

Riverside Municipal Airport Survey Results

Survey sent to 100 tenant e-mail addresses with 26 responding

Q 1.) Compared to other local Airports, our rates are higher, lower, or about the same?

	Much higher	Somewhat higher	About the same	Somewhat lower	Much lower
Fuel prices	4.76% 1	28.57% 6	42.86% 9	19.05% 4	4.76% 1
Hanger rates	5.00% 1	15.00% 3	65.00% 13	10.00% 2	5.00% 1
Daily parking fees	5.26% 1	10.53% 2	57.89% 11	15.79% 3	10.53% 2
Tiedown space rates	5.26% 1	21.05% 4	57.89% 11	10.53% 2	5.26% 1
Office lease rates	5.56% 1	16.67% 3	61.11% 11	11.11% 2	5.56% 1

[Comments\(3\)](#)

Unknown

1/31/2017 9:14 AM

Unknown

1/23/2017 10:34 AM

Hard to compare if you don't use other airports.

1/11/2017 10:30 AM

**Q 2.) How well would you rank the services and facilities here
at the Riverside Municipal Airport?**

	Extremely satisfied	Very satisfied	Satisfied	Not satisfied	Don't know
Operations/ Maintenance	24.00% 6	16.00% 4	60.00% 15	0.00% 0	0.00% 0
FBO	11.54% 3	15.38% 4	46.15% 12	11.54% 3	15.38% 4
Administration	16.00% 4	36.00% 9	36.00% 9	12.00% 3	0.00% 0
Terminal Building	20.00% 5	16.00% 4	52.00% 13	12.00% 3	0.00% 0
Runway	8.00% 2	40.00% 10	48.00% 12	0.00% 0	4.00% 1
Airfield	7.69% 2	42.31% 11	46.15% 12	0.00% 0	3.85% 1
FAA Tower	32.00% 8	28.00% 7	32.00% 8	4.00% 1	4.00% 1
D&D Airport Cafe	23.08% 6	26.92% 7	26.92% 7	23.08% 6	0.00% 0
Overall appearance	20.00% 5	28.00% 7	48.00% 12	4.00% 1	0.00% 0

Comments(3)

Airport manager micro-managing business on airport. Not his place. Dictating that port a port hangars be painted to his liking at hangar owners cost. Unfair and ridiculous. 1/20/2017 12:58 PM

Electrical power for my hangar is in adequate this is an ongoing problem
1/19/2017 8:30 AM

Regular grass cutting is needed, cracks in ramp need repair
1/11/2017 10:52 AM

Q 3.) How well would you rate the following maintenance services at the Riverside Municipal Airport?

	Extremely satisfied	Very satisfied	Satisfied	Less satisfied	Not satisfied
Hangar maintenance	9.09% 2	9.09% 2	72.73% 16	9.09% 2	0.00% 0
Office building maintenance	9.52% 2	33.33% 7	52.38% 11	0.00% 0	4.76% 1
Airfield maintenance	13.04% 3	30.43% 7	52.17% 12	4.35% 1	0.00% 0

[Comments \(4\)](#)

Unknown

1/31/2017 9:14

N/A

1/23/2017 10:34 AM

The airport ops/maint guys are very good.

1/20/2017 12:58 PM

Electrical power and access to electrical circuit box is required

1/19/2017 8:30 AM

Q 4.) In terms of customer service, how would you rate your satisfaction with the following?

	Extremely satisfied	Very satisfied	Satisfied	Less satisfied	Not satisfied
Responsiveness to your inquiries/emails/calls	25.00% 6	37.50% 9	37.50% 9	0.00% 0	0.00% 0
Processing times for leases/ agreements	4.55% 1	36.36% 8	50.00% 11	4.55% 1	4.55% 1
Invoicing/ Billing	13.04% 3	30.43% 7	47.83% 11	8.70% 2	0.00% 0
Operating hours	7.69% 2	30.77% 8	50.00% 13	11.54% 3	3.85% 1
Website accessibility/ ease of use	8.33% 2	33.33% 8	45.83% 11	8.33% 2	4.17% 1
Professionalism/ courtesy	23.08% 6	30.77% 8	42.31% 11	3.85% 1	0.00% 0
Email bulletins	20.00% 5	32.00% 8	48.00% 12	4.00% 1	0.00% 0

Comments(5)

Airport Operation personnel not on airfield during holidays.

