APPENDIX E

Survey Summaries

E.1 Summary

In order to effectively plan and design restrooms in an airport terminal, it is important to understand the perspective of the primary stakeholders—the passengers and the airport staff. Within these groups, however, are people with special needs or interests. Among the traveling public this includes those with disabilities, the elderly, infants, various genders, and different cultures. The airport's personnel include planners, the trades – carpenters, plumbers, etc., and of course the cleaners. Tangentially are the tenants concessions staff, airline employees, etc., vendors, and product manufacturers, to name a few. All are in a perpetual tug-of-war trying to balance the needs and expectations of the users with the operational structure and budget of the providers.

The research team determined that a sample of stakeholders was needed from a high level (37,000 feet perhaps?) as well as microscopic. The latter were assembled in a series of focus groups consisting of people with intimate experience related to restrooms in airport terminals. These focus groups and the findings are described in Appendix E.

A significant resource for this guidebook is the lessons airports have learned through their restroom projects. To that end, a survey was developed and sent to operations managers at airports around the country. The 43 questions compiled and distributed through Survey Monkey addressed the following:

- Master Planning
- Customer Service

- Maintenance
- Design Considerations

Respondents were also asked if they would be willing to share their design guidelines, restroom customer service surveys, standard operating procedures, and restroom layouts. Approximately 250 contacts were collected from the research team and sent an email with a link to the survey.

The research team also mined their personal and professional networks to survey how the typical traveler feels about the same issues asked of the airport managers on their survey. The comparison between the providers and the users would be interesting to see.

Recognizing the competition for people's time and attention, a shorter survey than the airport managers was created (also in Survey Monkey) with just ten questions. Topics included top frustrations when visiting airport restrooms, finding the restrooms, personal comfort within restrooms, basic restroom amenities, desired extra restroom features, desired amenities near the restrooms, and then an open question requesting additional insights and ideas for improvements.

Figure E-1 shows the survey invitation emailed to the airport managers. A similar version was emailed to the Typical Traveler Survey recipients. The following pages show first the survey questions then tabulations of the responses for the two surveys.



AIRPORT RESTROOMS ARE OFTEN THE FIRST AND LAST IMPRESSION OF A DESTINATION... WE WANT YOURS!

A national research team of industry experts led by Architectural Alliance of Minneapolis has been selected by the Transportation Research Board of the National Academies to create a Guidebook for Airport Terminal Restroom Planning and Design. This resource will help airport managers and designers address customer service issues like those illustrated to the left that are encountered by every traveler.

Passenger demographics are changing: more female travelers, aging population, people with disabilities and special needs, all with higher expectations for comfort, convenience, cleanliness, and space for carry-ons. There are few things more frustrating than a restroom closed for maintenance after a three-hour flight.

We are conducting a survey of Airport Managers to collect your experiences, insight, and ideas. What doesn't work? What innovations have worked well for your airport?

Please cut and paste the following link and complete the survey by Friday, April 19, 2013:

www.surveymonkey.com/s/Airport _Terminal_Restrooms_Survey

The survey should take 10-15 minutes. It consists of 33-36 questions covering the following restroom topics:

Master Planning Customer Service Maintenance Design Considerations

Thank you!

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Figure E-1. Sample Survey Invitation.

E.2 Findings

A response timeframe of 2-1/2 weeks was provided. 27 responses, 11%, were received from 16 airports of all hub sizes (some airports had multiple managers take the survey). Large hubs were most prominently represented. Respondents held were predominantly directors and managers from a variety of departments including planning, customer service, maintenance, facilities, etc.

Master Planning

Most of the airports do not have a master plan for their restrooms. Likewise, few have design standards or guidelines for their restrooms. Group III – Narrowbody/Large Regional aircraft were the majority favorite FAA design group for gates at hubs of all sizes. Many of the respondents did not know the IATA Level of Service of their airport so the only conclusion derived was that Level of Service was not a driver of customer service at these airports. The large hubs tended to have more distance between their restroom locations, possibly because they have the space to provide larger restroom sets although the average number of fixtures (toilets and urinals) per restroom set is on the large side for all hub sizes.

Customer Service

Not surprising, the responding airports have seen an increase in women as well as elderly travelers. Otherwise the number of men, children, families, people with disabilities, and international travelers has remained steady. Comments are most frequently collected via surveys, comment cards, and the airport's websites. Most of the airports include restrooms in their annual customer service surveys. Yet contrary to the often passionate comments about airport restrooms from the focus groups and case studies, the respondents noted that complaints about restrooms are "as expected" and cleanliness "rare." This could be interpreted that the airports know that restrooms are a hot button so complaints are expected.

Maintenance

Here again there appears to be a disconnect between the comments from the typical travelers focus groups and surveys with the responses from the airport managers. The majority of the manager responses regarding common maintenance issues such as cleanliness, odors, noise, adequate waste receptacles, etc. were that complaints were rare. A possible reason for this is that passengers often don't take the time to register their complaints to the airport unless the method is very convenient or the problem is significant.

The majority of airports reported that common issues such as vandalism, graffiti, non-operating plumbing fixtures, and burned out bulbs were rare. Few use any form of technology to monitor maintenance problems. Most respondents felt their restroom layouts worked well. About half of the airports had standard operating procedures (SOP) for maintenance. Blue Grass Airport provided a copy of their SOP for Restroom Maintenance and Care, which is included in Appendix G.

Design Considerations

There was consensus that planning strategies like restroom proximity to nodes (gates, concessions, etc.), high visibility, intuitive wayfinding, etc. are important to the traveler's experience. Floor finishes, toilet partition materials, sink/counter finishes, and quality mirrors have a significant impact on travelers as do soap dispensers, hand drying (dryers and towels), baby changing facilities, etc. Accessibility and ventilation were considered important to all respondents whereas the convenience of a shelf in the toilet stall and at urinals was generally moderately important, but definitely important at the sinks. Coat hooks at urinals were less important at sinks and urinals than in toilet stalls. The latter is not surprising considering urinal usage is easily accomplished with a coat on. Space for carry-ons in the stalls is important in stalls, less so at urinals, but having belongs in constant view is nearly universally important. Ironically, having a means for travelers to register comments was considered only moderately important.

Most sustainability efforts such as lowering energy use, water consumption, and waste management were important. The use of recycled materials was less so.

Only a few airports had accommodations for traveling mothers. One location had a Mother's Room on both the air and landside. Another only had one on the concourse.

E.3 Survey Questions

The following pages show the questions as seen by the Airport Managers Survey participants. There are followed by the survey results.

1. Survey Information
One of the biggest customer service issues airports face is the quality of the restroom experience for travelers. This survey will provide important data for the development of a Guidebook for Airport Terminal Restroom Planning and Design.
This resource will be used by airport planners, designers, and managers like yourself so your input is essential to its usability.
The survey should take approximately 10-15 minutes to complete. It consists of 40-43 questions covering the following
topics as they pertain to airport terminal restrooms:
Master Planning
Customer Service
Maintenance
Design Considerations
Several questions ask if you are willing to share information (design guidelines, restroom layouts, operating procedures,
etc.) for reference and potential use in shaping the guidebook. We appreciate your participation in this effort. Any contributed information will be acknowledged in the book.
Please answer questions based on your airport's general philosophy rather than your personal views. If you are unable to answer a question, feel free to leaver it blank.

2. GENERAL INFORMATION

this survey.	gree to share information about your facility requested in
Name:	
Title/Role:	
Airport Name:	
Email Address:	
Phone:	
2. Indicate your FAA Airport C	category:
Hub Size	
3. Indicate your IATA Level of	Service for your Terminal(s):
	Level
LOS	
4. Indicate your airport's gove	rnance structure:
	Structure
Governance	
Other (please specify)	

Airport Managers Surv	/ev
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3. MASTER PLAN	NING
5. Indicate the sta	tus of your current Restroom Program? (choose all that apply)
Recently renovated one	or more restrooms
Are planning to upgrade	e restrooms in the next 1-5 years
There are no plans for r	estroom modifications
6. Describe the ge	neral capacity of your restrooms.
O Often Empty	
C Adequate	
Often Have Lines	
Additional Comments:	
	le-loaded concourse or one side of a double-loaded concourse, how tween each set of restrooms?
8. What is the FAA	Airplane Design Group for your gates?
Group I - Small Region	al
Group II - Medium Reg	ional
Group III - Narrowbody	/ Large Regional
Group IIIa - B757 (wing	lets)
Group IV - Widebody	
Group V - Jumbo	
Group VI - Super Jumb	D
Additional Comments:	
9. What is the aver	age number of toilets/urinals per gender at a typical AIRSIDE set of
restrooms?	
Women	
Men	
10. What is the ave	erage number of toilets/urinals per gender at a typical LANDSIDE set of
restrooms?	
Women	
Men	
11. The following t	three questions pertain to Design Day Peak Hour. If you don't have the
data, type "?".	
1. What is your Design Day DEPARTING (Enplaning) Peak Hour	
2. What is your Design Day ARRIVING (Deplaning) Peak Hour	
3. What is your Design Day TOTAL Peak Hour	

Airport Managers Survey	
4. MASTER PLANNING	
12. Do you currently have a master plan for your restrooms?	
C Yes	
C No	

5. MASTER PLANNING	
13. What aspects are included in your master plan?	
Restroom Locations	
Prototype Layouts	
Fixture Counts	
Timeline for Modification	
Maintenance	
14. What planning resources do you use?	
Aviation Industry Guidelines	
Aviation Planners	
Architects/Designers	
Internal Planners/Designers	
Other (please specify)	
15. Does your airport have Design Standards or Guidelines for your restrooms?	
C Yes	
C No	

6. MASTER PLANNING		
16. Are you willing to share your guidelines? If yes, we will contact you.		
C Yes		
C No		

	Fewer	No Change	More
Women			
Men			
Children			
Families			
Elderly			
Disabled			
International			
8. Rate the following	customer service is	ssues in terms of complain	nts
	Frequent	As Expected	Rare
Parking	0	C	0
Security Process	0	C	C
Aesthetics	0	C	0
Wayfinding	0	0	0
Variety of Amenities (play areas, lounges, etc.)	C	0	C
Concession Mix / Locations	0	0	0
Restrooms	0	C	0
Cleanliness	0	0	0
Additional Comments:		×	
9. How do you collect	t comments from tr	avelers about your restro] 	oms?

8. CUSTOMER SERVICE

21. Are you willing to share your most recent restroom survey results? If yes, we will contact you.

C Yes

O No

9. MAINTENANCE

	Frequent	As Expected	Rare
Cleanliness	0	0	0
ight Levels	C	C	0
Odors	0	0	C
emperature	O	0	0
loise	0	0	0
lumbing Fixture	0	0	C
dequate Supply (paper owels, toilet paper, soap, tc.)	C	C	0
aby Changing Stations	0	C	0
leaning Efficiency (ease f cleaning)	C	C	0
dequate Waste	0	C	0
		×	
acceptacles dditional comments: 3. Rate the following	restroom maintena	r rce issues in terms of occ	urrence:
Iditional comments:	restroom maintena	Y	urrence: Rare
dditional comments:		nce issues in terms of occ	
dditional comments: 3. Rate the following inishes (durability and ase of maintenance)	Frequent	nce issues in terms of occ	Rare
dditional comments: 3. Rate the following inishes (durability and ase of maintenance) 'andalism	Frequent	nce issues in terms of occ As Expected	Rare
dditional comments: 3. Rate the following inishes (durability and ase of maintenance) randalism araffiti	Frequent	nce issues in terms of occ As Expected	Rare
dditional comments: 3. Rate the following	Frequent C C	As Expected	Rare C
dditional comments: 3. Rate the following inishes (durability and ase of maintenance) andalism raffiti urability of Fixtures on-operating Plumbing ixtures	Frequent C C C	nce issues in terms of occ As Expected	Rare C C C
Iditional comments:	Frequent C C C C	As Expected C C C C C C C	Rare C C C C
dditional comments: 3. Rate the following inishes (durability and ase of maintenance) 'andalism sraffiti Durability of Fixtures Ion-operating Plumbing	Frequent C C C C C	As Expected	Rare C C C C C C C

10. MAINTENANCE
24. Are you able to close a partial restroom when servicing?
C Yes
C No
25. Do you provide access to plumbing chases and janitor's closets outside of the
restroom spaces to avoid gender issues with maintenance staff?
C Yes
C No
26. What is the preferred minimum clear width in your plumbing chases?
27. Do you use technology to monitor maintenance problems?
C Yes
C No
If yes, please describe:
×
28. Do you have Standard Operating Procedures for restroom maintenance?
C Yes
O No

11. MAINTENANCE 29. Are you willing to share your restroom Standard Operating Procedures? If yes, we will contact you. [©] Yes [©] No

12. DESIGN CONSIDERATIONS
30. Do you have a restroom layout(s) in your terminal that works well?
C Yes
C No

13. DESIGN CONSIDERATIONS

31. Are you willing to have your restroom layout potentially included as a conceptual prototype in this guidebook? If yes, we will contact you.

