The CHAMBER.

AIR CANADA AIRLINES SURVEY RESULTS

TIMMINS CHAMBER MEMBER FEEDBACK

SURVEY ADMINISTERED FROM JANUARY 24 TO JANUARY 31, 2024

METHODOLOGY

The Timmins Chamber recently administered a survey from January 24 to January 31, to collect feedback on the experiences and opinions of its members concerning Air Canada services. 164 responses were collected during this time period.

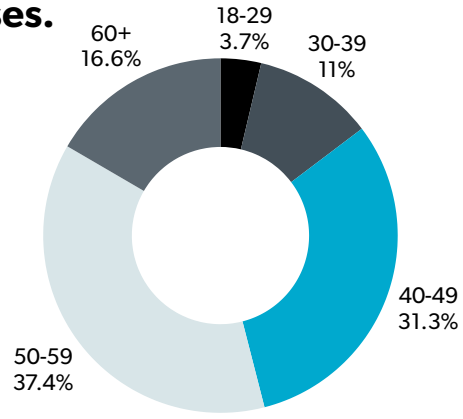
This survey focused on three main groups: business travelers, workforce travel, and leisure travelers.

Business travelers accounted for 78.5%, while leisure travelers made up 95.3% of Air Canada users. Business travelers cited pricing, reliability, and flight times as reasons for not using Air Canada. Employers relied on Air Canada for out-of-town employees, with most employees using their services. Leisure travelers also cited pricing, reliability, and flight times as factors in choosing Air Canada. Service interruptions such as delays and cancellations were common concerns, with some respondents reporting poor experiences.

The survey provides valuable insights into the perspectives and experiences of Timmins Chamber members regarding Air Canada services. By tackling the identified issues and implementing the recommended strategies, there is a chance to enhance customer satisfaction, improve operational efficiency, and enhance Air Canada's competitive position in the local market.

164
Responses Collected

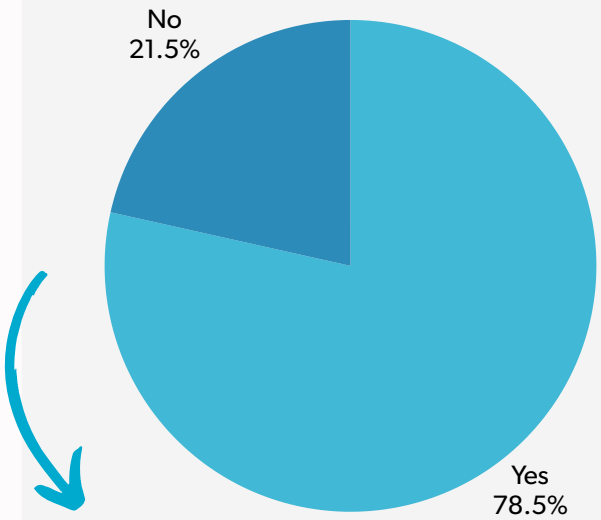
Age Range of Survey Responses.



Business Travel Survey Results.

