

PHASE I STAKEHOLDER SURVEYS SUMMARY REPORT

STRATEGIC DEVELOPMENT PLAN



SAAS
San Antonio Airport System

February 2019

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INTRODUCTION

To accommodate growth and continue to generate prosperity, the San Antonio International Airport must keep up with the air travel needs of the community and region. So, the San Antonio Airport System launched a Strategic Development Plan (SDP) process to focus on the next 20 years, and to examine the suitability of the site for growth and expansion in the next 50 years.

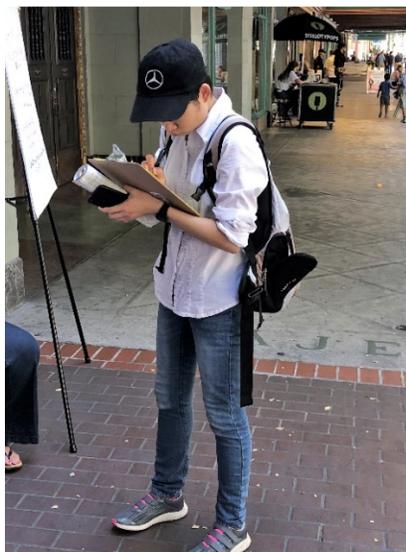
As part of the planning process, community members and travelers were invited to provide input and comments via two different surveys during Phase 1 of the Strategic Development Plan. Both surveys were available in English and Spanish. The data from the surveys is being used to help the San Antonio Airport System focus on strategic planning for the next 20 to 50 years.

The surveys were open from:

- ❖ **Survey #1** – August 13 – September 7, 2018 (25 days)
- ❖ **Survey #2** – October 8 – November 21, 2018 (44 days)

Total 69 days

There was a combined total of **2,800** survey responses, with 2,265 responses to Survey #1 and 535 responses to Survey #2. Not all survey respondents responded to all questions in each survey (the number of responses to each question is noted at the bottom of each question's response summary). This report provides the quantitative highlights of the surveys, both individually and combined.



Community members completing the surveys.

SURVEY RESULTS

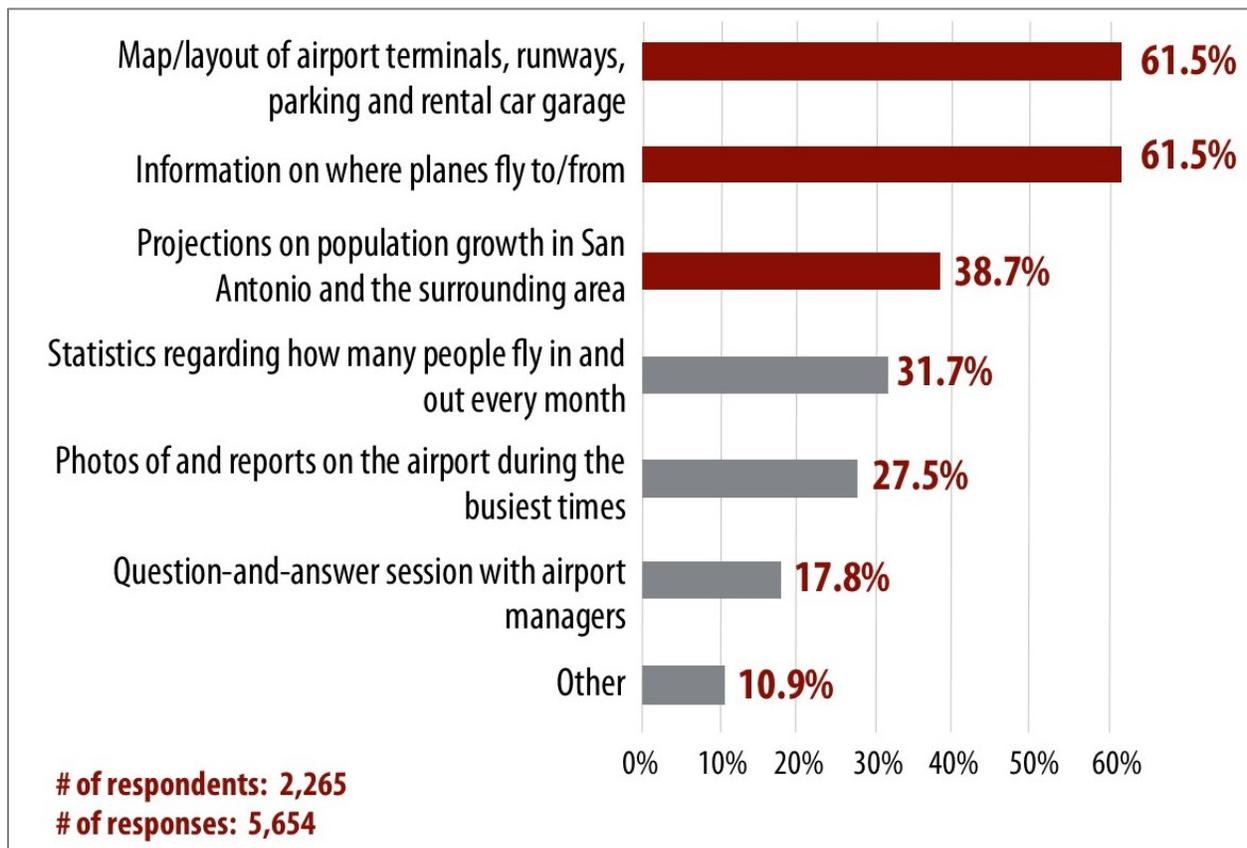
This section provides a summary of the survey results, as well as information on why each question was included. Questions and responses are presented below.

*What kind of information would help you learn about the long-range plans for the airport?
[Please check up to 3]*

Survey #1 Survey #2

The responses to this question provided insight into the kinds of information that respondents felt would be most useful to them in learning about the long-range plans for the San Antonio International Airport. This data was used by the planning team to prepare content, displays, and formats for Phase 1 committee meetings and public open houses and for inclusion on the SDP webpage at www.sanantonio.gov/SATfuture.

As shown below, the majority of respondents (61.5 percent) said that a map/layout of the airport and information on where planes fly to/from would be the most valuable sources of information to help them learn about the airport's long-range plans.

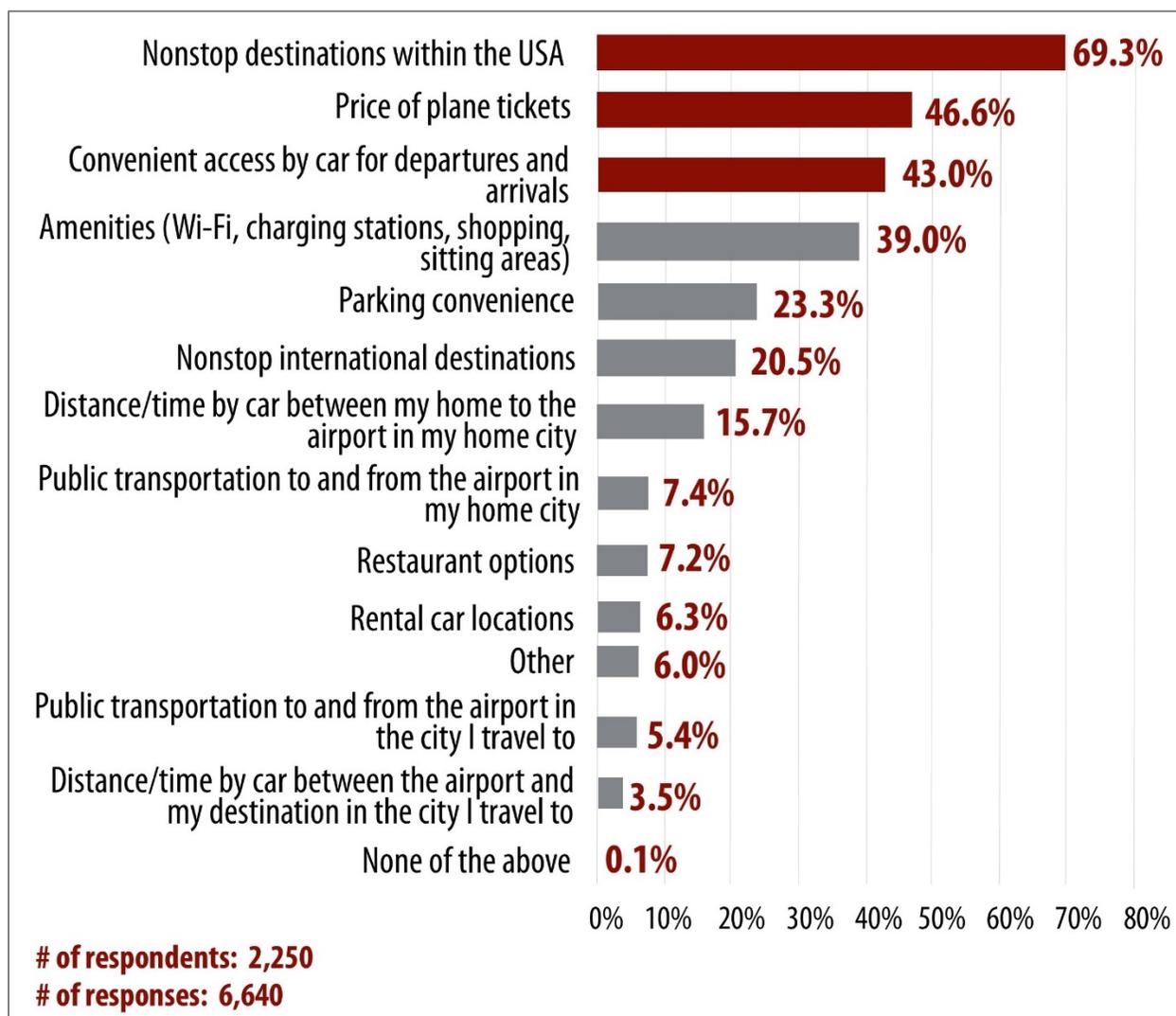


What are the three most important things about an airport (any airport, not specifically San Antonio International)? [Please select the 3 things that are most important to you]

Survey #1 Survey #2

This question’s intent was to learn about airport attributes that are most important to community members and travelers. This information was used to help inform the “will it fit?” in the current location question, which was answered in late 2018 as part of Phase 1 of the Strategic Development Plan process for the San Antonio Airport System.

The majority of respondents (69.3 percent) said that nonstop destinations within the USA are one of their top three most important things in an airport. Nearly half said the price of plane tickets (46.6 percent) and convenient access by car for departures and arrivals (43.0 percent) are also among their top three important things.

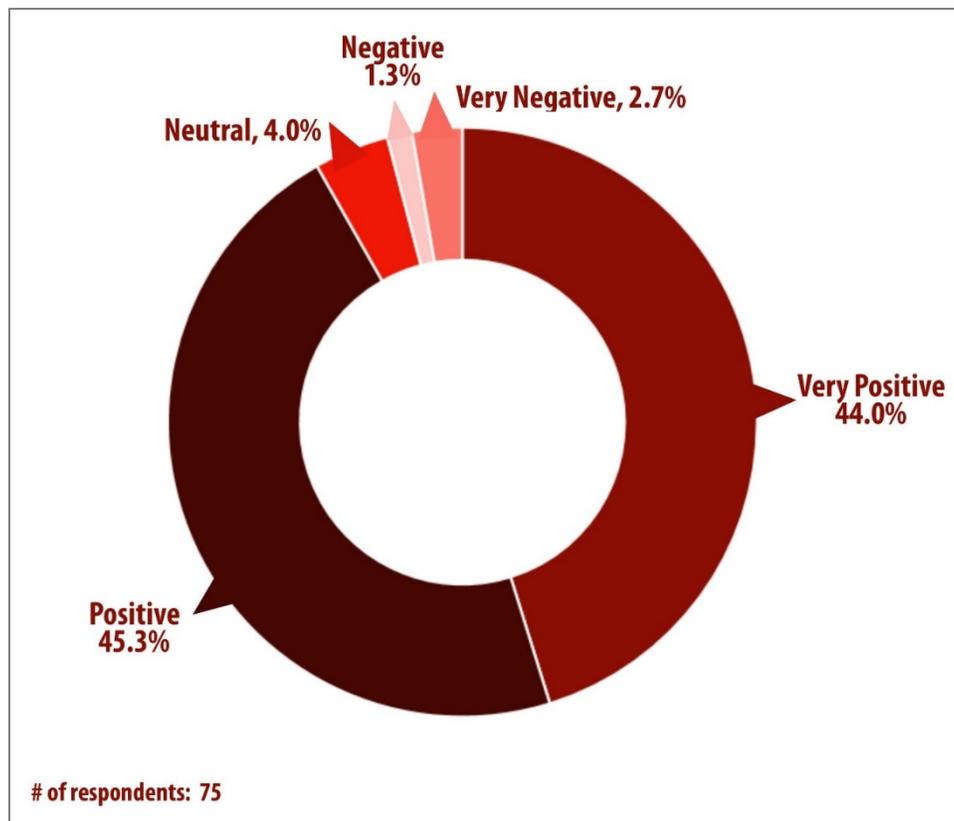


How do you feel about the future San Antonio International Airport fitting into the current location? [please select one]

Survey #1 Survey #2

This question was included in the in-person, paper survey that was distributed at advisory committee meetings and open house meetings during the October roll-out of the preliminary information; responses are related to the “will it fit?” question – that is, can the airport accommodate current and future travel and expansion demands in the current location?

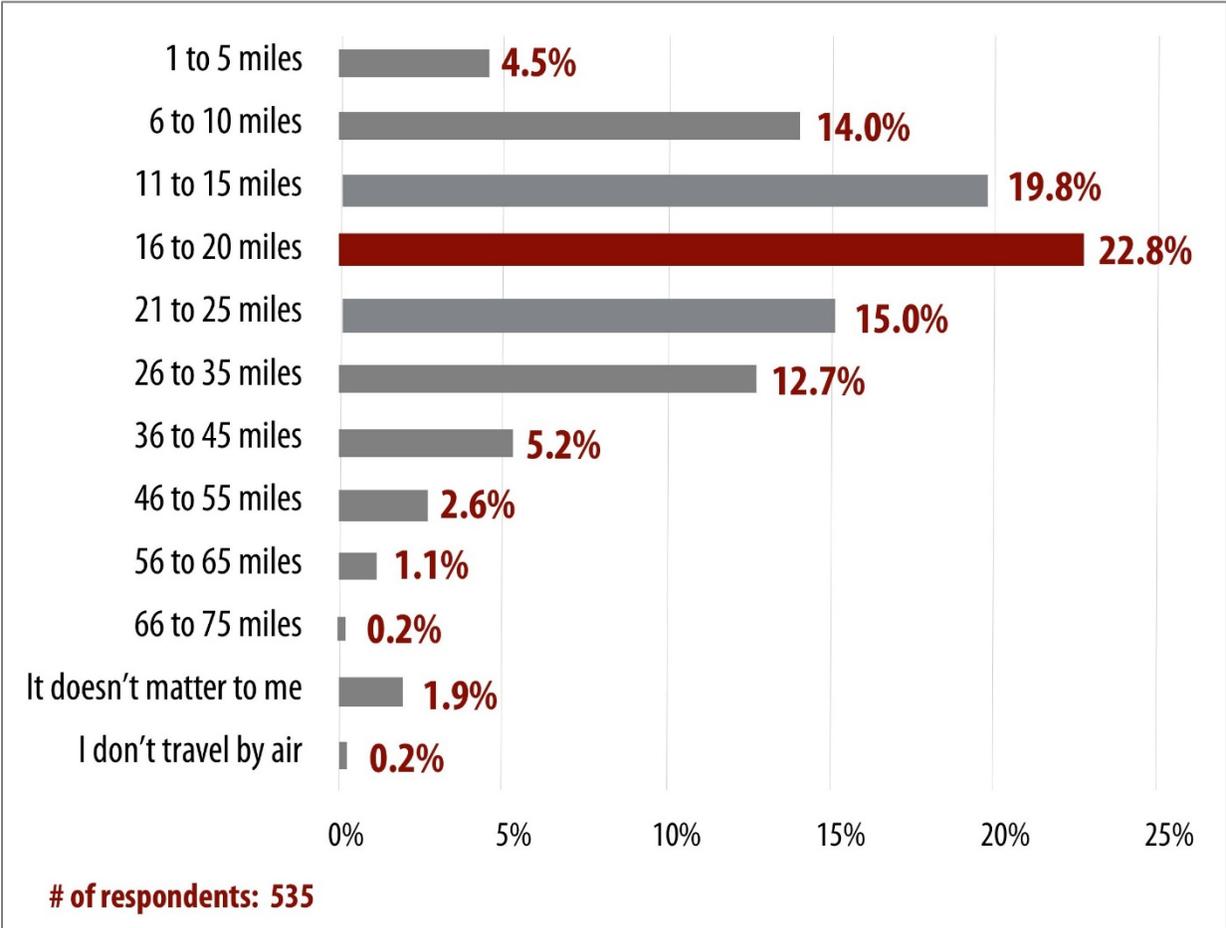
The meeting and open house participants heard a presentation on the Phase 1 data-driven planning process and the “will it fit?” question, and completed surveys, including responding to this question. Approximately 89.3 percent of the respondents were positive or very positive about the “Will it fit?” answer. Approximately 1.3 percent of respondents were neutral, and 4 percent felt negative/very negative. This question was designed to be a follow-up question to the in-person presentations, and as such, it was not included in the online survey.



*What do you feel is a reasonable distance to travel to get to your hometown airport?
[please select one]*

Survey #1 Survey #2

The answers to this question were used to learn about respondents' preferences as relates to their preferred distance from their hometown airport. This information shows that 76.1 percent of the respondents prefer traveling 25 miles or less to their airport, confirming the importance of having an airport located geographically close to their home.

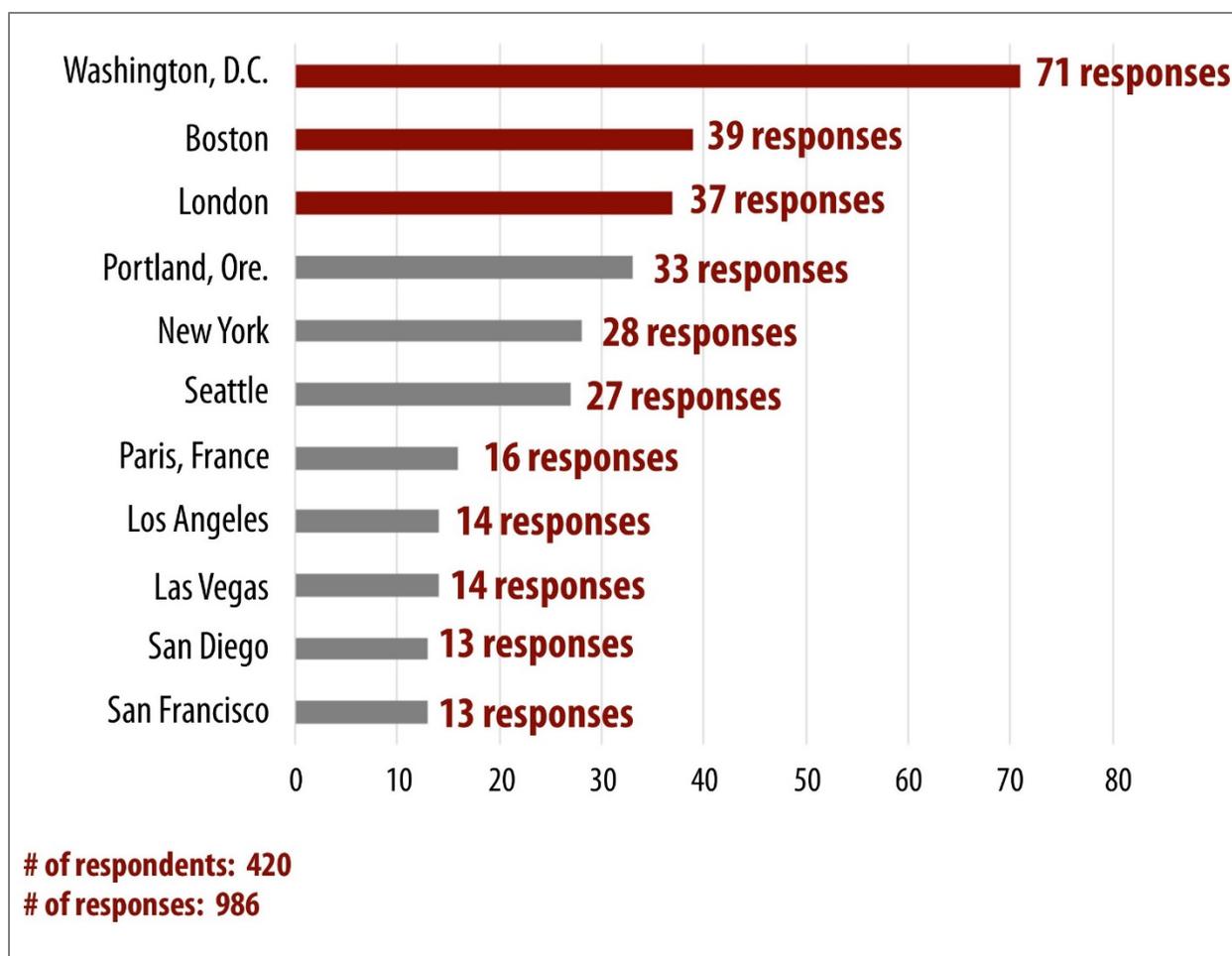


Please list the destinations you currently travel to, or plan to travel to in the next 12 months, that DON'T have direct flights from San Antonio. [please list up to three]

Survey #1 Survey #2

Community members and travelers frequently cite “lack of direct flights” as a concern regarding the San Antonio International Airport. This question provided the opportunity for survey respondents to give input about the destinations they seek for direct flights for review by the planning team and airport managers. This information also helps the planning team learn about stakeholders’ wishes and perceptions in order to help focus the information that will be prepared and shared during Phase 2 of the Strategic Development Plan process.

The 11 destinations that were mentioned the most by survey respondents are shown in the graphic below. Of these 11 destinations, two are international destinations: London and Paris. The remaining nine destinations are domestic locations. Washington, D.C. was mentioned almost double the amount of times of any other destination, with 71 responses. Boston, London, and Portland were each mentioned more than 30 times.



A total of 277 different destinations were mentioned by respondents. Of these destinations, 43 (35 domestic and 8 international) were mentioned by at least five respondents each. These destinations are depicted in the word cloud below.



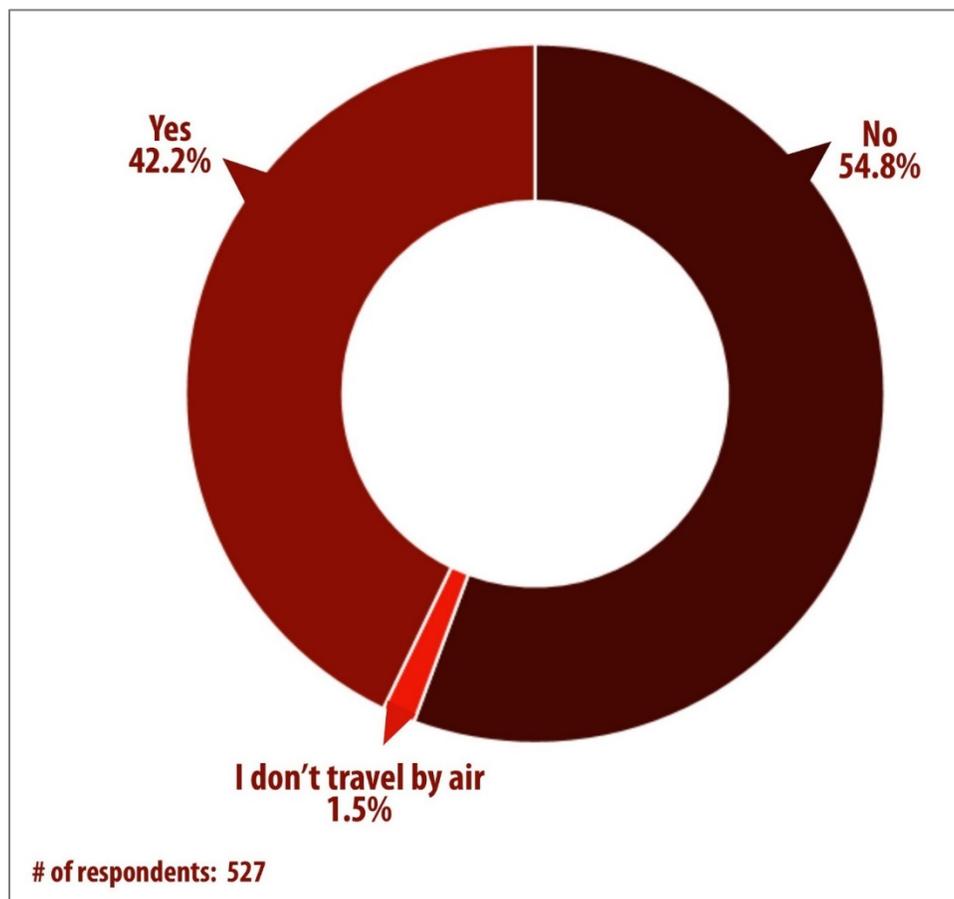
A complete listing of all responses and comments to this question are included in **Appendix B, Tables B-1 and B-2.**

If you live in the San Antonio area, do you start your trip from airports other than San Antonio International Airport? [please select one]

Survey #1 Survey #2

The responses to this question provide insight on travel habits of San Antonio area travelers regarding whether they initiate their travels from airports other than San Antonio International Airport. This is important because it provides information about “airport leakage” (in which travelers use airports other than their local airport). This information will be used to inform the alternatives analysis in Phase 2.

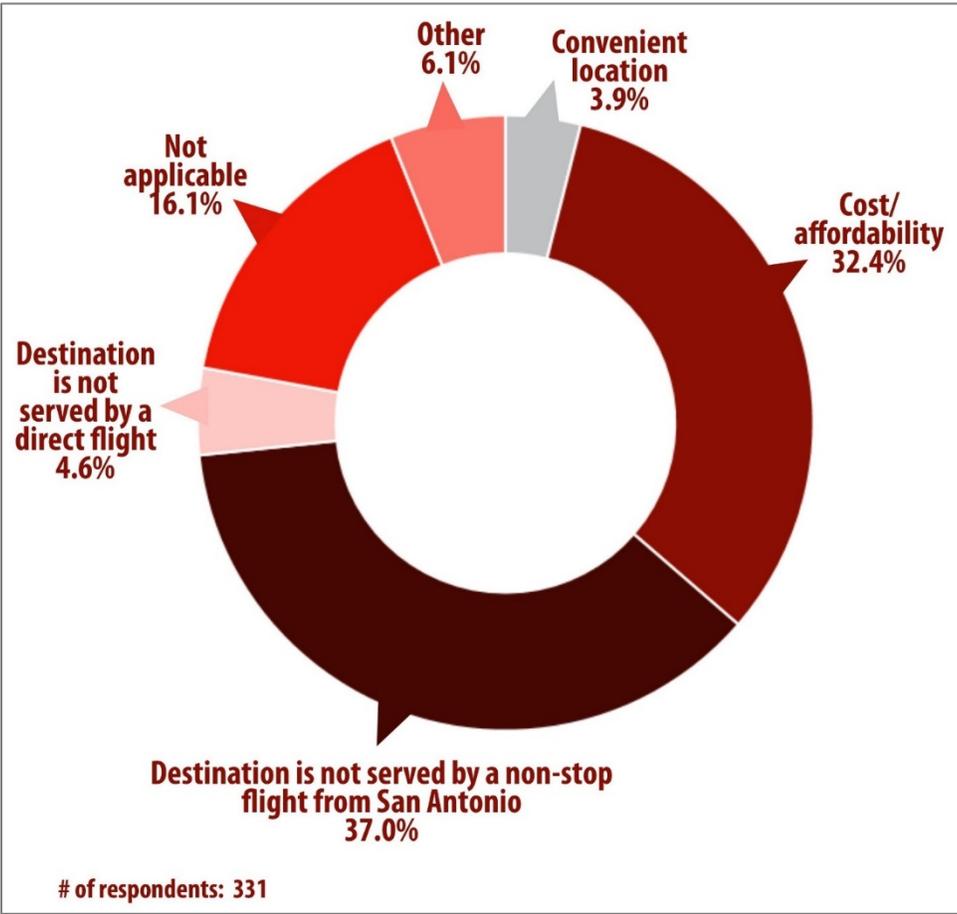
Approximately half of the survey respondents (55 percent) said they do not start their travels from airports other than the San Antonio International Airport, while approximately 42 percent said they use an airport other than San Antonio International Airport.



*What is your main reason for selecting an airport other than San Antonio International Airport?
[please select one]*

Survey #1 Survey #2

Like the responses to the previous question, these responses provide insight on travel habits of San Antonio area travelers regarding why they initiate their travels from airports other than San Antonio International Airport. Approximately one-third of respondents said they use other airports because their destination is not served by a non-stop flight from San Antonio (37 percent) and due to cost/affordability of tickets (32.4 percent).

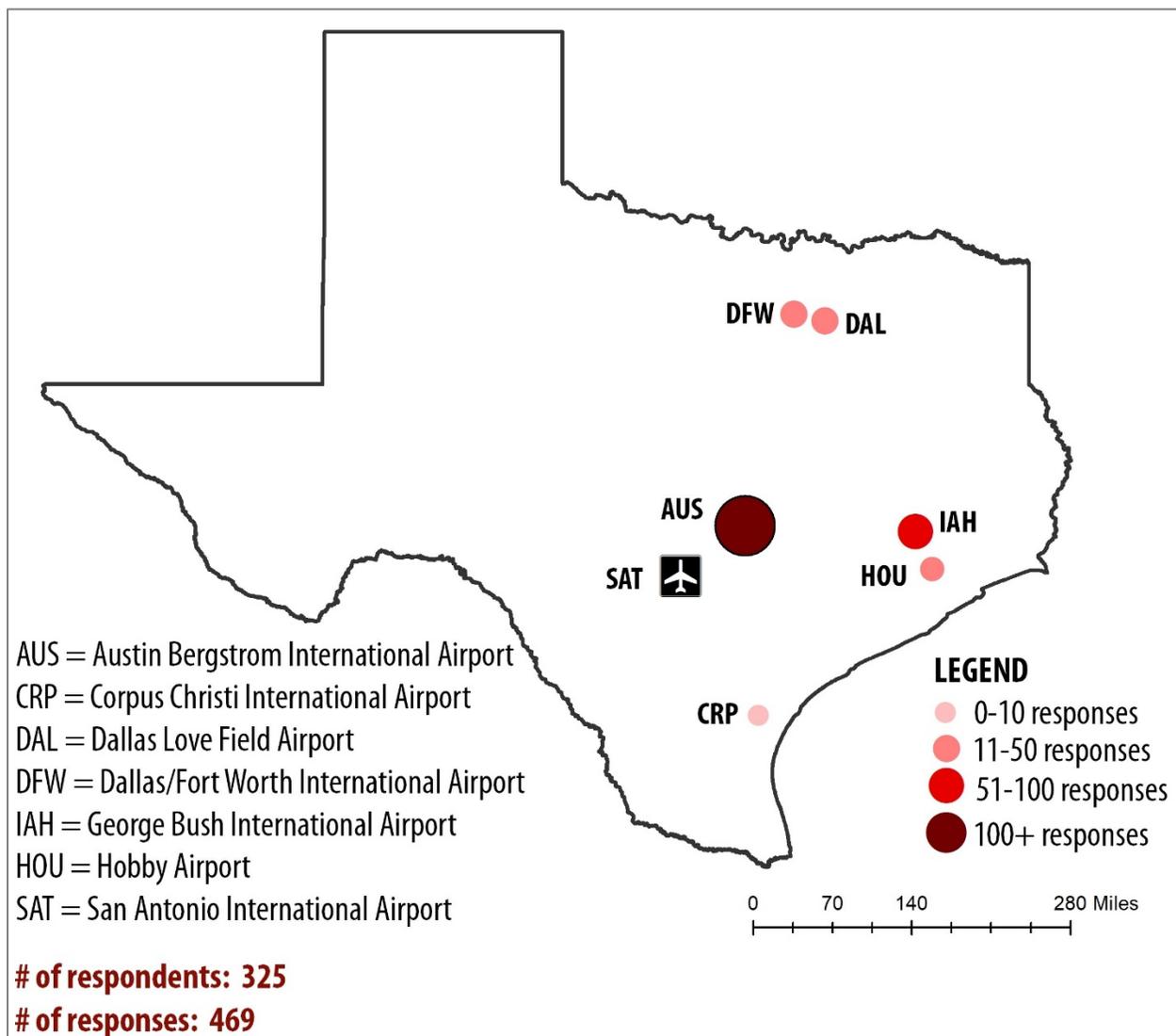


*If you live in the San Antonio area and start your trip from an airport other than San Antonio International Airport, what other airport(s) do you start your trip(s) from?
[please select all that apply]*

Survey #1 Survey #2

This question was the third in a trinity of questions related to “airport leakage” to airports other than San Antonio International Airport. Survey respondents identified the other airports from which they start their air journeys. This information will assist the planning team in reviewing strengths, weaknesses, opportunities, and threats specifically related to these airports. This information will be used to inform the alternatives analysis in Phase 2.

