

# STL ALP UPDATE PUBLIC SURVEY #2 RESPONSES

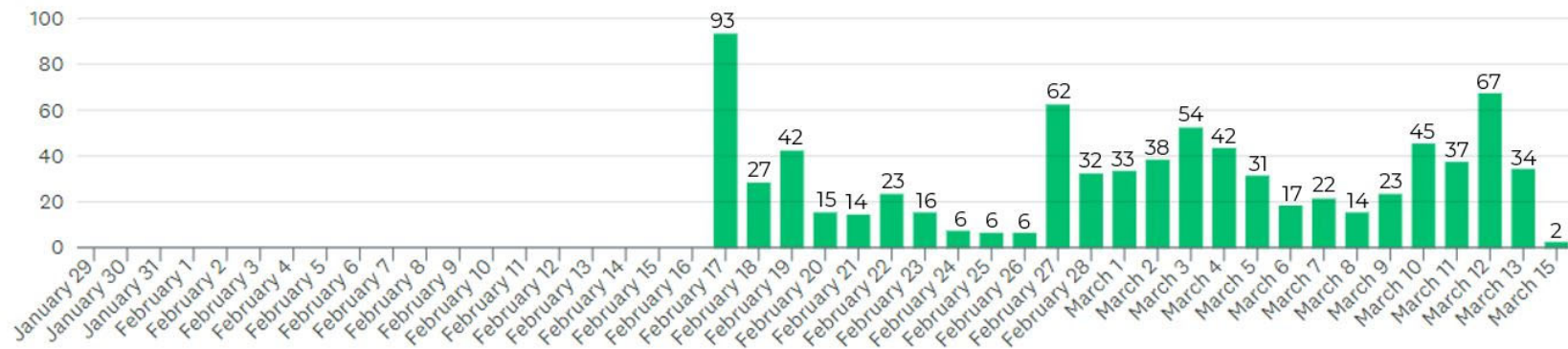
April 8, 2021

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## St. Louis Airport Layout Plan Study Survey #2

Participation by Day as of March 15, 2021 as of 8am CST

January 29 - March 15

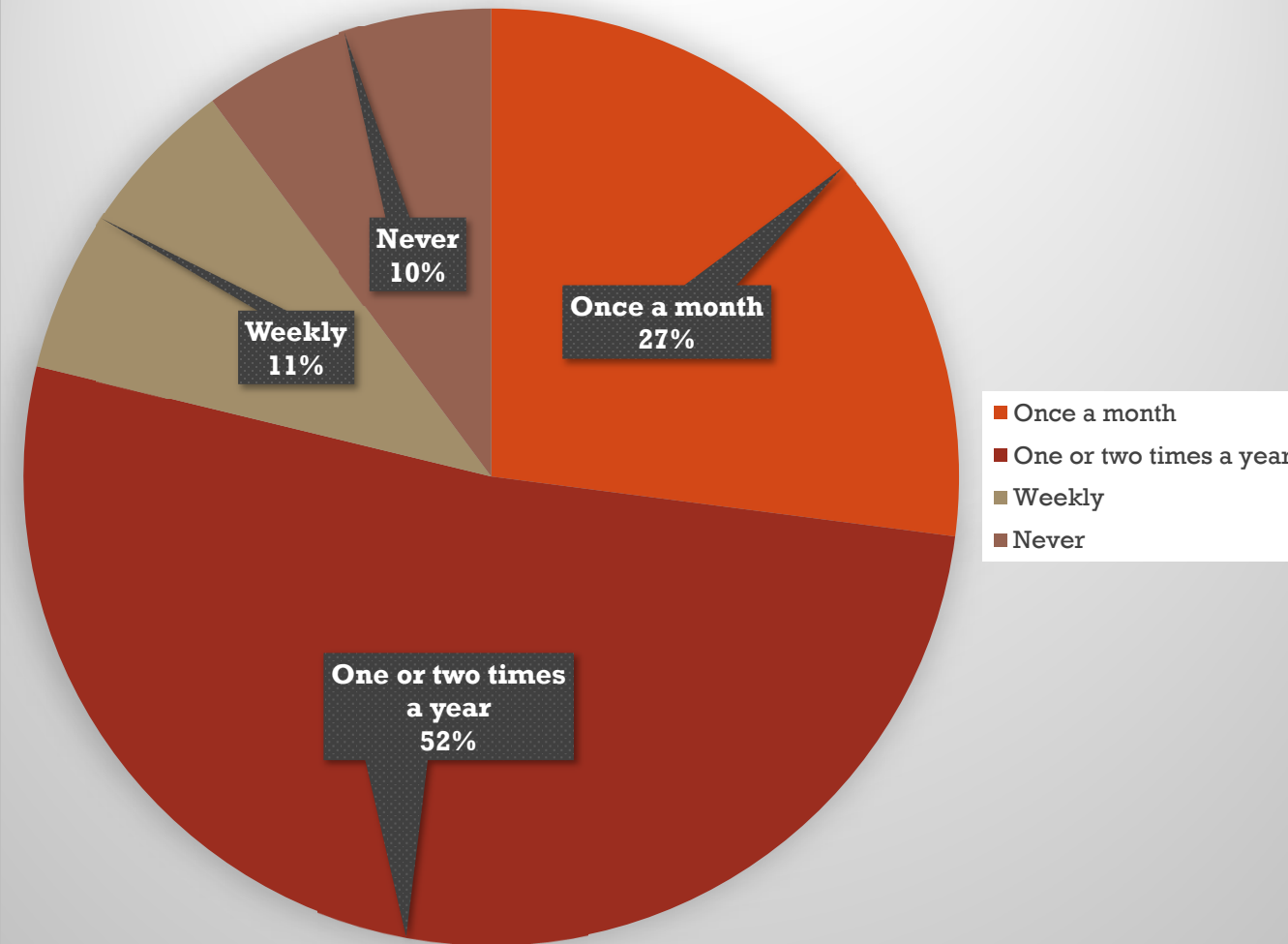


# SURVEY #2 OVERVIEW

- The survey was open from February 17 to March 15<sup>th</sup>, 2021
- The survey link was shared on STL social media platforms and the flystl.com website
- The survey link was shared by industry partners on social media
- A total of 820 people took the survey

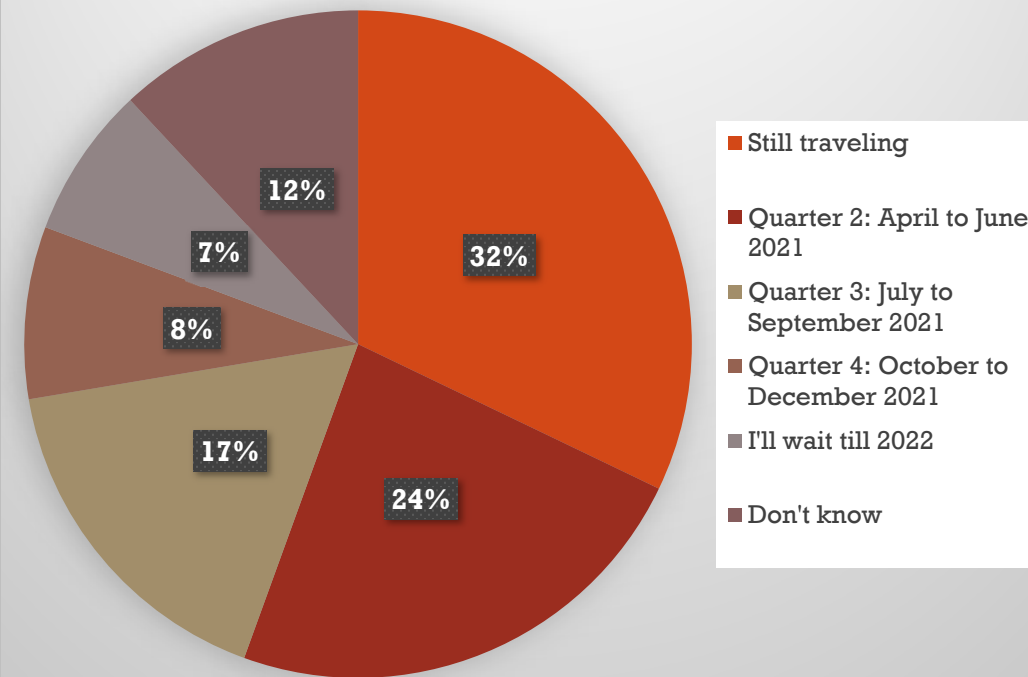
# BEFORE COVID, HOW OFTEN DID YOU FLY OUT OF/INTO ST. LOUIS LAMBERT AIRPORT?

