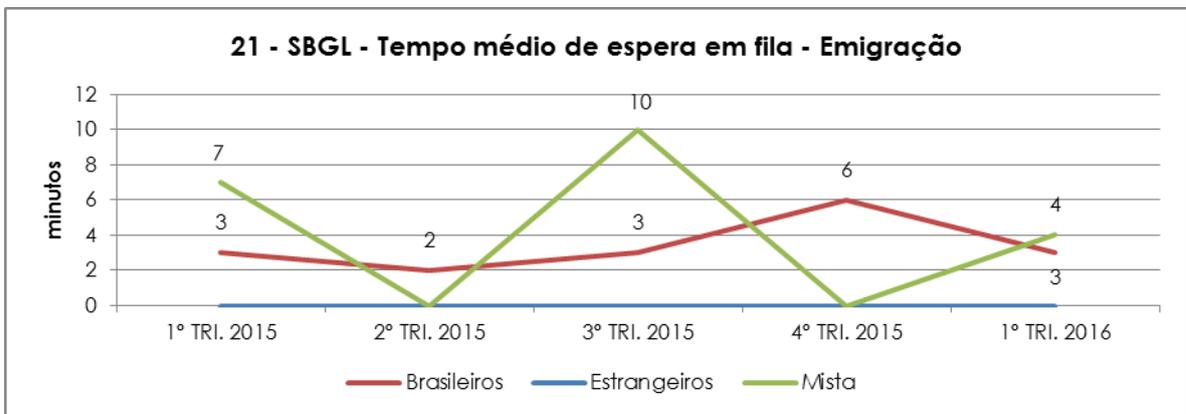
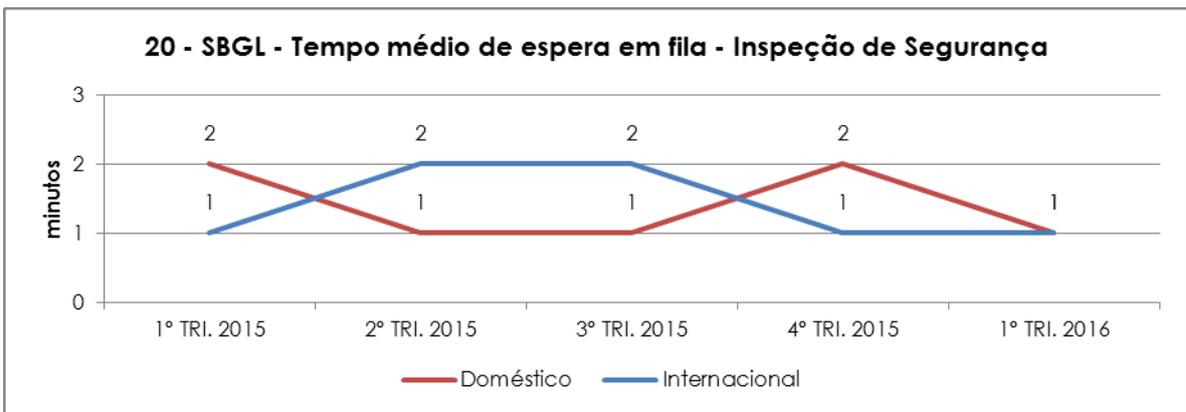
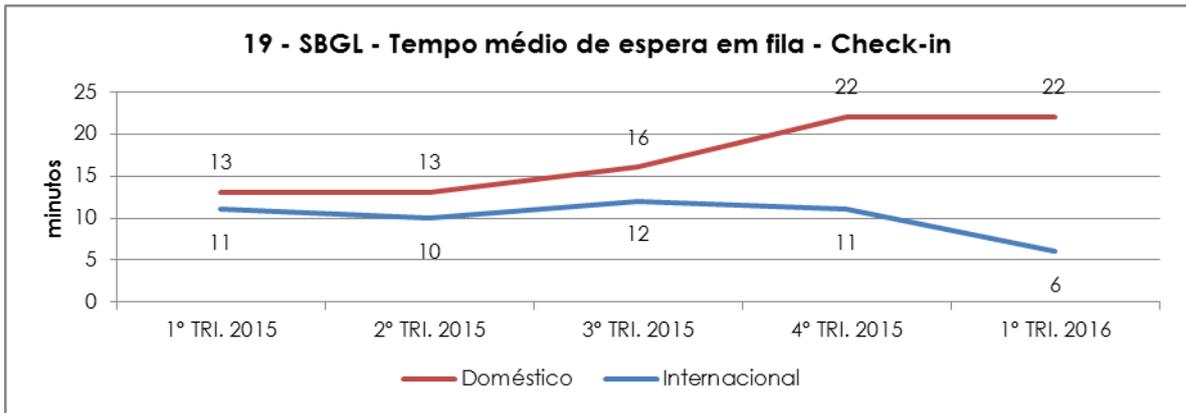


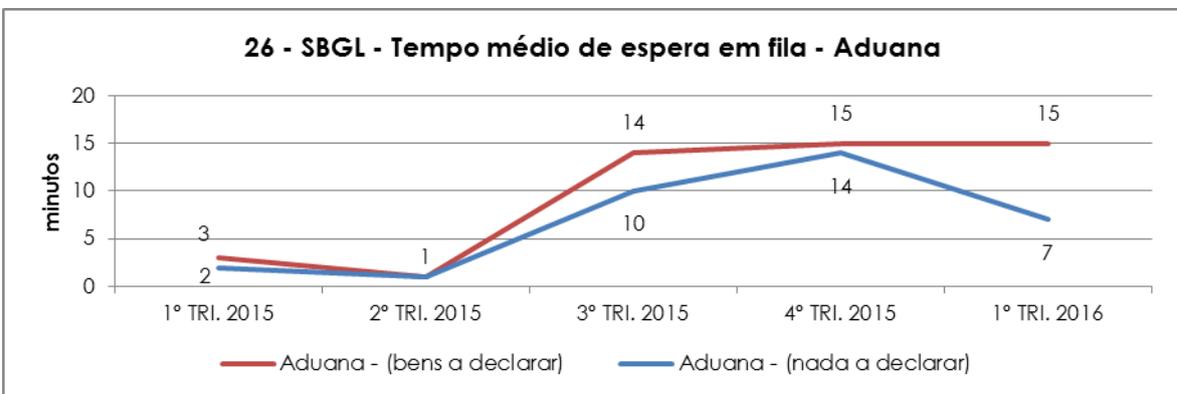
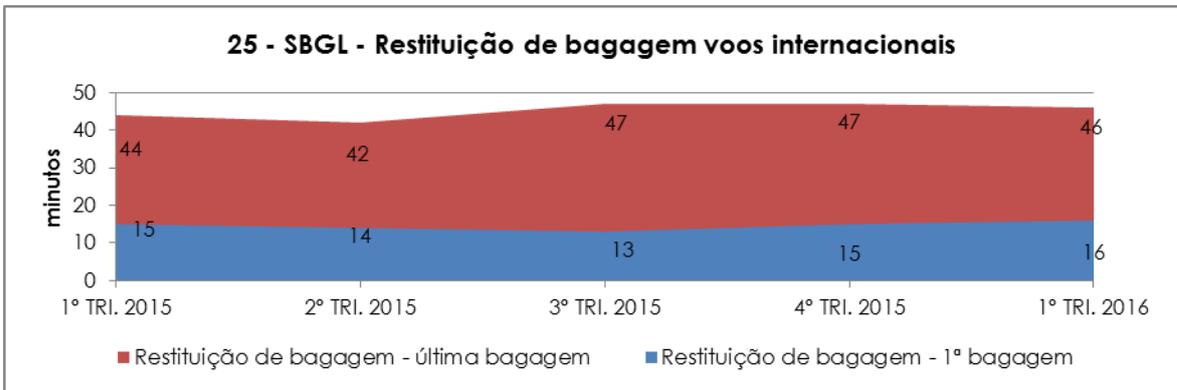
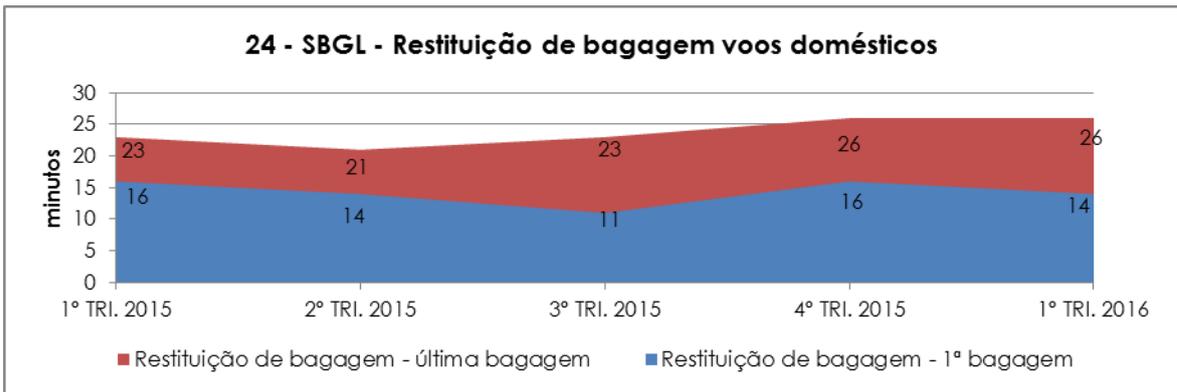
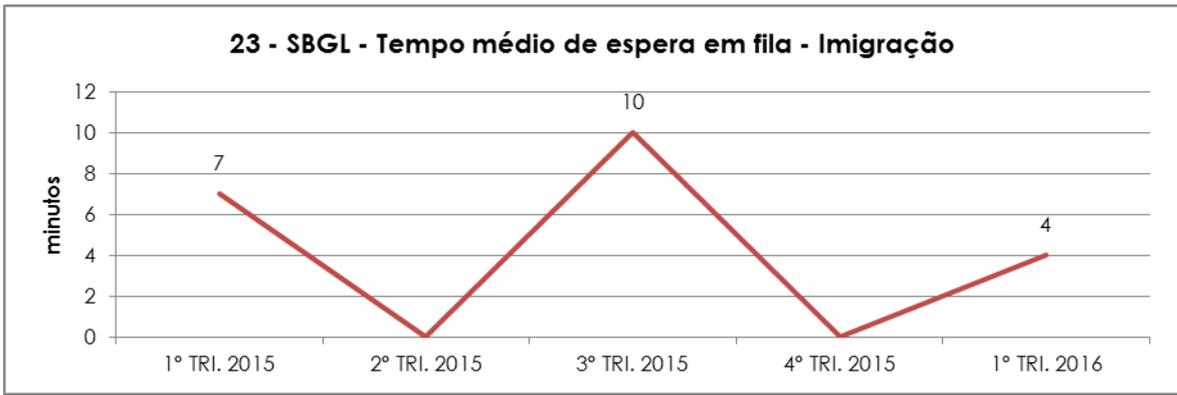
N: 402 Entrevistas/1º trimestre 2016



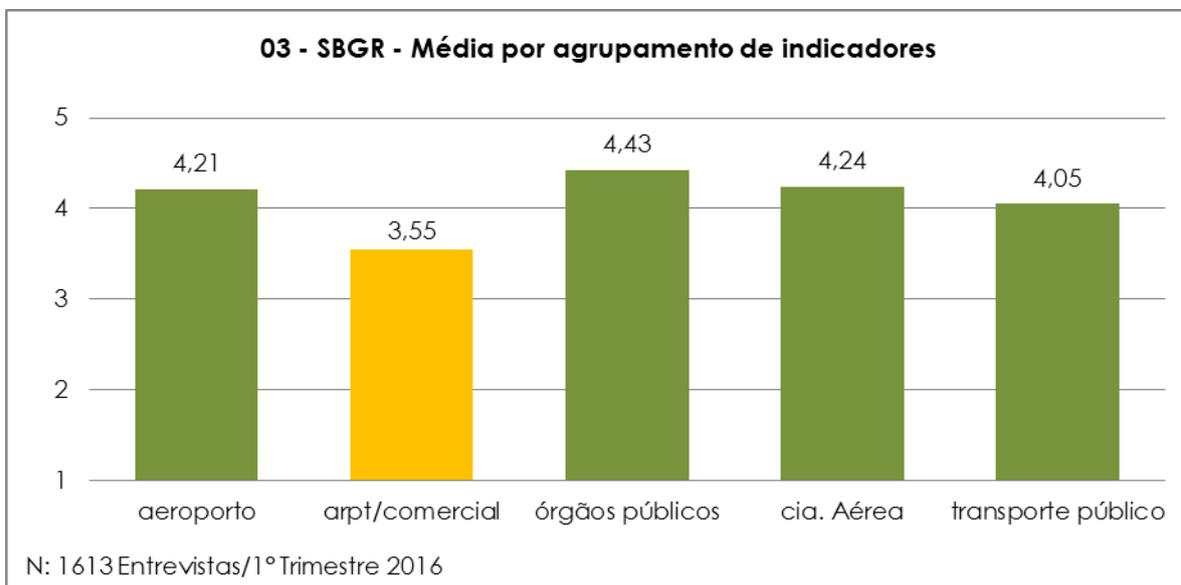
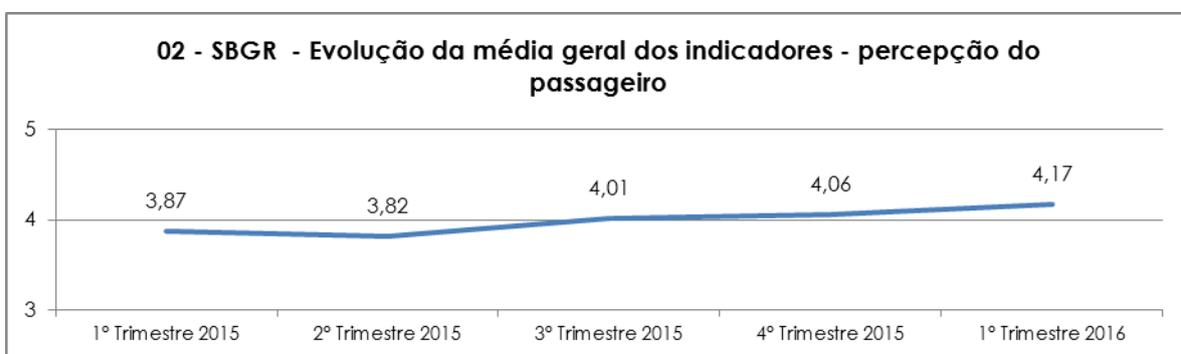
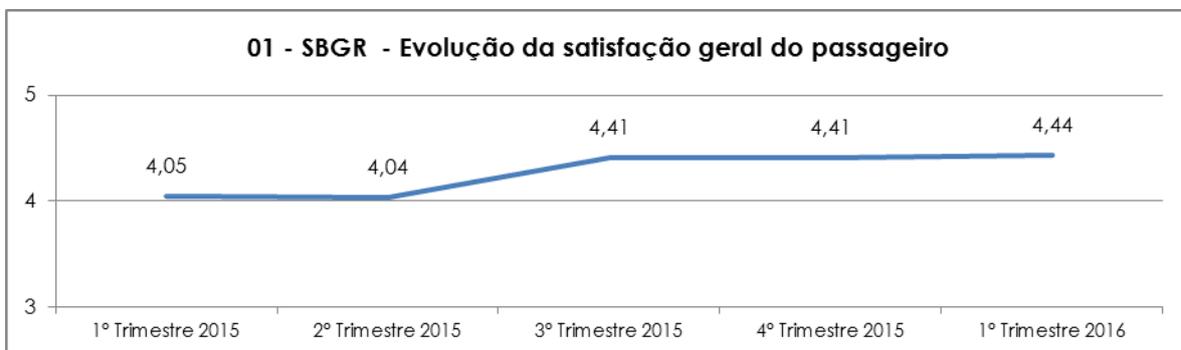
## 18 - SBGL - Média geral dos Indicadores