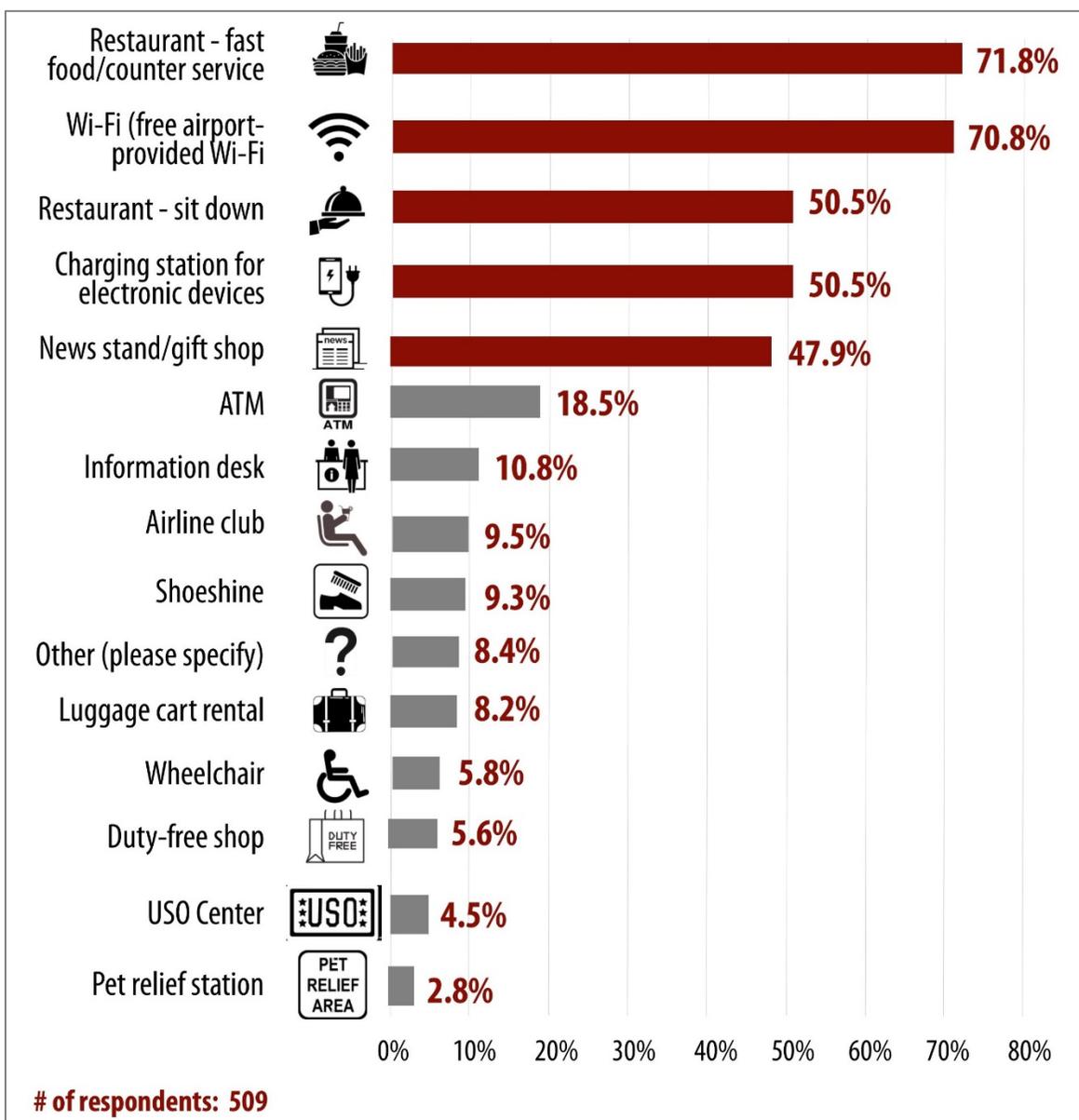
Almost half of the respondents (45.2 percent; 242 responses) said they use the Austin Bergstrom International Airport (AUS) over the San Antonio International Airport, while 14.2 percent (76 responses) said they use George Bush Intercontinental Airport (IAH).



If you travel by air from San Antonio International Airport, what amenities do you use in the San Antonio Airport? [please select all that apply]

Survey #1 Survey #2

The input from this question is being used to provide input for Phase 2 of the Strategic Development Plan in terms of what travelers value most about the airport. These trends and desires will be used to inspire specific plans and options for the long-range planning for the San Antonio International Airport. The majority of survey respondents said they use fast food or counter service restaurants (71.8 percent) and free wi-fi (70.8 percent) at the San Antonio International Airport. Approximately half said they use sit down restaurants (50.5 percent), charging stations (50.5 percent), and news stand/gift shops (47.9 percent).

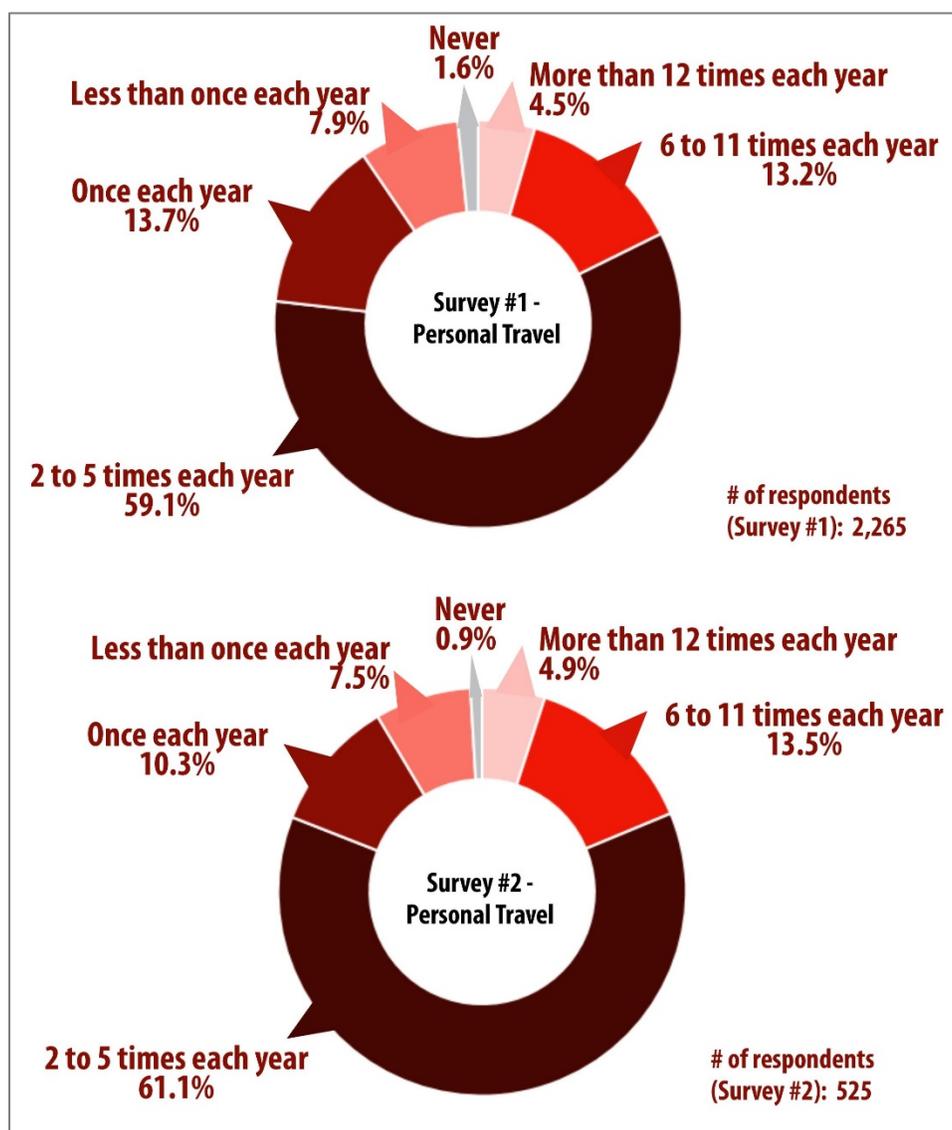


How often do you fly for personal reasons? [Please select one]

Survey #1 Survey #2

This travel-specific question helps the planning team have a statistical foundation regarding those who travel for personal reasons. It also helps the team prepare the kind of information that stakeholders – both travelers and non-travelers – need in order to be informed about the Strategic Development Plan.

This question was asked in both surveys and responses were similar. Combining the responses from both of the surveys, the majority of respondents travel for personal reasons between two and five times each year (59.5 percent). Approximately 13 percent of respondents travel between 6 and 11 times each year (13.2 percent) or once each year (13.1 percent). A low percentage (1.5 percent) of respondents never travel for personal reasons.

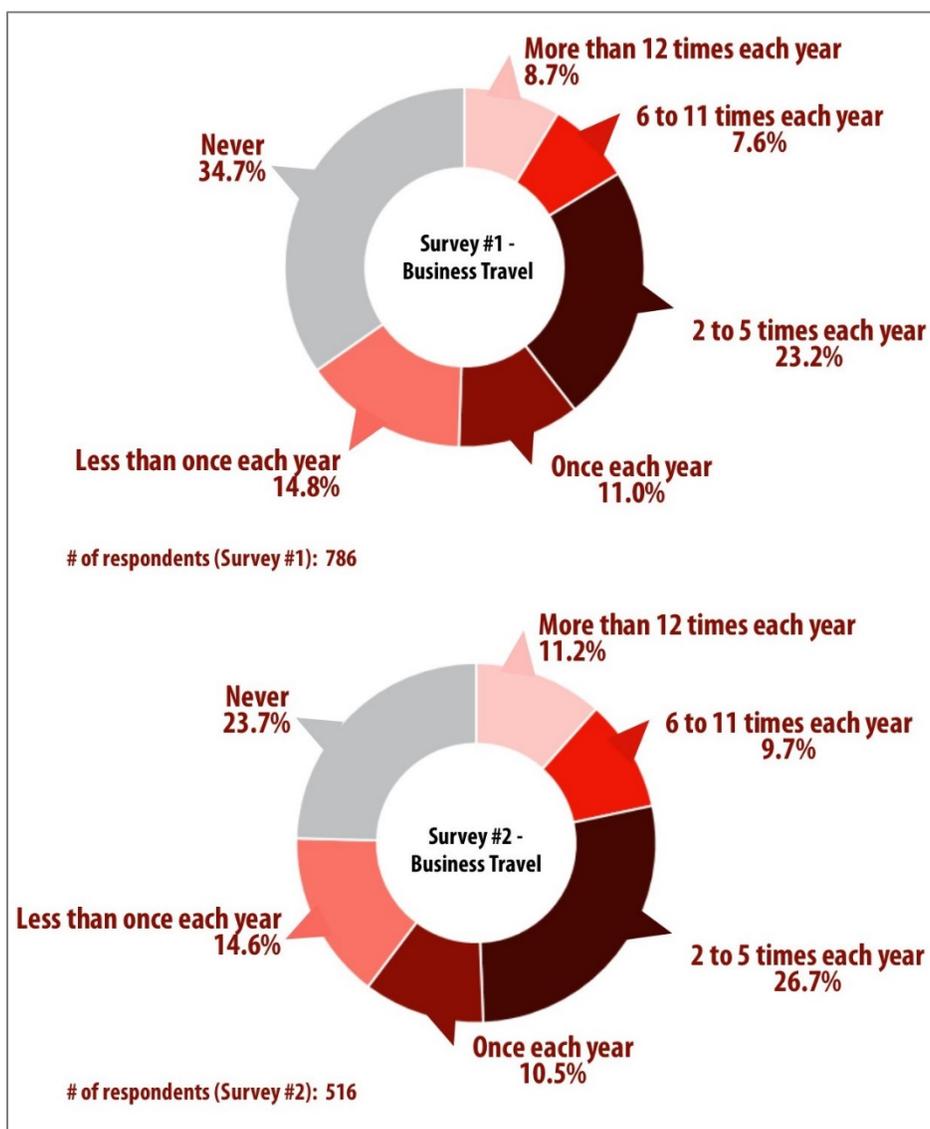


How often do you fly for business reasons? [Please select one]

Survey #1 Survey #2

Similar to the previous question, this business-travel related question helps the planning team have a statistical foundation regarding business travelers and helps the team prepare the kind of information that stakeholders – both travelers and non-travelers – need in order to be informed about the Strategic Development Plan.

This question was also asked in both surveys. Combining the survey responses, the largest percentage of respondents (32.6 percent) do not travel for business reasons. Approximately 23.9 percent travel between two and five times each year, while over ten percent travel either once a year (10.9 percent) or less than once a year (14.8 percent).



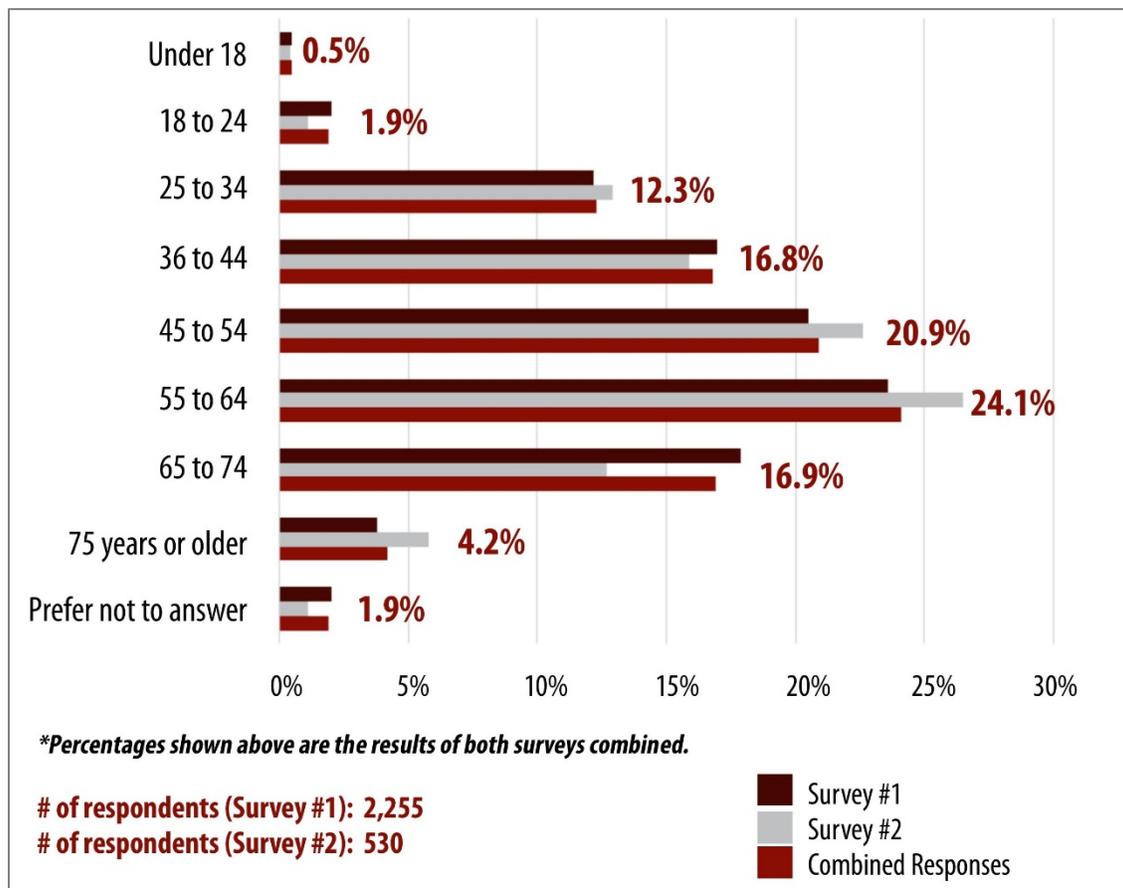
GENERAL DEMOGRAPHIC INFORMATION OF SURVEY RESPONDENTS

Survey #1 Survey #2

The below questions were designed to gather demographic information of survey respondents. The City of San Antonio asks its departments to gather this demographic information in their surveys. This assures that public input, including differing viewpoints, is reflected and appropriately considered in the decision-making process in order to improve all functions of City government and its programs, policies, and ordinances.

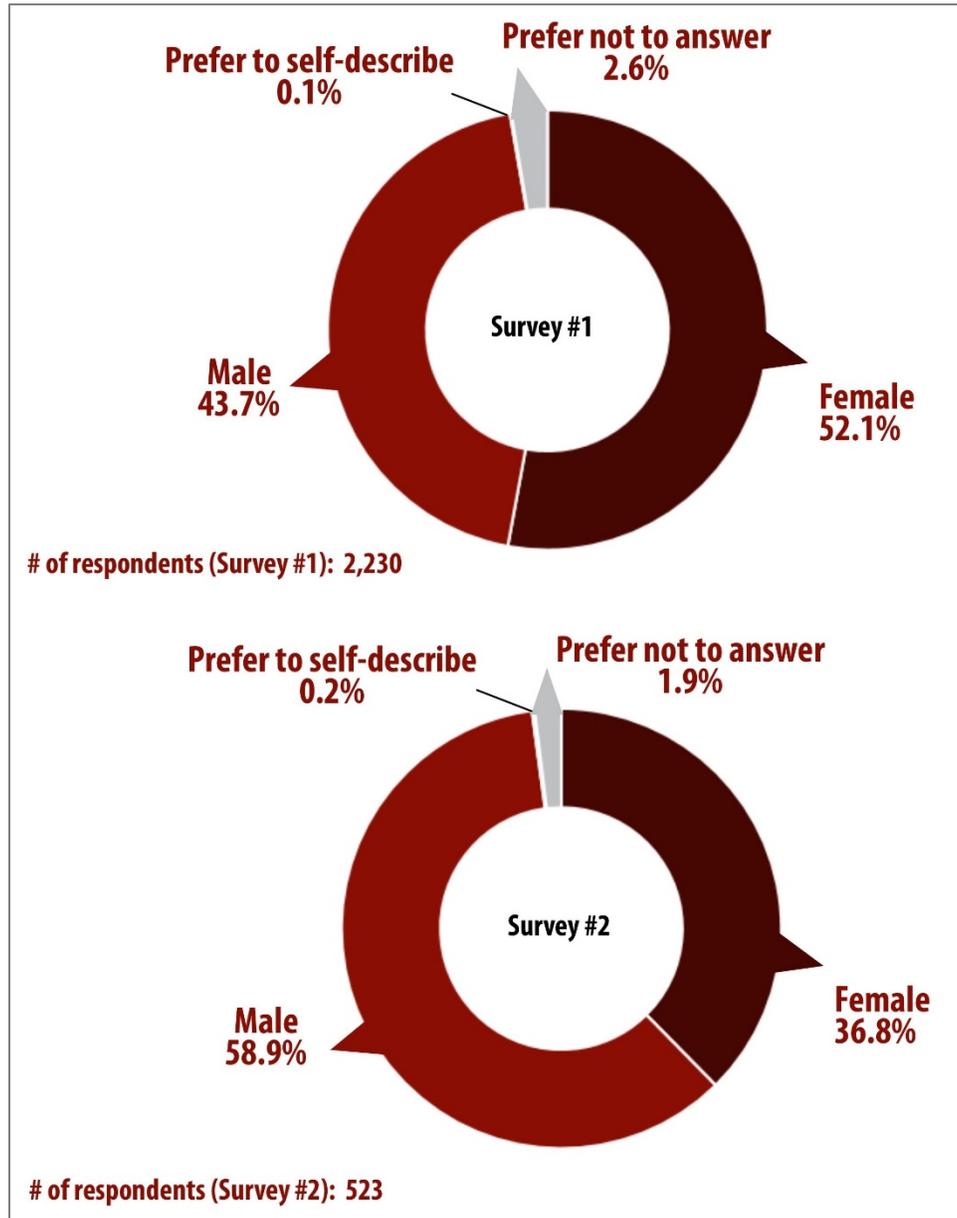
What is your age?

For both surveys combined, nearly half (45 percent) of survey respondents were between the ages of 45 and 64. A very small percentage (2.4 percent) were 24 years old or younger.



What is your gender?

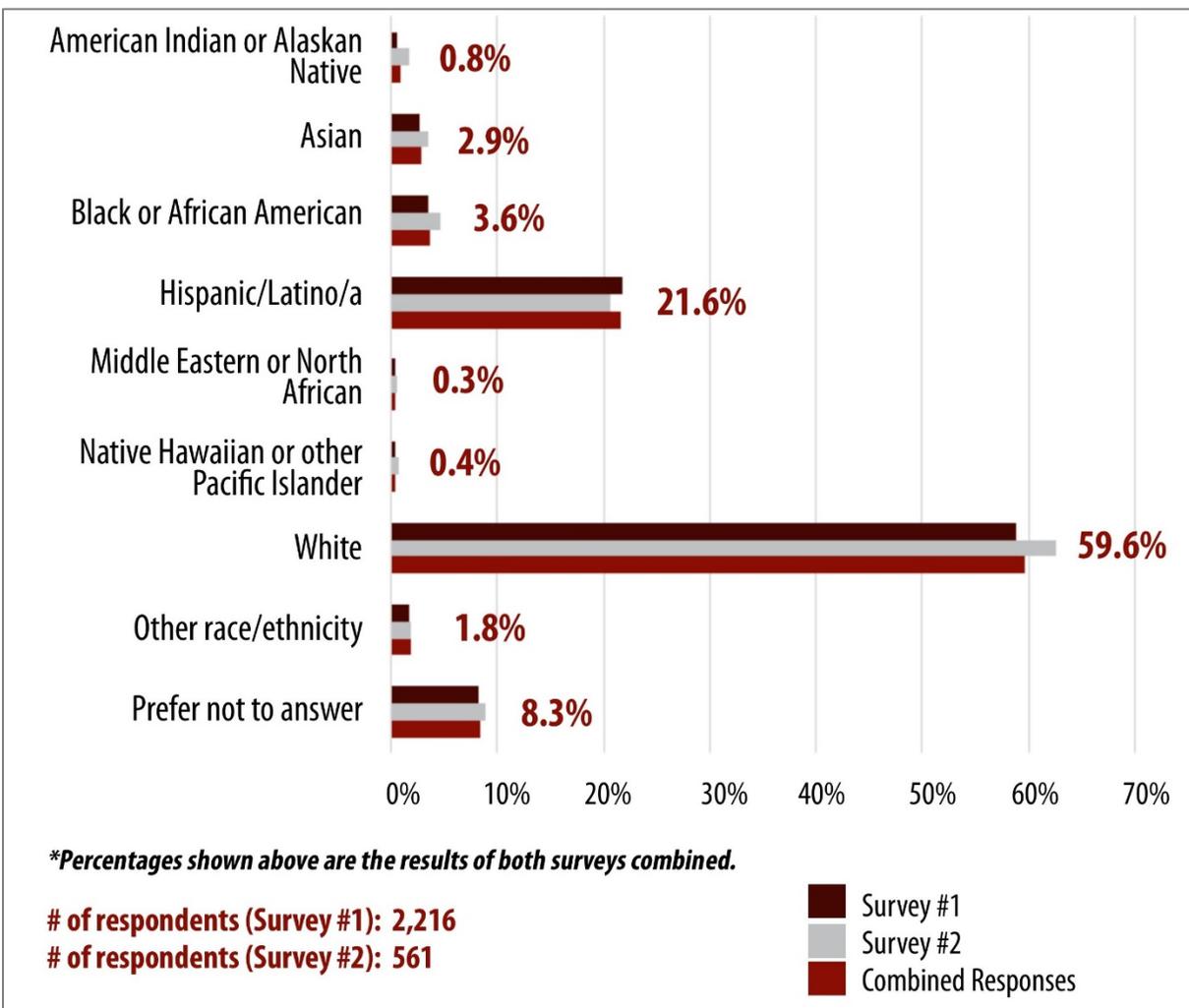
For the surveys combined, nearly an even number of males (49.6 percent) and females (49.1 percent) completed the surveys. A slightly higher number of females completed Survey #1 (52.1 percent), while a larger number of males completed Survey #2 (58.9 percent).



Which race/ethnicity best describes you?

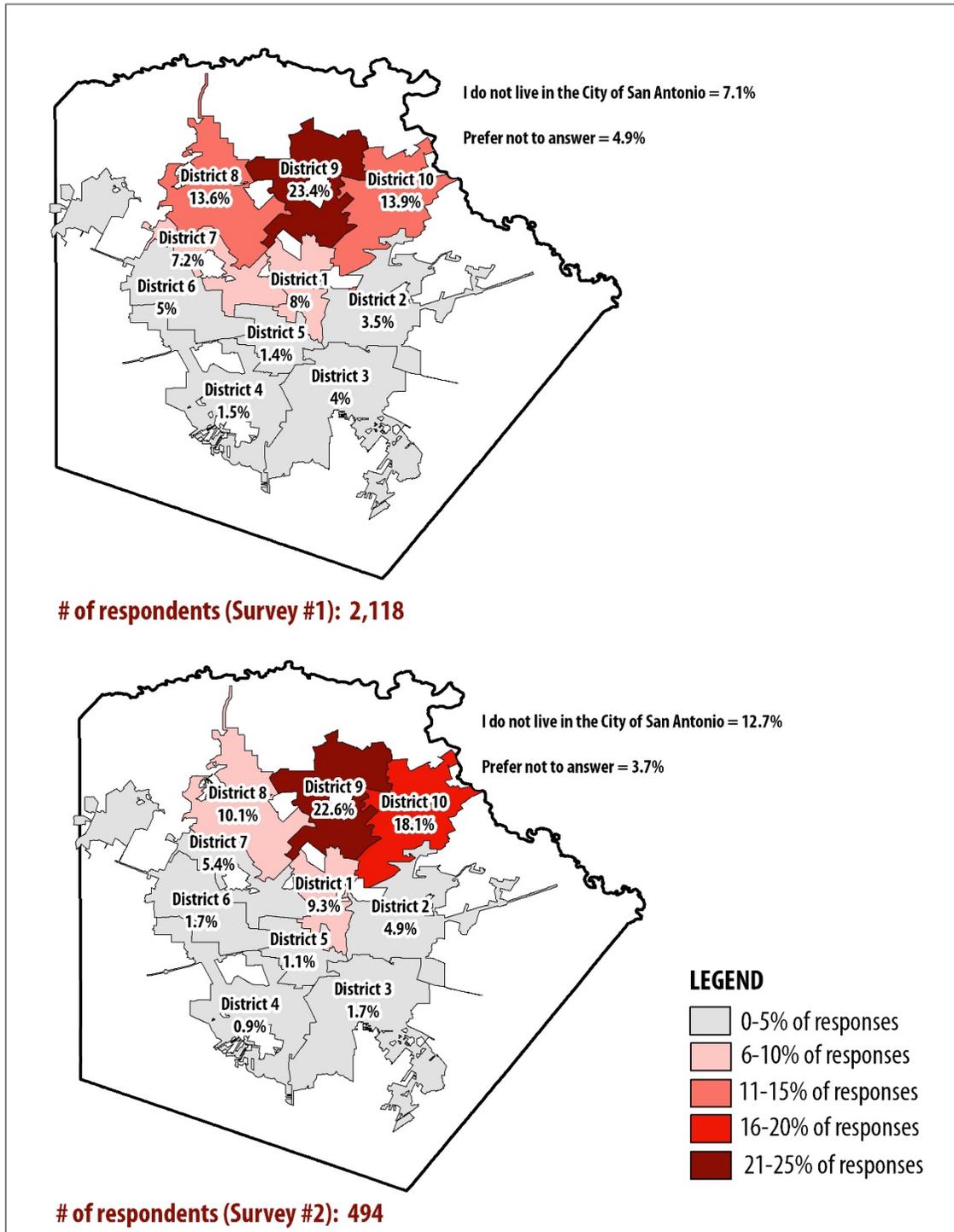
This question was asked in both surveys, though slightly differently. In Survey #1, respondents could select only one race or ethnicity, while in Survey #2 they could select as many that applied.

Over half of survey respondents (59.6 percent) are white, while nearly a quarter (21.6 percent) are Hispanic or Latino/a; these two races/ethnicities represented over three-quarters (81.2 percent) of all survey respondents.



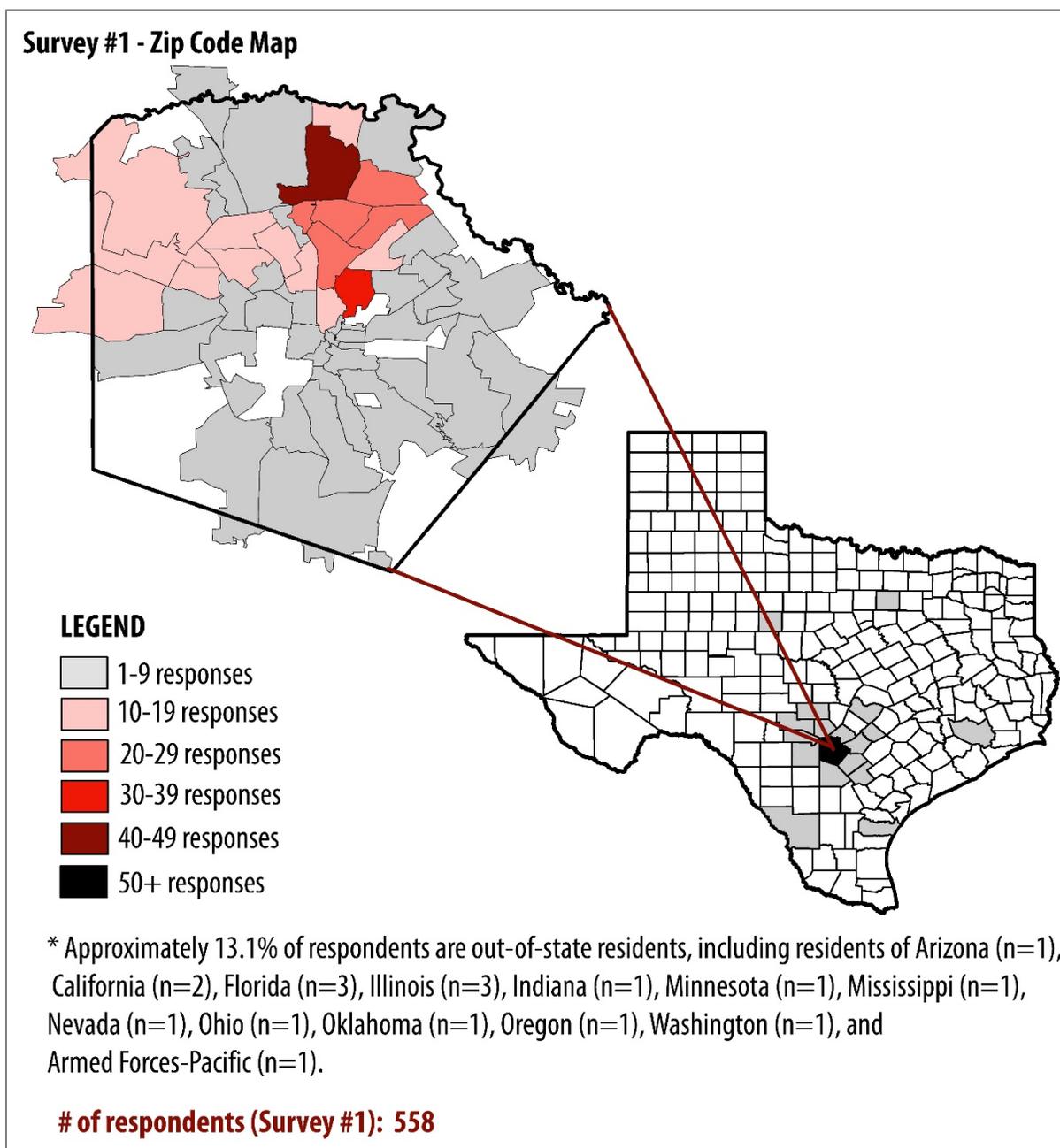
City of San Antonio Council District

For the combined surveys, approximately half of respondents (50.9 percent) live in City Council Districts 8, 9, and 10, which make up the northern districts in the City of San Antonio. Approximately 8 percent live in downtown San Antonio within City Council District 1. Another approximate 8 percent live outside San Antonio city limits.



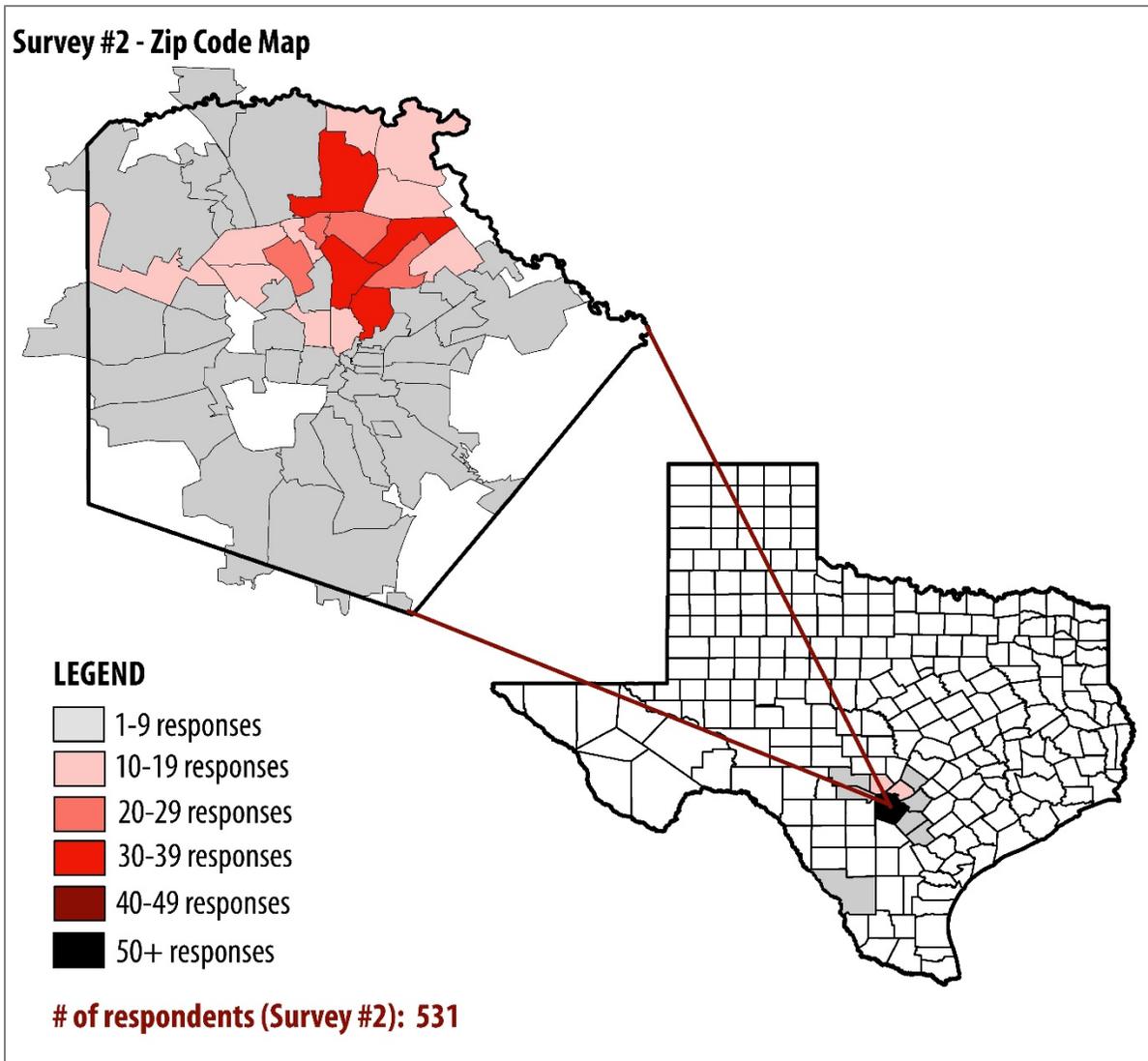
In what zip/postal code is your home located?

