



**DFW Airport  
Security Checkpoint and Passenger Satisfaction Survey  
August 2002**

- Survey conducted on 8/22/02 at DFW Airport
- Total sample size: 581 (sample size may vary by question)
- All participants had traveled round-trip out of DFW Airport within the last 3 months
- All interviews were conducted on the secured side (gate side) of DFW Airport terminals
- The margin of error for this study is plus or minus 4% with a 95% confidence level (margin of error may vary slightly by question due to sample size differences)

**Q&A's**

**On a scale from 1 to 5, how would you rate your security check-in experience against your expectations at DFW Airport today?**

1%	1 – Much poorer than expectation
3%	2
13%	3
40%	4
43%	5 – Much better than expectation

**On a scale from 1 to 5, please rate the security check-in process at DFW Airport versus your experience at other domestic airports over the last 3 months?**

1%	1 – Much poorer than other airports
3%	2
14%	3
42%	4
40%	5 – Much better than other airports

**How many minutes did your security check-in process take at DFW Airport today?**

86%	0 – 5 minutes
10%	6 – 10 minutes
2%	11 – 15 minutes
2%	greater than 15 minutes

**On a scale from 1 to 5, how would you rate your baggage check-in experience against your expectations at DFW Airport today?**

1%	1 – Much poorer than expectation
1%	2
10%	3
32%	4

56% 5 – Much better than expectation

**On a scale from 1 to 5, please rate the baggage check-in process at DFW Airport versus your experience at other domestic airports over the last 3 months?**

0% 1 – Much poorer than other airports  
2% 2  
10% 3  
38% 4  
50% 5 – Much better than other airports

**How many minutes did your security check-in process take at DFW Airport today?**

71% 0 – 5 minutes  
16% 6 – 10 minutes  
7% 11 – 15 minutes  
6% greater than 15 minutes

**Please rank the following elements from 1 to 4, where "1" is "Most Important" to you when traveling and "4" is "Least Important" to you when traveling.**

49%\* Increased Security  
21%\* Ease of Travel  
21%\* Cost of Travel  
9%\* Customer Service (airport & airline)

\* Percentage of "Most Import" rating

**Overall, how safe do you feel within DFW Airport terminals today?**

1% Extremely Unsafe  
1% Unsafe  
33% Safe  
46% Very Safe  
19% Extremely Safe

**Since 9/11/01, do you believe Airport security has improved?**

88% Yes  
12% No

**Since 9/11/01, do you believe Airline security has improved?**

80% Yes  
20% No