



COHOR Airlines Satisfaction Survey 2026 Results

October 2026

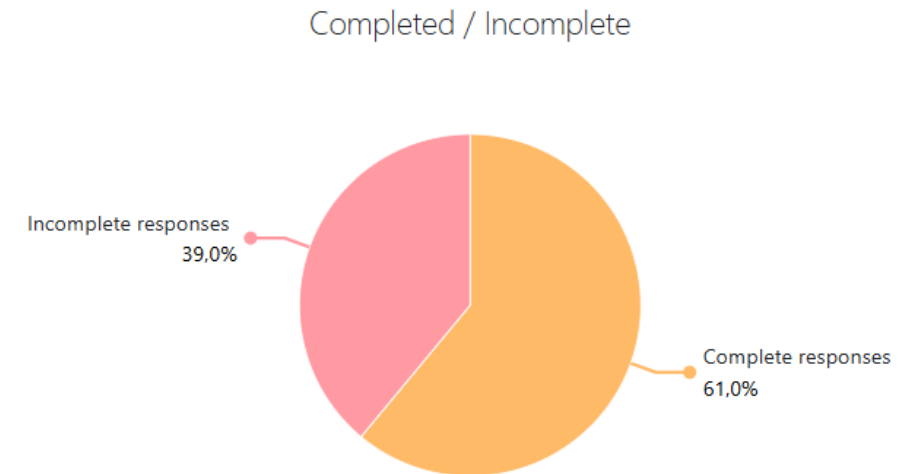


Survey Participation

Total Having an invitation sent: 166

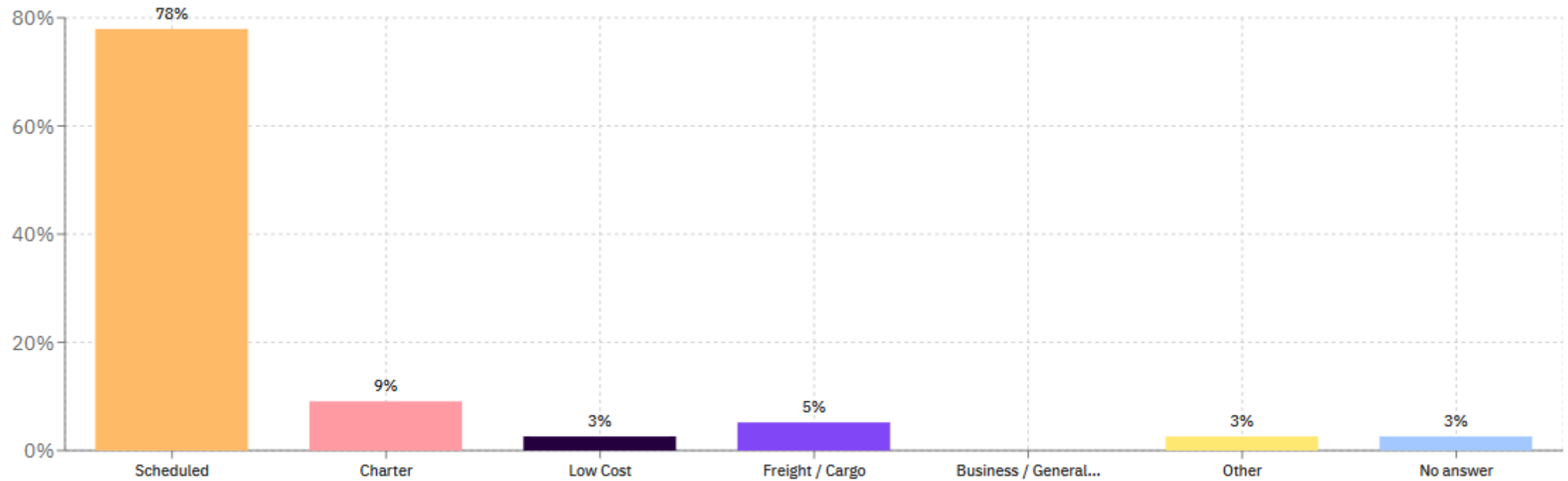
Participants: 47

Participation rate: 28,3 %

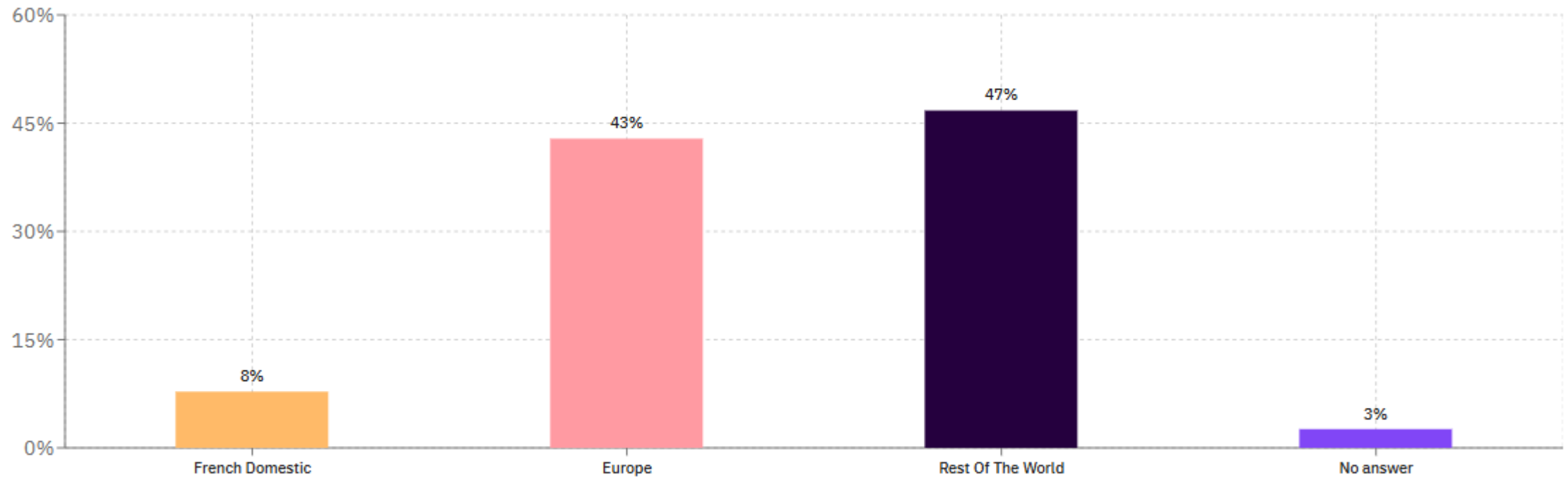