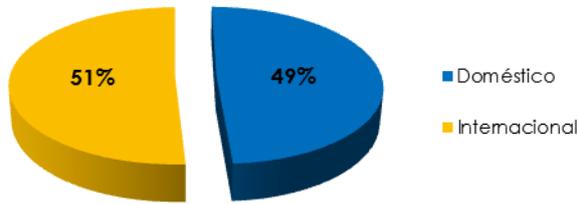




### 3.8 AEROPORTO INTERNACIONAL GOV. ANDRÉ FRANCO MONTORO/GUARULHOS – SÃO PAULO (SBGR)

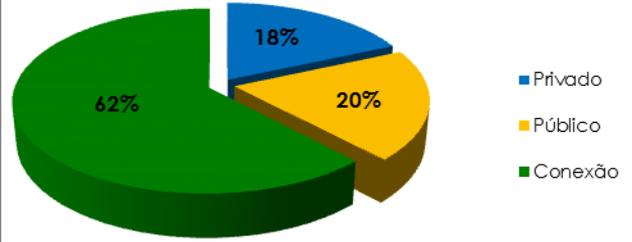


**04 - SBGR - Distribuição amostral - Tipo de voo**



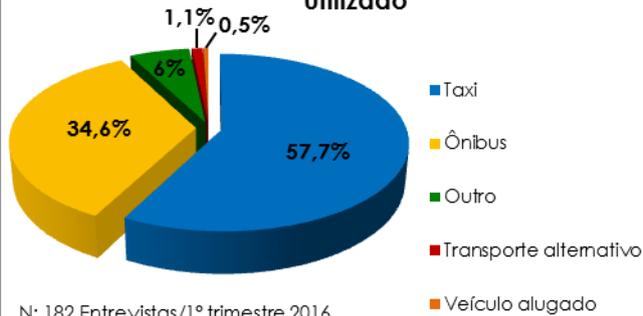
N: 1613 Entrevistas/1º trimestre 2016

**05 - SBGR - Tipo de transporte**



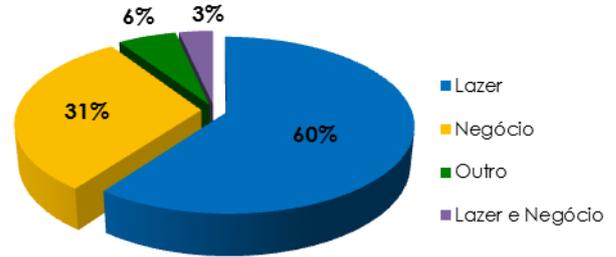
N: 930 Entrevistas/1º trimestre 2016

**06 - SBGR - Meio de transporte público utilizado**



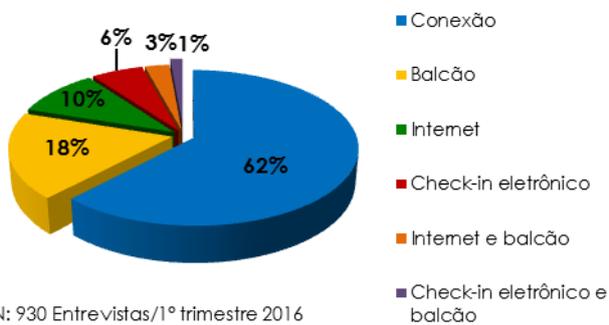
N: 182 Entrevistas/1º trimestre 2016

**07 - SBGR - Motivo da viagem**



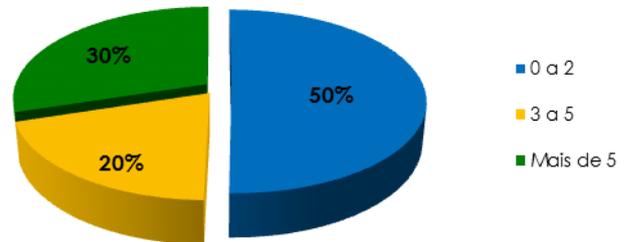
N: 930 Entrevistas/1º trimestre 2016

**08 - SBGR - Forma de check-in**



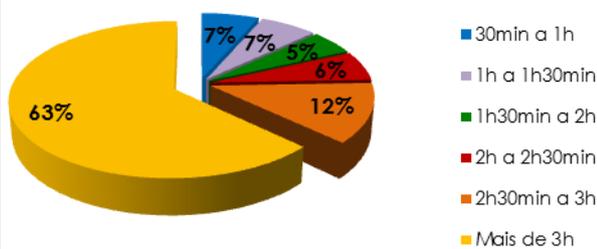
N: 930 Entrevistas/1º trimestre 2016

**09 - SBGR - Frequência de viagem nos últimos 12 meses**



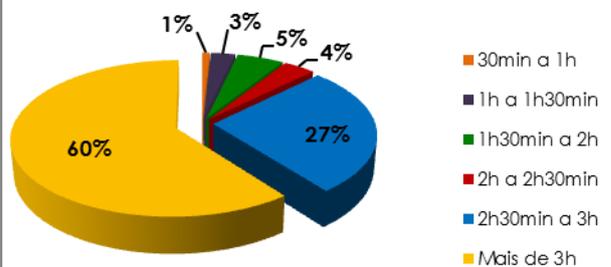
N: 930 Entrevistas/1º trimestre 2016

**10 - SBGR - Antecedência de chegada para voo doméstico**



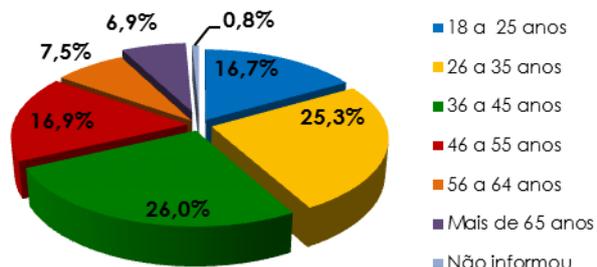
N: 352 Entrevistas/1º trimestre 2016

**11 - SBGR - Antecedência de chegada para voo internacional**



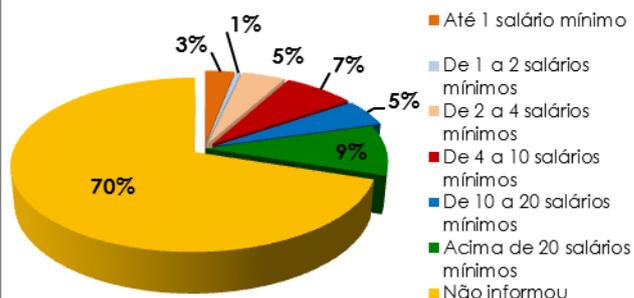
N: 357 Entrevistas/1º trimestre 2016

12 - SBGR - Idade



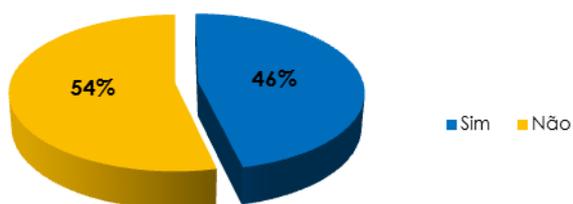
N: 930 Entrevistas/1º trimestre 2016

13 - SBGR - Renda



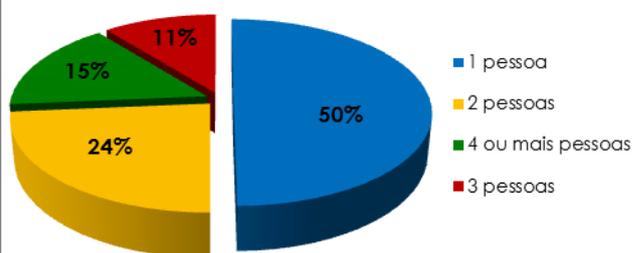
N: 930 Entrevistas/1º trimestre 2016

14 - SBGR - Viajando sozinho



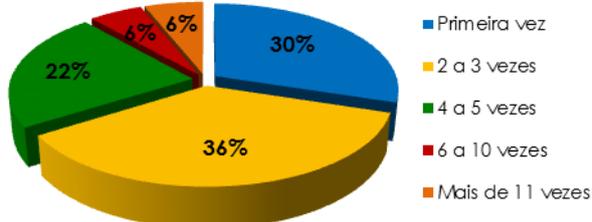
N: 930 Entrevistas/1º trimestre 2016

15 - SBGR - Número de acompanhantes



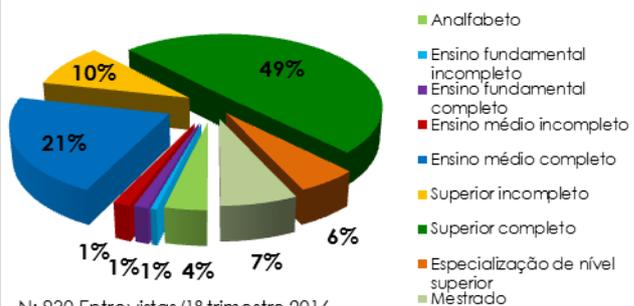
N: 493 Entrevistas/1º trimestre 2016

16 - SBGR - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



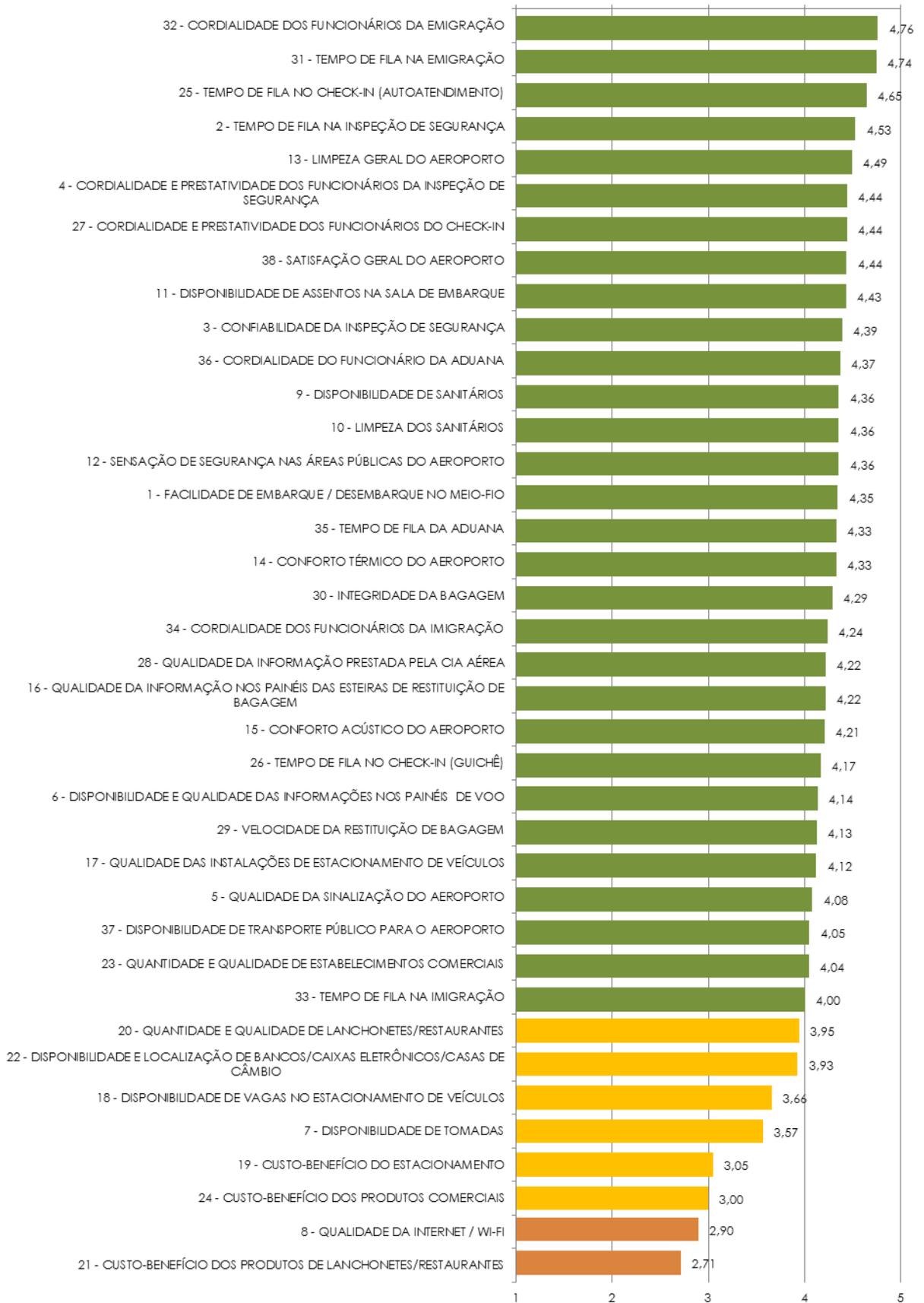
N: 930 Entrevistas/1º trimestre 2016

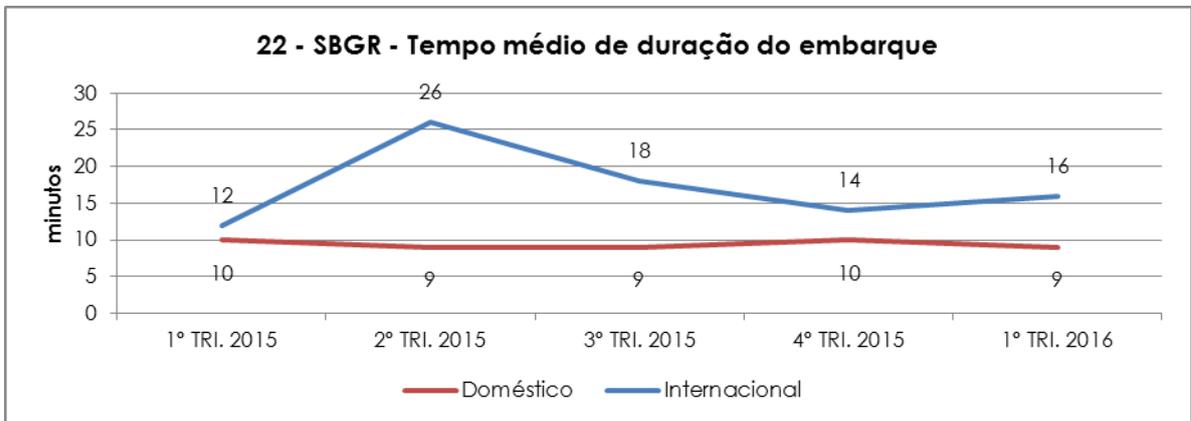
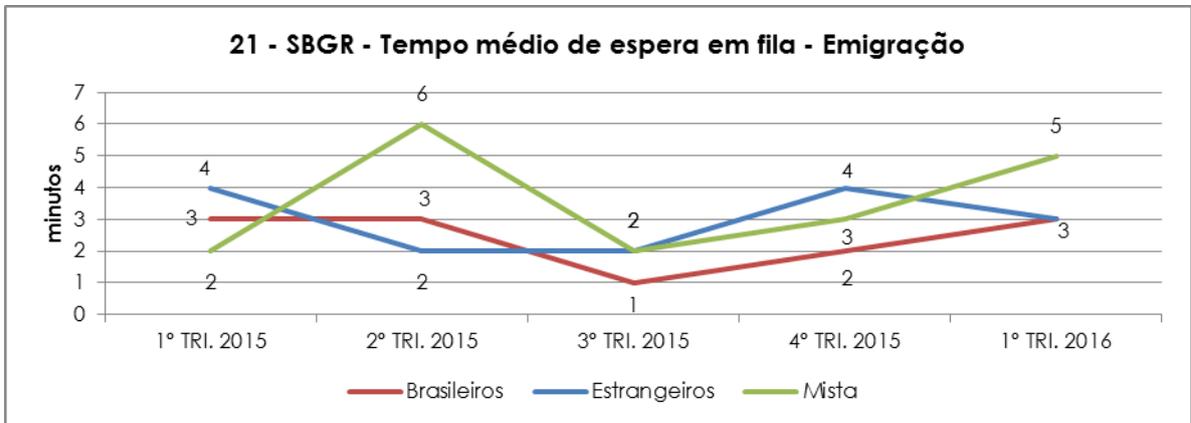
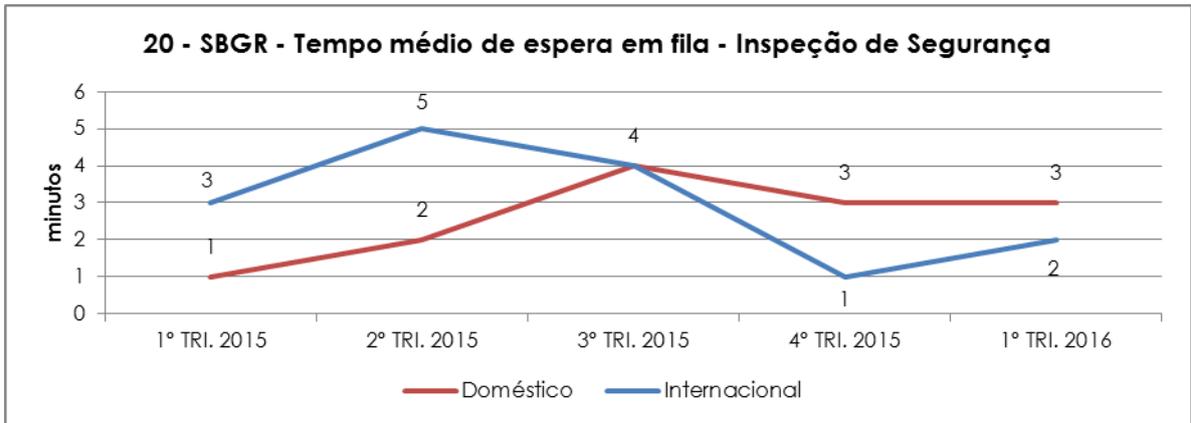
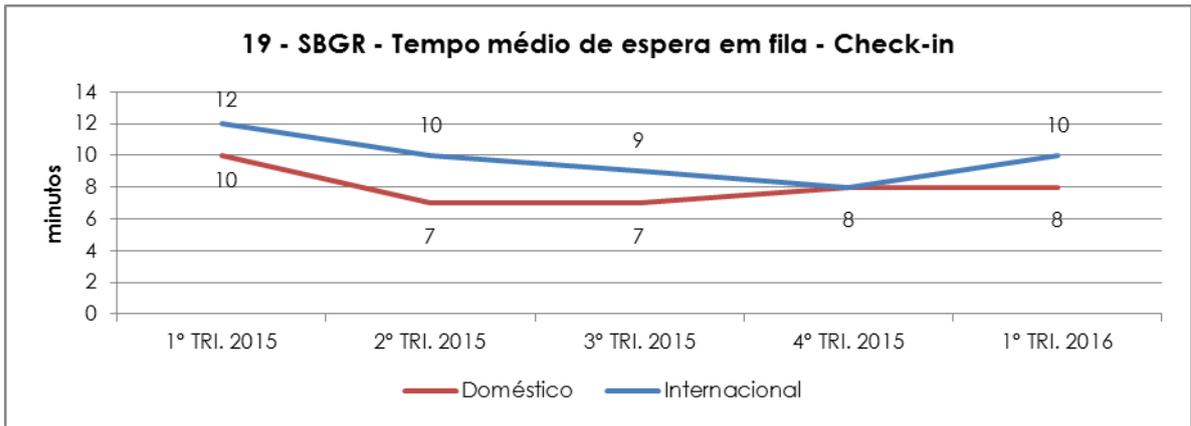
17 - SBGR - Escolaridade

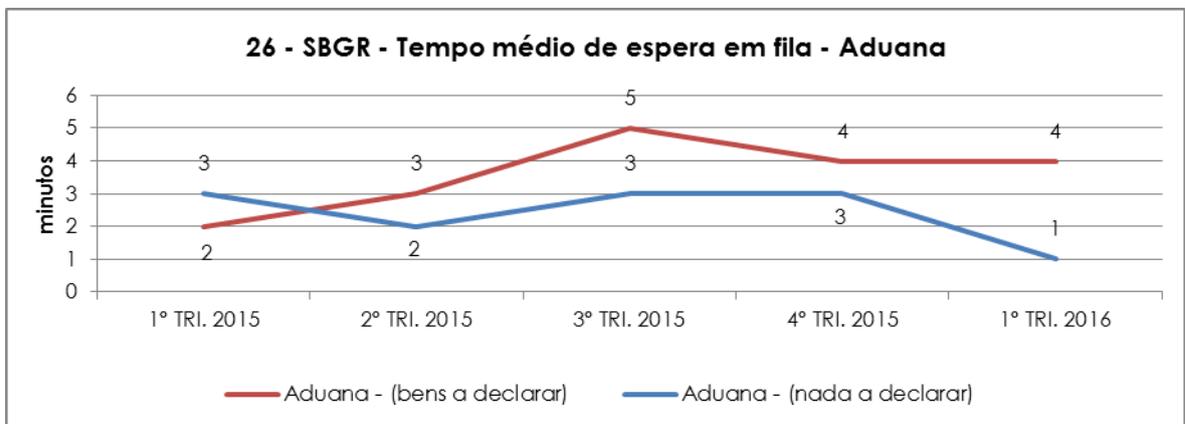
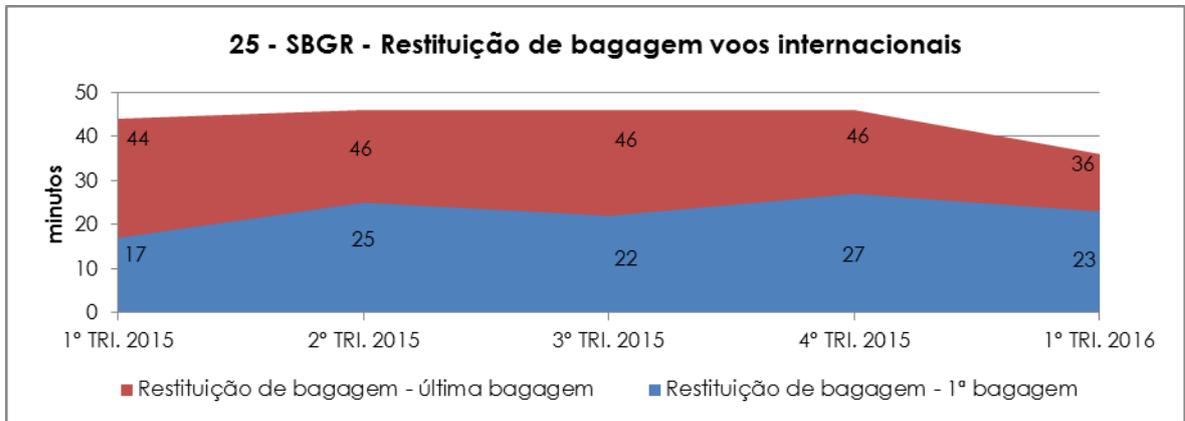
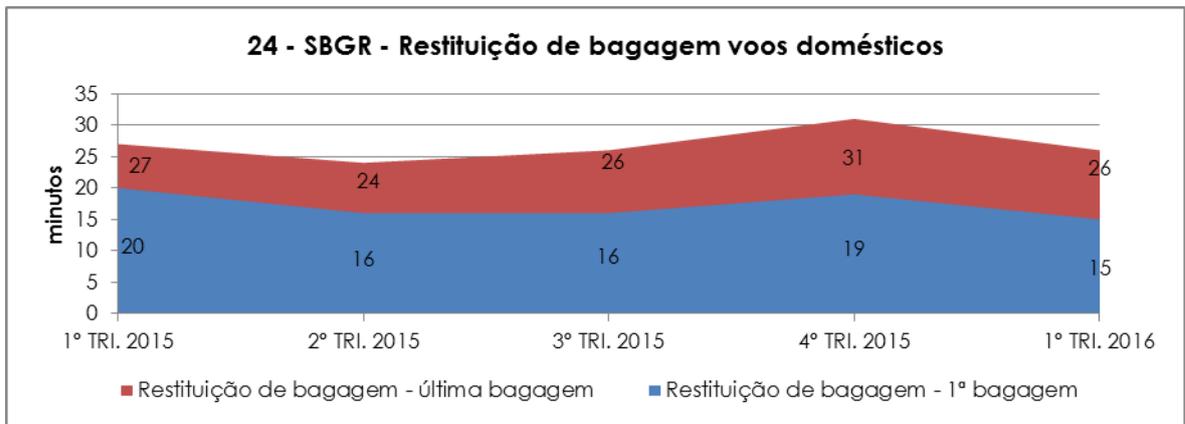
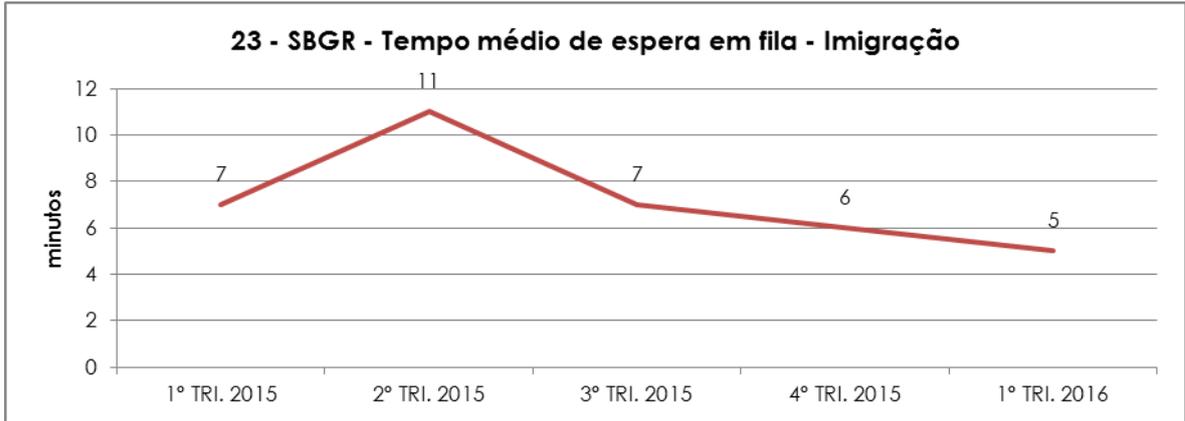


N: 930 Entrevistas/1º trimestre 2016

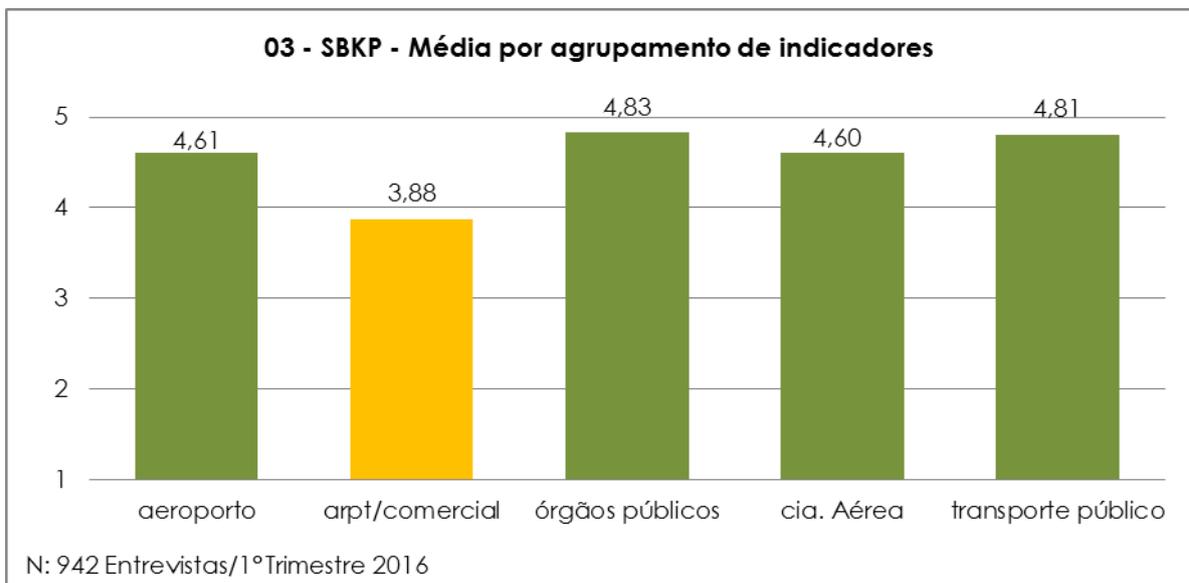
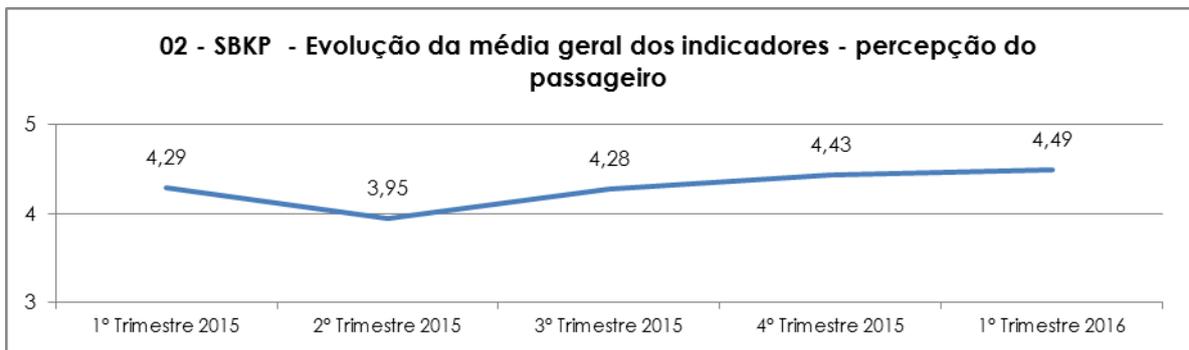
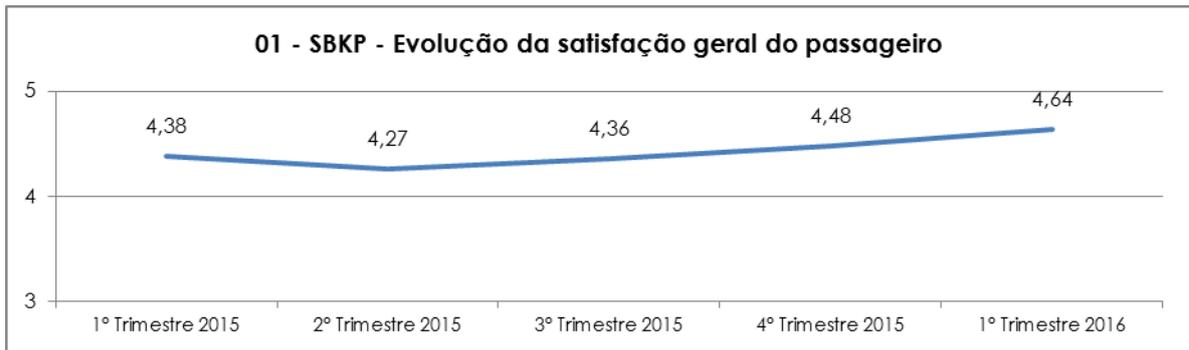
## 18 - SBGR - Média geral dos Indicadores



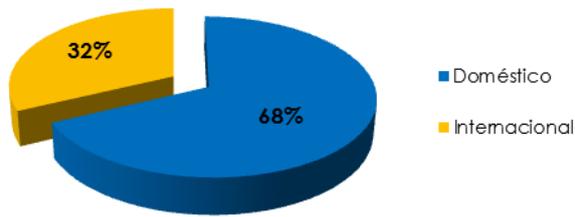




### 3.9 AEROPORTO INTERNACIONAL DE VIRACOPOS – CAMPINAS (SBKP)

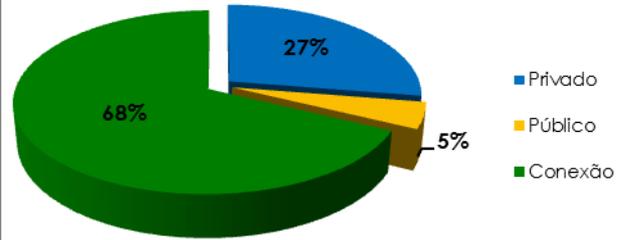


**04 - SBKP - Distribuição amostral - Tipo de voo**



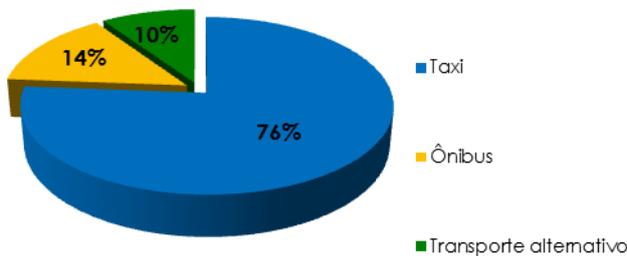
N: 942 Entrevistas/1º trimestre 2016

**05 - SBKP - Tipo de transporte**



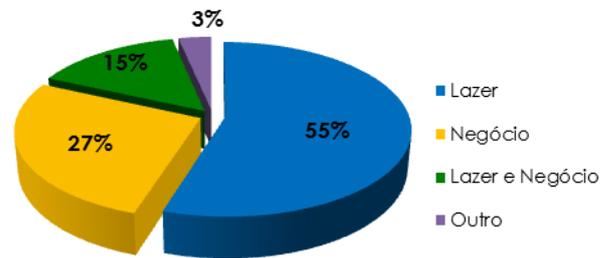
N: 450 Entrevistas/1º trimestre 2016

**06 - SBKP - Meio de transporte público utilizado**



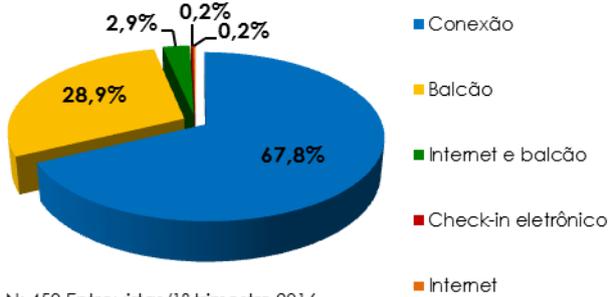
N: 21 Entrevistas/1º trimestre 2016

**07 - SBKP - Motivo da viagem**



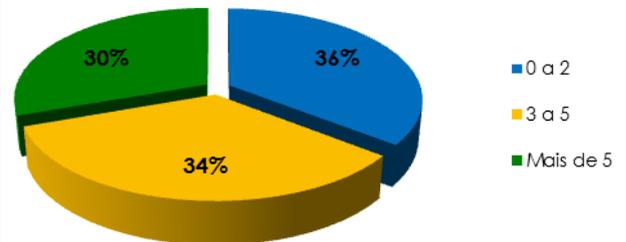
N: 450 Entrevistas/1º trimestre 2016

**08 - SBKP - Forma de check-in**



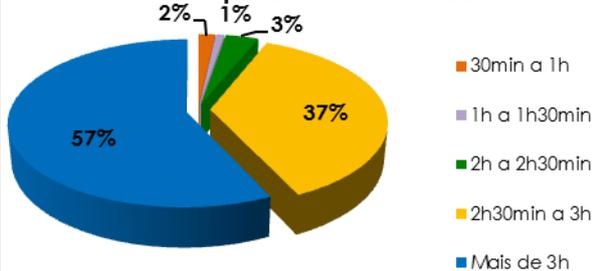
N: 450 Entrevistas/1º trimestre 2016

**09 - SBKP - Frequência de viagem nos últimos 12 meses**



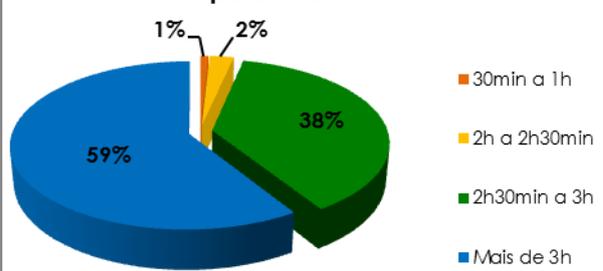
N: 450 Entrevistas/1º trimestre 2016

**10 - SBKP - Antecedência de chegada para voo doméstico**

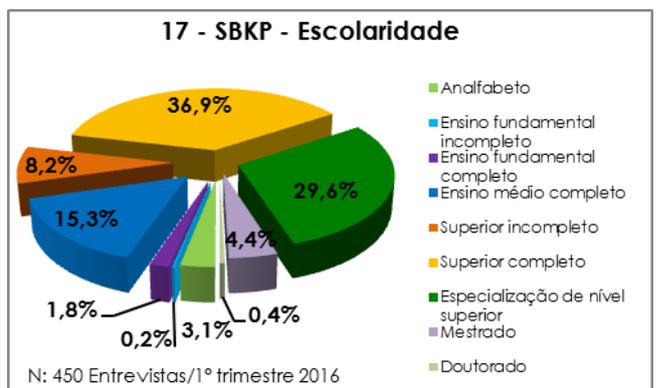
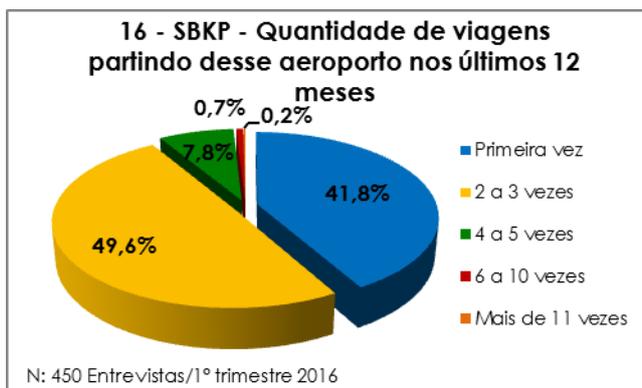
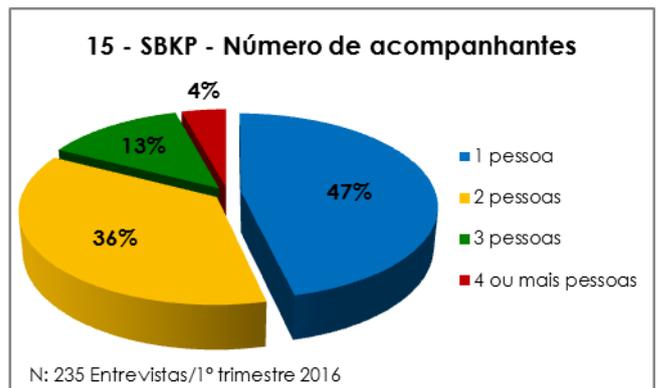
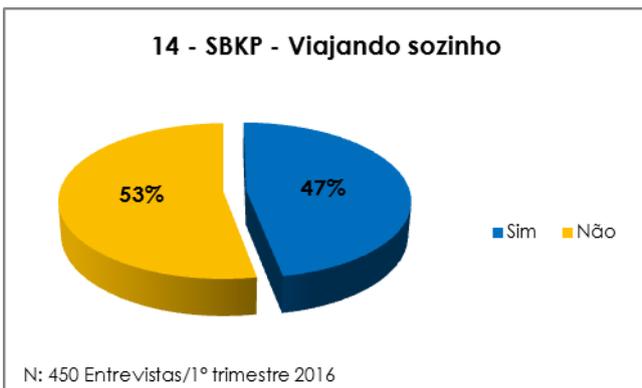
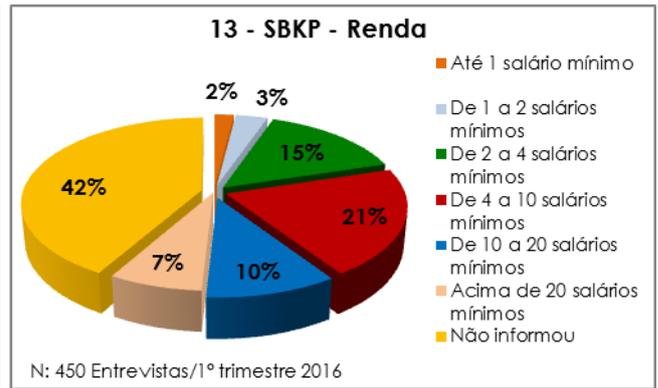
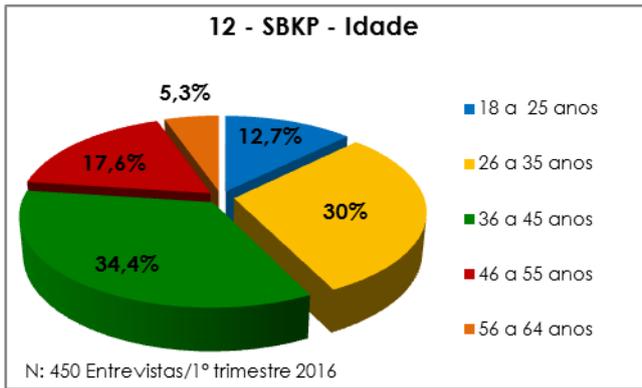


N: 224 Entrevistas/1º trimestre 2016

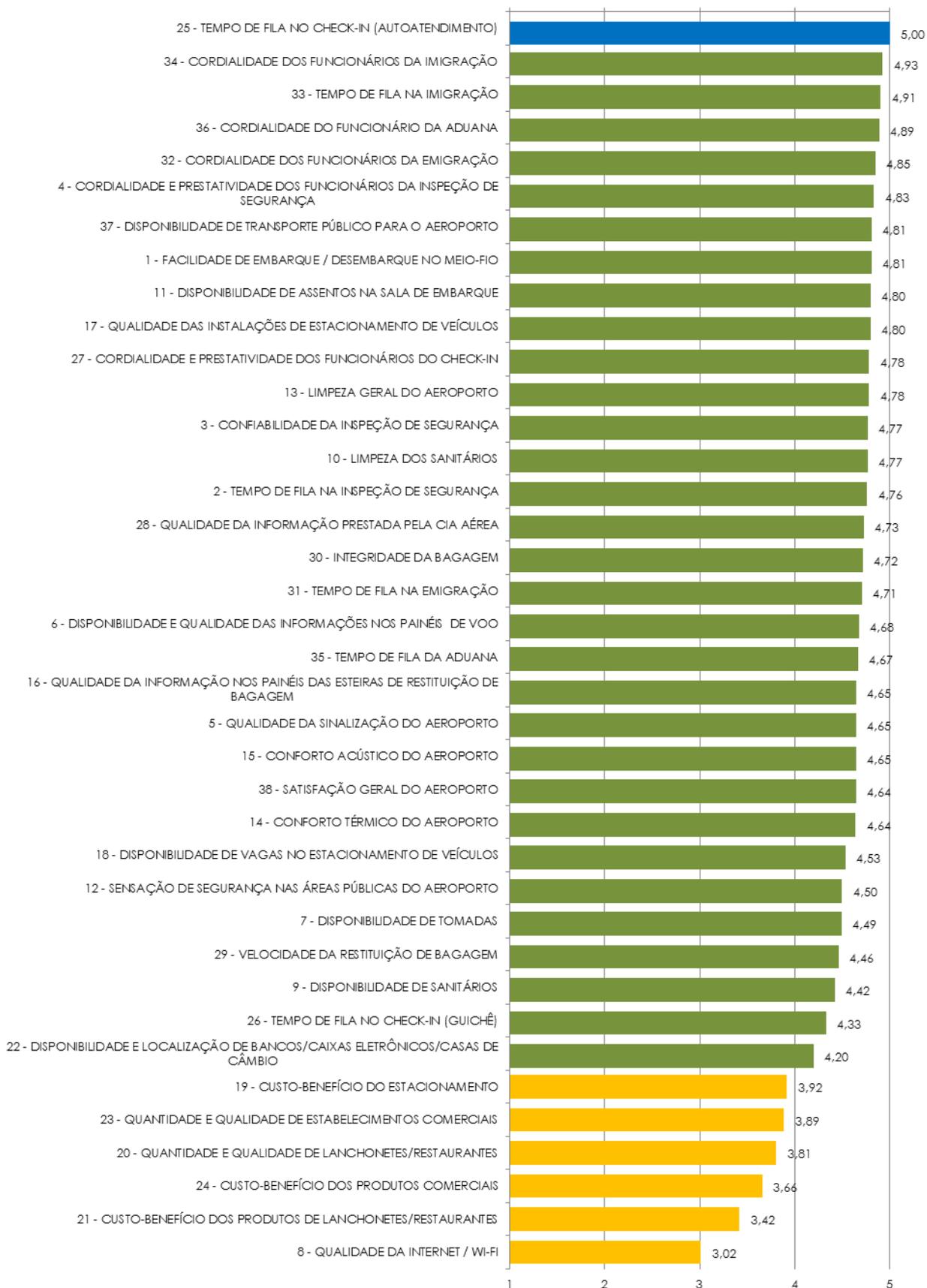
**11 - SBKP - Antecedência de chegada para voo internacional**

