

January 25, 2017

**Report on the COPA 2017
Membership Survey**

**Keith Christopher PhD
KC Surveys
Principal Consultant**

COPA 2017 Membership Survey Report

Purpose

The purpose of this survey was to determine how well the Canadian Owners and Pilots Association (COPA) was meeting the needs of its members, and to discover how the Association can continue to improve the services it provides.

Methodology

The member satisfaction survey was updated by making some modifications to the COPA 2012 Membership Survey Questionnaire and offering it this time primarily as an online survey. (See the COPA Membership Survey 2017 in the Appendix (pp. 51-54))

On October 11, 2016, advance notices of the survey were emailed to a stratified sample of 1019 COPA members. The sample was stratified (organized) by the Canadian provinces and Territories and then randomized to be representative of the COPA population of approximately 16,000 members. On Tuesday, October 25, 2016, 1019 survey questionnaires were emailed to this stratified sample with the deadline for completing it set for Thursday, November 10.

The survey was heavily promoted in COPA Flight Magazine, the e-NewsFlash and on the COPA Web site. To increase the response rate, sample members were offered the options of completing the survey not only online but also by downloading a pdf version of the survey to either mail or fax in the completed survey questionnaire.

To further increase the response rate, two general reminders was emailed to the sample on Thursday, November 3, and on Wednesday, November 9. A final reminder—which was personally addressed to those in the stratified sample who had not yet sent in a completed survey—was emailed on Tuesday, November 15.

And additionally, to further increase the response rate, a draw was held providing seven prizes for those sample members who responded to the survey.

To ensure that we received as many completed surveys as possible, we left the online survey open until Sunday, December 18.

We received four hundred and eight-nine (489) survey questionnaires from the sample of 1019 members, which provided us with a response rate of 47.99%.

To determine if there were any meaningful differences between those who responded to the survey and those who did not respond (the non-respondents), seventy-five (75) of these non-respondents were contacted by phone and asked to answer a number of key

survey questions (see in Appendix p. 55). These seventy-five were selected from across the country.

There were no meaningful differences observed in the responses to these key questions between the survey respondents to the online survey and to those who answered the telephone survey.

The proportion of the respondents from the survey sample plus those contacted by telephone is very consistent to the proportion of the population of members from across the provinces and territories of Canada (see graph on p. 36). This consistency is an additional element that supports the accuracy and reliability of these survey results.

There is a high probability, therefore, that the responses reported here reflect those of the COPA membership. The final response rate stood at 564 (489 +75). From a population of 16,000, a sample of 564 gives us an interval of +/-4.05 at the 95% confidence level (i.e., 19 times out of 20).

Definitions

When you review the graphs in this survey report, you will observe two terms that appear frequently. These terms are mean and standard deviation. In order that you understand these terms, they are described below:

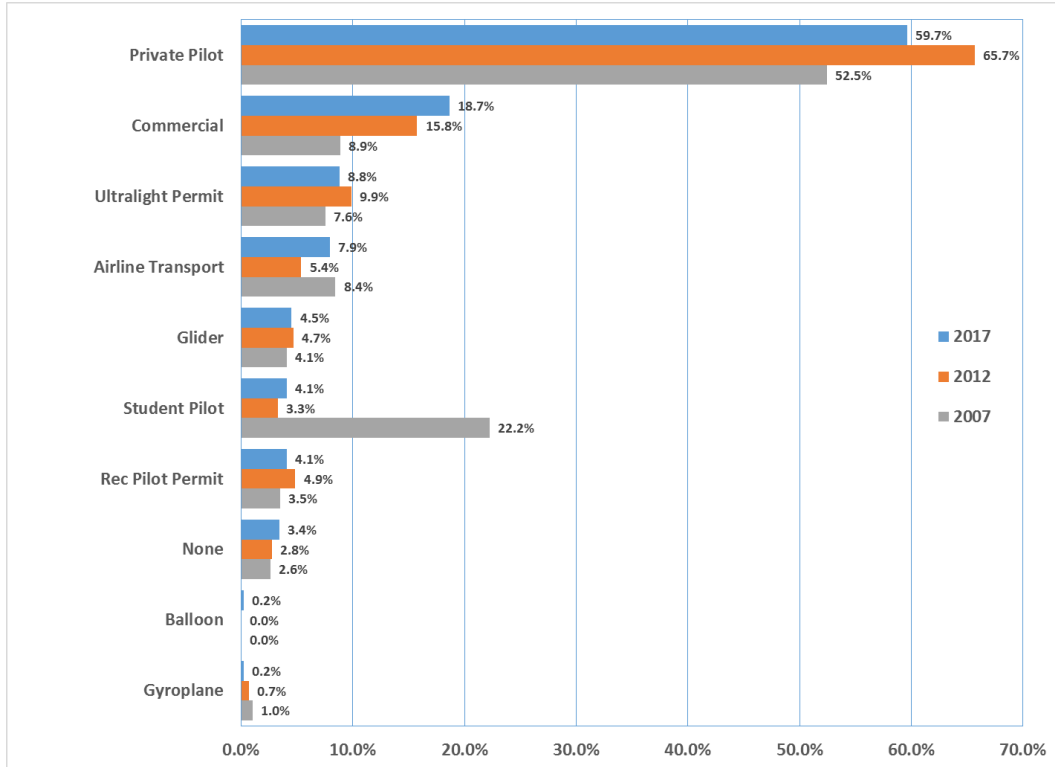
Mean—also known as an arithmetic mean is the average score. It is obtained by adding the scores (a score is what a client selects on the 1-5 scale as the rating for a particular question) and dividing all these scores by the total number of scoring responses.

Standard Deviation—is a measure of the dispersion of the numbers around a mean.

On a scale of 1-5, which is a continuum, a mean of 4 or better is very good and a standard deviation of less than one (1) means that most respondents scored a particular question similarly.

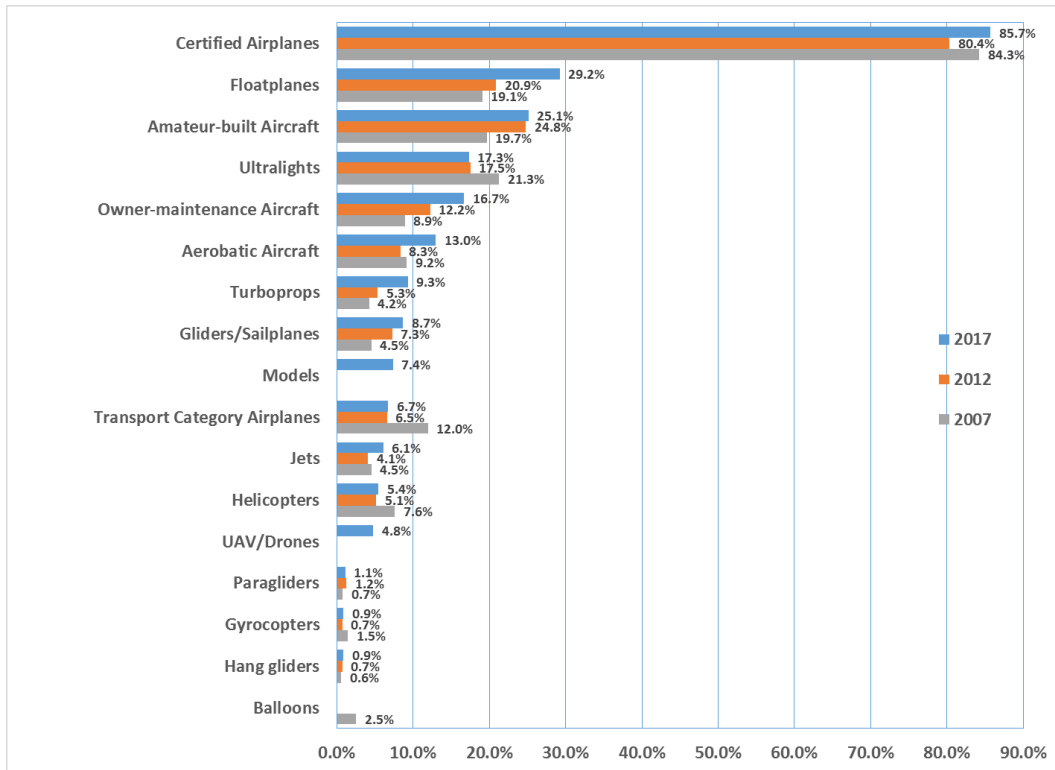
Results (The results are presented graphically in the order they appear in the survey questionnaire)

A.1. Pilot license or permit held (check all that apply):



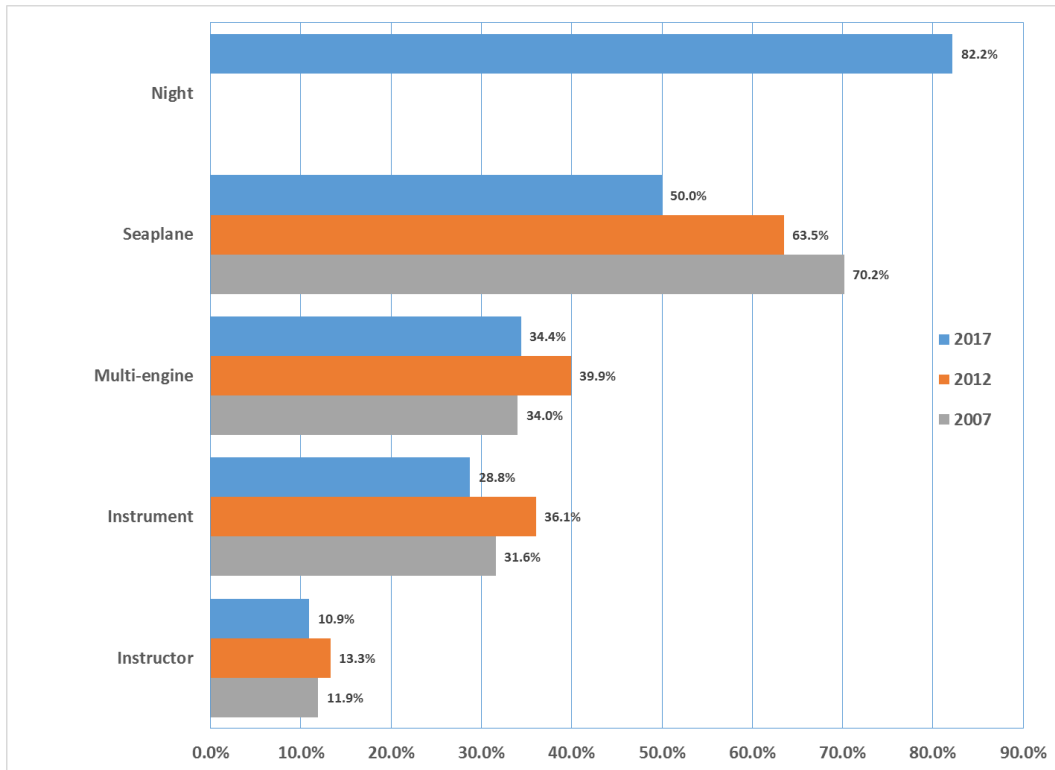
These results are similar to those from the 2007 and 2012 surveys. In 2017, the most common pilot licence or permit held is private pilot, and balloon and gyroplane are tied at 0.2% as among the very least. Commercial, which was rated third in 2007, is now rated second as it was in 2012. And student pilot which was second in 2007 and seventh in 2012 is now tied at sixth and seventh at 4.1%.

A. 2. Types of aircraft flown (check all that apply):



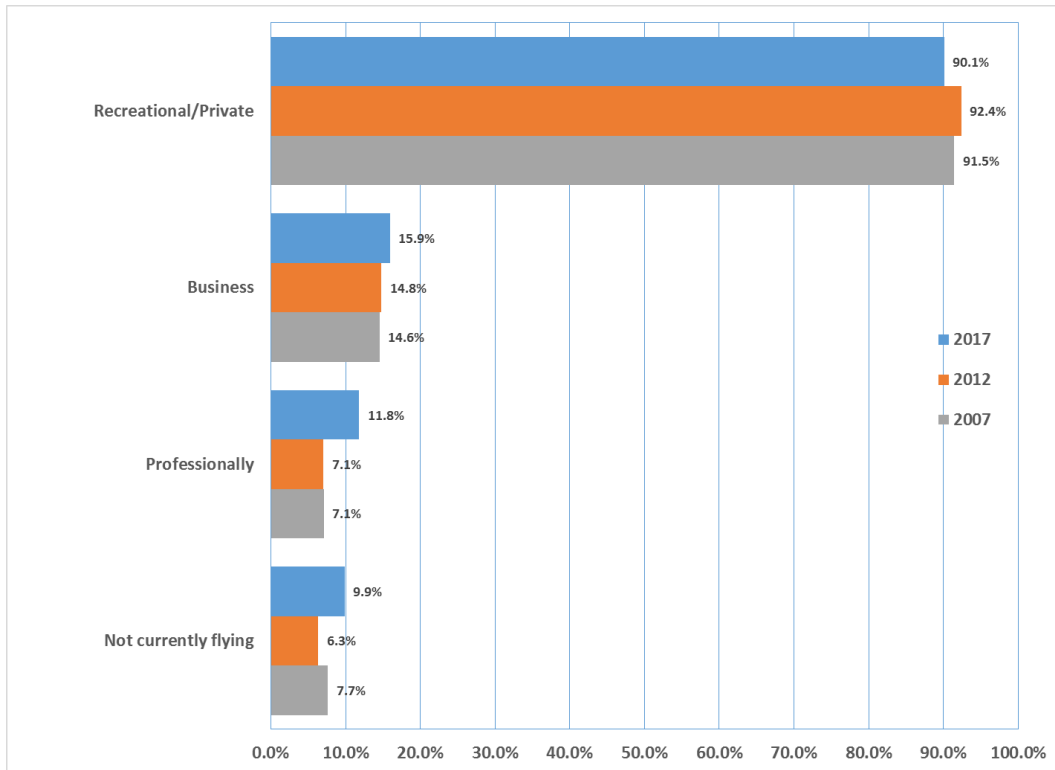
The relative frequency of the various types of aircraft flown is similar to those reported in the 2007 and 2012 surveys. Note, the category “Models”, which appears in this survey, is rated ninth at 7.4%.

A.3. Ratings (check all that apply):



For the categories from Seaplane to Instructor, while the percentages vary somewhat across these three surveys in 2007, 2012 and 2017, the rankings are the same with Seaplane remaining the highest on down to Instructor, the lowest. The new category in this survey, “Night”, rated the highest at 82.2%

A. 4. Do you fly for (check all that apply):



These rankings are similar across all the surveys; the only exception was that the "Professionally" and "Not currently flying" categories were reversed in the 2007 and 2012 surveys. Note, also the percentages across all three surveys are similar.

