

User Survey Results

August 20, 2018



Questions 1 & 2: Who Responded

- 81 responses, about 54 responded to all questions
- 84% based on FAI, 16% on other airports; 50% have float pond slip
- 90% use aircraft for personal (not business) activities; 17% for business (some use for personal and business)

Question 3: Aircraft

- Diverse mix of mostly single engine aircraft on wheels, skis, floats
- 31% had 2 aircraft; 15% had 3 aircraft

Questions 4, 5, & 6: Type of Aircraft Storage Today vs. Wanted in Future; and Impressions of Future Demand

	Type of Aircraft Storage Today	Type of Storage Wanted	Impressions of Future Demand (weighted comparison)
Pull-through with electricity	19%	46%	2.63
Float pond slip with electricity	0%	40%	2.65
Conventional hangar (heated)	27%	38%	2.54
T-hangar (unheated)	8%	35%	2.58
T-hangar (heated)	2%	29%	2.73
Float pond slip	50%	19%	2.25
Tail-in with electricity	21%	13%	2.23
Conventional hangar (unheated)	4%	11%	2.34
Pull-through tie down	6%	4%	2.29
Tail-in tie down	17%	2%	1.85
Ski			2.13

- Very few users prefer tail in or pull through tie downs without electricity
- There is greatest demand for pull through tie downs with electricity, t-hangars, heated conventional hangars, and float pond slips with electricity
- The 2014 Master Plan Pilot Survey showed similar results, though heated conventional hangar was ranked the highest of all aircraft storage categories

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Question 7: Airport Issues/Needs

	Importance of Issue/ Need (weighted comparison)
More t-hangars	3.39
More tie down electric service	3.26
Slip electric service	3.26
Aircraft wash facility	3.26
Reduce incursions	3.04
More conventional hangars	2.92
GA lounge/terminal	2.89
More pull through tie downs	2.87
Snow storage	2.83
Better self-serve fueling areas	2.76
Remove shallow areas of float pond	2.72
Compass Rose	2.70
Consolidate ski aircraft parking/taxiways	2.65
More lease lots on East Ramp	2.64
Lease lots on Float pond	2.58
More slips	2.57
Improve float pond haul out ramps	2.49
Taxiway locations/design	2.49
Aircraft viewing area	2.48
Vehicle shuttle between East and West Sides	2.47
Automobile parking	2.43
Upgrade 2R-20L for air carriers use during snow removal	2.36
Runup areas	2.34
Better transient parking	2.28
Helicopter parking area	2.20
Aircraft deicing area	2.09
University Drive Improvements	2.06

- Highest ratings for pull through tie downs, electrical service at tie downs and slips, more hangars, aircraft wash, GA terminal, snow storage and reducing incursions
- Lowest ratings for University Drive, helicopter parking, transient parking, and deicing facilities

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Question 8: Comments on Issues/ Needs

- Float pond electrical should be an option. Airplane wash area needs to be addressed, as do runway incursions. In addition, more hanger options is imperative in order to drive down prices to a reasonable level.
- Nice to have an aircraft viewing area. Compass rose not easy to access from midramp.
- It would be nice to have electricity at the float pond.
- I've been trying to get all of the state planes in row 35 for years. I've asked to be on a wait list, but despite that, I see turnover in for 35 without being contacted. If we had more electric, pull through spots, I assume that demand for those spots would go down with increased supply.
- There is power for every car on in the terminal parking lot. There should be power for every ac parking spot.
- float pond is full
- require float pond users to have float plane
- pull thru electric is full - need more
- consolidating ski area parking would allow snow removal to pavement all winter in most areas of the airport. Right now the fueling area will only accommodate one aircraft and is co-located with Pro-flight. Runup area is only defined for 2R. Shuttle for pax (passengers) coming out of the bush going out on the airlines and for people parking on the east ramp. Long and short-term parking like the west ramp has. Viewing area to watch aircraft would keep a lot of people off the airport and would naturally reduce runway incursions.
- These are areas I think could improve
- Taxiing during low vis. after landing on the west side to return to the east side with passengers is a hazardous undertaking.
- More T hanger access would allow better options and may help bring the price down to a reasonable amount.
- Float pond is heavily used
- More services in general needed for ga (general aviation) fleet
- Wintertime snow removal for my parking spot.
- Wash area for GA, MRI & LHD have them
- Float pond road taxiing on skis is risky near parked aircraft on the north end
- I'd like to see pull through access for more aircraft, especially in winter. Especially w/ the snow issues in 2017/2018, pushing aircraft back was difficult. Aircraft storage out of the weather would be a positive addition.
- Electrical service on the float pond parking is very important.
- GA lounge is an important issue for me
- Electricity at float pond slips is necessary for fueling and pre-heating aircraft.

