

**San Francisco International Airport**  
**2016 Customer Survey \* Code List and Field Guide**

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RESPNUM	Respondent Number (Automatically generated upon data entry)
CCGID	CCG ID Number (Generated upon drop-off)
RUNID	The Run ID# (see schedule) showing when/where survey was administered/distributed.
INTDATE	Date of interview
EGYPTAIR	Was surveying done before or on or after May 19, 2016 1 Before May 19 2 On or after May 19
DAY	Day of the Week of the interview 1 Sunday 2 Monday 3 Tuesday 4 Wednesday 5 Thursday 6 Friday 7 Saturday
GATE	GATE (Gate Number)
BAREA	Boarding Area (based on Gate/confirmed by schedule) as follows: A Gates 1-12 B Gates 20-39 C Gates 40-48 D Gates 50-59 E Gates 60-69 F Gates 70-90 G Gates 91-102
STRATA	Strata 1 AM (Flights departing before 11 am) 2 MID (Flights departing 11 am to 5 pm) 3 PM (Flights departing after 5 pm)
PEAK	1 Domestic peak – domestic flights departing 8 am to 1 pm 2 Domestic offpeak – domestic flights departing before 8 am or after 1 pm 3 International flights

METHOD	Method of collecting
	1 At gate
	2 Mail-in
	3 On-line
SAQ	1 Interviewer Administered - Specify Interviewer Initials
	2 Self Administered - "X" in box

AIRLINE Actual airline and destination  
 DESTINATION

FLIGHT The flight number of the respondent

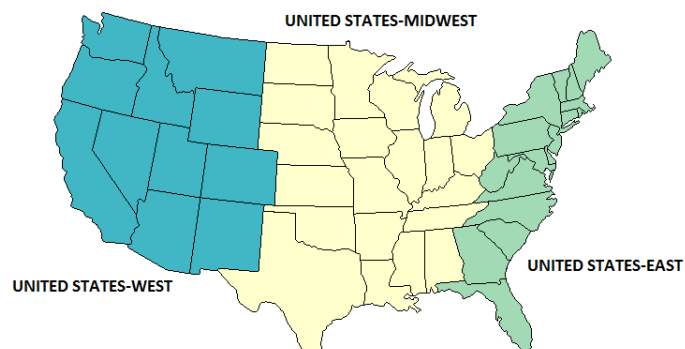
AIRLINE CODE (those with an asterisk \* are considered major airlines)

1 Aer Lingus	17 Eva Air
2 Aero Mexico	18 Frontier
<b>3 Air Canada*</b>	19 Hawaiian
4 Air China	<b>20 JetBlue*</b>
5 Air New Zealand	21 Korean Air
6 Air Berlin	22 Lufthansa
<b>7 Alaska Airlines*</b>	23 Philippine Air
<b>8 American*</b>	24 Singapore Airlines
9 Ana All Nippon	<b>25 Southwest*</b>
10 Asiana	26 Sun Country
11 Avianca	27 Turkish Airlines
12 British Airways	<b>28 United*</b>
13 China Eastern	<b>29 United International*</b>
14 China Southern	<b>30 Virgin America*</b>
<b>15 Delta*</b>	31 WestJet
16 Emirates	

DEST CODE Destination of flight. In most cases, this is the city name only. Where more than one common airport exists in a city (e.g. Chicago), the airport is specified (CHICAGO-O'HARE).

1 Atlanta	37 Mexico City
2 Auckland	38 Miami
3 Bakersfield	39 Minneapolis
4 Baltimore	40 Montreal
5 Beijing	41 Munich
6 Boise	42 Nashville
7 Boston	43 New York-JFK
8 Burbank	44 Newark
9 Calgary	45 Ontario (CA)
10 Cancun	46 Palm Springs
11 Charlotte	47 Paris-De Gaulle
12 Chengdu	48 Philadelphia
13 Chicago-O'Hare	49 Phoenix
14 Cincinnati	50 Pittsburgh
15 Dallas-Ft. Worth	51 Portland
16 Denver	52 Puerto Vallarta
17 Detroit	53 Sacramento
18 Dubai	54 Salt Lake City
19 Dublin	55 San Diego
20 Dusseldorf	56 San Salvador
21 Frankfurt	57 Santa Ana
22 Ft. Lauderdale	58 Santa Ana
23 Guadalajara	59 Santa Barbara
24 Guangzhou	60 Seattle
25 Hong Kong	61 Seoul-Incheon
26 Honolulu	62 Shanghai
27 Houston-Bush	63 St. Louis
28 Istanbul	64 Taipei
29 Kahului	65 Tokyo-Haneda
30 Las Vegas	66 Tokyo-Narita
31 Lihue	67 Toronto
32 London-Heathrow	68 Vancouver
33 Long Beach	69 Washington-Dulles
34 Los Angeles	70 Wuhan
35 Manila	71 Xi'an
36 Medford	

