

ABX Air, Inc.

Results from Employee Survey on Benefits

December 26, 2002 through January 16, 2003



Participation

- Sent to 6,373 employees
- 2,538 surveys returned
- 40% participation
- Approximate 1/2 had written comments
- 194 pages of typed comments

Question 1 A

(Wilmington only)

Do you or anyone in your family have a Primary Care Physician?

| Self | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 1965 | 90% |
| No | 230 | 10% |
| Total Valid | 2195 | 100% |

Question 1 B

(Wilmington only)

Do you or anyone in your family have a Primary Care Physician?

| Spouse | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 1442 | 94% |
| No | 97 | 6% |
| Total Valid | 1539 | 100% |

Question 1 C

(Wilmington only)

Do you or anyone in your family have a Primary Care Physician?

| Children | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 1158 | 95% |
| No | 61 | 5% |
| Total Valid | 1219 | 100% |

Question 2

(Wilmington only)

How often does anyone in your family see a Primary Care Physician?

| | Frequency | Valid Percent |
|-----------------------|-----------|---------------|
| At least once a month | 156 | 7% |
| Every 2 months | 243 | 11% |
| Every 3 to 6 months | 731 | 33% |
| Every 6 to 12 months | 602 | 27% |
| Once a year or less | 467 | 21% |
| Total Valid | 2199 | 100% |

Question 3

(Wilmington only)

Do you or a family member see a specialist on a regular basis?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 977 | 46% |
| No | 1149 | 54% |
| Total Valid | 2126 | 100% |

Question 4

(Wilmington only)

What type of specialist do you or your family members regularly see?

| | Frequency | Valid Percent |
|-------------------------|-----------|---------------|
| OBGYN | 797 | 29% |
| Cardiologist | 139 | 5% |
| Gastro. | 130 | 5% |
| Allergist | 137 | 5% |
| Ear Nose Throat | 176 | 6% |
| Dermatologist | 160 | 6% |
| Mental Health Counselor | 97 | 4% |
| Orthopedic | 144 | 5% |
| Chiropractor | 321 | 12% |
| Pediatrics | 278 | 10% |
| Other | 354 | 13% |
| Total Valid | 2733 | 100% |

Question 5

(Wilmington only)

How far do you drive to obtain health care from a Primary Care Physician?

| | Frequency | Valid Percent |
|--------------------|-----------|---------------|
| Less than 5 miles | 550 | 25% |
| 5-10 miles | 525 | 24% |
| 11-20 miles | 645 | 30% |
| 21-30 miles | 290 | 13% |
| more than 30 miles | 169 | 8% |
| Total Valid | 2179 | 100% |

Question 6

(Wilmington only)

If you do not have a Primary Care Physician, where do you obtain medical care when needed?

| | Frequency | Valid Percent |
|------------------------------|-----------|---------------|
| Urgent Care Center | 494 | 52% |
| Hospital Emergency Room | 157 | 17% |
| Have not needed medical care | 295 | 31% |
| Total Valid | 946 | 100% |

Question 7

(Wilmington only)

Which Urgent Care Center do you use the most often?

| | Frequency | Valid Percent |
|-------------------------|-----------|---------------|
| CMH After-Hours | 753 | 38% |
| Hillsboro Urgent Care | 102 | 5% |
| Fayette Co. Urgent Care | 82 | 4% |
| Bethesda Warren Co. | 40 | 2% |
| Other | 271 | 14% |
| None | 755 | 38% |
| Total Valid | 2003 | 100% |

Question 8

(Wilmington only)

Which Hospital Emergency Room do you use the most often?

| | Frequency | Valid Percent |
|-------------------------|-----------|---------------|
| Clinton Memorial | 893 | 42% |
| Highland District | 300 | 14% |
| Fayette County Memorial | 93 | 4% |
| Greene Memorial | 70 | 3% |
| Bethesda North | 50 | 2% |
| Other | 281 | 13% |
| None | 436 | 21% |
| Total Valid | 2123 | 100% |

Question 1 (Out-base Only)

Is there a United Health Care network at your location?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 206 | 69% |
| No | 91 | 31% |
| Total Valid | 297 | 100% |

Question 2 (Out-base Only)

