

**San Francisco International Airport**  
**2014 Customer Survey \* Code List and Field Guide**

---

RESPNUM	Respondent Number (Automatically generated upon data entry)
CCGID	CCG ID Number (Generated upon drop-off)
RUN	The Run ID# (see schedule) showing when/where survey was administered/distributed.
INTDATE	Date of interview 1-30            September 1-30, 2014 (respectively)
GATE	GATE (Gate Number) and boarding area 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) 0    Unknown
PEAK	Category 1    Domestic Peak (Domestic flights – US only, departing 8 am to 1 pm) 2    Domestic Off-peak (Domestic- US flights, departing prior to 8 am and after 1 pm) 3    International (All international flights) 0    Unknown

## 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 (those with an asterisk \* are considered Major airlines)

- |                           |                           |
|---------------------------|---------------------------|
| 1 Aeromexico              | <b>21 JetBlue</b>         |
| 2 Air Canada              | 22 KLM                    |
| 3 Air China               | 23 Korean Air             |
| 4 Air France              | 24 LAN                    |
| 5 Air New Zealand         | 25 Lufthansa              |
| 6 Airtran                 | 26 Philippine Airlines    |
| <b>7 Alaska Airlines*</b> | 27 SAS                    |
| <b>8 American*</b>        | 28 Singapore Airlines     |
| 9 ANA All Nippon          | <b>29 Southwest*</b>      |
| 10 Asiana                 | 30 Sun Country            |
| 11 British Airways        | 31 Swiss Air              |
| 12 Cathay Pacific         | 32 TACA                   |
| 13 China Airlines         | <b>33 United*</b>         |
| 14 China Eastern Airlines | <b>34 United Intl*</b>    |
| <b>15 Delta*</b>          | <b>35 US Airways*</b>     |
| 16 Emirates               | <b>36 Virgin America*</b> |
| 17 EVA Air                | 37 Virgin Atlantic        |
| 18 Frontier               | 38 WestJet                |
| 19 Hawaiian Airlines      | 39 Aer Lingus             |
| 20 Japan Airlines         | 40 Other/Unknown          |

FLIGHT The flight number of the respondent

**DEST** 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	Albuquerque	38	Honolulu	76	Raleigh-Durham
2	Amsterdam	39	Houston-Inter.	77	Redding, CA
3	Arcata, CA	40	Idaho Falls	78	Redmond, OR
4	Atlanta	41	Kahului (Maui), HI	79	Reno
5	Auckland	42	Kansas City	80	Sacramento
6	Austin	43	Kauai/Lihue, HI	81	Salt Lake City
7	Bakersfield	44	Klamath Falls, OR	82	San Antonio
8	Baltimore	45	Kona, HI	83	San Diego
9	Beijing	46	Las Vegas	84	San Luis Obispo
10	Boise	47	Lima	85	San Salvador
11	Boston	48	London-Heathrow	86	Santa Ana, CA
12	Burbank, CA	49	Long Beach	87	Santa Barbara
13	Cabo San Lucas/Los Cabos	50	Los Angeles	88	Seattle-Tacoma
14	Calgary	51	Medford, OR	89	Seoul-Incheon
15	Cancun	52	Mexico City	90	Shanghai
16	Charlotte	53	Miami	91	Spokane
17	Chicago-Midway	54	Milwaukee	92	St. Louis
18	Chicago-O'Hare	55	Minneapolis	93	Sydney
19	Chico, CA	56	Modesto, CA	94	Taipei
20	Cincinnati	57	Monterey	95	Tokyo-Haneda
21	Cleveland	58	Montreal	96	Tokyo-Narita
22	Colorado Springs	59	Munich	97	Toronto
23	Crescent City, CA	60	New Orleans	98	Tucson
24	Dallas-Ft. Worth	61	New York-JFK	99	Vancouver
25	Denver	62	Newark	100	Victoria
26	Detroit	63	North Bend, OR	101	Washington-Dulles
27	Dubai	64	Oklahoma City	102	Washington-National
28	Dusseldorf	65	Ontario, CA	103	Zurich
29	Edmonton	66	Orlando	104	Other
30	Eugene, OR	67	Osaka-Kansai	105	Unknown
31	Fort Lauderdale	68	Palm Springs		
32	Frankfurt	69	Paris	106	Copenhagen
33	Fresno, CA	70	Pasco, WA	107	Dublin
34	Guadalajara	71	Philadelphia	108	Indianapolis
35	Guam (Manila)	72	Phoenix	109	Bozeman
36	Hilo, HI	73	Pittsburgh	110	San Jose del Cabo
37	Hong Kong	74	Portland	111	Chengdu
		75	Puerto Vallarta		

**DESTGEO** Assigned code providing area of the world flight is destined for

- 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.

