

**RELATÓRIO DE DESEMPENHO  
OPERACIONAL DOS  
AEROPORTOS**

**4º TRIMESTRE 2015  
Outubro - Dezembro**

# ENTIDADES ENVOLVIDAS NA EXECUÇÃO DA PESQUISA

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**PRESIDÊNCIA DA REPÚBLICA**



SECRETARIA DE AVIAÇÃO CIVIL DA  
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AEROPORTO INTERNACIONAL DE CAMPINAS -  
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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/entidades públicas envolvidos no processamento de aeronaves, passageiros e bens nos aeroportos brasileiros, que desempenha importante papel no aprimoramento da gestão aeroportuária.

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

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

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

## 2 A PESQUISA

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

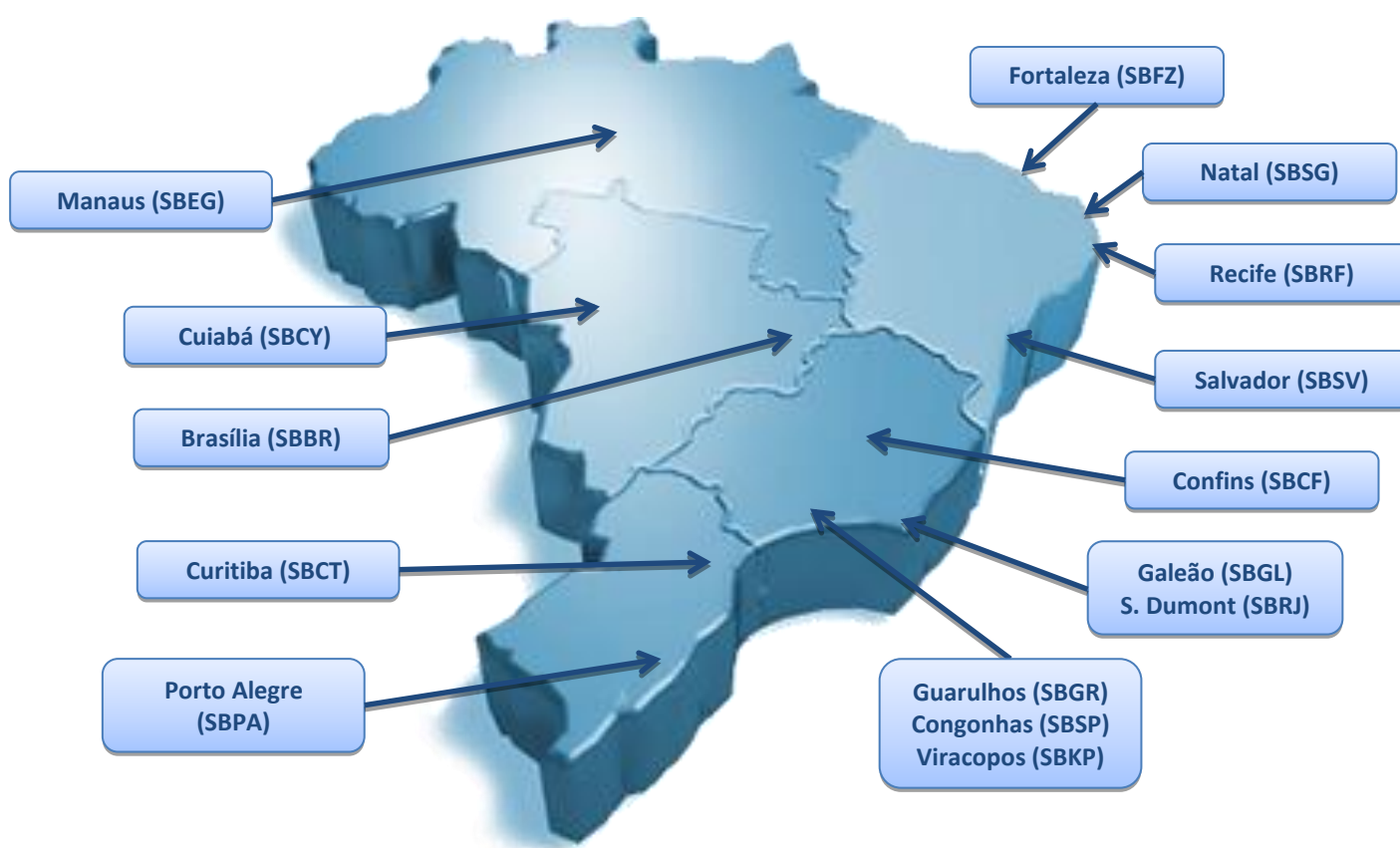
A construção das diretrizes para a realização da coleta de dados, bem como todos os seus produtos, tais como questionários aplicados, metodologia utilizada e seleção dos indicadores a serem avaliados, foi realizada pela SAC/PR e devidamente validada pelo CTDO da CONAERO.

As informações aqui apresentadas encontram-se disponíveis também no sítio eletrônico da SAC/PR. <http://www.aviacao.gov.br/relatorio-geral-dos-indicadores/relatorio-geral-dos-indicadores-de-desempenho-operacional>

## 2.1 ESCOPO

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

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



## 2.2 PERÍODO DE COLETA DE DADOS

A coleta de dados foi iniciada no ano de 2013, tendo seus resultados apresentados trimestralmente. Este relatório refere-se ao **quarto trimestre de 2015**, que contempla os meses de **outubro a dezembro**.

## 2.3 METODOLOGIA UTILIZADA

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

TABELA 1 - LISTA DE INDICADORES QUALITATIVOS COLETADOS		
RESPONSÁVEL	INDICADORES	
AEROPORTO	1	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	Cordialidade dos funcionários do aeroporto
	10	Disponibilidade de tomadas
	11	Qualidade da Internet / Wi-Fi
	12	Disponibilidade de sanitários
	13	Limpeza dos sanitários
	14	Disponibilidade de assentos na sala de embarque
	15	Sensação de proteção e segurança
	16	Limpeza geral do Aeroporto
	17	Conforto na sala de embarque
	18	Conforto térmico do aeroporto
	19	Conforto acústico do aeroporto
	AEROPORTO COMERCIAL	20
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
CIAS. AÉREAS	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	Facilidade para realizar conexões
	38	Velocidade da restituição de bagagem
	39	Integridade da bagagem
ÓRGÃOS PÚBLICOS	40	Tempo de fila na emigração
	41	Cordialidade dos funcionários da emigração
	42	Tempo de fila na imigração
	43	Cordialidade dos funcionários da imigração
	44	Tempo de fila da aduana
	45	Cordialidade dos funcionários da aduana
TRANSPORTES	46	Transporte público
	47	Disponibilidade de táxi
SATISFAÇÃO GERAL	48	Satisfação geral do passageiro

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

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

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

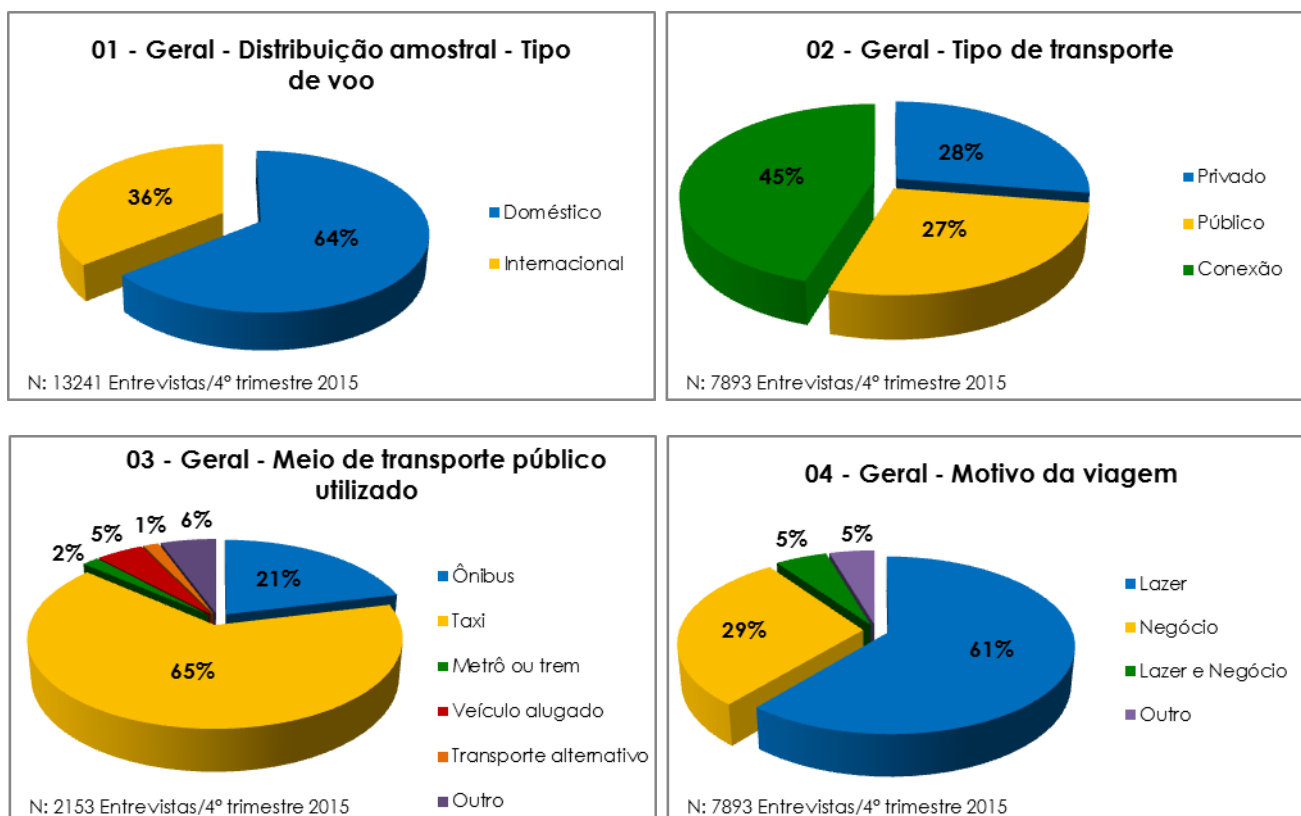
TABELA 2 – INDICADORES RELATIVOS AO PERFIL DO PASSAGEIRO	
DADOS GERAIS DO PERFIL DO PASSAGEIRO	<b>a. Tipo de voo :</b> Doméstico Internacional
	<b>b. Tipo de transporte utilizado até o aeroporto :</b> Público Privado
	<b>c. Meio de Transporte :</b> Ônibus Táxi Metrô ou Trem Transporte Alternativo Veículo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

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

## 2.4 RESULTADOS GERAIS

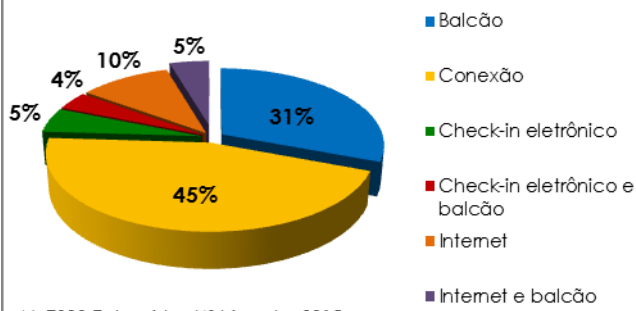
No quarto trimestre de 2015, a coleta de dados foi distribuída ao longo dos meses de outubro, novembro e dezembro, totalizando 13.241 entrevistas. Desse total, foram realizadas 8.516 entrevistas com passageiros de voos domésticos e 4.725 entrevistas com passageiros de voos internacionais, obtendo-se a representatividade da população prevista estatisticamente.

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



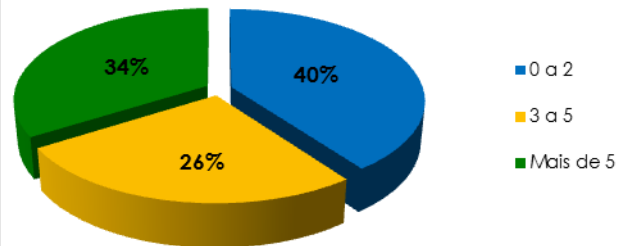


### 05 - Geral - Forma de check-in



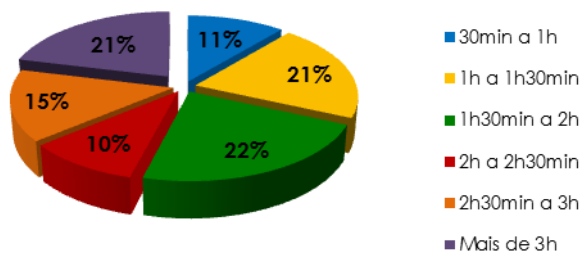
N: 7893 Entrevistas/4º trimestre 2015

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



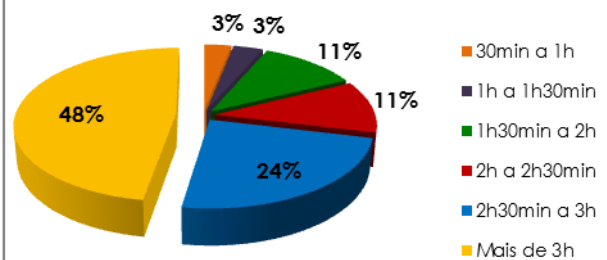
N: 7892 Entrevistas/4º trimestre 2015

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



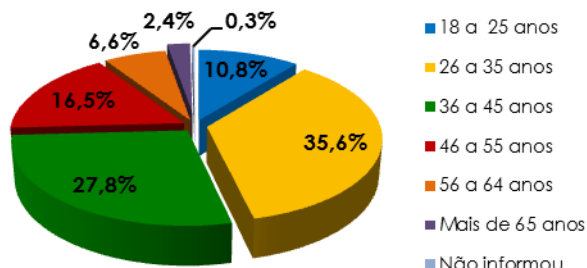
N: 5123 Entrevistas/4º trimestre 2015

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



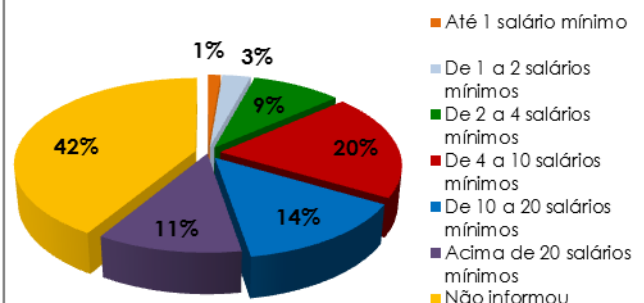
N: 2770 Entrevistas/4º trimestre 2015

### 09 - Geral - Idade



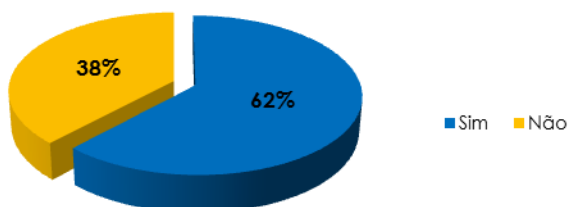
N: 5113 Entrevistas/4º trimestre 2015

### 10 - Geral - Renda



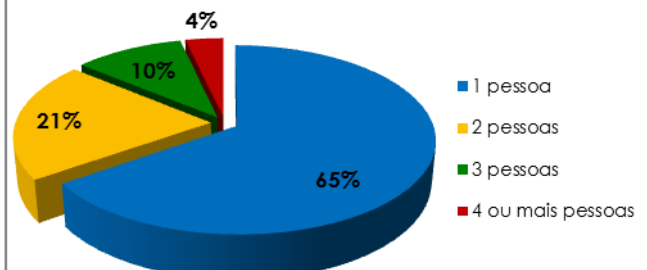
N: 5113 Entrevistas/4º trimestre 2015

### 11 - Geral - Viajando sozinho

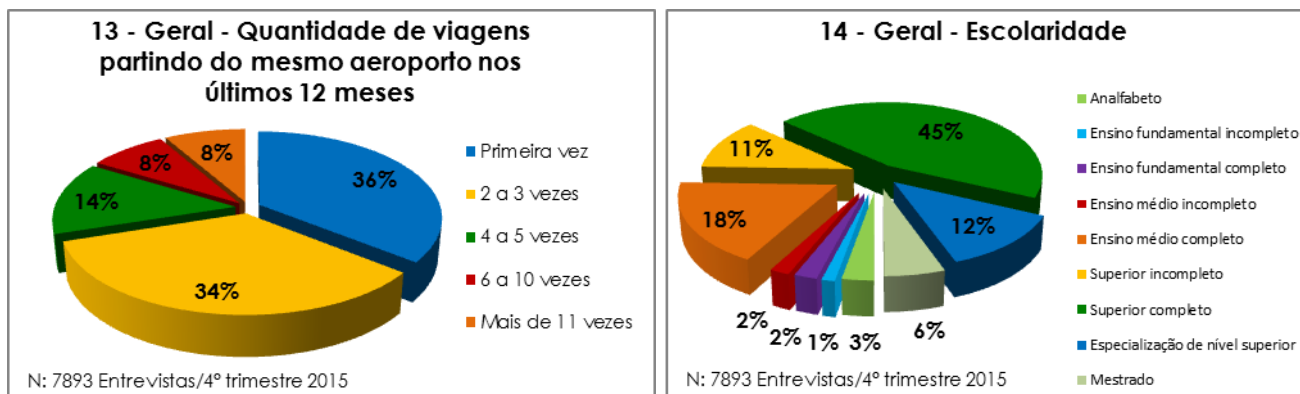


N: 7893 Entrevistas/4º trimestre 2015

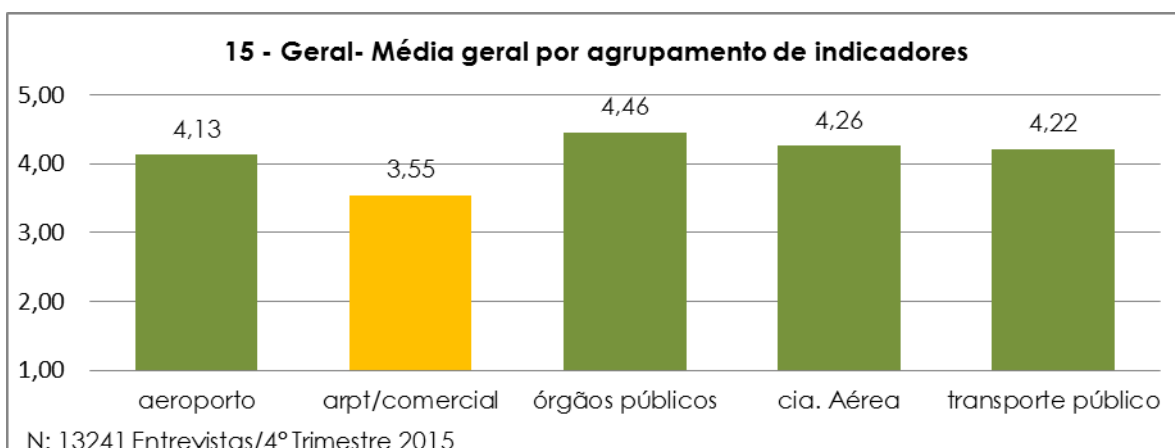
### 12 - Geral - Número de acompanhantes



N: 2334 Entrevistas/4º trimestre 2015



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

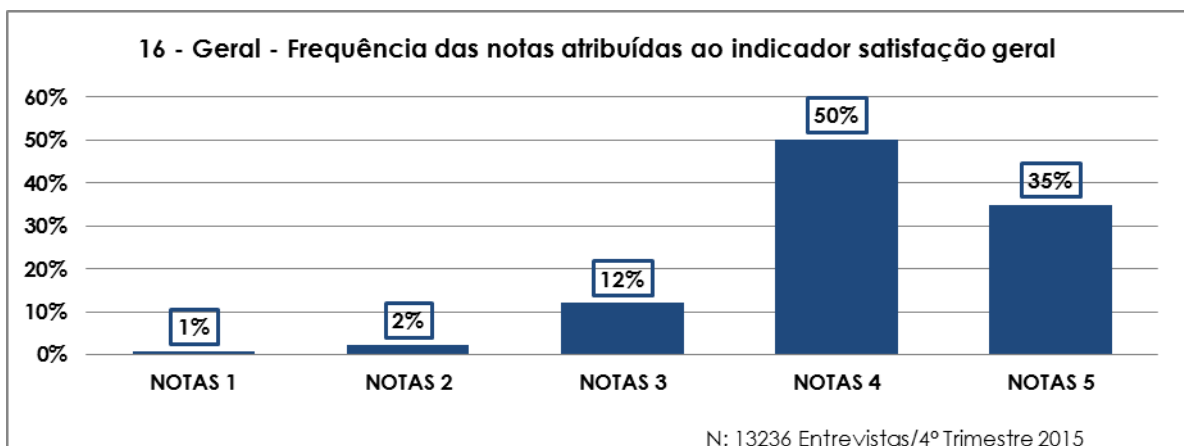


A fim de permitir uma análise entre aeroportos com semelhanças operacionais e que ponderasse as respectivas grandezas físicas, os aeroportos foram separados em categorias baseadas no número de passageiros processados por ano. Dessa forma, foram definidas 3 categorias: até 5 milhões de passageiros/ano,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

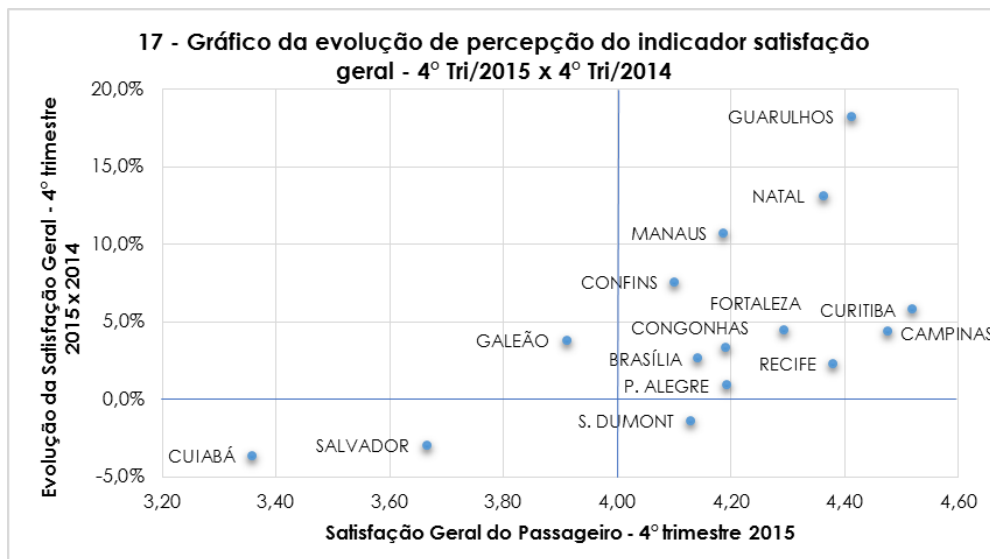
Sendo assim, considerando o número de passageiros processados em 2014, distribuiu-se os aeroportos nessas categorias, sendo obtidos os seguintes grupos:

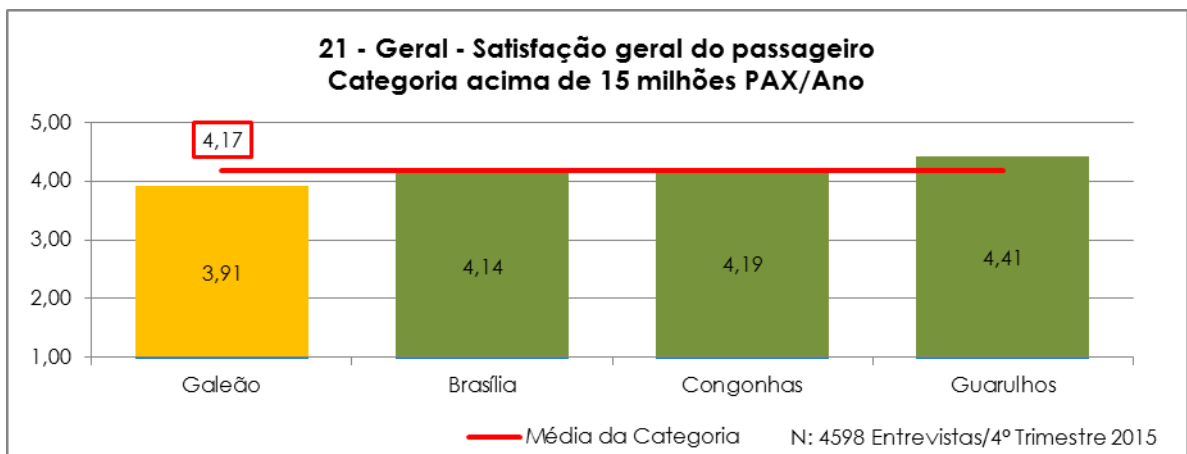
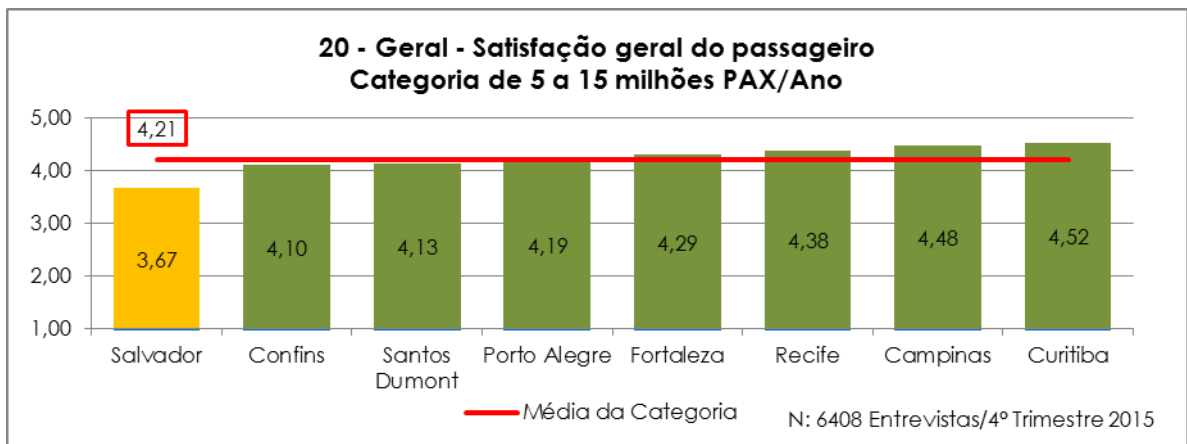
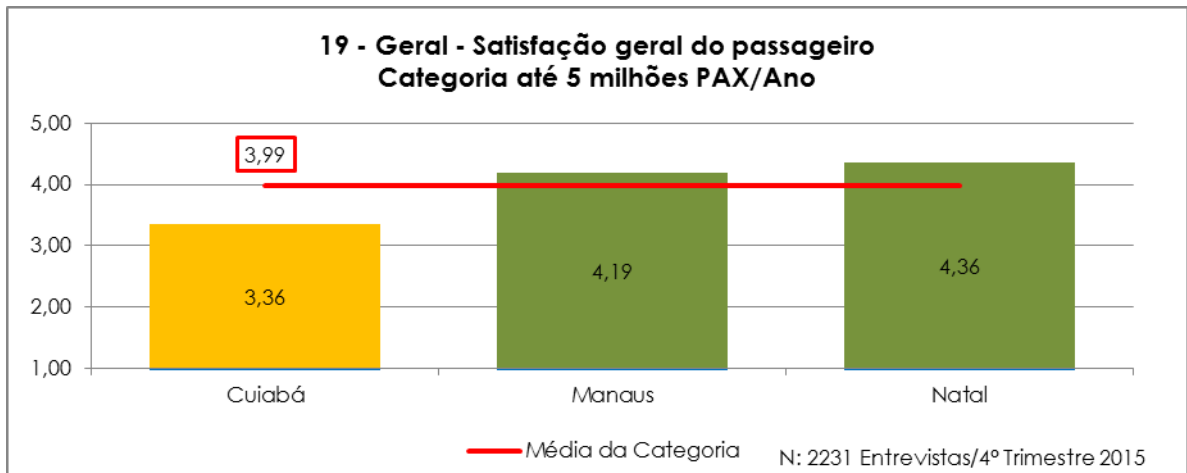
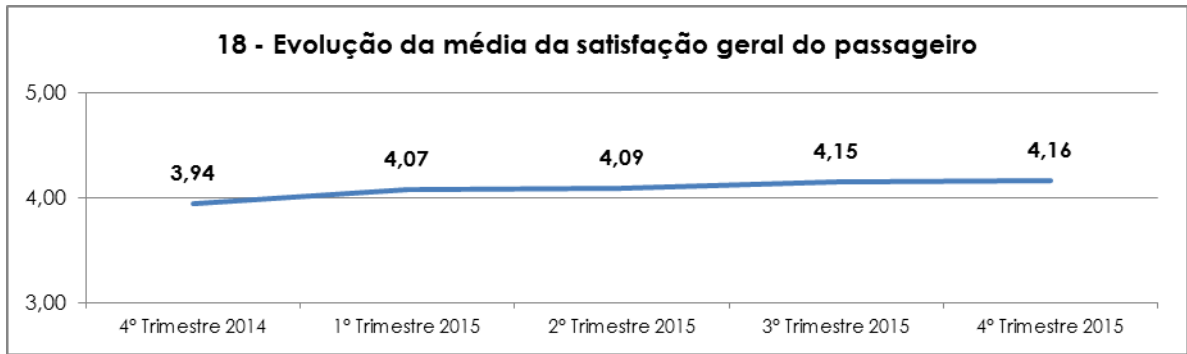
até 5 milhões de passageiros/ano	de 5 a 15 milhões de passageiros/ano	mais de 15 milhões de passageiros/ano
Cuiabá (SBCY) Manaus (SBEG) Natal (SBSG)	Campinas (SBKP) Confins (SBCF) Curitiba (SBCT) Fortaleza (SBFZ) Porto Alegre (SBPA) Recife (SBRF) Santos Dumont (SBRJ) Salvador (SBSV)	Brasília (SBBR) Congonhas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

Dessa forma, no gráfico 16, é apresentada a frequência das notas atribuídas ao indicador de satisfação geral. No gráfico 17, um comparativo contendo a evolução das médias da satisfação geral do passageiro nos aeroportos pesquisados, em relação ao 4º trimestre de 2014. O gráfico 18 traz a evolução do mesmo indicador nos últimos trimestres, e nos gráficos 19, 20, e 21, os aeroportos são ordenados dentro das respectivas categorias.

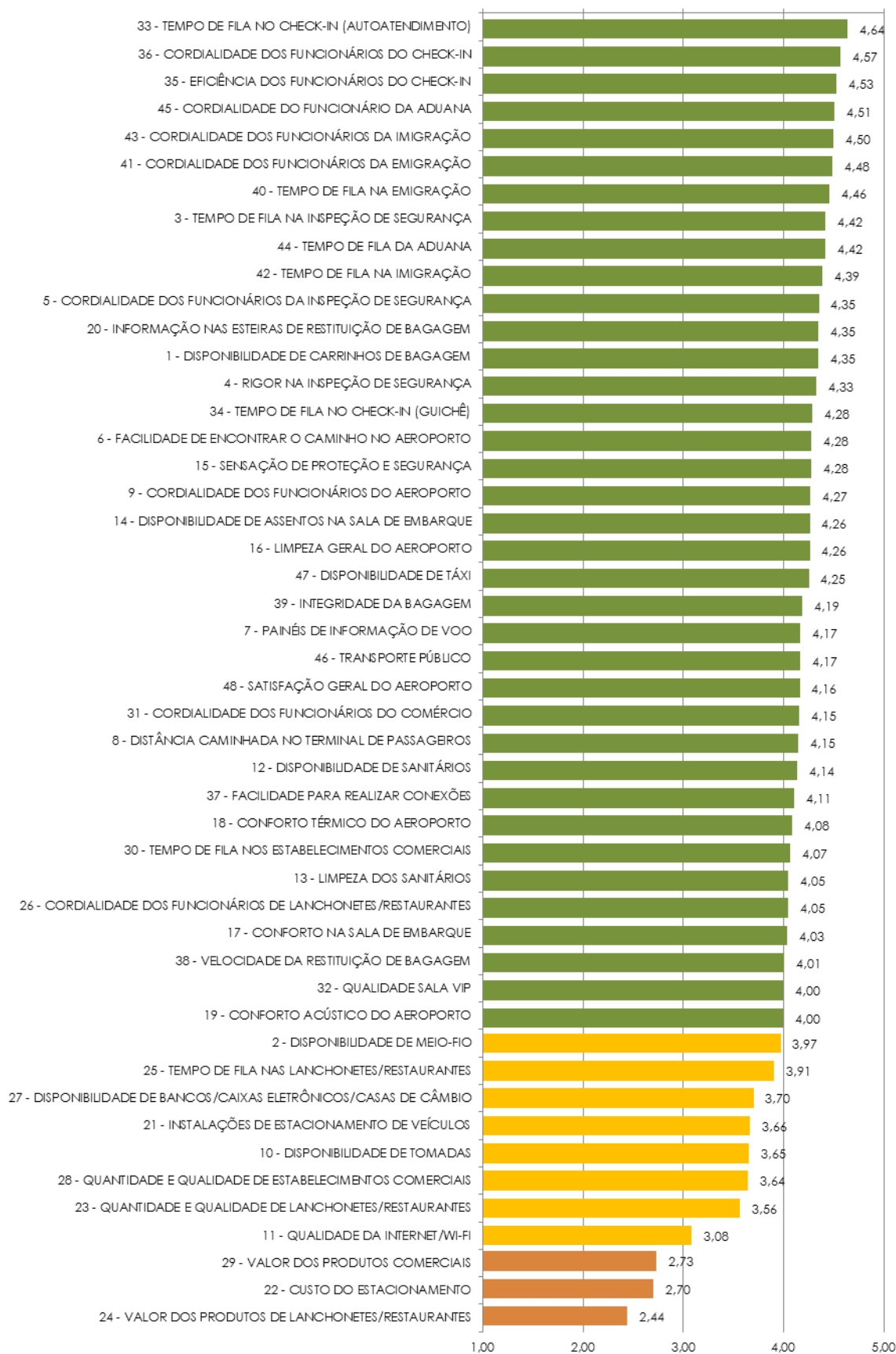


Considerando a frequência das notas de Satisfação Geral iguais a 4 ou 5, temos que 85% dos passageiros avaliam os aeroportos como bom ou muito bom.



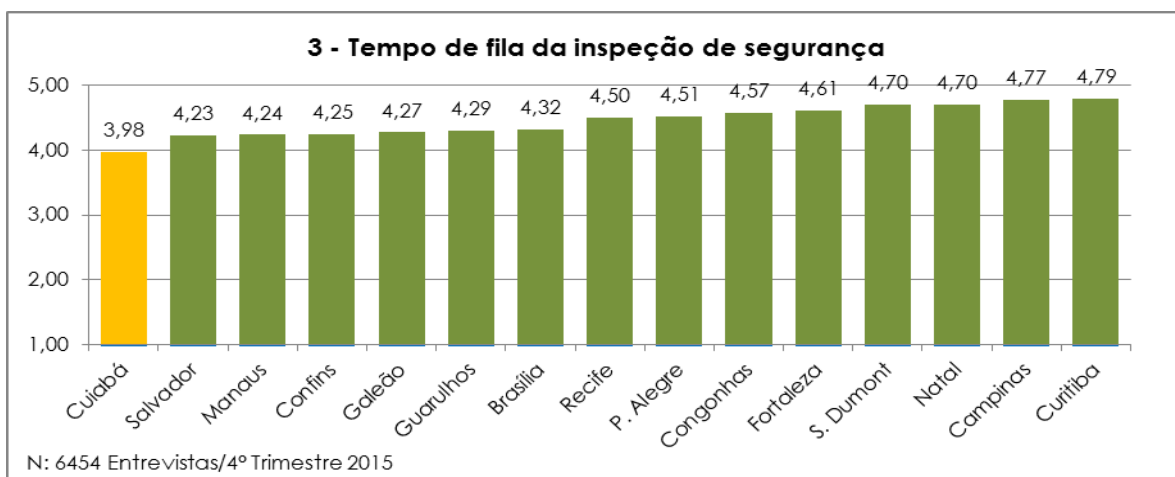
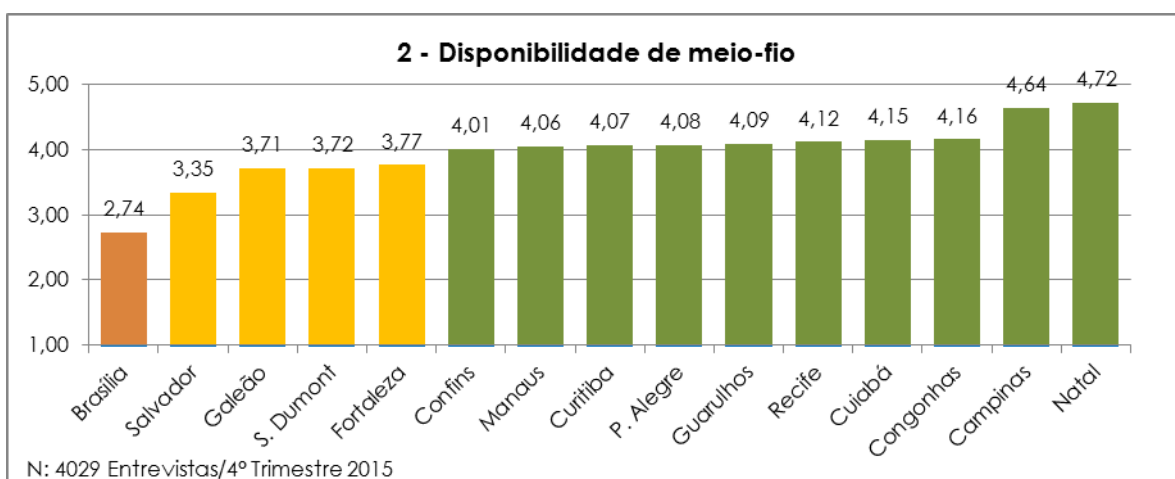
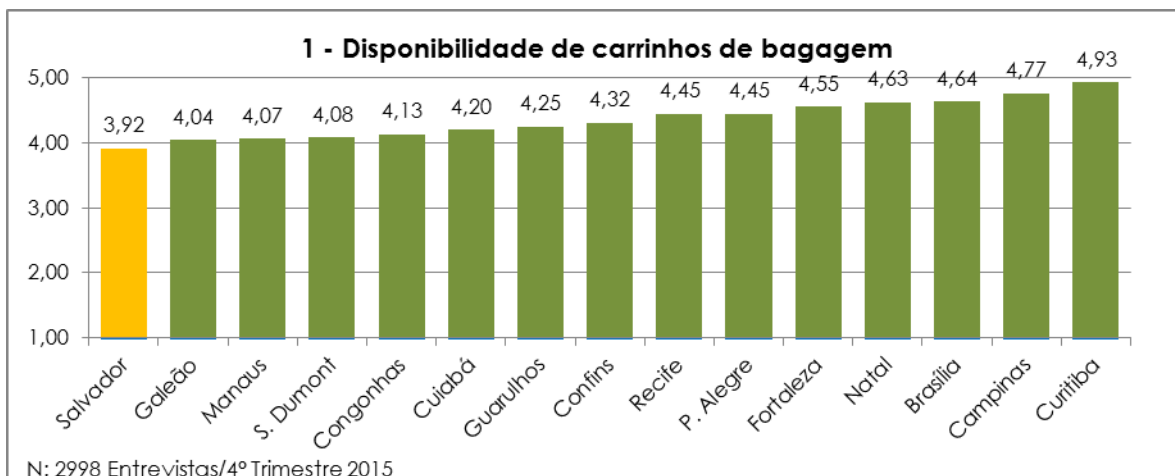


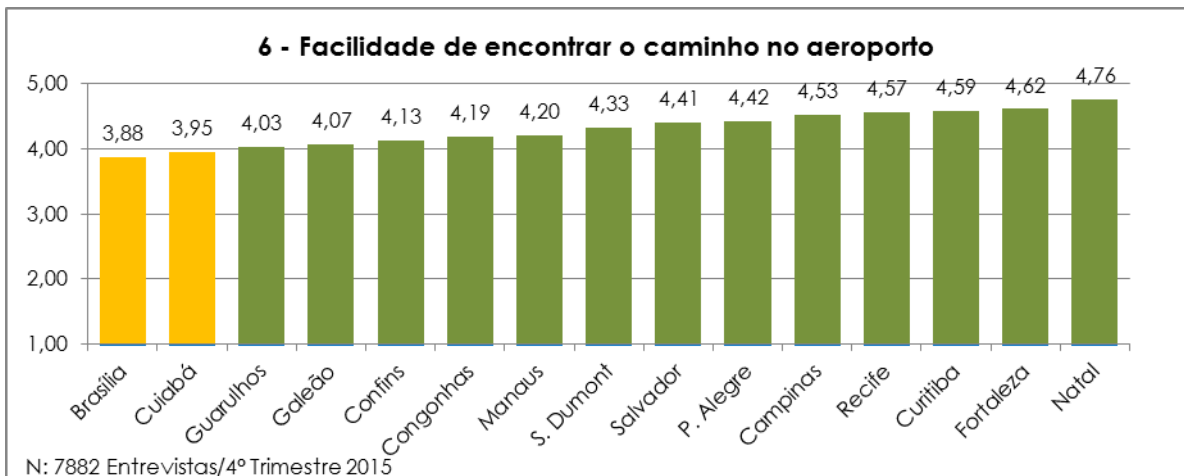
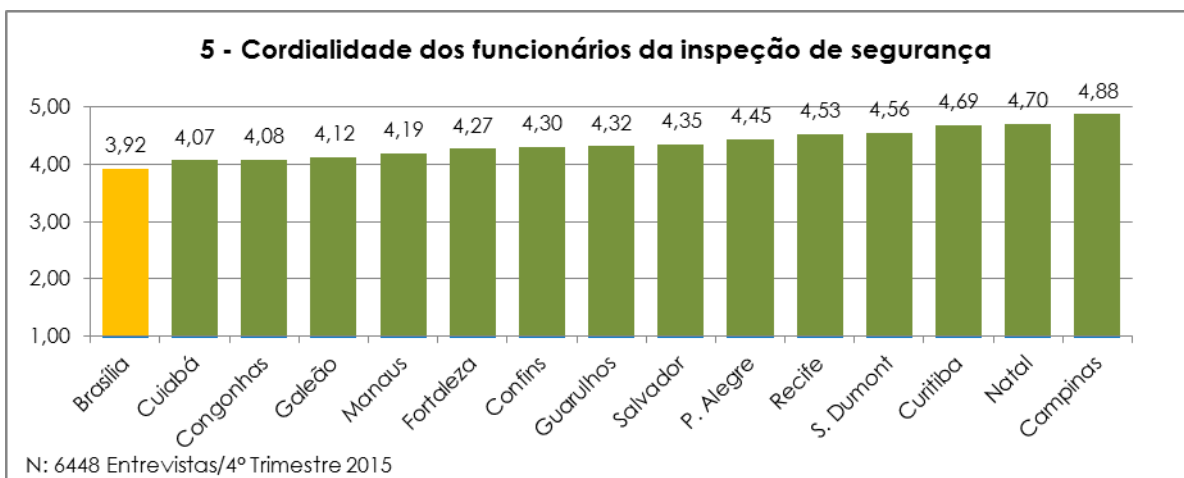
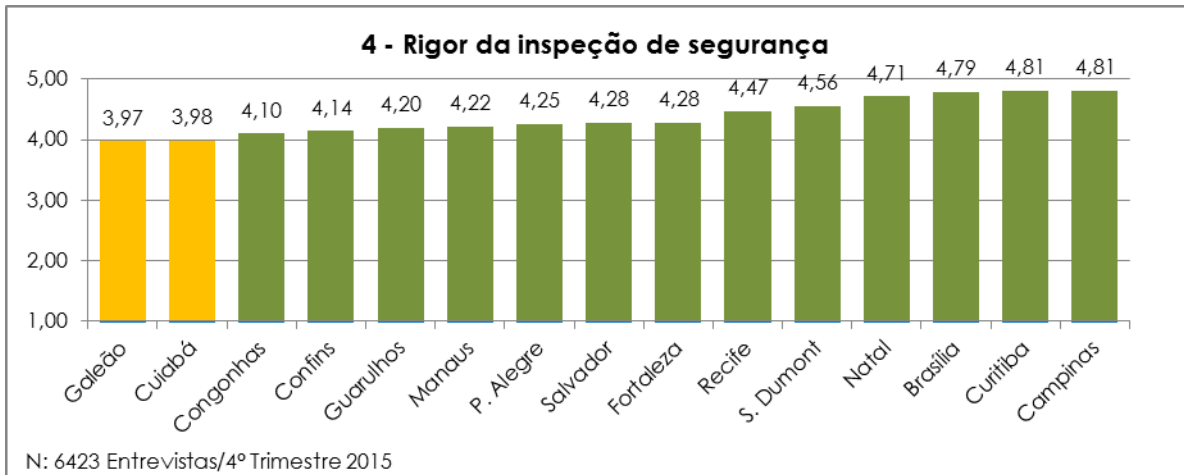
## 22 - Geral - Média geral dos Indicadores

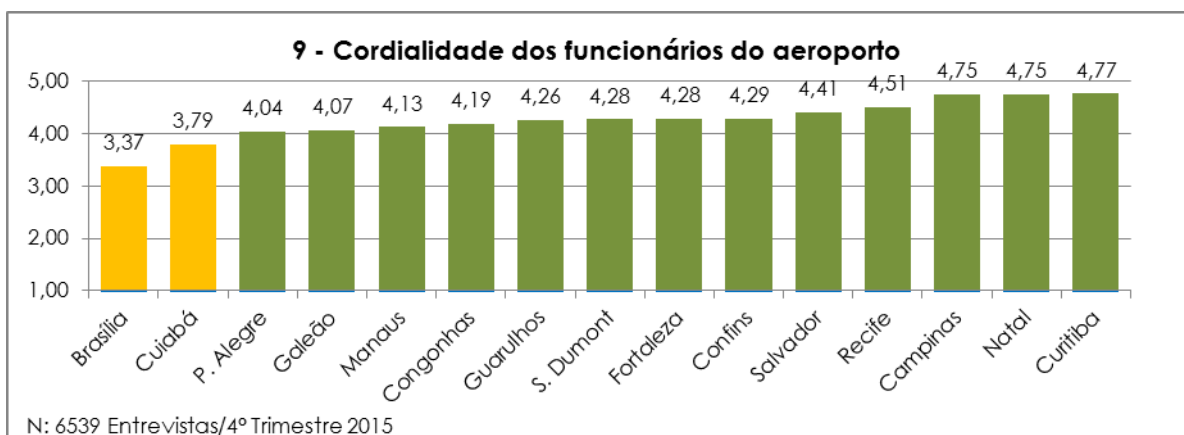
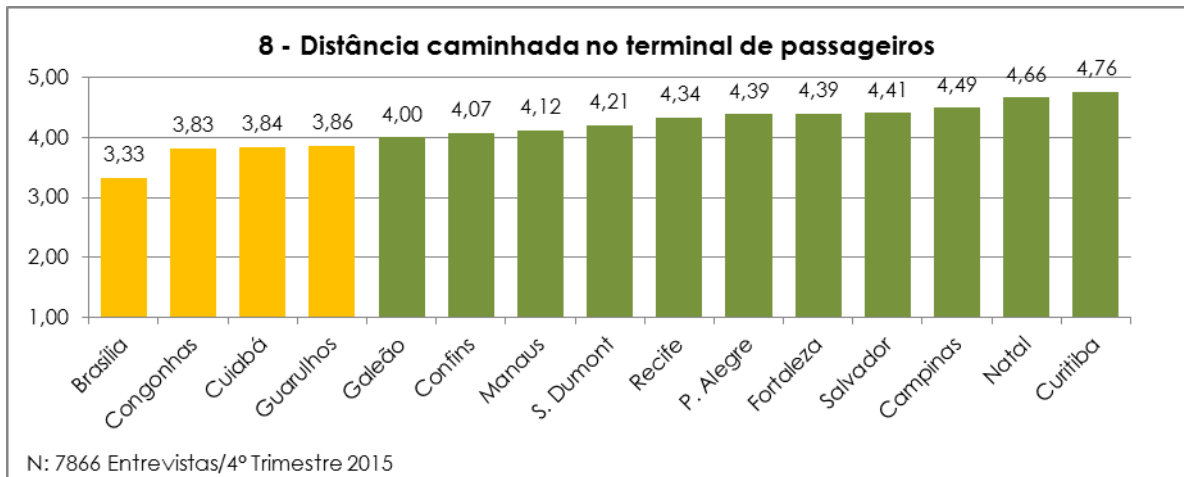
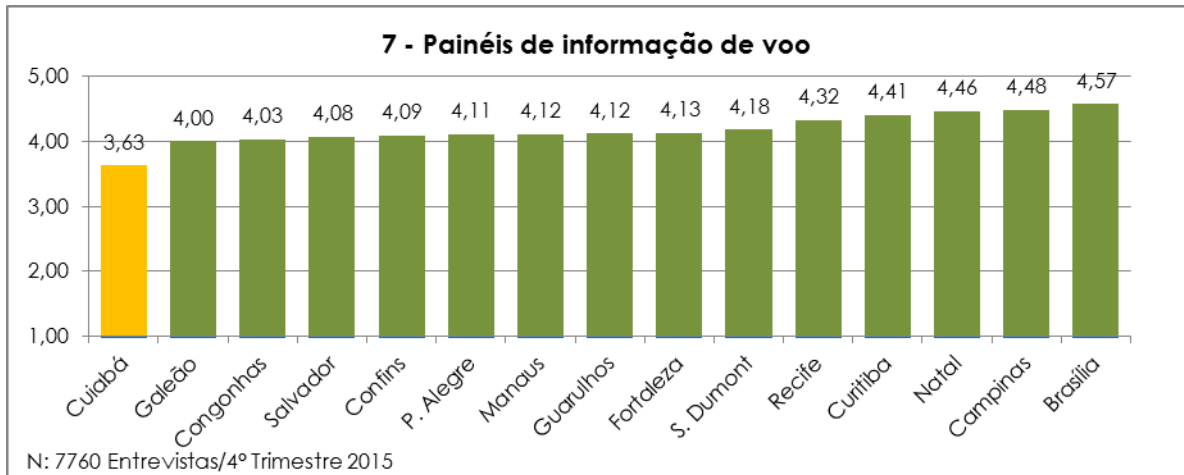


## 2.5 RESULTADOS CLASSIFICATÓRIOS POR INDICADOR

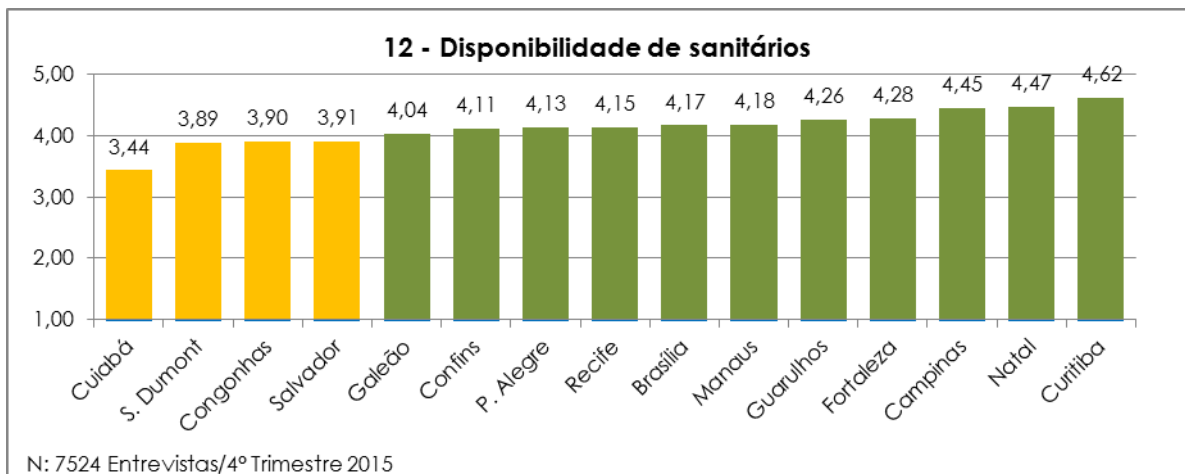
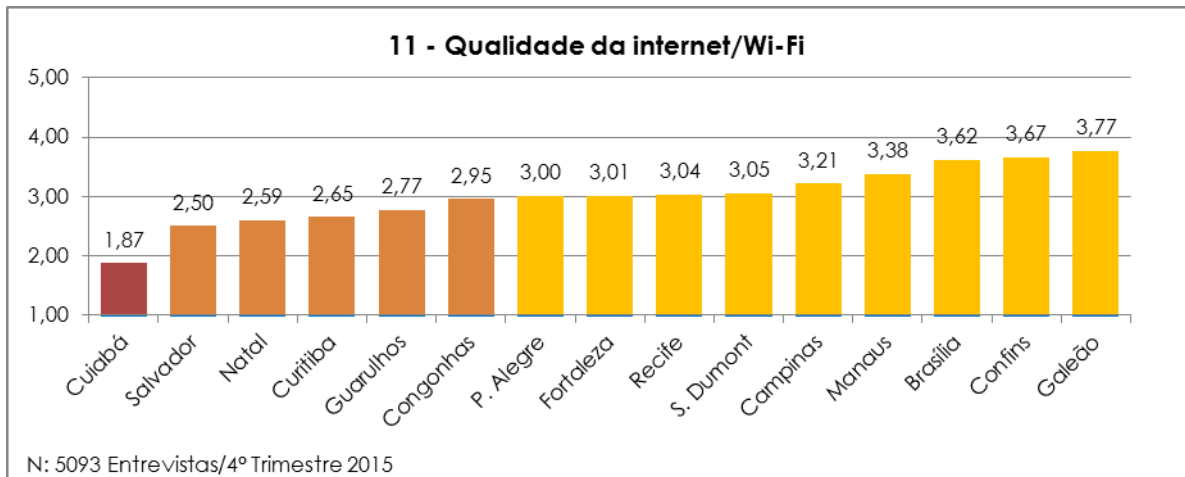
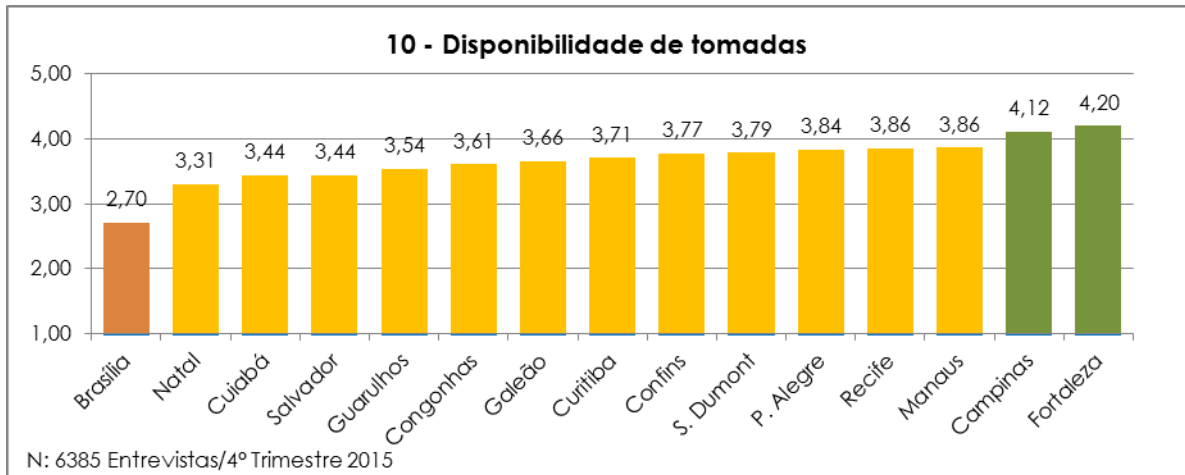
### 2.5.1. CLASSIFICAÇÃO POR INDICADOR DE PERCEPÇÃO DO PASSAGEIRO

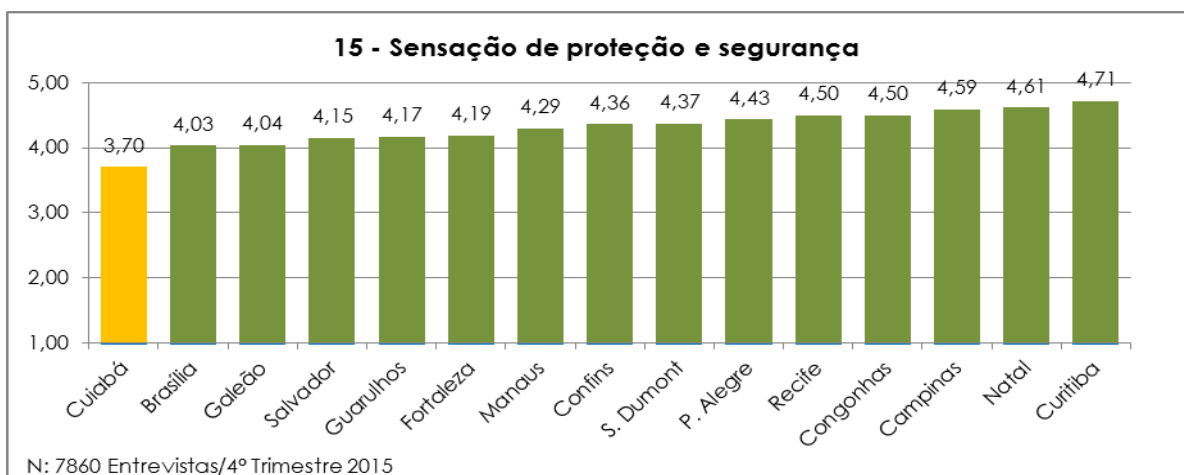
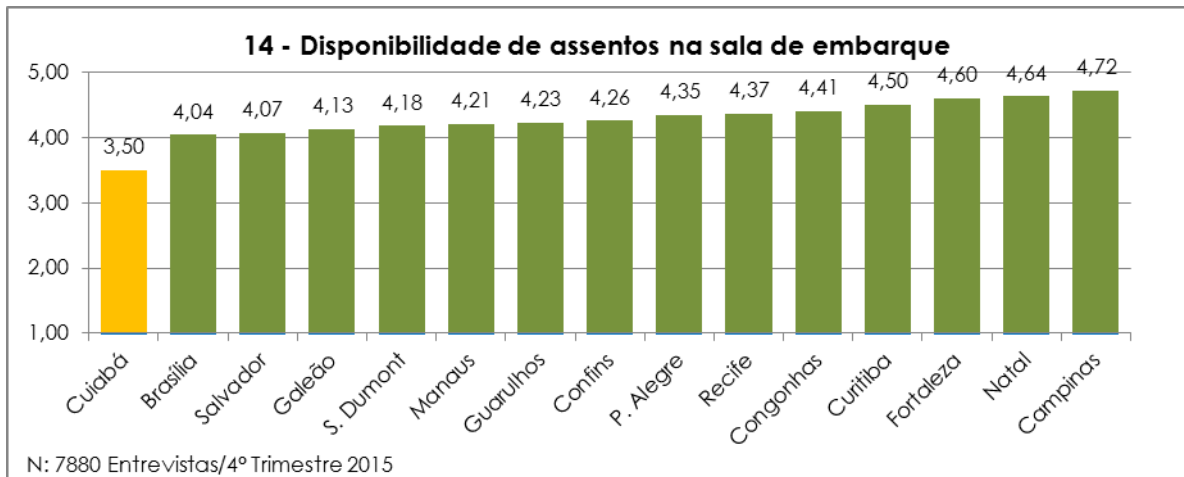
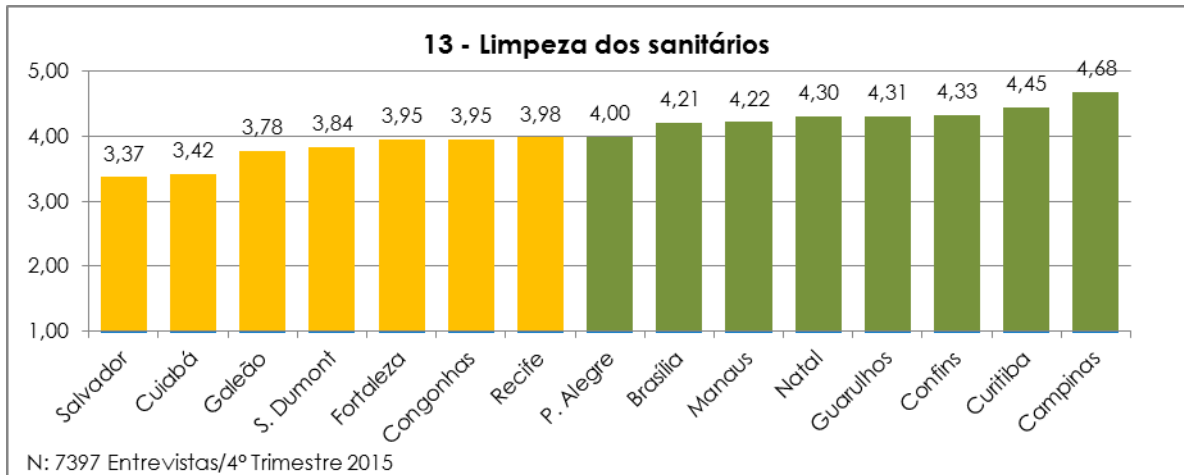


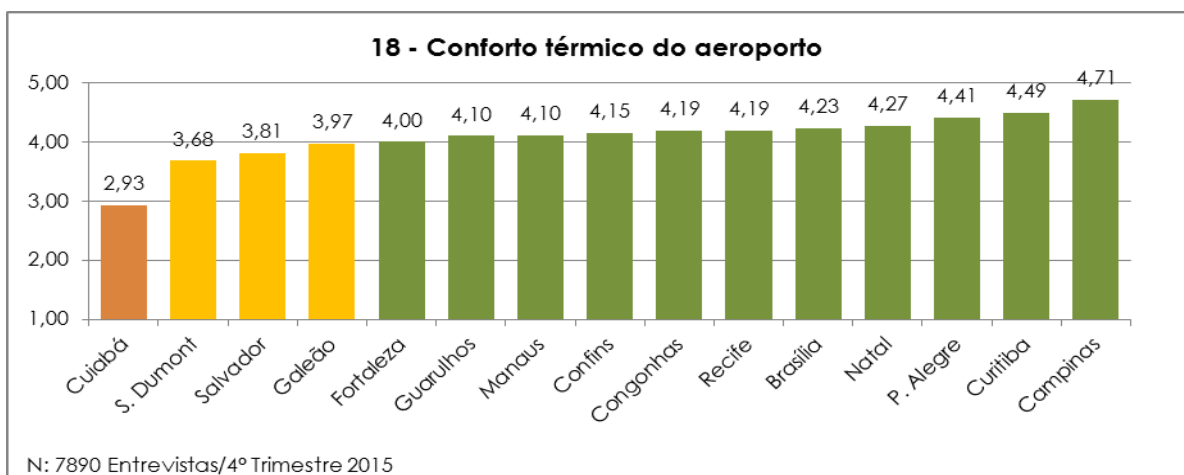
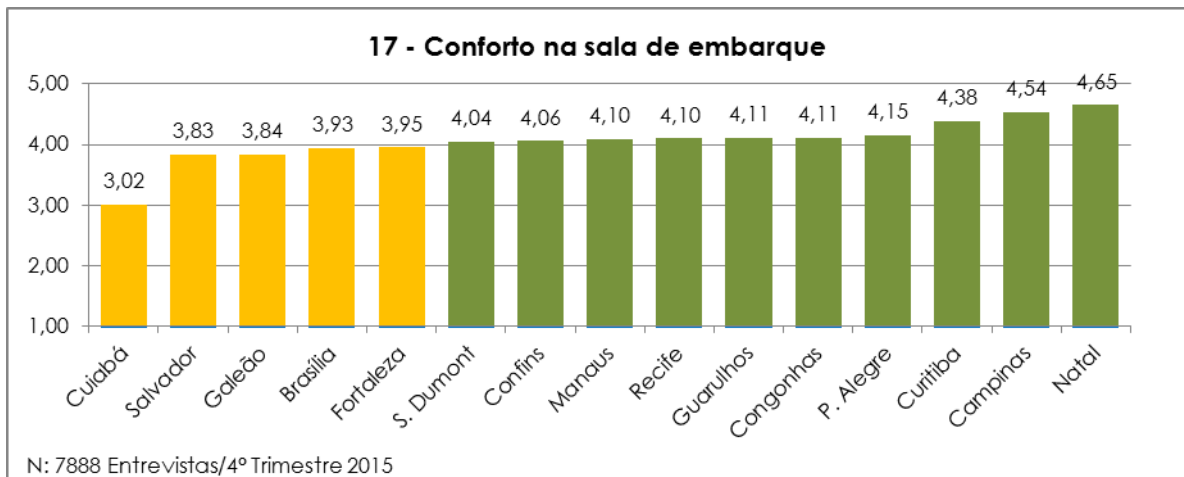
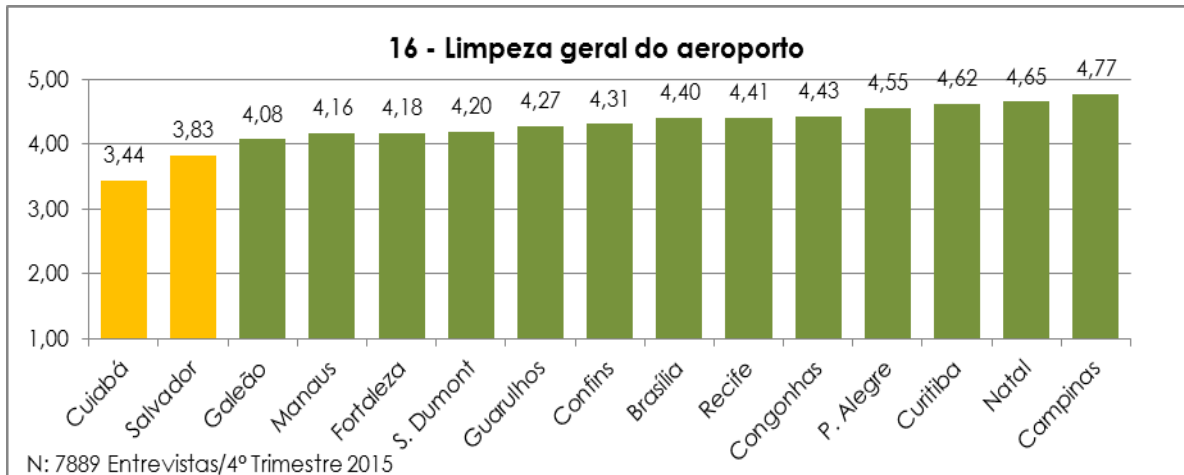


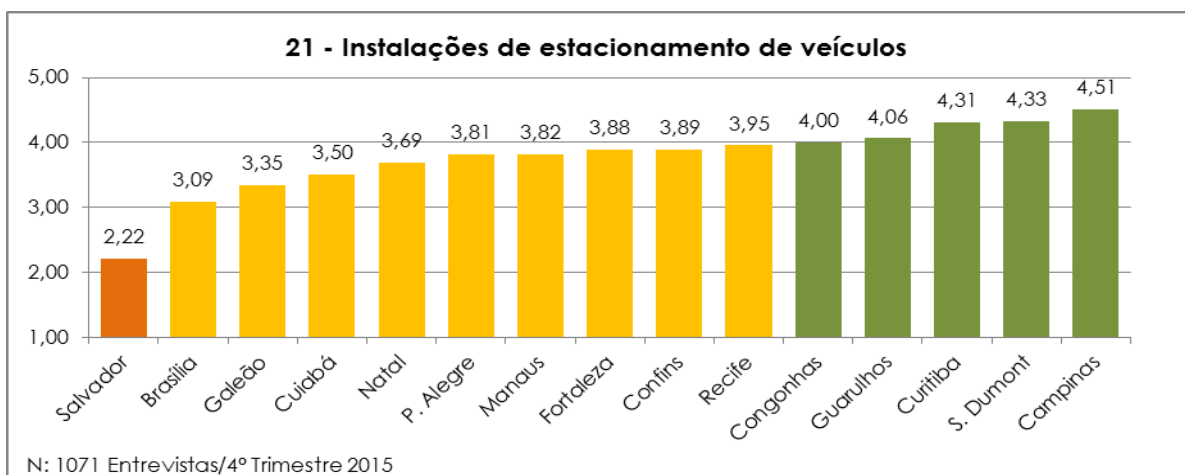
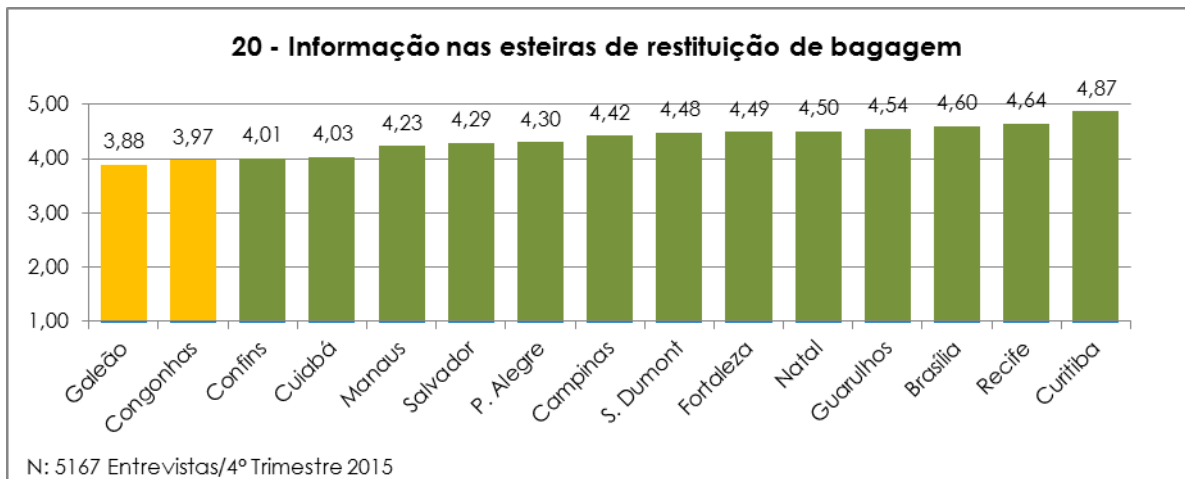
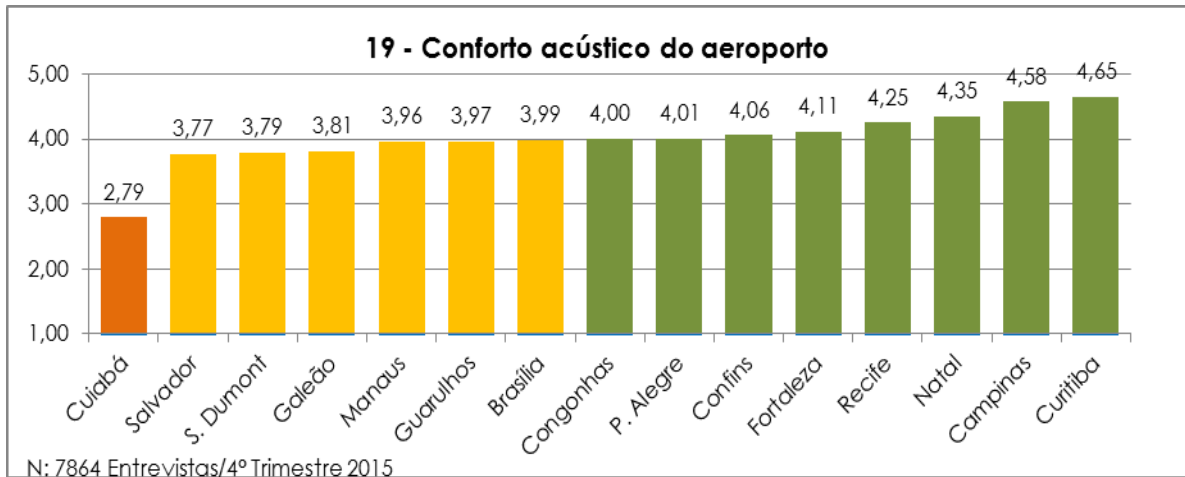


