



St. Louis Lambert International Airport Airport Layout Plan (ALP) Update & Master Plan

SURVEY #3 SUMMARY FINDINGS

April 28, 2022





Survey Breakdown





Questions

1. On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate a single terminal that connects to one large security screening checkpoint that opens into a wider concourse?
2. Rank by importance from 1 to 6, with 1 being the least and 6 the most, an airport terminal's most critical airline-based feature for your convenience.
3. On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate a single terminal that directs arriving passengers through the central portion of baggage claim and to the curbside, for surface transportation options?
4. On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate a proposed larger multi-level parking garage in front of the single terminal at STL?
5. On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate a proposed ground transportation center (Ubers, Lyfts, taxis, shuttles, and buses)?
6. On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate the importance of the ground transportation center being covered space?
7. If all airlines serving STL are located in a single terminal, where would you most likely park? (Select One)
8. With 1 being the least and 5 being the most important, rank the most important features regarding STL's parking options (Terminal Garage, Lots A, B, C, D or E).
9. On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate this preliminary proposed Airport entrance road (see image above)? Once on Airport, it features a long approach roadway with plenty of time to get oriented and get into the desired lanes (parking, terminal etc.).
10. Are there any other comments/suggestions you would like us to consider regarding the preliminary preferred plan for STL?
11. Please enter your home zip code so we can make sure we are reaching the entire region.
12. If you'd like to be added to our email list, please provide your email address.

RATING

RANKING

RATING

RATING

RATING

RATING

SELECTION

RANKING

RATING

OPEN

DEMOGRAPHICS

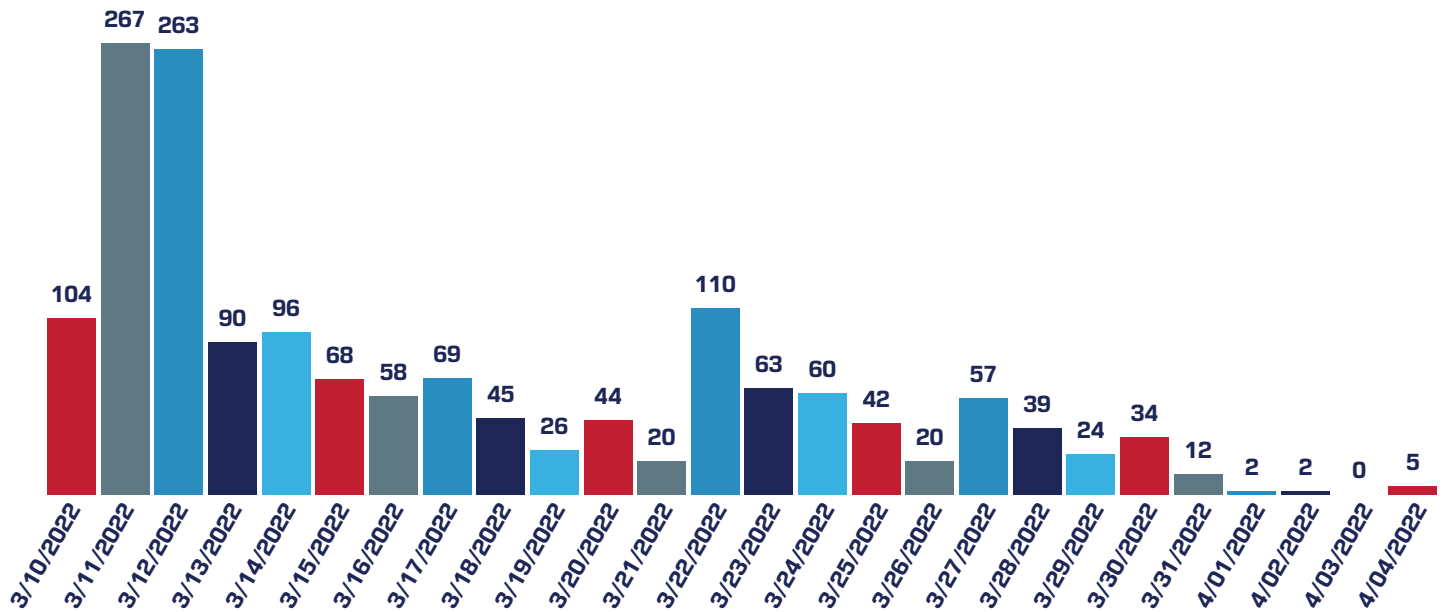
EMAIL





Survey Window

Survey created with Survey Monkey and open for data collection from March 1 - April 4, 2022.



