

J.D. POWER



# 2018 North America Airport Satisfaction Study (NAASS)

*Global Travel and Hospitality*

## Introduction {FOR MOBILE OPTIMIZED}

Welcome! You have been randomly selected to participate in an important J.D. Power study regarding your recent travel experience.

Your responses are confidential.

Click [here](#) **INSERT LINK:** <http://jdpoweronline.com/privacy> for our privacy and cookie notice.

Please note: This survey is optimized so it can be taken on a device of any screen size. For ease of viewing on a mobile device, rotate your screen horizontally.

## NPS

NPS1. How likely are you to recommend **[AIRPORT]** to a friend, relative or colleague?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

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NPS2. What is the primary reason for your rating?

**[TEXT, FORCED]**

98 No Comment

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## SECTION 1 – RECENT FLIGHTS/AIRLINES FLOWN

You indicated you traveled through **[AIRPORT]** recently. Please answer the following questions based on this travel experience.

AF1. When were the flights taken from and to **[AIRPORT]** as best as you can recall?

**[DATE, DO NOT ALLOW RESPONSES EARLIER THAN 3 MONTHS PRIOR TO SURVEY DATE, ORDER=FIXED]**

**1** [Date MM/DD/YYYY] Departure flight from **[AIRPORT]**

**2** [Date MM/DD/YYYY] Arrival flight to **[AIRPORT]**

AF2. What was the purpose of this trip?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Leisure/Personal
- ☐ **2** Business
- ☐ **3** Both leisure/personal and business

AF3. Who traveled with you? Mark all that apply.

**[MULTIPLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Traveled alone **[EXCLUSIVE]**
- ☐ **2** Adult family member(s) 13 and over
- ☐ **3** One or more children 12 years old and under
- ☐ **4** Friend(s)
- ☐ **5** Business colleague(s)

AF4. Which airline did you fly on your recent flight departing from **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Air Canada (AC)
- ☐ **2** Alaska Airlines/Horizon Air (QX)
- ☐ **3** Allegiant Air (G4)
- ☐ **4** American Airlines/American Eagle (AA)
- ☐ **5** Delta Air Lines (DL)
- ☐ **6** Frontier Airlines (F9)
- ☐ **7** Hawaiian Airlines (HA)
- ☐ **8** JetBlue Airways (B6)
- ☐ **9** Southwest Airlines (WN)
- ☐ **10** Spirit Airlines (NK)
- ☐ **11** United Airlines (UA)
- ☐ **13** Virgin America (VX)
- ☐ **14** WestJet (WS)
- ☐ **96** Other US Airlines **[SPECIFY, MAX CHARACTERS 30]**
- ☐ **97** Other International Airlines **[SPECIFY, MAX CHARACTERS 30]**
- ☐ **99** Don't know

AF5. What time of day (local time) did you depart from [AIRPORT]?

**[FORCED, SINGLE RESPONSE, DROP DOWN BOX RANGE 1-12 AM/PM ONE HOUR INTERVALS]**

**[DROP DOWN CLOCK]** Flight departure time

95 Don't know **[EXCLUSIVE]**

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AF7. Which frequent flyer program(s) are you a member of? Mark all that apply.

**[MULTIPLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Air Canada Aeroplan
  - ☐ **2** Alaska Airlines/Horizon Air Mileage Plan
  - ☐ **3** American Airlines/American Eagle AAdvantage
  - ☐ **4** Delta Air Lines SkyMiles
  - ☐ **5** Frontier Airlines EarlyReturns
  - ☐ **6** HawaiianMiles
  - ☐ **7** JetBlue Airways TrueBlue
  - ☐ **8** Southwest Airlines Rapid Rewards
  - ☐ **9** Spirit Airlines Free Spirit
  - ☐ **10** United Airlines MileagePlus
  - ☐ **12** Virgin America Elevate
  - ☐ **13** WestJet Rewards
  - ☐ **97** Other **[SPECIFY, MAX CHARACTERS 30]**
  - ☐ **0** None **[EXCLUSIVE]**
  - ☐ **99** Don't know **[EXCLUSIVE]**
- 

**[IF AF4=1 AND AF7=1]**

AF7\_A. Which level of frequent flyer/rewards membership do you hold with Air Canada?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Aeroplan (general membership, no status earned)
  - ☐ **2** Altitude Prestige 25K
  - ☐ **3** Altitude Elite 35K
  - ☐ **4** Altitude Elite 50K
  - ☐ **5** Altitude Elite 75K
  - ☐ **6** Altitude Super Elite 100K
  - ☐ **99** Don't know
- 

**[IF AF4=4 AND AF7=3]**

AF7\_B. Which level of frequent flyer/rewards membership do you hold with American Airlines/American Eagle?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** AAdvantage (general membership, no status earned)
- ☐ **2** AAdvantage Gold
- ☐ **3** AAdvantage Platinum
- ☐ **5** AAdvantage Platinum Pro
- ☐ **4** AAdvantage Executive Platinum
- ☐ **99** Don't know

**[IF AF4=5 AND AF7=4]**

AF7\_C. Which level of frequent flyer/rewards membership do you hold with Delta Air Lines?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Skymiles (general membership, no status earned)
  - ☐ **2** Skymiles Silver Medallion
  - ☐ **3** Skymiles Gold Medallion
  - ☐ **4** Skymiles Platinum Medallion
  - ☐ **5** Skymiles Diamond Medallion
  - ☐ **99** Don't know
- 

**[IF AF4=2 AND AF7=2]**

AF7\_E. Which level of frequent flyer/rewards membership do you hold with Alaska Airlines?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Mileage Plan (general membership, no status earned)
  - ☐ **2** Mileage Plan MVP 20K
  - ☐ **3** Mileage Plan MVP Gold 40K
  - ☐ **4** Mileage Plan MVP Gold 75K
  - ☐ **99** Don't know
- 

**[IF AF4=11 AND AF7=10]**

AF7\_F. Which level of frequent flyer/rewards membership do you hold with United Airlines?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** MileagePlus (general membership, no status earned)
  - ☐ **2** MileagePlus Premier Silver
  - ☐ **3** MileagePlus Premier Gold
  - ☐ **4** MileagePlus Premier Platinum
  - ☐ **5** MileagePlus Premier 1K
  - ☐ **99** Don't know
- 

**[IF AF4=6 AND AF7=5]**

AF7\_G. Which level of frequent flyer/rewards membership do you hold with Frontier Airlines?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Early Returns Base (general membership, no status earned)
  - ☐ **4** EarlyReturns Frontier Elite
  - ☐ **99** Don't know
- 

**[IF AF4=8 AND AF7=7]**

AF7\_H. Which level of frequent flyer/rewards membership do you hold with JetBlue Airways?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** TrueBlue (general membership, no status earned)
  - ☐ **2** TrueBlue Mosaic
  - ☐ **99** Don't know
- 

**[IF AF4=9 AND AF7=8]**

AF7\_I. Which level of frequent flyer/rewards membership do you hold with Southwest Airlines?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Rapid Rewards (general membership, no status earned)
  - ☐ **2** Rapid Rewards A-List
  - ☐ **3** Rapid Rewards A-List Preferred
  - ☐ **4** Rapid Rewards Companion Pass
  - ☐ **99** Don't know
- 

**[IF AF4=7 AND AF7=6]**

AF7\_J. Which level of frequent flyer/rewards membership do you hold with Hawaiian Airlines?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Hawaiian Miles (general membership, no status earned)
  - ☐ **2** Hawaiian Miles Pualani Gold
  - ☐ **3** Hawaiian Miles Pualani Platinum
  - ☐ **99** Don't know
- 

**[IF AF4=10 AND AF7=9]**

AF7\_K. Which level of frequent flyer/rewards membership do you hold with Spirit Airlines?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Free Spirit Somebody (general membership, no status earned)
  - ☐ **2** Free Spirit Elite
  - ☐ **3** Free Spirit VIP
  - ☐ **99** Don't know
- 

**[IF AF4=13 AND AF7=12]**

AF7\_L. Which level of frequent flyer/rewards membership do you hold with Virgin America?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Elevate (general membership, no status earned)
  - ☐ **2** Elevate Silver
  - ☐ **3** Elevate Gold
  - ☐ **99** Don't know
- 

**[IF AF4=13 AND AF7=12]**

AF7\_M. Which level of frequent flyer/rewards membership do you hold with Virgin America?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** WestJet Rewards (general membership, no status earned)  
☐ **2** WestJet Teal  
☐ **3** WestJet Silver  
☐ **4** WestJet Gold  
☐ **99** Don't know

## SECTION 2 – IMAGE

I1. The images and reputations of airports differ widely and we are interested in understanding what you think about various airports. In the following section, you will be given a list of characteristics that can be used to describe different companies. Please click the button closest to the word or phrase that best describes that airport.

