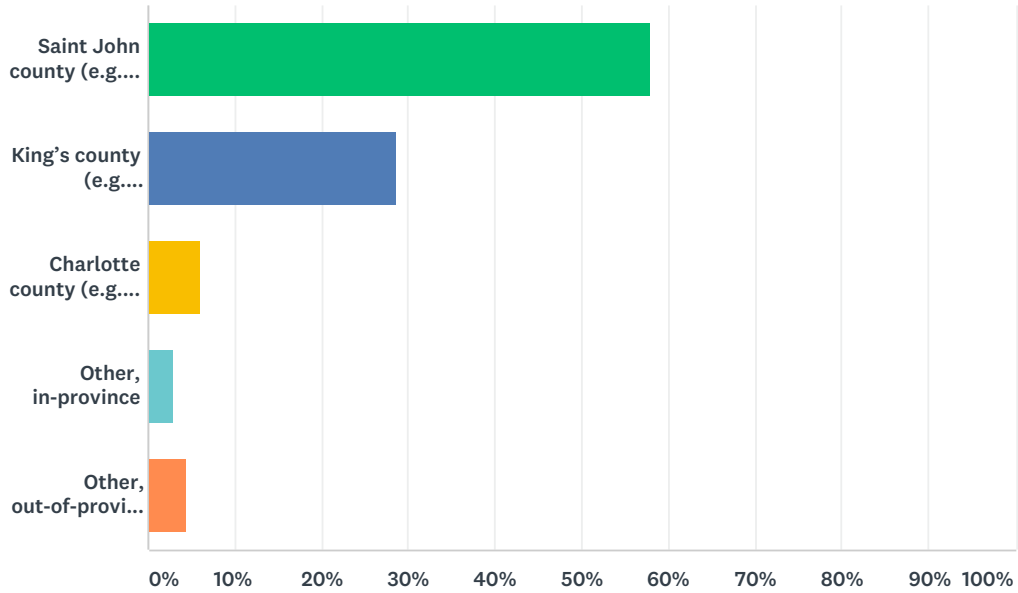


## Q1 Where do you currently live?

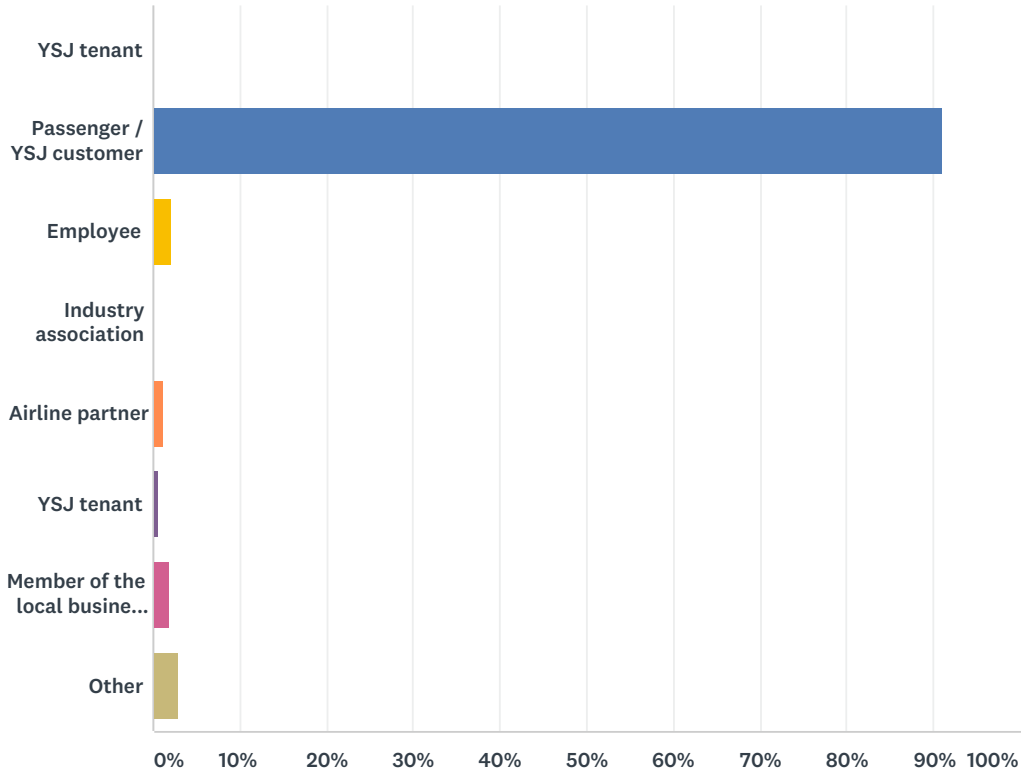
Answered: 378 Skipped: 0



ANSWER CHOICES	RESPONSES	
Saint John county (e.g. Saint John, Grand Bay-Westfield)	57.94%	219
King's county (e.g. Kennebecasis Valley, St. Martin's, Sussex)	28.57%	108
Charlotte county (e.g. St. Andrew's, St. Stephen)	6.08%	23
Other, in-province	2.91%	11
Other, out-of-province	4.50%	17
<b>TOTAL</b>		<b>378</b>

