

Appendix E - Survey

1.0 Introduction

As an airport with many functions and roles, KOSU interacts with users of the airport and the surrounding community. To accurately assess their needs and views, a survey was conducted. The survey included a total of 44 questions, and a total of 219 individuals responded. These 44 questions are divided into three categories, which are discussed below:

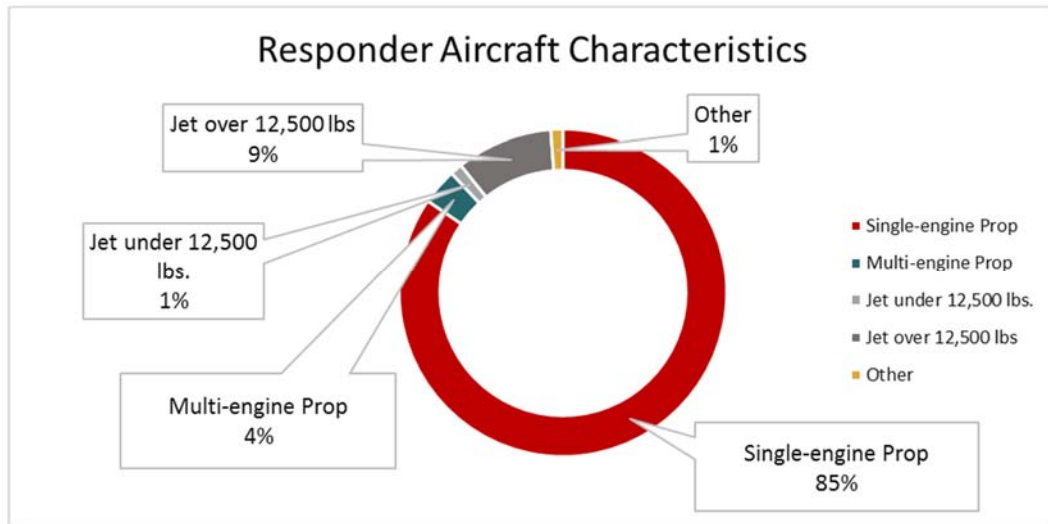
- User Characteristics (19 Questions)
- Airport Services (9 Questions)
- Airport Facilities (16 Questions)

2.0 User Characteristics

Nineteen questions allowed for the characterization of the survey respondents. Of the 219 individuals who responded, 10 identified as students. Of these students, half are pursuing a degree in Air Transportation. Other individuals included airport employees, pilots, and residents from the surrounding residential areas.

Seventy-three percent of respondents have visited the airport within the last year. The most often cited, primary reasons for visiting the airport are business and education, totaling over 45 percent. Nearly all the businesses that utilize the airport are located in central Ohio, and 27 percent of them employ more than 100 employees.

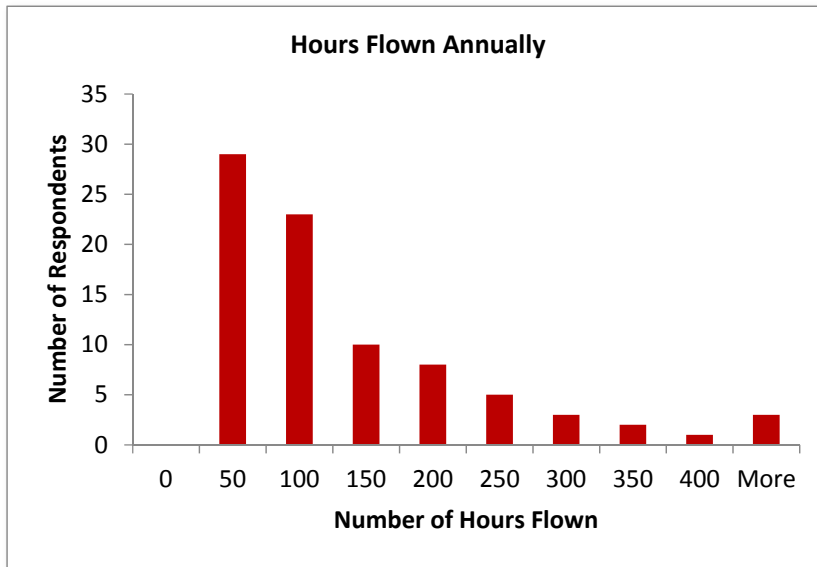
Exhibit E-2.1



Source: KOSU Airport Staff, 2018; Woolpert, 2018.

