Airports Service Evaluation Report

First Quarter 2018

CAPSE

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Overview

Overview

CAPSE selected 36 airports to measure passenger satisfaction, covering 32 airports in mainland China and 4 regional and international ones in the first quarter of 2018. And a total of 593,864 questionnaires have been collected.

In the latest evaluation, the mainland airports are as follows: Shanghai Hongqiao International Airport, Xiamen Gaoqi International Airport, Shanghai Pudong International Airport, Nanjing Lukou International Airport, Beijing Capital International Airport, Chengdu Shuangliu International Airport, Shenzhen Bao'an International Airport, Hangzhou International Airport, Tianjin Binhai International Airport, Haikou Meilan International Airport, Changsha Huanghua International Airport, Qingdao Liuting International Airport, Xi'an Xianyang International Airport, Kunming Changshui International Airport, Guangzhou Baiyun International Airport, Chongqing Jiangbei International Airport, Harbin Taiping International Airport, Dalian International Airport, Wuhan Tianhe International Airport, Sanya Phoenix International Airport, Zhengzhou Xinzheng International Airport, Urumqi International Airport, Shenyang Taoxian International Airport, Fuzhou Changle International Airport, Nanning Wuxu International Airport, Guiyang Longdongbu International Airport, Jinan Yaoqiang International Airport, Lanzhou Zhongchuan International Airport, and <u>the newly added Taiyuan Wusu International Airport, Changchun Longjia International Airport, Nanchang Changbei International Airport as well as Hohhot Baita International Airport for this quarter</u>. Additionally, regional and international airports are as follows: Hong Kong International Airport, Incheon International Airport, Taoyuan International Airport and Bangkok Suvarnabhumi International Airport, respectively.

The criteria of Airports Service Evaluation contain the overall score, 5 primary indexes, including airport transportation, airport security check, airport services and facilities, airport commercial services and airport ground services for irregular flights, along with 29 secondary indexes. Based on passenger demands that has influence on airlines and airports, the quarterly report of CAPSE provides overall analysis on civil aviation entities across passengers' experiences, airline or airport's data and professional evaluation.

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Version Description of 2018 CAPSE Questionnaires

To evaluate passengers' experiences about air services with greater precision, and help airports figure out what the problem is and improve services, CAPSE launched the new version of airports service evaluation questionnaires in the first quarter of 2018. Compared with the old version, the previous **5 primary indexes covering 30 secondary indexes** are updated to **6 primary indexes, including 31 secondary indexes** in the new one. As follows:

1) Airport Transportation: The secondary index of "**satisfaction with transport modes for getting to airport**" (taxi, metro, others) is deleted;

2) Airport Services and Facilities: The secondary index of "**highlight of baggage carousel reminder in arrival airport**" is deleted;

3) Baggage Services: The newly added primary index of "baggage services" covers 3 secondary indexes, including "**Satisfaction of baggage protection**", "**time of baggage transfer**" (**the waiting time at baggage carousels**) and "**guide for baggage claim**";

4) Airport Ground Services for Irregular Flights: The previous 4 secondary indexes covering the satisfaction with "**irregular flight meals**", "**rest area arrangement**", "**emotional comfort for passengers**" and "**flight information announcement**" are optimized to the satisfaction with "**receiving flight information announcement for the first time**", "**ground services for irregular flight**", "**delayed flight meals**" and "**accommodations**".

