



ST. LOUIS LAMBERT
INTERNATIONAL AIRPORT.®

AIRPORT LAYOUT PLAN UPDATE/ MASTER PLAN

OPEN HOUSE COMMENT SUMMARY

MAY 2022



Prepared by



Table of Contents

Overview	3
Comment Summary	4
Online & Paper Comment Form Results	4
Summary of Comments Directly Submitted to STL	10
Compiled Comment Themes	11
Conclusion	11
Appendix	12

Overview

St. Louis Lambert International Airport (STL) hosted a public Open House to share information and gather feedback about the ongoing Airport Layout Plan Update/Master Plan (ALPU/MP). The Open House took place on Thursday, May 5, 2022 from 4:00 p.m. to 7:00 p.m. at STL Terminal 1, Concourse B.

The Open House was promoted on STL's social media platforms and FlySTL website. Email invitations were sent to key project stakeholders. Editorial briefings with four major regional news outlets were held to discuss the ALPU/MP project and Open House. A press advisory was also distributed to regional news outlets. These tasks resulted in several promotional stories about the Open House and comment process. Furthermore, postcards with Open House details were sent to 14,110 residents and businesses within a one-mile radius of the airport. *The postcard and one-mile radius delivery map can be found in **Appendices A and B**, respectively.*

The purpose of the Open House was to inform the public of the ALPU/MP project status – including sharing the preliminary plan to create a single consolidated terminal – and solicit public input. Meeting attendees had the opportunity to complete paper or online comment forms, ask questions, and share their thoughts about the preliminary plan. One hundred five people attended the Open House.

Attendees viewed twenty four display boards highlighting aspects of the ALPU/MP project and preliminary plan. STL and WSP staff were stationed around the room to respond to questions and explain the display boards. At the final station, the public had the opportunity to submit comments. Comments could be submitted online using their personal smart phone or a provided iPad, in writing, or verbally.



Additionally, attendees heard a formal presentation with remarks from Rhonda Hamm-Niebruegge, Director of Airports, a project overview from John van Woensel, Vice President, WSP USA, and participated in a Question & Answer session facilitated by Laurna Godwin, President of Vector Communications. The formal presentation was held at 4:45 p.m. and repeated at 5:45 p.m.

*The Open House station guide, display boards and presentation slides can be found in **Appendices C, D, and E**, respectively. To watch a recording of the Open House presentation, which is available publicly on the FlySTL website [click here](#).*

Comment Summary

Open House attendees were encouraged to provide their feedback during the event by submitting an online comment form on their smartphone or tablet, verbally sharing, or submitting a paper comment form. The online comment form was also available on the Open House website. The public was given an additional fifteen days – until May 20, 2022 – to complete the online comment form or email their comments to STL Project Manager Dana Ryan (Dana’s contact information has been listed on the FlySTL website since the beginning of the ALPU/MP, and appropriate STL contact info will continue to be shown until the project is complete).



A total of fifty-six comments were received via:

- Online comment forms (39),
- Comments directly shared with Dana Ryan via phone or email (15), and
- Paper comment forms (2).

Online & Paper Comment Form Results

Two individuals submitted paper comment forms and thirty-nine submitted feedback through the online comment form. Both forms included the same six questions and write-in areas. *The online and paper comment forms can be found in **Appendices F and G**, respectively.*

Results from the forty-one comment forms are summarized in this section.

Question 1: Please provide your comments about the Airport Layout Plan Update/Master Plan below.

The forty-one comments were coded with themes. There was no limit to the number of themes per comment. The coded comment breakdown is as follows:

Theme	Count
Positive sentiment	13
Landside amenities	10
Positive sentiment for single consolidated terminal	7
Negative sentiment	6
Terminal design	6
Concessions	4
Negative sentiment for consolidated single terminal	4
Parking facilities	4
Preference for Terminal 2	4
Regional impact	4
Roadway access	4
Timeline	4
Perception	3
Rental car facility	3
Terminal 2 future use	3
Terminal layout	3
Ambivalent sentiment	2
Modernization need	2
Neighboring municipalities	2
Public engagement	2
Accessibility	1
Aesthetics	1
Alternative options	1
Congestion	1
Construction impact	1
Convenience	1

Theme (continued)	Count
Cultural education	1
Domes	1
High-speed rail	1
Light rail	1
MetroLink	1
N/A	1
Noise mitigation	1
Relationship to airlines	1
Terminal shuttles	1
Transportation hub	1
TSA checkpoints	1
USO	1

*Verbatim comments are listed by theme in **Appendix H**.*

Question 2: In what zip code do you live?

The forty-one survey respondents represent thirty-three distinct zip codes. Most distant is Philadelphia, Pennsylvania. Three responses were received from Illinois, and the remaining responses from the City of St. Louis, St. Louis County and St. Charles County.

Zip code	Count
63303 (St. Charles)	3
63017 (Chesterfield)	2
63042 (Hazelwood)	2
63101 (Downtown St. Louis City)	2
63109 (St. Louis Hills)	2
63143 (Maplewood)	2
63301 (St. Charles)	2
63376 (St. Peters)	2
19106 (Philadelphia, PA)	1
62010 (Bethalto, IL)	1
62221 (Belleville, IL)	1
62271 (Okawville, IL)	1
63043	1
63044	1
63103	1
63110	1
63112	1
63114	1
63123	1
63124	1
63126	1
63128	1
63129	1
63130	1
63131	1
63134	1
63136	1
63139	1
63144	1
63146	1
63368	1

Question 3: What is your relationship to Lambert Airport and this project? Please check all that apply.

The most frequently reported relationship to the project was respondents traveling via STL monthly or less (22, 36%) followed by frequently traveling via STL more than twice per month (14, 23%) and living near STL (12, 20%).

Relationship to Project	Count
I sometimes travel via Lambert Airport (monthly or less).	22
I frequently travel via Lambert Airport (more than twice per month).	14
I live near Lambert Airport.	12
I work in/near Lambert Airport.	7
I am an elected official in St. Louis County.	2
I rarely travel via Lambert Airport (once per year or less).	1
I am an elected official in St. Louis City.	0
Other	3

“Other” responses included the following:

- Fly 3 to 4 times yearly
- Former employee/city resident
- I live in St. Louis and use Lambert whenever I fly. It’s the gateway to our city and I would like our city to leave a fantastic first and last impression for people visiting or even [for] those just passing through.

Question 4: How did you find out about this Open House? Please check all that apply.

The most frequently reported method of learning about the open house was local media coverage (25, 40%), followed by the STL website and social media (17, 27%) and email (7, 11%).

Method	Count
Local media coverage	25
Airport website/social media coverage	17
Email	7
Word of mouth	5
Mailed postcard	2
Sign in Lambert Airport	1
Other	6

“Other” responses include:

- Google News alert (2)
- Aviation STL on Twitter
- Greater STL email
- Twitter user
- UrbanSTL, Airliners.net, NextSTL

Question 5: Please evaluate this event according to the following criteria.

Nearly all respondents agreed that the public meeting was informative and well planned.

The Open House was informative.

Sentiment	Count
Agree	17
Strongly agree	11
Neutral	8
Disagree	2
Strongly disagree	0

The Open House was well planned.

Sentiment	Count
Agree	17
Strongly agree	10
Neutral	7
Disagree	2
Strongly disagree	0

Question 6: Please provide your email address below if you would like future updates about this project.

Twenty-three respondents shared contact information to subscribe to project updates. The contact list will be provided to STL in the Project Database.

Summary of Comments Directly Submitted to STL

Fifteen people submitted comments directly to STL Project Manager Dana Ryan via phone or email. These comments were coded with themes. There was no limit to the number of themes per comment. The categorized comment breakdown is as follows:

Theme	Count
Public engagement	4
Community impact	2
Open House	2
Preference for Terminal 2	2
Safety	2
Accessibility	1
Comment form	1
Environmental impact	1
Evacuation sites	1
Landside amenities	1
MetroLink	1
Modernization need	1
Negative sentiment	1
Perception	1
Positive sentiment for single consolidated terminal	1
Public transportation	1
Regional impact	1
Rental car facilities	1
Security protocols	1
Terminal 2 future use	1
Transportation hub	1

*Verbatim comments directly submitted to STL Project Manager Dana Ryan can be found in **Appendix I**.*

Compiled Comment Topics

When combining the themes of all fifty-six submitted comments, the following themes were most frequently referenced:

Theme	Count	Comment percentage*
Positive sentiment	13	23%
Landside amenities	11	20%
Positive sentiment for single consolidated terminal	8	14%
Negative sentiment	7	13%
Preference for Terminal 2	6	11%
Public engagement	6	11%
Terminal design	6	11%
Regional impact	5	9%
Concessions	4	7%
Negative sentiment for consolidated single terminal	4	7%
Parking facilities	4	7%
Perception	4	7%
Rental car facility	4	7%
Roadway access	4	7%
Terminal 2 future use	4	7%
Timeline	4	7%

**Percentage of the fifty-six comments that included this theme. Most comments had more than one theme.*

*A complete list of compiled comment topics can be found in **Appendix J**.*

Conclusion

While the Open House materials evoked mostly positive and some negative reactions from the public, there was a clear consensus that the airport is a critical aspect of the St. Louis region, serving as the region's front door to many travelers, and that there is a need for major improvement. Most respondents are either neutral or in favor of the preliminary plan, no major omissions or errors were identified. The public's input will help STL and the consultant team refine and complete the ALPU/MP.

Appendix

Appendix A: Open House postcard _____	13
Appendix B: Open House postcard delivery map _____	14
Appendix C: Open House station guide _____	15
Appendix D: Open House display boards _____	16
Appendix E: Open House presentation slides _____	28
Appendix F: Online comment form _____	39
Appendix G: Paper comment form _____	41
Appendix H: Verbatim comments with thematic codes _____	43
Appendix I: Verbatim email comments with thematic codes _____	50
Appendix J: List of compiled comment themes _____	59

Appendix A: Open House postcard



P.O. Box 10212, St. Louis, MO 63145-00212

STL Airport Open House!

Thursday, May 5, 2022

4 p.m.-7 p.m.

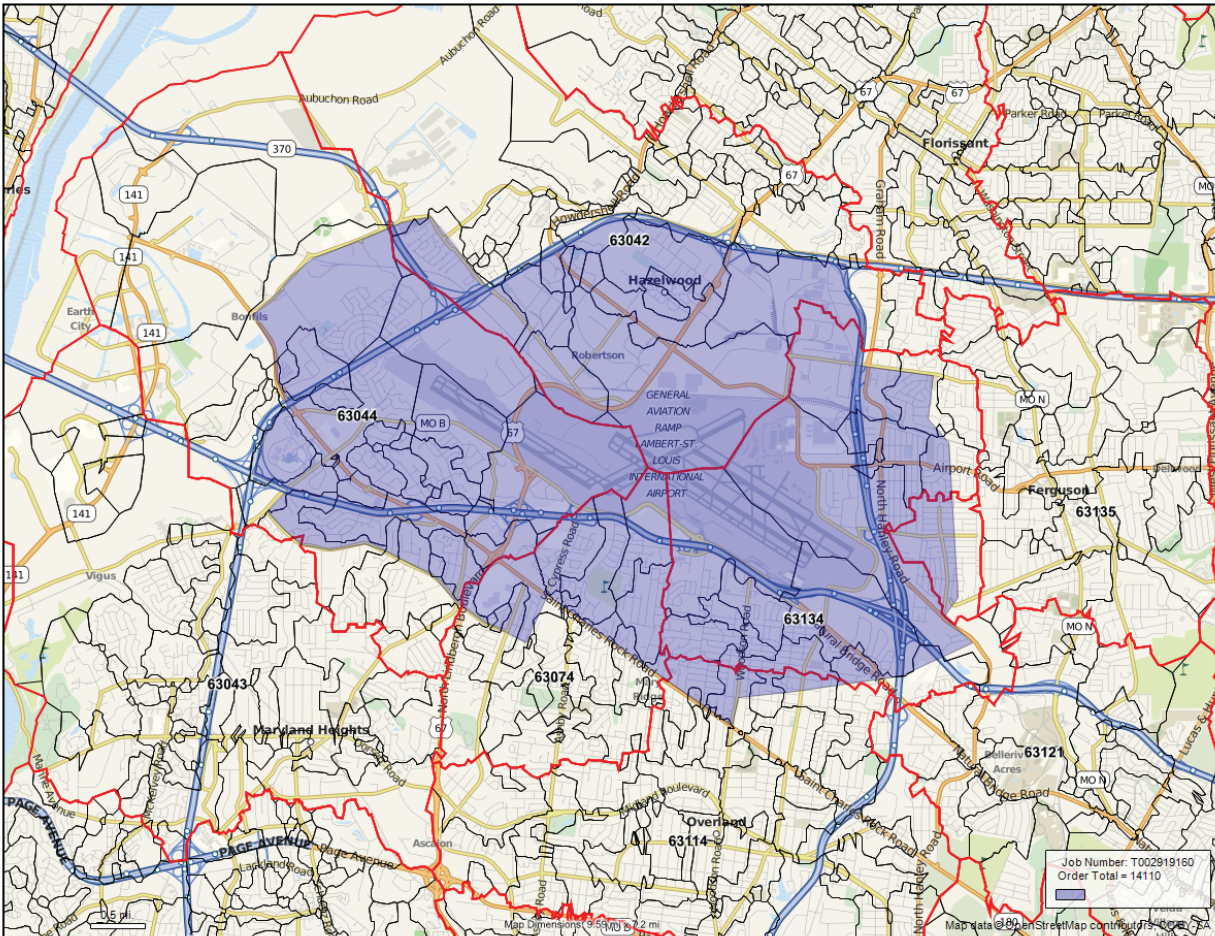
Stop by anytime.

