

2007 Aspen/Pitkin County Airport Telephone Survey April 2007

A telephone survey of residents living from the Eagle County portion of Basalt to Glenwood Springs, along HWY 82, was conducted in April 2007. The purpose of the survey was to determine how many of these residents use the Aspen/Pitkin County Airport, why they use or do not use it, which airports they do use and how frequently, their plans for flying in the next 12 months, and some demographic information. Respondents to the telephone survey were also given the opportunity to participate in the mail/internet surveys which were concurrently being conducted for Pitkin County residents and homeowners.

ZIP CODES of Respondents:

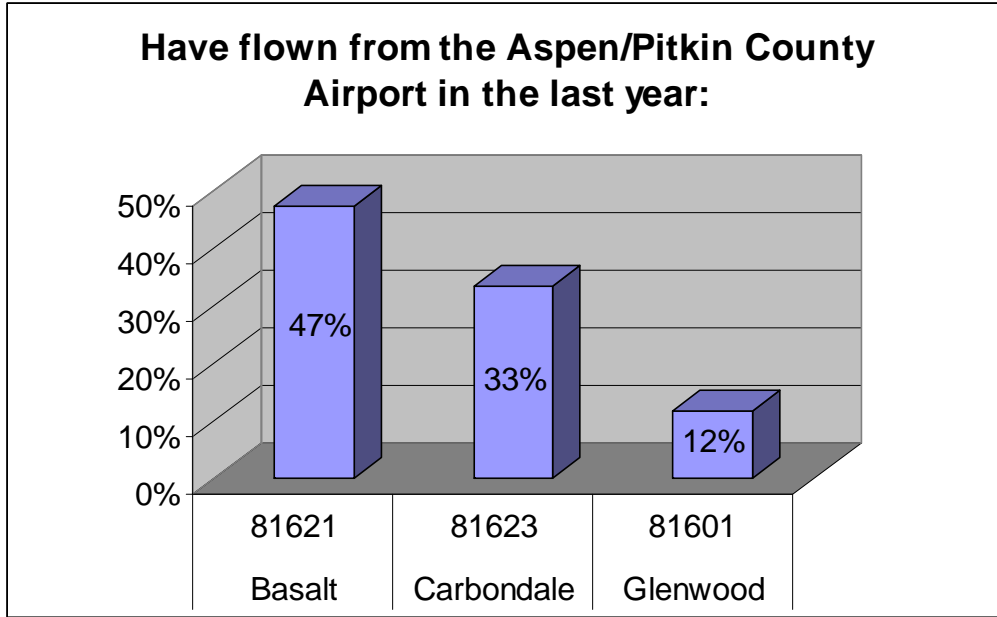
	Frequency	Percent
1 *zip 81601 Glenwood	77	20.30%
2 *zip 81621 Basalt	55	14.50%
3 *zip 81623 Carbondale	248	65.30%
 Total Qualified	 380	 100.00%

1. Have you taken a commercial airline flight out of an airport in Colorado in the last year?

	Frequency	Percent
1 Yes	287	75.50%
2 No	93	24.50%
 Total Qualified	 380	 100.00%

2. Which Colorado airports have you flown out of in the last year?

	Frequency	Percent
1 Aspen	118	41.10%
2 Grand Junction	54	18.80%
3 Eagle	104	36.20%
4 Denver (DIA)	221	77.00%
5 Colorado Springs	1	0.30%
6 None of the above	6	2.10%
 Total Qualified	 287	 100.00%



3. How many times have you flown out of each of these airports in the last year?

	Frequency	# Times (Mean)
a. Aspen	281	1.69
b. Grand Junction	281	0.49
c. Eagle	281	1.01
d. Denver (DIA)	281	2.22
e. Colorado Springs	281	0.00
Total Qualified	281	

