

Asia/Pacific Airport Coordinators Association (APACA)

Agenda Item 2

WWACG Website Survey Results

7th APACA meeting
15 November, 2013
Fort Worth, TX, USA

There were five questions concerning the WWACG website in the IATA post conference survey of SC132 which was held in June in Copenhagen, Denmark

Q1. Have you ever accessed the WWACG website?

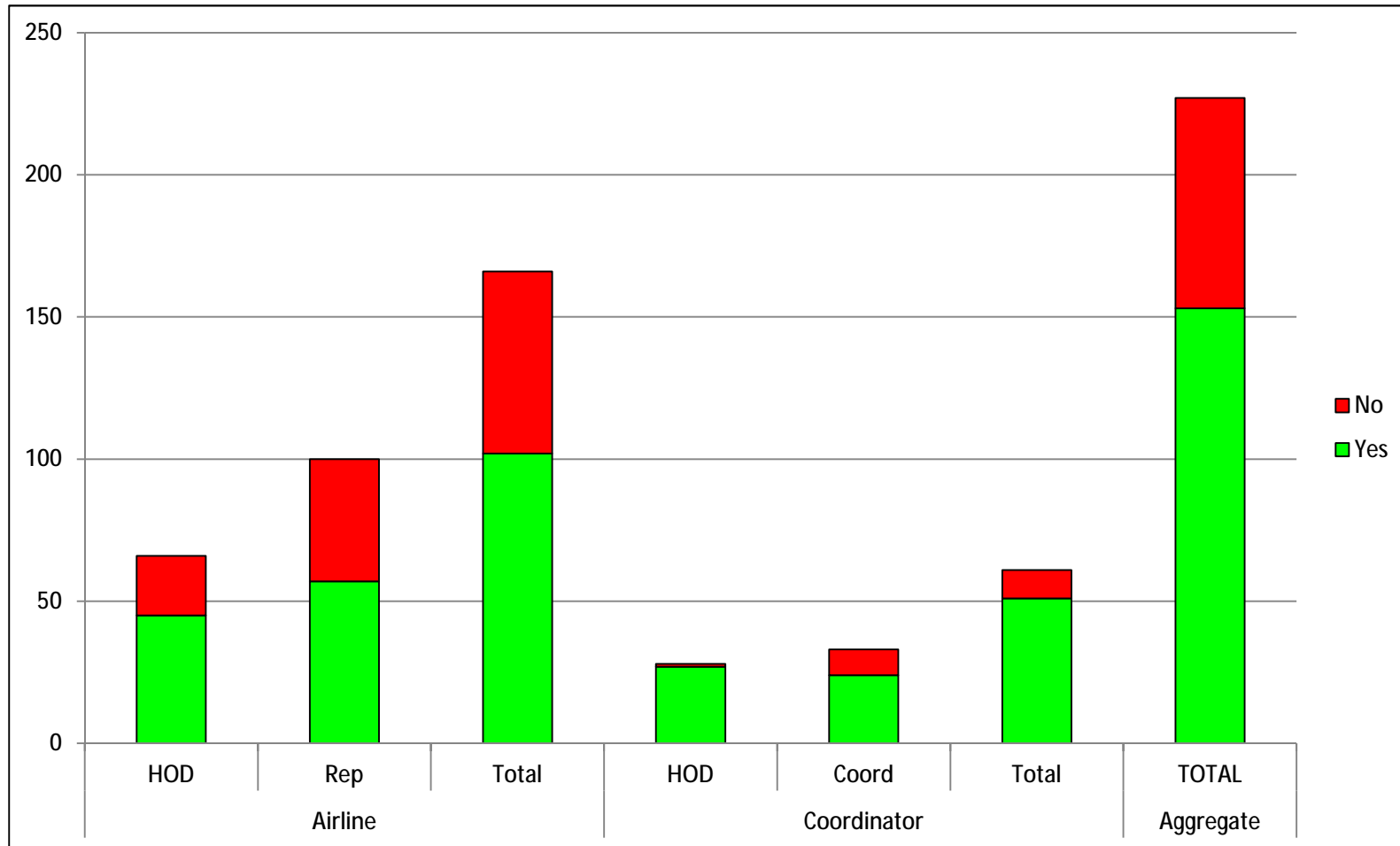
Q2. If Yes, how often do you access the WWACG website?

Q3. If No, why?

Q4. What part of the WWACG website do you think is most useful?

