

FREQUENCY TABLES

Questionnaire Item	Frequency Count <i>(in thousands)</i>	Percent (standard error)
1. Which statement best describes the number of air travel trips you typically take?		
10 or more trips per year	2,776	5.08 (0.66)
5 to 9 trips per year	6,295	11.52 (1.17)
2 to 4 trips per year	28,071	51.37 (1.99)
1 or fewer trips per year	17,500	32.03 (1.92)
Subtotal Valid Responses	54,642	100.00
Total	54,642	
2. Overall, how satisfied are you with the service you receive from commercial airlines?		
Very satisfied	9,535	17.45 (1.53)
Somewhat satisfied	27,354	50.06 (1.95)
Neither satisfied nor dissatisfied	7,596	13.90 (1.32)
Somewhat dissatisfied	8,430	15.43 (1.27)
Very dissatisfied	1,727	3.16 (0.57)
Subtotal Valid Responses	54,642	100.00
Total	54,642	
3. Please rate your level of satisfaction with each aspect of the performance of commercial airlines. How satisfied or dissatisfied are you with the airlines' performance in ...		
a. allowing you to change itineraries after you have purchased a ticket?		
Very dissatisfied	8,422	19.95 (1.70)
Somewhat dissatisfied	10,313	24.43 (2.00)
Neither satisfied nor dissatisfied	13,611	32.24 (2.07)
Somewhat satisfied	4,851	11.49 (1.25)
Very satisfied	5,024	11.90 (1.64)
Subtotal Valid Responses	42,221	100.00
Question Not Asked	289	
N/A	12,132	
Total	54,642	
b. providing refunds?		
Very dissatisfied	6,927	19.48 (1.94)
Somewhat dissatisfied	6,647	18.69 (1.75)
Neither satisfied nor dissatisfied	14,930	41.98 (2.31)
Somewhat satisfied	3,695	10.39 (1.46)
Very satisfied	3,368	9.47 (1.54)
Subtotal Valid Responses	35,567	100.00
Question Not Asked	400	
N/A	18,675	
Total	54,642	

c. informing you of flight cancellation policies?			
Very dissatisfied	7,187	16.47	(1.43)
Somewhat dissatisfied	10,337	23.69	(1.76)
Neither satisfied nor dissatisfied	15,899	36.43	(2.03)
Somewhat satisfied	5,602	12.84	(1.45)
Very satisfied	4,617	10.58	(1.49)
Subtotal Valid Responses	43,642	100.00	
Question Not Asked	323		
N/A	10,676		
Total	54,642		
d. informing you of cancellations in a timely manner?			
Very dissatisfied	7,681	18.48	(1.55)
Somewhat dissatisfied	9,913	23.85	(1.91)
Neither satisfied nor dissatisfied	13,191	31.74	(2.07)
Somewhat satisfied	6,125	14.74	(1.74)
Very satisfied	4,652	11.19	(1.72)
Subtotal Valid Responses	41,563	100.00	
Question Not Asked	341		
N/A	12,737		
Total	54,642		
e. informing you before you board the plane about flight delays?			
Very dissatisfied	7,905	16.31	(1.41)
Somewhat dissatisfied	10,588	21.84	(1.66)
Neither satisfied nor dissatisfied	13,705	28.27	(1.90)
Somewhat satisfied	9,463	19.52	(1.84)
Very satisfied	6,816	14.06	(1.59)
Subtotal Valid Responses	48,477	100.00	
Question Not Asked	292		
N/A	5,873		
Total	54,642		
f. informing you after you board the plane about flight delays?			
Very dissatisfied	7,901	16.41	(1.43)
Somewhat dissatisfied	11,200	23.26	(1.84)
Neither satisfied nor dissatisfied	13,303	27.62	(1.90)
Somewhat satisfied	9,283	19.27	(1.64)
Very satisfied	6,473	13.44	(1.52)
Subtotal Valid Responses	48,159	100.00	
Question Not Asked	348		
N/A	6,135		
Total	54,642		

g. assisting you when flights are canceled or delayed?			
Very dissatisfied	6,621	15.00	(1.44)
Somewhat dissatisfied	9,535	21.60	(1.76)
Neither satisfied nor dissatisfied	14,364	32.53	(2.08)
Somewhat satisfied	8,710	19.73	(1.82)
Very satisfied	4,924	11.15	(1.54)
Subtotal Valid Responses	44,154	100.00	
Question Not Asked	237		
N/A	10,250		
Total	54,642		
h. responding to your complaints?			
Very dissatisfied	4,992	12.30	(1.28)
Somewhat dissatisfied	7,549	18.61	(1.75)
Neither satisfied nor dissatisfied	16,496	40.66	(2.21)
Somewhat satisfied	6,958	17.15	(1.93)
Very satisfied	4,578	11.28	(1.67)
Subtotal Valid Responses	40,572	100.00	
Question Not Asked	196		
N/A	13,874		
Total	54,642		
i. arriving on time?			
Very dissatisfied	5,729	10.63	(1.05)
Somewhat dissatisfied	10,303	19.11	(1.48)
Neither satisfied nor dissatisfied	10,155	18.83	(1.54)
Somewhat satisfied	14,347	26.61	(1.76)
Very satisfied	13,385	24.82	(1.90)
Subtotal Valid Responses	53,919	100.00	
Question Not Asked	182		
N/A	540		
Total	54,642		
j. providing lower fares?			
Very dissatisfied	10,718	19.63	(1.54)
Somewhat dissatisfied	15,648	28.66	(1.86)
Neither satisfied nor dissatisfied	14,233	26.07	(1.69)
Somewhat satisfied	9,706	17.78	(1.54)
Very satisfied	4,296	7.87	(1.14)
Subtotal Valid Responses	54,601	100.00	
Question Not Asked	41		
Total	54,642		