- 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

These designations are based on the airport's average daily number of passengers.

**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?

**Q2PURP6**

- 1 Business/Work/Job Interview
- 2 Pleasure/Vacation/Recreation
- 3 Visit friends or relatives
- 4 School
- 5 Conference/convention
- 6 Wedding/funeral/graduation
- 7 Other (specify)
- 10 Escorting others (children/elderly)/personal errands
- 11 Military
- 12 Religious/humanitarian

- 13 Moving homes/immigration/traveling between homes
- 0 Blank/non-response

Q3GETTO1-  
Q3GETTO6

How did you get to the airport today?

- 1 Drove and parked
- 2 Dropped off
- 3 Connecting from another flight
- 4 Taxi
- 5 BART
- 6 Door-to-door van service
- 7 Free hotel shuttle
- 8 Rental car center-AirTrain
- 9 Other (specify)
- 11 Lyft
- 12 Uber
- 13 Uberx
- 14 Limo/town car
- 15 Sonoma/Marin/Napa Airporter
- 16 Company rented bus/cruise ship bus/other group arrangements
- 17 SamTrans bus
- 18 Caltrain
- 19 VTA
- 20 Wingz (wingz.me)
- 21 FlightCar
- 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
- 5 Multiple responses
- 0 Blank

Q4BAGS  
Q4STORE  
Q4FOOD  
Q4WIFI

While at SFO today, did you?

- Check baggage
- Purchase anything from an airport store
- Make a restaurant purchase
- Use free Wi-Fi
- 1 Yes
- 2 No
- 3 Don't Know
- 4 Multiple responses
- 0 Blank

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
7	Multiple responses
0	Blank

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]
5	Multiple responses
0	Blank

## 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

## Q8IMPROVE1-Q8IMPROVE3

Specific suggestions on ways SFO could improve your experience here  
(codes to open-ended comments)

## Restaurants

- 1 Restaurants **too expensive/lower prices** in restaurants
- 2 **More** choices/**Better** restaurants/more options after checkpoint
- 3 **Healthier**/more vegetarian/fresh/organic/gluten-free options
- 4 **More fast food** restaurants/more restaurant **chains**
- 5 Restaurants and bars should open early/stay open later for passengers on early/late flights/**24 hr service**
- 6 **Improve food quality** in restaurants
- 7 **General positive comment** about restaurants
- 8 Need coffee/Peet's/Starbucks/good coffee/espresso
- 12/16 More dining options that **serve alcohol/more bars**
- 13 Faster service/more professional service/better signage
- 15 Specific restaurant suggestion/specific food suggestion
- 17 Negative general comment about restaurants

## Stores/Retail

- 20 Need greater variety of shops/special shopping areas for long layovers
- 22 Stores should open early/stay open later for passengers on early/late flights/24 hr service.
- 24 Need more unique items/local items/gifts beyond alcohol, t-shirts, etc.
- 25 Positive comment about shops/retail
- 27 Stores too expensive
- 28 More shops
- 29 Better customer service in stores

## Security

- 30 More security lines/more information on TSA Pre-Check
- 31 Better organized/more efficient security checkpoints
- 32 More polite/professional/helpful staff at security checkpoints/better

## communication

- 33 Need more staff at security checkpoints
- 34 Too many TSA staff chatting/talking/not doing job
- 35 Security lines take too long/too slow/need faster checkpoints
- 37 Improve signage at security (what to do/what to bring/not bring)
- 39 Add Nexus card or other frequent-flyer security
- 40 Improve security (general)/get rid of security
- 41 No more full-body scans
- 42 Security staff was helpful/security staff does a good job
- 43 Give security process more space for equipment/space for people to sit to put shoes on/provide more benches

