



# Business Travel Survey



Snohomish County Airport/  
Paine Field  
Everett, Washington

Report prepared by

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## **Section 1. Introduction**

Snohomish County Government is interested in understanding the market for commercial air service at Paine Field. A key element of this effort is the generation and development of credible information that can be used to evaluate current air service to the area and identify opportunities for improvement. The *Business Travel Survey* provides subjective information on air travel that complements other related quantitative information compiled by Mead & Hunt, Inc. for Snohomish County Government.

As the domestic airline industry continues to undergo considerable change, it is prudent for county leaders to understand the local air travel market. Airlines make service decisions based on two primary factors: return on investment and company strategy. In large markets like the Seattle area, airport and air space capacity/congestion are also key considerations. *Business Travel Survey* information provides subjective background data for evaluating and analyzing service gaps and opportunities.

### **Objectives**

The primary objective of the *Business Travel Survey* is to develop subjective information on the travel habits, purchase processes, airline preferences, and opportunities for air service enhancements at Snohomish County Airport/Paine Field. The information developed is specific to the business community, the prime focus of interest for airlines. While objective information provided by the *Passenger Core Market Analysis* provides quantifiable data, subjective information from the *Business Travel Survey* provides an understanding of the personal views, experiences, and travel policies that influence travel decisions in the business community.

This analysis examines:

- Importance of local air service to the business traveler
- Satisfaction with air travel options and existing air service issues
- Corporate travel and associated travel policies
- Top destinations and preferred airline
- Advantages of a local airport

### **Methodology**

This report contains the results of a web-based survey of organizations in the Snohomish County area. The survey was conducted in June, 2004. The survey was sent to 5,575 survey recipients representing businesses in the area. It is estimated that 575 of those survey recipients were members of more than one Chamber of Commerce and received the survey in duplicate. Of the 5,000 net surveys sent, 786 responses were received. Many survey participants filled in responses to the open-ended questions. This represents a response rate of 15.7 percent. While not an excellent response rate, the survey responses closely mirror the population of interest and the sample size is sufficiently large that it represents a statistically valid portrayal of the local travel market.



## Section 2. Key findings

### Importance of local air service

Approximately two-thirds of respondents feel it is very important or somewhat important to have commercial air service at Snohomish County Airport/Paine Field. One-third felt that it is not important.

### Use of airport

Sixty percent of those responding are very likely and 24 percent are somewhat likely to use commercial air passenger service if it were available at Snohomish County Airport/Paine Field. Very few, 16 percent, are not likely to use this service. Survey results indicate demand for service at Snohomish County Airport/Paine Field and a strong indication that the service would be used.

### Satisfaction with air travel options

Satisfaction with service provided at Seattle-Tacoma International Airport is split. Approximately 25 percent of respondents report that they are not satisfied with air service at Seattle-Tacoma International Airport while 25 percent reported that they are very satisfied. This represents a substantial subset of respondents who appear primed to use air service at Snohomish County Airport/Paine Field if available.

### Existing air service issues

Two-thirds of respondents have experienced problems using Seattle-Tacoma International Airport. The primary issues relate to travel time, distance, difficulty parking, traffic, and time required for security screening.

### Corporate travel

Overall, respondents expect to travel more for business in 2004 than in 2003. Only 5 percent estimate less travel. Fewer than 10 percent of respondents have access to a corporate aircraft.

### Corporate travel policy

One-third of those responding indicate that their organizations have no formal travel policy. Approximately 25 percent have comprehensive travel policies. About one-fourth of respondents' organizations would be very or highly likely to adopt a strict travel policy in order to have commercial air passenger service to/from Snohomish County Airport/Paine Field.

Only about one-fifth of the organizations strictly manage air travel. One-third of the organizations have one designated person in charge of travel and about one in five has a contract with a particular agency.

Very few organizations, 5 percent, have a corporate agreement with a particular airline. Those that have agreements tend to be relatively satisfied with the agreement.

### Top destinations

Top reported destinations are San Francisco, CA, Los Angeles, CA, and Washington, DC, followed by Portland, OR and Las Vegas, NV. Overall, respondents travel to numerous destinations without a predominate destination.

### Preferred airline

Alaska Airlines is the preferred airline (28 percent), followed by Northwest Airlines (11 percent) and United Airlines (10 percent).



**Airfare premium**

Thirty-four percent of respondents are willing to pay a \$20 to \$40 per round-trip premium to use an airline serving Snohomish County Airport/Paine Field.

**Airport advantages**

The most common advantages of commercial air service at Snohomish County Airport/Paine Field as indicated by survey respondents are time savings, convenience, avoidance of traffic, and reduced parking fees. Five percent of respondents commented that there would be no benefit or disadvantages to air service at Snohomish County Airport/Paine Field.

**Type of respondent**

Of the survey respondents, 43 percent represented a small business, with an additional 20 percent of respondents representing private sector corporations.

Over 50 percent of respondents' organizations have one to 25 employees. Thirty-three percent of participating organizations were located in the 980xx zip code, six percent in the 981xx zip code, and the remaining 61 percent located in the 982xx zip code.



**Section 3. Survey responses**

Section 3 provides a summary of the survey responses received. The percentages reflected in each question reflect those survey participants that responded to the question. The percentages do not include survey participants that chose not to answer the question.

**Question 1**

How important is it to your company to have commercial air passenger service at Snohomish County Airport/Paine Field?

Not at all important	34%
Somewhat important	34%
Very important	32%

**Question 2**

How likely is it that you would use commercial air passenger service if it were available at Snohomish County Airport/Paine Field?

Very likely	60%
Somewhat likely	24%
Not at all likely	16%

**Question 3**

Overall, how satisfied are you with the commercial air passenger service options currently available to your community using Seattle-Tacoma International Airport?

Not satisfied	24%
Somewhat satisfied	49%
Very satisfied	25%
Not sure	2%

**Question 4**

Do you experience inconvenience or major problems when using Seattle-Tacoma International Airport? If yes, please list below. Sixty-five percent of survey respondents replied "yes". Individual comments are included in Appendix A. The following represents a summary of comments by topic:

Distance, drive time	31%
Traffic	28%
Parking cost, time, size, location, other	15%
Airport time (long lines, crowded, ticketing)	12%
Security	9%
Other	6%



**Section 3**  
**Survey responses**

**Question 5**

Do you expect that members of your organization will do more, less, or about the same amount of business travel in 2004 than they did in 2003?

Expect more	26%
About the same	66%
Expect less	5%
Not sure	3%

**Question 6**

Which of the following best describes your organization's written travel policy?

There is a formal, written, comprehensive travel policy	26%
There are various written policies on travel, but they are not comprehensive	10%
There are no written travel policies, but there are informal guidelines	28%
There is no travel policy	34%
Not sure	2%

**Question 7**

Which of the following best describes your organization's policy on employee selection of airlines and flights?

Employees select their own carriers and flights with no restrictions or guidance	38%
Employees select their own carriers and flights within parameters set by company policy	39%
The organization strictly manages employee air travel	23%

**Question 8**

Does your organization have one designated person in charge of travel?

Yes	34%
No	63%
Not sure	3%

**Question 9**

Does your organization currently have a contract with a particular travel agency?

Yes	18%
No	77%
Not sure	5%



**Section 3**  
**Survey responses**

**Question 10**

If you have a contract with a travel agency, please indicate that agency in the box below (optional).

AAA Travel	MacNair Travel (Washington, DC)
American Express Travel	Navigant International
Bayside Travel (San Francisco, CA)	Other (in house, etc.)
Business Travel International (BTI)	SATO Travel
Carlson Wagonlit Travel (Marysville)	Smokey Point Travel
Carlson Wagonlit Travel (Mukilteo)	Sunrise Travel
Costco Travel	Travel Meetings & Incentives
Delta Air Lines	twins@travelhouse.com
Expedia Corporate	Westgate Travel
Lake City Travel	

**Question 11**

Does your organization currently have a corporate agreement with a particular airline?

Yes	5%
No	92%
Not Sure	3%

**Question 12**

If YES, how satisfied is your organization with this agreement?

Not satisfied	0%
Somewhat satisfied	45%
Very satisfied	32%
Not sure	23%

**Question 13**

Please list the three destinations to which you travel most often by air. (Top 10 destinations included below.)