128 RESPONSES

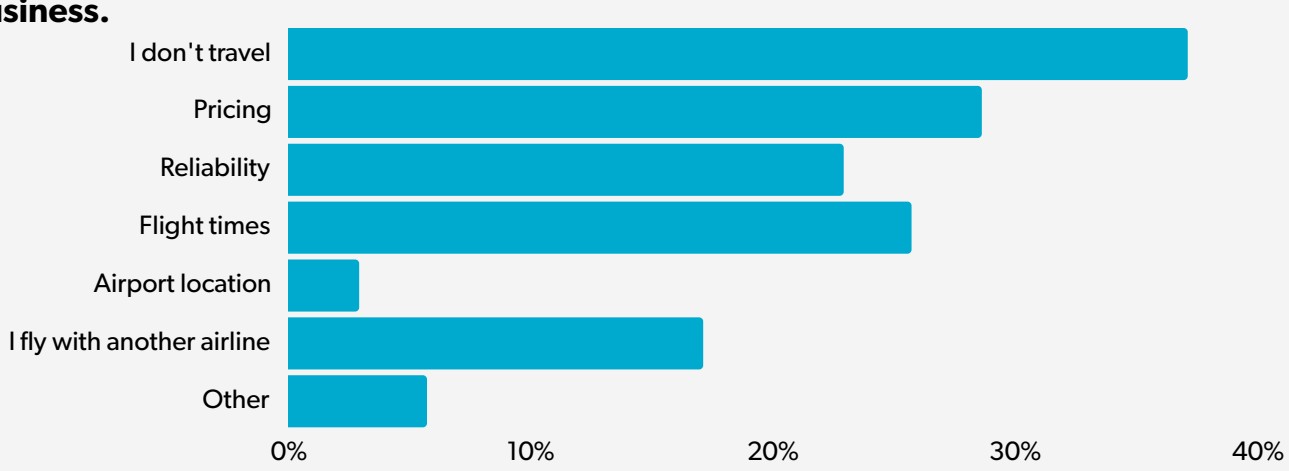
Do you fly air canada Airlines for business related travel?



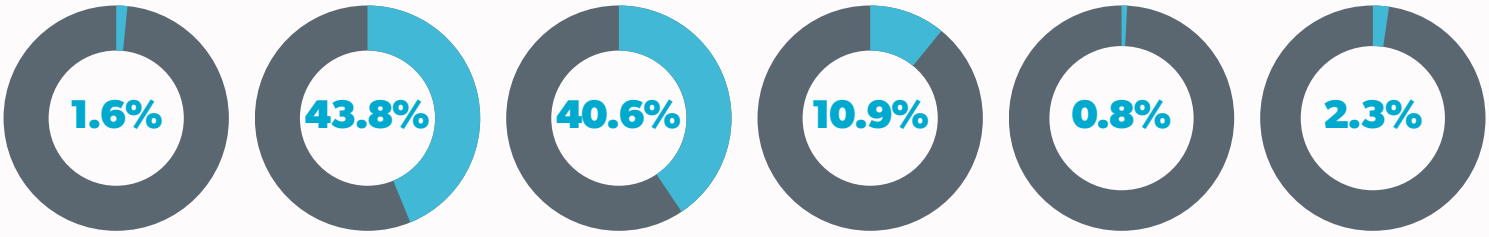
Feedback collected on Air Canada business services.

- "Cancellations without proper notice "
- ".. limited flight options, so when there is a cancellation travel plans are significantly impacted."
- "Each time we used Air Canada in the past months the service was delayed and/or cancelled."
- "The service is excellent, and we are so grateful to have Air Canada serving Timmins!"

If you said "No", please select the reasons why you do not travel with Air Canada for business.



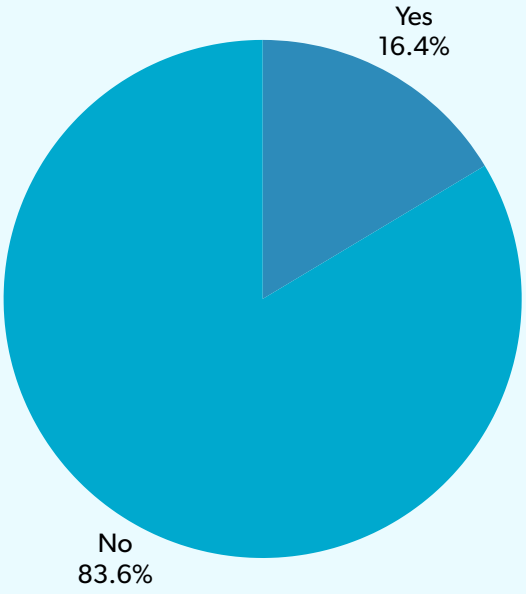
How often do you use Air Canada business flight services?



