

Appendix A

BASED AIRCRAFT OWNER SURVEY

A survey questionnaire was mailed to each of the 236 owners of aircraft based at the Waterbury-Oxford Airport in January 2004. The mailing list was provided by Airport management. A copy of the survey form is presented at the end of this appendix. Survey respondents were provided with a stamped, self-addressed envelope to facilitate the return of the form.

The purpose of the survey was to solicit comments about aircraft usage, reasons for basing the aircraft at the Airport, and suggested facility improvements. Opportunity was also afforded for the respondent to provide additional comments or suggestions. The response rate of 57 percent is considered excellent for a mail-out survey without follow-up.

The tables that follow present the raw data results for each of the nine questions on the survey. The responses to the first eight questions are segregated by type aircraft in order to gain an enhanced perspective on the subject topic. Key responses are highlighted in each table. Responses to the open-ended Question 9 are listed for the reader's information.

Questions 1 Through 8

The following general observations may be made from the survey results to the first eight questions.

1. The dominant type of aircraft based at the Airport is the single-engine piston used for recreation and training.
2. Those aircraft used primarily for business operate about twice as much as those used for recreational purposes.
3. Aircraft owners base at the Airport because it is convenient to their point of origin.
4. Aircraft owners like the availability of hangar and tiedown space and the instrument landing system (ILS).
5. Turbojet aircraft operators are most likely to transition to other airports to pickup and discharge passengers.
6. Relatively few aircraft owners would relocate to another airport, even if that airport had the facilities they most favor.
7. There seems to be consensus among all aircraft owners that the Airport could better serve based and transient aircraft users if there was a restaurant, crosswind runway, and more hangar space available.

8. Turbojet aircraft owners would promote additional precision instrument approaches complemented with approach lights and the removal of the nearby powerlines. These facility improvements emphasize aircraft operational factors.
9. Aside from the expressed need for a crosswind runway, owners of aircraft that are primarily used for recreational purposes favor facility improvements that emphasize the terminal area – restaurant, hangar space and aircraft wash areas.

Table A-1 RESPONSE RATE			
Aircraft Type	Based	Responses	Response Rate (%)
Single-Engine Piston	155	101	58
Single-Engine Turboprop		1	
Multi-Engine Piston	10	7	20
Multi-Engine Turboprop		2	
Turbojet	37	23	62
Rotorcraft	1	1	100
Total	236	135	57

Table A-2 STORAGE TYPE				
Aircraft Type	Storage Type (%)			
	Tiedown	T-Hangar	Common Hangar	Private Hangar
Single-Engine Piston	63	27	1	9
Single-Engine Turboprop	0	0	0	100
Multi-Engine Piston	29	57	0	14
Multi-Engine Turboprop	0	0	100	0
Turbojet	0	0	91	9
Rotorcraft	0	100	0	0

Table A-3 AIRCRAFT ACTIVITY	
Aircraft Type	Average Annual Flights (Operations)
Single-Engine Piston	77
Single-Engine Turboprop	50
Multi-Engine Piston	58
Multi-Engine Turboprop	250
Turbojet	103
Rotorcraft	100

Table A-4 PURPOSE OF FLIGHT						
Aircraft Type	Purpose of Flight (%)					
	Training	Business	Recreational	Emergency	Medical	Other
Single-Engine Piston	9	10	79	0	2	0
Single-Engine Turboprop	50	0	50	0	0	0
Multi-Engine Piston	4	36	60	0	0	0
Multi-Engine Turboprop	5	83	12	0	0	0
Turbojet	1	98	0	0	0	1
Rotorcraft	25	50	25	0	0	0

Table A-5 RANKING OF REASONS BASED AT AIRPORT						
Reason for Basing	Ranking of Reason by Aircraft Type					
	Single-Engine Piston	Single-Engine Turboprop	Multi-Engine Piston	Multi-Engine Turboprop	Turbojet	Rotorcraft
Proximity to Origin	1	1	1, 2	2	6	2
Fuel Price	8	6	6	6	2	-
Hangar Space	3	2	3	1	8	-
Hangar/Ground Fee Rate	7	-	7	5	1	1
Tiedown Space	2	-	8	-	-	-
ILS	4	3	1, 2	3	5	-
FBO	6	5	5	7	3	-
R/W Length	5	4	4	4	4	-
Pavement Strength	9	-	9	8	7	-
Other	10	-	-	-	9	-