DESTGEO	<p>Assigned code providing area of the world for which flight is destined (See map below for US Regions)</p> <ol style="list-style-type: none"> <li>1 United States – West (AK, HI, western and most of mountain time zone)</li> <li>2 United States – East (Most of eastern time zone)</li> <li>3 United States – Midwest (MI, IN, OH, WV, and Central time zone)</li> <li>4 Other North America (Canada and Mexico)</li> <li>5 Central/South America</li> <li>6 Europe</li> <li>7 Middle East</li> <li>8 Asia</li> <li>9 Australia/New Zealand</li> <li>10 Pre-security (NA)</li> </ol>
DESTMARK	<p>Market size of the destination airport. (Based on airport's average daily number of passengers)</p> <ol style="list-style-type: none"> <li>1 Small – Fewer than 20,000 passengers/day (on average)</li> <li>2 Medium – More than 20,000 passengers/day but fewer than 70,000 passengers/day</li> <li>3 Large – More than 70,000 passengers/day but fewer than 100,000 passengers/day</li> <li>4 Hub – 100,000 passengers/day or more</li> </ol>
ARRTIME	The time the respondent arrived at the airport ; if none entered, "N"
DEPTIME	The originally scheduled departure time of the surveyed flight
HOWLONG	[calculated] Length of time from respondent arrival to flight departure (entered as total number of minutes, e.g. 2 hours = 120)



Q2PURP1 - Q2PURP3	What is the main purpose of your trip today? 1 Business/Work/Job Interview 2 Pleasure/Vacation/Recreation 3 Visit friends or relatives 4 School/school event 5 Conference/convention 6 Wedding/funeral/graduation/reunion 7 Other (specify) 10 Escorting others (children/elderly)/personal errands/medical purpose 11 Military 12 Volunteer/Political/Religious 13 Moving/immigration/traveling between homes 0 Blank/non-response
Q3GETTO1- Q3GETTO3	How did you get to the airport today? 1 Drove and parked 2 Dropped off 3 Connecting from another flight 4 Taxi 5 Uber, Lyft or similar service 6 BART 7 Door-to-door van service 8 Free hotel shuttle 9 Rental car center-AirTrain 10 Other (specify) 11 not used 12 Limo/town car 13 Sonoma/Marin/Napa Airporter/similar airport bus 14 Company rented bus/cruise ship bus/other group arrangements 15 SamTrans bus/or 'bus' (carrier unspecified) 16 Caltrain 17 VTA 18 Carshare (ZipCar, etc.) 0 Blank/Non-response
Q3PARK	Did you park in the... 1 Domestic (hourly) garage 2 International garage 3 SFO long term parking 4 Off-airport parking 0 Blank/Multiple responses

	While at SFO today, did you?
Q4BAGS	Check baggage
Q4STORE	Purchase anything from an airport store
Q4FOOD	Make a restaurant purchase
Q4WIFI	Use free Wi-Fi
	1 Yes
	2 No
	3 Don't Know
	0 Blank/Multiple responses
Q5TIMESFLOWN	How many times flown out of SFO in the past 12 months?
	1 1 time
	2 2 times
	3 3-6 times
	4 7-12 times
	5 13-24 times
	6 More than 24 times
	0 Blank/Multiple responses
Q5FIRSTTIME	Is this your first time flying out of SFO ever?
	1 No
	2 Yes
	0 Blank/Multiple response
Q6LONGUSE	How long have you been using SFO?
	(act) [average used to obtain mean]
	1 Less than 1 year [0.5]
	2 1-5 years [3]
	3 6-10 years [8]
	4 10+ years [15]
	0 Blank/Multiple responses

