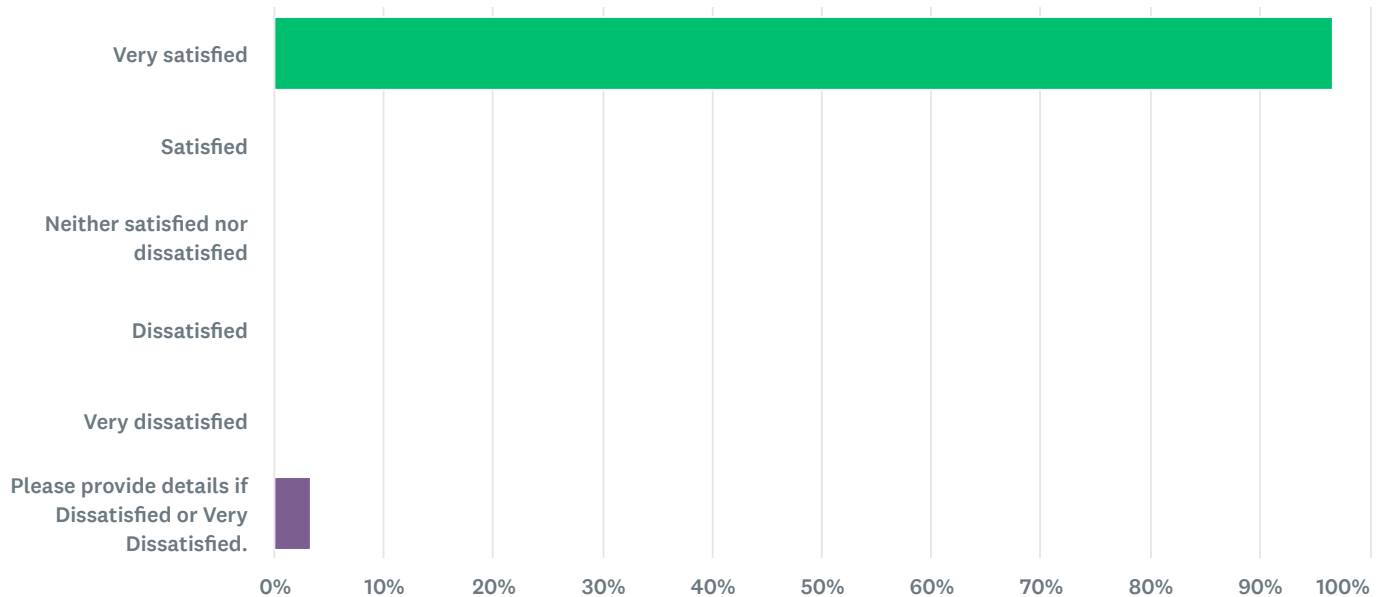


Q1 30 responses

How satisfied are you with the overall experience using the Turners Falls Municipal Airport?

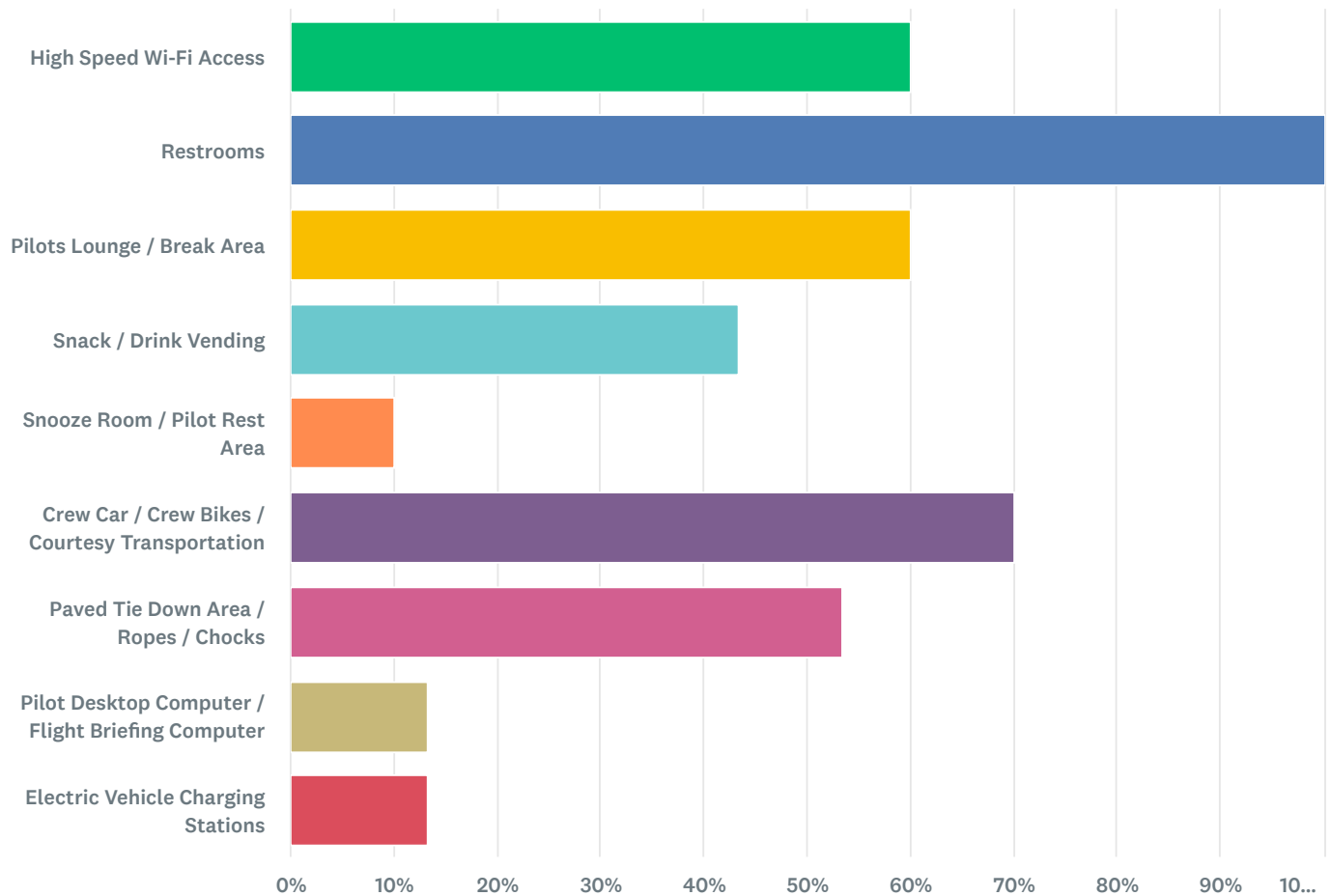


Answer Choices	Percentage	Responses
● Very satisfied	96.67%	29
● Satisfied	0%	0
● Neither satisfied nor dissatisfied	0%	0
● Dissatisfied	0%	0
● Very dissatisfied	0%	0
● Please provide details if Dissatisfied or Very Dissatisfied.	3.33%	1
Total		30

#	PLEASE PROVIDE DETAILS IF DISSATISFIED OR VERY DISSATISFIED.	DATE
1	Clean, well managed, well appointed facilities. GA friendly.	7/21/2026 6:48 PM

Q2 30 responses

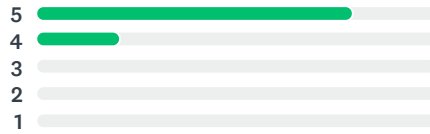
What services are important for you when visiting an airport?



Q3 29 responses

Please rate the cleanliness of our restrooms where one star is extremely dirty and five stars is extremely clean.

