

# Q4 Survey Results

## Customer Satisfaction Survey Results

Jersey Airport

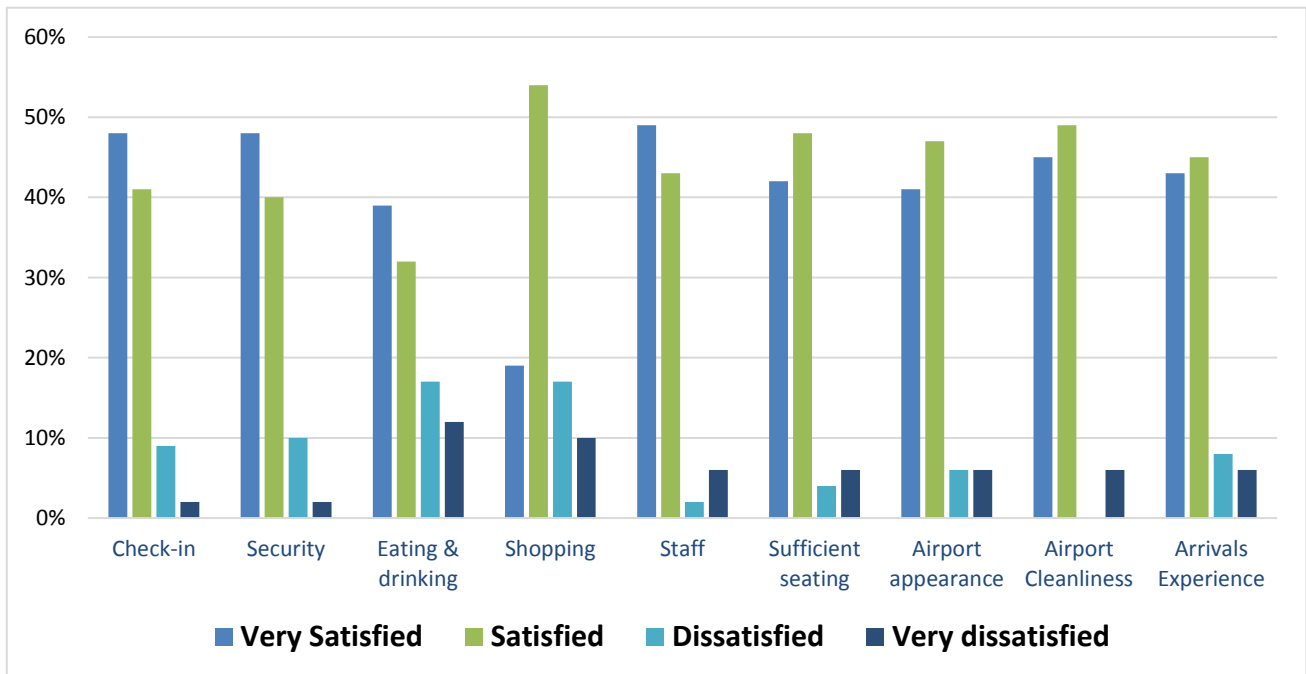
Q4: October – December 2017

### Rankings Based on Satisfaction Levels

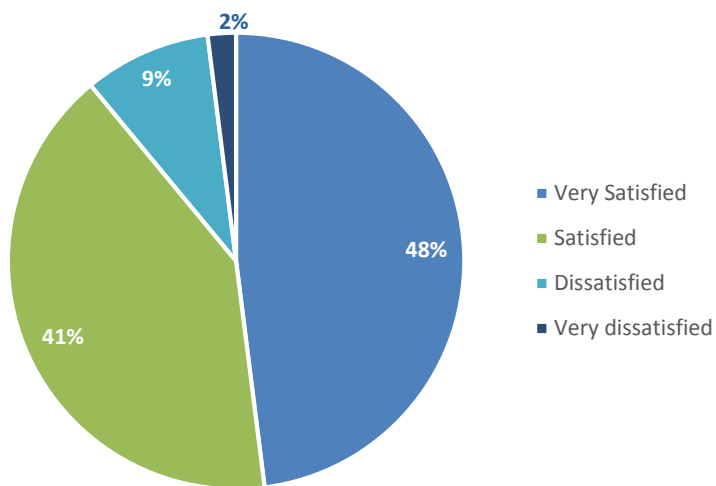
Cleanliness	94%
Staff helpfulness	92%
Sufficient seating	90%
Check-in experience	89%
Security experience	88%
Arrival experience	88%
Airport appearance	88%
Shopping facilities	73%
Eating & drinking facilities	71%