Presentations at 4:45 p.m. and 5:45 p.m.

STL Lambert International Airport, Terminal 1, Concourse B
10701 Lambert International Blvd.
St. Louis, MO 63145-0212

Visit flystl.com/about-us/stl-airport-layout-plan for parking and transportation info.

Appendix B: Open House postcard delivery map





Airport Open House

May 5, 2022

Station Guide

Welcome!

Thank you for attending today's Airport Open House. This guide provides an overview of the information presented at each station. Subject matter experts from the airport and consultant team members are at each station to answer your questions.

Presentation - A formal presentation will take place at 4:45 p.m. and repeated at 5:45 p.m. Hear an overview of this project and participate in a Q&A with project team members. *ASL interpretation will be provided at both presentations. A recording of this presentation will be available on the project website, listed below.*

Station #1 - What is a Master Plan? Learn about the master plan process and what stakeholders are involved.

Station #2 - Forecast – Why are we planning for improvements? At this station, you can learn about the challenges that STL's terminals face and view the forecast of passenger activity through 2040.

Station #3 - Preliminary Plan – Terminal This station informs on the terminal needs, the alternatives development and evaluation process, and the preliminary preferred terminal alternative.

Station #4 - Preliminary Plan – Landside This station informs on the key ground access issues at STL, the roadway alternatives development and evaluation process, and the preliminary preferred airport access roadway alternative. The proposed parking garage is also depicted.

Station #5 - Preliminary Plan – Airside & Support Functions Learn about the preliminary preferred airfield improvements and support functions sites.

Station #6 - Cost & Funding Learn about funding sources and preliminary terminal cost estimates.

Station #7 - Environmental Considerations Learn about what environmental resources were identified and how the preliminary plan mitigates any impact. Additionally, airport noise information is available for review.

Station #8 - What's Next? Learn about the next steps in the Airport Layout Plan Update/Master Plan process.

Station #9 - Public Comments Submit an online, paper, or verbal comment.

Pick up a parking validation ticket at the check-in table. Parking validation is available for the Terminal 1 Garage, Lots A, B, C, and D. Shuttles to & from Lots A-D are available every 10 minutes from the SuperPark shuttle pick-up.

www.flySTL.com/About-Us/STL-Airport-Layout-Plan

Appendix D: Open House display boards



What is an Airport Master Plan?



Planning Process

"An airport master plan is a comprehensive study of an airport and usually describes the short-, medium- and long-term development plans to meet future aviation demand"

- FAA Advisory circular 150/5070-6B, Airport Master Plans



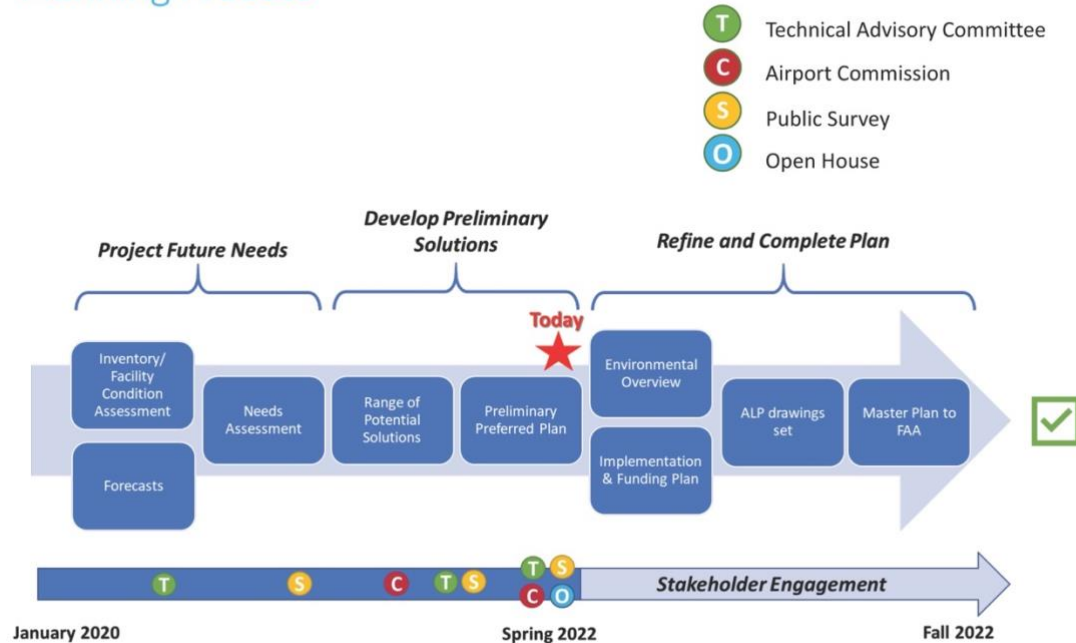
- Provides a blueprint for expected airport development
- Completed every 8-10 years, last plan in 2012
- Needed to continue receiving FAA funding
- Plans for 20-year period
- Requires public input
- Followed by multiple steps before construction

Planned projects can only move forward if they are:

- Justified by actual demand
- Environmentally approved
- Financially feasible

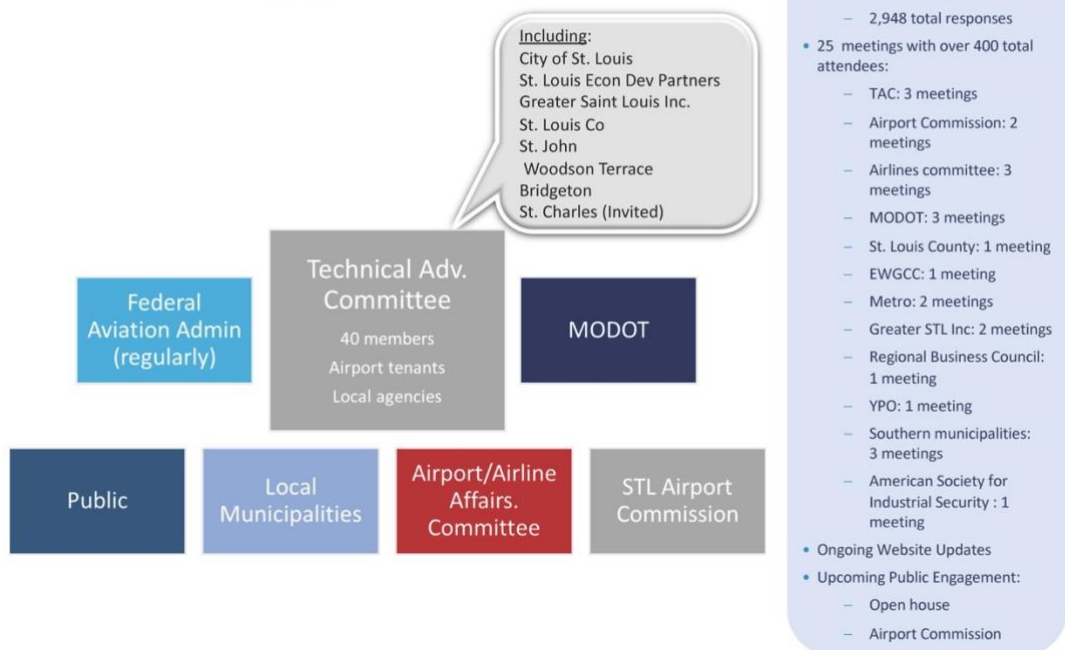
What is an Airport Master Plan?

Planning Process



Input into the Airport Master

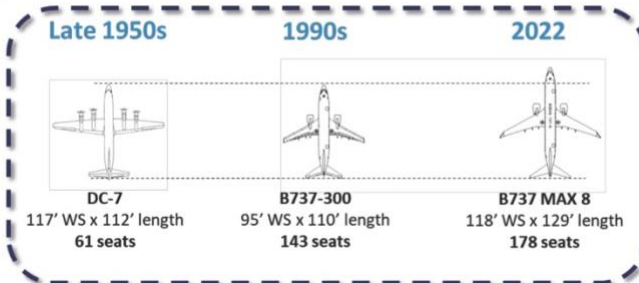
Stakeholder Engagement to Date



Why Plan for Improvements?

Changed Industry Conditions

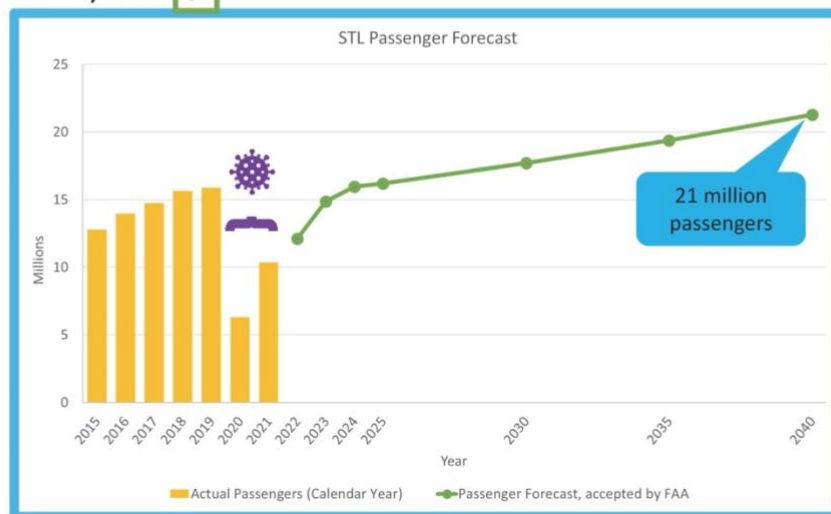
- Current conditions:
 - Lack functionality of facilities
- Age of facilities:
 - Terminal 1 built in 1956
 - Terminal 2 built in 1998
 - Maintenance vs. Reliability
- Industry changes:
 - Aircraft getting larger (size and number of seats)
 - Air travel is growing
 - 9/11 security requirements
 - Connecting hub



Why Plan for Improvements?

Passenger Forecast

- Strong recovery from COVID
- Growth to 21M passengers by 2040
- Approved by FAA ☒





Terminal Needs and Solutions



Need

Growth in
Passengers



Solution

Increase number of aircraft gates (up to 62)
Increase terminal and concourse space
Accommodate modern aircraft



Old/Aging
Facilities



Upgrade customer experience
Reduce Operating & Maintenance costs
Improve resilience



Inadequate
Concessions



Increase customer choices
Provide additional revenues



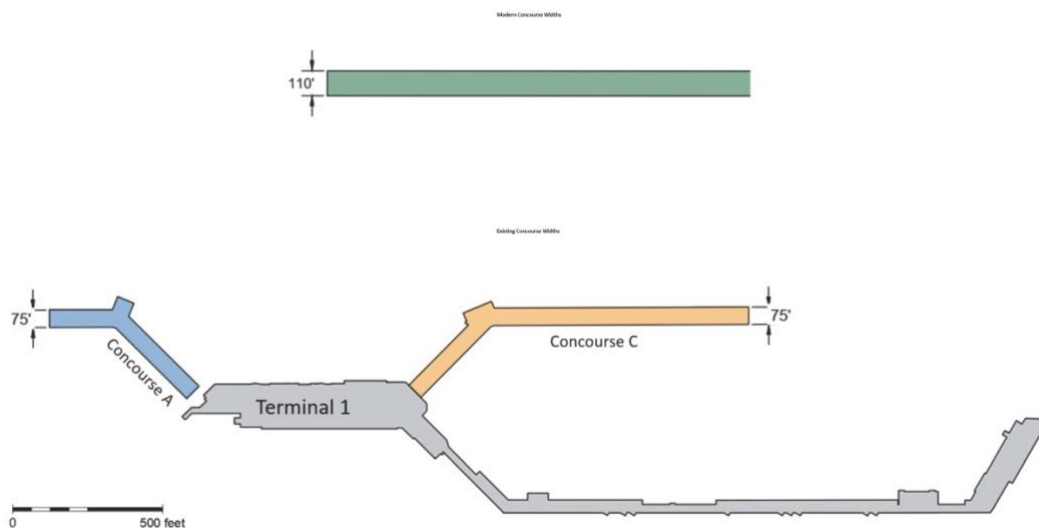
Insufficient
Revenue
Opportunities



Provide additional garage
parking
& revenues



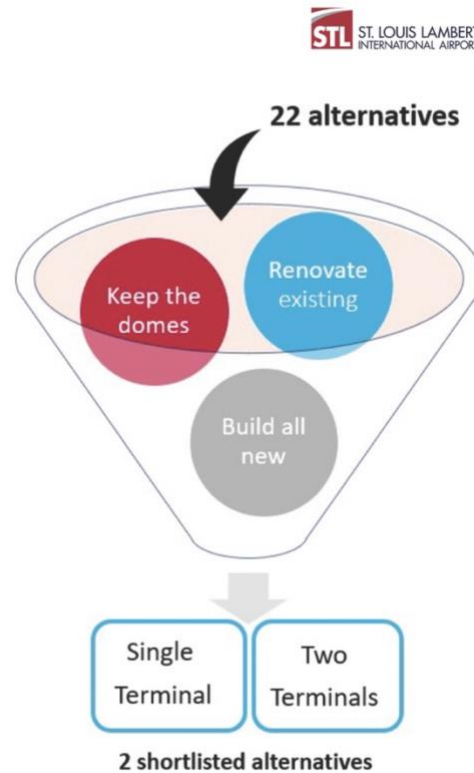
Terminal Concourse Width Comparison



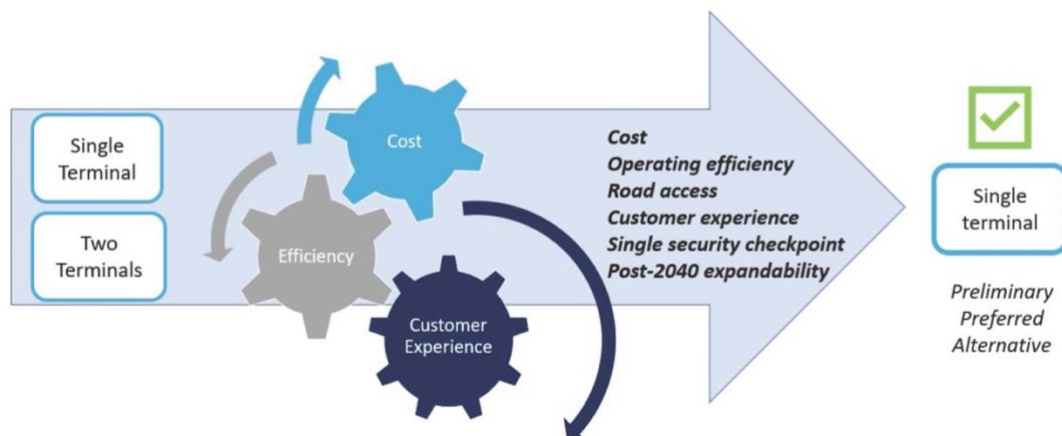


Terminal Alternatives Evaluation

- Sites across entire airport property considered; due to cost, only the existing site is feasible
- 22 terminal alternatives considered at existing site, including variations of:
 - Renovate existing terminals
 - Retain domes
 - Two new terminals
 - Single terminal
 - Airline terminal swap
 - Reopen Concourse D



