

GALLUP NEWS SERVICE

GALLUP POLL SOCIAL SERIES: LIFESTYLE

-- FINAL TOPLINE --

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Jeff Jones, Lydia Saad
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Results are based on telephone interviews conducted December 2-6, 2015 with a random sample of –824—adults, aged 18+, living in all 50 U.S. states and the District of Columbia. For results based on this sample of national adults, the margin of sampling error is ± 4 percentage points at the 95% confidence level.

For results based on the sample of –405—adults who have flown on an airplane in the past year, the maximum margin of sampling error is ± 6 percentage points.

Interviews are conducted with respondents on landline telephones and cellular phones, with interviews conducted in Spanish for respondents who are primarily Spanish-speaking. Each sample of national adults includes a minimum quota of 60% cell phone respondents and 40% landline respondents, with additional minimum quotas by region. Landline and cell phone telephone numbers are selected using random digit dial methods. Landline respondents are chosen at random within each household on the basis of which member had the most recent birthday.

Samples are weighted to correct for unequal selection probability, non-response, and double coverage of landline and cell users in the two sampling frames. They are also weighted to match the national demographics of gender, age, race, Hispanic ethnicity, education, region, population density, and phone status (cell phone-only/landline only/both and cell phone mostly). Demographic weighting targets are based on the March 2014 Current Population Survey figures for the aged 18 and older U.S. population. Phone status targets are based on the January-June 2015 National Health Interview Survey. Population density targets are based on the 2010 census. All reported margins of sampling error include the computed design effects for weighting.

In addition to sampling error, question wording and practical difficulties in conducting surveys can introduce error or bias into the findings of public opinion polls.

12. How many air trips, if any, have you taken on a commercial airliner in the past twelve months -- counting each round trip as one trip?

	<u>None</u>	<u>1-2</u>	<u>3-4</u>	<u>5 or more</u>	<u>No opinion</u>	<i>Mean (w/o 0)</i>	<i>Mean (w/o 0)</i>
2015 Dec 2-6	55	25	9	10	*	2.1	4.6
2012 Jul 9-12	48	27	13	12	*	2.1	4.2
2008 Dec 4-7	56	25	10	8	*	1.7	3.8
2007 Dec 6-9	57	23	12	8	--	1.7	4.0
2006 Dec 11-14	52	29	8	11	--	2.2	4.6
2006 Aug 18-20	49	28	15	9	--	1.9	3.6
2005 Dec 5-8	60	25	9	6	--	1.5	3.7
2005 Apr 1-2	49	28	14	9	*	1.9	3.8
2004 Dec 5-8	59	23	9	9	--	1.6	4.0
2003 Dec 11-14	60	24	9	7	*	1.5	3.7
2002 Sep 2-4	61	24	9	6	--	1.8	4.7
2002 Feb 8-10	48	32	11	9	--	1.9	3.7
2001 Nov 26-27	50	31	10	9	--	2.0	4.0
2000 Aug 24-27	55	26	10	9	*	1.8	4.1
2000 Feb 4-6	55	25	9	11	*	2.1	4.6
1999 Nov 18-21	54	26	13	7	*	1.7	3.7

13. *(Asked of those who have flown on an airplane in the past year)* Now thinking about some specific aspects of flying today, please say whether you are generally satisfied or dissatisfied with each one. How about -- [RANDOM ORDER]?

BASED ON --405-- ADULTS WHO HAVE FLOWN IN THE PAST YEAR

2015 Dec 2-6

(sorted by "satisfied")

	<u>Satisfied</u>	<u>Dissatisfied</u>
The courtesy of the check-in and gate agents	95	4
The courtesy of the flight attendants	94	6
The process of buying a ticket	90	9
The airlines' on-time performance	81	18
The schedules, including the options for getting where you want to go	80	19
The speed and reliability of luggage systems at airports	78	21
The procedures for going through security checkpoints	73	27
The airlines' efforts to deal with problems of flight delays/cancellations	62	35
The price you pay for tickets	51	48
The comfort of the seats on the airplanes	45	54

FULL RESULTS AND TRENDS:

A. The courtesy of the flight attendants

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Dec 2-6	94	6	--
2007 Dec 6-9	92	8	*
2000 Aug 24-27	90	9	1
1999 Aug 3-4	88	11	1

B. The courtesy of the check-in and gate agents

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Dec 2-6	95	4	1
2007 Dec 6-9	88	10	1
2000 Aug 24-27	89	10	1
1999 Aug 3-4	87	13	*

C. The airlines' on-time performance

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Dec 2-6	81	18	*
2007 Dec 6-9	69	30	1
2000 Aug 24-27	65	34	1
1999 Aug 3-4	67	33	*

Q.13 (SATISFACTION WITH FLYING) CONTINUED**D. The price you pay for tickets**

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Dec 2-6	51	48	1
2007 Dec 6-9	65	34	2
2000 Aug 24-27	59	39	2
1999 Aug 3-4	45	54	1

E. The schedules, including the options you have for getting where you want to go

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Dec 2-6	80	19	*
2007 Dec 6-9	79	20	1
2000 Aug 24-27	79	21	*
1999 Aug 3-4	75	25	0

F. The speed and reliability of luggage systems at airports

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Dec 2-6	78	21	1
2007 Dec 6-9	75	22	3
2000 Aug 24-27	71	26	3
1999 Aug 3-4	67	32	1

G. The comfort of the seats on the airplanes

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Dec 2-6	45	54	*
2007 Dec 6-9	47	53	*

H. The procedures for going through security checkpoints

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Dec 2-6	73	27	--
2007 Dec 6-9	69	31	*

I. The airlines' efforts to deal with problems caused by flight delays and cancellations

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Dec 2-6	62	35	3
2007 Dec 6-9	56	37	7

Q.13 (SATISFACTION WITH FLYING) CONTINUED

J. The process of buying a ticket

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Dec 2-6	90	9	1