- 90% of respondents were traveling weekly, monthly or one-two times a year



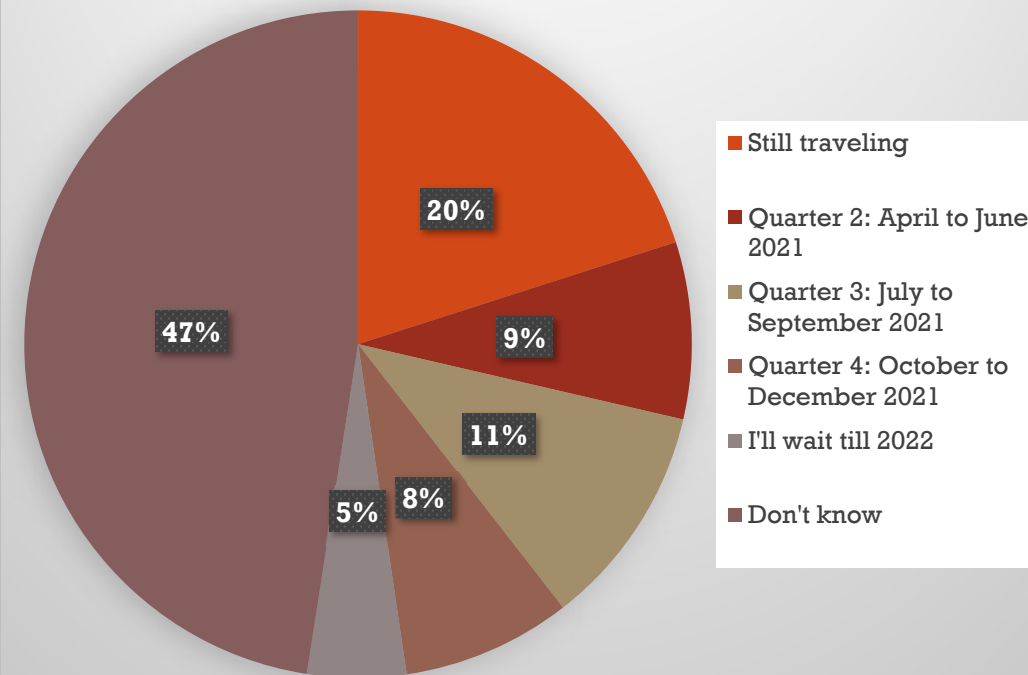
# WHEN DO YOU ANTICIPATE TO TRAVEL AGAIN FOR LEISURE?

- 32% of respondents are still traveling
- 81% of respondents are still traveling or plan to travel in 2021



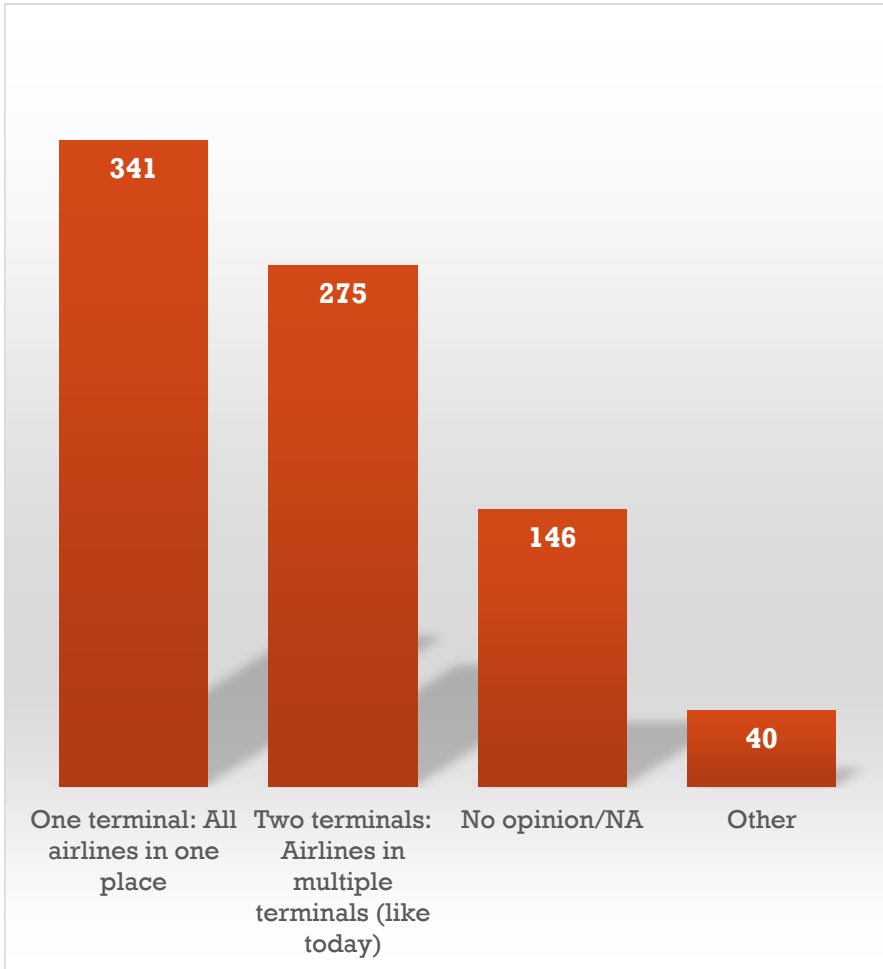
## WHEN DO YOU ANTICIPATE TO TRAVEL AGAIN FOR BUSINESS?

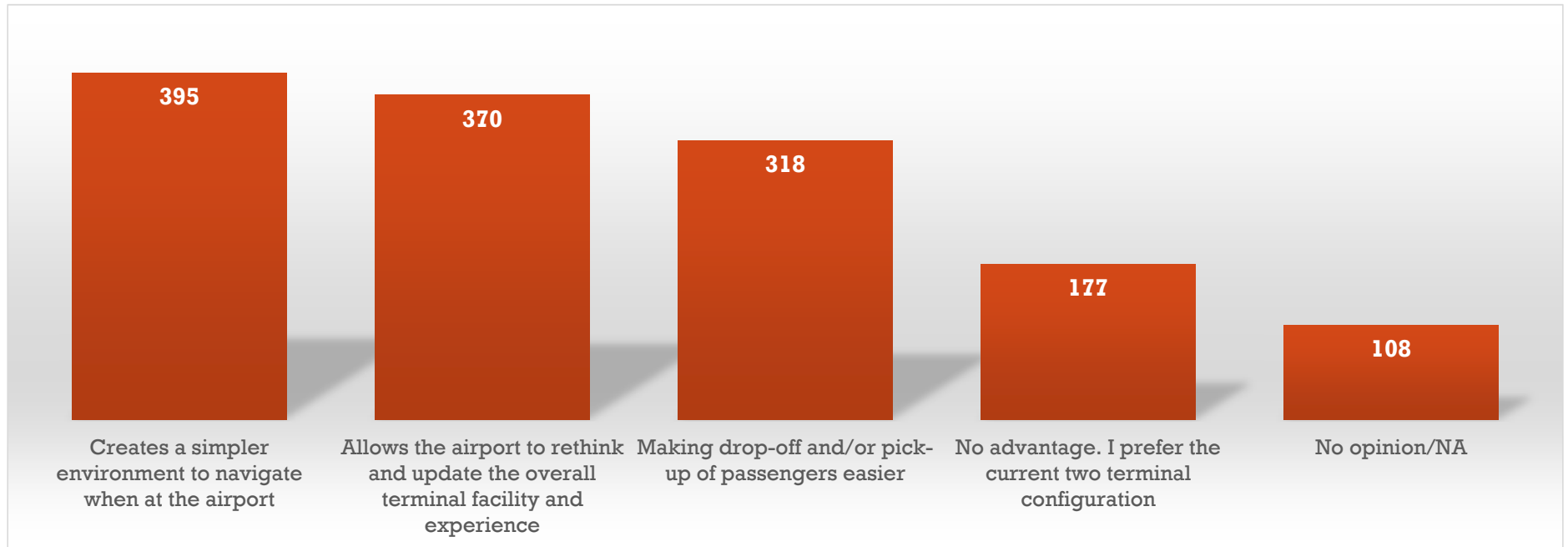
- 47% of respondents are not sure on when business travel will resume
- 20% of respondents are still traveling for business



