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 -   What is the main purpose of your trip today?
Q2PURP3   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-   How did you get to the airport today?
Q3GETTO3   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 – connecting from another flight	25	Riverside
		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	Calavaras		
		99	Bay Area (not specified)
40	Siskiyou		

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

While at SFO, how easy or difficult...
Q14FIND   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:

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

    In the past two years, have you used…

Q23SJC   San Jose Airport
Q23OAK   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