

Traveler Experience

Planning and Regional Development

11/13/2019

JD Power data

The folders include 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 is relatively clean. The JD Power data set is rough, 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 onto the master data set.

"Overall.Satisfaction.Index" is likely the variable of most 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

Missing data

The JD Power data is big, so we started with a sample, described below. 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 missing responses or, conversely, drop survey questions with any NA responses, you're left with next-to-no data.

We started with a random-ish sample: 12% of the variables (we just picked every 8th column) and took a truly random sample of 4,000 observations, which is around 10% of the full list of respondents.

There are obvious patterns in that sample:



Overall, roughly half of the data is missing. And it definitely isn't missing at random. Some variables are missing no observation. Many are missing around 20 percent - and that number looks very consistent across that group of variables. Then the share of missing observations increases. This continues all the way up until a collection of variables show no actual measurements - all observations there are missing.

4. Perform #3 again but using ASQ data.
5. Compare top predictors across each data set. Anything interesting or surprising?

We've taken step 1 below.

1. Variables (JD Power) with no NAs.

There are 40 variables without missing values:

##	Share.NA
## Departure.flight.-.Travel.Dates	0
## Arrival.flight.-.Travel.Dates	0
## What.food/Beverages.want.to.find	0
## Zip/Postal.code	0
## MRP_SURVEY_DP_STACK_ID	0
## Food/beverages.purchased	0
## Books/Magazines	0
## Clothing	0
## Sunglasses	0
## Electronics	0
## Toiletries	0
## Other.merchandise	0
## Other.services	0
## Didn't.purchase.any.merchandise/services	0
## RS1_96.Verbatim	0
## RS1_97.Verbatim	0
## Took.transportation.to.the.gate	0
## Minutes.to.the.gate.after.security.check.point	0
## Clarity.of.signs/directions.inside.the.terminal	0
## Cleanliness.of.terminal.concourses.and.hallways	0
## Comfort.in.airport.(e.g.,.seating,.roominess,.etc.)	0
## Availability.of.activity/entertainment.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
## Departing/Arriving.Airport.vs..Connecting.Airport	0
## The.signage/directions.were.clear/easy.to.understand	0
## There.were.enough.signs/directions.throughout.the.terminal	0
## Recent.completed.renovations.or.new.building(s)	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.phones/laptops	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:

```
##
## Minutes.to.get.through.the.security.check
## Amount.of.time.required.for.security.check
## Professionalism.of.security.staff
## Ability.of.security.process.to.make.you.feel.safe
## Overall.security.check.experience
## Regarding.the.cleanliness.of.the.terminal,.why.did.you.provide.a.rating.of.\\.MRK_TF21_B.for.\\.MRK_
## Time.spent.in.terminal.connecting.airport
## Time.to.get.through.security.check.connecting.airport
## Security.Index
```

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

```
## Share.NA
## Within.North.America.:.Leisure/Personal.travel 21.63602
## Outside.North.America.:.Leisure/Personal.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.member(s).13.and.over 21.63602
## One.or.more.children.12.years.old.and.under 21.63602
## Friend(s) 21.63602
## Business.colleague(s) 21.63602
## Airline.brand 21.63602
## Flight.departure.time 21.63602
## Flight.departure.time.-.AM/PM 21.63602
## Air.Canada.Aeroplan 21.63602
## Alaska.Airlines/Horizon.Air.Mileage.Plan 21.63602
## American.Airlines/American.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
## Don't.know 21.63602
## Brand_Image_Envir_careless_resp 21.63602
## Brand_Image_Inconsistent_Reliable 21.63602
## Brand_Image_Conventional_Innovative 21.63602
## Brand_Image_Oldfashioned_Modern 21.63602
## Brand_Image_Boring_Exciting 21.63602
```

## Brand_Image_Cramped_Spacious	21.63602
## Brand_Image_Bottomline_Passenger	21.63602
## Brand_Image_Bad_Good_Rep	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:.AM/PM	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:.AM/PM	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.check-in	21.63602
## Number.of.bags.checked.in	21.63602
## Easy.to.find.luggage.trolleys.when.entered.terminal	21.63602
## Airline/airport.responsible.for.handling.luggage	21.63602
## Ease.of.finding.check-in/baggage.check.location	21.63602
## Traffic.flow.at.check-in/baggage.check.area	21.63602
## Cleanliness.of.the.check-in/baggage.check.area	21.63602
## Overall.check-in/baggage.check.experience	21.63602
## Type.of.security.line	21.63602
## Line(s).available.:.Number.of.security.lines.available	21.63602
## Line(s).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
## Wi-Fi.connection.offered	21.63602
## Noise.level.at.the.airport	21.63602
## Utilized.airport.lounge	21.63602
## Air.temperature.at.the.gate	21.63602
## Wheelchair.service/courtesy.cart	21.63602
## Obtained.checked.baggage	21.63602
## Went.through.immigration/customs	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
## Arcade/game.room	21.63602
## Personal.services.(e.g.,.massage,.hair.salon,.shoe.shine,.etc.)	21.63602
## More.variety.of.food.and/or.beverage	21.63602

## More.variety.of.retail.services	21.63602
## Premier.club	21.63602
## Children's.play.area	21.63602
## Smoking.area/lounge	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
## Exercise/Health.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
## White/Caucasian	21.63602
## Black/African.American	21.63602
## Asian/Asian.American	21.63602
## Latino/Hispanic	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
## Don't.know	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
## NA_flag	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

Summary stats for JD Power variables with no missing observations

```
## Departure.flight.-.Travel.Dates Arrival.flight.-.Travel.Dates
##           : 8694                               : 8694
## 10/1/2017: 345                                1/3/2018 : 220
## 1/1/2018 : 336                                1/2/2018 : 207
## 7/1/2018 : 312                                4/4/2018 : 199
## 4/1/2018 : 287                                1/4/2018 : 193
## 10/2/2017: 229                                10/6/2017: 193
## (Other) :29980                                (Other) :30477
## What.food/Beverages.want.to.find Zip/Postal.code
##           :39154                               : 9787
## Starbucks: 20                                60657 : 25
## McDonalds: 6                                92101 : 23
## starbucks: 5                                10001 : 22
## Breakfast: 4                                90001 : 22
## Mcdonalds: 4                                90210 : 21
## (Other) : 990                                (Other):30283
## MRP_SURVEY_DP_STACK_ID Food/beverages.purchased
## 1236912us18-2017-10-100_1 : 1 Min. :0.0000
## 1236912us18-2017-10-10003_1: 1 1st Qu.:0.0000
## 1236912us18-2017-10-10008_1: 1 Median :0.0000
## 1236912us18-2017-10-1001_1 : 1 Mean :0.4858
## 1236912us18-2017-10-10017_1: 1 3rd Qu.:1.0000
## 1236912us18-2017-10-10022_1: 1 Max. :1.0000
## (Other) :40177
## Books/Magazines Clothing Sunglasses Electronics
## Min. :0.0000 Min. :0.000000 Min. :0.000000 Min. :0.000000
## 1st Qu.:0.0000 1st Qu.:0.000000 1st Qu.:0.000000 1st Qu.:0.000000
## Median :0.0000 Median :0.000000 Median :0.000000 Median :0.000000
## Mean :0.1336 Mean :0.06336 Mean :0.05465 Mean :0.05333
## 3rd Qu.:0.0000 3rd Qu.:0.000000 3rd Qu.:0.000000 3rd Qu.:0.000000
## Max. :1.0000 Max. :1.000000 Max. :1.000000 Max. :1.000000
##
## Toiletries Other.merchandise Other.services
## Min. :0.000000 Min. :0.000000 Min. :0.0000
## 1st Qu.:0.000000 1st Qu.:0.000000 1st Qu.:0.0000
## Median :0.000000 Median :0.000000 Median :0.0000
## Mean :0.05455 Mean :0.05711 Mean :0.0168
## 3rd Qu.:0.000000 3rd Qu.:0.000000 3rd Qu.:0.0000
## Max. :1.000000 Max. :1.000000 Max. :1.0000
##
## Didn't.purchase.any.merchandise/services RS1_96.Verbatim RS1_97.Verbatim
## Min. :0.0000 :37888 :39508
## 1st Qu.:0.0000 water : 148 Food : 141
## Median :1.0000 food : 147 food : 140
## Mean :0.7198 snacks : 130 coffee : 37
## 3rd Qu.:1.0000 Food : 123 Coffee : 25
## Max. :1.0000 Water : 117 Snacks : 8
## (Other): 1630 (Other): 324
## Took.transportation.to.the.gate Minutes.to.the.gate.after.security.check.point
## Min. : 0.000 Min. : 0.00
## 1st Qu.: 0.000 1st Qu.: 5.00
## Median : 0.000 Median : 10.00
```



```

## Mean      : 2.258                      Mean      : 11.16
## 3rd Qu.: 0.000                      3rd Qu.: 15.00
## Max.     :99.000                      Max.     :180.00
##
## Clarity.of.signs/directions.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.(e.g.,.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.activity/entertainment.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
##
## Departing/Arriving.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.signage/directions.were.clear/easy.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.signs/directions.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.building(s)
## 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.phones/laptops
## 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
## Min.      : 0.000      Min.      :1.000
## 1st Qu.: 0.000      1st Qu.:2.000
## Median : 0.000      Median :3.000
## Mean      : 5.822      Mean      :2.391
## 3rd Qu.: 1.000      3rd Qu.:3.000