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Question 8: Comments on Issues/ Needs, continued

- Electrical services need improved, snow storage continues to be a problem for the tie down areas. T hangers are seriously needed. Taxiway B or the runway needs to be relocated. No run up area for 20L blast back towards tie down spots. Shuttle bus from east ramp to the terminal would allow additional long-term parking for those departing on the 121 side. Aircraft viewing area would give the general public a place to observe arriving and departing aircraft without stopping on the road or coming in on float pond road, reducing the chance of an incursion
- Snow removal on east ramp keeps happening earlier and earlier every year. Power on float pond would be great
- On large snow years such as 17-18, snow storage becomes an issue between neighbor tenants and Airport operations. Need more places to put snow from common areas.
- More places to park cars out of the way.
- Compass rose needed for equip checks.
- Viewing area might spur interest in GA
- University Ave is rough as heck.
- Wash facility much needed. Charge a fee....
- More T hangars would free up tie downs
- Wash rack would allow aircraft to remove silt, dirt and insects from windshields and wings. Especially windshields when sun is low on horizon. Very easy to scratch plexiglass without rinsing with water first.
- Needed and desired
- Electricity at the float pond would be wonderful for lots of reason (running fuel pump, pre-heating).
- Too much time to explain here. I'm not going to write a book if you can't figure out why something is important.
- Badly need more covered parking that is priced right. snow storage is a problem for tenant hangar owners.
- The GA East Ramp has for many years taken a back seat to the Air Carrier West Ramp. It is time that we get some love too. We would have a lot more winter activity if there was electricity available and parking for people to preheat their aircraft and better facilities to accommodate their friends and families that are flying with them. We have virtually no FBO type Service on the East Ramp.
- better ski access longer into season. airport is routinely cleared of snow 2-3 weeks too early w/o adequate notice. Snow storage has blocked my access to taxiways completely last 2 years.
- Little to no hangar space is available in the FAI area. A certified compass rose is needed. A wash area would be very nice. Electricity is necessary for winter flying.
- Any ratings that high need improvement or currently don't exist such as float pond power.

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Question 8: Comments on Issues/ Needs, continued

- Many of the hangars have cars, boats, and construction equipment. Ensure the hangars are for aircraft! I've been denied a hangar spot due to antique cars parked year-round in the blue t-hangars.
- Easy access
- More hanger availability, especially short-term use. An aircraft wash facility would be awesome, even if a nominal fee needed to be paid for use. Aircraft viewing area may help generate more interest in general aviation.
- Most important to me are float pond slips with electric, not on the water itself but for use on the land parking location. And pull through electric tie-down spots. Backing a straight ski plan in difficult
- The major issue on the East Ramp is the lack of control of non-essential personnel and congestion on the uncontrolled surfaces. Snow removal and priorities need to continue to be addressed on the East Ramp. There is much more movement on the East Side than the International side and I feel this is not addressed.
- There's no place to wash my plane now.
- Inadequate as is

Question 9: Other Suggestions or Comments

- I believe our airport does better than most.
- You guys do a great job. keep the gates open and keep the good quality security staff (non-harassing, friendly).
- Keep it simple.
- Haven't seen the Master Plan since last year at a GAA meeting but it seemed good.
- Cut # of tiedowns - GA activity will continue to decline but nurture current facilities. Expand public use of airport property
- Secure the entrances from University Ave. half the gates don't work.
- Security cameras would help protect aircraft/owners from theft, or provide info related to damage. This past winter at least one tenant had items stolen.
- Allow new float pond users to install fuel tanks at their parking areas.
- Relocate the float pond to the other side of university and move the ski strip so it isn't in direct alignment with 20 L
- Maybe don't pave the whole ramp in 2020. Only pave under the airplanes. My spot and the 4 spots next to me have a big frost heave running right across the spot(s).
- Security is great. East ramp is very well managed compared to the alternatives and cost is low compared to benefits. Thanks
- The transient camping facility is the best in the state! Keep that maintained at current standard.

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Question 9: Other Suggestions or Comments, continued

- Very happy there is not more fencing or gates! Please keep it that way.
- Require clean-up of long-decaying airplanes on the ramp.
- Some type of ramp access control, swipe cards. To many people wander the ramp.
- All my dealings with airport staff from leasing to maintenance have been great. Please keep up the good job!
- In the spring, clear the snow off the ski strip so it will dry out quicker. I would keep my plane at the pond spot year-round if it had electric.
- Security and access control. No one should be able to access without a code and those driving must have some kind of training. The East Ramp should not be used as a parking lot for vehicle. There is multiple cars parked in the rows by aircraft spots. This is both a safety issue and a security risk.
- Remove the gates completely along the east ramp. Snow removal on east ramp inadequate
- move the ski strip and the associated ramps to provide greater separation between types of operations.
- LISTEN TO THE AIRCRAFT OWNERS/USERS.
- AI does a good job making the airport welcoming. Build on that and make it an emphasis. Without that, nothing else will be possible.

Questions 10–17: Comments from Pilots Not Based on FAI

- Only 6 responses, 3 use FAI sometimes, 2 would consider moving to FAI
- Costs, tie down/slip availability, runway condition, airport signage/lighting, snow removal, aircraft maintenance, fuel most important factors in basing at FAI