O Yes

C No

14. DESIGN CONSIDERATIONS

	Important	Moderately Important	Not Important
Proximity to Nodes (gates, icketing, baggage claim, concessions, etc.)	C	C	0
Visibility	0	0	0
Wayfinding	0	C	C
Adjacent Family / Companion Care Room	0	C	C
Adjacent Drinking Fountains	0	0	0
Vestibule Entrance (no doors)	0	C	C
ndividual Toilet Compartments with Lavatory	C	C	0
Baby Changing Station	0	0	0
Close Partial Restroom for Service	0	0	0
dditional Comments:			

15. DESIGN CONSIDERATIONS 33. MATERIALS Rate the importance of the following components to the traveler's experience: Important Moderately Important Not Important 0 0 Wall Finishes 0 0 0 0 Floor Finishes C C 0 Ceiling Finishes 0 0 C **Toilet Partitions** 0 C 0 Door Hardware 0 0 Sink and Vanity Deck 0 Finishes 0 C C Mirrors Additional Comments: . v

34. FIXTURES			
Rate the importance	e of the following res	troom components to the tra Moderately Important	Not Important
Toilets	0	C	0
Urinals	0	0	0
Drinking Fountain	0	С	0
Sinks	0	0	0
Lights	0	C	0
Additional Comments:			
		*	

ate the importance o	f the following res	troom components to the tr	aveler's experience:
	Important	Moderately Important	Not Important
Soap Dispensers	0	0	C
Hand Dryers	C	C	0
Paper Towels	0	C	0
Trash Containers	C	0	0
Mirrors	0	C	0
Make-up Mirror	C	C	0
ull Length Mirror	0	C	0
Baby Changing Stations	0	0	0
Sanitary Products Vending	0	C	0
Sanitary Disposal	0	0	0
Adult Diaper Disposal	0	C	0
Bio-hazard Disposal (e.g. Sharps)	0	0	0
Shelf for Belongings	C	0	0
Hook(s) for Bags, Coats, etc.	0	C	0

18. DESIGN CONSIDERATIONS

36. COMFORT

	Important	Moderately Important	Not Important
Accessibility	0	0	0
Touchless Environment (toilet and urinal flushing, faucets, soap dispensers, paper towel dispensers, hand dryers, etc.)	0	C	C
Automatic Doors at Accessible Compartments	C	C	0
Urinal Screens	0	C	O
Lighting	0	C	0
Daylight	0	0	O
Heating/Cooling	C	C	0
Ventilation	0	C	0
Additional Comments:			
		<u>*</u>	
		*	

19. DESIGN CONSIDERATIONS

37. CONVENIENCE

Rate the importance of the following restroom components to the traveler's experience:

Shelf in Toilet Stall C C Space for Carry-on in Toilet Stall C C Coat Hook in Toilet Stall C C Coat Hook in Toilet Stall C C Trash in Toilet Stall C C Shelf at Urinal C C Shelf at Urinal C C Space for Carry-on at Urinal C C Coat Hook at Urinal C C Shelf at Sink C C Coat Hook at Urinal C C Shelf at Sink C C Coat Hook at Sink C C Bottle Filler at Drinking C C Fountain C C		Important	Moderately Important	Not Important
Toilet Stall C C C Coat Hook in Toilet Stall C C C Trash in Toilet Stall C C C Trash in Toilet Stall C C C Shelf at Urinal C C C Space for Carry-on at Urinal C C C Coat Hook at Urinal C C C Shelf at Sink C C C Coat Hook at Sink C C C Bottle Filler at Drinking Fountain C C C	nelf in Toilet Stall	0	C	0
Trash in Toilet Stall C C C C C C C C C C C C C C C C C C		C	0	0
Shelf at Urinal C C C C Space for Carry-on at C C C C C C C C C C C C C C C C C C	oat Hook in Toilet Stall	0	C	0
Space for Carry-on at C C C C C C C C C C C C C C C C C C	ash in Toilet Stall	0	C	0
Urinal Coat Hook at Urinal Shelf at Sink Coat Hook At Sink Coat Ho	nelf at Urinal	0	C	0
Shelf at Sink C C C Coat Hook at Sink C C C Bottle Filler at Drinking C C C Fountain		C	0	C
Coat Hook at Sink C C C Bottle Filler at Drinking C C C C Fountain	oat Hook at Urinal	0	C	0
Bottle Filler at Drinking C C C	nelf at Sink	0	0	0
Fountain	oat Hook at Sink	C	C	0
		0	0	0
Security of Having C C C	ecurity of Having elongings in Sight	0	0	0
Additional Comments:	ditional Comments:			

nan na manana da kara sabar na - karaka karaka da k	Important	troom components to the tra Moderately Important	Not Important
Art	0	0	0
Center for Passenger Needs (e.g. Flight Information, AED, Information Desk, Mother's Room, etc.)	0	C	0
Adjacent Waiting Area	0	C	0
Simple Means for Traveler's to Register Comments Additional Comments:	C	C	C

39. SUSTAINABILITY			
Rate the following co	nsiderations:		
	Important	Moderately Important	Not Important
Energy Use	0	0	0
Water Consumption	0	0	0
Environmentally Friendly Materials	C	0	0
Cleaning Supplies	0	C	0
Recycled Materials	0	C	0
Waste Management	0	0	0
Light Control	C	C	C

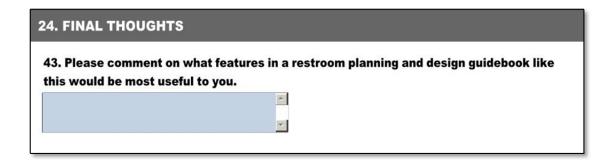
22. DESIGN CONSIDERATIONS

40. Does your terminal have a Mother's Room(s)?

C Yes

C No

23.
41. How are the Mother's Rooms distributed? (e.g. one per concourse)
×
42. How do you control access to your Mother's Rooms (e.g. key, code to type in, etc.)?



E.4 Survey Responses

The following pages tabulate the question responses from the Airport Managers Survey participants. The table below summarizes the information collected from questions 2) through 4). The names listed submitted in question 1) have been kept confidential. However, the titles are used in the subsequent tables for context.

	3. IATA	4. Airport's Governance
	Level of Service	Structure
arge Hub		
DEN	С	Municipal
DFW	В	Authority/ Quasi-government
FLL	C	County
MCO	E	Authority/ Quasi-government
MSP	Don't Know	Authority/ Quasi-government
PHX	С	Authority/ Quasi-government
SAN	A	Authority/ Quasi-government
SLC	Don't Know	Municipal
Aedium Hub	18	
AUS	В	Municipal
IND	Don't Know	Authority/ Quasi-government
PBI	Don't Know	Municipal
Small Hub		
LEX	Don't Know	Authority/ Quasi-government
SAV	Don't Know	Authority/ Quasi-government
SYR	Don't Know	Municipal transitioning to public authority in
TUS	С	Authority/ Quasi-government
Non-hub		
HTS	Don't Know	Authority/ Quasi-government
ROA	Don't Know	Commission

MASTER PLANNING														
	R	Status Currer estroc rogra	nt xm	C	Gene apaci testro	ty	7. No. of Gates Between Sets			8. FA/ Desig		oup	6	
	Recently Renovated	Planning Upgrade in 1 - 5 years	No Plans for Restroom Modifications	Often Empty	Adequate	Often Have Lines		Group I - Small Regional	Group II - Medium Regional	Group III - Narrowbody/Large Regional	Group Illa - B757 (winglets)	Group IV - Widebody	Group V - Jumbo	Group VI - Super Jumbo
Large Hub	-	-							-	-	-	-	-	
DEN - Deputy Mgr	×				×		8						×	
DFW - VP Customer Service														
DFW - Asst VP Planning	×				×		500 ft. Ideal			×				
DFW - Infrastruct Contracts Mgr	×				×		8							
DFW - Infrastruct Service Mgr														
FLL - Dir of Cap Improv	×					x	5					x		
FLL - Dir of Ops														
FLL - Dir of Maint														
FLL - Principal Planner		x			x		10			x				
MCO - Dir of Airport Ops	-													_
MSP - Asst Dir of Ops/Facilities	-													
PHX - Super Ops Planning	×				x		4			x				_
SAN - Mgr Airport Planning														_
SAN - Prog Mgr / Agency Owner	-													
SLC - Airport Architect														
SLC - Airport Maint Ops Super														
Medium Hub														
AUS - Mgr Eng and Const		x			x		4			х				
IND - Dep Dir of Planning & Dev														
PBI - Dep Dir														
PBI - Arch Field Rep														
Small Hub														
LEX - Dir of Eng and Maint		х		х			3		х					
SAV - Ops Mgr		х		х			3			х				
SYR - Commissioner of Aviation														
TUS - Mgr of Arch Serv	х				х		2				х			
TUS - Station Mgr														
Non-hub														
HTS - Airport Dir	х				х					х				
ROA - Terminal Mgr	х						Only 1 set	х						

MASTER PLANNING																				
	Toil	/10. / lets/U testro	rinals	Per		Desig eak H	n Day our	ro Ma	Rest- om ster an?	13.	Aspe in Ma			ied		Reso	lannin ource: sed		15. Design	or Guidelines?
	Airside - Women	Airside - Men	Landside - Women	Landside - Men	Departing '(Enplaning)	Arriving (Deplaning)	Total	Yes	No	Restroom Locations	Prototype Layouts	Fixture Counts	Timeline for Modification	Maintenance	Aviation Industry Guidelines	Aviation Planners	Architects/Designers	Internal Planners/Designers	Yes	No
Large Hub		-	_							_				_	-			_		
DEN - Deputy Mgr	12	16	8	8	140	140	180		×						×	x	x	×		×
DFW - VP Customer Service																				
DFW - Asst VP Planning	10	12	6	8	0	0	0	x		x	×				×	x	x	x	x	
DFW - Infrastruct Contracts Mgr																0.000				
DFW - Infrastruct Service Mgr																				
FLL - Dir of Cap Improv								x		х		x	x			x	x			x
FLL - Dir of Ops																				
FLL - Dir of Maint	-					- 0										6 1				
FLL - Principal Planner	17	22	18	22	18	18	18		x						×	x	x	x	x	
MCO - Dir of Airport Ops			10						~						ⁿ		~		~	
MSP - Asst Dir of Ops/Facilities	-		-													-				
PHX - Super Ops Planning	4	4	4	4	450	750	750		x							8 3	x			x
SAN - Mgr Airport Planning	1	<u> </u>	<u> </u>	<u> </u>	100	100	100		~								~			~
SAN - Prog Mgr / Agency Owner			-																	
SLC - Airport Architect	-															-				
SLC - Airport Maint Ops Super																0				
Medium Hub					<u> </u>				<u> </u>	<u> </u>	<u> </u>		<u> </u>					_		
AUS - Mgr Eng and Const	14	15	12	11			3500	x			x	×	x	x	x	x	x	x	x	
IND - Dep Dir of Planning & Dev																				
PBI - Dep Dir																				
PBI - Arch Field Rep																				
Small Hub																				
LEX - Dir of Eng and Maint	10	10	10	10	1	1	1		×								×	×		×
SAV - Ops Mgr	10	10	6	6	12	17	17		x								x	x		x
SYR - Commissioner of Aviation			<u> </u>						-							(-	-		
TUS - Mgr of Arch Serv	16	16	7	7																
TUS - Station Mgr	1		<u> </u>																	
Non-hub		-											-							
HTS - Airport Dir	6	6	10	10				<u> </u>	x											x
ROA - Terminal Mgr	8	10	5	5	600	1000	10000	×	^	x	×	×	×	×	×	×	×		×	^

CUSTOMER SERVICE	17 1	2h ar			T	les D		ables															
				en in		ster De	emogra				a ma la -			late d			leaht		Inte	moti-	in al	Additional O	
		Nome	n	I .	Men		C	hildren	n	1	amilie	IS	E	Ider	У	D	isable	bd	Inte	ernatio	nal	Additional Co	omments
	1			I .						I .													
	1			I .						I .													
	1			I .						I .													
		_																					_
	L .	I .																					15
	L .	I .																				yes	pn
	L .	I .																				ge a	2
	L .	I .																				ane	at
	L .	I .																				5 5	*
	L .	I .																				nat	2G
	1	1																				s the	2
	1	Φ			0			ø			Φ			0			٥			Ð		der	ne
	1	Bu			Bu			Bui			6u			Bu			6ui			Bu		al T	tin
	ē	Cha		Ŀ	Cha		er	Cha	0	ē	Cha		Ъ.	R.		e,	Cha		e	Cha		estes	We continue to grow at a robust rate.
	ewer	No Change	More	Fewer	No Change	More	Fewer	No Change	More	Fewer	No Change	More	Fewer	No Change	More	Fewer	No Change	More	ewer	No Change	More	This data represents averages and estimates that change with seasonal demands.	te le
and the	Ľ.	Z	2	u.	Z	2	UL.	Z	2	Ľ.	Z	2	L.	Z	2	UL.	Z	2	UL.	Z	2	1 6 9	2
arge Hub	-	_					_			_	_			_									
DEN - Deputy Mgr	-		x	х	-				x			х			х			X		-	x		—
DFW - VP Customer Service	-	<u> </u>																					—
DFW - Asst VP Planning	-	х			х			х			х			х			х			x			—
DFW - Infrastruct Contracts Mgr	-				-	-			-										_	-			—
DFW - Infrastruct Service Mgr FLL - Dir of Cap Improv	-		-			-			-	-					-								└ ──
FLL - Dir of Ops	-	x			х			x		-	х			х	-		х		-	x			—
FLL - Dir of Maint	+-													\vdash	-								—
FLL - Principal Planner	+	⊢	x		x			x		-	x			\vdash	x		x			-	×	-	├ ──
MCO - Dir of Airport Ops	+		~		^	-		~		-	~			\vdash	~		~			-	~		└ ──
MSP - Asst Dir of Ops/Facilities	+-				-	-	<u> </u>			-				\vdash	-		-			-			
PHX - Super Ops Planning	+	x	-		x	-			x			x		\vdash	х		x			-			├ ──
SAN - Mgr Airport Planning	-	L^	-		-				-			^		-	-		^			-			
SAN - Prog Mgr / Agency Owner	+	 												\vdash	\square								<u> </u>
SLC - Airport Architect	+	 												\vdash									<u> </u>
SLC - Airport Maint Ops Super		-																				×	
Medium Hub														_									
AUS - Mgr Eng and Const						×			×			х			х			×		×			×
IND - Dep Dir of Planning & Dev																							
PBI - Dep Dir																							
PBI - Arch Field Rep																							
Small Hub																							
LEX - Dir of Eng and Maint			х		x			x				х		х			х				x		
SAV - Ops Mgr		×			x			x				х		х			х			x			
SYR - Commissioner of Aviation																							
TUS - Mgr of Arch Serv																							
TUS - Station Mgr																							
Non-hub	100																	· · · · ·					
HTS - Airport Dir			х		X				х			х			х			х		X			
ROA - Terminal Mgr			x		x			×			x			×			x						

