

Grand Rapids Airport Access Study

Phase 1 Survey Summary – GVMC Local Participants

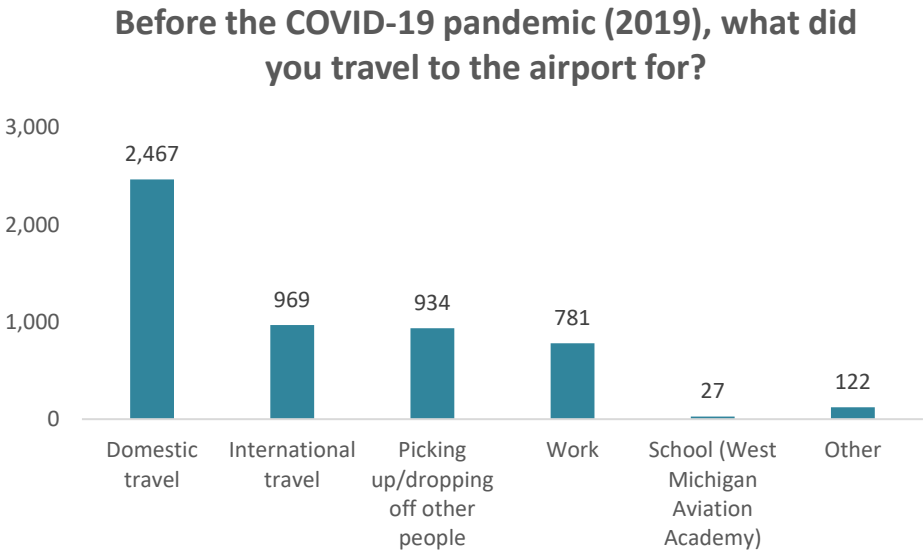
Overview

A total of 7025 individual survey responses were received, and responses came from nationwide participants who have traveled to or from the airport. For this summary, a total of 3039 participants, who live, work or own a business within the study area, or whose zip code of residence is within the GVMC county boundaries were selected to further study the needs from a local perspective. Since all the questions are optional, not all recorded participants completed all questions. The survey was open on March 21, 2022 and closed on April 30, 2022.

Airport Access Questions

Before the COVID-19 pandemic (2019), what did you travel to the airport for? (Select all that apply)

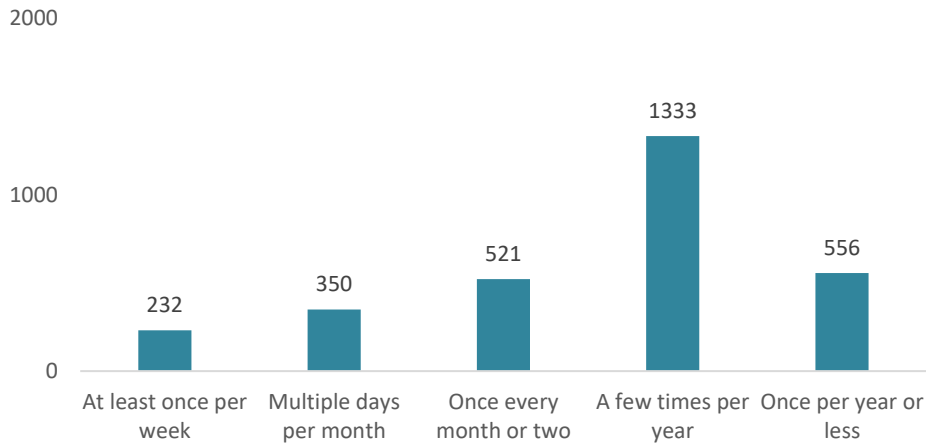
A total of 2995 people answered this question. Most people traveled to the airport before COVID-19 pandemic for domestic travel. International travel, picking up/dropping off, and work are the second common reasons for airport travels. Other reasons include airport viewing, school trips and personal visits.



