

Brunswick Golden Isles Airport Customer Survey Snapshot



The Brunswick Golden Isles Airport Customer Experience Survey demonstrates exceptionally strong customer satisfaction, with travelers consistently praising the airport's convenience, free parking, friendly staff, and stress-free travel experience. The airport continues to outperform larger commercial airports in overall passenger perception, while the primary areas for improvement are largely related to airline operations, security consistency, baggage delivery, and expanded passenger amenities.

Overall Customer Satisfaction

- Approximately 70% of respondents rated their overall airport experience as Excellent.
- Fewer than 10% rated the experience as Fair, while approximately 18% selected Poor, with most negative comments tied to airline or security experiences rather than airport facilities.

Highest Rated Areas

- Free, convenient parking
- Easy check-in process
- Efficient boarding
- Friendly, helpful airport staff
- Clean terminal and restrooms
- Comfortable boutique terminal environment
- Easy navigation through the airport

Many respondents described Brunswick Golden Isles Airport as:

"The best small airport in the USA."

"A gift of an airport."

"I try to fly out of here as much as possible."

"Best airport I have ever flown out of."

When compared with other airports:

Nearly 80% rated Brunswick Golden Isles Airport Better or Much Better than other airports.

Travelers repeatedly cited:

-Free parking, small terminal convenience, friendly staff, short walking distances, calm atmosphere, and overall efficiency

Key Themes for Enhancement

Although satisfaction remains very high, comments consistently identified several opportunities:

- Airline / Ground Handling
- Airline ticket counter customer service consistency
- Baggage claim delays
- Pink-tag baggage handling
- Better staffing during irregular operations

Security Experience

While many travelers praised security professionalism and efficiency, several respondents cited:

- Inconsistent screening procedures
- Slow processing
- A few travelers shared feedback that security screening felt more rigorous than anticipated.

Passenger Amenities

Most requested improvements included:

- Expanded food & beverage hours/options
- Additional airlines and destinations
- More charging outlets
- Water bottle filling stations
- Improved temperature control
- Updated seating
- Clearer parking signage
- Several passengers also expressed appreciation for the new Grab & Go food offerings located beyond security.

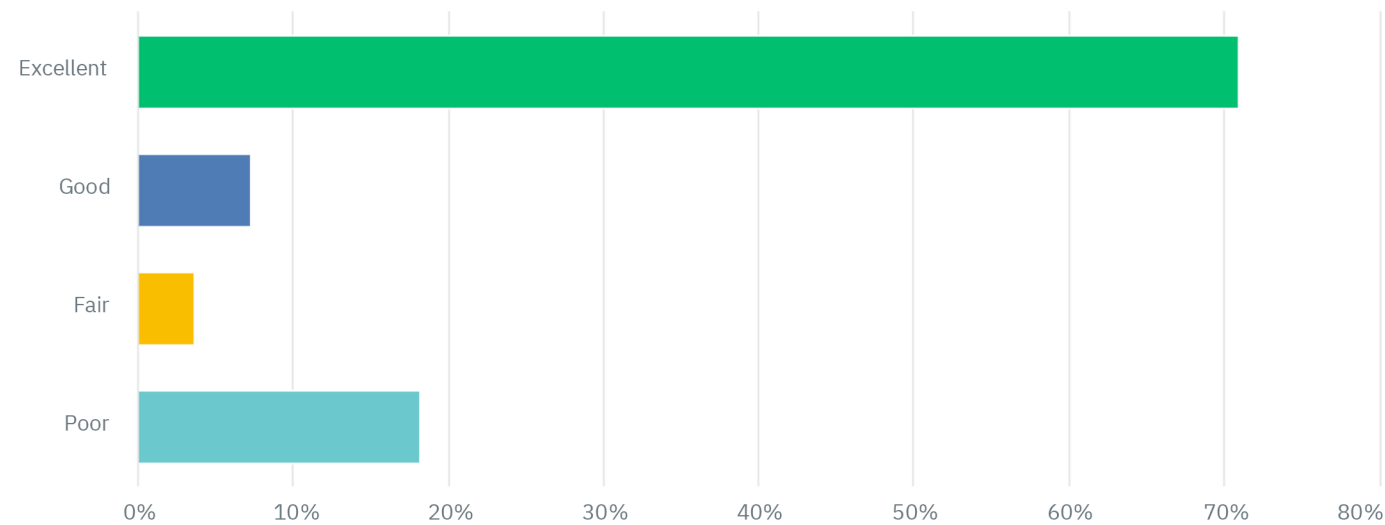
Overall Assessment

The survey confirms that Brunswick Golden Isles Airport delivers on its boutique airport promise by providing an experience that travelers describe as: convenient, relaxing, friendly, clean, efficient, and stress free.