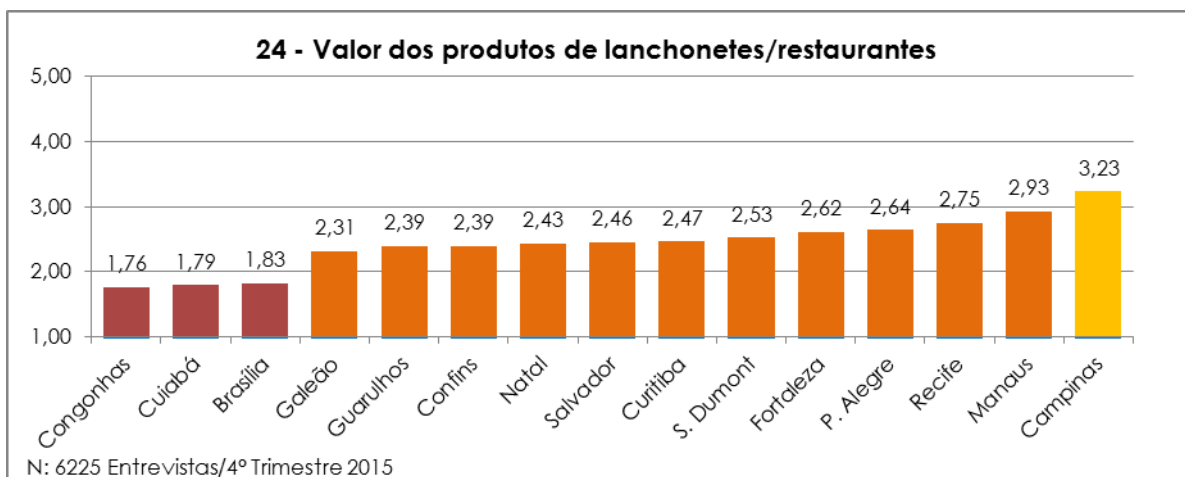
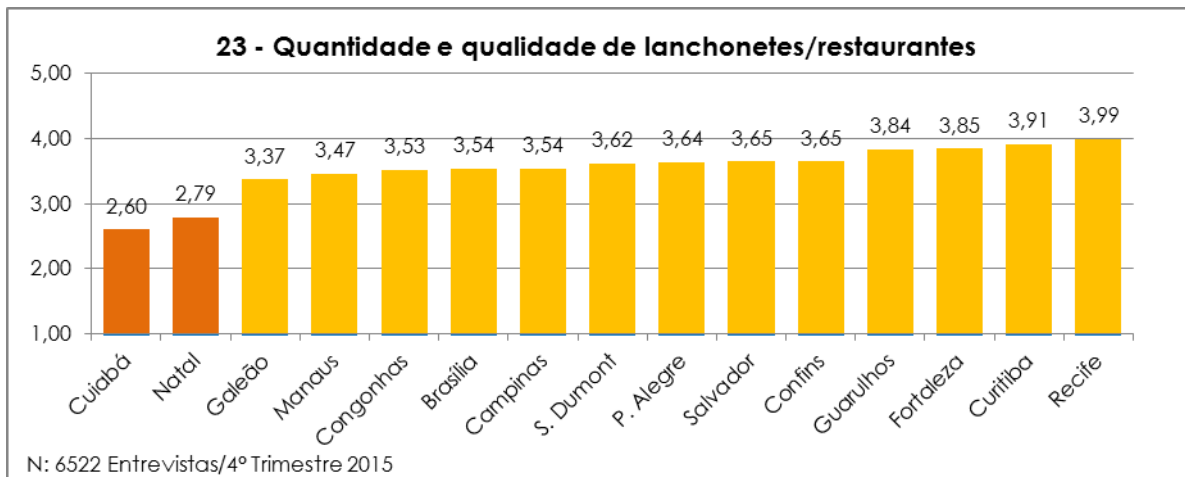
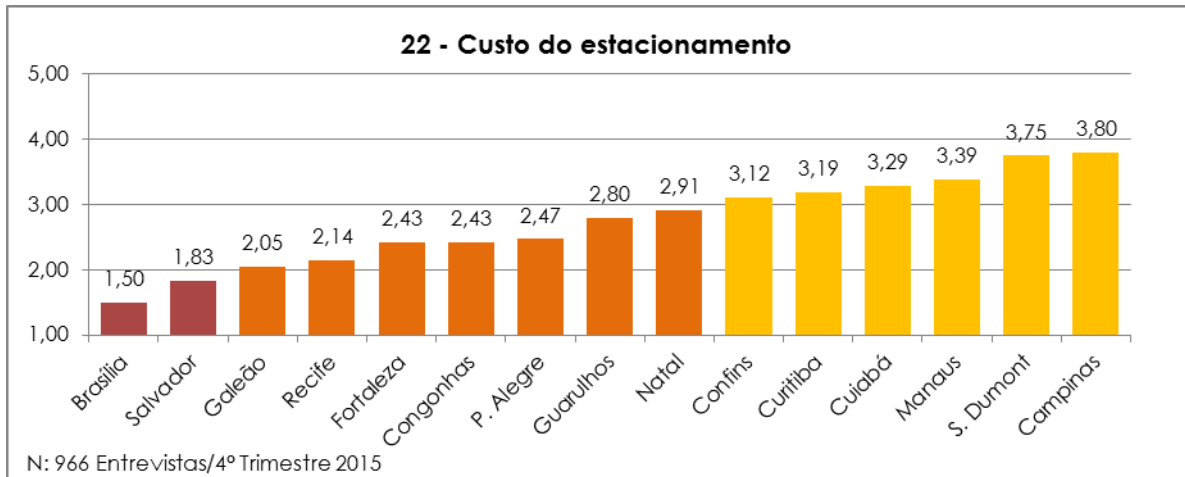


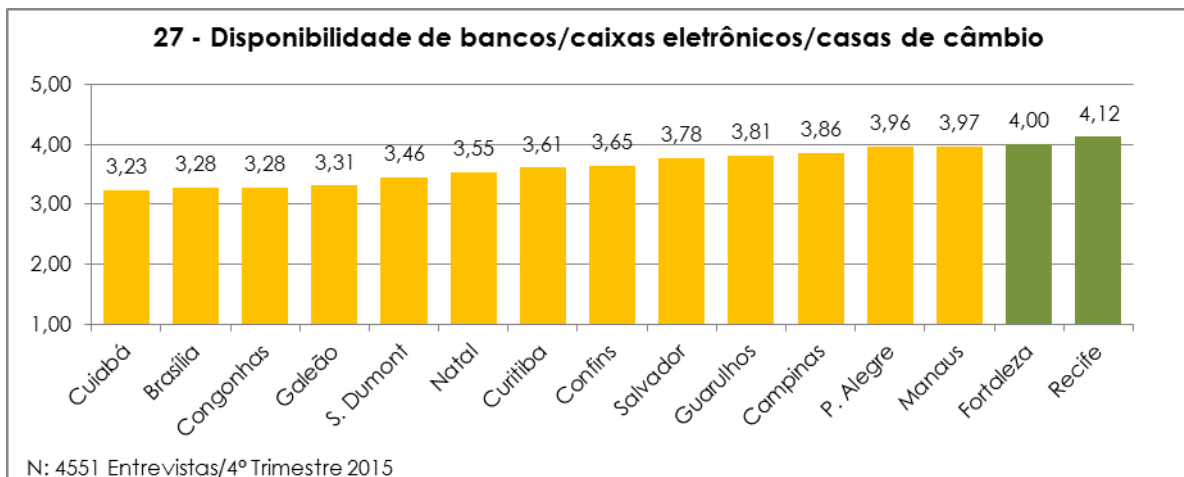
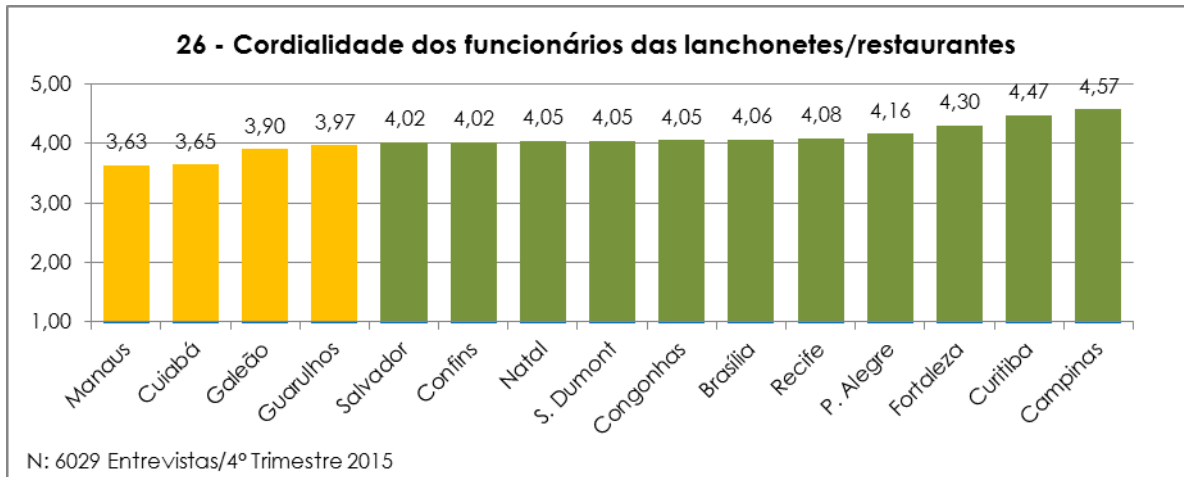
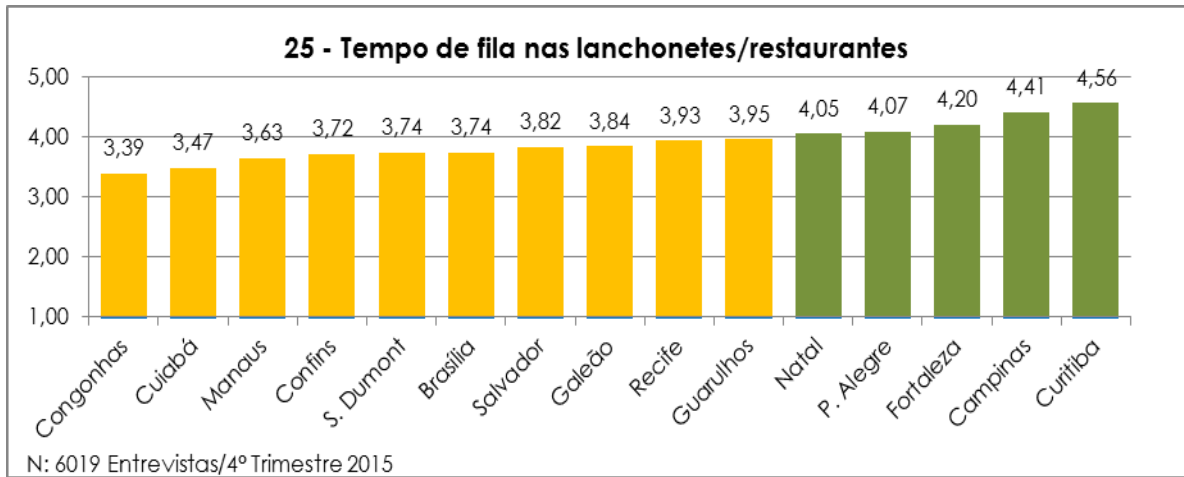


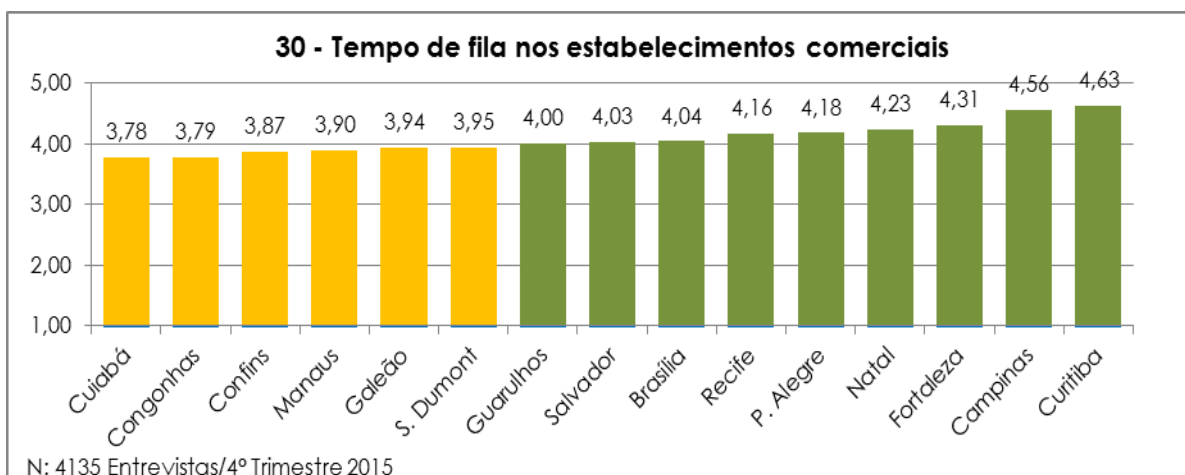
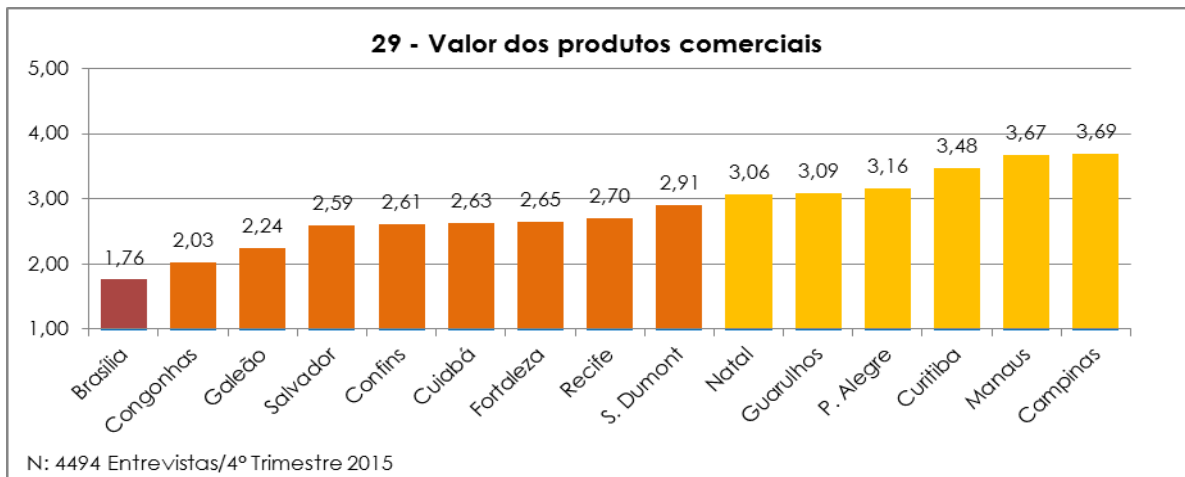
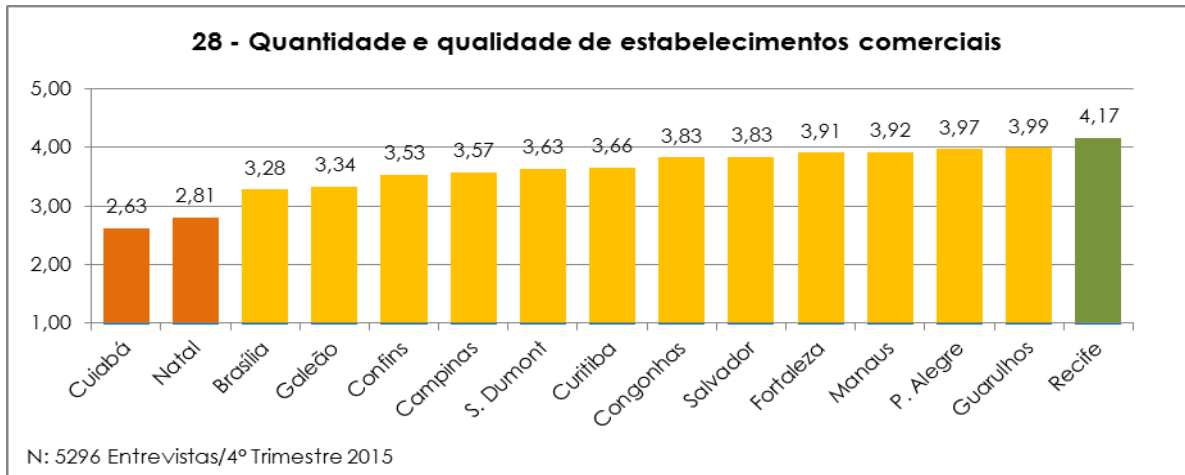


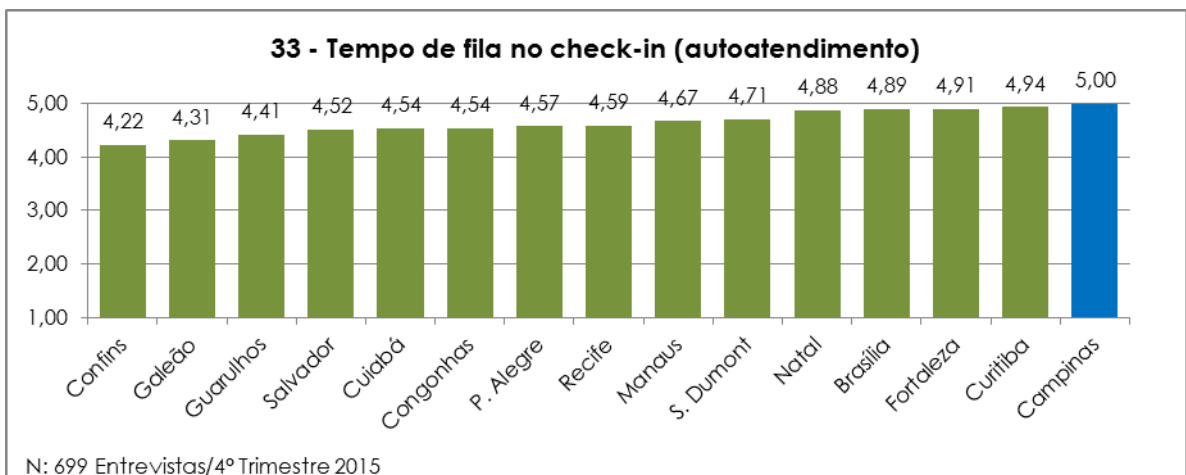
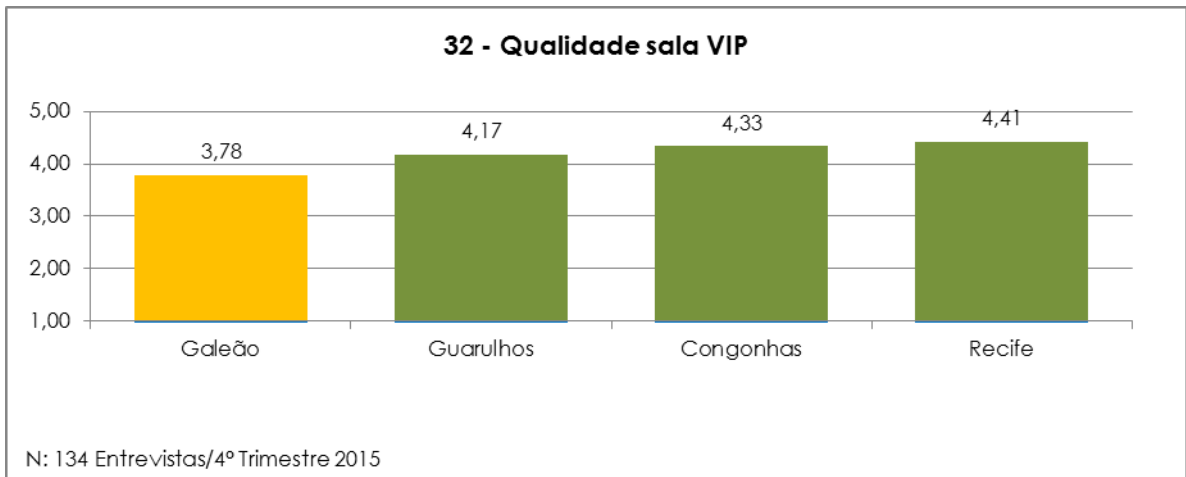
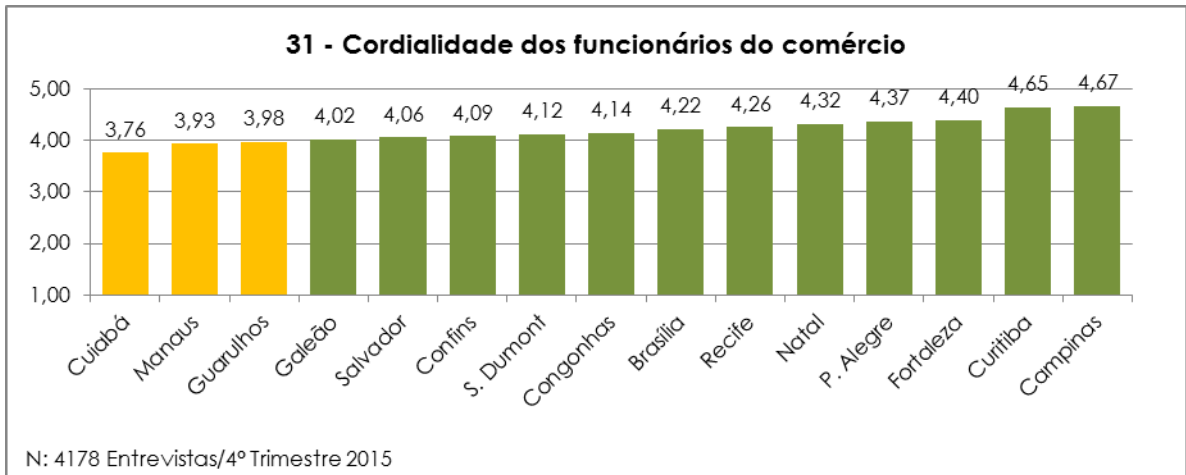




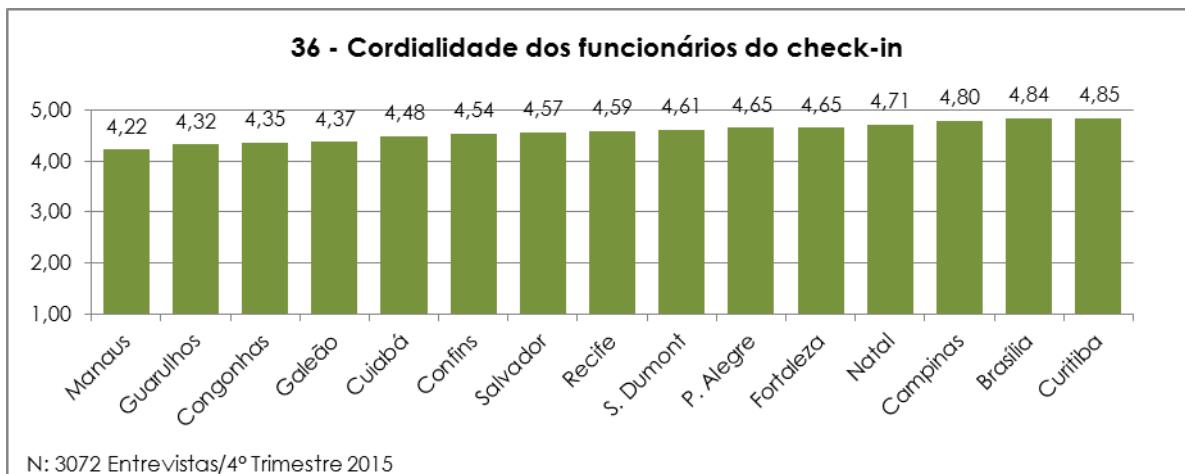
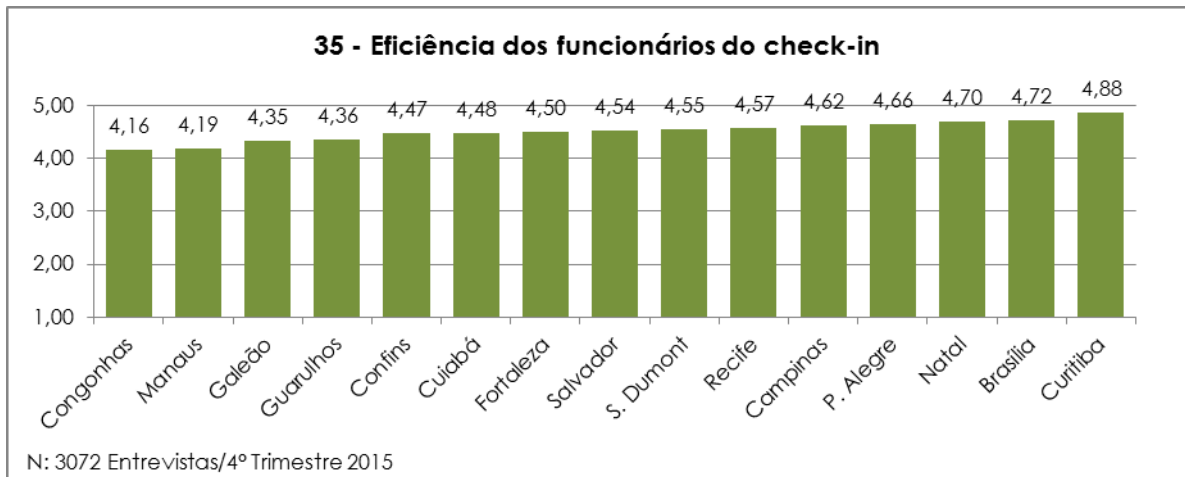
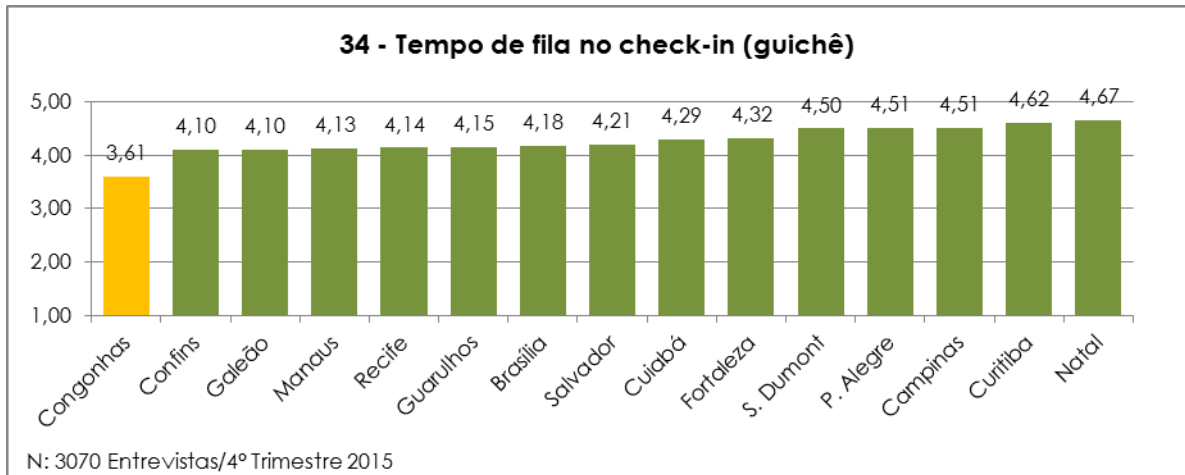


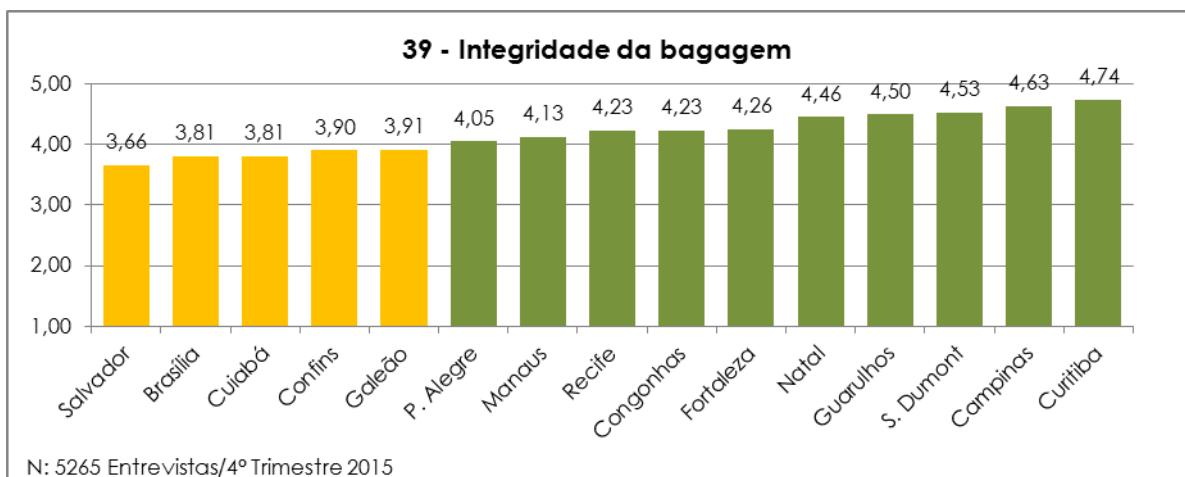
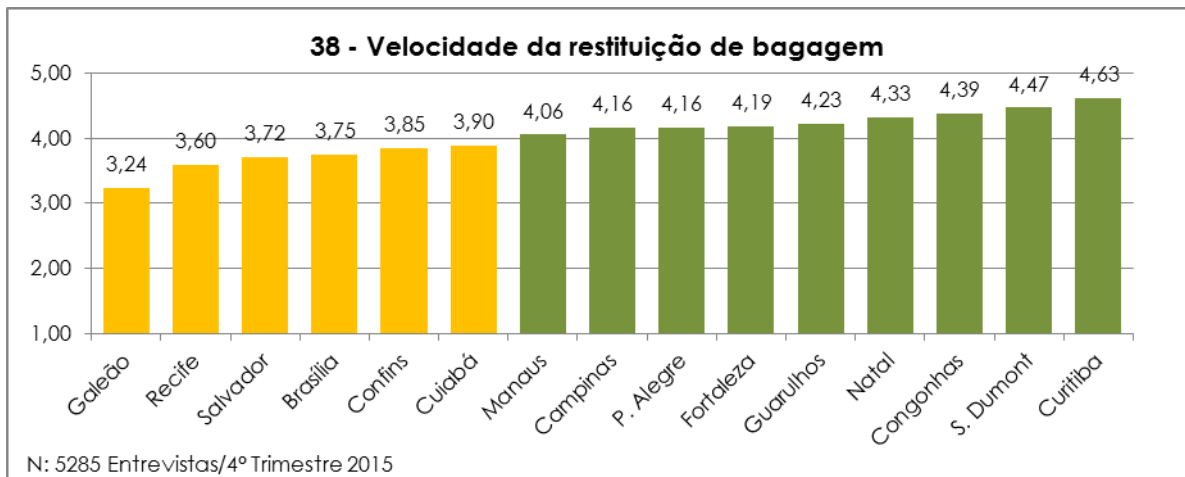
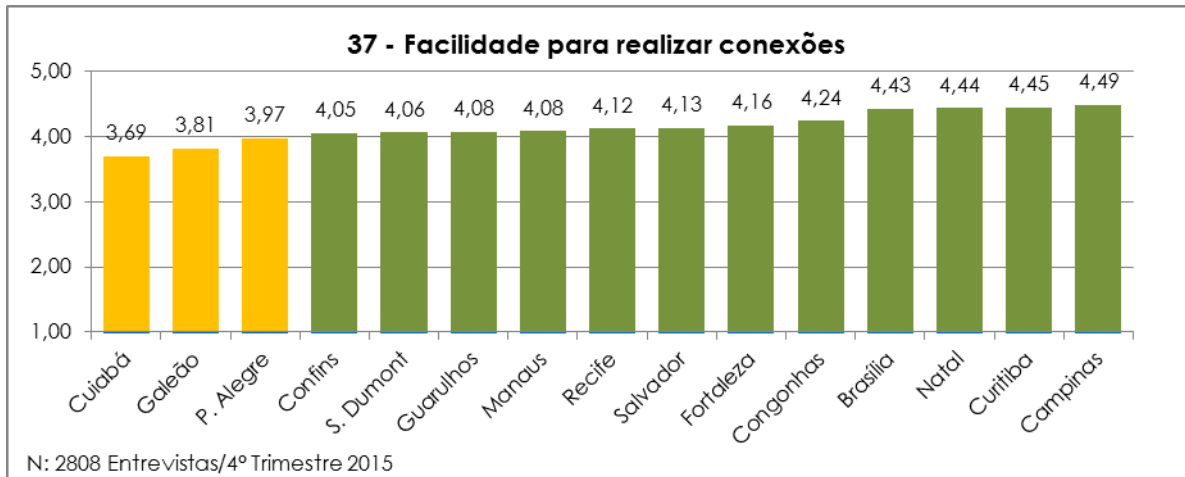


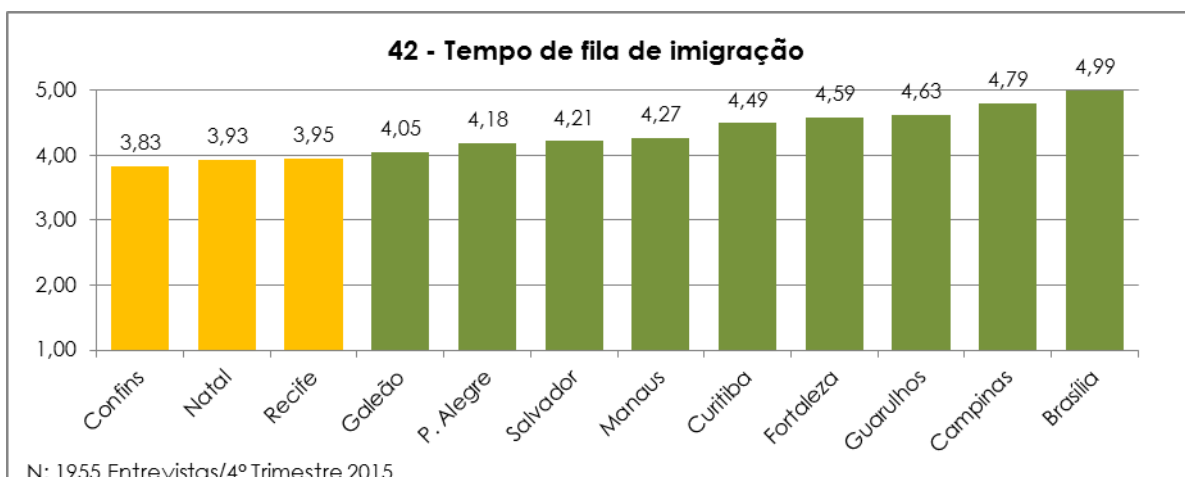
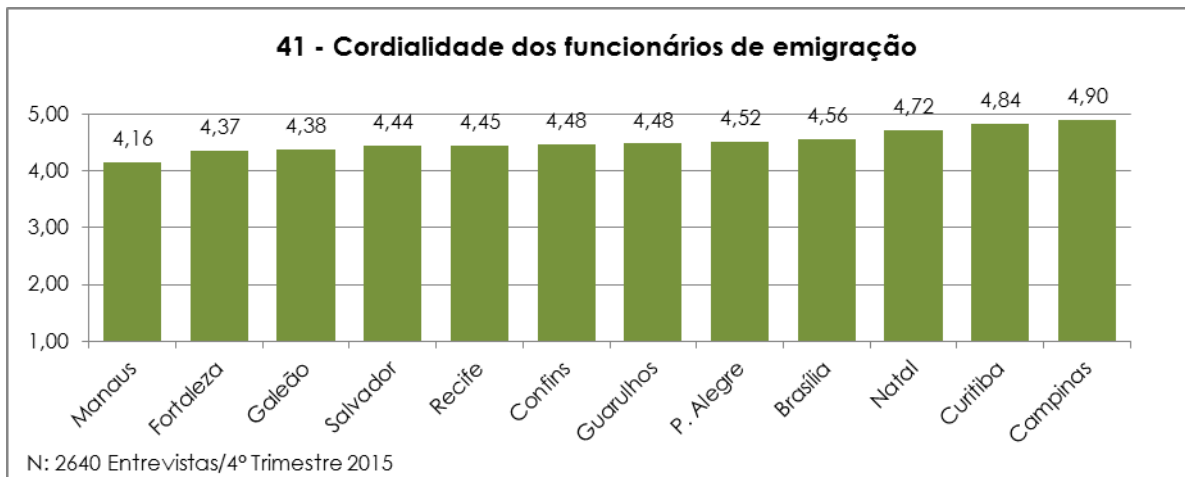
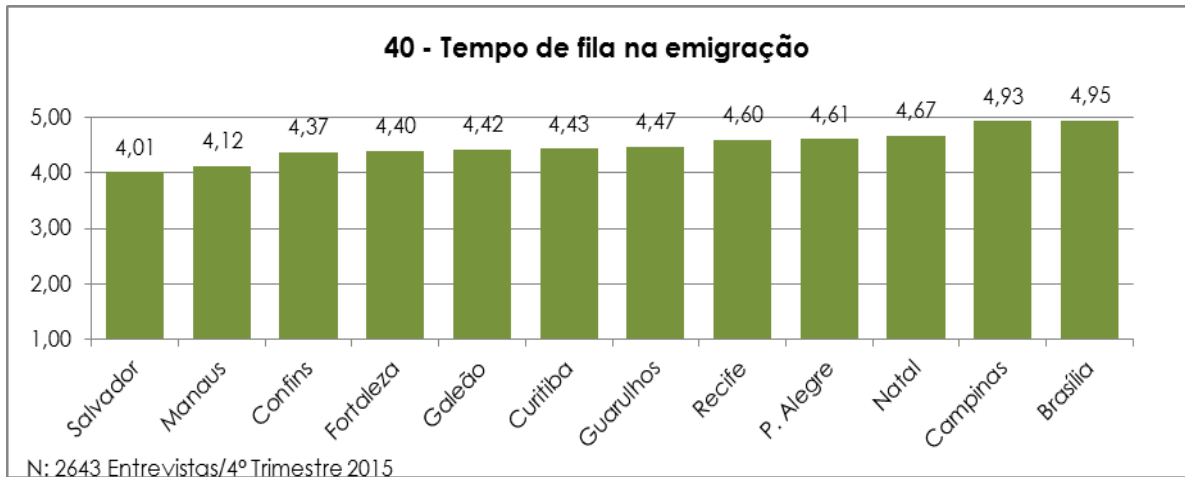


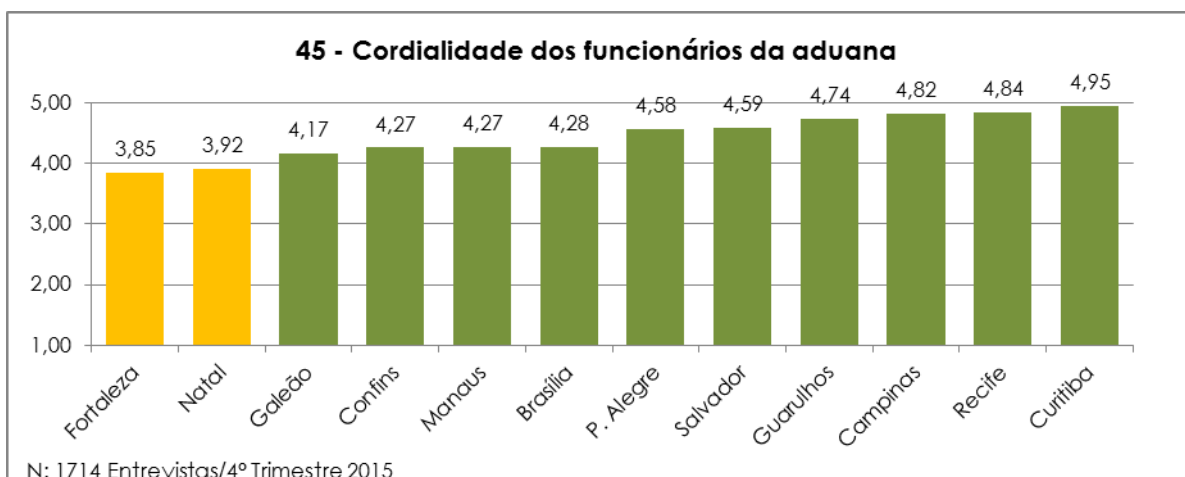
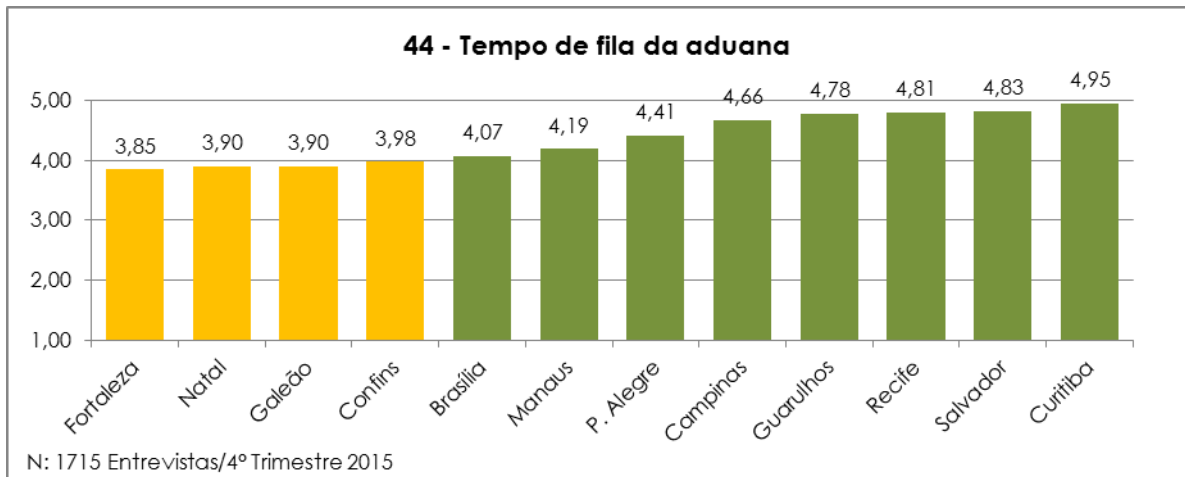
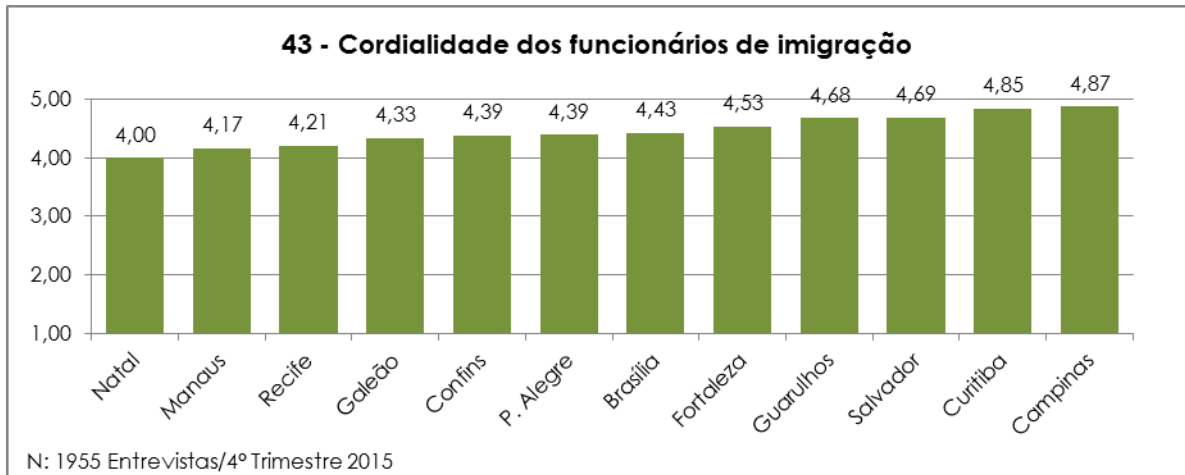


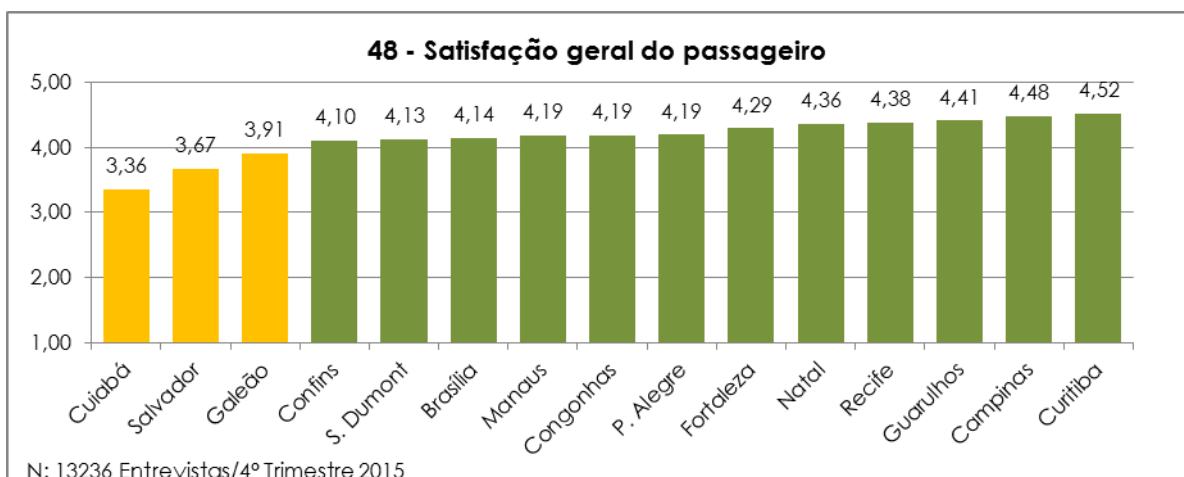
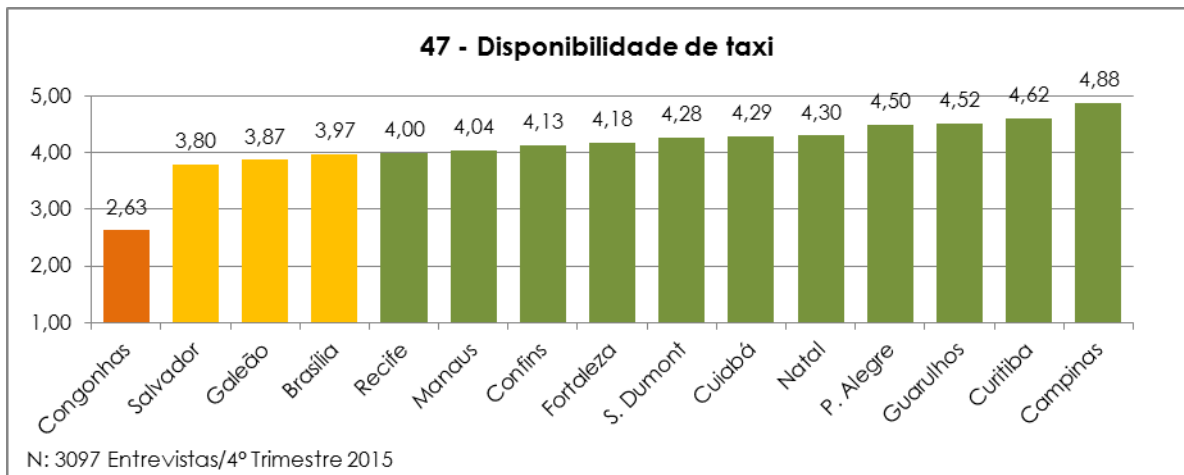
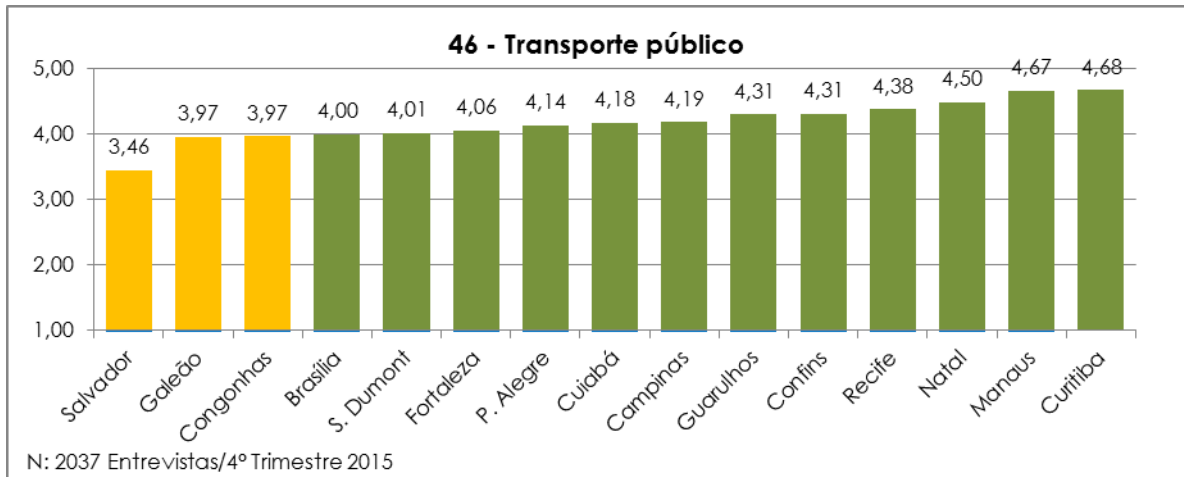




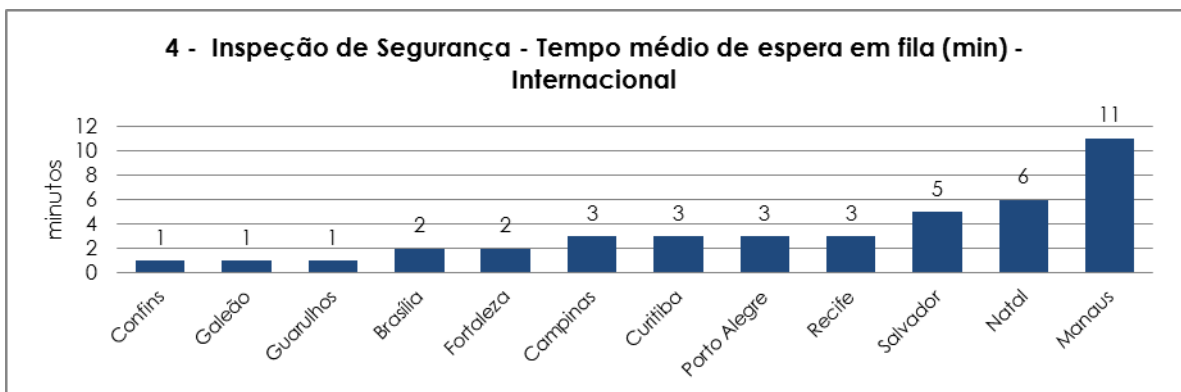
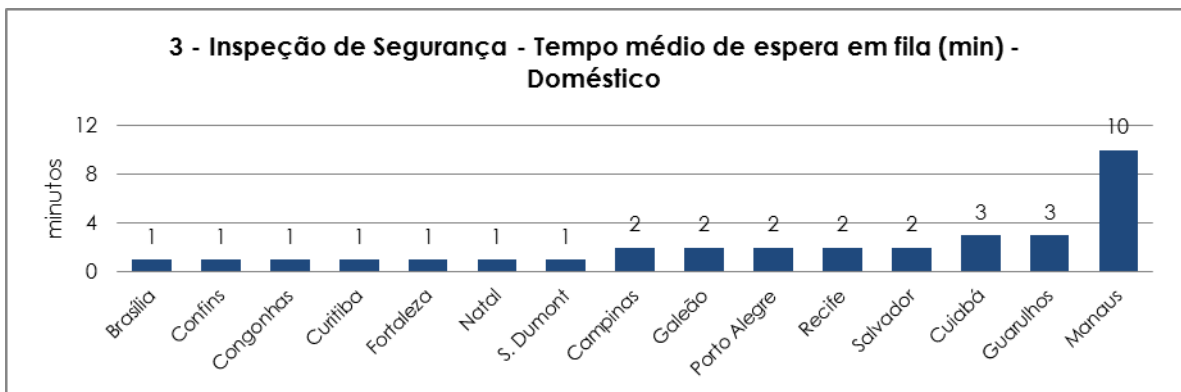
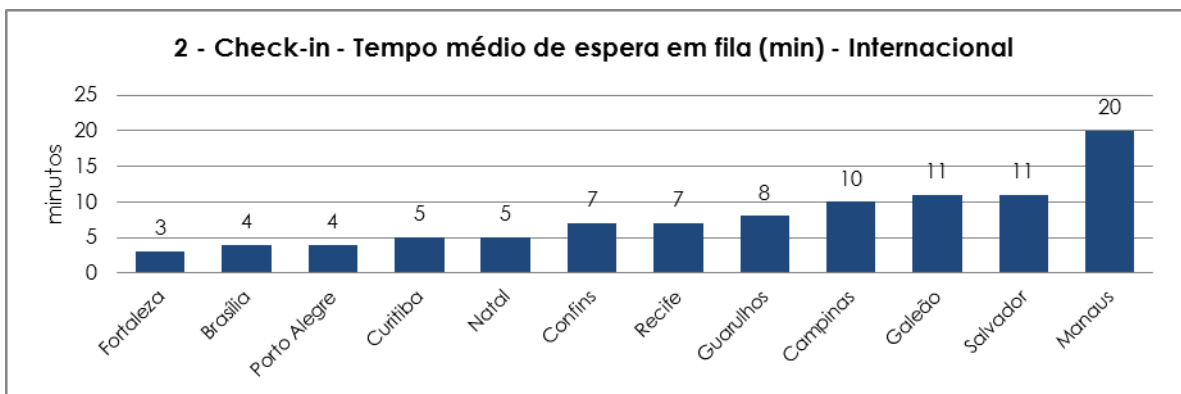
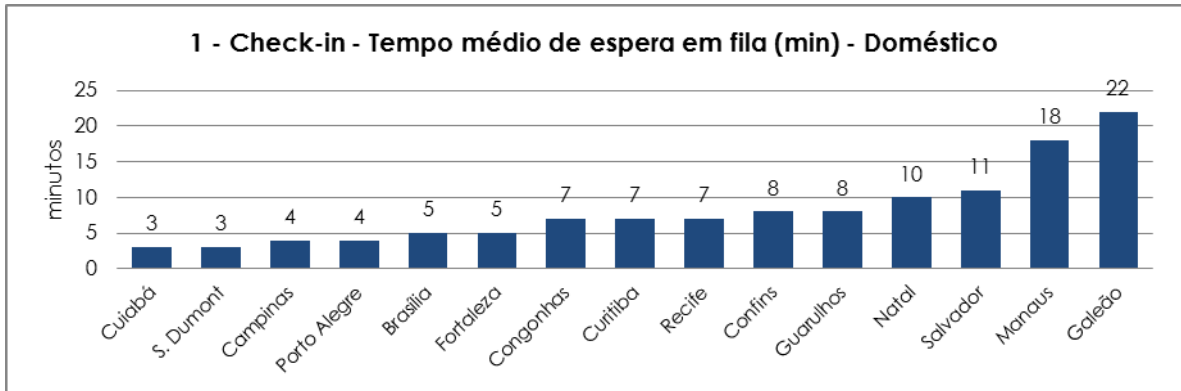


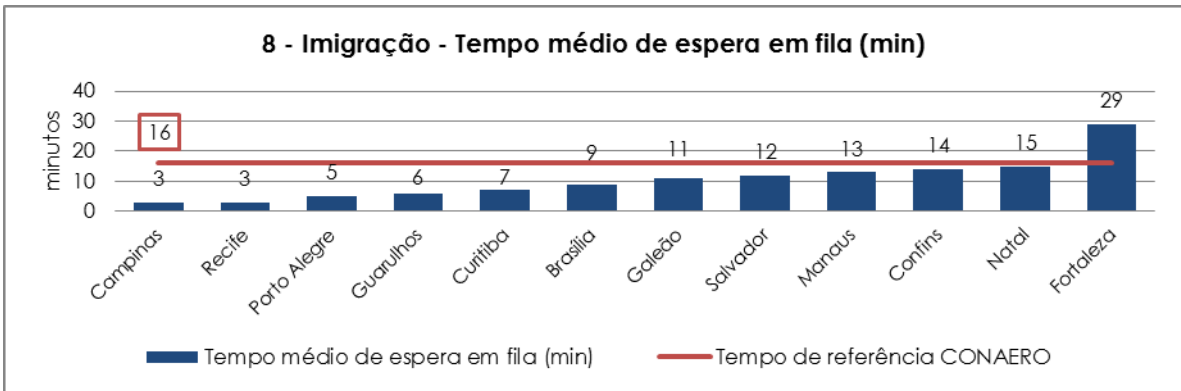
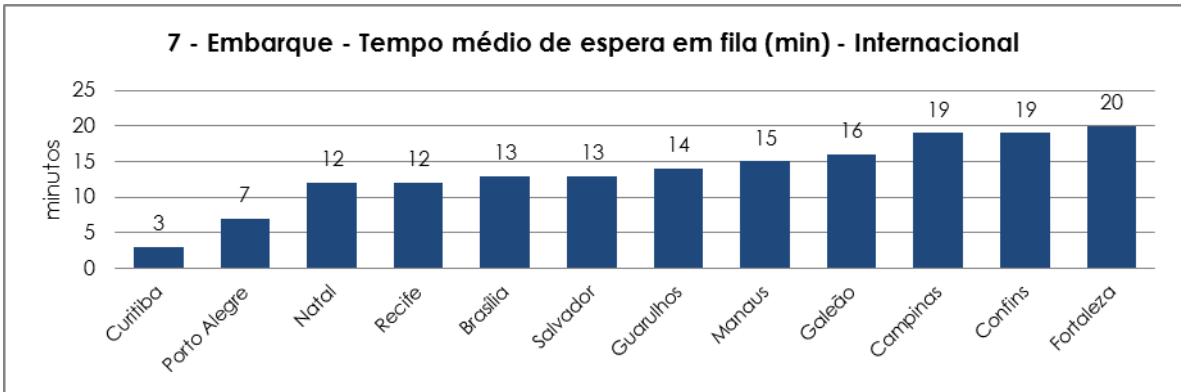
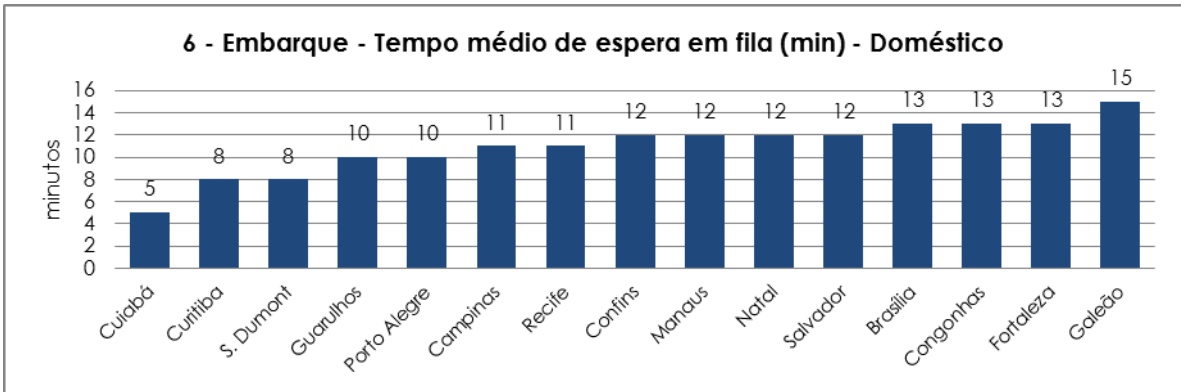
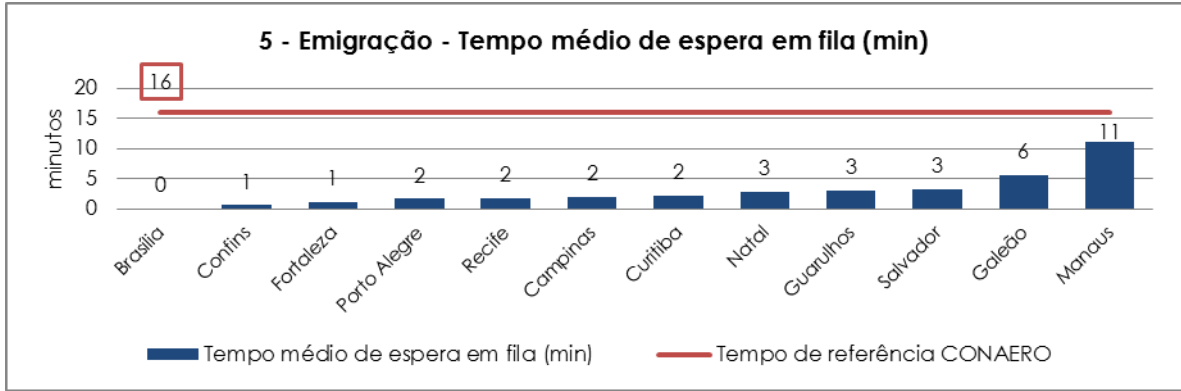


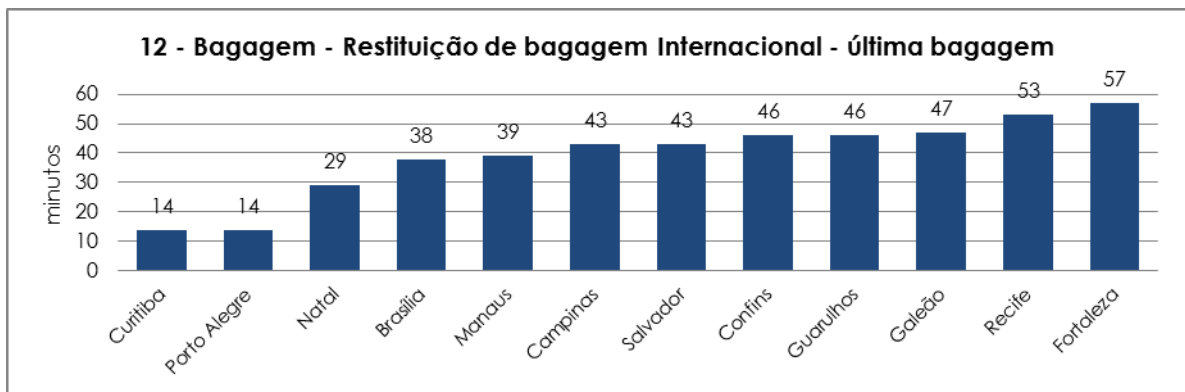
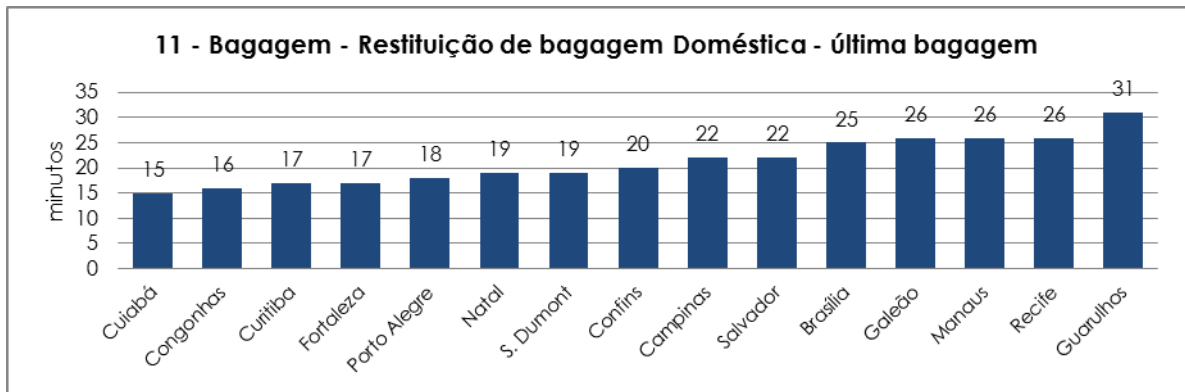
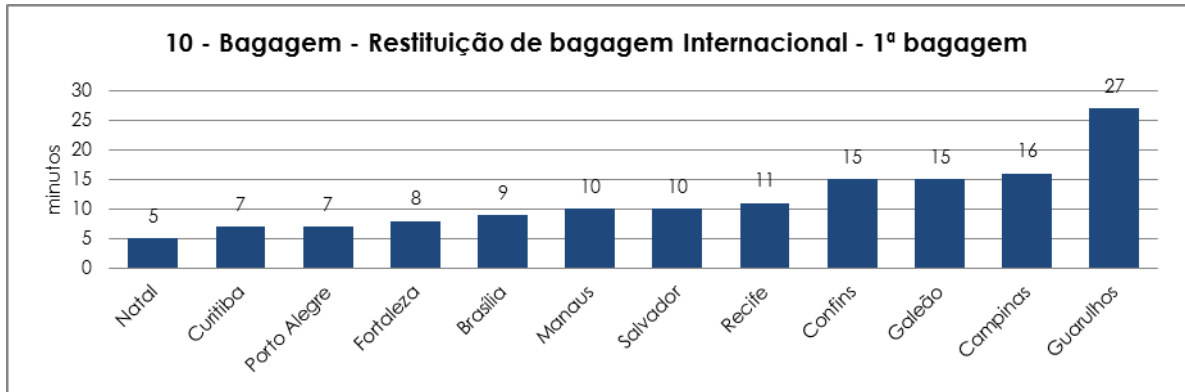
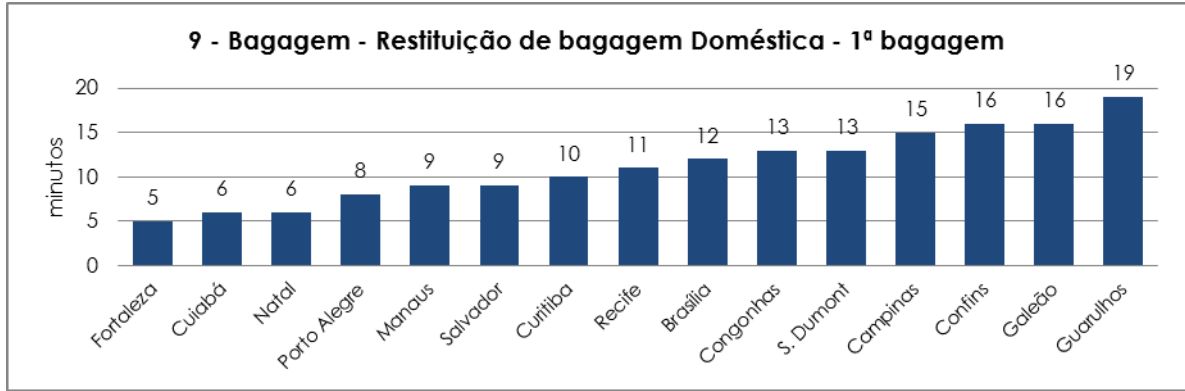




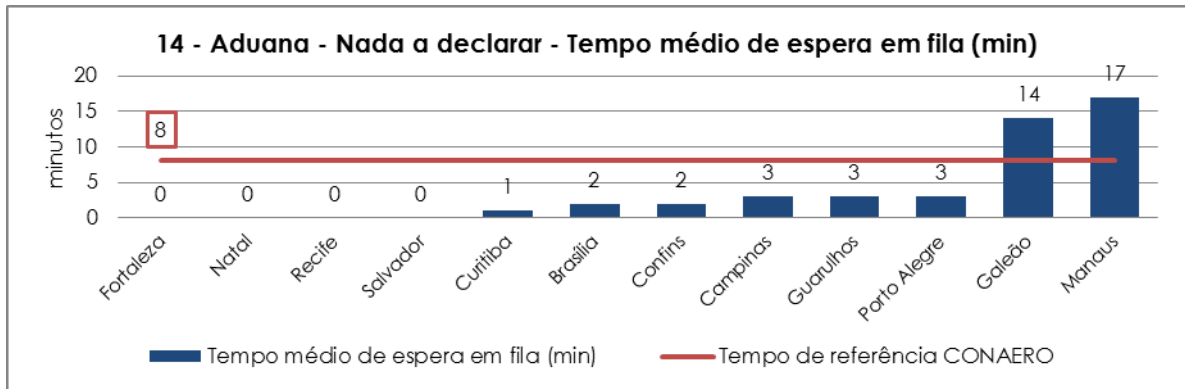
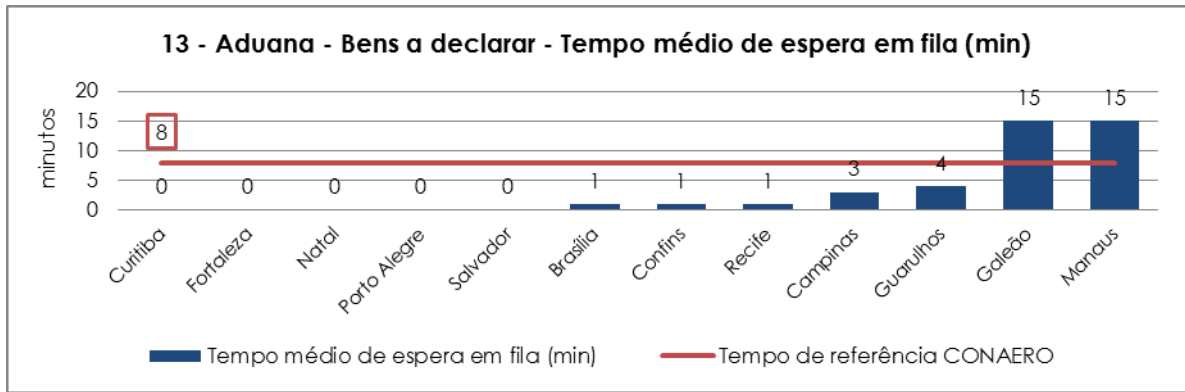
## 2.5.2. CLASSIFICAÇÃO POR INDICADOR DE TEMPO