Total responses collected: 1627





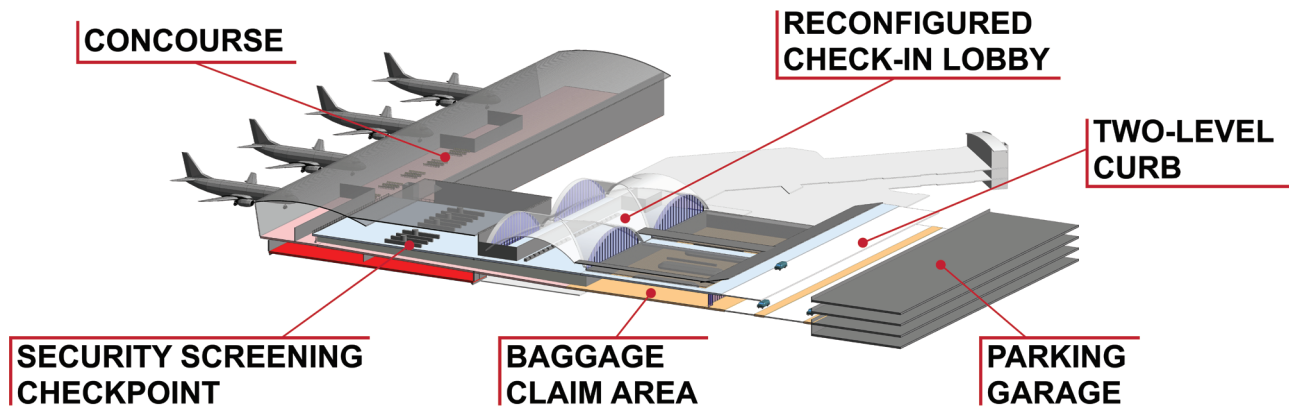
Response Breakdown



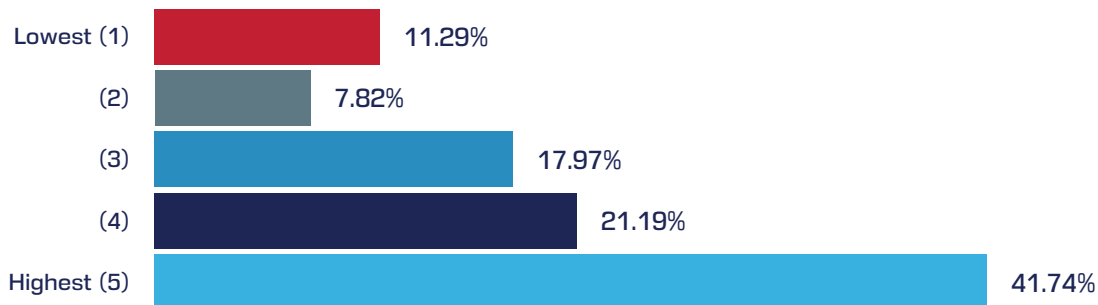


Question 1

TERMINAL RATING



On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate a single terminal that connects to one large security screening checkpoint that opens into a wider concourse?