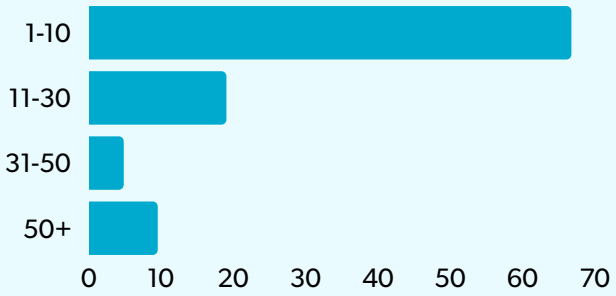
Workforce Travel Survey Results.

26 RESPONSES

Are you an employer that relies on Air Canada flight services for out-of-town-employees?



How many employees in your workforce regularly travel for business purposes?



Do these employees frequently rely on Air Canada service, including flight connections, for travel to and from the job site?

95%

Rely on Air Canada services to transport workforce to and from work sites.

Does the current flight schedule impact business costs in order to support the workforce?

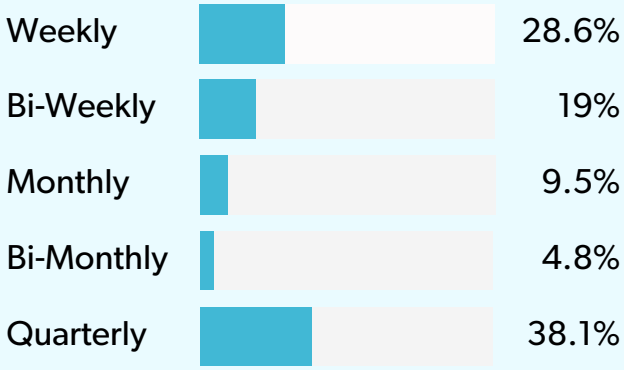
66.7%

Significant increase in costs

66.7% of responses indicate that the current flight schedule increases the cost to the business significantly. 33.3% of other responses indicated that there were minimal financial impacts to the business.

81% of the surveyed businesses reported facing workforce challenges due to service interruptions and schedule disruptions.

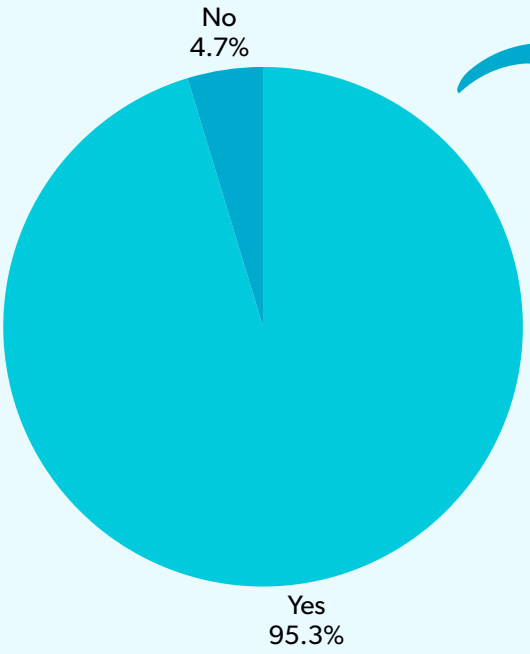
What is the frequency of business-related travel within the workforce?



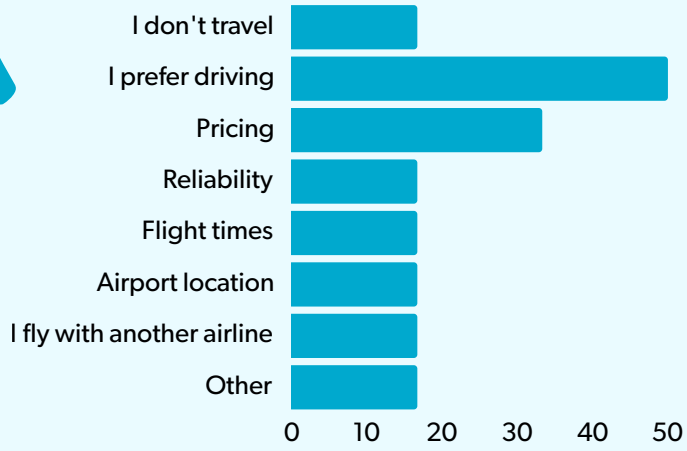
Leisure Travel Survey Results.