While opportunities remain to enhance passenger amenities and continue working with airline and security partners to improve operational consistency, the overwhelming sentiment is that Brunswick Golden Isles Airport offers a superior customer experience compared to larger commercial airports. The airport's greatest strengths—its people, ease of travel, free parking, and welcoming atmosphere—continue to drive exceptionally positive customer perceptions and strong traveler loyalty.

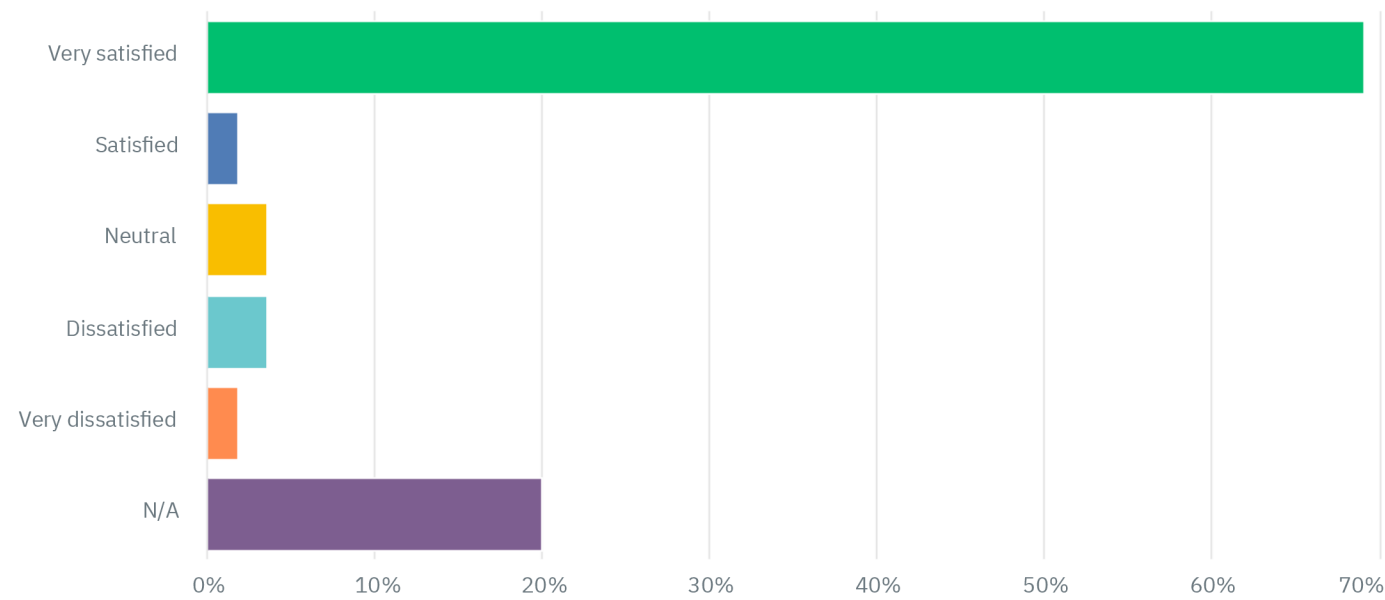
Q1

How would you rate your overall experience at the Brunswick Golden Isles Airport?



