



PUBLIC AGENDA

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Rudeness and Disrespect – A Problem Among Travelers? A Feedback Poll

Dear IAMAW Member:

Thank you for participating in this feedback poll about courtesy and consideration in travel.

There are many issues of concern to people working in the transportation industry. Undoubtedly, the safety and security of both passengers and employees is at the top of the list. Research also suggests that rudeness and lack of respect – in the air, on the tracks and on the roads – is another area calling out for attention.

That's where you come in. Your answers – and those of hundreds of other airline, rail, bus and highway workers across the country – will be used to help the transportation industry, the media and the traveling public to better understand what's happening on the front lines. We'll also ask members of the traveling public about their views.

Please take a moment to fill out this short questionnaire and fax it right off to Public Agenda – it will take only a few minutes. Your responses are anonymous. We thank you for sharing your views with us. The results will be available in early 2004 on Public Agenda's Web site, www.publicagenda.org. This poll is a joint project of Public Agenda and The Pew Charitable Trusts.

Please fax this two-page poll (toll free) by NOVEMBER 15, 2003 to: PUBLIC AGENDA 1-866-306-3143

OR TAKE THE POLL ONLINE! Go to: www.publicagenda.org/specials/iamaw

Please think about your experiences over the past few years when answering these questions, and mark only one box for each question.

1. How serious a problem would you say that rude and disrespectful passengers are at your workplace?
 Very serious
 Somewhat serious
 Not too serious
 Not serious at all
 Not sure
2. Would you say that the problem is:
 Widespread and caused by many people
 Mostly limited to a few people
 It is not a problem
 Not sure
3. Compared with other causes of stress and tension at your job, would you put passenger rudeness and disrespect:
 Among the top causes of stress and tension
 In the middle
 At the bottom
 Not sure
4. How often are you treated with courtesy and respect by passengers?
 Often
 Sometimes
 Rarely
 Never
 Not sure
 Not applicable
5. How often do you see employees losing their patience and being rude or disrespectful to passengers?
 Often
 Sometimes
 Rarely
 Never
 Not sure
6. When this happens, is it typically because:
 Employees were provoked and treated badly by passengers
 Employees didn't have a good approach with passengers
 The circumstances forced people to behave that way
 Something else
 Not sure
 Not applicable
7. How often do you find yourself losing patience and being less polite to passengers than you would want to be?
 Often
 Sometimes
 Rarely
 Never
 Not sure
 Not applicable

- - Please proceed to Page 2 - -

8. Have you received special training through your workplace on techniques for dealing with rude or disrespectful passengers, or not?
 Yes No Not sure
↓
 9. How effective would you say this training has been?
 Very effective
 Somewhat effective
 Not too effective
 Not effective at all
 Not sure
 10. Have you personally observed a situation at work where rude or disrespectful behavior between passengers or between an employee and a passenger:
 Actually led to a physical confrontation
 Threatened to escalate into a physical confrontation
 Have not personally observed either of these
 Not sure

Please tell us if you think each of the following is a major cause of rude and disrespectful behavior at your workplace, a minor cause or not a cause at all. If you are not sure, please leave it blank.

**Major Minor Not
Cause Cause at all**

- 11. It is easier for passengers to be rude because they can hide behind anonymity – they’re just passing through
 - 12. Misunderstandings caused by language barriers or cultural differences
 - 13. People are often crowded or in long lines so they lose their cool
 - 14. Rude behavior is so common that people stop being nice and start acting like everyone else
 - 15. Stress due to lack of adequate staff and resources to handle the number of passengers
 - 16. Things are so hectic and people are so rushed that they forget to be polite
 - 17. Too many parents are failing to teach respect to their kids
 - 18. Values and morality are in decline in our society so people are less likely to be polite and respectful

19. Do you think something can be done at your workplace to help solve problems with rude and disrespectful passengers, or not?

Yes No Not sure

Please explain. Use an extra page if needed.

20. Is there a recent incident involving rudeness or disrespect at your workplace that you would like to share with us?

Yes No Not sure

Please explain. Use an extra page if needed.

21. In which mode of transportation do you work?

- Airlines
- Railroads/Trains
- Buses
- Highways
- Something else

Thank you!