As part of the City Council District question in Survey #1, respondents were asked to provide their zip code if they do not reside within the city limits of San Antonio, however a number of San Antonio residents also chose to respond to this question. The majority of respondents to this question (70.6 percent) reside in zip codes within Bexar County, including some within San Antonio city limits. Approximately 14 percent of respondents live in Texas, outside of Bexar County; approximately 85 percent are Texas residents.



In Survey #2, a standalone question asked all respondents (not just those who don't live in San Antonio, as was asked in Survey #1) for their home zip code. All responses were limited to zip codes in Bexar and surrounding counties in Texas (with the exception of one response from Webb County, TX); no respondents to this question live out-of-state.

Nearly a quarter of respondents live in the following zip codes, which are located in the northern portion of Bexar County: 78209, 78216, 78247, and 78258.



OPEN SURVEY RESPONSES

Looking to the future, what do you believe should be accomplished at San Antonio's International Airport over the next 20 to 50 years?

Survey #1 Survey #2

Community members and travelers were specifically asked, through this question, to provide ideas and suggestions about the next 20 and 50 years, in order to inspire respondents to think about the timeframe for which the Strategic Development Plan is underway. This information will be used as input to inform Phase 2 of the Strategic Development Plan.

A total of 454 people provided comments to this question. A representative sample of the feedback received is depicted below. A complete listing of comments is included in Appendix B, Table B-3.



“

“SEPARATE TERMINALS FOR PICKUP AND DROP OFF INSTEAD OF SEPARATE LEVELS.”

“MAINTAINED IN ITS CURRENT LOCATION... TERRIFICALLY CONVENIENT TO DOWNTOWN AND MOST OF SAN ANTONIO'S BUSINESS CORRIDORS AND RESIDENTIAL AREAS... A REAL ASSET.”

“CONTINUED EASY ACCESS FROM MOST AREAS IN SAN ANTONIO.”

“BETTER RIDESHARE PICK UP”

“DUE TO LOWER INCOME POPULATION PROBABLY NEED A REGIONAL AIRPORT BETWEEN AUSTIN AND SA.”

“IMPROVED MITIGATION FOR NOISE!”

“EASIER WAY TO GET IN AND OUT OF THE AIRPORT”

“MORE DIRECT NON-STOP FLIGHTS”

“GOOD SIGNAGE”

“MORE DOMESTIC DIRECT ROUTES AND ACCOMPANYING FACILITIES THAT CAN SERVE ALL OF SOUTH CENTRAL TEXAS.”

“KEEP IT IN SAME LOCATION WITH BIGGER TERMINAL TO ACCOMMODATE THE INCREASED PASSENGER VOLUME.”

“EXPANSION. MORE DIRECT FLIGHTS.”

“DIRECT FLIGHTS TO UNSERVED U.S. MARKETS AND ONE OR TWO MAJOR EUROPEAN MARKETS.”

“THOSE WALK ROLLING WALKWAYS, TO MAKE WALKING TRIPS WITHIN THE AIRPORT EASIER FOR SR. CITIZENS.”

“ADD PARALLEL RUNWAY”

“ENOUGH GATES FOR NEEDED FLIGHTS”

“AN AIRPORT THAT HAS ADEQUATE ROOM FOR EXPANSION WITHOUT SIGNIFICANTLY DISRUPTING TRAVELERS.”

“MORE SECURITY SCANNERS/LINES/STATIONS TO KEEP LINES MOVING QUICKLY”

“MORE DIRECT FLIGHTS/ DESTINATIONS”

“NOISE CONTROL”

“MOVE THE AIRPORT TO A NON-LAND LOCKED LOCATION SO THAT BIGGER AIRPLANES CAN BE ACCOMMODATED AND MORE FLIGHTS CAN BE ADDED.”

“HOTEL SPACE”

“EXPAND THE NUMBER OF GATES AND LUGGAGE AREAS”

“CHEAPER FLIGHTS”

“COLLABORATE WITH MAJOR HUB AIRPORTS TO OFFER CHEAP TRANSFER FLIGHTS WITH EXTRA BAGGAGE ALLOWANCES.”

“LOCAL SHOPS...AND LOCAL FLAVOR, DESIGN, DÉCOR TO OFFERINGS, AS OPPOSED TO GENERIC CHAIN STORES SEEN IN ALL AIRPORTS”

“ATTRACTING MORE DIRECT FLIGHTS AND OVERALL LOOK OF THE AIRPORT TO VISITORS AND RESIDENTS”

“MORE GATES TO ALLOW MORE DIRECT FLIGHTS”

COMPATIBILITY WITH RESIDENTIAL DEVELOPMENT”

”

Comments/suggestions

☑ Survey #1 ☑ Survey #2

This question was included in both of the Phase 1 surveys. The comments and suggestions provided will be used to inform Phase 2 of the Strategic Development Plan.

In Survey #1, 742 people provided comments to this question. A representative sample of the feedback received is depicted below and a complete listing of comments is included in **Appendix B, Table B-4.**

“

“VERY **NICE AIRPORT**”

“KEEP IT **FRIENDLY AND COZY!**”

“**COLOR CODE ARRIVAL AREA ZONES** FOR PASSENGER PICK-UP AND EXTEND **COVERED PARKING**”

“THE AIRPORT IS **OLD AND ANTIQUATED**, TAKE A LOOK AT AUSTIN AIRPORT AND TRY TO KEEP UP.”

“**AIR FARE TICKET PRICES** ARE THE DRIVING FACTOR FOR MAKING A CHOICE BETWEEN SAN ANTONIO OR AUSTIN.”

“I WOULD LOVE TO SEE **MORE NON-STOP DESTINATIONS.**”

“THE **LOCATION LIMITS EXPANSION** WITHOUT EXERCISING IMMEDIATE DOMAIN.”

“ADEQUATE **SIGNAGE PLAN** FROM PARKING TO VARIOUS AREAS OF THE TERMINAL.”

“FUTURE AIRPORT DESIGNS NEED TO BE **CONVENIENT FOR TRANSIT.**”

“PLEASE KEEP DIRECT FLIGHTS TO **COLORADO SPRINGS.**”

“WE NEED **DIRECT PUBLIC TRANSIT** FROM THE AIRPORT TO DOWNTOWN AND MAYBE ALSO FROM THE AIRPORT TO THE MEDICAL CENTER.”

“WE ARE CONSTANTLY CHOOSING TO DRIVE TO AUSTIN FOR **BETTER FLIGHT PRICES AND DIRECT FLIGHT OPTIONS** FOR **INTERNATIONAL FLIGHTS.**”

“OUR AIRPORT NEEDS TO BE **CONVENIENT AND COMPETITIVE WITH OTHER MAJOR AIRPORTS** IN TEXAS TO RECEIVE ADDITIONAL ARRIVALS AND OFFER FLEXIBLE DEPARTURES FOR INTERNATIONAL FLIGHTS.”

“TRANSPORTATION INSIDE OF AIRPORT FOR **HANDICAPPED**”

“WISH THE **TICKET PRICES** WEREN'T SO STEEP.”

“WE ACTUALLY DESPISE THE **LONG-TERM PARKING** AT THE AIRPORT NOW.”

“ENFORCE **ARRIVAL PARKING REGULATIONS.**”

“**EASY ACCESS BY CAR, MORE NON-STOP FLIGHTS**”

“THE NEW PARKING GARAGE NEEDS **BETTER PARKING SPACE NUMBERS AND BETTER SIGNAGE.**”

“PROVIDE **CONSTRUCTION UPDATES, PARKING ISSUES, ROUTING CHANGES**”

”

In Survey #2, 214 people provided comments. A representative sample of the feedback received is depicted below and a complete listing of comments is included in **Appendix B, Table B-5.**

“

“THE OBVIOUS POSSIBLE SOLUTION MISSING FROM ‘OPTIONS’ ARE THE **EXPANSION OF THE N/S RUNWAY**”

“MAYBE **EXPANDING THE AIRPORT** OR LOOKING FOR A **BIGGER LOCATION**”

“YOU NEED TO WORK A DEAL WITH ONE OF THE **MILITARY FIELDS** JUST LIKE THEY DID IN AUSTIN.”

“LOOK AT MAKING **KELLY FIELD** (OR SOMEPLACE SIMILAR) INTO A WORLD CLASS “NEW” AIRPORT FOR SAN ANTONIO”

“MUCH LARGER AIRPORT SAFE **RADIUS FROM RESIDENTIAL AREAS**”

“**MORE INTERNATIONAL DIRECT FLIGHTS** SO THE CITY CAN ATTRACT MORE BUSINESSES”

“PLEASE **DON’T BUILD A NEW AIRPORT** IN THE NORTH SIDE.”

“ENHANCE THE ABILITY TO **GET INTO AND OUT OF THE TERMINAL AREA** WHEN PICKING PEOPLE UP OR PLANNING TO PERSONALLY TAKE A FLIGHT SOMEWHERE.”

“**KEEP THE PRICE OF PARKING DOWN**, IT’S RESIDENTS THAT PAY FOR IT, NOT TOURISTS.”

“CREATE A **BETTER WI-FI SIGNAL** FOR THE ACTUAL LOCATION FOR RIDESHARE.”

“I’D LIKE TO SEE **MORE SEATING/LARGER GATES**, ESPECIALLY FOR THE FULL FLIGHTS WE SEEM TO SEE MORE OF THESE DAYS.”

“I THINK THE AIRPORT IS ALWAYS **CLEAN** AND IT IS **SO EASY TO NAVIGATE**, PLEASE DON’T CHANGE THIS!”

“**HEALTHY FOOD IS IMPORTANT AND NECESSARY** FOR MANY PASSENGERS, FAST FOOD IS NOT ALWAYS DESIRED.”

“**TRAFFIC IS HORRIBLE** DURING PEAK HOURS OF FLIGHT ARRIVALS”

“WHAT TYPE OF **NOISE ABATEMENT** WILL HAPPEN FOR SURROUNDING HOUSES NEAR THE AIRPORT?”

“THE **REGIONAL AIRPORT** CONCEPT IS A NON-STARTER IN THE ABSENCE OF **CONVENIENT, RAPID RAIL TRANSIT** TO MAKE IT ACCESSIBLE IN UNDER 45 MINUTES.”

“I AM A **SENIOR CITIZEN** AND WOULD LIKE TO GET HELP FROM PARKING GARAGE WITH LUGGAGE.”

“**ADDITIONAL LONG TERM GARAGE PARKING** IS DESPERATELY NEEDED IN THE NEAR TERM.”

“ENFORCE **STRICT COMPLIANCE** WITH PASSENGER PICKUP/DROP-OFF RULES, ANIMAL/PET MANAGEMENT, AND SMOKING ZONES.”

“BUILD A BRAND **NEW FACILITY** IN A **LESS POPULATED AREA OF TOWN.**”

”

Please provide your email address if you would like to receive the results from this survey and information about how your feedback will be used.

Survey #1 Survey #2

In order to continue to communicate with people who are interested in the Strategic Development Plan, people were asked for their email addresses. This list of stakeholders is used to communicate about upcoming meetings and events and provide information and updates about the plan.

In the first survey, 1,107 people provided an email address to receive project updates, while 329 people provided an email address in Survey #2, for a total of 1,436 people.

KEY TAKEAWAYS

- ❖ Respondents said the three most important things in an airport are **nonstop destinations**, the **price of plane tickets**, and **convenient access by car** for departures and arrivals.
- ❖ Nearly 90 percent of respondents felt “**positive**” or “**very positive**” about the San Antonio International **Airport fitting in its current location** for future needs and demand.
- ❖ Over three-quarters of respondents prefer traveling **25 miles or less to their hometown airport**.
- ❖ The three destinations that were mentioned the most by respondents as destinations they currently travel to that don’t have direct flights from San Antonio were **Washington D.C., Boston, and London**.
- ❖ Approximately 42 percent of respondents that live in the San Antonio area **use an airport other than San Antonio International Airport**, primarily **Austin Bergstrom International Airport**, and their main reason for doing so was **lack of non-stop flights**.
- ❖ The amenities that the majority of respondents use in the San Antonio International Airport include **fast food or counter service restaurants, free Wi-Fi, sit down restaurants, and charging stations**.
- ❖ The majority of respondents travel for **personal reasons between two and five times a year**, and **do not travel for business reasons**.
- ❖ The majority of respondents are between the **ages of 45 and 64**, are **white**, and reside in the **northern areas of San Antonio**.

APPENDIX A – COMMENT MATRICES

Please list the destinations you currently travel to, or plan to travel to in the next 12 months, that DON'T have direct flights from San Antonio. [please list up to three]

Survey #1 Survey #2

A summary of all destinations mentioned by survey respondents is provided in **Table B-1**.

Table B-1: List of Destinations

Destination	Number of Responses
Abu Dhabi, United Arab Emirates	1
Akron, Ohio	1
Alaska	2
Albany, New York	2
Albuquerque, New Mexico	9
Amarillo, Texas	6
Amsterdam, Netherlands	1
Anchorage, Alaska	2
Aruba	2
Atlanta, Georgia	4
Auckland, New Zealand	2
Australia	1
Bahamas	2
Baltimore, Maryland	1
Bangor, Maine	1
Barbados	1
Barcelona, Spain	4
Barrigada and Tamuning, Guam	1
Baton Rouge, Louisiana	1
Beijing, China	1
Belize	2
Bemidji, Minnesota	1
Berlin, Germany	1
Big Bear Lake, California	1
Billings, Montana	1
Biloxi, Mississippi	1
Birmingham, Alabama	1
Bogota, Colombia	2
Boise, Idaho	2
Boston, Massachusetts	39
Bozeman, Montana	1
Brazil	1
Brownsville, Texas	2
Brussels, Belgium	1
Buenos Aires, Argentina	3
Buffalo, New York	3
Burbank, California	4

Destination	Number of Responses
Cabo San Lucas, Mexico	6
Cairo, Egypt	1
Calgary, Canada	3
California	3
Canada	1
Cancun, Mexico	9
Canton, Ohio	1
Caribbean Islands	3
Central America	1
Chantilly, Virginia	1
Charleston, South Carolina	5
Charlotte, North Carolina	2
Chattanooga, Tennessee	1
Chennai, Tamil Nadu	1
Chicago, Illinois	10
Chihuahua, Mexico	1
China	1
Cleveland, Ohio	3
Cloudcroft, New Mexico	1
Cody, Wyoming	1
Colombia	1
Colorado Springs, Colorado	3
Columbia, South Carolina	2
Columbus, Georgia	1
Columbus, Ohio	4
Copenhagen, Denmark	1
Corpus Christi, Texas	1
Costa Rica	4
Cozumel, Mexico	4
Cuango, Angola	1
Dallas, Texas	8
Dayton, Ohio	3
Denmark	1
Denton, Texas	1
Denver, Colorado	7
Des Moines, Iowa	5
Destin, Florida	3
Detroit, Michigan	6
Dubai, United Arab Emirates	2
Dulles, Virginia	4
Durango, Colorado	3
Edmonton, Canada	1
England	3
Erie, Pennsylvania	1
Europe	16

Destination	Number of Responses
Evansville, Indiana	1
Fairbanks, Alaska	1
Fargo, North Dakota	1
Fayetteville, Arkansas	1
Florida	8
Fort Benning, Georgia	1
Fort Lauderdale, Florida	6
Fort Myers, Florida	6
Fort Worth, Texas	1
France	1
Frankfurt, Germany	8
Fresno, California	1
Gainesville, Florida	2
Geneva, Switzerland	1
Georgia	1
Germany	4
Grand Cayman, Caribbean Islands	3
Grand Forks, North Dakota	1
Grand Junction, Colorado	1
Grand Rapids, Michigan	2
Greensboro, North Carolina	1
Greenville, South Carolina	1
Guadalajara, Mexico	2
Guangzhou, China	1
Guatemala City, Guatemala	1
Halifax, Nova Scotia	1
Hanoi, Vietnam	1
Harlingen, Texas	3
Hawaii	11
Hilton Head, South Carolina	1
Hobbs, New Mexico	1
Holy Land, Israel	1
Honolulu, Hawaii	10
Houston, Texas	2
Huatulco, Mexico	1
Iceland	5
Indianapolis, Indiana	12
Indiana	1
Indio, California	1
Ireland	1
Jackson, Mississippi	1
Jackson Hole, Wyoming	2
Jacksonville, Florida	3
Jamaica	3
Johnson City, Tennessee	1

Destination	Number of Responses
Kahului, Hawaii	1
Kansas City, Kansas	1
Kansas City, Missouri	6
Kennesaw, Georgia	1
Key West, Florida	1
Knoxville, Tennessee	3
Lake Tahoe, California	1
Laramie, Wyoming	1
Las Vegas, Nevada	14
Latin America	1
Lawton, Oklahoma	1
Leon, Mexico	4
Lexington, Kentucky	1
Liberia, Costa Rica	1
Lima, Peru	2
Little Rock, Arkansas	4
London, England	37
Long Beach, California	1
Long Island, New York	1
Los Angeles, California	14
Los Cabos, Mexico	1
Louisiana	1
Louisville, Kentucky	17
Lubbock, Texas	4
Madrid, Spain	6
Maine	1
Manchester, New Hampshire	1
Marquette, Michigan	2
Maryland	1
Maui, Hawaii	1
McAllen, Texas	1
Merida, Mexico	1
Meridian, Mississippi	1
Mexico	6
Mexico City, Mexico	8
Miami, Florida	9
Michigan	2
Midland, Texas	1
Milan, Italy	1
Milwaukee, Wisconsin	3
Minneapolis, Minnesota	7
Minot, North Dakota	1
Montego Bay, Jamaica	1
Monterey, California	1
Monterrey, Mexico	4

Destination	Number of Responses
Montreal, Canada	3
Morelos, Mexico	1
Morocco	1
Mountain View, California	1
Munich, Germany	3
Naples, Florida	2
Nashville, Tennessee	5
Netherlands	1
New Hampshire	1
New Jersey	2
New Mexico	1
New Orleans, Louisiana	5
New York	17
New York City, New York	28
New Zealand	3
Newark, New Jersey	2
Norfolk, Virginia	1
North Carolina	2
Norway	1
Oakland, California	6
Ohio	3
Oklahoma City, Oklahoma	2
Old Town, Maine	1
Omaha, Nebraska	2
Ontario, California	4
Oregon	1
Orlando, Florida	11
Oslo, Norway	1
Panama	2
Panama City, Florida	2
Panama City, Panama	3
Paris, France	16
Patagonia	1
Pennsylvania	1
Pensacola, Florida	5
Peru	2
Philadelphia, Pennsylvania	7
Phoenix, Arizona	4
Pittsburg, Pennsylvania	8
Portland, Maine	4
Portland, Oregon	33
Providence, Rhode Island	1
Providenciales, Turks and Caicos	2
Puerto Rico	3
Puerto Vallarta, Mexico	3

Destination	Number of Responses
Quebec City, Canada	1
Queretaro, Mexico	2
Quito, Ecuador	1
Raleigh, North Carolina	4
Rapid City, South Dakota	1
Reno, Nevada	4
Reykjavik, Iceland	2
Richmond, Virginia	4
Rochester, New York	2
Rome, Italy	3
Sacramento, California	6
Saint Louis, Missouri	2
Saint Paul, Minnesota	1
Salt Lake City, Utah	8
San Diego, California	13
San Francisco, California	13
San Jose, California	2
San Jose, Costa Rica	2
San José Del Cabo, México	1
San Juan, Puerto Rico	2
San Luis Potosi, Mexico	2
San Salvador, El Salvador	1
Santa Ana, California	2
Santa Fe, New Mexico	2
Savannah, Georgia	4
Scotland	1
Seattle, Washington	27
Shanghai, China	1
Sioux Falls, South Dakota	3
South Charleston, West Virginia	1
South Dakota	1
South Padre Island, Texas	1
Spain	1
Spokane, Washington	2
Springfield, Missouri	1
Stockholm, Sweden	1
Stuttgart, Germany	1
Sydney, Australia	2
Tahiti, French Polynesia	1
Tallahassee, Florida	1
Tampa, Florida	4
Tel Aviv, Israel	2
Tokyo, Japan	3
Topeka, Kansas	1
Toronto, Canada	2

Destination	Number of Responses
Torreon, Mexico	2
Tucson, Arizona	6
Tulsa, Oklahoma	3
Turks and Caicos	1
United Kingdom	1
Vail, Colorado	1
Vancouver, Canada	9
Venice, Italy	1
Washington	2
Washington, D.C.	71
West Lafayette, Indiana	1
West Palm Beach, Florida	2
Zurich, Switzerland	1

Other open-ended comments received for this question are summarized in Table B-2.

Table B-2: Comments

#	Comment
1	No plans to travel
2	I fly to Nashville, TN too each year and I can't always get a direct flight.
3	The Caribbean Islands and Canada major cities are good place that we do not have access too.
4	Airport needs A&B connector
5	None at this time
6	The flights I take domestically have direct flights from SAT
7	There are direct flights to the cities I plan to visit next year.
8	Guam is our primary home and we travel frequently.
9	I only fly for work
10	We fly United Airlines & most flights take us through Houston
11	Don't know if other airlines have direct flights, but the airlines I WANT to use don't have direct flights
12	Most of my flights out of San Antonio seem to have a layover in Dallas
13	There may be limited direct flights to the above.
14	Mexico
15	I would like more direct and non-stop flights
16	Our flights are generally to Chicago or Denver and SWA offers direct flights.
17	International and European flights, even to secondary cities and either by traditional or LLC carriers should be a priority.
18	Planning to go to Europe in the future, probably Germany and Italy
19	There are fewer direct flights to Las Vegas and North Georgia you only have Atlanta. In regards to Naples you have no direct flights and it takes a whole day to arrive there from San Antonio. Way to long to be on a plane.
20	Only travel to Mexico City on nonstops
21	Can't get direct flights to Puerto Rico, yet I can fly to Mexico non-stop from SAT.

#	Comment
22	So frustrating to always have to go to Houston or Dallas to go the places we visit most.
23	All of these destinations are international and must be made through connecting flights from San Antonio.
24	You can not have direct flights to everywhere.
25	Everywhere I've flown from San Antonio has had at least one layover
26	O we the last 2 years I have had to fly through either DFW or Houston to get to Las Vegas, San Francisco, Chicago, ABQ, JAX, & London. There maybe some direct flights for those but they are limited and times didn't work out or costs were much higher. It is frustrating. I have driven to Austin & Houston for either direct flights or cheaper flights.
27	I travel to Chicago frequently for work but I now have to take an indirect flight because all direct flights leave too late in the day.
28	Flights on smaller jets are not acceptable
29	The more non-stop cities the better service.
30	Fly direct from Austin airport to London
31	I fly Southwest Airlines
32	New York
33	Connecting w Major Cities of Countries that once ruled over Texas
34	Need European international flights!
35	Portland
36	Houston
37	Didn't check for direct flights but those are places I'd like to go
38	It would be nice to have more than Southwest as non-stop flight options.
39	Calgary, Canada
40	Savannah, GA
41	Montego Bay, Jamaica
42	I don't mind connections at IAH (Houston). (?) serviced by United.
43	I'm good with the direct flights right now.
44	I would also love European destinations
45	We go to airport to get family and friends.
46	It is very handy for us to fly to Houston Intl and transfer. It is probably easier for San Antonio to park and pass through security than it is for Houstonians who live on Houston Southside.
47	One stop in Houston is annoying
48	We need Wash DC badly. Nonstop.
49	I grew up in Indiana. The tradition in the Midwest is to go to Florida for the winter. There are direct flights from IND. I believe there would be more winter Texans if there were direct flights. We're missing out on a great financial opportunity.
50	Toronto Canada
51	RNO every year, JAX once.
52	Would like direct flights to Europe
53	A direct to Lubbock would be great for both cities. There are many connections between Texas Technical and the San Antonio community.
54	We have to connect through Houston, Dallas, New York, San Francisco for international travel. The airlines may be a big part of why KSAT doesn't have direct flights to many destinations.

#	Comment
55	Even locations that have direct flights often have only one per day which severely hampers travel.
56	I hate almost all the departure times and SMALL type of planes flying out of SAT, Get Lufthansa AB330 for direct to London Paris and Madrid
57	Although US domestic destinations, like NYC or Seattle, may have direct flights from SA, those are few in number.
58	Washington dc
59	I prefer the John Wayne Airport over LAX for convenience
60	We need more long haul flight capability
61	I commute to Ontario bi-weekly for work. Frontier's flights are not convenient.
62	The direct flights that are available are extremely expensive and the times aren't convenient to day travel.
63	Rome
64	No plans to travel by air in next 12 months.
65	Need more Caribbean destinations enough with Mexican destinations
66	Portland
67	Jackson, Wyoming
68	I'm glad you have direct flights to OKC now! Let's make it more than seasonal.
69	Arizona
70	If would be good to have direct flights to Europe and Asia, as well as cities in South America.
71	Puerto Vallarta Jal., Mex
72	We need more direct flights. Having to fly to Houston or Dallas to connect is a HUGE waste of time.
73	Do not fly often
74	Directly flight from international location into SA will be a Plus
75	Direct flights to Torreon, Coah. and Monterrey, NL are greatly needed.
76	We're the 7th largest city in the US, but AUS gets the good flights!!
77	Several other cities I travel to have very limited (1) direct flights that are never convenient.
78	Iceland
79	I solely fly Southwest, so I don't know if other airlines fly direct from SAT to these locations
80	Let's maximize SAT by partnering with Laredo, Corpus, Harlingen, Brownsville, etc. Bu
81	DAL
82	Being in the midwest, the are entirely too few flights anywhere on the west coast
83	all major NFL cities
84	We never have direct flights to anywhere. As an international airport it is a joke
85	Europe
86	I have been told by conference planners that the lack of direct flights to more major cities is a deterrent for some to select SATX as a conference destination.
87	Early morning departure to Mexico City
88	Most cities in continental US, Hawaii, & Alaska require connecting flights from SA.

#	Comment
89	Lack of a direct flight to Washington Reagan National airport (DCA) is a major problem for San Antonio, given the fact there are so many military and federal govt employees in this city. Lack of a direct flight to DCA is preventing San Antonio from being a world class city.
90	I fly over 100,000/yr and have done so for over 30 years, with the last 12 years from San Antonio. Personally, having to make connections thru major hubs for destinations that are not offered directly from San Antonio is of minor importance to me viz. San Antonio's airport.
91	I fly American Airlines 99.9% of the time.
92	The only nonstop flights I have taken from SAT in 4years is to Houston, Dallas, or Phoenix
93	I think destinations are well covered, but what is lacking is capacity to drive enough flights to these locations. For business travel, having more departure options with better times helps. For example the interjet flight to Monterrey - being in the middle of the day isn't ideal, but having a non-stop is.
94	Miami
95	usually Las Vegas or sw florida-rsw regional.

Looking to the future, what do you believe should be accomplished at San Antonio's International Airport over the next 20 to 50 years?

Survey #1 Survey #2

A complete listing of all comments received for this question are presented below.

Table B-3: Desired Accomplishments for the San Antonio International Airport

#	Comment
1	Expand the N/S runway to accommodate our needs.
2	Hub for airline
3	More terminals, direct flights to major hubs (Philadelphia, Chicago, international).
4	More non-stop flights. Better parking.
5	Access by street car, subway, public transportation. Ease of getting there and moving thru the airport. Allow family and friends to you at the gate like it used to be in the past.
6	Adequate growth to meet the demands of the population, always with safety to the citizens of San Antonio in mind (especially environmentally - like noise management). It should have good amenities, ease to get from gate to gate or terminal to terminal, and make sure baggage claim is always adequate as our city grows and the airport expands.
7	Expansion to handle our rapid growth and planning for additional businesses that will move here and need more service.
8	Another runway. 3rd terminal.
9	Easy parking with moving sidewalks.
10	More lanes to drop off and pickup.
11	International direct to Europe.
12	Better traffic flow for passenger pickup and passenger drop off.
13	Additional runways.
14	Keep up with population expansion.
15	Be a LEED or Sustainable friendly
16	The City needs to mitigate noise issues for residents who live near the airport. More airline traffic means more sound pollution. It's already pretty bad in Green Spring Valley.
17	Increased International nonstop service
18	Larger runways to accommodate larger jets, international flights
19	More direct flights and airline options
20	New terminal facilities and flights to Europe.
21	More direct flights to more destinations. More food service choices in Terminal B. Better roadways in the airport. Attendant in the Green Lot. More traffic control.
22	Increase more international destinations. Also to Hawaii and other vacation hot spots. Let airlines compete.
23	Airline clubs, Americans express suite. More direct flights
24	Move from your current location and have a fast moving electric train shuttle encircle the city to pick up park and ride travelers to arrive at the airport well south of town. [Your] current location is land locked and not efficient for expansion!
25	meet the needs of the anticipated passenger growth
26	more frequent flights to hubs other than Dallas and Houston
27	more competitive fares and more non stop destinations

#	Comment
28	The new parking fees are very steep. Hopefully they will be more affordable. Most [restaurants] don't [stay] open late or open early. Many travelers have lay overs late at night or early in the morning and can't buy food. Our airport should [accommodate] late and early travelers. Many other airports provide entertainment for [travelers] like music and movies in the airport for lay overs.
29	lower air fare, more direct flights
30	More direct flights to everywhere. More non-stop flights to everywhere.
31	New terminals, more security screening lanes. Connector between terminals. More onsite parking.
32	Move it out of our neighborhood area.
33	Easy entrance - exits to/from airport on to major thoroughfares.
34	More direct flights
35	Larger airport
36	able to access both terminals after going thru security
37	more terminals
38	Faster check point with more lanes, is very slow and only 2 lanes open always
39	Make it a Port Authority
40	Modernization of the A terminal. Improved intuitive way finding to get from parking garages to ticketing, to gates.
41	A WORLD CLASS AIRPORT. KIND OF RESTRICTED AND CRAMPED RIGHT NOW.
42	A larger runway and terminal space capable of handling larger aircraft and long haul flights
43	I do not [want the] airport to move
44	Expand
45	Automatic advertising about San Antonio city while charging phone
46	More direct flights to more cities
47	Expansion
48	Build a hotel, and extend the runways
49	Modern terminals. Adequate runways. Environmentally friendly infrastructure and transportation systems connectivity. Fully accessible.
50	It needs to be modernized.
51	more fights outside the US
52	Building another terminal
53	Increased domestic & international destinations. Expand existing site.
54	An airport that has the adequate room for expansion without significantly disrupting travelers.
55	International Flights, cheaper direct flights with a larger airport
56	Easier connections to California & Rio Grande Valley
57	not possible due to land lock
58	To have more international flights
59	Better signage
60	Growth size of terminals as well more amenities on it
61	The parking lot is a real shame, even the new one... absolutely high price and terrible engineering... but in the next 20 years, maybe more direct flights and better planning...
62	A new terminal.