A. 5. A) Total flying hours (all types)

	2017	2012	2007
Mean:	2677.7	2027.6	1877.4
Median:	750.0	680.0	600.0
Minimum:	2.0	0.0	7.0
Maximum:	30000.0	31000.0	32000.0
Std Dev:	5182.6	4223.4	4238.0

A. 5. B) How many years have you been flying

	2017	2012	2007
Mean:	26.9	23.9	22.5
Median:	27.0	22.0	22.0
Minimum:	0.5	0.0	1.0
Maximum:	65.0	67.0	78.0
Std Dev:	16.8	15.6	15.2

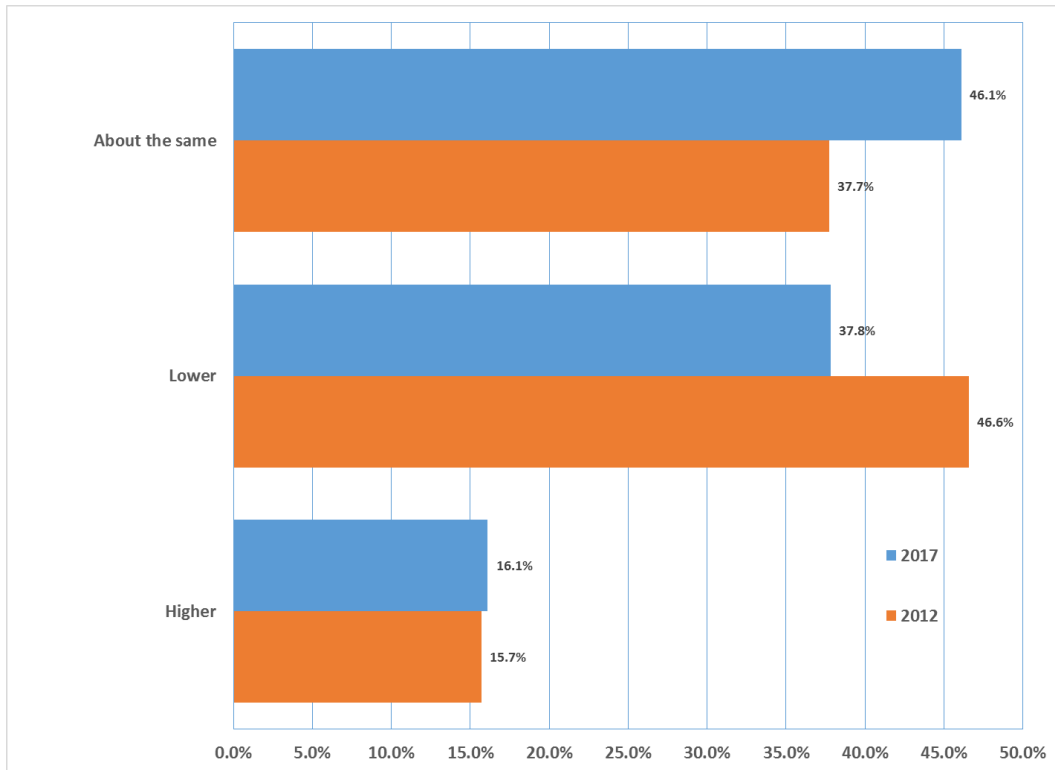
A. 5. C) At what age did you begin your flight training

	2017	2012
Mean:	30.8	30.0
Median:	28.0	27.0
Minimum:	10.0	0.0
Maximum:	71.0	72.0
Std Dev:	12.8	12.4

A. 6. A) Total flying hours (all types) during 2015

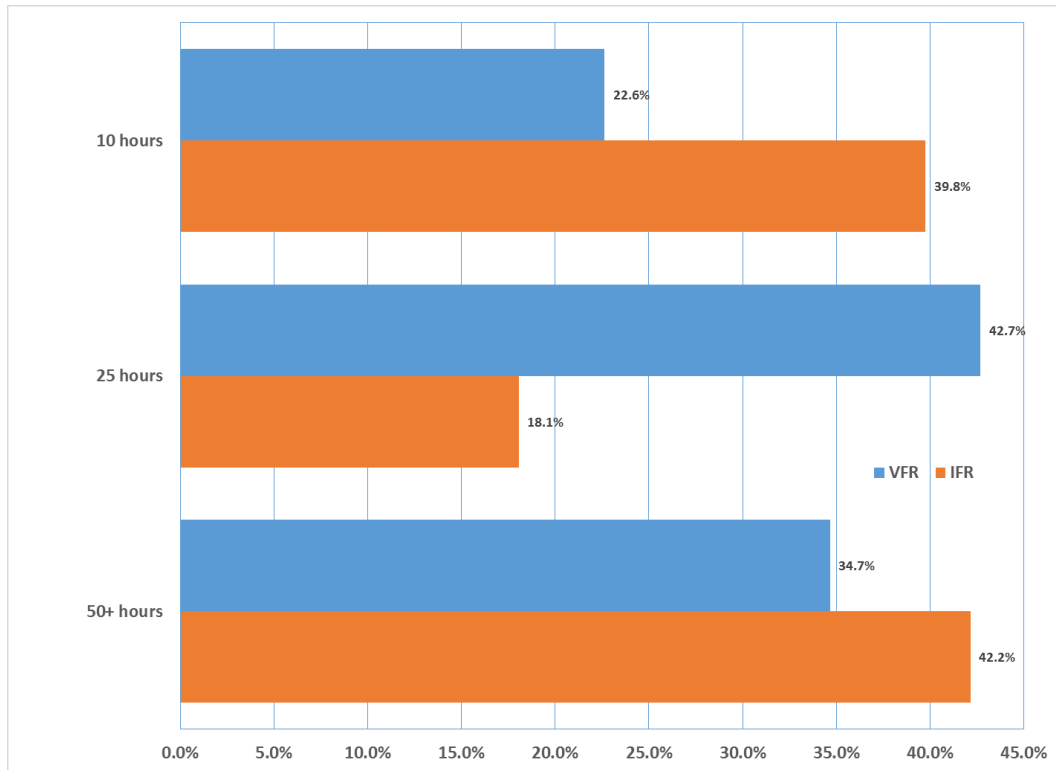
	2017	2012	2007
Mean:	75.9	56.9	61.9
Median:	35.0	27.0	40.0
Minimum:	1.0	0.0	0.5
Maximum:	800.0	970.0	900.0
Std Dev:	129.4	100.9	116.1

A. 6. B) How does this compare with your annual hours flown over the last five years?



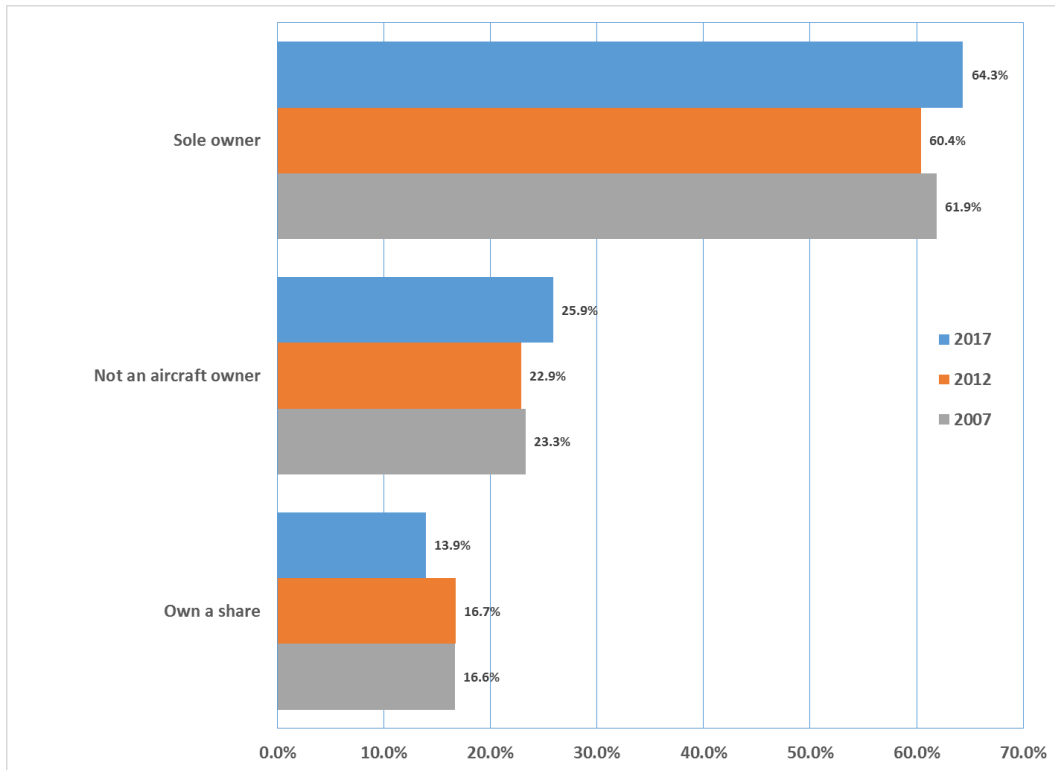
In the category “Lower”, the percentage of hours flown is reversed between 2012 and 2017, with a higher percentage occurring in 2012 compared to 2017. In 2017 more members flew “About the same” compared to 2012.

A. 6. C) Please select the average hours flown per year (approximately):



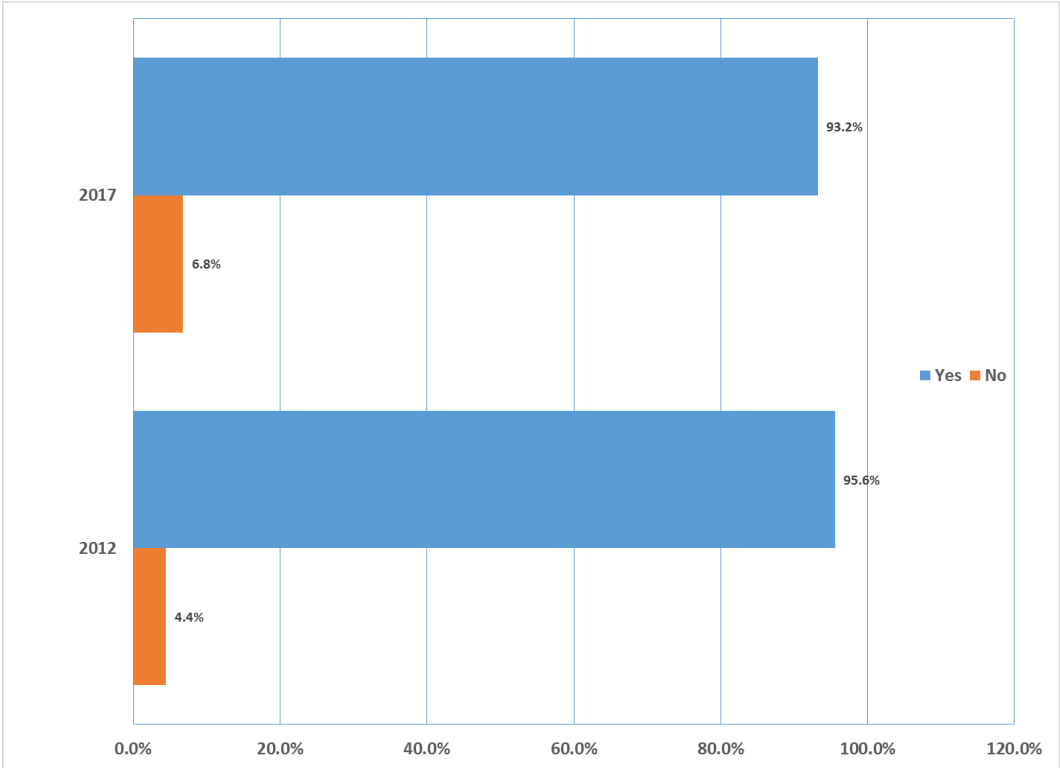
VFR N = 424 IFR N = 83

A. 7. A) Do you own an aircraft (or aircrafts) or a share in an aircraft (or aircrafts)?



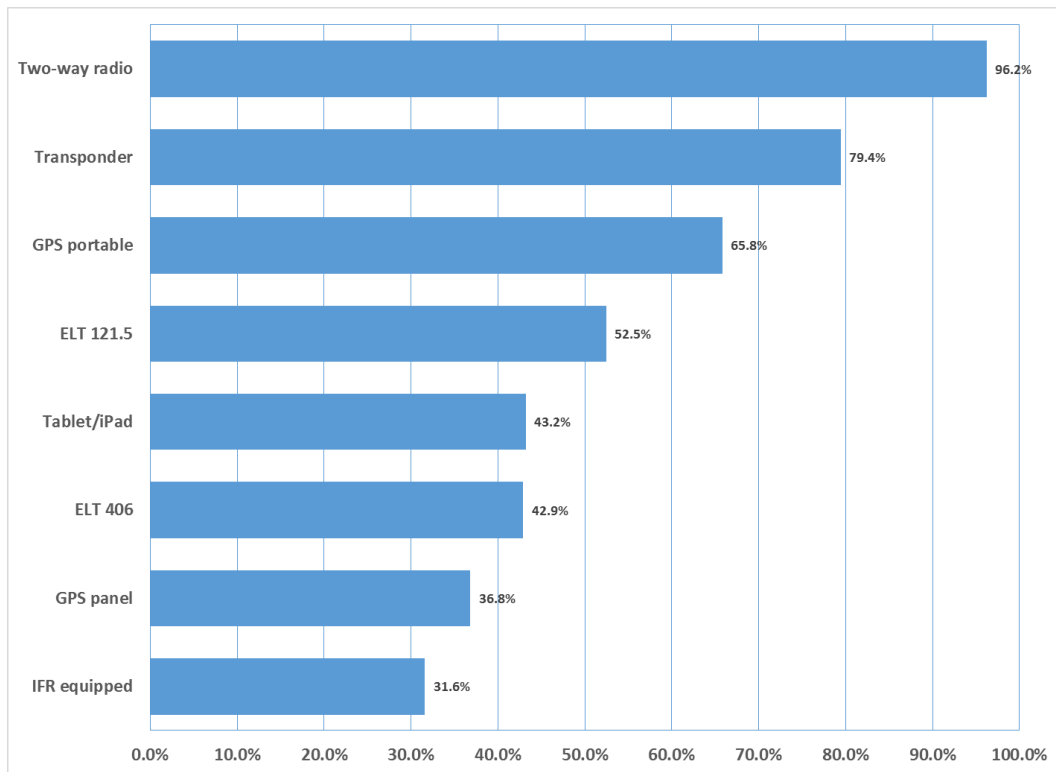
These percentages indicate that the proportion of sole owners and those that are not aircraft owners are up in 2017 compared to 2007 and 2012. However, the overall trend over the three surveys remains the same: more sole owners compared to “not an aircraft owner” and fewer again who “own a share”.