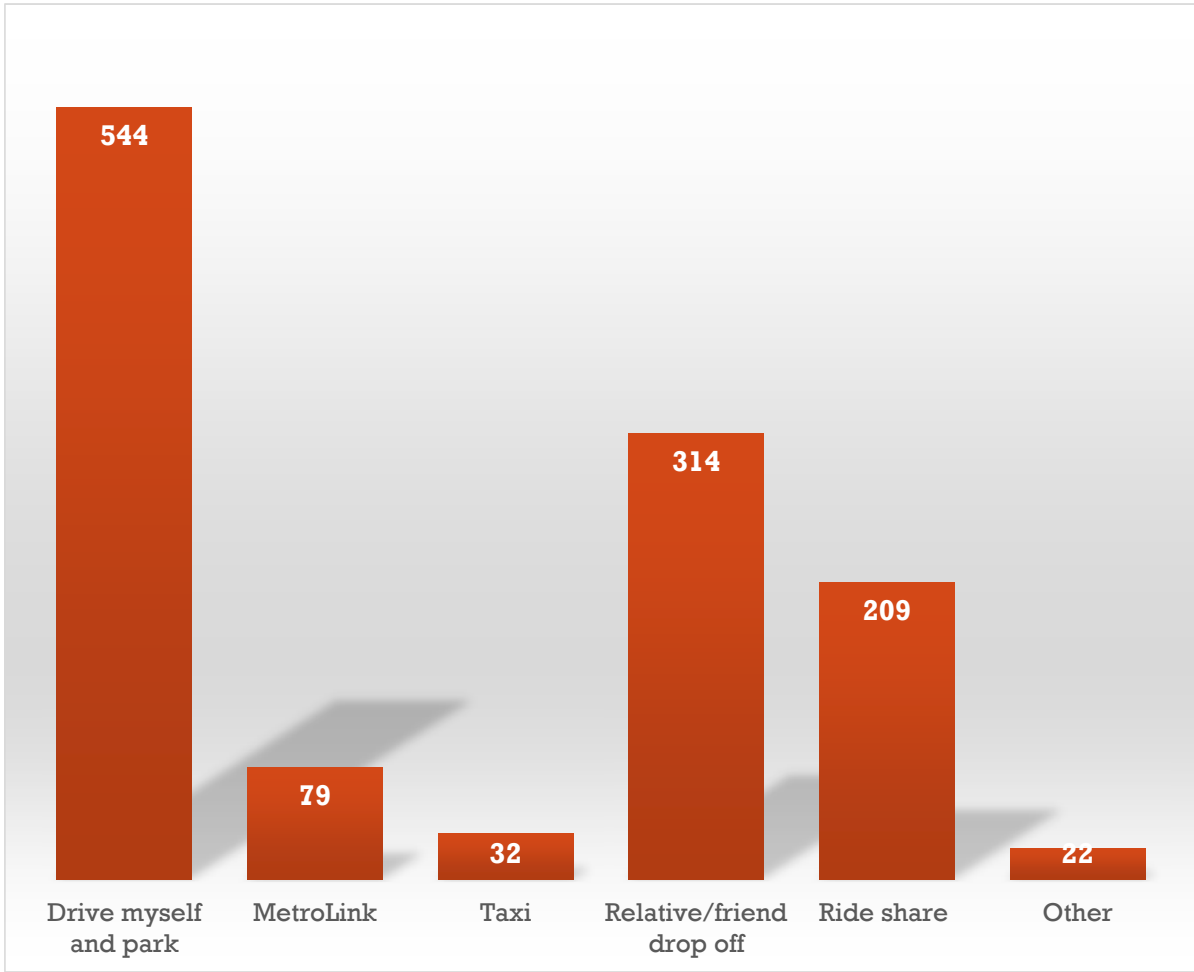
## DO YOU PREFER ONE TERMINAL WITH ALL AIRLINES IN IT OR TWO TERMINALS AS WE HAVE NOW?

- 42% of respondents prefer one terminal
- Many comments discussed connecting terminals if two terminals
- Comments on space revolved around capacity and efficiency of the terminal (no matter if one or two terminals)





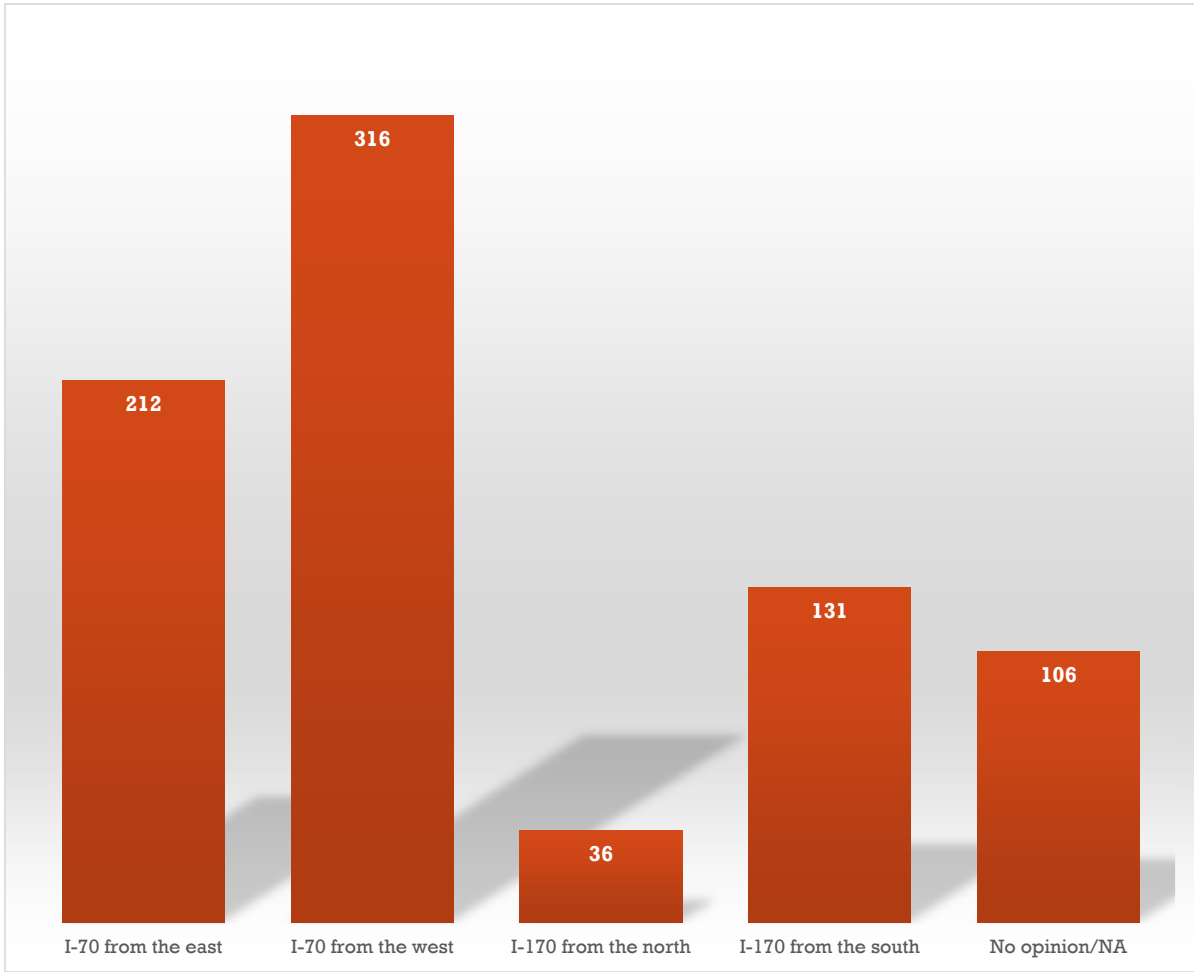
## WHAT ARE THE ADVANTAGES FOR THE AIRPORT HAVING ONE TERMINAL?



