

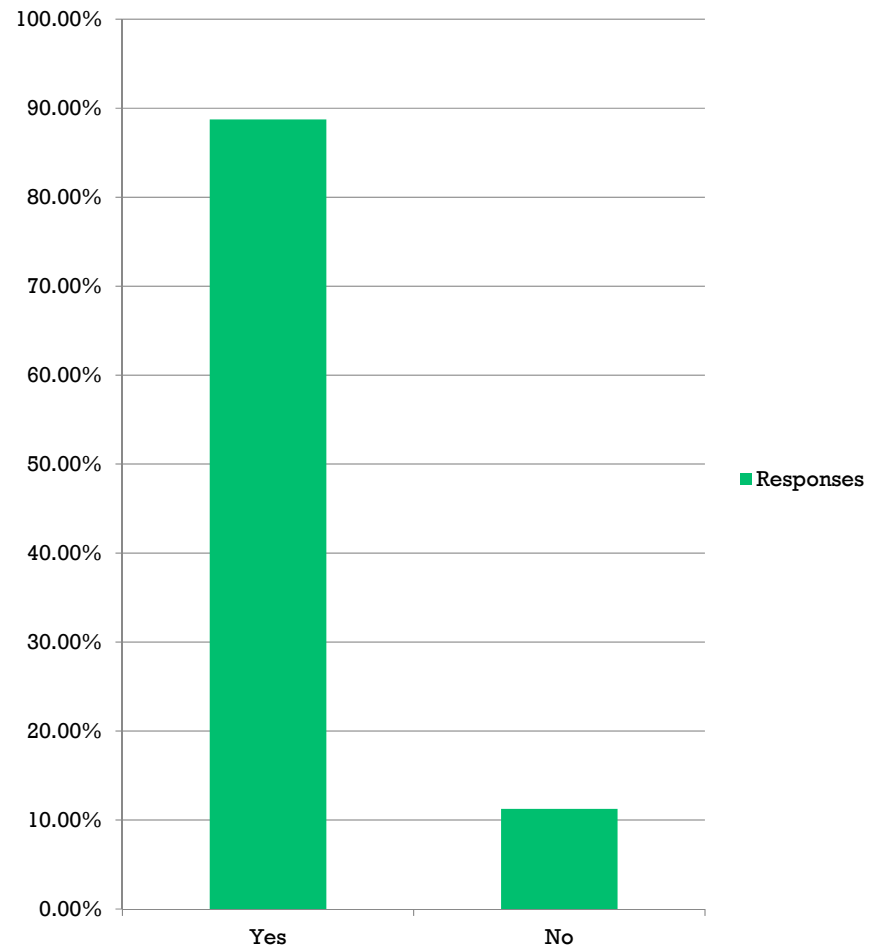
# STL ALP UPDATE PUBLIC SURVEY #1 RESPONSES