```

```

## Max.      :99.000                      Max.      :3.000
##
## OSAT.Zones.of.Satisfaction      weight      Terminal.Facility.Index
## Min.      :1.00                  Min.      : 49448      Min.      : 100.0
## 1st Qu.:2.00                  1st Qu.:123795      1st Qu.: 647.7
## Median :3.00                  Median :162384      Median : 786.7
## Mean      :2.71                  Mean      :159253      Mean      : 759.0
## 3rd Qu.:3.00                  3rd Qu.:187717      3rd Qu.: 890.5
## Max.      :4.00                  Max.      :314312      Max.      :1000.0
##
## Overall.Satisfaction.Index
## Min.      : 99.99
## 1st Qu.: 659.42
## Median : 787.28
## Mean      : 764.84
## 3rd Qu.: 887.09
## Max.      :1000.02
##

```

Same thing for ASQ data (all of it - only 11 variables there have no missing values)

```
##      airport      airline      airline_letter      airline_number
## Length:167489      Length:167489      Length:167489      Length:167489
## Class :character    Class :character    Class :character    Class :character
## Mode  :character    Mode  :character    Mode  :character    Mode  :character
##
##
##
## flight_dest      dep_time      departure_time
## Length:167489      Length:167489      Min.   :1899-12-31 00:00:00
## Class :character    Class :character    1st Qu.:1899-12-31 10:20:00
## Mode  :character    Mode  :character    Median :1899-12-31 13:30:00
##                                     Mean  :1899-12-31 13:41:31
##                                     3rd Qu.:1899-12-31 17:10:00
##                                     Max.   :1899-12-31 23:59:00
##                                     NA's   :14
##      day      month      year      date
## Min.   : 1.00      Min.   :7.000      Min.   :2019      Min.   :2019-07-01 00:00:00
## 1st Qu.: 5.00      1st Qu.:7.000      1st Qu.:2019      1st Qu.:2019-07-18 00:00:00
## Median :11.00      Median :8.000      Median :2019      Median :2019-08-08 00:00:00
## Mean   :12.59      Mean   :7.818      Mean   :2019      Mean   :2019-08-06 23:03:19
## 3rd Qu.:20.00      3rd Qu.:8.000      3rd Qu.:2019      3rd Qu.:2019-08-27 00:00:00
## Max.   :31.00      Max.   :9.000      Max.   :2019      Max.   :2019-09-17 00:00:00
## NA's   :2                                     NA's   :2
##      connect      reason      class      num_trip      transport
## Min.   :1.000      Min.   :1.000      Min.   :1.00      Min.   :1.000      Min.   :0.000
## 1st Qu.:2.000      1st Qu.:2.000      1st Qu.:3.00      1st Qu.:1.000      1st Qu.:0.000
## Median :2.000      Median :2.000      Median :3.00      Median :2.000      Median :3.000
## Mean   :1.817      Mean   :2.058      Mean   :2.91      Mean   :2.086      Mean   :2.654
## 3rd Qu.:2.000      3rd Qu.:2.000      3rd Qu.:3.00      3rd Qu.:3.000      3rd Qu.:5.000
## Max.   :2.000      Max.   :3.000      Max.   :3.00      Max.   :5.000      Max.   :5.000
## NA's   :11264                                     NA's   :2974      NA's   :3608      NA's   :2674
##      parking      vfm_parking      baggage_carts      airline_wait
## Min.   :0.0000      Min.   :0.000      Min.   :0.000      Min.   :0.000
## 1st Qu.:0.0000      1st Qu.:0.000      1st Qu.:0.000      1st Qu.:3.000
## Median :0.0000      Median :0.000      Median :3.000      Median :4.000
## Mean   :0.8567      Mean   :0.725      Mean   :2.314      Mean   :3.558
## 3rd Qu.:0.0000      3rd Qu.:0.000      3rd Qu.:5.000      3rd Qu.:5.000
## Max.   :5.0000      Max.   :5.000      Max.   :5.000      Max.   :5.000
## NA's   :2119      NA's   :2495      NA's   :4298      NA's   :2693
##      airline_effic      airline_court      waiting_passport      inspection_staff
## Min.   :0.000      Min.   :0.000      Min.   :0.000      Min.   :0.000
## 1st Qu.:3.000      1st Qu.:3.000      1st Qu.:0.000      1st Qu.:0.000
## Median :4.000      Median :4.000      Median :3.000      Median :3.000
## Mean   :3.615      Mean   :3.636      Mean   :2.526      Mean   :2.527
## 3rd Qu.:5.000      3rd Qu.:5.000      3rd Qu.:5.000      3rd Qu.:5.000
## Max.   :5.000      Max.   :5.000      Max.   :5.000      Max.   :5.000
## NA's   :3090      NA's   :3671      NA's   :4030      NA's   :4933
##      security_staff      through_inspect      waiting_inspect      feel_safe
## Min.   :0.000      Min.   :0.000      Min.   :0.000      Min.   :0.000
## 1st Qu.:3.000      1st Qu.:4.000      1st Qu.:3.000      1st Qu.:4.000
```

##	Median :4.000	Median :4.000	Median :4.000	Median :5.000	
##	Mean :3.943	Mean :4.029	Mean :4.011	Mean :4.168	
##	3rd Qu.:5.000	3rd Qu.:5.000	3rd Qu.:5.000	3rd Qu.:5.000	
##	Max. :5.000	Max. :5.000	Max. :5.000	Max. :5.000	
##	NA's :2652	NA's :2806	NA's :2970	NA's :3200	
##	finding_way	screens	walking	connections	
##	Min. :0.000	Min. :0.000	Min. :0.000	Min. :0.000	
##	1st Qu.:4.000	1st Qu.:4.000	1st Qu.:4.000	1st Qu.:0.000	
##	Median :5.000	Median :5.000	Median :4.000	Median :0.000	
##	Mean :4.249	Mean :4.149	Mean :4.121	Mean :0.644	
##	3rd Qu.:5.000	3rd Qu.:5.000	3rd Qu.:5.000	3rd Qu.:0.000	
##	Max. :5.000	Max. :5.000	Max. :5.000	Max. :5.000	
##	NA's :2138	NA's :2581	NA's :2657	NA's :5297	
##	airport_staff	restaurants	vfm_restaurant	bank	shopping
##	Min. :0.000	Min. :0.000	Min. :0.000	Min. :0.00	Min. :0.000
##	1st Qu.:3.000	1st Qu.:2.000	1st Qu.:1.000	1st Qu.:0.00	1st Qu.:0.000
##	Median :4.000	Median :4.000	Median :3.000	Median :0.00	Median :3.000
##	Mean :3.844	Mean :3.078	Mean :2.698	Mean :1.87	Mean :2.621
##	3rd Qu.:5.000	3rd Qu.:5.000	3rd Qu.:4.000	3rd Qu.:4.00	3rd Qu.:4.000
##	Max. :5.000	Max. :5.000	Max. :5.000	Max. :5.00	Max. :5.000
##	NA's :3004	NA's :3337	NA's :3564	NA's :2771	NA's :3363
##	vfm_shopping	computer	airline_lounge	washrooms_av	washrooms_clean
##	Min. :0.000	Min. :0.000	Min. :0.00	Min. :0.000	Min. :0.000
##	1st Qu.:0.000	1st Qu.:0.000	1st Qu.:0.00	1st Qu.:3.000	1st Qu.:3.000
##	Median :3.000	Median :3.000	Median :0.00	Median :4.000	Median :4.000
##	Mean :2.257	Mean :2.729	Mean :1.21	Mean :3.876	Mean :3.746
##	3rd Qu.:4.000	3rd Qu.:5.000	3rd Qu.:3.00	3rd Qu.:5.000	3rd Qu.:5.000
##	Max. :5.000	Max. :5.000	Max. :5.00	Max. :5.000	Max. :5.000
##	NA's :4065	NA's :3680	NA's :6414	NA's :2775	NA's :2876
##	waiting_areas	cleanliness	ambience	overall_sat	
##	Min. :0.000	Min. :0.000	Min. :0.000	Min. :0.000	
##	1st Qu.:3.000	1st Qu.:4.000	1st Qu.:3.000	1st Qu.:4.000	
##	Median :4.000	Median :5.000	Median :4.000	Median :4.000	
##	Mean :3.886	Mean :4.244	Mean :4.093	Mean :4.205	
##	3rd Qu.:5.000	3rd Qu.:5.000	3rd Qu.:5.000	3rd Qu.:5.000	
##	Max. :5.000	Max. :5.000	Max. :5.000	Max. :5.000	
##	NA's :2971	NA's :2233	NA's :3045	NA's :3055	
##	important1	important2	important3	passport_arrival	
##	Length:167489	Length:167489	Length:167489	Min. :0.000	
##	Class :character	Class :character	Class :character	1st Qu.:0.000	
##	Mode :character	Mode :character	Mode :character	Median :3.000	
##				Mean :2.236	
##				3rd Qu.:5.000	
##				Max. :5.000	
##				NA's :10396	
##	speed_bag	customs	transport_mode	time_dep	
##	Min. :0.000	Min. :0.000	Min. :1.00	Min. :1.00	
##	1st Qu.:0.000	1st Qu.:0.000	1st Qu.:1.00	1st Qu.:4.00	
##	Median :3.000	Median :0.000	Median :2.00	Median :6.00	
##	Mean :2.553	Mean :1.927	Mean :2.68	Mean :5.12	
##	3rd Qu.:5.000	3rd Qu.:4.000	3rd Qu.:4.00	3rd Qu.:7.00	
##	Max. :5.000	Max. :5.000	Max. :6.00	Max. :7.00	
##	NA's :10723	NA's :11946	NA's :36637	NA's :33243	
##	checkin_selfservice	checkin_desk	checkin_internet	checkin_phone	

```

## Min. :0.0000      Min. :0.0000      Min. :0.0000      Min. :0.0000
## 1st Qu.:0.0000      1st Qu.:0.0000      1st Qu.:0.0000      1st Qu.:0.0000
## Median :0.0000      Median :0.0000      Median :0.0000      Median :0.0000
## Mean :0.1797      Mean :0.4168      Mean :0.1918      Mean :0.1405
## 3rd Qu.:0.0000      3rd Qu.:1.0000      3rd Qu.:0.0000      3rd Qu.:0.0000
## Max. :1.0000      Max. :1.0000      Max. :1.0000      Max. :1.0000
## NA's :642      NA's :658      NA's :658      NA's :658
## checkin_bag      checkin_other      nationality      residency
## Min. :0.000      Min. :0.0000      Length:167489      Length:167489
## 1st Qu.:0.000      1st Qu.:0.0000      Class :character      Class :character
## Median :0.000      Median :0.0000      Mode :character      Mode :character
## Mean :0.149      Mean :0.0414
## 3rd Qu.:0.000      3rd Qu.:0.0000
## Max. :1.000      Max. :1.0000
## NA's :616      NA's :659
## zip_code      gender      age      terminal
## Length:167489      Min. :1.000      Min. :1.000      Length:167489
## Class :character      1st Qu.:1.000      1st Qu.:3.000      Class :character
## Mode :character      Median :2.000      Median :4.000      Mode :character
## Mean :1.506      Mean :3.753
## 3rd Qu.:2.000      3rd Qu.:5.000
## Max. :2.000      Max. :8.000
## NA's :6392      NA's :4888
## gateno      questno      quarter      airpsize
## Length:167489      Length:167489      Length:167489      Min. :1.000
## Class :character      Class :character      Class :character      1st Qu.:2.000
## Mode :character      Mode :character      Mode :character      Median :3.000
## Mean :3.603
## 3rd Qu.:5.000
## Max. :6.000
## airpreion      terminall      fra_t      fra_t1
## Length:167489      Mode:logical      Mode:logical      Mode:logical
## Class :character      NA's:167489      NA's:167489      NA's:167489
## Mode :character
##
##
##
## traffic      weightfactor      interviewernumber      terminalc
## Length:167489      Min. :0.2272      Length:167489      Length:167489
## Class :character      1st Qu.:0.9986      Class :character      Class :character
## Mode :character      Median :1.0000      Mode :character      Mode :character
## Mean :1.0000
## 3rd Qu.:1.0022
## Max. :2.4667
## NA's :1
## additional_comments      best      worst
## Length:167489      Length:167489      Length:167489
## Class :character      Class :character      Class :character
## Mode :character      Mode :character      Mode :character
##
##
##