# HOW DO YOU USUALLY GET TO THE AIRPORT?

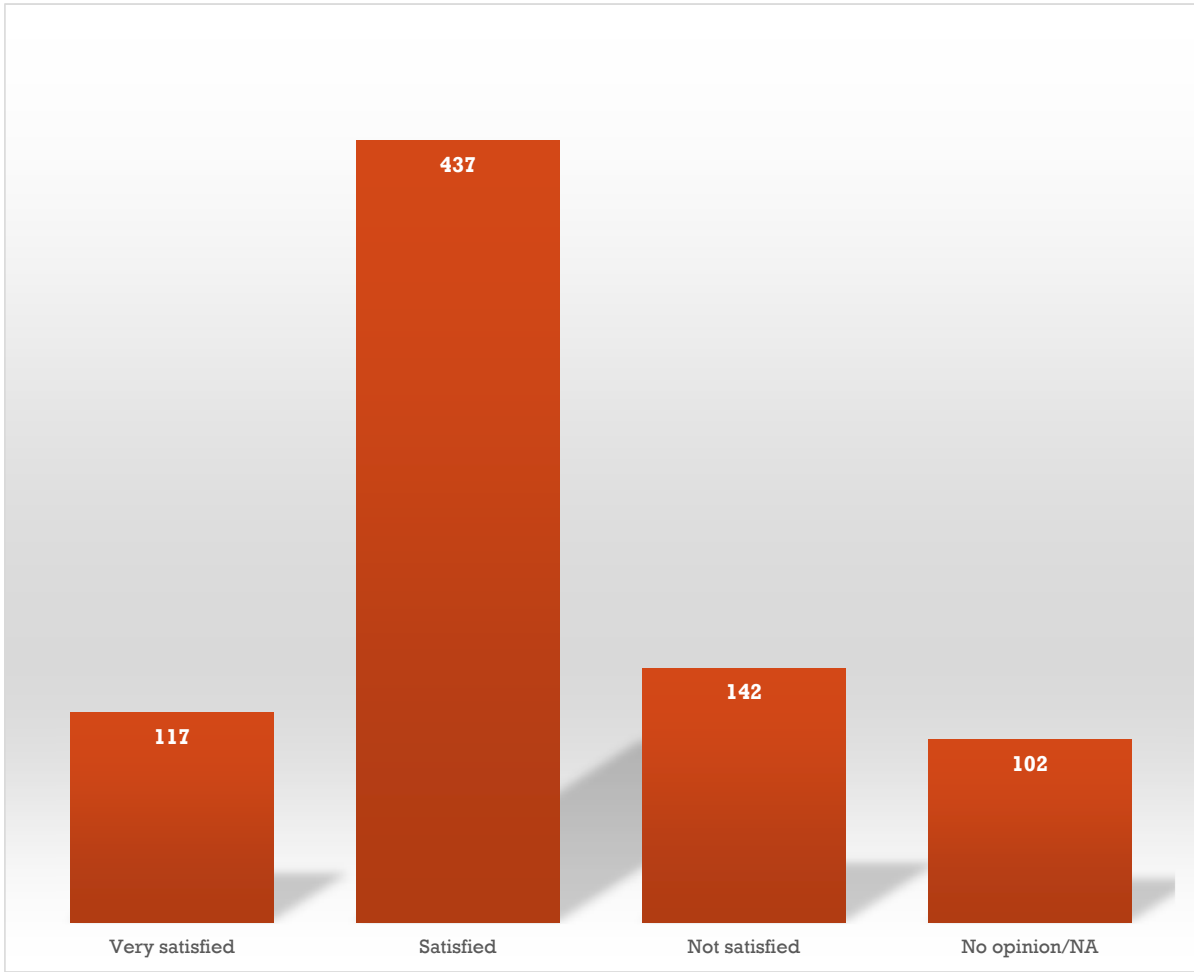
- Respondents could chose more than one option
- Nearly 50% of responses drive themselves





# IF YOU DRIVE TO THE AIRPORT, WHAT EXIT DO YOU USE TO GET OFF THE INTERSTATE SYSTEM?

- 65% of respondents use I-70

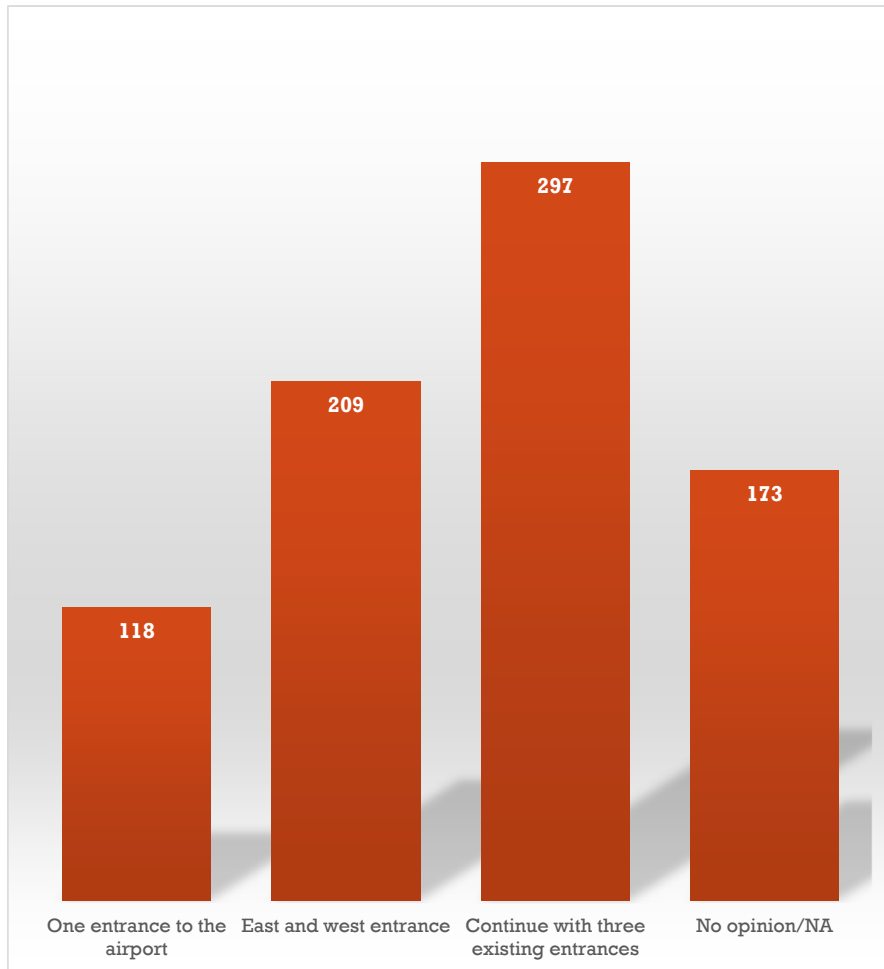


## **RATE YOUR EXPERIENCE ON ACCESS TO THE AIRPORT WITH A PERSONAL VEHICLE**

- 69% of respondents are satisfied or very satisfied with accessing the airport experience

