



Yukon's Flight Path Online Public Survey

Government of Yukon is developing a plan to guide future investments in the aviation system called Yukon's Flight Path: Aviation System Investment Strategy for 2020-2030. This strategy will propose investments to maintain safety, meet national aviation regulations, and enhance the future system. All investments will be considered for their social, economic, and environmental impact.

Your opinion matters. This survey is intended to gain an understanding of users' values, expectations, and future needs. No investments have been proposed at this time; however, feedback received will be used to identify future priorities.

The survey should take between 10 and 30 minutes to complete depending on your responses. The responses to this survey are being collected by the Yukon Bureau of Statistics and your information is protected under the Statistics Act.

Thank you for taking the time to complete this survey.

Background Information about the System

Yukon's airports and aerodromes are vital to life north of 60. Aviation connects us to one another and to the larger world outside. The aviation system brings friends and family together, supports Yukon businesses, enables the delivery of vital emergency services and connects Yukon communities.

Our aviation system is comprised of 28 airports, aerodromes and airstrips, along with all related infrastructure and services. An airport has regularly scheduled flights and supports a variety of public services, such as medevac, wildland fire management, and policing services (Royal Canadian Mounted Police - RCMP). An aerodrome does not have regularly scheduled flights, but does support a variety of public services. An airstrip does not have scheduled flights, does not support public services and receives less maintenance than an airport or aerodrome.

The Government of Yukon currently owns, operates and maintains 28 airports, aerodromes and airstrips across Yukon:

5 Airports

- Dawson City, Erik Nielsen Whitehorse International Airport, Mayo, Old Crow, Watson Lake

7 Aerodromes

- Beaver Creek, Burwash, Carmacks, Faro, Haines Junction, Ross River, Teslin

16 Airstrips

- Braeburn, Carcross, Chapman, Cousins, Finlayson, Fort Selkirk, Hyland, Ogilvie, MacMillian Pass, McQuesten, Minto Landing, Pelly Crossing, Pine Lake, Silver City, Twin Creeks, Wiley

As shown in this infographic, airports, aerodromes, and airstrips across Yukon are used for a variety of purposes and some have much more traffic than others.

How do you use Yukon's aviation system?

*1. How do you use Yukon's aviation system? Check all that apply.

- I am a passenger
- I am a commercial user that relies indirectly on aviation (e.g. have a business that receives or ships cargo/goods)
- I am a pilot: I fly rotary wing aircraft recreationally
- I am a pilot: I fly a rotary wing aircraft commercially
- I am a pilot: I fly fixed wing aircraft recreationally (including float planes)
- I am a pilot: I fly fixed wing aircraft commercially (including float planes)
- I am involved in a private business that relies directly on aviation (e.g. mining, fly-in tourism)
- I am involved in a private aviation sector business (e.g. airline company, helicopter company, aircraft maintenance)
- I am involved in a public service that relies directly on aviation (e.g. medevac, wildland fire management, policing services)
- Other:
- None of the above

Gathering values questions

The North is a unique operational environment – we depend on aviation services and aviation faces distinct challenges (e.g. long distances, short operating seasons, etc.). In addition, important industries rely heavily on aviation, such as mining and tourism.

The operations and maintenance of Yukon's aviation system is very expensive, and costs continue to increase. While planning for today and the future, the most important factor to consider is ensuring safety standards are achieved. As priorities are set for future investments, shifts in investments or operations may be required to achieve these standards; this may include increasing efficiencies, changes to management or operation structures, exploring alternative sources of revenue, or modifying the levels of service provided at different sites.

Please review the following statements regarding specific elements of Yukon's aviation system and determine if you agree or disagree. Your feedback will provide us with important information about what your values are, which will be used to guide future investment decisions.

How should the Government of Yukon prioritize aviation infrastructure and services investments?

2. Investments that support public health and safety (e.g. medevac, wildland fire management, policing services)

- Not at all a priority
- Low priority
- Neutral
- High priority
- Very high priority
- Don't know

3. Investments that support communities (e.g. access and cargo deliveries to isolated or remote communities)

- Not at all a priority
- Low priority
- Neutral
- High priority
- Very high priority
- Don't know

4. Investments that support the mineral exploration and mining sector

- Not at all a priority
- Low priority
- Neutral
- High priority
- Very high priority
- Don't know

5. Investments that support the oil and gas exploration sector

- Not at all a priority
- Low priority
- Neutral
- High priority
- Very high priority
- Don't know

