

Hodges Partnership: Travel Frustration Index

1. When was the last time you traveled for business or for pleasure?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	13232	2020	2014	2005	2000	2886	2007
Weighted	12032	2000	2019	2000	2000	2006	2007
Within the past week	1657 14%	300 15% F	276 14% F	265 13% F	275 14% F	336 17% BCDF	204 10%
2 to 3 weeks ago	1242 10%	280 14% BCDEF	220 11% CF	173 9%	192 10%	223 11% CF	154 8%
1 month ago	1220 10%	223 11% CF	209 10%	176 9%	186 9%	256 13% BCDF	170 8%
2 to 3 months ago	1355 11%	256 13% CE	259 13% C	173 9%	226 11% C	210 10%	230 11% C
4 to 6 months ago	1398 12%	152 8%	273 14% ADE	280 14% ADE	188 9%	179 9%	326 16% ABDE
7 to 12 months ago	1259 10%	174 9%	219 11% AE	244 12% AEF	260 13% AEF	168 8%	194 10%
13 months to 2 years ago	1008 8%	161 8% B	122 6%	185 9% B	181 9% B	163 8% B	198 10% B
More than 2 years ago	1837 15%	297 15%	289 14%	318 16%	326 16% E	271 14%	336 17% E
Never	1032 9%	155 8%	149 7%	178 9%	162 8%	196 10% AB	193 10% B
(DK/NS)	25 0	2 0	3 0	9 0	5 0	5 0	2 0

Detailed tables

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1b. What was the most frustrating thing you encountered while traveling in the past few months?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

** very small base (under 30) ineligible for sig testing

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	5297	0	1049	876	923	1622	827
Weighted	4414	-.**	965	787	880	1025	757
Cost Issues (Net)	1520	0	284	261	460	349	167
	34%	-	29%	33%	52%	34%	22%
			F	F	BCEF	BF	
Gas prices	1335	0	234	230	421	313	137
	30%	-	24%	29%	48%	31%	18%
			F	BF	BCEF	BF	
High cost of travel (airline tickets, hotel rooms, etc)	219	0	52	32	59	43	33
	5%	-	5%	4%	7%	4%	4%
					CE		
Lack of money	17	0	6	2	5	2	2
	0	-	1%	0	1%	0	0
Traffic Issues (Net)	741	0	169	139	102	189	142
	17%	-	17%	18%	12%	18%	19%
			D	D		D	D
Traffic/ other drivers on the road	672	0	155	127	84	166	140
	15%	-	16%	16%	10%	16%	18%
			D	D		D	D
Construction	76	0	18	14	19	23	2
	2%	-	2%	2%	2%	2%	0
			F	F	F	F	
Delays/ Timing Issues (Net)	411	0	134	94	67	63	53
	9%	-	14%	12%	8%	6%	7%
			DEF	DEF			
Flight delays	219	0	73	60	30	32	24
	5%	-	8%	8%	3%	3%	3%
			DEF	DEF			
Long lineups/ waiting in line	97	0	35	19	20	9	14
	2%	-	4%	2%	2%	1%	2%
			E	E	E		
Travel delays (unspecified)	62	0	13	13	12	14	10
	1%	-	1%	2%	1%	1%	1%
Time to get there	34	0	12	5	4	6	7
	1%	-	1%	1%	0	1%	1%
Lack of time	9	0	2	1	3	3	0
	0	-	0	0	0	0	-

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1b. What was the most frustrating thing you encountered while traveling in the past few months?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

** very small base (under 30) ineligible for sig testing

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Security (incl. immigration/ border crossings)	279 6%	0 -	99 10% CDEF	56 7% E	43 5%	42 4%	38 5%
Airport/ Airlines Issues (Net)	246 6%	0 -	50 5%	47 6%	50 6%	59 6%	39 5%
Airports/ air travel (unspecified)	166 4%	0 -	30 3%	28 4%	41 5%	46 4%	22 3%
Airline lost my luggage	33 1%	0 -	9 1%	10 1% F	4 1%	7 1%	1 0
Crowded/ cramped airplanes	31 1%	0 -	11 1%	6 1%	5 1%	6 1%	2 0
Airports/ air travel	19 0	0 -	1 0	4 0	0 -	1 0	14 2% BCDE
Weather	127 3%	0 -	34 3% DE	36 5% DE	15 2%	20 2%	23 3%
Other people/ crowds/ children	82 2%	0 -	16 2%	15 2%	9 1%	24 2%	18 2%
Problems with hotels	66 1%	0 -	17 2%	7 1%	12 1%	19 2%	10 1%
Poor customer service	51 1%	0 -	10 1%	14 2%	10 1%	8 1%	9 1%
Traveling with family	47 1%	0 -	19 2% CF	0 -	10 1% C	13 1% C	5 1%
Family illness	19 0	0 -	5 1%	7 1% F	4 0	2 0	0 -
Other	404 9%	0 -	93 10% D	59 8%	58 7%	115 11% CD	79 10% D
Positive mentions	37 1%	0 -	4 0	7 1%	2 0	10 1%	14 2% BD
Nothing	607 14%	0 -	135 14%	96 12%	93 11%	118 12%	165 22% BCDE