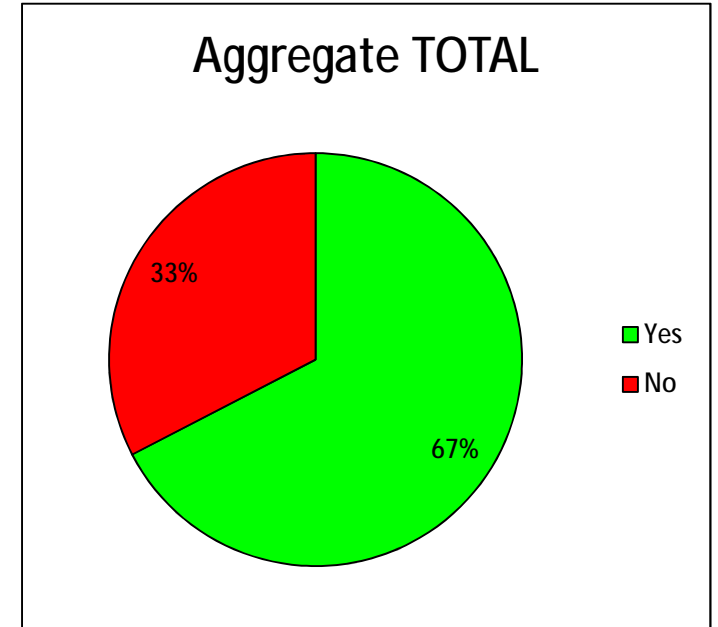
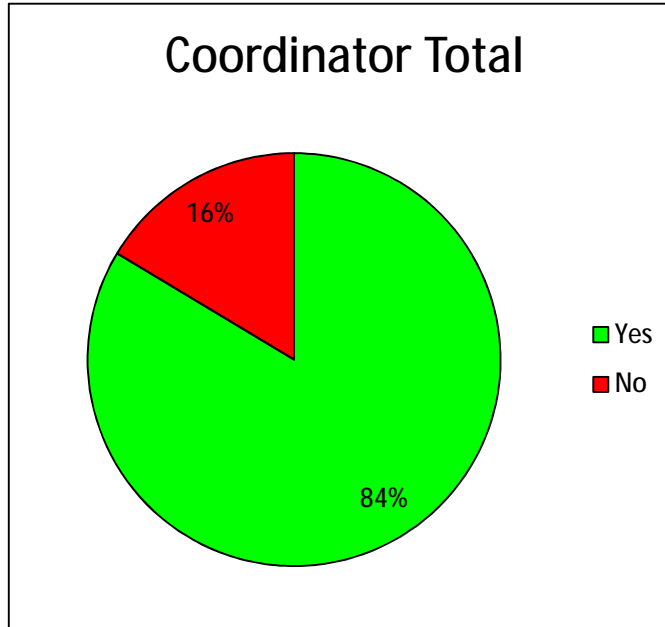
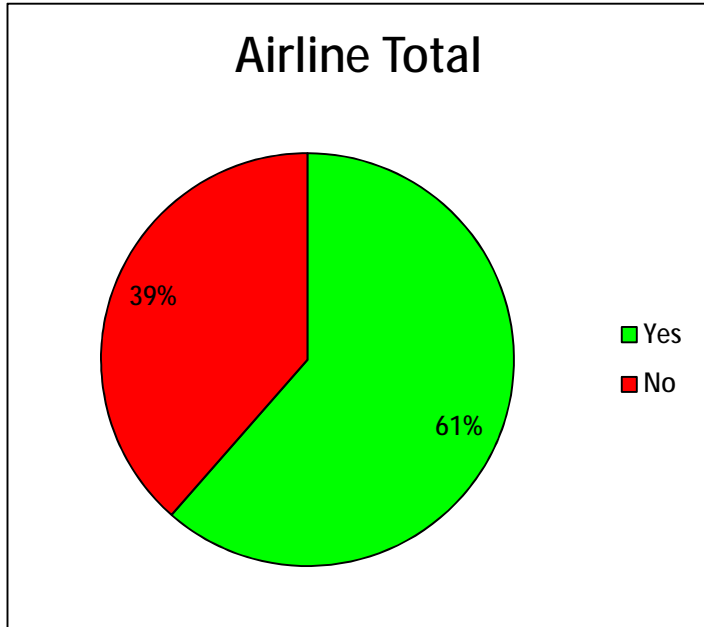
Q5. Do you have any suggestions to improve the WWACG website?

Q1. Have you ever accessed the WWACG website?



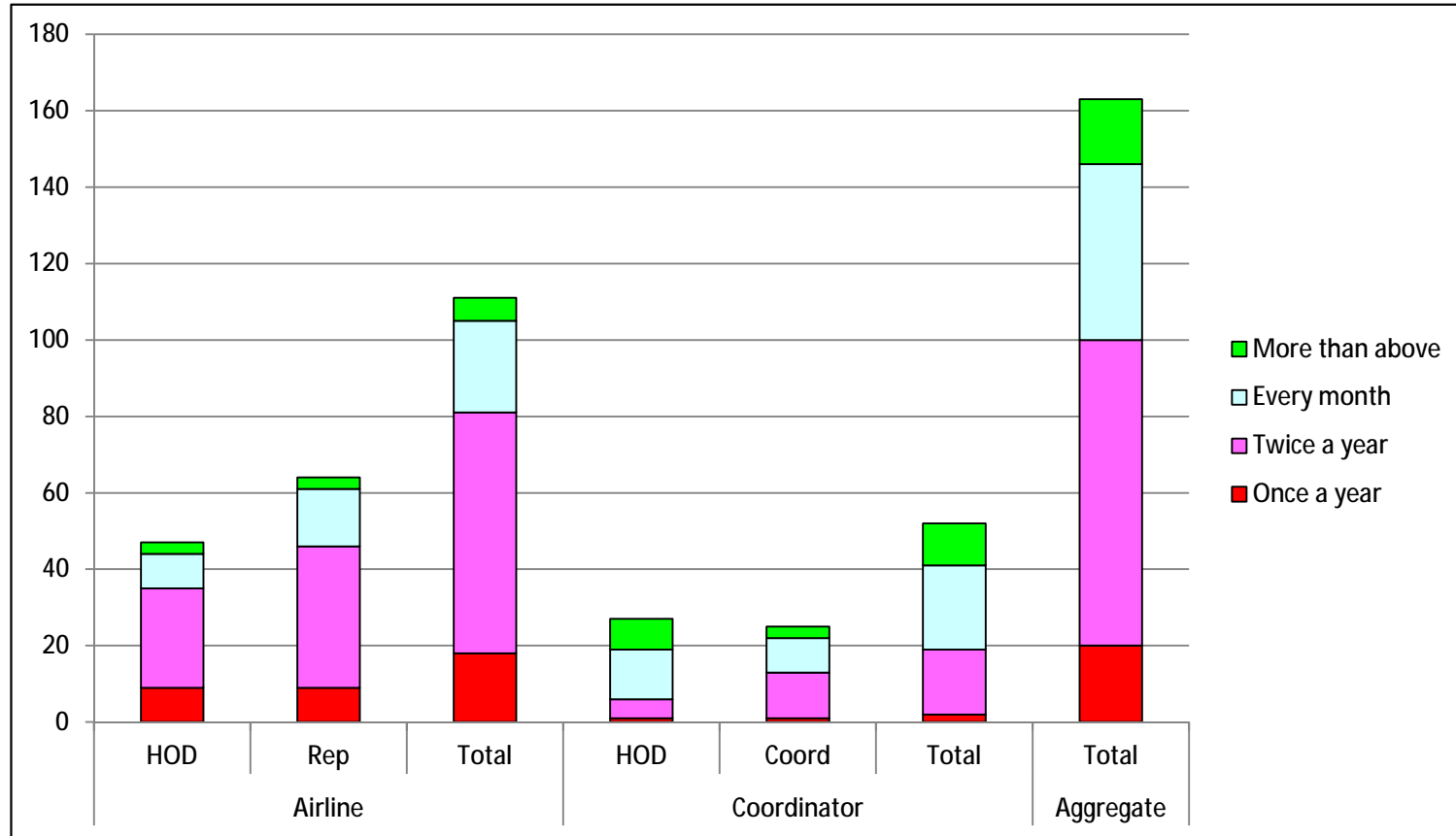
	Airline			Coordinator			Aggregate
	HOD	Rep	Total	HOD	Coord	Total	TOTAL
Yes	45	57	102	27	24	51	153
No	21	43	64	1	9	10	74
Answered Question	66	100	166	28	33	61	227

Q1. Have you ever accessed the WWACG website?