122 RESPONSES

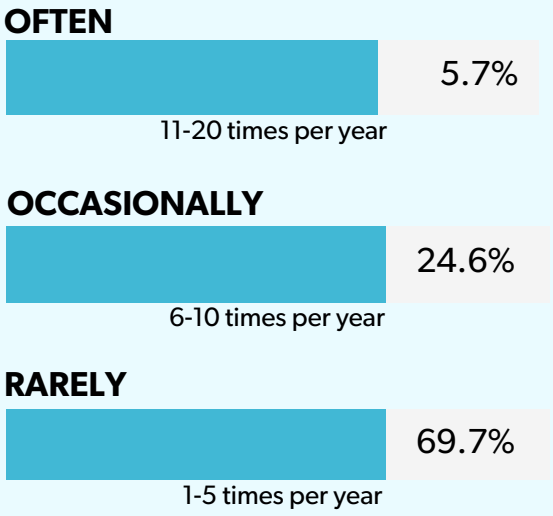
Do you fly with Air Canada for leisure related travel?



If you said "No", please select the reasons why you do not travel with Air Canada for leisure.



How often do you use Air Canada leisure flight services?



Feedback collected on Air Canada leisure services.

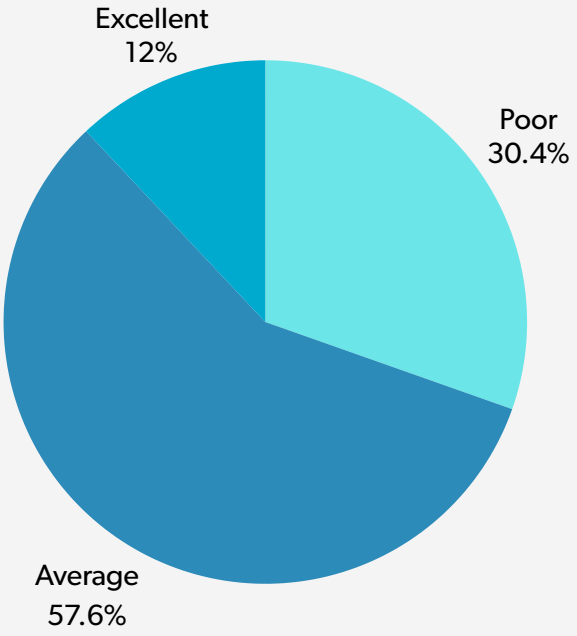
- "Glad to have Air Canada service. Two more flight/day would be convenient "
- "Serious consideration of adding an early morning Timmins departure would be ideal"
- "Very happy with the Toronto-Timmins service"
- "Would fly more often if prices were more reasonable."
- "Would be great to see Air Canada travel packages to Cuba and other places offered from Timmins, even if they are through Toronto."
- "I've traveled a few times with Air Canada over the last year and each time there have been issues."
- "I can connect to other Porter flights that go to the destinations I'm interested in."

Service Feedback Survey Results.