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1b. What was the most frustrating thing you encountered while traveling in the past few months?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

** very small base (under 30) ineligible for sig testing

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
(DK/NS)	237	0	28	30	34	114	31
	5%	-	3%	4%	4%	11%	4%
						BCDF	

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2. 1. (The cost of airline, cruise line or train tickets) How frustrating do you find ... when you travel? Please tell me whether you find it very frustrating, somewhat frustrating, a little frustrating or not at all frustrating.

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
The cost of airline, cruise line or train tickets							
Very frustrating	1221 22%	187 18%	181 19%	167 21%	226 26%	288 28%	171 23%
Somewhat frustrating	1537 28%	323 30%	288 30%	240 30%	233 26%	280 27%	174 23%
A little frustrating	920 17%	205 19%	190 20%	116 15%	135 15%	140 14%	135 18%
Not at all frustrating	1597 29%	311 29%	288 30%	223 28%	262 30%	274 27%	239 32%
(DK/NS)	198 4%	34 3%	18 2%	41 5%	24 3%	42 4%	39 5%
Summary				ABD		B	BD
Top2Box (Very/ Somewhat frustrating)	2758 50%	510 48%	469 49%	407 52%	459 52%	568 55%	345 46%
Low2Box (A little/ Not at all frustrating)	2517 46%	516 49%	478 50%	339 43%	397 45%	414 40%	373 49%
		CE	CE				CE

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2.2. (The cost of gas) How frustrating do you find ... when you travel? Please tell me whether you find it very frustrating, somewhat frustrating, a little frustrating or not at all frustrating.

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents Weighted	6324	1027	1049	876	923	1622	827
	5473	1059	965	787	880	1025	757
The cost of gas							
Very frustrating	3316	627	548	575	647	680	240
	61%	59%	57%	73%	74%	66%	32%
Somewhat frustrating	983	200	205	121	108	204	144
	18%	19%	21%	15%	12%	20%	19%
A little frustrating	552	128	120	42	72	64	126
	10%	12%	12%	5%	8%	6%	17%
Not at all frustrating	612	101	88	48	53	77	246
	11%	10%	9%	6%	6%	8%	32%
(DK/NS)	11	3	4	1	0	0	2
	0	0	0	0	0	0	0
Summary							
Top2Box (Very/ Somewhat frustrating)	4298	827	753	696	755	884	384
	79%	78%	78%	88%	86%	86%	51%
Low2Box (A little/ Not at all frustrating)	1164	229	208	90	124	141	372
	21%	22%	22%	11%	14%	14%	49%
		CDE	CDE				ABCDE

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2. 3. (The cost of lodging and/or attractions) How frustrating do you find ... when you travel? Please tell me whether you find it very frustrating, somewhat frustrating, a little frustrating or not at all frustrating.

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents Weighted	6324	1027	1049	876	923	1622	827
	5473	1059	965	787	880	1025	757
The cost of lodging and/or attractions							
Very frustrating	753	146	120	111	121	166	89
	14%	14%	12%	14%	14%	16% BF	12%
Somewhat frustrating	1736	324	334	259	260	335	223
	32%	31%	35% DF	33%	30%	33%	29%
A little frustrating	1188	244	208	162	179	207	188
	22%	23%	22%	21%	20%	20%	25% E
Not at all frustrating	1711	333	287	240	309	301	241
	31%	31%	30%	31%	35% BE	29%	32%
(DK/NS)	85	12	16	15	11	15	16
	2%	1%	2%	2%	1%	1%	2%
Summary							
Top2Box (Very/ Somewhat frustrating)	2489	470	455	370	381	501	312
	45%	44%	47% F	47% F	43%	49% DF	41%
Low2Box (A little/ Not at all frustrating)	2899	577	495	402	487	509	429
	53%	54% E	51%	51%	55% E	50%	57% BE

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2.4. (Airline/airport service (lost or delayed baggage, long lines, food or lack there of, cramped planes, missed connections, etc.)) How frustrating do you find ... when you travel? Please tell me whether you find it very frustrating, somewhat frustrating, a little frustrating or not at all frustrating.

