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Interviewer: \_\_\_\_\_

Respondent's Phone Number:  
\_\_\_\_\_

Study #1478  
CWA - Cell Phones

Date: \_\_\_\_\_

March 2005

Respondent's Sex: Male ( ) Female ( )

Form:           A                           50%  
                  B                           50

**RECORD FROM SAMPLE:**

REGION:       Northeast               19%  
                  Midwest                       23  
                  South                               36  
                  West                                 22

1. State: \_\_\_\_ \_\_\_\_

Hello, I'm calling from MRC, a national public opinion firm. I want to emphasize that this is not an attempt to sell anything or solicit funds. We're conducting a nationwide survey and this phone number is on my list. May I please speak to:

**(IF THE TELEPHONE NUMBER ENDS IN AN EVEN NUMBER:)**

The youngest woman living at this household who is 18 years old or older and is home at this time.

**(IF THE TELEPHONE NUMBER END IN AN ODD NUMBER:)**

The youngest man living at this household who is 18 years old or older and is home at this time.

**(IF NO WOMAN IS THERE, INTERVIEW ANY MAN WHO IS 18 YEARS OLD OR OLDER.)**

**(IF NO MAN IS THERE, INTERVIEW ANY WOMAN WHO IS 18 YEARS OLD OR OLDER.)**

2. First, have you flown on a commercial airline in the last two years?

Yes	_____	100% <b>CONTINUE</b>
No	<u>  x  </u>	<b>ASK FOR ANY PERSON IN HOUSEHOLD WHO HAS FLOWN.</b>
Not sure	<u>  x  </u>	<b>COMMERCIALLY IN LAST TWO YEARS, IF NONE, TERMINATE.</b>

3. As you may know, the federal government currently does not allow cell phone use while an airplane is in flight, but is considering changing the rules to allow people to talk on cell phones during flights. Do you prefer to keep the in-flight cell phone ban in place or do you think the government should allow people to use cell phones during flights?

Keep ban	63%
Allow cell phones	23
Not sure/Refused	15

4. In your opinion, do you think cell phone use during a flight interferes with a plane's navigation and communications systems or not?

Yes, interfere	25%
No, does not	29
Not sure	46

**(ROTATE Q.5-6)**

5. What would be the best things about allowing the use of cell phones during flights? **(ACCEPT UP TO TWO RESPONSES)**

Emergencies	28%	Less govt. intrusion	1%
Scheduling	13	All other	2
Communication/Stay in touch	11	Nothing/Don't know/Refused	28
Call family/friends	9		
Conduct business	7		
Convenience	6		
Something to do/Boredom	3		
Cheaper than air phone	1		

6. What would be the worst things about allowing the use of cell phones during flights? **(ACCEPT UP TO TWO RESPONSES)**

Noise/Disruptive	68%
Interfere with plane systems	21
Help terrorists	2
All other	5
Nothing/Don't know/Refused	6

**(ROTATE Q.7-10 AND Q.11-18)**

Here are some reasons people have given as to why cell phone use should be allowed on flights. Please tell me whether each item makes you more supportive or less supportive of allowing cell phone use during flights or whether it wouldn't make any difference to you.

	<u>More Supportive</u>	<u>Less Supportive</u>	<u>No Difference</u>	<u>Not Sure</u>
<b>(READ FIRST)</b>				
7. In-flight cell phone use will allow flyers to communicate directly with people on the ground about schedule changes and arrival times	48%	18%	33%	1%
<b>(RANDOM START Q.8-10)</b>				
8. Passengers can already make phone calls during flights on air phones, so allowing cell phone use would just make these calls cheaper and more accessible for everyone	39	25	35	2
9. Allowing cell phone use will assist business travelers in conducting business during flights	29	46	24	1
10. It would be easier for emergency responders in the air and on the ground to communicate during emergencies	58	16	25	1

As we discussed, the federal government is considering allowing the use of cell phones during airplane flights. Here are some things that might happen if in-flight cell phone use is allowed. After hearing each, please tell me whether you think the government should keep the cell phone ban in place or allow people to use cell phones during flights.

	<u>Keep Ban</u>	<u>Allow Cell phones</u>	<u>No Difference (Vol.)</u>	<u>Not Sure</u>
<b>(READ FIRST)</b>				
11. In-flight cell phone use might make the already-tense, close quarters of an airplane even more stressful and could lead to increased incidences of passenger unruliness and air rage	78%	13%	6%	3%
<b>(RANDOM START Q.12-18)</b>				
12. <b>A.</b> Terrorists sitting in different locations throughout the plane could execute a hijacking plan more effectively using cell phones	78	11	8	2
13. <b>B.</b> Terrorists on the plane might use cell phones to coordinate attacks, such as a missile strike, with terrorists on the ground	82	8	7	3
14. Cell phone use might distract passengers from hearing life-saving instructions given by the flight crew in the event of an emergency	78	13	8	1
15. It is too soon for the federal government to lift the ban on in-flight cell phones because the Federal Aviation Administration is still studying whether cell phones interfere with a plane's navigational and communications systems	84	8	4	3
16. Cell phone conversations might make planes uncomfortable and be disruptive to passengers trying to read or nap	82	11	6	1
17. Cell phone use might interfere with flight attendants' ability to maintain order and provide other passenger services during flights	78	13	8	1
18. Pilots have reported numerous incidents of planes experiencing navigational and communications problems, possibly as a result of personal electronic devices being used in flight	87	6	3	4

