



# AIRPORTS COMPANY SOUTH AFRICA

## ANNEXURE 03: PASSENGER SATISFACTION SURVEY FIELDWORK SCHEDULE/DEADLINES

Fieldwork will be collected in the first **12 days of each month** ensuring the following requirements are met:

- Every day of the week (Monday to Sunday) is sampled at least **once per quarter**;
- **Peak and off-peak airport times** are sampled at least once per quarter (airport specific plans to be provided);
- **Every month** must be sampled to ensure the total sample per quarter is evenly distributed (minimum 2 sampling days per month) and;
- Ideally 33.3% of the total quarterly sample should be surveyed each month.

Required every Month:

- Fieldwork and data capturing of completed surveys into ACSA electronic system to be conducted during the first 19<sup>th</sup> days of each month.
- Fieldwork observer report for each airport and sent to ACSA by the 20<sup>th</sup> each month.
- Return hand copied of completed surveys to ACSA including surveys declared void by the 24<sup>th</sup> each month.

Required every month						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				