4. When you flew from a Colorado airport why didn't you fly out of the Aspen airport?

- 1 TRIED AND DIDN'T DROP ME OFF
- 2 COMBINATION OF PRICE AND SCHEDULE.
- 3 CAN'T DEPEND ON THE WEATHER
- 4 FEWER OPTIONS FOR FLIGHTS AND LESS RELIABILITY OF FLIGHTS. IT IS MORE EXPENSIVE.
- 5 THE PRICE AT ASPEN AIRPORT WAS TOO HIGH.
- 6 REALLY BIG VACATION AND LEFT FROM DENVER
- 7 COST
- 8 COST
- 9 WEATHER PROBLEMS ALL THE TIME
- 10 CANCELLATIONS, EXPENSIVE, HAVE A HOUSE IN DENVER
- 11 PRICE
- 12 FAMILY IN DENVER
- 13 COST TOO MUCH
- 14 COST
- 15 COST MORE
- 16 LOCATION
- 17 EXPENSIVE, SCHEDULES DIDN'T MATCH
- 18 LOCATION, CAR LEFT FOR FREE
- 19 THE FLIGHTS ARE SO MUCH MORE EXPENSIVE.
- 20 COST
- 21 LIVE 40 MILES FROM ASPEN
- 22 COST
- 23 A LOT MORE EXPENSIVE
- 24 CHEAPER OUT OF DENVER
- 25 SCHEDULES, PRICE
- 26 OUT OF MY WAY
- 27 PEOPLE ARE TOO SNOTTY AND THE FLIGHT SCHEDULES. THE WEATHER AND FLIGHTS ARE CANCELED EASILY
- 28 TOO EXPENSIVE
- 29 TOO EXPENSIVE
- 30 TOO EXPENSIVE, THE DRIVE IS EASIER, THE WEATHER CONDITIONS.
- 31 TOO EXPENSIVE
- 32 TOO EXPENSIVE
- 33 TOO EXPENSIVE - FAMILY OF 4
- 34 COST
- 35 LAST TIME COULDN'T FLY OUT & HAD TO DRIVE
- 36 UNRELIABLE DUE TO WEATHER
- 37 EXPENSIVE
- 38 COST
- 39 TOO EXPENSIVE
- 40 PRICE
- 41 TOO EXPENSIVE
- 42 I DID NOT LIKE THE QUICK DROP THAT THEY HAVE TO MAKE OVER THE MOUNTAINS TO GET TO THE AIRPORT.
- 43 COST
- 44 MORE EXPENSIVE
- 45 BECAUSE OF THE PRICE
- 46 BECAUSE OF CONNECTIONS
- 47 GOING TO BE IN DENVER ANYWAY. TAKES LONGER TO GET TO ASPEN THAN EAGLE AND THEY HAVE STARTED PUTTING IN MORE DIRECT FLIGHTS. ASPEN DOESN'T HAVE THAT MANY DIRECT FLIGHTS.
- 48 BECAUSE I HAVE BEEN STALLED IN DENVER SO MANY TIMES BECAUSE OF WEATHER AND BETTER FARES OUT OF EAGLE.
- 49 THERE WAS NOT A WAY TO GO AND IS MORE EXPENSIVE
- 50 THEIR RECORD OF FLIGHTS NOT LEAVING OR CANCELING IS TOO HIGH
- 51 HOME IN DENVER TOO. MORE EXPENSIVE TO FLY OUT OF ASPEN.
- 52 BECAUSE IT COSTS MORE
- 53 BECAUSE IT WAS TOO EXPENSIVE AND MY FLIGHT WAS NOT AVAILABLE
- 54 EASE OF GETTING TO THE AIRPORT
- 55 BECAUSE OF THE COST AND TIME
- 56 BECAUSE IT WAS FAR MORE EXPENSIVE
- 57 MORE EXPENSIVE
- 58 IT'S TOO SCREWED UP
- 59 IT'S SO MUCH CHEAPER TO FLY FROM DIA
- 60 NOT AFFORDABLE
- 61 CLOSER TO EAGLE
- 62 RATES WERE TOO HIGH AT ASPEN.
- 63 IT'S THREE TIMES MORE IN PRICE.
- 64 THE FLIGHTS ARE TOO EXPENSIVE.
- 65 TOO EXPENSIVE.
- 66 TOO EXPENSIVE
- 67 BECAUSE ROUND TRIP TICKETS ARE TWICE AS EXPENSIVE
- 68 BECAUSE OF THE WEATHER CONDITIONS AND THE EXPENSE
- 69 WE DIDN'T CHECK IT. WE JUST WANTED TO FLY OUT OF DENVER
- 70 IT'S TOO EXPENSIVE
- 71 IT'S TOO EXPENSIVE AND THEY CANCEL TOO MANY FLIGHTS
- 72 TOO EXPENSIVE---IT'S MUCH CHEAPER IN DENVER