**[SINGLE RESPONSE, FORCED, ALL ATTRIBUTES ROTATED EXCEPT BAD REPUTATION/GOOD REPUTATION ANCHORED AT THE BOTTOM OF THE GRID]**

I1_1.	Environmentally Careless					Environmentally Responsible		Don't know
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>99</b>
[AIRPORT]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
[AIRPORT 2]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>99</b>
I1_2.	Inconsistent					Reliable		Don't know
[AIRPORT]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
[AIRPORT 2]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>99</b>
I1_3.	Conventional					Innovative		Don't know
[AIRPORT]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
[AIRPORT 2]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>99</b>
I1_4.	Old-fashioned					Modern		Don't know
[AIRPORT]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
[AIRPORT 2]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>99</b>
I1_5.	Boring					Exciting		Don't know
[AIRPORT]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
[AIRPORT 2]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>99</b>
I1_6.	Cramped					Spacious		Don't know
[AIRPORT]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
[AIRPORT 2]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## SECTION 3 – AIRPORT ACCESSIBILITY

We would like to ask you some questions about your experience at [AIRPORT].

AA1. How many times did you depart from [AIRPORT] in the past 12 months?

**[NUMERIC, FORCED, RANGE 1-50]**

**[NUMERIC BOX]** Time(s) departed from [AIRPORT]

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Thinking about your most recent trip at [AIRPORT], please tell us about your experience getting to the airport.

AA2. How did you travel to [AIRPORT] during your most recent trip?

**[SINGLE RESPONSE, FORCED, ORDER=ROTATED]**

- ☐ **1** Drove my car
- ☐ **2** Someone else drove me (e.g., family member, friend, business colleague, etc.)
- ☐ **3** Rental car
- ☐ **4** Taxi or limousine
- ☐ **5** Ride share (e.g., Uber, Lyft, Sidecar, etc.)
- ☐ **6** Shared passenger van service
- ☐ **7** Hotel shuttle
- ☐ **8** Public transportation (e.g., train, light rail, public bus, etc.)
- ☐ **97** Other **[SPECIFY, FIXED, MAX CHARACTERS 30]**

AA3. What time did you leave for the airport?

**[FORCED, SINGLE RESPONSE, DROP DOWN BOX RANGE 1-12 AM/PM ONE HOUR INTERVALS]**

**[DROP DOWN CLOCK]**

AA4. Approximately how many miles away from the airport did you start?

**[NUMERIC, FORCED, RANGE = 0-300]**

**[NUMERIC BOX]** Mile(s) from the airport

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AA4B. Did you notice any construction occurring at the airport in the areas outside (e.g., roads, walkways, parking structures, etc.)?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Yes, and it delayed my access into/away from the airport
  - ☐ **2** Yes, but it did not delay my access into/away from the airport
  - ☐ **0** No
- 

**[ASK QUESTIONS AA7 TO AA12 ONLY IF AA2=1 OR 2 OR 3 OR 4 OR 5 OR 6 OR 7]**

**[SKIP AA7 IF AA2=97]**

AA7. Would you say the traffic congestion getting to the airport complex was...?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Very heavy
- ☐ **2** Somewhat heavy
- ☐ **3** Moderate
- ☐ **4** Light
- ☐ **5** Very light
- ☐ **99** Don't know



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**[SKIP AA9 IF AA2=8]**

AA9. Is there public transportation service (e.g., train, light rail, bus, etc.) to **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Yes
- ☐ **0** No
- ☐ **99** Don't know

**[IF AA9=0 OR 99 SKIP TO AA12]**

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AA10. How often do you use the public transportation service to **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **0** Never
  - ☐ **1** Infrequently
  - ☐ **2** Sometimes
  - ☐ **3** Often
  - ☐ **4** All the time
  - ☐ **99** Don't know
- 

**[IF AA10=0 OR 1]**

AA11. Why do you not use the public transportation service to **[AIRPORT]**?

**[TEXT, FORCED, MAX CHARACTERS 3000]**

**[TEXT BOX]**

**98** No comment **[EXCLUSIVE]**

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**[ASK ONLY IF AA9=0 OR 99]**

AA12. How likely would you be to use public transportation service if provided?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Definitely will not
  - ☐ **2** Probably will not
  - ☐ **3** Probably will
  - ☐ **4** Definitely will
  - ☐ **99** Don't know
- 

**[ASK QUESTIONS AA13 TO AA20 ONLY IF AA2=1]**

AA13. Where did you park at **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Terminal garage parking
- ☐ **2** Surface parking lot
- ☐ **3** Valet parking
- ☐ **4** Reserved parking (gold or elite program)

- ☐ **5** Remote long term airport parking  
☐ **6** Offsite remote parking service  
☐ **97** Other *[SPECIFY, MAX CHARACTERS 100]*

AA15. Once you parked the car, how long did it take to travel to your airport terminal? Please enter "0" if you did not wait.  
*[NUMERIC, FORCED, RANGE=0-90]*

*[NUMERIC BOX]* Minute(s)

AA16. How did you pay your parking fees?  
*[SINGLE RESPONSE, FORCED, ORDER=FIXED]*

- ☐ **1** Booth with a person  
☐ **2** Automated paying system  
☐ **3** Prepaid online  
☐ **97** Other *[SPECIFY, MAX CHARACTERS 100]*

AA18. How much did you pay daily for the parking?  
*[NUMERIC, FORCED, 0-500]*

*[NUMERIC BOX]* [Drop Box: 1 U.S. Dollars 2 Canadian Dollars]  
**99** Don't know *[EXCLUSIVE]*

AA19. Compared to what you expected, were the parking fees you paid?  
*[SINGLE RESPONSE, FORCED, ORDER=FIXED]*

- ☐ **1** More expensive  
☐ **2** About what was expected  
☐ **3** Less expensive

AA20. Using a 10-point scale, how would you rate your **parking experience** at *[AIRPORT]*?  
*[SINGLE RESPONSE, FORCED]*  
*[ROW, ORDER=RANDOMIZE]*

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
A. Ease of entrance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Availability of parking spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Safety and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Variety of parking options (e.g., garage, surface lot, valet, reserved parking, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Cleanliness of the parking facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Clarity of signs/directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. Convenience to terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I. Reasonableness of the price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<b>H. Overall parking experience</b> <b>[FIXED, VALID RESPONSES=1-10]</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
------------------------------------------------------------------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	--

**[ASK ONLY IF AA2=2 OR 4 OR 5 OR 6 OR 7]**

AA21. Once arrived at the passenger loading/unloading area, was it easy to find a curb space?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Yes  
☐ **0** No  
☐ **99** Don't know

**[ASK ONLY IF AA2=4 OR 5 OR 6]**

AA22. How easy was it for you to find the transportation service to **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Very difficult  
☐ **2** Somewhat difficult  
☐ **3** Somewhat easy  
☐ **4** Very easy

AA23. How much did you pay for the transportation service to **[AIRPORT]**?

**[NUMERIC, FORCED, RANGE 0-500]**

**[NUMERIC BOX]** [Drop Box: 1 U.S. Dollars 2 Canadian Dollars]

**99** Don't know **[EXCLUSIVE]**

**[ASK ONLY IF AA2=2 OR 4 OR 5 OR 6 OR 7]**

AA24. Using a 10-point scale, how would you rate your **drop off experience** at **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED]**

**[ROW, ORDER=RANDOMIZE]**

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
A. Ease of dropping off	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Safety and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Clarity of signs/directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Convenience to terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>E. Overall drop off experience</b> <b>[FIXED, VALID RESPONSES=1-10]</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

**[ASK ONLY IF AA2=3]**

AA25. Was the signage to locate the rental car facility clear?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Yes
- ☐ **0** No
- ☐ **99** Don't know

AA26. Did you use a shuttle bus/van to travel between the airport and the rental car facility?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Yes
- ☐ **0** No

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**[ASK ONLY IF AA26=1]**

AA27. Who operated the shuttle bus/van?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Rental car company (e.g., Hertz shuttle, Avis shuttle, etc.)
- ☐ **2** Airport provided service
- ☐ **99** Don't know

AA27\_1. Once you returned the car, how long did you wait for the shuttle bus/van to take you to **[AIRPORT]**? Please enter "0" if you did not wait.