#	Comment
63	More direct flights to major cities.
64	Expansion to handle a growing community.
65	New Terminals
66	More food options within the airport, more flights to Caribbean locations, longer runway for longer international flights to Europe and south america.
67	greater availability of larger aircraft and more terminal space / more comfortable terminal areas
68	Better/More onsite parking. Traffic Flow improvements at pickup and drop off
69	More gates, more direct or [indirect] flights at cost affordability to the Pacific region (Guam and/or Hawaii)
70	More direct flights.
71	Rebuild 4-22 even though it is old
72	Congestion relief at the drop off and pickup areas
73	The future needs can not be met with current land mass nor current terminal structure. It's time to think big if you want a viable economy.
74	Move the airport to a non-land locked location so that bigger airplanes can be accommodated and more flights can be added. This needs to be done immediately, not in 20-50 years. City [planning] already screwed the pooch on that one. We cannot be the 7th largest city in the US with such a small airport. Look to what Austin did almost 20 years ago by moving their airport. You need to make changes here NOW. Traditional airlines need to be able to offer more choices. I know a lot of people love Southwest and Jetblue, but those are usually not the airlines of choice for business travelers. Until SAT Airport ups it's game, it will not compete with other choices, especially Austin, or the quick hop it takes to get to IAH.
75	better entry to arrive and departure lanes.
76	More convenient and affordable long term parking.
77	keep small and cozy feeling while still meeting expanding needs of travelers.
78	It would be nice to have more flight options out of San Antonio. Don't like having to use another city's airport.
79	15
80	Better ingress and egress. More affordable and accessible parking. More efficient security checks.
81	More direct/non-stop flights. More restaurants. More airlines
82	Additional direct flights on more daily routes versus the many recent additions that only occur on random days. Would like to see some modernization to the terminals similar to some of the renovations at George Bush terminal C
83	Congestion on 410 is surely going to become problematic.
84	Post-security connection between terminals.
85	More direct flights.
86	new location
87	Expanded Growth
88	Expansion and modernization
89	I believe we should be a part of a regional airport with austin. Would sure like connecting rail service.
90	More destinations availability

#	Comment
91	Allow long haul flights to international destinations.
92	More international and more direct flights
93	Triple gate size. Nonstops to Europe and Latin America. Add terminals and additional entrances to the airport. Better public transportation.
94	More direct flights/destinations
95	Better pick up and drop off. As well as better roads to pick up and drop off. More flight options to bigger destinations.
96	First of all, for a city of this population, SAT does not accommodate travelers as well as other large international airports. I believe this city needs two airports. Austin was wise in utilizing Bergstrom AFB and making it an airport. That airport has non-stop flights to London, and other European countries. San Antonio does not. The airport is too small to accommodate the growing population and the businesses the city promises to welcome.
97	more flights
98	The airport needs longer runways. To attract airline service, San Antonio needs more airport space.
99	Noise abatement.
100	more non-stop flights
101	N/A.
102	Expand available flights Especially Non stop flights
103	Direct flights
104	A dedicated international terminal should be built and a new terminal should be built to replace the current terminal A. Also, we need parallel runways built to a minimum 10,000 feet each to get rid of the weight limitations at our airport.
105	Moved the main commercial airport to outside of 1604.
106	Larger terminals. Better rideshare parking. Better drop off flow.
107	Add more flights in and out. I've heard many times that the airport is a big reason additional companies don't seriously consider San Antonio.
108	Moving it somewhere else.
109	The question should be, "What should be accomplished in the next 20 years?" Fifty years would be too late and too costly. Build another SAT and use the present site for general aviation, or even other industry.
110	More International Direct Flights.
111	Shutdown ops for midnight to 6 am.
112	SAT needs room to grow. Not certain the current location can handle the traffic of 2030 & beyond.
113	It should be moved out of town where it doesn't pollute the noise of the cities nice neighborhoods.
114	Traffic flow in & out maintained. More security scanners/lines/stations to keep lines moving quickly.
115	More flights
116	another terminal with international flights
117	More direct flights
118	Better Ground access from Stinson
119	More Terminals, flights
120	More direct flights

#	Comment
121	Encourage Southwest Airlines to make SAT a hub and offer more non-stop flites Offer International flites (other than Mexico), like the Caribbean or South America. Update the bathrooms which are always filthy and add more hooks for personal items. Add another terminal. Get Funjet and other vacation airlines to fly out of SAT. Add more and bigger flite info screens.
122	Needs to be a true international hub
123	Expanding the [amenities available]
124	More direct flights, more terminals and gates
125	more eating places and more passenger lounges
126	We need to expand flights, airlines, more non stop flights, hub of an airline
127	More terminals, upgraded charging stations and seats in terminals, better selection of direct flights.
128	Construct a direct rail line from a downtown transportation hub (ideally within walking distance of major high rise hotels) and to an airport hub. This should link to the proposed high speed rail line to Austin and the Texas Triangle.
129	Expand at present location.
130	More passenger amenities, better healthy food choices, better long-term parking (it's difficult to use to and from the terminal (you need to drop breadcrumbs to find your way to and from your car!)
131	More flight/carrier options so that prices go down with the higher competition.
132	Acquire surrounding land adjacent to the airport. Install tunnel to put US 281 under ground Lengthen both RWY 13L-31R and 13R-31L into clear zone once US 281 under ground. Add a parallel runway to RW 04-22. Relocate air cargo services to Kelly Field to free up ramp area on east side of field. Do not use funds to acquire land outside BEXAR Count to relocate airport. Install light rail service between downtown and airport. Bring more general aviation and business aviation into airport to show its not just for the airlines only
133	Dropping off passengers should be more streamlined. More flights. Expand the terminals and light rail.
134	Enough gates for needed flights. Enough parking and cabs with the space to pick up passengers.
135	It needs to grow. This is a big city with a small town airport. We keep talking about bringing things/tourists to San Antonio, but the airport can't support them.
136	Need more nonstop destinations !!!!!!!!!!!!!
137	Expanded Runways and additional [terminals]
138	More direct flights, more international flights other than Mexico, be competitive with Austin and Houston. Bigger, more coffee shops. Better food selections.
139	Hub for more direct flights; More airline clubs;
140	Expanded flight destinations, ticket prices kept low
141	Non stop to ABQ. Higher End food choices
142	more/better flights and better food.
143	More [competitive] pricing, Greater availability direct destinations, become a hub for a major airline
144	More direct flights in and out throughout the day. Premier lounge access. Third terminal with upgrade of old terminal. A hub for airlines.
145	More direct flights around the country and more surface level parking.

#	Comment
146	Non stop flights
147	increasing nonstop flights to government and business hubs like DCA, LGA EWR JFK ORD as well as South America.
148	Accommodate growth; make it one of the top 20 airports in USA.
149	Make it as large as possible at the existing site.
150	More Direct Flights. Easier Access
151	We need to be able to land jumbo jets. We need more [runways].
152	Better parking. Less noise from aircraft. Faster movement through security.
153	People who know how to manage an airport.
154	Add parallel runway
155	Better access at drop-off
156	Become regional hub for International flights to Canada, Europe and South America
157	At the current location, nothing.
158	More terminal expansion, improved access to airport.
159	Moved to a larger location with light rail from the airport to downtown.
160	More direct flights
161	The expansion of international flights and more flights available non-stop to other U.S. cities
162	More gates, restaurants outside security, access between terminals inside security, sir down [restaurants], moving sidewalks, kisses for all airlines,
163	Accessible entrances/exits, areas for individuals requiring special assistance (ex: wheelchair, families w/small children), pet relief areas, charging stations, designated areas for shared rides, more affordable options for direct/non stop flights to larger hubs and more nonstop options on international flights
164	Increased services insight of the airport; increase in number of non-stop/direct flights out of SA
165	Location should be outside o SA to meet growing demand in future.
166	<p>First are a few things that I think the airport can benefit from:</p> <ul style="list-style-type: none"> - low cost public transportation from downtown to SAT - it's been talk for a long time about incorporating trains into our urban infrastructure. They're fast and timely. As the city grows larger, I can see that trains would be a fast and efficient way of linking people to get to [where] they need to go faster. For now, we have VIA. Growing up in SA, I have not seen too many people use the bus, but it is something that I hope will become more utilized. So the bus linkage to the airport is great, but in an evolving world and growing city, speed and efficiently are key - two components that buses don't always offer. - convenience stores in airports! - nowadays, it seems like airports and malls are becoming one in the same. Who needs to buy high end items or luggage while they are inside the airport?! While SAT doesn't look like a mall, I have seen this plenty of times in other airports. It irks me a tad, the average traveler is usually running from place to place, often remembering what they forgot while they wait inside a terminal. Having convenience stores where travelers could buy last minute goods such as stationery or personal care items, would be a great convenience. A mini CVS would be appreciated by all travelers! - spots to past time - whether you're a traveler stopping in SA for a layover or arrived to the airport early and looking to kill time, there should be designated areas that provide

#	Comment
	<p>comfort and interest to the traveler. I went to Albuquerque a couple of months ago for business, and an unexpected thing I found at the airport there and loved was that they had an observation deck. It had a great view of the tarmac and of the mountains in the distance. Finding this observation deck was such an exciting thing (especially because I'm an aviation enthusiast!). With SA having so many military bases as well as the best flying weather in the country, why wouldn't we want to show off such a key factor that defines our city?</p> <ul style="list-style-type: none"> - dining options - I have to admit, I think SA does a great job at this and I hope that as the airport expands, SAT will continue to host local eateries within the terminals. A few weeks ago, I ate at La Gloria with a non-SA friend who was visiting. Although we didn't get a chance to visit the Pearl location, the airport one still was able to offer local cuisine to travelers and locals who didn't get to make the stop while they were in town. In addition to local eateries, it would be great if local coffeeshops and bakeries could show up too! I can envision myself in the future sitting at a Local Coffee, Rosella Coffee Co. or Bakery Lorraine in the airport while I am waiting for my next flight. Any why don't we have a Mexican baked goods in the airport yet? Cafecito and a concha could make anyone's morning! There is one thing I do want to see back in the airport - Whataburger!!! - an updated airport traffic control tower - again, it's one of the first and last things you see. Think of the ATC tower as an extension of the downtown skyline. Our ATC isn't unique, I have seen plenty of airports with the same one. Let's add some SA flair to it! -public art - it totally transforms the space and the way people interact with it! [Every time] I go into Terminal A, I see someone talking a photo of Plexus C18 by Gabriel Dawe. However the suitcase circle in Terminal B is interesting, but not as engage and fun. And don't just showcase well known artists, show some local work too whether it be from a local artists, student group, etc. <p>The next couple of points I would like to bring up have more to do with the architecture side of things, but are important in shaping our identity! I hope to see SAT committed to sustainability.</p> <ul style="list-style-type: none"> - conservation - its important that SAT features high performance building develop and low-flow fixtures in order to combat high temperatures and minimize our water usage - materials & resources - recycled materials used all around reduces waste and makes great use of otherwise unused parts. Regional materials and resources should be use implemented to reduce environmental impacts from excessive transportation. - energy & atmosphere - we have a lot of sun, so lets make use of it! Generating sunlight to electricity can produce a good portion of the building's overall energy. - air quality - our Texas air is relatively clean. Let us embrace our air and have good indoor air quality as well. This can be improved through use of the correct entry systems, CO2 monitors, indoor pollutant control and outdoor air filtration. Materials should have a low-VOC content to improve air quality. <p>I also have to compliment SAT on a few things:</p> <ul style="list-style-type: none"> - cleanliness - What a beautiful and clean airport we have! I'm always proud to know that our airport is very clean and maintained. Travelers definitely enjoy the little luxuries of a clean space! - friendly staff - keeping up the SA love!

#	Comment
	- small but homey & international feel of the airport - directly reflects SA's big city/small town feel!
167	Actual European international flights - direct! It's limiting businesses from opening here in SAT
168	Expansion
169	Expand noise abatement program to install windows/insulation in homes affected by airplane noise
170	Increase gates/terminals. Increase runway length. Add alternate entrance to terminals from [Wetmore] or wurzbach parkway. Improve via bus service to/from downtown to the airport and to major bus terminals. Add domestic and international nonstops (Madrid London Germany panama Costa Rica. More destinations in Mexico)
171	A new terminal
172	Expansion of the airport and kore direct connections on major airlines. I would like to travel without stopping in Dallas or Houston. Lower costs.
173	More direct flights
174	Direct flights to unserved US markets and one or two major European markets (this should happen in the next year or two not 20 years) as well as building terminal C and connecting A and B after security; also attract more airlines like Spirit or JetBlue to give more options
175	If it's [expanded] to the NE there (IS) a neighborhood hidden inside all the commercial buildings
176	addition of more nonstop routes
177	The airport needs to create connections--physically in how it bring the city/people to the airport; how it connects San Antonio residents to the world and the rest of the self to the state.
178	Would love to see more direct flights. Terminal A seems underutilized. Perhaps more retail.
179	A Southwest only terminal (maybe adding a third terminal). More security lines.
180	Longer runways, more runways better shops easy access between terminals to offer international flights to Europe and Asia,
181	Continue to work on parking solutions, shuttles to accommodate the growth.
182	Expanded footprint more terminals, runways and direct flights.
183	More nonstop flights. More environmentally friendly. Transit connections.
184	Move the airport away from my home.
185	We need an airport that reflects the size and [quality] of the City
186	Expand capacity and number of direct flights and carriers
187	More direct flights and more international flights
188	San Antonio Airport should significantly fix the check in process at least. Any time flying out of the airport, it takes at least 30 minutes to check in with the lack of kiosks and line space for both the major airlines flying out, American Airlines and United Airlines.
189	International and direct flights. Passport Renewals

#	Comment
190	How about encouraging airlines which fly to/from San Antonio to use LARGER aircraft? Why are there so many MD-90s coming to San Antonio? Where is it written that an airline has to fly several smaller aircraft to/from San Antonio each day rather than fewer LARGER aircraft to/from San Antonio each day? If the "powers that be" insist on a new airport, then "repurpose" Kelly AFB to accommodate civilian aircraft. Think that can't be done? Think again: there are plenty of civilian airports which have a "military side" to it. (Hint: Frankfurt am Main, Germany)
191	Smart Planning and Design for the world that will exist in 2050: mass transit, self-driving cars, more airlines serving major routes, more international routes, a central terminal or two with multiple concourses and TSA checkpoints, better infrastructure to and from the airport to major highways and transit hubs.
192	I would love to see more Direct Flights and those walk rolling walkways, to make the walking trips within the airport easier for Sr. citizens.
193	more non stop flights
194	Reflect status of future city
195	Better amenities
196	More flights
197	(1) build Terminal C. (2) Move all AA flights to one terminal
198	Grow in capacity and accessibility and meet future demands while taking into consideration anticipated technological advancements.
199	Get ahead of demand for growth so that more thoughtful, intentional and programmed expansion of facilities and infrastructure can be achieved.
200	Travel to Europe/Asian (direct)
201	Capacity to meet the growing demand.
202	3rd option mid field terminal with 2 independent runways
203	Flights overseas
204	Capacity for larger aircraft
205	- More airfield space, bringing more flights
206	Longer and 13L 31R
207	Upgrades in the building - dated.
208	Accommodation of several large aircraft at once.
209	Runway expansion
210	Add: new runway, new terminal
211	- Convenient flights to major cities in US and Canada with good choices for food and beverage. Some entertainment. - reasonable long term parking - good flow of people and auto traffic.
212	Good signage
213	- upgraded terminals - additional runway - respect general aviation (GA)
214	(?) most aggressive of the (?) plans you presented. Mid field (?)
215	Build everything big! Texas size.
216	Modern, spacious terminals; easy access; reflects the look/feel of San Antonio

#	Comment
217	- Additional terminal (space) - Better food options - Better WiFi options
218	We need to prepare for growth and accept it won't always grow.
219	- larger terminals with more concession choices and more lounge room - better access in and out of airport that does not have bottlenecks
220	- Frequent nonstops to NY, Seattle, Newark - International flights to Europe/Asia/S America - Better food/concession options
221	cheaper fares
222	Capacity development
223	New terminal and new infrastructure.
224	A bigger brand new airport
225	- coordinated planning with all affected municipal/regional planning entities
226	1. Decide one action to be taken. 2. Take it/do it.
227	More terminal and gates
228	New terminal/runway
229	- Extend runways for European and Latin American service - Build Terminal C - light rail to downtown
230	- Increased capacity with groups airfield capacity. - Fixed transit to downtown, med center, Stone Oak, Fort Sam, Lackland with express option
231	Increase in air carriers.
232	expansion. more direct flights.
233	Meet capacity, convenient travel to and from
234	add capacity for passenger growth but for airlines to want to add destinations here.
235	Route traffic along highways and over less dense population. Put a curfew in place from 11 pm to 7 am for traffic over dense population. Correct the noise map to reflect reality.
236	Larger terminal. more parking will be needed.
237	Increase terminal size. more direct flights.
238	- More non-stop - keep increasing convenience from IT-perspective - keep cell phone parking more convenient (I like next to convenience store/gas)
239	Add new rwy parallel to 13R. perhaps a terminal C on the north side of airport- connect them with a tunnel.
240	Expand at present location.
241	Expand as needed. Pay attention to parking ease of access.
242	Vastly improve service, go from supporting tourism to business.
243	- 2nd large capacity runway added - better way to tell where open parking spots are in the on-site parking garage (currently have to drive around for even 30 minutes or more when airport parking is getting full. Have almost missed flights due to this.
244	More terminals.
245	1) less noise during departures/arrivals. 2) direct flights to Chgo/MLK

#	Comment
246	Accommodate growth with least amount of environmental and neighborhood impact.
247	Expanded Terminal with Class B to unite Kelly/SAT/A-B incentives for GA operations in outlying airports service. SA Metro (SSF, BAZ, Boerne, Hondo, CUB)
248	Publish a directory that explains the details of renovations and use of all the airport grounds in very easy to understand composition. Free shuttle to AP entrance.
249	Non-stops. Mid field terminal.
250	More international service, an expanded terminal A.
251	Long range travel
252	Keep it in same location with bigger terminal to accommodate the increased passenger volume.
253	updating and accessibility
254	I wish we would build an airport between San Antonio and Austin and share that airport. Combining monies and forces from both metros into one centralized airport would make the region competitive for most any nonstop flight out there without having to travel through DFW or IAH.
255	Decide if the central location is capable of handling future needs
256	I would like to see a new location that could serve as the South Texas Regional Airport. Austin is Central TX regional airport and Dallas is North Texas regional airport.
257	Airport Careers magnet in NEISD
258	Expansion should generally correlate with the growth of the City. Whatever terminal, runway, and other improvements are required to support more nonstop flights and new destinations, I would support.
259	The airport needs to move to another location
260	More direct and non-stop flights
261	more direct flights
262	More direct flights a larger airport
263	More stores inside the airport. 2. More restaurants. 3. Visually appealing art.
264	Runway expansions allowing more flights. More non-stop flights to distant destinations.
265	Expand service, better support for rideshare, faster security.
266	1. Direct flight to Washington D.C. 2. More direct (non-layover) flights. 3. Cheaper flights (why is it hundreds of dollars cheaper out of Austin?)
267	Have more airport lounges in both terminals, and direct flights to [Europe and] South America.
268	Easier vehicle entrance/pick-up/drop-off/exit to airport
269	More non-stop flights
270	More direct flights
271	offer more flights at a cheaper rate. I travel further to go to Austin's airport because the same flights typically have about a \$100 difference with SA always having the higher price
272	Depends, on whether to challenge Austin Bergstrom's current growth plans to become a true regional airport. If not, then more domestic direct routes and accompanying facilities that can serve all of south central Texas.
273	10
274	Stay in same place. Expand to handle growth.

#	Comment
275	Did the traffic issue of all traffic going through one terminal area which was created with the last renovation.
276	Build Austin/San Antonio
277	New Airport
278	The airport should be moved away from its present congested location. A new airport should be located between San Antonio and either New Braunfels, Boerne or Schertz.
279	Meet travel demands
280	Love the present location and feel of the airport. Please keep it in its current location and keep upgrading/expanding as demand necessitates
281	More direct and non-stop flights. More international flights. More flights to select from.
282	more direct flights, more international flights
283	Compatibility with residential [development]
284	More amenities, more flights
285	More direct flights.
286	SAT should have a world class Airport if it truly wants to be known as a world class city such as other travel hubs.
287	1) add more direct flights to places outside the U.S. - LHR, FRA, BCN, MAD, YVR, BOG. 2) add more frequency/multiple dailies to the destinations we already have. 3) preserve how quickly you can get through security. 4) add direct, frequent transit service from downtown to the airport (rail is ideal, but a high quality bus would do). 5) make sure the airport's physical facilities reflect SAT. too many airports look and feel the same.
288	Expand current airport to allow more non-stop flights to the east and west coast areas.
289	SAT should focus on an increase in non-stop destinations from multiple airlines as well as maintaining efficiency in on site operations. Additional long term, covered parking (garage) is also needed.
290	Expansion of terminals, direct flights, possible trans from airport to downtown.
291	Need more regular [direct] flights!
292	Expand terminals and more passenger amenities
293	more direct non stop flights
294	small box?
295	Increased airport [concessionaires], including local options.
296	Affordable and direct flights.
297	Expansion of the airport both in physical size and in the number of flights. More international flights.
298	Wider terminal A, connect terminals past security, better connection from parking garage to terminals, mass transit station
299	Entice airlines to offer more direct flights.
300	We have not kept up with other large cities in the U.S.. Our airport is more like a Love Field or Houston hobby as far as size goes. I love the ease of getting around our airport but it would be better as a regional airport like Love and an International airport built for South and Central American as well as European destinations.
301	NEXTYEAR
302	More nonstop flights and more airport amenities for passengers. Better restaurants/bars/options.
303	Attracting more direct flights and overall look of the airport to visitors and residents

#	Comment
304	More direct flights
305	The current airport is very small and feels closed in not open and airy. I always feel like I cannot wait to get out of here. Not enjoyable at all. Also because of it's old design it always feels crowded.
306	I like having a small, convenient airport. I would not favor an expansion, especially one to the north -- even though I would personally profit from it -- because it adds a burden on those living in the southern and western parts of our city. I support adding an additional runway and terminal. The main problem will be traffic congestion around the airport, which is already hard. 281 is a choke-point already.
307	More affordable flight options.
308	A wider variety of direct flights and airlines to choose from
309	More direct flights
310	More non-stop [flights]. Better Dining options
311	Expand the airport at its existing location to handle more passengers. It would be great to get non-stop flights to more cities.
312	Addl. terminals
313	Easier way to get in and out of the airport.
314	Bigger longer runways to accommodate wide body aircraft
315	see below
316	International flights. More amenities in the airport like rocking chairs, outdoor deck to watch planes maybe with a bar, more seating, charging stations, more local eats in the airport, connect the terminals within the airport.
317	[Additional] direct flights. Better roadway system.
318	New Location or Improved Layout/design.
319	A high tech modern airport with top of the line amenities that can rival the best airports in the country.
320	Larger more open modern facility with less congestion in the drop off and pick up areas.
321	(1) More non-stop, direct flights. (2) More up-to-date looking airport (interior design).
322	To provide noise reduction windows and doors for us residents already suffering from increased traffic
323	More gates to allow more direct flights
324	More direct flights, more capacity, access via rail or other form of dignified [public] transit (even bicycles).
325	I think that San Antonio should expand the airport so that security does not have to be a hassle.
326	better gate access
327	We need to enlarge it and offer more direct flights! I believe the location is wonderful and expanding would be far less expensive than moving!
328	Nothing
329	Keep SAT in the same location and enhance it as shown in the strategic development plan. Add more international flights to the Caribbean and more direct flights within the U.S. SAT is a jewel to have such easy airport access from my work and home. If it was moved outside the city so I had to drive, I would consider pricing from Austin. Add some sort of transit/street car service from the airport to downtown SA.
330	Have to keep up with growth.

#	Comment
331	Larger airport to accommodate more destinations for both businesses and pleasure.
332	More direct & international flights
333	improved mitigation for noise!
334	better parking for local citizens
335	Keep up with the growth of the city and hence the demand of air [travelers]
336	More direct flights. An airport hotel. Better appearance of the airport facilities.
337	You need to take care of us that are under the flight path of these noisy planes. NOW!
338	More direct flights and a larger terminal.
339	Better/easier access to curbside at terminals for dropping off/picking up passengers. I have been there when the traffic to get to the terminals was backed up to the stoplight closest to the terminals.
340	Our airport needs direct flights to Washington D.C. That is the single most important improvement that we need.
341	More space to [accommodate] larger planes/bigger flights to provide more direct flights
342	More direct flights to top destinations.
343	Local shops (Twig Book Shop, Local Coffee, for example) and local flavor, design, decor to offerings, as opposed to generic chain stores seen in all airports. More art and live music. Accessibility to other terminal(s) when there is time to walk and be entertained. There is such an overwhelming presence of the military message there now, and we are so much more than "military city." When new arrivals come in they should be eager to explore the city. What SA has to offer should be distinctive, exciting, and compelling for visitors and the same message would also welcome San Antonians home. That it should be environmentally sustainable and reflect local history and landscape should be a given.
344	Expansion is needed. Also more direct flights
345	Move airport to south end of city. Plenty of room for noise and growth
346	Brand new airport should be built in a new location with ample space. It would allow for a state if the art facility with efficient traffic flow, parking, transportation options throughout the airport. Most of all, it would alleviate the air traffic that flows through high dollar parts of the city that is only going to get worse. It has already become unbearable.
347	Expand existing runways to a minimum 10,000 feet long and 150 feet wide each and add a parallel runway with the same measurements. This will remove weight restrictions on flights thus adding more cargo and long haul flights.
348	make the runway longer to [accommodate] the large airplanes
349	modernization and keep up with the times
350	more non stop flights
351	You really need a mode of transportation for people to get from the disabled parking places in to the airport building. Current situation poses a real hardship. Also, signage is confusing for getting into the correct parking area and for getting from the short term parking in to the right area of terminal.
352	Hub connecting many cities directly
353	More direct flights however due to lower income population probably need a regional airport between Austin and SA and have the city airports be like love and hobby
354	Move it away from the city. The airport is land locked. Please make it a real airport. It is 'international' because of a few flights to México.

#	Comment
355	Relocation of Airport access airport via Train from 2 or 3 location in SA. More non-stop flight and expand international arrivals area
356	I would like to see the airport stay where it is and expand to meet the needs without a new airport.
357	Better VIA bus service
358	More terminals and flights with competitive prices to accommodate the growing need.
359	More direct flights
360	Better drop off and pickup flow of traffic
361	More, Longer, Parallel Runways. More terminals with more gates. Larger aircraft. More airlines. New, updated air traffic control tower. Somehow make it more affordable to fly out of San Antonio.
362	More lights to Monterrey, NL and Torreon, Coah.
363	1) Expand services to include more direct and non-stop domestic and international flights or cheaper and more frequent commuter flights to close hubs like DFW and Houston. 2) Collaborate with major hub airports to offer cheap transfer flights with extra baggage allowances. 3) Incorporate the city's culture and greenscapes in the airport terminal buildings. 4) Incorporate AI in customer service
364	attract international carriers like AUS
365	More direct flights from major airlines.
366	expand runways and ease of drop off and pick up... [keep] it where it is
367	Build a regional airport that perhaps combines Austin/SATX metro and surrounding population with more direct and non-stop [flights]
368	More international flights, more airlines
369	sooner than 20 years please!... I would love to see more affordable flights, more non-stops around America and Canada as well as add some international flight options for Oceania or UK/Europe.
370	streamlined ease of [accessibility]: wheelchair, transportation within the facility grounds, better/cleaner/more [efficient] use of facility from security to brick and mortar.
371	The terminal must keep up with the times and be current on its amenities.
372	More direct non-stop flights. More flight options.
373	Better ride share pick up
374	Transportation between gates
375	More space gate areas, more than one Starbucks/coffee option.
376	Airport expansion, provide more international direct destinations in Europe (or at least connect with Iceland)
377	Comfortable parking lot. Better restaurants.
378	The airport should remain in its present location. It should have bus service directly to the terminals. More direct flights should be added.
379	Expanding capacity without building a new airport
380	Add international flights
381	More direct flights to more locations, more parking, tram services,
382	One main terminal (or additional concourse), longer runway, more parking (garages), better connections with downtown (nonstop bus/train), more food and retail options.
383	Hotel space

#	Comment
384	Update interior and baggage claim (it's old and outdated). Add another terminal. Add more direct flights. Add more sit down restaurants
385	Easier boarding process
386	More direct flights
387	Parking garage! Who in the blue [hell] doesn't build parking garages when trying to look towards for the future. Rideshare can only do so much, and even that lot is full
388	More direct flights, or less time for waiting for flights, better check in and security wait times, affordable flights, flights convenient for those with children or the elderly.
389	Either partner with Austin to share an airport or try to negotiate prices for San Antonio that are the same as Austin.
390	More flights with inexpensive flights to more places.
391	more flights. travel time from TSA to gate should be less than 10 min. travel time from baggage to airport exit should be less than 15 min. anything to speed up travel
392	Continued easy access from most areas is San Antonio
393	More direct flights- look at longer runway or switching to lackland base for new international airport. Better bus/transit service from airport- it is very lacking now. and airport must work with VIA to improve bus service and implement regional rail service.
394	Adding direct flights to major destinations.
395	More restaurant choices and places sit to charge electronics for working people like other airports.
396	A bigger terminal for Southwest flights. Move the private planes to a new regional airport so the large carriers don't have to put up with runway delays caused by the smaller planes. All other major cities have regional airports for private planes.
397	Become a US based hub for Latin America, add nonstop flights to Europe and Asia. Connect to the city better via mass transit such as light rail.
398	more direct flights
399	Needs to be expanded with more direct flights. Fix the long term parking.
400	I want SAT to be a hub so I don't have to go through DFW to get to major cities or international destinations. I want SAT to keep it's on time arrival percentage and ease of getting to gates.
401	Expansions, more restaurants, tram system to get to an expansion, international flights other than Mexico
402	Expand the number of gates and luggage areas
403	Direct flight to CDG
404	Make it more convenient. Better bus service, better public transport.
405	Direct Transportation to the downtown convention center, expansion of an existing airfield in the southern portion of the city to become a new state-of-the-art international airport.
406	Reduce prices for flights, especially connections and [international]
407	Look at Denver, this is what needs to happen in SA. Move out of the city and build a state of [the] earth airport that can expand without causing noise pollution problems for all the residents that live close to the airport
408	More gates and better nonstop service to more cities in Mexico
409	Enclosed covered walkway to garage
410	More non stop connections

#	Comment
411	Please see my comments above regarding the lack of flights to DCA. This comment box is poorly designed and too small to appropriately comment
412	1) Maintained in its current location...terrifically convenient to downtown and most of San Antonio's business corridors and residential areas...a real asset. 2) Expanded based on a no-regrets, conservative, "just-in-time" strategy. Land acquisitions to take it to 2075, in place, should begin now. As the City could exercise eminent domain if it so wished, a long term acquisition strategy that would keep speculators at bay would help ensure that land could be obtained at fair prices when available and as needed.
413	additional power stations/seats. probably more gates
414	San Antonio Airport needs to actually be an international airport. Not only offer international flights to Mexico. And there need to be way more destinations served from SA. So that we can have more direct flights.
415	More parking. The new garage actually REDUCED available garage parking. Such a shame. TSA precheck needs longer hours.
416	The airport needs to start offering more direct flights to other American, Latin American, and European cities. I would pay the extra fare to fly to Frankfurt from San Antonio. I would pay the extra fare to get to Panama City. But I cannot even do that. San Antonio is falling behind Austin on the airport front. There needs to be a change. I drive 150 miles to San Antonio because it is the closest airport that offers good coverage. If I'm already driving to San Antonio, the extra 60 miles to the Austin airport is not bad to get a direct flight.
417	More nonstop flights, better connectivity with on the ground transportation in SA (public transit, etc)
418	Work with airlines to start more direct flights to other cities. My biggest inconvenience today is not having a central security because I've had disruptions on AA and I've had to change to Terminal A and this causes me to have to discard an unopened bottle of water (that's extra expensive because it's at the airport, and then have to buy a new bottle in the other terminal. Really need to look at having a central security area or have some type of hallway between the 2 terminals so you don't have to exit security to change terminals.
419	Reduced congestion; larger drop off and pick up areas
420	Easy access to all airport services
421	There should be a better layout/flow to the airport instead of two disconnected terminals. Having more non-stop flight options would be very beneficial and the ability to travel throughout south Texas, specifically bringing back a flight to the McAllen or Brownsville without having to connect, would be very beneficial. I also believe the current airport is in a great location it is just not laid out efficiently.
422	Noise control
423	More to do. More food choices
424	better accessibility and less congestion
425	More non-stop flights
426	Try like hell to keep the airport in its current location
427	Bigger and more efficient.
428	-Increase number of gates -Increase direct flights to major U.S. cities

#	Comment
	<p>-Improve technology access -Increase the quality and variety of eating options</p>
429	<p>More terminals and remodeled terminal 1 for wider aisles with additional seating.</p>
430	<p>I believe that San Antonio Airport has an enormous strength in its central, convenient location. The ability for the citizens of our city to easily access the airport and its proximity to major business districts and tourism hubs is undoubtedly one of its greatest assets. I am, however, unsure of what the ramifications are of its central location as air traffic increases from the perspective of noise management, air traffic congestion, etc.</p> <p>One of the greatest weaknesses of the San Antonio airport is its terminal building. I've lived in San Antonio now for 10 years and have seen the air traffic at the airport, the number of flights and the number of airlines increase significantly. During that time, congestion in the airport has similarly increased significantly. Moving from the cell phone waiting area to the terminal building during peak pickup times has taken me as long as 1/2 an hour. The terminal holding areas, including the seating areas and the hallways are small and congested. During peak hours, terminal A, particularly around the Southwest Airlines area, is very uncomfortable and congested. The ceiling height and the architecture of the building is clearly dated and does not align well with the image of an open, friendly, modern city that San Antonio is trying to become. The baggage claim area is embarrassing. For a city that relies so heavily on tourism, our baggage claim area is unwelcoming, ugly, congested and difficult to navigate. The San Antonio terminal buildings, compared to buildings of similar size cities is well behind the times and does not meet the current needs of the passengers of the airport. Other cities, such as Austin and Indianapolis have vastly superior airport facilities and similar volumes at San Antonio.</p> <p>The new parking garage, however, and the car rental facilities, are a breath of fresh air.</p> <p>While I am interested in seeing an expansion of the number of direct flights in and out of San Antonio, I am largely satisfied with this with the exception of Boston and Reagan national at Washington DC. I would like to see more choices and more times to certain cities, such as New York, but that seems to be expanding as the market in San Antonio similarly grows.</p> <p>Lastly, I would love to see some sort of mass transit options from the airport to the central business and tourism districts in San Antonio.</p> <p>In summary, I love the location of the airport and I'm largely satisfied with the air service, although I would like to see continued growth in that area. However, the terminal facilities are subpar and need significant revision or replacement.</p>
431	<p>Keep up with the ever existing challenge of making flights *possible*.</p>
432	<p>A better system for drop off and pickup (curbside). Separate terminals for pickup and drop off instead of separate levels. Cars have to fight to get to either level, (arrival or departure) because they enter from the same access point. Elevated crosswalks so that pedestrians will not have to enter vehicle pathways (its dangerous, causes traffic delays and utilizes police officers).</p>

#	Comment
433	Find a way to keep the airport near town, and increase the frequency of non-stop flights
434	Get direct flights. Make terminal to terminal. Access available without exiting security. Get decent restaurants. Make seating comfortable.
435	More art and things to do while at the airport.
436	Add non stop flights
437	Modern Terminal with convenient features.
438	more direct flights
439	Efficient services like baggage, direct flights
440	Cheaper flights
441	Moving the airport to a new location that allows for easy expansion and keeps flight paths away from going directly over the city.
442	Expansion to allow larger aircraft to land and provide wider capabilities for the Airport.
443	plan to relocate airport
444	It must handle arrival departure traffic much better. If located farther away it needs rapid transit. It should be as quiet as possible. Must have direct flights to Europe. Needs to accommodate low fare airlines
445	Increase airline gates. Attract additional airlines.
446	More and easier parking should be available.
447	More direct flights
448	i don't fly that much.
449	More flights, better pricing. It is an international airport, there should be way more international options! I would really love to stay in SA, but traveling is really important to me and right now I don't feel like I could stay because I can't get out of the country cheaply, and I don't want to keep driving to Houston or DFW, might as well just move to one of those cities, you know?
450	Mayor cantidad de destinos internacionales
451	Mas destinos directos

Comments/suggestions

Survey #1 Survey #2

Comments/suggestions received in Survey #1 are included in the below table.