San Francisco, CA	8%
Los Angeles, CA	7%
Washington, DC	6%
Palm Springs, CA	6%
Portland, OR	5%
Las Vegas, NV	4%
Dallas, TX	3%
New York, NY	3%
Orange County, CA	3%
Phoenix, AZ	3%



**Section 3**  
**Survey responses**

**Question 14**

Please list your top three preferred airlines.

Alaska Airlines	28%
Northwest Airlines	11%
United Airlines	10%
Southwest Airlines	8%
American Airlines	7%
British Airways	6%
Delta Air Lines	6%
Frontier Airlines	6%
Horizon Air	5%
America West Airlines	4%
US Airways	4%
Other	5%

**Question 15**

Depending on the service, how likely would your organization be to adopt a strict managed travel policy in order to have commercial air passenger service to/from Snohomish County Airport/Paine Field?

Not likely (less than 50% probability)	40%
Somewhat likely (50-50 probability)	20%
Very likely (50-75% probability)	14%
Highly likely (75-100% probability)	10%
Not sure	17%

**Question 16**

For business travel, please indicate how much of a premium you would consider paying on an airline serving Snohomish County Airport / Paine Field before opting to use commercial air passenger service at Seattle-Tacoma International Airport.

\$20 more per round-trip from Paine Field	29%
\$30 more per round-trip from Paine Field	24%
\$40 more per round-trip from Paine Field	27%
\$60 more per round-trip from Paine Field	15%
\$80 more per round-trip from Paine Field	5%



**Section 3**  
**Survey responses**

**Question 17**

What advantages do you see from having passenger air service at Paine Field? Individual comments are included in Appendix B. The following represents a summary of comments by topic:

Location benefits (convenience, proximity, reduced traffic, etc.)	36%
Time savings (increased work productivity, shorter lines, check-in, security, etc.)	36%
Cost savings (reduced transportation, parking, and rental car costs, etc.)	9%
Local economic benefits (economic stimulus, business development, tourism, etc.)	7%
Customer service (more personal, less crowded, provides alternative, etc.)	6%
No benefit / negative response	5%
Other (general, positive comments)	1%

**Question 18**

Which of the following terms best applies to your organization? (Choose one)

Small business	43%
Private sector corporation	20%
Not for profit corporation	8%
Government agency	8%
Community college	1%
Private college or university	0%
Public college or university	1%
Other	19%

**Question 19**

Does your company have a corporate aircraft?

No	93%
Yes	7%
Not sure	0%

**Question 20**

How many employees work for your organization (Paine Field market area only)?

1-25	51%
26-50	14%
51-100	10%
101-500	14%
501-1,000	5%
1,001-2,500	3%
2,501-5,000	2%
More than 5,000	2%
Not Sure	0%



**Section 3**  
**Survey responses**

**Question 21**

How many of your organization's employees traveled by air for business trips during 2003? (Paine Field market area only)

1-25	81%
26-50	6%
51-100	4%
101-500	1%
501-1,000	0%
1,001-2,500	
2,501-5,000	
More than 5,000	
Not Sure	7%

**Question 22**

In total, how much did your organization spend on air travel in 2003? (Paine Field market area only)

Less than \$2,500	24%
\$2,501 - \$5,000	20%
\$5,001 - \$10,000	14%
\$10,001 - \$50,000	14%
\$50,001 - \$100,000	4%
\$100,001 - \$250,000	2%
Over \$250,000	2%
Not sure	20%

**Question 23**

What is your zip code?

Community	Work	Residence
Everett	270	134
Lynnwood	90	52
Mukilteo	58	76
Edmonds	34	56
Marysville	32	42
Seattle	27	30
Mill Creek	12	28
Bothell	12	20
Monroe	10	2
Snohomish	10	51
Arlington	10	12
Mt Lake Terrace	8	2
Woodinville	6	6
Sultan	4	4
Lake Stevens	3	14



**Section 3**  
**Survey responses**

Community	Work	Residence
Gold Bar	2	0
Stanwood	2	3
Auburn	2	0
Lake Forest Park	2	8
Bellevue	2	4
Eastgate	2	6
Kirkland	2	8
Coupeville	2	2
Freeland	2	0
Oak Harbor	2	4
Granite Falls	0	2
Camano	0	8
Enumdaw	0	2
Redmond	0	6
Langley	0	2

**Question 24**

In the space below, please let us know any other information you think would be useful in improving passenger air travel options for your organization. Comments included in Appendix C. The following represents a summary of comments by topic.

Additional advantages of commercial air service at Snohomish County Airport/Paine Field	46%
Public transportation to Seattle/Tacoma International Airport (train, bus, etc.)	33%
Other	21%

**Question 25**

How would you describe your position in the organization? Comments included in Appendix D. The following represents a summary of comments by general job title.

Manager/administrator	34%
Staff/associate	18%
Owner/partner	17%
Director/officer	14%
President/vice-president	12%
Other	5%



### Section 3 Survey responses

#### Question 26

What Chamber of Commerce/Economic Development Council are you associated with?

Snohomish County Economic Development Council	36%
Everett Area Chamber of Commerce	28%
South Snohomish County Chamber of Commerce	19%
Greater Marysville Tulalip Chamber of Commerce	8%
Monroe Chamber of Commerce	5%
Mukilteo Chamber of Commerce	4%

#### Question 27

What is the name of your organization (optional)? There were 103 responses to this question.

Respondents included private sector, public sector, and non-profit agencies. A complete list is included in Appendix E.

#### Question 28

If you would like to be contacted in order to learn more about the effort to study the market for passenger air service to the Everett area, please enter your name, email, and contact information in the box below.

- 67 individuals responded



**Section 4. Conclusions**

The *Business Travel Survey* is a subjective measurement of community attitudes regarding local air service and is intended to highlight views that may not be apparent in statistical measurements. The survey is intended to portray travel habits, decision processes, and local travel related perceptions. It is also helpful in identifying false perceptions of local air service which is valuable in developing plans for attacking air service issues.

Based on the survey responses, the business community is in favor of commercial air passenger service at Snohomish County Airport/Paine Field, though there is a segment whose endorsement is lukewarm. Approximately one-third of respondents view service at the airport as very important while one-third view service as not at all important with a swing factor on one-third who view service as somewhat important. Similarly, satisfaction with air service options at Seattle-Tacoma International Airport was split with approximately one-quarter not satisfied, one-quarter very satisfied, and nearly one-half somewhat satisfied. The deciding factor revolved around use of Snohomish County Airport/Paine Field if air service were available. Sixty percent indicated they were very likely to use such service and only 16 percent indicated they would not likely use such service.

Dissatisfaction with Seattle-Tacoma International Airport was focused on three areas. The first issue is the required travel time to the airport. This represented a combination of the distance and congestion involved in driving through downtown Seattle on Interstate 5 or the alternate routing on Interstate 405 through the eastern suburbs. The cost of these factors in terms of the out-of-pocket cost and lost office and/or family time was also cited as a problem.

The second issue, drawing almost as much attention, was the cost of parking at Seattle-Tacoma International Airport and its difficulty and inconvenience. Security lines and the time involved was a third issue though it was recognized that this is now a reality of air travel. It was perceived that the issue could be better and more efficiently handled at Snohomish County Airport/Paine Field. The overriding concern was how extensively each of these factors lengthens the time required for Snohomish County Airport/Paine Field catchment area residents to board a flight at Seattle-Tacoma International Airport. The unpredictability of each of the factors is a frustration to catchment area air travelers attempting to efficiently use their time without risking missing their flight.

Overall, Paine Field catchment area air travel is expected to be up in 2004 with 26 percent of respondents indicating more travel than the prior year while the bulk of the remaining respondents expected little change in air travel. Only one in four of responding organizations had a comprehensive formal written travel policy. Approximately the same number strictly manage employee travel; the balance have varying degrees of freedom in selecting carriers and flights. Approximately one-third have a designated person in charge of travel. Less than one in five have a contract with a particular travel agency. A very small number, five percent, have a corporate agreement with an airline.

