

Traveler Experience

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JD Power data

OK, what's the primary goal? Is it to understand market segmentation? Or is it to find strong predictors of overall satisfaction?

There are a number of files in the folders. We really only see two usable raw data files, one apiece for ASQ (ACI ASQ Survey Main_ Q3 2019 Data-EXCEL-v1.xlsx) and from JD Power (ACI ASQ Survey Main_ Q3 2019 Data-EXCEL-v1.xlsx). Everything else is a PDF report or, in a couple of cases, Excel files that include synthesized tables or data dictionaries. That's as of the morning of 11/5.

We started with those two data files. In particular, we were interested in the JD Power data since it's potentially so rich and provides a new data source outside of ASQ.

(One big step for this and all future quantitative analysis of these two data sets is to start making all data sets, for every quarter (ASQ) or year (JD Power), available. Preferably using identical data structure and file naming scheme.)

The ASQ data from ACI is relatively clean.

The JD Power data is from 2018 and has more than 400 fields. The data "labels" are stored in a separate file with different formatting so we've transposed them and glued them to the master data set.

We're guessing "Overall.Satisfaction.Index" is the variable of interest. It appears to be scaled from 100-1000 or something?

The JD Power data has 411 variables. We dropped 26 that promised little value or would be difficult to analyze.

This could present real issues. Here are the variable names after re-labeling and a quick summary of each. Notice the number of missing observations (NAs) and the variation in their propensity across different variables.

Variable names (labels):

```
## [1] "Within.North.America..LeisurePersonal.travel"
## [2] "Outside.North.America..LeisurePersonal.travel"
## [3] "Within.North.America..Business.travel"
## [4] "Outside.North.America..Business.travel"
## [5] "Within.North.America..Both.leisure.personal.and.business.travel"
## [6] "Outside.North.America..Both.leisure.personal.and.business.travel"
## [7] "Times.flown.past.three.months"
## [8] "Trip.purpose"
## [9] "Traveled.alone"
## [10] "Adult.family.members.13.and.over"
## [11] "One.or.more.children.12.years.old.and.under"
## [12] "Friends"
## [13] "Business.colleagues"
## [14] "Airline.brand"
## [15] "Flight.departure.time"
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## [16] "Flight.departure.time..AMPM"
## [17] "Air.Canada.Aeroplan"
## [18] "Alaska.AirlinesHorizon.Air.Mileage.Plan"
## [19] "American.AirlinesAmerican.Eagle.AAdvantage"
## [20] "Delta.Air.Lines.SkyMiles"
## [21] "Frontier.Airlines.EarlyReturns"
## [22] "HawaiianMiles"
## [23] "JetBlue.Airways.TrueBlue"
## [24] "Southwest.Airlines.Rapid.Rewards"
## [25] "Spirit.Airlines.Free.Spirit"
## [26] "United.Airlines.MileagePlus"
## [27] "Virgin.America.Elevate"
## [28] "WestJet.Rewards"
## [29] "Other"
## [30] "None"
## [31] "Dont.know"
## [32] "Air.Canada.FF.Level"
## [33] "American.Airlines.FF.Level"
## [34] "Delta.Air.Lines.FF.Level"
## [35] "Alaska.Airlines.FF.Level"
## [36] "United.FF.Level"
## [37] "Frontier.Airlines.FF.Level"
## [38] "JetBlue.Airways.FF.Level"
## [39] "Southwest.Airlines.FF.Level"
## [40] "Hawaiian.Airlines.FF.Level"
## [41] "Spirit.Airlines.FF.Level"
## [42] "Virgin.America.FF.Level"
## [43] "BrandImageEnvircarelessresp"
## [44] "BrandImageInconsistentReliable"
## [45] "BrandImageConventionalInnovative"
## [46] "BrandImageOldfashionedModern"
## [47] "BrandImageBoringExciting"
## [48] "BrandImageCrampedSpacious"
## [49] "BrandImageBottomlinePassenger"
## [50] "BrandImageBadGoodRep"
## [51] "Times.departed.from.Evaluated.Airport"
## [52] "How.traveled.to.Evaluated.Airport"
## [53] "Time.left.for.Evaluated.Airport"
## [54] "Time.left.for.Evaluated.Airport.AMPM"
## [55] "Miles.traveled.to.Evaluated.Airport"
## [56] "Traffic.congestion"
## [57] "Public.transportation.present"
## [58] "How.often.public.transportation.used"
## [59] "Likelihood.to.use.public.transportation"
## [60] "Parked.at"
## [61] "Minutes.after.parking.to.travel.to.terminal"
## [62] "Method.of.payment.for.parking.fees"
## [63] "Parking.fees.vs.expectations"
## [64] "Ease.of.entrance"
## [65] "Availability.of.parking.spaces"
## [66] "Safety.and.security"
## [67] "Variety.of.parking.options.eg.garage.surface.lot.valet.reserved.parking.etc"
## [68] "Cleanliness.of.the.parking.facilities"
## [69] "Clarity.of.signsdirections"

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## [70] "Convenience.to.terminal"
## [71] "Reasonableness.of.the.price"
## [72] "Overall.parking.experience"
## [73] "Easy.to.find.loadingunloading.area"
## [74] "Easy.to.find.transportation.service.to.Evaluated.Airport"
## [75] "Ease.of.dropping.off"
## [76] "Safety.and.security.1"
## [77] "Clarity.of.signsdirections.1"
## [78] "Convenience.to.terminal.1"
## [79] "Overall.drop.off.experience"
## [80] "Rental.car.facility.signage"
## [81] "Shuttle.needed"
## [82] "Who.operated.shuttle"
## [83] "Wait.time.for.shuttle.to.Evaluated.Airport"
## [84] "Minutes.to.terminal.after.boarding.shuttle"
## [85] "Ease.of.entrance.1"
## [86] "Safety.and.security.2"
## [87] "Cleanliness.of.the.rental.car.facilities"
## [88] "Clarity.of.signsdirections.2"
## [89] "Convenience.to.terminal.2"
## [90] "Overall.rental.car.facility.experience"
## [91] "How.often.public.transportation.used.1"
## [92] "Frequency.of.public.transportation.service"
## [93] "Safety.and.security.3"
## [94] "Cleanliness.of.the.public.transportation.facilities"
## [95] "Clarity.of.signsdirections.3"
## [96] "Convenience.to.terminal.3"
## [97] "Overall.public.transportation.experience"
## [98] "Transportation.method.used.to.leave.Evaluated.Airport"
## [99] "Time.left.Evaluated.Airport"
## [100] "Time.left.Evaluated.Airport.AMPM"
## [101] "Miles.traveled.from.Evaluated.Airport"
## [102] "Minutes.to.travel.from.Evaluated.Airport.to.destination"
## [103] "Traffic.congestion.leaving.complex"
## [104] "Preferred.transportation.mode"
## [105] "Clarity.of.signs..directions"
## [106] "Convenience.of.transportation"
## [107] "Attractiveness.of.airport.grounds"
## [108] "Ease.of.arriving.at.the.terminal"
## [109] "Ease.of.leaving.terminal"
## [110] "Traffic.flow.on.airport.grounds"
## [111] "Overall.airport.accessibility.experience"
## [112] "Place.of.checkin"
## [113] "Number.of.bags.checked.in"
## [114] "Easy.to.find.luggage.trolleys.when.entered.terminal"
## [115] "Place.for.luggage.checkin"
## [116] "Airlineairport.responsible.for.handling.luggage"
## [117] "Minutes.to.obtain.boarding.pass"
## [118] "Ease.of.finding.checkinbaggage.check.location"
## [119] "Traffic.flow.at.checkinbaggage.check.area"
## [120] "Cleanliness.of.the.checkinbaggage.check.area"
## [121] "Overall.checkinbaggage.check.experience"
## [122] "Type.of.security.line"
## [123] "Lines.available..Number.of.security.lines.available"

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## [124] "Lines.open..Number.of.security.lines.available"
## [125] "Sign.to.inform.security.wait.times"
## [126] "Singled.out.for.special.TSA.screening"
## [127] "Minutes.between.cleared.security.and.boarding.the.plane"
## [128] "Foodbeverages.purchased.beforeafter.security"
## [129] "Healthy.foodbeverage.options"
## [130] "Importance.of.healthy.foodbeverage.options"
## [131] "Were.local.restaurant.or.food.choices.ie.nonchain.restaurants.available.at.Airport.Evaluated"
## [132] "Foodbeverages.wanted.found"
## [133] "Not.hungry"
## [134] "Brought.my.own.food"
## [135] "Didnt.like.the.choices"
## [136] "Too.expensive"
## [137] "No.time"
## [138] "Other.1"
## [139] "Shopped.at.retail.stores.beforeafter.security"
## [140] "Didnt.have.time"
## [141] "Too.expensive.1"
## [142] "Didnt.have.what.I.need"
## [143] "No.need.to.shop"
## [144] "Other.2"
## [145] "Arriving.on.the.airport.grounds"
## [146] "Checkin"
## [147] "Security"
## [148] "Gate.area"
## [149] "Baggage.claim.area"
## [150] "Ground.transportation.eg.taxi.shuttle.etc"
## [151] "Restrooms"
## [152] "Food.and.beverage"
## [153] "Retail.shops"
## [154] "Flight.monitors.eg.arrivaldeparture.info"
## [155] "Parking.structures"
## [156] "Other.3"
## [157] "Used.restrooms.in.terminal"
## [158] "WiFi.connection.offered"
## [159] "WiFi.connection.speed"
## [160] "Noise.level.at.the.airport"
## [161] "Utilized.airport.lounge"
## [162] "Air.temperature.at.the.gate"
## [163] "Wheelchair.servicecourtesy.cart"
## [164] "Plane.not.there"
## [165] "Mechanical.problems"
## [166] "Bad.weather.where.you.were"
## [167] "Bad.weather.where.you.were.going"
## [168] "Crew.not.there"
## [169] "Gate.not.available.at.destination"
## [170] "Delay.in.landing"
## [171] "Flight.overbooked"
## [172] "Too.much.carryon.baggage"
## [173] "Security.issue"
## [174] "Passengers.late.arrivalsslow"
## [175] "Runway.trafficAir.traffic.control"
## [176] "Other.4"
## [177] "I.dont.know.the.cause.of.the.delay"

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## [178] "How.many.minutes.was.your.flight.delayed"
## [179] "Obtained.checked.baggage"
## [180] "Minutes.to.get.to.the.baggage.claim.area"
## [181] "Minutes.waited.at.the.baggage.claim.area"
## [182] "All.baggage.received"
## [183] "Easy.to.find.luggage.trolleys.in.baggage.claim.area"
## [184] "Ease.of.finding.your.baggage.claim.areacarousel"
## [185] "Physical.conditioncleanliness.of.baggage.claim.area"
## [186] "Speed.of.baggage.delivery"
## [187] "Overall.baggage.claim.experience"
## [188] "Went.through.immigrationcustoms"
## [189] "Used.kiosk"
## [190] "Minutes.to.get.through.immigrationcustoms"
## [191] "Overall.immigrationcustoms.experience"
## [192] "Likelihood.to.use.airport"
## [193] "Likelihood.to.recommend"
## [194] "Number.of.positive.recommendations"
## [195] "Number.of.negative.comments"
## [196] "Posted.comments.on.social.media"
## [197] "Yelp"
## [198] "Facebook"
## [199] "Twitter"
## [200] "Instagram"
## [201] "Tumblr"
## [202] "YouTube"
## [203] "LinkedIn"
## [204] "Trip.Advisor"
## [205] "Other.blog"
## [206] "Other.forum"
## [207] "Other.ratingreview.sites"
## [208] "Other.5"
## [209] "Dont.knowdont.remember"
## [210] "Number.times.read.online.travel.information"
## [211] "Wireless.Internet"
## [212] "Plug.for.your.computer.phone.etc"
## [213] "Arcadegame.room"
## [214] "Personal.services.eg.massage.hair.salon.shoe.shine.etc"
## [215] "More.variety.of.food.andor.beverage"
## [216] "More.variety.of.retail.services"
## [217] "Premier.club"
## [218] "Childrens.play.area"
## [219] "Smoking.arealounge"
## [220] "More.comfortable.seating.area"
## [221] "Quiet.area"
## [222] "Work.space.near.plug"
## [223] "ATM"
## [224] "Movie.theater"
## [225] "Religious.facilities"
## [226] "ExerciseHealth.club.facilities"
## [227] "TV"
## [228] "Other.6"
## [229] "None.1"
## [230] "Gender"
## [231] "Country"

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[232] "Birth.Year"
 ## [233] "Education"
 ## [234] "Marital.Status"
 ## [235] "WhiteCaucasian"
 ## [236] "BlackAfrican.American"
 ## [237] "AsianAsian.American"
 ## [238] "LatinoHispanic"
 ## [239] "Other.7"
 ## [240] "Prefer.not.to.answer"
 ## [241] "Household.annual.income"
 ## [242] "Did.you.have.to.go.through.security.again.at.connecting.airport"
 ## [243] "Crowd.within.airport.terminal.building"
 ## [244] "Likelihood.to.recommend.NPS"
 ## [245] "WestJet.FF.Level"
 ## [246] "Notice.construction.at.airport"
 ## [247] "Had.to.wait.in.line.for.the.restrooms"
 ## [248] "Stall.was.in.good.condition.eg.free.of.broken.or.worn.out.parts"
 ## [249] "Countertops.and.floors.were.dry"
 ## [250] "Floors.were.in.good.repair"
 ## [251] "Fixtures.were.working.eg.faucets.soap.dispenser.hand.dryer.etc"
 ## [252] "Walls.were.free.of.markings.and.graffiti"
 ## [253] "Restrooms.felt cramped.for.space"
 ## [254] "Overall.restrooms.were.clean"
 ## [255] "Yes.and.it.was.obstructive"
 ## [256] "Yes.and.it.was.too.loud"
 ## [257] "Yes.and.it.did.not.disrupt.my.travel.experience"
 ## [258] "No.there.was.no.construction"
 ## [259] "Dont.know.1"
 ## [260] "Parking"
 ## [261] "Checkin.area"
 ## [262] "Security.area"
 ## [263] "Gate.area.1"
 ## [264] "Baggage.claim.area.1"
 ## [265] "Ground.transportation.area.eg.taxi.shuttle.etc"
 ## [266] "Restrooms.1"
 ## [267] "Food.and.beverage.areas"
 ## [268] "Retail.shops.area"
 ## [269] "Other.8"
 ## [270] "Total.times.traveled.North.America.12.months"
 ## [271] "Total.times.traveled.outside.North.America.12.months"
 ## [272] "Total.times.traveled.12.months"
 ## [273] "When.left.for.airport"
 ## [274] "Length.of.trip"
 ## [275] "Dollars.paid.for.parking.fees"
 ## [276] "Dollars.paid.for.transportation.service.to.Evaluated.Airport"
 ## [277] "Dollars.paid.for.rental.car"
 ## [278] "Dollars.paid.for.public.transportation.service.to.Airport"
 ## [279] "Dollars.paid.for.WiFi.connection"
 ## [280] "NAflag"
 ## [281] "Time.to.travel.to.terminal.after.parking"
 ## [282] "Time.to.wait.for.shuttle.busvan.to.take.you.to.airport"
 ## [283] "Time.to.travel.to.airport.terminal.once.boarded.shuttle.busvan"
 ## [284] "Time.to.obtain.boarding.pass.andor.check.baggage"
 ## [285] "Time.to.get.through.security.check.from.time.entered.airport.complex"

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## [286] "Time.to.get.through.security.check.from.time.entered.airport.complex.1"
## [287] "NPS.Promoter"
## [288] "NPS.Passive"
## [289] "NPS.Detractor"
## [290] "NPS.Recode"
## [291] "NPS.Groups"
## [292] "Minutes.to.get.through.the.security.check"
## [293] "Amount.of.time.required.for.security.check"
## [294] "Professionalism.of.security.staff"
## [295] "Ability.of.security.process.to.make.you.feel.safe"
## [296] "Overall.security.check.experience"
## [297] "Foodbeverages.purchased"
## [298] "RestaurantBar"
## [299] "Fast.food.chain"
## [300] "Convenience.store"
## [301] "Standalone.kiosk"
## [302] "Vending.machine"
## [303] "Other.10"
## [304] "Variety.of.menu.choices"
## [305] "QualityTaste.of.food.and.beverage"
## [306] "Ambiance.atmosphere"
## [307] "Courtesy.of.staff"
## [308] "Timeliness.of.your.order"
## [309] "Cleanliness.of.area"
## [310] "Reasonableness.of.the.price.1"
## [311] "Overall.restaurant.experience"
## [312] "Quality.of.food.and.beverage"
## [313] "Variety.of.food.and.beverage"
## [314] "Reasonableness.of.the.price.2"
## [315] "Speed.of.service"
## [316] "Availability.of.nearby.seating"
## [317] "Overall.food..beverage.experience"
## [318] "BooksMagazines"
## [319] "Clothing"
## [320] "Sunglasses"
## [321] "Electronics"
## [322] "Toiletries"
## [323] "Other.merchandise"
## [324] "Other.services"
## [325] "Didnt.purchase.any.merchandiseservices"
## [326] "Quality.of.merchandiseservices"
## [327] "Variety.of.shops"
## [328] "Reasonableness.of.the.price.3"
## [329] "Professionalism.of.staff"
## [330] "Overall.retail.services.experience"
## [331] "Now.that.you.have.considered.your.food.beverage..retail.experiences.how.would.you.rate.your.."
## [332] "Took.transportation.to.the.gate"
## [333] "Type.of.transportation.taken.to.the.gate"
## [334] "Minutes.to.the.gate.after.security.check.point"
## [335] "Clarity.of.signsdirections.inside.the.terminal"
## [336] "Cleanliness.of.terminal.concourses.and.hallways"
## [337] "Comfort.in.airport.eg.seating.roominess.etc"
## [338] "Availability.of.activityentertainment.options.in.the.airport"
## [339] "Overall.terminal.facilities.experience"

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## [340] "Variety.of.food.beverage.and.retail.options"
## [341] "Cleanliness.of.terminal.restrooms"
## [342] "Flight.departed"
## [343] "How.would.you.rate.your.overall.experience.at.Airport.Evaluated"
## [344] "Connecting.Region"
## [345] "Connecting.State"
## [346] "Airport"
## [347] "Dollars.paid.per.person.at.restaurantbar"
## [348] "Dollars.spent.on.foodbeverages"
## [349] "Dollars.spent.on.merchandiseservices"
## [350] "Amount.spent.in.terminal.USD"
## [351] "Time.spent.in.terminal.connecting.airport"
## [352] "Time.to.get.through.security.check.connecting.airport"
## [353] "DepartingArriving.Airport.vs.Connecting.Airport"
## [354] "The.signagedirections.were.cleareasy.to.understand"
## [355] "There.were.enough.signsdirections.throughout.the.terminal"
## [356] "Recent.completed.renovations.or.new.buildings"
## [357] "Regional.art.culture.or.historical.displays"
## [358] "Robots.tablet.interfacing.or.other.new.technology"
## [359] "I.was.able.to.clearly.hear.and.understand.the.announcements.within.the.gate"
## [360] "The.gate.area.was.clean"
## [361] "There.were.enough.seats.at.the.gate"
## [362] "The.gate.area.was.comfortable"
## [363] "There.were.enough.electrical.outlets.for.charging.phoneslaptops"
## [364] "The.gate.area.was.worn.out.or.outdated"
## [365] "Segment"
## [366] "Generation.Groups"
## [367] "OSAT.Zones.of.Satisfaction"
## [368] "Age"
## [369] "weight"
## [370] "Parking.Index"
## [371] "Dropoff.Index"
## [372] "Rental.Car.Index"
## [373] "Public.Transp.Index"
## [374] "RestaurantBar.Index"
## [375] "Other.Food.and.Beverage.Index"
## [376] "Retail.MerchandiseServices.Index"
## [377] "Food.and.Beverage.Index"
## [378] "Food.Beverage.and.Retail.Index"
## [379] "Airport.Accessibility.Index"
## [380] "Checkin.Index"
## [381] "Security.Index"
## [382] "Terminal.Facility.Index"
## [383] "Baggage.Claim.Index"
## [384] "Overall.Satisfaction.Index"
## [385] "Immigration..Customs.Index"

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Summaries:

```

## Within.North.America..LeisurePersonal.travel
## Min.    : 0.000
## 1st Qu.: 1.000
## Median : 2.000

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## Mean      : 3.293
## 3rd Qu.: 4.000
## Max.     :100.000
## NA's     :8694
## Outside.North.America..LeisurePersonal.travel
## Min.      : 0.000
## 1st Qu.: 0.000
## Median   : 0.000
## Mean      : 0.821
## 3rd Qu.: 1.000
## Max.     :100.000
## NA's     :8694
## Within.North.America..Business.travel
## Min.      : 0.000
## 1st Qu.: 0.000
## Median   : 0.000
## Mean      : 1.695
## 3rd Qu.: 1.000
## Max.     :100.000
## NA's     :8694
## Outside.North.America..Business.travel
## Min.      : 0.000
## 1st Qu.: 0.000
## Median   : 0.000
## Mean      : 0.408
## 3rd Qu.: 0.000
## Max.     :100.000
## NA's     :8694
## Within.North.America..Both.leisure.personal.and.business.travel
## Min.      : 0.00
## 1st Qu.: 0.00
## Median   : 0.00
## Mean      : 1.32
## 3rd Qu.: 1.00
## Max.     :100.00
## NA's     :8694
## Outside.North.America..Both.leisure.personal.and.business.travel
## Min.      : 0.000
## 1st Qu.: 0.000
## Median   : 0.000
## Mean      : 0.427
## 3rd Qu.: 0.000
## Max.     :100.000
## NA's     :8694
## Times.flown.past.three.months  Trip.purpose  Traveled.alone
## Min.      : 1.000             Min.      :1.000  Min.      :0.000
## 1st Qu.: 1.000             1st Qu.:1.000  1st Qu.:0.000
## Median   : 2.000             Median   :1.000  Median   :0.000
## Mean      : 2.382             Mean      :1.286  Mean      :0.449
## 3rd Qu.: 2.000             3rd Qu.:1.000  3rd Qu.:1.000
## Max.     :100.000           Max.      :3.000  Max.      :1.000
## NA's     :8694             NA's      :8694  NA's      :8694
## Adult.family.members.13.and.over
## Min.      :0.000

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```

## 1st Qu.:0.000
## Median :0.000
## Mean   :0.435
## 3rd Qu.:1.000
## Max.    :1.000
## NA's    :8694
## One.or.more.children.12.years.old.and.under Friends
## Min.     :0.000 Min.     :0.00
## 1st Qu.:0.000 1st Qu.:0.00
## Median :0.000 Median :0.00
## Mean    :0.089 Mean    :0.09
## 3rd Qu.:0.000 3rd Qu.:0.00
## Max.    :1.000 Max.    :1.00
## NA's    :8694 NA's    :8694
## Business.colleagues Airline.brand Flight.departure.time
## Min.     :0.000 Min.     : 1.0 Min.     : 1.0
## 1st Qu.:0.000 1st Qu.: 4.0 1st Qu.: 5.0
## Median :0.000 Median : 7.0 Median : 8.0
## Mean    :0.032 Mean    :10.2 Mean    :20.8
## 3rd Qu.:0.000 3rd Qu.: 9.0 3rd Qu.:11.0
## Max.    :1.000 Max.    :99.0 Max.    :95.0
## NA's    :8694 NA's    :8694 NA's    :8694
## Flight.departure.time..AMPM Air.Canada.Aeroplan
## Min.     : 1.00 Min.     :0.000
## 1st Qu.: 1.00 1st Qu.:0.000
## Median : 2.00 Median :0.000
## Mean    :16.34 Mean    :0.083
## 3rd Qu.: 2.00 3rd Qu.:0.000
## Max.    :95.00 Max.    :1.000
## NA's    :8694 NA's    :8694
## Alaska.AirlinesHorizon.Air.Mileage.Plan
## Min.     :0.000
## 1st Qu.:0.000
## Median :0.000
## Mean    :0.095
## 3rd Qu.:0.000
## Max.    :1.000
## NA's    :8694
## American.AirlinesAmerican.Eagle.AAdvantage Delta.Air.Lines.SkyMiles
## Min.     :0.000 Min.     :0.000
## 1st Qu.:0.000 1st Qu.:0.000
## Median :0.000 Median :0.000
## Mean    :0.319 Mean    :0.368
## 3rd Qu.:1.000 3rd Qu.:1.000
## Max.    :1.000 Max.    :1.000
## NA's    :8694 NA's    :8694
## Frontier.Airlines.EarlyReturns HawaiianMiles JetBlue.Airways.TrueBlue
## Min.     :0.000 Min.     :0.000 Min.     :0.000
## 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000
## Median :0.000 Median :0.000 Median :0.000
## Mean    :0.052 Mean    :0.044 Mean    :0.144
## 3rd Qu.:0.000 3rd Qu.:0.000 3rd Qu.:0.000
## Max.    :1.000 Max.    :1.000 Max.    :1.000
## NA's    :8694 NA's    :8694 NA's    :8694

```