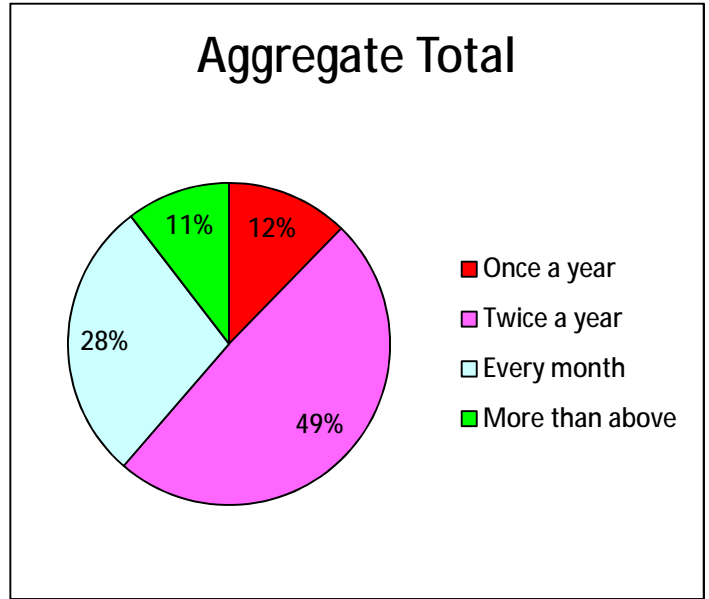
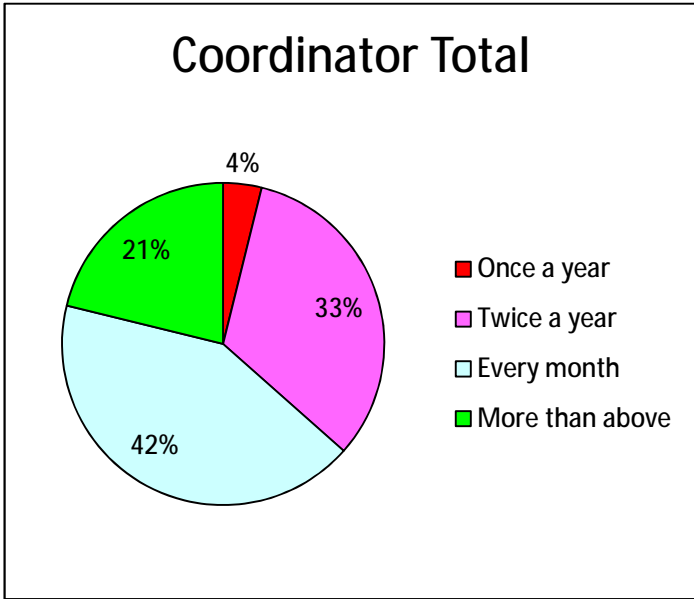
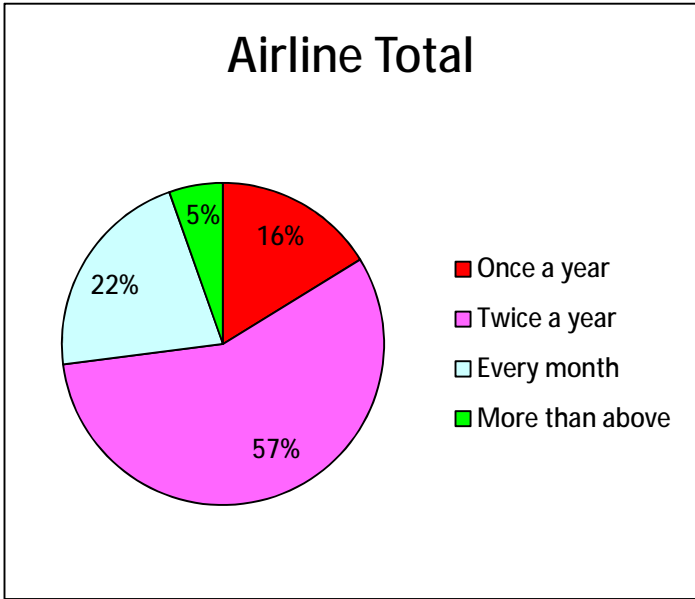
	Airline Total	Coordinator Total	Aggregate TOTAL
Yes	102	51	153
No	64	10	74
Answered Question	166	61	227

Q2. If Yes, how often do you access the WWACG website?