Of the top 10 destinations identified in the survey, cities up and down the west coast were dominant with San Francisco, Los Angeles, Palm Springs, Portland, Las Vegas, Orange County, and Phoenix included



## **Section 4 Conclusions**

in rank order. Interspersed among the top 10 are Washington, Dallas, and New York. Preferred airlines among survey respondents were Alaska Airlines, Northwest Airlines, and United Airlines with Alaska Airlines favored over the other two by a three to one margin. Forty percent of survey respondents indicated it was unlikely that they would adopt a strictly managed travel policy to attract commercial air passenger service to/from Snohomish County Airport/Paine Field while approximately 24 percent were very likely or highly likely to adopt such a policy. Approximately 65 percent of respondents indicated a willingness to pay a \$20 round trip premium for Paine Field service for business travel with the percentage dropping to approximately 31 percent if the round trip premium was \$40.

Respondents articulated advantages of having passenger air service at Snohomish County Airport/Paine Field. First and foremost would be time and cost savings. Elapsed time from home/office to boarding would be dramatically reduced translating into opportunity cost savings and convenience. Automobile travel costs would be reduced due to the shorter distance. Airport parking would be simplified (time savings) and less costly. Though security clearance would still be an issue, it would be quicker due to lower passenger volumes (time savings). Though less frequently mentioned, several responses indicated that existing businesses would benefit from the economic stimulus which would result and that air service would be an important infusion to catchment area economic development efforts. Also cited as an advantage of Snohomish County Airport/Paine Field air service would be some reduction in Interstate 5 traffic congestion and capacity stress on parking, facilities, runways, and security procedures at Seattle-Tacoma International Airport.

The survey received some criticism for not including a question regarding the disadvantages of commercial passenger air service at Snohomish County Airport/Paine Field. Some respondents did not feel there were any advantages to commercial air service at Snohomish County Airport/Paine Field. Others were concerned about noise, pollution, and alienating the community. Among suggestions for improving passenger air travel options, the most popular suggestion involved commuter rail transportation to Seattle-Tacoma International Airport. Air shuttle service to Seattle-Tacoma International Airport, when mentioned, received mixed reviews with some proponents and some detractors.



**Appendix A. Question 4 comments**

Do you experience inconvenience or major problems when using Seattle-Tacoma International Airport? If yes, please list below. Sixty-five percent of survey respondents replied “yes”. The following comments were received by survey respondents.

- 2 hour (+) or (-) trip to airport. Early and late flights are a huge inconvenience for our family, trying to get someone to take us to the airport.
- 45 minute drive to airport with no traffic. An accident or congestion can significantly lengthen travel time and potentially cause a missed flight.
- Absolutely none.
- Additional time to travel to SeaTac.
- Always.
- As is true for so many of us in Snohomish County, the commute to the airport is a long one. SeaTac is in a great deal of disarray at the moment as they work through a major remodel - no fun as a passenger! I would welcome an option closer to home.
- Auto traffic to SeaTac will continually deteriorate. Time to get to the airport becomes costly; I would like to see commercial air passenger service in Snohomish County.
- Bad traffic. Long lines. Long waits.
- Cannot depend on the traffic to airport. Extra time allowed to drive to airport. Parking expense.
- Commute time and traffic problems excessive. Expensive long term parking.
- Commute time/traffic.
- Commute times to and from airport are terrible. Wait times at airport are bad.
- Commute to SeaTac is unreasonable.
- Commuting time to ensure enough time prior to flights.
- Congestion and delays. Crowded.
- Congestion on I-5. Hassle and extended time at SeaTac for security. High cost of parking at SeaTac.
- Congestion resulting in delays in ticketing. Need to arrive 2 hrs before flight at peak times.
- Congestion, parking, travel time is a factor - It adds 3-4 hours to all business trips. It's quicker to drive to Portland than to fly, for example.
- Congestion, poor parking, security, inconvenience. Just to name a few.
- Congestion.
- Costs a lot to park. Paine Field would save 2-3 hrs per trip.
- Delays for security.
- Delays, slowness in getting through process, parking.
- Distance and crowds.
- Distance and time to get there. Parking cost. Long security lines at times when you wouldn't necessarily expect them.
- Distance and travel time from Snohomish County to SeaTac. Cost of parking and added time to use off-airport parking.



## Appendix A Question 4 comments

- Distance from Everett, traffic, parking, ticketing, and security lines (longer than any other airport I traveled).
- Distance from my home in Everett is inconvenient. No other issues one would encounter at any other airport.
- Distance to that location compounded by traffic delays.
- Distance to the airport.
- Distance to travel and time required to make trip from Snohomish County, traffic congestion to reach SeaTac, lack of alternate means to make the trip, e.g., door-to-door shuttle, increased costs incurred for off site parking.
- Distance, commute time.
- Distance, traffic going through Seattle.
- Distance, travel time, weather, congestion, security, parking.
- Distance.
- Distance.
- Drive time and security make predictability of travel time virtually impossible.
- Drive time in traffic can be very burdensome to clients visiting my business. In my experience, SeaTac is much less efficient than other airports that I travel to in moving passengers through the system from parking to gate.
- Driving there is the major problem. Traffic congestion makes it very inconvenient.
- Due to increased security and decreased number of flights, SeaTac is always overcrowded and lines are very long. Additionally, one can never really estimate how long it will take to get to SeaTac from South Snohomish County – sometimes it's 45-50 minute
- Expensive to drive that far; awful traffic - you must leave Snohomish County at least 2 hours early or risk missing a flight. It's hardly worth going anywhere and curtails business travel.
- First of all, fighting traffic (up to an hour) to get to SeaTac is frustrating. Secondly, the security is very slow and it is the longest wait for baggage of any major airport through which I fly.
- Flights being cancelled at the last minute have been the biggest pain.
- For companies and employees who reside north of Lynnwood including myself regularly experience the inconvenience of having to travel through downtown Seattle to get to the airport. You must also add an additional hour to your travel schedule.
- Freeway traffic has caused missed flights. Expensive to have customers travel from SeaTac to Snohomish County
- Freeway traffic problems have caused me to miss flights even though I left for the airport more than 2 1/2 hours before my flight.
- Getting There!!!
- Getting there. It takes too long. With the increase in security, one has to get to the airport even earlier than before, so the dead time before a flight, including the travel time to the airport, really adds up.
- Getting there. Flight time selection is based on traffic vs. my travel needs.
- Getting thru I-5 traffic. Expensive parking. Size of facility - not convenient.
- Have to allow a long period of commute time to the airport because traffic conditions are never stable.



## Appendix A Question 4 comments

- Having to travel the distance to SeaTac and travel through Seattle is very inconvenient to us. We would be more than willing to pay a little extra to use Paine Field for air travel.
- Heavy traffic lines. Inconvenient location.
- Higher rental car taxes.
- I don't travel very often.
- I frequently travel to Portland. the flying time from Everett, including airport security, is now approximately 3 hours, the same as the typical drive time. Thus, I frequently drive rather than fly.
- I have found Seattle-Tacoma International Airport to be much more convenient than many airports I fly in and out of. There are usually trade offs and I prefer to have a central air port serving the Puget Sound area.
- I live in Marysville so I have to leave LOTS of time for traffic delays.
- I-5 and I-405 traffic delays.
- I-5 congestion.
- Inconvenience and highway traffic.
- Inconvenience because it is so far away from Marysville. And, the traffic problem makes it difficult to gauge how much time to allow for travel.
- Incredible & unpredictable traffic delays to get there and then more delays after arriving.
- It can add a lot unnecessary travel time when traffic is heavy.
- It is a far drive from my home in Mill Creek.
- It is a long drive across one of the busiest cities in the country. An airport in Snohomish County would cut down on a lot of business hassle.
- It is an hour drive away. If prices were the same out of Paine Field, we would use that service.
- It is difficult to fly into SeaTac because of the long distance to the North End. I would much prefer to fly into the north. We would look into expanding our business interests in Snohomish County if it were more convenient to fly into.
- It is highly inconvenient to travel through Seattle or the east side to reach the airport. It is time for Snohomish County to grow up and have its own commercial passenger airport.
- It is very inconvenient because of traffic. We use commercial flights daily to and from Spokane to ship medications that are life needed for hospitals and delays getting to SeaTac and flight cancellations have put people's lives at jeopardy.
- It takes a long time to get there. Parking is bad. It is very inconvenient.
- It takes forever to get there and costs a bundle to park.
- It takes longer to get to SeaTac than it used to. Adds about an hour to the journey, compared to days gone by (early 90's, even).
- It takes too long to get there and the lines are very long. I could save 3 hours of time each way that would be very valuable to me.
- It's one of the worst terminals I've ever been in. It mirrors the horrible transportation system in the Puget Sound...must've been designed by the same person! Traffic unpredictable...hard to navigate by car and is terribly confusing.
- It's a short distance but a long drive.
- It's far to go for those of us in the north. It's very congested, more so than many other major airports.



