



Snapshot Survey Results Report

— *Quarterly Performance* —

October 2015



Quarterly Performance Survey Results

ISPA Snapshot Survey | October 2015

Monthly Snapshot Surveys provide ISPA members with a valuable look into the state of the spa industry, spa industry trends and also 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 October Snapshot Survey requested information on quarterly performance for the third quarter of 2015 (July 1 through September 30, 2015).

In regards to gross revenue change for the third quarter of 2015, 69 percent of ISPA spa members reported some level of increase over the same quarter of 2014. The largest group of spa respondents (28 percent) fell in the up by 10 – 19% range. Interestingly, nine percent of day spa respondents said they experienced a gross revenue increase of more than 50 percent. When asked about the level of gross profit change when comparing quarter three of 2015 versus the same time in 2014, 70 percent of spas saw an increase. Thirty-five percent, which is the largest group, experienced a gross profit increase of 1 – 9%.

More than half (62 percent) of spa respondents reported third quarter 2015 spa visits were up compared to the same time in 2014. In regards to workforce changes, nearly half (46 percent) filled vacant positions only during the third quarter of this year. Forty-one percent of day spa members said they added new positions during the third quarter compared to only 20 percent of resort/hotel spas. When asked about average retail revenue per treatment, the largest group of spas (28 percent) fell in the \$11 - \$15 range. Twenty-six percent of day spas actually reported an average retail revenue per treatment of more than \$25 compared to 10 percent of resort/hotel spas.

The majority of ISPA resource partner members (61 percent) saw a positive increase in gross revenue in the third quarter of 2015 compared to 2014, but the largest group of respondents (29 percent) actually said they experienced no change in gross revenue from 2014 to 2015. Regarding profit change from the third quarter of 2014 to the same time this year, 58 percent reported an increase. Nearly half (43 percent) of resource partner members made no workforce changes in quarter three of 2015. Seventy percent of resource partner respondents said they did launch a new product and/or service during the third quarter of 2015.

The results analysis includes answers from all respondents who took the Snapshot Survey in an eight-day period from Friday, October 16, 2015 to Friday, October 23, 2015. During this time, 275 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). Only one set of the various financial performance question responses per company are included in the results. If more than one individual per company submitted information, the primary member's data was used. The data gathered from previous quarterly ISPA Snapshot Surveys is also included within the following charts to allow for easy comparison.

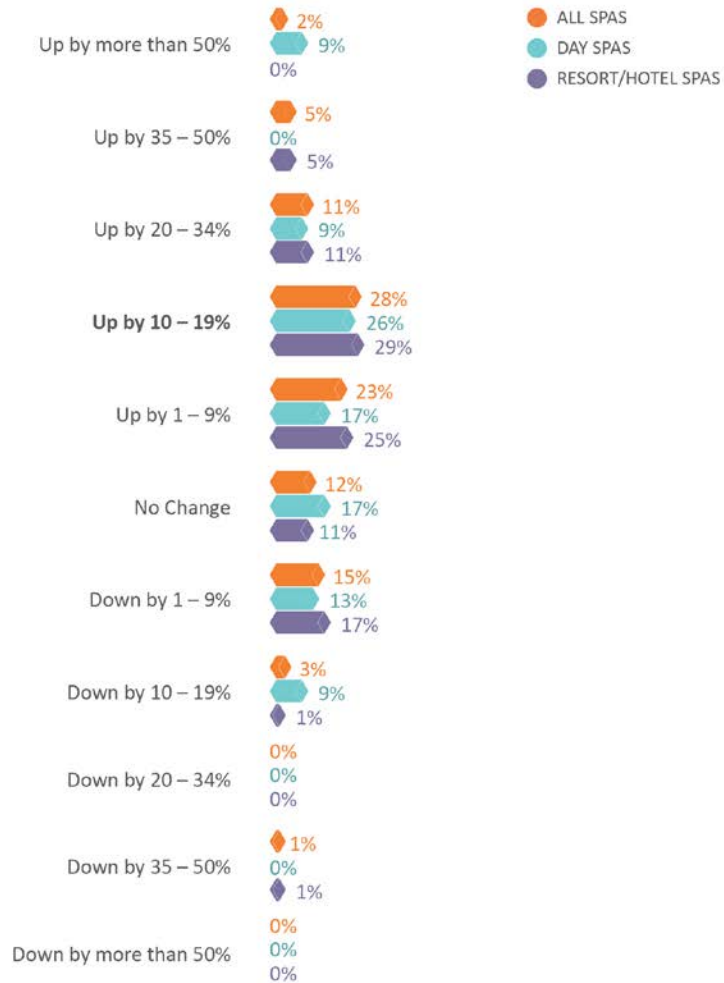
DISCLAIMER: This document contains proprietary information of the International SPA Association. For permission to reproduce any material contained in this publication, please call ISPA at 1.859.226.4326. If consent is granted, attribution to ISPA and other sources specified in the document should be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