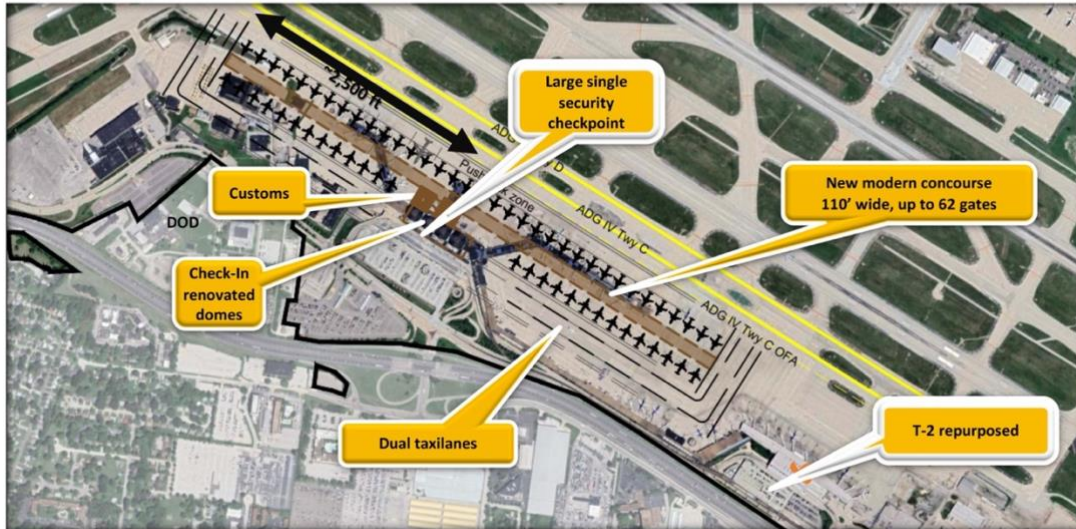
Terminal Alternatives Evaluation





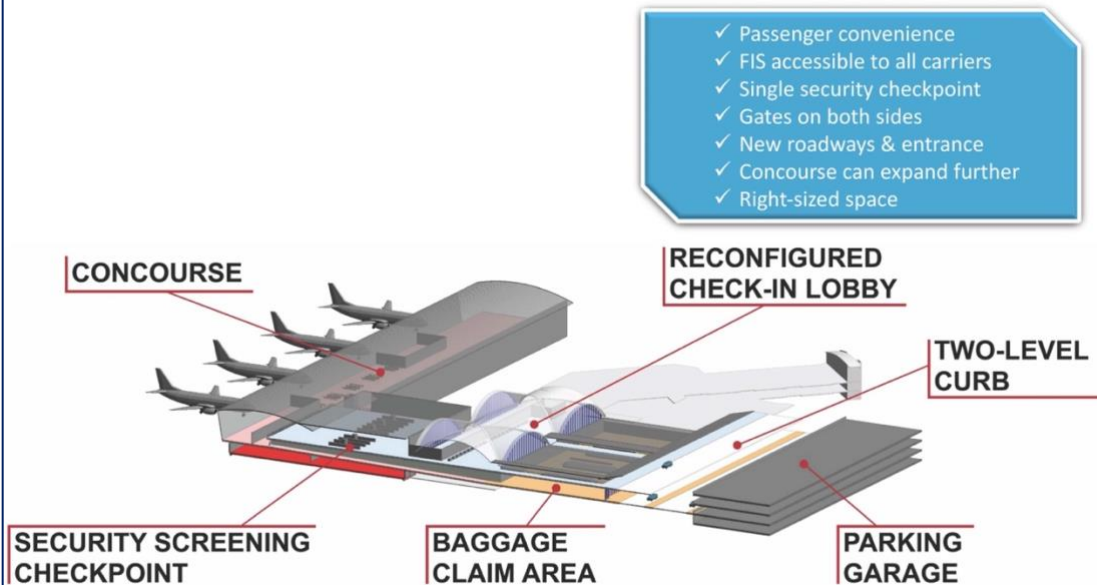
Terminal

Preliminary Preferred Terminal Plan



Terminal

Preliminary Preferred Terminal Plan





Roadways

Key Issues – Terminal 1



- Insufficient decision distance from highway
- Signage overload
- Tight parking envelope



Roadways

Key Issues – Terminal 2



- Tight turn/short decision time
- Inadequate number of arrival curb lanes
- Short sightlines
- Elevated Metrolink tracks limit options





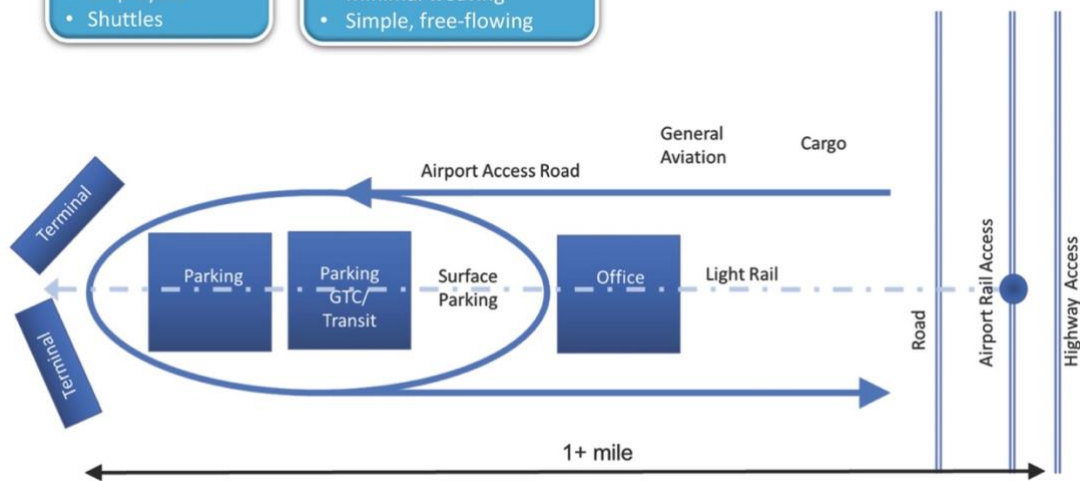
Ideal Passenger Terminal Access

List of Priorities:

- Passengers
- Employees
- Shuttles

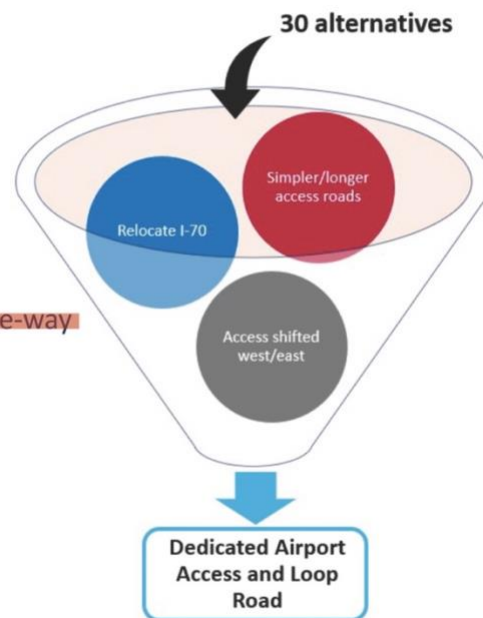
Goals:

- Easy decision-making
- Minimal weaving
- Simple, free-flowing

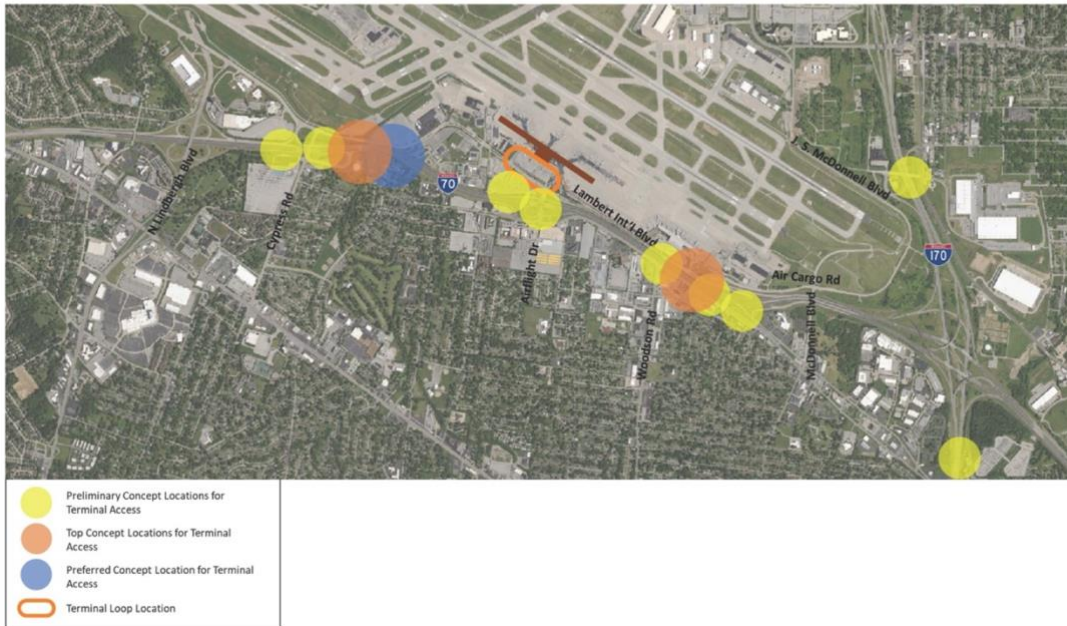


Roadways Alternatives Considered

- Relocate I-70
- Convert LIB and Natural Bridge Road to one-way
- One main airport access road
- Access shifted west/east
- Simpler/longer access to terminal



Terminal Access Concepts



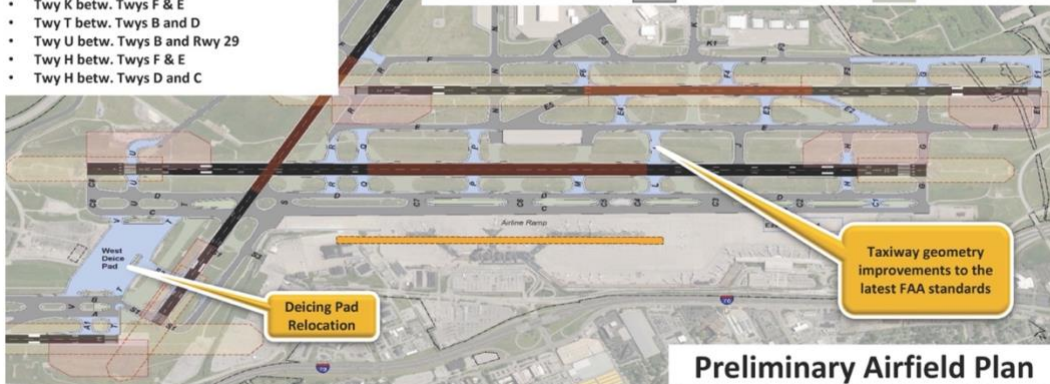
Airfield Preliminary Preferred Alternative

Proposed Closures/Removals of Existing Pavements:

- Twy S betw. Rwy 12L and Twy D
- Twy R betw. Twys E & D
- Twy P betw. Twys E & D
- Twy N betw. Twys E & D
- Twy M betw. Rwy 12R-30L & Twy D
- Twy L betw. Twys F7 & D
- Twy K betw. Twys F & E
- Twy T betw. Twys B and D
- Twy U betw. Twys B and Rwy 29
- Twy H betw. Twys F & E
- Twy H betw. Twys D and C

