

**San Francisco International Airport**  
**2017 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
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 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 Online

SAQ                                1     Interviewer Administered  
                                       2     Self Administered

AIRLINE                        Actual airline (text, standardized)

DESTINATION                Actual destination (text, standardized)

FLIGHT                        The flight number of the respondent

AIRLINE\_CODE (those with an asterisk \* are considered major airlines; those with two asterisks \*\* are considered 'low cost' carriers)

#	Airline	#	Airline	#	Airline
1	Aer Lingus	21	Korean Air	41	WOW Airlines**
2	Aeromexico	22	Lufthansa		
3	Air Canada*	23	Philippine Air		
4	Air China	24	Singapore Airlines		
5	Air New Zealand	25	Southwest*		
6	Air Berlin**	26	Sun Country		
7	Alaska Airlines*	27	Turkish Airlines		
8	American*	28	United*		
9	ANA All Nippon	29	United International*		
10	Asiana	30	Virgin America*		
11	Avianca	31	WestJet**		
12	British Airways	32	Air France		
13	China Eastern	33	Air India		
14	China Southern	34	Cathay Pacific		
15	Delta*	35	COPA		
16	Emirates	36	Etihad		
17	EVA Air	37	SAS (Scandinavian)		
18	Frontier	38	Swiss Intl Air		
19	Hawaiian	39	Virgin Atlantic		
20	JetBlue*	40	Volaris**		

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

#	Destination	#	Destination	#	Destination	#	Destination	#	Destination
1	Atlanta	21	Frankfurt	41	Munich	61	Seoul	81	Panama City
2	Auckland	22	Ft. Lauderdale	42	Nashville	62	Shanghai	82	Qingdao
3	Bakersfield	23	Guadalajara	43	New York-JFK	63	St. Louis	83	Redding
4	Baltimore	24	Guangzhou	44	Newark	64	Taipei	84	Reno
5	Beijing	25	Hong Kong	45	Ontario (Calif)	65	Tokyo-Haneda	85	Reykjavik
6	Boise	26	Honolulu	46	Palm Springs	66	Tokyo-Narita	86	San Jose del Cabo
7	Boston	27	Houston-Bush	47	Paris-De Gaulle	67	Toronto	87	San Luis Obispo
8	Burbank	28	Istanbul	48	Philadelphia	68	Vancouver	88	Singapore
9	Calgary	29	Kahului	49	Phoenix	69	Washington-Dulles	89	Tampa
10	Cancun	30	Las Vegas	50	Pittsburgh	70	Wuhan	90	Tucson
11	Charlotte	31	Lihue	51	Portland	71	Xi'an	91	Zurich
12	Chengdu	32	London-Heathrow	52	Puerto Vallarta	72	Abu Dhabi		
13	Chicago-O'Hare	33	Long Beach	53	Sacramento	73	Austin		
14	Cincinnati	34	Los Angeles	54	Salt Lake City	74	Cleveland		
15	Dallas-Ft. Worth	35	Manila	55	San Diego	75	Copenhagen		
16	Denver	36	Medford	56	San Salvador	76	Dallas-Love Field		
17	Detroit	37	Mexico City	57	Santa Ana	77	Delhi		
18	Dubai	38	Miami	58	Not used	78	Eugene		
19	Dublin	39	Minneapolis	59	Santa Barbara	79	Hangzhou		
20	Dusseldorf	40	Montreal	60	Seattle	80	Osaka		

## DESTGEO

Assigned code providing area of the world for which flight is destined  
(See map for US Regions)



- 1 United States – West (AK, HI, western and most of mountain time zone)
- 2 United States – East (Most of eastern time zone)
- 3 United States – Midwest (MI, IN, OH, WV, and Central time zone)
- 4 Other North America (Canada and Mexico)
- 5 Central/South America
- 6 Europe
- 7 Middle East
- 8 Asia
- 9 Australia/New Zealand
- 10 Pre-security (NA)

## DESTMARK

Market size of the destination airport.  
(Based on airport's average daily number of passengers)

- 1 Small – Fewer than 20,000 passengers/day (on average)
- 2 Medium – More than 20,000 passengers/day but fewer than 70,000 passengers/day
- 3 Large – More than 70,000 passengers/day but fewer than 100,000 passengers/day
- 4 Hub – 100,000 passengers/day or more

