

Traveler Experience

Planning and Regional Development

11/13/2019

JD Power data

We've spent a little time with the ASQ and JD Power data sets. A brief discussion follows.

It's worth asking this question up front: what's a primary goal of this exploration (or subsequent correlation analysis)? Is it to understand market segmentation at the airports? Or is it to find strong predictors of overall satisfaction?

We can address that later. For now, we see a number of files in the folders. But there are really two critical raw data files:

1. One ASQ raw data file from 2019 (ACI ASQ Survey Main_ Q3 2019 Data-EXCEL-v1.xlsx), and,
2. One JD Power raw data file from 2018 (Client_SPSS_File_W1W4 (1).csv).

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.

The ASQ data from ACI is relatively clean.

The JD Power data set is rougher, but potentially very rich. It has more than 400 fields and around 40,000 observations taken from four survey visits (multiple days) each in late 2017 through fall 2018. 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, roughly, 100-1000, which seems to match some of the visualizations in the PDF reports:

##	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
##	99.99	659.42	787.28	764.84	887.09	1000.02

The JD Power data has 411 variables. We dropped 26 that promised little value or would actually get in the way of correlation analysis.

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 those missing observations' propensity across different variables. And, to make matters tougher, the missing observations' are distributed variously across survey respondents - they're not limited to certain questions. So when you try and just drop respondents with any NA answers or, conversely, drop survey questions with any NA responses, you're left with nothing.

(A list of variable names (labels) and summary statistics takes up the lion's share of this output, starting in a couple of pages.)

Understanding the missing data.

Is the data missing at random? (Hopefully.) And how much is missing?

Assuming the missing data is missing at random, we could impute some data points if NAs represent only a fraction of the total. Variables where the share of NAs are too large should probably be omitted.

Check for variables where much of the data is missing using a simple function.

Take a random-ish sample of 12% of the variables. (Just pick every 8th column.) Then take a truly random sample of 4,000 observations, which is around 10% of the full list of respondents.

Take a look for patterns in the missing observations. Here's a visualization:



This stuff definitely isn't missing at random. Some variables are missing around 20 percent of observations - and that number looks very consistent across that group of variables. Then the share of missing observations increases, but it looks like it does it in a stepwise fashion - two or three variables at a time will have exactly the same number of missing observations. This continues all the way up until a collection of variables show

zero actual measurements - all observations there are missing.

A check of the data confirms that the first cluster of variables are all missing around 21 or 22 percent of their data.

That's way too consistent to be missing at random.

So we can evaluate NAs further or we can limit the data set to everything missing no more than that much data, then do some strategic selection or imputation and move forward.

Do a couple of things in order:

1. Identify variables with no (or practically no) missing observations and review the list.
2. Repeat, but including variables up to the 21 percent missing observation shelf.
3. Consider using subset #1 or #2 for some predictive work.
4. Perform #3 again but using ASQ data.
5. Compare top predictors across each data set. Anything interesting or surprising?

1. Variables (JD Power) with no NAs.

There are 40 variables without missing values:

##	V1
## Foodbeverages.purchased	0
## BooksMagazines	0
## Clothing	0
## Sunglasses	0
## Electronics	0
## Toiletries	0
## Other.merchandise	0
## Other.services	0
## Didnt.purchase.any.merchandiseservices	0
## Took.transportation.to.the.gate	0
## Minutes.to.the.gate.after.security.check.point	0
## Clarity.of.signsdirections.inside.the.terminal	0
## Cleanliness.of.terminal.concourses.and.hallways	0
## Comfort.in.airport.eg.seating.roominess.etc	0
## Availability.of.activityentertainment.options.in.the.airport	0
## Overall.terminal.facilities.experience	0
## Variety.of.food.beverage.and.retail.options	0
## Cleanliness.of.terminal.restrooms	0
## Flight.departed	0
## How.would.you.rate.your.overall.experience.at.Airport.Evaluated	0
## Connecting.Region	0
## Connecting.State	0
## Airport	0
## DepartingArriving.Airport.vs.Connecting.Airport	0
## The.signagedirections.were.cleareasy.to.understand	0
## There.were.enough.signsdirections.throughout.the.terminal	0
## Recent.completed.renovations.or.new.buildings	0
## Regional.art.culture.or.historical.displays	0
## Robots.tablet.interfacing.or.other.new.technology	0
## I.was.able.to.clearly.hear.and.understand.the.announcements.within.the.gate	0
## The.gate.area.was.clean	0
## There.were.enough.seats.at.the.gate	0
## The.gate.area.was.comfortable	0

```
## There.were.enough.electrical.outlets.for.charging.phoneslaptops 0
## The.gate.area.was.worn.out.or.outdated 0
## Segment 0
## OSAT.Zones.of.Satisfaction 0
## weight 0
## Terminal.Facility.Index 0
## Overall.Satisfaction.Index 0
```