## Appendix A Question 4 comments

- Just so much passenger traffic concentrated in one location makes it difficult to get in and out.
- Just the cost in time & money, getting there and long term parking.
- Just the distance from home but I figure that's better than planes flying over my house more frequently.
- Just the traffic getting there, which would make Paine more convenient.
- Length of time in security lines.
- Length of time to get to the airport, parking inadequate, the size of the airport.
- Lengthy commute time.
- Lengthy drive times and unexpected delays en route can lead to missing flights when combined with long lines for check in and security.
- Like everyone else I have to spend time going through security check
- Lines too long and parking expensive. Would prefer local airport for regional flights like Portland
- Living in Granite Falls, it is a minimum of 1 1/2 hours to get to the airport, which means we have to leave at least 3 hours before our flight takes off. It would be nice to have it be a half hour away.
- Location, time it takes to get in and out of the airport itself.
- Long commute - heavy traffic.
- Long commute; Inconvenience due to delayed flights.
- Long drive time, horrible traffic at peak drive times causing juggling of flights.
- Long drive, difficult parking, long wait, however was able to re-read War & Peace
- Long drive. Difficult parking. Load and unload is tedious and difficult.
- Long lines for morning flights.
- Long lines.
- Long security lines.
- Long security waits, crowded, expensive parking.
- Long ticket lines or security lines. Hard and expensive to park.
- Long travel times (45 minutes to 90 minutes each way) from Mill Creek.
- Long travel times to the airport from Snohomish County.
- Long trip, shuttle fees, traffic through downtown area, must leave very much in advance of flight time.
- Long waiting time in just getting to the gate.
- Major problem is the traffic just trying to get to the airport. From the Bothell area to SeaTac during rush hour can easily take 2 hours! It can mean missing a flight.
- Most of the travel time for trips is between my office and the airport and back.
- Must take ferry from Whidbey, fight traffic, and park.
- Only in time of travel that it takes to get to the airport from up north.
- Only option in King County.
- Only with the required security screens which would also be necessary at Paine Field.
- Parking expensive. Slow baggage pick up.
- Parking is very expensive.
- Parking, location, traffic.



## Appendix A Question 4 comments

- Parking, long lines, too far from Everett, delays.
- Parking, long lines, too much traffic.
- Parking, size of facilities is too large to work efficiently, security is too cumbersome.
- Parking, travel time.
- Parking.
- Parking. Long lines. Ticketing. Traffic.
- Parking. Security delays.
- Poor planning by Port of Seattle and WDOT.
- Portal to portal transportation time. Long lines for security clearance. Difficulty and high cost of parking. Limited schedule of service to key destination.
- Purchasing tickets from the ticket counter is a hassle when you have to drive an hour. Lines are long there. A smaller local airport (maybe similar to Ontario, CA) would be great.
- Road congestion, parking, long lines.
- Seattle traffic makes it difficult to judge times so have to leave usually hours before the flight.
- Seattle Traffic to make it to the flight in time.
- Security is both the biggest issue and the biggest headache.
- Security lines take far too long.
- Security lines, parking.
- Since we must get to the airport 1 - 2 hours early we have to leave our Lake Stevens area home 3 - 4 hours prior to our flight depending upon travel time. Parking is costly to leave our vehicle in Seattle as well.
- Some traffic delays in getting there.
- Sometimes.
- The airport construction is a challenge.
- The biggest inconvenience is the travel time from my home in Everett to SeaTac.
- The commute time can be up to two hours, depending on traffic, combined with needing to be at the airport 1-2 hours in advance of a flight, you lose at least 1/2 a day.
- The commute to SeaTac is too time consuming and therefore becoming too costly.
- The commute, parking.
- The distance from our City to SeaTac and traffic congestion adds tremendously to the time of travel.
- The drive from S. Snohomish County to SeaTac can be long and harrowing. Anything but restful. Then there is the hassle getting to parking after dropping off the family, getting back to the terminal, the long security process and then a tiresome wait.
- The drive time is uncertain and a commuter flight would be more convenient and predictable.
- The drive time to and from SeaTac can be a major inconvenience. However, I do live in Snohomish/Mill Creek and don't want to have problems with noise. I don't want our quiet community to become a low-rent district due to the flight path.
- The I-5 corridor and traffic is a problem.
- The main problem is that it is necessary to get to SeaTac very early to get through TSA. On vacation last year, we had Shuttle Express deliver us to SeaTac about 2 hours early, which is to say that we left home about 3 1/2 hours early.



## Appendix A Question 4 comments

- The main problem is the difficulty of planning for potential traffic problems in going through Seattle. When you add to that the time to clear security at the airport in the wake of 911, the time you have to budget is ridiculous!
- The major concern is getting to SeaTac on time. Given the traffic congestion that can snarl I-5 or 405, one cannot count on getting to SeaTac in a reasonable amount of time.
- The new security gate isn't kid friendly.
- The number one inconvenience is getting there through traffic and the travel time consumed. If connections that would otherwise be available through Paine Field were not cost effective, the important convenience of lower travel time and greater scheduling.
- The only inconvenience is traffic through Seattle if going to SeaTac during rush hour.
- The problem is transportation for visitors traveling outside of King County.
- The road system is proving undependable relative to my departure from Snohomish County to SeaTac in order to get to the airport in a timely basis. For a two hour flight, I have to leave 3-4 hours before departure.
- The screening process is too long and too capricious.
- The traffic and additional travel time required to get to the airport, and finding acceptable affordable long-term parking.
- The traffic between Lynnwood and SeaTac makes estimating arrival time at airport for pre-departure a nightmare.
- The traffic from the Everett area to SeaTac is very unpredictable. This requires allotting considerably more travel time to and from the airport.
- The traffic hassle and the unpredictable use of time traveling from Snohomish County to SeaTac.
- The traffic is terrible when driving to SeaTac from Snohomish County. It usually takes at least an hour to drive there. The airport is so large that the security screening process takes much too long.
- The traffic is unbearable. Typically we need to go there in the morning rush hour and we return at 5PM and have to fight the commute home. I loved it when San Juan Airlines operated out of Paine Field.
- The traffic on the way, to and from. Traffic and parking congestion there. The increasing travel time to and from. Negotiating the massive security process.
- The traffic to the airport is very difficult. You must leave about an hour or more prior to the 2 hour departure time to get there. The lines at security are very difficult to get through and very time consuming.
- The traffic to/from airport from the north end, Lynnwood, Edmonds, Everett. Having to be at the airport 90 minutes to 2 hours prior plus the commute is a problem.
- The traffic, congestion, off-site parking, etc.
- The travel time due to distance and traffic to SeaTac are longer than I prefer.
- The travel time to and from SeaTac is an inefficient use of time. Dependent upon departure and travel times and the traffic situation from Everett south, the amount of time spent in preparation for a trip is a huge waste of time.
- The unknown time to get to the airport, as traffic is so unpredictable.



## Appendix A Question 4 comments

- The unpredictability of traffic congestion through Seattle and Bellevue has caused us to miss flights.
- The usual. High cost for parking, crowds, traffic, etc.
- Time delays in clearing security.
- Time is money and much is wasted at SeaTac.
- Time of commute from residence in Everett to SeaTac. Volume of people encountered at SeaTac. Cost of parking at SeaTac.
- Time to get there. Parking expense,
- Time to get there. Parking.
- Time to travel, parking issues: cost and location, inconvenient!
- Time!
- Time, distance, traffic and parking.
- Time, parking, traffic.
- Too far and crowded.
- Too far of a commute
- Too far to drive, too congested, takes my out of state customers too long to visit me.
- Too hard to get to quickly.
- Too much ground traffic!
- Traffic
- Traffic and distance
- Traffic and getting flights that coordinate with work schedule.
- Traffic and long drive from Monroe.
- Traffic and parking.
- Traffic and the hassle of getting there.
- Traffic and the time involved to get to the airport is a definite issue. Also, the expense involved (either parking or shuttle) adds significantly to the cost of the trip.
- Traffic and time (after all, time is money).
- Traffic and travel time to airport makes air travel less appealing. Some trips I may make were it more convenient I don't make.
- Traffic commuting, shuttles are wonderful but have to get to airport so early.
- Traffic congestion between here and SeaTac causes great delays.
- Traffic congestion causes vendors to wait to group meetings together till they can afford someone to sit in traffic till it makes sense for them to drive from Spokane or Oregon/California.
- Traffic congestion getting to and from the airport. Expensive parking.
- Traffic congestion in Seattle, crowded terminal.
- Traffic congestion tends to create anxiety and frustration not knowing if you can make your flight. With the 2 hour requirement for security, sometimes the traffic can delay you arriving by 20 to 30 minutes; which in turn causes missed flights.
- Traffic congestion/ 2 hrs, before flight time is a hassle.
- Traffic delays getting to the airport.
- Traffic delays, cost of shuttle/parking, etc.
- Traffic delays.