CUSTOMER SERVICE																								
	18. F	reque	ancy o	of Con	nplain	ts for	Custor	ner Se	rvice I	ssues	3					~								
		Parkin		S	Securit Proces	ty	_	stheti		_	ayfind	ing	An (pla	nenit nenit ny are unge	ies bas,	1000	Mix/ bcatio	10.00	Re	estroo	ms	CI	eanlines	s
	⊢	_	_	\vdash		_			_	┝		_		etc.)					┝	_	_			
	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare
Large Hub		_	_			_						_	_	_	_									
DEN - Deputy Mgr		х		х					х		х			х	1		х			х				х
DFW - VP Customer Service																								
DFW - Asst VP Planning		х			х				х		X				х			х		х				х
DFW - Infrastruct Contracts Mgr																1								
DFW - Infrastruct Service Mgr																								
FLL - Dir of Cap Improv	х			х			x				х			х		х			х					
FLL - Dir of Ops	_																							
FLL - Dir of Maint	_																							
FLL - Principal Planner	_	х			х		x			х				х	·	<u> </u>	х			х			х	
MCO - Dir of Airport Ops	_																							
MSP - Asst Dir of Ops/Facilities																								
PHX - Super Ops Planning		х			х			X		х					х	-		х		х			x	
SAN - Mgr Airport Planning															-									
SAN - Prog Mgr / Agency Owner	х				х			х		х				х			X		х				х	
SLC - Airport Architect					-																			
SLC - Airport Maint Ops Super			х		х				х		х		х					х		х				X
Medium Hub	_	_	_	_	_	_		_	_	_	_	_	_	_	_			_	_	_	_	_		-
AUS - Mgr Eng and Const	-	х	L	х					х			х		х			х		L	х				x
IND - Dep Dir of Planning & Dev	-	-	-						-										-		-		—	-
PBI - Dep Dir	-	-	-					-	-	-		-							-	-	-			-
PBI - Arch Field Rep	_	_	_				_												_	_				_
Small Hub	-	_	_	_	_	_	_	_	_	_	_	_	_	_		_		_	_	_	_	_	_	_
LEX - Dir of Eng and Maint	+	-	x		×			-	×	-	-	x			x		x		-	x			—	×
SAV - Ops Mgr	-	-	×		×			-	×			x			х			x	-	-	×		—	×
SYR - Commissioner of Aviation	-	-	-				<u> </u>		-	-	-	-				-			-	-	-	-	\vdash	-
TUS - Mgr of Arch Serv	+	-	-		-			-	-	-	-	-		-		-				-	-		<u> </u>	-
TUS - Station Mgr	-	_	_																					_
Non-hub	_	_	_	_	_	_	_	_		_	_	_	_	_	_	_	_	_		_		_		_
HTS - Airport Dir	-	х	-		×				х		х				х	_		х	<u> </u>	X	-		—	x
ROA - Terminal Mgr		X			х			X			X		X			х					х			X

CUSTOMER SERVICE	19.1	How D			lect Co Your R		nts fror oms?	n Trav	velers	20. Are R in Annual Service	Custome
	Email	Surveys	Comment Cards	Website	Letters	Social Media	Police Department	Weekly Walk-throughs	Social Media	Yes	No
Large Hub	1.00			-		47		-			
DEN - Deputy Mgr										х	
DFW - VP Customer Service											
DFW - Asst VP Planning	х									×	
DFW - Infrastruct Contracts Mgr											
DFW - Infrastruct Service Mgr											
FLL - Dir of Cap Improv		х								x	
FLL - Dir of Ops											
FLL - Dir of Maint											
FLL - Principal Planner		х									×
MCO - Dir of Airport Ops											
MSP - Asst Dir of Ops/Facilities	-										
PHX - Super Ops Planning	-							х			×
SAN - Mgr Airport Planning	-										
SAN - Prog Mgr / Agency Owner	-	х		х						x	
SLC - Airport Architect	-	<u> </u>									
SLC - Airport Maint Ops Super					х				х		×
Medium Hub											
AUS - Mgr Eng and Const				х						x	
IND - Dep Dir of Planning & Dev											
PBI - Dep Dir											
PBI - Arch Field Rep											
Small Hub											
LEX - Dir of Eng and Maint	X		×							х	
SAV - Ops Mgr			×	X						х	
SYR - Commissioner of Aviation											
TUS - Mgr of Arch Serv											
TUS - Station Mgr											
Non-hub											
HTS - Airport Dir							X				×
ROA - Terminal Mgr			x							х	

	22. T	ravel	er Co	mplai	nts Re	gardi	ng Mair	ntenan	ce Iss	ues					
	Ck	anlin	055	1	Light Levels		(Odors		Ten	npera	ture		Noise	
	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	
Large Hub		-			_		-				-			_	
DEN - Deputy Mgr			x			x			х			х			Г
DFW - VP Customer Service															Г
DFW - Asst VP Planning			х			х		x		- 1.		х			Г
DFW - Infrastruct Contracts Mgr			х			x			х			х			Г
DFW - Infrastruct Service Mgr															Γ
FLL - Dir of Cap Improv	х				х		×				х			х	Γ
FLL - Dir of Ops												1			E
FLL - Dir of Maint												1			E
FLL - Principal Planner			x			х	×					x			L
MCO - Dir of Airport Ops															L
MSP - Asst Dir of Ops/Facilities															L
PHX - Super Ops Planning		х				х			х	1		х			L
SAN - Mgr Airport Planning															L
SAN - Prog Mgr / Agency Owner															L
SLC - Airport Architect															L
SLC - Airport Maint Ops Super		х				х			X			х			L
Medium Hub	_			_		_				_	_	_	_	_	_
AUS - Mgr Eng and Const	-	х		-		х		х			-	x			┡
IND - Dep Dir of Planning & Dev	-			-				-				_			┡
PBI - Dep Dir PBI - Arch Field Rep	-	-									-	-	-		┡
Small Hub	-			_						_		_	_	_	L
F	-		_	_			_	_		_	_		_	_	-
LEX - Dir of Eng and Maint SAV - Ops Mgr	-	х				X			X		-	X	-		┝
SAV - Ops Mgr SYR - Commissioner of Aviation	-		х			х		-	х		-	X	-		┡
TUS - Mgr of Arch Serv	+											-			┝
TUS - Station Mgr	+											-			⊦
Non-hub	-			_	_	_		_		_		-	_	_	L
HTS - Airport Dir	T	_				~		~			_	~	-		Г
ROA - Terminal Mgr	+	-	Â			~		~			-	A			ł

9	22. T	ravel	er Co	mplai	nts Re	gardi	ng Mair	ntenan	ce Iss	ues					
		lumbir Fixtur perati	0	Sup	dequa ply (P ucts, s etc.)	aper		Chan		E1 (4	leanir ficien ease d eanin	cy of	V	lequa Wasti cepta	е
	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Bare
Large Hub															
DEN - Deputy Mgr			х			х			х			х)
DFW - VP Customer Service															Г
DFW - Asst VP Planning			х			х			х			х)
DFW - Infrastruct Contracts Mgr			х			х		1	х			х)
DFW - Infrastruct Service Mgr															
FLL - Dir of Cap Improv	х			х				х		x				х	
FLL - Dir of Ops								1. I.							
FLL - Dir of Maint			1					1		1		1			
FLL - Principal Planner			x		х							x)
MCO - Dir of Airport Ops															
MSP - Asst Dir of Ops/Facilities						1									
PHX - Super Ops Planning			х	_		х			x			х		x	⊢
SAN - Mgr Airport Planning	-														⊢
SAN - Prog Mgr / Agency Owner															⊢
SLC - Airport Architect	-														⊢
SLC - Airport Maint Ops Super	_		х		х				x			х			
Medium Hub	_		_	_		_	_		_	_	_	_	_	_	-
AUS - Mgr Eng and Const	-	-	х		x			x			х		\square		-
IND - Dep Dir of Planning & Dev		-	-	-	-		_					-	\vdash		-
PBI - Dep Dir		-	-	-	-								\vdash		-
PBI - Arch Field Rep	_						_			_		_	_	_	_
Small Hub	-	_	-	_	_		_	_		_	_		_	_	-
LEX - Dir of Eng and Maint		x				x			X			X	\vdash	х	-
SAV - Ops Mgr SYR - Commissioner of Aviation	-	-	х	-	x				x			x	\vdash		
		-	-	-	-								\vdash		⊢
TUS - Mgr of Arch Serv TUS - Station Mgr		-		-	-								\vdash		⊢
Non-hub	-		_	_				-	_		_	_		_	-
HTS - Airport Dir	T	×				×			×			×			Б
ROA - Terminal Mgr	-	Û			×	^			÷			Ŷ	\vdash		t

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	(Dur	inishe ability	and	Va	andalis	sm	(Graffiti			rabilit		ор	Non- erati	ng	F	ase o rodu	ct		ged S spens		Burn	ed Out L Bulbs	ight
		Ease o ntena						_	_					umbii ixture		Re	stock	ing						_
	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare	Frequent	As Expected	Rare
Large Hub																								
DEN - Deputy Mgr	х			2		х		1 1	х	2	x				х			X		х				х
DFW - VP Customer Service	_											_		_						_				⊢
DFW - Asst VP Planning	-		х			x			x			x			х		x				x			x
DFW - Infrastruct Contracts Mgr	-	-	х			x			х			х			х			X			x			х
DFW - Infrastruct Service Mgr	-	-																						⊢
FLL - Dir of Cap Improv	х					x			x		x				x	х				x				x
FLL - Dir of Ops	-																							⊢
FLL - Dir of Maint	-	-									_									_				⊢
FLL - Principal Planner	-	×				х			x		x	_			х		х			х			x	⊢
MCO - Dir of Airport Ops	-							-			_	_		_	_					-				⊢
MSP - Asst Dir of Ops/Facilities	-																			-				⊢
PHX - Super Ops Planning	-	x			x			×			х			х			х			x	-		×	⊢
SAN - Mgr Airport Planning	-	┣──	-	-															-	-	-			⊢
SAN - Prog Mgr / Agency Owner SLC - Airport Architect	-	⊢	-		-							-		-	-				-	-				⊢
SLC - Airport Architect SLC - Airport Maint Ops Super	+-	×	-									-			-			_	-	-		_		<u>+</u>
Medium Hub	_	X		_		X		_	х		x			X			X				X			х
AUS - Mgr Eng and Const	T	×							×		×			×			×			×	_			T v
IND - Dep Dir of Planning & Dev	+	Â				~			~		~			~			~			~		-		-
PBI - Dep Dir of Planning a Dev	+	-													\vdash					-				+
PBI - Arch Field Rep	+	-																						-
Small Hub	-												_	_	_									<u> </u>
LEX - Dir of Eng and Maint	T	<u> </u>	×			х			x		х			x				x		×			×	—
SAV - Ops Mgr	-		x			x			x		~	x		~	x			x		-	×			×
SYR - Commissioner of Aviation	-																							É
TUS - Mgr of Arch Serv								0.00																-
TUS - Station Mgr																								
Non-hub	-												_											-
HTS - Airport Dir		×				x			×		x				x			x			×			X
ROA - Terminal Mgr		x				x			x		x				×			х			x			x

MAINTENANCE												
	24. Finishos (durability and ease	to maintain)	25. Access to Pipe Chase and	Janitor's Closet Outside Restroom	26. Preferred Clear Width in Pipe Chase	27A. Use Technology to Monitor	Maintenance Problems	27B. Describe Monitoring Technology		for Restroom Maintenance	20 Destenses I success Thest Minds Moll	JU. Restroom Layouts Fildt YVUK YVE
	Yes	No	Yes	No		Yes	No		Yes	No	Yes	No
Large Hub												_
DEN - Deputy Mgr	×		×		4 ft.	<u> </u>	×		×			×
DFW - VP Customer Service	1 ^		<u>^</u>			-	<u>^</u>		Ê	-		<u> </u>
DFW - Asst VP Planning	+			x	36"		×		x		x	
DFW - Infrastruct Contracts Mgr	+-			-		×	Ê	Infor EAM	Ê	\vdash	<u>^</u>	
DFW - Infrastruct Service Mgr	-					<u> </u>	-	INTO LYON		\vdash		\vdash
FLL - Dir of Cap Improv	-		x				x			х		×
FLL - Dir of Ops	+-		<u>^</u>				L ^			-		Ê
FLL - Dir of Maint	+-		-							-		-
FLL - Principal Planner	+		×		3 ft.		x		x	-		×
MCO - Dir of Airport Ops	-		^		511.		^		~	-		-
MSP - Asst Dir of Ops/Facilities	+-		-			—				-		-
PHX - Super Ops Planning	+		-		?	—				x		×
SAN - Mgr Airport Planning	+		-	x	r.	—	x					- ^
SAN - Mgr Airport Planning SAN - Prog Mgr / Agency Owner	+		-			<u> </u>	-					\vdash
SAN - Prog Mgr / Agency Owner SLC - Airport Architect	+		-			—	-	-				⊢
SLC - Airport Architect SLC - Airport Maint Ops Super	+		×		24*	×	-		×		×	\vdash
Medium Hub	-		Ň	_	24	X			X		X	-
AUS - Mgr Eng and Const	T		-	x		×	_	MMS	×		×	
IND - Dep Dir of Planning & Dev	+-		-			~	-	WWO	~		^	\vdash
PBI - Dep Dir of Planning & Dev	+		-			—	-					\vdash
PBI - Arch Field Rep	+		-			—	-					\vdash
Small Hub	-		_	_							_	-
	-	_		_	30"							_
LEX - Dir of Eng and Maint	-		х		30	<u> </u>	X	-	х		x	⊢
SAV - Ops Mgr SYR - Commissioner of Aviation	+		-	х		—	х			х	x	⊢
TUS - Mgr of Arch Serv	+		-			—	<u> </u>					⊢
TUS - Mgr of Arch Serv TUS - Station Mgr	-		-			—	<u> </u>					-
Non-hub	-		_								_	-
HTS - Airport Dir	-	_	-			-		-				-
ROA - Terminal Mgr	+		-	X			X				X	⊢
ROA - Terminal Mgr	1			х		Х				X	X	

