

Traveler Experience

Planning and Regional Development

11/13/2019

JD Power data

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

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

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

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

Everything else is a PDF report or, in a couple of cases, Excel files that include synthesized tables or data dictionaries. That's as of the morning of 11/5.

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

The ASQ data from ACI is relatively clean.

The JD Power data set is rougher, but potentially very rich. It has more than 400 fields and around 40,000 observations taken from four survey visits (multiple days) each in late 2017 through fall 2018. The data "labels" are stored in a separate file with different formatting so we've transposed them and glued them to the master data set.

We're guessing "Overall.Satisfaction.Index" is the variable of interest. It appears to be scaled from, roughly, 100-1000, which seems to match some of the visualizations in the PDF reports:

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

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

Here are the variable names after re-labeling and a quick summary of each. Notice the number of missing observations (NAs) and the variation in those missing observations' propensity across different variables. And, to make matters tougher, the missing observations' are distributed variously across survey respondents - they're not limited to certain questions. So when you try and just drop respondents with any NA answers or, conversely, drop survey questions with any NA responses, you're left with nothing.

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

Understanding the missing data.

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

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

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

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

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



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

zero actual measurements - all observations there are missing.

A check of the data confirms that the first cluster of variables are all missing exactly 21.200 percent of their data.

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

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

Next step:

Plot the number of missing observations in a variable grouped by another variable using the facet argument. This would shed light on whether they are missing by survey month - perhaps one question was asked during the April survey but not the other three surveys. Or maybe it varied by the person conducting the survey. Those are the two potential answers that come to mind.

Appendix

Variable names (labels):

```
## [1] "Within.North.America..LeisurePersonal.travel"
## [2] "Outside.North.America..LeisurePersonal.travel"
## [3] "Within.North.America..Business.travel"
## [4] "Outside.North.America..Business.travel"
## [5] "Within.North.America..Both.leisure.personal.and.business.travel"
## [6] "Outside.North.America..Both.leisure.personal.and.business.travel"
## [7] "Times.flown.past.three.months"
## [8] "Trip.purpose"
## [9] "Traveled.alone"
## [10] "Adult.family.members.13.and.over"
## [11] "One.or.more.children.12.years.old.and.under"
## [12] "Friends"
## [13] "Business.colleagues"
## [14] "Airline.brand"
## [15] "Flight.departure.time"
## [16] "Flight.departure.time..AMPM"
## [17] "Air.Canada.Aeroplan"
## [18] "Alaska.AirlinesHorizon.Air.Mileage.Plan"
## [19] "American.AirlinesAmerican.Eagle.AAdvantage"
## [20] "Delta.Air.Lines.SkyMiles"
## [21] "Frontier.Airlines.EarlyReturns"
## [22] "HawaiianMiles"
## [23] "JetBlue.Airways.TrueBlue"
## [24] "Southwest.Airlines.Rapid.Rewards"
## [25] "Spirit.Airlines.Free.Spirit"
## [26] "United.Airlines.MileagePlus"
## [27] "Virgin.America.Elevate"
## [28] "WestJet.Rewards"
## [29] "Other"
## [30] "None"
## [31] "Dont.know"
## [32] "Air.Canada.FF.Level"
```

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## [33] "American.Airlines.FF.Level"
## [34] "Delta.Air.Lines.FF.Level"
## [35] "Alaska.Airlines.FF.Level"
## [36] "United.FF.Level"
## [37] "Frontier.Airlines.FF.Level"
## [38] "JetBlue.Airways.FF.Level"
## [39] "Southwest.Airlines.FF.Level"
## [40] "Hawaiian.Airlines.FF.Level"
## [41] "Spirit.Airlines.FF.Level"
## [42] "Virgin.America.FF.Level"
## [43] "BrandImageEnvircarelessresp"
## [44] "BrandImageInconsistentReliable"
## [45] "BrandImageConventionalInnovative"
## [46] "BrandImageOldfashionedModern"
## [47] "BrandImageBoringExciting"
## [48] "BrandImageCrampedSpacious"
## [49] "BrandImageBottomlinePassenger"
## [50] "BrandImageBadGoodRep"
## [51] "Times.departed.from.Evaluated.Airport"
## [52] "How.traveled.to.Evaluated.Airport"
## [53] "Time.left.for.Evaluated.Airport"
## [54] "Time.left.for.Evaluated.Airport.AMPM"
## [55] "Miles.traveled.to.Evaluated.Airport"
## [56] "Traffic.congestion"
## [57] "Public.transportation.present"
## [58] "How.often.public.transportation.used"
## [59] "Likelihood.to.use.public.transportation"
## [60] "Parked.at"
## [61] "Minutes.after.parking.to.travel.to.terminal"
## [62] "Method.of.payment.for.parking.fees"
## [63] "Parking.fees.vs.expectations"
## [64] "Ease.of.entrance"
## [65] "Availability.of.parking.spaces"
## [66] "Safety.and.security"
## [67] "Variety.of.parking.options.eg.garage.surface.lot.valet.reserved.parking.etc"
## [68] "Cleanliness.of.the.parking.facilities"
## [69] "Clarity.of.signsdirections"
## [70] "Convenience.to.terminal"
## [71] "Reasonableness.of.the.price"
## [72] "Overall.parking.experience"
## [73] "Easy.to.find.loadingunloading.area"
## [74] "Easy.to.find.transportation.service.to.Evaluated.Airport"
## [75] "Ease.of.dropping.off"
## [76] "Safety.and.security.1"
## [77] "Clarity.of.signsdirections.1"
## [78] "Convenience.to.terminal.1"
## [79] "Overall.drop.off.experience"
## [80] "Rental.car.facility.signage"
## [81] "Shuttle.needed"
## [82] "Who.operated.shuttle"
## [83] "Wait.time.for.shuttle.to.Evaluated.Airport"
## [84] "Minutes.to.terminal.after.boarding.shuttle"
## [85] "Ease.of.entrance.1"
## [86] "Safety.and.security.2"