1/31/2017 9:14 AM

Airfield operations not available on holidays

1/23/2017 10:34 AM

Need online payment capability

1/20/2017 10:37 AM

Rodger hard to deal with not friendly. I really like Brandon and Benny very friendly

1/19/2017 8:30 AM

Again, hard to compare with others. You just accept what is, to be what is.

1/11/2017 10:30 AM

Q 5.) In terms of Airport safety how would you rate your satisfaction with the following?

	Extremely satisfied	Very satisfied	Satisfied	Not satisfied
Lighting/ marking of the runway	16.00% 4	36.00% 9	36.00% 9	12.00% 3
Fuel facilities	8.70% 2	52.17% 12	34.78% 8	4.35% 1
Condition of the runway/taxiways	12.50% 3	41.67% 10	45.83% 11	0.00% 0
Gate security	7.69% 2	38.46% 10	42.31% 11	11.54% 3
Overall safety of the Airport	26.92% 7	30.77% 8	38.46% 10	7.69% 2

Comments(5)

Many taxiway signs light bulbs out
1/31/2017 9:14 AM

Many taxiway signs not lighted
1/23/2017 10:34 AM

Ramp Yellow taxiway line are hard to see or almost gone need to repaint
1/19/2017 8:30 AM

No gate security emphasized and vehicles posing hazards to aircraft. It goes hand in hand; if unauthorized people get access to field safety and security suffer.
1/13/2017 6:48 AM

Random people walk on to the ramp.
1/11/2017 1:04 PM

Q 6.) Overall, how satisfied or dissatisfied are you with the Riverside Municipal Airport?

Extremely satisfied	23.08% 6
Very satisfied	42.31% 11
Satisfied	26.92% 7
Less satisfied	7.69% 2
Not satisfied	0.00% 0
Don't know	0.00% 0
Responses Comments?	11.54% 3

Space rent is too expensive, out of line with industry downward trends.

1/20/2017 12:58 PM

Really a lot of nice friendly people at the airport. I am very glad I was able to move from Rialto airport when it closed

1/19/2017 8:30 AM

Port-a-port leasing is a problem with the new painting requirement.

1/11/2017 10:30 AM

Q 7.) *By the amount of stars, how likely are you to recommend the Riverside Municipal Airport to a friend or colleague?*

1	2	3	4	5	Total	Weighted Average
0.00% 0	4.17% 1	20.83% 5	20.83% 5	54.17% 13	24	4.25

Q 8.) *Do you have any other comments, questions, or concerns?*

Replace lights that are burnt out.

1/31/2017 9:14 AM

Some questions are not applicable from the control tower's perspective.

1/23/2017 10:34 AM [View respondent's answers](#)

Rodger Kane needs to improve customer service. When I need something done I get an argument instead of a solution. He is not very helpful. I really like Kim Ellis, Corinne Parker, Lauren Cooper, and Brandon in maintenance, Benny Lange they are very helpful, friendly, and good customer service. Keep up the good work. The electrical power for my hangar needs to be resolved so the circuit breaker doesn't pop. I need a way of resetting it when it does. Overall I am extremely happy to be at Riverside Airport

1/19/2017 8:30 AM

Recently there was an airport fly in breakfast day. I don't know what the numbers were, but they would be increased if we had a friendlier and more efficient control tower. Ours doesn't seem to be able to handle more than 3 airplanes in the pattern.

1/13/2017 6:48 AM

I hope we can get new hanger addition with office.

1/11/2017 8:35 AM