



## TYLER POUNDS REGIONAL AIRPORT

### CUSTOMER SURVEY 2017

Tyler Pounds Regional Airport is eager to enhance our amenities for your convenience, while flying in and out of Tyler, Texas. Your time and effort in answering these 10 short questions will provide useable information for future improvements. Thank you very much for completing this survey!

1. Date: \_\_\_\_\_
  
2. What is your home zip code? \_\_\_\_\_
  
3. What was your purpose for flying today?    Business       Emergency       Pleasure
  
4. How many people (including children) are flying with you?    1(just yourself)     2 - 4     5 +
  
5. Are you lodging in a hotel located in Tyler, Texas?    Yes       No  
If yes, what is the name of the hotel (name only)? \_\_\_\_\_
  
6. Do you plan to rent a vehicle from Tyler Pounds Regional Airport?    Yes       No  
If yes, which company will you be renting from?    Avis     Budget     Enterprise     Hertz     National
  
7. We THANK YOU, but why did you choose to fly out of Tyler Pounds Regional Airport?  
 Customer Service    Parking     Location     Flight Schedules    Ticket Price    Other \_\_\_\_\_
  
8. Which airline did you decide to fly with?    American Airlines     United
  
9. Why did you choose that particular airline (American vs. United / United vs. American)?  
 Customer Service    Flight Schedule Options     Ticket Price     Other \_\_\_\_\_
  
10. If you could change two (2) things about Tyler Pounds Regional Airport, what would they be?
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_