

Responses for Open Ended question # 4 - Resident of Pitkin County?

Aspen Village

moved

own commercial real estate

**2007 Aspen/Pitkin County Airport Survey**

Responses for Open Ended question # 5 - Neighborhood

Woody Creek

Old Snowmass

Woody Creek

Woody Creek

Old Snowmass

Snowmass Canyon

Crystal River Valley

Woody Crk

Metro district

Snowmass

Snowmass

Woody Creek

Woody Creek

Old Snowmass

ABC

Old Snowmass (Gateway)

Snowmass

Woody Creek

Old Snowmass

Old Snowmass

Thomasville #6= "29yrs."

Upper Frying Pan Valley

Maroon Creek Rd.

Aspen Village

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Responses for Open Ended question # 8 - Booking

airline website

have family make my arrangements

Silver Wings also

airline internet sites

via credit card company

i don't.

General Aviation

internet airline sites

no longer travel

+ own our own plane

often use UA website, sometimes another site like "cheap tickets"

ALL OF THE ABOVE

standby flyer

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Responses for Open Ended question # 9 - Airport

none

Rifle

none

Denver

Denver = when there is a big fare difference!

by price

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Responses for Open Ended question # 10 - Write-in, why not Aspen?

I always prefer to use the Aspen airport - when I do not use it, it is because of expense.

Sometimes we have to drive to Denver or Grand Junction because the short runway does not allow for full planes to depart ( air density issues, safety, etc. )

too many problems (ie: one snow flake and flights are cancelled, traffic to airport, flights cancelled because of pressure variant.

I prefer to fly out of Aspen because of the convenience, but sometimes the high prices are prohibitive, and if the newer planes aren't available (that started doing flights this past season), then most of the other planes are much more turbulent to fly on and I get airsick! The new planes are much better in this regard!

Aspen is the least reliable of all Colorado choices. My thinking, after this past year of travel, is that I have a much greater chance of making it to my destination AND will actually save time (not to mention money) if I choose to drive to Eagle and/or Denver.,

Price and availability of flights.

TOO EXPENSIVE. It is at times cheaper to fly to London from Denver than to fly to Aspen from Denver.

It's gonna be closed! Or don't trust it to get us out for an international connection.

COST OF FLYING FROM ASPEN TO DENVER HAS BEEN PROHIBITIVE, BUT RECENTLY HAS PROVEN TO BE WITHIN ACCEPTABLE PRICE RANGES WHEN COMBINED WITH A CONNECTING FLIGHT BEYOND DENVER AND WHEN COMBINED WITH LODGING (I.E., FLIGHT/HOTEL COMBO IN VEGAS).

To unreliable. United Express service is deplorable. If it's not equipment malfunction, it's the barometric pressure or too hot and must off load, etc.,etc.

usually more expensive than Eagle or Grand Junction most flights routed through denver which adds one more stop to most of my trips been delayed in Denver on a number of occasions won't hold a plane to Aspen from Denver even when they know your flight is on the ground and the delay would mean 5-10 minutes and the flight to Aspen is the last of the day.

I sometimes use Eagle for business travel during winter because of more reliable flights

SOME MEMBERS OF OUR FAMILY CHOOSE TO FLY OOUT OF DENVER BECAUSE IT IS SUCH A HASSLE TO TAKE YOUR CHANCES IN FLYING INTO OR OUT OF ASPEN GIVEN THE WEATHER, NEW AIRLINE RESTRICTIONS ETC.....IF YOU HAVE TO BE SOMEWHERE.....YOU CAN NOT COUNT ON THE AIRLINES TO GET YOU THERE OUT OF ASPEN

expense and lack of connections early mornoings

Because the flight service is undependable (at best), even in summer. They are saying theres a problem with the plane when there's not, just because they havent filled enough seats.

N/A

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It depends on price difference

It is cheaper to drive to Denver and fly out than it is to fly to Denver.

Flights in and out of Aspen are generally cost prohibitive

So far my experience with the Aspen Airport has been very unreliable. We had one incident where we showed up an hour before our flight to a very crowded airport that was way understaffed at the ticket counter. The signs did not clearly mark which line was for United and which was for Delta. We ended up missing our flight because they sold our seats while we were waiting in the wrong, long slow line. Our plane was still at the airport and we were refused a boarding pass. We had to rebook a flight out of Denver and it was such a stressful experience trying to make a wedding on time in Texas, it pretty much ruined the weekend for us. Everytime we have flown through the Aspen Airport it has been very crowded and unorganized. Nothing is clearly marked and the plane departures don't correspond to what is on the monitor. There is a real lack of communication between the passengers and the Airport personnel.

drive to DEN about 7 times per year due to cancelled flights

When I do not use the Aspen airport it is because it is too expensive, or when 3 or 4 family members are flying and the cost savings is worth the drive. Some times special deals/direct flights, are only available from Denver.

We don't fly all that often, but usually use the Denver option since flights in and out of Aspen are usually, though not always, so expensive we usually save several hundred flying from Denver. We hate driving Hwy.82 and the parking at Aspen is expensive. Eagle is almost the same amount travel time as Aspen and the parking convenient and free. We use Eagle mostly if we don't have time to drive to Denver and the Eagle flights are usually cheaper. Because of recent medical misfortunes, we have not flown in the last 12 months.

Service by United Airlines appalling, delays, cancellations, lost luggage, expensive shuttle prices. Weather problems in the winter.

Cannot depend on flights due to inclement weather or other issues. Excessive additional costs.

expensive airfare and weather

TOO EXPENSIVE.

Aspen airport is not reliable, is expensive and I do not like the aircraft United uses.