Table B-4: Survey #1 Comments/Suggestions

#	Comment
1	Very nice airport
2	Please have wheelchair access easier. Southwest never answer.
3	Having a food/snack/coffee shop in the rental car location.
4	Outside food not behind security!
5	None
6	Wonderful flight!!
7	Building falling apart. Floors are being held with temporary beams.
8	Providing renditions/pictures of airport concepts helps spark the public about planning.
9	Elevators are hot and overcrowded. Bathrooms are dirty and no soap. No smoking signs for parking garage.
10	I like the airport the way it is now.
11	None
12	Make the hallways in the Delta/Southwest Terminal more inviting. Currently they are drab! Use the ceiling to display environmental scenery and cultural/historical artifacts like Atlanta Airport's underground walkway. Display art by children and adults.
13	Better directional signage to rental cars and within garage.
14	More non stop flights!!! Also flights to Europe!
15	Have more than 1 cashier between 4-6 pm. when I fly in there is usually only 1 cashier
16	SAT is a great Airport! I like the convenience to park so close to the terminal in the new garage. The road system in and out of the Airport is very friendly and easy to get to where you want to go. I would like to see more restaurants in the terminal prior to entering the sterile area (through TSA).
17	The biggest thing I like to see is the information on the general airport website. Clearly defined so anyone can find it and not hidden in a million folders.
18	Need more food/drink options in both terminals. Need drink and snack options outside the checkpoints.
19	Attract a hub provider.
20	None
21	Keep it friendly and cozy!
22	Convenience, price, wait time is what matters to me
23	San Antonio airport is badly in need of an upgrade! New gate areas, vastly improved concessions, clean restrooms (especially the new rental car center -- already super dirty), open air terminals that are welcoming. I try to limit my time in the san antonio terminals and concourses as much as possible. Way too crowded, poor food choices and too few restrooms that are in weird locations. Who is in charge of this place?
24	Why are San Antonio airfares so much higher than Austin's airfares to same destinations? Austin has many more direct routes and more affordable tickets. San Antonio needs the same.
25	Coordinate with Austin and build a massive international airport between the two cities

#	Comment
26	I would love more public transportation options but have felt there are none. It takes 20 minutes by car but 1.5 hours with transfers by bus. I appreciate the long term/economy parking on site (green lot) which is very efficient and affordable.
27	other important items: size of bathroom stalls for easy access with luggage, charging stations, ample seating, free wifi
28	need to have art display of local artists
29	I'd love to see more lounges at the airport, but what really matters to me are more international destinations. Why can't we have a flight to mainland Europe?
30	Very important to me that distance to airport from my home does not increase
31	Where do I start with SA Int'l. EVERYTHING ABOUT THIS AIRPORT NEEDS WORK!!!!!!!!!!!!!!!!!!!!!!
32	the current trip from long-term parking to terminal is exhausting and very inconvenient as well as confusing at first
33	Please rebuild something that will represent SAT and our region and build it with forethought for upcoming passenger and airline trends in mind.
34	Would have liked to have selected more than top 3 and maybe with numerical ranking.
35	Never retire SAT like other cities that move their airports. There is plenty of room to expand at SAT.
36	Please develop our current, awesome location to the max investment possible. If we are headed toward a regional second airport, it MUST be accompanied by a plan for regional mass transit. The current roadblocks in place to sensible development of a regional/statewide transit plan must be surmounted.
37	Phrase question #7 better, or provide more selections for answers. Do you want to collect data on the race or ethnicity? If both, then there should be two questions. Otherwise, how do you correctly select a white/hispanic or latino; or non-white hispanic or latino. Someone got lazy.
38	Need more direct flight options. Often times I drive to and from the out of Austin instead of flying out of San Antonio.
39	Public transportation to/from ALL airports is my #1 interest. Providing good PT options would reduce the traffic impact and the need for parking.
40	none
41	Color code Arrival area zones for pax pick-up and extend covered parking, plus shuttle to cell parking in order to decompress congestion
42	low cost public transportation service to and from airport to city centers and hubs to regional centers is an amenity I find in my travels, and it angers me that our city CHOOSES not to provide it. Dedicated lanes for transit systems moving large #s of people once they get to our metro area is essential, not just for those coming to our city, but also for our own citizens.
43	Having recently been through Indianapolis', Charleston's and Sacramento's airports, I suggest looking at how those smaller airports have modernized and developed their layouts that I think really addresses the needs of travelers here in San Antonio.
44	Thank you for asking the people.
45	The airport's convenient location is a huge asset compared to many other cities I visit. Let's meet your future needs at the current site. I know this can be done. Flights depend on demand, not on the size of the airport. Let's not think that "if we build it they will come."

#	Comment
46	The only other complaint I hear is there is not a way to get to the other terminal without exiting security. In the future this should be something to add that passengers ask for.
47	The baggage system at SAT is woefully inadequate. More flights will mean longer waits. For international flights, waits are even longer in a cramped space. The Austin airport has a much better system. Please try to copy that system. It will make returning home to SA a better experience.
48	Having lived or visited a lot in Chicago, DC, Philadelphia, Cleveland, San Francisco and Rapid City, I treasure being able to get to the airport in 10 minutes. We could use more and better public transit to decongest car traffic, including from population centers in the outer suburbs.
49	We are experiencing more and more jet noise at our home in Vista Del Norte subdivision, especially from private jets taking off and landing. We are a 1/2 block off Vista Real which is the landing pattern for most jets, yet we have been unsuccessful in getting ANY assistance from the City of San Antonio or FFA to assist with noise abatement issues. Very discouraging.
50	I would like to see clear signs/maps from parking garage to terminals and large clocks near the departure/arrival screens
51	I appreciate the opportunity to weigh in on this topic.
52	We need better public transport options (express bus service) to/from AUS to augment access to better domestic and international nonstop services for San Antonio residents.
53	NONE
54	Is a third airport between San Antonio and Austin, to be used as a supplementary airport for both cities, being considered? There is no way that closing either the Austin or San Antonio airport is financially feasible at this late date, and there is no land adjacent to the San Antonio airport on which to expand.
55	The main concerns that I have with the San Antonio Airport in it's current state is its lack of ability for direct flights between both cities within the US and Internationally. For many flights I take it is often more economical to drive to a city like Austin or Houston where I may find a cheaper round trip flight that goes direct to my destination (i.e. London, Frankfurt). If you look at Austin Bergstrom, a city that is smaller than San Antonio, there is a much greater availability of flights on carriers such as Norwegian Air, British Airways, Condor, etc.
56	The restrooms at SAT are not large enough for the amount of traffic in the airport.
57	The New Aviation Director is doing a great job!
58	I like the location of our airport and hope it can sustain growth for a while. That said, I hope someone's securing enough land somewhere for the future site of another airport - almost all major cities have 2 airports and population growth is sprawling us further...
59	None
60	A-B connector should be a top priority.
61	The airport is old and antiquated, take a look at Austin Airport and try to keep up. Much rather drive the 45min there than travel from SAT. The look and feel is old and there is not many options.
62	customer service is essential
63	2nd Airport. Southside or westside
64	Happy
65	Great work!

#	Comment
66	Great job on the new parking
67	move to Kelly
68	We need to be a Hub
69	Spread the love to Stinson! Gas prices/courtesy cars
70	Haven't travel but I had never been in one. But would like too.
71	Improve parking for persons wanting to rent cars.
72	need to have food and beverage stores in the pre-check area
73	I think you all are awesome and doing great work. Keep it up!
74	Pay employees more instead of pleasing only the tenants.
75	-Adding more non-stop flights (international) - Add more flights to Mexico
76	Add nonstops to Central/S. America and/or Europe . nonstops- Reagan DC/Boston. maybe midwest or Canada
77	Non-stop flights. Cheaper flights
78	I'm from Dallas and grew up when it only had Lovefield - that became awful and eventually the move to DFW was the very best decision. SA needs to move out to another place.
79	Would like USO beyond TSA security; not in main general area. For safety.
80	More direct flights needed.
81	Air fare ticket prices are the driving factor for making a choice between San Antonio or Austin.
82	Why do I have to drive to Austin for better flights or less stops?!?
83	I like current location. Would not want it further south or east or even west.
84	seeing more direct flights
85	More cheaper direct flights from San Antonio.
86	GREAT AIRPORT
87	Keep the airport in town. I love the convenience of the location.
88	Grow the airport for the city we want SA to be.
89	Need to know: 1. sound! 2. value of my home after increase in sound over Bluffview . 3. re-sell loss
90	- More direct flight to destination - Major airline hub stations
91	Primary concern: Do not change flight path where it adversely affects Bluff View Subdivision
92	put more of the quizzes in more locations
93	improve line control
94	Going to other vending/community places would really get the word out.
95	Build new airport on southside of S.A.
96	Updates on construction at airport or near would be very helpful. updates on anything new happening at airport.
97	Current airport location is invaluable asset. Also, as someone whose entire career over 30 years has required significant air travel around the globe, I have seen and experienced many, many airports...and our airport here is quite a good one and a pleasure to use. Most of the complaints I hear [against] it I find baseless
98	hopefully this will be a "system" plan and not just the San Antonio airport

#	Comment
99	Allowing Combat Veterans (not just a select list) parking discount. More specific; sometimes my Meritorious Service Medal license plate is honored but my Desert Storm/SW Asia/Kuwait Liberation registered vehicle isn't?
100	I feel that public transportation capacities at San Antonio must be greatly improved (i.e. train service/trams) and that greater international flight service be provided (i.e. nonstop flights to Europe) as I often need to travel to Houston or DFW to do so.
101	N/A
102	This is very exciting, I would love to see more non-stop destinations. There are some great parking options that don't charge very much but it would be nice to maybe have a larger parking garage that is close to the airport that offered cheap parking with a shuttle service. Most likely would generate enough money to pay for the shuttle drivers and someone to man the gate to pay, or maybe offer a credit card machine to process payments
103	Also look into possibly using Kelly Field as an international airport (longer runway, more nonstop destinations)
104	Parking garage has been a huge plus. Though initial designs should have included the long term garage to be able to go down to floor "0" (Same floor as short term parking and airport entrance). Safer to travel across the road between garages. Another terminal (terminal C) is badly needed as there are no way near enough seating not outlets for everyone. Most of the time I have to sit on the floor myself or sit many gates down.
105	It would be great to be able to fly to London non-stop.
106	I wish there were more domestic and international flights from SAT
107	<p>I would like to know more about Terminals C and D in the future. Are Terminals C and D going to have additional check in desks for airlines that are already present in Terminals A and B?</p> <p>Terminal A seems very congested most days with not enough room for heavy traffic. I have seen plans online from Google searches where Terminal A is expected to get a renovation, but would like to get more information about that.</p> <p>Is the San Antonio International Airport going to have more flights in the future where it has flights taking off nearly 24 hours a day? We already have departures from 5 am until 10 pm at night and arrivals from 5 am until 2 am the next morning.</p> <p>What about direct flights to Europe and Asia? I know it depends on many factors, but I would like to see if there has been any consideration and research into whether those flights could be possible in the future. Also, are we going to have currency exchange available at the airport in the future?</p> <p>Other airports have flights land in one terminal and the connecting flight leaves from a different terminal. Is San Antonio expected to have enough traffic to where this is also possible?</p> <p>Do you know if there are any plans to bring in more restaurants and shops? I have seen larger restaurants and ice cream/smoothie shops at other airports after their population and travel volume had grown significantly.</p>

#	Comment
108	Of course safety is the number 1 consideration what i think of for traveling and airports, but after that it is convenience, price, and # of direct flights. Thank you for requesting feedback!
109	I would like the city to go ahead and expand the airport terminals and runways now.
110	I really like SAT. I just wish we had more direct flights —especially to AMS and major tech hubs.
111	Expand the current airport if possible or build a new larger airport. It's very expensive to fly out of San Antonio and there are not many nonstop flights. So I'm almost always guaranteed a layover somewhere in order to reach my destination. Even if that destination is a [popular] location, i.e. NYC, LA, Denver, Seattle, etc. Also, it would be helpful to have more budget international airlines/flights in and out of SA.
112	New restaurants, fast, fresh easy snack type foods, i.e. Nestle Toll House Cafe; Wayback Burgers
113	If we want grow as a city we need to invest in our city. "New airport". Rail system to and from airport
114	Need more space for seating prior to departure in the terminal area.....Terminal A is awfully crowded !!!
115	your parking garage needs much improved signs or pavement markings for those unfamiliar to find their way from the terminal to the long term parking
116	Walking from long term parking to terminal is cumbersome due to requirement to use elevator to go down to level 0. Should be able to use elevator in long term parking to be able to go all the way down to level 0. Using and waiting for 2 elevators is a burden.
117	Without more nonstop flights, it is becoming more convenient to drive. Delays now seem to be a constant, and it is uncomfortable to sit in airports.
118	1.Provide current layout and travel statistics on the planning site page, so we can have a knowledgeable baseline. 2. Along with questions about usage of the airport, ask if would we might use the airport more often if different circumstances. Some of us may be electing to drive to out-of-state cities within the US in preference to using the airport because of certain factors that may be fixable. Thank you.
119	The long term parking garage elevators are horrible. Broken half the time, no a/c, and slow. Absolutely HORRIBLE. They must be fixed, replaced or something.
120	Maybe get rid of those unnecessarily angry cops that make you circle the airport even though the person your waiting on is walking out or your saying goodbye to someone as when you're dropping them off.
121	I previously lived near the SA airport and taught at MacArthur HS. The noise from airplane flight path was significant, so we moved to the far west side of Bexar County on Potranco Rd. outside of 1604 near Lieck Elementary School. Now, even though we are 10 miles from Lackland AFB, we continue to hear regular noise pollution, especially on cloudy days. I would not want any additional airport noise!!!That would cause us to want to move AGAIN.
122	Aviation business owner/commercial pilot, and consultant. The lack if terminals and gates to support additional aircraft traffic. Only 2 runways that can be used for airline traffic limit the capabilities. The location limits expansion without exercising [eminent] domain. Many concerns and ideas.
123	Expand the runway over 281 into the business park. The expansion would be cheaper than relocating. It is an easy airport to get in and out.

#	Comment
124	This is an exercise in futility! Good PR, but not viable or feasible! Been talked about for over 3 decades that I'm aware of, None of us will be around if ever it comes to fruition!
125	Need for VIA to have earlier service in early morning and late evening especially when you us at the SAT 2 hours before a flight, I could not even walk home because no VIA service and no continuous sidewalk to SAT when there is no VIA service. I had to wait in the airport until sunrise for a bus or walk to North Star Mall area carrying luggage in the grass most of the way.
126	Please add Waffle House.
127	Noise, too loud
128	I like the current location of the airport. It is easy to get to and is not that crowded. It would need another terminal if the traffic doubles from today. Are the runway lengths a limiting factor to bring larger planes into the airport?
129	Larger Cell Phone Lot.
130	Shorter TSA lines, more plugs, free wifi, more workstations
131	Offer newsletter to keep us updated periodically.
132	Continue the pursuit of more destinations and inform the city to take advantage of the new routes.
133	As another option for question 1: Information about what the construction will be accomplishing as well as a timeline for it's phases and/or completion date. 281 N construction has a good site for that. Las Palapas was great! Would be nice to have that back as an option.
134	Was told when last renovation that family bathrooms were a safety risk. Why then do they exist at most airports?
135	Need to increase long term parking capacity.
136	In the last year or two we've driven to our daughter's house in Dell Valle, Austin and taken a cab the next AM to the airport (10 min.). Why? Lower fares and direct flights to our destination.
137	Nonstop flights are needed. Plan for an international hub as well a national hub
138	Looking forward for the new addition. Good luck, thank you.
139	more direct flights!
140	I work for Southwest Airlines and customers frequently ask about: rental cars onsite, nonstop flights, ease of car/public access to airport
141	Signs - more in Spanish. When changing planes - airlines should have gates in close proximity to each other. It's horrible to have to rush from getting off a plane at one gate and having to rush across the airport to another gate that is far from the first one.
142	Adequate signage plan from parking to various areas of the terminal. People at the airport are always in a hurry! No time to ask questions about where to go. :)
143	public meetings in various areas of the city closer to completion to explain routes, etc.
144	more tours of campus
145	lots of room at Brooke City
146	would like to see more terminals and non-stop flights
147	low fare prices encourage use
148	Send me the website for SAAS.
149	great service
150	Our airport needs an update (interior design)

#	Comment
151	Larger and more modern airport is needed.
152	Bus tram long term parking to term.
153	climate traffic
154	Need a third terminal! badly
155	Great to see more non-stop flights!
156	:)
157	Build transit systems to prepare for 18 million passengers
158	Bigger TSA security check point
159	I love SAT! We live 5 minimum door to door and appreciate how easy it is to get in and out of the airport.
160	I travel 12+ times per year. SA airport is by far one of the worst airports in regards to our city size that I have experienced. It needs expansion, better amenities, better parking, etc. in order to compete with other top destination cities.
161	When catching the bus [illegible] I just feel like a kid in the candy store because just seeing the planes go by.
162	We need to think [illegible]. No small steps. If we are to compete with major cities for business and talent, we must have a significant airport.
163	Future airport designs need to be convenient for transit, prioritize nonstop flights to US/int'l destinations, and minimize wait times inside the airport (check-in and security)
164	No smoking and phone use around gas pumps in new garage by car rental company.
165	Not a very helpful survey! Too broad, what are you looking for in your answers. Would love more info and engagement. Airports are the connection future to any city. We lost so many HQs and business opportunities already due to lack of our airport quality. And there is no change in the future. We rank continuously low in airport surveys. Lack of nonstop, lack of good prices, high parking costs, no expansion possibilities etc etc.
166	Learn from other cities world wide mistakes. Not our own.
167	Love our airport!
168	Thank you!
169	My suggestion is for a VIA Express route between the airport and Centro Plaza.
170	Keep it small! Keep easy lines - don't make it complicated.
171	Need some good restaurants outside of check point.
172	Food on first floor
173	I like the airport
174	Very interested in the future of the airport
175	None at this time
176	More parking closer to terminals
177	Have enjoyed the updates at the airport so far (minus TSA that does not always manage their staff/wait times well. Example 2 weeks ago midday flight, showed up 90 mins early for flight, spent 10 mins at check in and baggage drop off and close to 40 minutes at TSA line; there were only 7 people ahead of me. I understand they were training but I had plenty of time to also observe them hugging and joking and socializing. Clear the line then relax, did not present as professional. Did address it at the time and the excuse I received was "training"), look forward to seeing what is next.

#	Comment
178	What about noise abatement? The Replacement Window/sound proofing program came to a halt. Air traffic noise is still on the increase and many homes within take-off and landing paths have yet to receive improvements for noise abatement.
179	I love my SAT!
180	Bring back the shuttles.
181	Provide more public transportation in and around airport
182	What consideration is being given to neighborhoods on flight path
183	Please keep direct flights to Colorado Springs.
184	More non stop destinations and attract other low fare airlines
185	Need to compete with austin for [international] flights. I myself had taken 3 flights to europe this yr. And know lots of people that are [flying] tk germany and UK from austin. That could boost san antonio airport maybe even cuba flights will be an amazing idea.
186	Get more nonstop flights
187	A 25% max (JET) take offs from all 4 directions runways would be fair. Share the takeoff noise to everyone who lives at the end of the runways.
188	non-stop flights from SAT are desperately needed. Also I wish airlines would stop treating us like a second class city (e.g. how about larger planes on flights from SAT to large cities like Chicago, New York etc.)
189	Bus/light rail options
190	Let our airport alone. It is in a great location. We do not need to be driving 60 to 70 miles away from San Antonio to catch a plane. Find something else to spend your time on. My time is valuable but apparently your time is not!
191	I would prefer a new airport with 2 to 3 parallel runways, far enough apart to have a departure/arrival only runway in order to increase arrival and departure rates. I would like terminals that do not include an alleyway so that aircraft do not conflict with each other pushing back. I would like ground surveillance. I would like us to be able to beat out Austin on all these things. Right now we are losing, and I see the biggest issue being our airport layout more than what amenities/flights we offer. These things will come with a better airport.
192	The international airport will need to grow to accommodate the future. Will need to acquire new location for larger aircraft.
193	Wish there was a non-stop to DCA. I always end up driving to the Austin airport as still quicker even with driving time factored.
194	The SA airport is dreary & dark compared to others I've visited. It lacks things to do or see besides the boring, overpriced food places. For being in one of the largest cities in the US, the San Antonio airport is boring.
195	Please update the restrooms in international arrival space!! Needs to show better image to tourists arriving in our beautiful city.
196	Please keep the airport where it is!!
197	Because passengers have to wait so long inside, it needs to feel comfortable. That would reduce stress levels, especially during delays and crowded conditions. Cleanliness is important. Inside space so you don't feel too crowded. Terminal 2 is great. Spacious, plenty of seating. Terminal 1 is too narrow and cramped. As a reference, DFW terminal D is ideal. It's been 10 years since I've been there, but Austin airport was great inside. Ease and good traffic flow in Pickup and drop off areas is critical.

#	Comment
198	get a nonstop flight to boston.... please.... i and im sure many other people make the drive to austin just to get to boston quicker - it shouldnt be quicker to do that
199	I used to take my son (now 16) to see the planes take off and land when he was a toddler. Since there are more security measures in place I can't do that with my daughter. Is there a way I can show her the planes safely?
200	Having flights from Mex. doesn't make the S.A. airport an int'l airport - it's our neighbor.
201	My main complaint is the lack of direct flights to and from SA. I hate having to leave at 5:30 am to catch a flight to IAH or DFW to then catch another flight to my destination, wasted time.
202	Improve the airport, it is a shame we have to go to Austin to get to Europe or even Washington DC
203	We need direct public transit from the airport to downtown and maybe also from the airport to the Medical Center. Please.
204	Make the concession restaurants stay open when the airport is open. Johnny Hernandez place shuts kitchen at 5:30 because "most people have eaten by then" ...in what time zone? Ridiculous.
205	Runway expansion, terminal expansion to keep up with rapid growth of south Texas. This airport needs to keep up with Austin to have any chance of real growth, both with flights, airport configuration, and terminal size.
206	We need more non-stop destinations especially to SFO, SJC, LGA, ERW, etc. Would like to see a comparison of Love Field and Austin to SAT
207	please move the airport outside 1604, to limit sound pollution
208	n/a
209	Something needs to be done in regards to updating the airport. It seems that we have ignored the airport and its place in the overall robust growth expected in the area. I am glad someone is starting to take notice of this issue.
210	Whatever is chosen will require funding; what are options?
211	I continue to be frustrated when improvement are made! Thrilled the rental and short term parking are complete, but frustrated that in order to go into airport have to wait for an elevator- why not a large escalator? Also- have you been to Love? See the WIDE walkways to the gates- at busy time in SA you cannot get down the concourse without dodging people. SA must think bigger- we continue to make decisions as if we are a small town.
212	Please keep in mind that the majority of the public no longer watch television or read newspapers for news about issues important to them, it's all about the internet.
213	The planes fly in too low over Churchill Forest and are too loud.
214	Immersive and art gallery/educational style projects in airports have really uplifted the traveling experience. Traveling can be stressful and when the limbo time is more enjoyable for everyone (sans phone) it can make people more at ease and kind to travel around.
215	Make the airport nice, like Denver or Seatac. San Antonio is tired low rate amenities.
216	I would like to see a San Antonio/Austin regional airport.
217	The long term auto parking experience at the airport has been substantially degraded by the recent changes. Effort should be made to simplify access from the long term garage to the security lines. It was easier to get to my flight when the airport was under construction than it is now.

#	Comment
218	Biggest suggestion would be to connect terminals A and B after security. Security lines in Terminal B have confused passengers about which terminal. Also, increase the number of direct flights to the Bay Area.
219	I've been driving to the Austin airport recently because they have more non-stop flights and often lower fares as well... so I can get to my destinations quicker (no layovers) & cheaper than flying from San Antonio.
220	Parking is hugely important! Very few SA take public transportation.
221	Surveys are great, thanks for sharing on Nextdoor!
222	Either add another airport or quadruple the size of our current airport. Our airport is pathetically small, the city is quite large, how do we expect to bring more large organizations to San Antonio, our airport is ridiculously small. I suggest building another airport entirely, or putting in a terminal down at [Lackland] AFB. SA International Airport needs more gates regardless of what happens. A city of 3 million should not have an airport with 20 gates, it should have an airport with 80 gates!
223	We are constantly choosing to drive to Austin for better flight prices and direct flight options for International flight. Please allow Southwest to reinstate direct flight to Mexico City!! This is our most common destination!
224	subway or light rail from downtown and other strategic points to Airport
225	It is pathetic that we are the 7th largest city in the US and our airport is as small and does not have as many direct flights or is considered a hub for a major airline. No wonder we can't get major companies to move to San Antonio or get any more major sports franchises to re locate to San Antonio.
226	I would appreciate consideration of a noise abatement campaign for my portion of the neighborhood where I live. 78216
227	The San Antonio International Airport could be as big a hub as Austin but is severely lacking! Only a select group of airlines fly in/out of SAT with a limited schedule. International travel is very limited unless you want to go to Mexico. Terminal amenities, especially Terminal B, remind me somewhat of a regional airport not an international airport. San Antonio is one of the fastest growing cities we have but this growth is not reflected in our airport.
228	1. Assistance is needed from the parking to the terminal - for older passengers traveling alone (+ handicapped). 2. The entrance to the short-term parking is not clearly indicated: I ended up in the long-term, during my last trip, and had to go around one more time. 3. This survey should show N/A or 0 in question # 4
229	more direct flights/ in particularly Portland, OR
230	I am concerned that San Antonio's Airport is not keeping up with its status as the 7th largest and fastest growing city in the USA. Thank you for tackling this issue!
231	Demand is growing. For San Antonio's future economic growth and to retain the industries and businesses that it currently has, it needs to expand to allow for more flights and ideally more direct flights nationally. The location is great, we all appreciate the convenience but if there is room for expansion then that needs to be considered.
232	The location of the SA airport is ideal & with all the money spent on recent improvement, e.g., parking garages, terminal 2 remodel, etc., I hope this survey isn't a precursor to moving the airport location.
233	Move airport south of downtown. Plenty of space. Plenty of room for traffic. Plenty of room for growth.

#	Comment
234	N/a
235	There needs to be a good coffee shop outside of security for those waiting for passengers!
236	Food is bad at our airport!!!! Unhealthy. You can't even get a freshly made sandwich. Secondly the noise levels for those on the flight paths is increasing in frequency and decibels. I haven't heard any plans to change these approaches and move them over streets or over industrial areas. Or just plain move the airport to one of the old Air Force bases as Austin did.
237	Find a way to buy property around the existing airport and expand the facilities here. Main asset of SAT is close proximity to downtown and suburbs. We do not need a new airport in some distant location.
238	The last compliment I read about the airport is that it is customer friendly - - in part because it is not a mega-airport.
239	If the airport moves (i.e. combines with Austin), there MUST be high speed public transit options. One of the joys of the SA airport is its location. Any changes [need] to take into account transit, employment, and volume of travelers
240	SA Airport is one of my favorite airports - free [Wi-Fi], easy to get through TSA, easy to find gate, not too noisy. Not sure why it was designed to take two elevators to get from long term parking to the terminal, as this creates a lot of confusion for many travelers. Rental car facility is nice.
241	Advertise USO better and more
242	Need more restaurants before the check point. No place to get coffee nor breakfast sandwich.
243	Our airport needs to be convenient and competitive with other major airports [in] Texas to receive additional arrivals and offer flexible departures for international flights. Add more restaurants/bars, coffee/tea/beverage stations with free [Wi-Fi] and charging stations that are accessible before entering the secure areas.
244	The parking garage is VERY CONFUSING - The numbering system IS RIDICULOUS.
245	Leaving San Antonio due to the low number of non-stop flights. This seriously needs to change!
246	Consider a regional airport that will serve the I-35 corridor from San Antonio to Austin. Maybe located east of San Marcos.
247	Na
248	Please stop fantasizing about our airport as being 'international.' We only have international travel to Mexico. For all other international destinations one must travel to Houston, Dallas, or other major airports. And stop planning 'to move' the airport. MOVE IT already. Yes, you may upset those in 09 and 12 zip codes, but this is the 7th largest city in the U.S. There are many other people that would like to have the airport nearby. Stop talking about it, and quit conducting useless surveys. Please DO something about it.
249	Keep the airport where it is, just enlarge it. It's very close to downtown, which is a big plus.
250	Will San Antonio ever be a travel "hub"? Is that even something desirable for our city? Also, how will the advent of alternative transportation options (e.g. high-speed rails, self-driving vehicles) influence the airport's strategy in the coming decades?
251	Consideration of new regional airport between San Antonio and Austin should be seriously considered.