Answered: 1586 Skipped: 41



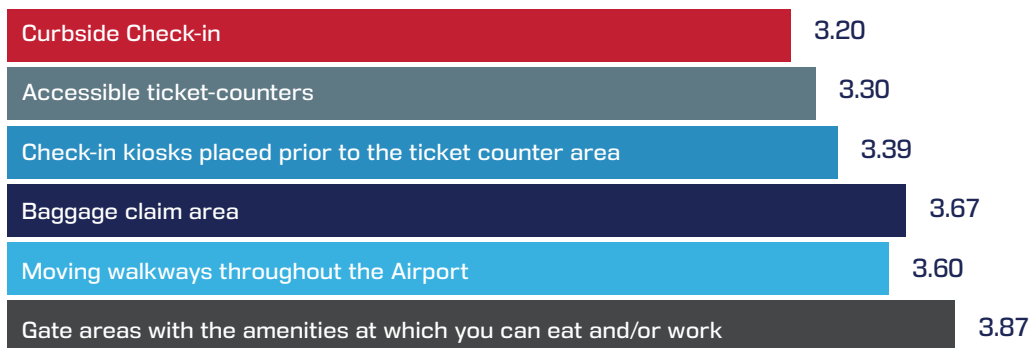
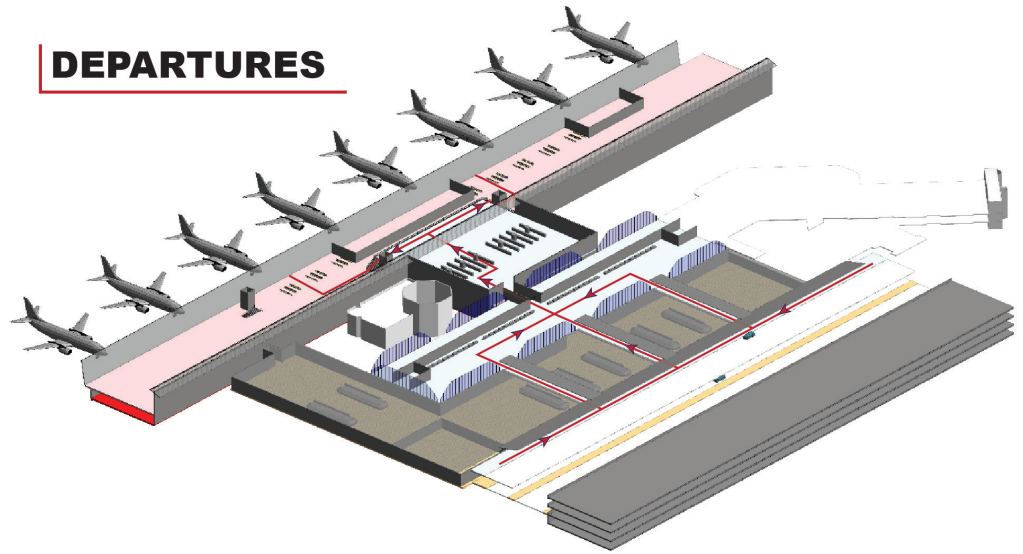


Question 2

TERMINAL RANKING

Rank by importance from 1 to 6, with 1 being the least and 6 the most, an airport terminal's most critical airline-based feature for your convenience:

DEPARTURES



Ranking Breakdown	1	2	3	4	5	6	TOTAL VOTES	AVERAGE SCORE
Curbside Check-in	35.68% 563	12.55% 198	8.17% 129	8.11% 128	11.09% 175	24.40% 385	1578	3.20
Accessible ticket-counters	13.66% 214	23.29% 365	19.91% 312	16.21% 254	16.21% 254	10.72% 168	1567	3.30
Check-in kiosks placed prior to the ticket counter area	13.58% 213	19.44% 305	20.27% 318	19.12% 300	16.51% 259	11.09% 174	1569	3.39
Baggage claim area	5.95% 94	17.15% 271	21.27% 336	25.06% 396	20.44% 323	10.13% 160	1580	3.67
Moving walkways throughout the Airport	12.18% 193	16.16% 256	19.07% 302	18.24% 289	21.15% 335	13.19% 209	1584	3.60
Gate areas with the amenities at which you can eat and/or work	19.15% 307	10.73% 172	11.04% 177	13.10% 210	14.60% 234	31.38% 503	1603	3.87