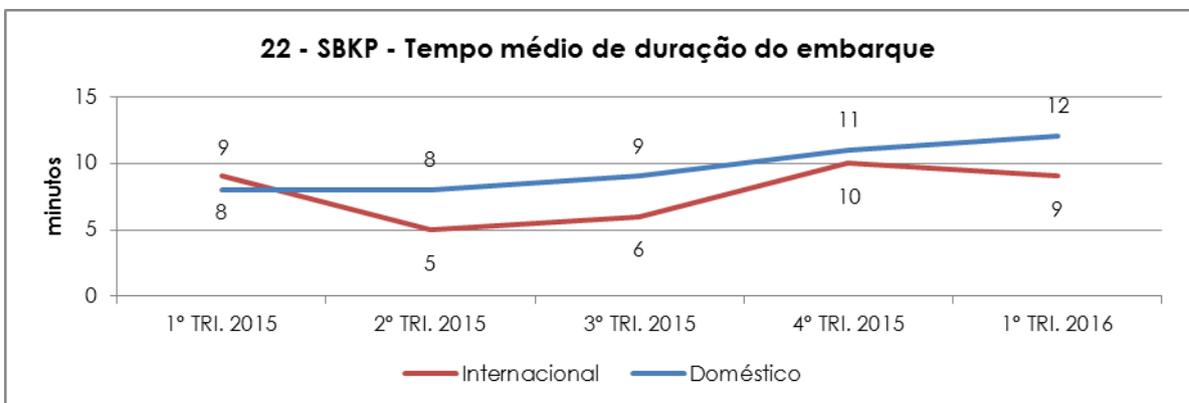
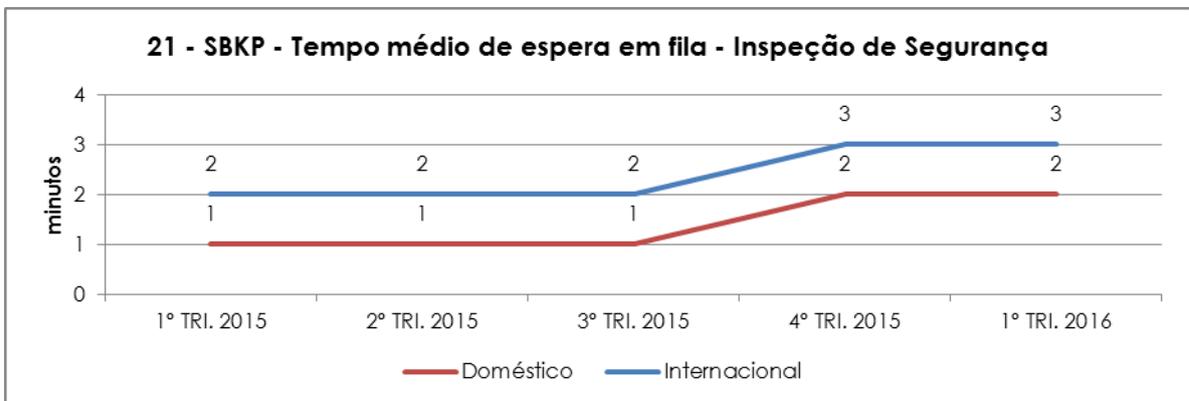
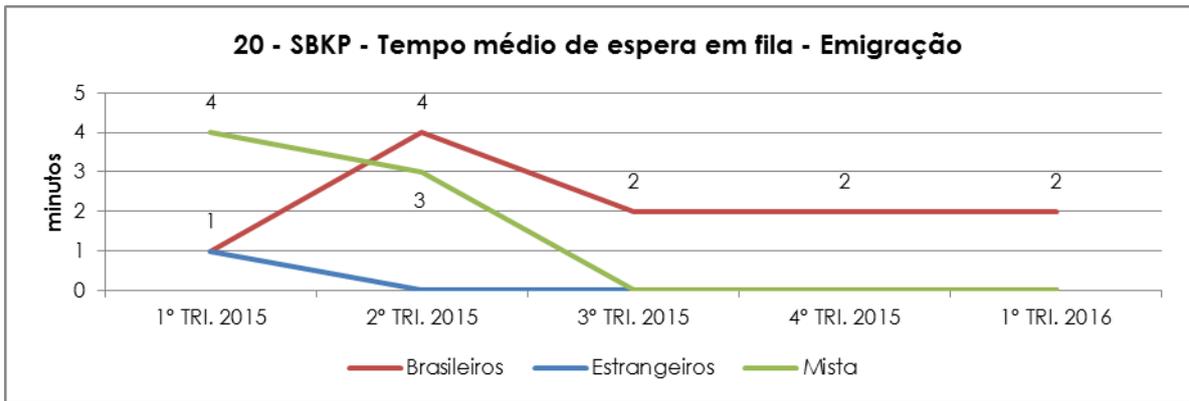
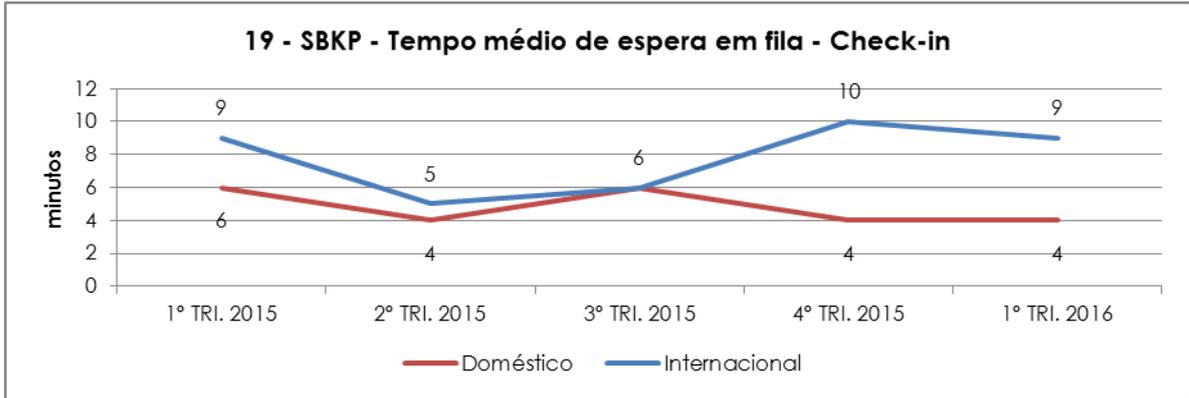


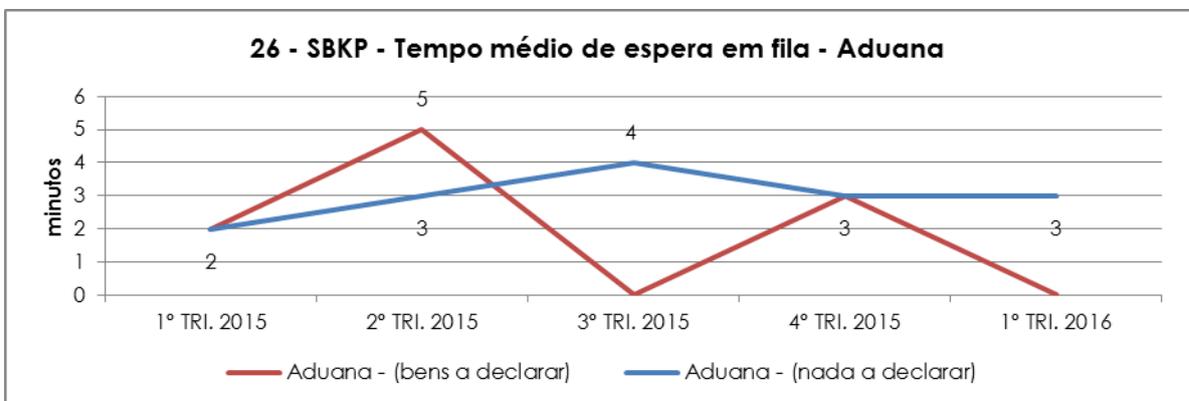
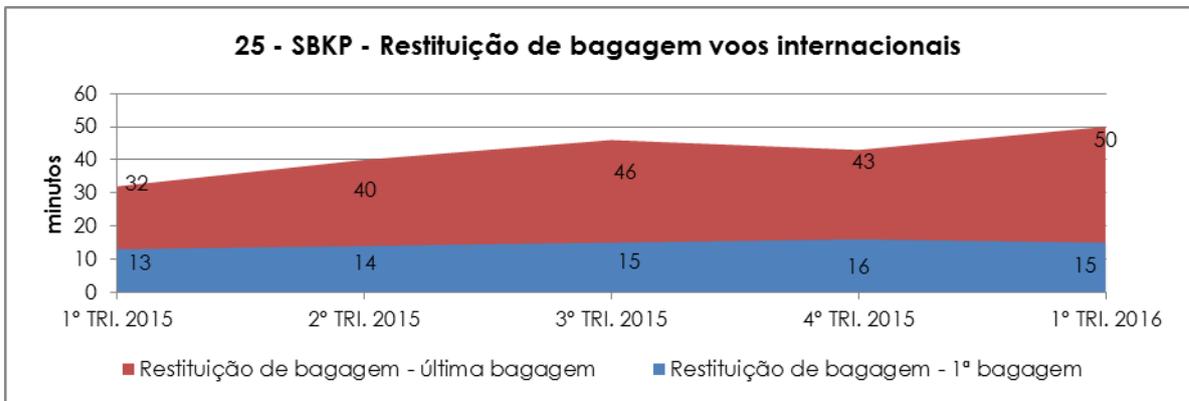
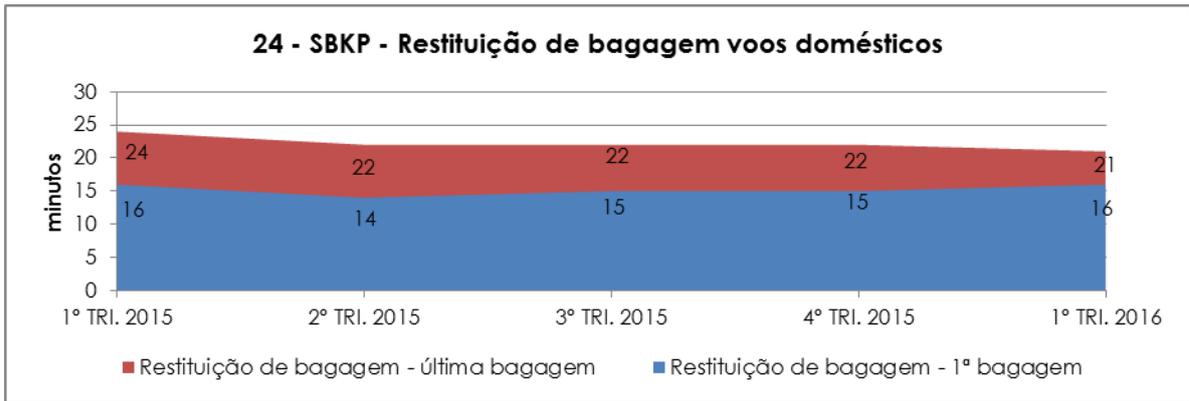
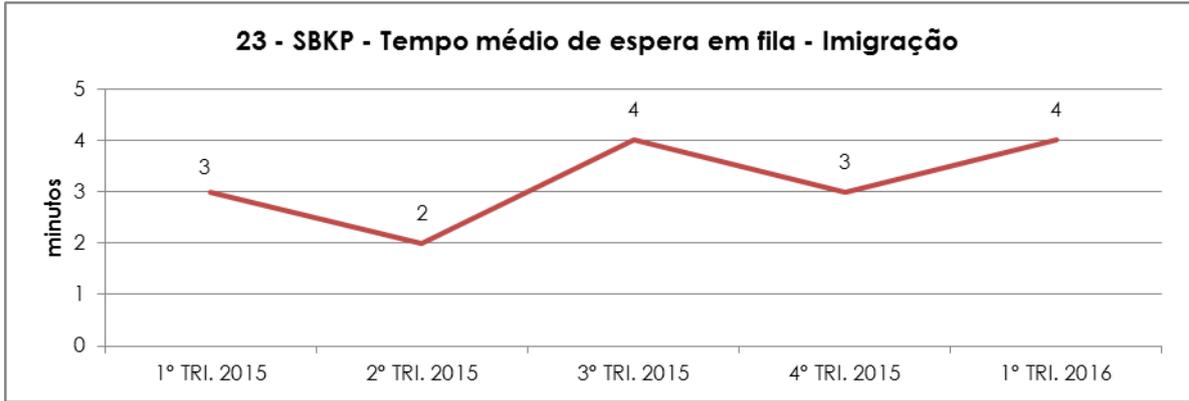
N: 116 Entrevistas/1º trimestre 2016



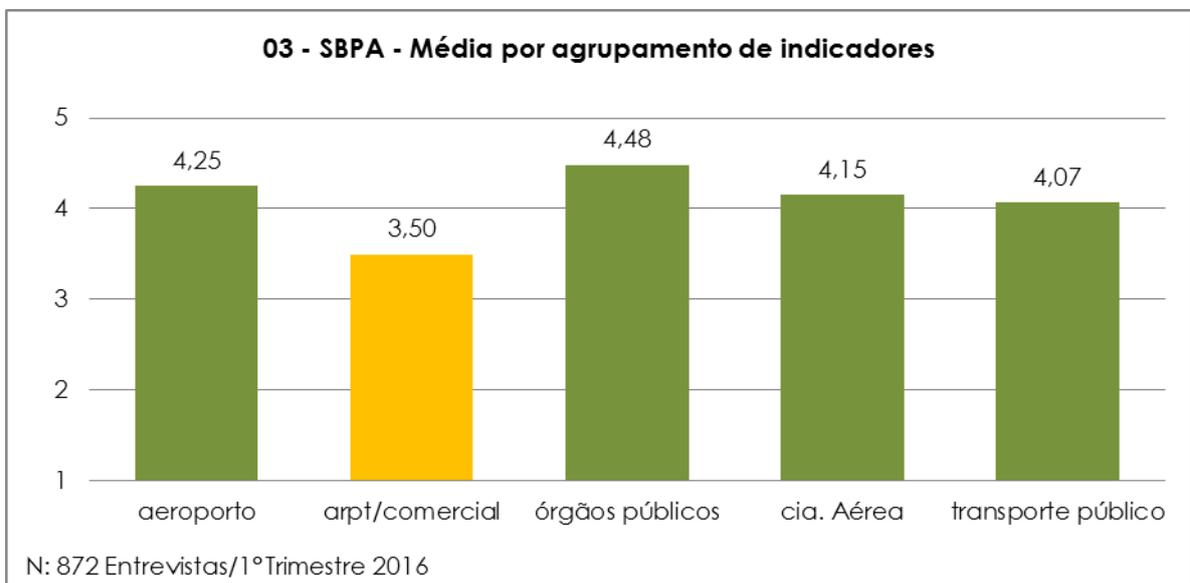
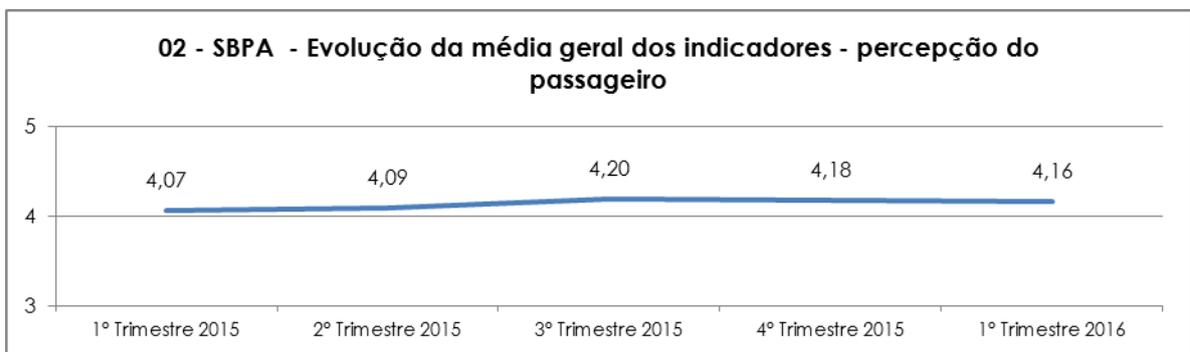
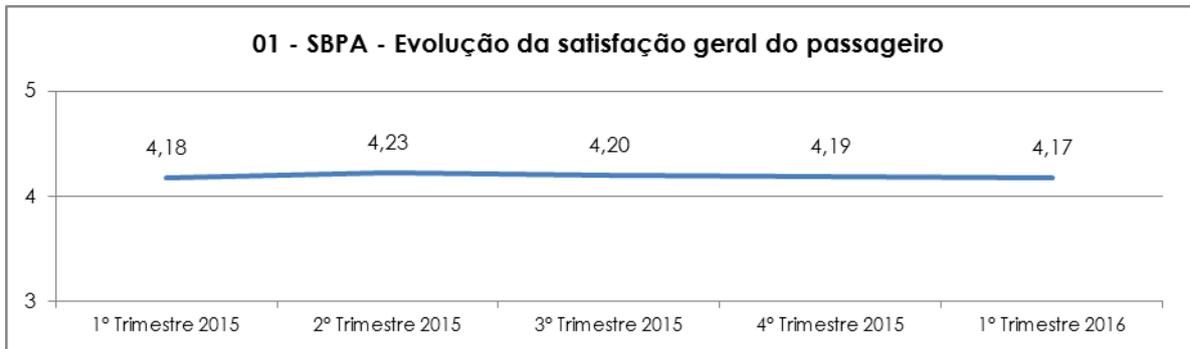
## 18 - SBKP - Média geral dos Indicadores