The United Health Care network provides me with enough choice of primary care physicians for my location.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly Agree | 91 | 39% |
| Somewhat agree | 90 | 38% |
| Neutral | 26 | 11% |
| Somewhat disagree | 19 | 8% |
| Strongly disagree | 10 | 4% |
| Total Valid | 236 | 100% |

Question 3 (Out-base Only)

The United Health Care network provides me with enough choice specialists for my location.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly Agree | 70 | 30% |
| Somewhat agree | 82 | 34% |
| Neutral | 39 | 17% |
| Somewhat disagree | 28 | 12% |
| Strongly disagree | 16 | 7% |
| Total Valid | 235 | 100% |

Question 4 (Out-base Only)

The United Health Care network provides me with enough choice hospitals for my location.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly Agree | 89 | 39% |
| Somewhat agree | 87 | 37% |
| Neutral | 33 | 14% |
| Somewhat disagree | 12 | 5% |
| Strongly disagree | 12 | 5% |
| Total Valid | 233 | 100% |

Question 9

When you are ill, how many day are usually between your call for an appointment and when the doctor can see you?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Same Day | 621 | 26% |
| 1 day | 737 | 31% |
| 2 days | 439 | 19% |
| 3 days | 259 | 11% |
| 4 days | 86 | 4% |
| 5+ days | 209 | 9% |
| Total Valid | 2351 | 100% |

Question 10

How long is your average wait at the doctor's office before you see the doctor?

| | Frequency | Valid Percent |
|----------------------|-----------|---------------|
| No wait | 18 | 1% |
| Less than 15 minutes | 356 | 15% |
| 15 minutes | 690 | 30% |
| 30 minutes | 803 | 35% |
| 45 minutes | 305 | 13% |
| 60 minutes | 99 | 4% |
| More than 60 minutes | 52 | 2% |
| Total Valid | 2323 | 100% |

Question 11

How long do you typically wait upon arrival at the urgent care center?

| | Frequency | Valid Percent |
|-----------------------|-----------|---------------|
| No wait | 19 | 1% |
| less than 15 minutes | 196 | 9% |
| 15 minutes | 310 | 14% |
| 30 minutes | 422 | 19% |
| 45 minutes | 167 | 7% |
| 60 minutes | 104 | 5% |
| more than 60 minutes | 93 | 4% |
| Don't use urgent care | 969 | 43% |
| Total Valid | 2280 | 100% |

Question 12

How long do you typically wait upon arrival at the hospital emergency room?

| | Frequency | Valid Percent |
|------------------------------|-----------|---------------|
| No wait | 360 | 15% |
| 15-30 minutes | 588 | 25% |
| 31-60 minutes | 461 | 19% |
| 1-3 hours | 282 | 12% |
| 4+ hours | 17 | 1% |
| Do not use the hospital E.R. | 682 | 29% |
| Total Valid | 2390 | 100% |

Question 13

Have you ever used the United Health Care Nurseline 888-609-5880?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 927 | 37% |
| No | 1567 | 63% |
| Total Valid | 2494 | 100% |

Question 14

If you answered yes to question 13, how helpful was this service?

| | Frequency | Valid Percent |
|--------------------|-----------|---------------|
| Very Helpful | 297 | 32% |
| Somewhat helpful | 383 | 41% |
| Neutral | 142 | 15% |
| Somewhat unhelpful | 58 | 6% |
| Very unhelpful | 48 | 5% |
| Total Valid | 928 | 100% |

Question 15

(Wilmington Only)

If ABX offered an on-base health care clinic in Wilmington, how likely are you to use the clinic?

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Very likely | 633 | 28% |
| Somewhat likely | 413 | 18% |
| Don't know | 587 | 26% |
| Somewhat unlikely | 137 | 6% |
| Very unlikely | 478 | 21% |
| Total Valid | 2248 | 100% |

Question 16

Ranking – In order of importance 1 to 14

- 1.44 Health Insurance
- 4.14 Dental Insurance
- 4.29 Paid Vacation
- 5.43 Paid Holidays
- 5.42 Vision Insurance
- 7.61 Short-term Disability Coverage
- 7.66 Long-term Disability Coverage
- 7.96 Company-Paid Life Insurance
- 5.39 Paid Sick Days
- 8.49 Retiree Medical Insurance
- 10.03 Accidental Death and Dismemberment
- 11.64 Employee Assistance Program
- 11.88 Tuition Reimbursement
- 12.57 Business Travel Accident Insurance

