

<u>Number</u>		<u>Frequencies</u>	<u>Response Options</u>
3	Gender	129 54.43%	Male
		108 45.57%	Female
4	Age:	16 6.72%	under 25 years
		42 17.65%	25-34
		53 22.27%	35-44
		62 26.05%	45-54
		47 19.75%	55-64
		15 6.30%	65-74
		3 1.26%	75 or older
5	When I fly into Aspen's airport I usually arrive by:	3 1.26%	Private plane
		4 1.68%	Usually private - sometimes commercial
		211 88.66%	Commercial aircraft
		18 7.56%	Usually commercial - sometimes private
		6 2.52%	Other:
6	What is the primary purpose of your travel today?	45 19.15%	Business
		182 77.45%	Leisure
		16 6.81%	Personal or family matters
9	How did you arrive here today?	31 13.30%	Drove my own vehicle
		37 15.88%	Came in a rental car
		31 13.30%	Friend/family dropped me off
		37 15.88%	Taxi
		76 32.62%	Shuttle service
		11 4.72%	Bus
		14 6.01%	Other:
10	How do you usually book your flights?	68 29.18%	travel agent
		130 55.79%	internet travel sites
		38 16.31%	call airline directly
		19 8.15%	other:
Please indicate the primary reason(s) for choosing each airport. If you have not flown from any of these airports in the past 12 months please skip that section.			
13	Aspen/Pitkin County Airport	11 5.61%	Fare (\$)
		20 10.20%	Schedule
		109 55.61%	Destination
		7 3.57%	Airline Preference
		76 38.78%	Convenience
		1 0.51%	Size of aircraft

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14	Eagle/Vail Airport	11	29.73% Fare (\$)
		12	32.43% Schedule
		6	16.22% Destination
		4	10.81% Airline Preference
		11	29.73% Convenience
		1	2.70% Size of aircraft
15	Grand Junction Airport	5	41.67% Fare (\$)
		0	0.00% Schedule
		4	33.33% Destination
		0	0.00% Airline Preference
		3	25.00% Convenience
		0	0.00% Size of aircraft
16	Denver International Airport	33	33.33% Fare (\$)
		27	27.27% Schedule
		33	33.33% Destination
		9	9.09% Airline Preference
		17	17.17% Convenience
		1	1.01% Size of aircraft
17	Colorado Springs Airport	2	25.00% Fare (\$)
		0	0.00% Schedule
		3	37.50% Destination
		1	12.50% Airline Preference
		2	25.00% Convenience
		0	0.00% Size of aircraft

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

19	Reliability of flight departure and arrival times	49	22.17%	1 Poor
		25	11.31%	2
		73	33.03%	3
		49	22.17%	4
		25	11.31%	5 Excellent
20	Frequency of departure times to my destination	21	9.86%	1 Poor
		17	7.98%	2
		80	37.56%	3
		65	30.52%	4
		30	14.08%	5 Excellent
21	Competency of airline counter staff	5	2.26%	1 Poor
		12	5.43%	2
		51	23.08%	3
		84	38.01%	4
		69	31.22%	5 Excellent

<u>Number</u>		<u>Frequencies</u>	<u>Response Options</u>
22	Competency of security (TSA) staff	7 3.18% 3 1.36% 49 22.27% 87 39.55% 74 33.64%	1 Poor 2 3 4 5 Excellent
23	Cleanliness and appearance of facility	2 0.89% 7 3.13% 36 16.07% 106 47.32% 73 32.59%	1 Poor 2 3 4 5 Excellent
24	Parking arrangements serving the airport	5 2.75% 7 3.85% 41 22.53% 81 44.51% 48 26.37%	1 Poor 2 3 4 5 Excellent
25	Car rental arrangements serving the airport	3 1.96% 1 0.65% 43 28.10% 60 39.22% 46 30.07%	1 Poor 2 3 4 5 Excellent
26	Overall desirability	5 2.33% 13 6.05% 55 25.58% 102 47.44% 40 18.60%	1 Poor 2 3 4 5 Excellent
27	Overall personal satisfaction	5 2.26% 21 9.50% 54 24.43% 94 42.53% 47 21.27%	1 Poor 2 3 4 5 Excellent
What do you enjoy most about flying from the Aspen/Pitkin County Airport?			
29	Convenience from home	12 5.66% 6 2.83% 66 31.13% 23 10.85% 105 49.53%	1 Enjoy Least 2 3 4 5 Enjoy Most
30	Small, intimate feel of the facility	4 1.86% 9 4.19% 65 30.23% 61 28.37% 76 35.35%	1 Enjoy Least 2 3 4 5 Enjoy Most

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31	Easy access to flights	6 2.75% 7 3.21% 55 25.23% 71 32.57% 79 36.24%	1 Enjoy Least 2 3 4 5 Enjoy Most
32	Sense of small town atmosphere	1 0.47% 5 2.33% 59 27.44% 69 32.09% 81 37.67%	1 Enjoy Least 2 3 4 5 Enjoy Most
33	Ease of drop-off and pick up of family/friends	0 0.00% 6 2.82% 45 21.13% 61 28.64% 101 47.42%	1 Enjoy Least 2 3 4 5 Enjoy Most
34	Overall feeling of "welcome"	1 0.47% 3 1.41% 56 26.29% 74 34.74% 79 37.09%	1 Enjoy Least 2 3 4 5 Enjoy Most
35	Are you a: (Please check all that apply)	31 13.78% 24 10.67% 5 2.22% 163 72.44% 14 6.22%	Full-time resident of Pitkin County Second Homeowner (for personal or rental use) in Pitkin County Business owner/operate r/manager in Pitkin County Visitor to the Aspen area Other:
36	If you live and/or own property in Pitkin County, where?	92 59.35% 30 19.35% 17 10.97% 8 5.16% 4 2.58% 7 4.52%	I do not live or own property in Pitkin County Aspen Town of Snowmass Village Basalt Unincorporated Pitkin County Other:
37	How often do you fly?	21 9.38% 80 35.71% 56 25.00% 67 29.91%	0-1 time/year 2-4 times/year 5-9 times/year 10+ times/year