## Q2 Which of the following best describes you?

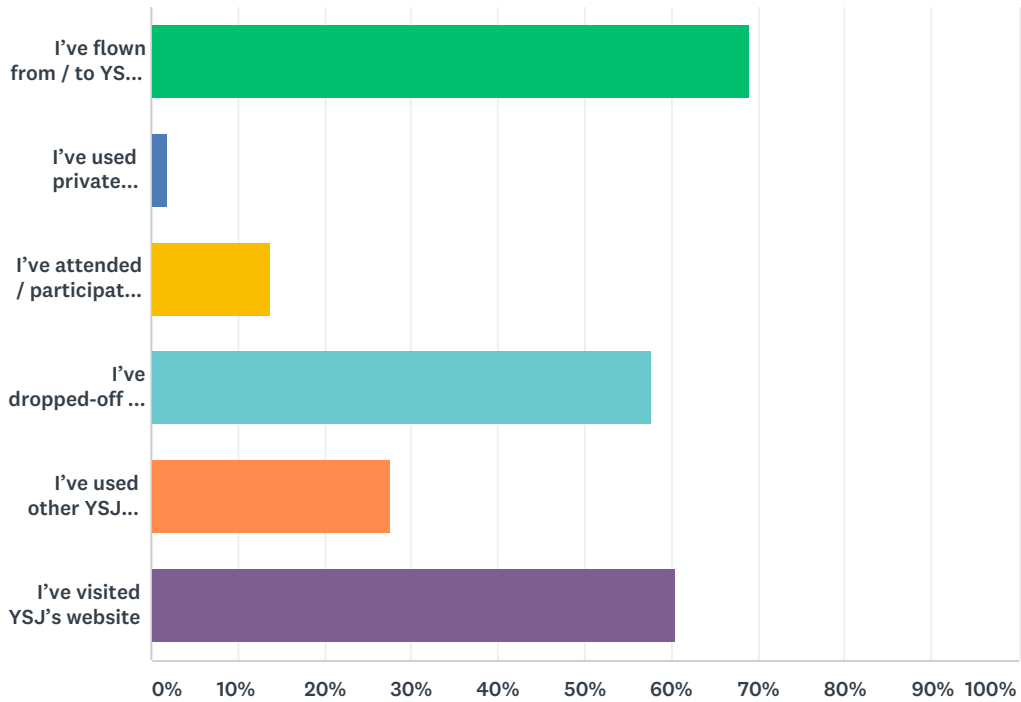
Answered: 377 Skipped: 1



ANSWER CHOICES	RESPONSES	
YSJ tenant	0.00%	0
Passenger / YSJ customer	90.98%	343
Employee	2.12%	8
Industry association	0.27%	1
Airline partner	1.33%	5
YSJ tenant	0.53%	2
Member of the local business community	1.86%	7
Other	2.92%	11
<b>TOTAL</b>		<b>377</b>

### Q3 During the past 12 months how have you engaged with YSJ? (check all that apply)

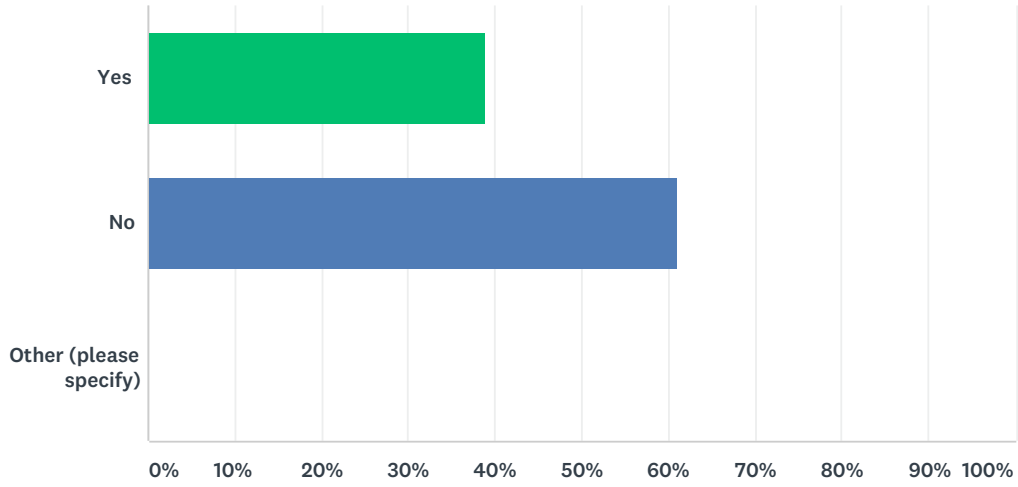
Answered: 377 Skipped: 1



ANSWER CHOICES	RESPONSES	
I've flown from / to YSJ as a passenger on a commercial flight	68.97%	260
I've used private charter, flight services	1.86%	7
I've attended / participated in community events like: annual fun run, annual community day	13.79%	52
I've dropped-off / greeted travellers	57.82%	218
I've used other YSJ amenities (e.g. Connections restaurant, vehicle rentals)	27.59%	104
I've visited YSJ's website	60.48%	228
Total Respondents: 377		

### Q4 During the past 12 months have you used other airports in the region?

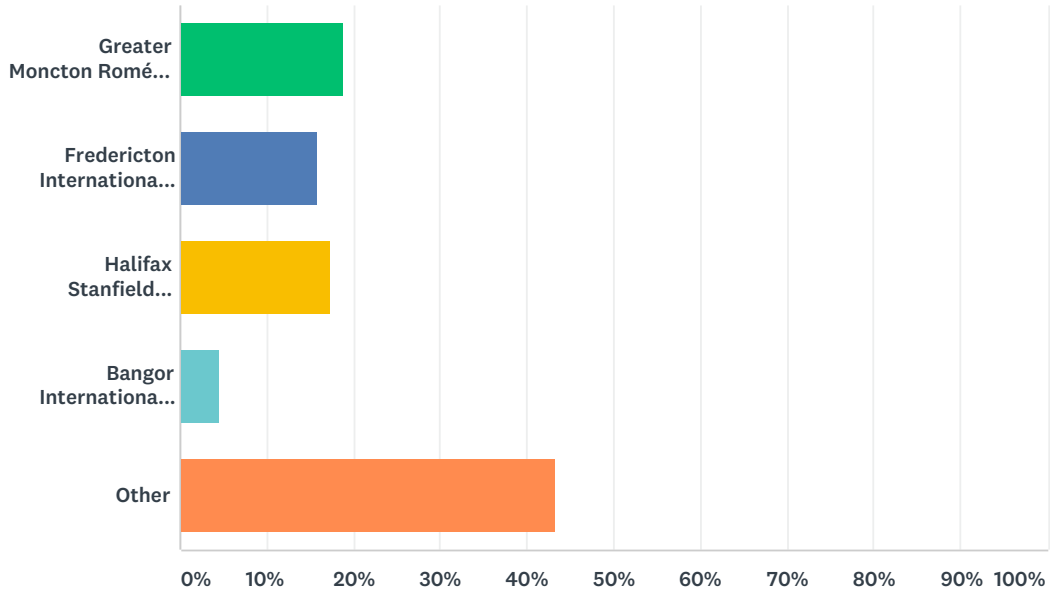
Answered: 378 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	38.89%	147
No	61.11%	231
Other (please specify)	0.00%	0
TOTAL		378