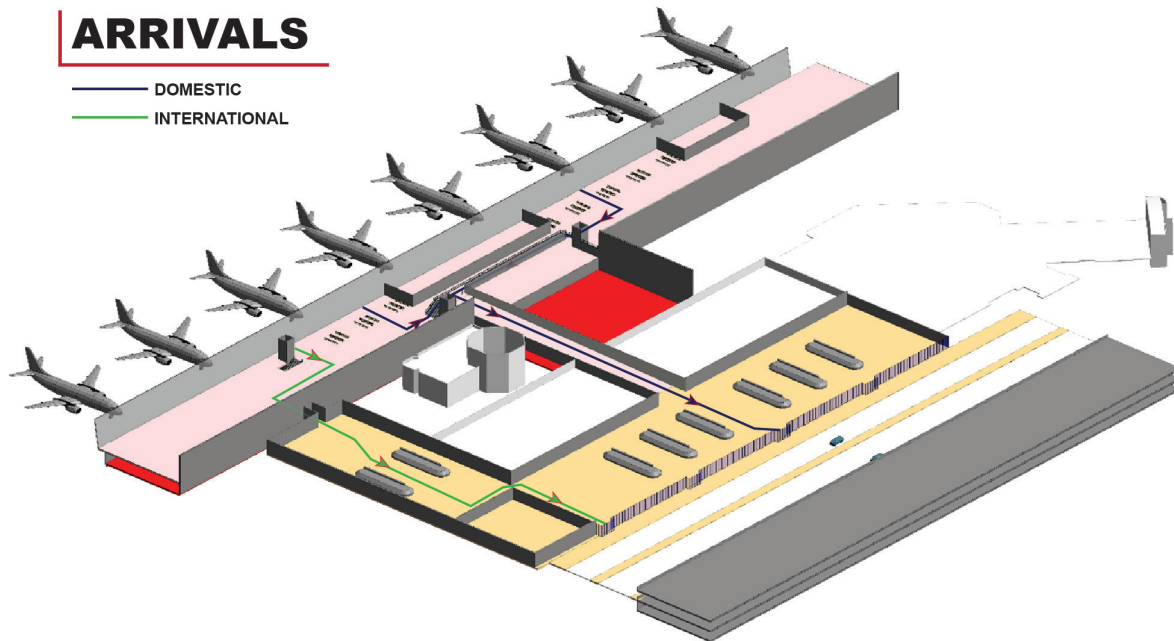
Answered: 1612 Skipped: 15



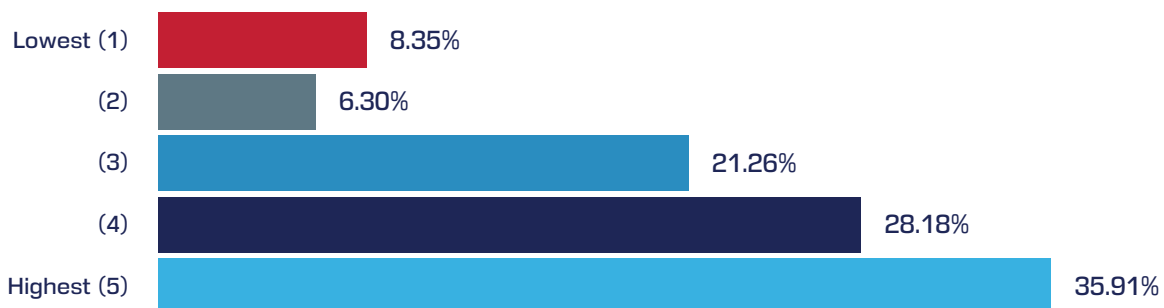


Question 3

TERMINAL RATING



On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate a single terminal that directs arriving passengers through the central portion of baggage claim and to the curbside, for surface transportation options?



