San Antonio Airport System Strategic Development Plan Stakeholder Survey

- August and September, 2018
# The Numbers: Stakeholder Survey #1

<table>
<thead>
<tr>
<th>Total responses</th>
<th>2,250</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>23 days</td>
</tr>
<tr>
<td>Online vs. in-person</td>
<td>1978 vs. 272</td>
</tr>
<tr>
<td>Mailing list requests</td>
<td>1,102</td>
</tr>
<tr>
<td>Comments/suggestions</td>
<td>740</td>
</tr>
</tbody>
</table>

Source: San Antonio Airport System Strategic Development Plan Stakeholder Survey. August – September 2018
1. Information that would help me learn about long range plans for the airport (select 3)

- Information on where planes fly to/from
- Map/layout of airport
- Airport photos and reports during busiest times
- Projections on population growth
- Question-and-answer with airport managers
- Statistics on number of people that fly

**Source:** San Antonio Airport System Strategic Development Plan Stakeholder Survey. August – September 2018.
2. What are the three most important things about an airport

- Amenities: 870
- Convenient access by car: 966
- Distance/time by car - home airport: 353
- Distance/time by car - destination airport: 77
- Nonstop destinations - USA: 1,564
- Nonstop destinations - international: 458
- Parking convenience: 527
- Price of plane tickets: 1,052
- Public transpo. to/from in home city: 163
- Public transpo. to/from in destination city: 122
- Rental car locations: 142
- Restaurant options: 163
- None of the above: 2
- Other (please specify): 137

3. How often do you fly for personal reasons?

- More than 12 times each year: 103
- 6 to 11 times each year: 296
- 2 to 5 times each year: 1,332
- Once each year: 307
- Less than once each year: 177
- Never: 35

- Answered: 2,250
4. How often do you fly for business reasons?

- More than 12 times each year: 196
- 6 to 11 times each year: 170
- 2 to 5 times each year: 522
- Once each year: 248
- Less than once each year: 336
- Never: 778

5. Age

Answered: 2,223 Skipped: 27
6. Gender

- Female: 1,170
- Male: 987
- Prefer to self describe: 3
- Prefer not to answer: 58


- Answered: 2,218
- Skipped: 32
7. Race/ethnicity

- American Indian or Alaska Native: 12
- Asian: 62
- Black or African American: 76
- Hispanic/Latino/a: 483
- Middle Eastern or North African: 6
- Native Hawaiian or other Pacific Islander: 8
- White: 1,333
- Other race/ethnicity: 39
- Prefer not to answer: 185

- Answered: 2,204  Skipped: 46
- Respondents selected one answer.
8. City of San Antonio Council District

- District 1: 180
- District 2: 80
- District 3: 90
- District 4: 32
- District 5: 32
- District 6: 113
- District 7: 162
- District 8: 309
- District 9: 527
- District 10: 313
- I do not live in the City of San Antonio: 159
- Prefer to not answer: 109


- Answered: 2,106
- Skipped: 144
"Of course safety is the number 1 consideration what I think of for traveling and airports, but after that it is convenience, price, and # of direct flights. Thank you for requesting feedback! "

-- Stakeholder Survey Participant
"Thank you all for continuing to improve and plan improvements regarding the airport. It's a lifeline to many family and friends."

-- Stakeholder Survey Participant
San Antonio Airport System Strategic Development Plan Stakeholder Survey, August – September 2018
"Based on the population growth in San Antonio, new airport is necessary. If city want San Antonio to become a real center, bigger airport is a necessary. First impression is important to people, especially for business people who flies often and wants to do business here. Bigger airport is a priority to draw attention to major airlines in order to open more routes and bring more people."

-- Stakeholder Survey Participant
San Antonio Airport System Strategic Development Plan Stakeholder Survey, August – September 2018
"Please make our airport equal to what the 7th largest city in USA should be. It's embarrassing how small it is and how Austin gets better flights and has more carriers that utilize it. If San Antonio leaders continue to think small and keep San Antonio small, this city will outgrow itself and major companies will move elsewhere without the flight options Dallas and Houston have."

-- Stakeholder Survey Participant
San Antonio Airport System Strategic Development Plan Stakeholder Survey, August – September 2018
“When catching the #5 bus [near the airport] I just feel like a kid in the candy store just seeing the planes go by.”