```

## Southwest.Airlines.Rapid.Rewards Spirit.Airlines.Free.Spirit
## Min. :0.000 Min. :0.000
## 1st Qu.:0.000 1st Qu.:0.000
## Median :0.000 Median :0.000
## Mean :0.338 Mean :0.049
## 3rd Qu.:1.000 3rd Qu.:0.000
## Max. :1.000 Max. :1.000
## NA's :8694 NA's :8694
## United.Airlines.MileagePlus Virgin.America.Elevate WestJet.Rewards
## Min. :0.000 Min. :0.00 Min. :0.000
## 1st Qu.:0.000 1st Qu.:0.00 1st Qu.:0.000
## Median :0.000 Median :0.00 Median :0.000
## Mean :0.289 Mean :0.03 Mean :0.035
## 3rd Qu.:1.000 3rd Qu.:0.00 3rd Qu.:0.000
## Max. :1.000 Max. :1.00 Max. :1.000
## NA's :8694 NA's :8694 NA's :8694
## Other None Dont.know Air.Canada.FF.Level
## Min. :0.000 Min. :0.000 Min. :0.00 Min. : 1.00
## 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.00 1st Qu.: 1.00
## Median :0.000 Median :0.000 Median :0.00 Median : 1.00
## Mean :0.021 Mean :0.185 Mean :0.01 Mean : 6.77
## 3rd Qu.:0.000 3rd Qu.:0.000 3rd Qu.:0.00 3rd Qu.: 3.00
## Max. :1.000 Max. :1.000 Max. :1.00 Max. :99.00
## NA's :8694 NA's :8694 NA's :8694 NA's :37585
## American.Airlines.FF.Level Delta.Air.Lines.FF.Level
## Min. : 1.000 Min. : 1.000
## 1st Qu.: 1.000 1st Qu.: 1.000
## Median : 1.000 Median : 1.000
## Mean : 6.604 Mean : 6.654
## 3rd Qu.: 2.000 3rd Qu.: 2.000
## Max. :99.000 Max. :99.000
## NA's :30124 NA's :28593
## Alaska.Airlines.FF.Level United.FF.Level Frontier.Airlines.FF.Level
## Min. : 1.00 Min. : 1.000 Min. : 1.00
## 1st Qu.: 1.00 1st Qu.: 1.000 1st Qu.: 1.00
## Median : 1.00 Median : 1.000 Median : 1.00
## Mean : 5.68 Mean : 5.824 Mean : 7.78
## 3rd Qu.: 2.00 3rd Qu.: 2.000 3rd Qu.: 1.00
## Max. :99.00 Max. :99.000 Max. :99.00
## NA's :37180 NA's :31067 NA's :38537
## JetBlue.Airways.FF.Level Southwest.Airlines.FF.Level
## Min. : 1.00 Min. : 1.000
## 1st Qu.: 1.00 1st Qu.: 1.000
## Median : 1.00 Median : 1.000
## Mean : 4.45 Mean : 5.068
## 3rd Qu.: 1.00 3rd Qu.: 1.000
## Max. :99.00 Max. :99.000
## NA's :35659 NA's :29524
## Hawaiian.Airlines.FF.Level Spirit.Airlines.FF.Level
## Min. : 1.00 Min. : 1.00
## 1st Qu.: 1.00 1st Qu.: 1.00
## Median : 1.00 Median : 1.00
## Mean : 3.74 Mean : 8.07
## 3rd Qu.: 1.00 3rd Qu.: 2.00

```

```

## Max. :99.00 Max. :99.00
## NA's :38785 NA's :38646
## Virgin.America.FF.Level BrandImageEnvircarelessresp
## Min. : 1.00 Min. : 1.00
## 1st Qu.: 1.00 1st Qu.: 5.00
## Median : 1.00 Median : 6.00
## Mean : 4.99 Mean :23.12
## 3rd Qu.: 2.00 3rd Qu.: 7.00
## Max. :99.00 Max. :99.00
## NA's :39241 NA's :8694
## BrandImageInconsistentReliable BrandImageConventionalInnovative
## Min. : 1.00 Min. : 1.000
## 1st Qu.: 5.00 1st Qu.: 4.000
## Median : 6.00 Median : 5.000
## Mean :10.14 Mean : 7.879
## 3rd Qu.: 7.00 3rd Qu.: 7.000
## Max. :99.00 Max. :99.000
## NA's :8694 NA's :8694
## BrandImageOldfashionedModern BrandImageBoringExciting
## Min. : 1.000 Min. : 1.000
## 1st Qu.: 5.000 1st Qu.: 4.000
## Median : 6.000 Median : 5.000
## Mean : 7.082 Mean : 6.866
## 3rd Qu.: 7.000 3rd Qu.: 6.000
## Max. :99.000 Max. :99.000
## NA's :8694 NA's :8694
## BrandImageCrampedSpacious BrandImageBottomlinePassenger
## Min. : 1.000 Min. : 1.00
## 1st Qu.: 4.000 1st Qu.: 5.00
## Median : 6.000 Median : 6.00
## Mean : 6.396 Mean :14.76
## 3rd Qu.: 7.000 3rd Qu.: 7.00
## Max. :99.000 Max. :99.00
## NA's :8694 NA's :8694
## BrandImageBadGoodRep Times.departed.from.Evaluated.Airport
## Min. : 1.00 Min. : 1.000
## 1st Qu.: 5.00 1st Qu.: 1.000
## Median : 6.00 Median : 2.000
## Mean :13.81 Mean : 2.735
## 3rd Qu.: 7.00 3rd Qu.: 3.000
## Max. :99.00 Max. :50.000
## NA's :8694 NA's :8694
## How.traveled.to.Evaluated.Airport Time.left.for.Evaluated.Airport
## Min. : 1.000 Min. : 1.000
## 1st Qu.: 2.000 1st Qu.: 4.000
## Median : 3.000 Median : 6.000
## Mean : 6.198 Mean : 5.987
## 3rd Qu.: 5.000 3rd Qu.: 8.000
## Max. :97.000 Max. :12.000
## NA's :8694 NA's :8694
## Time.left.for.Evaluated.Airport.AMPM Miles.traveled.to.Evaluated.Airport
## Min. :1.000 Min. : 0.00
## 1st Qu.:1.000 1st Qu.: 10.00
## Median :1.000 Median : 20.00

```

```

## Mean      :1.381                      Mean      : 36.45
## 3rd Qu.:2.000                      3rd Qu.: 40.00
## Max.      :2.000                      Max.      :300.00
## NA's      :8694                      NA's      :8694
## Traffic.congestion Public.transportation.present
## Min.      : 1.000      Min.      : 0.00
## 1st Qu.: 3.000      1st Qu.: 1.00
## Median : 3.000      Median : 1.00
## Mean     : 4.012      Mean      :35.31
## 3rd Qu.: 4.000      3rd Qu.:99.00
## Max.     :99.000      Max.      :99.00
## NA's     :11470      NA's      :10457
## How.often.public.transportation.used
## Min.      : 0.000
## 1st Qu.: 0.000
## Median : 0.000
## Mean     : 1.616
## 3rd Qu.: 2.000
## Max.     :99.000
## NA's     :24703
## Likelihood.to.use.public.transportation   Parked.at
## Min.      : 1.00                      Min.      : 1.00
## 1st Qu.: 2.00                      1st Qu.: 1.00
## Median : 2.00                      Median : 4.00
## Mean     :13.61                      Mean      : 6.79
## 3rd Qu.: 3.00                      3rd Qu.: 6.00
## Max.     :99.00                      Max.      :97.00
## NA's     :25937                      NA's      :33744
## Minutes.after.parking.to.travel.to.terminal
## Min.      : 0.00
## 1st Qu.: 5.00
## Median :10.00
## Mean     :10.02
## 3rd Qu.:15.00
## Max.     :90.00
## NA's     :33744
## Method.of.payment.for.parking.fees Parking.fees.vs.expectations
## Min.      : 1.00                      Min.      :1.00
## 1st Qu.: 1.00                      1st Qu.:2.00
## Median : 2.00                      Median :2.00
## Mean     : 6.26                      Mean      :1.93
## 3rd Qu.: 2.00                      3rd Qu.:2.00
## Max.     :97.00                      Max.      :3.00
## NA's     :33744                      NA's      :33744
## Ease.of.entrance Availability.of.parking.spaces Safety.and.security
## Min.      : 1.00      Min.      : 1.00                      Min.      : 1.00
## 1st Qu.: 7.00      1st Qu.: 7.00                      1st Qu.: 7.00
## Median : 8.00      Median : 8.00                      Median : 8.00
## Mean     :10.98      Mean      :11.35                      Mean      :11.33
## 3rd Qu.:10.00      3rd Qu.:10.00                      3rd Qu.:10.00
## Max.     :99.00      Max.      :99.00                      Max.      :99.00
## NA's     :33744      NA's      :33744                      NA's      :33744
## Variety.of.parking.options.eg.garage.surface.lot.valet.reserved.parking.etc
## Min.      : 1.00

```

```

## 1st Qu.: 6.00
## Median : 8.00
## Mean :12.89
## 3rd Qu.: 9.50
## Max. :99.00
## NA's :33744
## Cleanliness.of.the.parking.facilities Clarity.of.signsdirections
## Min. : 1.00 Min. : 1.00
## 1st Qu.: 7.00 1st Qu.: 7.00
## Median : 8.00 Median : 8.00
## Mean :11.84 Mean :10.89
## 3rd Qu.:10.00 3rd Qu.: 9.00
## Max. :99.00 Max. :99.00
## NA's :33744 NA's :33744
## Convenience.to.terminal Reasonableness.of.the.price
## Min. : 1.0 Min. : 1.00
## 1st Qu.: 7.0 1st Qu.: 6.00
## Median : 8.0 Median : 8.00
## Mean :10.9 Mean :10.74
## 3rd Qu.:10.0 3rd Qu.: 9.00
## Max. :99.0 Max. :99.00
## NA's :33744 NA's :33744
## Overall.parking.experience Easy.to.find.loadingunloading.area
## Min. : 1.00 Min. : 0.000
## 1st Qu.: 7.00 1st Qu.: 1.000
## Median : 8.00 Median : 1.000
## Mean : 7.89 Mean : 6.083
## 3rd Qu.: 9.00 3rd Qu.: 1.000
## Max. :10.00 Max. :99.000
## NA's :33744 NA's :22464
## Easy.to.find.transportation.service.to.Evaluated.Airport
## Min. :1.00
## 1st Qu.:3.00
## Median :4.00
## Mean :3.37
## 3rd Qu.:4.00
## Max. :4.00
## NA's :33428
## Ease.of.dropping.off Safety.and.security.1 Clarity.of.signsdirections.1
## Min. : 1.000 Min. : 1.000 Min. : 1.000
## 1st Qu.: 7.000 1st Qu.: 7.000 1st Qu.: 7.000
## Median : 9.000 Median : 9.000 Median : 8.000
## Mean : 8.742 Mean : 9.092 Mean : 9.139
## 3rd Qu.:10.000 3rd Qu.:10.000 3rd Qu.:10.000
## Max. :99.000 Max. :99.000 Max. :99.000
## NA's :22464 NA's :22464 NA's :22464
## Convenience.to.terminal.1 Overall.drop.off.experience
## Min. : 1.00 Min. : 1.00
## 1st Qu.: 7.00 1st Qu.: 7.00
## Median : 9.00 Median : 9.00
## Mean : 8.68 Mean : 8.19
## 3rd Qu.:10.00 3rd Qu.:10.00
## Max. :99.00 Max. :10.00
## NA's :22464 NA's :22464

```