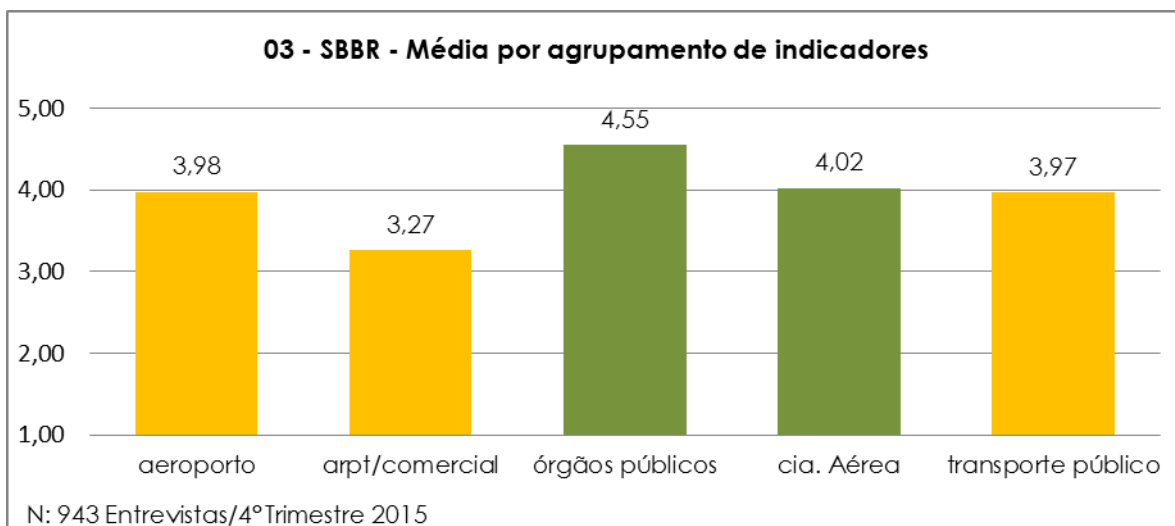
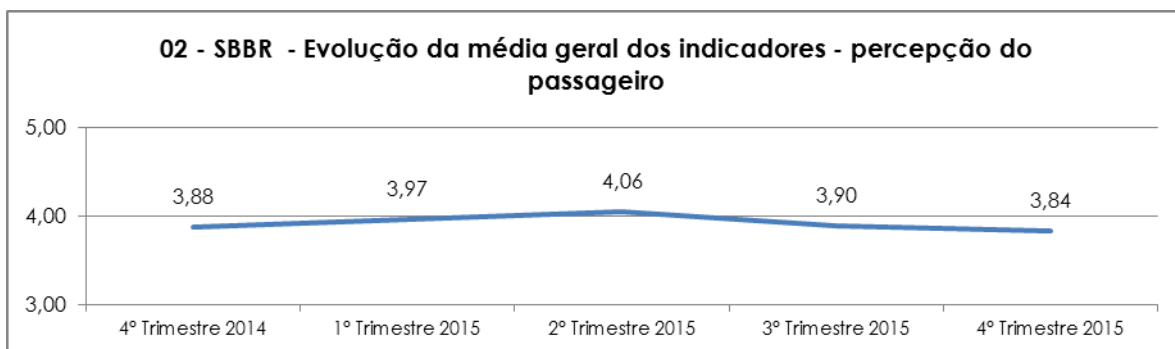
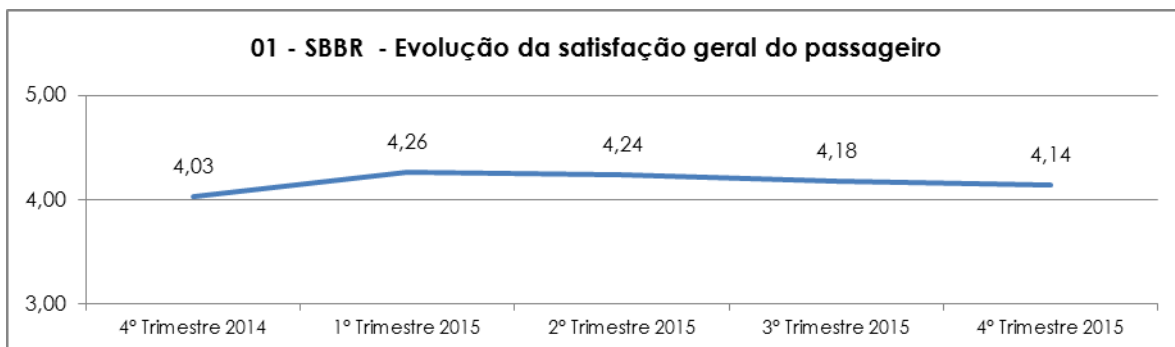


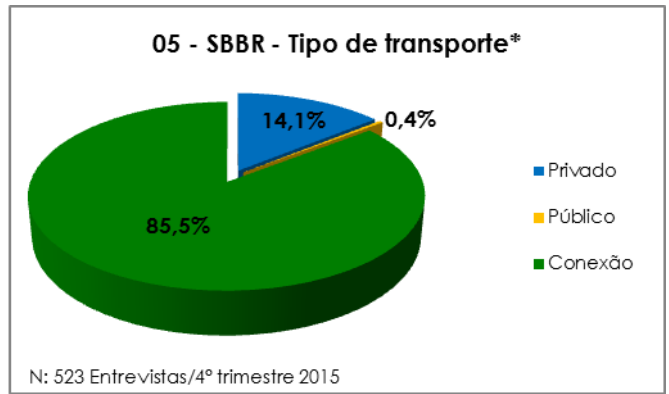
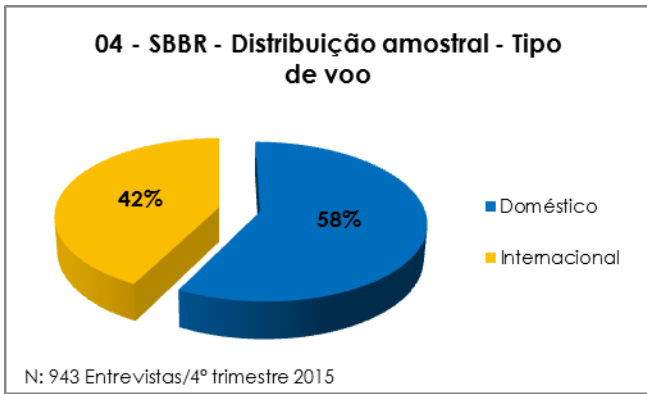




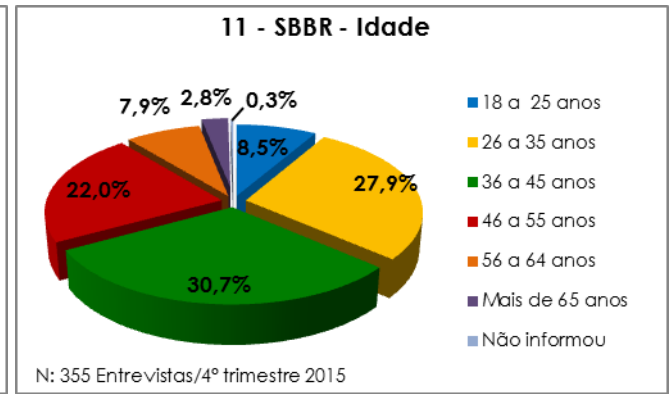
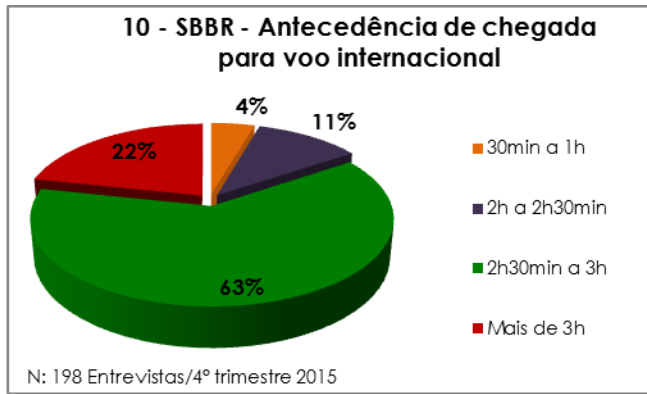
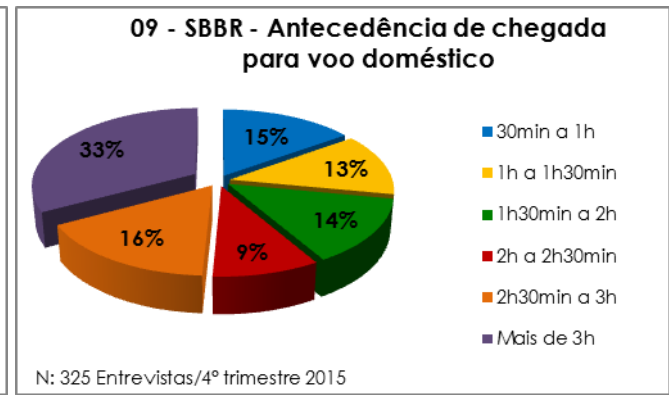
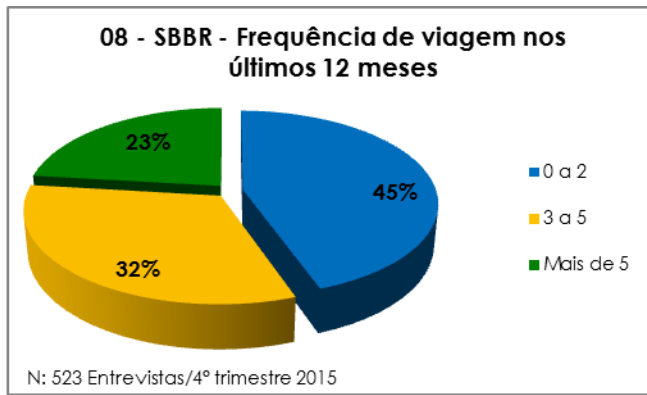
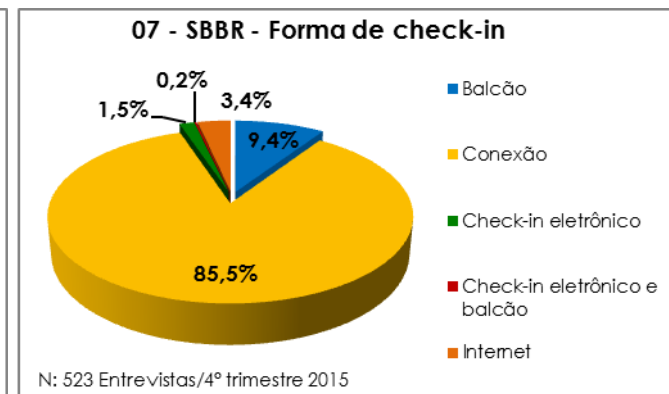
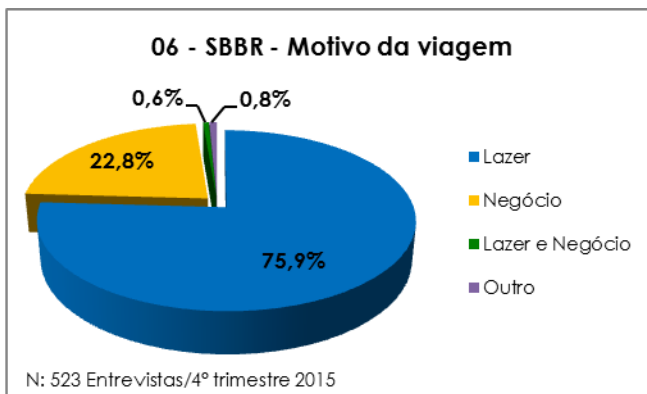
### 3 RESULTADOS POR AEROPORTO

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

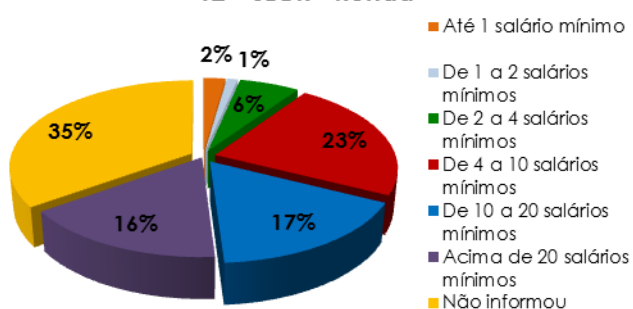




\* - Todos os usuários de transporte público utilizaram taxi como meio de transporte para o aeroporto

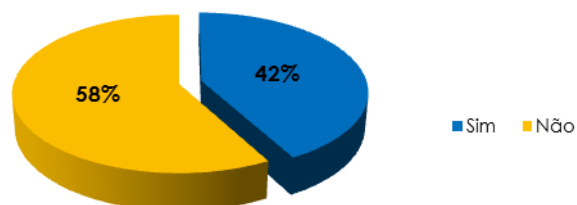


### 12 - SBBR - Renda



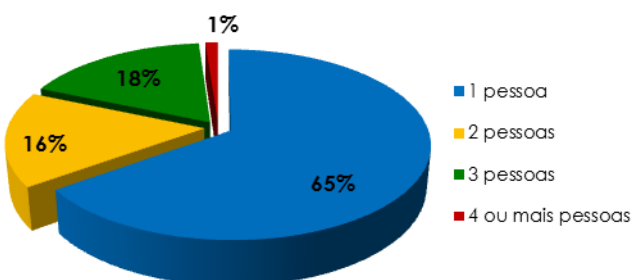
N: 355 Entrevistas/4º trimestre 2015

### 13 - SBBR - Viajando sozinho



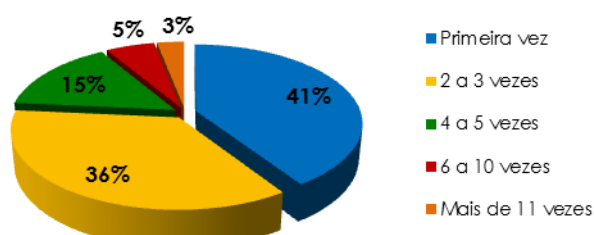
N: 523 Entrevistas/4º trimestre 2015

### 14 - SBBR - Número de acompanhantes



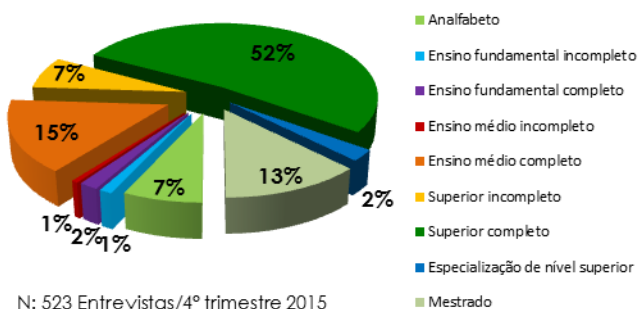
N: 86 Entrevistas/4º trimestre 2015

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



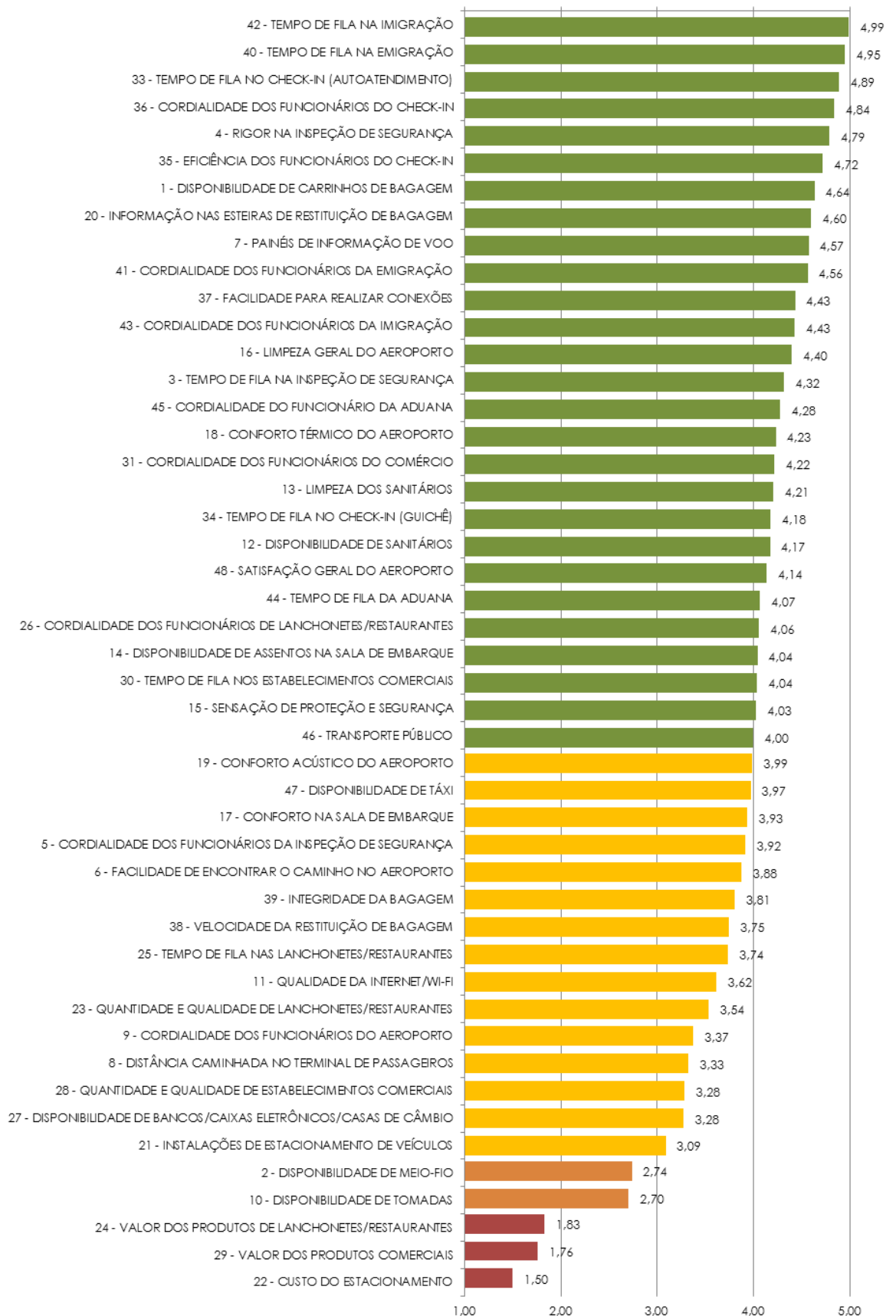
N: 523 Entrevistas/4º trimestre 2015

### 16 - SBBR - Escolaridade do Entrevistado

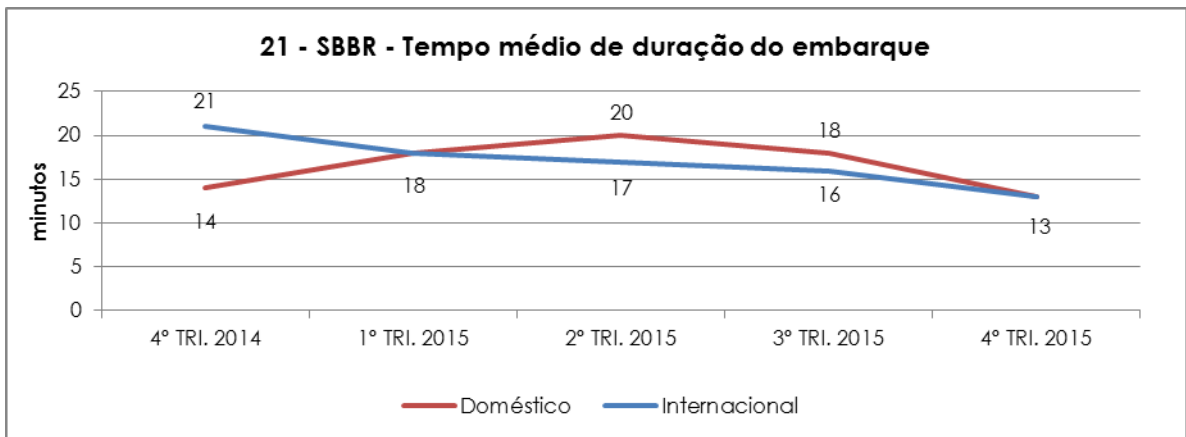
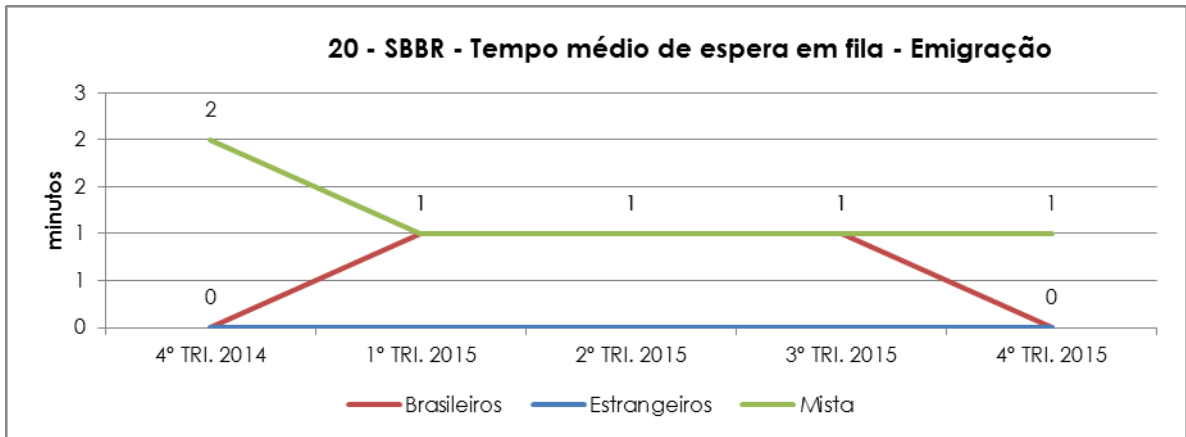
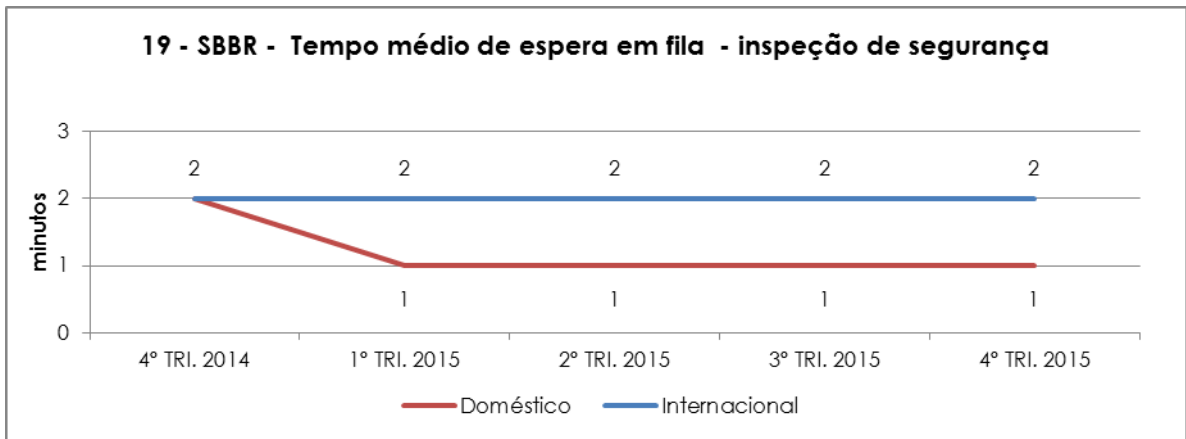
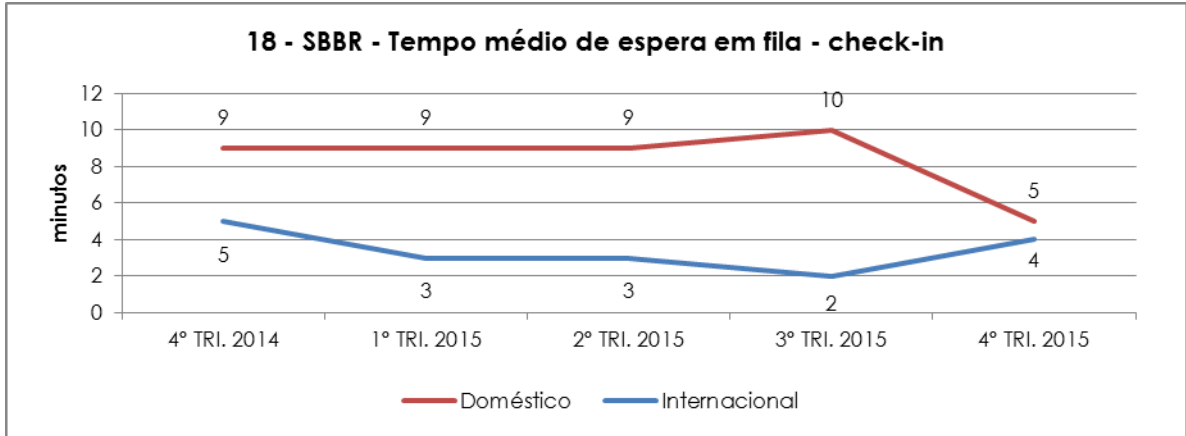


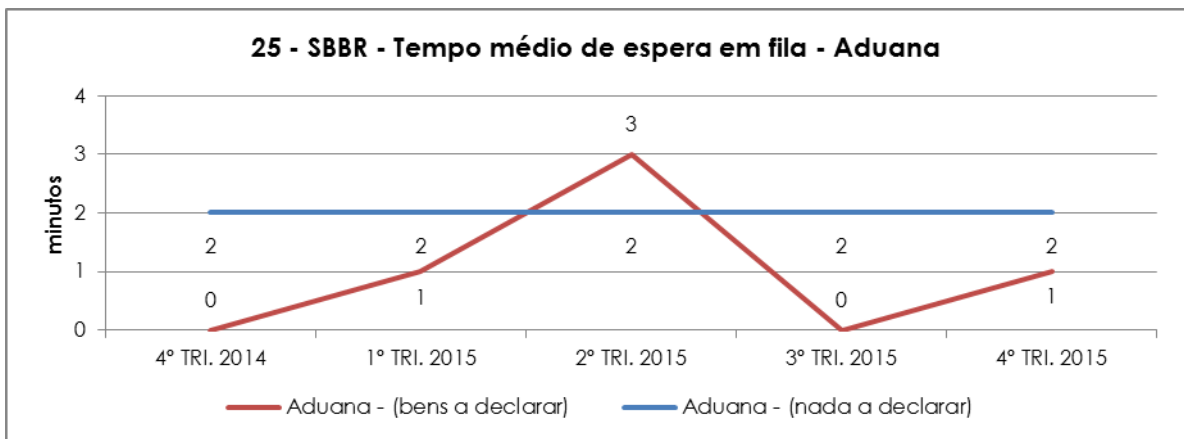
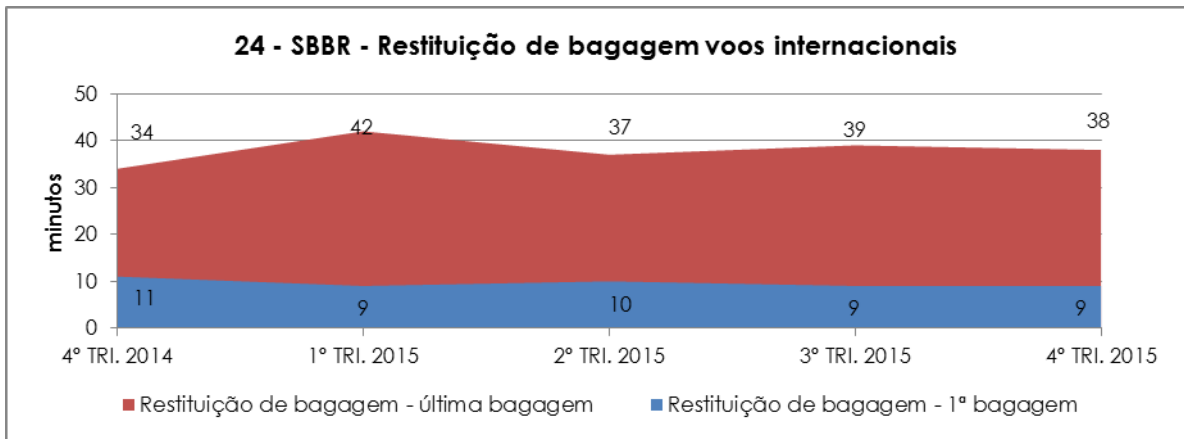
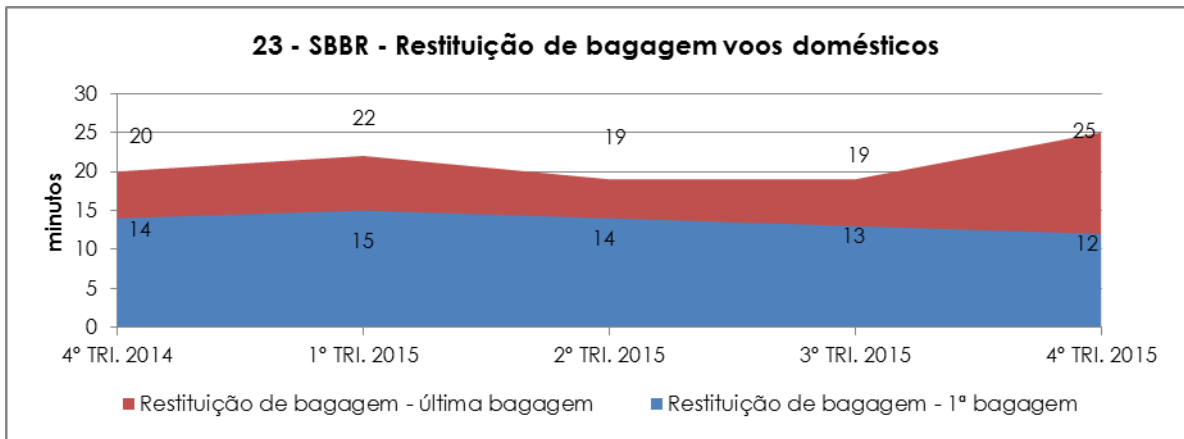
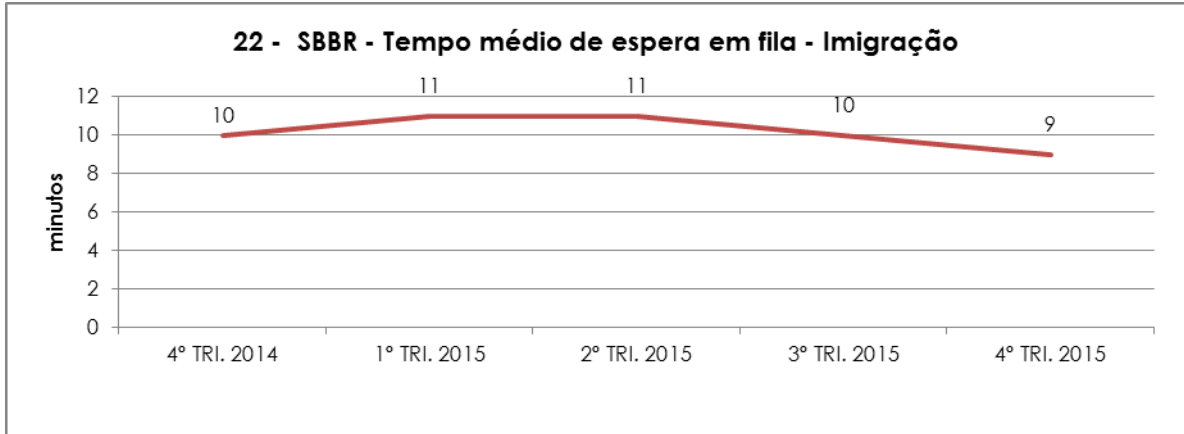
N: 523 Entrevistas/4º trimestre 2015

## 17 - SBBR - Média dos Indicadores

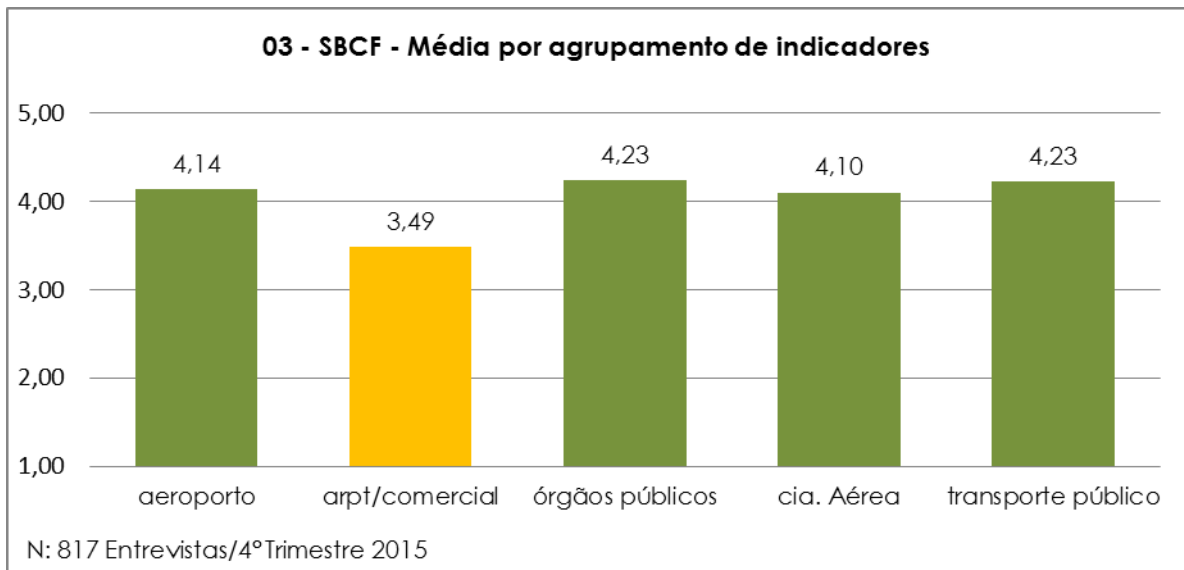
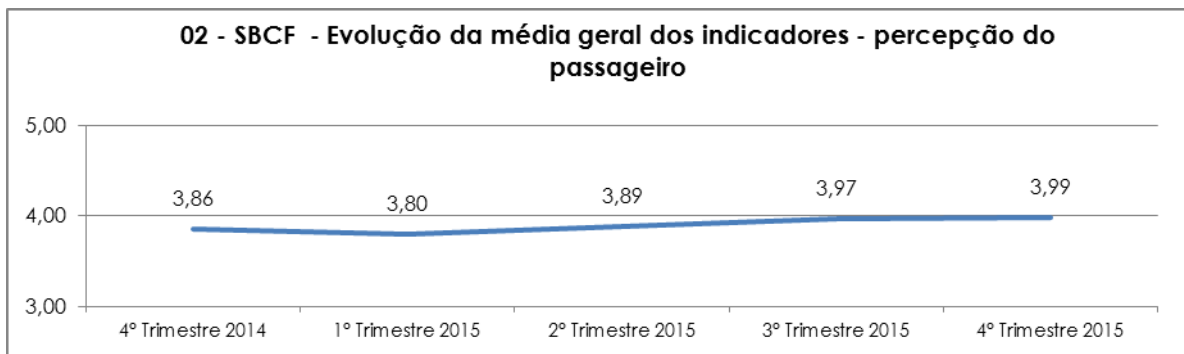
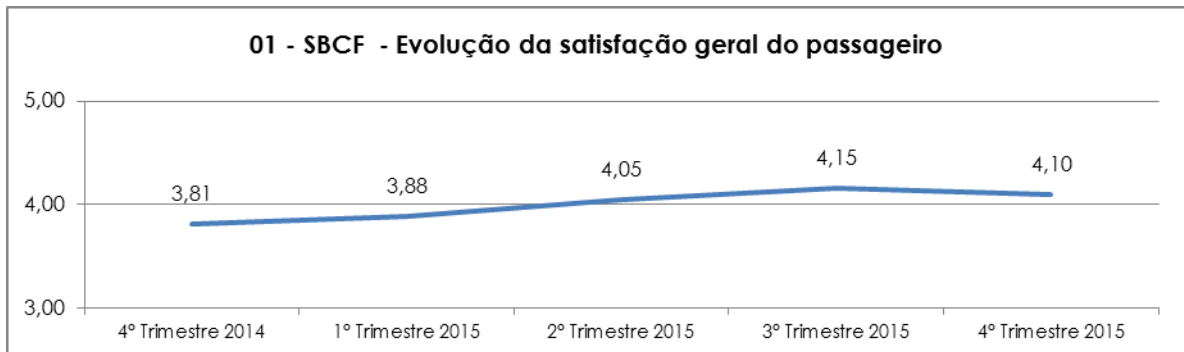


NOTA: Não houve entrevistados suficientes para avaliação da qualidade da Sala Vip neste aeroporto.



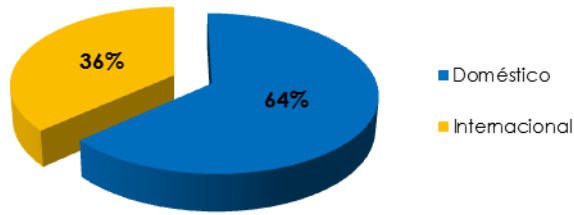


### 3.2 AEROPORTO INTERNACIONAL TANCREDO NEVES – CONFINES (SBCF)



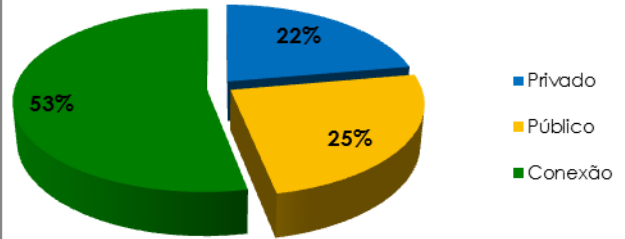


**04 - SBCF - Distribuição amostral - Tipo de voo**



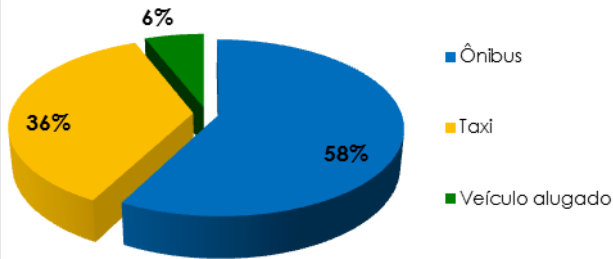
N: 817 Entrevistas/4º trimestre 2015

**05 - SBCF - Tipo de transporte**



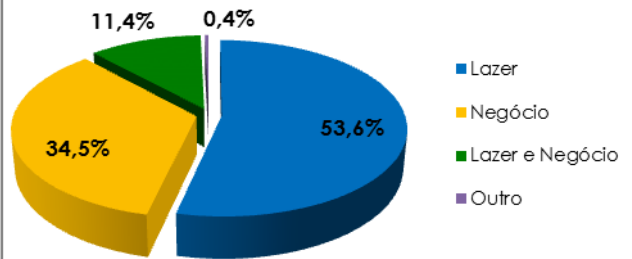
N: 472 Entrevistas/4º trimestre 2015

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



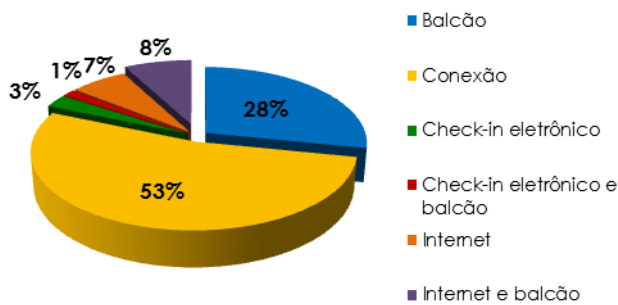
N: 116 Entrevistas/4º trimestre 2015

**07 - SBCF - Motivo da viagem**



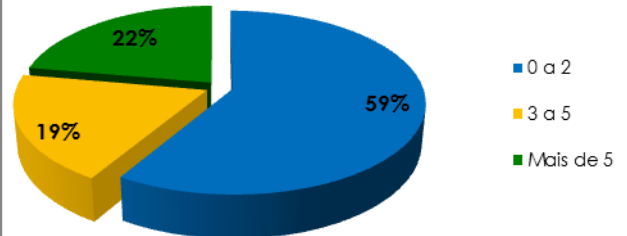
N: 472 Entrevistas/4º trimestre 2015

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



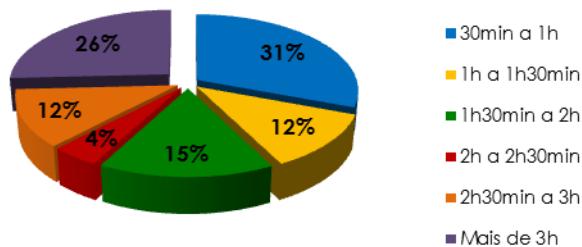
N: 472 Entrevistas/4º trimestre 2015

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



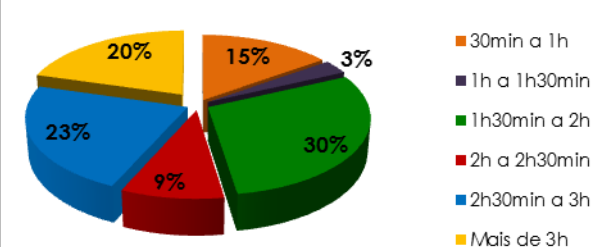
N: 472 Entrevistas/4º trimestre 2015

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

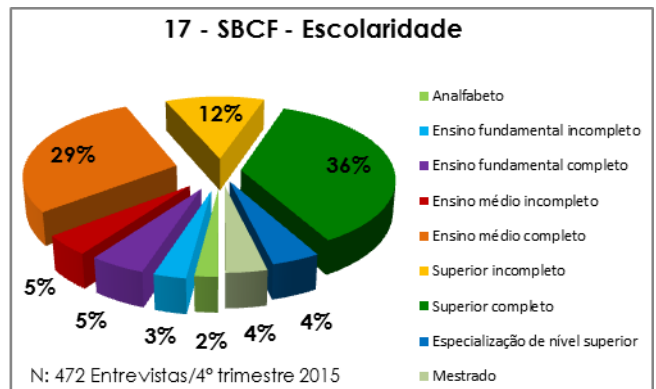
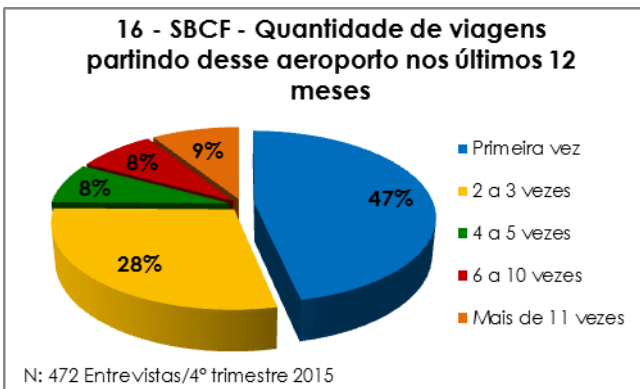
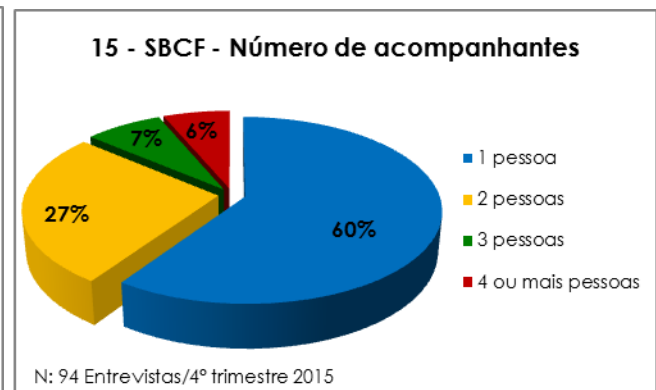
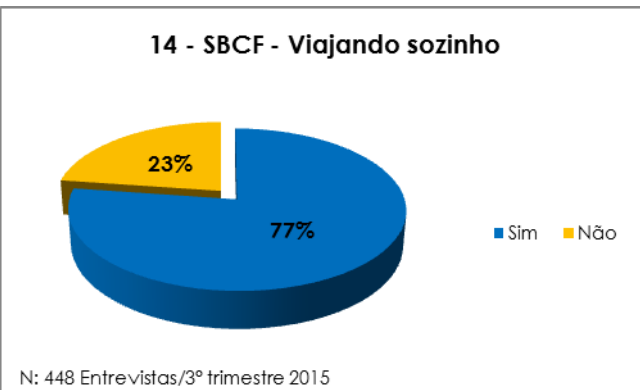
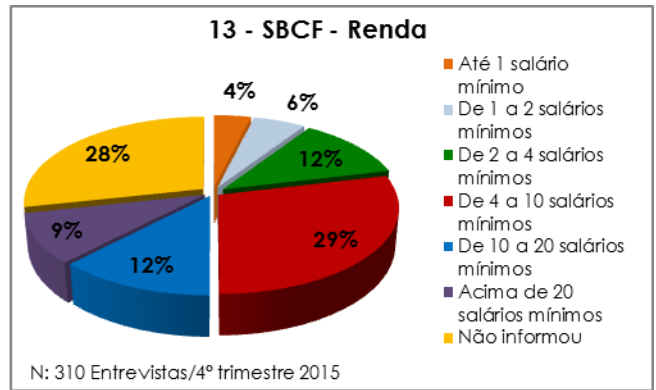
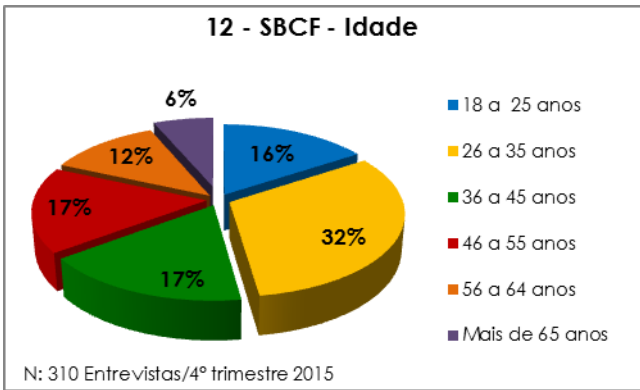


N: 306 Entrevistas/4º trimestre 2015

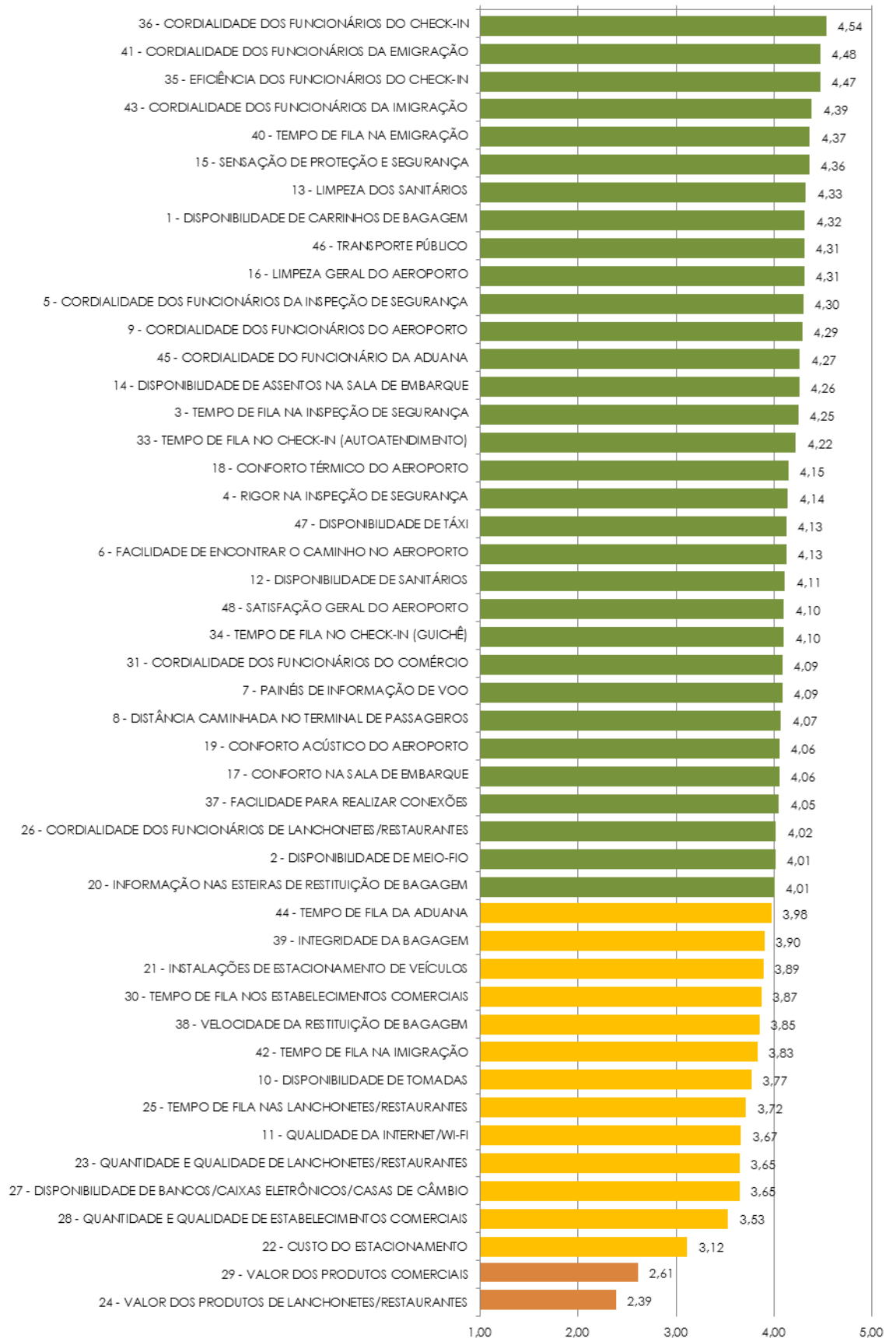
**11 - SBCF - Antecedência de chegada para voo internacional**



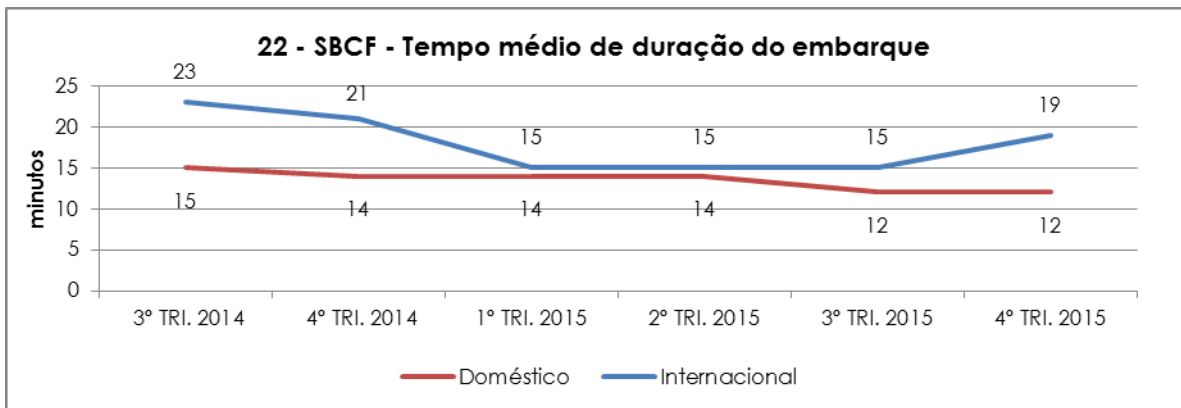
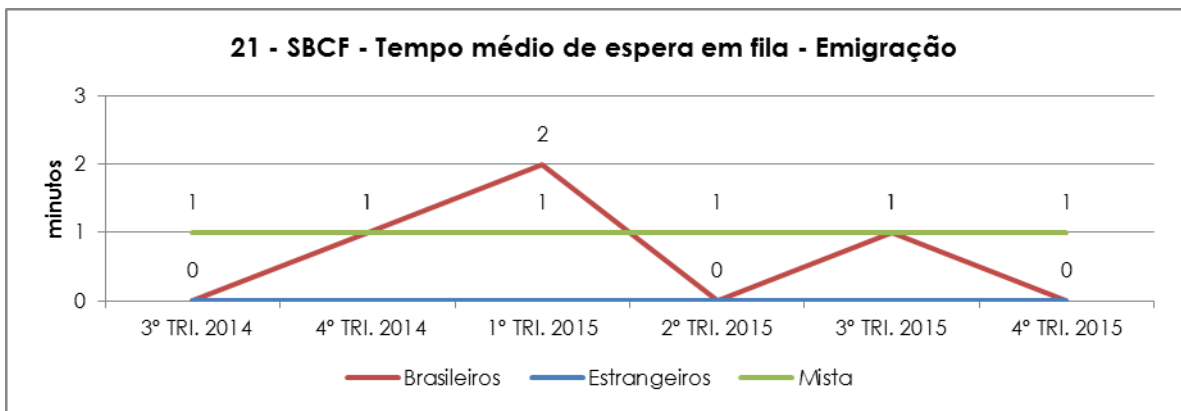
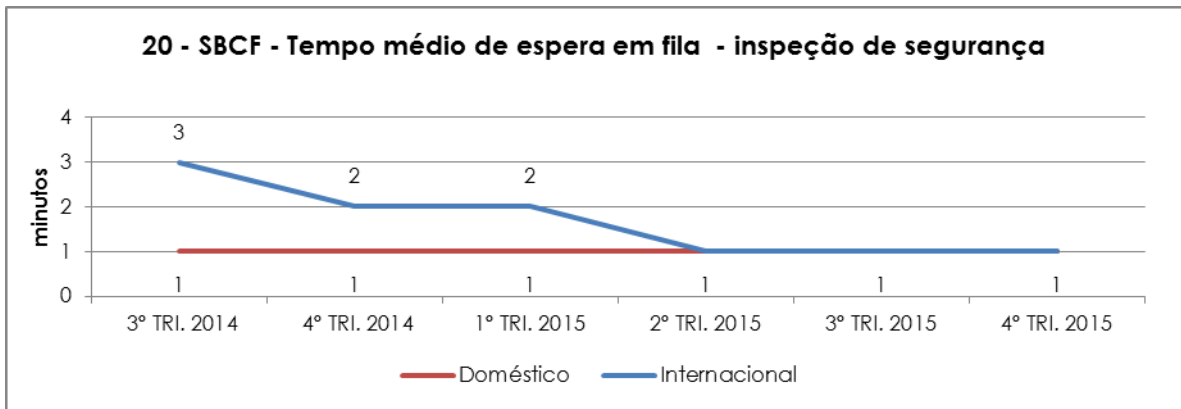
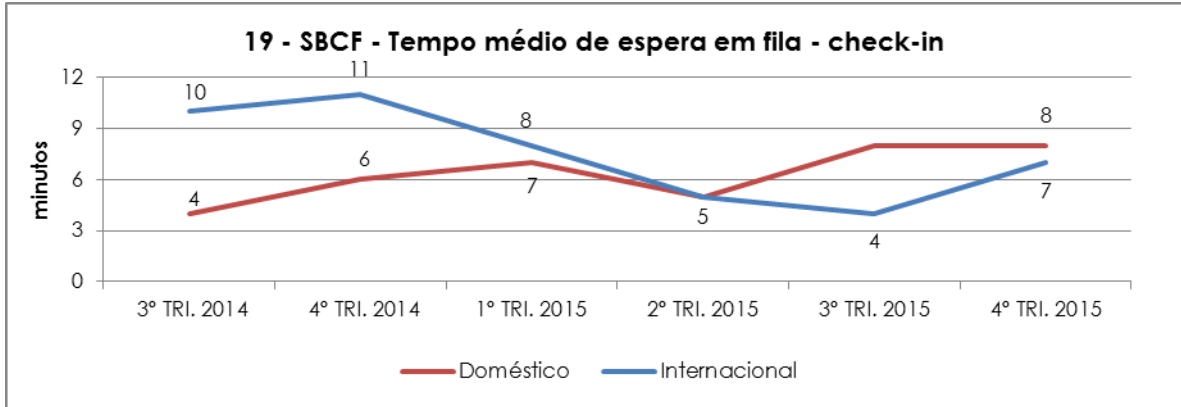
N: 166 Entrevistas/4º trimestre 2015

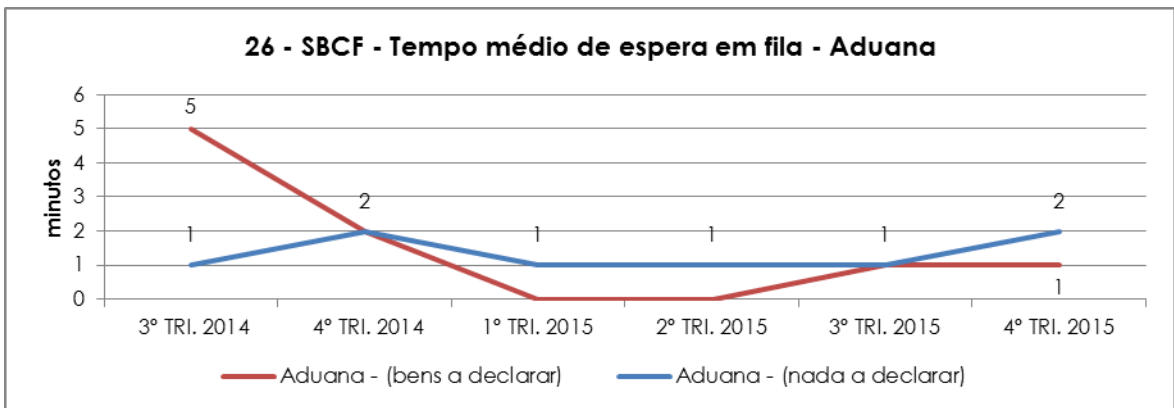
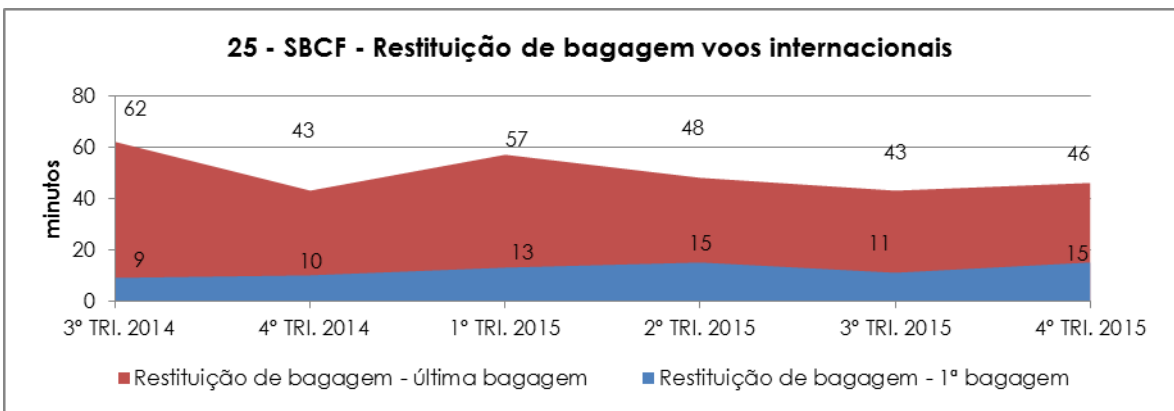
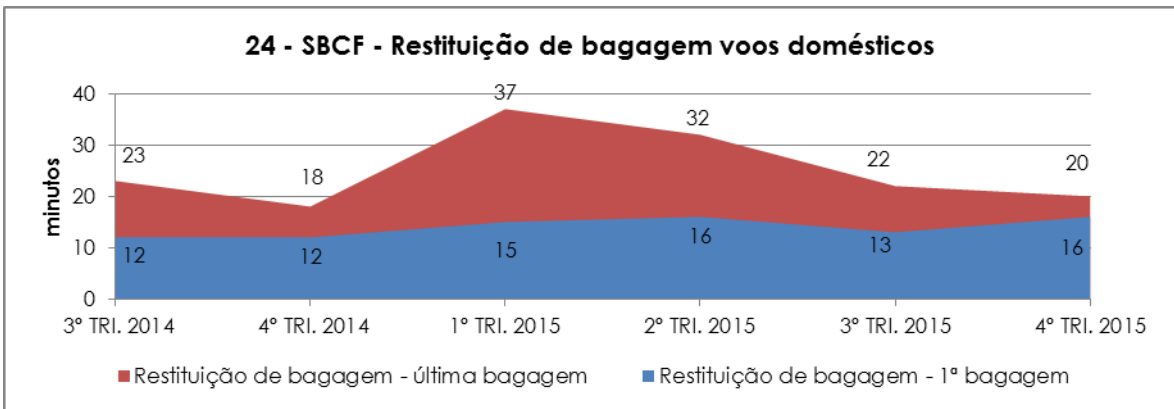
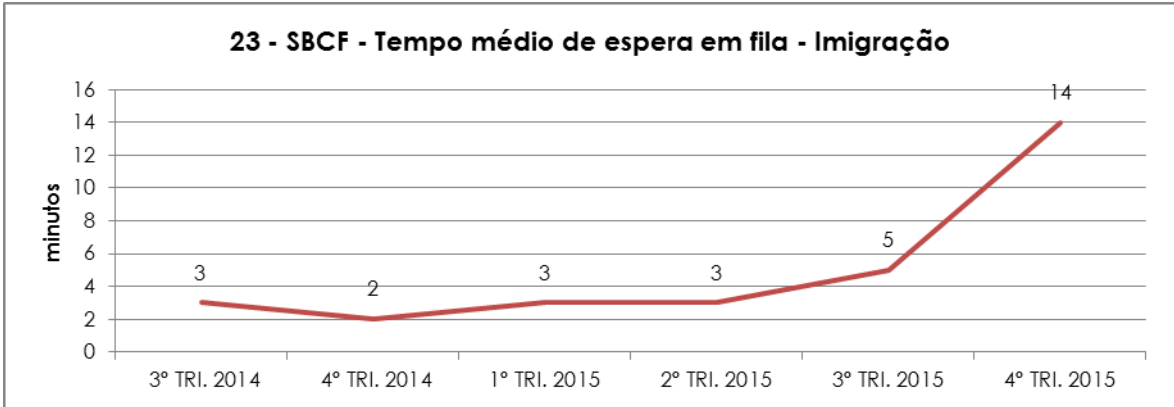


## 18 - SBCF - Média dos Indicadores

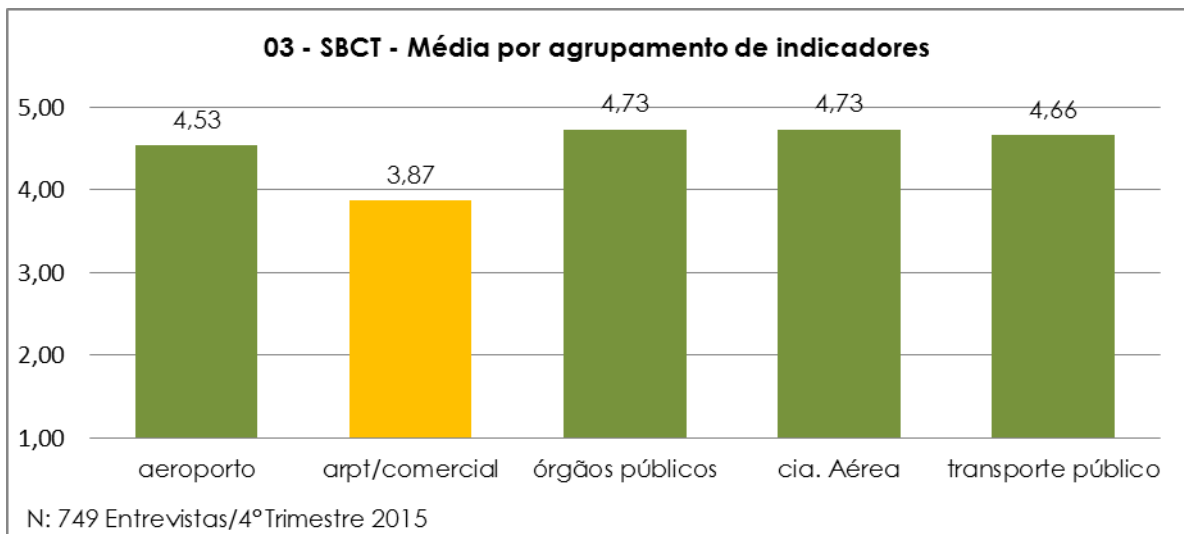
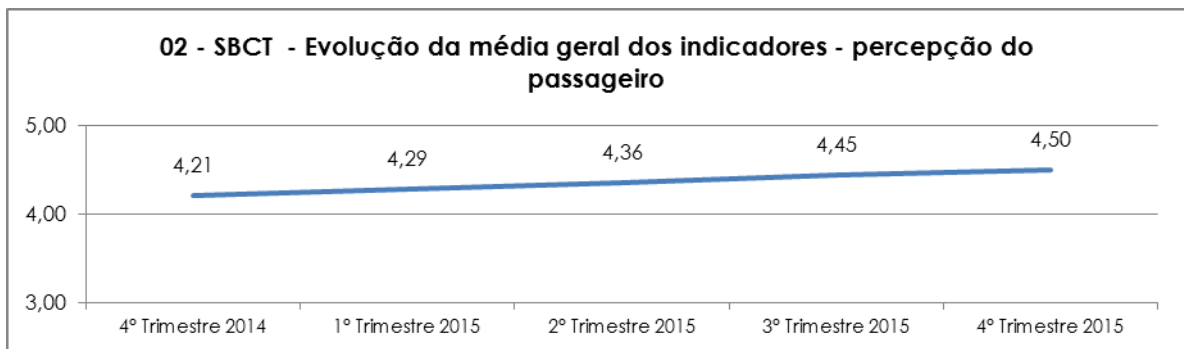
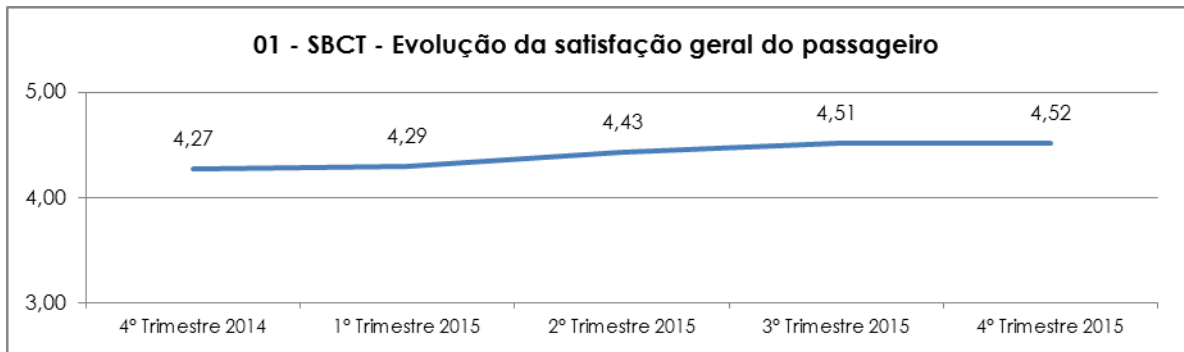


NOTA: Não houve entrevistados suficientes para avaliação da qualidade da Sala Vip neste aeroporto.