19. Here are two statements describing different opinions on allowing in-flight cell phone use on airplanes. Please tell me which statement you agree with more, even if neither is exactly right. **(ROTATE STATEMENTS)**

Allowing in-flight cell phone use will lead to too much noise and disruption during flights. It will make airplanes more susceptible to potential terrorist attacks and will require the flight crew to focus more on maintaining order than providing passenger services. Also, in-flight cell phone use would distract flyers from listening to important safety announcements. 62%

**OR**

Allowing in-flight cell phone use will allow travelers to conduct business and stay in touch with family and friends when traveling. It will allow for easier communication between the air and the ground in emergencies. Passengers already have access to air phones on many flights and allowing in-flight cell phone use will just make this service available to more flyers. 35

**DON'T READ**

Not sure/Refused 2

20. Just as Amtrak has quiet train cars where cell phone use is not allowed, if in-flight cell phone use is approved, would you favor or oppose a similar requirement that cell phone users be seated in a separate section of the airplane, apart from non-cell phone users?

Favor	70%
Oppose	24
Not sure	5

21. If in-flight cell phone use is approved, would you favor or oppose a requirement that airplanes be fitted with systems to allow the flight crew to instantly disconnect all cell phone calls during safety and emergency announcements?

Favor	90%
Oppose	8
Not sure	2

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**FINALLY, I HAVE A FEW LAST QUESTIONS  
FOR COMPARISON PURPOSES ONLY.**

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22. What is your age? **(READ LIST IF NECESSARY)**

18-24	7%
25-34	13
35-49	26
50-64	33
65 and over	21
Refused	1

23. What is the last grade of school you completed? **(READ LIST IF NECESSARY)**

Some high school or less	5%
High school/Voc./Tech graduate	20
Some college/2-year grad.	24
4-year college graduate	31
Postgraduate work or degree	20
Refused	1

24. Which of the following best describes your work status? **(READ LIST)**

Work full-time	51% <b>ASK Q.25</b>
Work part-time	11 <b>ASK Q.25</b>
Retired	28 <b>SKIP TO Q.26</b>
Student	2 <b>SKIP TO Q.26</b>
Not currently working at a paying job	7 <b>SKIP TO Q.26</b>

**DON'T READ**

Not sure	1 <b>SKIP TO Q.26</b>
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25. What is your occupation? **(PROMPT:)** Would you please describe what the work involves? **(DO NOT READ LIST. RECORD ANSWER AND CIRCLE APPROPRIATE CATEGORY).**

**ANSWER:** \_\_\_\_\_

Professional	15%
Executive/Manager	5
White Collar	21
Sales/Proprietor	7
Clerical	-
Skilled Labor	6
Semi/Unskilled Labor	1
Service Worker	2
Homemaker	-
Other	3
DK/Refused	-
Not asked	38

26. **(ASK EVERYONE)** My last few questions deal with your recent air travel. Using your best estimate, how many times have you flown for business purposes in the past six months? **(NOTE: SINGLE LEG TRIPS AND ROUND TRIPS EACH COUNT AS ONE TRIP)**

0 trips	70%
1 trip	9
2+ trips	19
Not sure/Refused	3

**IF ZERO OR NOT SURE/REFUSED, ASK Q.27, IF >0, SKIP TO Q.28**

27. Have you flown for business purposes at least once in the past two years?

Yes	17%
No	55
Not sure	-
Not asked	28

28. And, using your best estimate, how many times have you flown for pleasure in the past six months? **(NOTE: SINGLE LEG TRIPS AND ROUND TRIPS EACH COUNT AS ONE TRIP)**

0 trips	30%
1 trip	32
2+ trips	36
Not sure/Refused	2

**IF ZERO OR NOT SURE/REFUSED, ASK Q.29, IF >0, SKIP TO THANK YOU**

29. Have you flown for pleasure at least once in the past two years?

Yes	28%
No	4
Not sure	-
Not asked	68

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**THANK YOU. YOU HAVE BEEN MOST HELPFUL.  
THIS INFORMATION IS TO BE RECORDED AFTER  
THE INTERVIEW HAS BEEN COMPLETED.**

30. Respondent's Sex:

Male	48%
Female	52