## Q5 Which?

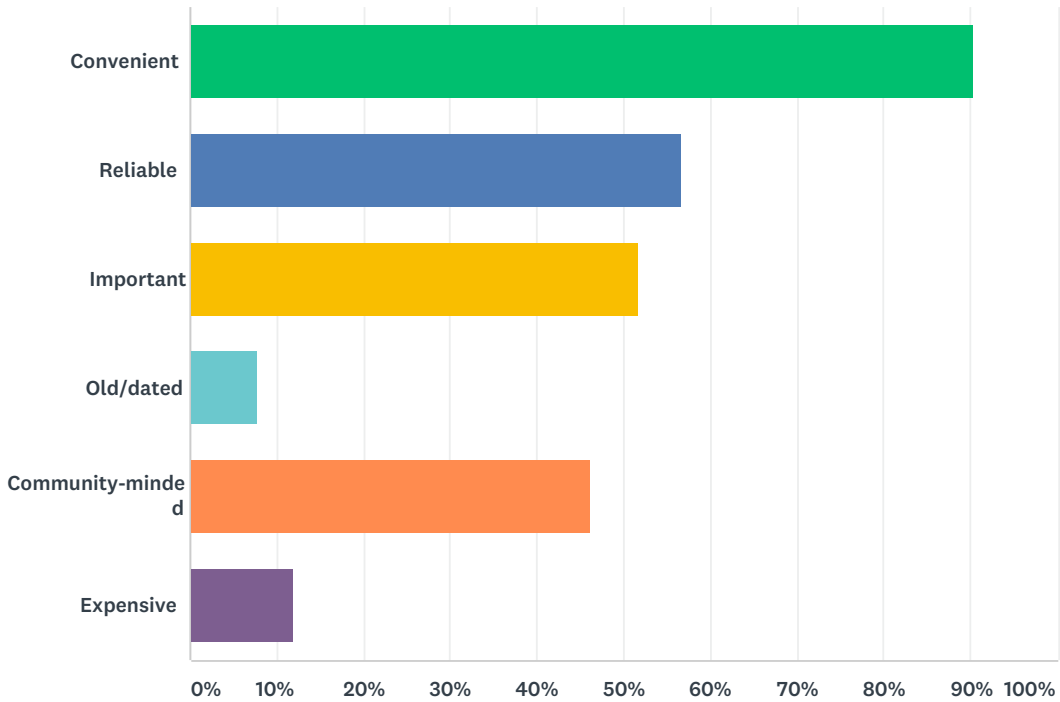
Answered: 307 Skipped: 71



ANSWER CHOICES	RESPONSES	
Greater Moncton Roméo LeBlanc International Airport	18.89%	58
Fredericton International Airport	15.96%	49
Halifax Stanfield International Airport	17.26%	53
Bangor International Airport	4.56%	14
Other	43.32%	133
<b>TOTAL</b>		<b>307</b>

### Q6 Which of the following words would you use to describe the Saint John Airport? (check all that apply)

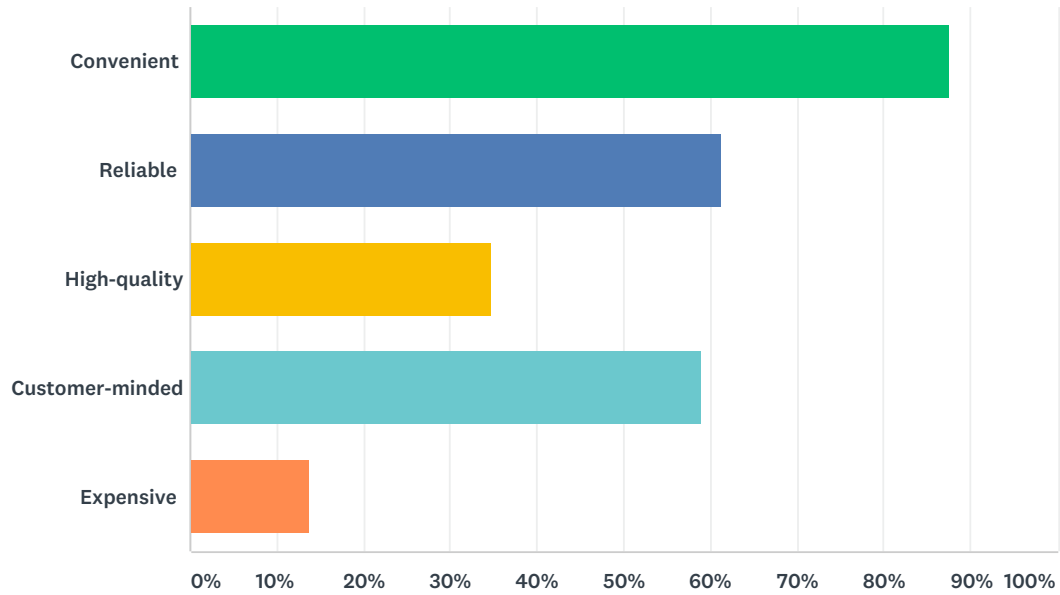
Answered: 378 Skipped: 0



ANSWER CHOICES	RESPONSES	
Convenient	90.48%	342
Reliable	56.61%	214
Important	51.59%	195
Old/dated	7.67%	29
Community-minded	46.30%	175
Expensive	11.90%	45
Total Respondents: 378		