Question 17 A

Reducing coverage levels to keep the monthly cost the same.

| | Frequency | Valid Percent |
|------------------|-----------|---------------|
| Very favorable | 63 | 3% |
| Favorable | 177 | 7% |
| Neutral | 309 | 13% |
| Unfavorable | 913 | 38% |
| Very unfavorable | 965 | 40% |
| Total Valid | 2427 | 100% |

Question 17 B

Increasing the monthly cost to keep the coverage levels the same.

| | Frequency | Valid Percent |
|------------------|-----------|---------------|
| Very favorable | 186 | 8% |
| Favorable | 692 | 28% |
| Neutral | 536 | 22% |
| Unfavorable | 583 | 24% |
| Very unfavorable | 466 | 19% |
| Total Valid | 2463 | 100% |

Question 17 C

Trading some paid sick days to keep health insurance cost lower.

| | Frequency | Valid Percent |
|------------------|-----------|---------------|
| Very favorable | 253 | 10% |
| Favorable | 570 | 23% |
| Neutral | 374 | 15% |
| Unfavorable | 535 | 22% |
| Very unfavorable | 737 | 30% |
| Total Valid | 2469 | 100% |

Question 17 D

Trading some paid vacation days to keep health insurance costs lower.

| | Frequency | Valid Percent |
|------------------|-----------|---------------|
| Very favorable | 29 | 1% |
| Favorable | 94 | 4% |
| Neutral | 172 | 7% |
| Unfavorable | 639 | 26% |
| Very unfavorable | 1534 | 62% |
| Total Valid | 2468 | 100% |

Question 17 E

Change the company-paid short-term disability benefit in order to keep health insurance costs lower.

| | Frequency | Valid Percent |
|------------------|-----------|---------------|
| Very favorable | 149 | 6% |
| Favorable | 560 | 23% |
| Neutral | 730 | 30% |
| Unfavorable | 561 | 23% |
| Very unfavorable | 457 | 19% |
| Total Valid | 2457 | 100% |

Question 17 F

Change the company-paid long-term disability benefit in order to keep health insurance costs lower.

| | Frequency | Valid Percent |
|------------------|-----------|---------------|
| Very favorable | 151 | 6% |
| Favorable | 504 | 20% |
| Neutral | 719 | 29% |
| Unfavorable | 622 | 25% |
| Very unfavorable | 474 | 19% |
| Total Valid | 2470 | 100% |

Question 17 G

Changing the company-paid life insurance benefit in order to keep health insurance costs lower.

| | Frequency | Valid Percent |
|------------------|-----------|---------------|
| Very favorable | 200 | 8% |
| Favorable | 574 | 23% |
| Neutral | 652 | 27% |
| Unfavorable | 579 | 24% |
| Very unfavorable | 451 | 18% |
| Total Valid | 2456 | 100% |

Question 17 H

Changing the number of sick occurrences allowed before resulting in discipline in order to keep health insurance costs lower.

| Label | Frequency | Valid Percent |
|------------------|-----------|---------------|
| Very favorable | 530 | 22% |
| Favorable | 546 | 22% |
| Neutral | 410 | 17% |
| Unfavorable | 392 | 16% |
| Very unfavorable | 572 | 23% |
| Total Valid | 2450 | 100% |

Question 17 I

Reducing or eliminating retirement health insurance before age 65 in order to keep health insurance costs lower.

| | Frequency | Valid Percent |
|------------------|-----------|---------------|
| Very favorable | 123 | 5% |
| Favorable | 262 | 11% |
| Neutral | 541 | 22% |
| Unfavorable | 698 | 28% |
| Very unfavorable | 869 | 35% |
| Total Valid | 2493 | 100% |

Question 17 J

The option to not carry vision or dental insurance in order to keep your benefits costs lower.

| | Frequency | Valid Percent |
|------------------|-----------|---------------|
| Very favorable | 175 | 7% |
| Favorable | 416 | 17% |
| Neutral | 370 | 15% |
| Unfavorable | 628 | 25% |
| Very unfavorable | 901 | 36% |
| Total Valid | 2490 | 100% |