October 13, 2020

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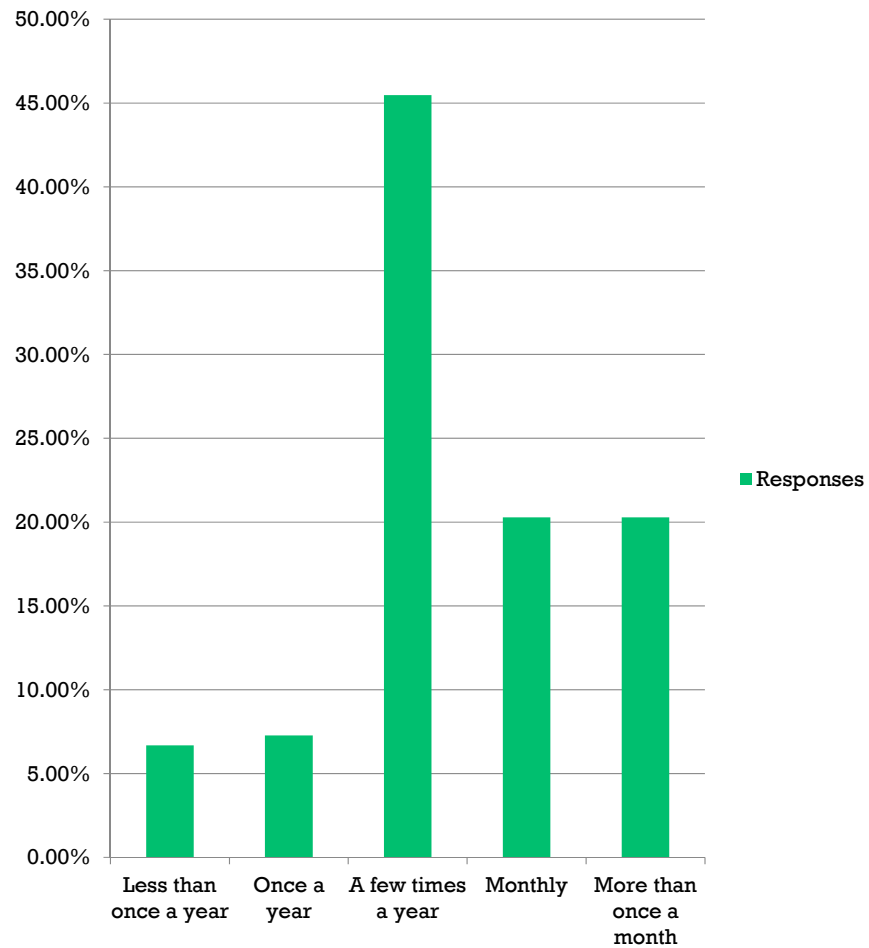
# SURVEY #1 OVERVIEW

- The survey was open from Sep 4- Oct 5<sup>th</sup>, 2020
- The survey link was shared on STL social media platforms and the [flystl.com](http://flystl.com) website
- The survey link was shared by industry partners on social media
- A total of 511 people took the survey



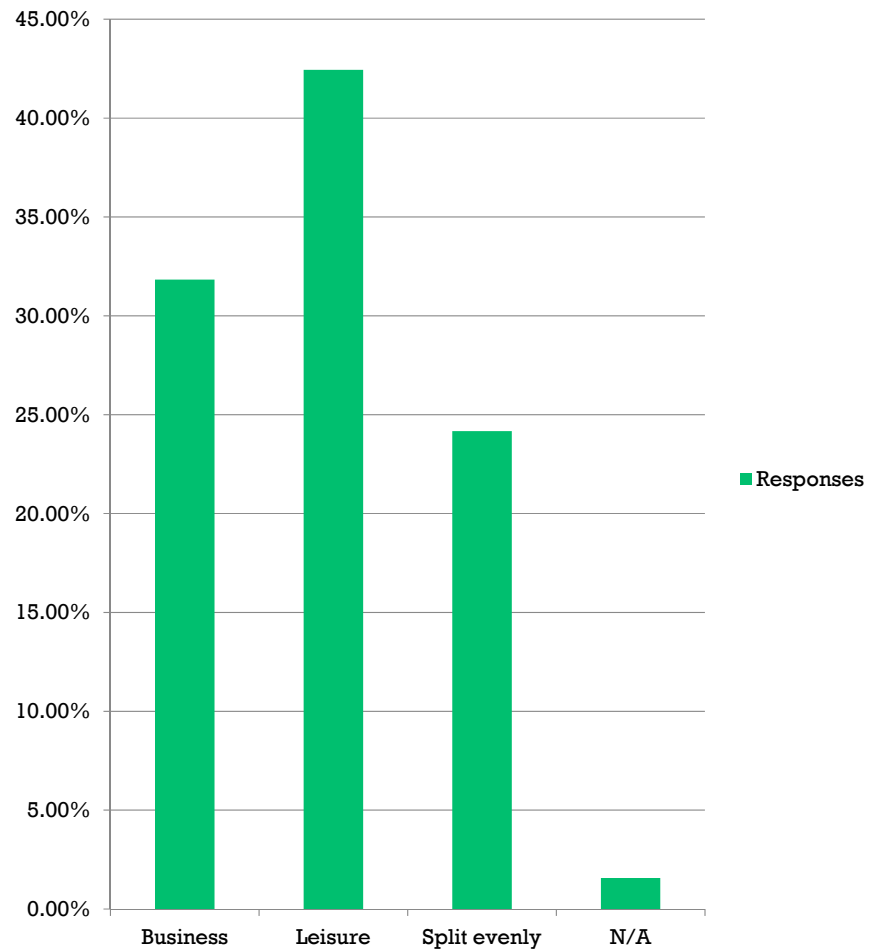
## IS STL YOUR HOME/PRIMARY AIRPORT?