						_	estroor			_		_			_	_		_									
	Nod	oximit les (g ncessi ating,	ates, ions	Ň	/isibilit	Ŋ	Wa	ayfindi	ng	F	djace Family mpan re Ro	y/ nion	D	fjace rinkir untai	ng	Ent	estibu rance Doors	(No	Com	idual ' partm ith Sir	ents		y Chang Station	ing	Res	se Pa troon Servic	n for
		_	_			_						_					_				_			_			_
	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important
Large Hub																											
DEN - Deputy Mgr	х			х			x			х			х			х			X			х				х	
DFW - VP Customer Service															1										1		
DFW - Asst VP Planning		х			х			х		х				х									х		8	1	Х
DFW - Infrastruct Contracts Mgr	х			х			x			х				х									х				
DFW - Infrastruct Service Mgr																											
FLL - Dir of Cap Improv	х			х			x			х				х		х			х				х		х		
FLL - Dir of Ops										1					·										<u> </u>		
FLL - Dir of Maint																											
FLL - Principal Planner	х	L		х			x			х			х			х				х		х				х	
MCO - Dir of Airport Ops	_																										
MSP - Asst Dir of Ops/Facilities																									· · ·		
PHX - Super Ops Planning	-	х	-	х			х			х				х		х				х		х		-		x	⊢
SAN - Mgr Airport Planning	-		-																					-			⊢
SAN - Prog Mgr / Agency Owner	-	_	-					-				-												-	_	_	⊢
SLC - Airport Architect	-		-	-				-				-		_		_							<u> </u>	-	-	_	⊢
SLC - Airport Maint Ops Super	х		_	X			X	_			X	_		X		_		X			X	X		_		X	_
Medium Hub	I.c.	_	_					_	_			_			_		_			_				_			_
AUS - Mgr Eng and Const IND - Dep Dir of Planning & Dev	x	-	-	X			x	-		х	-	-	\vdash	х		x			х	-		x	-	-		x	⊢
PBI - Dep Dir of Planning & Dev PBI - Dep Dir	-	-	-	-			-	-			-	-	\vdash							-	\vdash		<u> </u>	-		-	-
PBI - Dep Dir PBI - Arch Field Rep	+			-				-			-	-	\vdash										<u> </u>	-		-	⊢
Small Hub	-			_				-	_	_				_		_	_		_	-		_		-	-	-	-
LEX - Dir of Eng and Maint	×	-	-	-	×		_	×			_	×	×			x				×		×		—	×	_	-
SAV - Ops Mgr	×		+	×	^		×	^			×	^	~	x		~	×			X	\vdash	X	<u> </u>	-	^	x	+
SYR - Commissioner of Aviation	1 ^		-	Â			Â	-			Â		\vdash	^			Â			Â		^		-		Â	\vdash
TUS - Mgr of Arch Serv	+		+					-			-		\vdash											-		-	⊢
TUS - Station Mgr	+	-	-										\square														t
Non-hub				-		_			_		-		_	_	_		_	_		-					_	-	<u> </u>
HTS - Airport Dir	×	—	—	×			x	—			×			×			x			×		×		—		<u> </u>	
ROA - Terminal Mgr	÷.		-	÷			Ŷ	-		×	^		×	^		~	Â		¥.	^		÷		-	v	-	ť

DESIGN CONSIDERATIONS	33.	ATE	RIAL	S: Im	ortan	ce of	Restroo	om Co	mpon	ents to	o Trav	/eler's	Exp	erien	ice.						
		I Finis			or Finis			g Fini			t Part			Door		Sink	and \	/anity		Mirrors	
	wa	i Finis	SHUS	FIOC	A Find	51105	Cent	ig rini	51105	TONE	ran	nons		rdwa			k Fini		1	WIITOR	
	Important	Moderately Important	Not Important																		
Large Hub																	_				_
DEN - Deputy Mgr		X			X				х	х			х			х			X		
DFW - VP Customer Service																				1.1	
DFW - Asst VP Planning	х			х				х		х				х		х			x	1.1	
DFW - Infrastruct Contracts Mgr		X			х				х	х				х			х		x		
DFW - Infrastruct Service Mgr																					
FLL - Dir of Cap Improv	х			х				x		х				x		х			х		
FLL - Dir of Ops																					
FLL - Dir of Maint	-																				
FLL - Principal Planner	×			×				×		×			×			×			×		-
MCO - Dir of Airport Ops	<u> </u>		-	~				~		~			~			~	-		~		
MSP - Asst Dir of Ops/Facilities	-			-													-			-	
PHX - Super Ops Planning	×			×				-	x	x			х			x	-		x		
SAN - Mgr Airport Planning	-			<u>^</u>				-	^	^		\vdash	^		-	^			^		⊢
SAN - Prog Mgr / Agency Owner	+		-	-	-		-	-			-					-	-		<u> </u>	\vdash	-
SLC - Airport Architect	-		-	-	-												-		-	$ \rightarrow $	⊢
SLC - Airport Maint Ops Super	-	~	-	-	~		_										-				-
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AUS - Mgr Eng and Const	-		_	-			_		_	~	_								~	_	_
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IND - Dep Dir of Planning & Dev	-	-	-	-							-					-	-		<u> </u>		⊢
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PBI - Arch Field Rep	_																				_
Small Hub	_	_	_	_	_	_	_	_	_	_	_	_	_	_	_	_	_	_	_	_	_
LEX - Dir of Eng and Maint	-	х	-	х	-			x		х	-		х			-	x		x	$ \rightarrow $	-
SAV - Ops Mgr	х	—	-	х	—		x	-		х	-		х			х	-		х		⊢
SYR - Commissioner of Aviation	-	—	-	-	—		<u> </u>										-		<u> </u>	\square	-
TUS - Mgr of Arch Serv	-																				-
TUS - Station Mgr																					
Non-hub																					
HTS - Airport Dir		х		х				х			х			х		х				x	
ROA - Terminal Mgr		X		х				x		х				X		х			X		

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DEN - Deputy Mgr	х			х			x	· ·		х			x		
DFW - VP Customer Service	-														⊢
DFW - Asst VP Planning	х	<u> </u>		х			x			х			х	\square	⊢
DFW - Infrastruct Contracts Mgr	x	<u> </u>		х				x		х			х	\vdash	⊢
DFW - Infrastruct Service Mgr	-	⊢	-					-		-		-		\vdash	⊢
FLL - Dir of Cap Improv	x		-	x				x		x	-	-	x	\vdash	⊢
FLL - Dir of Ops	-	⊢	-									-		\vdash	⊢
FLL - Dir of Maint	+	⊢				-					-			\vdash	-
FLL - Principal Planner	×	⊢	-	х	-		x	-		x	-	-	х	\vdash	⊢
MCO - Dir of Airport Ops	-	⊢	-					-			-	-		\vdash	⊢
MSP - Asst Dir of Ops/Facilities		⊢	-								-				⊢
PHX - Super Ops Planning SAN - Mgr Airport Planning	×			x				x		x				х	⊢
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SAN - Prog Mgr / Agency Owner SLC - Airport Architect	+	—				\vdash								\vdash	H
SLC - Airport Architect SLC - Airport Maint Ops Super	×	-		×	-	\vdash	-	~			×	-	×	\vdash	⊢
Medium Hub		_	_	~	_	_		~	_	_	~				-
AUS - Mgr Eng and Const	×			×			×			×			×		Ē
IND - Dep Dir of Planning & Dev	1 ^	-		Â						Â			Â	\vdash	F
PBI - Dep Dir	+													\square	F
PBI - Arch Field Rep	-														
Small Hub		· · ·									-				-
LEX - Dir of Eng and Maint	×			×			x			x			×		Г
SAV - Ops Mgr	x			-	х			x			х		-	x	
SYR - Commissioner of Aviation															
TUS - Mgr of Arch Serv								· ·							
TUS - Station Mgr								1							
Non-hub	200														
HTS - Airport Dir	х				х			х		х				х	
ROA - Terminal Mgr	x	-	-	x	^	\vdash	x	^		x	-	-		~	ł

DESIGN CONSIDERATIONS																					
	35.7	ACCE	SSOF	RIES	Impor	tance	of Res	troom	Comp	onen	ts to 1	ravel	er's l	Exne	rienc	0					
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Large Hub		_	_		_	_	_		_						_	_		_	_		
DEN - Deputy Mgr	×	⊢	-	х				x		х			х				X				х
DFW - VP Customer Service	-	—	-	-				-		-					_		_	_	_		
DFW - Asst VP Planning	х	—	-	х			х			х			х				_	x	х		
DFW - Infrastruct Contracts Mgr	х	⊢	-	х			x			х			х			_	х				х
DFW - Infrastruct Service Mgr	-	L																			
FLL - Dir of Cap Improv	х	L		х			x				х			х			х		х		
FLL - Dir of Ops	_	L																			
FLL - Dir of Maint																					
FLL - Principal Planner	х			х			x			х			х			х			х		
MCO - Dir of Airport Ops															1	-					
MSP - Asst Dir of Ops/Facilities																					
PHX - Super Ops Planning	х			х			×			х			х					х		x	
SAN - Mgr Airport Planning																					
SAN - Prog Mgr / Agency Owner																1					
SLC - Airport Architect																					
SLC - Airport Maint Ops Super	х				X		x			x			х				x			x	
Medium Hub																					
AUS - Mgr Eng and Const	х				х			х		х			х				х			X	
IND - Dep Dir of Planning & Dev																					
PBI - Dep Dir																					
PBI - Arch Field Rep																					
Small Hub																					
LEX - Dir of Eng and Maint	×			×			x			х			x				x			x	
SAV - Ops Mgr	X			X			x			x				x				x			x
SYR - Commissioner of Aviation	-	<u> </u>		-						-											
TUS - Mgr of Arch Serv	-																			\vdash	
TUS - Station Mgr	-		-																	\vdash	
Non-hub	-	-	-		_						_	_	_	_	_						_
HTS - Airport Dir	×				×			×		×				x				×			×
ROA - Terminal Mgr	Ŷ	 			<u>^</u>	×		x		Ŷ			×	^			×	Ŷ		×	^
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DESIGN CONSIDERATIONS							_														
	35. A	ACCE	SSOF	RIES:	Impor	tance	of Res	troom	Comp	onen	ts to 1	rave	ler's l	Expe	rienc	e.					
	Baby	/ Char	nging	Ş	Sanitar	y .	Sanita	ry Dis	posal	Adu	ult Dia	per	Bic	haza	ard	S	shelf f	or	Ho	ook(s)	for
	1	Statio	n	P	roduc	ts				D	ispos	al	D	spos	al	Be	longi	ngs	Bag	gs, Co	ats,
	L			N 1	/endin	g							(e.g.	Sha	rps)			e		etc.	
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Large Hub		_	_	_						_		_	_		_	_	_		_		_
DEN - Deputy Mgr	х				х			х				х	х			х			X		
DFW - VP Customer Service										1					1	1					
DFW - Asst VP Planning	х			х			X			х		1			х	х			х		
DFW - Infrastruct Contracts Mgr		X		х			x				х										
DFW - Infrastruct Service Mgr																					
FLL - Dir of Cap Improv		х			х		х	1 A			х			х		1	х			х	
FLL - Dir of Ops												÷									
FLL - Dir of Maint																					
FLL - Principal Planner	х			X			x				х			х		х			х		
MCO - Dir of Airport Ops										1		1. I				() (
MSP - Asst Dir of Ops/Facilities										1		1									
PHX - Super Ops Planning	х			х			х			х			х			x			х		
SAN - Mgr Airport Planning																					
SAN - Prog Mgr / Agency Owner																					
SLC - Airport Architect																					
SLC - Airport Maint Ops Super	х			х			x			х			х			X			х		
Medium Hub			_														_				
AUS - Mgr Eng and Const	х			х			×				х	-	х			х			х		
IND - Dep Dir of Planning & Dev																					
PBI - Dep Dir																					
PBI - Arch Field Rep																					
Small Hub																					
LEX - Dir of Eng and Maint	х			х			x				×		х			х			х		
SAV - Ops Mgr	х			х			x				x			х			х		х		
SYR - Commissioner of Aviation																					
TUS - Mgr of Arch Serv																					
TUS - Station Mgr																					
Non-hub																					
HTS - Airport Dir		х		х			х			х				х			х			х	
ROA - Terminal Mgr	x			x			x			x			х			x			х		