k. informing you of policies for holding and changing a reservation?			
Very dissatisfied	3,439	6.33	(0.88)
Somewhat dissatisfied	8,272	15.23	(1.38)
Neither satisfied nor dissatisfied	25,047	46.12	(1.93)
Somewhat satisfied	11,896	21.91	(1.63)
Very satisfied	5,650	10.40	(1.37)
Subtotal Valid Responses	54,304	100.00	
Question Not Asked	337		
Total	54,642		
l. providing smooth and efficient check-in service?			
Very dissatisfied	3,094	5.67	(0.81)
Somewhat dissatisfied	8,628	15.82	(1.42)
Neither satisfied nor dissatisfied	12,824	23.51	(1.65)
Somewhat satisfied	19,440	35.64	(1.86)
Very satisfied	10,565	19.37	(1.73)
Subtotal Valid Responses	54,552	100.00	
Question Not Asked	90		
Total	54,642		
m. departing on time?			
Very dissatisfied	5,369	9.87	(0.99)
Somewhat dissatisfied	13,775	25.32	(1.70)
Neither satisfied nor dissatisfied	10,927	20.08	(1.49)
Somewhat satisfied	17,221	31.65	(1.85)
Very satisfied	7,121	13.09	(1.54)
Subtotal Valid Responses	54,412	100.00	
Question Not Asked	230		
Total	54,642		
n. providing sufficient leg and elbow room in coach class?			
Very dissatisfied	19,934	36.52	(1.84)
Somewhat dissatisfied	16,670	30.54	(1.85)
Neither satisfied nor dissatisfied	8,264	15.14	(1.31)
Somewhat satisfied	8,070	14.79	(1.49)
Very satisfied	1,640	3.01	(0.73)
Subtotal Valid Responses	54,578	100.00	
Question Not Asked	64		
Total	54,642		
o. delivering baggage to the claim area in a timely fashion?			
Very dissatisfied	5,191	9.55	(1.16)
Somewhat dissatisfied	9,982	18.36	(1.44)
Neither satisfied nor dissatisfied	12,889	23.71	(1.70)
Somewhat satisfied	17,641	32.45	(1.86)
Very satisfied	8,657	15.92	(1.52)
Subtotal Valid Responses	54,360	100.00	
Question Not Asked	282		
Total	54,642		

p. assisting you when checked baggage is lost, stolen, or damaged?			
Very dissatisfied	3,983	7.33	(0.90)
Somewhat dissatisfied	6,953	12.79	(1.23)
Neither satisfied nor dissatisfied	24,880	45.77	(1.95)
Somewhat satisfied	10,950	20.14	(1.69)
Very satisfied	7,597	13.97	(1.58)
Subtotal Valid Responses	54,362	100.00	
Question Not Asked	279		
Total	54,642		
q. telling you which airline will actually be operating the flight?			
Very dissatisfied	2,508	4.63	(0.73)
Somewhat dissatisfied	5,999	11.07	(1.27)
Neither satisfied nor dissatisfied	24,393	45.00	(1.97)
Somewhat satisfied	11,898	21.95	(1.64)
Very satisfied	9,406	17.35	(1.66)
Subtotal Valid Responses	54,203	100.00	
Question Not Asked	439		
Total	54,642		
The next group of six questions are about your most recent experience flying on a commercial airline.			
4. How long did you have to wait in line to check in for your flight?			
Less than 15 minutes	29,293	53.86	(1.91)
15 to 29 minutes	16,278	29.93	(1.74)
30 minutes to 44 minutes	5,470	10.06	(1.20)
45 minutes to an hour	1,497	2.75	(0.54)
More than an hour	1,844	3.39	(0.86)
Subtotal Valid Responses	54,384	100.00	
Refused/Declined	258		
Total	54,642		
5. Did you fly first class, business class, or coach?			
First Class	1,974	3.62	(0.80)
Business Class	2,179	4.00	(0.69)
Coach	49,648	91.04	(1.11)
Don't Know	730	1.34	(0.41)
Subtotal Valid Responses	54,531	100.00	
Refused/Declined	111		
Total	54,642		
6. Was your flight canceled?			
Yes	2,327	4.26	(0.67)
No	52,315	95.74	(0.67)
Subtotal Valid Responses	54,642	100.00	
Total	54,642		

7. Did the airline provide you with assistance in re-booking your flight?			
Yes	1,905	81.86	(5.65)
No	422	18.14	(5.65)
Subtotal Valid Responses	2,327		100.00
Question Not Asked	52,315		
Total	54,642		
8. How helpful was the airline in re-booking your flight?			
Very helpful	1,036	54.40	(8.69)
Somewhat helpful	642	33.71	(7.87)
Not at all helpful	227	11.89	(5.17)
Subtotal Valid Responses	1,905		100.00
Question Not Asked	52,737		
Total	54,642		
9. Did you have to stay overnight because of flight delays?			
Yes	707	37.11	(8.33)
No	1,198	62.89	(8.33)
Subtotal Valid Responses	1,905		100.00
Question Not Asked	52,737		
Total	54,642		
The next group of fifteen questions are about your most recent experience flying on a commercial airline and any DELAYS you may have experienced.			
10. Was your flight delayed?			
Yes	17,337	31.88	(1.80)
No	37,038	68.12	(1.80)
Subtotal Valid Responses	54,374		100.00
Refused/Declined	268		
Total	54,642		
11. How long was the delay?			
Less than 15 minutes	988	5.70	(1.78)
15 to 29 minutes	2,216	12.78	(2.19)
30 minutes to less than one hour	4,067	23.46	(2.84)
1 to less than 2 hours	5,432	31.33	(3.19)
2 to 3 hours	2,644	15.25	(2.44)
More than 3 hours	1,990	11.48	(1.84)
Subtotal Valid Responses	17,337		100.00
Question Not Asked	37,305		
Total	54,642		
12. How well did the airline keep you informed about the delay?			
Very well informed	4,041	23.31	(3.14)
Somewhat well informed	9,058	52.25	(3.32)
Not at all informed	4,237	24.44	(2.64)
Subtotal Valid Responses	17,337		100.00
Question Not Asked	37,305		
Total	54,642		

13. Were you given conflicting reasons for the delay from different sources?			
	Yes	4,632	26.72 (2.76)
	No	12,705	73.28 (2.76)
	Subtotal Valid Responses	17,337	100.00
	Question Not Asked	37,305	
	Total	54,642	
14. Where were you each time you were informed that your flight was delayed?			
a. Somewhere other than the airport.			
	Yes	329	1.90 (0.74)
	No	17,007	98.10 (0.74)
	Subtotal Valid Responses	17,337	100.00
	Question Not Asked	37,305	
	Total	54,642	
b. In the airport terminal.			
	Yes	12,900	74.41 (2.95)
	No	4,437	25.59 (2.95)
	Subtotal Valid Responses	17,337	100.00
	Question Not Asked	37,305	
	Total	54,642	
c. On board the airplane.			
	Yes	6,472	37.33 (3.18)
	No	10,864	62.67 (3.18)
	Subtotal Valid Responses	17,337	100.00
	Question Not Asked	37,305	
	Total	54,642	
15. Please rate the airline's efforts to meet your essential needs(e.g., food, water, bathrooms, access to medical treatment ,etc.) while you waited for your flight.			
	Very good	2,723	16.06 (2.94)
	Good	4,895	28.87 (3.04)
	Fair	5,234	30.86 (3.03)
	Poor	2,322	13.70 (2.26)
	Very Poor	1,783	10.51 (1.73)
	Subtotal Valid Responses	16,957	100.00
	Refused/Declined	198	
	Question Not Asked	37,487	
	Total	54,642	
16. Did you miss a connecting flight because of flight delays?			
	Yes	3,061	17.66 (2.39)
	No	14,276	82.34 (2.39)
	Subtotal Valid Responses	17,337	100.00
	Question Not Asked	37,305	
	Total	54,642	