- 45 Have additional staff at security to answer questions/remind people to remove shoes/etc.
- 48 No pat-downs/Pat-downs intrusive/ineffective
- 49 General suggestion (be better, improve, etc.)
- 50 General positive comment about security

#### Check-in/Airlines

- 60 More instruction/help at check-in needed, esp. for infrequent fliers
- 61 Check-in area too slow/crowded/confusing
- 62 Automated check-in machines/curbside check-in not working properly
- 63 Better signage at check-in needed
- 66 Add more agents at check-in
- 67 Need directory of airlines/no way to find Sun Country/Jet Blue check-in
- 69 Problem with ticket processing/booked on separate flights/related issue
- 70 Problem with professionalism/courtesy/ability of airline staff/Policy of airline
- 71 Positive comment about airline staff
- 72 Expensive luggage check-in/complaints about luggage rules/need more luggage

#### scales

- 73 General suggestion (be better, improve, etc.)
- 74 Negative comment about airline staff

#### Car rental center

- 80 Signs at rental car center/from rental center to Airtrain are confusing/need better signage and better designed exits
- 81 Tough to go from car rental center to main airport with bags
- 82 General negative comment about car rental center
- 83 Getting to car rental center by car is difficult
- 84 Car rental process takes too long
- 86 More elevators/escalators in Center/difficult to find/get to
- 87 Center too far away/need more shuttles
- 89 General positive comment
- 90 Need bigger rental car facility/gas station on site

#### BART/Airtrain/transit

- 101 Need better signage between BART/Airtrain and main part of airport
- 102 Better connections/closer stops for Caltrain/SamTrans/better information
- 104 Need better public transit options to/from airport
- 107 Airtrain too crowded/slow/confusing/needs to be more frequent
- 108 Positive comment about BART or Airtrain
- 113 Airtrain general comment
- 114 Airtrain direct to rental car center
- 115 Need destination announcements on Airtrain
- 116 Need more shuttles (general)
- 117 Better signage for air bus (?)
- 118 Later service on BART needed



## Other ways of getting to airport (including signs/directions for same)

- 120 Reduce traffic congestion at airport
- 121 Pick-up/Drop-off area is too harshly policed/need more time to pick up passengers and their luggage
- 123 Put signs earlier on freeway and make them bigger (showing airport turnoff)
- 124 Put signs earlier so cars know which terminal they are approaching and which airlines are in that area
- 126 Extend Airtrain to long-term parking/shuttle adds too much time
- 127 A shuttle to go terminal to terminal
- 128 General suggestion (be better, improve, etc.)
- 129 Parking signs are confusing
- 130 Allow Uber/Lyft to pick up/drop off/friendlier towards rideshare companies

## Screens/monitors, Announcements, and signage (in airport)

- 160 Offer frequent announcements/signs in multiple languages, not just English
- 161 Put signs where everyone (short, tall, wheelchairs) can read them easily/redesign signs so they are eye catching
- 162 Put more maps in airport/maps with 'you are here' notation/listing amenities/airlines
- 163 Make signs indicating gate designation clearer/put gate number on flight info
- 164 Improve clarity of announcements so they are easier to understand
- 165 Make procedure for transfer between terminals/airlines clearer
- 169 Co-ticketing/code share confusing/show all airlines/explain system
- 170 Increase number of monitors
- 171 Update monitors more frequently/monitors don't always provide current info
- 172 Improve signage at baggage claim/monitors in the way of signs
- 173 Need to improve signage/maps at hourly parking/know where you are in relation to terminal
- 174 Need improved signage/directions from gate to baggage claim/from baggage claim to Airtrain
- 175 Better signage/directions in gate areas for passengers transferring to another flight
- 176 Need to improve signage (general)
- 177 Screens at gate should show something other than news/CNN/More TV's for entertainment
- 178 Improve signage to/from International Terminal
- 179 Make it easier to find taxis/ground transportation if not going through baggage claim
- 180 Too big/too much walking/add more automated walkways/airtrain stops
- 181 Confusing due to construction/mergers/changes
- 182 Allow for walking between terminals post-security rather than having to go through security again
- 183 Signs/monitors/hard to read/need a larger font size
- 184 Signs indicating domestic flights in international terminal