DESIGN CONSIDERATIONS																								
	36. C	COMF	ORT:	Impo	ortance	e of R	estroon	n Com	poner	ts to	Trave	ler's E	Expe	rienc	e.									
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arge Hub		<	2	-	~	2	-	<	2	-	~	2	-	~	2	-	~	~	-	~	~	-	~	2
DEN - Deputy Mgr	×			×					x	x			×					x	×			X		\square
DFW - VP Customer Service															_			-						-
DFW - Asst VP Planning	x			х				x		x			×		_			x		х		x		-
DFW - Infrastruct Contracts Mgr	×			~	×					~			×						x	~		x		-
DFW - Infrastruct Service Mgr	~	-			~														-					⊢
FLL - Dir of Cap Improv	×	-		х			×			х				×			х			x		x		-
FLL - Dir of Ops	~			~			~			~				~	_		~			~		~	-	-
FLL - Dir of Maint	-														_									-
FLL - Principal Planner	×			x				x		х			×		_	_	x		x			х		-
MCO - Dir of Airport Ops	~	-		~				~		~			~				~		~			~		-
MSP - Asst Dir of Ops/Facilities	-																			-			-	t
PHX - Super Ops Planning	x			х			×			х				x			х		x			x		-
SAN - Mgr Airport Planning	-	-		~			~			~							~		~			~		t
SAN - Prog Mgr / Agency Owner	-	-																						t
SLC - Airport Architect	1																							t
SLC - Airport Maint Ops Super	x				x		x				x			×				х	х			x		t
ledium Hub												~												-
AUS - Mgr Eng and Const	x				×			x		x				x		х			x			х		
IND - Dep Dir of Planning & Dev					-			-		-									-					t
PBI - Dep Dir																								\vdash
PBI - Arch Field Rep																								t
mall Hub									-									_			-			<u> </u>
LEX - Dir of Eng and Maint	×				×				×	x			×					x		x		×		\Box
SAV - Ops Mgr	x				x			x	-	-	x			×				x		x		x		\square
SYR - Commissioner of Aviation	1 m				-			~			~									-		-		t
TUS - Mgr of Arch Serv																								t
TUS - Station Mgr																								t
on-hub													_		_		_							<u> </u>
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HTS - Airport Dir	×				×		×				x			x				X		X			x	

DESIGN CONSIDERATIONS																					
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Large Hub																					
DEN - Deputy Mgr	×			×			×					х		×			X				X
DFW - VP Customer Service																					
DFW - Asst VP Planning	х			х			×					х	х		÷	х			х		
DFW - Infrastruct Contracts Mgr		х			х		x					х		х			х				Х
DFW - Infrastruct Service Mgr																					
FLL - Dir of Cap Improv		х			х					х				х		() (х			х	
FLL - Dir of Ops															÷						
FLL - Dir of Maint																					
FLL - Principal Planner		X		x			x			х			х			х				x	
MCO - Dir of Airport Ops															1						
MSP - Asst Dir of Ops/Facilities															1						
PHX - Super Ops Planning	х			х			x				х			х		х				х	
SAN - Mgr Airport Planning																					
SAN - Prog Mgr / Agency Owner																					
SLC - Airport Architect																					
SLC - Airport Maint Ops Super		х			х		X					х		х				х			X
Medium Hub																					
AUS - Mgr Eng and Const		X		х			X				X		х				х			Х	
IND - Dep Dir of Planning & Dev																					
PBI - Dep Dir																					
PBI - Arch Field Rep																					
Small Hub																					
LEX - Dir of Eng and Maint		х		х			х				х			х		х					X
SAV - Ops Mgr		х		х			x				x			х			х			X	
SYR - Commissioner of Aviation																					
TUS - Mgr of Arch Serv																					
TUS - Station Mgr																					
Non-hub				_																	
HTS - Airport Dir		х		х			X					х		х			х				X
ROA - Terminal Mgr	×			х			x				x		х			х			×		

DESIGN CONSIDERATIONS	27 4	2011	CAUS	NOF	lana	1	-(1)	les e	Car		in in		20		ALL THE				(0		In Tee	lad
[38. AMENITIES: Importance of Restroom Components to Traveler's														
	Traveler's Experience.											Experience.												
	Shelf at Sink		Coat Hook at Sink		Bottle Filler at Drinking Fountain			Security of Having Belongings in Sight		Art			Center for Passenger Needs (e.g. FIDS, AED, Info Desk, Mother's Room, Etc.)		Adjacent Waiting Area		Means for Travelers to Register Comments							
	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important	Important	Moderately Important	Not Important
Large Hub	<u> </u>	<u> </u>	<u> </u>			<u> </u>		· · · ·	· · · ·	<u> </u>	<u> </u>								· · · ·	· · · ·	· · · ·			<u> </u>
DEN - Deputy Mgr	T	×				×	×			×					×			×			×		×	
DFW - VP Customer Service	+	Ê				<u></u>				Ê	-				^			^	-		<u>^</u>		~	-
DFW - Asst VP Planning	×			x					×	×					×		х			x			x	-
DFW - Infrastruct Contracts Mgr		x				×			X	×					x	1 - I	x				x		x	
DFW - Infrastruct Service Mgr															1	1								
FLL - Dir of Cap Improv		×			×			X			×			x		×			×				x	
FLL - Dir of Ops		-																						
FLL - Dir of Maint																1 - I								
FLL - Principal Planner	×				x		×			×				x		×				×			x	
MCO - Dir of Airport Ops																								-
MSP - Asst Dir of Ops/Facilities																								-
PHX - Super Ops Planning	×				х				×	×				x		×			×			×		
SAN - Mgr Airport Planning															1									-
SAN - Prog Mgr / Agency Owner																								-
SLC - Airport Architect	-														_									-
SLC - Airport Maint Ops Super			x			×		x		×				x		1	x				x		×	
Medium Hub																								<u> </u>
AUS - Mgr Eng and Const	×					x		×		×			x				x			×			x	
IND - Dep Dir of Planning & Dev																								
PBI - Dep Dir															1									
PBI - Arch Field Rep															<		1 - J							
Small Hub																								
LEX - Dir of Eng and Maint		x				×		×		×				x			x				×			×
SAV - Ops Mgr	x	1				x		x		x				x			x				x		х	1
SYR - Commissioner of Aviation															1									
TUS - Mgr of Arch Serv																								
TUS - Station Mgr																								
Non-hub		-				-																		_
HTS - Airport Dir	×				×				×		×				×			×			×		×	
ROA - Terminal Mgr	×			×	-			×	-	×	-			×		×		-	×		-	×		-

DESIGN CONSIDERATIONS 38. SUSTAINABILITY: Importance of the Following Considerations Cleaning Recycled Materials Energy Use Water Environment Waste Light Control Friendly Materials Supplies Management Consumption Important ortant Important tant Important rtant ant mpor dul Ē Important ately ely À. ≳ ≥ Not of arge Hub DEN - Deputy Mgr DFW - VP Customer Service х х × х X х × DFW - Asst VP Planning х х X х х х х DFW - Infrastruct Contracts Mgr х х х х х х х DFW - Infrastruct Service Mgr FLL - Dir of Cap Improv х х х × x × х FLL - Dir of Ops FLL - Dir of Maint FLL - Principal Planner х X х x х х х MCO - Dir of Airport Ops MSP - Asst Dir of Ops/Facilities PHX - Super Ops Planning х × x × х × × SAN - Mgr Airport Planning SAN - Prog Mgr / Agency Owner SLC - Airport Architect SLC - Airport Maint Ops Super x x x × ledium Hub AUS - Mgr Eng and Const IND - Dep Dir of Planning & Dev х х х х х х PBI - Dep Dir PBI - Arch Field Rep mall Hub LEX - Dir of Eng and Maint x x x × х SAV - Ops Mgr x х х × × × x SYR - Commissioner of Aviation TUS - Mgr of Arch Serv TUS - Station Mgr Non-hub HTS - Airport Dir х х х х х х x ROA - Terminal Mgr х

	40. Does Your Terminal	rlave a Mother's Room(s)?	41. H Mother) Distri	42. How Do You Control Access to Matheir's Room?		
		No	Chhei Landskiller Chhei Aùrside	One on the Concourse	Free Access with Lock	
Large Hub						
DEN - Deputy Mgr	1	×				
DFW - VP Customer Service	1					
DFW - Asst VP Planning	×				х	
DFW - Infrastruct Contracts Mgr	1					
DFW - Infrastruct Service Mgr	1		· · · · · · · · · · · · · · · · · · ·			
FLL - Dir of Cap Improv	1	×				
FLL - Dir of Ops						
FLL - Dir of Maint						
FLL - Principal Planner		×				
MCO - Dir of Airport Ops						
MSP - Asst Dir of Ops/Facilities	1					
PHX - Super Ops Planning	x		X			
SAN - Mgr Airport Planning	1		1			
SAN - Prog Mgr / Agency Owner						
SLC - Airport Architect						
SLC - Airport Architect SLC - Airport Maint Ops Super Medium Hub AUS - Mgr Eng and Const	1	X				
Medium Hub						
AUS - Mgr Eng and Const	-	×				
IND - Dep Dir of Planning & Dev	-					
PBI - Dep Dir						
PBI - Arch Field Rep	1					
Small Hub						
LEX - Dir of Eng and Maint		X				
SAV - Ops Mgr		x				
SYR - Commissioner of Aviation						
TUS - Mgr of Arch Serv						
TUS - Station Mgr	<u> </u>					
Non-hub						
HTS - Airport Dir	×			X		

Typical Traveler Survey

E.5 Findings

The research team received 184 responses during the two weeks the survey was open. They came from all over the country, and one as far away as Thailand. Almost twice as many males as females took the survey. One transgender person participated. Ages ranged from the 20s to 80s, with a fairly even distribution in each of the first ten-year groups. In this sampling, the respondents rarely, if ever, traveled with children or people with special needs (such as persons with disabilities, infants, or the elderly). Only four traveled with children and two of the elderly had mobility issues. Most people traveled alone.

Over half of those between ages 31 and 60 had some level of frequent flyer status. Slightly more of the people traveled for business than leisure. For business, a third made less than five trips per year. 17% made more than 20. Predictably, the majority of leisure and family trips were less than five per year.

Frustrations When Visiting Airport Restrooms

Of the choices listed, the most common frustrations were cleanliness, odors, and dispensers for paper towels, toilet paper, and soap being empty. Additional comments were quite varied and insightful: need for more space, need a place for belongings, issues with paper products, etc.

Finding the Restrooms

Wayfinding was an important consideration. The majority of the responses indicated that signage was at least moderately important. Similarly, the distance of the restrooms from gates, concessions, baggage claim, etc. and being able to see the restroom from a distance was an important aspect of locating restrooms.

Comfort Within Restrooms

All of the restroom aspects related to passenger comfort within the restrooms—maneuvering space, touchless environment, privacy, accessibility, and having your belongings in sight—were considered at least moderately important.

Basic Restroom Amenities

Expectations included coat hooks, a shelf for belongings, and space for carry-ons at the sinks, toilets,

and urinals as well paper dispensers and trash. These were all highly desired, although coat hooks and carryon space at the urinals was less important. There was a slight preference for foam versus liquid soap. The preference for paper towels versus hand dryers was fairly split. However, the majority of additional comments pertained to hand dryers indicating experiences that were indifferent or negative.

Extra Restroom Features

A variety of "extras" such as a full-length mirror, calming music, daylight, outlets, etc. were listed. Some responses appeared to reflect the personal needs of the individuals as reflected in responses regarding biohazard disposals, adult diaper disposals, dressing rooms, and adult changing tables, which were all otherwise deemed unimportant. The additional comments section revealed a design consideration that is often overlooked: it's often difficult to get close to the mirrors for grooming, brushing teeth, etc. Related to this was the comment that brushing your teeth with warm water does not work well. Then there was the plea, "Please god, do NOT add any more noise."

Amenities to Have Near Restrooms

Related amenities such as Family Rooms, Companion Care Rooms, and drinking fountains were generally important to have near the restrooms. Conveniences, like vending machines and a waiting area were less important. Flight information near the restrooms was considered a useful amenity. There was some confusion about the difference between lactation and nursing rooms. Having them near the restrooms was not considered important.

Other Insights and Ideas for Improvement Related to the Design of Airport Restrooms

Many thoughts were shared around a few common issues. Space was lacking in both the stalls for circulation throughout the restrooms. People bump into each other with their belongings and have no place to put their belongings when using the restroom. Related to this is the lack of fixtures, which creates lines, thus making circulation even more difficult. A big theme was cleaning, or more often, the lack of it, and fixtures needing repair.

1. About You:				
Gender				
Age				
Special Needs				
"Home" Airport				
Airline Status (none, elite, etc.)				
2. Flying trips per ye	ear:			
	1-5	6-10	11-20	20+
Business				
Leisure				
Family				
3. Who do you trave	l with in a typica	l year (percentage	of the time - e.g. 50))?
Alone				
Companion (significant other, co-worker, etc.)				
Kids				
Person with Special Needs (disabilities, baby, elderly, etc.)				
etc.)				

Typica	l Travel	er Survey
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1. Top fru	istrations when visiting airport restrooms (select only three):
Cleanline	ess
Light Lev	vels
Odors	
Tempera	ature
Noise	
Plumbin	g Fixture Operation
Adequat	te Supply (paper towels, toilet paper, soap, etc.)
Adequat	te Waste Receptacles
Looks Da	ated
Additional Co	mments:

	Very Important	Moderately Important	Not Important
Distance from gates, ticketing, baggage claim, concessions, etc.	C	C	C
Visibility from a Distance	0	C	0
Signage to the Restrooms	C	0	C
Additional Comments:			

	Very Important	Moderately Important	Not Important
Maneuvering Space	0	0	0
Touchless Environment	0	C	0
Urinal Partitions	0	0	0
Belongings in Sight	0	0	0
Accessibility for Travelers with Disabilities	C	C	0
Additional Comments:			

7. Rate the importance of the following regarding basic restroom amenities:

	Very Important	Moderately Important	Not Important
Shelf in Toilet Stall	0	0	0
Space for Carry-on in Toilet Stall	0	C	0
Coat Hook in Toilet Stall	0	0	0
Trash in Toilet Stall	C	C	0
Shelf at Urinal	0	0	0
Space for Carry-on at Urinal	C	C	0
Coat Hook at Urinal	0	0	0
Shelf at Sink	0	0	0
Coat Hook at Sink	0	0	0
Liquid Soap Dispensers	0	C	0
Foam Soap Dispensers	0	C	C
Hand Dryers	0	0	0
Paper Towels	0	0	0
Adequate Trash Container (s)	C	C	C
Additional Comments:			
		*	
		*	

	Very Important	Moderately Important	Not Important
Make-up Mirror	0	0	0
Full Length Mirror	0	C	0
Biohazard Disposal (e.g. Sharps)	0	C	C
Outlet by Sink	0	C	0
Adult Diaper Disposal	0	C	0
A way to Register Complaints / Comments	C	0	C
Dressing Room	0	0	0
Calming Music	0	0	0
Warm Water for Hand Washing	0	0	0
Adult Changing Table	0	C	0
Daylight	0	0	0
dditional Comments:			

	Very Important	Moderately Important	Not Important
Family Room: primarily for adult with child(ren)	0	C	0
Companion Care Room: primarily for adult with adult companion with special needs	C	C	C
Lactation Room	0	0	0
Nursing Room	0	C	0
Drinking Fountains	0	C	0
Vending Machines	0	0	0
Flight Information	0	0	C
Waiting Area	0	0	0
dditional Comments:			

10. Please share any other insights or ideas for improvement related to the design of

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E.6 Survey Responses

The following pages tabulate the question responses from the Typical Traveler Survey participants.