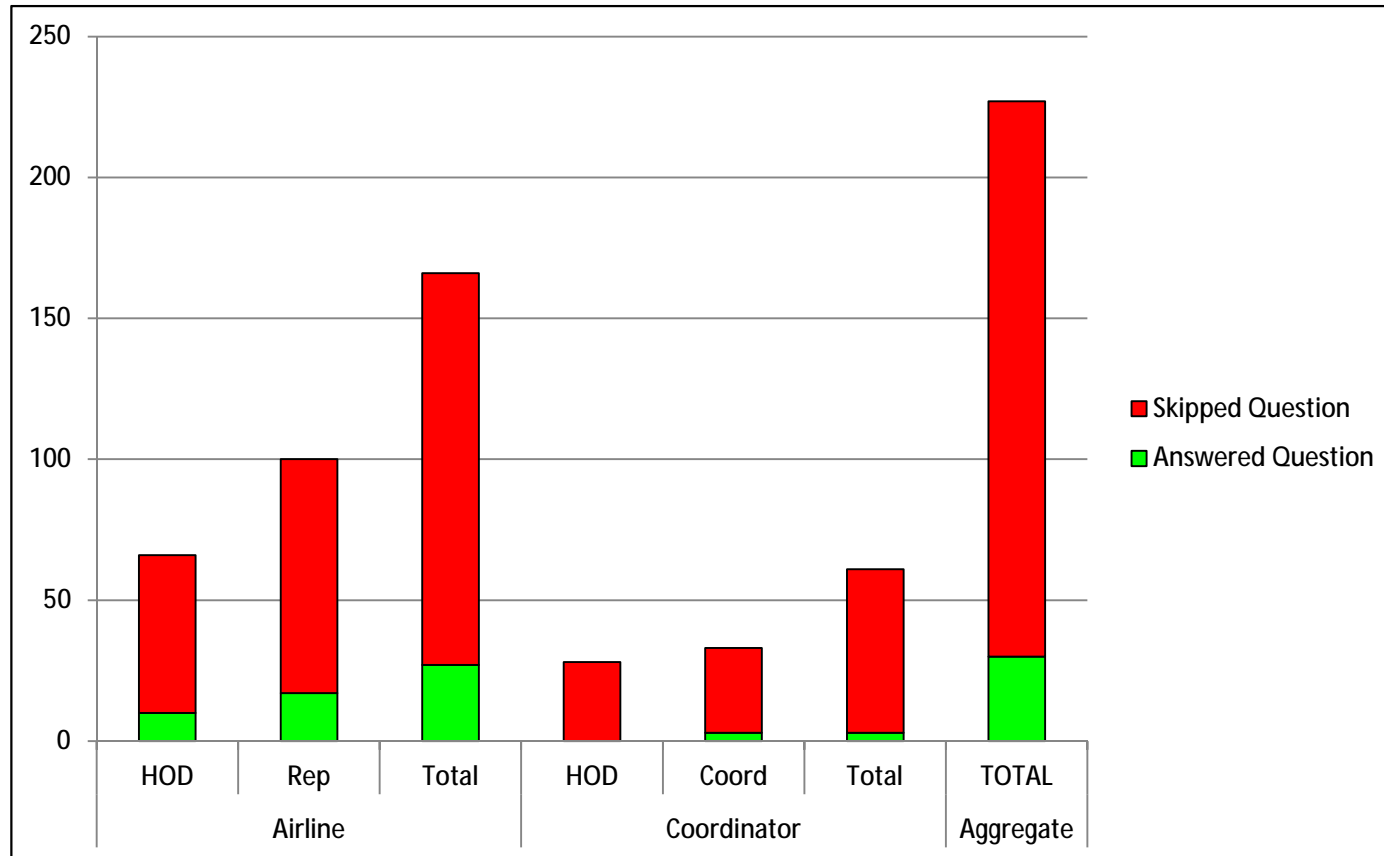
	Airline			Coordinator			Aggregate
	HOD	Rep	Total	HOD	Coord	Total	Total
Once a year	9	9	18	1	1	2	20
Twice a year	26	37	63	5	12	17	80
Every month	9	15	24	13	9	22	46
More than above	3	3	6	8	3	11	17
Answered Question	47	64	111	27	25	52	163
Skipped Question	19	36	55	1	8	9	64

Q2. If Yes, how often do you access the WWACG website?



	Airline Total	Coordinator Total	Aggregate Total
Once a year	18	2	20
Twice a year	63	17	80
Every month	24	22	46
More than above	6	11	17
Answered Question	111	52	163
Skipped Question	55	9	64

Q3. If No, why?



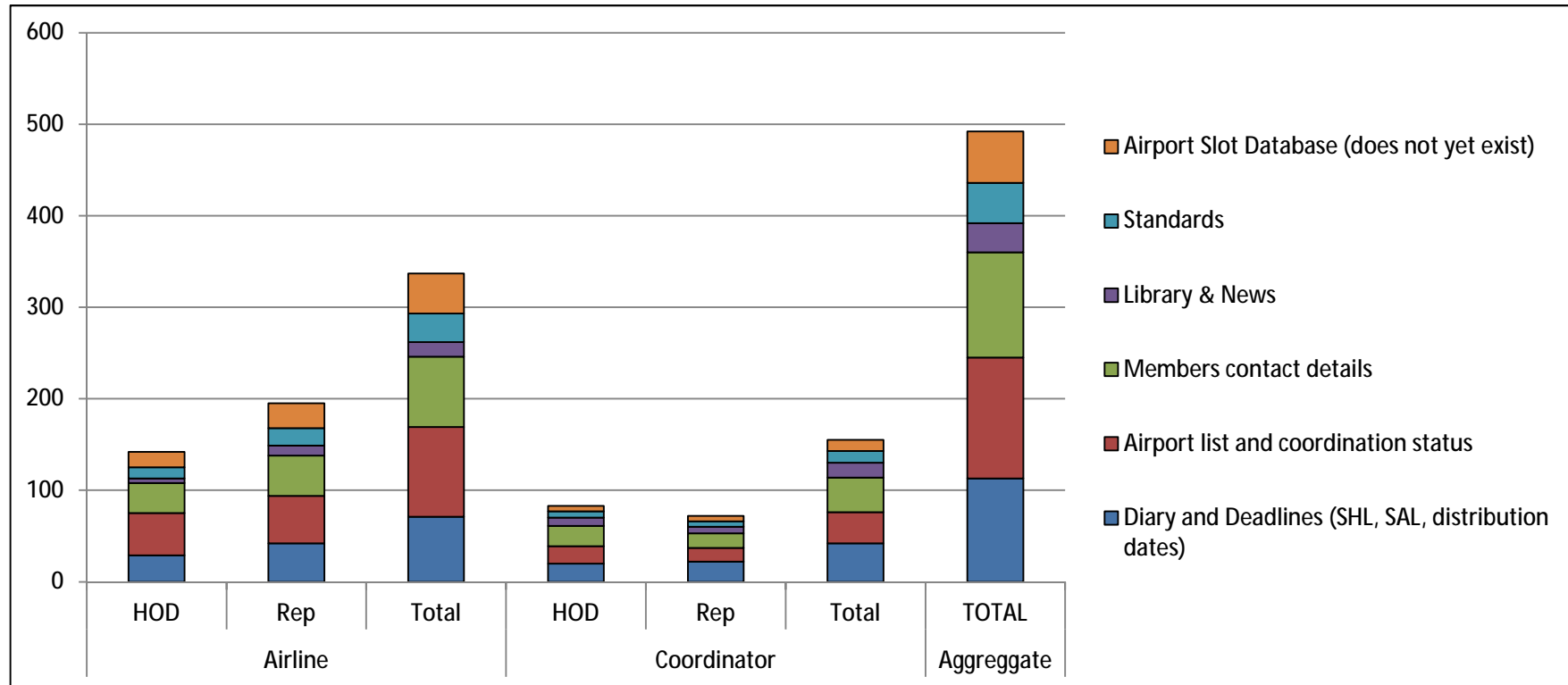
	Airline			Coordinator			Aggregate
	HOD	Rep	Total	HOD	Coord	Total	TOTAL
Answered Question	10	17	27	0	3	3	30
Skipped Question	56	83	139	28	30	58	197
Total	66	100	166	28	33	61	227

