

Airlines Satisfaction Survey Results

November 2016



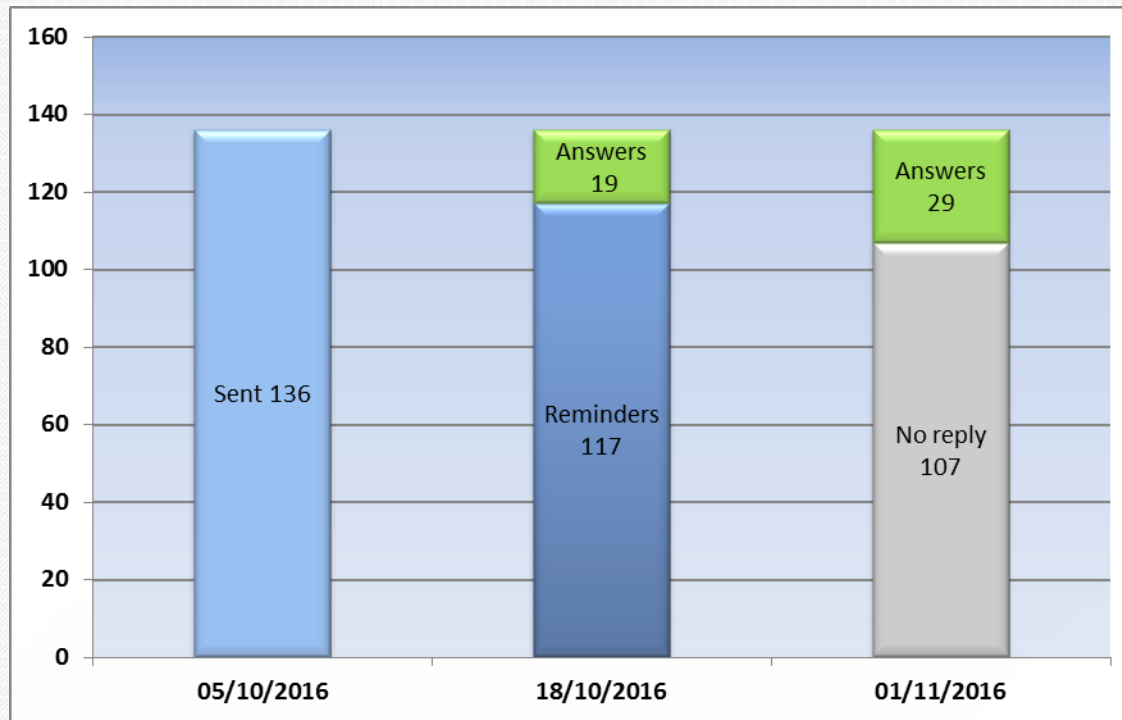
Sending Statistics

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COHOR selected 136 airlines to which the survey was sent on October 5th, 2016. The selection was made on all airlines having historic slots on French coordinated airports in W16 and/or in S17.

A reminder was sent two weeks later.

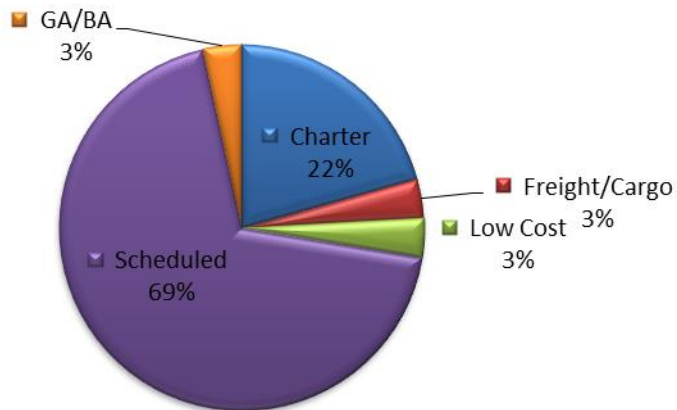
By November 1st, end of the survey, COHOR had collected 29 answers.



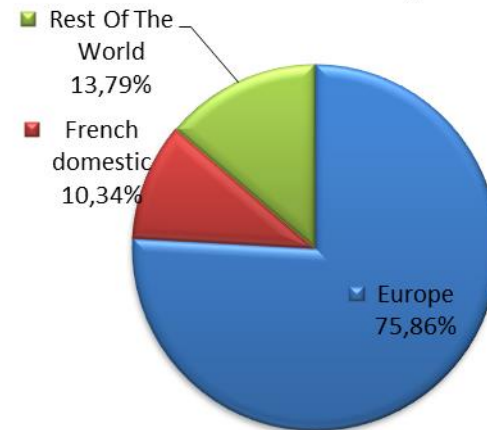
Profile of respondents

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Type of Operator



Nationality



Coordination 1/3

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Initial Coordination

1. What is your opinion on the quality on our processing of your submission during the initial coordination?

VG: 20 (68,97%) G: 9 (31,03%) P: 0 (0%) VP: 0 (0%)

Post Conference Coordination

2. Are you aware of the specific reasons why COHOR could not allocate your slots as requested?

Always: 23 (79,31%) Sometimes: 5 (17,24%) Never: 0 (0%) N/A: 1 (3,45%)

3. When you send a message to request a slot, what is your opinion on our response time?

VG: 12 (41,38%) G: 17 (58,62%) P: 0 (0%) VP: 0 (0%)

Coordination 2/3

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4. What is your opinion on how COHOR processes your flights on the waitlist?