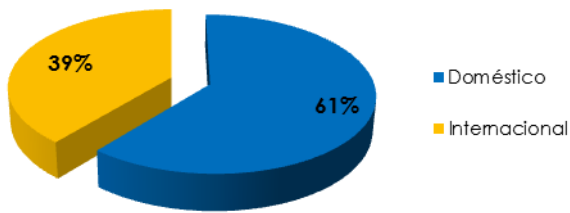




### 3.3 AEROPORTO INTERNACIONAL AFONSO PENA – CURITIBA (SBCT)

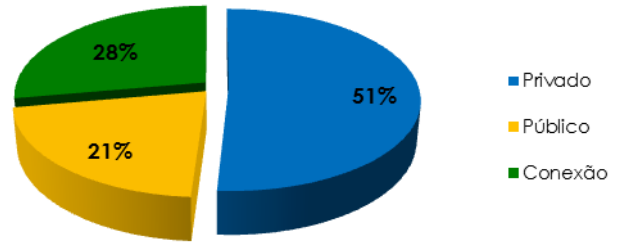


**04 - SBCT - Distribuição amostral - Tipo de voo**



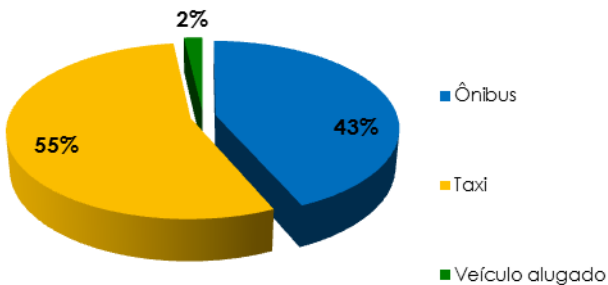
N: 749 Entrevistas/4º trimestre 2015

**05 - SBCT - Tipo de transporte**



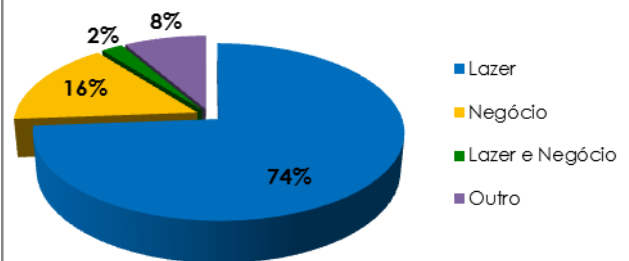
N: 500 Entrevistas/4º trimestre 2015

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



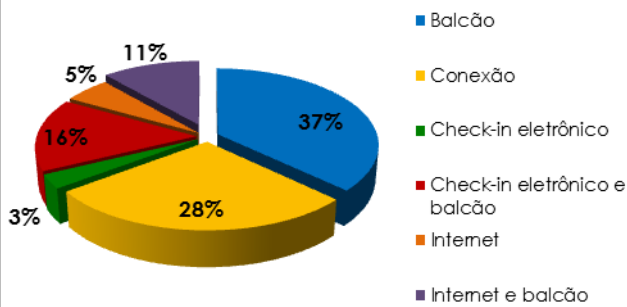
N: 106 Entrevistas/4º trimestre 2015

**07 - SBCT - Motivo da viagem**



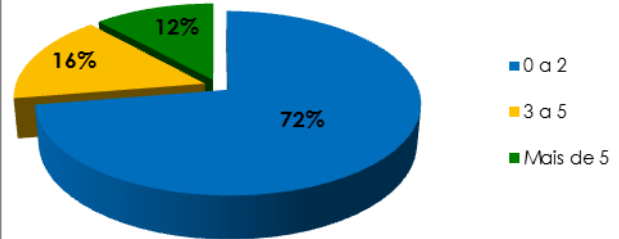
N: 500 Entrevistas/4º trimestre 2015

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



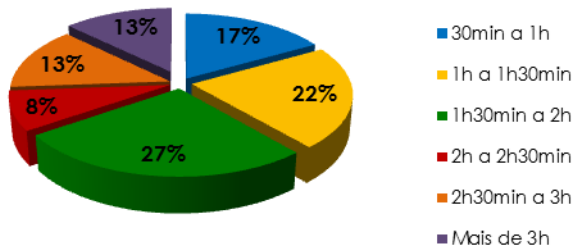
N: 500 Entrevistas/4º trimestre 2015

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



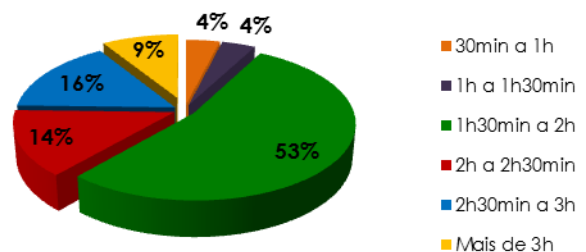
N: 500 Entrevistas/4º trimestre 2015

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



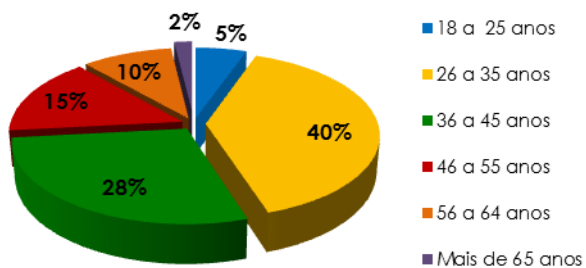
N: 321 Entrevistas/4º trimestre 2015

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



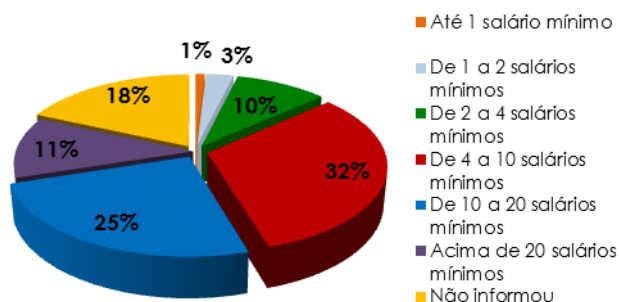
N: 179 Entrevistas/4º trimestre 2015

12 - SBCT - Idade



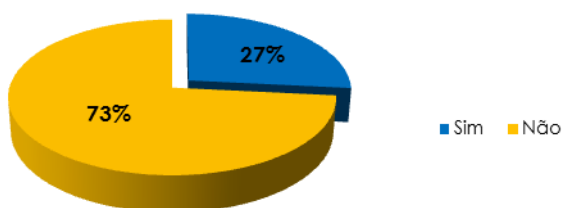
N: 311 Entrevistas/4º trimestre 2015

13 - SBCT - Renda



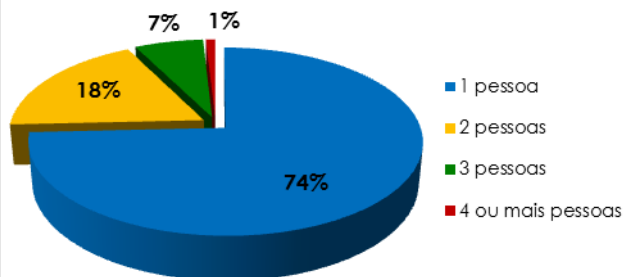
N: 311 Entrevistas/4º trimestre 2015

14 - SBCT - Viajando sozinho



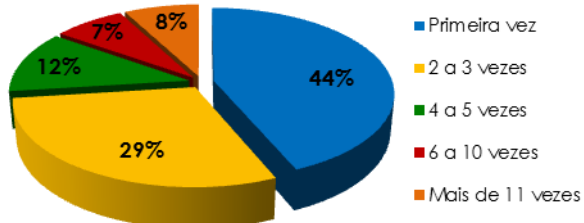
N: 500 Entrevistas/4º trimestre 2015

15 - SBCT - Número de acompanhantes



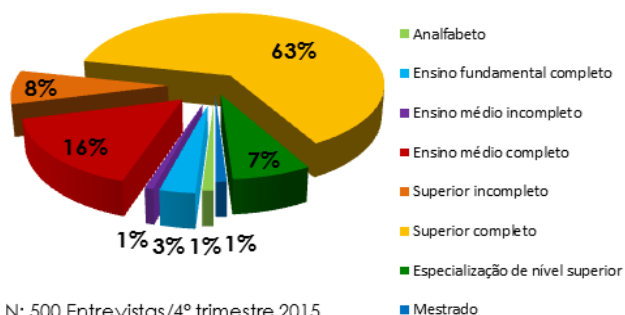
N: 334 Entrevistas/4º trimestre 2015

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



N: 500 Entrevistas/4º trimestre 2015

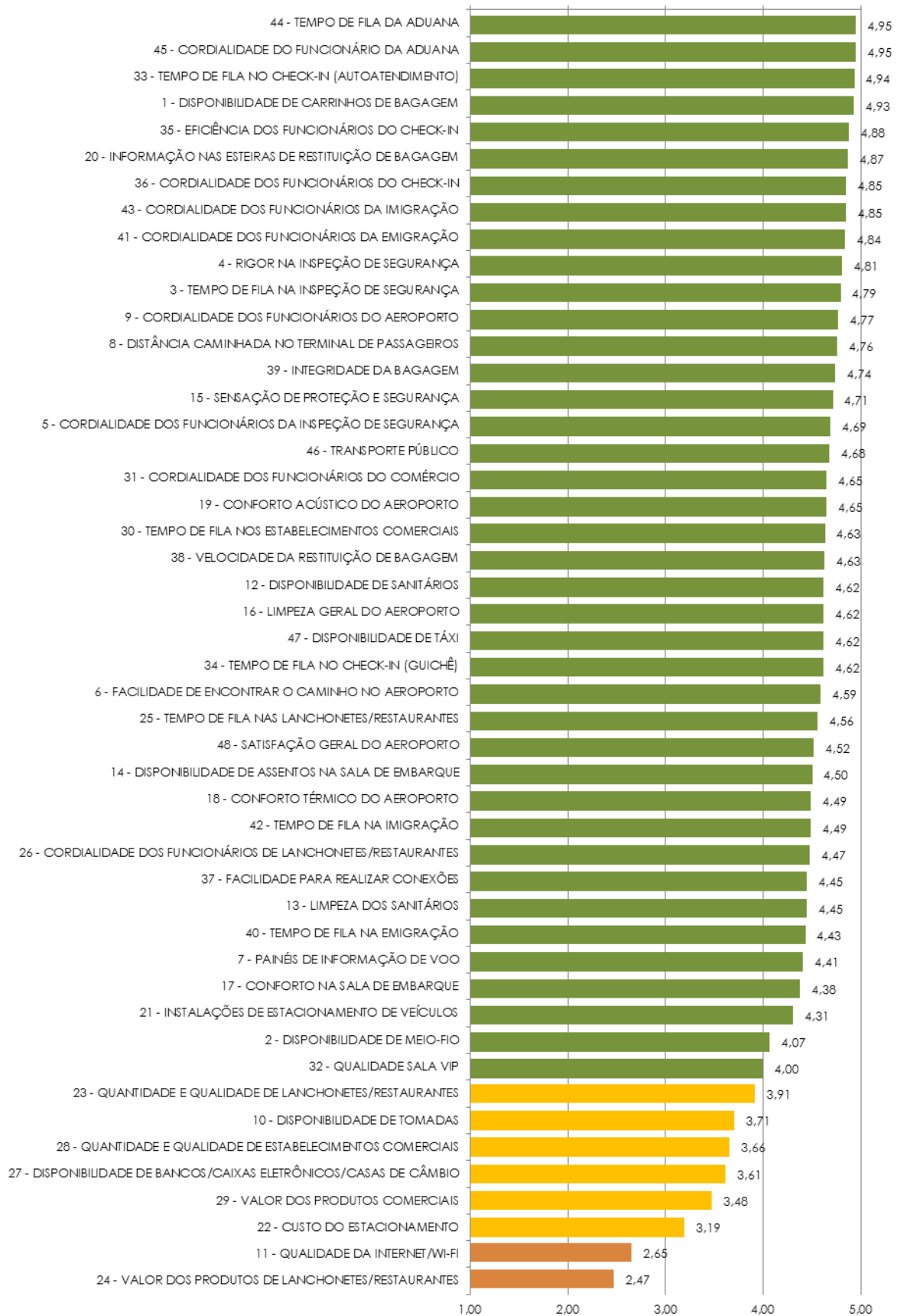
17 - SBCT - Escolaridade

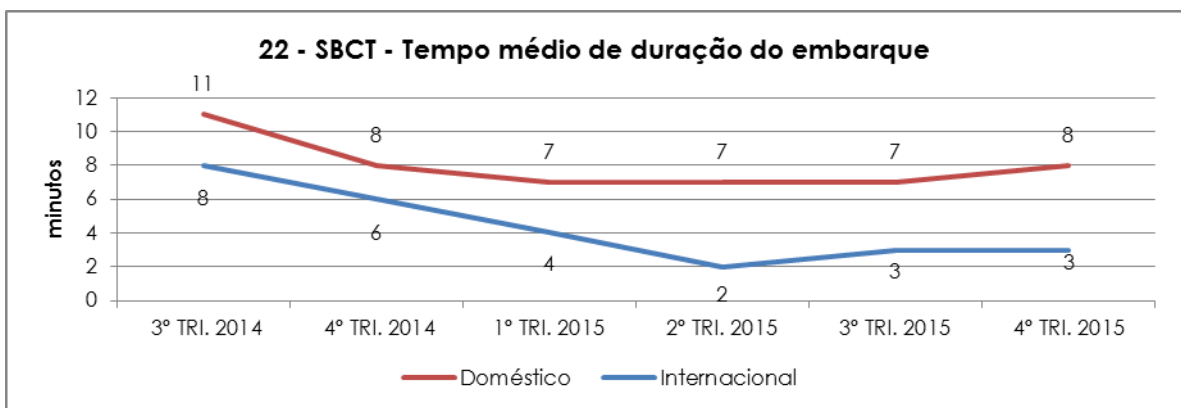
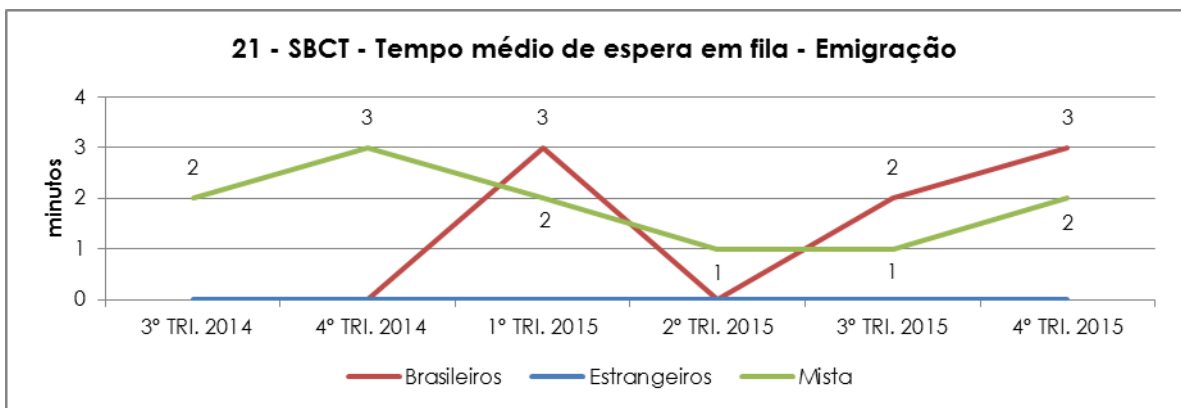
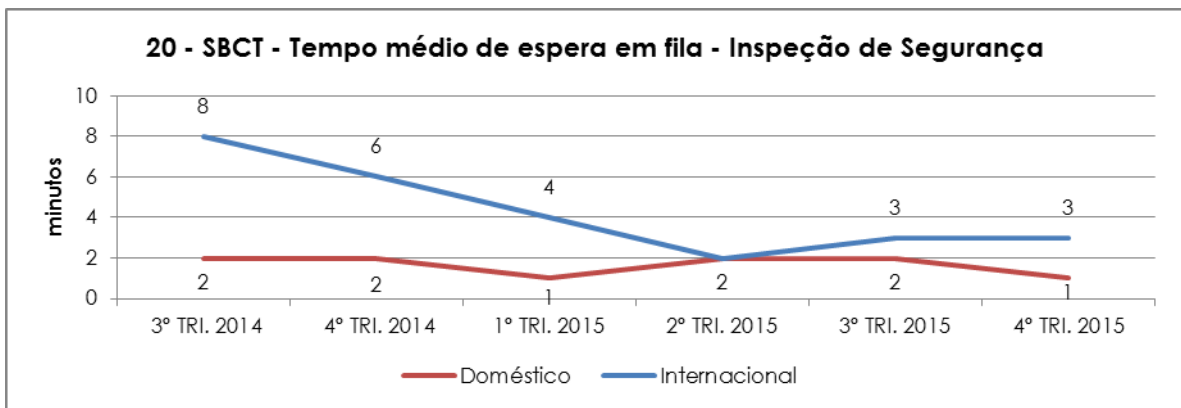
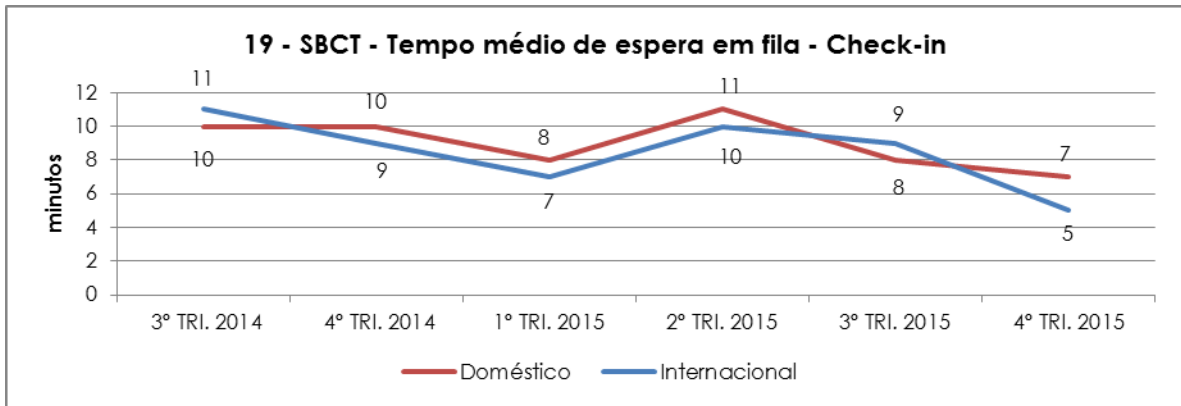


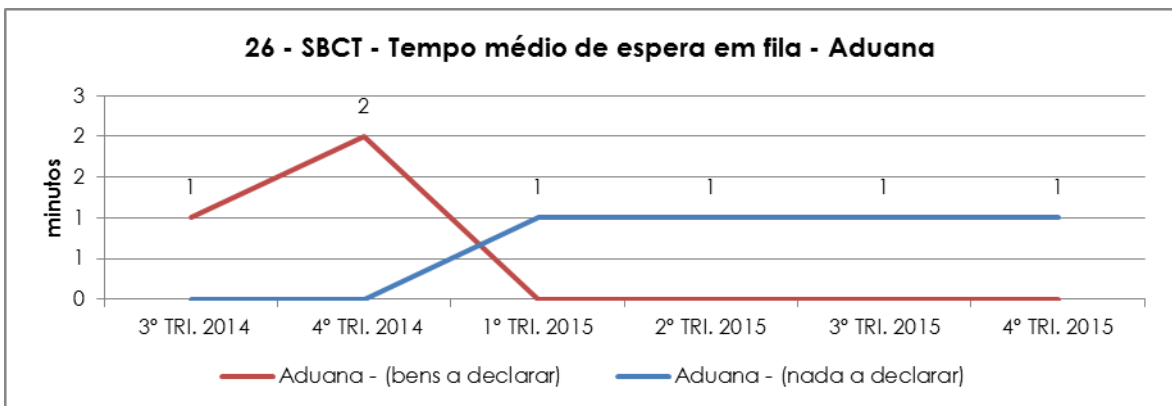
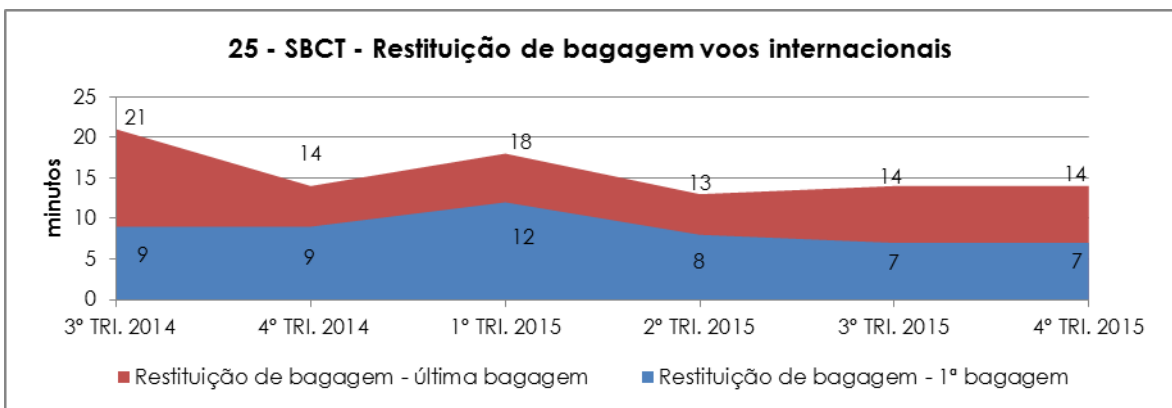
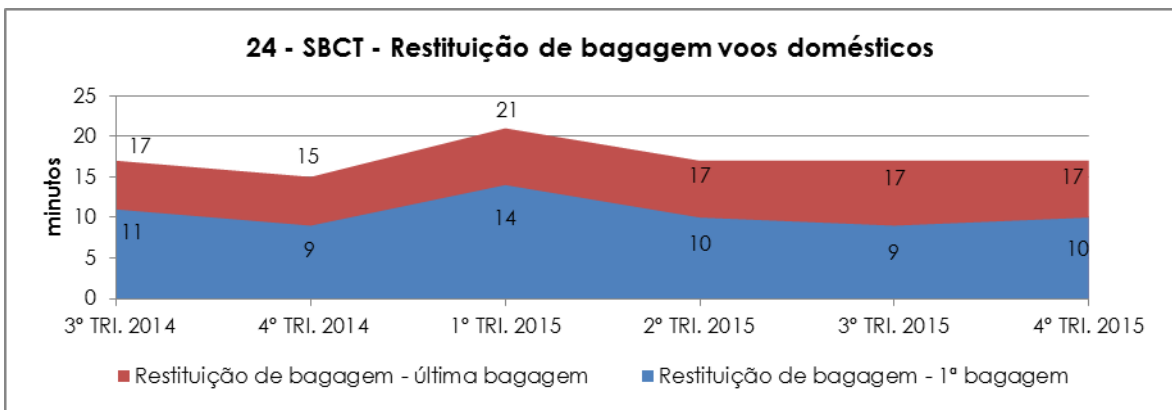
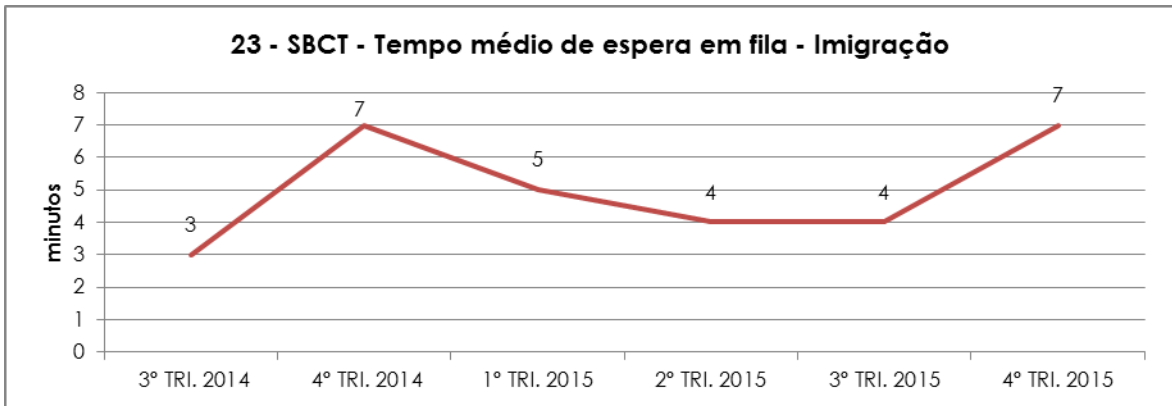
N: 500 Entrevistas/4º trimestre 2015



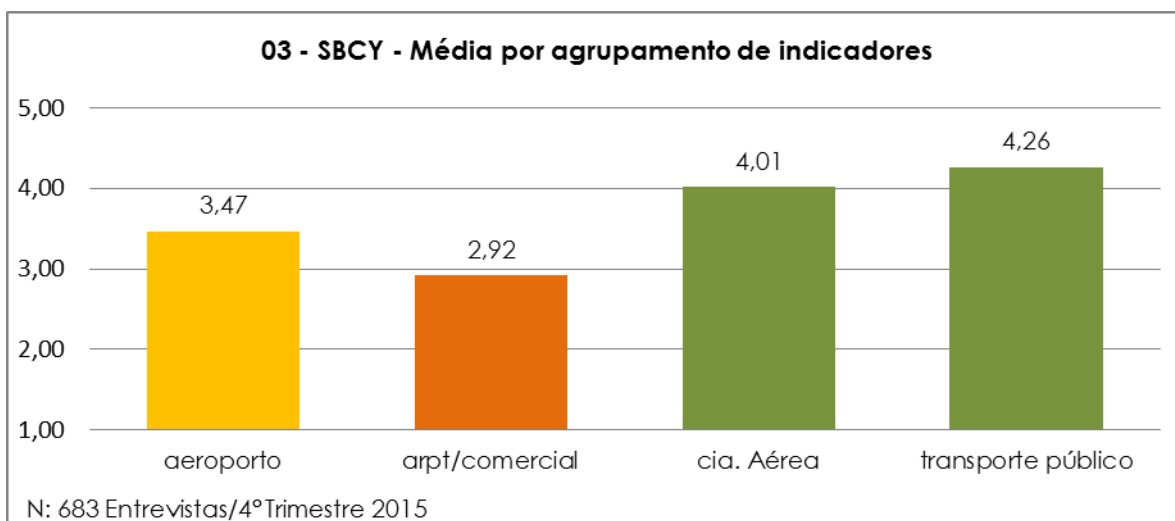
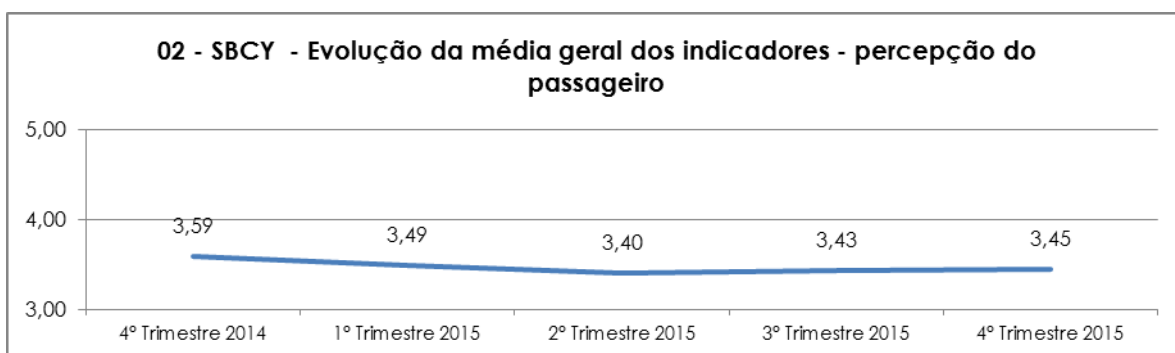
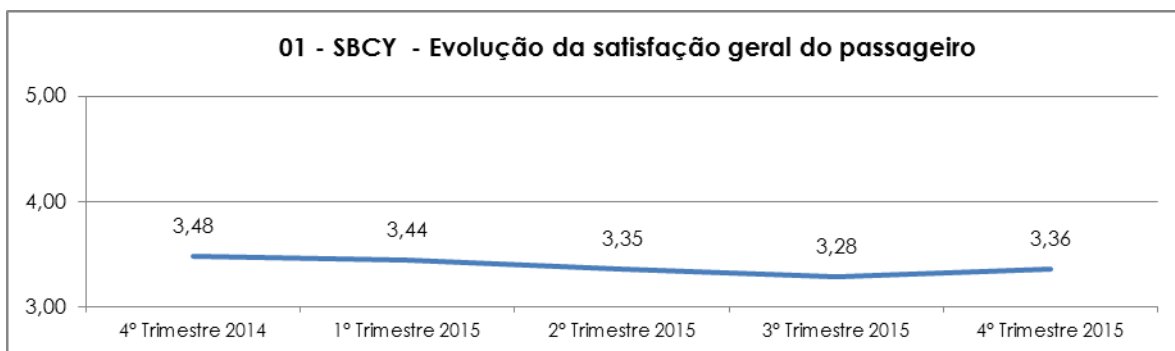
## 18 - SBCT - Média dos Indicadores





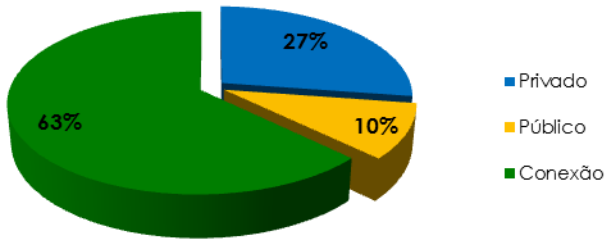


### 3.4 AEROPORTO INTERNACIONAL MARECHAL RONDON – CUIABÁ (SBCY)



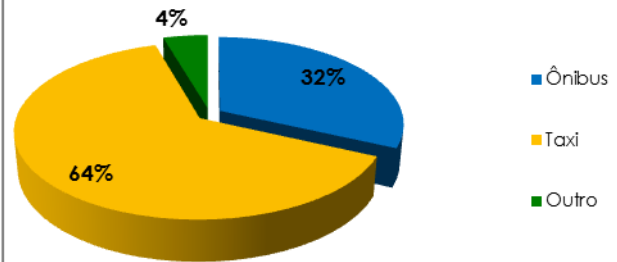
\* Não há voos internacionais neste aeroporto

04 - SBCY - Tipo de transporte



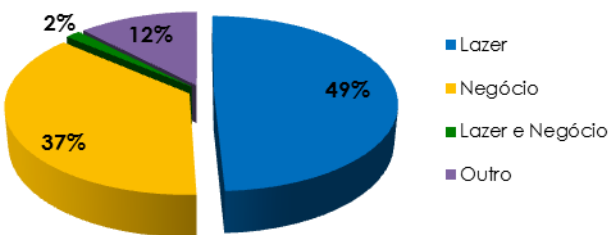
N: 450 Entrevistas/4º trimestre 2015

05 - SBCY - Meio de transporte público utilizado



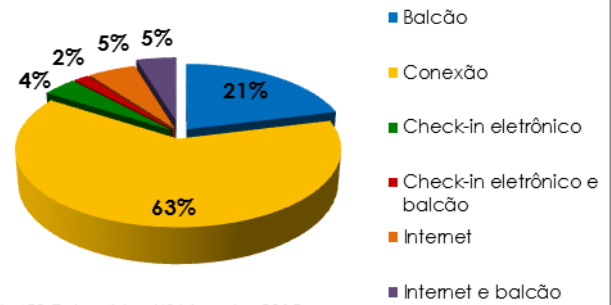
N: 44 Entrevistas/4º trimestre 2015

06 - SBCY - Motivo da viagem



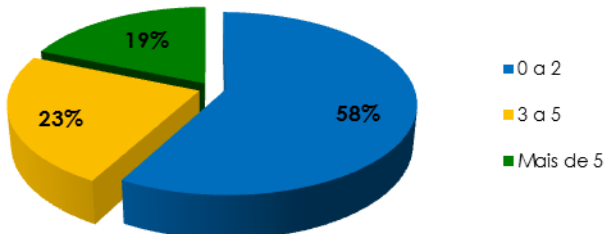
N: 450 Entrevistas/4º trimestre 2015

07 - SBCY - Forma de check-in



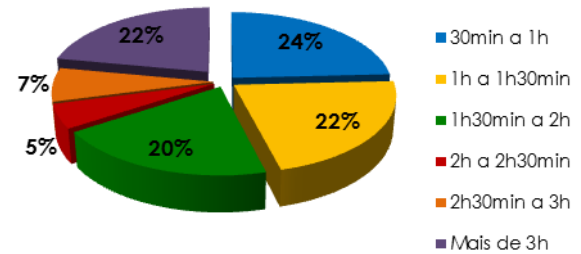
N: 450 Entrevistas/4º trimestre 2015

08 - SBCY - Frequência de viagem nos últimos 12 meses



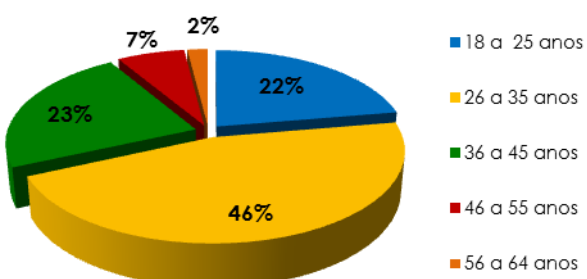
N: 450 Entrevistas/4º trimestre 2015

09 - SBCY - Antecedência de chegada para voo doméstico



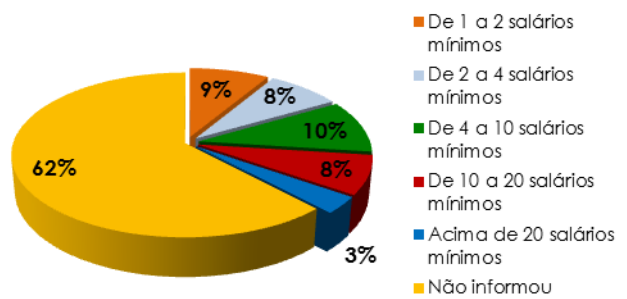
N: 450 Entrevistas/4º trimestre 2015

10 - SBCY - Idade



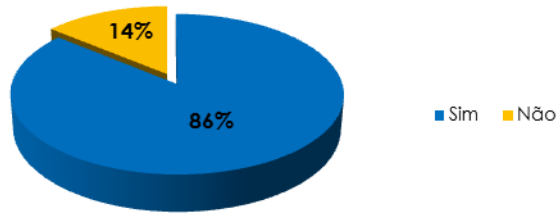
N: 300 Entrevistas/4º trimestre 2015

11 - SBCY - Renda



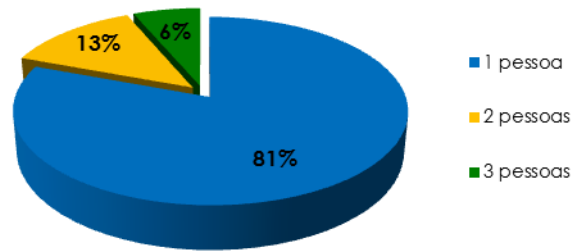
N: 300 Entrevistas/4º trimestre 2015

12 - SBCY - Viajando sozinho



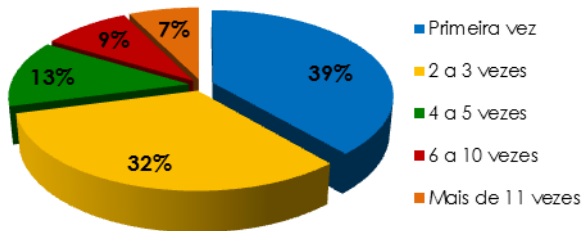
N: 450 Entrevistas/4º trimestre 2015

13 - SBCY - Número de acompanhantes



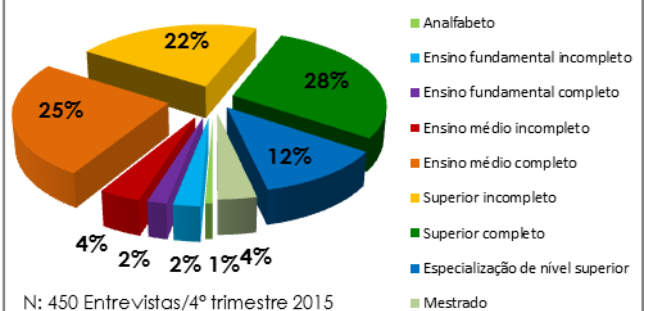
N: 62 Entrevistas/4º trimestre 2015

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



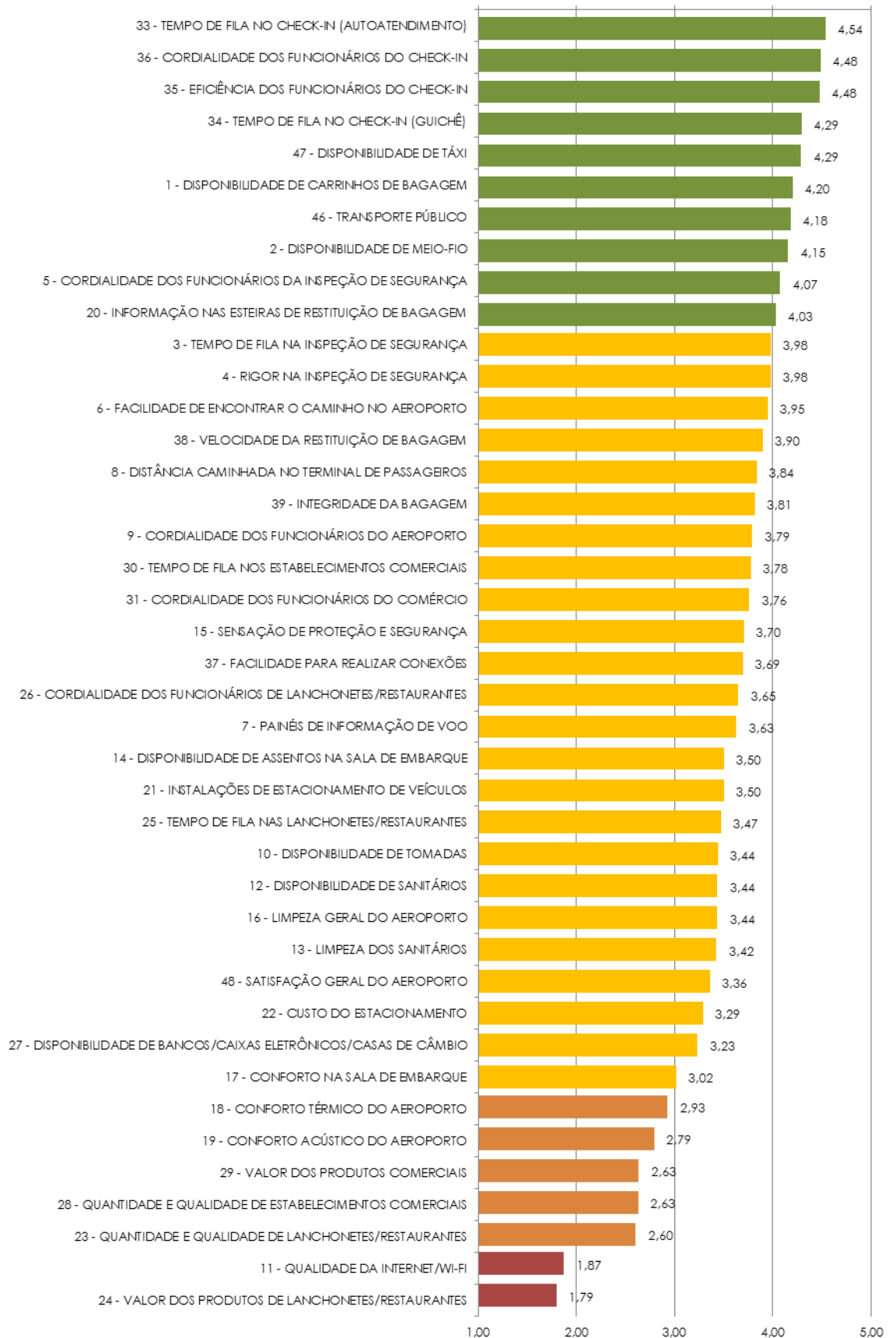
N: 450 Entrevistas/4º trimestre 2015

15 - SBCY - Escolaridade

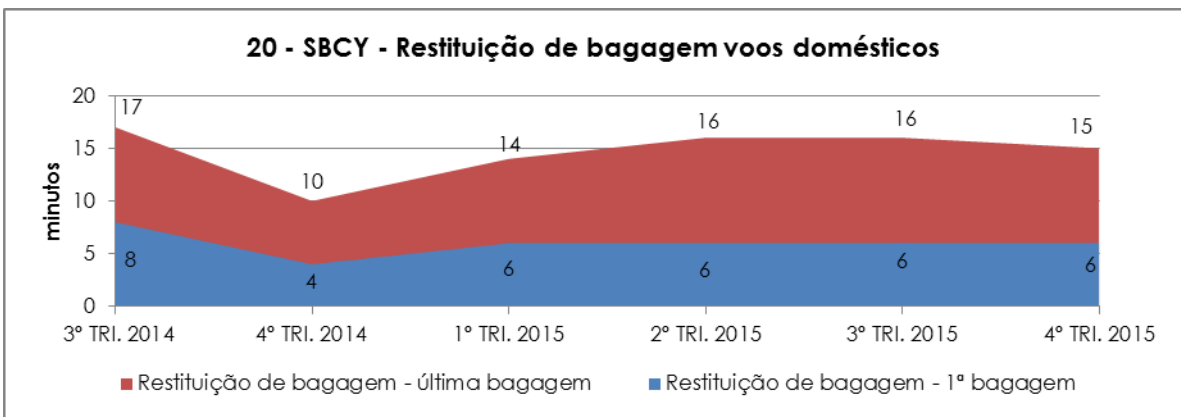
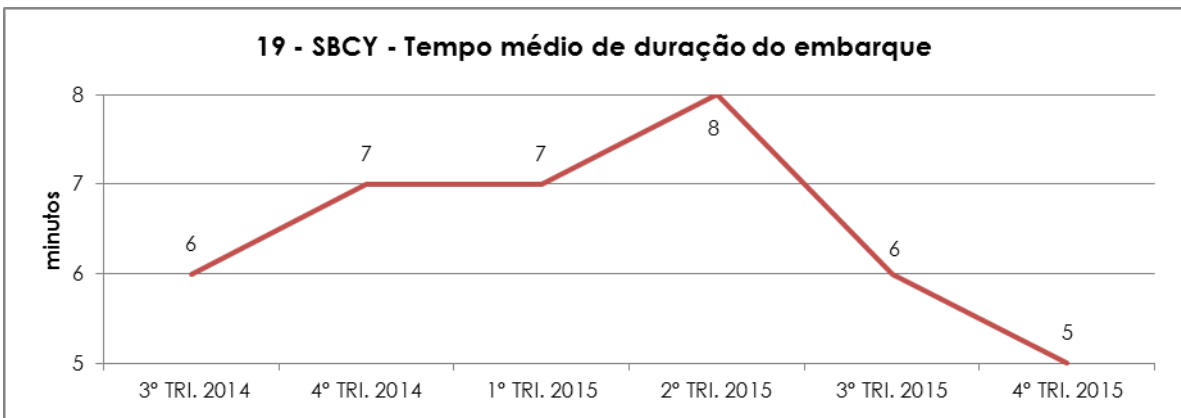
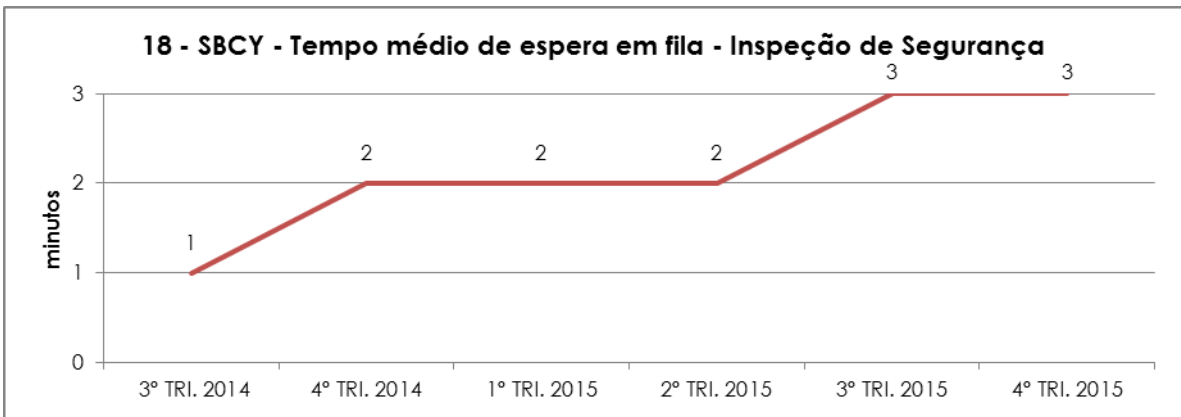
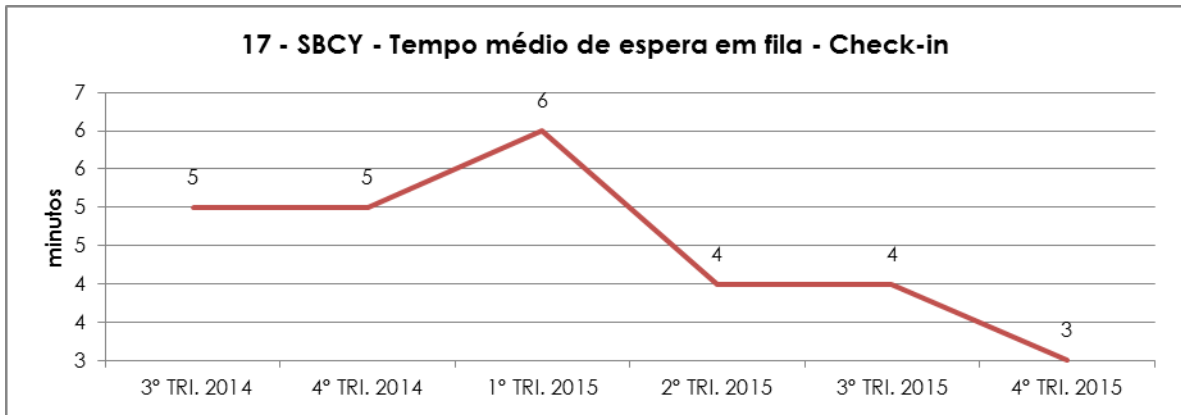


N: 450 Entrevistas/4º trimestre 2015

## 16 - SBCY - Média dos Indicadores

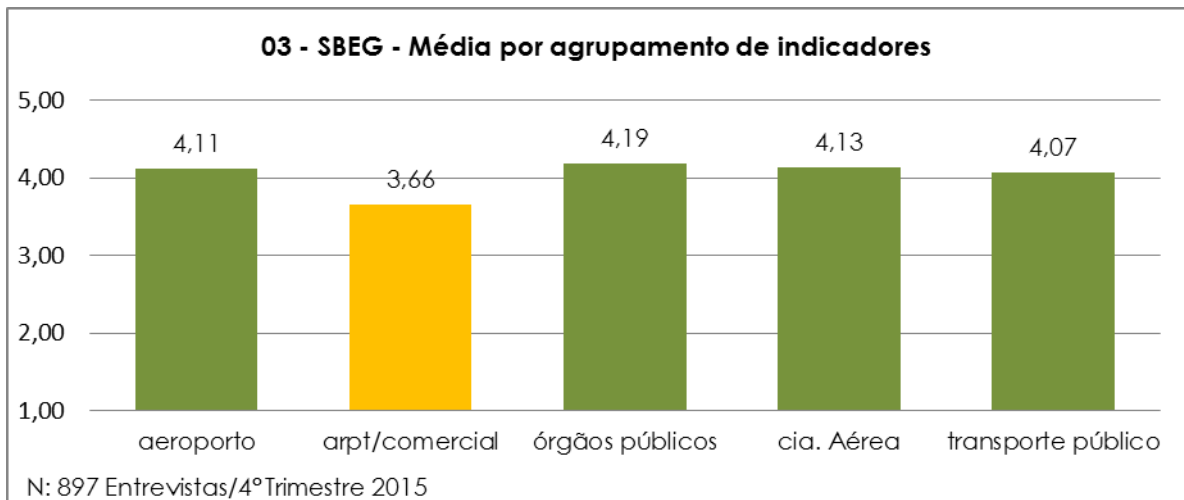
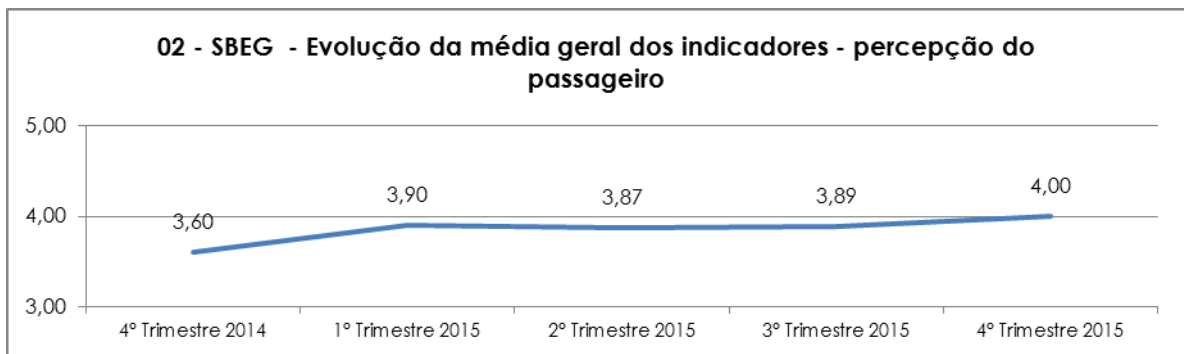
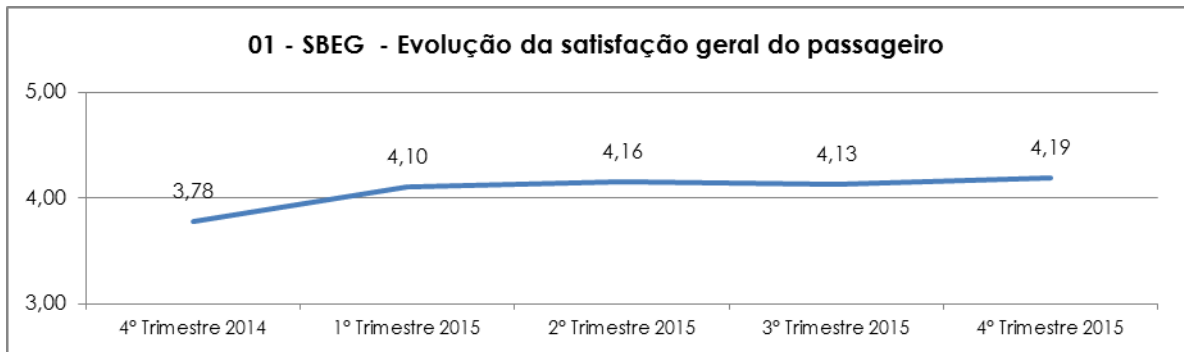


NOTA: Não houve entrevistados suficientes para avaliação da qualidade da Sala Vip neste aeroporto.

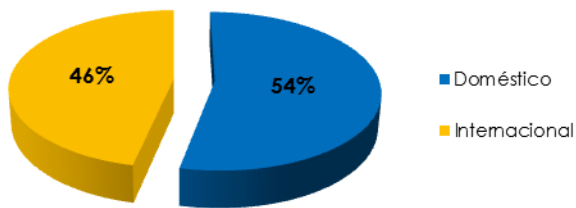




### 3.5 AEROPORTO INTERNACIONAL EDUARDO GOMES – MANAUS (SBEG)

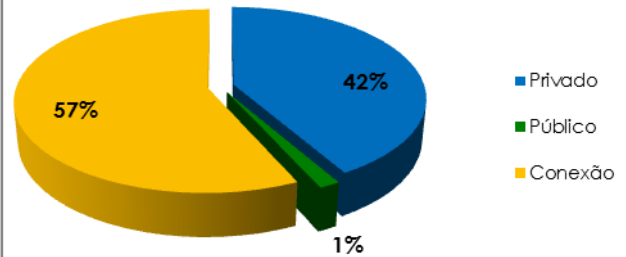


**04 - SBEG - Distribuição amostral - Tipo de voo**



N: 897 Entrevistas/4º trimestre 2015

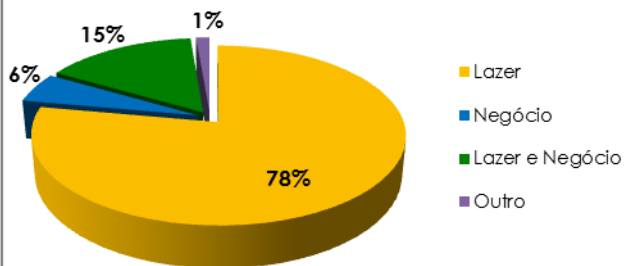
**05 - SBEG - Tipo de transporte\***



N: 586 Entrevistas/4º trimestre 2015

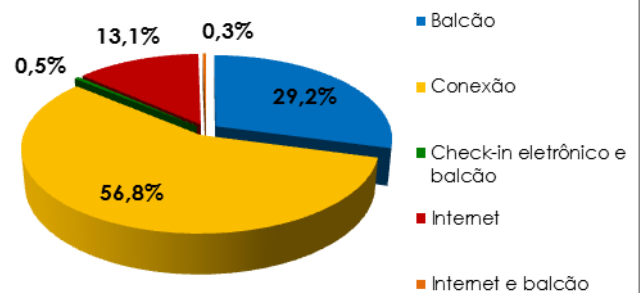
\* - Todos os usuários de transporte público utilizaram taxi como meio de transporte para o aeroporto

**06 - SBEG - Motivo da viagem**



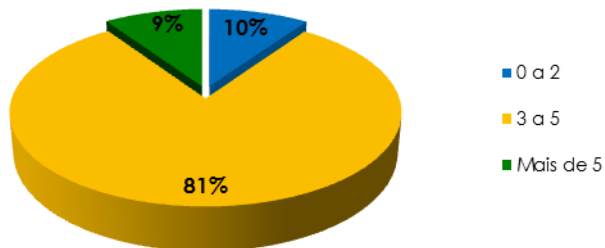
N: 586 Entrevistas/4º trimestre 2015

**07 - SBEG - Forma de check-in**



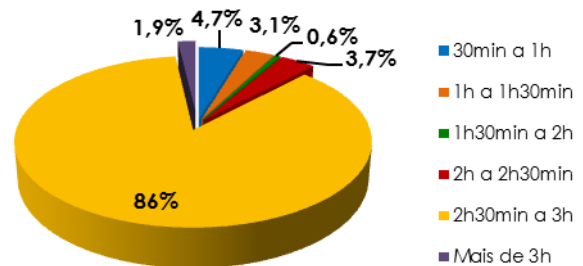
N: 586 Entrevistas/4º trimestre 2015

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



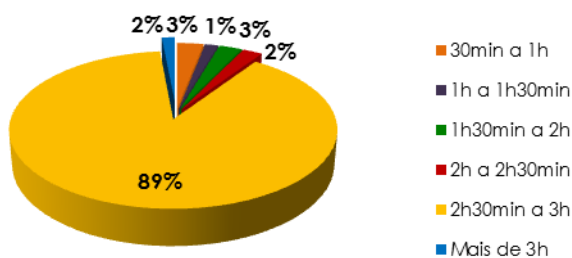
N: 586 Entrevistas/4º trimestre 2015

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



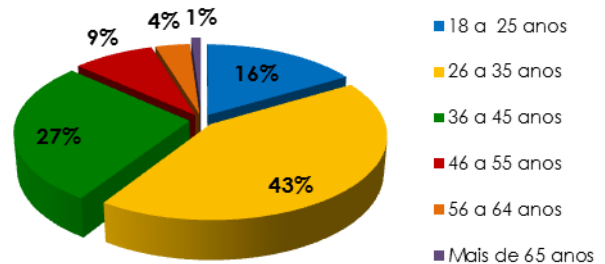
N: 322 Entrevistas/4º trimestre 2015

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

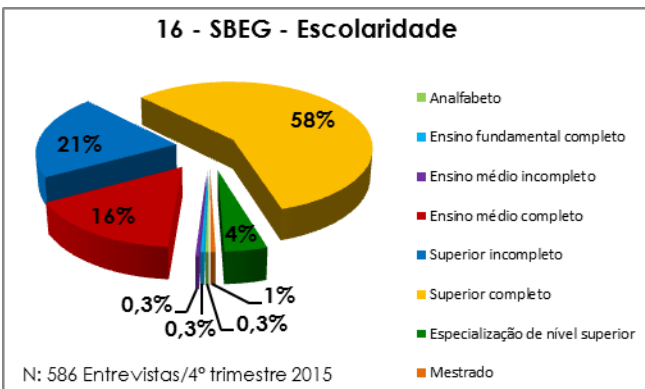
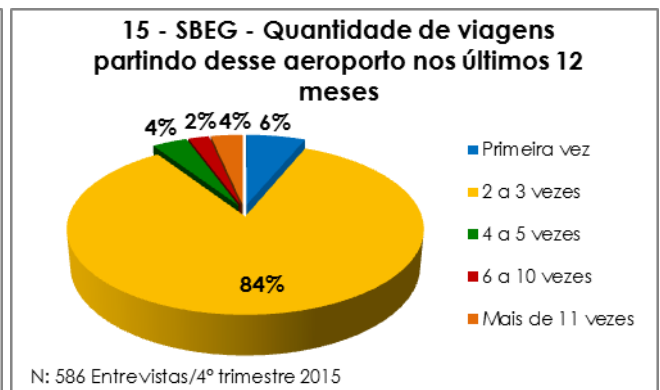
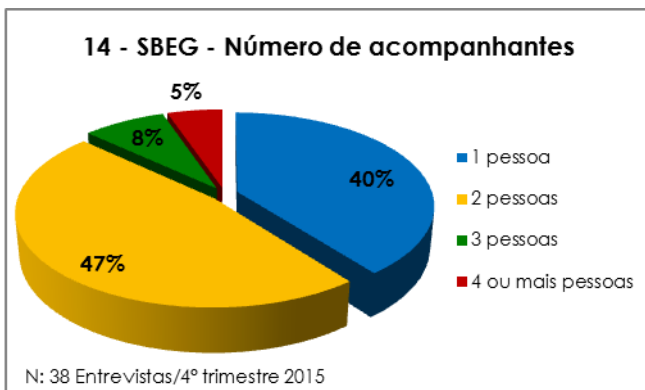
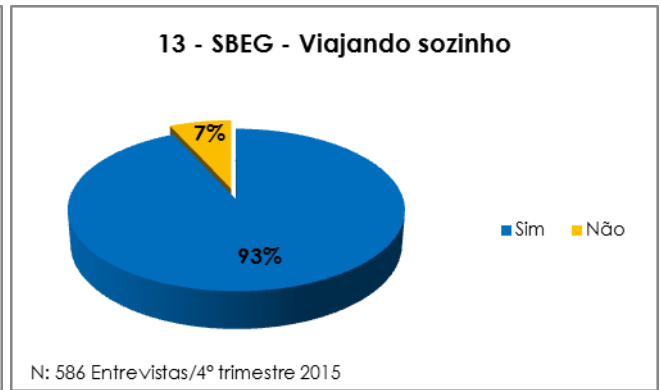
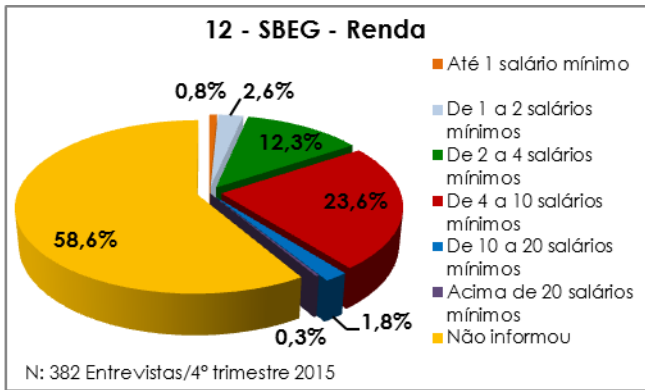


N: 264 Entrevistas/4º trimestre 2015

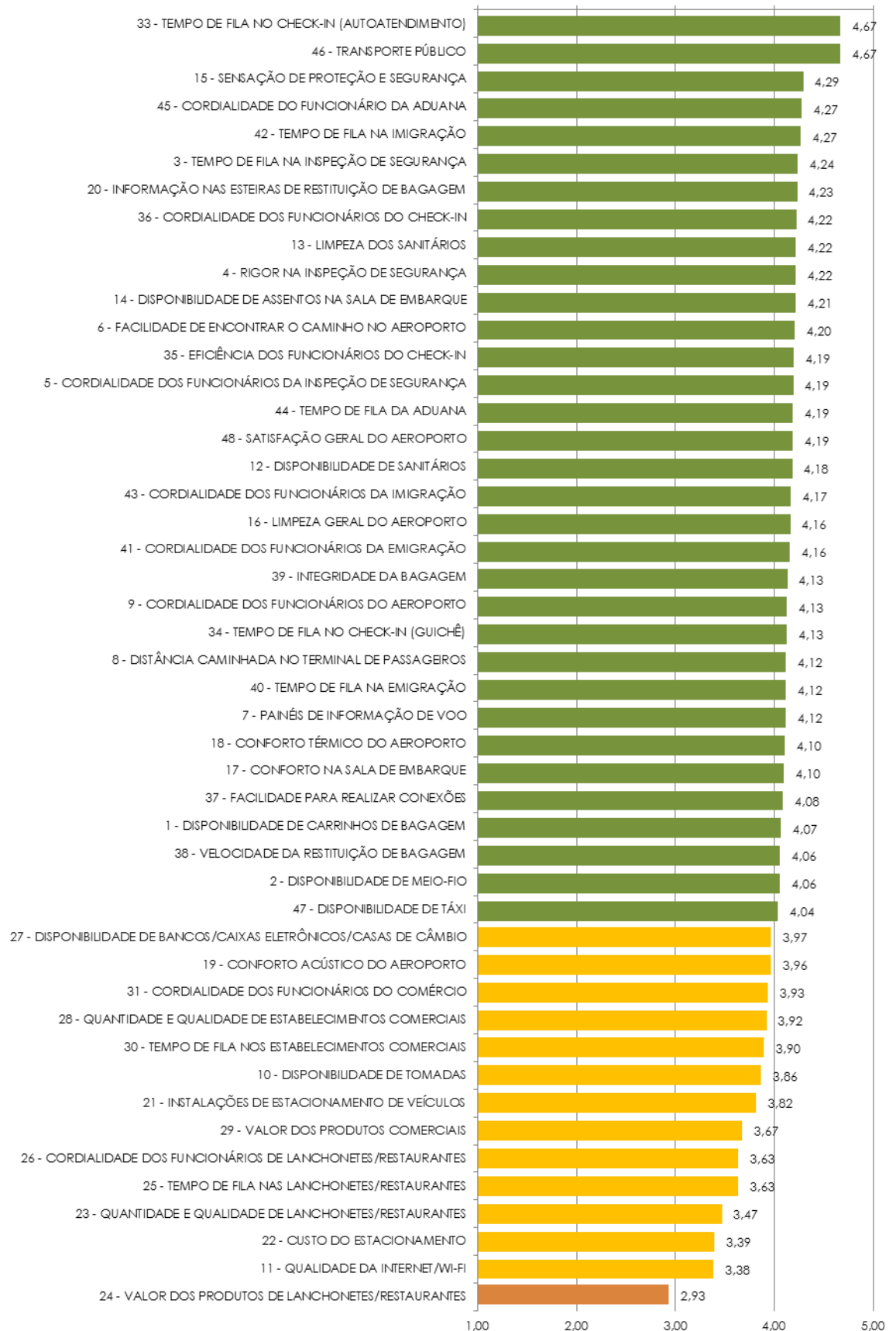
**11 - SBEG - Idade**



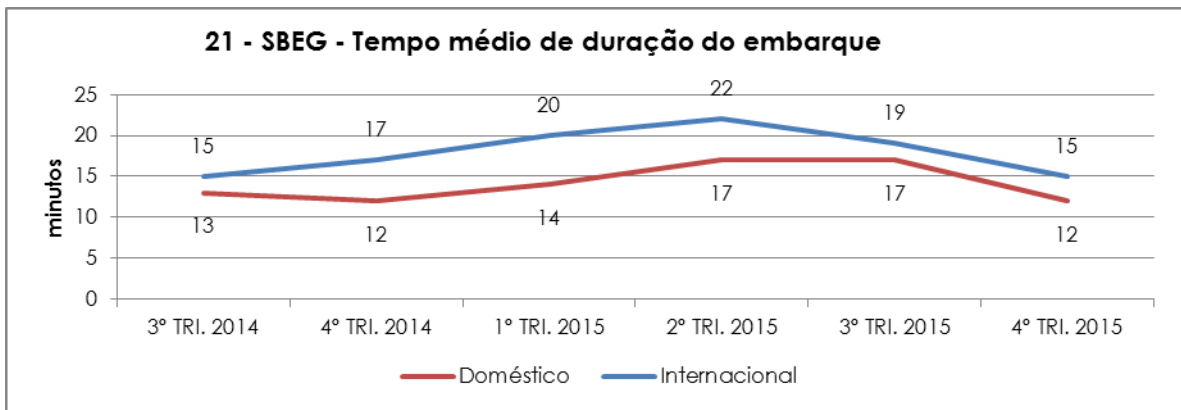
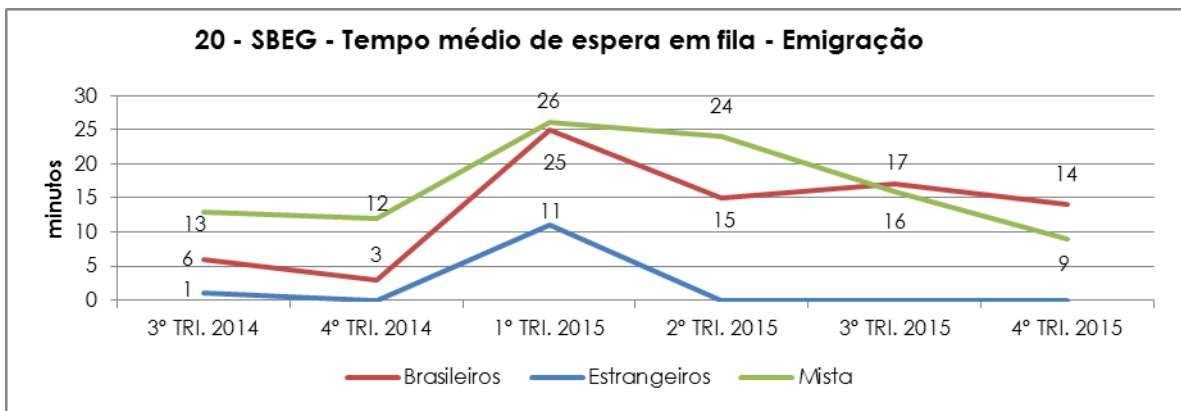
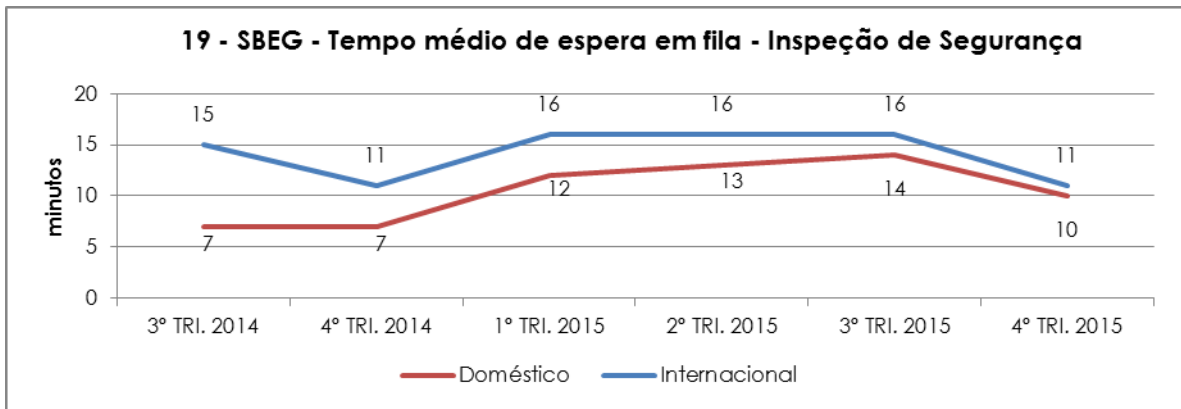
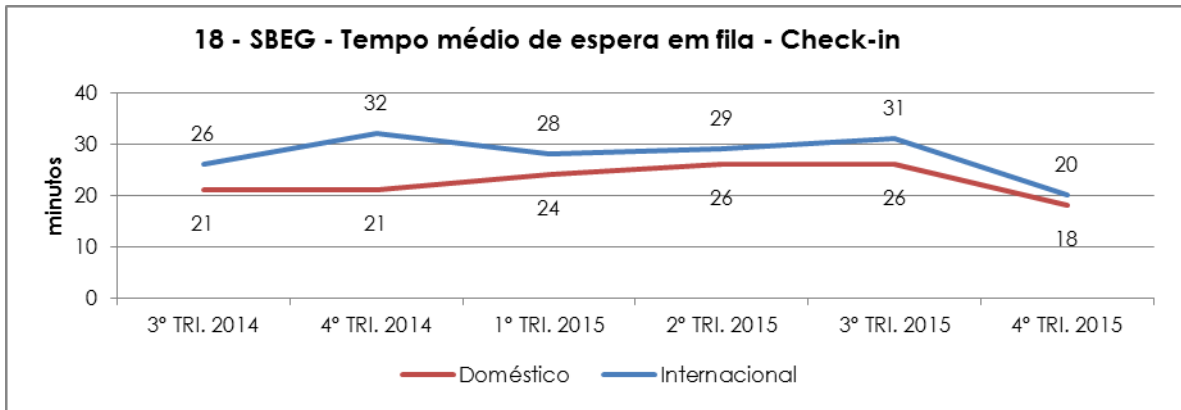
N: 382 Entrevistas/4º trimestre 2015

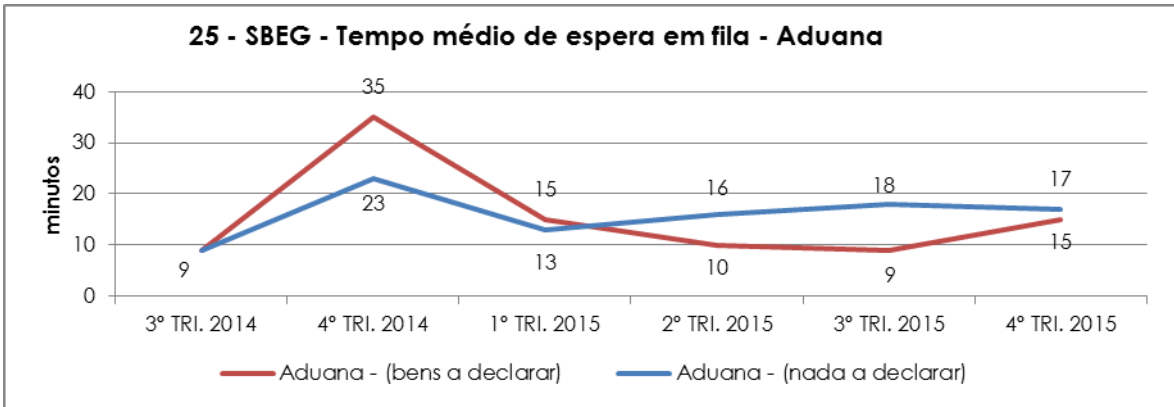
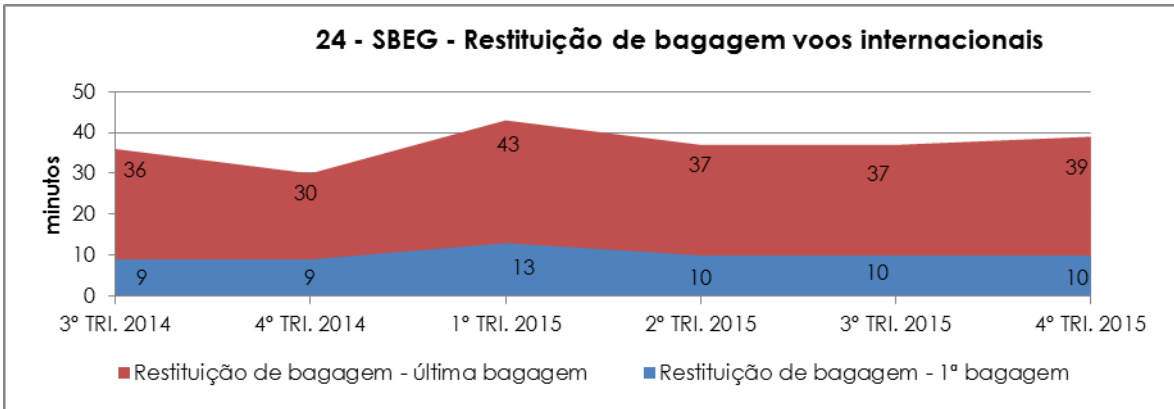
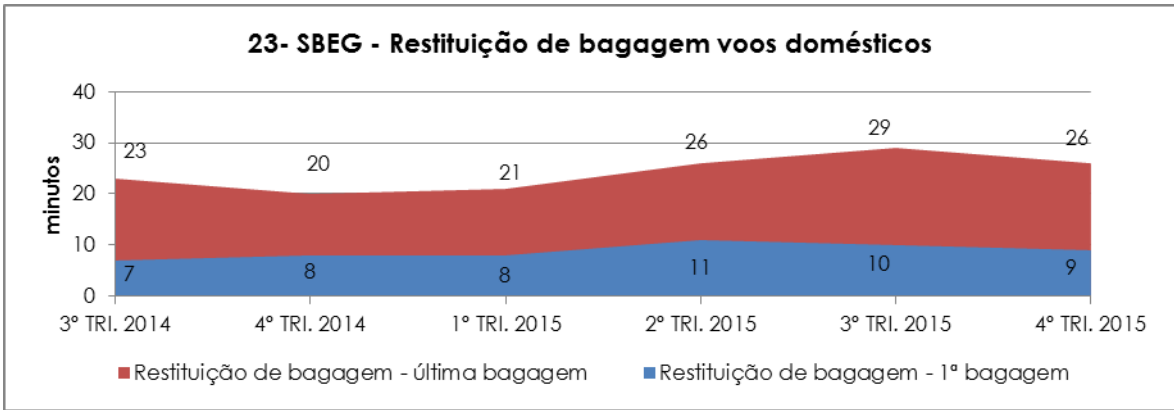
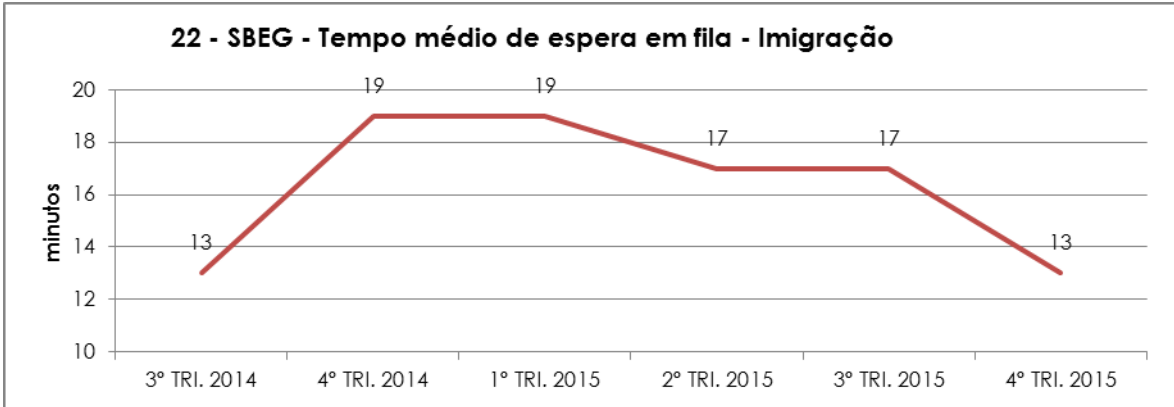


## 17 - SBEG - Média dos Indicadores

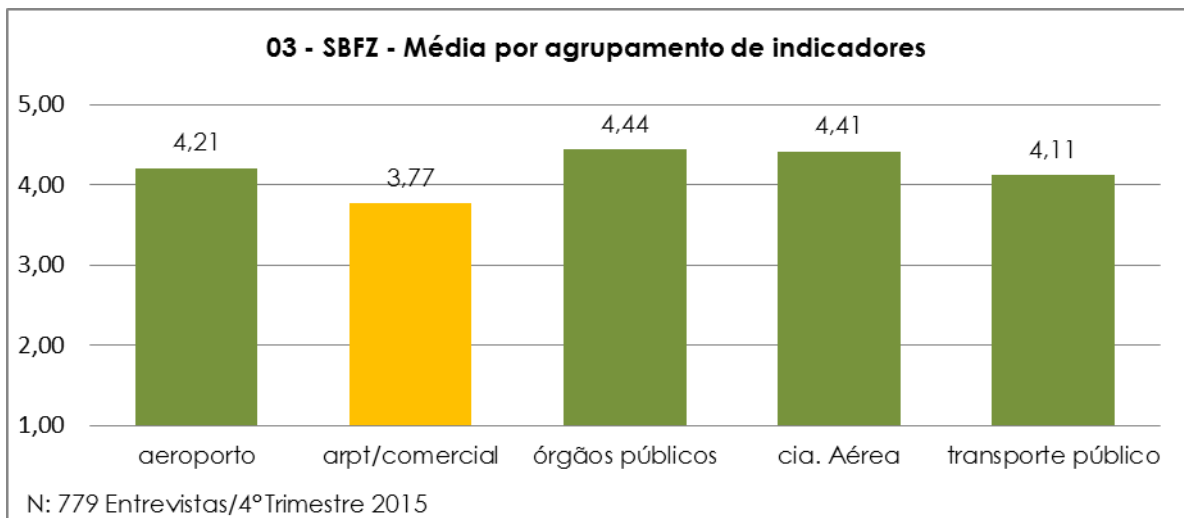
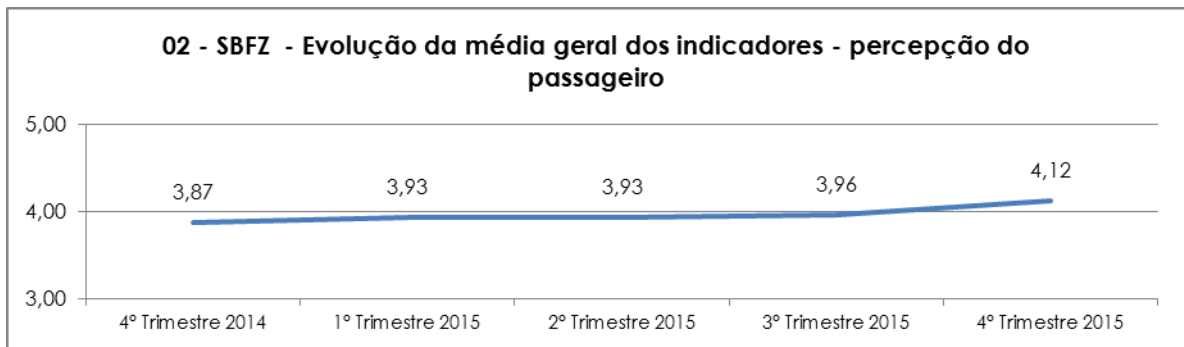
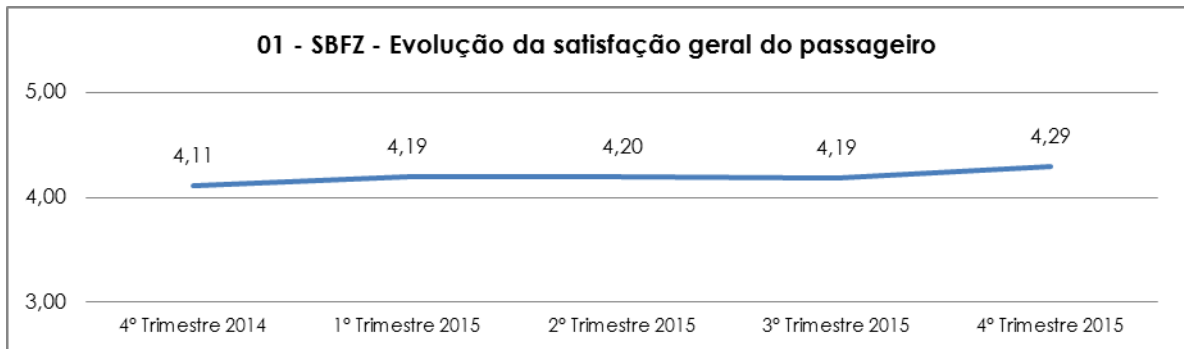


NOTA: Não houve entrevistados suficientes para avaliação da qualidade da Sala Vip neste aeroporto.