## Other services

- 200 More outlets/more outlets near gates/outlets don't work
- 201 More smoking areas/ smoking area post-security
- 203 Include open-air lounges
- 204 Wi-Fi should be free/free for longer period/stronger/better advertised/provide computer
- 205 Increase number of moving walkways/fix moving walkways
- 206 More restrooms/make restrooms easier to find/show nearest restroom
- 207 Offer live music/other entertainment (live)
- 208 Positive comment about free Wi-Fi
- 209 Offer more things to do while waiting for plane – movie/videogame room
- 210 Provide luggage carts after check-in/make luggage carts free/more luggage

## attendants curbside

- 212 Include promotion of San Francisco/things to do in SF/nearby hotel info
- 213 Nursery/other service not open when needed
- 214 Duty-free not available for this flight/terminal/improve duty-free info/service
- 215 Improve/streamline customs/make process clearer/easier to follow
- 216 Improve services for those who are handicapped/pregnant/assisting with elderly parents/relatives – shuttles to gate, wheelchair availability, etc.
- 217 Make it easier to go in/out of shops/restaurants/restrooms and on walkways/escalators with luggage (2 pieces)
- 218 Restrooms should be cleaner/more attendants/more hand sanitizing stations
- 219 Closer/cheaper/more parking/better information provided about parking
- 220 Comment about ATMS (need more ATMs/can't find/glad to have ATMs)
- 222 No one at information booth/info booth did not have correct information/more info booths
- 223 Put informational/airport staff throughout airport (wandering)/make staff wear visible uniform so they can be spotted/more multi-lingual staff
- 225 Make park-n-call more visible/easier to find/better signage to/from
- 226 Add sleeping areas, offer blankets/add showers
- 229 Add benches of workstations where people can not only plug in computer/other device but work
- 230 Add services – hairdressers, nail salon, post office, lockers, etc.
- 231 Positive comment about bathrooms
- 232 Add more amenities post security
- 233 Make baggage claim faster/more efficient/more secure/easier to access
- 234 Add more free water fountains/refilling stations/increase water pressure
- 235 Airline clubs after security
- 236 General bathroom comment (fix bathrooms, etc.)
- 237 Cab issues
- 238 Better signage to children's area
- 239 Make airport more pet-friendly/OK to travel with animals

## Staff (general)

- 240 Everyone was very helpful
- 242 Staff should be friendlier/more helpful/speak English

## Appearance of terminals/airport

- 260 Update terminal/currently looks outdated
- 261 Improve artwork/Have more artwork
- 262 Artwork is great – like it/other positive comment
- 263 Terminal appearance has greatly improved/like the new terminal
- 264 Clean/replace carpets/replace with wooden floors
- 265 Upgrade lighting/airport looks too dim/dark
- 266 Use brighter colors/repaint
- 267 Add more clocks/add tables
- 268 This terminal is good/great, but others need improvement
- 269 Other terminals are better than this one
- 270 Terminal is dirty/needs to be cleaned
- 271 More/better seating at gates
- 272 Like water fountains/water bottle fill stations
- 274 Improve ventilation/air flow
- 275 Airport is crowded/dirty
- 278 Clean/refurbish seats
- 279 Boarding areas should be bigger/boarding areas too crowded
- 280 Airport should be greener/more landscaping/more trees/flowers/nature
- 283 Temperature control/too cold/too hot
- 284 Add more trash cans

## Other/general/airport-wide

- 900 Excellent/good/great experience/other general positive comment
- 901 Airport is clean
- 902 Airport is convenient
- 903 Reduce number of weather-related delays
- 904 SFO is much easier to get around than other major airports
- 905 Reduce number of traffic related delays/Build more runways
- 906 There are not enough non-stop flights
- 907 Reduce delays
- 908 General complaint
- 910 Other
- 911 Prices too high
- 912 Need cheaper parking
- 913 Positive comments about surveyors
  
- 998 Terminal 1 needs overhaul
- 999 "Make this area more like Terminal 2"

## 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

## Restaurants

- 1    Restaurant dining area not clean/garbage on tables/floors/not bussed often Enough
- 2    Need more healthy restaurants
- 4    Restaurants (general) not clean enough/smells bad

## Restrooms

- 21   Restroom dirty/not cleaned often enough
- 22   Restroom facilities need repair/don't work properly
- 23   Restroom clean/well maintained
- 24   Restroom facilities out of soap/paper towels/toilet paper/other supplies
- 28   Negative comment – self flush/hands-free/other related restroom features
- 29   Restrooms dirty because overused/long lines/need more restrooms
- 30   Restrooms look dated/badly lit/need to be refurbished
- 31   People disrespecting restroom staff
- 32   Love family restrooms