17. Did the airline provide you with assistance in re-booking the flight you missed?			
Yes	2,535	82.82	(5.72)
No	526	17.18	(5.72)
Subtotal Valid Responses	3,061	100.00	
Question Not Asked	51,581		
Total	54,642		
18. How helpful was the airline in re-booking your flight?			
Very helpful	1,009	32.97	(7.30)
Somewhat helpful	1,462	47.78	(7.39)
Not at all helpful	589	19.25	(5.87)
Subtotal Valid Responses	3,061	100.00	
Question Not Asked	51,581		
Total	54,642		
19. Did you have to stay overnight because of flight delays?			
Yes	1,261	7.30	(1.53)
No	16,014	92.70	(1.53)
Subtotal Valid Responses	17,275	100.00	
Refused/Declined	62		
Question Not Asked	37,305		
Total	54,642		
20. If you checked baggage on your trip, did your baggage arrive at the airport with your flight?			
Yes	42,720	78.18	(1.46)
No	2,795	5.12	(0.76)
Did not check baggage	9,127	16.70	(1.30)
Subtotal Valid Responses	54,642	100.00	
Total	54,642		
21. How long did you have to wait for your baggage?			
Less than 15 minutes	15,746	36.91	(2.25)
15 to 29 minutes	21,315	49.97	(2.29)
30 to 45 minutes	4,715	11.05	(1.53)
More than 45 minutes	880	2.06	(0.55)
Subtotal Valid Responses	42,656	100.00	
Refused/Declined	64		
Question Not Asked	11,922		
Total	54,642		
22. Was your baggage returned to you within 24 hours after you reported your loss to the airline?			
Yes	1,671	59.79	(7.53)
No	1,124	40.21	(7.53)
Subtotal Valid Responses	2,795	100.00	
Question Not Asked	51,847		
Total	54,642		

23. Did you file a written complaint with the airline about any aspect of your trip?			
	Yes	1,637	3.00 (0.56)
	No	53,004	97.00 (0.56)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
24. How satisfied or dissatisfied were you with the way the airline handled your complaint?			
	Very satisfied	309	18.88 (8.64)
	Somewhat satisfied	231	14.08 (5.76)
	Neither satisfied nor dissatisfied	120	7.31 (4.57)
	Somewhat dissatisfied	247	15.06 (6.37)
	Very dissatisfied	251	15.32 (5.50)
	I have not yet heard from the airline	481	29.36 (8.75)
	Subtotal Valid Responses	1,637	100.00
	Question Not Asked	53,004	
	Total	54,642	
25. Please read the following statements and indicate whether they describe your experiences always, frequently, occasionally, rarely, or never. If a question does not apply to you, please check the "N.A." category.			
a. I have missed business meetings because of flight delays.			
	Always	25	0.07 (0.07)
	Frequently	689	1.89 (0.48)
	Occasionally	3,942	10.82 (1.19)
	Rarely	6,002	16.48 (1.71)
	Never	25,769	70.74 (2.02)
	Subtotal Valid Responses	36,428	100.00
	Question Not Asked	82	
	N/A	18,132	
	Total	54,642	
b. I have missed family affairs such as weddings, parties, etc. because of flight delays.			
	Always	43	0.10 (0.07)
	Frequently	632	1.49 (0.47)
	Occasionally	2,551	5.99 (0.84)
	Rarely	5,337	12.54 (1.30)
	Never	33,999	79.88 (1.57)
	Subtotal Valid Responses	42,562	100.00
	Question Not Asked	72	
	N/A	12,007	
	Total	54,642	

c. I have missed medical appointments because of flight delays.			
Always	97	0.28	(0.28)
Frequently	142	0.40	(0.31)
Occasionally	663	1.88	(0.52)
Rarely	1,882	5.34	(0.94)
Never	32,453	92.10	(1.14)
Subtotal Valid Responses	35,237		100.00
Question Not Asked	77		
N/A	19,328		
Total	54,642		
d. I arrive at the airport much earlier than I used to because of long check-in lines.			
Always	16,038	29.36	(1.73)
Frequently	11,698	21.41	(1.55)
Occasionally	10,985	20.11	(1.49)
Rarely	10,651	19.50	(1.75)
Never	5,257	9.62	(1.25)
Subtotal Valid Responses	54,628		100.00
Question Not Asked	14		
Total	54,642		
e. I worry about flight delays before I fly.			
Always	10,853	19.86	(1.48)
Frequently	10,623	19.44	(1.58)
Occasionally	14,229	26.04	(1.70)
Rarely	12,690	23.22	(1.73)
Never	6,246	11.43	(1.28)
Subtotal Valid Responses	54,642		100.00
Total	54,642		
f. I spend more money in airport terminals than I planned for food and other amenities because of flight delays.			
Always	5,595	10.25	(1.05)
Frequently	9,380	17.19	(1.37)
Occasionally	12,164	22.29	(1.63)
Rarely	16,240	29.76	(1.83)
Never	11,190	20.51	(1.70)
Subtotal Valid Responses	54,569		100.00
Question Not Asked	73		
Total	54,642		
g. I have missed flights because of long lines at the check-in counter.			
Always	82	0.15	(0.15)
Frequently	371	0.68	(0.21)
Occasionally	3,398	6.23	(0.78)
Rarely	8,655	15.86	(1.26)
Never	42,072	77.09	(1.46)
Subtotal Valid Responses	54,578		100.00
Question Not Asked	64		
Total	54,642		

h. I take risks on the road rushing to my destination because of flight delays.			
Always	805	1.48	(0.38)
Frequently	2,175	4.00	(0.61)
Occasionally	5,680	10.44	(1.09)
Rarely	10,713	19.70	(1.50)
Never	35,019	64.38	(1.83)
Subtotal Valid Responses	54,392		100.00
Question Not Asked	250		
Total	54,642		
26. In general, do you fly first class, business class, or coach?			
First Class	911	1.67	(0.48)
Business Class	2,259	4.13	(0.72)
Coach	51,472	94.20	(0.86)
Subtotal Valid Responses	54,642		100.00
Total	54,642		
27. Do you have any special dietary needs that require special services from an airline when you fly?			
Yes	3,693	6.76	(1.02)
No	50,949	93.24	(1.02)
Subtotal Valid Responses	54,642		100.00
Total	54,642		
28. Are your special dietary needs met by the airlines?			
Always or almost always	822	22.33	(7.75)
Most of the time	1,156	31.41	(7.28)
Some of the time	901	24.48	(6.08)
Rarely	571	15.52	(5.47)
Never	230	6.26	(3.01)
Subtotal Valid Responses	3,682		100.00
Refused/Declined	11		
Question Not Asked	50,949		
Total	54,642		
29. Do you have a disability or health problem that requires special services from an airline when you fly?			
Yes	2,145	3.93	(0.86)
No	52,497	96.07	(0.86)
Subtotal Valid Responses	54,642		100.00
Total	54,642		
30. Are your needs adequately met by the airlines?			
Always or almost always	579	27.01	(10.09)
Most of the time	1,061	49.46	(11.22)
Some of the time	228	10.61	(5.71)
Rarely	228	10.65	(7.51)
Never	49	2.27	(2.28)
Subtotal Valid Responses	2,145		100.00
Question Not Asked	52,497		
Total	54,642		