Operators Details

Type Of Operator



Nationality Of Operator

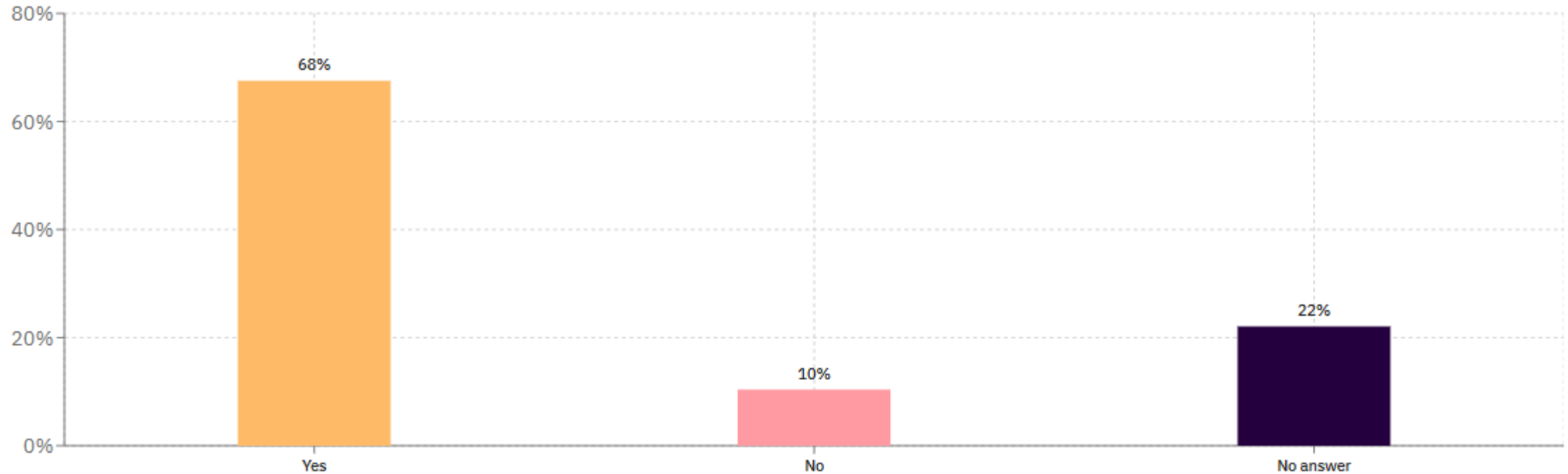


Initial Coordination

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

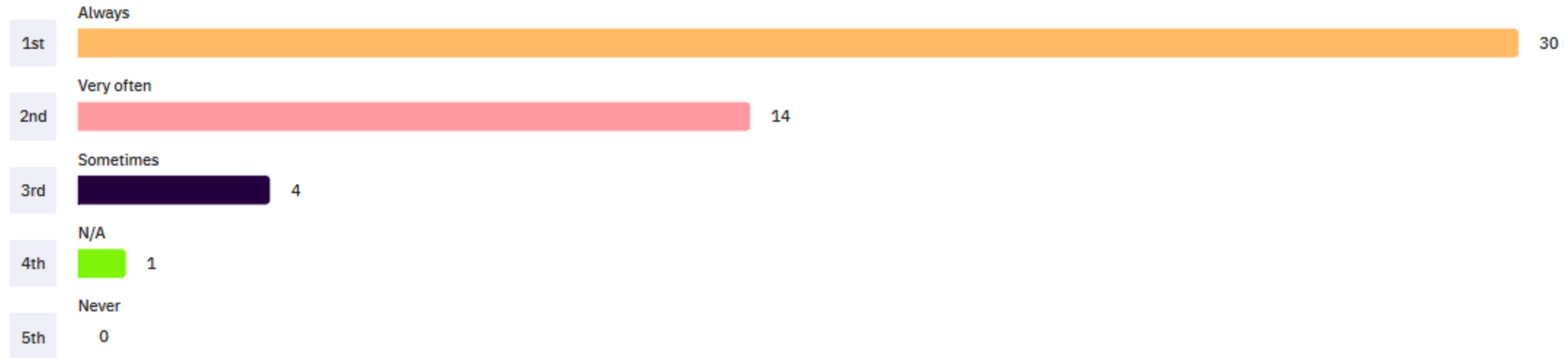


Are you familiarized with the specific format accepted by COHOR during the Submission?

