

Pilot User Survey**NAPA COUNTY AIRPORT MASTER PLAN UPDATE**

March 20, 2002

*86 Responses Received***1. Association with Napa County Airport:**

Based	97%
Transient	3%

2. What type of aircraft do you normally fly?

Single-engine airplane, fixed-pitch prop	34%
Single-engine airplane, variable-pitch prop	52%
Twin-engine airplane	10%
Jet airplane	4%
Helicopter	0%
Other (specify)	0%

3. Where do you normally park your aircraft at the Napa County Airport?

Based tiedown	9%
Visitor parking	1%
Hangar	90%

4. What are the purposes of your flights to/from Napa County Airport:

<i>Company business</i>		<i>Pleasure/recreation</i>	
0%	59%	0%	17%
1-25%	15%	1-25%	9%
26-50%	9%	26-50%	12%
51-75%	5%	51-75%	8%
76-100%	8%	76-100%	51%
<i>Personal business</i>		<i>Flight training</i>	
0%	59%	0%	78%
1-25%	17%	1-25%	21%
26-50%	10%	26-50%	0%
51-75%	3%	51-75%	0%
76-100%	15%	76-100%	0%

5. What is the one-way driving time to or from Napa County Airport (in minutes)?

<15 minutes	46%
15-30 minutes	34%
31-60 minutes	8%
>60 minutes	5%
No response	7%

6. How do the following factors affect your selection of Napa County Airport as a base or destination airport?

<i>Close to home/friend/relative</i>		<i>Reasonable fuel prices</i>	
Discourages Use	3%	Discourages Use	53%
Encourages Use	20%	Encourages Use	22%
Strongly Encourages Use	64%	Strongly Encourages Use	7%
Not a factor	11%	Not a factor	16%
<i>Close to business</i>		<i>Friendly atmosphere</i>	
Discourages Use	4%	Discourages Use	4%
Encourages Use	17%	Encourages Use	44%
Strongly Encourages Use	30%	Strongly Encourages Use	31%
Not a factor	47%	Not a factor	18%
<i>Good aircraft security</i>		<i>Easy to fly to/from airport</i>	
Discourages Use	3%	Discourages Use	6%
Encourages Use	45%	Encourages Use	34%
Strongly Encourages Use	28%	Strongly Encourages Use	52%
Not a factor	22%	Not a factor	7%
<i>Good FBO services</i>		<i>Good runway/taxiway system</i>	
Discourages Use	20%	Discourages Use	3%
Encourages Use	42%	Encourages Use	45%
Strongly Encourages Use	13%	Strongly Encourages Use	44%
Not a factor	24%	Not a factor	5%
<i>Good pilots' facilities</i>		<i>Good ATC system</i>	
Discourages Use	13%	Discourages Use	2%
Encourages Use	28%	Encourages Use	37%
Strongly Encourages Use	14%	Strongly Encourages Use	49%
Not a factor	32%	Not a factor	10%
<i>Reasonable tiedown/hangar rates</i>		<i>Instrument approaches</i>	
Discourages Use	20%	Discourages Use	10%
Encourages Use	44%	Encourages Use	33%
Strongly Encourages Use	23%	Strongly Encourages Use	23%
Not a factor	12%	Not a factor	32%

7. Percentages of people who feel the following facilities and services need improvement:

RUNWAY/TAXIWAY SYSTEM

Length of main runway (Runway 36L-18R)	10%
Length of parallel runway (Runway 36R-18L)	15%
Length of crosswind runway (Runway 6-24)	13%
Instrument approach capability	56%
Obstruction lighting	13%
Taxiway lighting	11%
Runway/taxiway markings and signs	21%
Runup areas	9%

AIRCRAFT FACILITIES

Number of hangars	67%
Size/condition/cost of hangars	46%
Number of tiedowns	7%
Apron pavement condition	10%
Apron lighting	14%
Security fencing	29%

AUTOMOBILE FACILITIES

Number of parking spaces	30%
Parking area condition	22%
Directional signs on access roads	27%

OTHER FACILITIES/SERVICES

Fuel service	40%
Air traffic control	10%
Weather observation/reporting	13%
Aircraft maintenance/repair	43%
Other FBO services	34%
Pilots' facilities (lounge/restrooms, etc.)	20%
Security presence	38%
Automobile rental	28%
Taxi service or public transportation	31%
Public use heliport	14%

8. Specific suggestions for the improvement/enhancement of the operation, procedures, facilities, and services at Napa County Airport:

The following responses present verbatim transcriptions of survey comments. The responses are listed in the order in which they were received.