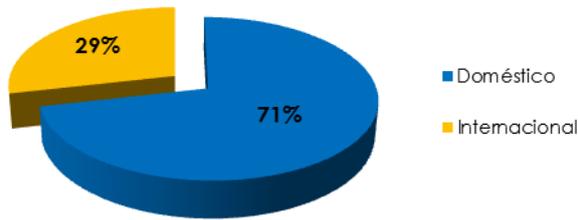




### 3.10 AEROPORTO INTERNACIONAL SALGADO FILHO – PORTO ALEGRE (SBPA)

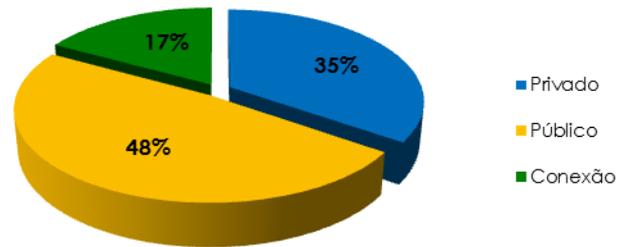


**04 - SBPA - Distribuição amostral - Tipo de voo**



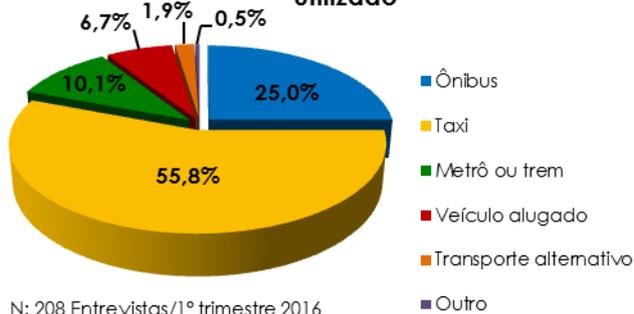
N: 872 Entrevistas/1º trimestre 2016

**05 - SBPA - Tipo de transporte**



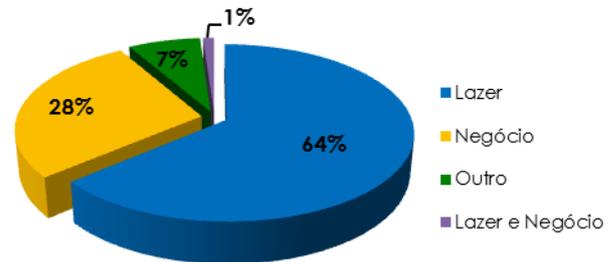
N: 453 Entrevistas/1º trimestre 2016

**06 - SBPA - Meio de transporte público utilizado**



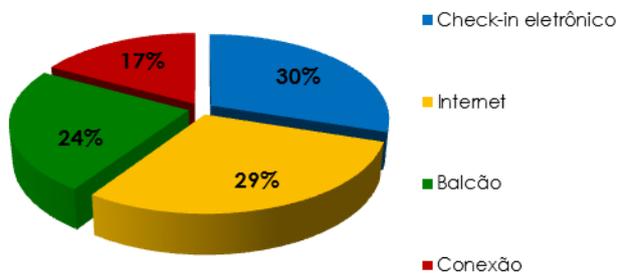
N: 208 Entrevistas/1º trimestre 2016

**07 - SBPA - Motivo da viagem**



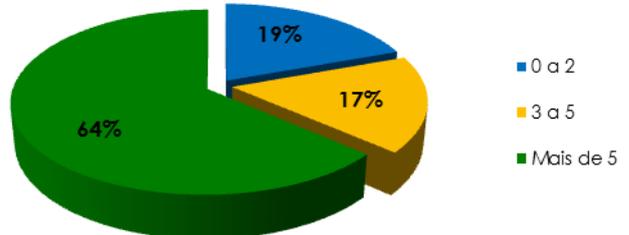
N: 453 Entrevistas/1º trimestre 2016

**08 - SBPA - Forma de check-in**



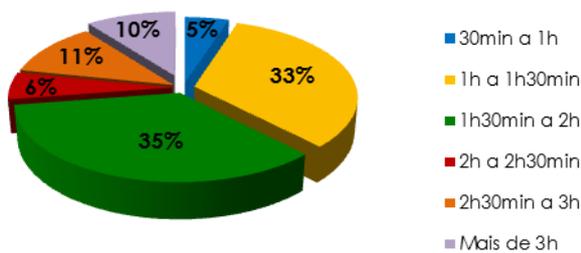
N: 453 Entrevistas/1º trimestre 2016

**09 - SBPA - Frequência de viagem nos últimos 12 meses**



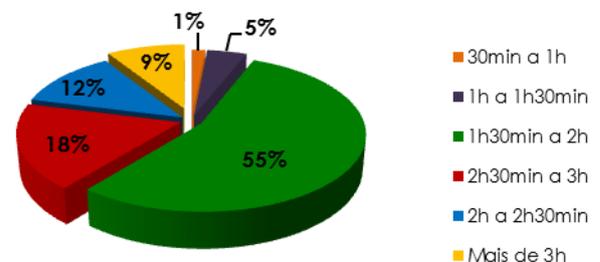
N: 453 Entrevistas/1º trimestre 2016

**10 - SBPA - Antecedência de chegada para voo doméstico**



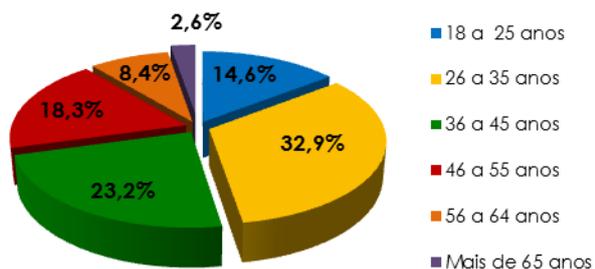
N: 299 Entrevistas/1º trimestre 2016

**11 - SBPA - Antecedência de chegada para voo internacional**



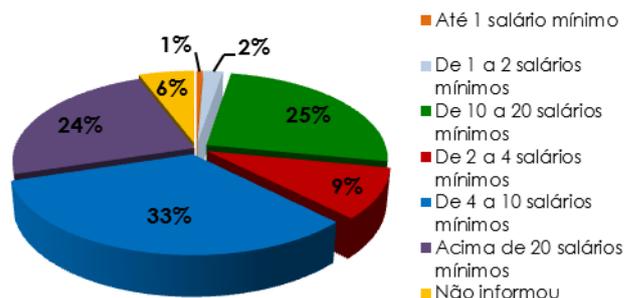
N: 133 Entrevistas/1º trimestre 2016

12 - SBPA - Idade



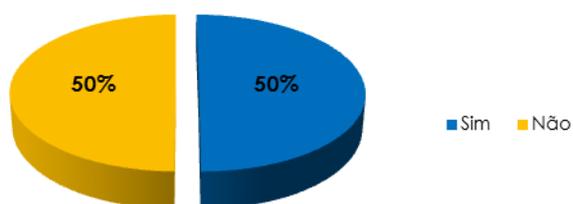
N: 453 Entrevistas/1º trimestre 2016

13 - SBPA - Renda



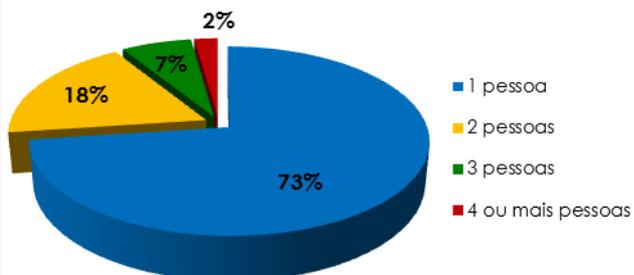
N: 453 Entrevistas/1º trimestre 2016

14 - SBPA - Viajando sozinho



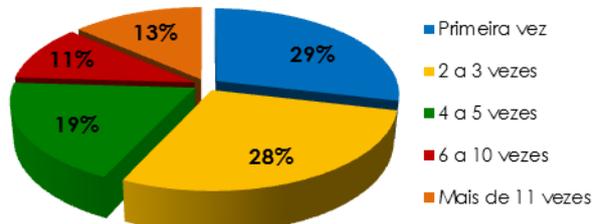
N: 453 Entrevistas/1º trimestre 2016

15 - SBPA - Número de acompanhantes



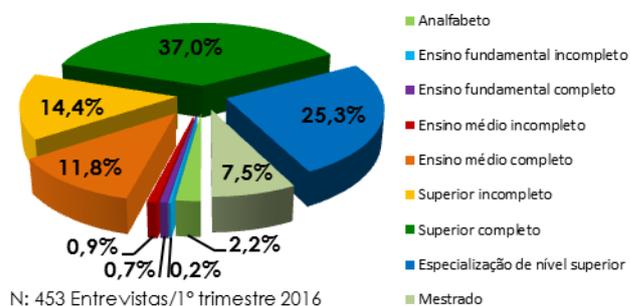
N: 225 Entrevistas/1º trimestre 2016

16 - SBPA - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



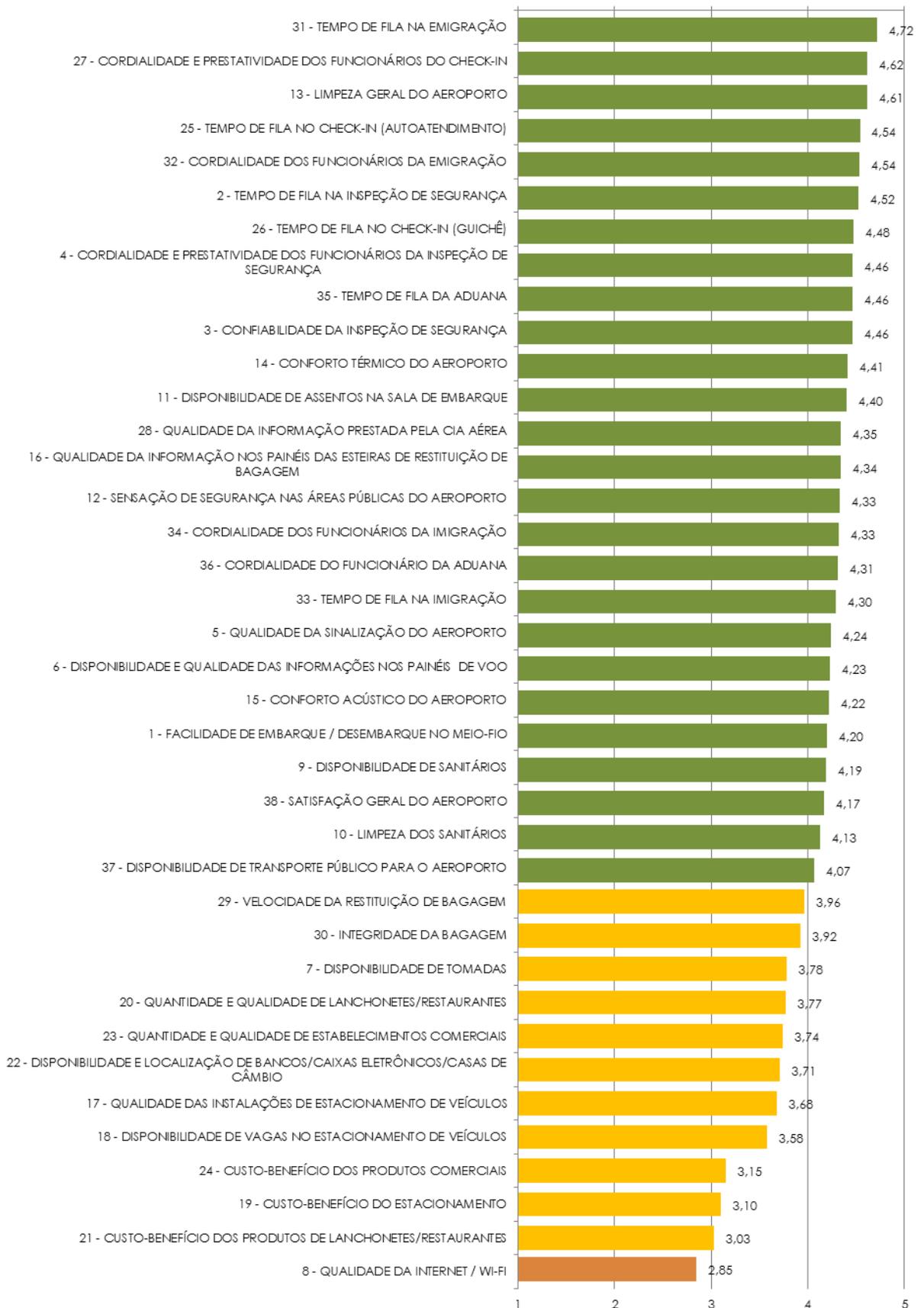
N: 453 Entrevistas/1º trimestre 2016

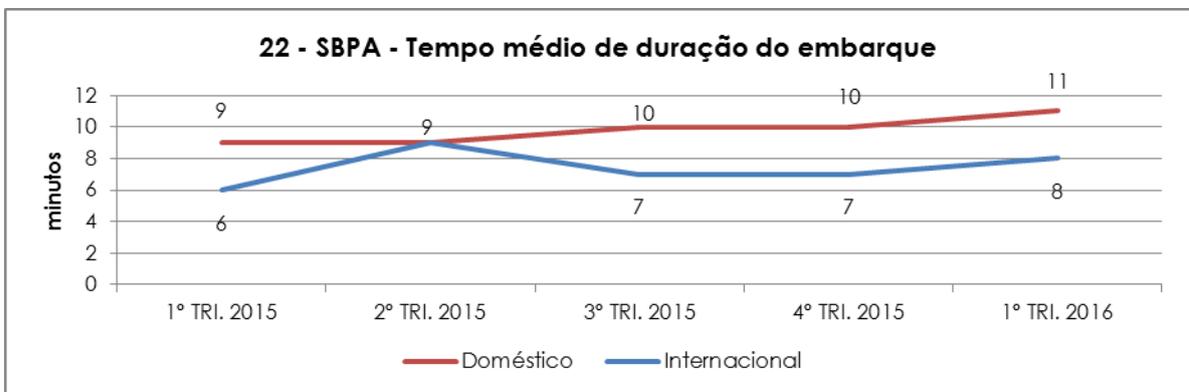
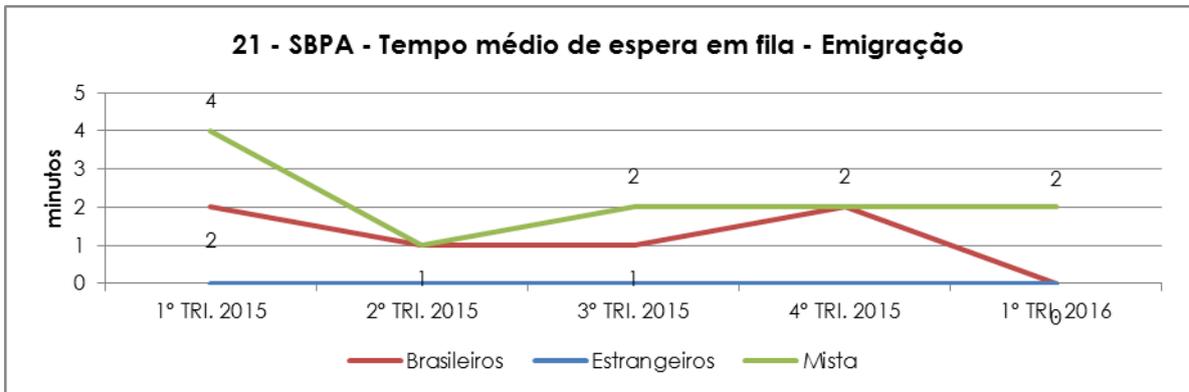
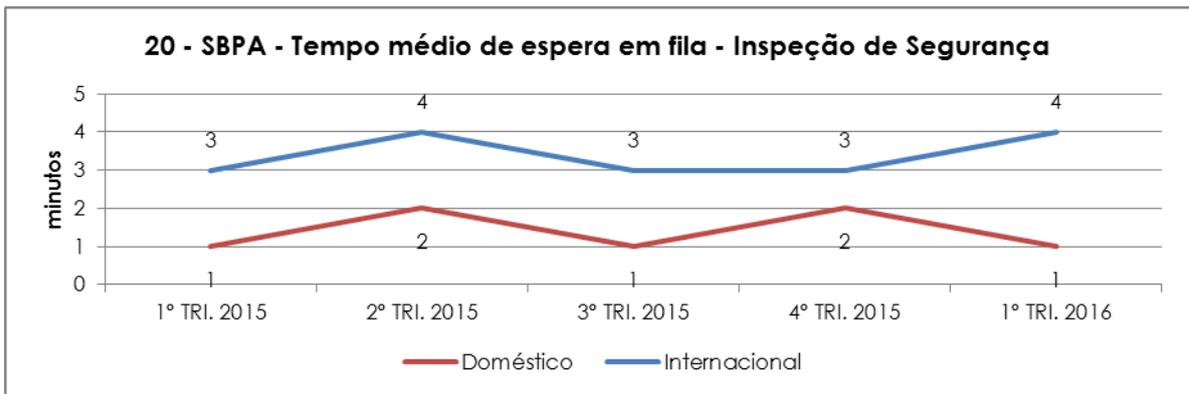
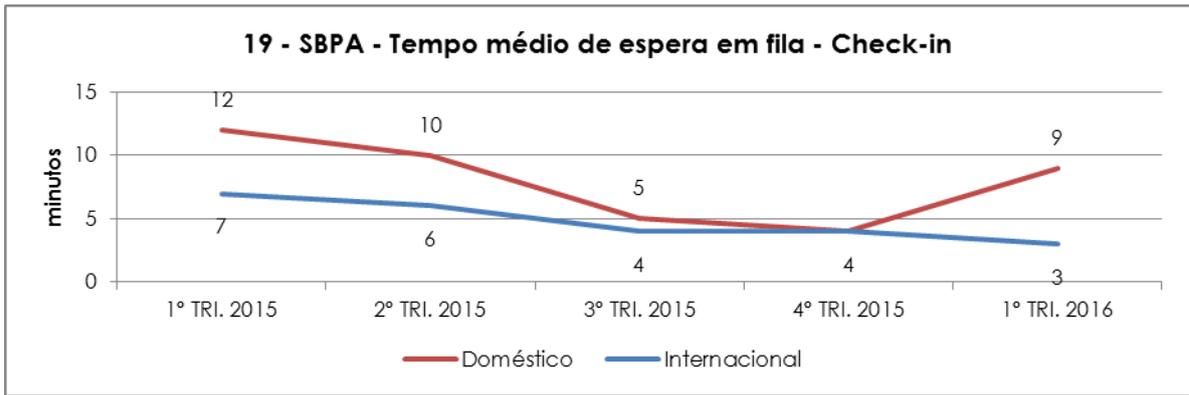
17 - SBPA - Escolaridade

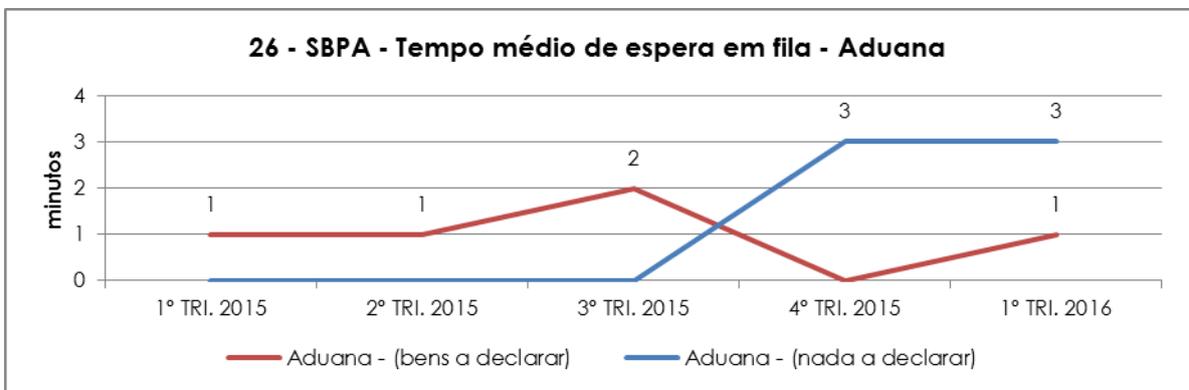
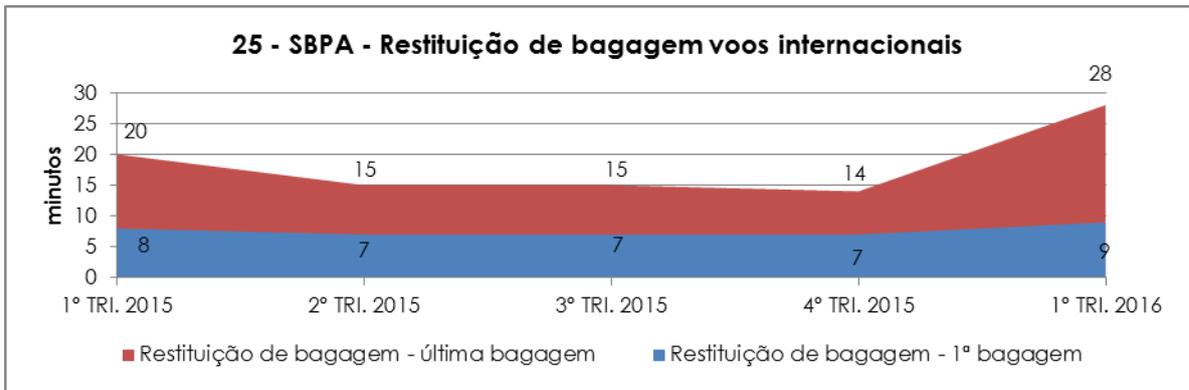
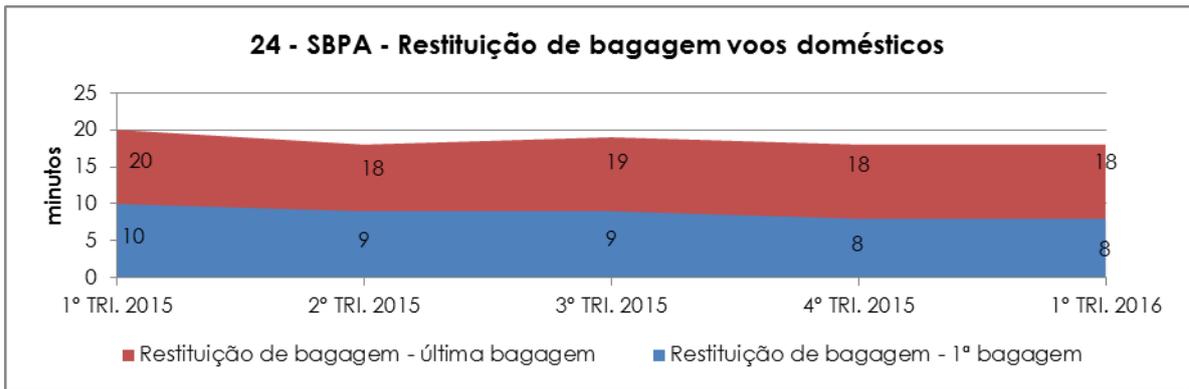
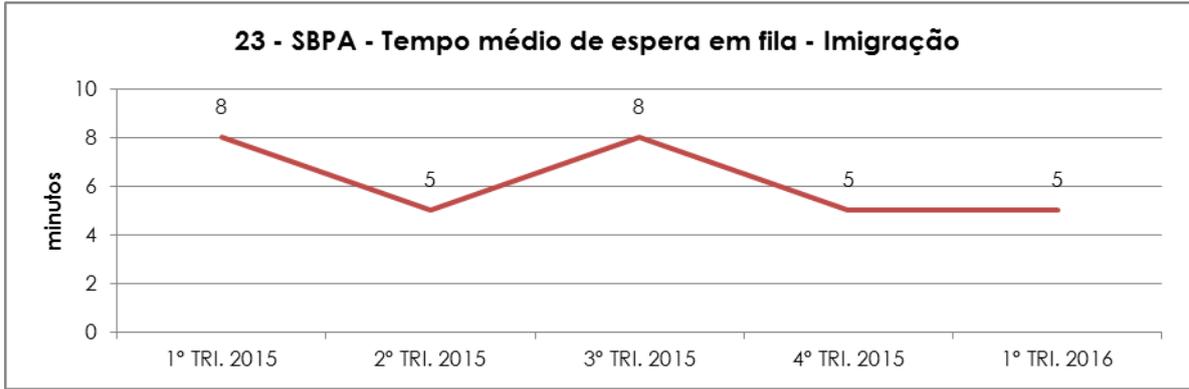


N: 453 Entrevistas/1º trimestre 2016

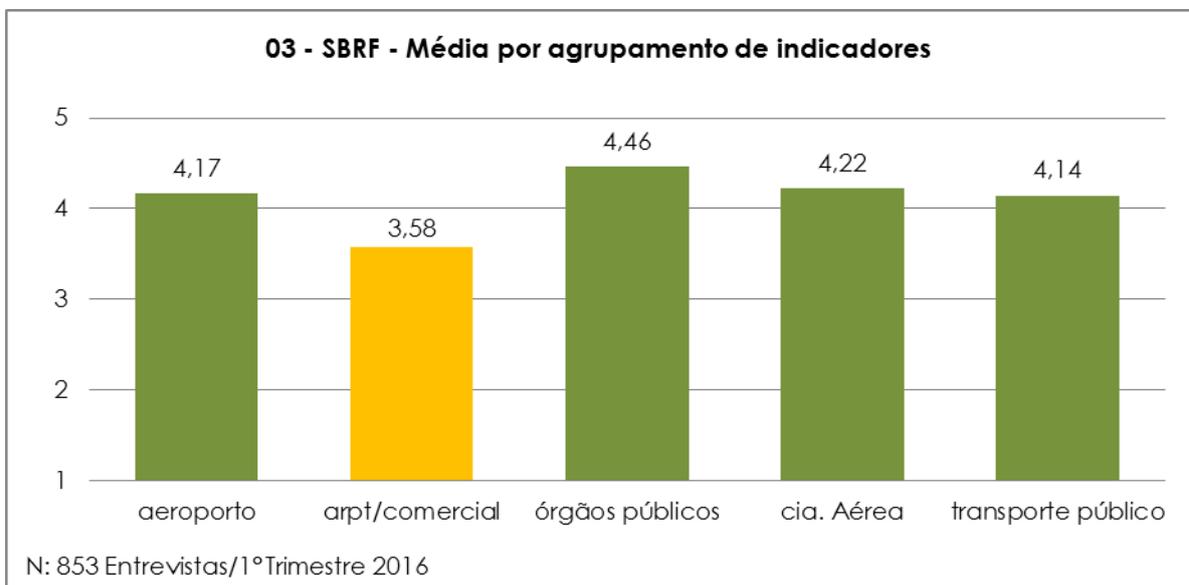
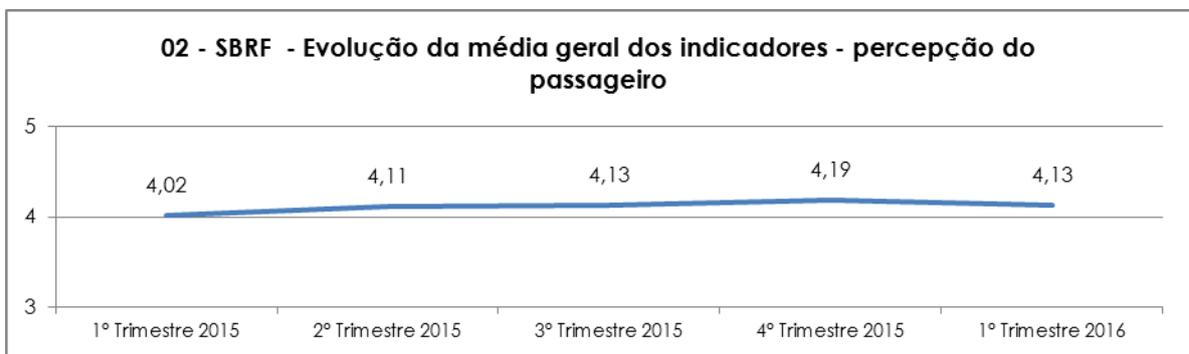
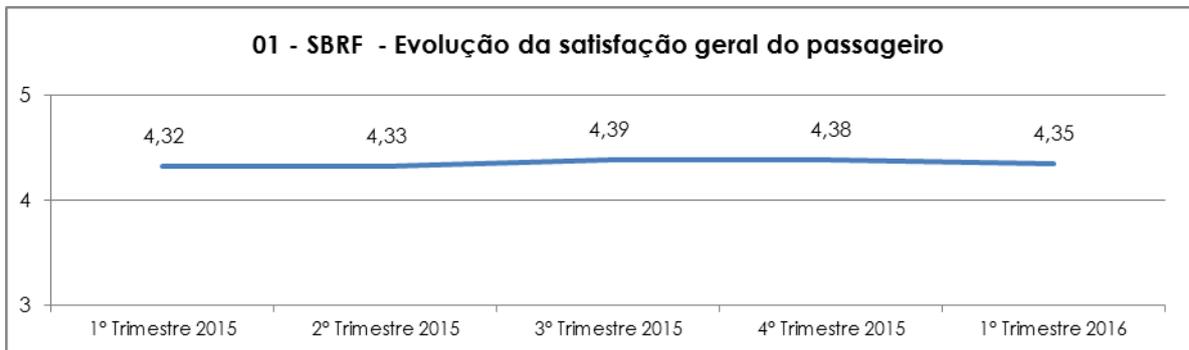
## 18 - SBPA - Média geral dos Indicadores