ISPA SPA MEMBERS

Gross Revenue Change | ISPA Spa Members

3rd Quarter 2015 vs. 2014

What was your gross revenue change for the third quarter of 2015 compared to the third quarter of 2014?



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

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Up by more than 50%	2%	2%	0%	4%	3%	2%	5%	1%	2%
Up by 20-50%	22%	20%	23%	17%	15%	15%	22%	20%	16%
Up by 1-19%	58%	55%	46%	56%	55%	61%	43%	53%	51%
No change	5%	8%	6%	8%	10%	8%	6%	4%	12%
Down by 1-19%	13%	14%	14%	12%	17%	13%	24%	19%	18%
Down by 20-50%	1%	1%	1%	3%	1%	1%	1%	2%	1%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Gross Revenue Change | Day Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Up by more than 50%	4%	3%	0%	13%	4%	7%	7%	3%	9%
Up by 20-50%	15%	31%	23%	6%	8%	11%	11%	21%	9%
Up by 1-19%	64%	46%	55%	59%	62%	60%	60%	55%	43%
No change	4%	5%	4%	9%	14%	7%	7%	3%	17%
Down by 1-19%	13%	15%	19%	9%	14%	13%	13%	18%	22%
Down by 20-50%	0%	0%	0%	3%	0%	2%	2%	0%	0%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

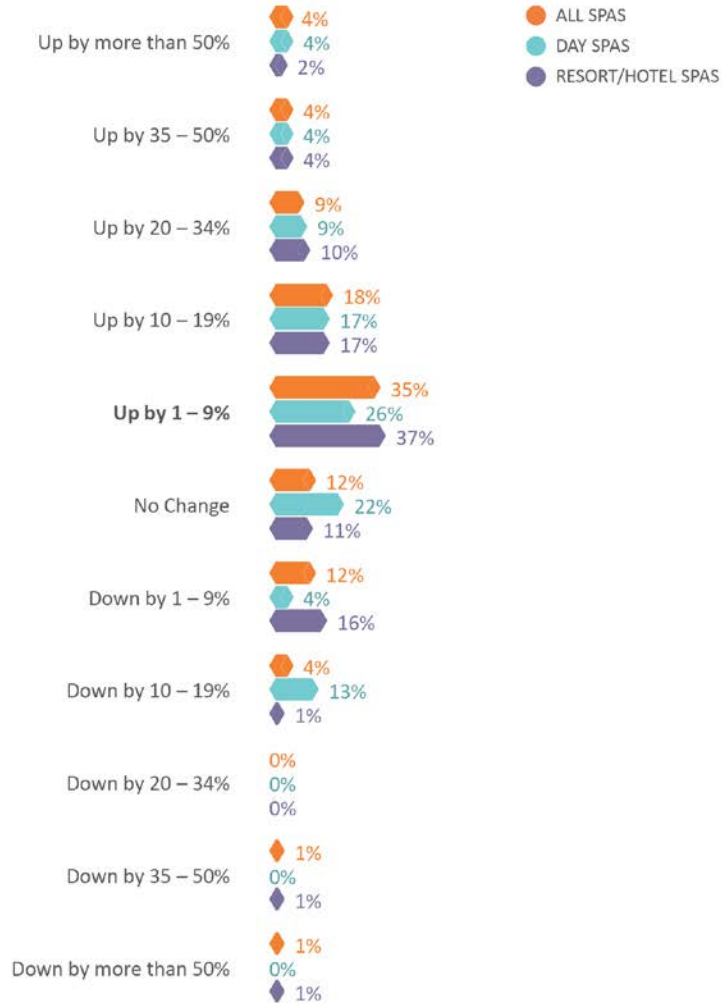
Gross Revenue Change | Resort/Hotel Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Up by more than 50%	1%	2%	0%	1%	2%	1%	3%	1%	0%
Up by 20-50%	22%	19%	22%	20%	15%	17%	23%	19%	16%
Up by 1-19%	58%	55%	57%	59%	54%	60%	43%	53%	54%
No change	4%	10%	8%	7%	8%	7%	6%	4%	11%
Down by 1-19%	15%	13%	13%	11%	20%	13%	23%	20%	18%
Down by 20-50%	2%	1%	0%	2%	1%	1%	2%	3%	1%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Gross Profit Change | ISPA Spa Members