. ABOUT YOU	الكم	21.20		94	40	44	50	54	60	24	-70	74	90	0.4	00
Age Gender	F	21-30 M	Т	31- F	-40 M	41 F	-50 M	51 F	-60 M	61 F	-70 M	- /1 F	-80 M	81 F	1-90 M
Responses	13	25	1	16	25	18	28	15	30	4	6		2	- F.	1
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Mobility issues													1		
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MKE		2			3		2	1							
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MCI		2													
BNA				1		2	2	1	2		1		1		
BOS		1	3	1	5	1	1			1	1	8			-
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N/A				2	1		1		j.		Q (0	ŝ.			
Airline Status		a	2 - 23	20	- 15				0. V.				× 11		916
Sky Priority (Delta)	1														
Elite		1	3	2	7	ŝ	7	2	4	1	1	2	3		
Gold Elite (Delta)	1	2	3	2	1	2	1	1	2		2 - 2	2	š. – 1		
A-List	1								1						
Platinum	\vdash	1	3	3	-	1	1		Č.	6	1	2	<u> </u>		-
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Platinum Elite (Delta)		1												-	+
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SWA A+							1				1				

Age	<u> </u>	21-30	e (31-	40	41	-50	51	-60	61	-70	71	1-80	81-	-90
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Responses	13	25	1	16	25	18	28	15	30	4	6		2	· ·	1
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2. FLYING TRIPS PER YEAR															
Business	•														
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6-10		4		3	3	3	6	2	3	2	2	÷	1	· ·	
11-20	2	2		5	2	1	4	1	3	-	1	2			-
20+	~	4	1	1	5	3	8	1	9		1				
Leisure	<u> </u>			<u> </u>	5			<u> </u>		<u> </u>	<u> </u>				-
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6-10	1	2		1	23	15	2		1	4	0	-			-
11-20		2				-	~ ~					÷		-	
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Family	<u> </u>						2 2								_
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3. WHO DO YOU TRAVEL WITH IN A TYPIC		AP2													
Percent Alone	AL TE	AUX f													
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21-30		2	2		1	2	2	2	1		1				-
31-40	H	4			1.10	6	6	2	-						-
41-50	2	6	1	4	4	2	4	2	8	1	1		1		_
51-60	4	3		- 14	-10	1	2	2	0	2010			- 1		-
61-70	-			1			2	-	1		1		-		
71-80	3	6	-	2	5	6	5	2	3	1	2	-			-
81-90	1	1		1	4	4	5	1	4	1	4	_			-
91-100	1	2			3	1	1	2	2		1	-	-		
Percent with Companion (significant other, co-					5	<u> </u>			2		<u> </u>				_
0-10	1	4	<u> </u>	1	6	9	13	7	10	2	1	r –	<u>r</u>	<u> </u>	_
11-20	2	3		2	4	1	5	3	2	2	2	2	12 1	6 - 0 6 - 0	-
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31-40	2	2		- 1	\$	1	2	-	2		2	5	2		_
41-50	3	6	1	6	3	2	4	2	7	1	ă.	3	1		-
51-60	3	0	1	0	3	1	1	2	1	10.00	-	2	1		
61-70		-	-			<u> </u>	1	1	- 7		10	÷	2		
71-80	1	3		1	1	1	1	1	1		1				:
81-90	1	1		1	3	1		- 1	2			-			
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21-30		<u> </u>		1	2	1	2		1	S					
31-40					6		4	-	<u> </u>			-			-
41-50	1	1		1	1	1	-		2		-	_			-
51-60	<u> </u>			1	12		<u> </u>		6	3	2				
61-70	1														
71-80	1				2	-		1							-
81-90			8	8	4	6 - C	1	1		8	8				
	1			2	1				2	8	3	1			-
91-100	· · · · ·					-	· · · ·	-	_		-	-			
91-100 Percent with Person with Special Needs (disa	bilities	haby e	deriv 4			-	-	15	30	4	6	r	2		-
Percent with Person with Special Needs (disa			iderly, e		22	19	28								
Percent with Person with Special Needs (disa 0-10	abilities, 13	baby, e 25	ideriy, e	12	23	18	28	15	30	4	0	1	~		-
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Age		21-30		31-	40	41	-50	51	-60	61	-70	71	-80	81	-90
Gender	F	M	Т	F	М	F	M	F	M	F	M	F	M	F	M
Responses	13	25	1	16	25	18	28	15	30	4	6		2		1
12 - 12 ³				102	162	10						2013		20	
4. TOP FRUSTRATIONS WHEN VISITING A	IRPOR	TRES	TROO	IS (CH	OOSE	ONLY	THREE	5							
Cleanliness	9	17	1	10	17	14	23	11	25	3	6	8	1		
Light Levels	1	6	1	4		5	3	1	4	1	1				
Odors	6	13	1	6	12	11	13	5	14		3	1	2		
Temperature	1	2		1	8	1	1		2	1	12 9	8			
Noise	2	3		1	1	1		3							
Plumbing Fixture Operation	3	12		3	8	6	8	6	8	2	2		1		
Adequate Supply (paper towels, toilet paper,	8	10		12	9	8	17	8	16	1	4	8	1		
soap, etc.)		1.2364		11,2225						1.1.24.1					
Adequate Waste Receptacles	3	6		6	4	3	1	4	8	2					
Looks Dated	4	6		4	6	5	8	5	7	2	1	8			
Additional Comments				-			10					- 33	ser.		
Space for luggage	6	2		3	5	3	3	5	3						
Space for fixing up before/after a flight	1			18	s)	3				1	3 - A	s)			
Enough fixtures	1	2													
No natural light/air		1				1									
Like hand dryers		1		8	<u>2</u>	ŝ	2		i i	- 2	8 <u>8</u> 8	<u>1</u>	8		
Layout, flow, space		1		-32	1	2	2	÷	1		Q Q	8	8		
No dry, clean place for belongings		1				1									
Inoperable fixtures	6 I		1	8	2	ŝ	1 1		. 8	8	8 8	2	8		
The less I have to touch doors, etc. the	9			1	-	÷	8			C	3C	1	8	· · · · ·	
better		-	_			1	-	<u> </u>				_	-	<u> </u>	<u> </u>
Problems with genitals touching water in toilet					1										
"Fresh mint" deodorizer smell is overwhelming		1					s								
Toiler paper dispenser is too low				Q	÷	2	1		3		Q — 9	8	ŝ.		
Poor quality product (e.g. toilet paper)						1									
Stall doors that open in make	-			S.		1	1			1			7		
maneuvering difficult						. <u> </u>									
All fixtures should be automated						1									
Lines				s.		1	1	1	1 I		Q		() () () () () () () () () ()		
Have a designated entrance and exit				12 12	ŝ.	2	1				12 9	÷			
It would be nice to have lower urinals for							1								
younger boys (traveling with a child)							- 38								
Towel dispensers should be lower so			6	00 	8	÷	1				00	2			
water doesn't run down your arm	_						1.05								
Odors				· · ·	1		1								
More counter space for belongings		1	. ji	13	<u>8</u>	š.	1			1	11 9	8			
Wider stalls							1								
Adequate number of urinals/stalls				· · · · ·	1		1								
Difficult to identify mens/womens			6	0) 	÷.		3 3	1		(c	0)	÷.			
restrooms easily when only using the								1.5							
icons		<u> </u>				_		-						<u> </u>	<u> </u>
Narrow entrance		$ \rightarrow $		2) 	2	_			1		0 - 3	<u>.</u>	-	-	<u> </u>
Maintenance	-			-		_	-	-				_			<u> </u>
It is all about comfort - traveling is uncomfortable enough - having access to cleanand comfortable restrooms									1						
helps manage the stress															
Prefer no doors to enter restroom			·	18	ų.	8	1		. 3	1	16 - B	3 <u>.</u>	1		
Prefer paper to blow dry													1		

Age		21-30	Q (S	31	-40	41	-50	51	-60	61	-70	71	-80	81	-90
Gender	F	Μ	Т	F	M	F	M	F	M	F	M	F	M	F	M
Responses	13	25	1	16	25	18	28	15	30	4	6		2		1
5. FINDING THE RESTROOMS															
Distance of restrooms from gates, ticketing, ba	adade	claim.	conces	ssions.	etc.										-
Very important	7	12	1	15	11	16	20	12	12	3	3		1		
Moderately important	5	12		1	11	2	8	3	17	1	3		1		
Not important	1	1		38	1	(ŝ			
N/A				0	2	J			1						
Visibility of restrooms from a distance															-
Very important	9	15	1	12	17	12	15	11	17	3	3		1		
Moderately important	4	9	3	3	3	6	13	4	11	1	3	8	1		
Not important		1		1	3				1						
N/A					2	1			1		······	1			
Signage to the restrooms															
Very important	12	16	1	13	17	15	16	14	19	4	6		1		
Moderately important	1	7		3	3	3	11	1	10				1		
Not important		2		š	3	8	1		. 3	3	18 - SI	ų. 1			
N/A					2	J	0		1	1	S 2				
Additional Comments:															
Distance from gates most important		1			2	3					8	2	5		
Distance not important as you can see signs in the distance	9 X	1		3				2			3				
It should never be a 5 minute walk to a bathroom from anywhere in the airport. In many cases it is.									1						
Some airports, ex. LaGuardia, restrooms are too small and hard to find!									1						
Men's vs. Women's signs often confusing										1					

Age		21-30	8 8	31	-40	41	-50	51	-60	61	-70	71	-80	81	-90
Gender	F	M	Т	F	M	F	M	F	M	F	M	F	M	F	М
Responses	13	25	1	16	25	18	28	15	30	4	6		2		1
						5.5									
6. COMFORT WITHIN RESTROOMS															
Maneuvering space				1925	10	46						A.5			
Very important	11	16	1	13	16	16	24	13	12	4	3		1		
Moderately important	2	8		3	7	2	3	2	16		3		1		
Not important	- B	1	. 3	12	<u>i</u>	S	1		1		R - 92	<u> 1</u>			
N/A					2	J			1		0.00				
Touchless environment															
Very important	6	13	1	8	15	10	15	3	13	3	4	6	1	-	
Moderately important	5	6		7	6	6	13	11	15	1	2		1		
Not important	2	6		1	4	2		1	1						
N/A			1	18	2	8			1		3i - 3i	ų. 1			
Urinal Partitions	i	0a - 70		-		- 11			u			515			
Very important	2	10	1	2	10	2	14	3	11	1	4				
Moderately important	2	11	i i i	4	9	1	12		16	- 8	2	2	5		
Not important	9	4	3	7	4	7	1	8	2	2	3 - <u>8</u>	ŝ.	1		
N/A				3	2	6	1	4	1	1			1		
Belongings in sight		()													
Very important	11	20	1	14	18	17	25	15	27	4	6	8	2		
Moderately important	1	4			4		3		2						
Not important	1	1		1							0.00				
N/A				1	3	1			1		3 = 30	8			
Accessibility for travelers with disabilities				1000	100										
Very important	4	8	1	8	7	10	13	6	13	1	4	r	1		
Moderately important	6	13		5	14	4	11	5	14	2	2		1		
Not important	3	4		2	2	3	3	2	2	1	12 - 10	à	<u> </u>		
N/A				1	2	1	1	2	1						
Additional comments		-													
Counter space with no sinks. Before/after flights, women tend to be in the restroom fixing their hair, makeup, clothes, etc in front of a mirror and it is helpful to have the area to do that and not be in the way of people at the sinks.	1														
Stalls are too small to get in with a carry- on				aŭ	ð.	1	3		1	Ce.	a) — ai	ŝ.			
Maneuverability in the restrooms is difficult						1									
Automated towel dispensers and automated sinks do not give an adequate amount of product				0			1			2	9 0				
No place to put things at sinks. Counters are always wet and small.				3	8			1		68	3 - C	2			
I'm not disabled but don't like to see other struggle.								1							
Need to have a hook for purse and space for carry on luggage. Use handicapped when possible for the space.										1					

