



INTERNATIONAL CIVIL AVIATION ORGANIZATION

First Meeting of the Africa - Indian Ocean Aviation System Planning and Implementation Group (AASPG/1)

Libreville, Gabon, 3 - 7 November 2025

Agenda Item 4: Implementation of safety and air navigation goals, targets and indicators, including priorities set in the Regional Aviation Safety and Air Navigation Plans

4.7. Other Aviation Safety and Air Navigation initiatives

Customer satisfaction survey on the MET services conducted by ASECNA.

(Presented by ASECNA)

SUMMARY	
<p>As a provider of meteorological services, ASECNA has established and implemented a properly organized quality management system for meteorological information intended for users, complete with the necessary procedures, processes and resources.</p> <p>This paper outlines ASECNA's process for evaluating customer satisfaction with the quality of MET services in accordance with the quality requirements (Customer orientation and customer satisfaction). It also presents the results of the 2023 customer satisfaction survey (ESC) conducted by ASECNA Management followed by actions implemented or being implemented to follow up on the observations of air users.</p> <p>This survey aims to gather feedback from air users on two things: how they are welcomed at the MET Office and the quality of MET services. The results will be used to identify areas where improvements could be made based on the needs of end users.</p> <p>The action by the Meeting is in paragraph 3.</p>	
<i>Strategic Objectives</i>	<p>A- Safety</p> <p>B- Air Navigation Capacity and Efficiency</p>

1. INTRODUCTION

- 1.1. This survey aims to gather feedback from air users on two things: how they are welcomed at the MET Office and the quality of MET services. It also aims to identify areas where improvements could be made based on the needs of end users.
- 1.2. The survey covers reception at MET offices, assessment of the quality of MET services provided at operational centers, and users' assessment of planned Agency

improvements.

1.3. The customer satisfaction survey is implemented using questionnaires in order to better understand the expectations of MET service users. The survey questionnaire is made available to the operations managers of all airlines and pilots operating in each ASECNA Member State.

1.4. The 2025 survey was launched on 29 August among operational centers. The forms, which are to be completed by aircraft operators and pilot-in-command, are expected to be returned to headquarters for processing.

1.5. This note presents the results of the ESC 2023 survey. It also presents the actions implemented based on the survey's findings.

2. DISCUSSION

2.1. During the 2023 campaign, 180 responses were recorded from 87 airlines. Of these, 49 are IATA members.

2.2. Reception at the MET Office

- 47% of users described the welcome they received from our forecasters/protectionists as 'very courteous',
- 53% of users described our forecasters/protectionists as 'courteous'

2.3. Request for and receipt of briefing at ASECNA centers.

- Compared to 31% in 2021, 64% of users now request MET briefings 'very often' or 'often'. This represents a significant improvement of 33%.
- 76% of users receive the MET briefing 'very often' or 'often' on time, compared to 39% in 2021 — a 37% improvement.
- 24% of users received the briefing 'sometimes' late.

2.4. Quality of MET flight documentation

- Flight documentation is received on time by 100% of users (78% of whom do so very often and 28% often).
- 95.5% of users say they are 'very satisfied' or 'satisfied' with the flight documentation provided by ASECNA centers, compared to 94% in 2021.
- The rate of non-compliant has improved from 10% in 2021 to 5%. The remaining 5% report illegible files and other issues.
- 38% of users would like to receive flight records online. This rate is slightly higher than in the 2021 satisfaction survey (37%).
- There is growing interest from airlines wishing to provide flight records online, including ROYAL AIR MAROC, ETHIOPIAN AIRLINES, ASKY, TURKISH AIRLINES, AIR COTE D'IVOIRE, BRUSSELS AIRLINES, AIR SENEGAL and AIR FRANCE.

2.5. Quality of Briefing, consultation, display

- Telephone consultation
- This form of MET protection is not frequently used in ASECNA centers, as 35% of

- users say they use it 'very often' and 'often'.
- 65% of users have 'never' or 'rarely' used this form of protection, compared to 48% in 2021, demonstrating a decline in demand for flight protection by telephone.
- Briefing and display
- 24% of users say they use it 'very often', compared to 28% in 2021. Meanwhile, 27% say they use it 'often', compared to 17% in 2021.

2.6. Quality of forecast in ASECNA centers (parameters and phenomena)

- The analysis of the results reveals the achievement and exceeding of the target objective (97%) in terms of satisfaction with the forecasting of the occurrence of various meteorological phenomena.
- Between 2021 and 2023, slight variations in satisfaction rates were observed for most meteorological parameters and phenomena.
- The satisfaction rate for low ceiling forecasts decreased from 100% in 2021 to 98% in 2023, indicating slight performance deterioration.
- There was a slight improvement in satisfaction rates for thunderstorm and visibility forecasts (both 99%) compared to 2021.
- - The 'Other phenomena' category saw a significant decline in satisfaction, from 95% in 2021 to 90% in 2023.

These results reveal an overall stable performance.

2.7. Assessment of planned ASECNA infrastructure improvements

- The planned improvements by ASECNA were equally appreciated by crews (96.1%), in line with the results of the previous survey.

In summary, the 2023 customer satisfaction survey on the quality of MET services shows the following:

- ***flight protection achieved a satisfaction rate of 99.5%,***
- ***MET parameter and phenomena forecasts received a satisfaction rate of 98.30%.***

Several actions have been taken at the relevant centers to correct the 1.7% of cases of dissatisfaction relating to inaccurate forecasts and the 0.5% relating to flight protection.

2.8. Actions implemented:

Feedback from the customer satisfaction survey is crucial. It is important to take it into account. This will help to improve the quality of meteorological assistance. This will also help to contribute to air navigation safety. We have therefore:

- continued to implement the project to acquire and install ATIS and VOLMET in the ASECNA zone.
- Enhanced meteorological assistance for operators and flight crew members through the implementation of modern systems.
- improved the working environment.
- optimized the means of detecting, monitoring and forecasting dangerous phenomena.
- improved methods for detecting wind shear.
- continued to strengthen the English language skills of MET staff.
- continued to develop the skills of MET staff.

3. ACTION BY THE MEETING

The meeting is invited to:

- a) take note of the information contained in this paper, and the following recommendations are made:
- b) encourage users, to go themselves to the MET offices for flight protection (removal of flight records, consultations and oral presentations) specially in critical times
- c) request ICAO Regional Offices to work on developing a harmonized customer satisfaction survey form for the AFI region; and
- d) encourage all ANSPs in the AFI region to conduct satisfaction surveys at regular intervals defined at the regional level, in collaboration with users.