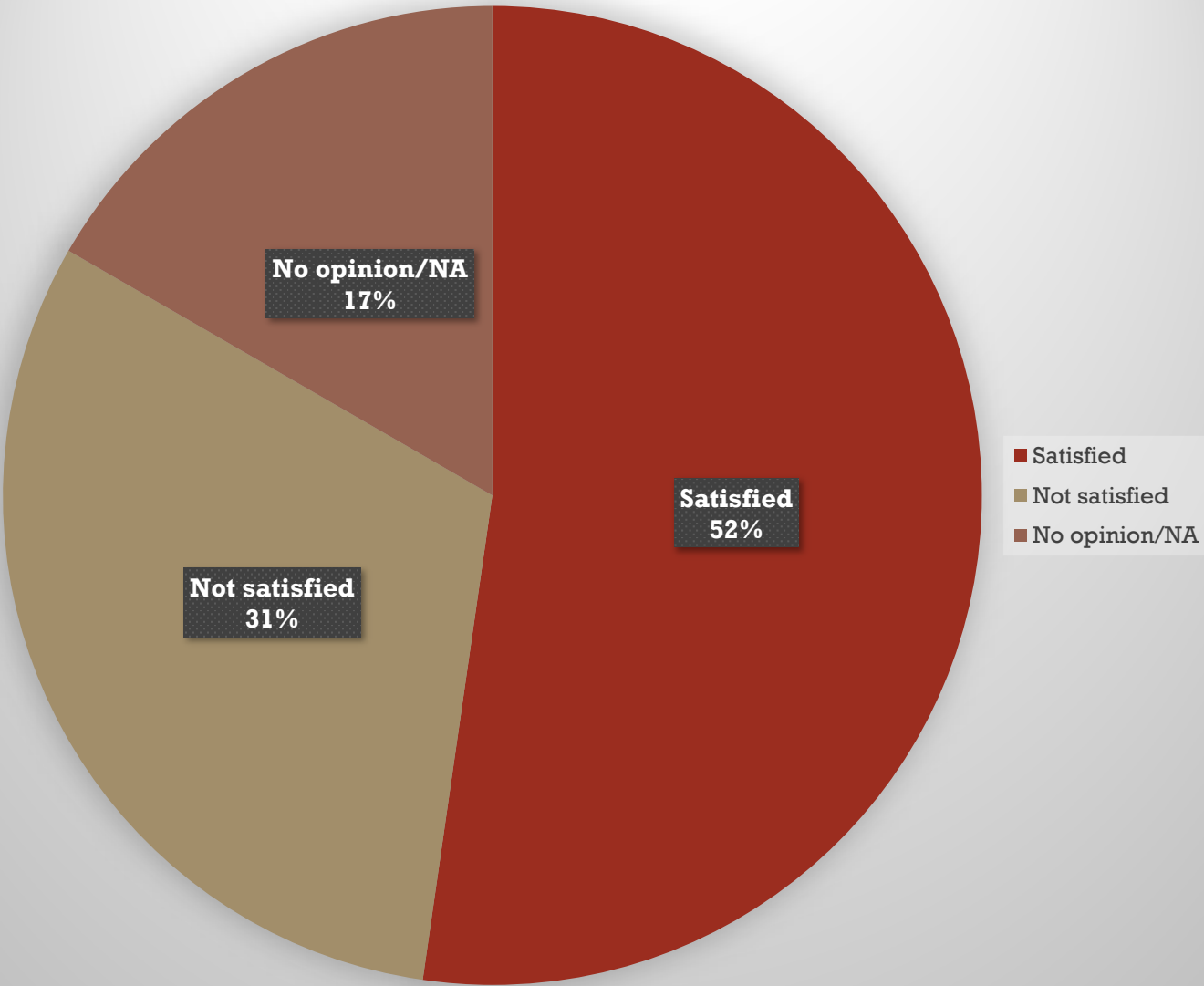
## WHEN DRIVING TO THE AIRPORT, DO YOU BELIEVE THAT THE AIRPORT SHOULD HAVE:

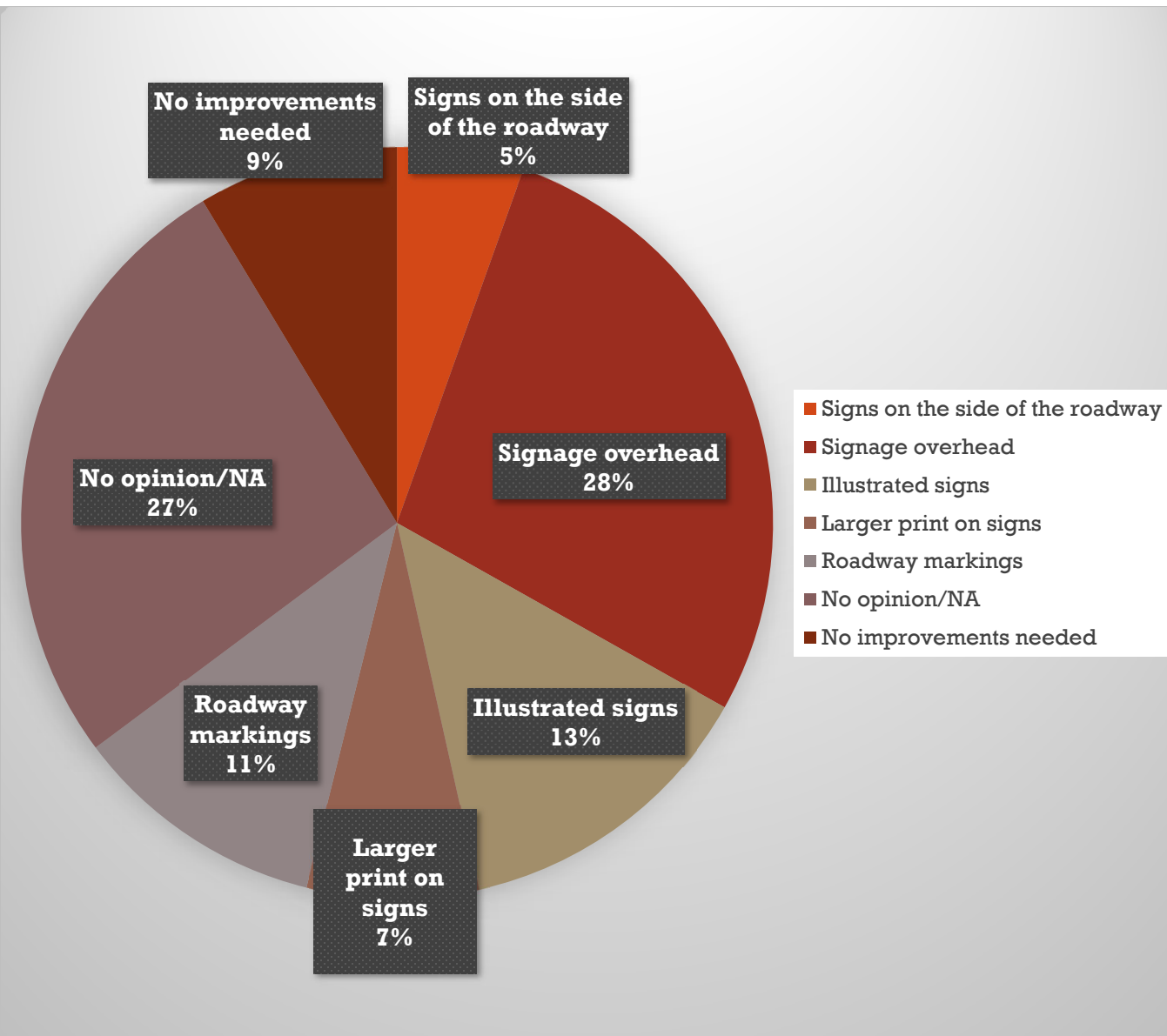
- 37% of respondents prefer to continue with three existing entrances
- 40% of respondents want improvements and consolidation of access points