#	Comment
252	San Antonio lost some of the biggest fortune 500 companies headquarters just because there are no direct international flights towards Europe and Asia. San Antonio must focus on attracting travelers from Europe and Asia in addition to South America to attract fortune 500 companies. It benefits the economy and the citizens of the San Antonio.
253	Improve ticketing & security check
254	Our airport needs more direct flights in general, and to places farther away. Getting your bags after a flight is a problem and time consuming.
255	Need more seating/charging stations
256	Thanks for taking the time to create a survey and check the pulse of the public on airport planning and some operations.
257	If we are an international airport We need to have [restaurants] and stores open in the airport when people are flying in and out. They have no 24 hr. areas.
258	Look to PDX airport for reference on redoing the airport.
259	Get rid of hokey ambassadors. Decide if you want to be an airport for people who actually live and work here or just bottom-market tourists. And put some damn a/c in the parking garage elevators!
260	Picking up my 77 year old mother has become a real hassle. Last Christmas, I had to park, take a shuttle & take her on the shuttle. Picking up people at the terminal is a nightmare. Terminal A also looks really sad compared to newer, updated airports.
261	I love the size and convenience of the current San Antonio airport. The new parking is strange. You take an elevator down from the parking garage then walk across then take a 2nd elevator down then walk across then take an escalator up 2 floors. This seems ridiculous.
262	Love the new long term parking garage, need more handicap spaces!!
263	Transportation INSIDE of airport for handicapped, accommodations for handicapped, parking and loading ease. KEEP AN "IN TOWN" AIRPORT!!!!
264	I suggest building a new regional airport for all the small private and corporate planes that currently use SAT. I have had numerous delays on Delta and Southwest flights due to small planes with landing gear or engine issues that result in the runways begin blocked.
265	Noise abatement is very important to me
266	I hate going to the Airport. Its [too] congested. Makes me very nervous. I always avoid having to pick up at Arrival and Departure.
267	Very important to me is departure time; so many flights are not nonstop so I often have to get up at 3:00 am in order to be at time airport for an early flight. I do love the green/red indicator lights in the new parking garage for available spaces!
268	Airport is too small. Years ago should have worked with Austin to build a great regional airport like DFW. Instead our normal small town thinking prevailed.
269	Handicapped accessibility is very important!
270	If the parking garages are full, it would be helpful to know about this before exiting 281, so one could go directly to long term parking. The sign just before the garage entrance is informative and yet, highly annoying.
271	Non Stop to Boston would be helpful. Flight costs are often higher in San Antonio than in Austin. I drive to Austin to save money.
272	The last few times I've been through SAT the TSA Pre-Check line isn't open and I have to wait a while in the regular security line. This defeats the purpose of me paying for Pre-

#	Comment
	Check. Its frustrating when I get behind a family or inexperienced flyers and have to wait for them, hence why I paid for the Pre-Check service.
273	More direct flights in and out of SAT - make it happen!
274	Flow of traffic is important for arrivals and departures. Since security requires early arrival, airport restaurants are important additions.
275	Thanks for asking.
276	n/a
277	Would love to see a direct flight to Peoria
278	With the estimated increase in air traffic, what will the city be doing to minimize the noise / pollution impact on residents, specifically those who live near the airport?
279	SAT needs more direct flights within the US. I love that the airport is in the city.
280	none
281	Availability of direct flights to major cities is an issue. I find myself going to Austin to take more direct flights.
282	Airport growth and expansion is vital for our city. Glad to hear there are some plans being made, I fear we are already too far behind.
283	I feel the SA airport is continually upgrading...so glad that all the rental car spots will be in one place. Wish the ticket prices weren't so steep.
284	Make outlets convenient and plentiful. Offer more nonstop flights
285	So tired of jet noise over my home during late or early morning.
286	<p>Hello! My name is Stephanie Aranda. I'm an San Antonian who currently studies architecture at Drexel University in Philadelphia. In addition to be interested in architecture, I am also very interested in aviation, urban planning, politics and community! I am so passionate about San Antonio and am so excited to see our beloved city evolve. I can't wait to return to SA and engage in our community. Until then, below are some of my ideas about how SAT can reflect our love for our city, show our commitment to hospitality and convenience, and embrace our local community and climate to create the best possible airport for San Antonio. The airport is an extension of our community - its the first thing air visitors come in contact with when they arrive and the last thing you experience before you leave. San Antonio is unlike any other city, and we want to make sure people know that! First are a few things that I think the airport can benefit from:</p> <ul style="list-style-type: none"> - low cost public transportation from downtown to SAT - it's been talk for a long time about incorporating trains into our urban infrastructure. They're fast and timely. As the city grows larger, I can see that trains would be a fast and efficient way of linking people to get to were they need to go faster. For now, we have VIA. Growing up in SA, I have not seen too many people use the bus, but it is something that I hope will become more utilized. So the bus linkage to the airport is great, but in an evolving world and growing city, speed and efficiently are key - two components that buses don't always offer. - convenience stores in airports! - nowadays, it seems like airports and malls are becoming one in the same. Who needs to buy high end items or luggage while they are inside the airport?! While SAT doesn't look like a mall, I have seen this plenty of times in other airports. It irks me a tad, the average traveler is usually running from place to place, often remembering what they forgot while they wait inside a terminal. Having

#	Comment
	<p>convenience stores where travelers could buy last minute goods such as stationery or personal care items, would be a great convenience. A mini CVS would be appreciated by all travelers!</p> <p>- spots to past time - whether you're a traveler stopping in SA for a layover or arrived to the airport early and looking to kill time, there should be designated areas that provide comfort and interest to the traveler. I went to Albuquerque a couple of months ago for business, and an unexpected thing I found at the airport there and loved was that they had an observation deck. It had a great view of the tarmac and of the mountains in the distance. Finding this observation deck was such an exciting thing (especially because I'm an aviation enthusiast!). With SA having so many military bases as well as the best flying weather in the country, why wouldn't we want to show off such a key factor that defines our city?</p> <p>- dining options - I have to admit, I think SA does a great job at this and I hope that as the airport expands, SAT will continue to host local eateries within the terminals. A few weeks ago, I ate at La Gloria with a non-SA friend who was visiting. Although we didn't get a chance to visit the Pearl location, the airport one still was able to offer local cuisine to travelers and locals who didn't get to make the stop while they were in town. In addition to local eateries, it would be great if local coffeeshops and bakeries could show up too! I can envision myself in the future sitting at a Local Coffee, Rosella Coffee Co. or Bakery Lorraine in the airport while I am waiting for my next flight. Any why don't we have a Mexican baked goods in the airport yet? Cafecito and a concha could make anyone's morning! There is one thing I do want to see back in the airport - Whataburger!!!</p> <p>- an updated airport traffic control tower - again, it's one of the first and last things you see. Think of the ATC tower as an extension of the downtown skyline. Our ATC isn't unique, I have seen plenty of airports with the same one. Let's add some SA flair to it!</p> <p>-public art - it totally transforms the space and the way people interact with it! Everytime I go into Terminal A, I see someone taking a photo of Plexus C18 by Gabriel Dawe. However the suitcase circle in Terminal B is interesting, but not as engage and fun. And don't just showcase well known artists, show some local work too whether it be from a local artists, student group, etc.</p> <p>The next couple of points I would like to bring up have more to do with the architecture side of things, but are important in shaping our identity! I hope to see SAT committed to sustainability.</p> <p>- conservation - its important that SAT features high performance building develop and low-flow fixtures in order to combat high temperatures and minimize our water usage</p> <p>- materials & resources - recycled materials used all around reduces waste and makes great use of otherwise unused parts. Regional materials and resources should be use implemented to reduce environmental impacts from excessive transportation.</p>

#	Comment
	<p>- energy & atmosphere - we have a lot of sun, so lets make use of it! Generating sunlight to electricity can produce a good portion of the building's overall energy.</p> <p>- air quality - our Texas air is so clean compared to the northeast air. Let us embrace our air and have good indoor air quality as well. This can be improved through use of the correct entry systems, CO2 monitors, indoor pollutant control and outdoor air filtration. Materials should have a low-VOC content to improve air quality.</p> <p>I also have to compliment SAT on a few things:</p> <p>- cleanliness - What a beautiful and clean airport we have! I'm always proud to know that our airport is very clean and maintained. Travelers definitely enjoy the little luxuries of a clean space!</p> <p>- friendly staff - keeping up the SA love!</p> <p>- small but homey & international feel of the airport - directly reflects SA's big city/small town feel!</p> <p>Thank you for taking the time to read through the long comment. I hope these points assist y'all in transforming SAT! I have classes year-round, but plan on being in SATX next summer. I would love to help envision and plan the future of SATX while I am back next summer. It is a real joy for me to contribute back to SA!</p>
287	Need more seating in the terminal
288	I travel once per year but I go to the airport often almost every other month to pick up family. Once in the airport going up the ramp to leave someone or the ramp below to pick up someone is almost always congested. When remodeling should have made more lanes. There needs to be a more organized way when leaving or picking up passengers. Too many cars just stopping anywhere to drop off passengers. Thank you.
289	Move the airport - this one is unsalvageable. Fire the architect - it is simply [embarrassing]
290	Based on the population growth in San Antonio, new airport is necessary. If city want San Antonio to become a real center, bigger airport is a necessary. First impression is important to people, especially for business people who [flies] often and wants to do business here. Bigger airport is a priority to draw attention to major airlines in order to open more routes and bring more people.
291	Provide shuttle parking lot service two hours before flights begin.
292	Noise abatement continues to be a serious concern of mine.
293	Expand the airport in its current location.
294	Get rid of the city manager would help
295	Don't forget to strategically fix the horrible roads inside the airport property. The nice buildings don't match the third world country streets!
296	We need the Shuttle again from the arrival gate to the long term parking lot.
297	I have felt strongly that our airport needs to expand (more runways, more non-stop flights) to attract businesses that will create more opportunities for residents and prosperity.

#	Comment
298	THANK YOU for not allowing luggage people that swarm cars & take off with your luggage while expecting a tip at SAIA!! PLEASE improve the visibility of signs to gates coming out of security. It's dumb for me or our guests to have to ask someone where the signs are. PLEASE [lengthen] arrival & departure car space: crapshoot not to get hit or stuck. Also PLEASE get security to cut people some slack in time at arrivals posts. I can't always circle the airport when a flight is late when it gets dark or the weather is bad. Give me a minute & no I'm not going to park & walk-disabled and alone & really old. Thank you for listening!!
299	I have driven to Austin for a direct flight to DCA.
300	Working elevators in new parking garage. Two were not operational during the busiest time of the day. Also, better lighting and signage on the way into the airport. Near miss hits by people not knowing which lane to be in.
301	Need all gates to be commonly available past security
302	Use our geographic location as our competitive strength to lure fliers and airlines.
303	We actually despise the long-term parking at the airport now. The fact that you have to go down, then up, then across, then up/down again is ridiculous. Signage is awful and every was lost the last couple times we flew.
304	Always keep the tsa line short
305	[Traffic] signs to arrival/departure areas VERY CONFUSING. I end up in the wrong lane EVERY time I go!
306	I strongly believe that San Antonio must build another airport (maybe domestic) outside the incorporated boundaries. It must do this to plan for continued growth on the northside, but to help feed a growing economy. It might be worth having one near San Marcos (SA-Austin Metropolitan Airport) or up NW of 1604 where growth is greatest. SA will never become a true financial/business/talent center without a major travel hub of 2-3 big airlines. The Atlanta airport transformed that city!
307	Since I live near the airport the possibility of expansion that's good for the city is not good for me. I can't afford to soundproof my home nor move, there are times when the windows rattle.
308	Please make our airport equal to what the 7th largest city in USA should be. It's embarrassing how small it is and how [Austin] gets better flights and has more carriers that utilize it. If San Antonio leaders continue to think small and keep San Antonio small, this city will outgrow itself and major companies will move elsewhere without the flight options Dallas and Houston have.
309	I'd like to see the airport expanded, but in its same location! It's SO convenient!!
310	With delays now a constant factor, comfortable seating has become a real priority. There was one airport that actually had some chairs that allowed you to raise your legs, something I badly need for heath reasons.
311	Connect the terminals on the secure side so passengers will be able to access all vendors without having to go through security s second time
312	Convenient and safe baggage pick up is needed.
313	Signage at airport is confusing leaving the airport by car. Have gotten on the wrong freeway several times.
314	I like to enjoy looking at different types of art at any airport I travel to (including SAT). I appreciate paintings and sculptures.
315	What are the busiest days of the year for S.A. International Airport

#	Comment
316	You should be embarrassed that Austin's airport has so much more capacity and non-stops than San Antonio. I shouldn't have to drive to Austin to fly to London.
317	Need one security access point and not separate between the new terminals. Many times I've had to change flights on AA and had to switch to A terminal and I have to toss the water I just bought in B terminal and buy a new bottle in A terminal and that gets expensive with the airport pricing on everything.
318	Parking is also important. I travel weekly so this info is great
319	1. The signage for the parking garages is confusing and hard to read. Please make it more clear as to which lane leads to the short term parking and which goes to long term parking. I often end up where I don't want to be because I cannot decipher the signs quickly enough. 2. You need some means of transportation to and from the short term parking garage for disabled people. The current arrangement poses a significant hardship on anyone who has difficulty walking.
320	The current airport is convenient and accessible. Need to make the TSA lines move a whole lot faster. Otherwise, no complaints with the airport as it is now.
321	Develop a connection between terminals A and B (much better restaurant options in A)
322	How do you build a new parking garage and already have overflow issues? I'd love to get an explanation.
323	Enforce arrival parking regulations. Diversify restaurants. Increase seating near gates. Make gate announcements more uniform and louder.
324	We recently moved from San Antonio and while we have access to DFW and DAL I miss the ease and convenience of SAT
325	Please don't build regional airport. I don't see our service improving just because the city spends a ton of money on a new airport.
326	Please discard the 50's old music you play over the entercom ! It's so past tense ! Nobody likes that kind of music
327	It would be great to have more international flights from SAT, esp to India. There are a lot of Indians living here and we have to go to Dallas or HOU to visit India.
328	Put somewhere to eat/ get coffee outside of secure gate areas. Many people wait here and have zero options.
329	At times I have driven to Austin because of better international flights & I would much rather always fly from San Antonio.
330	Nonstops!!!!
331	Having the exact same route to the two terminals needs to be revisited. First one creates traffic congestion that back ups making it difficult for flow of traffic. At one time I was "gold " on three airlines due the amount of flights I was on each week from San antonio. The current situation will not hold up with the increase forecast of passengers.
332	Aircraft noise is very disturbing
333	Location of current airport is perfect. Close to downtown where most tourists visit.
334	Parking at the airport for a flight takes up a ridiculous amount of time. It's the number one complaint I hear from my neighbors and friends.
335	Build a new airport!
336	Desperately want non-stop flights to Washington DC Reagan Airport.
337	Especially since everything is so new, I'd like a better information system to identify, for departures, where I am when parking and the fastest way to the terminals; then as equally, an easy way to locate your vehicle upon arrivals.

#	Comment
338	CoSA missed a huge opportunity when Kelly AFB shutdown. Austin was forward thinking. Unlike the dinosaurs running our city.
339	Healthier food options, non-stop flights, and polite/speedy airport security checks, are big factors for me.
340	Need better public transportation to the airport and to downtown. The public transportation in a city this size is embarrassing.
341	Really 14 mph approaching parking and gates....[speed] bumps would be more effective in slowing cars down.
342	Please do NOT move the airport! It's north central location in San Antonio is great for most people living here and easy to reach. If you move way north or south, etc it will increase travel time significantly!! The people who complain about airport noise need to shut up. They should have known when they bought near an airport that there might be noise in certain areas close by.
343	Easy access by car, more non-stop flights
344	Long term plans for an airport, unlike for highways, should be big and quick. You must take your best projections and make changes now. One of the things travelers hate is construction at an airport.
345	I enjoy the airport. I'm thankful the #5 bus takes you right to the terminal for \$1.30-\$1.45
346	The location and convenience of the current airport is one of the city's greatest assets and should be valued highly in any analysis.
347	More lines to go through security.
348	Flight path has not been identified in the survey. This is extremely important to San Antonio residents.
349	Really need convenient short term parking!
350	The security area needs to be much larger and serve both terminals. This is the only airport I have ever seen that has separate security in each terminal. If someone arrives on American and needs to switch to a Delta flight, they have to waste precious time going through another security check. Passengers should have access to all terminals after passing through security.
351	SAT needs additional TSA lines for early am flights.
352	It will be interesting to see how the airport can expand being surrounded by development.
353	Accessibility to/from the airport and its ancillaries is of importance to me.
354	Would love to see more options for lounges in SAT, especially a priority pass eligible lounge.
355	It is not likely that San Antonio will ever have the lift of Dallas and Houston. A high speed train to either airport would be a very good thing. I lived in Lyon France, the countries 2nd largest city, and could take high speed rail right to CDG. This service was also available in many other French cities.
356	Please do not make me drive on 281 or 35 to get to the airport!
357	more flights to more cities and destinations are needed by SA to keep up with Austin Airport
358	Please add more nonstop flights to Destination cities with Southwest Airlines. The Southwest terminal area is in desperate need of an upgrade. It's very outdated. It reflects poorly on our city.

#	Comment
359	Would also like to have an assortment of "eating places" beyond security. More direct international flights i.e. Europe
360	It would seem feasible to have an area airport for S.A. and the fast growing small towns around it, rather than merely an inner-city airport.
361	TSA - I know their job is tough, but it would be nice if they would smile every so often. You don't want people's first impression of San Antonio to be poor because the TSA was downright rude. I was screamed at by San Antonio's TSA when I was pregnant for walking where I thought they told me to. It was an awful experience that I wouldn't wish on someone stopping through the city.
362	SAT is located in a part of the city that severely limits the amount of growth that can take place. They are effectively a single runway operation. The only reason delays aren't very high is because there aren't enough aircraft to be a factor. I now fly out of Austin for most trips because they have more non-stop flights for the same or lower cost.
363	The new parking garage needs better parking space numbers and better signage. It took me forever to find my car and I had even taken a picture of the spot and number - seems like each level has the same numbers and really confusing. Same thing happened to my co workers. It was also confusing on how to get to and from Long term parking and the terminal. I won't park in it again but instead will Uber
364	I especially like that the San Antonio airport is close to the center city and not in some distant outpost.
365	Despite recent "improvements," our airport is extremely inefficient when it comes to handling passengers through security lines. (Space and number of security gates are insufficient to allow easy flow of passengers such as would avoid congestion and long delays. Traffic flow and signage in parking garages are quite poor.
366	provide an atmosphere of less pushing & shoving.
367	TSA agents need to be more professional and better trained. The agents at SAT are rude and enjoy patting down people too much. Have some common sense or get better training on who is a threat and what to look for.
368	SAT needs more direct flights. My family, friends and neighbors constantly complain about this.
369	San Antonio International Airport is conveniently located demographically and for passengers going downtown or to area military bases. Every effort should be make to keep it where it is now.
370	Make changes to the way airlines load aircraft. i.e. start loading assigned seating from back, not front first.
371	Expanded noise abatement program needed for Eden neighborhood.
372	It's great how clean and modern the airport is. Keep up the great work on expanding non-stop flights. Retrieving checked luggage at SAT is very slow compared to other airports of this size.
373	The SA airport does not reflect the facility that should service the 7th largest city in the US - it is not in the same league as the secondary airports of Dallas and Houston (Love, Hobby). To support business, it should be possible to do up and back same day trips, esp since we're in the central time zone. That's crucial for business travelers. Today, most trips require a connection and that means a whole day is spent traveling.
374	I DO NOT want a new airport built. I would like to see the TSA precheck hours extended. The new parking garage is already too small.

#	Comment
375	A direct shuttle or train between the airport and downtown would be greatly beneficial to visitors.
376	The rental car solution/change at the SAT Airport is a complete disaster and a beyond terrible idea. The Walk from the parking area to actual airport causes such a delay when trying to catch a flight.
377	Probably to late, but there are way to many elevators that have to be used to get from the Long-Term parking garage to the terminal. Should have done escalators as they are more efficient. I now hate having to go the airport and park. It was actually better during the construction when we had to go around and could just walk into the terminal at baggage claim level and then only go up 1 escalator. Very poor design in my opinion.
378	If the 20 yr plan is to grow the SA Airport, it would be great to invest in conveyor belt walkways throughout the airport. It would be helpful and convenient.
379	The airport would benefit from an offering of local food and retail options.
380	Noise issues with increased air traffic needs to be re-evaluated. Those in flight path have less than 6 hours per night of no air traffic.
381	The new parking structure is terrific, but still very confusing to get from it (esp long term) to the terminal ... it seems so even for frequent travelers (I often provide assistance myself as a traveler).
382	Expand Expand. Extend runways for bigger aircraft. Or...make a second airport on the south or east side. Lots of flat land
383	Provide construction updates, parking issues, routing changes with our airport
384	Provide area at pick up for limo's and private cars.
385	Building a bigger airport that can accommodate larger planes will allow more international flights to/from SA. The city has outgrown the size of our current airport.
386	You really need to improve the pickup lanes. I'm so tired of having to navigate all the people that are just sitting there parked waiting for their guest. That lane should be constantly clear so that people that are ACTUALLY picking up can get in and those that aren't should either wait in the cell lot or circle the building. That's how every other major city does it. The last time we were there I got yelled at for trying to pick my wife up because there was nowhere to fit our car with all the parked cars.
387	Provide easy organized ingress and egress from airport.
388	Security lines are not staffed appropriately at busiest departure times. I regularly see agents at Pre check with no passengers waiting in line yet the regular boarding line is snaked around multiple times abs attended by 1-2 agents. Additionally, if ticket prices continue to be higher than Austin for major destinations, San Antonio will lose out on thousands of passengers per year.
389	Stop the perpetual construction and develop a clear plan to implement. Evaluate reason for lack of direct flights. Does SAT have unreasonable gate fees, poor ground crews, taxes, etc.?
390	I think the airport is located near many business locations. I have no interest in funding a new airport. Houston & Dallas are hub cities. We will not be able to compete with them, regardless of the SA location.
391	Long term the airport likely needs to be moved.
392	For this airport to truly grow it should be located elsewhere. Current location is locked in by residential and commercial development

#	Comment
393	If a super Airport is planned between SA and Austin, rail and bus options must be part of the mix... with easy links to transportation to and from home, with luggage.
394	Cleanliness of bathrooms are important to travelers. The women's bathroom is often disgusting with toilet paper with feces/urine still in many toilets/stalls. Multiple hooks should be inside stalls. Placing items on the ground is unsanitary.
395	Our airport is so very narrow and small in comparisons to airports in Houston, Dallas, Puerto Rico, Hawaii. The aisles need to be widened and floor should be flat.
396	Noise mitigation really needs to be address as well. The noise abatement areas are growing smaller yet noise, though not meeting increased decibel levels required, is getting more constant and disruptive to residential areas around the airport.
397	Keeping cars from blocking the pick up area while they are waiting on their guests
398	I can almost always find significantly cheaper flights from Austin. Why is that, please fix it.
399	The new garage layout with elevators that don't always work is an issue that should be looked at. Terrible design!
400	Love the convenience of the airport in its current location. However, it is getting increasingly crowded and is, frankly, unpleasant to walk in, wait in, etc. The best airports of similar size (capacity) I have been to lately are Austin (it pains me to admit this) and Indianapolis. Indy is the best airport I've been to of SA's size lately. Wide concourses, high ceilings, great restaurants, etc. I am interested in seeing an airport that welcomes visitors and residents in an elegant, non-crowded way. We also need more direct flights (but you already know that) especially to the East Coast.
401	Would fly more if more options and better prices existed.
402	departing planes wake me in the morning and at night
403	Thank you all for continuing to improve and plan improvements regarding the airport. It's a lifeline to many family and friends.
404	Keep the restaurants.
405	City should consider future airport site based on convenience to traveler, cost to city for property, airspace encroachment to the military, future highway infrastructure. Avoid already congested locales.
406	SA airport needs to step it up ... it looks so out of date and not friendly for visitors AND locals!!
407	Just keep the security lines moving
408	Markings on the road on Airport Blvd to better inform drivers which lane goes to the terminals vs every where else. More charging stations in the terminals. Connections between A and B concourse without having to re-clear TSA. Better signage from parking garage, through the car rental garage to the terminal.
409	Love the cell phone lot AND use of short term parking with military medal license plate...awesome benefit!
410	Have visited large airports & also airports of our size.. San Antonio definitely has the very worst layout.... most airports don't have arrivals & departures in the same section of the airport. The current design is confusing for most people and especially visitors, most visitors always comment about this.
411	Worst airport for the 7th largest airport in US Prices are higher than Austin and you can't fly non stop to other major cities Really disappointing

#	Comment
412	Would love to see larger gate areas , and more dining options that include alcoholic beverage options.
413	Grow the airport to attract large business and try to implement a smart hub airport the first time to reduce cost and optimize experience.
414	Congestion is the most difficult thing for me. Make signage and traffics lanes very clear. And place signs and markers far out enough for cars to get in appropriate lane early. Right now, it's unclear to a lot of people and there is quick, last minute lane changes that are dangerous and stressful.
415	I don't want the airport to be miles away and spend an hour driving. We are not Dallas/Ft Worth or Seattle/Tacoma. We don't want to have an airport with Austin.
416	Do not move the airport and give proper attention to private aviation, which must remain and operate with commercial airlines at our airport and NOT to [relegated] to some inconvenient smaller facility like Stinson!
417	SA messed up when the airport was not moved to the closed air base to attract more air lines and a possible hub and turning the existing airport to a regional facility.
418	More non stop flights are a must... But Frontier airlines is the bottom of the barrel worst. Unreliable, terrible service. Is that really the best we can do?
419	Need light rail system to take people directly downtown and to certain military bases. Eventually connect to Austin.
420	I would love to see plans for light rail in the city that connects to the airport.
421	Currently, I love the ease of getting in and out of the SAT airport. That said, the limited non-stop flights within the US is really bothersome.
422	Must work on influencing the state of Virginia legislature for a non-stop flight from SAT to Reagan National Airport! There are so many Federal government workers and military here in SA who routinely fly to Washington D.C. Also, more non-stop flights in general out of SA. We are a 2nd tier city due to the lack of non stop destinations out of SA, and this has cost the city jobs - for example when ATT left.
423	I would like to know about any changes to the noise abatement program as I live under a flight path.
424	Airport should be out of the City to allow unlimited expansions and least disturbance from airplanes
425	noise control, both inside and outside homes within 5-10 mile radius
426	The airport must be convenient to get to and from
427	Please make this airport bigger. Need more direct flights to US and International destinations(not Mexico and Canada) How is Austin getting these flights with less population.
428	If we can't grow our current airport we need to begin preparing the community for the cost of establishing a second airport. There should be a way to connect Terminal A & B for passengers in connecting flights [with] long layovers or for those who need to change airlines on the way to their destination.
429	San Antonio's airport is not representative of what is supposedly the seventh largest city in the U.S.
430	I just want to say I'm very impressed with current leadership and the direction they've chosen for SAT. When family visits, they always talk about how San Antonio is so "easy" and convenient, and they love all the upgrades and changes over the last five years. Also looking forward to the continuing additions of non-stops (I hope!).

#	Comment
431	I've been to airports all over the world..its a shame SAT is not up to date. Not enough [incentive] for airlines to fly in and out. Especially to latin America and Europe.
432	Whatever you decide to do please be fiscally responsible and remember you are not spending your own money, we expect the contractor bidding to be fair and honest to get our city the best results!
433	More nonstop flight and reliability in those flights would be great.
434	Build a newer airport from the ground up. West or northwest of the city. We need more runways that are larger and farther apart, accommodating a larger arrival/departure rate. More gates and terminals. We need much more room than can be gathered from the current location of the international airport. Starting from a new location will allow the city to build an airport that can take the massive growth that it's undergoing instead of stifling it.
435	Need better access from garage to terminal from long term parking. Elevators are unreliable and slow/crowded
436	Airport will never be big enough to be a hub for major carriers. Stop wasting money. On improvements and build a bigger new one with room to expand. Travelling anywhere from SAT is a major pain
437	Need more competing airlines ,therefore better prices AUSTIN is a good example too many times must travel to Austin for direct and less expensive flights
438	The current location of the airport does not provide for the [growth]
439	We need more airlines like Jet Blue, Virgen America, etc
440	Pick up of arriving passengers has got to be improved. You cannot have a world class airport with gridlock every time you pick someone up
441	None
442	I feel as though the restrooms are a very important part of the airport And i don't feel as though there are enough in the terminal areas. More snack options would be nice. There's only a couple of food options. There's barely ANY open for the early morning flights.
443	The City should do what it can with the Airport where it is, and make it last as long as possible, especially given that it just now opened that Rental Car Center. Don't move the Airport.
444	Please add more direct flights for god sake!
445	Our airport is extremely underwhelming and it's relatively small size greatly limits San Antonio as a whole. The food options are good. Please don't screw them up like Chicago Midway did when the city got greedy.
446	Uninvit TSA very unsanitary experience.
447	Make 13L part 121 compliant. Build terminals and they will come. Avgas is outrageous, it's been \$6.99 a gallon for 10 years even though fuel prices have dropped. And it's not because of the FBO's, it's the fees/tax's the city/airport adds. Quit trying to run out the small aircraft, and try to get all the air traffic you can, regardless of weather it is a jet or not. Not going to magically get bigger aircraft because you raise the prices on the little guys to run them out. Ticket prices are higher compared to AUS usually, again because the city fees on ramp and gate space is higher.
448	More nonstop international flights and public transportation connections to all parts of the city

#	Comment
449	Passengers with earlier boarding should be prioritized for security by boarding time. Those whose planes depart first should go through security first, Thank you.
450	We moved into district 10 to be close to the airport when we traveled often for work and pleasure. I hope the SA airport does not have to move though I know it is landlocked and SA is growing fast. We are a great city! I want it to maintain its friendly 'local' feel.
451	We need a better airport! Better food choices for early morning flights. Direct flights to D.C. Better full service Starbucks, where they don't run out of [decaf]! More direct flights to west coast on Southwest.
452	San Antonio lags behind on the [number] of flights and functionality of its airport. Parking is terrible, tsa is rude, rental car locations are not conveniently located like those in other cities (one central location for all [companies]) and airport lounges/clubs are [sparse]
453	Leave the airport where it is, conveniently located inside the city
454	Love that the airport is only 10 minutes from home! SAT should have direct nonstop bus service to downtown with all the conventions we have...the bus takes way too long with all the stops!
455	Having more direct flights from SA to anywhere within the USA or abroad would be very satisfactory, versus going all the way to Austin to catch a flight.
456	We need more non-stop flights to/ from SAT.
457	We need a nonstop flight to London-Heathrow from SAT!!
458	We need to convert one of our city bases as a new city airport that can handle the larger airplanes arrivals and departures just like Austin. which now has nonstop international flights to Europe. Our landing strip is [too] short for the larger planes. Lets get away from small town mentality and move forward!!!
459	Please consider building a new airport. With the growth in San Antonio, we need a modern airport that can handle the travel needs of the citizens and visitors. Plus, air traffic has increased so much that it is very irritating if you live near the airport. It gets worse all the time. It would be great to build with restrictions on residential homes within a certain distance to ensure this isn't a problem for others in the future.
460	I wouldn't even mind combining airports with Austin somewhere around San Marcos area if it would mean greater selection of direct flights around America and internationally for a reasonable price.
461	As a military wife and mother of 5 children 6 and younger, PLEASE consider families when planning the airport! Bathrooms that fit a tandem stroller, areas for moms to nurse, even a small indoor playground like the ones at malls would be great. Somewhere for busy toddlers to get out energy other than by crawling on the floor or climbing on seats while waiting for flights. Indoor plants and native plants for the landscaping would be great. Landscaping highlighting the native fauna are some of my most vivid memories of visiting other places (Hawaii, Arizona, Alaska, Florida, etc). I've been to several airports with indoor gardens and they're breathtaking and memorable.
462	While airports should grow and evolve with a city, it is critically important that the airport is a good citizen. It is very important to avoid increasing air traffic noise over residential areas.
463	We love to fly Spirit and having them fly in and out of SA would be heaven sent. They're customer friendly and priced right. Having to drive to Houston or DFW every time we fly gets overwhelming but is still worth it if we get to fly Spirit.

#	Comment
464	n/a
465	NOT A RIGHT THEN LEFT EXIT OFF 410E
466	More food outside security.
467	Build a new, modern terminal on north side of field while keeping existing facilities open during construction. Upon completion, use "old" south side of field for parking for bus and train to Austin.
468	Traffic during peak times is the worst, especially the lower level. Pedestrian crossing, utilizing police officers, poor signage, these are just a few of the items that make SA international one the most stressful airports to travel in and out of. I fly out of Austin when I can.
469	need to find ways to lower airfare out of SAT to be competitive with AUS or IAH.
470	Begin building a new, larger airport (e.c., DFW/Love Field, Bush Intercontinental/Hobby) to accommodate growing population. Make current San Antonio airport home base to Southwest and similar airlines. It is really disheartening to try to carry on a conversation outside your home but can't because the noise is so loud. Sometimes I must turn up the tv volume when inside and a plane passes over, and it's only going to get worse.
471	Have [Premiere] lane (TSA) always open. Attract great restaurants and stores. include a children's play area. Thanks!
472	Haven't been to the airport in at least 6 years, so maybe it's already been addressed. The stalls in the women's restrooms were so small it was difficult for a large woman, like me, to wedge myself and my carry-on into a stall and close the door. The few other airports I've used had much more commodious stalls.
473	I moved from Denver. That airport was moved from a convenient location to a remote location. That distance makes the airport rather annoying. I love the SAT airport, amenities, and staff. Keep drawing more non-stop flights (we partake in Southwest's SAT-OAK now that it's available).
474	A more efficient airport with less wait time means more time I can spend doing other things with my life. If I were any of y'all, my goal would be to have to most efficient airport in the nation. "Arrive an hour before your flight without a worry" would be the motto I strive for.
475	I'm an air traffic controller in San Antonio and I feel like we could really give this committee some good information about the problems with our current airport
476	The pick-up arrangement is not very good. The signage entering the airport by car is confusing as you pass the parking ticket booths. The split between drop-off, pick-up, and bus lanes. The taxi system is terrible and causes a lot of backup
477	The nee short term parking is great access to the long term garage clearly was not thought out. I frequently travel with equipment that makes stairs and [escalators] unusable. To get to the garage from baggage claim I have to take an elevator to the basement, cross over to the short term garage, take an elevator up to the ground level, cross an active roadway (and hope I don't become a vision zero billboard), and then take an incredibly awful elevator to the level that I am parked. Every time I depart and arrive at the airport I'm left wondering why the sky bridge wasn't erected between the two garages.
478	We would fly more often but we now foster Great Danes and they just won't fit UNDER the seat so we drive, even across country
479	Let families stay together through security.

#	Comment
480	The long term parking price per day seems high. It's like I rented a condo for my car.
481	Sending a survey is an awesome idea - thanks or whomever made the suggestion. Parking is still horrible so if the city is expanding, the parking will continue to get worst.
482	San Antonio terminal is so mish-mash layout inside terminals and in layout of all airport facilities, congested. traffic lanes for access to terminals, expensive.
483	Waiting time to pick up passengers max 5 minutes
484	Please help with the noise of the planes in the surrounding neighborhoods! Alternate the directions periodically or something to give us relief from the noise starting at 6am each day. Thanks!
485	Better wheelchair service!
486	More security officers. More safety precautions. Hire and pay a livable salary to airport employees
487	Make a kid area with a playground. Larger selection of food options.
488	Wouldn't need that giant rental car facility creating a long walk for in-town travelers if we had a better public transit solution for tourists to downtown.
489	Really loved the nursing/pumping pod for mothers.
490	The airport really needs longer/ more spread out runways to accommodate more traffic volume and larger aircraft. This would allow for more opportunities for international flight. There also needs to be more terminals with more gate space. The air traffic at San Antonio International is only growing. We need to do these things to stay ahead of the growth. Without staying ahead of the growth the airlines will incur delays causing them to lose money and have increased passenger complaints. This will eventually cause them to take their business elsewhere.
491	Increased air traffic needs to address the added noise for the residents living proximate to the airport. Specifically, the freight [airplanes], UPS, FedEx...they come in low, slow, LOUD, and at 5:00 in the AM.
492	Build terminal C and get more direct flights.
493	I am Disabled and fly at least once a year. Parking availability and unauthorized use are my primary concern. Last flight there was no disabled parking spots open and I personally saw 3 spots occupied by vehicles with no plates or placard. Further there was no shuttle available from the long term garage to the terminal.
494	Couldn't answer #8 because it wouldn't bring up the map
495	The only way to add more capacity to an airport is to build more runways which is impossible to do because of 50+ years of mismanagement and short-sightedness by the planners if the airport.
496	Need more non-stop flights between SA and other major cities. Need inside security access between terminals.
497	Right now it is quicker to fly from LA to Europe than from San Antonio. I fly to Berlin, Germany twice a year and have to leave San Antonio before 6 am to change planes only once in Newark. Then I have to wait 5-6 hours for my next flight from Newark to Berlin. Experience taught me that going through Houston to Newark very often leads to missed flights and/or lost luggage. In Berlin, a bus goes directly to the airport. No need for expensive transportation with a taxi or Uber. SAT needs public transportation and direct flights nationally and internationally. Memphis is better connected than San Antonio.
498	I'm interested in learning about plans for noise management in neighborhoods around the airport

#	Comment
499	More nonstop flights both domestic and international is #1 for us. We always choose to fly out of AUS because of this. We'd rather drive all the way to Austin to take a direct flight, than drive 20 minutes to SAT to take a connecting flight.
500	I would drive longer to get to a bigger , more [convenient] airport especially if flight path is not over homes and parks. The noise is disruptive to the environment
501	None.
502	The airport should have moved away from the city a long time ago. Poor planning. No real room for expansion. Should have gone to Kelly AFB. No major city has their airport as close because they know there will always be the need for growth.
503	Let's make our city proud not just for the tourists visiting our city but for ourselves.
504	Thanks for asking!
505	The whole place was planned wrong from the beginning. No helping this airport at all.
506	N/A
507	Seems that poor planning and project management are serious issues for your parking garage. Poorly thought out.
508	Traffic flow in and around the airport is very important as well as options for pick up and drop off personally as well as rideshare availability
509	The airport is fine where it is. It is way underutilized. You could add a significant number of flights during the day to offset the current peak time usage, and provide more destination options and cheaper flights for the airport users. it is also centrally located for most people living in and around San Antonio.
510	Thanks for asking.
511	How is it that Austin, a smaller city, can have more non-stop, more destinations, etc, that people from SA will travel over an hour to get to???? SAT always under construction & still a mess. The future is now! Could be even bigger tourist spot if SAT could handle & have flights from more places!
512	Parking is a mess. Need two lanes for pick up and drop off. Congestion is terrible.
513	Air smells from plane exhaust. Noise is horrible. Go build a new, bigger airport elsewhere.
514	Na
515	Would like city and military re-engage to get direct flights to DC area.
516	Need more direct non-stop flights within the US. Need more direct non-stop flights to Mexico
517	San Antonio does not have enough seating room for patrons. This is important.
518	For a city of 2 million people we could use more options when flying.
519	Better restaurant options in Terminal B. I fly full time for work and would love more selections on that side of the airport. I hope that one day there will be more non-stop destinations. I fly out on Monday and back on Thursdays- the ability to get to work without the constant connections would be incredible.
520	If the airport plans to get any busier than it already is, it should relocate outside the city limits.
521	More transparency needed about airport expansion plans.
522	Would like to see amenities available later in evening for late flights.
523	I really like the location of the SA airport, but would like more direct flights within the US and international.