3rd Quarter 2015 vs. 2014

What was your profit change for the third quarter of 2015 compared to the third quarter of 2014?



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

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Up by more than 50%	4%	5%	1%	5%	2%	4%	6%	4%	4%
Up by 20-50%	16%	16%	14%	13%	16%	14%	14%	12%	13%
Up by 1-19%	58%	54%	57%	57%	49%	54%	50%	55%	53%
No change	10%	13%	14%	10%	15%	14%	11%	13%	12%
Down by 1-19%	11%	11%	13%	14%	17%	14%	18%	16%	16%
Down by 20-50%	1%	1%	1%	0%	1%	1%	1%	2%	1%
Down by more than 50%	0%	0%	0%	1%	0%	0%	0%	1%	1%

Gross Profit Change | Day Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Up by more than 50%	2%	5%	0%	9%	2%	5%	0%	5%	4%
Up by 20-50%	15%	21%	15%	3%	13%	16%	14%	16%	13%
Up by 1-19%	60%	46%	48%	59%	56%	52%	53%	43%	43%
No change	11%	15%	19%	16%	14%	9%	8%	13%	22%
Down by 1-19%	13%	13%	19%	13%	14%	18%	22%	16%	17%
Down by 20-50%	0%	0%	0%	0%	2%	0%	3%	3%	0%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

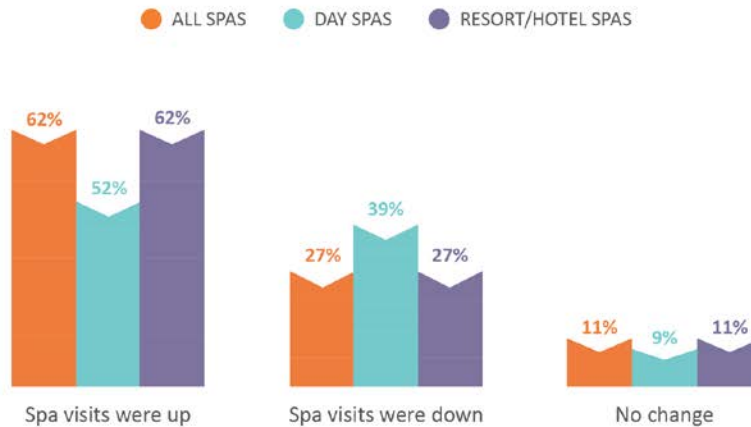
Gross Profit Change | Resort/Hotel Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Up by more than 50%	5%	6%	1%	4%	1%	3%	9%	4%	2%
Up by 20-50%	16%	17%	16%	16%	18%	15%	15%	9%	14%
Up by 1-19%	58%	55%	57%	59%	54%	60%	43%	58%	54%
No change	8%	11%	12%	8%	14%	15%	13%	10%	11%
Down by 1-19%	11%	9%	12%	12%	20%	14%	16%	16%	17%
Down by 20-50%	1%	1%	0%	0%	1%	1%	1%	2%	1%
Down by more than 50%	0%	0%	0%	2%	0%	0%	0%	1%	1%

Change in Spa Visits | ISPA Spa Members

3rd Quarter 2015 vs. 2014

How did your number of spa visits change for the third quarter of 2015 compared to the third quarter of 2014?