Answered: 1604 Skipped: 23



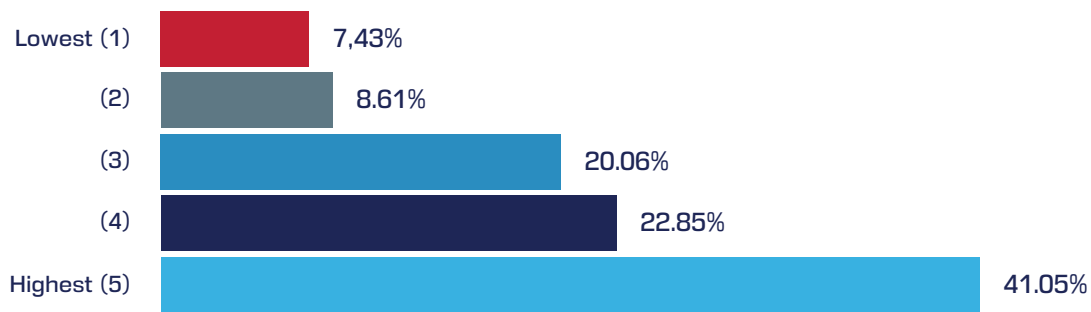


Question 4

TERMINAL PARKING RATING

Answered: 1615 Skipped: 12

On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate a proposed larger multi-level parking garage in front of the single terminal at STL?



Answered: 1615 Skipped: 12

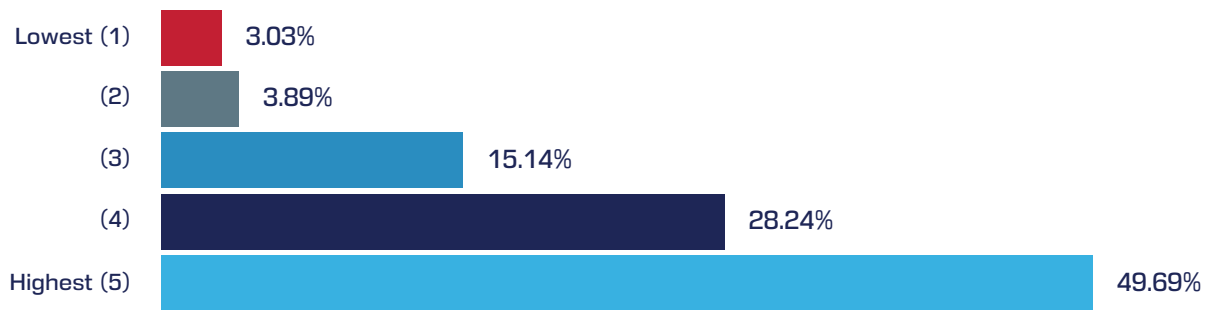




Question 5

GROUND TRANSPORTATION CENTER RATING

On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate a proposed ground transportation center (Ubers, Lyfts, taxis, shuttles, and buses)?



Answered: 1618 Skipped: 9

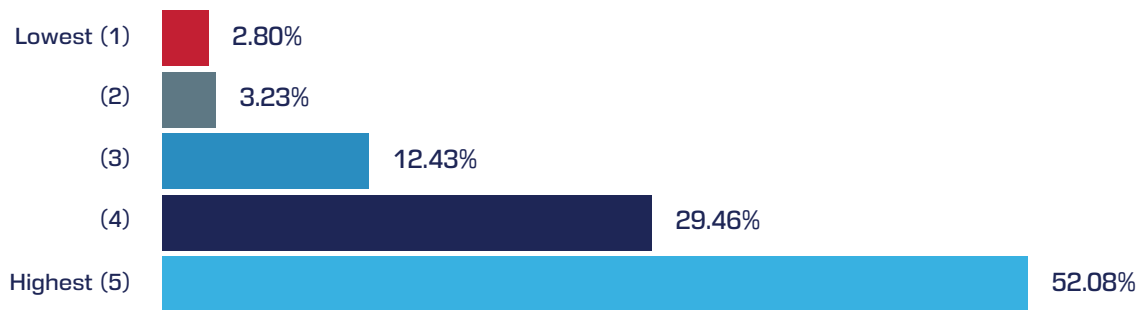




Question 6

GROUND TRANSPORTATION CENTER RATING

On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate the importance of the ground transportation center being covered space?