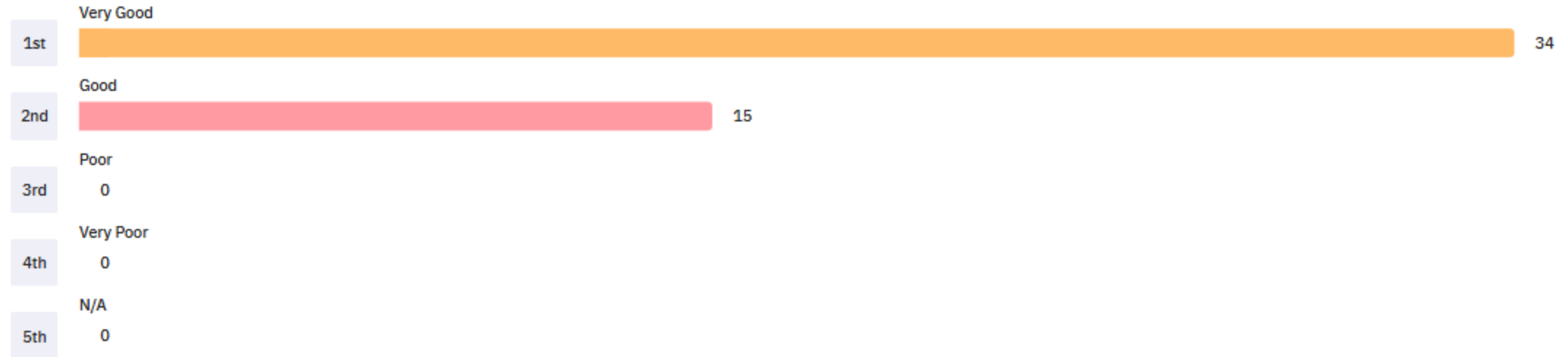


Post Conference Coordination

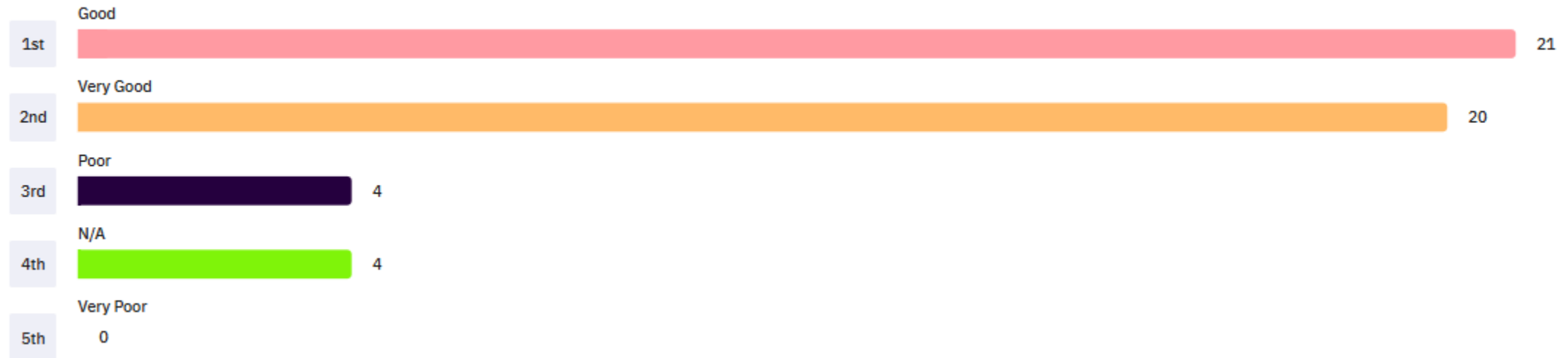
Are you aware of the specific reasons why COHOR could not allocate your slots as requested?



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

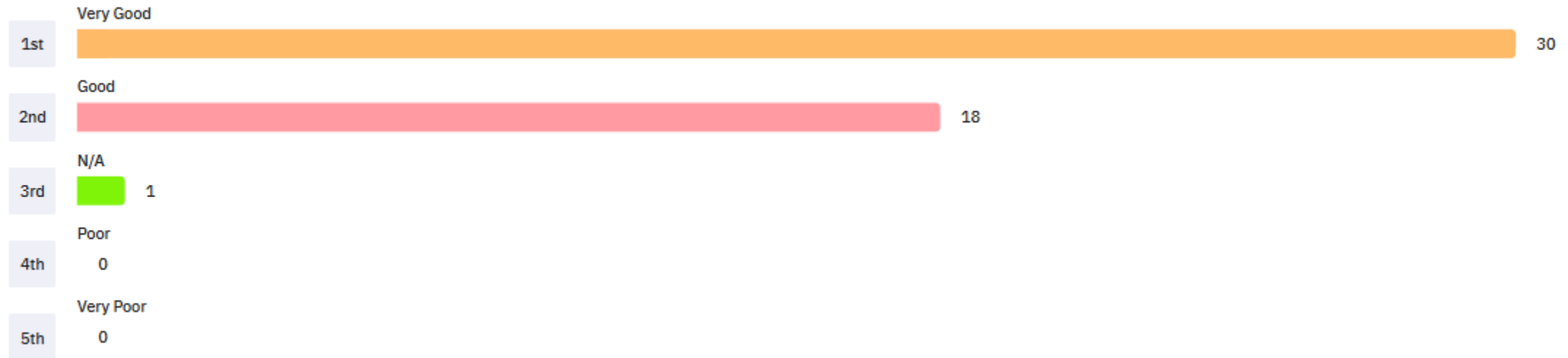


What is your opinion on how COHOR processes your flights on the waitlist?