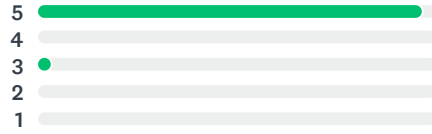
★ 4.79/5
Average Rating



Q4 29 responses

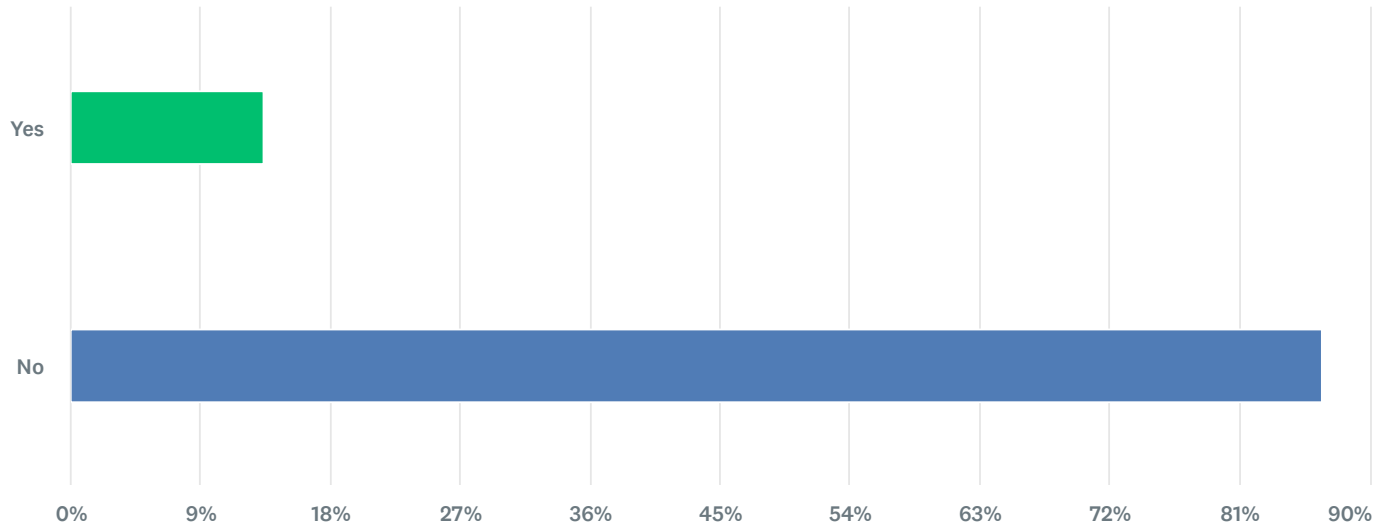
Please rate the cleanliness of our pilots lounge / F.B.O office area where one star is extremely dirty and five stars is extremely clean.

★ 4.93/5
Average Rating



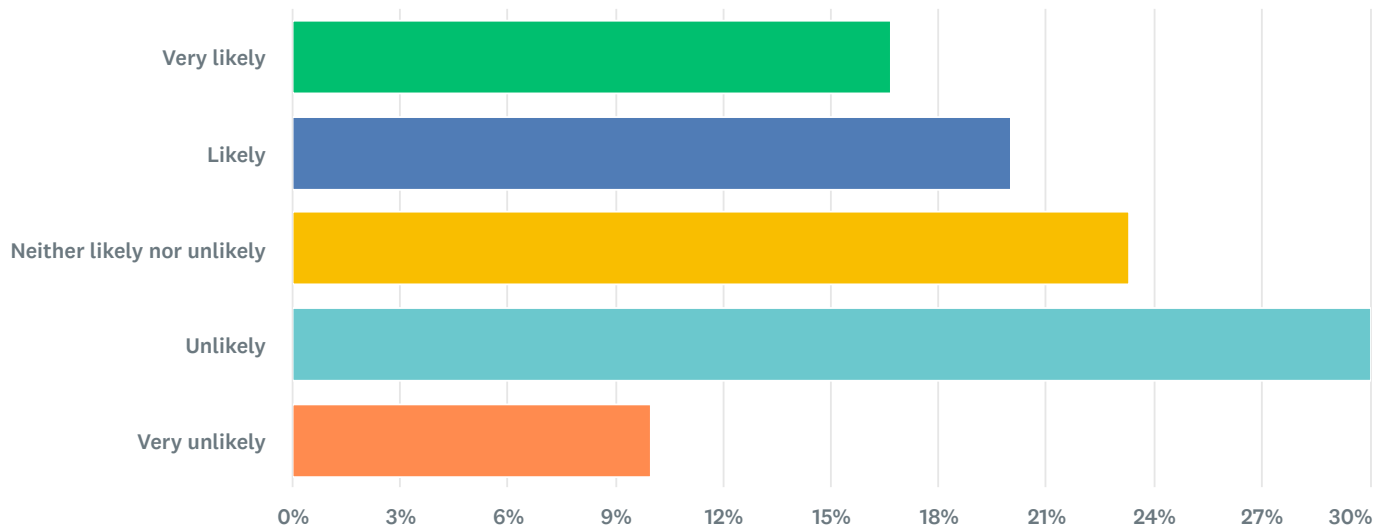
Q5 30 responses

Recently the demand for 24-hour self service fueling via a point-of-sale kiosk has increased at the Turners Falls Airport. The investment to install and maintain such as system would increase overall fuel retail cost anywhere from 15% to 30%. For example, the current fuel price of \$5.75 would increase to \$7.10 per gallon. Knowing that, do you support the airport increasing the overall profit margin per gallon and expending funds to install such a system?



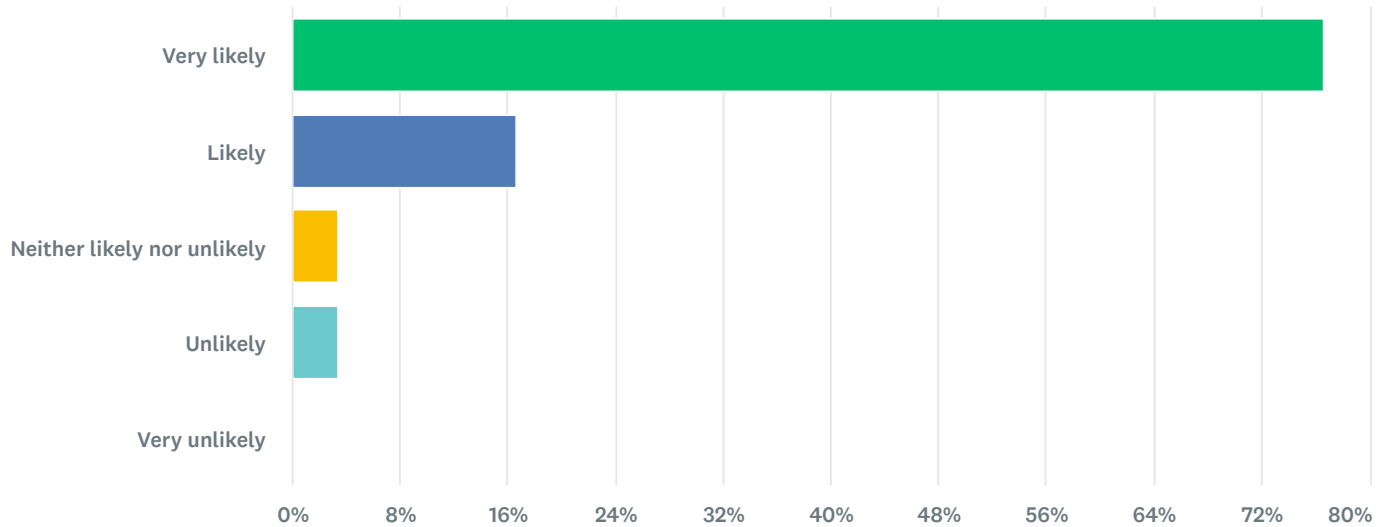
Q6 30 responses

If the airport proceeded with the installation of a 24-hour point-of-sale kiosk and increased the overall fuel profit margin per gallon to compensate for system installation and maintenance would you continue to purchase fuel from the Turners Falls Municipal Airport?