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## [87] "Cleanliness.of.the.rental.car.facilities"
## [88] "Clarity.of.signsdirections.2"
## [89] "Convenience.to.terminal.2"
## [90] "Overall.rental.car.facility.experience"
## [91] "How.often.public.transportation.used.1"
## [92] "Frequency.of.public.transportation.service"
## [93] "Safety.and.security.3"
## [94] "Cleanliness.of.the.public.transportation.facilities"
## [95] "Clarity.of.signsdirections.3"
## [96] "Convenience.to.terminal.3"
## [97] "Overall.public.transportation.experience"
## [98] "Transportation.method.used.to.leave.Evaluated.Airport"
## [99] "Time.left.Evaluated.Airport"
## [100] "Time.left.Evaluated.Airport.AMPM"
## [101] "Miles.traveled.from.Evaluated.Airport"
## [102] "Minutes.to.travel.from.Evaluated.Airport.to.destination"
## [103] "Traffic.congestion.leaving.complex"
## [104] "Preferred.transportation.mode"
## [105] "Clarity.of.signs..directions"
## [106] "Convenience.of.transportation"
## [107] "Attractiveness.of.airport.grounds"
## [108] "Ease.of.arriving.at.the.terminal"
## [109] "Ease.of.leaving.terminal"
## [110] "Traffic.flow.on.airport.grounds"
## [111] "Overall.airport.accessibility.experience"
## [112] "Place.of.checkin"
## [113] "Number.of.bags.checked.in"
## [114] "Easy.to.find.luggage.trolleys.when.entered.terminal"
## [115] "Place.for.luggage.checkin"
## [116] "Airlineairport.responsible.for.handling.luggage"
## [117] "Minutes.to.obtain.boarding.pass"
## [118] "Ease.of.finding.checkinbaggage.check.location"
## [119] "Traffic.flow.at.checkinbaggage.check.area"
## [120] "Cleanliness.of.the.checkinbaggage.check.area"
## [121] "Overall.checkinbaggage.check.experience"
## [122] "Type.of.security.line"
## [123] "Lines.available..Number.of.security.lines.available"
## [124] "Lines.open..Number.of.security.lines.available"
## [125] "Sign.to.inform.security.wait.times"
## [126] "Singled.out.for.special.TSA.screening"
## [127] "Minutes.between.cleared.security.and.boarding.the.plane"
## [128] "Foodbeverages.purchased.beforeafter.security"
## [129] "Healthy.foodbeverage.options"
## [130] "Importance.of.healthy.foodbeverage.options"
## [131] "Were.local.restaurant.or.food.choices.ie.nonchain.restaurants.available.at.Airport.Evaluated"
## [132] "Foodbeverages.wanted.found"
## [133] "Not.hungry"
## [134] "Brought.my.own.food"
## [135] "Didnt.like.the.choices"
## [136] "Too.expensive"
## [137] "No.time"
## [138] "Other.1"
## [139] "Shopped.at.retail.stores.beforeafter.security"
## [140] "Didnt.have.time"

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## [141] "Too.expensive.1"
## [142] "Didnt.have.what.I.need"
## [143] "No.need.to.shop"
## [144] "Other.2"
## [145] "Arriving.on.the.airport.grounds"
## [146] "Checkin"
## [147] "Security"
## [148] "Gate.area"
## [149] "Baggage.claim.area"
## [150] "Ground.transportation.eg.taxi.shuttle.etc"
## [151] "Restrooms"
## [152] "Food.and.beverage"
## [153] "Retail.shops"
## [154] "Flight.monitors.eg.arrivaldeparture.info"
## [155] "Parking.structures"
## [156] "Other.3"
## [157] "Used.restrooms.in.terminal"
## [158] "WiFi.connection.offered"
## [159] "WiFi.connection.speed"
## [160] "Noise.level.at.the.airport"
## [161] "Utilized.airport.lounge"
## [162] "Air.temperature.at.the.gate"
## [163] "Wheelchair.servicecourtesy.cart"
## [164] "Plane.not.there"
## [165] "Mechanical.problems"
## [166] "Bad.weather.where.you.were"
## [167] "Bad.weather.where.you.were.going"
## [168] "Crew.not.there"
## [169] "Gate.not.available.at.destination"
## [170] "Delay.in.landing"
## [171] "Flight.overbooked"
## [172] "Too.much.carryon.baggage"
## [173] "Security.issue"
## [174] "Passengers.late.arrivalsslow"
## [175] "Runway.trafficAir.traffic.control"
## [176] "Other.4"
## [177] "I.dont.know.the.cause.of.the.delay"
## [178] "How.many.minutes.was.your.flight.delayed"
## [179] "Obtained.checked.baggage"
## [180] "Minutes.to.get.to.the.baggage.claim.area"
## [181] "Minutes.waited.at.the.baggage.claim.area"
## [182] "All.baggage.received"
## [183] "Easy.to.find.luggage.trolleys.in.baggage.claim.area"
## [184] "Ease.of.finding.your.baggage.claim.areacarousel"
## [185] "Physical.conditioncleanliness.of.baggage.claim.area"
## [186] "Speed.of.baggage.delivery"
## [187] "Overall.baggage.claim.experience"
## [188] "Went.through.immigrationcustoms"
## [189] "Used.kiosk"
## [190] "Minutes.to.get.through.immigrationcustoms"
## [191] "Overall.immigrationcustoms.experience"
## [192] "Likelihood.to.use.airport"
## [193] "Likelihood.to.recommend"
## [194] "Number.of.positive.recommendations"