Question 18

What level of monthly employee contribution seems reasonable to you?

| | Frequency | | Valid Percent |
|-------|-----------|------|---------------|
| | Yes | No | |
| \$125 | 1554 | 721 | 68% |
| \$150 | 654 | 1467 | 31% |
| \$175 | 235 | 1883 | 11% |
| \$200 | 59 | 1992 | 3% |
| \$225 | 13 | 2038 | 1% |
| \$250 | 12 | 2036 | 1% |

Question 19

New Benefits Ranking – In order of importance 1 to 8

| | |
|-------------|---|
| 3.02 | The ability to carry vacation time over to the next year, without losing it. |
| 3.44 | Having some or all of your sick time balance paid out upon leaving the company. |
| 3.51 | Receiving four weeks of vacation after 10 years of service. |
| 4.84 | The opportunity to contribute to an account to help fund retirement health insurance. |
| 5.17 | Opportunity to sell vacation back to the company. |
| 5.38 | Opportunity to purchase additional vacation. |
| 5.70 | Family dental insurance available to part-time employees. |
| 7.56 | A pre-tax flexible spending account for medical expenses not covered by insurance. |

Question 20

Are you currently enrolled in health insurance coverage through a spouse or parent?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 238 | 10% |
| No | 2249 | 90% |
| Total Valid | 2487 | 100% |

Question 21

If Airborne allowed employees who are eligible for health insurance coverage through a spouse or parent to opt out of coverage, I would opt out if offered additional cash (for example, \$50/month) in my paycheck.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly Agree | 434 | 19% |
| Somewhat agree | 463 | 20% |
| Neutral | 832 | 36% |
| Somewhat disagree | 186 | 8% |
| Strongly disagree | 424 | 18% |
| Total Valid | 2339 | 100% |

Question 22

I would enroll in a plan that limits me to network doctors at all times in exchange for lower cost.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly Agree | 280 | 12% |
| Somewhat agree | 563 | 24% |
| Neutral | 363 | 15% |
| Somewhat disagree | 454 | 19% |
| Strongly disagree | 721 | 30% |
| Total Valid | 2381 | 100% |

Question 23

Have you ever use a non-network doctor?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 1153 | 49% |
| No | 1192 | 51% |
| Total Valid | 2345 | 100% |

Question 24

How important is your freedom to choose your physician?

| | Frequency | Valid Percent |
|----------------------|-----------|---------------|
| Very important | 1562 | 63% |
| Somewhat important | 725 | 29% |
| Neutral | 138 | 6% |
| Somewhat unimportant | 25 | 1% |
| Very unimportant | 21 | 1% |
| Total Valid | 2471 | 100% |

Question 25

How important is access to non-network physician?

| | Frequency | Valid Percent |
|----------------------|-----------|---------------|
| Very important | 793 | 33% |
| Somewhat important | 839 | 35% |
| Neutral | 453 | 19% |
| Somewhat unimportant | 177 | 7% |
| Very unimportant | 145 | 6% |
| Total Valid | 2407 | 100% |

Question 26

ABX should implement a percentage co-payment for all prescription drugs.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 281 | 12% |
| Somewhat agree | 491 | 20% |
| Neutral | 533 | 22% |
| Somewhat disagree | 401 | 17% |
| Strongly disagree | 691 | 29% |
| Total Valid | 2397 | 100% |

Question 27

What is the maximum annual out-of-pocket protection you would consider?

| | Frequency | Valid Percent |
|-----------------------------|-----------|---------------|
| \$1000 single \$2000 family | 1469 | 64% |
| \$1500 single \$3000 family | 455 | 20% |
| \$2000 single \$4000 family | 170 | 7% |
| \$1000 single \$3000 family | 97 | 4% |
| \$1500 single \$4500 family | 34 | 1% |
| \$2000 single \$6000 family | 84 | 4% |
| Total Valid | 2309 | 100% |

Question 28

ABX should consider implementing a \$100 co-payment for hospital admission in order to keep the monthly cost lower.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 486 | 20% |
| Somewhat agree | 781 | 33% |
| Neutral | 371 | 15% |
| Somewhat disagree | 285 | 12% |
| Strongly disagree | 471 | 20% |
| Total Valid | 2394 | 100% |

Question 29

Airborne should offer an option that provides hospitalization coverage at 90% with catastrophic out-of-pocket protection at a lower monthly cost than the 100% hospitalization option?