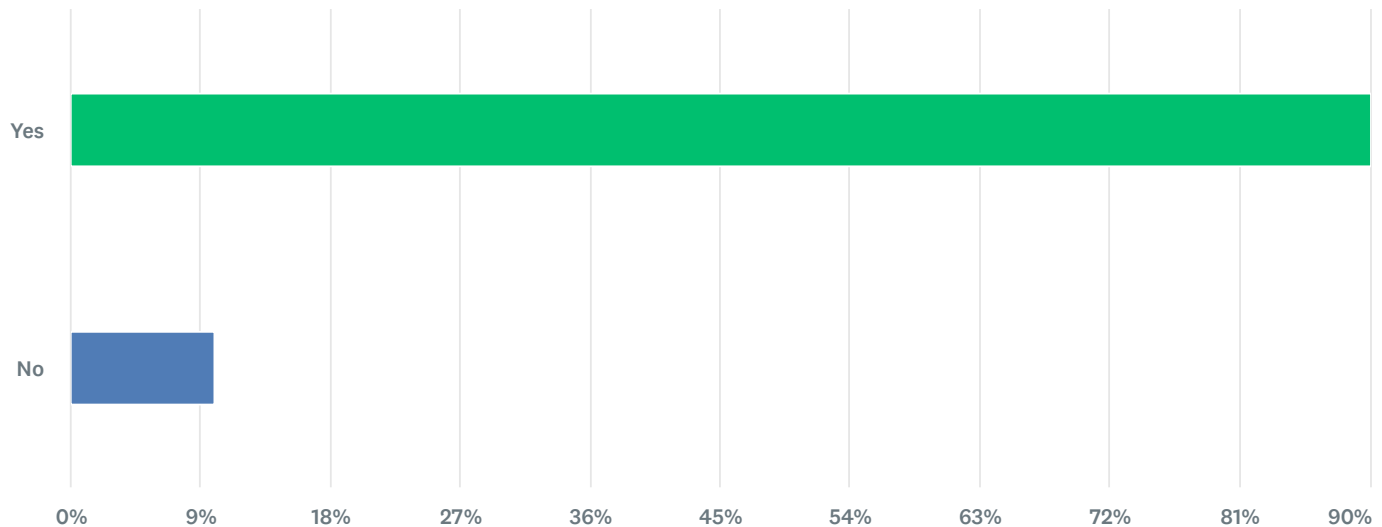
Q7 30 responses

If the airport does not install a 24-hour point-of-sale kiosk would you continue to purchase fuel at the Turners Falls Municipal Airport, with the understanding that fueling is only available during normal business hours (8AM-4PM) and any request for fueling after hours will come with a \$50 services fee.



Q8 30 responses

Do you feel that it is appropriate for the airport to charge a fee for services rendered outside of normal business hours? Is a fee of \$50 considered reasonable?

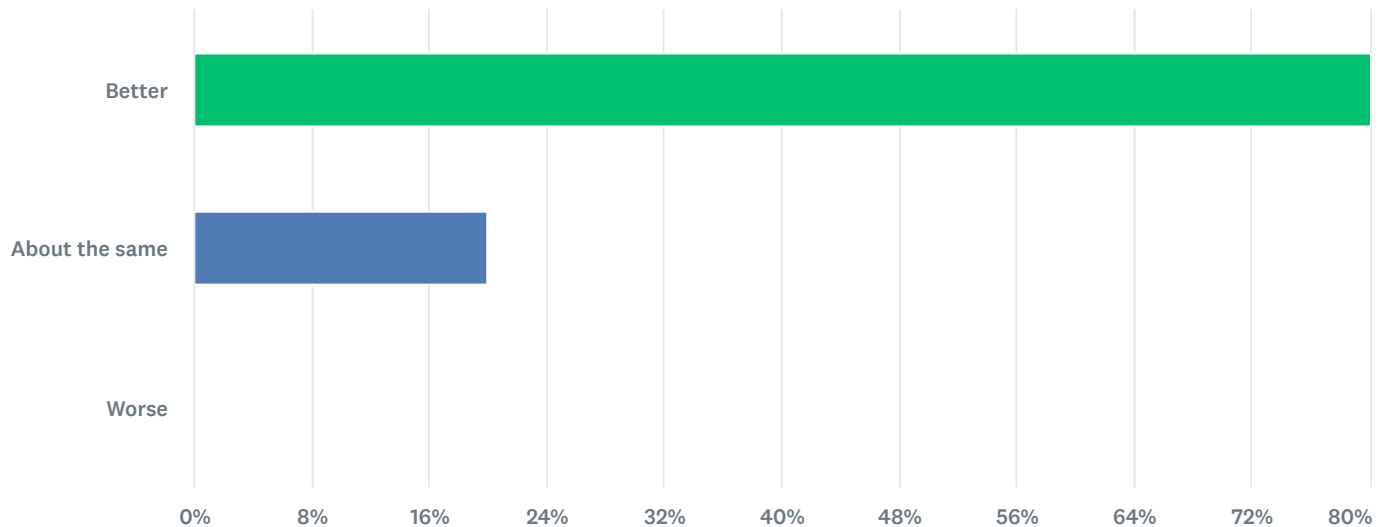


Answer Choices	Percentage	Responses
● Yes	90.00%	27
● No	10.00%	3
Total		30

#	PLEASE PROVIDE AN UPDATED COST IF YOU DO NOT FEEL THAT THE CURRENT FEE OF \$50 IS CONSIDERED REASONABLE:	DATE
1	\$0	7/25/2026 1:20 PM
2	\$50 seems like a lot of money... but I understand that in the aviation world today we're lucky for all the benefits that OB5 has available without charge. I understand that for a staff person to stay late, or come in at odd hours would naturally come at significant expense.	7/21/2026 9:41 PM

Q9 30 responses

How would you rate the level of services provided by the Turners Falls Municipal Airport against other airports that you have visited.