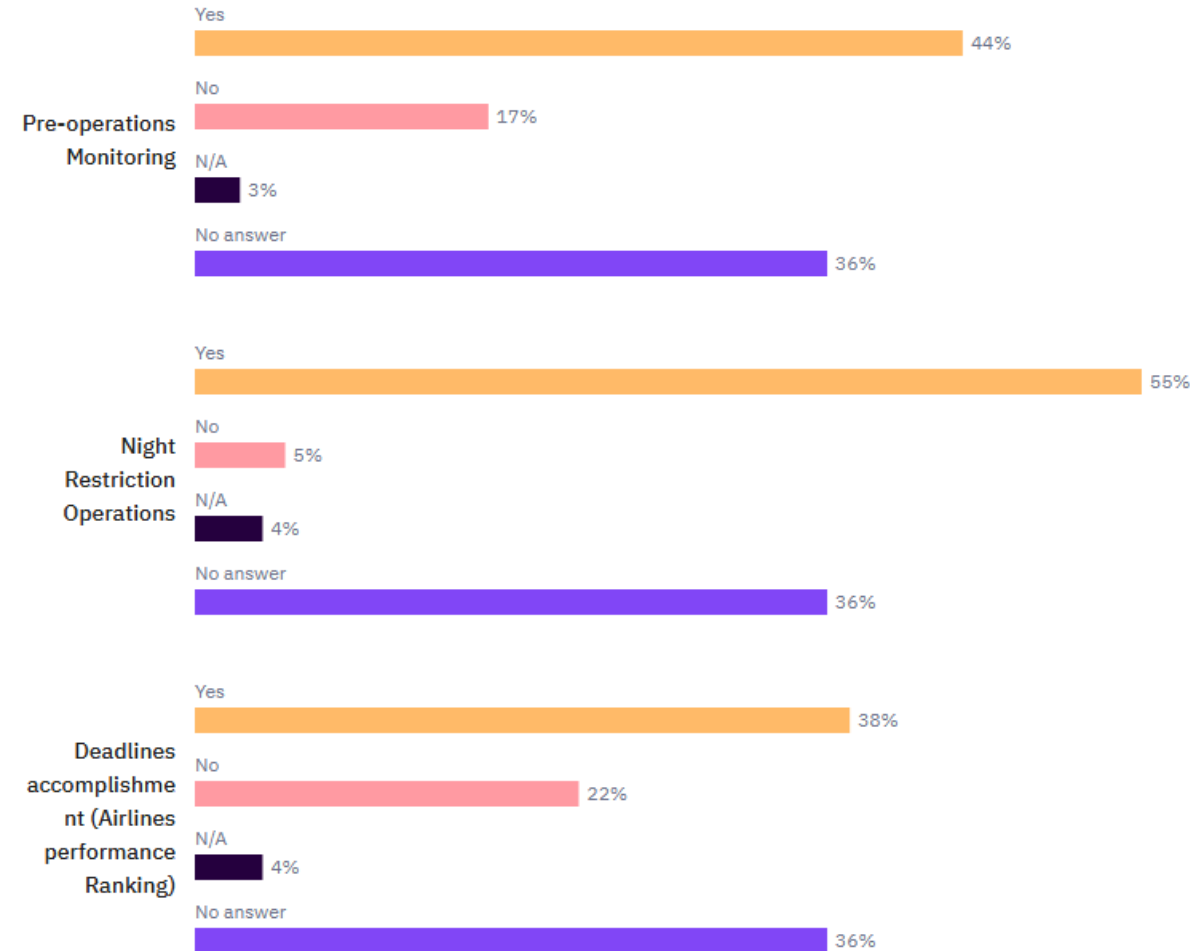
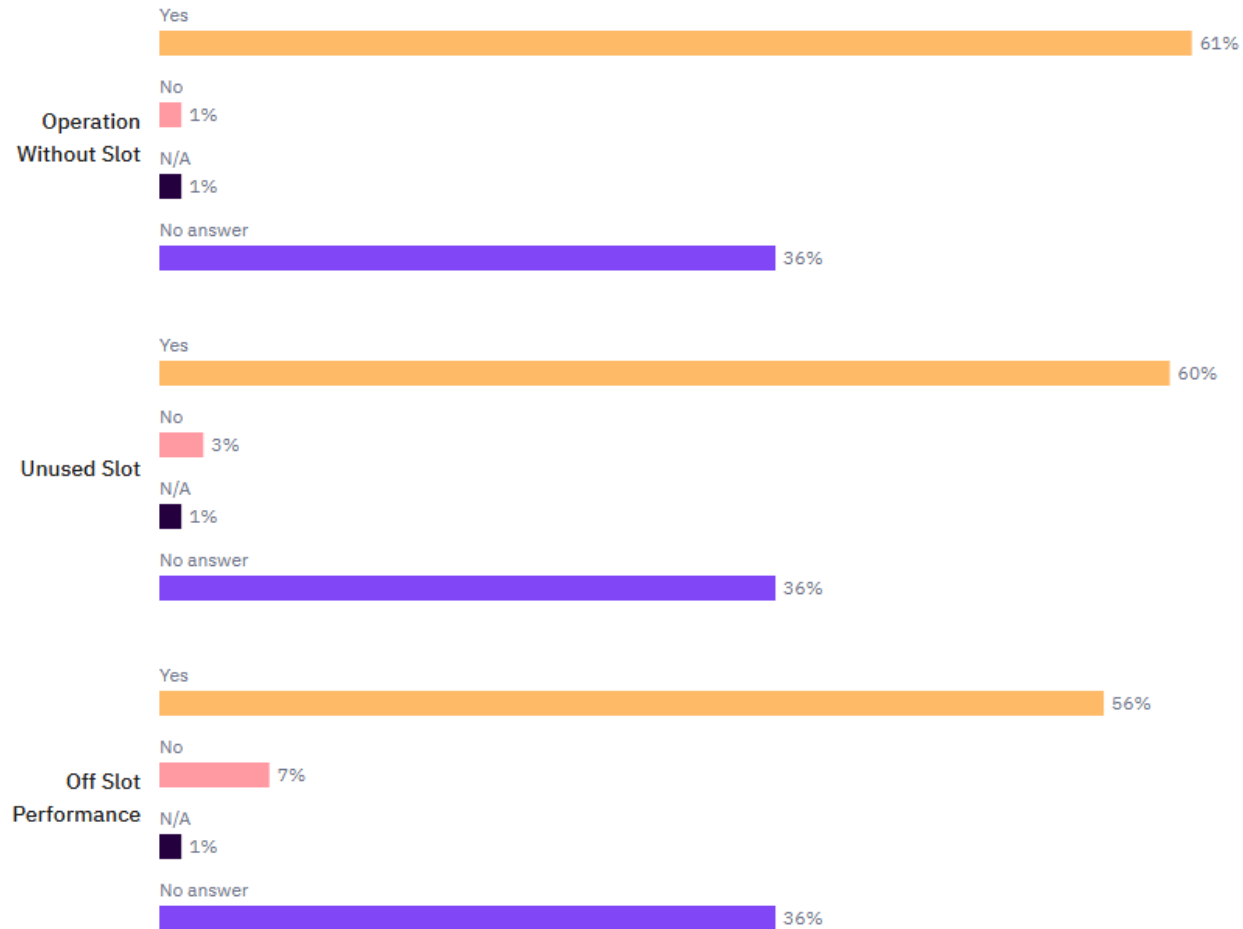


