

2007 Aspen/Pitkin County Airport Terminal Survey

Responses for Open Ended question # 5 - Private/Commercial

I drove

car

usually drive from Denver because of reliability.

50% 50%

first time

never done

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Responses for Open Ended question # 7 - Destination

Fort Lauderdale, Florida

Lafayette, La

Dulles Airport

Chicago O'hare

Chicago

Atlanta

LAX

Columbus, Ohio

Pittsburgh, PA.

Chicago

Akron, Ohio

BOS

Chicago

Chicago

Minneapolis, MN

Honolulu

New Orleans

Washington, DC

Dallas

Phila. PA

Dallas

Dallas/Fort Worth

New York- LGA.

Newark, NJ

Chicago

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Wash. DC.

Hartford, CT.

Minneapolis, MN.

Detroit

St. Louis

MSP

MX City

Buenos Aires, Argentina

Wash. Dulles

Dallas

Miami Florida Keys

Santa Barbara, Ca.

Los Angeles!!

Los Angeles, Ca.

Chicago

Miami

Chicago

Washington, DC

Tulsa

Aspen

Oklahoma City

NYC

Phila, Pa

Aspen

Los Angeles

Frankfurt, Germany

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San Diego

Miami, Florida

SNA

Brooklyn, NY

Newark

Miami

ASE

Aspen

Carbondale

Snowmass village

Aspen

Aspen

#6 =not traveling N/A

Aspen

Aspen

Chicago

#6=N/A picking up someone Aspen

Miami

ATL

Columbia

Ft. Lauderdale

St. Louis, Mo

Washington, D.C.

Philadelphia, Pa

Phoenix

Phoenix

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SFO

Ft. Lauderdale

Houston

Aspen

Chicago

Phoenix

Chicago

ASE

NYC

Atlanta

JFK NYC

Chicago, Il

Washington Dulles

Chicago

Cincinnati

Cincinnati, Oh

Tampa, Fl

West Palm Beach

Memphis

Tampa

Los Angeles

Santa Fe, NM

Tampa

Tampa

New York

San Francisco

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Frankfurt, Germany

London

Phoenix

FLA

Ft. Meyers

Chicago/ Frankfurt

Aspen

London I hope!

Houston

Phoenix

NY

Los Angeles

London

BOS

HNL

Boston

Amsterdam

MSD

Washington, D.C.

PHX

Orange County, Ca

Pittsburgh

Pittsburgh

New York, NY

PGH, PA

Pittsburgh

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Frankfurt- Oslo

St. Louis

Denver/Chicago

LGA

Oklahoma City

Oklahoma City

Tulsa

LAX

Ottawa, Ontario, Canada

London

?

Ottawa, On

San Antonio, Tx

Atlanta

Dallas

Oakland, Ca

N/A

Maui, Hawaii

Kahului, Maui

Edmonton Alberta Canada

NYC

NYC

Boston

Boston

Los Angeles

LA

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Los Angeles, Ca

Pelham, NY

Philadelphia

Detroit

DC

London

London ok

Aspen

LGA

Dallas, Tx

Tucson

Madison, Wisco.

Aspen

GRR

Little Rock, Ar.

Detroit

Detroit, MI

Detroit

Washington DC

Washington DC

Pittsburgh, Pa

San Francisco

Chappaqua, NY

New York City

BWI Baltimore

Charlotte NC

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Charlotte

London, England

SAT

Los Angeles

San Jose, Ca.

Dallas

New York City

London, UK

DFW

Cincinnati

Cincinnati

Cincinnati

Cincinnati

Detroit

Baltimore, Md

Baltimore

VA

Roanoke, Va

Roanoke, Va

Oklahoma City

LA

BNA

LA

LA

LA

Washington, DC

2007 Aspen/Pitkin County Airport Terminal Survey

Dallas

Atlanta

ATL

Augusta, Ga

Washington, DC

Honolulu

Laguardia

BOI

Philadelphia

Detroit

"Albughngul"

Harrisburg, Penna

St. Louis

Chicago

LA, CA

San Francisco

San Francisco

Los Angeles

tomorrow- Los Angeles

San Francisco

"Brifane Awhelia"

Orange County, Ca

NY LGA

San Diego

Munic

Chicago O'Hare

2007 Aspen/Pitkin County Airport Terminal Survey

Kansas City

SFO

Kansas City

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Responses for Open Ended question # 8 - Originate

Aspen, Co

Carbondale

Aspen

Aspen

Aspen

Aspen/Snowmass

ASE

Columbus, Ohio

Aspen

Aspen

Aspen

Aspen

Chicago

Aspen

Aspen

Aspen

Aspen/Snowmass

Aspen

Aspen

Aspen

Aspen

N/A

Aspen

Aspen

Aspen

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Aspen

Aspen, Co.