Rating SFO	
Q7ART	Artwork and exhibitions
Q7FOOD	Restaurants
Q7STORE	Retail shops and concessions
Q7SIGN	Signs and directions inside SFO
Q7WALKWAYS	Escalators/Elevators/Moving walkways
Q7SCREENS	Information on screens/monitors
Q7INFODOWN	Information booths (lower level - near baggage claim)
Q7INFOUP	Information booths (upper level - departure area)
Q7WIFI	Accessing and using free WiFi at SFO
Q7ROADS	Signs and directions on SFO airport roadways
Q7PARK	Airport parking facilities
Q7AIRTRAIN	AirTrain
Q7LTPARKING	Long term parking lot shuttle (bus ride)
Q7RENTAL	Airport Rental Car Center
Q7ALL	SFO Airport as a whole
5	Outstanding
4	
3	
2	
1	Unacceptable
6	Have never used or visited / Not applicable
0	Blank

## Q8COM1-Q8COM5

## General

- 1 Improve sound system/announcements tough to hear
- 2 More multi-lingual personnel
- 3 Need (more) smoking area (s)/ indoor smoking areas
- 4 Decorate with brighter colors/airport looks too drab/too grey/dated/tired
- 5 Replace/clean carpeting/put in carpeting which is not as plush (too hard to roll luggage)
- 6 Keep making upgrades to terminals/recent upgrades look great/upgrades influence my flight plans
- 7 Add places for people to sleep/resting areas/places for people to stretch out
- 8 More water stations/water fountains/water stations after Security
- 9 Arrange it so don't have to walk as far/install a shuttle system/more moving walkways
- 10 Reduce crowding/boarding area or terminal is too crowded
- 11 Build more runways
- 12 Reduce weather-related flight delays
- 13 Make boarding areas less of a hassle/less frantic
- 14 Add more direct flights/more direct flights from my home base
- 15 More services for disabled (WC, scooter, etc.)/Make sure flights are handicap-accessible
- 16 Make those assisting handicapped passengers better trained/more helpful
- 17 Make walkways wider
- 18 Decrease noise level/have quiet areas in the airport
- 19 Elevators need cleaning
- 20 Add/upgrade seating/waiting areas/tables
- 21 Add artwork/more artwork
- 22 Airport should be more brightly lit
- 23 Need more airport staff walking around to assist/provide information/answer questions
- 24 Add a mailbox/stamp purchase
- 25 Need pet area post-security
- 26 Reduce plastic packaging for food and purchases/more compostable packaging
- 27 Need more people around/working in the AM/cannot find staff during early hours
- 28 Spa/gym/massage needed
- 29 Play area for children needed
- 30 Would like to see more greenery/plants/open space
- 31 Too expensive for luggage cart/should not have to pay
- 32 Flying out of/into SFO less due to delays/being bumped too many times/prefer not to use SFO
- 33 Construction causing too many problems/flight delays/missed flights
- 34 Need entertainment (movies, music, TV, etc.)
- 35 Temperature too cold/too hot
- 36 Improve escalators (Escalator not working, dirty, etc.)
- 37 Observation area to watch aircraft



## TSA/Security/Immigration

- 101 Keep more consistent hours for Pre-Check/not open early or late
- 102 TSA/Security staff rude
- 103 Going through security takes too long/add more checkpoints
- 104 Add immigration staff/line too long
- 105 Establish a separate line for CLEAR/Pre-Check at all terminals
- 106 Keep improving airport for everyone – not just those who pay for CLEAR/ other programs
- 107 TSA staff at SFO do not know how to deal with handicaps/other airports do
- 108 Security procedures/lines were unclear/confusing/need staff there to assist/answer questions
- 109 TSA should open early/earlier/3 AM for early flyers
- 110 Security should provide footies/plastic socks when shoes are removed
- 111 TSA/Security here does not seem to follow the protocols they do at other airports
- 112 TSA ineffective/Have gone through SFO security with knife/tweezers/other banned items with no repercussions
- 113 TSA should be disbanded
- 114 There was no Nexus line
- 115 Estimates posted online/at airport of expected security check duration