Airports Service Evaluation

Airports Service Evaluation Report for Q1 2018
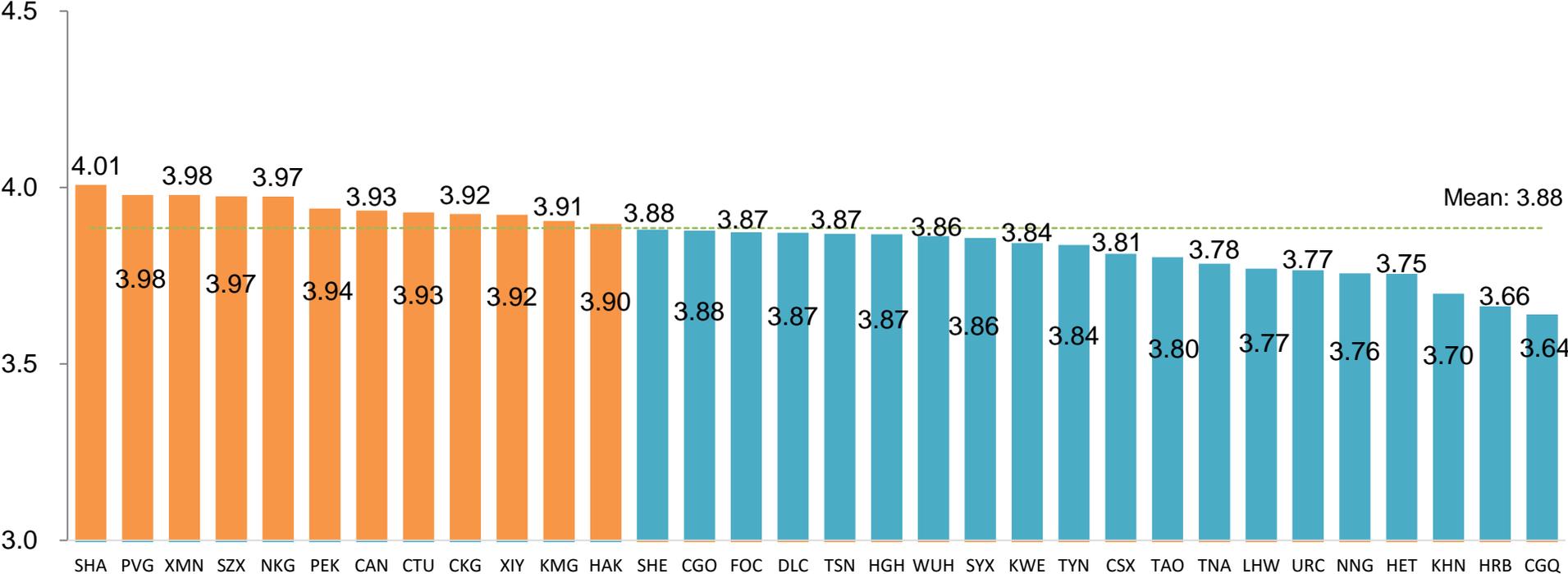Airport Rankings for Passenger Satisfaction
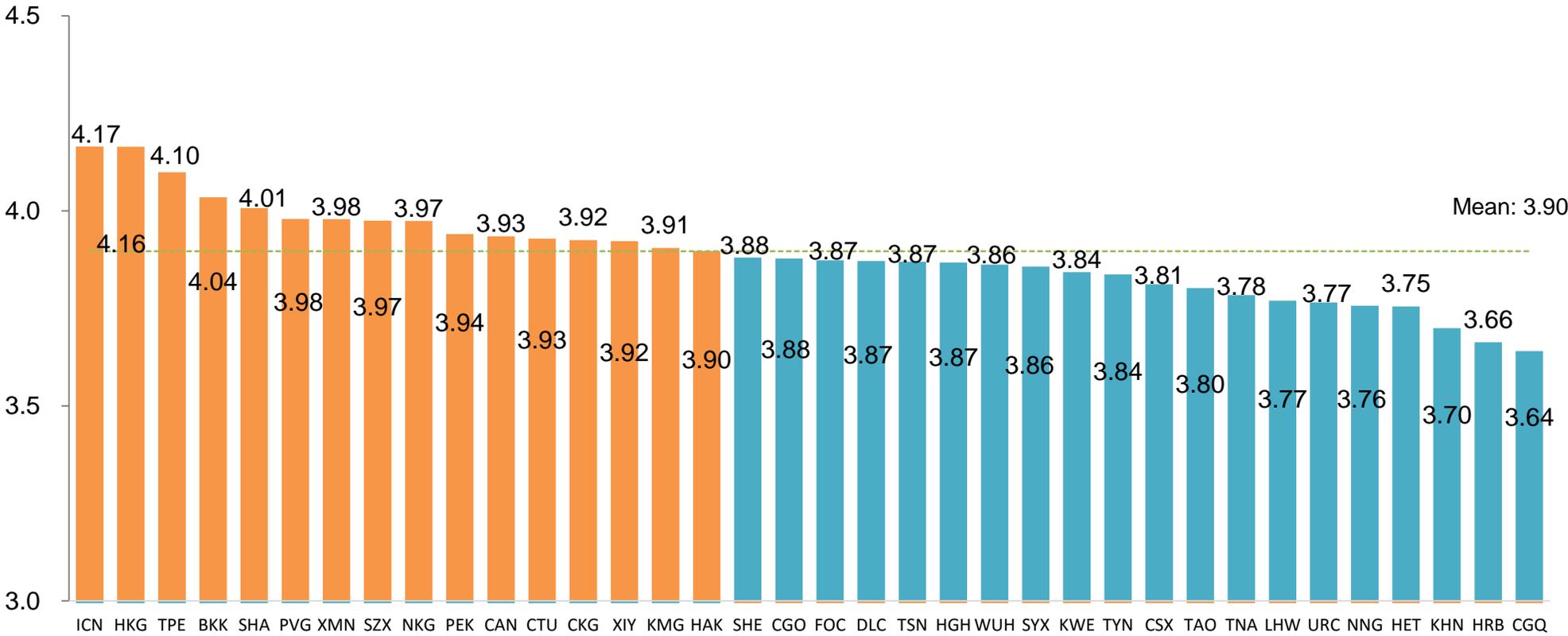
Data: CAPSE. net

