



SNAPSHOT SURVEY RESULTS REPORT

Quarterly Performance

APRIL 2016

Quarterly Performance Survey Results

ISPA Snapshot Survey | April 2016

Monthly Snapshot Surveys provide ISPA members with a valuable look into the state of the spa industry, spa industry trends and help to identify the needs of spa professionals. Snapshot Surveys are conducted on the third Friday of each month, with full results provided only to respondents two weeks from the release date of the survey. Knowledge is a valuable tool and these quick surveys provide a wealth of information shared by ISPA's members. The April Snapshot Survey requested information relating to performance during the first quarter of 2016.

In regards to gross revenue change for the first quarter of 2016, 74 percent of ISPA spa member respondents reported some level of increase over the same quarter in 2015. The largest group of spa respondents (29 percent) fell in the up by 1-9% increase range. When asked about the level of gross profit change when comparing quarter one of 2016 versus the same time in 2015, 72 percent of spas saw an increase.

A majority (73 percent) of spa respondents reported first quarter 2016 spa visits were up compared to the same time in 2015. In regards to workforce changes, a little less than half (42 percent) filled vacant positions only during the first quarter of the year. Thirty-one percent of day spa members said they added new positions during this quarter compared to 26 percent of resort/hotel spas. When asked about average retail revenue per treatment, the largest group of spas (30 percent) fell in the \$5-\$10 range. Only seven percent of resort/hotel spas reported an average retail revenue per treatment of more than \$25 compared to twenty-three percent of day spas.

Spa respondents who added new products to their retail lineup that successfully flew off the shelves during the first quarter of 2016 were asked to share details about the products. A variety of brands and items were referenced including FarmHouse Fresh and Supracor products, various jewelry lines, water bottles and a variety of apparel lines.

The large majority of ISPA resource partner members (78 percent) saw a positive increase in gross revenue in the first quarter of 2016 compared to 2015, with 45 percent of respondents who experienced a change of 1-19%. When comparing profit change from the first quarter of 2016 to the same period in 2015, 69 percent reported an increase. In regards to workforce changes, forty percent of respondents noted they added new positions. Eighty percent of ISPA resource partner members saw an increase in the number of new accounts, with a little under half (43 percent) reporting their numbers being up 1-15%.

The results analysis includes answers from all respondents who took the Snapshot Survey in an eight-day period from Friday, April 15, 2016 to Friday, April 22, 2016. During this time, 322 ISPA members responded to the survey. The categories "all spas" and "ISPA Spa Members" referred to within this report include data from all spa respondents (day, resort/hotel, medical and destination spas).

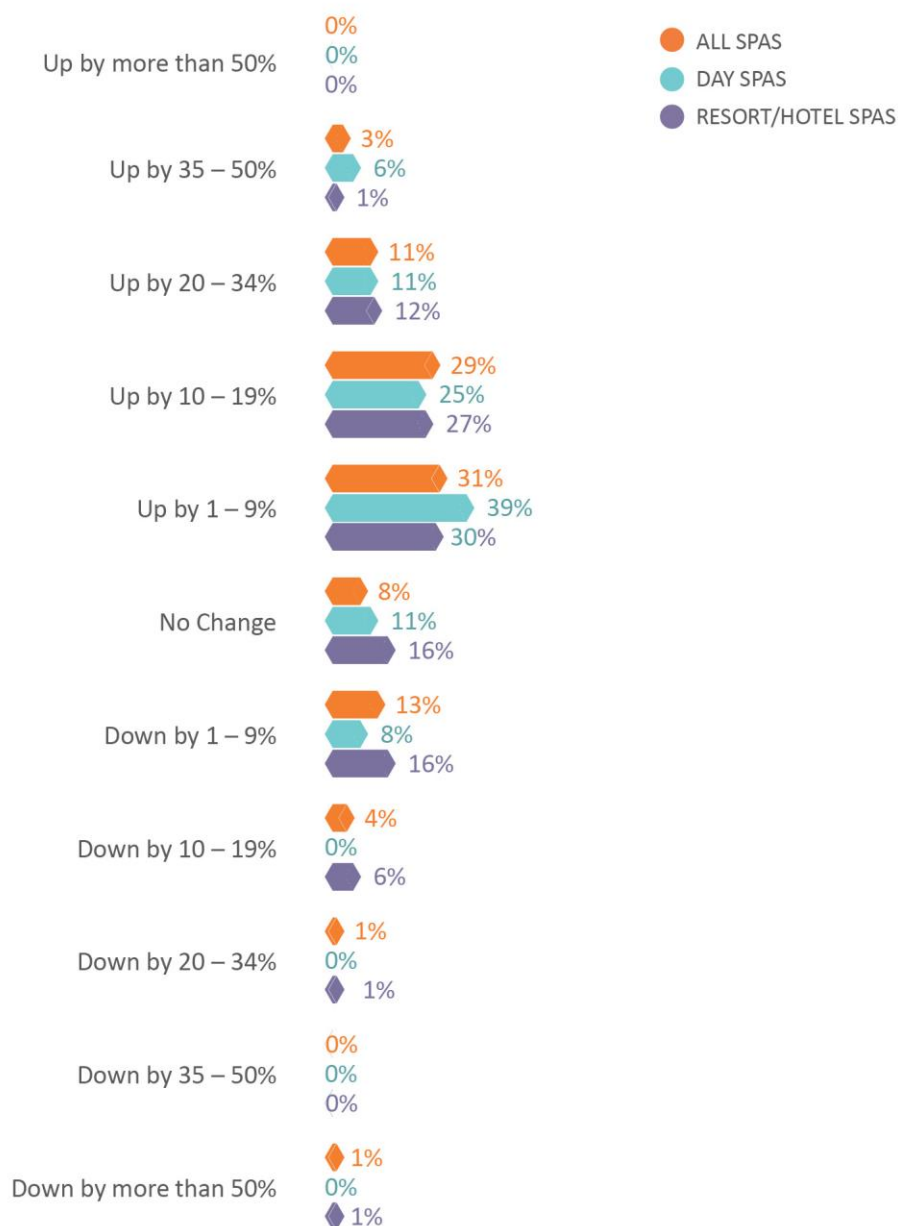
DISCLAIMER: This document contains proprietary information of the International SPA Association. For permission to reproduce any material contained in this publication, please call ISPA at 1.859.226.4326. If consent is granted, attribution to ISPA and other sources specified in the document should be made.