A. 7. B) If you own an aircraft, does it have an electrical system?

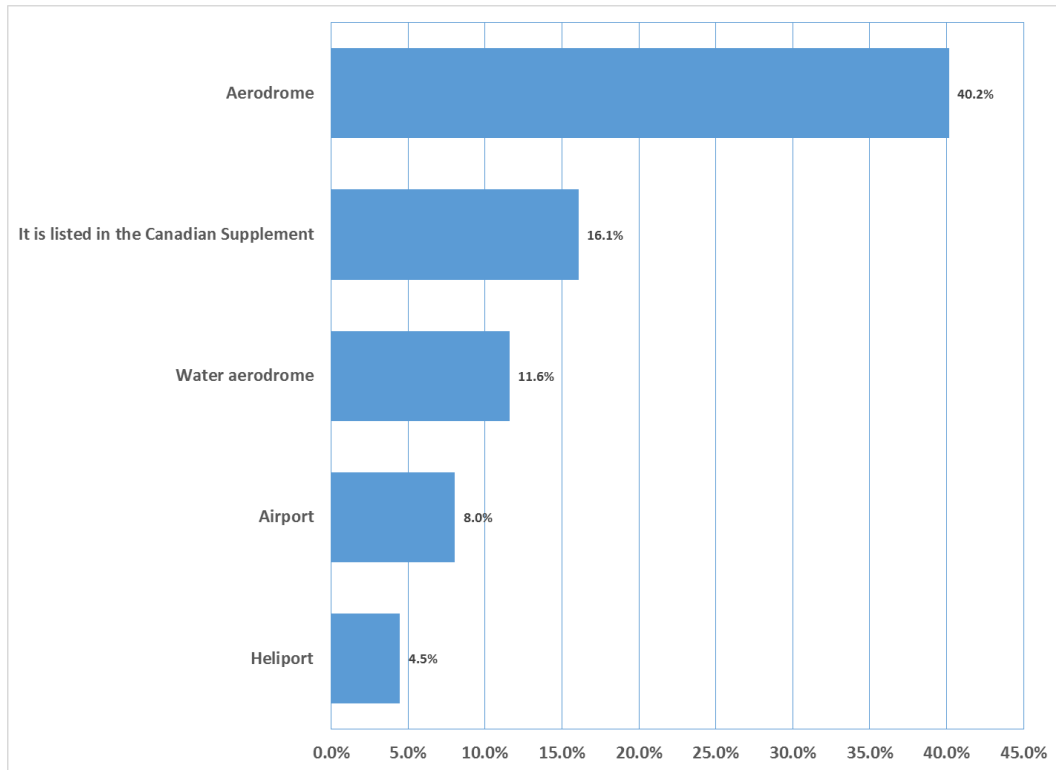


From this graph, it is clear that most owners do have an electric system in their aircrafts, with there being slightly fewer who do in 2017 compared to 2012.

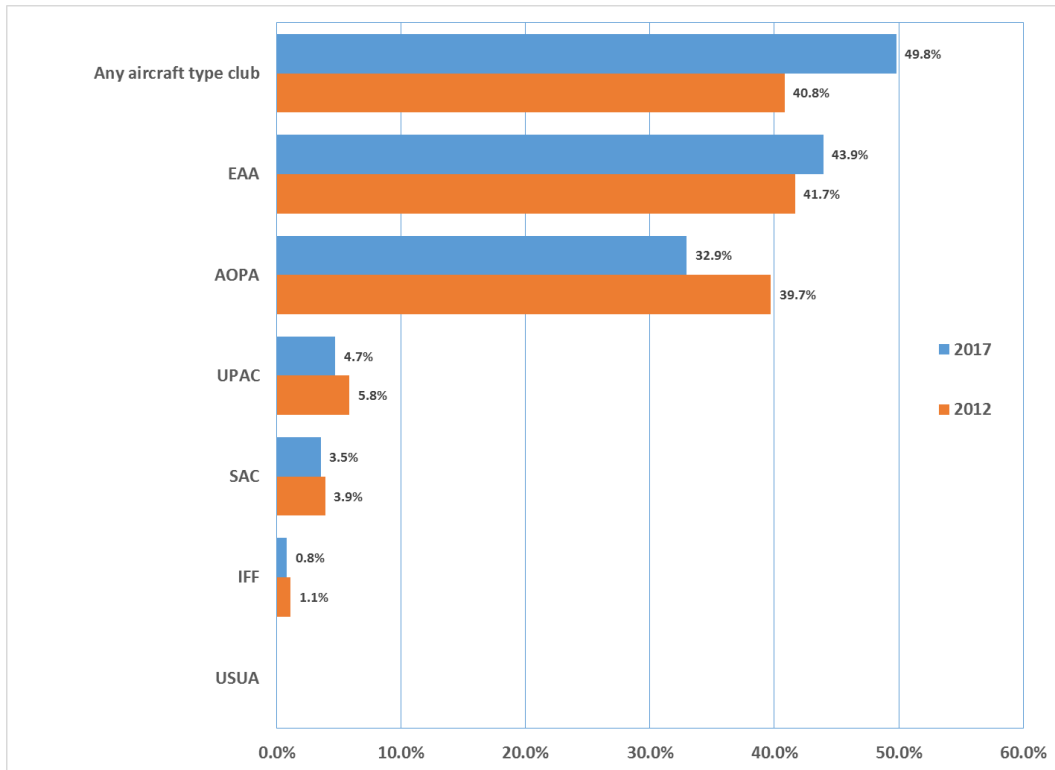
A. 7. C) If yes, do you have (Please check all that apply)



A. 7. D) Do you own an airstrip / aerodrome? (Please check all that apply)

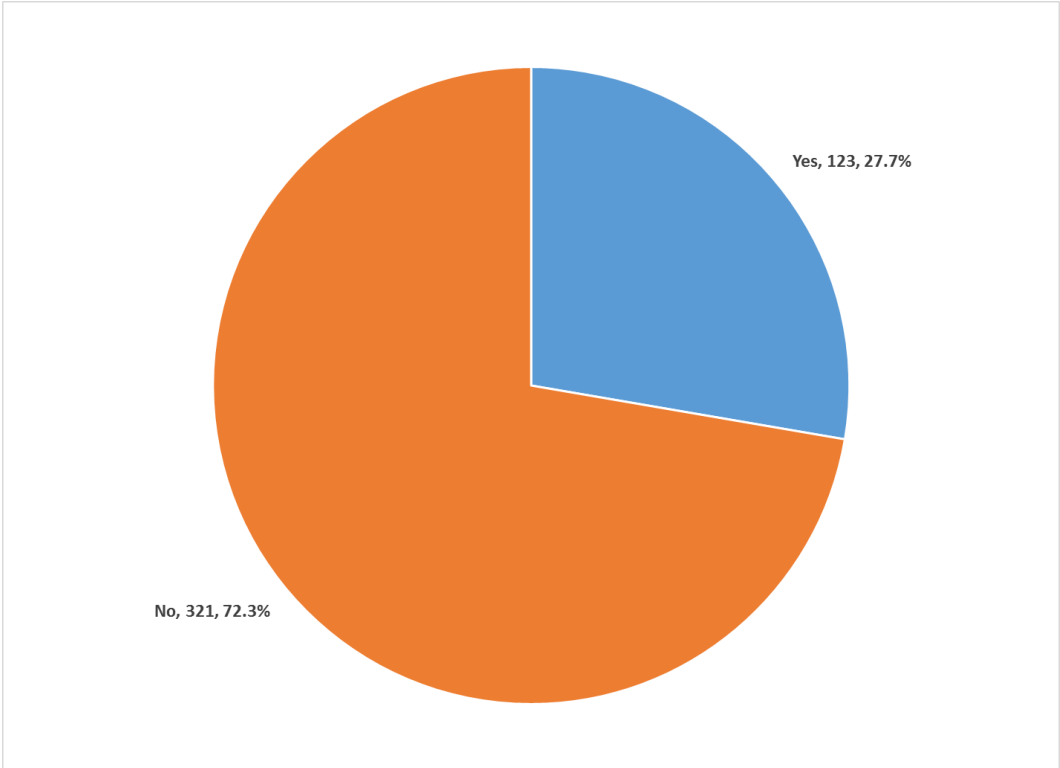


A. 8. A) Are you also a member of any of (check all that apply):

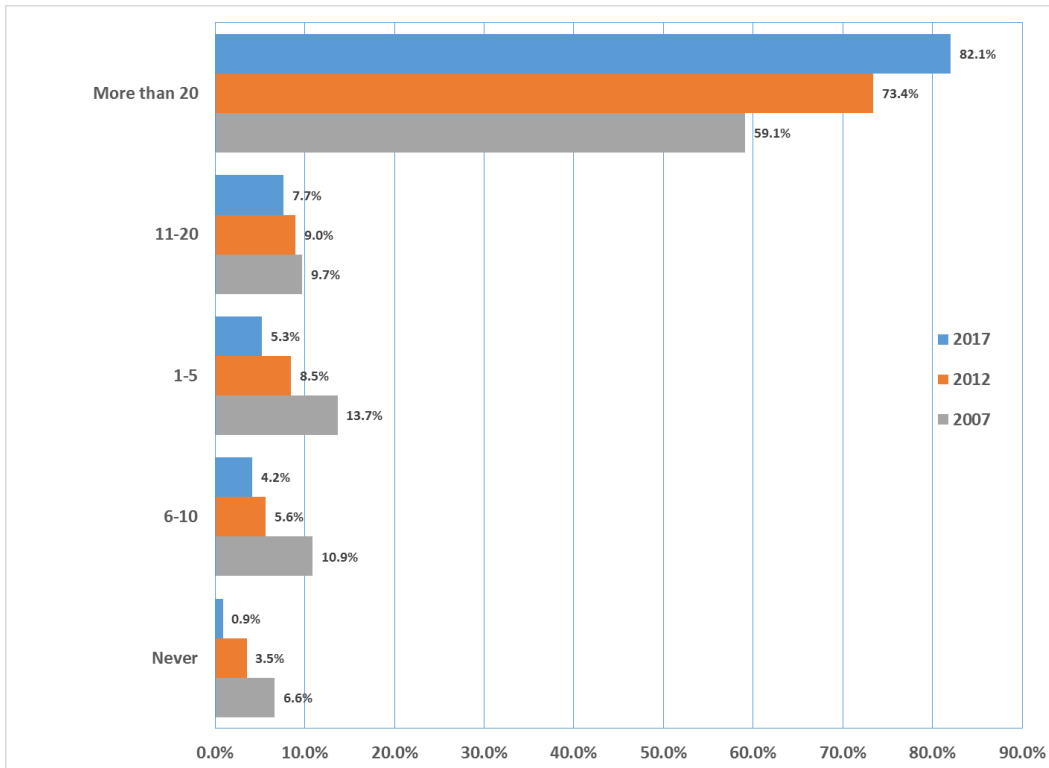


These rankings are similar, with there being more in 2017 who are members of “any aircraft type club” compared to 2012 and with there being fewer who are members of “AOPA” in 2017 compared to 2012.

A. 8. B) Are you a member of a provincial (non-COPA) aviation Organization / Council / Association?

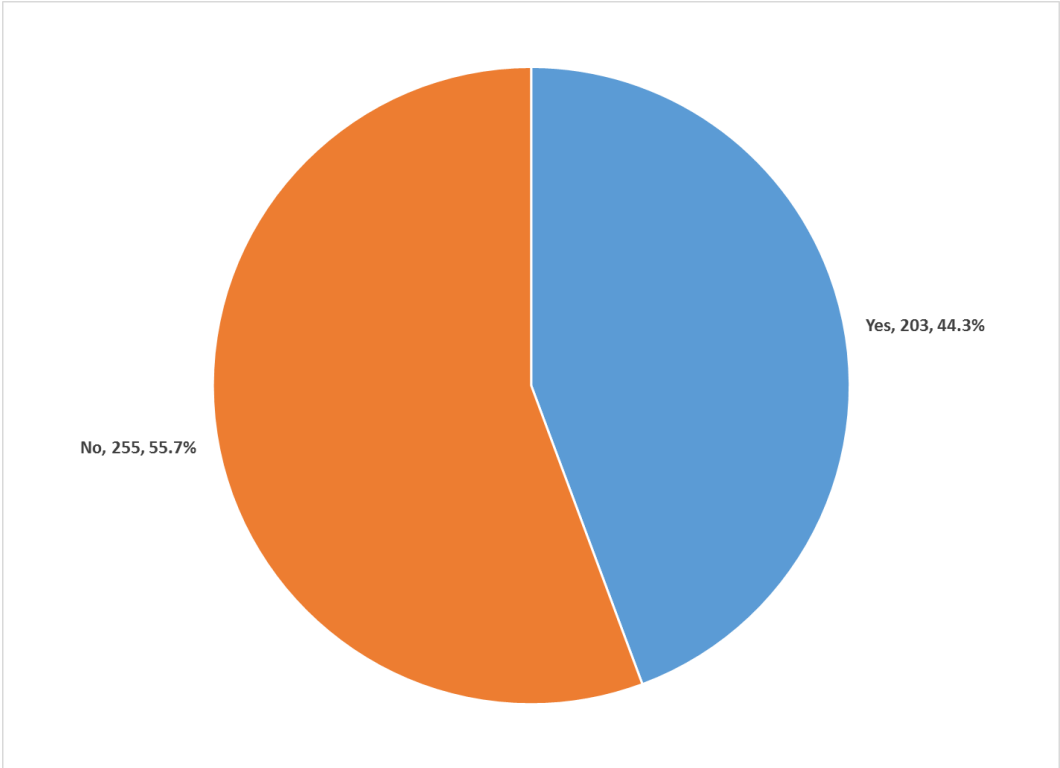


B. 1. A) How many times per month do you use the internet to browse websites?

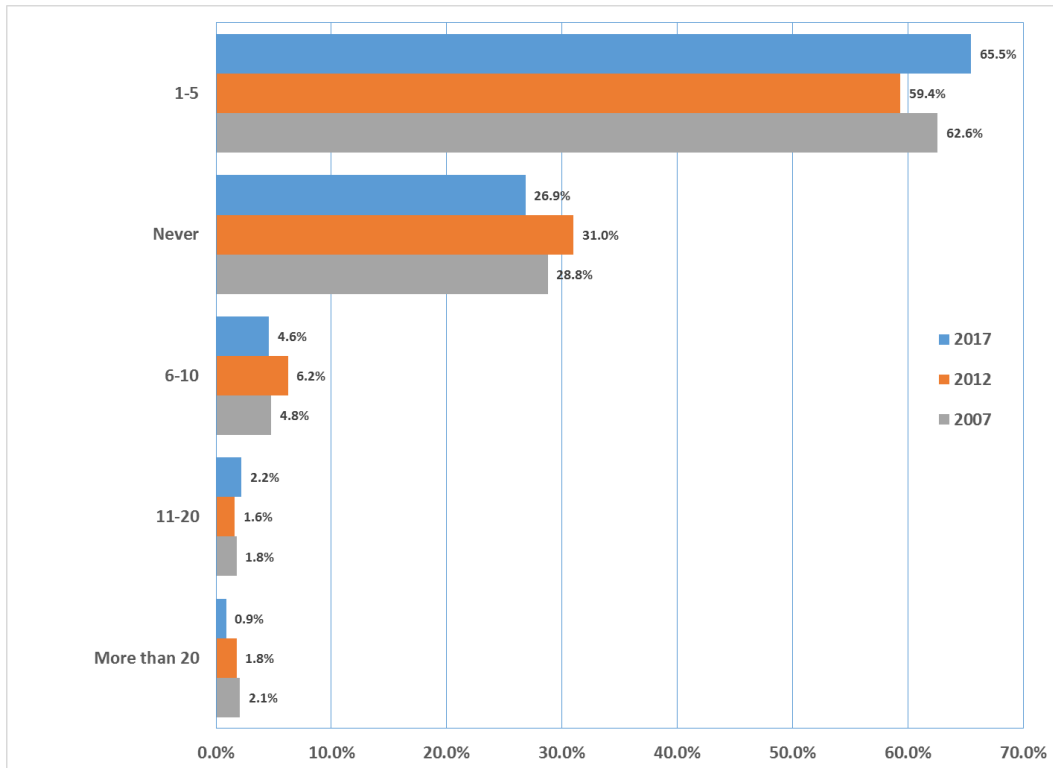


As would be expected with the general growth in access to the internet, correspondingly more members use the internet to browse websites. Of note, now 82.1% browse websites compared 73.4% in 2012 and 59.1% in 2007 while only 0.9% never do compared to 3.5% in 2012 and 6.6% in 2007.