## Appendix A Question 4 comments

- Traffic flow on SR522 and also on I405.
- Traffic getting there can be bad. Parking is expensive.
- Traffic getting through Seattle.
- Traffic getting to and from the airport; long lines and security issues.
- Traffic getting to SeaTac. Parking at the airport is extremely expensive.
- Traffic getting to the airport and time lost.
- Traffic has gotten to unpredictable.
- Traffic is always an unknown on I-5 to get there. The pickup area is often very congested and the wait is lengthy--maybe 20 minutes. I have a suggestion to be shown in the comments section below.
- Traffic is heavy, and the distance to get there.
- Traffic jams getting to the airport.
- Traffic on freeway between Everett and SeaTac. Long lines to check in.
- Traffic on I-5 and at the airport, congestion, airline delays - fogged in.
- Traffic on I-5 can delay transit time from the north end.
- Traffic problems, parking problems, etc.
- Traffic restrictions, both coming and going.
- Traffic through or around Seattle to get to the airport is always a risk & requires that one allow an extra 30 -45 minutes to an already long commute just to have a good chance of making a flight on time. Parking at SeaTac is either expensive.
- Traffic to and from airport only issue.
- Traffic to and from the airport and congestion at the airport.
- Traffic to and from the airport.
- Traffic to and from the airport. Most staff live north of SeaTac, so the commute can be quite long on top of coming in from a long flight.
- Traffic!
- Traffic, convenience, parking.
- Traffic, crowds, delays, pickup inconvenience.
- Traffic, getting there! Traffic there! Traffic leaving there.
- Traffic, long lines.
- Traffic, parking, long lines, it quite often takes longer from my house to on the airplane, than the flight itself.
- Traffic.
- Traffic.
- Traffic.
- Traffic/commute to airport. Long lines at the airport.
- Transportation and commute times to and from SeaTac.
- Transportation, traffic, parking, delays.
- Travel distance from Snohomish County and traffic congestion problems.
- Travel through Seattle traffic.
- Travel time and parking expense.



## Appendix A Question 4 comments

- Travel time down I-5 and time to get through security checkpoints is largely unpredictable forcing large lead times to get to the airport. For example, it is quicker to drive to Spokane or Portland than to use SeaTac—I've timed it!
- Travel time from Everett to SeaTac is often longer than the flight itself.
- Travel time through the Seattle area to get there is always unpredictable.
- Travel time to airport.
- Travel time to and from airport combined with time through security.
- Travel time to and from the airport is not predictable. I often leave much earlier than necessary to ensure I can get there on time.
- Travel time to and from the airport.
- Travel time to and from. Parking fees. Holiday travel crowds.
- Travel time to the airport.
- Travel time to the airport.
- Travel time to the airport. Cost of parking in the airport garage. Long lines for peak travel periods.
- Travel time to the airport. Long lines at the ticket counter and security.
- Travel time to the airport; parking and parking fees and waiting in lines for processing.
- Travel time to/from SeaTac. Unpredictability of traffic – causing the need for more travel time as buffer.
- Travel time with traffic, congestion at the terminal and security check points.
- Travel times are more than doubled because of proximity. Being a very busy airport, it is inconvenient to move about at the airport and lines are very long.
- Travel to the airport is a pain.
- Unpredictability of traffic going to SeaTac airport. Long security lines at SeaTac. Traffic congestion at the SeaTac airport.
- Unpredictable traffic between Everett and SeaTac. Expensive parking. Lengthy security delays.
- Usually it is the long travel commute to SeaTac as well as parking availability or transportation to and from the airport.
- Waste of time, money, adding to gridlock when I have to go to SeaTac.
- We are located in Bothell and location of air service is the one thing our customers find odd about traveling to our area. Odd in that most major metropolitan areas have several flight options.
- When I have to fly out of SeaTac vs. if I could fly out of Everett, I add to the gridlock on 45 miles of I-5, use more gas, time, etc.
- When I traveled for business it took too long to get there, not enough parking, long ways to terminal from parking, long lines at ticket check in, delayed flights and too long for receiving baggage after flight lands.
- When traffic is congested on Interstate 5.
- With the advent of 9-11 and the increase security surrounding access, this has increase travel time and travel arrangements for us.
- Yes and no. It services a large metro area so lines and waits and slowly crawling along in your car are part of that. I do resent the high price of short-term parking, however, which from a recent experience there, seemed like everyone else did too.



**Appendix B. Question 17 comments**

What advantages do you see from having passenger air service at Paine Field? The following represents comments received by survey respondents.

- A lot less time wasted.
- Absolutely none – not only am I a business owner in Mukilteo but also a resident. With the transport services available to and from Seattle, an airport at Paine Field is not necessary. The residents of Mukilteo have put up with a 300 percent increase in noise.
- Alternatives, especially for regional flights.
- As previously stated, it should cut our travel time. On a 2 hour flight, we need up to 4 additional hours for travel to the SeaTac gate. A local airport might cut two hours off of the total time required for the flight.
- Avoiding traffic between Snohomish County and SeaTac.
- Badly written question - far more disadvantages than advantages. I dislike leading questions in "surveys."
- Best use of time management for our staff.
- Better access for our customers to get to our Bothell site.
- Better commuting/less time spent in readiness for flight.
- Business benefits for the surrounding area. Easier travel for me.
- Can avoid parking costs, shortens total travel time, shorter check in lines.
- Cheaper parking, less driving time.
- Close to work/home.
- Closer to home than SeaTac.
- Closer to home, alleviate traffic through the Seattle area, less traffic inside SeaTac.
- Closer to home, less travel time. Less congestion at the airport.
- Closer to home.
- Closer to our homes and business.
- Closer to the business office. Uncertain as to parking.
- Closer to work and home.
- Closer, faster.
- Commute time to the airport resulting in cost savings.
- Commute time.
- Commuting time.
- Commuting to airport much easier. Cost of parking should be less.
- Convenience ... shorter commute, smaller airport=shorter lines.
- Convenience and increased willingness to travel.
- Convenience and time savings for people, and less traffic on the I-5 corridor.
- Convenience for myself and my clients.
- Convenience for Snohomish County residents. For individuals flying to Snohomish County, I believe this would make us more attractive to the rest of the country...especially as it relates to economic development.
- Convenience is the main consideration, easier to connect to the flight.



## Appendix B Question 17 comments

- Convenience of less travel time, traffic congestion problems.
- Convenience of location.
- Convenience of travel promotes quality of life that is necessary to attract talented people and businesses. It will also promote tourism.
- Convenience to Boeing.
- Convenience to my home in Lynnwood, easier parking.
- Convenience, closer to home.
- Convenience, closer, not as crowded, ease of access
- Convenience, cost, time.
- Convenience, economic advantage to Snohomish County.
- Convenience, economic stimulus.
- Convenience, efficient use of time, exposure to outside geographic areas (potential new investment).
- Convenience, less travel time and lower overall cost.
- Convenience, less travel time, greater desire for business to relocate to our county and create jobs.
- Convenience, local economic stimulus.
- Convenience, more personable.
- Convenience, options to SeaTac.
- Convenience, reduce travel time and potential wait time.
- Convenience, restrict traffic problems.
- Convenience, saves drive time to and from the airport which can maximize our efficiency on travel days.
- Convenience, smaller crowds, better parking conditions, less traffic.
- Convenience, time saving, costs.
- Convenience, time savings, economy boost for the area.
- Convenience, time savings, reliability.
- Convenience, time savings.
- Convenience, time-saving, cost saving of parking or air porter service.
- Convenience.
- Convenience.
- Convenience.
- Convenience. Time savings.
- Convenience. Better for passengers traveling from Bellingham, Mount Vernon, and points east.
- Convenience. More personal, customer-friendly size. Less time-consuming travel to and from. Quicker overall roundtrip turnaround.
- Convenience. Time saver.
- Convenience; status (for Everett); time.
- Convenient to my office, less congestion, faster transition to the plane.
- Cut down on driving through the Seattle bottleneck.