Before the COVID-19 pandemic (2019), how frequently did you travel to the airport? (Select all that apply)

A total of 2993 people answered this question. Most people traveled to the airport a few times per year.

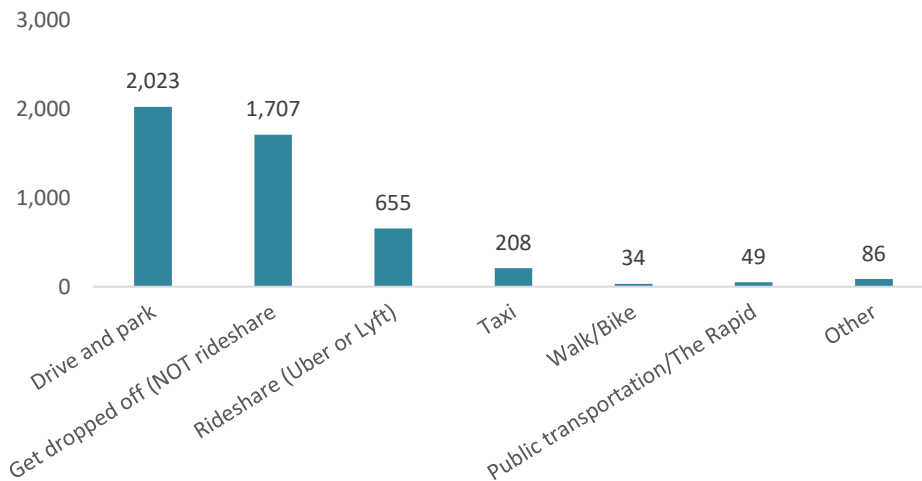
Before the COVID-19 pandemic (2019), how frequently did you travel to the airport?



Which modes have you used to get to the airport? (Select all that apply)

A total of 2994 people answered this question. “Drive and park”, “get dropped off”, and “rideshare” are the top three modes people used to get to the airport. Other modes that were frequently mentioned are rental car and hotel shuttle.

Which modes have you used to get to the airport?



How easy was it for you to get to and from the airport by driving and parking?

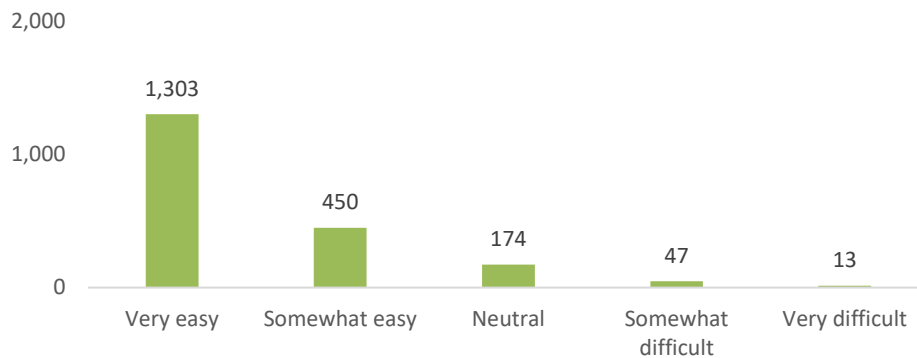
A total of 1983 people answered this question. 88% of people who answered this question found this mode “somewhat easy” or “easy”.

Comments from all responses include:

- Living close to the airport
- Convenient parking with sufficient parking spaces most of the time

- Signs and directions are clear
- Easy road access to the airport
- Traffic gets heavy and parking spaces are limited during peak hours
- High parking rate

How easy was it for you to get to and from the airport by driving and parking?