## Food/Drink

- 202 Need more places to eat/drink/more variety in types of restaurants
- 203 Need cheaper food options/existing food options too expensive
- 204 Need more fast food restaurants
- 205 Need more 'healthy' food/salad bar/vegan or vegetarian/low-fat or low-carb
- 206 Need higher quality food
- 207 Need more local/"Only in San Francisco" food options
- 208 Add Starbucks/Peet's/Jamba Juice/other coffee/juice chain
- 209 Add a sports bar/regular bar
- 210 Improve restaurants (general)
- 211 Add more 24-hour/early/late dining options
- 212 Add more dining options pre-security
- 213 Add ice cream/dessert places
- 214 Cleaner restaurants
- 215 More restaurants/coffee shops after security

## Signage (within airport/general)/Information

- 301 Improve signage (general)
- 302 Make signs/monitors with larger typeface/easier to read
- 303 Signs are confusing/contradict each other/use different names (e.g. 93 vs. G93)
- 304 Move flight information signs so they are easier to read/see
- 305 Put bigger lettering on flight information signs
- 306 Add more flight information signs
- 307 Sort flight information signage by time departing, not alphabetically by destination
- 308 Flight information signs not accurate/changes are not updated
- 309 Improve signage to gates/boarding areas

- 310 Move flight information signs so they are lower and easier to read
- 311 Could not find airline/flight/gate/boarding area
- 312 Provide info on which airlines at which terminals on AirTrain
- 313 Improve signage to ground transportation
- 314 Improve signage to bathrooms
- 315 Make signs more visible/light them up so they are easier to see
- 316 Need better signage/more staff to help direct first-time flyers where to go/what to do
- 317 Got wrong information at Info booth/improve information booth assistance
- 318 Too confusing between '1' and 'I' for terminals (e.g. International vs. Terminal 1)
- 319 Signs/Announcements should be in multiple languages, not just English
- 320 Need maps/more maps in more places
- 321 Should be able to get to another terminal without going through security again
- 322 Should be able to see departure times/gates behind check-in desk
- 323 I missed a flight due to lack of information on wayfinding/lack of clear signage/uncertain where to go
- 324 Could not find restaurant/shop/duty free due to poor signage
- 325 Add clocks
- 326 Improve directions to baggage claim
- 327 Confused by domestic airlines location in International Terminal

#### Airlines/Flights

- 401 Tell airlines to be on time more often
- 402 Tell airlines to communicate better about delays/changes
- 403 Need more airline customer service staff
- 404 Airline customer service staff were rude/not helpful
- 405 Baggage claim too slow/difficult to find/too far away from flights
- 406 Check-in staff not there/not enough staff at check-in during early morning hours
- 407 Allow more time for connecting flights/cut transfer to next flight too close
- 408 Allow online baggage check
- 409 Need a live person as you get off plane to help with connecting flights/provide directions
- 410 Get rid of self-check-in kiosks

#### Website/WiFi/Other Technology

- 501 WiFi drops too often/too slow
- 502 Allow more time on WiFi
- 503 Could not load website/other technical trouble with website
- 504 Make WiFi easier to access/drop time limit
- 505 Add plugs/electrical outlets/places to charge devices
- 506 Add USB charging stations
- 507 General – 'improve WiFi'
- 508 Was unaware of free WiFi/free high-speed Internet

#### Parking/Roads/BART/Getting to or from SFO

- 601 Add a cell phone lot
- 602 Put long-term parking closer

- 603 Add more buses from long-term parking
- 604 BART should run more often/run 24 hours/better options for early/late flights
- 605 Improve signage to long-term and short-term parking – currently confusing
- 606 Add distance to parking (long-term and short-term) on signage approaching airport (e.g. 300 feet)
- 607 Improve signage to get to BART/improve signage on where check-in/terminals after exiting BART
- 608 Improve signage getting to/within the rental car area
- 609 Rental car area is too difficult to access/too far
- 610 Show airlines and terminals on highway signs as you approach airport
- 611 Reduce traffic congestion leading up to airport
- 612 Allow a person to drop someone off then go into a parking garage without circling
- 613 Rental car area is drab/dark/projects a bad first impression
- 614 Improve directions to AirTrain/clarity of stops AirTrain makes
- 615 Extend AirTrain to long-term parking
- 616 Parking is too expensive
- 617 Directions to SFO should begin in downtown San Francisco (as they do in other cities)
- 618 Rental car center rude/disorganized
- 619 Caltrain stop at SFO
- 620 Need more transit options to SFO
- 621 Make it easier to pick up/drop off passengers

