

## TENANT AND CUSTOMER SURVEY

The Gainesville-Alachua County Regional Airport Authority (GACRAA) is continuously working to improve the Gainesville Regional Airport (GNV) 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 GNV, 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.

Name	
Address	
Phone Number	
Email Address	
Date	

- How long have you been a tenant and/or customer of the Gainesville Regional Airport? \_\_\_\_\_
- Do you rent a tie-down, lease hangar space, or own a hangar? \_\_\_\_\_ If you own or rent a hangar space, what type and what size is it? \_\_\_\_\_  
\_\_\_\_\_
- Do you participate in any aviation-related organizations or committees? \_\_\_\_\_ 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 GNV? (i.e., taxiway improvements) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- What type NAVAIDs/instrument approaches would improve your experiences at GNV? 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.) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

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

8. **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"/> T-Hangars / Shade Hangars               |
| <input type="checkbox"/> Fuel Sales and Service             | <input type="checkbox"/> Vehicle Access and Parking              |
| <input type="checkbox"/> Alternative Aircraft Fuels         | <input type="checkbox"/> Paid Electric Vehicle Charging Stations |
| <input type="checkbox"/> Aircraft Maintenance Services      | <input type="checkbox"/> Access to Wireless Networks             |
| <input type="checkbox"/> Avionics Repair                    | <input type="checkbox"/> Signage                                 |
| <input type="checkbox"/> Flight Planning / Weather          | <input type="checkbox"/> Food / Refreshments                     |
| <input type="checkbox"/> Aircraft Rental                    | <input type="checkbox"/> Concessions                             |
| <input type="checkbox"/> Counter Sales                      | <input type="checkbox"/> Security / Gate Access Control          |
| <input type="checkbox"/> Pilot Lounge Facilities            | <input type="checkbox"/> Security and Lighting                   |
| <input type="checkbox"/> Flight Instruction                 | <input type="checkbox"/> Common Area Landscaping                 |
| <input type="checkbox"/> Solid Waste Services and Recycling | <input type="checkbox"/> Meeting Facilities                      |
| <input type="checkbox"/> IT Infrastructure                  | <input type="checkbox"/> Restrooms                               |
| <input type="checkbox"/> Site Drainage                      | <input type="checkbox"/> Airport – Tenant Communications         |
| <input type="checkbox"/> Ground Transportation Services     | <input type="checkbox"/> FBO – Tenant Communications             |
| <input type="checkbox"/> Flight Planning Facilities         | <input type="checkbox"/> Utilities _____                         |
| <input type="checkbox"/> Apron Tie-downs                    | <input type="checkbox"/> Other _____                             |
| <input type="checkbox"/> Apron Parking                      |  |

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

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

10. **Additional Comments:** \_\_\_\_\_

\_\_\_\_\_

Please visit [www.gnvmasterplan.com](http://www.gnvmasterplan.com) for information about the study.

**Your information is greatly appreciated!**

*Please return the completed survey to:*

Douglas DiCarlo

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Tampa, FL 33609

Via email: [info@gnvmasterplan.com](mailto:info@gnvmasterplan.com)