Flights in and out of Aspen are unreliable; very often cancelled.

Price of flight from ASE to DEN is usually 2-3 times more than the flight from DEN anywhere else. Lots of bad luck with flights trying to get in or out of ASE and not doing it on time or as planned.

air travel is too expensive for me. i drive to colorado and other nearby destinations. however, if i were to fly, i would heed my friends' advice- that it is much more cost effective to fly out of rifle, denver or grand junction than to fly out of aspen. this monetary consideration includes actual flight cost and other expenses such as long-term parking.

Less cost to drive to DIA than to fly.

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They will book flights and cancel them the morning of your departure, Leaving you with no time to get to your connections in Denver. Aspen has a terrible track record for flying. If we do fly out of Aspen we will book the first flight or fly the day before leaving Denver to insure making our Denver flights.

Price. With a four person family the additional fees to fly into Aspen are not affordable for the working class.

There is a lack of non stop flights and taking flights that require a change in Salt Lake or Denver means the possibility of missing connections. the Aspen airport is much more weather sensitive than the Eagle airport. the Aspen airport seems more unreliable for flight schedules than the Eagle airport.

No accounting for weather. The cost is artificially high. Reliability is poor.

either closed, cheaper to fly out of Denver, or flying out of Eagle I get a direct flight to where I need to go.

First, the cost of flying from Denver to Aspen is at times outrageously expensive. Secondly, the flights are usually delayed or cancelled. Third, 9 times out of 10, your luggage does not make it on the same flight.

"Parking hassles & expense, total unreliability of service."

Cost, combine a trip to Denver with travel.

cost of parking and delay/cancellation of flights

too expensive

"Cost & unreliable." #7= "2-4 from Aspen 10+ from Denver"

Cost

Unreliable- inconvenient & you don't get your luggage.

It is way more expensive than Denver & it's difficult when a lot of flights are canceled." #11=(ASE canceled my flight & I had to go to EGE)

Weather more dependable in Eagle. Flights cancelled less often due to "mechanics".

Expensive, weather.4

cost

too expensive.

price

It's too expensive.

too expensive & need a car in Denver for errands.

Too pricey, too unreliable.

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"I own my own plane. The lack of hangers and deorable FBO service force me to go to Rifle."

Too expensive.

Cost. Issues with cancellations.

"Better fares, scheduling."

Only received cover sheet stating: "I don't use the airport I dont' like Aspen I don't go to Aspen Go Away!"

3 kids too expensive

"Hassle Factor! Delayed flights- weather"

too expensive

weather problems or price

"Parking at Eagle Airprot is Free! Eagle has more availability of flights that don't go through Denver."

Too expensive

"James K. Patrick is deceased- please take name off of your mailing list!" 417 W. Hallam St. Aspen, 81611-1244

Cost.

"cancelations"

"Cost from Aspen to Denver over priced."

too costly to fly from Aspen to DIA & back.

"It's alot more expensive then flighing out of Denver or Colo Spgs."

Air fares!

#'s 12-17= "It's here ASE closed on route"

expense.

cost

"Don't travel anymore"

It shows

"Often bad weather"

Expensive!! Many cancellations due to weather. I always miss a day or end up driving to Denver."

tooo expensive

"Cheaper to drive to Denver & fly. Frish Get. Getting in & out of Denver is not always guaranteed."

price-expensive

prices

cost

"too expensive- unexpected delays due to weather."

"Often more expensive"

"Too expensive"

"It's too expensive"

"Cost of fares"

"too expensive"

Direct flights out of Grand Junction or Eagle

weather delays and cancellations during the winter; limited flight schedules in the off-season; high prices.

"expensive fare"

"Too expensive, Too many stops, Too unreliable."

Flights and weather are too erratic. You never know if you'll leave and return on time, or even on the day scheduled Fares are way too high!! Parking too expensive.

"I often use Eagle in winter because it's more predictable & not so subject to cancellations."

"\$ Price"

"Availability of flights/times cost"

"costs to bwds to fly to Dever,"

Usually the fares are too expensive - just as soon start in Denver."

the cost

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Responses for Open Ended question # 18 - Private/Commercial

n/a

don't use it

Don't fly or travel

"Flying has become such a hassle that I choose to avoid flying whenever possible."

no

ALL OF THE ABOVE

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Responses for Open Ended question # 37 - Cause of delay

just about everything

FLIGHT CANCELLED DUE TO INSUFFICIENT # OF PASSENGERS

no crew

late flight crew

flight crew schedules

varity of all of the above

Them not selling enough seats

overall constraints of new United planes

don't know the reason

cancelled United flights

over booking by airlines

no flight crews on United

no pilot

n/a

air pressure

#36="Always" "Poor aircraft where are the BAE's?"

Over booked

beautiful weather, barometric pressure?

United finds any excuse to cancel flights.

unknown (Delta)

"airline argtraryness"

Flight circled and returned to Denver, because the airport (Aspen) was closed.

They did not give a reason. We think there just wasn't enough people for the flight.

Reason unannounced (cancellation)

5 1/2 hours on runway

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missing pilots

oversold flights

too much weight on flight

incoming plane delayed (no plane to get on)

"Nutterous 'undocurshuses' fix cushs!"

Crew- waiting for them to arrive.

God only knows

#36= "many times"

"Airline excuses"

#36= "of course"

We were not told

canceling flights because they are not full!

no crew!