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
Airline/airport service (lost or delayed baggage, long lines, food or lack there of, cramped planes, missed connections, etc.)							
Very frustrating	1467 27%	327 31% DEF	267 28% D	226 29% D	203 23%	263 26%	181 24%
Somewhat frustrating	1322 24%	243 23%	261 27% AF	197 25%	223 25% F	243 24%	155 20%
A little frustrating	850 16%	176 17%	144 15%	104 13%	157 18% C	152 15%	118 16%
Not at all frustrating	1615 30%	283 27%	261 27%	218 28%	274 31%	323 32% AB	256 34% ABC
(DK/NS)	218 4%	31 3%	31 3%	43 5% ABD	24 3%	43 4%	47 6% ABD
Summary							
Top2Box (Very/ Somewhat frustrating)	2789 51%	570 54% DF	529 55% DEF	423 54% F	425 48%	506 49%	336 44%
Low2Box (A little/ Not at all frustrating)	2466 45%	458 43%	406 42%	321 41%	430 49% ABC	475 46% C	374 49% ABC

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2. 5. (Service by other travel suppliers (hotels, cruise lines, attractions, travel agents, etc.)) How frustrating do you find ... when you travel? Please tell me whether you find it very frustrating, somewhat frustrating, a little frustrating or not at all frustrating.

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
Service by other travel suppliers (hotels, cruise lines, attractions, travel agents, etc.)							
Very frustrating	272 5%	63 6% B	28 3%	41 5% B	51 6% B	50 5% B	38 5% B
Somewhat frustrating	1043 19%	192 18%	194 20%	140 18%	150 17%	226 22% ACD	140 19%
A little frustrating	1178 22%	247 23% C	227 24% C	147 19%	185 21%	208 20%	163 22%
Not at all frustrating	2832 52%	533 50%	499 52%	427 54%	474 54%	513 50%	385 51%
(DK/NS)	149 3%	24 2%	17 2%	32 4% ABD	19 2%	28 3%	30 4% B
Summary							
Top2Box (Very/ Somewhat frustrating)	1314 24%	255 24%	222 23%	181 23%	201 23%	276 27%	179 24%
Low2Box (A little/ Not at all frustrating)	4010 73%	781 74%	726 75% E	574 73%	660 75%	721 70%	548 72%

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2. 6. (Homeland security/safety (airport security, border crossings, passport rules, terrorism fears, etc.)) How frustrating do you find ... when you travel? Please tell me whether you find it very frustrating, somewhat frustrating, a little frustrating or not at all frustrating.

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
Homeland security/safety (airport security, border crossings, passport rules, terrorism fears, etc.)							
Very frustrating	873 16%	177 17%	163 17%	129 16%	145 16%	141 14%	118 16%
Somewhat frustrating	1196 22%	230 22%	229 24%	178 23%	173 20%	234 23%	151 20%
A little frustrating	1047 19%	201 19%	185 19%	155 20%	179 20%	188 18%	138 18%
Not at all frustrating	2268 41%	431 41%	377 39%	310 39%	378 43%	441 43%	331 44%
(DK/NS)	89 2%	20 2%	10 1%	15 2%	5 1%	20 2%	19 3%
		D		D		D	BD
Summary							
Top2Box (Very/ Somewhat frustrating)	2069 38%	407 38%	393 41% F	307 39%	318 36%	375 37%	268 35%
Low2Box (A little/ Not at all frustrating)	3316 61%	632 60%	562 58%	465 59%	557 63% B	630 61%	470 62%

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2.7. (The weather (hurricanes, snow storms, wildfires, flooding, etc)) How frustrating do you find ... when you travel? Please tell me whether you find it very frustrating, somewhat frustrating, a little frustrating or not at all frustrating.