Slot Monitoring

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

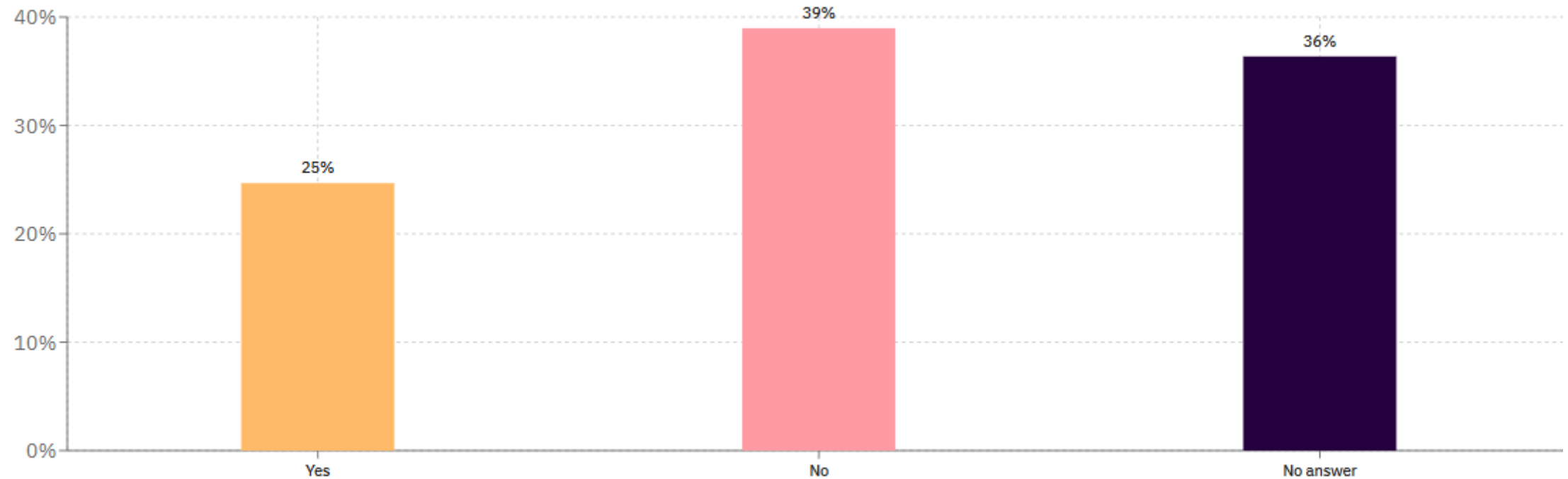


Are you in aware of COHOR's different types of monitoring?



Have we ever shown you our Power BI "Airline Performance Ranking"?

This report is usually presented during conferences and allows us to share details with the operator about their punctuality, deadline compliance, and other relevant elements. Do not hesitate to contact your dedicated coordinator if you want to see this!