6. Investments that support the tourism sector

- Not at all a priority

- Low priority
- Neutral
- High priority
- Very high priority
- Don't know

7. Investments that support the fishing and outfitting sector

- Not at all a priority
- Low priority
- Neutral
- High priority
- Very high priority
- Don't know

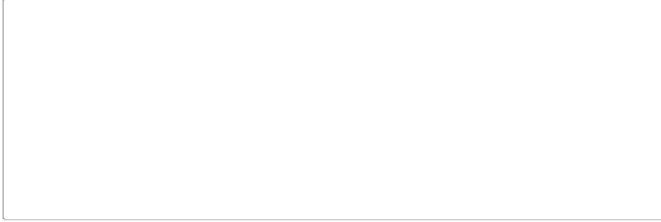
8. Investments that support recreational or hobby flying

- Not at all a priority
- Low priority
- Neutral
- High priority
- Very high priority
- Don't know

***9. Are there other specific sectors that you feel should be supported?**

- Yes
- No

9.1. Which other sectors should be supported?

A large, empty rectangular box with a thin black border, intended for the user to provide their answer to the question above.

Aviation community questions

Yukon's aviation system is a shared asset provided for use by many different users; ultimately, the needs of all users must be considered. As a member of the aviation community, your experiences with the system today and expectations for the future can provide us with important insight that can help guide investments.

10. Which of the following airports, aerodromes or airstrips do you have past experience with as a pilot or business (e.g. landing or taking off, operating a business at an airport or aerodrome, etc.)? Please select all that apply. Please note that for each site selected a series of questions will be asked.

- Dawson City Airport
- Erik Nielsen Whitehorse International Airport
- Mayo Airport
- Old Crow Airport
- Watson Lake Airport
- Beaver Creek Aerodrome
- Burwash Aerodrome
- Carmacks Aerodrome
- Faro Aerodrome
- Haines Junction Aerodrome
- Ross River Aerodrome
- Teslin Aerodrome
- Braeburn Airstrip
- Carcross Airstrip
- Chapman Airstrip
- Cousins Airstrip
- Finlayson Airstrip
- Fort Selkirk Airstrip
- Hyland Airstrip
- Ogilvie Airstrip
- MacMillian Pass Airstrip
- McQuesten Airstrip
- Minto Landing Airstrip
- Pelly Crossing Airstrip
- Pine Lake Airstrip
- Silver City Airstrip
- Twin Creeks Airstrip
- Wiley Airstrip
- None Of The Above

11.1 How well does the Dawson City Airport meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.1 At the Dawson City Airport, are there any elements that you would like to see improved?

Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.1 Do you have any comments or concerns about the Dawson City Airport?

11.2 How well does the Erik Nielsen Whitehorse International Airport meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.2 At the Erik Nielsen Whitehorse International Airport, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.2 Do you have any comments or concerns about the Erik Nielsen Whitehorse International Airport?

11.3 How well does the Mayo Airport meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.3 At the Mayo Airport, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.3 Do you have any comments or concerns about the Mayo Airport?

11.4 How well does the Old Crow Airport meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.4 At the Old Crow Airport, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.4 Do you have any comments or concerns about the Old Crow Airport?

11.5 How well does the Watson Lake Airport meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.5 At the Watson Lake Airport, are there any elements that you would like to see improved?

Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.5 Do you have any comments or concerns about the Old Crow Airport?

11.6 How well does the Beaver Creek Aerodrome meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.6 At the Beaver Creek Aerodrome, are there any elements that you would like to see improved?

Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.6 Do you have any comments or concerns about the Beaver Creek Aerodrome?

11.7 How well does the Burwash Aerodrome meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.7 At the Burwash Aerodrome, are there any elements that you would like to see improved?

Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.7 Do you have any comments or concerns about the Burwash Aerodrome?

11.8 How well does the Carmacks Aerodrome meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.8 At the Carmacks Aerodrome, are there any elements that you would like to see improved?

Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.8 Do you have any comments or concerns about the Carmacks Aerodrome?

11.9 How well does the Faro Aerodrome meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.9 At the Faro Aerodrome, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.9 Do you have any comments or concerns about the Faro Aerodrome?

11.10 How well does the Haines Junction Aerodrome meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.10 At the Haines Junction Aerodrome, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design)
- Other, please specify:

13.10 Do you have any comments or concerns about the Haines Junction Aerodrome?

11.11 How well does the Ross River Aerodrome meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.11 At the Ross River Aerodrome, are there any elements that you would like to see improved?

Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.11 Do you have any comments or concerns about the Ross River Aerodrome?

11.12 How well does the Teslin Aerodrome meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.12 At the Teslin Aerodrome, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.12 Do you have any comments or concerns about the Teslin Aerodrome?