The evaluation indicators for airport rankings: Airport transportation, airport services and facilities, airport security check, airport commercial services and airport ground services for irregular flights.

Airports Service Evaluation Report for Q1 2018
China Mainland Airport Rankings for Passenger Satisfaction
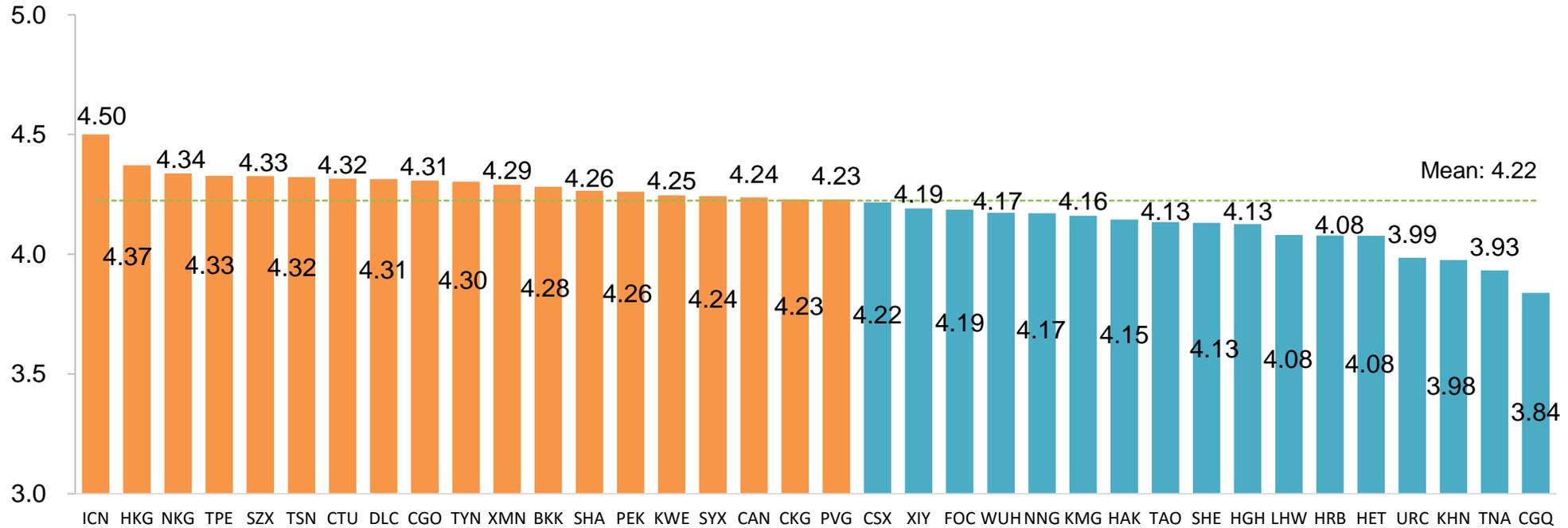
Data: CAPSE. net

The evaluation indicators for airport rankings in mainland China: Airport transportation, airport services and facilities, airport security check, airport commercial services and airport ground services for irregular flights.