Age	T	21-30	1	31	-40	41	-50	51	-60	61	-70	71	-80	81	-90
Gender	F	М	Т	F	М	F	M	F	М	F	М	F	М	F	М
Responses	13	25	1	16	25	18	28	15	30	4	6		2		1
7. BASIC RESTROOM AMENITIES															
Shelf in toilet stall				1997	10	44						A.S.	-		
Very important	6	6		9	4	10	12	4	12	4	2		1		
Moderately important	5	13		4	11	4	15	9	14		2	1	1		
Not important	2	6	1	3	6	4	1	2	2	1	1	<u> (</u>	-		-
N/A Sapce for carry-on in toilet stall					4		<u> </u>	<u> </u>	2	<u> </u>				<u> </u>	
Very important	11	16	1	15	18	17	19	13	24	3	6		2	<u> </u>	1
Moderately important	1	9		1	3	1	8	2	5	1					
Not important	1				1							1			
N/A	_				3		1		1		<u> </u>	5			
Coat hook in toilet stall Very important	11	21	1	15	15	17	26	13	24	3	5	<u> </u>	2	r –	1
Moderately important	1	4		1	7	1	20	2	4		1	2	-	() (
Not important	1		. 3	2		ţ		i i i	1		8 8		ŝ.	i i	
N/A					3				1	1					
Trash in toilet stall	1.0			40			0		0		1	-	1	-	1
Very important Moderately important	6 5	1	1	12	11	6	2	4	3	1	2	9	1		
Not important	2	18		2	11	9	19	6	15	1	4		1		1
N/A			3		3	2	1		4	8	3 8	ŝ			
Shelf at urinal		a a	2 2	-	-	- N			a vi				545		88. 28
Very important	1	5		1	2	1	6		4						
Moderately important	2	14 6	1	4	14 6	2	15 5	2	15 10	1	3		1		-
Not important N/A	10	0		4	3	8	2	5	10	2	3		- ⁻		1
Space for carry-on at urinal	-						-							<u> </u>	
Very important	2	14	. 3	2	8	2	12	1	10	1	3	ŝ.	2	i - 1	
Moderately important	1	7	1	3	11	2	13	1	14		1		2		
Not important	10	4		7	3	8	3	8	5	2	2				<u> </u>
N/A Coat hook at urinal	<u> </u>			4	3	6		5	1		10	÷.	<u> </u>		<u> </u>
Very important	2	2	1	<u> </u>		1	r	1	1		Î		r –	<u> </u>	11
Moderately important	1	4		3	4	3	6	1	7	1	第 第	4			
Not important	10	19		8	18	8	20	7	21	2	6		2	· · · · ·	
N/A	_			5	3	6	2	6	1						
Shelf at sink Very important	3	10	1	6	5	11	13	5	5	3	1 0 0	-	E		1
Moderately important	8	11		3	9	4	9	7	18	1	2		1		-
Not important	2	4		7	8	3	6	3	6		4		1		
N/A			- <u>-</u>	<u>1</u>	3	1			1		92 - 33		i.		
Coat hook at sink	<u>.</u>			-			<u> </u>				r	-	<u>.</u>	<u> </u>	-
Very important	1	3	1	3	5	3	7	4	1	3			<u> </u>		<u> </u>
Moderately important Not important	7	18	6	6	17	9	19	6	17	3	6	2	2		
N/A				1	3	2	2	1	1	1					L
Liquid soap dispensers		2	8 - C	900.	0.2	4.e	50 S	e	2 2	8 .0		10 S	3		2
Very important	4	5	1	5	6	8	12	5	9	1	3	3	1		
Moderately important Not important	4	11 9		4	11 5	6	10 5	8	15 4	3	3	<u> </u>	1		-
Not important N/A	5	9	1		3	2	5	2	2	0	<u>8 8</u>	1	1		-
Foam soap dispensers	4					<u> </u>	<u> </u>		<u> </u>						
Very important	2	8		11	7	5	10	6	7	1	2				
Moderately important	6	11	1	3	12	7	12	3	17	3	3	4	1		
Not important	5	6		1	3	5	4	5	5		1	_	1	_	-
N/A Hand dryers	<u> </u>	<u> </u>	-	1	3	1	2	1	1		<u>.</u>			<u> </u>	
Very important	3	9	1	11	10	6	13	4	9	0	1		1		1
Moderately important	6	12		4	8	5	8	7	9	4	2				
Not important	4	4		1	4	7	6	4	11		3		1		
N/A			3	0.	3		1		1		9) - AS		1		
Paper towels	1.6	1.40	-			40	15	40	10	-	T -	-	1.7	-	1
Very important Moderately important	8	13	1	9	6 11	13	15 6	10	13 12	4	4	1	1		-
Not important	3	5	-	1	5		5	1	3		-		<u> </u>		1
N/A					3	1	2		2						
	202 0	2	e e.	990).	0.5	5/6 - C	50 S	s	2 - 9	e - 19	88 - 8	903 	30.	e	× .
Adequate trash containers				_											
Very important	10	15	1	14	9	14	21	11	21	4	5	1	2	1	-
	10 2 1	15 9 1	1	14 2	9 13	14 3	21 7	11 4	21 7	4	5 1		2		

je		21-30		31	-40	41	-50	51	-60		-70	_	-80	81	-90
ender	F	М	T	F	М	F	M	F	M	F	М	F	M	F	Ν
esponses	13	25	1	16	25	18	28	15	30	4	6		2		- 2
	19 - 14 A			345-5	8-3 -	222				2 2				e94	
BASIC RESTROOM AMENITIES															
ditional comments		s			14	33	a 3	50 D		5 33	20 D	25	395		
Having a hook in the Toilet Stall is	1														Γ
essential. I was recently in an airport							I								L
restroom that did not have one. My carry															L
on was a backpack, but it did not fit on															L
the provided shelf within the stall. I had							I								L
to place it on the floor instead.															L
Like having hand sanitizer option too.		1			3		· · · · ·		· · · · ·		90 <u>0</u> (0	9	-	-	-
I like the foam soap better than the liquid	-	1		÷		-				-	1 - A		÷		⊢
soap. Having a place to put carry-on				I											1
luggage and bags is very important				I											1
when traveling. There seems to never				I											1
be a place to pull your luggage at the				1			1								1
urinal except behind you and it kind of							I								L
blocks the path for others to walk around							I								L
to get to the next stall. I've seen some							I								L
airports with a large area near the door							I								L
that I've seen travelers place their bags							I								L
out of the way. However, I would prefer															L
to bring my luggage in the toilet stall with							I								L
me. As for the urinal, my bag can sit															L
further away, as long as I can see it.															L
Hand dryers (if they work) don't cause				10 	1	-					0)(0	5	-		⊢
mess or a line. Towels are great but in					68		I								L
busy airports they always run out of the							I								L
trash is overflowing															
Hand dryers are preferred to towels only					1	1		- 1			1	1			Г
if they are quick and quiet				3			s		-		0 0	3	÷	a	_
If there's a door you have to touch to get		0			1	1	8	3	i i i		-0C	1	÷		
out, trash container by the door				_							<u> </u>				⊢
Towel dispensers with a crank are					1	1									L .
difficult for people with arthritis	-	-	-		4	4	-				<u> </u>		-	-	⊢
Non scented soap is also extremely important as a strong scent can linger				I	1	1									L
and can be unpleasant.				1			1								1
Hand dryers almost never work well					1	1		-			10 - 10	1	-		t
Coat hook by the sink is a good idea,					1	1	<u> </u>	-		1	10 - 10				t
especially if it is strong enough to hang a				1	· · ·		1								1
bag on.															1
I don't need both kinds of soap, but one				- C		· · · · ·		1							
is essential. I also don't need both hand				1			1								1
dryers and paper towels but one is				I											1
essential.															
Look at the studies on hand dryers				n)	2		2		1		00	2			
they are not the best way to go.															

Age		21-30	8 - 6	31-	40	41	-50	51	-60	61	-70	71-	80	81-90
Gender	F	M	Т	F	M	F	M	F	M	F	M	F	M	F M
Responses	13	25	1	16	25	18	28	15	30	4	6		2	1
10 - 10 - 10 - 10 - 10 - 10 - 10 - 10 -	- 29	5 - 2	5 - 53	115-25	03	59 - C	59 - 14	8 - 2	5 - 19	C - 24		003	85	4 25
8. EXTRA RESTROOM FEATURES														
Make-up mirror			: 33	66			(a. 33		s					
Very important	4	1		3	1	8	1	4	1	1				
Moderately important	4	4		5	3	7	9	6	9	2	2	1		
Not important	5	20	1	8	18	3	17	5	19	1	4	1	2	
N/A					3		1		1					
Full length mirror														
Very important	7	3		3	3	7	6	2	1		1	Ş	<u>(</u>)	
Moderately important	3	11		10	8	8	9	11	16	2	2			
Not important	3	11	1	3	11	2	12	2	12	2	3		2	
N/A			1	16	3	1	1		1	3	6 8	S		
Biohazard Disposal (e.g. Sharps)		a - 0							12 V.				_	5 - 20-
Very important	2	2	1	4	3	3	6	2	2	1				
Moderately important	4	7		4	6	6	11	4	14	1	3	2	1	
Not important	7	16		7	13	7	10	9	13	2	3	S	2	
N/A				1	3	2	1		1					
Outlet by Sink										_				
Very important	1		- 3	2	1	2	1		1		15 81	§		
Moderately important	3	8		4	4	7	9	4	3	2				
Not important	9	17	1	10	16	8	17	11	26	2	6		2	
N/A				3	4	1	1		1	1		5		
Adult Diaper Disposal		a a	<u>, 3</u>			<u></u>			a 74					
Very important	1	1		4	1	2	3							
Moderately important	2	6	1	3	4	2	9	7	7	1	2	š	8	
Not important	10	18	3	9	17	10	15	8	22	3	4	ŝ.	2	
N/A					3	2	1		1					
A way to resgister complaints/commer	nts													
Very important	2	1		2	2	5	4	2	2	1	1	ş	§	
Moderately important	3	7	1	5	10	7	9	9	12	2	5		1	
Not important	9	17		9	10	5	14	4	14	1			1	
N/A			1	8	3	1	1		2		16.—	9	<u></u>	
Dressing room		a	v 30	30				2 2	12 74					
Very important	2				2	2	3	2	3					
Moderately important	6	7	1	6	7	8	7	5	7	3	2	š	6	2
Not important	5	18	- 73	10	13	7	18	8	19	1	4	š. – –	2	
N/A					3	1			1					
Calming music														
Very important	2		- 2	1	2	2	4	2	1	1	3 - <u>3</u> 1	S	2	
Moderately important	6	7	1	5	8	3	9	4	11	1	1		2	
Not important	5	18		9	12	12	15	9	17	2	5			
N/A			1	1	3	1	1		1	ŝ	16 - B	4	<u> </u>	
Warm water for hand washing		5 3		655		44 - A	a 3	a	s			15 5		e 18
Very important	8	12	1	11	10	13	16	8	15	2	3		2	
Moderately important	4	11		3	10	4	10	7	12	1	1		1	
Not important	1	2	. ji	2	2	ş	1		2	1	2	ŝ		
N/A					3	1	1		1					
Adult changing table														
Very important	2			3	2	()	2		1 2	3	65	š		
Moderately important		4	1	2	6	2	9	2	9					
Not important	11	21		10	14	14	16	13	20	4	6		2	
N/A				18	3	2	1		1	- A	16 - Al	ş		
Daylight		B - 2	2 28	20	- 15			5	10 V.					
Very important		9	1		4	3	5	1	1	া				
Moderately important	6	6		7	10	8	16	4	11	2	2	Š	1	
Not important	7	10	1	8	8	7	7	10	17	1	4		1	
N/A				1	3				1		1			

Age		21-30		_	-40	_	-50		-60		-70	_	-80	81	-90
Gender	F	M	Т	F	М	F	M	F	М	F	M	F	M	F	M
Responses	13	25	1	16	25	18	28	15	30	4	6		2		1
EXTRA RESTROOM FEATURES Additional comments															
I would prefer to change in the stall or a		1			<u> </u>	r –						-			
changing room instead of out in the		- 25													
open, so an adult changing table I would															
not use. I would still change clothes in															
the stall.															
Difficult to brush teeth with warm water	-	1		2		÷					9 S	2	_		_
only on a sensor sink.															
Announcements from surrounding gates	-			1		-	-		-		100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100	÷.	ž		_
should be broadcast within bathroom.															
should be broadcast within bathoom.															
Daylight is a nice thing to have but would				1		-					10 - 10 - 10 - 10 - 10 - 10 - 10 - 10 -				
be appreciated. I assume when you say															
"adult" changing table and "adult" diaper															
disposal you actually mean a baby				1											
changing table accessible to adults. If															
you actually mean a structure the will															
support a grown adult while changing															
his/her diaper, I am not in need of that at															
this time.															
A quick easy way to register complaints						1					с с.				
would be nice but ONLY if they are															
really going to be addressed				~~											
After reading this list, I realize just how						1									
few airport bathrooms have these things															
					_						<u>a</u> a	-			
Please god do NOT add any more						1									
noise. Already there is way, way too															
much forced noise (music, TV, ads, etc.)															
Don't make the last bastion of quiet also															
a place of forced noise.				2	<u></u>	÷	s			C	Q 0	2	ę	2 - 3	
Daylight is not as important as good		1		3	<u> </u>	1	8		1	- C	3 — C		÷	3	
overall light. Also, it's important to be															
able to get close to the mirror, for those															
of us with poor vision, so that it's															
possible to see clearly as we put on															
makeup, check teeth, fix hair, etc.															
Generally, it's hard to get close enough															
to a mirror for me to see properly,															
because they are behind the sinks. It															
could work to have a separate mirror															
with a small shelf (in addition to the															
mirrors over the sinks). Love the idea of				1											
a dressing room! Make sure there's a				1											
good, full-length mirror and good lighting				1											
in there, as well as a bench to put your															
suitcase on, so that you can open it up to															
find the things you need. I would also															
include disposable paper mats, so that				1											
one doesn't have to stand barefoot on				1											
the floor, which is sure to be full of															
the noor, which is sure to be full of															
gorme															
germs.															