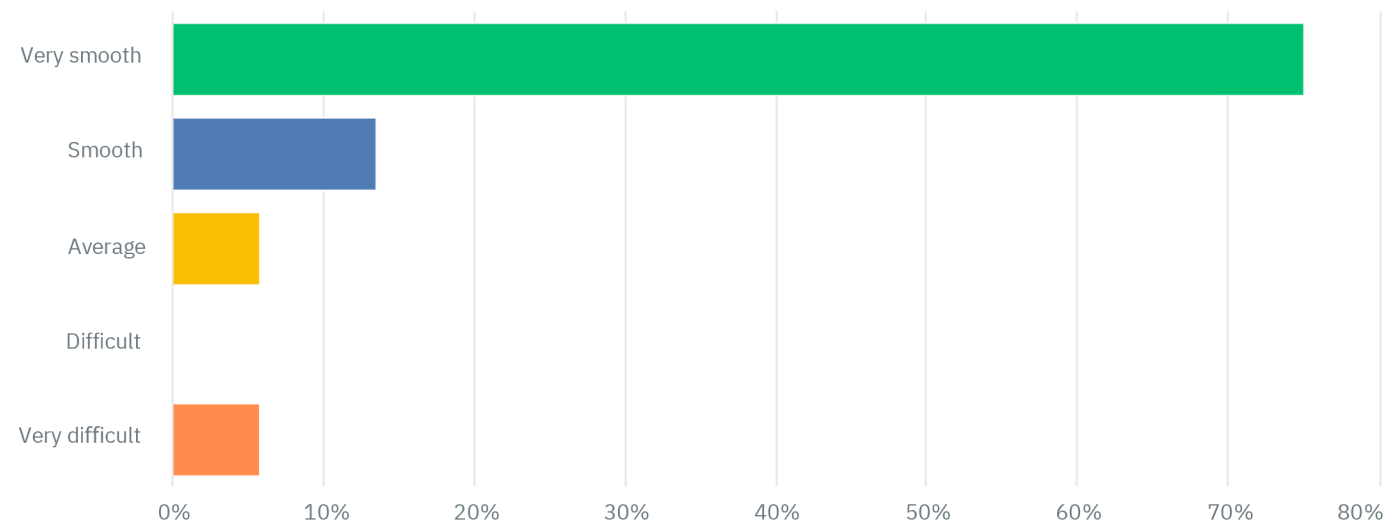
Q2

How satisfied were you with the parking facilities at the airport?



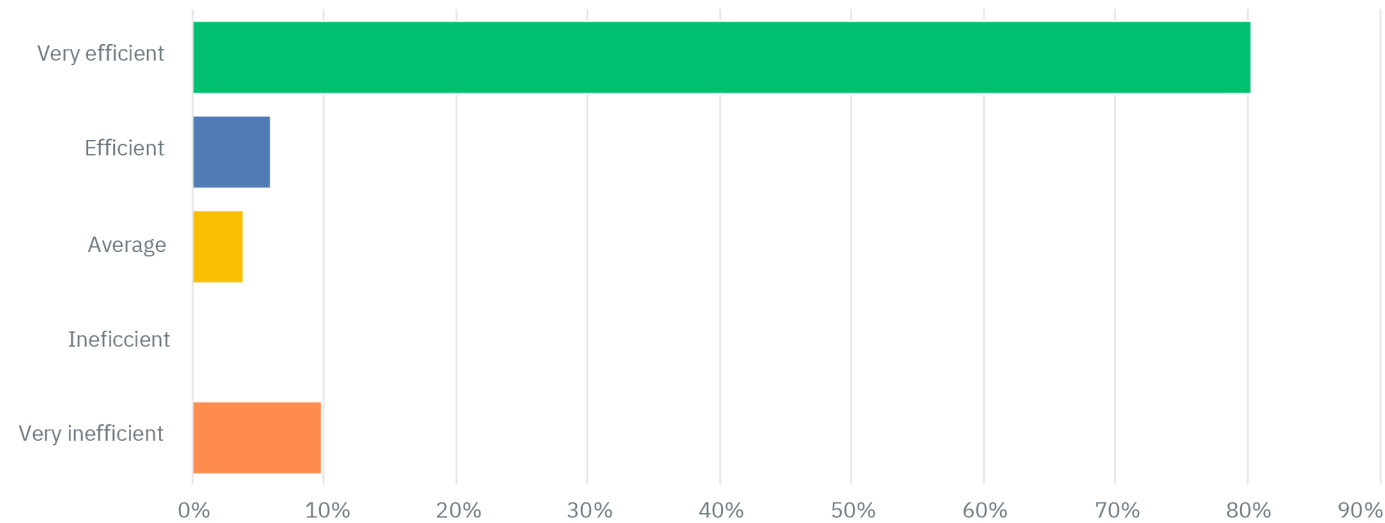
Q3

How was your check-in experience at the airport?



