



APPENDIX G

USER SURVEYS



AIRCRAFT OWNER/OPERATOR SURVEY



The Durango-La Plata County Airport (DRO) is in the process of updating its Master Plan.

Thank you for taking time to complete this survey!

Your input will help shape the future of DRO.

The Master Plan will guide the Airport through the next twenty years of development. Input is being solicited from aircraft owners and operators to determine facility adequacy and desired improvements. If you have questions regarding this survey or would like to discuss any issues regarding the airport facility, please contact Kip Turner, Director of Aviation at 970.382.6068.

1. This form was completed by:

First Name (optional): _____

Last Name (optional): _____

Email Address (optional): _____

2. Aircraft Type 1

- Single Engine Piston
- Multi Engine Piston
- Turbo-prop
- Jet
- Helicopter
- Other

3. Aircraft Type 2

- Single Engine Piston
- Multi Engine Piston
- Turbo-prop
- Jet
- Helicopter
- Other

4. Aircraft Type 3

- Single Engine Piston
- Multi Engine Piston
- Turbo-prop
- Jet
- Helicopter
- Other

5. Please list the make(s) and model(s) of your aircraft regardless of where they are stored the majority of the year.

6. Including Touch-and-Go operations (counts as two operations, both a landing and a takeoff), approximately how many operations (takeoffs and landings) would you estimate that you conduct at DRO in a typical year? _____

7. Are any of your aircraft stored the majority of the year at DRO?

Yes

If yes, please indicate your current lease expiration date: _____

No

If no, where is/are your aircraft primarily based? _____

8. Do you desire any additional hangar space at DRO?

Yes

No

Continued on next page...

AIRCRAFT OWNER/OPERATOR SURVEY

9. If so, please describe the ownership arrangement, size, and type of hangar. T-Hangar, conventional box hangar (60x60 or less), conventional box hangar (larger than 60x60), that you desire
- Lease a T-hangar unit
 - Construct a T-hangar and lease out units
 - Construct a conventional box hangar 60'x60' or smaller
 - Construct a conventional box hangar larger than 60'x60'
 - Lease space

10. Is the existing runway length adequate for your requirements?

- Yes
- No

Please provide any comments regarding runway length. _____

11. Are the FBO services provided adequate for your needs?

- Yes
- No

12. Are there additional services that the FBO should provide to better serve you or other members of the flying community? _____

13. What facilities, activities, or capabilities do you consider essential for the Airport to provide?

- Aircraft Fueling Services (Self-Service, FBO Fueling)
- Aircraft Maintenance
- GA Terminal Facilities
- Aircraft Tie-downs/Hangars
- Rental Cars
- Fire & Rescue
- Tourism/Entertainment Related Activities
- Precision Instrument Approach (e.g. ILS, GPS)
- Flight Instruction, aircraft rentals, aircraft Charter or Other Activities
- Restaurant
- Other (Please Specify) _____

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AIRCRAFT OWNER/OPERATOR SURVEY

14. Please rate the following categories based on your experience at DRO:

	<i>(Poor)</i>	1	2	3	4	5	6	7	8	9	10 <i>(Excellent)</i>
Runway Orientation		1	2	3	4	5	6	7	8	9	10
Runway Length		1	2	3	4	5	6	7	8	9	10
Condition of Pavements		1	2	3	4	5	6	7	8	9	10
Instrument Approaches		1	2	3	4	5	6	7	8	9	10
Visual Aids		1	2	3	4	5	6	7	8	9	10
Navigational Aids		1	2	3	4	5	6	7	8	9	10
Hangar Space		1	2	3	4	5	6	7	8	9	10
Hangar/Pad Lease Rates		1	2	3	4	5	6	7	8	9	10
FBO Services		1	2	3	4	5	6	7	8	9	10
Unicom Services		1	2	3	4	5	6	7	8	9	10
Apron Space		1	2	3	4	5	6	7	8	9	10

Based on the above categories, which should get the highest priority? _____

15. How important do you feel the Airport is to the local community and businesses? Please rate on the following scale (1=no value, 5 = high value).

Importance of the Airport 1 2 3 4 5

16. Please provide any additional thoughts or concerns regarding the facilities or services at DRO.

17. Please share something where, based upon your experience, A) DRO does particularly well and B) DRO could use improvement.

A) _____

B) _____

Thank you!

We appreciate your time. Thank you for your response.
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For more information about the Airport Master Plan, please visit flyDurango.com



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If you have questions regarding this survey or would like to discuss any issues regarding the airport facility, please contact Kip Turner, Director of Aviation at 970.382.6068.