#	Comment
524	I'd like to see the San Antonio airport better reflect our unique culture and Hispanic heritage. The food options are limited and not very appealing compared to other airports I've visited. Increased seating area with convenient access to power outlets and USB outlets would improve customer satisfaction in our airport. The free wifi is appreciated but connection is weak. You have to sit at the far end of a terminal B to get good connection. But if you go early in the morning, the restaurant with the best seating at the end of Terminal B is closed and roped off. Very frustrating to see a good empty seat where you can get WiFi but have it roped off.
525	Nothing to add
526	Add more nonstop to other Mexico Cities. Add a early morning departure to both MTY AND MEX!
527	More direct international flights from SA would be appreciated rather than having to fly out of Austin, Dallas or Houston
528	Website to check parking is great. San Antonio is unique in that it is either super busy or dead and it's a crap shoot when you show up. The face of the airport are the airlines. American is terrible. They are like having the post office represent the Federal Govt. They make you look awful when it's not your operation, but that's who the public deals with. Since moving American Airlines to terminal B only, American Airlines always has abysmal lines and terrible & rude customer service. The airport should be able to mandate a certain number of agents/staff based on airline volume.
529	I have traveled extensively, and SAT charges more than I can remember anywhere for use of luggage carts. Military families arrive with a lot of luggage. Not a nice welcome.
530	Lights in the long term parking garage that help identify open spaces would be nice. The short term garage already has this feature. More restaurant options in both terminals.
531	Keep San Antonio easily accessible!
532	Our airport is terrible, it is set up for tourists with little or no thought for SA based business travelers.
533	I sometimes get confused on the different terminals, but it's come a long way in the last 20 years
534	N/a
535	Growth needs to be controlled in San Antonio. Developers are destroying the beautiful trees. They have the money and control the City Council
536	This airport needs direct flights. I'm tired of going through Houston and Dallas. At least Southwest gets it partially correct.
537	Need more non stop flights!
538	People who live in the final approach pattern to the airport need to have a quick and reliable source to contact when flight patterns change. This also applies to taking off. Where I live, final approaches are not that disconcerting although large planes taking off are very loud. I'd simply like to have an easy to understand explanation about why patterns have shifted and about how long they will last.
539	I would fly more frequently if there were more nonstop destinations
540	Please do not move the airport away from San Antonio. We need more direct flights
541	I have been told numerous times by neighbors that the closest bus stop to the airport is extremely difficult to find and has no shade. An express bus or other public transit between downtown and the airport would also be a nice addition.

#	Comment
542	The price on all airlines to fly to El Paso is absurd. The price is not as high from any other major city in the state as it is from here. I'd really like to know why, and I'd like the city to step in.
543	we need to keep our existing Airport where it is. There are plenty of expansion opportunities along Wetmore and Broadway North of 410.
544	We need a non stop to Reagan International to make DC meetings easier to accomplish
545	It is odd that the two terminals are not connected meaning that you need to exit terminal A for example and go through security to go to Terminal B - would LOVE additional airline lounge esp American !!!!
546	Thank you for asking my input. One more note--clean, clean restrooms!
547	Let's talk about the increased aircraft noise that will definitely affect residents that live in the flight path and what the city and airport plan to do for those residents.
548	Needed at SA Airport - MUCH better signage directing people to Terminal "B" [baggage] area (that one must go thru Terminal "A" baggage area to get to it!).
549	Find the money to install all the storm doors in the Ridge Stone neighborhood!
550	Keep website updated wit's information such as current parking fees
551	Convenience is everything and price of tickets is next. Strongly suggest a south side location as that is where there's lot of growth potential.
552	How many airlines (new or have existing gates) asked for landing gates, but none were available
553	San Antonio has an excellent airport, TSA lines are short and it is a fairly short hike to the gate from the front entrance. Many airports I have been in are hiking nightmares.
554	create a regional airport that can handle the large carriers to assist other communities to access airport and to reduce air pollution and noise level in the inner city. There are large jets flying over our homes from ~5:30 am to 11:30 pm - tough to get a good night's sleep and now impossible to leave windows open. This is a huge negative impact on the quality of life for those that chose to live near Loop 410 to minimize commute time.
555	Before expanding airport into northeast [neighborhoods], the homeowners need to be consulted.
556	The city needs to keep working on more non-stop flights to and from San Antonio
557	Compared to other airports our airport has very little room to grow. Without the possibility of annexation/acquisition of local property or moving to a new area our airport will continue to suffer from small city syndrome.
558	Getting more flight locations and nonstop flights would be great!
559	Start on construction of a new terminal sooner than later.
560	We have a great airport! Leave it alone, Sculley! y
561	Have Virgin Airlines [at] SAT.
562	Better access/transport for handicapped to/from gates to the entrance and between gates for those who change planes.
563	Streamline airport security lines.
564	Parking has become a huge issue at the current airport; Pick/up drop off service is much worse since moving rental cars onsite. Walking distance and directions from the LT garage to the terminal is not safe or well marked.
565	Quit catering to the folks who purchased houses near the airport and then complain. The airport was there LONG before these houses. BTW, I live really close to the airport, but, thankfully I'm not in the flight pattern.

#	Comment
566	Better access to and from the airport with better lanes usage to and from the arriving/ departing gates. Making the 410 offramp to the airport 2-3 lanes alone and more attached to the 281 ramps
567	Need more competitive pricing. I live less than 2 Miles from SAT and regularly fly out of AUS because it is half the price and nonstop. We also need nonstop growth in quality airlines like Alaska, Jet Blue and Southwest, not Frontier.
568	The noise is horrible! Fix it!
569	It would be great to improve security, and add drug dogs in the line so that we can keep our electronics in our bags and shoes on our feet.
570	A new terminal on the south side of San Antonio would have a beneficial effect on the socioeconomics of an underdeveloped area of the city and there is more than enough room to build.
571	Being able to walk back and forth between terminal A and B without going through security again would be wonderful.
572	Sell the local airport to a few airlines like Southwest and Frontier and Alaskan for their hub. Then work with Austin Texas and build a massive international airport near San Marcos, Texas. Imagine the economy that would be created and by San Antonio and Austin becoming one big metropolis.
573	A great initiative to plan for the future of Air Travel in our beloved city of San Antonio for our residents. Wish you all success. Having traveled all over the world or 35 years and having had the opportunity to visit many airports, my humble opinion is that San Antonio has been very slow in preparing for the future. Thank you for asking my opinion.
574	Have a third, large terminal, more international flights
575	The terminals and flight route options are horrible. This airport operates like a small city airport even though it's the 7th largest city in the us. SA growth is hampered because of the current airport flight routes.
576	Improve time in security lines
577	I would like to know about any future noise reduction plans or programs offered to neighborhoods in flight path. The air traffic is getting heavier and so is the noise level.
578	You need to consider climate change in your strategic plans, both how it will affect airports/air travel and how air travel impacts climate change
579	We need more non stop flights, specially to the Caribbean
580	Please reroute planes away from neighborhood. Provide noise mitigation measures or solutions to homeowners in path of aircraft.
581	Provide a child play area so they are not running around like crazy in the gate areas. They get bored also.
582	Easier way to check in thru TSA with pre boarding pass
583	Wider aisles inside. More seating. Non stop flights and cheaper tickets. San Antonio is bigger than Nashville but has a much smaller and less efficient airport.
584	More short term parking.
585	need faster baggage handling when arriving.
586	1. It shouldn't be cheaper for me to drive to Austin and fly out from there than flying out of SA. 2. There should be a direct flight from SATX to Washington D.C. 3. In the last 10 times I've flown, my evening flight back to SA has been delayed. In the last 10 times I've flown to Austin in the evening, my flight has never been delayed. This is too often to be a coincidence.

#	Comment
587	For a City this big direction air flights to major cities are very limited etc. NYC, Atlanta
588	As it is we think the airport is doing a very good job and is in a good location, we find its operation to be very efficient although we would like to see more nonstop flights to large cities.
589	I fly into PDX frequently (JD Power best airport) and notice a marked difference in attitude at SAT. (This includes TSA and SAPD.) Airline employees are generally very warm and helpful. It is UNFORGIVEABLE in the "Military City" that there is no USO/Military rest area at SAT.
590	It would be nice to have more direct flights to major cities like Boston, Chicago, and NYC
591	via from new location on [Hwy] 281
592	need more nonstop flights from San Antonio to major us destinations Like LA, Orange County, Long Beach, Washington DC, New York, Chicago, not just cities within Texas
593	Noise reduction in nearby neighborhoods is greatly needed.
594	My family would fly more for fun if the cost of tickets to NY were cheaper.
595	SA airport is already great!
596	With recent renovations completed, I think the airport is fine and convenient for now and for a while to come. Signage to the individual terminals still remains confusing to me, after all the work done out there. Something about the quick decision about 'which lane should I be in' as you round that last bend and face the terminals. Remote cell parking is very useful and should be kept up to date and functioning. Should have more conventional artwork out there, representing the historical past, including aviation past.
597	More signs in the parking garages to direct people to terminals would be helpful.
598	Move the airport outside the city like Austin did. Noise pollution in my neighborhood 78232 and only going to get worse.
599	Really love the airport but it would really be nice to have access between the terminals after going through security.
600	I like how the new parking ramps turned out. More available parking and better flow.
601	Good job with the new parking garage, let's build another terminal to accommodate the number of aircraft. Speaking of number of aircraft, are there plans to accommodate larger planes ([extending] runways)?
602	In order to attract more people to San Antonio we need a more up to date airport, better baggage handling and more amenities.
603	A detailed map that reflects which neighborhoods around the airport will be impacted by increased noise and flight pattern changes that expanded/future runways will bring is paramount.
604	It is difficult to get direct flights to/from SA, why is that when we are the country's 7th largest city?
605	Add more shops and restaurants
606	San Antonio is horrible when it comes to public transportation and the lack of providing a metro/subway for mass transit. I truly hope in the future plans and programs will consider providing mass transit to alleviate traffic on crowded mangled streets.
607	In my opinion, moving south because land may be cheaper to buy and/or develop isn't the best bay to approach potential new locations. Running two airports similar to Dallas Love Field and DFW Int'l May be viable option for SA to truly spur growth.
608	I'm very concerned about the effects of airport noise on my life and the effects of sleep loss due to environmental disturbances. I cannot afford to move.

#	Comment
609	All I want to do when I get to SAT airport is leave as soon as possible. It is very low volume and a bore.
610	Stores inside the airport are also important.
611	Better connecting flights if more non-stops aren't available.
612	Color code ways to get to baggage claim, bathroom, etc
613	SA airport location is great but for future grow we need to think outside the box become like Dallas or Houston. There is a lot of houses on any of the runways path.
614	The experience within the airport is the biggest deal. Make every spot a person sits/waits a great experience. Make it easy to access food and drink from wherever you are. The Delta terminal in Minneapolis airport is top notch, can order food/drink from tablets all over the place. SA is not somewhere I want to hangout for very long, other airports I'll arrive earlier because it's not a bad place to hangout.
615	San Antonio International has served its purpose. It's time for a new Airport. The SA metro area has more than 2.5 million people in it. There isn't enough direct flights to major cities. If we were smart we'd make a joint effort with Austin and put an airport near toll road 130 near San Marcos, and let Southwest commandeer Austin Bergstrom, and SA International. Just my saying,
616	A suggestion that can help many passengers is security line notifications or video to better plan departure to airport.
617	More direct flights. Better access for Rideshare zones before someone gets injured.
618	Advertise this survey on Nextdoor website/ app.
619	I travel every week for work. Most important thing -- many non-stop destinations!!! This is fundamental to attract businesses.
620	Need better restaurant options
621	Build airport between DA and Austin
622	I would like to see a public website with the results of this survey as well as an outline of plans and timeline
623	Would like more direct international flights.
624	Any strategic planning should address regional integrated transportation planning. Ground transportation to and from airports should be smooth. The airport environment should accommodate pedestrian movement that does not conflict with vehicles and doesn't put anything at the end of line or branch, but allow movement.
625	Non stop flights to international destinations especially to European countries will be a game changer. In the current scenario, I have to fly into a hub in The USA so I can make my connections in Europe and it adds at least 7 hours to my itinerary. Direct nonstop flights to European countries especially France etc will help a lot
626	Do not even consider moving central location of airport to outskirts anywhere in city!
627	More options to flight to Monterrey and other cities in Mexico
628	Should like to see more food options available.
629	The international airport needs to expand the number of runways in order to keep up with the population growth. To do this might entail that the location should move either east or south.
630	Survey won't submit if you choose more than three options. The response it provides suggests not all questions have been answered. You had one job.

#	Comment
631	better lane markings for in and out traffic. I pick up or drop of friends and relatives and it is confusing as to which way the arrow is pointing and where I will end up. I like the free cell phone parking. it really helps when arrivals are on time I don't have to pay for a 10 min. wait to pick someone up
632	More airline choices direct flights
633	The gates need a better seating/waiting areas. If SA International Airport is "international", there should be more non stop international flights. As th city's population grows, it appears the a city this size should have 2 airports.
634	Love the convenient location of airport to my home. Would love more nonstop flights but realize that depends on the demand.
635	Hate all the airplane noise. Wakes me up, sometimes rattles my windows, was told I am too far away for window replacement service but wish boundaries would be expanded to include my neighborhood
636	I have had contact with several organizations discussing national conference plans and each one has brought up the problematic transportation from the airport to the downtown convention areas and the lack of direct flights. Each one said they selected other cities over SATX as a result.
637	I'm concerned about the security and pollution, I live near the airport.
638	My children fly frequently
639	Picking up arrivals at SATX is a nightmare.
640	I am very interested in how expansion plans would affect noise levels of neighborhoods that are currently ineligible for noise abatement measures. In the 12 years in my home, I have heard noise increase each year.
641	less walking at airport and to get to and from parking
642	Most flights for personal use are carefully planned and oftentimes we will fly out of Austin or Houston to accommodate price and flight time. There are currently little options to travel to popular domestic destinations (non-stop) or international at a [reasonable] price. I believe non stop flights both domestically and internationally are important for business in San Antonio as well.
643	Please show how any expansions to the airfield will be made.
644	The elevated/sloped walkway in the Southwest Airline gates area (Gates 1-9 I believe) is difficult to walk, especially if you have luggage, and bad knees, feet, or back! Recommend you put a mobile walkway there for people with disabilities and/or difficulties to assist them with walking/passing through that uneven area! Thanks!
645	Customer frustration levels is key. Reducing traffic police and replace with improved traffic navigation.
646	If you expand airport, please provide noise canceling windows to homes within 1 mile radius! My house is only 1 mile from airport and additional airport noise is not desired. Be kind and fair to long term residents who made purchase/investments before the airport expansion.
647	all other cities provide transportation inside terminals to planes (golf course style cars, moving sidewalks, etc). San Antonio has no such provisions, WHY?
648	San Antonio needs an airport reflective of it's population and significance. At present, we don't have an airport that reflects that.

#	Comment
649	Flying out of SAT is usually a hassle-free, friendly experience, probably in part due to its smaller size. As the airport is enlarged and improved, I would hope this friendly, service-oriented atmosphere is not lost. Our main complaint with the airport is the lack of direct flights to cities we visit, domestic and abroad, for example, Birmingham, AL or Madrid, Spain.
650	SAIA needs more nonstop service if we are going to compete with Austin.
651	Need to look at a way to connect both terminals to provide [more] food options.
652	The road to the departure level needs improvement, its only two lanes and backs up frequently. Same for arrivals, though that is not as bad. Also the traffic pattern for those going to the airport taking 281 S makes you have to merge to your right several lanes to get to the departure level. This definitely needs improvement.
653	Restaurant, restaurant [restaurant], more options to eat terminal A
654	Love Canes at the airport
655	Please attract more direct flights!!
656	Help San Antonio keep up with population and service.
657	San Antonio needs to do something NOW about difficulty of traffic. Upstairs too crowded in morning and downstairs too crowded in evenings. Large external elevators could help balance the traffic.
658	Will sound levels increase over nearby neighborhoods?
659	Planes are insanely loud every morning, absolutely terrible
660	Keep growing SAT!! We need to compete with AUS.
661	I have been to city's with much smaller populations, but have amazing airports (very impressive). Tampa for example has an airport with room for lots of growth. It is the first impression of most visitors.
662	The noise it getting worse by Northwood Elementary. Build another airport.
663	Fast security times are also important
664	The airport was in the "right" location 40 years ago but is now an obstruction to development, and a dysfunctional airport (in the broadest sense of the word).
665	SAT has the best employees, at the airline counters, shops, etc. Even TSA is nicer here than elsewhere! Keep it up! Love the convenient access driving into airport, but wish for more direct flights and lower prices.
666	Prices according to current gas prices. If gas price is low, have specials.
667	We have a good airport; could easily be a great airport with a few more nonstop connections. BOS, DCA, SNA, PDX all needed; LHR and CDG would be great for the future.
668	Our current airport location is unsuitable for the projected growth necessary to become a top tier city. A new larger location for international flights and wide body planes probably north of the city needs to be in the plans now.
669	Cheaper flights to Dallas and Nashville. Restaurants and bars need to be more open, seems like everything is shoved into tiny closets and can barely fit a dozen people and their [carry ons]
670	Parking garage needs better signage for pedestrians heading to terminals and abutments for the walking path. It looks like a driveway
671	The rates for the new parking lot are 3x the cost of the other lot and when it gets full you direct people to the more expensive lot. When that happens you should reduce costs to allow for cheaper parking.

#	Comment
672	What about connecting with Austin Airport for more International access.
673	Locating a new Airport at a significant distance from the current Airport is a terrible idea. We should take whatever eminent domain steps are required to expand our current Airport where it is
674	Traffic merge lanes coming out of both the arrivals and [departures] of the airport are confusing and terrifying. Also it frustrates me to no end the cost of using the parking lot to pick up/drop off someone. 30min/1hr parking should be free or extremely cheap (like it use to be). This might even help [relieve] some of the terrible congestion at pick up.
675	I would love to see more destinations and airlines come to San Antonio. As the 7th largest city in the US, I think we should have a more prominent presence amongst airline route maps. I've loved seeing Frontier expanding their flight network out of SA. Also, the introduction of more international routes like the Air Canada-Toronto route and Interjet-Leon route.
676	More non stops would be great.
677	When are you going to repave the roads leading into the terminal/passenger pickup/drop off areas? They are terrible!!
678	Hybrid Car Chargers (Level I and/or Level II chargers)
679	Easier to find list of destinations flown from San Antonio. Link the airline(s) to the destination so I don't have to check multiple airlines.
680	Cleanliness of SAT airport is a must! During recent travel it was the dirtiest of all airports transited.
681	Add a 2nd Airport, original works fine. DFW functions fine with multiple airports.
682	Airplane fly-over noise and patterns should be addressed with increased flights. Houses on flight paths should be compensated with noise reduction windows.
683	If San Antonio is the 7th largest city in the US, the airport should reflect that.
684	Pick up and drop off is terrible and rental cars make it worse than ever. I was stopped by police for no reason they appeared very over zealous.
685	The airport itself needs to be a simple layout & easy to navigate.
686	It would be nice for people not flying to be able to eat in the food court. That way people saying goodbye could have a meal together while the other person waits for their flight. The checkpoint for boarding passengers should be after the food court not before.
687	Need to add more nonstop intl flights. Sometimes it is much more cost effective and efficient to drive to IAH to fly to foreign destinations. I understand that Houston and Dallas given their population is much more apt to non-stop destinations but SA certainly should add more through the Americas.
688	Stop trying to compete with Austin....we lost. Fix what is broken.
689	Share more info via social media, newsletter, timeline, costs..
690	Direct bridge to avoid elevators to get to long term parking.
691	Price is key. For instance, we have visitors regularly from Detroit. Other airports have astoundingly low fares and non-stop service such as Dallas and Houston due to discount airlines serving those markets with non-stop flights. We are surprised Delta is the only non-stop carrier on this route and fares are so high. This causes our visitors to fly to Houston or Dallas and drive here.
692	moving sidewalk from gate to gate. Hard for older people to walk.

#	Comment
693	We need to modernize Terminal A. The corridors are too narrow and there is often a bottleneck at the gates. Repair, replace, update charging plugs/stations for electronic equipment. In Terminal A there are too many outlets that do not work. Have more airlines/flights leave from Terminal B. This might relieve some of the congestion in Terminal A.
694	San Antonio Airport needs to get bigger and become a hub for a major carrier similar to the likes of BWI, Houston, Dallas, and now Austin.
695	I live in oak ridge village sub division and the flight paths would be a huge concern with the projected increase in flights in years to come. We do not qualify for the replacement program, and when the flight paths [change], the airplane noise is and. Especially with the large fed ex and ups planes!
696	Continue to focus on minimizing congestion and making the journey to the gate a smooth one. As we continue to grow, this will be very important.
697	Please do something about the noise of low flying aircraft over my house.
698	Both domestic and international if there are more non-stop flights. And the airport has more options for eating and drinking. The revenue for the airport would be extraordinary. In addition to make in a little bit moderate on pricing just the way San Antonio is economically moderate on all skills. In addition to the airport fee. 80% of the people that fly in and check into our hotel as we asked them where did they come from they say Austin airport. So just shows you that they're saving money so they're flying over there
699	The location of the rental cars is not handicap accessible for those that do not need wheelchairs but cannot walk long distances.
700	Be as efficient as possible and do everything you can to limit the environmental impact of the airport
701	Too much growth around the airport and its not letting down. Close RAFB (relocate missions) and build a new class A airport there ala Bergstrom Airport in Austin.
702	The San Antonio airport needs a lot of work as it relates to flight options and prices. Take a look at Austin - they are a smaller city that is growing significantly partly due to their airport and how easy it is to fly from there for business or otherwise. Sometimes I fly out of there simply due to price and options and that shouldn't be the case.
703	Just keep the elevators and escalators working.
704	MORE REAL restaurants inside terminals and gate area
705	SA Airport needs better seating areas as the seats are VERY uncomfortable. Charging stations at every seat. More restaurants as ours are always VERY crowded!
706	We need Jet Blue! More autism friendly features in airport and airlines that have better services for special needs customers and the elderly.
707	Love y'all's airport. Late overnight flights make too much noise, but other than that, awesome place!!
708	I do not plan to fly in the near or far future.
709	We need more non stop flights.
710	Light rail around the airport to the gates, baggage, etc. Light rail from downtown & outer areas to the airport.
711	A dedicated rail line to/from SAT to downtown is a no-brainer.

#	Comment
712	The city desperately needs more public transportation! There are areas that doesn't get service and buses run hourly on after certain times. The city needs to get 24 hour bus service!
713	Airport has a great location but expansion is a must. Please keep it where it is
714	It is too late to make any drastic changes to the San Antonio airport improvements will not help it is already one of the worst Airports in the nation.
715	I took a should utilize the old Kelly AFB Air Strip for cargo flights to free up space at SA international for purely commercial flights, preferably with increased non-stop coverage. Stinson cannot be used because the farms would preclude their usage for larger hey engine planes, so only Kelly Field can fill the need. It is a massive mistake to let that resource go.
716	I would like to see the airport expand with more terminals and flights. I usually fly in and out of Austin because the cost in San Antonio is too high
717	Need more non stop flights to NYC and east coast. Need more Airlines like Austin has. Bring JetBlue to SA
718	I think for the growth of SA, we should have a second airport location; not closed to the current one. To keep flights even
719	Must be destination city
720	The airport should be a huge advocate of promoting light rail transportation with VIA within the City.
721	Thanks for pursuing a very useful goal for the continued growth of our city. The airport experience has already grown by leaps and bounds over the past few years and we're hopeful to see that continue!
722	We need a hub, more non-stop flights from/to San Antonio. It is crippling to this city that so many flights have to route to a hub & connections have to be made to go to places like San Francisco.
723	I wonder how viable it is to keep airport in current location.
724	As the airport expands, is there any thought to making another terminal w it's own entrance/exit on the north side...possibly connecting to Nakoma/Wurzbach/Broadway (which dead ends at Wetmore?
725	I've always loved the simplicity of San Antonio airport.
726	I believe it in best interest of San Antonio and Austin that a international airport is combine for both cities. Driving to an Airport that has more options available to the passengers then the multiple modes of transportation to the airport would also be available. The airport would create an financial benefit to both cities. Right now Austin airport has more options to San Antonio residents for direct flights.
727	Put signs in the ground for the people who don't know how to read signs or pick their heads up to see the signs.
728	Please bring in more than just the low cost carriers. It is great to have those options but my company will not pay for travel on them. My choice is only the big 4. Delta, Southwest, AA, or United. I build my perks with them so also choose them for family travel as well. Also, the walkway from the long term parking to the terminal is terrible. The old direct path or bridge were way better. Didn't have to take elevators down, then down, then back up while carrying luggage.
729	The airport needs to reflect the vitality of the city. Elevators to parking garages are slow, filthy, and shabby, even in the new garage. Not a way to impress visitors.

#	Comment
730	Frontier non-stops are great, but they are often not daily. That makes it hard for business travelers to rely on them. Please try for service from JetBlue, or additional Alaska Airlines svc, eg morning flight to SEA.
731	Nonstop destinations are the most important to me.
732	<p>1. Good public transportation to/from the airport is important. (I mention it here because 3 is not enough choices in your Item 2.) A. In case of San Antonio, I mean a special airport bus--not just a regular service bus, but one with fewer stops-- that also loops through downtown no more than 2-3 blocks of all major hotels and has luggage racks inside the bus. B. For locals, maybe a second airport bus from Crossroads so that locals could park their cars there for free. 2. Put in some sidewalks between the terminal area and the new convenience store (and remove the signs making it illegal to walk between the two). No one wants to put restaurants outside the secure areas of the terminals, yet: A: People come to the airport early, especially those from Corpus Christi, Victoria, Eagle Pass, Del Rio, Uvalde, etc., to pick up passengers and want to eat or have a drink. B. Others arrive on flights have wait at the airport 2-3 hours for others coming on different flights. Give them (and airport employees, too) the option of walking to/from the convenience store. 3. Quit going ONLY for more expensive restaurants so that the airport can make more money. Be sure there is at least ONE Subway, McDonalds, etc., in each terminal for people to use without spending \$10-15 for a light lunch! (Most of the growth happening is due to ultra low-cost Frontier and Allegiant; people who fly those airlines are not going to eat at the places that have sandwiches for \$9.95-11.95 when they have only spent \$39 each way for their air tickets!! 4. Put up bollards at entrances to escalators so that bags larger than carry-on size, luggage carts, and baby strollers cannot be rolled onto the escalator. Put a sign beside the escalator with a map showing the nearest elevator. Many airports do this because it is dangerous for EVERYONE on an escalator when someone tries to take large items on one. 5. At the Cell Phone Lot, put up a sign that asks [waiting] drivers to ask their passengers to go outside and tell them the column number where they are waiting. It would help drivers find their passengers more safely in the congested terminal area.</p>
733	I live close to the airport, which is nice, but I feel it might be too "land-locked", now, to expand. If we could utilize the big runways at Lackland, for instance, and have a whole new big airport, that would be great for the future. Don't build one up the 35 corridor, because no one could get there.
734	Would like to see runway 13L lengthened so airport could accommodate takeoffs and landings simultaneously. Would like to see the arrivals/passenger pick up area more welcoming. It is very hard and noisy and not a great first impression. See somewhere like DAL and YVR. Still need some shade though. This isn't related to the master plan but something that could be done now are posting the 360 degree images inside the terminals and CONRAC to Google Maps. Google examples in nearly every intl airport in the US and world. I use these when traveling to see what to expect inside the airport such and seating and food choices.
735	Build a 10,000+ Runway
736	N/A
737	n/a

#	Comment
738	Arrival pick up traffic is ridiculous right now. The fact that SA is one of the largest cities in the US but is so lacking in direct International flights is ridiculous as well. Restaurants have been improved dramatically in Terminal A, been still needs some variety.
739	Need restaurant/bar options outside of secure areas. Sometimes I wait hours for an arrival and there's no place to pass the time.
740	Mas vuelos disectos

Comments/suggestions received in Survey #2 are included in the below table.

Table B-5: Survey #2 Comments/Suggestions

#	Comment
1	The obvious possible solution missing from "options" are the expansion of the N/S runway where there is ample vacant land on the north side to expand length / width of runway - saying we must have a new East/West runway while discarding a fully functional N/S runway makes no sense considering prevailing winds from the South....
2	Current location is become a burden on the community. More and more noise later at night and earlier in the mornings. The road system thru the airport is inadequate and trouble during peak travel times. Why haven't you mention moving the airport to the east or the west?
3	I hope the airport considers our environment as it grows and expands (consideration for air pollution, land pollution, noise pollution, recycling considerations, resources for heating and cooling and providing electricity for lighting, etc...perhaps considering solar energy).
4	10 to 20 years is too long to wait.
5	Please consider noise mitigation/expenses from the beginning and save lots of misery and complaints.
6	San Antonio should start thing of splitting air service. Where commercial service is at one airport and passenger is at another and small and personal aircraft are at another. This is a military city and San Antonio has many airports. For security and diversity and other reasons San Antonio needs to be ahead/ a visionary city. The resources are here but not fully utilized
7	Love my SA Airport! As a former Houstonian, having an airport inside the City is a Godsend over trying to crawl through Houston traffic to catch a flight.
8	May be due to construction but it's been a bit confusing trying to get to the terminals from the parking garage. I'm not use to the set up yet.
9	More traffic control before, into and after the terminals
10	Loading dock should be away from the planes. Terminal A &B should be connected. Airport needs Charley's philly steaks in both terminal.
11	I hope city leadership is looking at a future secondary airport site (perhaps on the south side?) - I can't think of a major US city with only one airport -- -maybe LA, but LAX is a hellscape no one should have to endure with terrible logistics (shuttle buses across the tarmac?! Why?!). I can see the allure of being smarter than other cities, but I have doubts. Also: securing land on the south side wouldn't go *down* in value... plus we could get more traffic from areas south of town.... Won't we need a second site if we're going to efficiently expand to offer International travel other than Canada or Mexico/S.America (eventually)? Our airport as it is today is pretty fantastic - the upgrades have (mostly) increased efficiency - I'm proud of my home airport! But looking to the future, if we're going to traffic like DFW or IAH or ATL or xxx, I don't see how (or why) we'd do it all at the current site.
12	Better restaurants and stores
13	See # 10 above.

#	Comment
14	more direct flights to Atlanta, Chicago, Baltimore, etc each day would really open up the east coast, the current limited choices limit ability to make connections to other airports that rely on hubs to get anywhere, headed east if I stop in state then I'm looking at a 3 leg trip
15	Our airport is very unimpressive. It needs to look like an updated, attractive, inviting, welcoming airport. Now it looks like an old bus station.
16	more restaurants outside check point,
17	More security lanes are needed now not 25 to 50 years in the future. The terminals need to be connected on the air side. On a positive note great customer service from everyone at the airport. Also like the new art and displays.
18	This city will exponentially if the area is not located in the center of town.
19	Larger airport. More flights to more places. Please connect terminal "A" to terminal "B". Faster TSA security.
20	access both terminals after going thru security.
21	maybe expanding the airport or looking for a bigger location
22	Check point faster, bigger, more lanes
23	I think SAT is a well run airport. I think it has huge potential to grow. Our current draw back is our limitation for handling larger aircraft that can fly over the water - international flights and possibly a bigger FIS facility.
24	I like the current location of our SA airport! It is very convenient for me to take flights and pick up/drop off guests. I know people complain about the noise, but tough! They knew when they made a home purchase near the airport, there would be noise!! The city has gone out of it's way to help replace windows, etc for homeowners most directly effected. I hope any needed improvements to the airport can be accomplished in it's current location!!
25	The current airport is land locked. Consider building another local airport that could feed into SAT or vice versa
26	More direct flights to more cities in MX and USA
27	Maybe just providing more international flights.
28	More space and more options.
29	outside(before checkpoint) restaurants for people that are not flying out, and passengers who have to wait for overnight flights. Every Tuesday we have Air Force recruits that come in all day, some of the flights come in late, and the restaurants are close, they're very hungry, and want to enjoy a hot meal before they go off to basic training..
30	N/A
31	Separate the small/private airplanes and send them through Stinson, making more space for bigger planes and more flights.
32	SAT needs to remain focused on its strengths and use them as a foundation for building upon the future. The San Antonio market is different than Austin's and that's okay- let's build on what makes SA and SAT uniquely different. In the same breath, SAT can't fall behind industry standards either. I feel SAT needs to become a bit more innovative and aggressive in differentiating ourselves from peer airports. Also, SAT cannot allow itself to fall into the mentality that "if they build it they will come" in regards to airlines and future air service. Nevertheless, the airport can't be too conservative as to its capacity growth inhibiting future opportunities.