```

## Rental.car.facility.signage Shuttle.needed Who.operated.shuttle
## Min. : 0.00 Min. :0.00 Min. : 1.00
## 1st Qu.: 1.00 1st Qu.:0.00 1st Qu.: 1.00
## Median : 1.00 Median :1.00 Median : 1.00
## Mean : 4.28 Mean :0.62 Mean :10.21
## 3rd Qu.: 1.00 3rd Qu.:1.00 3rd Qu.: 2.00
## Max. :99.00 Max. :1.00 Max. :99.00
## NA's :35628 NA's :35628 NA's :37366
## Wait.time.for.shuttle.to.Evaluated.Airport
## Min. : 0.0
## 1st Qu.: 3.0
## Median : 5.0
## Mean :147.8
## 3rd Qu.: 15.0
## Max. :999.0
## NA's :37366
## Minutes.to.terminal.after.boarding.shuttle Ease.of.entrance.1
## Min. : 0.0 Min. : 1.00
## 1st Qu.: 5.0 1st Qu.: 7.00
## Median : 10.0 Median : 9.00
## Mean :165.8 Mean : 8.62
## 3rd Qu.: 15.0 3rd Qu.:10.00
## Max. :999.0 Max. :99.00
## NA's :37366 NA's :35628
## Safety.and.security.2 Cleanliness.of.the.rental.car.facilities
## Min. : 1.00 Min. : 1.00
## 1st Qu.: 7.00 1st Qu.: 7.00
## Median : 9.00 Median : 9.00
## Mean : 9.39 Mean : 9.06
## 3rd Qu.:10.00 3rd Qu.:10.00
## Max. :99.00 Max. :99.00
## NA's :35628 NA's :35628
## Clarity.of.signsdirections.2 Convenience.to.terminal.2
## Min. : 1.00 Min. : 1.00
## 1st Qu.: 7.00 1st Qu.: 7.00
## Median : 8.00 Median : 8.00
## Mean : 8.61 Mean : 8.41
## 3rd Qu.:10.00 3rd Qu.:10.00
## Max. :99.00 Max. :99.00
## NA's :35628 NA's :35628
## Overall.rental.car.facility.experience
## Min. : 1.00
## 1st Qu.: 7.00
## Median : 9.00
## Mean : 8.11
## 3rd Qu.:10.00
## Max. :10.00
## NA's :35628
## How.often.public.transportation.used.1
## Min. : 1.00
## 1st Qu.: 2.00
## Median : 3.00
## Mean : 5.78
## 3rd Qu.: 4.00

```

```

## Max.      :99.00
## NA's      :38420
## Frequency.of.public.transportation.service Safety.and.security.3
## Min.      : 1.00                      Min.      : 1.00
## 1st Qu.: 7.00                      1st Qu.: 7.00
## Median : 8.00                      Median : 8.00
## Mean    : 9.06                      Mean     : 8.88
## 3rd Qu.:10.00                     3rd Qu.: 9.50
## Max.     :99.00                     Max.      :99.00
## NA's     :38420                     NA's      :38420
## Cleanliness.of.the.public.transportation.facilities
## Min.      : 1.00
## 1st Qu.: 7.00
## Median : 8.00
## Mean     : 9.18
## 3rd Qu.: 9.00
## Max.     :99.00
## NA's     :38420
## Clarity.of.signsdirections.3 Convenience.to.terminal.3
## Min.      : 1.00                      Min.      : 1.00
## 1st Qu.: 7.00                      1st Qu.: 7.00
## Median : 8.00                      Median : 9.00
## Mean     : 9.57                      Mean     : 9.16
## 3rd Qu.:10.00                     3rd Qu.:10.00
## Max.     :99.00                     Max.      :99.00
## NA's     :38420                     NA's      :38420
## Overall.public.transportation.experience
## Min.      : 1.0
## 1st Qu.: 7.0
## Median : 8.0
## Mean     : 8.1
## 3rd Qu.: 9.0
## Max.     :10.0
## NA's     :38420
## Transportation.method.used.to.leave.Evaluated.Airport
## Min.      : 1.000
## 1st Qu.: 2.000
## Median : 3.000
## Mean     : 6.472
## 3rd Qu.: 5.000
## Max.     :97.000
## NA's     :8694
## Time.left.Evaluated.Airport Time.left.Evaluated.Airport.AMPM
## Min.      : 1.00                      Min.      : 1.00
## 1st Qu.: 5.00                      1st Qu.: 2.00
## Median : 8.00                      Median : 2.00
## Mean     :23.57                      Mean     :19.59
## 3rd Qu.:11.00                     3rd Qu.: 2.00
## Max.     :95.00                     Max.      :95.00
## NA's     :8694                      NA's      :8694
## Miles.traveled.from.Evaluated.Airport
## Min.      : 0.0
## 1st Qu.: 12.0
## Median : 25.0

```



```

## Mean      :167.3
## 3rd Qu.: 62.0
## Max.      :999.0
## NA's      :8694
## Minutes.to.travel.from.Evaluated.Airport.to.destination
## Min.      : 0.0
## 1st Qu.: 22.0
## Median : 40.0
## Mean      :220.8
## 3rd Qu.:110.0
## Max.      :999.0
## NA's      :8694
## Traffic.congestion.leaving.complex Preferred.transportation.mode
## Min.      : 1.000 Min.      : 1.00
## 1st Qu.: 2.000 1st Qu.: 2.00
## Median : 3.000 Median : 3.00
## Mean      : 6.907 Mean      :12.68
## 3rd Qu.: 4.000 3rd Qu.: 4.00
## Max.      :99.000 Max.      :97.00
## NA's      :8694 NA's      :8694
## Clarity.of.signs..directions Convenience.of.transportation
## Min.      : 1.000 Min.      : 1.00
## 1st Qu.: 7.000 1st Qu.: 7.00
## Median : 8.000 Median : 8.00
## Mean      : 8.925 Mean      :10.77
## 3rd Qu.: 9.000 3rd Qu.: 9.00
## Max.      :99.000 Max.      :99.00
## NA's      :8694 NA's      :8694
## Attractiveness.of.airport.grounds Ease.of.arriving.at.the.terminal
## Min.      : 1.000 Min.      : 1.000
## 1st Qu.: 6.000 1st Qu.: 7.000
## Median : 8.000 Median : 8.000
## Mean      : 8.954 Mean      : 8.713
## 3rd Qu.: 9.000 3rd Qu.: 9.000
## Max.      :99.000 Max.      :99.000
## NA's      :8694 NA's      :8694
## Ease.of.leaving.terminal Traffic.flow.on.airport.grounds
## Min.      : 1.000 Min.      : 1.000
## 1st Qu.: 7.000 1st Qu.: 6.000
## Median : 8.000 Median : 8.000
## Mean      : 8.819 Mean      : 8.975
## 3rd Qu.: 9.000 3rd Qu.: 9.000
## Max.      :99.000 Max.      :99.000
## NA's      :8694 NA's      :8694
## Overall.airport.accessibility.experience Place.of.checkin
## Min.      : 1.000 Min.      :1.000
## 1st Qu.: 7.000 1st Qu.:2.000
## Median : 8.000 Median :3.000
## Mean      : 7.908 Mean      :2.889
## 3rd Qu.: 9.000 3rd Qu.:4.000
## Max.      :10.000 Max.      :4.000
## NA's      :8694 NA's      :8694
## Number.of.bags.checked.in
## Min.      : 0.000

```

```

## 1st Qu.: 1.000
## Median : 1.000
## Mean   : 1.208
## 3rd Qu.: 2.000
## Max.   :20.000
## NA's   :8694
## Easy.to.find.luggage.trolleys.when.entered.terminal
## Min.    : 0.00
## 1st Qu.: 1.00
## Median  : 1.00
## Mean    :35.81
## 3rd Qu.:99.00
## Max.    :99.00
## NA's    :8694
## Place.for.luggage.checkin Airlineairport.responsible.for.handling.luggage
## Min.     :1.000           Min.     :1.00
## 1st Qu.:2.000           1st Qu.:1.00
## Median :2.000           Median  :2.00
## Mean    :1.805           Mean    :2.06
## 3rd Qu.:2.000           3rd Qu.:3.00
## Max.    :2.000           Max.    :3.00
## NA's    :16186          NA's    :8694
## Minutes.to.obtain.boarding.pass
## Min.     : 0.00
## 1st Qu.: 5.00
## Median   :10.00
## Mean     :13.51
## 3rd Qu.:15.00
## Max.     :180.00
## NA's     :13252
## Ease.of.finding.checkinbaggage.check.location
## Min.     : 1.0
## 1st Qu.: 7.0
## Median   : 9.0
## Mean     :16.6
## 3rd Qu.:10.0
## Max.     :99.0
## NA's     :8694
## Traffic.flow.at.checkinbaggage.check.area
## Min.     : 1.00
## 1st Qu.: 7.00
## Median   : 8.00
## Mean     :16.32
## 3rd Qu.:10.00
## Max.     :99.00
## NA's     :8694
## Cleanliness.of.the.checkinbaggage.check.area
## Min.     : 1.00
## 1st Qu.: 7.00
## Median   : 9.00
## Mean     :16.49
## 3rd Qu.:10.00
## Max.     :99.00
## NA's     :8694

```

```

## Overall.checkinbaggage.check.experience Type.of.security.line
## Min. : 1.000 Min. : 1.00
## 1st Qu.: 7.000 1st Qu.: 1.00
## Median : 8.000 Median : 3.00
## Mean : 7.976 Mean : 3.13
## 3rd Qu.: 9.000 3rd Qu.: 3.00
## Max. :10.000 Max. :97.00
## NA's :8694 NA's :8694
## Lines.available..Number.of.security.lines.available
## Min. : 1.000
## 1st Qu.: 2.000
## Median : 3.000
## Mean : 3.879
## 3rd Qu.: 5.000
## Max. :100.000
## NA's :8694
## Lines.open..Number.of.security.lines.available
## Min. : 1.000
## 1st Qu.: 2.000
## Median : 2.000
## Mean : 3.017
## 3rd Qu.: 4.000
## Max. :100.000
## NA's :8694
## Sign.to.inform.security.wait.times Singled.out.for.special.TSA.screening
## Min. : 0.00 Min. : 0.000
## 1st Qu.: 0.00 1st Qu.: 0.000
## Median : 1.00 Median : 0.000
## Mean :31.03 Mean : 3.964
## 3rd Qu.:99.00 3rd Qu.: 0.000
## Max. :99.00 Max. :99.000
## NA's :8694 NA's :10888
## Minutes.between.cleared.security.and.boarding.the.plane
## Min. : 0.0
## 1st Qu.: 35.0
## Median : 60.0
## Mean :219.8
## 3rd Qu.:100.0
## Max. :999.0
## NA's :8694
## Foodbeverages.purchased.beforeafter.security Healthy.foodbeverage.options
## Min. :1.000 Min. : 0.00
## 1st Qu.:2.000 1st Qu.: 1.00
## Median :2.000 Median : 1.00
## Mean :1.956 Mean :19.95
## 3rd Qu.:2.000 3rd Qu.: 1.00
## Max. :3.000 Max. :99.00
## NA's :24296 NA's :35094
## Importance.of.healthy.foodbeverage.options
## Min. :1.00
## 1st Qu.:3.00
## Median :3.00
## Mean :3.02
## 3rd Qu.:4.00

```