Answered: 1609 Skipped: 18

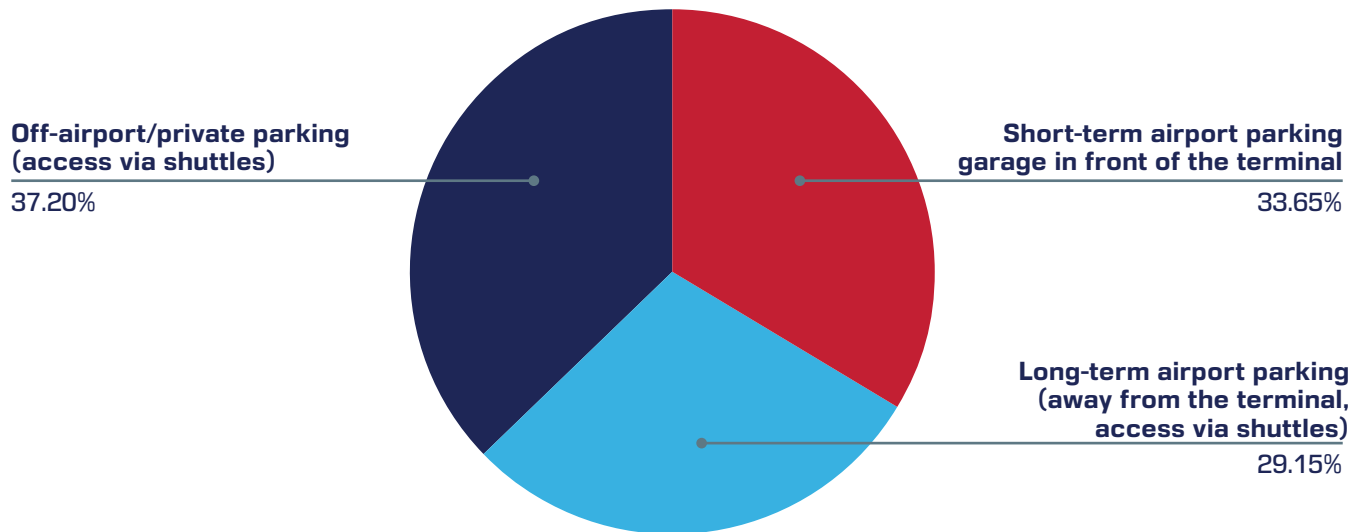




Question 7

TERMINAL PARKING SELECTION

If all airlines serving STL are located in a single terminal, where would you most likely park? (Select One)



Answered: 1602 Skipped: 25

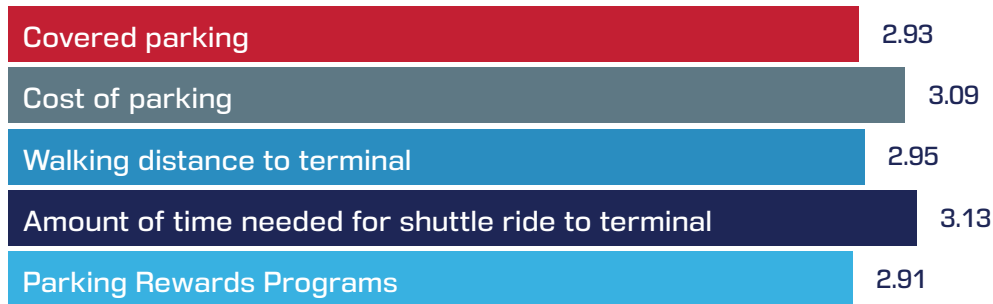




Question 8

TERMINAL PARKING RANKING

With 1 being the least and 5 being the most important, rank the most important features regarding STL's parking options (Terminal Garage, Lots A, B, C, D or E).