Q3. If No, why?

Airline HOD		Airline Rep	
Count	Contents	Count	Contents
5	I did not know the existence of the website	12	I did not know the existence of the website
4	There has been no need	4	No need to do so
1	No reason	1	No reason

Coordinator HOD		Coordinator	
Count	Contents	Count	Contents
0		2	No need to do so
0		1	Did not try it

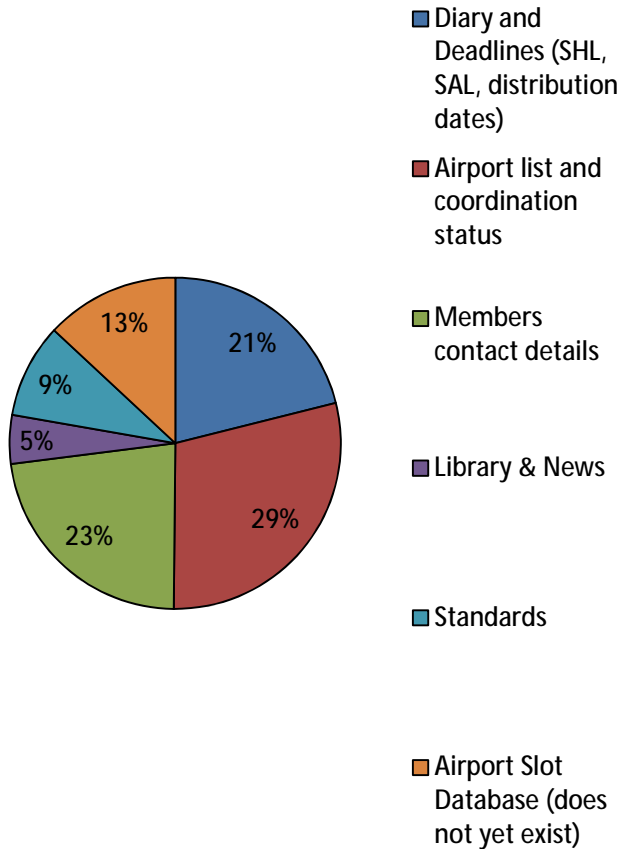
Q4. What part of the WWACG website do you think is most useful?
You may make multiple choices.



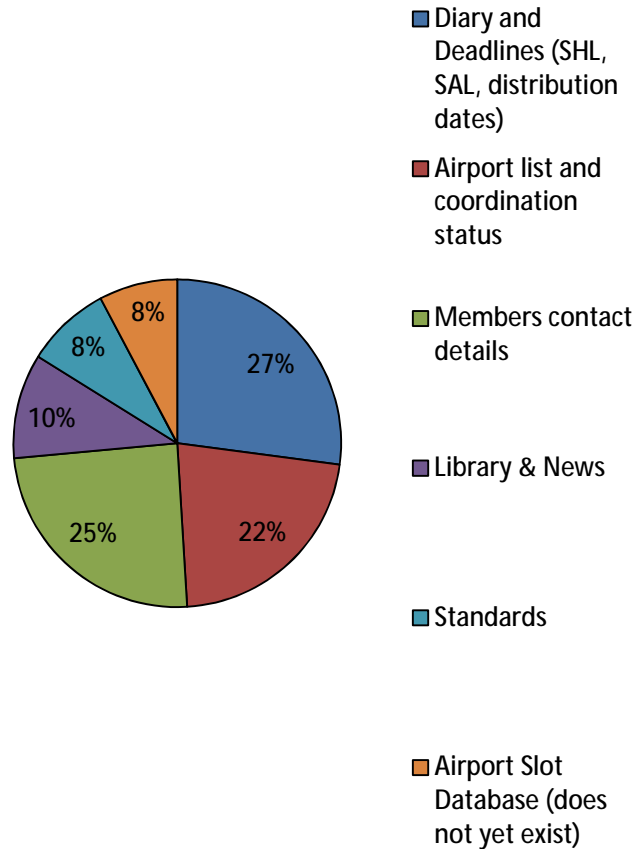
Items	Airline			Coordinator			Aggregate
	HOD	Rep	Total	HOD	Rep	Total	TOTAL
Diary and Deadlines (SHL, SAL, distribution dates)	29	42	71	20	22	42	113
Airport list and coordination status	46	52	98	19	15	34	132
Members contact details	33	44	77	22	16	38	115
Library & News	5	11	16	9	7	16	32
Standards	12	19	31	7	6	13	44
Airport Slot Database (does not yet exist)	17	27	44	6	6	12	56
Total	142	195	337	83	72	155	492
Priority Given	9	7	16	6	2	8	40

Q4. What part of the WWACG website do you think is most useful?
 You may make multiple choices.