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
The weather (hurricanes, snow storms, wildfires, flooding, etc)							
Very frustrating	688 13%	155 15% BE	105 11%	112 14% E	98 11%	103 10%	114 15% BDE
Somewhat frustrating	983 18%	178 17%	190 20%	154 20%	147 17%	188 18%	126 17%
A little frustrating	1064 19%	207 20%	197 20%	149 19%	179 20%	185 18%	147 19%
Not at all frustrating	2691 49%	509 48%	463 48%	363 46%	448 51%	540 53%	367 48%
(DK/NS)	47 1%	10 1%	9 1%	9 1%	7 1%	9 1%	3 0
Summary							
Top2Box (Very/ Somewhat frustrating)	1671 31%	333 31%	295 31%	266 34% DE	245 28%	291 28%	240 32%
Low2Box (A little/ Not at all frustrating)	3755 69%	716 68%	661 68%	512 65%	627 71% C	725 71% C	514 68%

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2. 8. (Labor actions (strikes, slow downs, etc. of pilots, mechanics, flight attendants, etc.)) How frustrating do you find ... when you travel? Please tell me whether you find it very frustrating, somewhat frustrating, a little frustrating or not at all frustrating.

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
Labor actions (strikes, slow downs, etc. of pilots, mechanics, flight attendants, etc.)							
Very frustrating	883 16%	176 17%	146 15%	139 18%	152 17%	148 14%	121 16%
Somewhat frustrating	967 18%	172 16%	155 16%	153 19%	162 18%	188 18%	137 18%
A little frustrating	824 15%	176 17%	151 16%	103 13%	127 14%	148 14%	120 16%
Not at all frustrating	2644 48%	505 48%	485 50%	365 46%	422 48%	521 51%	347 46%
(DK/NS)	155 3%	31 3%	28 3%	27 3%	16 2%	21 2%	32 4% DE
Summary							
Top2Box (Very/ Somewhat frustrating)	1850 34%	348 33%	302 31%	292 37% B	314 36%	336 33%	258 34%
Low2Box (A little/ Not at all frustrating)	3468 63%	681 64%	635 66% C	468 59%	549 62%	668 65% C	467 62%

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2.9. (Illness or injury that affects you or a family member causing cancellation or interruption of trip) How frustrating do you find ... when you travel? Please tell me whether you find it very frustrating, somewhat frustrating, a little frustrating or not at all frustrating.

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
Illness or injury that affects you or a family member causing cancellation or interruption of trip							
Very frustrating	1113 20%	225 21% B	164 17%	177 23% B	186 21% B	220 21% B	140 19%
Somewhat frustrating	912 17%	166 16%	173 18%	135 17%	157 18%	158 15%	123 16%
A little frustrating	739 14%	160 15% CE	166 17% CDE	79 10%	115 13%	113 11%	107 14% C
Not at all frustrating	2587 47%	487 46%	434 45%	372 47%	412 47%	512 50% B	371 49%
(DK/NS)	121 2%	21 2%	28 3% D	24 3% D	10 1%	22 2%	17 2%
Summary							
Top2Box (Very/ Somewhat frustrating)	2025 37%	391 37%	337 35%	312 40%	343 39%	378 37%	263 35%
Low2Box (A little/ Not at all frustrating)	3327 61%	647 61%	600 62%	451 57%	527 60%	625 61%	477 63% C

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2. 10. (Difficulty booking trip (DIY, using a travel agent, selecting destination, selecting travel suppliers, etc.)) How frustrating do you find ... when you travel? Please tell me whether you find it very frustrating, somewhat frustrating, a little frustrating or not at all frustrating.

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
Difficulty booking trip (DIY, using a travel agent, selecting destination, selecting travel suppliers, etc.)							
Very frustrating	276 5%	69 6% B	32 3%	37 5%	46 5%	46 4%	48 6% B
Somewhat frustrating	753 14%	145 14%	123 13%	105 13%	114 13%	174 17% BDF	94 12%
A little frustrating	942 17%	209 20% CE	173 18%	124 16%	151 17%	152 15%	133 18%
Not at all frustrating	3333 61%	611 58%	617 64% A	482 61%	550 63%	622 61%	451 60%
(DK/NS)	169 3%	26 2%	20 2%	39 5% ABD	20 2%	32 3%	32 4% B
Summary							
Top2Box (Very/ Somewhat frustrating)	1030 19%	213 20% B	155 16%	142 18%	159 18%	219 21% B	142 19%
Low2Box (A little/ Not at all frustrating)	4275 78%	820 77%	790 82% ACEF	606 77%	701 80%	773 75%	584 77%