11.13 How well does the Braeburn Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.13 At the Braeburn Airstrip, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.13 Do you have any comments or concerns about the Braeburn Airstrip?

11.14 How well does the Carcross Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.14 At the Carcross Airstrip, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.14 Do you have any comments or concerns about the Carcross Airstrip?

11.15 How well does the Chapman Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.15 At the Chapman Airstrip, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.15 Do you have any comments or concerns about the Chapman Airstrip?

11.16 How well does the Cousins Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.16 At the Cousins Airstrip, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.16 Do you have any comments or concerns about the Cousins Airstrip?

11.17 How well does the Finlayson Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.17 At the Finlayson Airstrip, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.17 Do you have any comments or concerns about the Finlayson Airstrip?

11.18 How well does the Fort Selkirk Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.18 At the Fort Selkirk Airstrip, are there any elements that you would like to see improved?

Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.18 Do you have any comments or concerns about the Fort Selkirk Airstrip?

11.19 How well does the Hyland Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.19 At the Hyland Airstrip, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.19 Do you have any comments or concerns about the Hyland Airstrip?

11.20 How well does the Ogilvie Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.20 At the Ogilvie Airstrip, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.20 Do you have any comments or concerns about the Ogilvie Airstrip?

11.21 How well does the MacMillian Pass Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.21 At the MacMillian Pass Airstrip, are there any elements that you would like to see improved?

Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.21 Do you have any comments or concerns about the MacMillian Pass Airstrip?

11.22 How well does the McQuesten Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.22 At the McQuesten Airstrip, are there any elements that you would like to see improved?

Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.22 Do you have any comments or concerns about the McQuesten Airstrip?

11.23 How well does the Minto Landing Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.23 At the Minto Landing Airstrip, are there any elements that you would like to see improved?

Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.23 Do you have any comments or concerns about the Minto Landing Airstrip?

11.24 How well does the Pelly Crossing Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.24 At the Pelly Crossing Airstrip, are there any elements that you would like to see improved?

Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.24 Do you have any comments or concerns about the Pelly Crossing Airstrip?

11.25 How well does the Pine Lake Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.25 At the Pine Lake Airstrip, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.25 Do you have any comments or concerns about the Pine Lake Airstrip?

11.26 How well does the Silver City Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.26 At the Silver City Airstrip, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.26 Do you have any comments or concerns about the Silver City Airstrip?

11.27 How well does the Twin Creeks Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.27 At the Twin Creeks Airstrip, are there any elements that you would like to see improved?

Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.27 Do you have any comments or concerns about the Twin Creeks Airstrip?

11.28 How well does the Wiley Airstrip meet your expectations?

- Far below expectations
- Does not meet expectations
- Neutral
- Meets expectations
- Exceeds expectations
- Don't know

12.28 At the Wiley Airstrip, are there any elements that you would like to see improved? Please select all that apply.

- General maintenance
- Communication
- Navigational aids
- Lighting
- Paved surfaces
- Aircraft parking
- Land development and leasing
- Safety and security areas or processes
- Terminal functionality Terminal functionality (e.g. baggage processing, security, vehicle parking, offices, washrooms)
- Terminal experience (e.g. overall interior design, promotion of the Yukon and local community, seating areas, food and beverage service, retail shops, transportation services)
- Other, please specify:

13.28 Do you have any comments or concerns about the Wiley Airstrip?

Passenger service questions

***14. In the past year, how often have you been a passenger on flights departing from or arriving in Yukon?**

- No flights
- 1 - 3 flights
- 4 - 9 flights
- 10+ flights

Passenger service questions

15. Which of the following airports, aerodromes and airstrips do you have past passenger experience with? Please select all that apply. Please note that for each site selected a couple of questions will be asked.

- Dawson City Airport
- Erik Nielsen Whitehorse International Airport
- Mayo Airport
- Old Crow Airport
- Watson Lake Airport
- Beaver Creek Aerodrome
- Burwash Aerodrome
- Carmacks Aerodrome
- Faro Aerodrome
- Haines Junction Aerodrome
- Ross River Aerodrome
- Teslin Aerodrome
- Braeburn Airstrip
- Carcross Airstrip
- Chapman Airstrip
- Cousins Airstrip
- Finlayson Airstrip
- Fort Selkirk Airstrip
- Hyland Airstrip
- Ogilvie Airstrip
- MacMillian Pass Airstrip
- McQuesten Airstrip
- Minto Landing Airstrip
- Pelly Crossing Airstrip
- Pine Lake Airstrip
- Silver City Airstrip
- Twin Creeks Airstrip
- Wiley Airstrip
- None of the above

16.1 At the Dawson City Airport, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.1 At the Dawson City Airport, are there any elements that you would like to see improved?

Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.2 At the Erik Nielsen Whitehorse International Airport, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.2 At the Erik Nielsen Whitehorse International Airport, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.3 At the Mayo Airport International Airport, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.3 At the Mayo Airport, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.4 At the Old Crow Airport, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.4 At the Old Crow Airport, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.5 At the Watson Lake Airport, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.5 At the Watson Lake Airport, are there any elements that you would like to see improved?

Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.6 At the Beaver Creek Aerodrome, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.6 At the Beaver Creek Aerodrome, are there any elements that you would like to see improved?

Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.7 At the Burwash Aerodrome, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.7 At the Burwash Aerodrome, are there any elements that you would like to see improved?

Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.8 At the Carmacks Aerodrome, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.8 At the Carmacks Aerodrome, are there any elements that you would like to see improved?

Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.9 At the Faro Aerodrome, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.9 At the Faro Aerodrome, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.10 At the Haines Junction Aerodrome, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.10 At the Haines Junction Aerodrome, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.11 At the Ross River Aerodrome, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.11 At the Ross River Aerodrome, are there any elements that you would like to see improved?

Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.12 At the Teslin Aerodrome, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.12 At the Teslin Aerodrome, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.13 At the Braeburn Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.13 At the Braeburn Airstrip, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.14 At the Carcross Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.14 At the Carcross Airstrip, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.15 At the Chapman Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.15 At the Chapman Airstrip, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.16 At the Cousins Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.16 At the Cousins Airstrip, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.17 At the Finlayson Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.17 At the Finlayson Airstrip, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.18 At the Fort Selkirk Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.18 At the Fort Selkirk Airstrip, are there any elements that you would like to see improved?

Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.19 At the Hyland Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.19 At the Hyland Airstrip, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.20 At the Ogilvie Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.20 At the Ogilvie Airstrip, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.21 At the MacMillian Pass Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.21 At the MacMillian Pass Airstrip, are there any elements that you would like to see improved?

Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.22 At the McQuesten Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.22 At the McQuesten Airstrip, are there any elements that you would like to see improved?

Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.23 At the Minto Landing Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.23 At the Minto Landing Airstrip, are there any elements that you would like to see improved?

Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.24 At the Pelly Crossing Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.24 At the Pelly Crossing Airstrip, are there any elements that you would like to see improved?

Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.25 At the Pine Lake Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.25 At the Pine Lake Airstrip, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.26 At the Silver City Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.26 At the Silver City Airstrip, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.27 At the Twin Creeks Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.27 At the Twin Creeks Airstrip, are there any elements that you would like to see improved?

Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

16.28 At the Wiley Airstrip, how satisfied were you with the passenger experience?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

17.28 At the Wiley Airstrip, are there any elements that you would like to see improved? Please check all that apply.

- Wayfinding signage surrounding the airport, aerodrome or airstrip
- Passenger parking areas
- Drop-off/ pick-up areas
- General aesthetics and appearance of the terminal (if applicable)
- Airline check-in area
- Shopping opportunities (e.g. souvenir gift shop, reading materials, snacks)
- Food services (e.g. restaurant, coffee bar, vending machines)
- Entertainment and lounge (e.g. viewing areas, televisions, WIFI access, children's play structures)
- Baggage handling
- Baggage storage
- Safety and security
- Washrooms
- Maintenance of interior/ exterior
- None of the above

Passenger service questions (continued)

Yukon's aviation system hosts thousands of passengers each month, both Yukon residents and visitors. Passenger experiences are important, and those experiences are shaped by what they see in airport terminal buildings and the services offered.

Please review the following statements regarding specific elements of Yukon's aviation system and determine if you agree or disagree.

18. The airport terminal building at the Erik Nielsen Whitehorse International Airport should provide a range of services to passengers (e.g. wifi, food services, shopping opportunities, baggage storage, etc.).

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

19. The airport terminal buildings at the Dawson City airport, Mayo airport, Old Crow airport and Watson Lake airport should provide a range of services to passengers (e.g. wifi, food services, shopping opportunities, baggage storage, etc.).

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

20. The airport terminal building at the Erik Nielsen Whitehorse International Airport should display local cultural representations and art in order to act as a welcoming gateway to both the local community and Yukon as a whole.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

21. The airport terminal buildings at the Dawson City airport, Mayo airport, Old Crow airport and Watson Lake airport should display local cultural representations and art in order to act as a welcoming gateway to both the local community and Yukon as a whole.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

Revenue generation questions

There are many costs associated with operating an airport, aerodrome or airstrip, including the maintenance of runways and airport terminal buildings. Yukon's aviation system is vital to our transportation network and is currently subsidized by Government of Yukon. Economic sustainability of Yukon's aviation system is an important consideration for the future.