- 5 skipped
- 89% of respondents said STL is their primary airport



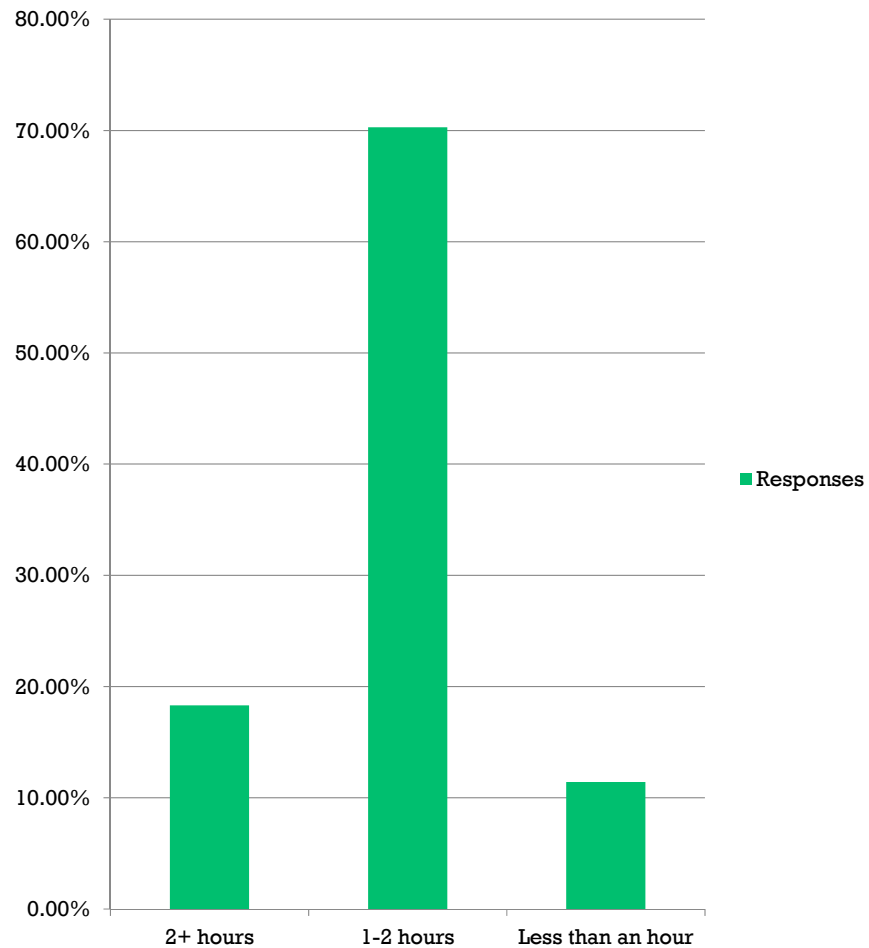
## HOW OFTEN DO YOU FLY?