**RATE YOUR EXPERIENCE OR THOUGHTS ON ROADWAY SIGNAGE GETTING TO THE TERMINALS:**

- 52% of respondents are satisfied with roadway signage



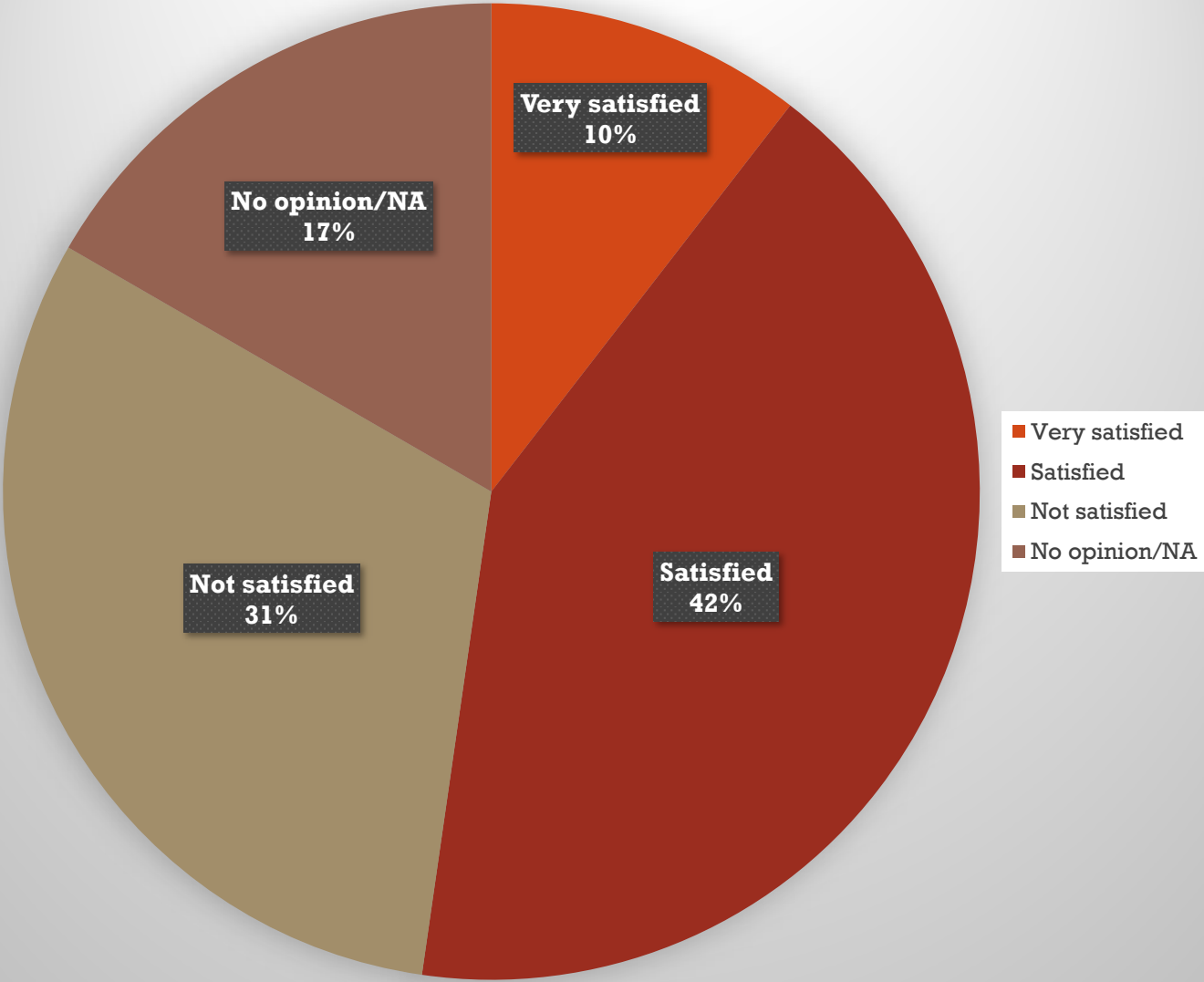


## IF IMPROVEMENTS ARE NEEDED IN ROADWAY SIGNAGE, WHAT WOULD YOU RECOMMEND?

- Comments included:
  - Replace all signs – be consistent and use different wording
  - Signage is unclear for terminal specifics
  - Signage is confusing on Lambert International Boulevard
  - Place airline names on signs
  - Arrivals and departures should be in separate lanes and ramps
  - Don't change anything

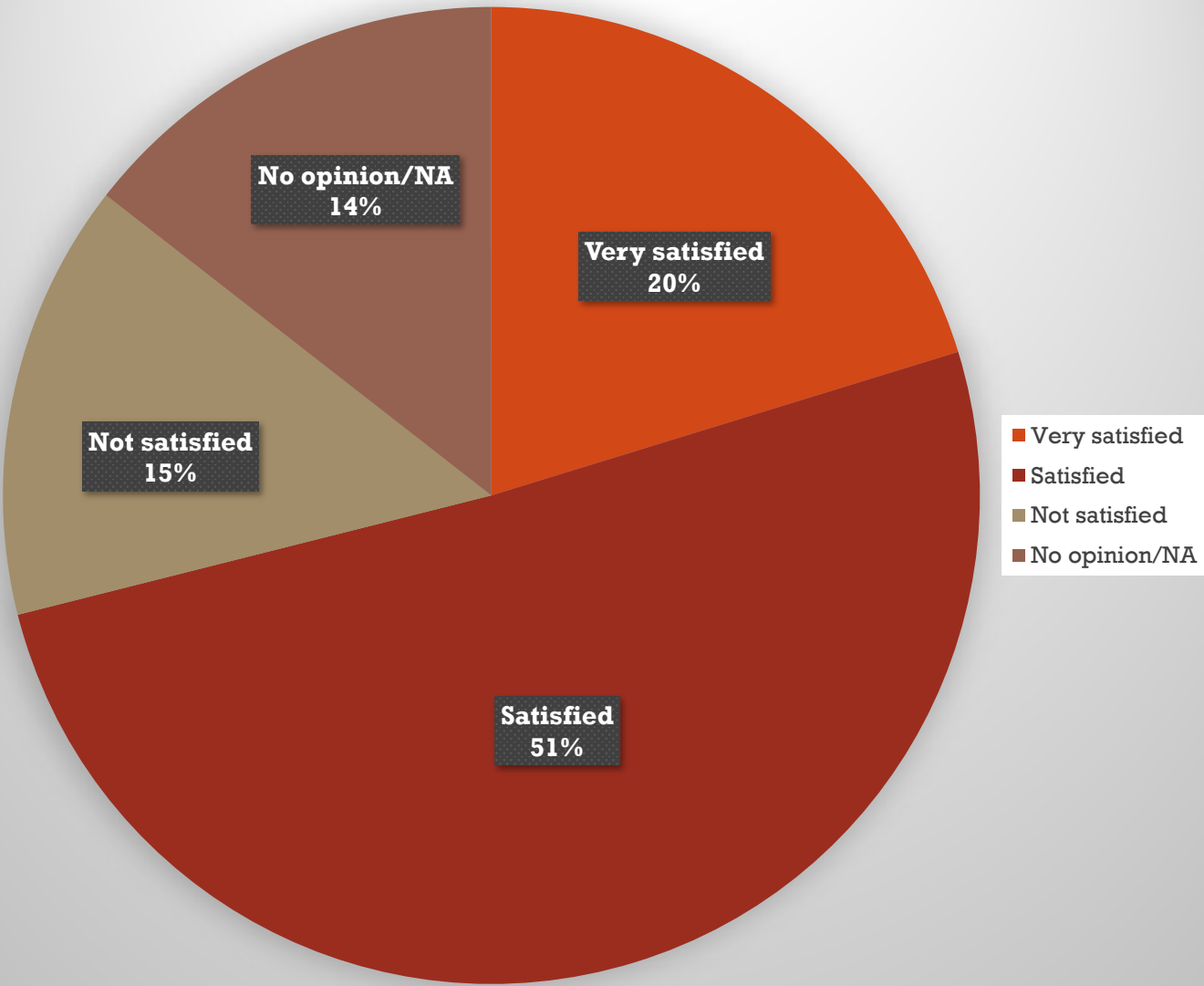
# RATE YOUR EXPERIENCE WITH TERMINAL CURBSIDE PICKUP (ARRIVALS) AT STL:

