

## NBAA CONNECTIVITY SURVEY RESULTS

To evaluate the connectivity usage and needs of business aircraft operators, the NBAA Maintenance Committee’s Connectivity Subcommittee issued a 12-question survey to NBAA’s membership. All data refers to the number of survey participants who selected each question answer (note that some questions may allow multiple answers).

The survey remains open at [www.nbaa.org/connectivity](http://www.nbaa.org/connectivity) and will be updated as more operators provide data.

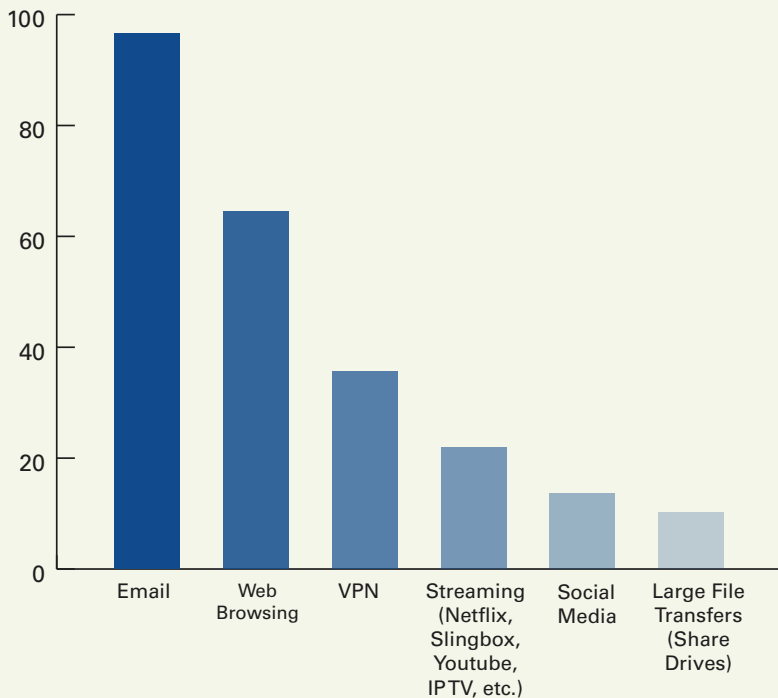
### Response Counts (as of June 16, 2017)

Submissions: **60**

Completion Rate: **100%**

#### Survey Question 1

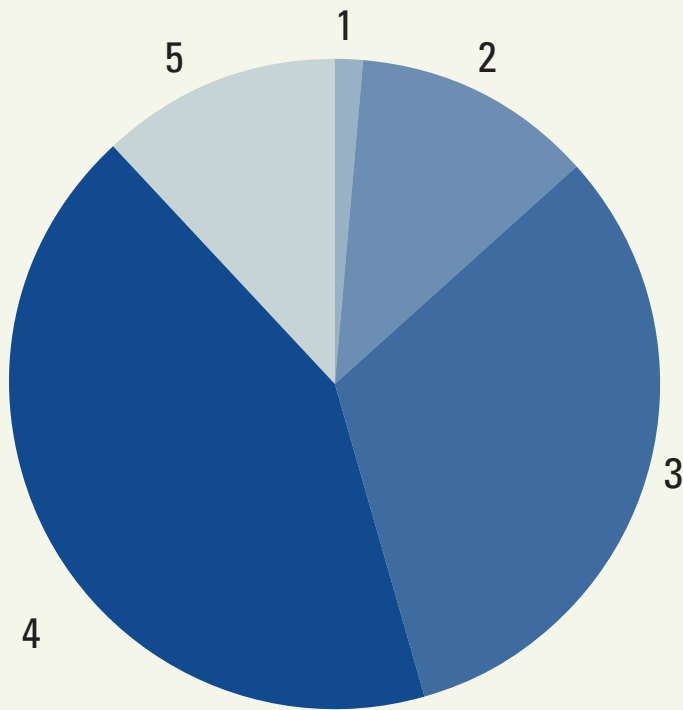
What do you primarily use cabin connectivity for on the aircraft? (Please check all that apply)