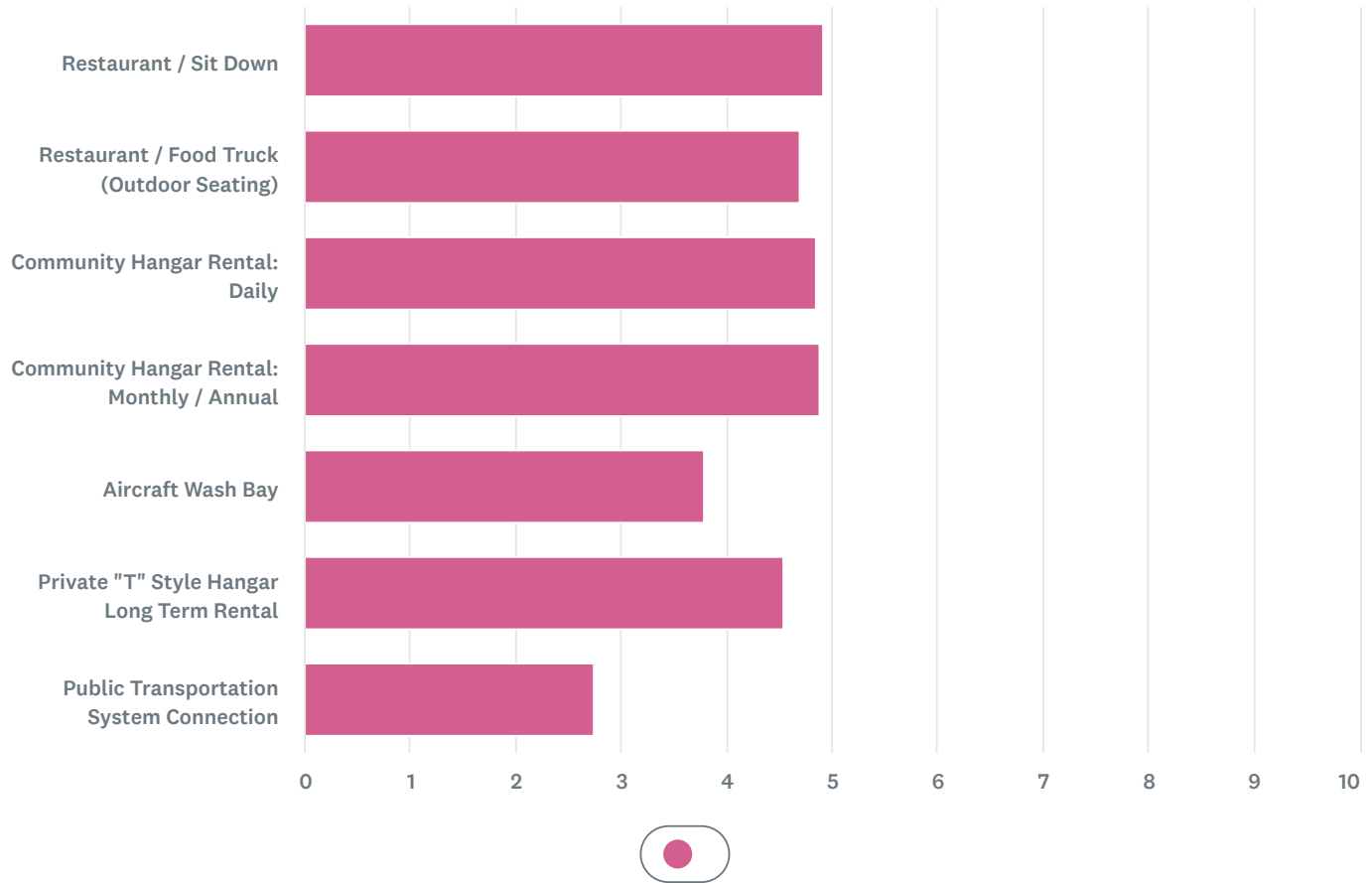


Answer Choices	Percentage	Responses
● Better	80.00%	24
● About the same	20.00%	6
● Worse	0%	0
Total		30

#	WHAT ADDITIONAL SERVICES CAN BE PROVIDED IN ENHANCE THE EXPERIENCE AT THE TURNERS FALLS MUNICIPAL AIRPORT?	DATE
1	Affordable hangar space	8/18/2026 6:37 PM
2	Restaurant would be nice	8/2/2026 1:01 PM
3	Certified Avionics shop, Covered tie-downs	7/25/2026 1:20 PM
4	If I found a soft icecream machine in the lobby when I came in after fueling... well, I guess I'd then realize that I'd died and just arrived in heaven	7/21/2026 9:41 PM
5	Courtesy car would be a nice service	7/21/2026 7:47 PM

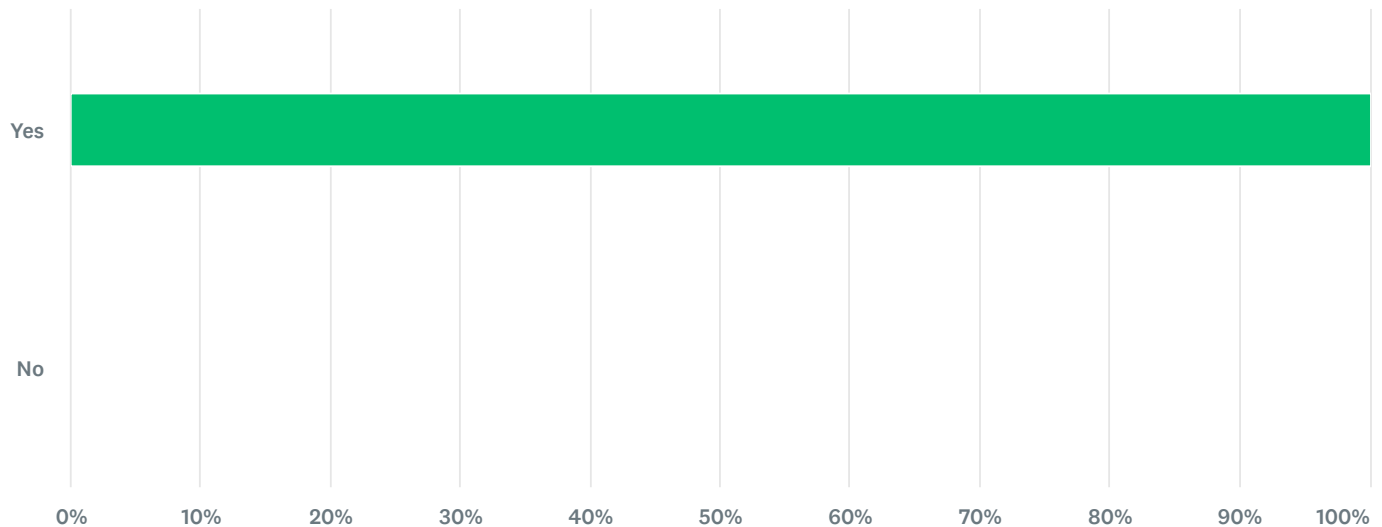
Q10 30 responses

Please rank the following services / offerings that currently do not exist at the Turners Falls Municipal Airport in order of importance for you.



Q11 31 responses

General maintenance and upkeep are very important for the airport operations team. In your opinion, are the airport grounds, pavement, and overall appearance acceptable?

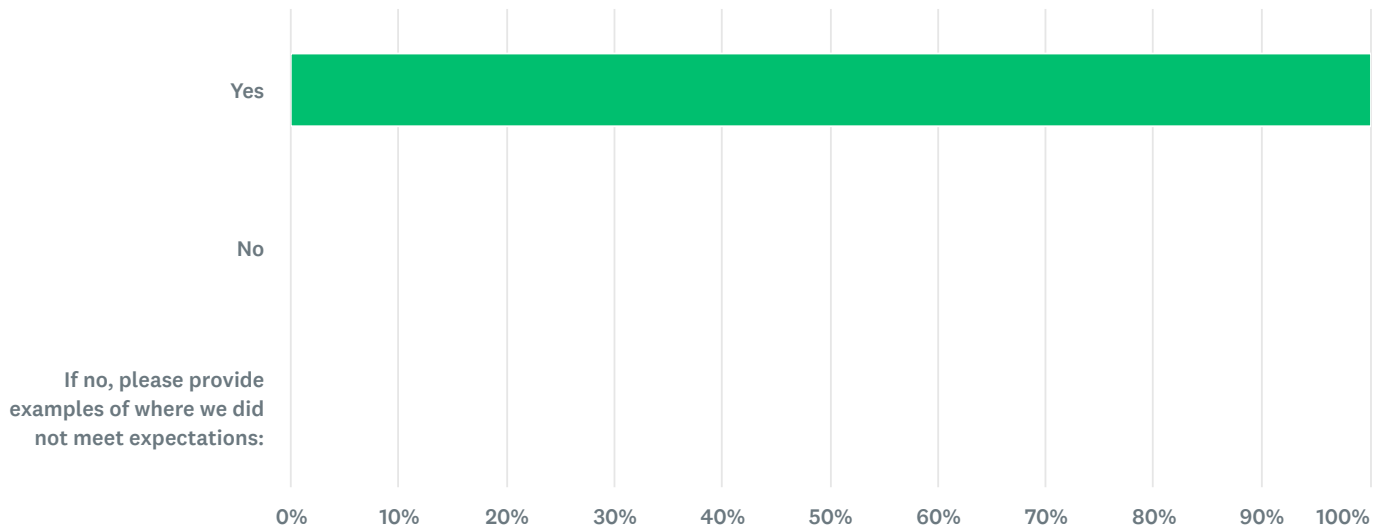


Answer Choices	Percentage	Responses
Yes	100.00%	31
No	0%	0
Total		31

#	IF NO, PLEASE PROVIDE SOME EXAMPLES OF WHERE WE HAVE NOT MET YOUR EXPECTATIONS:	DATE
	There are no responses.	

Q12 31 responses

General maintenance and upkeep are very important for the airport operations team. In your opinion, are the airport facilities, restrooms, and F.B.O offerings acceptable?