Airports Service Evaluation Report for Q1 2018
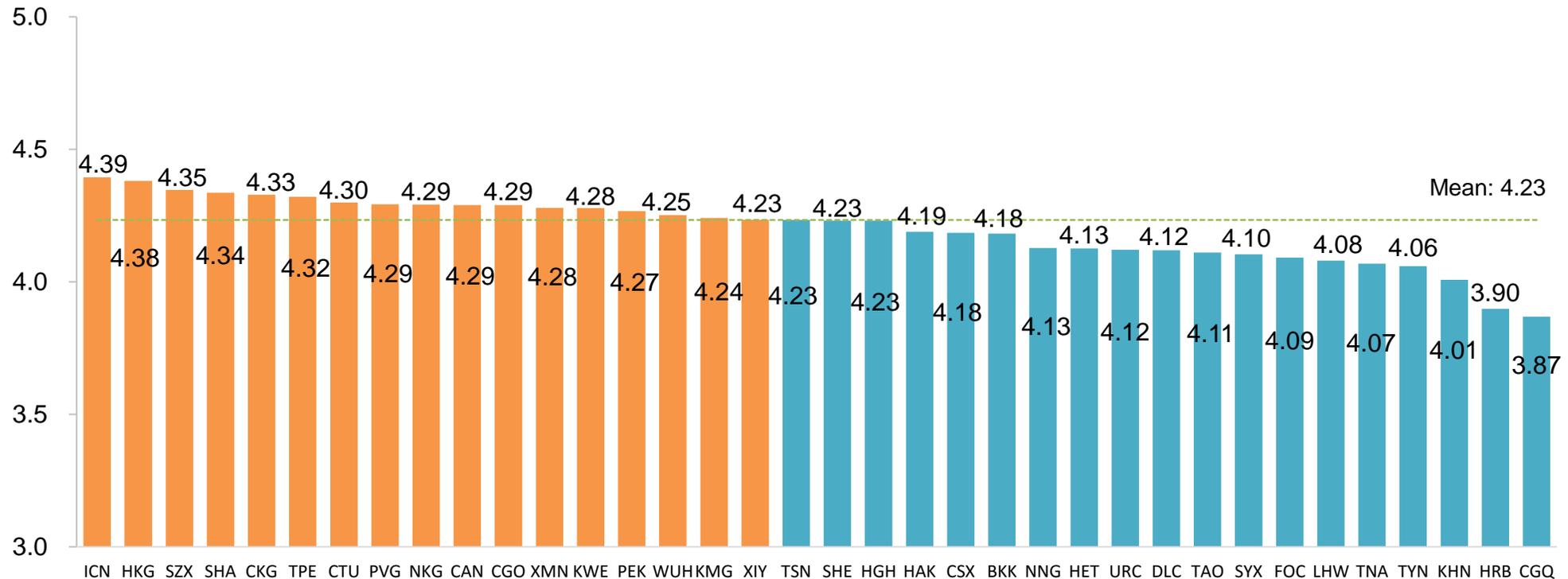Airport Transportation Rankings by Average Score

Mean: 4.22

Airport	Score
ICN	4.50
HKG	4.37
NKG	4.34 / 4.33
TPE	4.33
SZX	4.33 / 4.32
TSN	4.32
CTU	4.32 / 4.31
DLC	4.31
CGO	4.31 / 4.30
TYN	4.29
XMN	4.29 / 4.28
BKK	4.26
SHA	4.26
PEK	4.25
KWE	4.24
SYX	4.24
CAN	4.24
CKG	4.23
PVG	4.23 / 4.22
CSX	4.22
XIY	4.19
FOC	4.17
WUH	4.17
NNG	4.16
KMG	4.15
HAK	4.13
TAO	4.13
SHE	4.13
HGH	4.08
LHW	4.08
HRB	4.08
HET	3.99 / 3.98
URC	3.99
KHN	3.93
TNA	3.93
CGQ	3.84

Data: CAPSE. net

The sub-indicators for airport transportation evaluation: Satisfaction with shuttle service for getting to airport, service in departure airport parking lot, shuttle service for leaving airport, taxi service for leaving airport, transport modes for leaving airport (metro, others) and service for leaving airport parking lot.