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

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Spa visits were up	73%	71%	72%	67%	64%	72%	67%	62%	62%
Spa visits were down	19%	17%	20%	21%	20%	19%	28%	30%	27%
No change	9%	12%	8%	13%	16%	9%	6%	9%	11%

Change in Spa Visits | Day Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Spa visits were up	74%	67%	67%	59%	61%	64%	61%	54%	52%
Spa visits were down	22%	21%	26%	22%	22%	22%	28%	31%	39%
No change	4%	13%	7%	19%	18%	13%	11%	15%	9%

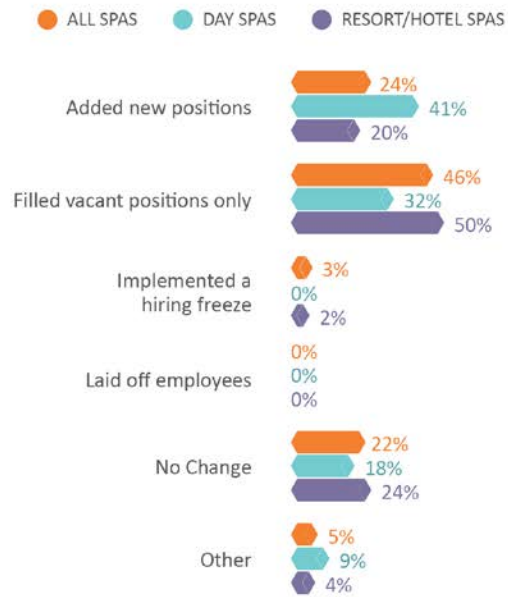
Change in Spa Visits | Resort/Hotel Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Spa visits were up	73%	72%	73%	70%	64%	73%	65%	65%	62%
Spa visits were down	17%	17%	19%	20%	21%	22%	30%	29%	27%
No change	10%	11%	8%	11%	15%	6%	5%	5%	11%

Workforce Changes | ISPA Spa Members

3rd Quarter 2015

Which of the following best describes your workforce changes for the third quarter of 2015?



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 | All Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Added new positions	35%	31%	35%	37%	31%	34%	30%	37%	24%
Filled vacant positions only	38%	34%	39%	39%	35%	36%	42%	43%	46%
Implemented a hiring freeze	3%	3%	1%	0%	2%	2%	4%	2%	3%
Laid off employees	2%	1%	2%	0%	0%	1%	1%	2%	0%
No change	18%	26%	16%	21%	28%	20%	19%	11%	22%
Other	5%	5%	7%	3%	4%	6%	5%	5%	5%

Workforce Changes | Day Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Added new positions	36%	45%	36%	36%	31%	38%	31%	36%	41%
Filled vacant positions only	45%	21%	43%	26%	33%	29%	39%	44%	32%
Implemented a hiring freeze	2%	0%	0%	0%	2%	0%	0%	0%	0%
Laid off employees	0%	0%	7%	0%	0%	2%	0%	0%	0%
No change	13%	26%	7%	29%	33%	24%	28%	18%	18%
Other	4%	7%	7%	10%	2%	7%	3%	3%	9%