"Poor planning by airline"

plane not full enough

barometric pressure

"equipment limitations of airlines"

"Airline staffing problems"

ALL OF THE ABOVE

"All of the above, plus a dozen other issues:" #36= "More times than I can count in 40 years!"

suspicious cancellations/low load factors

#36= "funny question"

lights out on runway- stayed over in Salt Lake City

barometric pressure/wrong planes for altitude

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Responses for Open Ended question # 38 - Services - delay

none- ended up driving to denver to get a flight

did not need any of the above

usually none of the above

unused gate desk served as impromptu work area during delay

None

NONE!

proximity to home

Nothing helped me. They kept me in secured area over an hour and I couldn't visit with my husband.

Normally no help whatsoever

none of above, no help usually

didn't use any.if problems, can go home

always is a hassle when delayed - ALWAYS

n/a

ease of staying in town until flights can go

television - channel 8 - updates on cancellations ...

none!

Delays always bring out the worst....

None

Often no one really helped.

none

none

flight info- poor, clear announcements-poor, baggage handling-poor.

none

NONE! We were kidnapped-no food, 4 oz water in 5 1/2 hrs!

none. cafe usually closed.

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access to home

my travel agent

Literally noone. I went home & re-booked on internet because no one was available or willing to help

Never delayed in Aspen/only DIA

none

Vaa service to Denver

"Pitkin County Airport does not update flight info

none

close to home

ample flight info= "Ha!"

psychiatrist!

went home

none

Pourla France did a far better job.

proximity to home

announcements - Not so clear!

convenient to home

nothing is helpful other than food; there is not enough timely info

taxi

staff= "Larry is great! baggage= "these guys know more than airline staff"

NONE EVER!!

occasionally

Written at top: "Saltlake"

skycaps most helpful

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Responses for Open Ended question # 40 - Delay - suggestions

Clear accurate information given in a timely manner.

Extend the run way for safer departing and in more varied weather conditions. Second, allow more close in parking, more couches, more shopping and more food choices, more tv options

Getting honest information to the customers as quickly as possible is the best thing to help avoid growing frustration and remembering a bad airport experience.

Comfortable areas to read. A place to get food easily and atmosphere conducive to relaxation. Clear updates and choices for alternative transportation.

information, information, information!!!! I find that the lack of it is the most frustrating part of the experience. Will there be a bus to Denver, when will it be here? How can I get my luggage back so I can arrange private transportation. If I do arrange private transport (I live here and often my car in parking) why can't the airline release my luggage and boarding pass so I can catch up in Denver? Terrific concerns for us, as we are public speakers, and, of course need to make connections and BE THERE on time for the events. I am also very concerned for our tourist guests, as I am often see how painful it is for them to simply be told that they cannot be rescheduled for another 2 to 3 days to get where they need to be! I, as a local, have waited for over an hour for taxi service in order to accomodate our tourist guests.

Faster updated annoucements and flight status information.

Only one time over all the years I've lived in Aspen did they have us rescheduled when we got in from east coast too late to fly into Aspen. Hotel numbers were offered plus new flight info for next day. I really appreciated it. Otherwise we're left to our own devices. I've seen near rebellion from huge crowds abandoned in Denver.

BEER, FOOD, TV'S, READING MATERIALS IF A REALLY LONG WAIT, VERY COMFORTABLE FURNITURE.

let people know as soon as possible. I have called to find out if the flight is on time, gotten to the airport and saw on the display board that the flight was ontime and then when I got to the counter found out the flight was cancelled and the plane had not made it to the airport the night before. So the airport had plenty of time to let the passengers know ahead of time so they would make alternate arrangements without having to drive to the airport.

Airline staff that was more informative and communicative about ongoing problems, more accessible, and not rude. It's not true of every one. There are a couple of great people. But in those situations I'm afraid to approach most of them. Particularly sky west employees. Mike the baggage handler is great.

Good, reliable, timely and forthright information regarding reason for delays and rebooking information. Assistance with rebooking flights for next available flight, for the same amount as the ticket in hand and/or arranging alternative transportation in a timely manner.

honest answers, help with connecting flights because of the delays. Comfortable surroundings

GET PLANES THAT CAN FLY IN SPITE OF THE BAROMETRIC PRESSURE THING HAVE LIMOS AVAILABLE FOR CANCELLED FLIGHTS AT NO EXTRA COSTS TO THE CUSTOMER ACCOMMODATION S IF NEEDED..... I DONNO, HAVE PLANES FLY WHEN THE WEATHER

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LOOKS GOOD

clear information

Detailed explanations and options

updated information

Have the flight information screens up to date and current.

Free wireless internet

Give aways.

I've only had one real delay; the airport closed and I went home and drove to Denver to catch my flight.

Accurate and timely information from all info sources--from monitors to airline staff--will create alot of comfort. Fairness in handling rebookings, etc would also be appreciated. While folks are encouraged to use the Easy Check-in Kiosks, doing so makes you an easy target to be bumped from a flight...what crap! Create areas where business folks can get some work done while delayed, perhaps with small desks.

Internet access----accurate monitors

Reliable information about travel options

Tell TSA stafsf to be less anal. They are ridiculously strict compared to other airports...especially with small amounts of gels, liquids, etc. They totally ruin the experience...especially when you are in a rush. Silly things like "your gel bag isn't the right shape" "It's larger than a quart (because it was slightly bigger than a quart ziploc bag"; etc.

Better communication and Better waiting facilities for those that are delayed. At Christmas time when we flew out of ASE, we were sitting on the floor with our kids because there weren't enough seats to accomodate everyone. We couldn't even tell which door our flight would be departing from. It was so crowded I just had to watch the other people who I knew were on our flight to know when we should start boarding and from which door.

Provide accurate and timely information. With that information it is possible to rent a car and drive to DEN to make connection. TV channel @ home is NEVER accurate, nor is the screen in the terminal.