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[195] "Number.of.negative.comments"
 ## [196] "Posted.comments.on.social.media"
 ## [197] "Yelp"
 ## [198] "Facebook"
 ## [199] "Twitter"
 ## [200] "Instagram"
 ## [201] "Tumblr"
 ## [202] "YouTube"
 ## [203] "LinkedIn"
 ## [204] "Trip.Advisor"
 ## [205] "Other.blog"
 ## [206] "Other.forum"
 ## [207] "Other.ratingreview.sites"
 ## [208] "Other.5"
 ## [209] "Dont.knowdont.remember"
 ## [210] "Number.times.read.online.travel.information"
 ## [211] "Wireless.Internet"
 ## [212] "Plug.for.your.computer.phone.etc"
 ## [213] "Arcadegame.room"
 ## [214] "Personal.services.eg.massage.hair.salon.shoe.shine.etc"
 ## [215] "More.variety.of.food.andor.beverage"
 ## [216] "More.variety.of.retail.services"
 ## [217] "Premier.club"
 ## [218] "Childrens.play.area"
 ## [219] "Smoking.arealounge"
 ## [220] "More.comfortable.seating.area"
 ## [221] "Quiet.area"
 ## [222] "Work.space.near.plug"
 ## [223] "ATM"
 ## [224] "Movie.theater"
 ## [225] "Religious.facilities"
 ## [226] "ExerciseHealth.club.facilities"
 ## [227] "TV"
 ## [228] "Other.6"
 ## [229] "None.1"
 ## [230] "Gender"
 ## [231] "Country"
 ## [232] "Birth.Year"
 ## [233] "Education"
 ## [234] "Marital.Status"
 ## [235] "WhiteCaucasian"
 ## [236] "BlackAfrican.American"
 ## [237] "AsianAsian.American"
 ## [238] "LatinoHispanic"
 ## [239] "Other.7"
 ## [240] "Prefer.not.to.answer"
 ## [241] "Household.annual.income"
 ## [242] "Did.you.have.to.go.through.security.again.at.connecting.airport"
 ## [243] "Crowd.within.airport.terminal.building"
 ## [244] "Likelihood.to.recommend.NPS"
 ## [245] "WestJet.FF.Level"
 ## [246] "Notice.construction.at.airport"
 ## [247] "Had.to.wait.in.line.for.the.restrooms"
 ## [248] "Stall.was.in.good.condition.eg.free.of.broken.or.worn.out.parts"


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## [249] "Countertops.and.floors.were.dry"
## [250] "Floors.were.in.good.repair"
## [251] "Fixtures.were.working.eg.faucets.soap.dispenser.hand.dryer.etc"
## [252] "Walls.were.free.of.markings.and.graffiti"
## [253] "Restrooms.felt.cramped.for.space"
## [254] "Overall.restrooms.were.clean"
## [255] "Yes.and.it.was.obstructive"
## [256] "Yes.and.it.was.too.loud"
## [257] "Yes.and.it.did.not.disrupt.my.travel.experience"
## [258] "No.there.was.no.construction"
## [259] "Dont.know.1"
## [260] "Parking"
## [261] "Checkin.area"
## [262] "Security.area"
## [263] "Gate.area.1"
## [264] "Baggage.claim.area.1"
## [265] "Ground.transportation.area.eg.taxi.shuttle.etc"
## [266] "Restrooms.1"
## [267] "Food.and.beverage.areas"
## [268] "Retail.shops.area"
## [269] "Other.8"
## [270] "Total.times.traveled.North.America.12.months"
## [271] "Total.times.traveled.outside.North.America.12.months"
## [272] "Total.times.traveled.12.months"
## [273] "When.left.for.airport"
## [274] "Length.of.trip"
## [275] "Dollars.paid.for.parking.fees"
## [276] "Dollars.paid.for.transportation.service.to.Evaluated.Airport"
## [277] "Dollars.paid.for.rental.car"
## [278] "Dollars.paid.for.public.transportation.service.to.Airport"
## [279] "Dollars.paid.for.WiFi.connection"
## [280] "NAflag"
## [281] "Time.to.travel.to.terminal.after.parking"
## [282] "Time.to.wait.for.shuttle.busvan.to.take.you.to.airport"
## [283] "Time.to.travel.to.airport.terminal.once.boarded.shuttle.busvan"
## [284] "Time.to.obtain.boarding.pass.andor.check.baggage"
## [285] "Time.to.get.through.security.check.from.time.entered.airport.complex"
## [286] "Time.to.get.through.security.check.from.time.entered.airport.complex.1"
## [287] "NPS.Promoter"
## [288] "NPS.Passive"
## [289] "NPS.Detractor"
## [290] "NPS.Recode"
## [291] "NPS.Groups"
## [292] "Minutes.to.get.through.the.security.check"
## [293] "Amount.of.time.required.for.security.check"
## [294] "Professionalism.of.security.staff"
## [295] "Ability.of.security.process.to.make.you.feel.safe"
## [296] "Overall.security.check.experience"
## [297] "Foodbeverages.purchased"
## [298] "RestaurantBar"
## [299] "Fast.food.chain"
## [300] "Convenience.store"
## [301] "Standalone.kiosk"
## [302] "Vending.machine"

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## [303] "Other.10"
## [304] "Variety.of.menu.choices"
## [305] "QualityTaste.of.food.and.beverage"
## [306] "Ambiance.atmosphere"
## [307] "Courtesy.of.staff"
## [308] "Timeliness.of.your.order"
## [309] "Cleanliness.of.area"
## [310] "Reasonableness.of.the.price.1"
## [311] "Overall.restaurant.experience"
## [312] "Quality.of.food.and.beverage"
## [313] "Variety.of.food.and.beverage"
## [314] "Reasonableness.of.the.price.2"
## [315] "Speed.of.service"
## [316] "Availability.of.nearby.seating"
## [317] "Overall.food..beverage.experience"
## [318] "BooksMagazines"
## [319] "Clothing"
## [320] "Sunglasses"
## [321] "Electronics"
## [322] "Toiletries"
## [323] "Other.merchandise"
## [324] "Other.services"
## [325] "Didnt.purchase.any.merchandiseservices"
## [326] "Quality.of.merchandiseservices"
## [327] "Variety.of.shops"
## [328] "Reasonableness.of.the.price.3"
## [329] "Professionalism.of.staff"
## [330] "Overall.retail.services.experience"
## [331] "Now.that.you.have.considered.your.food.beverage..retail.experiences.how.would.you.rate.your.."
## [332] "Took.transportation.to.the.gate"
## [333] "Type.of.transportation.taken.to.the.gate"
## [334] "Minutes.to.the.gate.after.security.check.point"
## [335] "Clarity.of.signsdirections.inside.the.terminal"
## [336] "Cleanliness.of.terminal.concourses.and.hallways"
## [337] "Comfort.in.airport.eg.seating.roominess.etc"
## [338] "Availability.of.activityentertainment.options.in.the.airport"
## [339] "Overall.terminal.facilities.experience"
## [340] "Variety.of.food.beverage.and.retail.options"
## [341] "Cleanliness.of.terminal.restrooms"
## [342] "Flight.departed"
## [343] "How.would.you.rate.your.overall.experience.at.Airport.Evaluated"
## [344] "Connecting.Region"
## [345] "Connecting.State"
## [346] "Airport"
## [347] "Dollars.paid.per.person.at.restaurantbar"
## [348] "Dollars.spent.on.foodbeverages"
## [349] "Dollars.spent.on.merchandiseservices"
## [350] "Amount.spent.in.terminal.USD"
## [351] "Time.spent.in.terminal.connecting.airport"
## [352] "Time.to.get.through.security.check.connecting.airport"
## [353] "DepartingArriving.Airport.vs.Connecting.Airport"
## [354] "The.signagedirections.were.cleareasy.to.understand"
## [355] "There.were.enough.signsdirections.throughout.the.terminal"
## [356] "Recent.completed.renovations.or.new.buildings"