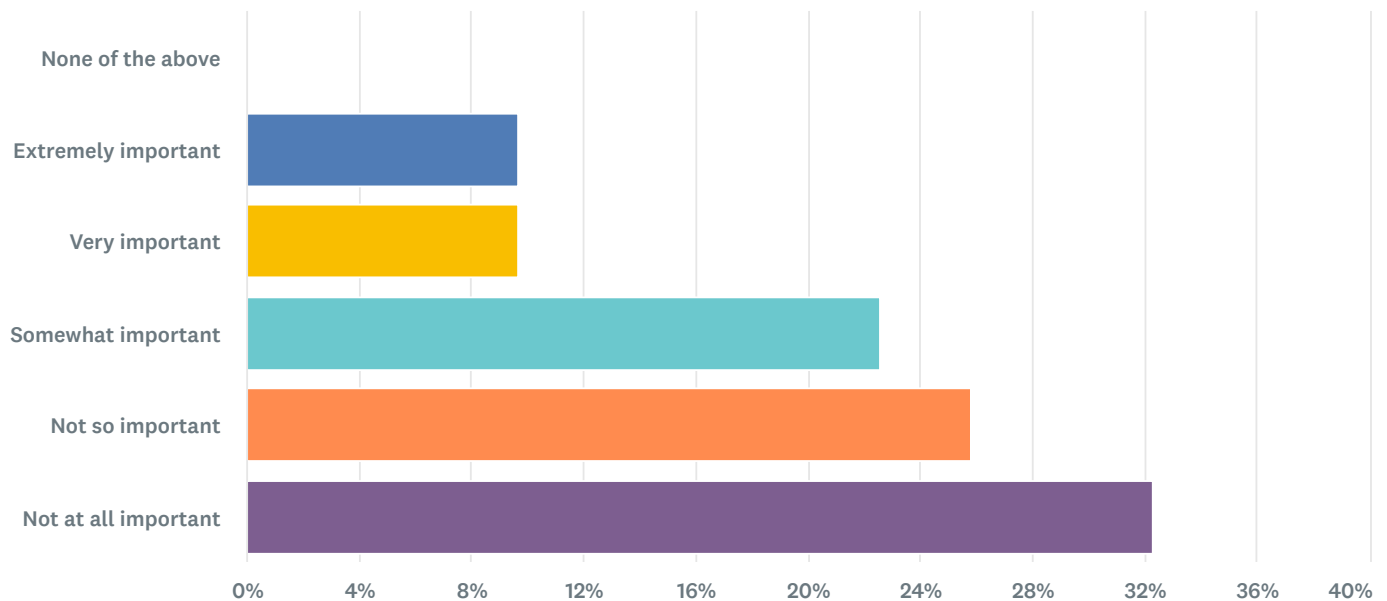


Answer Choices	Percentage	Responses
● Yes	100.00%	31
● No	0%	0
● If no, please provide examples of where we did not meet expectations:	0%	0
Total		31

#	IF NO, PLEASE PROVIDE EXAMPLES OF WHERE WE DID NOT MEET EXPECTATIONS:	DATE
	There are no responses.	

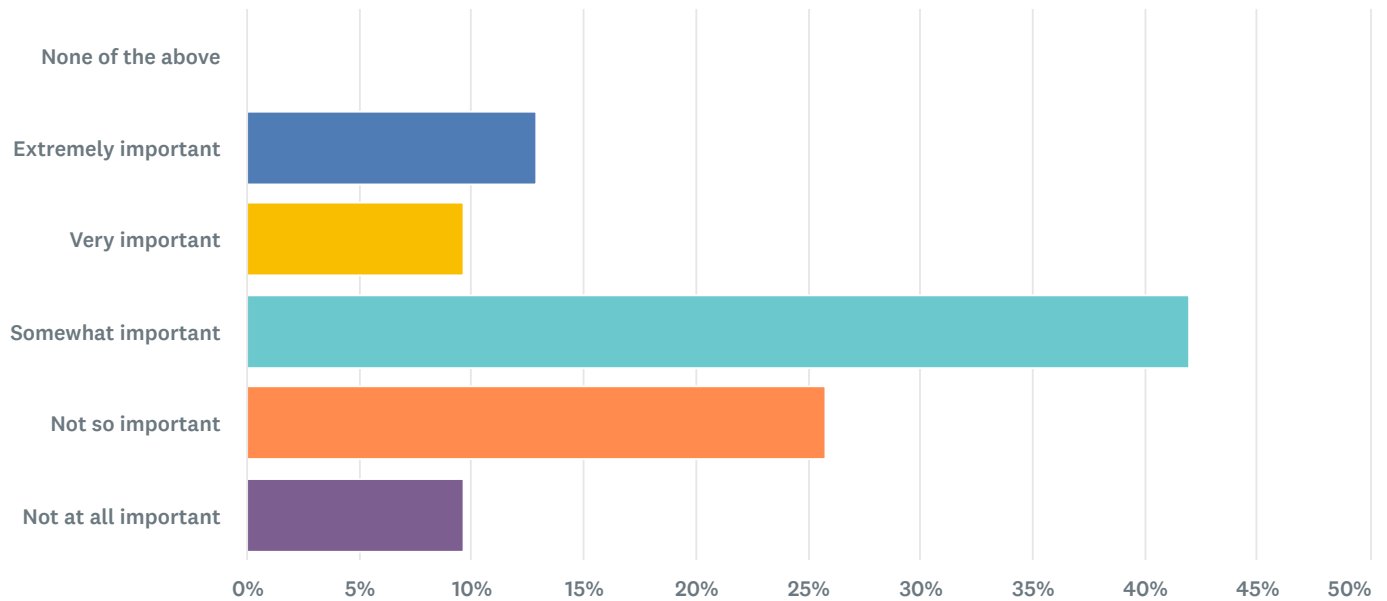
Q13 31 responses

There are 3 major projects in line for the airport over the next 6 years. One of these projects is the extension of the runway 34 end to bring the total overall runway length to 4,200'. How important is this project to you as an airport user?