```

##

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APPENDIX

Full variable list (labels):

```
## [1] "Within.North.America.:.Leisure/Personal.travel"
## [2] "Outside.North.America.:.Leisure/Personal.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] "Departure.flight.-.Travel.Dates"
## [9] "Arrival.flight.-.Travel.Dates"
## [10] "Trip.purpose"
## [11] "Traveled.alone"
## [12] "Adult.family.member(s).13.and.over"
## [13] "One.or.more.children.12.years.old.and.under"
## [14] "Friend(s)"
## [15] "Business.colleague(s)"
## [16] "Airline.brand"
## [17] "Flight.departure.time"
## [18] "Flight.departure.time.-.AM/PM"
## [19] "Air.Canada.Aeroplan"
## [20] "Alaska.Airlines/Horizon.Air.Mileage.Plan"
## [21] "American.Airlines/American.Eagle.AAdvantage"
## [22] "Delta.Air.Lines.SkyMiles"
## [23] "Frontier.Airlines.EarlyReturns"
## [24] "HawaiianMiles"
## [25] "JetBlue.Airways.TrueBlue"
## [26] "Southwest.Airlines.Rapid.Rewards"
## [27] "Spirit.Airlines.Free.Spirit"
## [28] "United.Airlines.MileagePlus"
## [29] "Virgin.America.Elevate"
## [30] "WestJet.Rewards"
## [31] "Other"
## [32] "None"
## [33] "Don't.know"
## [34] "Air.Canada.FF.Level"
## [35] "American.Airlines.FF.Level"
## [36] "Delta.Air.Lines.FF.Level"
## [37] "Alaska.Airlines.FF.Level"
## [38] "United.FF.Level"
## [39] "Frontier.Airlines.FF.Level"
## [40] "JetBlue.Airways.FF.Level"
## [41] "Southwest.Airlines.FF.Level"
## [42] "Hawaiian.Airlines.FF.Level"
## [43] "Spirit.Airlines.FF.Level"
## [44] "Virgin.America.FF.Level"
## [45] "Brand_Image_Envir_careless_resp"
## [46] "Brand_Image_Inconsistent_Reliable"
## [47] "Brand_Image_Conventional_Innovative"
## [48] "Brand_Image_Oldfashioned_Modern"
## [49] "Brand_Image_Boring_Exciting"
```

```

## [50] "Brand_Image_Cramped_Spacious"
## [51] "Brand_Image_Bottomline_Passenger"
## [52] "Brand_Image_Bad_Good_Rep"
## [53] "Times.departed.from.Evaluated.Airport"
## [54] "How.traveled.to.Evaluated.Airport"
## [55] "Time.left.for.Evaluated.Airport"
## [56] "Time.left.for.Evaluated.Airport:.AM/PM"
## [57] "Miles.traveled.to.Evaluated.Airport"
## [58] "Traffic.congestion"
## [59] "Public.transportation.present"
## [60] "How.often.public.transportation.used"
## [61] "Likelihood.to.use.public.transportation"
## [62] "Parked.at"
## [63] "Minutes.after.parking.to.travel.to.terminal"
## [64] "Method.of.payment.for.parking.fees"
## [65] "Parking.fees.vs..expectations"
## [66] "Ease.of.entrance"
## [67] "Availability.of.parking.spaces"
## [68] "Safety.and.security"
## [69] "'Variety.of.parking.options.(e.g.,.garage,.surface.lot,.valet,.reserved.parking,.etc.)'"
## [70] "Cleanliness.of.the.parking.facilities"
## [71] "Clarity.of.signs/directions"
## [72] "Convenience.to.terminal"
## [73] "Reasonableness.of.the.price"
## [74] "Overall.parking.experience"
## [75] "Easy.to.find.loading/unloading.area"
## [76] "Easy.to.find.transportation.service.to.Evaluated.Airport"
## [77] "Ease.of.dropping.off"
## [78] "Safety.and.security.1"
## [79] "Clarity.of.signs/directions.1"
## [80] "Convenience.to.terminal.1"
## [81] "Overall.drop.off.experience"
## [82] "Rental.car.facility.signage"
## [83] "Shuttle.needed"
## [84] "Who.operated.shuttle"
## [85] "Wait.time.for.shuttle.to.Evaluated.Airport"
## [86] "Minutes.to.terminal.after.boarding.shuttle"
## [87] "Ease.of.entrance.1"
## [88] "Safety.and.security.2"
## [89] "Cleanliness.of.the.rental.car.facilities"
## [90] "Clarity.of.signs/directions.2"
## [91] "Convenience.to.terminal.2"
## [92] "Overall.rental.car.facility.experience"
## [93] "How.often.public.transportation.used.1"
## [94] "Frequency.of.public.transportation.service"
## [95] "Safety.and.security.3"
## [96] "Cleanliness.of.the.public.transportation.facilities"
## [97] "Clarity.of.signs/directions.3"
## [98] "Convenience.to.terminal.3"
## [99] "Overall.public.transportation.experience"
## [100] "Transportation.method.used.to.leave.Evaluated.Airport"
## [101] "Time.left.Evaluated.Airport"
## [102] "Time.left.Evaluated.Airport:.AM/PM"
## [103] "Miles.traveled.from.Evaluated.Airport"

