

**RELATÓRIO DE DESEMPENHO
OPERACIONAL DOS
AEROPORTOS**

**3° TRIMESTRE 2014
Julho - Setembro**

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
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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/entidade públicos 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, é integrado por diversos órgãos/entidade públicos envolvidos na prestação de serviços aeroportuários, 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 aeroportuários ao passageiro.

Dentre as medidas adotadas no âmbito do referido Comitê, destaca-se a proposição de indicadores de desempenho operacional e a contratação de empresa especializada para a realização de pesquisa, *in loco*, mediante a 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, por meio das quais é possível apresentar dados gerais sobre a percepção dos passageiros a respeito de cada um dos aeroportos contemplados na pesquisa.

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.

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, 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 a melhoria do nível dos serviços prestados.

Nesse contexto, a princípio foram selecionados 15 aeroportos objeto da coleta de dados, conforme o seu envolvimento nos referidos eventos e a sua área de influência, ou seja, todos os aeroportos internacionais das cidades-sede da Copa do Mundo, bem como aqueles que, mesmo em municípios distintos dos das cidades-sede, vinculam-se diretamente a estas cidades. Vejamos:



2.2 PERÍODO DE COLETA DE DADOS

A coleta de dados se iniciou durante o ano de 2013 e continuou no ano de 2014, tendo seus resultados apresentados trimestralmente. Este relatório refere-se ao terceiro trimestre de 2014, que contempla os meses de julho a setembro.

2.3 METODOLOGIA UTILIZADA

A coleta de dados qualitativos consiste na realização de entrevista presencial, por meio de questionário padrão, com os passageiros em espera nas salas de embarque dos 15 aeroportos citados anteriormente. As perguntas formuladas no questionário contemplam os indicadores listados na Tabela 1, apresentada a seguir.

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.

TABELA 1 - LISTA DE INDICADORES QUALITATIVOS COLETADOS		
RESPONSÁVEL		INDICADORES
AEROPORTO	1	Disponibilidade de carrinhos de bagagem
	2	Disponibilidade de meio-fio
	3	Tempo de fila para inspeção de segurança
	4	Rigor da inspeção de segurança
	5	Cordialidade dos funcionários da inspeção de segurança
	6	Facilidade de encontrar o caminho no aeroporto
	7	Painéis de informação de voos
	8	Distância caminhada no terminal de passageiros
	9	Facilidade para realizar conexões
	10	Cordialidade dos funcionários do aeroporto
	11	Disponibilidade de tomadas
	12	Qualidade da Internet / Wi-Fi
	13	Disponibilidade de sanitários
	14	Limpeza dos sanitários
	15	Disponibilidade de assentos na sala de embarque
	16	Sensação de proteção e segurança
	17	Limpeza geral do Aeroporto
	18	Conforto na sala de embarque
	19	Conforto térmico do aeroporto
	20	Conforto acústico do aeroporto
AEROPORTO COMERCIAL	21	Instalações de estacionamento de veículos
	22	Custo do estacionamento
	23	Quantidade e qualidade de lanchonetes/restaurantes
	24	Valor dos produtos de lanchonetes/restaurantes
	25	Tempo de fila nas lanchonetes/restaurantes
	26	Cordialidade dos funcionários de lanchonetes/restaurantes
	27	Disponibilidade de bancos/caixas eletrônicos/ casas de câmbio
	28	Quantidade e qualidade de estabelecimentos comerciais
	29	Valor dos produtos comerciais
	30	Tempo de fila nos estabelecimentos comerciais
	31	Cordialidade dos funcionários do comércio
	32	Qualidade Sala VIP
CIA. AÉREA	33	Tempo de fila no check-in (autoatendimento)
	34	Tempo fila no check-in (guichê)
	35	Eficiência dos funcionários do check-in
	36	Cordialidade dos funcionários do check-in
	37	Velocidade da restituição de bagagem
	38	Integridade da bagagem
ÓRGÃOS PÚBLICOS	39	Tempo de fila na emigração
	40	Cordialidade dos funcionários da emigração
	41	Tempo de fila na imigração
	42	Cordialidade dos funcionários da imigração
	43	Tempo de fila da aduana
	44	Cordialidade dos funcionários da aduana
TRANSPORTES	45	Transporte público
	46	Disponibilidade de táxi

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, foram coletados dados gerais do perfil do passageiro, conforme demonstra na Tabela 2, a seguir.

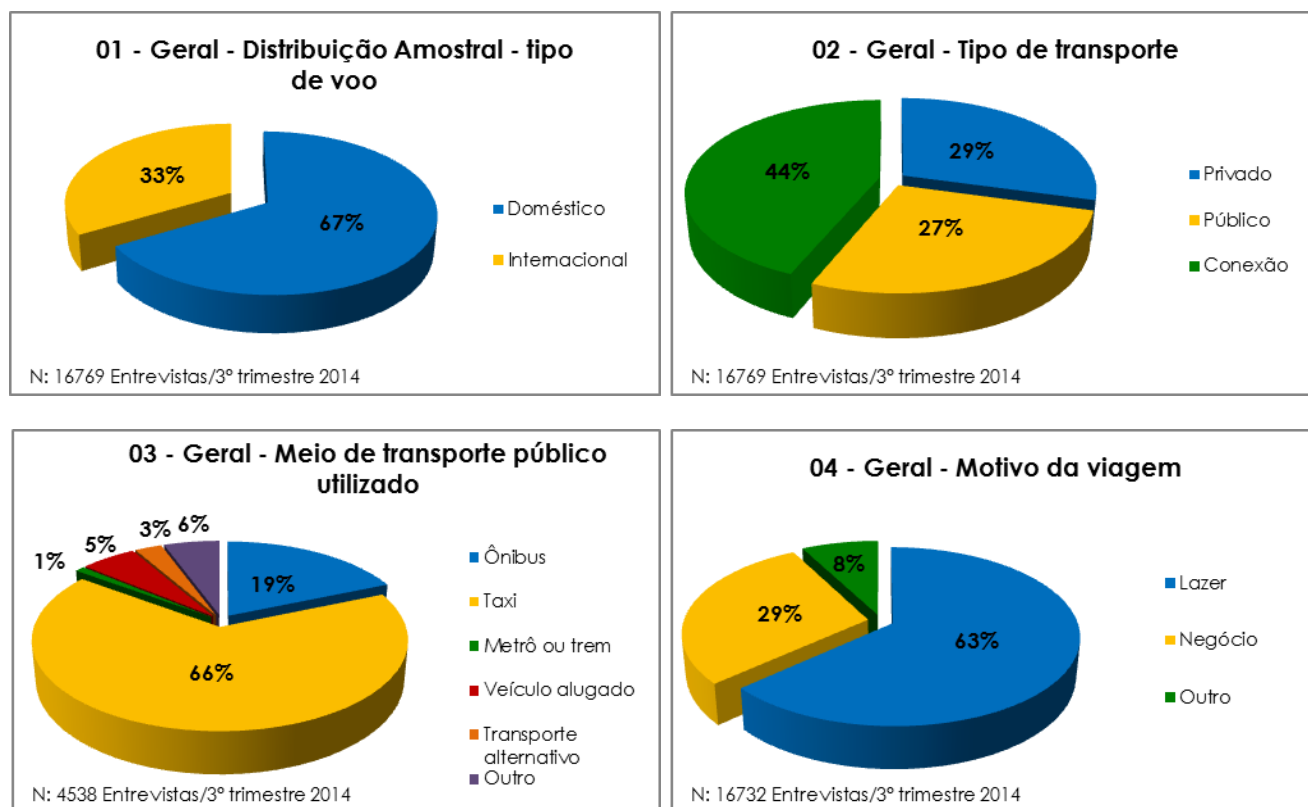
TABELA 2 – INDICADORES RELATIVOS AO PERFIL DO PASSAGEIRO	
DADOS GERAIS DO PERFIL DO PASSAGEIRO	a. Tipo de voo : Doméstico Internacional
	b. Tipo de transporte utilizado até o aeroporto : Público Privado
	c. Meio de Transporte : Ônibus Táxi Metrô ou Trem Transporte Alternativo Veículo Alugado Outro
	d. Motivo da viagem : Lazer Trabalho Outro
	e. Forma de realização do Check-in : Internet Check-in eletrônico Check-in (balcão) Internet + check-in (balcão) Check-in eletrônico + check-in (balcão)
	f. Idade : 18 a 25 anos 26 a 35 anos 36 a 45 anos 46 a 55 anos Mais de 55 anos
	g. Renda Familiar : Até1 salário mínimo 1 a 2 salários mínimos 2 a 4 salários mínimos 10 a 20 salários mínimos Mais de 20 salários mínimos Não informou
	h. Esta viajando sozinho : Sim Não
	i. Número de acompanhantes : 1 pessoa 2 pessoas 3 pessoas 4 ou mais
	j. Quantas viagens fez partindo desse aeroporto (nos últimos 12 meses): É a primeira vez 2 a 3 vezes 4 a 5 vezes 6 a 10 vezes Mais de 11 vezes
	k. Frequência da Viagem (nos últimos 12 meses): de 0 a 2 viagens de 3 a 5 viagens mais de 5 viagens ao ano / Obs.: 1 viagem = 1 ida + 1 volta
	l. Tempo de antecedência de chegada para o voo;(doméstico/internacional): 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

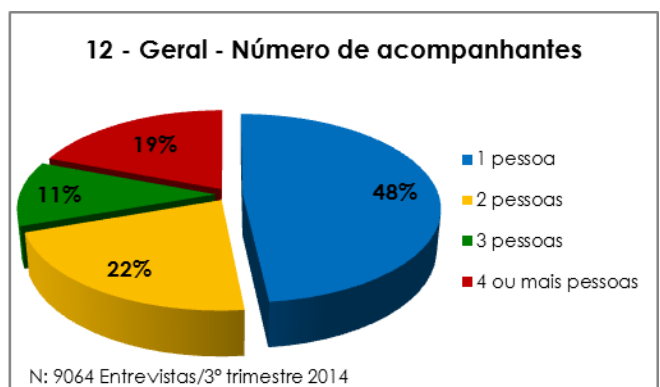
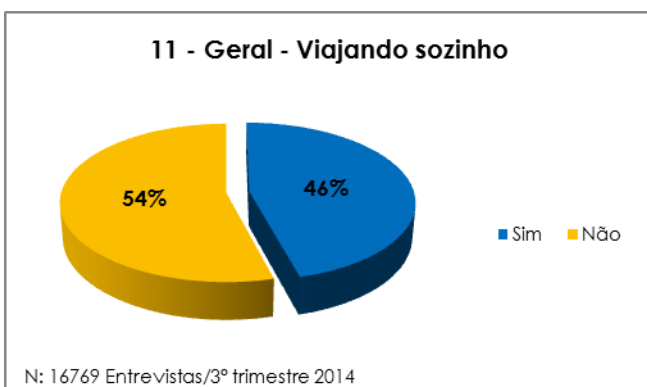
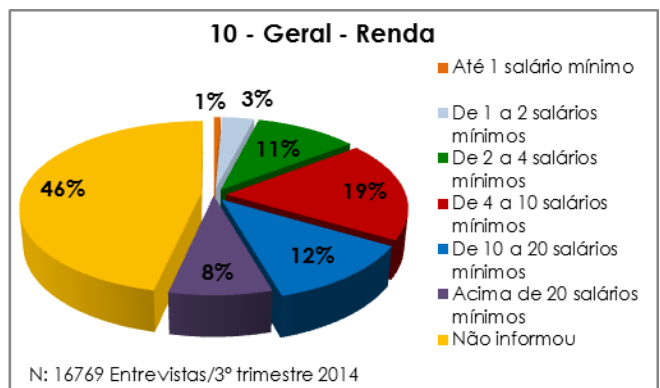
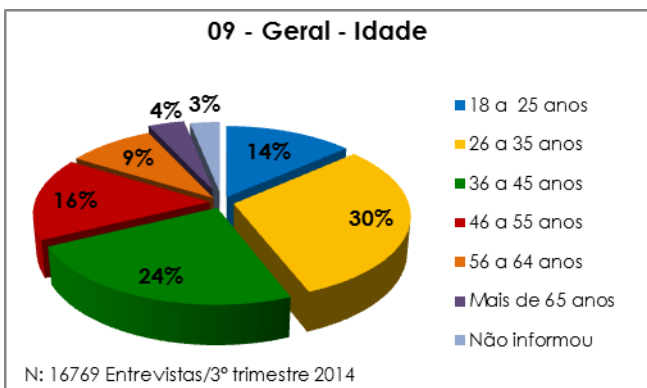
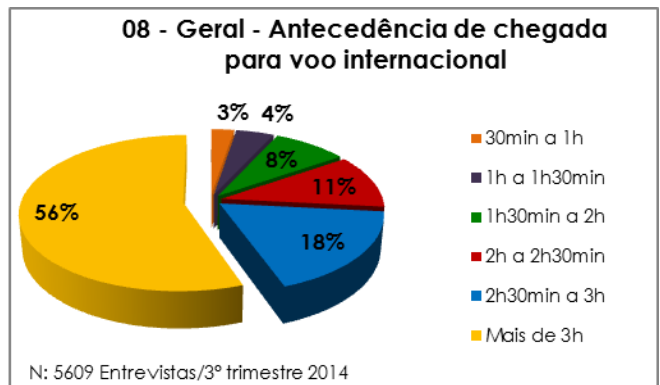
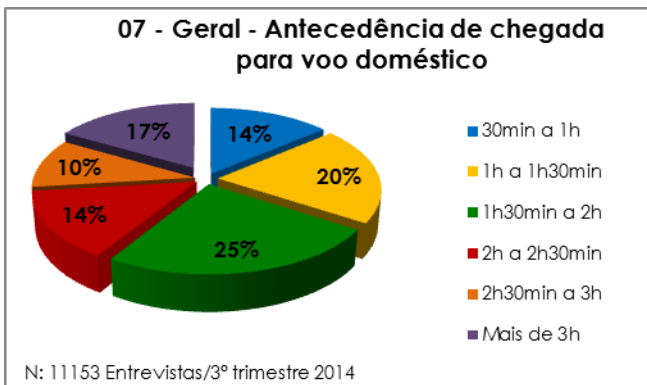
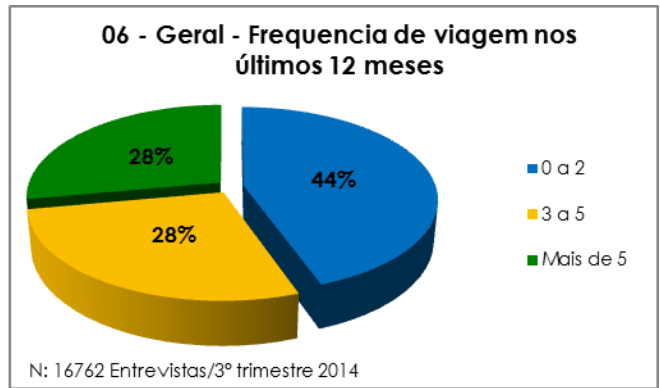
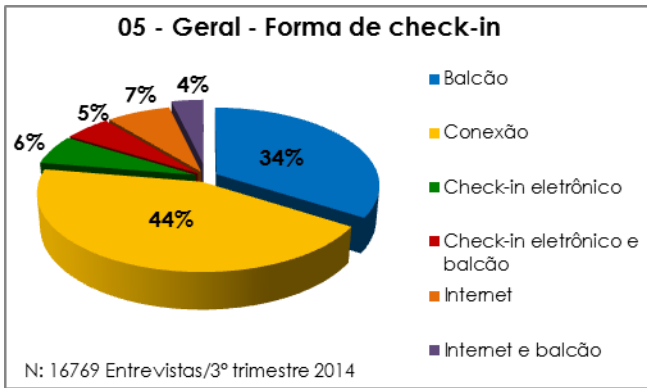
A distribuição amostral das entrevistas foi realizada em função do fluxo de passageiros nos extratos de embarque doméstico e embarque internacional, considerando-se um intervalo de confiança de 95% e erro amostral máximo de 5%. Essa estratificação visa garantir a representatividade da amostra, sendo as coletas realizadas usualmente 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.

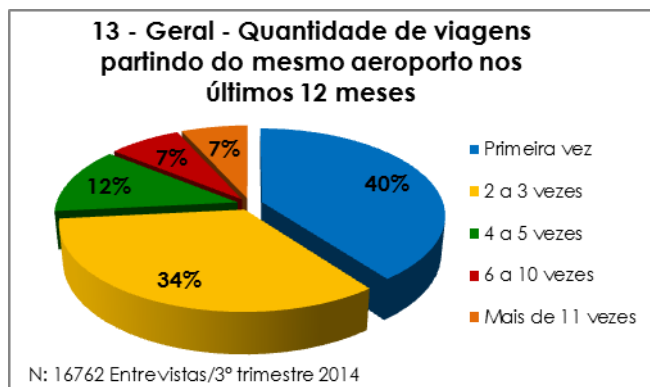
2.4 RESULTADOS GERAIS

No terceiro trimestre de 2014, a coleta de dados foi distribuída ao longo dos meses de julho, agosto e setembro, totalizando 16.769 entrevistas. Desse total, foram realizadas 11.160 entrevistas nas salas de embarque doméstico e 5.609 entrevistas nas salas de embarque internacional dos aeroportos envolvidos na pesquisa, obtendo-se a representatividade da população prevista estatisticamente.

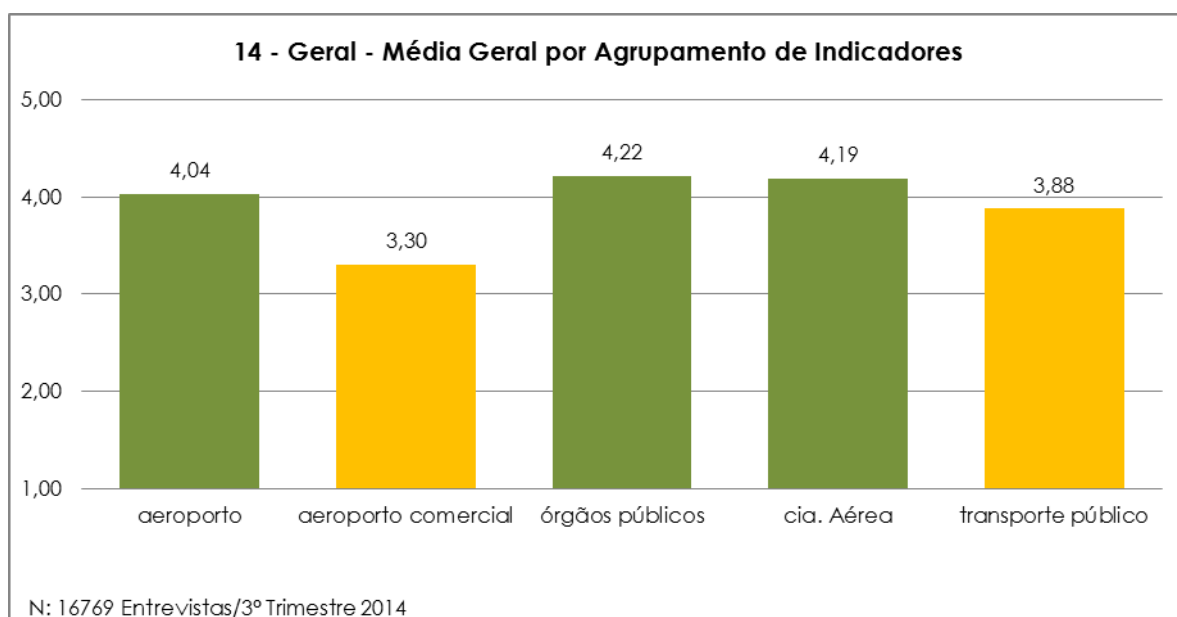
A seguir, são apresentados os resultados gerais dos indicadores relativos ao perfil do passageiro. Ressaltamos que os gráficos abaixo representam o perfil da população amostral das entrevistas, e não necessariamente o perfil dos usuários dos aeroportos pesquisados.







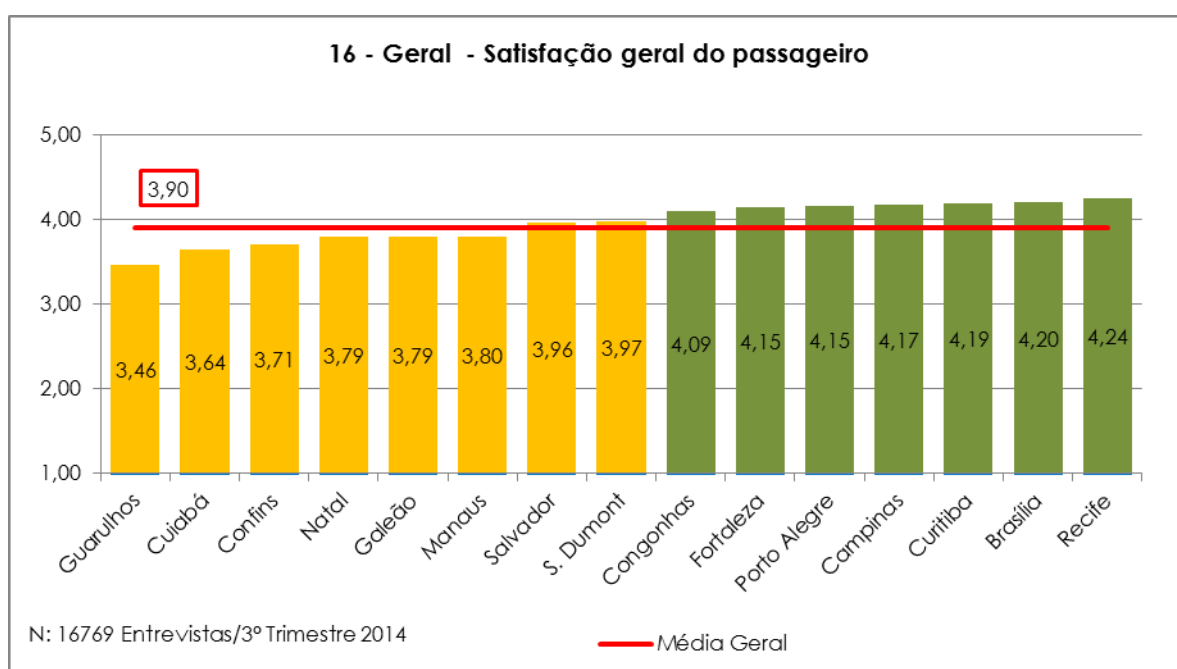
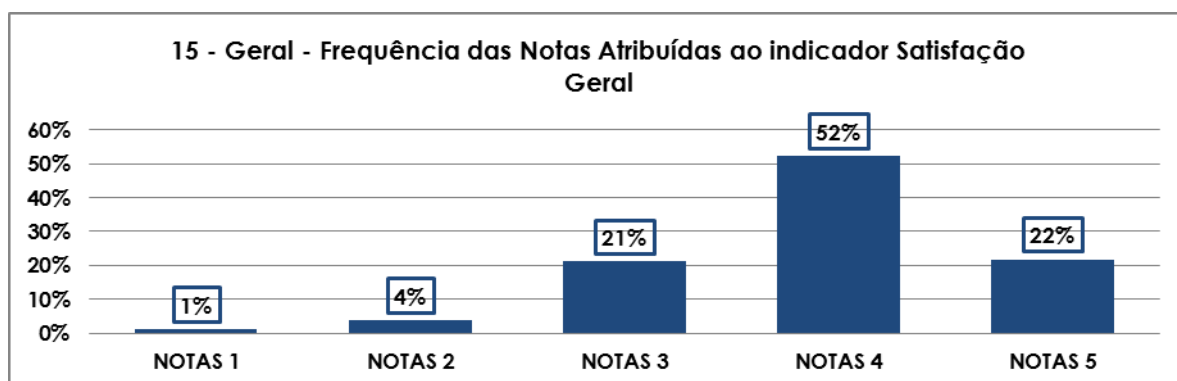
A seguir, apresentamos as médias gerais dos aeroportos, agrupando os indicadores medidos conforme a divisão dos elementos, apresentada na Tabela 1. Foi utilizada a seguinte escala de cores conforme a nota média atribuída ao indicador:

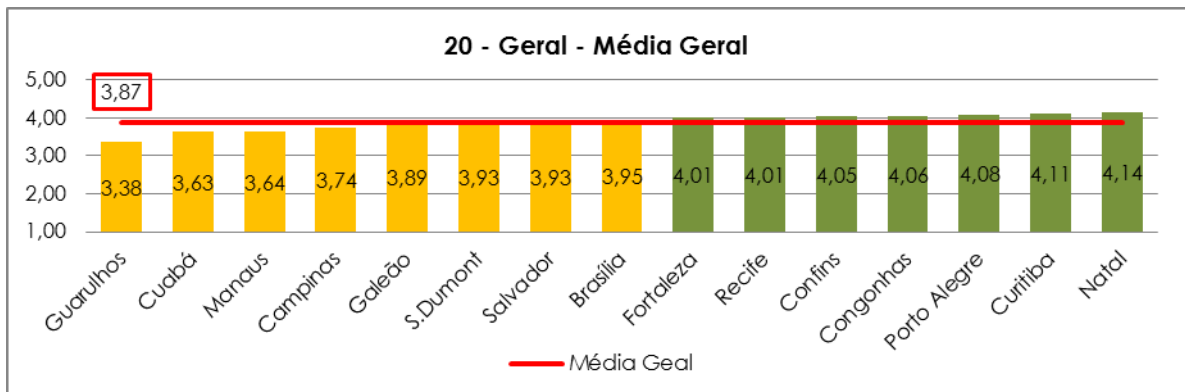
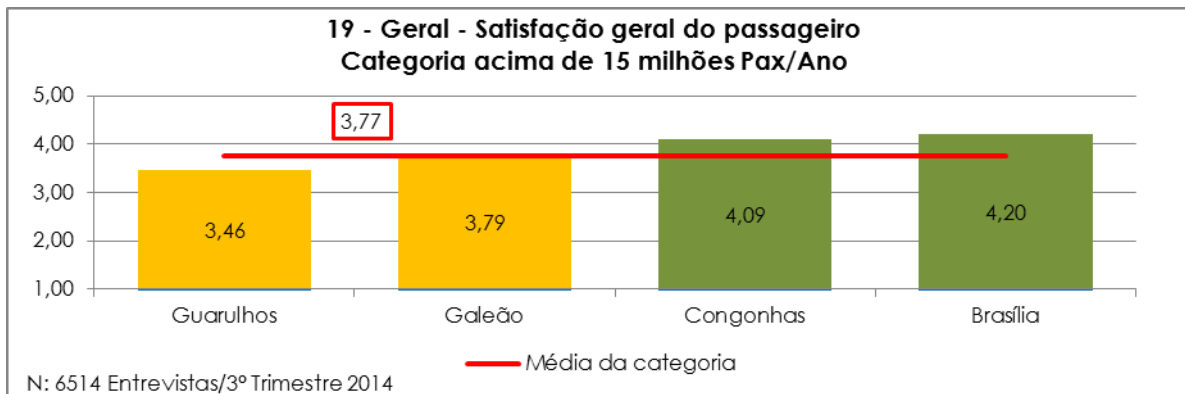
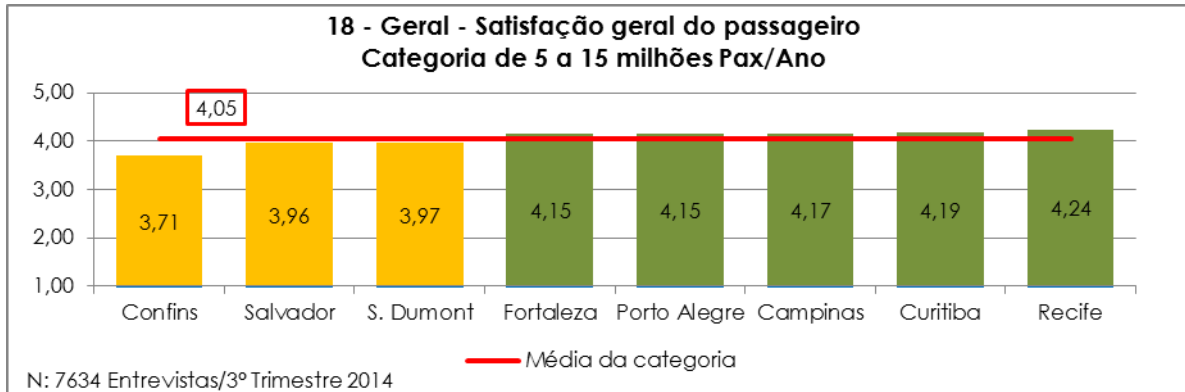
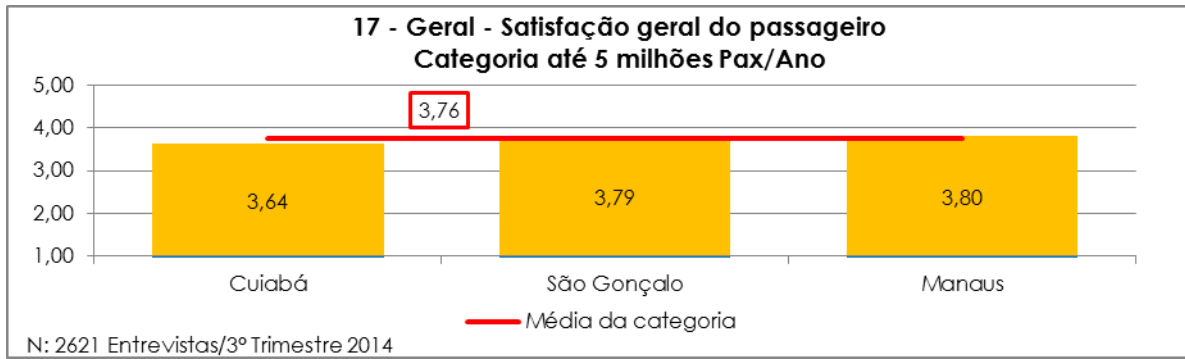


A fim de permitir uma análise entre aeroportos com semelhanças operacionais e que ponderasse as respectivas grandezas físicas, separou-se os aeroportos em categorias, baseadas no número de passageiros processados por ano. Dessa forma, foram definidas 3 categorias, a saber: até 5 milhões de passageiros/ano; de 5 a 15 milhões de passageiros/ano e mais de 15 milhões de passageiros/ano. Sendo assim, considerando-se o número de passageiros processados em 2013, distribuiu-se os aeroportos nessas categorias, sendo obtidos os seguintes grupos:

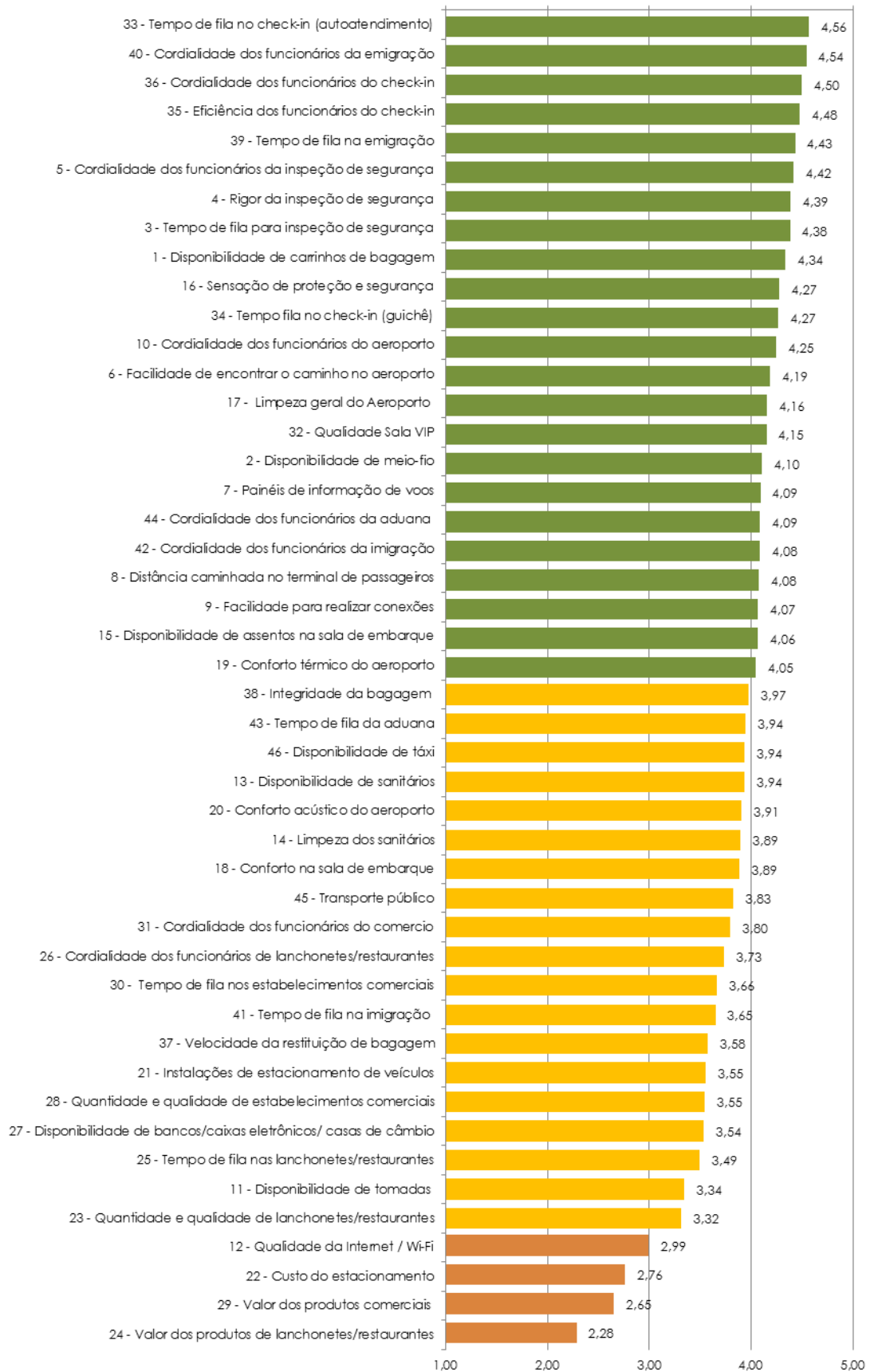
até 5 milhões de passageiros/ano	de 5 a 15 milhões de passageiros/ano	mais de 15 milhões de passageiros/ano
Cuiabá (SBCY) Manaus (SBEG) Natal (SBSG)	Campinas (SBKP) Confins (SBCF) Curitiba (SBCT) Fortaleza (SBFZ) Porto Alegre (SBPA) Recife (SBRF) Santos Dumont (SBRJ) Salvador (SBSV)	Brasília (SBBR) Congonhas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

Dessa forma, no gráfico 15, é apresentado a frequência das notas atribuídas ao indicador de satisfação geral. No gráfico 16, um compilado geral contendo as médias da satisfação geral do passageiro em todos os aeroportos pesquisados, em ordem crescente em relação ao trimestre de referência e nos gráficos 17, 18, e 19, os aeroportos são ordenados dentro das respectivas categorias. O gráfico 20 apresenta a média geral de todos os indicadores por aeroporto.



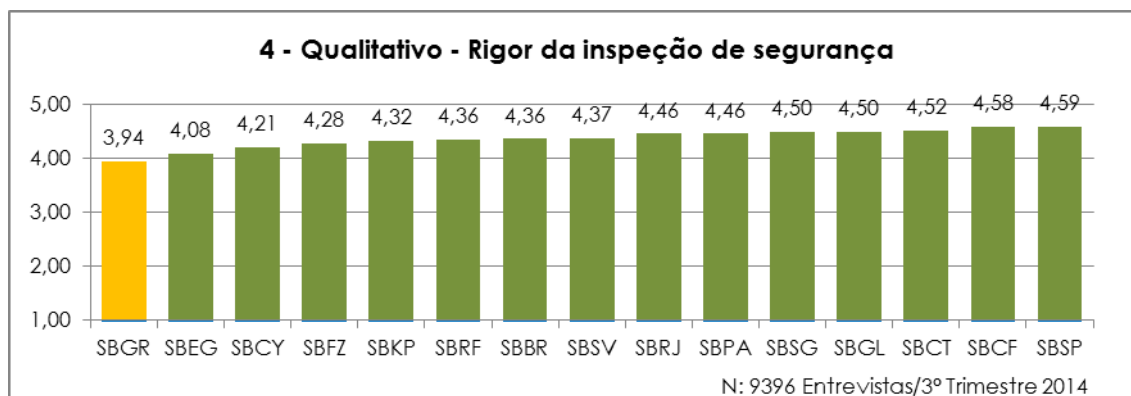
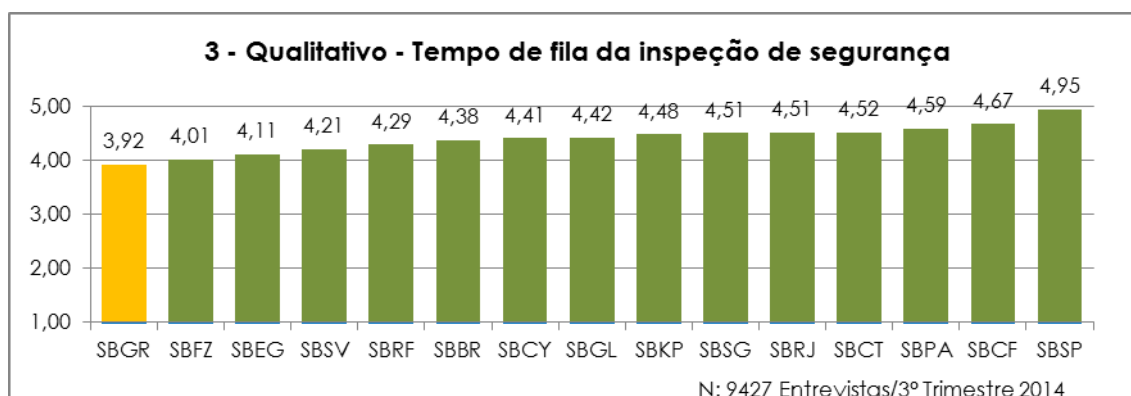
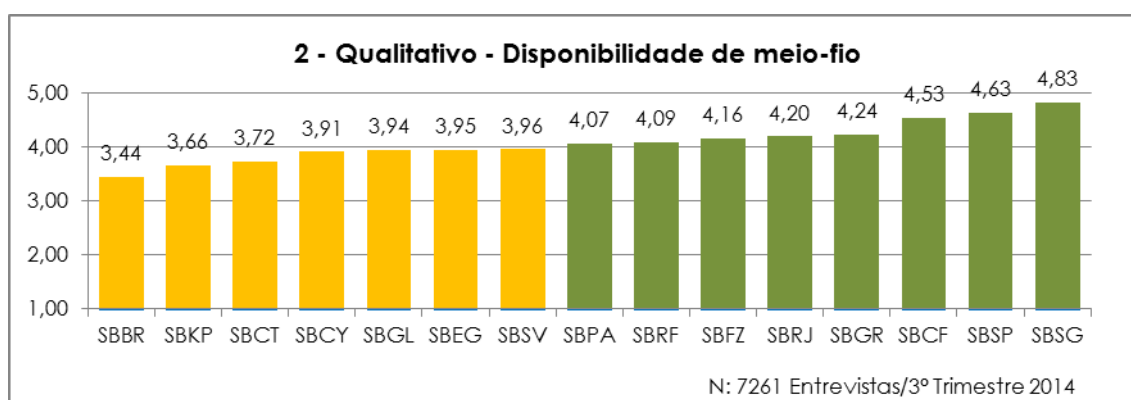
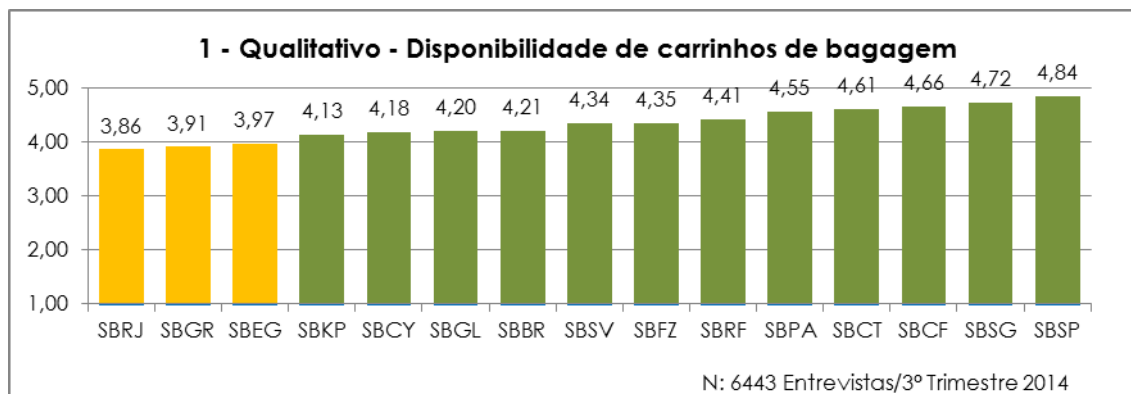


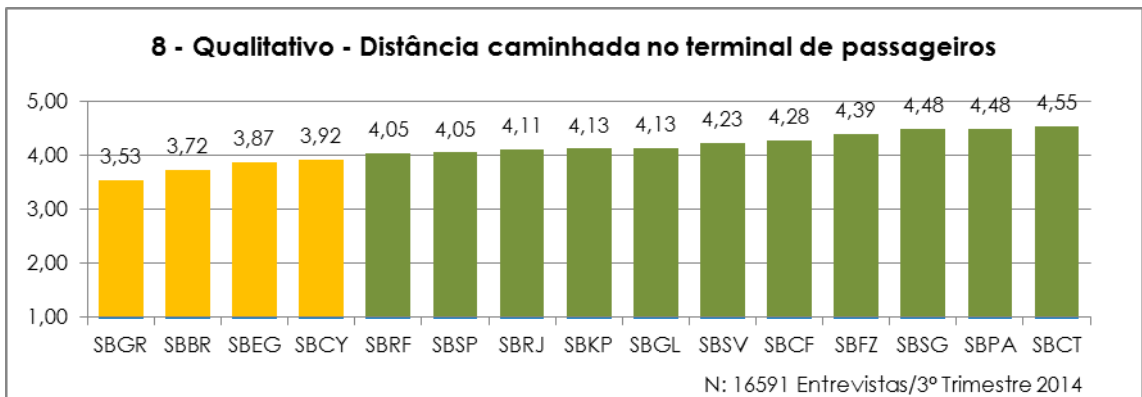
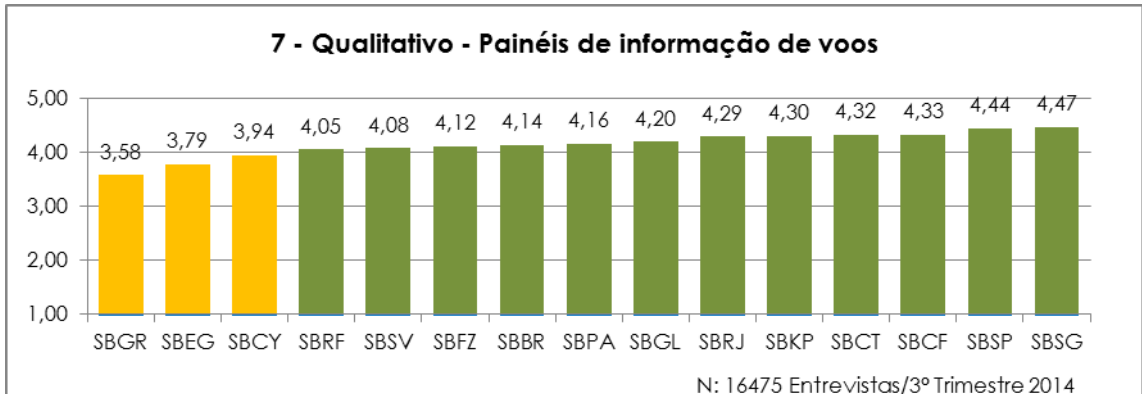
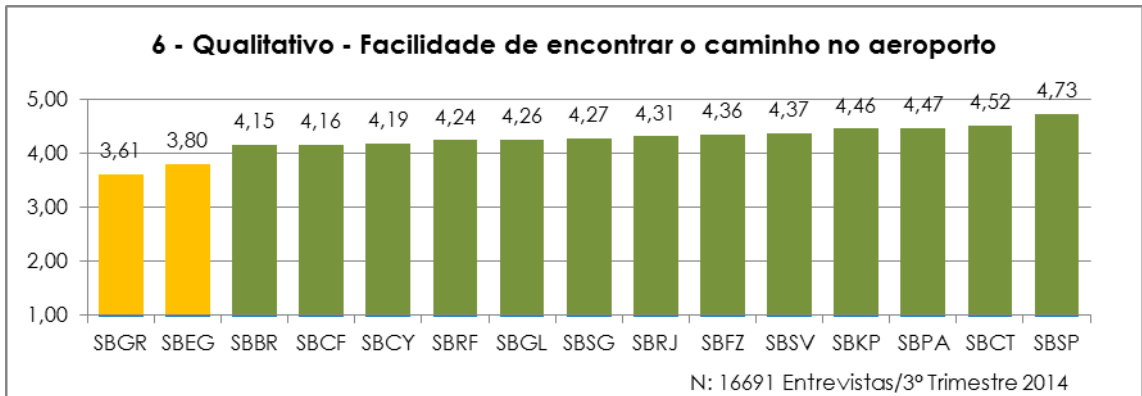
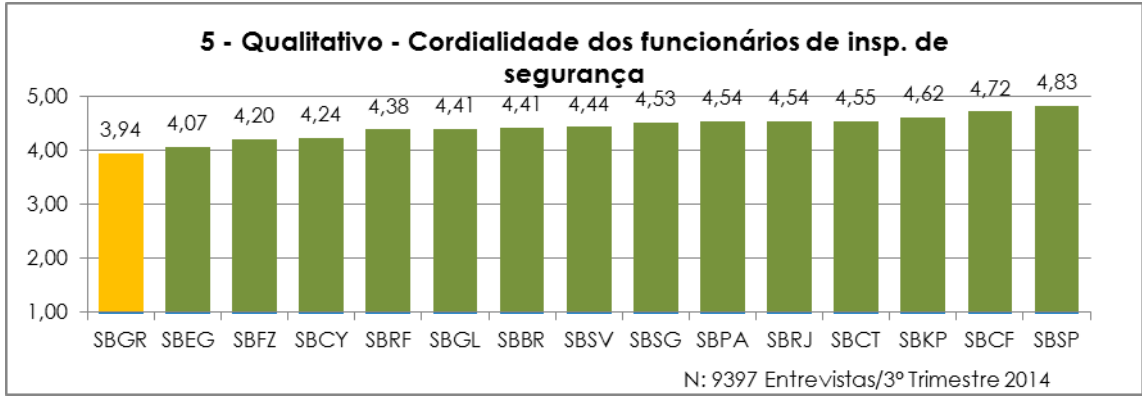
21 - Geral - Média Geral dos Indicadores dos aeroportos pesquisados

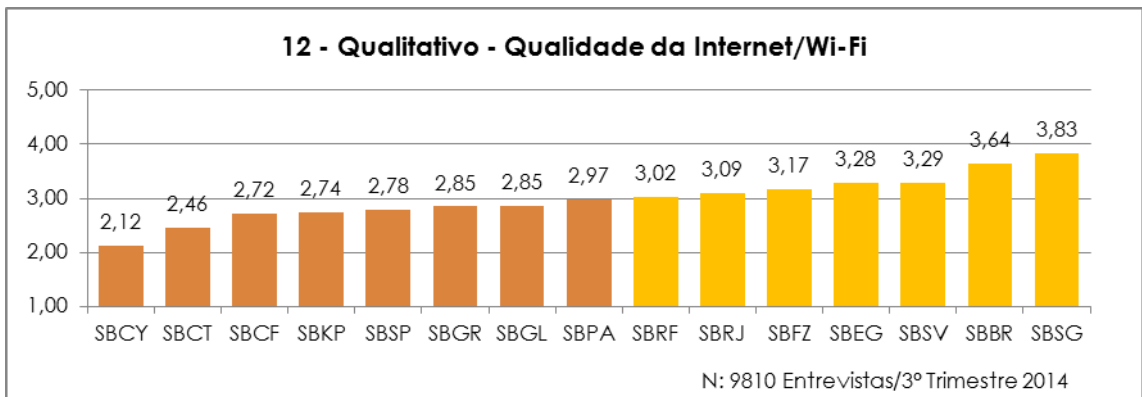
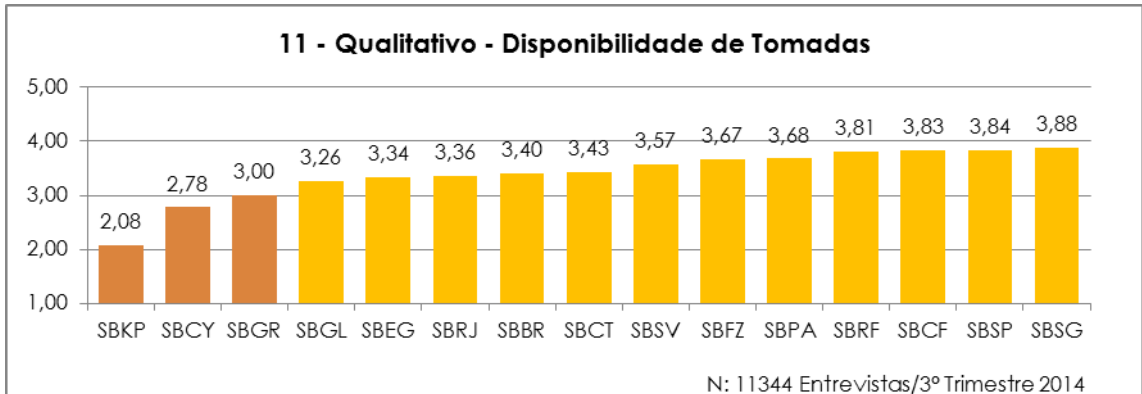
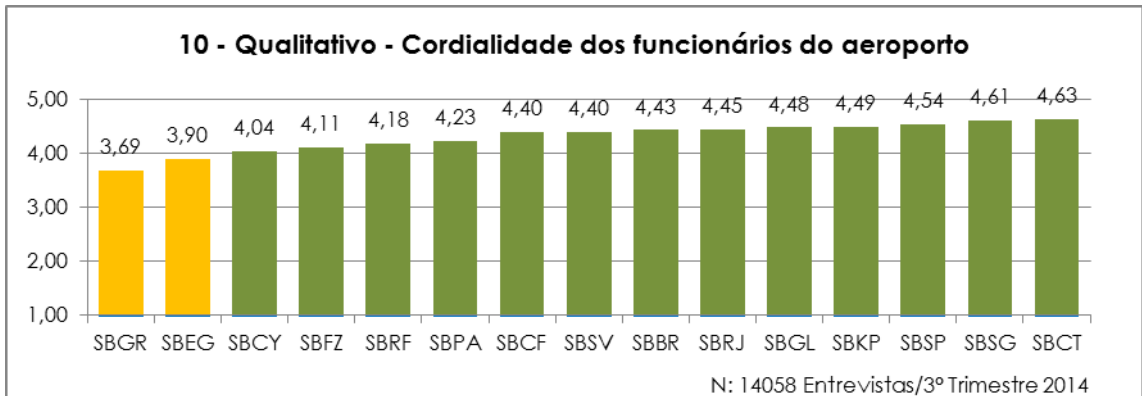
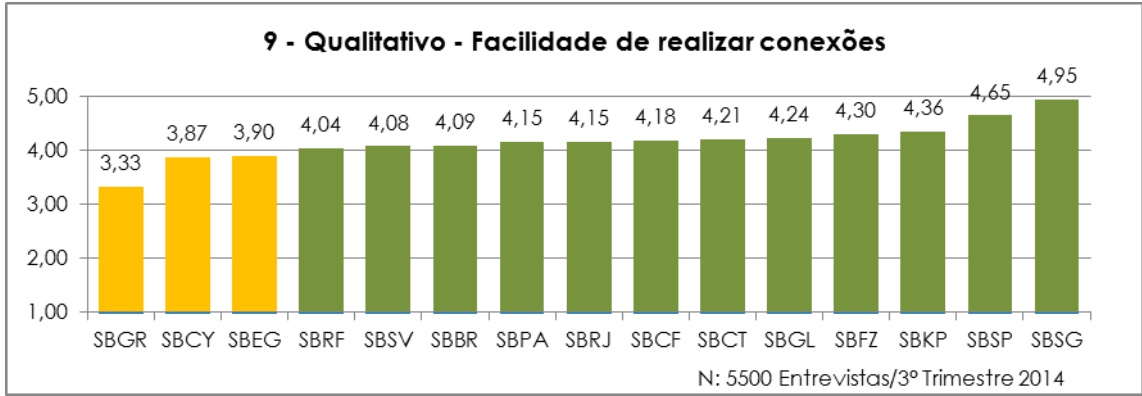


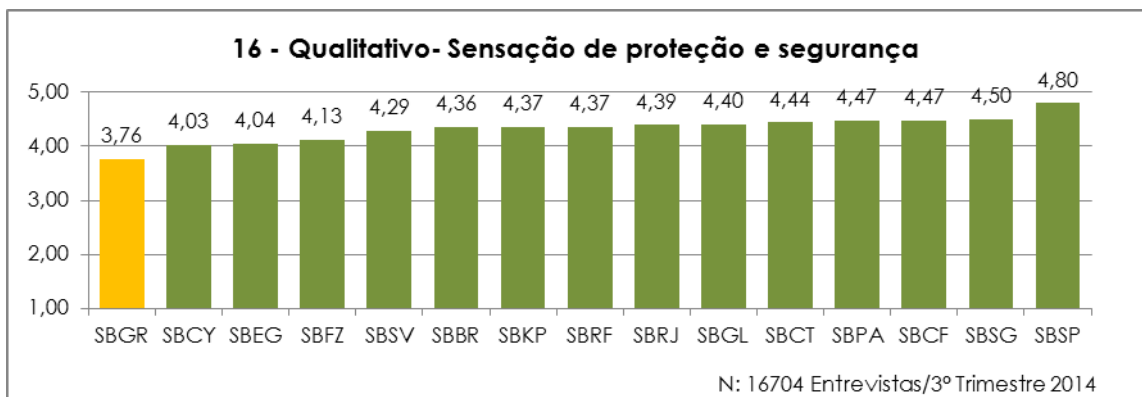
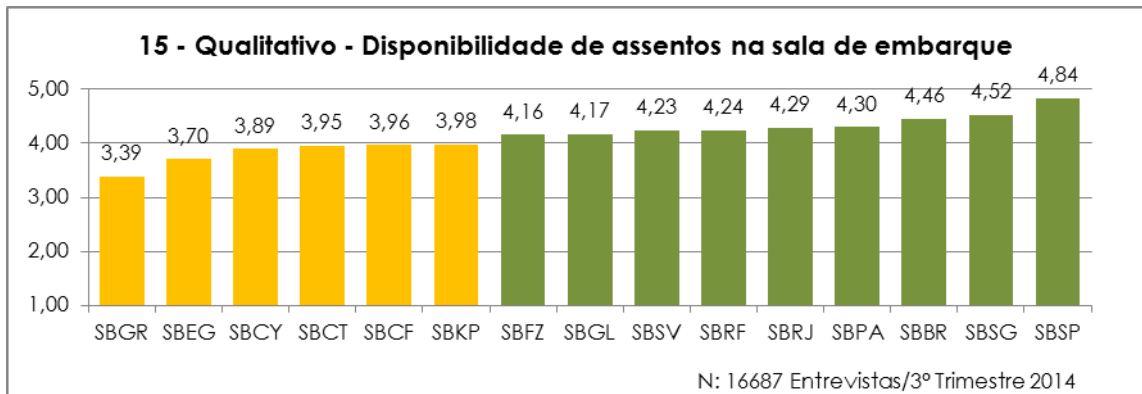
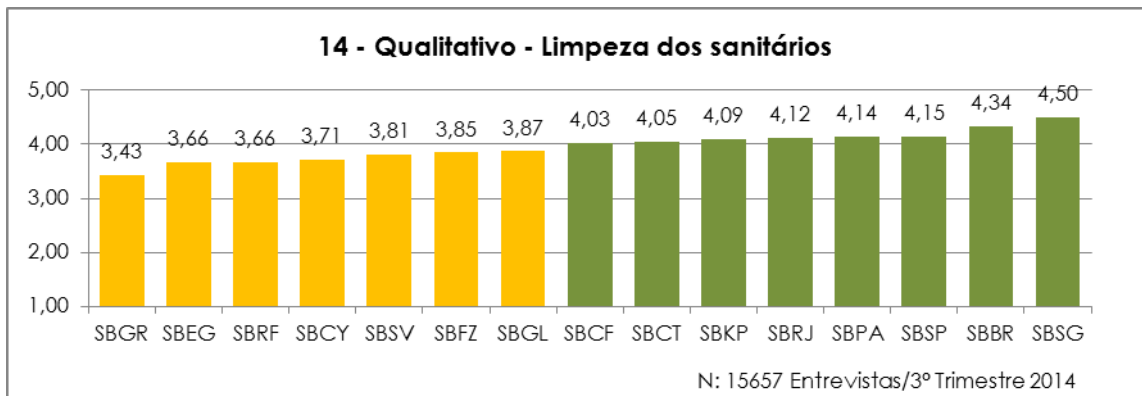
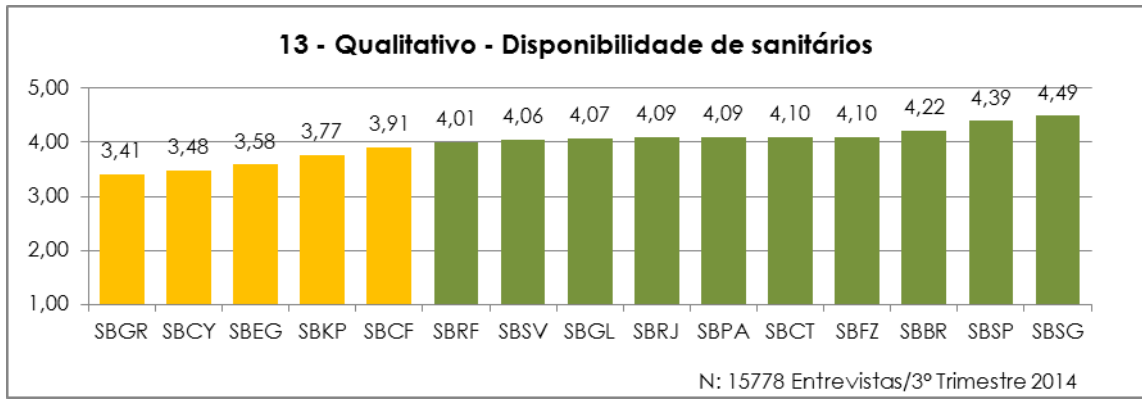
2.5 RESULTADOS CLASSIFICATÓRIOS POR INDICADOR

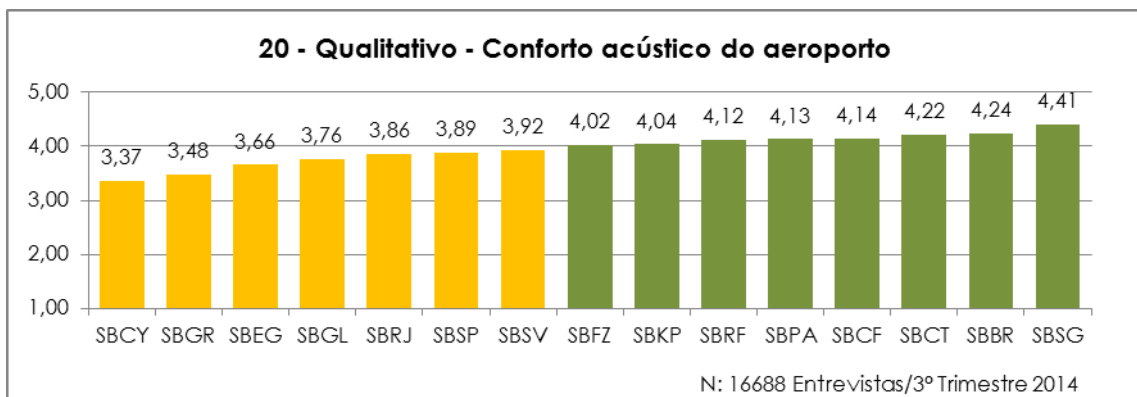
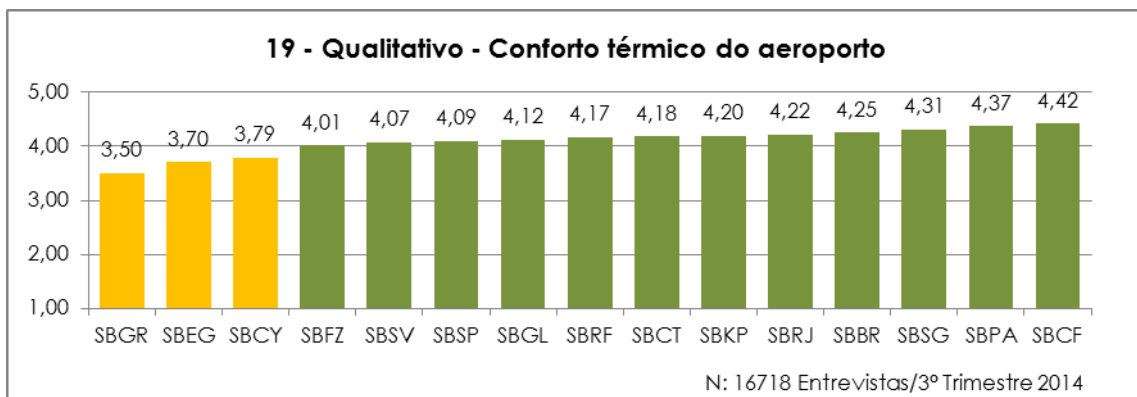
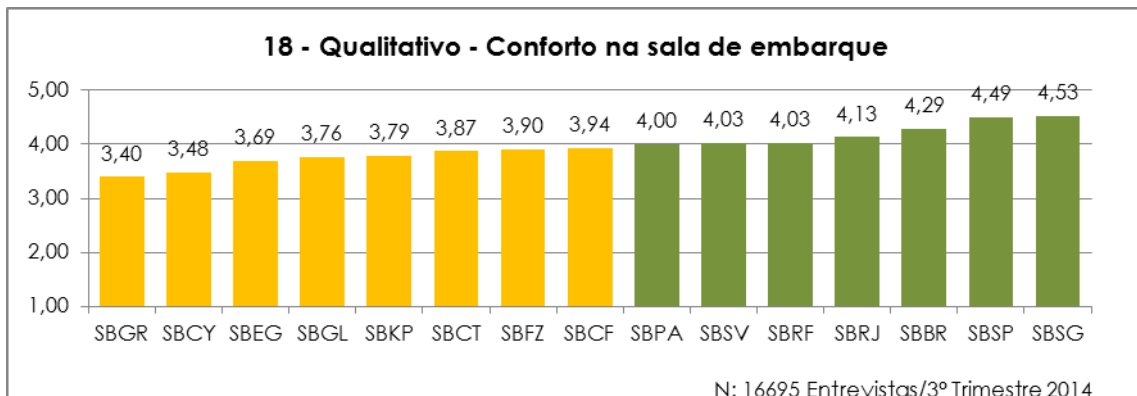
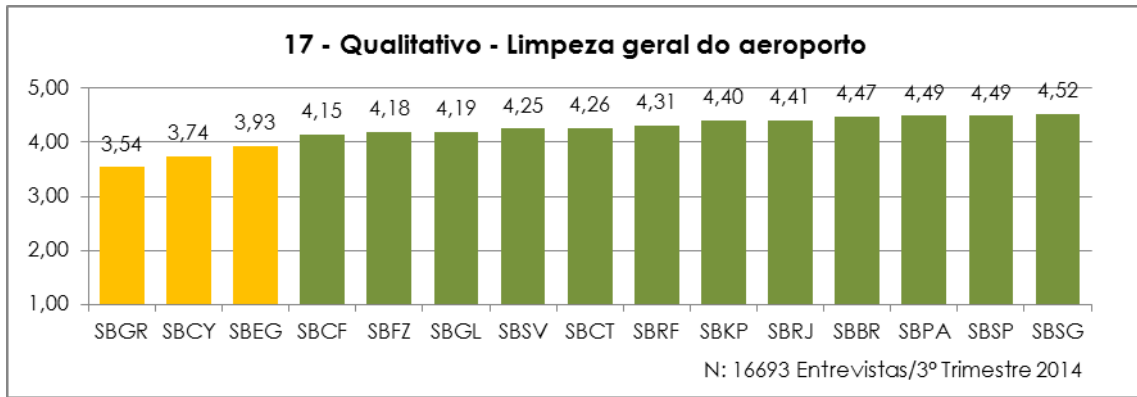
2.5.1. CLASSIFICAÇÃO POR INDICADOR QUALITATIVO

