Airlines Satisfaction Survey Results

October 2018
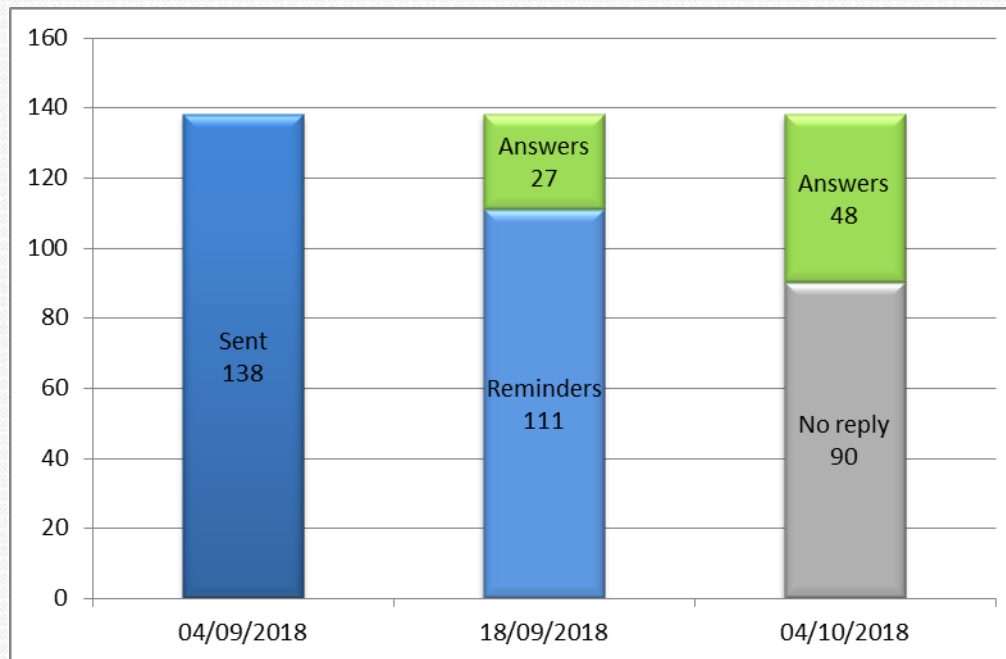
Sending Statistics

COHOR selected 138 airlines to which the survey was sent on September 4th, 2018. The selection was made on all airlines having historic slots on French coordinated airports in W18 and/or in S18.
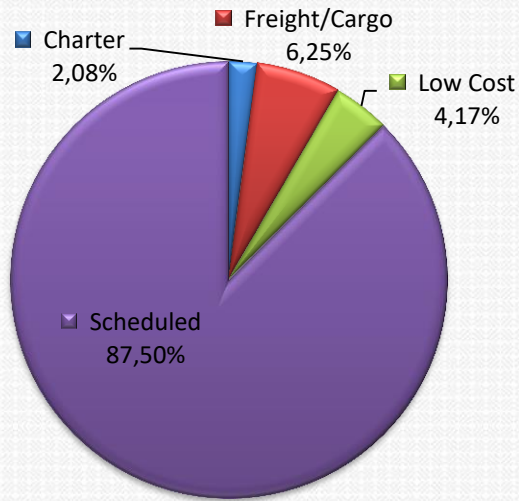
A reminder was sent two weeks later.

By October 4th, 2018, end of the survey, COHOR had collected 48 answers.
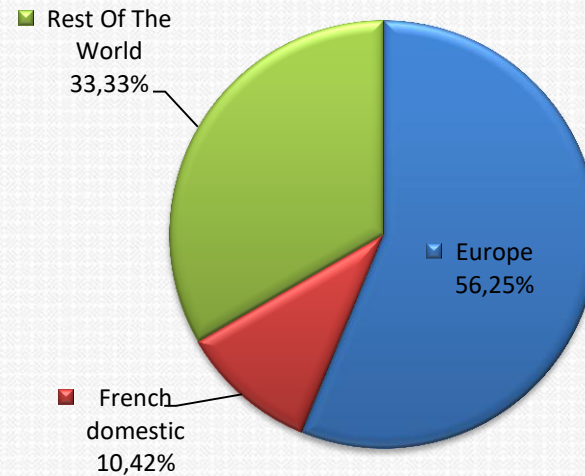
Profile of respondants