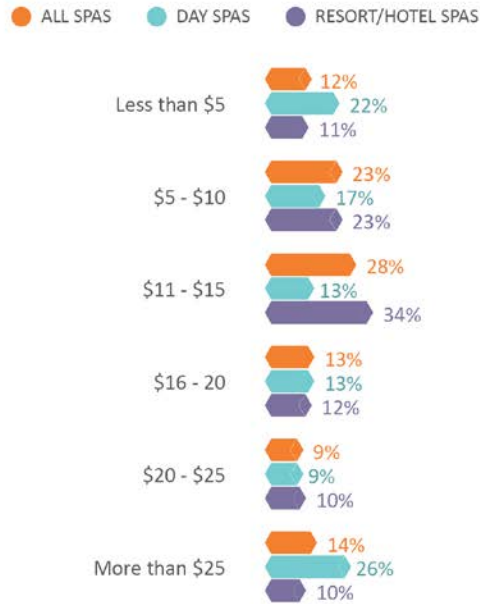
Workforce Changes | Resort/Hotel Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Added new positions	33%	27%	34%	40%	28%	28%	32%	36%	20%
Filled vacant positions only	36%	42%	42%	40%	39%	39%	39%	44%	50%
Implemented a hiring freeze	4%	4%	0%	0%	2%	2%	3%	3%	2%
Laid off employees	2%	2%	1%	0%	0%	0%	1%	3%	0%
No change	20%	20%	19%	19%	24%	24%	19%	10%	24%
Other	5%	4%	5%	1%	7%	7%	7%	4%	4%

Average Retail Revenue Per Treatment | ISPA Spa Members

3rd Quarter 2015

What was your spa's average retail revenue per treatment for the third quarter of 2015?



The following table provides 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

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Less than \$5	12%	11%	10%	15%	9%	7%	11%	8%	12%
\$5 - \$10	23%	29%	22%	23%	25%	23%	25%	23%	23%
\$11 - \$15	25%	23%	29%	23%	24%	27%	26%	30%	28%
\$16 - \$20	15%	15%	18%	17%	16%	17%	18%	16%	13%
\$20 - 25	12%	11%	9%	12%	10%	9%	11%	13%	9%
More than \$25	13%	12%	12%	11%	17%	18%	9%	10%	14%

Average Retail Revenue Per Treatment | Day Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Less than \$5	9%	8%	14%	19%	10%	4%	8%	8%	22%
\$5 - \$10	20%	30%	4%	16%	20%	20%	17%	23%	17%
\$11 - \$15	28%	13%	25%	13%	22%	27%	22%	18%	13%
\$16 - \$20	9%	15%	21%	23%	16%	18%	33%	21%	13%
\$20 - 25	15%	10%	14%	16%	12%	9%	8%	21%	9%
More than \$25	20%	25%	21%	13%	22%	22%	11%	10%	26%

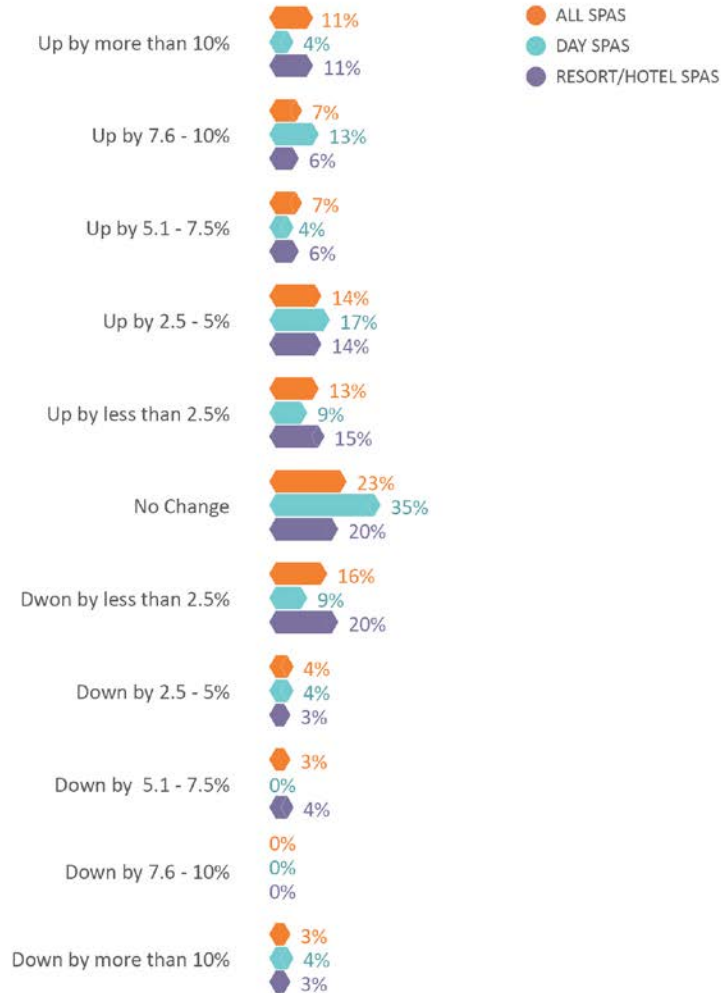
Average Retail Revenue Per Treatment | Resort/Hotel Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Less than \$5	14%	12%	7%	10%	9%	73%8	11%	9%	11%
\$5 - \$10	26%	29%	30%	28%	29%	24%	26%	26%	23%
\$11 - \$15	25%	25%	32%	26%	28%	27%	28%	34%	34%
\$16 - \$20	16%	16%	17%	17%	16%	17%	14%	15%	12%
\$20 - 25	11%	13%	10%	10%	7%	10%	14%	10%	10%
More than \$25	8%	4%	5%	8%	12%	13%	7%	7%	10%