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## [357] "Regional.art.culture.or.historical.displays"
## [358] "Robots.tablet.interfacing.or.other.new.technology"
## [359] "I.was.able.to.clearly.hear.and.understand.the.announcements.within.the.gate"
## [360] "The.gate.area.was.clean"
## [361] "There.were.enough.seats.at.the.gate"
## [362] "The.gate.area.was.comfortable"
## [363] "There.were.enough.electrical.outlets.for.charging.phoneslaptops"
## [364] "The.gate.area.was.worn.out.or.outdated"
## [365] "Segment"
## [366] "Generation.Groups"
## [367] "OSAT.Zones.of.Satisfaction"
## [368] "Age"
## [369] "weight"
## [370] "Parking.Index"
## [371] "Dropoff.Index"
## [372] "Rental.Car.Index"
## [373] "Public.Transp.Index"
## [374] "RestaurantBar.Index"
## [375] "Other.Food.and.Beverage.Index"
## [376] "Retail.MerchandiseServices.Index"
## [377] "Food.and.Beverage.Index"
## [378] "Food.Beverage.and.Retail.Index"
## [379] "Airport.Accessibility.Index"
## [380] "Checkin.Index"
## [381] "Security.Index"
## [382] "Terminal.Facility.Index"
## [383] "Baggage.Claim.Index"
## [384] "Overall.Satisfaction.Index"
## [385] "Immigration..Customs.Index"

```

Summaries:

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## Within.North.America..LeisurePersonal.travel
## Min.    : 0.000
## 1st Qu.: 1.000
## Median : 2.000
## Mean    : 3.293
## 3rd Qu.: 4.000
## Max.    :100.000
## NA's    :8694
## Outside.North.America..LeisurePersonal.travel
## Min.    : 0.000
## 1st Qu.: 0.000
## Median : 0.000
## Mean    : 0.821
## 3rd Qu.: 1.000
## Max.    :100.000
## NA's    :8694
## Within.North.America..Business.travel
## Min.    : 0.000
## 1st Qu.: 0.000
## Median : 0.000
## Mean    : 1.695

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```

## 3rd Qu.: 1.000
## Max. :100.000
## NA's :8694
## Outside.North.America..Business.travel
## Min. : 0.000
## 1st Qu.: 0.000
## Median : 0.000
## Mean : 0.408
## 3rd Qu.: 0.000
## Max. :100.000
## NA's :8694
## Within.North.America..Both.leisure.personal.and.business.travel
## Min. : 0.00
## 1st Qu.: 0.00
## Median : 0.00
## Mean : 1.32
## 3rd Qu.: 1.00
## Max. :100.00
## NA's :8694
## Outside.North.America..Both.leisure.personal.and.business.travel
## Min. : 0.000
## 1st Qu.: 0.000
## Median : 0.000
## Mean : 0.427
## 3rd Qu.: 0.000
## Max. :100.000
## NA's :8694
## Times.flown.past.three.months Trip.purpose Traveled.alone
## Min. : 1.000 Min. :1.000 Min. :0.000
## 1st Qu.: 1.000 1st Qu.:1.000 1st Qu.:0.000
## Median : 2.000 Median :1.000 Median :0.000
## Mean : 2.382 Mean :1.286 Mean :0.449
## 3rd Qu.: 2.000 3rd Qu.:1.000 3rd Qu.:1.000
## Max. :100.000 Max. :3.000 Max. :1.000
## NA's :8694 NA's :8694 NA's :8694
## Adult.family.members.13.and.over
## Min. :0.000
## 1st Qu.:0.000
## Median :0.000
## Mean :0.435
## 3rd Qu.:1.000
## Max. :1.000
## NA's :8694
## One.or.more.children.12.years.old.and.under Friends
## Min. :0.000 Min. :0.00
## 1st Qu.:0.000 1st Qu.:0.00
## Median :0.000 Median :0.00
## Mean :0.089 Mean :0.09
## 3rd Qu.:0.000 3rd Qu.:0.00
## Max. :1.000 Max. :1.00
## NA's :8694 NA's :8694
## Business.colleagues Airline.brand Flight.departure.time
## Min. :0.000 Min. : 1.0 Min. : 1.0
## 1st Qu.:0.000 1st Qu.: 4.0 1st Qu.: 5.0