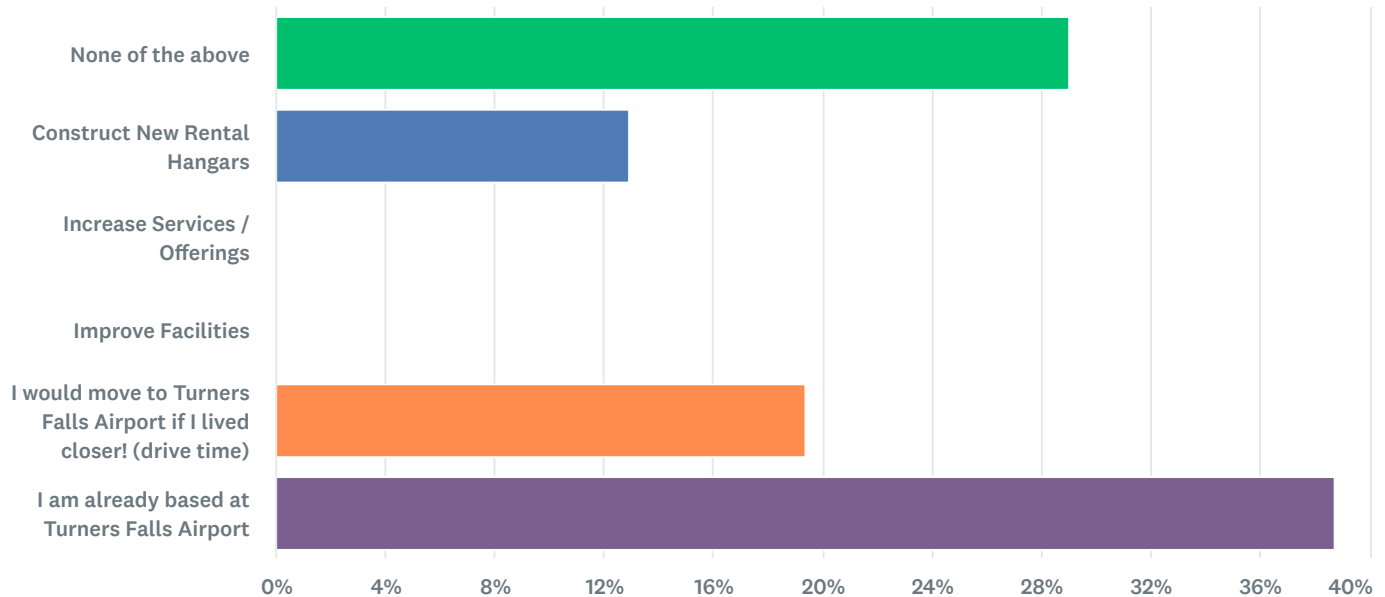
Q14 31 responses

There are 3 major projects in line for the airport over the next 6 years. One of these projects is the complete replacement of the Pioneer Aviation FBO apron and taxi lanes. How important is this project to you as an airport user?



Q15 31 responses

What would the determining factor be that may convince you to relocate from your existing airport to the Turners Falls Municipal Airport?

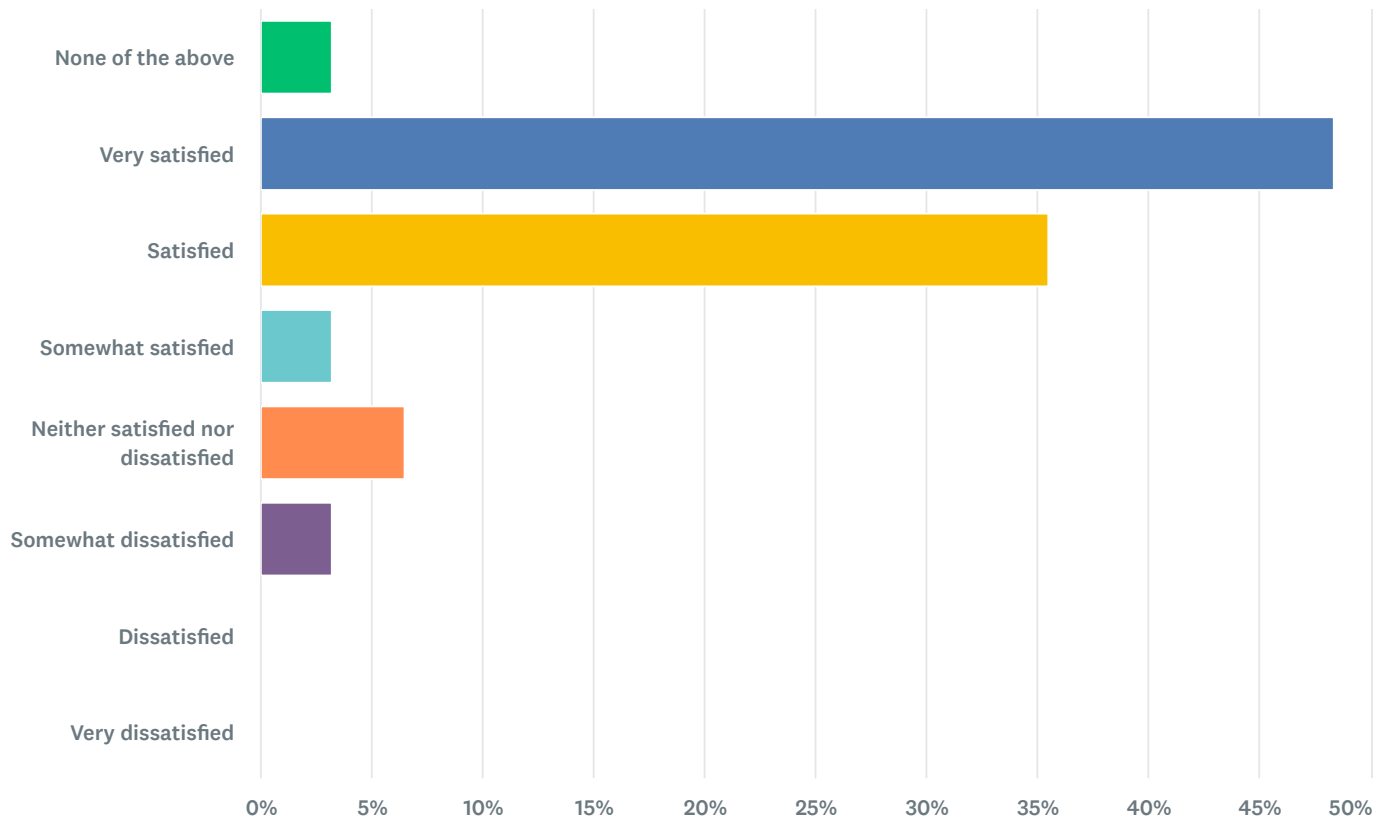


Answer Choices	Percentage	Responses
None of the above	29.03%	9
Construct New Rental Hangars	12.90%	4
Increase Services / Offerings	0%	0
Improve Facilities	0%	0
I would move to Turners Falls Airport if I lived closer! (drive time)	19.35%	6
I am already based at Turners Falls Airport	38.71%	12
Total		31

#	OTHER (PLEASE SPECIFY)	DATE
1	I live too far away but love visiting the Turner Falls airport and area.	8/1/2026 11:40 AM
2	this is really not applicable to me as I have a hangar... but I think others would move here if space was available	7/21/2026 9:41 PM