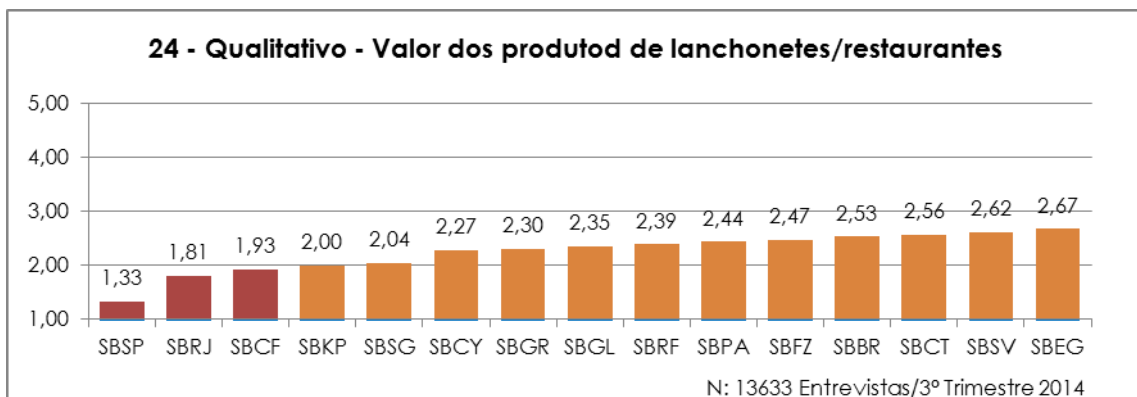
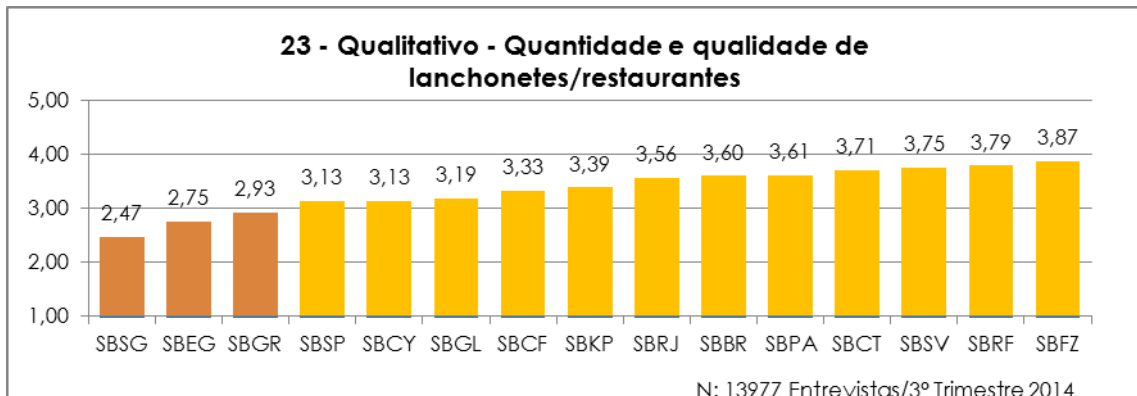
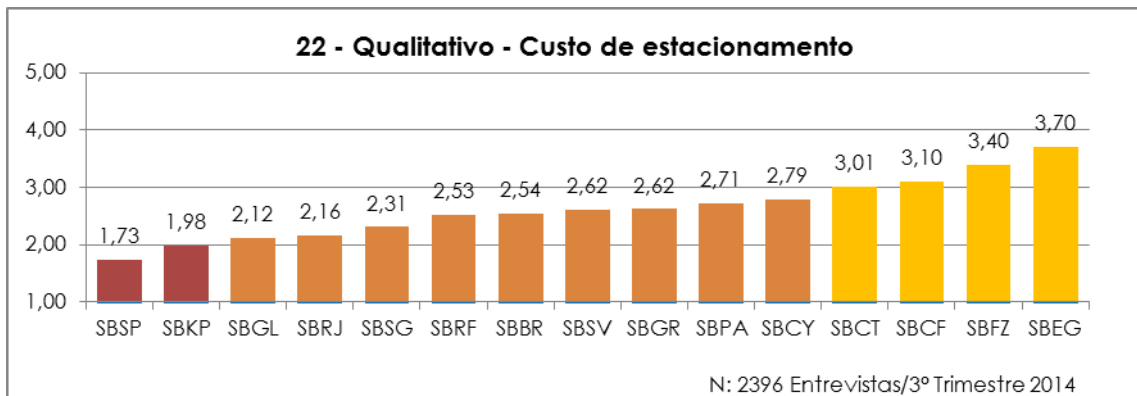
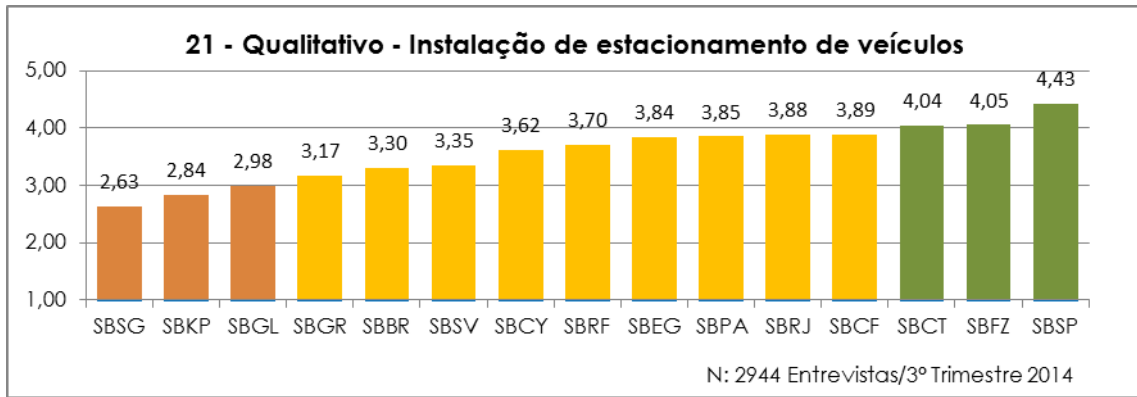




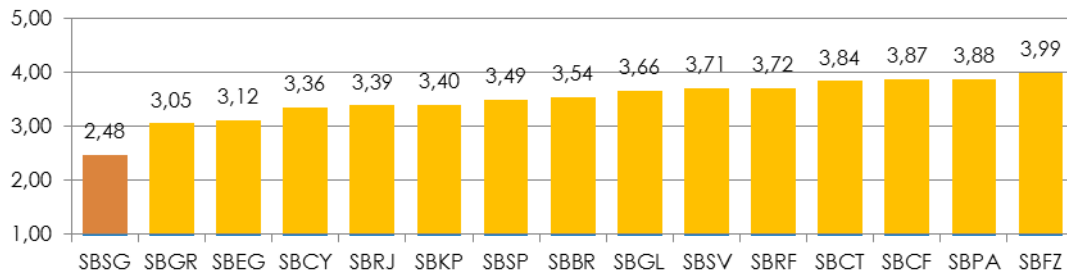






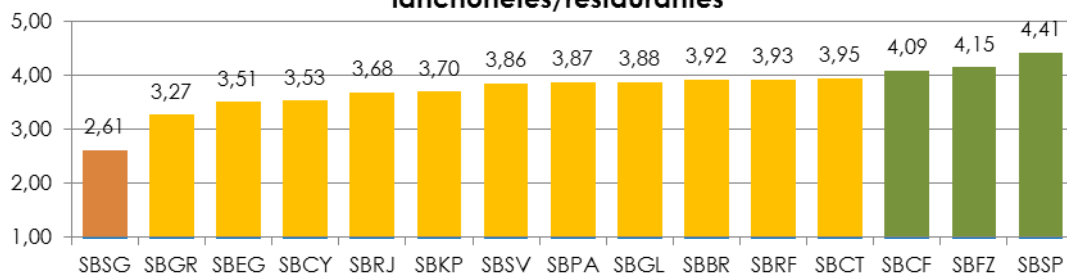


25 - Qualitativo - Tempo de fila nas lanchonetes/restaurantes



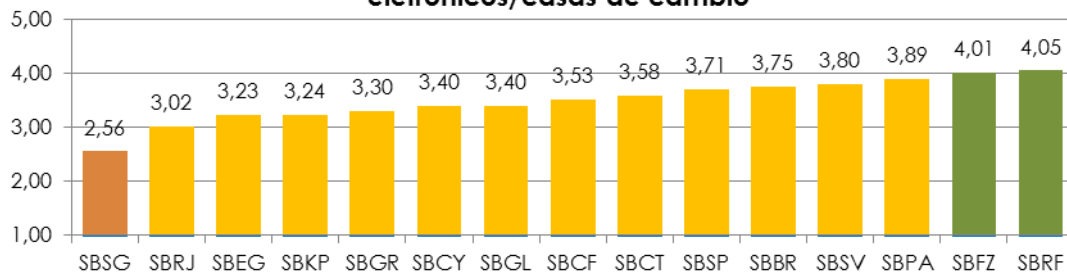
N: 12968 Entrevistas/3º Trimestre 2014

26 - Qualitativo - Cordialidade dos funcionários de lanchonetes/restaurantes



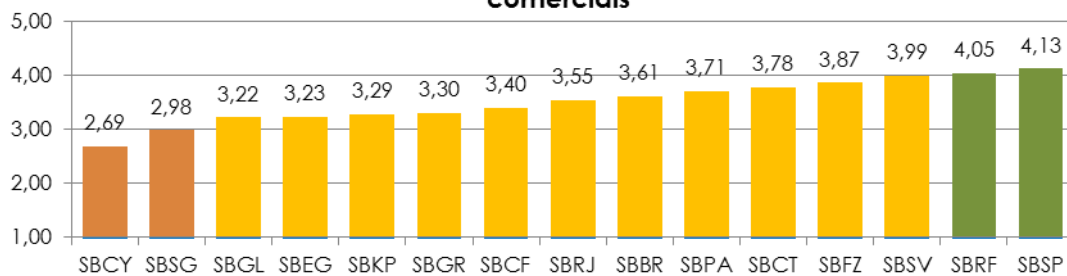
N: 12757 Entrevistas/3º Trimestre 2014

27 - Qualitativo - Disponibilidade de bancos/caixas eletrônicos/casas de câmbio



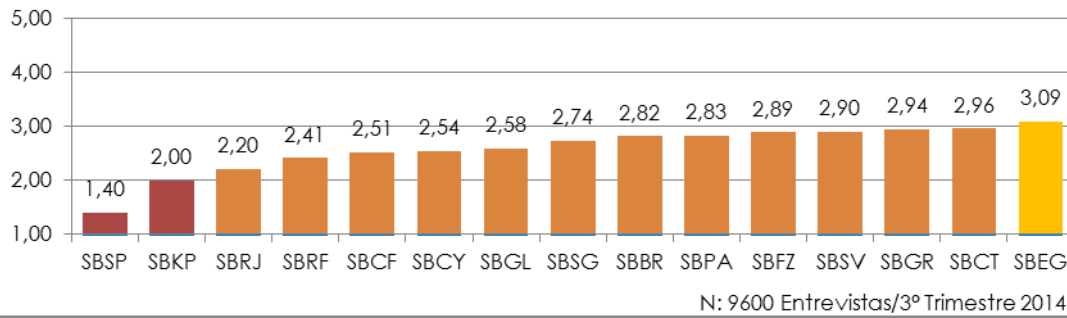
N: 9581 Entrevistas/3º Trimestre 2014

28 - Qualitativo - Quantidade e qualidade de estabelecimentos comerciais

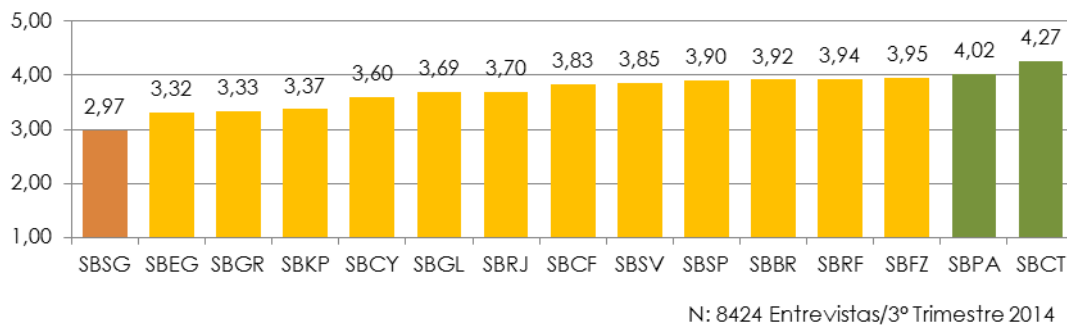


N: 10940 Entrevistas/3º Trimestre 2014

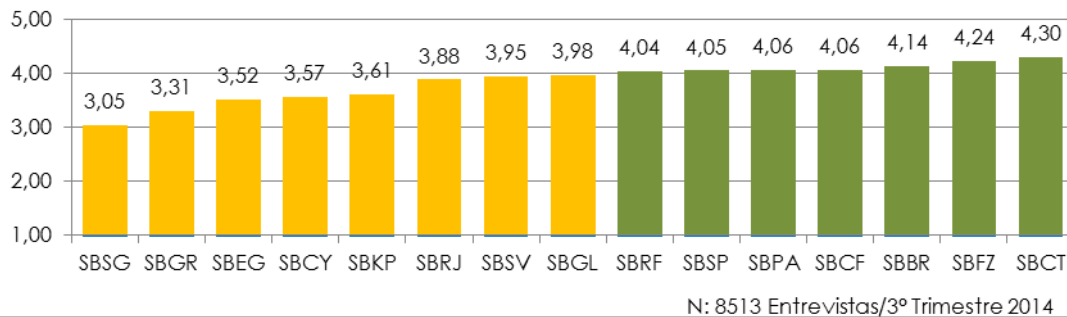
29 - Qualitativo - Valor dos produtos comerciais



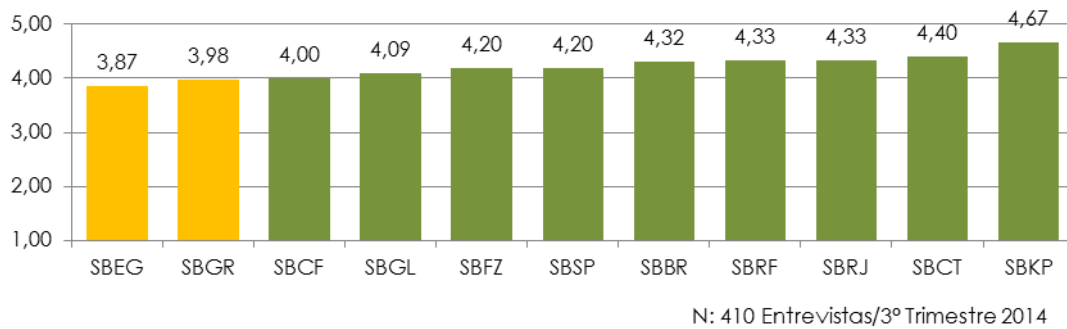
30 - Qualitativo - Tempo de fila nos estabelecimentos comerciais



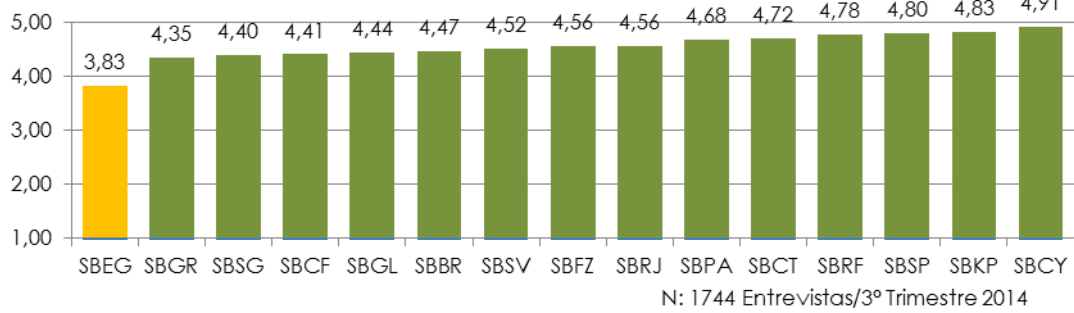
31 - Qualitativo - Cordialidade dos funcionários do comércio



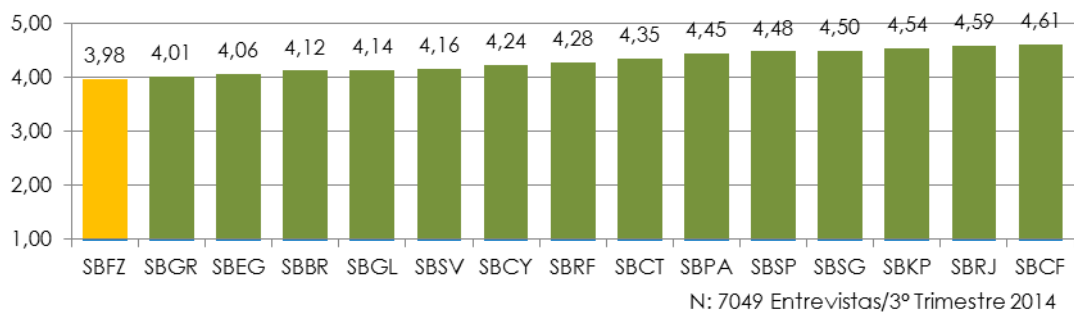
32 - Qualitativo - Qualidades Sala VIP



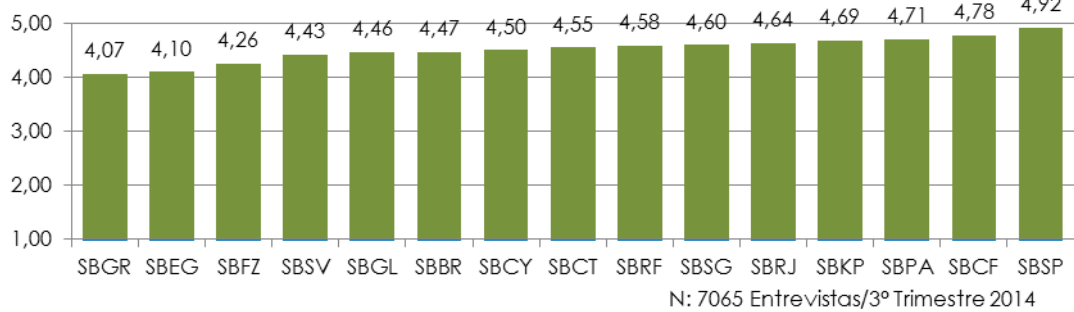
33 - Qualitativo - Tempo de fila no check-in (autoatendimento)



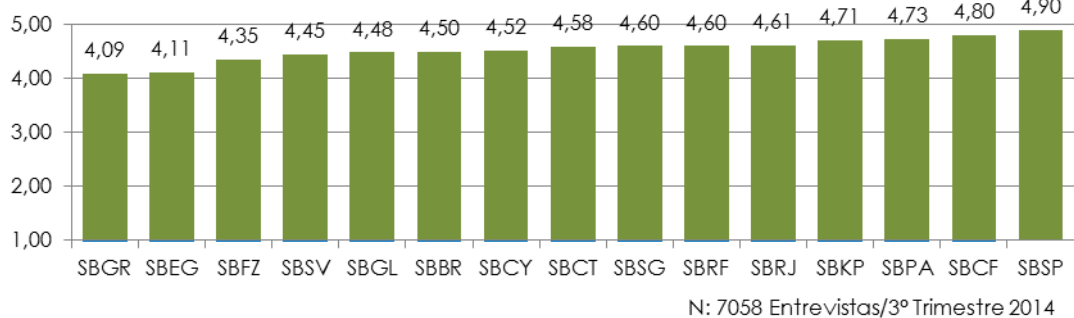
34 - Qualitativo - Tempo de fila no check-in (guichê)



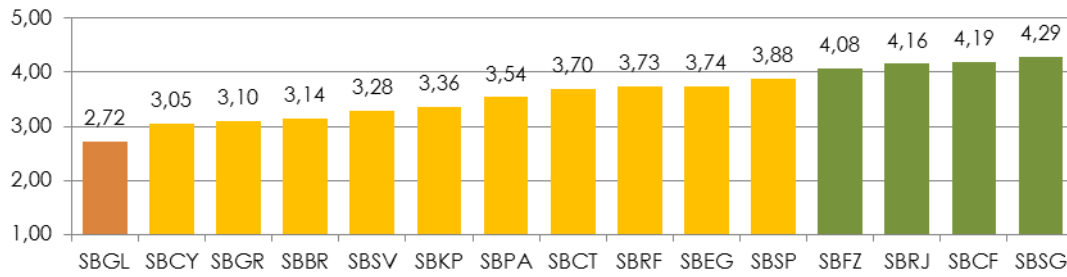
35 - Qualitativo - Eficiência dos funcionários do check-in



36 - Qualitativo - Cordialidade dos funcionários do check-in

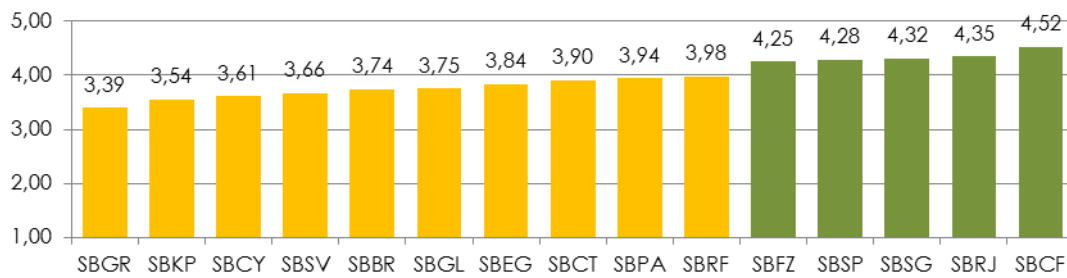


37 - Qualitativo - Velocidade da restituição de bagagem



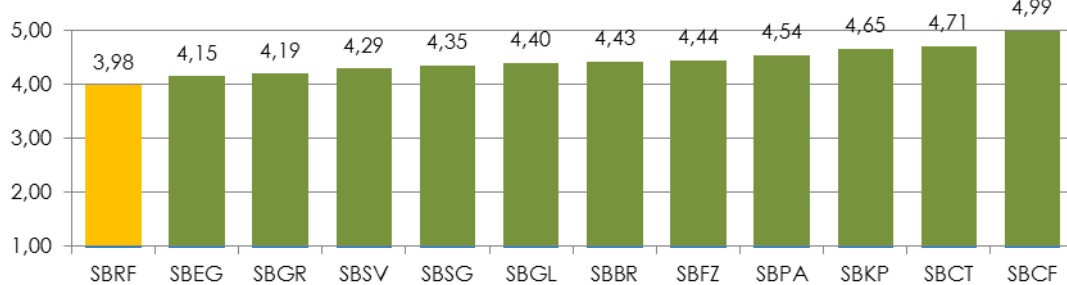
N: 6417 Entrevistas/3º Trimestre 2014

38 - Qualitativo - Integridade da bagagem



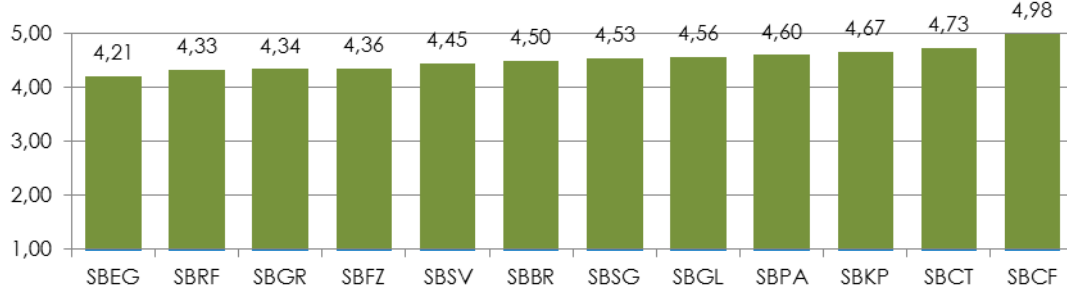
N: 6407 Entrevistas/3º Trimestre 2014

39 - Qualitativo - Tempo de fila na emigração

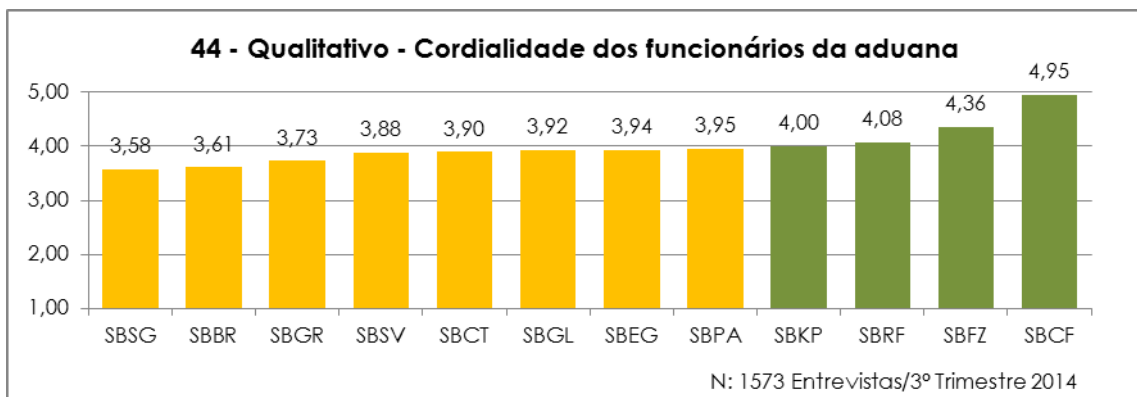
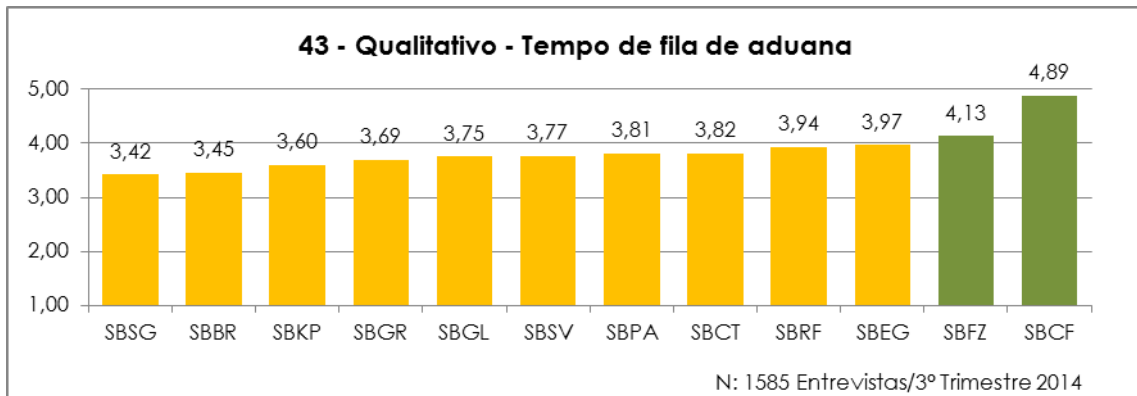
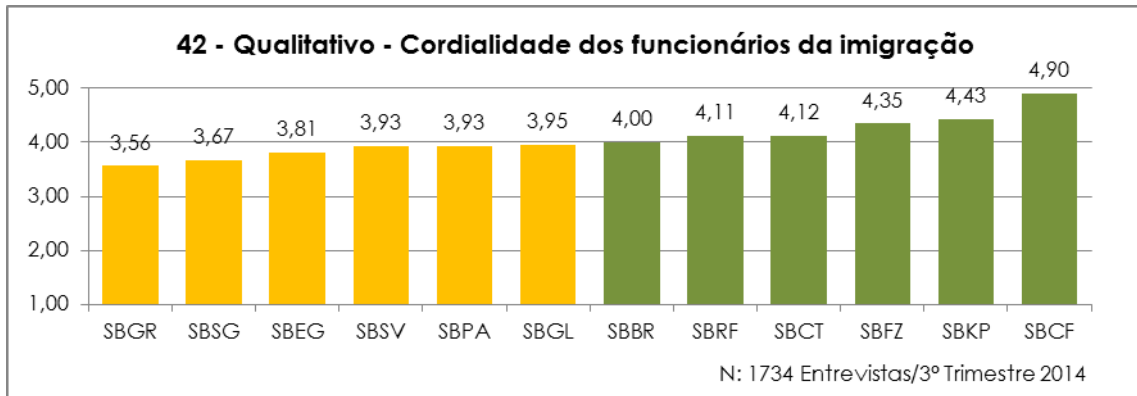
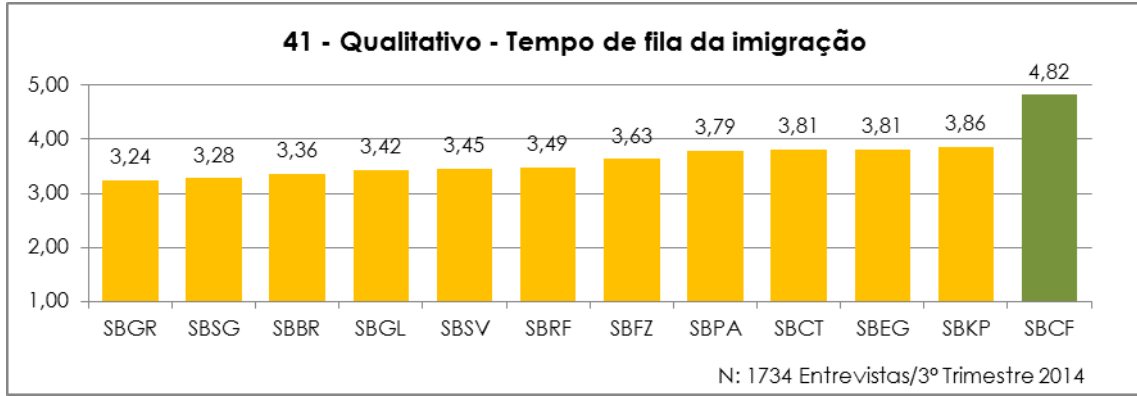


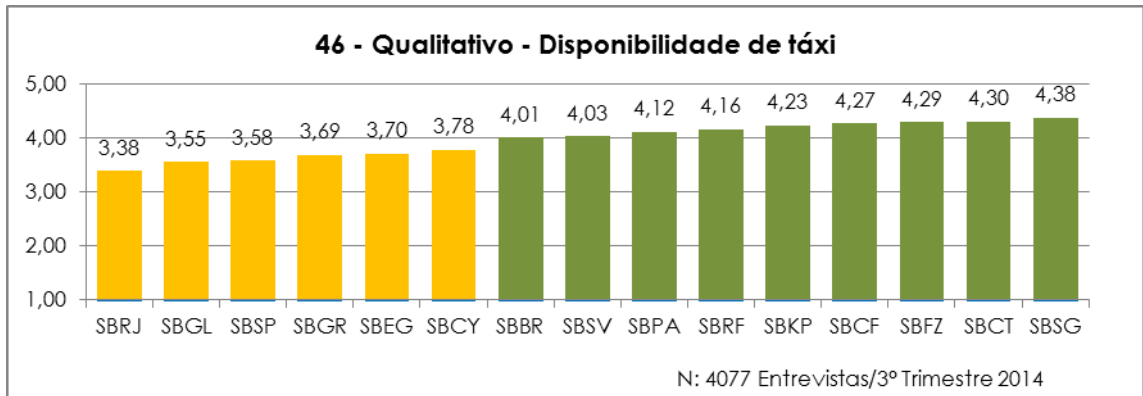
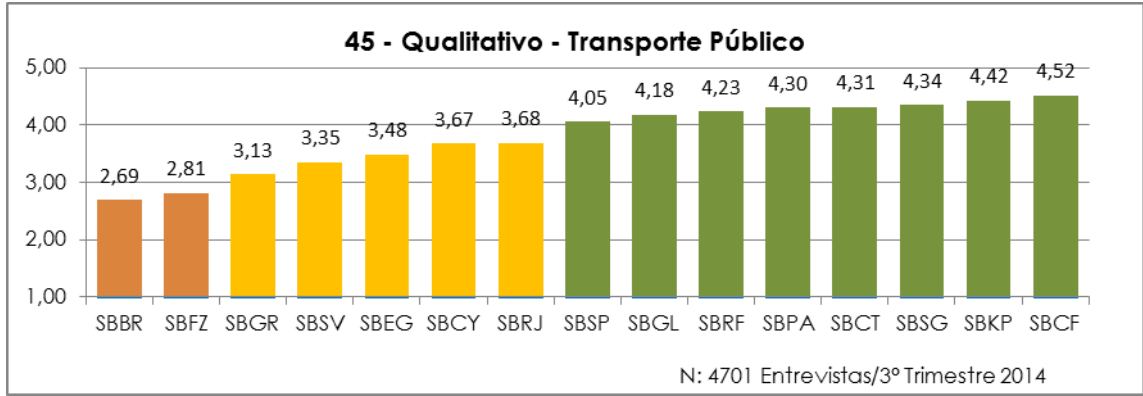
N: 3436 Entrevistas/3º Trimestre 2014

40 - Qualitativo - Cordialidade dos funcionários de emigração

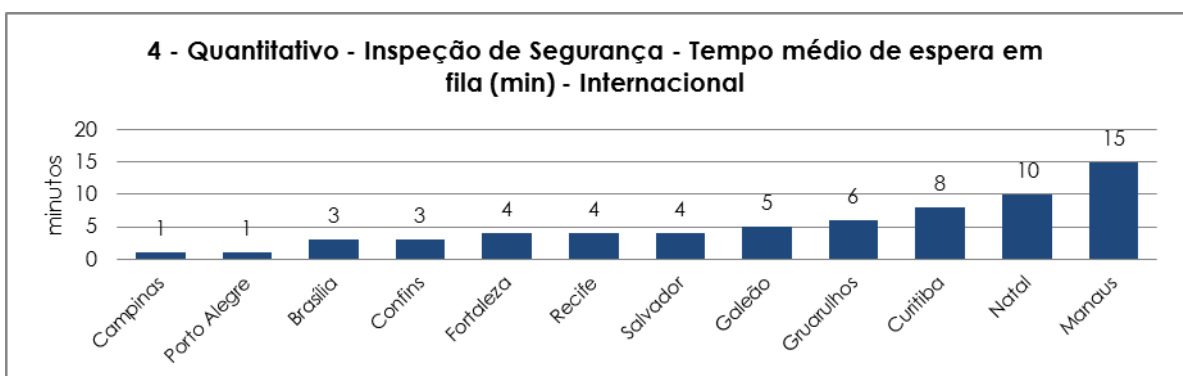
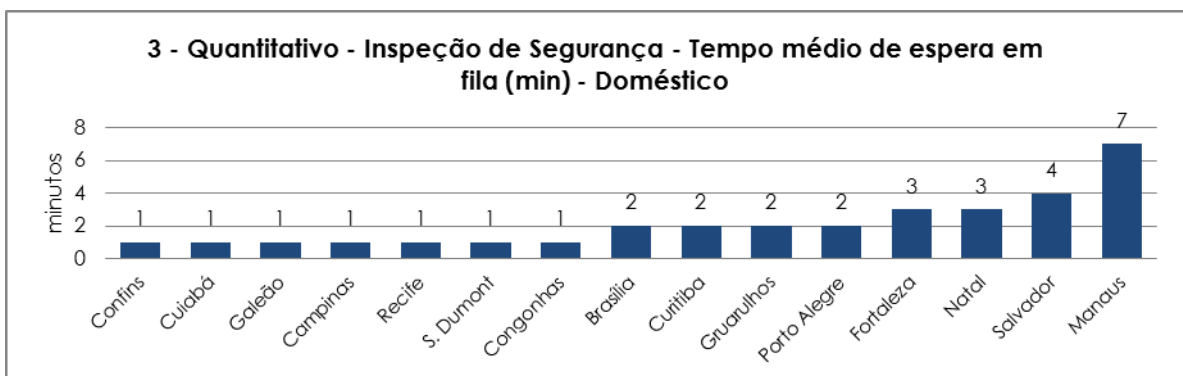
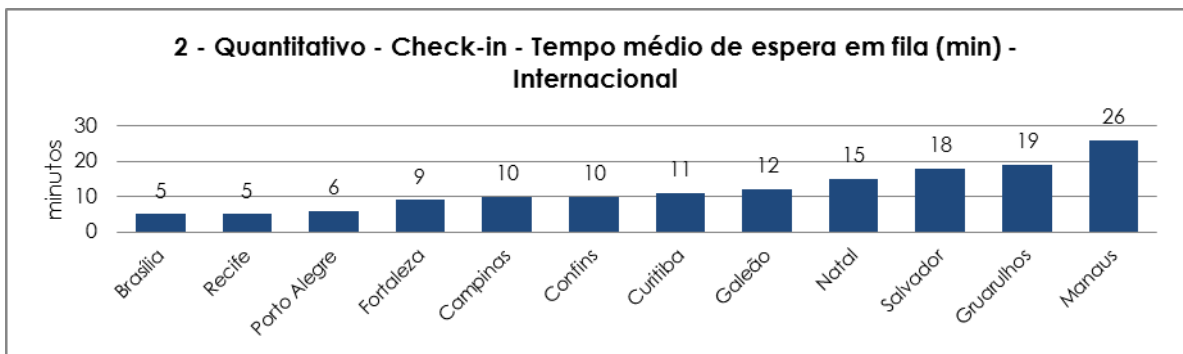
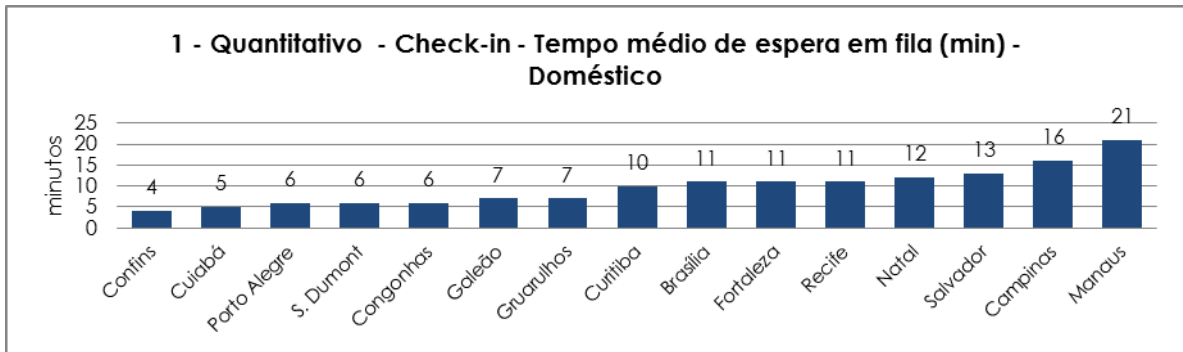


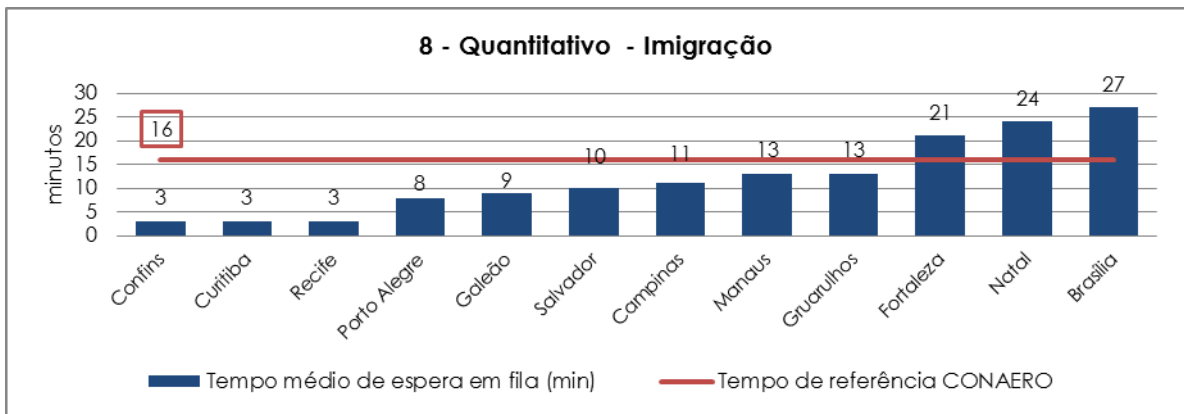
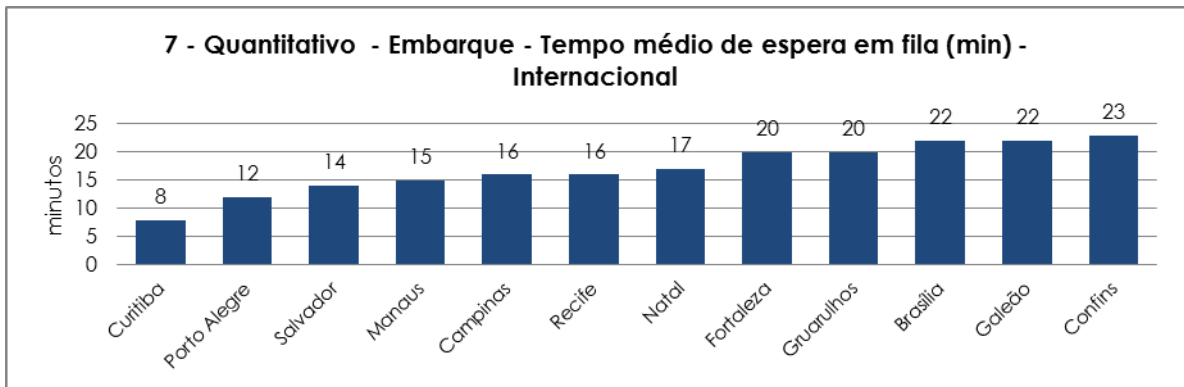
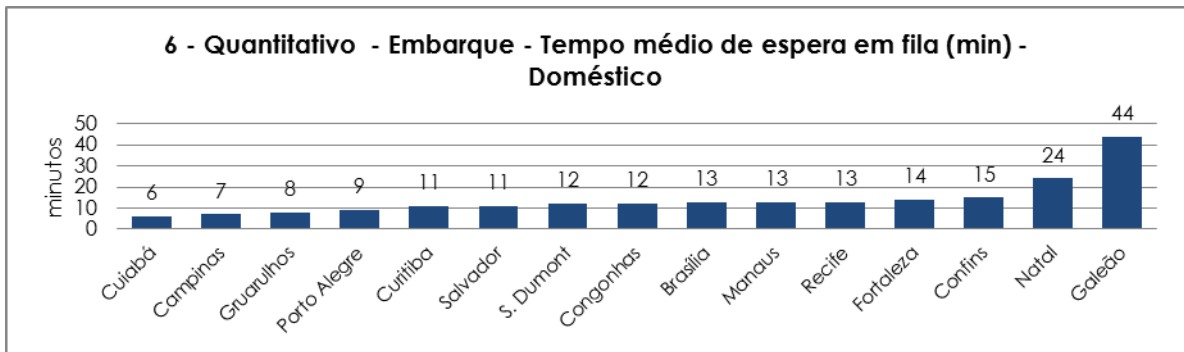
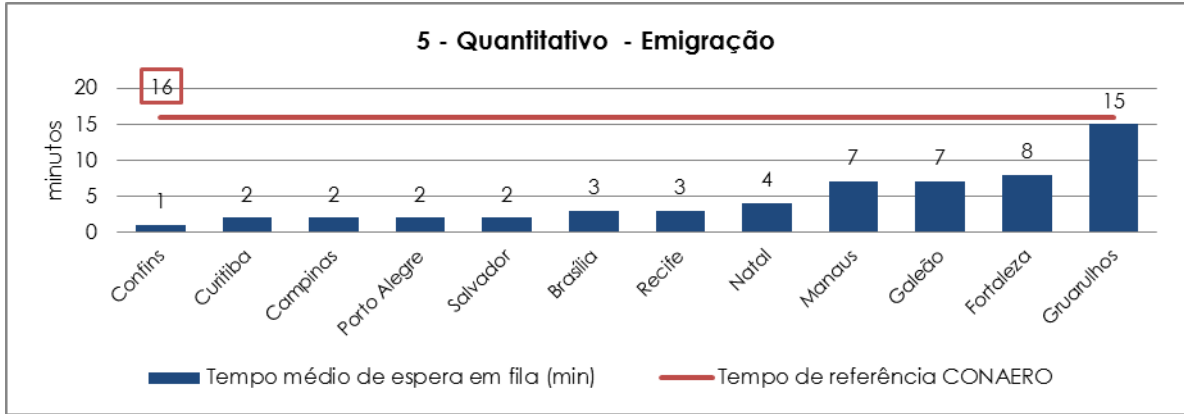
N: 3437 Entrevistas/3º Trimestre 2014

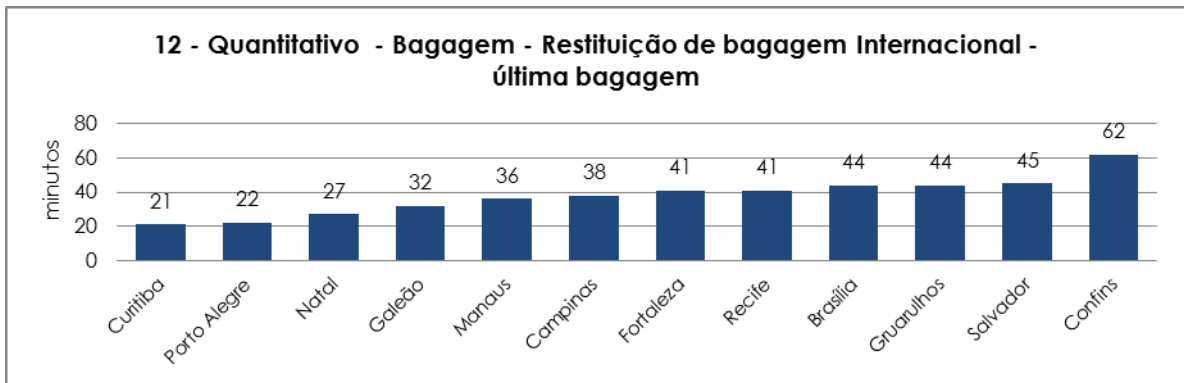
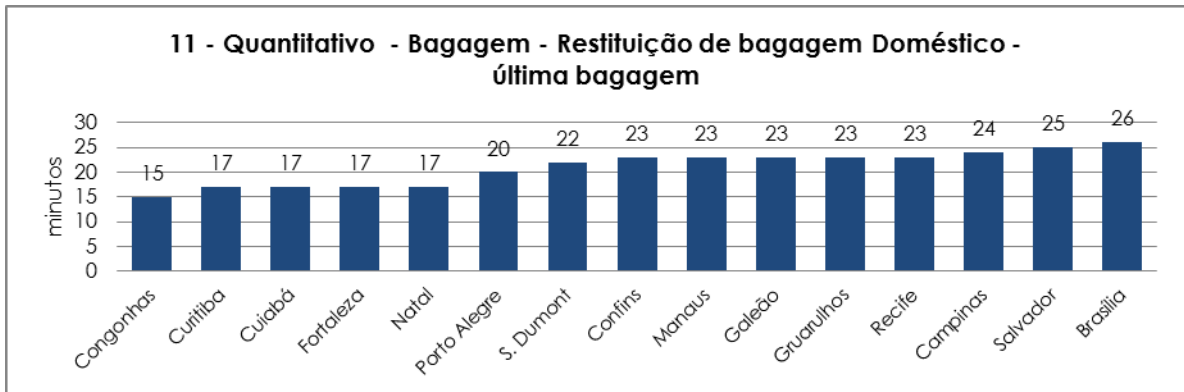
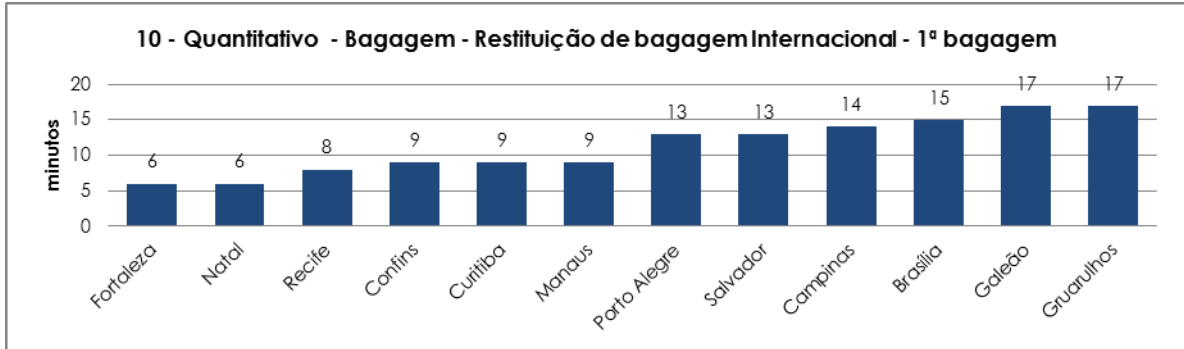
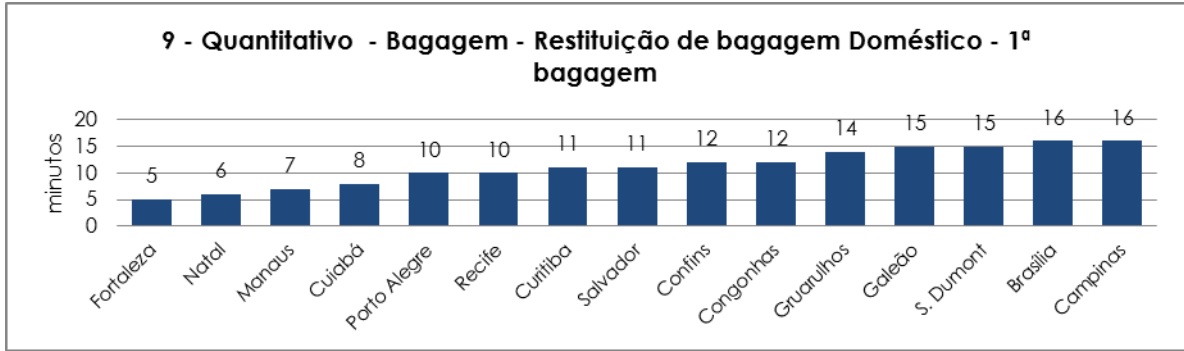


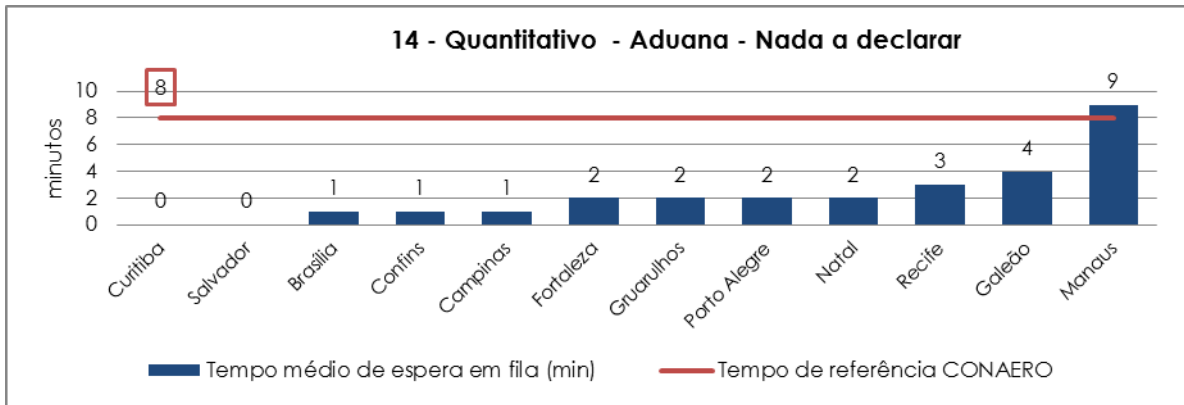
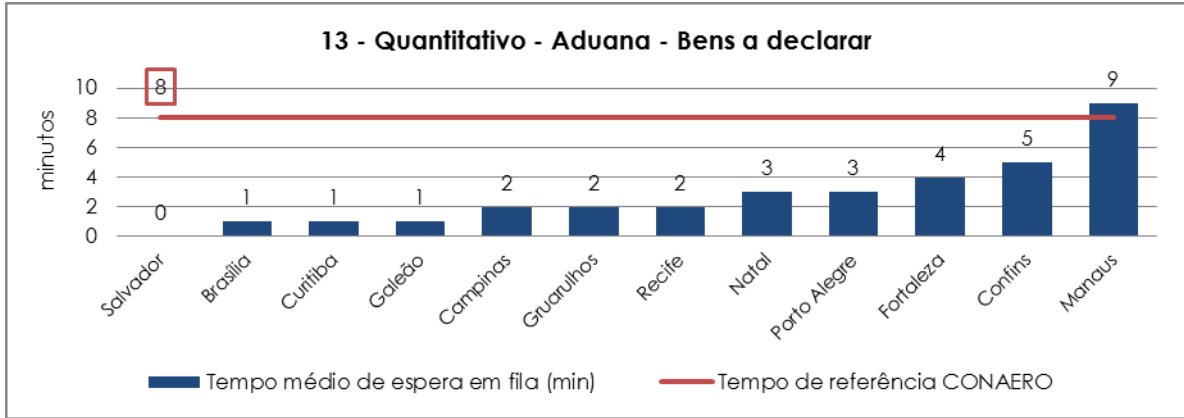


2.5.2. CLASSIFICAÇÃO POR INDICADOR QUANTITATIVO



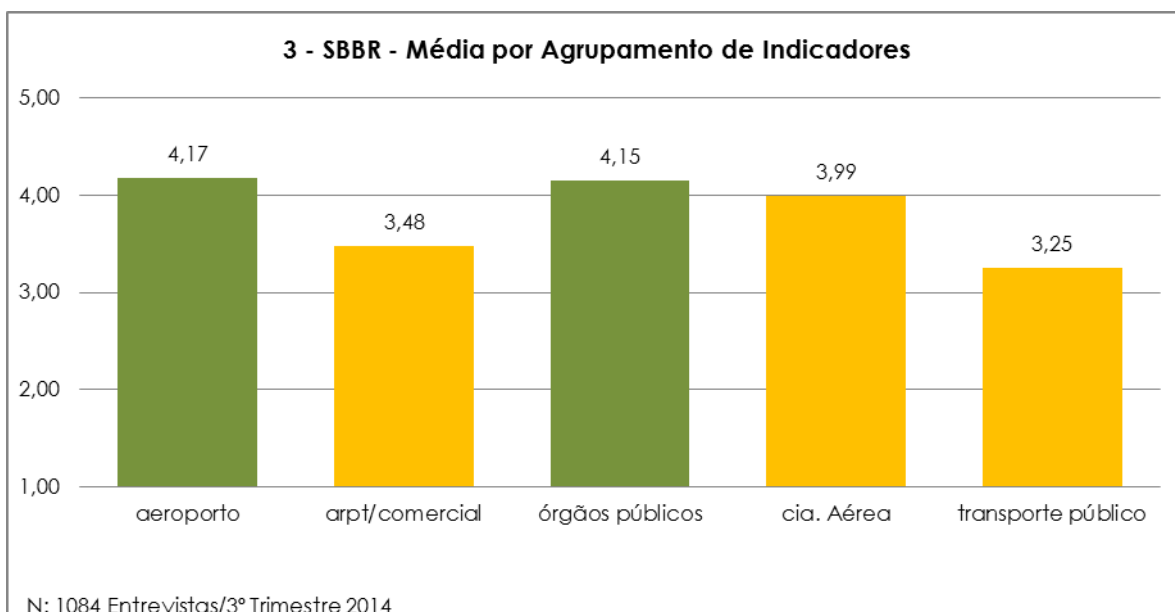
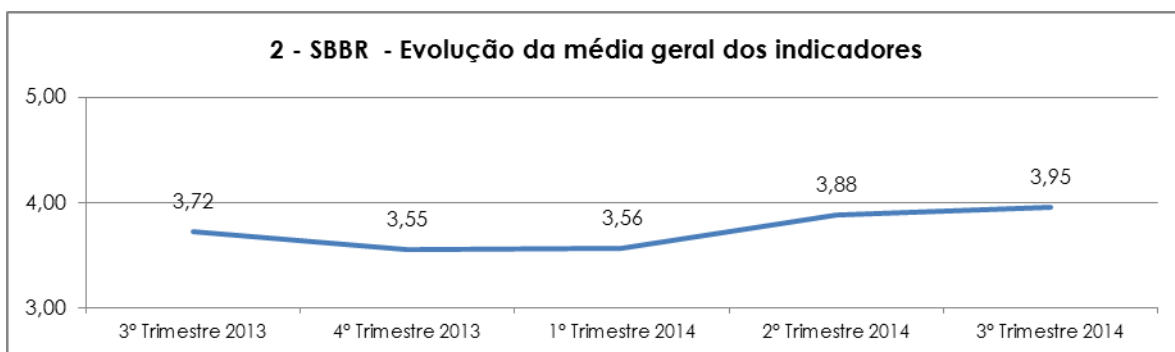
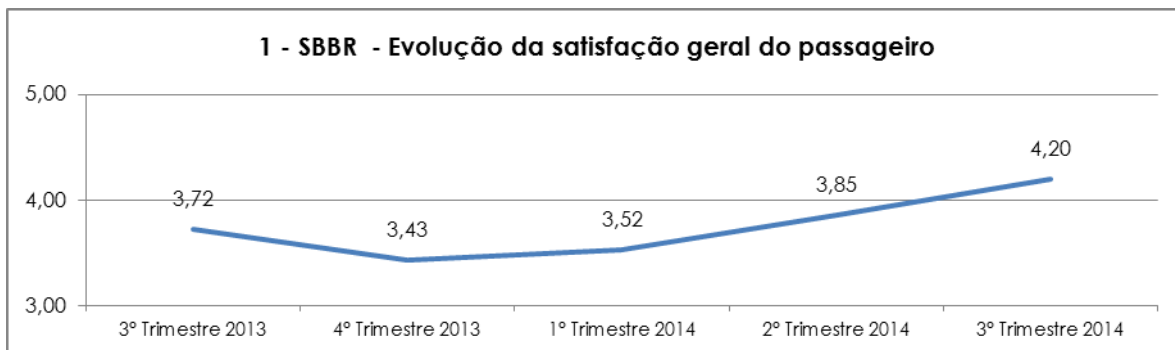




