

ASQ Departures Survey



Dear Passenger,

As part of this airport's ongoing efforts to offer the highest service quality and improve passenger experience, we kindly ask that you take some time to fill out this brief questionnaire. Thank you.

(Filled out by the agent)

Flight information

Flight number (Letters)

Flight number (Numbers)

Selected from the list of flights available at the airport

Airport the passenger is flying to:

Note: If the destination does not correspond to the flight the passenger is about to board, please correct the flight number.

Pre-filled based on previous information

Departure date

Note: Please enter the scheduled departure date.

Departure time

Note: Please enter the scheduled departure time.

Traffic type

- International
- Domestic
- Transborder CA-US (if applicable)
- Schengen (if applicable)

Terminal

Gate No.

(Filled out by the respondent)

1. What is your age group?

- Under 16 (TERMINATE)
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 & over

2. Are you currently making a connection/transfer at THIS airport?

(You arrived at this airport on another plane)

- Yes
- No

2.1 [ASK IF YES TO CONNECTION]

You mentioned being on a connection/transfer, in THIS airport did you have to... ?

	Yes	No
check-in for your next flight	<input type="radio"/>	<input type="radio"/>
go through security screening	<input type="radio"/>	<input type="radio"/>
go through border/passport control	<input type="radio"/>	<input type="radio"/>

3. What is/was your MAIN reason for this air trip?

- Business
- Leisure
- Personal

4. How would you rate your EXPERIENCE today at THIS airport?

Excellent	Very good	Good	Fair	Poor
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. What was your BEST and WORST experience at THIS airport today?

BEST

WORST

6. How do you feel right now about your experience at THIS airport?

	Extremely	Very	Moderately	Not very	Not at all
Safe and secure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Happy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Excited	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confident	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relaxed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. What is the MAIN mode of transport that you have used to arrive at this airport?

- Private/Company Car
- Private car dropped off by someone
- Ridesharing (e.g. Uber)
- Taxi/Limo
- Bus/Shuttle/Coach
- Rental car
- Rail/Subway
- Other

7.1 [ASK IF HAVE USED Private/Company Car or Private car dropped off by someone]

Did you use the airport parking facilities?

- Yes
- No

8. Based on your experience today, please rate THIS airport on each service item:

ARRIVAL AT THE AIRPORT

	5 😊😊😊 Excellent	4 😊😊 Very Good	3 😊 Good	2 😐 Fair	1 😞 Poor	Did not notice/use
Ease of getting to the airport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage to access the terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money of the selected mode of transport (including parking facilities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Select ALL modes used to check-in for your next flight.

- Online/mobile check-in
- Check-in at off-site location (e.g. hotel, city, conference center)
- Check-in desk with airline staff
- Self-check-in kiosk at airport
- Self-baggage drop-off at airport
- Other

10. Based on your experience today, please rate THIS airport on each service item:

CHECK-IN

	5 😊😊😊 Excellent	4 😊😊 Very Good	3 😊 Good	2 😐 Fair	1 😞 Poor	Did not notice/use
Ease of finding your check-in area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waiting time at check-in, including baggage drop if applicable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy and helpfulness of staff in the check-in area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECURITY SCREENING

	5 😊😊😊 Excellent	4 😊😊 Very Good	3 😊 Good	2 😐 Fair	1 😞 Poor	Did not notice/use
Ease of going through security screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waiting time at the security screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy and helpfulness of security screening staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

BORDER/PASSPORT CONTROL

	5 😊😊😊 Excellent	4 😊😊 Very Good	3 😊 Good	2 😐 Fair	1 😞 Poor	Did not notice/use
Waiting time at border/passport control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy and helpfulness of border/passport control staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



SHOPPING/DINING

	5 😊😊😊 Excellent	4 😊😊 Very Good	3 😊 Good	2 😐 Fair	1 😞 Poor	Did not notice/use
Restaurants/bars/cafés	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money of restaurant/bars/cafés	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money of shops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy and helpfulness of shopping and dining staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