```

```

## Median :0.000      Median : 7.0   Median : 8.0
## Mean   :0.032      Mean    :10.2   Mean    :20.8
## 3rd Qu.:0.000      3rd Qu.: 9.0   3rd Qu.:11.0
## Max.   :1.000      Max.    :99.0   Max.    :95.0
## NA's   :8694       NA's    :8694   NA's    :8694
## Flight.departure.time..AMPM Air.Canada.Aeroplan
## Min.    : 1.00      Min.    :0.000
## 1st Qu.: 1.00      1st Qu.:0.000
## Median  : 2.00      Median  :0.000
## Mean    :16.34      Mean    :0.083
## 3rd Qu.: 2.00      3rd Qu.:0.000
## Max.    :95.00      Max.    :1.000
## NA's    :8694       NA's    :8694
## Alaska.AirlinesHorizon.Air.Mileage.Plan
## Min.    :0.000
## 1st Qu.:0.000
## Median  :0.000
## Mean    :0.095
## 3rd Qu.:0.000
## Max.    :1.000
## NA's    :8694
## American.AirlinesAmerican.Eagle.AAdvantage Delta.Air.Lines.SkyMiles
## Min.    :0.000      Min.    :0.000
## 1st Qu.:0.000      1st Qu.:0.000
## Median  :0.000      Median  :0.000
## Mean    :0.319      Mean    :0.368
## 3rd Qu.:1.000      3rd Qu.:1.000
## Max.    :1.000      Max.    :1.000
## NA's    :8694       NA's    :8694
## Frontier.Airlines.EarlyReturns HawaiianMiles JetBlue.Airways.TrueBlue
## Min.    :0.000      Min.    :0.000   Min.    :0.000
## 1st Qu.:0.000      1st Qu.:0.000   1st Qu.:0.000
## Median  :0.000      Median  :0.000   Median  :0.000
## Mean    :0.052      Mean    :0.044   Mean    :0.144
## 3rd Qu.:0.000      3rd Qu.:0.000   3rd Qu.:0.000
## Max.    :1.000      Max.    :1.000   Max.    :1.000
## NA's    :8694       NA's    :8694   NA's    :8694
## Southwest.Airlines.Rapid.Rewards Spirit.Airlines.Free.Spirit
## Min.    :0.000      Min.    :0.000
## 1st Qu.:0.000      1st Qu.:0.000
## Median  :0.000      Median  :0.000
## Mean    :0.338      Mean    :0.049
## 3rd Qu.:1.000      3rd Qu.:0.000
## Max.    :1.000      Max.    :1.000
## NA's    :8694       NA's    :8694
## United.Airlines.MileagePlus Virgin.America.Elevate WestJet.Rewards
## Min.    :0.000      Min.    :0.00    Min.    :0.000
## 1st Qu.:0.000      1st Qu.:0.00    1st Qu.:0.000
## Median  :0.000      Median  :0.00    Median  :0.000
## Mean    :0.289      Mean    :0.03     Mean    :0.035
## 3rd Qu.:1.000      3rd Qu.:0.00    3rd Qu.:0.000
## Max.    :1.000      Max.    :1.00    Max.    :1.000
## NA's    :8694       NA's    :8694   NA's    :8694
##      Other      None      Dont.know      Air.Canada.FF.Level

```

```

## Min. :0.000 Min. :0.000 Min. :0.00 Min. : 1.00
## 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.00 1st Qu.: 1.00
## Median :0.000 Median :0.000 Median :0.00 Median : 1.00
## Mean :0.021 Mean :0.185 Mean :0.01 Mean : 6.77
## 3rd Qu.:0.000 3rd Qu.:0.000 3rd Qu.:0.00 3rd Qu.: 3.00
## Max. :1.000 Max. :1.000 Max. :1.00 Max. :99.00
## NA's :8694 NA's :8694 NA's :8694 NA's :37585
## American.Airlines.FF.Level Delta.Air.Lines.FF.Level
## Min. : 1.000 Min. : 1.000
## 1st Qu.: 1.000 1st Qu.: 1.000
## Median : 1.000 Median : 1.000
## Mean : 6.604 Mean : 6.654
## 3rd Qu.: 2.000 3rd Qu.: 2.000
## Max. :99.000 Max. :99.000
## NA's :30124 NA's :28593
## Alaska.Airlines.FF.Level United.FF.Level Frontier.Airlines.FF.Level
## Min. : 1.00 Min. : 1.000 Min. : 1.00
## 1st Qu.: 1.00 1st Qu.: 1.000 1st Qu.: 1.00
## Median : 1.00 Median : 1.000 Median : 1.00
## Mean : 5.68 Mean : 5.824 Mean : 7.78
## 3rd Qu.: 2.00 3rd Qu.: 2.000 3rd Qu.: 1.00
## Max. :99.00 Max. :99.000 Max. :99.00
## NA's :37180 NA's :31067 NA's :38537
## JetBlue.Airways.FF.Level Southwest.Airlines.FF.Level
## Min. : 1.00 Min. : 1.000
## 1st Qu.: 1.00 1st Qu.: 1.000
## Median : 1.00 Median : 1.000
## Mean : 4.45 Mean : 5.068
## 3rd Qu.: 1.00 3rd Qu.: 1.000
## Max. :99.00 Max. :99.000
## NA's :35659 NA's :29524
## Hawaiian.Airlines.FF.Level Spirit.Airlines.FF.Level
## Min. : 1.00 Min. : 1.00
## 1st Qu.: 1.00 1st Qu.: 1.00
## Median : 1.00 Median : 1.00
## Mean : 3.74 Mean : 8.07
## 3rd Qu.: 1.00 3rd Qu.: 2.00
## Max. :99.00 Max. :99.00
## NA's :38785 NA's :38646
## Virgin.America.FF.Level BrandImageEnvircarelessresp
## Min. : 1.00 Min. : 1.00
## 1st Qu.: 1.00 1st Qu.: 5.00
## Median : 1.00 Median : 6.00
## Mean : 4.99 Mean :23.12
## 3rd Qu.: 2.00 3rd Qu.: 7.00
## Max. :99.00 Max. :99.00
## NA's :39241 NA's :8694
## BrandImageInconsistentReliable BrandImageConventionalInnovative
## Min. : 1.00 Min. : 1.000
## 1st Qu.: 5.00 1st Qu.: 4.000
## Median : 6.00 Median : 5.000
## Mean :10.14 Mean : 7.879
## 3rd Qu.: 7.00 3rd Qu.: 7.000
## Max. :99.00 Max. :99.000

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```

## NA's :8694 NA's :8694
## BrandImageOldfashionedModern BrandImageBoringExciting
## Min. : 1.000 Min. : 1.000
## 1st Qu.: 5.000 1st Qu.: 4.000
## Median : 6.000 Median : 5.000
## Mean : 7.082 Mean : 6.866
## 3rd Qu.: 7.000 3rd Qu.: 6.000
## Max. :99.000 Max. :99.000
## NA's :8694 NA's :8694
## BrandImageCrampedSpacious BrandImageBottomlinePassenger
## Min. : 1.000 Min. : 1.00
## 1st Qu.: 4.000 1st Qu.: 5.00
## Median : 6.000 Median : 6.00
## Mean : 6.396 Mean :14.76
## 3rd Qu.: 7.000 3rd Qu.: 7.00
## Max. :99.000 Max. :99.00
## NA's :8694 NA's :8694
## BrandImageBadGoodRep Times.departed.from.Evaluated.Airport
## Min. : 1.00 Min. : 1.000
## 1st Qu.: 5.00 1st Qu.: 1.000
## Median : 6.00 Median : 2.000
## Mean :13.81 Mean : 2.735
## 3rd Qu.: 7.00 3rd Qu.: 3.000
## Max. :99.00 Max. :50.000
## NA's :8694 NA's :8694
## How.traveled.to.Evaluated.Airport Time.left.for.Evaluated.Airport
## Min. : 1.000 Min. : 1.000
## 1st Qu.: 2.000 1st Qu.: 4.000
## Median : 3.000 Median : 6.000
## Mean : 6.198 Mean : 5.987
## 3rd Qu.: 5.000 3rd Qu.: 8.000
## Max. :97.000 Max. :12.000
## NA's :8694 NA's :8694
## Time.left.for.Evaluated.Airport.AMPM Miles.traveled.to.Evaluated.Airport
## Min. :1.000 Min. : 0.00
## 1st Qu.:1.000 1st Qu.: 10.00
## Median :1.000 Median : 20.00
## Mean :1.381 Mean : 36.45
## 3rd Qu.:2.000 3rd Qu.: 40.00
## Max. :2.000 Max. :300.00
## NA's :8694 NA's :8694
## Traffic.congestion Public.transportation.present
## Min. : 1.000 Min. : 0.00
## 1st Qu.: 3.000 1st Qu.: 1.00
## Median : 3.000 Median : 1.00
## Mean : 4.012 Mean :35.31
## 3rd Qu.: 4.000 3rd Qu.:99.00
## Max. :99.000 Max. :99.00
## NA's :11470 NA's :10457
## How.often.public.transportation.used
## Min. : 0.000
## 1st Qu.: 0.000
## Median : 0.000
## Mean : 1.616