The biggest stress is trying to decide whether to take a limo, bus or take on chance on a flight. It would help if there were some system, priority numbering list or something to help people decide what their best options were. Perhaps someone at the airport to help people make overnight accommodations, or alternative transportation plans. There should also be soem way to get bags back when overnight delays occur. I was standed in Chicago for 3 days without luggage on my last trip from Aspen.

Free beer

More service from airline personnel

Honesty with passengers instead of creeping delays giving us option to bag it or drive.

Honest communication with clear outline of options.

Sufficient staff available to expedite accomodating everyone. Also, clear directions about and accessibility to alternative means of transportation.

True and accurate information.

better communication from airline staff to flyers

Possibly a play area for families with young children to help keep them entertained. Someone who might check-in with elderly and disabled persons, or others possibly needing assistance - or just reassurance.

Assistance to people with small children and or Elderly people I think should be priority because they have the least amount of patience due to being easially confused and tired/cranky (as in kids).

A good constant flow of information from airline and terminal personnel is paramount in keeping customers up to date with their travel plans and options, thus creating the best in customer service.

Prompt, accurate info on alternatives.

The airline staff is not truthful when announcing the delays, either intentionally or because they don't get the proper information. Almost all residents know this, and become angry whenever there is a delay, making dealing with the staff even worse.

let the passengers know what is really happening.

A much bigger and better retail/newspaper/magazine shop. Clear and concise details as to reason for delay, accurate information about new departure/arrival times.

mandate that private jets be used for overnight housing.

Prompt distribution of useful information, including alternate transportation choices.

Alternative transportation to Denver.

More airline staff to assist with rescheduling

Better info as to the cause of the delay, the length of the delay and more help from the airline to reduce the effect of the delay such as flying into alternative airports near Aspen when Aspen is closed.

Up to date and ACCURATE flight information neither of which currently exist at the facility.

More choice of airlines. Bring in Frontier Airlines. The customer service United provides (especially regarding lost or delayed baggage) is unacceptable. The lost baggage agents are ill informed and all of the baggage is just tossed in the middle of the terminal for days with no delivery offered and free for anyone to pickup and walk out with. Another airline to compete with United would force them to give better service. As of today, the Aspen airport has one of the worst reputations for the amount of hassle a guest must go through if their flight is delayed.

Update the monitors, better communication with PA system

Keeping them informed! Customers awaiting flights with tickets, should be provided a special lounge with water, coffee and TV. If delays or cancellations are known and tickets issued, get customers special arrangements overnight or ground transportation, as soon as possible.

allow people to rebook immediately and get confirmed seats on a different day or same day, different time. Vouchers for free flights would help ease the pain too!

"Get a better aircraft." #39= "Don't let it happen 999% of the time."

Better information, time, reasons for delays, clear alternatives.

I have lived here for 30 years and never experienced delays like this until skywest took over. Dump them. get a carrier that can deal with our conditions get decent and not so overpriced food service, tvs, internet terminals for passengers to use while delayed

Tell us what's really going on! All winter, the United Express monitor in the cafe area was broken. The other monitor, at check-in, was working; but the information was usually wrong. When announcements are made, it's often impossible to hear what the person is saying. Why is it so difficult just to tell the poor passengers what the situation is??? Why does no one seem to care?

make sure that there is food available in the boarding area

Frequent truthful info

Tell the truth, don't lie or evade

Good information- Usually, no one knows anything helpful.

Communication with customers.

I don't know! OTHER: I really wish Frontier flew to ASE- they are an awesome airline. Direct flights to MSP, CHI would be great. The layovers in Denver are so long sometimes, that it's easier & cheaper to just drive there. Cheaper fares! Frontier! Direct flights! :)

Truthful and accurate information.

Clear, frequent & accurate announcements, help in rebooking w/out long waits. #28= "Facilities lost their charm & individual character."

#39/other= ability to rebook.

Informing customers of up to moment info as flight info, weather, forecast, options.

"We remain (as locals) flexible to change for weather delay. Public address speakers are horrible- cannot hear one area to next. Once put thru security opportunity to get to all alternatives is non-existent- especially once on a plane, no escape! Small children scream in hunger and frustration.....irritating...ALL on board. Need for a "kindergarten area" for bad wealthy parents to put these kids somewhere and feed them. Our situation (early flight) nobody ate from 5:30am until noon. We were not given opportunity to de-plane and go to facilities. Fog in Denver 2/8/07 was unusual, but we felt kidnapped.

Clear announcements over the public sound system.

Communication by airline officials.

Constant, clear, flight and weather information.

"Let us know what the hell is going on at all times during a delay."

announcing & reannouncing delays-problems-& what to do next.

that boards are up to date-they rarely are even when the flight has been cancelled an hour prior to arrival it still reads "on time"

none

Friendly, positive and most important helpful staff. When you are traveling and the staff seems like they are making up excuses' and have no answers to help the situation, people tend to get upset.

Confidence/communication in the staff/airline decision to delay or cancel a flight. Offering something at 'no charge' to guest during their delay, like a free drink or slice of pizza.

Primarily clear, concise information. Of course, airline personnel cannot predict the weather, which is precisely what most air travelers want them to do. What we do not appreciate is having information deliberately withheld.

Never been delayed out of Aspen.

"Better information on departure at cancelled flight 'next flight possibility' available seat # available. Reason for delay & cancellation to plan option- shall I sky + neit or option Limo transfer to Denver or go next day what are the conditions in Denver. etc. I sit and wait + do feel I do not receive much info over loudspeaker - in waiting room. Line for info at counter too long. Have a counter - info person in waiting room - after doing security inform people more what's going on. Live us info + option don't just let us sit there."