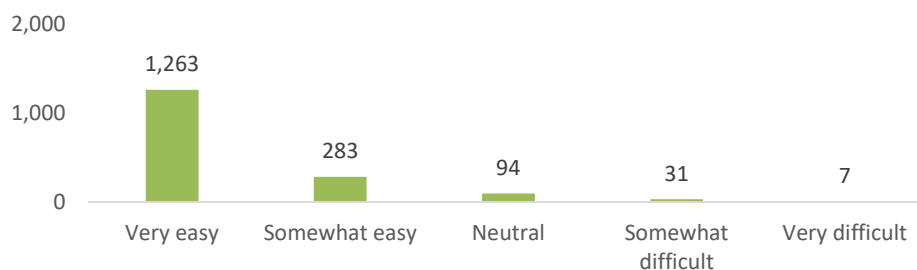


How easy was it for you to get to and from the airport by getting dropped off (Not rideshare)? A total of 1674 people answered this question. Over 92% of people who answered this question found this mode “somewhat easy” or “easy”.

Comments from all responses include:

- Easy access and clear markings
- Adequate curb space for dropping off/picking up
- There is some traffic but a steady flow when dropping off and picking up at the terminal
- It is hard to find a drop off/pick up spot during peak times

How easy was it for you to get to and from the airport by getting dropped off (NOT rideshare)?

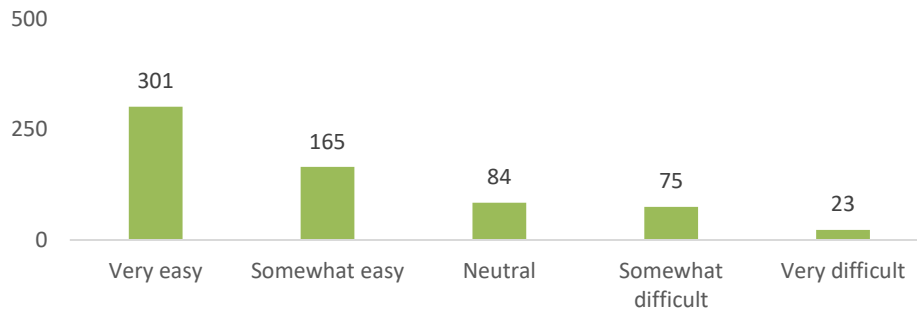


How easy was it for you to get to and from the airport by rideshare (Uber and Lyft)? A total of 700 people answered this question. Most people found this mode “very easy” or “somewhat easy”, while 26% of them still find rideshare “neutral” to “very difficult”.

Comments from all responses include:

- Not reliable during late hours
- Easy to use the Apps
- Limited amount of rideshare services in the area and the wait time is long
- It is easy and no need to park
- The availability is inconsistent

How easy was it for you to get to and from the airport by rideshare (Uber and Lyft)?



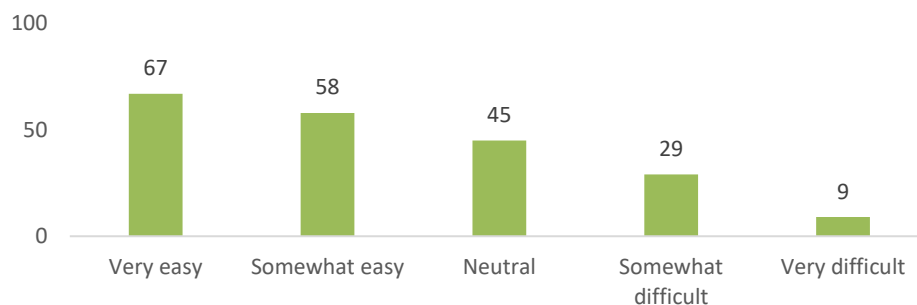
How easy was it for you to get to and from the airport by taxi?

A total of 204 people answered this question. Answers are more evenly distributed. While more people found this mode easy, over 40% of people found this mode “neutral” to “very difficult”.

Comments from all response include:

- It is convenient
- It is expensive
- Limited amount of available services, especially during late hours

How easy was it for you to get to and from the airport by taxi?