**[NUMERIC, FORCED, RANGE 0-120 MINUTES]**

**[NUMERIC BOX]** Minute(s)

**999** Don't know **[EXCLUSIVE]**

AA28. Once you boarded the shuttle bus/van, how long did it take to travel to your airport terminal?

**[NUMERIC, FORCED, RANGE 0-90 MINUTES]**

**[NUMERIC BOX]** Minute(s)

☐ **999** Don't know **[EXCLUSIVE]**

---

**[ASK ONLY IF AA2=3]**

AA29. How much did you pay daily for your rental car?

**[NUMERIC, FORCED, RANGE 0-500]**

**[NUMERIC BOX]** [Drop Box: 1 U.S. Dollars 2 Canadian Dollars]

☐ **99** Don't know **[EXCLUSIVE]**

---

**[ASK ONLY IF AA2=3]**

AA30. Using a 10-point scale, how would you rate your rental car experience at **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED]**

**[ROW, ORDER=RANDOMIZE]**

	Unacceptable		Average					Outstanding			
	1	2	3	4	5	6	7	8	9	10	99 N/A
A. Ease of entrance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Safety and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Cleanliness of the rental car facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Clarity of signs/directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Convenience to terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Overall rental car facility experience <b>[FIXED, VALID RESPONSES=1-10]</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

**[ASK ONLY IF AA2=8]**

AA31. How often do you use the public transportation service to **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Infrequently  
☐ **2** Sometimes  
☐ **3** Often  
☐ **4** All the time  
☐ **99** Don't know

AA33. How much did you pay for the public transportation service to **[AIRPORT]**?

**[NUMERIC, FORCED, RANGE 0-500]**

**[NUMERIC BOX]** [Drop Box: 1 U.S. Dollars 2 Canadian Dollars]

- ☐ **99** Don't know **[EXCLUSIVE]**

**[ASK ONLY IF AA2=8]**

AA34. Using a 10-point scale, how would you rate your **public transportation experience** to **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED]**

**[ROW, ORDER=RANDOMIZE]**

	Unacceptable		Average					Outstanding			
	1	2	3	4	5	6	7	8	9	10	99 N/A
A. Frequency of public transportation service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Safety and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Cleanliness of the public transportation facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D. Clarity of signs/directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Convenience to terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>F. Overall public transportation experience [FIXED, VALID RESPONSES=1-10]</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**[ASK ALL RESPONDENTS]**

Thinking about your most recent trip to [AIRPORT], please tell us about your experience leaving the airport.

AA35. How did you leave [AIRPORT] during your most recent trip?

**[SINGLE RESPONSE, FORCED, ORDER=ROTATED]**

- ☐ **1** Drove my car
- ☐ **2** Someone else drove me (e.g., family member, friend, business colleague, etc.)
- ☐ **3** Rental car
- ☐ **4** Taxi or limousine
- ☐ **5** Ride share (e.g., Uber, Lyft, Sidecar, etc.)
- ☐ **6** Shared passenger van service
- ☐ **7** Hotel shuttle
- ☐ **8** Public transportation (e.g., train, light rail, public bus, etc.)
- ☐ **97** Other **[SPECIFY, MAX CHARACTERS 100]**

AA36. What time did you leave the airport?

**[FORCED, SINGLE RESPONSE, DROP DOWN BOX RANGE 1-12 AM/PM ONE HOUR INTERVALS]**

**[DROP DOWN CLOCK]** Time left for the airport

- ☐ **99** Don't know **[EXCLUSIVE]**

AA37. Approximately how many miles away from the airport did you travel?

**[NUMERIC, FORCED, RANGE = 0-300]**

**[NUMERIC BOX]** Mile(s) from the airport

- ☐ **999** Don't know **[EXCLUSIVE]**

AA38. How long did it take to travel from the airport complex to your destination?

**[NUMERIC, FORCED, RANGE = 0-300]**

**[NUMERIC BOX]** Minute(s)

- ☐ **999** Don't know **[EXCLUSIVE]**

AA39. Would you say the traffic congestion leaving the airport complex was...?

**[SINGLE RESPONSE, FORCED, ORDER = FIXED]**

- ☐ **1** Very heavy
- ☐ **2** Somewhat heavy
- ☐ **3** Moderate
- ☐ **4** Light
- ☐ **5** Very light
- ☐ **99** Don't know

AA40. What is your preferred transportation mode to and from [AIRPORT]?

[SINGLE RESPONSE, FORCED, ORDER=ROTATED]

- ☐ 1 Public (e.g., train, light rail, public bus, etc.)
- ☐ 2 Private (e.g., taxi, limousine, Uber, shared van/shuttle, etc.)
- ☐ 3 Drive my car
- ☐ 4 Rental car
- ☐ 97 Other [SPECIFY, MAX CHARACTERS 100]

AA41. Using a 10-point scale, how would you rate your airport accessibility experience at [AIRPORT]?

[SINGLE RESPONSE, FORCED]

[ROW, ORDER=RANDOMIZE]

	Unacceptable		Average					Outstanding			
	1	2	3	4	5	6	7	8	9	10	99 N/A
A. Clarity of signs/directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Convenience of transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Attractiveness of airport grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Ease of arriving at the terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Ease of leaving terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Traffic flow on airport grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. Overall airport accessibility experience [FIXED, VALID RESPONSES=1-10]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

## SECTION 4 – CHECK-IN/BAGGAGE CHECK PROCESS

CC1. Where did you check in for your flight at [AIRPORT]?

[SINGLE RESPONSE, FORCED, ORDER = ROTATED]

- ☐ 1 Curbside
- ☐ 2 Self check-in kiosk
- ☐ 3 Main counter
- ☐ 4 Online (Internet) before arriving at the airport

CC2. How many bags did you check in?

[NUMERIC, FORCED, RANGE = 0-20]

[NUMERIC BOX] Bag(s)

CC3. Were you able to easily find luggage trolleys when you entered the airport terminal?

[SINGLE RESPONSE, FORCED]

- ☐ 1 Yes

- ☐ **0** No  
☐ **99** Don't know

**[ASK IF CC2=1 TO 20]**

CC4. Where did you check your baggage?

**[SINGLE RESPONSE, FORCED, ORDER = ROTATE]**

- ☐ **1** Curbside  
☐ **2** Main counter

CC5. Who do you think is primarily responsible for handling your checked luggage when traveling by air?

**[SINGLE RESPONSE, FORCED, ORDER=ROTATE]**

- ☐ **1** Airline  
☐ **2** Airport  
☐ **3** Both, equally **[FIXED]**

**[SKIP TO CC7 IF CC1=4 AND CC2=0]**

CC6. How long did it take you to obtain your boarding pass and/or check your baggage?