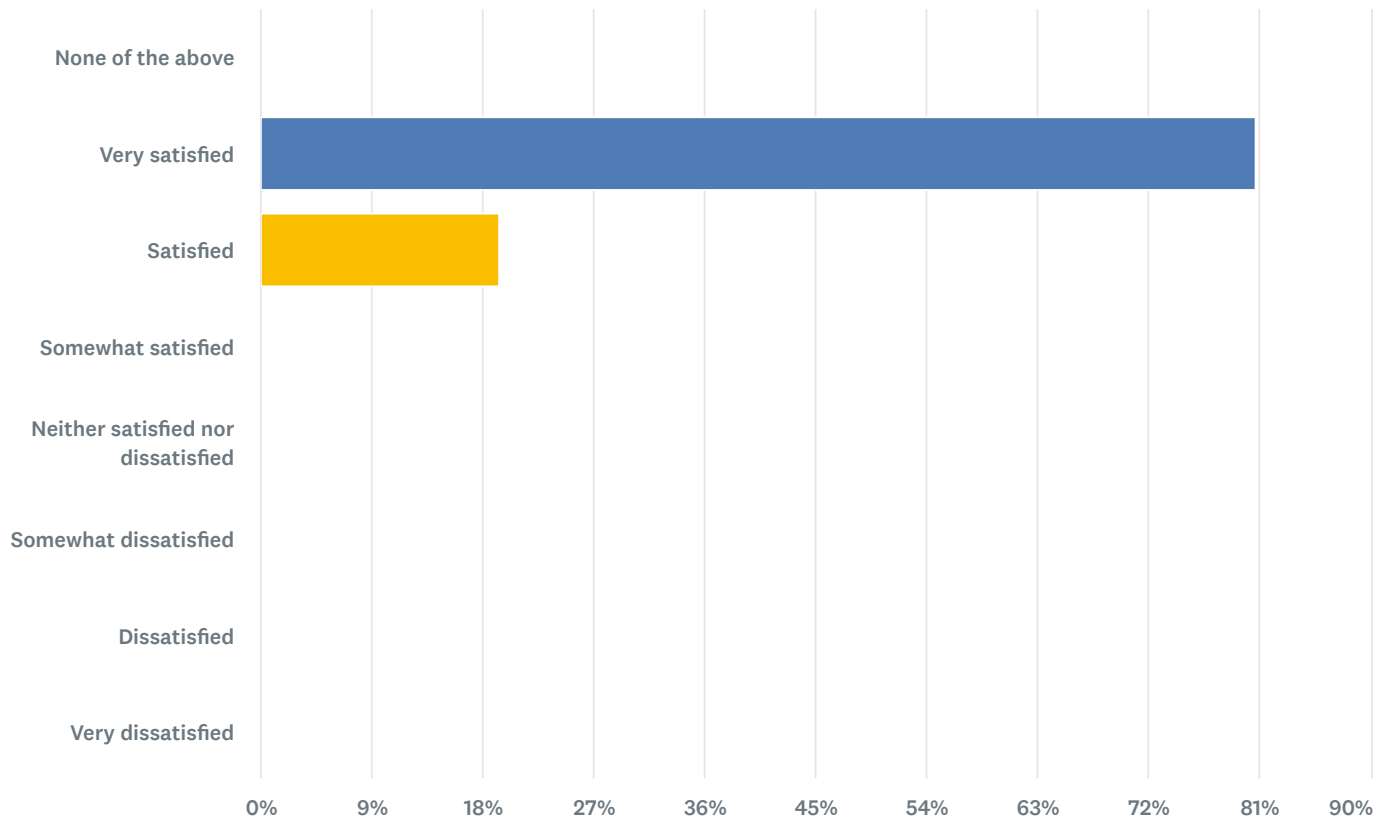
Q16 31 responses

Overall, how satisfied are you with the decision making, leadership, responsiveness, and performance of the Airport Commission?



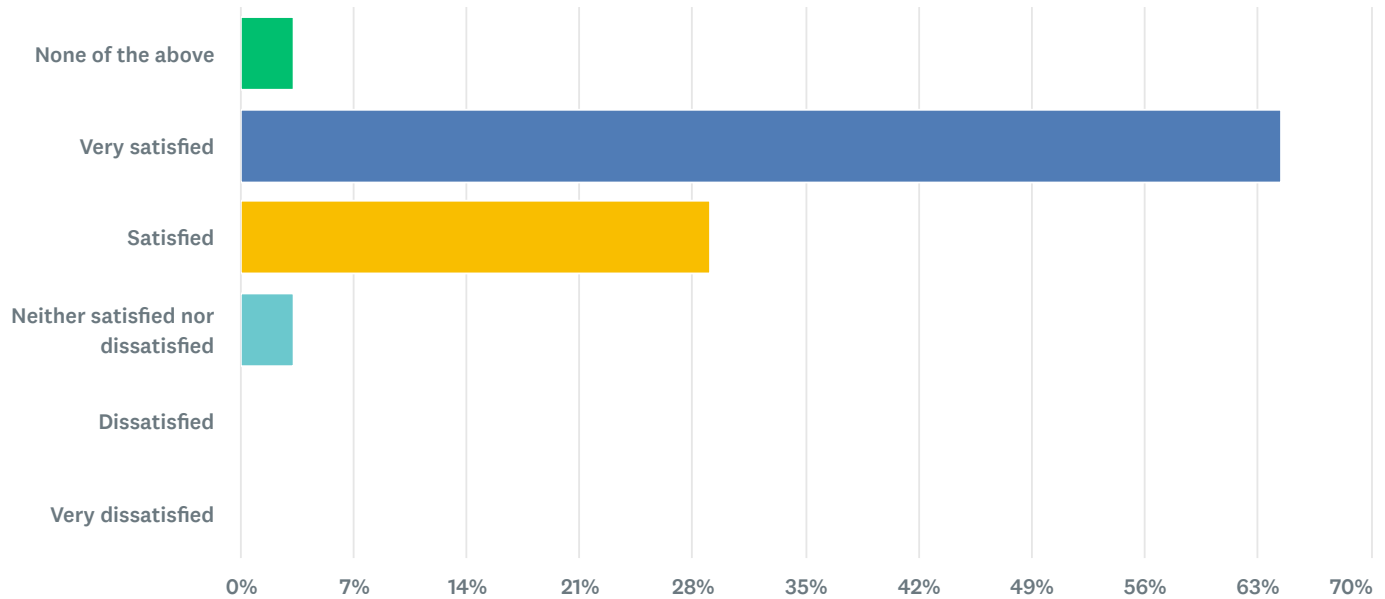
Q17 31 responses

Overall, how satisfied are you with the decision making, leadership, responsiveness, and performance of the Airport Manager?