VG: 9 (31,03%) G: 15 (51,72%) P: 2 (6,90%) VP: 0 (0%) N/A: 3 (10,34%)

-----ORY AIRPORT-----

5. Do you operate at ORY airport?

Yes: 12 (41,38%) No: 17 (58,62%)

5. a) How often do you check your authorized quota and your scheduled quota online using our website slotix.net?

(out of previous 12 respondents) **On a regular basis : 2 (16,66%) Sometimes: 4 (33,33%) Never: 6 (50%)**

Coordination 3/3

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-----EURO 2016 -----

6. Did you operate on any of the 7 airports coordinated during the Euro 2016 football championship, from June 10th, 2016 to July 10th, 2016 (EBU-MRS-TLS-LYN-LIL-BOD-BVA airports) ?

EBU	MRS	TLS	BOD	LIL	BVA	LYN
5 (17,24%)	20 (68,97%)	19 (65,52%)	16 (55,17%)	13 (44,83%)	0 (0%)	4 (13,79%)

6. a) Were you well informed about the existence and of the contents of specific coordination procedures for Euro 2016?

(out of 28 respondants) VG: 17 (60,70%) G: 11 (39,28%) P: 0 (0%) VP: 0 (0%)

6. b) What is your opinion on how COHOR processed your requests on this (these) airport(s) during the Euro 2016?

(out of 28 respondants) VG: 11 (39,28%) G: 6(21,43%) P: 1(3,57%) VP: 0 (0%)

7. In summary, what is your opinion on the quality and transparency of our coordination process?

VG: 17 (58,62%) G: 12 (41,38%) P: 0 (0%) VP: 0 (0%)

Slot Monitoring

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8. What is your opinion on the quality and efficiency of our slot monitoring process?

VG: 15 (51,72%) G: 9 (31,03%) P: 0 (0%) VP: 0 (0%) N/A: 5 (17,24%)

Information Systems

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9. Do you have an account on our free of charge online coordination tool e-Airportslots?

Yes: 23 (79,31%) No: 6 (20,69%) N/A: 0 (0%)

10. What is your opinion on the availability and reliability of e-Airportslots website?

VG: 7 (24,14%) G: 13 (44,83%) P: 0 (0%) VP: 0 (0%) N/A: 9(31,03%)

11. Which functionalities do you find useful in e-AirportSlots?

	Very Useful	Useful	Not useful	Not useful at all	N/A
Show Flights	12 (41,38%)	8 (27,59%)	0 (0%)	0 (0%)	9 (31,03%)
Runway Availability	13 (44,83%)	8 (27,59%)	0 (0%)	0 (0%)	8 (27,59%)
Add / Modify Flights	8 (27,59%)	9 (31,03%)	1 (3,45%)	1(3,45%)	10 (34,48%)
Slot Monitoring / Historic Status	4 (13,79%)	6 (20,69%)	2 (6,90%)	1 (3,45%)	16 (55,17%)
Waiting List	9 (31,03%)	9 (31,03%)	2 (6,90%)	0 (0%)	9 (31,03%)
Access to other non e-Airportslots.aero airports schedules	6 (20,69%)	8 (27,59%)	0 (0%)	0 (0%)	15 (51,72%)

12. Do you have an account on OCS? **Yes: 15 (52,72%) No: 14 (48,28%)**

Customer Relations

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13. What is your opinion on the following:

	Very Good	Good	Poor	Very Poor	N/A
COHOR team availability during business hours (email, telephone)	19 (65,52%)	9 (31,03%)	0 (0%)	0 (0%)	1 (3,45%)
Team Helpfulness in solving problems	18 (62,07%)	9 (31,03%)	0 (0%)	0 (0%)	2 (6,90%)
Understanding your business requirements	18 (62,07%)	11 (37,93%)	0 (0%)	0 (0%)	0 (0%)
Efficiency of managing your outstanding requests	15 (51,72%)	12 (41,38%)	2 (6,90%)	0 (0%)	0 (0%)
Quality of information provided during the conferences	16 (55,17%)	10 (34,48%)	1 (3,45%)	0 (0%)	2 (6,90%)

COHOR Website

14. What is your opinion on the quality and the relevance of the information published on COHORs website?

VG: 6 (20,69%) G: 20 (68,97%) P: 0 (0%) VP: 0 (0%) N/A: 3 (10,34%)

General

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15. What is your opinion on the following:

	Very Good	Good	Poor	Very Poor	N/A
Neutrality and independence of decision making	15 (51,72%)	13 (44,83%)	0 (0%)	0 (0%)	1 (3,45%)
Fair and consistent application of rules and regulations	17 (58,62%)	11 (37,93%)	1 (3,45%)	0 (0%)	0 (0%)
Overall Quality of COHOR's services	16 (55,17%)	13 (44,83%)	0 (0%)	0 (0%)	0 (0%)

16. In general, what is your opinion about COHOR's services compared to other European coordinators?

Better: 12 (41,38%) Equivalent: 17 (58,62%) Worse: 0 (0%) N/A: 0 (0%)