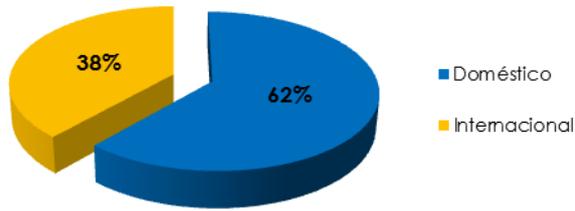




### 3.11 AEROPORTO INTERNACIONAL GILBERTO FREYRE – RECIFE (SBRF)

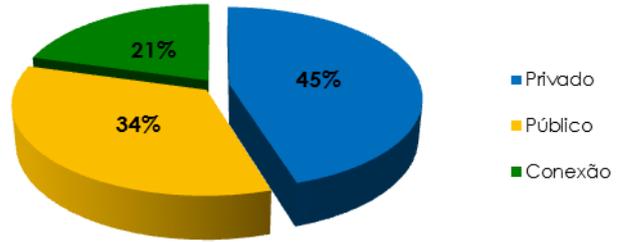


**04 - SBRF - Distribuição amostral - Tipo de voo**



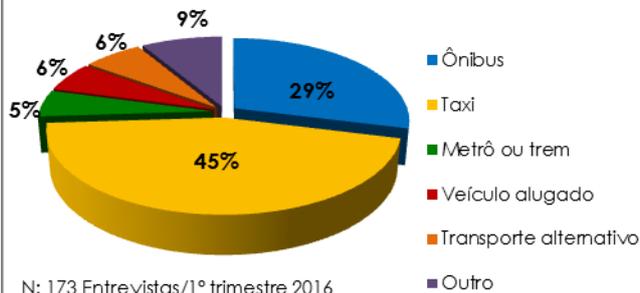
N: 853 Entrevistas/1º trimestre 2016

**05 - SBRF - Tipo de transporte**



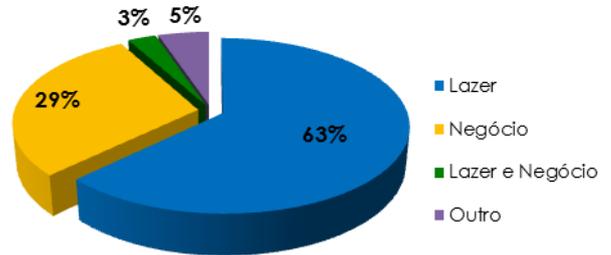
N: 524 Entrevistas/1º trimestre 2016

**06 - SBRF - Meio de transporte público utilizado**



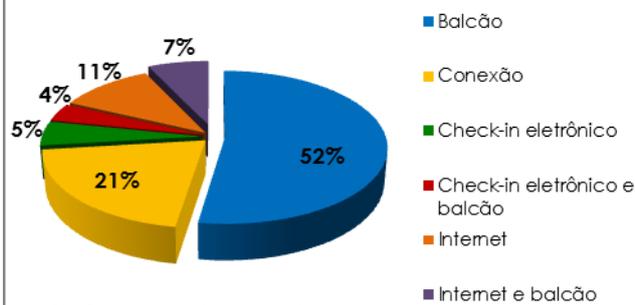
N: 173 Entrevistas/1º trimestre 2016

**07 - SBRF - Motivo da viagem**



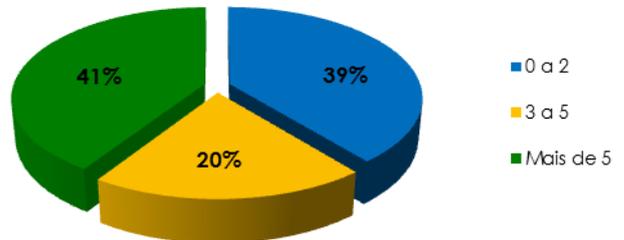
N: 524 Entrevistas/1º trimestre 2016

**08 - SBRF - Forma de check-in**



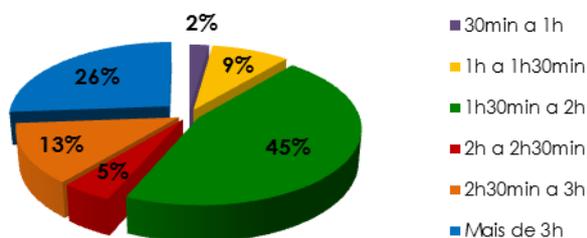
N: 524 Entrevistas/1º trimestre 2016

**09 - SBRF - Frequência de viagem nos últimos 12 meses**



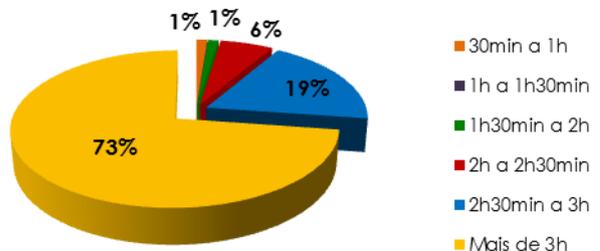
N: 524 Entrevistas/1º trimestre 2016

**10 - SBRF - Antecedência de chegada para voo doméstico**



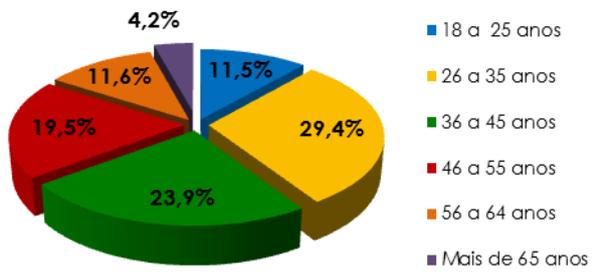
N: 313 Entrevistas/1º trimestre 2016

**11 - SBRF - Antecedência de chegada para voo internacional**



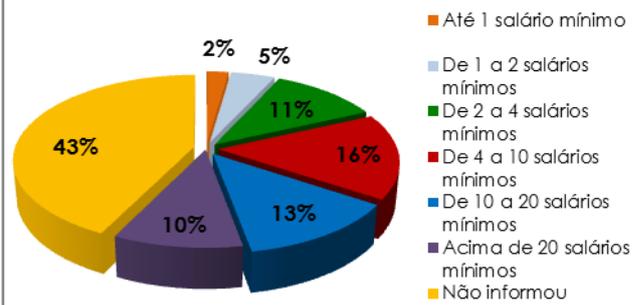
N: 165 Entrevistas/1º trimestre 2016

12 - SBRF - Idade



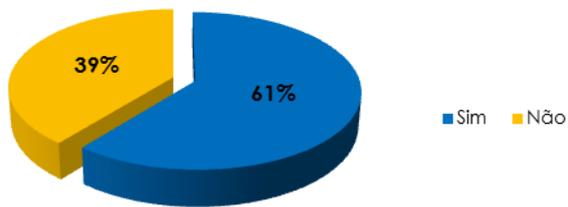
N: 524 Entrevistas/1º trimestre 2016

13 - SBRF - Renda



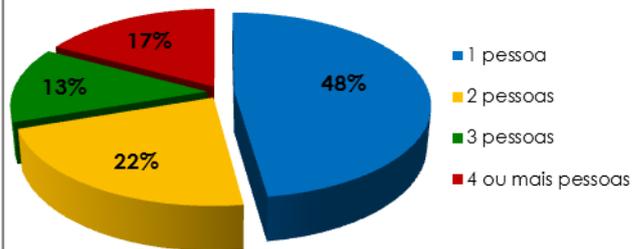
N: 524 Entrevistas/1º trimestre 2016

14 - SBRF - Viajando sozinho



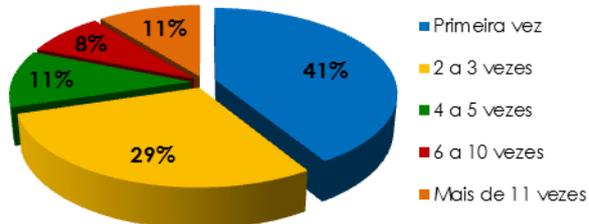
N: 524 Entrevistas/1º trimestre 2016

15 - SBRF - Número de acompanhantes



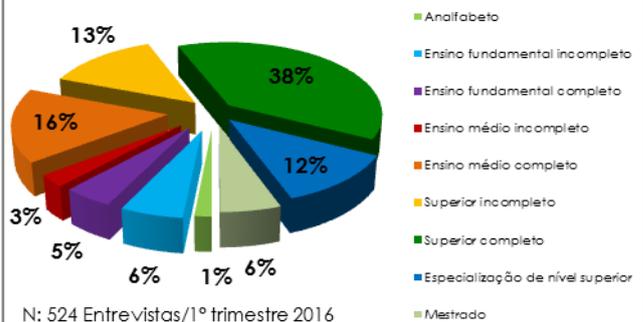
N: 205 Entrevistas/1º trimestre 2016

16 - SBRF - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



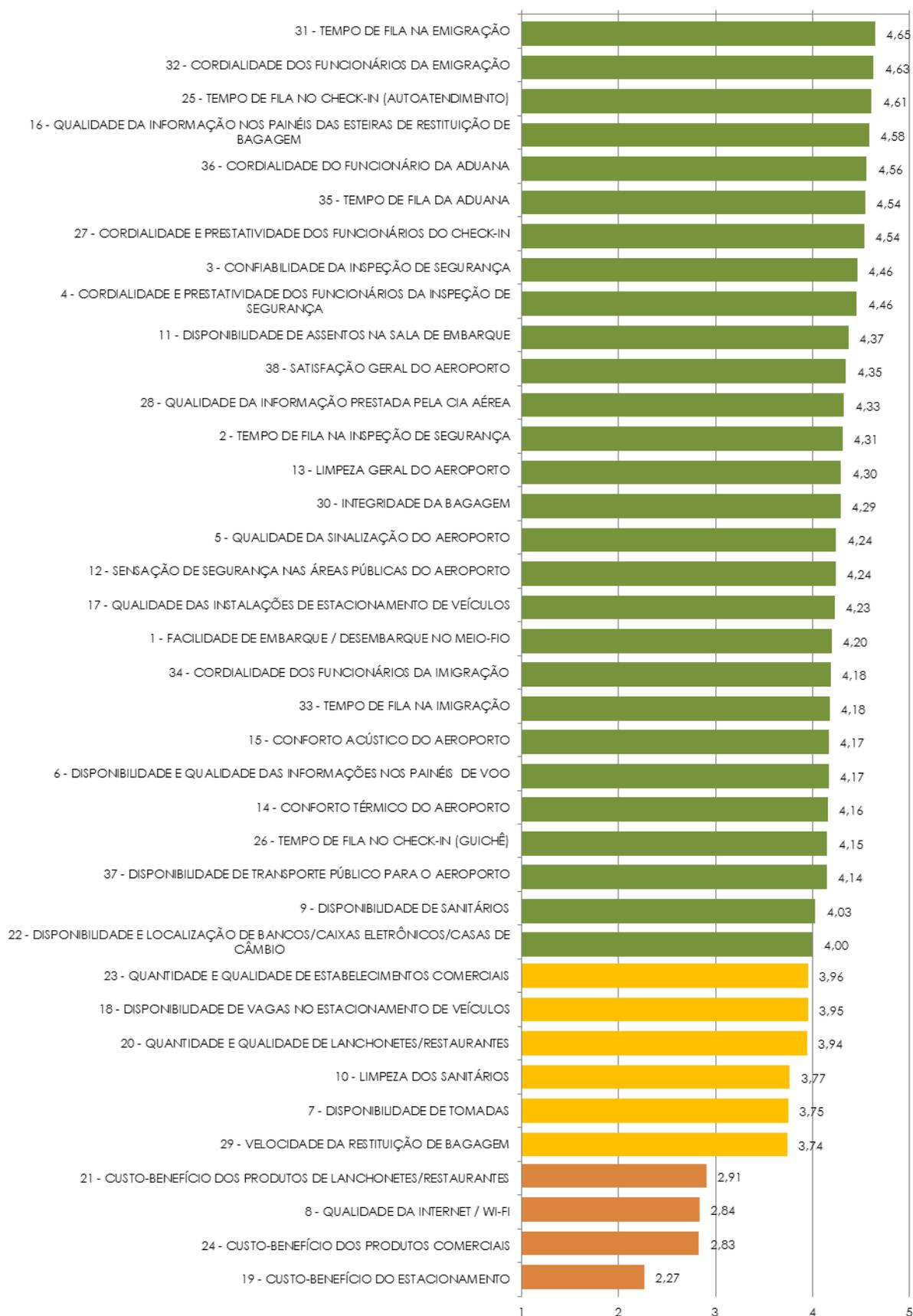
N: 524 Entrevistas/1º trimestre 2016

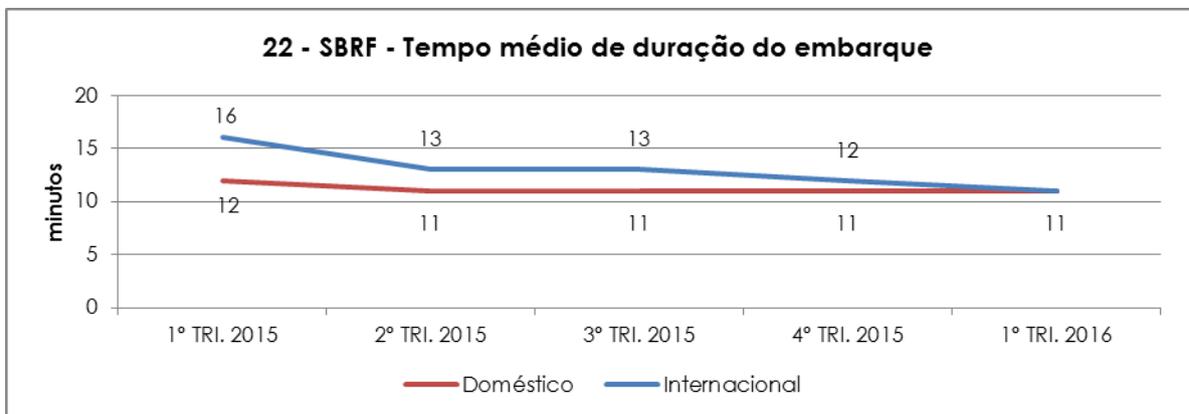
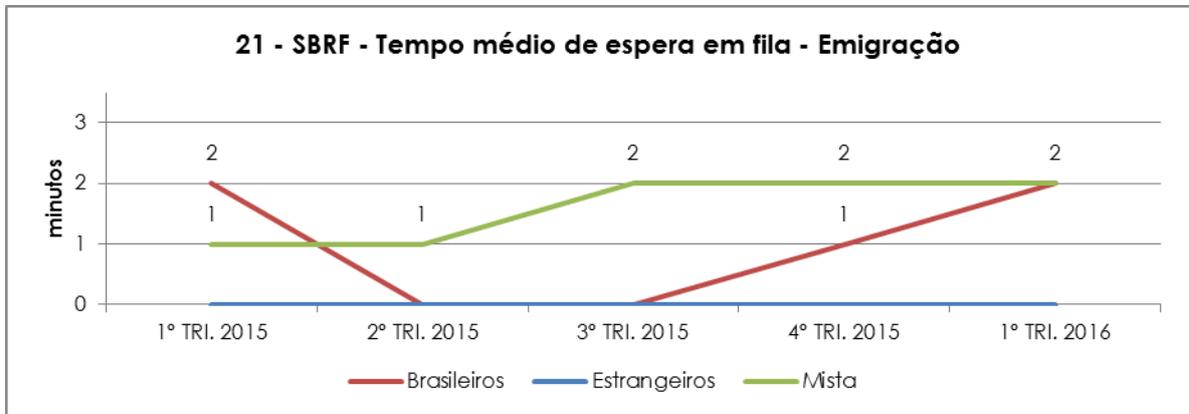
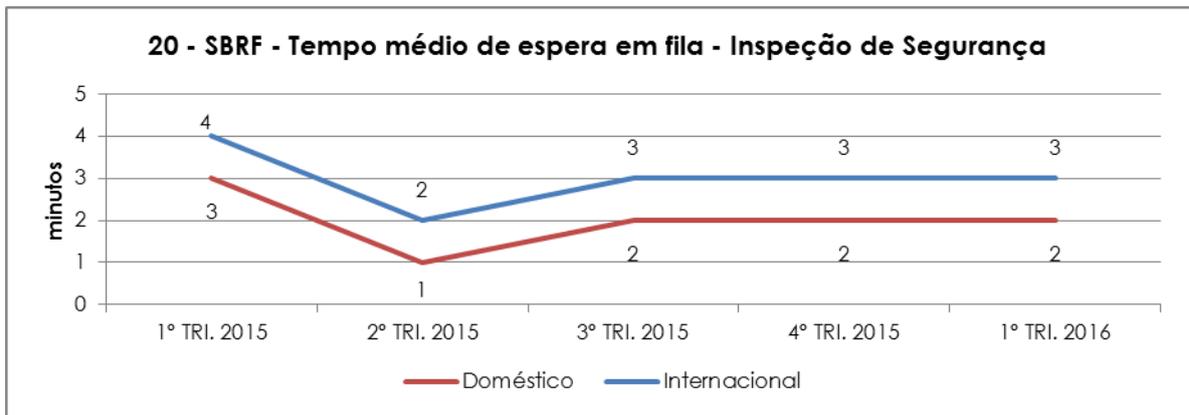
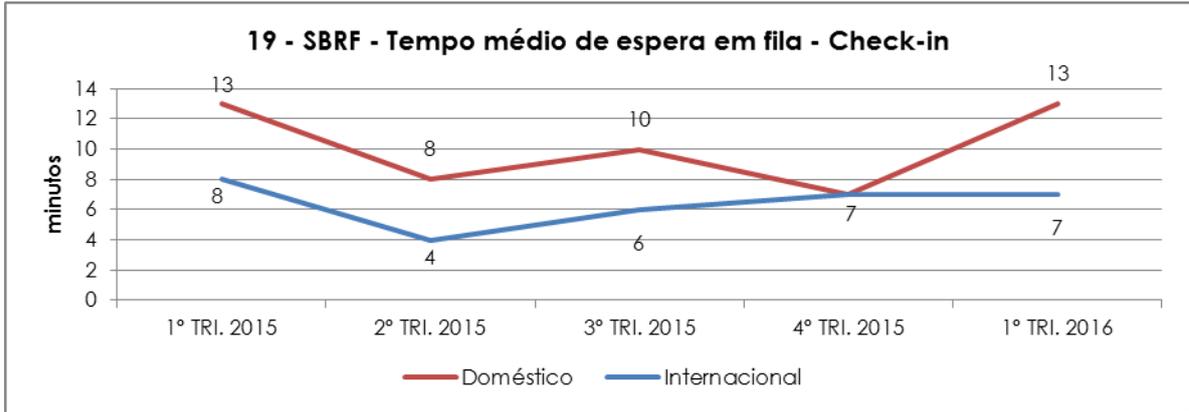
17 - SBRF - Escolaridade

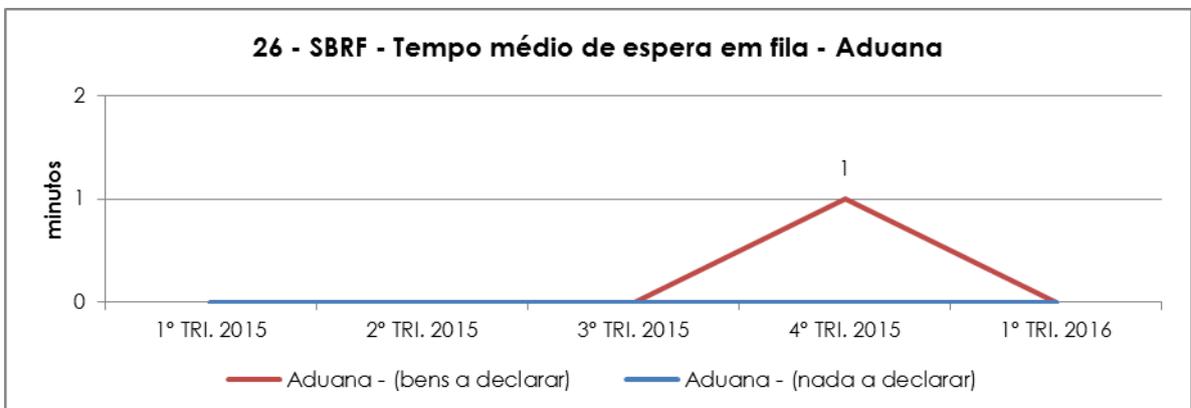
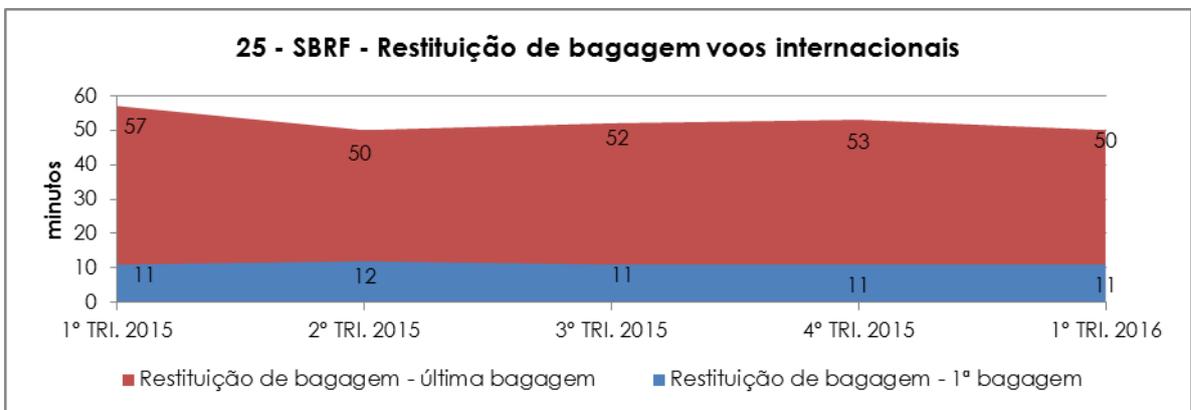
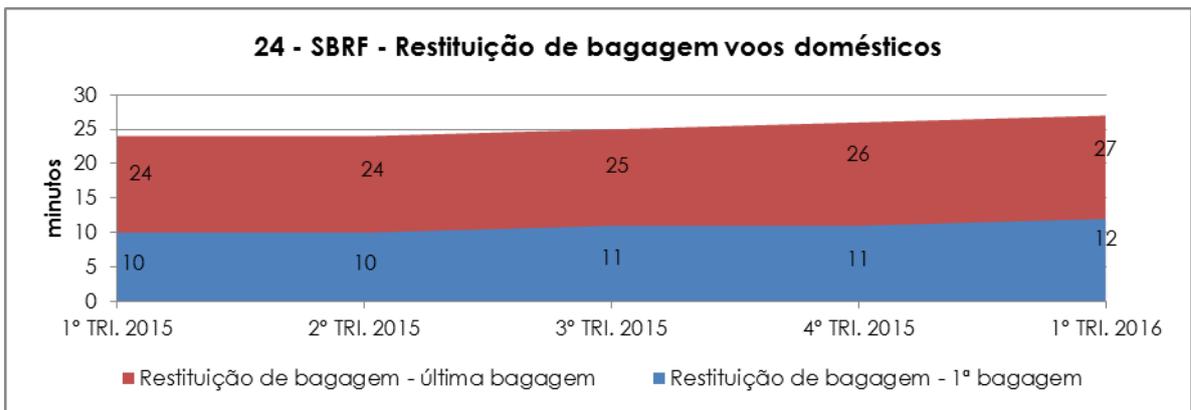
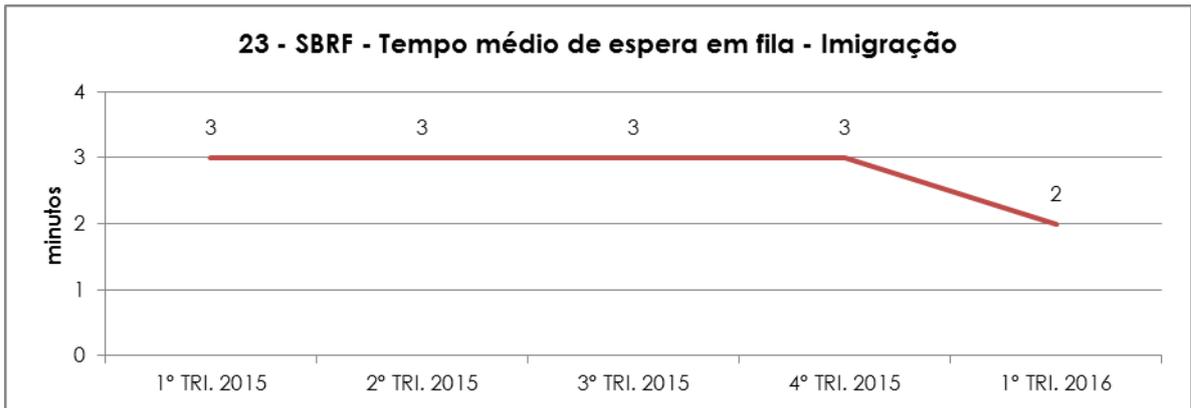


N: 524 Entrevistas/1º trimestre 2016

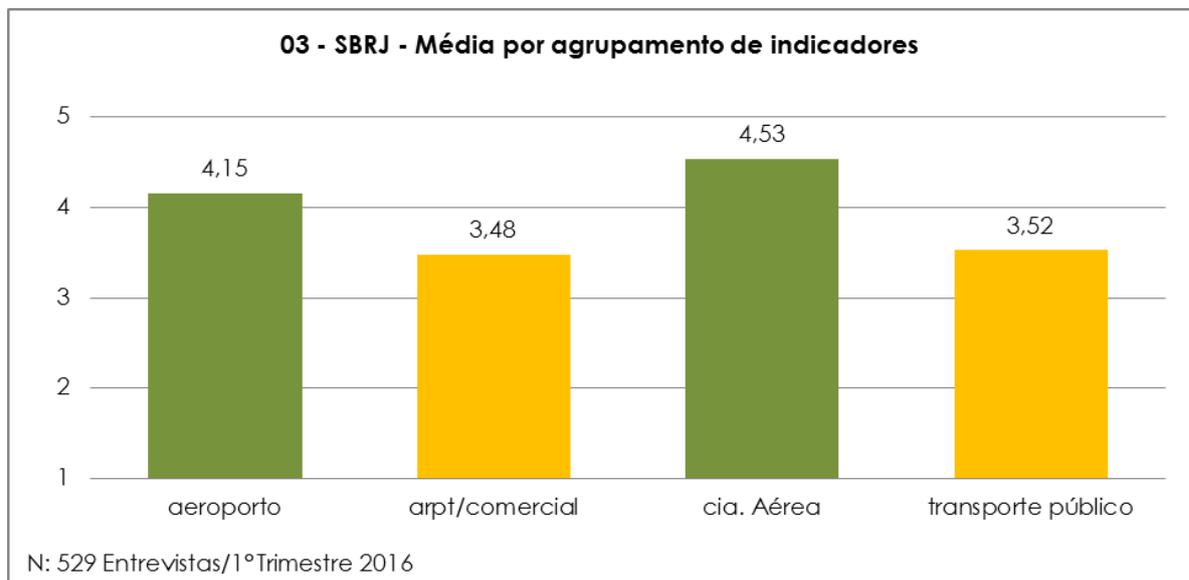
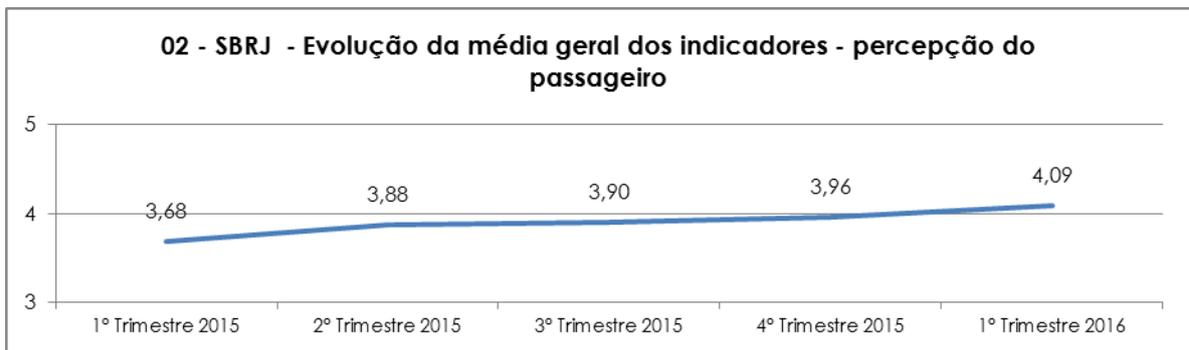
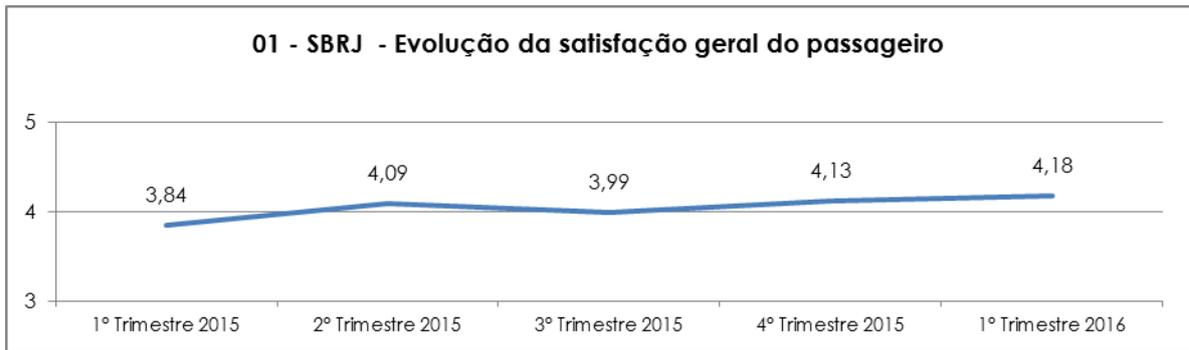
## 18 - SBRF - Média geral dos Indicadores





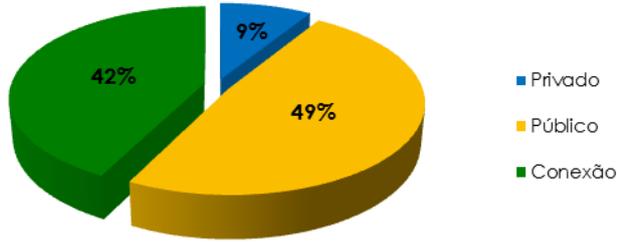


### 3.12 AEROPORTO SANTOS DUMONT- RIO DE JANEIRO (SBRJ)



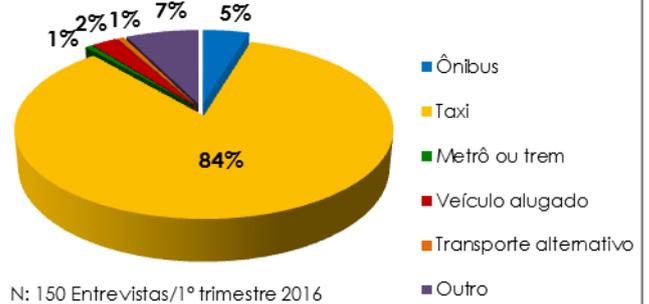
\* Não há voos internacionais neste aeroporto