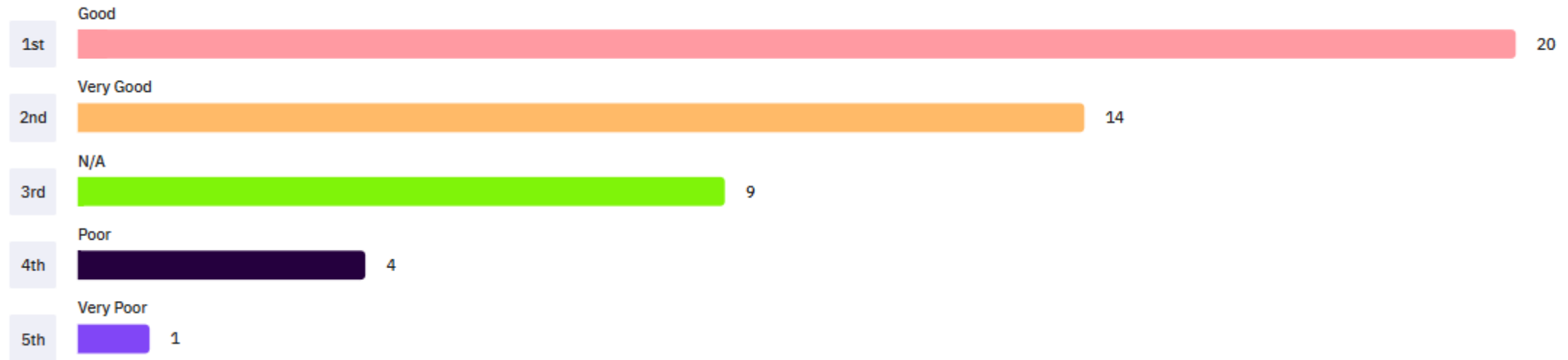


Information System

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



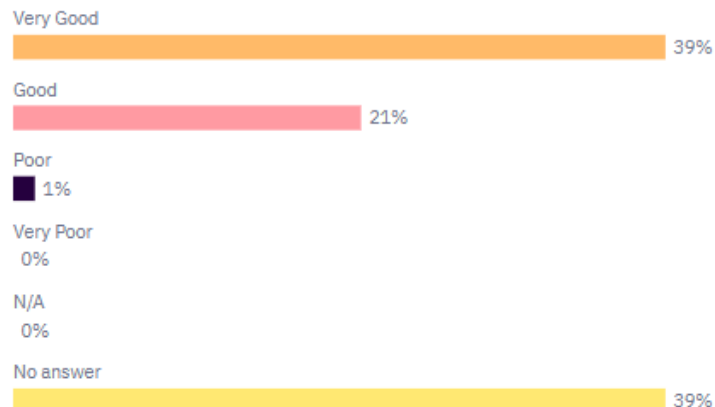
What is your overall opinion on e-AirportSlots ?



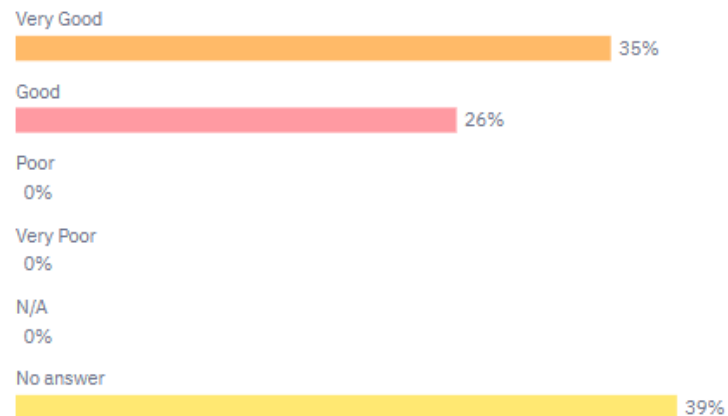
Customer Relations

What is your opinion on the following

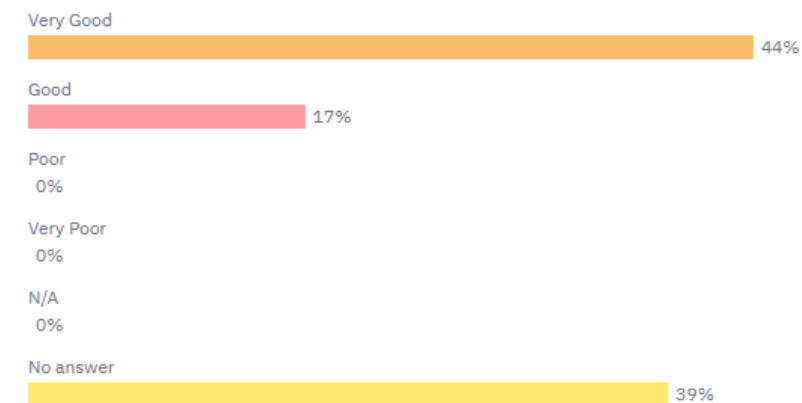
Efficiency of managing your outstanding requests



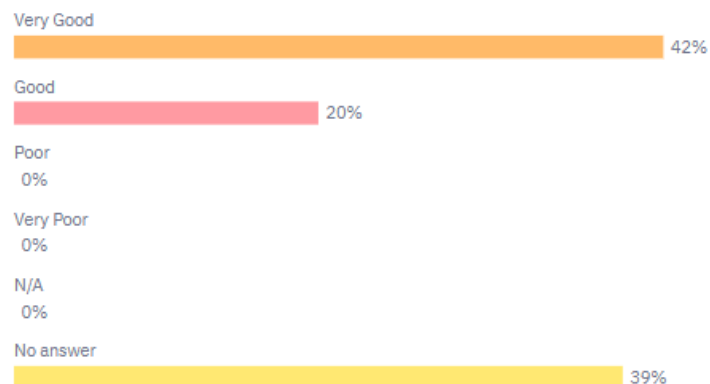
Understanding your business requirements



