



Airlines Satisfaction Survey 2020

Result presentation

COHOR

Association pour la Coordination des Horaires
Airport Coordination, France



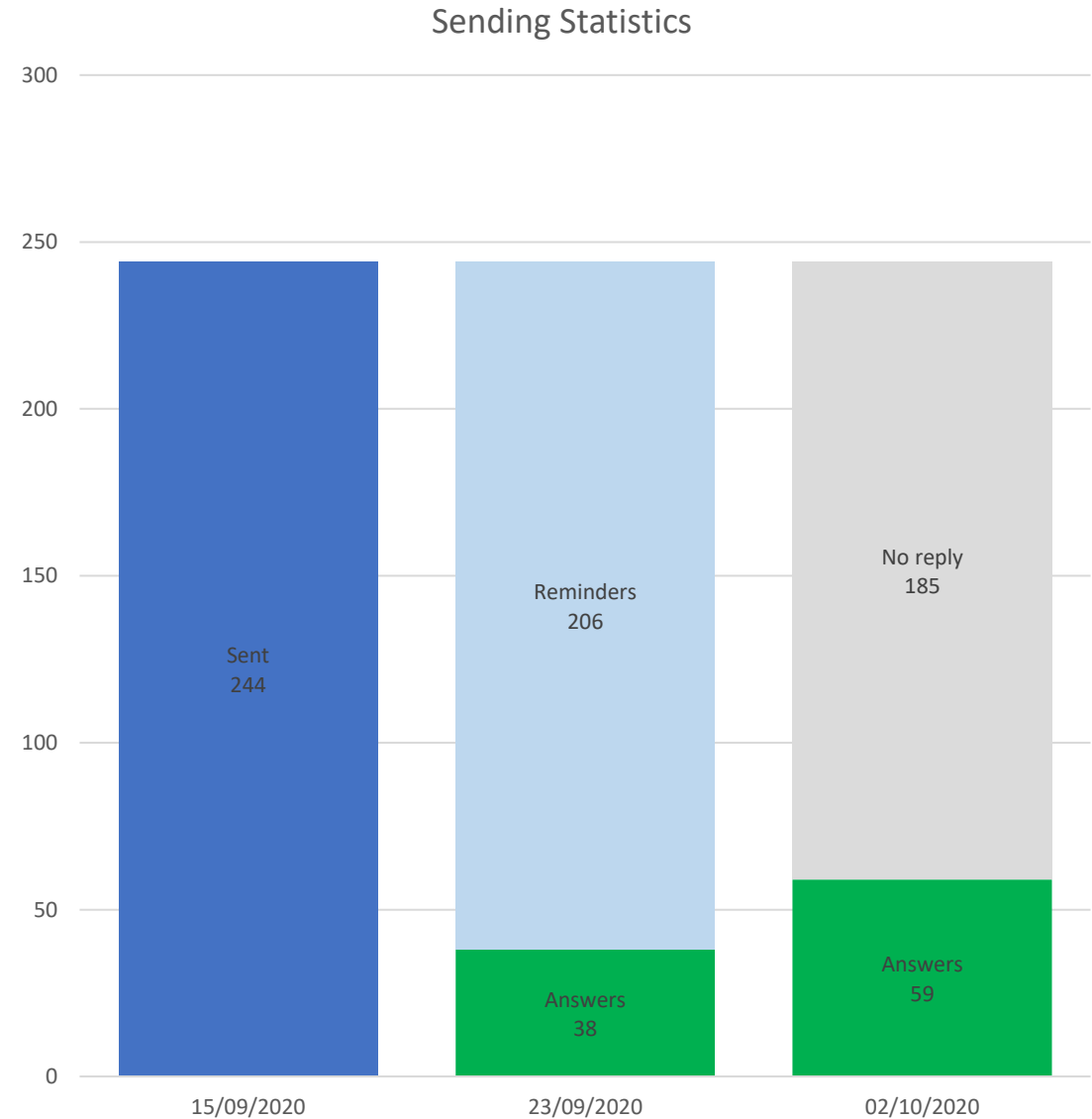
Sending Statistics

COHOR sent the satisfaction survey to all airlines having historic slots on French coordinated airports in W19/S19.

In total, 244 surveys were sent on the 15th of September, and a reminder was sent on the 23rd of September.

By October 2nd 2020, end of the survey, COHOR had collected 59 answers.

Participation rate = 24%

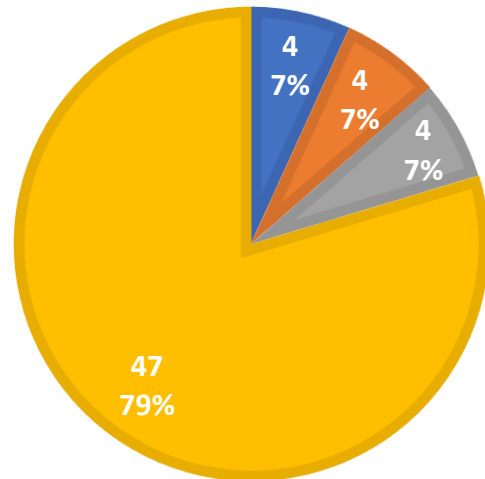


Profile of respondents

- A majority of respondents are scheduled operators, but all types of carriers are represented.
- An equivalent share of European and international airlines have answered the survey.