### Q7 Which of the following words would you use to describe the services that the airport offers travellers. (check all that apply)

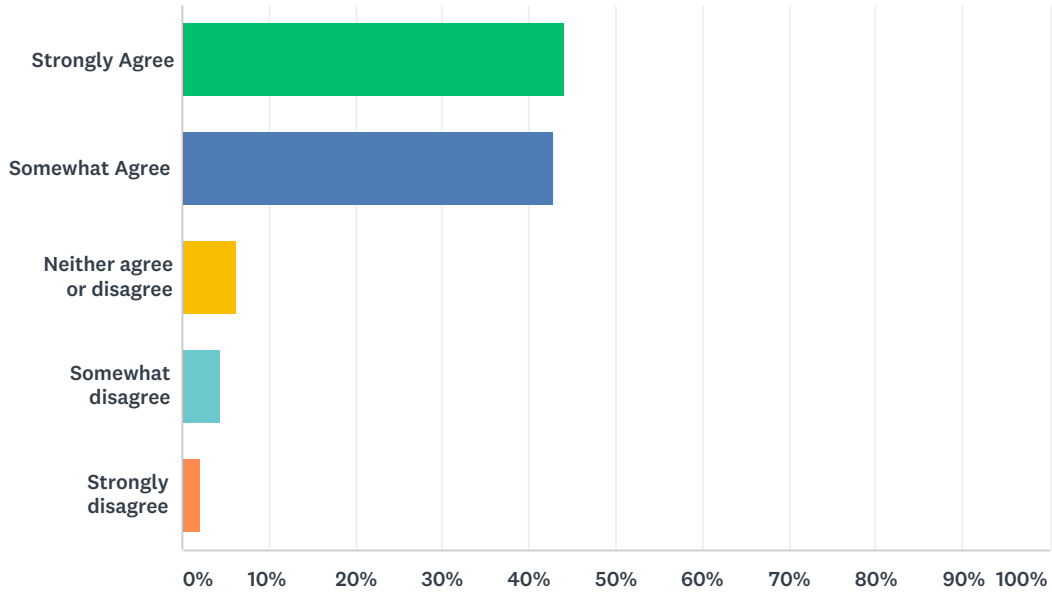
Answered: 378 Skipped: 0



ANSWER CHOICES	RESPONSES	
Convenient	87.57%	331
Reliable	61.38%	232
High-quality	34.66%	131
Customer-minded	58.99%	223
Expensive	13.76%	52
Total Respondents: 378		

### Q8 YSJ meets my travel needs.

Answered: 378 Skipped: 0

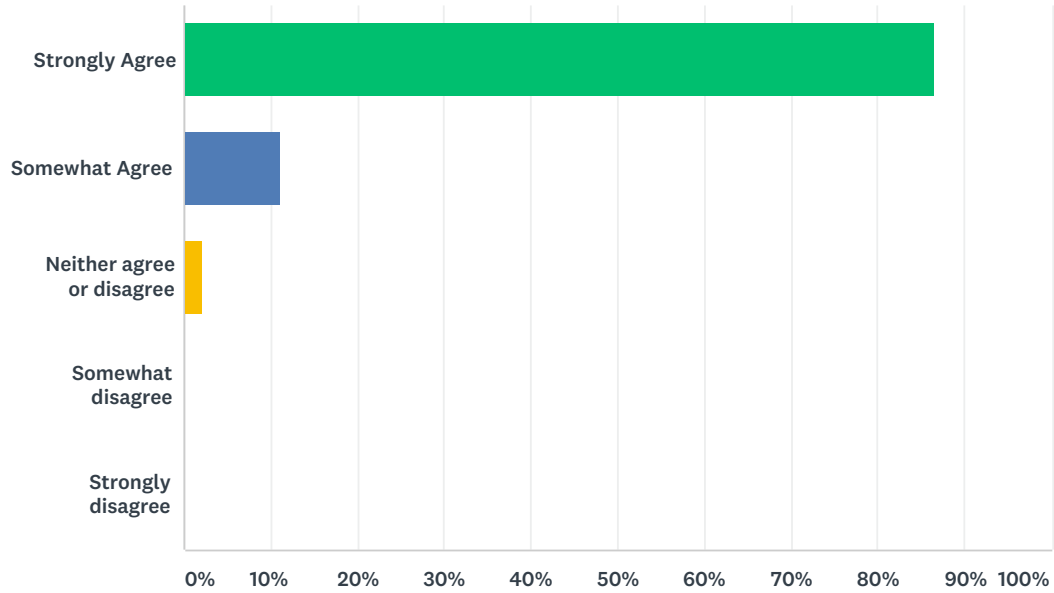


ANSWER CHOICES	RESPONSES	
Strongly Agree	44.18%	167
Somewhat Agree	42.86%	162
Neither agree or disagree	6.35%	24
Somewhat disagree	4.50%	17
Strongly disagree	2.12%	8
TOTAL		378