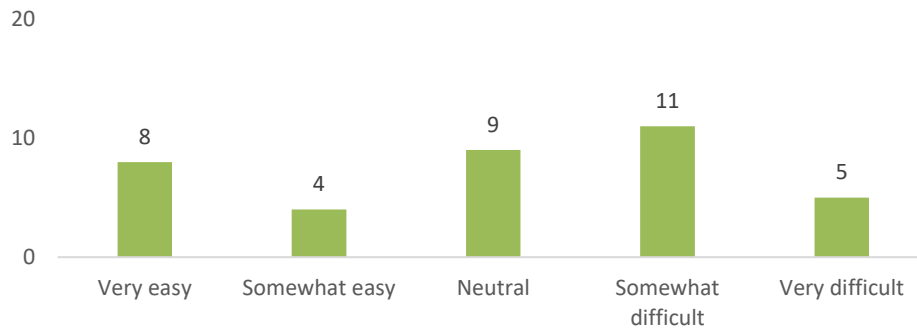
How easy was it for you to get to and from the airport by walking/biking?

A total of 37 people answered this question. Over 67% of them found this mode “neutral” to “very difficult”.

Comments from all responses include:

- Limited number of sidewalks and it is not safe with too many cars
- No bike lanes or paths near or around the airport.

How easy was it for you to get to and from the airport by walking/biking?

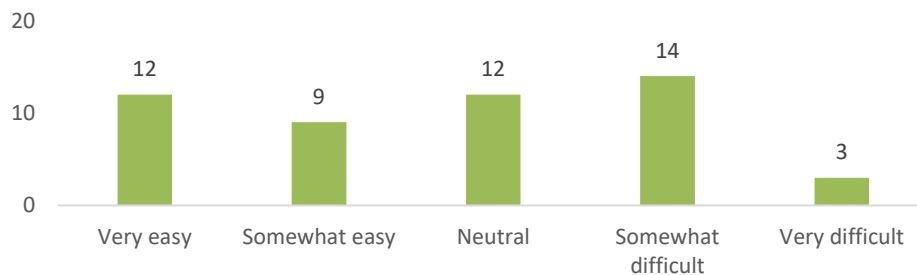


How easy was it for you to get to and from the airport by public transportation/The Rapid? A total of 46 people answered this question. Over 63% of them found this mode “neutral” to “very difficult”.

Comments from all responses include:

- It is convenient
- There is no direct bus route and need to make transfers
- No weekend or early hour service

How easy was it for you to get to and from the airport by public transportation/The Rapid?

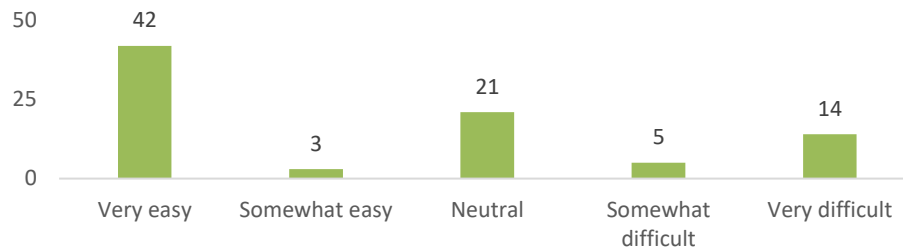


How easy was it for you to get to and from the airport by this mode (if you choose "Other")? A total of 81 people answered this question. Answers vary depending on the choice of mode. Most people who chose rental or other car service found it “very easy”.

Comments from all responses include:

- Car services are well planned and convenient

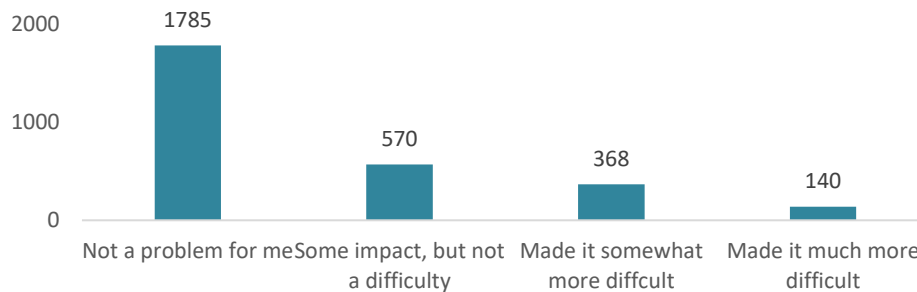
How easy was it for you to get to and from the airport by this mode (if you choose "Other")?