<i>Value</i>	<i>Percent</i>	<i>Responses</i>
Email	96.6%	57
Web Browsing	64.4%	38
VPN	35.6%	21
Social Media	22.0%	13
Streaming	13.6%	8
Large File Transfers	10.2%	6

### Survey Question 2

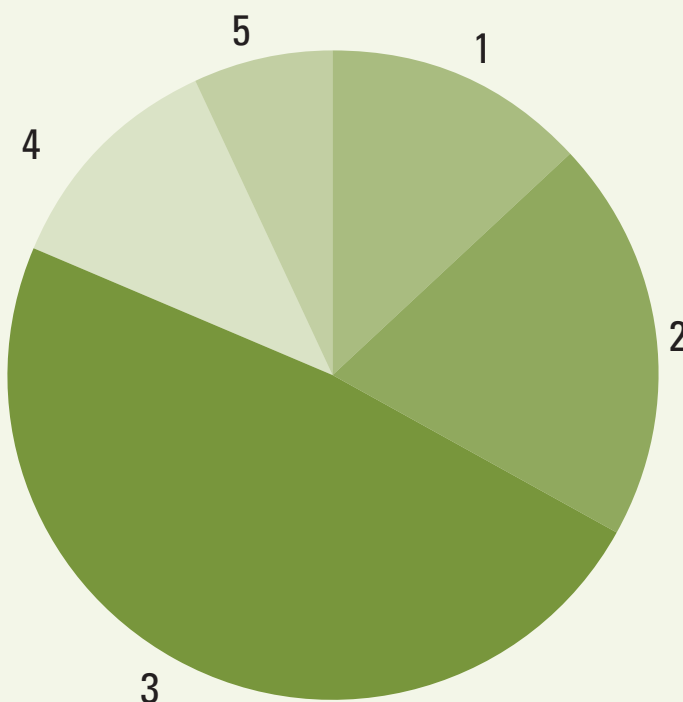
On a scale of 1 to 5, how would you rate your cabin connectivity knowledge (5 being very knowledgeable)?



Value	Percent	Responses
1 (Least Knowledgeable)	1.7%	1
2	11.9%	7
3	32.2%	19
4	42.4%	25
5 (Most Knowledgeable)	11.9%	7

### Survey Question 3

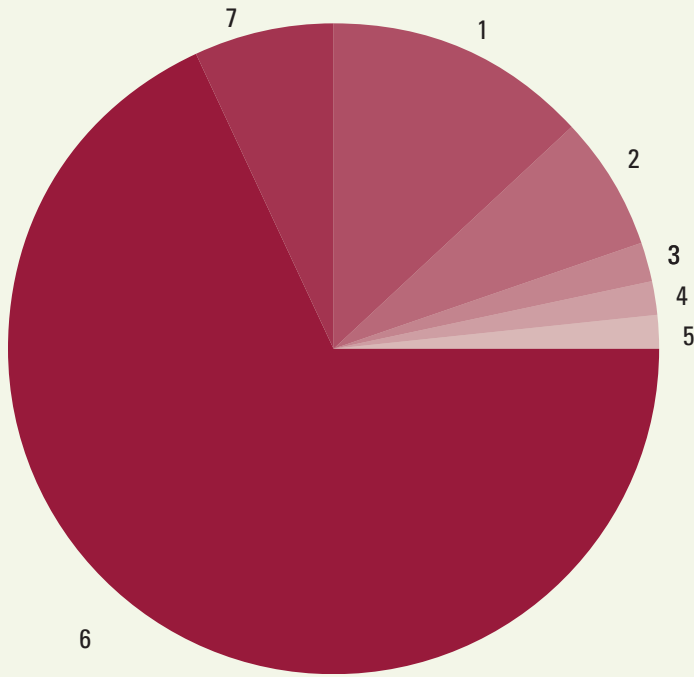
How effective is your cabin connectivity training for crew and passengers (5 being extremely effective)?