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2t. [Top2Box Summary (Very/ Somewhat frustrating)] How frustrating do you find ... when you travel?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
The cost of gas	4298 79%	827 78% F	753 78% F	696 88% ABF	755 86% ABF	884 86% ABF	384 51%
Airline/airport service	2789 51%	570 54% DF	529 55% DEF	423 54% F	425 48% F	506 49% ABF	336 44%
The cost of airline, cruise line or train tickets	2758 50%	510 48%	469 49%	407 52% F	459 52% F	568 55% ABF	345 46%
The cost of lodging and/or attractions	2489 45%	470 44%	455 47% F	370 47% F	381 43% F	501 49% DF	312 41%
Homeland security/safety	2069 38%	407 38%	393 41% F	307 39% F	318 36% F	375 37% F	268 35%
Illness or injury that affects you or a family member causing cancellation or interruption of trip	2025 37%	391 37%	337 35%	312 40%	343 39%	378 37%	263 35%
Labor actions	1850 34%	348 33%	302 31%	292 37% B	314 36% B	336 33% B	258 34%
The weather	1671 31%	333 31%	295 31%	266 34% DE	245 28% DE	291 28% DE	240 32%
Service by other travel suppliers	1314 24%	255 24%	222 23%	181 23%	201 23%	276 27%	179 24%
Difficulty booking trip	1030 19%	213 20% B	155 16% B	142 18% B	159 18% B	219 21% B	142 19% B

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2I. [Low2Box Summary (A little/ Not at all frustrating)] How frustrating do you find ... when you travel?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
Difficulty booking trip	4275 78%	820 77%	790 82% ACEF	606 77%	701 80%	773 75%	584 77%
Service by other travel suppliers	4010 73%	781 74%	726 75% E	574 73%	660 75%	721 70%	548 72%
The weather	3755 69%	716 68%	661 68%	512 65%	627 71% C	725 71% C	514 68%
Labor actions	3468 63%	681 64%	635 66% C	468 59%	549 62%	668 65% C	467 62%
Illness or injury that affects you or a family member causing cancellation or interruption of trip	3327 61%	647 61%	600 62%	451 57%	527 60%	625 61%	477 63% C
Homeland security/safety	3316 61%	632 60%	562 58%	465 59%	557 63% B	630 61%	470 62%
The cost of lodging and/or attractions	2899 53%	577 54% E	495 51%	402 51%	487 55% E	509 50%	429 57% BE
The cost of airline, cruise line or train tickets	2517 46%	516 49% CE	478 50% CE	339 43%	397 45%	414 40%	373 49% CE
Airline/airport service	2466 45%	458 43%	406 42%	321 41%	430 49% ABC	475 46% C	374 49% ABC
The cost of gas	1164 21%	229 22% CDE	208 22% CDE	90 11%	124 14%	141 14%	372 49% ABCDE

Detailed tables

Hodges Partnership: Travel Frustration Index

4. Do you travel primarily for business or leisure?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
Business	807 15%	0 -	178 18% AE	160 20% AE	160 18% A	151 15% A	157 21% AE
Leisure	3093 57%	0 -	655 68% A	528 67% A	595 68% A	788 77% ABCDF	526 69% A
(NOT READ) Both equally	491 9%	0 -	128 13% AEF	94 12% AE	114 13% AE	82 8% A	73 10% A
(DK/NS)	1082 20%	1059 100% BCDEF	3 0	5 1%	11 1% F	4 0	1 0

Detailed tables

Hodges Partnership: Travel Frustration Index

frus. Frustration Scale

Detailed tables

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: Travelled within the past 3 months	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
0	108 2%	19 2%	20 2%	8 1%	13 1%	15 1%	32 4% ABCDE
1-10	149 3%	23 2%	19 2%	12 2%	16 2%	23 2%	55 7% ABCDE
11-20	224 4%	50 5% CE	36 4% C	15 2%	26 3%	28 3%	68 9% ABCDE
21-30	388 7%	67 6%	75 8%	43 6%	53 6%	72 7%	77 10% ACDE
31-40	608 11%	102 10%	113 12% C	65 8%	98 11%	114 11%	116 15% ABCDE
41-50	807 15%	153 14%	139 14%	118 15%	127 14%	133 13%	138 18% E
51-60	908 17%	191 18% F	170 18% F	145 18% F	140 16% F	175 17% F	87 12%
61-70	1003 18%	205 19% F	181 19% F	158 20% F	177 20% F	205 20% F	77 10%
71-80	767 14%	149 14% F	122 13% F	151 19% ABEF	134 15% F	152 15% F	58 8%
81-90	409 7%	78 7% F	77 8% F	57 7%	78 9% F	82 8% F	36 5%
91-100	102 2%	21 2%	13 1%	15 2%	16 2%	24 2%	12 2%
Summary							
Mean	53.2	53.9 F	53.3 F	57.5 ABEF	55.6 BF	55.1 F	42.6
Standard Deviation	22.0	21.6	21.5	19.6	21.1	21.3	23.9
Standard Error	0.3	0.7	0.7	0.7	0.7	0.5	0.8
Median	56.0	57.0	55.0	60.0	57.0	58.0	43.0