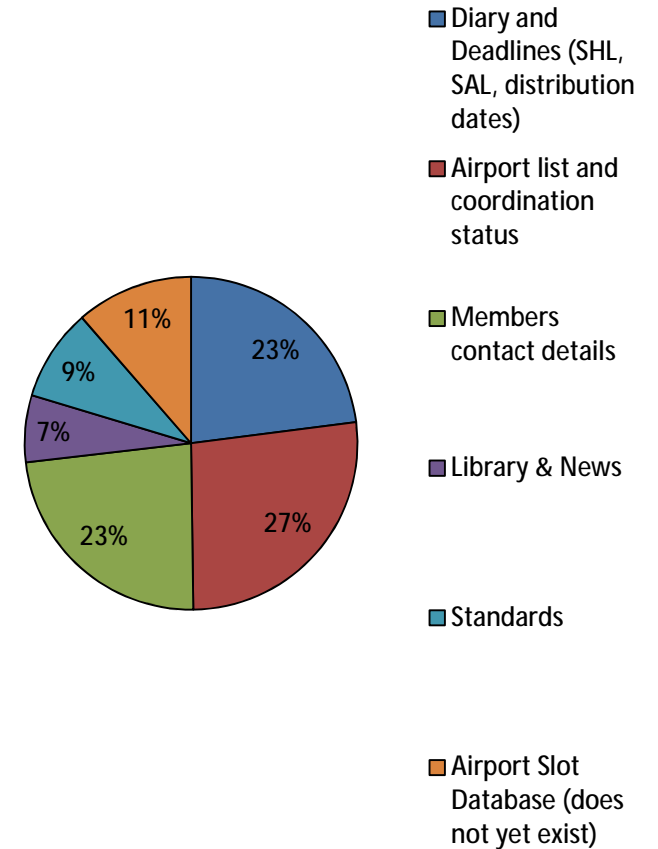
Airline Total



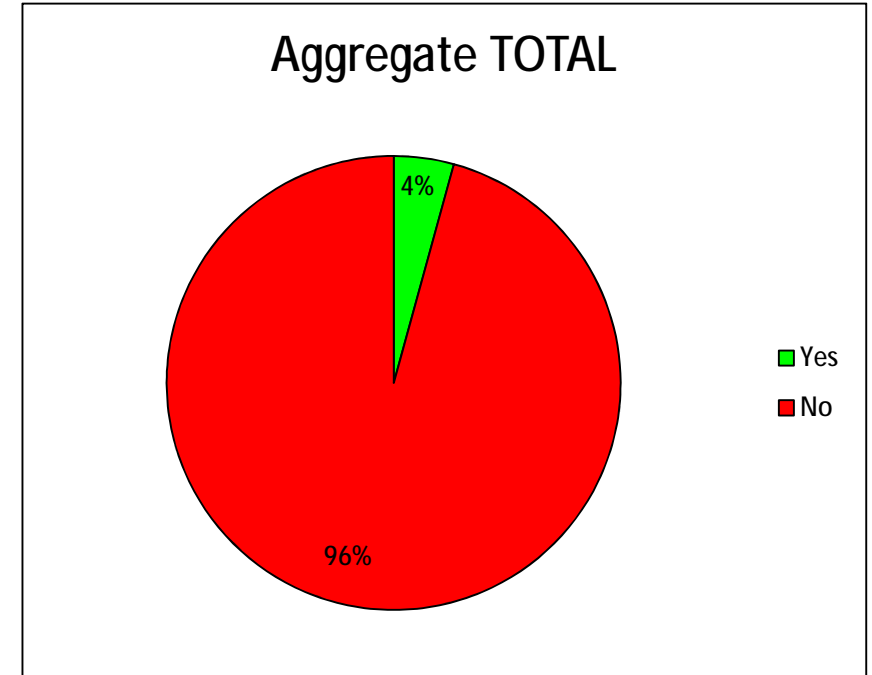
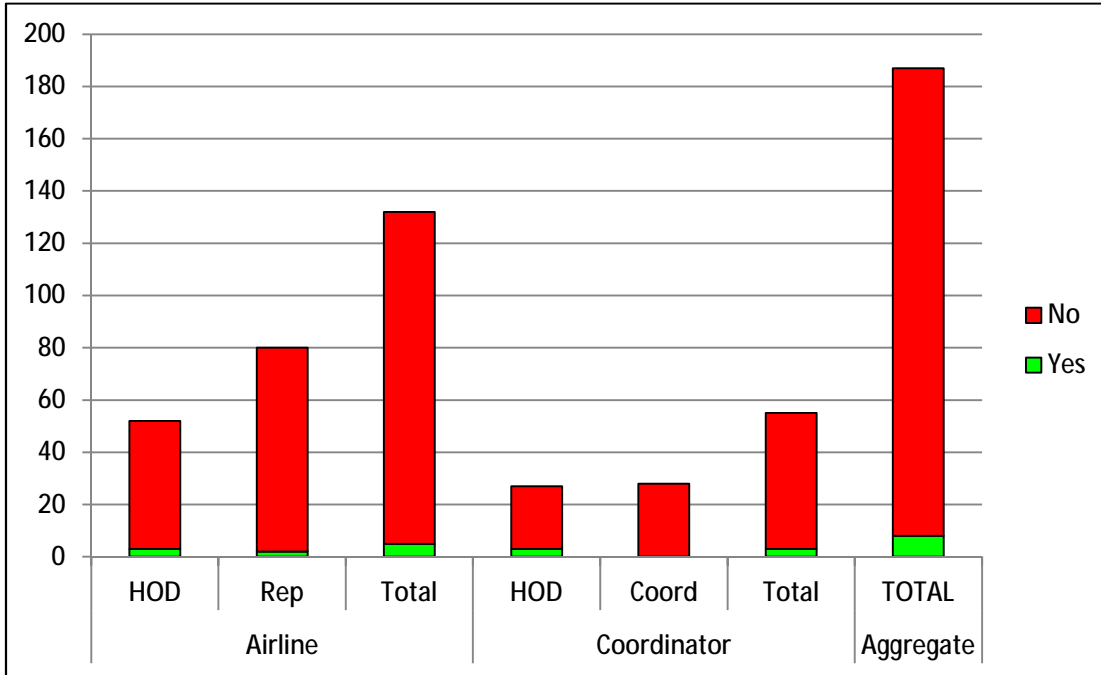
Coordinator Total



Aggregate TOTAL



Q5. Do you have any suggestions to improve the WWACG website?