Value	Percent	Responses
1 (Not at all effective/ we don't train crew or passengers)	13.3%	8
2	20.0%	12
3	48.3%	29
4	11.7%	7
5 (Extremely effective)	6.7%	4

**Survey Question 4**

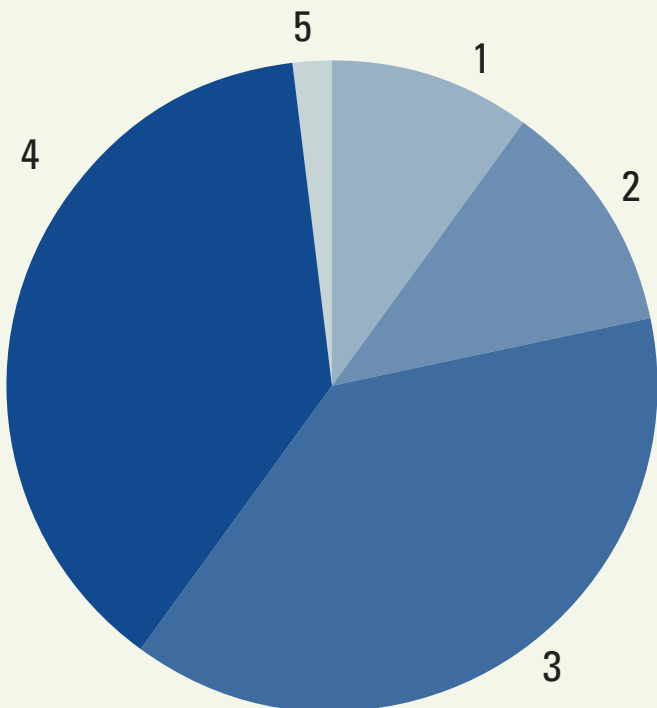
Who is called first with cabin connectivity issues?



Value	Percent	Responses
(1) Service Provider	13.3%	8
(2) Aircraft OEM	6.7%	4
(3) Equipment OEM	1.7%	19
(4) Installer	1.7%	25
(5) Network Provider	1.7%	7
(6) In-House Maintenance	68.3%	41
(7) Other	6.7%	4

**Survey Question 5**

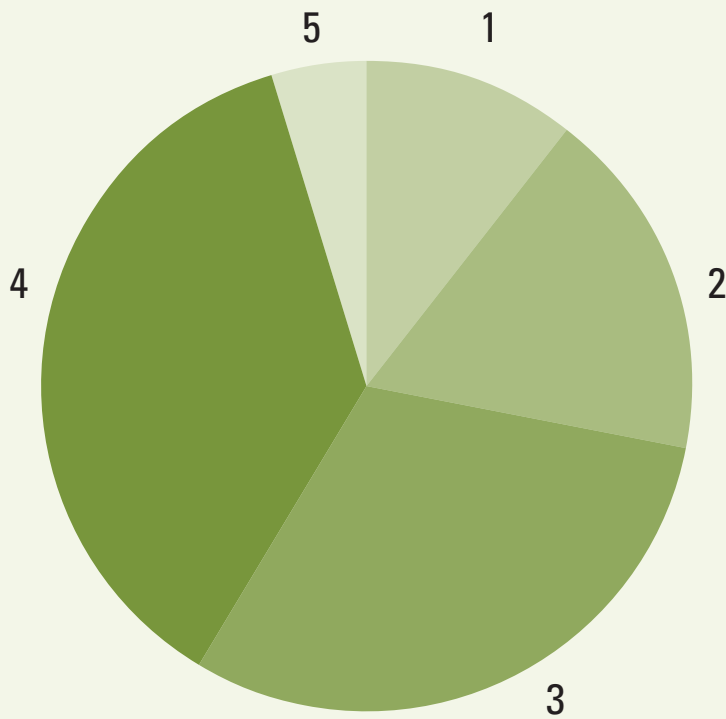
How much does the cost of cabin connectivity equipment installation drive your decision making process? (1 being not a factor and 5 being the sole deciding factor)