-- Stakeholder Survey Participant
San Antonio Airport System Strategic Development Plan Stakeholder Survey
August – September 2018
"I would like to know more about Terminals C and D in the future. Are Terminals C and D going to have additional check in desks for airlines that are already present in Terminals A and B? Terminal A seems very congested most days with not enough room for heavy traffic..."

-- Stakeholder Survey Participant
"Will San Antonio ever be a travel "hub"? Is that even something desirable for our city? Also, how will the advent of alternative transportation options (e.g. high-speed rails, self-driving vehicles) influence the airport's strategy in the coming decades?"

-- Stakeholder Survey Participant
"A great initiative to plan for the future of Air Travel in our beloved city of San Antonio for our residents. Wish you all success. Having traveled all over the world or 35 years and having had the opportunity to visit many airports, my humble opinion is that San Antonio has been very slow in preparing for the future. Thank you for asking my opinion."

-- Stakeholder Survey Participant
-- Popup 8-15-18 San Antonio International Airport Baggage Claim Areas
“Please add Waffle House.”

-- Stakeholder Survey Participant
San Antonio Airport System Strategic Development Plan Stakeholder Survey
August – September 2018
-- Popup at Morgan's Wonderland in conjunction with Budget Open House 8-16-18
"I am concerned that San Antonio's Airport is not keeping up with its status as the 7th largest and fastest growing city in the USA. Thank you for tackling this issue!"

-- Stakeholder Survey Participant
-- Popup in conjunction with Houston Street Lunch Break
8-17-18
Any strategic planning should address regional integrated transportation planning. Ground transportation to and from airports should be smooth. The airport environment should accommodate pedestrian movement that does not conflict with vehicles and doesn't put anything at the end of line or branch, but allow movement.

-- Stakeholder Survey Participant
San Antonio Airport System Strategic Development Plan Stakeholder Survey
August – September 2018
-- Pearsall Park Popup in conjunction with City Budget Open House 9-1-18
“Immersive and art gallery/educational style projects in airports have really uplifted the traveling experience. Traveling can be stressful and when the limbo time is more enjoyable for everyone (sans phone) it can make people more at ease and kind to travel around.”

-- Stakeholder Survey Participant
San Antonio Airport System Strategic Development Plan Stakeholder Survey
August – September 2018
“Let’s make our city proud not just for the tourists visiting our city but for ourselves.”

-- Stakeholder Survey Participant
San Antonio Airport System Strategic Development Plan Stakeholder Survey
August – September 2018
-- Popup at Woodlawn Lake in conjunction with City 8-25-18
Current Status of Study Process

PHASE I
- Airfield Needs
- Terminal Needs

Will it Fit?
- COSA
- FAA

YES
- SAT Alternatives
  - Airfield
  - Terminal
  - Roads & Transit

NO
- Site Selection
  - ID Sites
  - Select Site
  - Roads & Transit
  - New Master Plan

PHASE II
- Dev. Plan
  - Phasing
  - Funding

- Implementation
  - Environmental
    - NEPA
    - Engineering
    - Permitting
  - Engineering
  - Construction
  - Mitigation
  - Close SAT

Implementation
- Land Acquisition
- Condemnation
- Construction
CONSULTANT/SAAS PRESENTS TECHNICAL FINDINGS

Oct 1-7
- SDP Project Management Team
- SAAS Executive Team
- CMO

Oct 8-14
- ASDC with preliminary acceptance of technical findings, pending working group and public input (11th 8 am)

CONSULTANT/SAAS OBTAINS WORKING GROUP & PUBLIC INPUT

Oct 15-21
- SAAS Managers (16th 9:30 am)
- AAC (16th 3 pm)
- TAC (17th 2 pm)
- SWG (17th 6 pm)
- TPPWG (18th 2 pm)

Oct 22-28
- Public Open Houses (5:00-7:30 pm)
- District 2 Senior Center (Mon. 22nd)
- El Progreso Hall (Tues. 23rd)
- Stinson Municipal Airport (Wed. 24th)
- Jewish Community Center Campus (Thurs. 25th)

DECISION

Oct 29-Nov 4
- ASDC makes final recommendation to CoSA Mayor & City Council (B-session - 31st)
- SAAS and Consultant initiate development of SDP Phase II Scope

ENGAGEMENT WITH ELECTED CITY & COUNTY OFFICIALS

We are here