Aspen

Snowmass

ASE

Aspen

Aspen

Aspen (Snowmass Vlg)

Aspen

Aspen

Aspen

Aspen

Aspen, Co.

Aspen/Snowmass

Aspen

Snowmass

Aspen, Co

Aspen

Atlanta

Snowmass

Aspen

Aspen

Miami, Fla

Aspen

Aspen

Aspen

2007 Aspen/Pitkin County Airport Terminal Survey

Aspen

ASE

Snowmass

Aspen

Aspen

ASE

PHX

Milan, Italy

Phoenix, Az.

Albuquerque, NM

Phoenix

N/A

Austin

Austin

Aspen

Denver

Aspen

Aspen

Snowmass

Aspen

Aspen, Co

Aspen, Co.

Aspen, Co

Aspen

Aspen

ASE

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Aspen

Aspen

Cleveland

ASE/Aspen

Aspen

Carbondale

Snowmass/Buffalo

Aspen

Aspen

Aspen

Aspen, Co

Aspen

Snowmass Village

Aspen

Aspen

Aspen, Co

Aspen

Aspen

Aspen

Snowmass Aspen

Aspen

Aspen

Aspen

Aspen

Aspen

Aspen

2007 Aspen/Pitkin County Airport Terminal Survey

Aspen

Aspen

Aspen

Basalt

Aspen

DC

Aspen

Aspen

ASE

Trinidad,Co

Aspen

Aspen

ASE

ASE

Aspen

Aspen

ASP

Aspen

ASE

Aspen

Pittsburgh

Pittsburgh

Aspen, Co

Aspen

Aspen

Aspen

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Aspen

Aspen

Aspen

Aspen

Aspen

snowmass, Colorado

Aspen

Aspen

Aspen

Aspen

Aspen

Aspen, Co

Aspen/Snowmass

St. Regis Hotel

Aspen

Aspen

NYC

Aspen

Aspen

(old) Snowmass

Los Angeles

LA

Aspen-Snowmass

Aspen, Co

Aspen

Detroit

2007 Aspen/Pitkin County Airport Terminal Survey

Aspen

Aspen

Aspen

Manchester, NH

Aspen

Aspen

Aspen} Snowmass

Atlanta, Ga.

Aspen

Aspen

Aspen

Aspen, Co

Aspen

Aspen

Aspen

Snowmass, Co.

Timbers Club Snowmass

Baltimore

Aspen

Aspen

Aspen, Colorado

ASE

Aspen

Snowmass

Aspen

Aspen

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Aspen

Aspen

Aspen

Aspen

Aspen

Cincinnati

Aspen

Aspen

NA

Aspen, Co

Snowmass

Aspen

ASE

Hyatt Hotel

Snowmass

Aspen

Dallas

Atlanta

Snowmass, Co

Aspen, Co

Aspen

Micronesia

Aspen

ASE

Aspen

Detroit

2007 Aspen/Pitkin County Airport Terminal Survey

Aspen

Aspen

Snowmass

Chicago

Snowmass

Aspen

Aspen

Aspen

last week- Los Angeles

Snowmass

Snowmass

Snowmass

Aspen

Aspen

Aspen

Here

ASE

Aspen

2007 Aspen/Pitkin County Airport Terminal Survey

Responses for Open Ended question # 9 - Get to airport

provided by condo resort

United

condo shuttle

wsc transportation

Sno Limo

plane

Biz associate dropped me off

Rfta

drove a police car

limo services

hotel driver

DIA shuttle

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Responses for Open Ended question # 10 - Booking

internet

Secrw

airline website

airline website

Airline Website

airline internet

ski.com so 60th

Airline Website

wife

secretary

assistant

Gout

personal asst.