**[NUMERIC, FORCED, RANGE = 0-180]**

**[NUMERIC BOX]** Minute(s)

CC7. Using a 10-point scale, how would you rate your **check-in/baggage check experience** at **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED]**

**[ROW, ORDER=RANDOMIZE]**

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
A. Ease of finding check-in/baggage check location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Traffic flow at check-in/baggage check area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Cleanliness of the check-in/baggage check area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>D. Overall check-in/baggage check experience [FIXED, VALID RESPONSES=1-10]</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

## SECTION 5 – SECURITY CHECK

SC1. Which type of security line did you go through at **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED, ORDER = FIXED]**

- ☐ **1** TSA Pre-Check **[US AIRPORT ONLY]**



- ☐ **2** Frequent flier line  
☐ **3** Standard security line  
☐ **97** Other *[SPECIFY, MAX CHARACTERS 100]*

SC2. How many security line(s) were available and open at the security area you checked through?  
*[NUMERIC, FORCED, RANGE = 1-100]*

*[NUMERIC BOX]* Line(s) available

*[NUMERIC BOX]* Line(s) open *[MUST BE LESS OR EQUAL TO LINE(S) AVAILABLE]*

SC3. Was there a sign to inform you of the security wait times at *[AIRPORT]*?  
*[SINGLE RESPONSE, FORCED]*

- ☐ **1** Yes  
☐ **0** No  
☐ **99** Don't know

SC4. Were you singled out for special TSA screening?  
*[SINGLE RESPONSE, FORCED, US AIRPORTS ONLY]*

- ☐ **1** Yes  
☐ **0** No  
☐ **99** Don't know

SC5. How long did it take you to get through the security check?  
*[NUMERIC, FORCED, RANGE = 0-180]*

*[NUMERIC BOX]* Minute(s)

SC6. Using a 10-point scale, how would you rate your **security check experience** at *[AIRPORT]*?  
*[SINGLE RESPONSE, FORCED]*  
*[ROW, ORDER=RANDOMIZE]*

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
A. Amount of time required for security check	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Professionalism of security staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Ability of security process to make you feel safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>D. Overall security check experience</b> <i>[FIXED, VALID RESPONSES=1-10]</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

## SECTION 6 – FOOD, BEVERAGE, & RETAIL

TS1. How much time did you have between when you cleared security until you had to board the plane at *[AIRPORT]*?  
*[NUMERIC, FORCED, RANGE = 0-360]*

*[NUMERIC BOX]* Minute(s)

- ☐ **999** Don't know *[EXCLUSIVE]*

---

**SECTION 6A – FOOD & BEVERAGE**

FB1. Did you purchase any food and/or beverages at [AIRPORT]?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Yes  
☐ **0** No

**[IF FB1=0 SKIP TO FB15]**

FB1a. Did you purchase the food and/or beverages before or after security?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Before security  
☐ **2** After security  
☐ **3** Both before and after security

FB2. Where did you purchase food and/or beverage at [AIRPORT]? Mark all that apply.

**[MULTI RESPONSE, FORCED, ORDER = FIXED]**

- ☐ **1** Restaurant/Bar  
☐ **2** Fast food chain  
☐ **3** Convenience store  
☐ **4** Stand-alone kiosk  
☐ **5** Vending machine  
☐ **97** Other **[SPECIFY, MAX CHARACTERS 100]**

---

**[ASK IF FB2=1]**

We would like to ask you some questions about your experience at the restaurant/bar.

FB5. Were there healthy food &amp; beverage offerings on the menu?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Yes  
☐ **0** No  
☐ **99** Don't know

FB6. How important are healthy food &amp; beverage options to you?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Not at all important  
☐ **2** Not very important  
☐ **3** Somewhat important  
☐ **4** Very important

FB8. Approximately how much did you spend at the restaurant/bar **per person** while in the airport?**[NUMERIC, FORCED, RANGE 0-500]****[NUMERIC BOX]** [Drop Box: 1 U.S. Dollars 2 Canadian Dollars]

- ☐ **99** Don't know **[EXCLUSIVE]**
-

[ASK IF FB2=1]

FB9. Using a 10-point scale, how would you rate your **restaurant experience** at [AIRPORT]?

[SINGLE RESPONSE, FORCED]

[ROW, ORDER=RANDOMIZE]

	Unacceptable		Average					Outstanding			
	1	2	3	4	5	6	7	8	9	10	99 N/A
A. Variety of menu choices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Quality/Taste of food and beverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Ambiance (atmosphere)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Courtesy of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Timeliness of your order	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Cleanliness of area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. Reasonableness of the price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
H. Overall restaurant experience [FIXED, VALID RESPONSES=1-10]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

[ASK IF FB2= 2, 3, 4, 5, 97]

[SKIP IF FB2=1]

FB11. Were local restaurant or food choices (i.e., non-chain restaurants) available at [AIRPORT]?

[SINGLE RESPONSE, FORCED]

- ☐ 1 Yes  
☐ 0 No  
☐ 99 Don't know

FB12. Did you find the food and/or beverage that you wanted at [AIRPORT]?

[SINGLE RESPONSE, FORCED]

- ☐ 1 Yes  
☐ 0 No  
☐ 99 Don't know

[ASK IF FB12=0]

[ASK IF FB2= 2, 3, 4, 5, 97]

FB12\_1. What food and/or beverage did you want to purchase at [AIRPORT]?

[TEXT, FORCED, MAX CHARACTERS 3000]

[TEXT BOX]

- ☐ 98 No comment [EXCLUSIVE]

[ASK IF FB2= 2, 3, 4, 5, 97]

FB13. Approximately how much did you spend on these food and/or beverages **per person** while in the airport? **[NUMERIC, FORCED, RANGE 0-500]**

**[NUMERIC BOX]** [Drop Box: 1 U.S. Dollars 2 Canadian Dollars]  
☐ **99** Don't know **[EXCLUSIVE]**

**[ASK IF FB1=1]**

**[ASK IF FB2= 2, 3, 4, 5, 97]**  
**[SKIP IF FB2=1]**

FB14. Using a 10-point scale, how would you rate your **food & beverage experience** at **[AIRPORT]**?  
**[SINGLE RESPONSE, FORCED]**  
**[ROW, ORDER=RANDOMIZE]**

	Unacceptable		Average					Outstanding			
	1	2	3	4	5	6	7	8	9	10	99 N/A
A. Quality of food and beverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Variety of food and beverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Reasonableness of the price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Speed of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Availability of nearby seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>F. Overall food &amp; beverage experience [FIXED, VALID RESPONSES=1-10]</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

**[ASK IF FB1=0]**

FB15. Why didn't you purchase any food or beverage at the airport? Mark all that apply.  
**[MULTIPLE RESPONSE, FORCED, ORDER=ROTATE]**

- ☐ **1** Not hungry
- ☐ **2** Brought my own food
- ☐ **3** Didn't like the choices
- ☐ **4** Too expensive
- ☐ **5** No time
- ☐ **97** Other **[SPECIFY, FIXED, MAX CHARACTERS 100]**

## SECTION 6B – RETAIL SERVICES

RS1. Which merchandise/services did you purchase while you were at **[AIRPORT]**? Mark all that apply.  
**[MULTI RESPONSE, FORCED, ORDER = ROTATED]**

- ☐ **1** Books/Magazines
- ☐ **2** Clothing
- ☐ **3** Sunglasses

- ☐ **4** Electronics  
☐ **5** Toiletries  
☐ **96** Other merchandise *[SPECIFY, FIXED, MAX CHARACTERS 100]*  
☐ **97** Other services *[SPECIFY, FIXED, MAX CHARACTERS 100]*  
☐ **0** Didn't purchase any merchandise/services *[FIXED, EXCLUSIVE]*  
*[IF RS1=0 THEN SKIP TO RS6]*

RS2. Did you shop at retail stores before or after security? *[SINGLE RESPONSE, FORCED, ORDER=FIXED]*

- ☐ **1** Before security  
☐ **2** After security  
☐ **3** Both before and after security

RS3. At which retail stores did you shop?

*[TEXT, ONLY ONE FORCED, MAX CHARACTERS 30 EACH]*

*[TEXT BOX]* Retail Store 1

*[TEXT BOX]* Retail Store 2

*[TEXT BOX]* Retail Store 3

- ☐ **98** No comment *[EXCLUSIVE]*

RS4. Approximately how much did you spend on merchandise/services per person while in the airport? *[NUMERIC, FORCED, RANGE 0-500]*

*[NUMERIC BOX]* [Drop Box: 1 U.S. Dollars 2 Canadian Dollars]

- ☐ **99** Don't know *[EXCLUSIVE]*

RS5. Using a 10-point scale, how would you rate your **retail services experience** at **[AIRPORT]**?

*[SINGLE RESPONSE, FORCED] [ROW, ORDER=RANDOMIZE]*

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
A. Quality of merchandise/services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Variety of shops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Reasonableness of the price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Professionalism of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>E. Overall retail services experience</b> <i>[FIXED, VALID RESPONSES=1-10]</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

*[ASK IF RS1=0]*

RS6. Why didn't you shop at any retail stores at **[AIRPORT]**? Mark all that apply.