#39= access to telephones should be blank.

"Concierge to help w/ alternative planning (you may already have this - I don't travel in heavy season only after season."

-Update the flight information screens more often. #20= "1 in winter, 3 in summer"

"I usually opt stuck in Denver. The most frustrating thing is the inability to schedule flights. Being told the first available is 3 days away is unsatisfactory! Airport personnel are not helpful."

""Clear information, honesty and frequent updates." #39/easy directions= both 2 & 9 are marked.

#38= "I live so close to the airport, I'd go home and wait."

"get & maintain reliable aircraft"

"Most important is keep passengers informed frequently and promptly regarding what is happening and when they'll be on their way. Next would be rebooking assistance."

"I just go home as drive to Denver!"

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"honest, clear, accurate & timely communication from staff at airport"

"If the cost wasn't an issue I would much rather fly from Pitkin County Airport to Denver but when it's approx 150 more I can't do it. I've used this airport 3 times and had a great experience each time! I have a daughter in College in Vermont, I'd love to use our airport!"

"Fast action to get people out of town!"

"Extend runway! Why not in 2007?" #39= Has a large scribble mark through it. Entire back page has been scribbled out.

other from above= "comfortable waiting area"

"free parking- see Vail/Eagle- say 30 days" Above other= "getting re-booked"

"Communication"

"The 'mechanical' delays are the most aggravating. Honesty should be the policy so travelers have all the facts they need to make an informed decision."

"Basically, Aspen is a poor location for an airport. Mountains & weather make for hazards. Not much can be done about these hazards."

"?" #39= "All are important"

"Good food availability, Easy access to washrooms, Frequent info delivered to those flying." Above/clear announcements = "I deaf"

PA updates every 15 minutes

#39/guest services= both 1 and 8 are marked.

"Have good reliable information available for travelers- But most importantly work on the delays that are preventable. i.e. United flights gets in, but US Airways arriving at the same time does not."

#39/flight information= "True"

"Honest & complete info on expected schedules and alternatives. Help finding overnight accommodations if nes. Info on telephone before coming to airport."

"Tell the truth about flight status!"

#36= "Many times! You never know when trips are cancelled"

"Saw Preferential treatment of certain passengers to fill departing flight. I feel this should have been first come first serve."

"People want honest realistic information & regular updates! So they can make decisions whether to wait, cancel, rent a car, take a bus or whatever."

"Without being able to provide timely and accurate flight information, no thing else matters." #39/flight info= "if timely & accurate."

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"Please coordinate the tv monitor and tv scedules at home with reliable flight information. Often a plane listed as on time is delayed. The monitor in the airport and the tv monitor at home do not display this information accurately."

Cafe= both 6 & 13 are marked.

BE HONEST with the passengers and let them know exactly what is happening.

more frequent, clear communication about details by friendly staff. More shopping/dining options for long delays.

honesty; reliable and honest information; timely information

#39/limo= both 6 & 12 are marked.

"I used to fly weekly from Aspen to NY or LA. It was very trying due to the frequent problems: misconnects in Denver, having to drive to/fro Denver, weight restrictions, weather. It was often a nightmare. I heard that private planes have priority over commercial for take off, I hope that's not true. The lack of accurate info exacerbates to rdatvn- the bumd is frequently way off."

#39/other= "real information!!" Real, honest, information on what is happening with delays what is the real deal... weather, mechanical, schedule, screw up., Where the baggage will actually travel..-. next flight or by truck!!"

#21= Both 3 & 4 are marked. #22= Both 4 & 5 are marked.

constant updates & informational messages on digital displays both inside and outside of the loading area.

"Multiple televisions, changing tables for bathrooms inside secure area."

"Clear information regarding ground transportation alternatives. Airlines working w/ ground transports like they used to do. Airlines helping to reschedule connecting flights for customers delayed out of Aspen & doing it with a smile."

**CUT OUT THE PRICE GOUGEING; KEEP THE SEATING AREAS CLEAN AND WITH ENOUGH CHAIRS AND EMPTY TRASH CANS.**

Keep communications honest and clear. Have good seating.

"Compassion, caring & kindness! I can at least go home when confronted by interminable delays- valley guests don't have that option. Tales of airport personnel indifference, if not out right rudeness, are legendary- and inexcusable in the service industry. But Aspen is hardly singular in this dilemma- it's mdemic to air travel everywhere- Aspen's unique locals just seems to exacerbate the possibility for unhappy flying experiences. Can't imagine being an employee enduring customer abuse on a daily basis- perhaps effective communication remains the best solution- despite the seemingly unresolvable situations."

#39= "for me only"

#39/shopping= Both 13 and 14 are marked. #39/flight info.= Both 1 and 12 are marked. "United does not always communicate with subcontractor U express potner, passengers, & monitors during weather delays."

"Talk to customers-give truthful facts"

assistance to make alternative arrangements.

"Water - food - tv - pillow - blanket - information"

"Comfortable seating, walled off areas for parents of small children, drinks and snacks, bathrooms, playroom for small children."

"Better departure delay info"

"Handicap accessibility-prepardness at ramp and also wheelchair has been delayed however due to the small town feel handicap assistance is usually very good."

**2007 Aspen/Pitkin County Airport Survey**

Responses for Open Ended question # 61 - Greenhouse emissions

Extend the runway to allow full planes to depart more often

I am concerned, but do not want these fees to make Aspen fares uncompetitive

i would be willing to pay premiums to airlines making substantial progress in efficiency, etc.