31. Finally, think about your personal air travel experiences over the past 2 years. Would you say that the customer service provided by the airlines is getting better over time, getting worse, or staying about the same?			
Getting better		6,176	11.30 (1.22)
Staying about the same		29,705	54.36 (1.89)
Getting worse		16,302	29.83 (1.67)
Don't know		2,459	4.50 (0.79)
Subtotal Valid Responses		54,642	100.00
Total		54,642	
32. What three areas do you think the commercial airlines need to focus on most to improve air travel?			
a. Providing more seating room.			
Yes		35,782	65.48 (1.79)
No		18,860	34.52 (1.79)
Subtotal Valid Responses		54,642	100.00
Total		54,642	
b. Providing better meals in flight.			
Yes		14,273	26.12 (1.80)
No		40,369	73.88 (1.80)
Subtotal Valid Responses		54,642	100.00
Total		54,642	
c. Providing lower fares.			
Yes		36,919	67.57 (1.85)
No		17,723	32.43 (1.85)
Subtotal Valid Responses		54,642	100.00
Total		54,642	
d. Reducing delays.			
Yes		20,273	37.10 (1.86)
No		34,369	62.90 (1.86)
Subtotal Valid Responses		54,642	100.00
Total		54,642	
e. Providing smooth and efficient check-in service.			
Yes		12,670	23.19 (1.70)
No		41,972	76.81 (1.70)
Subtotal Valid Responses		54,642	100.00
Total		54,642	
f. Responding to consumer complaints.			
Yes		6,078	11.12 (1.14)
No		48,564	88.88 (1.14)
Subtotal Valid Responses		54,642	100.00
Total		54,642	

g. Providing reasonable compensation for flight delays and cancellations.			
	Yes	15,665	28.67 (1.76)
	No	38,977	71.33 (1.76)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
h. Delivering baggage to claim areas in a timely fashion.			
	Yes	9,552	17.48 (1.57)
	No	45,089	82.52 (1.57)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
i. Reducing cancellations.			
	Yes	8,615	15.77 (1.41)
	No	46,027	84.23 (1.41)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
j. Other			
	Yes	4,099	7.50 (0.95)
	No	50,543	92.50 (0.95)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
33. Gender			
	Male	25,958	47.76 (2.00)
	Female	28,392	52.24 (2.00)
	Subtotal Valid Responses	54,350	100.00
	Not ascertained	292	
	Total	54,642	
34. Age			
	18-24	5,130	9.53 (1.10)
	25-34	12,585	23.38 (1.65)
	35-44	11,473	21.32 (1.53)
	45-54	10,865	20.19 (1.59)
	55-64	4,894	9.09 (1.18)
	65-74	6,249	11.61 (1.43)
	75+	2,623	4.87 (1.00)
	Subtotal Valid Responses	53,819	100.00
	Not ascertained	823	
	Total	54,642	

35. Race			
	Caucasian	42,088	81.71 (1.72)
	Black/African-American	4,759	9.24 (1.52)
	American Indian or Alaskan Native	595	1.15 (0.29)
	Asian/Pacific Islander	2,036	3.95 (0.69)
	Other	2,034	3.95 (0.80)
	Subtotal Valid Responses	51,511	100.00
	Not ascertained	3,131	
	Total	54,642	
36. Education			
	Less than high school	704	1.30 (0.68)
	Some high school	2,514	4.63 (1.18)
	High school graduate or equivalent	11,632	21.43 (1.83)
	Some college	14,121	26.01 (1.54)
	Associate degree	1,939	3.57 (0.56)
	Bachelor's degree	14,820	27.30 (1.70)
	Master's degree	6,254	11.52 (1.19)
	Professional degree	1,892	3.49 (0.66)
	Doctorate degree	410	0.76 (0.26)
	Subtotal Valid Responses	54,285	100.00
	Not ascertained	357	
	Total	54,642	
37. Household Size			
	One	10,819	19.87 (1.59)
	Two	22,354	41.05 (1.99)
	Three	8,782	16.13 (1.51)
	Four	8,224	15.10 (1.26)
	Five	2,891	5.31 (0.82)
	Six	678	1.24 (0.32)
	Seven	510	0.94 (0.45)
	Eight	33	0.06 (0.06)
	Nine	128	0.24 (0.24)
	Ten or more	35	0.06 (0.06)
	Subtotal Valid Responses	54,454	100.00
	Not ascertained	187	
	Total	54,642	

38. Household Income			
Less than \$5,000	445	0.95	(0.35)
\$5,000 to \$7,499	114	0.24	(0.15)
\$7,500 to \$9,999	219	0.47	(0.20)
\$10,000 to \$12,499	959	2.04	(0.84)
\$12,500 to \$14,999	663	1.41	(0.64)
\$15,000 to \$19,999	1,474	3.14	(0.79)
\$20,000 to \$24,999	3,124	6.65	(1.41)
\$25,000 to \$29,999	2,464	5.25	(0.97)
\$30,000 to \$34,999	2,380	5.07	(0.92)
\$35,000 to \$39,999	4,172	8.88	(1.36)
\$40,000 to \$49,999	6,489	13.82	(1.41)
\$50,000 to \$59,999	5,933	12.63	(1.29)
\$60,000 to \$74,999	7,415	15.79	(1.50)
\$75,000 to \$84,999	2,869	6.11	(0.85)
\$85,000 to \$99,999	2,192	4.67	(0.78)
\$100,000 to \$124,999	3,566	7.59	(1.24)
\$125,000 or more	2,490	5.30	(0.86)
Subtotal Valid Responses	46,969	100.00	
Not ascertained	7,673		
Total	54,642		

39. Region			
New England	1,351	2.47	(0.28)
Mid-Atlantic	9,321	17.06	(0.88)
North-East central	7,792	14.26	(0.69)
West-North Central	3,967	7.26	(0.69)
South Atlantic	9,318	17.05	(0.96)
East-South Central	3,165	5.79	(0.92)
West-South Central	4,953	9.06	(0.53)
Mountain	4,331	7.93	(0.61)
Pacific	10,444	19.11	(0.77)
Total	54,642	100.00	