B. 1. B) Do you use any social media (Facebook, Twitter, etc.)?

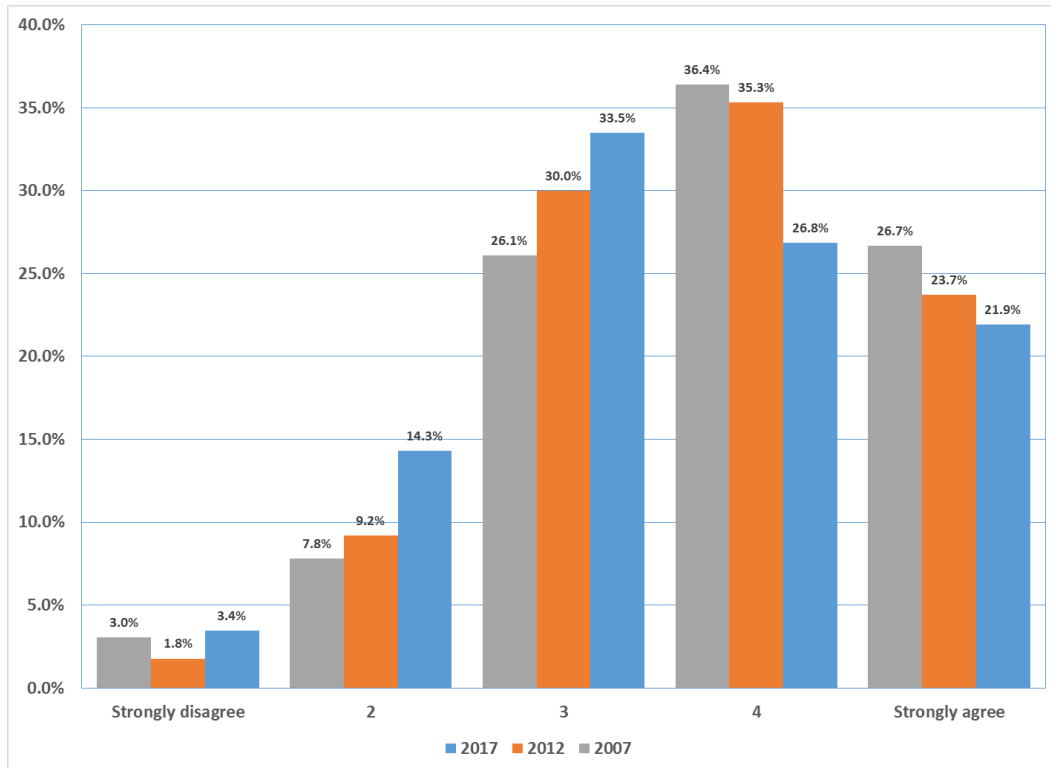


B. 2. How many times per month do you visit the COPA website at www.copanational.org?



These rankings and percentages are similar across the three surveys, with the exception being in the category “6-10” where the percentage was biggest in 2012. It is worth noting, from a positive perspective, that more members in the “1-5” category are visiting the COPA website and fewer members are falling into the “never” category. It is worthwhile, I believe, to keep following this trend and also worthwhile to continue devoting more resources to make the host website as user-friendly and useful to the membership as possible. This issue is addressed in the Recommendations---see (p.47).

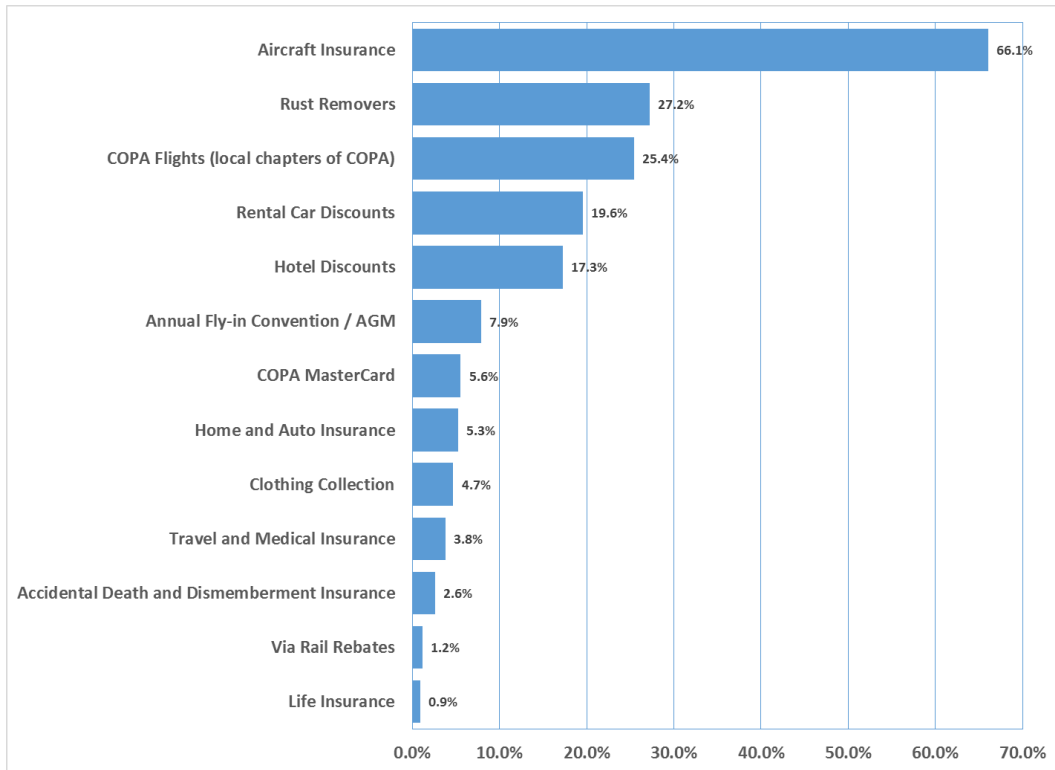
B. 3. I find the COPA Website very useful



Mean: 3.50 Std. Dev: 1.09

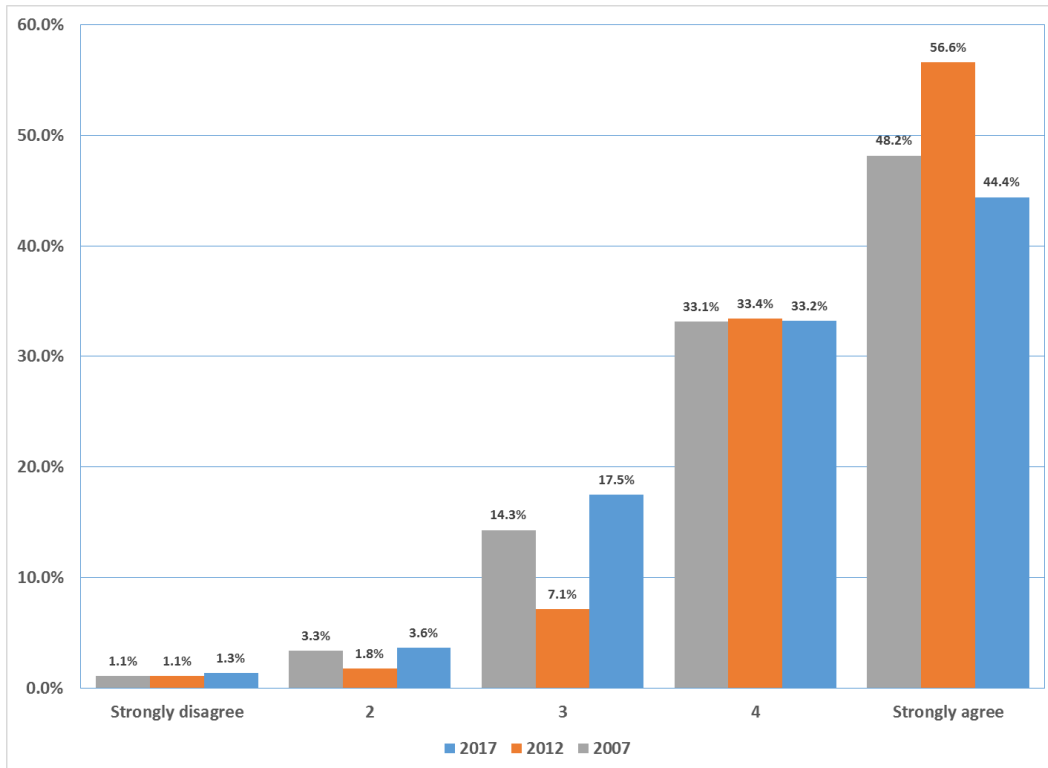
This mean of 3.50 is lower than the 3.70 reported in 2012 and lower again than the mean of 4.08 reported in the 2007 survey. These results highlight again that more needs to be done to make the COPA Web site more user-friendly and useful to the membership.

C. 1. Which of the following COPA membership benefits do you use? (check all that apply)



The top three benefits that members use include “Aircraft Insurance”, “Rust Removers” and “COPA Flights (local chapters of COPA)”, with “Aircraft Insurance” being the benefit that is most popular by far with a majority of members.

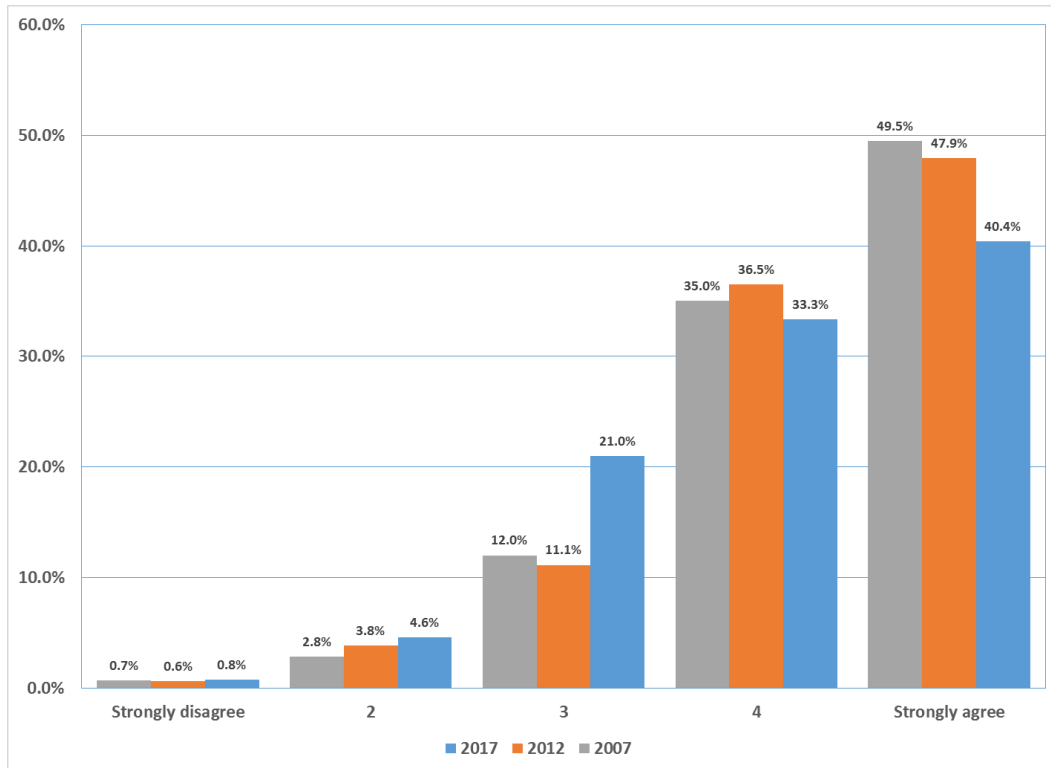
C. 2. The monthly COPA magazine COPA Flight is excellent.



Mean: 4.16 Std. Dev: 0.93

What is interesting with this graph is that in 2007 and 2012 survey participants were rating the COPA Flight newspaper. However, since then COPA has substituted a COPA Flight magazine for the newspaper. So in this graph we are not comparing the same thing. However, in some of the open-ended questions, I have read many glowing endorsements of the magazine and also some regrets about the change to a magazine format compared to a newspaper. What this graph does highlight—because as you can see from the graph the satisfaction rate is down in 2017 especially compared to 2012—is that it is important to advertise and emphasize the good and positive points of the COPA Flight magazine because some members are not on board with the value of the change.

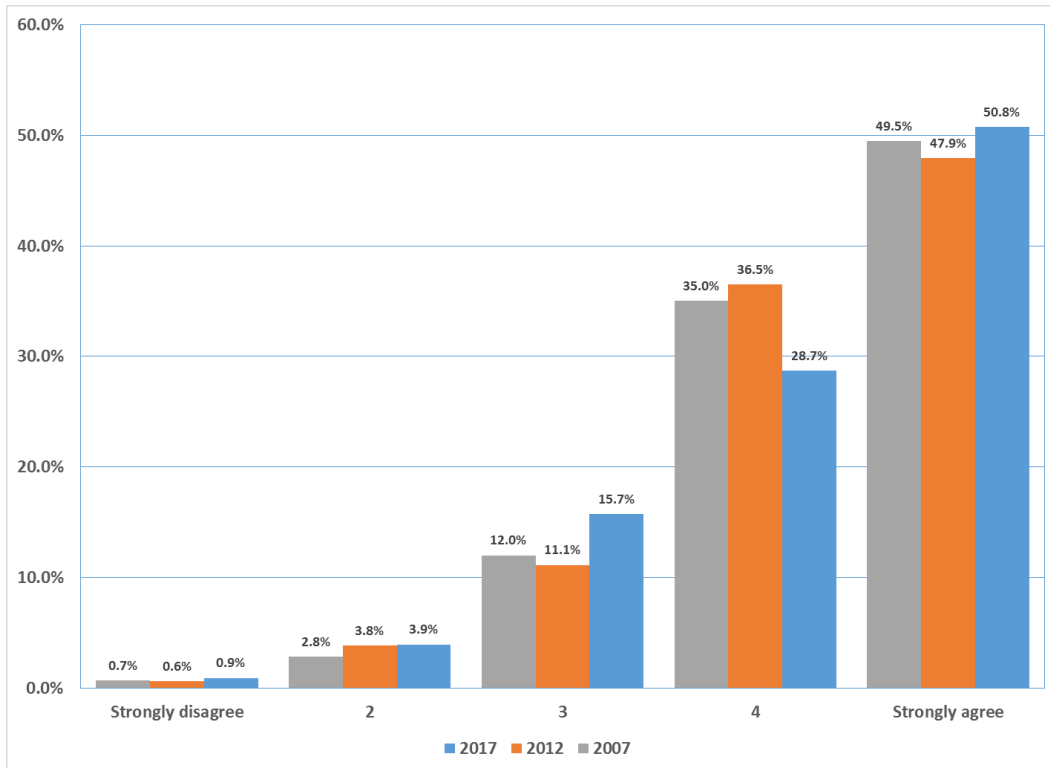
C. 3. I feel that I am getting good value from my COPA membership.