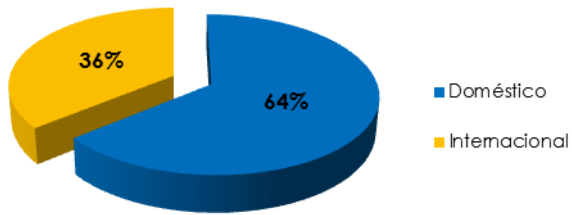


3 RESULTADOS POR AEROPORTO

3.1 AEROPORTO INTERNACIONAL JUSCELINO KUBITSCHKE – BRASÍLIA (SBBR)

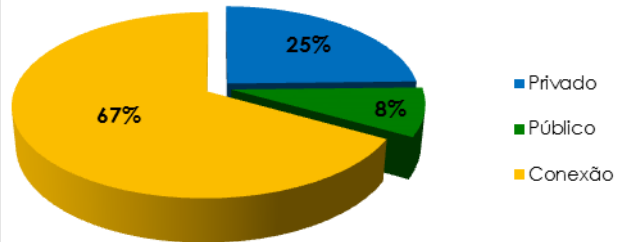


4 - SBBR - Distribuição Amostral - tipo de voo



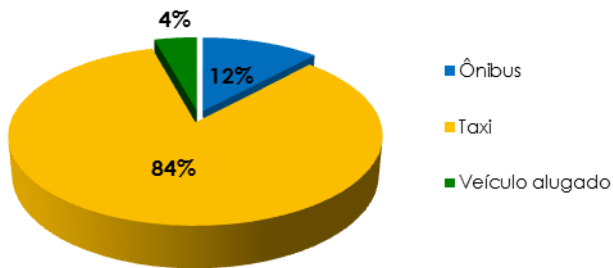
N: 1084 Entrevistas/3º trimestre 2014

5 - SBBR - Tipo de transporte



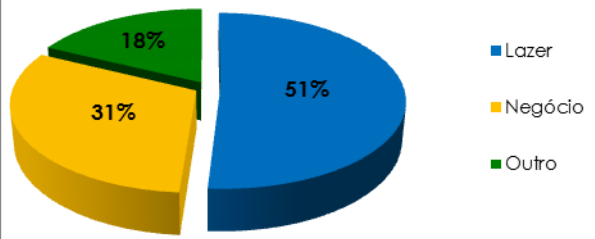
N: 1084 Entrevistas/3º trimestre 2014

6 - SBBR - Meio de transporte público utilizado



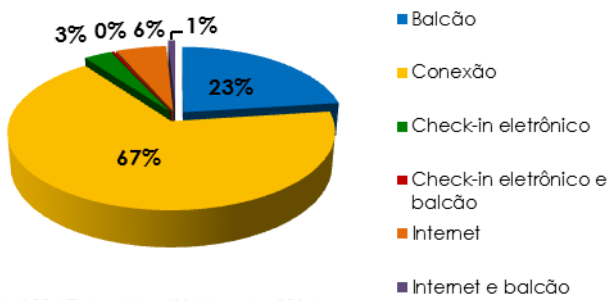
N: 92 Entrevistas/3º trimestre 2014

7 - SBBR - Motivo da viagem



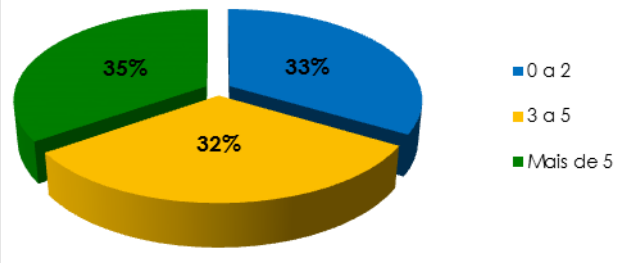
N: 1080 Entrevistas/3º trimestre 2014

8 - SBBR - Forma de check-in



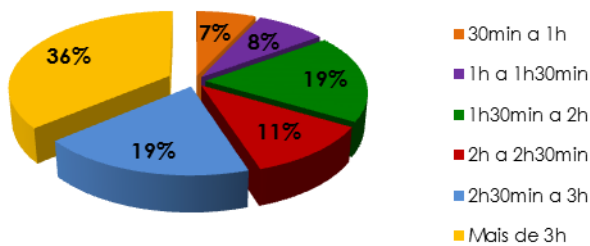
N: 1084 Entrevistas/3º trimestre 2014

9 - SBBR - Frequencia de viagem nos últimos 12 meses



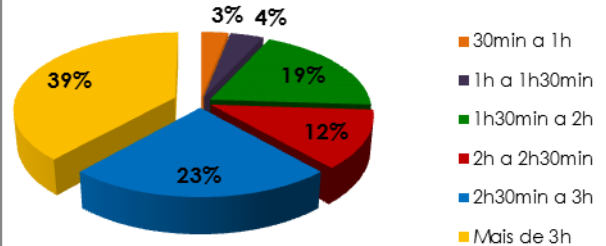
N: 1084 Entrevistas/3º trimestre 2014

10 - SBBR - Antecedência de chegada para voo doméstico



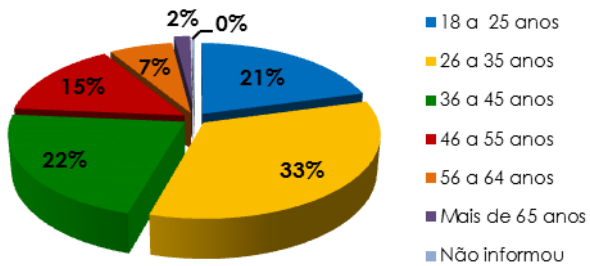
N: 696 Entrevistas/3º trimestre 2014

11 - SBBR - Antecedência de chegada para voo internacional



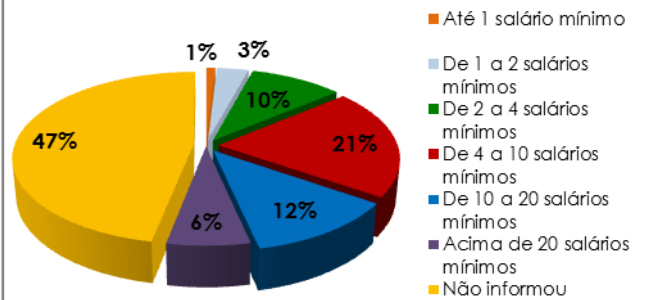
N: 388 Entrevistas/3º trimestre 2014

12 - SBBR - Idade



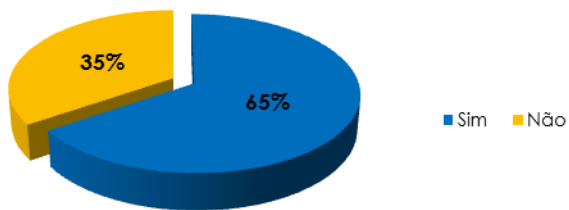
N: 1084 Entrevistas/3º trimestre 2014

13 - SBBR - Renda



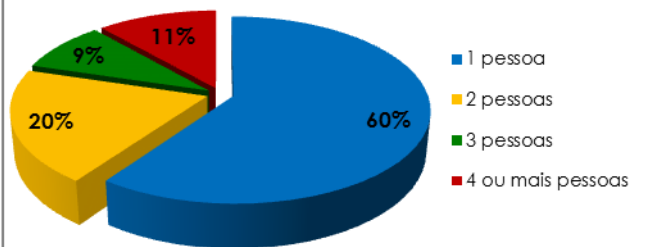
N: 1084 Entrevistas/3º trimestre 2014

14 - SBBR - Viajando sozinho



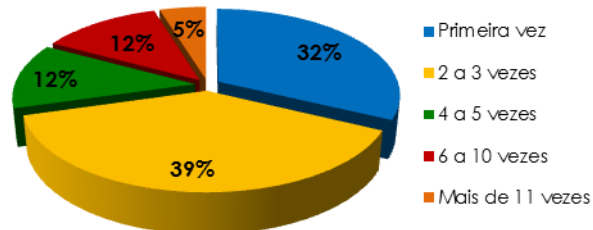
N: 1084 Entrevistas/3º trimestre 2014

15 - SBBR - Número de acompanhantes



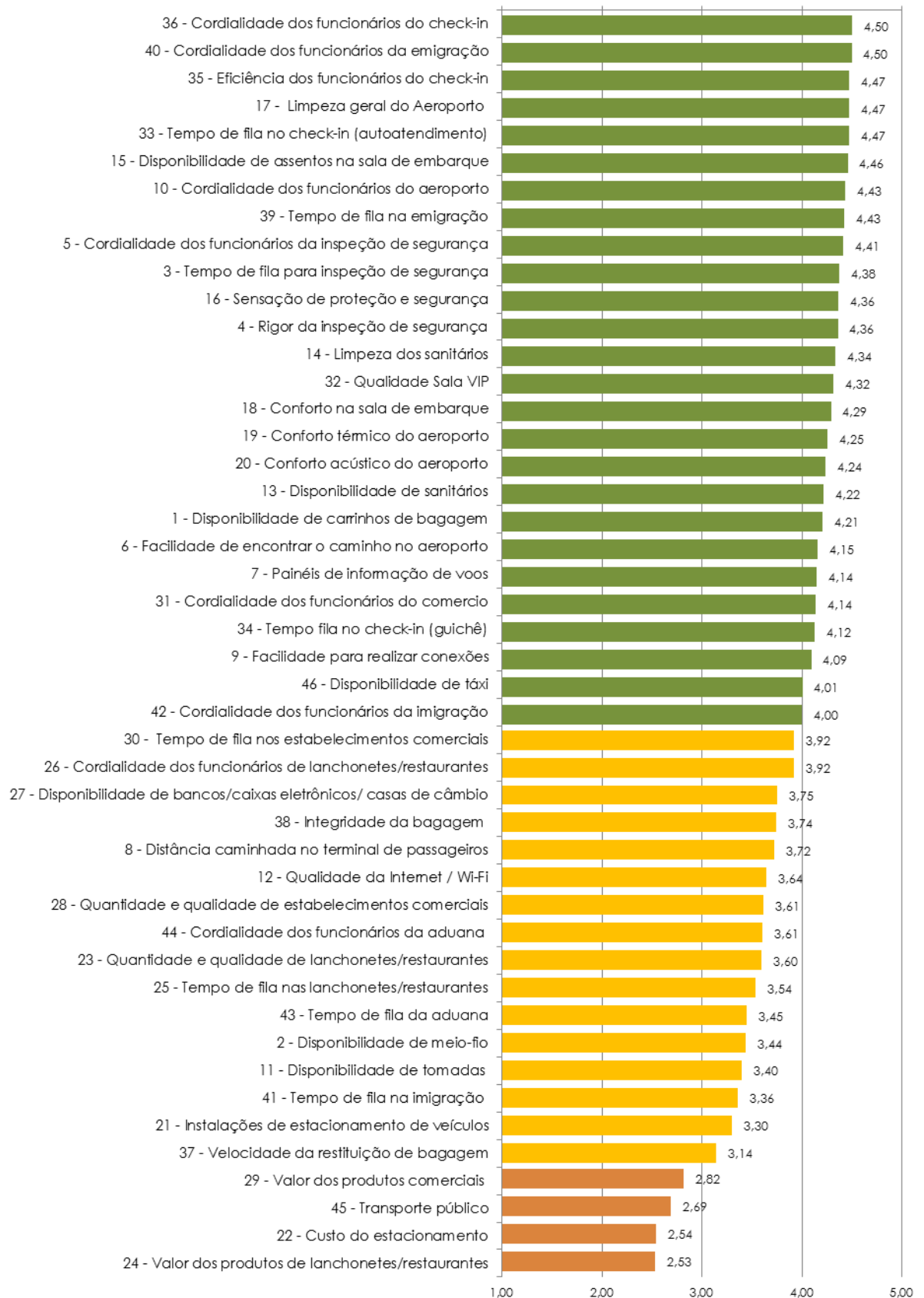
N: 374 Entrevistas/3º trimestre 2014

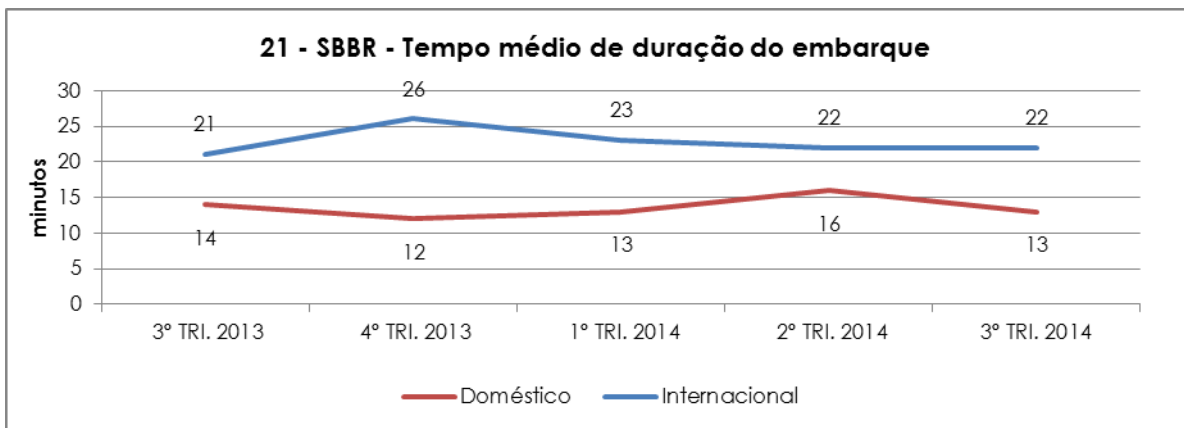
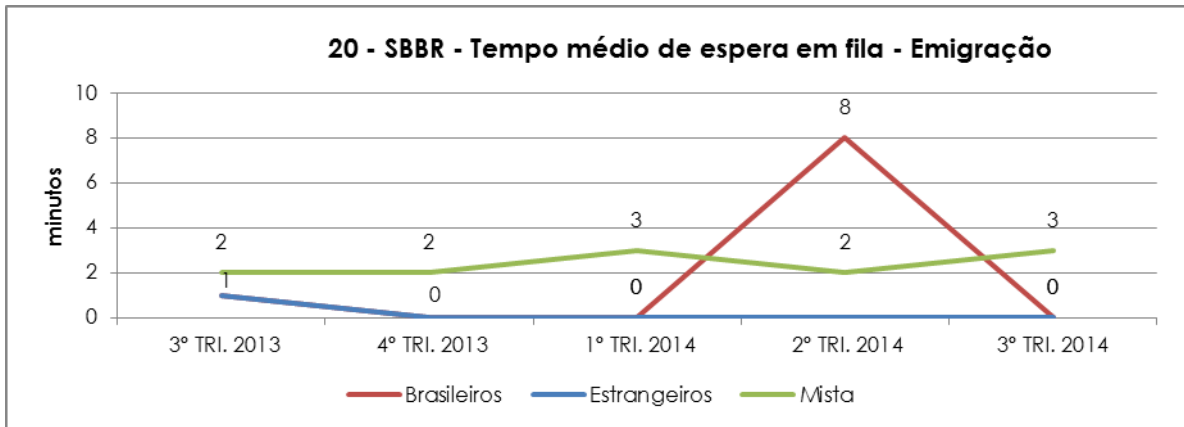
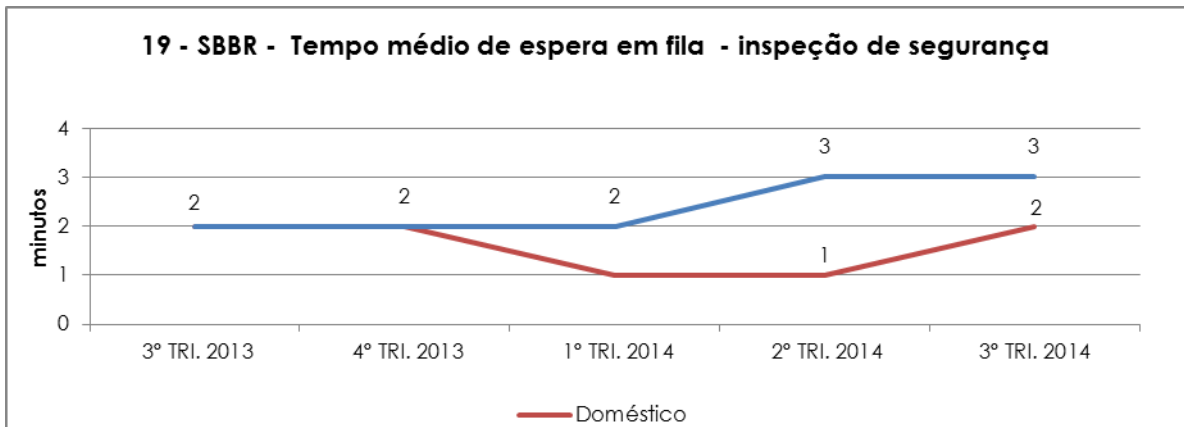
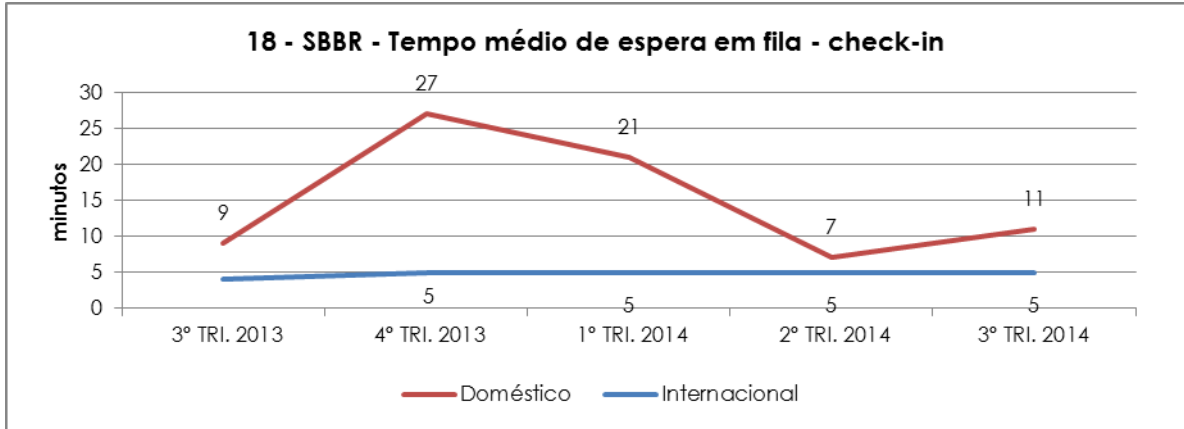
16 - SBBR - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses

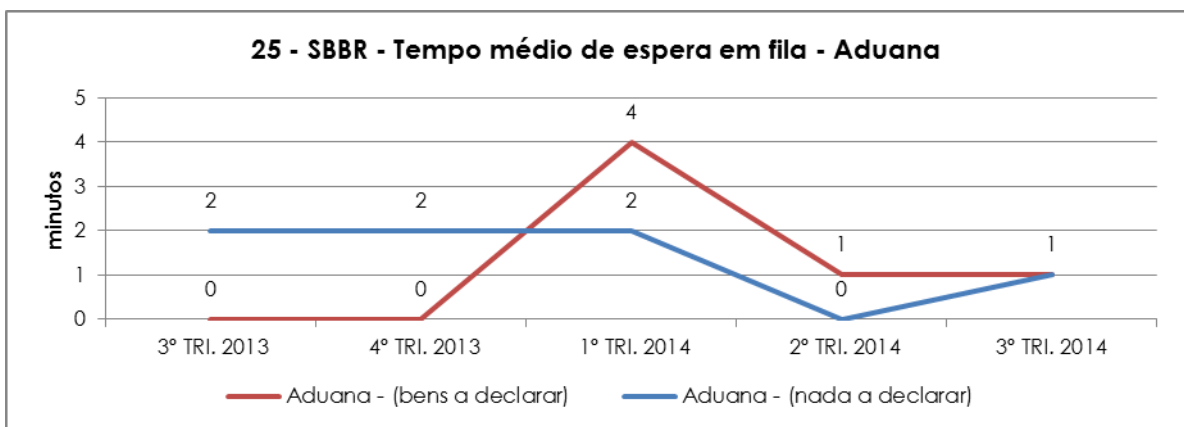
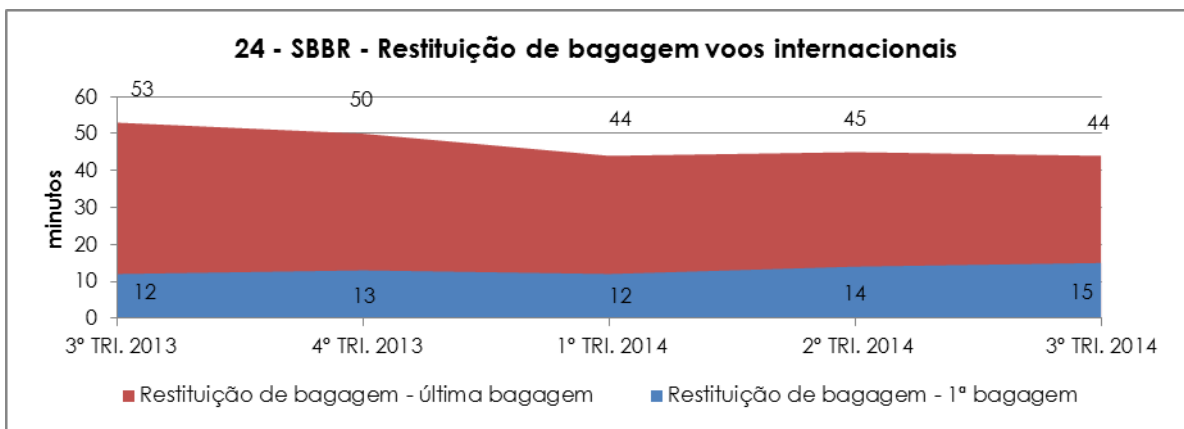
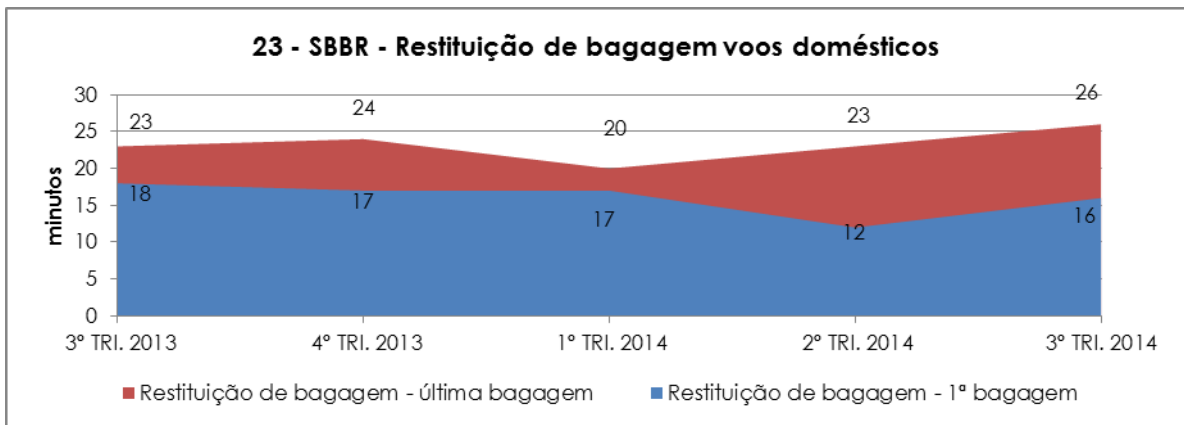
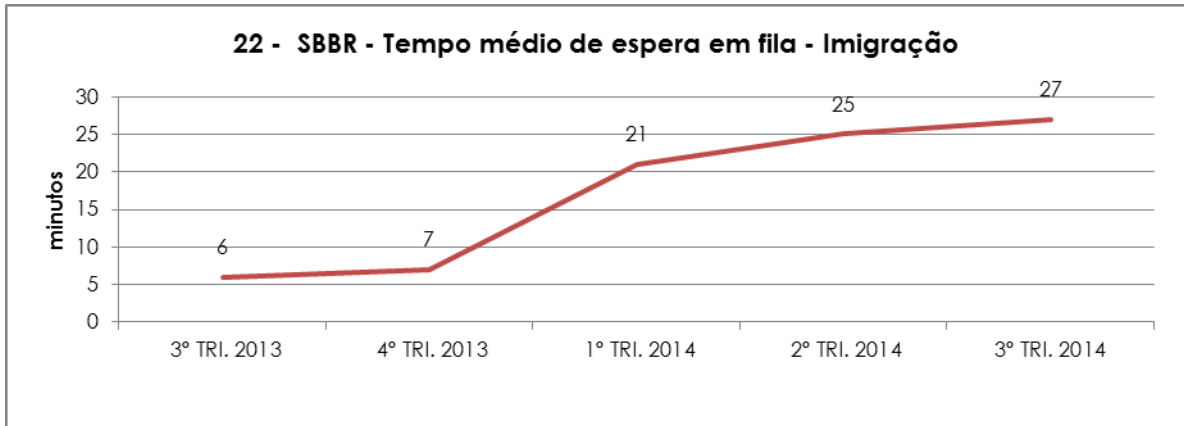


N: 1084 Entrevistas/3º trimestre 2014

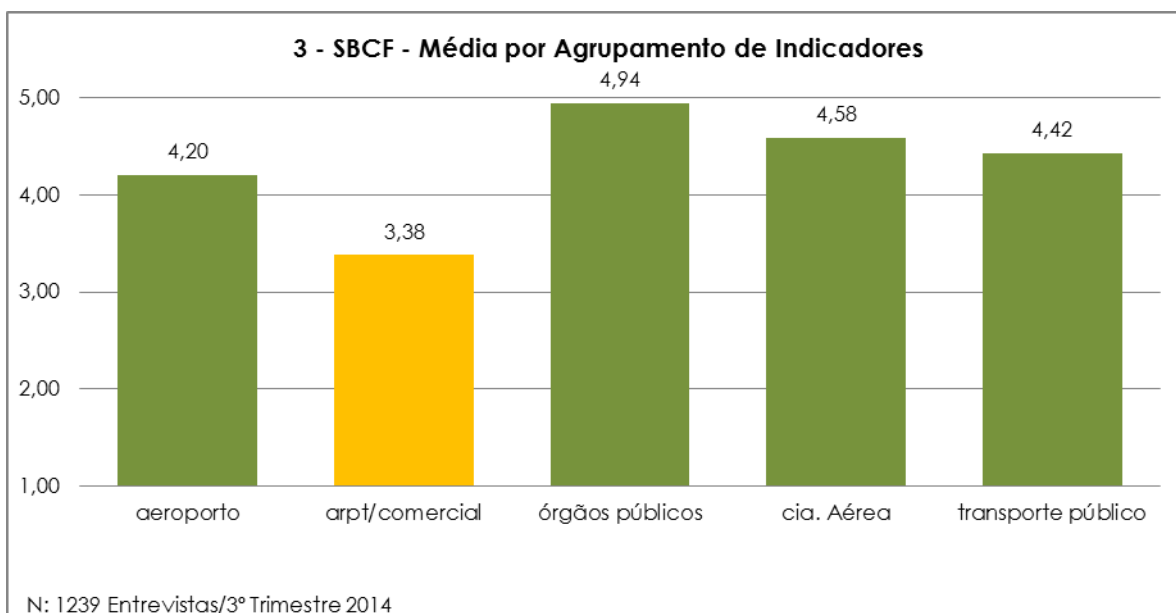
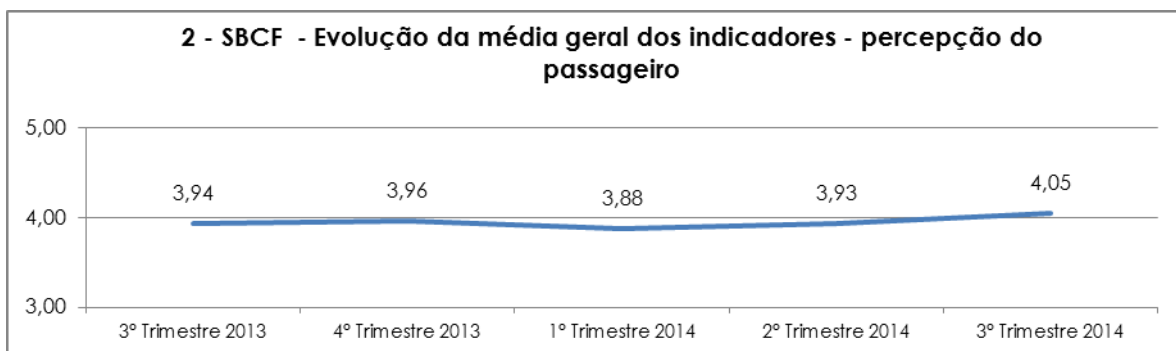
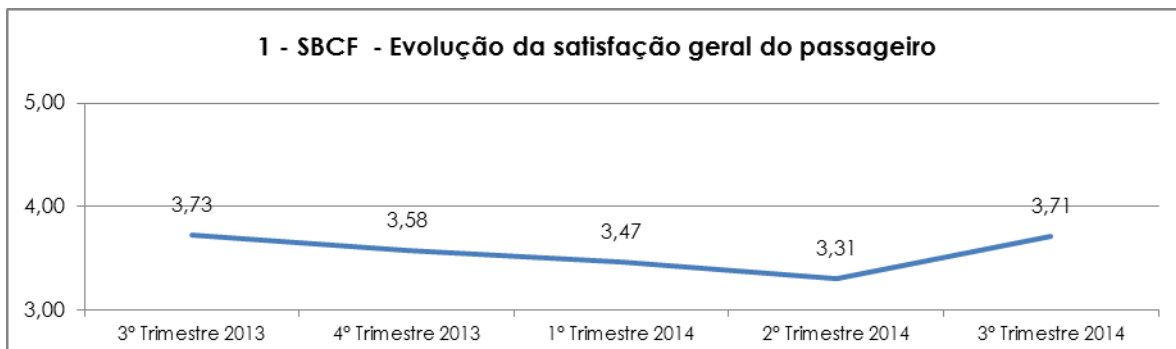
17 - SBBR - Média Geral dos Indicadores dos aeroportos pesquisados



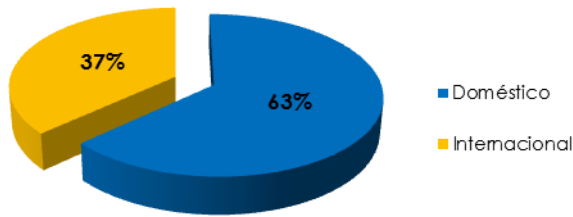




3.2 AEROPORTO INTERNACIONAL TANCREDO NEVES – CONFINIS (SBCF)

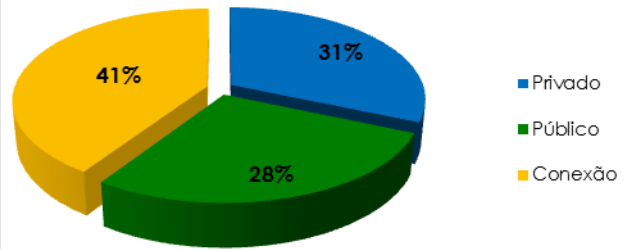


4 - SBCF - Distribuição Amostral - tipo de voo



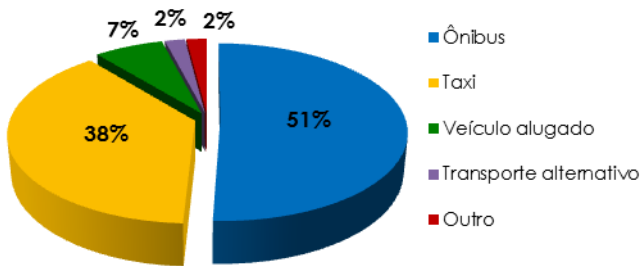
N: 1239 Entrevistas/3º trimestre 2014

5 - SBCF - Tipo de transporte



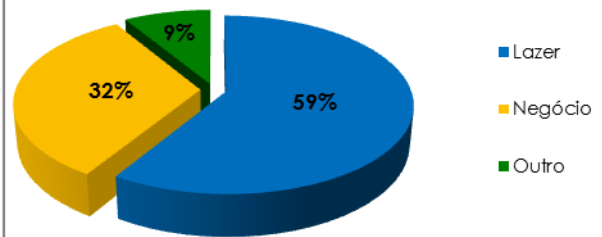
N: 1239 Entrevistas/3º trimestre 2014

6 - SBCF - Meio de transporte público utilizado



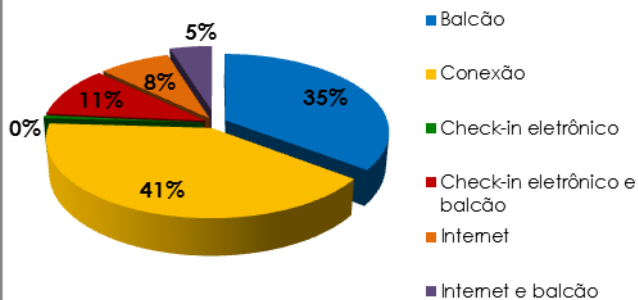
N: 345 Entrevistas/3º trimestre 2014

7 - SBCF - Motivo da viagem



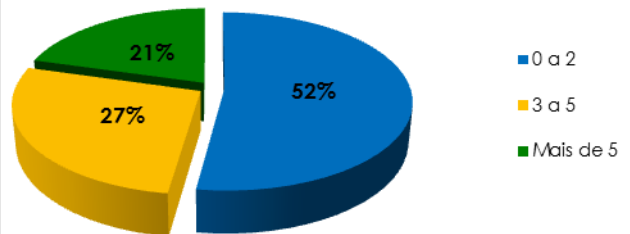
N: 1234 Entrevistas/3º trimestre 2014

8 - SBCF - Forma de check-in



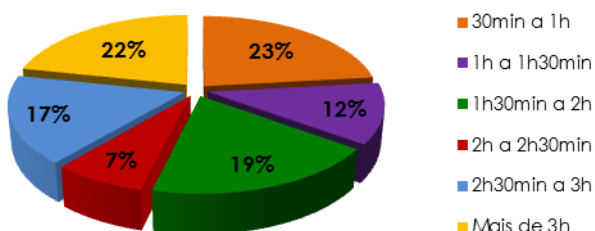
N: 1239 Entrevistas/3º trimestre 2014

9 - SBCF - Frequência de viagem nos últimos 12 meses



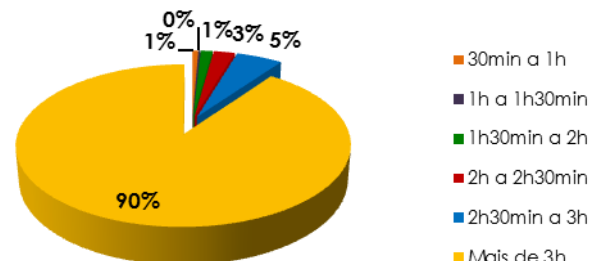
N: 1238 Entrevistas/3º trimestre 2014

10 - SBCF - Antecedência de chegada para voo doméstico

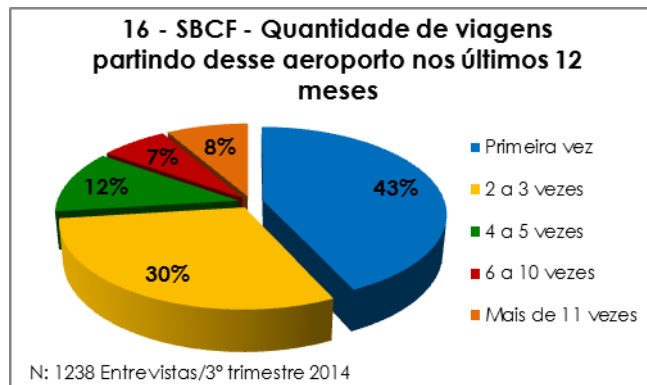
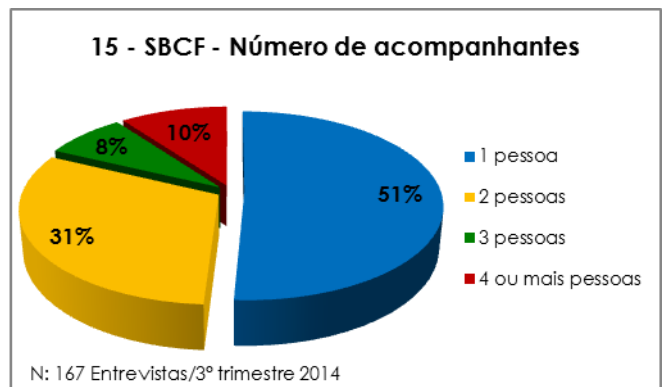
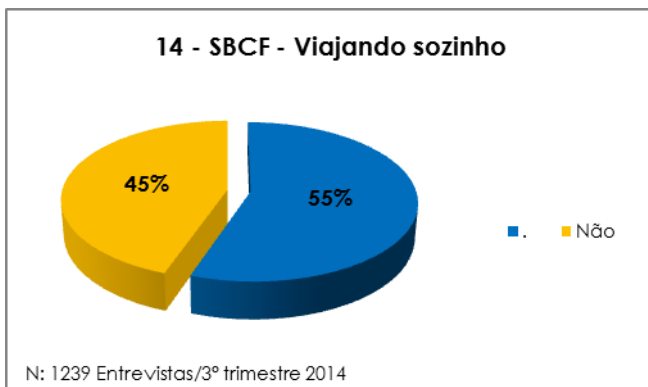
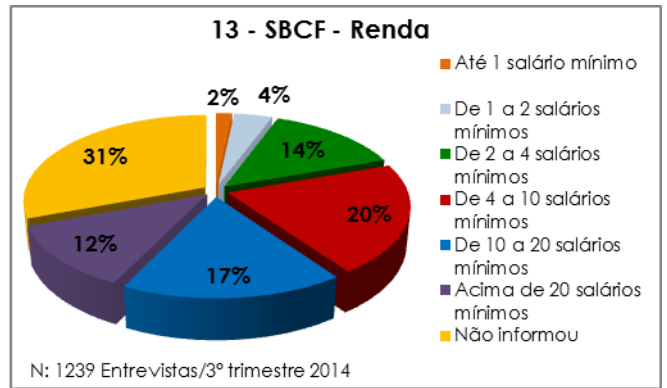
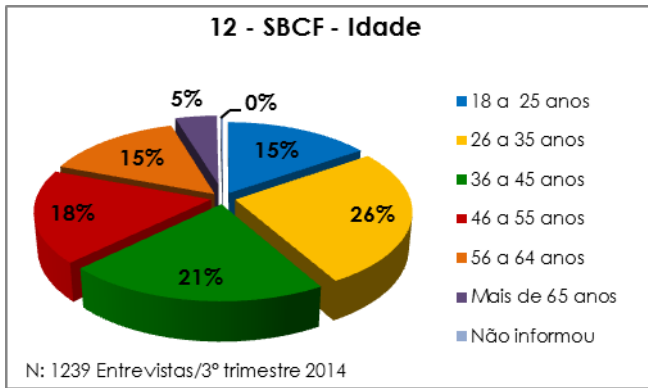


N: 784 Entrevistas/3º trimestre 2014

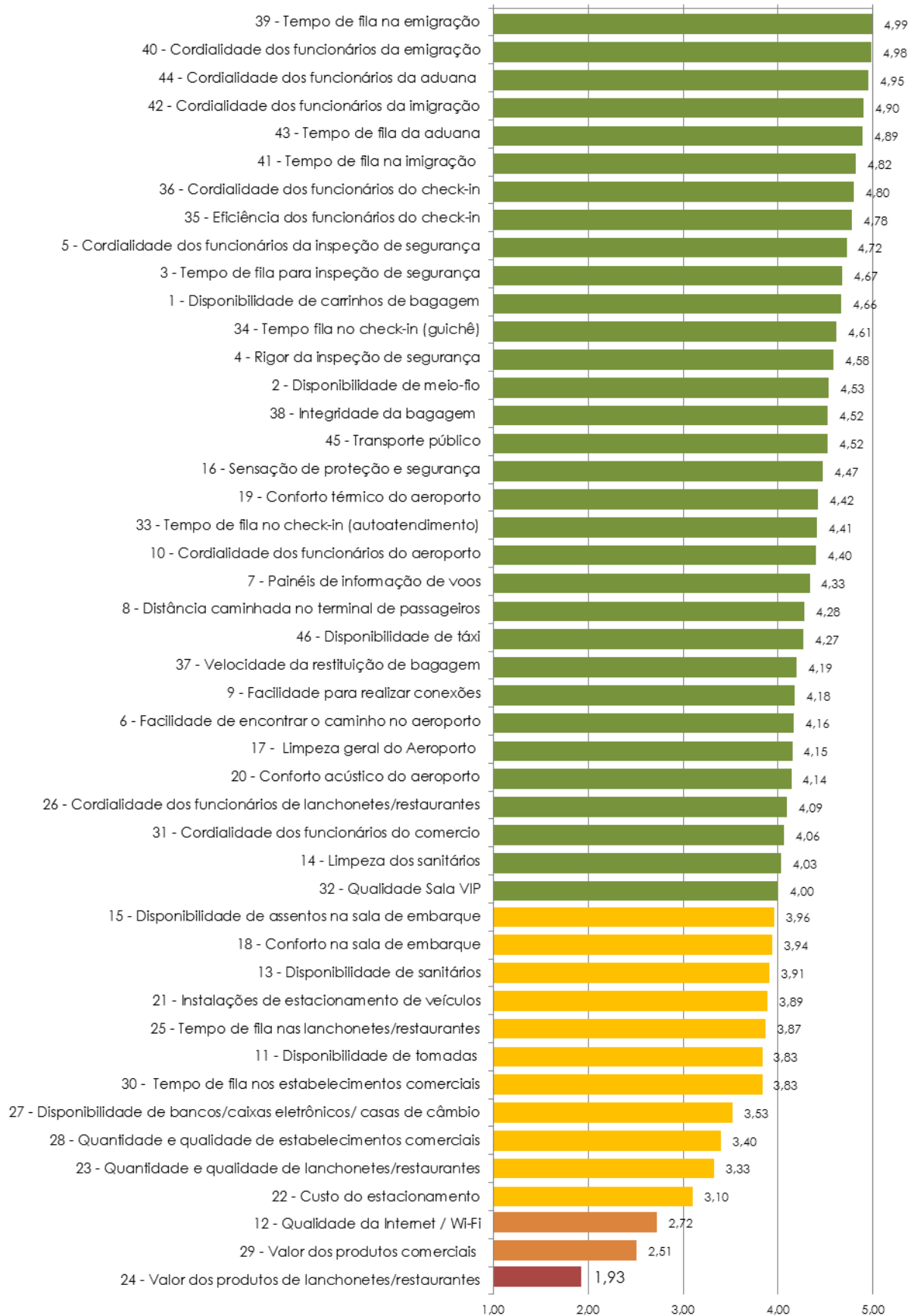
11 - SBCF - Antecedência de chegada para voo internacional

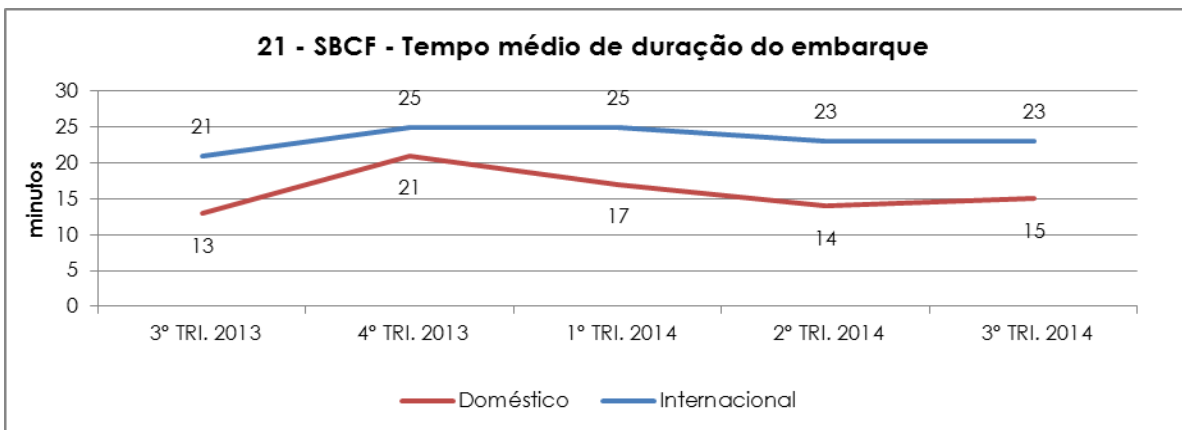
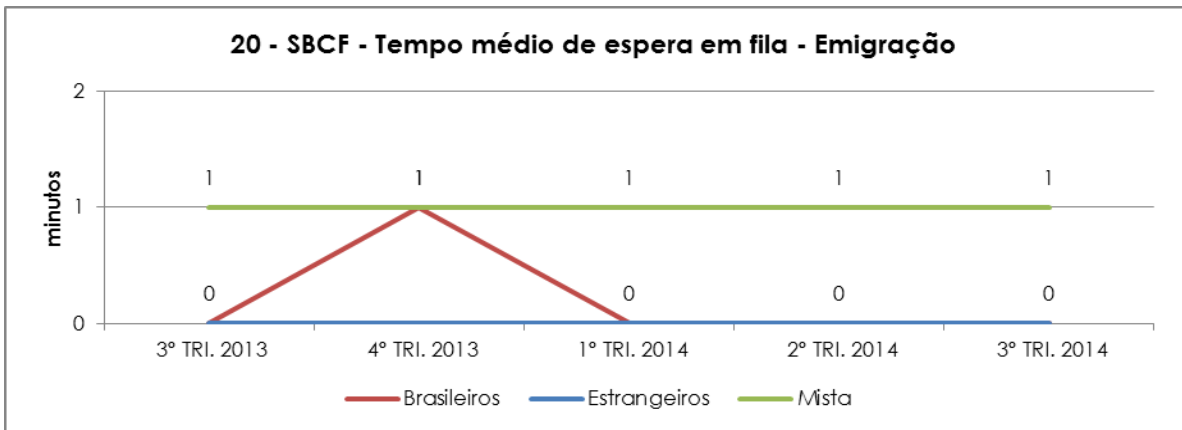
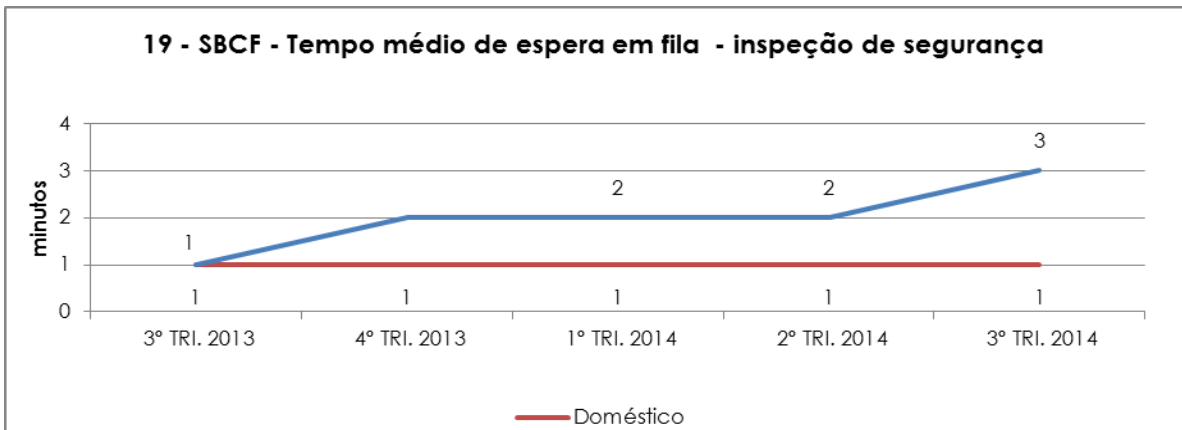
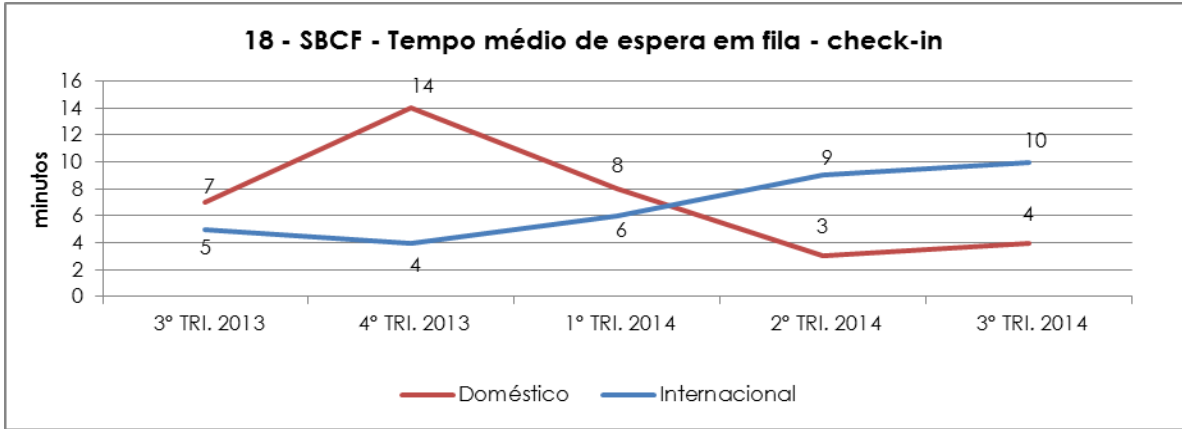


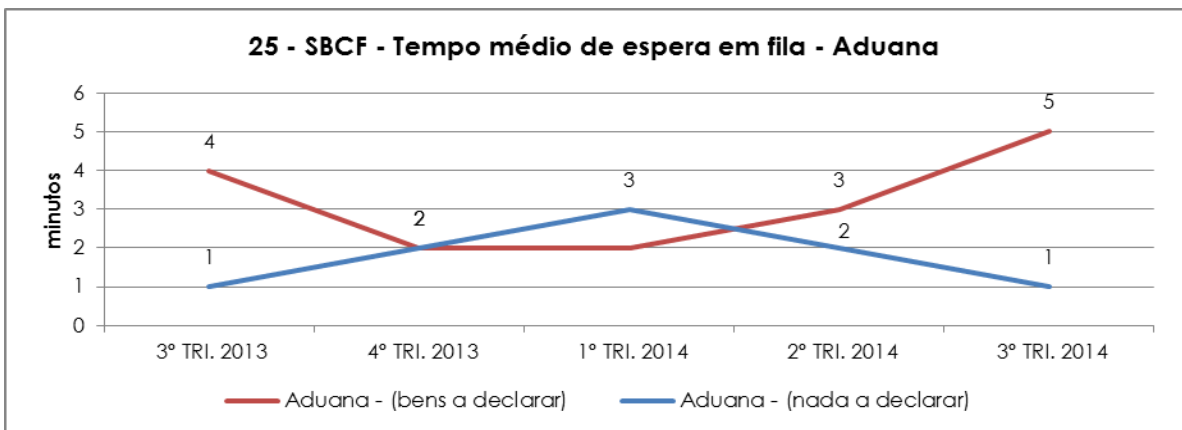
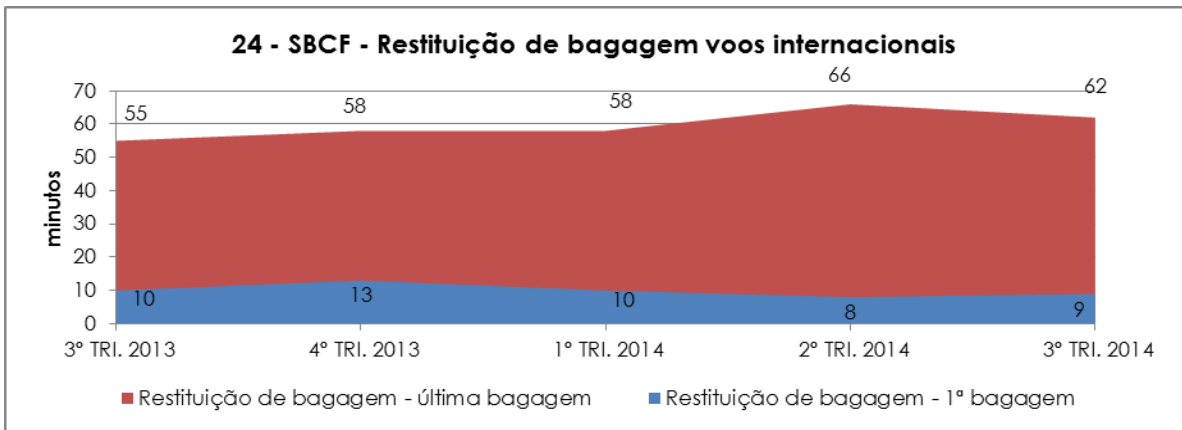
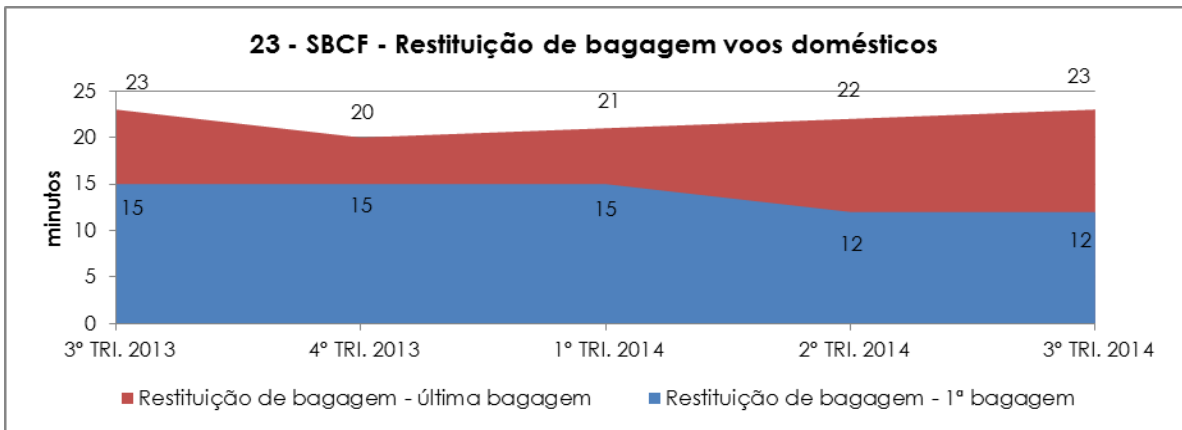
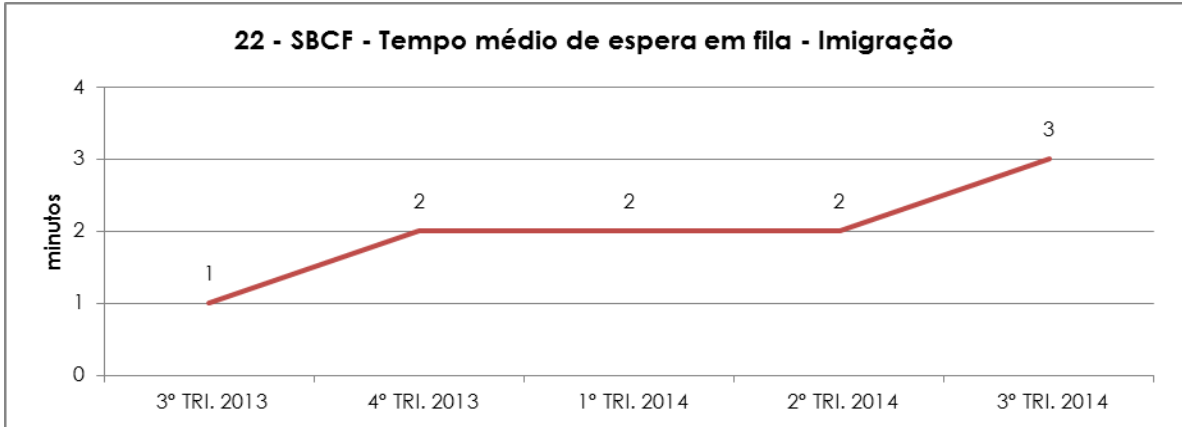
N: 454 Entrevistas/3º trimestre 2014



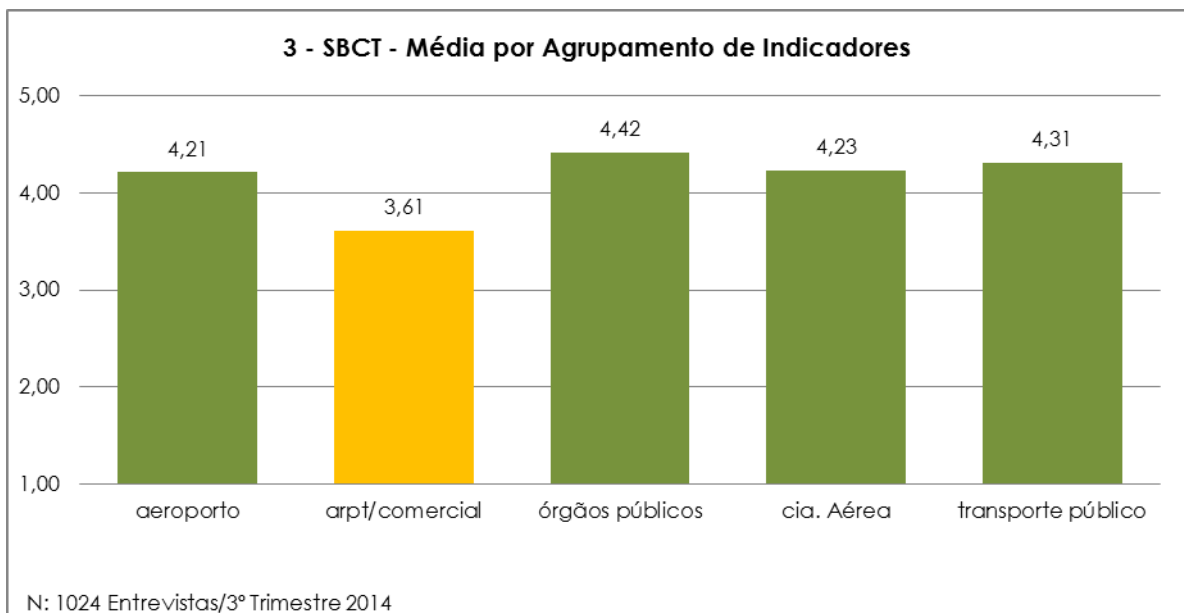
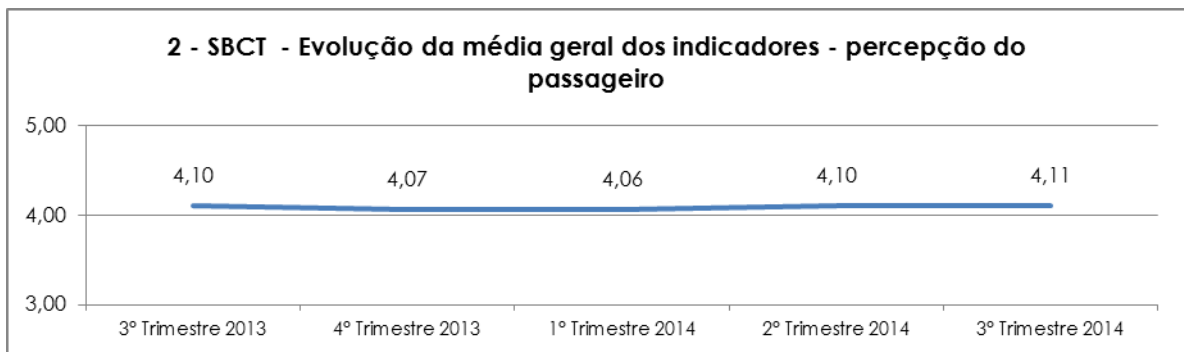
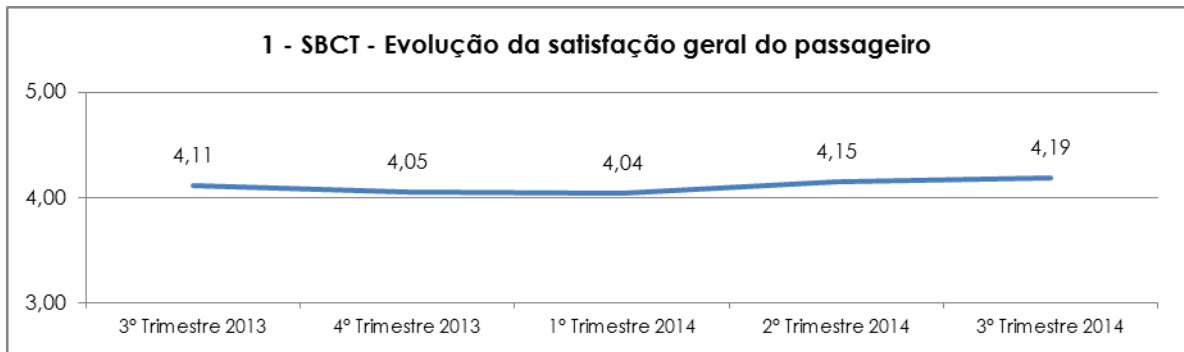
17 - SBCF - Média dos Indicadores