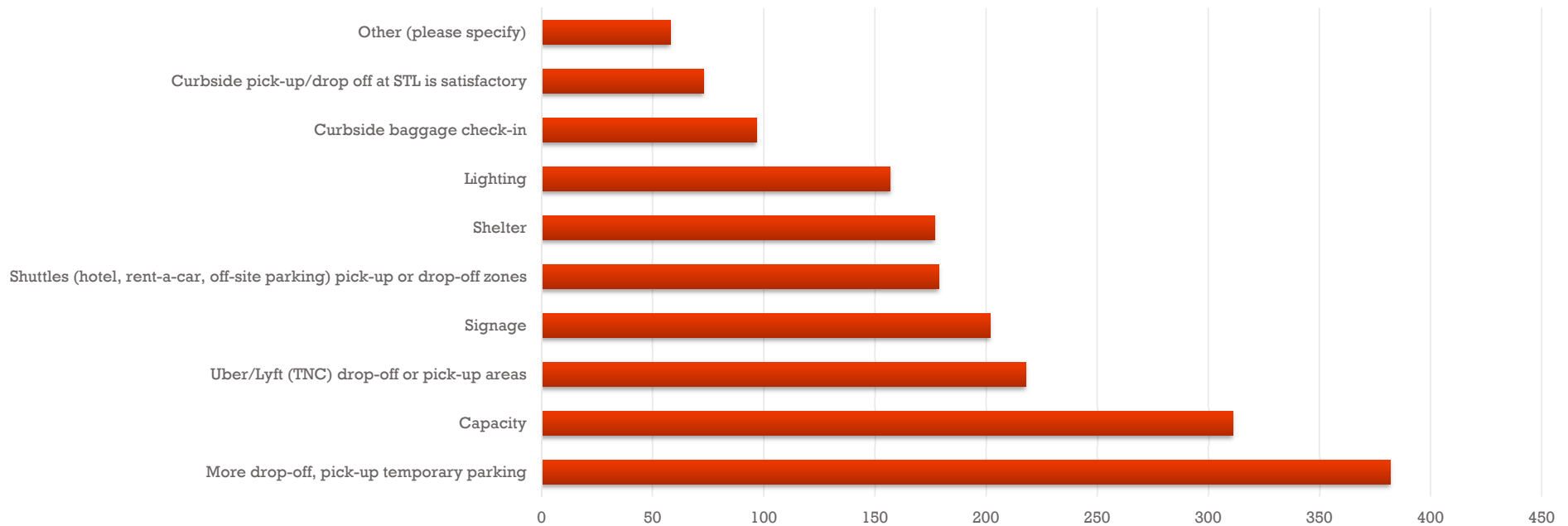
- 52% of respondents are satisfied and very satisfied
- 31% of respondents are not satisfied



# RATE YOUR EXPERIENCE WITH TERMINAL CURBSIDE DROP OFFS (DEPARTURES) AT STL:

- 71% of respondents are satisfied and very satisfied





## ■ HOW COULD TERMINAL CURBSIDE PICKUP/DROPOFF BE IMPROVED?

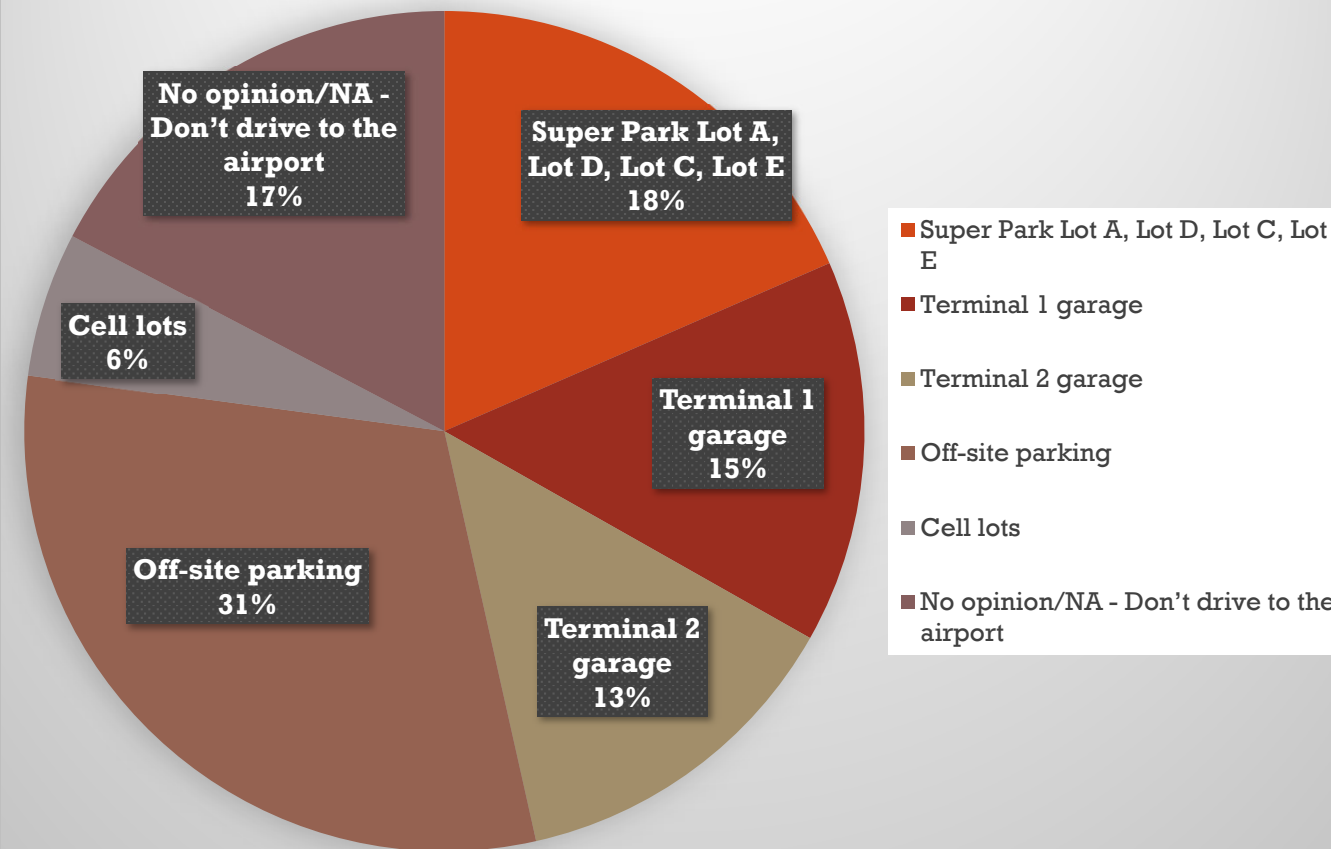
- Coordinate zone numbers inside terminal for travelers
- Sidewalk to parking lots
- Include pull-through drop off
- Enhance metrolink connectivity