. Another eight have around 13 or 14 percent missing values:

```
## V1
## Minutes.to.get.through.the.security.check 14.94164
## Amount.of.time.required.for.security.check 14.94164
## Professionalism.of.security.staff 14.94164
## Ability.of.security.process.to.make.you.feel.safe 14.94164
## Overall.security.check.experience 14.94164
## Time.spent.in.terminal.connecting.airport 13.60774
## Time.to.get.through.security.check.connecting.airport 14.94164
## Security.Index 14.94164
```

. Then 140 variables missing exactly 21.636 percent of their observations! Here they are:

```
## V1
## Within.North.America..LeisurePersonal.travel 21.63602
## Outside.North.America..LeisurePersonal.travel 21.63602
## Within.North.America..Business.travel 21.63602
## Outside.North.America..Business.travel 21.63602
## Within.North.America..Both.leisure.personal.and.business.travel 21.63602
## Outside.North.America..Both.leisure.personal.and.business.travel 21.63602
## Times.flown.past.three.months 21.63602
## Trip.purpose 21.63602
## Traveled.alone 21.63602
## Adult.family.members.13.and.over 21.63602
## One.or.more.children.12.years.old.and.under 21.63602
## Friends 21.63602
## Business.colleagues 21.63602
## Airline.brand 21.63602
## Flight.departure.time 21.63602
## Flight.departure.time..AMPM 21.63602
## Air.Canada.Aeroplan 21.63602
## Alaska.AirlinesHorizon.Air.Mileage.Plan 21.63602
## American.AirlinesAmerican.Eagle.AAdvantage 21.63602
## Delta.Air.Lines.SkyMiles 21.63602
## Frontier.Airlines.EarlyReturns 21.63602
## HawaiianMiles 21.63602
## JetBlue.Airways.TrueBlue 21.63602
## Southwest.Airlines.Rapid.Rewards 21.63602
## Spirit.Airlines.Free.Spirit 21.63602
## United.Airlines.MileagePlus 21.63602
## Virgin.America.Elevate 21.63602
## WestJet.Rewards 21.63602
## Other 21.63602
## None 21.63602
## Dont.know 21.63602
## BrandImageEnvircarelessresp 21.63602
## BrandImageInconsistentReliable 21.63602
```

## BrandImageConventionalInnovative	21.63602
## BrandImageOldfashionedModern	21.63602
## BrandImageBoringExciting	21.63602
## BrandImageCrampedSpacious	21.63602
## BrandImageBottomlinePassenger	21.63602
## BrandImageBadGoodRep	21.63602
## Times.departed.from.Evaluated.Airport	21.63602
## How.traveled.to.Evaluated.Airport	21.63602
## Time.left.for.Evaluated.Airport	21.63602
## Time.left.for.Evaluated.Airport.AMPM	21.63602
## Miles.traveled.to.Evaluated.Airport	21.63602
## Transportation.method.used.to.leave.Evaluated.Airport	21.63602
## Time.left.Evaluated.Airport	21.63602
## Time.left.Evaluated.Airport.AMPM	21.63602
## Miles.traveled.from.Evaluated.Airport	21.63602
## Minutes.to.travel.from.Evaluated.Airport.to.destination	21.63602
## Traffic.congestion.leaving.complex	21.63602
## Preferred.transportation.mode	21.63602
## Clarity.of.signs..directions	21.63602
## Convenience.of.transportation	21.63602
## Attractiveness.of.airport.grounds	21.63602
## Ease.of.arriving.at.the.terminal	21.63602
## Ease.of.leaving.terminal	21.63602
## Traffic.flow.on.airport.grounds	21.63602
## Overall.airport.accessibility.experience	21.63602
## Place.of.checkin	21.63602
## Number.of.bags.checked.in	21.63602
## Easy.to.find.luggage.trolleys.when.entered.terminal	21.63602
## Airlineairport.responsible.for.handling.luggage	21.63602
## Ease.of.finding.checkinbaggage.check.location	21.63602
## Traffic.flow.at.checkinbaggage.check.area	21.63602
## Cleanliness.of.the.checkinbaggage.check.area	21.63602
## Overall.checkinbaggage.check.experience	21.63602
## Type.of.security.line	21.63602
## Lines.available..Number.of.security.lines.available	21.63602
## Lines.open..Number.of.security.lines.available	21.63602
## Sign.to.inform.security.wait.times	21.63602
## Minutes.between.cleared.security.and.boarding.the.plane	21.63602
## Used.restrooms.in.terminal	21.63602
## WiFi.connection.offered	21.63602
## Noise.level.at.the.airport	21.63602
## Utilized.airport.lounge	21.63602
## Air.temperature.at.the.gate	21.63602
## Wheelchair.servicecourtesy.cart	21.63602
## Obtained.checked.baggage	21.63602
## Went.through.immigrationcustoms	21.63602
## Likelihood.to.use.airport	21.63602
## Likelihood.to.recommend	21.63602
## Number.of.positive.recommendations	21.63602
## Number.of.negative.comments	21.63602
## Posted.comments.on.social.media	21.63602
## Number.times.read.online.travel.information	21.63602
## Wireless.Internet	21.63602
## Plug.for.your.computer.phone.etc	21.63602