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45	What areas would you most like to see improved at the Aspen airport? (Please check all that apply.)	83	42.56% Flight schedule
		117	60.00% More airlines
		88	45.13% Additional direct destinations
		14	7.18% Parking
		54	27.69% Restaurant
		10	5.13% Federal security
		26	13.33% Gift shopping/news
		26	13.33% Baggage claim
		11	5.64% Ticketing
		66	33.85% Cost
		15	7.69% Secured boarding area
		52	26.67% Internet access
		10	5.13% Guest Services
		12	6.15% Ground Transportation
		6	3.08% Commuter Service
47	Have you been delayed flying into or out of Aspen?	167	75.91% Yes
		53	24.09% No
48	If yes, what caused your delay?	128	77.11% weather in Aspen
		83	50.00% weather elsewhere
		58	34.94% mechanical problems
		31	18.67% other:
49	What services at our airport helped you during your delay? (Please check all that apply)	24	20.51% Guest Services staff
		15	12.82% rental car
		3	2.56% limo
		37	31.62% café
		5	4.27% massage
		8	6.84% shopping
		46	39.32% airline staff
		30	25.64% county/airport staff
		33	28.21% flight information
		6	5.13% access to telephones
		26	22.22% clear announcements over the public address system
		20	17.09% baggage handling assistance
		7	5.98% easy to follow directions
6	5.13% Other:		

Please indicate 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.

<u>Number</u>		<u>Frequencies</u>	<u>Response Options</u>
53	Airline staff	4	2.06% 1 Poor
		10	5.15% 2
		36	18.56% 3
		78	40.21% 4
		66	34.02% 5 Excellent
54	Security staff	4	2.20% 1 Poor
		3	1.65% 2
		34	18.68% 3
		71	39.01% 4
		70	38.46% 5 Excellent
55	Food service staff	6	4.51% 1 Poor
		3	2.26% 2
		57	42.86% 3
		43	32.33% 4
		24	18.05% 5 Excellent
56	Rental car staff	0	0.00% 1 Poor
		3	3.00% 2
		28	28.00% 3
		36	36.00% 4
		33	33.00% 5 Excellent
57	Airport administration	0	0.00% 1 Poor
		1	1.04% 2
		24	25.00% 3
		34	35.42% 4
		37	38.54% 5 Excellent
58	Gift shop staff	3	2.88% 1 Poor
		5	4.81% 2
		37	35.58% 3
		40	38.46% 4
		19	18.27% 5 Excellent
59	Baggage handlers	5	3.45% 1 Poor
		6	4.14% 2
		23	15.86% 3
		62	42.76% 4
		49	33.79% 5 Excellent
60	Guest services staff	2	1.89% 1 Poor
		3	2.83% 2
		22	20.75% 3
		42	39.62% 4
		37	34.91% 5 Excellent

<u>Number</u>		<u>Frequencies</u>	<u>Response Options</u>
61	Transportation providers	3 2.40% 1 0.80% 24 19.20% 46 36.80% 51 40.80%	1 Poor 2 3 4 5 Excellent
62	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?	30 15.54% 102 52.85% 32 16.58% 14 7.25% 15 7.77%	0 1 - 2 3 - 5 6 - 9 10+
63	At what price point for a round-trip ticket?	89 54.60% 37 22.70% 19 11.66% 20 12.27%	\$100 - \$199 \$200 - \$299 \$300 - \$399 \$400+
64	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)	95 48.47% 115 58.67% 57 29.08% 78 39.80% 29 14.80% 25 12.76% 12 6.12%	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 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 I would not be willing to make any changes or pay any fees to offset greenhouse gases because I don't think that Other:

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

<u>Number</u>		<u>Frequencies</u>	<u>Response Options</u>
66	Family Status:	54	25.71% Single, no children
		10	4.76% Single, with children
		5	2.38% Single, children no longer at home
		36	17.14% Couple, no children
		70	33.33% Couple, with children
		35	16.67% Couple, children no longer at home
		1	0.48% Other:
67	What is your employment status? (Please check all that apply.)	19	9.13% Part time employed
		133	63.94% Full time employed
		25	12.02% Retired
		2	0.96% Looking for work
		29	13.94% Self employed
		12	5.77% Other
68	Please indicate your Annual Household Income:	5	2.69% \$0-14,999
		10	5.38% \$15,000 - 34,999
		12	6.45% \$35,000 - 49,999
		18	9.68% \$50,000 - 74,999
		27	14.52% \$75,000 - 99,999
		31	16.67% \$100,000 - 149,999
		24	12.90% \$150,000 -199,999
		20	10.75% \$200,000 - 299,999
		14	7.53% \$300,000 - \$499,999
		15	8.06% \$500,000 - 999,999
		10	5.38% \$1,000,000+
Thank you for filling out this survey!			
70	Interviewer Codes: Conditions	182	78.45% 1- No delays
		28	12.07% 2 - Some delays
		22	9.48% 3 - Serious delays