I live in an inconvenient area for mass transportation

HAVE TOURISTS PAY HIGHER TAXES ON RENTAL CARS FOR GREENHOUSE GAS EMISSIONS

Everyone should be required to buy an offset for their travels!

there are no recycling bins at airport--are recyclables separated elsewhere? See below.

I really don't think it is a problem at Aspen airport itself...but I strongly support use of alter

significantly limit the number of private jet use

ok with aircraft that are energy efficient. too bad they could not fly with low air pressure, winds!

Let it alone

The City and County are both stupid regarding this subject.

why should it cost more?

Would be fine with PERMANENTLY CLOSING the airport and travel out of Eagle.

I would be willing to pay if the airport matched my contribution.

Pay a much higher tax or usage/landing fee for using private aircraft instead of commercial

Use turboprop airplanes instead of jets

if the above fee were reasonable (less than \$20 per ticket)

I am not willing to miss connecting flights while I still see private aircraft doing anything

referring to fourth box down: "Why can't those be here at all times?"

It's already very expensive to fly in and out of Aspen. Don't make it worse!

don't bury into the greenhouse gas hype and scare

no to all

"I would support air travel increases-more flights-which would lower the # of rental cars driven

PLEASE DON'T USE THAT RUBICON OF POLLUTION TRADING IT IS A FALSE DICHOTOMY

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Get 4 lanes into Aspen to reduce ideling time and greenhouse gas emissions!!

Responses for Open Ended question # 62 - Airport comments

Tell the politicians that the runway should be made as long as possible as soon as possible. Add more cell phone towers on Owl Creek Road and elsewhere.

Lengthen the runway so we can get a better variety of planes and airlines in our area to keep our airport more appealing and our fares more competitive!

The time is appropriate to improve the airport overall and to update its facilities. After all we are supposed to be a world famous resort destination, therefore we should look and act as if we were.

let's make this the very most efficient airport in the world! We built a passive solar terminal many years ago, and can again do the same! Informatin is key! We find so many times that obvious information, (ie our cell phones via the internet show that the flight has been cancelled but the monitors still say the flight is delayed) Makes us mad and impossible to make good decisions via ground transportation in order to meet our schedule demands.

Thanks for wanting to improve it.

Those new planes apparently are a nightmare. Thank god I didn't have to fly anywhere this winter.

NEEDED: CHEAPER FARES TO DENVER, BETTER & CHEAPER LONG TERM PARKING, BETTER RESTAURANT/BAR, BETTER GIFT/SUNDRY/READING MATERIAL SHOP

Skywest employees are poorly trained technically and are poorly trained in friendly , helpful and communicative service. Just keep us all well informed. Traveling is stressful enough. I can often put up with the delays. I understand this is mountain flying.It's just too frustrating dealing with some of the employees. I'm thinking about using Eagle more often even though less convenient because of this and the reliability factor. Again, if only they were all half as good as Mike.

Sardy Field used to be a great place to fly in and out of. It was convenient and most of us knew the airline personnel by first name and vice versa. That is now rare and "who cares" is the predominant thinking. It is apparent that bottom line rules the day and customer service be damned. Too bad.

The staff is not informed, trained and most of the time rude. They have told me they aren't paid enough to take the abuse and they don't have to be nice. It is sad to be in such a beautiful area as Aspen and the staff treat our guests and residences with little respect. There are a few exceptions to the rule. I would like more choices of airlines to choose from. United has overpriced their fares, they can do it and they don't care.

WHATS UP WITH THE AIRPLANES THIS WINTER...ALTHOUGH WE KNOW ALREADY WHY THEY'VE HAD MORE PROBLEMS THIS YEAR DOESN'T SEEM LIKE IN THE PAST 30 YEARS THAT THE AIRLINES HAVE HAD SO MANY CANCELLATIONS ON FLIGHTS IN AND OUTA HERE.....AS THEY HAVE THIS YEAR I LOVE THE AIRPORT MYSELF,,,LOST BAGGAGE IS HORRIBLE BUT HAS NEVER HAPPENED TO ME.....WHATS UP WITH THAT.....AND OH I FORGOT.....WEIGHT RESTRICTIONS THIS YEAR ALSO

Pitkin County airport is the LARGEST contributor to CO2 emissions in the valley, mostly from private aircrafts. What is being done to deal with the problem??? The City is busy giving lip service to their willingness to cut emissions (CI) but no one is talking about cutting emissions of the private jets. We have an opportunity to become a national leader by setting standards that other community follow so why are you not working with the FAA and others to change things? Even if it started on a volunteer level of purchasing offsets in accordance with the type of jet and how many passengers. I am sure many of the private jet owners would be willing and supportive to get "onboard" with an emissions cutting program.

Considering the aspects of the airport, I believe it does a very good job. I would like to see the airport runway lengthened as it would improve service into and out of Aspen.

This is my favorite airport. I hate flying out of Denver and unfortunately, have to in May.

More flights, lower cost

Other than fundamental attributes of the airport, ie: location, small-size etc., I am very unhappy with our airport. It is shabby and unkept. Empty display cases at the baggage claim are an embarrassment. It is not evident that the airport employs any green practices to promote resource and energy conservation. And the recently discovered constraints with the new United planes is unacceptable. Something serious must be done to correct these glaring deficiencies!

There are three issues with the Aspen Airport - high cost of flights, unreliability of flight arrivals/departures and unreliability of baggage handling

-Many times, the extra cost of flying in and out, as opposed to driving to Denver, is prohibitive. Sometimes the extra ASE-DEN-ASE fare is \$1000 or more. We need service that gets you to Denver and back for a reasonable rate. -the other big problem is that flights are often cancelled at the very last minute due to weather. I would be much happier if they'd let us know earlier, so we could try and make alternative arrangements (drive to Denver, etc.) -The TSA personnel are just ridiculously strict...probably because they have nothing better to do. If your see thru gel bag isn't Ziploc...they seem to hassle you. And I could go on.