#	Comment
33	Turn former Kelly AFB runway to Int'l flights airport for large plains and keep main airport for domestic, similar to Dulles and DCA. Not sure why we didn't do that like Bergstrom did when we had the chance.
34	Someone should review signage in the parking area and around the airport. It is unclear and confusing in many areas
35	I think SA airport has all the essentials for what the limited space allows. However I think that maybe a Lounge for costumers other than United should be incorporate.
36	More direct flights to major cities.
37	Develop a comprehensive plan to include arch. standards so that we do not continue to have a hodge podge of facilities but a welcoming uniform look across all facilities. We need more holding space for terminals and more eating options within airport for travelers and family meeting them.
38	Iff we have to move, we should still use this airport for pasengers and have cargo at another airport
39	More direct flights to destinations rather than routing through Houston and Dallas, decrease congestion at drop off and pick up areas.
40	As an aviation professional I can tell you the airport runways are need of a major upgrade. 10,000 is min runway length to have capability to meet future needs
41	You need to work a deal with one of the military fields just like they did in Austin, or get busy breaking ground north of the city NOW. North, because that's where the wealth of growth is occurring.
42	why don't we look south past Brooks for an international airport - plenty of land and able to serve surrounding areas and south of us
43	organize better uber/lyft pick up area
44	To expand for more flights
45	Non-stop flights to international locations and more frequencies to airline hubs.
46	Needs to expanded and modernized. Lacking in number of direct flights, number of gates and amenities
47	Hope you can read above. I would like Au-SA regional airport with rail service from each location
48	Move the airport out of downtown to accommodate large airframes; improve food availability and selection.
49	Another terminal along with additional airlines in order to create some competition
50	Larger airport in general with more modern features to make for a nicer experience.
51	The city of San Antonio needs two airports to effectively accommodate the population and encourage more travel worldwide, and business travels. If it is going to call itself "international", then it needs to be more international than traveling to Mexico non-stop.
52	The city of San Antonio is positioned well to attract a major airline hub. We need to build a larger airport between Austin/San Antonio. Larger runways to compete with DFW and IAH.
53	More gates for Southwest Airlines. Please add more nonstop options to NE and NW parts of the country. San Antonio wants to travel to destinations such as Seattle, Portland, Boston, and New York. Long connections are bad for leisure and business.
54	Congratulations on putting together this ambitious plan. Commerce depends on efficient and plentiful opportunities to fly in and out. Tourism too !

#	Comment
55	It is rare that the airport is not under construction. All of the remodeling has not resulted in more direct flights. Does SAT have some other barrier, tax, fee, etc that results in airlines not scheduling more direct flights. I never go to Dallas, Houston, or Atlanta, but have spent more layover time there than flight time.
56	TO REITERATE: Please consider moving the main airport outside of highway 1604 (to the North or East/West). San Antonio is the only major city I've visited that has their airport in the heart of the city. This is incredibly backwards and disruptive to a city that claims it wants to grow and compete with other major cities. Airplanes are constantly flying low and creating huge noise issues in residential areas, even in some of the nicest neighborhoods in San Antonio. Yes, moving the airport would be a timely and expensive task; however, expanding the current airport location is a lazy and short-sighted decision that adds to the reasons San Antonio continues to lose talented and educated people to other major metropolitan areas.
57	Why don't you finish the noise program you started in our community? We still haven't gotten the windows or doors promised years ago!
58	Seems like everyone who envisions another airport thinks about north Bexar County, or even Comal County. But there is plenty of land in south Bexar County, and the cost for the 4,000 acres needed would be considerably less. Keeping tourism in mind, it would take less time to reach downtown from an airport south of 410. Of course, I-37 northbound would have to improve considerably.
59	Need to put more thought into how San Antonians move around the airport. For example, when a San Antonian parks in the parking garage, they have to take an elevator to the ground floor, then walk across an active road between the 2 garages, then take another elevator down a level (personally I would have preferred to take the stairs but somebody thought it would be a great idea to install them across from the elevators and then hide the door on the other side of the structure), then go through a tunnel and then back up 2 sets of escalators to the main floor ... does this sound efficient to you?
60	The airport tells the traveler about your city. Our airport must tell the story of San Antonio's unique culture. It can't be a white bread story it needs to be unique and beautiful.
61	Look at making Kelly field (or someplace similar) into a world class "new" airport for San Antonio
62	The airport shouldn't be located where planes land so close to homes and residential areas and nice neighborhoods. It destroys the peace of the city and parks.
63	Please have security agents go down line & ask for people with an upcoming flight. People get in a bind and accidentally arrive late. Non-frequent travelers sometimes get lost in the parking lots, going through check-in or even driving to airport and misjudge timing. Always show compassion.
64	Intercontinental flights
65	More parking space
66	San Antonio City Council should have never turned Delta Airlines down. Delta was poised to assist with making San Antonio's airport a true international hub. So what did Delta do? They went to Austin and now look at flights are available out of Austin. Good move San Antonio. Always looking to hold yourself back and then play catch up.
67	I feel we loose a lot of business opportunity due to lack of flights,

#	Comment
68	I like the San Antonio International Airport and parking. My reason for selecting flights out of Austin is based on the cost of airfare and flight times. So if I can pay less and have less of a layover departing from Austin, I will likely select that flight.
69	The airport's current location is a big plus being very close to town and tourist attractions. San Antonio hosts many conventions and close convenient location is a big factor. Do not move the airport further out of town but expand it at current location.
70	We live in Inwood, and if you take a ruler and draw a line from the main runway, that line goes directly over our house. Imagining the increase in flights over our home is a daunting thought. One cannot be outside with guests on some evenings because the airplanes are constant—there is no variation by the flight controllers to the left or right (just a little bit would help). It is a major defect for our property and yet the city does not take that into account when assessing our taxes. If the approach were moved to follow Bitters, it would relieve a good bit of the noise from the airplanes—they wouldn't be coming in directly over houses. I know that some airports, with increasing air traffic have had to actually buy out homes on the flight path. This must be taken into account as the issue of whether to enlarge the current airport and it's capacity with more runways (we did attend a meeting on this) or move it. If that became necessary it is a cost factor that should be considered in the total cost to the city. (I'm from St. Louis and this had to be done there some years ago.). There should also be some property tax relief to those on the flight path in the meantime. The airplane noise and traffic makes our home difficult to sell and less desirable. If the city did this, I think you would see a lot less resistance from the owners of the affected houses. The thought put in to what to do about the airport has been thorough and logical. The issue is the increased air traffic and noise for those who live on the flight path and no ideas to remedy this were mentioned. The comments were made but there was no resolution. I would respectfully request that this issue be addressed and included in any final recommendation regarding the airport expansion. That is the main issue for me and my husband.
71	Acquire surrounding land adjacent to the airport. Install tunnel to put US 281 under ground Lengthen both RWY 13L-31R and 13R-31L into clear zone once US 281 under ground. Add a parallel runway to RW 04-22. Relocate air cargo services to Kelly Field to free up ramp area on east side of field. Do not use funds to acquire land outside BEXAR Count to relocate airport. Install light rail service between downtown and airport. Bring more general aviation and business aviation into airport to show its not just for the airlines only
72	I do love the airport. It's convenient and fast. Keep the small town feel please.
73	I love that SA has chargers/ plugs everywhere!!! A lot of airports still don't! SA airport is pretty easy to navigate.
74	1. More direct flights to major US cities at reasonable times for business travelers. 2. Better/healthier food. The Austin airport actually had decent breakfast tacos that were fast, tasty, and reasonably healthy. 3. Actually offer international flights if you're going to call yourself an international airport, I flew to Cabo, Mexico last year and had to connect through Denver. I was not the only person from San Antonio flying to Cabo.
75	The new rental car facility is amazing. Top of the line. Now all terminals need this upgrade. Including new ones.
76	Airport police are rude and block parking and pickup areas. Airport should not be used for K-9 training

#	Comment
77	Transit to downtown with VIA might be used with dedicated routes that travel on a more frequent basis. In my travels to cities in US with airports that are a considerable distance from center hub [10-20miles] there is usually a convenient light rail line or express bus route that will get air passengers to downtown like CVG, CLE, PHL, ATL. STL, DCA, ORD. Those last travel miles of a trip matter to travellers. why else are those hotel/motel taxes so high?
78	I think we lost an opportunity when we did not move the airport to Kelly AFB when it closed. Now it will cost more money to purchase what is now commercial properties mostly to expand the airport.
79	Have light rail to airport. Secure baggage claim area.
80	I believe you should find a location at least 15 miles west of the current international airport to construct a new airport. I am an air traffic controller at San Antonio airport. There is not enough room in the current area to accommodate much more traffic. The growth of San Antonio requires a larger airport with multiple parallel runways, more terminals with many more gates than are at the current airport. Moving locations to an area +30 miles west of Randolph Air Force base will also increase the ability to handle more aircraft.
81	Much larger airport safe radius from residential areas
82	The cost of building the 50 year plan on location is more expensive than building new in stages.
83	I would love to have a flight from here to my hometown, Midland (MAF), which is in a quickly growing metro area as well.
84	Consider noise levels for residential areas nearby as well as property values (negative impact) as noise levels increase. Cost? If FAA pays for only a portion, who will pay for the remainder i.e. terminal?
85	See all that is listed above! Also I wanted to introduce myself - My name is Stephanie Aranda. I am a native San Antonian who currently studies architecture at Drexel University in Philadelphia. In addition to be interested in architecture, I am also very interested in aviation, urban planning, politics and the community! I am so passionate about San Antonio and am so excited to see our beloved city evolve. I can't wait to return to SA and engage in our community. Until then, please reflect on my ideas about how SAT can reflect our love for our city, show our commitment to hospitality and convenience, and embrace our local community and climate to create the best possible airport for San Antonio. The airport is an extension of our community - its the first thing air visitors/residents come in contact with when they arrive and the last thing they experience before leaving. San Antonio is unlike any other city, and we want to make sure people know that!
86	I fly weekly for business across the US (United Global Services) and internationally and the current airport is nice - but no international European flights.
87	Expand noise abatement program to install windows/insulation in homes affected by airplane noise
88	Same as above . Need to expand the airport and access ASAP.
89	The new car rental facility is a great start to the airport expansion.
90	Would love to have a restaurant or bar in the waiting area when waiting for delayed flights when picking someone up

#	Comment
91	Maybe research the area in person instead of googling it or looking at a Map there is a small neighborhood in the middle of the proposed expansion area
92	Accessibility for people with disabilities and seniors are important. Make changes to make everyone feel welcome and included. Travel, especially by airline, is difficult for anyone with a wheelchair or service animal. The airport needs to help all travelers have a great experience--from getting a cab to boarding the plane.
93	<p>NEW AIRPORT.</p> <ul style="list-style-type: none"> > My vote is to move SA's airport outside of 1604. It is currently located in the interior of a top 10 city, it has served its purpose for many years but its layout and footprint are simply outdated, and it is land-locked by neighborhoods. > San Antonio deserves better, to have an airport that is on par with Austin. > And then, rather than trying to compete with Austin (as really, they have already pushed past SA in the pecking order of Texas cities), let's find our own niche. ex/ most direct flights to the Caribbean and South America. <p>LET'S NOT TRY TO MAKE IT FIT</p> <ul style="list-style-type: none"> > Regarding your proposal to make it fit, I am concerned about citizen safety & well being, and the pollution impact to the environment, as I watch the steadily increasing number of low flying planes passing over our communities. > In a city that is working so hard to revitalize its neighborhoods, these proposed plans will cause irreparable harm to the north central part of town (the pie slice that runs from Vista Del Norte/Churchill Estates all the way over to Stone Oak). > The proposed eminent domain will be highly disruptive, and I am concerned that the regrading of the area will reroute the flash storm flooding to adjacent unsuspecting areas. Eventually, San Antonio will make the national news with footage like Houston. Do we really want to sign up for this? <p>IN THE MEANTIME LET'S WORK WITH WHAT WE'VE GOT</p> <p>While the plans are being finalized, I have a few suggestions to optimize our current situation:</p> <ul style="list-style-type: none"> > Move the cargo flights to somewhere else. > Return to the previous 'quiet time' from 11ish to 5am (i.e. no scheduled flights during this window). The over night hours are not 'off peak' opportunity to get more flights into SA, it is when the citizens of SA are trying to sleep. This was in effect in the 1990s and somewhere along the way to today we forgot about our citizens' well being. > Share best practices between the airlines for noise control. Best in class is Continental,

#	Comment
	<p>they have far and away the quietest planes, Delta has the 2nd quietest, Southwest is average, and American has the loudest passenger planes.</p> <p>Thank you very much for providing us with this opportunity to provide input into the process. And thank you for taking the time to meet with the community and present your proposal. I attended your presentation at the Jewish Community Center on NW Military Rd.</p> <p>Best Regards,</p> <p>Lisette LaFortune</p>
94	Longer runways, more runways better shops easy access between terminals to offer international flights to Europe and Asia
95	Airplane noise above my house is already excessive and unbearable.
96	We need to stop spending large amounts of money on the airport continually. There is always a construction project going on. If we can't make it work for 10 years between updates we need to move it somewhere where it will work like Austin did.
97	Forget the idea of building an aircraft that serves San Antonio and Austin. First, neither city wants that, and second it will infuriate residents of both cities.
98	Stop courting nonstops and focus on more airlines competing for routes to help keep airfare in check versus other airports. Build better focused terminals with multiple TSA checkpoint and access to all gates no matter which checkpoint is used.
99	<p>I am not against the airport extension, HOWEVER, I think that you are doing a great disservice to our Churchill Estates residents. You are planning to send double the airplane traffic over our houses and no help with the noise abatement. Yes you have the noise measure in our park, but we are very suspicious as to how you are calculating that measurement. These planes are already really loud and flying often over our homes.</p> <p>What about the price values of our homes? Have you factored that in??? Let me tell you, you have a lot of really angry residents living here and we do plan to make our voices heard. The cost of helping us and our lost home values should be figured into the cost of this plan.</p>
100	This is not the time for a cheap fix. The airport is one of the first impressions of our city and it is important to have a first class airport both in convenience and appearance. The current airport looks like a third rate airport. Terminal two is a bit better than terminal one but compared to almost every airport I have visited, it is dated and unappealing. It doesn't reflect what a wonderful city SA is.
101	More international direct flights so the city can attract more businesses instead of losing any, like they did with AT&T. I would also like to see low cost parking for those over 65.
102	Create a club (AMEX) or priority curb location for business
103	I'm glad to be a part of this as a member of TAC. I think I like many other San Antonians care about this community and sees the airport as an integral part.
104	Existing land is at such a premium, long-term encumbrance, leases and obligations should be closely scrutinized for highest/best use, not just revenue driven.
105	I do think public meetings should be held close to the airport.
106	We should not let politicians make the airport decisions.

#	Comment
107	Airport needs stronger self-determination. Airport professional staff should not be directed by individual direction from CoSA City Hall.
108	We need advocates for residents in San Antonio and not just those who don't think change is possible and residents just have to suffer, especially when they live in highly populated areas of the city.
109	Leave the airport where it is.
110	I like the current location of airport.
111	Keep IT conveniences coming (greater texting, information, more cellphone parking). more transportation convenience options. baggage, check-in, and security waits need shorter time waits.
112	Use knew technology for blocking noise in the area as best you can to prevent close residents from complaining. Study the cost of this technology versus moving the airport.
113	Moving a natural and monitored creek that is a natural and major tributary to the Salado should not be an option. This isn't Birmingham.
114	Improve layover system and delays/cancellations. Especially in times of disasters/attacks. Is there an "Emergency Plan" already in place for all airports? If there is, share with public.
115	I have learned this evening that there is no chance of working with Austin to develop a single airport. San Antonio is going to have a hard time competing over the decades.
116	I am most concerned about airplane noise for neighboring residents near the airport.
117	In the next 20 years, I would suggest more community connection and collaboration between airport and school districts. I used to teach high school at MacArthur HS in NEISD. We watched planes taking off from my classroom window. I think there needs to be more connection between the airport and high schools. MacArthur and Roosevelt already have magnet programs, but Churchill HS would be a great location to begin an airport careers program!!! Flight attendants, mechanics, pilots, etc. The NEISD district office is directly at the end of the runway. When the Superintendent is meeting with teachers in the building, you can literally hear planes rumbling overhead. Let's have more career collaboration! :)
118	The airport needs to be moved from its current location. The noise from airplanes is adversely effecting my home life and property values. It is extremely disturbing to be in a flight path into the airport. It's going to get worse. We are very concerned and stressed by the constant noise. Please move the airport
119	Move the airport to Kelly Field or build a regional mega airport between Austin & San Antonio that combines the KAUS & KSAT served by light rail.
120	Expand across 281, buy land into the business park, put a bridge over 281 for the planes. Keep the airport where it is. Easy to travel in and out
121	Please don't build a new airport in the Northside...
122	San Antonio needs more non-stop flights. A Lubbock non-stop would be helpful for both communities.
123	Offer better pricing to be comparable to Austin
124	more direct flights. upgrade facilities
125	More direct flights to all (top 20?) the largest cities in the U.S.
126	I saw nothing in your study that considered people movement from curb to terminal. The terminal between runways scheme looked particularly difficult. Please recognize KSAT serves a lot of retired people in the Hill Country that travel a lot. You might include input from that segment in future studies.

#	Comment
127	Increased aircraft noise that an expansion in its present location would bring is a BIG concern for those of us living presently within 5 miles of SA International.
128	San Antonio airport needs to expand. San Antonio is growing rapidly at one of the fastest pace in America. The airport need to accommodate for this growth. San Antonio is also loosing out on potential business leaving due to the lack of non-stop/direct flights.
129	Need to get direct flights to Washington DC (Reagan). Also need to provide competitive prices that match what is offered by Austin-Bergstrom.
130	Rail trans from airport to downtown.
131	Baggage claim and speed are also important.
132	Natural spaces within the airport; new restrooms in updated terminals are great.
133	need to stick with older master plan, but purchase industrial warehouse districts to west and east of airport to add 'connecting cargo airpfield via bridge over 281 or train tracks. Create mixed use satellite parking / living / retail facilities, in partnership with VIA, that connect to/shuttle to airport from north sat(boerne or stone oake) and s Comal county.
134	Thanks for putting the presentation of the study results online - very informative, and really makes the case for an expansion of the current airport as opposed to an entirely new build at a different location.
135	Expand the airport to keep S.A. competitive in the non-stop airline market and provide services that allow the citizens to fly without multiple stops for International flights.
136	DIRECT FLIGHTS TO WASHINGTON DC. MORE TRANSPORTATION TO TERMINALS. HIRE MORE EMPLOYEES TO AVOID LONG LINES AT CHECK IN AND SECURITY. MORE ONLINE INITIATIVES FOR CHECK IN. CHEAPER RATES. MORE SEAT ROOM ON AIRPLANES. SECURITY ON PLANES
137	Possibly work on more international flights to "secondary" European destinations such as the Czech Republic since a company is moving their HQ to Brooks City Base. Also compete with Austin to land direct flights to Central and South America.
138	I understand that to save money everyone wants to keep the old airport and expand there. However the city is going to continue to grow. So what will happen in 50 years when this airport cannot grow anymore and now we have to spend 20 billion on a new airport due to inflation that has to be built 25 miles away due all the new urban growth? I feel spend the money on a new facility now. It's going take 15 to 20 years to build anyway but will last for 100+ years. Also why not develop right in Port San Antonio area? Come on folks people will not drive to Austin if the new airport is only 8 miles further away. Yes the old airport would have to be shut down for the new one to succeed. That is what happened in Denver and also Austin. Let's not just keep layering bandaid upon bandaid on this issue pushing it down the road for future generations to deal with it.
139	More affordable flight options and better times for direct flights.
140	First, when talking about building a new airport, revenue generated by redeveloping the old airport land should be included. Second, building an airport that serves both Austin & San Antonio makes the most sense to me as long as there is good rapid transit between them.
141	Enhance the ability to get into and out of the terminal area when picking people up or planning to personally take a flight somewhere.
142	Act like San Antonio is part of the ten biggest cities in America. Go after Delta Airlines who is the only major domestic carrier without a hub in Texas
143	convenient people movement between terminals/gates and pickup/dropoff

#	Comment
144	More direct flights and airlines. JetBlue, and more flights with Alaska. Hub for Latin America, connections to central and South America. Euro flight.
145	SAI needs a new name. Maybe LBJ International?
146	The signage leading up to arrival and departure areas need to be clearer. It is easy to be in the wrong lane and end up circling again.
147	Good luck!
148	None
149	More direct flights to Denver
150	Create a personalized experience with a smart airport, anything else you will be just selling yourself short.
151	See Item 10
152	more convenient parking!
153	The airport should look and feel like a major city airport. Seating accommodations should be up to date and not worn out. More baggage carousels. More major airlines(Jet Blue, British Airways, etc.)
154	We are 1/2 block off your flight path that splits Vista Real and Churchill Estates Blvd. I have contacted the airport repeatedly about your noise abatement program and gotten the run around for the last 15 years. "Too far away." "No money." "Your on the list but aren't scheduled for any program at this time." A crock. If you lived where we did and had to listen to the jets roaring over all day and night, you wouldn't like it either.
155	In order to stay competitive as a city for business and tourism we need to add more flights with direct or 1 stop stay on the plane. We need to create a new Terminal in order to sustain the air traffic that we are hoping for.
156	More up to date airport. Looks dated.
157	We should be a much bigger hub for international travel without having additional legs. As the population of SA increases more people moving in will want to travel back to where they are from for pleasure and business. For me to attract the business I want from other cities, requires fewer legs to a journey. If I have a wait, being in the Denver Airport can be a pleasure. It also has fabulous, fast shuttle train service that is pretty easy to understand. Even Dallas Love Field has local live entertainment at times.
158	Move airport to south end of city. plenty of room for noise and growth
159	Build a brand new facility in a less populated area of town.
160	Make disabled parking more accesable and provide transportation to from the terminal
161	keep the price of parking down, it's residents that pay for it, not tourists.
162	Please See comment above.
163	It should be moved to the outskirts of town. Our neighborhood is loud enough without increased air traffic.
164	Move the thing somewhere else. Why do we commission a study when we know the answer? We are only pleasing old farts who like its 'convenience.' Our airport sucks. Period.
165	Move Airport to the 130 toll area create train service to locations into SA and Austin and Other locations San Marcos
166	No VIA bus service to/from the airport for early morning flights or flights after 9 pm; and no sidewalk from terminals to Loop 410
167	I love how easy the airport is to get in and out of when dropping off/picking up passengers.

#	Comment
168	The airport is ok, but it should be more architecturally memorable as a gateway to San Antonio.
169	1) Enforce strict compliance with passenger pickup/drop-off rules, animal/pet management, and smoking zones. 2) Tighten security. 3) Install more stations for customer/passenger safety. 4) Perform periodic vulnerability audits/checks
170	SAT needs real routes and international service like AUS has. We're the 7th largest city in the US and the service we have here in SAT is a joke.
171	Light rail to and from the airport to connect with downtown and a few other populated areas. Improve communication on the availability of onsite parking in order for people to make a decision on their way to the airport to park on or off site
172	Elevators to and from parking facilities are a disgrace-slow and dirty.
173	Currently its a great airport. With time it must grow according to demand, I just hope it will be a sustainable growth.
174	I think that in addition to getting more direct routes, there should be an effort t make our airport a better experience for travelers, so they will want to use our airport. One idea is free carts like you see all over Europe. For local travelers, we need to find a way to use both the top ramp and the bottom ramp at the same time. In the morning it's crazy on top ramp and in the evenings, it's impossible on the lower ramp.
175	SAT should accommodate car service (Uber, Lyft, et. al.) pickup and drop off sections in addition to taxi areas.
176	Signage from the highways needs massive improvement - especially at the 281/410 interchange. Plus, having a single entry lane with virtually no signage into the terminal area creates a dangerous bottleneck with cars trying to cut across lanes. These fixes should be fairly cheap and easy to remedy.
177	As a former USAF Air Traffic Controller, SAT needs to be utilized to it's full potential. However, the city should also look at joint use airport with Lackland AFB.
178	acquire land to make a street of nothing but hotels for travelers and tourist. You can increase activity at airport but, no provision for additional hotel space in and around airport
179	There needs to be an easier way to walk on the areas that have an incline. These areas are difficult to walk on if you have walking problem, (problems with feet, legs, knees, hips, back, etc.) and/or you are carrying baggage, baby, etc. It's unsafe and can cause trips & falls. Maybe a different surface, rails, or mobile walk-way would help.
180	I hate going to the airport. I go to pickup family members and its always very confusing. Directions are not given until your right on top of them. Then I figure I've gone the wrong way and have to start all over again.
181	Create a better wifi signal for the actual location for rideshare, more availability to the parking garage, easier access to outside lanes. Open up the lanes to 281, better signage
182	Same as question 10
183	Additional long term garage parking is desperately needed in the near term. I suggest a new air traffic control tower location to free up space for a new parking garage and/or utilize the surface lot next to the short term/rental car garage. The new control tower could be the architectural centerpiece of the improved airport.
184	You state to look at the strategic development plan and you provide a link. I cannot find a plan....

#	Comment
185	Putting the Rental car facility so close to the terminals was clearly a gesture to the tourist industry at the expense of the local business traveler. Move them away from the airport and bus them like many other major airports do.
186	I don't want to drive to the opposite side of town to get to the airport. I also don't like all the traffic on 410 around the airport.
187	If we open a new location for the airport I'm curious what will become of the old airport as I live next to it. Perhaps a business and shopping complex like Austin?
188	I am a Senior citizen and would like to get help from parking garage with luggage
189	A raised monorail-style transportation system, not unlike Disney, that follows the existing 281 footprint and brings travelers to a convention center travel hub nearest the Tower of the Americas from where VIA buses or local shuttles may also carry travelers to other locations.
190	Airport is not competitive even with AUS. AUS has lower prices, better parking system (DV vets have been parking for free for years, which just got introduced to SAT), free luggage carts, excellent Wi-Fi and charge stations, and extremely easy Intl entry in one location
191	Need more non stop connections to large cities. Older terminal needs renovation, security line needs revamping, all but 2 airlines use that terminal. Both terminals need better food options, especially breakfast, as there are many early morning flights. Not enough places selling coffee.need water fountains with filtered water that are clearly labeled. Would be nice to have more charging spaces available, can use seating, poles, walls, have multiple outlets. Need to have someone checking those in place to make certain they're working. Don't know how many times observed passengers discontent when outlets don't work. Valet parking
192	Smoother process of TSA. Larger area for drop off and pick up of passengers. Eliminate people parking along curb waiting to pick up guest. Have police watching area keep cars moving.
193	1) Please continue to put pressure on D.C. area lawmakers who continue to thwart attempts by the Texas house members to gain non stop flights from SAT to DCA. 2) The new changes to the parking garage are burdensome to SA residents. It is a maze to get from the parking garage, then walk through to the elevators in the new garage for the rental car agencies/short term parking, and then finally into the terminal. This is not conducive to people who have problems with walking. Why was there not a walkway built that would be above the roadway leading directly to the ticketing/departure area? Consider having more benches for people to rest. 3) Economy green lot parking issues - there is very poor signage when trying to find the bus stop leaving the terminal to get back to the economy parking lot. Additionally, there have been excessive wait times - over 15 minutes. Lastly, there are no places to sit and wait for the bus. Elderly people traveling or those with disabilities would appreciate having a bench to sit on. 4) Signage when entering the parking garage: The signage for the long term and short term parking are the same color (I believe it is blue), while the rental car return is colored red. I am a longterm resident of SA and I inadvertently used the short term parking lane when I wanted long term parking. (The parking attendant was very polite and instructed me to "stay to the left" for long term parking). Please consider having a different colors on the signs for the three different parking lanes. 5) Traffic flow in the arrivals/baggage claim area. There is ongoing problem of excessive traffic congestion in this area. The way that

#	Comment
	<p>the taxi lane enters the airport prevents people who are picking up their rides to get over to the curb. I tell people who I am picking up to go upstairs to the departure area which is a lot less congested. I notice several others are doing this too (meeting arriving people in the departure area). 6) Construction materials for the new rental car parking garage- what were the designers thinking when they built the new parking garage with glass siding? In the summer when it is hot and sunny the heat emanating off of the glass siding is excessive. People waiting for their ride are going to spontaneously combust! Seriously, there needs to be some modifications to reduce the heat coming off of this structure. (See #5 as to why people would be waiting for a ride in the departure area). 7) Restaurants in the airport - there needs to be healthier eating option in the airport - how about some gluten free options too? 8) Thanks for letting me comment on this survey!</p>
194	<p>1) The regional airport concept is a non-starter in the absence of convenient, rapid rail transit to make it accessible in under 45 minutes. 2) The airport authority is doing a good job of promoting the airport and making airlines aware of opportunities for adding direct flights. No incentives or other market-distorting silliness should be entertained and those that promote such are either ignorant of how markets work or have hidden agendas.</p>
195	<p>The new cell phone lot is not as good as the old one. There seems to be space for improvements such as drive through parking</p>
196	<p>Our airport is fantastic. It is close to downtown. Easy to access. Lines are short and move quickly.</p>
197	<p>Provide curbside baggage check in. Love being able to use Uber/Lyft</p>
198	<p>See my answer in #10 about security issues.</p>
199	<p>What type of noise abatement will happen for surrounding houses near the airport?</p>
200	<p>The new parking structure has helped significantly.</p>
201	<p>I fly quite a bit and our airport really is pretty good. It's comfortable for the most part. I'd like to see more seating / larger gates, especially for the full flights we seem to see more of these days. It would be nice to have more restaurant choices and more than just Starbucks for specialty drinks.</p>
202	<p>I understand that the airport has to expand but expansion makes it bigger and it takes longer to get to gates and security lines. the bus and car traffic also gets congested with long lines waiting to drive up to the areas for passenger pick up. parking is a long walk from the air terminal.</p>
203	<p>Our city's airport may be the only glimpse others ever get of San Antonio, yet the airport is somewhat "blah." I'd like to see our airport reflect the beauty and rich heritage of one of Texas' most historic cities. Bright beautiful reflections of our Hispanic heritage would be nice (and, no, I'm not Hispanic)...maybe a Fiesta vibe...or something that reflects the great state of Texas? I want people to visit our airport and feel they have gotten a glimpse of our unique city that I love. We also need to move into the technology age. I'm lucky to find an electrical outlet much less a USB port for charging. I hate the "closed" open restaurant at the end of Terminal B. If I'm flying early in the morning, I can't sit at a comfortable table because it is roped and blocked off so I have to sit in the incredibly uncomfortable seats and look at the empty lonely table. When I'm sitting around between flights, I'd like a surface to put a laptop or iPad on so I can comfortably work and use my time wisely.</p>

#	Comment
204	Traffic is horrible during peak hours of flight arrivals. The roadways are confusing to the upper and lower levels. The use of police officers is helpful, but they could probably be used elsewhere instead of traffic control.
205	Get rid of the local set asides for restaurants. They are awful.
206	The airport needs additional more non stop flights (recent improvements have been great!). Would be great to get a couple more airline clubs as well (good for frequent travelers).
207	I DO NOT think moving the airport is a viable option! If you live long enough, you will see this come back time and again! Get over it!!!!
208	More centralized terminal space. Better road access in and out of the airport. The current ways take a long time to get on and off airport property. I can spend 10-15 minutes from the parking garage before I enter a major highway - which is only a couple miles in either direction.
209	Healthy food is important and necessary for many passengers, fast food is not always desired. Smoothie or fresh food restaurants needed.
210	Keep the "small airport" feel but better flights and connections.
211	Consider implementing noise abatement procedures for the departing aircraft.
212	i just hope this doesn't mean that the airport will expand into harmony hills next to it. we like where we live and don't want to be forced out like what happened to southside-downtown residents for hemisfair 68- 50 years ago. i hope it's not a 50 year repeat. is that why all this road work was done here, to take over our area? also, it says for prosperity but that's a lie, we never see a dime of it.
213	While I know tourism in San Antonio is a major source of local income, as the seventh largest city in the United States San Antonio should market itself even more as a destination. That would then be a gateway for getting more flights to/from other places. Airport flight expansion is not driven by the people in San Antonio who want to go somewhere else but by people who want to come to San Antonio. Unfortunately the wealth of the population in of San Antonio does not support going to other places often enough to make route availability profitable. Even as the seventh largest city San Antonio is a backwater for air service. For example San Antonio could serve as a gateway to Mexico and Central/South America. At this time there are no direct flights to Cancun which is a popular tourist destination. Going to Cancun requires at least one connection and up to a 12 hour trip with layovers. With more flight availability there is more competition and more affordable prices which in turn leads to more airport usage. Right now we can drive to Austin and save up to \$200 on some trips, that is worth the drive especially with the convenience of toll road 130 which is only 1 mile from the Austin airport. Austin, a smaller city, offers over 80 direct flights - San Antonio offers 50 - 60. Also, ticket prices to Houston Bush are outrageous because United has a monopoly on that route with tickets costing \$200 to \$275 round trip for a 45 minute flight.
214	I think the airport is always clean and it is so easy to navigate, please don't change this! I find the staff to be cheerful when I go through this airport, which you can't always say that.
215	El aeropuerto es excelente, deben de evitar esperar a que esten sobre saturados como otros aeropuertos que estan rebasados por el numero de pasajeros en transito.