```

```

## 3rd Qu.: 2.000
## Max. :99.000
## NA's :24703
## Likelihood.to.use.public.transportation   Parked.at
## Min. : 1.00                               Min. : 1.00
## 1st Qu.: 2.00                               1st Qu.: 1.00
## Median : 2.00                               Median : 4.00
## Mean :13.61                               Mean : 6.79
## 3rd Qu.: 3.00                               3rd Qu.: 6.00
## Max. :99.00                               Max. :97.00
## NA's :25937                               NA's :33744
## Minutes.after.parking.to.travel.to.terminal
## Min. : 0.00
## 1st Qu.: 5.00
## Median :10.00
## Mean :10.02
## 3rd Qu.:15.00
## Max. :90.00
## NA's :33744
## Method.of.payment.for.parking.fees   Parking.fees.vs.expectations
## Min. : 1.00                               Min. :1.00
## 1st Qu.: 1.00                               1st Qu.:2.00
## Median : 2.00                               Median :2.00
## Mean : 6.26                               Mean :1.93
## 3rd Qu.: 2.00                               3rd Qu.:2.00
## Max. :97.00                               Max. :3.00
## NA's :33744                               NA's :33744
## Ease.of.entrance   Availability.of.parking.spaces   Safety.and.security
## Min. : 1.00   Min. : 1.00                               Min. : 1.00
## 1st Qu.: 7.00   1st Qu.: 7.00                               1st Qu.: 7.00
## Median : 8.00   Median : 8.00                               Median : 8.00
## Mean :10.98   Mean :11.35                               Mean :11.33
## 3rd Qu.:10.00   3rd Qu.:10.00                               3rd Qu.:10.00
## Max. :99.00   Max. :99.00                               Max. :99.00
## NA's :33744   NA's :33744                               NA's :33744
## Variety.of.parking.options.eg.garage.surface.lot.valet.reserved.parking.etc
## Min. : 1.00
## 1st Qu.: 6.00
## Median : 8.00
## Mean :12.89
## 3rd Qu.: 9.50
## Max. :99.00
## NA's :33744
## Cleanliness.of.the.parking.facilities   Clarity.of.signsdirections
## Min. : 1.00                               Min. : 1.00
## 1st Qu.: 7.00                               1st Qu.: 7.00
## Median : 8.00                               Median : 8.00
## Mean :11.84                               Mean :10.89
## 3rd Qu.:10.00                               3rd Qu.: 9.00
## Max. :99.00                               Max. :99.00
## NA's :33744                               NA's :33744
## Convenience.to.terminal   Reasonableness.of.the.price
## Min. : 1.0   Min. : 1.00
## 1st Qu.: 7.0   1st Qu.: 6.00

```



```

## Median : 8.0          Median : 8.00
## Mean   :10.9          Mean    :10.74
## 3rd Qu.:10.0          3rd Qu.: 9.00
## Max.   :99.0          Max.    :99.00
## NA's   :33744         NA's    :33744
## Overall.parking.experience Easy.to.find.loadingunloading.area
## Min.   : 1.00          Min.    : 0.000
## 1st Qu.: 7.00          1st Qu.: 1.000
## Median : 8.00          Median : 1.000
## Mean   : 7.89          Mean    : 6.083
## 3rd Qu.: 9.00          3rd Qu.: 1.000
## Max.   :10.00          Max.    :99.000
## NA's   :33744         NA's    :22464
## Easy.to.find.transportation.service.to.Evaluated.Airport
## Min.   :1.00
## 1st Qu.:3.00
## Median :4.00
## Mean   :3.37
## 3rd Qu.:4.00
## Max.   :4.00
## NA's   :33428
## Ease.of.dropping.off Safety.and.security.1 Clarity.of.signsdirections.1
## Min.   : 1.000          Min.    : 1.000          Min.    : 1.000
## 1st Qu.: 7.000          1st Qu.: 7.000          1st Qu.: 7.000
## Median : 9.000          Median : 9.000          Median : 8.000
## Mean   : 8.742          Mean    : 9.092          Mean    : 9.139
## 3rd Qu.:10.000          3rd Qu.:10.000          3rd Qu.:10.000
## Max.   :99.000          Max.    :99.000          Max.    :99.000
## NA's   :22464          NA's    :22464          NA's    :22464
## Convenience.to.terminal.1 Overall.drop.off.experience
## Min.   : 1.00          Min.    : 1.00
## 1st Qu.: 7.00          1st Qu.: 7.00
## Median : 9.00          Median : 9.00
## Mean   : 8.68          Mean    : 8.19
## 3rd Qu.:10.00          3rd Qu.:10.00
## Max.   :99.00          Max.    :10.00
## NA's   :22464          NA's    :22464
## Rental.car.facility.signage Shuttle.needed Who.operated.shuttle
## Min.   : 0.00          Min.    :0.00          Min.    : 1.00
## 1st Qu.: 1.00          1st Qu.:0.00          1st Qu.: 1.00
## Median : 1.00          Median :1.00          Median : 1.00
## Mean   : 4.28          Mean    :0.62          Mean    :10.21
## 3rd Qu.: 1.00          3rd Qu.:1.00          3rd Qu.: 2.00
## Max.   :99.00          Max.    :1.00          Max.    :99.00
## NA's   :35628          NA's    :35628          NA's    :37366
## Wait.time.for.shuttle.to.Evaluated.Airport
## Min.   : 0.0
## 1st Qu.: 3.0
## Median : 5.0
## Mean   :147.8
## 3rd Qu.:15.0
## Max.   :999.0
## NA's   :37366
## Minutes.to.terminal.after.boarding.shuttle Ease.of.entrance.1