Please hire more people and offer better benefits so that more people would be able to live in such an expensive area and be paid appropriately.

There needs to be a strong leader for the airline staff. Their attitude is poor, they appear to be overworked and out-of-control at times, they appear to be inexperienced, they lack timely information about delays and decisions in DEN, they give no priority to frequent travelers. A strong "leader" would improve all of these weaknesses.

I always try to fly in and out of Aspen but often it takes three planes to get where I am going which makes 3 times the chance of not arriving on time! I have lived in aspen 33 years and I prefer travelling into and out of small airports mainly because of the convenience to home and small size check ease. However, cost, connections and delays make one weigh the convenience of driving to Denver and taking only one inexpensive plane!

Primary problems is expensive and poor service by the airlines - particularly United.

Need a much better arrival experience for visitors. First impression is bad or non-existent. Need more flight options and better fares. Fares out of here are ridiculous

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The baggage claim area is an eyesore. Empty, antiquated display cases hang from the support pillars. It has a very unwelcome feel. Area needs to be upbeat to match the anticipation of traveler's vacation or coming home to the best place on earth.

Overpriced private plane parking for residents.

fine overall. really fed up with united monopoly

My experiences with regard to the Airport are all generally positive and I am grateful for having the convenience of it.

Sky West has had the most problems and has inappropriate aircraft. Aspen needs a reliable plane .

The Airport itself is a good airport..I think United is what sucks and the lack of competition into and out of Aspen..Eagle has free long term parking which I frankly love, and the weather is more reliable and has better priced airfares..belive it or not, cost IS a factor for some of us!!

I had a great experience with the Delta staff when I was flying in my grandmother (86 years old) to the Aspen Airport and her connecting flight was delayed- they helped contact the Salt Lake airport people to make sure they held her flight and got her to the right plane- since it as the last flight of the night into Aspen it was a huge deal for us to get her here and not leave her stranded in Salt Lake by herself. Since it is impossible to reach anyone via phone to either airport I went down personally and they worked their magic- that is why I like a small airport.

More air carriers in the market will spawn good compitition which will bring prices more in line with reality. You can currently fly from Denver to Frankfurt, Geremany for the same price as the flight from Aspen to Denver which is only 150 miles! That's absurd.

The airport is fine. The problems are UAL, prices, having to fly thru DIA.

The County staff is okay. It is the airline staff that is terrible. The facilities need to be upgraded, which is planned. The greatest need is for more carriers at lower prices. United has exhorbitant prices - for very poor service, seemingly because they use other airlines staff and equipment.

Pitkin had a chance to lenthen the runway when Rt. 82 was increased to four lanes, but did not do it. stupid stupid

The airport needs better overhead information at the point of baggage claim so you know which flight's baggage is coming in. I waited for over an hour recently for baggage because three planes arrived simultaneously but no one announced, nor was it on the monitors, which plane's luggage was on the conveyor.

additional comment for cost for a round trip ticket to denver- i would pay \$100.00. this is because one also has to factor in the cost of a taxi ride to lo-do or other destinations x2 ( this adds another \$60.00 to \$100.00 for a weekend in denver) and the cost of parking at the pitco airport (parking is cheap in denver). i'm not even sure why i was chosen for this survey as aspen and the airport is all about being wealthy already. i'm lucky to keep the roof over my head. thank god phone calls to the family are still cheap enough. thanks for the oppportunity to be a part of this.

When I was just a boy and Aspen Airways flew prop planes in and out of the valley we never seemed to have any problems with delays or scheduling, Plus they offered a commuter book for 45.00 each way. As our airport transformed to jets we seemed to have lift problems during the summers due to high temps. But now that we have a new carrier we seem to have even more problems, They need to pick aircraft that can handle the altitude even if they are smaller planes with a more frequent schedule.

The counter people with United fluctuate between extremely helpful and being the most rude I've ever encountered. They are over worked . We need a customer service desk for the airlines. It is impossible for them to get the planes in and out of here and help with future travel plans. Truly - closing Pitkin County Airport would be wonderful. I will NEVER vote for approval of extending the runway and will join any political campaign that votes against it. I know the airport will never close here, so please keep it small. Weather delays are completely out of everyone's control - we are happy with the airport the way it is. Please don't make it bigger - just improve the attitude of the airline employees.

All the people in the rich mega jets should have to pay more to mitigate emissions.

"Become a 'real' commercial airport & not just a private jet port."

Need a second FBO

I think the private planes are causing most of the air pollution problems and maybe you should move or remove that part of the airport. Why should those of us that can only afford commercial flights pay for their causing delays and pollution?

If an airline ranks "worst in the nation" in terms of late flights, why not give their lease to a new carrier? Why not have a person devoted to guest services and ask that person to help communicate flight information to stranded passengers? That would certainly help reduce the anger that too often dominates the airport atmosphere.

Baggage time is terrible- Small airport so it should be much quicker.

The long delay in boarding and rude TSA personnel should be fixed." #46= both 1 & 3 are marked.

-We need affordable flights to Denver. -Need a carrier that can be trusted to deliver. No more bogus excuses. -Competition rules price points.

Bad experience." #59= "Get larger planes first".

The delays/cancellations are so frustrating & no direct flights that it just makes it easier to go to DIA & it's a lot cheaper. ASE is so convenient, but it is so very risky!

"Lost its character-looks like any other airport. Baggage claim is exceptionally slow to arrive. Don't keep us well-informed when there's a problem."