How much did an INDIRECT DRIVING ROUTE impact your ability to easily access the airport?

A total of 2864 people answered this question. Over 82% of them did not have difficulties accessing the airport with an indirect driving route.

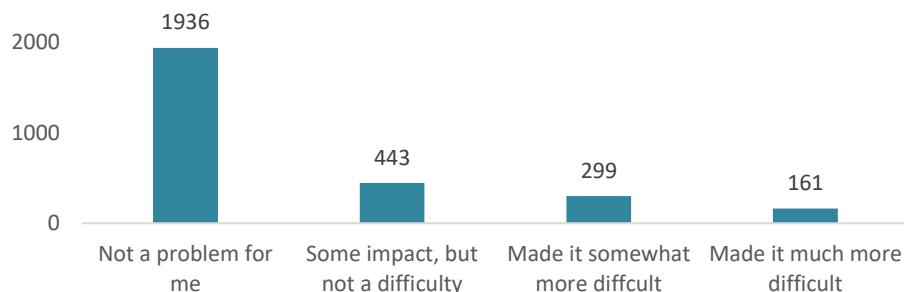
How much did an INDIRECT DRIVING ROUTE impact your ability to easily access the airport?



How much did LIMITED ALTERNATIVE OPTIONS (e.g. transit, shuttles, biking, walking) impact your ability to easily access the airport?

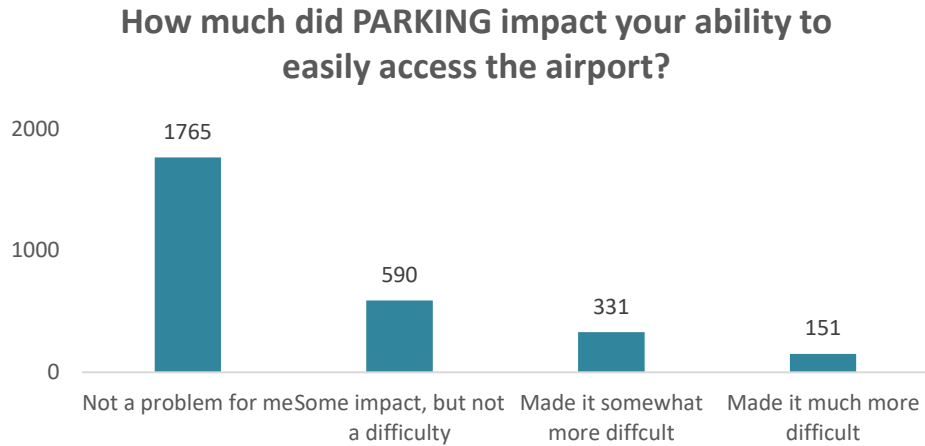
A total of 2840 people answered this question. Over 83% of them did not have difficulties accessing the airport limited alternative options.

How much did LIMITED ALTERNATIVE OPTIONS (e.g. transit, shuttles, biking, walking) impact your ability to easily access the airport?