```

```

## [104] "Minutes.to.travel.from.Evaluated.Airport.to.destination"
## [105] "Traffic.congestion.leaving.complex"
## [106] "Preferred.transportation.mode"
## [107] "Clarity.of.signs./directions"
## [108] "Convenience.of.transportation"
## [109] "Attractiveness.of.airport.grounds"
## [110] "Ease.of.arriving.at.the.terminal"
## [111] "Ease.of.leaving.terminal"
## [112] "Traffic.flow.on.airport.grounds"
## [113] "Overall.airport.accessibility.experience"
## [114] "Place.of.check-in"
## [115] "Number.of.bags.checked.in"
## [116] "Easy.to.find.luggage.trolleys.when.entered.terminal"
## [117] "Place.for.luggage.check-in"
## [118] "Airline/airport.responsible.for.handling.luggage"
## [119] "Minutes.to.obtain.boarding.pass"
## [120] "Ease.of.finding.check-in/baggage.check.location"
## [121] "Traffic.flow.at.check-in/baggage.check.area"
## [122] "Cleanliness.of.the.check-in/baggage.check.area"
## [123] "Overall.check-in/baggage.check.experience"
## [124] "Type.of.security.line"
## [125] "Line(s).available.:.Number.of.security.lines.available"
## [126] "Line(s).open.:.Number.of.security.lines.available"
## [127] "Sign.to.inform.security.wait.times"
## [128] "Singled.out.for.special.TSA.screening"
## [129] "Minutes.between.cleared.security.and.boarding.the.plane"
## [130] "Food/beverages.purchased.before/after.security"
## [131] "Healthy.food/beverage.options"
## [132] "Importance.of.healthy.food/beverage.options"
## [133] "Were.local.restaurant.or.food.choices.(i.e.,.non-chain.restaurants).available.at.Airport.Evaluated"
## [134] "Food/beverages.wanted.found"
## [135] "What.food/Beverages.want.to.find"
## [136] "Not.hungry"
## [137] "Brought.my.own.food"
## [138] "Didn't.like.the.choices"
## [139] "Too.expensive"
## [140] "No.time"
## [141] "Other.1"
## [142] "Shopped.at.retail.stores.before/after.security"
## [143] "Didn't.have.time"
## [144] "Too.expensive.1"
## [145] "Didn't.have.what.I.need"
## [146] "No.need.to.shop"
## [147] "Other.2"
## [148] "Arriving.on.the.airport.grounds"
## [149] "Check-in"
## [150] "Security"
## [151] "Gate.area"
## [152] "Baggage.claim.area"
## [153] "Ground.transportation.(e.g.,.taxi,.shuttle,.etc.)"
## [154] "Restrooms"
## [155] "Food.and.beverage"
## [156] "Retail.shops"
## [157] "Flight.monitors.(e.g.,.arrival/departure.info)"

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## [158] "Parking.structures"
## [159] "Other.3"
## [160] "Used.restrooms.in.terminal"
## [161] "Wi-Fi.connection.offered"
## [162] "Wi-Fi.connection.speed"
## [163] "Noise.level.at.the.airport"
## [164] "Utilized.airport.lounge"
## [165] "Air.temperature.at.the.gate"
## [166] "Wheelchair.service/courtesy.cart"
## [167] "Plane.not.there"
## [168] "Mechanical.problems"
## [169] "Bad.weather.(where.you.were)"
## [170] "Bad.weather.(where.you.were.going)"
## [171] "Crew.not.there"
## [172] "Gate.not.available.at.destination"
## [173] "Delay.in.landing"
## [174] "Flight.overbooked"
## [175] "Too.much.carry-on.baggage"
## [176] "Security.issue"
## [177] "Passengers.(late.arrivals/slow)"
## [178] "Runway.traffic/Air.traffic.control"
## [179] "Other.4"
## [180] "I.don't.know.the.cause.of.the.delay"
## [181] "How.many.minutes.was.your.flight.delayed?"
## [182] "Obtained.checked.baggage"
## [183] "Minutes.to.get.to.the.baggage.claim.area"
## [184] "Minutes.waited.at.the.baggage.claim.area"
## [185] "All.baggage.received"
## [186] "Easy.to.find.luggage.trolleys.in.baggage.claim.area"
## [187] "Ease.of.finding.your.baggage.claim.area/carousel"
## [188] "Physical.condition/cleanliness.of.baggage.claim.area"
## [189] "Speed.of.baggage.delivery"
## [190] "Overall.baggage.claim.experience"
## [191] "Went.through.immigration/customs"
## [192] "Used.kiosk"
## [193] "Minutes.to.get.through.immigration/customs"
## [194] "Overall.immigration/customs.experience"
## [195] "Likelihood.to.use.airport"
## [196] "Likelihood.to.recommend"
## [197] "Number.of.positive.recommendations"
## [198] "Number.of.negative.comments"
## [199] "Posted.comments.on.social.media"
## [200] "Yelp"
## [201] "Facebook"
## [202] "Twitter"
## [203] "Instagram"
## [204] "Tumblr"
## [205] "YouTube"
## [206] "LinkedIn"
## [207] "Trip.Advisor"
## [208] "Other.blog"
## [209] "Other.forum"
## [210] "Other.rating/review.sites"
## [211] "Other.5"

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[212] "Don't.know/don't.remember"
 ## [213] "Number.times.read.online.travel.information"
 ## [214] "Wireless.Internet"
 ## [215] "Plug.for.your.computer,.phone,.etc."
 ## [216] "Arcade/game.room"
 ## [217] "Personal.services.(e.g.,.massage,.hair.salon,.shoe.shine,.etc.)"
 ## [218] "More.variety.of.food.and/or.beverage"
 ## [219] "More.variety.of.retail.services"
 ## [220] "Premier.club"
 ## [221] "Children's.play.area"
 ## [222] "Smoking.area/lounge"
 ## [223] "More.comfortable.seating.area"
 ## [224] "Quiet.area"
 ## [225] "Work.space.near.plug"
 ## [226] "ATM"
 ## [227] "Movie.theater"
 ## [228] "Religious.facilities"
 ## [229] "Exercise/Health.club.facilities"
 ## [230] "TV"
 ## [231] "Other.6"
 ## [232] "None.1"
 ## [233] "Gender"
 ## [234] "Country"
 ## [235] "Birth.Year"
 ## [236] "Education"
 ## [237] "Marital.Status"
 ## [238] "White/Caucasian"
 ## [239] "Black/African.American"
 ## [240] "Asian/Asian.American"
 ## [241] "Latino/Hispanic"
 ## [242] "Other.7"
 ## [243] "Prefer.not.to.answer"
 ## [244] "Household.annual.income"
 ## [245] "Zip/Postal.code"
 ## [246] "Did.you.have.to.go.through.security.again.at.connecting.airport?"
 ## [247] "Crowd.within.airport.terminal.building"
 ## [248] "Likelihood.to.recommend.NPS"
 ## [249] "WestJet.FF.Level"
 ## [250] "Notice.construction.at.airport"
 ## [251] "Had.to.wait.in.line.for.the.restrooms"
 ## [252] "Stall.was.in.good.condition.(e.g.,.free.of.broken.or.worn.out.parts)"
 ## [253] "Countertops.and.floors.were.dry"
 ## [254] "Floors.were.in.good.repair"
 ## [255] "Fixtures.were.working.(e.g.,.faucets,.soap.dispenser,.hand.dryer,.etc.)"
 ## [256] "Walls.were.free.of.markings.and.graffiti"
 ## [257] "Restrooms.felt.cramped.for.space"
 ## [258] "Overall.restrooms.were.clean"
 ## [259] "Yes,.and.it.was.obstructive"
 ## [260] "Yes,.and.it.was.too.loud"
 ## [261] "Yes,.and.it.did.not.disrupt.my.travel.experience"
 ## [262] "No,.there.was.no.construction"
 ## [263] "Don't.know"
 ## [264] "Parking"
 ## [265] "Check-in.area"

```

## [266] "Security.area"
## [267] "Gate.area.1"
## [268] "Baggage.claim.area.1"
## [269] "Ground.transportation.area.(e.g.,.taxi,.shuttle,.etc.)"
## [270] "Restrooms.1"
## [271] "Food.and.beverage.areas"
## [272] "Retail.shops.area"
## [273] "Other.8"
## [274] "Total.times.traveled.North.America.12.months"
## [275] "Total.times.traveled.outside.North.America.12.months"
## [276] "Total.times.traveled.12.months"
## [277] "When.left.for.airport"
## [278] "Length.of.trip"
## [279] "Dollars.paid.for.parking.fees"
## [280] "Dollars.paid.for.transportation.service.to.Evaluated.Airport"
## [281] "Dollars.paid.for.rental.car"
## [282] "Dollars.paid.for.public.transportation.service.to.Airport"
## [283] "Dollars.paid.for.Wi-Fi.connection"
## [284] "NA_flag"
## [285] "Time.to.travel.to.terminal.after.parking"
## [286] "Time.to.wait.for.shuttle.bus/van.to.take.you.to.airport"
## [287] "Time.to.travel.to.airport.terminal.once.boarded.shuttle.bus/van"
## [288] "Time.to.obtain.boarding.pass.and/or.check.baggage"
## [289] "Time.to.get.through.security.check.from.time.entered.airport.complex"
## [290] "Time.to.get.through.security.check.from.time.entered.airport.complex.1"
## [291] "NPS.Promoter"
## [292] "NPS.Passive"
## [293] "NPS.Detractor"
## [294] "NPS.Recode"
## [295] "NPS.Groups"
## [296] "MRP_SURVEY_DP_STACK_ID"
## [297] "Minutes.to.get.through.the.security.check"
## [298] "Amount.of.time.required.for.security.check"
## [299] "Professionalism.of.security.staff"
## [300] "Ability.of.security.process.to.make.you.feel.safe"
## [301] "Overall.security.check.experience"
## [302] "Food/beverages.purchased"
## [303] "Restaurant/Bar"
## [304] "Fast.food.chain"
## [305] "Convenience.store"
## [306] "Stand-alone.kiosk"
## [307] "Vending.machine"
## [308] "Other.10"
## [309] "Variety.of.menu.choices"
## [310] "Quality/Taste.of.food.and.beverage"
## [311] "Ambiance.(atmosphere)"
## [312] "Courtesy.of.staff"
## [313] "Timeliness.of.your.order"
## [314] "Cleanliness.of.area"
## [315] "Reasonableness.of.the.price.1"
## [316] "Overall.restaurant.experience"
## [317] "Quality.of.food.and.beverage"
## [318] "Variety.of.food.and.beverage"
## [319] "Reasonableness.of.the.price.2"

```