Mean: 4.08 Std. Dev: 0.93

These results are very good, in that a mean of 4.0 or better is very good on a 1-5 Likert scale. And a standard deviation of 0.93 indicates that most survey participants agree that they are getting good value from their COPA membership. However, there is a caution with this data in 2017. While the results in this survey are relatively very good, it is worth noting that the mean has decreased a fair degree over three successive surveys, especially in this survey: from 4.32 in 2007 to 4.24 in 2012 and now to 4.08 in 2017.

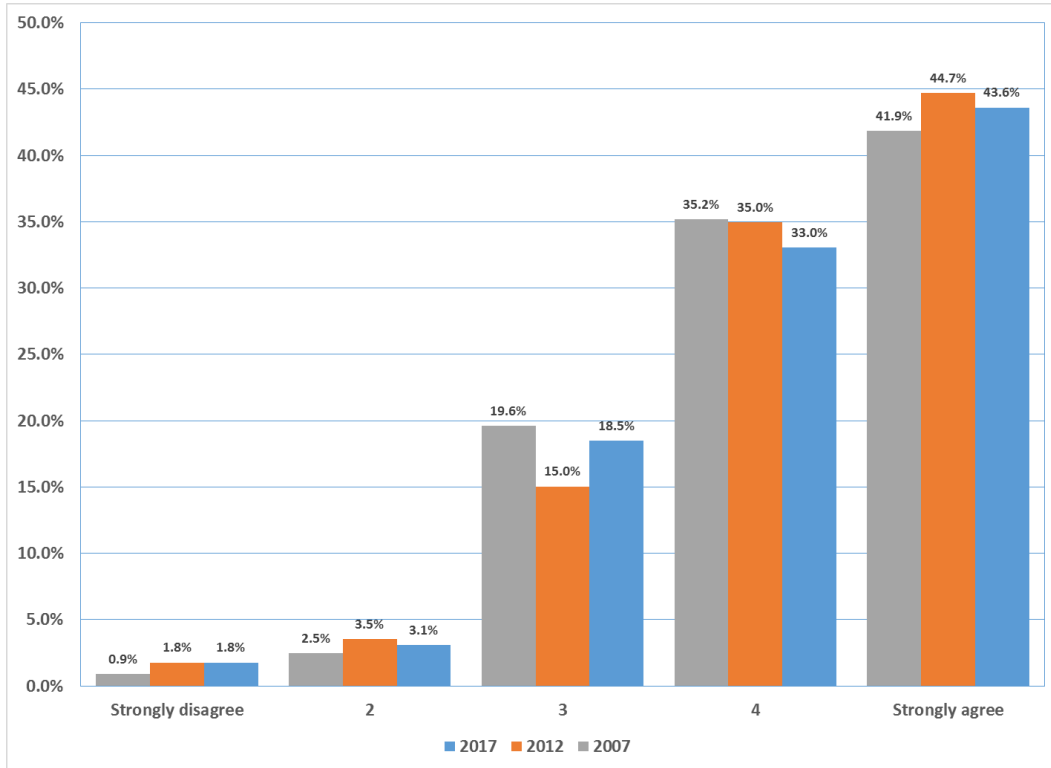
C. 4. I find my dealings with COPA staff to be a positive experience.



Mean: 4.24 Std. Dev: 0.92

Most survey participants strongly agreed with statement: (51.2 + 29.0) 80.2%. These results are relatively consistent with the data from the 2007 and 2012 surveys: means of 4.24 and 4.36 and 4.47 in the 2017, 2012 and 2007 surveys, respectively.

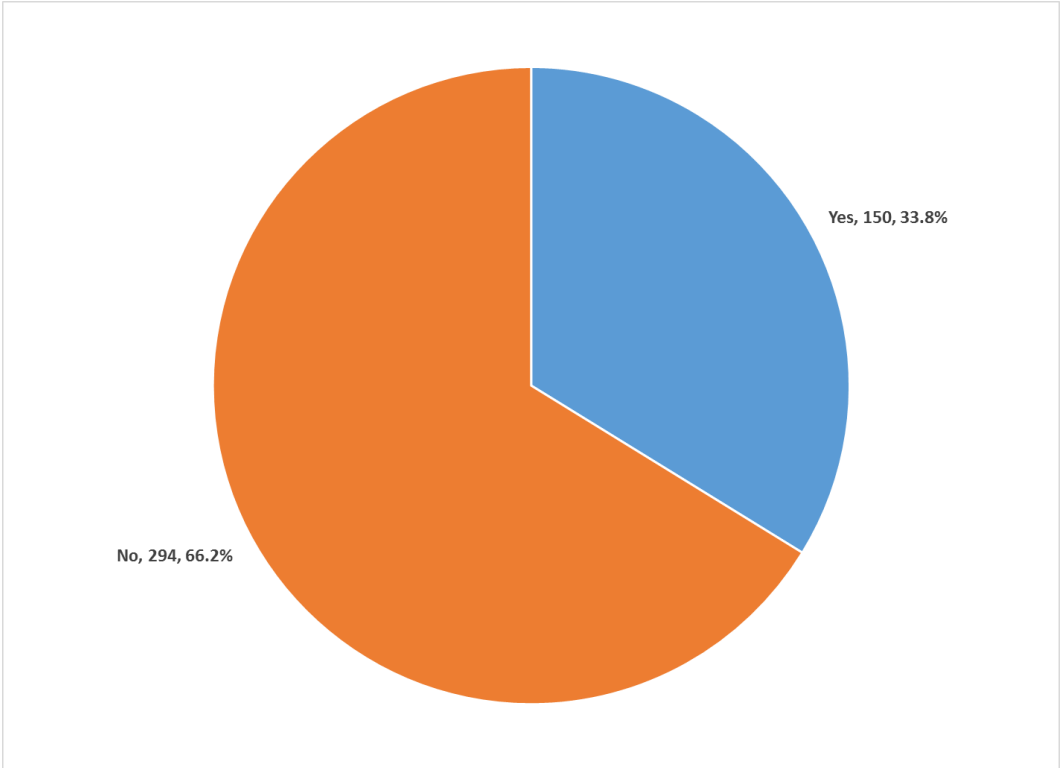
C. 5. I find that I get my questions answered by COPA staff in a timely manner.



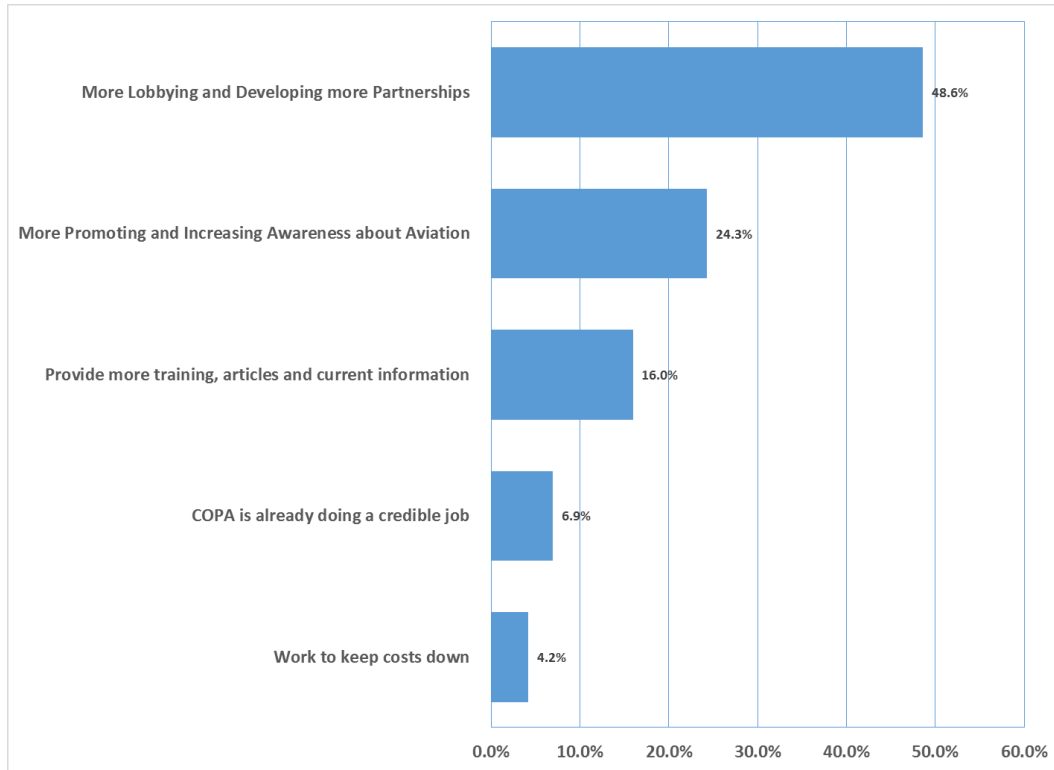
Mean: 4.14 Std. Dev: 0.94

With 78.0% (44.4 + 33.6) of the survey participants strongly agreeing with this statement and with a mean of 4.14 and a standard deviation of 0.94, the majority of survey participants feel they get their questions answered by COPA staff in a timely manner. These results are consistent with the data reported in the 2007 and 2012 surveys: means (4.27 and 4.17) and standard deviations (0.96 and 0.93), respectively.

C. 6. Do you know who is your provincial/regional COPA Director?



C. 7. What are one or two things that COPA should be doing for general aviation in Canada that it isn't doing now?



More Lobbying and Developing more Partnerships (70 comments)

including by working with other groups like CASARA; by increasing linkages with training websites like Smart Pilot to help refresh/build skills; by advocating with TC to bring lower-cost, higher-reliability equipment and promoting airport development; by protecting the right of general aviation (GA) in Canada and maintaining affordable flying; by lobbying government, for example, to reduce the tax on fuel to support small airports; by getting US border crossing EAPIs removed; by pushing harder for the creation of new pilots via government assistance; by bringing our medical requirements in line with those in the US; by fighting unfair hangar taxation (private recreational hangars taxed as commercial businesses); by fostering closer relationships with RAA and SAC; by partnering up with other international aviation organizations; by working closer with flight schools; and by working harder with the Feds to promote a national plan for GA in Canada.

More Promoting and Increasing Awareness about Aviation (35 comments)

including by promoting ADS-B for GA in Canada; by continuing to promote general aviation; by continuing to debunk the stigma that private plane operation is a rich man's game; by educating the general public about the benefits GA brings them; by actively promoting GA in local newspapers; by increasing public awareness of how business/land owners/local government are pushing us out; by working harder to make

flying accessible to young people; by expanding COPA's advertising; by holding regional and provincial Fly-ins; by promoting private-run flying schools; by doing media interviews with radio and TV stations to promote flying events; by making the public aware of the advantages of having a strong GA; by promoting more media publicity on the benefits of and threats to GA in Canada; by seeking ways to promote flying in school systems across the country; by promoting Canada to the world as a place to get pilot training and licensing; by improving the means for pilots to keep current; and by promoting the small plane owner.

Provide more training, articles and current information (23 comments)

including by providing more clarification of federal/provincial laws regarding aerodromes; by publishing more articles regarding aircraft maintenance, avionics, etc.; by communicating more with flying clubs; by supporting a serious training program like the USA does; by providing more aviation resource material online similar to what AOPA provides; by providing better safety training online and in the magazine; by providing more articles on taildraggers, ski flying, float flying and Stol takeoffs and landings and bush flying; by offering webinars; by offering more on the "low and slow" aircraft; by offering more ultralight articles and regional events; and by providing a list of flight instructors and more education in the COPA magazine about buying, owning and group ownerships.

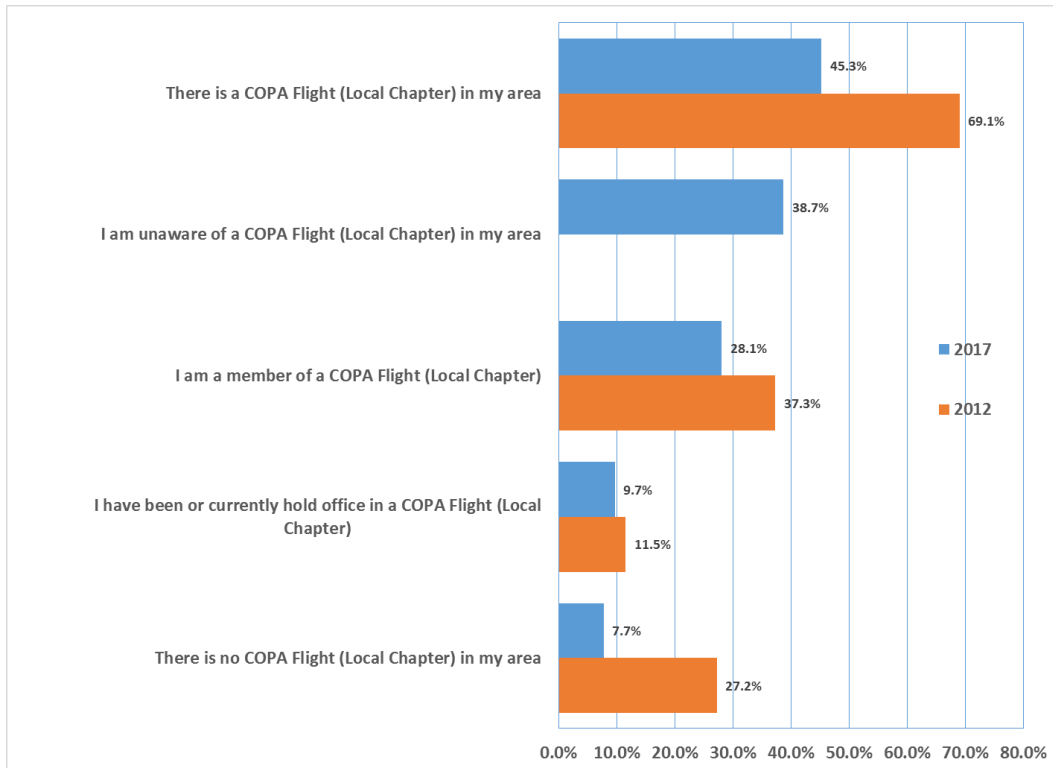
COPA is already doing a credible job (10 comments)

including by currently doing what I think should be done; by doing a really good job of protecting the freedom of flying in Canada; and by keeping up the good work encouraging GA and resisting the bureaucratic onslaught.