```

```

## Min.      : 0.0                                Min.      : 1.00
## 1st Qu.:  5.0                                1st Qu.:  7.00
## Median : 10.0                                Median :  9.00
## Mean    :165.8                                Mean     :  8.62
## 3rd Qu.: 15.0                                3rd Qu.:10.00
## Max.     :999.0                                Max.      :99.00
## NA's     :37366                                NA's      :35628
## Safety.and.security.2 Cleanliness.of.the.rental.car.facilities
## Min.      : 1.00                                Min.      : 1.00
## 1st Qu.:  7.00                                1st Qu.:  7.00
## Median :  9.00                                Median :  9.00
## Mean     :  9.39                                Mean      :  9.06
## 3rd Qu.:10.00                                3rd Qu.:10.00
## Max.      :99.00                                Max.      :99.00
## NA's      :35628                                NA's      :35628
## Clarity.of.signsdirections.2 Convenience.to.terminal.2
## Min.      : 1.00                                Min.      : 1.00
## 1st Qu.:  7.00                                1st Qu.:  7.00
## Median :  8.00                                Median :  8.00
## Mean     :  8.61                                Mean      :  8.41
## 3rd Qu.:10.00                                3rd Qu.:10.00
## Max.      :99.00                                Max.      :99.00
## NA's      :35628                                NA's      :35628
## Overall.rental.car.facility.experience
## Min.      : 1.00
## 1st Qu.:  7.00
## Median :  9.00
## Mean     :  8.11
## 3rd Qu.:10.00
## Max.      :10.00
## NA's      :35628
## How.often.public.transportation.used.1
## Min.      : 1.00
## 1st Qu.:  2.00
## Median :  3.00
## Mean     :  5.78
## 3rd Qu.:  4.00
## Max.      :99.00
## NA's      :38420
## Frequency.of.public.transportation.service Safety.and.security.3
## Min.      : 1.00                                Min.      : 1.00
## 1st Qu.:  7.00                                1st Qu.:  7.00
## Median :  8.00                                Median :  8.00
## Mean     :  9.06                                Mean      :  8.88
## 3rd Qu.:10.00                                3rd Qu.:  9.50
## Max.      :99.00                                Max.      :99.00
## NA's      :38420                                NA's      :38420
## Cleanliness.of.the.public.transportation.facilities
## Min.      : 1.00
## 1st Qu.:  7.00
## Median :  8.00
## Mean     :  9.18
## 3rd Qu.:  9.00
## Max.      :99.00

```

```

## NA's :38420
## Clarity.of.signsdirections.3 Convenience.to.terminal.3
## Min. : 1.00 Min. : 1.00
## 1st Qu.: 7.00 1st Qu.: 7.00
## Median : 8.00 Median : 9.00
## Mean : 9.57 Mean : 9.16
## 3rd Qu.:10.00 3rd Qu.:10.00
## Max. :99.00 Max. :99.00
## NA's :38420 NA's :38420
## Overall.public.transportation.experience
## Min. : 1.0
## 1st Qu.: 7.0
## Median : 8.0
## Mean : 8.1
## 3rd Qu.: 9.0
## Max. :10.0
## NA's :38420
## Transportation.method.used.to.leave.Evaluated.Airport
## Min. : 1.000
## 1st Qu.: 2.000
## Median : 3.000
## Mean : 6.472
## 3rd Qu.: 5.000
## Max. :97.000
## NA's :8694
## Time.left.Evaluated.Airport Time.left.Evaluated.Airport.AMPM
## Min. : 1.00 Min. : 1.00
## 1st Qu.: 5.00 1st Qu.: 2.00
## Median : 8.00 Median : 2.00
## Mean :23.57 Mean :19.59
## 3rd Qu.:11.00 3rd Qu.: 2.00
## Max. :95.00 Max. :95.00
## NA's :8694 NA's :8694
## Miles.traveled.from.Evaluated.Airport
## Min. : 0.0
## 1st Qu.: 12.0
## Median : 25.0
## Mean :167.3
## 3rd Qu.: 62.0
## Max. :999.0
## NA's :8694
## Minutes.to.travel.from.Evaluated.Airport.to.destination
## Min. : 0.0
## 1st Qu.: 22.0
## Median : 40.0
## Mean :220.8
## 3rd Qu.:110.0
## Max. :999.0
## NA's :8694
## Traffic.congestion.leaving.complex Preferred.transportation.mode
## Min. : 1.000 Min. : 1.00
## 1st Qu.: 2.000 1st Qu.: 2.00
## Median : 3.000 Median : 3.00
## Mean : 6.907 Mean :12.68