```

## [320] "Speed.of.service"
## [321] "Availability.of.nearby.seating"
## [322] "Overall.food.&.beverage.experience"
## [323] "Books/Magazines"
## [324] "Clothing"
## [325] "Sunglasses"
## [326] "Electronics"
## [327] "Toiletries"
## [328] "Other.merchandise"
## [329] "Other.services"
## [330] "Didn't.purchase.any.merchandise/services"
## [331] "RS1_96.Verbatim"
## [332] "RS1_97.Verbatim"
## [333] "Quality.of.merchandise/services"
## [334] "Variety.of.shops"
## [335] "Reasonableness.of.the.price.3"
## [336] "Professionalism.of.staff"
## [337] "Overall.retail.services.experience"
## [338] "Now.that.you.have.considered.your.food,.beverage,.&.retail.experiences,.how.would.you.rate.you"
## [339] "Took.transportation.to.the.gate"
## [340] "Type.of.transportation.taken.to.the.gate"
## [341] "Minutes.to.the.gate.after.security.check.point"
## [342] "Clarity.of.signs/directions.inside.the.terminal"
## [343] "Cleanliness.of.terminal.concourses.and.hallways"
## [344] "Comfort.in.airport.(e.g.,.seating,.roominess,.etc.)"
## [345] "Availability.of.activity/entertainment.options.in.the.airport"
## [346] "Overall.terminal.facilities.experience"
## [347] "Variety.of.food,.beverage,.and.retail.options"
## [348] "Cleanliness.of.terminal.restrooms"
## [349] "Flight.departed..."
## [350] "How.would.you.rate.your.overall.experience.at.Airport.Evaluated?"
## [351] "Regarding.the.cleanliness.of.the.terminal,.why.did.you.provide.a.rating.of.\\.MRK_TF21_B.for."
## [352] "Connecting.Region"
## [353] "Connecting.State"
## [354] "Airport"
## [355] "Dollars.paid.per.person.at.restaurant/bar"
## [356] "Dollars.spent.on.food/beverages"
## [357] "Dollars.spent.on.merchandise/services"
## [358] "Amount.spent.in.terminal.(USD)"
## [359] "Time.spent.in.terminal.connecting.airport"
## [360] "Time.to.get.through.security.check.connecting.airport"
## [361] "Departing/Arriving.Airport.vs..Connecting.Airport"
## [362] "The.signage/directions.were.clear/easy.to.understand"
## [363] "There.were.enough.signs/directions.throughout.the.terminal"
## [364] "Recent.completed.renovations.or.new.building(s)"
## [365] "Regional.art,.culture,.or.historical.displays"
## [366] "Robots,.tablet.interfacing,.or.other.new.technology"
## [367] "I.was.able.to.clearly.hear.and.understand.the.announcements.within.the.gate"
## [368] "The.gate.area.was.clean"
## [369] "There.were.enough.seats.at.the.gate"
## [370] "The.gate.area.was.comfortable"
## [371] "There.were.enough.electrical.outlets.for.charging.phones/laptops"
## [372] "The.gate.area.was.worn.out.or.outdated"
## [373] "Segment"

```



```

## [374] "Generation.Groups"
## [375] "OSAT.Zones.of.Satisfaction"
## [376] "Age"
## [377] "weight"
## [378] "Parking.Index"
## [379] "Dropoff.Index"
## [380] "Rental.Car.Index"
## [381] "Public.Transp.Index"
## [382] "Restaurant/Bar.Index"
## [383] "Other.Food.and.Beverage.Index"
## [384] "Retail.Merchandise/Services.Index"
## [385] "Food.and.Beverage.Index"
## [386] "Food,.Beverage,.and.Retail.Index"
## [387] "Airport.Accessibility.Index"
## [388] "Checkin.Index"
## [389] "Security.Index"
## [390] "Terminal.Facility.Index"
## [391] "Baggage.Claim.Index"
## [392] "Overall.Satisfaction.Index"
## [393] "Immigration.&.Customs.Index"

```

Summaries of each:

```

## Within.North.America.:.Leisure/Personal.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.:.Leisure/Personal.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 Outside.North.America.:.Business.travel
## Min. : 0.000 Min. : 0.000
## 1st Qu.: 0.000 1st Qu.: 0.000
## Median : 0.000 Median : 0.000
## Mean : 1.695 Mean : 0.408
## 3rd Qu.: 1.000 3rd Qu.: 0.000
## Max. :100.000 Max. :100.000
## NA's :8694 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 Departure.flight.-.Travel.Dates
## Min.      : 1.000                      : 8694
## 1st Qu.: 1.000                      10/1/2017: 345
## Median : 2.000                      1/1/2018 : 336
## Mean      : 2.382                      7/1/2018 : 312
## 3rd Qu.: 2.000                      4/1/2018 : 287
## Max.      :100.000                      10/2/2017: 229
## NA's      :8694                      (Other) :29980
## Arrival.flight.-.Travel.Dates Trip.purpose Traveled.alone
##      : 8694                      Min.      :1.000 Min.      :0.000
## 1/3/2018 : 220                      1st Qu.:1.000 1st Qu.:0.000
## 1/2/2018 : 207                      Median :1.000 Median :0.000
## 4/4/2018 : 199                      Mean      :1.286 Mean      :0.449
## 1/4/2018 : 193                      3rd Qu.:1.000 3rd Qu.:1.000
## 10/6/2017: 193                      Max.      :3.000 Max.      :1.000
## (Other) :30477                      NA's      :8694 NA's      :8694
## Adult.family.member(s).13.and.over One.or.more.children.12.years.old.and.under
## Min.      :0.000                      Min.      :0.000
## 1st Qu.:0.000                      1st Qu.:0.000
## Median :0.000                      Median :0.000
## Mean      :0.435                      Mean      :0.089
## 3rd Qu.:1.000                      3rd Qu.:0.000
## Max.      :1.000                      Max.      :1.000
## NA's      :8694                      NA's      :8694
## Friend(s) Business.colleague(s) Airline.brand Flight.departure.time
## Min.      :0.00 Min.      :0.000 Min.      : 1.0 Min.      : 1.0
## 1st Qu.:0.00 1st Qu.:0.000 1st Qu.: 4.0 1st Qu.: 5.0
## Median :0.00 Median :0.000 Median : 7.0 Median : 8.0
## Mean      :0.09 Mean      :0.032 Mean      :10.2 Mean      :20.8
## 3rd Qu.:0.00 3rd Qu.:0.000 3rd Qu.: 9.0 3rd Qu.:11.0
## Max.      :1.00 Max.      :1.000 Max.      :99.0 Max.      :95.0
## NA's      :8694 NA's      :8694 NA's      :8694 NA's      :8694
## Flight.departure.time.-.AM/PM 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.Airlines/Horizon.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.Airlines/American.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      Don't.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 Alaska.Airlines.FF.Level
## Min.      : 1.000                      Min.      : 1.000 Min.      : 1.00
## 1st Qu.: 1.000                      1st Qu.: 1.000 1st Qu.: 1.00
## Median : 1.000                      Median : 1.000 Median : 1.00
## Mean      : 6.604                      Mean      : 6.654 Mean      : 5.68
## 3rd Qu.: 2.000                      3rd Qu.: 2.000 3rd Qu.: 2.00
## Max.      :99.000                      Max.      :99.000 Max.      :99.00
## NA's      :30124                      NA's      :28593 NA's      :37180
## United.FF.Level Frontier.Airlines.FF.Level JetBlue.Airways.FF.Level
## Min.      : 1.000 Min.      : 1.00                      Min.      : 1.00

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## 1st Qu.: 1.000    1st Qu.: 1.00          1st Qu.: 1.00
## Median : 1.000    Median : 1.00          Median : 1.00
## Mean   : 5.824    Mean   : 7.78          Mean   : 4.45
## 3rd Qu.: 2.000    3rd Qu.: 1.00          3rd Qu.: 1.00
## Max.   :99.000    Max.   :99.00          Max.   :99.00
## NA's   :31067     NA's   :38537          NA's   :35659
## Southwest.Airlines.FF.Level Hawaiian.Airlines.FF.Level
## Min.    : 1.000          Min.    : 1.00
## 1st Qu.: 1.000          1st Qu.: 1.00
## Median : 1.000          Median : 1.00
## Mean    : 5.068          Mean    : 3.74
## 3rd Qu.: 1.000          3rd Qu.: 1.00
## Max.    :99.000          Max.    :99.00
## NA's    :29524          NA's    :38785
## Spirit.Airlines.FF.Level Virgin.America.FF.Level
## Min.    : 1.00          Min.    : 1.00
## 1st Qu.: 1.00          1st Qu.: 1.00
## Median : 1.00          Median : 1.00
## Mean    : 8.07          Mean    : 4.99
## 3rd Qu.: 2.00          3rd Qu.: 2.00
## Max.    :99.00          Max.    :99.00
## NA's    :38646          NA's    :39241
## Brand_Image_Envir_careless_resp Brand_Image_Inconsistent_Reliable
## Min.    : 1.00          Min.    : 1.00
## 1st Qu.: 5.00          1st Qu.: 5.00
## Median : 6.00          Median : 6.00
## Mean    :23.12          Mean    :10.14
## 3rd Qu.: 7.00          3rd Qu.: 7.00
## Max.    :99.00          Max.    :99.00
## NA's    :8694          NA's    :8694
## Brand_Image_Conventional_Innovative Brand_Image_Oldfashioned_Modern
## Min.    : 1.000          Min.    : 1.000
## 1st Qu.: 4.000          1st Qu.: 5.000
## Median : 5.000          Median : 6.000
## Mean    : 7.879          Mean    : 7.082
## 3rd Qu.: 7.000          3rd Qu.: 7.000
## Max.    :99.000          Max.    :99.000
## NA's    :8694          NA's    :8694
## Brand_Image_Boring_Exciting Brand_Image_Cramped_Spacious
## Min.    : 1.000          Min.    : 1.000
## 1st Qu.: 4.000          1st Qu.: 4.000
## Median : 5.000          Median : 6.000
## Mean    : 6.866          Mean    : 6.396
## 3rd Qu.: 6.000          3rd Qu.: 7.000
## Max.    :99.000          Max.    :99.000
## NA's    :8694          NA's    :8694
## Brand_Image_Bottomline_Passenger Brand_Image_Bad_Good_Rep
## Min.    : 1.00          Min.    : 1.00
## 1st Qu.: 5.00          1st Qu.: 5.00
## Median : 6.00          Median : 6.00
## Mean    :14.76          Mean    :13.81
## 3rd Qu.: 7.00          3rd Qu.: 7.00
## Max.    :99.00          Max.    :99.00
## NA's    :8694          NA's    :8694