## 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/other bus/'bus' (carrier unspecified) 16 Caltrain/Amtrak/'train' (carrier unspecified) 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

- 0 Blank
- 1 General positive comment/keep up the good work/everything is great/can't think of anything to improve
- 2 Comments/suggestions on the survey itself
- 3 Airport is OK/average/it works (general comment)
- 4 Don't know/don't come here enough/don't use it enough to know
- 5 Reduce delays/minimize impact of weather/finish runway construction
- 6 Airport seems crowded/cramped/too small/dimly lit/noisy
- 7 Update areas of airport which are older/airport seems old/outdated
- 8 Staff (general) are great/helpful/provide excellent customer service
- 9 Staff (general) are rude/do not help
- 10 Provide better service to those with disabilities
  
- 41 Improve communications on gate changes, delays
- 42 Carpeting makes harder to roll luggage/hard to navigate escalators w/bags
- 43 Make airport cleaner (general)
- 44 Too hot/cold

## Airport Amenities

- 11 Better Wi-Fi/could not connect/keep getting dropped/other issues with Wi-Fi/make info about Wi-Fi more available
- 12 Elevators/escalators/people movers broken/not maintained
- 13 Could not find luggage carts/should be more carts/should be free/low cost/should be available after security
- 14 Charging stations/plugs don't work/add more plugs/easier to find
- 15 Add a gym/workout room/add yoga rooms in other areas of airport/offer free massages
- 16 Add a place to nap/sleep
- 17 Add more facilities for families/children (children's play area/family area/family bathrooms/nursing room)
- 18 Change out/update artwork/improve artwork/add more artwork/make interactive
- 19 Add more 'things to do' (general)/interactive spaces
- 20 Open shops/currency/information booths earlier/have options for early travelers
- 21 Add televisions
- 22 Add more restrooms/clean restrooms more often/fix broken restroom facilities/consider adding attendants in restrooms to maintain cleanliness
- 23 AirTrain is slow/was not functioning properly
- 24 Add more trash/recycling/compost bins/clarify which bin all items go into
- 25 Add/bring back smoking areas
  
- 33 Add more ATMs/currency exchanges/water refill stations/fountains
- 34 Add tailor/seamstress/dry cleaner/laundry

## Boarding areas

- 31 Need more seating at boarding areas



32 Boarding areas too small/too small for number of passengers/need to be more comfortable given (long) delays

#### Signage/wayfinding (in airport)

- 51 Provide announcements/signs in other languages (Spanish, Chinese, etc.)
- 52 Signage is inaccurate/confusing
- 53 Boarding signs rotate too quickly/text too small/not readable
- 54 Add more boarding gate signs in more areas
- 55 Add the time to more signs/more clocks showing time
- 56 Could not find gate/flight/connecting flight – signage was insufficient/confusing
- 57 Announcements cannot be easily heard/understood
- 58 Add more walkways/connect terminals/provide better directions going between terminals
- 59 AirTrain signage was nonexistent/confusing/inaccurate
- 60 Could not find information booths/staff to help when needed
- 61 Info booth personnel could not help me with signage/directions/wi-fi connection/gave wrong information
- 62 Airport is easy to get around in/great layout/accessible/open/clean
- 63 “Better signage/directions” (general)
- 64 Takes too long to get to gate (overall)
- 65 Need better signage at arrivals/luggage pickup
- 66 Difficult to navigate for those in wheelchairs, bad knees, other disabilities

#### Getting to the airport

- 71 Signs approaching airport inaccurate (which airline at which terminal)/need to be improved
- 72 Approach to airport by car too congested
- 73 Expand pick up/drop off points for TNCs
- 74 Rental car center too congested/too far away from main airport/not airport accessible
- 75 Add more parking/cheaper parking/better signage and info for parking
- 76 Pick up/drop off by car needs to be easier to navigate