FREQUENCY TABLES

Questionnaire Item	Frequency Count (in thousands)	Percent (standard error)
1. Which statement best describes the number of air travel trips you typically take?		
10 or more trips per year	2,776	5.08 (0.66)
5 to 9 trips per year	6,295	11.52 (1.17)
2 to 4 trips per year	28,071	51.37 (1.99)
1 or fewer trips per year	17,500	32.03 (1.92)
Subtotal Valid Responses	54,642	100.00
Total	54,642	
2. Overall, how satisfied are you with the service you receive from commercial airlines?		
Very satisfied	9,535	17.45 (1.53)
Somewhat satisfied	27,354	50.06 (1.95)

Neither satisfied nor dissatisfied	7,596	13.90 (1.32)
Somewhat dissatisfied	8,430	15.43 (1.27)
Very dissatisfied	1,727	3.16 (0.57)
Subtotal Valid Responses	54,642	100.00
Total	54,642	
3. Please rate your level of satisfaction with each aspect of the performance of commercial airlines. How satisfied or dissatisfied are you with the airlines' performance in ...		
a. allowing you to change itineraries after you have purchased a ticket?		
Very dissatisfied	8,422	19.95 (1.70)
Somewhat dissatisfied	10,313	24.43 (2.00)
Neither satisfied nor dissatisfied	13,611	32.24 (2.07)
Somewhat satisfied	4,851	11.49 (1.25)
Very satisfied	5,024	11.90 (1.64)
Subtotal Valid Responses	42,221	100.00
Question Not Asked	289	
N/A	12,132	
Total	54,642	
b. providing refunds?		
Very dissatisfied	6,927	19.48 (1.94)
Somewhat dissatisfied	6,647	18.69 (1.75)
Neither satisfied nor dissatisfied	14,930	41.98 (2.31)
Somewhat satisfied	3,695	10.39 (1.46)
Very satisfied	3,368	9.47 (1.54)
Subtotal Valid Responses	35,567	100.00
Question Not Asked	400	
N/A	18,675	
Total	54,642	
c. informing you of flight cancellation policies?		
Very dissatisfied	7,187	16.47 (1.43)
Somewhat dissatisfied	10,337	23.69 (1.76)
Neither satisfied nor dissatisfied	15,899	36.43 (2.03)
Somewhat satisfied	5,602	12.84 (1.45)
Very satisfied	4,617	10.58 (1.49)
Subtotal Valid Responses	43,642	100.00
Question Not Asked	323	
N/A	10,676	
Total	54,642	
d. informing you of cancellations in a timely manner?		
Very dissatisfied	7,681	18.48 (1.55)
Somewhat dissatisfied	9,913	23.85 (1.91)
Neither satisfied nor dissatisfied	13,191	31.74 (2.07)

	Somewhat satisfied	6,125	14.74 (1.74)
	Very satisfied	4,652	11.19 (1.72)
	Subtotal Valid Responses	41,563	100.00
	Question Not Asked	341	
	N/A	12,737	
	Total	54,642	
e. informing you before you board the plane about flight delays?			
	Very dissatisfied	7,905	16.31 (1.41)
	Somewhat dissatisfied	10,588	21.84 (1.66)
	Neither satisfied nor dissatisfied	13,705	28.27 (1.90)
	Somewhat satisfied	9,463	19.52 (1.84)
	Very satisfied	6,816	14.06 (1.59)
	Subtotal Valid Responses	48,477	100.00
	Question Not Asked	292	
	N/A	5,873	
	Total	54,642	
f. informing you after you board the plane about flight delays?			
	Very dissatisfied	7,901	16.41 (1.43)
	Somewhat dissatisfied	11,200	23.26 (1.84)
	Neither satisfied nor dissatisfied	13,303	27.62 (1.90)
	Somewhat satisfied	9,283	19.27 (1.64)
	Very satisfied	6,473	13.44 (1.52)
	Subtotal Valid Responses	48,159	100.00
	Question Not Asked	348	
	N/A	6,135	
	Total	54,642	
g. assisting you when flights are canceled or delayed?			
	Very dissatisfied	6,621	15.00 (1.44)
	Somewhat dissatisfied	9,535	21.60 (1.76)
	Neither satisfied nor dissatisfied	14,364	32.53 (2.08)
	Somewhat satisfied	8,710	19.73 (1.82)
	Very satisfied	4,924	11.15 (1.54)
	Subtotal Valid Responses	44,154	100.00
	Question Not Asked	237	
	N/A	10,250	
	Total	54,642	
h. responding to your complaints?			
	Very dissatisfied	4,992	12.30 (1.28)
	Somewhat dissatisfied	7,549	18.61 (1.75)
	Neither satisfied nor dissatisfied	16,496	40.66 (2.21)

	Somewhat satisfied	6,958	17.15 (1.93)
	Very satisfied	4,578	11.28 (1.67)
	Subtotal Valid Responses	40,572	100.00
	Question Not Asked	196	
	N/A	13,874	
	Total	54,642	
i. arriving on time?			
	Very dissatisfied	5,729	10.63 (1.05)
	Somewhat dissatisfied	10,303	19.11 (1.48)
	Neither satisfied nor dissatisfied	10,155	18.83 (1.54)
	Somewhat satisfied	14,347	26.61 (1.76)
	Very satisfied	13,385	24.82 (1.90)
	Subtotal Valid Responses	53,919	100.00
	Question Not Asked	182	
	N/A	540	
	Total	54,642	
j. providing lower fares?			
	Very dissatisfied	10,718	19.63 (1.54)
	Somewhat dissatisfied	15,648	28.66 (1.86)
	Neither satisfied nor dissatisfied	14,233	26.07 (1.69)
	Somewhat satisfied	9,706	17.78 (1.54)
	Very satisfied	4,296	7.87 (1.14)
	Subtotal Valid Responses	54,601	100.00
	Question Not Asked	41	
	Total	54,642	
k. informing you of policies for holding and changing a reservation?			
	Very dissatisfied	3,439	6.33 (0.88)
	Somewhat dissatisfied	8,272	15.23 (1.38)
	Neither satisfied nor dissatisfied	25,047	46.12 (1.93)
	Somewhat satisfied	11,896	21.91 (1.63)
	Very satisfied	5,650	10.40 (1.37)
	Subtotal Valid Responses	54,304	100.00
	Question Not Asked	337	
	Total	54,642	
l. providing smooth and efficient check-in service?			
	Very dissatisfied	3,094	5.67 (0.81)
	Somewhat dissatisfied	8,628	15.82 (1.42)
	Neither satisfied nor dissatisfied	12,824	23.51 (1.65)
	Somewhat satisfied	19,440	35.64 (1.86)