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## Times.departed.from.Evaluated.Airport How.traveled.to.Evaluated.Airport
## Min. : 1.000 Min. : 1.000
## 1st Qu.: 1.000 1st Qu.: 2.000
## Median : 2.000 Median : 3.000
## Mean : 2.735 Mean : 6.198
## 3rd Qu.: 3.000 3rd Qu.: 5.000
## Max. :50.000 Max. :97.000
## NA's :8694 NA's :8694
## Time.left.for.Evaluated.Airport Time.left.for.Evaluated.Airport:.AM/PM
## Min. : 1.000 Min. :1.000
## 1st Qu.: 4.000 1st Qu.:1.000
## Median : 6.000 Median :1.000
## Mean : 5.987 Mean :1.381
## 3rd Qu.: 8.000 3rd Qu.:2.000
## Max. :12.000 Max. :2.000
## NA's :8694 NA's :8694
## Miles.traveled.to.Evaluated.Airport Traffic.congestion
## Min. : 0.00 Min. : 1.000
## 1st Qu.: 10.00 1st Qu.: 3.000
## Median : 20.00 Median : 3.000
## Mean : 36.45 Mean : 4.012
## 3rd Qu.: 40.00 3rd Qu.: 4.000
## Max. :300.00 Max. :99.000
## NA's :8694 NA's :11470
## Public.transportation.present How.often.public.transportation.used
## Min. : 0.00 Min. : 0.000
## 1st Qu.: 1.00 1st Qu.: 0.000
## Median : 1.00 Median : 0.000
## Mean :35.31 Mean : 1.616
## 3rd Qu.:99.00 3rd Qu.: 2.000
## Max. :99.00 Max. :99.000
## NA's :10457 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 Method.of.payment.for.parking.fees
## Min. : 0.00 Min. : 1.00
## 1st Qu.: 5.00 1st Qu.: 1.00
## Median :10.00 Median : 2.00
## Mean :10.02 Mean : 6.26
## 3rd Qu.:15.00 3rd Qu.: 2.00
## Max. :90.00 Max. :97.00
## NA's :33744 NA's :33744
## Parking.fees.vs..expectations Ease.of.entrance Availability.of.parking.spaces
## Min. :1.00 Min. : 1.00 Min. : 1.00
## 1st Qu.:2.00 1st Qu.: 7.00 1st Qu.: 7.00
## Median :2.00 Median : 8.00 Median : 8.00
## Mean :1.93 Mean :10.98 Mean :11.35
## 3rd Qu.:2.00 3rd Qu.:10.00 3rd Qu.:10.00

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```

## Max.      :3.00          Max.      :99.00    Max.      :99.00
## NA's      :33744        NA's      :33744    NA's      :33744
## Safety.and.security
## Min.      : 1.00
## 1st Qu.: 7.00
## Median : 8.00
## Mean      :11.33
## 3rd Qu.:10.00
## Max.      :99.00
## NA's      :33744
## 'Variety.of.parking.options.(e.g.,.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.signs/directions
## 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 Overall.parking.experience
## Min.      : 1.0          Min.      : 1.00        Min.      : 1.00
## 1st Qu.: 7.0          1st Qu.: 6.00        1st Qu.: 7.00
## Median : 8.0          Median : 8.00        Median : 8.00
## Mean      :10.9        Mean      :10.74        Mean      : 7.89
## 3rd Qu.:10.0          3rd Qu.: 9.00        3rd Qu.: 9.00
## Max.      :99.0        Max.      :99.00        Max.      :10.00
## NA's      :33744        NA's      :33744        NA's      :33744
## Easy.to.find.loading/unloading.area
## Min.      : 0.000
## 1st Qu.: 1.000
## Median : 1.000
## Mean      : 6.083
## 3rd Qu.: 1.000
## Max.      :99.000
## NA's      :22464
## Easy.to.find.transportation.service.to.Evaluated.Airport Ease.of.dropping.off
## Min.      :1.00          Min.      : 1.000
## 1st Qu.:3.00          1st Qu.: 7.000
## Median :4.00          Median : 9.000
## Mean      :3.37        Mean      : 8.742
## 3rd Qu.:4.00          3rd Qu.:10.000
## Max.      :4.00        Max.      :99.000
## NA's      :33428        NA's      :22464
## Safety.and.security.1 Clarity.of.signs/directions.1 Convenience.to.terminal.1
## Min.      : 1.000        Min.      : 1.000        Min.      : 1.00
## 1st Qu.: 7.000        1st Qu.: 7.000        1st Qu.: 7.00
## Median : 9.000        Median : 8.000        Median : 9.00

```

## Mean : 9.092	Mean : 9.139	Mean : 8.68
## 3rd Qu.:10.000	3rd Qu.:10.000	3rd Qu.:10.00
## Max. :99.000	Max. :99.000	Max. :99.00
## NA's :22464	NA's :22464	NA's :22464
## Overall.drop.off.experience	Rental.car.facility.signage	Shuttle.needed
## Min. : 1.00	Min. : 0.00	Min. :0.00
## 1st Qu.: 7.00	1st Qu.: 1.00	1st Qu.:0.00
## Median : 9.00	Median : 1.00	Median :1.00
## Mean : 8.19	Mean : 4.28	Mean :0.62
## 3rd Qu.:10.00	3rd Qu.: 1.00	3rd Qu.:1.00
## Max. :10.00	Max. :99.00	Max. :1.00
## NA's :22464	NA's :35628	NA's :35628
## Who.operated.shuttle	Wait.time.for.shuttle.to.Evaluated.Airport	
## Min. : 1.00	Min. : 0.0	
## 1st Qu.: 1.00	1st Qu.: 3.0	
## Median : 1.00	Median : 5.0	
## Mean :10.21	Mean :147.8	
## 3rd Qu.: 2.00	3rd Qu.: 15.0	
## Max. :99.00	Max. :999.0	
## NA's :37366	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.signs/directions.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	How.often.public.transportation.used.1	
## Min. : 1.00	Min. : 1.00	
## 1st Qu.: 7.00	1st Qu.: 2.00	
## Median : 9.00	Median : 3.00	
## Mean : 8.11	Mean : 5.78	
## 3rd Qu.:10.00	3rd Qu.: 4.00	
## Max. :10.00	Max. :99.00	
## NA's :35628	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.signs/directions.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:.AM/PM
## 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.check-in
## 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 Easy.to.find.luggage.trolleys.when.entered.terminal
## Min.      : 0.000                      Min.      : 0.00
## 1st Qu.: 1.000                      1st Qu.: 1.00
## Median : 1.000                      Median : 1.00
## Mean    : 1.208                      Mean     :35.81
## 3rd Qu.: 2.000                      3rd Qu.:99.00

```

```

## Max.      :20.000          Max.      :99.00
## NA's      :8694           NA's      :8694
## Place.for.luggage.check-in Airline/airport.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.check-in/baggage.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.check-in/baggage.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.check-in/baggage.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.check-in/baggage.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
## Line(s).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
## Line(s).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
## Food/beverages.purchased.before/after.security Healthy.food/beverage.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.food/beverage.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.(i.e.,.non-chain.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
## Food/beverages.wanted.found What.food/Beverages.want.to.find Not.hungry
## Min.      : 0.000          :39154          Min.      :0.000

```

## 1st Qu.: 1.000	Starbucks: 20	1st Qu.:0.000
## Median : 1.000	McDonalds: 6	Median :1.000
## Mean : 3.087	starbucks: 5	Mean :0.553
## 3rd Qu.: 1.000	Breakfast: 4	3rd Qu.:1.000
## Max. :99.000	Mcdonalds: 4	Max. :1.000
## NA's :28131	(Other) : 990	NA's :24581
## Brought.my.own.food	Didn't.like.the.choices	Too.expensive
## 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 :0.184	Mean :0.074	Mean :0.271
## 3rd Qu.:0.000	3rd Qu.:0.000	3rd Qu.:1.000
## Max. :1.000	Max. :1.000	Max. :1.000
## NA's :24581	NA's :24581	NA's :24581
## Other.1	Shopped.at.retail.stores.before/after.security	No.time
## Min. :0.000	Min. :1.000	Min. :0.000
## 1st Qu.:0.000	1st Qu.:2.000	1st Qu.:0.000
## Median :0.000	Median :2.000	Median :0.000
## Mean :0.053	Mean :1.899	Mean :0.126
## 3rd Qu.:0.000	3rd Qu.:2.000	3rd Qu.:0.000
## Max. :1.000	Max. :3.000	Max. :1.000
## NA's :24581	NA's :31412	NA's :24581
## Didn't.have.time	Too.expensive.1	Didn't.have.what.I.need
## 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 :0.089	Mean :0.26	Mean :0.044
## 3rd Qu.:0.000	3rd Qu.:1.00	3rd Qu.:0.000
## Max. :1.000	Max. :1.00	Max. :1.000
## NA's :17465	NA's :17465	NA's :17465
## Other.2	Arriving.on.the.airport.grounds	Check-in
## Min. :0.000	Min. :0.00	Min. :0.00
## 1st Qu.:0.000	1st Qu.:0.00	1st Qu.:0.00
## Median :0.000	Median :0.00	Median :0.00
## Mean :0.019	Mean :0.29	Mean :0.33
## 3rd Qu.:0.000	3rd Qu.:1.00	3rd Qu.:1.00
## Max. :1.000	Max. :1.00	Max. :1.00
## NA's :17465	NA's :38888	NA's :38888
## Security	Gate.area	Baggage.claim.area
## 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 :0.37	Mean :0.28
## 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
## Ground.transportation.(e.g.,.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.(e.g.,.arrival/departure.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 Wi-Fi.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
## Wi-Fi.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.service/courtesy.cart Plane.not.there
## Min. :1.000 Min. :0.000 Min. :0.00
## 1st Qu.:2.000 1st Qu.:0.000 1st Qu.:0.00
## Median :2.000 Median :0.000 Median :0.00
## Mean :1.958 Mean :0.077 Mean :0.17
## 3rd Qu.:2.000 3rd Qu.:0.000 3rd Qu.:0.00
## Max. :3.000 Max. :1.000 Max. :1.00
## NA's :8694 NA's :8694 NA's :36312
## Mechanical.problems Bad.weather.(where.you.were)
## Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00
## Mean :0.12 Mean :0.11
## 3rd Qu.:0.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00
## 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.carry-on.baggage Security.issue Passengers.(late.arrivals/slow)
## 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.traffic/Air.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.don't.know.the.cause.of.the.delay How.many.minutes.was.your.flight.delayed?
## Min.      :0.00        Min.      : 0
## 1st Qu.   :0.00        1st Qu.   : 25
## Median    :0.00        Median    : 45
## Mean      :0.26        Mean      :173
## 3rd Qu.   :1.00        3rd Qu.   :120
## Max.      :1.00        Max.      :999
## NA's      :36312       NA's      :36312
## Obtained.checked.baggage Minutes.to.get.to.the.baggage.claim.area
## Min.      :0.000        Min.      : 0.0
## 1st Qu.   :0.000        1st Qu.   : 5.0
## Median    :1.000        Median    :10.0
## Mean      :0.602        Mean      :156.1
## 3rd Qu.   :1.000        3rd Qu.   :20.0
## Max.      :1.000        Max.      :999.0
## NA's      :8694         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