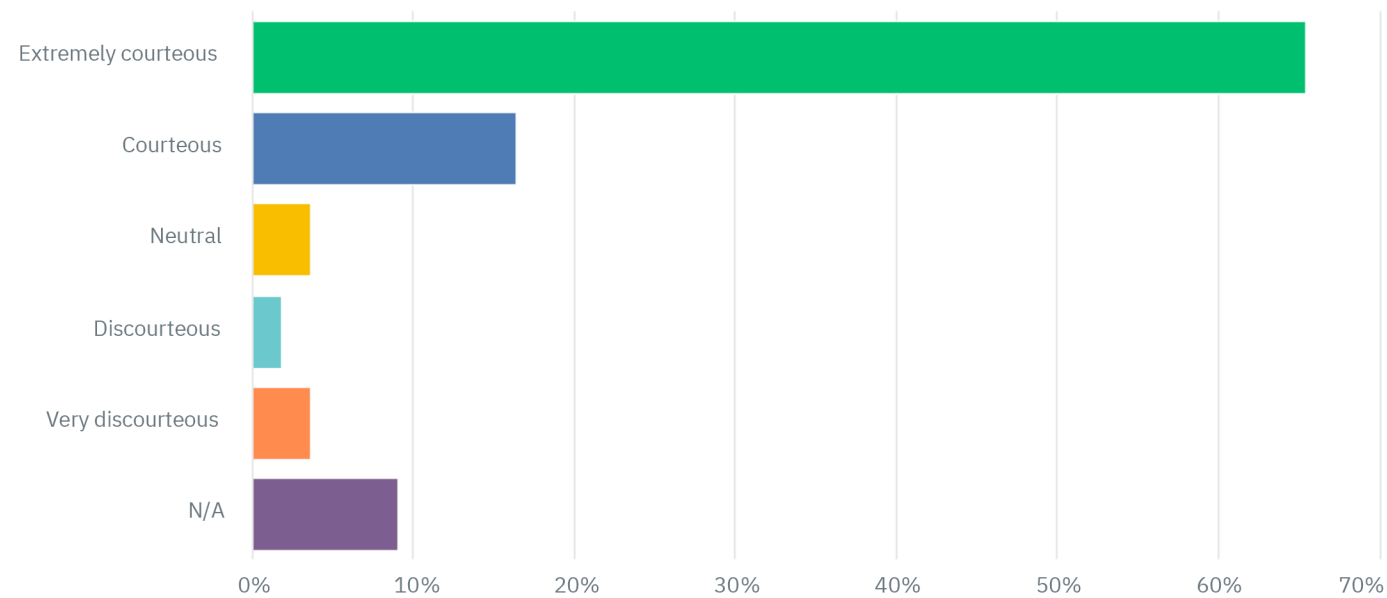
Q4

How would you rate your experience with the security screening process?