### Q9 YSJ is important to the region and province.

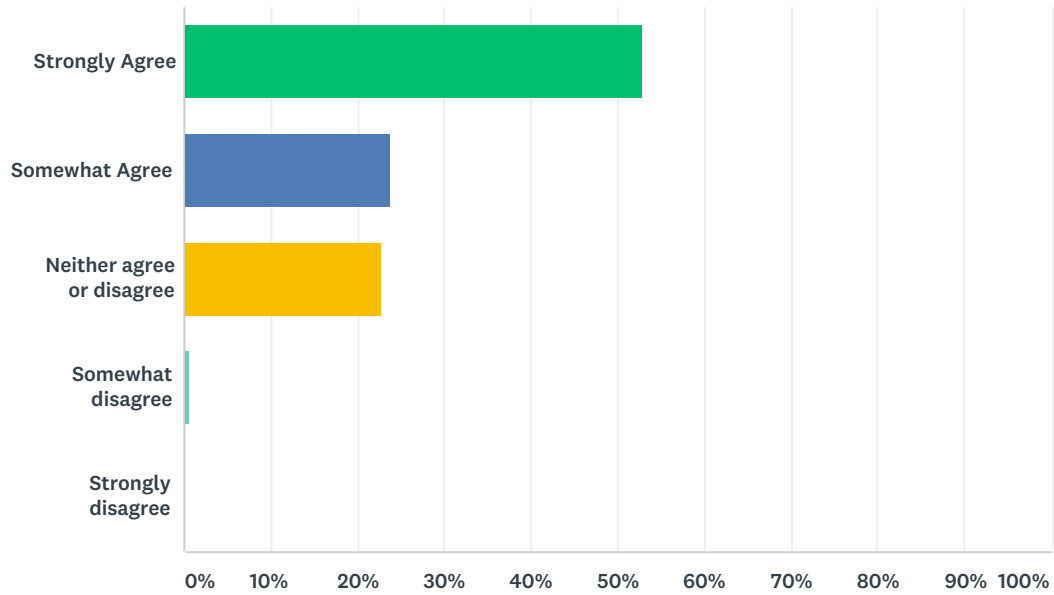
Answered: 378 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	86.51%	327
Somewhat Agree	11.11%	42
Neither agree or disagree	2.12%	8
Somewhat disagree	0.26%	1
Strongly disagree	0.00%	0
<b>TOTAL</b>		<b>378</b>

# Q10 YSJ is an ethical and socially responsible organization that gives back.

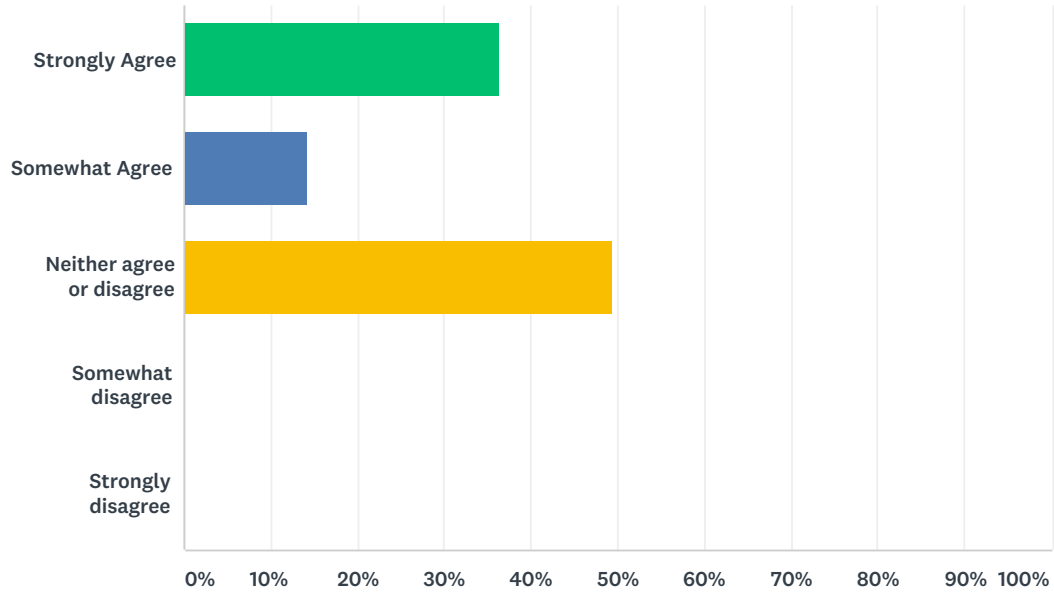
Answered: 378 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	52.91%	200
Somewhat Agree	23.81%	90
Neither agree or disagree	22.75%	86
Somewhat disagree	0.53%	2
Strongly disagree	0.00%	0
<b>TOTAL</b>		<b>378</b>

### Q11 YSJ is a good employer.

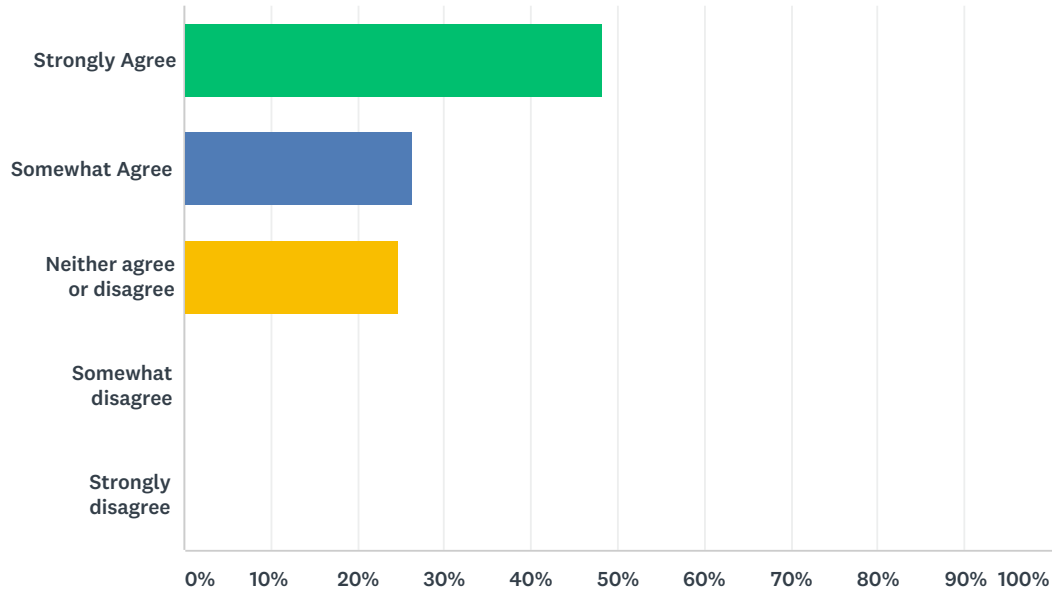
Answered: 377 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	36.34%	137
Somewhat Agree	14.32%	54
Neither agree or disagree	49.34%	186
Somewhat disagree	0.00%	0
Strongly disagree	0.00%	0
<b>TOTAL</b>		<b>377</b>

