

PIETERMARITZBURG CHAMBER OF BUSINESS

**AIRPORT PASSENGER NEEDS SURVEY**

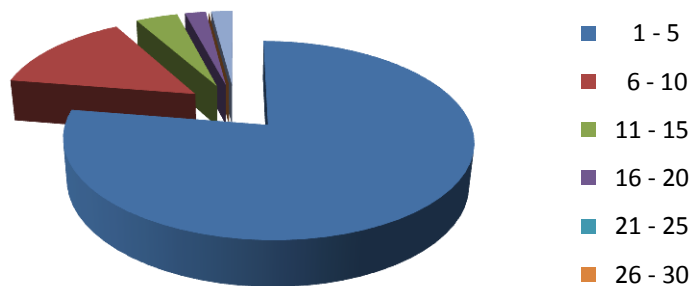
July 2010

1. This survey was conducted during the week 5<sup>th</sup> – 9<sup>th</sup> July. The short questionnaire was sent to all members of the PCB.
2. Forty nine companies responded.
3. Number of company officials who fly regularly on business (more than four times/year).
  - 3.1 The total number of people is 244, an average of 5/responding company.
  - 3.2 A substantial majority of the responding companies have between 1 and 5 regular travellers, while one company has 31.

Number of Travellers/Company

No. of Travellers	1 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	>30
No. of companies	38	7	2	1	0	0	1

**Number of companies**



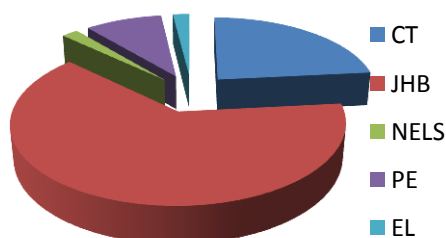
4. Number of flights paid for by the companies in an average year and the destinations.

- 4.1 The most common destination is Johannesburg (878) (a few en route to overseas destinations), while Cape Town has been the destination on 323 occasions. This is followed, some distance behind by Port Elizabeth/East London (these have been linked in a 5 cases).

Destinations

Cape Town	Johannesburg	Nelspruit	Port Elizabeth	East London	TOTAL
327	907	27	126	27	1381

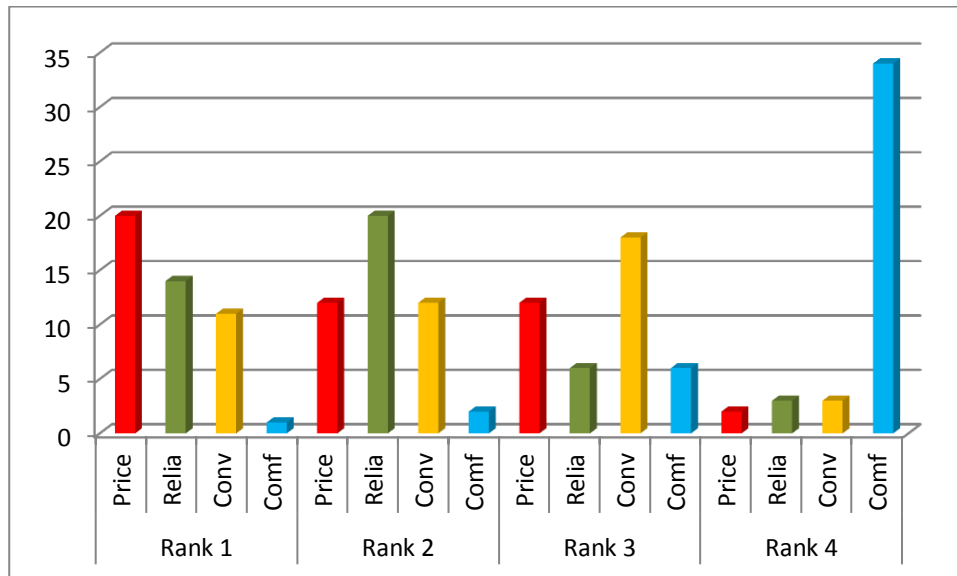
**Destinations**



## 5. Relevant factors

Companies were asked to rank the factors that influenced their flight decisions, viz reliability, price, convenience and comfort (of the aircraft).

**Factors affecting decisions**



## 6. Other comments

Some companies added comments.

- Number that complained about comparative ticket prices from Pietermaritzburg: 11
- Number that complained about unreliability of Airlink service: 12
- In some cases price and reliability were linked in the same comment.
- Other comments related to
  - The need for more lounge space
  - The need for a more comfortable business lounge
  - The need for better restaurant facilities
  - Better service for international travellers, including inconvenient Saturday schedule, and, particularly, lack of baggage check-in facility to international destination
  - The cost of parking
  - A positive comment about the convenience of check-in
  - "PMB Airport is absolutely fantastic. Please add services."