



TENANT AND CUSTOMER SURVEY

The City of Umatilla is continuously working to improve the Umatilla Municipal Airport (X23) for its community, tenants, and customers. 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 X23, 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	

- How long have you been a tenant and/or customer of the Umatilla Municipal Airport? _____
- Do you rent a tie-down, lease 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? _____

- Do you participate in any aviation-related organizations? _____ If Yes, please list which ones below.

- In general, tell us about your experience as a tenant and/or customer of the airport. _____

- What airside improvements would help improve your services at the airport? (i.e., taxiway improvements) _____

- What type NAVAIDs/instrument approaches would improve your utilization of the airfield? Are there any obstructions that hinder your use of the airport? _____

- 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 the airport 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. 100' x 100') |
| <input type="checkbox"/> Apron Tie-downs | <input type="checkbox"/> Other _____ |

9. **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 | <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 (Lighting / Access) |
| <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. **What is your vision for the airport and what do you believe should be accomplished over the next 20-year period?**

11. **Additional Comments:** _____

Please visit www.UmatillaAirportMasterPlan.org for more information about the study.

Your information is greatly appreciated!

Please return survey to:	
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