*[MULTI RESPONSE, FORCED, ORDER=ROTATED]*

- ☐ **1** Didn't have time  
☐ **2** Too expensive

- ☐ **3** Didn't have what I need  
☐ **4** No need to shop  
☐ **97** Other *[SPECIFY, FIXED, MAX CHARACTERS 100]*

*[ASK IF FB1=1 AND RS1=1 OR 2 OR 3 OR 4 OR 5 OR 96 OR 97]*

FBR51. Now that you have considered your food, beverage, & retail experiences, how would you rate your **overall food, beverage, & retail experience**?

*[SINGLE RESPONSE, FORCED]*

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
<b>Overall food, beverage, &amp; retail experience</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

## SECTION 7- TERMINAL FACILITIES

TF23. How crowded was the airport terminal building at **[AIRPORT]**?

*[SINGLE RESPONSE, FORCED, ORDER=FIXED]*

- ☐ **1** Severely crowded  
☐ **2** Moderately crowded  
☐ **3** Mildly crowded  
☐ **4** Not at all crowded

TF2\_1. Thinking about the signage/directions throughout the terminal, please mark the applicable responses.

*[GRID, SINGLE RESPONSE, FORCED]*

*[COLUMN]*

- ☐ **1** Not at all  
☐ **2** Occasionally  
☐ **3** Mostly  
☐ **4** Always  
☐ **99** Don't know

*[ROW]*

- ☐ **A** The signage/directions were clear/easy to understand  
☐ **B** There were enough signs/directions throughout the terminal

*[IF TF2\_1\_A = 3 OR 4 OR 99 OR TF2\_1\_B=3 OR 4 OR 99 SKIP TO TF3]*

TF2b. What signage at **[AIRPORT]** was inadequate? Mark all that apply.

*[MULTIPLE RESPONSE, FORCED, ORDER=FIXED]*

- ☐ **1** Arriving on the airport grounds  
☐ **2** Check-in  
☐ **3** Security  
☐ **4** Gate area  
☐ **5** Baggage claim area

- ☐ **6** Ground transportation (e.g., taxi, shuttle, etc.)
  - ☐ **7** Restrooms
  - ☐ **8** Food and beverage
  - ☐ **9** Retail shops
  - ☐ **10** Flight monitors (e.g., arrival/departure info)
  - ☐ **12** Parking structures
  - ☐ **97** Other *[SPECIFY, MAX CHARACTERS 100]*
- 

TF3. Did you need to be transported to a remote gate?  
*[SINGLE RESPONSE, FORCED]*

- ☐ **1** Yes
  - ☐ **0** No
  - ☐ **99** Don't know
- 

*[ASK IF TF3=1]*

TF3\_1. What transportation did you take?  
*[SINGLE RESPONSE, FORCED]*

- ☐ **1** Light rail
  - ☐ **2** Shuttle bus
  - ☐ **3** Club car
  - ☐ **4** People mover/Moving walkway
  - ☐ **97** Other *[SPECIFY, MAX CHARACTERS 100]*
- 

TF4. How long did it take you to arrive at the gate after you got through the security checkpoint?  
*[NUMERIC, FORCED, RANGE = 0-180]*

*[NUMERIC BOX]* Minute(s)

TF5. Did you use the restroom in the airport terminal?  
*[SINGLE RESPONSE, FORCED]*

- ☐ **1** Yes
  - ☐ **0** No
- 

*[IF TF5=0 SKIP TO TF8]*

TF7. Thinking about the state of the restroom facilities, mark all that apply please mark the applicable responses. [A: Restroom facilities clean]  
*[GRID, SINGLE RESPONSE, FORCED]*

*[COLUMN]*

- ☐ **1** Yes
- ☐ **0** No
- ☐ **99** Don't know

*[ROW, ORDER=RANDOMIZE]*

- ☐ 1 Had to wait in line for the restrooms
  - ☐ 2 Stall was in good condition (e.g., free of broken or worn out parts)
  - ☐ 3 Countertops and floors were dry
  - ☐ 4 Floors were in good repair
  - ☐ 5 Fixtures were working (e.g., faucets, soap dispenser, hand dryer, etc.)
  - ☐ 6 Walls were free of markings and graffiti
  - ☐ 7 Restrooms felt cramped for space
  - ☐ 8 Overall restrooms were clean **[FIXED]**
- 

TF8. Was Wi-Fi connection service offered at **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED]**

- ☐ 1 Yes
- ☐ 0 No
- ☐ 99 Don't know

**[IF TF8=0 OR 99 SKIP TO TF12]**

---

TF9. Compared to what you expected, was the speed of the Wi-Fi connection at **[AIRPORT]**...?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ 1 Slower
- ☐ 2 As expected
- ☐ 3 Faster
- ☐ 0 Didn't use the Wi-Fi connection service
- ☐ 99 Don't know

**[IF TF9=0 SKIP TO TF12]**

---

TF10. How much did you have to pay for the Wi-Fi connection service in the airport terminal? Please enter "0" if the Wi-Fi connection service was free.

**[NUMERIC, FORCED, RANGE 0-100]**

**[NUMERIC BOX]** [Drop Box: 1 U.S. Dollars 2 Canadian Dollars]

- ☐ 99 Don't know **[EXCLUSIVE]**
- 

TF12. Compared to other airports you've experienced, was the noise level at **[AIRPORT]**...?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ 1 Lower
- ☐ 2 About the same
- ☐ 3 Higher
- ☐ 99 Don't know

TF13. Did you wait at an airline lounge before going to the main gate area to board the plane (e.g., Admirals Club Lounge, President's Club Lounge, etc.)?

**[SINGLE RESPONSE, FORCED]**

- ☐ 1 Yes



☐ **0** No

TF13B. Thinking about the area near your gate, please mark the applicable responses.

**[GRID, SINGLE RESPONSE, FORCED]**

**[COLUMN]**

☐ **1** Yes

☐ **0** No

☐ **99** Don't know

**[ROW, ORDER=FIXED]**

☐ **1** I was able to clearly hear and understand the announcements within the gate

☐ **2** The gate area was clean

☐ **3** There were enough seats at the gate

☐ **4** The gate area was comfortable

☐ **5** There were enough electrical outlets for charging phones/laptops

☐ **6** The gate area was worn out or outdated

TF16. Was the air temperature at the gate area...?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

☐ **1** Too cold

☐ **2** About right

☐ **3** Too warm

TF19a. Did you request wheelchair service/courtesy cart in the terminal prior to boarding the plane or when deplaning?

**[SINGLE RESPONSE, FORCED]**

☐ **1** Yes

☐ **0** No

TF25. Was there any construction inside **[AIRPORT]**? Mark all that apply.

**[MULTIPLE RESPONSE, FORCED, RANDOMIZED AND KEEP 1 AND 3 TOGETHER]**

☐ **1** Yes, and it was obstructive

☐ **3** Yes, and it was too loud

☐ **2** Yes, and it did not disrupt my travel experience **[EXCLUSIVE]**

☐ **0** No, there was no construction **[FIXED, EXCLUSIVE]**

☐ **99** Don't know **[FIXED, EXCLUSIVE]**

TF26. What construction at **[AIRPORT]** disrupted your travel experience? Mark all that apply.

**[MULTIPLE RESPONSE, FORCED, ORDER=FIXED]**

☐ **1** Parking

☐ **2** Check-in area

☐ **3** Security area

☐ **4** Gate area

☐ **5** Baggage claim area

☐ **6** Ground transportation (e.g., taxi, shuttle, etc.)

☐ **7** Restrooms

☐ **8** Food and beverage areas

☐ **9** Retail shops area

☐ **97** Other **[SPECIFY, MAX CHARACTERS 100]**

TF27. Did the [AIRPORT] terminal have any of the following?

[GRID, SINGLE RESPONSE PER ROW, FORCED]

[COLUMN]

- ☐ 1 Yes  
☐ 0 No  
☐ 99 Don't know

[ROW]

- ☐ 1 Recent completed renovations or new building(s)  
☐ 2 Regional art, culture, or historical displays  
☐ 3 Robots, tablet interfacing, or other new technology

TF20. What, if anything, can the airport do to improve your experience in the terminal?

[TEXT, FORCED, MAX CHARACTERS 3000]

[TEXT BOX]

- ☐ 98 No comment [EXCLUSIVE]

TF21. Using a 10-point scale, how would you rate your experience within the terminal at [AIRPORT]?