ISPA SPA MEMBERS

Gross Revenue Change | ISPA Spa Members

1st Quarter 2016 vs. 2015

What was your gross revenue change for the first quarter of 2016 compared to the first quarter of 2015?



The following tables provide gross revenue change data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options.

Gross Revenue Change | All Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Up by more than 50%	0%	4%	3%	2%	5%	1%	2%	6%	0%
Up by 20-50%	23%	17%	15%	15%	22%	20%	16%	17%	14%
Up by 1-19%	46%	56%	55%	61%	43%	53%	51%	52%	60%
No change	6%	8%	10%	8%	6%	4%	12%	10%	8%
Down by 1-19%	14%	12%	17%	13%	24%	19%	18%	15%	17%
Down by 20-50%	1%	3%	1%	1%	1%	2%	1%	2%	1%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	1%

Gross Revenue Change | Day Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Up by more than 50%	0%	13%	4%	7%	7%	3%	9%	11%	0%
Up by 20-50%	23%	6%	8%	11%	11%	21%	9%	23%	17%
Up by 1-19%	55%	59%	62%	60%	60%	55%	43%	47%	64%
No change	4%	9%	14%	7%	7%	3%	17%	4%	11%
Down by 1-19%	19%	9%	14%	13%	13%	18%	22%	15%	8%
Down by 20-50%	0%	3%	0%	2%	2%	0%	0%	0%	0%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