### Rankings Based on Dissatisfaction Levels

Eating & drinking facilities	29%
Shopping facilities	27%
Arrival experience	14%
Airport appearance	12%
Security experience	12%
Check-in experience	11%
Sufficient seating	10%
Staff helpfulness	8%
Cleanliness	6%

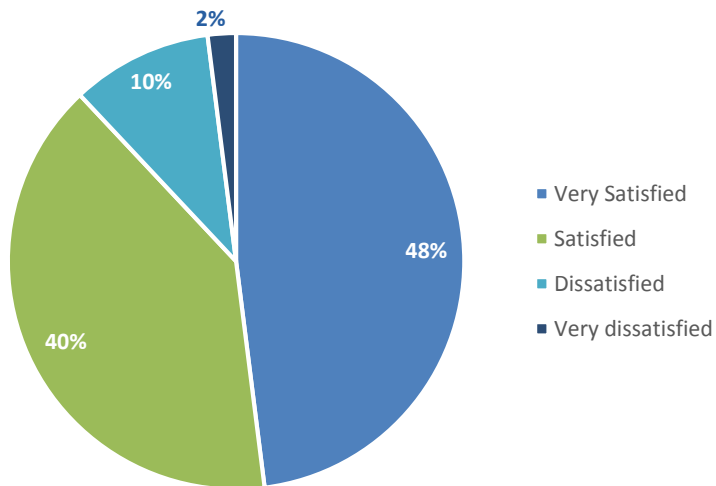


### Check-in Experience



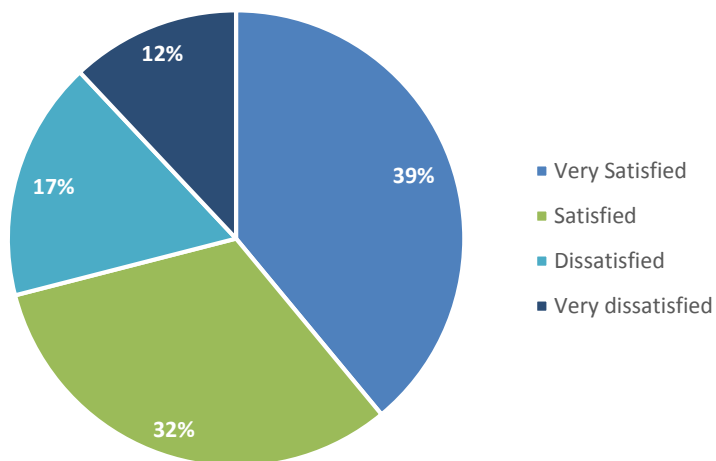
Very Satisfied	48%
Satisfied	41%
Dissatisfied	9%
Very Dissatisfied	2%

### Security Experience



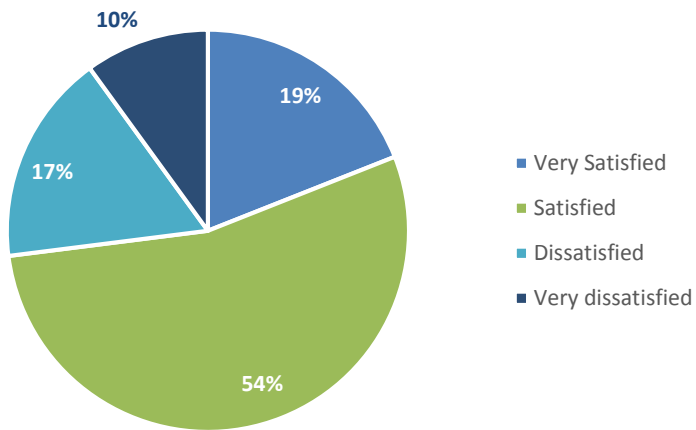
Very Satisfied	48%
Satisfied	40%
Dissatisfied	10%
Very Dissatisfied	2%

