



## DOMESTIC AIRLINE SATISFACTION SURVEY RESULTS 2009

Airline (in order of overall satisfaction; followed by number of respondents with 2007 number in brackets)	Overall Satisfaction (%)	Value for money (%)	In-flight service (%)	Seat Comfort (%)	Ability to get a convenient flight (%)	Booking process (%)
Virgin Blue 1201 [437]	68 [71]	77 [77]	67 [68]	61 [63]	73 [76]	81 [83]
Regional Express 87 [50]	66 [79]	54 [63]	73 [76]	64 [67]	67 [70]	80 [83]
Qantas 1832 [1345]	61 [67]	55 [57]	61 [64]	53 [56]	67 [70]	75 [77]
Jetstar 579 [171]	60 [62]	70 [73]	58 [58]	56 [58]	64 [66]	76 [76]
Tiger 74 [A]	55	75	59	52	58	71
Average scores	63 [68]	64 [66]	63 [65]	56 [59]	68 [71]	77 [79]

Note: 2007 numbers in brackets [ ]