GATE AREAS

	5 😊😊😊 Excellent	4 😊😊 Very Good	3 😊 Good	2 😐 Fair	1 😞 Poor	Did not notice/use
Comfort of waiting at the gate areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of seats at the gate areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

THROUGHOUT THE AIRPORT

	5 😊😊😊 Excellent	4 😊😊 Very Good	3 😊 Good	2 😐 Fair	1 😞 Poor	Did not notice/use
Ease of finding your way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of flight information (gate and time)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking distance inside the terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of making connection with other flights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy and helpfulness of airport staff (information and maintenance staff)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wi-Fi service quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of charging stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entertainment and leisure options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of washrooms/toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of washrooms/toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

AIRPORT ATMOSPHERE

	5 😊😊😊 Excellent	4 😊😊 Very Good	3 😊 Good	2 😐 Fair	1 😞 Poor	Did not notice/use
Health safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	5 😊😊😊 Excellent	4 😊😊 Very Good	3 😊 Good	2 😐 Fair	1 😞 Poor	Did not notice/use
OVERALL SATISFACTION with THIS airport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Based on your experience at THIS airport, select your 3 MOST IMPORTANT items.

ARRIVAL AT THE AIRPORT

- Ease of getting to the airport
- Signage to access the terminal
- Value for money of the selected mode of transport (including parking facilities)

CHECK-IN

- Ease of finding your check-in area
- Waiting time at check-in, including baggage drop if applicable
- Courtesy and helpfulness of staff in the check-in area

SECURITY SCREENING

- Ease of going through security screening
- Waiting time at the security screening
- Courtesy and helpfulness of security screening staff

BORDER/PASSPORT CONTROL

- Waiting time at border/passport control
- Courtesy and helpfulness of border/passport control staff

SHOPPING/DINING

- Restaurants/bars/cafés
- Value for money of restaurant/bars/cafés
- Shops
- Value for money of shops
- Courtesy and helpfulness of shopping and dining staff

GATE AREAS

- Comfort of waiting at the gate areas
- Availability of seats at the gate areas

THROUGHOUT THE AIRPORT

- Ease of finding your way through airport
- Availability of flight information (gate and time)
- Walking distance inside the terminal
- Ease of making connection with other flights
- Courtesy and helpfulness of airport staff (information and maintenance staff)
- Wi-Fi service quality
- Availability of charging stations
- Entertainment and leisure options
- Availability of washrooms/toilets
- Cleanliness of washrooms/toilets

AIRPORT ATMOSPHERE

- Health safety
- Cleanliness
- Ambience

**12. How long before the scheduled departure time of your flight did you arrive at THIS airport?
(or How long was your connection/transfer at THIS airport?)**

- Less than 1 hr
- 1 hr - 1 hr 30 mins
- 1 hr 31 mins - 2 hrs
- 2 hrs - 3 hrs
- 3 hrs - 5 hrs
- More than 5 hrs

13. With whom are you travelling today?

Select all that apply

- Alone
- With colleague(s)
- With friend(s) or relative(s)
- With children aged 0-2
- With children aged 3-9
- With children aged 10-17

14. How crowded was THIS airport today?

Not at all crowded	Not crowded	Neither crowded or not crowded	Crowded	Very crowded
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. At the time of completing this survey, is your flight scheduled to depart on time?

- Yes
- No
- I do not know

16. Including this trip, how many return trips by air have you made to any destination in the past 12 months?

(A departing and arriving flight counts as one trip.)

- 1-2
- 3-5
- 6-10
- 11-20
- 21 or more

17. What is your nationality/country of citizenship?

18. What is your country of residence?

(if different from above)

19. Are you...

- Male
- Female
- Other

20. Please confirm that this is the flight you are about to board. If the information is incorrect, please modify it.

[The flight entered by the agent at the beginning of the survey is displayed and must be validated by the respondent]

Thank you for your participation.

The questionnaire was successfully submitted.

Please return this device to the interviewer now.

CONFIDENTIAL