



*behavior research center's*

# *Rocky Mountain Poll*

NEWS RELEASE  
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## FLYERS NOT CONCERNED THEIR CIVIL RIGHTS ARE BEING COMPROMISED BY TIGHTENED SECURITY

Phoenix, Arizona, December 20, 2001. Eighty-three percent of Arizonans who have taken commercial airline flights since September 11<sup>th</sup> reject the notion that their civil rights are being compromised in the name of air travel security. Further, more than a third think the thoroughness of airport security measures needs to be strengthened – that the job being done is poor or only fair.

Twenty-two percent of adults in this survey have traveled by commercial airliner in the period between September 11<sup>th</sup> and mid-November when the survey was completed. Further, by very large percentages, passengers are laudatory about the service they received and the manner in which other passengers are behaving in the new tighter security environment.

Even though heightened security may be costing flyers more time and waiting at airports, 75 percent in this survey say they are receiving on-time flight service, while fewer than 15 percent rate on-time service as poor.

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**EDITOR'S NOTE:** This Rocky Mountain Poll Arizona (2001-IV-14) is based on 602 interviews with adults in Maricopa County conducted from November 9<sup>th</sup> through November 15<sup>st</sup>, 2001. Where necessary, figures for age, sex, and race were weighted to bring them into line with their actual proportion in the population. In a sample of this size, one may say with a 95 percent certainty that the results have a statistical precision of plus or minus 4.1 percent of what they would have been had the entire adult population been surveyed. The Rocky Mountain Poll is conducted by the Behavior Research Center of Arizona and is an independent and non-partisan research program sponsored by the Center.

This statement conforms to the principles of disclosure of the National Council on Public Polls.

**ENCLOSED:** Statistical data for reference.

For this and other polls, see [www.brcpolls.com/results](http://www.brcpolls.com/results).

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*"Have you personally taken a commercial airline flight since the events of September 11<sup>th</sup>?"*

	<u>% YES</u>
Total	22%
Employed	23
Retired	22

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*"Do you believe the civil rights of American travelers are or are not being compromised in the name of security?"*

|                                             | <u>Are</u> | <u>Are Not</u> | <u>Unsure</u> |
|---------------------------------------------|------------|----------------|---------------|
| Total                                       | 22%        | 73%            | 5%            |
| Have flown since Sept. 11 <sup>th</sup>     | 16         | 83             | 1             |
| Have not flown since Sept. 11 <sup>th</sup> | 24         | 70             | 6             |

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Asked of Recent Flyers:

*"Would you rate each of the following as excellent, good, only fair, poor or very poor?"*

	<u>Excellent/ Good</u>	<u>Only Fair</u>	<u>Poor/ Very Poor</u>
Passenger cooperation with security personnel	92%	6%	2%
Passenger patience and courtesy to one another	84	13	3
Friendliness of airport personnel	82	13	5
Friendliness of airport security personnel	80	14	6
On-time flight service	75	11	14
Thoroughness of airport security procedures	65	19	16

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