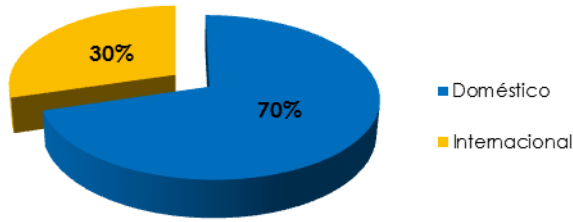




3.3 AEROPORTO INTERNACIONAL AFONSO PENA – CURITIBA (SBCT)

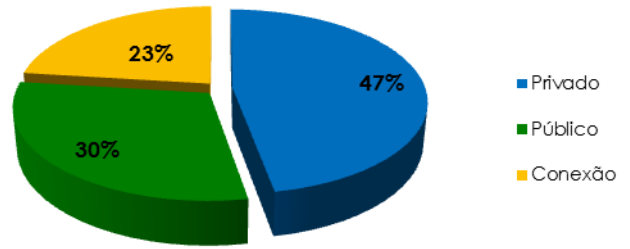


4 - SBCT - Distribuição Amostral - tipo de voo



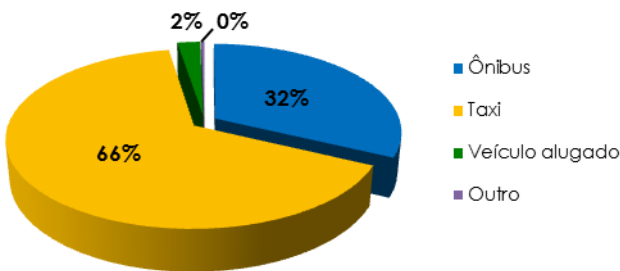
N: 1024 Entrevistas/3º trimestre 2014

5 - SBCT - Tipo de transporte



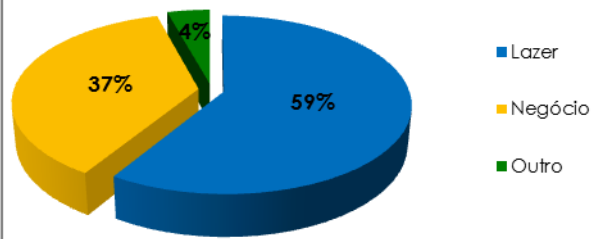
N: 1024 Entrevistas/3º trimestre 2014

6 - SBCT - Meio de transporte público utilizado



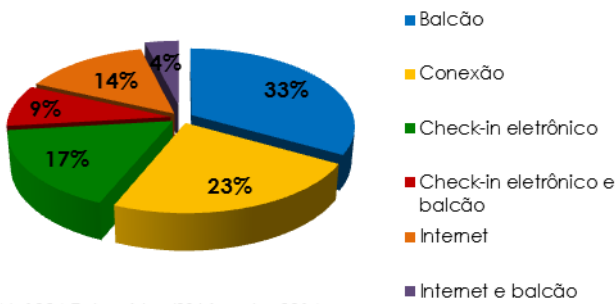
N: 306 Entrevistas/3º trimestre 2014

7 - SBCT - Motivo da viagem



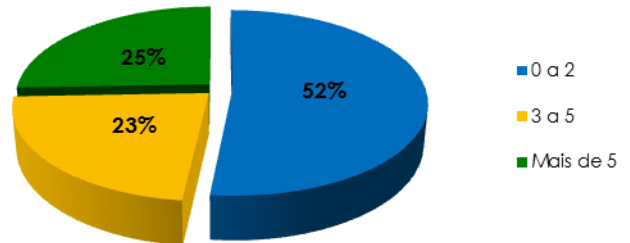
N: 1023 Entrevistas/3º trimestre 2014

8 - SBCT - Forma de check-in



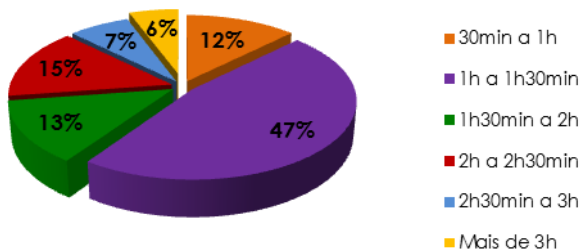
N: 1024 Entrevistas/3º trimestre 2014

9 - SBCT - Frequencia de viagem nos últimos 12 meses



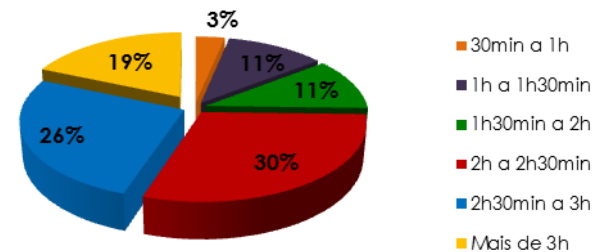
N: 1024 Entrevistas/3º trimestre 2014

10 - SBCT - Antecedência de chegada para voo doméstico



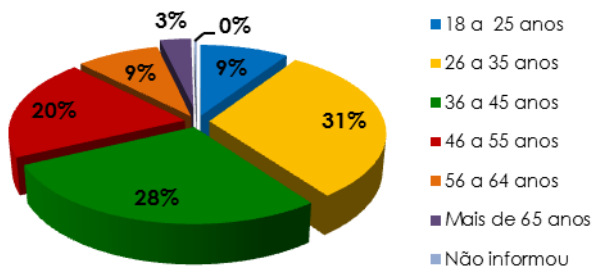
N: 721 Entrevistas/3º trimestre 2014

11 - SBCT - Antecedência de chegada para voo internacional



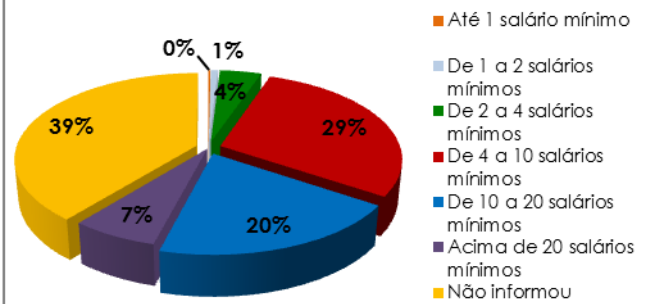
N: 303 Entrevistas/3º trimestre 2014

12 - SBCT - Idade



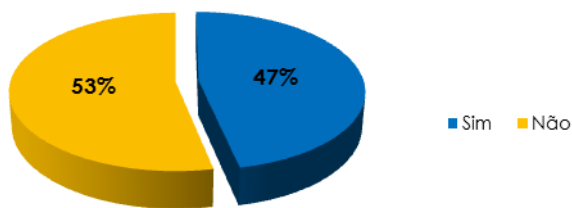
N: 1024 Entrevistas/3º trimestre 2014

13 - SBCT - Renda



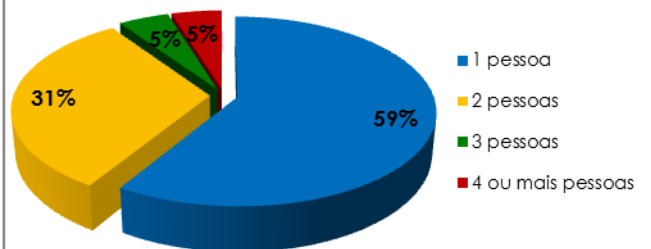
N: 1024 Entrevistas/3º trimestre 2014

14 - SBCT - Viajando sozinho



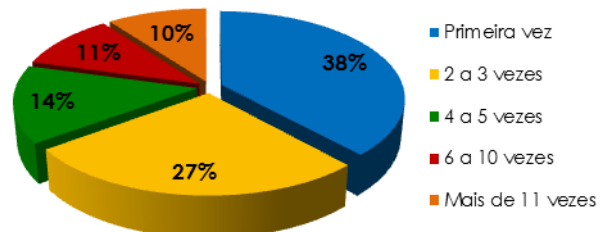
N: 1024 Entrevistas/3º trimestre 2014

15 - SBCT - Número de acompanhantes



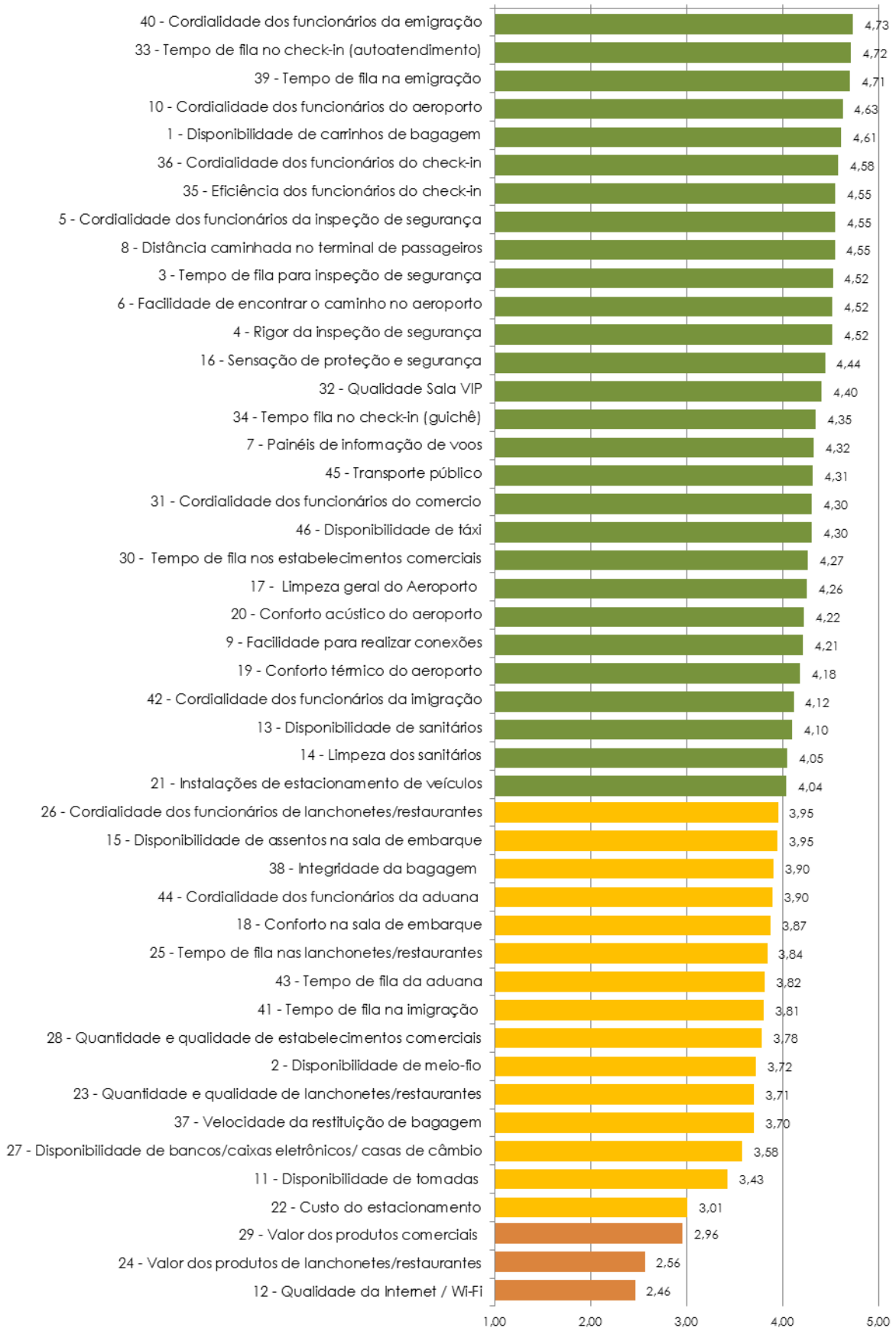
N: 250 Entrevistas/3º trimestre 2014

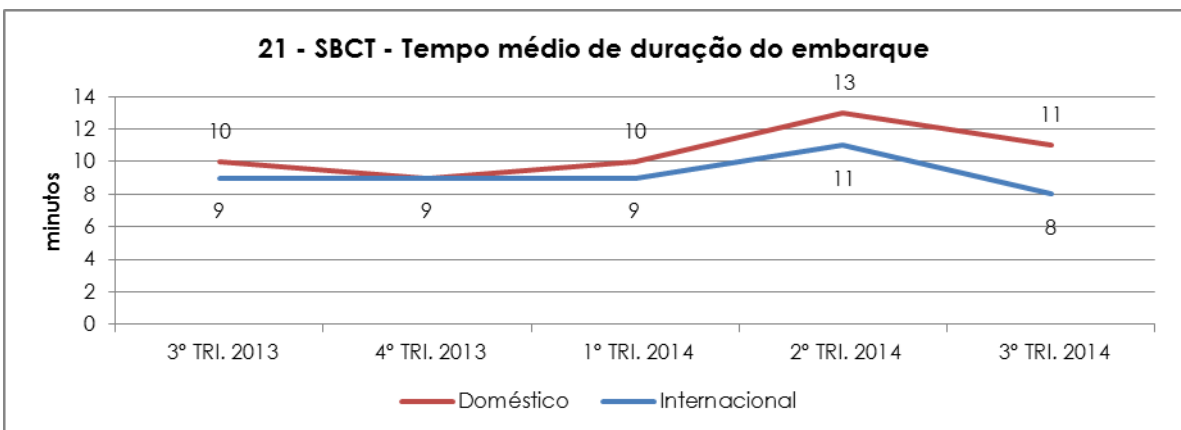
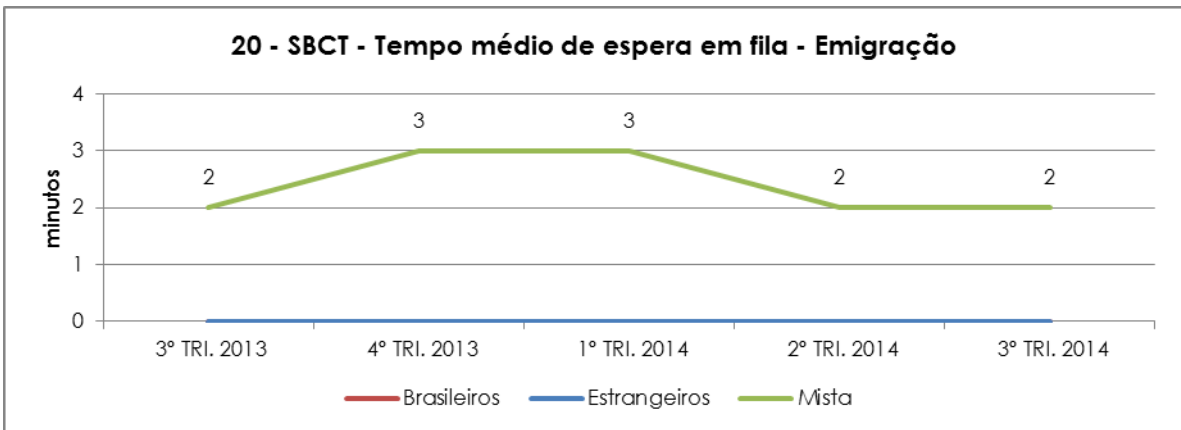
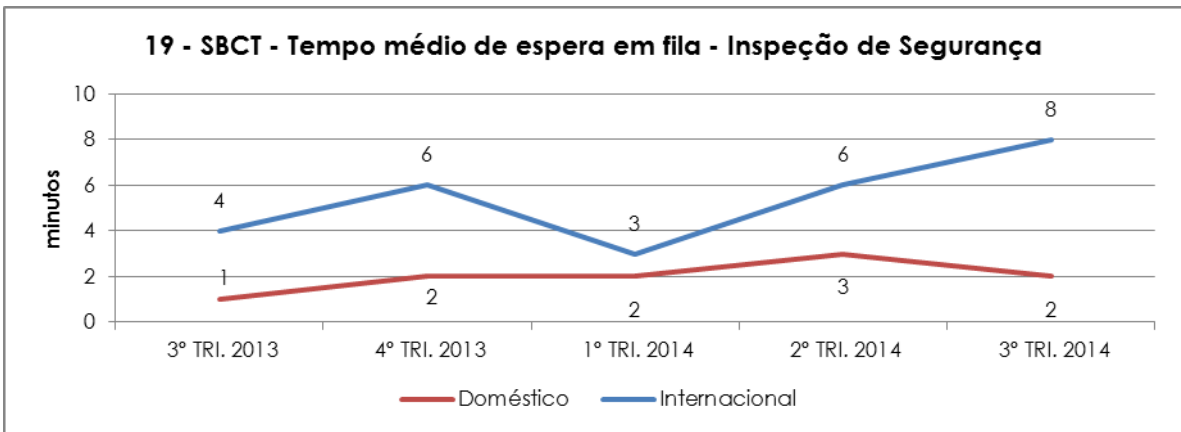
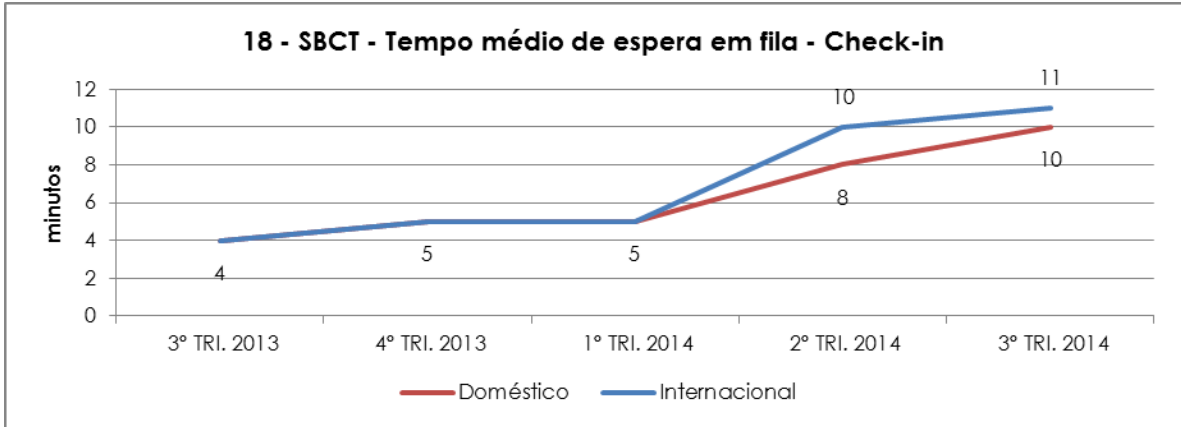
16 - SBCT - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses

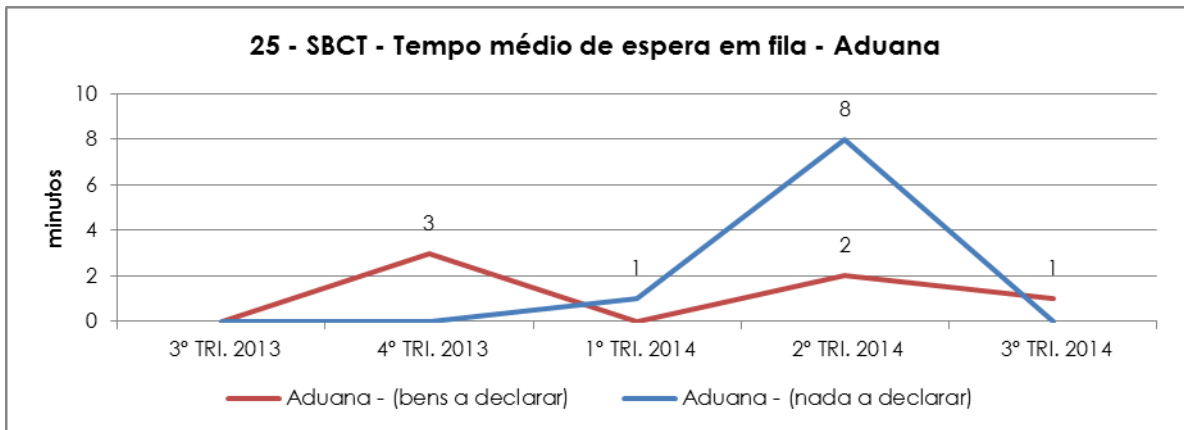
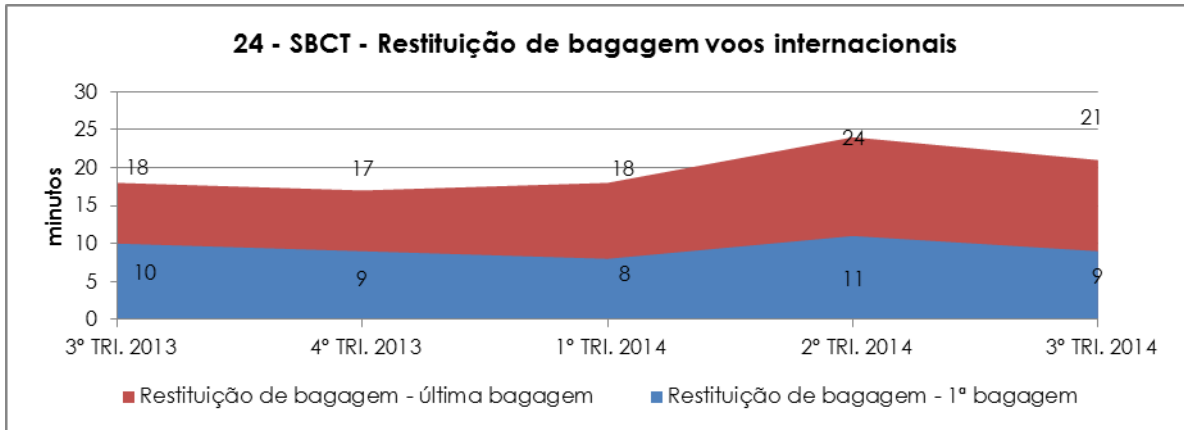
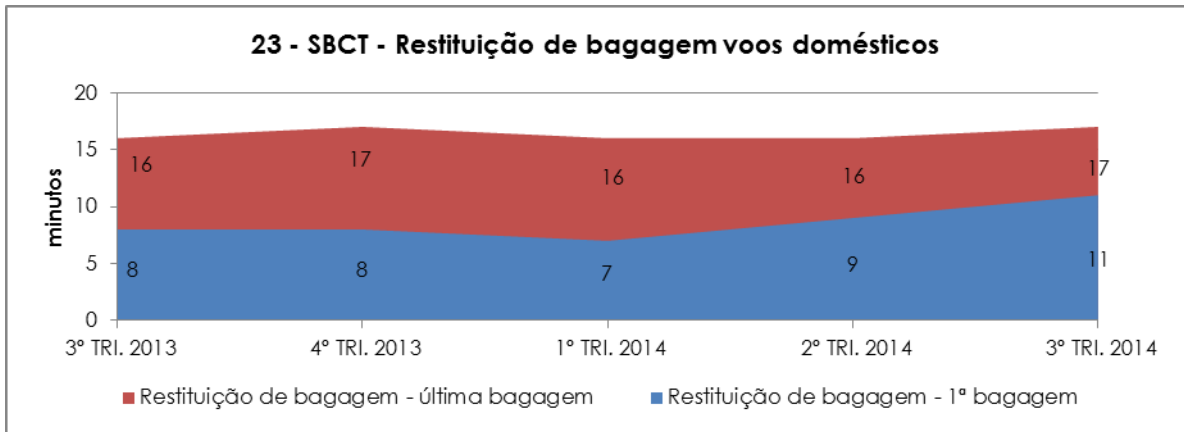
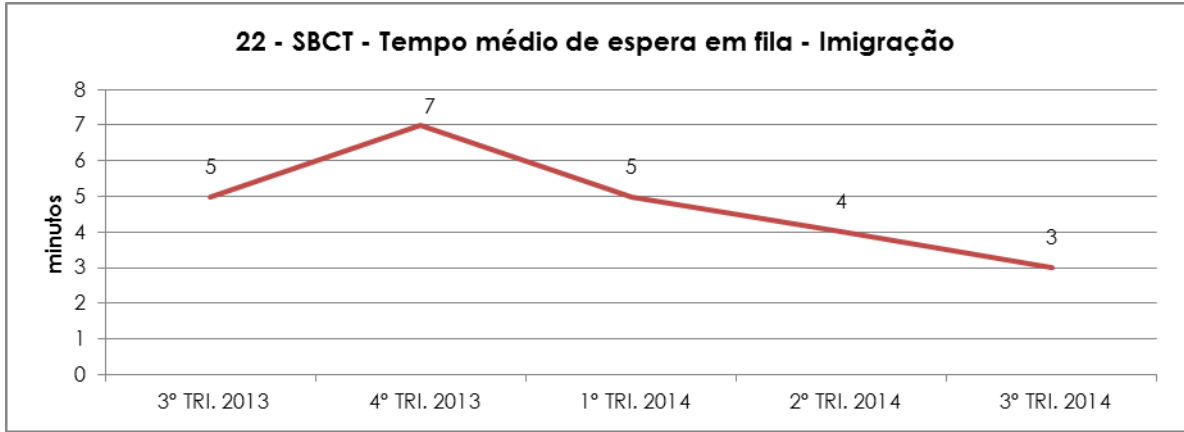


N: 1024 Entrevistas/3º trimestre 2014

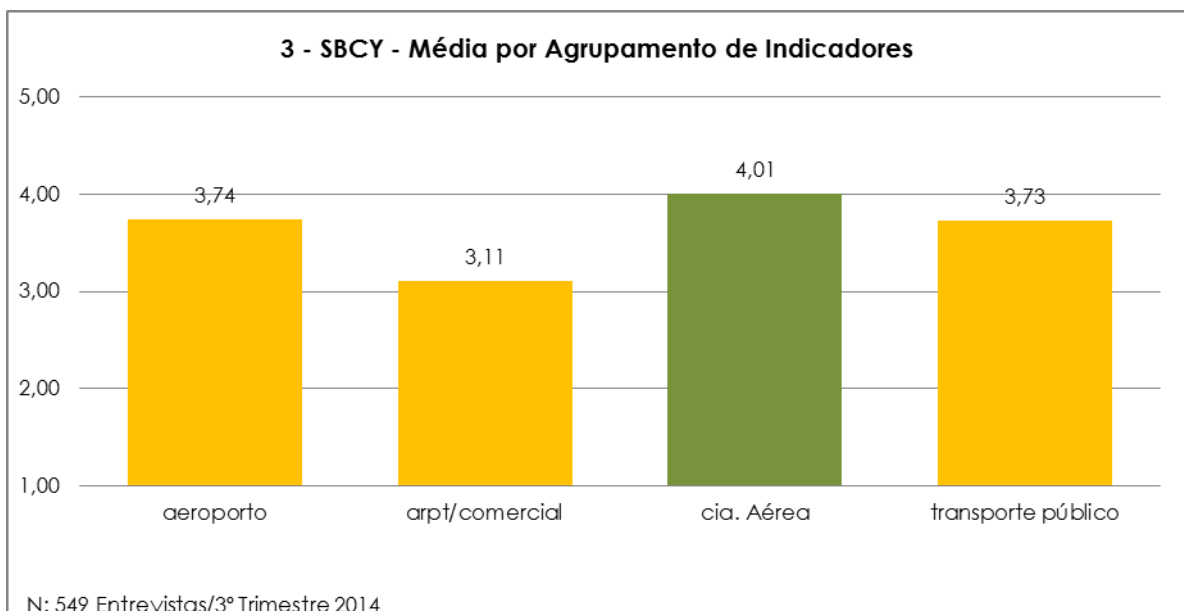
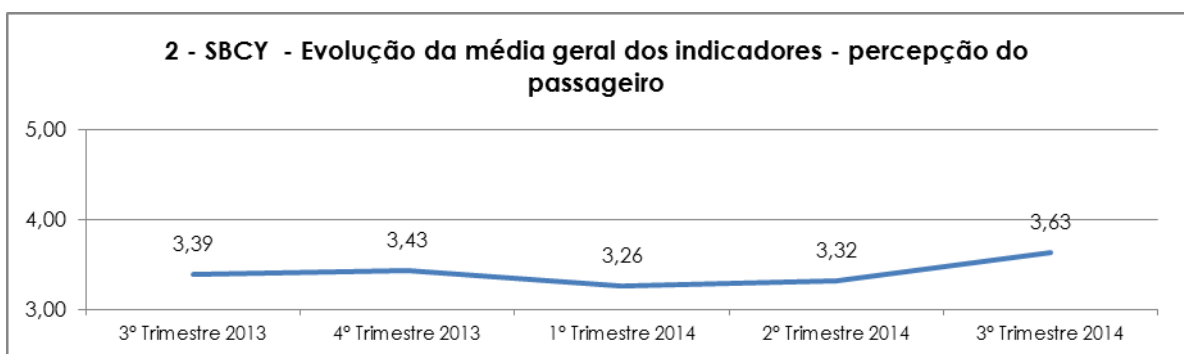
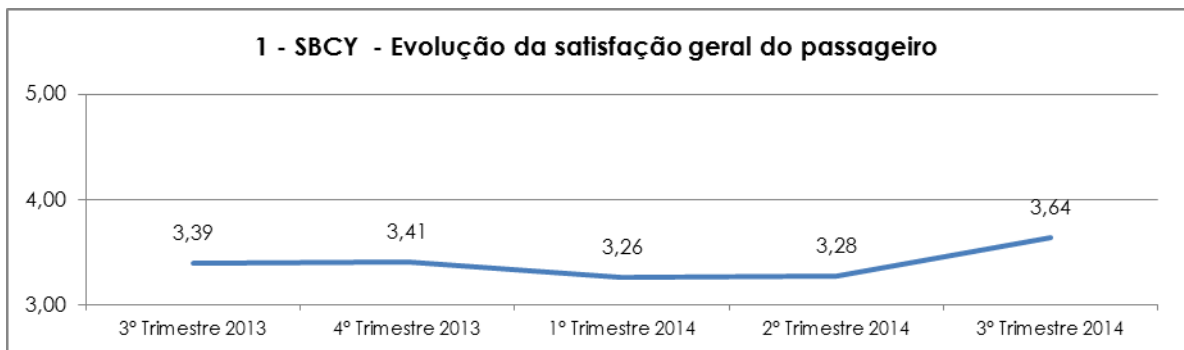
17 - SBCT - Média dos Indicadores



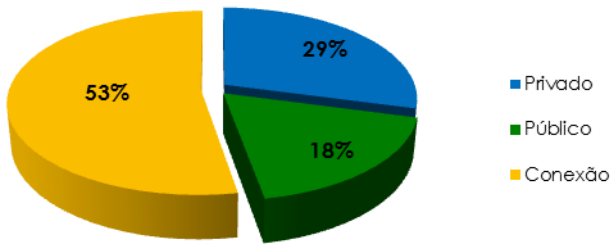




3.4 AEROPORTO INTERNACIONAL MARECHAL RONDON – CUIABÁ (SBCY)

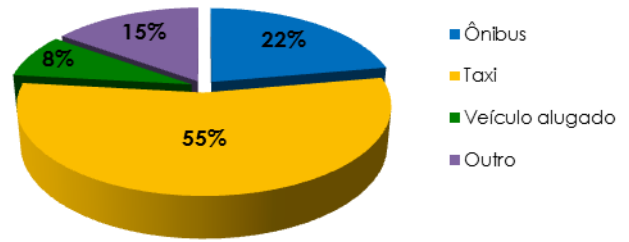


4 - SBCY - Tipo de transporte



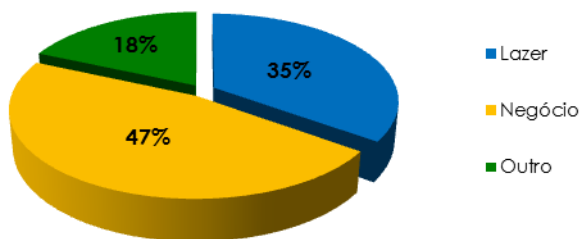
N: 549 Entrevistas/3º trimestre 2014

5 - SBCY - Meio de transporte público utilizado



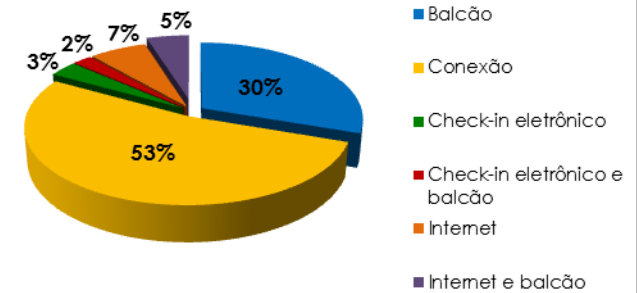
N: 99 Entrevistas/3º trimestre 2014

6 - SBCY - Motivo da viagem



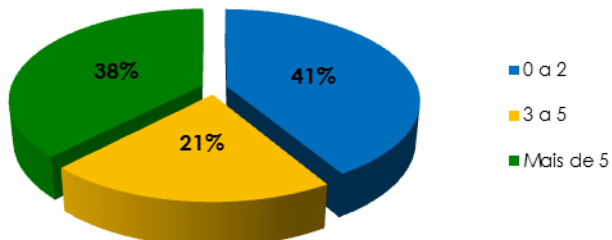
N: 548 Entrevistas/3º trimestre 2014

7 - SBCY - Forma de check-in



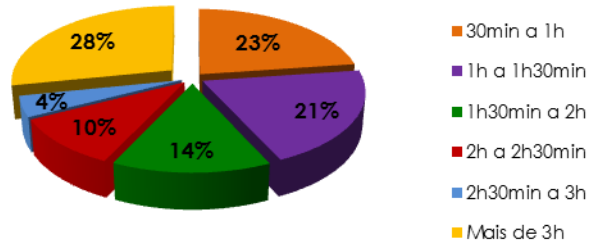
N: 549 Entrevistas/3º trimestre 2014

8 - SBCY - Frequencia de viagem nos últimos 12 meses



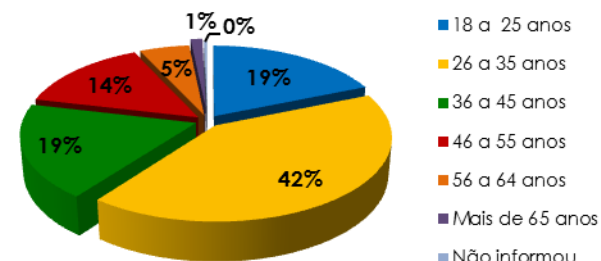
N: 549 Entrevistas/3º trimestre 2014

9 - SBCY - Antecedência de chegada para voo doméstico



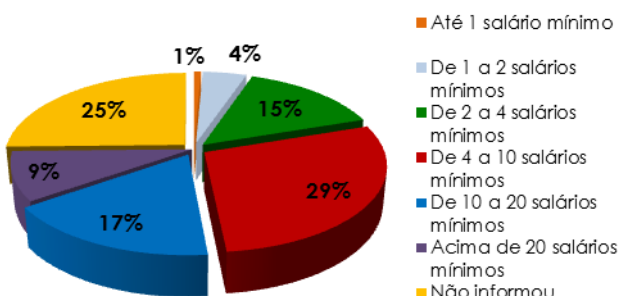
N: 549 Entrevistas/3º trimestre 2014

10 - SBCY - Idade



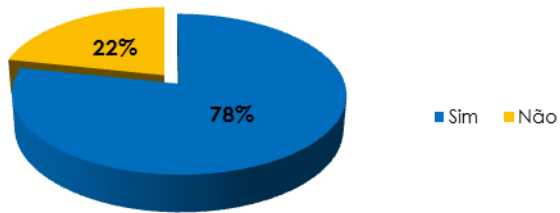
N: 549 Entrevistas/3º trimestre 2014

11 - SBCY - Renda



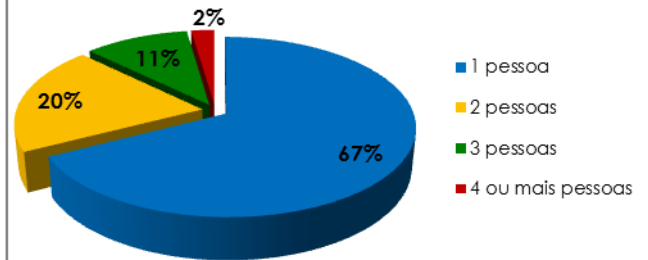
N: 549 Entrevistas/3º trimestre 2014

12 - SBCY - Viajando sozinho



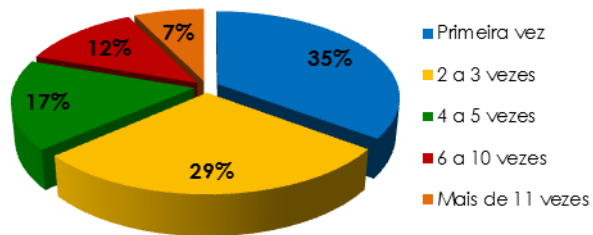
N: 549 Entrevistas/3º trimestre 2014

13 - SBCY - Número de acompanhantes



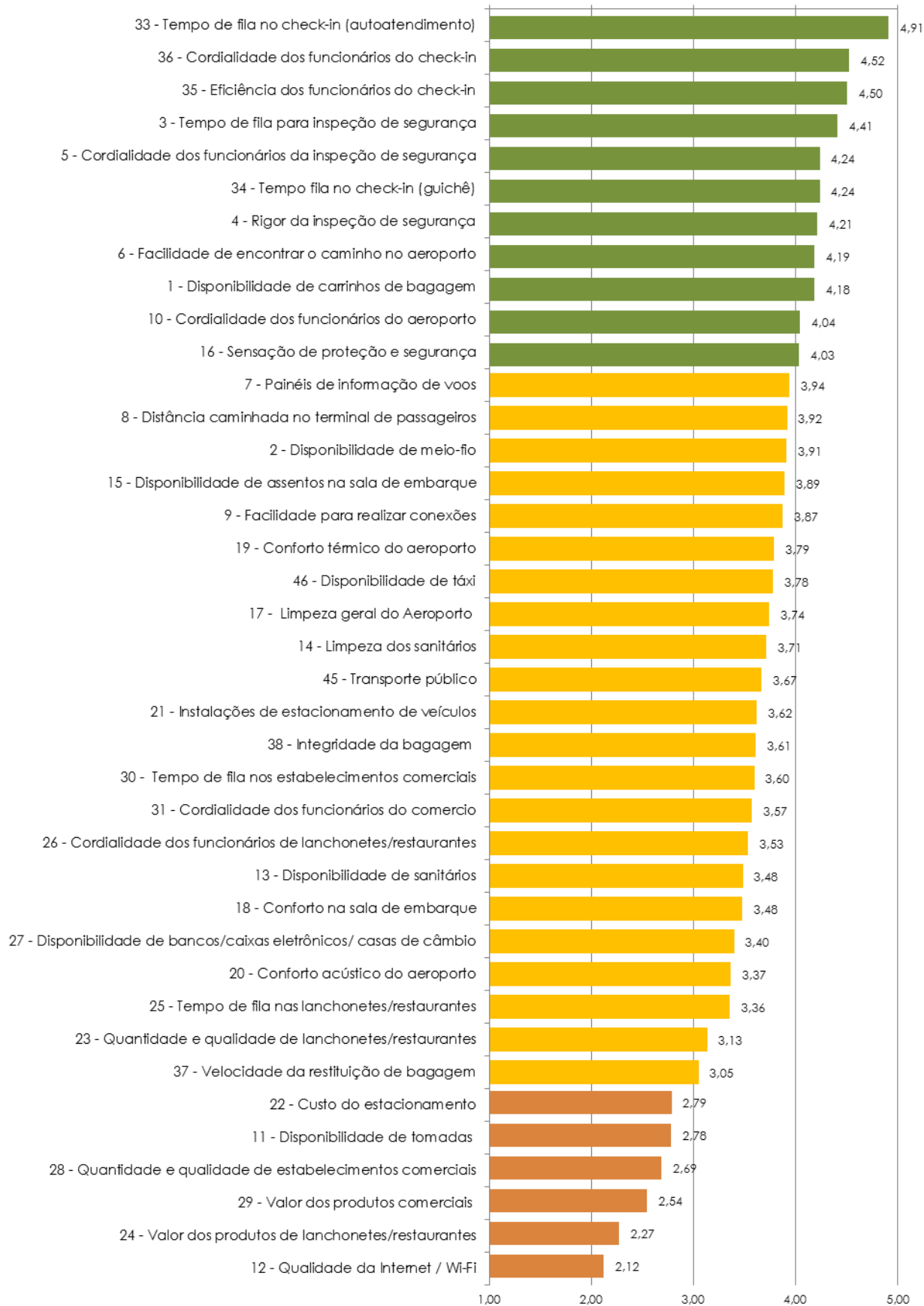
N: 86 Entrevistas/3º trimestre 2014

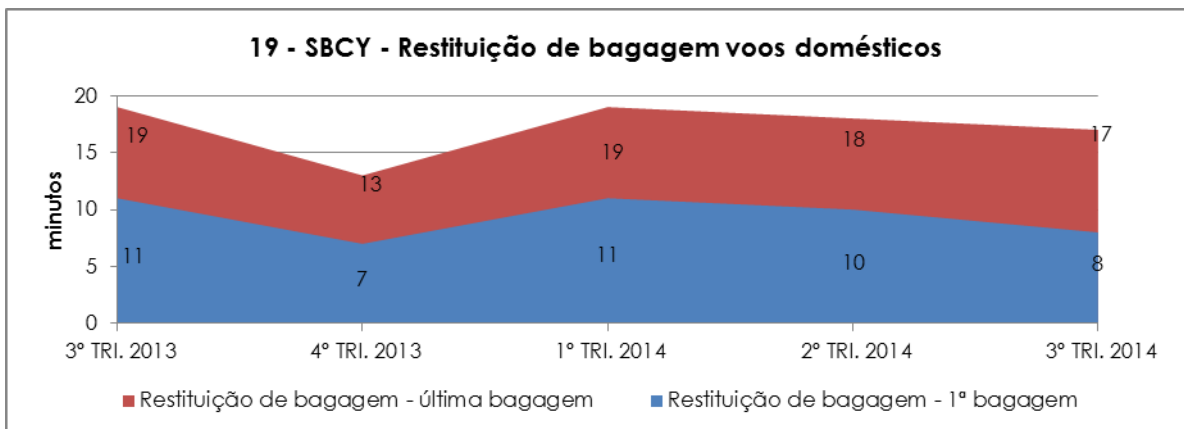
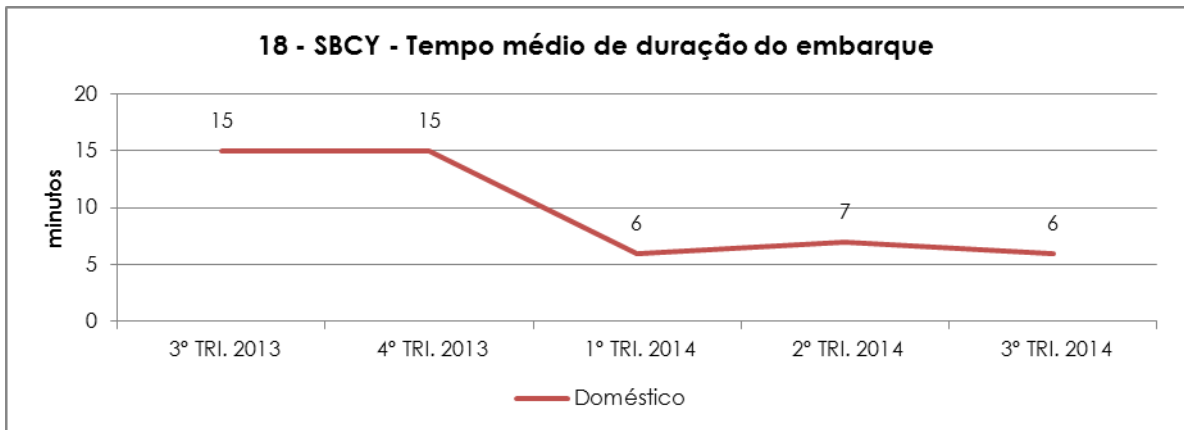
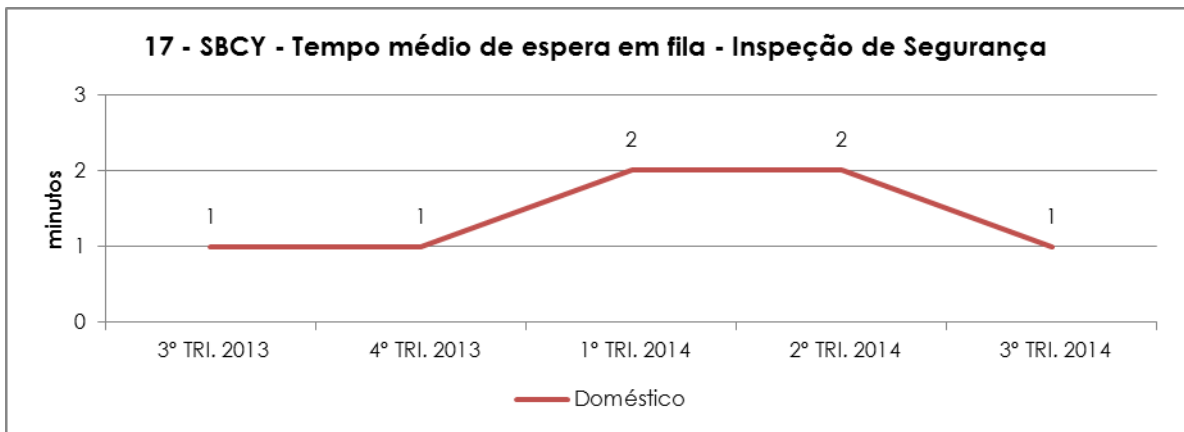
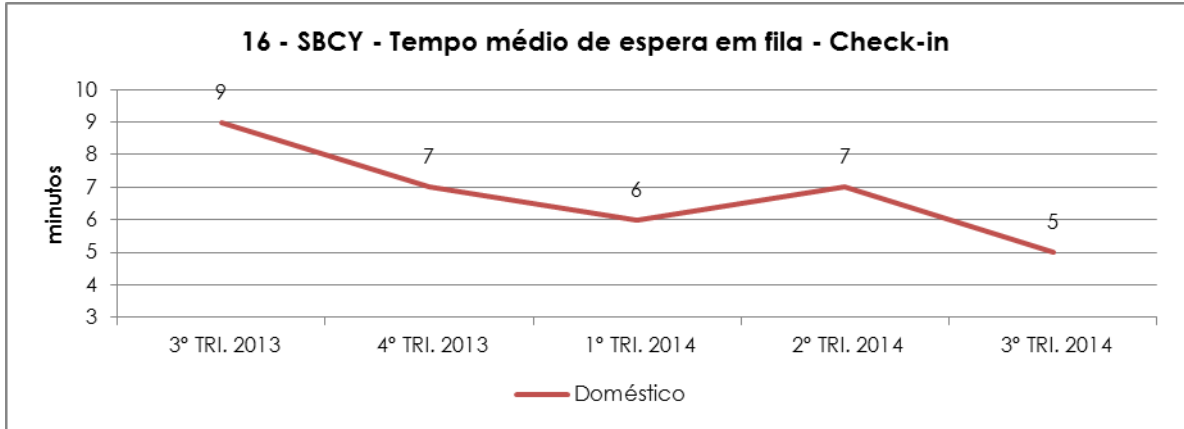
14 - SBCY - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



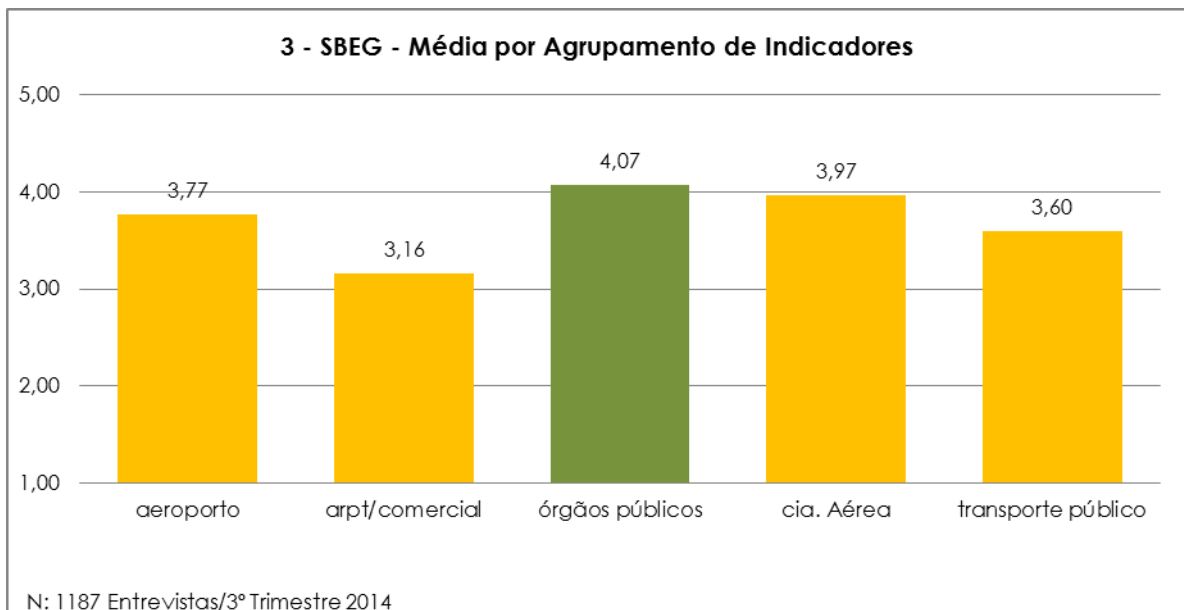
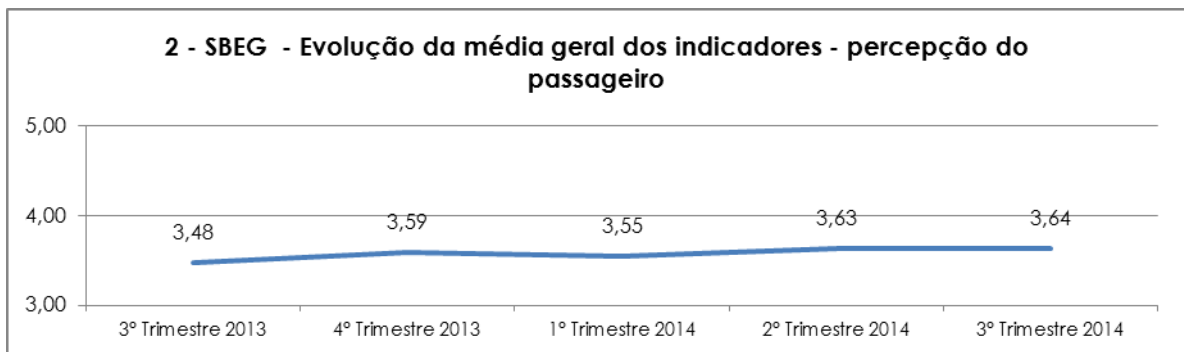
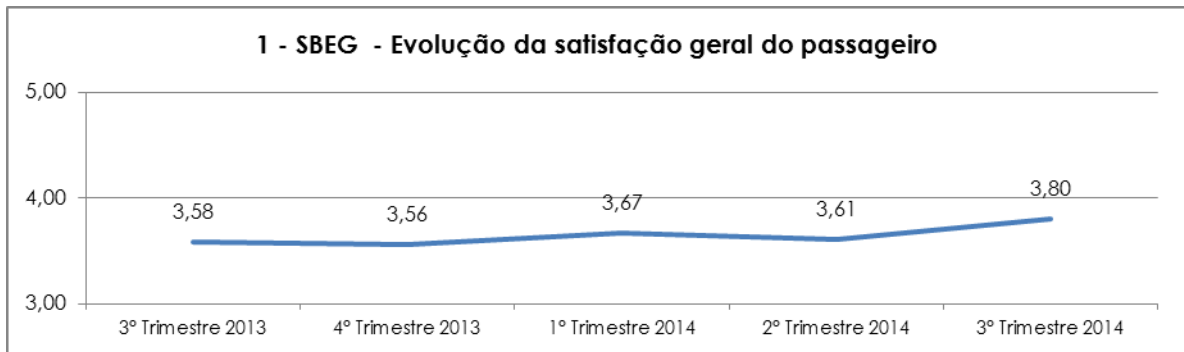
N: 549 Entrevistas/3º trimestre 2014

15 - SBCY - Média dos Indicadores

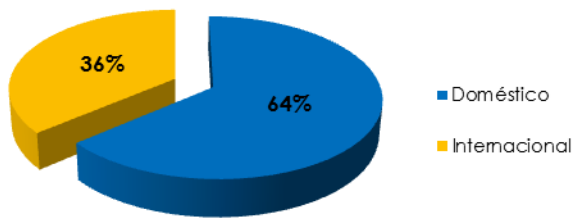




3.5 AEROPORTO INTERNACIONAL EDUARDO GOMES – MANAUS (SBEG)

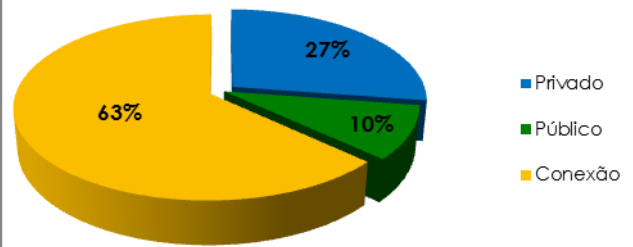


4 - SBEG - Distribuição Amostral - tipo de voo



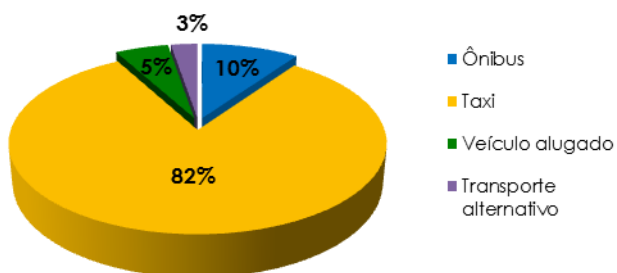
N: 1187 Entrevistas/3º trimestre 2014

5 - SBEG - Tipo de transporte



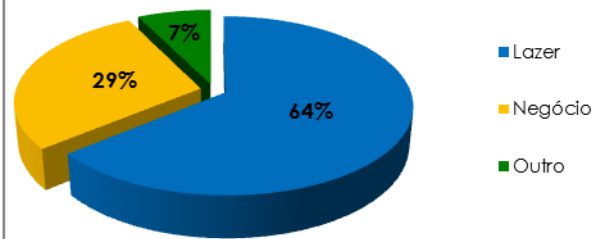
N: 1187 Entrevistas/3º trimestre 2014

6 - SBEG - Meio de transporte público utilizado



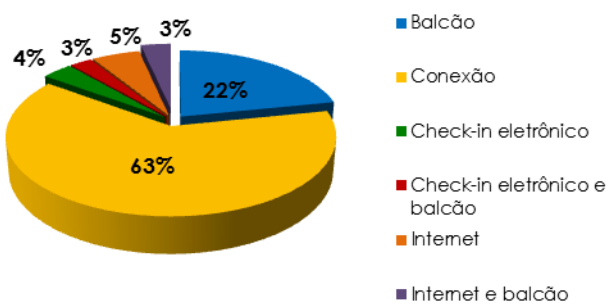
N: 112 Entrevistas/3º trimestre 2014

7 - SBEG - Motivo da viagem



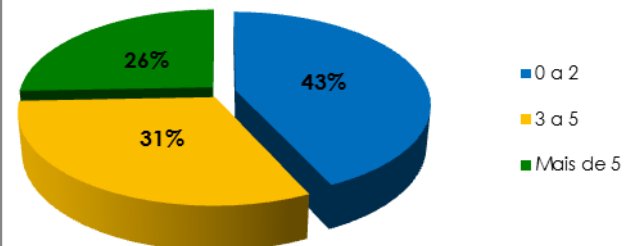
N: 1185 Entrevistas/3º trimestre 2014

8 - SBEG - Forma de check-in



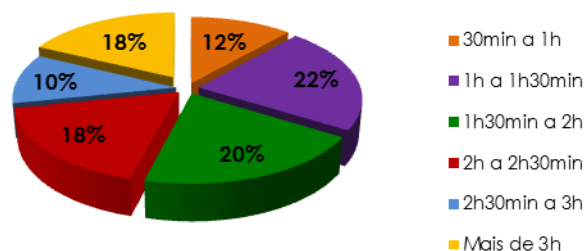
N: 1187 Entrevistas/3º trimestre 2014

9 - SBEG - Frequência de viagem nos últimos 12 meses



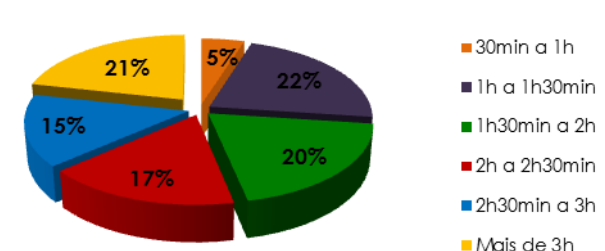
N: 1186 Entrevistas/3º trimestre 2014

10 - SBEG - Antecedência de chegada para voo doméstico



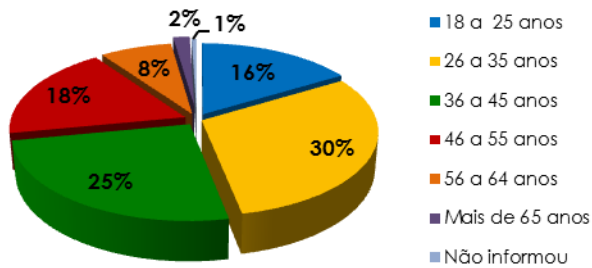
N: 758 Entrevistas/3º trimestre 2014

11 - SBEG - Antecedência de chegada para voo internacional



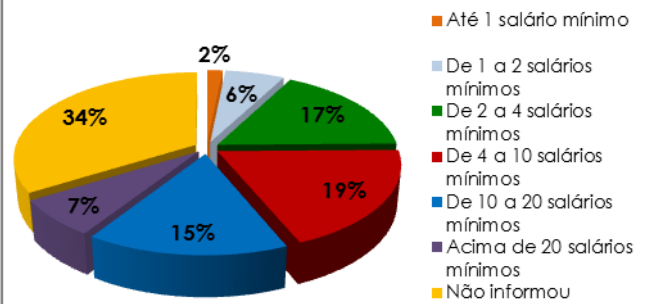
N: 428 Entrevistas/3º trimestre 2014

12 - SBEG - Idade



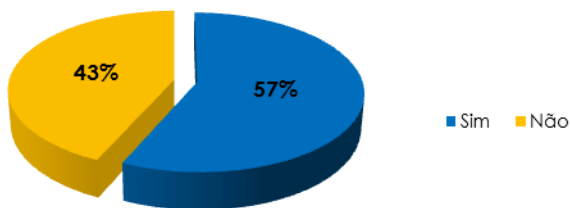
N: 1187 Entrevistas/3º trimestre 2014

13 - SBEG - Renda



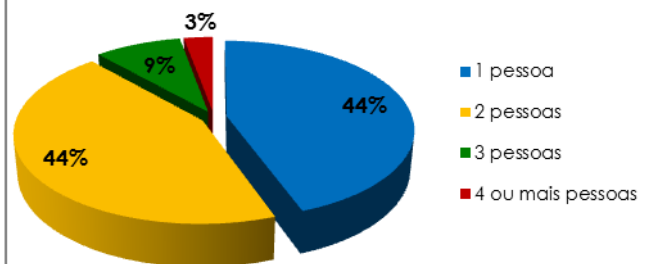
N: 1187 Entrevistas/3º trimestre 2014

14 - SBEG - Viajando sozinho



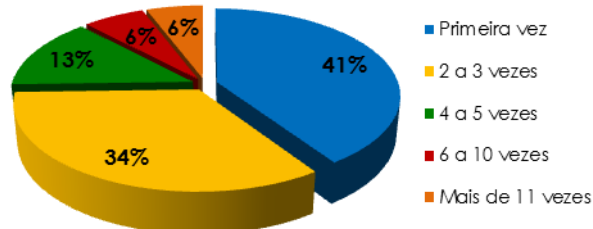
N: 1187 Entrevistas/3º trimestre 2014

15 - SBEG - Número de acompanhantes



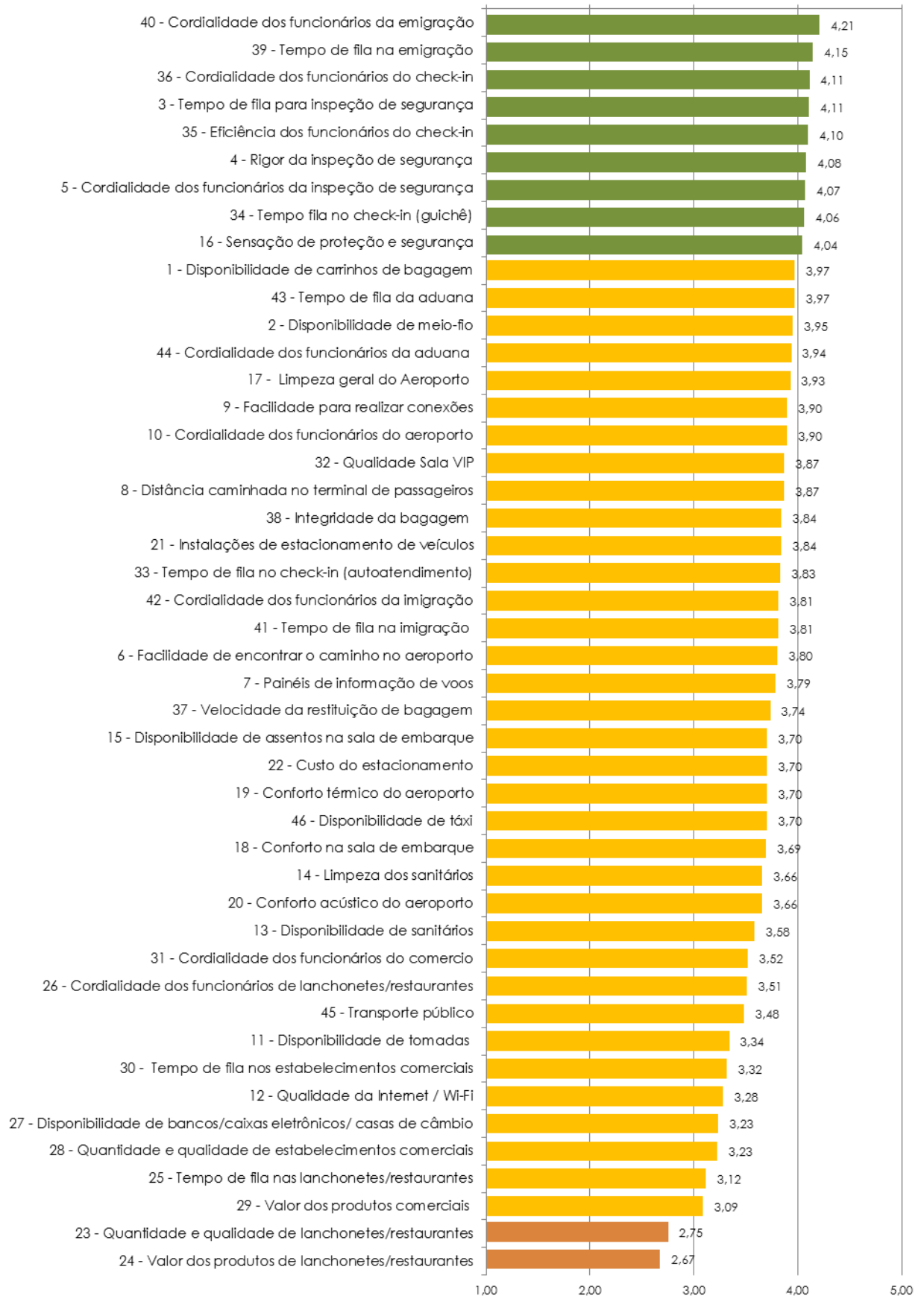
N: 207 Entrevistas/3º trimestre 2014

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

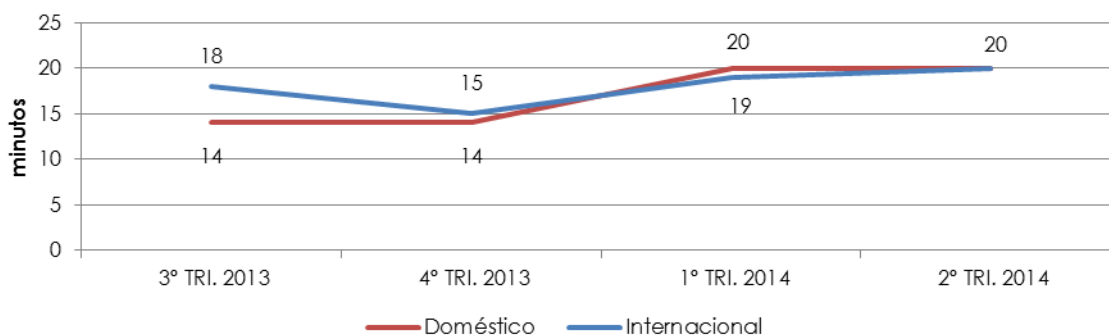


N: 1186 Entrevistas/3º trimestre 2014

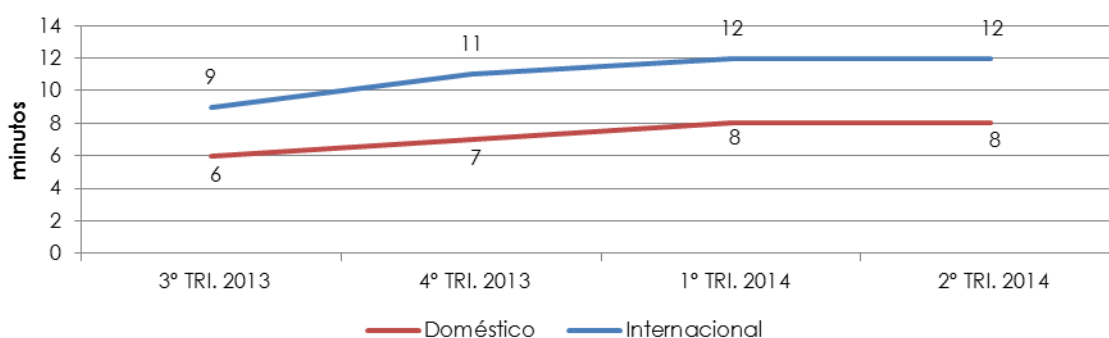
17 - SBEG - Média dos Indicadores



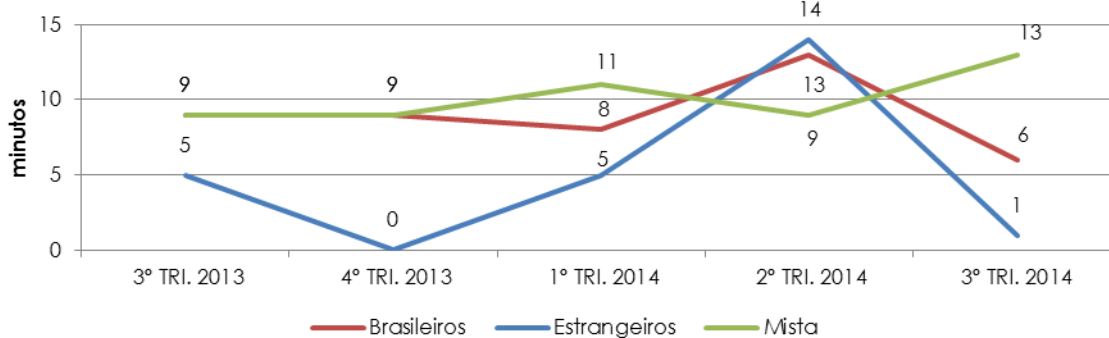
18 - SBEG - Tempo médio de espera em fila - Check-in



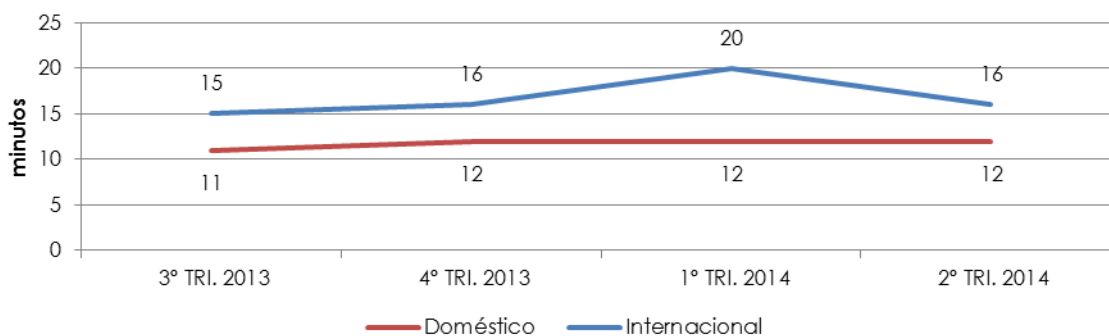
19 - SBEG - Tempo médio de espera em fila - Inspeção de Segurança

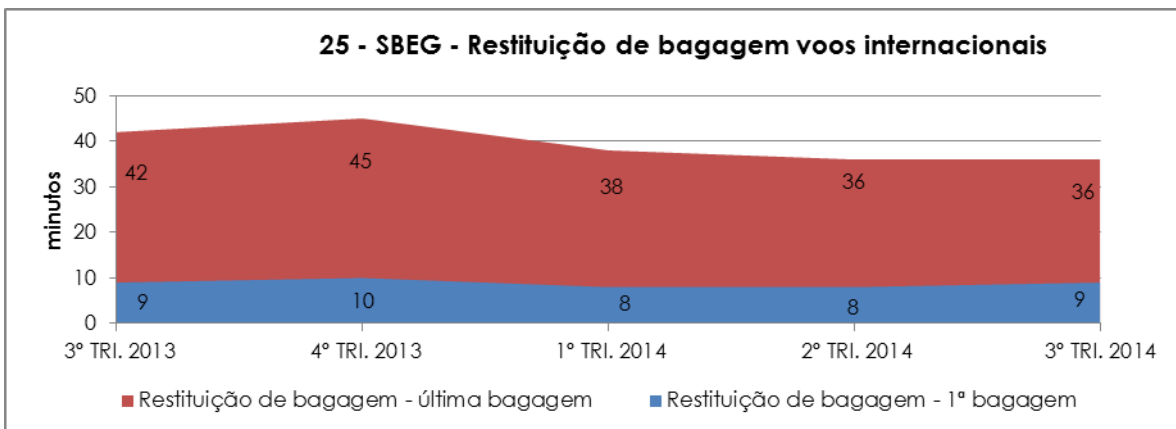
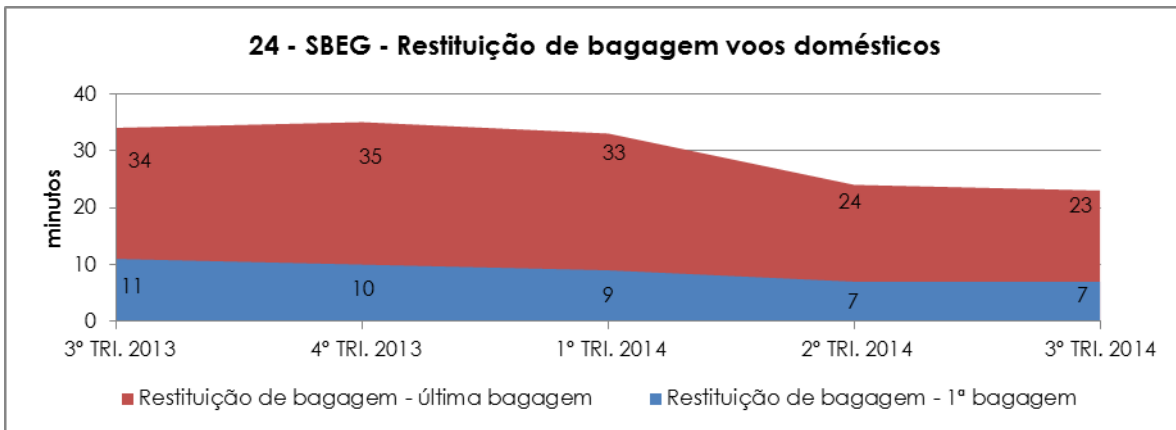
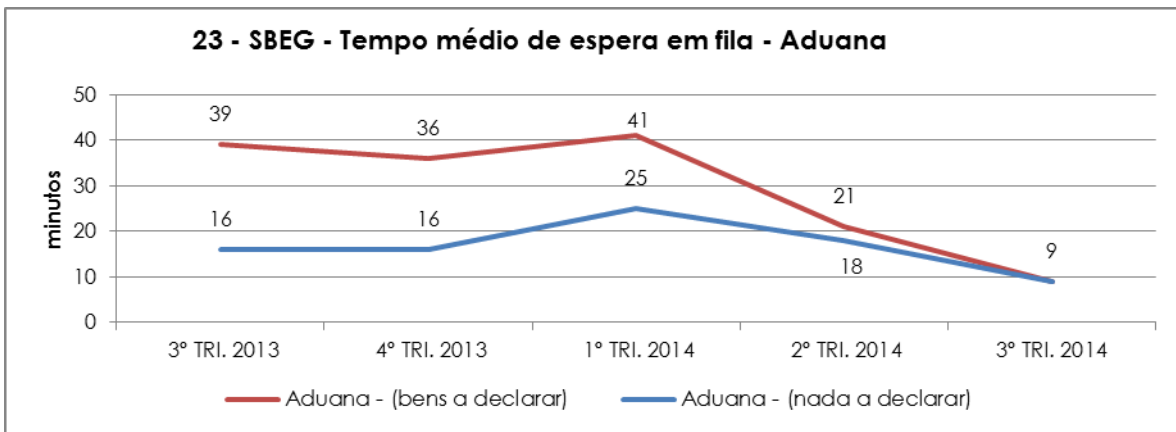
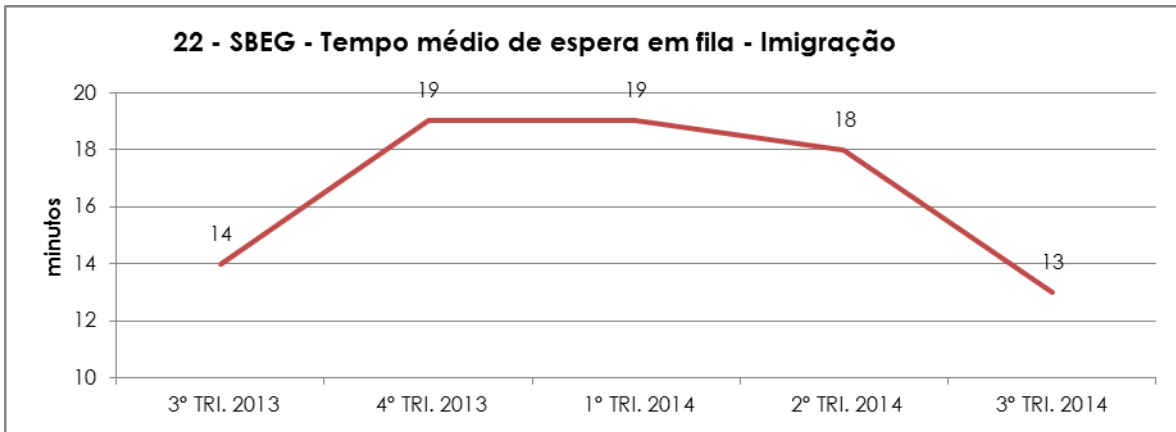