Work to keep costs down (6 comments)

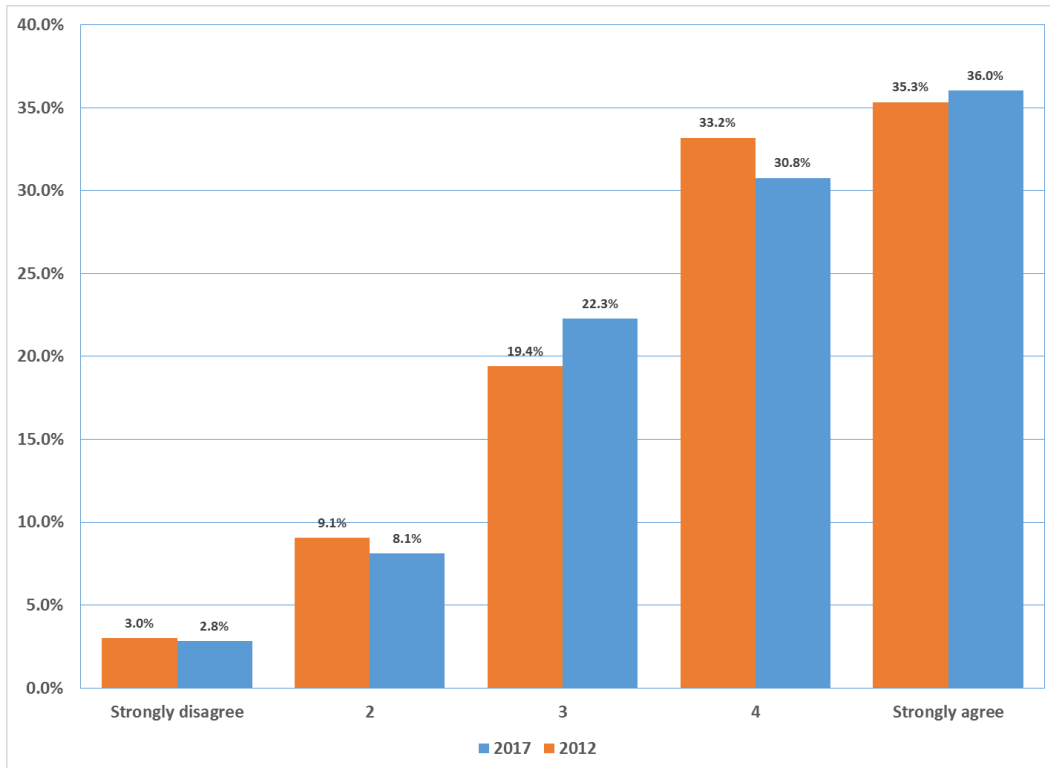
including by lobbying for reasonable fuel costs; by continuing to maintain low cost access to GA; by creating a partner-ownership program throughout Canada; by finding ways to reduce the cost of flying; and by continuing to work to bring costs down.

C. 8. A) For COPA Flights (Local Chapters) (Please check all that apply):



It is interesting that fewer members this year report that there is a COPA Flight (Local Chapter) in their area compared to 2012 and that 38.7% are unaware of a COPA Flight (Local Chapter) in their area. Also, that fewer survey participants report that they are members of a COPA Flight (Local Chapter) this year compared to 2012. I thought that the local chapters were a good complement to COPA National, yet their numbers appear to be flagging.

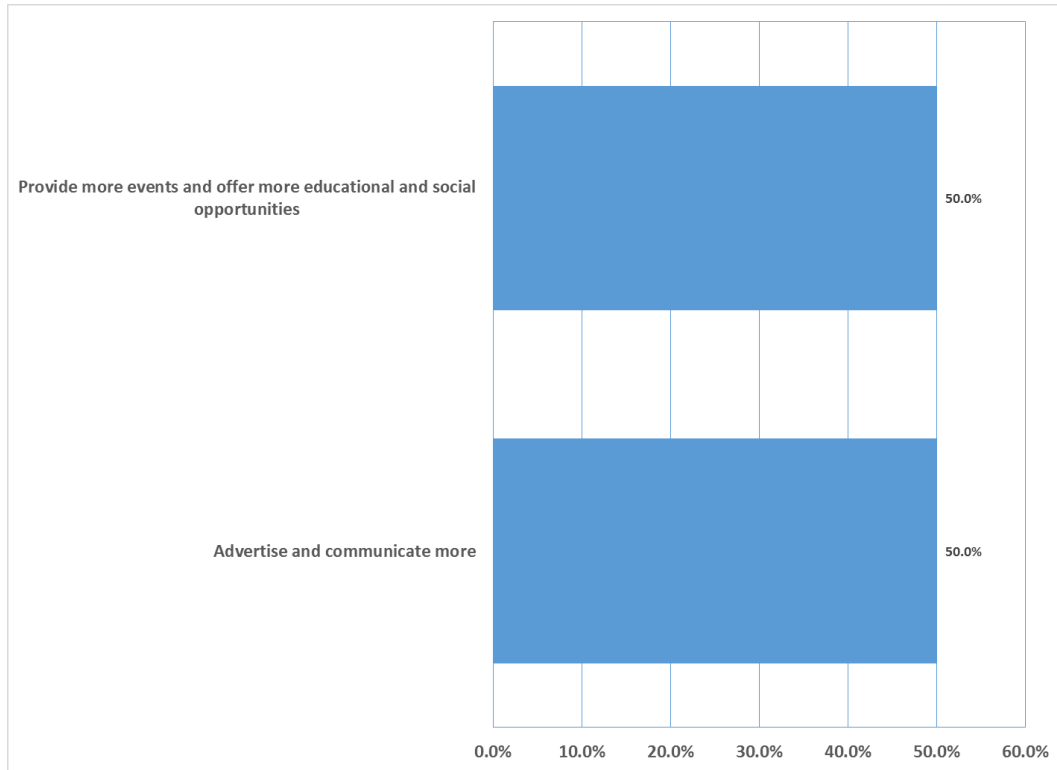
C. 8. B) I am very satisfied with the services I receive in my COPA Flight (Local Chapter).



Mean: 3.89 Std. Dev: 1.07

The figures are almost identical for 2017 and 2012, with the means for both years being 3.89 and the standard deviation for 2017 being 1.07 and for 2012 being 1.08. This data, however, does indicate that there is definitely room for improvement here.

C. 8. C) What are one or two things that could be done to improve the services I receive from my COPA Flight (Local Chapter)?



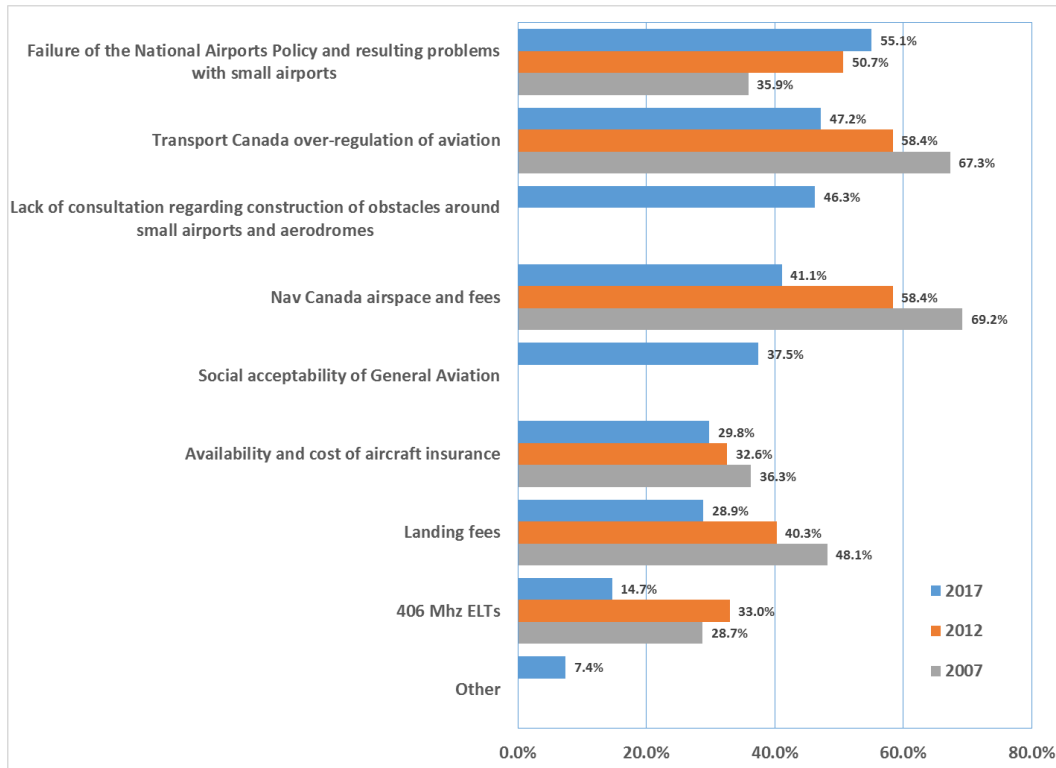
Provide more events and offer more educational and social opportunities (24 comments)

including by having events such as BBQs, seminars, movie screenings and monthly potluck; by hosting more regular meetings and more local fly-ins; by providing more education sessions, such as rust removers; by hosting an open-house to bring together new and existing members; by providing updates and reviews of regulations about procedures, security, etc.; and by hosting learning sessions around “lessons learned”.

Advertise and communicate more (24 comments)

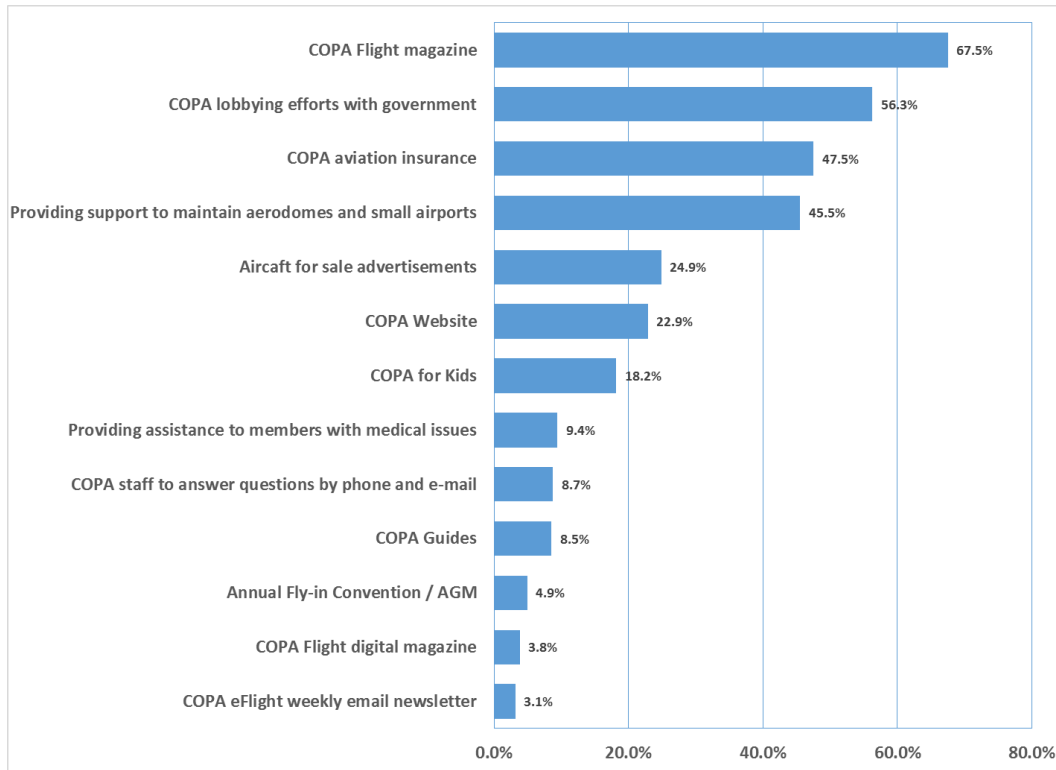
including by informing local communities through media about outreach activities, including publishing local fly-ins; by having more organized fly-outs and taking non-pilots for rides; by creating local membership rosters and informing members about the activities and benefits of membership; by hosting an open-house for COPA members to bring together new and existing members; and by arranging for presentations by COPA National at meetings, including Skype presentations.

D. COPA devotes considerable resources and energy lobbying on your behalf to protect those rights and freedoms that affect personal aviation. Please check the top three issues you feel COPA should consider priorities.



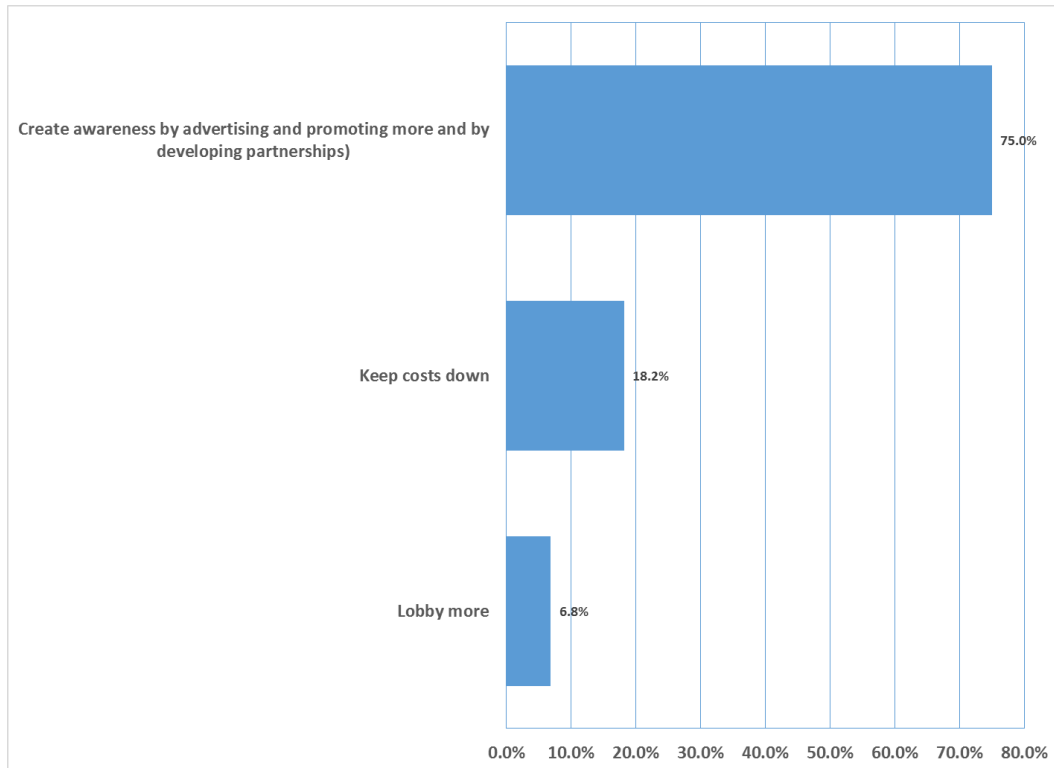
The categories and how this question has been asked have varied somewhat over the three surveys conducted in 2007, 2012 and 2017. But note, however, that overall the top categories have remained fairly consistent. The one that is new is “Lack of consultation regarding construction of obstacles around small airports and aerodromes”. All of the top four categories identified in this current survey again highlight the vital importance of lobbying for COPA.