Change in Average Retail Revenue Per Treatment | ISPA Spa Members

3rd Quarter 2015 vs. 2014

What was your spa's change in retail revenue per treatment for the third quarter of 2015 in comparison to the third quarter of 2014?



The following tables provide the change in retail revenue per treatment data from previous quarterly ISPA Snapshot Surveys.

Change in Retail Revenue Per Treatment | All Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Up by more than 10%	9%	14%	13%	11%	7%	11%	9%	11%	11%
Up by 7.6 - 10%	7%	5%	8%	5%	4%	9%	9%	2%	7%
Up by 5.1 - 7.5%	7%	8%	6%	7%	14%	11%	6%	7%	7%
Up by 2.5 - 5%	24%	20%	13%	20%	12%	16%	14%	19%	14%
Up by less than 2.5%	15%	15%	21%	10%	20%	20%	18%	14%	13%
No Change	27%	19%	19%	27%	28%	20%	20%	28%	23%
Dwon by less than 2.5%	5%	10%	12%	11%	7%	8%	13%	12%	16%
Down by 2.5 - 5%	5%	6%	6%	4%	6%	5%	5%	3%	4%
Down by 5.1 - 7.5%	1%	1%	1%	0%	3%	1%	2%	1%	3%
Down by 7.6 - 10%	0%	1%	0%	3%	0%	0%	1%	0%	0%
Down by more than 10%	1%	1%	2%	3%	0%	1%	4%	2%	3%

Change in Retail Revenue Per Treatment | Day Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Up by more than 10%	7%	11%	21%	10%	14%	16%	8%	10%	4%
Up by 7.6 - 10%	9%	11%	18%	0%	0%	13%	14%	3%	13%
Up by 5.1 - 7.5%	7%	8%	0%	7%	12%	13%	13%	10%	4%
Up by 2.5 - 5%	30%	18%	14%	26%	15%	7%	7%	18%	17%
Up by less than 2.5%	15%	16%	25%	7%	14%	20%	20%	23%	9%
No Change	24%	26%	18%	36%	39%	18%	18%	26%	35%
Dwon by less than 2.5%	4%	5%	4%	13%	6%	11%	11%	5%	9%
Down by 2.5 - 5%	2%	5%	0%	3%	0%	2%	2%	5%	4%
Down by 5.1 - 7.5%	2%	0%	0%	0%	2%	0%	0%	0%	0%
Down by 7.6 - 10%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Down by more than 10%	0%	0%	0%	0%	0%	0%	0%	0%	4%