20 - SBEG - Tempo médio de espera em fila - Emigração

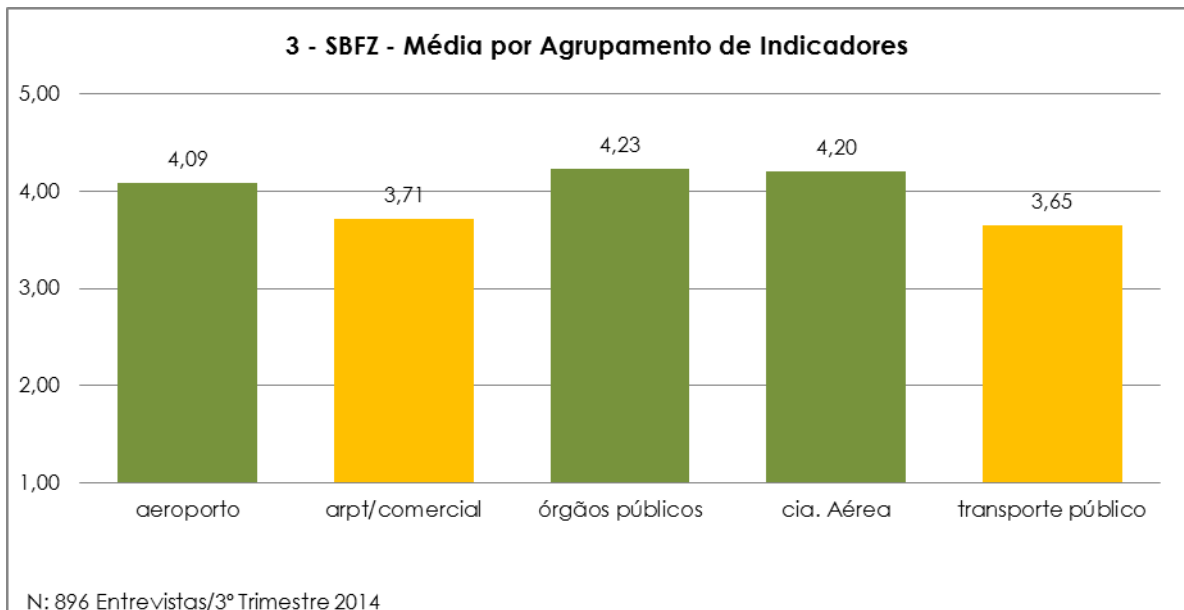
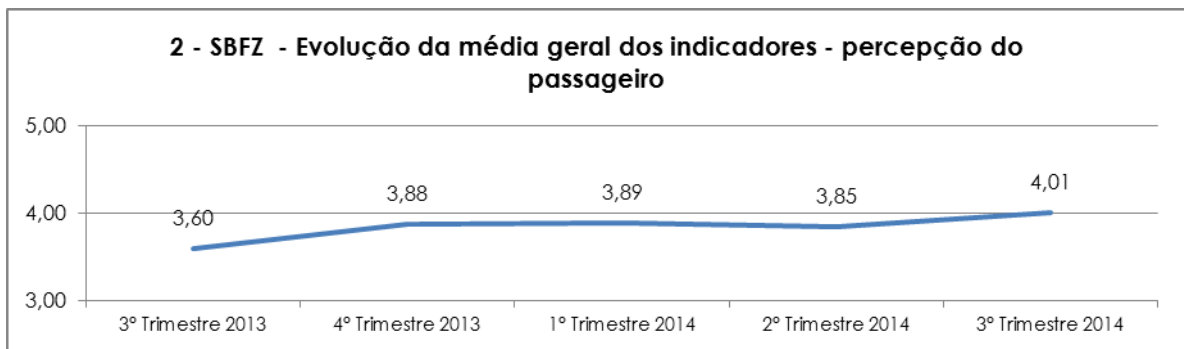
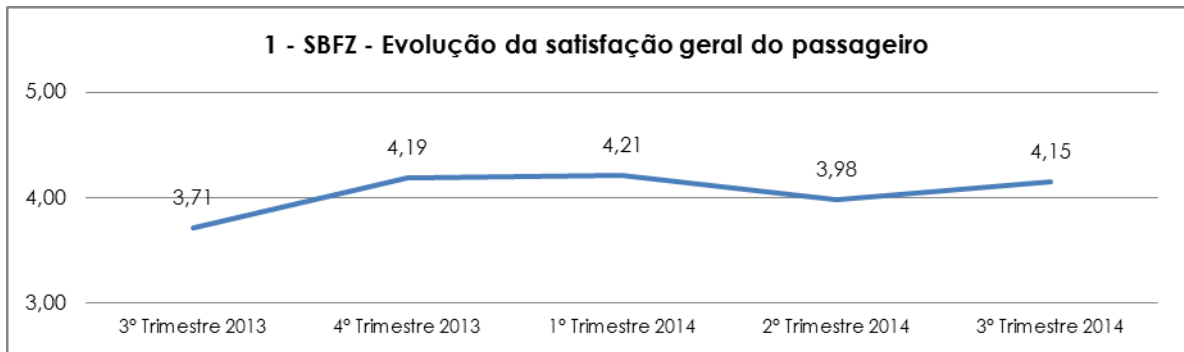


21 - SBEG - Tempo médio de duração do embarque

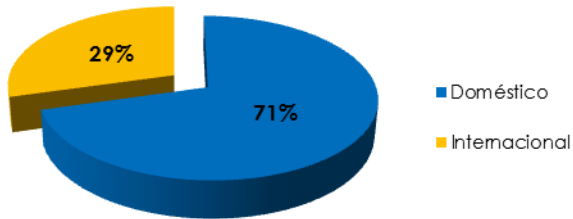




3.6 AEROPORTO INTERNACIONAL PINTO MARTINS – FORTALEZA (SBFZ)

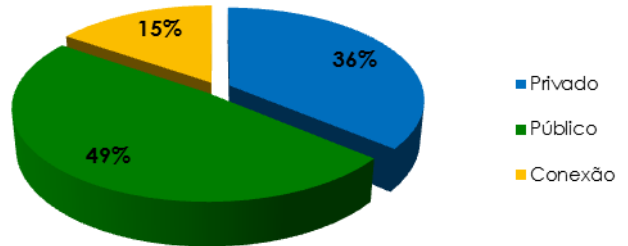


4 - SBFZ - Distribuição Amostral - tipo de voo



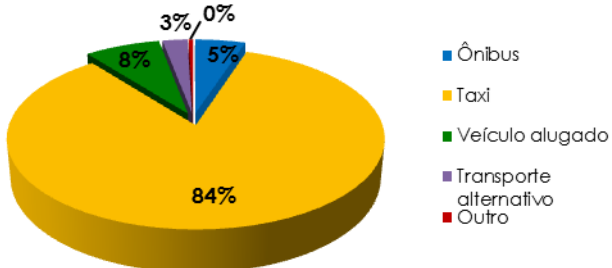
N: 896 Entrevistas/3º trimestre 2014

5 - SBFZ - Tipo de transporte



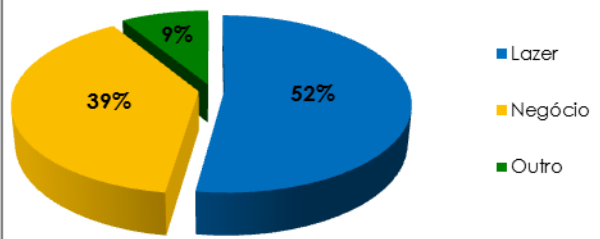
N: 896 Entrevistas/3º trimestre 2014

6 - SBFZ - Meio de transporte público utilizado



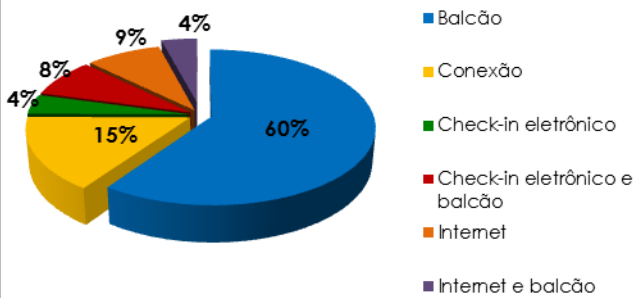
N: 434 Entrevistas/3º trimestre 2014

7 - SBFZ - Motivo da viagem



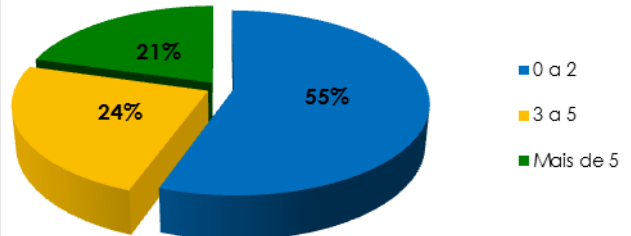
N: 893 Entrevistas/3º trimestre 2014

8 - SBFZ - Forma de check-in



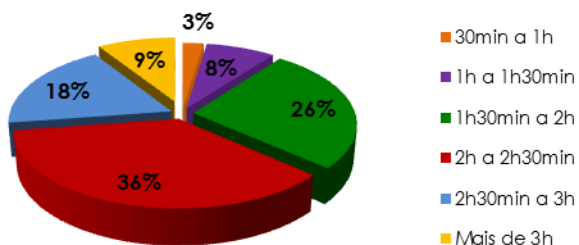
N: 896 Entrevistas/3º trimestre 2014

9 - SBFZ - Frequencia de viagem nos últimos 12 meses



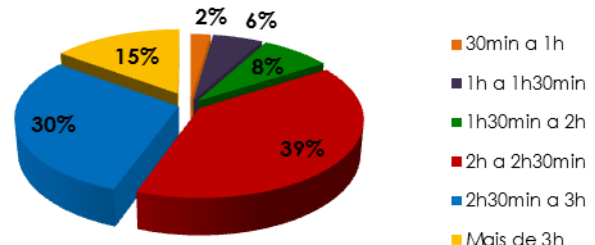
N: 895 Entrevistas/3º trimestre 2014

10 - SBFZ - Antecedência de chegada para voo doméstico



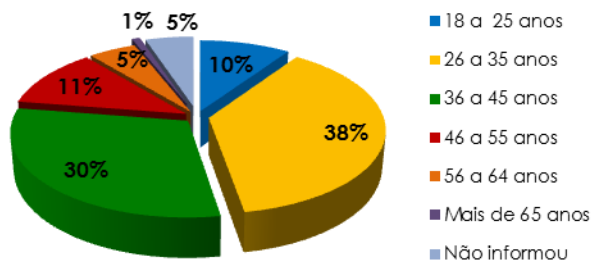
N: 632 Entrevistas/3º trimestre 2014

11 - SBFZ - Antecedência de chegada para voo internacional



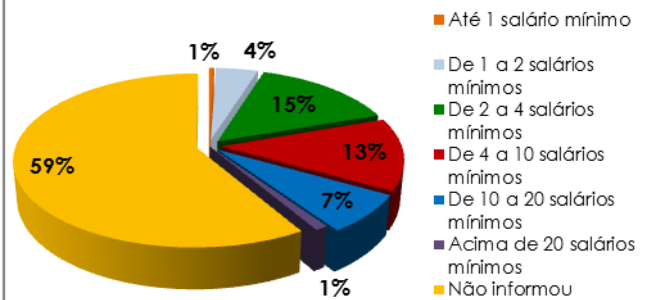
N: 263 Entrevistas/3º trimestre 2014

12 - SBFZ - Idade



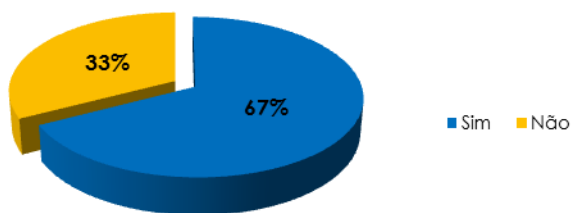
N: 896 Entrevistas/3º trimestre 2014

13 - SBFZ - Renda



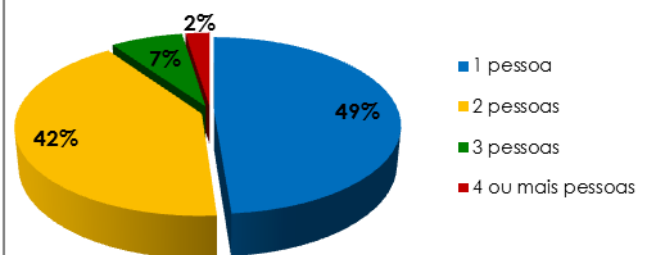
N: 896 Entrevistas/3º trimestre 2014

14 - SBFZ - Viajando sozinho



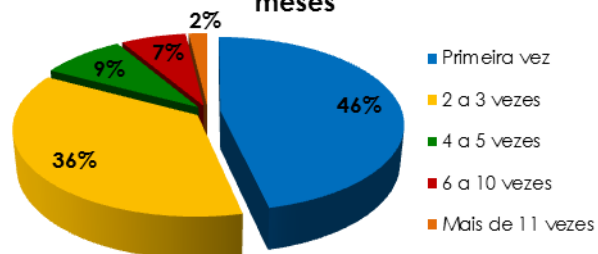
N: 896 Entrevistas/3º trimestre 2014

15 - SBFZ - Número de acompanhantes



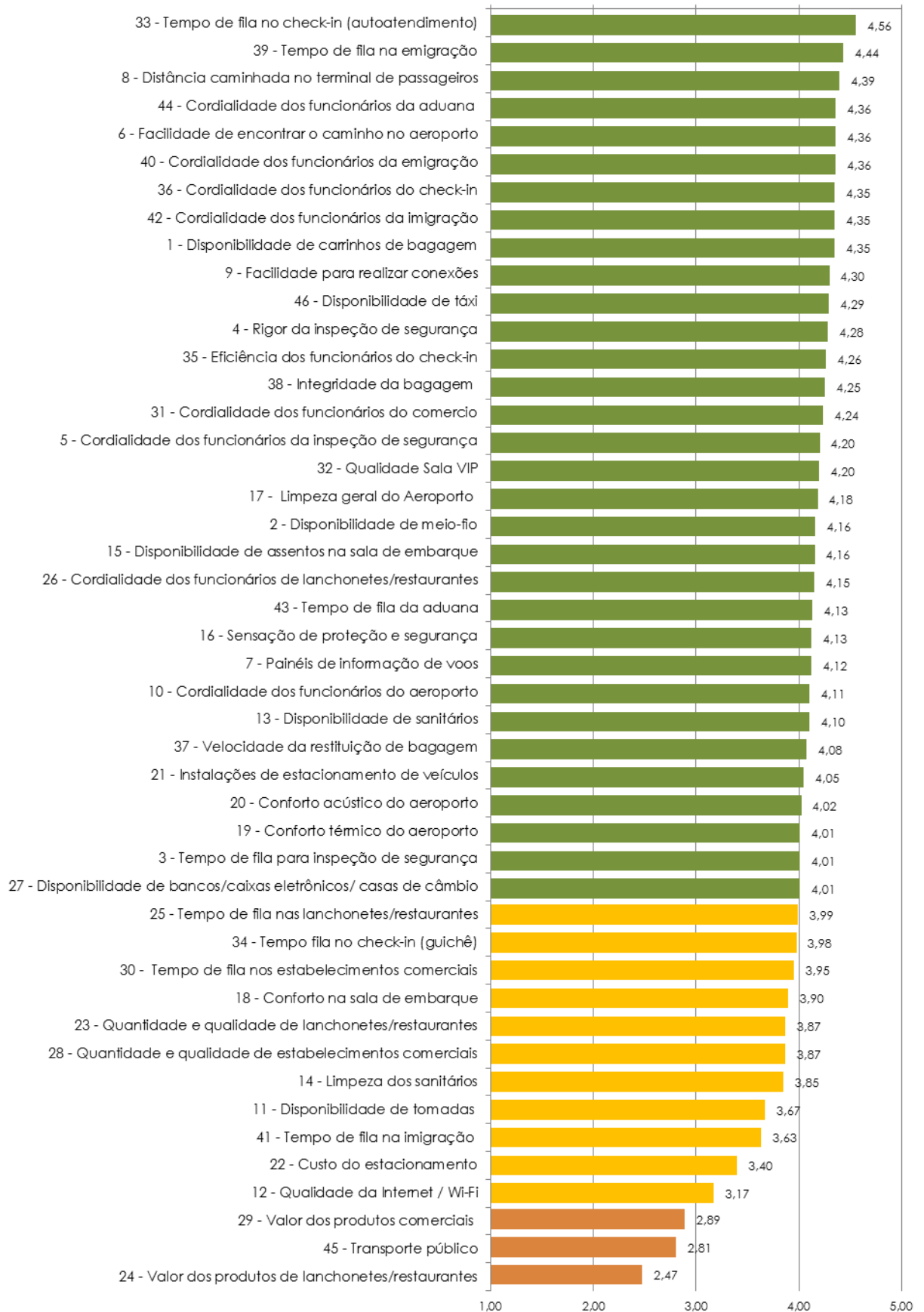
N: 41 Entrevistas/3º trimestre 2014

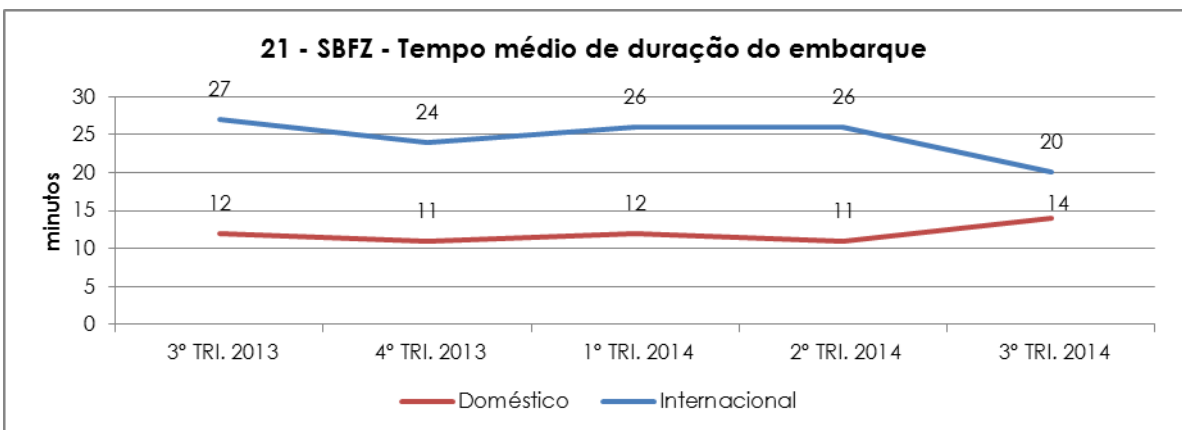
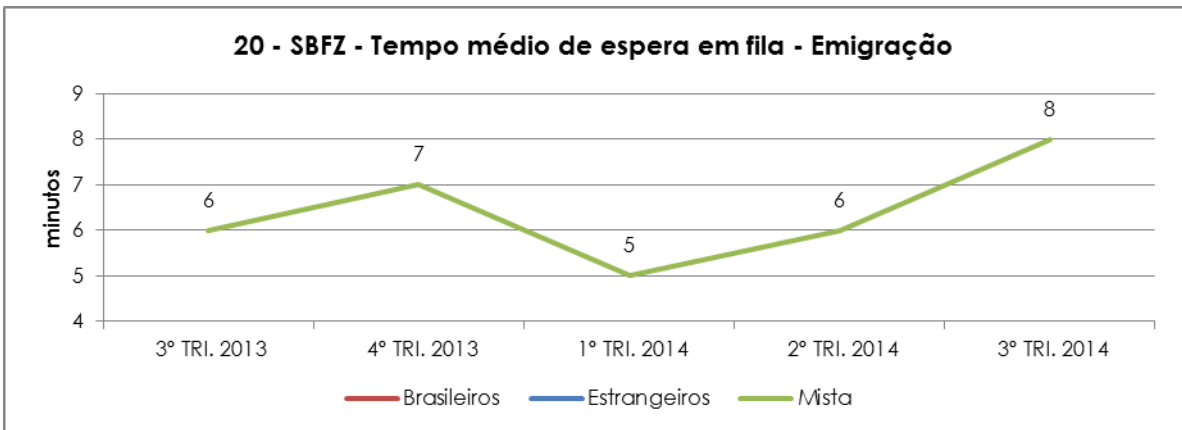
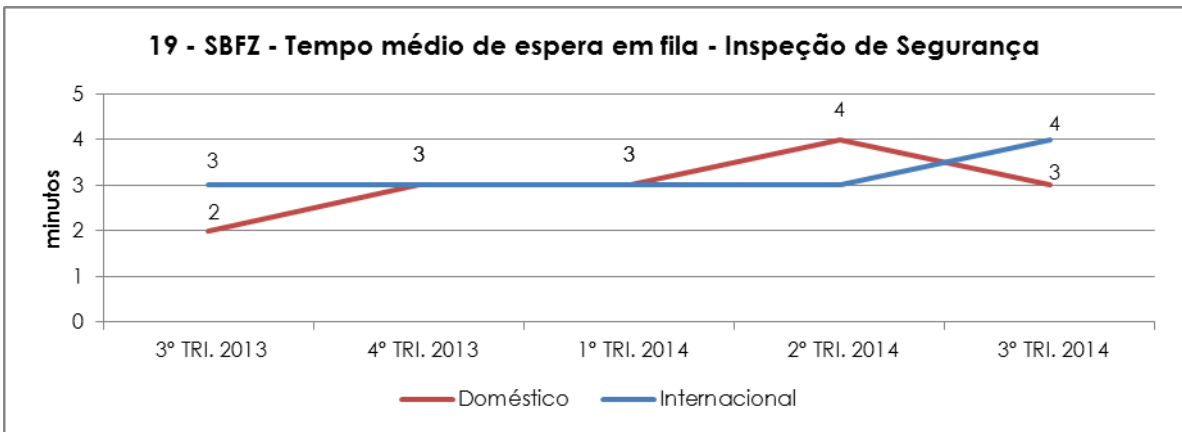
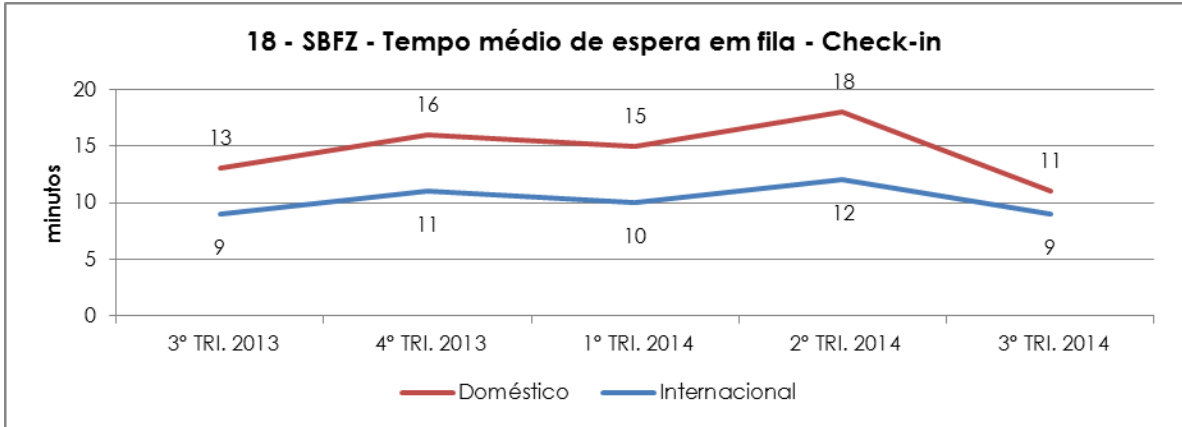
16 - SBFZ - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses

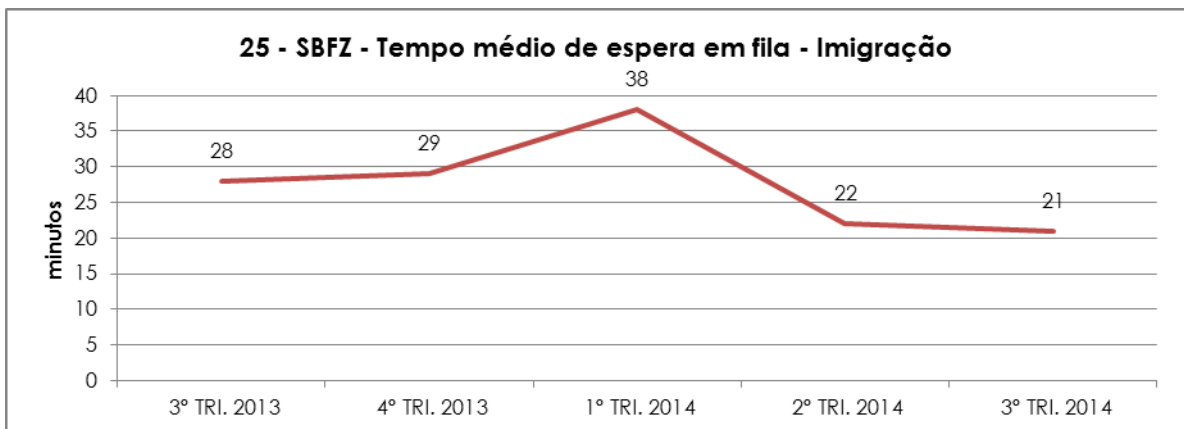
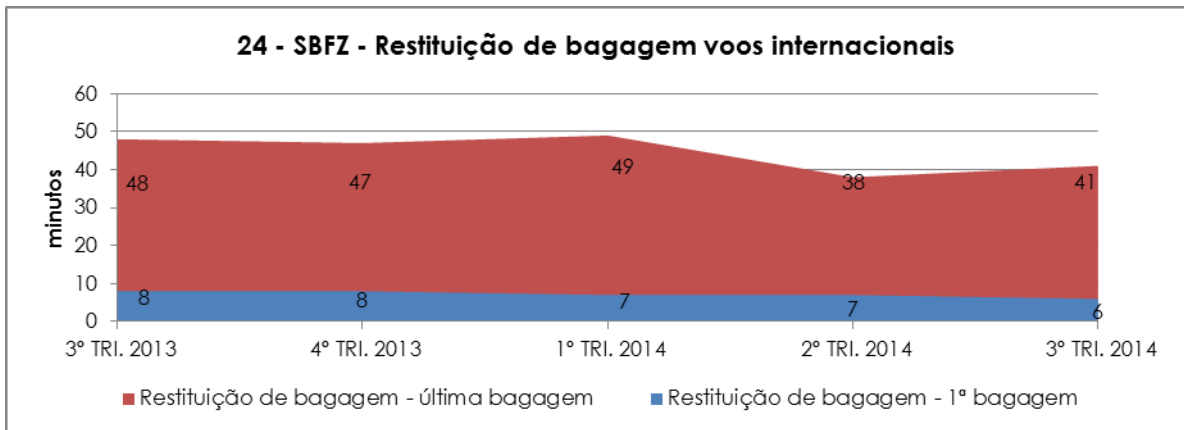
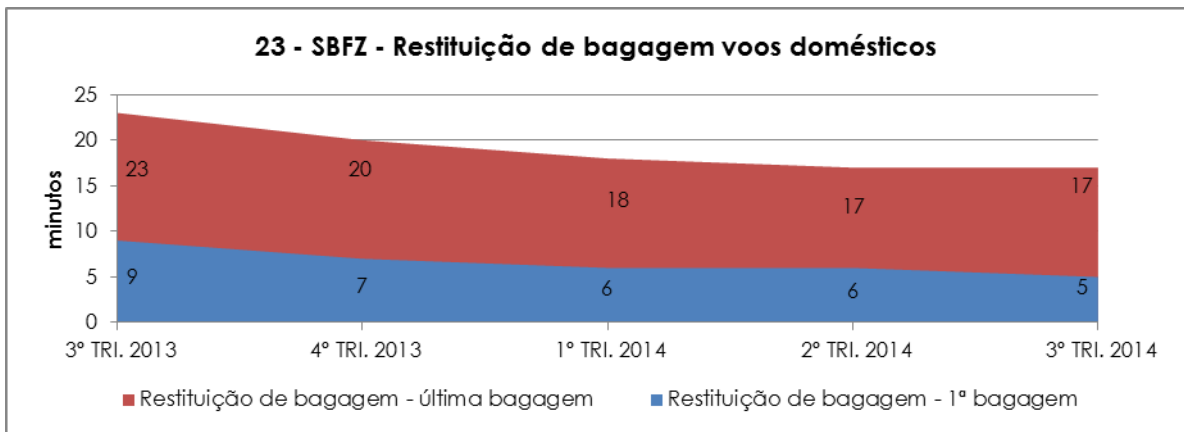
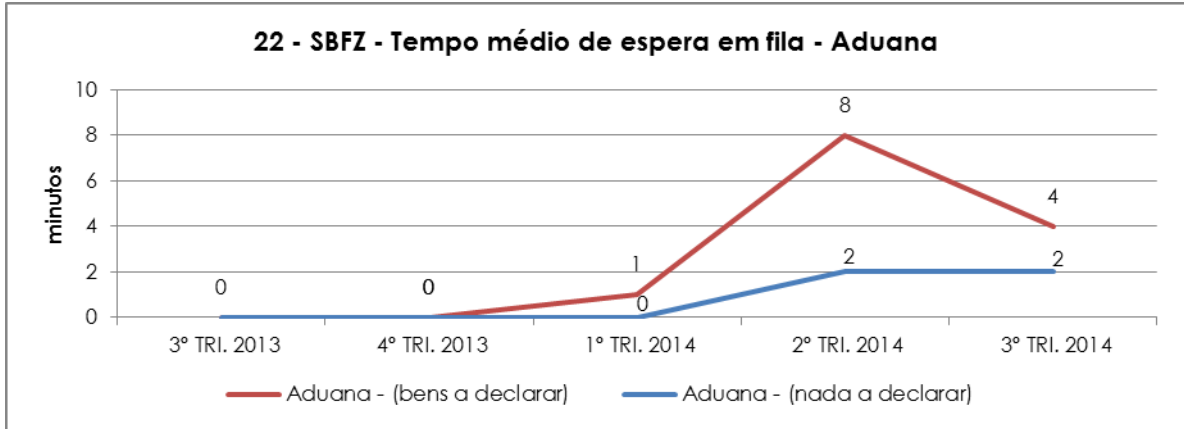


N: 895 Entrevistas/3º trimestre 2014

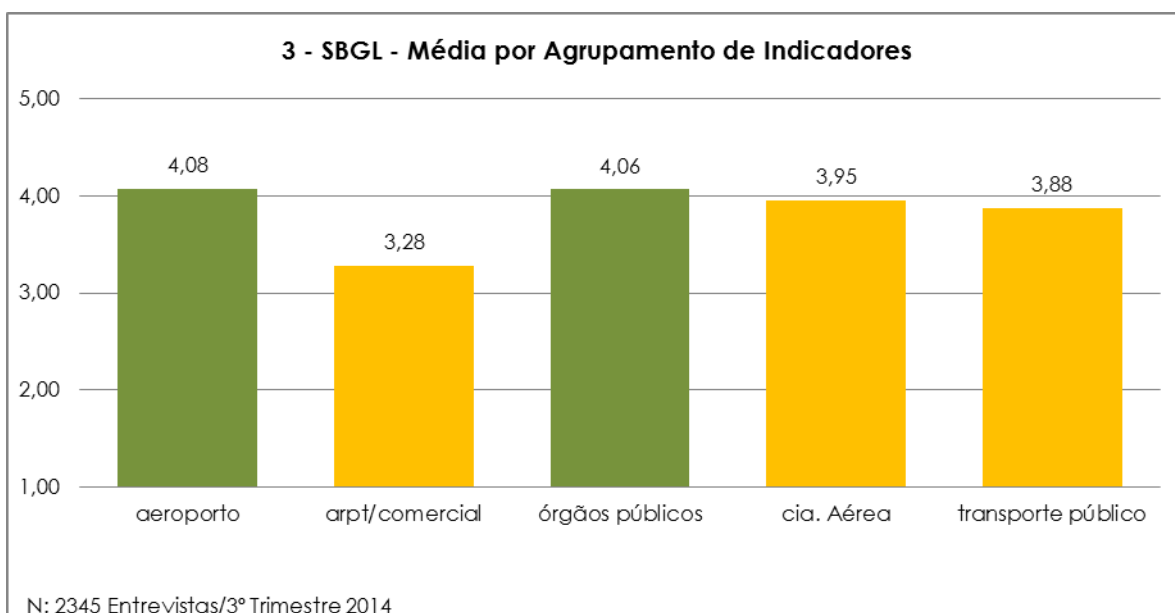
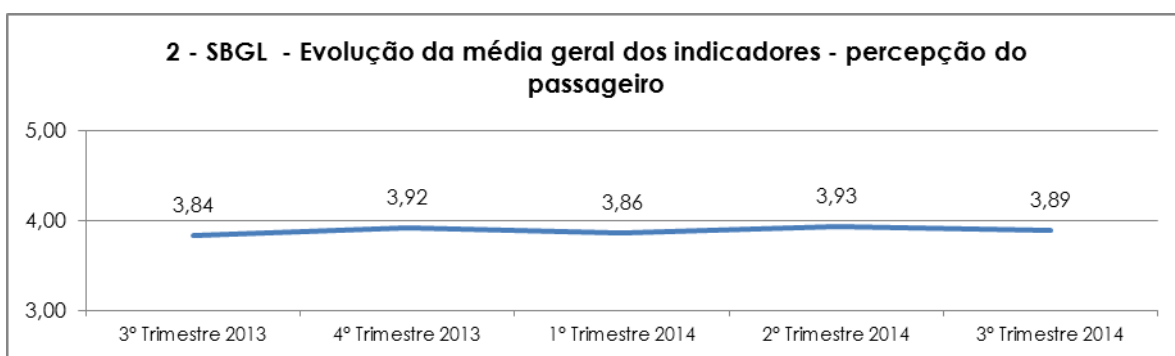
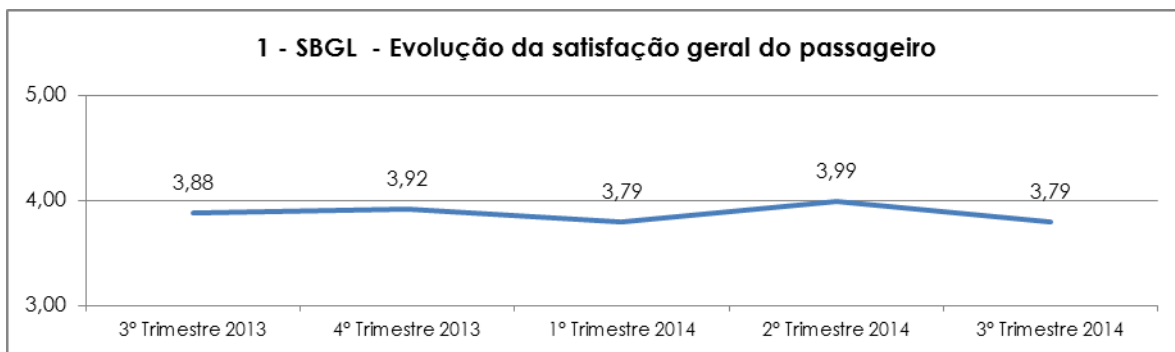
17 - SBFZ - Média dos Indicadores



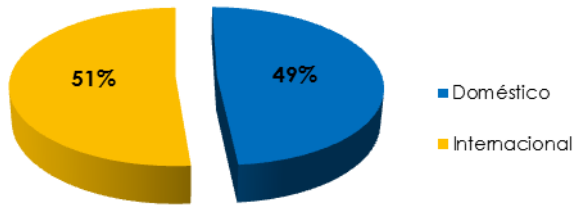




3.7 AEROPORTO INTERNACIONAL ANTÔNIO CARLOS JOBIM/GALEÃO – RIO DE JANEIRO (SBGL)

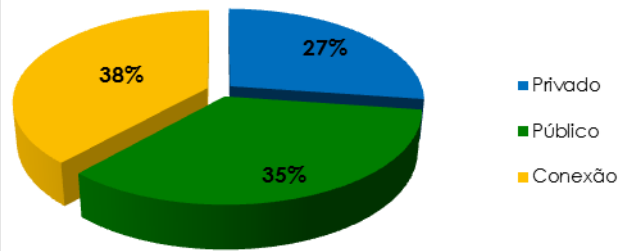


4 - SBGL - Distribuição Amostral - tipo de voo



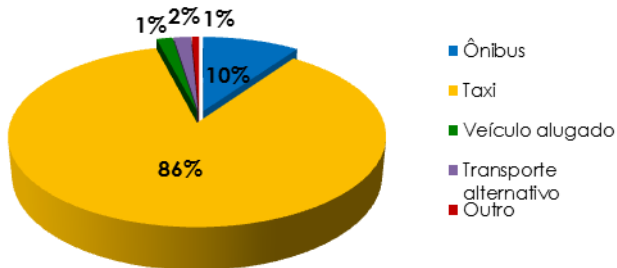
N: 2345 Entrevistas/3º trimestre 2014

5 - SBGL - Tipo de transporte



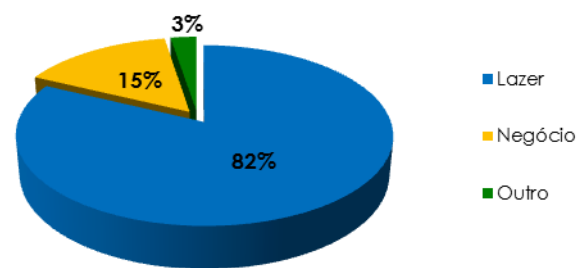
N: 2345 Entrevistas/3º trimestre 2014

6 - SBGL - Meio de transporte público utilizado



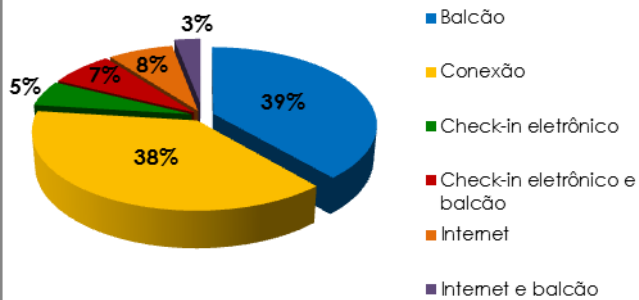
N: 807 Entrevistas/3º trimestre 2014

7 - SBGL - Motivo da viagem



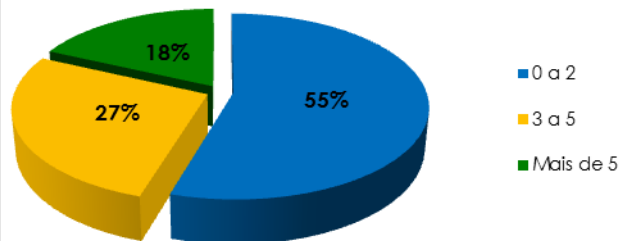
N: 2335 Entrevistas/3º trimestre 2014

8 - SBGL - Forma de check-in



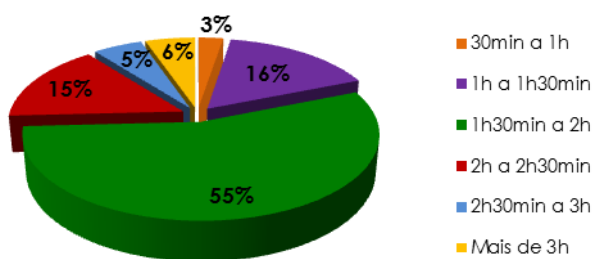
N: 2345 Entrevistas/3º trimestre 2014

9 - SBGL - Frequência de viagem nos últimos 12 meses



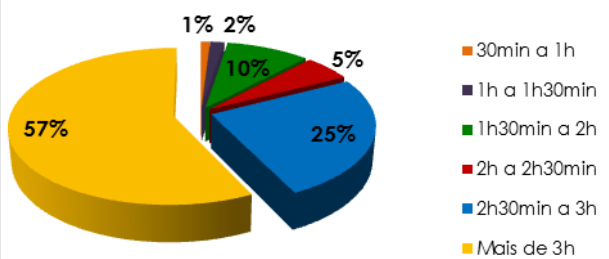
N: 2342 Entrevistas/3º trimestre 2014

10 - SBGL - Antecedência de chegada para voo doméstico

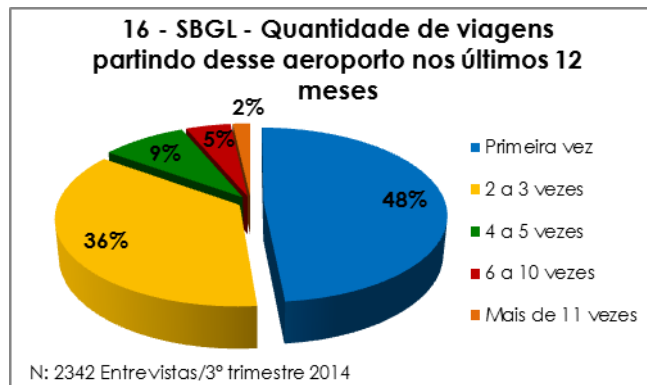
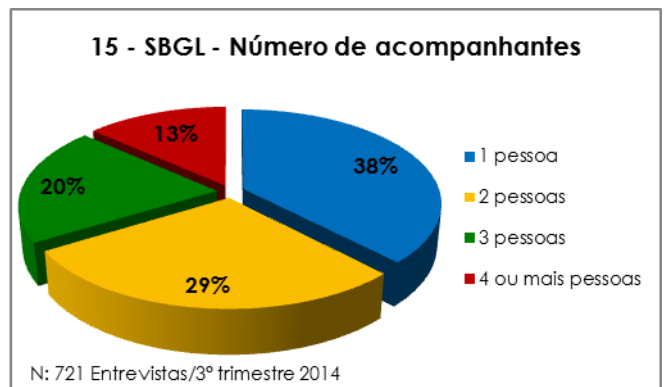
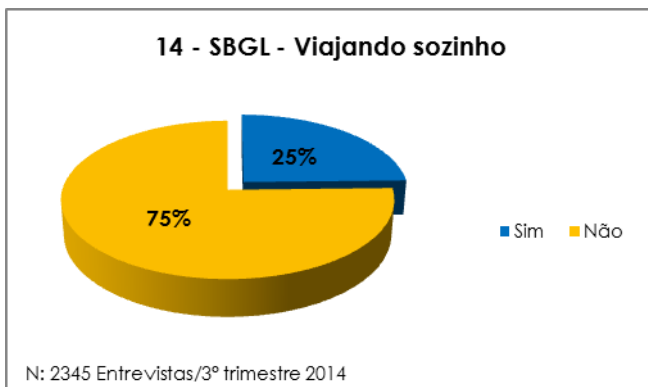
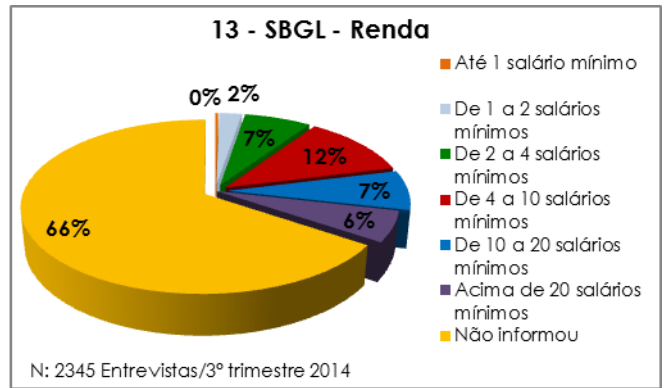
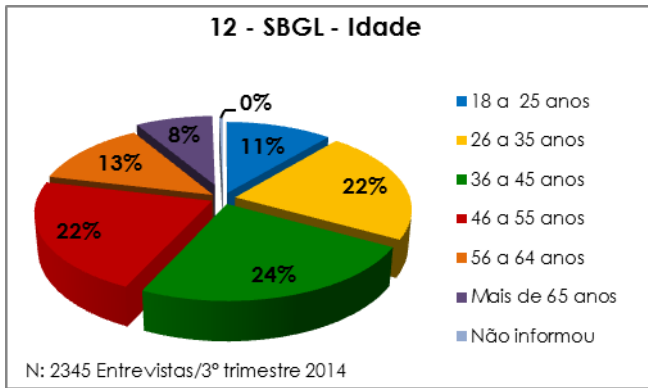


N: 1139 Entrevistas/3º trimestre 2014

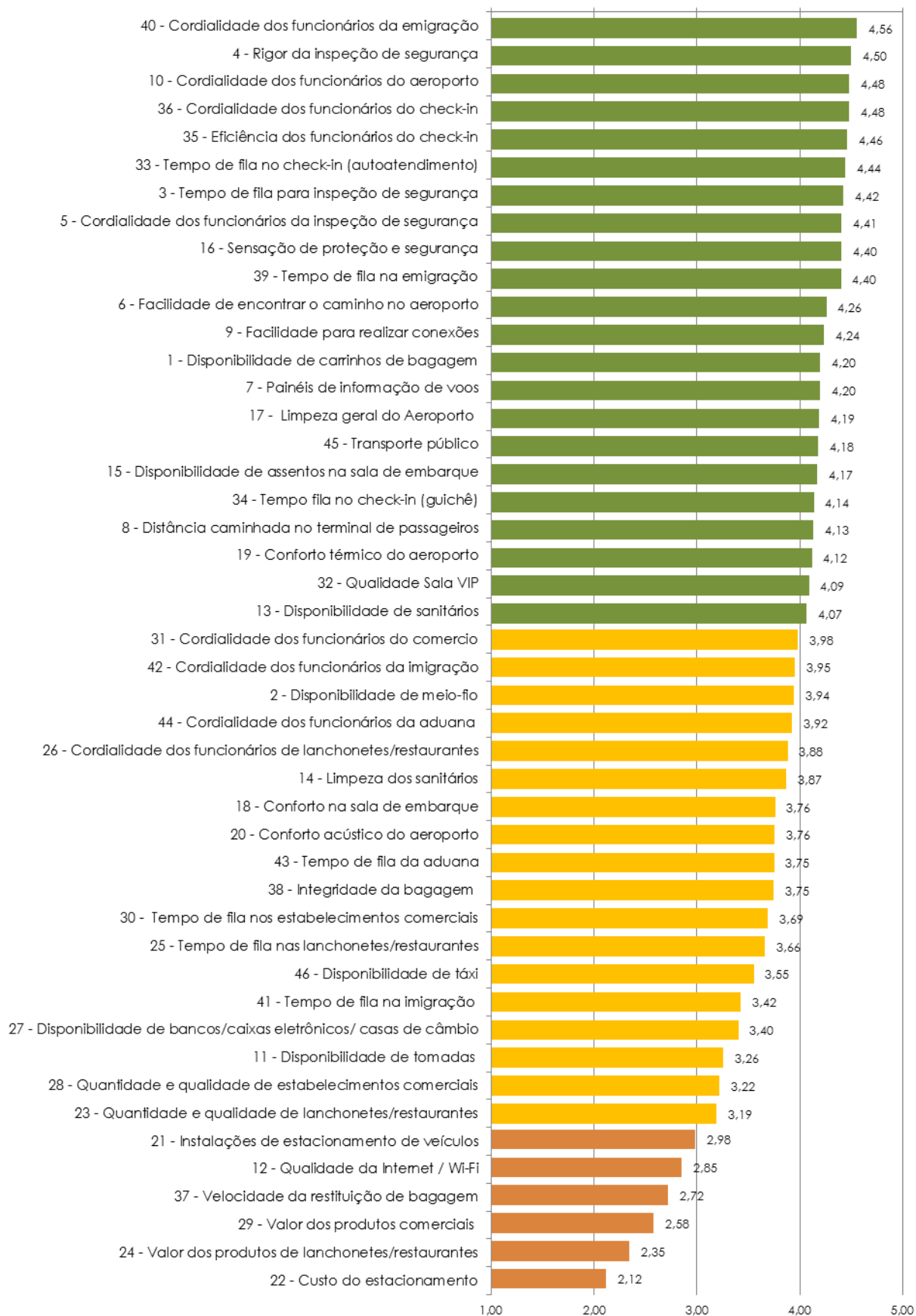
11 - SBGL - Antecedência de chegada para voo internacional

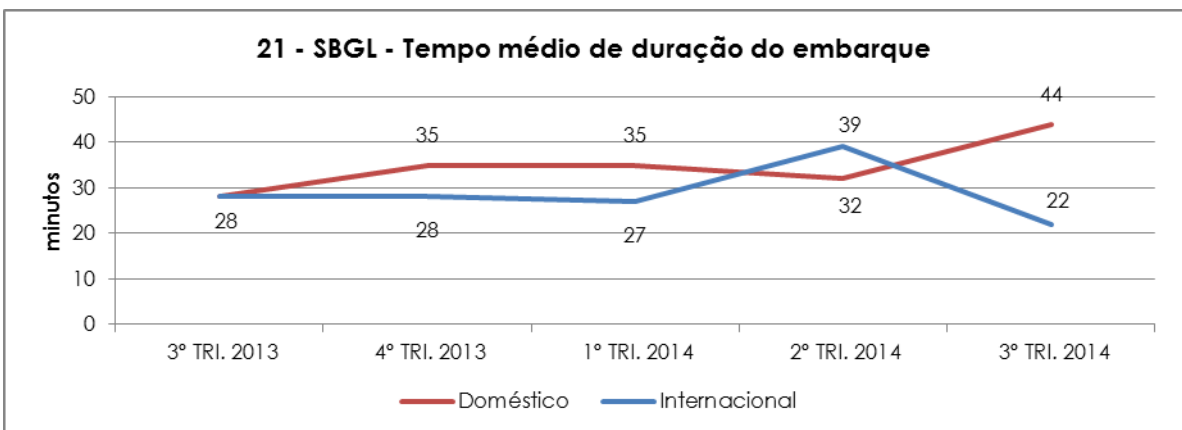
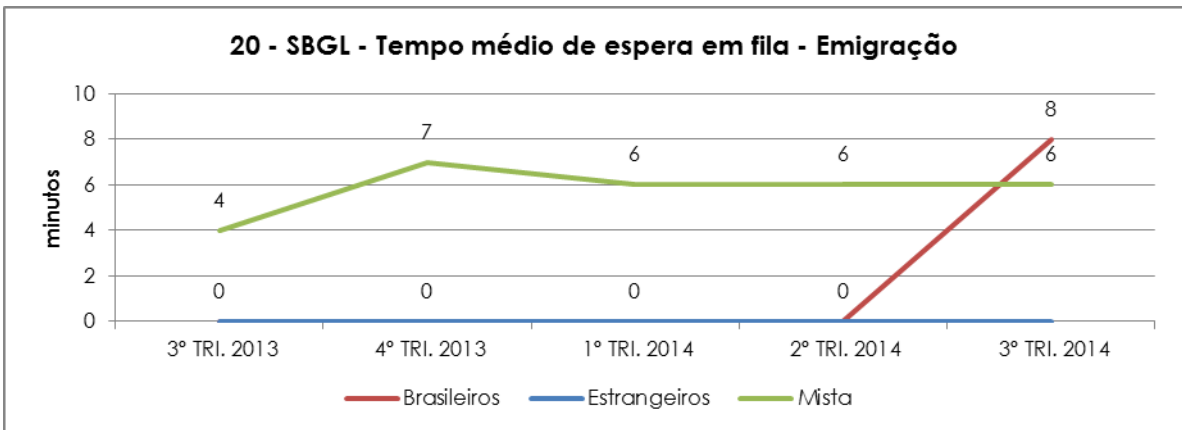
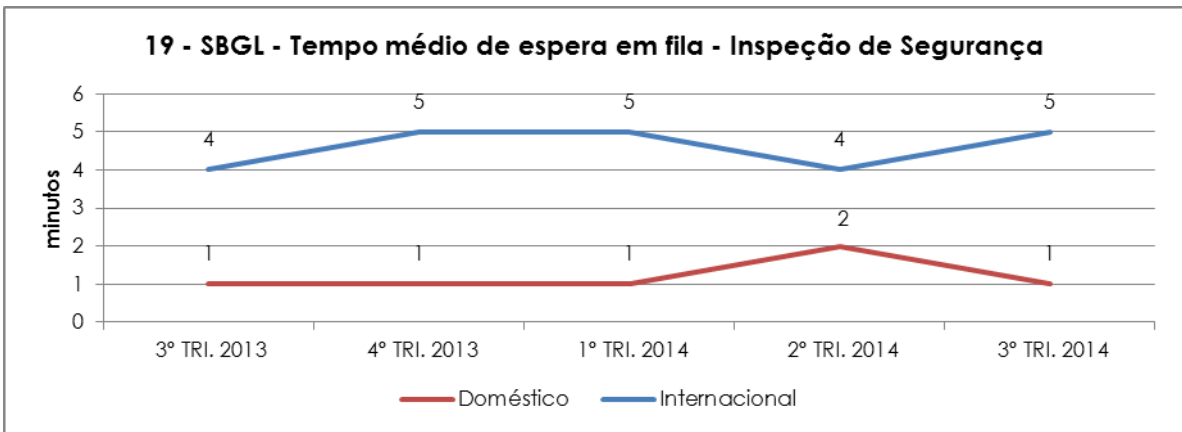
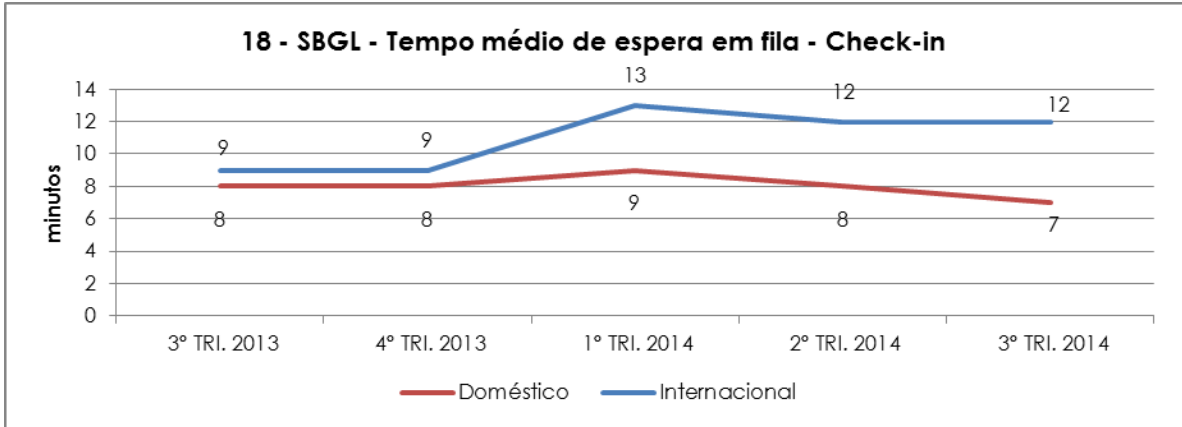


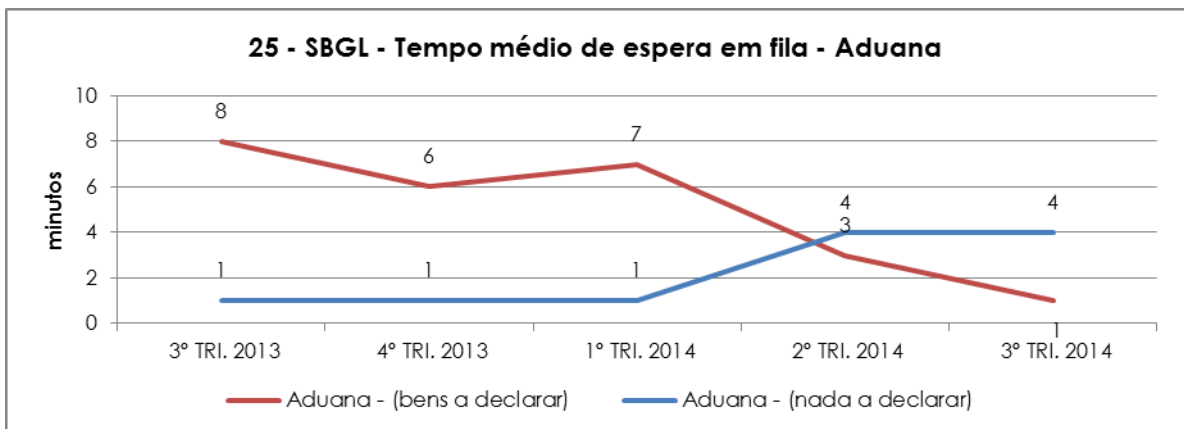
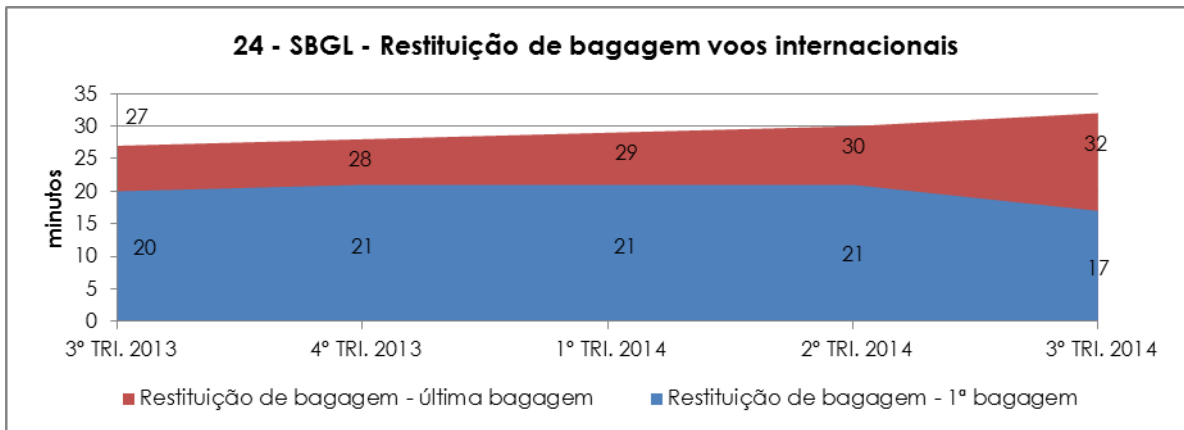
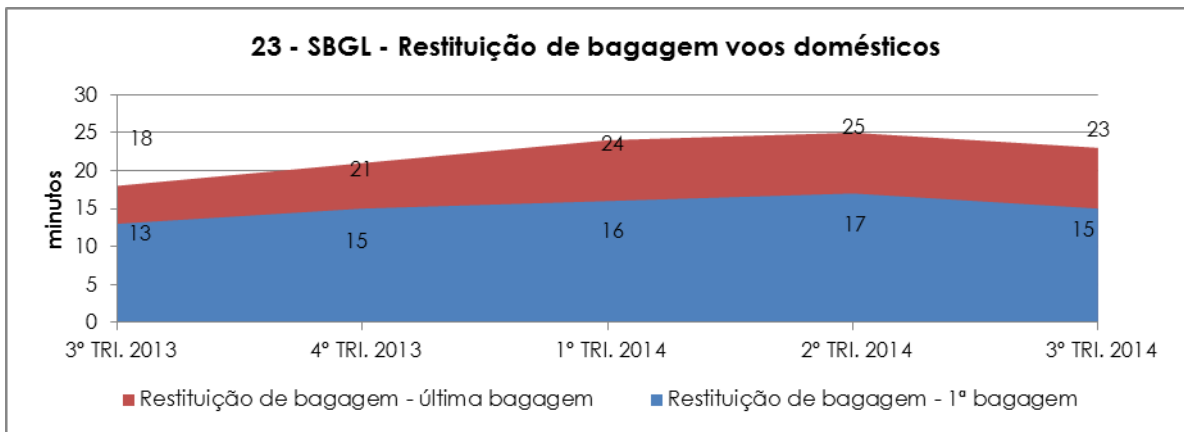
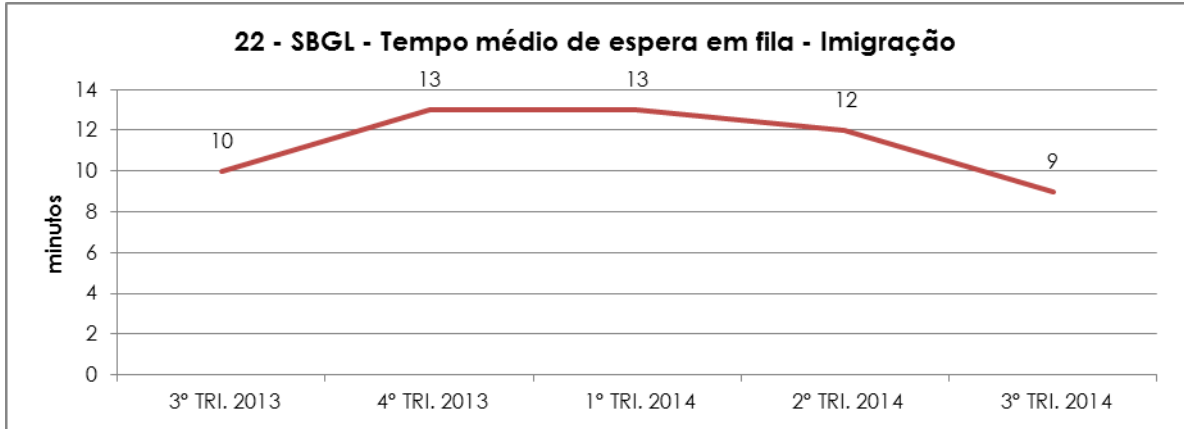
N: 1203 Entrevistas/3º trimestre 2014