#### Shops/Concessions

- 701 Everything is too expensive
- 702 Add greater variety to items for sale
- 703 Better shops (general)
- 704 Need more shops
- 705 Shops should be open earlier/later to accommodate early/late flights
- 706 Shop personnel were not helpful/on cell phones/rude
- 707 Need a drugstore/pharmacy
- 708 More unique/"only in San Francisco"/locally made items
- 709 No tax in duty free store

#### Restrooms

- 801 Add hooks to doors – should not have to put items on floor
- 802 More bathrooms
- 803 Bathrooms are dirty/should be cleaner
- 804 Showers
- 805 Enlarge restrooms/Stalls should accommodate suitcases/nursing mothers

## Positive Comments

- 990 Airport is clean/cleaner than others
- 991 Airport is comfortable/more comfortable than others
- 992 Make all terminals like this one!
- 993 Make this terminal better like T2, etc.
- 994 Airport staff are kind/courteous/helpful
- 999 Good experience/keep up the good work/other positive comment
- 0 Blank/No Response

## Cleanliness of SFO

- Q9BOARDING Boarding areas
- Q9AIRTRAIN Airtrain
- Q9RENTAL Airport Rental Car Center
- Q9FOOD Airport restaurants
- Q9RESTROOM Restrooms
- Q9ALL Overall cleanliness
  - 5 Clean
  - 4
  - 3 Average
  - 2
  - 1 Dirty
  - 6 Have never used or visited/ Not applicable
  - 0 Blank

- Q9COM1-Q9COM3 Comments about cleanliness

## General

- 1 Airport is clean/cleaner than other airports/very clean considering high traffic
- 2 Airport is dirty/not as clean as other airports
- 3 Chairs/sitting areas need cleaning
- 4 Parking area not clean
- 5 Cleaning crew does a great job/clearly take pride in their work
- 6 AirTrain seating was dirty/stained
- 7 Carpeting/carpet at security looks dirty and needs to be cleaned/replaced
- 8 Airport appears dark, drab, which gives it a dirty appearance/dirty and run down
- 9 Counters/car rental center is dirty
- 10 Airplane was dirty
- 11 Clean BART
- 12 Escalators dirty
- 13 Need more trashcans

## Restrooms

- 101 Restrooms are not clean/need to be cleaned more often
- 102 Restrooms do not have enough supplies/have broken equipment
- 103 Toilets splash water on you when flushed
- 104 Restrooms need to be monitored/passengers' bad behavior creates messes
- 105 Water on floor in restroom
- 106 Restroom had bad odor/smelled like it had not been cleaned
- 107 Add changing rooms
- 108 Allow automatic faucets to run for longer period – cannot wash them in one cycle
- 109 Restrooms outdated/need remodeling
- 110 Restrooms very clean

## Restaurants

- 201 Litter/mess/empty bottles and cups/coffee or food station a mess
- 202 Tables were not bussed/had to clear my own table to eat
- 203 Stains on walls/seating in restaurant/food court area
- 0 Blank/No Response

## Q10SAFE How safe do you feel at SFO?

- 5 Extremely safe
- 4
- 3 Neutral
- 2
- 1 Not safe at all
- 6 Don't know (DK)
- 0 Blank

## Q10COM1-Q10COM3 Why do you say that?

- 1 There are a lot of security/officers/airport staff who are walking around/alert/effective
- 2 Security procedures/equipment/cameras are visible/effective
- 3 There are a lot of people around (pos)/crowded/too many for security (neg)
- 4 Airport is open/brightly lit/well-maintained/calm/clean/good environment
- 5 Just feel safe/don't see anything to worry about/don't think about safety
- 6 Never had a problem/has never been an incident at SFO
- 7 SFO is safer compared to other airports/cities
- 8 Never feel completely safe/feel uneasy in any airport/Must remain vigilant
- 9 Needs to be more security officers/don't see any
- 10 Security officers are not alert/ineffective/unprofessional/too passive
- 11 Needs to be more cameras/better lighting
- 12 General positive comment
- 13 Security procedures take too long/excessive/too confusing
- 14 If you look a certain way you're searched/discrimination