Table A-6					
REGULARLY TRANSITION TO OTHER AIRPORTS					
Regularly Transition to Other Airports					
Aircraft Type	No	Yes	Which Airport	Reason	Frequency
Single-Engine Piston	103	13	Various within 100 nm	2 nd home, Closer to home	< 20 flights annually
Single-Engine Turboprop	0	1	VRB, BID	NA	NA
Multi-Engine Piston	7	0	NA	NA	NA
Multi-Engine Turboprop	1	1	HPN, TEB	Passenger-related	90%
Turbojet	1	22	HPN, TEB	Passenger-related	54%
Rotorcraft	1	0	NA	NA	NA

Table A-7			
POTENTIAL FOR RELOCATION			
Potential for Relocation			
Aircraft Type	No	Yes	Which Airports
Single-Engine Piston	65	27	DXR, HPN, others < 50 nm
Single-Engine Turboprop	7	0	NA
Multi-Engine Piston	5	2	BDR, DXR
Multi-Engine Turboprop	2	0	NA
Turbojet	18	4	TEB, MMU, Unsure
Rotorcraft	1	0	NA

Table A-8			
TOP 3 FACILITY IMPROVEMENT NEEDS			
Ranking of Facility Needs			
Aircraft Type	1	2	3
Single-Engine Piston	Restaurant	Crosswind Runway	Hangars
Single-Engine Turboprop	Wash Area, Better Fuel Prices		NA
Multi-Engine Piston	NA	NA	NA
Multi-Engine Turboprop	Crosswind Runway	Turbine Maintenance, Hangars	
Turbojet	ILS 18, Remove Powerlines		Approach Lighting System (18 and 36)
Rotorcraft	Hangars	Restaurant	NA

Question 9

Responses to Question 9 were grouped by aircraft type in order to maintain the confidentiality of the respondent. The responses are unedited, listed in no particular order and address a wide range of topics. Several respondents offered similar comments and these have been repeated within each grouping.

Single-Engine Piston, Single-Engine Turboprop and Rotorcraft

- Open a restaurant with a large transient ramp; have an airport day; have some fun again.
- OXC is a great facility and a pleasure to fly out of.
- Fly less now due to ATCT.
- Restaurant, avionics shop.
- Job well done by Airport Manager.
- ATCT staff good; Airport Manager communicates well, I know what is going on.
- ATCT is a huge improvement.
- Runway snow clearing is at times slow.
- Not sure there is enough traffic for an ATCT.
- Self-serve fuel for better pricing.
- Turf strip.
- ATCT crew great to work with.
- ATCT is the best thing to happen; now need reliable, professional airport maintenance facility.
- Lovely airport; positive experience.
- Put a light in NW corner of NW ramp; its dark and dangerous if vehicles not close by.
- Tenants should have tag/card to park up to 8 hours on ramp; no overnight.
- Wonderful management and ATCT personnel.
- Wish we had not lost the crosswind runway which favored the winds.
- Great FBO; Keystone wonderful.
- Nice airport; good manager; good e-mails. Improvements tend to favor BJs and not light aircraft.
- Well run; no issues.
- Keep homes away from the airport.
- Get professional FBOs for GA. Authorized GA aircraft dealers. Activities to promote aviation to kids.
- The pilots and tower need a system to allow both to know where each is.
- Phone at tiedown ramp areas.
- Small out-building with restrooms, phone and planning room.
- Excellent service from Keystone.
- Don't like communicating with ATCT.
- More accurate wind data; change AWOS accordingly, more often.
- Rental storage space/locker for cleaning supplies, oil, headsets, etc.
- Inclined auto ramps at access gates should have in-pavement heaters.

- Lower fuel prices.
- Secure parking for NE ramp; move gate.
- Self-serve fuel for a reasonable price.
- ATCT not needed.
- Cost of hangars and then not owning them at end of ground lease.
- R/W 13-31 should not have been removed.
- Open hangars to purchase.
- Stairway from parking area at NW ramp. Roadway slippery.
- Park in tiedown area if not a security issue.
- Larger run-up area at each R/W end.
- Oxford much improved.
- Run-up and clearance pick-up area at R/W ends.
- Aircraft maintenance monopoly exists; prices are "ridiculous" and quality of work is substandard.
- Pilots should be permitted to park vehicles at tiedowns; do not permit overnight parking. Have flown less due to this situation.
- Airport management should be promoting Airport for its economic benefits to local towns.
- Since ATCT operational, Airport is safer.
- Excellent Airport management services.
- R/W did not need lengthening. It needed wider and stronger taxiways.
- Another full-service FBO.

Multi-Engine Piston and Multi-Engine Turboprop

- Good communication by Airport Manager.

Turbojet

- Stop development of houses on ILS approaches.
- Good job at airport management level.
- Reduce slope of runway.
- Extend T/W B.
- Customs service.

Rotorcraft

- None.

Insert Survey Questionnaire (Excel file)