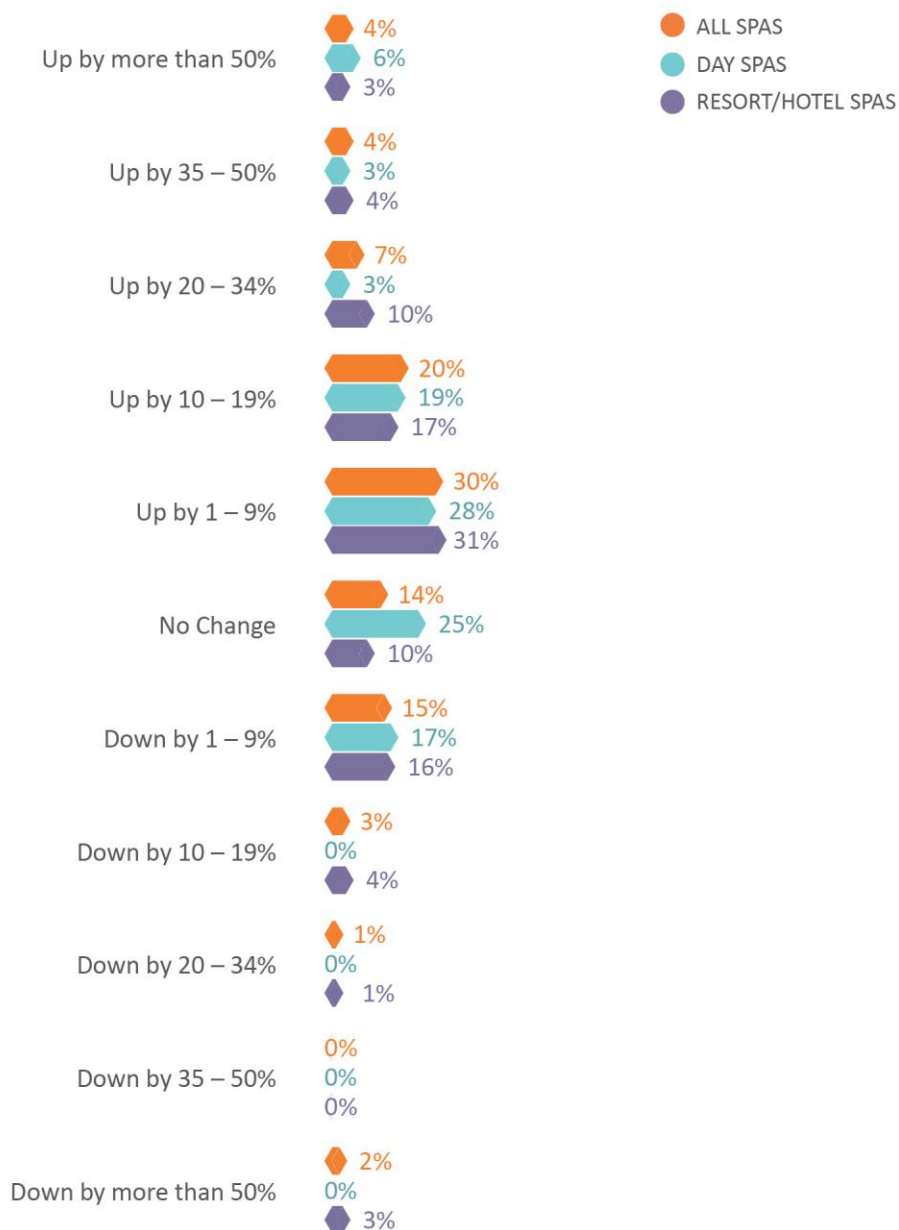
Gross Revenue Change | Resort/Hotel Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Up by more than 50%	0%	1%	2%	1%	3%	1%	0%	4%	0%
Up by 20-50%	22%	20%	15%	17%	23%	19%	16%	15%	13%
Up by 1-19%	57%	59%	54%	60%	43%	53%	54%	53%	57%
No change	8%	7%	8%	7%	6%	4%	11%	13%	6%
Down by 1-19%	13%	11%	20%	13%	23%	20%	18%	13%	22%
Down by 20-50%	0%	2%	1%	1%	2%	3%	1%	2%	1%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	1%

Gross Profit Change | ISPA Spa Members

1st Quarter 2016 vs. 2015

What was your profit change for the first quarter of 2016 compared to the first quarter of 2015?



The following tables provide profit change data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options.

Gross Profit Change | All Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Up by more than 50%	1%	5%	2%	4%	6%	4%	4%	5%	4%
Up by 20-50%	14%	13%	16%	14%	14%	12%	13%	15%	11%
Up by 1-19%	57%	57%	49%	54%	50%	55%	53%	52%	50%
No change	14%	10%	15%	14%	11%	13%	12%	13%	14%
Down by 1-19%	13%	14%	17%	14%	18%	16%	16%	13%	18%
Down by 20-50%	1%	0%	1%	1%	1%	2%	1%	3%	1%
Down by more than 50%	0%	1%	0%	0%	0%	1%	1%	1%	2%

Gross Profit Change | Day Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	2nd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Up by more than 50%	0%	9%	2%	5%	0%	5%	4%	9%	6%
Up by 20-50%	15%	3%	13%	16%	14%	16%	13%	19%	6%
Up by 1-19%	48%	59%	56%	52%	53%	43%	43%	47%	47%
No change	19%	16%	14%	9%	8%	13%	22%	13%	25%
Down by 1-19%	19%	13%	14%	18%	22%	16%	17%	13%	17%
Down by 20-50%	0%	0%	2%	0%	3%	3%	0%	0%	0%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Gross Profit Change | Resort/Hotel Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Up by more than 50%	1%	4%	1%	3%	9%	4%	2%	3%	3%
Up by 20-50%	16%	16%	18%	15%	15%	9%	14%	14%	14%
Up by 1-19%	57%	59%	54%	60%	43%	58%	54%	53%	48%
No change	12%	8%	14%	15%	13%	10%	11%	14%	10%
Down by 1-19%	12%	12%	20%	14%	16%	16%	17%	12%	20%
Down by 20-50%	0%	0%	1%	1%	1%	2%	1%	2%	1%
Down by more than 50%	0%	2%	0%	0%	0%	1%	1%	1%	3%

Change in Spa Visits | ISPA Spa Members

1st Quarter 2016 vs. 2015

How did your number of spa visits change for the first quarter of 2016 compared to the first quarter of 2015?