VA

VA

VA

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Responses for Open Ended question # 35 - Resident of Pitkin County?

former 29 yr. resident.

Full time resident of Eagle.

My daughter lives in Aspen

family/friends house

relative resides here

Business contacts in Aspen

business garfield

Garfield County- Missouri Heights

Want to live here/Hate So. Calif.

full time Eagle

Go to college in Glenwood/Live in Dorms

DAV winter sports clinic

regular visitor

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Responses for Open Ended question # 36 - Neighborhood

Carbondale

girlfriends house in Aspen

Eagle County!

Glenwood

Unincorporated Eagle County

Nope, but if you are offering, thats cool.

no

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Responses for Open Ended question # 46 - Airport comments

TSA - waste of time/money stop the madness!!

Picking up baggage was a little confusing. Bags in different places.

like it a lot!

Very nice, but somewhat small

Difficult to get early confirmed reservations

Written by #45= "This year it was very good. Last year attendant at desk was very rude and nasty."

#45= "Need better planes that can fly in 1)bad weather,2)wind,3)heat. #46= "Horrible planes- United is the worst Airline. Very poor planes- they are delayed, cancelled because of heat, wind, snow. More times than I can count! We are using Eagle/Vail & Denver - for reliability. United planes not suitable for Aspen wind." #49= "The arrival/departure monitars never current! Lie!"

Baggage often does not make the flight with you or is lost!

It's nice and small.

Increase size of terminal and attract additional airlines.

Late baggage handled horribly!

Tough to use for someone who works more & travels a lot. #47= "It is a joke."

Great Airport Very Friendly

First impressive arrival.

Very good.

rely enjoy "small town feeling." Wish one had more choice of airlines.

Used since 1982 - just fine

The biggest issue is weather & reliability of air service.

Thanks for being easy.

I wish it was cheaper to fly directly in!!

#45= "Direct flight to Chicago."

Boards should be correct and updated accordingly.

#14= "American." #20= "Dallas" Written on side= "Usually fly private."

great little convenient airport!

Very friendly & fast

Made my travel experience easy. Problems with baggage claim.

Longer runway

"Without competition your stuck!" #45/more airlines= "You must be kidding United Sucks!" #47= "Almost always!".

"Most delays weather related - not fault of airport or carriers." #47= "Every time here."

guest services-very good

none

#45= "Stop leaving bags unattended!" "The new planes UA has may be sexy but don't seem able to fly often."

Not happy with long term parking change.

Not happy with long term parking change.

restaurant inside secured area.

#43= should be blank.

Restaurant/bar in secured area.

Everyone is very kind & courteous.

Tv monitors don't give correct information.

More airlines = "better service".

"Costs too much." #45="rehability." #47= "Oh, yes - friends & family, too - lots!" #49= "No one seems to help during delays."

A/C power in waiting area!

#47= "right now air traffic Chicago".

Restaurant and throwers are not of the highest quality.

Cost is biggest deterrent to most locals- will go to other airports to save- Flight display not accurate

"When get luggage have to walk to lot A- rental car company should be moved."

Too small shoud be 2 stories.

"Nice airport, poor carrier service." #46= "Many times". #49= "Eagle Airport"

#45= "Better restaurant inside secure area. Need more room- Too crowded."

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#18= "delayed today problems in Chicago." #44= "what restaurant" #45/secured boarding area= "Jammed today- standing room only".

Comfortable airport! #45= "More available flight destinations & times."

It's a nice airport, but the flight schedules are unreliable causing frequent problems with travel.

"I like it." #47= "many times"

Convenient but unreliable

#25= Should be blank.

lots of cancellations

Real clean

Need to improve flight monitors, and needs to have more restaurants.

Ya gotta be crazy to fly out of here. The planes never leave/arrive.

Should provide ground transportation to Den on a regular basis. Bus!

internet access = free please

It is sometimes hard to get planes out of here.

"Some of the staff seemed clueless and arrogant." #48= "only 1 person was helpful!!!"

Not large enough

Very disorganized.

Great. need more space for rented cars.

boards should be correct

Very pleasant

Tail wind vs. geography vs. reliability causes problems/delays.

