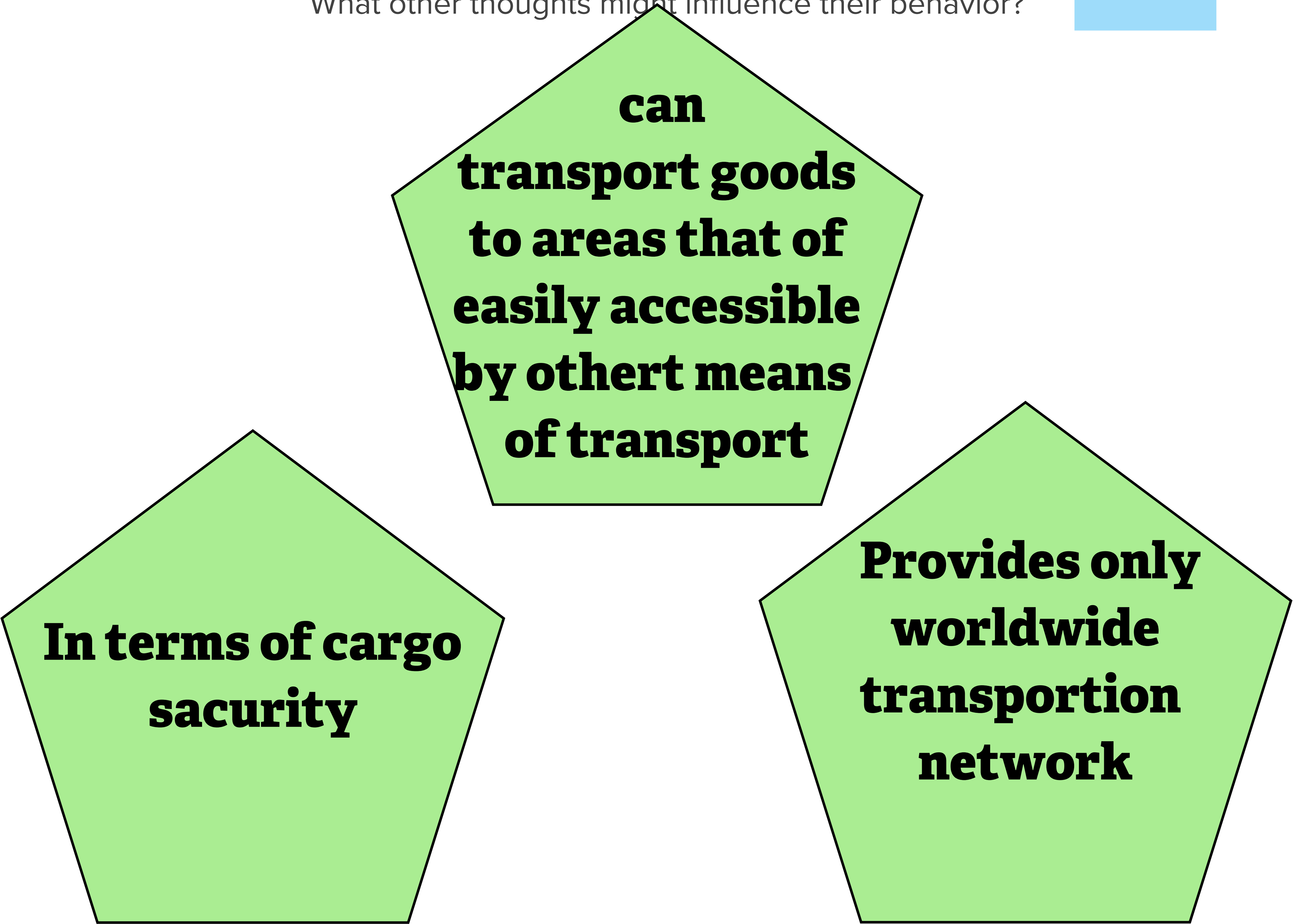