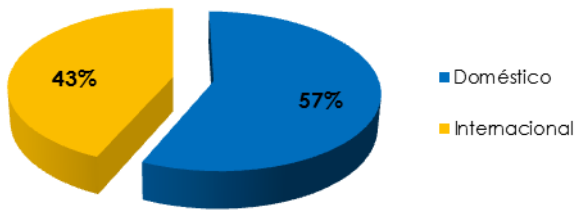




### 3.6 AEROPORTO INTERNACIONAL PINTO MARTINS – FORTALEZA (SBFZ)

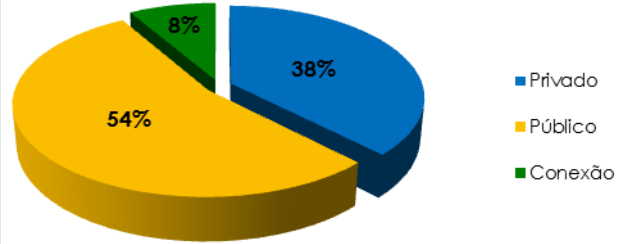


**04 - SBFZ - Distribuição amostral - Tipo de voo**



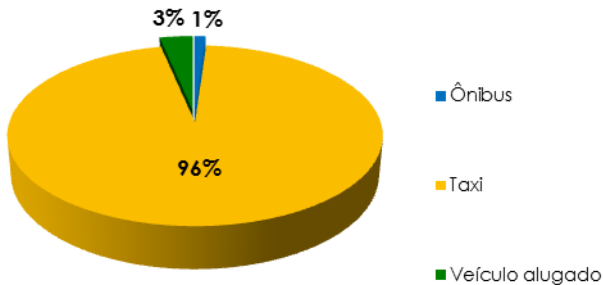
N: 779 Entrevistas/4º trimestre 2015

**05 - SBFZ - Tipo de transporte**



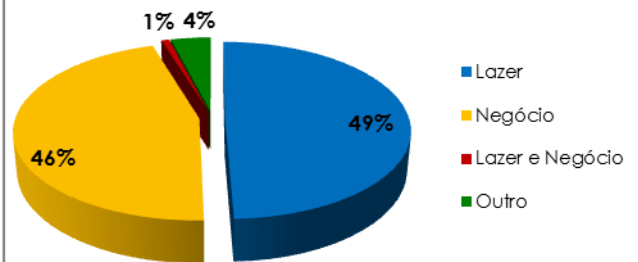
N: 497 Entrevistas/4º trimestre 2015

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



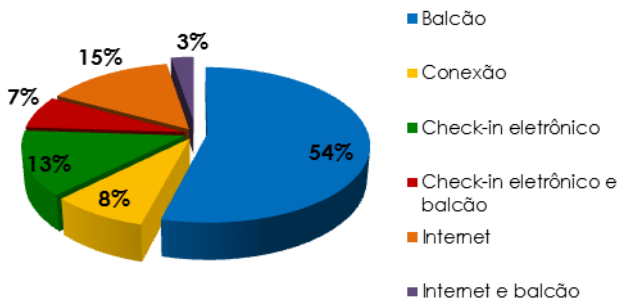
N: 268 Entrevistas/4º trimestre 2015

**07 - SBFZ - Motivo da viagem**



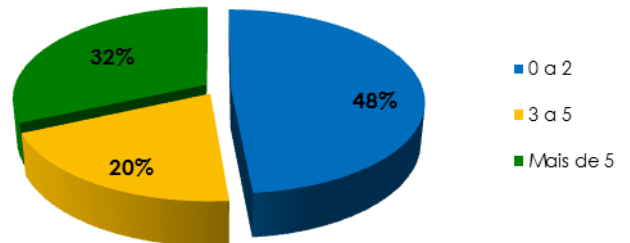
N: 497 Entrevistas/4º trimestre 2015

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



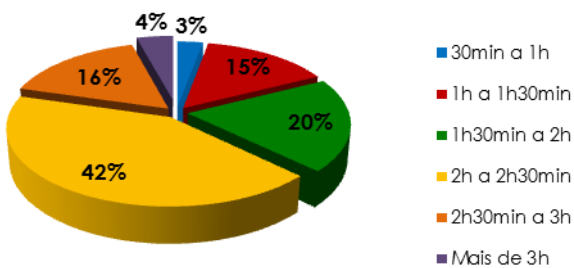
N: 497 Entrevistas/4º trimestre 2015

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



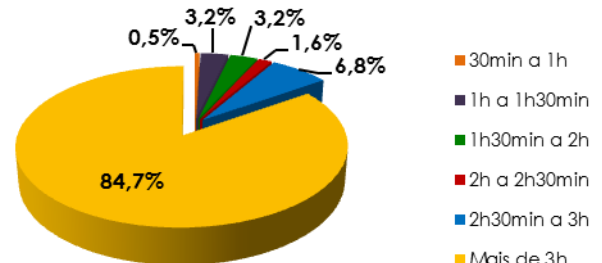
N: 496 Entrevistas/4º trimestre 2015

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



N: 307 Entrevistas/4º trimestre 2015

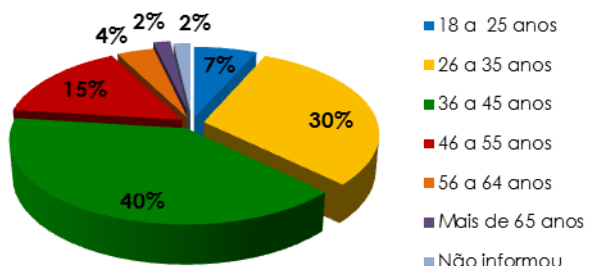
**11 - SBFZ - Antecedência de chegada para voo internacional**



N: 190 Entrevistas/4º trimestre 2015

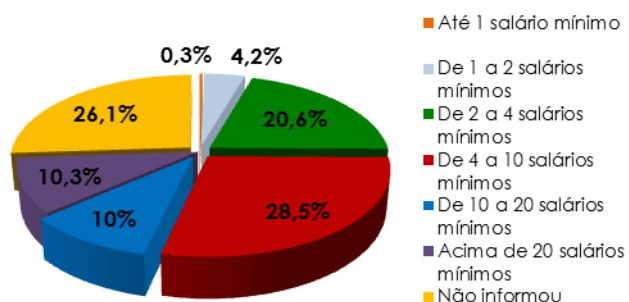


12 - SBFZ - Idade



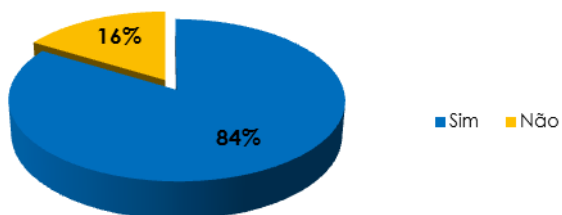
N: 330 Entrevistas/4º trimestre 2015

13 - SBFZ - Renda



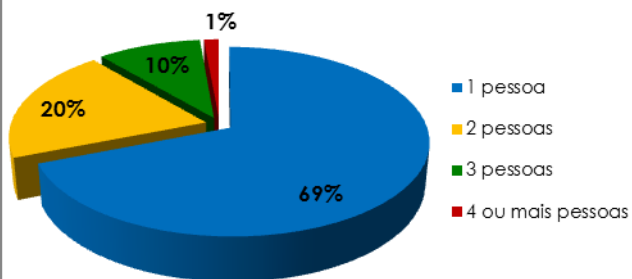
N: 330 Entrevistas/4º trimestre 2015

14 - SBFZ - Viajando sozinho



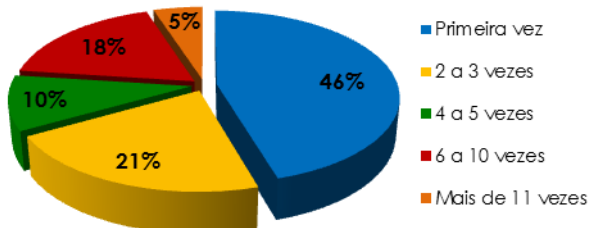
N: 497 Entrevistas/4º trimestre 2015

15 - SBFZ - Número de acompanhantes



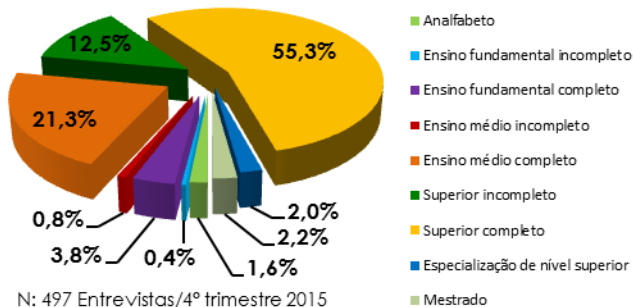
N: 71 Entrevistas/4º trimestre 2015

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



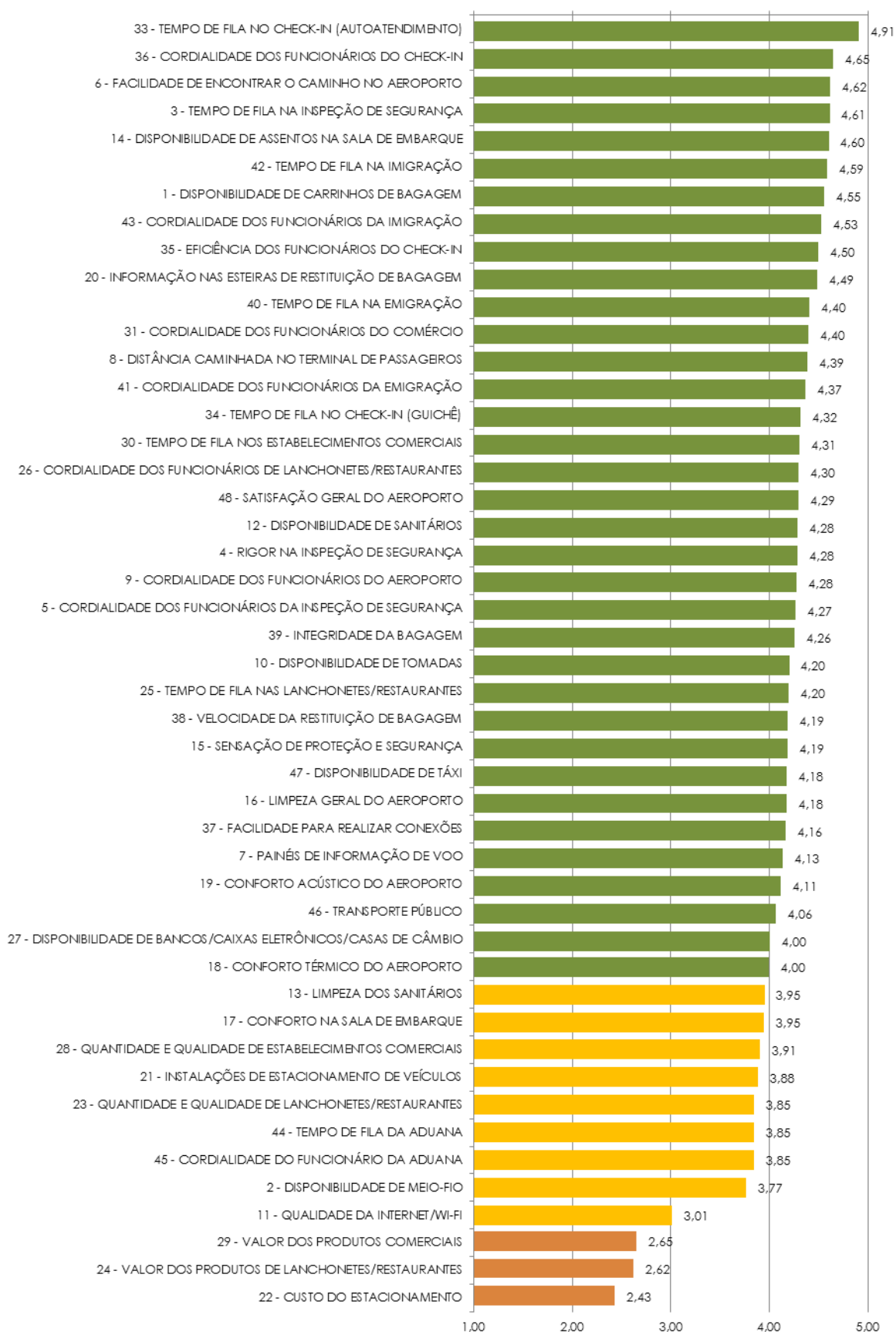
N: 497 Entrevistas/4º trimestre 2015

17 - SBFZ - Escolaridade

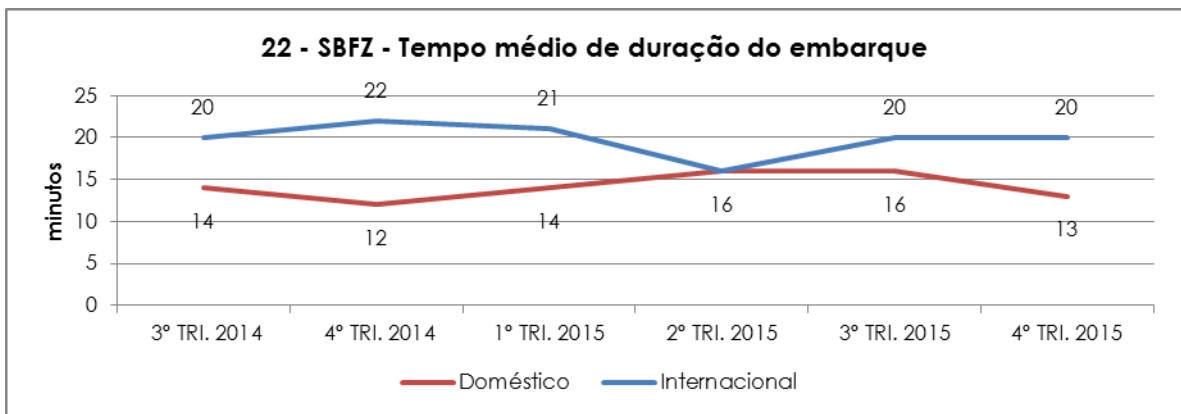
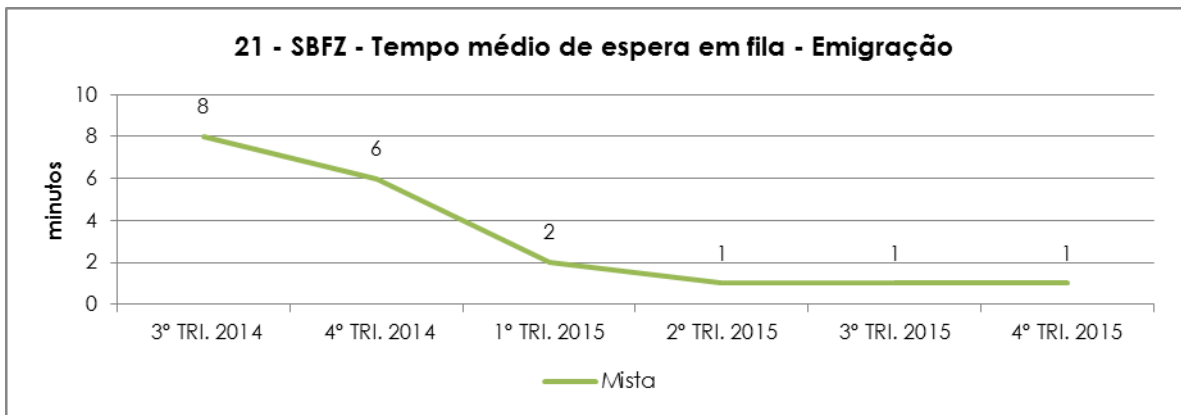
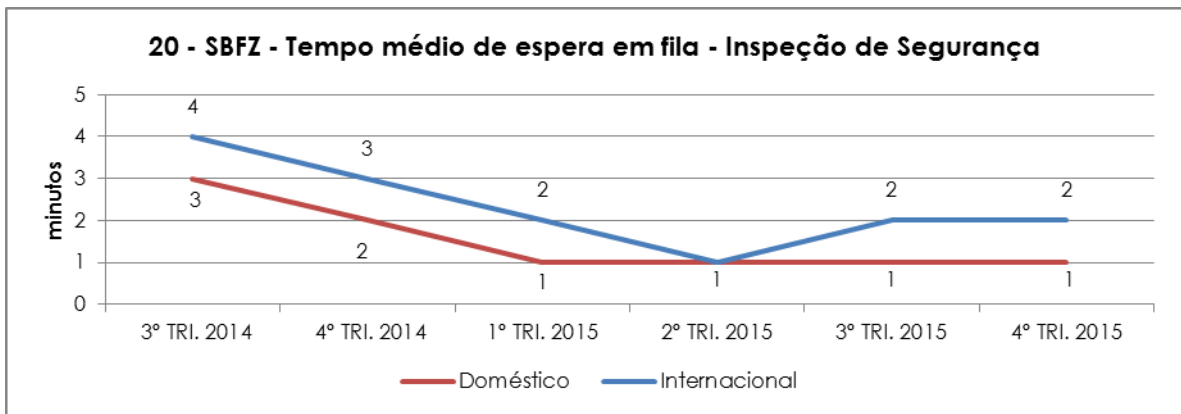
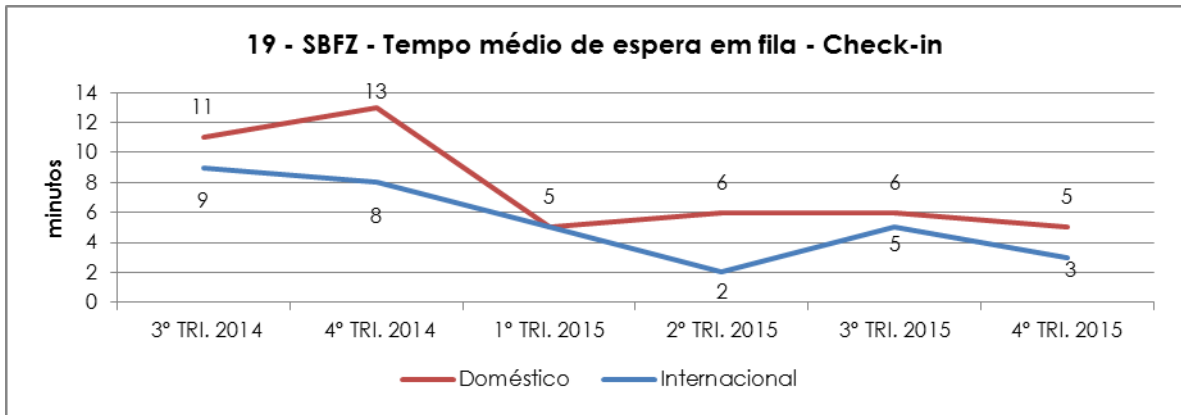


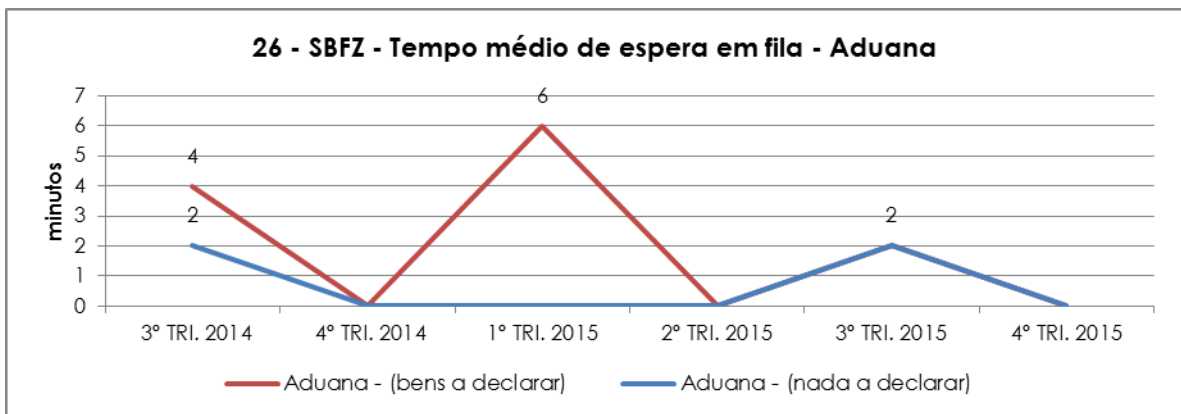
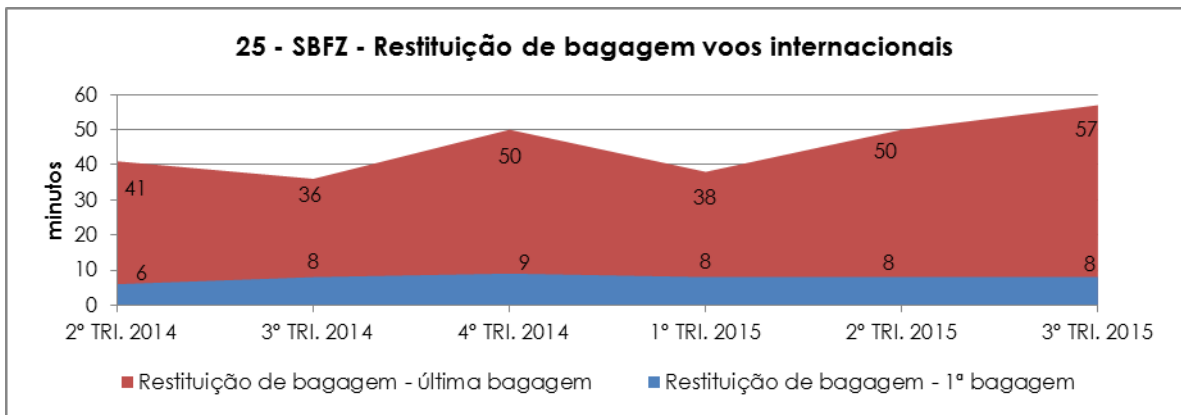
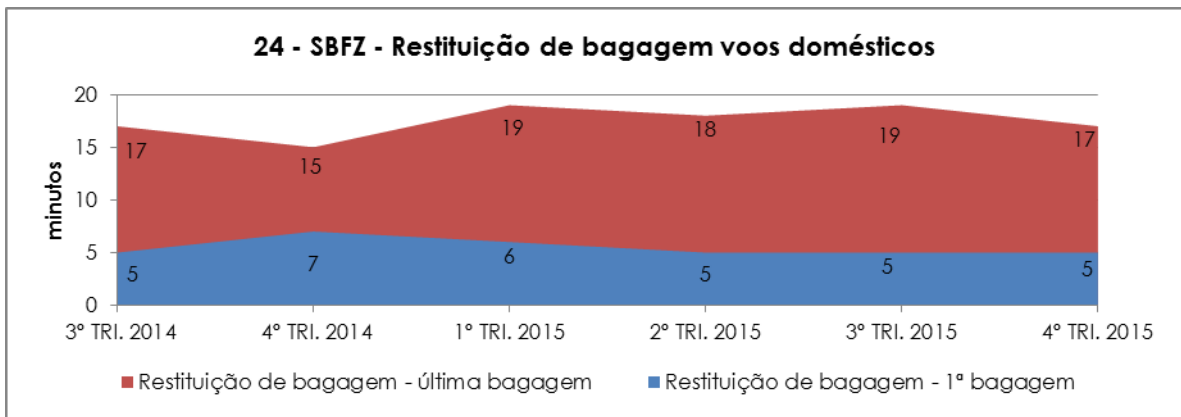
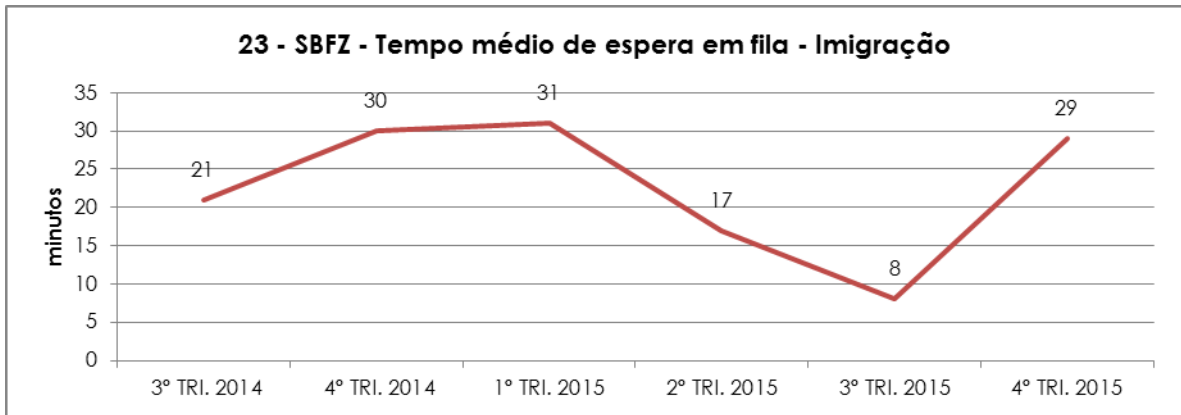
N: 497 Entrevistas/4º trimestre 2015

## 18 - SBFZ - Média dos Indicadores

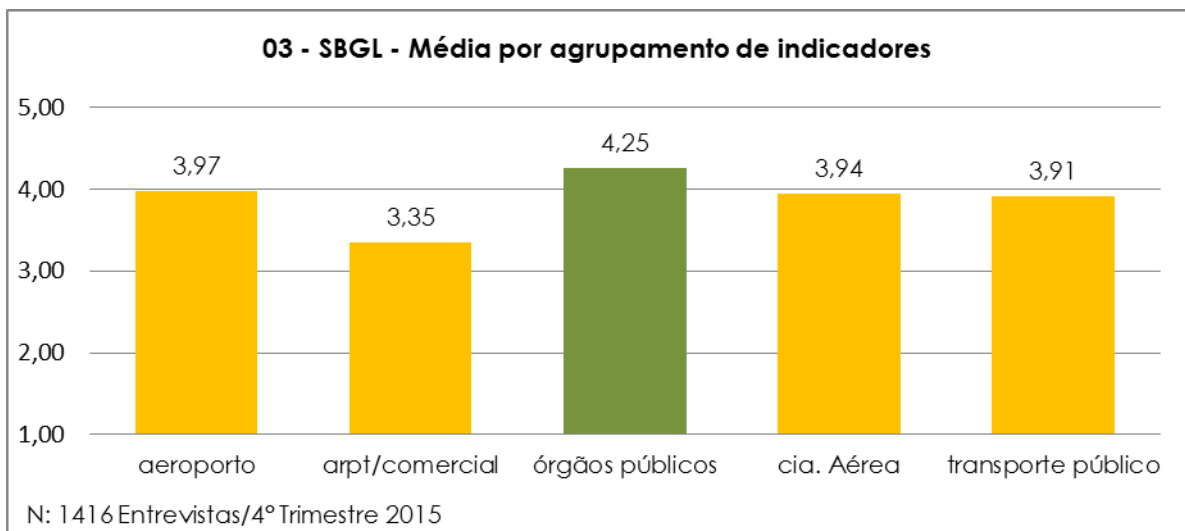
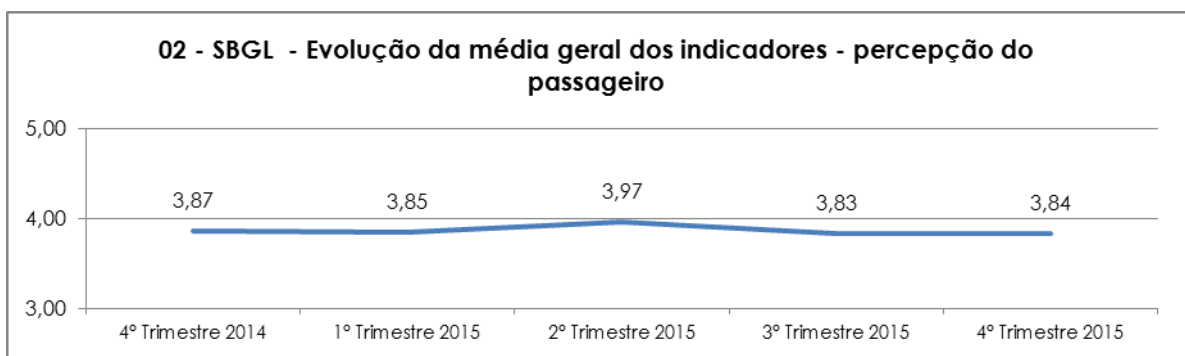
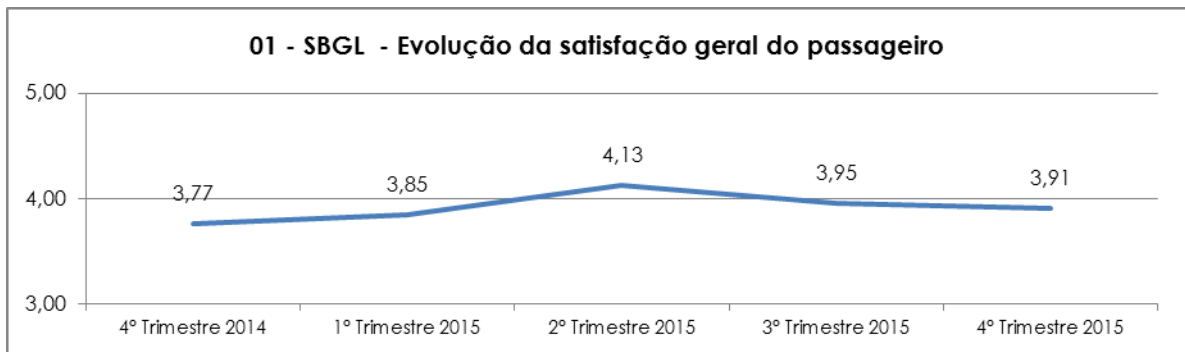


NOTA: Não houve entrevistados suficientes para avaliação da qualidade da Sala Vip neste aeroporto.

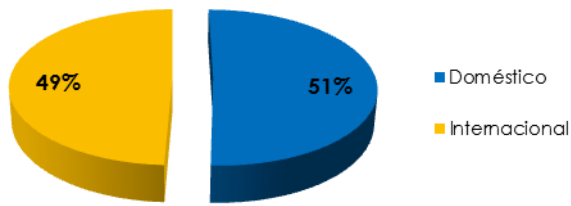




### 3.7 AEROPORTO INTERNACIONAL ANTÔNIO CARLOS JOBIM/GALEÃO – RIO DE JANEIRO (SBGL)

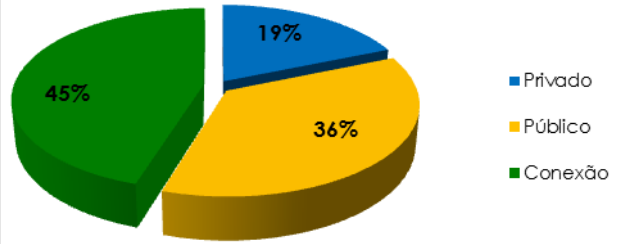


**04 - SBGL - Distribuição amostral - Tipo de voo**



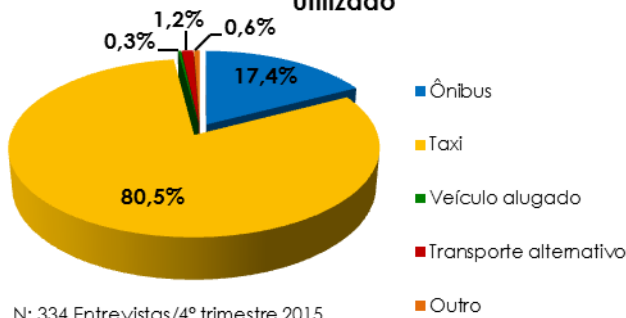
N: 1416 Entrevistas/4º trimestre 2015

**05 - SBGL - Tipo de transporte**



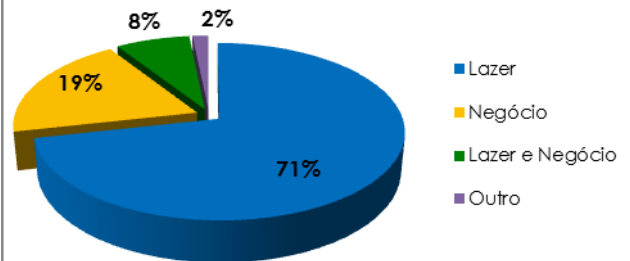
N: 927 Entrevistas/4º trimestre 2015

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



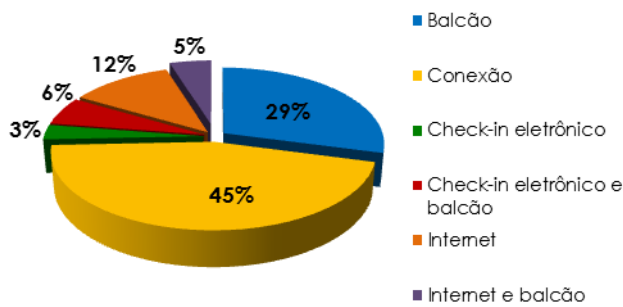
N: 334 Entrevistas/4º trimestre 2015

**07 - SBGL - Motivo da viagem**



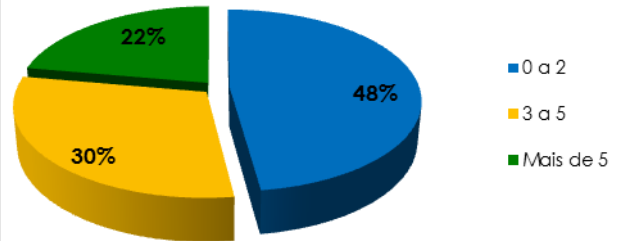
N: 927 Entrevistas/4º trimestre 2015

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



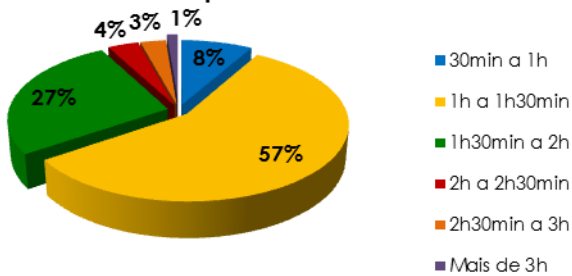
N: 927 Entrevistas/4º trimestre 2015

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



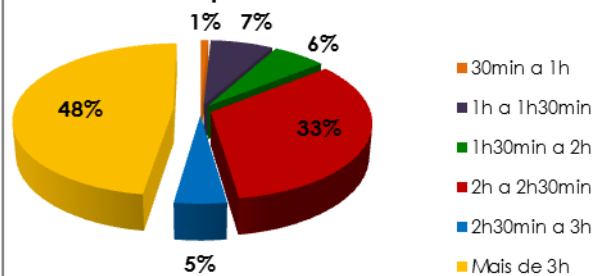
N: 927 Entrevistas/4º trimestre 2015

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

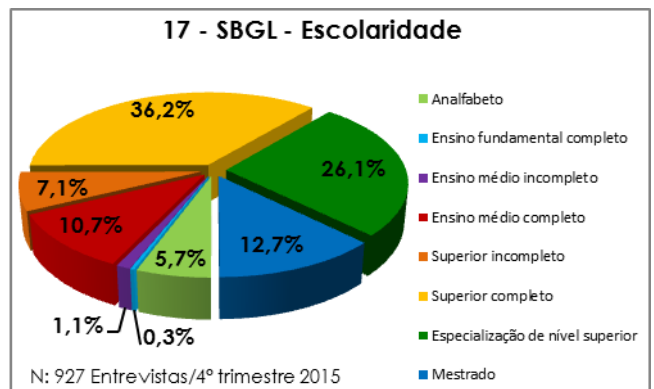
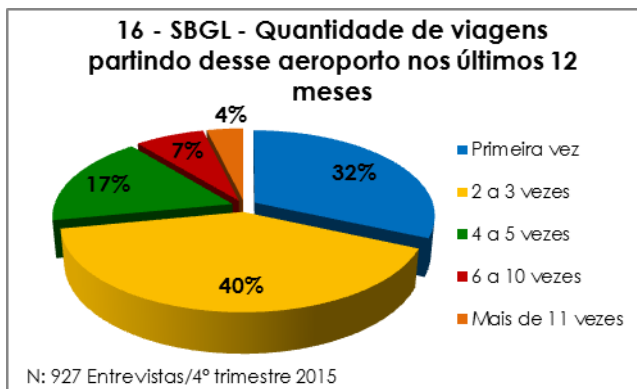
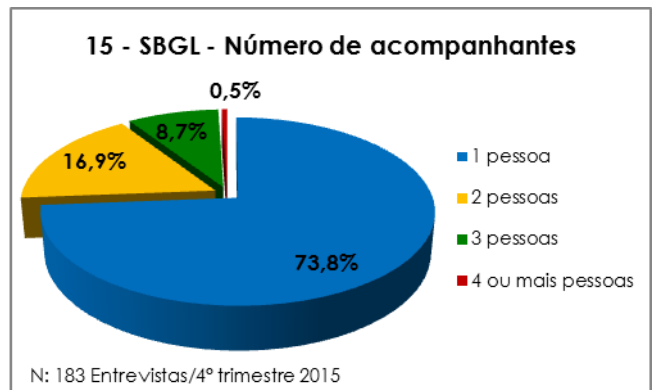
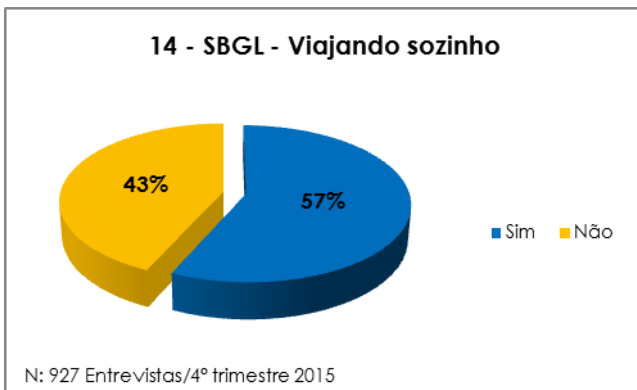
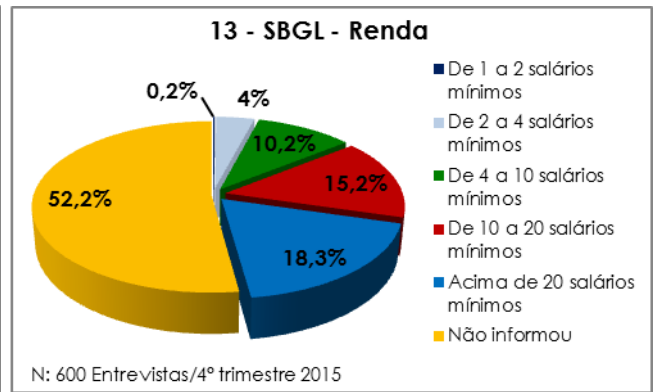
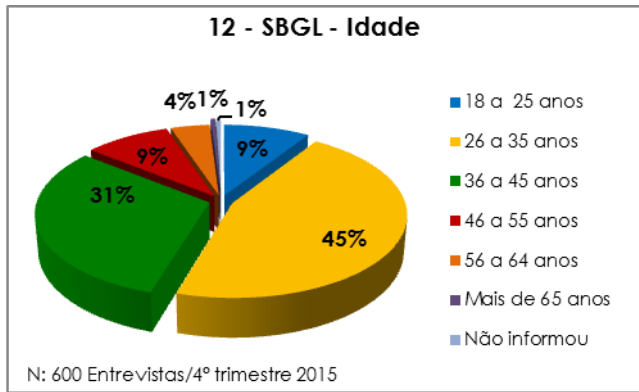


N: 472 Entrevistas/4º trimestre 2015

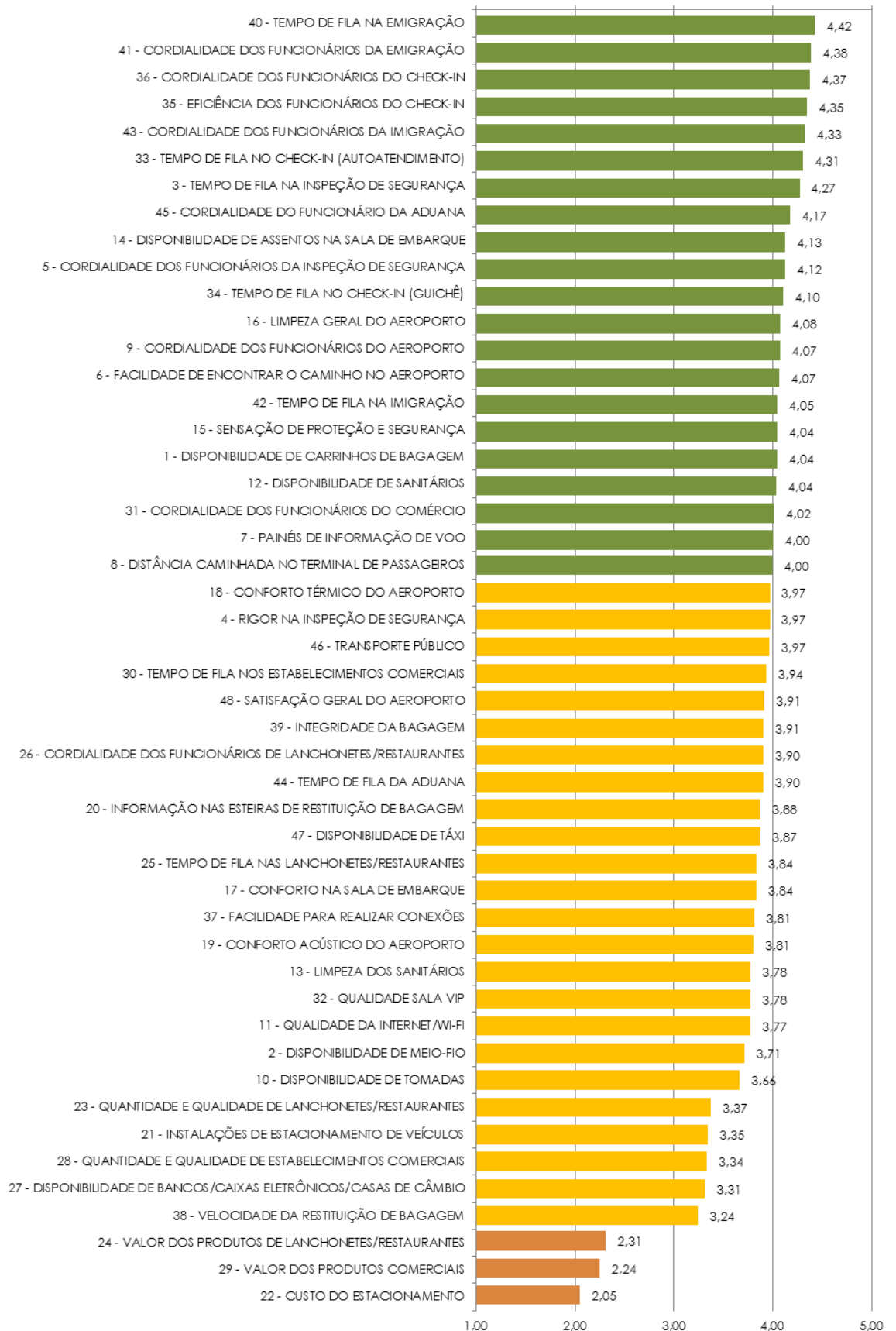
**11 - SBGL - Antecedência de chegada para voo internacional**



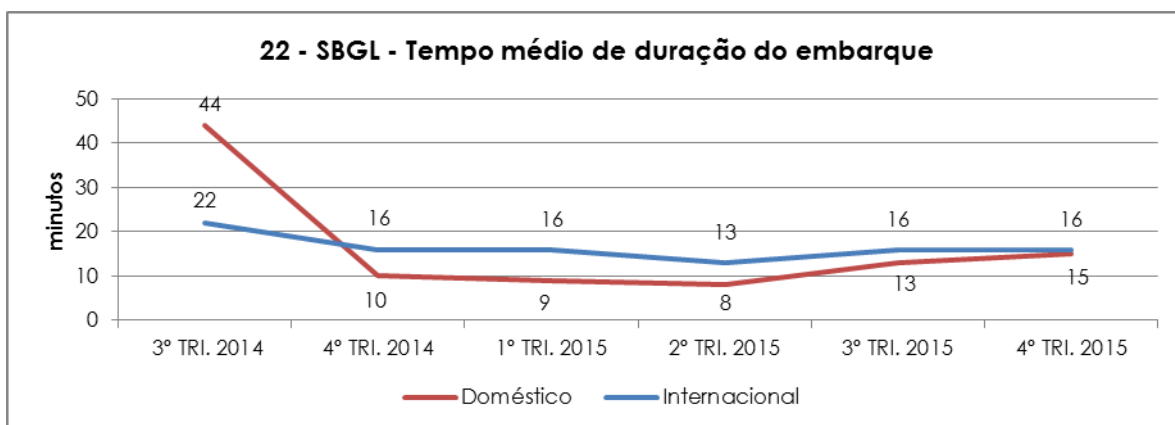
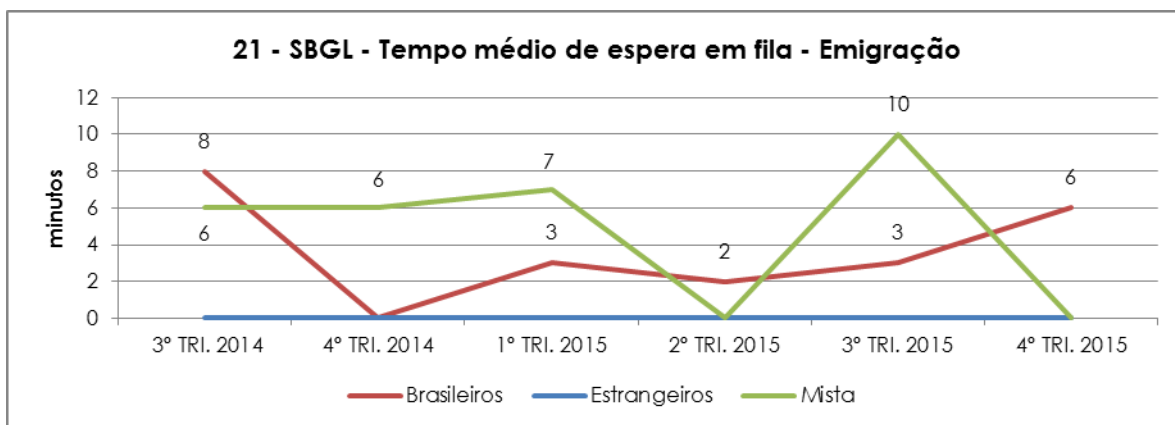
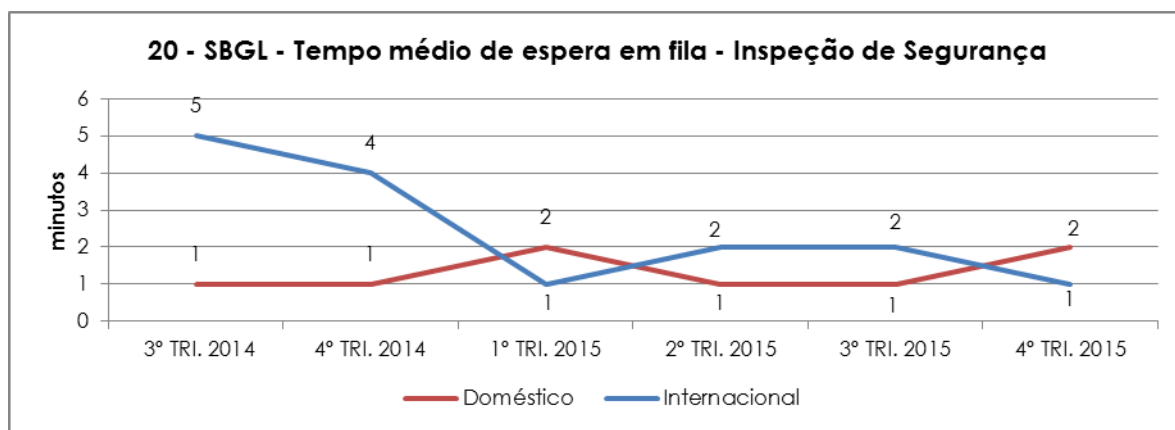
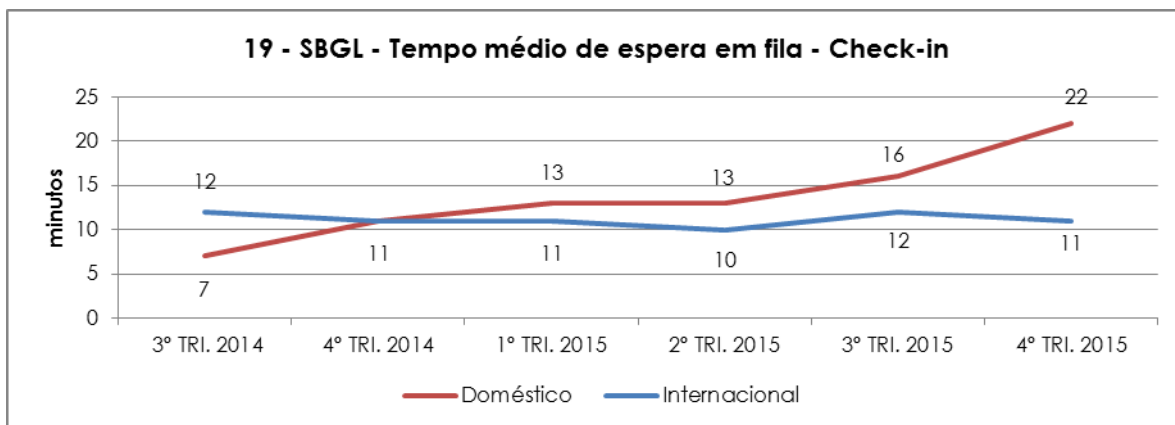
N: 455 Entrevistas/4º trimestre 2015



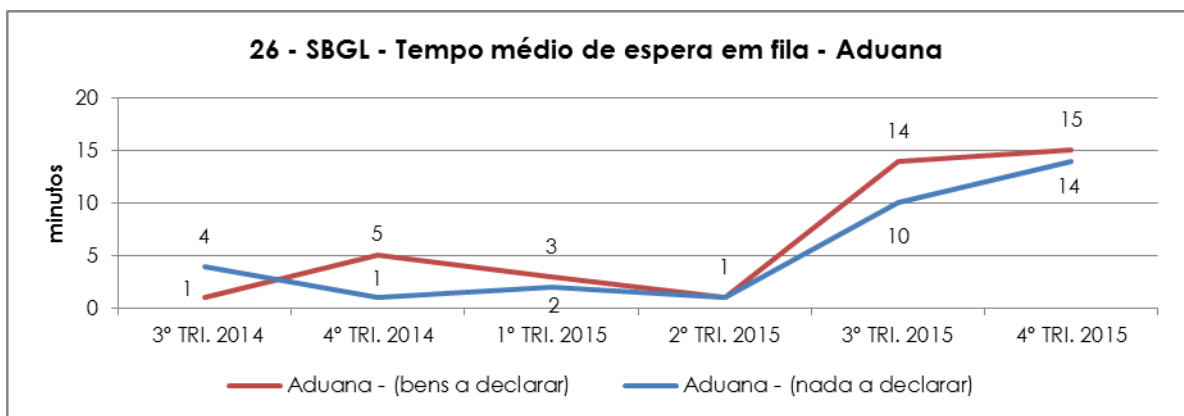
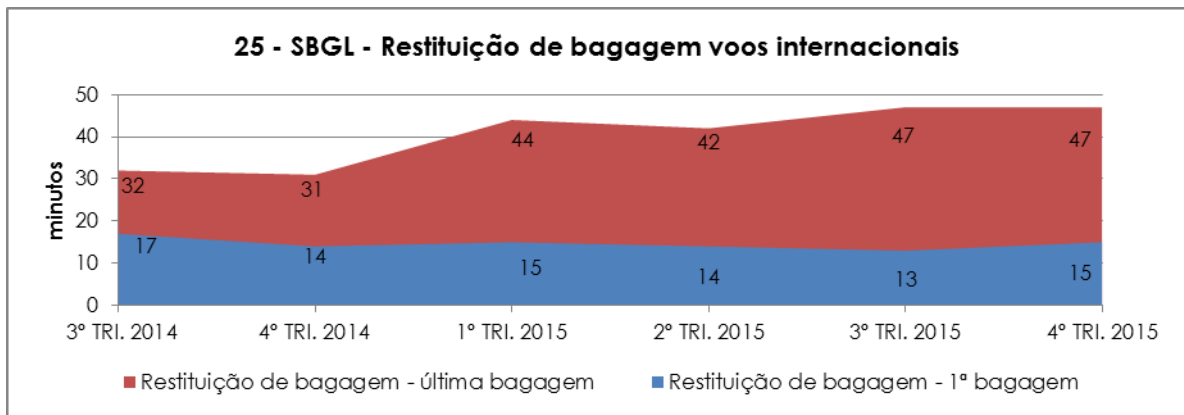
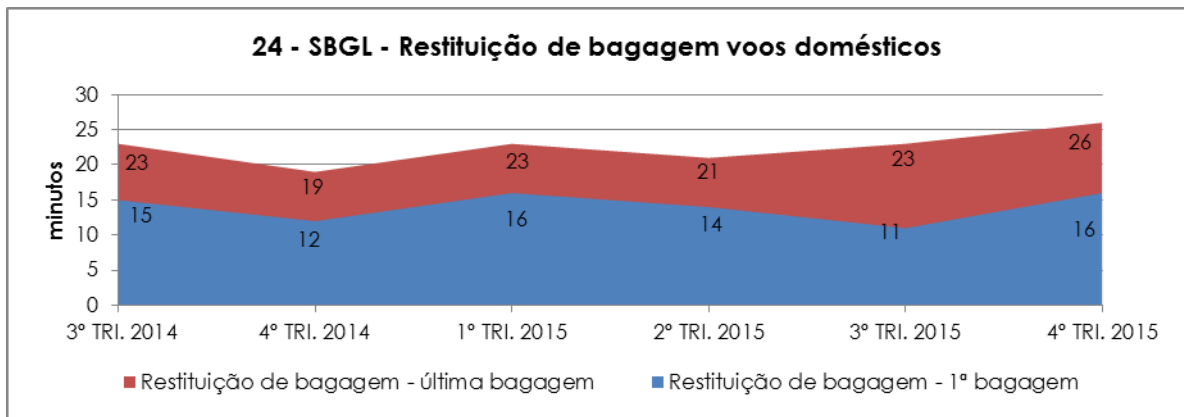
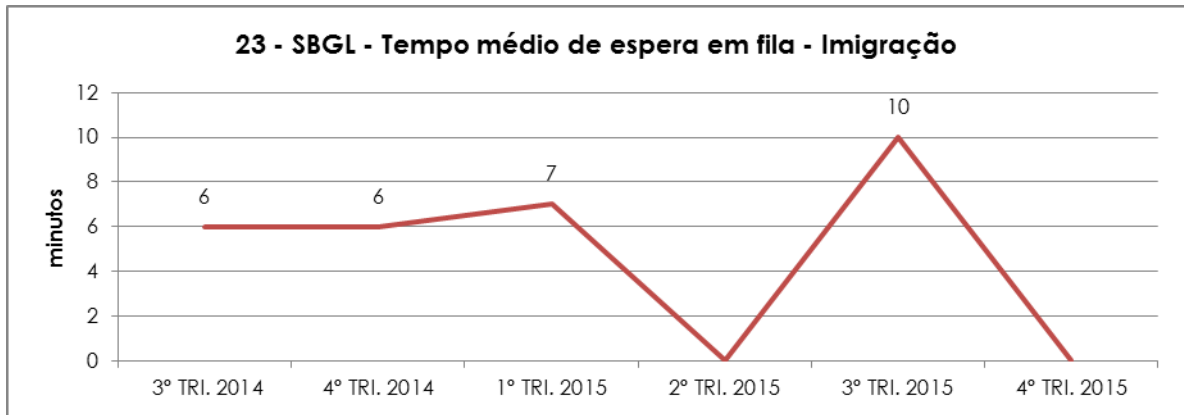
## 18 - SBGL - Média dos Indicadores



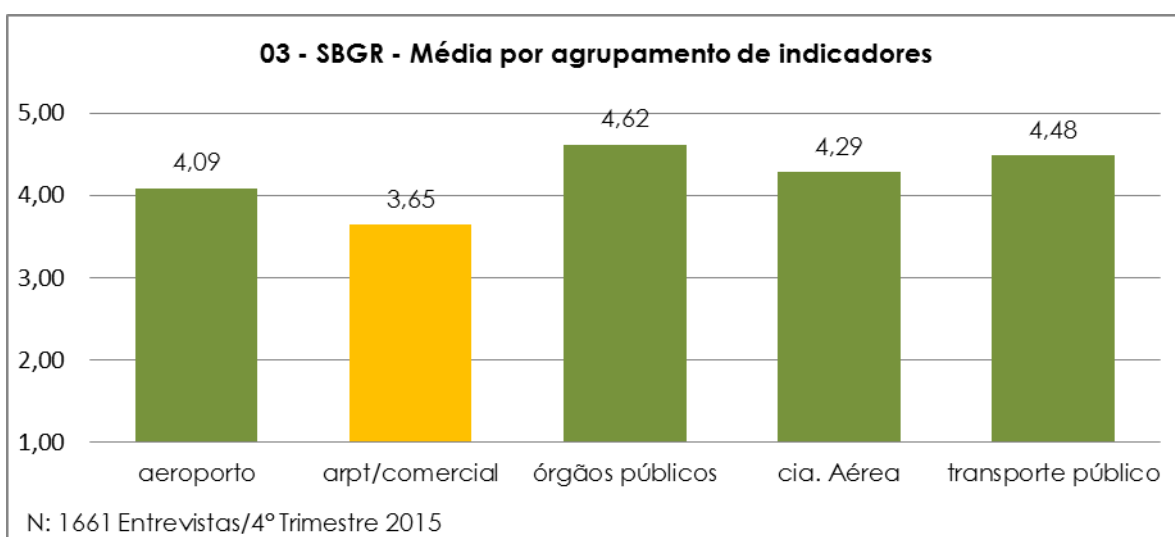
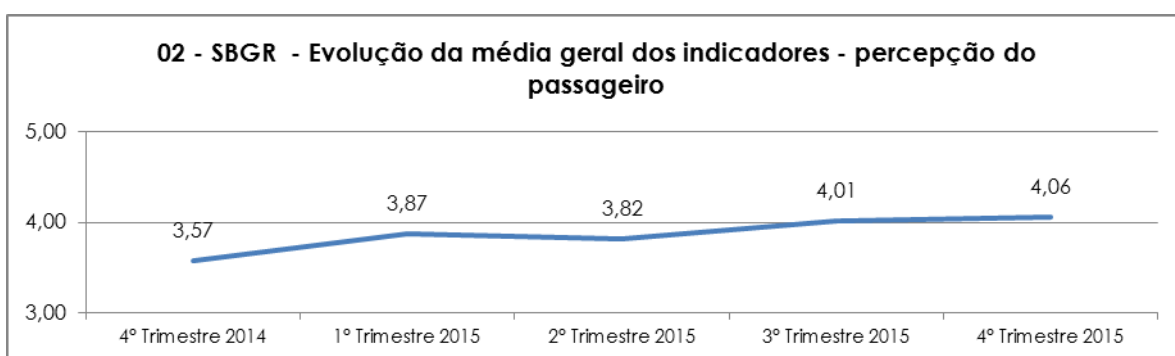
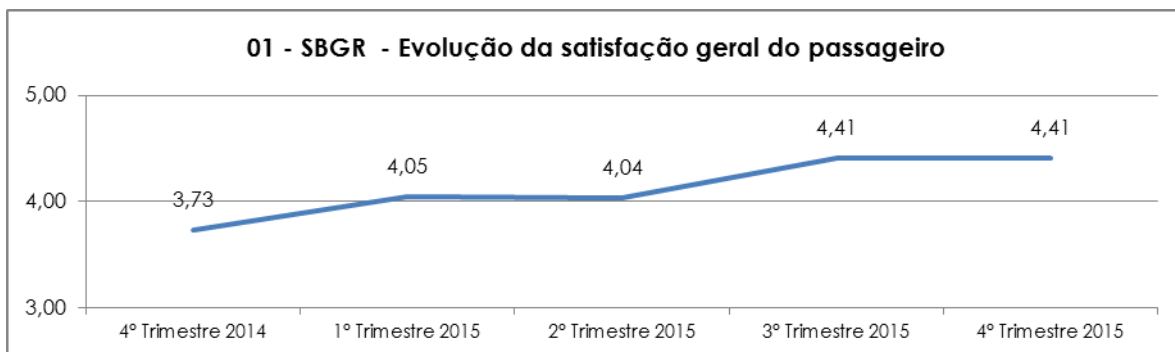




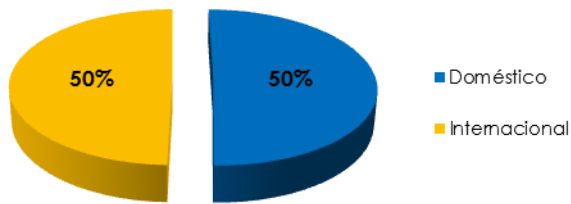
NOTA: Não houve entrevistados suficientes para avaliação da qualidade da Sala Vip neste aeroporto.