5. Do you plan to take a commercial airline flight out of Colorado in the next 12 months?

	<u>Frequency</u>	<u>Percent</u>
1 Yes	285	75.00%
2 No	86	22.60%
3 DK/Refused	9	2.40%
Total Qualified	380	100.00%

6. Will you consider taking the flight from the Aspen airport in the next 12 months?

	<u>Frequency</u>	<u>Percent</u>
1 Yes	160	56.10%
2 No,	113	39.60%
3 DK/Refused	12	4.20%
Total Qualified	285	100.00%

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7. Why won't you consider taking a flight from the Aspen airport in the next 12 months?

- 1 PRICES
- 2 DIDN'T LAND ME BECAUSE OF WEATHER
- 3 IT WAS THE PRICE.
- 4 CAN'T RELY ON THE WEATHER
- 5 MORE EXPENSIVE, LESS RELIABLE ESPECIALLY COMING HOME
- 6 THERE CLOSED THE DAY YOU WANT TO LEAVE
- 7 WHEN I WILL BE LEAVING, BECAUSE THE ASPEN AIRPORT IS CLOSED.
- 8 THE PRICES ARE TOO HIGH.
- 9 COST
- 10 WEATHER, LACK OF SERVICE
- 11 TOO EXPENSIVE
- 12 EXPENSIVE, CONVENIENCE
- 13 PRICE
- 14 COST TOO MUCH
- 15 GET BETTER PRICES USING EAGLE
- 16 COST
- 17 JUST LIKE EAGLE
- 18 PRICE
- 19 LOCATION
- 20 EAGLE IS CLOSER AND MORE CONVENIENT
- 21 COST
- 22 COST
- 23 CLOSED
- 24 PRICE
- 25 PRICE
- 26 LIKE EAGLE BETTER
- 27 THERE IS NO PLACE TO LEAVE MY CAR AT ASPEN AIRPORT FOR A WEEK
- 28 COSTS TOO MUCH
- 29 DOESN'T GO TO MEXICO
- 30 COST MUCH HIGHER THAN EAGLE
- 31 COST & CONVENIENCE
- 32 TOO EXPENSIVE, TOO DANGEROUS, BAD EXPERIENCES
- 33 WEATHER UNRELIABILITY
- 34 PRICES
- 35 200 TO 400 DOLLARS MORE
- 36 TOO EXPENSIVE
- 37 I DID NOT LIKE THE QUICK DROP THAT THEY MAKE OVER THE MOUNTAINS
- 38 COST AND CONNECTIONS
- 39 PAIN IN THE NECK
- 40 BECAUSE THEY'RE GOING TO BE CLOSED DUE TO REPAVING THE RUNWAY
- 41 BAD CANCELLATION RECORD
- 42 HOME IN DENVER AND PAY SURCHARGE IN ASPEN. IF IN WINTER, NOT SURE THAT ICAN COUNT ON IT
- 43 EAGLE IS JUST A WHOLE LOT EASIER
- 44 BECAUSE OF THE COST AND TIME
- 45 THE FLIGHT BOARD WASN'T UPDATED WHEN I WAS THERE PICKING UP A FRIEND. ITMADE MY SITUATION VERY FRUSTRATING. IT'S ONLY UPDATED ONCE A WEEK.
- 46 TOO EXPENSIVE
- 47 THEY CAN'T GO OUT ALL THE TIME
- 48 UNLESS IT'S COMPARABLE TO DRIVING AND STAYING IN A HOTEL AND PAYING FORPARKING, IT'S NOT WORTH IT.
- 49 I'LL ALWAYS LOOK, BUT IT'S NEVER BEEN COST EFFECTIVE.
- 50 THE TICKETS ARE TOO EXPENSIVE
- 51 IT'S A LOT EASIER TO GO TO DENVER WITH MY VEHICLE
- 52 BECAUSE THERE IS NO CONSISTENCY IN ASPEN.
- 53 EXPENSIVE AND BAD CONDITIONS
- 54 EAGLE IS CLOSER AND MORE CONVENIENT
- 55 IT'S TOO EXPENSIVE AND ALREADY HAVE TICKETS TO DIA
- 56 IT'S TOO EXPENSIVE
EAGLE AIRPORT IS MORE DEPENDABLE - THEY HAVE LESS FLIGHTS CANCELEDBECAUSE OF WEATHER AND
- 57 THE COST IS NOT AFFORDABLE IN ASPEN
- 58 IT'S TOO EXPENSIVE FOR THE FLIGHT
- 59 VAIL HAS FREE PARKING AND IT'S THE SAME DISTANCE AS ASPEN
- 60 NOT UNLESS THEY LOWER THEIR FARES AND OFFER FREE PARKING
- 61 INCONSISTENCY OF THE FLIGHTS
- 62 BECAUSE SOUTHWEST IS EASIER TO GO TO DIA
- 63 TOO EXPENSIVE, TOO MANY CONNECTIONS
- 64 IT'S TOO EXPENSIVE
- 65 THE WEATHER AND THE COST
- 66 TOO EXPENSIVE
- 67 GOING OUT OF DENVER
- 68 COST
- 69 IT MAKES IT MORE EXPENSIVE
- 70 EXPENSE
- 71 IT IS CLOSED FOR THE NEXT TWO MONTHS AND IT IS ALSO EXTREMELY EXPENSIVE
- 72 IT'S CHEAPER FROM DENVER