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Airports Service Evaluation Report for Q1 2018
Airport Services and Facilities Rankings by Average Score

Mean: 4.23

| Airport	Score
ICN	4.39
HKG	4.38
SZX	4.35
SHA	4.34
CKG	4.33
TPE	4.32
CTU	4.30
PVG	4.29
NKG	4.29
CAN	4.29
CGO	4.29
XMN	4.28
KWE	4.28
PEK	4.27
WUH	4.25
KMG	4.24
XIY	4.23
TSN	4.23
SHE	4.23
HGH	4.23
HAK	4.19
CSX	4.18
BKK	4.18
NNG	4.13
HET	4.13
URC	4.12
DLC	4.12
TAO	4.11
SYX	4.10
FOC	4.09
LHW	4.08
TNA	4.07
TYN	4.06
KHN	4.01
HRB	3.90
CGQ	3.87

Data: CAPSE. net

The sub-indicators for airport services and facilities evaluation: Satisfaction with luggage trolleys both in departure airport and arrival airport, courtesy and helpfulness of departure airport staff, departure airport signs, cleanliness and ambience of departure airport, departure airport facilities, flight information announcement in departure airport, cleanliness and availability of toilets both in departure airport and arrival airport, Wi-Fi service of departure airport, cultural characteristics of departure airport, and airport counter check-in service as well as airport self check-in service.

Airports Service Evaluation Report for Q1 2018
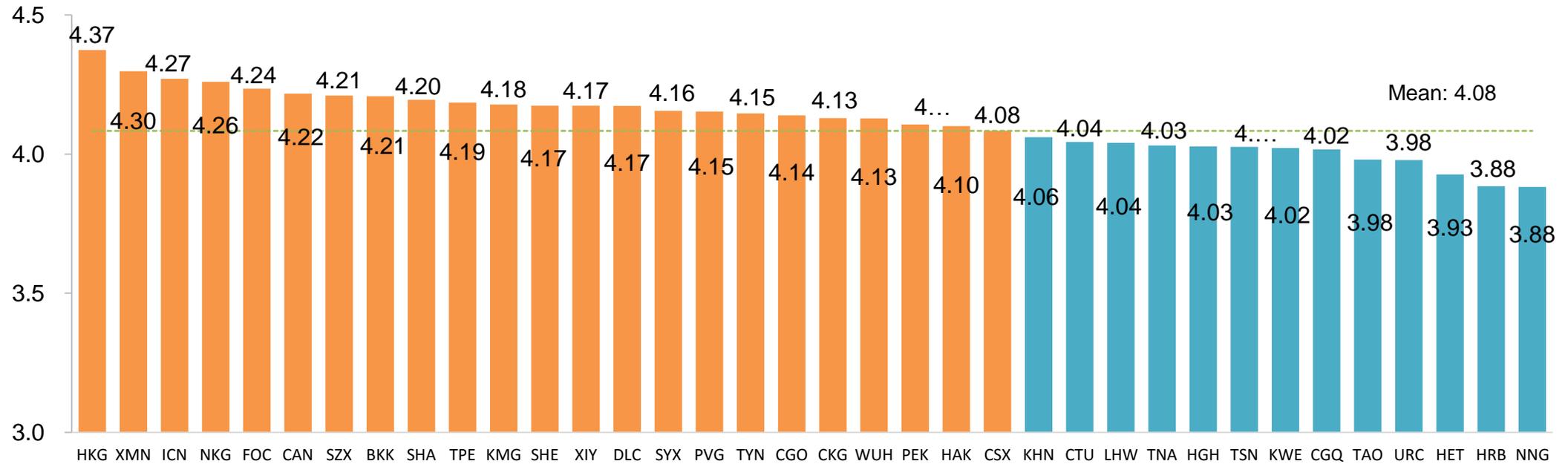## Airport Commercial Services Rankings by Average Score
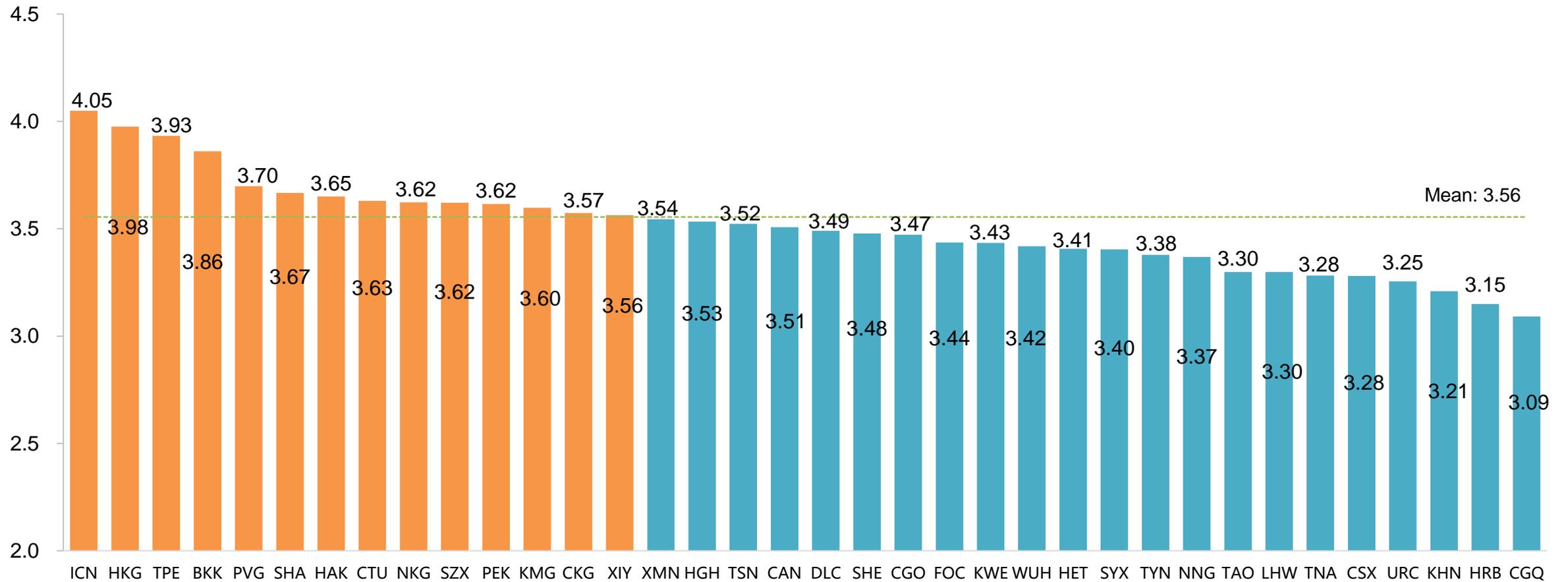
Data: CAPSE. net