Revenue generation is an option for airports, aerodromes, and airstrips to fund their operations and maintenance costs and reduce the level of subsidization required from government. There are three main sources of revenue that airports typically rely on, as described below. Generating revenue in these ways is standard aviation practice throughout Canada and the world, with specific rates varying from airport to airport.

Some of these fees have remained unchanged for more than 30 years in Yukon's aviation system, or do not exist. As a result, the fees charged to aircraft operators and passengers fund only a small percentage of the costs related to Yukon's aviation system. Yukon fees and charges are as much as 90% lower than those charged at similarly sized Canadian airports.

1. Aeronautical revenue: Revenue that is directly associated with aircraft operations and passenger processing. These may include:

- landing fees - varying by type of aircraft, weight, and origin
- terminal fees - varying by aircraft capacity and destination
- aircraft parking fees - varying by type of aircraft and weight
- use of equipment - such as the passenger loading bridge or baggage system
- tie-down fees for light-weight aircraft
- fuel surcharges
- security fees

2. Non-aeronautical revenue: Revenue that is associated with commercial activities not directly related to the operation of aircraft. These may include:

- land leasing surrounding the airport - such as hotels, off-airport parking areas, gas stations
- terminal building space leasing for businesses - such as food and beverage sales, retail, or car rental
- ground transportation fees - charged to taxis and shuttles
- vehicle parking - for employees and passengers
- advertising space

3. Airport Improvement Fees and Passenger Facility Fees:

- Revenue that is associated with fees charged to passengers for their use of specific airports. Fees are charged directly to passengers and gathered by airlines through a fee on passenger ticket.
- Airport Improvement Fees are used to fund major capital infrastructure projects - such as terminal upgrades.
- Passenger Facility Fees are used to support the upkeep and maintenance of airports.

The investment strategy we are developing will focus on Yukon's aviation industry for the period from 2020 to 2030. While currently there is no plan to adjust aviation user fees, it is important to gather information about fees as plans are made for the decade to come. Now is the right time to examine our fee structures and determine their future role in our aviation system.

Aviation fees charged in Yukon today have little relation to actual operational and maintenance costs. Understanding this reality, please consider the following questions.

To increase the economic sustainability of providing an aviation system that meets certifications and safety standards into the future, Government of Yukon should consider:

22. Reducing government subsidization by increasing revenues.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

23. Pursuing new or increased aeronautical revenues. (e.g. landing fees, terminal fees, aircraft parking fees)

- Strongly disagree

- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

24. Pursuing new or increased non-aeronautical revenues. (e.g. land leasing, terminal building space rental, vehicle parking fees)

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

25. Collecting Airport Improvement Fees. (e.g. to fund terminal building upgrades)

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

26. Collecting Passenger Facility Fees. (e.g. to fund maintenance of airports or aerodromes)

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

Aviation system cost questions

Yukon's aviation system is key to our transportation network and is currently subsidized by Government of Yukon. The Government of Yukon supports the aviation sector and aviation-dependent industries; however, as demands on the system increase, so do costs.

To increase the economic sustainability of providing an aviation system that meets certifications and safety standards into the future, Government of Yukon should consider:

27. Pursuing alternative management or operations structures for airports, aerodromes and airstrips. (e.g. partnering with local governments or user groups to assist with maintenance)

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

28. Modifying levels of service at select airports, aerodromes and airstrips. (e.g. reducing level of maintenance)

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

Final thoughts

Thank you for taking the time to share your input with us during the creation of Yukon's Flight Path: Aviation System Investment Strategy for 2020-2030.

29. Do you have any other comments or concerns that should be considered as part of the Investment Strategy?

About you

***30. Are you a Yukon resident?**

- Yes
- No
- I prefer not to say

About you

31. Which community do you live in?

- Beaver Creek
- Burwash Landing
- Carcross
- Carmacks
- Dawson City
- Destruction Bay
- Faro
- Haines Junction
- Ibex Valley
- Marsh Lake
- Mayo
- Mount Lorne
- Old Crow
- Pelly Crossing
- Ross River
- Tagish
- Teslin
- Watson Lake
- Whitehorse
- Other, please specify:

32. Do you own or operate a business in Yukon?

- Yes
- No
- I prefer not to say

Thank you for taking the survey.