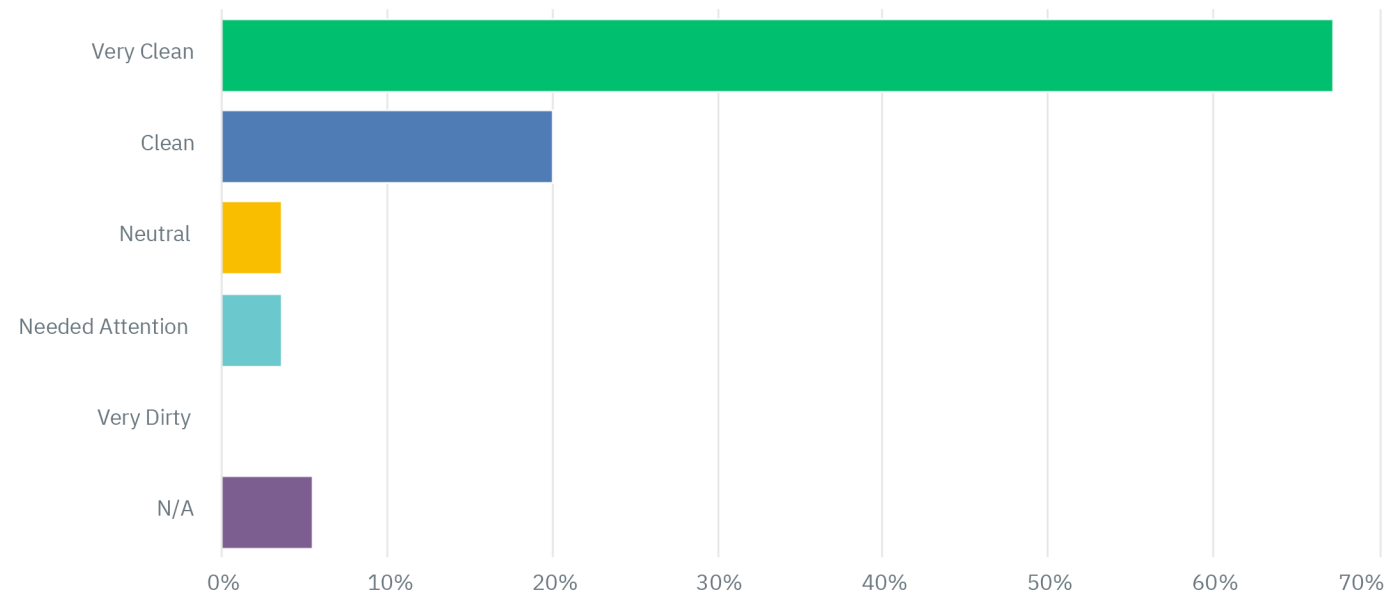
Q5

How courteous and helpful were the airport staff?



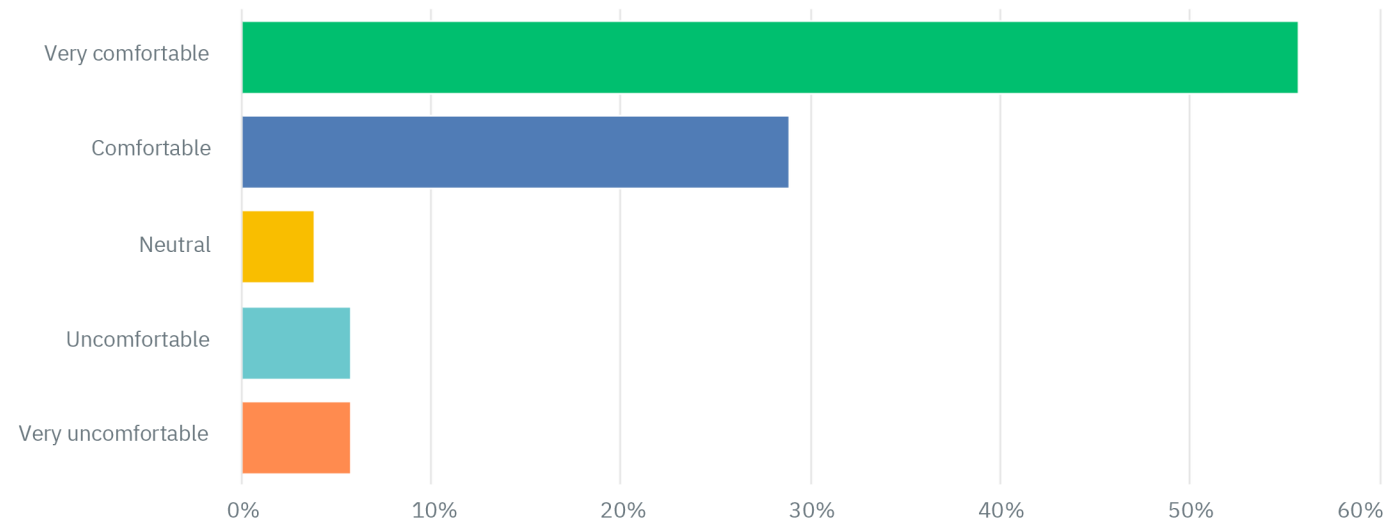
Q6

How would you rate restroom cleanliness?