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```

## Mean      :24.89
## 3rd Qu.: 1.00
## Max.      :99.00
## NA's      :21212
## Ease.of.finding.your.baggage.claim.area/carousel
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean      : 8.277
## 3rd Qu.:10.000
## Max.      :99.000
## NA's      :21212
## Physical.condition/cleanliness.of.baggage.claim.area Speed.of.baggage.delivery
## Min.      : 1.000                               Min.      : 1.000
## 1st Qu.: 7.000                               1st Qu.: 6.000
## Median : 8.000                               Median : 8.000
## Mean      : 8.139                               Mean      : 7.662
## 3rd Qu.: 9.000                               3rd Qu.: 9.000
## Max.      :99.000                               Max.      :99.000
## NA's      :21212                               NA's      :21212
## Overall.baggage.claim.experience Went.through.immigration/customs
## Min.      : 1.000                               Min.      :0.000
## 1st Qu.: 7.000                               1st Qu.:0.000
## Median : 8.000                               Median :0.000
## Mean      : 7.761                               Mean      :0.159
## 3rd Qu.: 9.000                               3rd Qu.:0.000
## Max.      :10.000                              Max.      :1.000
## NA's      :21212                              NA's      :8694
## Used.kiosk Minutes.to.get.through.immigration/customs
## Min.      : 0.00 Min.      : 0.0
## 1st Qu.: 0.00 1st Qu.: 8.0
## Median : 1.00 Median : 15.0
## Mean      : 5.48 Mean      :219.1
## 3rd Qu.: 1.00 3rd Qu.: 45.0
## Max.      :99.00 Max.      :999.0
## NA's      :35174 NA's      :35174
## Overall.immigration/customs.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 Yelp
## Min.      : 0.00 Min.      :0.000 Min.      :0.00

```

```

## 1st Qu.: 0.00          1st Qu.:0.000          1st Qu.:0.00
## Median : 0.00          Median :0.000          Median :0.00
## Mean   :29.52          Mean   :0.095          Mean   :0.14
## 3rd Qu.:99.00          3rd Qu.:0.000          3rd Qu.:0.00
## Max.   :99.00          Max.   :1.000          Max.   :1.00
## NA's   :8694          NA's   :8694          NA's   :37182
## Facebook      Twitter      Instagram      Tumblr
## 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 :1.00      Median :0.00      Median :0.00      Median :0.00
## Mean   :0.71      Mean   :0.31      Mean   :0.36      Mean   :0.12
## 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   :37182     NA's   :37182     NA's   :37182     NA's   :37182
## YouTube      LinkedIn      Trip.Advisor      Other.blog
## 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   :0.29      Mean   :0.15      Mean   :0.21      Mean   :0.06
## 3rd Qu.:1.00      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
## Other.forum   Other.rating/review.sites   Other.5
## 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   :0.06      Mean   :0.06          Mean   :0.01
## 3rd Qu.:0.00      3rd Qu.:0.00          3rd Qu.:0.00
## Max.   :1.00      Max.   :1.00          Max.   :1.00
## NA's   :37182     NA's   :37182          NA's   :37182
## Don't.know/don't.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. Arcade/game.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.(e.g.,.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.and/or.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	Children's.play.area	Smoking.area/lounge	
##	Min.	:0.000	Min.	:0.0
##	1st Qu.:	0.000	1st Qu.:	0.0
##	Median	:0.000	Median	:0.0
##	Mean	:0.079	Mean	:0.1
##	3rd Qu.:	0.000	3rd Qu.:	0.0
##	Max.	:1.000	Max.	:1.0
##	NA's	:8694	NA's	:8694
##	More.comfortable.seating.area	Quiet.area	Work.space.near.plug	
##	Min.	:0.000	Min.	:0.000
##	1st Qu.:	0.000	1st Qu.:	0.000
##	Median	:0.000	Median	:0.000
##	Mean	:0.421	Mean	:0.233
##	3rd Qu.:	1.000	3rd Qu.:	0.000
##	Max.	:1.000	Max.	:1.000
##	NA's	:8694	NA's	:8694
##	ATM	Movie.theater	Religious.facilities	
##	Min.	:0.000	Min.	:0.000
##	1st Qu.:	0.000	1st Qu.:	0.000
##	Median	:0.000	Median	:0.000
##	Mean	:0.141	Mean	:0.035
##	3rd Qu.:	0.000	3rd Qu.:	0.000
##	Max.	:1.000	Max.	:1.000
##	NA's	:8694	NA's	:8694
##	Exercise/Health.club.facilities	TV	Other.6	
##	Min.	:0.000	Min.	:0.000
##	1st Qu.:	0.000	1st Qu.:	0.000
##	Median	:0.000	Median	:0.000
##	Mean	:0.077	Mean	:0.014
##	3rd Qu.:	0.000	3rd Qu.:	0.000
##	Max.	:1.000	Max.	:1.000
##	NA's	:8694	NA's	:8694
##	None.1	Gender	Country	Birth.Year
##	Min.	:0.000	Min.	:0.000
##	1st Qu.:	0.000	1st Qu.:	0.000
##	Median	:0.000	Median	:0.000
##	Mean	:0.113	Mean	:0.767
##	3rd Qu.:	0.000	3rd Qu.:	1.000
##	Max.	:1.000	Max.	:98.000
##	NA's	:8694	NA's	:8694
##	Education	Marital.Status	White/Caucasian	Black/African.American
##	Min.	:1.000	Min.	:0.000
##	1st Qu.:	5.000	1st Qu.:	1.000
##	Median	:6.000	Median	:1.000
##	Mean	:6.486	Mean	:0.799
##	3rd Qu.:	7.000	3rd Qu.:	1.000

```

## Max. :98.000 Max. :98.000 Max. :1.000 Max. :1.000
## NA's :8694 NA's :8694 NA's :8694 NA's :8694
## Asian/Asian.American Latino/Hispanic 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 Zip/Postal.code
## Min. : 1.00 : 9787
## 1st Qu.: 5.00 60657 : 25
## Median : 8.00 92101 : 23
## Mean :13.23 10001 : 22
## 3rd Qu.:11.00 90001 : 22
## Max. :98.00 90210 : 21
## NA's :8694 (Other):30283
## 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.(e.g.,.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.(e.g.,.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.loud 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 Don't.know          Parking          Check-in.area
## Min.      :0.000          Min.      :0.000  Min.      :0.00  Min.      :0.00
## 1st Qu.:0.000          1st Qu.:0.000  1st Qu.:0.00  1st Qu.:0.00
## Median :1.000          Median :0.000  Median :0.00  Median :0.00
## Mean     :0.503          Mean     :0.226  Mean     :0.33  Mean     :0.35
## 3rd Qu.:1.000          3rd Qu.:0.000  3rd Qu.:1.00  3rd Qu.:1.00
## Max.     :1.000          Max.     :1.000  Max.     :1.00  Max.     :1.00
## NA's     :8694          NA's     :8694  NA's     :38648  NA's     :38648
## Security.area      Gate.area.1      Baggage.claim.area.1
## 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   :0.36    Mean   :0.19
## 3rd Qu.:1.00    3rd Qu.:1.00    3rd Qu.:0.00
## Max.   :1.00    Max.   :1.00    Max.   :1.00
## NA's   :38648   NA's   :38648   NA's   :38648
## Ground.transportation.area.(e.g.,.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.Wi-Fi.connection    NA_flag
## 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.bus/van.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.bus/van
## 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.and/or.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      MRP_SURVEY_DP_STACK_ID
## Min.      :1.000    1236912us18-2017-10-100_1 :  1
## 1st Qu.   :2.000    1236912us18-2017-10-10003_1:  1
## Median    :3.000    1236912us18-2017-10-10008_1:  1
## Mean      :2.347    1236912us18-2017-10-1001_1 :  1
## 3rd Qu.   :3.000    1236912us18-2017-10-10017_1:  1
## Max.      :3.000    1236912us18-2017-10-10022_1:  1
## NA's      :8694    (Other)                  :40177
## Minutes.to.get.through.the.security.check
## Min.      : 0.00
## 1st Qu.   : 6.00
## Median    : 10.00
## Mean      : 15.01
## 3rd Qu.   : 20.00
## Max.      :180.00
## NA's      :6004
## Amount.of.time.required.for.security.check Professionalism.of.security.staff
## Min.      : 1.000                      Min.      : 1.000
## 1st Qu.   : 6.000                      1st Qu.   : 7.000
## Median    : 8.000                      Median    : 8.000