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 163 | 7% |
| Somewhat agree | 487 | 20% |
| Neutral | 565 | 24% |
| Somewhat disagree | 421 | 18% |
| Strongly disagree | 768 | 32% |
| Total Valid | 2404 | 100% |

Question 30

Airborne should offer an option that provides hospitalization coverage at 80% with catastrophic out-of-pocket protection at a lower monthly cost than the 100% hospitalization option?

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 92 | 4% |
| Somewhat agree | 227 | 9% |
| Neutral | 520 | 21% |
| Somewhat disagree | 493 | 20% |
| Strongly disagree | 1114 | 46% |
| Total Valid | 2446 | 100% |

Question 31

Airborne should lower the dependent age to 19 (age 22 if full-time college student) to save cost?

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 711 | 29% |
| Somewhat agree | 569 | 24% |
| Neutral | 427 | 18% |
| Somewhat disagree | 267 | 11% |
| Strongly disagree | 441 | 18% |
| Total Valid | 2415 | 100% |

Question 32

Airborne should increase the office co-payment to \$20 per office visit to save cost.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 308 | 13% |
| Somewhat agree | 688 | 29% |
| Neutral | 367 | 16% |
| Somewhat disagree | 384 | 16% |
| Strongly disagree | 595 | 25% |
| Total Valid | 2342 | 100% |

Question 33

Dental coverage is especially important to my family or me.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 1515 | 65% |
| Somewhat agree | 491 | 21% |
| Neutral | 227 | 10% |
| Somewhat disagree | 64 | 3% |
| Strongly disagree | 38 | 2% |
| Total Valid | 2335 | 100% |

Question 34

Orthodontia coverage is especially important to my family or me.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 624 | 26% |
| Somewhat agree | 510 | 21% |
| Neutral | 671 | 28% |
| Somewhat disagree | 224 | 9% |
| Strongly disagree | 387 | 16% |
| Total Valid | 2416 | 100% |

Question 35

Hearing aid coverage is especially important to my family or me.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 307 | 13% |
| Somewhat agree | 414 | 17% |
| Neutral | 979 | 41% |
| Somewhat disagree | 312 | 13% |
| Strongly disagree | 392 | 16% |
| Total Valid | 2404 | 100% |

Question 36

Vision coverage is especially important to my family or me.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 1426 | 59% |
| Somewhat agree | 554 | 23% |
| Neutral | 270 | 11% |
| Somewhat disagree | 94 | 4% |
| Strongly disagree | 63 | 3% |
| Total Valid | 2407 | 100% |

Question 37 - number skipped on original survey

Question 38

How often do you need glasses or contacts prescription changed?

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Once a year | 894 | 39% |
| Every two years | 739 | 32% |
| Every three years | 284 | 12% |
| Do not use | 366 | 16% |
| Total Valid | 2283 | 100% |

Question 39

Disability coverage is especially important to my family or me.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 1279 | 53% |
| Somewhat agree | 683 | 28% |
| Neutral | 364 | 15% |
| Somewhat disagree | 62 | 3% |
| Strongly disagree | 41 | 2% |
| Total Valid | 2429 | 100% |

Question 40

Airborne should introduce a Medical Flexible Spending Account.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 492 | 21% |
| Somewhat agree | 703 | 30% |
| Neutral | 728 | 31% |
| Somewhat disagree | 184 | 8% |
| Strongly disagree | 272 | 11% |
| Total Valid | 2379 | 100% |

Question 41

Do you currently pay for childcare outside your home?

| | Frequency | Valid Percent |
|-----------------------|-----------|---------------|
| Yes | 314 | 13% |
| No | 1099 | 47% |
| Do not need childcare | 929 | 40% |
| Total Valid | 2342 | 100% |

Question 42

If you answered yes to question 41, how many children do you have in childcare?

| | Frequency | Valid Percent |
|----------------------|-----------|---------------|
| 1 | 157 | 11% |
| 2 | 141 | 10% |
| 3+ | 31 | 2% |
| Do not use childcare | 1057 | 76% |
| Total Valid | 1386 | 100% |

Question 43

If you answered yes to question 41, how much do you pay a week per child for childcare?

| | Frequency | Valid Percent |
|----------------|-----------|---------------|
| \$25 or less | 49 | 14% |
| \$26 to \$50 | 75 | 22% |
| \$51 to \$75 | 64 | 19% |
| \$76 to \$100 | 63 | 19% |
| \$100 to \$150 | 61 | 18% |
| \$150+ | 27 | 8% |
| Total Valid | 339 | 100% |

Question 44

Should ABX consider replacing our current sick time with a Paid Time Off (PTO) program?