● ALL SPAS ● DAY SPAS ● RESORT/HOTEL SPAS

SPA VISITS WERE UP



SPA VISITS WERE DOWN



NO CHANGE



The following tables provide change in spa visits data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options.

Change in Spa Visits | All Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Spa visits were up	72%	67%	64%	72%	67%	62%	62%	71%	73%
Spa visits were down	20%	21%	20%	19%	28%	30%	27%	21%	17%
No change	8%	13%	16%	9%	6%	9%	11%	8%	10%

Change in Spa Visits | Day Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Spa visits were up	67%	59%	61%	64%	61%	54%	52%	70%	69%
Spa visits were down	26%	22%	22%	22%	28%	31%	39%	17%	17%
No change	7%	19%	18%	13%	11%	15%	9%	13%	14%

Change in Spa Visits | Resort/Hotel Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Spa visits were up	73%	70%	64%	73%	65%	65%	62%	73%	73%
Spa visits were down	19%	20%	21%	22%	30%	29%	27%	22%	18%
No change	8%	11%	15%	6%	5%	5%	11%	5%	9%

Workforce Change | ISPA Spa Members

1st Quarter 2016 vs. 2015

Which of the following best describes your workforce changes for the first quarter of 2016?



The following tables provide change in workforce data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options.

Workforce Changes | All Spas

	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	2nd Qtr 2015	1st Qtr 2016
Added new positions	35%	37%	31%	34%	30%	37%	24%	28%	29%
Filled vacant positions only	39%	39%	35%	36%	42%	43%	46%	41%	42%
Implemented a hiring freeze	1%	0%	2%	2%	4%	2%	3%	4%	2%
Laid off employees	2%	0%	0%	1%	1%	2%	0%	3%	1%
No change	16%	21%	28%	20%	19%	11%	22%	19%	23%
Other	7%	3%	4%	6%	5%	5%	5%	6%	4%

Workforce Changes | Day Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	2nd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Added new positions	36%	36%	31%	38%	31%	36%	41%	33%	31%
Filled vacant positions only	43%	26%	33%	29%	39%	44%	32%	30%	39%
Implemented a hiring freeze	0%	0%	2%	0%	0%	0%	0%	2%	0%
Laid off employees	7%	0%	0%	2%	0%	0%	0%	2%	0%
No change	7%	29%	33%	24%	28%	18%	18%	26%	25%
Other	7%	10%	2%	7%	3%	3%	9%	7%	6%

Workforce Changes | Resort/Hotel Spas

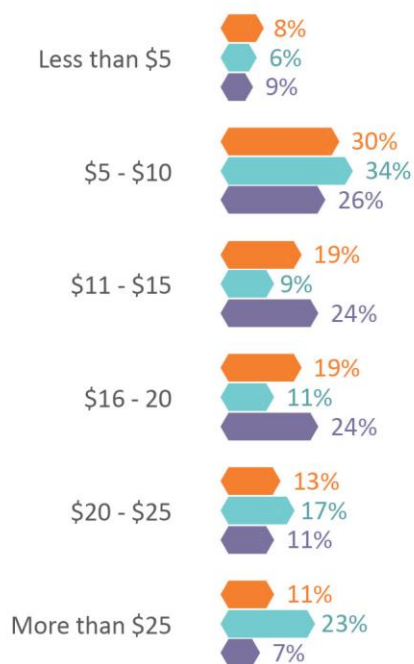
	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Added new positions	34%	40%	28%	28%	32%	36%	20%	27%	26%
Filled vacant positions only	42%	40%	39%	39%	39%	44%	50%	46%	45%
Implemented a hiring freeze	0%	0%	2%	2%	3%	3%	2%	3%	3%
Laid off employees	1%	0%	0%	0%	1%	3%	0%	3%	1%
No change	19%	19%	24%	24%	19%	10%	24%	16%	22%
Other	5%	1%	7%	7%	7%	4%	4%	6%	3%

Average Retail Revenue Per Treatment | ISPA Spa Members

1st Quarter 2016 vs. 2015

What was your spa's average retail revenue per treatment for the first quarter of 2016?