**04 - SBRJ - Tipo de transporte**



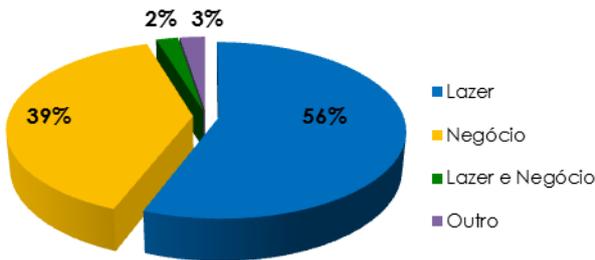
N: 315 Entrevistas/1º trimestre 2016

**05 - SBRJ - Meio de transporte público utilizado**



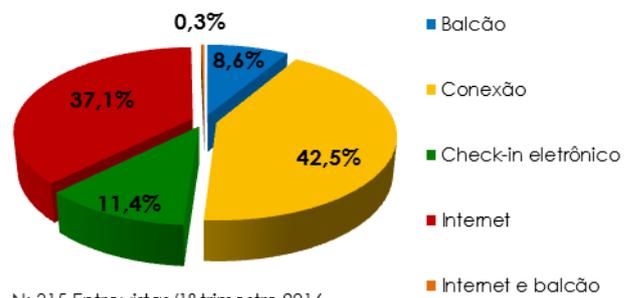
N: 150 Entrevistas/1º trimestre 2016

**06 - SBRJ - Motivo da viagem**



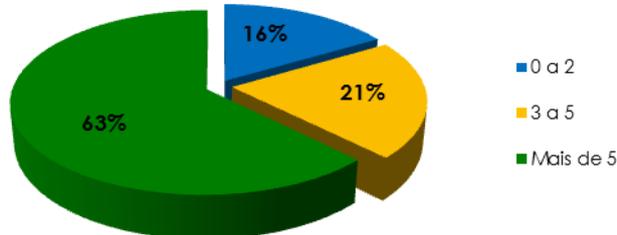
N: 315 Entrevistas/1º trimestre 2016

**07 - SBRJ - Forma de check-in**



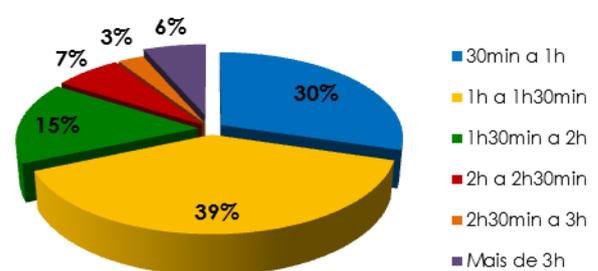
N: 315 Entrevistas/1º trimestre 2016

**08 - SBRJ - Frequência de viagem nos últimos 12 meses**



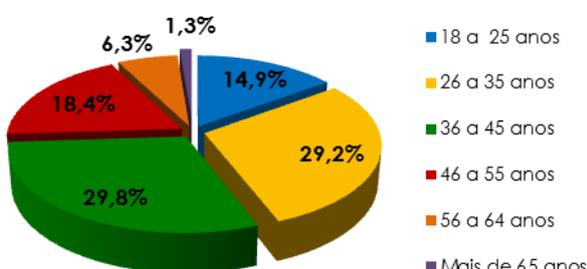
N: 315 Entrevistas/1º trimestre 2016

**09 - SBRJ - Antecedência de chegada para voo doméstico**



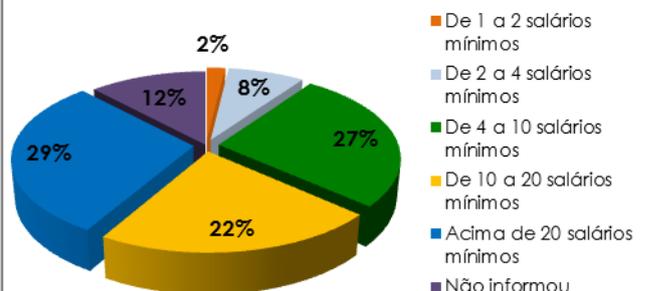
N: 263 Entrevistas/1º trimestre 2016

**10 - SBRJ - Idade**



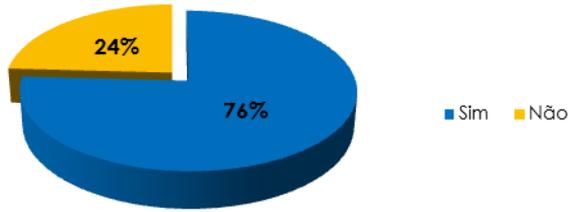
N: 315 Entrevistas/1º trimestre 2016

**11 - SBRJ - Renda**



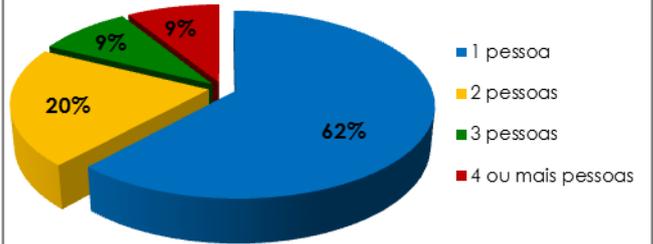
N: 315 Entrevistas/1º trimestre 2016

12 - SBRJ - Viajando sozinho



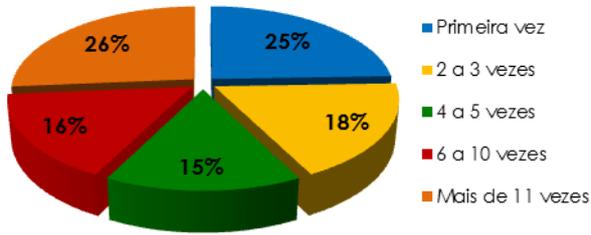
N: 315 Entrevistas/1º trimestre 2016

13 - SBRJ - Número de acompanhantes



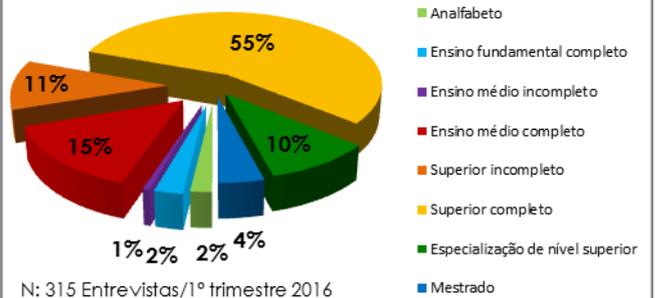
N: 68 Entrevistas/1º trimestre 2016

14 - SBRJ - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



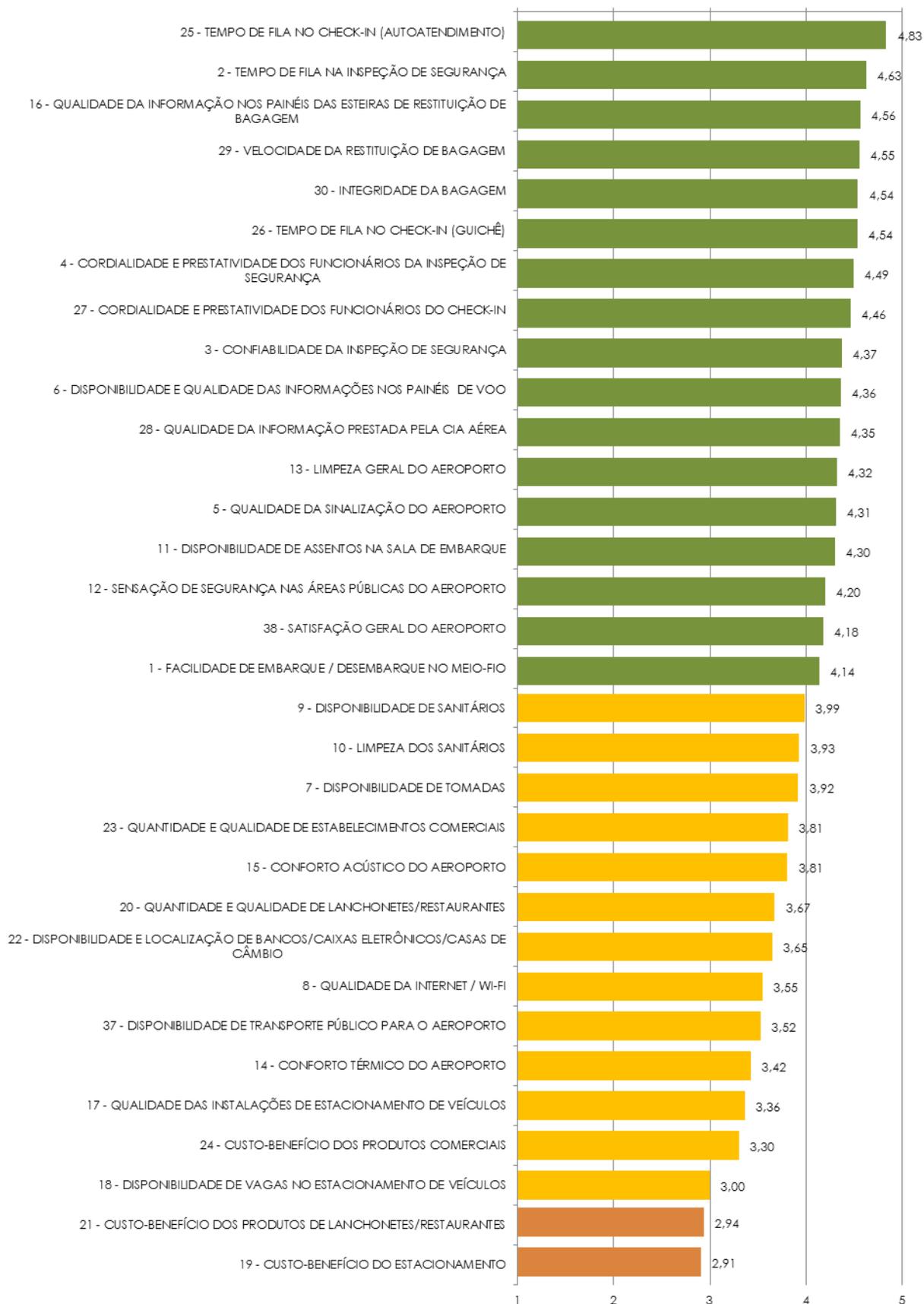
N: 315 Entrevistas/1º trimestre 2016

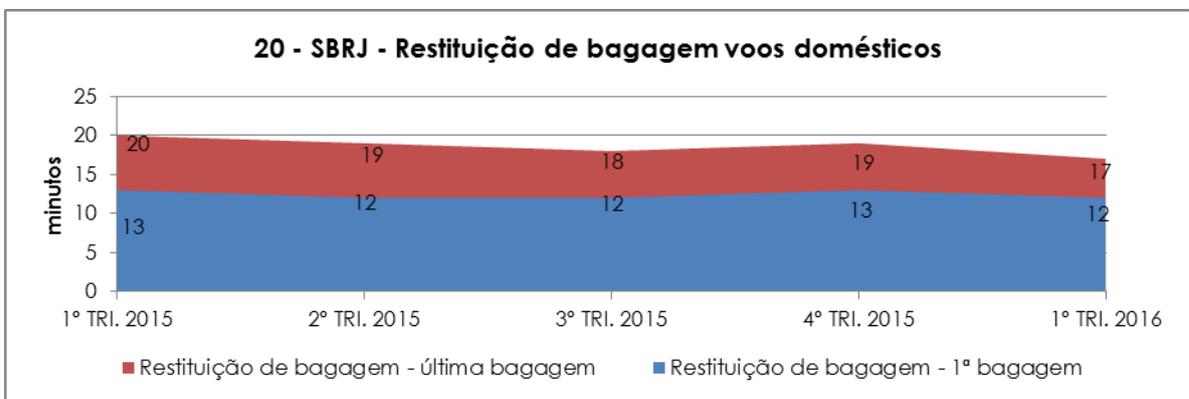
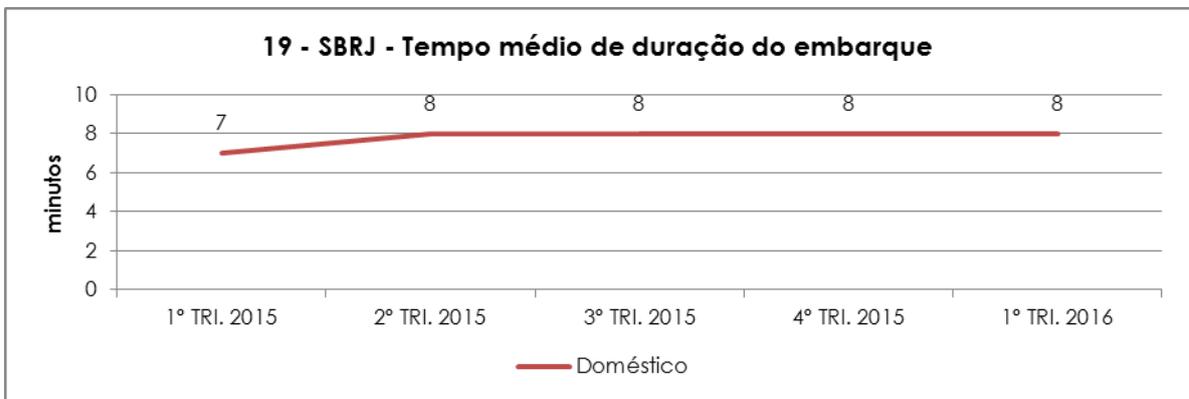
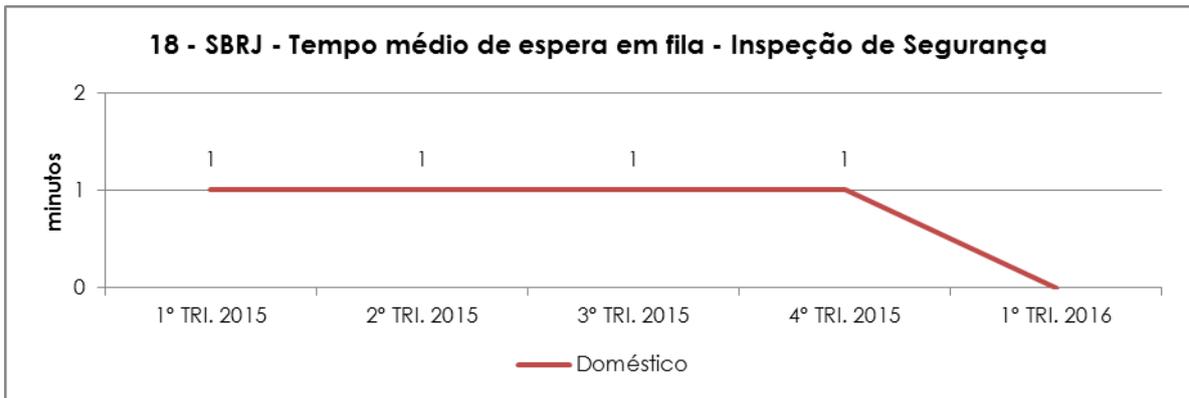
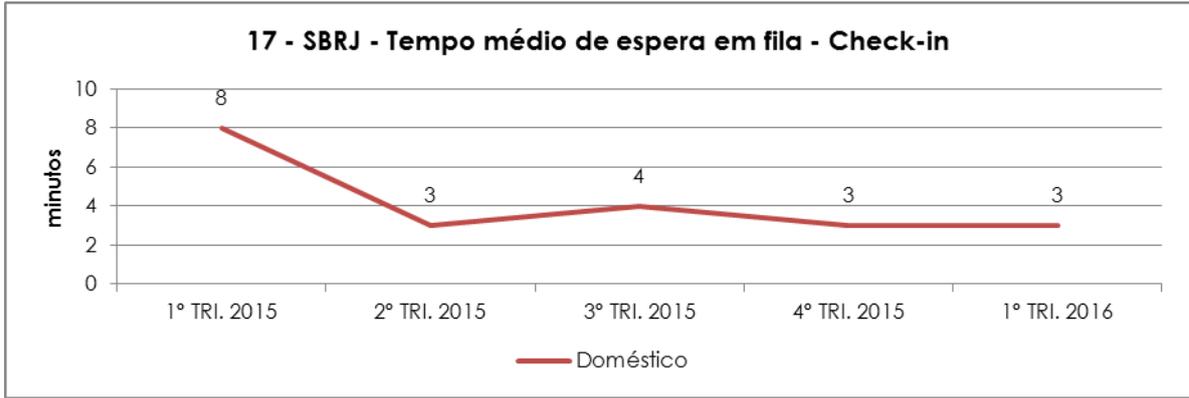
15 - SBRJ - Escolaridade



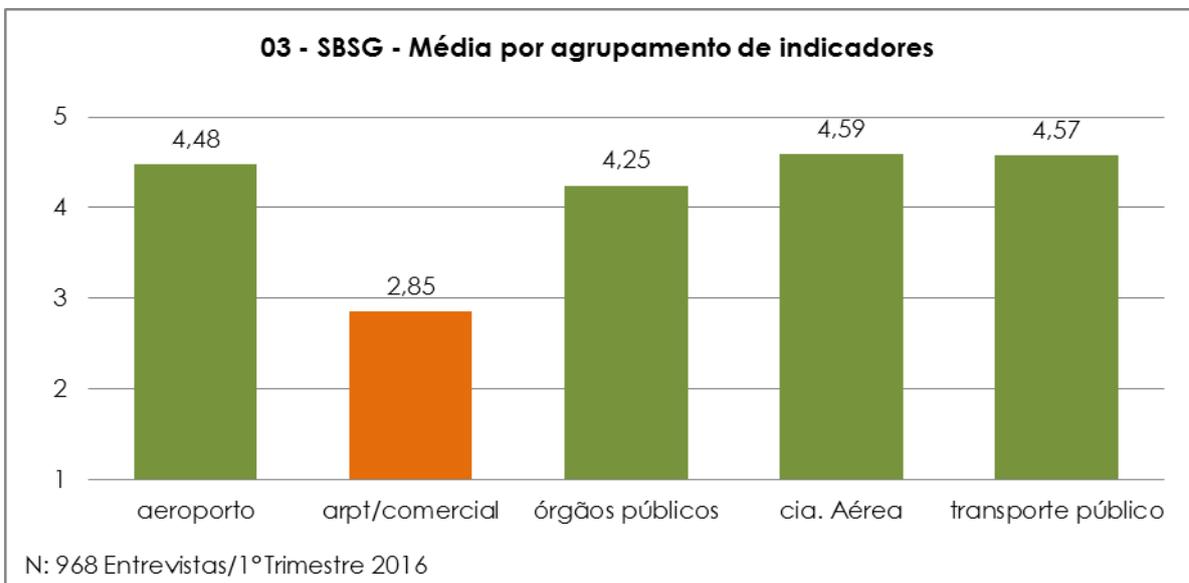
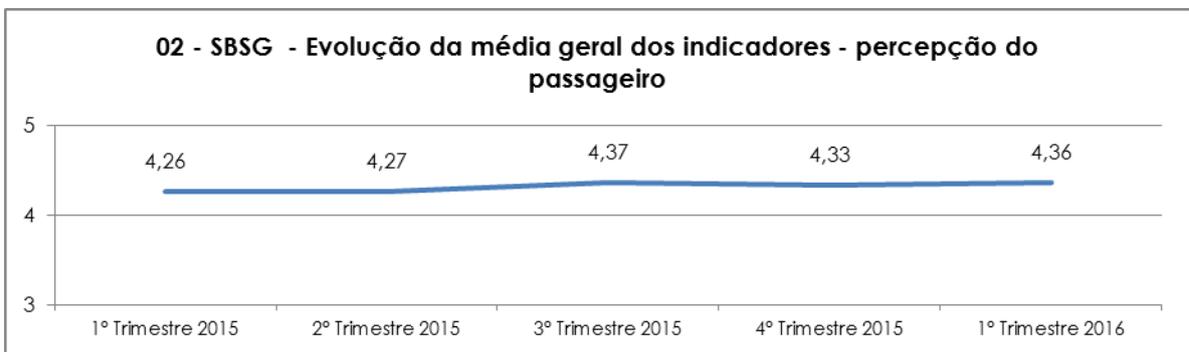
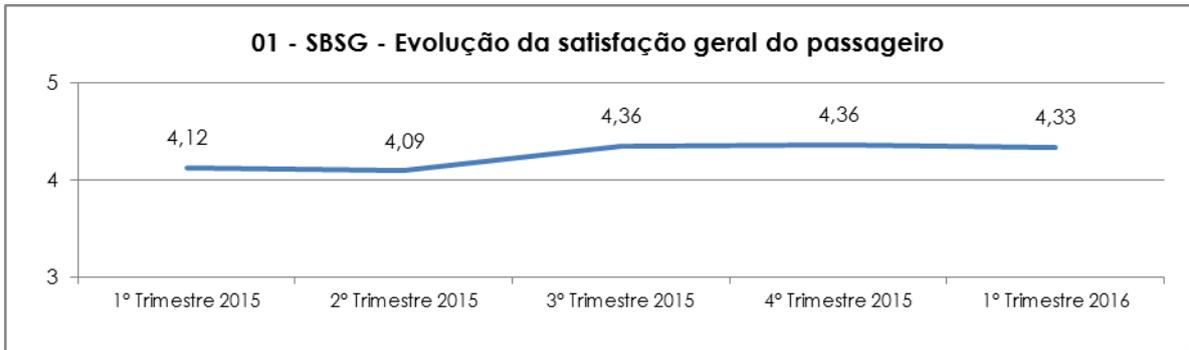
N: 315 Entrevistas/1º trimestre 2016

## 18 - SBRJ - Média geral dos Indicadores

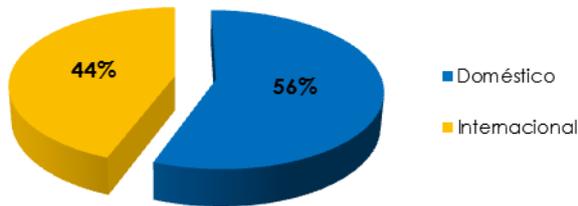




### 3.13 AEROPORTO INTERNACIONAL DE SÃO GONÇALO DO AMARANTE – NATAL (SBSG)

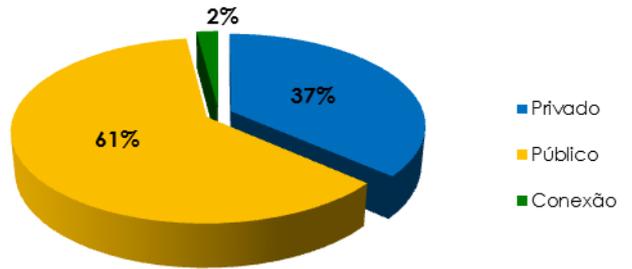


**04 - SBSG - Distribuição amostral - Tipo de voo**



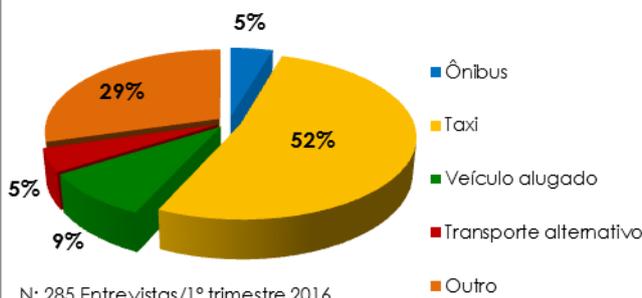
N: 968 Entrevistas/1º trimestre 2016

**05 - SBSG - Tipo de transporte**



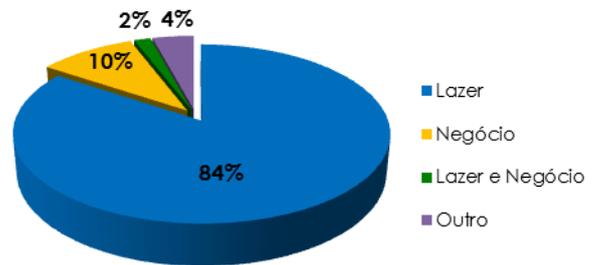
N: 480 Entrevistas/1º trimestre 2016

**06 - SBSG - Meio de transporte público utilizado**



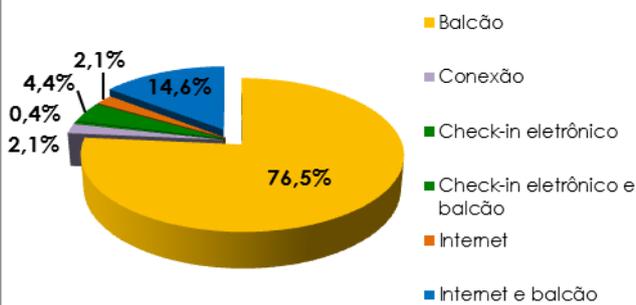
N: 285 Entrevistas/1º trimestre 2016

**07 - SBSG - Motivo da viagem**



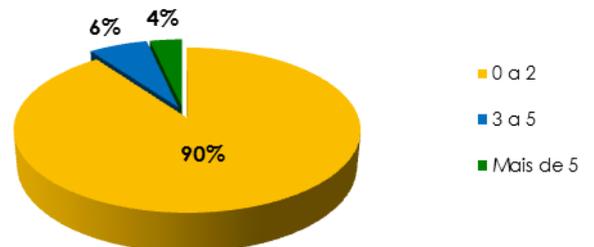
N: 480 Entrevistas/1º trimestre 2016

**08 - SBSG - Forma de check-in**



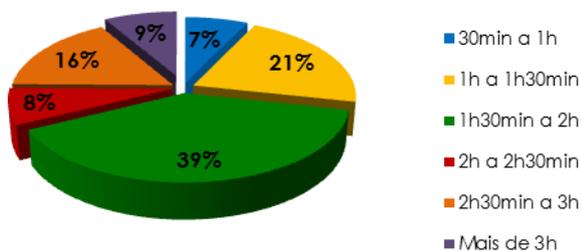
N: 480 Entrevistas/1º trimestre 2016

**09 - SBSG - Frequência de viagem nos últimos 12 meses**



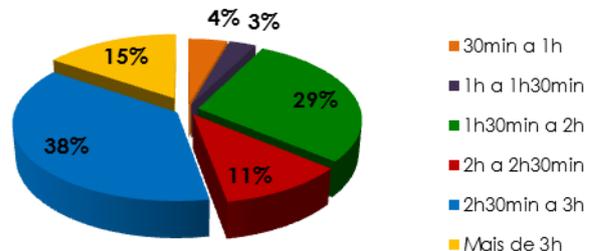
N: 480 Entrevistas/1º trimestre 2016

**10 - SBSG - Antecedência de chegada para voo doméstico**



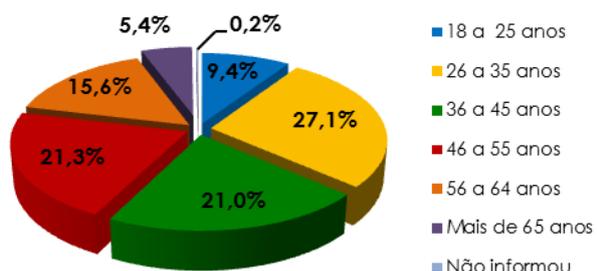
N: 250 Entrevistas/1º trimestre 2016

**11 - SBSG - Antecedência de chegada para voo internacional**



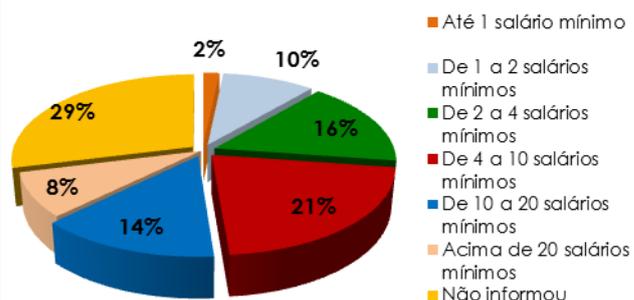
N: 227 Entrevistas/1º trimestre 2016

12 - SBSG - Idade



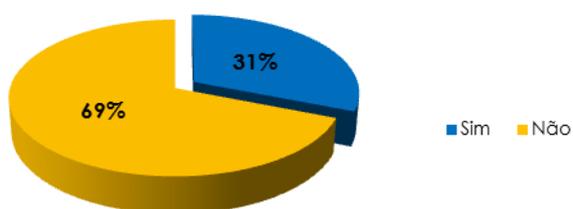
N: 480 Entrevistas/1º trimestre 2016

13 - SBSG - Renda



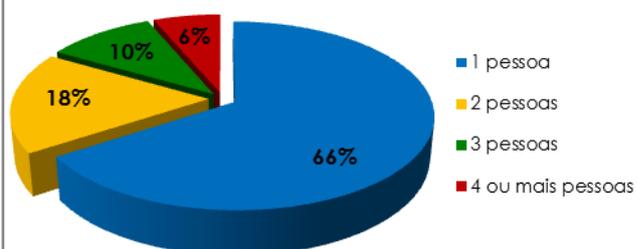
N: 480 Entrevistas/1º trimestre 2016

14 - SBSG - Viajando sozinho



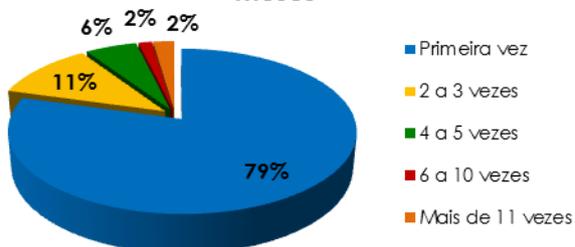
N: 480 Entrevistas/1º trimestre 2016

15 - SBSG - Número de acompanhantes



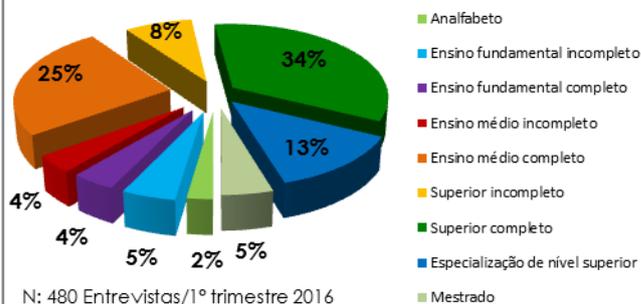
N: 330 Entrevistas/1º trimestre 2016

16 - SBSG - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



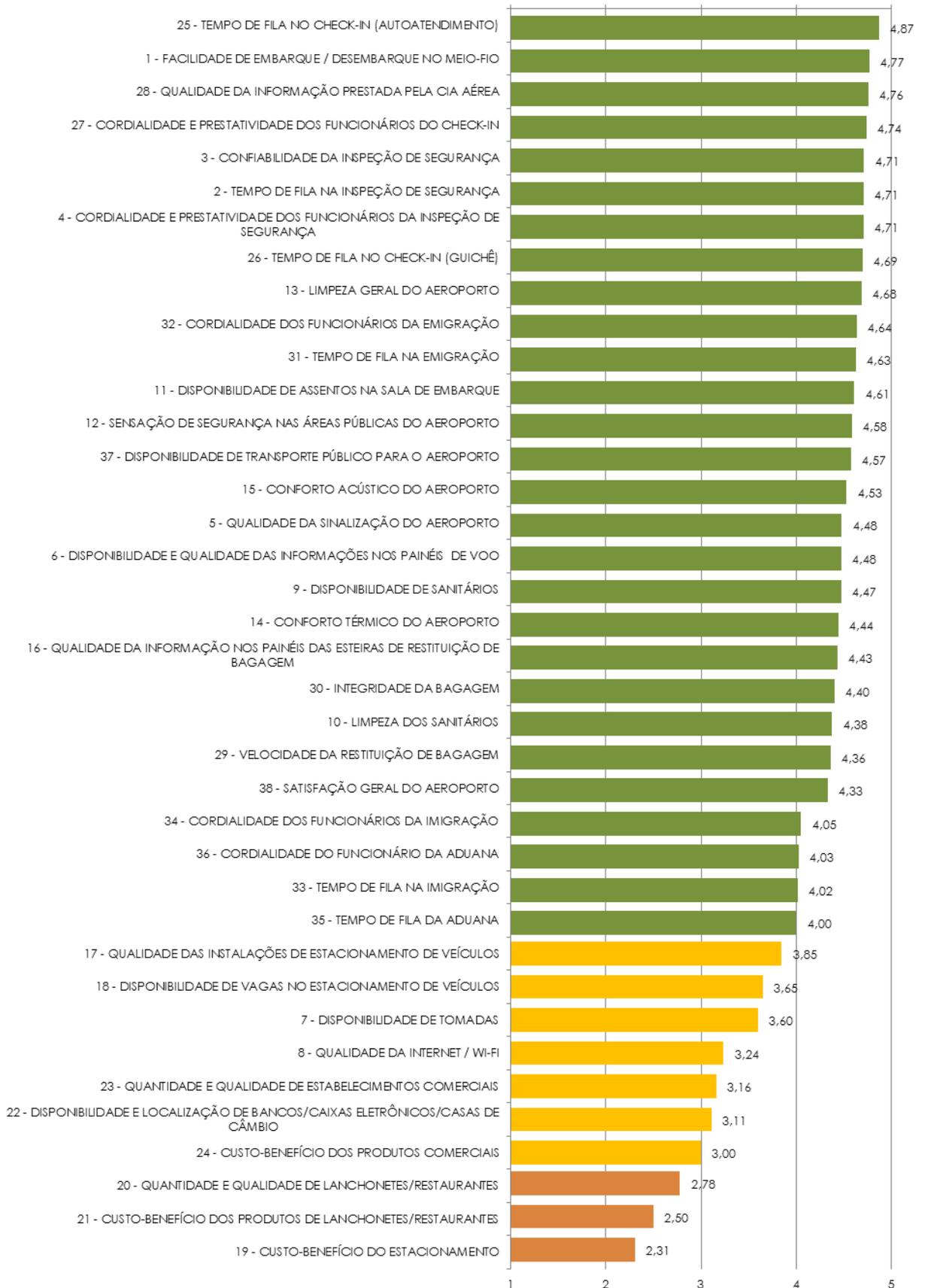
N: 480 Entrevistas/1º trimestre 2016

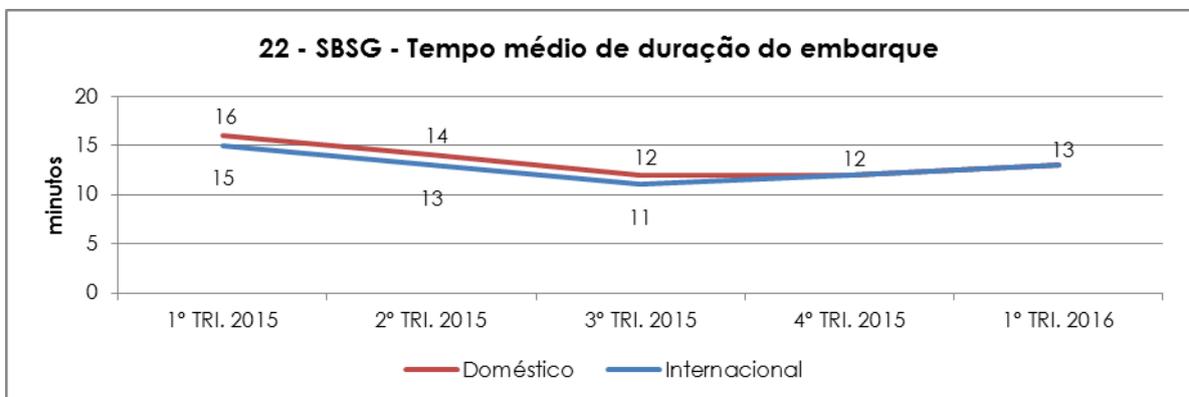
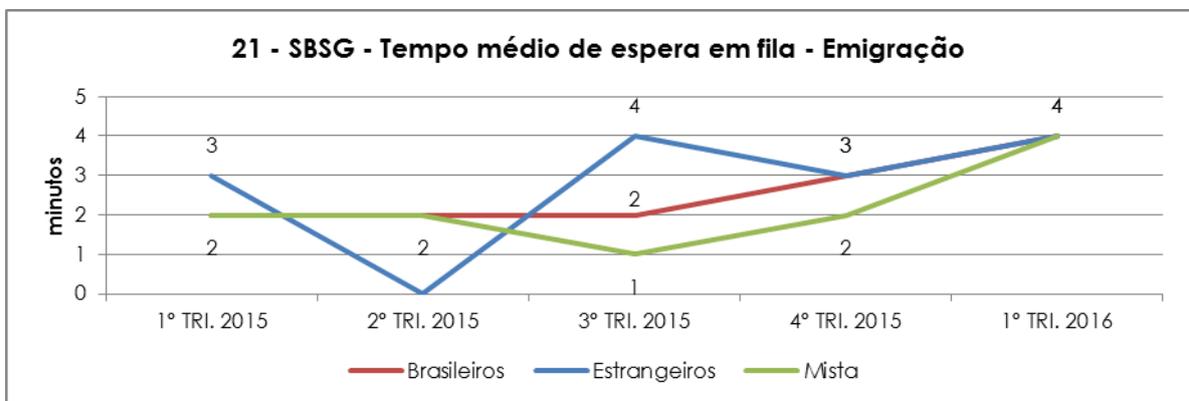
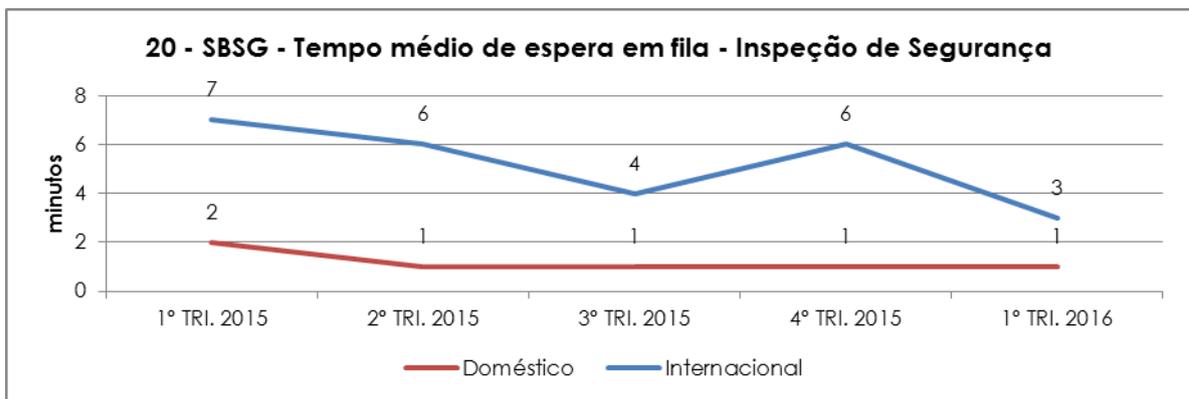
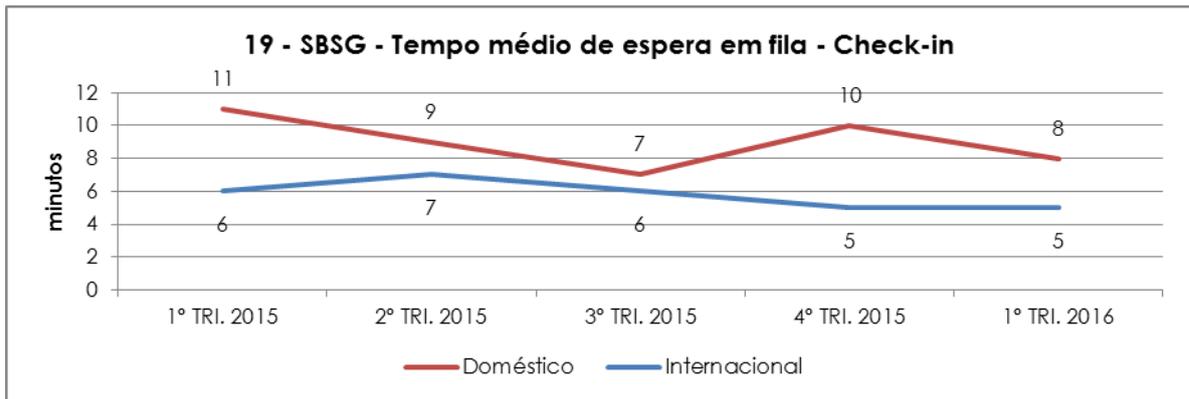
17 - SBSG - Escolaridade