Value	Percent	Responses
1 (Not a Factor)	10.0%	6
2	11.7%	7
3	38.3%	23
4	38.3%	23
5 (Only Factor)	1.7%	1

### Survey Question 6

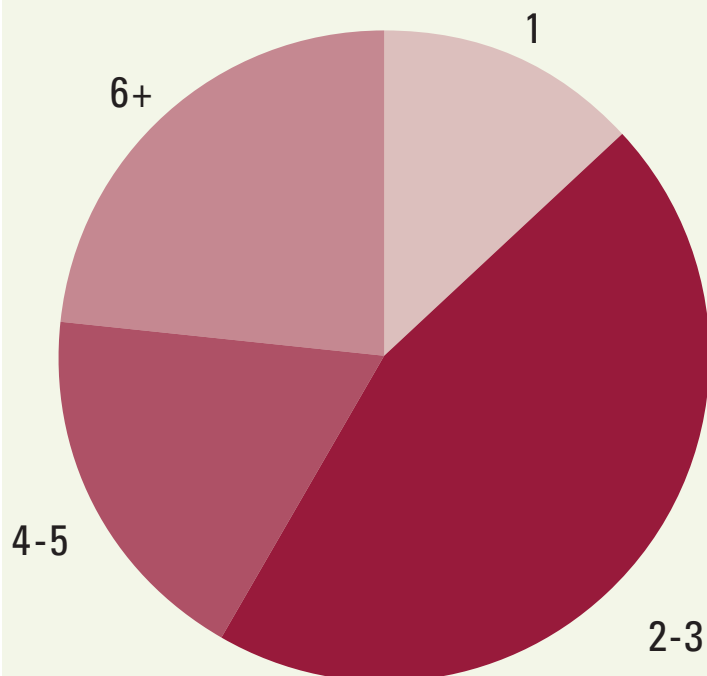
How much do monthly service fees drive your decision making regarding cabin connectivity?



<i>Value</i>	<i>Percent</i>	<i>Responses</i>
1 (Not a Factor)	11.7%	7
2	10.0%	6
3	33.3%	20
4	40.0%	24
5 (Only Factor)	5.0%	3

### Survey Question 7

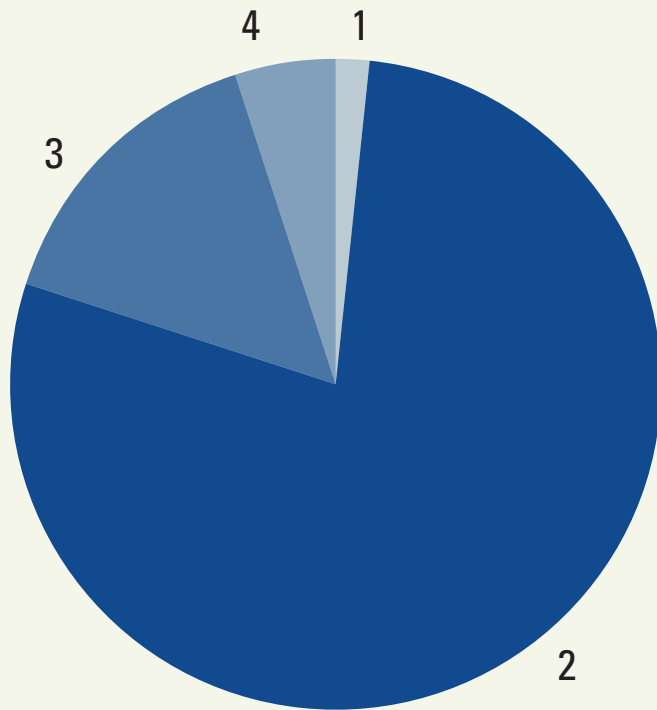
How big is your aircraft fleet?