Age		21-30	8 - S	31-	-40	41	-50	51	-60	61	-70	71	-80	81-9	30
Gender	F	М	Т	F	М	F	M	F	М	F	М	F	M	F	M
Responses	13	25	1	16	25	18	28	15	30	4	6		2		1
	V:	e		2045	ACC	99) 	594 - 19 1	8	S 24	2	1995 - 1995 1997 - 1997		dh	90	
. HAVE NEAR RESTROOMS															
Family Room: primarily for adult(s) with child(ren)														_
Very important	6	3	1	7	8	8	10	3	5	3	2				
Moderately important	5	13		5	7	5	15	6	13	1	3		-		
Not important	2	9		2	6	5	3	6	11		1	÷.	2		
N/A	-	-		2	4				1			1			
Companion Care Room: primarily for adult wit	th adult	t with sr	necial n								<u>.</u>				_
Very important	3	1	1	4	3	5	6	1	2	1	2	1	r	<u> </u>	_
Moderately important	5	10		5	7	7	15	7	15	3	3	2	1		
Not important	5	14		5	11	6	6	6	12	0	1	-	1		
N/A	5	14		2	4	v	1	1	1		<u> </u>				_
Lactation room				-							-				_
Very important	2	1		6	2	3	3	-	1	1	1	-		<u> </u>	_
Moderately important	4	6		5	4	4	10	4	10	2	1	÷	-	⊢ +	
Not important	7	18	1	3	15	10	14	11	18	1	4		2		
N/A		10		2	4	1	14		10		4	2			
	_	-		- 4	4				<u> </u>	-	L				_
Nursing room		1		5	0			<u> </u>	2	1	1	-	-	<u> </u>	
Very important Mederately important	2	7	-	5	2	4	3				_		8	$ \rightarrow $	_
Moderately important	4			6	6	3	11	4	9	2	1 4	-	2	$ \rightarrow $	
Not important	1	17	1	3	13 4	10	13	11	18	1	4		2	$ \rightarrow $	
N/A				2	4	1	1		1						_
Drinking fountains		1.0	-									_	-	_	
Very important	9	18	1	12	10	6	11	5	11	1	2	-			
Moderately important	2	3	1	3	8	4	9	8	7	3	1		2		
Not important	2	4	3	1	4	6	7	2	11	<u>.</u>	3	5	-		
N/A					3	2	1		1					· ·	_
Vending machines			-								r – –			r - 7	_
Very important	-	3		4	2	4	4	1	2	6	0 - C	5	6		
Moderately important	4	6		8	9	4	11	5	9	2	1	2	5		_
Not important	9	16	1	3	11	8	12	8	18	2	5		2		
N/A		1 3		1	3	2	1	1	1	©	9 – C	2	6		_
Flight information					<u>~</u>		<u>a a</u>				<u>.</u>	<u>.</u>		<u>, , , , , , , , , , , , , , , , , , , </u>	
Very important	2	11	1	9	5	10	11	5	7		2		1		
Moderately important	6	9		7	11	4	8	4	15	3	2		1		
Not important	7	5	. 3	R	6	4	8	5	7	1	2	ä. – .	-		
N/A					3		1	1	1						
Waiting area															
Very important	4	9	1	5	6	6	7	7	2	2	2	ý.	1		
Moderately important	4	10		7	10	6	12	6	15	1	· ·		1		
Not important	5	6		2	6	5	9	2	12	1	4				
N/A		1		2	3	1			1	Č.	3 B	2	2		
Additional comments	a:);			150	15	55	a 3	14 D	4 3		- 10 10	15	30:	81 - 104	
More convenient private space for				1											
nursing mothers															
Not sure what the difference between			4	00 	8	1				40	-0000	2			
lactation and nursing is, and I did it three	2			1		105									
times!															
The flight information over the loud				1	8	1 1	2		1	40	ao ao	8			
speaker is sufficient. A visual would be															
incredibly impressevie, albeit expensive,															
l assume.											3. A.				_
The water fountains which give you the					1										-
ability to fill a water bottle are great					- 33										
because I carry a water bottle with me				1											
and trying to fill them off a regular water															
fountain is sometimes challenging.															
roundant to admounted chanonging.		1		1							1				

Age		21-30	8	31	-40	41	-50	51	-60	61	-70	71	-80	81	-90
Gender	F	М	Т	F	М	F	M	F	М	F	M	F	M	F	М
Responses	13	25	1	16	25	18	28	15	30	4	6		2		1
				1045		-			5				an	21	· · ·
10. OTHER INSIGHTS OR IDEAS FOR IMPR	ROVEM	ENTR	ELATE	DTOT	HE DE	SIGN C	OF AIRE	PORTR	RESTRO	DOMS					
Having more than one entrance to a single	1		6	0)	2					60	0)	3) · · · ·			
restroom location has been convenient in															
some airports as it provides for a better "flow"															
of people traffic.					s	·			· · · · · ·		02	9			
Outlets/shelf away from the sinks. Small area	1														
away from sinks/toilets for "adjusting"															
before/after a flight.				3	2	2	5 5 0			C	3	2	\$;	3	
Courtyards. It would be nice to use your foot to press	1 0	1		22. 1. 1		<u> </u>	<u> </u>		3	22	<u>22 - 23</u>	2	S	1 0	
down a pedal that allows water to flow.		- 1 - 1													
There is some awful mosaic tile work at the		1		3		2 2	0 0		2	8		ŝ.	3	6	-
entrance of a few MSP restrooms.		10													
Not having an entrance door will make for	-	1		÷.		÷			- 7		80 - 83	-	-		
easier access. However, when designing the		~													
entrance turn-around (for privacy) make it															
wide enough for two-way traffic. Some															
airports have a narrow hallway that travelers															
like to walk in the middle.															
#1 issue: congested circulation. Everyone		1									1 N				
has a roll aboard and there is little to no room															
to maneuver.				~											
More private space for nursing mothers				1											
The diaper disposal should be closed to				1					Ĩ		o				
prevent smells. Another nice feature in															
restrooms that I have seen is the toddler															
suspended strap in seat located inside the															
restroom stall.		· · · · · ·									io	÷			
It would be nice if diaper changing facilities				1											
were available in both men and women's															
restrooms.															
Updated colors that are not dull like gray				1	2	1	2		i î	50	o) (o	8 			·
(because you just sat on a plane for many															
hours that has a gray interior). Lighting that is															
not dim.				1.20							3 - C	a			
Please be aware of placement of the				1											
"feminine hygeine" disposal box and how it															
relates to sitting on the toilet. It's impossible															
to use the disposal box if it's too far away,															
behind and out of reach.															
The general public is disgusting. The easiest					1										
way to improve airport restrooms is to have															
much more frequent cleaning routines and															
much more thorough. Take 10 minutes to															
watch current cleaning practices and you will															
likely notice the restroom isn't "cleaned" just wiped down. Cleaning would include															
disinfecting (think Lysol). When you clena															
your house it smells clean and looks fresh.															
Airport restrooms never have that feeling															
even minutes after they have been "cleaned."															
· · · · · · · · · · · · · · · · · · ·															
Pretty bathrooms are better.					1										
More cleaning needed all around. Need the				30 	1						0 - 0	1			1
autoflushers to function better as they are					Ĩ										
always broken. More privacy, no spaces															
under stall walls. European bathrooms are															
all separate stalls.				3		· · · · ·				C	g	8	s		
Anything that is presented verbally to make	6 X			30	-	1	8	1			ю——с	8	ę	5 - ž	
sure it also has sub title or captioning for the						8									
hearing impaired and deaf.															
The most important things to me are space				a)	÷.	1					o)(a	ð.			0
and cleanliness - but I definately notice when						1.00									
a restroom facility offers a bit morelike a															
place to put my "stuff" when I'm in the stall															
and daylightmake it a much more enjoyable	2														
experience.															
So many of the US airports need to be						1									
upgraded				3						@	3	2	ŝ		
Larger stalls that would be easier to	9				3	1	9		2	8	0C	8	÷	5	
accommodate carry-on luggage									50.00						

Age		21-30		31-	40	41	-50	51	-60	61	-70	71	-80	81-	90
Gender	F	М	Т	F	М	F	M	F	М	F	М	F	М	F	М
Responses	13	25	1	16	25	18	28	15	30	4	6		2		1
			5 53	052,		VA 3		8 - S	5 54	(or, 19		35 - K	2) - 2)	
10. OTHER INSIGHTS OR IDEAS FOR IMPR	ROVEM	ENT R	ELATE	D TO T	HE DE	SIGN C	OF AIRF	PORTR	ESTRO	DOMS					
Quiet, quiet, quiet, quiet, quiet, quiet, quiet,					5) 	1					1.2	5			
quiet TP Dispensers higher!!!!			-	8	-	1					30 <u>0</u> 33	-	2		
When having a large carry-on in stall, need to	<u> </u>			00	8	1	· · · · ·		j.		10 - 00	8	-		· · · · · ·
make sure the door can actually open and	6					245									
close with the carry-on within the stall. so															
either have more handicap access or have															
out-swinging doors to facilitate actually															
having room to open and close the door to															
keep laptop bags/carry-on within the stall and															
still be able to stand while opening/closing door.															
Tired of bathrooms that need rehab and				2		1	-		-		2 8	7			
aren't getting it. Partitions that have been						- 227									
drilled all over to rehang doors, hooks, etc.															
they are beat up because too small for															
suitcases that are constantly being pushed															
on and against. DEN good example almost															
all bathrooms are original construction. Need															
to remodel. A few new bathrooms in the															
terminal.					_						0 34	_	Ļ		
As many touchless features as possible, and						1			1						
if doors are required, make them outswing on eviting so that you do not have to pull the															
exiting so that you do not have to pull the door to exit															
Top priorities: stalls that are large enough to	-		-	8	-	1					8 8	-	2		
bring suitcases and carry-ons in with you;						<i>a</i> .									
hooks that are strong enough to hold heavy															
bags/multiple bags; unscented soap in soap															
dispensers; good lighting; mirrors that you															
can actually get close to (for those of us with															
poor vision); easy in/out access to the															
restroom; easy to tell if a stall is occupied or															
unoccupied (without having to bend over to															
look for feet under the door; sanitary; paper															
towels or really good hand dryers (even then, sometimes it's really nice to have paper															
towels if you are trying to wipe off a little kid's															
sticky face or hands); enough stalls so there's															
not a long line; wide enough entry ways and															
aisles inside so that if there is a line, it's easy	2														
for people to exit without tripping over the															
people and suitcases of those waiting in line.															
I really like the plastic seatcovers on the															
toilets at O'Hare Airport - you simply wave															
your hand over the sensor before you sit															
down, and the plastic cover advances so that	£														
you know you are always getting a hygenic seat, but you don't have the mess that comes															
with disposable paper seat covers. Thank	ŝ.														
you for doing this survey - the quality of															
airport bathrooms can really be annoying for															
travelers.															
I think having big signs to know where the			8	0) 	8	1	3		1	1	a) - (6	8			0
restrooms are and having arrows pointing to															
where the restrooms are. Cleanliness would															
be my no. 1 concern.			2	40	ş	s	1947				a) - (a	2	·	-	
Just need to get in and out seamlessly							1								
without having to go against traffic. A dry spot to put down belongings. A trash															
spot to put down belongings. A trash container that is not already full. No doors is															
best.															
Adequate space for 2 travelers to pass each				2	8		1				2 2	-			
other entering/exiting the restroom with							- 1								
rollerbags, etc.															
Construction of Balance		-	-		_			-							

Age		21-30	Q (4	31-	-40	41	-50	51	-60	61	-70	71	-80	81	-90
Gender	F	Μ	Т	F	М	F	M	F	М	F	М	F	M	F	M
Responses	13	25	1	16	25	18	28	15	30	4	6		2		1
2.99				3759),		576 			S - 54		or - 18	0.53		Na	
10. OTHER INSIGHTS OR IDEAS FOR IMPR	OVEN	ENT R	ELATE	DTOT	HE DE	SIGN (OF AIRE	PORT	RESTRO	DOMS					
Find a better way to control odors.			. 35	3	ŝ	ž.	1		3	<u></u> (j)	1) (f	ŝ.			
Space is important in the stalls, around the								1							I I
sinks and in and out of the restroom.															L
Inadequate number of stalls causes lines that	8														L
block the doors and cause egress issues															L
especially when you are pulling a bag. Air															I I
flow and ventilation are of course very															I I
important.	-									~~~~					
Having adequate number of toilets/restrooms	2							1							
and all of them in working order.															L
Need to build restrooms large enough (i.e.								2		-					-
number of toilets) to accommodate								20							I I
deplanement rush to avoid waiting lines															
I haven't been in an airport restroom vet					2				1					-	-
where I could handle my bags or change my									- 21						I I
clothes without using the handicapped stall.															I I
Hanging hooks are very important in the															L
winter and in an enclosed changing area. A															L
fold down shelf for a bag would save the															L
back and keep the traveler off the floor during															I I
a clothes change as well.	i.														I I
	-	-		-			-	-				5	-	-	⊢
Everything should be hands free. If door on									1						I 1
main entry an automatic door operator with															I I
hands free actuators				· · · ·	_	<u></u>	· · · ·				10 D				L
Functionality, storage, simplicity but easy to									1						I 1
clean and maintain for the airport.															
Generally happy with restrooms in any airport				1.C	21 - C				1		0.2 10	S.			
I've been to - problems arise from															I I
uncaring/sloppy travelers															
Signage at a distance is covered by other				· · · ·					1		·······	1	<u> </u>		
signs that are closer				3	2	÷	s			C	з — с	2	· · · · ·		
Cleanliness, well lit, and areas for luggage	5 8			-36	3	÷.	8		1	0	3 - C	-3	2	5 2	
are most needed															I I
Maintenance, cleanliness is the most							-		1						-
important to SNA. Everything needs to be in															I 1
working order and clean.															I I
More space in stall. Privacy at urinals.		-		1	2						1	22	-		-
Faucets, toilets and soap dispensers that											1.1				I I
actually work since some touchless unites															L
end up being more frustrating than helpful.															I I
			3	- C	5	1				0		2			-
Good construction support of toilet partitions											1				L
so they close properly and don't wobble.															I I
Cleanliness.				L											
Entry wide enough for wheelchair and other			1		2					60	0)	5	1		
people entering and leaving											5 0				1