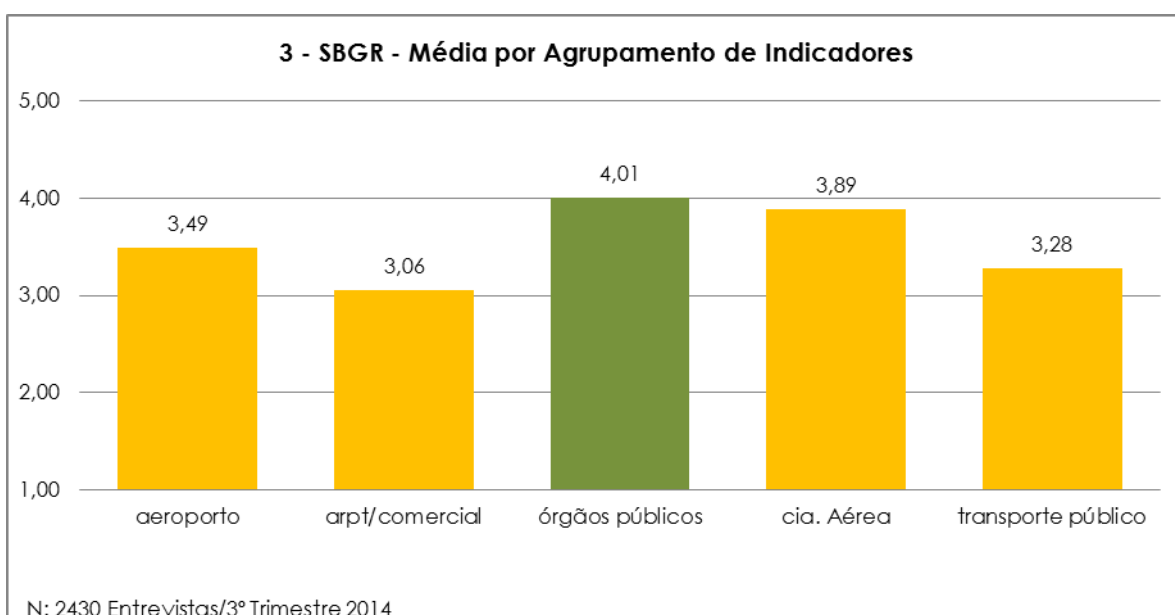
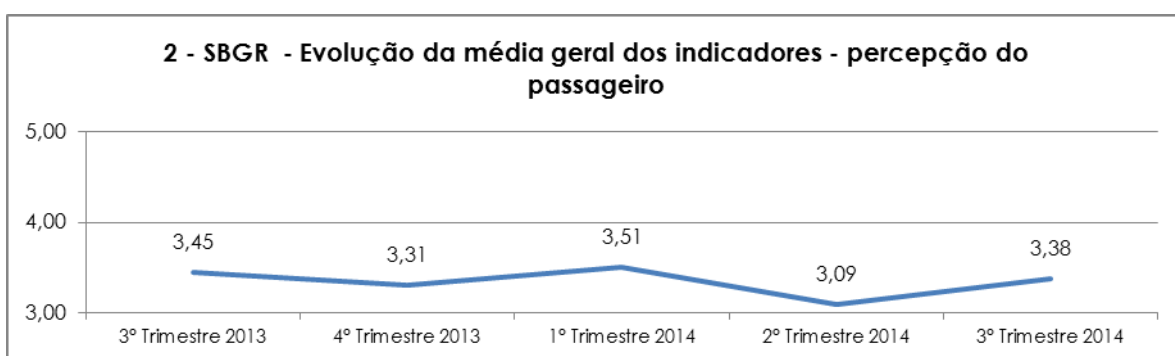
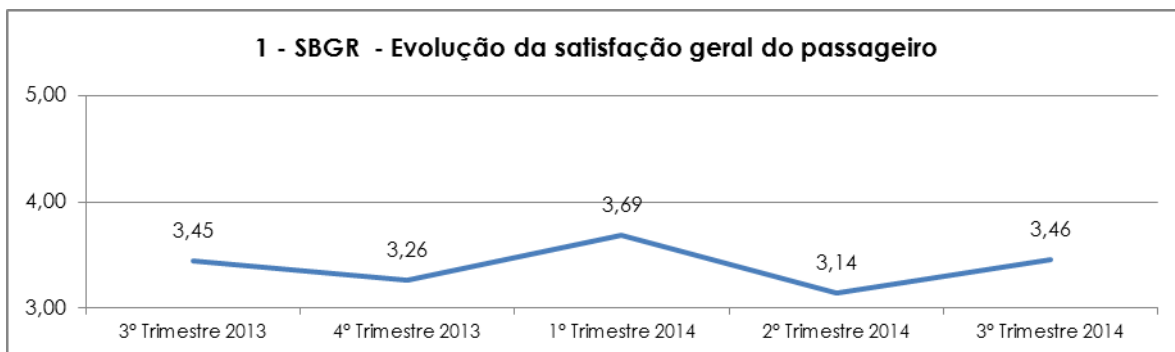
17 - SBGL - Média dos Indicadores



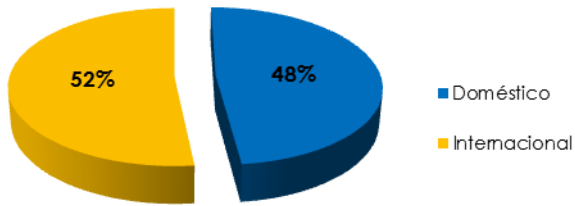




3.8 AEROPORTO INTERNACIONAL GOV. ANDRÉ FRANCO MONTORO/GUARULHOS – SÃO PAULO (SBGR)

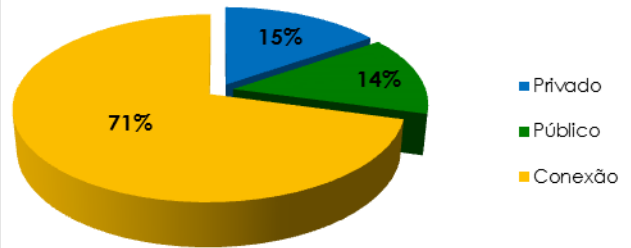


4 - SBGR - Distribuição Amostral - tipo de voo



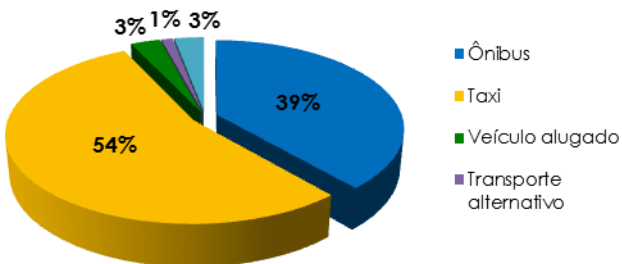
N: 2430 Entrevistas/3º trimestre 2014

5 - SBGR - Tipo de transporte



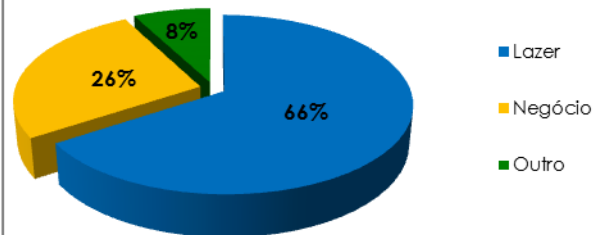
N: 2430 Entrevistas/3º trimestre 2014

6 - SBGR - Meio de transporte público utilizado



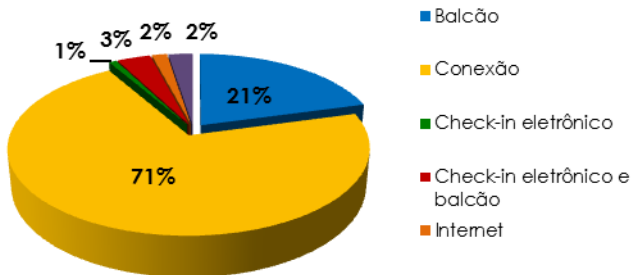
N: 337 Entrevistas/3º trimestre 2014

7 - SBGR - Motivo da viagem



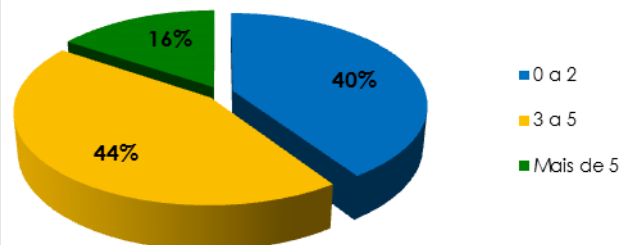
N: 2430 Entrevistas/3º trimestre 2014

8 - SBGR - Forma de check-in



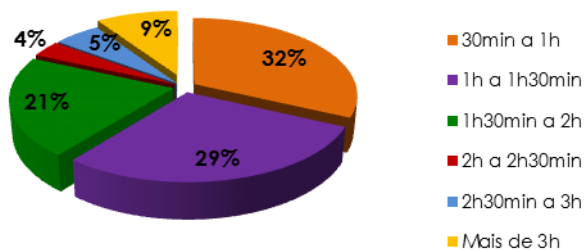
N: 2430 Entrevistas/3º trimestre 2014

9 - SBGR - Frequencia de viagem nos últimos 12 meses



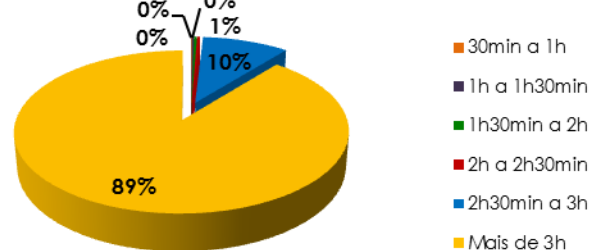
N: 2430 Entrevistas/3º trimestre 2014

10 - SBGR - Antecedência de chegada para voo doméstico



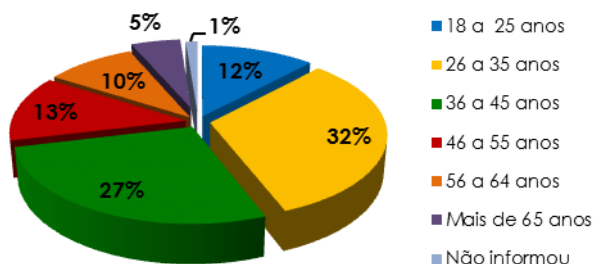
N: 1174 Entrevistas/3º trimestre 2014

11 - SBGR - Antecedência de chegada para voo internacional



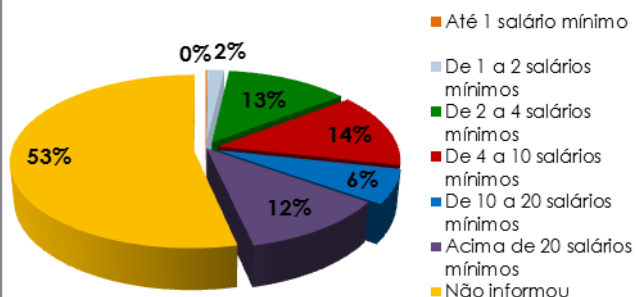
N: 1256 Entrevistas/3º trimestre 2014

12 - SBGR - Idade



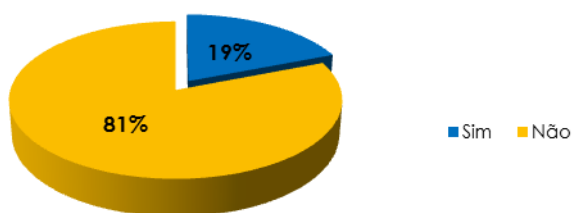
N: 2430 Entrevistas/3º trimestre 2014

13 - SBGR - Renda



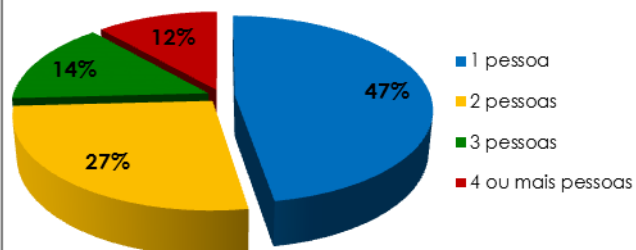
N: 2430 Entrevistas/3º trimestre 2014

14 - SBGR - Viajando sozinho



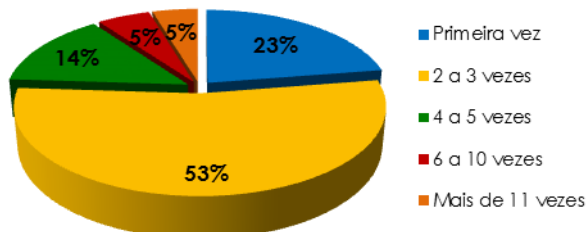
N: 2430 Entrevistas/3º trimestre 2014

15 - SBGR - Número de acompanhantes



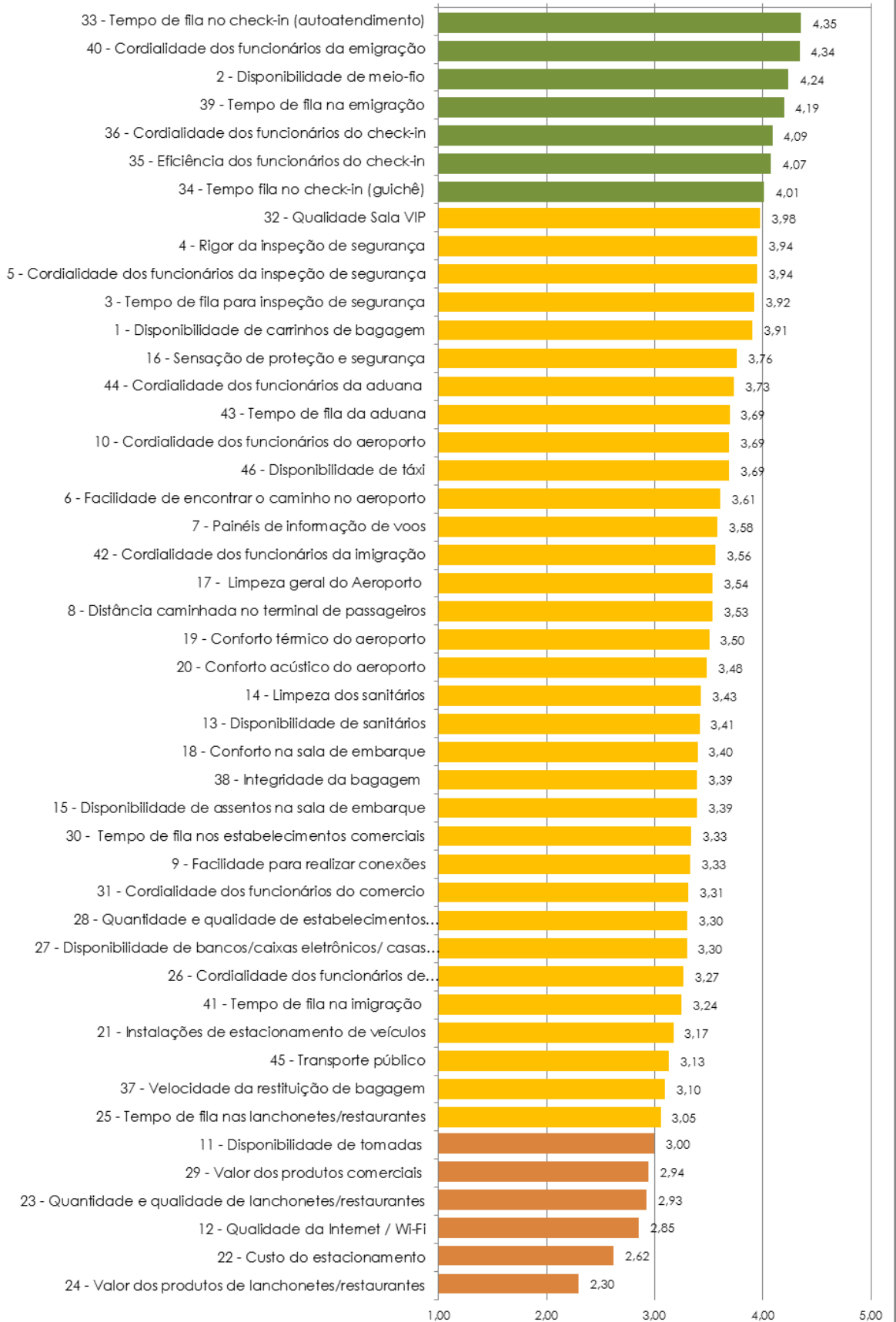
N: 441 Entrevistas/3º trimestre 2014

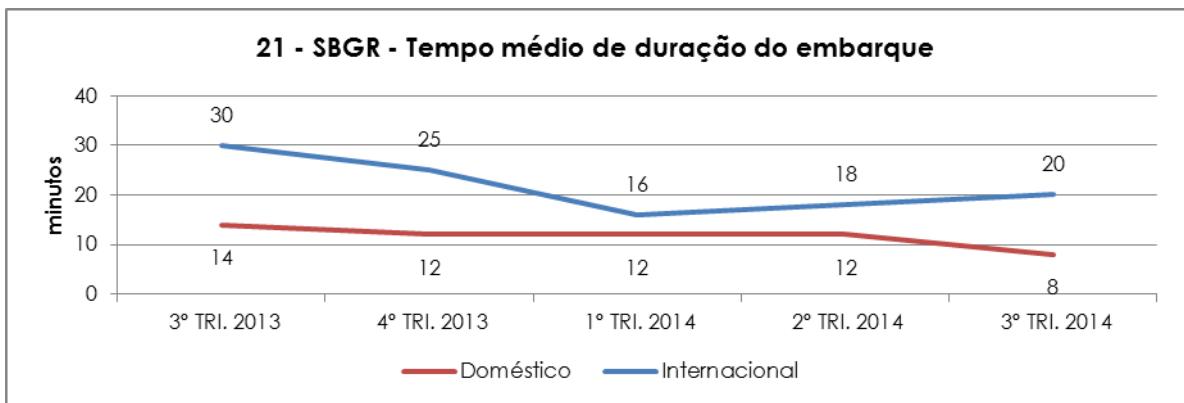
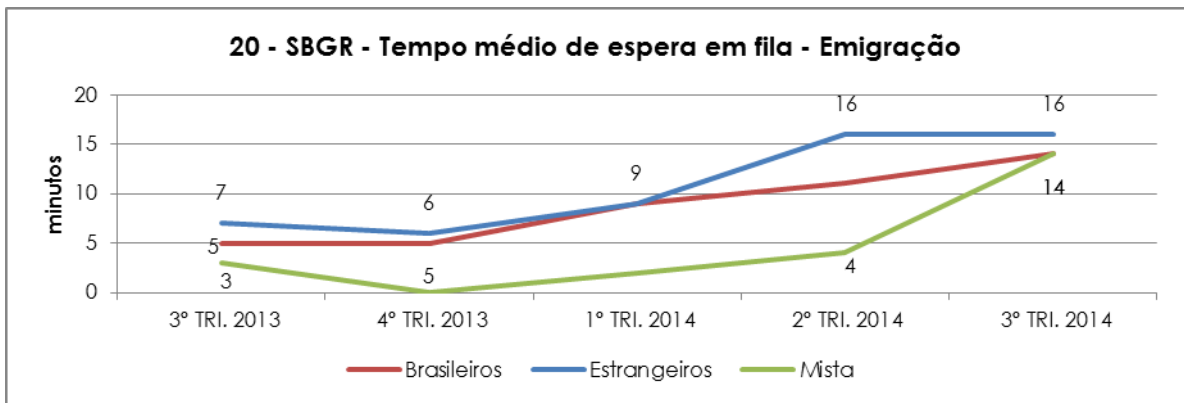
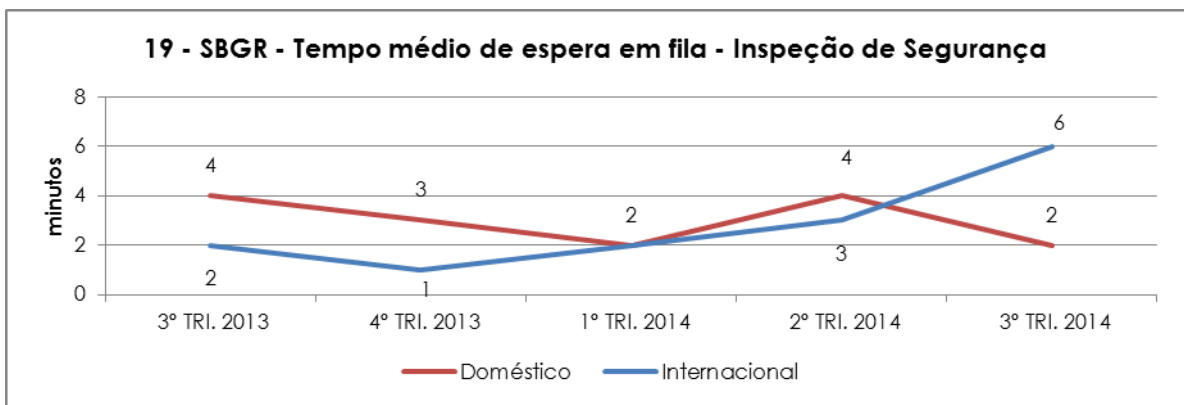
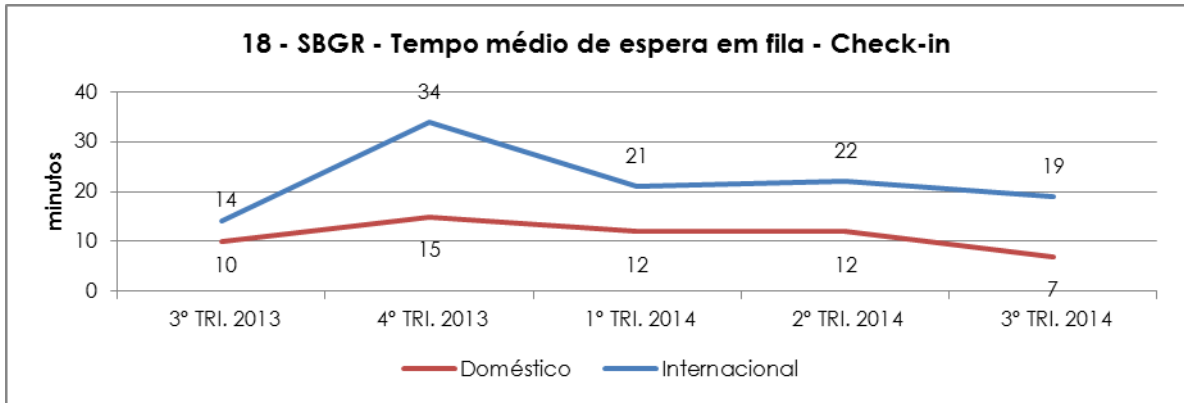
16 - SBGR - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses

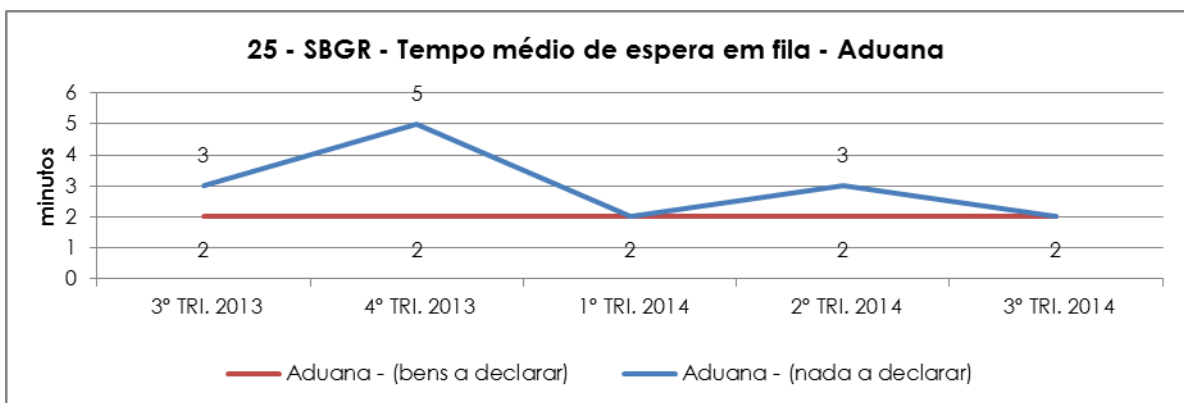
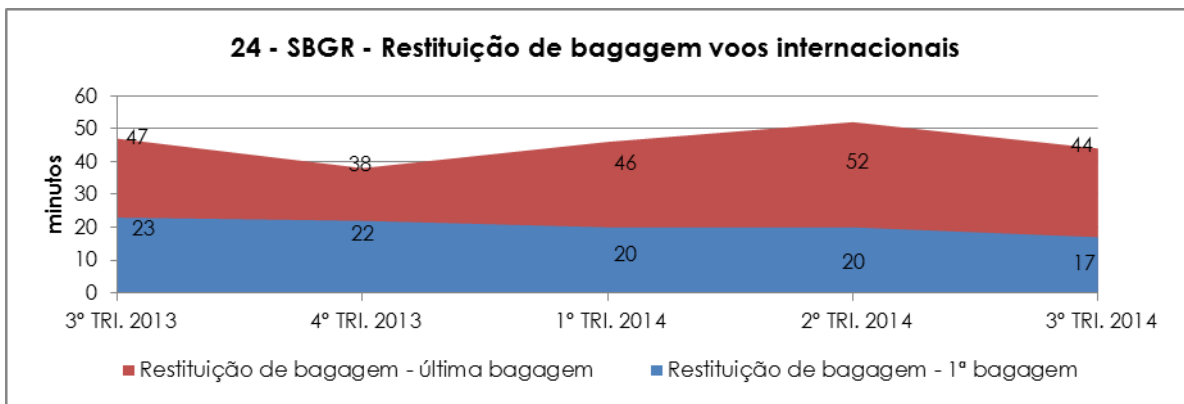
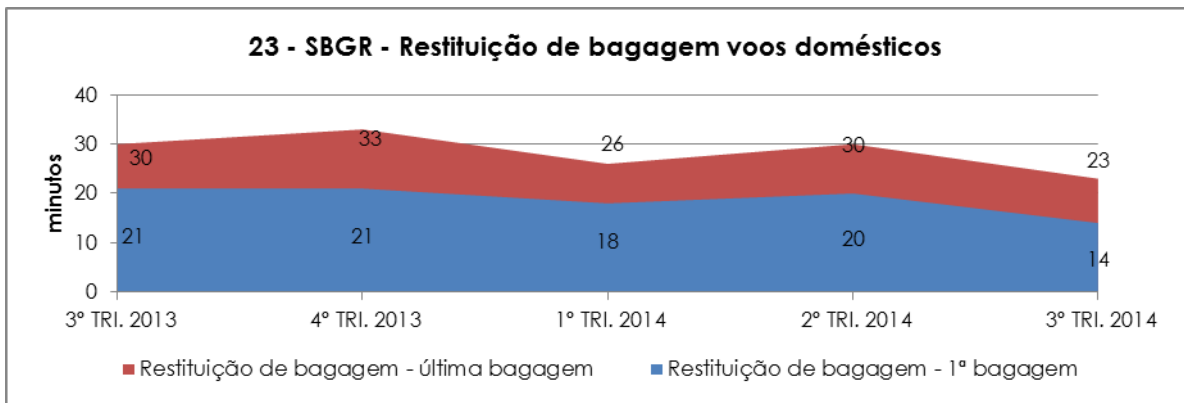
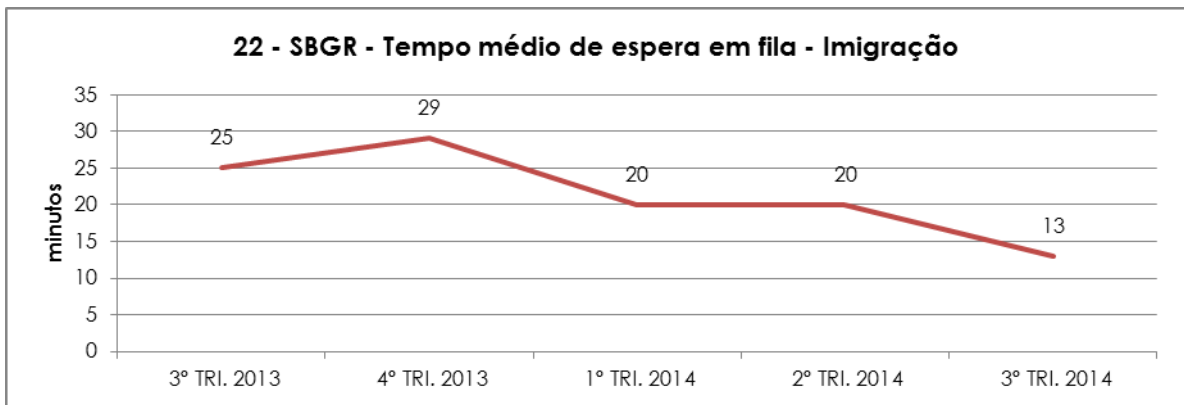


N: 2430 Entrevistas/3º trimestre 2014

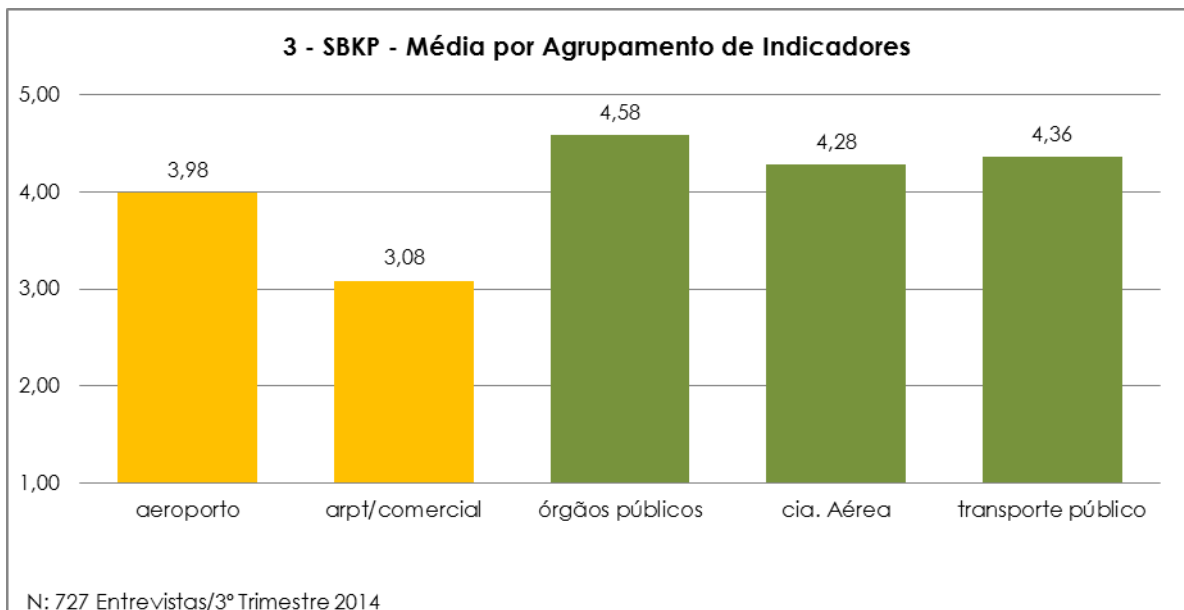
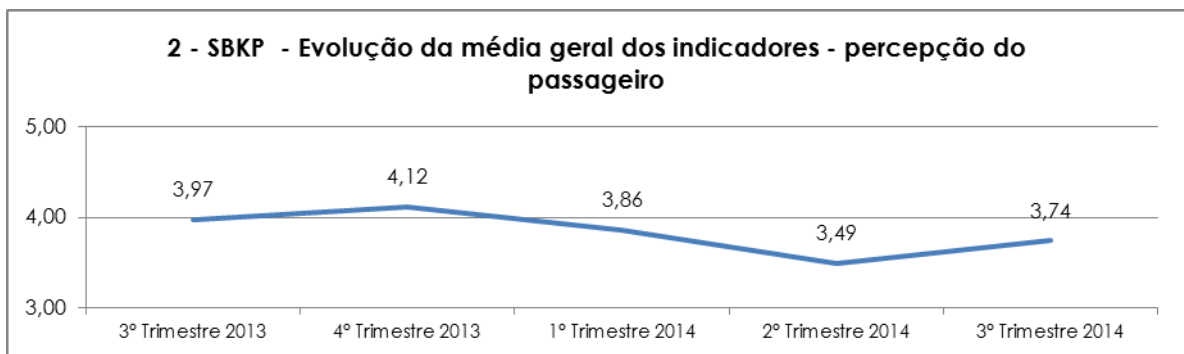
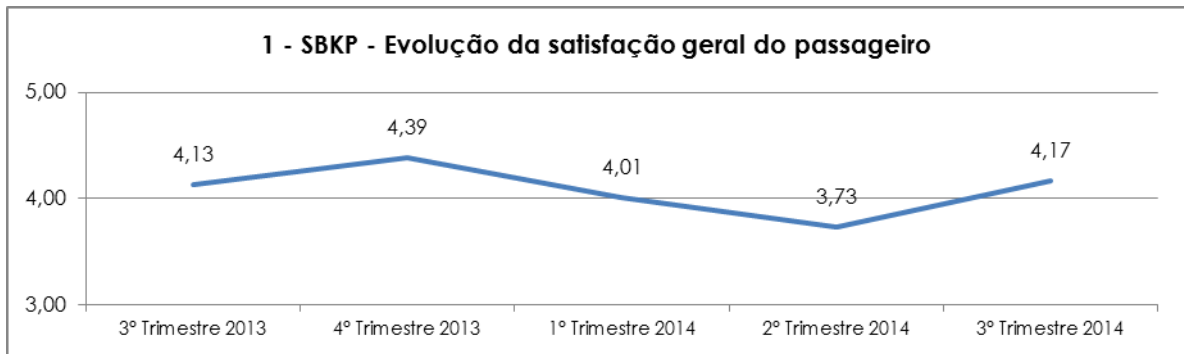
17 - SBGR - Média dos Indicadores



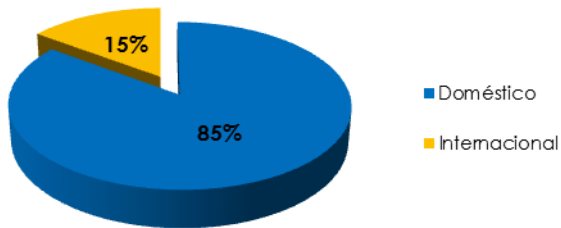




3.9 AEROPORTO INTERNACIONAL DE VIRACOPOS – CAMPINAS (SBKP)

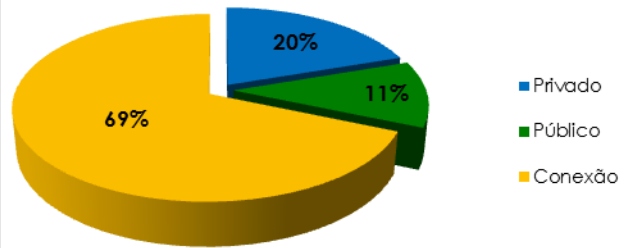


4 - SBKP - Distribuição Amostral - tipo de voo



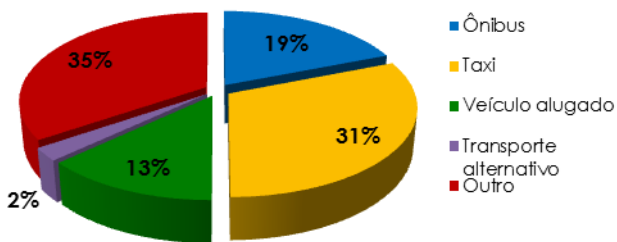
N: 727 Entrevistas/3º trimestre 2014

5 - SBKP - Tipo de transporte



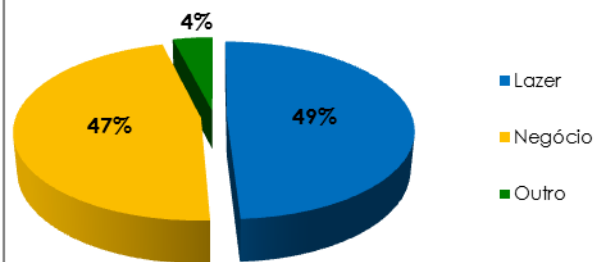
N: 727 Entrevistas/3º trimestre 2014

6 - SBKP - Meio de transporte público utilizado



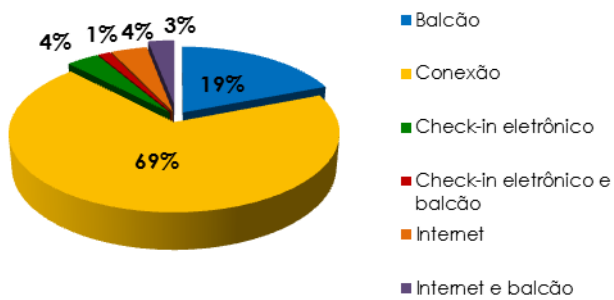
N: 84 Entrevistas/3º trimestre 2014

7 - SBKP - Motivo da viagem



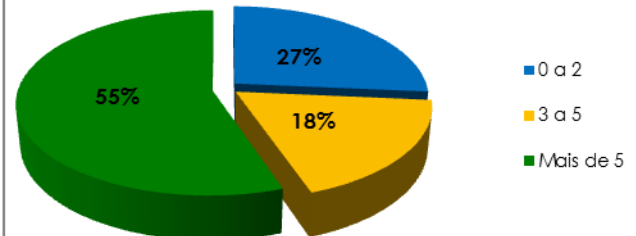
N: 726 Entrevistas/3º trimestre 2014

8 - SBKP - Forma de check-in



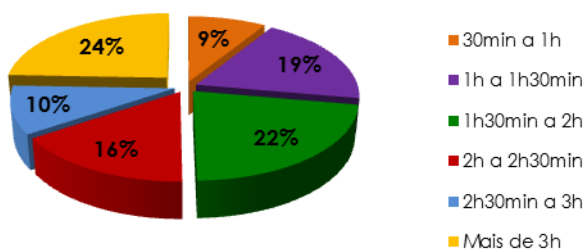
N: 727 Entrevistas/3º trimestre 2014

9 - SBKP - Frequencia de viagem nos últimos 12 meses



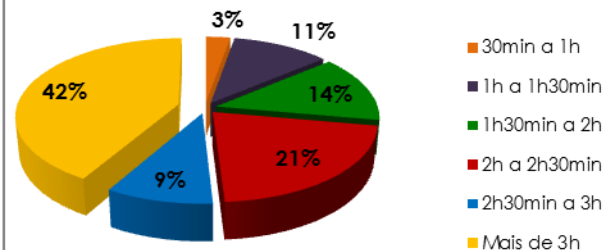
N: 727 Entrevistas/3º trimestre 2014

10 - SBKP - Antecedência de chegada para voo doméstico



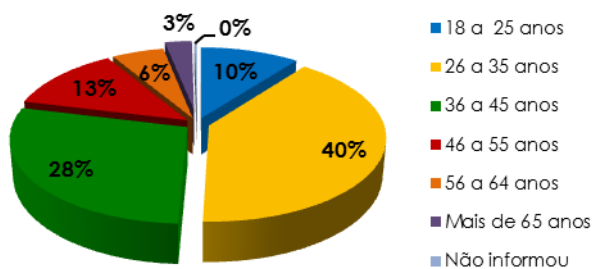
N: 619 Entrevistas/3º trimestre 2014

11 - SBKP - Antecedência de chegada para voo internacional



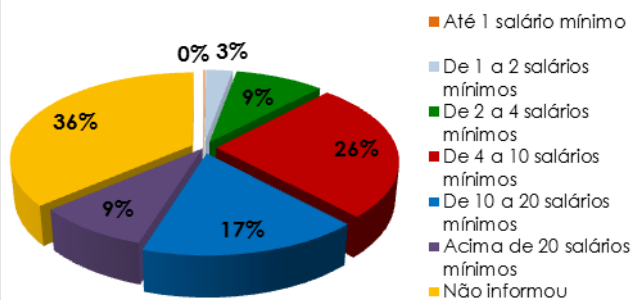
N: 108 Entrevistas/3º trimestre 2014

12 - SBKP - Idade



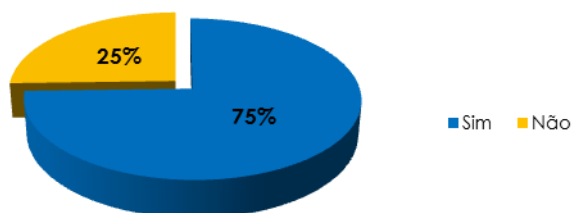
N: 727 Entrevistas/3º trimestre 2014

13 - SBKP - Renda



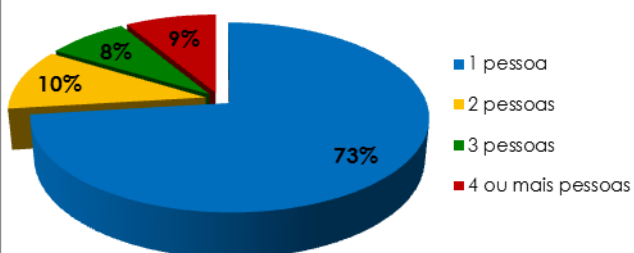
N: 727 Entrevistas/3º trimestre 2014

14 - SBKP - Viajando sozinho



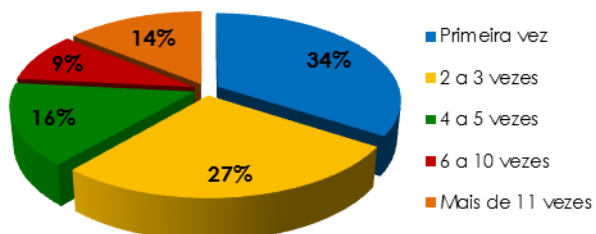
N: 727 Entrevistas/3º trimestre 2014

15 - SBKP - Número de acompanhantes



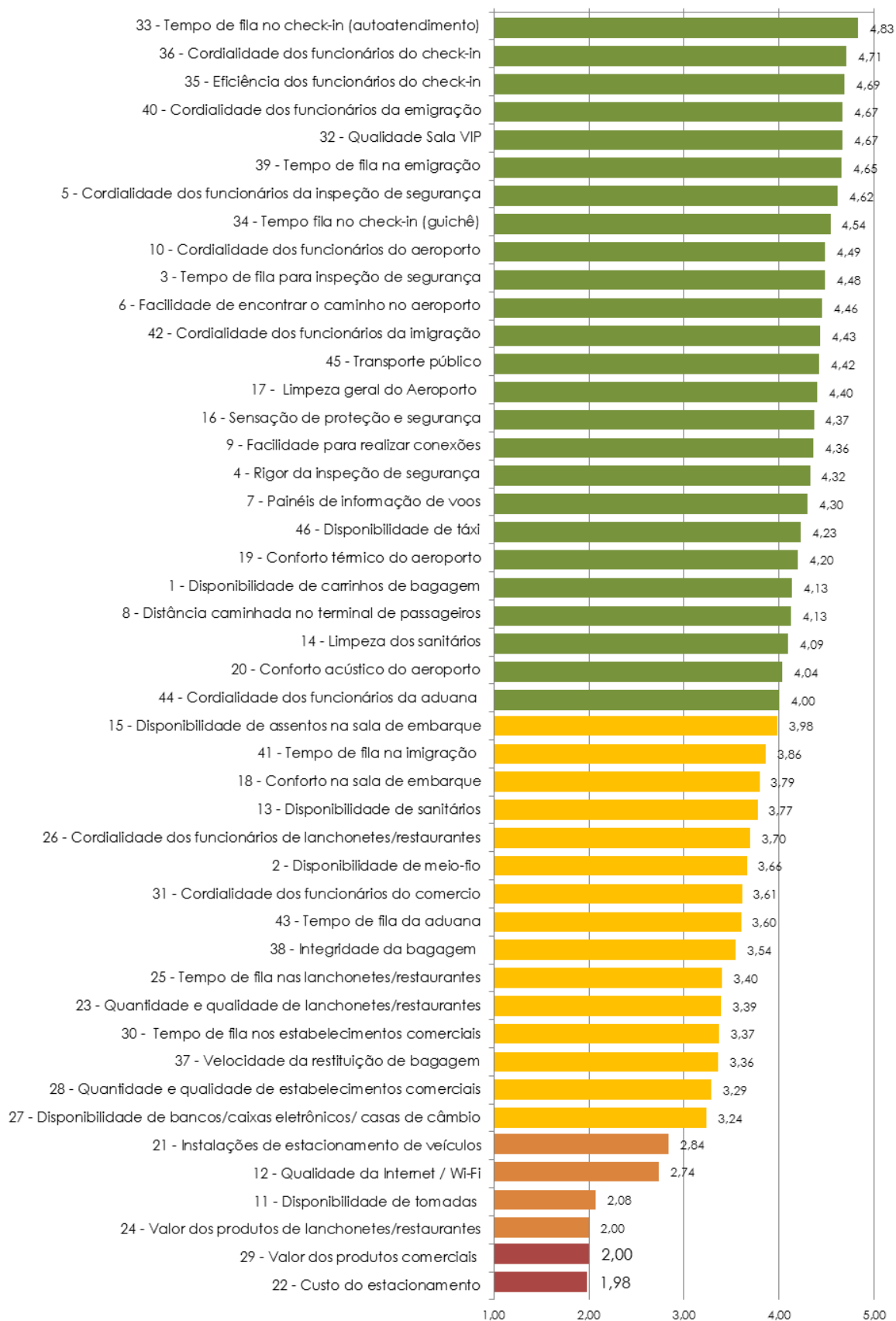
N: 104 Entrevistas/3º trimestre 2014

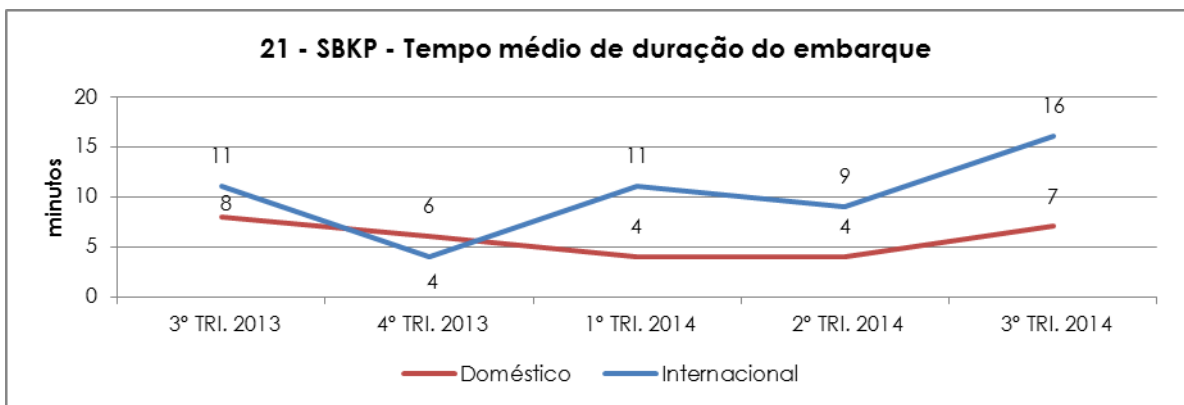
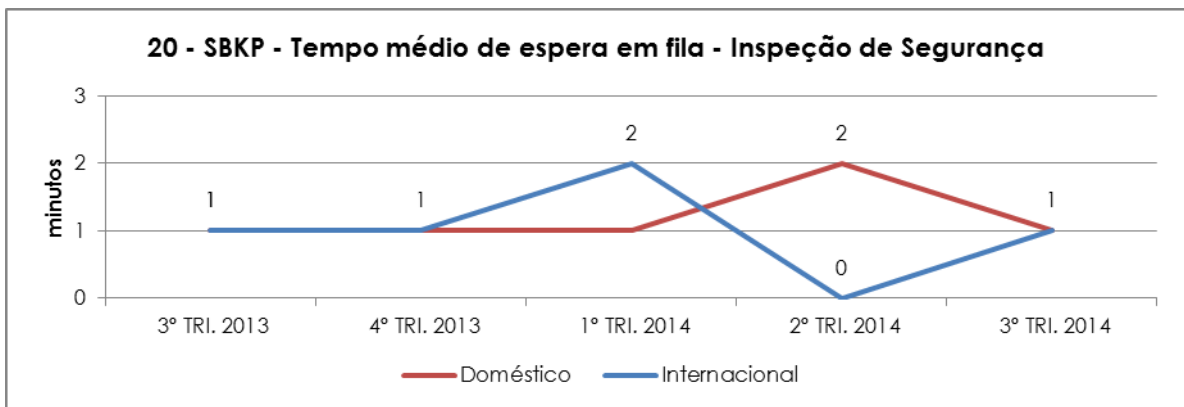
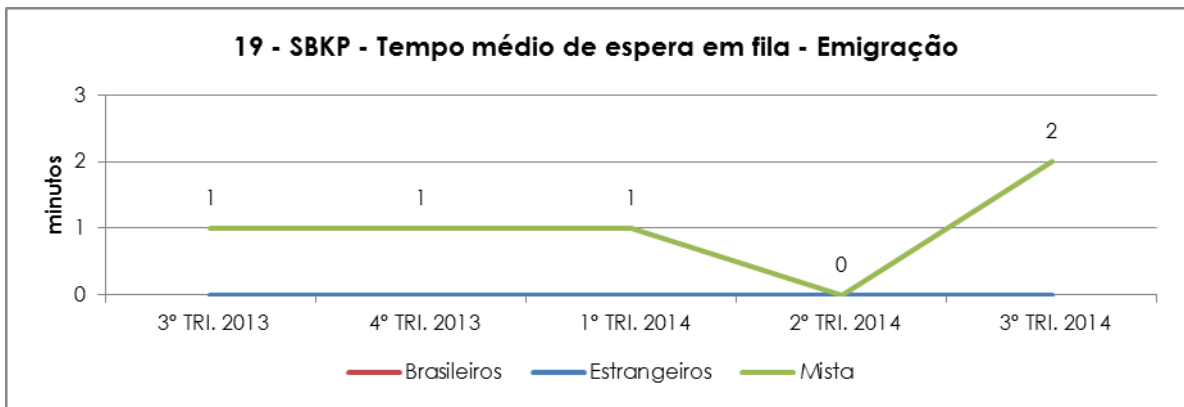
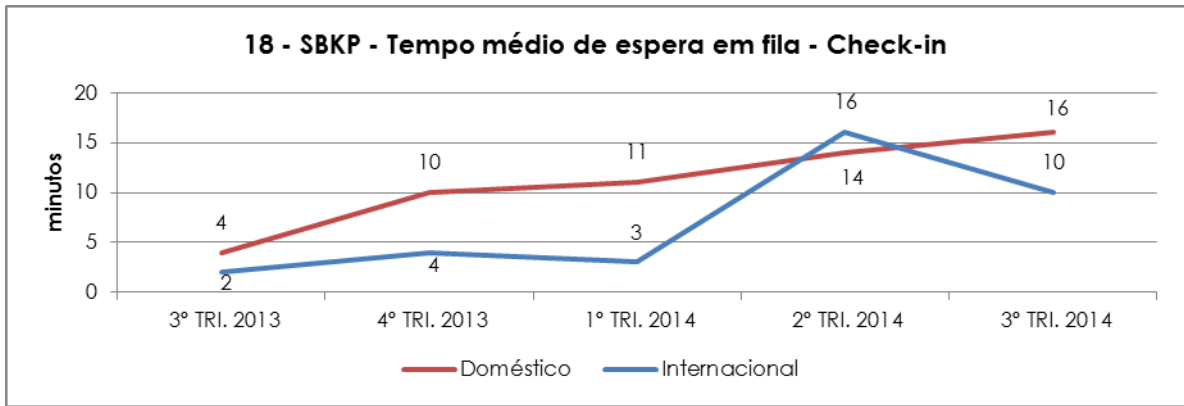
16 - SBKP - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses

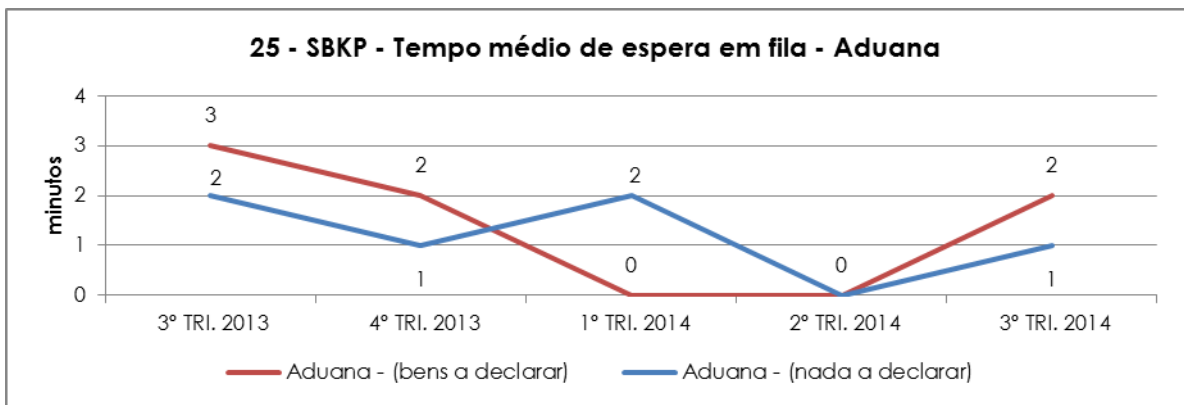
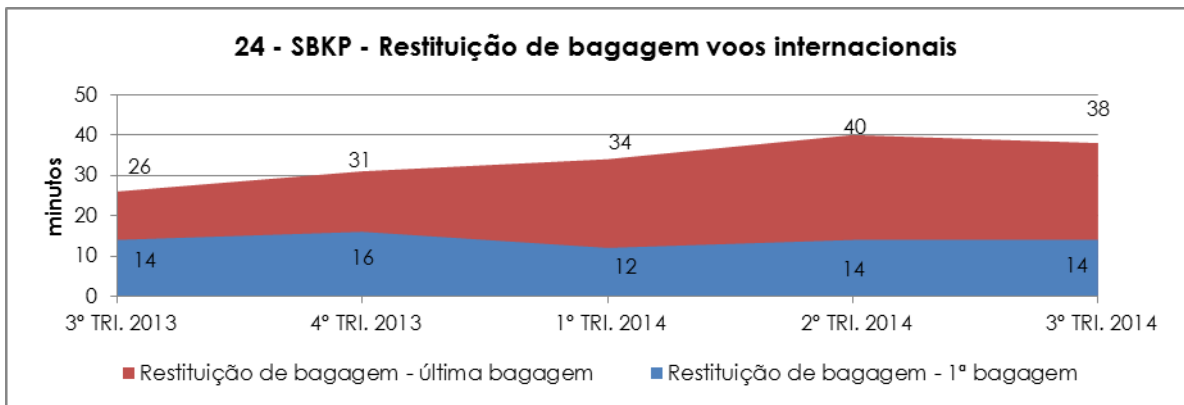
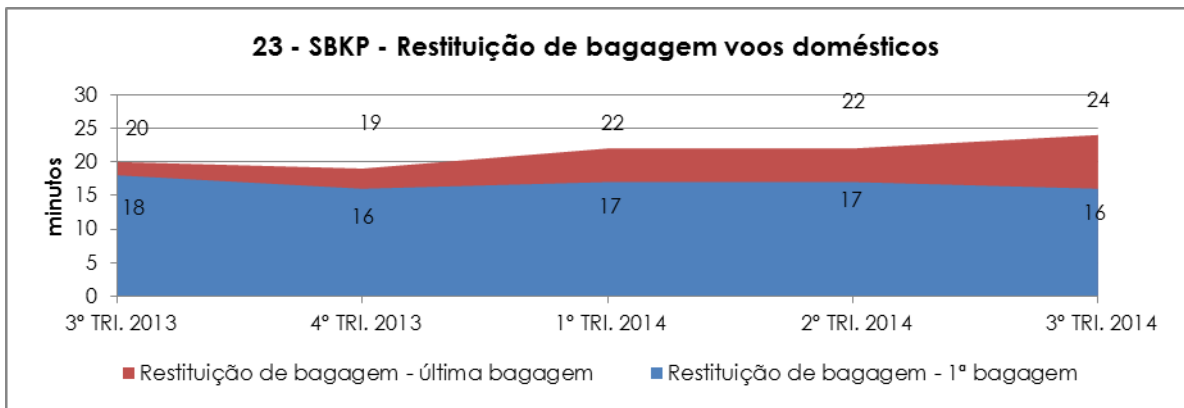
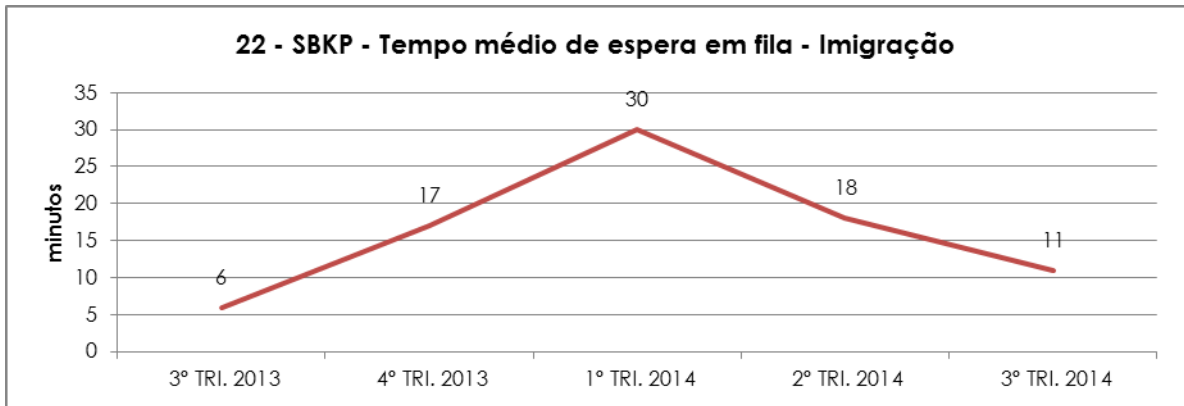


N: 727 Entrevistas/3º trimestre 2014

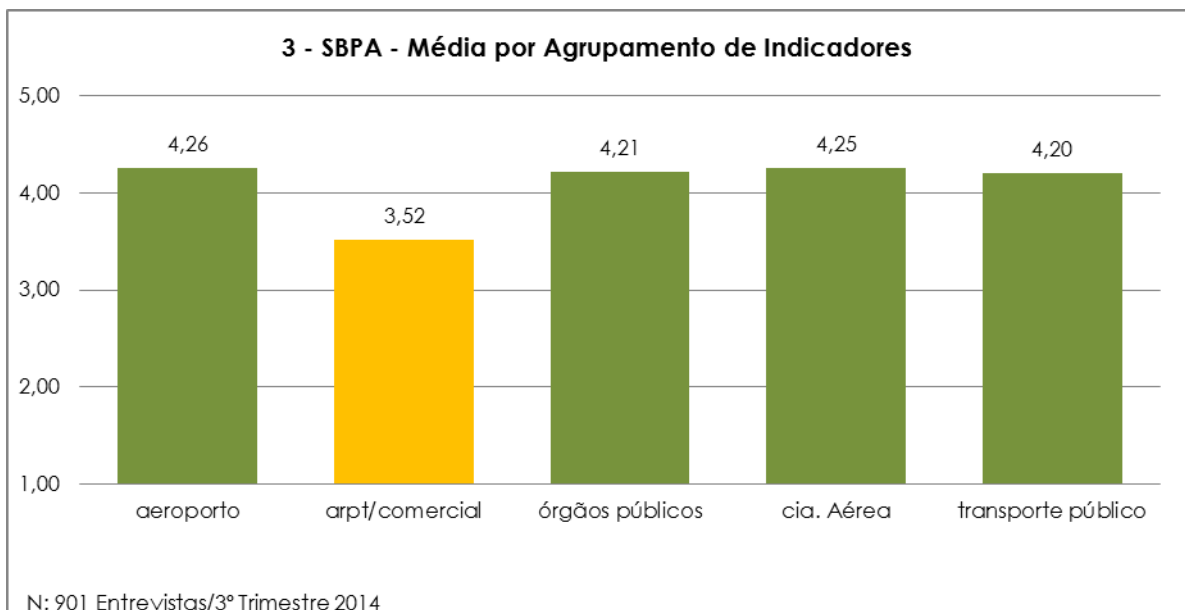
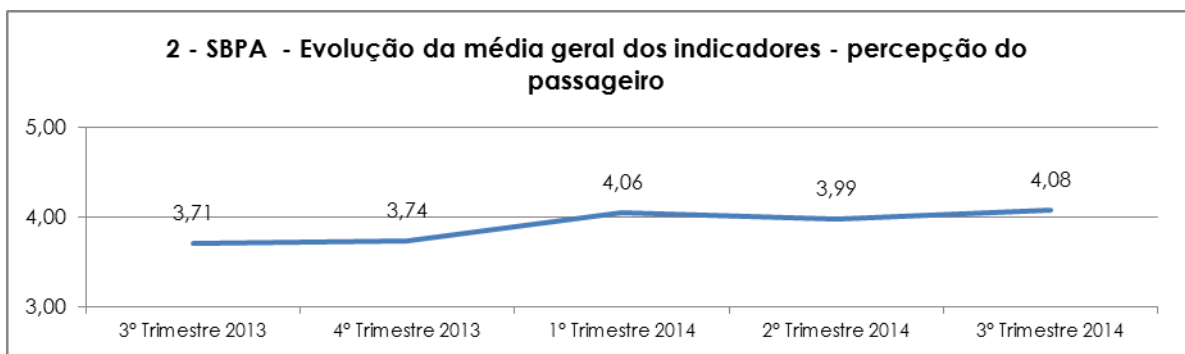
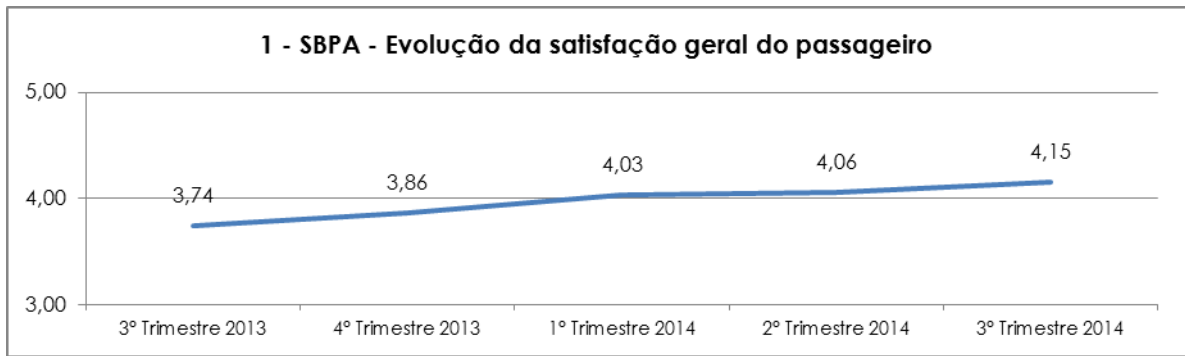
17 - SBKP - Média dos Indicadores