<i>Value</i>	<i>Percent</i>	<i>Responses</i>
1 Aircraft	13.3%	8
2-3 Aircraft	45.0%	27
4-5 Aircraft	18.3%	11
6+ Aircraft	23.3%	14

### Survey Question 8

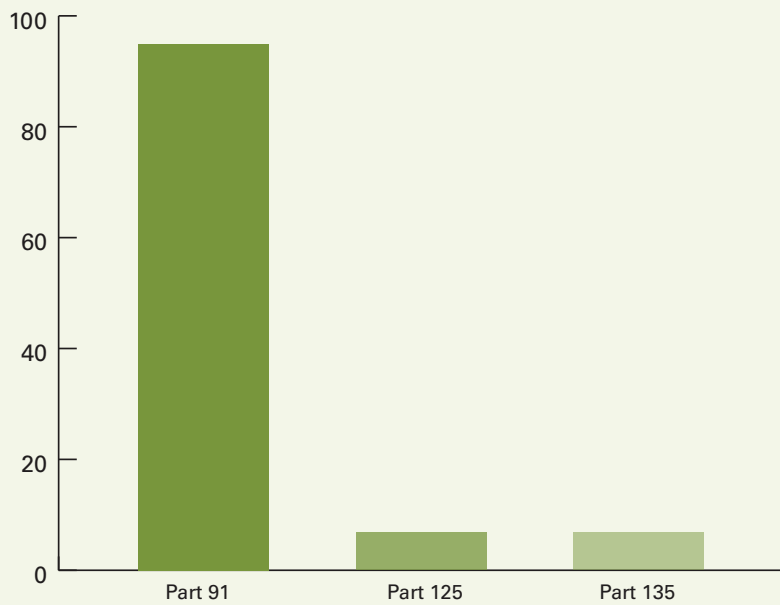
The majority of your aircraft are:



<i>Value</i>	<i>Percent</i>	<i>Responses</i>
(1) Narrow Body i.e., ACJ, BBJ	1.7%	1
(2) Large Cabin i.e., Gulfstream, Falcon, Bombardier	78.3%	47
(3) Mid Cabin i.e., G280	15.0%	9
(4) Small Cabin i.e., CJ1	5.0%	3

### Survey Question 9:

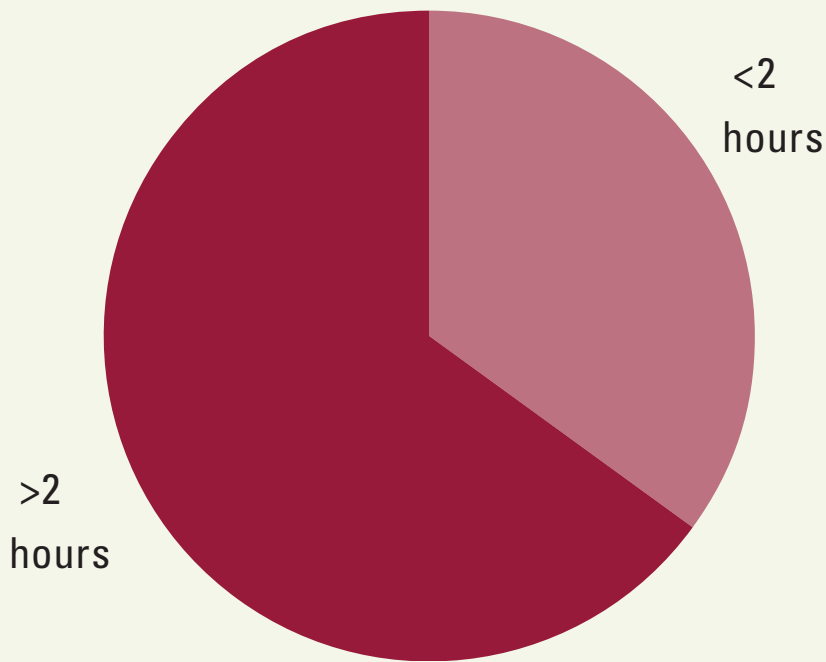
Under what FARs do you primarily operate?