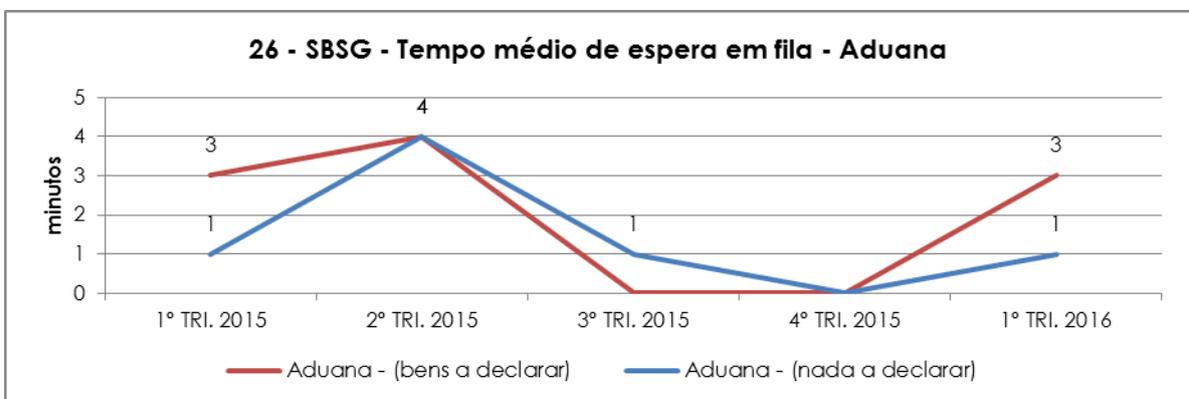
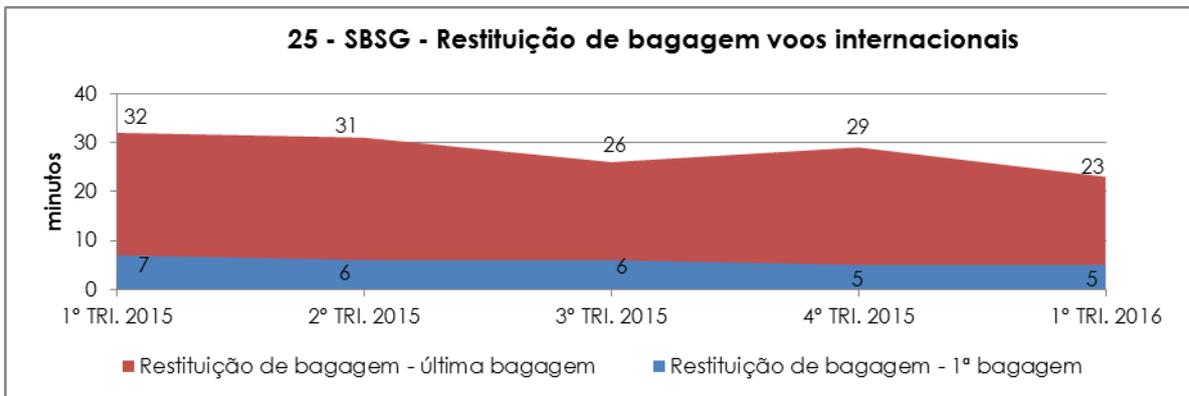
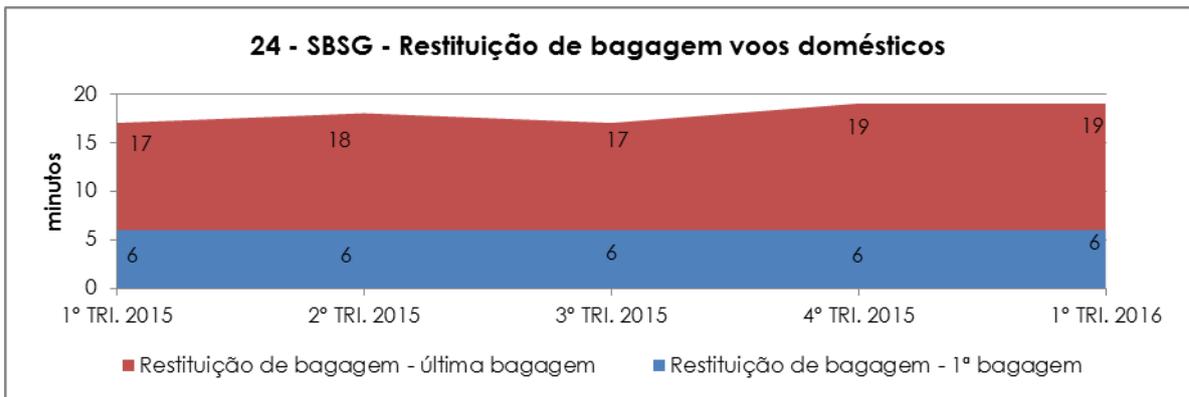
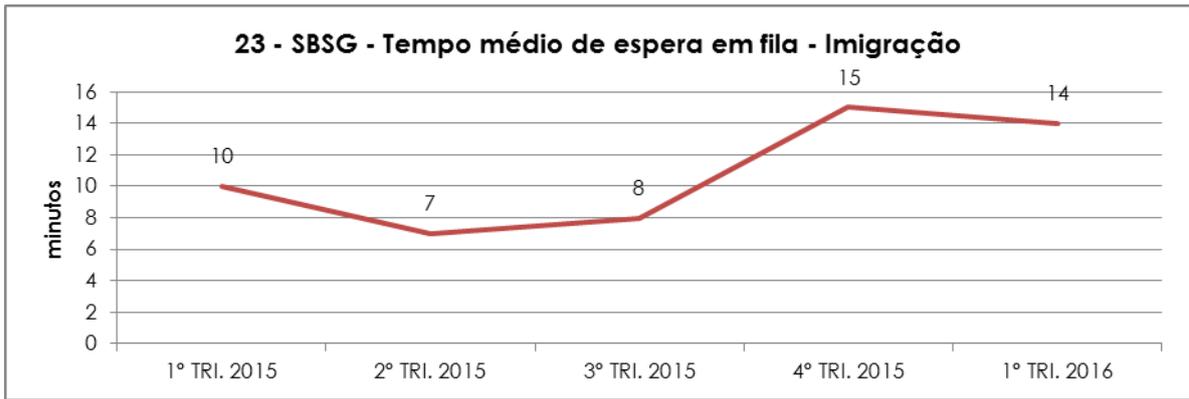


N: 480 Entrevistas/1º trimestre 2016

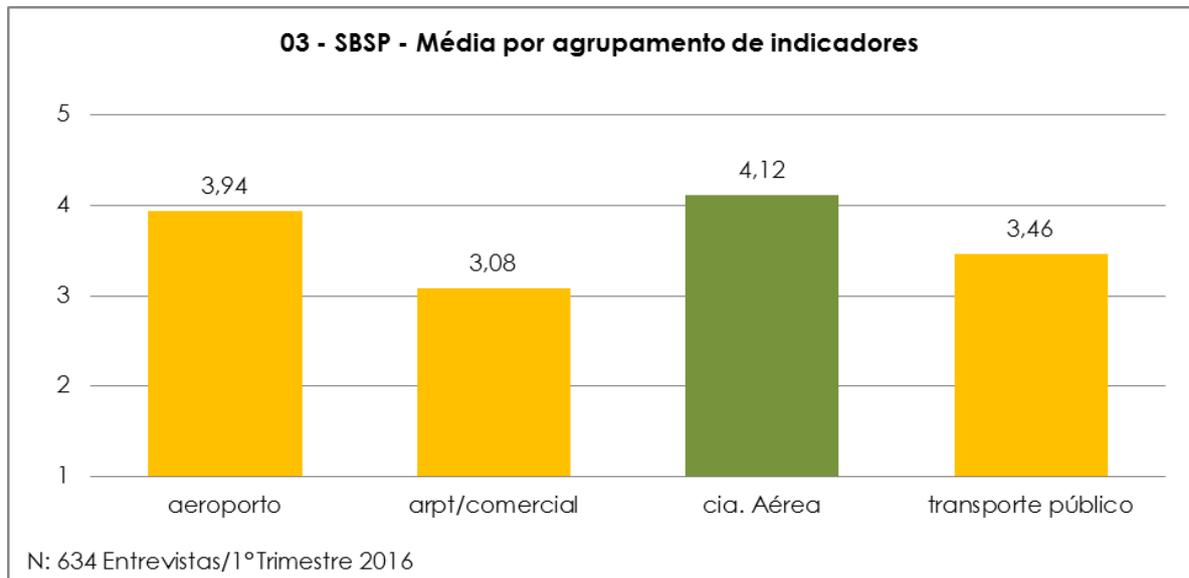
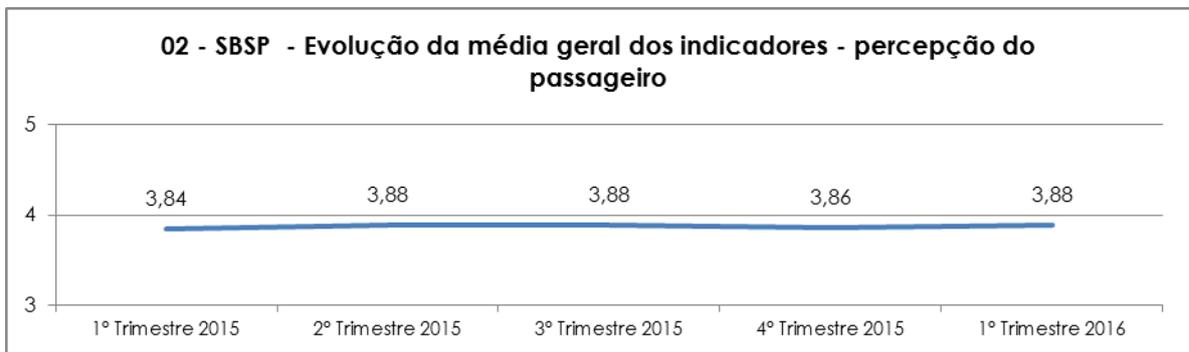
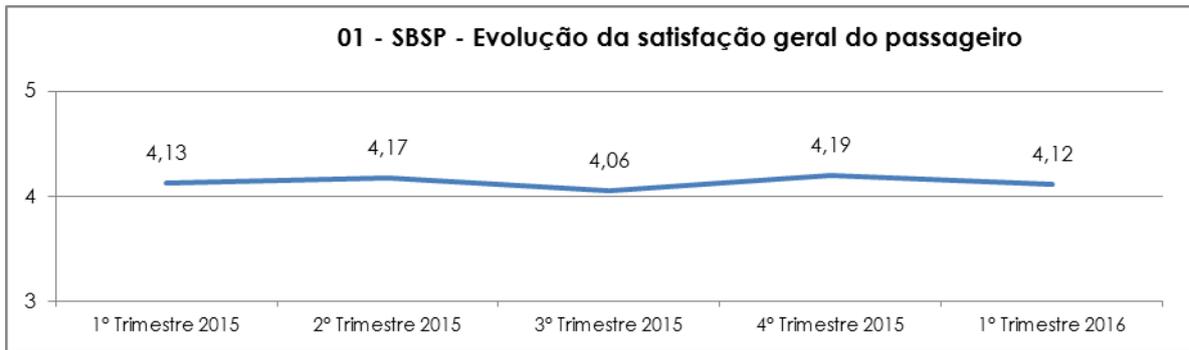
## 18 - SBSG - Média geral dos Indicadores



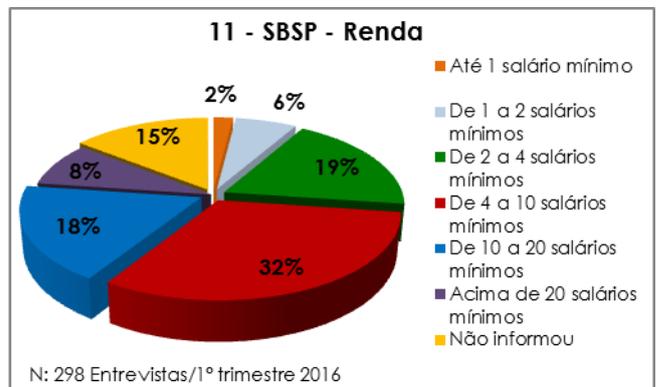
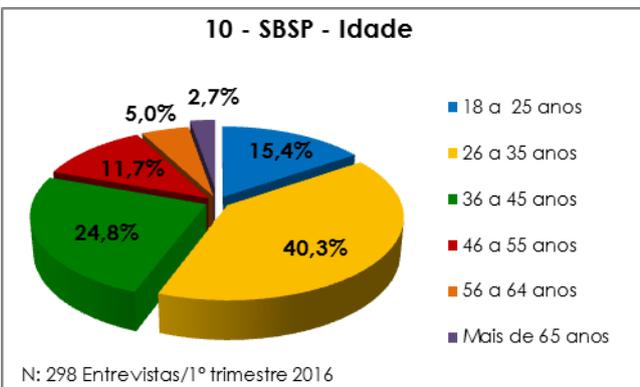
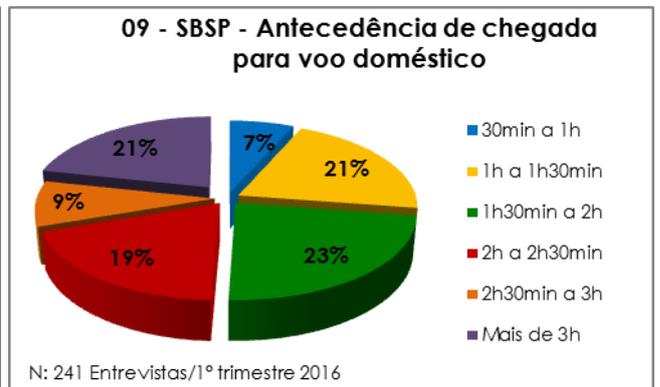
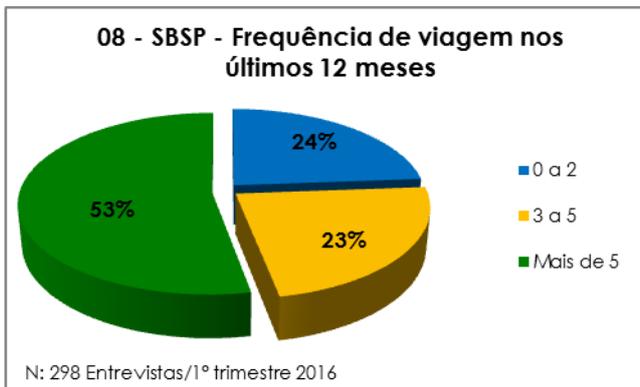
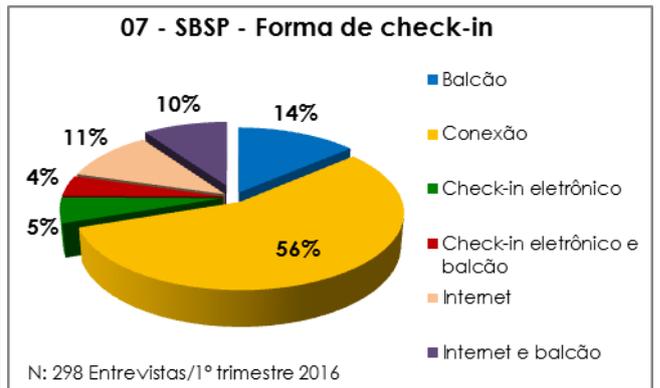
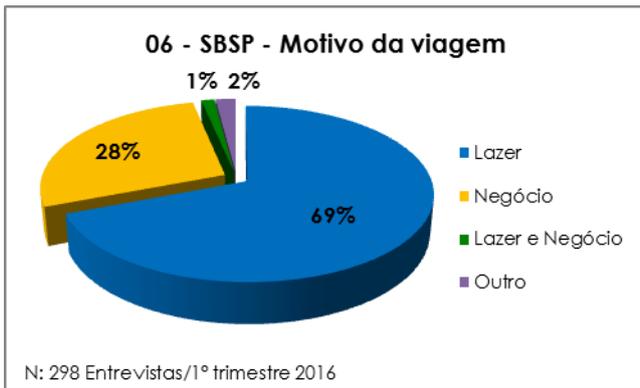
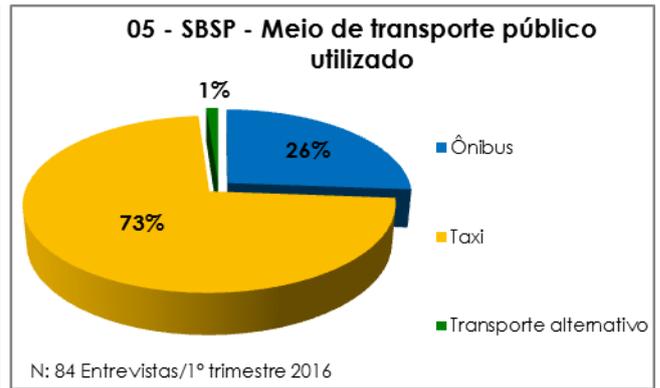
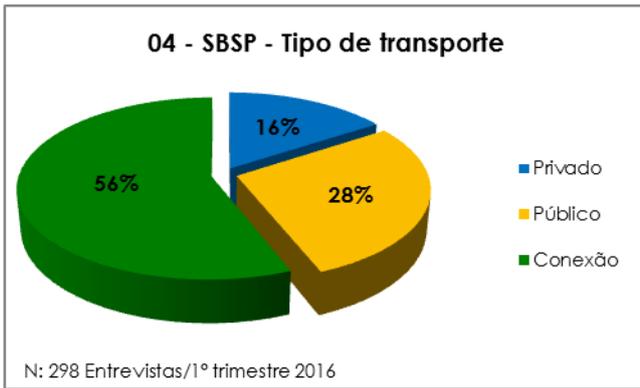


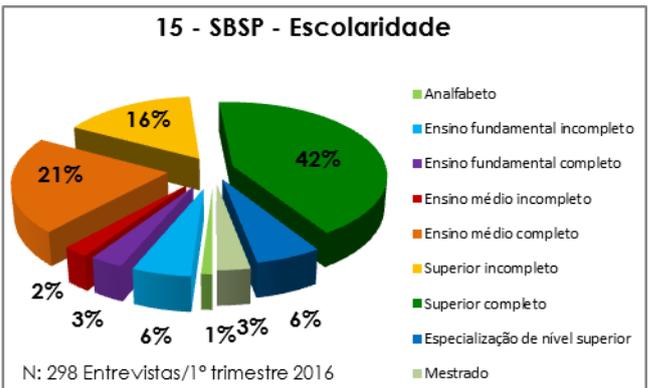
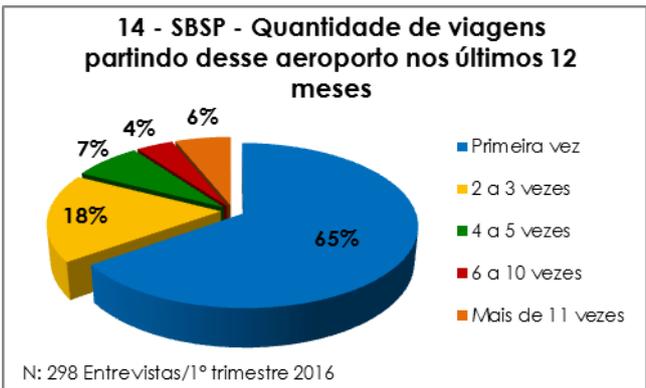
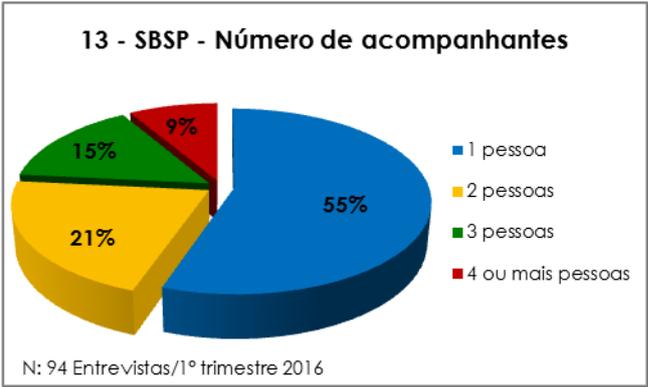
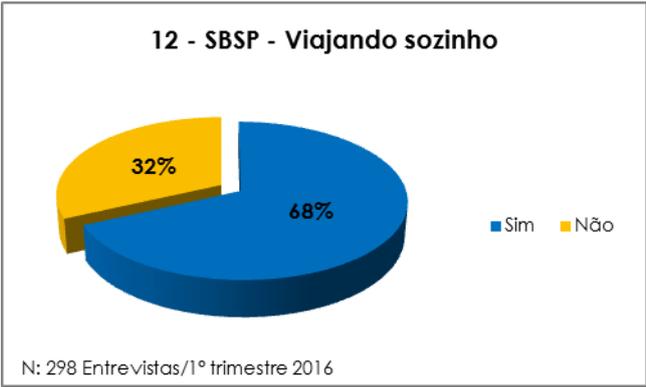


### 3.14 AEROPORTO DE CONGONHAS- SÃO PAULO (SBSP)

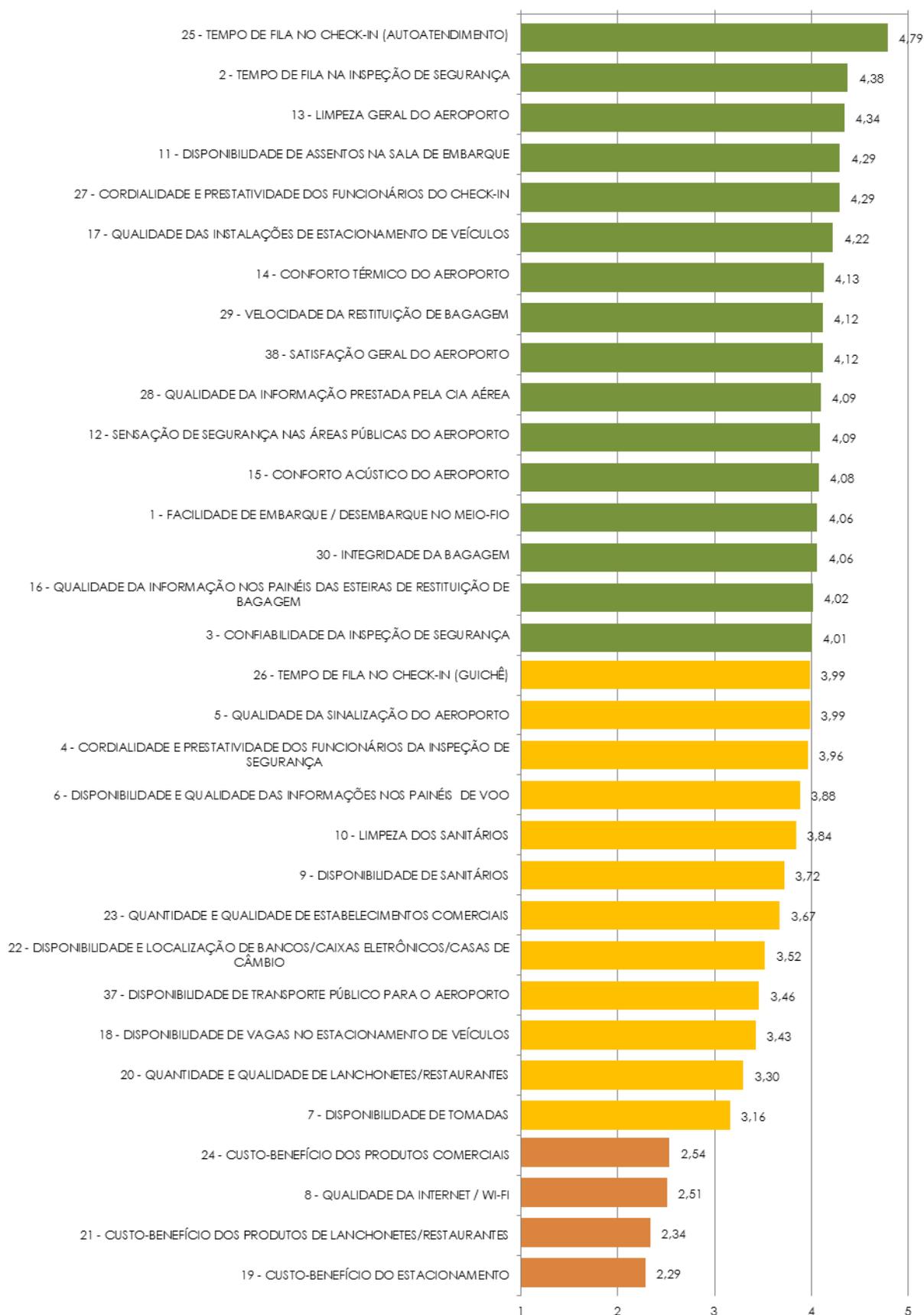


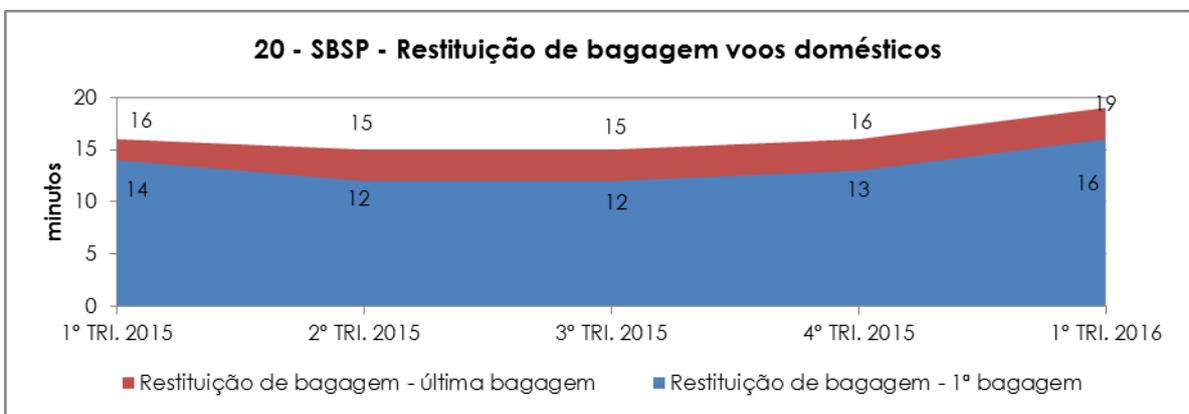
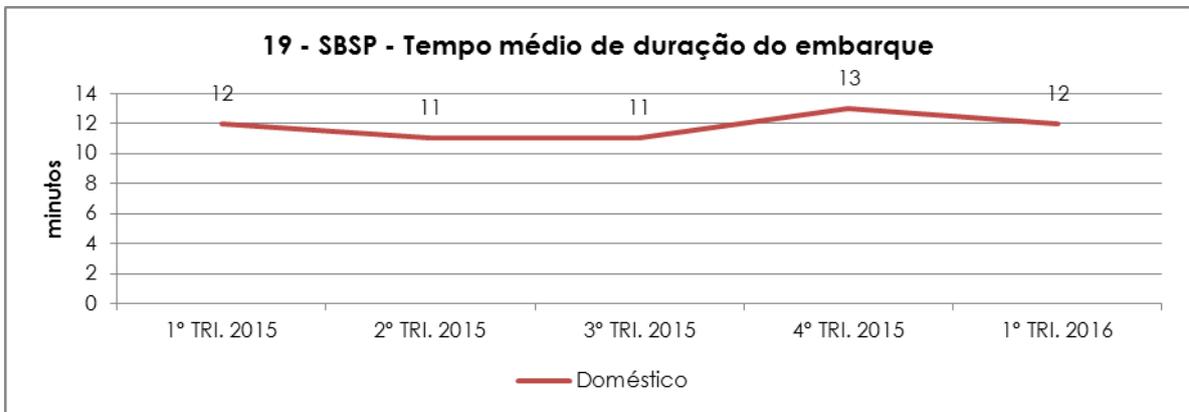
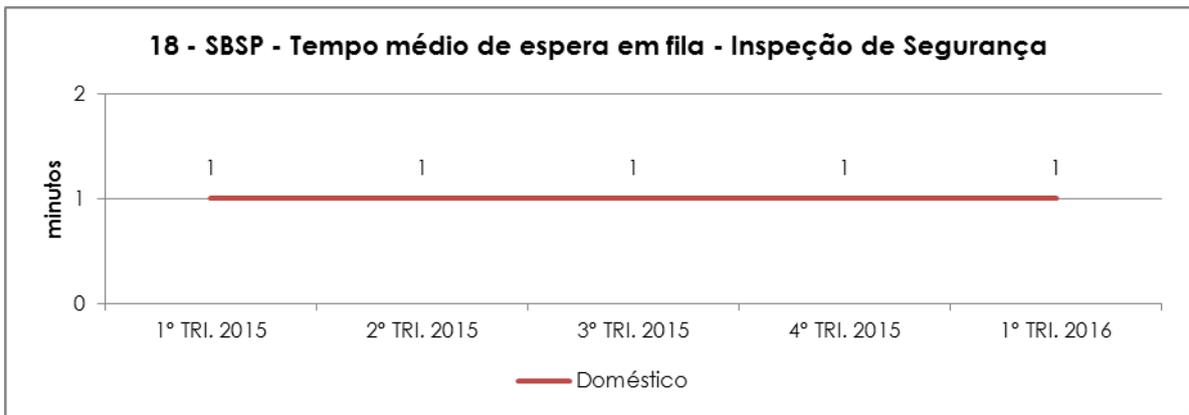
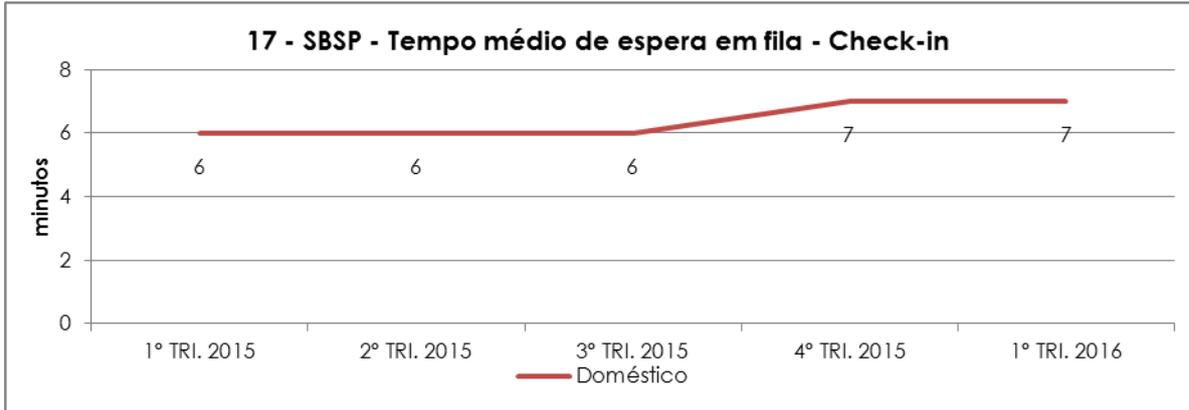
\* Não há voos internacionais neste aeroporto