- Should have restrooms near hangars.
- Self-service fueling should be provided by County. FBO's fuel prices are way out of line. I buy 100LL at Visalia 50¢/gallon cheaper. We need a self-service facility.
- Lower hangar prices.
- Suggest long-term land leases to individuals for private hangars. I had to wait 7 years on a list to get hangar.
- Need better lighting in older hangars, also some way to stop encroaching sand and grit from entering hangars.
- More FBO and fuel choices.
- Add glidescope, avionics shop.
- Correct the hangar rates to include hangar conditions. Items to consider are vapor barrier in concrete, lighting seals on door, controllable ventilation. These are on the new hangars, but not old ones. Rates reflect only square footage.
- I am unhappy with the cost of fuel. I do not like the County having a hand in setting the price.
- How about a card lock self fuel?
- Self service fuel.
- Radio shop needed. Better wiring in T-hangars – the outlets are wired with undersize wire, resulting in large voltage drops. My outlet will not power a compressor. Close the tower, it is not needed and merely slows down the traffic flow. Many times I have been told to hold short when there is actually plenty of time to depart ahead of the landing traffic.
- Need an ILS. Great airport manager.
- The hangar row that I'm in should be re-roofed or sealed as they leak severely in the rain. Some of the paving is in poor shape around the hangar.
- Avionics shop is needed. Some competition for FBO and fuel would bring down costs (60¢ difference between APC and Rio Vista for fuel).
- FBO needs competition.
- Really need to upgrade maintenance capabilities. More hangars, avionics facility, upgrade maintenance expertise and turnaround time. Would like to relocate to Angwin - build more hangars there.
- Could use ILS approach. We have very few complaints. Enjoy the airport. We want a full hangar, so build more of them. Good job.
- Need to do more to encourage general aviation (light aircraft) and more of a choice for aircraft maintenance.
- FBO, Bridgeford Aviation is gouging on fuel, e.g., recent price for 100LL = \$2.69/gallon vs. \$2.45/gallon at Angwin (203) and \$2.09/gallon at Rio Vista (088)
- The installation of a self-serve fuel pit would be helpful.
- Full instrument approach should be provided.
- Create a stand-alone airport agency separate from other County entities as an enterprise agency.
- We used to have taxi-up fuel service which I thought was more efficient and less costly. Also more EPA friendly.
- We need a glidescope (full ILS).

- Need to restore ops on Runway 6-24. Runway 18-36 has 90° crosswinds, often >15 knots. Exceeds airport capability.
- Fix Runway 6-24 today.
- I would like to see all funds generated by airport activity be used only for airport capital and continuing operations. Supervisors of Napa County should take users wishes seriously!
- ILS installation. Large hangars.
- Fuel prices are the highest in the area. Old hangars rent too high – they leak, one light door is hard to operate.
- More hangars.
- Turn the hot water heater on again in the south hangars.
- Needs an ILS. Cheaper JetA and 100LL. You are one of the highest in the County. Another FBO.
- A 36L precision approach, localizer, and glidescope.
- ILS installation.
- Need larger, single hangars: 45 x 40' (for warbirds and twins).
- Should be a more aggressive means for keeping birds away from runways and taxiways. Install an ILS for 36.
- As is true for many, I would appreciate access to a hangar. I have been on the waiting list for over 3 years.
- Bridgeford should improve service (at conclusion of annual or oil change should clean A/C).
- Typical government run operation. Non-responsive to local pilots. The County and the FBO love those big jets. An individual has to be dedicated to flying to continue at Napa.
- Install an ILS.
- Been all the way to east coast, Bridgeford FBO service worst in USA. Maintenance is a liability.
- If the County or FBO would put in some carded fuel pumps, perhaps we could get cheaper fuel. Perhaps we could get automotive grade, and perhaps all the good old boys wouldn't fly off to Nut Tree or Rio Vista for cheaper fuel.
- Bridgeford needs competition for rental fuel and training.
- 1. Install radar. 2. Put 6-24 back into service. 3. Build more T-hangars. 4. Improve IFR procedures/response times.
- Would like to see another restaurant.
- ILS would be nice.
- Need an ILS and Brite Radar for ATC VASI or PAPI. All runways, runway exits S/B marked, lighted better.
- Lengthen Runway 24.
- Lower fuel and parking costs would bring in more money. Napa tower is training tower, needs better supervision of trainees. Needs overall upgrading.
- This airport is so far behind the rest.
- No ILS.
- Airport can greatly benefit from competitors for Bridgeford Aviation. Excessively high fuel prices – pilots fly to other locations for fuel. Given weather prevailing patterns, this airport should have a full ILS instrument approach. Also, ATC tower not strong in handling high-density traffic.
- Fuel and hangar fees are too high. FBO's want our business, but they're unfriendly.
- Self serve fuel.