The CHAMBER.

PORTER AIRLINES SURVEY RESULTS

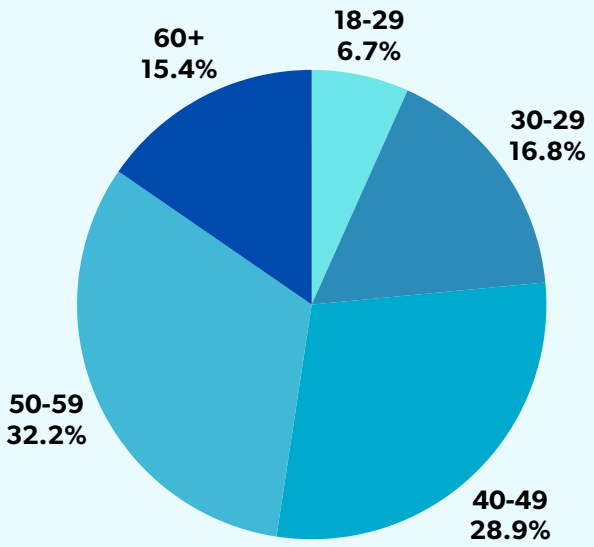
TIMMINS CHAMBER MEMBER FEEDBACK

SURVEYED FROM NOVEMBER 6 TO NOVEMBER 10, 2023

Survey Results.

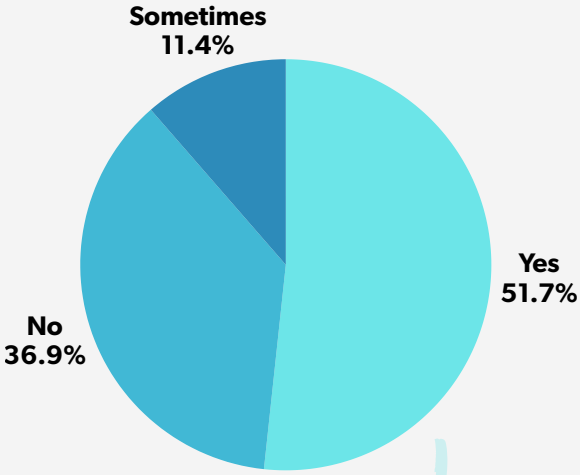
TOTAL OF 149 RESPONSES

AGE RANGE



MAJORITY SURVEYED ARE 50 TO 59 YEARS OLD

DO YOU FLY PORTER AIRLINES FOR BUSINESS RELATED TRAVEL?



IF YOU SAID "NO" TO THE ABOVE, PLEASE SELECT THE REASON WHY YOU DO NOT TRAVEL WITH PORTER AIRLINES FOR BUSINESS.

Long form responses on why those we surveyed do not travel with Porter Airlines for business.

NOTE: DUPLICATE RESPONSES ARE GROUPED AS MOST RELEVANT.

"I PREFER DRIVING TO TORONTO"

- "Driving is less expensive than flying."
- "Convience of having access to vehicle."
- "Flight cancellations and unreliability."
- "Scheduling conflicts with flight times."

"PRICING"

- "Rate are too expensive."
- "Basic fare with no carry on should be removed as the default. It creates confusion for travellers that don't fly often."

"I FLY WITH ANOTHER AIRLINE"

- "Air Canada has better connections and better flight times out of Timmins."
- "Air Canada is more reliable."

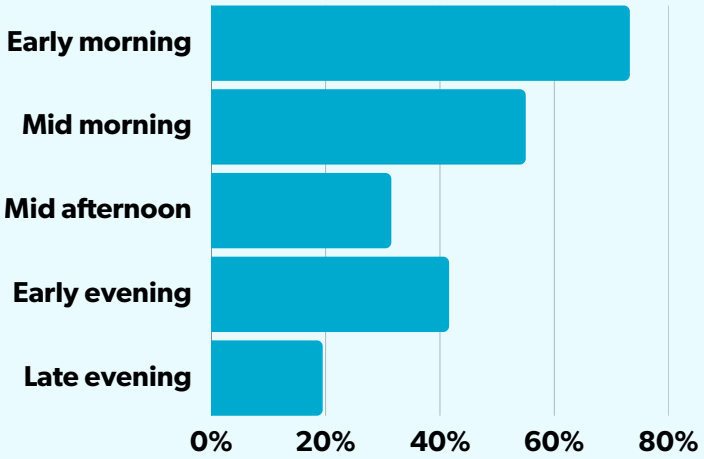
"RELIABILITY"

- "Frequent cancellations."
- "No options for same day booking if cancellation occurs."
- "Lack of appropriate flight times."