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

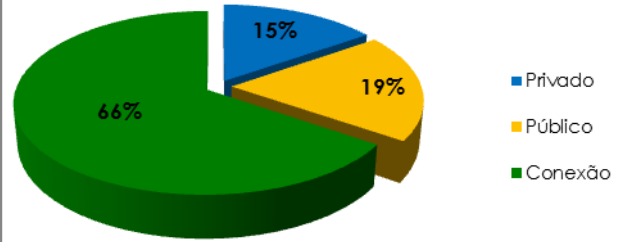


**04 - SBGR - Distribuição amostral - Tipo de voo**



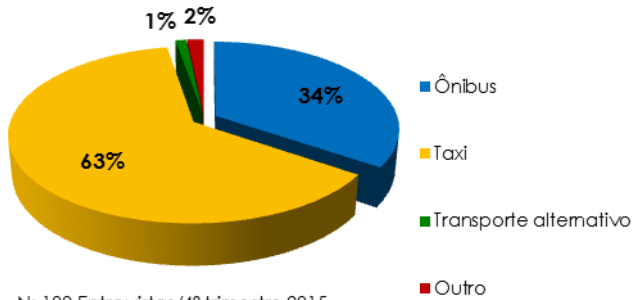
N: 1661 Entrevistas/4º trimestre 2015

**05 - SBGR - Tipo de transporte**



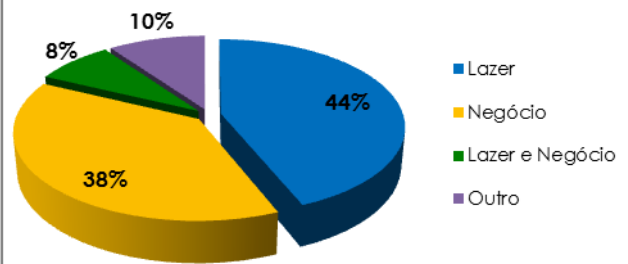
N: 938 Entrevistas/4º trimestre 2015

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



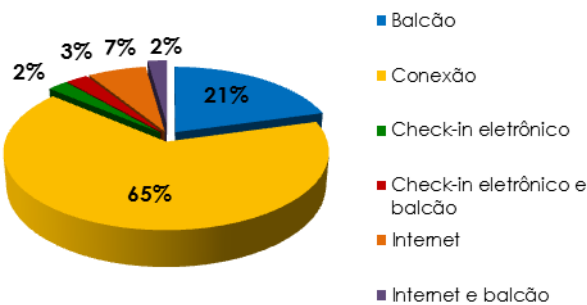
N: 180 Entrevistas/4º trimestre 2015

**07 - SBGR - Motivo da viagem**



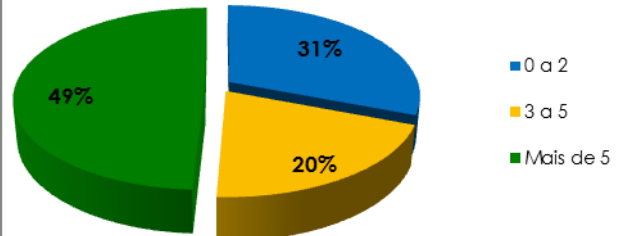
N: 938 Entrevistas/4º trimestre 2015

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



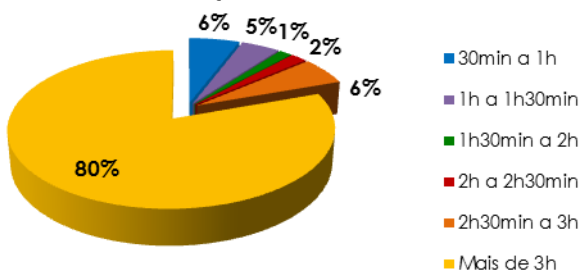
N: 938 Entrevistas/4º trimestre 2015

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



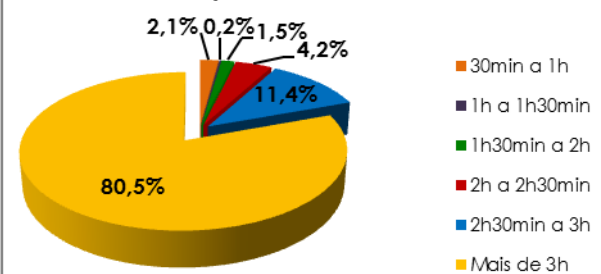
N: 938 Entrevistas/4º trimestre 2015

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



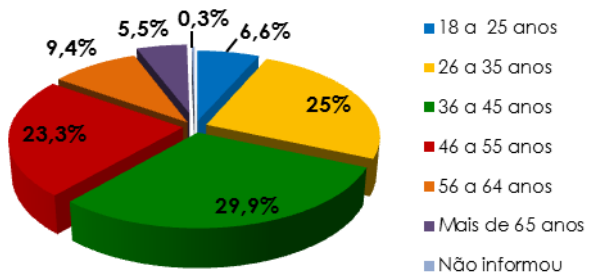
N: 465 Entrevistas/4º trimestre 2015

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



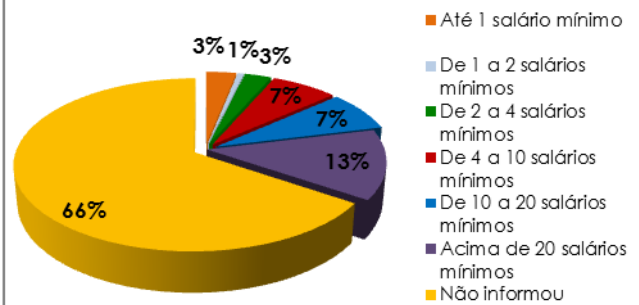
N: 473 Entrevistas/4º trimestre 2015

12 - SBGR - Idade



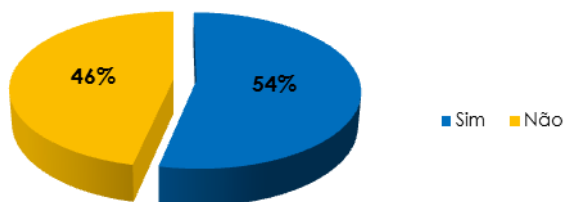
N: 605 Entrevistas/4º trimestre 2015

13 - SBGR - Renda



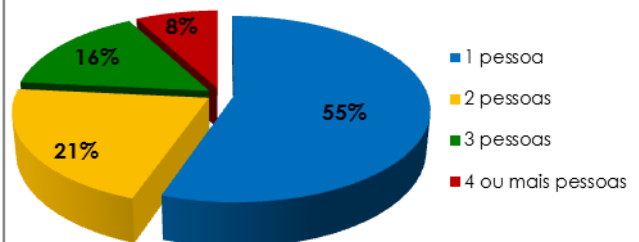
N: 605 Entrevistas/4º trimestre 2015

14 - SBGR - Viajando sozinho



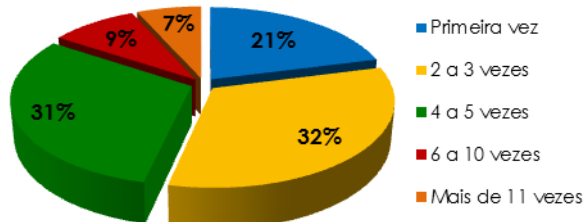
N: 938 Entrevistas/4º trimestre 2015

15 - SBGR - Número de acompanhantes



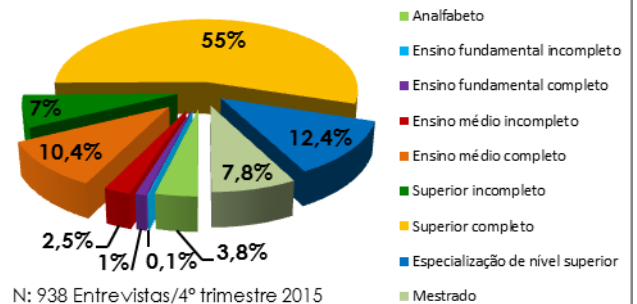
N: 354 Entrevistas/4º trimestre 2015

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



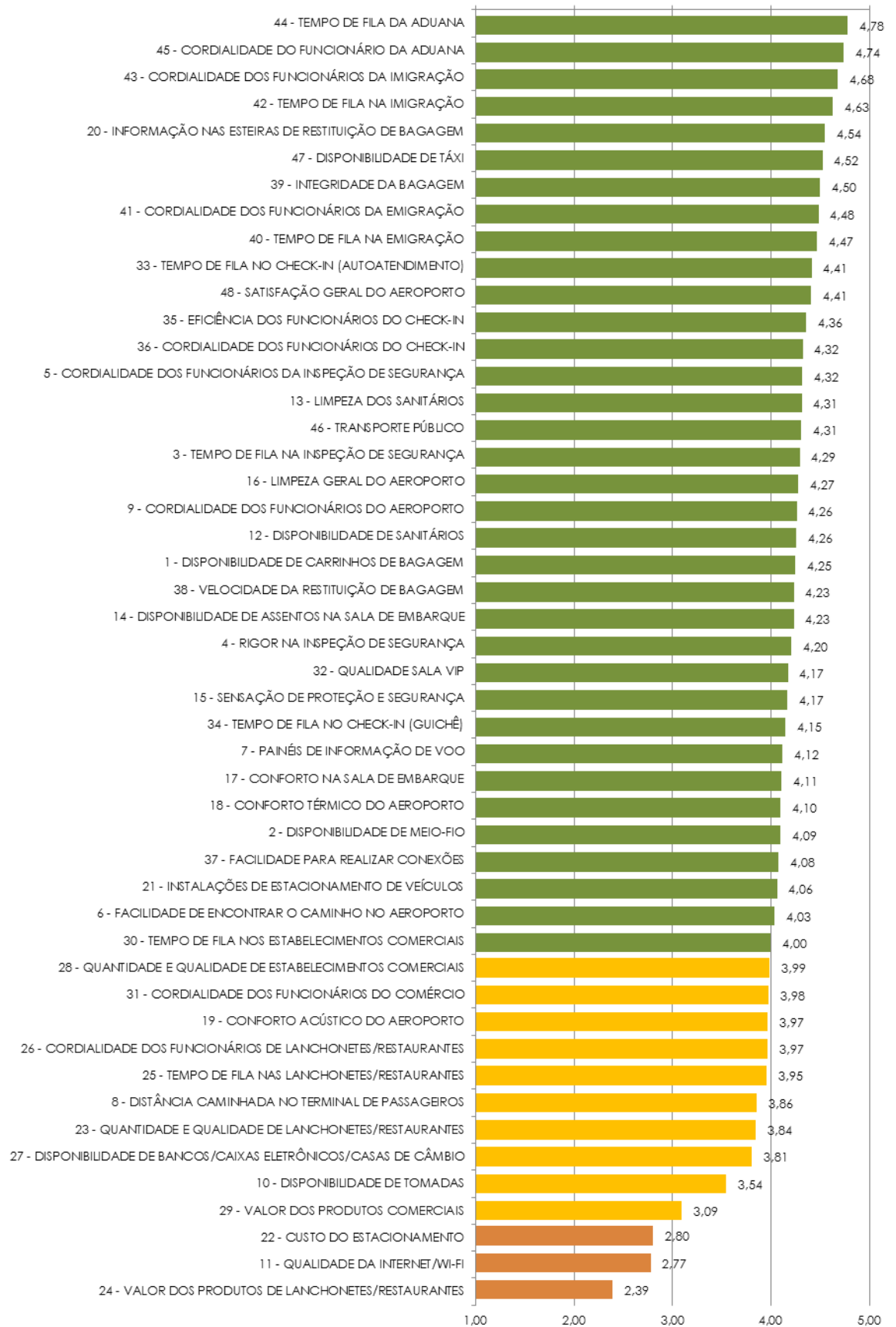
N: 938 Entrevistas/4º trimestre 2015

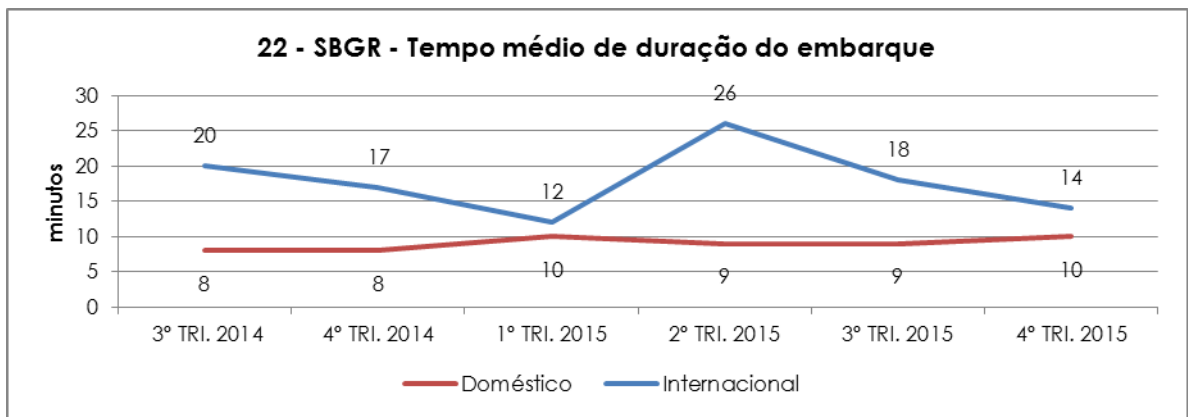
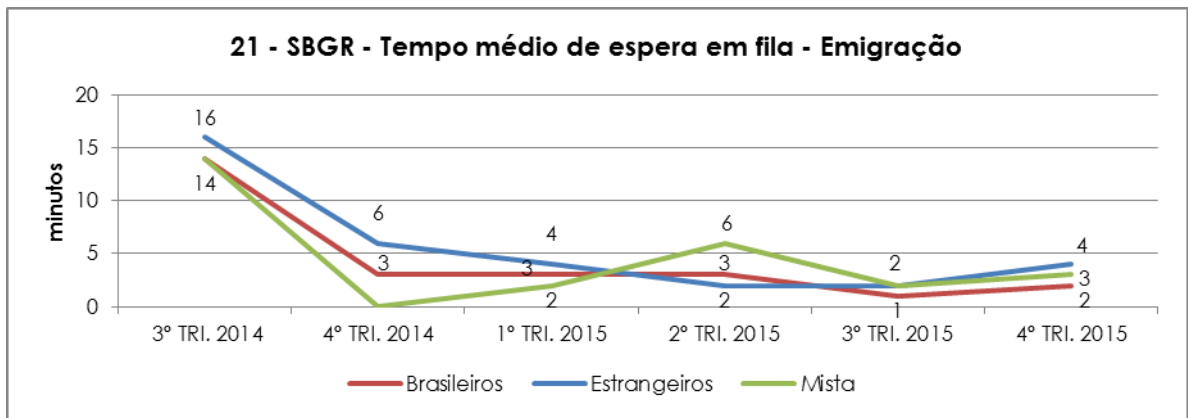
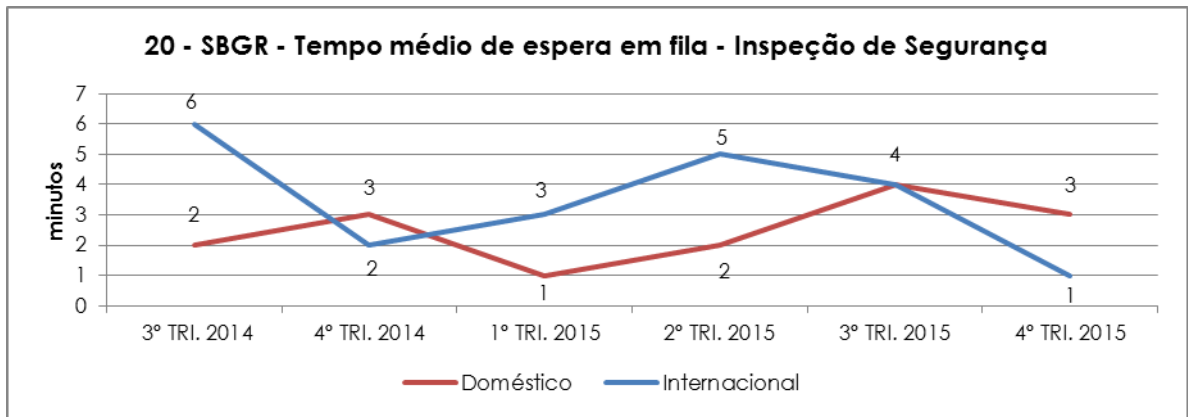
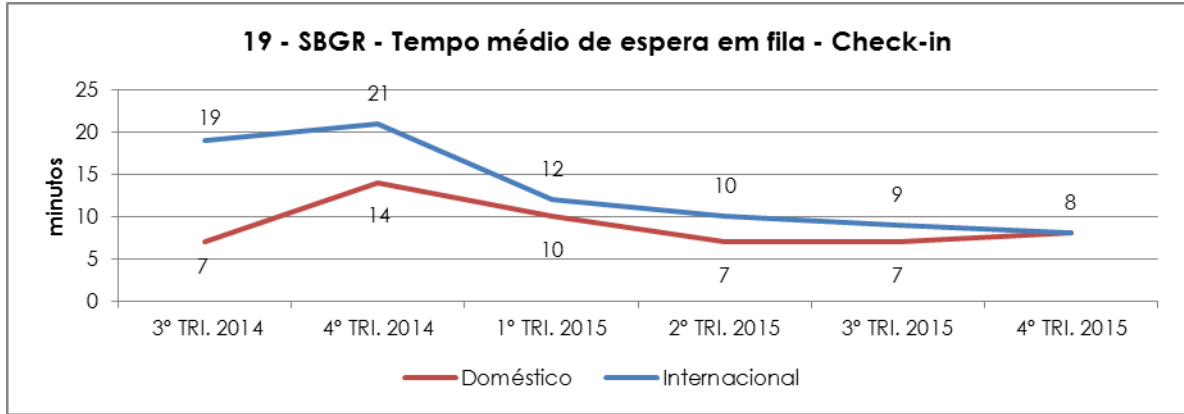
17 - SBGR - Escolaridade

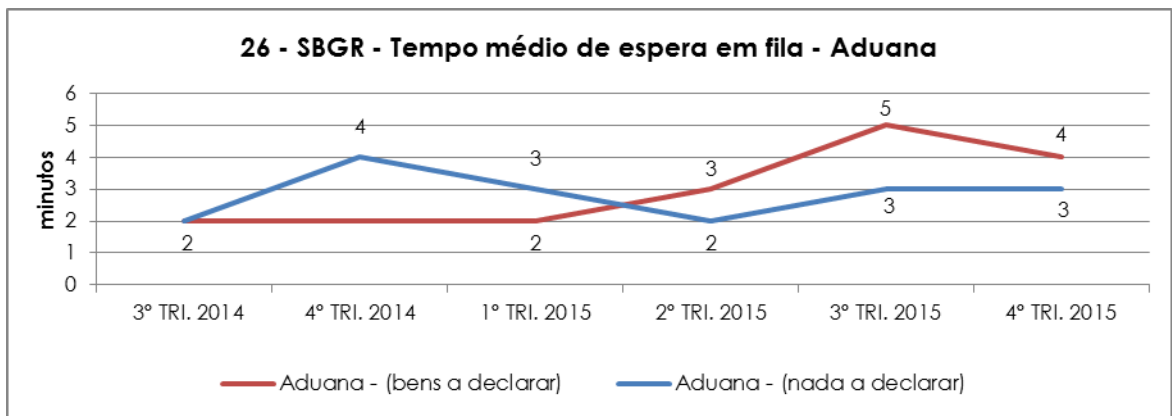
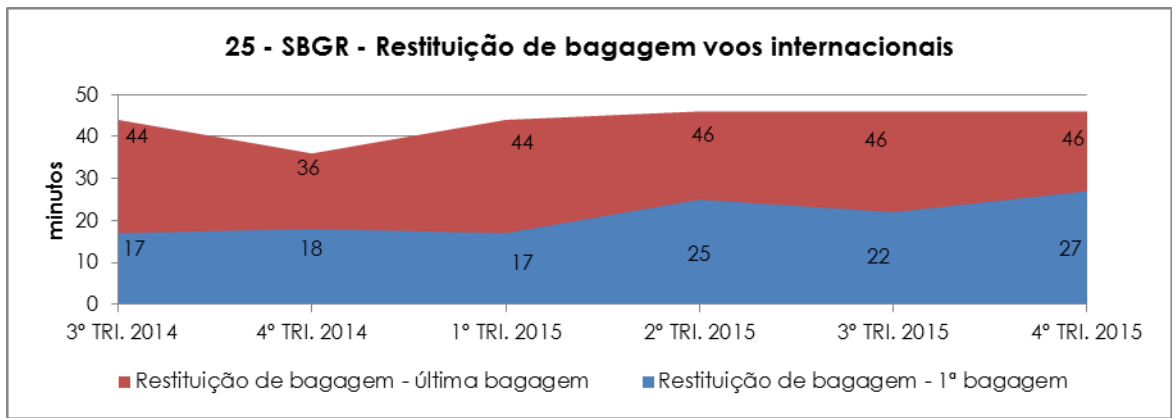
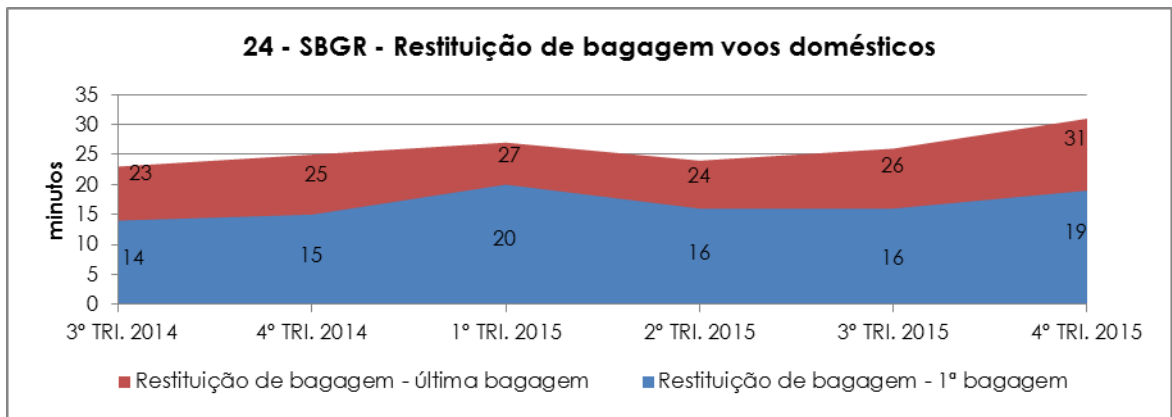
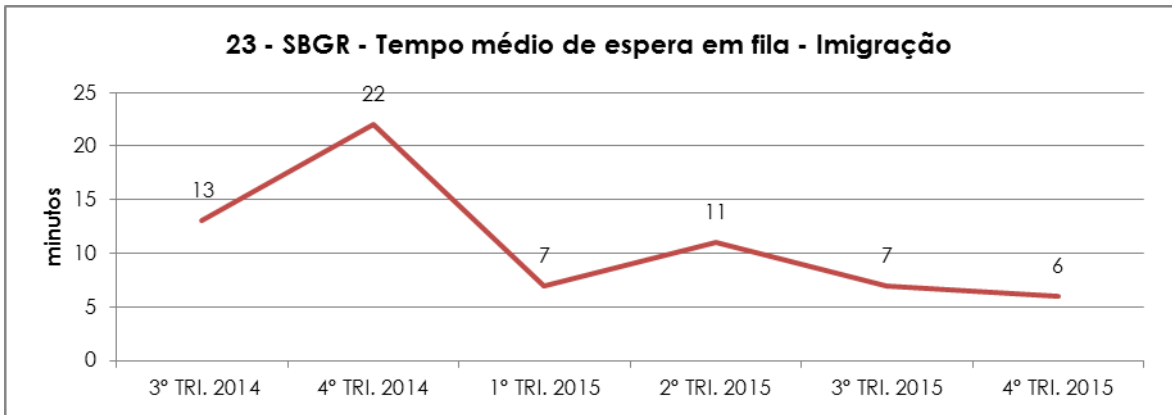


N: 938 Entrevistas/4º trimestre 2015

## 18 - SBGR - Média dos Indicadores

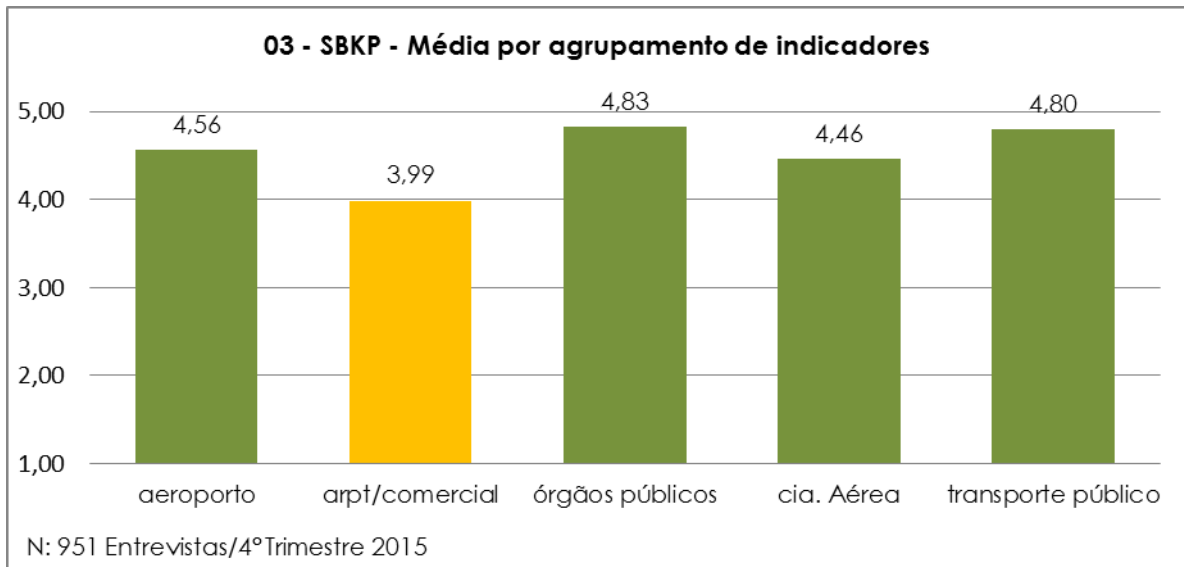
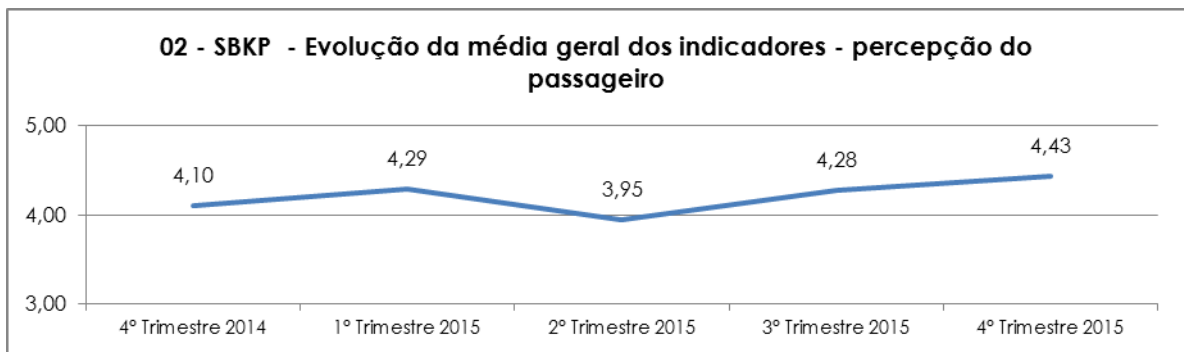
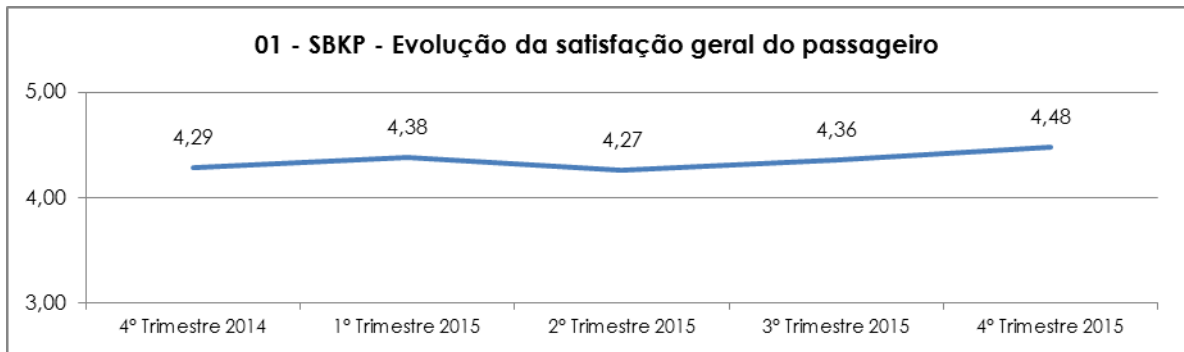




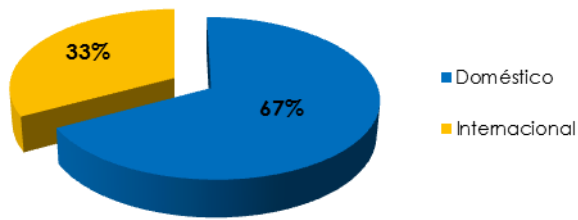




### 3.9 AEROPORTO INTERNACIONAL DE VIRACOPOS – CAMPINAS (SBKP)

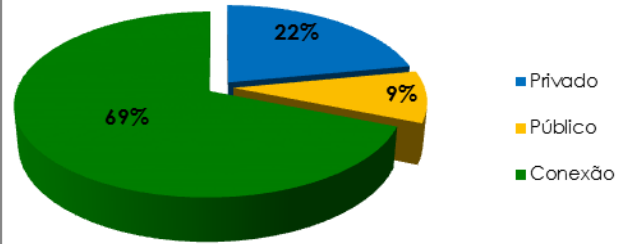


**04 - SBKP - Distribuição amostral - Tipo de voo**



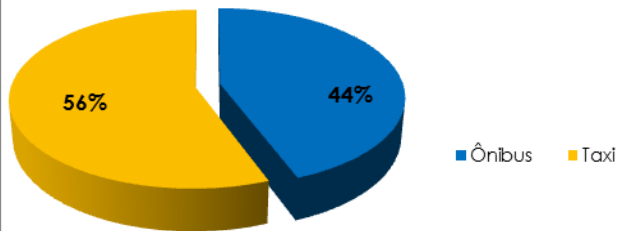
N: 951 Entrevistas/4º trimestre 2015

**05 - SBKP - Tipo de transporte**



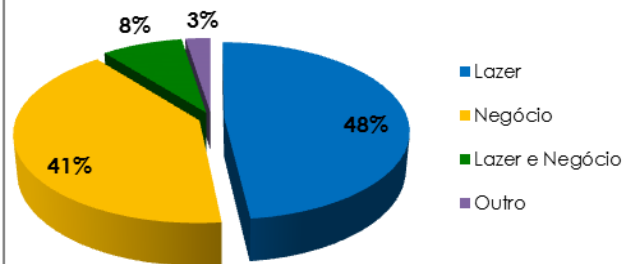
N: 473 Entrevistas/4º trimestre 2015

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



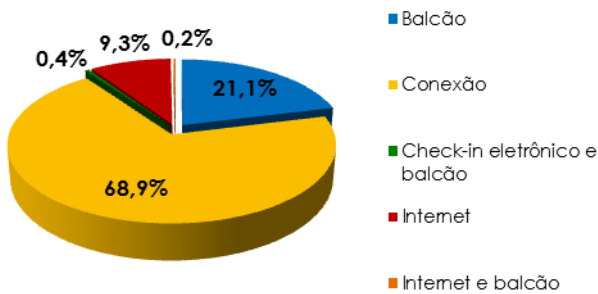
N: 43 Entrevistas/4º trimestre 2015

**07 - SBKP - Motivo da viagem**



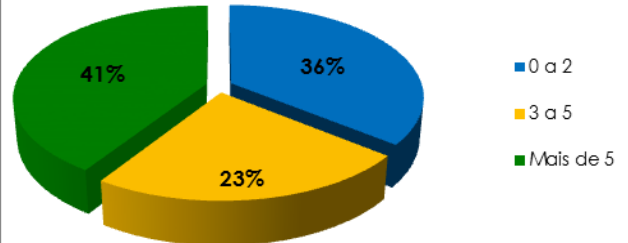
N: 473 Entrevistas/4º trimestre 2015

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



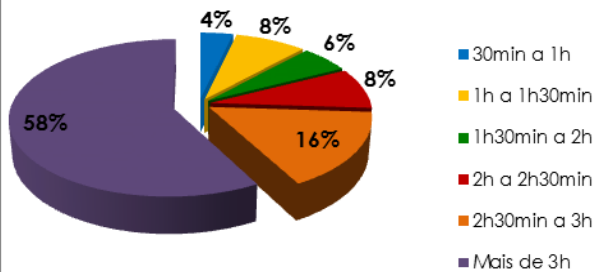
N: 473 Entrevistas/4º trimestre 2015

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



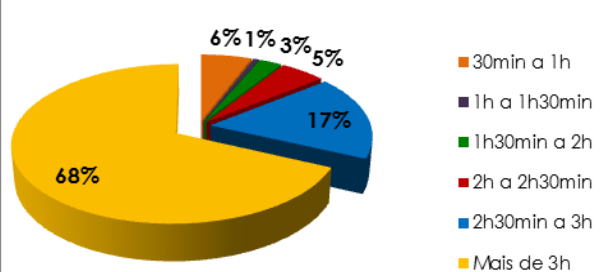
N: 473 Entrevistas/4º trimestre 2015

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



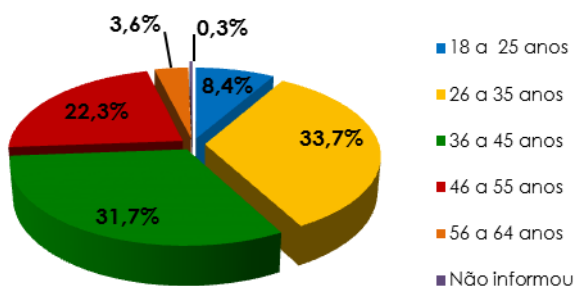
N: 319 Entrevistas/4º trimestre 2015

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



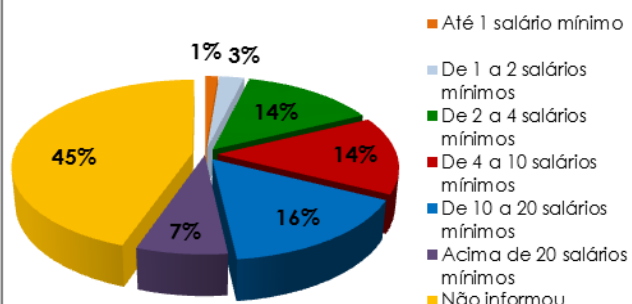
N: 154 Entrevistas/4º trimestre 2015

12 - SBKP - Idade



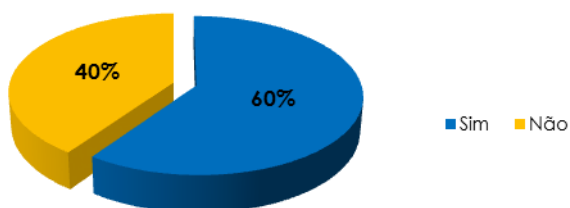
N: 309 Entrevistas/4º trimestre 2015

13 - SBKP - Renda



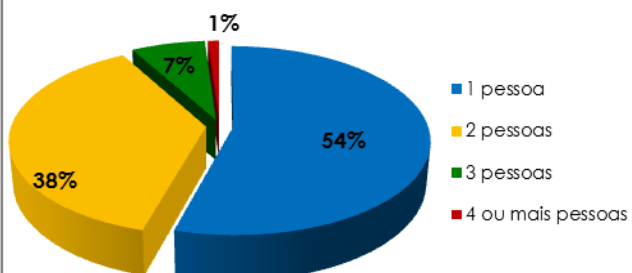
N: 309 Entrevistas/4º trimestre 2015

14 - SBKP - Viajando sozinho



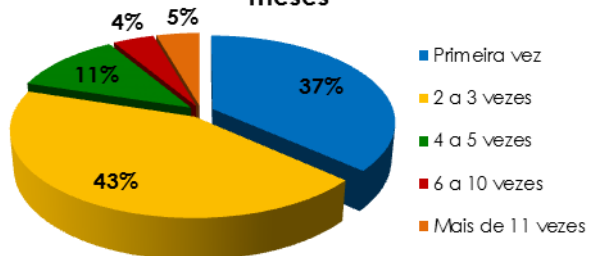
N: 473 Entrevistas/4º trimestre 2015

15 - SBKP - Número de acompanhantes



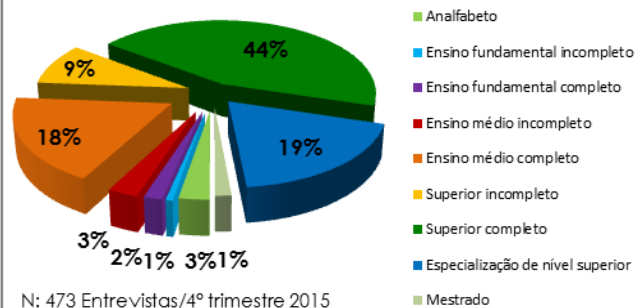
N: 184 Entrevistas/4º trimestre 2015

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



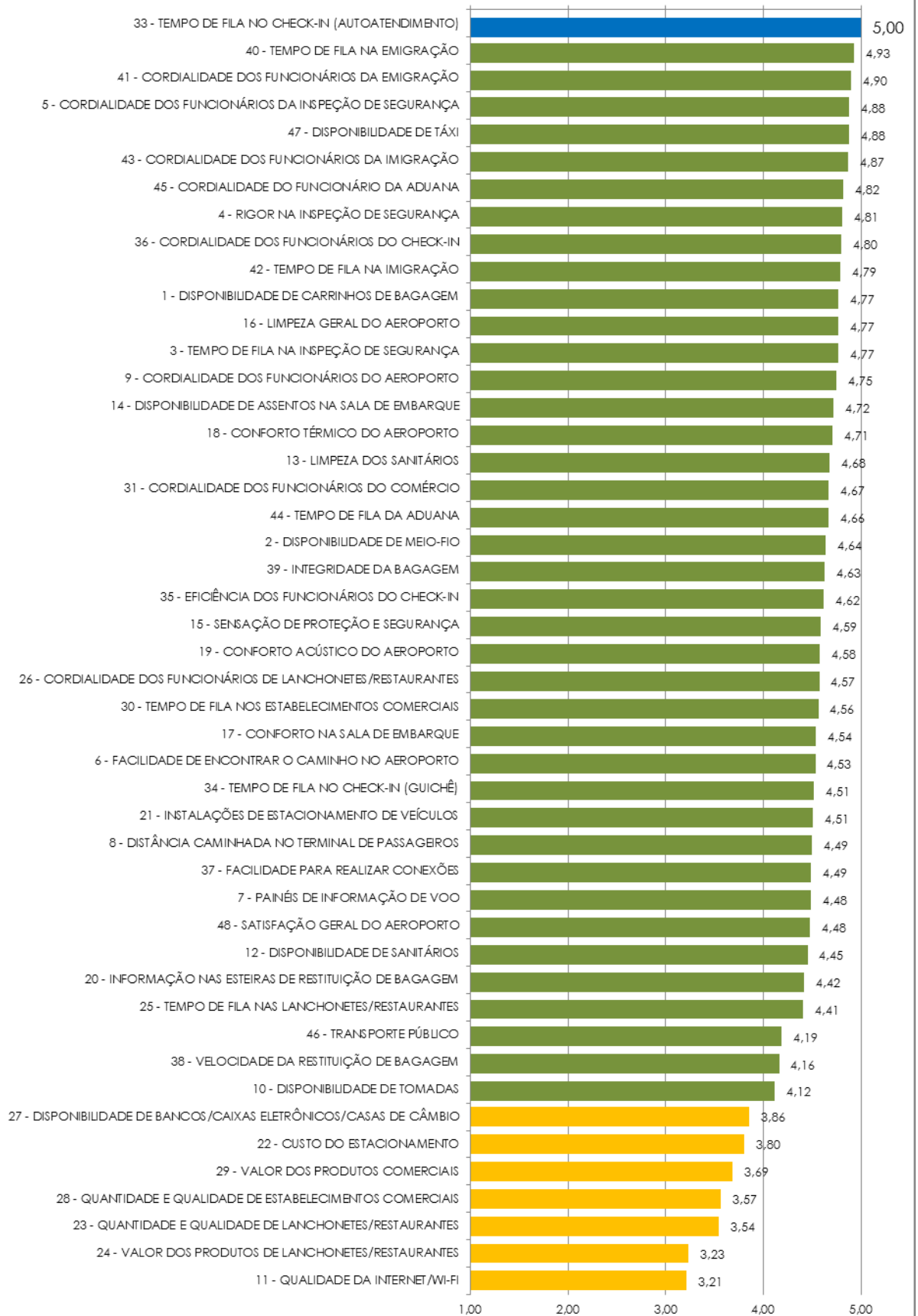
N: 473 Entrevistas/4º trimestre 2015

17 - SBKP - Escolaridade

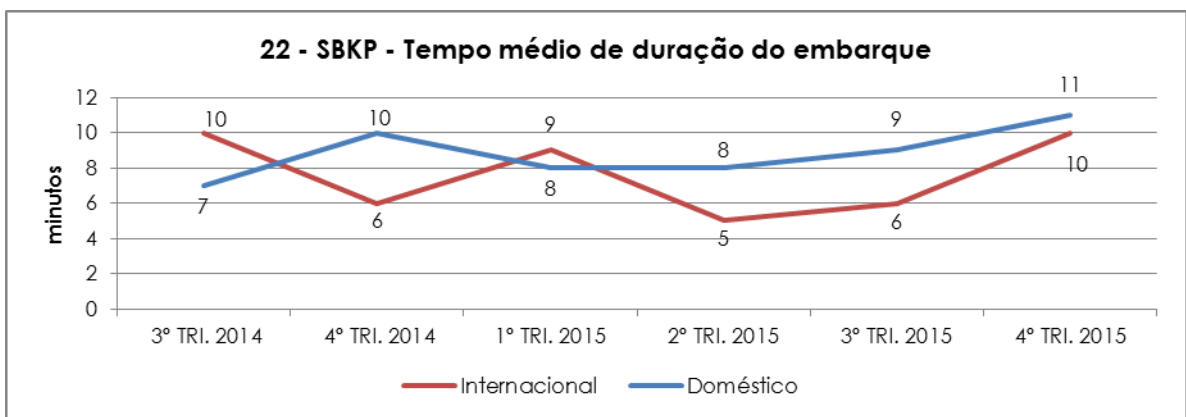
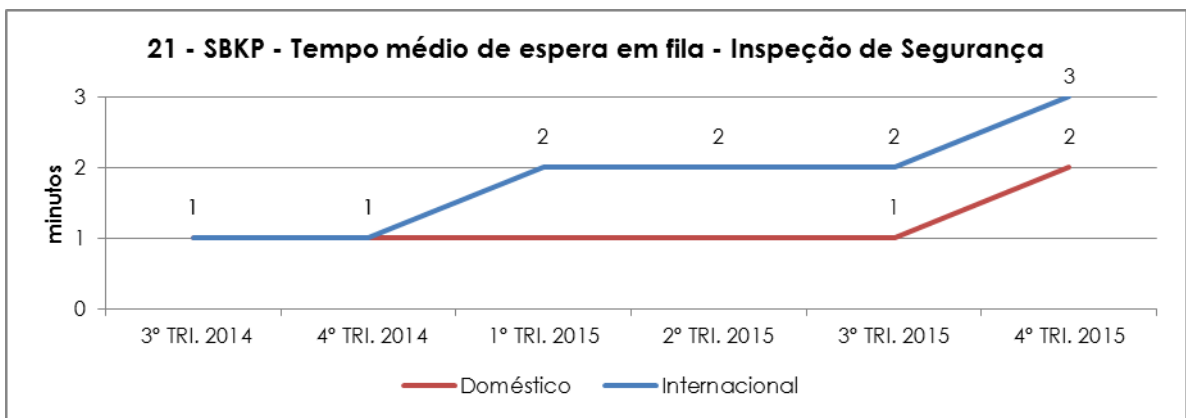
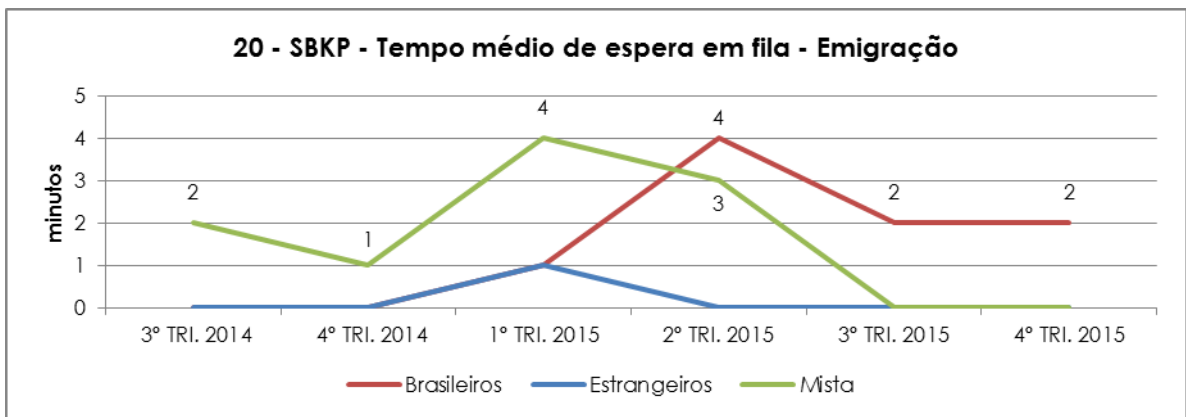
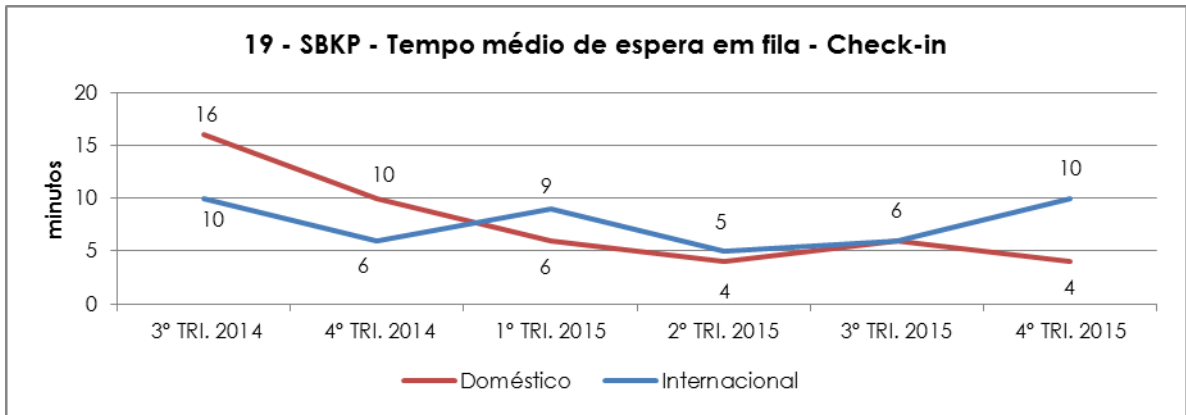


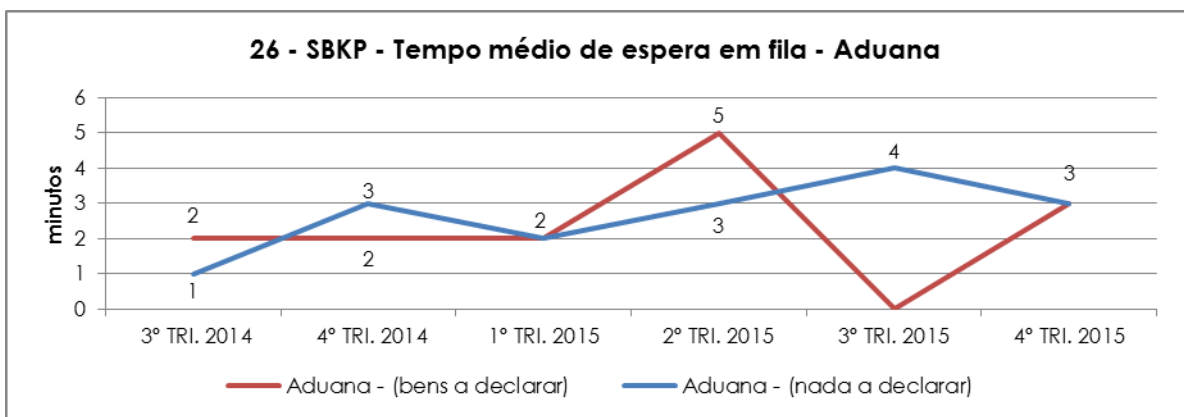
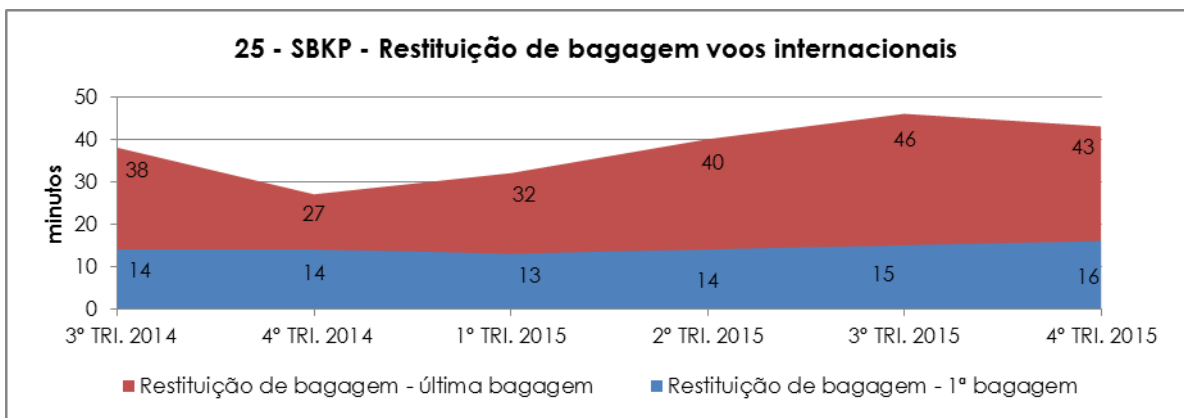
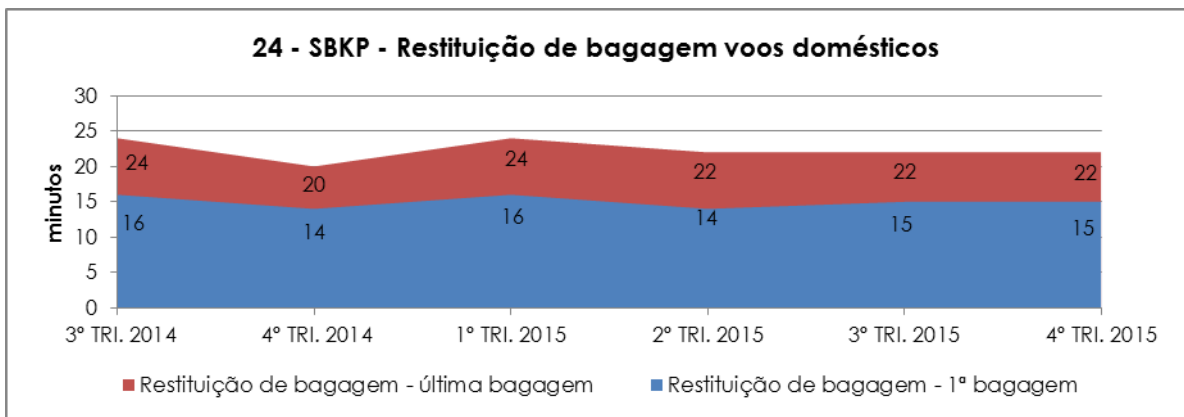
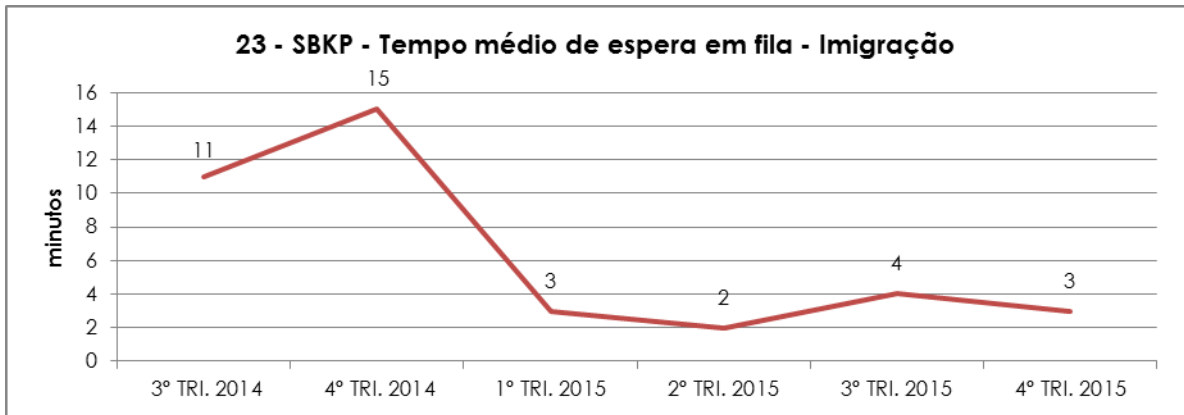
N: 473 Entrevistas/4º trimestre 2015

## 18 - SBKP - Média dos Indicadores

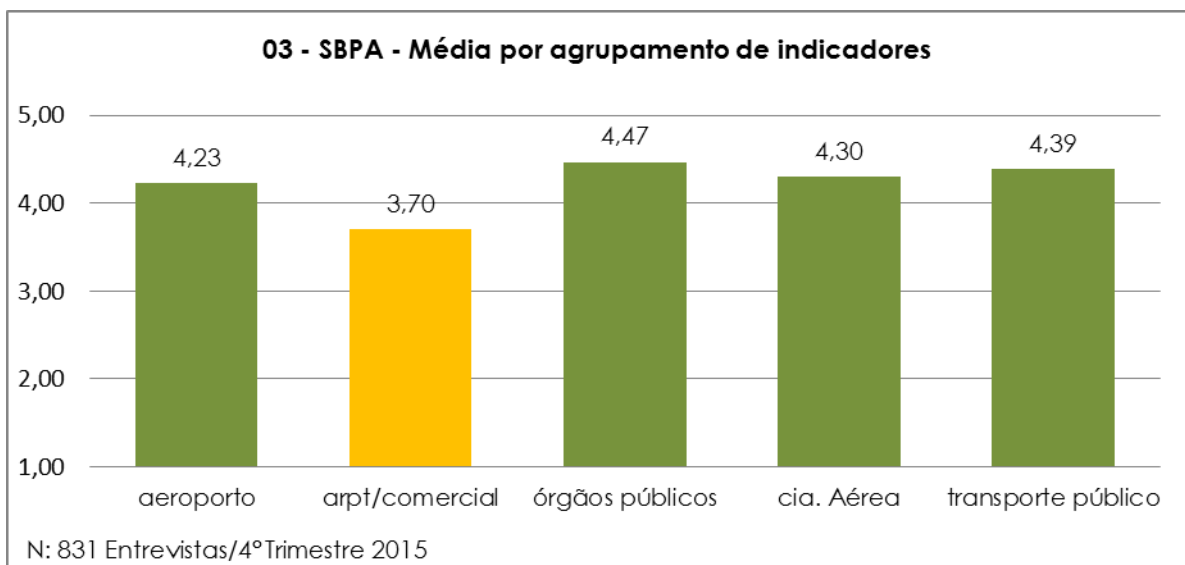
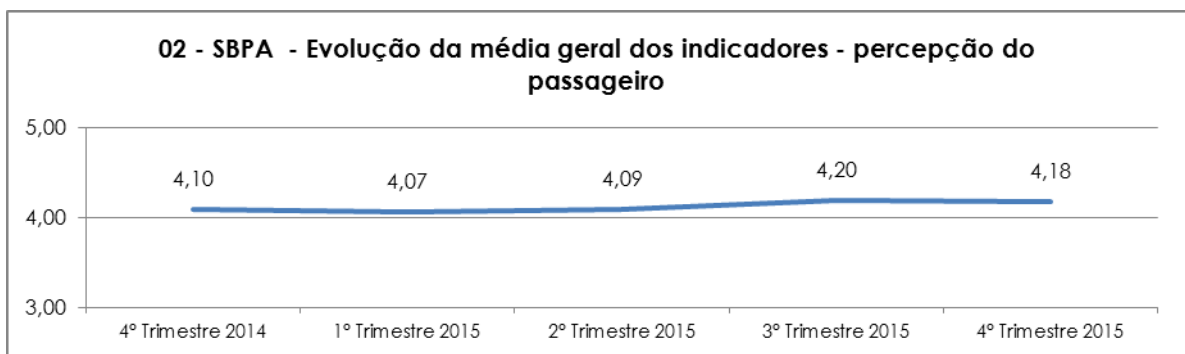
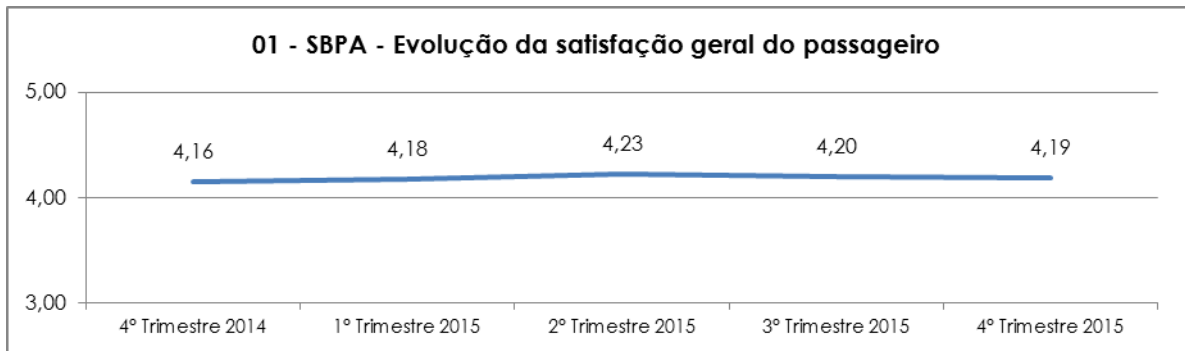


NOTA: Não houve entrevistados suficientes para avaliação da qualidade da Sala Vip neste aeroporto.

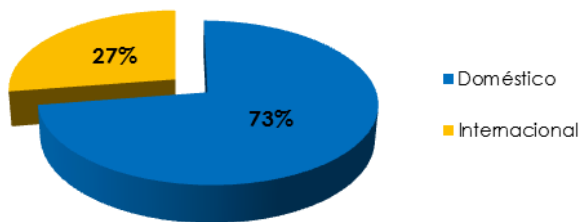




### 3.10 AEROPORTO INTERNACIONAL SALGADO FILHO – PORTO ALEGRE (SBPA)

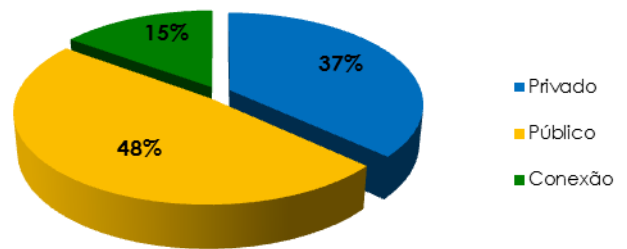


**04 - SBPA - Distribuição amostral - Tipo de voo**



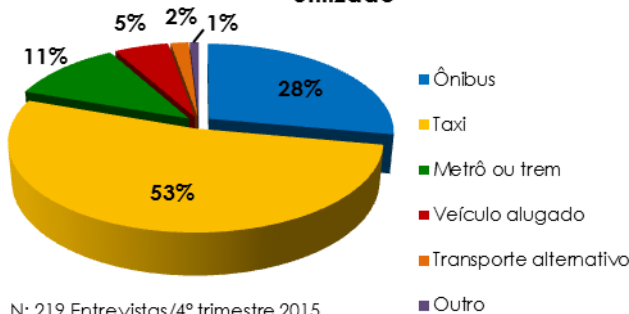
N: 831 Entrevistas/4º trimestre 2015

**05 - SBPA - Tipo de transporte**



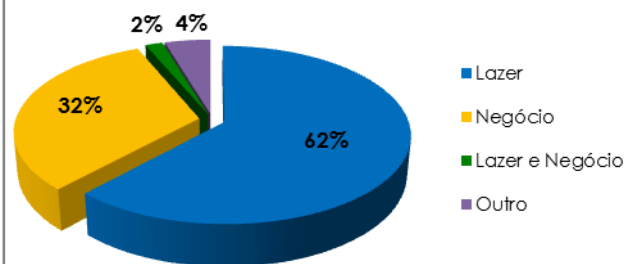
N: 454 Entrevistas/4º trimestre 2015

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



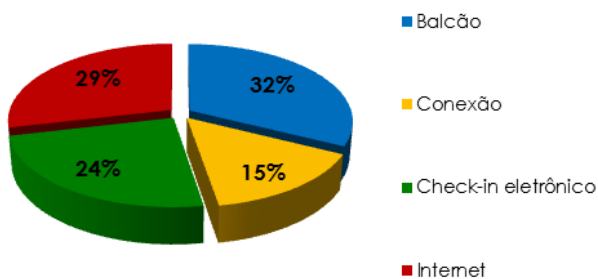
N: 219 Entrevistas/4º trimestre 2015

**07 - SBPA - Motivo da viagem**



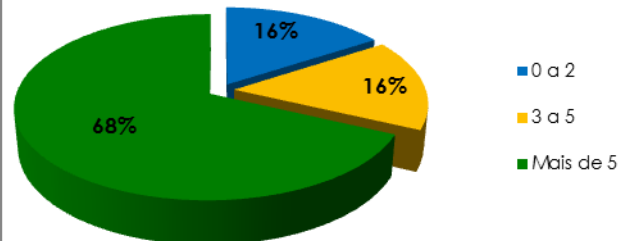
N: 454 Entrevistas/4º trimestre 2015

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



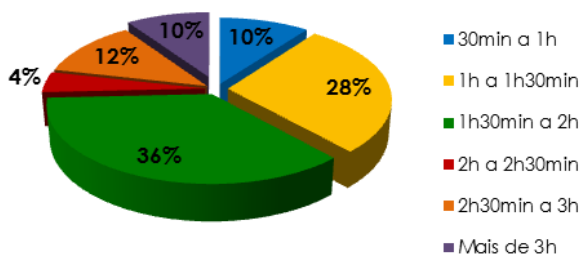
N: 454 Entrevistas/4º trimestre 2015

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



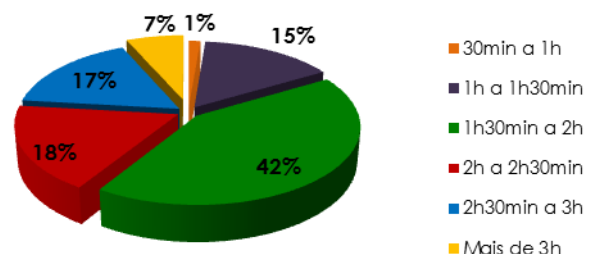
N: 454 Entrevistas/4º trimestre 2015

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



N: 303 Entrevistas/4º trimestre 2015

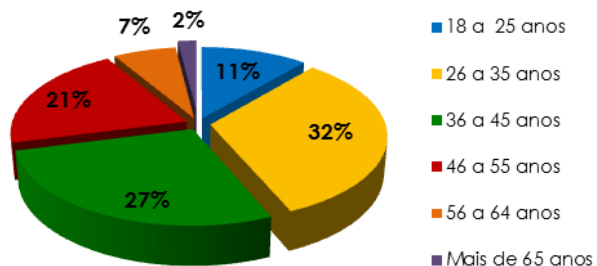
**11 - SBPA - Antecedência de chegada para voo internacional**



N: 151 Entrevistas/4º trimestre 2015

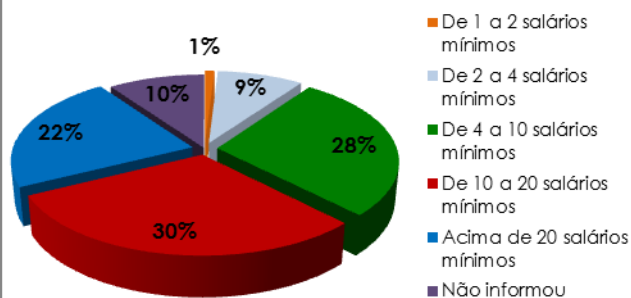


**12 - SBPA - Idade**



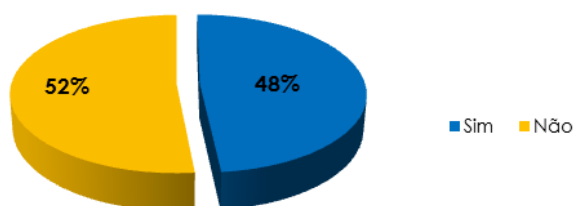
N: 303 Entrevistas/4º trimestre 2015

**13 - SBPA - Renda**



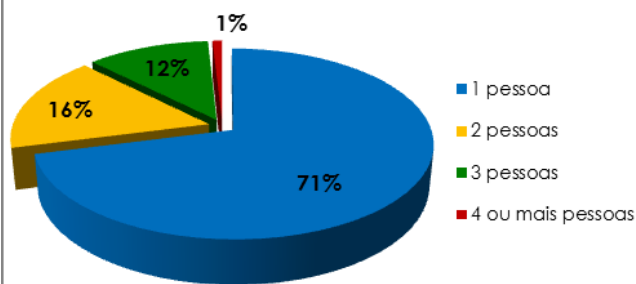
N: 303 Entrevistas/4º trimestre 2015

**14 - SBPA - Viajando sozinho**



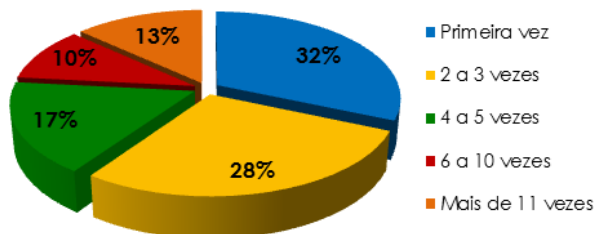
N: 454 Entrevistas/4º trimestre 2015

**15 - SBPA - Número de acompanhantes**



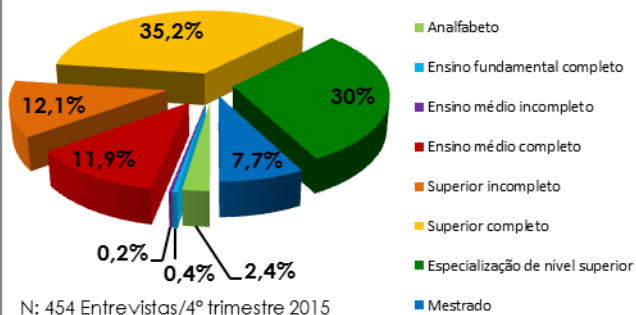
N: 224 Entrevistas/4º trimestre 2015

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



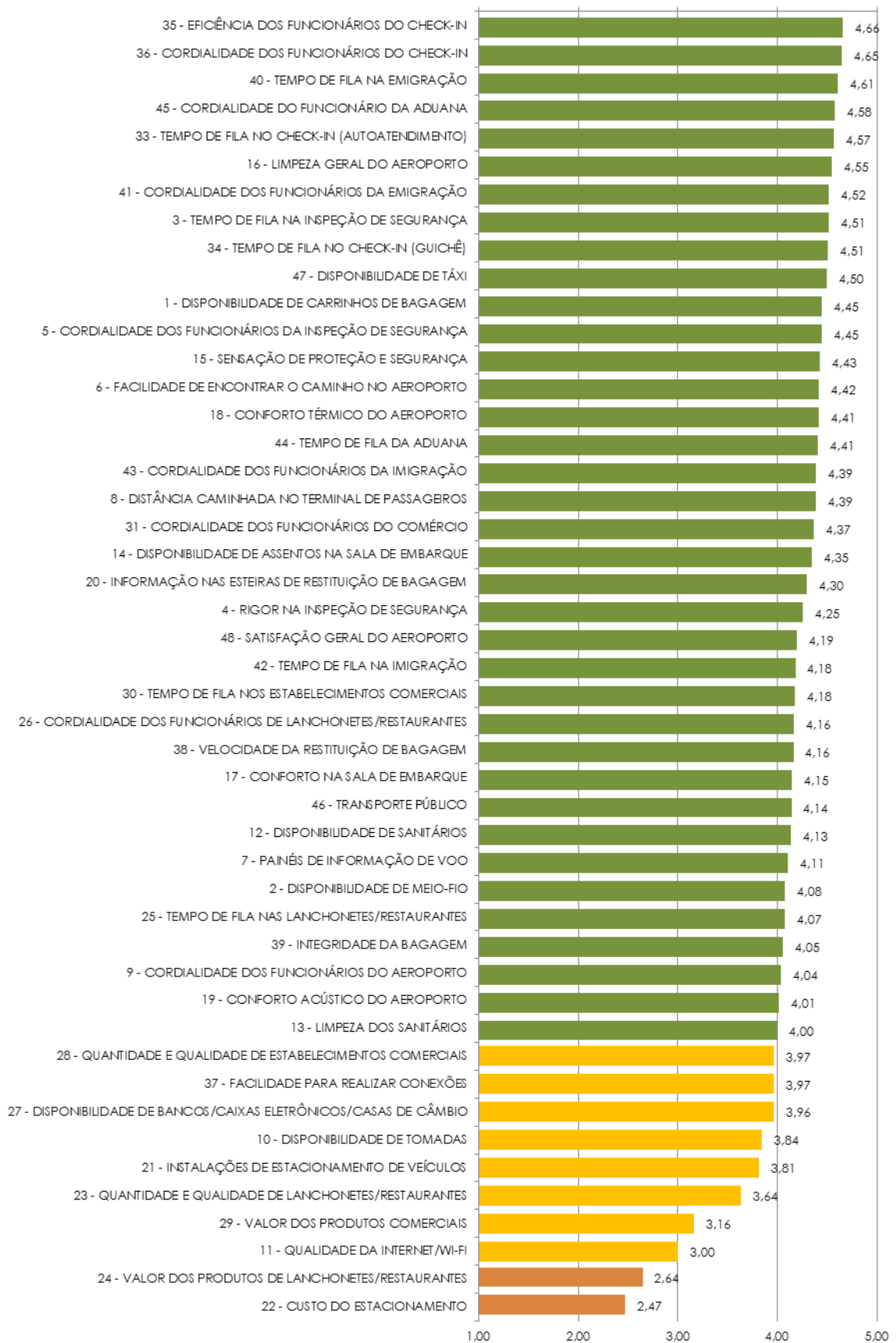
N: 454 Entrevistas/4º trimestre 2015

**17 - SBPA - Escolaridade**

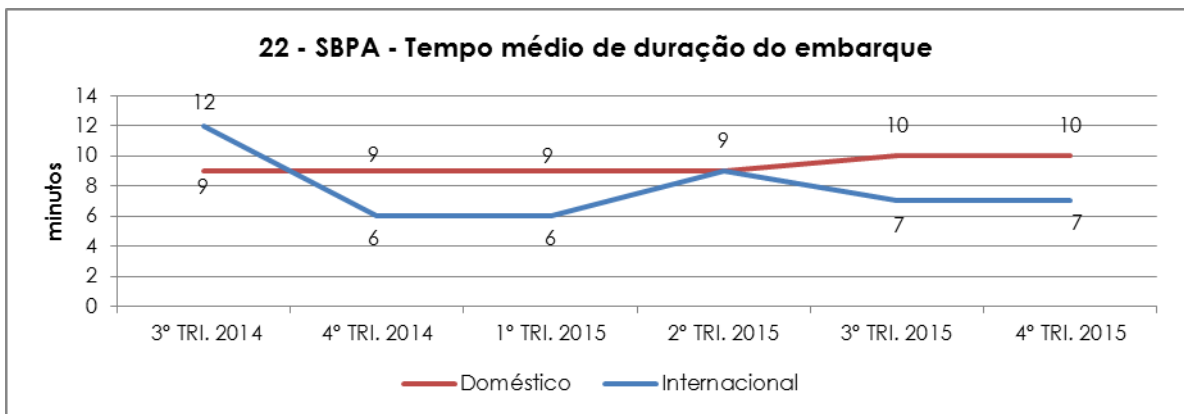
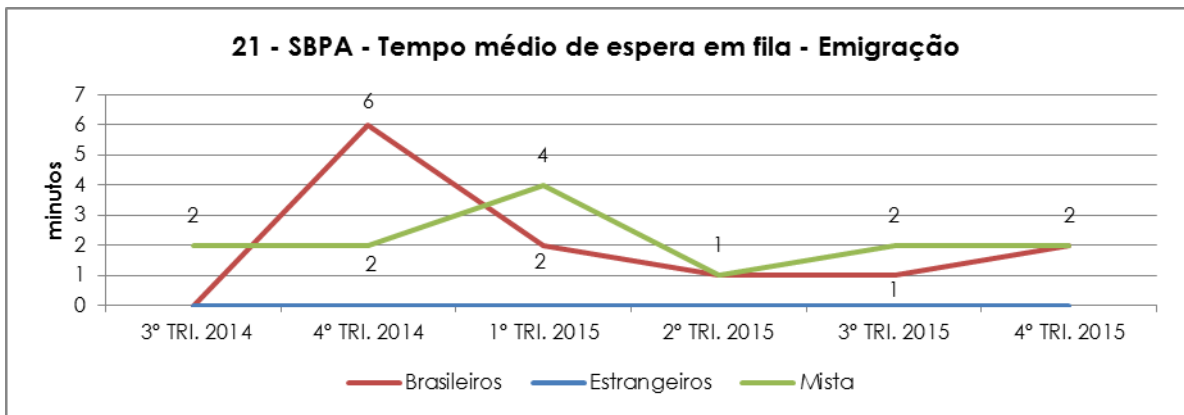
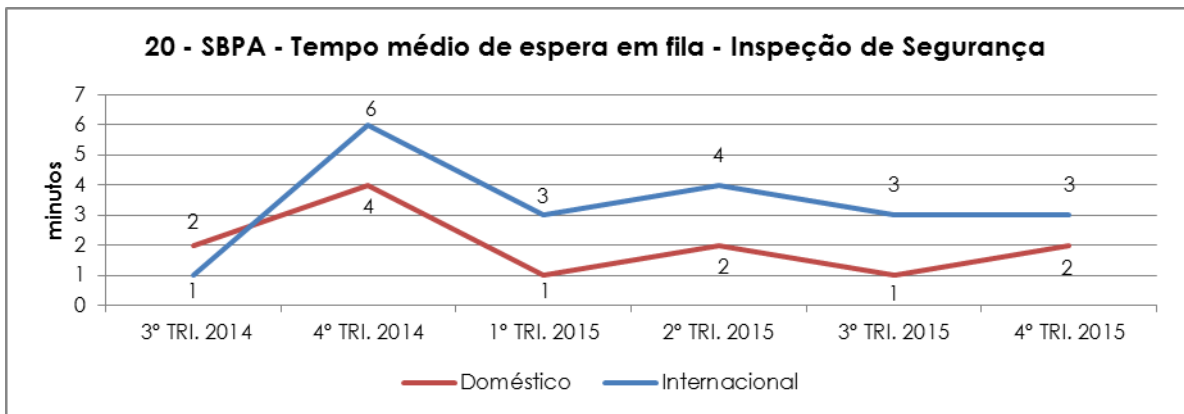
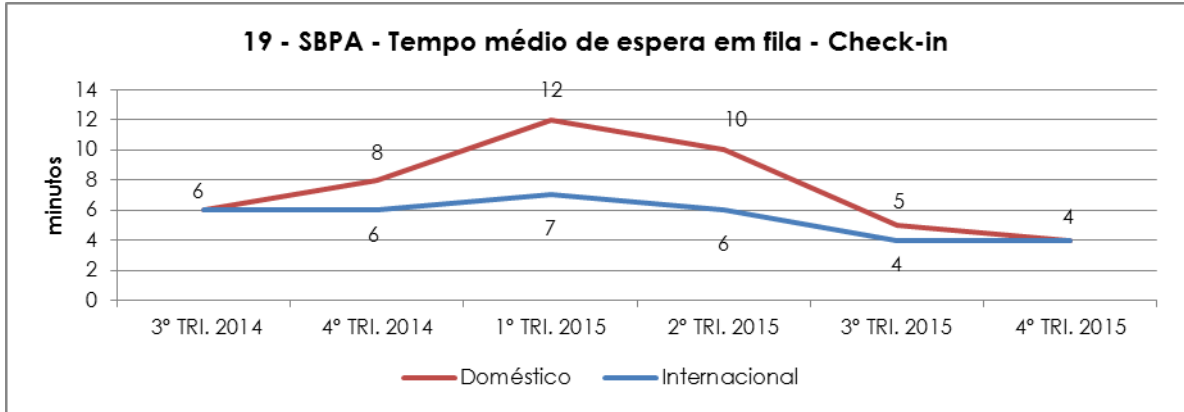