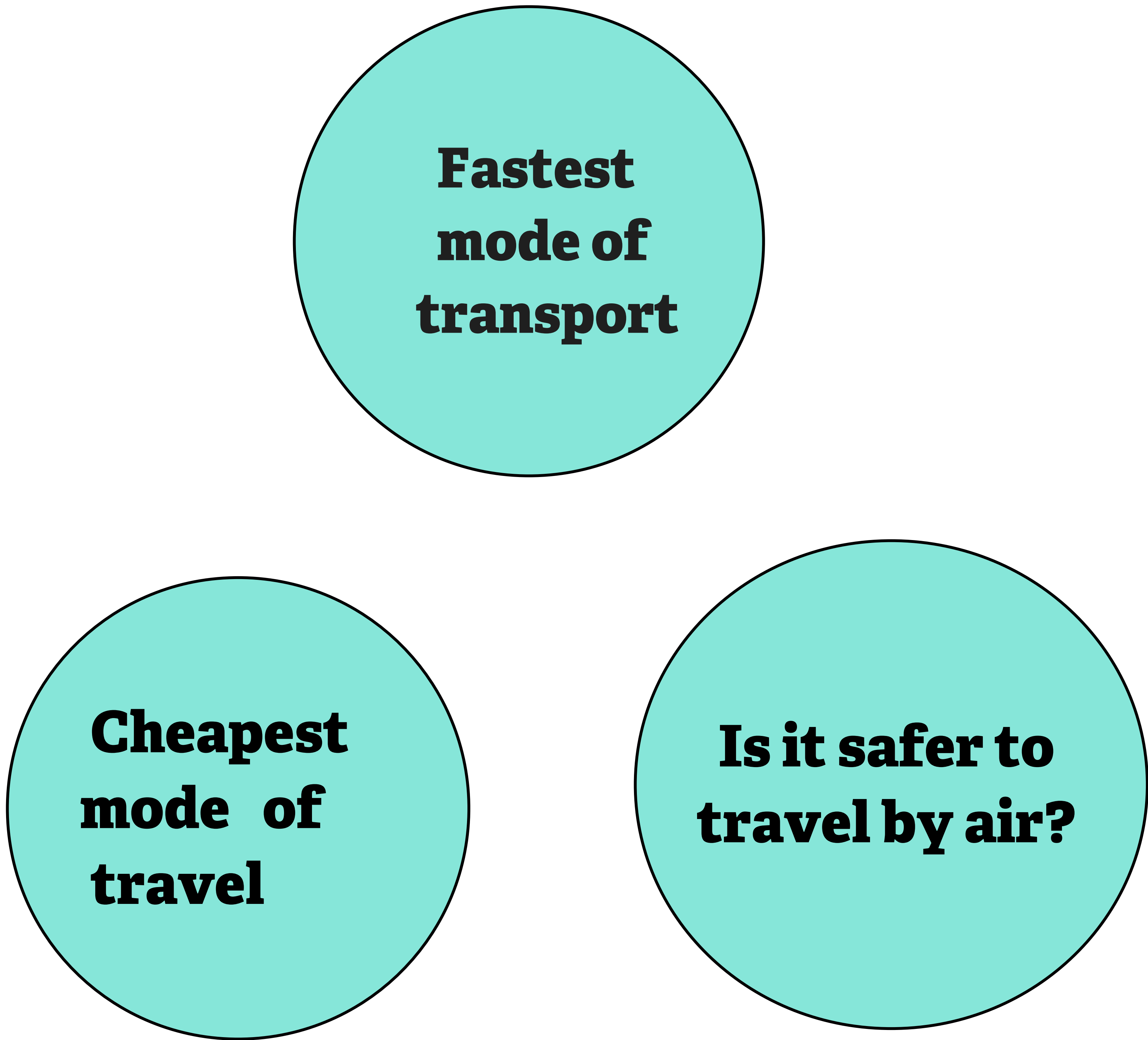