## Appendix B Question 17 comments

- Decrease congestion at SeaTac; provide businesses north of downtown with better access to commercial air services; help expand the business capabilities of Snohomish County.
- Ease and convenience.
- Ease of access, reasonable parking fees, minimal I-5 travel.
- Ease of access.
- Ease of access. Travel time for employees.
- Ease of reaching airport.
- Ease of travel for growing Snohomish County. East of entry for public attending Everett Center events.
- Ease of travel, convenience.
- Easier access from North King / S Snohomish County.
- Easier to access, hopefully, less pre-flight hassle and wait time. Less traffic.
- Easier to get to.
- Easier transportation, easier parking, efficient use of time.
- Easy (less traffic) access by car. Less travel and check-in time.
- Easy access to airport from home. Traffic infrastructure is already built. I waste fuel driving to SeaTac. Less traffic on I-5. Third runway at SeaTac can be cancelled. Business development in the Paine Field area. The list goes on and on.
- Easy accessibility.
- Easy commute.
- Easy commute. Less traffic. Shorter lines. Attractive for economic development.
- Economic growth.
- Economy will go up.
- Faster to get to airport.
- Faster travel times; better customer service from airline(s); willingness to travel by air more often; easier and possibly cheaper parking at Paine.
- Feeder only - not interested, would save travel time on freeways.
- Flex, traffic, convenience.
- For residents in Snohomish County, it is much closer and would reduce overall travel time. I would hope Paine Field would offer some travel options that may not currently be available at SeaTac such as different non-stop destinations or different schedule.
- From a business standpoint, much less commute time.
- Greater convenience for people who live north of Seattle and Bellevue.
- Hotel car rental taxes staying in county. Higher level of business locating here instead of Seattle or other states. Less traffic in the greater Puget Sound area.
- I believe it would spur economic development in the Snohomish County geographical area. Currently, Renton and the Kent Valley are at an advantage due to more convenient air transportation.
- I can see no advantage what so ever.
- I do not have to drive through Seattle to get to the airport.
- I see no "advantage" to passenger air service out of Paine Field.



## Appendix B Question 17 comments

- I see very little advantage and a lot of disadvantages. I would prefer to go to SeaTac by train if it was provided. Otherwise I find airport shuttle service works very well as they can use commuter lanes and not get caught up in rush hour traffic.
- I-5 and I-405 traffic avoidance.
- Increase in jobs in Snohomish County. Flexibility in travel arrangements, not having to go to SeaTac. Regional airport would help local businesses with accessibility with cargo, passenger and accommodations.
- Increased city/county revenue, related business increase. On a personal level, easier travel arrangements.
- It would cut total travel time, not having to drive to SeaTac.
- It would provide our clients with better service, which will help improve our business. It will also cut down on travel time and expenses for my company.
- It's close and convenient.
- Lack of traffic to airport and crowding at the airport
- Less commute time to airport, lower parking fees, better on time performance by carriers
- Less commute time to get to/from airport.
- Less commute time. No need to pay for parking as I could be picked up easier.
- Less commute time. Probably less parking costs (either rates lower or family/friends could drop the traveler off and pick them up easier than if a SeaTac.
- Less commuting time to the airport.
- Less commuting time.
- Less commuting to SeaTac from North End. Sound Transit will never fix this!!
- Less congestion, much closer, easier access - save time.
- Less delays, convenience.
- Less distance on freeway; lower cost parking.
- Less driving time and less expensive parking.
- Less driving to the airport.
- Less hassle/time dealing with getting to SeaTac and the potential traffic delays.
- Less time from office to get on the airplane.
- Less time getting to the airport
- Less time involved in commuting. Less congestion and therefore less time going through security. Overall costs savings on longer trips. (More days out of town) More personal time because not spending it commuting to SeaTac.
- Less time involved. Balanced increased cost of flight with reduced commute time and parking fees.
- Less time spent commuting, higher productivity.
- Less time spent in travel.
- Less time spent traveling to the airport. Reduced parking fees. Less time waiting in security line. Less traffic and pollution from more vehicles on the road. Increased travel to the Eastern part of the state due to decreased hassle of dealing with SeaTac.
- Less time to drive and the expense of parking at SeaTac.
- Less time to the airport. Cheaper parking. Less of a hassle to check in. Fewer weather delays.



## Appendix B Question 17 comments

- Less total travel time, less cost.
- Less traffic on I-5 to SeaTac. Save time and gas, save money.
- Less traffic on I-5, business productivity increase.
- Less traffic, more business.
- Less travel time to airport, less traffic on freeway.
- Less travel time. Less costs in fuel/parking.
- Less travel time. Less cost in parking fee. Less congested terminal area
- Lessen commute. Easier access. Parking not required.
- Local air service with National service.
- Local.
- Location and passenger processing.
- Location!
- Lots more room bookings at my hotel. General increase in business activity for the Everett/Snohomish area.
- Lower travel costs; increased economic activity within the County; Attractive to businesses seeking to locate within Puget Sound; Improved business productivity due to less time loss for travel.
- More businesses would consider locating in the Snohomish County corridor. Convenience for existing businesses.
- More convenient departures.
- More of a home town place.
- Much closer - big time savings.
- Much closer to my home.
- Much easier access for north King County to the Canadian border.
- Much easier for clients to visit our business. Much easier for us to visit our clients.
- Much improved access to SeaTac--shorter times, cheaper parking, and ability to be dropped off and picked up. Less hassle with security processing.
- Much less travel time to the airport.
- Much more convenient
- Much shorter drive time. Easier, lower-cost parking or employees could be shuttled there more easily.
- My commute to and from the airport would be about 15 minutes as opposed to an hour or more.
- Nearby; little traffic, easier to regulate time; less work stoppage for road travel to SeaTac.
- Near-home convenience.
- Night and Day. Travel time, convenience, etc.
- No advantage if it is for short distances.
- No advantage.
- No traffic, less parking costs, less time, better service.
- None - Growth will happen and I've seen what happened to John Wayne/ Orange County.
- None for the amount used.
- None, but I do see disadvantages.



## Appendix B Question 17 comments

- None, more noise, more taxes, more traffic, more pollution. This survey is quite slanted--no request of disadvantages???
- None, too expensive and alienates the community.
- None.
- None.
- None.
- None; this would not be worthwhile.
- Not as many people driving to Seattle/Tacoma.
- Not as much travel time to airport, convenience.
- Not fighting the traffic to get to the airport, time and distance.
- Not having employees lose as much time from work commuting to catch planes.
- Not having to drive to SeaTac.
- Not having to drive to SeaTac.
- Not having to travel the distance or deal with the traffic to SeaTac.
- Not having to travel to SeaTac.
- Not really sure.
- Our business is in Everett, we would not have to commute to/from SeaTac.
- Our business would expand, we would employ more people locally (Everett area), and we would be much more efficient. We also see other businesses doing the same, which will support our local economy and our own direct role in it.
- Our clients can get to us easier and we can get to them easier. The business climate for the entire region north of Seattle will be drastically improved. The growth pressure on SeaTac will be substantially relieved. Airport-related traffic will be reduced.
- Paine Field is more convenient for travelers from the north end. A second airport would somewhat alleviate regional traffic congestion. An airport in Snohomish County would act as a strong engine for economic growth.
- Parking cost savings.
- Parking, less congestion.
- Perhaps low cost parking and convenience.
- Personal convenience.
- Physical proximity is big - location, location, convenience, increased economic vitality through business opportunities.
- Predictable arrivals.
- Proximity – it's closer than SeaTac.
- Proximity to airport, no traffic, fewer passengers.
- Proximity to home; fewer delays.
- Proximity to my home and business so less travel time, better transfer to and from, (expect a link to the future Mukilteo train station) better parking, access, much less traffic just to name a few.
- Proximity to office, savings in time, mileage & parking expense.
- Proximity to Snohomish County residences and business.
- Proximity, better parking, better weather, less security hassle.
- Proximity, reduced traffic both in an out of the terminal, parking conveniences.