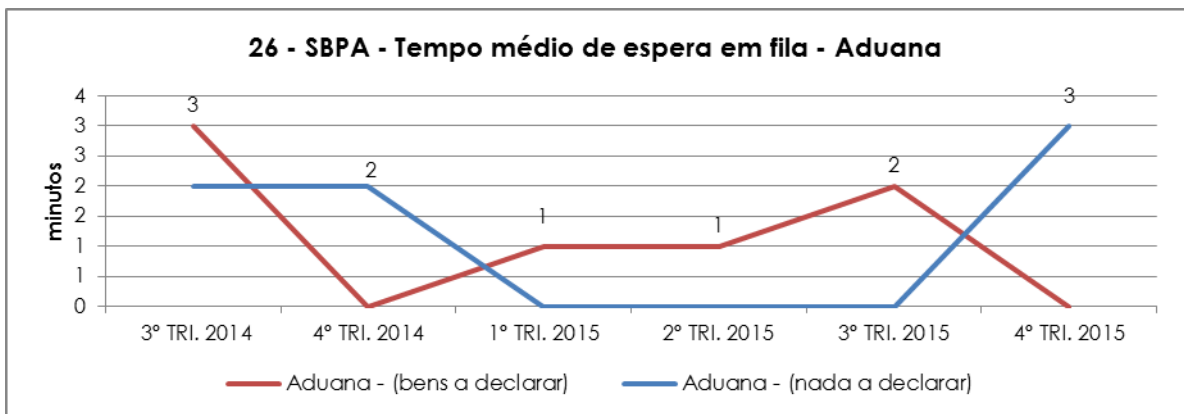
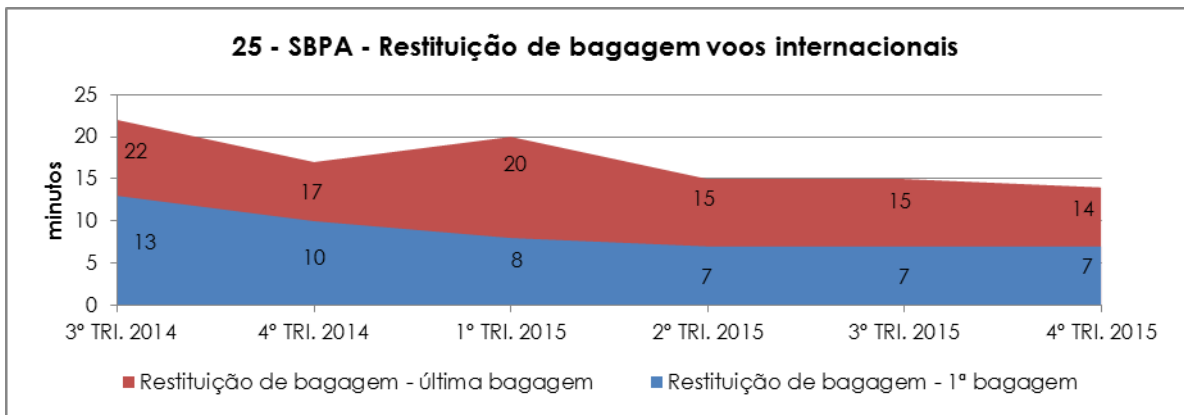
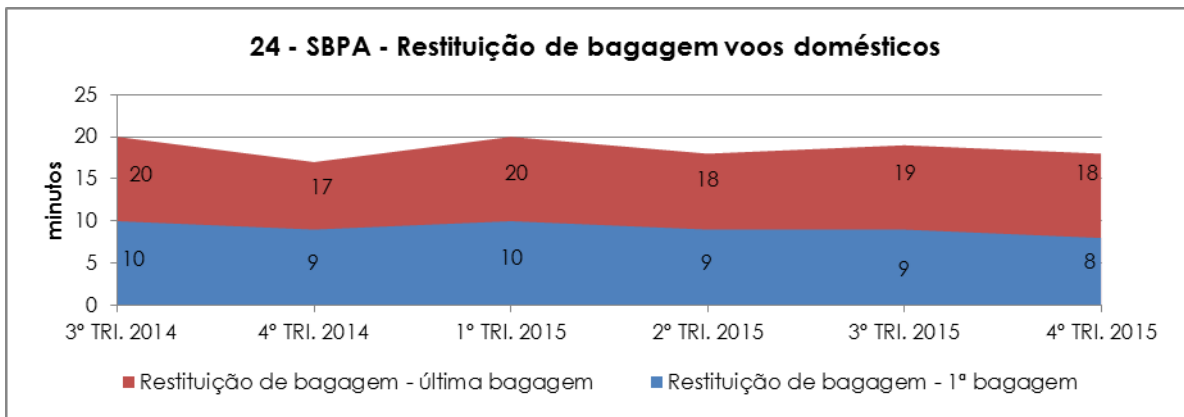
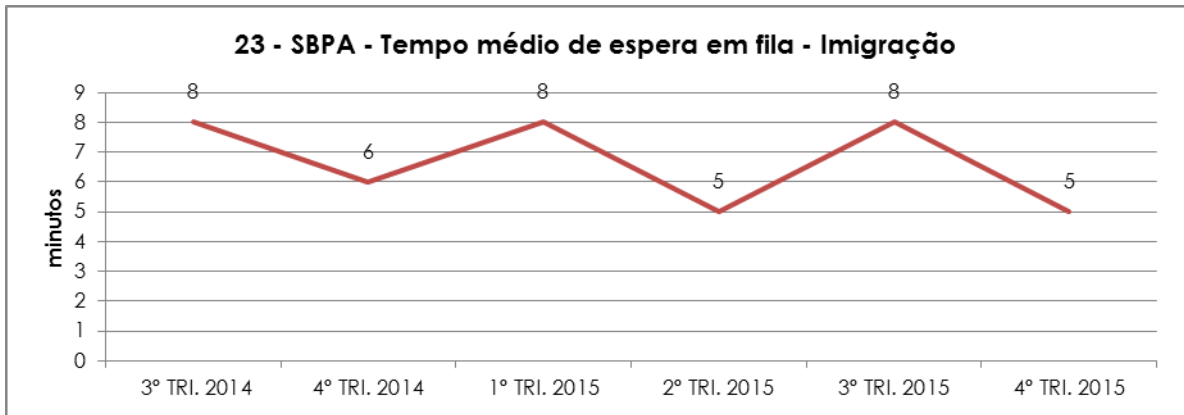
N: 454 Entrevistas/4º trimestre 2015

## 18 - SBPA - Média dos Indicadores

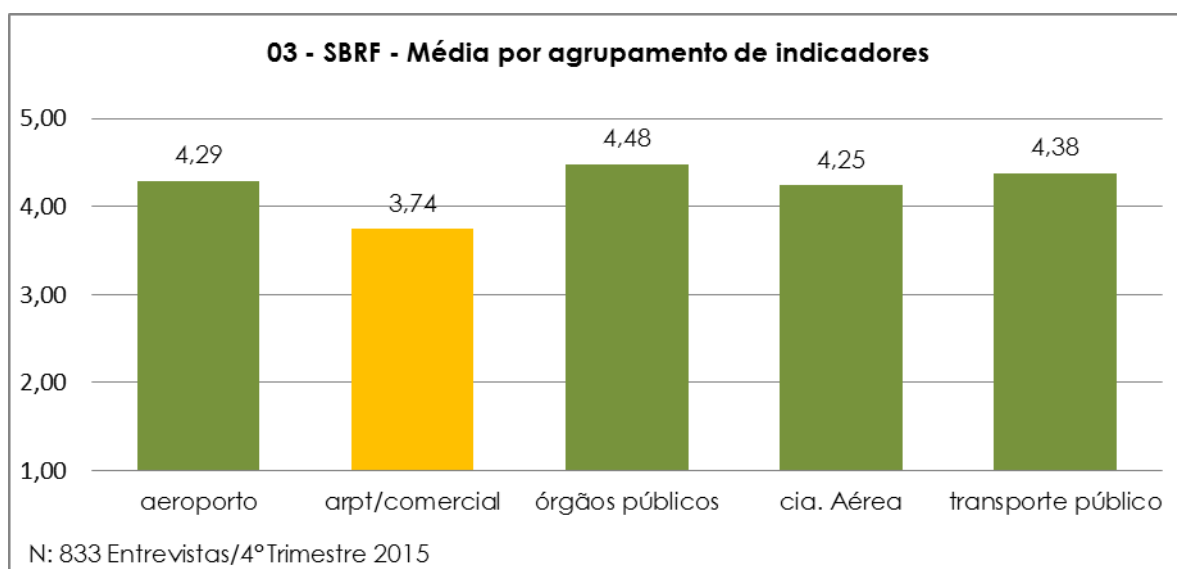
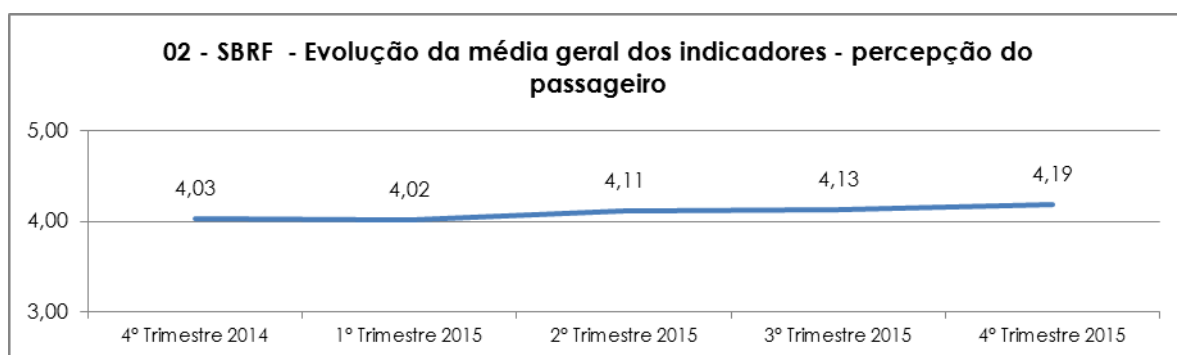
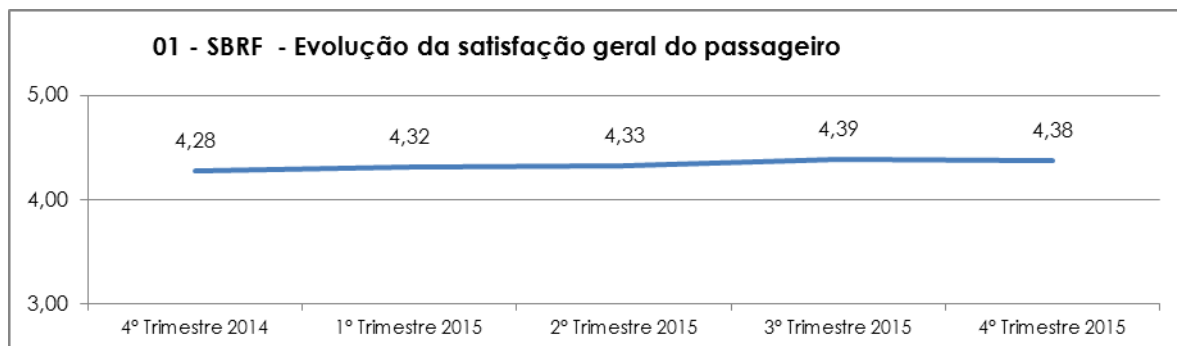


NOTA: Não houve entrevistados suficientes para avaliação da qualidade da Sala Vip neste aeroporto.

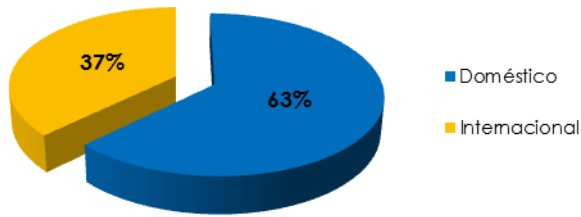




### 3.11 AEROPORTO INTERNACIONAL GILBERTO FREYRE – RECIFE (SBRF)

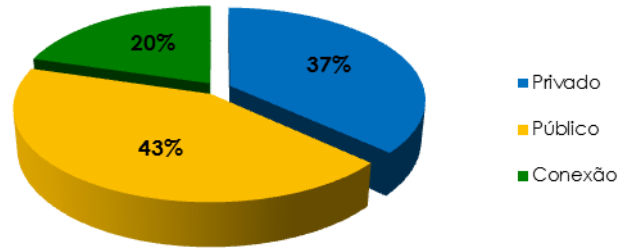


**04 - SBRF - Distribuição amostral - Tipo de voo**



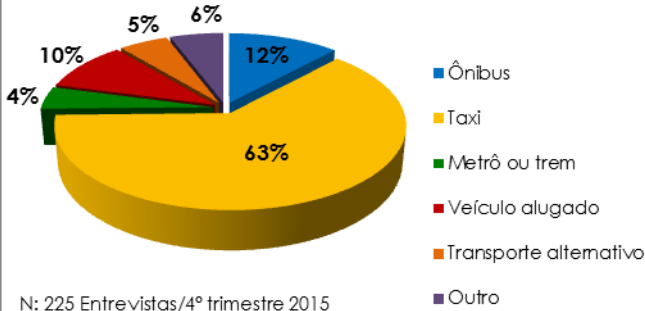
N: 833 Entrevistas/4º trimestre 2015

**05 - SBRF - Tipo de transporte**



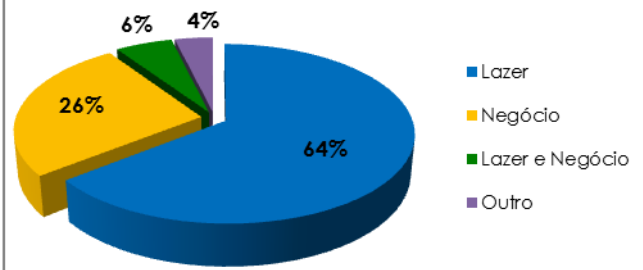
N: 525 Entrevistas/4º trimestre 2015

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



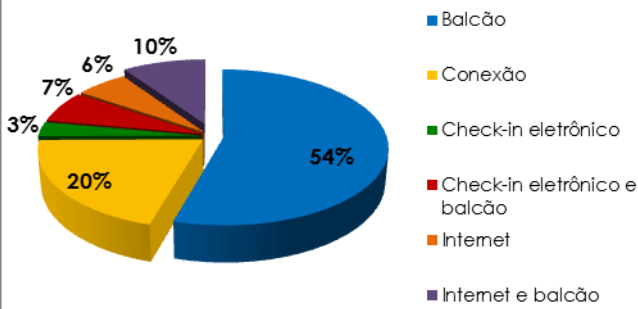
N: 225 Entrevistas/4º trimestre 2015

**07 - SBRF - Motivo da viagem**



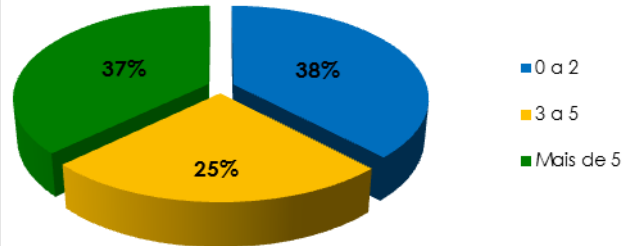
N: 525 Entrevistas/4º trimestre 2015

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



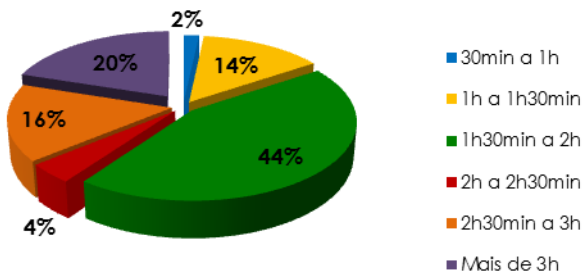
N: 525 Entrevistas/4º trimestre 2015

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



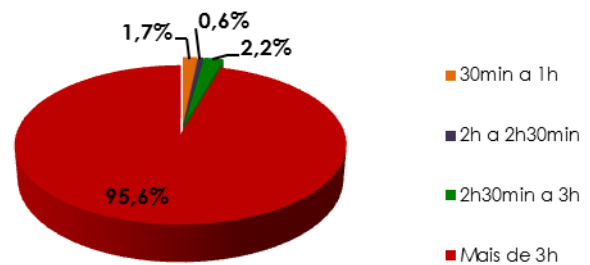
N: 525 Entrevistas/4º trimestre 2015

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



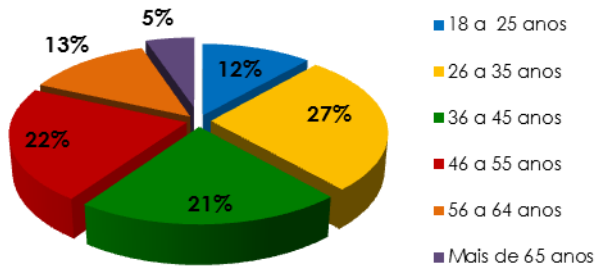
N: 345 Entrevistas/4º trimestre 2015

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



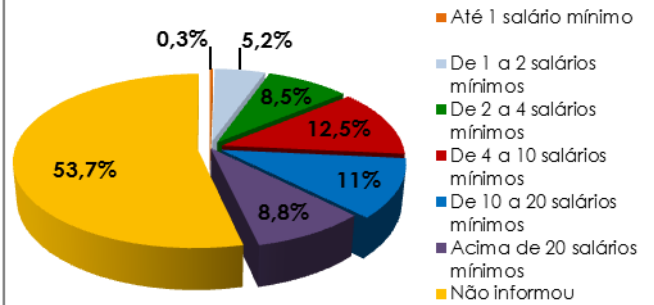
N: 180 Entrevistas/4º trimestre 2015

12 - SBRF - Idade



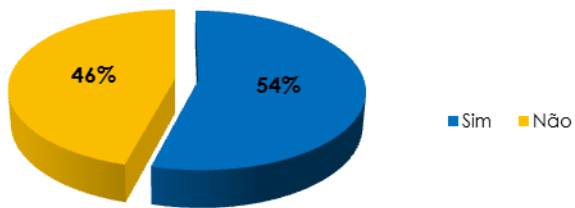
N: 328 Entrevistas/4º trimestre 2015

13 - SBRF - Renda



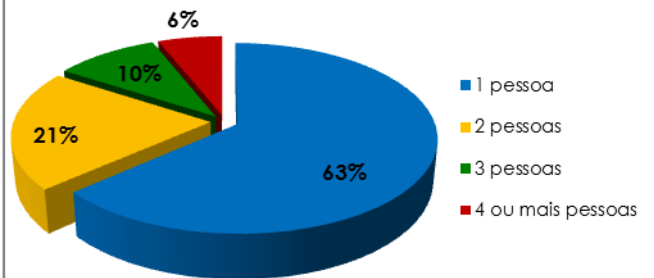
N: 328 Entrevistas/4º trimestre 2015

14 - SBRF - Viajando sozinho



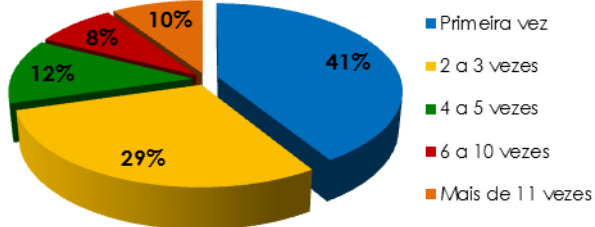
N: 525 Entrevistas/4º trimestre 2015

15 - SBRF - Número de acompanhantes



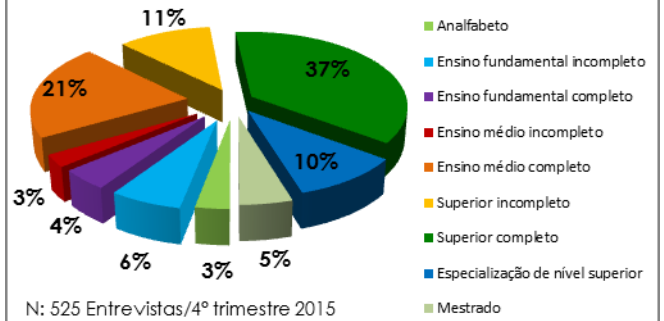
N: 214 Entrevistas/4º trimestre 2015

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



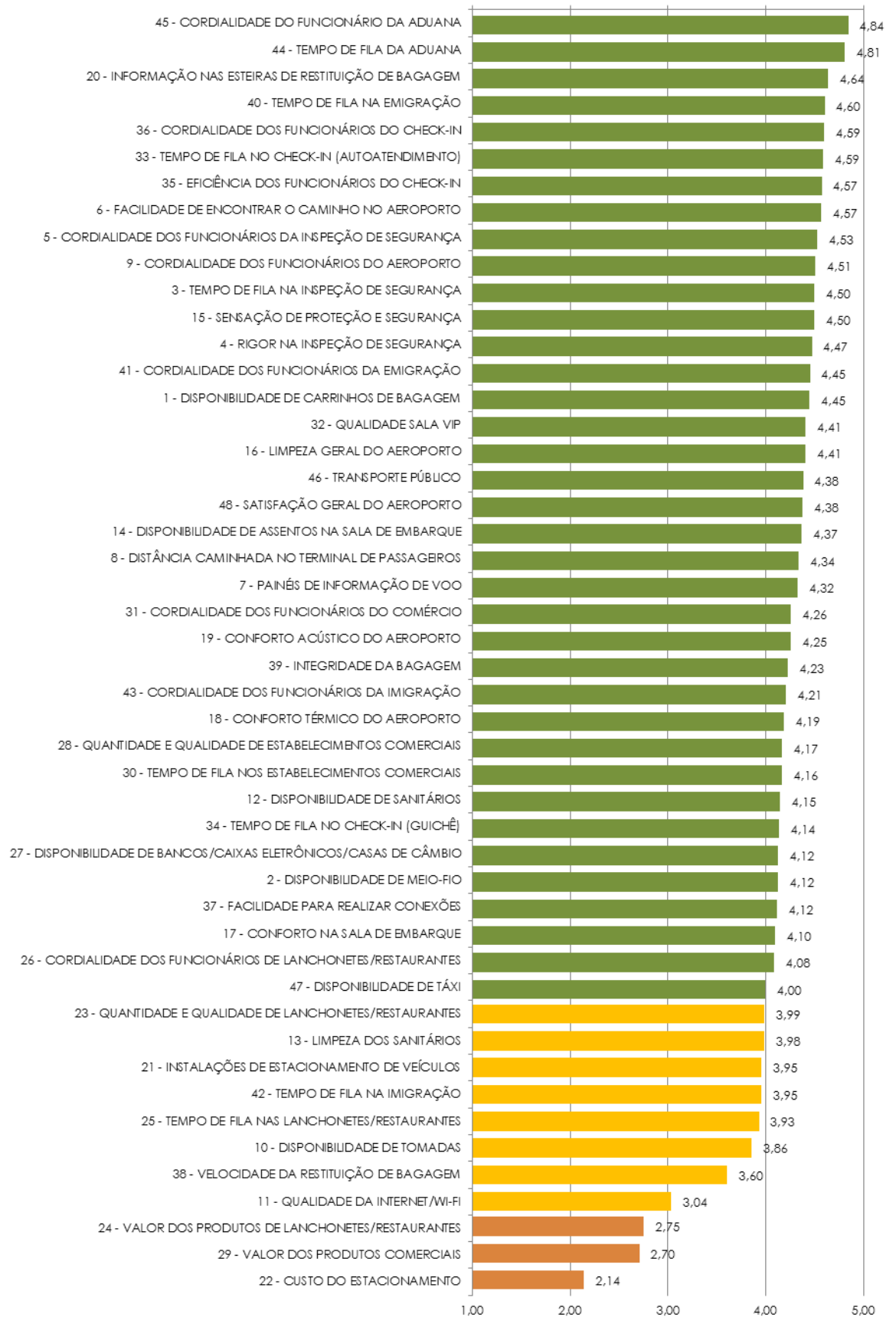
N: 525 Entrevistas/4º trimestre 2015

17 - SBRF - Escolaridade

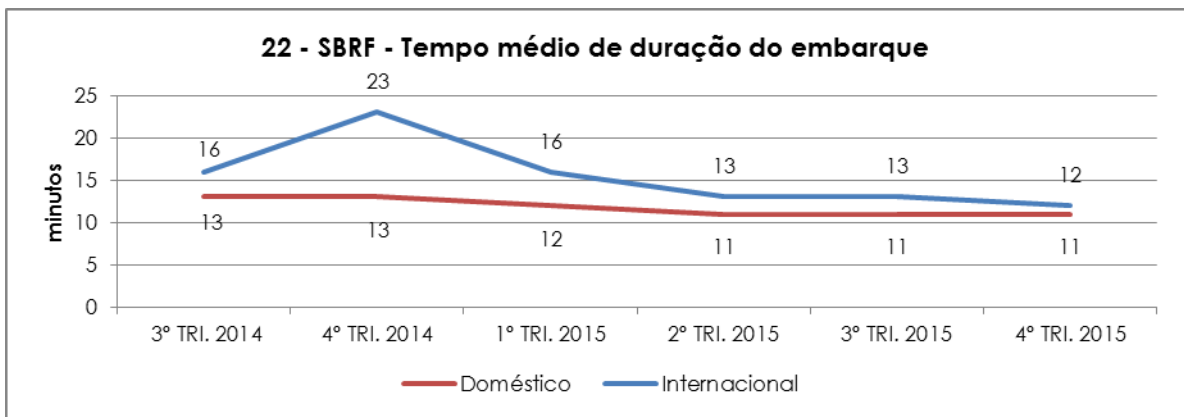
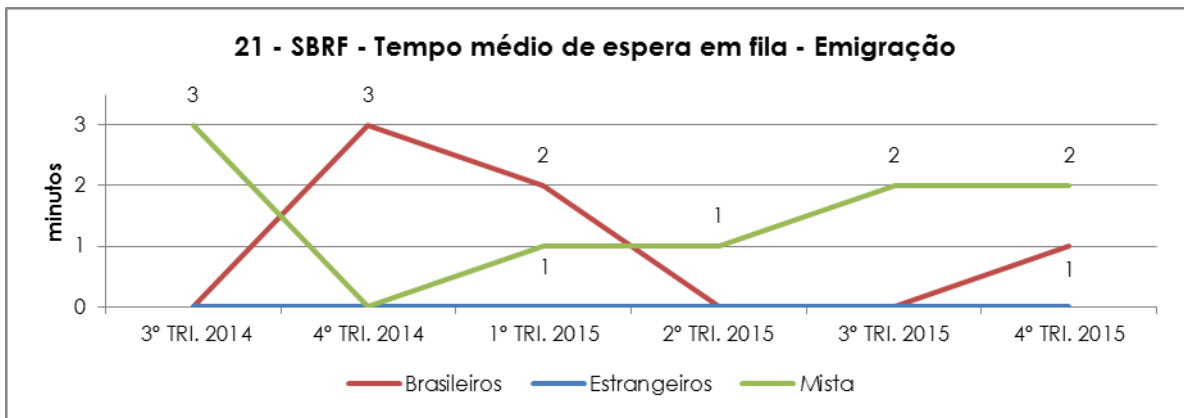
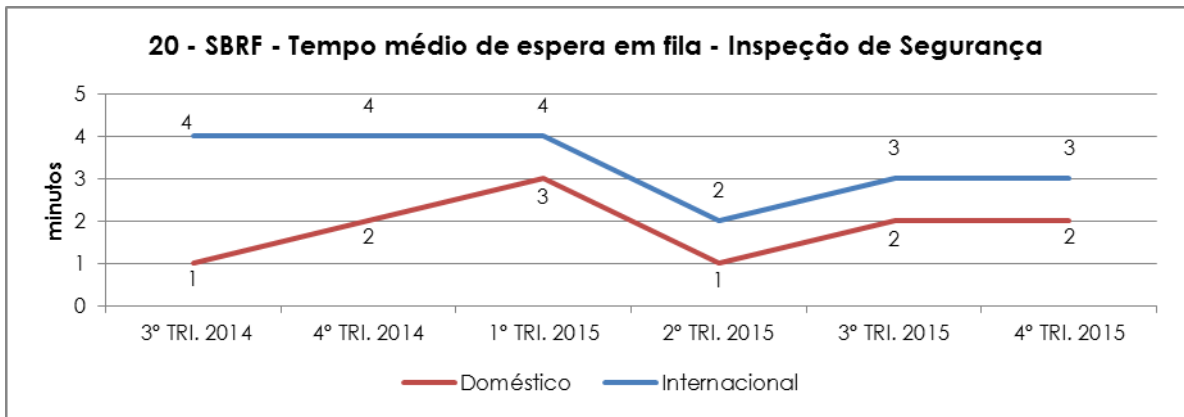
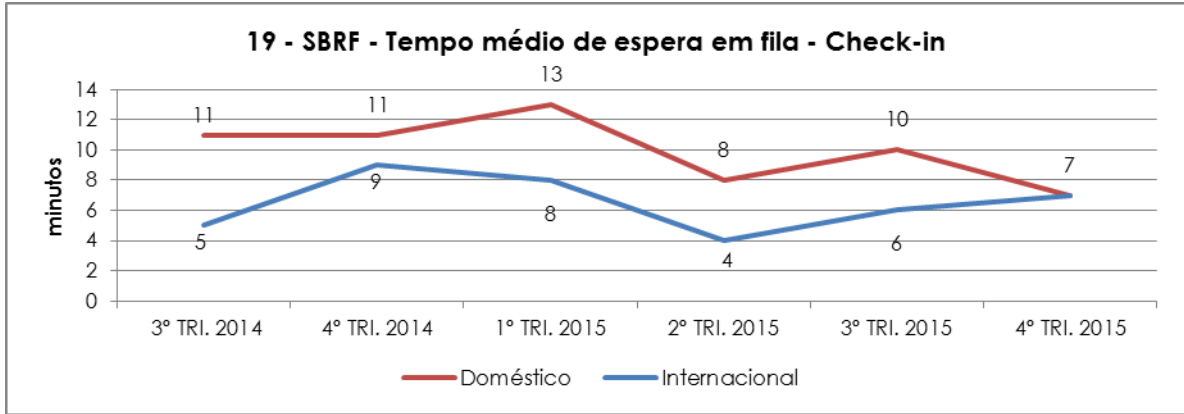


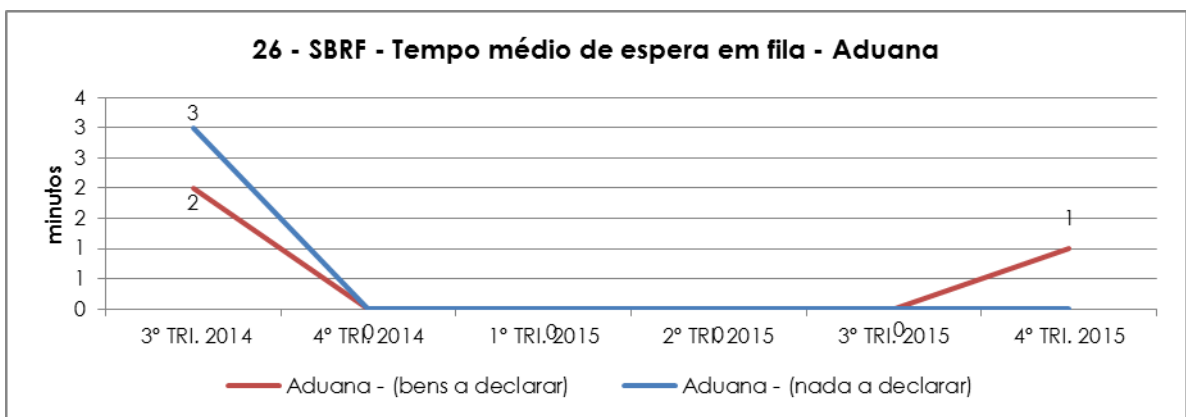
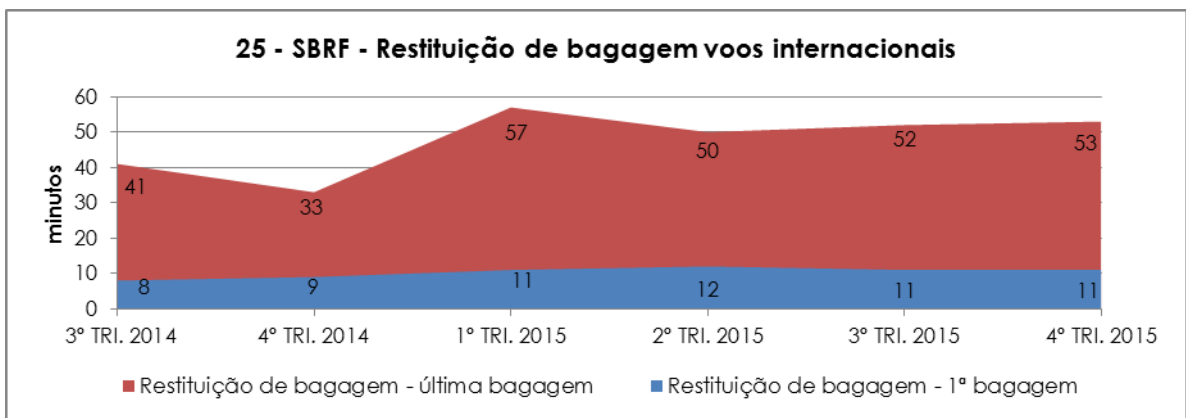
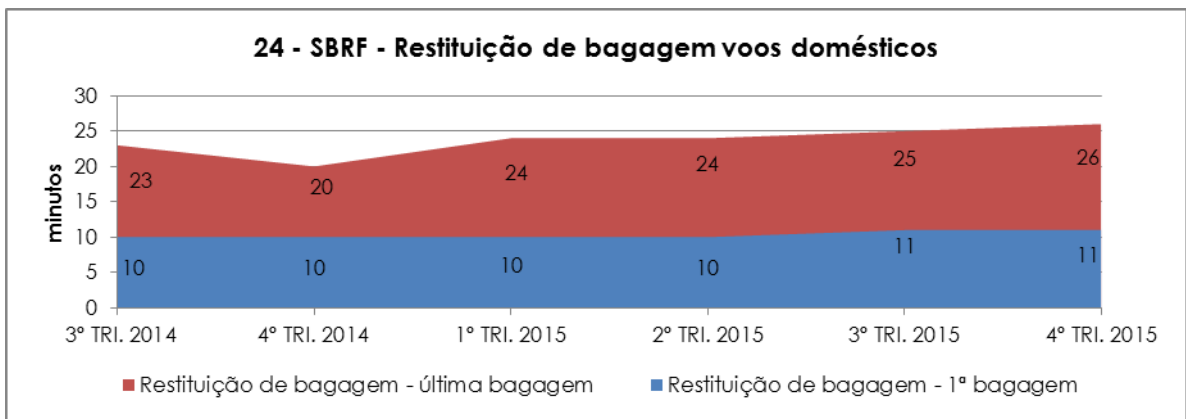
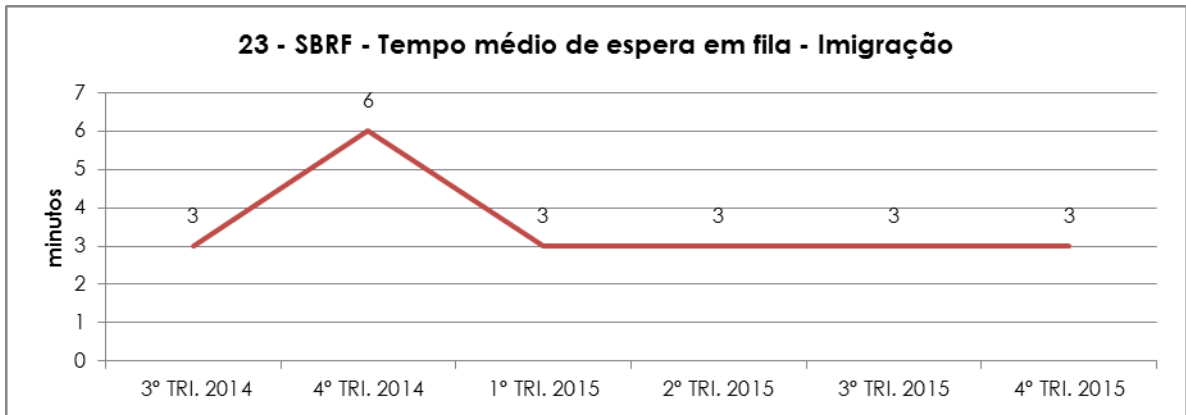
N: 525 Entrevistas/4º trimestre 2015

## 18 - SBRF - Média dos Indicadores

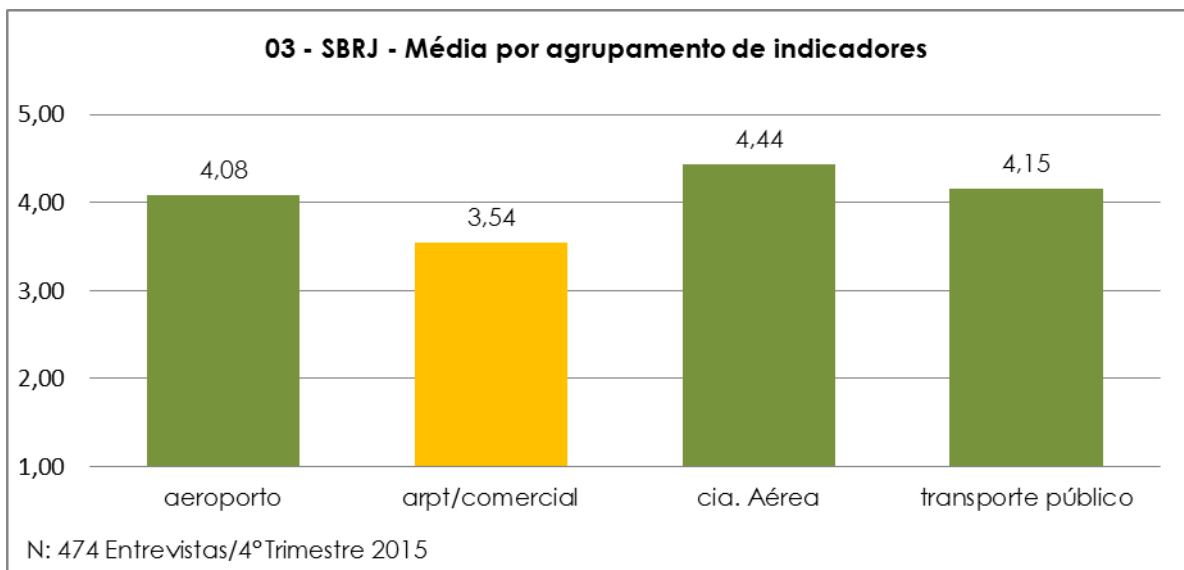
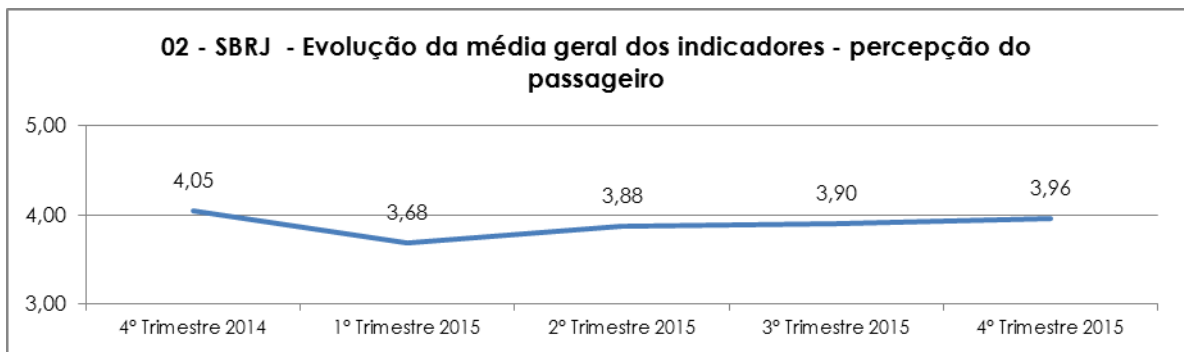
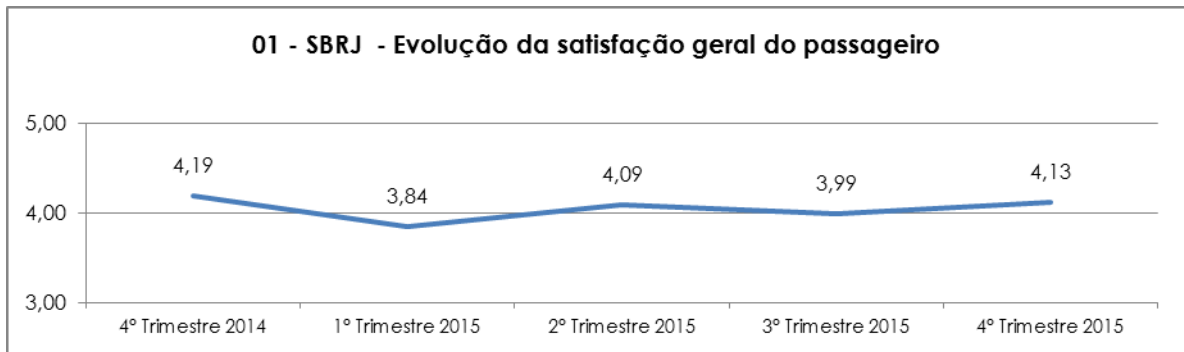






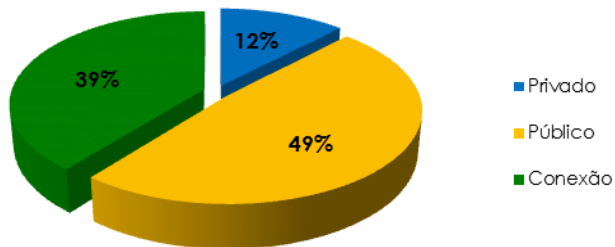


### 3.12 AEROPORTO SANTOS DUMONT- RIO DE JANEIRO (SBRJ)



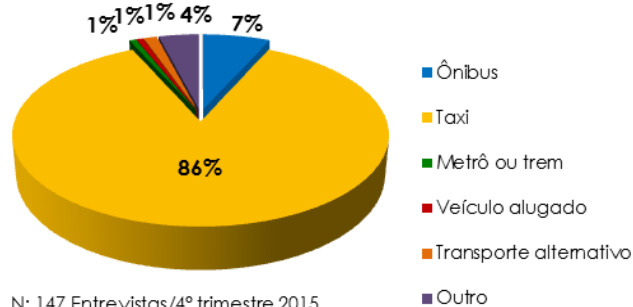
\* Não há voos internacionais neste aeroporto

**04 - SBRJ - Tipo de transporte**



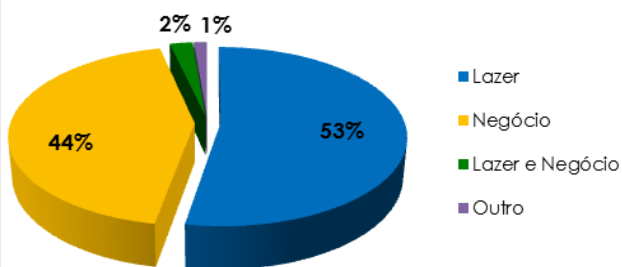
N: 303 Entrevistas/4º trimestre 2015

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



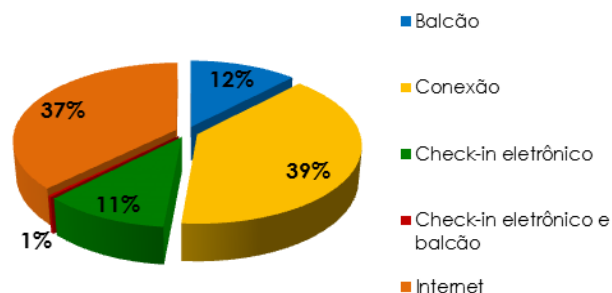
N: 147 Entrevistas/4º trimestre 2015

**06 - SBRJ - Motivo da viagem**



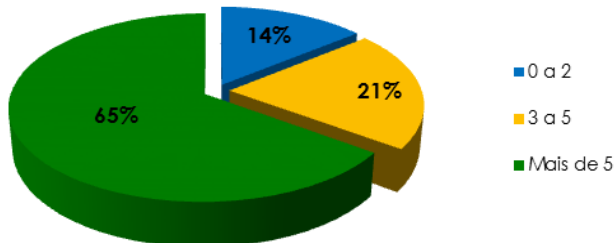
N: 303 Entrevistas/4º trimestre 2015

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



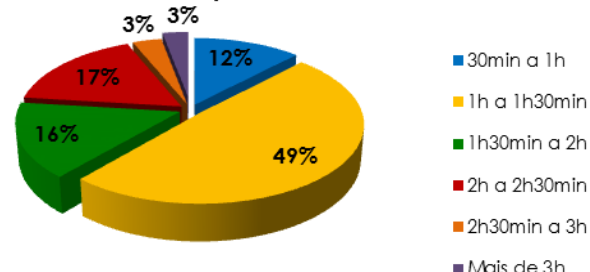
N: 303 Entrevistas/4º trimestre 2015

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



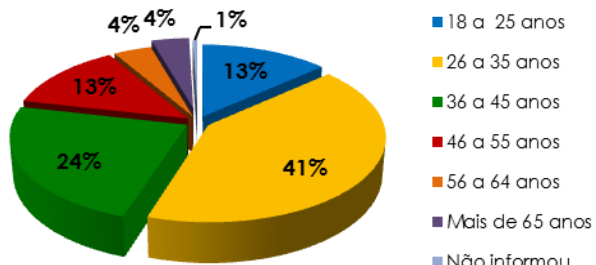
N: 303 Entrevistas/4º trimestre 2015

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



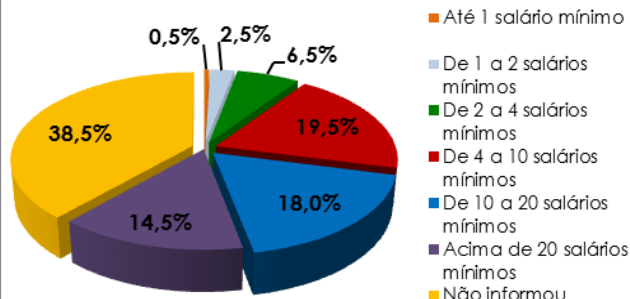
N: 303 Entrevistas/4º trimestre 2015

**10 - SBRJ - Idade**



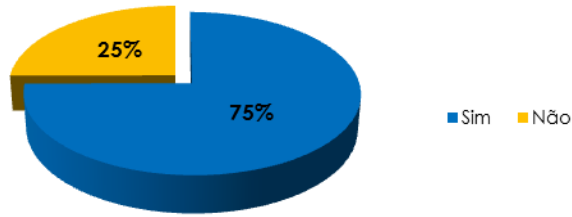
N: 200 Entrevistas/4º trimestre 2015

**11 - SBRJ - Renda**



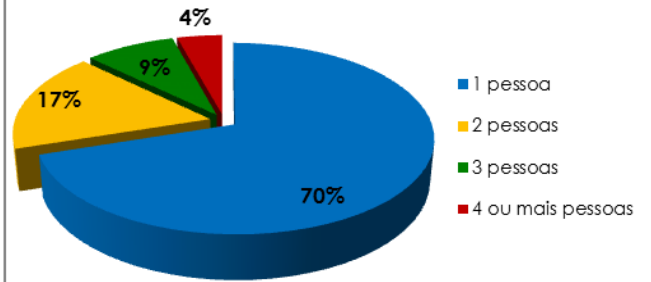
N: 200 Entrevistas/4º trimestre 2015

12 - SBRJ - Viajando sozinho



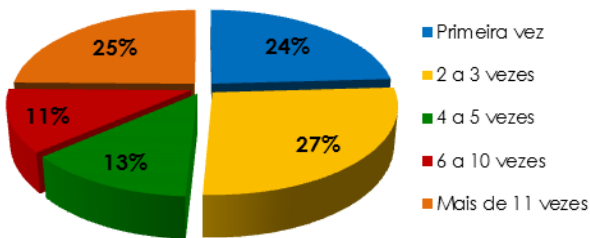
N: 303 Entrevistas/4º trimestre 2015

13 - SBRJ - Número de acompanhantes



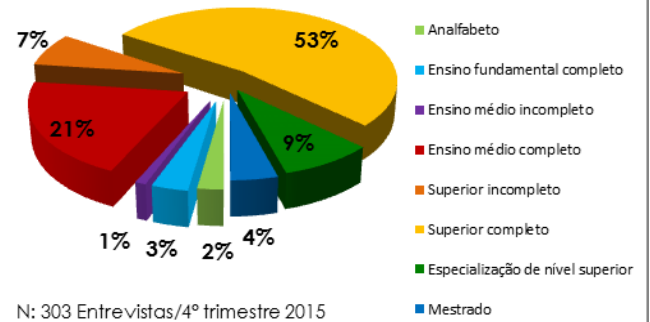
N: 70 Entrevistas/4º trimestre 2015

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



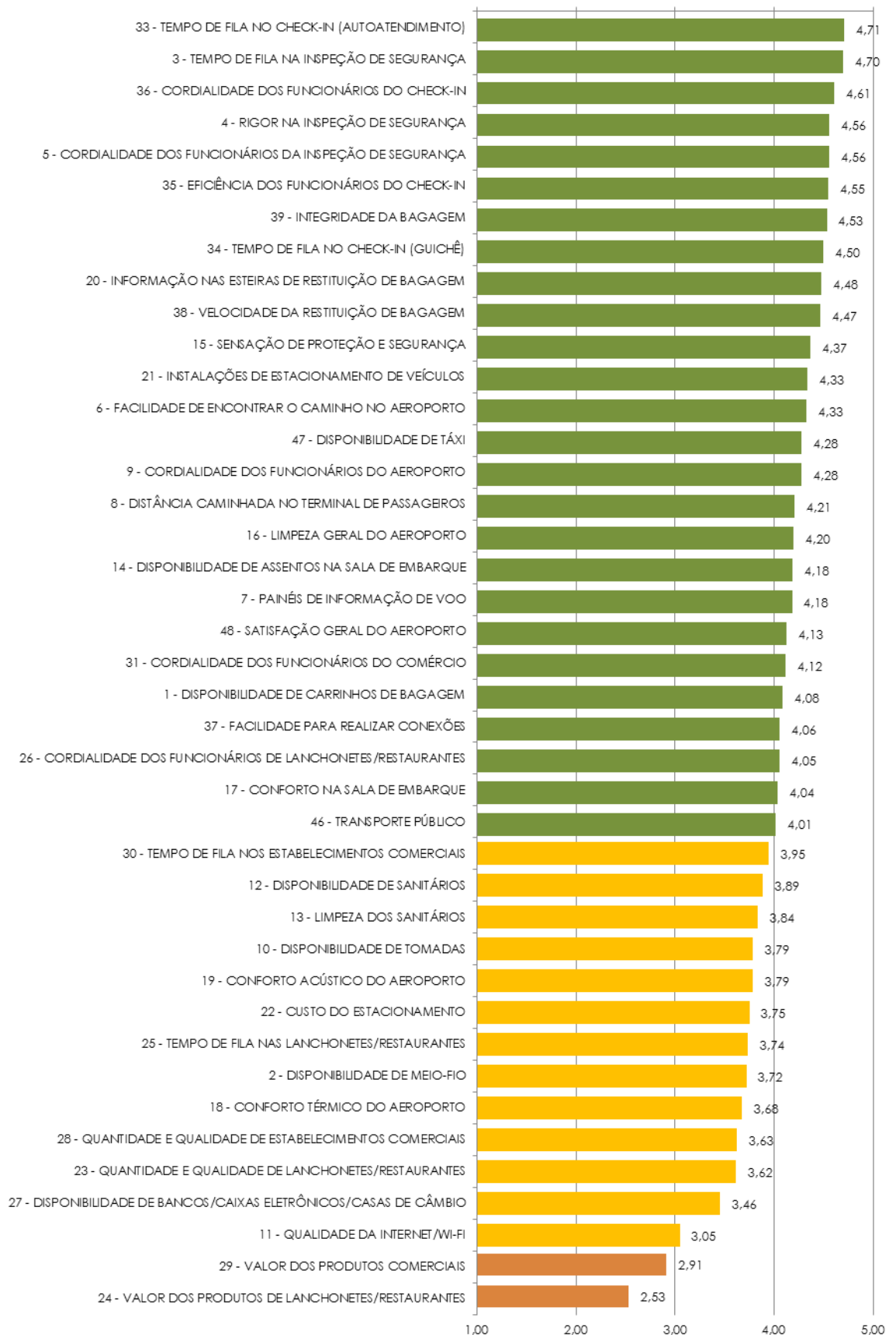
N: 303 Entrevistas/4º trimestre 2015

15 - SBRJ - Escolaridade

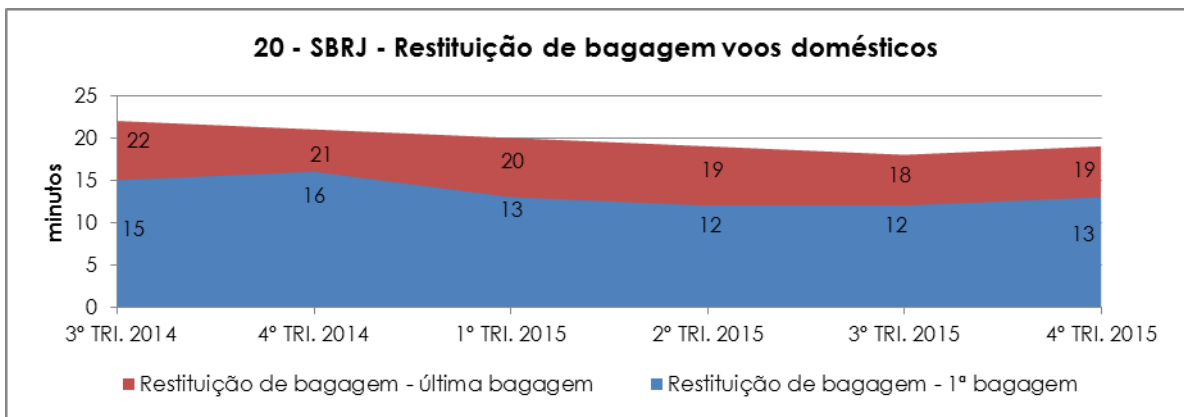
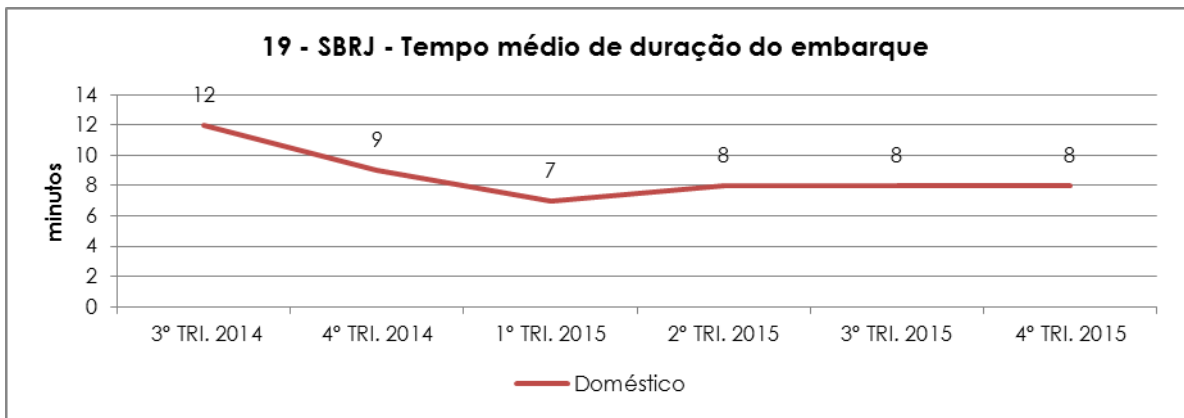
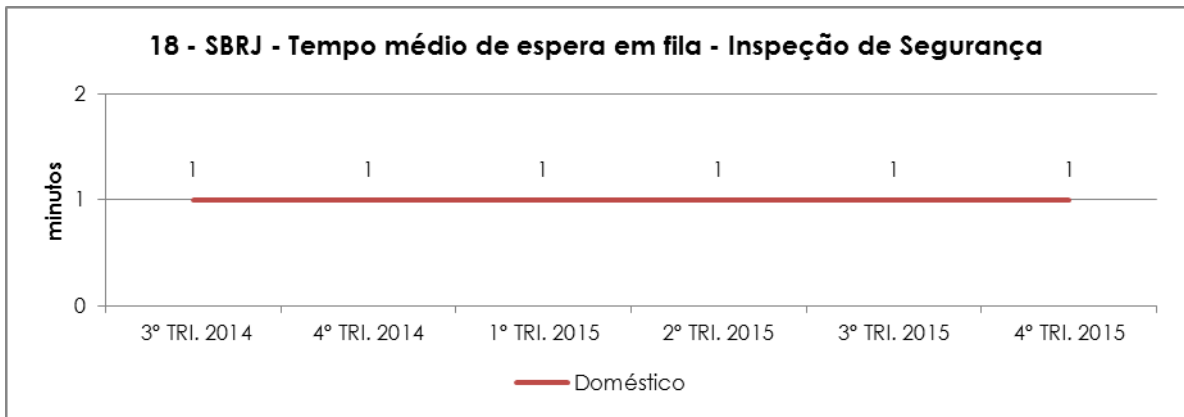
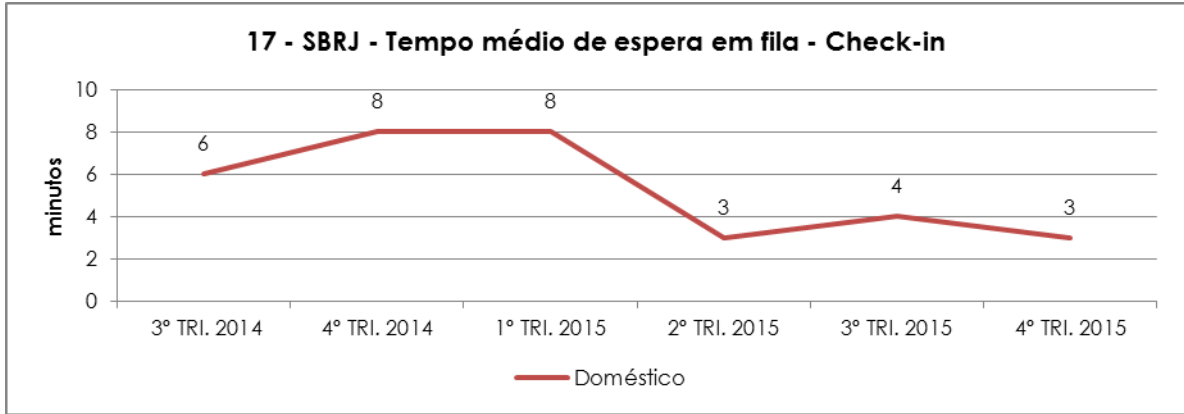


N: 303 Entrevistas/4º trimestre 2015

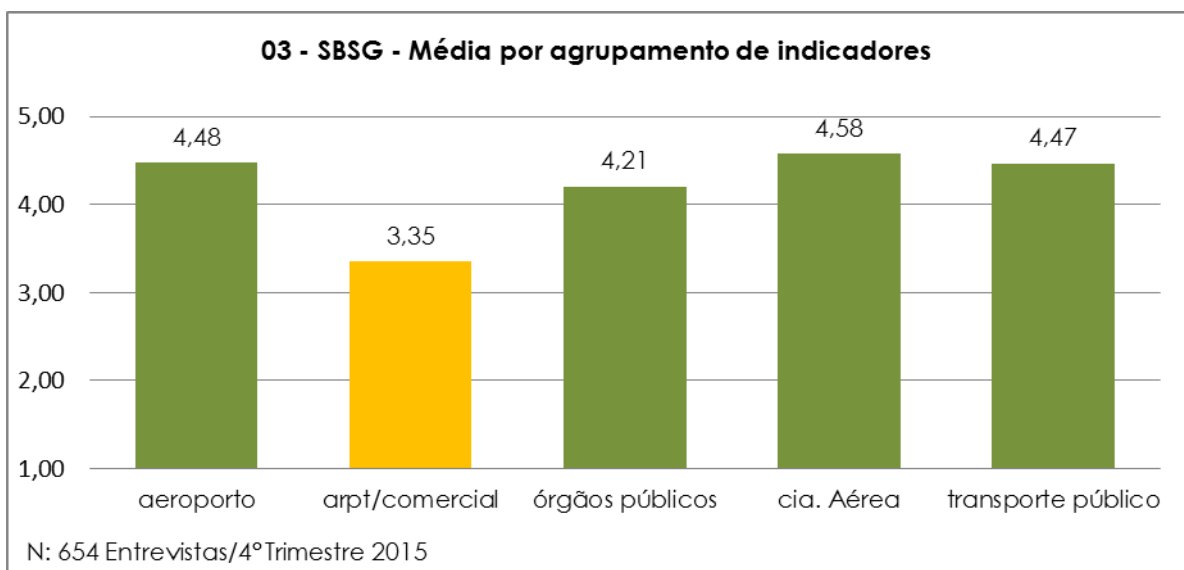
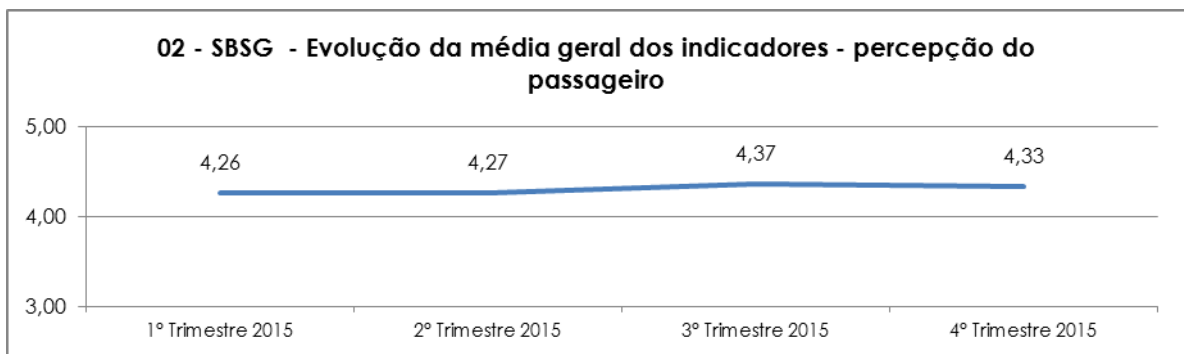
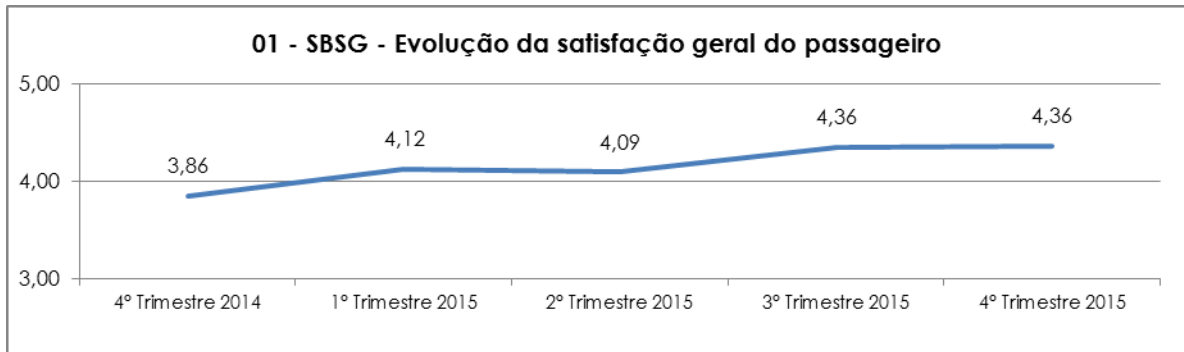
## 16 - SBRJ - Média dos Indicadores



NOTA: Não houve entrevistados suficientes para avaliação da qualidade da Sala Vip neste aeroporto.