	Airline			Coordinator			Aggregate
	HOD	Rep	Total	HOD	Coord	Total	TOTAL
Yes	2	3	5	3	0	3	8
No	49	78	127	24	28	52	179
Answered Question	51	81	132	27	28	55	187
Skipped Question	14	20	34	1	5	6	40

Q5. Do you have any suggestions to improve the WWACG website?

Airline HOD		Airline Rep	
Count	Contents	Count	Contents
1	Combine EUACA and WWACG to one database, because of redundancy, cost and manpower. Need database, but easy access to coordinators databases, e.g. via a portal on the WWACG website.	1	EUACA's site does everything. For WWACG, meetings are not listed, status is not updated. Airport Slot Database is needed.
1	as for EUACA website the possibility to see/download slot allocated and waitlist	1	Make the slot data base available
		1	Improved search function

Coordinator HOD		Coordinator	
Count	Contents	Count	Contents
2	Keep the website simple and easy to use	0	
1	Access to schedules worldwide when available	0	
1	More comprehensive information from Chinese and Russian Coordinators.	0	

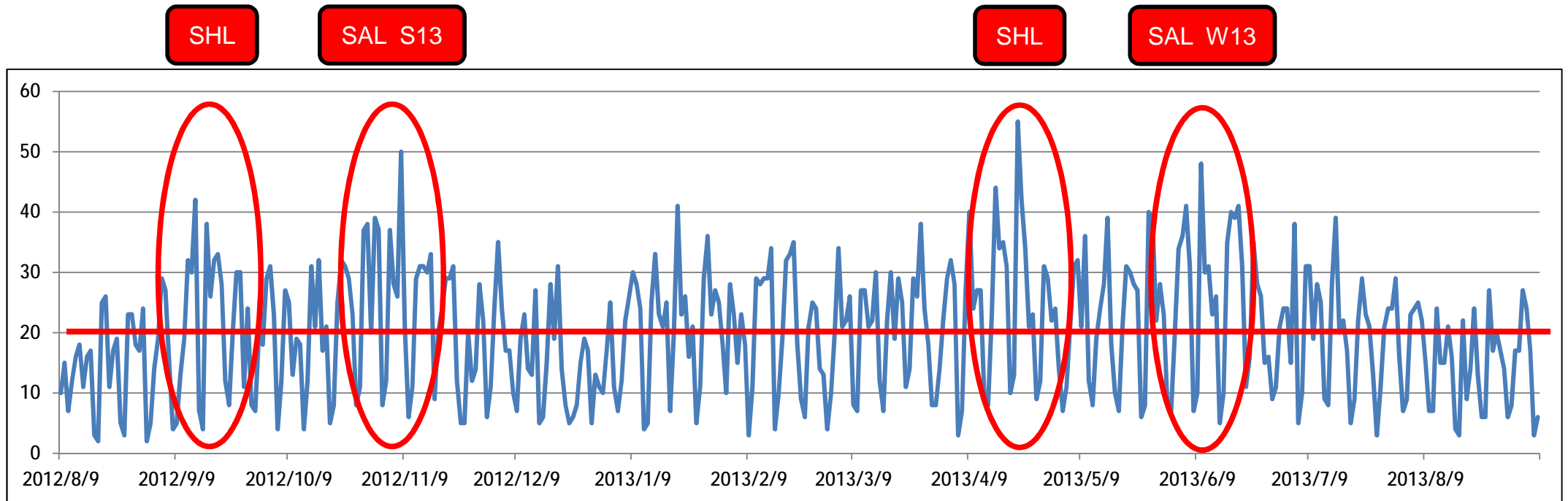
WWACG Website Statistics

(Google Analytics provided by COHOR)