- 3 skipped
- Nearly 85% of respondents fly more than a few times a year



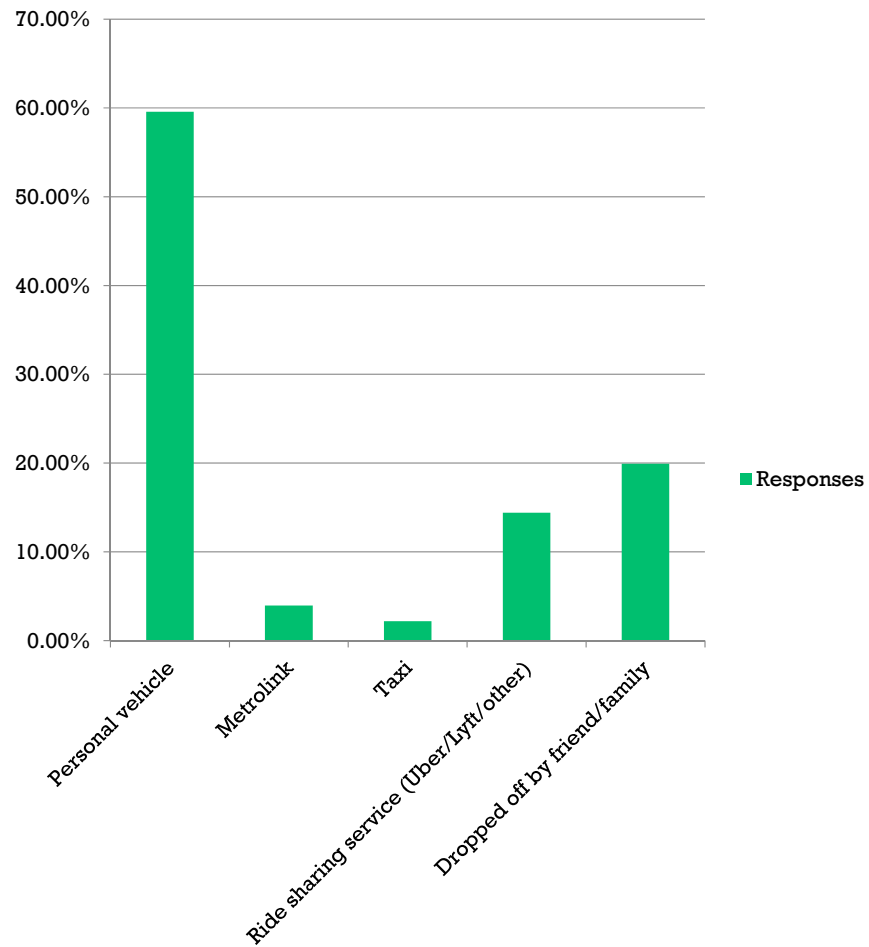
## WHAT IS THE MAJORITY OF YOUR TRAVEL FOR?

- 2 skipped
- Over 40% of respondents travel for leisure
- Over 30% of respondents travel for business



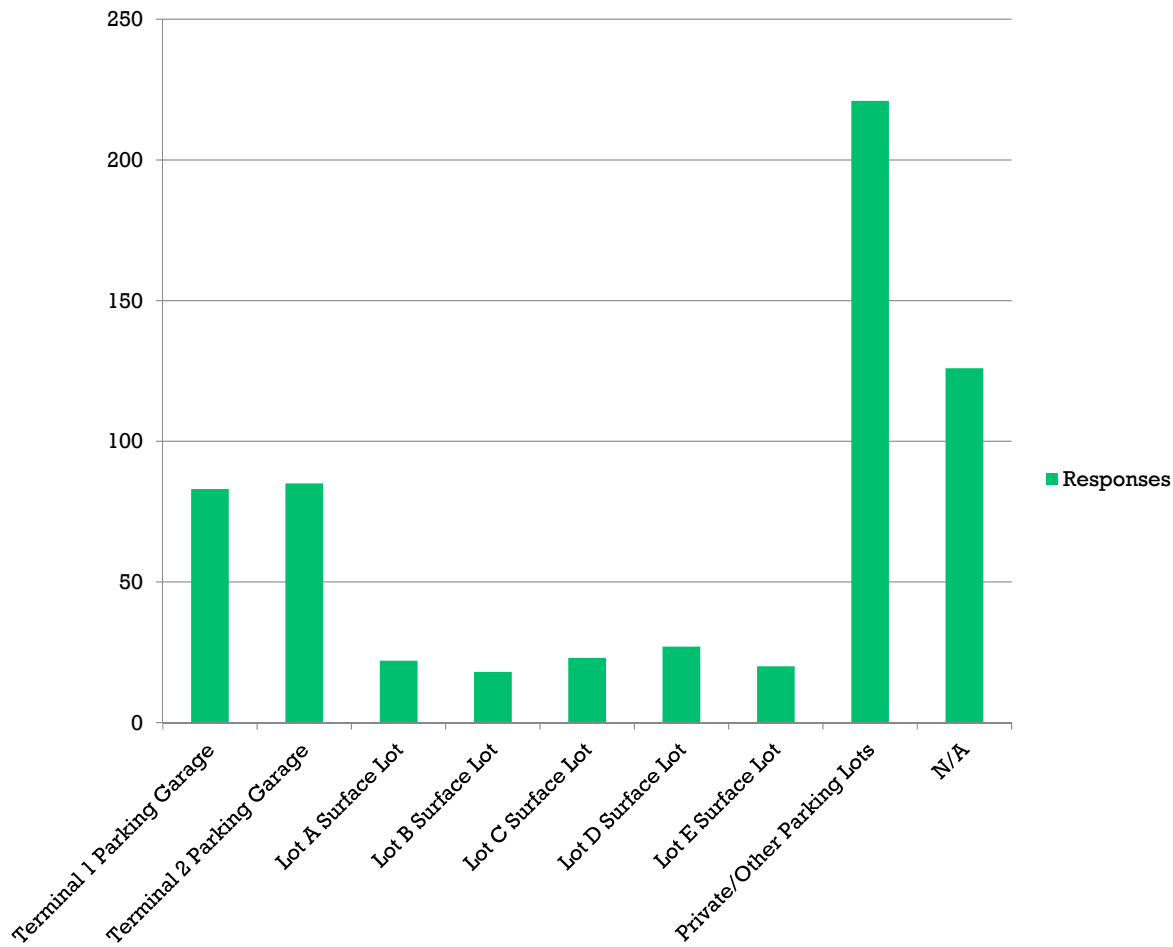
## HOW FAR IN ADVANCE DO YOU USUALLY ARRIVE BEFORE YOUR SCHEDULED DEPARTURE?