● ALL SPAS ● DAY SPAS ● RESORT/HOTEL SPAS



The following tables provide average retail revenue per treatment data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options.

Average Retail Revenue Per Treatment | All Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Less than \$5	10%	15%	9%	7%	11%	8%	12%	8%	8%
\$5 - \$10	22%	23%	25%	23%	25%	23%	23%	25%	30%
\$11 - \$15	29%	23%	24%	27%	26%	30%	28%	29%	19%
\$16 - \$20	18%	17%	16%	17%	18%	16%	13%	14%	19%
\$20 - 25	9%	12%	10%	9%	11%	13%	9%	10%	13%
More than \$25	12%	11%	17%	18%	9%	10%	14%	15%	11%

Average Retail Revenue Per Treatment | Day Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	3rd Qtr 2015	1st Qtr 2016
Less than \$5	14%	19%	10%	4%	8%	8%	22%	13%	6%
\$5 - \$10	4%	16%	20%	20%	17%	23%	17%	28%	34%
\$11 - \$15	25%	13%	22%	27%	22%	18%	13%	32%	9%
\$16 - \$20	21%	23%	16%	18%	33%	21%	13%	15%	11%
\$20 - 25	14%	16%	12%	9%	8%	21%	9%	2%	17%
More than \$25	21%	13%	22%	22%	11%	10%	26%	11%	23%

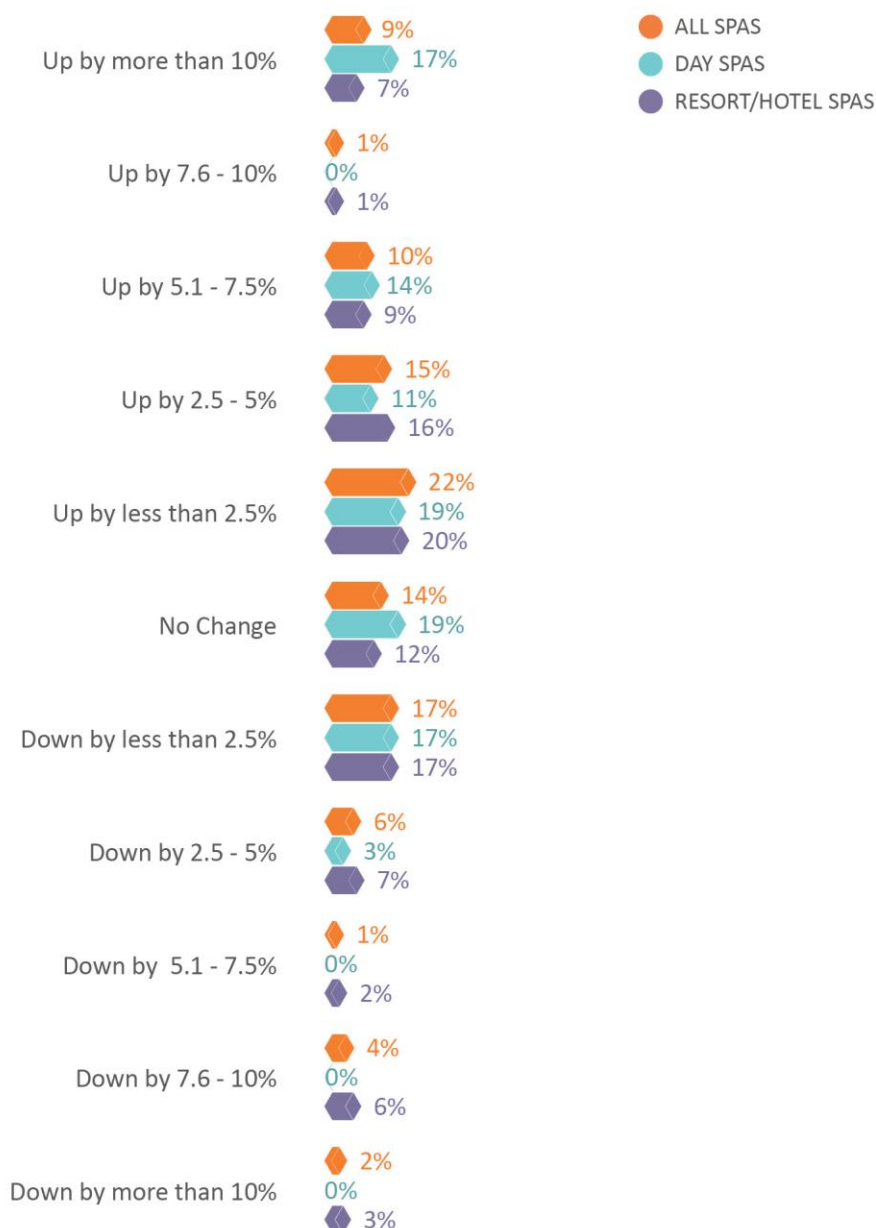
Average Retail Revenue Per Treatment | Resort/Hotel Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	3rd Qtr 2015	1st Qtr 2016
Less than \$5	7%	10%	9%	73%8	11%	9%	11%	5%	9%
\$5 - \$10	30%	28%	29%	24%	26%	26%	23%	26%	26%
\$11 - \$15	32%	26%	28%	27%	28%	34%	34%	29%	24%
\$16 - \$20	17%	17%	16%	17%	14%	15%	12%	14%	24%
\$20 - 25	10%	10%	7%	10%	14%	10%	10%	12%	11%
More than \$25	5%	8%	12%	13%	7%	7%	10%	14%	7%