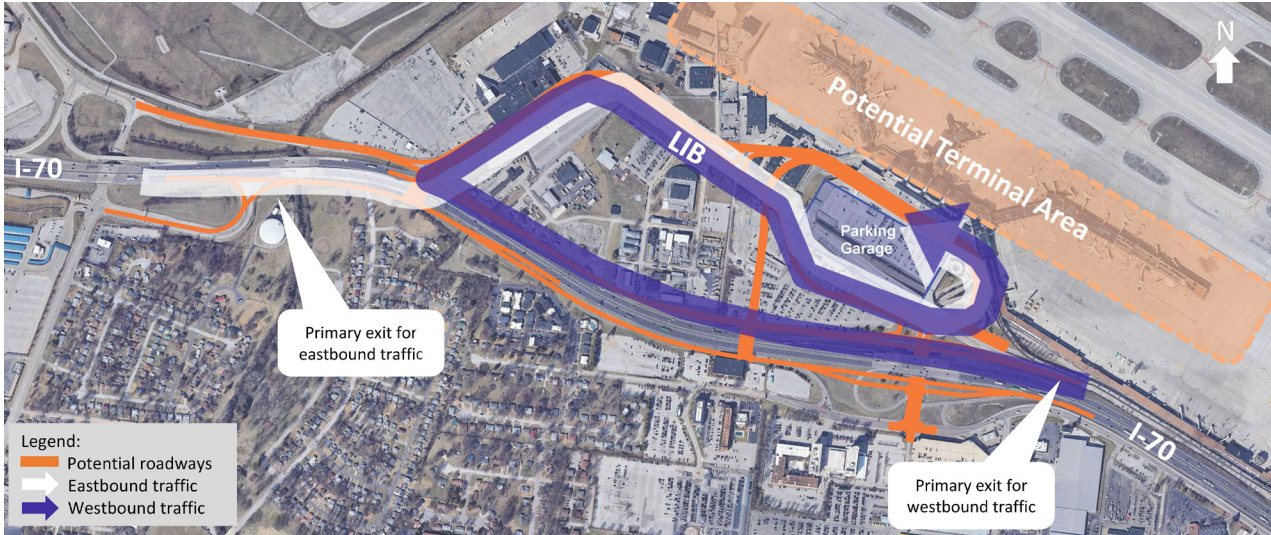
Ranking Breakdown	1	2	3	4	5	TOTAL VOTES	AVERAGE SCORE
Covered parking	14.90% 232	25.37% 395	23.44% 365	24.28% 378	12.01% 187	1557	2.93
Cost of parking	22.05% 344	16.41% 256	17.50% 273	18.27% 285	25.77% 402	1560	3.09
Walking distance to terminal	14.97% 233	22.17% 345	28.98% 451	19.92% 310	13.95% 217	1556	2.95
Amount of time needed for shuttle ride to terminal	10.47% 164	23.87% 374	21.76% 341	29.10% 456	14.81% 232	1567	3.13
Parking Rewards Programs	37.40% 589	11.56% 182	8.19% 129	8.32% 131	35.54% 544	1575	2.91

Answered: 1598 Skipped: 29



Question 9

AIRPORT ENTRANCE ROAD RATING



On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate this preliminary proposed Airport entrance road (see image above)? Once on Airport, it features a long approach roadway with plenty of time to get oriented and get into the desired lanes (parking, terminal etc.).



Answered: 1600 Skipped: 27



Question 10

WRITTEN COMMENTS

OPEN

Are there any other comments/suggestions you would like us to consider regarding the preliminary preferred plan for STL?



- More shopping and dining options
- Improved wayfinding signage inside and outside
- MetroLink and pedestrian accessibility including sidewalks and ADA accessibility
- Larger area for passenger pick up and drop off
- More affordable parking options for travelers and employees

“Would appreciate more local STL food options we have so many great culinary choices that would showcase the city to visitors...”

“Accessibility is a major key factor that needs to be taken seriously regarding the airport.”

“A single terminal while great right now seems to have limited growth potential. I would worry that it would hinder opportunities in the future.”

“Ample drop off and pick up zones for private (non-Uber) vehicles are top priority. At this airport many locals are dropped off and picked up.”