The sub-indicators for airport commercial services evaluation: Abundance of goods, abundance of dining, goods prices satisfaction and dining prices satisfaction.

Airports Service Evaluation Report for Q1 2018
## Airport Security Check Rankings by Average Score

Mean: 4.08

Airport	Score
HKG	4.37
XMN	4.30
ICN	4.27
NKG	4.26
FOC	4.24
CAN	4.22
SZX	4.21
BKK	4.21
SHA	4.20
TPE	4.19
KMG	4.18
SHE	4.17
XIY	4.17
DLC	4.17
SYX	4.16
PVG	4.15
TYN	4.15
CGO	4.14
CKG	4.13
WUH	4.13
PEK	4.…
HAK	4.10
CSX	4.08
KHN	4.06
CTU	4.04
LHW	4.04
TNA	4.03
HGH	4.03
TSN	4.…
KWE	4.02
CGQ	4.02
TAO	3.98
URC	3.98
HET	3.93
HRB	3.88
NNG	3.88

Data: CAPSE. net

The sub-indicators for airport security check evaluation: Security check satisfaction.

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Airports Service Evaluation Report for Q1 2018
Airport Baggage Services Rankings by Average Score
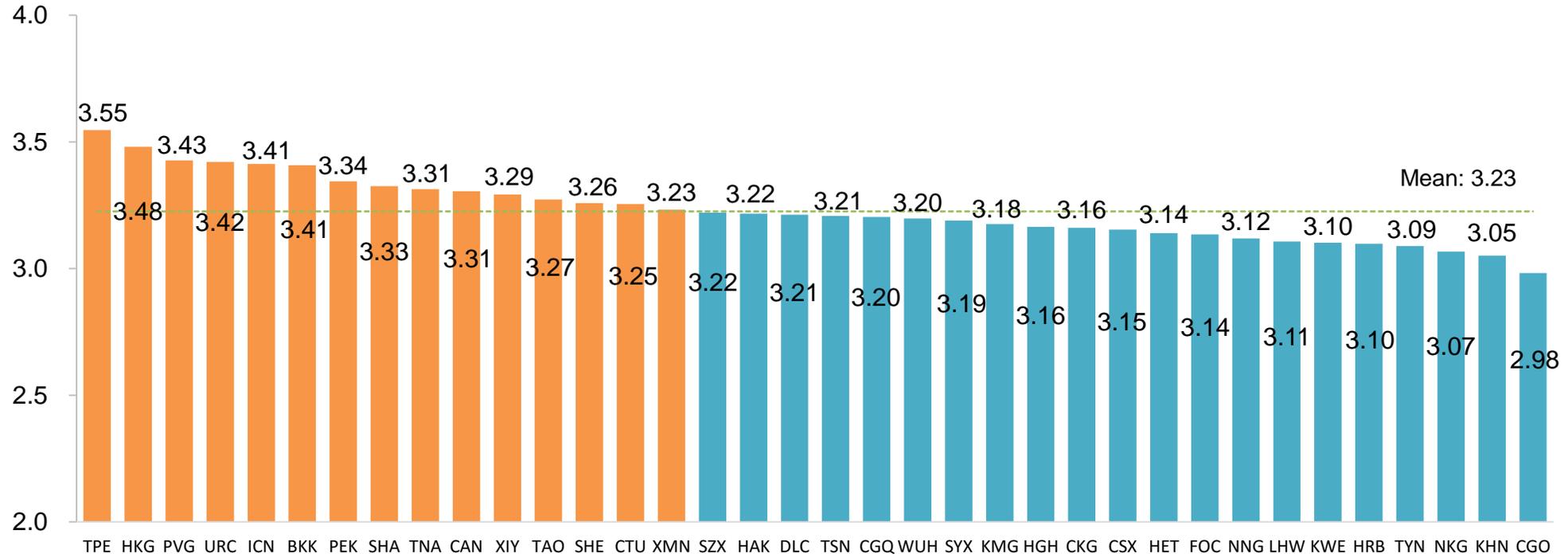
Mean: 3.73
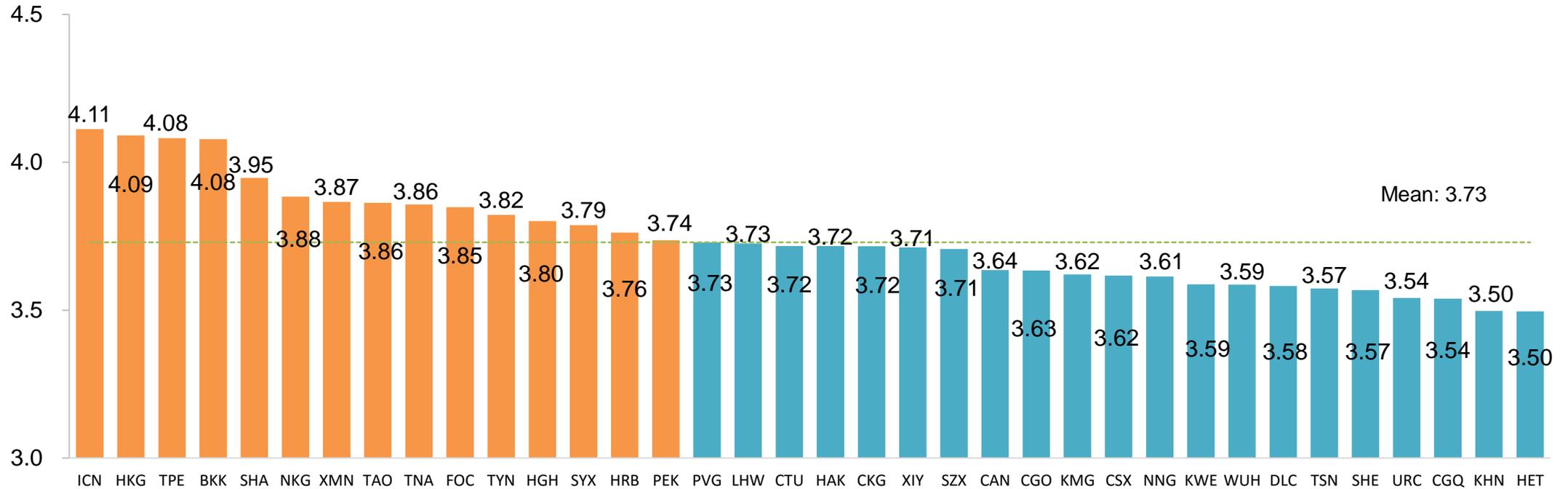
Data: CAPSE. net

The sub-indicators for airport baggage services evaluation: Satisfaction of baggage protection, time of baggage transfer (the waiting time at baggage carousels) and guide for baggage claim.

