

## TENANT AND CUSTOMER SURVEY

The City of Naples Airport Authority is continuously working to improve the Naples Municipal Airport (APF) for its tenants, the traveling public, and surrounding community. An important part of this effort is the development of a new 20-year Airport Master Plan. We encourage your participation by sharing your experiences at APF, ideas for the facilities, suggested improvements, desired services, and long-term vision for the airport. Please take a few minutes to complete and return this survey. Thank you!!

Name	
Address	
Phone Number	
Email Address	
Date	

1. How long have you been a tenant and/or customer of the Naples Municipal Airport? \_\_\_\_\_
  
2. Do you rent a tie-down, lease/sublease hangar space, or own a hangar? \_\_\_\_\_  
 If you sublease, do you do so on a seasonal basis? \_\_\_\_\_  
 If you own or rent a hangar space, what type and what size is it? \_\_\_\_\_  
 \_\_\_\_\_
  
3. Do you participate in any aviation-related organizations or airport committees? \_\_\_\_\_ If Yes, please list which ones below.  
 \_\_\_\_\_
  
4. In general, tell us about your experience as a tenant and/or customer of the airport. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
  
5. What airside improvements would help improve your services at APF? (i.e., taxiway improvements) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
  
6. What type NAVAIDS/instrument approaches would improve your experiences at APF? Are there any obstructions that hinder your use of the airport? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
  
7. What landside improvements would improve your experience at the airport? (i.e. parking, security improvements, etc.) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

8. What type of additional facilities and improvements at APFV would best suit your needs? (Select all that apply).

- |  |  |
|--|--|
| <input type="checkbox"/> Regular T-Hangars               | <input type="checkbox"/> Large T-Hangars                         |
| <input type="checkbox"/> T-Shelters                      | <input type="checkbox"/> Clearspan Hangars (approx. 60' x 60')   |
| <input type="checkbox"/> Apron Tie-downs                 | <input type="checkbox"/> Clearspan Hangars (approx. 100' x 100') |
| <input type="checkbox"/> Corporate Hangars (150' x 150') | <input type="checkbox"/> Other _____                             |

9. Understanding that many general aviation services are provided by private commercial service providers (FBOs), what general aviation services do you feel need improvement at the airport?

- |   |   |
|---|---|
| <input type="checkbox"/> Fixed Base Operator Services       | <input type="checkbox"/> Apron Tie-Downs                |
| <input type="checkbox"/> Fuel Sales and Service             | <input type="checkbox"/> Apron Parking                  |
| <input type="checkbox"/> Aircraft Maintenance Services      | <input type="checkbox"/> Vehicle Access and Parking     |
| <input type="checkbox"/> Avionics Repair Services           | <input type="checkbox"/> Access to Wireless Networks    |
| <input type="checkbox"/> Flight Planning / Weather          | <input type="checkbox"/> Signage                        |
| <input type="checkbox"/> Aircraft Rental                    | <input type="checkbox"/> Food / Refreshments            |
| <input type="checkbox"/> Counter Sales                      | <input type="checkbox"/> Concessions                    |
| <input type="checkbox"/> Flight Instruction                 | <input type="checkbox"/> Security / Gate Access Control |
| <input type="checkbox"/> Solid Waste services and Recycling | <input type="checkbox"/> Security and Lighting          |
| <input type="checkbox"/> IT Infrastructure                  | <input type="checkbox"/> Common Area Landscaping        |
| <input type="checkbox"/> Site Drainage                      | <input type="checkbox"/> Utilities _____                |
| <input type="checkbox"/> Ground Transportation Services     | <input type="checkbox"/> Other _____                    |

Specifically, what would you like to see improved? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

10. Looking to the future, what is your vision for APF and what should be accomplished at the airport over the next 20-year period?

\_\_\_\_\_  
 \_\_\_\_\_

11. Additional Comments: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

Please visit [flynaples.com/masterplan](http://flynaples.com/masterplan) for more information about the study.

**Your information is greatly appreciated!**

<i>Please return survey to:</i>	
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