```

## Max.      :4.00
## NA's      :35094
## Were.local.restaurant.or.food.choices.ie.nonchain.restaurants.available.at.Airport.Evaluated
## Min.      : 0.00
## 1st Qu.: 1.00
## Median : 1.00
## Mean      :19.68
## 3rd Qu.: 1.00
## Max.      :99.00
## NA's      :28131
## Foodbeverages.wanted.found    Not.hungry    Brought.my.own.food
## Min.      : 0.000              Min.      :0.000    Min.      :0.000
## 1st Qu.: 1.000              1st Qu.:0.000    1st Qu.:0.000
## Median : 1.000              Median :1.000    Median :0.000
## Mean      : 3.087            Mean      :0.553    Mean      :0.184
## 3rd Qu.: 1.000              3rd Qu.:1.000    3rd Qu.:0.000
## Max.      :99.000            Max.      :1.000    Max.      :1.000
## NA's      :28131            NA's      :24581    NA's      :24581
## Didnt.like.the.choices Too.expensive    No.time      Other.1
## Min.      :0.000            Min.      :0.000    Min.      :0.000    Min.      :0.000
## 1st Qu.:0.000            1st Qu.:0.000    1st Qu.:0.000    1st Qu.:0.000
## Median :0.000            Median :0.000    Median :0.000    Median :0.000
## Mean      :0.074            Mean      :0.271    Mean      :0.126    Mean      :0.053
## 3rd Qu.:0.000            3rd Qu.:1.000    3rd Qu.:0.000    3rd Qu.:0.000
## Max.      :1.000            Max.      :1.000    Max.      :1.000    Max.      :1.000
## NA's      :24581            NA's      :24581    NA's      :24581    NA's      :24581
## Shopped.at.retail.stores.beforeafter.security Didnt.have.time
## Min.      :1.000              Min.      :0.000
## 1st Qu.:2.000              1st Qu.:0.000
## Median :2.000              Median :0.000
## Mean      :1.899            Mean      :0.089
## 3rd Qu.:2.000              3rd Qu.:0.000
## Max.      :3.000            Max.      :1.000
## NA's      :31412              NA's      :17465
## Too.expensive.1 Didnt.have.what.I.need No.need.to.shop    Other.2
## Min.      :0.00    Min.      :0.000            Min.      :0.00    Min.      :0.000
## 1st Qu.:0.00    1st Qu.:0.000            1st Qu.:1.00    1st Qu.:0.000
## Median :0.00    Median :0.000            Median :1.00    Median :0.000
## Mean      :0.26    Mean      :0.044            Mean      :0.78    Mean      :0.019
## 3rd Qu.:1.00    3rd Qu.:0.000            3rd Qu.:1.00    3rd Qu.:0.000
## Max.      :1.00    Max.      :1.000            Max.      :1.00    Max.      :1.000
## NA's      :17465    NA's      :17465            NA's      :17465    NA's      :17465
## Arriving.on.the.airport.grounds    Checkin    Security
## Min.      :0.00              Min.      :0.00    Min.      :0.00
## 1st Qu.:0.00              1st Qu.:0.00    1st Qu.:0.00
## Median :0.00              Median :0.00    Median :0.00
## Mean      :0.29            Mean      :0.33    Mean      :0.29
## 3rd Qu.:1.00              3rd Qu.:1.00    3rd Qu.:1.00
## Max.      :1.00            Max.      :1.00    Max.      :1.00
## NA's      :38888            NA's      :38888    NA's      :38888
## Gate.area    Baggage.claim.area
## Min.      :0.00    Min.      :0.00
## 1st Qu.:0.00    1st Qu.:0.00
## Median :0.00    Median :0.00

```

```

## Mean :0.37 Mean :0.28
## 3rd Qu.:1.00 3rd Qu.:1.00
## Max. :1.00 Max. :1.00
## NA's :38888 NA's :38888
## Ground.transportation.eg.taxi.shuttle.etc Restrooms
## Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00
## Mean :0.28 Mean :0.23
## 3rd Qu.:1.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00
## NA's :38888 NA's :38888
## Food.and.beverage Retail.shops
## Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00
## Mean :0.13 Mean :0.07
## 3rd Qu.:0.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00
## NA's :38888 NA's :38888
## Flight.monitors.eg.arrivaldeparture.info Parking.structures
## Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00
## Mean :0.25 Mean :0.18
## 3rd Qu.:0.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00
## NA's :38888 NA's :38888
## Other.3 Used.restrooms.in.terminal WiFi.connection.offered
## Min. :0.00 Min. :0.00 Min. : 0.00
## 1st Qu.:0.00 1st Qu.:0.00 1st Qu.: 1.00
## Median :0.00 Median :1.00 Median : 1.00
## Mean :0.06 Mean :0.73 Mean :30.61
## 3rd Qu.:0.00 3rd Qu.:1.00 3rd Qu.:99.00
## Max. :1.00 Max. :1.00 Max. :99.00
## NA's :38888 NA's :8694 NA's :8694
## WiFi.connection.speed Noise.level.at.the.airport Utilized.airport.lounge
## Min. : 0.000 Min. : 1.000 Min. :0.000
## 1st Qu.: 1.000 1st Qu.: 2.000 1st Qu.:0.000
## Median : 2.000 Median : 2.000 Median :0.000
## Mean : 2.636 Mean : 4.205 Mean :0.164
## 3rd Qu.: 2.000 3rd Qu.: 2.000 3rd Qu.:0.000
## Max. :99.000 Max. :99.000 Max. :1.000
## NA's :20212 NA's :8694 NA's :8694
## Air.temperature.at.the.gate Wheelchair.servicecourtesy.cart
## Min. :1.000 Min. :0.000
## 1st Qu.:2.000 1st Qu.:0.000
## Median :2.000 Median :0.000
## Mean :1.958 Mean :0.077
## 3rd Qu.:2.000 3rd Qu.:0.000
## Max. :3.000 Max. :1.000
## NA's :8694 NA's :8694
## Plane.not.there Mechanical.problems Bad.weather.where.you.were
## Min. :0.00 Min. :0.00 Min. :0.00

```

```

## 1st Qu.:0.00    1st Qu.:0.00    1st Qu.:0.00
## Median :0.00    Median :0.00    Median :0.00
## Mean   :0.17    Mean   :0.12    Mean   :0.11
## 3rd Qu.:0.00    3rd Qu.:0.00    3rd Qu.:0.00
## Max.   :1.00    Max.   :1.00    Max.   :1.00
## NA's   :36312   NA's   :36312   NA's   :36312
## Bad.weather.where.you.were.going Crew.not.there
## Min.    :0.0                                Min.    :0.00
## 1st Qu.:0.0                                1st Qu.:0.00
## Median :0.0                                Median :0.00
## Mean    :0.1                                Mean    :0.06
## 3rd Qu.:0.0                                3rd Qu.:0.00
## Max.    :1.0                                Max.    :1.00
## NA's    :36312                                NA's    :36312
## Gate.not.available.at.destination Delay.in.landing Flight.overbooked
## Min.    :0.00                                Min.    :0.00    Min.    :0.00
## 1st Qu.:0.00                                1st Qu.:0.00    1st Qu.:0.00
## Median :0.00                                Median :0.00    Median :0.00
## Mean    :0.02                                Mean    :0.11    Mean    :0.04
## 3rd Qu.:0.00                                3rd Qu.:0.00    3rd Qu.:0.00
## Max.    :1.00                                Max.    :1.00    Max.    :1.00
## NA's    :36312                                NA's    :36312   NA's    :36312
## Too.much.carryon.baggage Security.issue Passengers.late.arrivalsslow
## Min.    :0.00                                Min.    :0.00    Min.    :0.00
## 1st Qu.:0.00                                1st Qu.:0.00    1st Qu.:0.00
## Median :0.00                                Median :0.00    Median :0.00
## Mean    :0.03                                Mean    :0.01    Mean    :0.05
## 3rd Qu.:0.00                                3rd Qu.:0.00    3rd Qu.:0.00
## Max.    :1.00                                Max.    :1.00    Max.    :1.00
## NA's    :36312                                NA's    :36312   NA's    :36312
## Runway.trafficAir.traffic.control Other.4
## Min.    :0.00                                Min.    :0.00
## 1st Qu.:0.00                                1st Qu.:0.00
## Median :0.00                                Median :0.00
## Mean    :0.09                                Mean    :0.05
## 3rd Qu.:0.00                                3rd Qu.:0.00
## Max.    :1.00                                Max.    :1.00
## NA's    :36312                                NA's    :36312
## I.dont.know.the.cause.of.the.delay
## Min.    :0.00
## 1st Qu.:0.00
## Median :0.00
## Mean    :0.26
## 3rd Qu.:1.00
## Max.    :1.00
## NA's    :36312
## How.many.minutes.was.your.flight.delayed Obtained.checked.baggage
## Min.    : 0                                Min.    :0.000
## 1st Qu.: 25                                1st Qu.:0.000
## Median : 45                                Median :1.000
## Mean    :173                                Mean    :0.602
## 3rd Qu.:120                                3rd Qu.:1.000
## Max.    :999                                Max.    :1.000
## NA's    :36312                                NA's    :8694

```

```

## Minutes.to.get.to.the.baggage.claim.area
## Min.      : 0.0
## 1st Qu.:  5.0
## Median : 10.0
## Mean    :156.1
## 3rd Qu.: 20.0
## Max.     :999.0
## NA's     :21212
## Minutes.waited.at.the.baggage.claim.area All.baggage.received
## Min.      : 0                      Min.      : 0.000
## 1st Qu.:  7                      1st Qu.:  1.000
## Median : 15                      Median :  1.000
## Mean    :154                      Mean    :  2.328
## 3rd Qu.: 20                      3rd Qu.:  1.000
## Max.     :999                      Max.     :99.000
## NA's     :21212                    NA's     :21212
## Easy.to.find.luggage.trolleys.in.baggage.claim.area
## Min.      : 0.00
## 1st Qu.:  1.00
## Median :  1.00
## Mean    :24.89
## 3rd Qu.:  1.00
## Max.     :99.00
## NA's     :21212
## Ease.of.finding.your.baggage.claim.areacarousel
## Min.      : 1.000
## 1st Qu.:  7.000
## Median :  8.000
## Mean    :  8.277
## 3rd Qu.:10.000
## Max.     :99.000
## NA's     :21212
## Physical.conditioncleanliness.of.baggage.claim.area
## Min.      : 1.000
## 1st Qu.:  7.000
## Median :  8.000
## Mean    :  8.139
## 3rd Qu.:  9.000
## Max.     :99.000
## NA's     :21212
## Speed.of.baggage.delivery Overall.baggage.claim.experience
## Min.      : 1.000          Min.      : 1.000
## 1st Qu.:  6.000          1st Qu.:  7.000
## Median :  8.000          Median :  8.000
## Mean    :  7.662          Mean    :  7.761
## 3rd Qu.:  9.000          3rd Qu.:  9.000
## Max.     :99.000          Max.     :10.000
## NA's     :21212          NA's     :21212
## Went.through.immigrationcustoms Used.kiosk
## Min.      :0.000          Min.      : 0.00
## 1st Qu.:0.000          1st Qu.:  0.00
## Median :0.000          Median :  1.00
## Mean    :0.159          Mean    :  5.48
## 3rd Qu.:0.000          3rd Qu.:  1.00

```

```

## Max.      :1.000                      Max.      :99.00
## NA's      :8694                      NA's      :35174
## Minutes.to.get.through.immigrationcustoms
## Min.      : 0.0
## 1st Qu.: 8.0
## Median : 15.0
## Mean      :219.1
## 3rd Qu.: 45.0
## Max.      :999.0
## NA's      :35174
## Overall.immigrationcustoms.experience Likelihood.to.use.airport
## Min.      : 1.00                      Min.      : 1.00
## 1st Qu.: 7.00                      1st Qu.: 3.00
## Median : 8.00                      Median : 4.00
## Mean      : 7.66                      Mean      : 5.99
## 3rd Qu.: 9.00                      3rd Qu.: 4.00
## Max.      :10.00                     Max.      :99.00
## NA's      :35174                     NA's      :8694
## Likelihood.to.recommend Number.of.positive.recommendations
## Min.      : 1.00                      Min.      : 0.00
## 1st Qu.: 3.00                      1st Qu.: 1.00
## Median : 4.00                      Median : 3.00
## Mean      : 7.55                      Mean      :38.54
## 3rd Qu.: 4.00                      3rd Qu.:99.00
## Max.      :99.00                     Max.      :99.00
## NA's      :8694                      NA's      :8694
## Number.of.negative.comments Posted.comments.on.social.media
## Min.      : 0.00                      Min.      :0.000
## 1st Qu.: 0.00                      1st Qu.:0.000
## Median : 0.00                      Median :0.000
## Mean      :29.52                      Mean      :0.095
## 3rd Qu.:99.00                      3rd Qu.:0.000
## Max.      :99.00                     Max.      :1.000
## NA's      :8694                      NA's      :8694
##      Yelp      Facebook      Twitter      Instagram
## Min.      :0.00      Min.      :0.00      Min.      :0.00      Min.      :0.00
## 1st Qu.:0.00      1st Qu.:0.00      1st Qu.:0.00      1st Qu.:0.00
## Median :0.00      Median :1.00      Median :0.00      Median :0.00
## Mean      :0.14      Mean      :0.71      Mean      :0.31      Mean      :0.36
## 3rd Qu.:0.00      3rd Qu.:1.00      3rd Qu.:1.00      3rd Qu.:1.00
## Max.      :1.00      Max.      :1.00      Max.      :1.00      Max.      :1.00
## NA's      :37182     NA's      :37182     NA's      :37182     NA's      :37182
##      Tumblr      YouTube      LinkedIn      Trip.Advisor
## Min.      :0.00      Min.      :0.00      Min.      :0.00      Min.      :0.00
## 1st Qu.:0.00      1st Qu.:0.00      1st Qu.:0.00      1st Qu.:0.00
## Median :0.00      Median :0.00      Median :0.00      Median :0.00
## Mean      :0.12      Mean      :0.29      Mean      :0.15      Mean      :0.21
## 3rd Qu.:0.00      3rd Qu.:1.00      3rd Qu.:0.00      3rd Qu.:0.00
## Max.      :1.00      Max.      :1.00      Max.      :1.00      Max.      :1.00
## NA's      :37182     NA's      :37182     NA's      :37182     NA's      :37182
##      Other.blog      Other.forum      Other.ratingreview.sites      Other.5
## Min.      :0.00      Min.      :0.00      Min.      :0.00                      Min.      :0.00
## 1st Qu.:0.00      1st Qu.:0.00      1st Qu.:0.00                      1st Qu.:0.00
## Median :0.00      Median :0.00      Median :0.00                      Median :0.00

```