[SINGLE RESPONSE, FORCED] [ROW, ORDER=RANDOMIZE]

	Unacceptable		Average					Outstanding			
	1	2	3	4	5	6	7	8	9	10	99 N/A
A. Clarity of signs/directions inside the terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Cleanliness of terminal concourses and hallways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Comfort in airport (e.g., seating, roominess, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Availability of activity/entertainment options in the airport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Variety of food, beverage, and retail options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. Cleanliness of terminal restrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Overall terminal facilities experience [FIXED, VALID RESPONSES=1-10]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

[If TF21\_B=1-10]

TF22. Regarding the cleaning of the terminal, why did you provide a rating of [INSERT TF21B response] for [AIRPORT]?

[TEXT, FORCED]

[TEXT BOX]

- ☐ 98 No comment [EXCLUSIVE]

**SECTION 8 - YOUR FLIGHT**

YF1. Did your flight from [AIRPORT] depart...?

**[SINGLE RESPONSE, FORCED, ORDER=FIXED]**

- ☐ **1** Early
- ☐ **2** On time
- ☐ **3** Delayed
- ☐ **4** Flight canceled (i.e., went on a later flight same day)

**[IF YF1=1 OR 2 SKIP TO NEXT SECTION]**

---

YF2. To your knowledge, what caused the delay/cancellation? Mark all that apply.

**[MULTIPLE RESPONSE, FORCED, ORDER=ROTATED]**

- ☐ **1** Plane not there
- ☐ **2** Mechanical problems
- ☐ **3** Bad weather (where you were)
- ☐ **4** Bad weather (where you were going)
- ☐ **5** Crew not there
- ☐ **6** Gate not available at destination
- ☐ **7** Delay in landing
- ☐ **8** Flight overbooked
- ☐ **9** Too much carry-on baggage
- ☐ **10** Security issue
- ☐ **11** Passengers (late arrivals/slow)
- ☐ **12** Runway traffic/Air traffic control
- ☐ **97** Other **[SPECIFY, FIXED, MAX CHARACTERS 100]**
- ☐ **99** I don't know the cause of the delay **[EXCLUSIVE, FIXED]**

TF24. How many minutes was your flight delayed?

**[NUMERIC, FORCED, RANGE = 0-300]**

**[NUMERIC BOX]** Minute(s)

- ☐ **999** Don't know **[EXCLUSIVE]**

---

**SECTION 9 – BAGGAGE CLAIM**

BC1. Thinking about when you flew into [AIRPORT], did you have to obtain any checked baggage at [AIRPORT]?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Yes
- ☐ **0** No

**[IF BC1=0 THEN SKIP TO NEXT SECTION]**

---

BC2. Once getting off the airplane, how long did it take to get to the baggage claim area? Please input "0" if you didn't wait.

**[NUMERIC, FORCED, RANGE = 0-180]**

**[NUMERIC BOX]** Minute(s)

- ☐ **999** Don't know **[EXCLUSIVE]**

BC3. How long did you wait at the baggage claim area to obtain your baggage at [AIRPORT]? Please input "0" if you didn't wait.

[NUMERIC, FORCED, RANGE = 0-180]

[NUMERIC BOX] Minute(s)

☐ 999 Don't know [EXCLUSIVE]

BC4. Did you receive all of your baggage at [AIRPORT]?

[SINGLE RESPONSE, FORCED]

☐ 1 Yes

☐ 0 No

☐ 99 Don't know

BC5. Were you able to easily find luggage trolleys in the baggage claim area?

[SINGLE RESPONSE, FORCED]

☐ 1 Yes

☐ 0 No

☐ 99 Don't know

BC6. Using a 10-point scale, how would you rate your **baggage claim experience** at [AIRPORT]?

[SINGLE RESPONSE, FORCED] [ROW, ORDER=RANDOMIZE]

	Unacceptable		Average					Outstanding			
	1	2	3	4	5	6	7	8	9	10	99 N/A
A. Ease of finding your baggage claim area/carousel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Physical condition/cleanliness of baggage claim area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Speed of baggage delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Overall baggage claim experience [FIXED, VALID RESPONSES=1-10]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

## SECTION 10 – IMMIGRATIONS/CUSTOMS

IC1. Did you go through immigration/customs at [AIRPORT]?

[SINGLE RESPONSE, FORCED]

☐ 1 Yes

☐ 0 No

[IF IC1=0 SKIP TO NEXT SECTION]

IC2. Did you use a kiosk to pass through customs as opposed to speaking to a customs officer?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Yes  
☐ **0** No  
☐ **99** Don't know

IC3. How long did it take you to get through immigration/customs at **[AIRPORT]**? Please input "0" if you didn't wait

**[NUMERIC, FORCED, RANGE = 0-180]**

**[NUMERIC BOX]** Minute(s)

- ☐ **999** Don't know **[EXCLUSIVE]**

IC4. How would you rate your **overall immigration/customs experience** at **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED]**

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
<b>Overall immigration/customs experience</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

## SECTION 11 – OVERALL AIRPORT EXPERIENCE

OS1. How would you rate your **overall experience** at **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED]**

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
<b>Overall experience at [AIRPORT]</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

## SECTION 12 - LOYALTY

L1. The next time you fly to/from the same city, how likely are you to use **[AIRPORT]**?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Definitely will not  
☐ **2** Probably will not  
☐ **3** Probably will  
☐ **4** Definitely will  
☐ **99** Don't know

L2. How likely are you to recommend **[AIRPORT]** to family, friends, or business associates?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Definitely will not

- ☐ 2 Probably will not
- ☐ 3 Probably will
- ☐ 4 Definitely will
- ☐ 99 Don't know

L3. During the past 12 months, how many times have you mentioned [AIRPORT] to a friend, relative, or colleague?

[NUMERIC, FORCED, RANGE 0-50]

A [NUMERIC BOX] Positive recommendation(s)

☐ 99 Don't know [EXCLUSIVE]

B [NUMERIC BOX] Negative comment(s)

☐ 99 Don't know [EXCLUSIVE]

L4. During the past six months, have you posted a comment about an experience with [AIRPORT] to a social media site not sponsored by [AIRPORT] (e.g., your social network site, a blog, a rating and review site, etc.)?

[SINGLE RESPONSE, FORCED]

- ☐ 1 Yes
- ☐ 0 No

[IF L4=0, SKIP TO L6]

---

L5. Which of the following social media sites did you use to post comments about an experience with [AIRPORT]? Mark all that apply.

[MULTIPLE RESPONSE, FORCED, ORDER=ROTATED]

- ☐ 1 Yelp
- ☐ 2 Facebook
- ☐ 3 Twitter
- ☐ 4 Instagram
- ☐ 5 Tumblr
- ☐ 6 YouTube
- ☐ 7 LinkedIn
- ☐ 8 Trip Advisor
- ☐ 9 Other blog
- ☐ 10 Other forum
- ☐ 11 Other rating/review sites
- ☐ 97 Other [SPECIFY, FIXED, MAX CHARACTERS 100]
- ☐ 99 Don't know/don't remember [EXCLUSIVE, FIXED]

---

L6. During the past month, how many times have you read travel and other online review sites, blogs, message boards or forums about the travel industry?

[NUMERIC, FORCED, RANGE=0-999]

[NUMERIC BOX] Time(s)

☐ 9999 Don't know [EXCLUSIVE]

L7. Thinking about the next time you go through an airport, what types of activities/services would you like to have available during your wait time at the terminal area? Mark all that apply.

[MULTIPLE RESPONSE, FORCED, ORDER=ROTATE]

- ☐ 1 Wireless Internet
- ☐ 2 Plug for your computer, phone, etc.

- ☐ **3** Arcade/game room
  - ☐ **4** Personal services (e.g., massage, hair salon, shoe shine, etc.)
  - ☐ **5** More variety of food and/or beverage
  - ☐ **6** More variety of retail services
  - ☐ **7** Premier club
  - ☐ **8** Children's play area
  - ☐ **9** Smoking area/lounge
  - ☐ **10** More comfortable seating area
  - ☐ **11** Quiet area
  - ☐ **12** Work space near plug
  - ☐ **13** ATM
  - ☐ **14** Movie theater
  - ☐ **15** Religious facilities
  - ☐ **16** Exercise/Health club facilities
  - ☐ **17** TV
  - ☐ **97** Other *[SPECIFY, FIXED, MAX CHARACTERS 100]*
  - ☐ **0** None *[EXCLUSIVE, FIXED]*
- 

## SECTION 13 – CONNECTING AIRPORT

C1. On your departure flight from **[AIRPORT\_C]** did you have a stopover/layover at one or more of these airports prior to reaching your final destination?