### Eating & Drinking Facilities



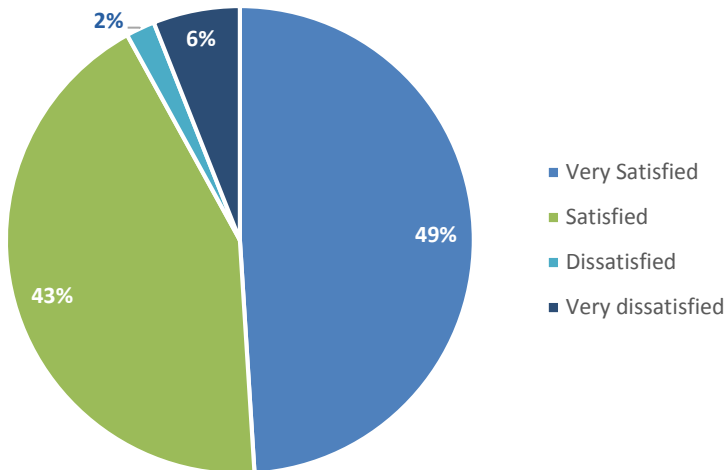
Very Satisfied	39%
Satisfied	32%
Dissatisfied	17%
Very Dissatisfied	12%

### Shopping Facilities



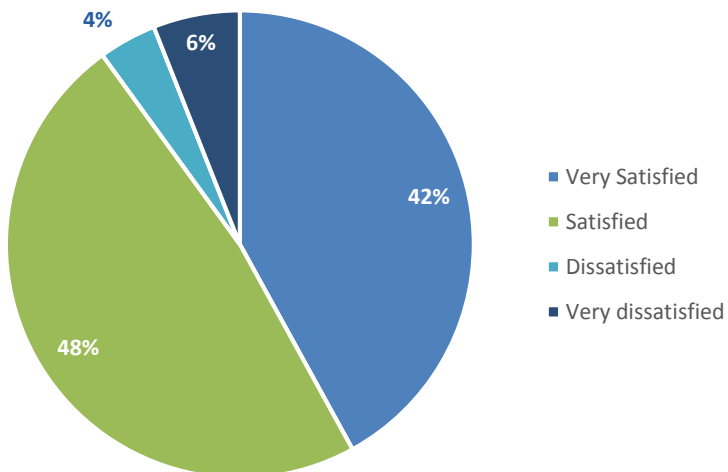
Very Satisfied	19%
Satisfied	54%
Dissatisfied	17%
Very Dissatisfied	10%

### Staff Helpfulness



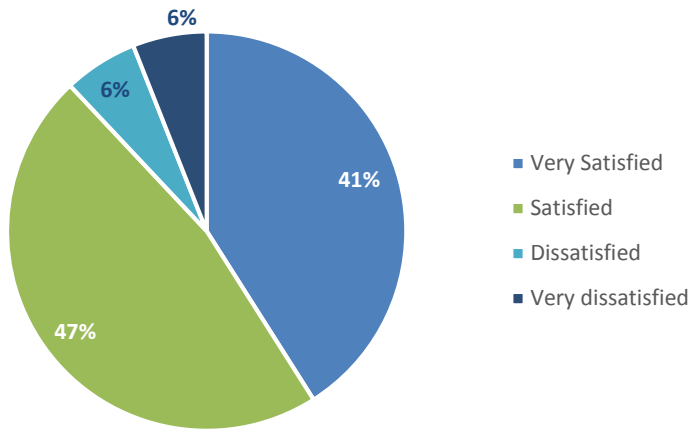
Very Satisfied	49%
Satisfied	43%
Dissatisfied	2%
Very Dissatisfied	6%

