

Appendix C: Passenger Survey Results

Passenger Experience Survey Results

Survey Open 11/30/2019 - 12/30/2019

People who flew out of BTV the day they took the survey: 309 out of 1,180

1. Is BTV your regular departure airport of choice?	
Yes	216
No	86
Total Respondents	302

2. If “Yes” to Question 1, why is BTV your regular departure airport of choice? (Choose all that apply)	
Ticket Prices	12
More Airlines/Flight Choices	11
Nonstop Flights/Fewer Connections	9
Convenience/Location	197
Other	17
Total Respondents	213

3. If “Yes” to Question 1, do you think BTV’s aesthetics and environment accurately represent Burlington and Vermont?	
Definitely	56
Mostly Yes	118
Neutral	30
Mostly No	6
Not at All	3
Total Respondents	213

4. If “No” to Question 1, why are you departing out of BTV today? (Choose all that apply)	
Ticket Prices	7
More Airlines/Flight Choices	4
Nonstop Flights/Fewer Connections	9
Convenience/Location	63
Other	21
Total Respondents	85

BURLINGTON INTERNATIONAL AIRPORT, BURLINGTON, VERMONT

Airport Master Plan

5. What time of the day is your flight?	
Early Morning	121
Mid Afternoon	123
Early Evening	53
Total Respondents	297

6. Which airline are you flying on?	
American	110
Delta	97
JetBlue	31
United	51
Total Respondents	289

7. How did you travel to BTV today?	
Private Vehicle	157
Rental Vehicle	53
Dropped Off/Taxi/Uber/Lyft/Car Service	73
Public Transportation	1
Hotel Shuttle/Rideshare	10
Total Respondents	294

8. If you traveled to the airport in a private vehicle, how long did it take you to find a parking spot in the garage?	
Longer than Expected	35
As Expected	91
Shorter than Expected	30
Total Respondents	156

9. What was the traffic like getting to the airport?	
Very Light Traffic	189
Average Traffic	94
Heavy Traffic	7
Total Respondents	290

BURLINGTON INTERNATIONAL AIRPORT (BTV), BURLINGTON, VERMONT

Airport Master Plan

10. Do you feel that the ticketing area at the airport is congested?	
More than Expected	39
As Expected	134
Less than Expected	113
Total Respondents	286

11. How long did it take you to clear TSA?	
Longer than Expected	63
As Expected	107
Shorter than Expected	116
Total Respondents	286

12. Do you feel that the gate area is congested?	
More than Expected	69
As Expected	141
Less than Expected	76
Total Respondents	286

13. Do you feel there is a sufficient quantity of feed vendors?	
Yes	127
No, there is an insufficient quantity before TSA	17
No, there is an insufficient quantity after TSA	51
No, there is an insufficient quantity both before and after TSA	87
Total Respondents	282

14. What delays, if any, have you experienced exiting/leaving the airport?	
No Delays	148
Some/Slight Delays	59
Significant Delays	40
N/A	35
Total Respondents	282

People who were not flying the day they took the survey: 871 out of 1,180.

1. Over the past year, has BTV been your primary departure airport of choice?	
Yes, all my departures were out of BTV	494
Yes, but only some of my departures were out of BTV	269
No	94
Total Respondents	857

2. If “No” to Question 1, why not? (Choose all that apply)*	
Ticket Prices	23
Airlines/Flight Choices	23
Lack of Nonstop Flights/More Connections	25
Inconvenience/Location	14
Didn’t Fly in the Past Year	9
Other	42
Total Respondents	86

*The survey ended for those who answered this Question or skipped this question but answered “No” for Question 1.

3. If “Yes, all my departures were out of BTV” to Question 1, why has BTV been your regular departure airport of choice? (Choose all that apply)	
Ticket Prices	25
Airlines/Flight Choices	14
Nonstop Flights/More Connections	22
Convenience/Location	475
Other	37
Total Respondents	488

4. If “Yes, but only some of my departures were out of BTV” to Question 1, why would you depart from another airport? (Choose all that apply)	
Ticket Prices	174
Airlines/Flight Choices	131
Nonstop Flights/More Connections	186
Convenience/Location	46
Other	38
Total Respondents	264

BURLINGTON INTERNATIONAL AIRPORT (BTV), BURLINGTON, VERMONT

Airport Master Plan

5. Do you think BTV's aesthetics and environment accurately represent Burlington and Vermont?	
Definitely	265
Mostly Yes	360
Neutral	88
Mostly No	27
Not all All	9
Total Respondents	749

6. How do you normally travel to the airport?	
Private Vehicle	532
Rental Vehicle	18
Dropped Off/Taxi/Uber/Lyft/Car Service	191
Public Transportation	4
Hotel Shuttle/Rideshare	6
Total Respondents	751

7. If you normally travel to the airport in a private vehicle, how long does it take you to find a parking spot in the garage?	
Longer than Expected	155
As Expected	333
Shorter than Expected	35
Total Respondents	523

8. What is the traffic usually like en route to the airport?	
Very Light Traffic	360
Average Traffic	376
Heavy Traffic	10
Total Respondents	746

9. Do you feel that the ticketing area at the airport is usually congested?	
More than Expected	101
As Expected	485
Less than Expected	155
Total Respondents	741

BURLINGTON INTERNATIONAL AIRPORT, BURLINGTON, VERMONT

Airport Master Plan

10. How long does it usually take you to clear TSA at BTV	
Longer than Expected	108
As Expected	391
Shorter than Expected	239
Total Respondents	738

11. Do you feel that the gate area is usually congested?	
More than Expected	217
As Expected	436
Less than Expected	86
Total Respondents	739

12. Do you feel that there is a sufficient quantity of food vendors at the airport	
Yes	305
No, there is an insufficient quantity of food vendors before TSA	71
No, there is an insufficient quantity of food vendors after TSA	107
No, there is an insufficient quantity of food vendors both before and after TSA	255
Total Respondents	738

13. What delays, if any, have you experienced exiting/leaving the airport?	
No Delays	354
Some/Slight Delays	300
Significant Delays	82
Total Respondents	736

