

B. Appendix B - AVP Surveys

Appendix B includes the following surveys:

- AVP Tenant Survey
- AVP Business Survey
- AVP Airline Survey



Wilkes-Barre/Scranton International Airport (AVP) Tenant Survey

1. This form was completed by:

First Name: _____ Last Name: _____

Title: _____ Company: _____

Phone Number: _____ Email Address: _____

2. What type of aviation activity applies to your business or agency at the airport? (Check ALL that apply.)

- Aircraft Maintenance – turbine
- Aircraft Maintenance – piston
- Air Ambulance/Medevac
- Air Freight/Cargo Carrier
- Air Taxi/Charter Operator
- Concession (Restaurant, Gift Shop, etc.)
- Rental Car
- Corporate Flight Department
- FBO
- Flight School
- Government Agency
- Military
- Auto Parking
- Other (please specify) _____

3. Are the facilities you occupy at the Airport adequate for your current needs?

- Yes
- No

If not, what improvements do you desire? _____

4. How many employees do you currently have on site at the Airport? _____

5. How would you rate the following at AVP?

a.	FBO Services	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
b.	NAVAIDS	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
c.	Hangar Facilities	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
d.	Runway Length	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
e.	Runway Pavement Conditions	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
f.	Taxiway Pavement Conditions	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
g.	Apron Pavement Conditions	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
h.	Runway Lighting	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
i.	Taxiway Lighting	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
j.	Taxiway Availability	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
k.	Snow Removal	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
l.	Geographic Location	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
m.	Ability to Access Airport	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
n.	Terminal Facilities	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor



o.	Administrative Facilities	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
p.	Roadway Signage to Airport	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
q.	Security	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
r.	Overall Appearance	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
s.	Maintenance Rates	<input type="checkbox"/> High	<input type="checkbox"/> Average		<input type="checkbox"/> Low
t.	Fuel Costs	<input type="checkbox"/> High	<input type="checkbox"/> Average		<input type="checkbox"/> Low
u.	Aircraft Storage/Parking Fees	<input type="checkbox"/> High	<input type="checkbox"/> Average		<input type="checkbox"/> Low

6. Do you feel there is a need for any additional terminal, landside (access, parking, etc.), or airfield improvements?

- Yes
- No

If so, what facilities do you recommend and when would you like to see the additions: _____

7. Do you plan to expand your operations in the next 5 years? If so, please describe your plans (including any potential change in number of employees or aircraft) _____

8. What are the critical challenges/issues you feel the Airport must address over the next 5 years?

9. Looking to the future, what is your vision for AVP and what should be accomplished at the airport over the next 5, 10, or 20 years? _____

10. Please provide any additional thoughts or concerns regarding AVP: _____

THANK YOU!

We appreciate your time and thank you for your response. Data received in the survey response will only be used as part of the Master Plan Update to assist the Airport plan for future needs.



Wilkes-Barre/Scranton
International Airport



McFarland Johnson

Wilkes-Barre/Scranton International Airport (AVP) Business and Economic Development Survey

1. This form was completed by:

First Name: _____ Last Name: _____

Title: _____ Organization: _____

Phone Number: _____ Email Address: _____

2. Zip Code of Primary Location: _____

3. Type of Organization/Labor Sector: _____

4. Number of Employees/Members in Wilkes-Barre/Scranton area? _____

5. Please rate the following:

	Very Important	Somewhat Important	Not Important	Don't Know
How important is it for your organization to have access to the airport?				
How important is business travel to your organization?				
How important are air mail and freight service to your organization?				

6. Approximately how many air-travel business trips did your employees/members take in 2015? _____

7. What are the top 3 travel destinations? _____, _____, and _____.

8. Approximately what percentage of 2015 trips was made from AVP? _____

9. What are the other top two airports you use besides AVP? _____% _____%

10. What are the primary reasons you choose to fly out of other airports?

- Ticket Price
 Schedule
 Nonstop Service
 International Service
 Other (please list) _____

11. Would airport upgrades increase economic activity in your community?

- Yes
 No
 Unsure



12. Please identify which of the following upgrades or products at AVP would assist in promoting business and economic development efforts in the community (check all that apply):

- Runway Length
- Community Awareness of Airport
- Land for Aviation Development
- Foreign Trade Zone on Airport
- Community Collaboration Efforts
- Financial Incentives
- Navigational Aids
- General Aviation/Charter Services
- Land for Non-Aviation Development
- Improved Multi-Modal Capabilities/Access
- Shovel Ready/Certified Sites
- Other _____

13. What type of additional facilities and improvements at AVP would best suit your needs and, if applicable, those of your customers or suppliers? _____

14. Do you plan to expand your operations in the next 5 years? If so, please describe your plans (including the potential change in number of employees/members and business flights). _____

15. Looking to the future, what is your vision for AVP and what should be accomplished at the airport over the next 5, 10, or 20 years? _____

16. How can the airport help improve the community and be a better neighbor? _____

THANK YOU!

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Wilkes-Barre/Scranton
International Airport



McFarland Johnson

Wilkes-Barre/Scranton International Airport (AVP) Airline Survey

1. This form was completed by:

First Name: _____ Last Name: _____

Title: _____ Company: _____

Phone Number: _____ Email Address: _____

2. Do you feel the space you are currently allocated at the Airport is adequate?

- Yes
- No

If not, what improvements do you desire? _____

3. Do you feel there is a need for any additional terminal, landside (access, parking, etc.), or airfield improvements?

- Yes
- No

If so, what facilities do you recommend and when would you like to see the additions: _____

4. Are the current facilities and procedures for baggage handling adequate for your needs?

- Yes
- No

5. Is the existing number of gates adequate for your current needs?

- Yes
- No

6. Do you foresee a gate capacity problem in the future?

- Yes
- No

7. Are the TSA processing procedures and facilities adequate and efficient in your opinion?

- Yes
- No



8. Is the ground support equipment (GSE) adequate for your current needs?

- Yes
- No

9. Does your airline practice any recycling programs?

- Yes
- No

What programs are used on the aircraft? _____

What programs are used at the station? _____

10. Have you implemented any paperless efforts?

- Yes
- No

If so, what are they and where are they put into practice? _____

11. Have you implemented any other energy consumption reduction efforts?

- Yes
- No

If so, what are they? _____

12. What is the average turnaround time of your flights? _____

13. Do you have any plans to increase or decrease the level of air service currently provided at AVP?

- Yes
- No

If so, what type of changes would be made? _____

14. Do you have any plans to modify the destinations or routes currently serviced from AVP?

- Yes
- No

If so, what type of changes would be made? _____



15. Do you have any plans to modify the aircraft fleet currently servicing AVP?

- Yes
- No

If so, what type of changes would be made? _____

16. Looking to the future, what is your vision for AVP and what should be accomplished at the airport over the next 5, 10, or 20 years?

17. Please provide any additional thoughts or concerns regarding the future growth of AVP: _____

THANK YOU!

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