- 16 If someone wants to harm people, they'll find a way to do it/danger is everywhere/never 100% safe anywhere
- 17 Security messages/systems/procedures/presence ineffective/unclear/'overkill'
- 19 Missing key security component – emergency exits, what to do in a fire, certain areas (Airtrain, parking lots), times of day (late at night), etc.
- 20 No different than any other airport/any other airport in the US
- 21 Security is thorough/strict/I saw them check everybody/go through bags/they checked my name/they asked everyone questions/dogs sniffed bags/asked questions/searched baggage/checked everyone
- 22 Not as dangerous as being in some parts of San Francisco/more worried about security outside the airport
- 24 SFPD presence
- 25 Don't have to watch my belongings closely/can leave my stuff/can fall asleep/can pull out cash and not worry/left my belongings (pos)/people are careless/not aware (neg)
- 26 Because I'm x feet tall/weigh x pounds/I fear nothing/Can take care of myself
- 27 No beggars/homeless/'creepy people'
- 28 Don't trust security procedures/security process too routine/TSA just going through the motions/process too fast to find anything/different scanners produce different results/not all passengers searched/wealthy passengers avoid security/TSA not armed/ineffective
- 29 Saw suspicious/creepy/'strange' person/homeless person at the airport/person screaming/person got through security who had no ID/strange/don't think should have gotten through
- 30 Don't know the airport well enough/just transferring/first time flying and have nothing to compare it to/don't know area (SF Bay Area) well enough
- 32 Everyone is friendly
- 33 Don't really buy into safety/security 'threat'/illusory/tired of being scared
- 35 Don't know
- 36 We're in the US/America/feel safe in US airports
- 37 Cannot leave bags unattended/limits on activities
- 38 Confusion/uncertainty/disorganized atmosphere/poor signage/slowness – makes me feel less safe/someone could easily take advantage
- 39 Uneven security throughout airport/not enough security in certain areas (e.g. intl terminals, rental car, waiting for taxi)
- 40 Concerned about petty theft (bag snatching, pick pocketing, etc.)
- 41 TSA is intimidating/threatening
  
- 96 I'm from here/know the airport well/know my way around/been here a lot
- 97 I don't move well/don't know way around and thus don't feel safe
- 98 General negative (e.g. 'could be better')
- 99 Other non-specific comment
- 0 Blank/No Response

Q11TSAPRE Did you go through the TSA Precheck security line when you passed through security at SFO today?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Did not go through security at SFO (xfer)
- 0 Blank/Multiple responses

Q12PRECHECKRATE How would you rate your experience going through the TSA Pre-check security line rather than the regular security line at SFO today?

- 5 Much better
- 4 Somewhat better
- 3 About the same
- 2 Somewhat worse
- 1 Much worse
- 6 Don't know
- 0 Blank

Q12COM1-Q12COM3 Briefly, why?

- 1 Easier/faster/less hassle/great/a godsend/general positive comment
- 2 Did not have to take off shoes/belt/unload laptop, etc.
- 3 Personnel at pre-check were rude/TSA still unprofessional, so it doesn't matter
- 4 Line too slow/No faster than regular TSA line
- 5 Should have body scanning option in pre-check
- 6 Need more stations open/almost all were closed
- 7 Confusing/signage and instructions conflicted each other/need to do a better job communicating what the line means and what people need to do/seem to be missing bins/other items
- 8 Unsure/no one else was there, so tough to say whether it was better
- 9 Would rather see TSA staff up other areas/other regular security is uneven terminal to terminal (fast at some, very slow at others)
- 10 Staff seem better trained/more professional/friendlier/not as unnecessarily invasive
- 11 Staff assumes you know what you are doing/don't have to hear constant repetition of messages (e.g. empty pockets, shoes off, laptops on conveyor)
- 12 Non pre-check people allowed in line/getting benefits of pre-check without having to pay for it
- 13 Made me feel less anxious going through this vs. regular security
- 14 Still had to remove shoes/belt/unpack laptop/get patted down
- 15 Didn't seem any different than regular security line
- 16 Easier time appreciated because I am disabled/elderly
- 17 Allow spouses/traveling companions to also go through line
- 18 Seems inconsistent with security at other airports/they had to examine items other airports ignored/not as good as other airports
- 19 Like/Love pre-check/General Positive Comment

- 20 No Pre-Check lines were open/lines merged with regular lines
- 21 Shorter line
- 22 Do not like added cost/Added cost seems like extortion
- 0 Blank/No Response

Q13COUNTY What county did you depart from to get to the airport today?