E. 1. Please check the top three most important services that COPA provides.



The top three categories highlighted in this survey have been identified in other questions in the in the 2007 and 2012 surveys. What is new is “providing support to maintain aerodromes and small airports”. Focusing resources on providing quality products and services in these four top categories would go a long way in meeting members’ needs.

E. 2. What are one or two strategies that COPA National should pursue to increase its membership?



Create awareness by advertising and promoting more and by developing partnerships (66 comments)

including by educating members more about the benefits of COPA membership; by having a greater presence at local fly-in events—coordinate with local/private aerodromes; by advertising on TV and in magazines and newspapers; by promoting COPA through flight schools; by adopting meeting strategies similar to AOPA, with safety seminars and opportunities to see new technology; by using the press and media to influence and sway public perception of aviation; by placing posters at smaller aerodromes; by offering flight magazines to schools; by fostering more connection with the local Air Cadet program; by encouraging young people to get involved in flying; by keep doing flight for kids; by imitating EAA which has “Young Eagles” to instill an early interest in flying in the young; by increasing promotion efforts to people in that intermediate age rather than just kids; by expanding advertisements to more commercial and airline operators; by increasing local visibility/engagement with flights; by illustrating instances where COPA has been successful in protecting or improving aviation issues; by reporting local news from across Canada in the magazine; by more promotion of COPA to student pilots, professional pilots and existing GA pilots; by identifying more ways the GA can provide social services, like Hope Air, Casara, others; by coordinating efforts with AOPA; by communicating more with AOPA and benchmarking with them; by getting involved in workshops nation-wide to promote GA; by using stats to impress on the general public (via media) that flying is much safer than

hwy driving; and by highlighting the new generation of pilots more because to outsiders it just seems like a group of old white guys.

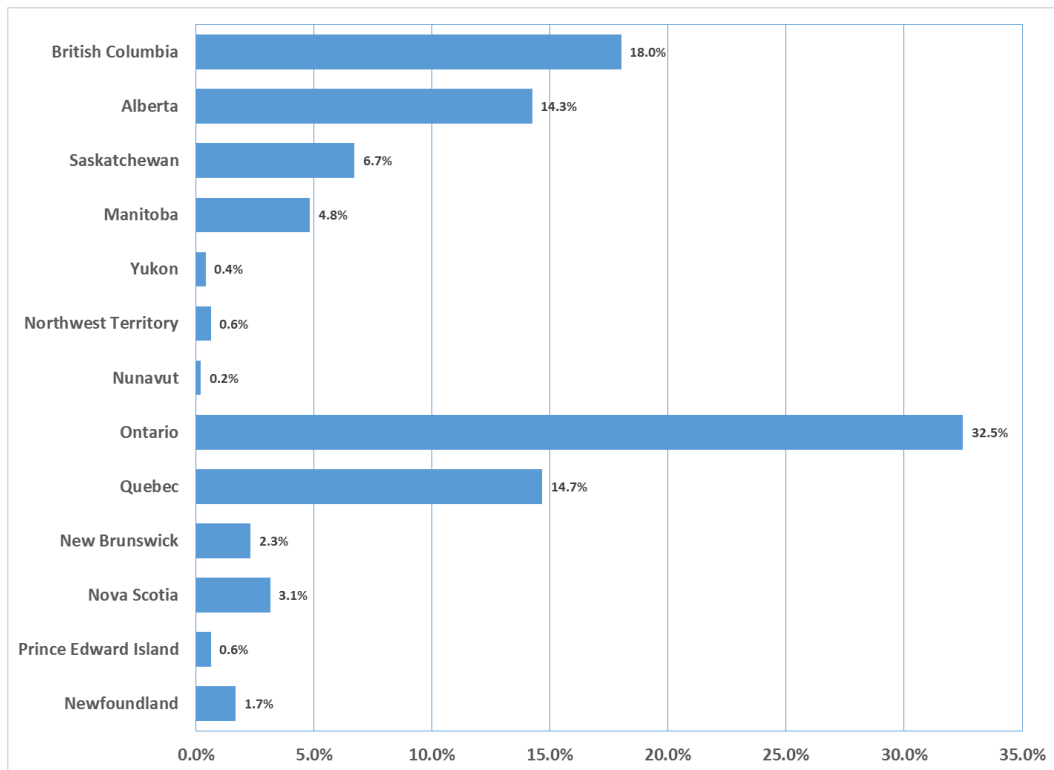
Keep costs down (16 comments)

including by keeping the costs of instruction down so more young people can get involved; by offering free/low cost membership to graduates of the Air Cadet gliding / power programs with a 5 year limit; by offering free membership for 6 months to a year to new pilots; by obtaining cheap rental airplane insurance; by offering better insurance plans; and by reducing the cost of flight training and making it more accessible.

Lobby more (6 comments)

including by lobbying for better A/C insurance and other retail discounts; by pursuing support nationally for the smaller private/municipal aerodromes; by COPA lobbying the government more; and by lobbying provincial governments to invest in small regional airports.

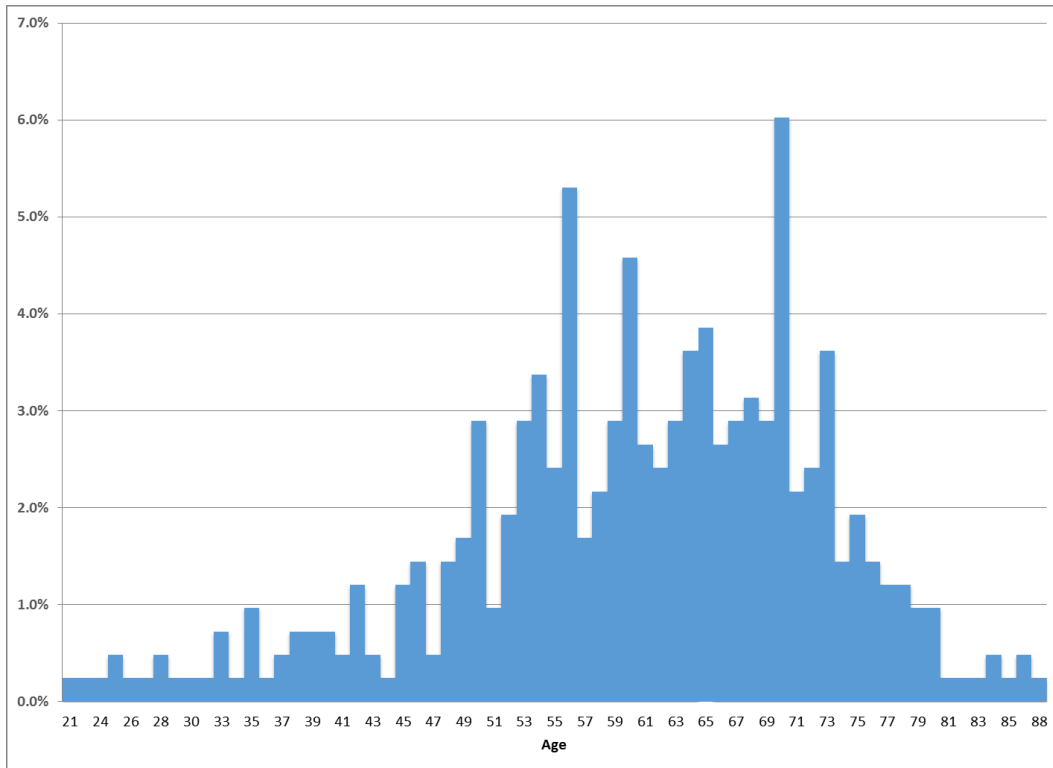
F. 1. Home province or territory



Province	Survey	Membership	Variance
British Columbia	18.0%	15.8%	2.2%
Alberta	14.3%	15.6%	-1.3%
Saskatchewan	6.7%	4.5%	2.2%
Manitoba	4.8%	4.3%	0.5%
Yukon	0.4%	0.9%	-0.5%
Northwest Territory	0.6%	0.5%	0.1%
Nunavut	0.2%	0.0%	0.2%
Ontario	32.5%	37.7%	-5.2%
Quebec	14.7%	15.3%	-0.6%
New Brunswick	2.3%	1.7%	0.6%
Nova Scotia	3.1%	1.9%	1.2%
Prince Edward Island	0.6%	0.5%	0.1%
Newfoundland	1.7%	1.1%	0.5%

The proportion of survey respondents by province and territory closely matches the proportion of the COPA membership. Only Ontario is an anomaly with a differential of 5.2%. This table confirms, therefore, the representativeness of this survey sample, further supporting the reliability of these survey results.

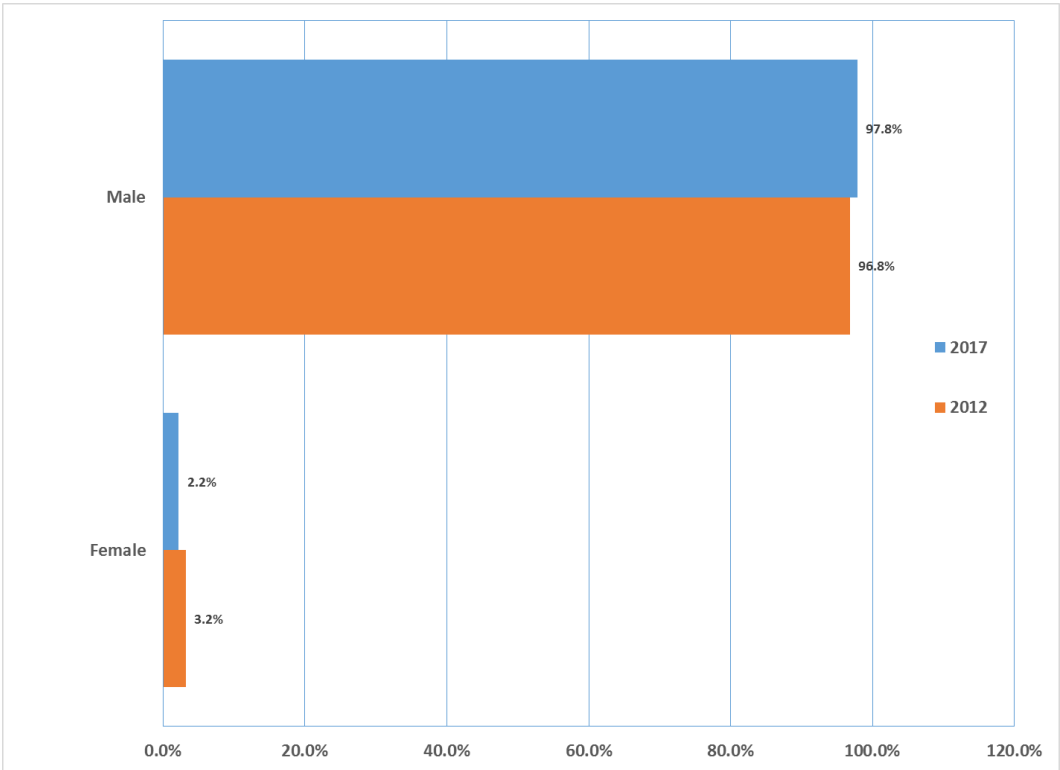
F. 1 Age



Youngest: 21
Oldest: 88
Average: 60.3
Standard
Deviation: 12.4

These results are comparable to those in the 2007 and 2012 surveys. However, it is worth noting that the mean age of 60.3 is 3.1 years older than the mean age reported in 2012, which was 57.2, and 4.45 years older than the mean age reported in 2007, which was 55.85. These facts highlight the importance again of redoubling efforts to attract younger members; otherwise the membership will continue to decline over time.

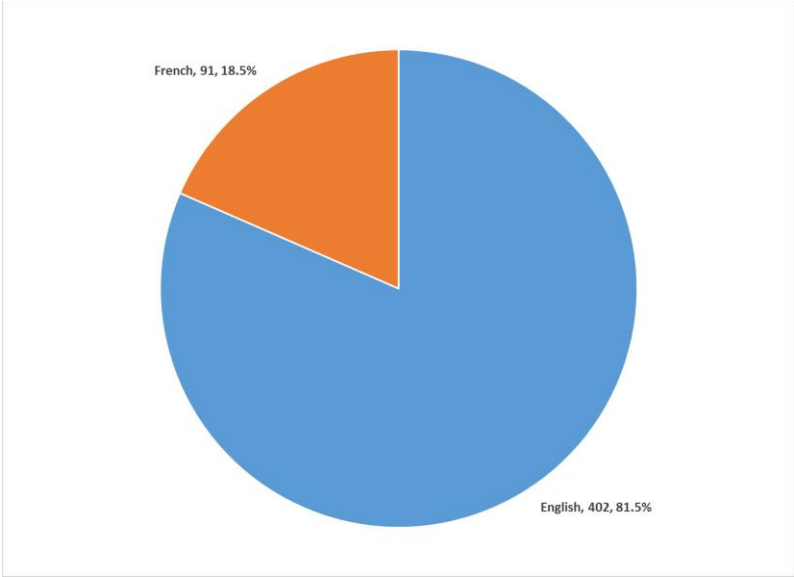
F. 1. Gender



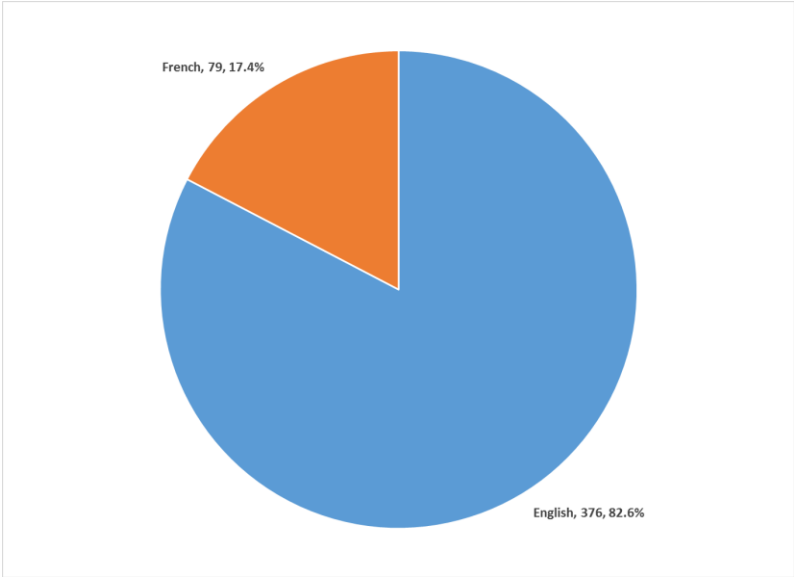
The gender of COPA members is very similar in 2017 compared to 2012.

