



Glynn County Airport Commission Surveys Reveal Exceptional Satisfaction Among Travelers and Community Stakeholders

Brunswick, Georgia — The Glynn County Airport Commission has released the results of two recent surveys that paint a clear picture of the Commission's impact—travelers overwhelmingly value the customer experience at Brunswick Golden Isles Airport, while community stakeholders continue to express strong confidence in the Airport Commission's leadership, communication, and vision for the future.

Independent surveys conducted over the past several months by Summer Garcia of SOL Marketing Co provided valuable insights from two key audiences, helping the Glynn County Airport Commission better understand customer experiences and stakeholder perspectives. The Brunswick Golden Isles Airport Customer Experience Survey captured responses from passengers traveling through the airport, while the Airport Commission Stakeholder Survey was distributed to community partners, airport tenants, government officials, business leaders, and other stakeholders.

Travelers Continue to Praise Brunswick Golden Isles Airport's Boutique Airport Experience

Passengers consistently described Brunswick Golden Isles Airport as convenient, welcoming, and stress-free.

Key findings include:

- Approximately **70%** of travelers rated their overall airport experience as **Excellent**.
- Nearly **80%** said Brunswick Golden Isles Airport is **better or much better** than other airports they have used.
- Travelers consistently praised free parking, friendly staff, terminal cleanliness, easy navigation, efficient boarding, and the airport's relaxed atmosphere.
- Several respondents described Brunswick Golden Isles Airport as *"the best small airport in the USA," "a gift of an airport,"* and *"the best airport I have ever flown out of."*

The survey also identified opportunities for continued enhancements, with many comments focused on airline operations, security screening consistency, baggage delivery, additional destinations, and expanded passenger amenities. These areas will continue to be addressed in partnership with Delta Air Lines, TSA, and other airport partners.

Stakeholders Express Strong Confidence in the Glynn County Airport Commission

The Airport Commission Stakeholder Survey demonstrated equally positive results regarding the Commission's organizational performance and leadership.

Highlights include:

- Approximately **98%** of respondents rated their overall experience working with the Airport Commission as **Excellent or Good**.
- Nearly **90%** agreed that the Airport Commission staff are responsive, professional, and helpful.
- More than **85%** agreed that communication is clear, timely, and effective.
- More than **85%** also believe the Airport Commission is an effective partner in supporting economic development throughout Glynn County.

Stakeholders consistently praised Glynn County Airport Commission's transparency, accessibility, collaboration, and commitment to community partnerships, with comments such as *"Hard to improve on excellent," "Always available and ready to help,"* and *"Keep doing what you're doing."*

Looking Ahead

While respondents expressed overwhelming satisfaction, both surveys identified a common priority for the future: continued growth.

Passengers and stakeholders alike identified expanded commercial air service as the Commission's highest priority, followed by continued infrastructure investments, tenant expansion, and improvements that strengthen the airports' role as economic drivers for the Golden Isles region.

"The results of these surveys reinforce what we strive to achieve every day—providing outstanding service to our travelers while serving as a trusted partner for our community," said **Ed Farley, Chairman of the Glynn County Airport Commission**.

"We're incredibly appreciative of everyone who took the time to share their feedback. Their input helps us celebrate what we're doing well while guiding future improvements as we continue expanding opportunities for our region."

A Commitment to Continuous Improvement

The Glynn County Airport Commission conducted these surveys as part of its ongoing commitment to transparency, customer service, and continuous improvement. Feedback from travelers and stakeholders plays an important role in shaping future initiatives, enhancing the passenger experience, strengthening community partnerships, our strategic plan, and supporting responsible airport development.

As the Golden Isles continues to experience growth in tourism, business, and aviation activity, the Airport Commission remains committed to delivering exceptional service

while pursuing additional commercial air service, strategic infrastructure investments, and long-term economic opportunities that benefit the entire region.

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