- |    |  |    |                             |
|----|--|----|-----------------------------|
| 1  | Alameda  | 27 | Kings                       |
| 2  | Contra Costa                                       | 28 | Amador                      |
| 3  | Marin  | 29 | San Luis Obispo             |
| 4  | Napa   | 30 | Fresno                      |
| 5  | San Francisco                                      | 31 | El Dorado                   |
| 6  | San Mateo  | 32 | Mendocino                   |
| 7  | Santa Clara  | 33 | Butte                       |
| 8  | Solano   | 34 | Merced                      |
| 9  | Sonoma   | 35 | Madera                      |
| 10 | Other (specify)                                    | 36 | Mono                        |
| 11 | Not applicable –<br>connecting from another flight | 37 | San Benito                  |
| 0  | Blank/Multiple response                            | 38 | Tuolumne                    |
| 13 | San Joaquin  | 39 | Calaveras                   |
| 14 | Sacramento   | 40 | Siskiyou                    |
| 15 | Stanislaus   | 41 | Trinity                     |
| 16 | Sutter   | 42 | El Dorado                   |
| 17 | Santa Cruz   | 43 | Tulare                      |
| 18 | Humboldt   | 44 | Washoe (Reno)               |
| 19 | Placer   | 45 | Yuba                        |
| 20 | Lake   | 46 | Santa Barbara               |
| 21 | Shasta   | 47 | San Diego                   |
| 22 | Nevada   | 48 | Orange                      |
| 23 | Yolo   | 49 | Los Angeles                 |
| 24 | Monterey   |    |                             |
| 25 | Riverside  | 99 | Bay Area (not<br>specified) |
| 26 | Mariposa   |    |                             |

Q13GETRATE How would you rate your experience getting to the airport today?

- 5 Easy
- 4
- 3 Average
- 2
- 1 Difficult
- 6 Don't know/Not applicable
- 0 Blank



Q14FIND While at SFO, how easy or difficult...  
 Finding your way around airport  
 Q14PASSTHRU Passing through security and screening  
 5 Easy  
 4  
 3 Average  
 2  
 1 Difficult  
 6 Don't Know / Not Applicable  
 0 Blank

Q15PROBLEM Did you encounter any problems?  
 1 Yes  
 2 No  
 3 Don't Know  
 0 Blank/Multiple responses

Q15COM1-Q15COM3 Please describe:

- 1 Airline counters understaffed/airline personnel not knowledgeable/kiosks not working/staff unprofessional/airline ticketing confusing/inefficient/counter not open in time for flight
- 2 Store procedures/duty-free regulations/store personnel rude/unprofessional/slow service
- 3 Hard to find gate/airline/facility/shuttles/airport layout confusing
- 4 Long security lines/disorganized security screening/took too long
- 5 Security/security procedures confusing/invasive/inconsistently applied/ineffective/officers unprofessional
- 6 Flight delays
- 7 Insufficient facilities/amenities/outlets didn't work/exterior doors too narrow
- 8 Airline baggage procedures unfair/expensive/confusing/luggage lost/rerouted
- 9 Insufficient/unclear signage/couldn't find my way
- 10 Freeways/getting to airport confusing/traffic/curbside drop-off/directions from BART confusing/not clear
- 11 Missed flight
- 12 Wi-Fi/Internet not working/not free/doesn't work with my device
- 13 Insufficient number of monitors/do not list all flights/couldn't find my flight/change too quickly/list too many different airlines for same flight
- 14 Need better disabled access/more responsive to those needing assistance
- 15 Stores/restaurants close too early/don't open early enough
- 16 Airport/facilities too crowded/lines overlap/line for gates blocking stairs
- 17 Food too expensive/poor quality/not diverse enough/took too long/poor service
- 18 Elevator/escalator/moving walkway not working/luggage carts/not enough
- 19 Positive comment about security officer/airport/airline employee
- 20 Seating area in poor condition/uncomfortable/not enough seats