## Appendix B Question 17 comments

- Quicker commute - easier parking.
- Quicker service less time spent getting to the gate.
- Reduce travel time to SeaTac.
- Reduced time traveling to and from the airport.
- Reduced time. Reduced stress. Aerial views of county (if we're lucky).
- Reduced travel time to airport, more time in the office.
- Reduced travel time.
- Reducing the time in traffic.
- Reduction in auto travel time.
- Regional price competition.
- Relief from traffic congestion. Quicker to airport. Quicker arriving home.
- Relieve SeaTac congestion, offers more opportunities to North End Residents.
- Removes lengthy commute to SeaTac.
- Road time reduction.
- Same as current disadvantages to SeaTac. Traffic less. Distance less. Parking easier. Lower rates for rental cars/taxes on cars. Shorter security lines (same security, but shorter lines).
- Same day trips to California would be possible. Currently they are very difficult.
- Save commute time and would not have to park.
- Save time and money. I won't add to I-5 traffic problems.
- Save time, gas, stressed nerves; there is no downside.
- Save time.
- Save time.
- Saves money for shuttle service on departing and arriving employees. Cost of parking vehicles at airport for returning home. Convenience, Convenience, Convenience.
- Saving in time and money and more user friendly.
- Saving travel time.
- Savings in time.
- Savings on ground transportation time.
- See prior question indicating problems/inconveniences with travel to SeaTac, and reverse them.
- Shorter check in. Less auto transportation expense and time. More convenience. Fewer missed flights.
- Shorter commute to and from airport, less traffic congestion, easier parking.
- Shorter distance of travel and less crowds.
- Shorter drive time to airport.
- Shorter drive times. Less waiting. Less crowding. Better service.
- Shorter travel time needed to and from the airport; less congestion and traffic.
- Should eliminate auto, and parking charges.
- Significant reduction in travel time. It takes me 45 minutes (non rush hour) to drive. I will not arrive during rush hour times due the long distance from SeaTac to the North End.
- Significantly less travel time to airport, eliminates traffic congestion.
- Smaller airport, easier to park, shorter driving distance to and from.



## Appendix B Question 17 comments

- Snohomish County economic development; convenience for all businesses and residents in north Seattle, Snohomish, island and Skagit counties; reduced traffic congestion in King County (I-5 and I 405); increased revenue for Snohomish County.
- Snohomish County is definitely growing, and it would be a tremendous convenience to the community. I suspect there are a good number of people who would use this service.
- Somewhat easier access for our Snohomish County employees, but only if carriers offer direct flights to prime markets.
- Spin Off economic development. What about the disadvantages? Where is that question in the survey?
- Staying off I-5.
- The time saved in not having to fight the traffic. Savings on per diem for mileage and gas.
- There are more disadvantages than advantages. Adding passenger air service at Paine Field will exacerbate the traffic congestion on I-5 and 526. This area is already burdened with traffic from one of the busiest ferries in our state.
- This would not be wise.
- Time convenience.
- Time required. Convenience.
- Time saved. Get dropped off and picked up instead of parking.
- Time saver. Money saver.
- Time saving as long as connections were close to travel time so very little layover time is required.
- Time saving for all of us who live in this County.
- Time savings and convenience.
- Time savings, convenience, ease of access, lower terminal costs
- Time savings, less hassle and good economic development for the county.
- Time savings, smaller headaches.
- Time savings.
- Time, convenience.
- Time, tourism.
- Time.
- Traffic much easier.
- Traffic.
- Transportation to/from my business or home would be easier.
- Travel time (car), parking, and the ability to get to Portland and back in the same day making more trips likely.
- Travel time between north Snohomish County and SeaTac.
- Travel time from Snohomish County to SeaTac and back runs about \$160 per flight.
- Travel time in Paine Field
- Travel time savings.
- Travel time to the air service would be cut dramatically.
- Very little for my business.
- Very little.



**Appendix C. Question 24 comments**

In the space below, please let us know any other information you think would be useful in improving passenger air travel options for your organization. The following represents comments received by survey respondents.

- Adding Sounder train service from Everett area to SeaTac would be used, if available, instead of airport shuttle or town car service.
- Adequate parking during travel.
- Air shuttle to SeaTac?
- Allow air transport to service industry with inventory.
- Besides passenger service, we would use air freight options on a daily basis.
- Better transportation options to SeaTac, such as express bus service from points in Snohomish County.
- Commuter rail service to SeaTac airport.
- Complete a Sounder train connection to SeaTac.
- Complete the third runway at SeaTac. Extend Sounder south to SeaTac.
- Connect Sound Transit Express bus service to Link and Extend Link to SeaTac.
- Connections to Portland and Spokane would be top priority. Secondary destinations would be Tri-cities, Vancouver, BC, and SeaTac.
- Convenience.
- Cost is still a bigger driver in travel decisions than absolute convenience.
- Direct public ground transportation to SeaTac from Mukilteo.
- Don't fly for business only travel. However, our company flies flowers here from California and from Florida every week. We have good truck transport from SeaTac now, should that change, local service might be quicker.
- Door to door shuttle service.
- Ease of check in; being able to leave home or office later to catch flight; shorter lines and less congestion at airport.
- Even if we are only talking about commuter service to SeaTac, that would be an improvement. We would use it. If this happens, please set up parking facilities that are cheaper than SeaTac and with "normal sized" parking spaces.
- Expected flight paths out of Paine.
- Frequency of service during normal business hours. Direct flights to major cities.
- Have enough routes to where Paine Field becomes a viable alternative to SeaTac.
- Have Sound transit trains serve SeaTac directly!!! Unbelievable that they are not currently planned to do so. Open up Boeing Field for commuter airlines with underground tram connecting it to SeaTac (similar to North-South Terminal).
- Having a rapid transit system that starts in Everett to downtown and to the airport.
- I am glad someone is taking a serious look at this. I believe commercial service out of Paine Field is absolutely critical to the economic health of Snohomish County and North King County.
- I don't expect the same number of flights out of Paine Field as SeaTac but a few to choose from.



## Appendix C Question 24 comments

- I think any regional needs to be located further north and COORDINATED (PLANNED) with other mass transit and other access issues.
- I think this would be wonderful for our company. We have conventions and training seminars out of state and sometimes it's hard to get employees interested in attending because of the down time commuting back and forth to the airport.
- I travel often to the following: Spokane, WA, Boise, ID, Butte, MT, Helena, MT, Anchorage, AK, Fairbanks, AK, and Washington, DC. On average, I am on the road 3 weeks per month.
- I will write letters; I will picket; I will lobby; I will help raise money for the terminal; I will do whatever I can to see commercial air at Paine Field.
- I would like to say it is about time we use an airport for an airport.
- I would like to see Sound Transit develop train routes from Snohomish County directly to the airport.
- I would use Paine Field for personal travel (2-3 times a year).
- Improve Sound transit to SeaTac.
- Including travel to Long Beach, CA. Multiple commuter hours to and from Spokane and other locations in the Eastern part of the state.
- It would be nice to have the ability to exchange tickets locally.
- Just keep the Shuttle to SeaTac. The last thing my business needs is more noise, more hassle, or people confused about WHICH airport to use.
- Just making it more convenient, when we have corporate employees arriving to work for us during heavy work periods, it takes considerable time away from our production personnel to pick up arrivals at SeaTac and then to deliver them there.
- Leaving Paine Field as it is currently and forget about all ideas of converting this into a commercial airport.
- Local air service and shuttle service west coast and intrastate.
- Local bus service to the field.
- More frequent and coordinated rail or commercial commute services to SeaTac.
- Needs no improvement.
- No help from Paine Field.
- Not having to connect thru SeaTac.
- Not sure what is being contemplated -- an air shuttle to SeaTac will not be beneficial -- but Paine Field as a destination is potentially worthwhile.
- Obviously cost is a huge factor. The fact that the proximity of this potential location makes it the natural choice won't drive the decision necessarily over cost but will have some influence. I think it is also important in our development as an area.
- Oppose airlines at Paine Field.
- Overall, I am against expanding the airport for commercial air as it would have negative overflow impacts on the community.
- Parking may be a problem at Paine Field.
- Please forget Paine Field. Build somewhere in north Snohomish County or up around Mount Vernon.