Legend

	Existing Airport Property Line		Proposed Stormwater/Dry Bottom Basin		Proposed Terminal Building
	Existing Runway Hi-Energy Area		Proposed Island		Pad
	Existing Glide Slope Critical Area		Existing Shoulder		Proposed Shoulder
	Existing Localizer Critical Area		Existing Runway Pavement		Proposed Taxiway
			Existing Taxiway/Movement Area		Proposed Pavement Removal



- Sufficient runway length
- Sufficient runway capacity

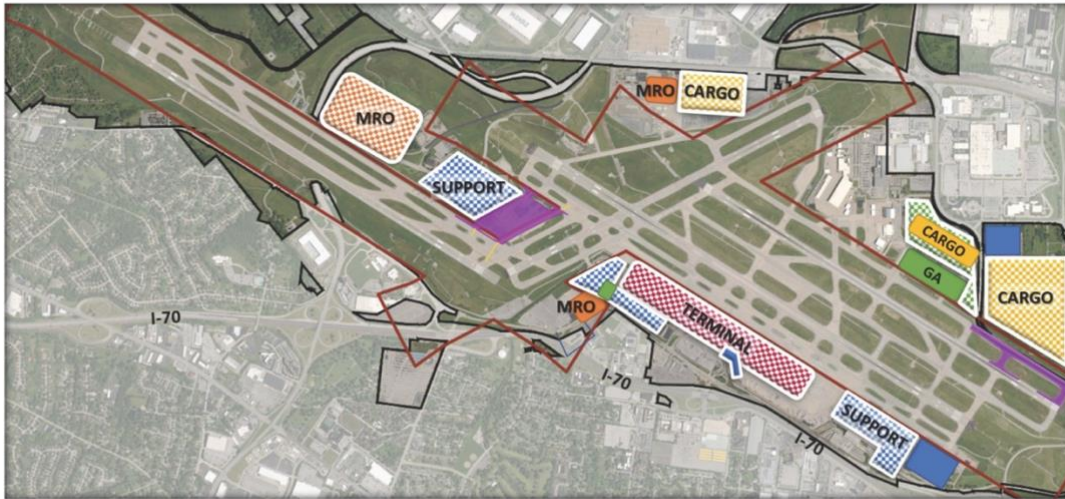


Cargo and Support Facilities

Preliminary Preferred Alternative




Legend:

- Existing
- Proposed
- Airport Property Line
- Development Boundary



Funding

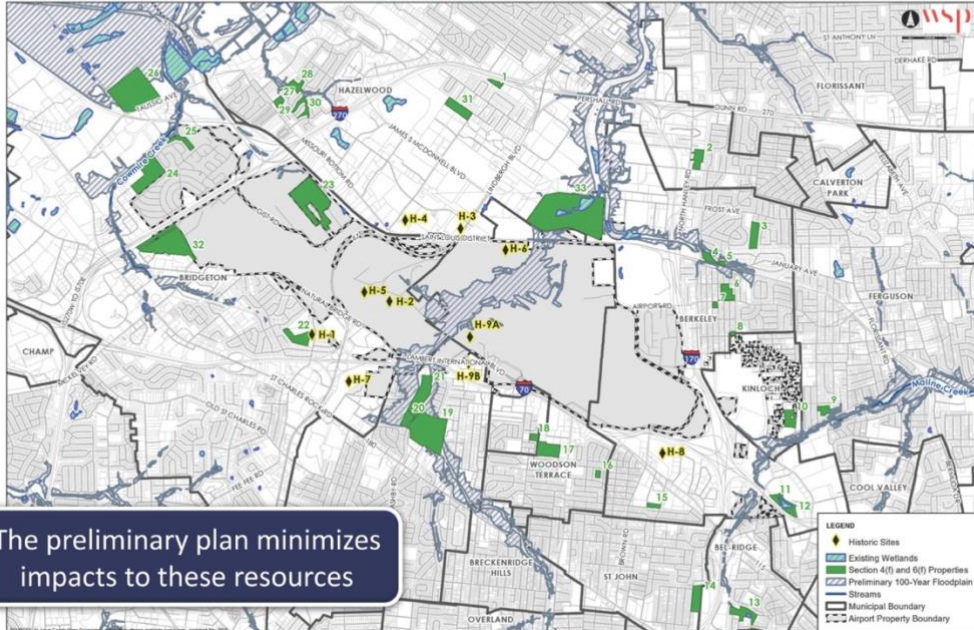
Typical / Likely Funding Sources

- No City or local tax dollars required
- FAA grants 
- Airport bonds
- Existing user fees (PFCs) 
- Rent & charges from airport tenants
- Preliminary Terminal Program cost-per-gate estimate is within the industry ballpark : 
 - Terminal building only: \$31 million per gate
 - Entire Terminal Program: \$40-44 million per gate (includes terminal building and roads, west deicing pad, taxiway connectors, terminal support facilities, parking garage, etc.)
 - Refinement and feasibility analysis underway



Environmental Considerations

Environmental Resource Map



Environmental Considerations

Existing Airport Noise



Source: 2015 Noise Exposure Map, 14 CFR STL Noise Exposure Map Update and Noise Compatibility Program Update, November 2010.

Next Steps Implementing the Program



Tell Us What You Think! Public Input Opportunities

Share your feedback about the preliminary Airport Layout Plan Update/Master Plan by:

- Completing an online comment form using an iPad or your phone
- Submitting a paper form
- Recording a verbal comment

Need more time to compile your feedback?

- The comment form is available at www.flySTL.com/About-Us/STL-Airport-Layout-Plan
- Comment forms can also be mailed to:

Dana Ryan, Airport Layout Plan Update/Master Plan Project Manager
P.O. Box 10212
St. Louis, MO 63145-00212

All comments must be submitted by May 20, 2022.



*Scan here to complete
an online comment form*



Open House

St. Louis Lambert International Airport Layout Plan Update & Master Plan

May 5, 2022

What is an Airport Master Plan?

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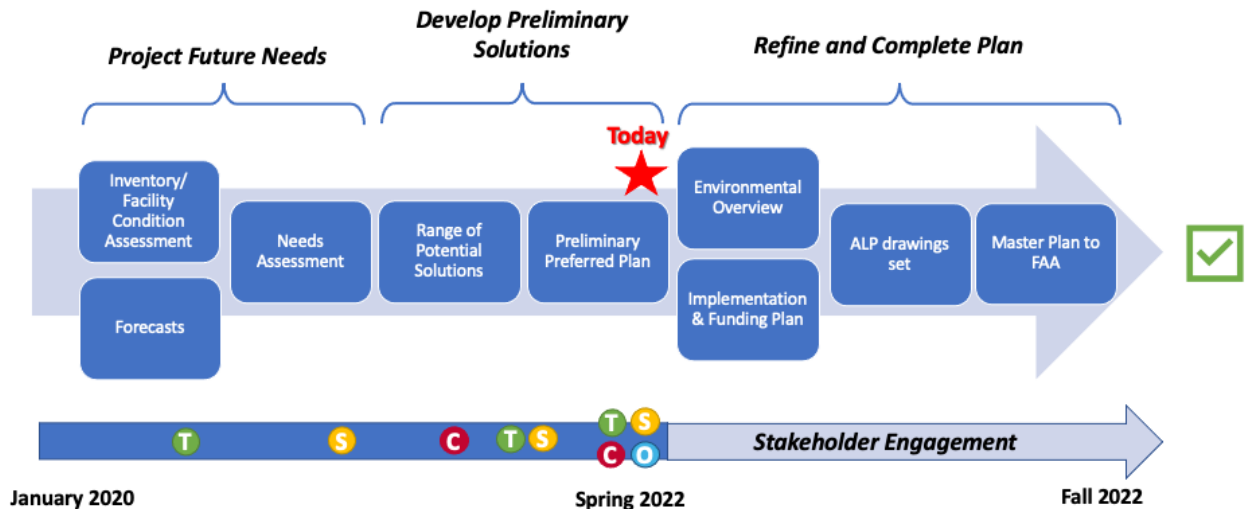
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What is an Airport Master Plan?

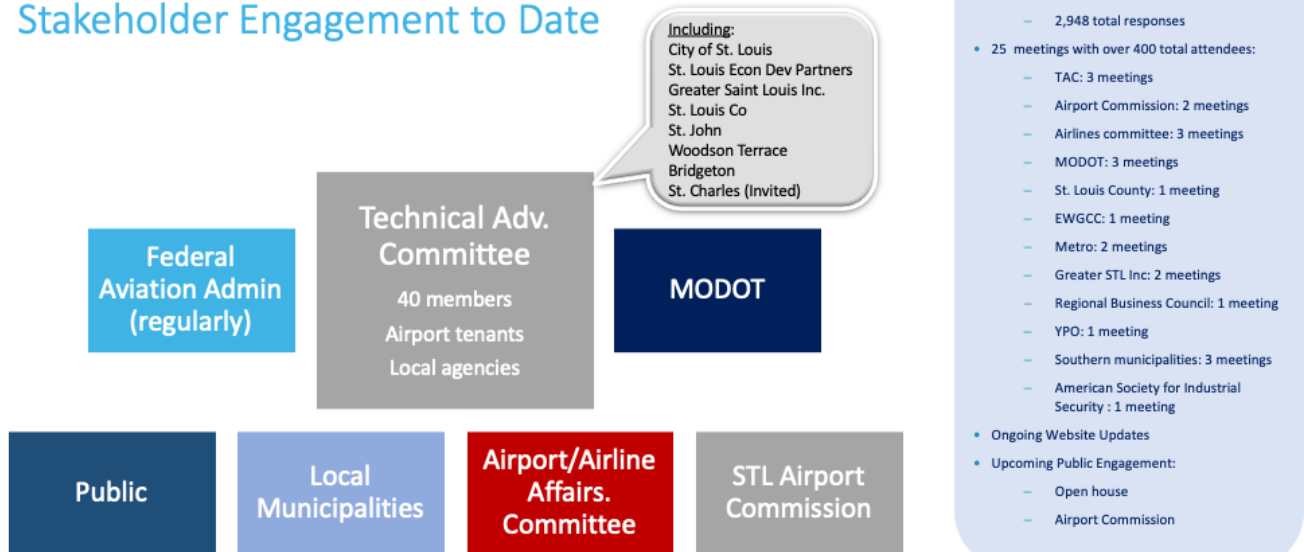
Planning Process

- T Technical Advisory Committee
- C Airport Commission
- S Public Survey
- O Open House



Input into the Airport Master Plan

Stakeholder Engagement to Date



Why Plan for Improvements?

Changed Industry Conditions

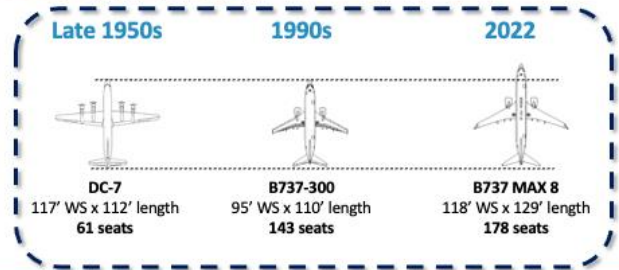
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Terminal 2



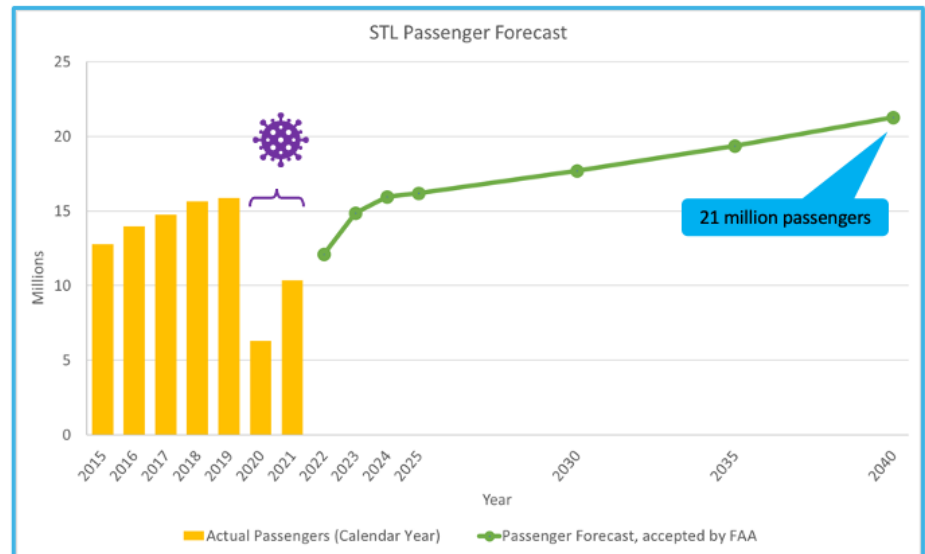
Terminal 1



Why Plan for Improvements?