**Q12 The Saint John Airport Authority is a trusted steward of the airport that acts in the best interests of the community and stakeholders it serves.**

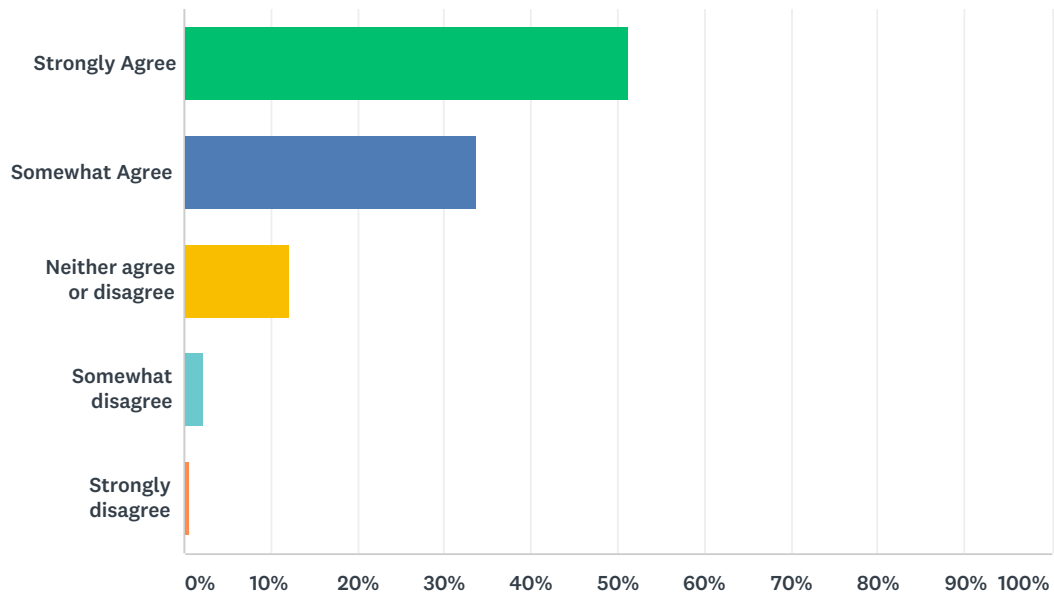
Answered: 378 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	48.41%	183
Somewhat Agree	26.46%	100
Neither agree or disagree	24.60%	93
Somewhat disagree	0.26%	1
Strongly disagree	0.26%	1
<b>TOTAL</b>		<b>378</b>

### Q13 YSJ is responsive, and is always working to expand and enhance the services it offers.

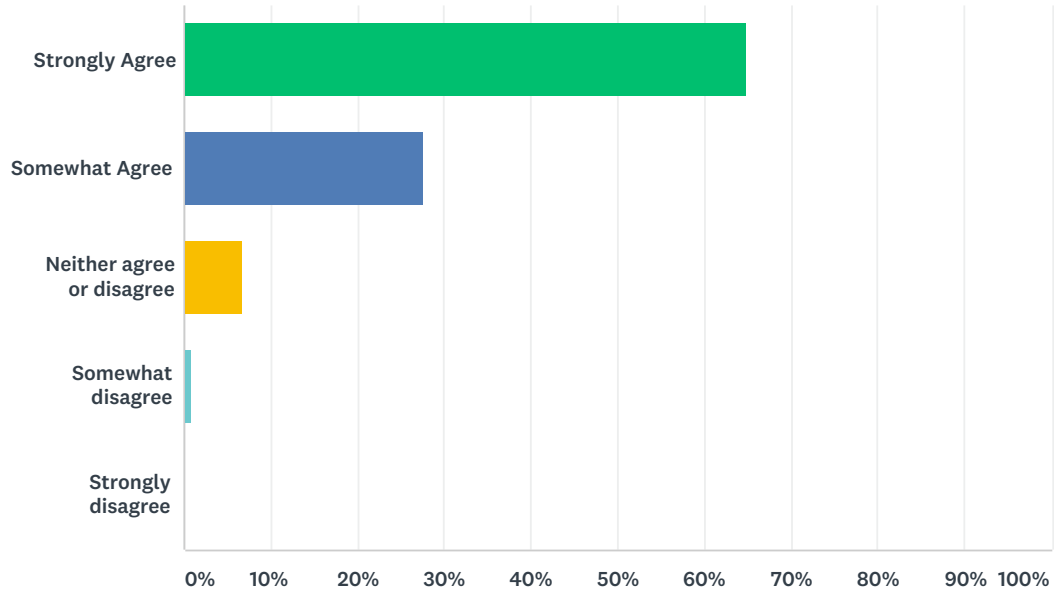
Answered: 378 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	51.32%	194
Somewhat Agree	33.60%	127
Neither agree or disagree	12.17%	46
Somewhat disagree	2.38%	9
Strongly disagree	0.53%	2
<b>TOTAL</b>		<b>378</b>