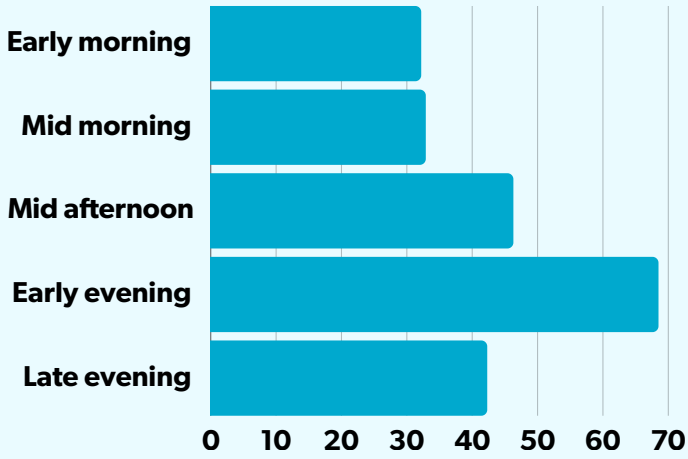
"AIRPORT LOCATION (TORONTO) IS NOT CONVENIENT"

- "Pearson is best for connections."
- "I prefer Toronto Pearson airport."
- "If I am going Downtown Toronto, it's more convenient but I typically don't go downtown often."

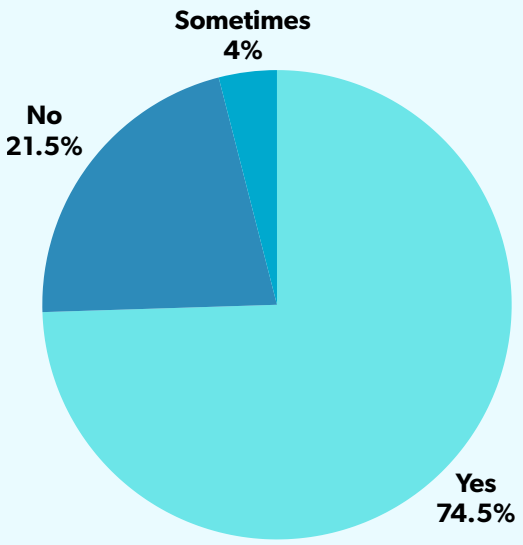
PREFERRED FLIGHT TIMES DEPARTING FROM TIMMINS



PREFERRED FLIGHT TIMES DEPARTING FROM TORONTO



DO YOU FLY PORTER AIRLINES FOR LEISURE RELATED TRAVEL?



COMMENTS FROM THOSE WHO DO TRAVEL WITH PORTER AIRLINES FOR LEISURE

- "Porter is a wonderful airline that offers exceptional service. For leisure travel I can book around their otherwise inconvenient flight schedule and frequency."
- "Love it! I love getting downtown Toronto super quick, or boarding a connector! That airport is super simple!"
- "Great experience. With enhanced service, I would likely do more leisure travel."
- "Great service, but one flight per day is challenging to book."

ADDITIONAL COMMENTS OR THOUGHTS

- "Please return to your prepandemic schedule of flights to and from Timmins."
- "Often, I use Porter to connect with other departing flights or international travel. I do this because I tend to spend some of the time in the morning in TO before heading to a red-eye at Pearson. If cancellations occur, and I understand you wouldn't know that I have connecting flights, this causes a huge strain and sometimes requires me to drive to Sudbury or even TO last minute to make my flights."
- "Consistency is really important. If I cannot rely on the flight not being cancelled, I'm less likely to book."
- "Can't help to feel that the northern flights are the first to be cancelled as if the north isn't a priority."
- "The reduction in flights has left us flying with Air Canada when it is not necessarily convenient. Most of these flights are booked by the mining companies leaving limited availability for others who wish to travel with Porter for personal or business reasons."
- "If the price was reasonable, more people would fly to Sudbury, Toronto and Ottawa. A direct flight to Ottawa would be beneficial."
- "The new seats on the planes are not comfortable. the bottom part of the seat isn't flat (has a bump towards the back part) which is uncomfortable."
- "At my facility, I am responsible for scheduling some of the departments that rely on staff flying in and out. We desperately need more incoming and outgoing flights. It's becoming more challenging to staff appropriately because of this. Not having this coverage will affect the well being of our community and district. It may even have dire consequences. With regard to flight times and given staff start/end times, it would be better to have more mid morning and mid evening flights but the more the merrier. Thank you."
- "Need ability to book to Western destination from Timmins with airport change. Should not need to book 2 separate itineraries."