

# Air Cargo Tool Shipper Questionnaire

Airports must have an understanding of air cargo flows in the region, how companies in the region are currently utilizing air cargo at your airport as well as competing airports. Interviews with local and regional firms are often the best way to obtain this information. Emailed or mailed surveys may also be effective, but the response rates are typically low. The following questions can be used to obtain shipper and shipment data. (Based on a logistics survey developed by CDM Smith for the Great Falls Regional Airport Air Cargo Study in 2011).

## **Firm Information:**

1. What are the number of employees?
2. Where are your offices located? (local only, multiple U.S., worldwide)
3. What industry are you in?
4. Do you anticipate growth at this location in the next 5-10 years?

## **Shipping Characteristics:**

5. How would you describe your business shipping patterns? Do you regularly ship by air? By truck? By rail?
6. How do you utilize these companies:
  - Overnight packages and parcels (<50 lbs per item)?
  - Overnight heavy freight (>50 lbs per item)?
  - Air cargo for international or domestic shipping and receiving?
  - Trucking for international or domestic shipping and receiving?
  - Rail for international or domestic shipping and receiving?
  - Sea lift for international shipping and receiving?
7. What are the top factors that influence your decision to use air cargo or air cargo forwarding services? (Value of shipments, time schedules, tracking of shipment, reliability of carrier, weight of shipment, other?)
8. What percent of the time do you utilize the following to supply your air cargo needs (should equal 100%):
  - Integrated express carriers (FedEx, UPS, DHL)
  - Passenger airlines (United, Delta, American, etc.)
  - Charter aircraft
  - Air cargo forwarders (logistics businesses that truck to other airports)

## **Outbound Shipping:**

9. How much air cargo, on average, do you ship in a week from this location by air? By truck? By rail?
10. How much do you expect shipping to increase in the next five years by air? By truck? By rail?
11. What are the three most common product types shipped by air cargo from your location?
12. What are the top markets/destinations for these products shipped by air?

## **Inbound Shipping:**

13. How much air cargo, on average, do you receive in a week to this location by air? By truck? By rail?
14. How much do you expect receiving to increase in the next five years by air? By truck? By rail?
15. What are the three most common product types received by air cargo at your location?
16. What are the origination points for these products received by air?
17. What are the most critical barriers to shipping/receiving by air from this airport, if any? (Too expensive, inconvenient cut-off times, can't meet deadline to destination, unreliable air cargo carriers, limited lift capacity at airport, need to truck to different airport, weather, etc.)
18. What can the airport do to support your company's operations?