



# Airport Tenant Survey Results

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Rowan County

*Mid-Carolina Regional Airport*

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August 16, 2022

<b>I.</b>	<b>AIRPORT TENANT SURVEY RESULTS .....</b>	<b>1</b>
A.	Purpose.....	1
B.	Respondent Overview .....	1
C.	FBO Products and Services Results .....	2
D.	FBO Terminal Amenities Results .....	3
E.	Additional Services and Facilities Results.....	3
F.	Additional Input .....	4
G.	Key Airport Strength.....	5
H.	Key Airport Weaknesses .....	6
I.	Additional Comments .....	7

## I. AIRPORT TENANT SURVEY RESULTS

### A. Purpose

The purpose of the *Airport Tenant Survey* was to obtain input pertaining to the operation and management of the Mid-Carolina Regional Airport (Airport) as well as the strength and weakness of the Airport.

### B. Respondent Overview

As part of the *Airport Assessment*, an *Airport Tenant Survey* was conducted by the airport tenants. The *Airport Tenant Survey* was provided to each tenant of the Airport on Monday, July 25, 2022. A total of 26 survey responses were received prior to the *Airport Tenant Survey* being closed on Tuesday, August 9, 2022.

The survey respondents represented the following types of tenants:

- 4 – Commercial Operators
- 22 – Non-Commercial Based Tenant

The survey respondents utilize the following types of aircraft:

- 20 – Single Engine-Piston Aircraft
- 5 – Piston Multi-Engine
- 3 – Turboprop
- 2 – Medium Jet

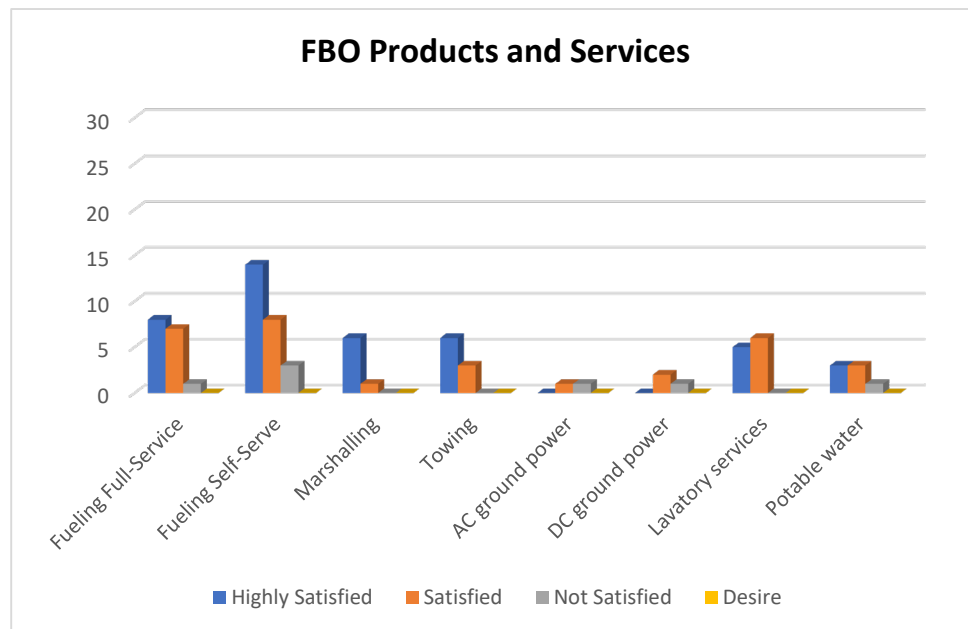
The survey respondents utilize the following type of aircraft storage facility at the Airport:

- 2 – Apron/Tiedown
- 17 – T-Hangar
- 9 – Executive Hangar
- 3 – Community Hangar
- 1 – Other