Very friendly service efficient

#32-33= "Does not have this - it is a busy airport." "Very busy- small for the amount of traffic going through-"

Clean and most helpful and friendly staff.

Its a nice little airport. Dont make the mistake of getting too big. Aspen is big enough already.

Flights always seem to depart late

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Coffee shop service is very poor- change the staff!!!

Sunday, April 1 @ 9:30, had a difficult time entering the building. No one seemed to be around or have a key.

very well

#49= "Elks Club"

Too small.

The security entering the boarding area was very disorganized.

All employees are very helpful and friendly.

"Staff has a great attitude" federal security = "need longer tables prior to bag check." "Secured boarding area too small."

nice

Great.

#29= should be blank.

:)

No direct flight from NYC.

great

restaurant/bar in secured departure area.

"U need a restaurant/bar inside the terminal!"

"Hard to find reasonable flights from same destinatins."

#44= "None, why not? At least access to arrival area which has one??" #45= "Need food." #47= "Not this time." #49= "Still no food."

#45= "All of". "Traffic issues."

Size of airline capacity.

#31= should be blank.

#22,26 & 27 = "TSA threw in the screw driver in the overall impression."

"Seemed cramped for space."

"Small but not bad for a little airport."

TSA people rude

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"This is the first time I've flown in/out of Aspen."

#45= "from LA" #47= "many times"

"I will always choose Eagle over Aspen because of delays at Aspen." #45/restaurant= Breakfast aewed at 11:15, no one else in cafe at all."

"Excellent service for disabled vets!"

poor information

"Overall is a good small airport."

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Responses for Open Ended question # 48 - Cause of delay

not sure

I think it was a few years ago

the airplane

mysteries

Who knows!!

Chicago air traffic

missed connections

Who knows? airlines don't share sometimes

Pressure altitude problem on CRJ700

Have no idea

unknown

Airline logistics poor- no crews or aircraft at proper times.

lots of others

flying into Aspen

united problems

crew

Untied sucks

in Tucson

not told

no idea

airline

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Responses for Open Ended question # 51 - Delay - suggestions

Better food Pis Band the TSA

Help with Hotels if necessary.

Free Wireless internet

Organize bus and or Limo service

Free water bottles

Tell the truth. Assist in new rouding. #'s 53 & 61= "United"

#50= access to telephones should be blank

Communicate better and more accurately with public.

honest information

Good bar.

More access to beverages & snacks, more room to wait.

Free champange for delays

#50= airline officials should be blank.

#53= "Minimal effort to be helpful."

Keep people informed and make as comfortable as possible. #49= "I was in Denver airport, when there were wether problems in Aspen."

#41= "Flight information incorrect."

Open bar. #57= "Tricia".

#50= other should not be marked.

internet access!

Turn the noise off (t.v.)

Alcohol in secure area

Staff who can & will make decisions - not B.S.

honest communication. I would suggest having snacks available (complimentary) to keep blood sugar up. Also have a C/S Rep. go around w/ current information & just talk to people & diffuse tempers from lack of info. Maybe diapers for people w/ kids.

#62= "n/a inbound only"

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I like to have up to the minute information. that makes me comfortable.

I like to have up to the minute informmation. That makes me comfortable.

More competent airline staff - Not so helpful during my delay

Make it known when flights become delayed early on.

#50/other= "tv/entertainment" "Clear explanations of issues."

"Airline staff, airline staff, airline staff." #49= "Guest services staff-are generally terrible, airline staff-generally awful."

"information, information, information- anything that helps get passengers back on schedule." #53= "uninformed".

Clear concise info that's truthful.

#49= "Nothing helps"

#49/baggage handling assistance= "Not with lost luggage which happens almost every time I fly w/ a connection in DIA." #63= "If I lived here"

"Get information about long delays to passengers before they leave for the airport". #49= "Only announced delay at check in".

More telephones in secure area. Accurate flight-info on tv. Would use airport more if fare between Aspen and Denver lower.

"Very bad FIDS." #49= "Very bad flight information"

"ager gate area" #50/other= "flight info".

"More alternatives. Ground transfers to GJT or EGE. Free shttles to DEN." #63="United E-Fares are \$88.00 roundtrip."

More comfortable seating in ticketing area.