- 3 skipped
- 70% of respondents arrive between 1-2 hours before departure



## HOW DO YOU USUALLY GET TO THE AIRPORT?

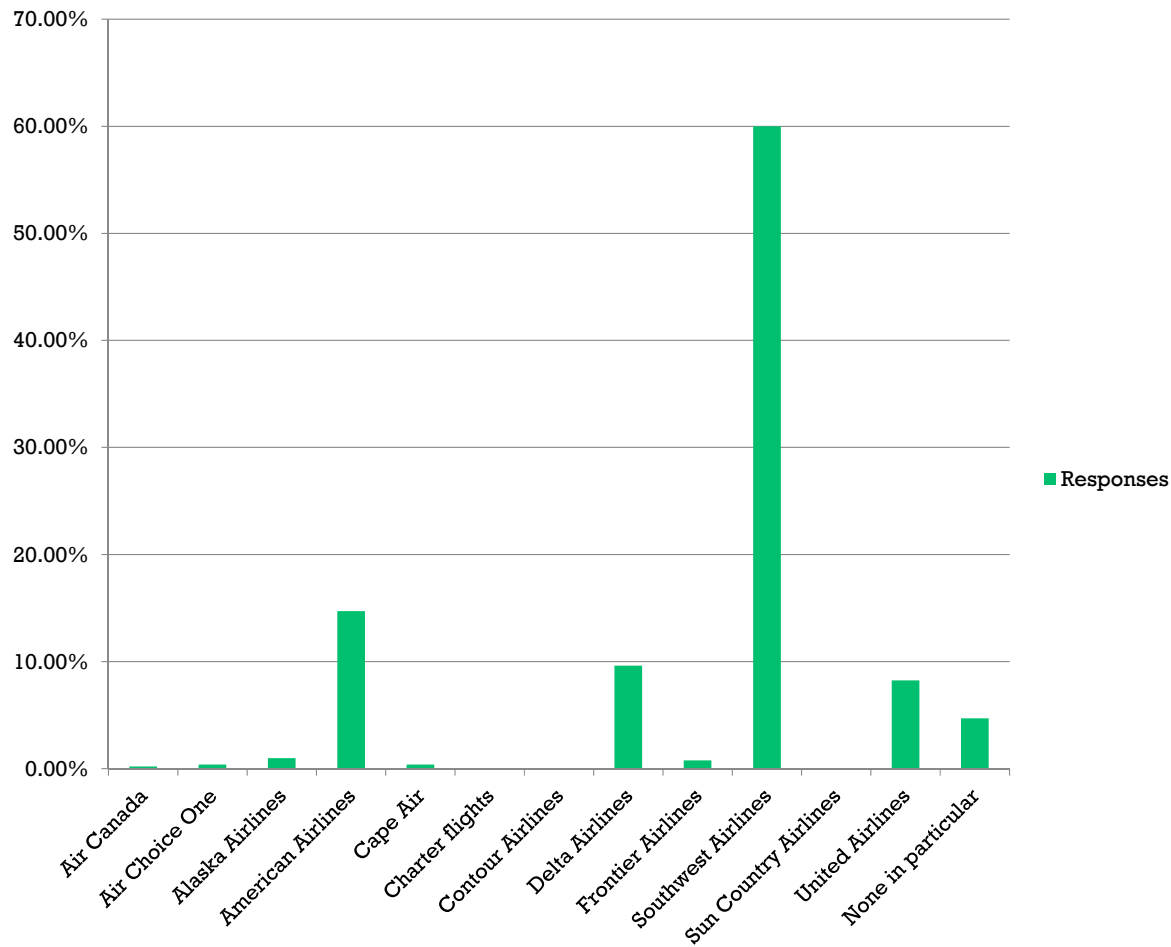
- 4 skipped
- 60% of respondents arrive by personal vehicle