Change in Retail Revenue Per Treatment | Resort/Hotel Spas

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Up by more than 10%	9%	16%	11%	10%	3%	6%	11%	11%	11%
Up by 7.6 - 10%	6%	3%	5%	8%	6%	9%	8%	2%	6%
Up by 5.1 - 7.5%	8%	6%	10%	6%	12%	10%	6%	6%	6%
Up by 2.5 - 5%	20%	24%	13%	21%	12%	21%	11%	21%	14%
Up by less than 2.5%	14%	13%	20%	11%	29%	21%	21%	11%	15%
No Change	29%	16%	20%	22%	22%	17%	19%	28%	20%
Down by less than 2.5%	6%	11%	13%	9%	8%	9%	14%	14%	20%
Down by 2.5 - 5%	6%	7%	7%	5%	7%	7%	6%	3%	3%
Down by 5.1 - 7.5%	1%	2%	1%	0%	2%	1%	2%	1%	4%
Down by 7.6 - 10%	0%	1%	0%	3%	0%	0%	1%	0%	0%
Down by more than 10%	2%	1%	0%	3%	0%	0%	2%	3%	3%

Respondents were asked to share one new marketing promotion their spa will be implementing during the upcoming holiday season. A sample of response provided is below.

- \$50 off Services Monday through Thursday.
- 12 Days of Christmas - Special on a Gift Certificate, Product and Service different every day from Dec. 13-24
- Fifty-minute Champagne Facial, 50-minute Spice Body Wrap, Peppermint Stick Pedicure, Champagne Hair Treatment
- A select email list to market direct to spa users
- Black Friday promotion to keep spa services up between Thanksgiving and Christmas. give away services with gift card purchases that morning
- Bonus coupons for gift card sales tiers
- Book a 90-minute hot stone massage and receive a complimentary express manicure
- bundle products with treatments
- Bundled retail with gift certificates. Trunk shows on the weekends leading up to Christmas.
- Buy \$200 gift card and receive a complimentary spa day pass.
- Buy three gift cards, get one free
- Buy one Get one free Bath and Wraps mid-week
- Daily treatment specials that include a retail discount on the products used, as well as buy more save more 12 Days of Christmas
- Free gift with a gift card purchase
- Free take home gift with any holiday spa treatment special.
- Gift card promotion with incentive of additional gift card with minimum purchase
- Gift Certificates: buy any treatment we will pay the gratuity.
- Gift with Gift Card Purchase
- Highlighting a body treatment utilizing ingredients from our in house garden
- Holiday themed treatments. Discounted retail/clearance. Year-end sales.

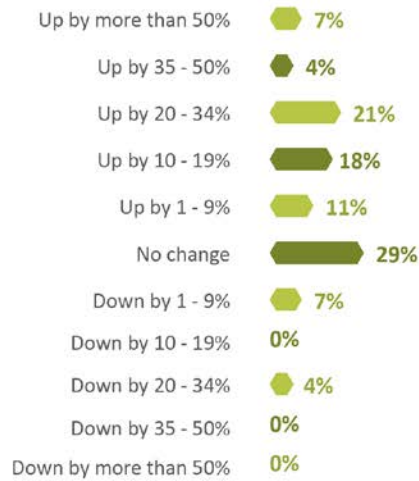
- Instead of ordering holiday packages from our vendors, we are creating our own packages with a blend of retail items. Also, we created names to accommodate packages so that there will be a gift for every type of interest in our country club.
- January Wellness Month. Special Priced \$50 services Monday - Friday. Wellness speakers and events on weekends at no additional cost to guests.
- More BOGO packages, multiple sessions in a package.
- New clothing lines for skiers
- New menu with increased messaging thru photos. Also increased the pricing.
- Ohm for the Holidays.
- Packages and gifts with purchase, and retail baskets
- Put more things on Instagram.
- Seasonal body and nail treatments
- Seasonal services- Farmhouse fresh
- Seasonal specials with peppermint/chocolate, etc.
- Shopping Spree: Buy \$150 or more in services and get \$100 in (in-house brand) retail products.
- Spa Day of Thanks - bring an unwrapped toy for Toys for Tots and receive 10% off your treatment. We will also have a Black Friday Trunk Show sale with complimentary make up applications
- Spa service coupon with purchase of gift card. Coupon to be redeemed between Jan. 1 and March 31, 2016.
- Tai Ball Massage treatment - The Piedmont Experience
- The hotel is new; opened on Feb. 2015. Every month is different for the seasons. We tried different marketing techniques for sale, but it wasn't enough. Every month we work to grow up the spa treatments sales that it's our focus.
- Travel size gift sets, Travel sized gift sets when purchasing a gift certificate,
- Value add services with the purchase of gift certificates
- We are going to do a Spin & Win for holiday. With a gift card purchase of \$200 or more, our guest can spin the wheel to win a very nice gift with purchase!
- We are high-lighting various charitable organizations in hopes that people will consider making a contribution as a gift for the holidays
- We are implementing a gift card deal. Buy \$100, get two \$25 gift cards for free.
- we emphasized esthetic treatments for fall, featuring mini facials, holiday themed body treatments
- We offer gift bags promotions with special price
- We will feature seasonal treatments and focus on gift-appropriate retail items.