Sixty-five percent of respondents are pilots based at KOSU, or have aircraft based at KOSU. The largest percentage of respondents have been using KOSU for less than five years. However, 34 percent have been utilizing the airport for 15 or more years. Exhibit E-2.1 above shows the distribution of aircraft for the respondents who are pilots. On average, these respondents fly out of KOSU three times a week (**Exhibit E-2.2**)

Exhibit E-2.2



Source: KOSU Airport Staff, 2018; Woolpert, 2018.

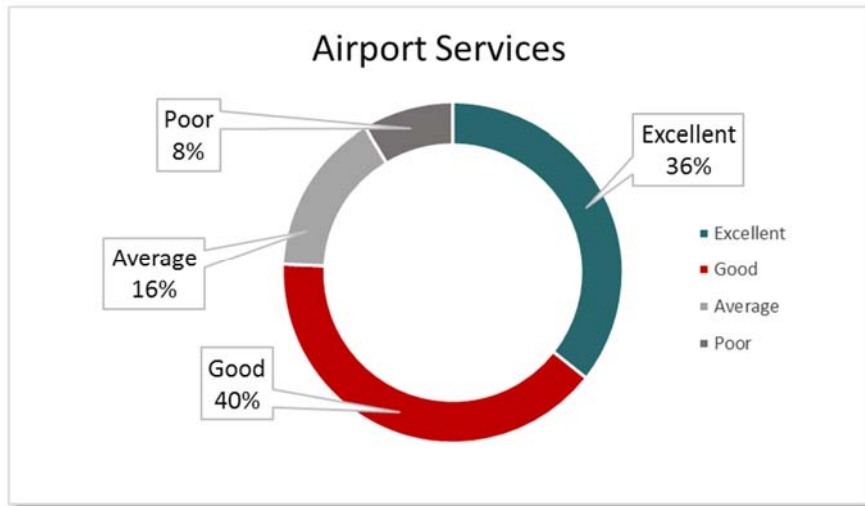
3.0 Airport Services

Respondents were asked about their perception on the following services:

- Fueling
- Flight training
- Aircraft parking
- Pilot shop
- Aircraft maintenance
- Fixed Base Operator (FBO)
- Rental car
- Barnstormer Restaurant
- ATC Services
- Line Services
- Customer Service

Overall, the listed services were rated between excellent and good (see **Exhibit E-3.1**). Of the respondents who had used the mentioned services, the greatest percentage considered ATC, line services, and customer services to be excellent; flight training, aircraft parking, aircraft maintenance, the FBO, rental car services, fueling services, and the restaurant to be good; and the pilot shop to be average.

Exhibit E-3.1



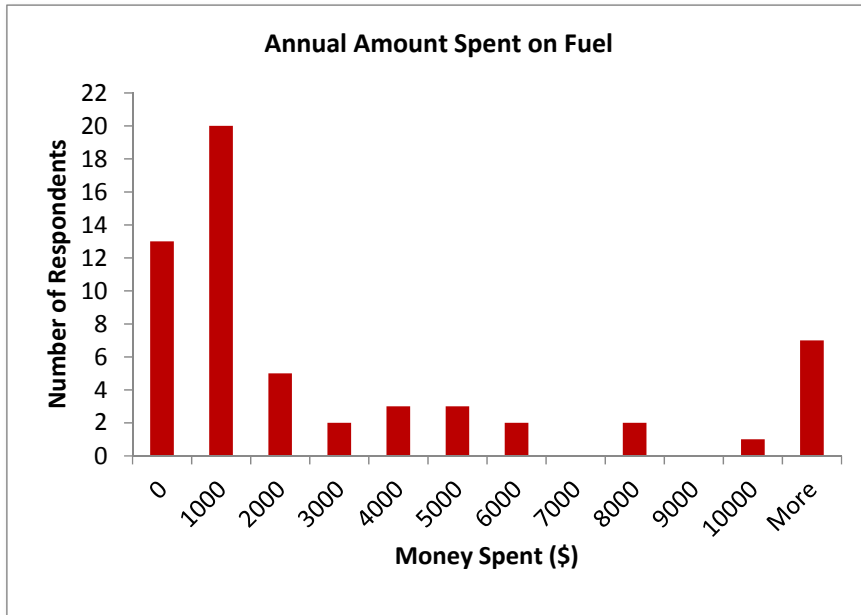
Source: KOSU Airport Staff, 2018; Woolpert, 2018.