**IF YOU DRIVE TO THE AIRPORT, WHERE DO YOU PARK MOST FREQUENTLY? SELECT THE TOP THREE THAT APPLY.**

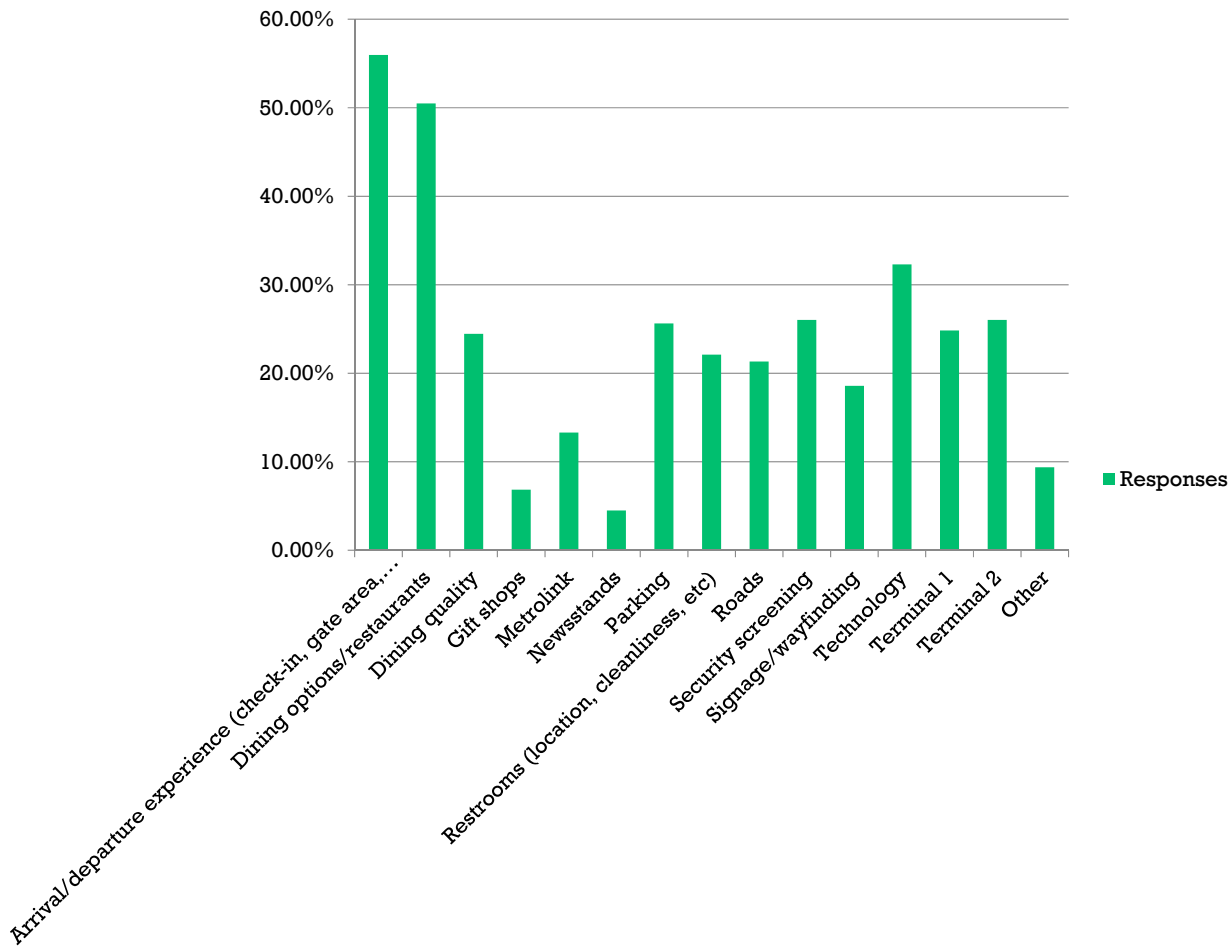
- 511 responded to this question
- 43% of respondents park in private lots