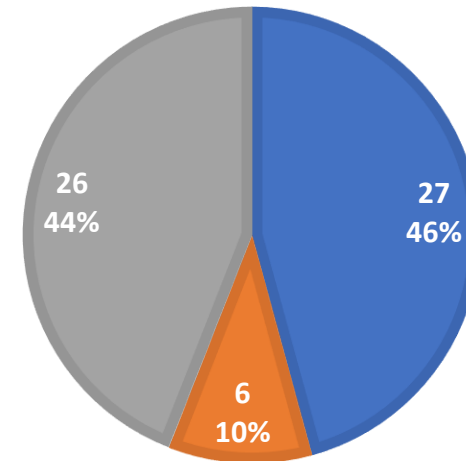
TYPE OF OPERATOR

■ Charter ■ Freight/Cargo ■ Low Cost ■ Scheduled



NATIONALITY OF OPERATOR

■ Europe ■ French domestic ■ Rest Of The World



Coordination 1/2

Initial Coordination

Q1/ What is your opinion of the quality of our processing of your submission during the initial coordination ?

Very Good: 40 (68%) Good: 19 (32%) Poor: 0 (0%) Very Poor: 0 (0%)

Post Conference Coordination

Q2/ Are you aware of the specific reasons why COHOR could not allocate your slots as requested ?

Always: 47 (80%) Sometimes: 5 (8%) Never: 1 (2%) N/A: 6 (10%)

Q3/ When you send a message to request a slot, what is your opinion on our response time ?

Very Good: 32 (55%) Good: 25 (42%) Poor: 2 (3%) Very Poor: 0 (0%)

Coordination 2/2

Q4/ What is your opinion on how COHOR processes your flights on the waitlist ?

Very Good: 21 (36%) Good: 22 (37%) Poor: 5 (8%) Very Poor: 0 (0%) N/A: 11 (19%)

Coordination ORY

Q5/ If you operate on ORY Airport: are you aware that you can check your authorized quota, your scheduled quota and some other information on ORY airport online using our website slotix.net ?

Yes: 13 (22%) No: 5 (8%) N/A: 41 (70%)

Summary

Q6/ In summary, what is your opinion on the quality and transparency of our coordination process ?

Very Good: 32 (54%) Good: 26 (44%) Poor: 1 (2%) Very Poor: 0 (0%)

COVID-19 Crisis

Q7/ How would you rate COHOR's help during the crisis to adapt your schedules ? (Retimings, historic series management, ...) ?

Very Good: 34 (58%) Good: 20 (34%) Poor: 1 (2%) Very Poor: 1 (2%) N/A: 3 (4%)

Slot Monitoring

Q8/ What is your opinion on the quality and efficiency of our slot monitoring process ?

Very Good: 25 (42%) Good: 27 (46%) Poor: 0 (0%) Very Poor: 1 (2%) N/A: 6 (10%)

Information Systems 1/3

Q9/ Do you have an account on our free of charge online coordination tool e-Airportslots?

Yes: 45 (76%) No: 14 (24%)

Q10/ What is your opinion on the availability and reliability of e-Airportslots website ?

Very Good: 24 (41%) Good: 19 (32%) Poor: 2 (3%) Very Poor: 0 (0%) N/A: 14 (24%)

Q11/ How often do you use e-AirportSlots ?

Daily Basis: 15 (25%) Sometimes: 22 (37%) Rarely: 8 (14%) Never: 6 (10%) N/A: 8 (14%)

Information Systems 2/3

Q12/ Which functionalities of e-AirportSlots do you use the most :

	On a daily basis	Sometimes	Rarely	Never	N/A
Show Flights	15	27	4	3	10
Runway Availability	10	21	12	4	12
Add / Modify Flights	8	16	6	16	13
Slot Monitoring / Historic Status	2	18	19	9	11
Waiting List	4	22	10	11	12

Information Systems 3/3

Q13/ Do you have an OPS account on e-AirportSlots on which modifications and deletions are limited to a specific time horizon (3 days by default) ?

Yes: 15 (25%) No: 44 (75%)

Q14/ What is your overall opinion on e-AirportSlots ?

Very Good: 20 (34%) Good: 20 (34%) Poor: 3 (5%) Very Poor: 2 (3%) N/A: 14 (24%)

Customer Relations

Q15/ What is your opinion on the following:

	Very Good	Good	Poor	Very Poor	N/A
COHOR team availability during business hours (email, telephone)	35	21	1	0	2
Team Helpfulness in solving problems	39	18	0	1	1
Understanding your business requirements	33	25	1	0	0
Efficiency of managing your outstanding requests	29	26	3	0	1

Q16/ What is your opinion on the quality and relevance of the information published on COHORs website?

Very Good: 16 (27%) Good: 33 (56%) Poor: 1 (2%) Very Poor: 0 (0%) N/A: 9 (15%)

General

Q17/ What is your opinion on the following:

	Very Good	Good	Poor	Very Poor	N/A
Neutrality and independence of decision making	34	23	0	0	2
Fair and consistent application of rules and regulations	33	24	0	0	2
Overall quality of COHOR's services	32	25	1	0	1

Q18/ In general, what is your opinion about COHOR's services compared to other European coordinators ?

Better: 15 (27%) Equivalent: 40 (71%) Worse: 1 (2%)



END

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