ISPA RESOURCE PARTNERS

Gross Revenue Change | ISPA Resource Partner Members

3rd Quarter 2015 vs. 2014

What was your gross revenue change for the third quarter of 2015 compared to the third quarter of 2014?



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.

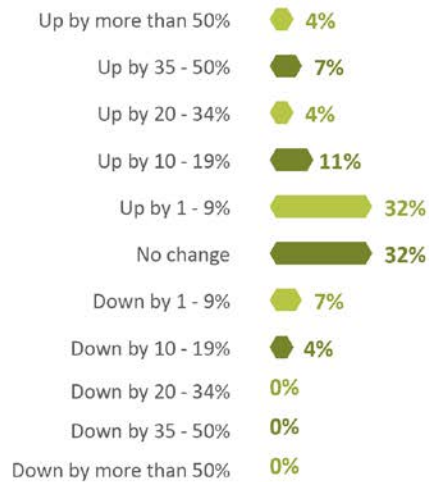
Gross Revenue Change | Resource Partners

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Up by more than 50%	14%	16%	3%	13%	6%	5%	5%	5%	7%
Up by 20 - 50%	25%	25%	25%	9%	21%	20%	38%	28%	25%
Up by 1 - 19%	45%	31%	29%	53%	29%	38%	36%	38%	29%
No change	3%	22%	28%	19%	18%	25%	13%	28%	29%
Down by 1 - 19%	14%	6%	16%	6%	21%	11%	8%	3%	7%
Down by 20 - 50%	0%	0%	0%	0%	0%	0%	0%	0%	4%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Profit Change | ISPA Resource Partner Members

3rd Quarter 2015 vs. 2014

What was your profit change for the third quarter of 2015 compared to the third quarter of 2014?



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

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Up by more than 50%	11%	13%	3%	9%	0%	3%	3%	5%	4%
Up by 20 - 50%	17%	22%	10%	6%	9%	18%	26%	28%	11%
Up by 1 - 19%	47%	34%	48%	49%	44%	51%	44%	38%	43%
No change	22%	25%	29%	30%	32%	26%	26%	28%	32%
Down by 1 - 19%	3%	3%	10%	6%	15%	3%	3%	3%	11%
Down by 20 - 50%	0%	3%	0%	0%	0%	0%	0%	0%	0%
Down by more than 50%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Workforce Change | ISPA Resource Partner Members

3rd Quarter 2015 vs. 2014

Which of the following best describes your workforce changes for the third quarter of 2015?



The following table provides change in workforce data from previous quarterly ISPA Snapshot Surveys.

Workforce Changes | Resource Partners

	3rd Qtr 2013	4th Qtr 2013	1st Qtr 2014	2nd Qtr 2014	3rd Qtr 2014	4th Qtr 2014	1st Qtr 2015	2nd Qtr 2015	3rd Qtr 2015
Added new positions	44%	41%	47%	42%	29%	35%	41%	43%	33%
Filled vacant positions only	15%	3%	13%	12%	6%	15%	18%	20%	17%
Implemented a hiring freeze	3%	0%	0%	3%	6%	0%	0%	3%	0%
Laid off employees	0%	0%	3%	0%	12%	3%	3%	0%	7%
No change	32%	47%	38%	42%	41%	45%	39%	35%	43%
Other	6%	9%	0%	0%	6%	3%	0%	0%	0%

Did your company launch a new product and/or service during the third quarter?