```

## Mean :0.06 Mean :0.06 Mean :0.06 Mean :0.01
## 3rd Qu.:0.00 3rd Qu.:0.00 3rd Qu.:0.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00 Max. :1.00 Max. :1.00
## NA's :37182 NA's :37182 NA's :37182 NA's :37182
## Dont.knowdont.remember Number.times.read.online.travel.information
## Min. :0.00 Min. : 0
## 1st Qu.:0.00 1st Qu.: 0
## Median :0.00 Median : 2
## Mean :0.02 Mean :3200
## 3rd Qu.:0.00 3rd Qu.:9999
## Max. :1.00 Max. :9999
## NA's :37182 NA's :8694
## Wireless.Internet Plug.for.your.computer.phone.etc Arcadegame.room
## Min. :0.000 Min. :0.000 Min. :0.000
## 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000
## Median :0.000 Median :0.000 Median :0.000
## Mean :0.494 Mean :0.483 Mean :0.105
## 3rd Qu.:1.000 3rd Qu.:1.000 3rd Qu.:0.000
## Max. :1.000 Max. :1.000 Max. :1.000
## NA's :8694 NA's :8694 NA's :8694
## Personal.services.eg.massage.hair.salon.shoe.shine.etc
## Min. :0.000
## 1st Qu.:0.000
## Median :0.000
## Mean :0.103
## 3rd Qu.:0.000
## Max. :1.000
## NA's :8694
## More.variety.of.food.andor.beverage More.variety.of.retail.services
## Min. :0.000 Min. :0.000
## 1st Qu.:0.000 1st Qu.:0.000
## Median :0.000 Median :0.000
## Mean :0.343 Mean :0.153
## 3rd Qu.:1.000 3rd Qu.:0.000
## Max. :1.000 Max. :1.000
## NA's :8694 NA's :8694
## Premier.club Childrens.play.area Smoking.arealounge
## Min. :0.000 Min. :0.000 Min. :0.0
## 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.0
## Median :0.000 Median :0.000 Median :0.0
## Mean :0.079 Mean :0.093 Mean :0.1
## 3rd Qu.:0.000 3rd Qu.:0.000 3rd Qu.:0.0
## Max. :1.000 Max. :1.000 Max. :1.0
## NA's :8694 NA's :8694 NA's :8694
## More.comfortable.seating.area Quiet.area Work.space.near.plug
## Min. :0.000 Min. :0.000 Min. :0.000
## 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000
## Median :0.000 Median :0.000 Median :0.000
## Mean :0.421 Mean :0.316 Mean :0.233
## 3rd Qu.:1.000 3rd Qu.:1.000 3rd Qu.:0.000
## Max. :1.000 Max. :1.000 Max. :1.000
## NA's :8694 NA's :8694 NA's :8694
## ATM Movie.theater Religious.facilities
## Min. :0.000 Min. :0.000 Min. :0.000

```

```

## 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000
## Median :0.000 Median :0.000 Median :0.000
## Mean :0.141 Mean :0.096 Mean :0.035
## 3rd Qu.:0.000 3rd Qu.:0.000 3rd Qu.:0.000
## Max. :1.000 Max. :1.000 Max. :1.000
## NA's :8694 NA's :8694 NA's :8694
## ExerciseHealth.club.facilities TV Other.6
## Min. :0.000 Min. :0.000 Min. :0.000
## 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000
## Median :0.000 Median :0.000 Median :0.000
## Mean :0.077 Mean :0.343 Mean :0.014
## 3rd Qu.:0.000 3rd Qu.:1.000 3rd Qu.:0.000
## Max. :1.000 Max. :1.000 Max. :1.000
## NA's :8694 NA's :8694 NA's :8694
## None.1 Gender Country Birth.Year
## Min. :0.000 Min. : 0.000 Min. : 1.000 Min. : 98
## 1st Qu.:0.000 1st Qu.: 0.000 1st Qu.: 1.000 1st Qu.:1955
## Median :0.000 Median : 0.000 Median : 1.000 Median :1970
## Mean :0.113 Mean : 0.767 Mean : 1.376 Mean :1928
## 3rd Qu.:0.000 3rd Qu.: 1.000 3rd Qu.: 1.000 3rd Qu.:1984
## Max. :1.000 Max. :98.000 Max. :98.000 Max. :2000
## NA's :8694 NA's :8694 NA's :8694 NA's :8694
## Education Marital.Status WhiteCaucasian BlackAfrican.American
## Min. : 1.000 Min. : 1.000 Min. :0.000 Min. :0.000
## 1st Qu.: 5.000 1st Qu.: 1.000 1st Qu.:1.000 1st Qu.:0.000
## Median : 6.000 Median : 1.000 Median :1.000 Median :0.000
## Mean : 6.486 Mean : 2.577 Mean :0.799 Mean :0.066
## 3rd Qu.: 7.000 3rd Qu.: 2.000 3rd Qu.:1.000 3rd Qu.:0.000
## Max. :98.000 Max. :98.000 Max. :1.000 Max. :1.000
## NA's :8694 NA's :8694 NA's :8694 NA's :8694
## AsianAsian.American LatinoHispanic Other.7 Prefer.not.to.answer
## Min. :0.00 Min. :0.000 Min. :0.000 Min. :0.000
## 1st Qu.:0.00 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000
## Median :0.00 Median :0.000 Median :0.000 Median :0.000
## Mean :0.09 Mean :0.056 Mean :0.019 Mean :0.013
## 3rd Qu.:0.00 3rd Qu.:0.000 3rd Qu.:0.000 3rd Qu.:0.000
## Max. :1.00 Max. :1.000 Max. :1.000 Max. :1.000
## NA's :8694 NA's :8694 NA's :8694 NA's :8694
## Household.annual.income
## Min. : 1.00
## 1st Qu.: 5.00
## Median : 8.00
## Mean :13.23
## 3rd Qu.:11.00
## Max. :98.00
## NA's :8694
## Did.you.have.to.go.through.security.again.at.connecting.airport
## Min. :0.000
## 1st Qu.:0.000
## Median :0.000
## Mean :0.309
## 3rd Qu.:1.000
## Max. :1.000
## NA's :31489

```

```

## Crowd.within.airport.terminal.building Likelihood.to.recommend.NPS
## Min.      :1.000                      Min.      : 0.000
## 1st Qu.:2.000                      1st Qu.: 7.000
## Median :2.000                      Median : 9.000
## Mean   :2.461                      Mean    : 8.183
## 3rd Qu.:3.000                      3rd Qu.:10.000
## Max.    :4.000                      Max.     :10.000
## NA's    :8694                      NA's     :8694
## WestJet.FF.Level Notice.construction.at.airport
## Min.      : 1.00    Min.      :0.000
## 1st Qu.: 1.00    1st Qu.:0.000
## Median : 2.00    Median :0.000
## Mean   : 5.62    Mean    :0.889
## 3rd Qu.: 2.00    3rd Qu.:2.000
## Max.    :99.00    Max.     :2.000
## NA's    :39066    NA's     :8694
## Had.to.wait.in.line.for.the.restrooms
## Min.      : 0.00
## 1st Qu.: 0.00
## Median : 0.00
## Mean   : 1.83
## 3rd Qu.: 1.00
## Max.    :99.00
## NA's    :17185
## Stall.was.in.good.condition.eg.free.of.broken.or.worn.out.parts
## Min.      : 0.000
## 1st Qu.: 1.000
## Median : 1.000
## Mean   : 6.911
## 3rd Qu.: 1.000
## Max.    :99.000
## NA's    :17185
## Countertops.and.floors.were.dry Floors.were.in.good.repair
## Min.      : 0.000                      Min.      : 0.000
## 1st Qu.: 1.000                      1st Qu.: 1.000
## Median : 1.000                      Median : 1.000
## Mean   : 5.418                      Mean    : 4.906
## 3rd Qu.: 1.000                      3rd Qu.: 1.000
## Max.    :99.000                      Max.     :99.000
## NA's    :17185                      NA's     :17185
## Fixtures.were.working.eg.faucets.soap.dispenser.hand.dryer.etc
## Min.      : 0.000
## 1st Qu.: 1.000
## Median : 1.000
## Mean   : 2.881
## 3rd Qu.: 1.000
## Max.    :99.000
## NA's    :17185
## Walls.were.free.of.markings.and.graffiti Restrooms.felt.cramped.for.space
## Min.      : 0.000                      Min.      : 0.000
## 1st Qu.: 1.000                      1st Qu.: 0.000
## Median : 1.000                      Median : 0.000
## Mean   : 4.486                      Mean    : 2.448
## 3rd Qu.: 1.000                      3rd Qu.: 1.000

```

```

## Max.      :99.000                                Max.      :99.000
## NA's      :17185                                NA's      :17185
## Overall.restrooms.were.clean Yes.and.it.was.obstructive
## Min.      : 0.000                                Min.      :0.000
## 1st Qu.: 1.000                                1st Qu.:0.000
## Median : 1.000                                Median :0.000
## Mean     : 2.663                                Mean     :0.049
## 3rd Qu.: 1.000                                3rd Qu.:0.000
## Max.      :99.000                                Max.      :1.000
## NA's      :17185                                NA's      :8694
## Yes.and.it.was.too.cloud Yes.and.it.did.not.disrupt.my.travel.experience
## Min.      :0.000                                Min.      :0.000
## 1st Qu.:0.000                                1st Qu.:0.000
## Median :0.000                                Median :0.000
## Mean     :0.029                                Mean     :0.201
## 3rd Qu.:0.000                                3rd Qu.:0.000
## Max.      :1.000                                Max.      :1.000
## NA's      :8694                                NA's      :8694
## No.there.was.no.construction Dont.know.1      Parking
## Min.      :0.000                                Min.      :0.000    Min.      :0.00
## 1st Qu.:0.000                                1st Qu.:0.000    1st Qu.:0.00
## Median :1.000                                Median :0.000    Median :0.00
## Mean     :0.503                                Mean     :0.226    Mean     :0.33
## 3rd Qu.:1.000                                3rd Qu.:0.000    3rd Qu.:1.00
## Max.      :1.000                                Max.      :1.000    Max.      :1.00
## NA's      :8694                                NA's      :8694    NA's      :38648
## Checkin.area Security.area Gate.area.1 Baggage.claim.area.1
## Min.      :0.00 Min.      :0.00 Min.      :0.00 Min.      :0.00
## 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00 Median :0.00 Median :0.00
## Mean     :0.35 Mean     :0.29 Mean     :0.36 Mean     :0.19
## 3rd Qu.:1.00 3rd Qu.:1.00 3rd Qu.:1.00 3rd Qu.:0.00
## Max.      :1.00 Max.      :1.00 Max.      :1.00 Max.      :1.00
## NA's      :38648 NA's      :38648 NA's      :38648 NA's      :38648
## Ground.transportation.area.eg.taxi.shuttle.etc Restrooms.1
## Min.      :0.00                                Min.      :0.00
## 1st Qu.:0.00                                1st Qu.:0.00
## Median :0.00                                Median :0.00
## Mean     :0.25                                Mean     :0.16
## 3rd Qu.:0.00                                3rd Qu.:0.00
## Max.      :1.00                                Max.      :1.00
## NA's      :38648                                NA's      :38648
## Food.and.beverage.areas Retail.shops.area Other.8
## Min.      :0.00 Min.      :0.00 Min.      :0.00
## 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00 Median :0.00
## Mean     :0.15 Mean     :0.07 Mean     :0.03
## 3rd Qu.:0.00 3rd Qu.:0.00 3rd Qu.:0.00
## Max.      :1.00 Max.      :1.00 Max.      :1.00
## NA's      :38648 NA's      :38648 NA's      :38648
## Total.times.traveled.North.America.12.months
## Min.      : 0.000
## 1st Qu.: 2.000
## Median : 4.000

```