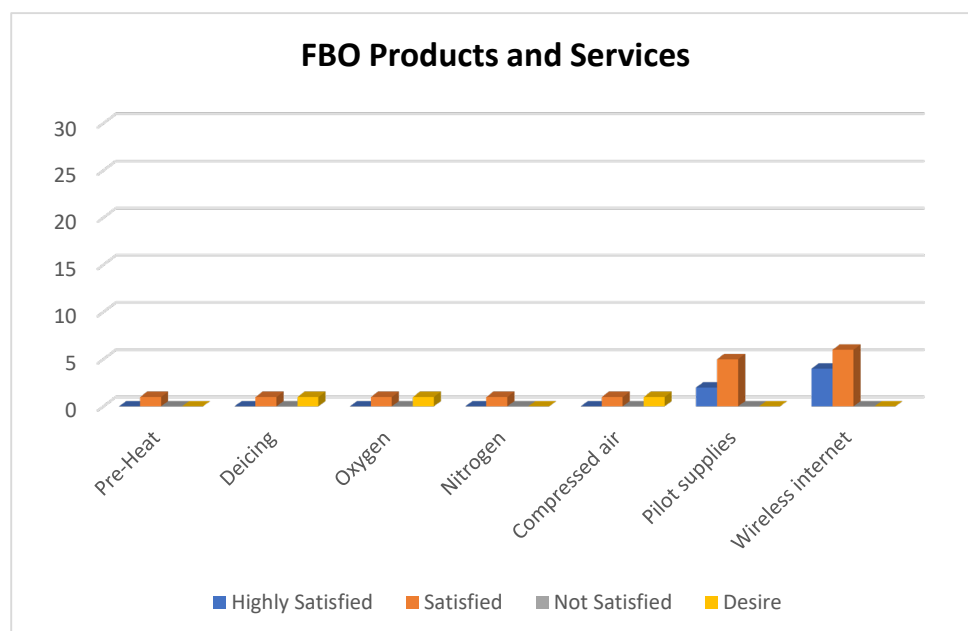
## C. FBO Products and Services Results

The FBO products and services results are outlined in Table 1 and Table 2. It is important to note areas identified as desired by at least one respondent include deicing, oxygen services, and compressed air services.

**Figure 1 – FBO Products and Services**



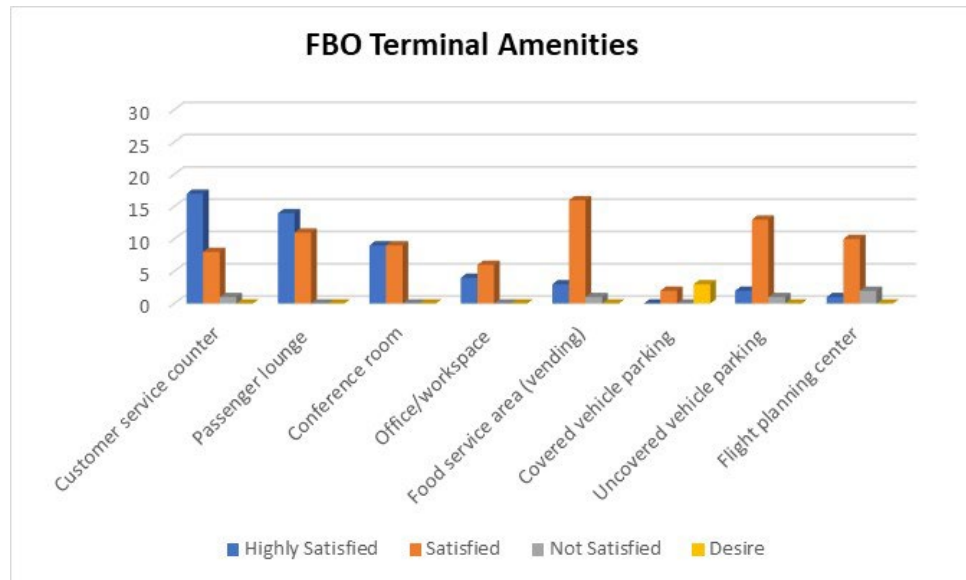
**Figure 2 – FBO Products and Services Continued**



## D. FBO Terminal Amenities Results

The FBO terminal amenities results are outlined in Table 3. It is important to note the area identified as desired by at least one respondent include covered vehicle parking.