	Very satisfied	10,565	19.37 (1.73)
	Subtotal Valid Responses	54,552	100.00
	Question Not Asked	90	
	Total	54,642	
m. departing on time?			
	Very dissatisfied	5,369	9.87 (0.99)
	Somewhat dissatisfied	13,775	25.32 (1.70)
	Neither satisfied nor dissatisfied	10,927	20.08 (1.49)
	Somewhat satisfied	17,221	31.65 (1.85)
	Very satisfied	7,121	13.09 (1.54)
	Subtotal Valid Responses	54,412	100.00
	Question Not Asked	230	
	Total	54,642	
n. providing sufficient leg and elbow room in coach class?			
	Very dissatisfied	19,934	36.52 (1.84)
	Somewhat dissatisfied	16,670	30.54 (1.85)
	Neither satisfied nor dissatisfied	8,264	15.14 (1.31)
	Somewhat satisfied	8,070	14.79 (1.49)
	Very satisfied	1,640	3.01 (0.73)
	Subtotal Valid Responses	54,578	100.00
	Question Not Asked	64	
	Total	54,642	
o. delivering baggage to the claim area in a timely fashion?			
	Very dissatisfied	5,191	9.55 (1.16)
	Somewhat dissatisfied	9,982	18.36 (1.44)
	Neither satisfied nor dissatisfied	12,889	23.71 (1.70)
	Somewhat satisfied	17,641	32.45 (1.86)
	Very satisfied	8,657	15.92 (1.52)
	Subtotal Valid Responses	54,360	100.00
	Question Not Asked	282	
	Total	54,642	
p. assisting you when checked baggage is lost, stolen, or damaged?			
	Very dissatisfied	3,983	7.33 (0.90)
	Somewhat dissatisfied	6,953	12.79 (1.23)
	Neither satisfied nor dissatisfied	24,880	45.77 (1.95)
	Somewhat satisfied	10,950	20.14 (1.69)
	Very satisfied	7,597	13.97 (1.58)
	Subtotal Valid Responses	54,362	100.00
	Question Not Asked	279	
	Total	54,642	
q. telling you which airline will actually be operating the flight?			
	Very dissatisfied	2,508	4.63 (0.73)
	Somewhat dissatisfied	5,999	11.07 (1.27)
	Neither satisfied nor dissatisfied	24,393	45.00 (1.97)
	Somewhat satisfied	11,898	21.95 (1.64)

Very satisfied	9,406	17.35 (1.66)
Subtotal Valid Responses	54,203	100.00
Question Not Asked	439	
Total	54,642	
The next group of six questions are about your most recent experience flying on a commercial airline.		
4. How long did you have to wait in line to check in for your flight?		
Less than 15 minutes	29,293	53.86 (1.91)
15 to 29 minutes	16,278	29.93 (1.74)
30 minutes to 44 minutes	5,470	10.06 (1.20)
45 minutes to an hour	1,497	2.75 (0.54)
More than an hour	1,844	3.39 (0.86)
Subtotal Valid Responses	54,384	100.00
Refused/Declined	258	
Total	54,642	
5. Did you fly first class, business class, or coach?		
First Class	1,974	3.62 (0.80)
Business Class	2,179	4.00 (0.69)
Coach	49,648	91.04 (1.11)
Don't Know	730	1.34 (0.41)
Subtotal Valid Responses	54,531	100.00
Refused/Declined	111	
Total	54,642	
6. Was your flight canceled?		
Yes	2,327	4.26 (0.67)
No	52,315	95.74 (0.67)
Subtotal Valid Responses	54,642	100.00
Total	54,642	
7. Did the airline provide you with assistance in re-booking your flight?		
Yes	1,905	81.86 (5.65)
No	422	18.14 (5.65)
Subtotal Valid Responses	2,327	100.00
Question Not Asked	52,315	
Total	54,642	
8. How helpful was the airline in re-booking your flight?		
Very helpful	1,036	54.40 (8.69)
Somewhat helpful	642	33.71 (7.87)
Not at all helpful	227	11.89 (5.17)
Subtotal Valid Responses	1,905	100.00
Question Not Asked	52,737	
Total	54,642	

9. Did you have to stay overnight because of flight delays?			
	Yes	707	37.11 (8.33)
	No	1,198	62.89 (8.33)
	Subtotal Valid Responses	1,905	100.00
	Question Not Asked	52,737	
	Total	54,642	

The next group of fifteen questions are about your most recent experience flying on a commercial airline and any DELAYS you may have experienced.

10. Was your flight delayed?			
	Yes	17,337	31.88 (1.80)
	No	37,038	68.12 (1.80)
	Subtotal Valid Responses	54,374	100.00
	Refused/Declined	268	
	Total	54,642	

11. How long was the delay?			
	Less than 15 minutes	988	5.70 (1.78)
	15 to 29 minutes	2,216	12.78 (2.19)
	30 minutes to less than one hour	4,067	23.46 (2.84)
	1 to less than 2 hours	5,432	31.33 (3.19)
	2 to 3 hours	2,644	15.25 (2.44)
	More than 3 hours	1,990	11.48 (1.84)
	Subtotal Valid Responses	17,337	100.00
	Question Not Asked	37,305	
	Total	54,642	

12. How well did the airline keep you informed about the delay?			
	Very well informed	4,041	23.31 (3.14)
	Somewhat well informed	9,058	52.25 (3.32)
	Not at all informed	4,237	24.44 (2.64)
	Subtotal Valid Responses	17,337	100.00
	Question Not Asked	37,305	
	Total	54,642	

13. Were you given conflicting reasons for the delay from different sources?			
	Yes	4,632	26.72 (2.76)
	No	12,705	73.28 (2.76)
	Subtotal Valid Responses	17,337	100.00
	Question Not Asked	37,305	
	Total	54,642	