```

```

## Mean      : 7.993                               Mean      : 8.282
## 3rd Qu.: 9.000                               3rd Qu.:10.000
## Max.     :99.000                               Max.     :99.000
## NA's     :6004                               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 Food/beverages.purchased Restaurant/Bar
## 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 Stand-alone.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 Quality/Taste.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 Speed.of.service
## Min.     : 1.000        Min.     : 1.000        Min.     : 1.000
## 1st Qu.: 6.000        1st Qu.: 5.000        1st Qu.: 6.000
## Median : 8.000        Median : 7.000        Median : 8.000
## Mean    : 8.123        Mean    : 6.728        Mean    : 8.261
## 3rd Qu.: 9.000        3rd Qu.: 8.000        3rd Qu.: 9.000
## Max.    :99.000        Max.    :99.000        Max.    :99.000
## NA's    :27257        NA's    :27257        NA's    :27257
## Availability.of.nearby.seating Overall.food.&.beverage.experience
## Min.     : 1.00        Min.     : 1.000
## 1st Qu.: 6.00        1st Qu.: 6.000
## Median : 8.00        Median : 8.000
## Mean    :10.59        Mean    : 7.312
## 3rd Qu.: 9.00        3rd Qu.: 9.000
## Max.    :99.00        Max.    :10.000
## NA's    :27257        NA's    :27257
## Books/Magazines      Clothing      Sunglasses      Electronics
## Min.     :0.0000      Min.     :0.00000    Min.     :0.00000    Min.     :0.00000
## 1st Qu.:0.0000      1st Qu.:0.00000    1st Qu.:0.00000    1st Qu.:0.00000
## Median :0.0000      Median :0.00000    Median :0.00000    Median :0.00000
## Mean    :0.1336      Mean    :0.06336    Mean    :0.05465    Mean    :0.05333
## 3rd Qu.:0.0000      3rd Qu.:0.00000    3rd Qu.:0.00000    3rd Qu.:0.00000
## Max.    :1.0000      Max.    :1.00000    Max.    :1.00000    Max.    :1.00000
##
## Toiletries      Other.merchandise Other.services
## Min.     :0.00000    Min.     :0.00000    Min.     :0.0000
## 1st Qu.:0.00000    1st Qu.:0.00000    1st Qu.:0.0000
## Median :0.00000    Median :0.00000    Median :0.0000
## Mean    :0.05455    Mean    :0.05711    Mean    :0.0168
## 3rd Qu.:0.00000    3rd Qu.:0.00000    3rd Qu.:0.0000
## Max.    :1.00000    Max.    :1.00000    Max.    :1.0000
##
## Didn't.purchase.any.merchandise/services RS1_96.Verbatim RS1_97.Verbatim
## Min.     :0.0000          :37888          :39508
## 1st Qu.:0.0000          water : 148    Food : 141
## Median :1.0000          food  : 147    food : 140
## Mean    :0.7198          snacks : 130    coffee : 37
## 3rd Qu.:1.0000          Food  : 123    Coffee : 25
## Max.    :1.0000          Water : 117    Snacks : 8
##                      (Other): 1630    (Other): 324
## Quality.of.merchandise/services Variety.of.shops Reasonableness.of.the.price.3
## Min.     : 1.000        Min.     : 1.000    Min.     : 1.000
## 1st Qu.: 7.000        1st Qu.: 7.000    1st Qu.: 5.000
## Median : 8.000        Median : 8.000    Median : 8.000
## Mean    : 8.924        Mean    : 8.928    Mean    : 8.104
## 3rd Qu.:10.000        3rd Qu.:10.000    3rd Qu.: 9.000
## Max.    :99.000        Max.    :99.000    Max.    :99.000
## NA's    :28924        NA's    :28924    NA's    :28924

```



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## Professionalism.of.staff Overall.retail.services.experience
## Min. : 1.000 Min. : 1.000
## 1st Qu.: 7.000 1st Qu.: 7.000
## Median : 9.000 Median : 8.000
## Mean : 9.048 Mean : 7.962
## 3rd Qu.:10.000 3rd Qu.:10.000
## Max. :99.000 Max. :10.000
## NA's :28924 NA's :28924
## Now.that.you.have.considered.your.food,.beverage,&.retail.experiences,.how.would.you.rate.your..ov
## 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.signs/directions.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.(e.g.,.seating,.roominess,.etc.)
## Min. : 1.000
## 1st Qu.: 6.000
## Median : 8.000
## Mean : 7.818
## 3rd Qu.: 9.000

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## Max.      :99.000
##
## Availability.of.activity/entertainment.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
##
## Regarding.the.cleanliness.of.the.terminal,.why.did.you.provide.a.rating.of.\\MRK_TF21_B.for.\\MRK
##                      :17609
## It was clean      : 239
## it was clean      : 149
## It was very clean: 143
## good              : 122
## (Other)           :21918
## NA's              :    3
## 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

```

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## 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.restaurant/bar Dollars.spent.on.food/beverages
## 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.merchandise/services 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
## Departing/Arriving.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.signage/directions.were.clear/easy.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.signs/directions.throughout.the.terminal
## Min. : 1.0

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```

## 1st Qu.: 3.0
## Median : 4.0
## Mean   : 4.7
## 3rd Qu.: 4.0
## Max.    :99.0
##
## Recent.completed.renovations.or.new.building(s)
## 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.phones/laptops
## 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 Parking.Index
## Min. :1.00 Min. : 18.00 Min. : 49448 Min. : 99.99
## 1st Qu.:2.00 1st Qu.: 34.00 1st Qu.:123795 1st Qu.:685.38
## Median :3.00 Median : 48.00 Median :162384 Median :804.94
## Mean :2.71 Mean : 47.91 Mean :159253 Mean :781.52
## 3rd Qu.:3.00 3rd Qu.: 62.00 3rd Qu.:187717 3rd Qu.:899.91
## Max. :4.00 Max. :100.00 Max. :314312 Max. :999.90
## NA's :9408 NA's :33744
## Dropoff.Index Rental.Car.Index Public.Transp.Index Restaurant/Bar.Index
## Min. : 100.0 Min. : 99.99 Min. : 100.0 Min. : 100.0
## 1st Qu.: 718.4 1st Qu.:713.75 1st Qu.: 704.8 1st Qu.: 646.5
## Median : 849.0 Median :844.82 Median : 821.2 Median : 800.0
## Mean : 809.9 Mean :808.86 Mean : 798.5 Mean : 769.9
## 3rd Qu.: 948.6 3rd Qu.:938.79 3rd Qu.: 915.8 3rd Qu.: 913.4
## Max. :1000.0 Max. :999.90 Max. :1000.0 Max. :1000.0
## NA's :22464 NA's :35628 NA's :38420 NA's :33588
## Other.Food.and.Beverage.Index Retail.Merchandise/Services.Index
## Min. : 99.99 Min. : 99.99
## 1st Qu.:571.84 1st Qu.:652.89
## Median :737.55 Median :799.92
## Mean :715.36 Mean :775.72
## 3rd Qu.:865.79 3rd Qu.:922.82
## Max. :999.90 Max. :999.90
## NA's :27257 NA's :28924
## Food.and.Beverage.Index Food,.Beverage,.and.Retail.Index
## Min. : 99.99 Min. : 99.99
## 1st Qu.: 598.54 1st Qu.: 604.87
## Median : 758.30 Median : 763.44
## Mean : 733.79 Mean : 739.67
## 3rd Qu.: 888.46 3rd Qu.: 893.83
## Max. :1000.00 Max. :1000.00
## NA's :20662 NA's :17469
## Airport.Accessibility.Index Checkin.Index Security.Index
## Min. : 100.0 Min. : 100.0 Min. : 100.0
## 1st Qu.: 679.2 1st Qu.: 702.5 1st Qu.: 655.5
## Median : 800.1 Median : 812.3 Median : 800.0
## Mean : 777.1 Mean : 797.3 Mean : 774.6
## 3rd Qu.: 900.1 3rd Qu.: 906.1 3rd Qu.: 930.1

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##	Max.	:1000.1	Max.	:1000.0	Max.	:1000.0
##	NA's	:8694	NA's	:8694	NA's	:6004
##	Terminal.Facility.Index		Baggage.Claim.Index		Overall.Satisfaction.Index	
##	Min.	: 100.0	Min.	: 100.0	Min.	: 99.99
##	1st Qu.:	647.7	1st Qu.:	638.6	1st Qu.:	659.42
##	Median :	786.7	Median :	800.0	Median :	787.28
##	Mean :	759.0	Mean :	766.6	Mean :	764.84
##	3rd Qu.:	890.5	3rd Qu.:	900.0	3rd Qu.:	887.09
##	Max.	:1000.0	Max.	:1000.0	Max.	:1000.02
##			NA's	:21212		
##	Immigration.&.Customs.Index					
##	Min.	: 100.0				
##	1st Qu.:	700.0				
##	Median :	800.0				
##	Mean :	765.9				
##	3rd Qu.:	900.0				
##	Max.	:1000.0				
##	NA's	:35174				