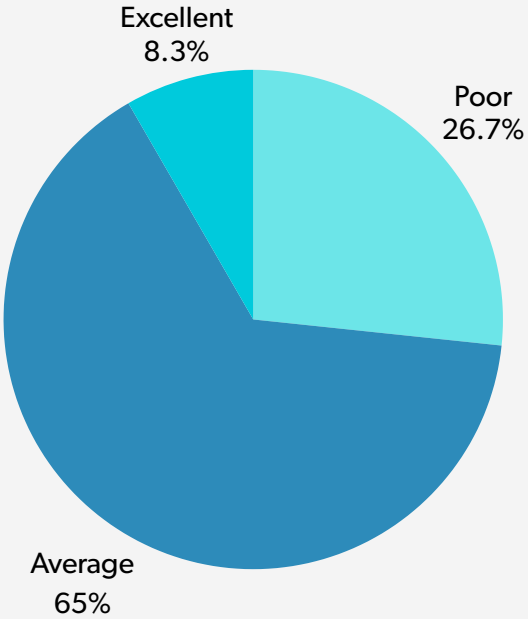
125 RESPONSES

Overall Flight Experience rating over the last 12-24 months

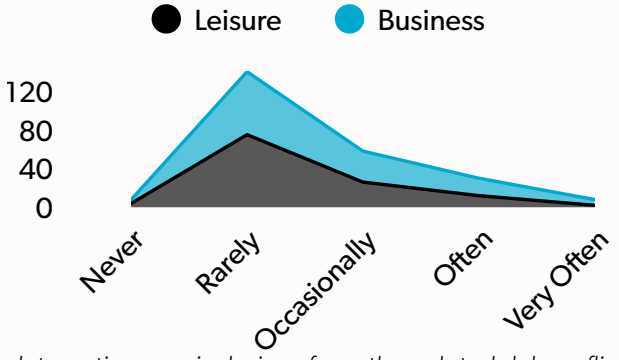
Business Travel.



Leisure Travel.



Passengers reporting average experienced service interruptions.



Interuptions are inclusive of weather related delays, flight cancellations, labour shortages, mechanical issues

Feedback collected on Air Canada service.

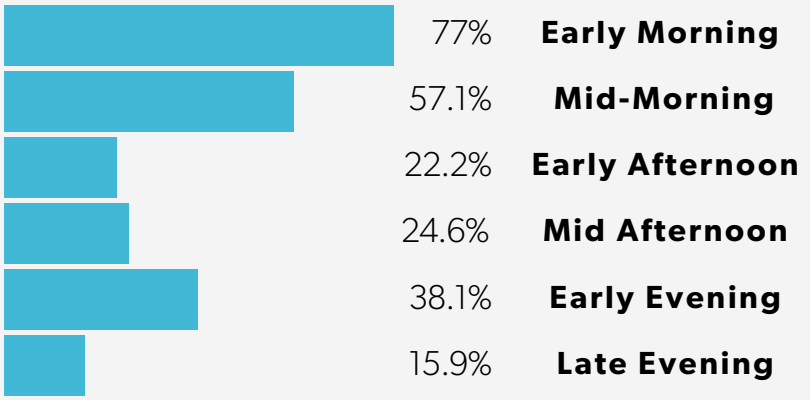
- "Limited flights options to and from Timmins"
- "Lack of daily flights interrupting connections"
- "Connecting flight times adds extra cost for hotels"
- "Frequent cancellations."
- "I've traveled a few times with Air Canada over the last year and each time there have been issues."
- "Flights are much more expensive"
- "The rates are not always affordable for a small business."
- " I prefer Porter as it lands downtown Toronto, and that's where I'm headed."
- "I only fly Air Canada when there is no other choice."

Common themes indicated as reasons for service interruptions.

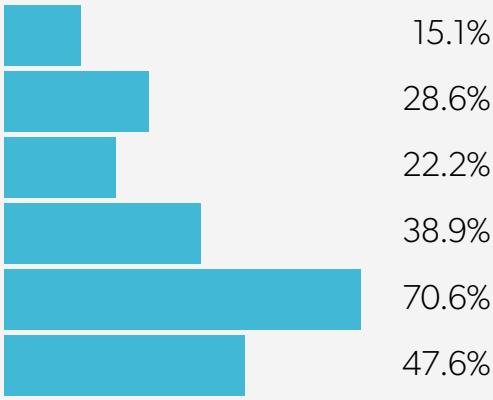
Flight Preference Survey Responses.