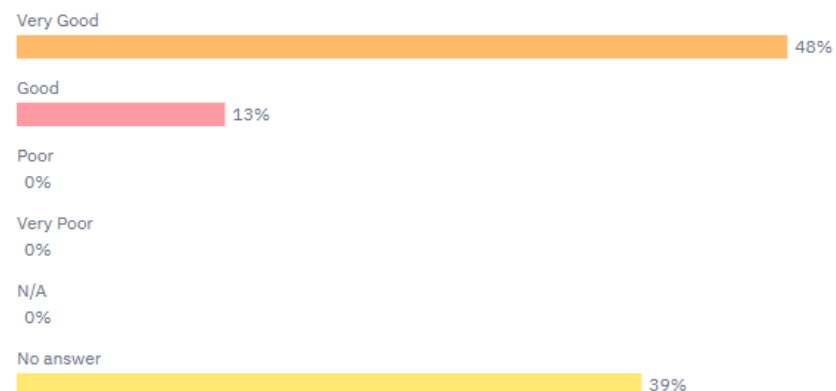
Team Helpfulness in solving problems



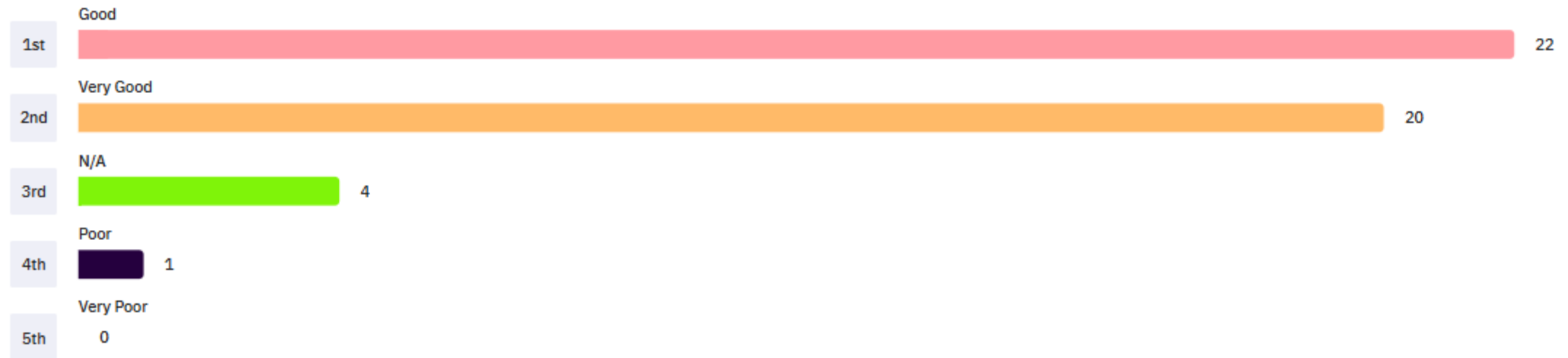
Quality of information provided during the conferences



COHOR team availability during business hours (email, phone, teams, meetings)

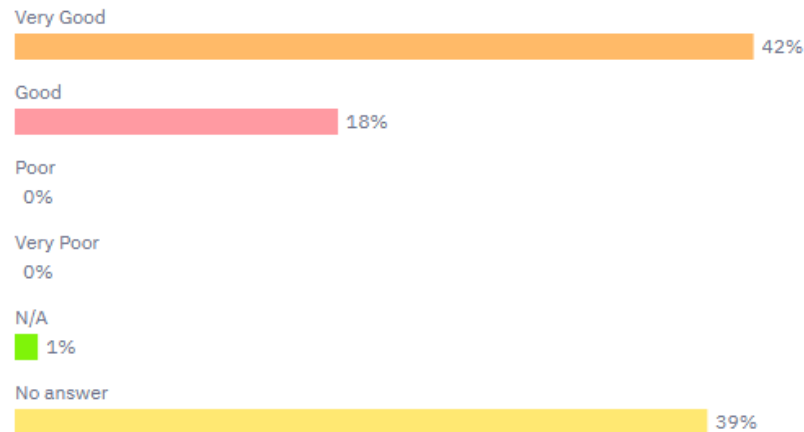


What is your opinion on the quality and relevance of the information published on COHORs website?