## Arcadegame.room	21.63602
## Personal.services.eg.message.hair.salon.shoe.shine.etc	21.63602
## More.variety.of.food.andor.beverage	21.63602
## More.variety.of.retail.services	21.63602
## Premier.club	21.63602
## Childrens.play.area	21.63602
## Smoking.arealounge	21.63602
## More.comfortable.seating.area	21.63602
## Quiet.area	21.63602
## Work.space.near.plug	21.63602
## ATM	21.63602
## Movie.theater	21.63602
## Religious.facilities	21.63602
## ExerciseHealth.club.facilities	21.63602
## TV	21.63602
## Other.6	21.63602
## None.1	21.63602
## Gender	21.63602
## Country	21.63602
## Birth.Year	21.63602
## Education	21.63602
## Marital.Status	21.63602
## WhiteCaucasian	21.63602
## BlackAfrican.American	21.63602
## AsianAsian.American	21.63602
## LatinoHispanic	21.63602
## Other.7	21.63602
## Prefer.not.to.answer	21.63602
## Household.annual.income	21.63602
## Crowd.within.airport.terminal.building	21.63602
## Likelihood.to.recommend.NPS	21.63602
## Notice.construction.at.airport	21.63602
## Yes.and.it.was.obstructive	21.63602
## Yes.and.it.was.too.loud	21.63602
## Yes.and.it.did.not.disrupt.my.travel.experience	21.63602
## No.there.was.no.construction	21.63602
## Dont.know.1	21.63602
## Total.times.traveled.North.America.12.months	21.63602
## Total.times.traveled.outside.North.America.12.months	21.63602
## Total.times.traveled.12.months	21.63602
## When.left.for.airport	21.63602
## Length.of.trip	21.63602
## NAflag	21.63602
## Time.to.get.through.security.check.from.time.entered.airport.complex	21.63602
## Time.to.get.through.security.check.from.time.entered.airport.complex.1	21.63602
## NPS.Promoter	21.63602
## NPS.Passive	21.63602
## NPS.Detractor	21.63602
## NPS.Recode	21.63602
## NPS.Groups	21.63602
## Generation.Groups	21.63602
## Airport.Accessibility.Index	21.63602
## Checkin.Index	21.63602

Future steps?

Visualizing the number of missing observations in one variable faceted (grouped) by another variable may shed light on whether they are missing by survey month - perhaps one question was asked during the April survey but not the other three surveys. Or maybe it varied by the person conducting the survey. Those are the two potential answers that come to mind.

APPENDIX

Full variable list (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"
## [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"
## [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"
## [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"
## [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.message.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"
## [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"
## [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"
## [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"
```

Summaries of each:

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

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```

## 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	TripAdvisor
## 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.message.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
##	1st Qu.:	0.000	1st Qu.:	0.000	1st Qu.:	1.000
##	Median	:0.000	Median	:0.000	Median	:1.000
##	Mean	:0.113	Mean	:0.767	Mean	:1.376
##	3rd Qu.:	0.000	3rd Qu.:	1.000	3rd Qu.:	1.000
##	Max.	:1.000	Max.	:98.000	Max.	:98.000
##	NA's	:8694	NA's	:8694	NA's	:8694
##	Education	Marital.Status	WhiteCaucasian	BlackAfrican.American		
##	Min.	:1.000	Min.	:1.000	Min.	:0.000
##	1st Qu.:	5.000	1st Qu.:	1.000	1st Qu.:	1.000
##	Median	:6.000	Median	:1.000	Median	:1.000
##	Mean	:6.486	Mean	:2.577	Mean	:0.799
##	3rd Qu.:	7.000	3rd Qu.:	2.000	3rd Qu.:	1.000
##	Max.	:98.000	Max.	:98.000	Max.	:1.000
##	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
##	1st Qu.:	0.00	1st Qu.:	0.000	1st Qu.:	0.000
##	Median	:0.00	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

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```

## 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

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## 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

```

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## 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