### Q14 I feel good about YSJ.

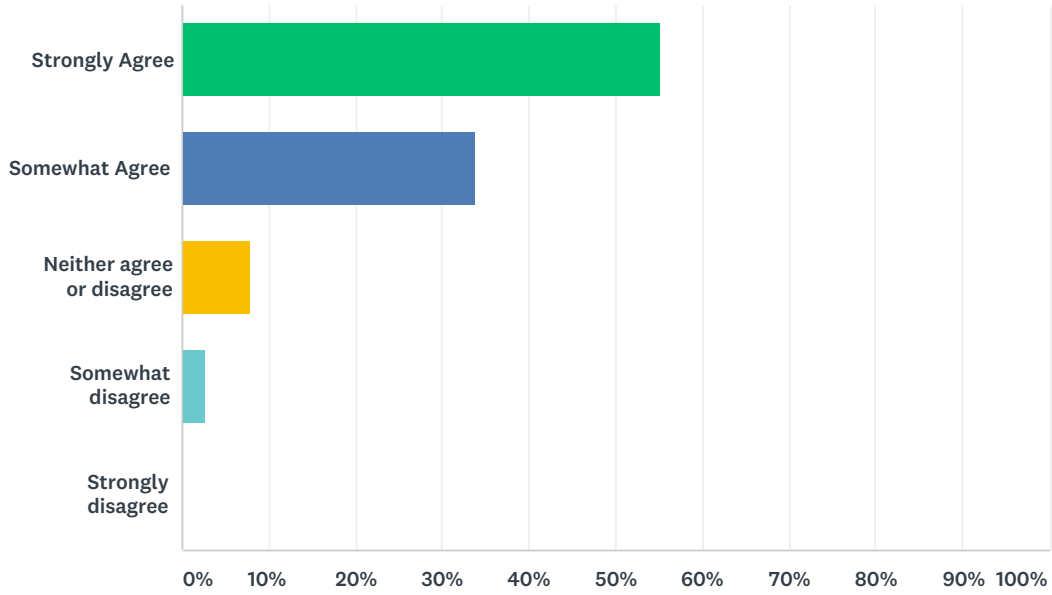
Answered: 378 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	64.81%	245
Somewhat Agree	27.51%	104
Neither agree or disagree	6.61%	25
Somewhat disagree	0.79%	3
Strongly disagree	0.26%	1
<b>TOTAL</b>		<b>378</b>

### Q15 YSJ has a good reputation.

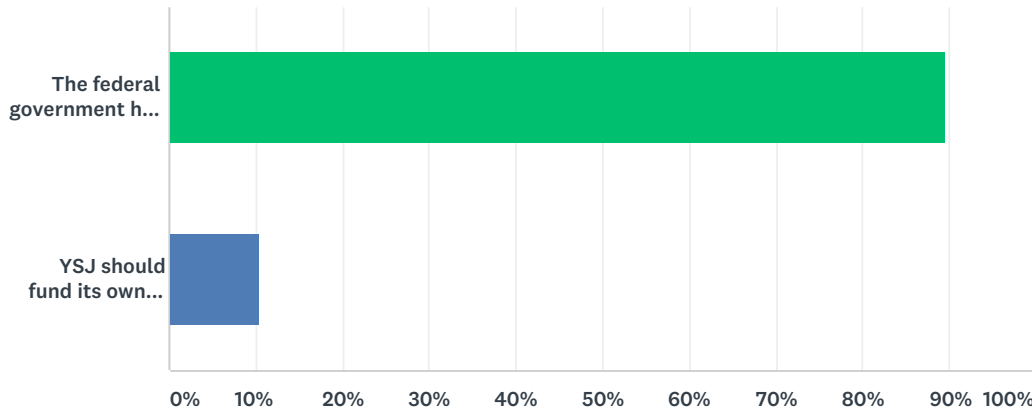
Answered: 377 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	55.17%	208
Somewhat Agree	33.95%	128
Neither agree or disagree	7.96%	30
Somewhat disagree	2.65%	10
Strongly disagree	0.27%	1
<b>TOTAL</b>		<b>377</b>

Q16 In 1999, the Saint John Airport Authority assumed operational and managerial control of YSJ from the federal government. In 2018, the provincial and federal governments enacted a policy change that allowed for the public funding of much-needed infrastructure enhancements. Before 2018, YSJ was ineligible for public funding programs and funded its own operations and capital improvements. Which of the following statements best represents your opinion:

Answered: 376 Skipped: 2

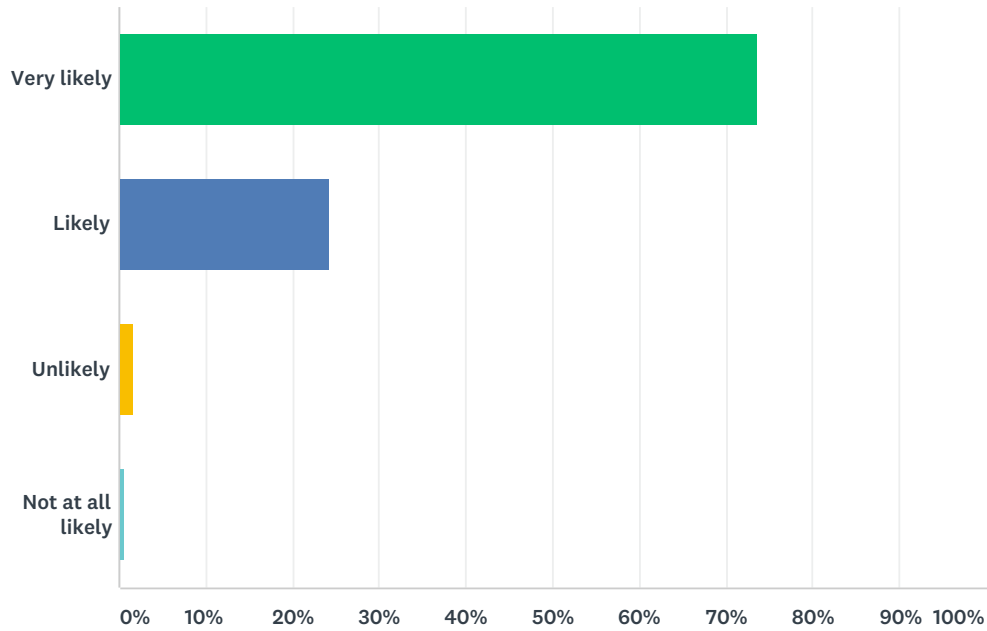


ANSWER CHOICES	RESPONSES
The federal government has a responsibility to ensure equitable access to public funding, regardless of an airport's size or status.	89.63% 337
YSJ should fund its own operations, and find new sources of revenue if/as required.	10.37% 39
TOTAL	376