Change in Average Retail Revenue Per Treatment | ISPA Spa Members

1st Quarter 2016 vs. 2015

What was your spa's change in retail revenue per treatment for the first quarter of 2016 in comparison to the first quarter of 2015?



The following tables provide change in retail revenue per treatment data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options.

Change in Retail Revenue Per Treatment | All Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Up by more than 10%	13%	11%	7%	11%	9%	11%	11%	9%	9%
Up by 7.6 - 10%	8%	5%	4%	9%	9%	2%	7%	4%	1%
Up by 5.1 - 7.5%	6%	7%	14%	11%	6%	7%	7%	9%	10%
Up by 2.5 - 5%	13%	20%	12%	16%	14%	19%	14%	20%	15%
Up by less than 2.5%	21%	10%	20%	20%	18%	14%	13%	18%	22%
No Change	19%	27%	28%	20%	20%	28%	23%	21%	14%
Dwon by less than 2.5%	12%	11%	7%	8%	13%	12%	16%	7%	17%
Down by 2.5 - 5%	6%	4%	6%	5%	5%	3%	4%	6%	6%
Down by 5.1 - 7.5%	1%	0%	3%	1%	2%	1%	3%	2%	1%
Down by 7.6 - 10%	0%	3%	0%	0%	1%	0%	0%	1%	4%
Down by more than 10%	2%	3%	0%	1%	4%	2%	3%	3%	2%

Change in Retail Revenue Per Treatment | Day Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Up by more than 10%	21%	10%	14%	16%	8%	10%	4%	6%	17%
Up by 7.6 - 10%	18%	0%	0%	13%	14%	3%	13%	2%	0%
Up by 5.1 - 7.5%	0%	7%	12%	13%	13%	10%	4%	13%	14%
Up by 2.5 - 5%	14%	26%	15%	7%	7%	18%	17%	17%	11%
Up by less than 2.5%	25%	7%	14%	20%	20%	23%	9%	19%	19%
No Change	18%	36%	39%	18%	18%	26%	35%	26%	19%
Dwon by less than 2.5%	4%	13%	6%	11%	11%	5%	9%	11%	17%
Down by 2.5 - 5%	0%	3%	0%	2%	2%	5%	4%	4%	3%
Down by 5.1 - 7.5%	0%	0%	2%	0%	0%	0%	0%	0%	0%
Down by 7.6 - 10%	0%	0%	0%	0%	0%	0%	0%	2%	0%
Down by more than 10%	0%	0%	0%	0%	0%	0%	4%	0%	0%

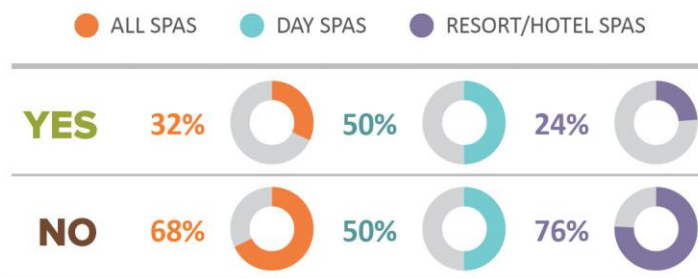
Change in Retail Revenue Per Treatment | Resort/Hotel Spas