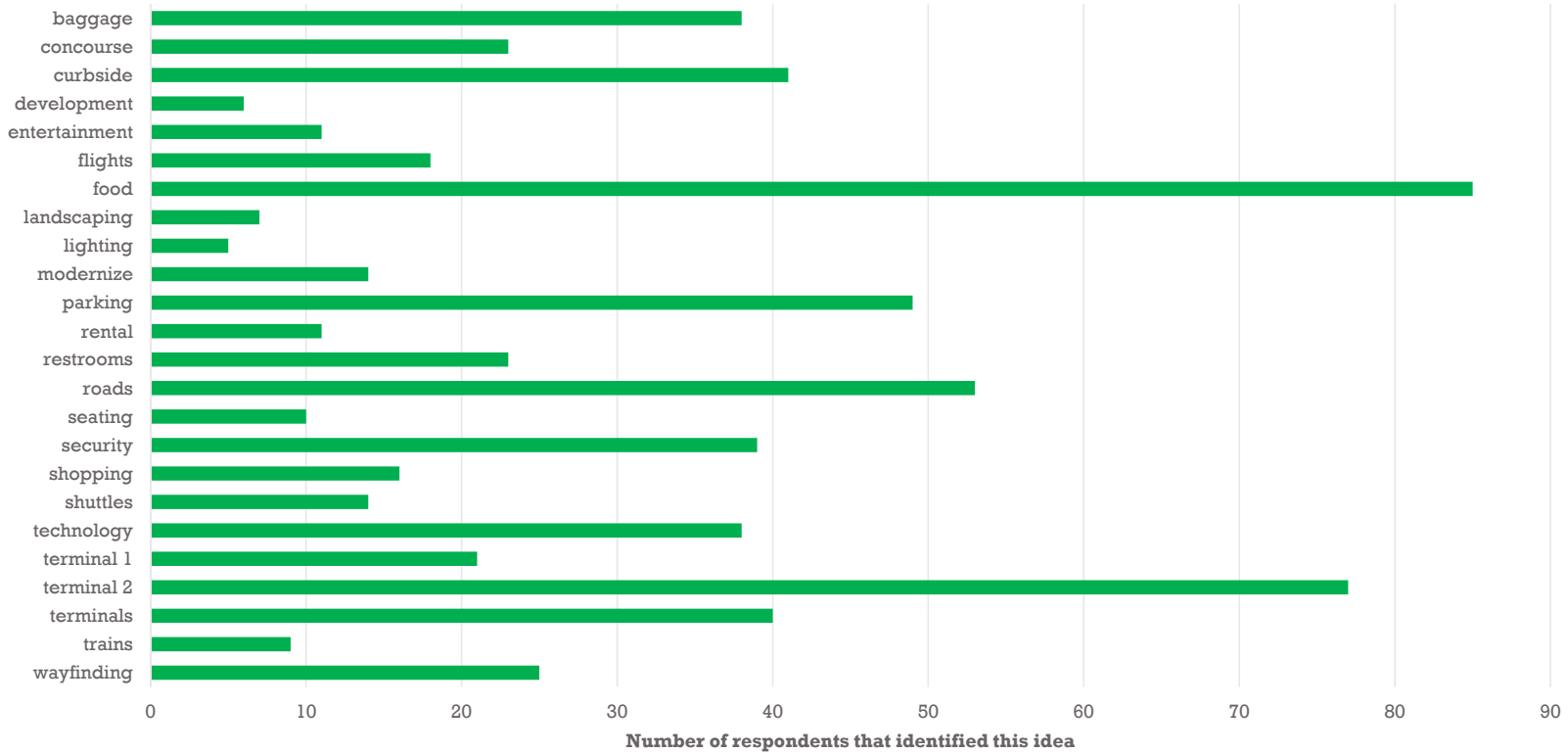
## WHAT AIRLINE DO YOU MOST FREQUENTLY FLY?