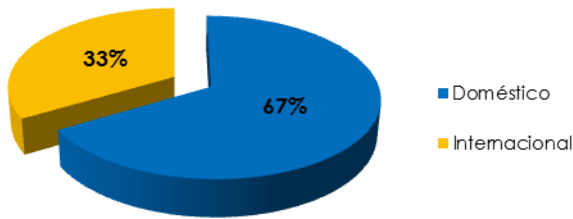




3.10 AEROPORTO INTERNACIONAL SALGADO FILHO – PORTO ALEGRE (SBPA)

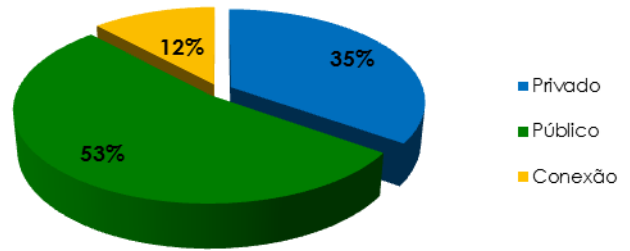


4 - SBPA - Distribuição Amostral - tipo de voo



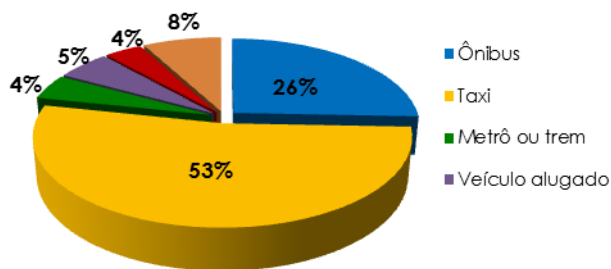
N: 901 Entrevistas/3º trimestre 2014

5 - SBPA - Tipo de transporte



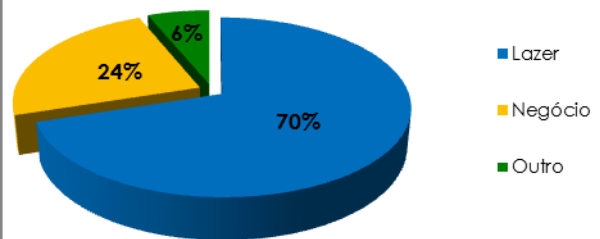
N: 901 Entrevistas/3º trimestre 2014

6 - SBPA - Meio de transporte público utilizado



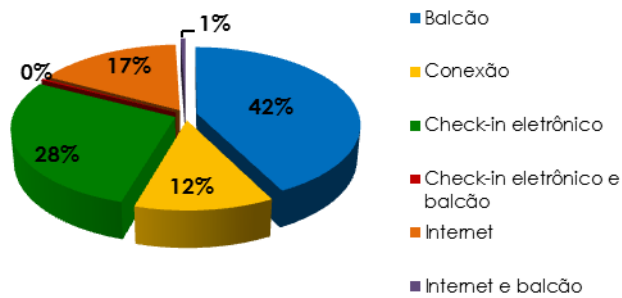
N: 480 Entrevistas/3º trimestre 2014

7 - SBPA - Motivo da viagem



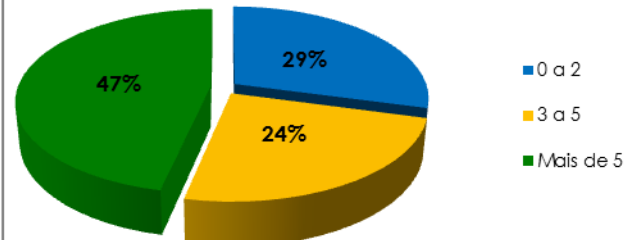
N: 898 Entrevistas/3º trimestre 2014

8 - SBPA - Forma de check-in



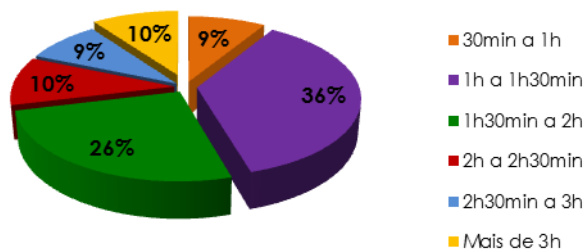
N: 901 Entrevistas/3º trimestre 2014

9 - SBPA - Frequência de viagem nos últimos 12 meses



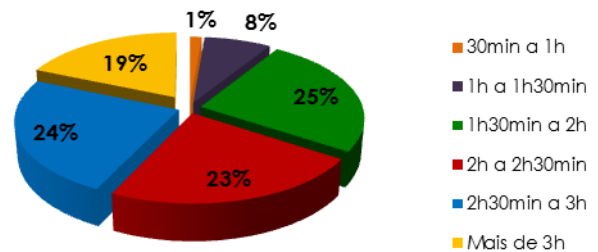
N: 901 Entrevistas/3º trimestre 2014

10 - SBPA - Antecedência de chegada para voo doméstico



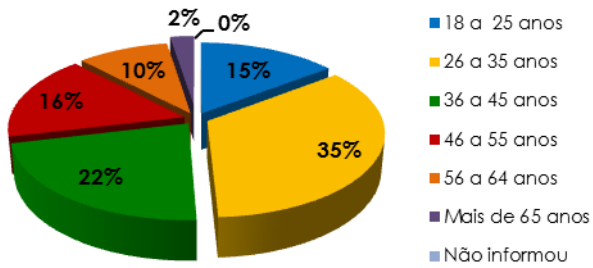
N: 600 Entrevistas/3º trimestre 2014

11 - SBPA - Antecedência de chegada para voo internacional



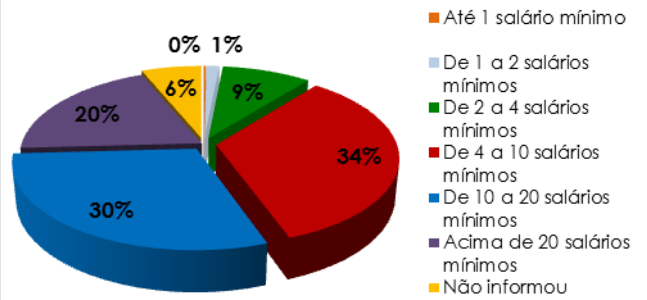
N: 301 Entrevistas/3º trimestre 2014

12 - SBPA - Idade



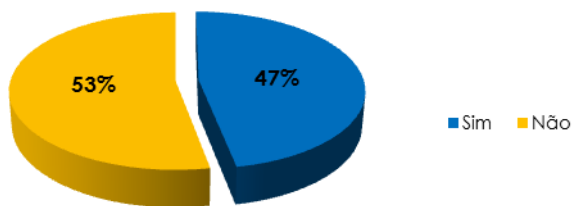
N: 901 Entrevistas/3º trimestre 2014

13 - SBPA - Renda



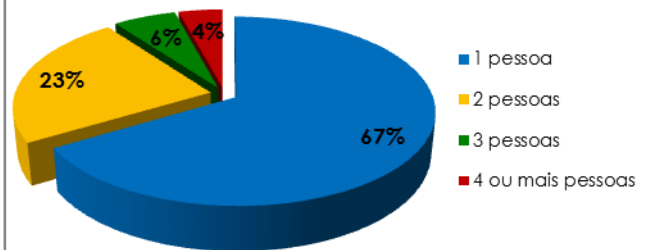
N: 901 Entrevistas/3º trimestre 2014

14 - SBPA - Viajando sozinho



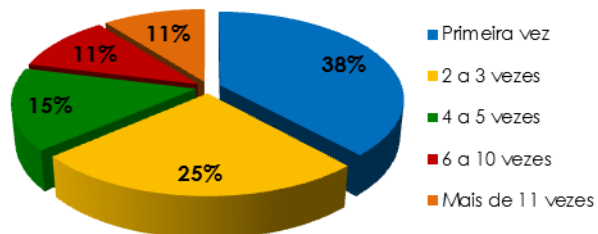
N: 901 Entrevistas/3º trimestre 2014

15 - SBPA - Número de acompanhantes



N: 167 Entrevistas/3º trimestre 2014

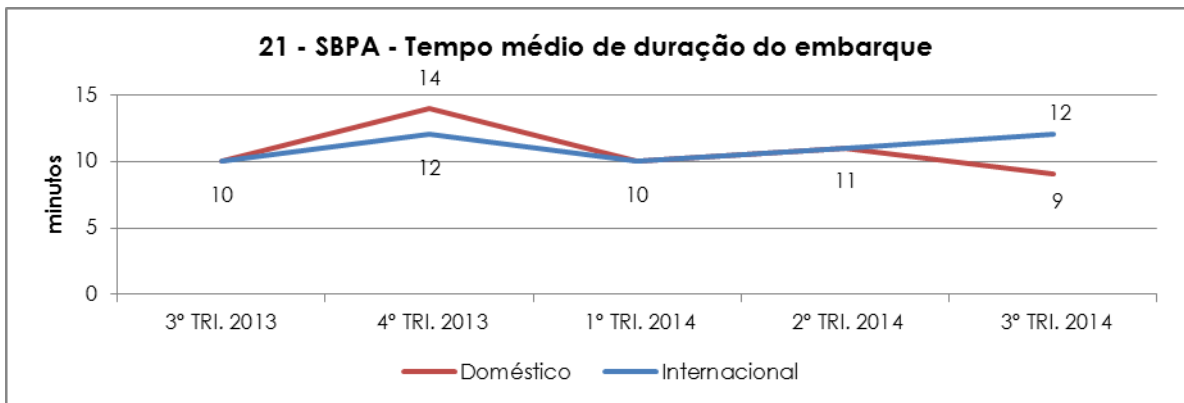
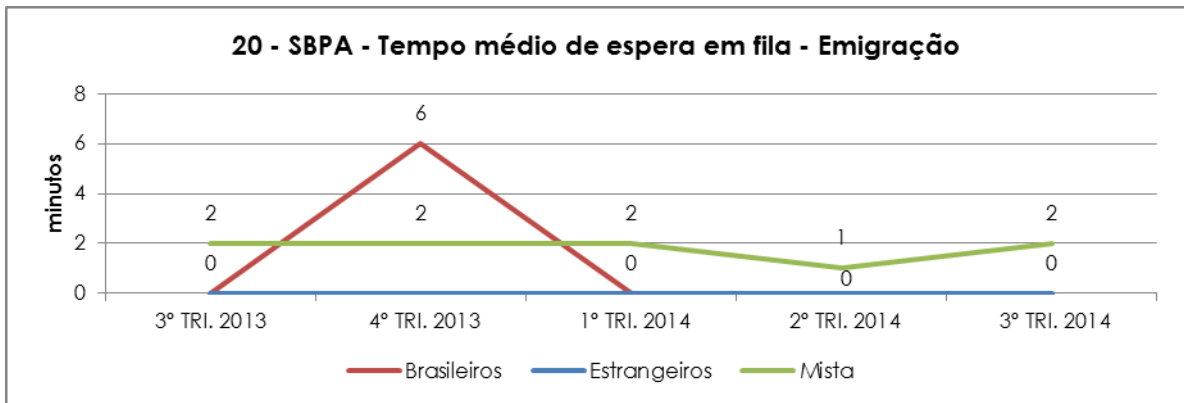
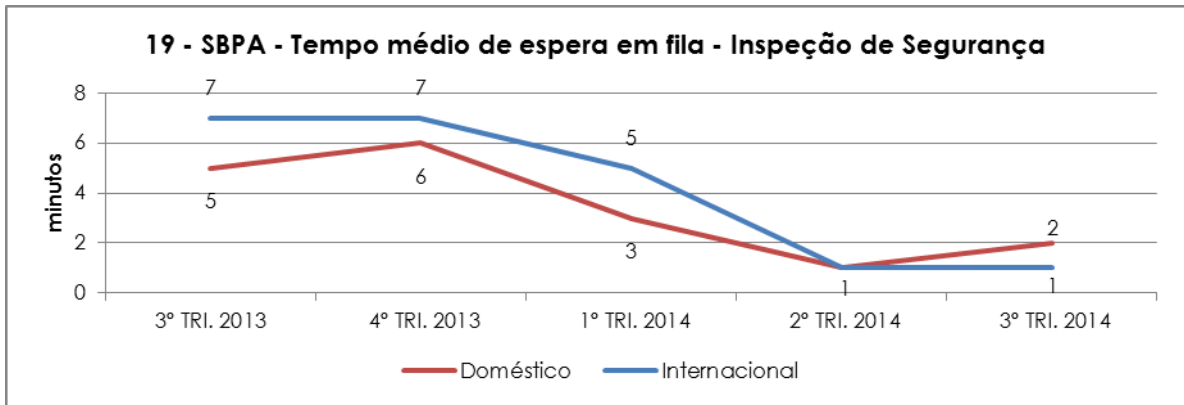
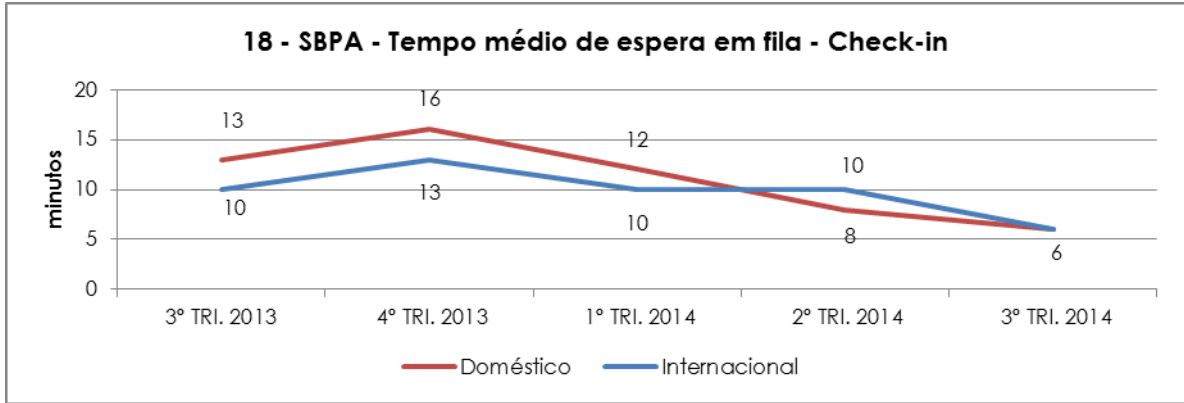
16 - SBPA - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses

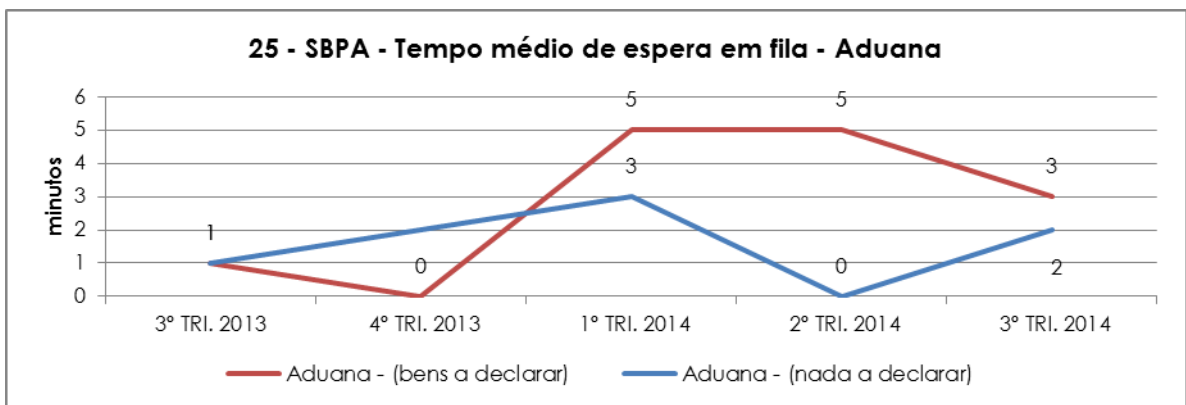
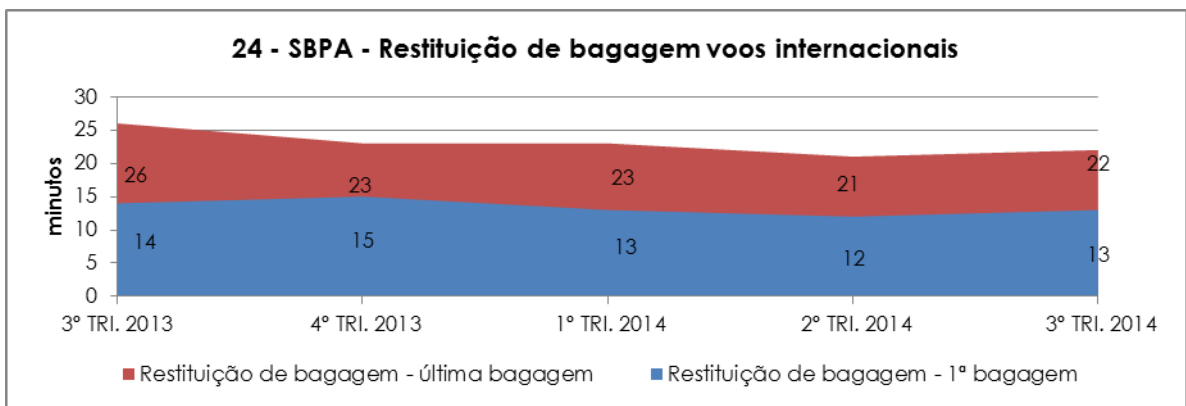
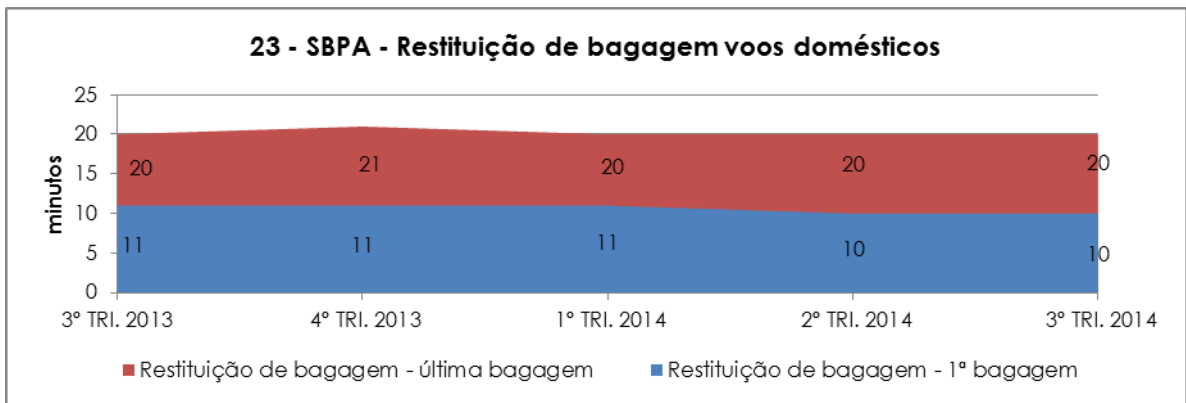
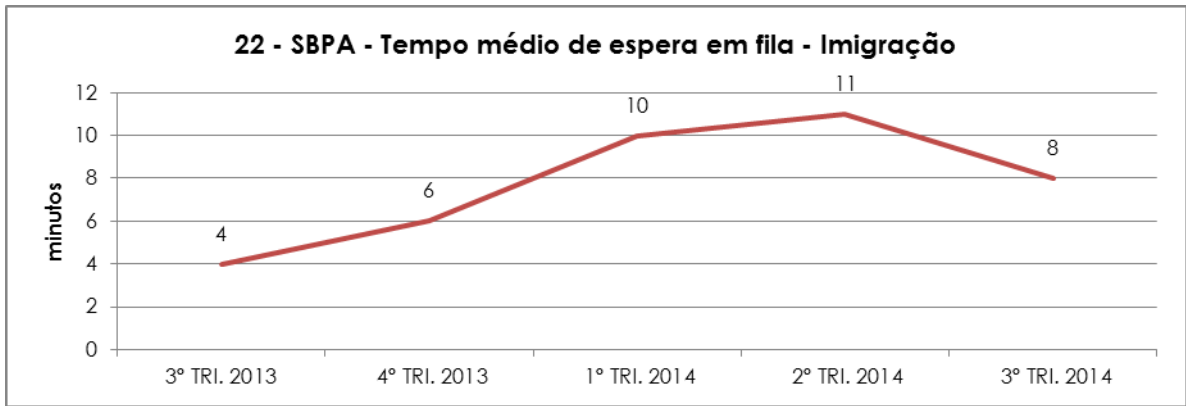


N: 901 Entrevistas/3º trimestre 2014

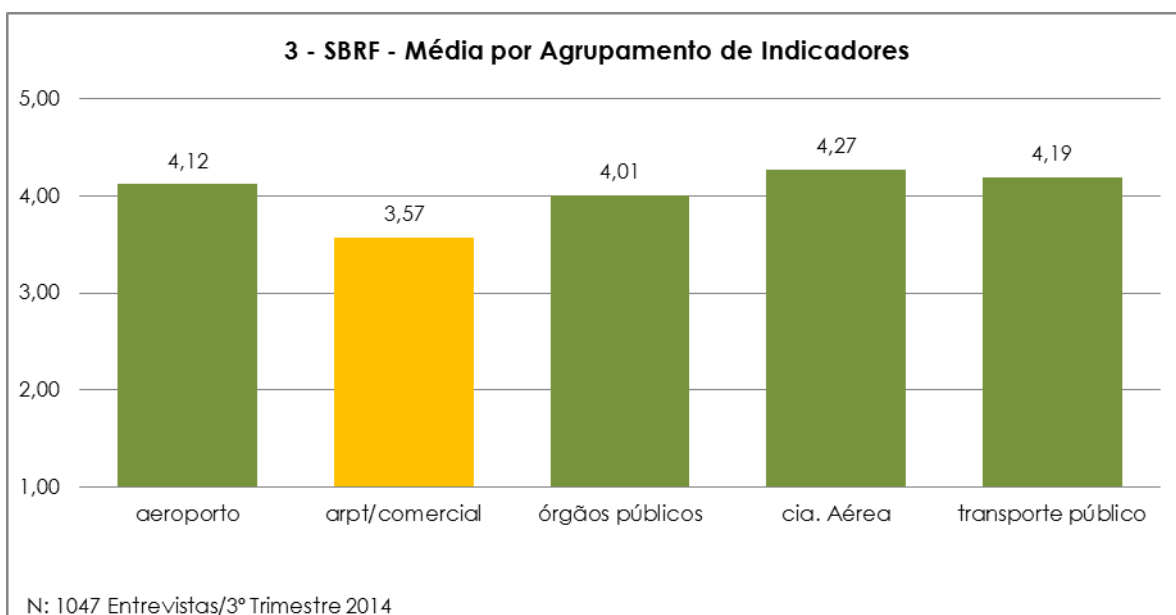
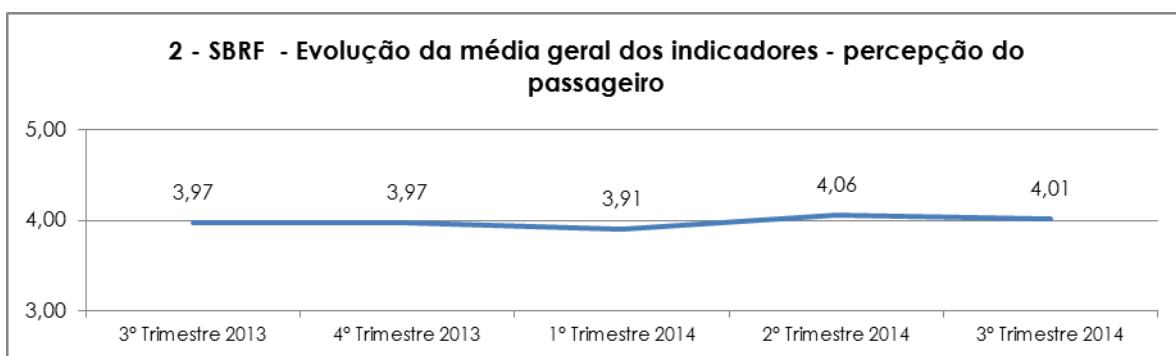
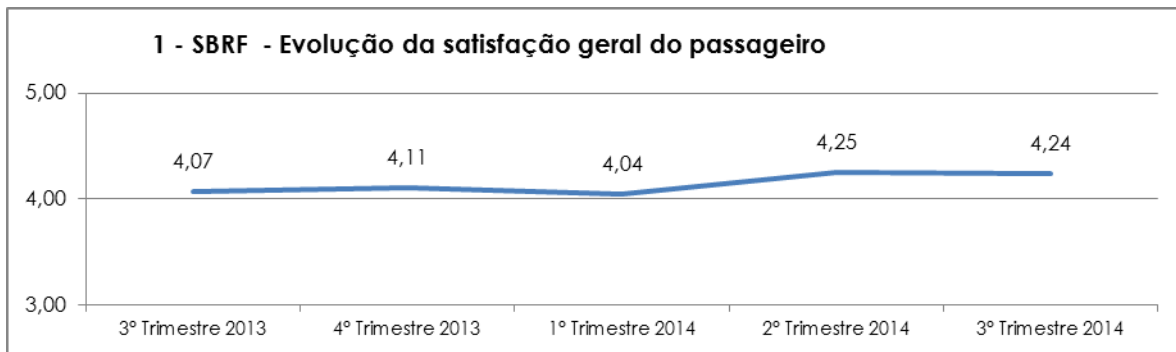
17 - SBPA - Média dos Indicadores



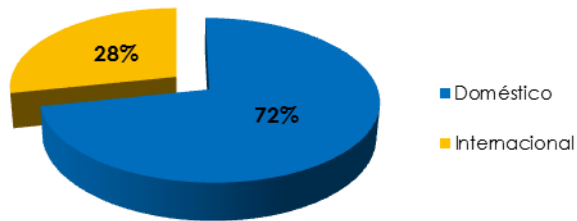




3.11 AEROPORTO INTERNACIONAL GILBERTO FREIRE – RECIFE (SBRF)

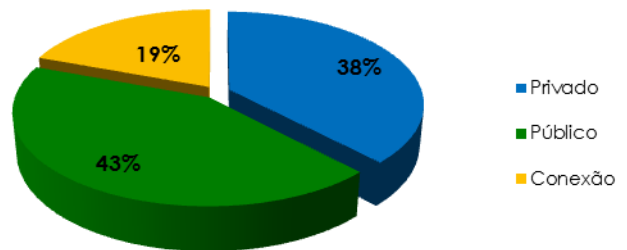


4 - SBRF - Distribuição Amostral - tipo de voo



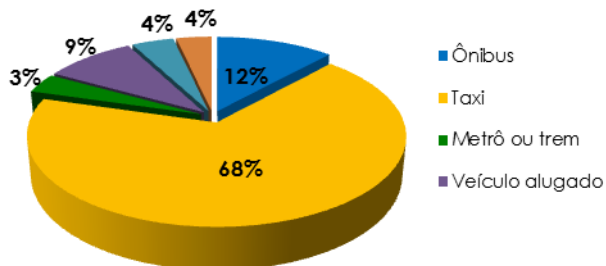
N: 1047 Entrevistas/3º trimestre 2014

5 - SBRF - Tipo de transporte



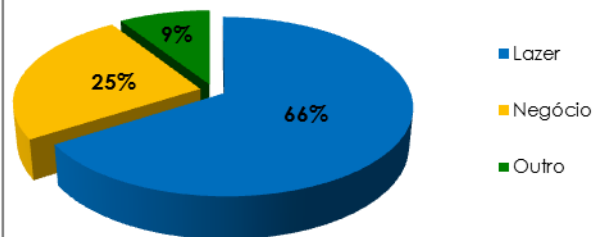
N: 1047 Entrevistas/3º trimestre 2014

6 - SBRF - Meio de transporte público utilizado



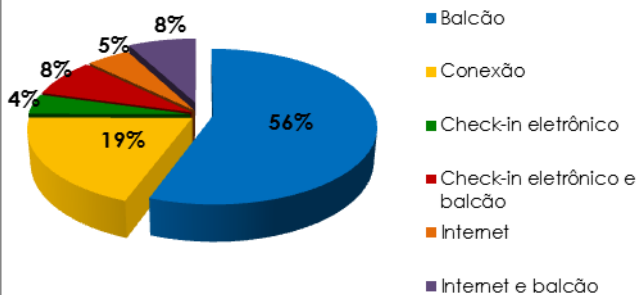
N: 448 Entrevistas/3º trimestre 2014

7 - SBRF - Motivo da viagem



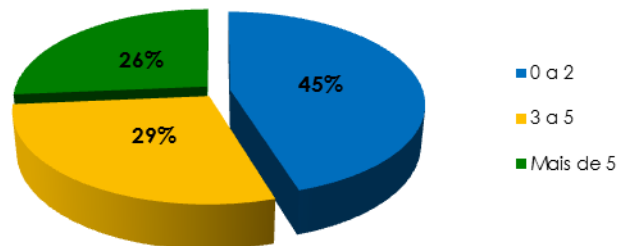
N: 1045 Entrevistas/3º trimestre 2014

8 - SBRF - Forma de check-in



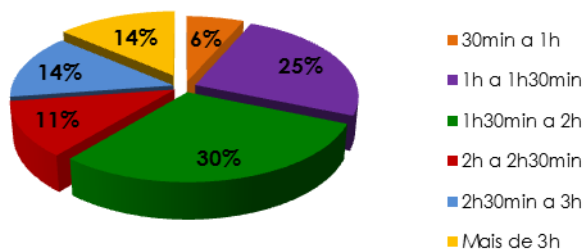
N: 1047 Entrevistas/3º trimestre 2014

9 - SBRF - Frequencia de viagem nos últimos 12 meses



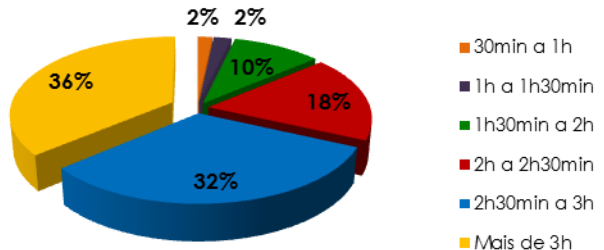
N: 1046 Entrevistas/3º trimestre 2014

10 - SBRF - Antecedência de chegada para voo doméstico



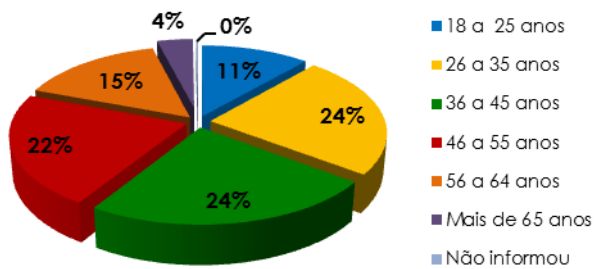
N: 750 Entrevistas/3º trimestre 2014

11 - SBRF - Antecedência de chegada para voo internacional



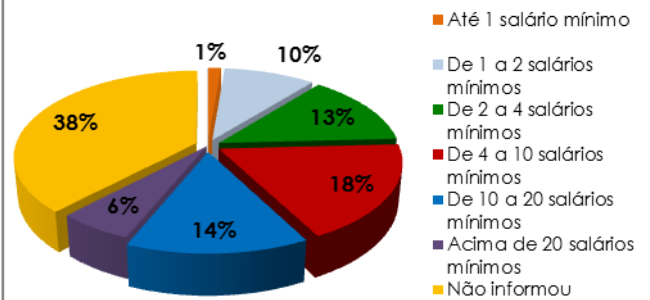
N: 296 Entrevistas/3º trimestre 2014

12 - SBRF - Idade



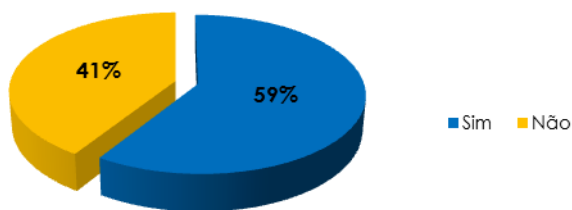
N: 1047 Entrevistas/3º trimestre 2014

13 - SBRF - Renda



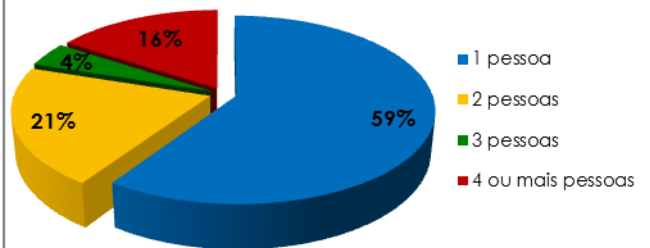
N: 1047 Entrevistas/3º trimestre 2014

14 - SBRF - Viajando sozinho



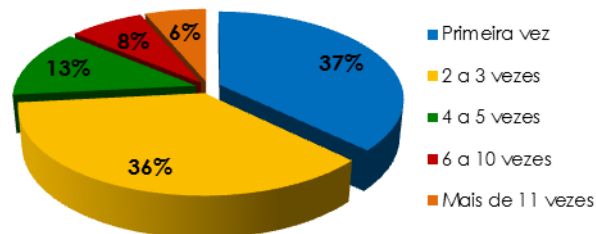
N: 1047 Entrevistas/3º trimestre 2014

15 - SBRF - Número de acompanhantes



N: 190 Entrevistas/3º trimestre 2014

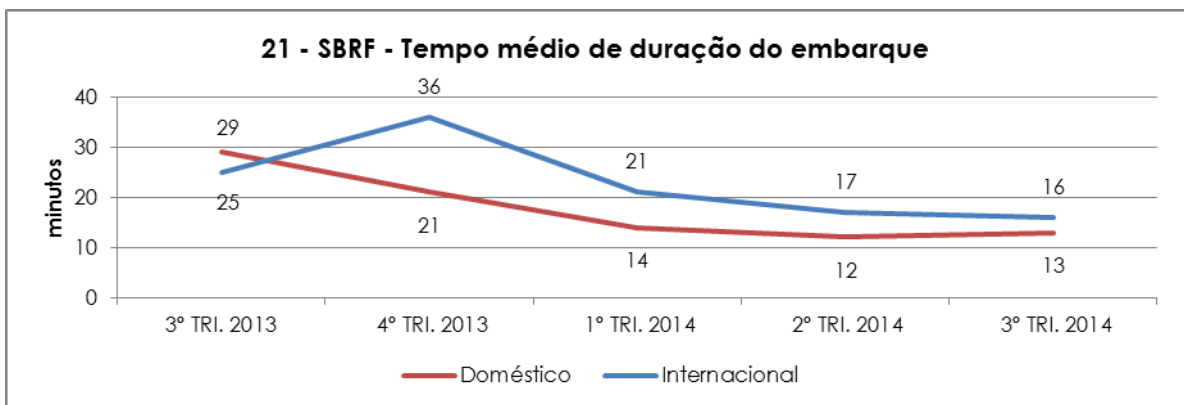
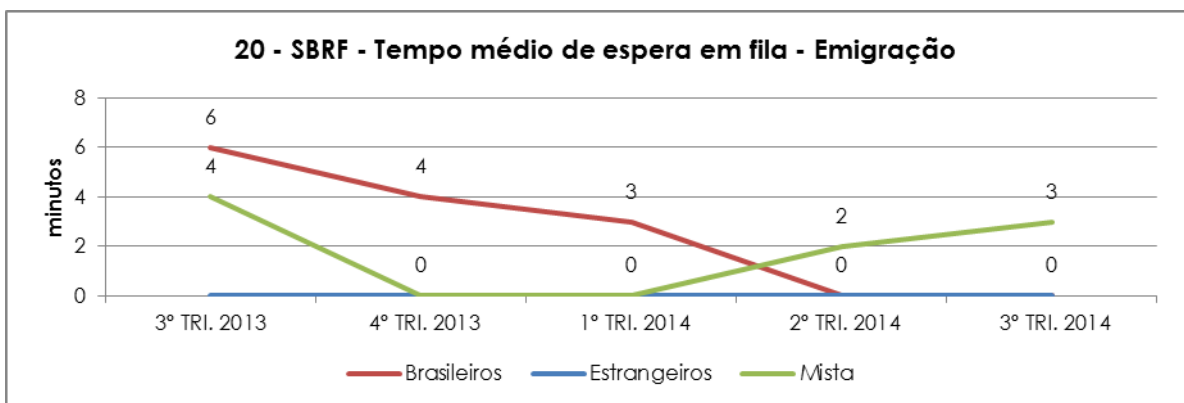
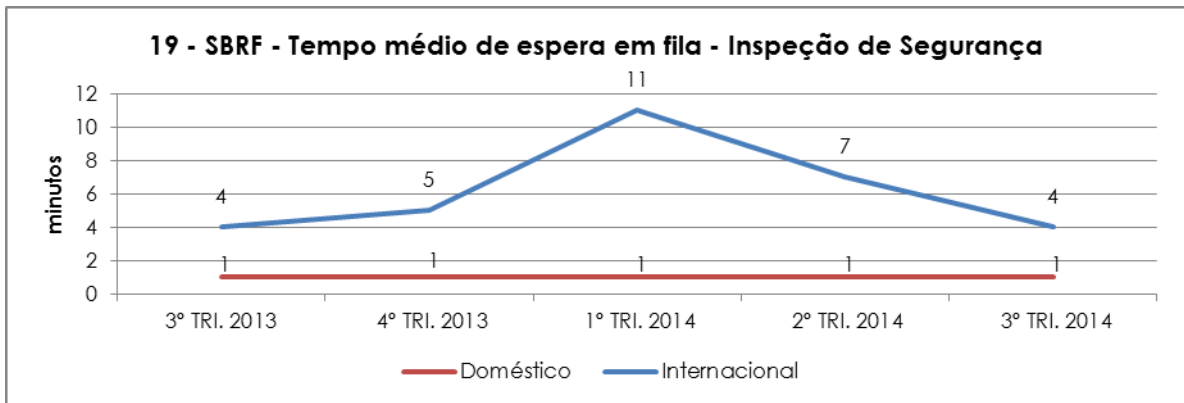
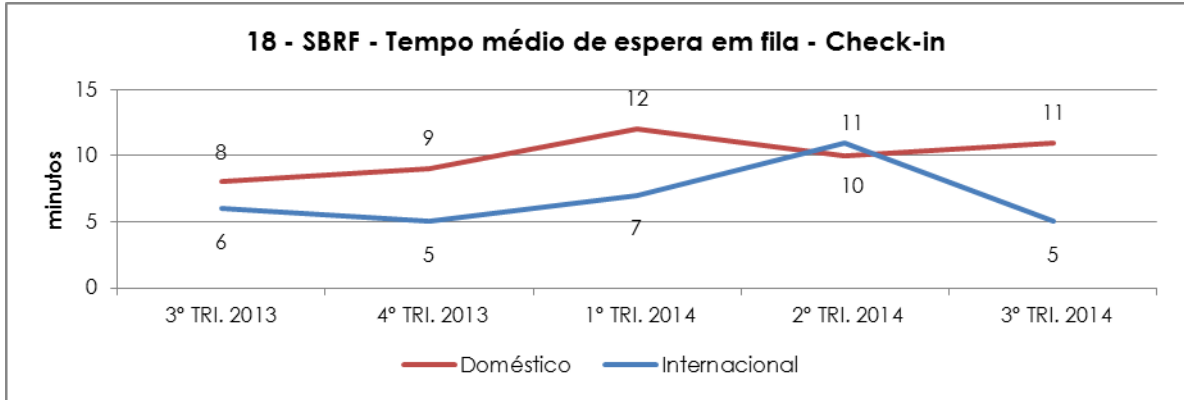
16 - SBRF - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses

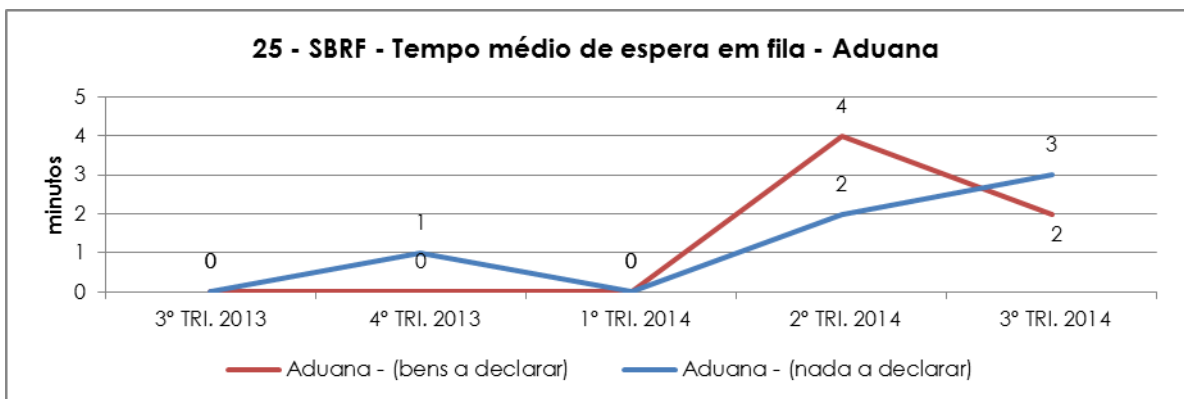
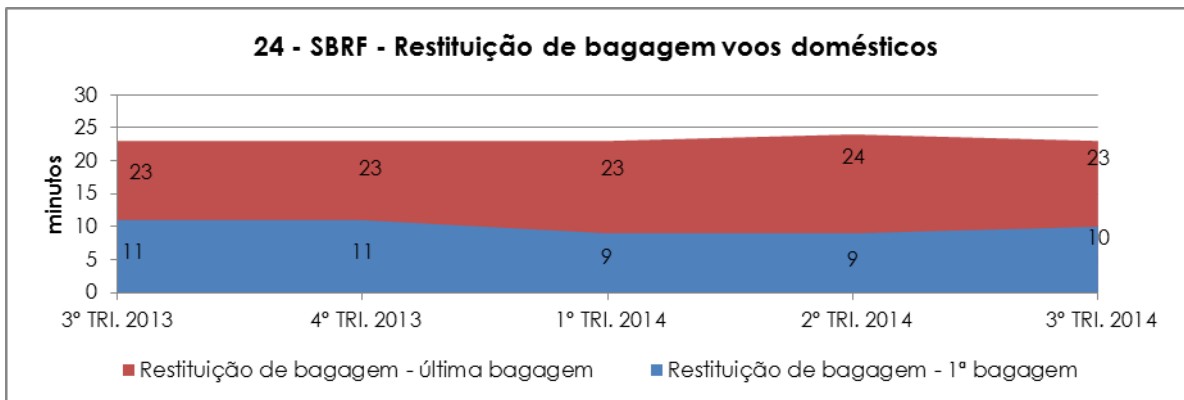
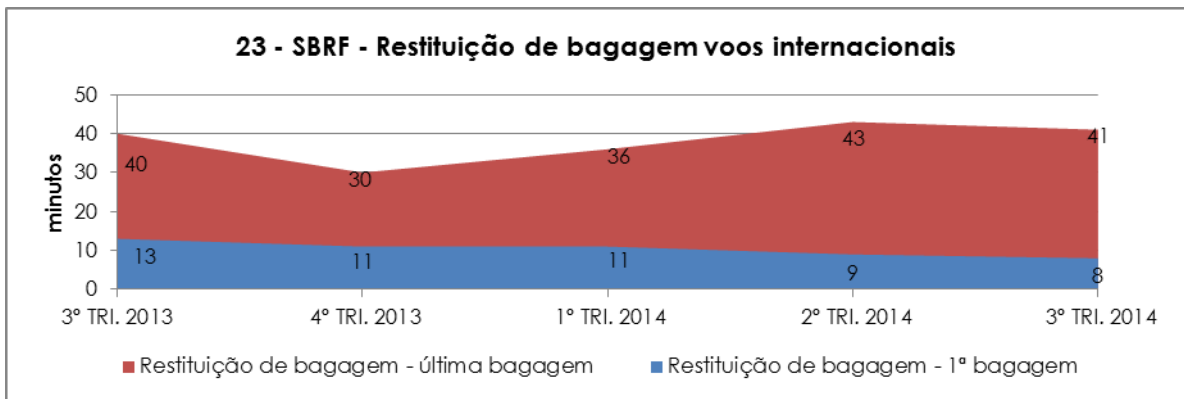
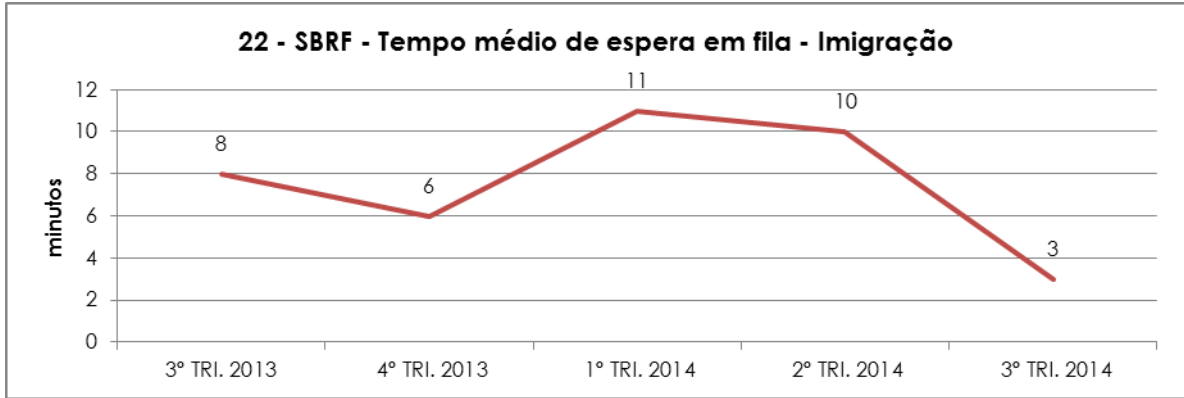


N: 1046 Entrevistas/3º trimestre 2014

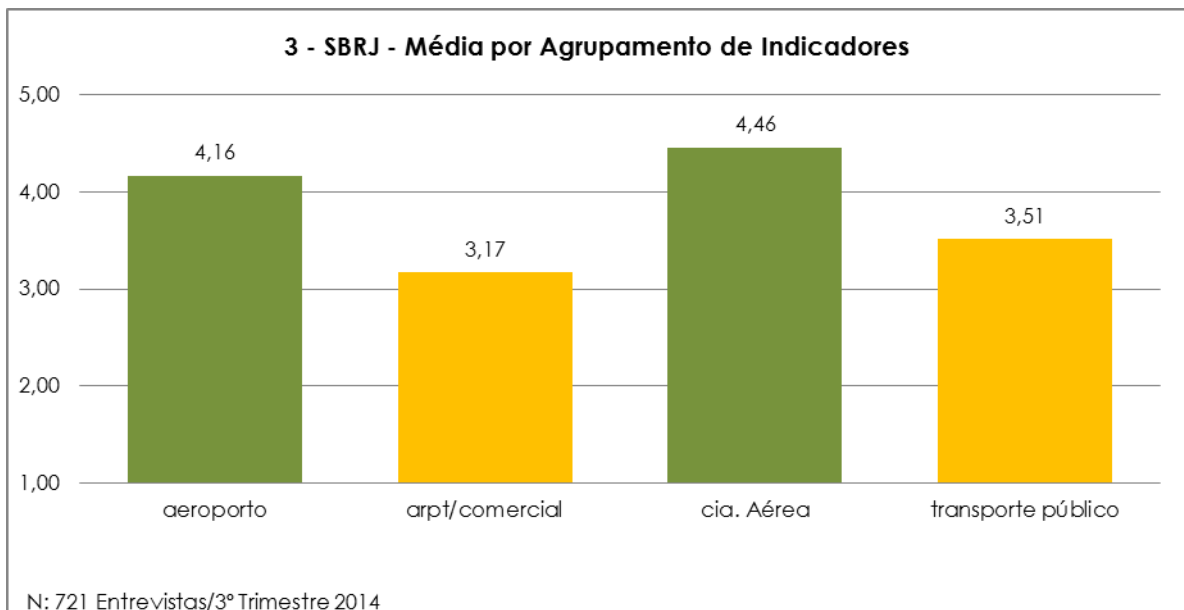
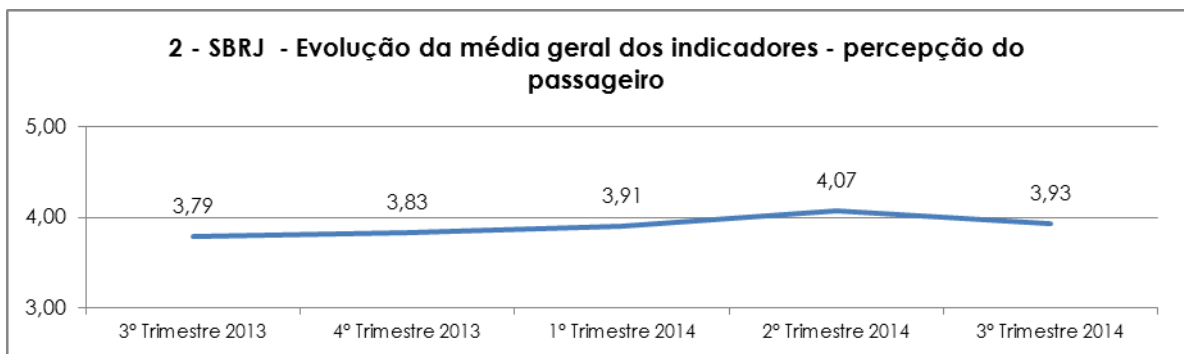
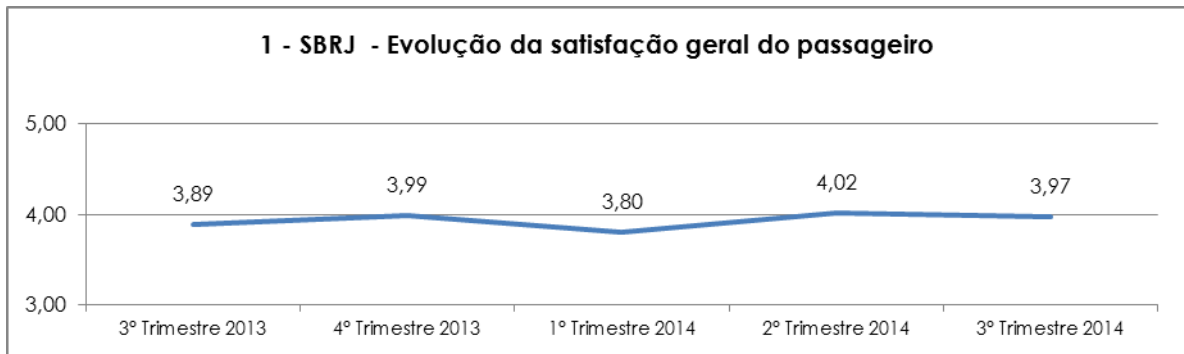
17 - SBRF - Média dos Indicadores



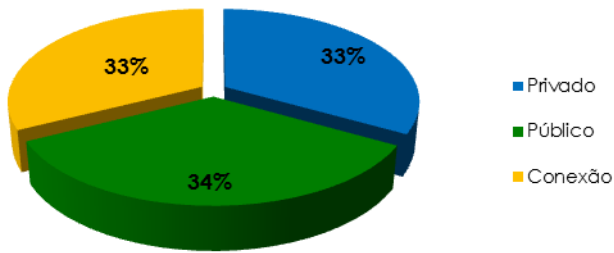




3.12 AEROPORTO SANTOS DUMONT- RIO DE JANEIRO (SBRJ)

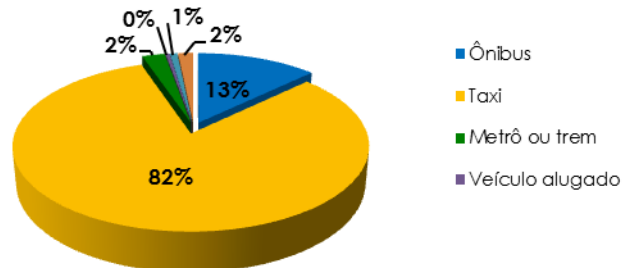


4 - SBRJ - Tipo de transporte



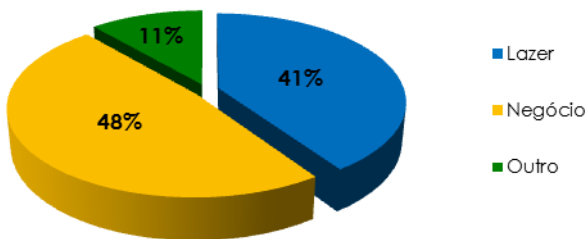
N: 721 Entrevistas/3º trimestre 2014

5 - SBRJ - Meio de transporte público utilizado



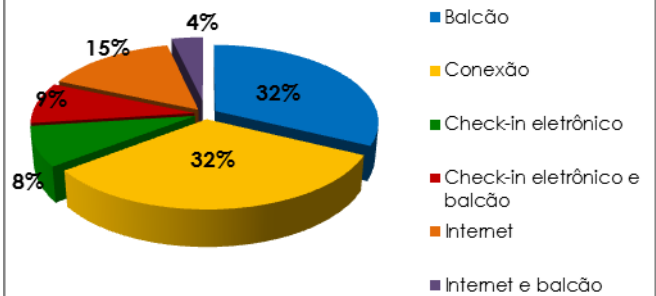
N: 248 Entrevistas/3º trimestre 2014

6 - SBRJ - Motivo da viagem



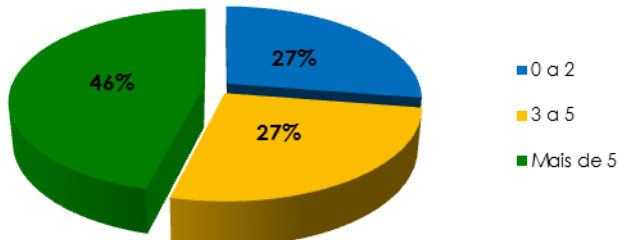
N: 720 Entrevistas/3º trimestre 2014

7 - SBRJ - Forma de check-in



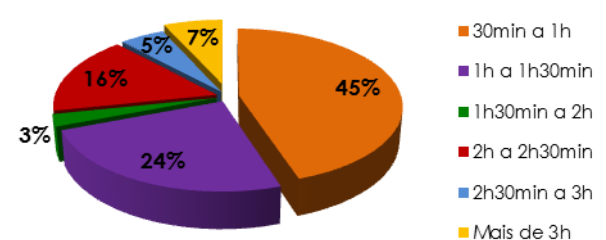
N: 721 Entrevistas/3º trimestre 2014

8 - SBRJ - Frequencia de viagem nos últimos 12 meses



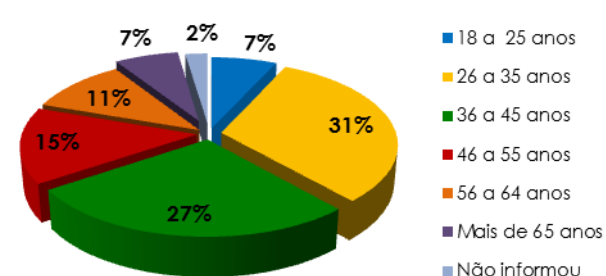
N: 721 Entrevistas/3º trimestre 2014

9 - SBRJ - Antecedência de chegada para voo doméstico



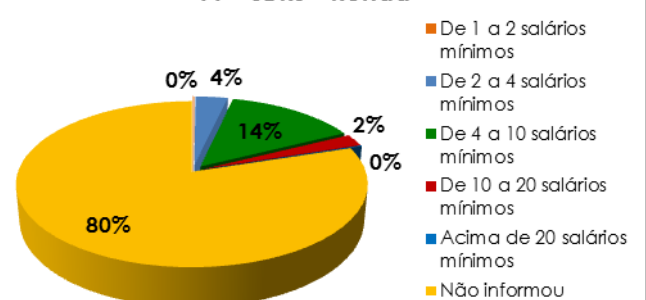
N: 721 Entrevistas/3º trimestre 2014

10 - SBRJ - Idade



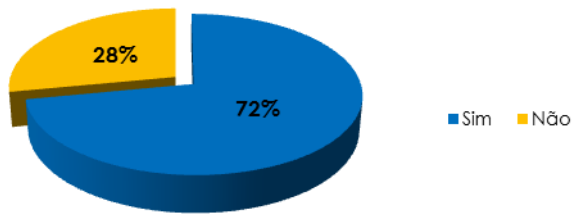
N: 721 Entrevistas/3º trimestre 2014

11 - SBRJ - Renda



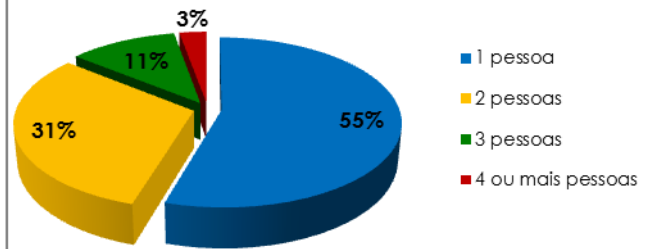
N: 721 Entrevistas/3º trimestre 2014

12 - SBRJ - Viajando sozinho



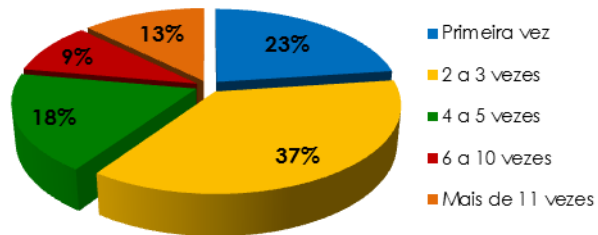
N: 721 Entrevistas/3º trimestre 2014

13 - SBRJ - Número de acompanhantes



N: 141 Entrevistas/3º trimestre 2014

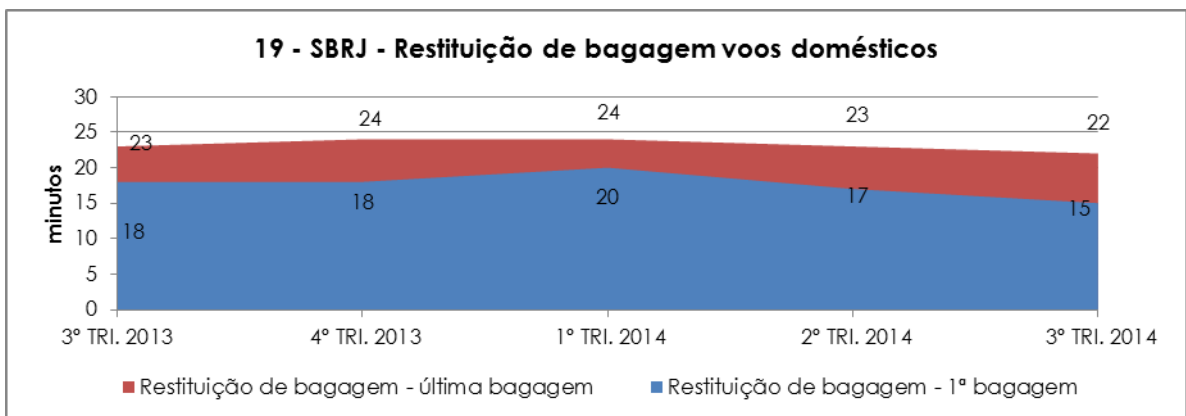
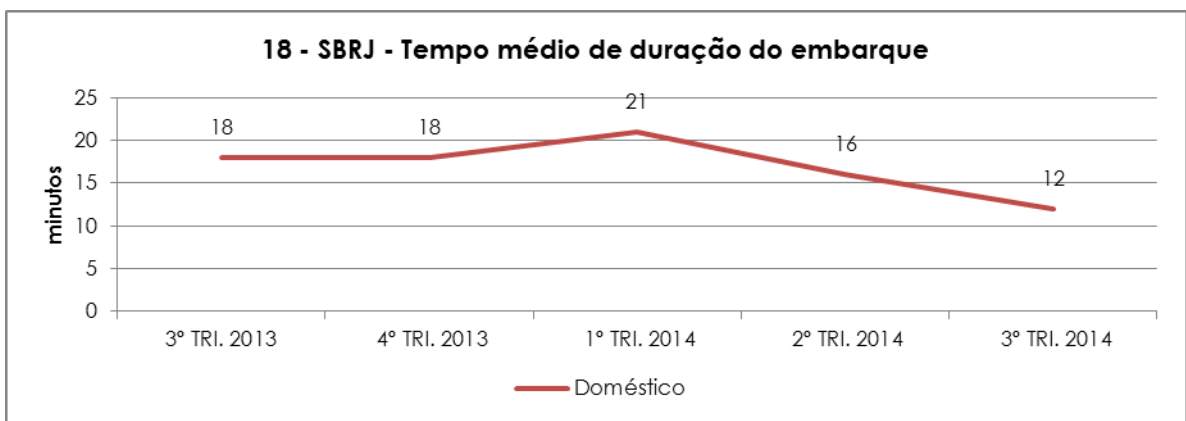
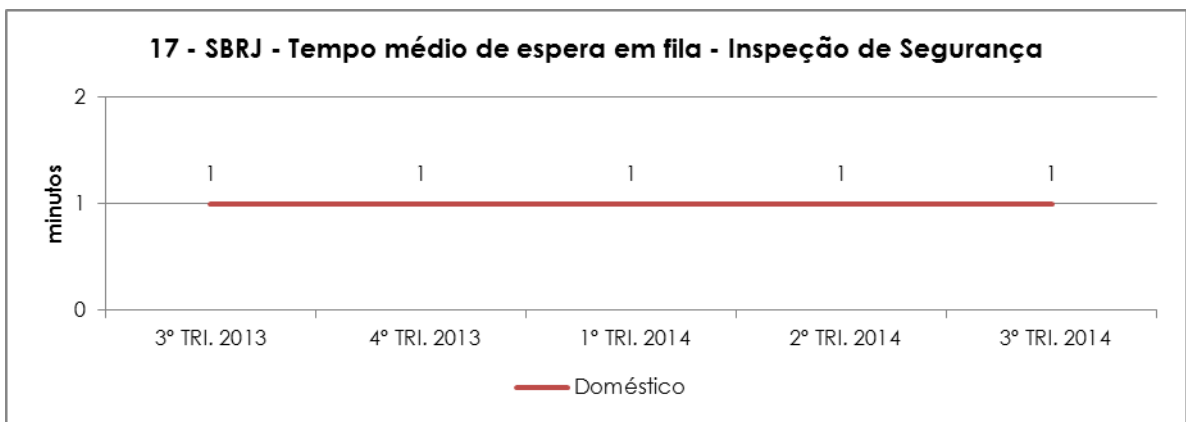
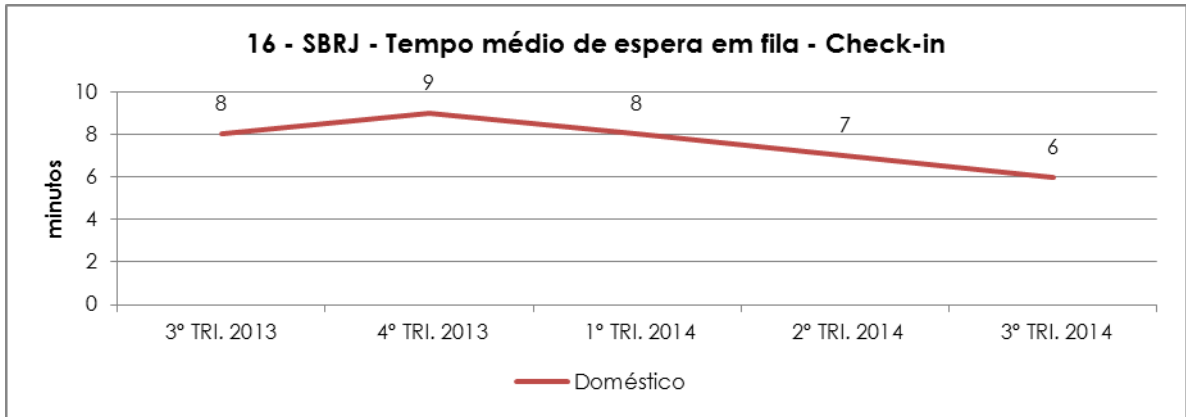
14 - SBRJ - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