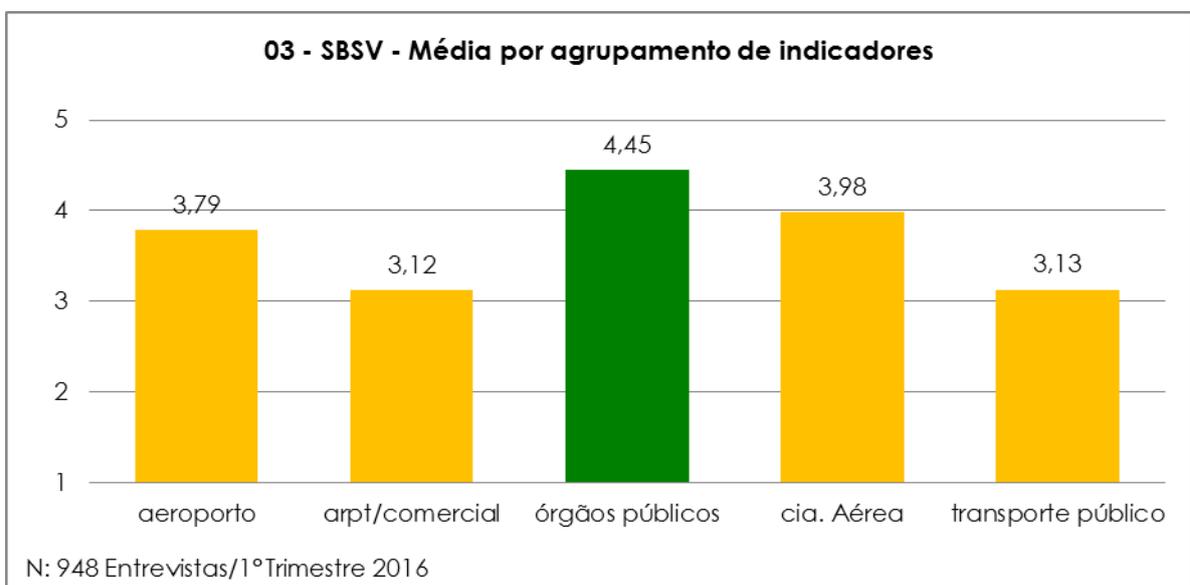
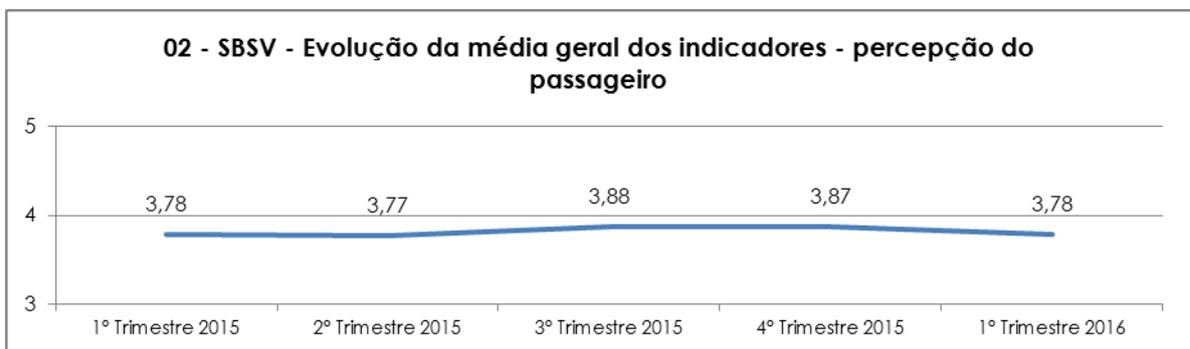
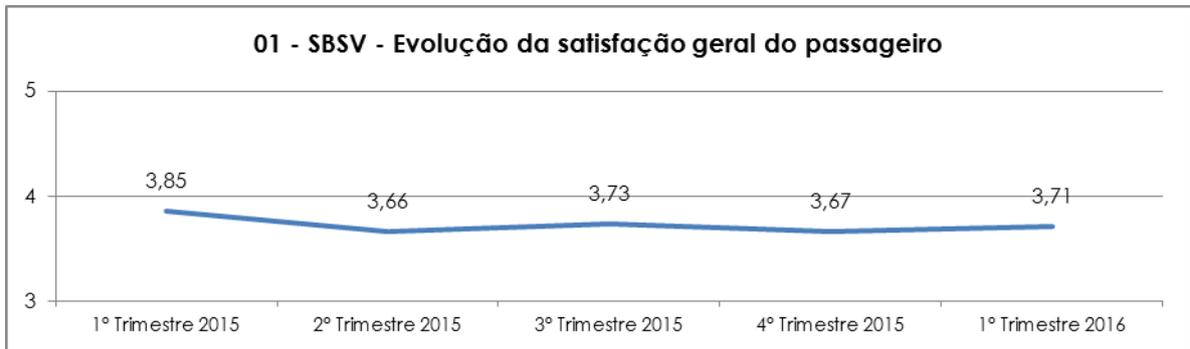


## 18 - SBSP - Média geral dos Indicadores

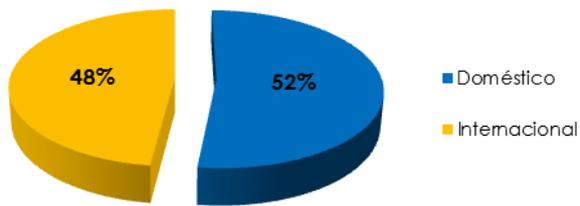




### 3.15 AEROPORTO INTERNACIONAL LUIZ EDUARDO MAGALHÃES – SALVADOR (SBSV)

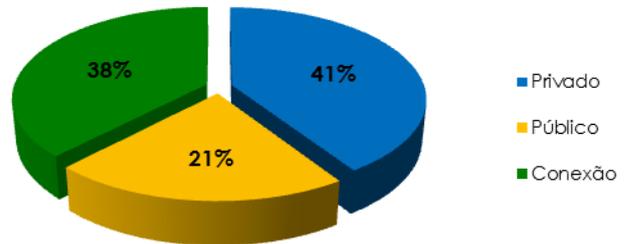


**04 - SBSV - Distribuição amostral - Tipo de voo**



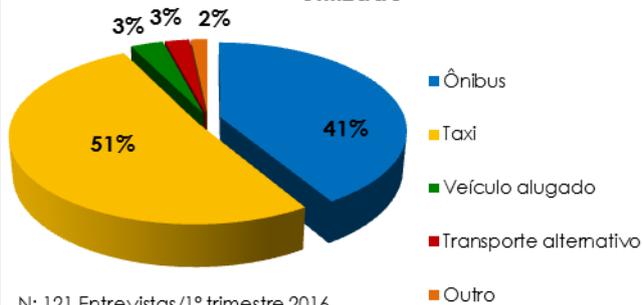
N: 948 Entrevistas/1º trimestre 2016

**05 - SBSV - Tipo de transporte**



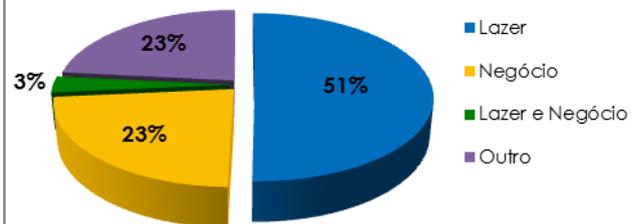
N: 574 Entrevistas/1º trimestre 2016

**06 - SBSV - Meio de transporte público utilizado**



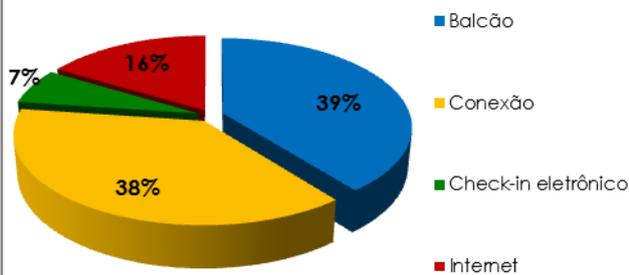
N: 121 Entrevistas/1º trimestre 2016

**07 - SBSV - Motivo da viagem**



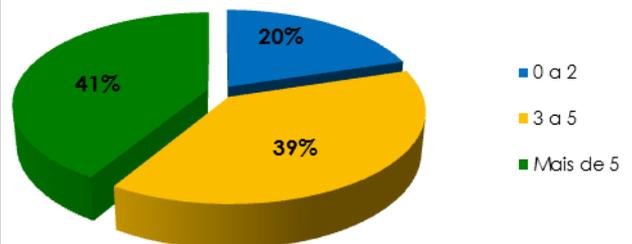
N: 574 Entrevistas/1º trimestre 2016

**08 - SBSV - Forma de check-in**



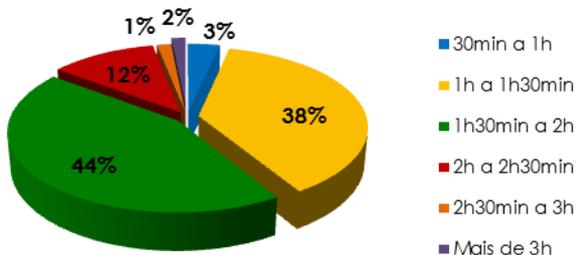
N: 574 Entrevistas/1º trimestre 2016

**09 - SBSV - Frequência de viagem nos últimos 12 meses**



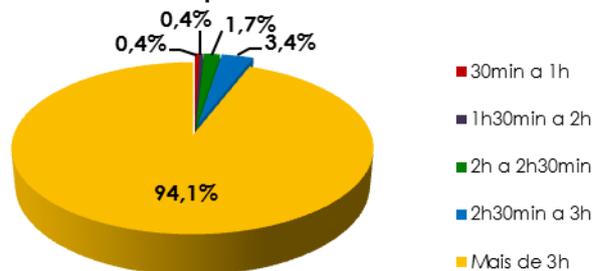
N: 574 Entrevistas/1º trimestre 2016

**10 - SBSV - Antecedência de chegada para voo doméstico**



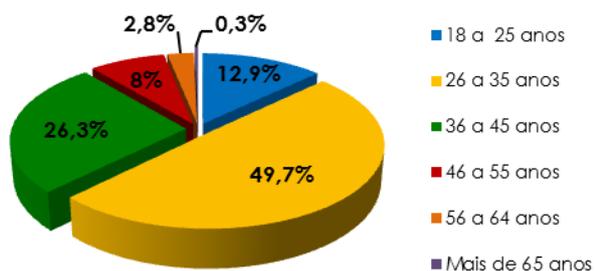
N: 257 Entrevistas/1º trimestre 2016

**11 - SBSV - Antecedência de chegada para voo internacional**



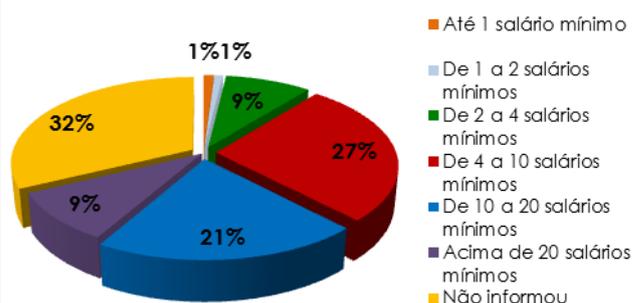
N: 238 Entrevistas/1º trimestre 2016

12 - SBSV - Idade



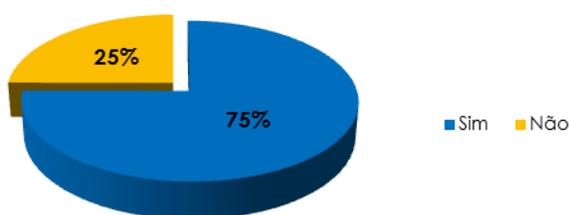
N: 574 Entrevistas/1º trimestre 2016

13 - SBSV - Renda



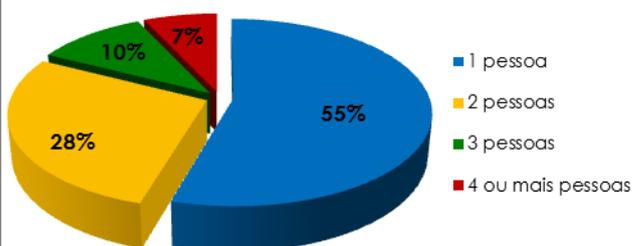
N: 574 Entrevistas/1º trimestre 2016

14 - SBSV - Viajando sozinho



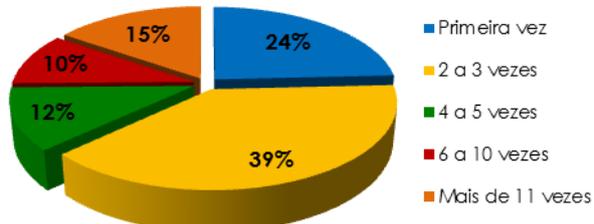
N: 574 Entrevistas/1º trimestre 2016

15 - SBSV - Número de acompanhantes



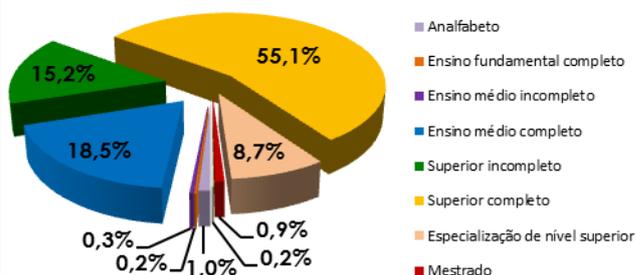
N: 143 Entrevistas/1º trimestre 2016

16 - SBSV - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



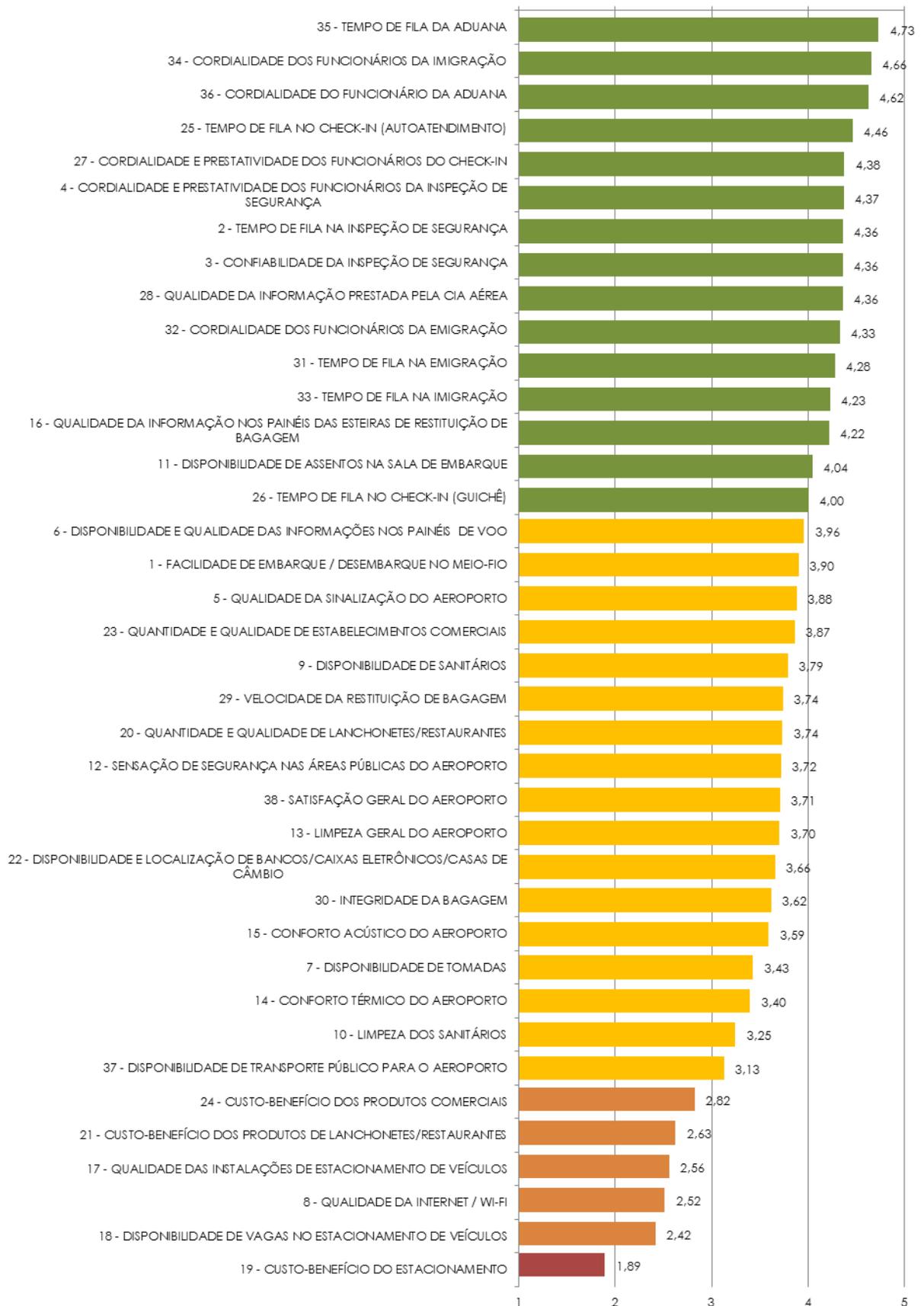
N: 574 Entrevistas/1º trimestre 2016

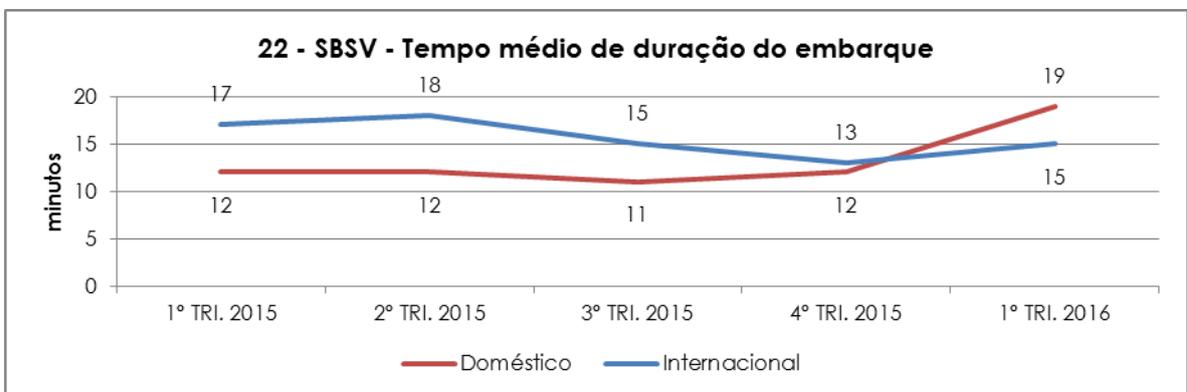
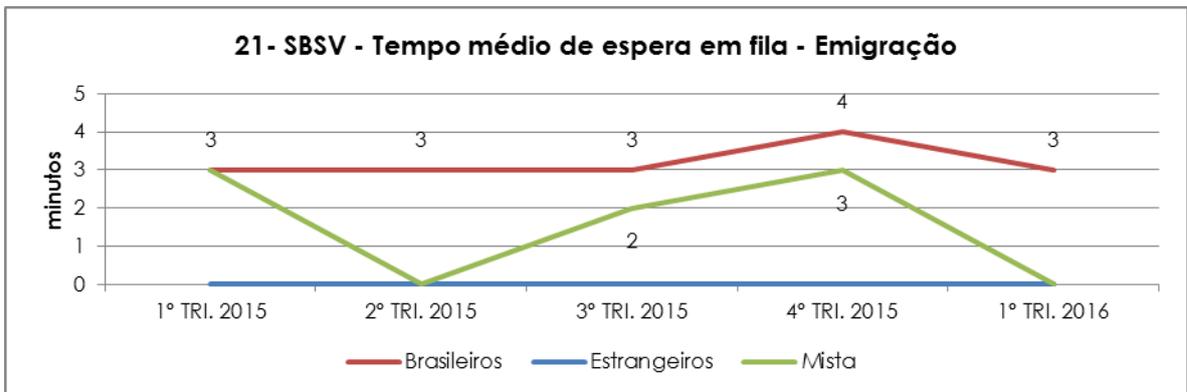
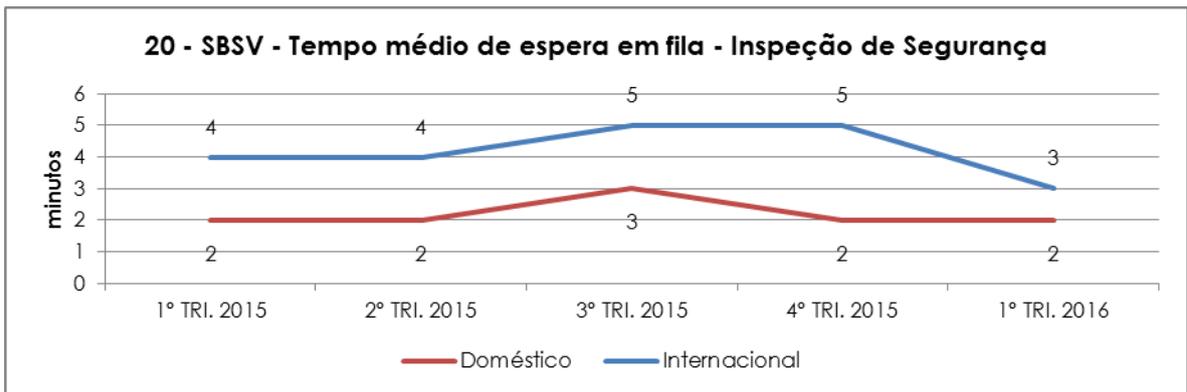
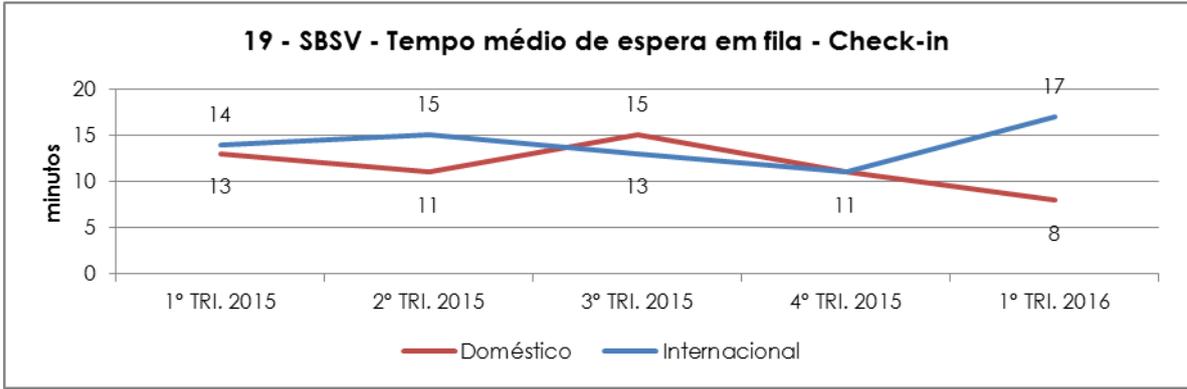
17 - SBSV - Escolaridade

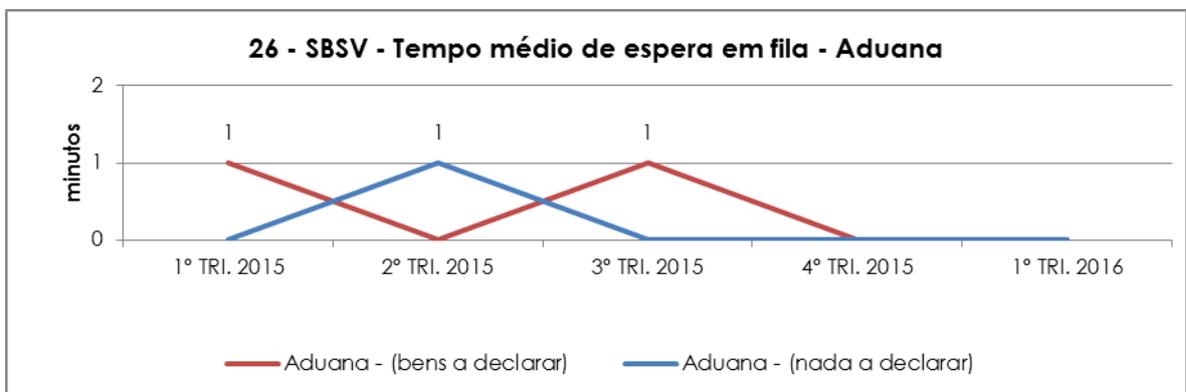
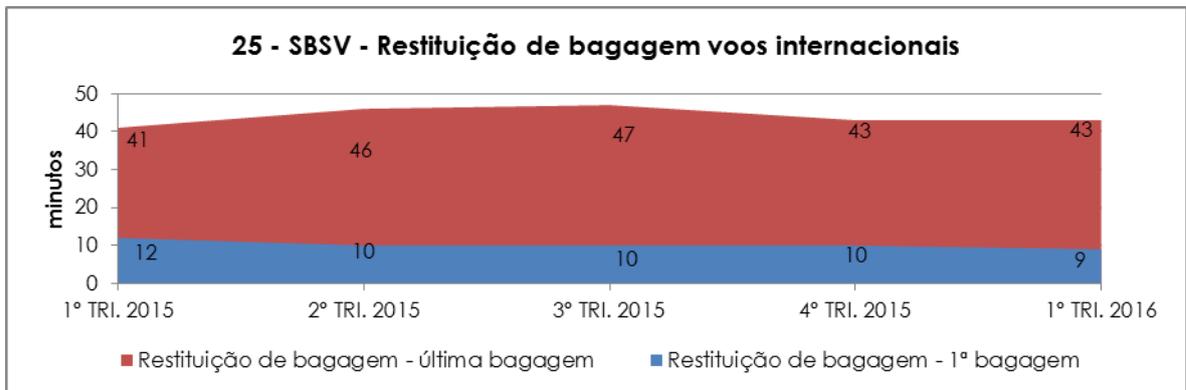
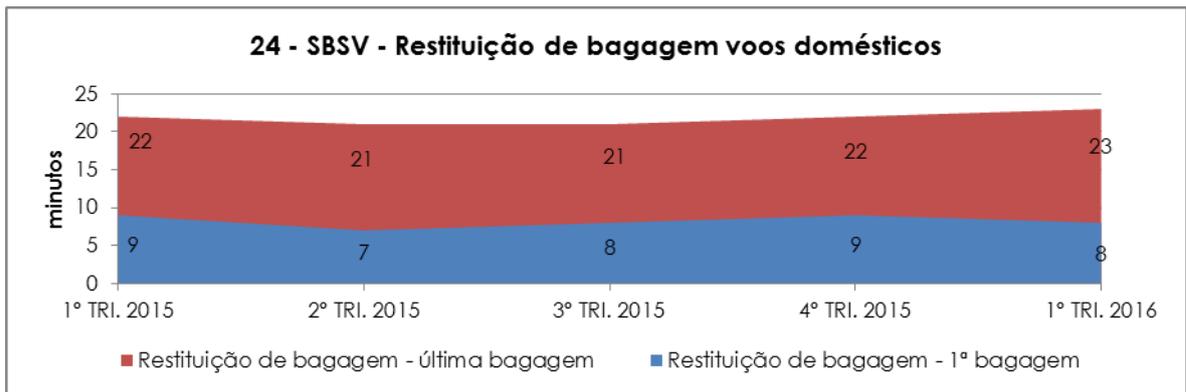
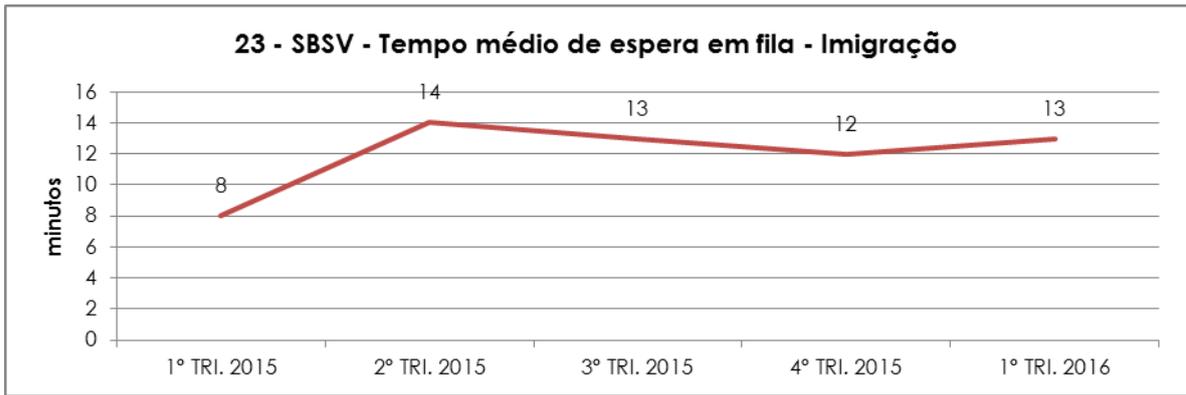


N: 574 Entrevistas/1º trimestre 2016

## 18 - SBSV - Média geral dos Indicadores







Secretaria de  
Aviação Civil