Passenger Forecast

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Terminal Needs and Solutions



Need

Growth in
Passengers



Solution

Increase number of aircraft gates (up to 62)
Expand terminal and concourse space
Accommodate modern aircraft



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Facilities



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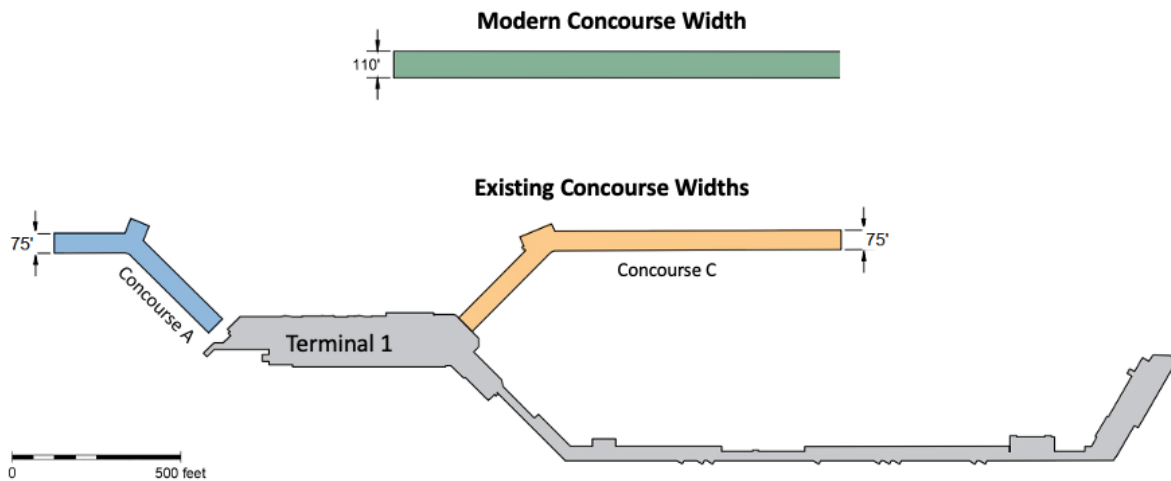
Insufficient Revenue
Opportunities



Provide more garage parking
& revenues



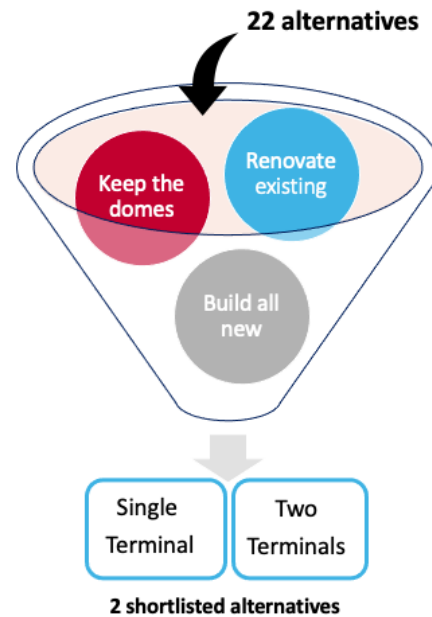
Terminal Concourse Width Comparison



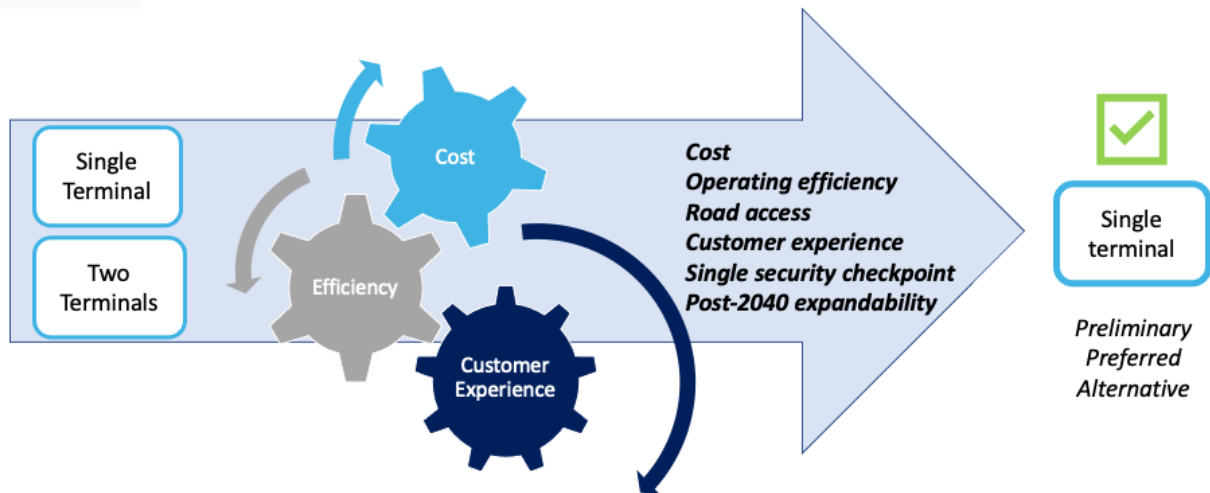


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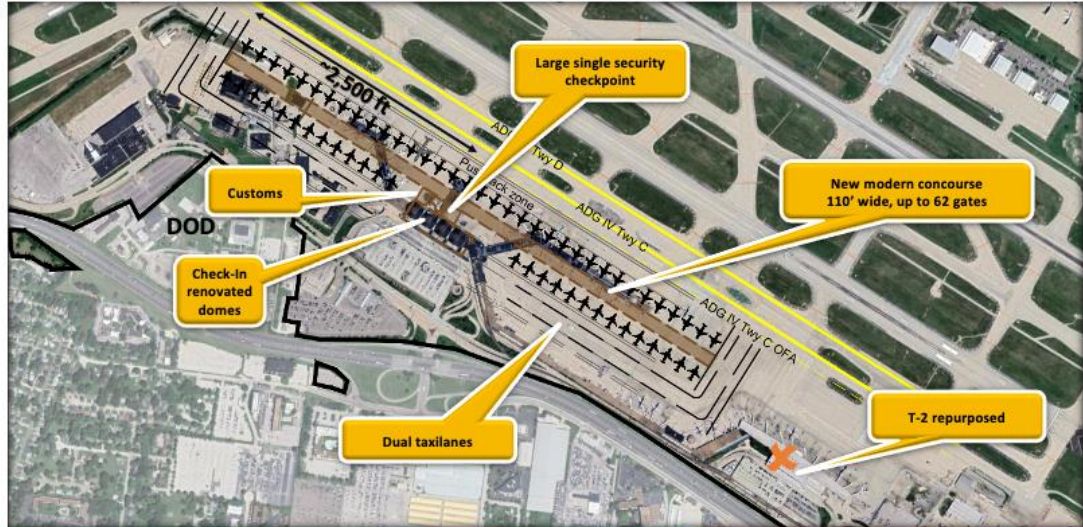
Terminal Alternatives Evaluation





Terminal

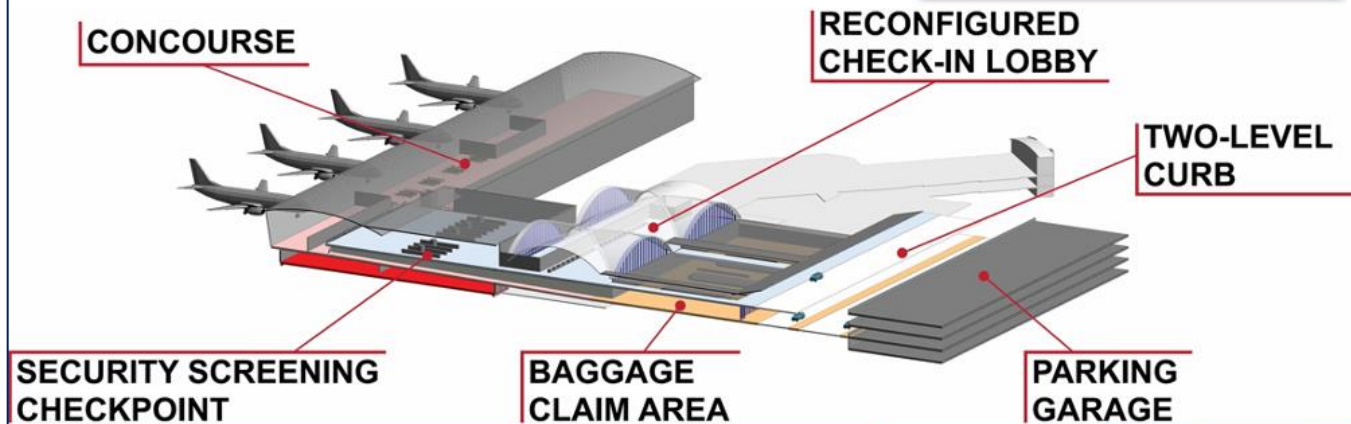
Preliminary Preferred Terminal Plan



Terminal

Preliminary Preferred Terminal Plan

- ✓ Passenger convenience
- ✓ FIS accessible to all carriers
- ✓ Single security checkpoint
- ✓ Gates on both sides
- ✓ New roadways & entrance
- ✓ Concourse can expand further
- ✓ Right-sized space





Roadways

Key Issues - Terminal 1



- Insufficient decision distance from highway
- Signage overload
- Tight parking envelope



Roadways

Key Issues - Terminal 2



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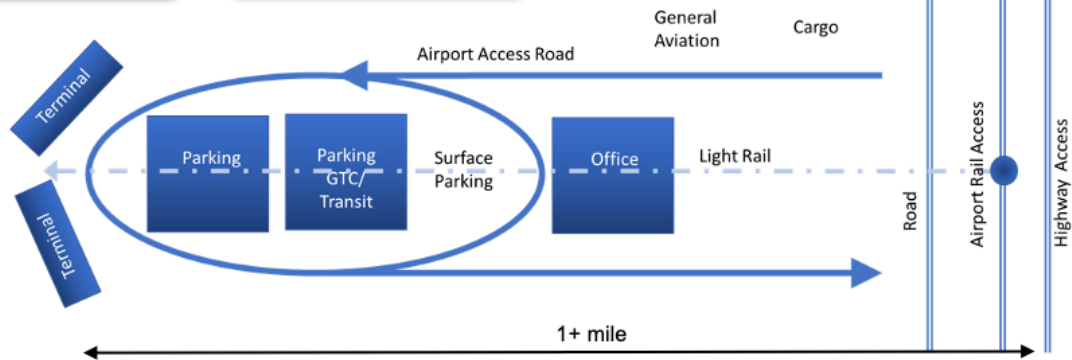
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May 5, 2022

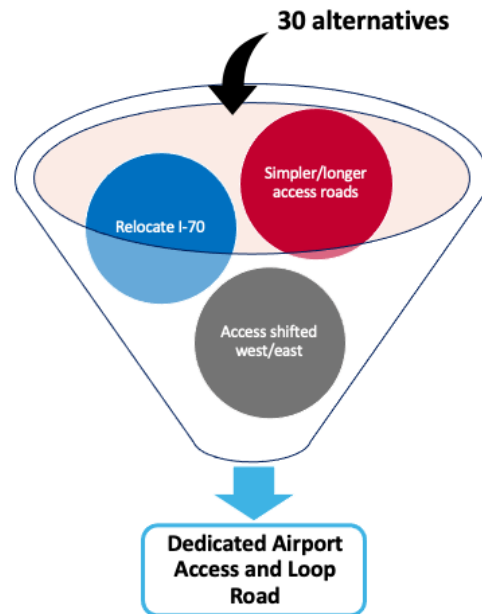


15



Roadways Alternatives Considered

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- One main airport access road
- Access shifted west/east
- Simpler/longer access to terminal



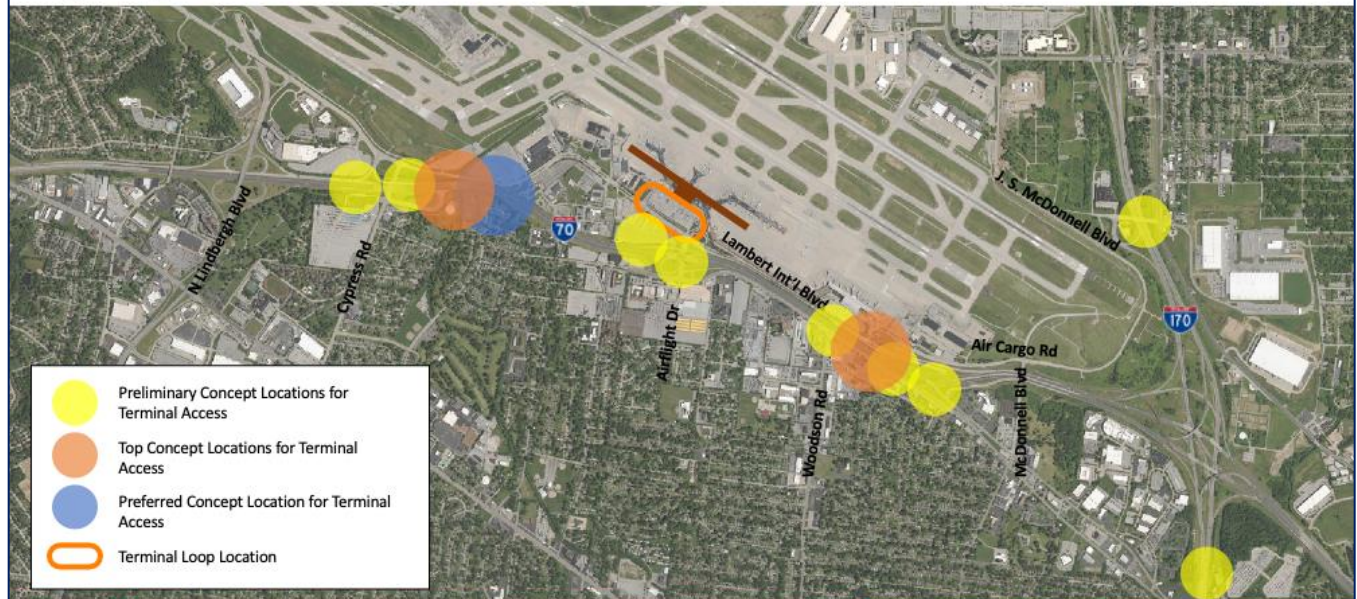
May 5, 2022



16



Terminal Access Concepts



STL May 5, 2022

17



Airfield

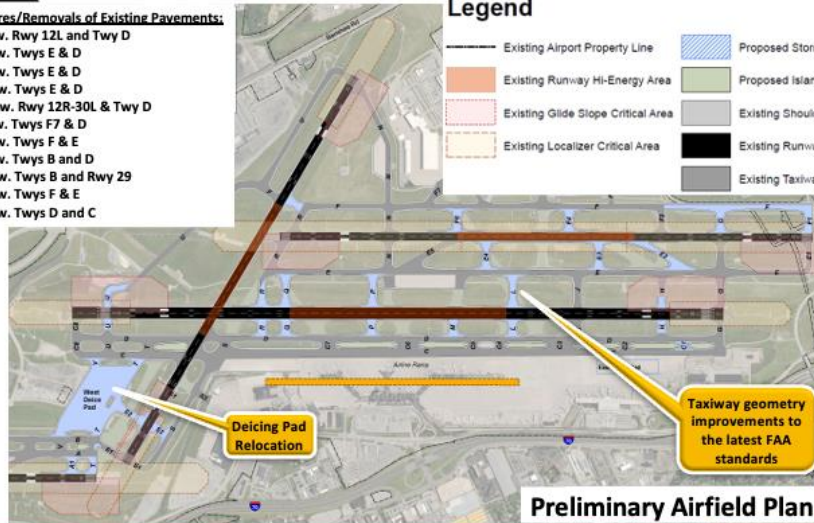
Preliminary Preferred Alternative

Proposed Closures/Removals of Existing Pavements:

- Twy S betw. Rwy 12L and Twy D
- Twy R betw. Twys E & D
- Twy P betw. Twys E & D
- Twy N betw. Twys E & D
- Twy M betw. Rwy 12R-30L & Twy D
- Twy L betw. Twys F7 & D
- Twy K betw. Twys F & E
- Twy T betw. Twys B and D
- Twy U betw. Twys B and Rwy 29
- Twy H betw. Twys F & E
- Twy H betw. Twys D and C

Legend

- | | | |
|------------------------------------|--------------------------------------|----------------------------|
| Existing Airport Property Line | Proposed Stormwater/Dry Bottom Basin | Proposed Terminal Building |
| Existing Runway Hi-Energy Area | Proposed Island | Pad |
| Existing Glide Slope Critical Area | Existing Shoulder | Proposed Shoulder |
| Existing Localizer Critical Area | Existing Runway Pavement | Proposed Taxiway |
| | Existing Taxiway/Movement Area | Proposed Pavement Removal |



- Sufficient runway length
- Sufficient runway capacity

STL May 5, 2022

18

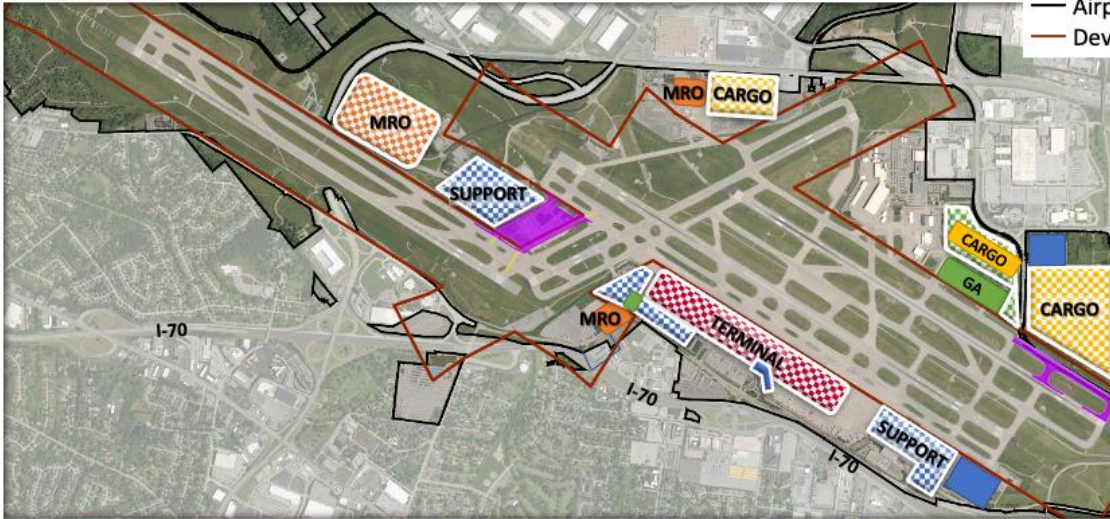


Cargo and Support Facilities

Preliminary Preferred Alternative

Legend:

- Existing
- Proposed
- Airport Property Line
- Development Boundary



Funding

Typical/Likely Funding Sources

- **No City or local tax dollars required**
- FAA grants
- Airport bonds
- Existing user fees (PFCs)
- Rent & charges from airport tenants
- Preliminary Terminal Program cost-per-gate estimate is within the industry ballpark :
- Terminal building only: \$31 million per gate
- Entire Terminal Program: \$40-44 million per gate (includes terminal building and roads, west deicing pad, taxiway connectors, terminal support facilities, parking garage, etc.)
- Refinement and feasibility analysis underway



Next Steps Implementing the Program



flystl.com

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314-551-5027

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Appendix F: Online comment form



Airport Open House Comment Form

Thank you for completing this comment form. Your input will help inform the Airport Layout Plan Update/Master Plan team's future activities and decision-making. For more information, visit www.flySTL.com or follow us at [@flySTL](https://www.facebook.com/flySTL) on Facebook, Twitter, and Instagram.

1. Please provide your comments about the Airport Layout Plan Update/Master Plan in the space below.

2. In what zip code do you live?

3. What is your relationship to Lambert Airport and this project? Please check all that apply.

☐ I live near Lambert Airport.

☐ I frequently travel via Lambert Airport (more than twice per month).

☐ I work in/near Lambert Airport.

☐ I sometimes travel via Lambert Airport (monthly or less).

☐ I am an elected official in St. Louis County.

☐ I am an elected official in St. Louis City.

☐ I rarely travel via Lambert Airport (once per year or less).

☐ Other (please specify)

4. How did you find out about this Public Meeting? Please check all that apply.

- ☐ Email
 ☐ Local media coverage
 ☐ Airport website/social media
- ☐ Mailed postcard
 ☐ Word of mouth
 ☐ Sign in Lambert Airport
- ☐ Other (please specify)

5. Please evaluate this event according to the following criteria.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The Public Meeting was informative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Public Meeting was well planned.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Please provide your email address for future updates about this project. (Optional)

Name

Email Address



Airport Layout Plan Update/Master Plan
Open House – May 5, 2022
Comment Form

Thank you for completing this comment form. Your input will help inform the Airport Layout Plan Update/Master Plan team's future activities and decision-making. For more information, visit www.flySTL.com or follow us at [@flySTL](#) on Facebook, Twitter, and Instagram.

1. Please provide your comments about the Airport Layout Plan Update/Master Plan below. *More space is available on the back side of this comment form.*

[illegible]

2. In what zip code do you live?

3. What is your relationship to Lambert Airport and this project? *Please check all that apply.*

- ☐ I live near Lambert Airport.
 ☐ I frequently travel via Lambert Airport (more than twice a month).
- ☐ I work in/near Lambert Airport.
 ☐ I sometimes travel via Lambert Airport (monthly or less).
- ☐ I am an elected official in St. Louis County.
 ☐ I rarely travel via Lambert Airport (once per year or less)
- ☐ I am an elected official in St. Louis City.
 Other: _____

4. How did you find out about this Open House? *Please check all that apply.*

- | | | |
|--|---|---|
| <input type="checkbox"/> Email | <input type="checkbox"/> Local media coverage | <input type="checkbox"/> Airport website/social media |
| <input type="checkbox"/> Mailed postcard | <input type="checkbox"/> Word of mouth | <input type="checkbox"/> Sign in Lambert Airport |

Other: _____

FLIP OVER

ST. LOUIS LAMBERT
INTERNATIONAL AIRPORT.

5. Please evaluate this event according to the following criteria.

A. The Open House was informative.

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

B. The Open House was well planned.

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

6. Please provide your email address below if you would like future updates about this project.

Name: _____ Email: _____

Additional space for comments:

This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing or drawing. There are no margins, text, or other markings on the paper.

Appendix H: Verbatim comments with thematic codes

Verbatim Comment	Theme(s)
One, the fundamental goals are good. Two, maintaining the domes appears to be negatively driving too many decisions. Three, while I understand the site constraints, the linear proposal, for both gates and parking, being a mile long, will be unwalkable for many passengers. Four, it would be both more functional and less disruptive to construct a new, better terminal complex either in the northeast corner, off of I-170 ("cargo", "GA"), or between Rwy 6-24 & Lindbergh ("support", "MRO"). Five, how do you plan to "repurpose" T-2?	Accessibility Alternative options Domes Landside amenities Positive sentiment Roadway access Terminal 2 future use Terminal design
The STL airport is bad, but the same poor leadership promoting this upgrade is the same poor leadership that spent millions on the last poorly executed "upgrade" and rebranding of Terminal B to a terminal 2. The congestion of traffic, drop off and pick up of passengers and slow baggage claim...these are the ongoing challenges. The new concept doesn't seem to improve these issues and could make them worse. Whomever picks the finishes in the airport has bad taste. So many other cities have nicer airports with upscale finishes...stone, tile, artistic glass and steel.the STL airport interior looks like a prison with drab colors. The area around the airport is depressed. You need to think about enhancing the surrounding area and economic development in Edmundson, St. Ann, etc. It is an ugly area that is the first impression of visitors. There should be lush landscaping all around. Why not engage the Missouri Botanical Garden and do a strategic partnership to beautify the front door entrance to St. Louis. There should be trees and greenery instead of decay and a concrete jungle.	Aesthetics Negative sentiment Neighboring municipalities Perception Roadway access Terminal design
1) language on website is vague and doesn't communicate the purpose of your plan clearly and is poorly communicated if you are planning to modernize your passenger cargo facilities in the existing airport footprint - then make that clear. Everyone knows this airport is terrible and needs work, but it could be a disruption. So, say what you plan to do. 3) the Bridgeton area is very sensitive to construction in the airport area. Carrollton left a major scar on community culture. You need to specify if there are no plans to purchase homes and property in the bridgeton or surrounding area to ease resident fears. The buy outs of early 80s are still in people's memory and it scares everyone. Be sensitive to that. 4) all materials printed and web didn't provide specifics on parking structures and airport ingress or egress. Will exists and entrances change? 5) someone mentioned a car rental space on airport property. The car rental areas on the other side of 70 are very terrible. Slick new car rental space would add great appeal to any airport plan. 6)	Ambivalent sentiment Concessions Construction impact Neighboring municipalities Public engagement Rental car facility

hopefully you will add better shopping and restaurants outside of the [continued] security areas. Like Reagan in D.C.	
If anything do away with terminal 1 and expand terminal 2. Terminal 1 is way less nice.	Ambivalent sentiment Preference for Terminal 2
More attention should be paid to integrating Metrolink. A single terminal is great with a grand food court / shopping area. Bring in local brands: Panera, Lions Choice, Normal Brand, Caleres, etc. The terminal should have lots of light. There needs to be a museum to show the history of flight in St. Louis, bring in the Historical Society; Lindbergh, TWA, Yamasaki, McDonnell Douglas, it should all be showcased. How will you highlight St. Louis? There MUST be partnerships with the Magic House, City Museum. There MUST be partnerships with Anheuser Busch, Cortex, WashU. Partner with Cortex, TREX, Arch Grants, etc and create a aerospace incubator. The Airport must be the best sales pitch for the region. Make us proud.	Concessions Cultural education Landside amenities MetroLink Regional impact Terminal design
I do not see the benefit of the single terminal. I see Southwest as the only airline where connections are made. For those that are transferring I believe staying in a single terminal not shared by others is the most logical. The Southwest terminal is well designed for those traveling to/from St Louis as well with the access points being in the middle versus the end points as with Terminal 1. People flow patterns go both directions versus one depending on if the plane is arriving or departing. I would leave Southwest as is and focus on the others. United and Delta need 3 gates each, Frontier and Spirit maybe 1 each and American 5. Eliminating the B concourse to build a smaller version of the 62 gate facility with maybe just 20 gates would more than suffice. When completed the A and C can be demolished for future growth if gates become necessary. Lastly, a merger of the terminals would lead to bottlenecks at TSA, baggage claim and increased traffic on the roads in front of the terminals. I believe in the development of high speed rail similar to Europe and Asia. If such a rail is created through St Louis then I believe that air traffic would decrease for trips less than 400 miles (Chicago). This would result in fewer gates needed as well. Optimistic investing in the airport seems like a waste of taxpayer money, especially in a community where it can be used elsewhere for better causes. I would like to see a focus on the use of monorails to transport people in/out of the airport area. A loop between each terminal then across I-70 to a single station that has designated shuttle islands for car rental, hotel and parking can greatly reduce the congestion in front of each terminal and along the access road north of I-70. It would also reduce the confusion many have at baggage claim about which doors to exit and where exactly to stand. One final, personal, note. I travel through many airports and see newsstands sponsored by various news organizations (CNN, MSNBC, etc) and magazines.	Concessions High-speed rail Negative sentiment for consolidated single terminal Terminal layout