### Q17 How likely is it that you would recommend flying from YSJ to a friend or colleague?

Answered: 378 Skipped: 0

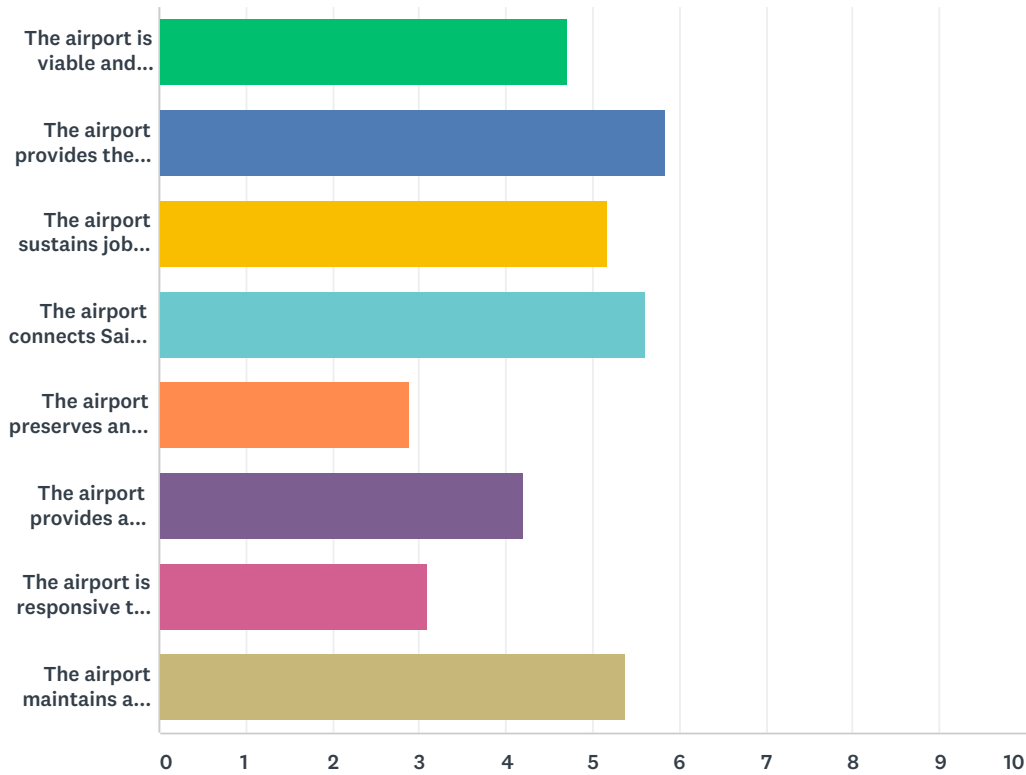


ANSWER CHOICES	RESPONSES	
Very likely	73.54%	278
Likely	24.34%	92
Unlikely	1.59%	6
Not at all likely	0.53%	2
TOTAL		378

Stakeholder survey

Q18 Please rank the following statements from most to least important, with 1 being most important:

Answered: 378 Skipped: 0



	1	2	3	4	5	6	7	8	TOTAL	SCORE
The airport is viable and self-serving	14.98% 46	13.03% 40	10.75% 33	15.64% 48	11.73% 36	12.38% 38	11.07% 34	10.42% 32	307	4.70
The airport provides the timely, competitive choices travelers want	19.55% 61	27.56% 86	16.99% 53	11.54% 36	11.86% 37	4.49% 14	4.81% 15	3.21% 10	312	5.83
The airport sustains jobs and provides economic benefit to the region	8.71% 27	17.10% 53	24.19% 75	14.19% 44	14.84% 46	11.29% 35	7.74% 24	1.94% 6	310	5.16
The airport connects Saint John with the world	19.44% 63	15.12% 49	18.83% 61	20.99% 68	11.42% 37	7.72% 25	4.94% 16	1.54% 5	324	5.60
The airport preserves and promotes its aviation history	1.85% 6	2.15% 7	6.46% 21	9.54% 31	17.23% 56	12.62% 41	14.46% 47	35.69% 116	325	2.88
The airport provides a modern, efficient travel experience	2.43% 8	13.37% 44	8.51% 28	15.20% 50	18.54% 61	26.14% 86	11.25% 37	4.56% 15	329	4.20
The airport is responsive to the communities and stakeholders it serves	2.04% 7	5.54% 19	6.12% 21	7.87% 27	9.33% 32	18.08% 62	36.15% 124	14.87% 51	343	3.10
The airport maintains a safe, secure operation	37.27% 139	11.53% 43	9.65% 36	6.43% 24	7.24% 27	4.02% 15	3.22% 12	20.64% 77	373	5.37

## Q19 In your view what can be done to make YSJ better?

Answered: 338 Skipped: 40

**Q20 We welcome any other comments you may have.**

Answered: 233 Skipped: 145

**Q21 Sign-up to receive additional information from YSJ and be entered in a draw for a \$250 gift card. Please note we never share emails. Winner will be randomly drawn from complete surveys with email addresses included.**

Answered: 335 Skipped: 43