<i>Value</i>	<i>Percent</i>	<i>Responses</i>
Part 91	94.9%	56
Part 125	6.8%	4
Part 135	6.8%	4

**Survey Question 10**

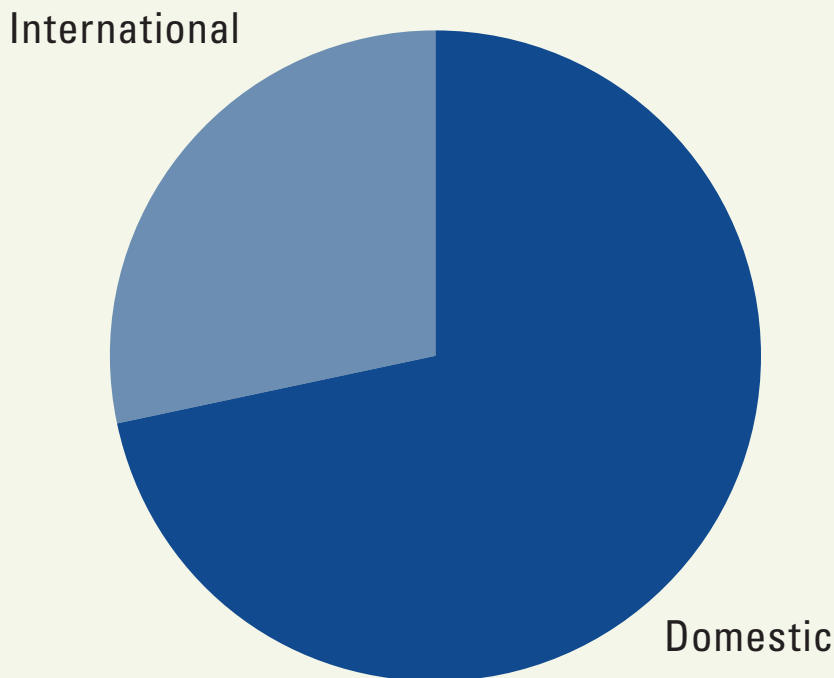
Most of your flights are:



<i>Value</i>	<i>Percent</i>	<i>Responses</i>
<2 hours in duration	35.0%	21
>2 hours in duration	65.0%	39

**Survey Question 11**

Do you conduct primarily domestic or international operations?



<i>Value</i>	<i>Percent</i>	<i>Responses</i>
Domestic	71.7%	43
International	28.3%	17

### Survey Question 12

What cabin connectivity questions do you have? (Largest word indicates most common answer)



### Acknowledgments

NBAA thanks the volunteers of the NBAA Maintenance Committee's Connectivity Subcommittee. This group of pilots, IT specialists, flight attendants and maintenance professionals works with manufacturers and end users to develop an industry-wide standard for integrating cabin electronic systems. Establishing common equipment, performance and serviceability standards are key goals of the new subcommittee, which held its first official meeting in December 2014.

### About NBAA

Founded in 1947 and based in Washington, DC, the National Business Aviation Association (NBAA) is the leading organization for companies that rely on general aviation aircraft to help make their businesses more efficient, productive and successful. Contact NBAA at (800) FYI-NBAA or [info@nbaa.org](mailto:info@nbaa.org). Not a member? Join today by visiting [www.nbaa.org/join](http://www.nbaa.org/join).