- 21 Not enough restrooms/inconvenient/missing supplies/dirty
- 22 Rental car center/long-term parking too far away/terminals too far apart/too much walking/tricky to navigate
- 23 Crime victim (purse/other item stolen/didn't get item back after security check)/saw cars unattended/luggage unattended/scary, 'creepy', suspicious people around/nothing being done about unattended items or suspicious people
- 24 Gate change/rescheduled flight/delay not communicated/didn't know about it/no info after check-in/almost missed flight/caused problems
- 25 Parking lot full/nearly full/couldn't find/pay procedures confusing/caused delay
- 26 Security seemed very strict/very thorough/too strict/searched my items without permission/threw away food/other items I had purchased/didn't know I was carrying banned items/received conflicting/confusing info on banned items
- 27 Yes, had a problem – but it was my fault
- 28 General negative-personnel/couldn't find a person to talk to/staff (general) gave the wrong information/different departments give different/wrong information (TSA, airlines, airport), not working together /rude
- 29 Maintenance issues – airport is filthy, leaky ceilings/windows, other items in Disrepair/construction
- 30 Temperature (too hot/too cold)
- 31 Passport/Ticket/ID issues
- 32 Need more multilingual employees
- 33 Connection problems (Had to go through security twice, couldn't find gate/terminal, etc.)
- 36 Transit delays/Breakdowns/confusing transit (BART, AirTrain, parking shuttle)
- 37 Prices too high (General)
- 38 No bar/need to add a bar
- 39 Smoking area needed after security
- 40 TSA Pre-check not open
- 0 Blank/No Response

Q16LIVE Live in...

- 1 9 County Bay Area
- 2 Northern California outside the Bay Area
- 3 In another region
- 0 Blank/Multiple responses

Where home located...

Q17CITY Actual city name (text)  
 Q17STATE Actual state abbreviation (US) or state name (Canada/Mexico)  
 Q17ZIP Actual ZIP Code (US only)  
 Q17COUNTY Actual county (US only)  
 Q17COUNTRY Standardized country name (text)

HOME	Codes specifying home location of respondent
1	San Francisco County
2	San Mateo County
3	Alameda County
4	Santa Clara County
5	Contra Costa County
6	Marin County
7	Sonoma County
8	Solano County
9	Napa County
10	All Other California and Western US (same as destination breakdown)
11	Midwestern US (see destination for breakdown/definition)
12	Eastern US (see destination for breakdown/definition)
13	Other North America (Canada, Mexico, and Caribbean)
14	Central/South America
15	Europe
16	Asia/Japan
17	Middle East
18	Africa
19	Australia/New Zealand/Pacific
90	County/city not specified but from Bay Area (Q17)
91	County/city not specified but from Northern CA (Q17)
99	Blank/unknown
Q18Pet	Are you traveling with a pet or service animal on your trip today?
1	No
2	Yes-Pet
3	Yes-Service Animal
4	Other-Specify
5	Blank/Multiple Response
Q19Age	
1	Under 18
2	18 - 24
3	25 - 34
4	35 - 44
5	45 - 54
6	55 - 64
7	65 and over
8	Don't Know / Refused
0	Blank/Multiple responses

## Q20Gender

- 1 Male
- 2 Female
- 3 Other
- 0 Blank/Multiple responses

## Q2IINCOME

Household Income:

- 1 Under 50,000
- 2 \$50,000 - \$100,000
- 3 \$100,001 - \$150,000
- 4 Over \$150,000
- 5 Other Currency (specify)
- 0 Blank/Multiple responses

## Q22FLY

Did you fly 100,000 miles or more per year?

- 1 Yes
- 2 No
- 3 Don't know
- 0 Blank/Multiple responses

## Q23SJC

In the past two years, have you used...

## Q23OAK

San Jose Airport

Oakland Airport

- 1 Yes
- 2 No
- 3 Don't Know
- 0 Blank/Multiple responses

## LANG

LANGUAGE of questionnaire:

- 1 English
- 2 Spanish
- 3 Chinese
- 4 Japanese

## WEIGHT

Weight assigned to each record to proportionally represent SFO passengers