- 1 skipped
- 60% of respondents fly Southwest most frequently
- 15% of respondents fly American Airlines



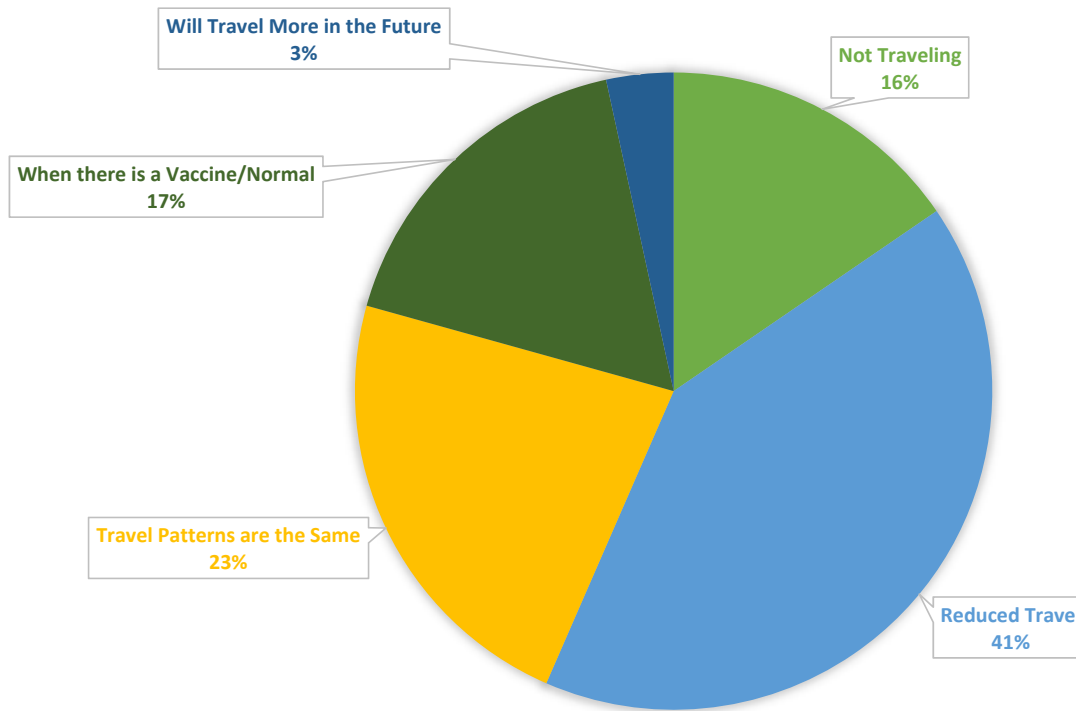
**SELECT THE AREAS WHERE YOU WOULD LIKE TO SEE IMPROVEMENTS THAT WOULD MAKE YOUR AIRPORT EXPERIENCE BETTER. PLEASE CHOOSE YOUR TOP FIVE OPTIONS.**

- 55% of respondents would like an improved arrival/departure experience
- 50% of respondents would like improved dining option/restaurants
- 32% of respondents would like enhanced technology
- 151 skipped



# SHARE AN IDEA OR THOUGHT ON AN IMPROVEMENT YOU WOULD LIKE TO SEE AT STL?

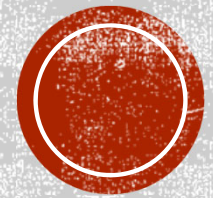
127 SKIPPED



## HOW DO YOU FORESEE THE GLOBAL PANDEMIC CHANGING YOUR TRAVEL HABITS IN THE NEXT FEW YEARS?

41% of respondents have reduced travel

247 skipped



# **OTHER INPUT FOR THE STUDY TEAM...**

- Improve terminals
- Improve concourses
- Enhance experience – physical improvements in buildings to interactions with people to options in the terminals
- Improve parking options and RAC
- Increase flight options – internationally and direct options