N/A

Supply free coffee & muffins

Small things- free coffee. A smile. Free magazine. Free internet. Healthy food options- some fruit. A place to rest that's quiet. Lots of electrical plugs for laptops!

"cliaman avinltmas"

none

Better help with rebooking; more options to get to another airport.

Internet-free access

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"Internet & exercise"

Communication

Coupons for free food or drink if delayed more than 1 hour- depends on how long.

Bags were delayed- Agent seemed sort of disinterested.

Complimentary refreshments

Give people free food and snacks.

H2O

Airline should automatic rebook passengers instead of having to wait in line.

heated olympic pool

"#1 Monitors Accurate" #49= "flight information never accurate! Announcements difficult to hear" #60= "The best"

patience!

open bar, food!

Bar after security

"Please be more clear over speakers and have staff be nicer."

"Receiving information" #49= "None- We simply had to wait."

Internet access/courtesy telephones

Be upfront with current information on flight delays.

Slot machines

clearer PA

You are doing fine so far.

#50-61 = TBD

reality is... local staff (airport/airlines) knows best what might/might not happen.

#50/limo= both 10 & 11 are marked. easy directions= both 3 & 11 are marked.

Free internet access.

#50= "Ran out of time"

Can't hear a thing over PA system when airport is full of delayed people.- can't you improve?

#49= "Not good help or info during delay's"

Assistance with rebooking missed connections

All airlines should compensate users for delays of greater than 30 minutes that means a % refund based on each hour of delay and free accommodations if needed.

Better dining & services

Constant communications, updates, and assistance to help flyers reach their final destination.

massage= both 1 & 12 are marked.

Keep customers informed.

Clear speakers. Louder does not mean clear.

refreshments & clear info

internet access

Continue to be courteous and helpful. :)

free internet, truth in reason why. Plane/flight is delayed.

refreshments

cafe/bar in secure departure area.

"bar & more options."

Above= massage-both 12 & 14 are marked. Baggage handling should be blank.

Better food

"Just be polite."

"-catering- food sucks- transportation from GJT during delay & weather."

alternate travel

#50/ rental car= both 7 & 13 are marked. cafe= both 1 & 8 are marked.

room if staying night.

Services for blind

#50/massage= should be blank

#50/Clear announcements= Both 6 & 9 are marked.

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"Bath room breaks. Put on a movie."

"More convenient bathrooms."

movies

better chairs

"You need better restaurant facilities and internet access."

"Tell people what's going on."

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Responses for Open Ended question # 64 - Greenhouse emissions

This is a biased & obnoxiously worded question.

All BS!!

purchase personal affects

Fly commercial=Ha!

Global warming is a ploy for a racketeering scam.

I'd be willing to fly less if airlines can't go green.

More green promsiars in town

What are the airlines doing? Start with them. don't charge us more.

Anyone ticking the last two boxes should be charged huge fees!

but not willing to sign Royoto Protocol.

no comment

Hybrid vehicles (taxi's)

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Responses for Open Ended question # 66 - Family Status

teenager in with married parents

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Responses for Open Ended question # 67 - Employment status

student, unemployed

Housewife

housewife

"stnarnt"

homemaker

student

school

on disibility

unemployed

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Responses for Open Ended question # 71 - Interviewer comments:

no delays

All on time

All on time

All on time

All on time

no delays

No delays

No delay's

No delay's

No delays.

all on time!

No delay's

All on time

All on time

All on Tim

All on time

All on time

All on time

No delay's

Flight just became delayed 1 hr. Super pissed! Need champagne!

rain snow

#68= "Endoping the weather".

#11 = "Aspen-(business-charter). Eagle-(Personal)."

"weather." Pages of survey missing.

4 hour delay because of ORD

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TL Bad FIDS info.

weather-Aspen

secured boarding

Poor weather in Chicago. Interviewed in secured boarding area.

good weather

Jennifer Fuller

Delay's/CNX

Delays CNX had to board flight

Delays CNX had to board flight

Delay's/CNX

Delay's/CNX

Delay's/CNX had to board flight.

Delay's/CNX

Delay's/CNX

No Delay's

No Delay's

No Delay's

No delay's

No delay's

No delay's

"If Aspen fixes its traffic flow into & out of town it could really have a effect on the greenhouse problem."