Hodges Partnership: Travel Frustration Index

frus. Frustration Scale (Air)

Detailed tables

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: Travelled within the past 3 months	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
0	264 5%	44 4%	53 5%	27 3%	47 5%	47 5%	46 6% C
1-10	470 9%	77 7%	64 7%	58 7%	84 10% B	96 9% B	91 12% ABC
11-20	612 11%	118 11%	104 11%	86 11%	100 11%	116 11%	89 12%
21-30	590 11%	103 10%	107 11%	86 11%	113 13% F	116 11%	66 9%
31-40	739 14%	149 14%	137 14%	109 14%	97 11%	134 13%	113 15% D
41-50	776 14%	161 15%	137 14%	110 14%	133 15%	138 13%	98 13%
51-60	816 15%	153 14%	148 15%	134 17% F	124 14%	161 16%	97 13%
61-70	645 12%	150 14% DEF	120 12%	104 13%	88 10%	110 11%	74 10%
71-80	355 6%	68 6%	62 6%	45 6%	60 7%	69 7%	49 7%
81-90	161 3%	30 3%	27 3%	22 3%	26 3%	24 2%	31 4%
91-100	46 1%	6 1%	6 1%	6 1%	8 1%	15 1%	5 1%
Summary							
Mean	40.4	41.5 F	40.8	41.9 F	39.3	40.2	38.4
Standard Deviation	23.4	23.0	23.0	22.5	23.9	23.9	24.3
Standard Error	0.3	0.7	0.7	0.8	0.8	0.7	0.8
Median	41.0	43.0	42.0	43.0	40.0	41.0	39.0

Hodges Partnership: Travel Frustration Index

frus. Frustration Scale (Car)

Detailed tables

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: Travelled within the past 3 months	6324	1027	1049	876	923	1622	827
Weighted	5473	1059	965	787	880	1025	757
0	184 3%	28 3%	32 3%	15 2%	24 3%	29 3%	55 7% ABCDE
1-10	252 5%	46 4% D	38 4%	25 3%	20 2%	27 3%	95 13% ABCDE
11-20	147 3%	22 2% D	16 2%	7 1%	7 1%	19 2%	76 10% ABCDE
21-30	345 6%	77 7% CE	74 8% CE	26 3%	53 6% C	44 4%	71 9% CDE
31-40	182 3%	36 3% E	41 4% CDE	14 2%	16 2%	18 2%	57 7% ABCDE
41-50	405 7%	81 8%	83 9% D	48 6%	51 6%	81 8%	59 8%
51-60	454 8%	97 9% D	83 9%	52 7%	52 6%	101 10% CD	69 9% D
61-70	710 13%	134 13% F	132 14% F	103 13% F	140 16% F	138 13% F	63 8%
71-80	1451 27%	289 27% F	236 24% F	265 34% ABF	257 29% BF	297 29% BF	107 14%
81-90	1045 19%	186 18% F	181 19% F	183 23% ABF	204 23% ABF	212 21% F	79 10%
91-100	298 5%	63 6% F	48 5%	48 6% F	55 6% F	59 6% F	25 3%
Summary							
Mean	61.6	61.8 F	61.0 F	68.1 ABEF	66.8 ABF	65.3 ABF	44.3
Standard Deviation	26.2	25.5	25.6	22.3	23.2	23.6	30.4
Standard Error	0.3	0.8	0.8	0.8	0.8	0.7	1.1
Median	72.0	72.0	70.0	75.0	74.0	72.0	44.0

Hodges Partnership: Travel Frustration Index

Region

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F

	Total	Wave					
		July '07	December '07	April '08	June '08	August '08	December '08
		A	B	C	D	E	F
Base: All respondents	13232	2020	2014	2005	2000	2886	2007
Weighted	12032	2000	2019	2000	2000	2006	2007
Northeast	2292 19%	378 19%	380 19%	378 19%	374 19%	375 19%	407 20%
Midwest	2697 22%	448 22%	449 22%	448 22%	446 22%	447 22%	459 23%
South	4377 36%	728 36%	740 37%	728 36%	730 37%	732 37%	719 36%
West	2666 22%	446 22%	450 22%	446 22%	450 22%	451 22%	422 21%

Detailed tables