#### Restaurants

- 101 Too expensive/reduce prices/offer cheaper options/offer free coffee/food
- 102 Offer a wider selection of restaurants
- 103 Offer more casual/fast food restaurants (Taco Bell, Starbucks, 7-11, coffee/donuts, etc.)
- 104 Add more restaurants of a specific type, e.g. Asian, higher-end, French café, sit-down breakfast, pizza, etc.
- 105 Improve quality of food offered
- 106 Positive comment about restaurants/food
- 107 More food options to meet specific diet (vegan, vegetarian, Halal, gluten-free)
- 108 More local/SF Bay Area food options
- 109 Need more high-end restaurants
- 110 Improve staff customer service/service was slow/rude

## Shops

- 151 Need wider selection of shops
- 152 Add specific type of store (e.g. Hat Store)
- 153 Improve customer service of store staff/received poor service

## Security/Customs

- 201 Security lines are too long
- 202 Security area was too congested/crowded
- 203 Security process too confusing
- 204 Streamline customs/immigration/lines too long/wait too long
- 205 Relax/revise prohibited items/security restrictions
- 206 Security staff is rude/needs to treat passengers better
- 207 Immigration/customs staff is rude/need to treat passengers better
- 208 Security staff is polite/helpful/provides good service/efficient
- 209 Immigration/customs staff is polite/helpful/provides good service
- 210 Increase visible security away from security checkpoints

## Airlines

- 501 Increase airline staffing/check-in too long or should be faster/problem at check-in
- 502 Airline staff rude/not helpful/need to improve
- 503 Offer more flights to...Redding/Charlotte/East Coast
- 504 Need bigger plane/stop overbooking flights

- 991 Positive comment about artwork
- 992 Positive comment about restaurants/food
- 993 Positive comment about child areas/changing areas
- 994 Positive comment about seating/boarding areas
- 995 Keep protesters out of SFO

## 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

- 1      Airport is very clean/well maintained/keep up the good work/other positive comment related to cleanliness
- 2      Airport cleanliness is OK/like any other airport/nothing great but it works
- 3      SFO is cleaner than other airports
- 4      Bathrooms are dirty/not maintained
- 5      Carpeting is dirty/not maintained
- 6      Boarding areas/seating dirty/stained/litter on floor
- 7      Restaurants/eating areas dirty/littered/not cleaned
- 8      Airport could use an update/not dirty but looks dated
- 9      Pet areas/other areas of airport are dirty/not maintained
- 10     Need more trash cans/compost bins/hand sanitizer dispensers
- 11     Would like to see fellow passengers do more to clean up after themselves
- 12     Cleanliness depends on area of airport/varies widely by boarding area/terminal
- 13     Security area/checkpoint dirty

## 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/staff is friendly/professional
- 2      Security procedures/equipment/cameras are visible/effective

- 3 Airport is open/brightly lit/well-maintained/calm/clean/good environment
- 4 Just feel safe/don't see anything to worry about/gut feeling
- 5 Has never been an incident at SFO
- 6 Never feel completely safe/feel uneasy in any airport/nervous flyer/current events
- 7 Security presence is a sham/doesn't make us any safer/just "security theatre"/if someone wants to do something they will
- 8 No weird/questionable people/nobody loitering
- 9 I know the airport well/come here often
- 10 Security/TSA sometimes do their job, but sometimes do not/results uneven
- 11 Average/OK/like other airports/always room for improvement
- 12 Need more police/security presence
- 13 Time of day (early)/day of week
- 14 Not as familiar with SFO/hard to find way around (negatives)/crowding
- 15 Fine/good/OK/other general positive
- 16 Nothing's happened to me personally/have not been attacked/haven't had items taken/fell asleep and nothing was taken
- 17 (negative) Haven't seen enough/very many security/police
- 18 It's an airport/it's the US/it's San Francisco/always safe
- 19 Long lines/crowded (negatives)
- 20 TSA/security did not check thoroughly/were chatting and waved people through/let things slip through they should have checked/did not care
- 21 Told of/saw incident/had incident occur/too many people