```

## Mean      : 6.309
## 3rd Qu.: 7.000
## Max.     :300.000
## NA's     :8694
## Total.times.traveled.outside.North.America.12.months
## Min.      : 0.000
## 1st Qu.: 0.000
## Median   : 0.000
## Mean      : 1.656
## 3rd Qu.: 2.000
## Max.     :300.000
## NA's     :8694
## Total.times.traveled.12.months When.left.for.airport Length.of.trip
## Min.      : 1.000           Min.      :1.000           Min.      : 0.00
## 1st Qu.: 3.000           1st Qu.:1.000           1st Qu.: 3.00
## Median   : 5.000           Median :2.000           Median : 5.00
## Mean      : 7.964           Mean      :2.032           Mean      : 8.55
## 3rd Qu.: 8.000           3rd Qu.:3.000           3rd Qu.: 8.00
## Max.     :600.000         Max.      :4.000           Max.      :92.00
## NA's     :8694           NA's      :8694           NA's      :8694
## Dollars.paid.for.parking.fees
## Min.      : 0.00
## 1st Qu.: 8.00
## Median   :11.00
## Mean      :21.43
## 3rd Qu.:20.00
## Max.     :500.00
## NA's     :35328
## Dollars.paid.for.transportation.service.to.Evaluated.Airport
## Min.      : 0.00
## 1st Qu.:18.00
## Median   :28.00
## Mean      :39.93
## 3rd Qu.:45.00
## Max.     :500.00
## NA's     :34753
## Dollars.paid.for.rental.car
## Min.      : 0.00
## 1st Qu.:30.00
## Median   :40.00
## Mean      :64.69
## 3rd Qu.:65.00
## Max.     :500.00
## NA's     :36637
## Dollars.paid.for.public.transportation.service.to.Airport
## Min.      : 0.0
## 1st Qu.: 3.0
## Median   : 7.0
## Mean      :19.9
## 3rd Qu.:18.0
## Max.     :500.0
## NA's     :38773
## Dollars.paid.for.WiFi.connection      NAflag
## Min.      : 0.000           Min.      :1

```

```

## 1st Qu.: 0.000          1st Qu.:1
## Median : 0.000          Median :1
## Mean : 1.541            Mean :1
## 3rd Qu.: 0.000          3rd Qu.:1
## Max. :100.000           Max. :1
## NA's :26565             NA's :8694
## Time.to.travel.to.terminal.after.parking
## Min. :1.00
## 1st Qu.:1.00
## Median :2.00
## Mean :2.04
## 3rd Qu.:3.00
## Max. :4.00
## NA's :33744
## Time.to.wait.for.shuttle.busvan.to.take.you.to.airport
## Min. :1.00
## 1st Qu.:1.00
## Median :1.00
## Mean :1.75
## 3rd Qu.:2.00
## Max. :5.00
## NA's :37763
## Time.to.travel.to.airport.terminal.once.boarded.shuttle.busvan
## Min. :1.00
## 1st Qu.:1.00
## Median :2.00
## Mean :1.88
## 3rd Qu.:2.00
## Max. :5.00
## NA's :37811
## Time.to.obtain.boarding.pass.andor.check.baggage
## Min. :1.000
## 1st Qu.:1.000
## Median :2.000
## Mean :2.472
## 3rd Qu.:3.000
## Max. :5.000
## NA's :13252
## Time.to.get.through.security.check.from.time.entered.airport.complex
## Min. : 0.00
## 1st Qu.: 15.00
## Median : 25.00
## Mean : 29.51
## 3rd Qu.: 40.00
## Max. :360.00
## NA's :8694
## Time.to.get.through.security.check.from.time.entered.airport.complex.1
## Min. :1.000
## 1st Qu.:1.000
## Median :2.000
## Mean :2.259
## 3rd Qu.:3.000
## Max. :5.000
## NA's :8694

```

```

## NPS.Promoter NPS.Passive NPS.Detractor NPS.Recode
## Min. :0.000 Min. :0.000 Min. :0.000 Min. : -100.00
## 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000 1st Qu.: 0.00
## Median :1.000 Median :0.000 Median :0.000 Median : 100.00
## Mean :0.501 Mean :0.346 Mean :0.153 Mean : 34.72
## 3rd Qu.:1.000 3rd Qu.:1.000 3rd Qu.:0.000 3rd Qu.: 100.00
## Max. :1.000 Max. :1.000 Max. :1.000 Max. : 100.00
## NA's :8694 NA's :8694 NA's :8694 NA's :8694
## NPS.Groups Minutes.to.get.through.the.security.check
## Min. :1.000 Min. : 0.00
## 1st Qu.:2.000 1st Qu.: 6.00
## Median :3.000 Median : 10.00
## Mean :2.347 Mean : 15.01
## 3rd Qu.:3.000 3rd Qu.: 20.00
## Max. :3.000 Max. :180.00
## NA's :8694 NA's :6004
## Amount.of.time.required.for.security.check
## Min. : 1.000
## 1st Qu.: 6.000
## Median : 8.000
## Mean : 7.993
## 3rd Qu.: 9.000
## Max. :99.000
## NA's :6004
## Professionalism.of.security.staff
## Min. : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean : 8.282
## 3rd Qu.:10.000
## Max. :99.000
## NA's :6004
## Ability.of.security.process.to.make.you.feel.safe
## Min. : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean : 8.451
## 3rd Qu.:10.000
## Max. :99.000
## NA's :6004
## Overall.security.check.experience Foodbeverages.purchased RestaurantBar
## Min. : 1.000 Min. :0.0000 Min. :0.000
## 1st Qu.: 7.000 1st Qu.:0.0000 1st Qu.:0.000
## Median : 8.000 Median :0.0000 Median :0.000
## Mean : 7.801 Mean :0.4858 Mean :0.338
## 3rd Qu.: 9.000 3rd Qu.:1.0000 3rd Qu.:1.000
## Max. :10.000 Max. :1.0000 Max. :1.000
## NA's :6004 NA's :20662
## Fast.food.chain Convenience.store Standalone.kiosk Vending.machine
## Min. :0.000 Min. :0.000 Min. :0.000 Min. :0.000
## 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000
## Median :0.000 Median :0.000 Median :0.000 Median :0.000
## Mean :0.454 Mean :0.241 Mean :0.122 Mean :0.045
## 3rd Qu.:1.000 3rd Qu.:0.000 3rd Qu.:0.000 3rd Qu.:0.000

```

##	Max.	:1.000	Max.	:1.000	Max.	:1.000	Max.	:1.000
##	NA's	:20662	NA's	:20662	NA's	:20662	NA's	:20662
##	Other.10		Variety.of.menu.choices		QualityTaste.of.food.and.beverage			
##	Min.	:0.000	Min.	: 1.00	Min.	: 1.00		
##	1st Qu.:	0.000	1st Qu.:	6.00	1st Qu.:	7.00		
##	Median	:0.000	Median	: 8.00	Median	: 8.00		
##	Mean	:0.017	Mean	: 8.81	Mean	: 8.21		
##	3rd Qu.:	0.000	3rd Qu.:	9.00	3rd Qu.:	9.00		
##	Max.	:1.000	Max.	:99.00	Max.	:99.00		
##	NA's	:20662	NA's	:33588	NA's	:33588		
##	Ambiance.atmosphere		Courtesy.of.staff		Timeliness.of.your.order			
##	Min.	: 1.00	Min.	: 1.00	Min.	: 1.00		
##	1st Qu.:	6.00	1st Qu.:	7.00	1st Qu.:	7.00		
##	Median	: 8.00	Median	: 9.00	Median	: 8.00		
##	Mean	: 8.16	Mean	: 8.39	Mean	: 8.07		
##	3rd Qu.:	9.00	3rd Qu.:	10.00	3rd Qu.:	9.00		
##	Max.	:99.00	Max.	:99.00	Max.	:99.00		
##	NA's	:33588	NA's	:33588	NA's	:33588		
##	Cleanliness.of.area		Reasonableness.of.the.price.1					
##	Min.	: 1.00	Min.	: 1.00				
##	1st Qu.:	7.00	1st Qu.:	5.00				
##	Median	: 8.00	Median	: 7.00				
##	Mean	: 8.33	Mean	: 7.08				
##	3rd Qu.:	10.00	3rd Qu.:	9.00				
##	Max.	:99.00	Max.	:99.00				
##	NA's	:33588	NA's	:33588				
##	Overall.restaurant.experience		Quality.of.food.and.beverage					
##	Min.	: 1.00	Min.	: 1.000				
##	1st Qu.:	7.00	1st Qu.:	6.000				
##	Median	: 8.00	Median	: 8.000				
##	Mean	: 7.85	Mean	: 8.215				
##	3rd Qu.:	9.00	3rd Qu.:	9.000				
##	Max.	:10.00	Max.	:99.000				
##	NA's	:33588	NA's	:27257				
##	Variety.of.food.and.beverage		Reasonableness.of.the.price.2					
##	Min.	: 1.000	Min.	: 1.000				
##	1st Qu.:	6.000	1st Qu.:	5.000				
##	Median	: 8.000	Median	: 7.000				
##	Mean	: 8.123	Mean	: 6.728				
##	3rd Qu.:	9.000	3rd Qu.:	8.000				
##	Max.	:99.000	Max.	:99.000				
##	NA's	:27257	NA's	:27257				
##	Speed.of.service		Availability.of.nearby.seating					
##	Min.	: 1.000	Min.	: 1.00				
##	1st Qu.:	6.000	1st Qu.:	6.00				
##	Median	: 8.000	Median	: 8.00				
##	Mean	: 8.261	Mean	:10.59				
##	3rd Qu.:	9.000	3rd Qu.:	9.00				
##	Max.	:99.000	Max.	:99.00				
##	NA's	:27257	NA's	:27257				
##	Overall.food..beverage.experience		BooksMagazines		Clothing			
##	Min.	: 1.000	Min.	:0.0000	Min.	:0.00000		
##	1st Qu.:	6.000	1st Qu.:	0.0000	1st Qu.:	0.00000		
##	Median	: 8.000	Median	:0.0000	Median	:0.00000		


```

## Mean      : 7.312          Mean      :0.1336   Mean      :0.06336
## 3rd Qu.: 9.000          3rd Qu.:0.0000   3rd Qu.:0.00000
## Max.     :10.000        Max.      :1.0000   Max.      :1.00000
## NA's      :27257
## Sunglasses      Electronics      Toiletries      Other.merchandise
## Min.      :0.00000   Min.      :0.00000   Min.      :0.00000   Min.      :0.00000
## 1st Qu.:0.00000   1st Qu.:0.00000   1st Qu.:0.00000   1st Qu.:0.00000
## Median :0.00000   Median :0.00000   Median :0.00000   Median :0.00000
## Mean      :0.05465   Mean      :0.05333   Mean      :0.05455   Mean      :0.05711
## 3rd Qu.:0.00000   3rd Qu.:0.00000   3rd Qu.:0.00000   3rd Qu.:0.00000
## Max.      :1.00000   Max.      :1.00000   Max.      :1.00000   Max.      :1.00000
##
## Other.services      Didnt.purchase.any.merchandiseservices
## Min.      :0.0000   Min.      :0.0000
## 1st Qu.:0.0000   1st Qu.:0.0000
## Median :0.0000   Median :1.0000
## Mean      :0.0168   Mean      :0.7198
## 3rd Qu.:0.0000   3rd Qu.:1.0000
## Max.      :1.0000   Max.      :1.0000
##
## Quality.of.merchandiseservices      Variety.of.shops
## Min.      : 1.000          Min.      : 1.000
## 1st Qu.: 7.000          1st Qu.: 7.000
## Median : 8.000          Median : 8.000
## Mean      : 8.924          Mean      : 8.928
## 3rd Qu.:10.000          3rd Qu.:10.000
## Max.      :99.000          Max.      :99.000
## NA's      :28924          NA's      :28924
## Reasonableness.of.the.price.3      Professionalism.of.staff
## Min.      : 1.000          Min.      : 1.000
## 1st Qu.: 5.000          1st Qu.: 7.000
## Median : 8.000          Median : 9.000
## Mean      : 8.104          Mean      : 9.048
## 3rd Qu.: 9.000          3rd Qu.:10.000
## Max.      :99.000          Max.      :99.000
## NA's      :28924          NA's      :28924
## Overall.retail.services.experience
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean      : 7.962
## 3rd Qu.:10.000
## Max.      :10.000
## NA's      :28924
## Now.that.you.have.considered.your.food.beverage..retail.experiences.how.would.you.rate.your..overall
## Min.      : 1.00
## 1st Qu.: 7.00
## Median : 8.00
## Mean      : 7.83
## 3rd Qu.: 9.00
## Max.      :10.00
## NA's      :32117
## Took.transportation.to.the.gate      Type.of.transportation.taken.to.the.gate
## Min.      : 0.000          Min.      : 1.00

```

