Terminal Demographics

	Term. A	Term. B	Term. C	Term. D	Term. E	TOTAL
DFW Customer Satisfaction Study: Q1 FY22						
Sample Size	363	358	364	362	363	1810
GENDER						
Male	48%	47%	51%	48%	50%	49%
Female	52%	53%	49%	52%	50%	51%
AGE						
Average	41	42	40	41	41	41
PURPOSE OF TRAVEL						
Business	26%	23%	24%	22%	26%	24%
Non-Business	74%	77%	76%	78%	74%	76%
TOP NATIONALITIES						
United States	93%	89%	88%	81%	89%	88%
Mexico	1%	5%	4%	6%	2%	4%
Canada	1%	1%	2%	0%	2%	1%
Japan	1%	0%	1%	1%	0%	1%
TRAFFIC TYPE						
Domestic	94%	93%	93%	72%	95%	89%
International	6%	7%	7%	28%	5%	11%
PASSENGER TYPE						
Connecting	61%	61%	62%	62%	62%	62%
Originating	21%	21%	23%	21%	21%	21%
Destination	17%	17%	15%	17%	17%	17%
DWELL TIME*						
Average	128	148	144	138	133	138

* Over 12 hours considered outliers