## Rest of airport/airport in general

- 41   Rental car center dirty/bathrooms at rental car center dirty
- 42   Terminals are very clean
- 43   Positive comment – recycling bins/reduce waste/water usage reminders
- 44   Negative comment – recycling bins/reduce waste/water usage reminders
- 45   Seating (general) dirty/ripped/needs repair/replacement
- 46   BART is dirty
- 47   This terminal OK; other terminals are dirty
- 85   SFO as clean/cleaner than other airports
- 87   General – very clean airport overall

- 84/88 General – not very clean airport overall
- 89 Other general positive comment
- 90 Other general negative comment
- 91 General comment (neither positive nor negative)
- 92 Other

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

Q10SAFEA-Q10SAFEC Why do you say that?

- 1 There are a lot of security/officers/ airport staff who are 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 an earthquake occurring than security issues/no different than being in a large city/worry about security outside the airport more
- 24 Police on bicycles a definite plus/like SFPD presence particularly/SFPD presence makes me feel safe
- 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'm with my husband/friends, etc.
- 27 No beggars/homeless/'creepy people'/no graffiti/vandalism/people who want to rob me cannot afford an airline ticket
- 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
- 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 SFO is NOT a major target/SF is a safe city
- 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 Not as thorough as they should be for flights departing the US/uneven security throughout airport/not enough security in certain areas (e.g. intl terminals, waiting for taxi)
- 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

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)
- 5 Multiple responses
- 0 Blank

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

## Q12PRECOM1-Q12PRECOM3 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 got bogged down/too slow/items backed up/took awhile
- 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 Seems like some people who went through this line should not be allowed to (didn't know what it was)/what if criminal is sent through this line/doesn't seem like all rules/regs are followed
- 13 Made me feel less anxious going through this vs. regular security
- 14 Still had to remove shoes/belt/unpack laptop/didn't think I would have to do these things as part of pre-check
- 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 As a frequent traveler, I really appreciate pre-check

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

- 1 Alameda
- 2 Contra Costa
- 3 Marin
- 4 Napa
- 5 San Francisco
- 6 San Mateo
- 7 Santa Clara
- 8 Solano
- 9 Sonoma
- 10 Other (specify)

- 11 Not applicable – connecting from another flight
- 12 Blank/non-response
- 13 San Joaquin
- 14 Sacramento
- 15 Stanislaus
- 16 Sutter
- 17 Santa Cruz
- 18 Humboldt
- 19 Placer
- 20 Lake
- 21 Shasta
- 22 Nevada
- 23 Yolo
- 24 Monterey
- 25 Riverside
- 26 Mariposa
- 27 Kings
- 28 Amador
- 29 San Luis Obispo
- 30 Fresno
- 31 El Dorado
- 32 Mendocino
- 33 Butte
- 34 Merced
- 35 Madera
- 36 Mono
- 37 San Benito
- 38 Tuolumne
- 39 Calaveras
- 40 Siskiyou
- 41 Trinity
- 42 El Dorado
- 43 Tulare
- 44 Washoe (Reno)
- 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...  
 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  
 4 Multiple responses  
 0 Blank

Q15PROBCOM1-Q15PROBCOM3 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
- 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.)
- 34 No answer
- 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

Q16LIVE

Live in...

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

Where home located...

Q17CITY

Actual city name (text)

Q17STATE

Actual state abbreviation (US) or state name (Canada/Mexico)

Q17ZIP

Actual ZIP Code (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

## Q18Age

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
9	Multiple responses
0	Blank

## Q19Gender

1	Male
2	Female
3	Other
0	Blank

Q20INCOME	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
Q21FLY	Did you fly 100,000 miles or more per year? 1 Yes 2 No 3 Don't know 4 Multiple responses 0 Blank
Q22SJC Q22OAK	In the past two years, have you used... San Jose Airport Oakland Airport 1 Yes 2 No 3 Don't Know 4 Multiple responses 0 Blank
LANG	LANGUAGE of questionnaire: 1 English 2 Spanish 3 Chinese 4 Japanese