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Up by more than 10%	11%	10%	3%	6%	11%	11%	11%	10%	7%
Up by 7.6 - 10%	5%	8%	6%	9%	8%	2%	6%	5%	1%
Up by 5.1 - 7.5%	10%	6%	12%	10%	6%	6%	6%	7%	9%
Up by 2.5 - 5%	13%	21%	12%	21%	11%	21%	14%	23%	16%
Up by less than 2.5%	20%	11%	29%	21%	21%	11%	15%	18%	20%
No Change	20%	22%	22%	17%	19%	28%	20%	17%	12%
Down by less than 2.5%	13%	9%	8%	9%	14%	14%	20%	5%	17%
Down by 2.5 - 5%	7%	5%	7%	7%	6%	3%	3%	7%	7%
Down by 5.1 - 7.5%	1%	0%	2%	1%	2%	1%	4%	2%	2%
Down by 7.6 - 10%	0%	3%	0%	0%	1%	0%	0%	0%	6%
Down by more than 10%	0%	3%	0%	0%	2%	3%	3%	5%	3%

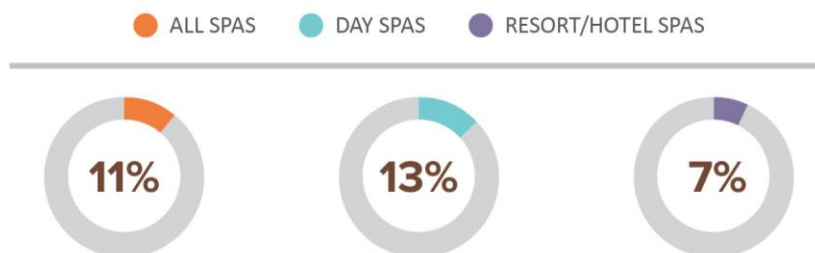
Online Booking | ISPA Spa Members

1st Quarter 2016 vs. 2015

Did your spa allow guests to book appointments online during the first quarter of 2016?



What percentage of your spa's appointments were booked online during the first quarter?



Spa respondents who added a new product to its retail lineup that successfully flew off the shelves during the first quarter of this year were asked to share details about the new product(s). A sample of responses provided is below.

- Added the FarmHouse Fresh line. It is selling well. We have reordered and expanded what we carried initially.
- Aromatherapy Associates.
- BABOR.
- Bath salts.
- Binkagirl.
- Body Bliss Trans Dermal Magnesium Gel.
- Bridgewater Candles.
- Clients loved the FarmHouse Fresh "Dog Bed Fairy" books.
- Coconut candles and coconut moisturizer were added and sold well as soon as one of the moisturizers was placed on reception counter, open for guests to feel and smell.
- comfort zone eye treatment pads.
- COOLA and Moroccan Oil.
- Cosmedix / Hommage / S'well.
- EmerginC organic line is doing great.
- FarmHouse Fresh was added last year and continues to do very well in the retail area and foot spa.
- Glycelene Lip Remedy.
- Goggles, Women's apparel.
- Heartland Duck Soaps.
- Items from Supracor.
- Jindilli.
- June Jacobs skin care line.
- Lalicious.
- LexiYork.
- Lifestyle jewelry.
- Local skincare brand SIA.
- Luzern oxygen facial product.
- Mala and Mantra.
- MudPie.
- Natural Life.
- NuFace and Mala and Mantra.
- Our own line RHEAL Skincare, while not new this year, continues to grow. At the end of 2015 we had increased sales by 60%.
- Phytomer.
- Saltability's Himalayan salt stone massage.
- Sandals.
- Sunscreen tripled in sales which can be attributed to repositioning and highlighting same in display.
- Supracor Exfoliating Body Mitt.
- S'well Bottles - our members really like the idea that they don't have to use plastic or Styrofoam for their beverages. Also, the bottles fit in their golf carts.

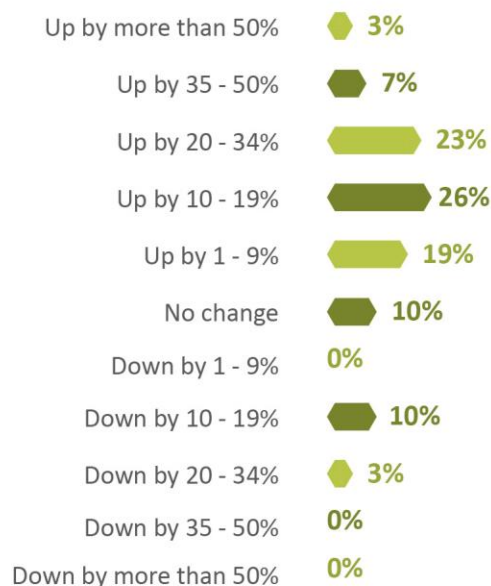
- S'well Water Bottles.
- The new product line that drove sales was our branded Red Lane Skincare line.
- The WOW makeup brush.
- T-Spheres.
- VitaJuwel Via water bottles.
- Voluspa candles.
- We are now shifting to summer gears. We added Coolibar, which is a sun protection active clothing line, being in Hawaii, we started strong.
- Jewelry sales have been very brisk, we are utilizing local artisans.
- Mae Mae Jewelry and Spongelle.
- Prana clothing is a hit.
- Yoga Balm.
- Yummie, Colorescience, Serene House.