1. This form was completed by:

First Name: _____ Last Name: _____

Title: _____ Company Name: _____

Phone Number: _____ Email Address: _____

2. Are the rental car facilities meeting your operational demands?

Yes

No

If not, what is needed? _____

3. Do the maintenance facilities adequately meet your needs?

Yes

No

If not, what is inadequate? _____

4. Is adequate parking available for Ready/Return and staging requirements?

Yes

No

Please explain. _____

5. Are rental car Ready/Rental facilities offered, on airport, adequate for your needs?

Yes

No

If not, please explain. _____

Continued on next page...

Destination: **DRO**



RENTAL CARS

6. Please provide any additional thoughts or concerns regarding the facilities or services at DRO: _____

Thank you!

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PASSENGER SURVEY



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1. This form was completed by:

First Name: _____ Last Name: _____

Title: _____ Company Name: _____

Phone Number: _____ Email Address: _____

2. Where do you currently reside?

- Local
- In-State
- Out-of-State _____
- International Country _____

3. Is your trip for business or leisure?

- Business
- Personal/Leisure
- Both

4. If DRO is your destination, where did you visit? (Check all that apply)

- Durango and nearby attractions
- Cortez/Mesa Verde
- Farmington
- Four Corners region
- Ft. Lewis College
- Other _____

5. If you are traveling from DRO, Where is your final destination?

(Please indicate airport) _____



PASSENGER SURVEY

6. How much *more* were you willing to pay to fly to/from DRO?

- Up to \$100
- \$100 - \$200
- \$200 - \$300
- Over \$300

7. Was cost or convenience the primary consideration in choosing DRO as your origin/destination, versus flying from another airport or driving?

- Cost
- Convenience

8. If you chose convenience as your primary consideration in choosing DRO, what were your secondary considerations when you chose to fly to/from DRO?

- Airfare
- Cost
- Reliability
- Other _____

9. How long was your stay?

- 1 day
- 1 - 3 days
- 3 - 5 days
- 5 - 7 days
- More than 1 week

10. What airline did you fly?

- American
- United
- U.S Airways
- Frontier



PASSENGER SURVEY

11. How did you travel to/from the Airport?

- Car Rental
- Taxi/Shuttle/Limo
- Friend/Family
- Personal Vehicle

12. We know you have a choice when traveling to drive to an alternate airport. In the past, if you've chosen to drive to an alternate airport, what were the reasons?

- Reliability (delays/cancellations)
- Cost of Airfare
- Schedule
- Convenience
- Seat Availability
- Connecting Flights
- N/A
- Other _____

13. How would you rate the following at DRO?

	Excellent	Fair	Poor	N/A
Cost of Airfare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seat Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connecting Flights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Is the cost of auto parking a factor in your choice of airports from which you choose to fly?

- Yes
- No



PASSENGER SURVEY

19. Which car rental agency did you use?

- Avis
- Budget
- Enterprise
- Hertz
- National
- N/A
- Other _____

20. On a scale from 1 to 5, with 5 being the best, how would you rate car rental service?

	1	2	3	4	5	N/A
Vehicle Choice/ Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility/ Easy to find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. Which ground transportation agency did you use?

- Animas Transportation
- Buck Horn Limousine
- Doubletree Hotel
- Durango Transportation
- Road Runner Transit
- Telluride Express
- Wilderness Journeys
- Other _____



PASSENGER SURVEY

22. On a scale from 1 to 5, with 5 being the best, how would you rate ground transportation service?

	1	2	3	4	5	N/A
Vehicle Choice/ Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility/ Easy to find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. Comments:



AIRLINE SURVEY



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If you have questions regarding this survey or would like to discuss any issues regarding the airport facility, please contact Kip Turner, Director of Aviation at 970.382.6068.

This survey has been prepared to provide airline tenants the opportunity to share perspectives and suggestions on how DRO can improve the passenger terminal facilities. These facilities should function well at peak times of activity and it is expected that these peaks will be larger and more frequent over the next 20 years. Making sure DRO's investment in terminal facilities meet both current and future airline and passenger needs is a top objective. Your input is vital to that success. Thank you in advance for your thoughtful responses to the following questions.

1. This form was completed by:

First Name: _____ Last Name: _____

Title: _____ Company Name: _____

Phone Number: _____ Email Address: _____

2. Do you feel the space you currently lease from the Airport meets your airline's overall needs?

Yes

No

If not, please suggest improvements that are needed/desired. _____

3. Do you feel there is a need for any improved or expanded terminal facilities that will help you better meet the needs of your customers?

