

Fly Humboldt!

More Flights/More Destinations

The Fly Humboldt! Coalition is pursuing new passenger service for our region. We will be making specific proposals for this service to air carriers. To be effective, we need to understand your organization's travel needs. This information will be used to persuade air carriers to invest in new service. For each question below, please choose the response that best reflects your opinion. The survey will take approximately five minutes to complete. Your answers will be held in the strictest confidence. We will report the results in summary form only.

1. How important is it to your organization to have local air service at the Arcata/Eureka Airport?

1. Very important
2. Somewhat important
3. Not at all important

2. Overall, how satisfied are you and members of your organization with the air travel options currently available at Arcata/Eureka Airport?

1. Very satisfied
2. Somewhat satisfied
3. Not at all satisfied
4. Not sure

3. How would you rate Arcata/Eureka Airport on each of the following?:

	Poor	Fair	Good	Excellent	Neutral
Ticket Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terminal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distance from home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flight reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Types of aircraft available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Would improvements to air service at Arcata/Eureka Airport benefit your organization?

1. Yes
2. No
3. Not sure

5. In total, how much did your organization spend on air travel in 2005 (or the most recent 12 months)?
 1. Less than \$2,500
 2. \$2,501 - \$5,000
 3. \$5,001 - \$10,000
 4. \$10,001 - \$50,000
 5. \$50,001 - \$100,000
 6. \$100,001 - \$500,000
 7. More than \$500,000
 8. Not sure

6. How many business trips by air did your organization take in 2005 (or the most recent 12 months)?
 1. 10 or fewer
 2. 11-25
 3. 26-50
 4. 51-100
 5. 101-500
 6. More than 500

7. In the past year, please indicate how many times you or your company's employees have utilized private air service (charters, private plane)?
 1. 0
 2. 1-5
 3. 6-10

8. If you or your company's employees used private air service, please indicate the main reason for doing so.
 1. The airline schedule was unacceptable
 2. No airline served our destination
 3. Charter service was less expensive
 4. Not applicable - I did not use private air service
 5. Other _____

9. When you or your staff/colleagues purchase airline tickets, what reservation service channels do you use the most? (you may select more than one)
 1. Airlines internet site (www.united.com, www.horizonair.com)
 2. Travel agency internet site (ie. www.expedia.com)
 3. Travel agency in the area
 4. Travel agency outside the area
 5. Airline reservation office
 6. Other _____

If you have any questions regarding the survey please send them to Gregg Foster at gregg@rredc.com

10. What proportion of your organization's flights embark from each of the following airports?

	<25%	25-49%	50-75%	>75%
Arcata/Eureka	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crescent City	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oakland	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Redding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sacramento	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
San Francisco	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medford	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Considering the added travel time, cost of travel, and parking expenses, how much more would you be willing to pay per trip to fly out of Arcata/Eureka instead of San Francisco, Oakland, Sacramento, etc.

1. \$20 more per roundtrip
2. \$40 more per roundtrip
3. \$60 more per roundtrip
4. \$80 more per roundtrip
5. Other _____

12. If additional service was made available, when flying out of Arcata/Eureka and connecting to eastern destinations, would you or your company's employees prefer to connect at:(you may select more than one)

1. San Francisco
2. Sacramento
3. Salt Lake City
4. Denver
5. Los Angeles
6. Seattle
7. Portland
8. Oakland
9. Other _____

Why do you or your company prefer these connections?

13. Rounding to the nearest 10 percent, what percentage of your company's business travel in the last 12 months was international?

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14. If your company travels internationally for business, please enter the countries traveled to most frequently, as well as the number of trips taken there per year.

	Country 1	Country 2	Country 3	Country 4	Country 5
Country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of trips per year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. If your company plans to travel internationally within the next five years, please list the countries that may be traveled to as well as an estimated number of trips per year.

	Country 1	Country 2	Country 3	Country 4	Country 5
Country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Estimated number of trips per year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Please tell us the single new non-stop service from Arcata/Eureka that would increase your organization's use of the Arcata/Eureka Airport.

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17. Which of the following best describes your organization?

1. Professional
2. Education
3. Government
4. Retail / Service Business
5. Manufacturing / Distribution Business
6. Other _____

18. How many employees work for your organization in Humboldt County?

1. 25 or fewer
2. 26-50
3. 51-100
4. 101-500
5. 501-1,000
6. 1,001-2,500
7. More than 2,500

19. Does your company use aviation to ship cargo products?

1. Yes
2. No

If so, approximately how much did your company spend to ship cargo products in the past 12 months ?

20. Which company does your business use for transportation of cargo?

% UPS

% DHL

% FEDEX

% Other (please sepcify)

21. What percentage of your business is dependent on the airport for cargo shipments?

22. Have existing airport services or costs limited your company's ability to expand?

1. Yes
2. No

If yes, please explain:

23. How would you describe your position in the organization?

1. Owner
2. CEO/CFO/COO
3. President
4. Management
5. Administration
6. Other _____

If you would like to be contacted in order to learn more about the effort to improve air service to Arcata/Eureka,

If you have any questions regarding the survey please send them to Gregg Foster at gregg@rredc.com

please enter your name and contact information below.

Name:

Company:

Phone:

Email:

Please let us know of any other thoughts or suggestions you have to help us improve service at Arcata/Eureka Airport.