Type of Operator

- Charter 2,08%
- Freight/Cargo 6,25%
- Low Cost 4,17%
- Scheduled 87,50%

Nationality

- Rest Of The World 33,33%
- French domestic 10,42%
- Europe 56,25%

COHOR

Coordination 1/2

Initial Coordination

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

VG: **34** *(70,83%)*   **G**: **14** *(29,17%)* **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: **42** *(87,5%)* **Sometimes**: **4** *(8,33%)* **Never**: **1** *(2,08%)* **N/A**: **1** *(2,08%)*

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

VG: **26** *(54,17%)* **G**: **21** *(43,75%)* **P**: **1** *(2,08%)* **VP**: **0** *(0%)*

Coordination 2/2

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

VG: **20** *(41,67%)*   **G**: **20** *(41,67%)*   **P**: **3** *(6,25%)*   **VP**: **0** *(0%)*   **N/A**: **5** *(10,42%)*

5. 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: 8 (16,67%)   No: 5 (10,42%) N/A: 35 (72,92%)

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

VG: **31** *(64,58%)*   **G**: **16** *(33,33%)*   **P**: **1** *(2,08%)*   **VP**: **0** *(0%)*

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

VG: **22** (*45,83%*)   **G**: **25** (*52,08%*)   **P**: **0** (*0%*)   **VP**: **0** (*0%*)   **N/A**: **1** (*2,08%*)

Information Systems (1/2)

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

   Yes: **35** *(72,92%)*   **No**: **13** *(27,08%)*

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

   VG: **15** *(31,25%)* **G**: **20** *(41,67%)* **P**: **0** *(0%)* **VP**: **0** *(0%)* **N/A**: **13** *(27,08%)*

10. How often do you use e-AirportSlots?

    On a daily basis: 15 *(31,25%)* **Sometimes: 17** *(35,42%)* **Rarely: 3** *(6,25%)* **Never: 5** *(10,42%)* **N/A: 8** *(16,67%)*

11. Which functionalities of e-AirportSlots do you use the most:

	On a daily basis	Sometimes	Rarely	Never	N/A
Show flights	13 (27,08%)	13 (27,08%)	5 (10,42%)	4 (8,33%)	13 (27,08%)
Runway Availability	11 (22,92%)	18 (37,50%)	4 (8,33%)	3 (6,25%)	12 (25%)
Add/Modify Flights	5 (10,42%)	14 (29,17%)	9 (18,75%)	8 (16,67%)	12 (25%)
Slot Monitoring/ Historic Status	3 (6,25%)	14 (29,17%)	8 (16,67%)	10 (20,83%)	13 (27,08%)
Waiting List	4 (8,33%)	18 (37,50%)	7 (14,58%)	6 (12,50%)	13 (27,08%)

12. 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: 10 *(20,83%)*   **No: 38** *(79,17%)*

13. What is your overall opinion on e-AirportSlots?

VG: **12** *(25%)*   **G**: **22** *(45,83%)*   **P**: **0** *(0%)*   **VP**: **1** *(2,08%)*   **N/A**: **13** *(27,08%)*

Customer Relations

14. What is your opinion on the following:

	Very Good	Good	Poor	Very Poor	N/A
COHOR team availability during business hours (email, telephone)	30 (62,50%)	18(37,50%)	0 (0%)	0 (0%)	0 (0%)
Team Helpfulness in solving problems	32 (66,67%)	16 (33,33%)	0 (0%)	0 (0%)	0 (0%)
Understanding your business requirements	28 (58,33%)	19 (39,58%)	0 (0%)	0 (0%)	1 (2,08%)
Efficiency of managing your outstanding requests	27 (56,25%)	19 (39,58%)	2 (4,17%)	0 (0%)	0 (0%)
Quality of information provided during the conferences	34 (70,83%)	14 (29,17%)	0 (0%)	0 (0%)	0 (0%)

COHOR Website

15. What is your opinion on the quality and the relevance of the information published on COHOR's website?

VG: **14** *(29,17%)*   **G**: **27** *(56,25%)*   **P**: **1** *(2,08%)*   **VP**: **0** *(0%)*   **N/A**: **6** *(12,50%)*

16. What is your opinion on the following:

	Very Good	Good	Poor	Very Poor	N/A
Neutrality and independence of decision making	32 (66,67%)	14(29,17%	0 (0%)	0 (0%)	2(4,17%)
Fair and consistent application of rules and regulations	35(72,92%)	11 (22,92%)	1 (2,08%)	0 (0%)	1 (2,08%)
Overall Quality of COHOR's services	32(66,67%)	16 (33,33%)	0 (0%)	0 (0%)	0 (0%)

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

Better: **15** (31,25%)   **Equivalent**: **32** (66,67%)   **Worse**: **0** (0%)   **N/A**: **1** (2,08%)