14. Where were you each time you were informed that your flight was delayed?			
a. Somewhere other than the airport.			
	Yes	329	1.90 (0.74)
	No	17,007	98.10 (0.74)
	Subtotal Valid Responses	17,337	100.00
	Question Not Asked	37,305	
	Total	54,642	

b. In the airport terminal.			
	Yes	12,900	74.41 (2.95)
	No	4,437	25.59 (2.95)
	Subtotal Valid Responses	17,337	100.00
	Question Not Asked	37,305	
	Total	54,642	
c. On board the airplane.			
	Yes	6,472	37.33 (3.18)
	No	10,864	62.67 (3.18)
	Subtotal Valid Responses	17,337	100.00
	Question Not Asked	37,305	
	Total	54,642	
15. Please rate the airline's efforts to meet your essential needs(e.g., food, water, bathrooms, access to medical treatment ,etc.) while you waited for your flight.			
	Very good	2,723	16.06 (2.94)
	Good	4,895	28.87 (3.04)
	Fair	5,234	30.86 (3.03)
	Poor	2,322	13.70 (2.26)
	Very Poor	1,783	10.51 (1.73)
	Subtotal Valid Responses	16,957	100.00
	Refused/Declined	198	
	Question Not Asked	37,487	
	Total	54,642	
16. Did you miss a connecting flight because of flight delays?			
	Yes	3,061	17.66 (2.39)
	No	14,276	82.34 (2.39)
	Subtotal Valid Responses	17,337	100.00
	Question Not Asked	37,305	
	Total	54,642	
17. Did the airline provide you with assistance in re-booking the flight you missed?			
	Yes	2,535	82.82 (5.72)
	No	526	17.18 (5.72)
	Subtotal Valid Responses	3,061	100.00
	Question Not Asked	51,581	
	Total	54,642	
18. How helpful was the airline in re-booking your flight?			
	Very helpful	1,009	32.97 (7.30)
	Somewhat helpful	1,462	47.78 (7.39)
	Not at all helpful	589	19.25 (5.87)
	Subtotal Valid Responses	3,061	100.00
	Question Not Asked	51,581	
	Total	54,642	

19. Did you have to stay overnight because of flight delays?			
	Yes	1,261	7.30 (1.53)
	No	16,014	92.70 (1.53)
	Subtotal Valid Responses	17,275	100.00
	Refused/Declined	62	
	Question Not Asked	37,305	
	Total	54,642	
20. If you checked baggage on your trip, did your baggage arrive at the airport with your flight?			
	Yes	42,720	78.18 (1.46)
	No	2,795	5.12 (0.76)
	Did not check baggage	9,127	16.70 (1.30)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
21. How long did you have to wait for your baggage?			
	Less than 15 minutes	15,746	36.91 (2.25)
	15 to 29 minutes	21,315	49.97 (2.29)
	30 to 45 minutes	4,715	11.05 (1.53)
	More than 45 minutes	880	2.06 (0.55)
	Subtotal Valid Responses	42,656	100.00
	Refused/Declined	64	
	Question Not Asked	11,922	
	Total	54,642	
22. Was your baggage returned to you within 24 hours after you reported your loss to the airline?			
	Yes	1,671	59.79 (7.53)
	No	1,124	40.21 (7.53)
	Subtotal Valid Responses	2,795	100.00
	Question Not Asked	51,847	
	Total	54,642	
23. Did you file a written complaint with the airline about any aspect of your trip?			
	Yes	1,637	3.00 (0.56)
	No	53,004	97.00 (0.56)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
24. How satisfied or dissatisfied were you with the way the airline handled your complaint?			
	Very satisfied	309	18.88 (8.64)
	Somewhat satisfied	231	14.08 (5.76)
	Neither satisfied nor dissatisfied	120	7.31 (4.57)
	Somewhat dissatisfied	247	15.06 (6.37)
	Very dissatisfied	251	15.32 (5.50)
	I have not yet heard from the airline	481	29.36 (8.75)
	Subtotal Valid Responses	1,637	100.00
	Question Not Asked	53,004	

Total	54,642	
25. Please read the following statements and indicate whether they describe your experiences always, frequently, occasionally, rarely, or never. If a question does not apply to you, please check the "N.A." category.		
a. I have missed business meetings because of flight delays.		
Always	25	0.07 (0.07)
Frequently	689	1.89 (0.48)
Occasionally	3,942	10.82 (1.19)
Rarely	6,002	16.48 (1.71)
Never	25,769	70.74 (2.02)
Subtotal Valid Responses	36,428	100.00
Question Not Asked	82	
N/A	18,132	
Total	54,642	
b. I have missed family affairs such as weddings, parties, etc. because of flight delays.		
Always	43	0.10 (0.07)
Frequently	632	1.49 (0.47)
Occasionally	2,551	5.99 (0.84)
Rarely	5,337	12.54 (1.30)
Never	33,999	79.88 (1.57)
Subtotal Valid Responses	42,562	100.00
Question Not Asked	72	
N/A	12,007	
Total	54,642	
c. I have missed medical appointments because of flight delays.		
Always	97	0.28 (0.28)
Frequently	142	0.40 (0.31)
Occasionally	663	1.88 (0.52)
Rarely	1,882	5.34 (0.94)
Never	32,453	92.10 (1.14)
Subtotal Valid Responses	35,237	100.00
Question Not Asked	77	
N/A	19,328	
Total	54,642	
d. I arrive at the airport much earlier than I used to because of long check-in lines.		
Always	16,038	29.36 (1.73)
Frequently	11,698	21.41 (1.55)
Occasionally	10,985	20.11 (1.49)

	Rarely	10,651	19.50 (1.75)
	Never	5,257	9.62 (1.25)
	Subtotal Valid Responses	54,628	100.00
	Question Not Asked	14	
	Total	54,642	
e. I worry about flight delays before I fly.			
	Always	10,853	19.86 (1.48)
	Frequently	10,623	19.44 (1.58)
	Occasionally	14,229	26.04 (1.70)
	Rarely	12,690	23.22 (1.73)
	Never	6,246	11.43 (1.28)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
f. I spend more money in airport terminals than I planned for food and other amenities because of flight delays.			
	Always	5,595	10.25 (1.05)
	Frequently	9,380	17.19 (1.37)
	Occasionally	12,164	22.29 (1.63)
	Rarely	16,240	29.76 (1.83)
	Never	11,190	20.51 (1.70)
	Subtotal Valid Responses	54,569	100.00
	Question Not Asked	73	
	Total	54,642	
g. I have missed flights because of long lines at the check-in counter.			
	Always	82	0.15 (0.15)
	Frequently	371	0.68 (0.21)
	Occasionally	3,398	6.23 (0.78)
	Rarely	8,655	15.86 (1.26)
	Never	42,072	77.09 (1.46)
	Subtotal Valid Responses	54,578	100.00
	Question Not Asked	64	
	Total	54,642	
h. I take risks on the road rushing to my destination because of flight delays.			
	Always	805	1.48 (0.38)
	Frequently	2,175	4.00 (0.61)
	Occasionally	5,680	10.44 (1.09)
	Rarely	10,713	19.70 (1.50)
	Never	35,019	64.38 (1.83)
	Subtotal Valid Responses	54,392	100.00
	Question Not Asked	250	
	Total	54,642	
26. In general, do you fly first class, business class, or coach?			
	First Class	911	1.67 (0.48)
	Business Class	2,259	4.13 (0.72)
	Coach	51,472	94.20 (0.86)
	Subtotal Valid Responses	54,642	100.00