Answered: 822 Skipped: 805





Question 11

PARTICIPANT ZIP CODES DEMOGRAPHICS

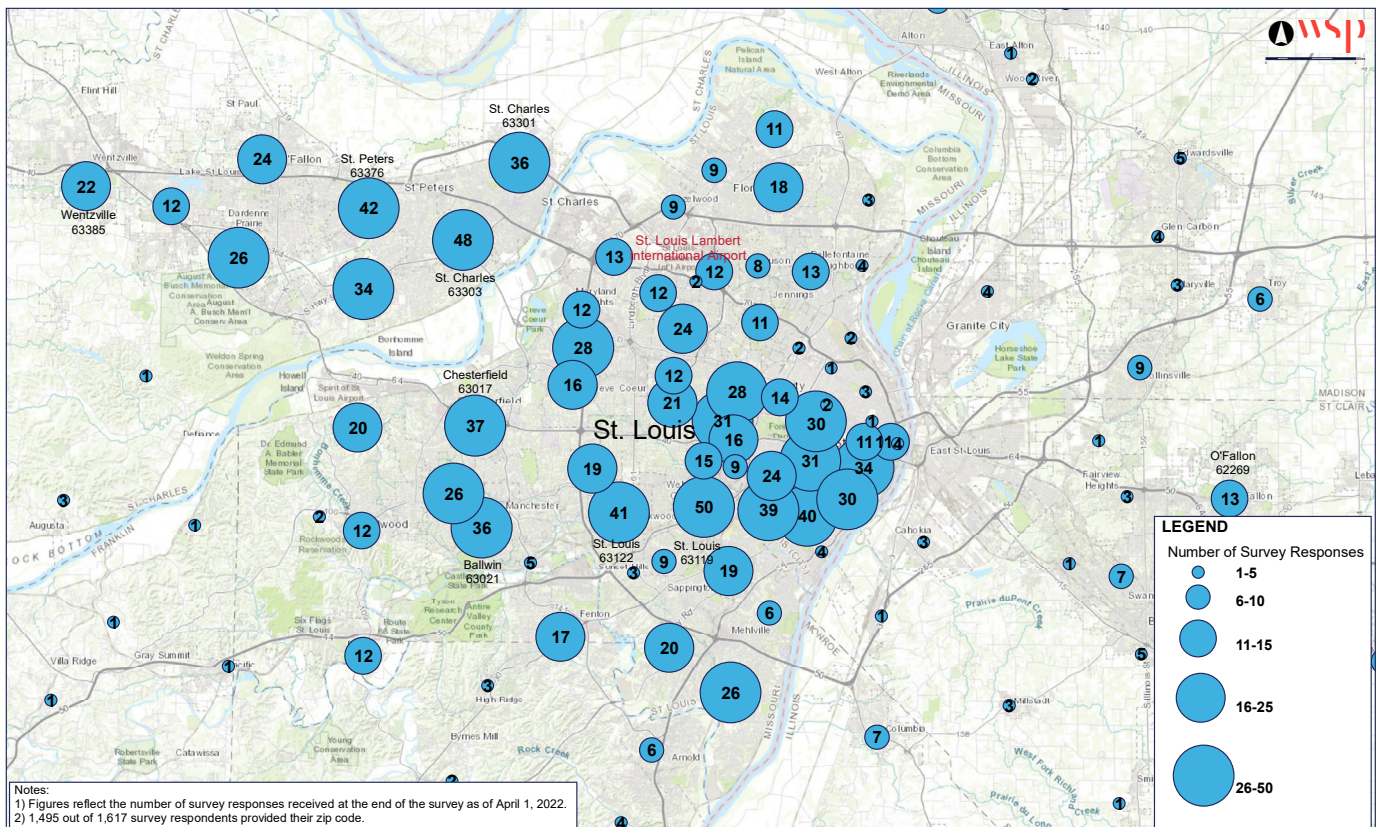
Please enter your home zip code so we can make sure we are reaching the entire region.

Zip Code Breakdown:

ZIP CODE	COUNT	ZIP CODE	COUNT	ZIP CODE	COUNT	ZIP CODE	COUNT
63119	50	63108	30	63385	21	63044	13
63303	48	63118	30	63005	20	63112	13
63122	42	63304	30	63123	19	63025	12
63376	42	63129	27	63128	19	63040	12
63109	40	63130	27	63131	19	63074	12
63116	40	63146	27	63033	18	63134	12
63017	37	63011	26	63026	17	63136	12
63021	36	63368	26	63117	16	63367	12
63301	36	63139	24	63141	15	63034	11
63104	33	63366	24	63144	15	63103	11
63105	31	63114	23	62269	13	63121	11
63110	31	63124	21	63043	13	63132	11

Not included in breakdown: 174 zip codes with 10 responses or fewer

Answered: 1503 Skipped: 124





Question 12

PARTICIPANT EMAILS DATA COLLECTION

Answered: 169 Skipped: 1458

If you'd like to be added to our email list, please provide your email address.