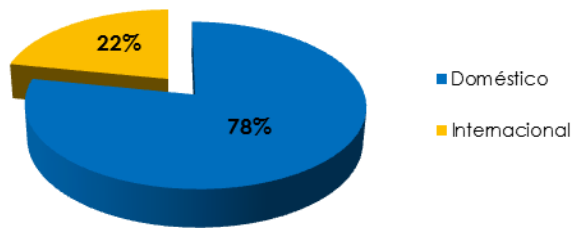


### 3.13 AEROPORTO INTERNACIONAL DE SÃO GONÇALO DO AMARANTE – NATAL (SBSG)



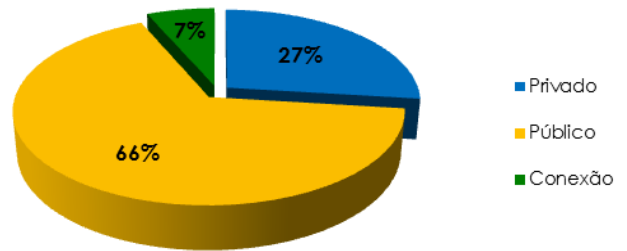


**04 - SBSG - Distribuição amostral - Tipo de voo**



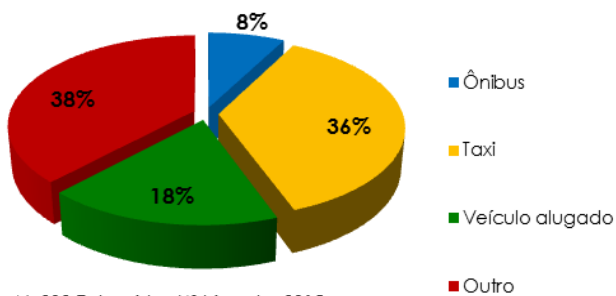
N: 654 Entrevistas/4º trimestre 2015

**05 - SBSG - Tipo de transporte**



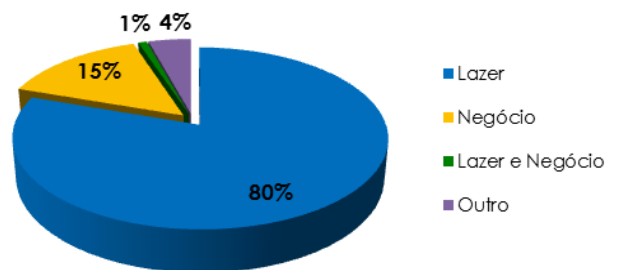
N: 349 Entrevistas/4º trimestre 2015

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



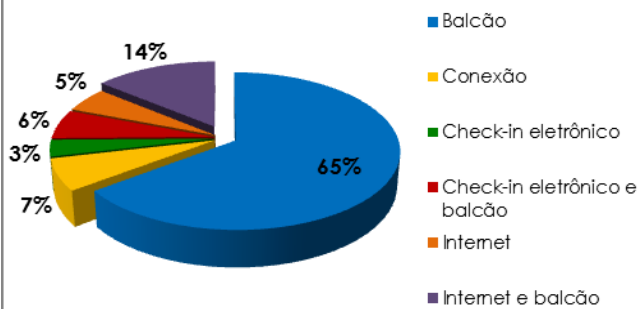
N: 232 Entrevistas/4º trimestre 2015

**07 - SBSG - Motivo da viagem**



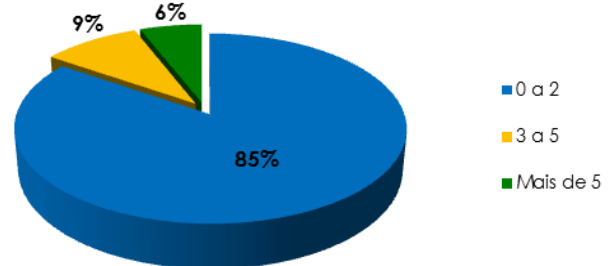
N: 349 Entrevistas/4º trimestre 2015

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



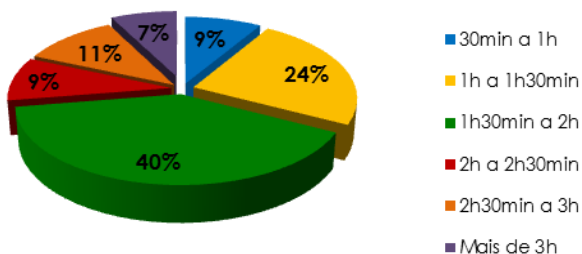
N: 349 Entrevistas/4º trimestre 2015

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



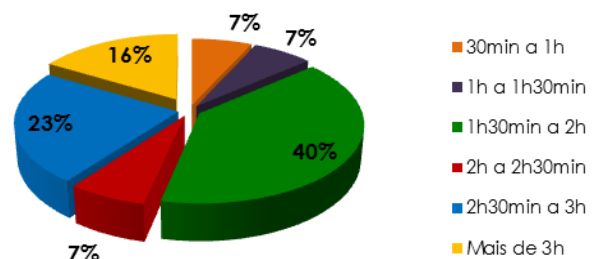
N: 349 Entrevistas/4º trimestre 2015

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



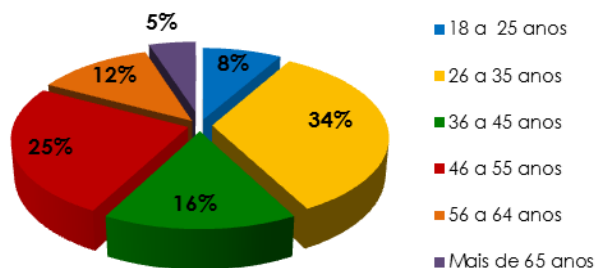
N: 276 Entrevistas/4º trimestre 2015

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



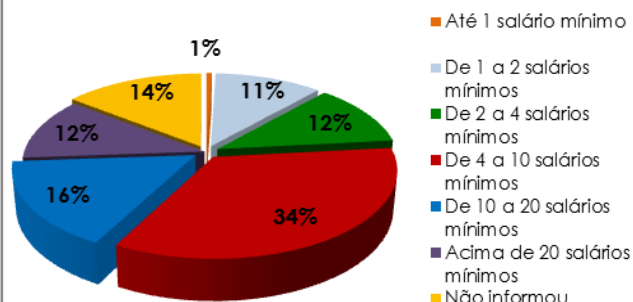
N: 73 Entrevistas/4º trimestre 2015

12 - SBSG - Idade



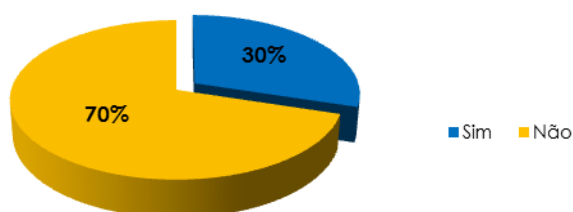
N: 180 Entrevistas/4º trimestre 2015

13 - SBSG - Renda



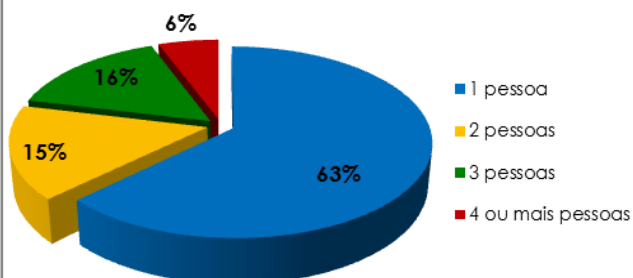
N: 180 Entrevistas/4º trimestre 2015

14 - SBSG - Viajando sozinho



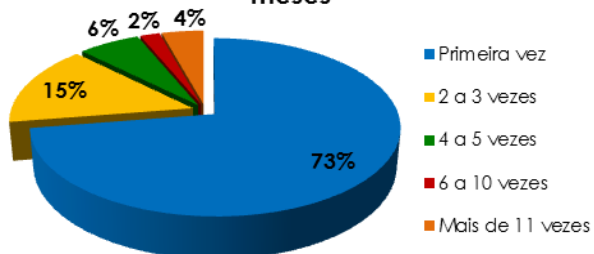
N: 349 Entrevistas/4º trimestre 2015

15 - SBSG - Número de acompanhantes



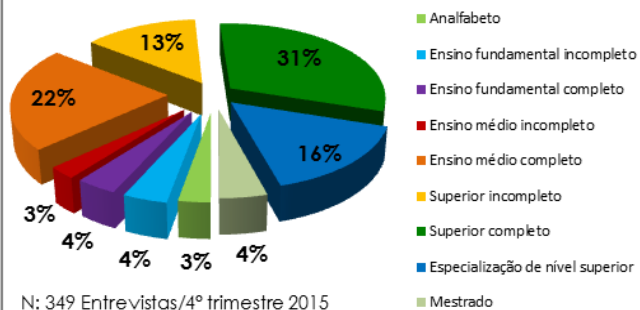
N: 226 Entrevistas/4º trimestre 2015

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



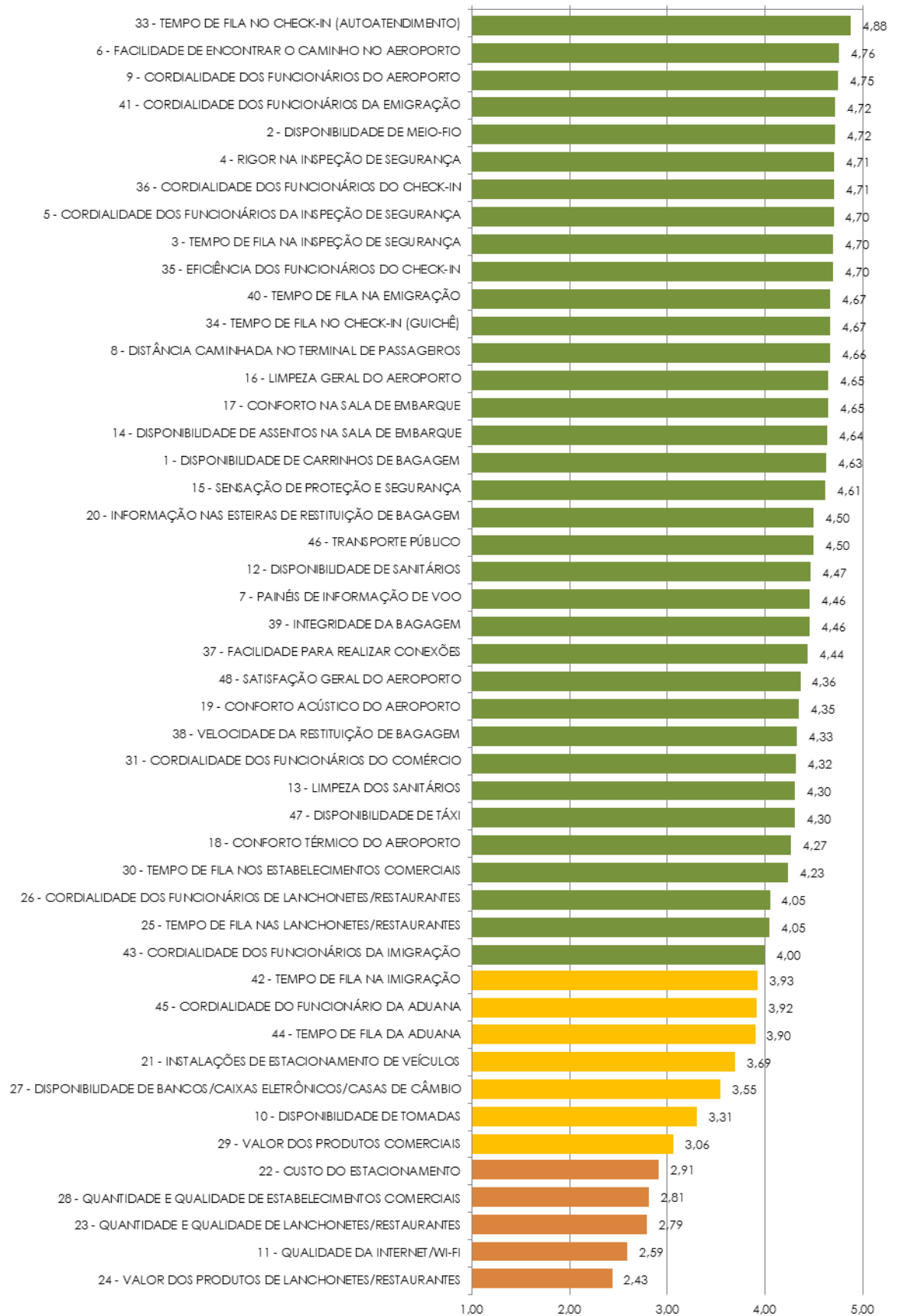
N: 349 Entrevistas/4º trimestre 2015

17 - SBSG - Escolaridade

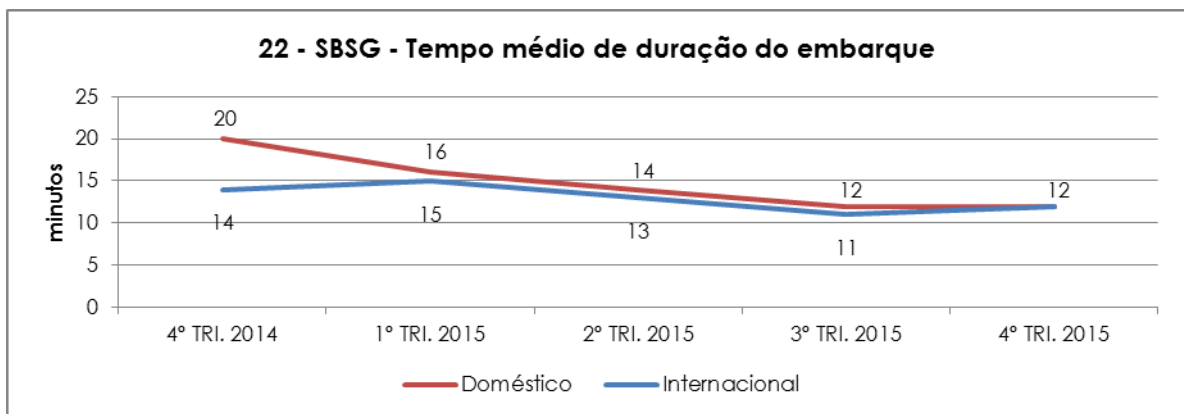
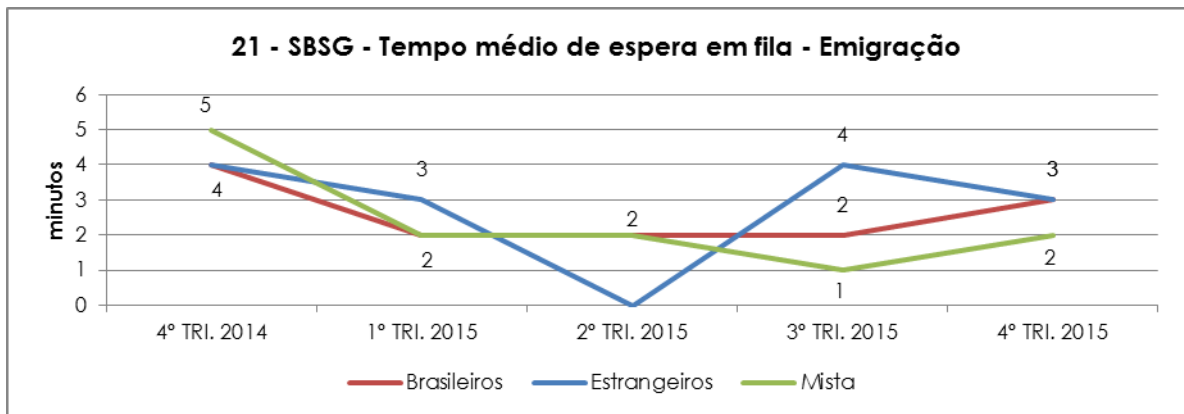
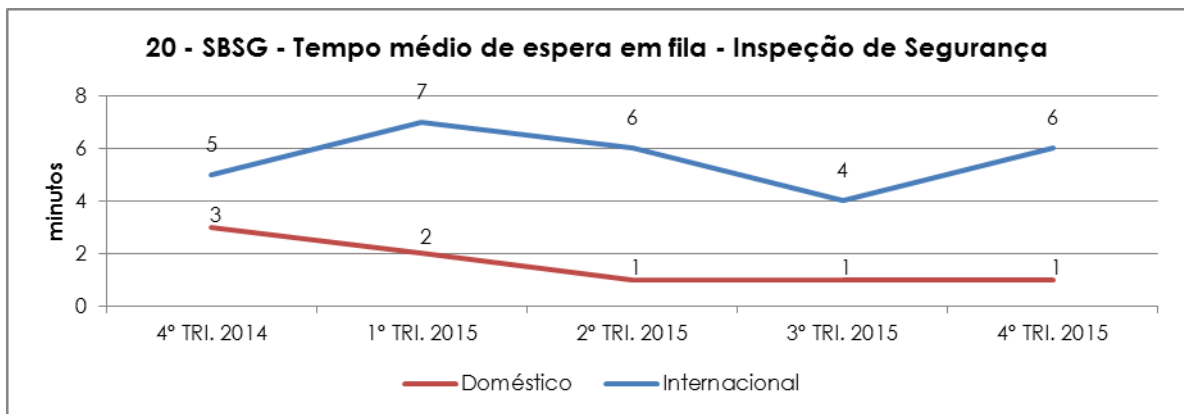
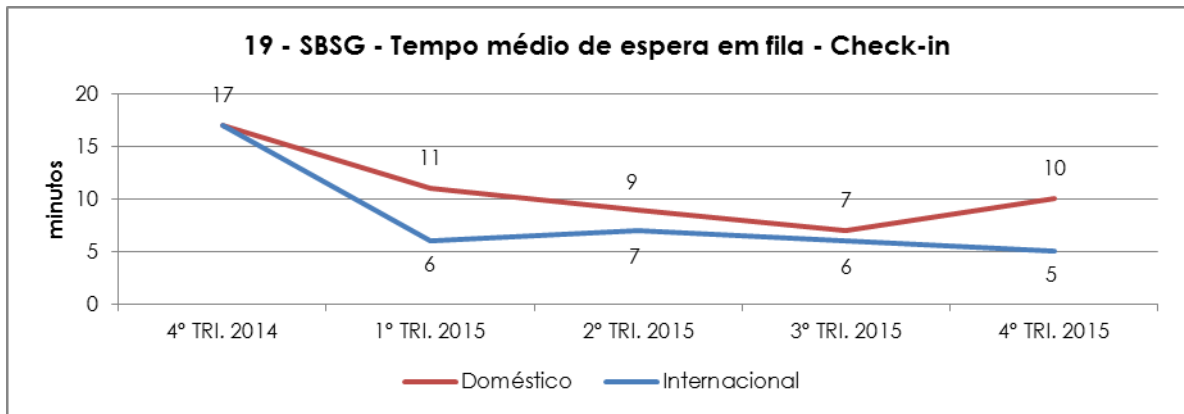


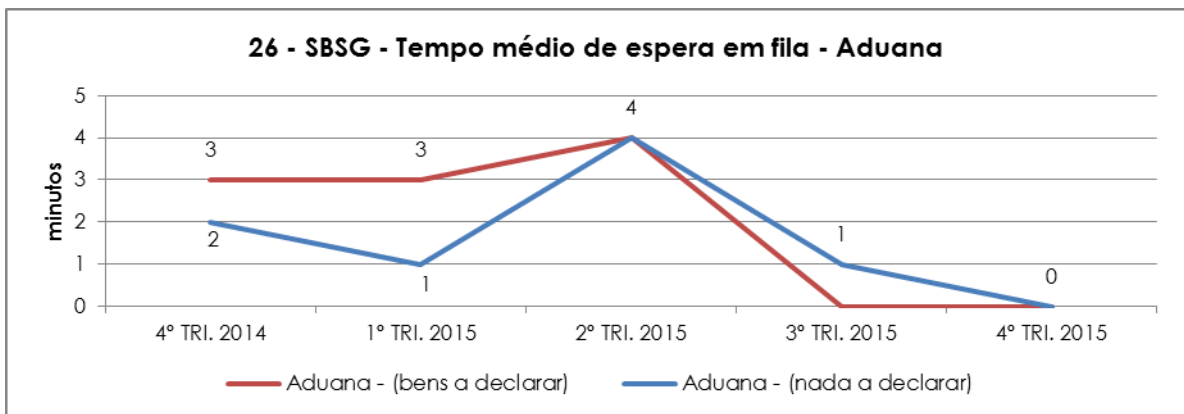
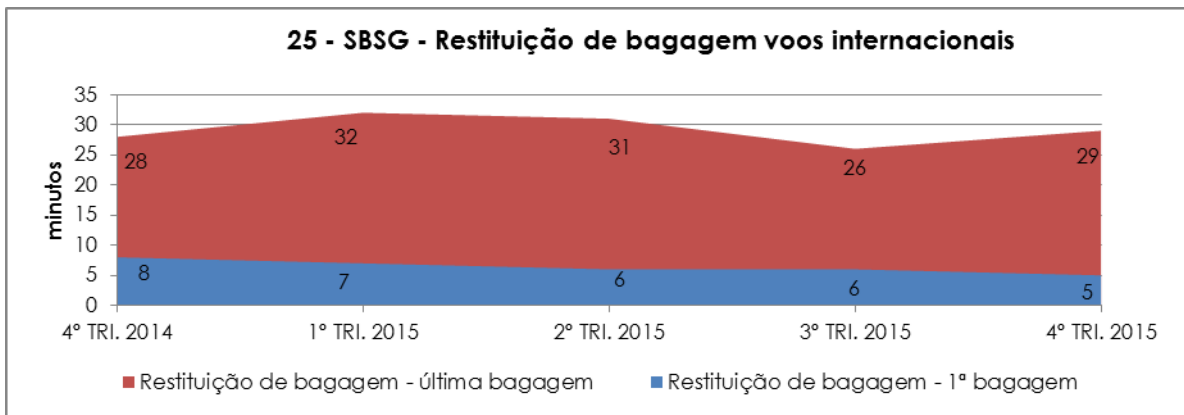
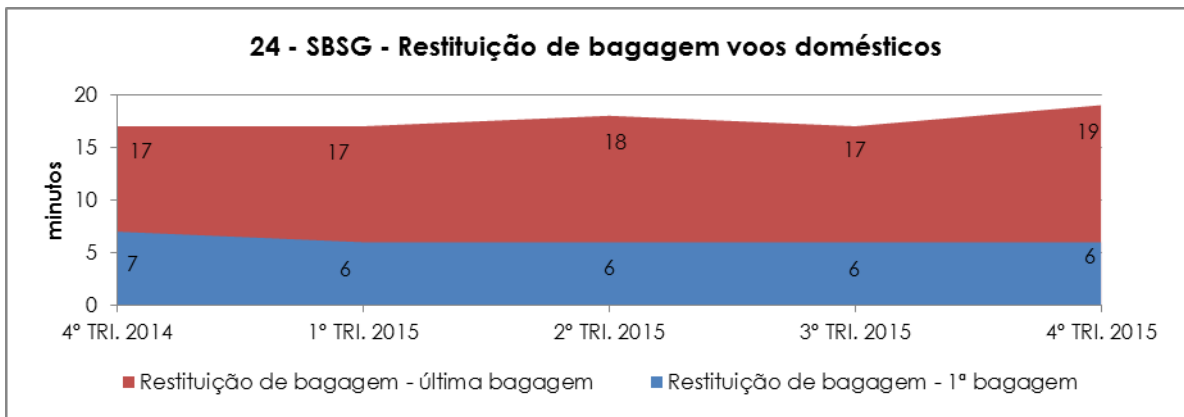
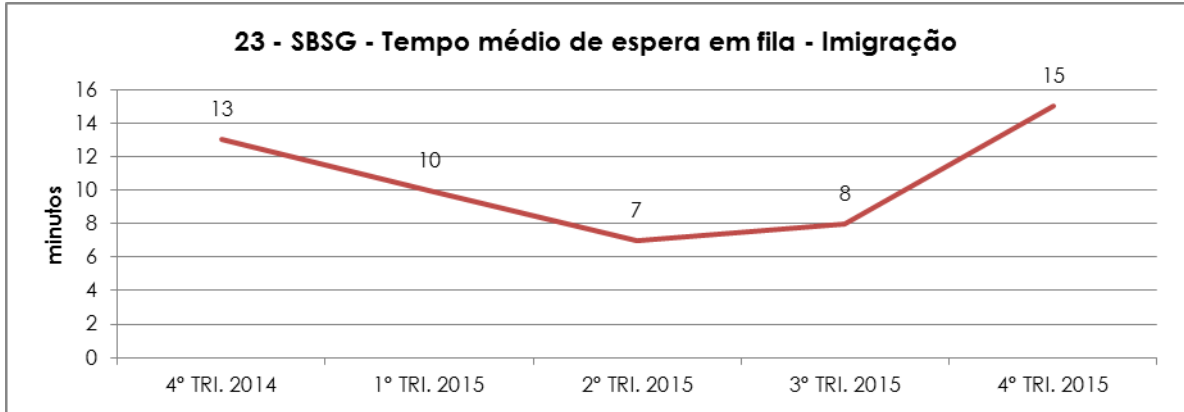
N: 349 Entrevistas/4º trimestre 2015

## 18 - SBSG - Média dos Indicadores

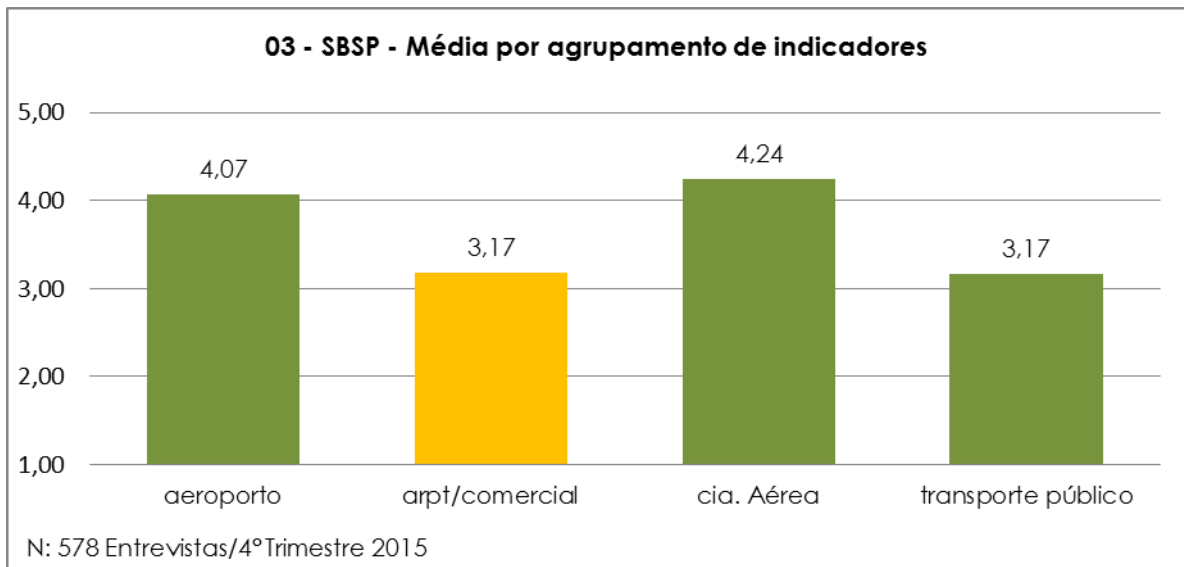
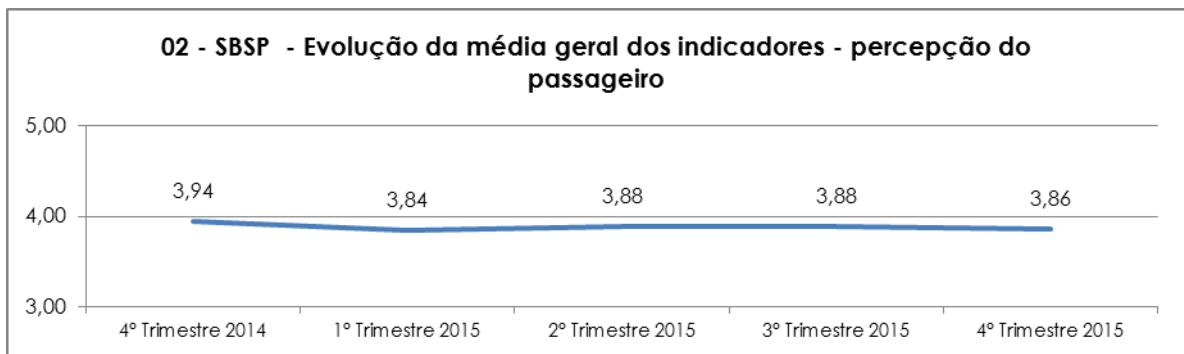
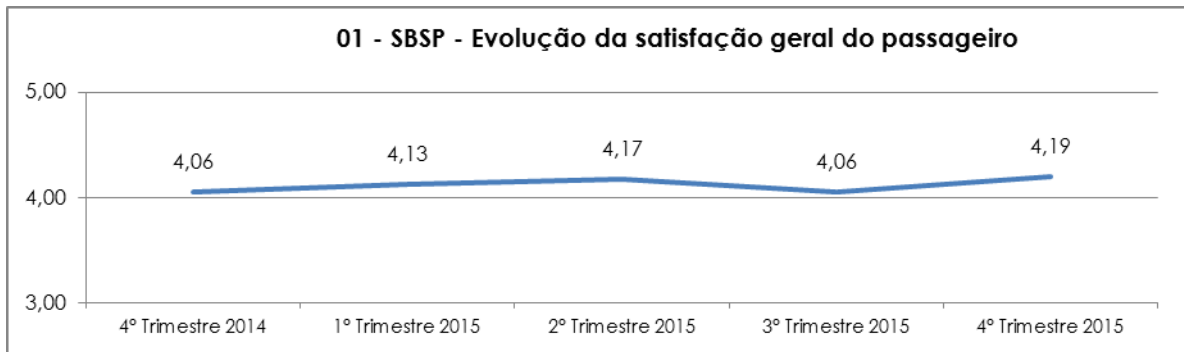


NOTA: Não houve entrevistados suficientes para avaliação da qualidade da Sala Vip neste aeroporto.



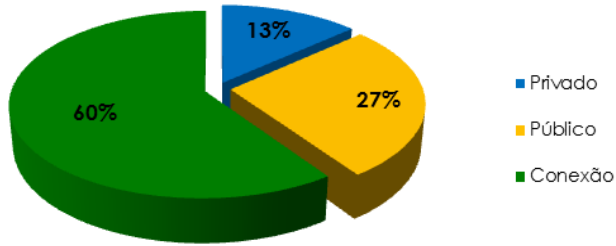


### 3.14 AEROPORTO DE CONGONHAS- SÃO PAULO (SBSP)



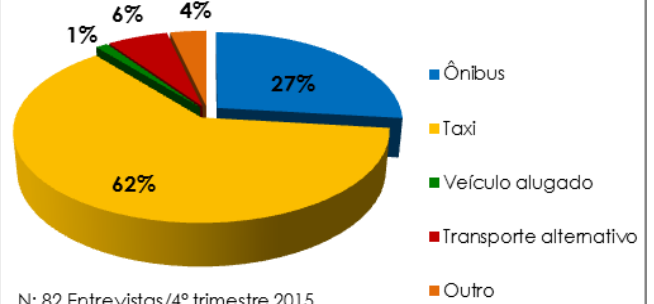
\* Não há voos internacionais neste aeroporto

04 - SBSP - Tipo de transporte



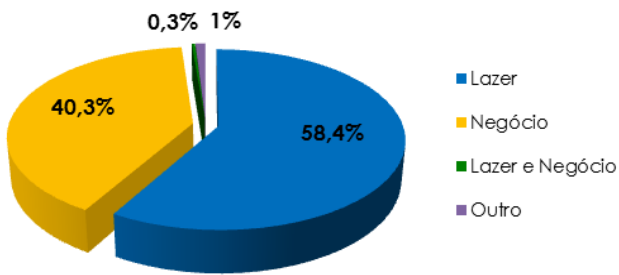
N: 305 Entrevistas/4º trimestre 2015

05 - SBSP - Meio de transporte público utilizado



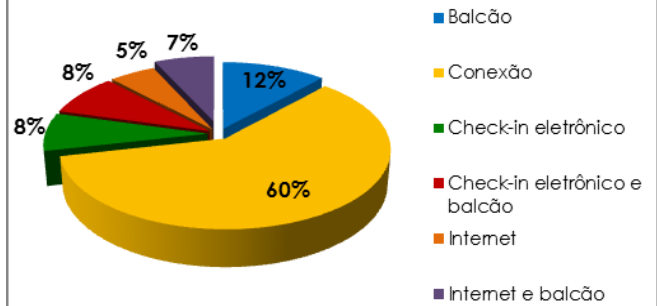
N: 82 Entrevistas/4º trimestre 2015

06 - SBSP - Motivo da viagem



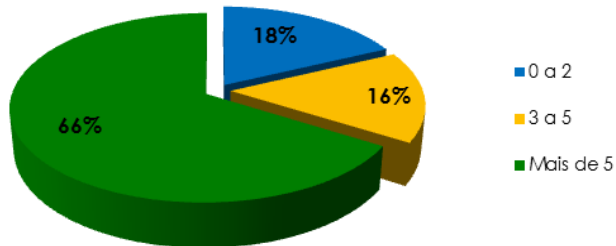
N: 305 Entrevistas/4º trimestre 2015

07 - SBSP - Forma de check-in



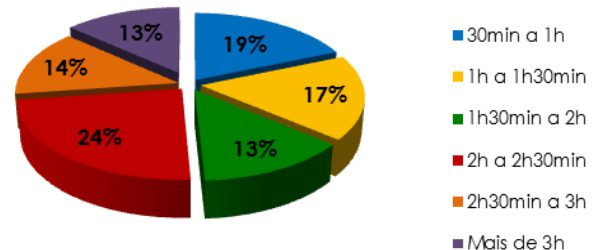
N: 305 Entrevistas/4º trimestre 2015

08 - SBSP - Frequência de viagem nos últimos 12 meses



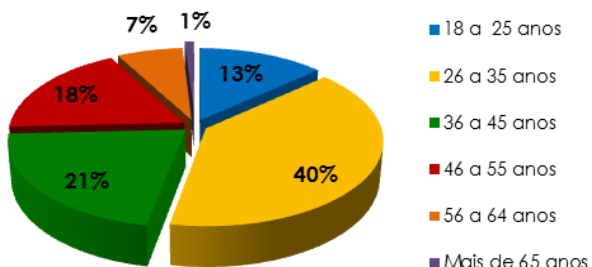
N: 305 Entrevistas/4º trimestre 2015

09 - SBSP - Antecedência de chegada para voo doméstico



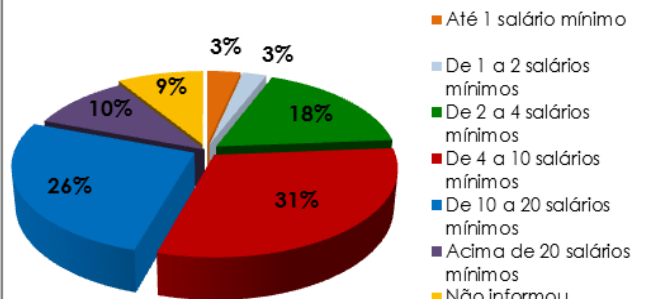
N: 305 Entrevistas/4º trimestre 2015

10 - SBSP - Idade



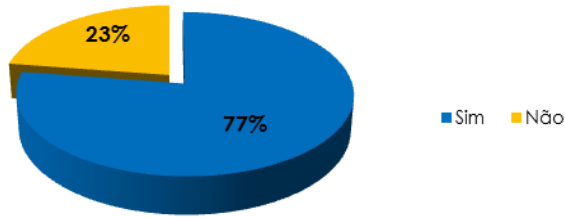
N: 202 Entrevistas/4º trimestre 2015

11 - SBSP - Renda



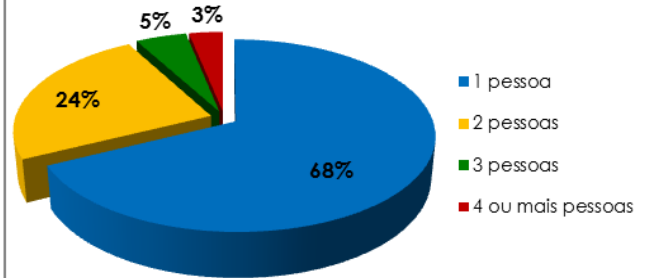
N: 202 Entrevistas/4º trimestre 2015

12 - SBSP - Viajando sozinho



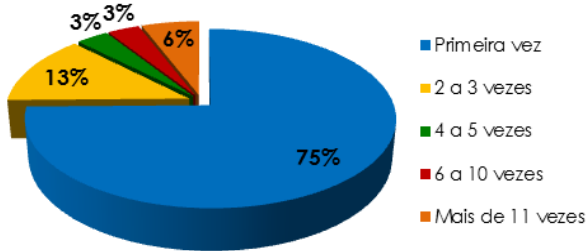
N: 305 Entrevistas/4º trimestre 2015

13 - SBSP - Número de acompanhantes



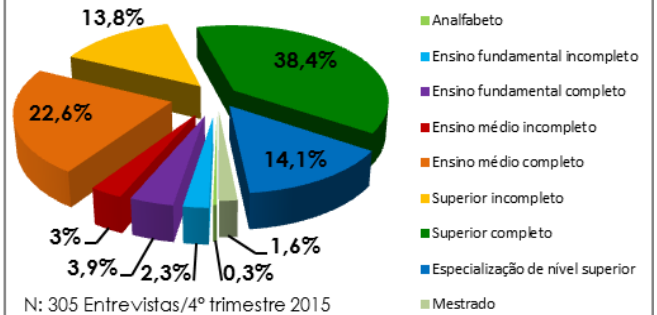
N: 62 Entrevistas/4º trimestre 2015

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



N: 305 Entrevistas/4º trimestre 2015

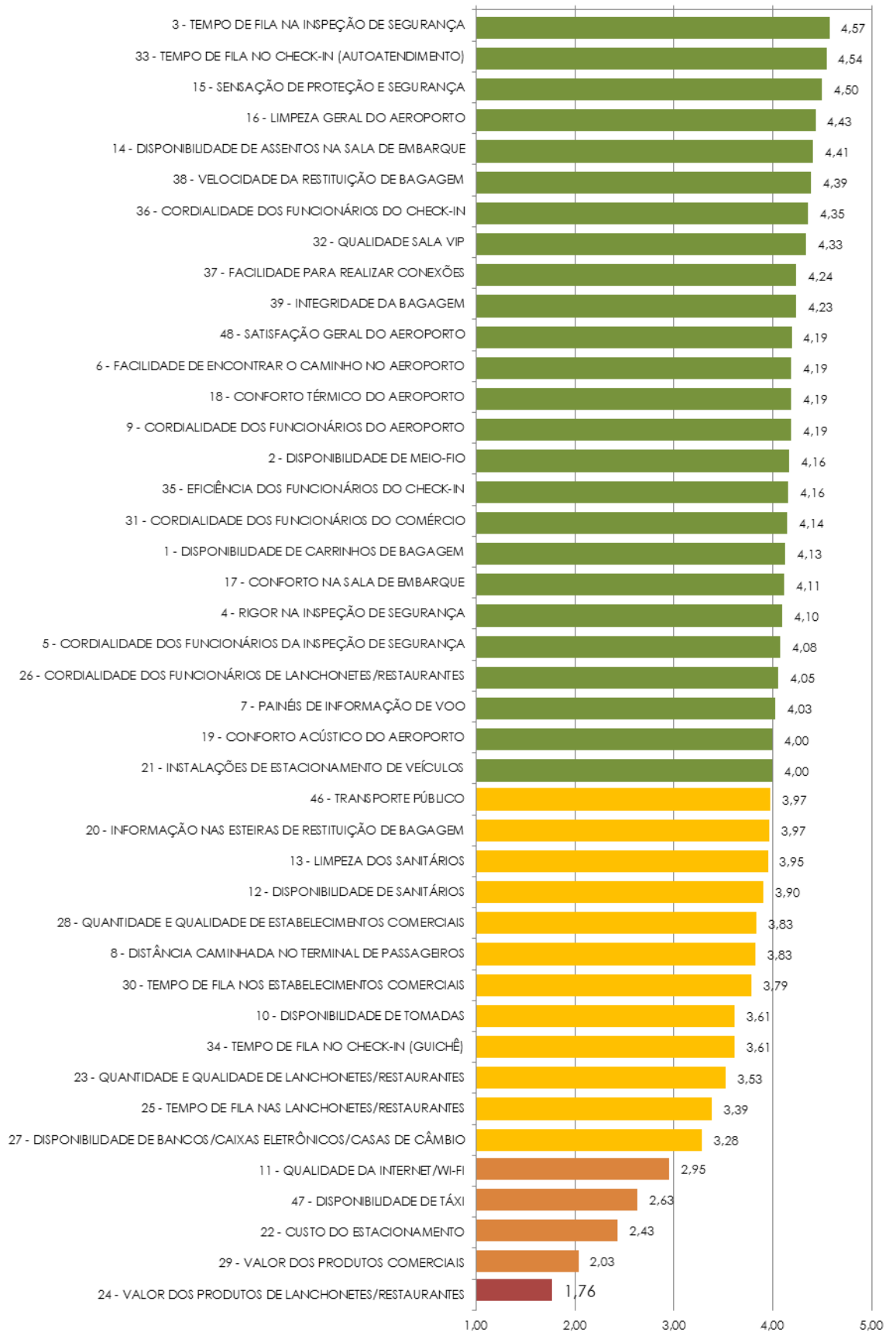
15 - SBSP - Escolaridade

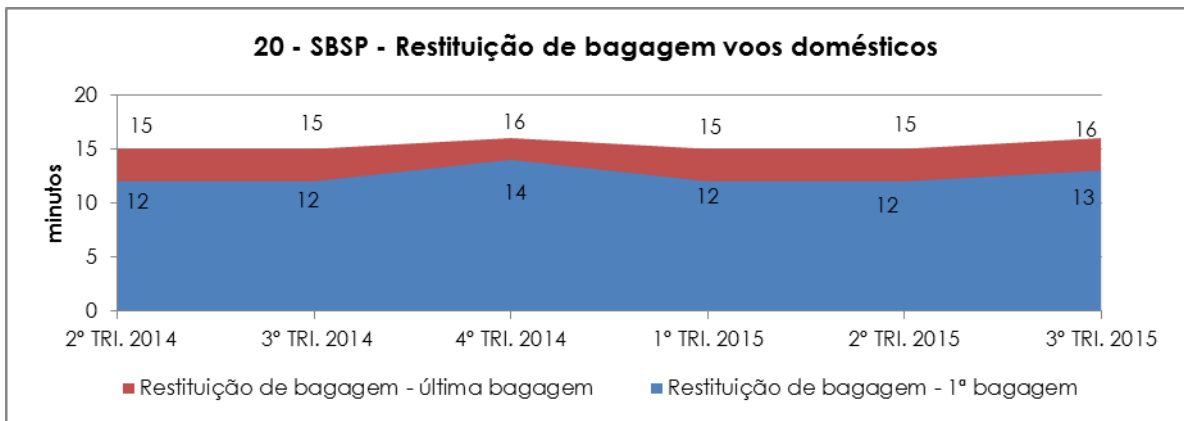
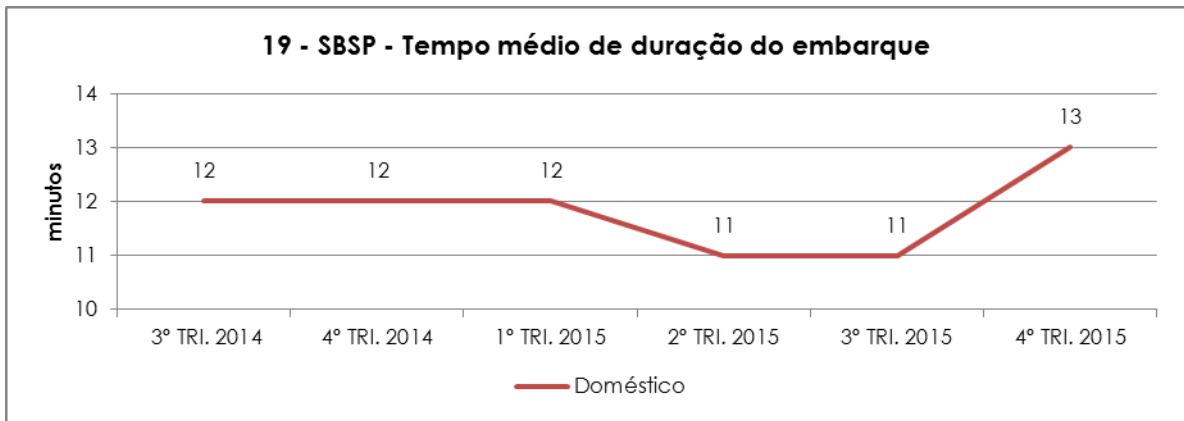
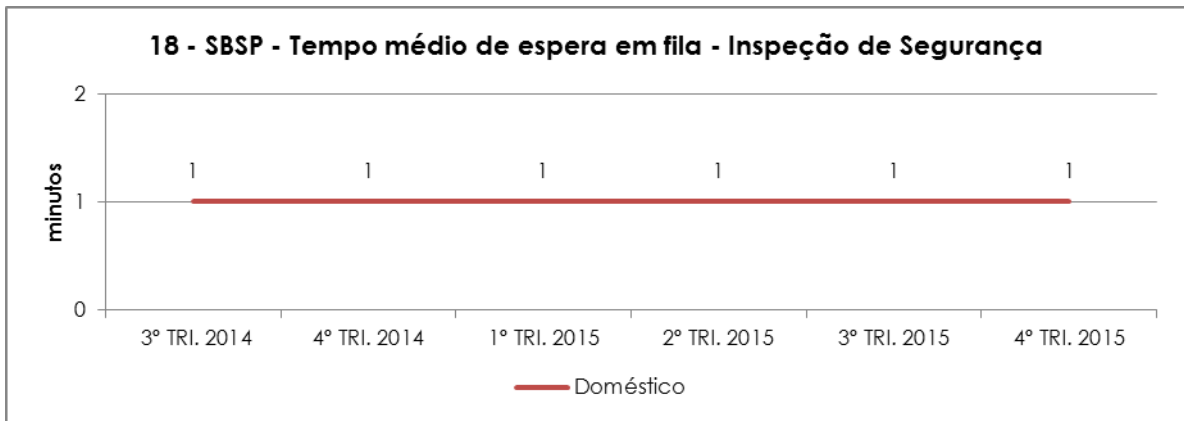
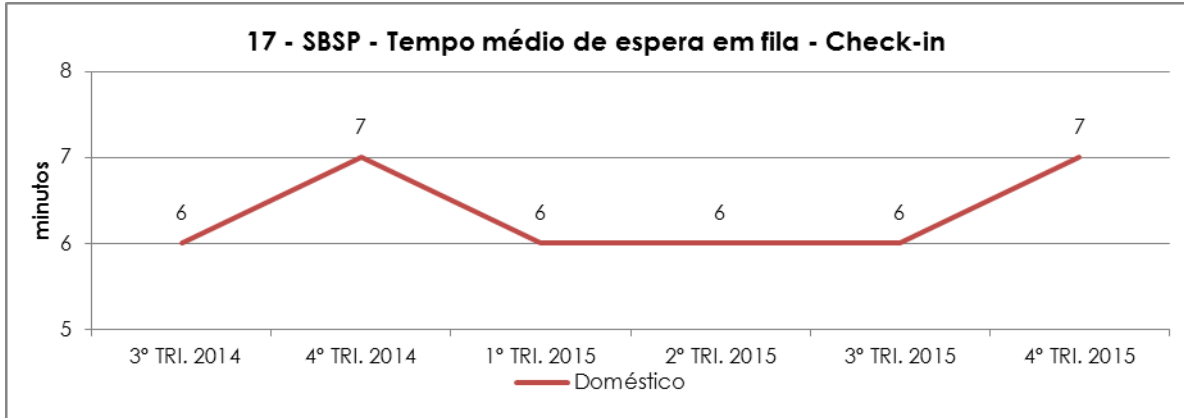


N: 305 Entrevistas/4º trimestre 2015

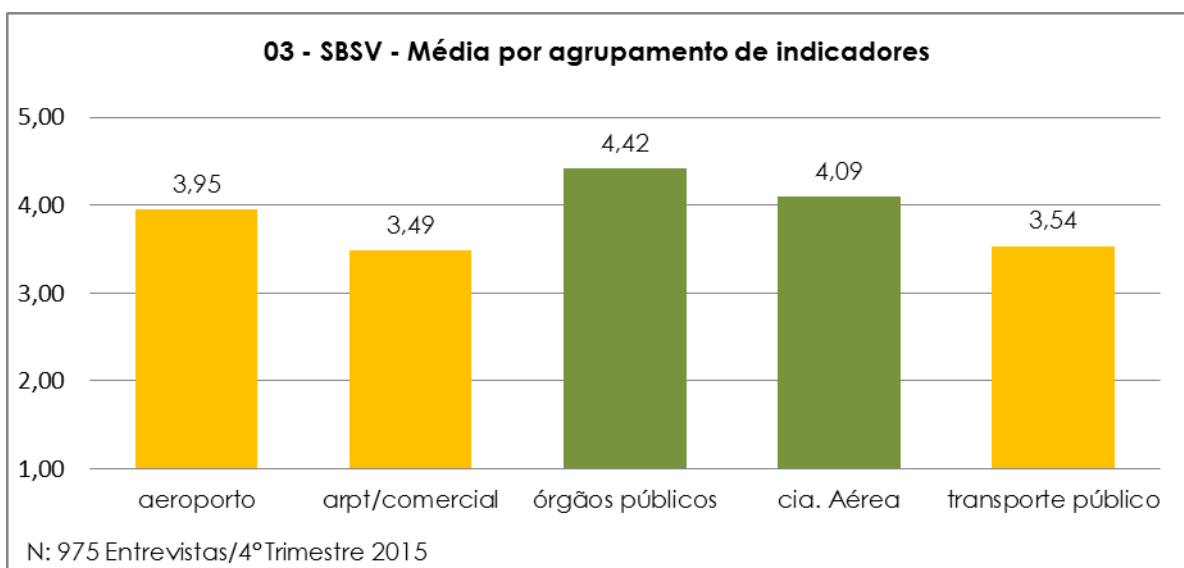
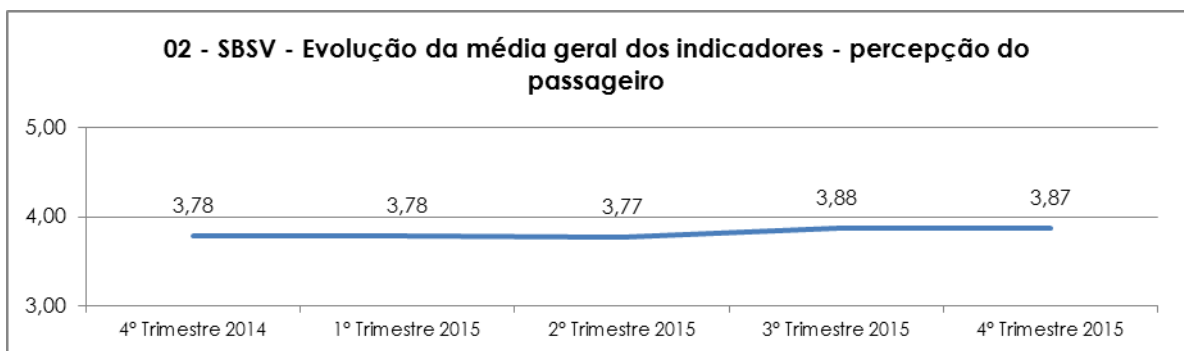
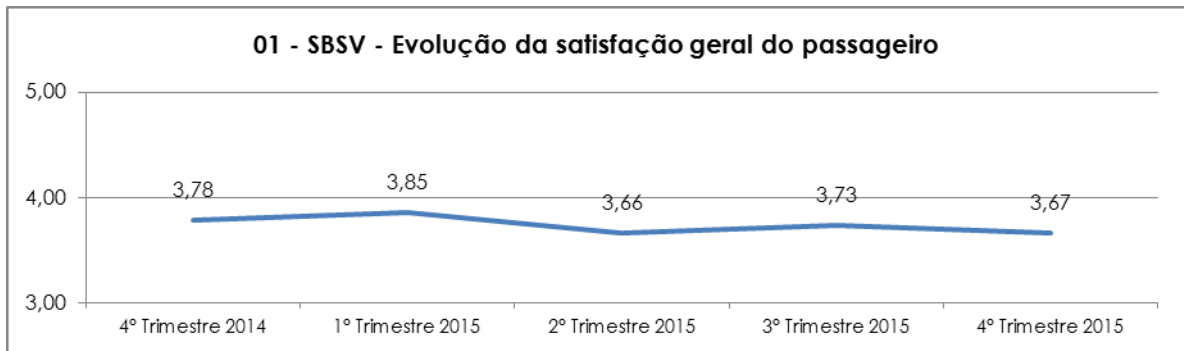


## 16 - SBSP - Média dos Indicadores

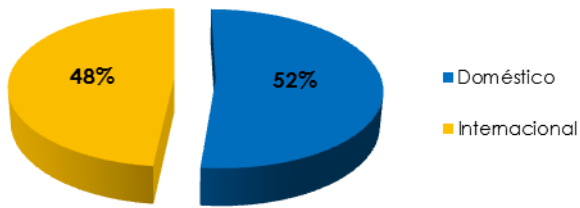




### 3.15 AEROPORTO INTERNACIONAL LUIZ EDUARDO MAGALHÃES – SALVADOR (SBSV)

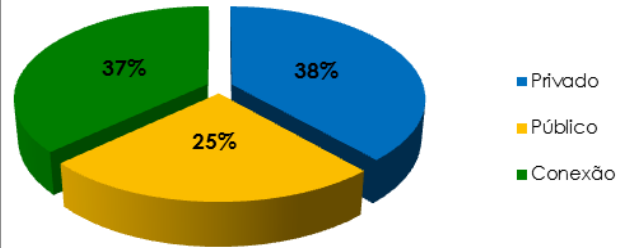


**04 - SBSV - Distribuição amostral - Tipo de voo**



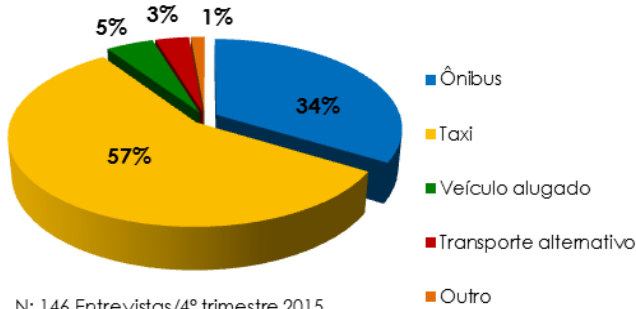
N: 975 Entrevistas/4º trimestre 2015

**05 - SBSV - Tipo de transporte**



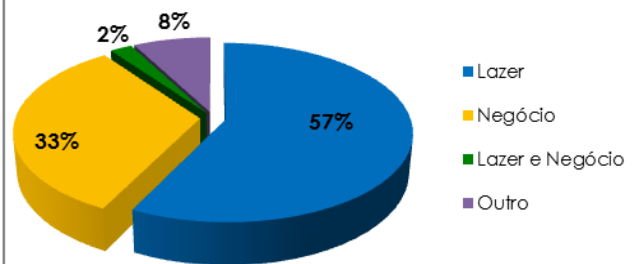
N: 591 Entrevistas/4º trimestre 2015

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



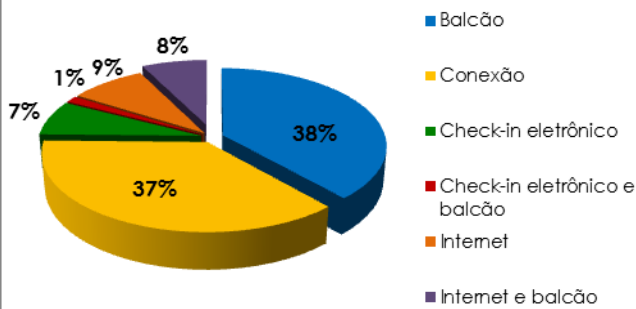
N: 146 Entrevistas/4º trimestre 2015

**07 - SBSV - Motivo da viagem**



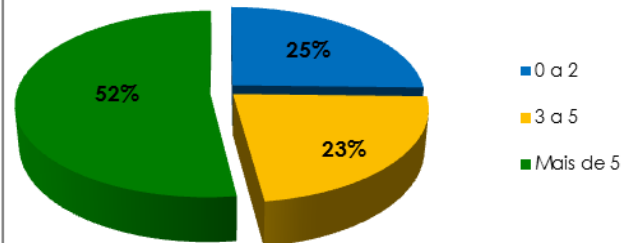
N: 591 Entrevistas/4º trimestre 2015

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



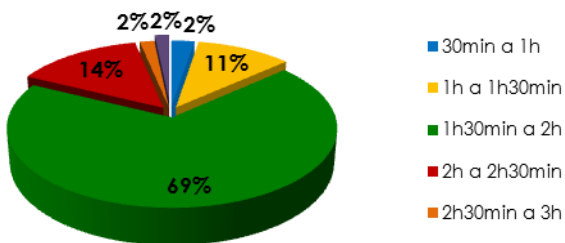
N: 591 Entrevistas/4º trimestre 2015

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



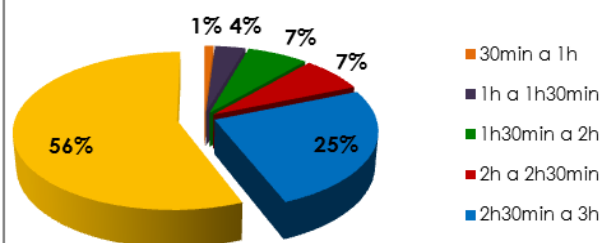
N: 591 Entrevistas/4º trimestre 2015

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



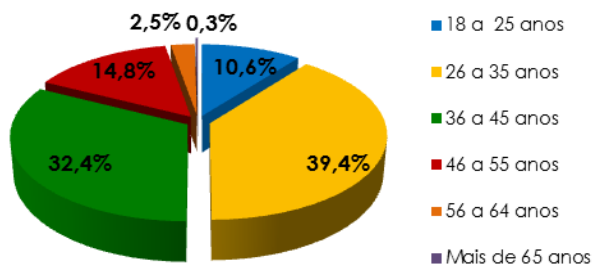
N: 304 Entrevistas/4º trimestre 2015

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



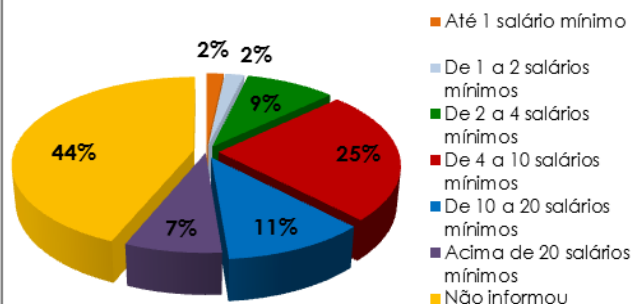
N: 287 Entrevistas/4º trimestre 2015

12 - SBSV - Idade



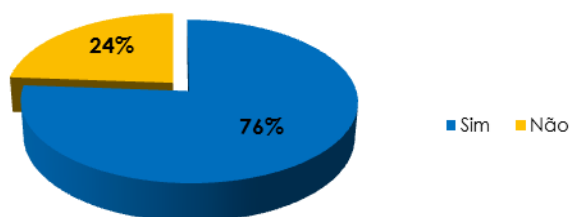
N: 398 Entrevistas/4º trimestre 2015

13 - SBSV - Renda



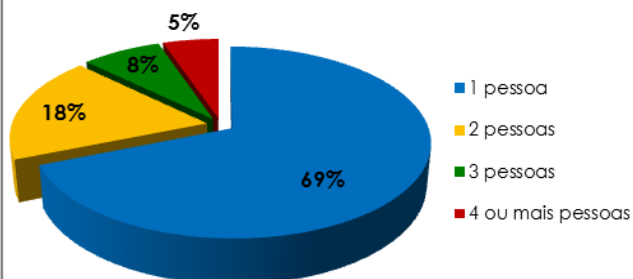
N: 398 Entrevistas/4º trimestre 2015

14 - SBSV - Viajando sozinho



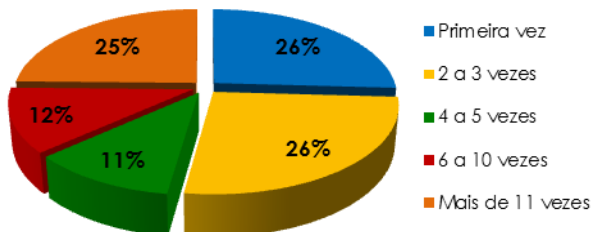
N: 591 Entrevistas/4º trimestre 2015

15 - SBSV - Número de acompanhantes



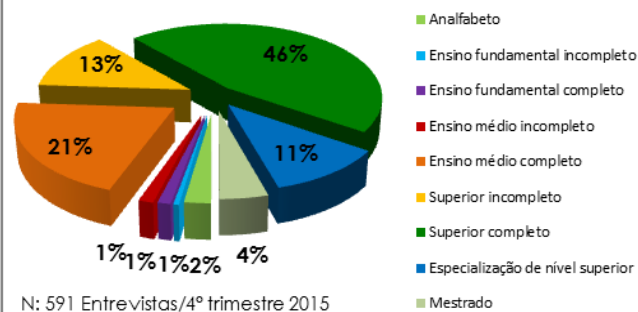
N: 132 Entrevistas/4º trimestre 2015

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



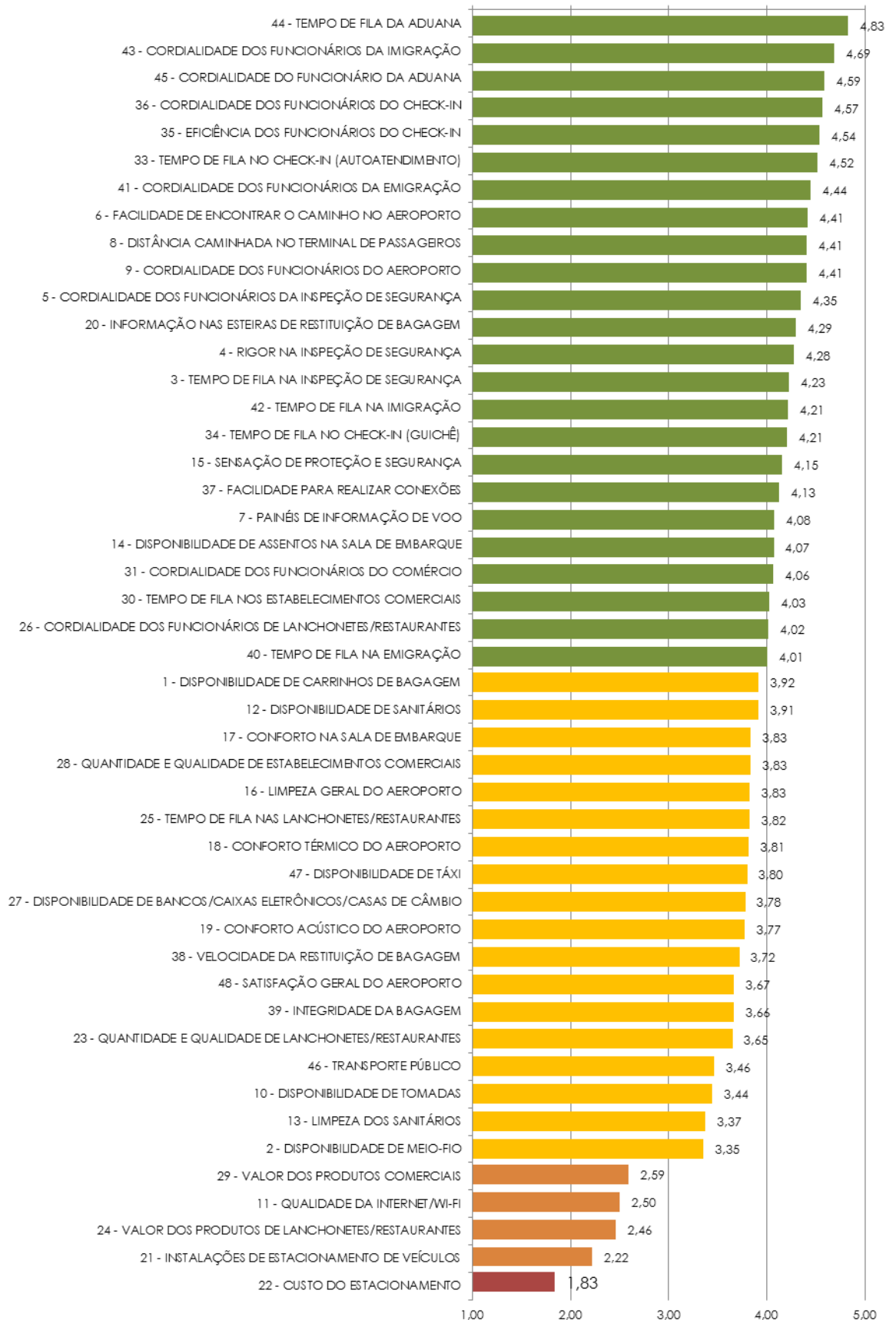
N: 591 Entrevistas/4º trimestre 2015

17 - SBSV - Escolaridade

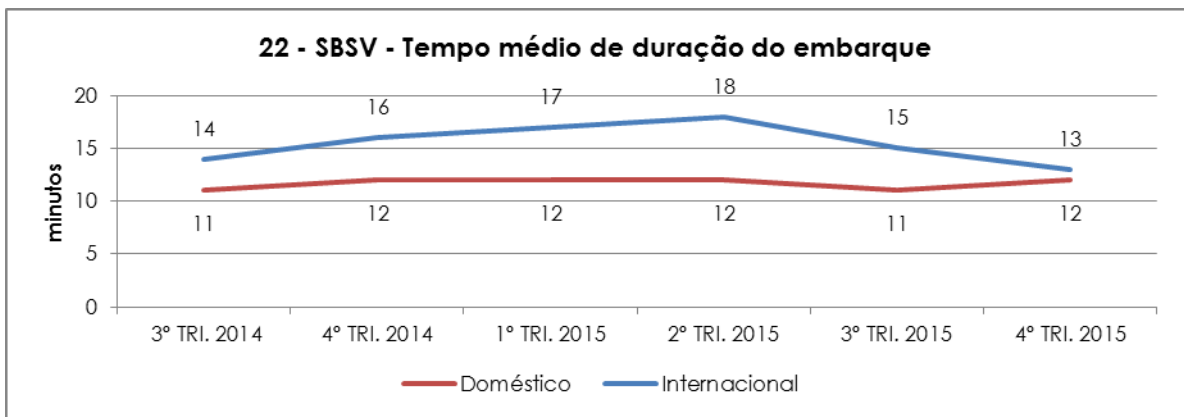
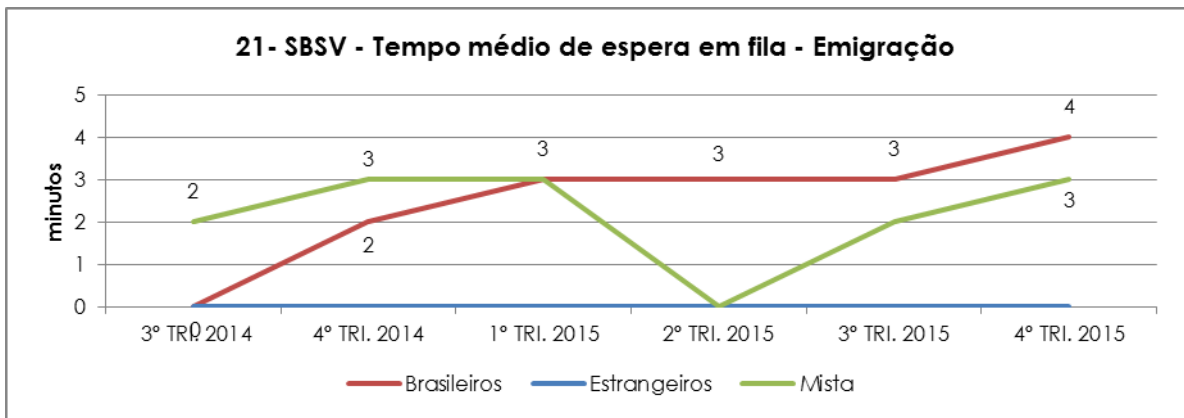
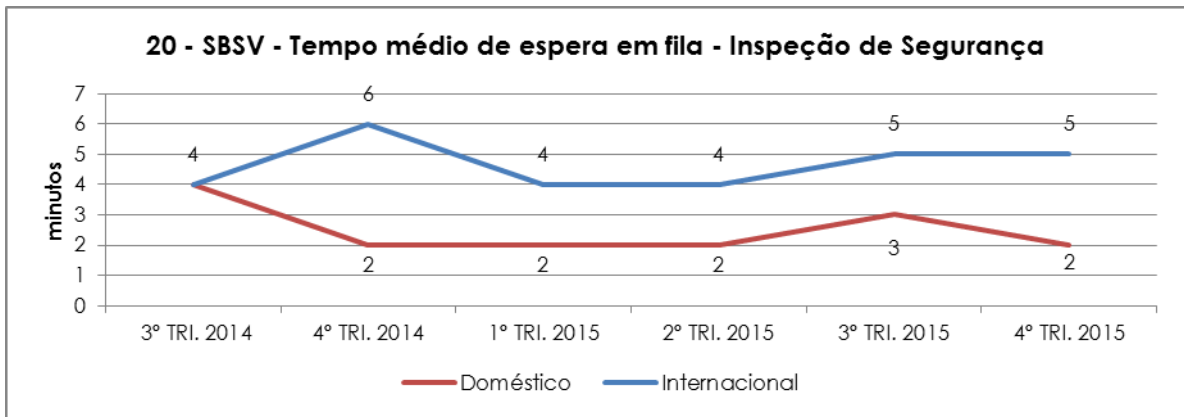
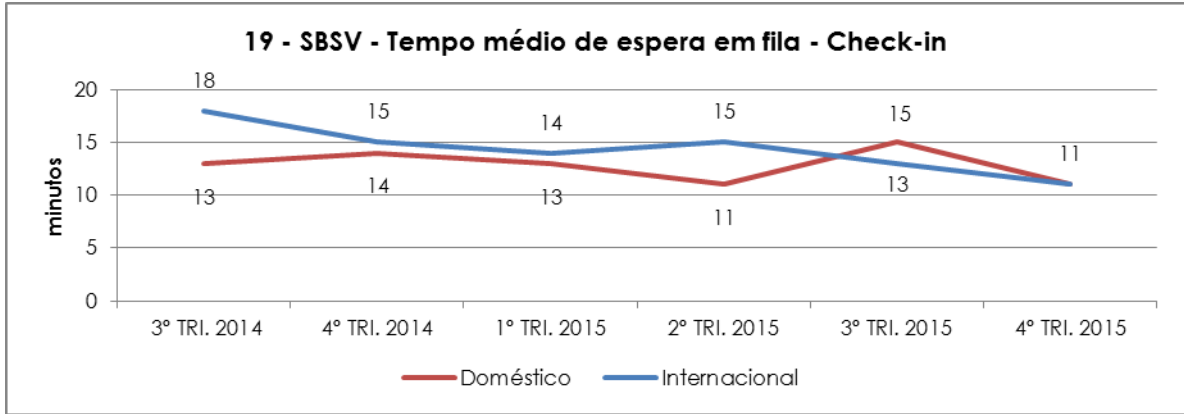


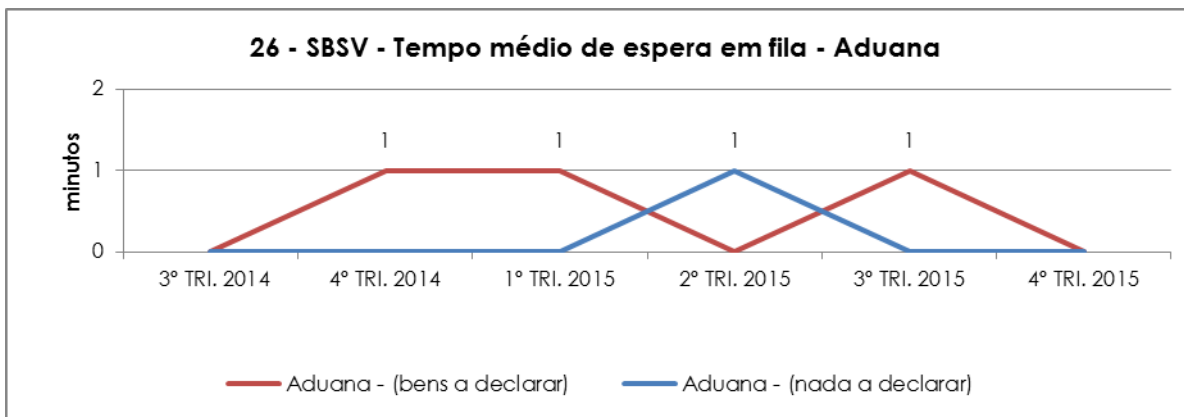
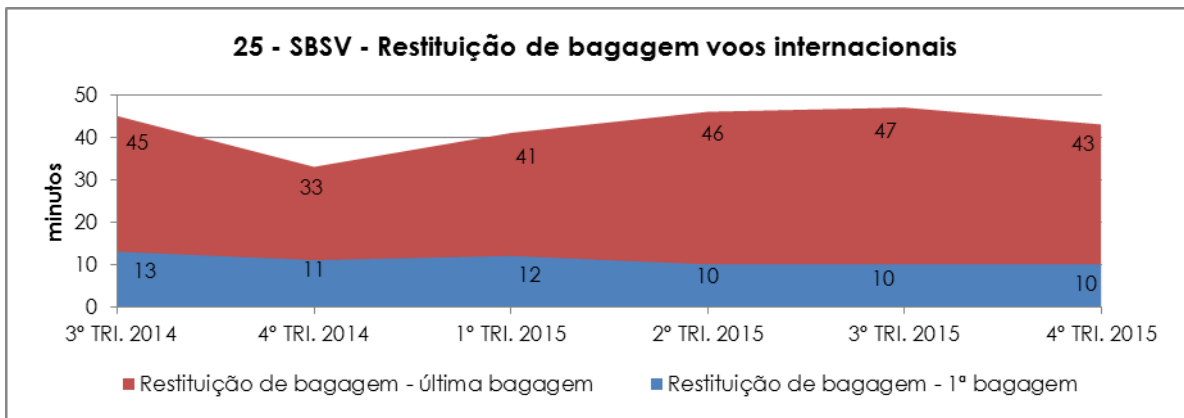
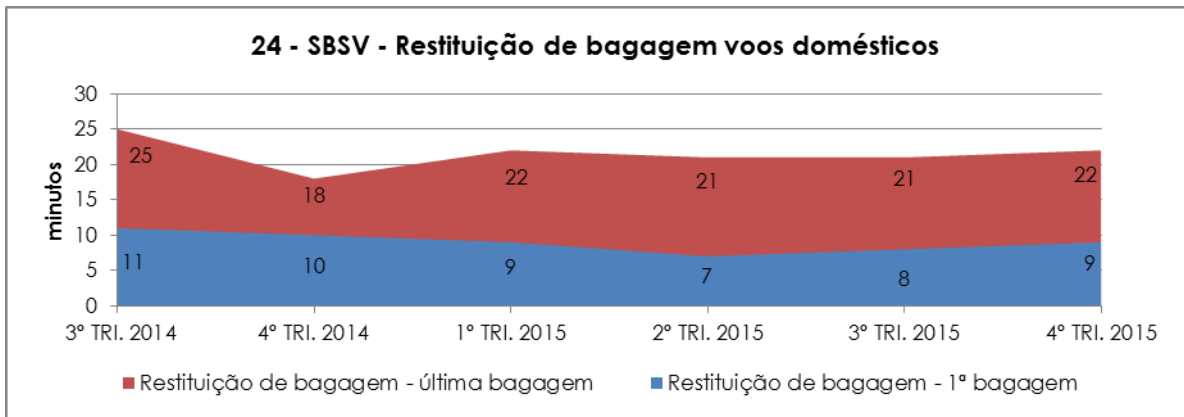
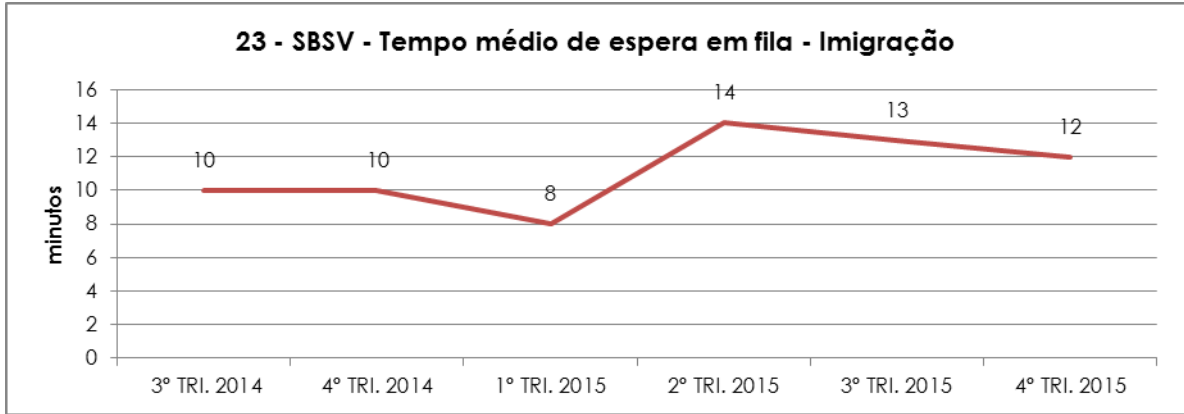
N: 591 Entrevistas/4º trimestre 2015

## 18 - SBSV - Média dos Indicadores



NOTA: Não houve entrevistados suficientes para avaliação da qualidade da Sala Vip neste aeroporto.







Secretaria de  
**Aviação Civil**