	Total	54,642	
27. Do you have any special dietary needs that require special services from an airline when you fly?			
	Yes	3,693	6.76 (1.02)
	No	50,949	93.24 (1.02)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
28. Are your special dietary needs met by the airlines?			
	Always or almost always	822	22.33 (7.75)
	Most of the time	1,156	31.41 (7.28)
	Some of the time	901	24.48 (6.08)
	Rarely	571	15.52 (5.47)
	Never	230	6.26 (3.01)
	Subtotal Valid Responses	3,682	100.00
	Refused/Declined	11	
	Question Not Asked	50,949	
	Total	54,642	
29. Do you have a disability or health problem that requires special services from an airline when you fly?			
	Yes	2,145	3.93 (0.86)
	No	52,497	96.07 (0.86)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
30. Are your needs adequately met by the airlines?			
	Always or almost always	579	27.01 (10.09)
	Most of the time	1,061	49.46 (11.22)
	Some of the time	228	10.61 (5.71)
	Rarely	228	10.65 (7.51)
	Never	49	2.27 (2.28)
	Subtotal Valid Responses	2,145	100.00
	Question Not Asked	52,497	
	Total	54,642	
31. Finally, think about your personal air travel experiences over the past 2 years. Would you say that the customer service provided by the airlines is getting better over time, getting worse, or staying about the same?			
	Getting better	6,176	11.30 (1.22)
	Staying about the same	29,705	54.36 (1.89)
	Getting worse	16,302	29.83 (1.67)
	Don't know	2,459	4.50 (0.79)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
32. What three areas do you think the commercial airlines need to focus on most to improve air travel?			
a. Providing more seating room.			
	Yes	35,782	65.48 (1.79)
	No	18,860	34.52 (1.79)

	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
b. Providing better meals in flight.			
	Yes	14,273	26.12 (1.80)
	No	40,369	73.88 (1.80)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
c. Providing lower fares.			
	Yes	36,919	67.57 (1.85)
	No	17,723	32.43 (1.85)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
d. Reducing delays.			
	Yes	20,273	37.10 (1.86)
	No	34,369	62.90 (1.86)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
e. Providing smooth and efficient check-in service.			
	Yes	12,670	23.19 (1.70)
	No	41,972	76.81 (1.70)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
f. Responding to consumer complaints.			
	Yes	6,078	11.12 (1.14)
	No	48,564	88.88 (1.14)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
g. Providing reasonable compensation for flight delays and cancellations.			
	Yes	15,665	28.67 (1.76)
	No	38,977	71.33 (1.76)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
h. Delivering baggage to claim areas in a timely fashion.			
	Yes	9,552	17.48 (1.57)
	No	45,089	82.52 (1.57)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
i. Reducing cancellations.			
	Yes	8,615	15.77 (1.41)
	No	46,027	84.23 (1.41)

	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
j. Other			
	Yes	4,099	7.50 (0.95)
	No	50,543	92.50 (0.95)
	Subtotal Valid Responses	54,642	100.00
	Total	54,642	
33. Gender			
	Male	25,958	47.76 (2.00)
	Female	28,392	52.24 (2.00)
	Subtotal Valid Responses	54,350	100.00
	Not ascertained	292	
	Total	54,642	
34. Age			
	18-24	5,130	9.53 (1.10)
	25-34	12,585	23.38 (1.65)
	35-44	11,473	21.32 (1.53)
	45-54	10,865	20.19 (1.59)
	55-64	4,894	9.09 (1.18)
	65-74	6,249	11.61 (1.43)
	75+	2,623	4.87 (1.00)
	Subtotal Valid Responses	53,819	100.00
	Not ascertained	823	
	Total	54,642	
35. Race			
	Caucasian	42,088	81.71 (1.72)
	Black/African-American	4,759	9.24 (1.52)
	American Indian or Alaskan Native	595	1.15 (0.29)
	Asian/Pacific Islander	2,036	3.95 (0.69)
	Other	2,034	3.95 (0.80)
	Subtotal Valid Responses	51,511	100.00
	Not ascertained	3,131	
	Total	54,642	
36. Education			
	Less than high school	704	1.30 (0.68)

Some high school	2,514	4.63 (1.18)
High school graduate or equivalent	11,632	21.43 (1.83)
Some college	14,121	26.01 (1.54)
Associate degree	1,939	3.57 (0.56)
Bachelor's degree	14,820	27.30 (1.70)
Master's degree	6,254	11.52 (1.19)
Professional degree	1,892	3.49 (0.66)
Doctorate degree	410	0.76 (0.26)
Subtotal Valid Responses	54,285	100.00
Not ascertained	357	
Total	54,642	
37. Household Size		
One	10,819	19.87 (1.59)
Two	22,354	41.05 (1.99)
Three	8,782	16.13 (1.51)
Four	8,224	15.10 (1.26)
Five	2,891	5.31 (0.82)
Six	678	1.24 (0.32)
Seven	510	0.94 (0.45)
Eight	33	0.06 (0.06)
Nine	128	0.24 (0.24)
Ten or more	35	0.06 (0.06)
Subtotal Valid Responses	54,454	100.00
Not ascertained	187	
Total	54,642	
38. Household Income		
Less than \$5,000	445	0.95 (0.35)
\$5,000 to \$7,499	114	0.24 (0.15)
\$7,500 to \$9,999	219	0.47 (0.20)
\$10,000 to \$12,499	959	2.04 (0.84)
\$12,500 to \$14,999	663	1.41 (0.64)
\$15,000 to \$19,999	1,474	3.14 (0.79)
\$20,000 to \$24,999	3,124	6.65 (1.41)
\$25,000 to \$29,999	2,464	5.25 (0.97)
\$30,000 to \$34,999	2,380	5.07 (0.92)
\$35,000 to \$39,999	4,172	8.88 (1.36)
\$40,000 to \$49,999	6,489	13.82 (1.41)
\$50,000 to \$59,999	5,933	12.63 (1.29)
\$60,000 to \$74,999	7,415	15.79 (1.50)
\$75,000 to \$84,999	2,869	6.11 (0.85)

	\$85,000 to \$99,999	2,192	4.67 (0.78)
	\$100,000 to \$124,999	3,566	7.59 (1.24)
	\$125,000 or more	2,490	5.30 (0.86)
	Subtotal Valid Responses	46,969	100.00
	Not ascertained	7,673	
	Total	54,642	
39. Region			
	New England	1,351	2.47 (0.28)
	Mid-Atlantic	9,321	17.06 (0.88)
	North-East central	7,792	14.26 (0.69)
	West-North Central	3,967	7.26 (0.69)
	South Atlantic	9,318	17.05 (0.96)
	East-South Central	3,165	5.79 (0.92)
	West-South Central	4,953	9.06 (0.53)
	Mountain	4,331	7.93 (0.61)
	Pacific	10,444	19.11 (0.77)
	Total	54,642	100.00