Yes

No

If so, please suggest improvements that are needed/desired. _____

4. Are baggage and passenger screening facilities and procedures adequate and efficient in your opinion?

Yes

No

If not, please suggest improvements that from your perspective are needed/desired. _____

Continued on next page...



AIRLINE SURVEY

5. Are the current facilities for outbound and inbound baggage processing adequate for you needs?

- Yes
- No

If not, please suggest improvements that are needed/desired. _____

6. Are the airport's facilities in the departure lounge adequate for your customer's needs? (overall size, seating, circulation, restrooms, displays, etc.)

- Yes
- No

If not, please suggest improvements that are needed/desired. _____

7. Do you envision a departure lounge capacity problem during peak periods in the future?

- Yes
- No

If yes, when do you anticipate a departure lounge capacity problem occurring?

- Already a problem
- Within 5 years
- Within 5-10 years
- Beyond 10 years

8. Are there any elements of the current PASSENGER processing system that have caused or could cause delayed or canceled flights?

- Yes
- No

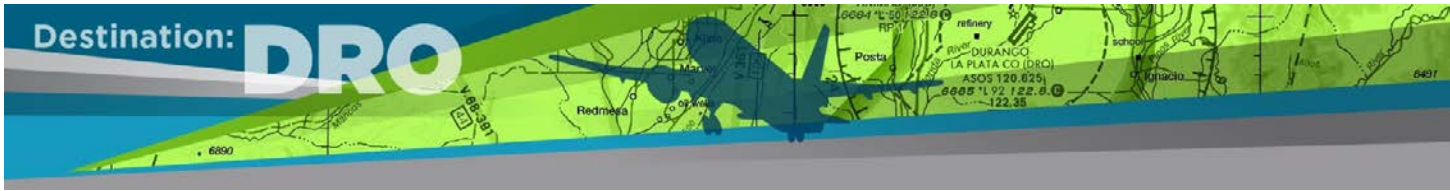
If so, please offer some suggestions to improve the passenger processing system. _____

9. Are there any elements of the current BAGGAGE processing system that have caused or could cause delayed or canceled flights?

- Yes
- No

If so, please offer some suggestions to improve the baggage processing system. _____

Continued on next page...



AIRLINE SURVEY

10. Do you feel the ramp is efficiently utilized at peak times?

- Yes
- No

If not, please offer some suggestions to improve the ramp efficiency. (i.e. procedures, space reallocation, GSE storage, additional area, etc.) _____

11. Please provide any additional thoughts or concerns regarding the facilities or services at DRO:

Thank you!

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AIRLINE TERMINAL TENANT SURVEY



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1. This form was completed by:

Company: _____

Name (optional): _____

2. Please rate your experience on each of the following items:

(Poor) 1 2 3 4 5 6 7 8 9 10 (Excellent)

Transportation

Access roads to airport	1	2	3	4	5	6	7	8	9	10
Adequate public transportation service	1	2	3	4	5	6	7	8	9	10

Parking Factors

Convenience/walking distance to terminal	1	2	3	4	5	6	7	8	9	10
Security in parking lots	1	2	3	4	5	6	7	8	9	10
Space availability	1	2	3	4	5	6	7	8	9	10

Terminal Building

Condition of infrastructure	1	2	3	4	5	6	7	8	9	10
Cleanliness of terminal	1	2	3	4	5	6	7	8	9	10
Cleanliness of washrooms	1	2	3	4	5	6	7	8	9	10
Availability of washrooms	1	2	3	4	5	6	7	8	9	10
Directional signage in terminal	1	2	3	4	5	6	7	8	9	10

Food & Beverage Facilities

Selection of food & beverage facilities	1	2	3	4	5	6	7	8	9	10
Quality of food & beverage	1	2	3	4	5	6	7	8	9	10
Quality of service	1	2	3	4	5	6	7	8	9	10
Quality of concessions	1	2	3	4	5	6	7	8	9	10

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AIRLINE TERMINAL TENANT SURVEY

3. Are there other concessions or services you believe should be offered at DRO? If so, what are they?

4. How important do you feel the Airport is to the local community and businesses? Please rate on the following scale (1=no value, 5 = high value).

Importance of the Airport 1 2 3 4 5

5. Please provide any additional thoughts or concerns regarding the facilities or services at DRO.

Thank you!

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