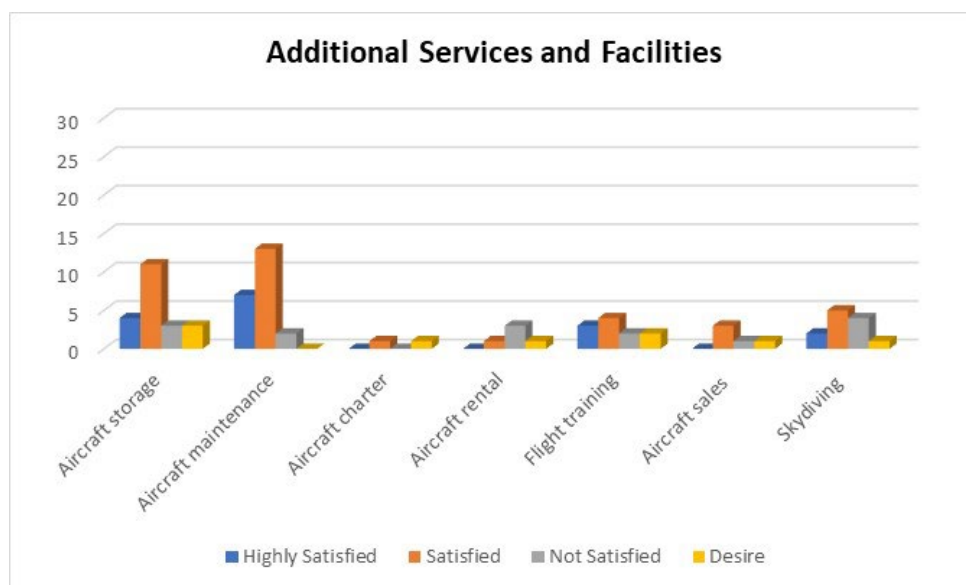
**Figure 3 – FBO Terminal Amenities**



## E. Additional Services and Facilities Results

The additional services and facilities results are outlined in Table 4. It is important to note areas identified as desired by at least one respondent include aircraft storage facilities, aircraft charter, aircraft rental, flight training, aircraft sales, and skydiving.

**Figure 4– Airport Services**



## F. Additional Input

Additional input on the type, level, and quality of general aviation products, services, and facilities at the Airport was provided by respondents, as follows:

- An air hose would be nice to pump up tires. More hangars are always desired. Everything runs pretty smooth with the new manager including the skydiving ops which runs surprisingly to me very efficient. I don't see the need for an airport advisory board. It seems to be just a wasted step in the process when the county commissioners are going to do what they want regardless.
- Lighting, much needed
- Build more hangars
- A new flight school would be welcome
- I would like to see more hangars added to the airport
- Started flying at this airport 1974. Do not use it as much last several years. My use was for business and not pleasure flying. I have seen it change for growth to stay with the demand as well as to attract new business. As long as it can pay for itself keep making and adding more services.
- As a tenant at KRUQ I obviously own an airplane and am trained as a pilot. I was just wondering who this survey was directed towards. I am completely satisfied with my situation at Mid-Carolina. I do not need training and I don't need to rent an airplane. I do wish the self-serve pump did not continually have problems accepting cards and I wish there were an exit off the runway halfway down but other than that I'm perfectly happy. If I am looking from a businessman's perspective or the cities perspective KRUQ has huge growth potential and is way behind even other local airports. From that point of view all the answers would be unsatisfactory. Why is there not an FBO operator who leases a building from the city and supplies the services. I hesitate to say anything because the way it is right now works for me but I think there is huge potential for growth and a missed opportunity
- It would be nice to have no lead fuel available.
- It would be nice to expand the food/beverage availability in the FBO, especially for transient GA pilots stuck by weather. Tanya and Valerie are outstanding.
- Airport needs more hangars for small GA planes
- I'm sure this will get said 1,000 times but We need more hangars.... open and full enclosed!
- There's not enough GA storage.
- Expansion to 24/7 high security airport
- Need a separate pad for helicopters so they don't obstruct the taxiway and ramp area
- Need to support the small GA aircraft operations. Not just focus on Jet planes!
- Would like to have more availability of single-plane T-hangars with doors and electricity. Lower fuel prices, please. Services I use are great! Thanks.
- All good
- I am highly satisfied with the service here. The only things I would change is to (1) put T-hanger electrical service on one-meter-per-hangar row and charge a small monthly fee for electricity. We pay in the neighborhood of \$25/month each for the meter, but we typically use less than \$3-4 a month in electricity to put air in tires or run a trickle charger. (2) In the future, install HP hangar doors

<https://www.hpdoors.com/>. Sliding hangar doors are cheap but they inconvenience neighbors on both sides. HP doors are structurally self-supporting and beat the heck out of heavy, expensive bifold door products.

