

18. If you do use the Aspen airport, do you fly:

Private plane

Usually private - sometimes commercial

Commercial aircraft

Usually commercial - sometimes private

Other:

19. Compared to your other traveling options, please indicate your opinion of the Aspen/Pitkin County Airport.

	Poor		Average		Excellent
20. Reliability of flight departure and arrival times	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
21. Frequency of departure times to my destination	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
22. Competency of airline counter staff	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
23. Competency of security (TSA) staff	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
24. Cleanliness and appearance of facility	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
25. Parking arrangements serving the airport	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
26. Car rental arrangements serving the airport	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
27. Overall desirability	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
28. Overall personal satisfaction	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

29. What do you enjoy most about flying from the Aspen/Pitkin County Airport?

	Enjoy Least		Neutral		Enjoy Most
30. Convenience from home	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
31. Small, intimate feel of the facility	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
32. Easy access to flights	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
33. Sense of small town atmosphere	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
34. Ease of drop-off and pick up of family/friends	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
35. Overall feeling of "welcome"	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

36. Have you been delayed flying into or out of Aspen?

Yes

No

37. If yes, what caused your delay?

weather in Aspen

weather elsewhere

mechanical problems

other:

38. What services at our airport helped you during your delay? (Please check all that apply)

Guest Services staff

rental car staff

limo

café

massage

shopping

airline staff

county/airport staff

ample flight information

access to telephones

clear announcements over the public address system

baggage handling assistance

easy to follow directions

Other:

39. What services do you think are most important during flight delays? (Please prioritize with 1 being the most important)

Rank The Following Choices as > > One answer in each row and column	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th
Guest Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
rental car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
limo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
café	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
massage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
terminal staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
airline officials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
flight information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
access to telephones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
clear announcements over the public address system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
baggage handling assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
easy to follow directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. What are your suggestions for customer comfort and assistance during delays?

41. Please indicate the the type of experience you have had with any of the Aspen/Pitkin County Airport staff listed below. Please skip any staff you have not encountered.

	Poor				Excellent	
42. Airline staff	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
43. Security staff	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
44. Food service staff	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
45. Rental car staff	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
46. Airport administration	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
47. Gift shop staff	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
48. Baggage handlers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
49. Guest services staff	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
50. Transportation providers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	

51. Please rate the following features of the Aspen/Pitkin County Airport. A rating of 1 means Very Poor and a rating of 5 indicates Very Good.

	Very Poor				Very Good	
52. Convenience	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
53. Parking	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
54. Aircarriers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
55. Rental cars	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
56. Ground transportation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
57. Restaurant	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	

- 58. What areas would you most like to see improved at the airport? (Please check all that apply.)**
- Flight schedule
 - More airlines
 - Additional direct destinations
 - Parking
 - Restaurant
 - Federal security
 - Gift shopping/news
 - Baggage claim
 - Ticketing
 - Cost
 - Secured boarding area
 - Internet access
 - Guest Services
 - Ground Transportation
 - Commuter Service

- 59. How many times per year would you use the Aspen/Pitkin County Airport for travel to Denver, as a destination, if the price was right?**
- 0
 - 1 - 2
 - 3 - 5
 - 6 - 9
 - 10+

- 60. At what price point for a round-trip ticket?**
- \$100 - \$199
 - \$200 - \$299
 - \$300 - \$399
 - \$400+

- 61. A community goal is to reduce or mitigate greenhouse gas emissions at the Airport. Would you be willing to do any of the following to reduce or offset the contribution of air travel to greenhouse gas emissions? (Please check all that apply)**
- I would be willing to use mass transit or other ground transportation to offset the effect of air travel
 - I would be more willing to fly commercial rather than private aircraft to reduce emissions
 - I would be willing to pay a fee that would be used to purchase energy from alternative sources like wind power to offset air travel emissions
 - I would be willing to travel at less convenient times in order to use aircraft that have lower emissions
 - I would not be willing to make any changes or pay any fees to offset greenhouse gas emissions because I do not believe global warming is a significant problem
 - I would not be willing to make any changes or pay any fees to offset greenhouse gases because I don't think that is an appropriate role for the Airport
 - Other: _____

62. Comments about the Aspen/Pitkin County Airport?

63. The following section gathers demographic information. Please rest assured that all individual responses would be kept confidential. Thank you for your cooperation.

- 64. Do you own or rent your Pitkin County home?**
- Own
 - Rent

- 65. Family Status:**
- Single, no children
 - Single, with children
 - Single, children no longer at home
 - Couple, no children
 - Couple, with children
 - Couple, children no longer at home
 - Other _____

- 66. What is your age?**
- under 20
 - 20-24
 - 25-34
 - 35-44
 - 45-54
 - 55-64
 - 65-74
 - 75+

- 67. Gender:**
- Male
 - Female

- 68. What is your employment status? (Please check all that apply.)**
- Part time employed
 - Full time employed
 - Retired
 - Looking for work
 - Self employed
 - Other _____

- 69. Please indicate your Annual Household Income:**
- \$0-14,999
 - \$15,000 - 34,999
 - \$35,000 - 49,999
 - \$50,000 - 74,999
 - \$75,000 - 99,999
 - \$100,000 - 149,999
 - \$150,000 -199,999
 - \$200,000 - 299,999
 - \$300,000 - \$499,999
 - \$500,000 - 999,999
 - \$1,000,000+

70. Thank you for filling out the survey! Please return by May 11th in the postage paid envelope supplied.