F. 1. Language(s)

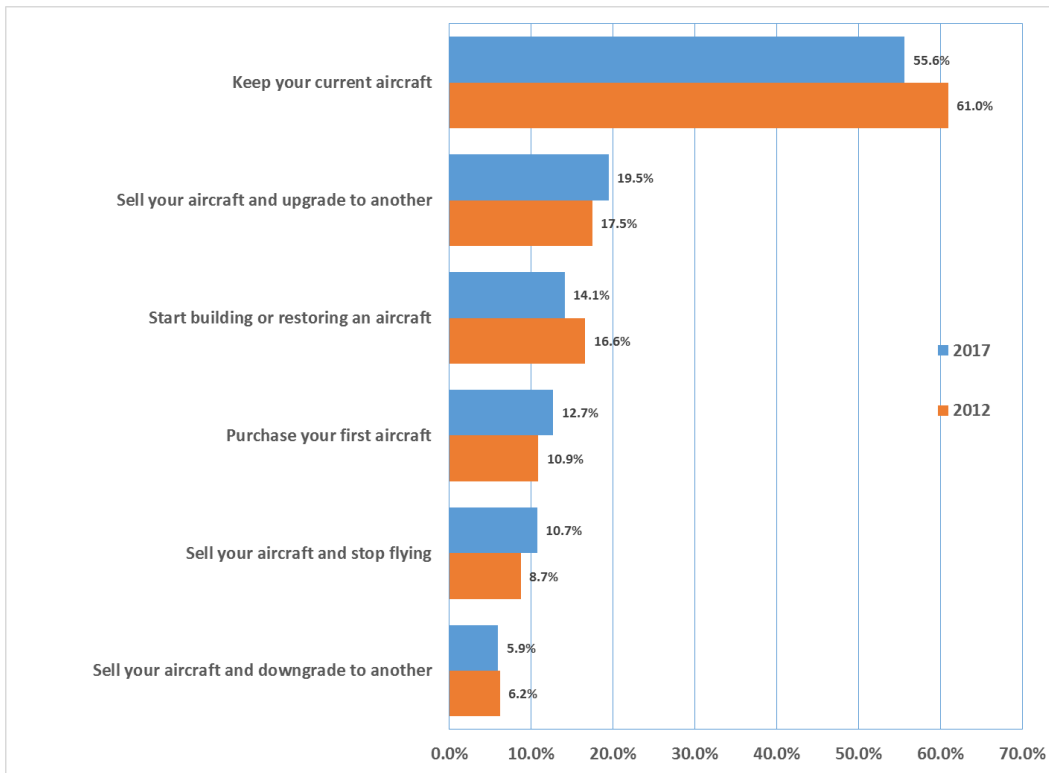
Spoken



Written

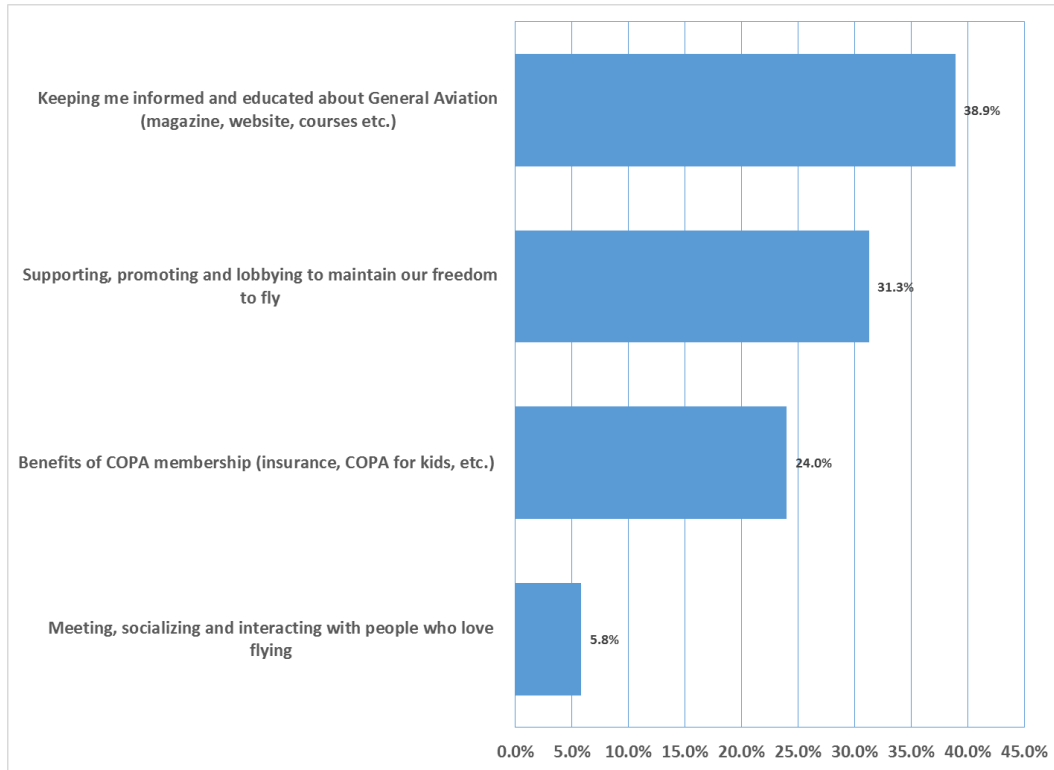


F.3. Within the next five years, you plan to (check all that apply):



These ratings show that the range in the categories is similar in 2017 compared to 2012. However, fewer members report that they will be keeping their aircraft in 2017 and more intend to sell their aircraft and upgrade to another.

F. 4. What were the one, two or three main reasons you joined COPA or renewed your membership this year?



Keeping me informed and educated about General Aviation (magazine, website, courses etc.) (214 comments)

including to keep updated on current affairs and changes in aviation; to keep abreast of GA and factors affecting GA in Canada; to receive the COPA Flight magazine; to have access to the classifieds; to stay in compliance with new Air Regulations via the COPA Flight magazine; to stay in touch with changes in technology, avionics, fuel and insurance; to read articles on small planes which I enjoy; to help me keep informed about the challenges facing aviation in Canada; to help with my continued learning about aviation related topics and issues; to stay current in the aviation world; to allow me to read about other pilots which I find informative and enjoyable; to allow me access to a range of information and publications; to keep up on new technology information; to help me keep up with what is happening in the aviation world across Canada; to become informed about the issues and costs of aircraft ownership; to keep current with both local and national aviation issues; to receive timely information regarding aviation issues; to learn about aircrafts for sale, learn more about flying and from reading accident reports to learn what to do and what to avoid; to keep up to date on the state of aviation in Canada while I'm overseas; to stay current in the industry; to monitor regulations and policies that affect pilots; to have access to magazine articles; to amass general information on a range of aviation topics; to keep updated on aviation information even though I no longer fly or own an aircraft; to keep in touch with the

aviation community; to browse aircrafts for sale and keep current on values of floatplanes; to find listings of aircrafts and parts information; to stay informed using both the magazine and the website; to keep up to date on current safety information and practices; to learn about buying and trading aircrafts; to use the online resources which are extensive and substantial; to find out about the value of aircrafts; to have access to the website; to pass on information to people new to aviation; to learn from accident reports; and to read Plane trader which is always fun to read.

Supporting, promoting and lobbying to maintain our freedom to fly (172 comments)

including to provide funding support for COPA to keep us flying; to add strength to the COPA voice as part of a larger group; to promote general aviation within Canada; to support COPA in its efforts to help maintain our freedom to fly; to support COPA in its efforts to keep recreational aviation alive; to support the rights for general aviation and small airports; to protect our GA concerns; to support COPA's mission in the conservation and advancement of GA; to support COPA which has always been an important and effective GA voice in Canada; to support COPA's involvement in improving Canadian aviation issues; to support the advocacy work COPA does; to support COPA as a representative against government over-regulation in GA; to keep up COPA's lobbying efforts; to add my name to increase our voting power; to act as our representative on GA issues at both the provincial and federal level; to support COPA in its strategy to continue to make improvements to be more effective in supporting our freedom to fly; to promote the next generation to be pilots; to continue to support COPA to make presentations on our behalf to politicians, TC and Navcanada; to continue to support COPA for all they do for Canadian aviation; to help keep interference to a minimum; to support local communities with COPA for kids; to support a cause I believe in and an organization that advocates on my behalf; to support the initiatives underway by COPA regarding small airports, government lobbying and insurance; to support aerodromes and to help stop the closing of small airports; and to help fight unjust and restrictive laws that adversely affect GA.

Benefits of COPA membership (insurance, COPA for kids, etc.) (132 comments)

including to buy aircraft insurance at a reasonable rate; to participate in COPA for kids; to continue organizing COPA for kids; to complete the refresher/review tests necessary to obtain aircraft insurance; to have use of a friend's aircraft I needed to secure insurance; to have access to the benefits COPA offers members; to obtain hangar insurance; to obtain insurance for my motorcycle through COPA; to maintain our aircraft insurance with Magnes; to obtain the medical support I needed; to obtain a MDRA inspector; to obtain home and car insurance at a discount; to participate in fly-ins; to purchase rental insurance; and to help coordinate our insurance requirements.

Meeting, socializing and interacting with people who love flying (32 comments)

including to develop friendships among people who love flying; to be part of the GA community; to be with my friends who are COPA members; to maintain local camaraderie; to connect to other aircraft people and owners; to be part of an aviation interest group; to be part of COPA Flight events; to stay connected with the general flying community; to observe, learn and read about others in aviation; and to experience the brotherhood it provides.

APPENDIX

1. COPA Membership Survey 2017-----pp. 51-54.

2. COPA Telephone Survey-----p.55.

COPA Membership Survey 2017



Please return your completed survey by **November 10, 2016**

Mail it to: Keith Christopher, 412 Duplex Ave., Toronto ON M4R 1V1 or fax it to 1-800-339-1947

A. Please tell us about your current flying

1. Pilot licence or permit held (**check all that apply**):

- | | | |
|--|--|--|
| <input type="checkbox"/> None | <input type="checkbox"/> Student Pilot | <input type="checkbox"/> Ultralight Permit |
| <input type="checkbox"/> Rec Pilot Permit | <input type="checkbox"/> Private Pilot | <input type="checkbox"/> Commercial |
| <input type="checkbox"/> Airline Transport | <input type="checkbox"/> Glider | <input type="checkbox"/> Balloon |
| <input type="checkbox"/> Gyroplane | | |

2. Types of aircraft flown (**check all that apply**):

- | | | |
|---|--|---|
| <input type="checkbox"/> Certified Aircraft | <input type="checkbox"/> Transport Category Aircraft | <input type="checkbox"/> Amateur-built Aircraft |
| <input type="checkbox"/> Owner-maintenance Aircraft | <input type="checkbox"/> Jets | <input type="checkbox"/> Turboprops |
| <input type="checkbox"/> Ultralights | <input type="checkbox"/> Helicopters | <input type="checkbox"/> Floatplanes |
| <input type="checkbox"/> Aerobatic Aircraft | <input type="checkbox"/> Balloons | <input type="checkbox"/> Gliders/Sailplanes |
| <input type="checkbox"/> Gyrocopters | <input type="checkbox"/> Hang gliders | <input type="checkbox"/> Paragliders |
| <input type="checkbox"/> UAV/Drones | <input type="checkbox"/> Models | |

3. Ratings (**check all that apply**): Instructor Instrument Multi-engine Seaplane Night

4. Do you fly for (**check all that apply**): Personal Business Professionally Not currently flying

5. a) Total flying hours (all types) _____

b) How many years have you been flying _____

c) At what age did you begin your flight training _____

6. a) Total flying hours (all types) during year 2015 _____

b) How does this compare with your annual hours flown over the last five years?

- Higher Lower About the same

c) Please circle the average hours flown per year (approximately):

VFR	10	25	50+
IFR	10	25	50+

7. a) Do you own an aircraft (or aircrafts) or a share in an aircraft (or aircrafts)?

- Sole owner Own a share Not an aircraft owner

b) If you own an aircraft, does it have an electrical system?

- Yes No

c) If yes, do you have (**Please check all that apply**)

- Two-way radio Transponder ELT 121.5 ELT 406 GPS portable GPS panel
 IFR equipped Tablet/iPad

E. Please provide your perspective on the services COPA provides

1. Please **check the top three most important services** that COPA provides.

- COPA Flight magazine
- COPA Website
- COPA aviation insurance
- COPA for Kids
- Annual Fly-in Convention / AGM
- COPA staff to answer questions by phone and e-mail
- COPA lobbying efforts with government
- COPA Guides
- COPA Flight digital magazine
- COPA eFlight weekly email newsletter
- Aircraft for sale advertisements
- Providing assistance to members with medical issues
- Providing support to maintain aerodromes and small airports

2. What are **one or two strategies** that COPA National should pursue to increase its membership?

F. Please tell us about yourself (this information helps ensure that we are aware of the needs of all our members)

1. Membership number (**important for prize draw**) _____ Postal Code _____

Home province _____ Age _____ Gender: Male Female

Languages(s) Spoken English French
Written English French

2. Your annual family income is:

- \$0-20,000 \$20,001-\$30,000 \$30,001-\$45,000 \$45,001-60,000
- \$60,001-90,000 \$90,001-\$125,000 \$125,001-\$200,000 \$200,001 and up

3. Within the next five years, you plan to (**check all that apply**):

- Purchase your first aircraft Sell your aircraft and upgrade to another Sell your aircraft and downgrade to another
- Sell your aircraft and stop flying Keep your current aircraft Start building or restoring an aircraft

4. What were the **one, two or three main reasons** you joined COPA or renewed your membership this year?

All COPA members who complete a paper or on-line survey will be automatically entered in a draw for prizes provided by: the Magnes Group, Breitling, ThePersonal, Aircraft Spruce Canada and COPA National.
To be eligible for the draw, please complete this survey!

Note: We guarantee that your personal information will be kept confidential. KC Surveys, the survey company we hired to conduct this survey, will present only summary data in the survey report so that no survey participant's responses can be identified.

COPA Telephone Survey (2017)--Name_____

1. (B-3) I find the COPA Web site very useful. (www.copanational.org)

1	2	3	4	5	NA
strongly disagree				strongly agree	

2. (C-2) The monthly COPA magazine *COPA Flight* is excellent.

1	2	3	4	5
strongly disagree				strongly agree

3. (C-3) I feel that I am getting good value from my COPA membership.

1	2	3	4	5
strongly disagree				strongly agree

4. (C-4) I find my dealings with COPA staff to be a positive experience.

1	2	3	4	5	NA
strongly disagree				strongly agree	

5. (C-8b) I am very satisfied with the services I receive from my COPA Flight (Local Chapter).

1	2	3	4	5	NA
strongly disagree				strongly agree	