Business.

Preferred flight times departing from Timmins.

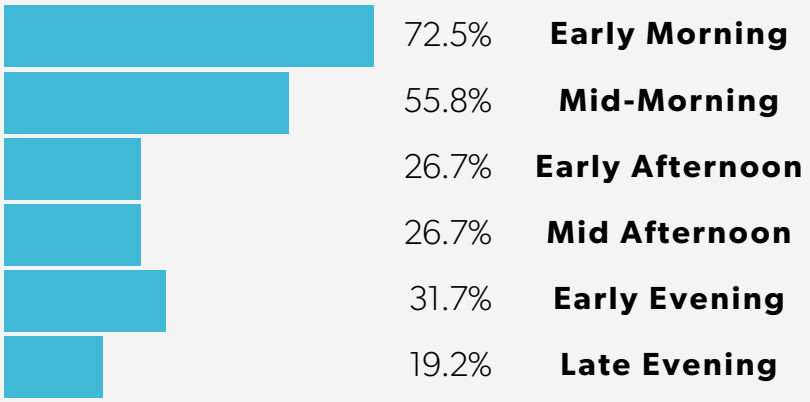


Preferred flight times arriving to Timmins.

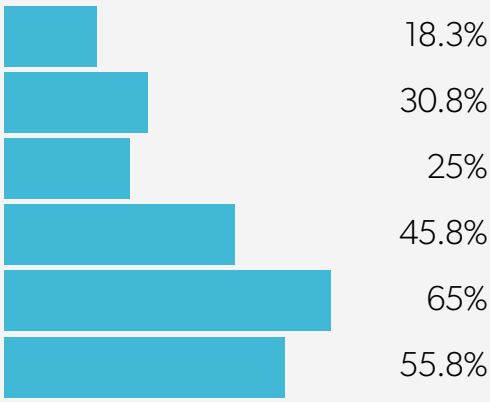


Leisure.

Preferred flight times departing from Timmins.

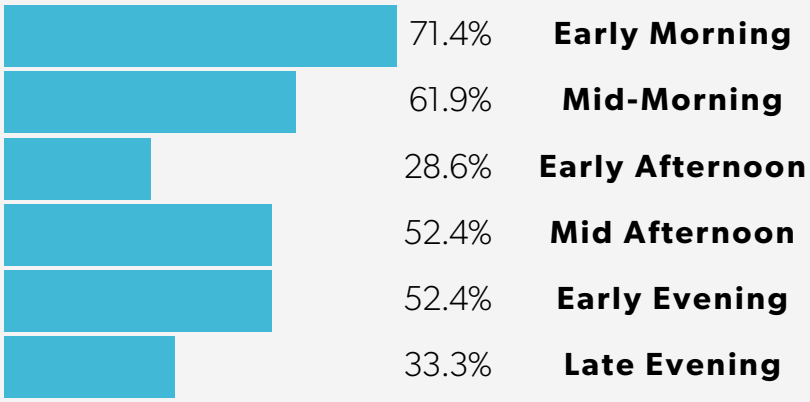


Preferred flight times arriving to Timmins.

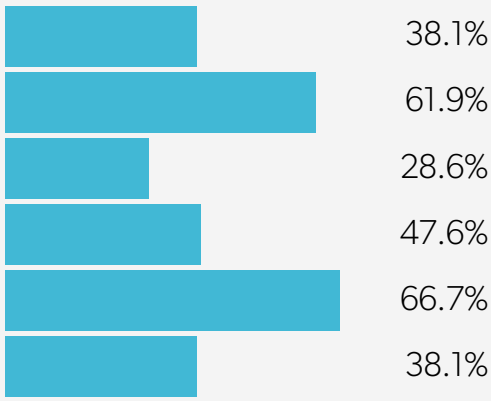


Workforce.

Preferred flight times departing from Timmins.



Preferred flight times arriving to Timmins.



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