**Says**  
What have we heard them say?  
What can we imagine them saying?



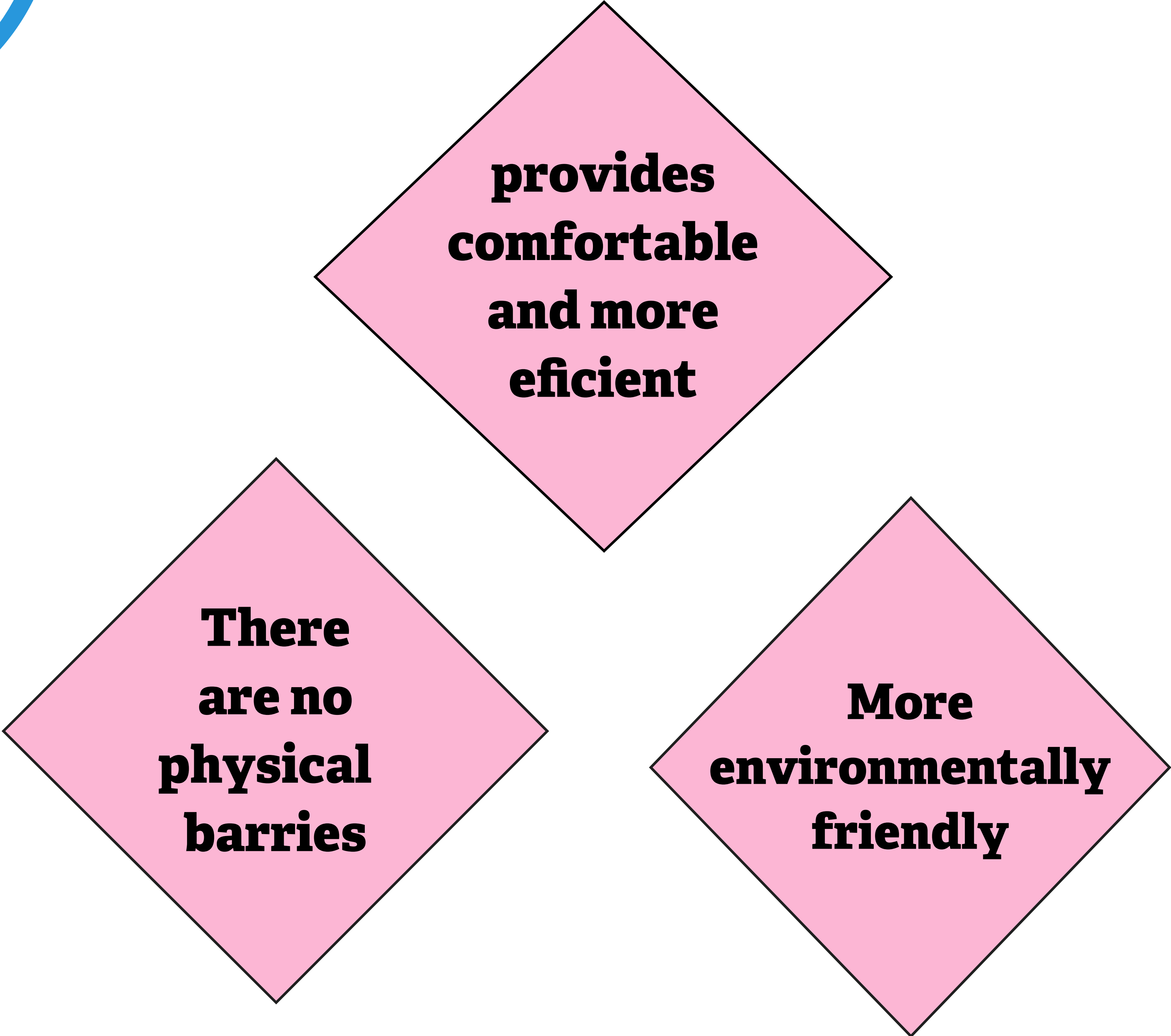
**Thinks**  
What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?



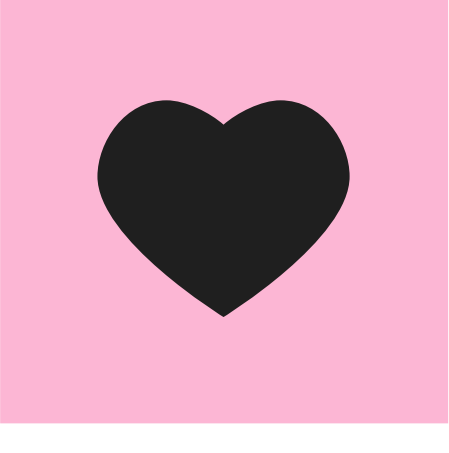
**Transport passengers, icargo and other goods between different locations, whether domestic or international**

**Air transportation allows people from different countries to cross international boundaries and travel other countries for personal, business, medical and tourism purpose**

**Facilities intergration into the global economy and provides vital connectivity on a national, regional, international scale**



**Does**  
What behavior have we observed?  
What can we imagine them doing?



**Feels**  
What are their fears, frustrations, and anxieties?  
What other feelings might influence their behavior?