<p>However, the fact that St Louis has chosen to select Ebony magazine <i>[continued]</i> as a sponsor is unacceptable. While I do not nor ever will read that magazine, it is implied by the name, story samples and cover photos that this is a racially inspired magazine. The fact that this is present in the airport, the gateway to this community, is offensive and should be revisited immediately. There is no reason why it cannot be Hudson News like the others.</p>	
<p>I am very excited about the plan for a single concourse. I really like the plan to have security at the same elevation as the main floor of the domes. I'd like that to be a large open space with a view, if possible. I'd like to see space for food and retail very prioritized. As you know, lines for food in T2 can get very long and cause crowding. A food court area would allow people to see many options rather than settling on the first vendor they come across. I'd like to see a mix of local and chain options. While promoting local restaurants is good, many people on layovers will judge an airport based on their chain fast food / fast casual options. I'd prefer chains for fast food, local restaurants for sit down. I think the airport is a good opportunity to attract some retailers to St. Louis that other malls or shopping districts can't support. Something like Zara or Uniqlo, preferably at their typical low price points. Some airport retail can be excessively high end for what would usually be an affordable brand, such as Penguin stores in some airports. I'd also like to see the architecture of the concourse draw inspiration from the airport's mid-century history. I think some mid-century elements could be bright and airy while standing apart from the completely ambiguous designs of most airports.</p>	<p>Concessions Landside amenities Positive sentiment for single consolidated terminal Terminal layout</p>
<p>The new plan will cause more congestion plus arrival and departure will be bad for travelers. I don't like the new plan</p>	<p>Congestion Negative sentiment</p>
<p>It is important to keep Terminal 2. It is so much easier when traveling.</p>	<p>Convenience Preference for Terminal 2</p>
<p>The overall layout looks good. I like the wider concourses and hope that the new airport is built with plenty of natural light and many more dining and shopping options. I like that the domes will be saved. There will be a need for people movers, moving sidewalks, etc. I love the idea of a light rail extension from the new parking garages to the terminal. Terminal 2 should become a consolidated rent a car facility.</p>	<p>Landside amenities Light rail Positive sentiment Terminal 2 future use Terminal design</p>
<p>I can't think of a better example of short-term thinking at the expense of an entire city. TWA turned St. Louis into an international hub, the volume of people who passed through Lambert on a given day has not been seen since. But to tear down the main terminal is to invite not just the airlines that still fly in and out of St. Louis, but also the existing international corporations and other revenue streams to leave - at the expense of tens of thousands of jobs. The main terminal at Lambert was just rebuilt after being struck by a</p>	<p>Landside amenities Negative sentiment for consolidated single terminal Regional impact Relationship to airlines</p>

<p>[continued] tornado, only to now be destroyed again? Lufthansa - a major international airline has just publicized its plans to offer direct flights from St. Louis to Europe - now is not the time to chase them away, it's the time to draw others in. First it's important to remember that even though St. Louis no longer has the breadth of big business that it once did, it is still one of the homes for what used to be Ralsten-Purina (remember Checkerboard Square?) the one of the US bases for ImBev (formerly Anheuser-Busch): Monsanto, a giant it's own right is now a major research campus for Beyer: not to mention that Citibank still has a call center based in St. Louis. Energizer has a campus of offices and PepsiCo has a distribution center here as well. St. Louis has multiple convention centers that regularly attract conventions because of the competitive pricing. BJC is one of the foremost hospitals and medical research companies in the world people travel from countries all over the world to be treated here. And our solution is to repurpose the main airport and stuff everyone into a tiny terminal that is already at maximum capacity? A terminal that was intended for overflow? Here is an idea - do a little bit of updating to an airport that was just rebuilt after being struck by a tornado, and repurpose terminal one - turn it into a fancy restaurant or two, perhaps a large duty free shopping area and exclusive lounge areas for airline VIPs. Have have vans or mini-buses that shuttle people back and forth; and If people are troubled by having to go through security - then offer a security checkpoint for people coming from that terminal. This city never got over the loss of TWA and the broken promise by American Airlines to keep St. Louis as one of its hubs. This city is home to 2 national monuments. It's time for this city to stop feeling sorry for itself, for trying to salvage make a short-term financial gain at the expense of a long term rebuilding of a great city. The absurdity of taking a few extra gates onto an overflow terminal, that has become the Southwest airline hub - sink an obscene amount of money into it (whether it costs the local taxpayers or not - but will cost someone.). So a fortune and money to repurpose a the bulk of Lambert International airport only to spend another fortune trying to piecemeal the other terminal by adding on pieces where it can find the space. For smart people, the planners behind this deal (or potential deal,) seem to be making some pretty illogical and shortsighted. It's embarrassing and I can't think of a faster way to truly turn a historically rich state into what is now commonly known as a "flyover state.)</p>	
<p>Would love to see new parking garages like those at MSP Humphrey terminal. Public parking and rental cars right across the street from the terminal, with sky walks. There are too many shuttles in too small a space. Hope the approach taken in the layout of the facility is to keep things simple. The average traveler is not a frequent flier.</p>	<p>Landside amenities Parking facilities</p>

Going to one terminal is great. And I like the idea of saving the domes. I would suggest terminal two becomes a consolidated rental car facility. I think that is the major lacking force at STL is the fact that all rental cars are a shuttle away and not and a consolidated location. Could use a portion of the metro line there in order to train people from terminal one to terminal two for consolidated rental car. Make a larger parking facility there to house all rental cars? As for the singular terminal. I would hope for a few airline lounges. Definitely keep the admirals club may be a common use lounge.	Landside amenities Parking facilities Positive sentiment Rental car facility Terminal 2 future use
I would like to see the uso within the security area. It makes it easier timing wise to plan when you need to leave the uso to get to your gate on time. I like the old parking arrangement when letting off passengers by departures where cars were diagonal in front off the terminal. It seems more orderly that way	Landside amenities Parking facilities USO
I really like having a single terminal for everyone where changing airlines is easy. From this, I hope there are many food options like a food court like other airports have. I usually go through T2 and the fast food options are pretty non-existent and the ones that are open usually have very long lines. I am thinking like Dallas-Love airport (but we will have more gates) would be a great model for our single terminal airport. Easy in and out, great food options, and then easy to get to any gate. I cannot wait to get this moving. Thanks!	Landside amenities Positive sentiment
I feel like we need to keep the domes and make it one whole terminal with many food options and shops (fast food, sit down, ice cream etc)	Landside amenities Positive sentiment for single consolidated terminal
Of all the plans, the worst is keeping the old 1950s terminal building. Please remove it! Build a NEW MODERN terminal building! As in, NEW EVERYTHING! It's time to move on from the past. The building terminal was cool and "chic" in the 1950s and 1960s. It's old and a dinosaur TODAY. TODAY is what matters, not 70 years ago! Gut the whole thing and quit living in the past. Build a NEW Iconic terminal building. Move St. Louis FORWARD.	Modernization need Perception
It's great to see that we are updating to keep up with modern necessities in airports.	Modernization need Positive sentiment
I have several a	N/A
Please do not combine the terminals. Do not ruin what is already a poor airport experience.	Negative sentiment
I live in St. Charles and when the new runway was being considered there was a townhall meeting with Lambert officials. We were told the planes would fly lower but the new quiet engines would not be a problem. This past month the airport has been using the new runway as the other is under construction. I have a hard time sleeping and if I'm outside trying to have a conversation I have to stop due to the noise. So basically we were just told anything to get this project completed. Now your talking about a new concourse and if this runway is used more will cause more issues for us. We lived here	Negative sentiment Noise mitigation

[continued] long before this runway so with your new environmental impact study please consider what it is doing to the St. Charles folks. I would be glad for them to use my residents in the study.	
Confusing, overall information has ignored the neighboring cities problems. Your Community engagement leaves a lot to be desired.	Negative sentiment Public engagement
I find it boring and unnecessary. It looks like DTW in many ways. Lambert is unique. Also Lambert will never see the traffic and passengers in volume as it did in the years 1999 & 2000. Lambert is no longer a hub for a major legacy carrier. Renovations to the current concourses and reengaging with UA, AA and DL would be beneficial. Luring Jet Blue would benefit Lambert as well versus catering to dollar store airlines like Spirit and Frontier.	Negative sentiment Transportation hub
Leave it as is. Works well as we always fly Southwest and it works well as is. I know how this allowance for public input normally works. You ask what we think so you can say you dud. Then you do what you planned to do all along. It us wirking well, please do not screw it up.	Negative sentiment for consolidated single terminal Preference for Terminal 2
This is a terrible idea. Go ahead and replace terminal 1. But leave the east terminal as it is. The main reason I fly southwest is because it's so easy to use the east terminal. It works. Run a shuttle behind security if people need to move between the two.	Negative sentiment for consolidated single terminal Preference for Terminal 2
Consolidated rental car facility, improved parking options near terminal, reduced # of shuttles around terminal to improve traffic flow, wider terminal, improved TSA security checkpoints.	Parking facilities Rental car facility Roadway access Terminal design Terminal shuttles TSA checkpoints
We need a major renovation sooner than...When friends visit from out of town the airport is their first impression and my friends have all commented that our airport leaves a bad first impression...also is does offer pride of living in St Louis for the residents of St Louis.	Perception Timeline
Let's do this.	Positive sentiment
Sounds great, I hope to see it when done.	Positive sentiment
Very good ideas. This airport has so much potential, and it's very exciting to see how this project will progress.	Positive sentiment
I think reimagining our airport is critical to the health and development of the region.	Positive sentiment Regional impact
This idea should happen. I think it would benefit the city.	Positive sentiment Regional impact
Need work completed much sooner.....!!! Great ideas...let's get to work now!!	Positive sentiment Timeline

STL very much needs to begin this like yesterday!	Positive sentiment Timeline
This needs to happen yesterday...or ASAP. Will bring more business, airlines, flights, and revenue to our city so we can expand and obtain the glory that was once had when TWA existed and when they filmed "Planes, Trains, Automobiles" at the airport	Positive sentiment Timeline
I think it's good. A good way to get more centralized	Positive sentiment for single consolidated terminal
Single terminal is a great idea, it makes the airport a great place to travel/from	Positive sentiment for single consolidated terminal
The selected layout is the best, given the constraints of the airport location. It addresses all major needs of the current airport.	Positive sentiment for single consolidated terminal
I agree that a single terminal would be ideal. I've been a fan of the Phoenix Airport layout. My only concern is departures drop off. At T2 traffic has consistently been backed up past the stop light. This interrupts traffic for Terminal 1. Most recently I was surprised to find a barely busy terminal after waiting in traffic several minutes. My concern is when combining terminals, will this continue to be an issue.	Positive sentiment for single consolidated terminal Roadway access
Overall the plans sound great! When the time comes for final design I would love to see a slight curve to the new concourse instead of the completely straight design currently proposed. Not only would this be an interesting aesthetic improvement but it should allow for larger aircraft to use the airport at the ends of the concourse as there would be more space between the taxiway and terminal for them to fit. Hopefully this will also help bring more international flights to St. Louis. Additionally it would be great to see a short tunnel built to connect terminal 1 and 2. This way if terminal 2 is ever used for passenger service again convenient transfers could be made without the need to go through security again. This might also help to encourage new airlines to bring operations to Lambert due to the improved connections and passenger experience.	Positive sentiment for single consolidated terminal Terminal design

Appendix I: Verbatim email comments with thematic codes

Verbatim Comment	Theme(s)
What is so wrong with Southwest at terminal 2? As a handicap person Southwest is so easy to get to the plane. I won't be able to be at the open house today but would like to know what the layout for the new terminal will look like. What is so wrong with Southwest at terminal 2? As a handicap person Southwest is so easy to get to the plane. I won't be able to be at the open house today but would like to know what the layout for the new terminal will look like.	Accessibility Preference for Terminal 2
Your website states comment forms would be available, but I do not see a link, etc. Could you please forward to me?	Comment form
<p>I attended the Open House this evening and left a lengthy written comment. I'm not sure that your development company is local to the St. Louis area. I didn't get the feeling that the presenters were familiar with the history of Lambert Airport and how it has affected the Bridgeton area in the past. This is a link to a YouTube video that describes the Carrollton Subdivision and the airport expansion in the 80s and 90s. It might help you to understand the scars that were left with area residents...and many still live here.</p> <p>https://youtu.be/d_AwsOOFujE [youtu.be]</p> <p>It is a public relations consideration. Your website needs to be written in plain language without technical jargon. All streets, highways, landmarks, and buildings should be clearly labeled and add the north arrows on maps. The airport sits inside a metropolitan area and people's lives will be effected. Yes, a new terminal will be beneficial in the long term but residents in the area need straight-talk to build trust. You're website left me saying, "huh?" and tonight's meet was only marginally better. Sorry, I had more comments.</p>	Community impact Public engagement

<p>Airports are not immune to social trauma, including in St. Louis.</p> <p>On March 23, 1994, Bob Richards, a television weatherman on Channel 5 KSDK, nosedived his Piper Cherokee 180 into the runway from 400 feet up at Spirit of St. Louis Airport in Chesterfield apparently committing suicide. He was also apparently seeing a psychiatric counselor prior to his death and had been thinking suicidal thoughts. While we cannot know the details of this case, we do know of hundreds of cases where persons under psychiatric care or taking psychiatric drugs have committed suicide or senseless violence.</p> <p>CITIZENS COMMISSION ON HUMAN RIGHTS® OF ST. LOUIS, INC.</p> <p>Established in 1969 by the Church of Scientology to investigate and expose psychiatric violations of human rights</p> <p>UNRAVELING MOTIVELESS AND UNPREDICTABLE VIOLENCE & SUICIDE A Guide for Law Enforcement Investigators and anyone concerned about violence in society -- in school, in the workplace, at home Click here to download and read the CCHR Report on Psychiatric Drugs, Violence & Suicide [cchrstl.org]</p> <p>The Citizens Commission on Human Rights of St. Louis would like to provide you with the above referenced report that is part of our Seminar, Recognizing psychiatric Fraud and Abuse.</p> <p>Acts of criminal violence have been with us since time immemorial but what we have been witnessing over the last couple of decades staggers the mind and assaults the senses.</p> <p>The fact missed by most is that psychiatric, mind-altering drugs have been found to be the common factor in an overwhelming number of these acts of random senseless violence.</p> <p>The scientific research documenting the connection between violence, suicide and psychiatric drugs is overwhelming.</p> <p>The FDA has issued several warnings on psychotropic drugs, cautioning that persons prescribed the drugs must be monitored for increased suicidal ideation and worsening depression. The FDA takes the adverse side effect of suicide seriously by placing a Black Box Warning on certain psychiatric drugs. Here is one relevant FDA reference [fda.gov]: Antidepressants increase the risk of suicidal thinking and behavior (suicidality) in children and adolescents with MDD [Major Depressive Disorder] and other psychiatric disorders.</p> <p>According to information from the U.S. Agency for Healthcare Research and Quality, 106,000 Americans were hospitalized in 2002 for overdosing on</p>	<p>Community impact Safety</p>
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[continued] their psychiatric drugs. 63 percent of these people were suicides or attempted suicides. The trend is apparently continuing into the present.