From August 2012 to September 2013

Number of Access

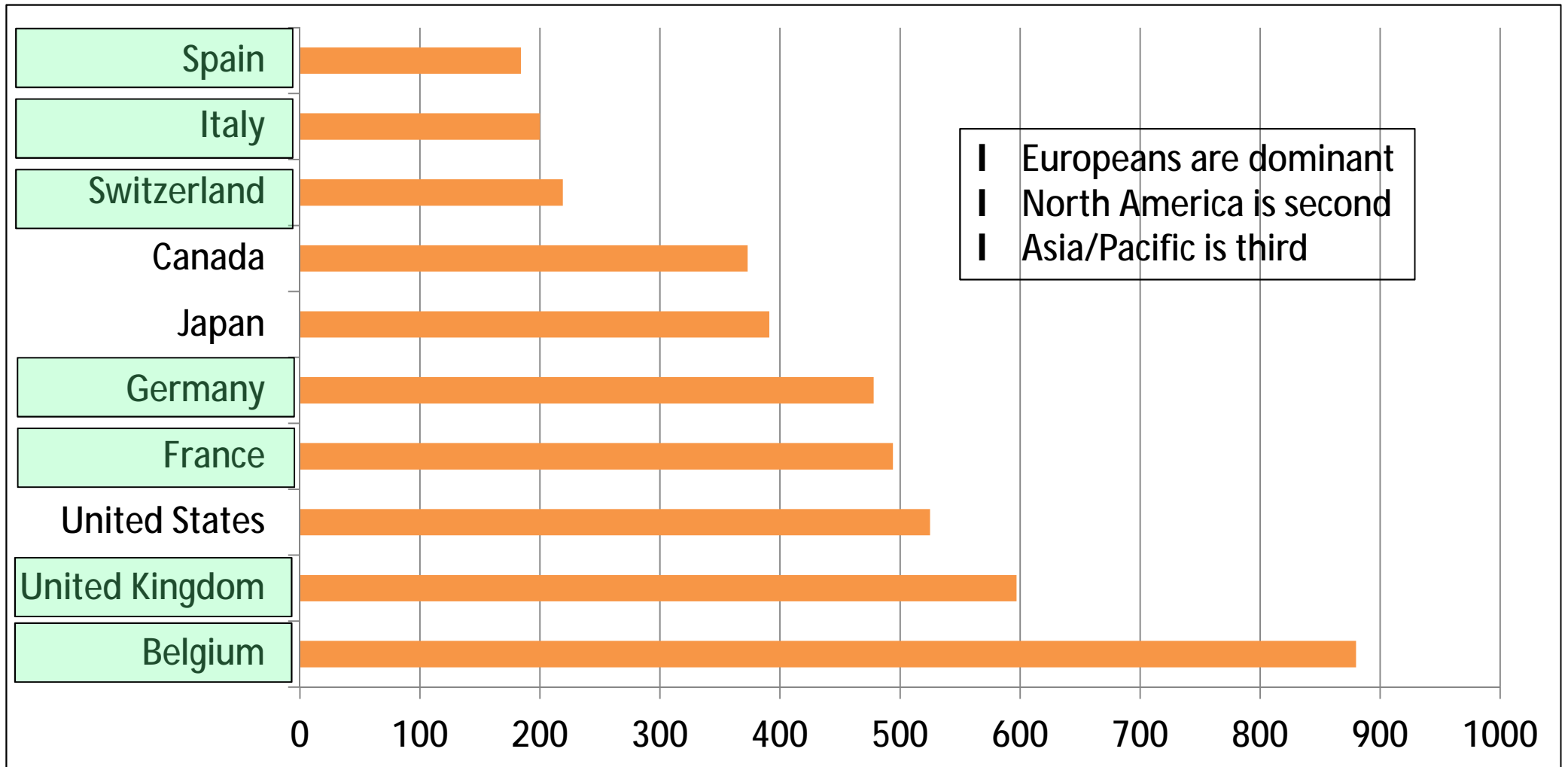
From August 2012 to September 2013



- ! Average access a day is around 20.
- ! There are two peaks in each season (SHL, SAL).

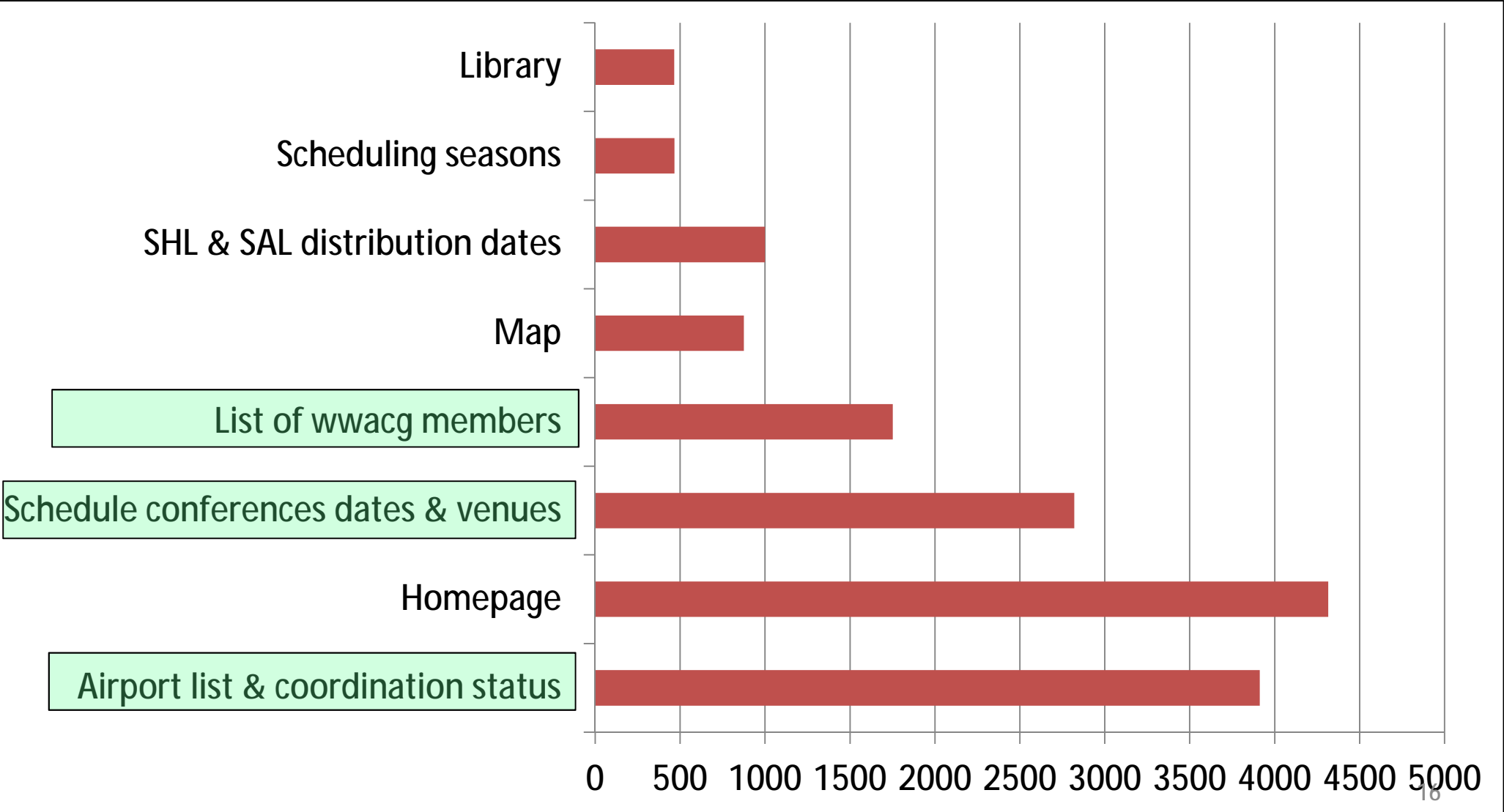
Number of Visit by Country

From August 2012 to September 2013



Most Viewed Pages

From August 2012 to September 2013



Some of the items discussed by Core Group to make WWACG website more attractive

1. Public Recognition

- Ø Propagation at Airline Only HOD meeting
- Ø Propagation in ICAO journal, ACI journal
- Ø Inclusion of WWACG website address in SHL, SAL messages
- Ø Link to WWACG at different website (IATA, ICAO, ACI etc.)

2. WWACG Website

- Ø Regular update of information
- Ø Structural review to find things easily
- Ø Addition of slot data (?)

3. Future Development Plan

- Ø Finalization of development menu
- Ø Acquisition of development cost