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                        | 15 | Stanislaus      |
| 2  | Contra Costa                   | 16 | Sutter          |
| 3  | Marin                          | 17 | Santa Cruz      |
| 4  | Napa                           | 18 | Humboldt        |
| 5  | San Francisco                  | 19 | Placer          |
| 6  | San Mateo                      | 20 | Lake            |
| 7  | Santa Clara                    | 21 | Shasta          |
| 8  | Solano                         | 22 | Nevada          |
| 9  | Sonoma                         | 23 | Yolo            |
| 10 | Other (specify)                | 24 | Monterey        |
| 11 | Not applicable –               | 25 | Riverside       |
|    | connecting from another flight | 26 | Mariposa        |
| 0  | Blank/Multiple response        | 27 | Kings           |
| 13 | San Joaquin                    | 28 | Amador          |
| 14 | Sacramento                     | 29 | San Luis Obispo |

30	Fresno	41	Trinity
31	El Dorado	42	El Dorado
32	Mendocino	43	Tulare
33	Butte	44	Washoe (Reno)
34	Merced	45	Yuba
35	Madera	46	Santa Barbara
36	Mono	47	San Diego
37	San Benito	48	Orange
38	Tuolumne	49	Los Angeles
39	Calaveras		
40	Siskiyou	99	Bay Area (not specified)
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...		
Q14PASSTHRU	Finding your way around airport		
	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:

**Directions/signage/announcements**

- 1 Signs/info boards provided confusing/incomplete information
- 2 Took too long to reach gate/had to go through security twice
- 3 SFO staff (not info desk) provided incomplete/inaccurate directions/information
- 4 Info desk not helpful/gave incomplete or inaccurate information
- 5 Difficulty finding gate/terminal
- 6 No one available to ask for help with directions
- 7 Directions to/from AirTrain (specifically) confusing/incomplete/inaccurate information
- 8 Could not hear announcements well/announcements too soft/competing announcements made it difficult to hear

**Restaurants/stores/services**

- 11 Restaurants/stores not yet open/already closed
- 12 Poor service at airport store/bank/restaurant
- 13 Couldn't find type of food I wanted/product in store
- 14 NOT USED
- 15 Couldn't find ATM/currency exchange/ATM not working

**Airport amenities**

- 21 Outlets/charging stations/Wi-Fi/water station not working properly
- 22 Restrooms closed/dirty/could not find a restroom
- 23 Equipment malfunction – escalators/elevators/AirTrain
- 24 Airport parking/airport drop-off congested/confusing
- 25 Couldn't find water/drinking fountain/luggage carts/plugs
- 26 Bad odor (not restroom)/too hot/too cold

**Security/Immigration**

- 31 TSA/Security issue – confiscated item/prohibited item/triggered further search
- 32 Security took too long/too confusing/staff rude
- 33 Person in traveling party was searched inappropriately searched
- 34 Personal item damaged/ruined by security/TSA inspection/security equipment
- 35 Immigration/customs issue
- 36 TSA misread ticket/wanted paper ticket

**Airlines**

- 41 General issue with airline (not described)
- 42 Airline employee was not helpful/gave inaccurate or confusing information
- 43 Airline rules regarding checked baggage/other airline policy issue
- 44 Airline check-in was confusing/crowded/understaffed/took too long/not open
- 45 Airline kiosk for check-in malfunctioned/wouldn't take card/wouldn't check baggage
- 46 Airline club was full/refused entry even though had proper ticket/closed
- 47 Airline issued inaccurate boarding pass/didn't issue/other ticketing issues

**Gate changes/delays**

- 51 Gate change/multiple gate changes
- 52 Missed flight/missed connection
- 53 Excessive flight delay/cancellation
- 54 Non-communication/poor communication re: gate changes/delays

**Passengers with disabilities**

- 61 Have difficulty walking/hearing/lifting/bending and airport did not provide help
- 62 Airline (specifically) did not provide wheelchair/red cap/other disabled assistance/had to wait a long time for disabled assistance

**Other**

- 71 Problem was my own fault/personal issue (ride fell through/friends went shopping and delayed us)
- 72 Ticketing mismatch (name on ticket vs. name on identification)
- 73 Problems on transit to SFO/traffic
- 74 Store/airline wouldn't take credit/debit card
- 0 Problem not specified

NETPRO On a scale of 0 to 10, how likely is it that you would recommend SFO to a friend or colleague?

10 – EXTREMELY LIKELY

9

8

7

6

5

4

3

2

1

0 – NOT AT ALL LIKELY

11 - Blank

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

## 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
- 0,4 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  
Q23OAK

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

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