Between 1965 and 2001 in the U.S., drug abuse for children and adolescents soared more than 2,900%, in part fueled by the general availability of psychiatric drugs. Very few people recognize that illegal drugs represent only part of today's drug problem.

During the last 40 to 50 years there have been major world-wide changes in our reliance on addictive, prescription psychiatric drugs. Addiction to psychiatric drugs now rivals illegal drug addiction as the number one drug problem in many parts of the world.

As more and more prescriptions are being written for psychiatric drugs, more and more children are abusing these drugs. For example, the rate of ADHD medication abuse for 13-19 year olds was up 76 percent from 1998 to 2005. Illegally buying and using prescription medications to help them study, college students prefer drugs-of-choice Adderall and Ritalin to help them stay awake longer.

Methylphenidate (Ritalin) is a psychomotor stimulant structurally and pharmacologically related to the amphetamines. Studies and case reports indicate that methylphenidate has the same dependence profile as other Schedule II stimulants. Like other Schedule II stimulants, abuse of methylphenidate can lead to tolerance and severe psychological dependence. Psychotic episodes, violent behavior and bizarre mannerisms have been reported. Intravenous and intranasal abuse can result in serious medical complications.

In the U.S. today, more than 8 million children have been put on mind-altering psychiatric drugs. These drugs can only chemically mask problems and symptoms; they cannot and never will be able to solve problems.

Psychiatric drugs and treatments do create violence and the sooner we recognize this and do something about it, the sooner these kinds of killings will stop.

Drugging millions of Americans with psychiatry's mind-altering drugs has become one of the most dangerous and insidious situations facing American life — the corresponding increase in acts of violence are terrorizing our society.

Note also that a major part of the treatment for prison inmates (used less for rehabilitation than for managing and disciplining inmates) is a regimen of powerful psychiatric drugs, despite numerous studies showing that aggression and violence are tied to their use.

<p><i>[continued]</i></p> <p>The bottom line: Check for psychiatric treatment and psychiatric drugs (prior or current use, or withdrawal from) in all cases of senseless violence and suicide.</p> <p>Watch the CCHR documentary video Psychiatry's Prescription for Violence at http://www.cchr.org/videos/psychiatrys-prescription-for-violence.html [cchr.org].</p> <p>Please download and review the above referenced report and let us know how we can help you further.</p>	
<p>Thank you for responding to my email. I hate to be a continual source of bad news about the Bridgeton Area, but here is the other thing as far as Environment around Bridgeton. The video link below exposes the dirty laundry about airport expansion in Bridgeton, but as residents, we have another major problem too. I got an email today that gives access to the EPA dashboard for the Superfund cleanup tracking site. I send this so you can see the full scope of Bridgeton's issues (and the betrayals that many of the residents feel). All the nuclear waste at the superfund site was stored out in the open - for years - on the airport runways. And, the old time residents say that it was trucked to the landfill and the trucks were buried there.</p> <p>EPA Superfund site – Westlake Landfill: https://www.epa.gov/mo/westlake-landfill-dashboard [epa.gov]</p> <p>There is also a documentary on HBO+ about Westlake. Please be kind to the Bridgeton residents. Could you just invite them to a meeting at the Bridgeton Rec Center or something to make sure the community is OK with the expansion? They've been through a lot. It would be a way of showing people that you care about their thoughts. They've been ignored in the past. One open house is not enough. I live within a mile of the airport. My address is 42XX Tideland Dr., Bridgeton MO 63044 (Google it). I have a lot of neighbors that would appreciate some outreach on their turf - not yours. Talk to them.</p>	<p>Environmental impact Public engagement</p>

<p>Mr. Cusmano announced he would be attending our Open House next week and asked if representatives from FEMA would be present. I informed him the agency had no part in event.</p> <p>He relayed that during the expansion program (RW 11/29) he attended another open house. FEMA was present and revealed to him the former McDonnell Douglas buildings at Lambert Airport would be a processing center to receive mass evacuations resulting from a catastrophic disaster. Since those buildings are no longer suitable for occupation, he was hoping to speak with FEMA and see if St. Louis was still an evacuation point and where the people would be housed.</p>	<p>Evacuation sites</p>
<p>It was a pleasure to meet you yesterday during the open house. My comment is to locate the CONRAC in either Concourse D or Terminal 2 when SWA relocates to Terminal 1.</p>	<p>Landside amenities Rental car facilities</p>
<p>A previous commitment will keep me from attending the meeting, so I'd like to address my primary concern: Direct access to the terminal from Metrolink.</p> <p>Hartsfield-Jackson in Atlanta has entry from inside the terminal directly to MARTA trains via escalator. Access is via a short walk, indoors, in a pleasantly decorated environment. It is well-lit and safe.</p> <p>Lindbergh, by contrast, requires a long walk across a dingy, poorly-lit parking garage that's open to the weather. No woman and few men would feel safe doing this at night. It then requires a trudge up a stairway while hauling luggage.</p> <p>Any plan for modernization should make it easy and safe to access public transportation.</p>	<p>MetroLink Public transportation Safety</p>

<p>We cannot be at the open house but we are incredibly supportive of the new remodel. STL is an embarrassing airport in comparison to nearly every other airport. I travel quite a bit and other airports actually make you feel like staying and shopping and dining. Sometimes I joke that I wish I had more time to enjoy them. Houston, Denver, even San Diego airport have awesome themes relatable to their specific city. Denver smells like Pine! San Diego has electronic swimming sealift that runs the length of the airport. Most of them even have upstairs with restaurants and shops to people watch. STL airport makes me feel disappointed when I come off the plane bc it's so sparse and outdated and not even remotely progressive. I was excited when we got a filtered water bottle dispensary. Our family fully supports to remodel! Welcome to the next century! Thank you for asking for feedback!</p>	<p>Modernization need Perception Positive sentiment for single consolidated terminal</p>
<p>Our airport is in need of updates/improvements, but please, please don't eliminate Terminal 2 and cram it in with all the other airlines in the main terminal.</p> <p>I flew home to St Louis on Sunday from LAX in Los Angeles where they have nine terminals.</p> <p>What's wrong with having two terminals? Neither I nor any of my friends think it's a good idea to get rid of Terminal 2.</p> <p>Thank you for your consideration.</p>	<p>Negative sentiment Preference for Terminal 2</p>
<p>Thank you so much for the invitation! Sadly, we also have our student art show during the same time that evening, and our awards ceremony prior to. May is a busy time! Congratulations on the increased participation and thank you for asking. Reach out anytime!</p>	<p>Open House</p>
<p>I really felt the Open House tonight at the airport covered all the bases. I appreciated the openness and professionalism even as we brought criticism and concern. I would love an opportunity to follow up to talk about how to shape a future dialogue with communities adjacent to the airport that will assure regional growth is not at the expense of these marginalized areas.</p> <p>Also love the framework you have created at Vector Communications. I hope we cross paths many times in the future.</p>	<p>Open House Public engagement</p>

We'd like to request a paper packet and access to watch the formal presentation recording.	Public engagement
<p>As I sit upstairs at Gate 31 waiting for yet another delayed flight I have time to contemplate the fate of St. Louis as a business center.</p> <p>St. Louis, as I hope you are aware, was founded on the basis of the ease of transportation. On the banks of the Mississippi River near the confluence of the Missouri, Mississippi, Illinois, and Meramec Rivers, the river system was an excellent method of transportation that led to the growth of St. Louis and as a dominant gateway to the west. With the coming of railroads our forefathers had the wisdom to bridge the Mississippi River, solidly cementing St. Louis as a leading business and industrial hub. St. Louis was again at the forefront of transportation with the advent of airflight, being not only a major hub but a center for the corporate headquarters of a major carrier and of a major manufacturer.</p> <p>Once we had direct flights not only to all major cities in the United States, but served as a hub for international travel. Once I could catch an early morning direct flight to any number of markets and know I would be back home that evening. Today, we are regulated to being at best a third tier community and I sit hear in the middle of the day waiting for a flight that is three hours delayed, and most likely be canceled so the plane can be "repositioned" elsewhere.</p> <p>We have one of the longest runways in the country, now mostly unused. The runway came at a high price - not only in dollars - but in the emotional impact upon residents, as it tore through the very fabric of the community as whole neighborhoods were demolished to make way for the runway. Do we now need what may be one of the longest terminals in the country? Is it your intent to see we stay a third tier community? Linear terminals don't work well for hubs, particularly busy hubs - the plan mentions considering moving walkways, but even with such the time to travel from one end to the other for connecting flights would be long, and the trip most difficult for the elderly, the very young, and those with disabilities. The plan calls for one central security point, i.e. bottleneck - have you bothered to recently look at the chaos at the security check in the west terminal concourse A early in the morning?? One only has to try to navigate through security in the east terminal at busy times to know that a single check point is a recipe for long lines and missed flights.</p> <p>Instead of trying to reconfigure the airport to serve as a third tier community, why not - as those before you have done - look to the future? What we need is for you and for the Airport Commission to negotiate with the airlines to return flights to St. Louis, to find an airline that will return St. Louis to hub status. We don't need a terminal configured for more uncomfortable little commuter planes, for schedules that require flying to</p>	<p>Regional impact Transportation hub</p>

[continued] Atlanta to change planes to get to Houston, or fly to Detroit to get to Naples, Florida.

Without improved direct service from St. Louis you won't have to worry about building a new terminal - the businesses who rely upon air travel will continue to leave and you won't need it.

I somehow missed the boat on the makeover of the airport. I did see on the news a woman that was just about more like my age or older that would love to see the return of the glory days. Sadly, we can't do that with the airplanes because many of the airplanes has been switched over from the propeller types to jet propulsion. And is one reason why I love Cape Air. It is one of the very few airlines that flies using prop planes. However, banning good law abiding citizens (those who have never been convicted of a violent crime) from going through the concourses is pretty stupid. I too believe in the safety of this country, but if a visitor that doesn't have a ticket walks on the concourse level has a clean police record should be able to walk the concourses. I think ever since 9/11, I wonder if we had some people working Homeland Security were behaving like psychics or something accusing, those without a ticket to be nothing but trouble. Before we start with more tearing things down, etc., let's rewrite the security rules for non ticketed visitors. If the person visiting the airport has a clean police record, that person should be given a gate pass.

I do like the idea of going back to when it was just one terminal. But to me, instead of tearing down Terminal 2, how about using it as another restaurant. There was the employee lounge in the basement of T1, but what we really ought to have is a low-priced restaurant with maybe a salad bar, with a 1950s approach. Maybe have it be a senior citizen friendly with a 90% senior citizen roster running the restaurant. A low-price senior citizen friendly restaurant that represents the 1950s in T2 would be great as airplane enthusiasts could look out of the windows and get a good view of the airplanes, and for the link between T1 and T2, save the old D concourse and use that as an indoor link and the travelators could continue to operate. The reason why I say that is if Southwest is going to move to T1, and T1 is going to be enlarged, then give the viewing public that are not holding any tickets a chance to view the airplanes and maybe with a restaurant that would be open to everybody could do the trick. Also on the MetroLink, it would help Metro dodge a closure as that T2 MetroLink station could serve as a shortcut for employees to get to work.

Security protocols
Terminal 2 future use

Appendix J: List of compiled comment themes

Theme	Count
Positive sentiment	13
Landside amenities	11
Positive sentiment for single consolidated terminal	8
Negative sentiment	7
Preference for Terminal 2	6
Public engagement	6
Terminal design	6
Regional impact	5
Concessions	4
Negative sentiment for consolidated single terminal	4
Parking facilities	4
Perception	4
Rental car facility	4
Roadway access	4
Terminal 2 future use	4
Timeline	4
Modernization need	3
Terminal layout	3
Accessibility	2
Ambivalent sentiment	2
Community impact	2
MetroLink	2
Neighboring municipalities	2
Open House	2
Safety	2
Transportation hub	2
Aesthetics	1
Alternative options	1
Comment form	1
Congestion	1
Construction impact	1
Convenience	1
Cultural education	1
Domes	1
Environmental impact	1
Evacuation sites	1

Theme (continued)	Count
High-speed rail	1
Light rail	1
N/A	1
Noise mitigation	1
Public transportation	1
Relationship to airlines	1
Security protocols	1
Terminal shuttles	1
TSA checkpoints	1
USO	1