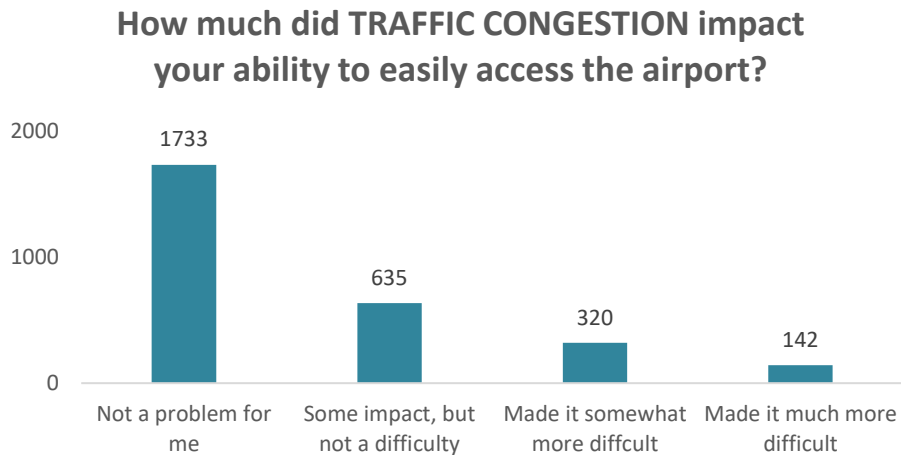
How much did PARKING impact your ability to easily access the airport?

A total of 2838 people answered this question. Over 82% of them did not have difficulties accessing the airport limited alternative options.



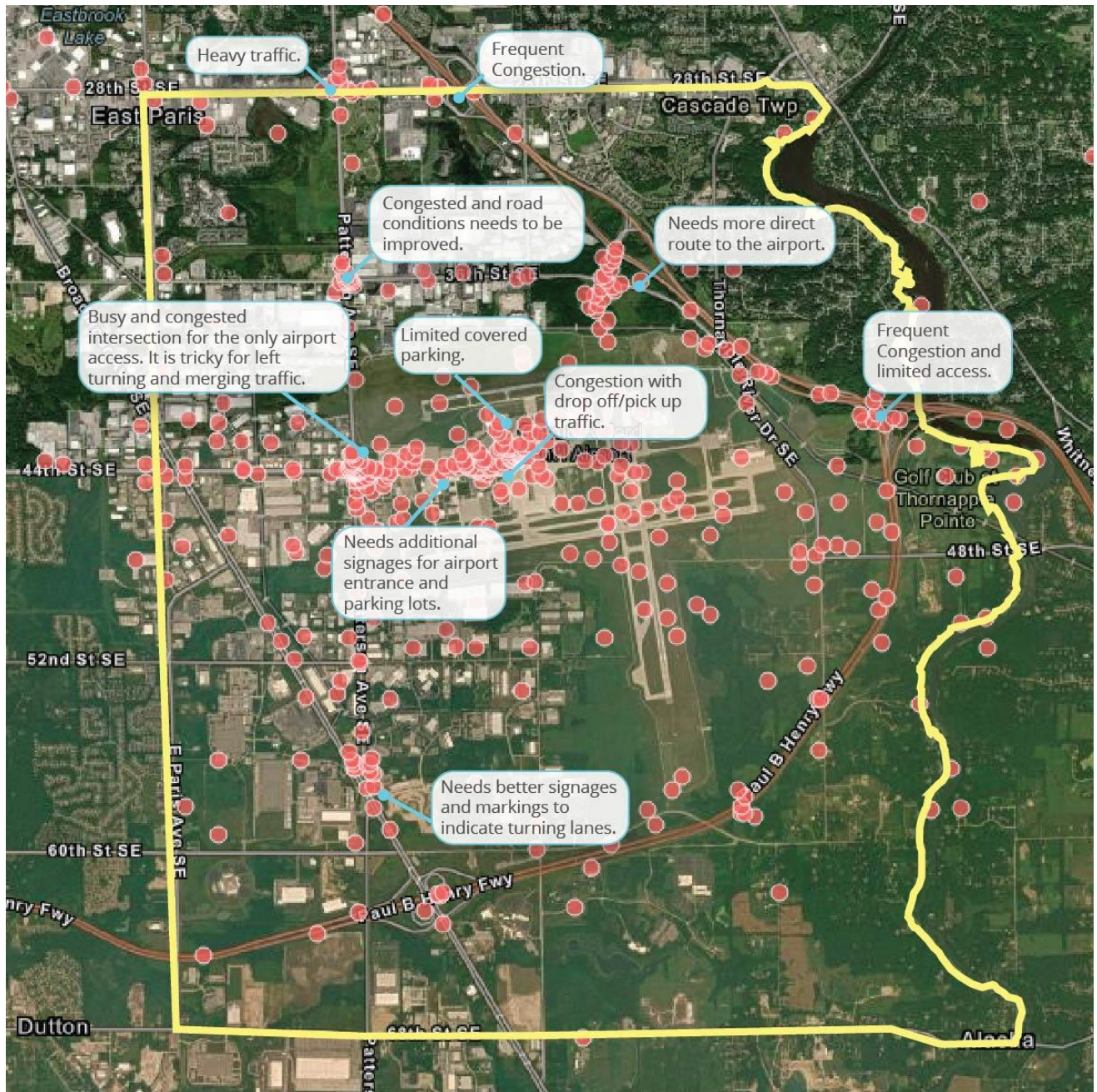
How much did TRAFFIC CONGESTION impact your ability to easily access the airport?