8. We are contacting individuals who have used the Aspen airport in the last 12 months to participate in a mail or Internet survey that will require about 10 minutes of your time.

Would you be willing to do either?

	Frequency	Percent
1 Will do a mail survey	28	23.70%
2 Will do an Internet survey	57	48.30%
3 No	33	28.00%
Total Qualified	118	100.00%

Note: Questions 9 & 10 collected mailing and e-mail addresses.

11. What is your age?

	Frequency	Percent
under 20	4	1.05%
20 - 24	13	3.42%
25 - 34	38	10.00%
35 - 44	68	17.89%
45 - 54	98	25.79%
55 - 64	92	24.21%
65 - 74	29	7.63%
75+	23	6.05%
DK/Refused	15	3.95%
Total Qualified	380	100.00%

12. Can you please tell me when I read the town or area you live in:

	Frequency	Percent
1 Aspen Glen West Bank	22	5.80%
2 Basalt	52	13.70%
3 Blue Lake	24	6.30%
4 Carbondale	155	40.80%
5 El Jebel	26	6.80%
6 Emma	1	0.30%
7 Missouri Heights	22	5.80%
8 River Valley Ranch	1	0.30%
9 Unincorporated Eagle County	3	0.80%
10 Unincorporated Garfield County	24	6.30%
11 Other, *Specify*	48	12.60%
12 DK/Refused	2	0.50%

Total Qualified 380 100.00%

13. Can you please tell me which of the following best describes your family household status:

	<u>Frequency</u>	<u>Percent</u>
1 Couple, children no longer at home	88	23.20%
2 Couple with children	125	32.90%
3 Couple no children	48	12.60%
4 Single, children no longer home	40	10.50%
5 Single, with children	29	7.60%
6 Single, no children	45	11.80%
7 DK/Refused	5	1.30%
Total Qualified	380	100.00%

14. Which of the following ranges includes your annual household income?

	<u>Frequency</u>	<u>Percent</u>
1 Less than \$35,000	29	7.60%
2 \$35,000 to less than \$50,000	46	12.10%
3 \$50,000 to less than \$75,000	70	18.40%
4 \$75,000 to less than \$100,00	61	16.10%
5 \$100,000 to less than \$150,000	47	12.40%
6 \$150,000 to less than \$200,000	20	5.30%
7 \$200,000 or more	31	8.20%
8 DK/Refused	76	20.00%
Total Qualified	380	100.00%