*[MULTI RESPONSE, FORCED, ORDER=RANDOMIZE, HIDE EVALUATED AIRPORT]*

- ☐ **1** Hartsfield-Jackson Atlanta International Airport
  - ☐ **2** Los Angeles International Airport
  - ☐ **3** O'Hare International Airport
  - ☐ **4** Dallas/Fort Worth International Airport
  - ☐ **5** John F. Kennedy International Airport
  - ☐ **6** Denver International Airport
  - ☐ **7** San Francisco International Airport
  - ☐ **8** Charlotte/Douglas International Airport
  - ☐ **9** McCarran International Airport
  - ☐ **10** Phoenix Sky Harbor International Airport
  - ☐ **11** George Bush Intercontinental Airport
  - ☐ **12** Miami International Airport
  - ☐ **13** Seattle-Tacoma International Airport
  - ☐ **14** Newark Liberty International Airport
  - ☐ **15** Orlando International Airport
  - ☐ **16** Minneapolis-Saint Paul International Airport/Wold-Chamberlain
  - ☐ **17** Detroit Metropolitan Wayne County Airport
  - ☐ **18** Logan International Airport
  - ☐ **30** Toronto Pearson International Airport
  - ☐ **21** I did have a stopover/layover during my trip, but not at any of the above airports *[EXCLUSIVE, FIXED]*
  - ☐ **0** I did not have any stopover/layovers during my trip *[EXCLUSIVE, FIXED]*
- 

C2. On your arrival flight to **[AIRPORT\_C]** did you have a stopover/layover at one or more of these airports prior to reaching

your final destination?

**[MULTI RESPONSE, FORCED, ORDER=RANDOMIZE, HIDE EVALUATE AIRPORT]**

- ☐ **1** Hartsfield-Jackson Atlanta International Airport
- ☐ **2** Los Angeles International Airport
- ☐ **3** O'Hare International Airport
- ☐ **4** Dallas/Fort Worth International Airport
- ☐ **5** John F. Kennedy International Airport
- ☐ **6** Denver International Airport
- ☐ **7** San Francisco International Airport
- ☐ **8** Charlotte/Douglas International Airport
- ☐ **9** McCarran International Airport
- ☐ **10** Phoenix Sky Harbor International Airport
- ☐ **11** George Bush Intercontinental Airport
- ☐ **12** Miami International Airport
- ☐ **13** Seattle-Tacoma International Airport
- ☐ **14** Newark Liberty International Airport
- ☐ **15** Orlando International Airport
- ☐ **16** Minneapolis-Saint Paul International Airport/Wold-Chamberlain
- ☐ **17** Detroit Metropolitan Wayne County Airport
- ☐ **18** Logan International Airport
- ☐ **30** Toronto Pearson International Airport
- ☐ **21** I did have a stopover/layover during my trip, but not at any of the above airports **[EXCLUSIVE, FIXED]**
- ☐ **0** I did not have any stopover/layovers during my trip **[EXCLUSIVE, FIXED]**

**[SKIP TO NEXT SECTION (D1) IF C1=21 OR 0 AND C2=21 or 0]**

**[IF C1=1-18 OR 30 AND C2=21 OR 0 THEN AIRPORT\_C=RANDOM C1 RESPONSE; IF C2=1-18 OR 30 AND C1=21 OR 0 THEN AIRPORT\_C=RANDOM C2 RESPONSE; IF C1=1-18 OR 30 AND C2=1-18 OR 30 AIRPORT\_C=RANDOM C1 OR C2 ANSWER]**

C3. Did you have to go through security again at **[AIRPORT\_C]**?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Yes
- ☐ **0** No

**[IF C3=1]**

SC5\_C. How long did it take you to get through the security check at **[AIRPORT\_C]**?

**[NUMERIC, FORCED, RANGE 1-180]**

**[NUMERIC BOX]** Minute(s)

**[IF C3=1]**

SC6\_C. Using a 10-point scale, how would you rate your **security check experience** at **[AIRPORT\_C]**?

**[SINGLE RESPONSE, FORCED] [ROW, ORDER=RANDOMIZE]**

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
A. Amount of time required for security check	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



B. Professionalism of security staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Ability of security process to make you feel safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>D. Overall security check experience</b> <i>[FIXED, VALID RESPONSES=1-10]</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

FB1\_C. Did you purchase any food and/or beverages at **[AIRPORT\_C]**?  
*[SINGLE RESPONSE, FORCED]*

- ☐ **1** Yes  
☐ **0** No

*[IF FB1\_C=0 SKIP TO RS1\_C]*

*[ASK IF FB1\_C=1]*

FB2\_C. Where did you purchase food and/or beverage at **[AIRPORT\_C]**? Mark all that apply.  
*[MULTIPLE RESPONSE, FORCED, ORDER=FIXED]*

- ☐ **1** Restaurant/Bar  
☐ **2** Fast food chain  
☐ **3** Convenience store  
☐ **4** Stand-alone kiosk  
☐ **5** Vending machine  
☐ **97** Other *[SPECIFY, FIXED, MAX CHARACTERS 100]*

*[ASK IF FB2\_C=1]*

FB8\_C. Approximately how much did you spend at the restaurant/bar **per person** while in the airport?  
*[NUMERIC, FORCED, RANGE 1-500]*  
*[NUMERIC BOX]* [Drop Box: 1 U.S. Dollars 2 Canadian Dollars]  
 99 Don't Know *[EXCLUSIVE]*

*[ASK IF FB2\_C=1]*

FB9\_C. Using a 10-point scale, how would you rate your **restaurant experience** at **[AIRPORT\_C]**?  
*[SINGLE RESPONSE, FORCED]*  
*[ROW, ORDER=RANDOMIZE]*

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
A. Variety of menu choices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Quality/Taste of food and beverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Ambiance (atmosphere)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D. Courtesy of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Timeliness of your order	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Cleanliness of area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. Reasonableness of the price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>H. Overall restaurant experience [FIXED, VALID RESPONSES=1-10]</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

[ASK IF FB2\_C= 2, 3, 4, 5, 97]

FB13\_C. Approximately how much did you spend on these food and/or beverages **per person** outside of a restaurant/bar while in [AIRPORT\_C]?

[NUMERIC, FORCED, RANGE 0-500]

[NUMERIC BOX] [Drop Box: 1 U.S. Dollars 2 Canadian Dollars]

☐ 99 Don't know [EXCLUSIVE]

[ASK IF FB2\_C= 2, 3, 4, 5, 97]

[SKIP IF FB2\_C=1]

FB14\_C. Using a 10-point scale, how would you rate your **food & beverage experience** at [AIRPORT\_C]?

[SINGLE RESPONSE, FORCED]

[ROW, ORDER=RANDOMIZE]

	Unacceptable		Average					Outstanding			
	1	2	3	4	5	6	7	8	9	10	99 N/A
A. Quality of food and beverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Variety of food and beverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Reasonableness of the price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Speed of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Availability of nearby seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>F. Overall food &amp; beverage experience [FIXED, VALID RESPONSES=1-10]</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

RS1\_C. Which merchandise/services did you purchase while you were at [AIRPORT\_C]? Mark all that apply.