### Sufficient Seating



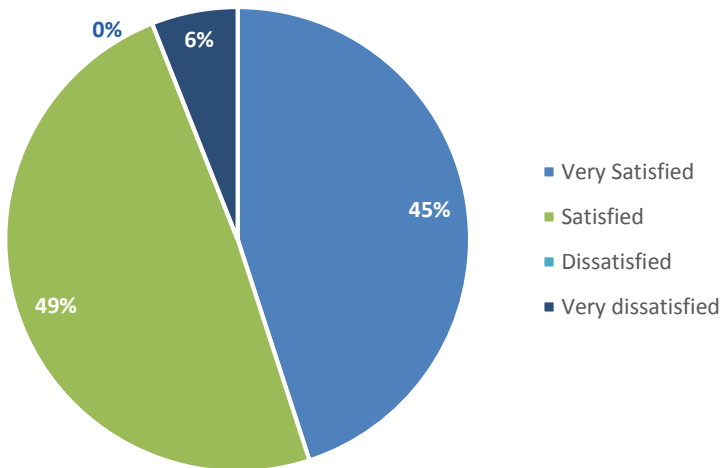
Very Satisfied	42%
Satisfied	48%
Dissatisfied	4%
Very Dissatisfied	6%

### Overall Airport Appearance



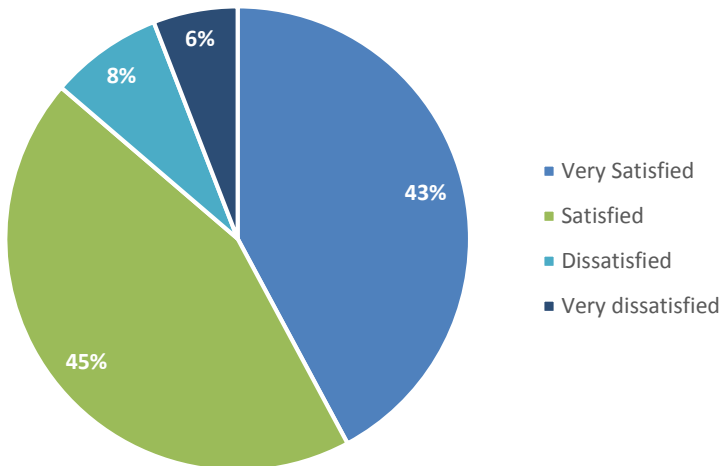
Very Satisfied	41%
Satisfied	47%
Dissatisfied	6%
Very Dissatisfied	6%

### Overall Airport Cleanliness



Very Satisfied	45%
Satisfied	49%
Dissatisfied	0%
Very Dissatisfied	6%

### Arrivals Experience



Very Satisfied	43%
Satisfied	45%
Dissatisfied	8%
Very Dissatisfied	6%

## Quarterly Survey Results Comparison

	Check in Experience	Security experience	Eating and Drinking	Shopping Facilities	Staff Helpfulness	Sufficient Seating	Arrivals Experience	Overall Cleanliness	Overall Airport Appearance
Mar-Jun '13	92%	84%	62%	71%	83%	86%	-	90%	81%
Jul-Sep '13	89%	78%	66%	67%	82%	76%	-	84%	77%
Oct-Dec '13	94%	80%	67%	76%	81%	87%	-	83%	78%
Jan-Mar '14	91%	79%	59%	60%	79%	76%	-	81%	75%
Apr-Jun '14	90%	89%	60%	66%	80%	83%	-	86%	79%
Jul-Sep '14	87%	82%	70%	73%	77%	82%	-	82%	79%
Oct-Dec '14	86%	84%	70%	69%	81%	83%	-	81%	80%
Jan-Mar '15	83%	77%	58%	55%	84%	79%	-	82%	77%
Apr-Jun '15	79%	79%	68%	72%	79%	79%	-	81%	77%
Jul-Sep '15	85%	84%	82%	88%	74%	80%	-	96%	84%
Apr-Jun '16	85%	79%	72%	81%	66%	76%	-	96%	79%
Jul-Sep '16	84%	84%	71%	84%	80%	85%	84%	85%	89%
Oct-Dec -16	-	-	-	-	-	-	-	-	-
Jan-Mar '17	91%	83%	74%	80%	85%	92%	86%	84%	83%
Apr-Jun '17	96%	97%	76%	85%	86%	97%	93%	87%	93%
Jul-Sep '17	80%	86%	68%	80%	72%	66%	82%	78%	78%
Oct-Dec -17	89%	88%	71%	73%	92%	90%	88%	94%	88%

## Quarterly Satisfaction