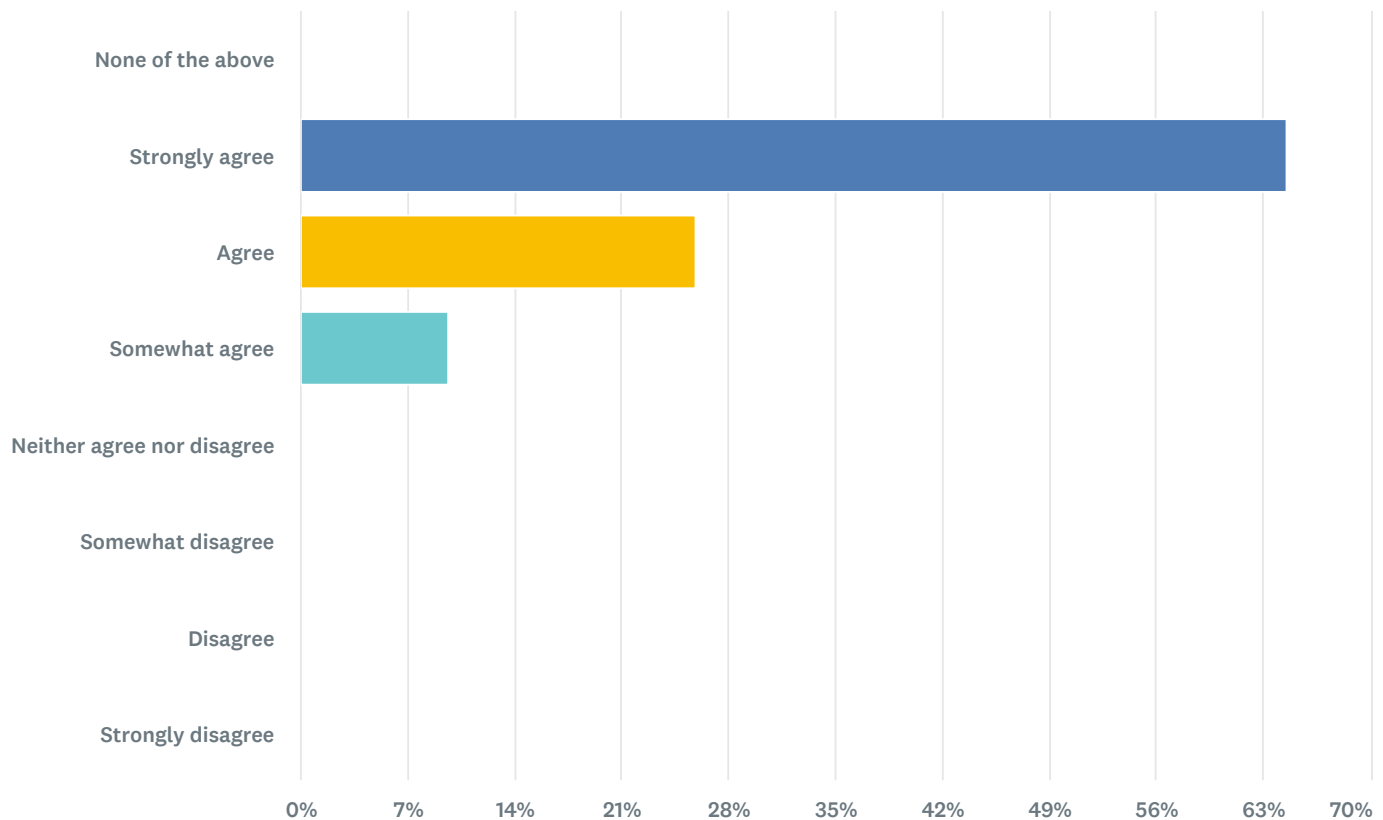
Q18 31 responses

Overall, how satisfied are you with the decision making, leadership, responsiveness, and performance of the Airport Staff (other than manager)?



Q19 31 responses

The overall goals of the Airport Commission is to operate a safe, functional, affordable, and fun airport for all users. Do you agree that these goals have been met?



Answer Choices	Percentage	Responses
● None of the above	0%	0
● Strongly agree	64.52%	20
● Agree	25.81%	8
● Somewhat agree	9.68%	3
● Neither agree nor disagree	0%	0
● Somewhat disagree	0%	0
● Disagree	0%	0
Total		31

 Strongly disagree	0%	0
Total		31

#	OTHER (PLEASE SPECIFY)	DATE
1	Witnessed what could have been a serious incident when a plane was not adequately secured/controlled when hand propped. Suggest tightening hand propping conditions.	7/25/2026 1:20 PM
2	As someone who has been flying for more than 30 years, I've watched the Turner's Falls Airport undergo the most fundamental and profound changes - from a truly dismal and unfriendly place - to something all of in the pilot community are proud and delighted to be a part of.	7/21/2026 9:41 PM

Q20 Are there any additional comments or concerns that you would like to see the Airport Manager and Airport Commission address in the near future?

Answered: 15 Skipped: 16

#	RESPONSES	DATE
1	Courtesy e-bikes are great to have. The fact that they are kitted out with practical locks, helmets, and phone holders is top notch. It's the reason I flew in, otherwise the town would have been somewhat out of reach, given the time I had to rent the plane. I wish other airports have this!	8/31/2026 6:44 PM
2	I'd like to see more of a social community making the airport attractive to people not (yet) involved in aviation.	8/18/2026 6:37 PM
3	I cant say enough about Brian and how he has improved and maintains Turner Falls airport. He is a great asset. Thank you. Kevin Johnson 781-999-1592	8/3/2026 7:47 AM
4	I love the crew car and ebikes. Always happy to stop in for fuel. Wish there was a restaurant on field.	8/1/2026 11:40 AM
5	It would be nice and possibly more efficient to consolidate the manager's office and FBO. The manager's building would be the perfect restaurant location although I am aware the conversion cost would be substantial.	7/25/2026 1:20 PM
6	There has been so much improvement and growth I can't wait to see what's next.	7/25/2026 10:21 AM
7	Bryan provided good candy and chat. However, a better bathroom door or full bathroom set up would be beneficial, specifically to women and those in wheelchairs. A food truck or ice cream truck would be a delightful addition.	7/23/2026 3:45 PM
8	Identify and implement additional sources of revenue other than fuel and tie downs so as to reduce present hangar fees.	7/22/2026 8:51 AM
9	The current airport manager is the best we have ever had and I go back to 1970 Bryan is doing an excellent job and should have a pay increase for all he has done for the airport	7/22/2026 8:44 AM
10	For more than thirty years I have based and flown my airplane from Turners Falls Municipal Airport (0B5), so I have had the opportunity to watch the airport evolve through several different administrations. During that time, I have never seen the airport as well managed or maintained as it is today under Airport Manager Bryan Camden. When I first began flying from 0B5 in 1992, the airport was functional but tired. The facilities were worn, the pilot lounge was uninviting, and the restrooms left much to be desired. The grounds reflected limited resources, and the airport did not leave a favorable impression on visiting pilots. Even a well-known actor who regularly flew into Turners Falls once joked that it was the most dilapidated airport he had ever visited. A later manager focused heavily on enforcement, often creating unnecessary friction with airport tenants. The atmosphere was one in which pilots felt they were being alternately managed or punished rather than welcomed. Bryan Camden changed all of that. From the day he arrived, the transformation was remarkable. The buildings became spotless, long-neglected storage areas were cleaned out and renovated, and the pilot lounge became a comfortable, welcoming place for aviators and visitors alike. The airport grounds are now maintained to an exceptional standard, more like a well-kept park than a small municipal airport. Beyond the appearance of the airport, Bryan has overseen substantial improvements to its infrastructure and safety. Taxiways have been resurfaced, lighting has been upgraded, and modern weather reporting equipment now provides pilots with current wind, altimeter, and other essential information. He has successfully secured state funding for numerous projects, allowing improvements that would have been difficult for a municipal airport to accomplish otherwise. The addition of solar panels and electric vehicle charging demonstrates his commitment to preparing the airport for the future while being a responsible steward of public resources. Perhaps Bryan's greatest accomplishment is that he has created an airport that people genuinely enjoy using. Visiting pilots immediately notice how clean, organized, and professionally operated 0B5 has become,	7/21/2026 9:41 PM

while those of us who fly from the airport regularly appreciate the safe, welcoming, and well-maintained environment he has created. As someone who has flown from Turners Falls Municipal Airport for over three decades, I can say without hesitation that Bryan Camden has done an outstanding job. His professionalism, leadership, vision, and ability to secure funding have transformed OB5 into an airport that our community can be proud of. His efforts deserve both recognition and sincere appreciation.

11	If you had the correct hangar space, I would move my airplane to Turner's Falls. I appreciate the low cost fuel as well.	7/21/2026 8:51 PM
12	Manager Bryan Camden's tenure as Airport Manager at Turners Falls Municipal AirPort (OB5) has been a genuine turning point. What has been a quiet regional airport has been revitalized through his strategic push to modernize facilities, security critical grant funding, and bring core services back under Town ownership.	7/21/2026 7:47 PM
13	The airport is in excellent shape and in the 30 years I have been based here is in by far the best condition--staff-wise and facility-wise.	7/21/2026 7:37 PM
14	Keep on doing what you're doing. It's better than it's ever been.	7/21/2026 7:33 PM
15	I have probably visited 90% of the GA airports within 300 miles of OB5 and can say without reservation that Ob5 sits in the top 10% in terms of hospitality, facilities management and quality of service	7/21/2026 6:48 PM