ISPA RESOURCE PARTNERS

Gross Revenue Change | ISPA Resource Partner Members

1st Quarter 2016 vs. 2015

What was your gross revenue change for the first quarter of 2016 compared to the first quarter of 2015?



The following table provides gross revenue change data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options.

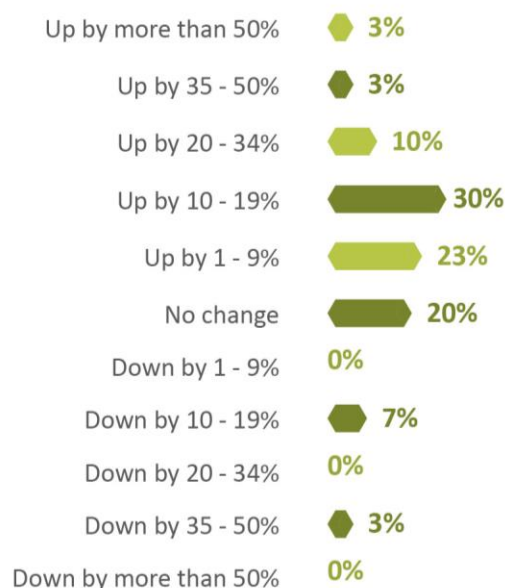
Gross Revenue Change | Resource Partners

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Up by more than 50%	3%	13%	6%	5%	5%	5%	7%	8%	3%
Up by 20 - 50%	25%	9%	21%	20%	38%	28%	25%	25%	30%
Up by 1 - 19%	29%	53%	29%	38%	36%	38%	29%	46%	45%
No change	28%	19%	18%	25%	13%	28%	29%	13%	10%
Down by 1 - 19%	16%	6%	21%	11%	8%	3%	7%	8%	10%
Down by 20 - 50%	0%	0%	0%	0%	0%	0%	4%	0%	3%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Profit Change | ISPA Resource Partner Members

1st Quarter 2016 vs. 2015

What was your profit change for the first quarter of 2016 compared to the first quarter of 2015?



The following table provides profit change data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options.

Profit Change | Resource Partners

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Up by more than 50%	3%	9%	0%	3%	3%	5%	4%	5%	3%
Up by 20 - 50%	10%	6%	9%	18%	26%	28%	11%	16%	13%
Up by 1 - 19%	48%	49%	44%	51%	44%	38%	43%	52%	53%
No change	29%	30%	32%	26%	26%	28%	32%	21%	20%
Down by 1 - 19%	10%	6%	15%	3%	3%	3%	11%	8%	7%
Down by 20 - 50%	0%	0%	0%	0%	0%	0%	0%	0%	3%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Workforce Change | ISPA Resource Partner Members

1st Quarter 2016 vs. 2015

Which of the following best describes your workforce changes for the first quarter of 2016?



The following table provides change in workforce data from previous quarterly ISPA Snapshot Surveys. To allow for easy comparison, the results are displayed using the original response options.

Workforce Changes | Resource Partners

	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015	4th Qtr 2015	1st Qtr 2016
Added new positions	47%	42%	29%	35%	41%	43%	33%	39%	40%
Filled vacant positions only	13%	12%	6%	15%	18%	20%	17%	21%	20%
Implemented a hiring freeze	0%	3%	6%	0%	0%	3%	0%	0%	0%
Laid off employees	3%	0%	12%	3%	3%	0%	7%	3%	3%
No change	38%	42%	41%	45%	39%	35%	43%	39%	33%
Other	0%	0%	6%	3%	0%	0%	0%	0%	3%

What percent increase or decrease did you see in your number of new accounts, repeat clients, account closures and international accounts for the first quarter of 2015 compared to the first quarter of 2016?



Up more than 15%	37%
Up 1 - 15%	43%
No Change	20%
Down 1 - 15%	0%
Down more than 15%	0%



Up more than 15%	12%
Up 1 - 15%	36%
No Change	48%
Down 1 - 15%	0%
Down more than 15%	4%



Up more than 15%	0%
Up 1 - 15%	12%
No Change	80%
Down 1 - 15%	8%
Down more than 15%	0%



Up more than 15%	12%
Up 1 - 15%	24%
No Change	64%
Down 1 - 15%	0%
Down more than 15%	0%

Did your company launch a new product during the first quarter of 2016?