## Appendix C Question 24 comments

- Portland flights would be a lot easier from Paine Field. By the time my folks get to SeaTac, I tell them to keep on driving if they are going to Portland.
- Provide secure parking at the airport.
- Quicker pass through security.
- Quit studying it and make it happen. Look at John Wayne in California. It's a great model and has a lot of the same similarities.
- Rail service to SeaTac.
- Rail to SeaTac with a 3rd runway.
- Rapid transit (train) to SeaTac.
- Regularly scheduled flights or connections to and from Paine Field would be a great benefit to our organization.
- SeaTac needs a temporary parking lot whereby individuals can wait for flights/individuals to come in (rather than circle in cars at the airport). Individuals would not be allowed to leave their cars—it would be a temporary location.
- Service to Vancouver for the Olympics in 2007 is essential for commerce.
- Service would have to stand on its own against SeaTac offerings. If it's just a puddle-jumper to Seattle, that is not any incentive to use it.
- Shuttle pick up and drop off.
- Shuttle service from Everett Station to Paine Field; access to both direct flights from Paine Field and "shuttle" flights to SeaTac.
- Shuttle service to/from major points in Snohomish County.
- Shuttle service.
- Smaller planes, bigger seats, more leg room.
- Sounder service to SeaTac.
- Sounder train service to SeaTac.
- This would improve traffic on Seattle's roadways, as well as take pressure off of our already over crowded SeaTac.
- Train service to SeaTac.
- Transportation services - shuttle, taxi, and bus.
- We need commercial service in/out of Paine Field. This will only increase the amount of corporations that will consider doing business in Snohomish County. This is much like John Wayne Airport in Orange County.
- We need commuter air service at Paine Field. We also need rail options within the county connecting to SeaTac.
- We use primarily northwest cities to travel. Bellingham, Everett, Tacoma, Olympia, Portland, Salem, Medford, Eugene.
- We would expand into California and Arizona if Paine Field offered convenient flights there as well.
- With technology, people should not have to travel as much, and we should not abuse or waste resources on boondoggles.
- Wouldn't this violate the use agreement?



**Appendix D. Question 25 comments**

How would you describe your position in the organization? The following represents comments received by survey respondents.

Account executive	Executive	Managing member
Administrative	Executive director	Marine products specialist
Administrator	Executive director	head government sales
Assistant director	Executive director for support services	Marketing
Associate		Marketing coordinator
Boss	Executive director of Northwest region office	Marketing department
Branch development		Marketing manager
Branch manager	Executive management	Mid level management
Business administrator	Executive vice president	Mid level management
Business development	Field person working strategically within various sectors/industry with emphasis on growing/emerging business trends/development and workforce development	Mid level professional
Business HR manager		Middle management
Business manager		Office leader
Business owner-administration		Officer
Business representative		Operations
Business unit manager		Operations director
Center director	Firm owner	Owner
Chief executive officer	Front line manager	Owner
Chief executive officer	General manager	Owner, executive
Chief financial officer	General manager	Owner, vice president
Chief operating officer	Head honcho	Owner/manager
Communications director	Independent entrepreneur	Owner/managing partner
Contract administrator	Instructor and travel counselor	Owner/operator
Co-owner		Owner/partner
County elected official	Key employee	Owner/president
Decision maker	Management	Owner/president
Department director	Management	Owner/trust participant
Department head	Management	Partner
Department manager	Management/sales	Partner
Director	Manager	Partner/co-founder
Director level	Manager HD	Partner/geotechnical engineer
Director of government, marine, & international sales	Manager of Everett division	Partner/owner
Director of land development	Manager of local manufacturing facility	Practice support
Division vice president	Manager, planning and development	President
Employee	Manager/owner	President
Executive	Managing director, principal	President



**Appendix D**  
**Question 25 comments**

President/chief executive officer  
 President/chief executive officer  
 President/owner  
 President/owner  
 Principal  
 Professional  
 Project manager/partner  
 Retail store manager  
 Sales account executive  
 Sales management  
 Sales manager  
 Sales office  
 Sales representative

Sales/partner  
 Secretary/treasurer  
 Senior administration  
 Senior management  
 Senior management  
 Senior management  
 Senior management  
 Senior management executive  
 Senior technical staff  
 Senior vice president business development/owner  
 Senior vice-president  
 Site/area administrator

Staff  
 Staff  
 Treasurer  
 Upper administration  
 Upper level administrator  
 Vice president  
 Vice president  
 Vice president level  
 Vice president loan officer  
 Vice president marketing  
 Vice president/branch manager  
 Western region sales manager  
 Worker bee



**Appendix E. Question 27 comments**

What is the name of your organization (optional)? The following represents comments received by survey respondents.

Aero Mac, Inc.	Edmonds School District	Padfic Orthodontic Lab., Inc.
ALL Real Estate, Inc.	Educational Community	PLB Rentals, LLC
Anabel's Framing and Gallery	Credit Union	Port of Edmonds
Audio Visual Specialists	English Hill Investments LLC	Port of Everett
Bank of America	ERA Dan Williams Realty	PRMC Corp.
Best Western Cascadia Inn	Everett Community College	Providence Everett Medical
BETS Associates, Inc.	Everett Public Schools	Center
Boys & Girls Clubs of	EverTrust Bank	QOLC
Snohomish County	Greater Marysville Tulalip	Radia, Inc.
Brien Ford	Chamber of Commerce	Reid Middleton
Carlson Wagonlit Travel	Harmesen & Associates, Inc.	Robert H. Strickland
Carpenters Local Union #562	HomeStreet Bank	Associates
/ Pacific Northwest	International Brotherhood of	S R Broadcasting
Regional Council of	Electrical Workers L.U. 191	Sant, McMahon & Sparks,
Carpenters	Jack Carroll's Lynnwood	LLC
Casa de Maria Research	Dodge, Inc.	Save Now Discount
Center	Kimberly-Clark	Pharmacy, Inc.
Cascade Bank	King County International	Seahurst Electric/Local 191
City of Edmonds	Airport	Trustee Board (we travel
Clay Enterprises	Lang Manufacturing, Inc.	often as well)
Coast Real Estate Services	Lawrence M. Horowitz, Inc.	Siskun Power Equipment
Community Health Center of	Lighthouse Tax Service	Skotdal Real Estate
Snohomish County	Magna Design, Inc.	Snohomish Chamber of
Compass Relocation	Maritime Trust Company	Commerce
Services/John L. Scott	Massagewerks	Snohomish County
Relocation	McKesson Corp	Snohomish County Auditor's
CompuPlus, Inc.	Midas	Office
Costco Business Center	Molina Healthcare of WA.	Snohomish County
Crystal Cove Apartments	Mukilteo Chamber of	Government
Dancing Rabbit	Commerce	Snohomish County
Communications	Nash Chiropractic	Workforce Development
Deaconess Children's	Neptune Society	Council
Services	Northwest Composites	Snohomish PUD
Dudley's Office	NW Waterways	Sonmar Management
Eaton Corporation	Olympic Security &	Sound & Sea Technology,
Echelbarger Properties	Communications Systems	Inc.
Edmonds Community	Overall Laundry Services,	
College	Inc.	



**Appendix E**  
**Question 27 comments**

Sound Benefit Plans Inc  
Soundair Aviation Service,  
LLC  
SPEEA  
S-R Broadcasting Co., Inc.  
Stargate Technologies  
TERRA Services, Inc  
The Daily Herald Co.  
The Enterprise Newspapers  
The Flying Pig Brewing Co.

The Manor, Inc.  
The Written Edge  
Thomas James International  
parent company of: Damar  
Machine Co./Valberg LLC  
Tiz Door Sales  
Travis Industries  
U.S. Chamber of Commerce  
United Way of Snohomish  
County

University of Washington  
Washington Marine Cleaning  
LLC  
Whidbey Marketing  
Wolff Enterprises  
WorkSource Snohomish  
County  
YMCA of Snohomish County