A total of 2831 people answered this question. Over 83% of them did not have difficulties accessing the airport limited alternative options.



Map-Based Question – What are the challenges/opportunities?

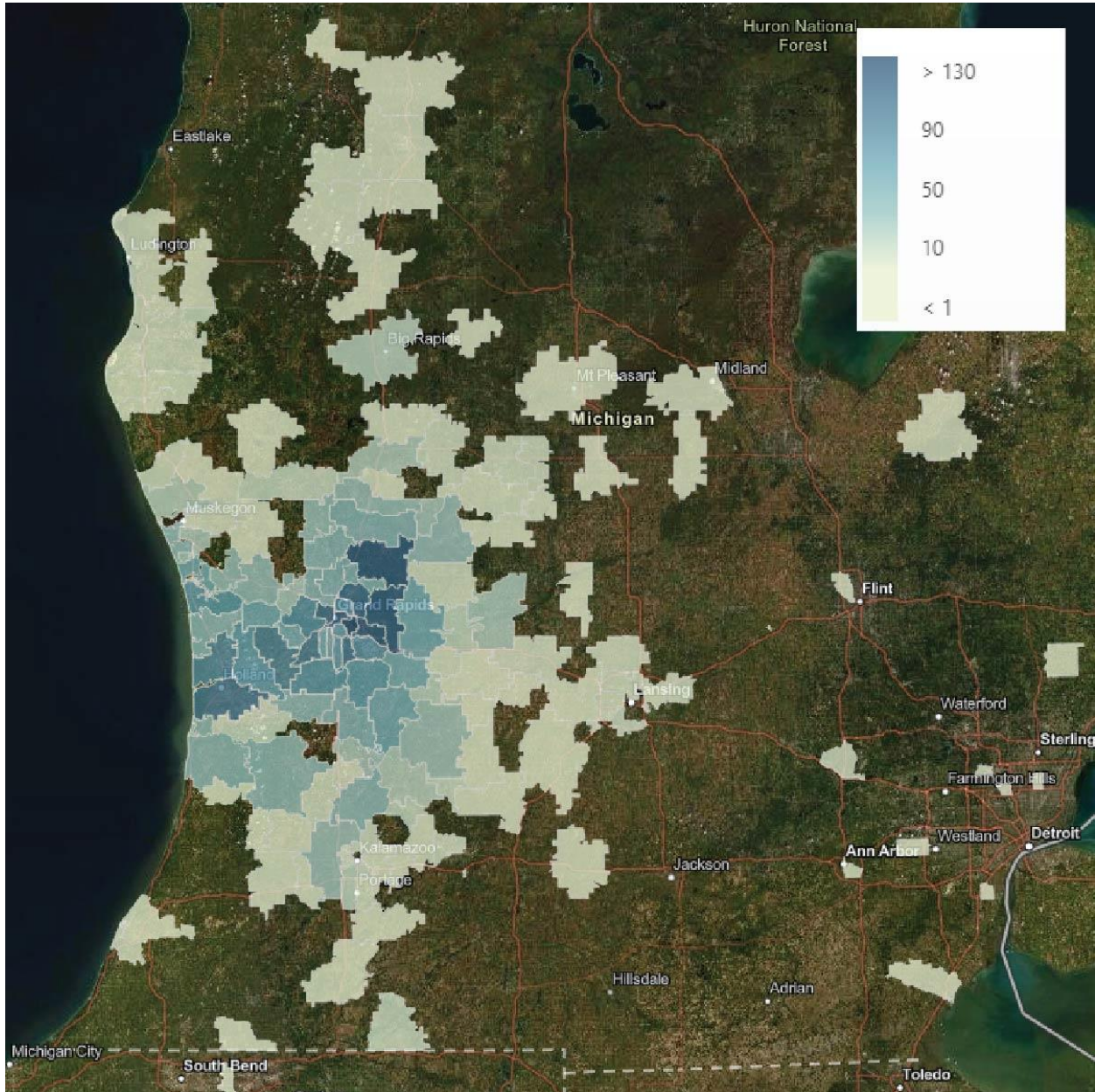
A total of 3094 map markers are recorded. Recurring topics of the comments include traffic congestion, airport parking, limited access to the airport from the freeway, and navigation issues.