```

## 1st Qu.: 0.000          1st Qu.: 1.00
## Median : 0.000          Median : 2.00
## Mean   : 2.258          Mean   : 6.97
## 3rd Qu.: 0.000          3rd Qu.: 2.00
## Max.    :99.000          Max.    :97.00
##                                     NA's    :35776
## Minutes.to.the.gate.after.security.check.point
## Min.     : 0.00
## 1st Qu.  : 5.00
## Median   : 10.00
## Mean     : 11.16
## 3rd Qu.  : 15.00
## Max.     :180.00
##
## Clarity.of.signsdirections.inside.the.terminal
## Min.     : 1.000
## 1st Qu.  : 7.000
## Median   : 8.000
## Mean     : 8.154
## 3rd Qu.  : 9.000
## Max.     :99.000
##
## Cleanliness.of.terminal.concourses.and.hallways
## Min.     : 1.000
## 1st Qu.  : 7.000
## Median   : 8.000
## Mean     : 8.145
## 3rd Qu.  : 9.000
## Max.     :99.000
##
## Comfort.in.airport.eg.seating.roominess.etc
## Min.     : 1.000
## 1st Qu.  : 6.000
## Median   : 8.000
## Mean     : 7.818
## 3rd Qu.  : 9.000
## Max.     :99.000
##
## Availability.of.activityentertainment.options.in.the.airport
## Min.     : 1.00
## 1st Qu.  : 6.00
## Median   : 8.00
## Mean     :19.81
## 3rd Qu.  :10.00
## Max.     :99.00
##
## Overall.terminal.facilities.experience
## Min.     : 1.000
## 1st Qu.  : 7.000
## Median   : 8.000
## Mean     : 7.761
## 3rd Qu.  : 9.000
## Max.     :10.000
##

```

```

## Variety.of.food.beverage.and.retail.options
## Min.      : 1.00
## 1st Qu.: 6.00
## Median : 8.00
## Mean   :12.07
## 3rd Qu.: 9.00
## Max.    :99.00
##
## Cleanliness.of.terminal.restrooms Flight.departed
## Min.      : 1.00           Min.      :1.000
## 1st Qu.: 7.00           1st Qu.:2.000
## Median : 8.00           Median :2.000
## Mean   :13.72          Mean   :2.069
## 3rd Qu.:10.00          3rd Qu.:2.000
## Max.    :99.00          Max.    :4.000
##
## How.would.you.rate.your.overall.experience.at.Airport.Evaluated
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean   : 7.843
## 3rd Qu.: 9.000
## Max.    :10.000
##
## Connecting.Region Connecting.State   Airport
## Min.      :1.000   Min.      : 1.0   Min.      : 1.00
## 1st Qu.:1.000   1st Qu.: 4.0   1st Qu.:18.00
## Median :1.000   Median :14.0   Median :33.00
## Mean   :1.066   Mean   :14.7   Mean   :32.21
## 3rd Qu.:1.000   3rd Qu.:23.0   3rd Qu.:46.00
## Max.    :2.000   Max.    :37.0   Max.    :64.00
##
## Dollars.paid.per.person.at.restaurantbar Dollars.spent.on.foodbeverages
## Min.      : 0.00           Min.      : 0.00
## 1st Qu.: 12.00           1st Qu.: 6.00
## Median : 20.00           Median : 10.00
## Mean   : 25.42           Mean   : 14.75
## 3rd Qu.: 30.00           3rd Qu.: 15.00
## Max.    :500.00           Max.    :500.00
## NA's     :34339           NA's     :27040
## Dollars.spent.on.merchandiseservices Amount.spent.in.terminal.USD
## Min.      : 0.000           Min.      : 0.00
## 1st Qu.: 7.707           1st Qu.: 4.00
## Median : 15.000           Median : 11.00
## Mean   : 30.907           Mean   : 25.96
## 3rd Qu.: 30.000           3rd Qu.: 25.00
## Max.    :500.000           Max.    :1500.00
## NA's     :31105           NA's     :15377
## Time.spent.in.terminal.connecting.airport
## Min.      :1.000
## 1st Qu.:1.000
## Median :2.000
## Mean   :2.102
## 3rd Qu.:3.000

```

```

## Max.      :5.000
## NA's      :5468
## Time.to.get.through.security.check.connecting.airport
## Min.      :1.000
## 1st Qu.:1.000
## Median :1.000
## Mean      :1.746
## 3rd Qu.:2.000
## Max.      :5.000
## NA's      :6004
## DepartingArriving.Airport.vs.Connecting.Airport
## Min.      :1.000
## 1st Qu.:1.000
## Median :1.000
## Mean      :1.216
## 3rd Qu.:1.000
## Max.      :2.000
##
## The.signagedirections.were.cleareasy.to.understand
## Min.      : 1.000
## 1st Qu.: 3.000
## Median : 4.000
## Mean      : 4.605
## 3rd Qu.: 4.000
## Max.      :99.000
##
## There.were.enough.signsdirections.throughout.the.terminal
## Min.      : 1.0
## 1st Qu.: 3.0
## Median : 4.0
## Mean      : 4.7
## 3rd Qu.: 4.0
## Max.      :99.0
##
## Recent.completed.renovations.or.new.buildings
## Min.      : 0.00
## 1st Qu.: 0.00
## Median : 1.00
## Mean      :45.87
## 3rd Qu.:99.00
## Max.      :99.00
##
## Regional.art.culture.or.historical.displays
## Min.      : 0.00
## 1st Qu.: 1.00
## Median : 1.00
## Mean      :32.46
## 3rd Qu.:99.00
## Max.      :99.00
##
## Robots.tablet.interfacing.or.other.new.technology
## Min.      : 0.00
## 1st Qu.: 0.00
## Median : 1.00

```

```

## Mean      :46.66
## 3rd Qu.   :99.00
## Max.      :99.00
##
## I.was.able.to.clearly.hear.and.understand.the.announcements.within.the.gate
## Min.      : 0.000
## 1st Qu.   : 1.000
## Median    : 1.000
## Mean      : 3.649
## 3rd Qu.   : 1.000
## Max.      :99.000
##
## The.gate.area.was.clean There.were.enough.seats.at.the.gate
## Min.      : 0.000      Min.      : 0.000
## 1st Qu.   : 1.000      1st Qu.   : 0.000
## Median    : 1.000      Median   : 1.000
## Mean      : 3.321      Mean      : 3.568
## 3rd Qu.   : 1.000      3rd Qu.   : 1.000
## Max.      :99.000      Max.      :99.000
##
## The.gate.area.was.comfortable
## Min.      : 0.0
## 1st Qu.   : 1.0
## Median    : 1.0
## Mean      : 3.9
## 3rd Qu.   : 1.0
## Max.      :99.0
##
## There.were.enough.electrical.outlets.for.charging.phoneslaptops
## Min.      : 0.00
## 1st Qu.   : 0.00
## Median    : 1.00
## Mean      :19.35
## 3rd Qu.   : 1.00
## Max.      :99.00
##
## The.gate.area.was.worn.out.or.outdated      Segment      Generation.Groups
## Min.      : 0.000      Min.      :1.000      Min.      : 1.000
## 1st Qu.   : 0.000      1st Qu.   :2.000      1st Qu.   : 2.000
## Median    : 0.000      Median    :3.000      Median    : 3.000
## Mean      : 5.822      Mean      :2.391      Mean      : 5.142
## 3rd Qu.   : 1.000      3rd Qu.   :3.000      3rd Qu.   : 4.000
## Max.      :99.000      Max.      :3.000      Max.      :98.000
##                                     NA's      :8694
## OSAT.Zones.of.Satisfaction      Age      weight
## Min.      :1.00      Min.      : 18.00      Min.      : 49448
## 1st Qu.   :2.00      1st Qu.   : 34.00      1st Qu.   :123795
## Median    :3.00      Median    : 48.00      Median    :162384
## Mean      :2.71      Mean      : 47.91      Mean      :159253
## 3rd Qu.   :3.00      3rd Qu.   : 62.00      3rd Qu.   :187717
## Max.      :4.00      Max.      :100.00      Max.      :314312
##                                     NA's      :9408
## Parking.Index      Dropoff.Index      Rental.Car.Index      Public.Transp.Index
## Min.      : 99.99      Min.      : 100.0      Min.      : 99.99      Min.      : 100.0

```

## 1st Qu.:	685.38	1st Qu.:	718.4	1st Qu.:	713.75	1st Qu.:	704.8
## Median :	804.94	Median :	849.0	Median :	844.82	Median :	821.2
## Mean :	781.52	Mean :	809.9	Mean :	808.86	Mean :	798.5
## 3rd Qu.:	899.91	3rd Qu.:	948.6	3rd Qu.:	938.79	3rd Qu.:	915.8
## Max. :	999.90	Max. :	1000.0	Max. :	999.90	Max. :	1000.0
## NA's :	33744	NA's :	22464	NA's :	35628	NA's :	38420
## RestaurantBar.Index	Other.Food.and.Beverage.Index						
## Min. :	100.0	Min. :	99.99				
## 1st Qu.:	646.5	1st Qu.:	571.84				
## Median :	800.0	Median :	737.55				
## Mean :	769.9	Mean :	715.36				
## 3rd Qu.:	913.4	3rd Qu.:	865.79				
## Max. :	1000.0	Max. :	999.90				
## NA's :	33588	NA's :	27257				
## Retail.MerchandiseServices.Index	Food.and.Beverage.Index						
## Min. :	99.99	Min. :	99.99				
## 1st Qu.:	652.89	1st Qu.:	598.54				
## Median :	799.92	Median :	758.30				
## Mean :	775.72	Mean :	733.79				
## 3rd Qu.:	922.82	3rd Qu.:	888.46				
## Max. :	999.90	Max. :	1000.00				
## NA's :	28924	NA's :	20662				
## Food.Beverage.and.Retail.Index	Airport.Accessibility.Index						
## Min. :	99.99	Min. :	100.0				
## 1st Qu.:	604.87	1st Qu.:	679.2				
## Median :	763.44	Median :	800.1				
## Mean :	739.67	Mean :	777.1				
## 3rd Qu.:	893.83	3rd Qu.:	900.1				
## Max. :	1000.00	Max. :	1000.1				
## NA's :	17469	NA's :	8694				
## Checkin.Index	Security.Index	Terminal.Facility.Index					
## Min. :	100.0	Min. :	100.0	Min. :	100.0		
## 1st Qu.:	702.5	1st Qu.:	655.5	1st Qu.:	647.7		
## Median :	812.3	Median :	800.0	Median :	786.7		
## Mean :	797.3	Mean :	774.6	Mean :	759.0		
## 3rd Qu.:	906.1	3rd Qu.:	930.1	3rd Qu.:	890.5		
## Max. :	1000.0	Max. :	1000.0	Max. :	1000.0		
## NA's :	8694	NA's :	6004				
## Baggage.Claim.Index	Overall.Satisfaction.Index	Immigration..Customs.Index					
## Min. :	100.0	Min. :	99.99	Min. :	100.0		
## 1st Qu.:	638.6	1st Qu.:	659.42	1st Qu.:	700.0		
## Median :	800.0	Median :	787.28	Median :	800.0		
## Mean :	766.6	Mean :	764.84	Mean :	765.9		
## 3rd Qu.:	900.0	3rd Qu.:	887.09	3rd Qu.:	900.0		
## Max. :	1000.0	Max. :	1000.02	Max. :	1000.0		
## NA's :	21212			NA's :	35174		