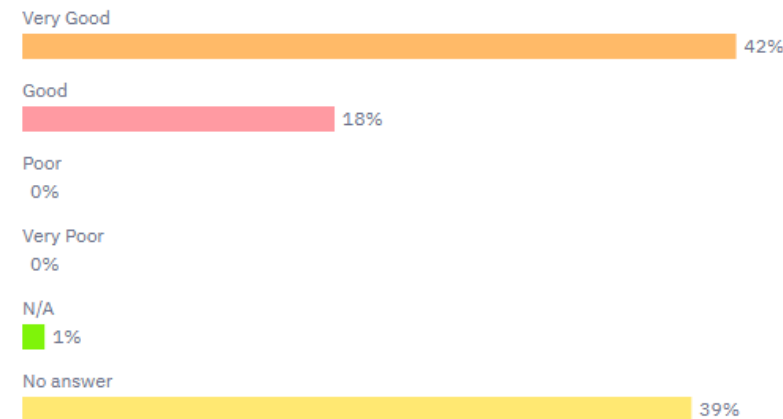


What is your opinion on the following

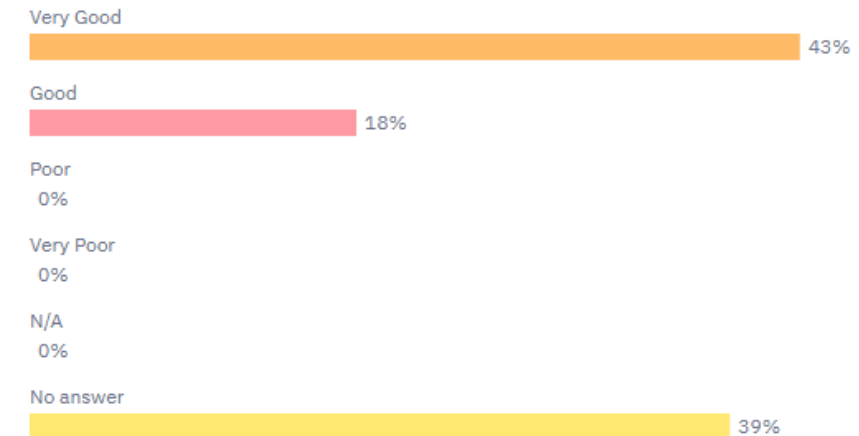
Neutrality and independence of decision making



Fair and consistent application of rules and regulations

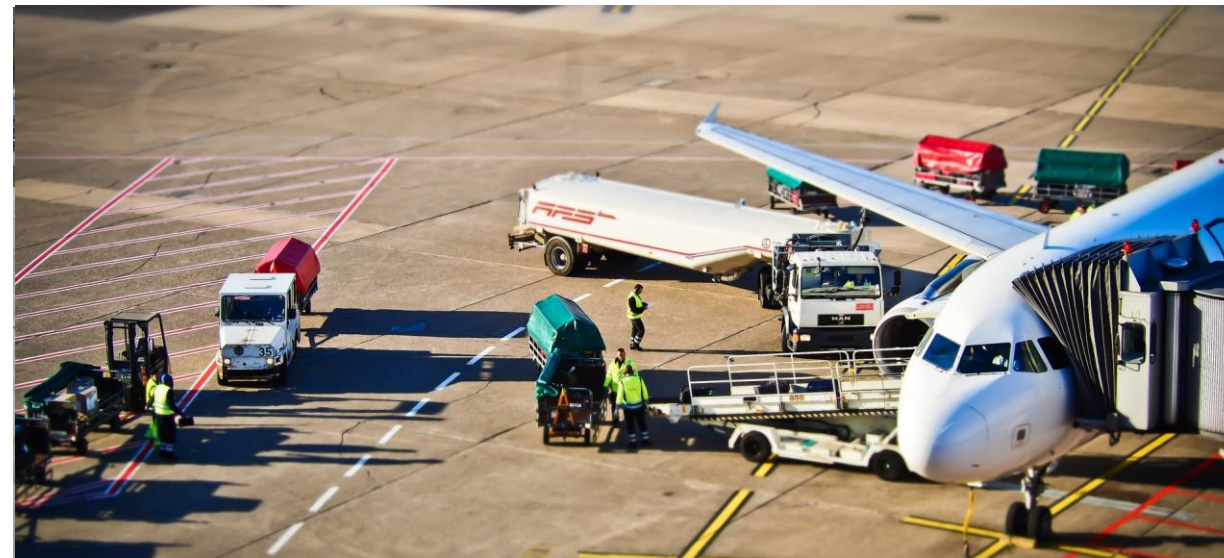
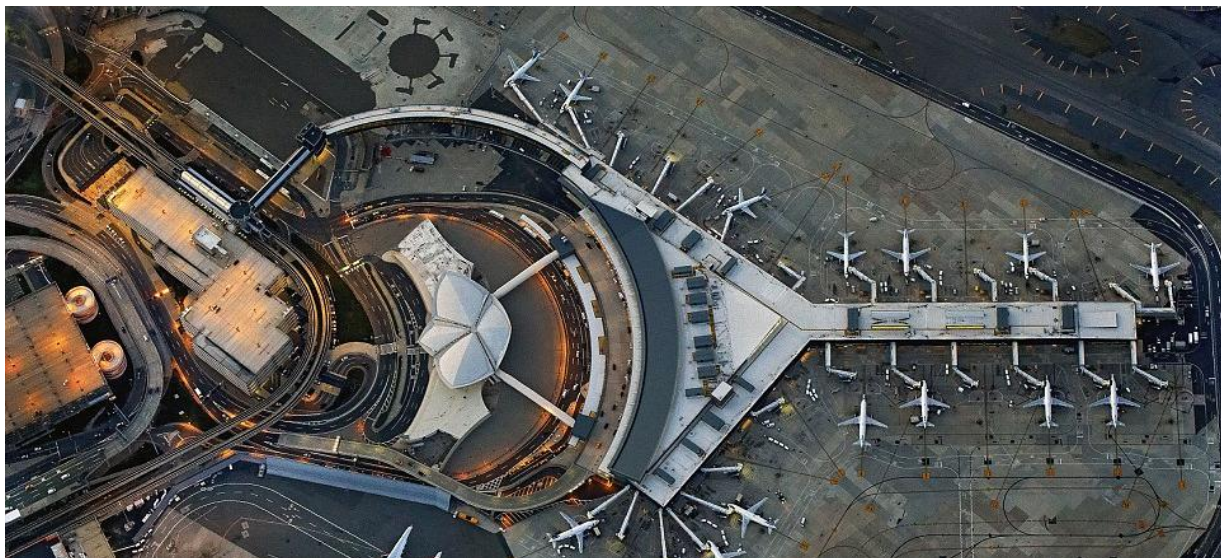


Overall quality of COHOR's services



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





**For additional information contact
office@cohor.org**