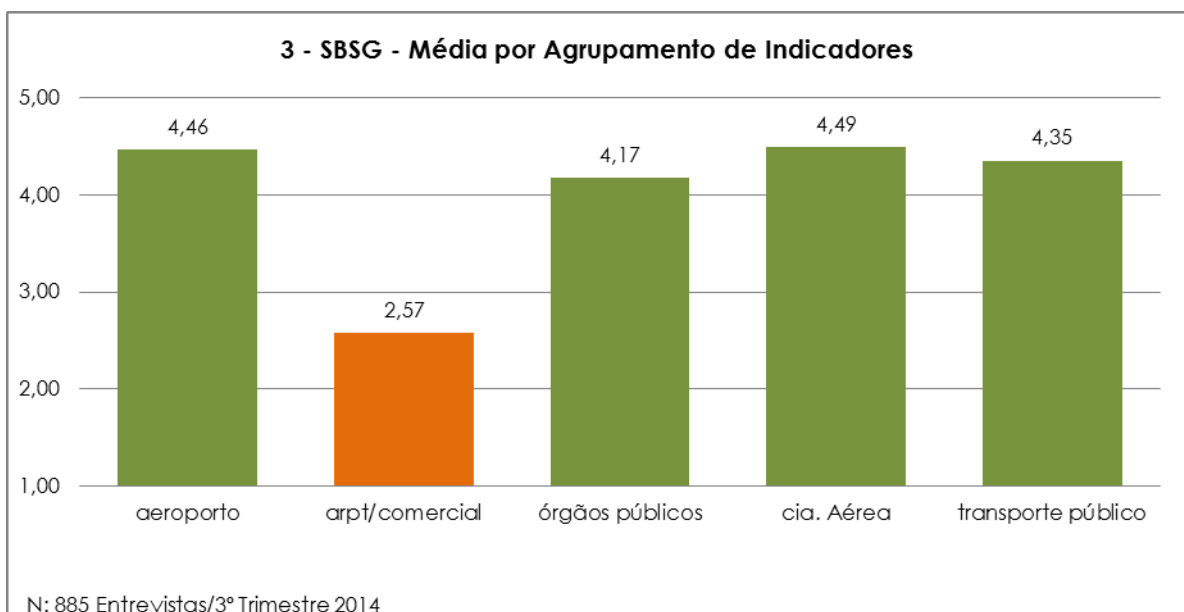
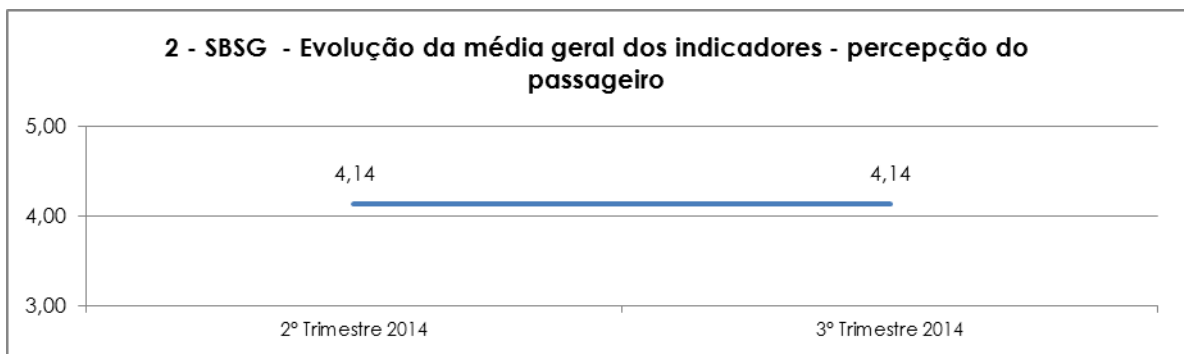
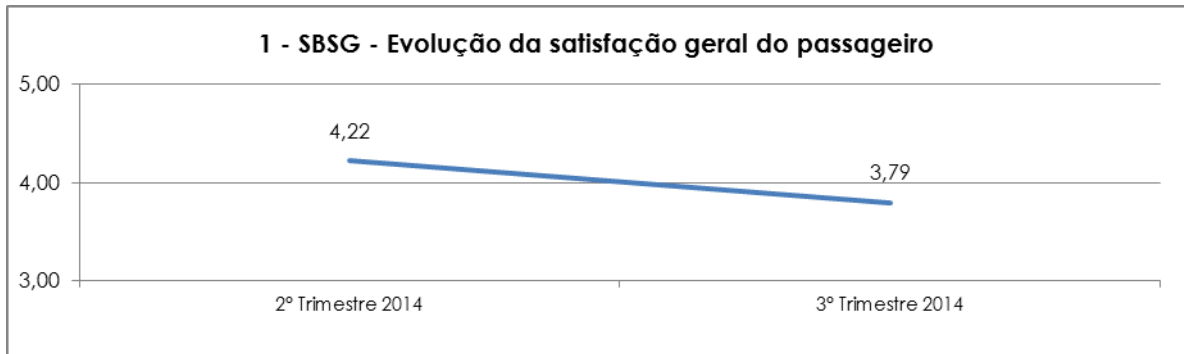
N: 721 Entrevistas/3º trimestre 2014

15 - SBRJ - Média dos Indicadores

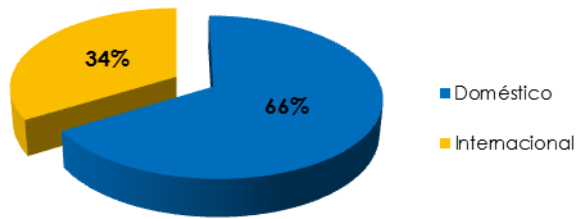




3.13 AEROPORTO INTERNACIONAL DE SÃO GONÇALO DO AMARANTE – NATAL (SBSG)

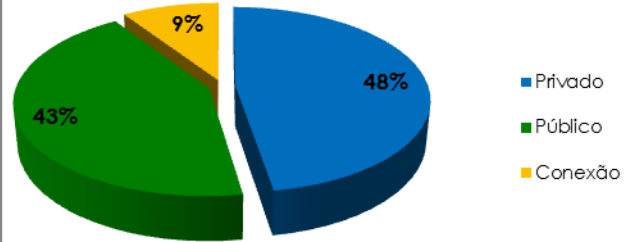


4 - SBSG - Distribuição Amostral - tipo de voo



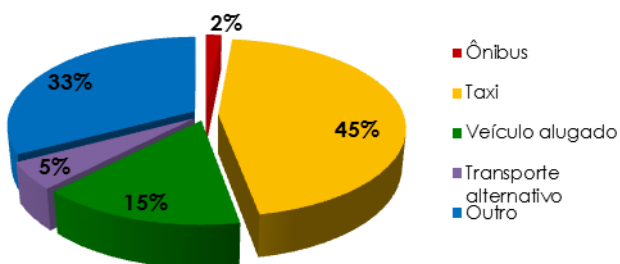
N: 885 Entrevistas/3º trimestre 2014

5 - SBSG - Tipo de transporte



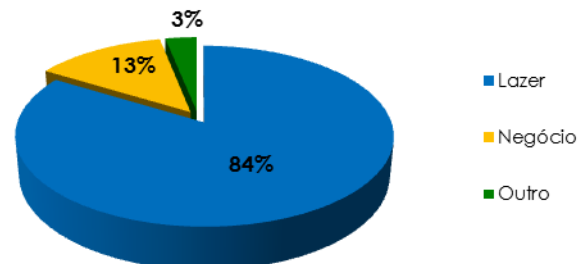
N: 885 Entrevistas/3º trimestre 2014

6 - SBSG - Meio de transporte público utilizado



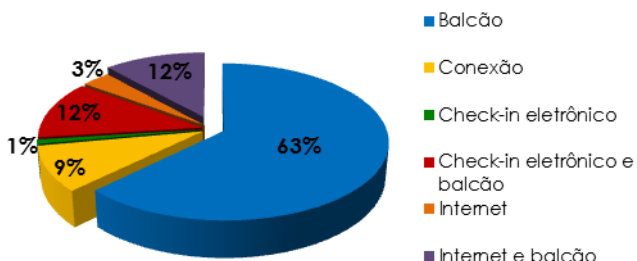
N: 382 Entrevistas/3º trimestre 2014

7 - SBSG - Motivo da viagem



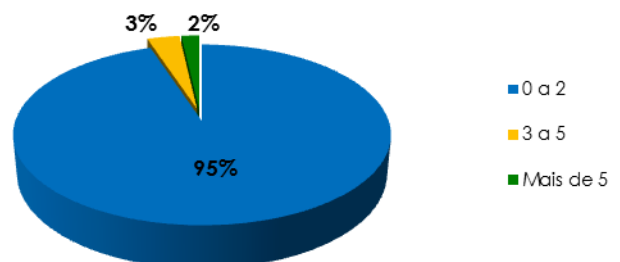
N: 884 Entrevistas/3º trimestre 2014

8 - SBSG - Forma de check-in



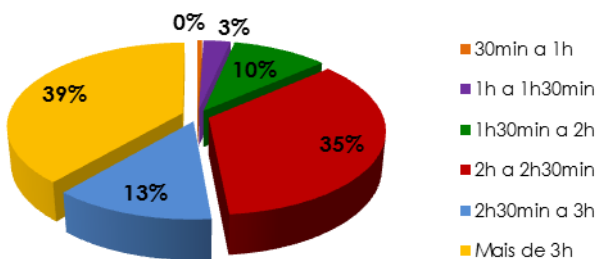
N: 885 Entrevistas/3º trimestre 2014

9 - SBSG - Frequência de viagem nos últimos 12 meses



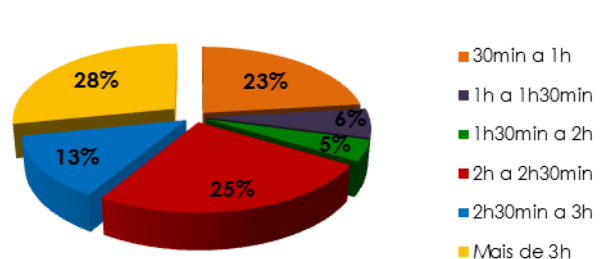
N: 885 Entrevistas/3º trimestre 2014

10 - SBSG - Antecedência de chegada para voo doméstico



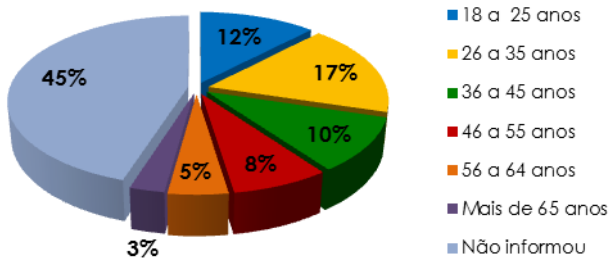
N: 587 Entrevistas/3º trimestre 2014

11 - SBSG - Antecedência de chegada para voo internacional



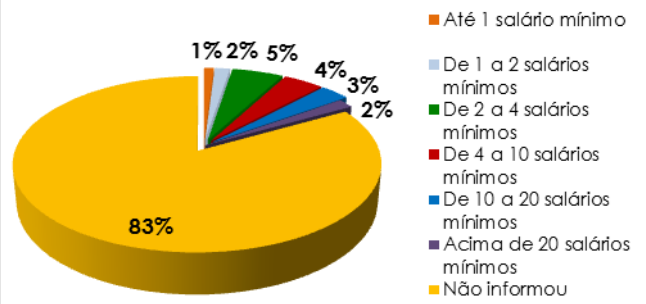
N: 298 Entrevistas/3º trimestre 2014

12 - SBSG - Idade



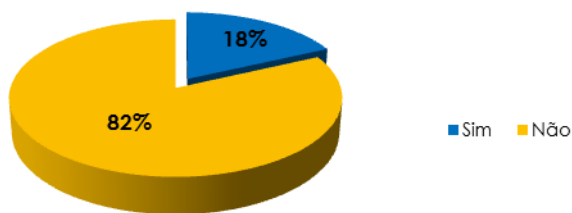
N: 885 Entrevistas/3º trimestre 2014

13 - SBSG - Renda



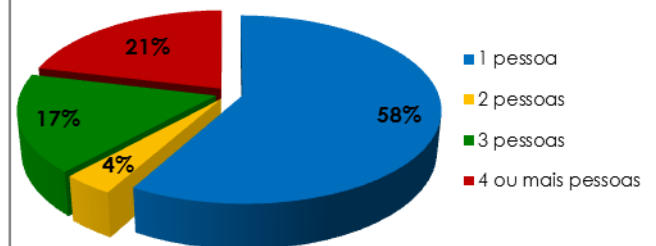
N: 885 Entrevistas/3º trimestre 2014

14 - SBSG - Viajando sozinho



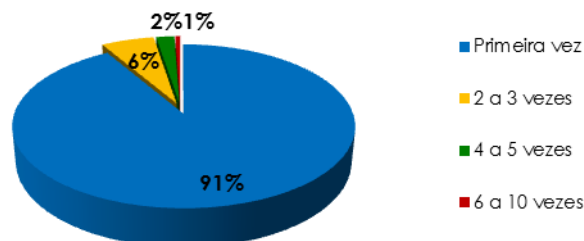
N: 885 Entrevistas/3º trimestre 2014

15 - SBSG - Número de acompanhantes



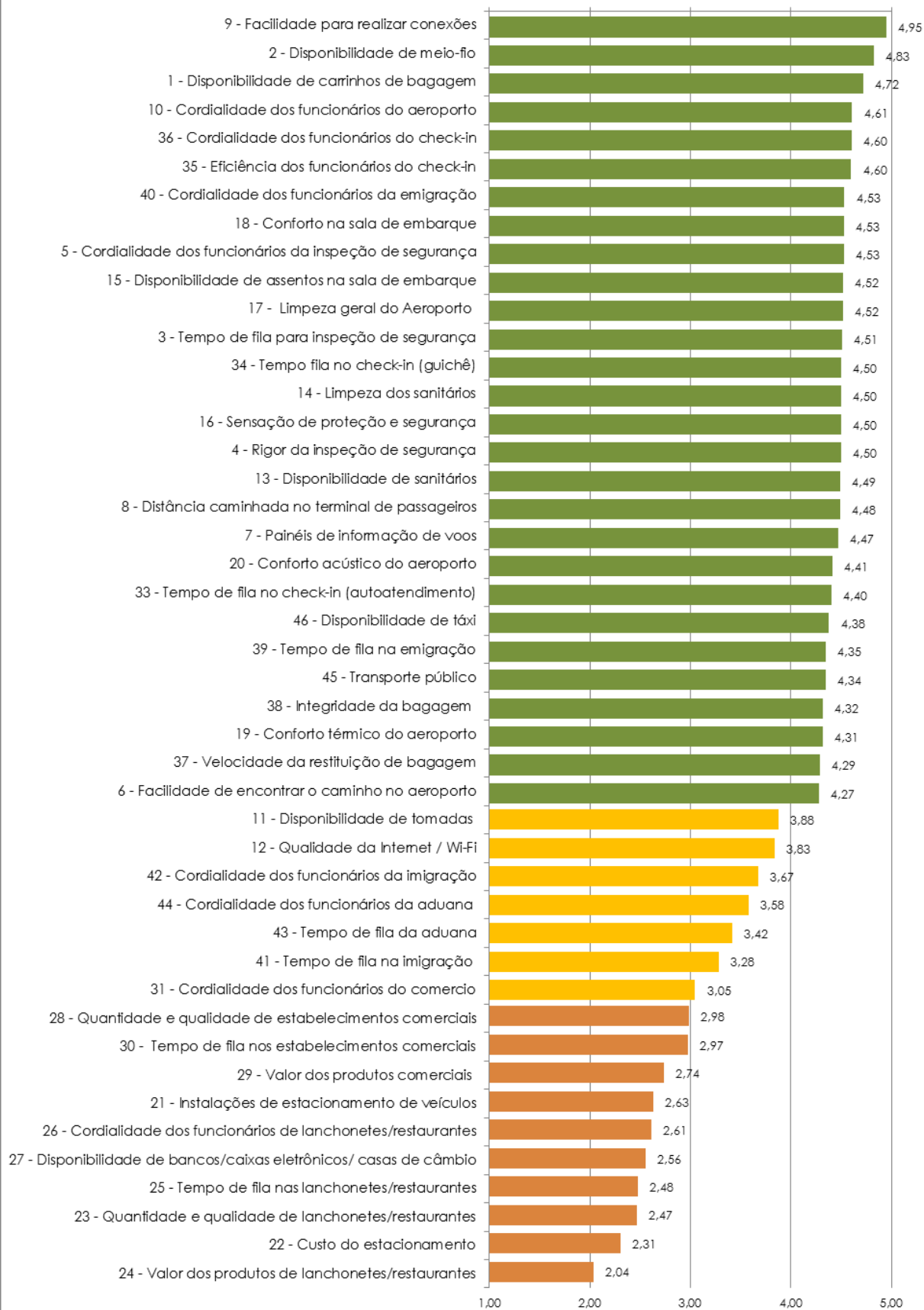
N: 330 Entrevistas/3º trimestre 2014

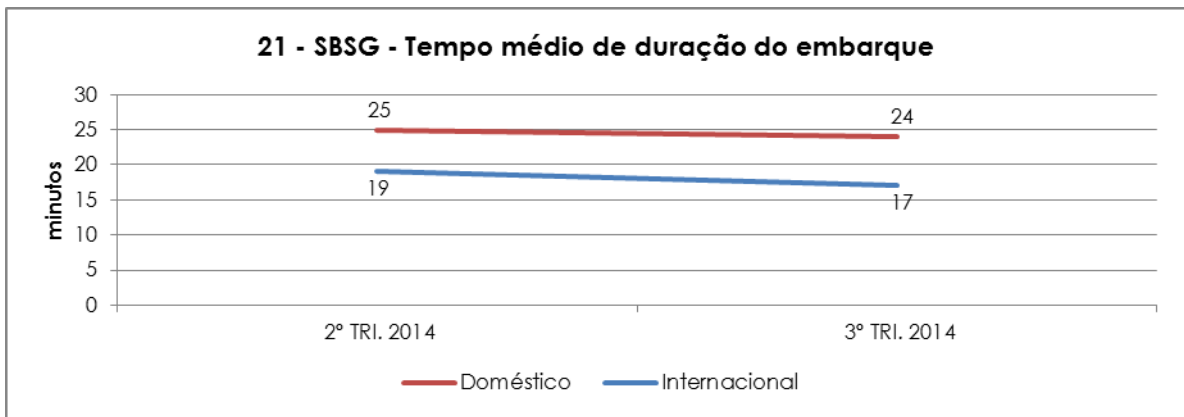
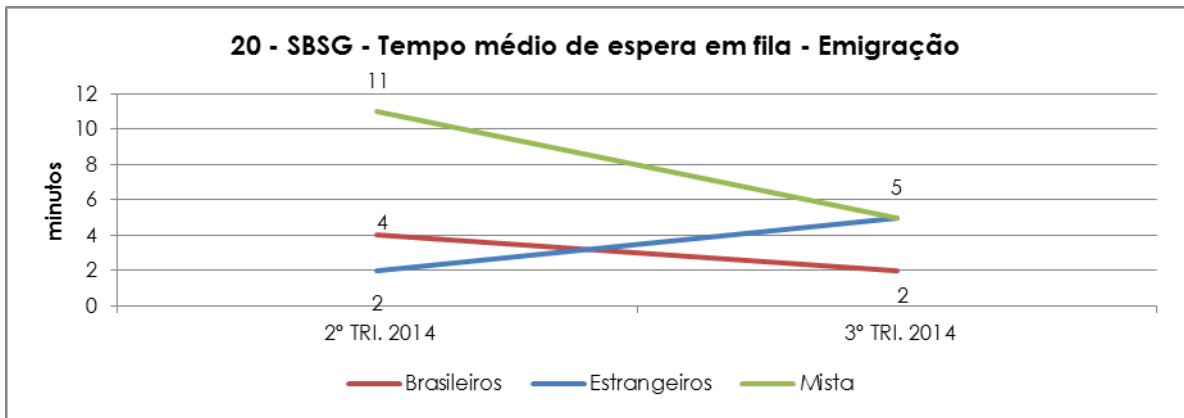
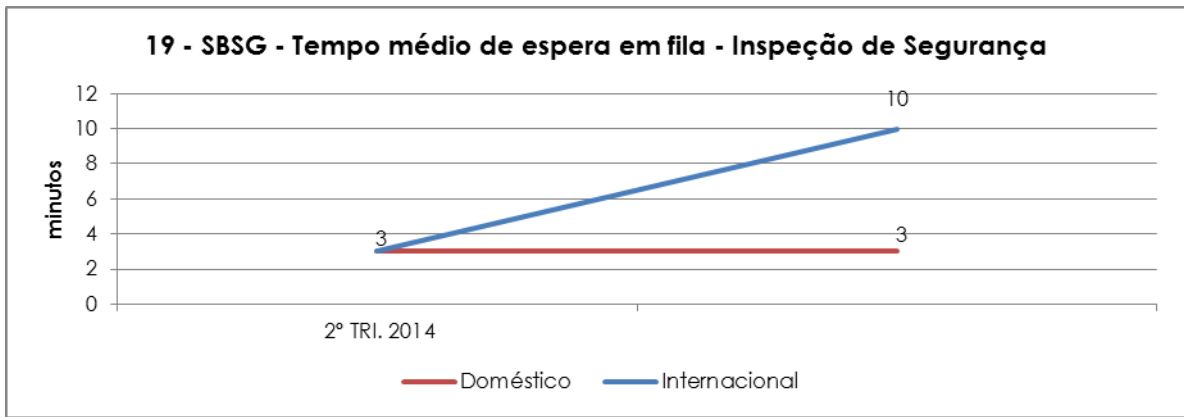
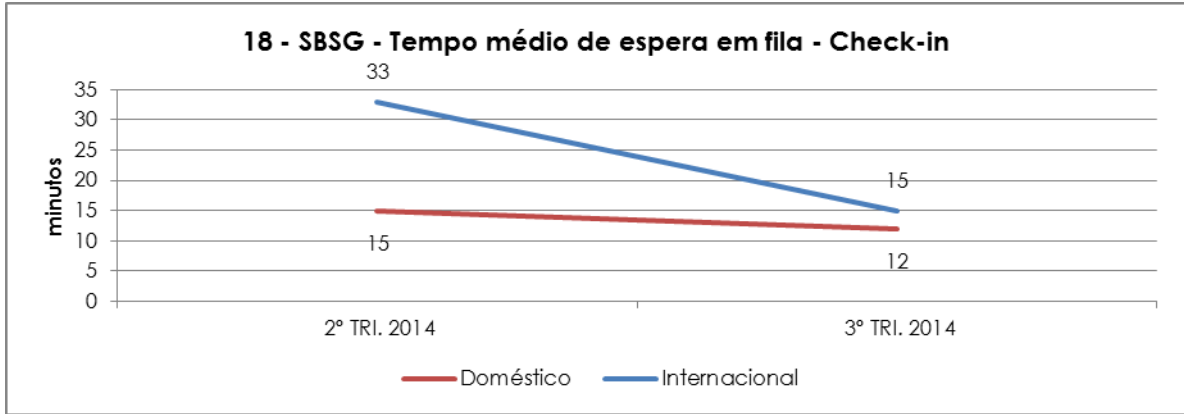
16 - SBSG - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses

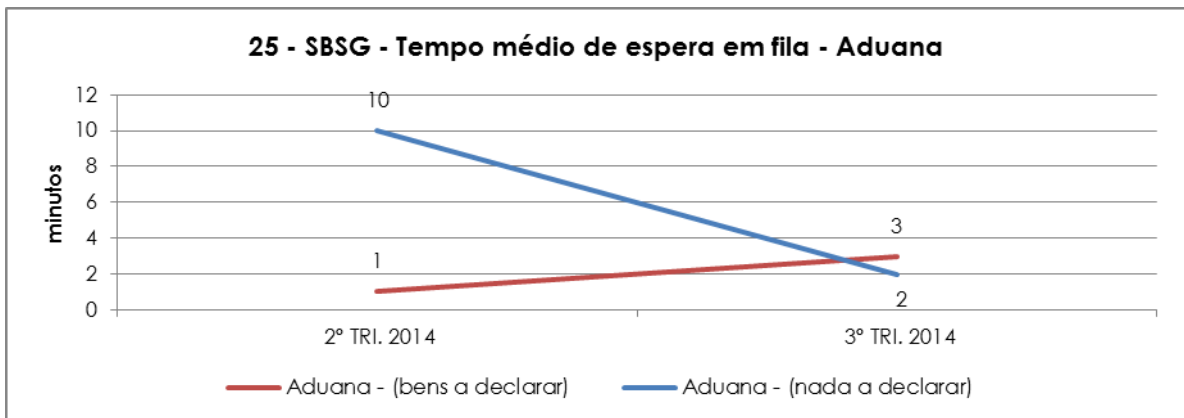
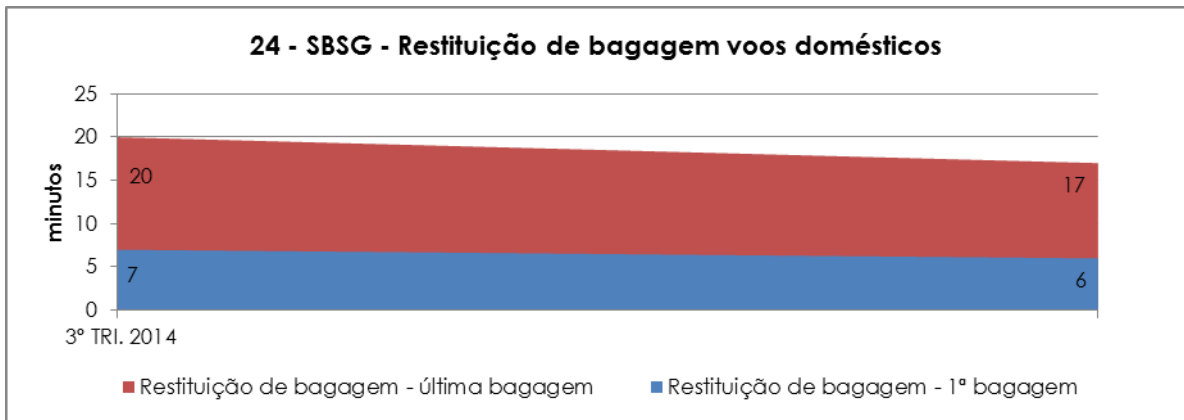
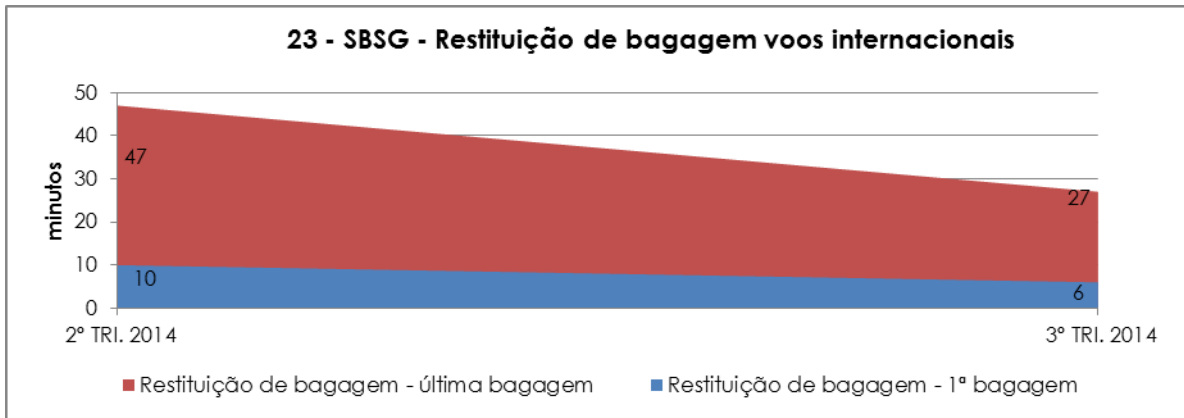
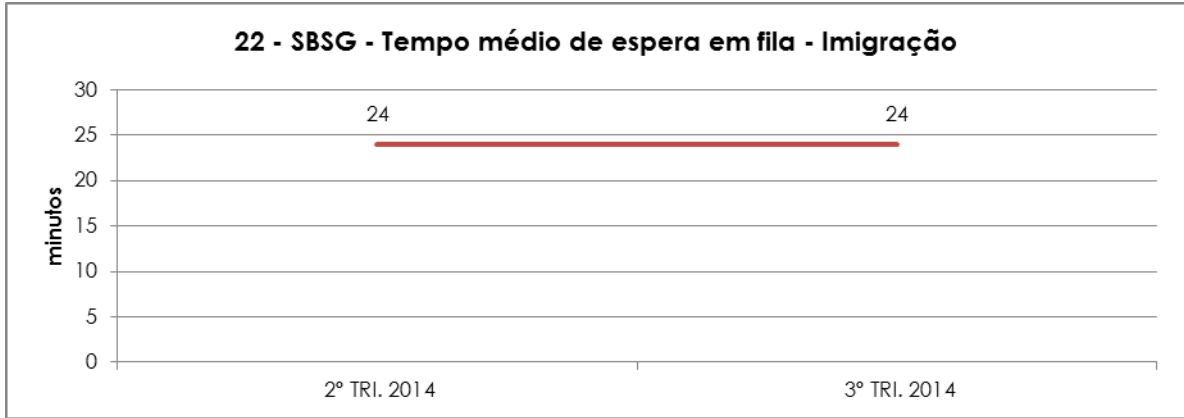


N: 885 Entrevistas/3º trimestre 2014

17 - SBSG - Média dos Indicadores

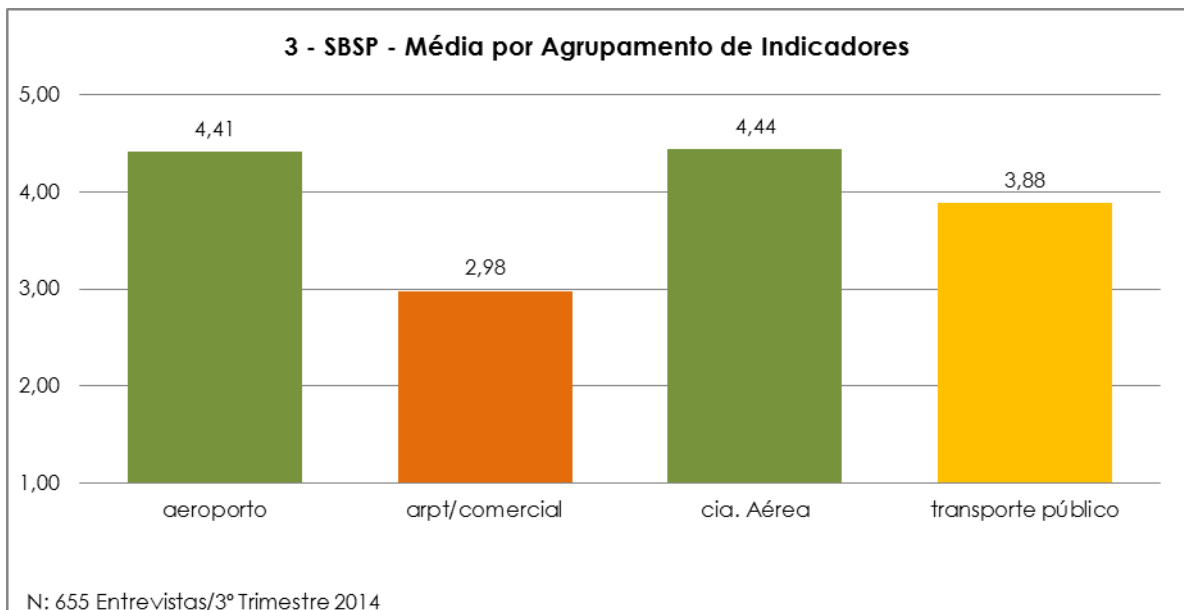
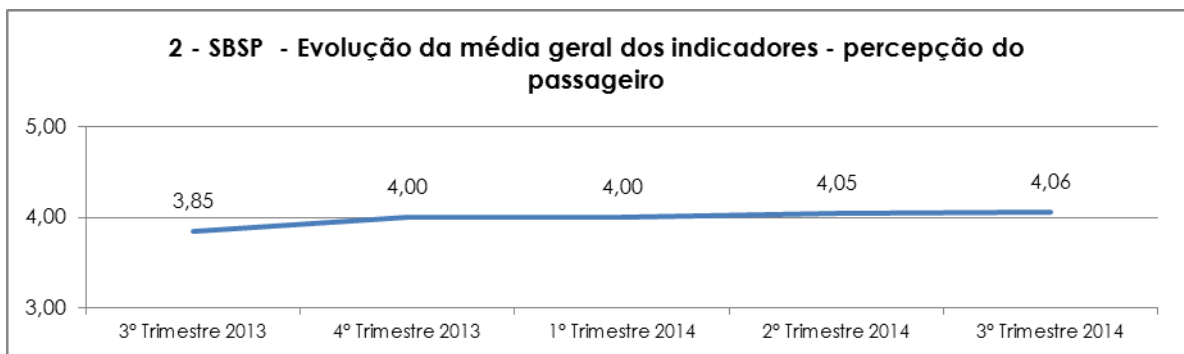
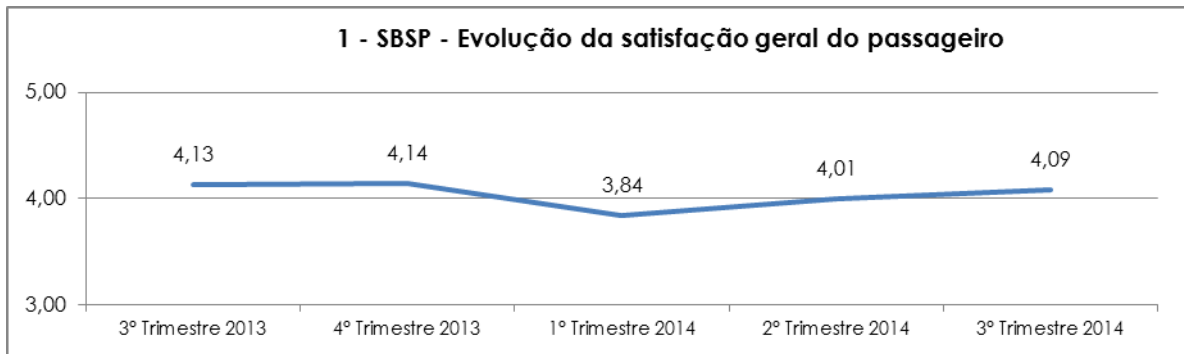




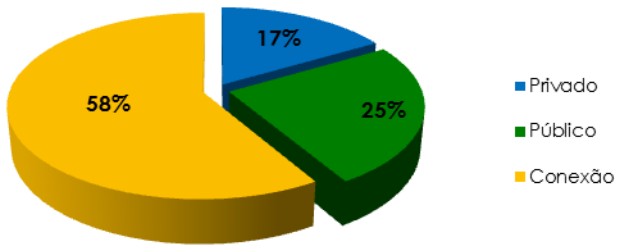


* - O 2º trimestre de 2014 possui apenas dados coletados em junho.

3.14 AEROPORTO DE CONGONHAS- SÃO PAULO (SBSP)

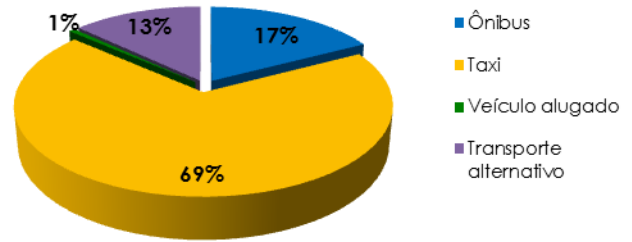


4 - SBSP - Tipo de transporte



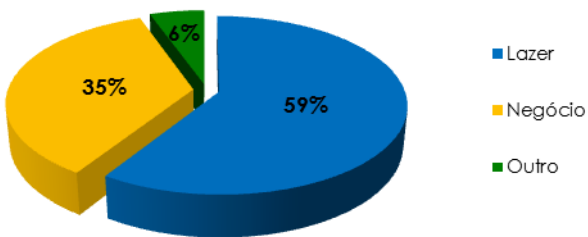
N: 655 Entrevistas/3º trimestre 2014

5 - SBSP - Meio de transporte público utilizado



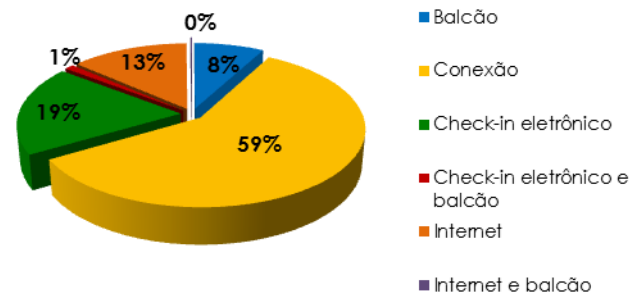
N: 161 Entrevistas/3º trimestre 2014

6 - SBSP - Motivo da viagem



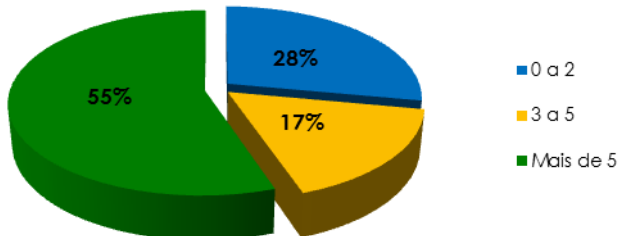
N: 655 Entrevistas/3º trimestre 2014

7 - SBSP - Forma de check-in



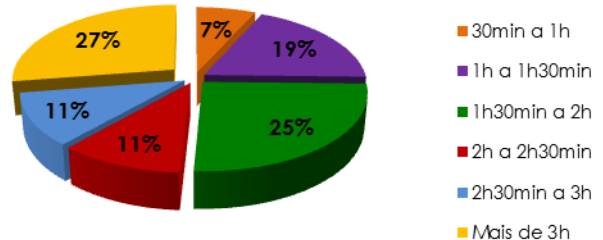
N: 655 Entrevistas/3º trimestre 2014

8 - SBSP - Frequencia de viagem nos últimos 12 meses



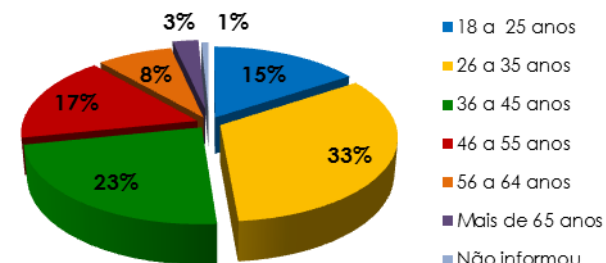
N: 655 Entrevistas/3º trimestre 2014

9 - SBSP - Antecedência de chegada para voo doméstico



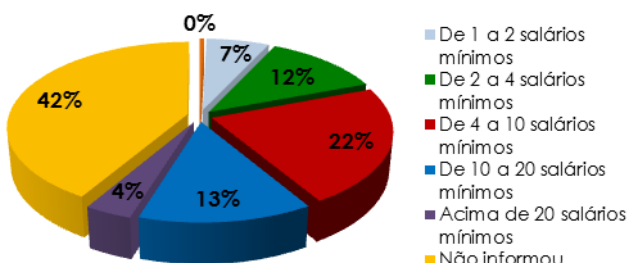
N: 655 Entrevistas/3º trimestre 2014

10 - SBSP - Idade



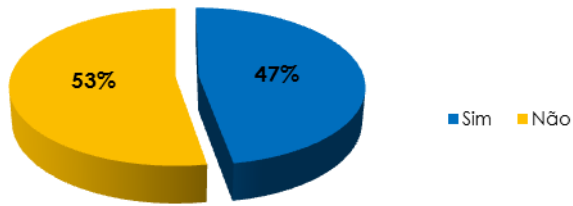
N: 655 Entrevistas/3º trimestre 2014

11 - SBSP - Renda



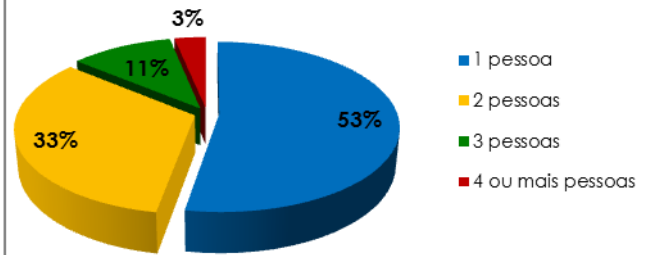
N: 655 Entrevistas/3º trimestre 2014

12 - SBSP - Viajando sozinho



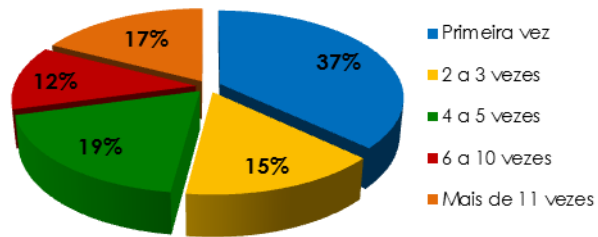
N: 655 Entrevistas/3º trimestre 2014

13 - SBSP - Número de acompanhantes



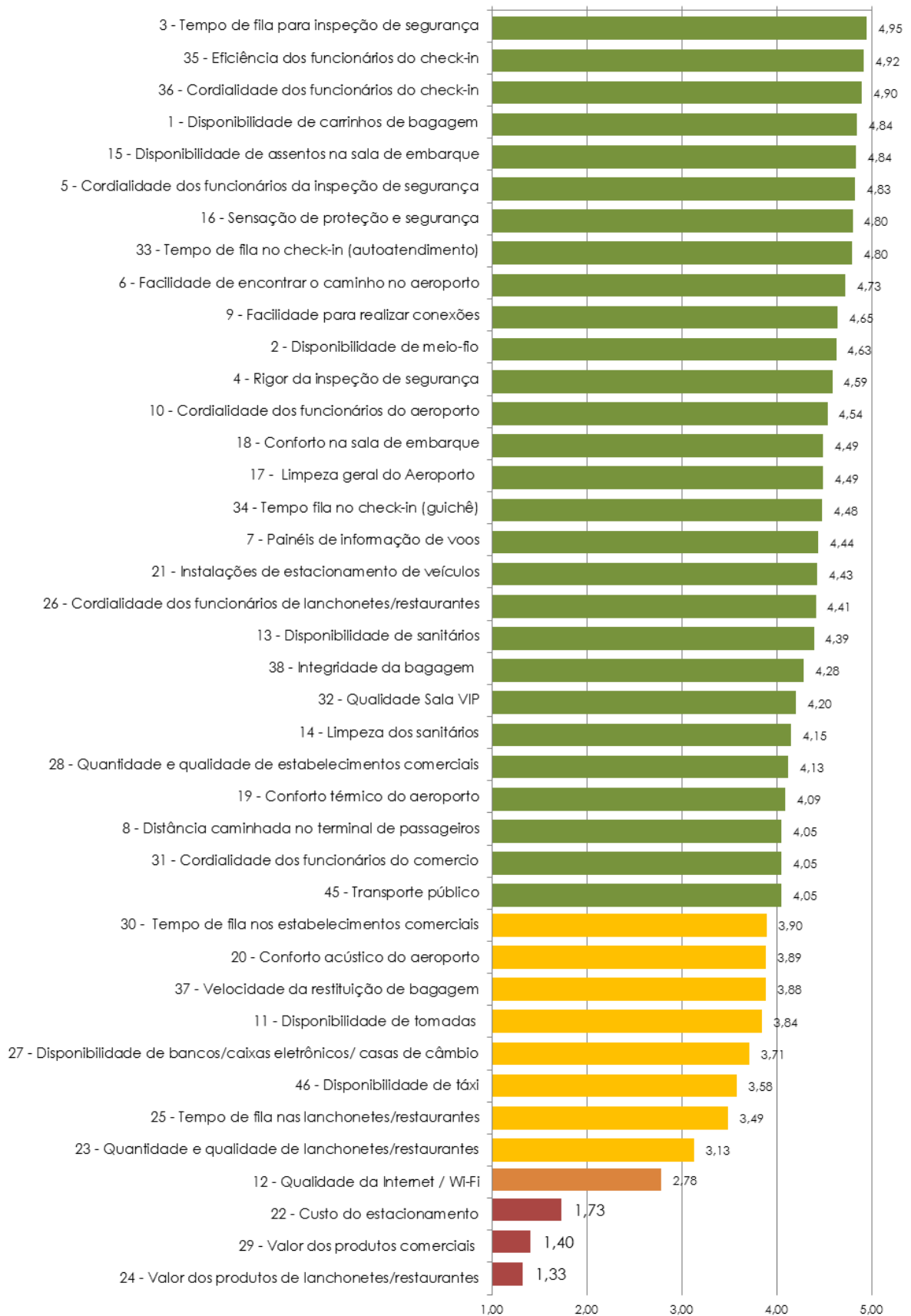
N: 214 Entrevistas/3º trimestre 2014

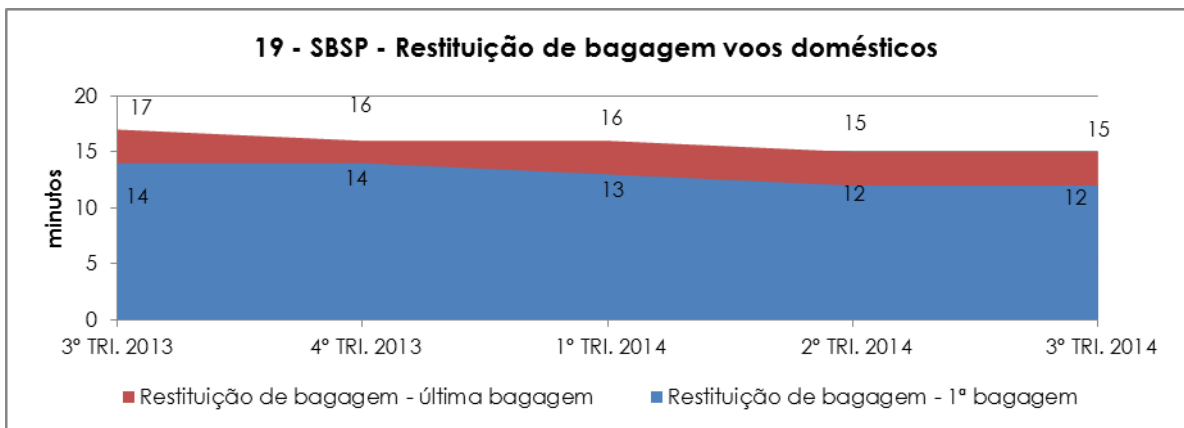
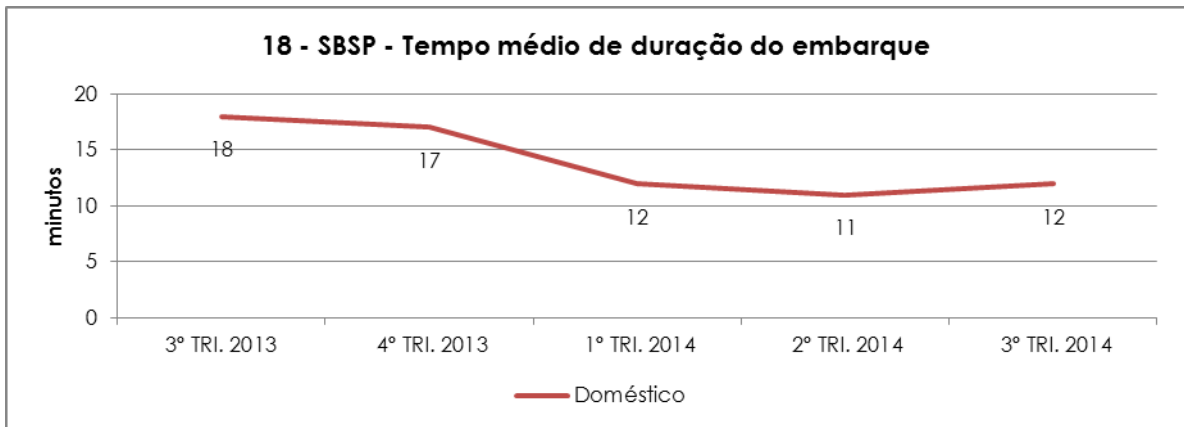
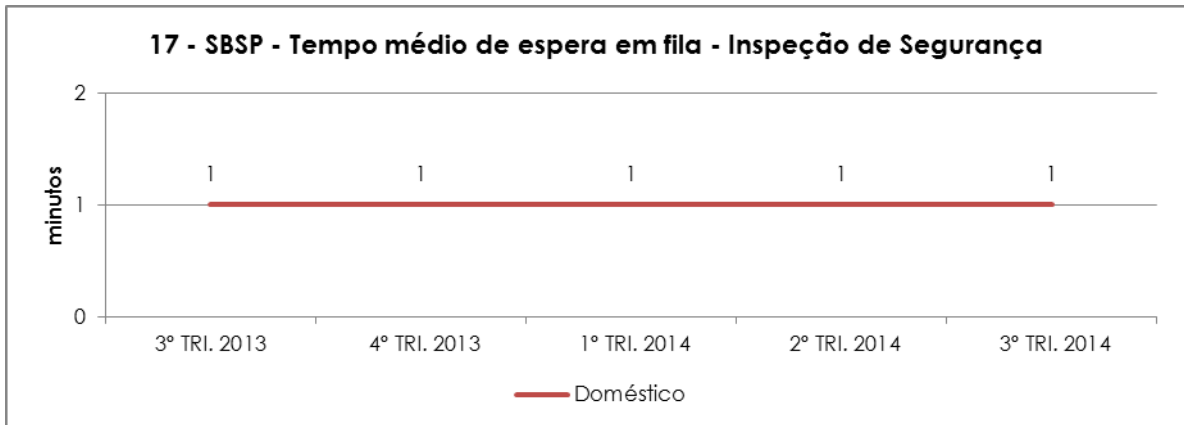
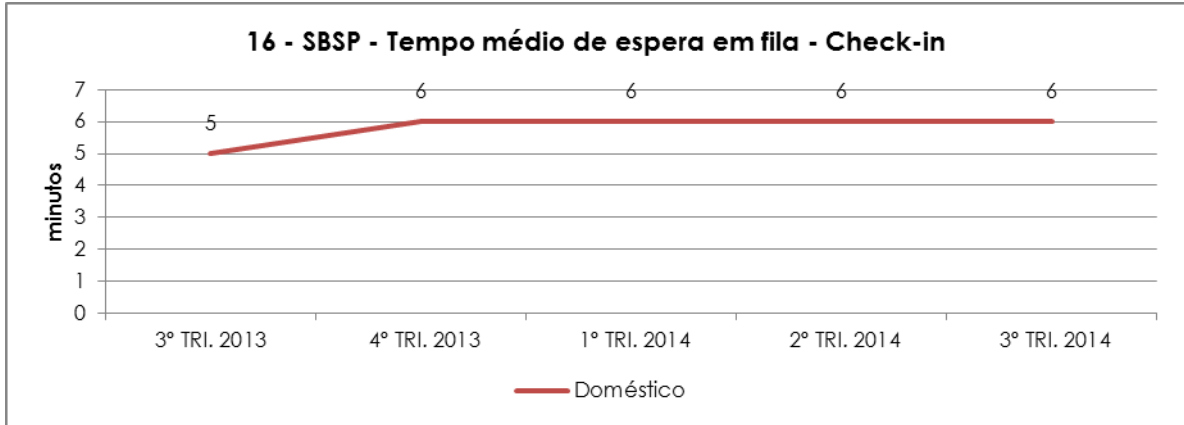
14 - SBSP - Quantidade de viagens partindo desse aeroporto nos últimos 12 meses



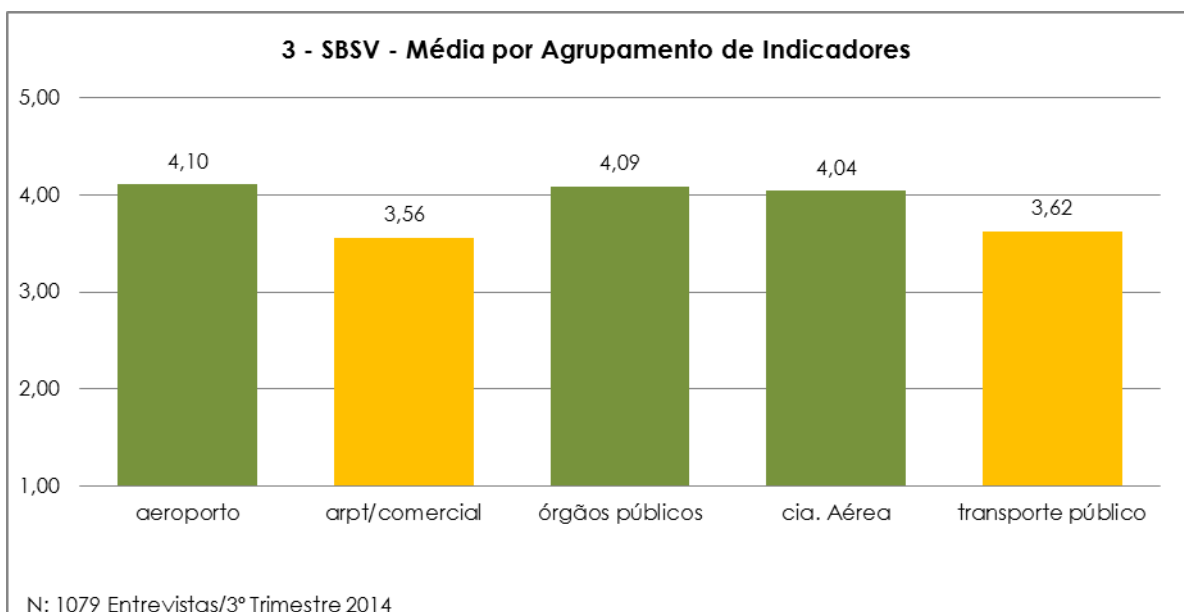
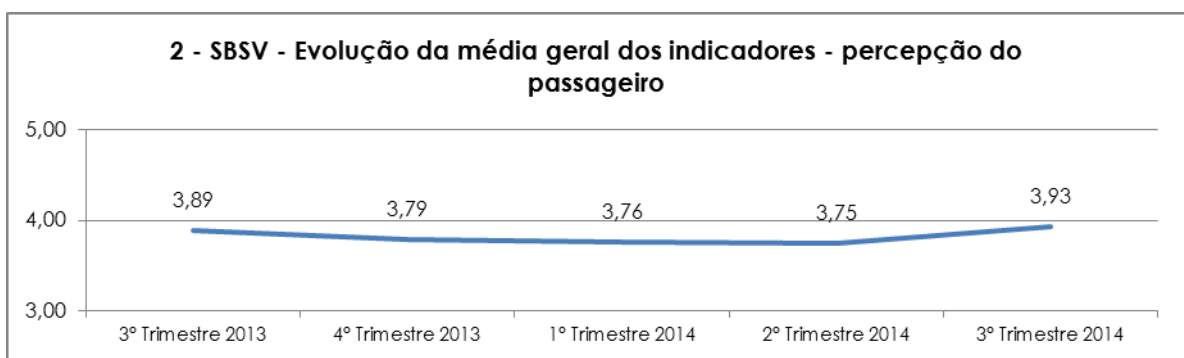
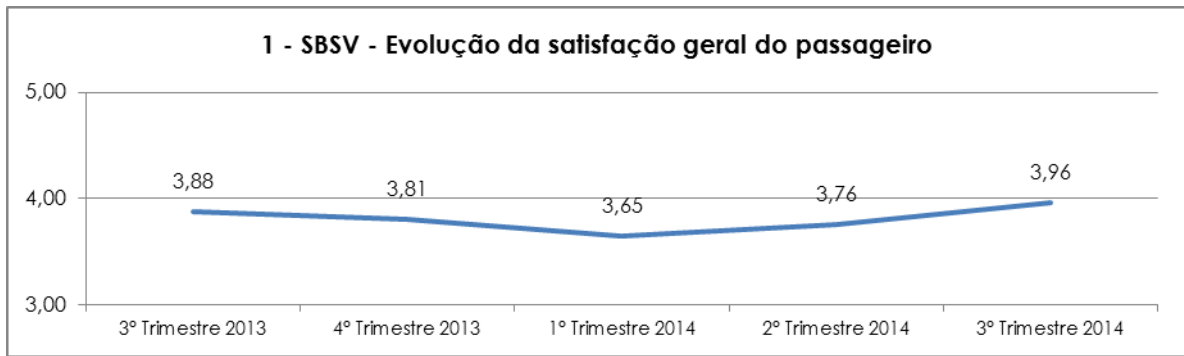
N: 655 Entrevistas/3º trimestre 2014

15 - SBSP - Média dos Indicadores

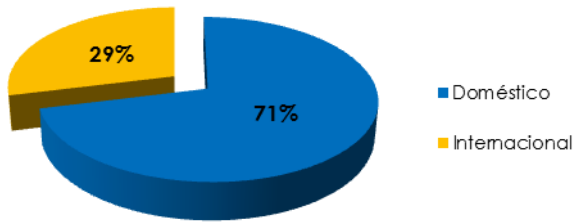




3.15 AEROPORTO INTERNACIONAL LUIZ EDUARDO MAGALHÃES – SALVADOR (SBSV)

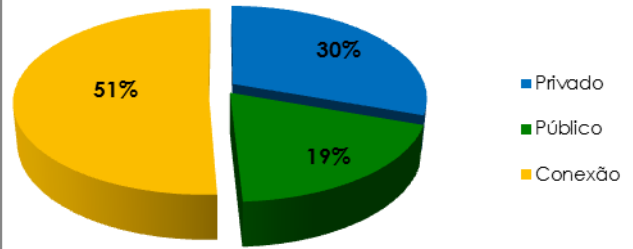


4 - SBSV - Distribuição Amostral - tipo de voo



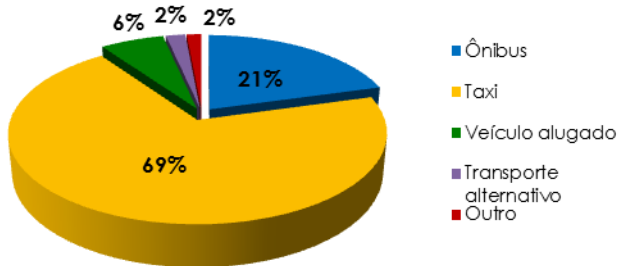
N: 1079 Entrevistas/3º trimestre 2014

5 - SBSV - Tipo de transporte



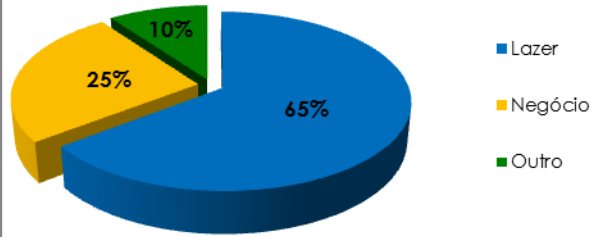
N: 1079 Entrevistas/3º trimestre 2014

6 - SBSV - Meio de transporte público utilizado



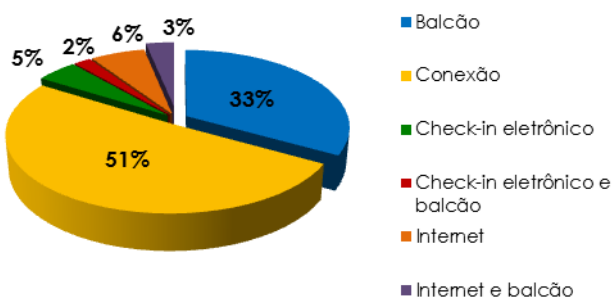
N: 203 Entrevistas/3º trimestre 2014

7 - SBSV - Motivo da viagem



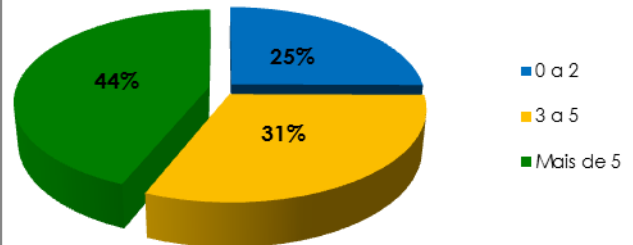
N: 1076 Entrevistas/3º trimestre 2014

8 - SBSV - Forma de check-in



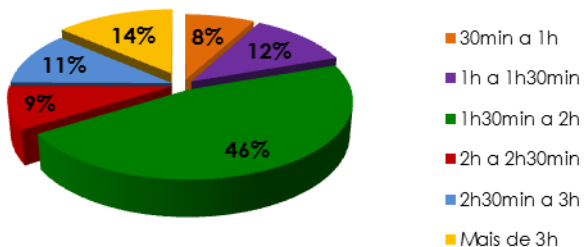
N: 1079 Entrevistas/3º trimestre 2014

9 - SBSV - Frequencia de viagem nos últimos 12 meses



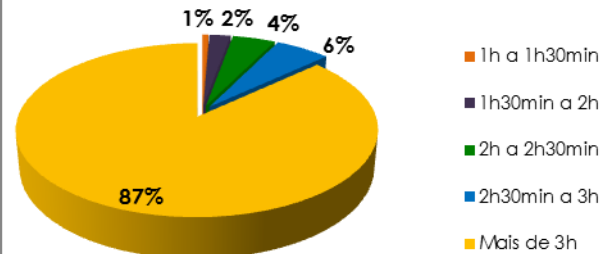
N: 1079 Entrevistas/3º trimestre 2014

10 - SBSV - Antecedência de chegada para voo doméstico

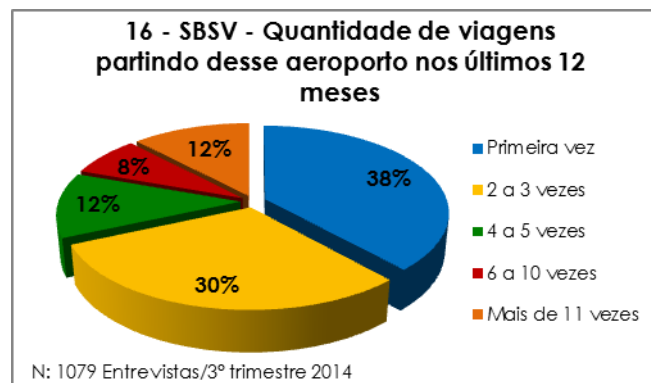
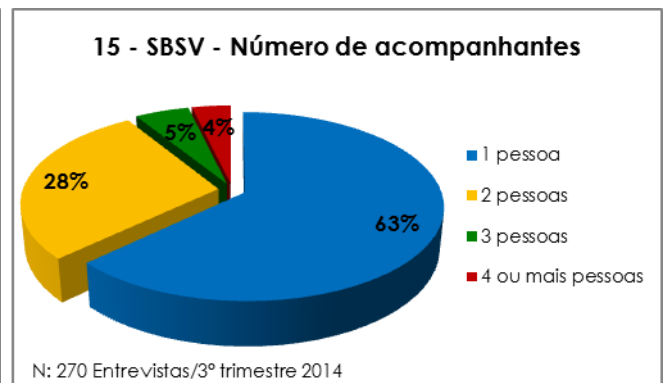
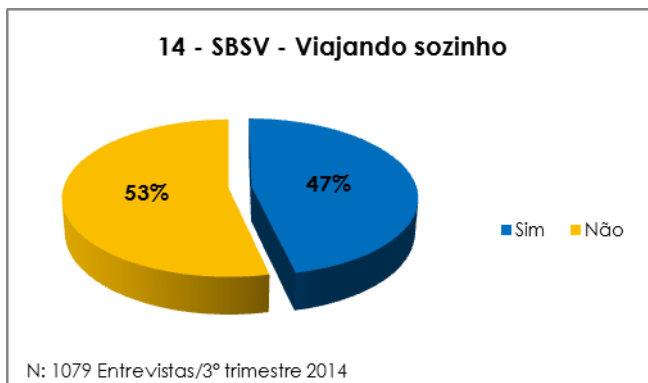
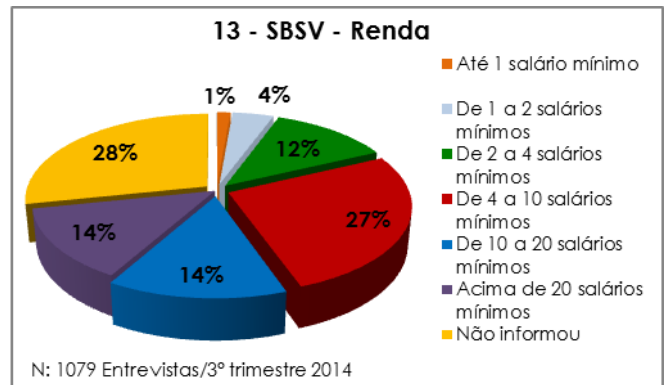
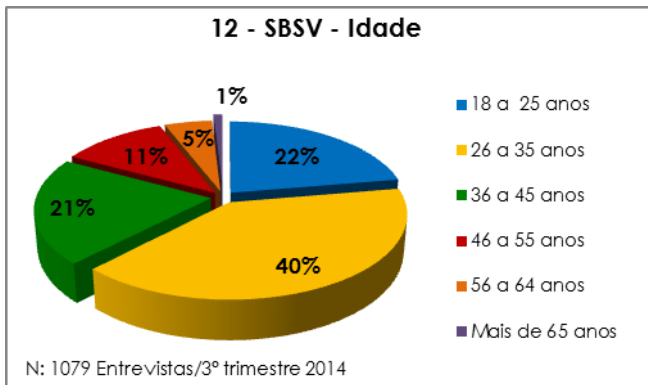


N: 768 Entrevistas/3º trimestre 2014

11 - SBSV - Antecedência de chegada para voo internacional



N: 311 Entrevistas/3º trimestre 2014



17 - SBSV - Média dos Indicadores