The largest concern for respondents was the price of fuel at the airport. Seventy-seven percent of respondents stated that they would purchase more fuel at KOSU if prices were reduced (see **Exhibit E-3.2** for the distribution of respondent's annual fuel expenses at KOSU). Other airports that respondents purchase fuel from include:

- Carroll County – Tolson Airport
- Madison County Airport
- Union County Airport
- Fayette County Airport
- Delaware Municipal Airport – Jim Moore Field

Users also suggested adding wireless internet in the hangars, offering multi-engine aircraft for rental, and providing more on-airport space for community use. All in all, however, 82% said that no further services were needed.

Exhibit E-3.2



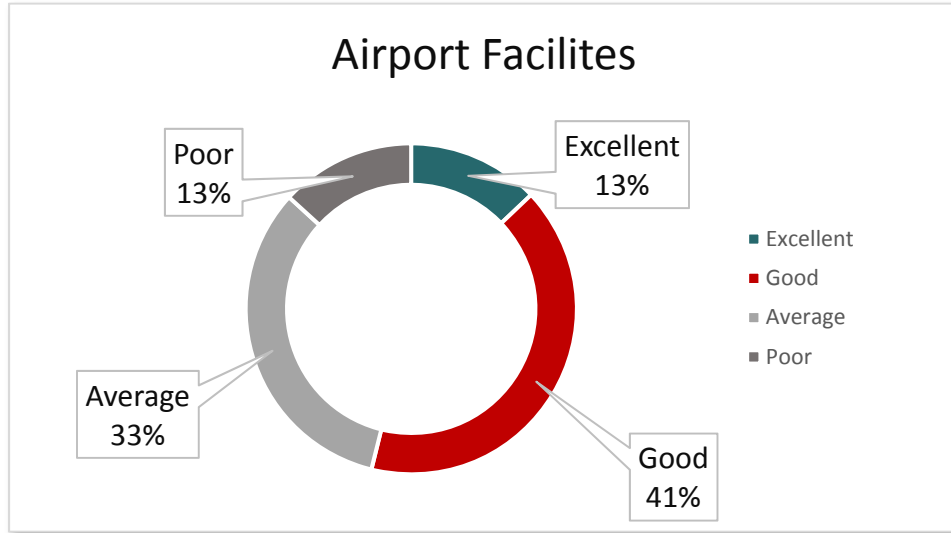
Source: Source: KOSU Airport Staff, 2018; Woolpert, 2018.

4.0 Airport Facilities

Exhibit E-5.1 summarizes the overall breakdown of user ratings for the airport facilities. **Exhibit E-5.2** below further expounds on how respondents assess specific facility components. Generally, users consider the facilities good to average, with a large percentage of users never having utilized the T-hangars or corporate hangars. The air traffic control tower, instrument approach procedures, and runway length were also discussed. All three were rated excellent, though a few individuals stated that an additional ILS would be beneficial.

The majority of respondents (86 percent), stated that the facilities at KOSU in no way restrict their [respondents'] operations.

Exhibit E-5.1



Source: Source: KOSU Airport Staff, 2018; Woolpert, 2018.

Exhibit E-5.2

Rate your satisfaction with the following Ohio State Airport features.	Excellent	Good	Average	Poor	No Opinion
Outside terminal building	5.11%	34.31%	29.93%	14.60%	16.06%
Inside terminal building	6.57%	28.47%	30.66%	17.52%	16.79%
Airport signage	9.49%	37.96%	36.50%	10.95%	5.11%
Airport signage & lighting	10.37%	38.52%	33.33%	10.37%	7.41%
Aircraft aprons	11.19%	41.04%	24.63%	5.22%	17.91%
Aircraft parking	14.29%	45.11%	21.05%	6.02%	13.53%
T-hangars	23.44%	26.56%	15.63%	3.91%	30.47%
Corporate hangars	5.51%	18.90%	10.24%	4.72%	60.63%
Vehicle parking	8.40%	25.95%	35.88%	22.14%	7.63%

Source: KOSU Airport Staff, 2018; Woolpert, 2018.