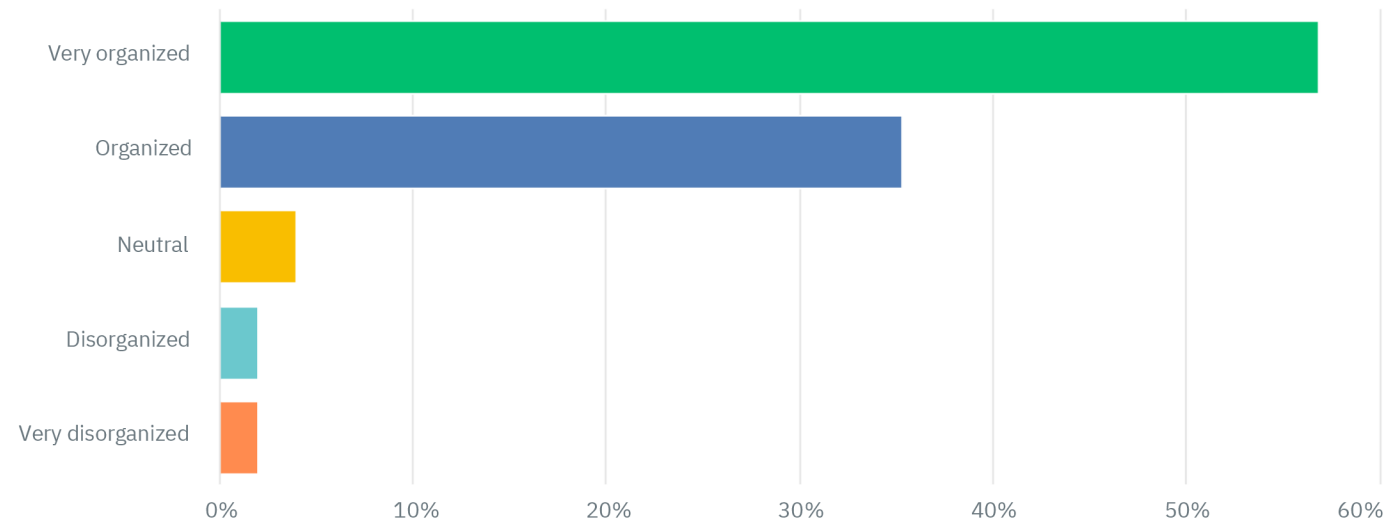
Q7

How comfortable was the holding room while waiting for your flight?



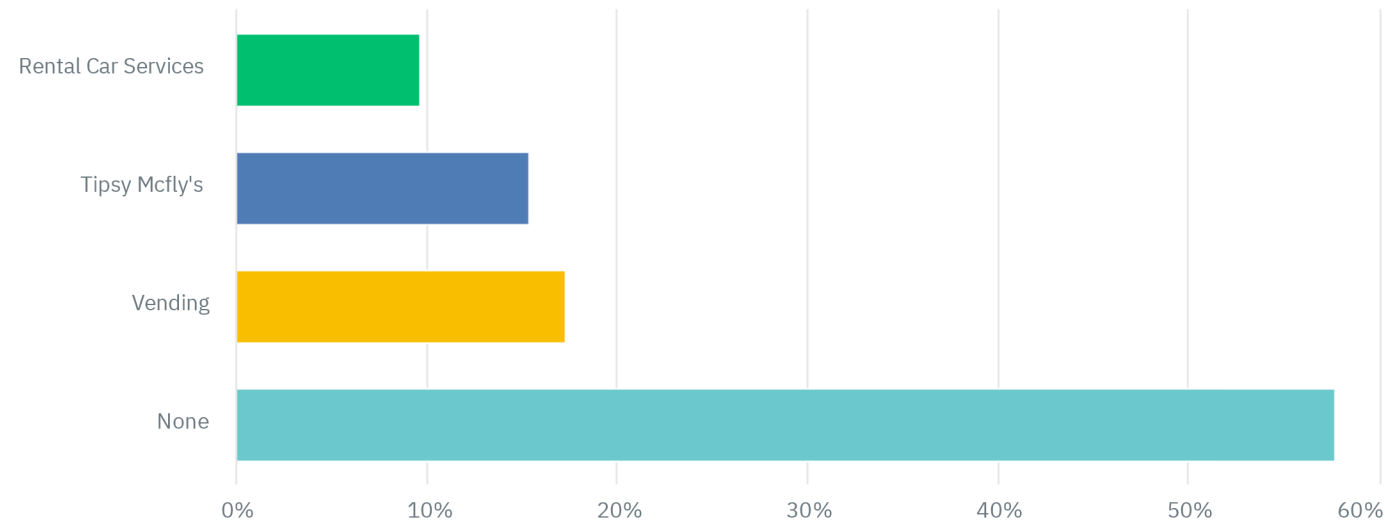
Q8

How would you rate the boarding process for your flight?



Q9

Which terminal concessions did you use during your visit to Brunswick Golden Isles Airport?



Q10

How does Brunswick Golden Isles Airport compare to other airports you've flown through?