Airports Service Evaluation Report for Q1 2018
Airport Ground Services Rankings for Irregular Flights by Average Score

Mean: 3.23

TPE 3.55 / 3.48
HKG 3.43 / 3.42
PVG 3.43 / 3.42
URC 3.41 / 3.41
ICN 3.41
BKK 3.34 / 3.33
PEK 3.34
SHA 3.33
TNA 3.31 / 3.31
CAN 3.31
XIY 3.29 / 3.27
TAO 3.27
SHE 3.26 / 3.25
CTU 3.25
XMN 3.23
SZX 3.22 / 3.22
HAK 3.22
DLC 3.21 / 3.21
TSN 3.21
CGQ 3.20 / 3.20
WUH 3.20
SYX 3.19
KMG 3.18
HGH 3.16 / 3.16
CKG 3.16
CSX 3.15
HET 3.14 / 3.14
FOC 3.14
NNG 3.12 / 3.11
LHW 3.10
KWE 3.10
HRB 3.10
TYN 3.09
NKG 3.07
KHN 3.05
CGO 2.98

Data: CAPSE. net

The sub-indicators for airport ground services evaluation for irregular flights: Satisfaction with receiving flight information announcement for the first time, ground services for irregular flight, delayed flight meals and accommodations.

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About CAPSE

Introduction

With using mobile Internet technology and being based on true passenger satisfaction survey that is being voted actively, CAPSE (Civil Aviation Passenger Service Evaluation) reflects the current civil aviation services in China through comprehensive analysis on travelers' reviews.

Compared with previous survey methods, CAPSE believes this approach can avoid the possible deviation of results caused by centralized questionnaires, as well as differences between foreign surveys and China's actual conditions.

Most importantly, the results come from neither experts nor temporary analysis, but just continuous evaluation of true passengers instead, which represents the reality of China's air services.

CAPSE will publish China Civil Aviation Passenger Service Evaluation Report regularly, and hopes to be helpful to air services in China. On the basis of this analytical report, CAPSE expects to not only express the true voices of travelers for air service, and make great efforts to help airline or airport find ways to improve it, but give a reference to global airlines that have great expectations in the potential market of China as well.

Background and Main Points of CAPSE

It had been in bad need of a third-party evaluation that was real and objective for a long time, especially a real service evaluation from air travelers.

With using mobile Internet technology, and ensuring the veracity of travelers who take part in the survey, CARNOC.com and VariFlight App have been working on questionnaires of civil aviation service that travelers really care about since May 2012. Based on true passenger satisfaction survey, namely, CAPSE, which is being voted actively, and Civil Aviation Passenger Service Evaluation Report comes into being eventually.

A "Factual" Report---To ensure the veracity of flights and validity of questionnaires, passengers who take part in the survey need to sign up by mobile number, upload boarding pass, then make sure of its reality via manual audit, and complete the questionnaires finally.

A Report about "Feelings"---Civil Aviation Passenger Service Evaluation Report is about passengers' true experience with civil aviation service.

Definition of "Best"---Travelers enjoy services and think that it is good value for money. As long as there is service offered by any entities, there is passengers' feelings for it. Therefore, the evaluation standards of Civil Aviation Passenger Service Evaluation Report have nothing to do with entity's scale, transport volume and throughput, service levels as well as sales price, which just depend on feelings of service that is good or bad.

In Civil Aviation Passenger Service Evaluation Report, the best definition of passenger satisfaction is that, service experience and feelings are good values.

Related Entities

CAPSE

Taking advantage of mobile Internet technology, CAPSE is the first specialized institution to provide passenger service evaluation for civil aviation industry . To assist civil aviation entities to improve their services, CAPSE associates passengers with entities directly, and offers feedback more timely to entities, which relates with passengers' suggestions and data analysis of evaluation.

CARNOC.com

CARNOC.com is the largest civil aviation platform in China since 1999. Nearly one in six Chinese Aviation professionals follow CARNOC.com with long-term interest and almost all Chinese aviation insiders know CARNOC.com.

VariFlight

VariFlight, a professional query software of flight dynamic, is the world's leading flight data provider operated by Feeyo Technology. More than 90 percent of global flights are covered. Moreover, the accuracy of data is over 99.9 percent.

Ctrip.com

Ctrip.com is a leading provider of comprehensive travel services in China. Services include wireless application, accommodation reservation, transportation ticketing, packaged tours, corporate travel management and tourism information.

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