#60= "To DIA?"

(continue from #61)= they to -Including paying extra \$ they have to fly over my house all the time during "closed" hours. #62= " Sound mitigation is not being enforced. I have called many times over the years to complain - with no action! Private craft still go at low levels over my house at 2:00am-6:00am A LOT! #58= "Ability to skip Denver on transfers. Quality, English speaking, Choices. Opportunity to merely step outside to smoke. Better grocery. Make calls & arrangements."

"More airlines to Denver. More direct flights. Up to date announcements. Don't pungent shore."

Better and more frequent ground transportation to town.

wish it was cheaper as it would be so helpful to leave from here.

none

I think RFTA bus use to and from the airport would increase if the bus swung into the airport to pick people up at the terminal's curb. If this is not feasible, consider highlighting/celebrating the walk from the terminal to the bus stop at the highway. Thanks!

Small town airports are the 'best'! I feel safe and important there. Guest Services and confident ticket staff are sooo important. We are a 'service industry' in this town and if we can control pricing and have excellent customer service, our guests will have a fantastic experience all around and are willing to come back. I know I will fly more often in Aspen if I could control pricing. I work here but like to visit my family on the east coast a couple of times a year. Leaving from Aspen is most convenient and most desirable. Thank you.

Our airport is one of the most important assets we have. Mostly, we need another carrier to Denver, to compete with United Express, hopefully Frontier! Please do not nickel and dime us to death by adding fees to flights that are already too expensive. Please do not punish the airlines for flying in and out of one of the most challenging markets they have. We are already struggling to keep this airport afloat, so let's not make it even more difficult to recruit more airlines to fly here! Green is a noble goal but it must be pursued in an intelligent manner. I would like to see restrictions on private aircraft, however. In our small, narrow valley, any private aircraft should be as "green" as possible.

#59= "to go shopping if there was a cheap commute fare like there was long ago." #62= "If there are aircraft with lower emissions they should be the only (commercial) aircraft allowed in here, period!"

"One of the Least efficient & costmce. Friendly small airport in the country! there is absolutley no excuse for the flight delays. baggage problems we experience this past year! In the real world they would have been fired or gone out of business!"

"Close it down or open only to those who are willing to pay very high prices + use profits to combat air traffic problems."

"The airport is great off season. I have no experience in heavy traffic times."

"Why not reinstate discount tickets to & from Denver? We don't need a fancy building. Sardy field was a charming change in its day. Good pricing and and service are more important."

"Too many delays, too much money to fly, need more airline options, need more direct flights, need more competition."

#58= "more flights, competition, avoid DIA, ASE> DEN= \$500.- astronomical!"

"I miss the 7 am siren check! I miss the airshow! Bring back both."

"We used to fly out of Aspen quite frequently but stopped whne price got too expensive. Coyon Books worked well."

"Need more competition in the airlines that use the airport."

"Overall a favorable place to pass through." #48= "going out poor coming in" #58/baggage= "speed of recovery."

"Service sucks."

"Convenient, friendly, efficient."

"Aspen Airport is convenient. We fly out of DIA because of cost & our flights are going there anyway. We stay w/ family on the front range. If there were more direct flights at a similar cost we would use Aspen more often."

Needs more year-round direct desination service

"I love it- just stabilize schedules (CA) with planes that can handle our enviroment ie. altitude barometric pressure."

#58/more airlines= "Yes" #58/direct destinations= "Definitely"

"Decent airport- I think Denver Airport is the bigger problem."

"Building needs to be updated or torn down. Too old!"

"Heidi Kower has always been extremely helpful in helping me book flights. Heidi has always been professional in all aspects of her job."

"2 big problems/issues 1. Incompetent & inconsistent TSA Staff. 2. Lack of timely & accurate flight info." #43= "TSA"

The jets used by United & Delta are inadequate for this market. Not enough baggage capacity and succdta bility to weather dalays."

continued from above: "from Denver."

Try to get the FAA to reduce the noise level allowed especially with the private planes like the Lear.

"It is the...t Is the flights that are the challenge."

"The building doesn't need fixing-the service by airlines is the problem. It is a lovely airport w/ nice, convenient amenities. I spend a lot of time there working/corporate travel groups coming in/out of Aspen & too often it's not a good way to start or end a vacation in a great place like Aspen/Snowmass."

THE SERVICE IS HORRIBLE. I GO TO JUNCTION OR VAIL TO AVOID ASPEN.

"After years of flying in and out, it's not so much the airport as United's service- spurious flight cancellations (e.g.,late evening from Denver when few passengers- always attributed to 'mechanicals')- the airport itself does wonderfully given the challenges of its location."

"Would like a low cost Denver-Aspen commuter airline also Frontier with turbo props."

"I fly to Atlanta - Seattle - Las Vegas - I have to fly from DIA. I can drive to DIA cheaper than flying from Aspen to D.I.A."

"I've never flown in or out of APCA." #59= "If I'm only going to Denver I'd just as soon drive." #64= "It came with our job"

#58/ticketing= "more agents - well trained." #60= "local commuter discounts"

"Since the emissions are the #1 GHG problem. This problem needs to be addressed asap. What about biodiesel fuel?"

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Responses for Open Ended question # 65 - Family Status

Not married

1 COLLEGE, 1 NO LONGER AT HOME

Couple, one child at home, one grown.

single with a co-owner in the house.

widow

widow/children adults.

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Responses for Open Ended question # 68 - Employment status

Still active however in civic affairs,

stay at home mom

Trying to heal to get back to work

maternity leave from Full-time employment

full time

student

disabled