[MULTI RESPONSE, FORCED, ORDER = ROTATED]

- ☐ 1 Books/Magazines  
☐ 2 Clothing  
☐ 3 Sunglasses  
☐ 4 Electronics

- ☐ **5** Toiletries  
☐ **96** Other merchandise *[SPECIFY, FIXED, MAX CHARACTERS 100]*  
☐ **97** Other services *[SPECIFY, FIXED, MAX CHARACTERS 100]*  
☐ **0** Didn't purchase any merchandise/services *[FIXED, EXCLUSIVE]*  
*[IF RS1\_C=0 THEN SKIP TO YF1\_C]*

RS4\_C. Approximately how much did you spend on merchandise/services per person while in the airport? *[NUMERIC, FORCED, RANGE 0-500]*

*[NUMERIC BOX]* [Drop Box: 1 U.S. Dollars 2 Canadian Dollars]

☐ **99** Don't know *[EXCLUSIVE]*

RS5\_C. Using a 10-point scale, how would you rate your **retail services experience** at *[AIRPORT\_C]*?  
*[SINGLE RESPONSE, FORCED] [ROW, ORDER=RANDOMIZE]*

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
A. Quality of merchandise/services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Variety of shops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Reasonableness of the price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Professionalism of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>E. Overall retail services experience</b> <i>[FIXED, VALID RESPONSES=1-10]</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

*[ASK IF FB1\_C=1 AND RS1\_C=1 OR 2 OR 3 OR 4 OR 5 OR 96 OR 97]*

FBR51\_C. Now that you have considered your food, beverage, & retail experiences, how would you rate your **overall food, beverage, & retail experience** at *[AIRPORT\_C]*?  
*[SINGLE RESPONSE, FORCED]*

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
<b>Overall food, beverage, &amp; retail experience</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

YF1\_C. Did your flight from *[AIRPORT\_C]* depart...?  
*[SINGLE RESPONSE, FORCED, ORDER=FIXED]*

- ☐ **1** Early  
☐ **2** On time  
☐ **3** Delayed  
☐ **4** Flight canceled (i.e., went on a later flight same day)

---

TF2\_1\_C. Thinking about the signage/directions throughout the terminal, please mark the applicable responses.

**[GRID, SINGLE RESPONSE, FORCED]**

**[COLUMN]**

- ☐ **1** Not at all
- ☐ **2** Occasionally
- ☐ **3** Mostly
- ☐ **4** Always
- ☐ **99** Don't know

**[ROW]**

- ☐ **A** The signage/directions were clear/easy to understand
- ☐ **B** There were enough signs/directions throughout the terminal

**[IF TF2\_1\_A = 3 OR 4 OR 99 OR TF2\_1\_B=3 OR 4 OR 99 SKIP TO TF3]**

---

TF27\_C. Did the **[AIRPORT]** terminal have any of the following?

**[GRID, SINGLE RESPONSE PER ROW, FORCED]**

**[COLUMN]**

- ☐ **1** Yes
- ☐ **0** No
- ☐ **99** Don't know

**[ROW]**

- ☐ **1** Recent completed renovations or new building(s)
  - ☐ **2** Regional art, culture, or historical displays
  - ☐ **3** Robots, tablet interfacing, or other new technology
- 

TF3\_C. Did you need to be transported to a remote gate at **[AIRPORT\_C]**?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Yes
  - ☐ **0** No
  - ☐ **99** Don't know
- 

**[ASK IF TF3\_C=1]**

TF3\_1\_C. What transportation did you take?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Light rail
  - ☐ **2** Shuttle bus
  - ☐ **3** Club car
  - ☐ **4** People mover/Moving walkway
  - ☐ **97** Other **[SPECIFY, MAX CHARACTERS 100]**
-

TF4\_C. How long did it take you to travel to the gate from where you deplaned?

**[NUMERIC, FORCED, RANGE = 0-180]**

**[NUMERIC BOX]** Minute(s)

TF5\_C. How long did you have to wait in between flights?

**[NUMERIC, FORCED, RANGE = 0-480]**

**[NUMERIC BOX]** Minute(s)

TF13B\_C. Thinking about the area near your gate, please mark the applicable responses.

**[GRID, SINGLE RESPONSE, FORCED]**

**[COLUMN]**

- ☐ **1** Yes  
☐ **0** No  
☐ **99** Don't know

**[ROW, ORDER=FIXED]**

- ☐ **1** I was able to clearly hear and understand the announcements within the gate  
☐ **2** The gate area was clean  
☐ **3** There were enough seats at the gate  
☐ **4** The gate area was comfortable  
☐ **5** There were enough electrical outlets for charging phones/laptops  
☐ **6** The gate area was worn out or outdated

TF21\_C. Using a 10-point scale, how would you rate your **experience within the terminal** at **[AIRPORT\_C]**?

**[SINGLE RESPONSE, FORCED] [ROW, ORDER=RANDOMIZE]**

	Unacceptable		Average					Outstanding			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b> N/A
A. Clarity of signs/directions inside the terminal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Cleanliness of terminal concourses and hallways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Comfort in airport (e.g., seating, roominess, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D. Availability of activity/entertainment options in the airport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Variety of food, beverage, and retail options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. Cleanliness of terminal restrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Overall terminal facilities experience <b>[FIXED, VALID RESPONSES=1-10]</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

**[F TF21\_C\_B=1-10]**

TF22\_C. Regarding the cleanliness of the terminal, why did you provide a rating of **[INSERT TF21\_C\_B response]** for **[AIRPORT\_C]**?

**[TEXT, FORCED]**

**[TEXT BOX]**

☐ **98** No comment **[EXCLUSIVE]**

OS1\_C. How would you rate your **overall experience** at **[AIRPORT\_C]**?

**[SINGLE RESPONSE, FORCED]**

	Unacceptable		Average					Outstanding			
	1	2	3	4	5	6	7	8	9	10	99 N/A
Overall experience at <b>[AIRPORT_C]</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

## SECTION 14 - DEMOGRAPHICS

D1. Are you...?

**[SINGLE RESPONSE, FORCED]**

☐ **0** Female

☐ **1** Male

☐ **98** Prefer not to answer **[EXCLUSIVE]**

D2. Which country do you live in?

**[SINGLE RESPONSE, FORCED]**

☐ **1** United States

☐ **2** Canada

☐ **98** Prefer not to answer

D3. In what year were you born?

**[ADD PULLDOWN MENU FOR YEARS; RANGE 1918 - 2000]**

☐ **98** Prefer not to answer **[EXCLUSIVE]**

D4. What was the last year of school you completed?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** 8<sup>th</sup> grade or less/Grade 8 or less
- ☐ **2** Some high school
- ☐ **3** High school graduate
- ☐ **4** Trade/Technical school
- ☐ **5** Some college
- ☐ **6** 4-year college degree
- ☐ **7** Some graduate courses
- ☐ **8** Advanced degree
- ☐ **98** Prefer not to answer

D5. Are you...?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Married
- ☐ **2** Single (never married)
- ☐ **3** Widowed
- ☐ **4** Divorced/Separated
- ☐ **5** Living with domestic partner
- ☐ **98** Prefer not to answer **[EXCLUSIVE]**

D6. Are you...? Mark all that apply.

**[MULTIPLE RESPONSE, FORCED]**

- ☐ **1** White/Caucasian
- ☐ **2** Black/African American/African Canadian
- ☐ **3** Asian/Asian American/Asian Canadian
- ☐ **4** Latino/Hispanic
- ☐ **97** Other
- ☐ **98** Prefer not to answer **[EXCLUSIVE]**

D7. Which one of the following groups best describes your household's total annual income before taxes?

**[SINGLE RESPONSE, FORCED]**

- ☐ **1** Under \$25,000
- ☐ **2** \$25,000-\$29,999
- ☐ **3** \$30,000-\$39,999
- ☐ **4** \$40,000-\$49,999
- ☐ **5** \$50,000-\$59,999
- ☐ **6** \$60,000-\$69,999
- ☐ **7** \$70,000-\$79,999
- ☐ **8** \$80,000-\$89,999
- ☐ **9** \$90,000-\$99,999
- ☐ **10** \$100,000-\$124,999
- ☐ **11** \$125,000-\$149,999
- ☐ **12** \$150,000-\$174,999
- ☐ **13** \$175,000-\$199,999
- ☐ **14** \$200,000-\$249,999
- ☐ **15** \$250,000-\$499,999
- ☐ **16** \$500,000 or more
- ☐ **98** Prefer not to answer

D8. Please enter your zip or postal code.

**[IF D2=1 CAPTURE 5 DIGITS RANGE=00000-99999; IF D2=2 CAPTURE 6 ALPHA-NUMERIC CHARACTERS IN THE FORMAT A0A0A0; IF D2=98 CAPTURE 5 OR 6 ALPHANUMERIC DIGITS]****[NUMERIC BOX]** Zip code/Postal code

☐ **98** Prefer not to answer

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That concludes our survey. J.D. Power thanks you for participating.