- As corporate operator, we are pretty self-sufficient. My answers to this survey reflect this fact.
- Skydiving needs to be handled off-airport. Diving into traffic pattern is not safe! Not sure why that is allowed. Am not against skydiving, just think an airport should be an airport and not a diving port.

## **G. Key Airport Strength**

Key Airport strengths identified by respondents were provided as follows:

- Management
- Valerie is great for the airport
- Infrastructure
- Management and staff of airport supportive
- Location
- Potential
- Airport Manager
- Management is fair and no nonsense. Treats all tenants equally.
- Airport support staff
- Good manager
- Very laid back airport and this makes Mid Carolina such an enjoyable place to base my airplane
- Pleasant staff
- None
- On-field staff
- Convenient
- Ops. Very easy to operate here
- Location to largest county business employer executive offices
- Services
- Airport Manager
- Line services
- Great fuel pricing
- Services
- Airfield in good condition and well maintained
- Easy in and out flying and ground transportation
- Location
- Billing is straightforward
- Self-serve fuel
- Good desk and line staff
- Great fuel prices!
- Maintenance and avionics shops on-field
- Location
- Ops again, very easy here compared to an airport 25 miles south
- Location between major metro areas
- Cost (for services)

- Facilities
- Smooth operations
- All is good happy to be at KRQU
- Facilities
- Operations
- Services for transit as well for based aircraft
- Ease of access
- Tenants work well together for the most part
- Not in B or C airspace
- Great people at the FBO!
- Hangar rental fees
- For me, owner of an Experimental, services are just fine
- ILS approach system
- Management
- Fuel service
- We have all three services here.... Avionics, Maintenance, and aircraft painting!
- Tenants are ignored
- Calm relaxing atmosphere
- Just outside of TFR when Charlotte is under flight restrictions for VIP and political events
- Field maintenance
- Fellowship among fellow aviators

## H. Key Airport Weaknesses

Key Airport weaknesses identified by respondents were provided as follows:

- Aircraft parking congestion and constant run-ups around the diamond maintenance facility
- Night lighting
- I hear a bunch of politics is coming
- Self-Serve fuel and wi-fi down at times
- Vision
- Airport Advisory Board
- Advisory Board oversteps bounds and contributes little
- Dangerous skydiving operations
- Close to most small hangers
- As said before....we need more hangars!
- Tenants are ignored
- Lack of T-hangars with doors for single aircraft
- None
- Very little notice given of airport meetings
- Lack of proper infrastructure support, such as snow and ice removal
- Skydiving
- Advisory Board
- Lack of hangars
- Skydiving is a big problem to other airplanes. In all aspects biggest problem at KRQU



- City of Salisbury
- Some tenants believe the airport is their private country club and actively show a disdain for activities they don't deem to be fit for the airport
- Bad management
- Fuel prices a little high
- Airport and county polices, bureaucracy
- County Commissioners
- ATP constantly clogging up the pattern, flying super wide patterns and never buying fuel or contributing anything to the airport
- County Commissioners
- ROI of corp hangars are misrepresented
- Electricity included in the hangars
- Corporate hangar tarmac is badly deteriorated with poor load bearing capacity
- Educational services
- Lack of tenant hangar space
- Expansion plans are misguided
- Slow and sometime non-existent commitment to obligations and agreements
- Long-term stakeholders are kept in the dark
- Airport management does not make use of the resources offered by having an Airport advisory board
- Taxpayers are left in the dark

## I. Additional Comments

Additional comments by respondents were provided as follows:

- Please keep Valerie, she works hard for the Airport
- This isn't Concord. Don't start managing like it is. Airplanes have wings and we can relocate
- I like Salisbury. It's a great airport
- Communication and participation of everyone is the key
- Continue to make improvements
- Not real pleased with location of parachute landing area. Landing on 02, I swing wide on downwind extend downwind to give extra clearance on base. On final when you are low and workload highest so are the parachutes which are maneuvering to land. Parachute jumping operation is doing a good job. The location of landing zone is not the best.
- Don't change anything with management.....it works!
- Too many expansion motives that don't represent the local aviation community interests!
- Overall, a great place with great people and great service. I have been happy here, but I stress about sharing a hangar and the close proximity of the planes.
- New airport manager is attempting to correct some long-standing faults with this facility, progress is slow and sometimes not well received
- Not enough business opportunities for the County