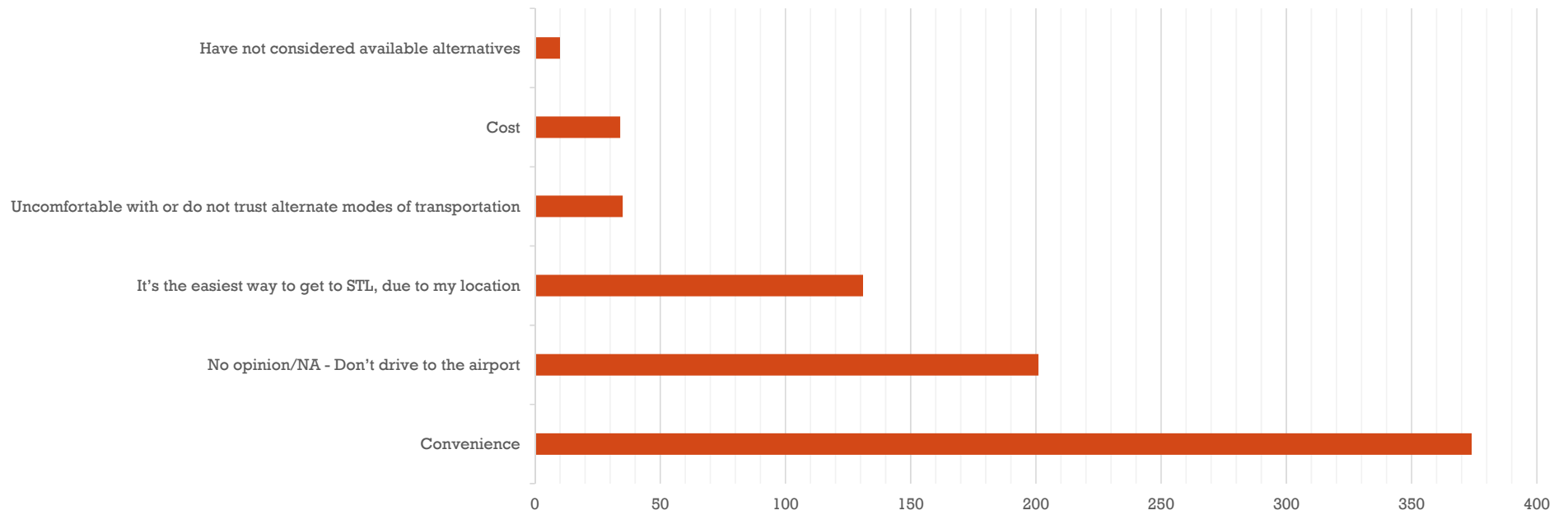


# IF YOU DRIVE TO THE AIRPORT, WHERE DO YOU PARK?

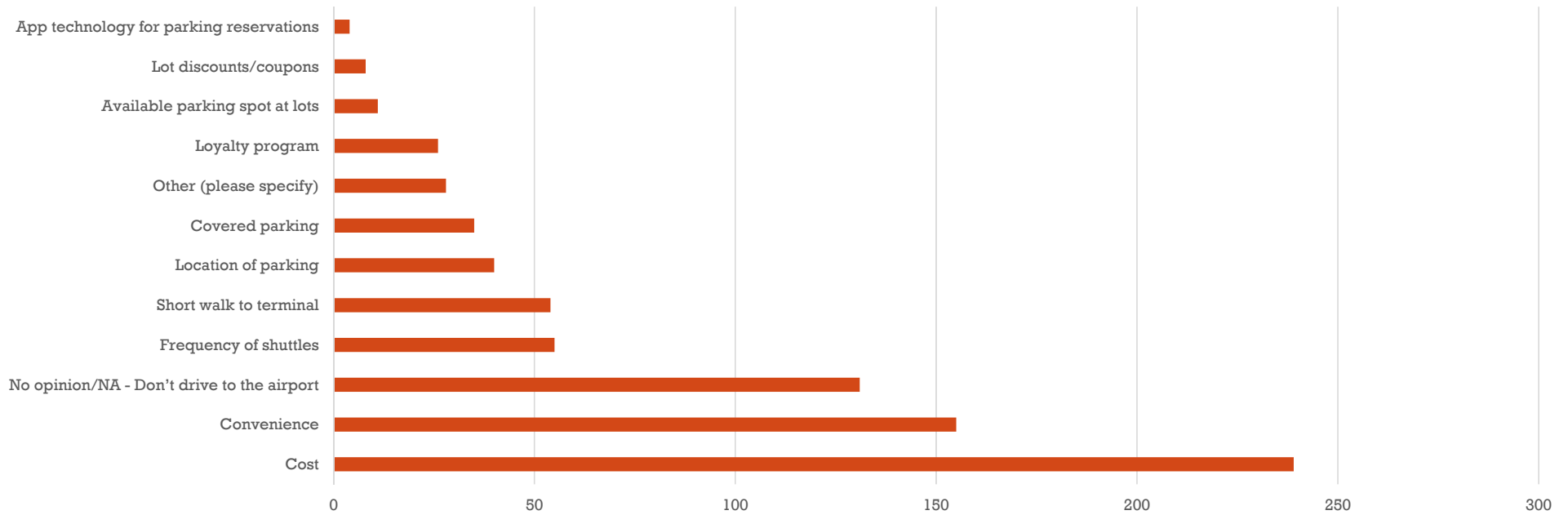
37% of respondents park off-site

[in survey #1 43% of respondents park in private lots]



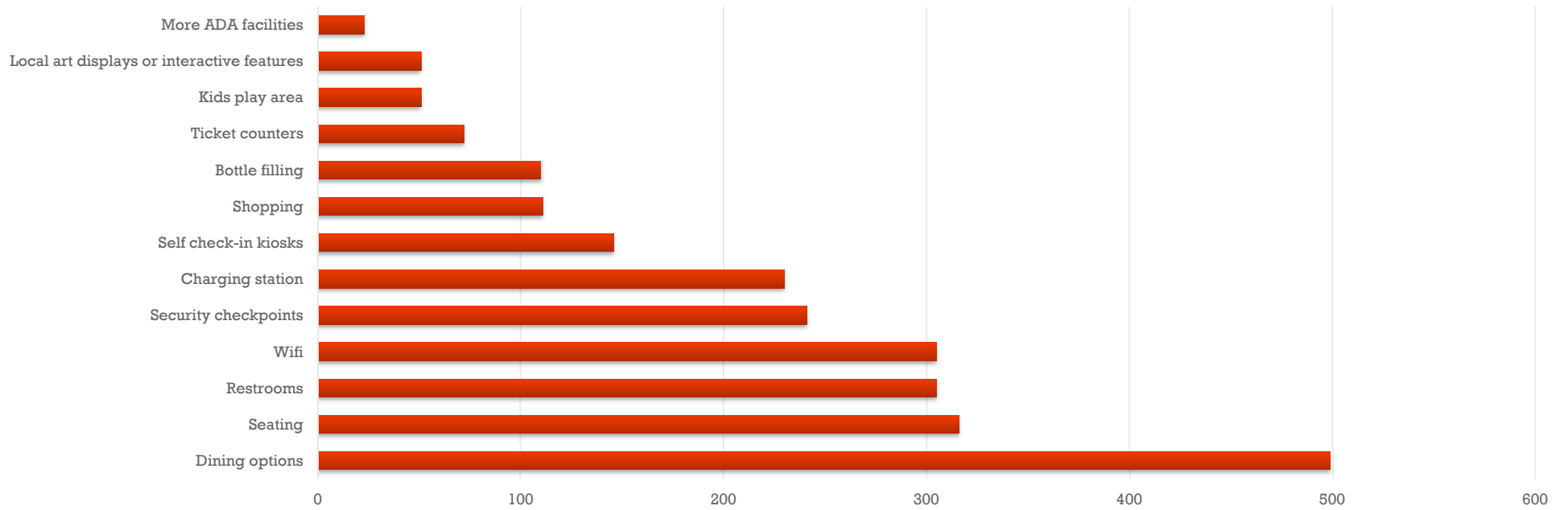


- **WHY DO YOU CHOOSE TO DRIVE YOURSELF AND PARK AT THE AIRPORT?**



## WHAT IS THE MOST IMPORTANT REASON WHEN SELECTING WHERE YOU PARK?

- Business trip – company picks spot
- Safety and security
- Best cost and open spaces
- Highway access
- Electric vehicle parking options



**HELP US PRIORITIZE RESPONSES BY PICKING TOP THREE FOR POTENTIAL TERMINAL IMPROVEMENTS.**

- Dining Options
- Restrooms
- Seating
- Wifi
- Security Checkpoints
- Charging Stations



# ZIP CODES RECEIVED

- 254 unique/different zip codes from 771 responses
- Highest respondent zip codes:
  - 28 in 63108
  - 25 in 63109
  - 21 in 63021
  - 20 in 63376 and 63303 (each)
  - 19 in 63368
  - 18 in 63116 and 63018 (each)