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 445 | 18% |
| Somewhat agree | 541 | 22% |
| Neutral | 465 | 19% |
| Somewhat disagree | 297 | 12% |
| Strongly disagree | 665 | 28% |
| Total Valid | 2413 | 100% |

Question 45

The current ABX attendance policy is too generous towards employees with poor attendance.

| | Frequency | Valid Percent |
|-------------------|-----------|---------------|
| Strongly agree | 686 | 28% |
| Somewhat agree | 492 | 20% |
| Neutral | 494 | 20% |
| Somewhat disagree | 288 | 12% |
| Strongly disagree | 458 | 19% |
| Total Valid | 2418 | 100% |

Question 46

What do you consider to be a fair number of occurrences under the attendance policy before discipline is required?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| 3-4 | 216 | 9% |
| 5-6 | 832 | 35% |
| 7-8 | 780 | 32% |
| 9-10 | 581 | 24% |
| Total Valid | 2409 | 100% |

Question 47

Please indicate your employment status with ABX.

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Full-time | 1688 | 69% |
| Part-time | 759 | 31% |
| Pilot | 2 | 0% |
| Total Valid | 2449 | 100% |

Question 48

How long have you worked for ABX?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| 0-1 year | 160 | 7% |
| 1-5 years | 628 | 26% |
| 5-10 years | 700 | 29% |
| 11-15 years | 664 | 28% |
| 16-20 years | 169 | 7% |
| 20+ years | 91 | 4% |
| Total Valid | 2412 | 100% |

Question 49

Are you male or female?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Male | 1541 | 64% |
| Female | 861 | 36% |
| Total Valid | 2402 | 100% |

Question 50

How old are you?

| | Frequency | Valid Percent |
|---------------|-----------|---------------|
| 21 or younger | 47 | 2% |
| 22-35 | 607 | 25% |
| 36-45 | 849 | 35% |
| 46-54 | 570 | 24% |
| 55-64 | 304 | 13% |
| 65+ | 30 | 1% |
| Total Valid | 2407 | 100% |

Question 51

In which department do you work?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| ADM | 237 | 10% |
| APS | 182 | 8% |
| ALS | 224 | 10% |
| GRD | 892 | 38% |
| FLT | 75 | 3% |
| MTC | 728 | 31% |
| Total Valid | 2338 | 100% |

Question 52

Do you work at ILN?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 2020 | 85% |
| No | 367 | 15% |
| Total Valid | 2387 | 100% |

Question 53

Do you have Internet access at home?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 1648 | 72% |
| No | 639 | 28% |
| Total Valid | 2287 | 100% |

Question 54

Would you like to receive benefits information via e-mail?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 565 | 25% |
| No | 1682 | 75% |
| Total Valid | 2247 | 100% |

Question 55

How would you prefer to receive future benefits information?

| | Frequency | Valid Percent |
|----------------|-----------|---------------|
| Printed | 1965 | 62% |
| Internet | 557 | 18% |
| Verbally | 591 | 19% |
| No Information | 38 | 1% |
| Total Valid | 3151 | 100% |

Question 56

Is your employment with ABX your primary source of income?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 2193 | 90% |
| No | 232 | 10% |
| Total Valid | 2425 | 100% |

Question 57

Is your employment with ABX your primary source of benefits?

| | Frequency | Valid Percent |
|-------------|-----------|---------------|
| Yes | 2277 | 94% |
| No | 141 | 6% |
| Total Valid | 2418 | 100% |

Question 58

If you are married does your spouse have benefits available through his/her employment?

| | Frequency | Valid Percent |
|---------------------|-----------|---------------|
| Yes | 790 | 42% |
| No | 736 | 40% |
| Spouse not employed | 337 | 18% |
| Total Valid | 1863 | 100% |