

**Major Gilbert Airport (Madeline Island) Users
2015 AIRPORT SURVEY
Information compiled in December 2015**

In September 2015 the Town of La Pointe conducted a written survey of Madeline Island airport users. Surveys were distributed at the airport in the pilots' lounge, emailed to regular users, and were also available on the Town's website. The purpose of the survey was to gauge users' satisfaction with the airport infrastructure, operation and services. Approximately 30 surveys were distributed; **12 were returned**. The results are described below.

1. How often do you use the Town of La Pointe Airport? Please check all that apply.

Weekly during summer	<u>4</u>	Weekly all year	<u>3</u>
Monthly during summer	<u>1</u>	Monthly all year	<u>1</u>
Sporadically all year	<u>3</u>	A few times a year	<u>0</u>

2. How many times do you estimate you use the Airport in any year?

0-5 times	<u>2</u>	12-20 times	<u>2</u>
6-12 times	<u>4</u>	More than 20 times	<u>4</u>

3. When you last used the Pilot's Lounge at the Airport, how clean was it?

Spotless	<u>1</u>	Awful	<u>0</u>
OK Clean	<u>7</u>	N/A	<u>0</u>
Somewhat Dirty	<u>4</u>		

Comments:

- Obviously had not been cleaned in a while.
- Better since I have been buying and stocking toilet paper
- The current furniture/layout could improve
- Maybe "dowdy" is the right word

5. In the past year have you used the washroom in the Pilot's Lounge

Yes	<u>11</u>	No	<u>1</u>
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6. How clean did you find the washroom?

Spotless	<u>1</u>	Awful	<u>2</u>
OK Clean	<u>5</u>	N/A	<u>1</u>
Somewhat Dirty	<u>3</u>		

Comments:

- How hard is it to clean it weekly?
- Very unsanitary
- We all do what we can to help and Friends of Airport have put money in but it needs REAL help
- Maybe “dowdy” is the right word

7. What services or facilities would you like to see available at the Airport that are not presently available?

Comments:

- It’s been great to have the washroom open year-round!
- Super AWOS, NOTAMS, crew car, a human
- Fuel – 100LL
- The current facilities are adequate for my needs
- Mogas (I know, asking a lot!)
- Fuel
- ASOS/AWOS weather reporting
- Loaner bicycles. Needs a fence to keep out deer. Needs automated weather

8. How well do you think the runway is maintained?

Great job	<u>8</u>	Could Be Better	<u>2</u>
Adequate	<u>2</u>	Poor	<u>0</u>

9. What changes do you recommend?

Comments:

- Get rid of the ratty furniture and buy a decent set and clean the place
- Transportation options for transient pilots

10. How would you like to receive non-flight information about the Airport? (Note – more than one answer from some respondents)

Email	<u>11</u>	Posted Notices	<u>3</u>
Island Gazette	<u>2</u>	Other:	<u>1</u> Website

11. How effective do you think a perimeter fence is in keeping wildlife off the runway?

Completely	<u>2</u>	Somewhat	<u>3</u>
Fairly	<u>5</u>	Not At All	<u>1</u>

- The current terminal building is adequate. Thank you for mowing a strip of grass around the perimeter of the ramp to facilitate camping at the airport.
- Mowers should have radios and acknowledge they will stay clear. Grounds becoming junky.
- I have a hangar and house and don't use the Pilot's Lounge
- Weather reporting and a pilot lounge remodel/upgrade