Demographic Questions

Zip Code

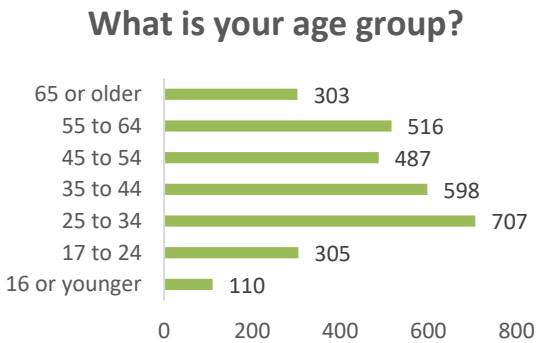
A total of 2760 people entered their zip code. From all GVMC local participants, major cluster of residence of survey participants are from Grand Rapids and Holland areas.



Distribution of survey participants' residential zip code.

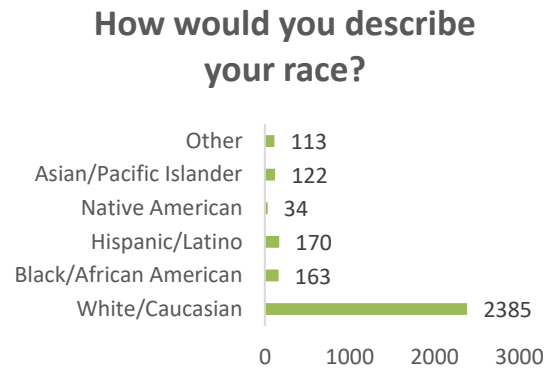
What is your age group?

A total of 3027 people answered this question.



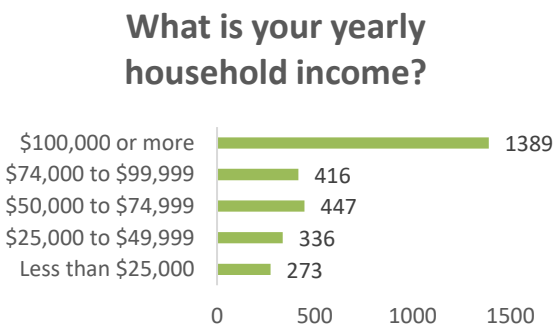
How would you describe your race?

A total of 2988 people answered this question.



What is your yearly household income?

A total of 2862 people answered this question.



Why is this study important to you? (Select all that apply)

A total of 2688 people answered this question. Top three reasons are “I live in the study area”, “I frequently travel from/to the airport”, and “I work in the study area”.