```

## 3rd Qu.: 4.000	3rd Qu.: 4.00
## Max. :99.000	Max. :97.00
## NA's :8694	NA's :8694
## Clarity.of.signs..directions	Convenience.of.transportation
## Min. : 1.000	Min. : 1.00
## 1st Qu.: 7.000	1st Qu.: 7.00
## Median : 8.000	Median : 8.00
## Mean : 8.925	Mean :10.77
## 3rd Qu.: 9.000	3rd Qu.: 9.00
## Max. :99.000	Max. :99.00
## NA's :8694	NA's :8694
## Attractiveness.of.airport.grounds	Ease.of.arriving.at.the.terminal
## Min. : 1.000	Min. : 1.000
## 1st Qu.: 6.000	1st Qu.: 7.000
## Median : 8.000	Median : 8.000
## Mean : 8.954	Mean : 8.713
## 3rd Qu.: 9.000	3rd Qu.: 9.000
## Max. :99.000	Max. :99.000
## NA's :8694	NA's :8694
## Ease.of.leaving.terminal	Traffic.flow.on.airport.grounds
## Min. : 1.000	Min. : 1.000
## 1st Qu.: 7.000	1st Qu.: 6.000
## Median : 8.000	Median : 8.000
## Mean : 8.819	Mean : 8.975
## 3rd Qu.: 9.000	3rd Qu.: 9.000
## Max. :99.000	Max. :99.000
## NA's :8694	NA's :8694
## Overall.airport.accessibility.experience	Place.of.checkin
## Min. : 1.000	Min. :1.000
## 1st Qu.: 7.000	1st Qu.:2.000
## Median : 8.000	Median :3.000
## Mean : 7.908	Mean :2.889
## 3rd Qu.: 9.000	3rd Qu.:4.000
## Max. :10.000	Max. :4.000
## NA's :8694	NA's :8694
## Number.of.bags.checked.in	
## Min. : 0.000	
## 1st Qu.: 1.000	
## Median : 1.000	
## Mean : 1.208	
## 3rd Qu.: 2.000	
## Max. :20.000	
## NA's :8694	
## Easy.to.find.luggage.trolleys.when.entered.terminal	
## Min. : 0.00	
## 1st Qu.: 1.00	
## Median : 1.00	
## Mean :35.81	
## 3rd Qu.:99.00	
## Max. :99.00	
## NA's :8694	
## Place.for.luggage.checkin	Airlineairport.responsible.for.handling.luggage
## Min. :1.000	Min. :1.00
## 1st Qu.:2.000	1st Qu.:1.00

```

## Median :2.000          Median :2.00
## Mean   :1.805          Mean    :2.06
## 3rd Qu.:2.000          3rd Qu.:3.00
## Max.   :2.000          Max.    :3.00
## NA's   :16186          NA's    :8694
## Minutes.to.obtain.boarding.pass
## Min.    : 0.00
## 1st Qu.: 5.00
## Median  :10.00
## Mean    :13.51
## 3rd Qu.:15.00
## Max.    :180.00
## NA's    :13252
## Ease.of.finding.checkinbaggage.check.location
## Min.    : 1.0
## 1st Qu.: 7.0
## Median  : 9.0
## Mean    :16.6
## 3rd Qu.:10.0
## Max.    :99.0
## NA's    :8694
## Traffic.flow.at.checkinbaggage.check.area
## Min.    : 1.00
## 1st Qu.: 7.00
## Median  : 8.00
## Mean    :16.32
## 3rd Qu.:10.00
## Max.    :99.00
## NA's    :8694
## Cleanliness.of.the.checkinbaggage.check.area
## Min.    : 1.00
## 1st Qu.: 7.00
## Median  : 9.00
## Mean    :16.49
## 3rd Qu.:10.00
## Max.    :99.00
## NA's    :8694
## Overall.checkinbaggage.check.experience Type.of.security.line
## Min.    : 1.000          Min.    : 1.00
## 1st Qu.: 7.000          1st Qu.: 1.00
## Median  : 8.000          Median  : 3.00
## Mean    : 7.976          Mean    : 3.13
## 3rd Qu.: 9.000          3rd Qu.: 3.00
## Max.    :10.000          Max.    :97.00
## NA's    :8694          NA's    :8694
## Lines.available..Number.of.security.lines.available
## Min.    : 1.000
## 1st Qu.: 2.000
## Median  : 3.000
## Mean    : 3.879
## 3rd Qu.: 5.000
## Max.    :100.000
## NA's    :8694
## Lines.open..Number.of.security.lines.available

```

```

## Min.      : 1.000
## 1st Qu.: 2.000
## Median : 2.000
## Mean    : 3.017
## 3rd Qu.: 4.000
## Max.    :100.000
## NA's    :8694
## Sign.to.inform.security.wait.times Singled.out.for.special.TSA.screening
## Min.      : 0.00      Min.      : 0.000
## 1st Qu.: 0.00      1st Qu.: 0.000
## Median : 1.00      Median : 0.000
## Mean    :31.03      Mean     : 3.964
## 3rd Qu.:99.00      3rd Qu.: 0.000
## Max.    :99.00      Max.     :99.000
## NA's    :8694      NA's     :10888
## Minutes.between.cleared.security.and.boarding.the.plane
## Min.      : 0.0
## 1st Qu.: 35.0
## Median : 60.0
## Mean    :219.8
## 3rd Qu.:100.0
## Max.    :999.0
## NA's    :8694
## Foodbeverages.purchased.beforeafter.security Healthy.foodbeverage.options
## Min.      :1.000      Min.      : 0.00
## 1st Qu.:2.000      1st Qu.: 1.00
## Median :2.000      Median : 1.00
## Mean    :1.956      Mean     :19.95
## 3rd Qu.:2.000      3rd Qu.: 1.00
## Max.    :3.000      Max.     :99.00
## NA's    :24296      NA's     :35094
## Importance.of.healthy.foodbeverage.options
## Min.      :1.00
## 1st Qu.:3.00
## Median :3.00
## Mean    :3.02
## 3rd Qu.:4.00
## Max.    :4.00
## NA's    :35094
## Were.local.restaurant.or.food.choices.ie.nonchain.restaurants.available.at.Airport.Evaluated
## Min.      : 0.00
## 1st Qu.: 1.00
## Median : 1.00
## Mean    :19.68
## 3rd Qu.: 1.00
## Max.    :99.00
## NA's    :28131
## Foodbeverages.wanted.found Not.hungry Brought.my.own.food
## Min.      : 0.000      Min.      :0.000      Min.      :0.000
## 1st Qu.: 1.000      1st Qu.:0.000      1st Qu.:0.000
## Median : 1.000      Median :1.000      Median :0.000
## Mean    : 3.087      Mean     :0.553      Mean     :0.184
## 3rd Qu.: 1.000      3rd Qu.:1.000      3rd Qu.:0.000
## Max.    :99.000      Max.     :1.000      Max.     :1.000

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## NA's :28131          NA's :24581  NA's :24581
## Didnt.like.the.choices Too.expensive No.time Other.1
## Min. :0.000          Min. :0.000  Min. :0.000  Min. :0.000
## 1st Qu.:0.000        1st Qu.:0.000  1st Qu.:0.000  1st Qu.:0.000
## Median :0.000        Median :0.000  Median :0.000  Median :0.000
## Mean :0.074          Mean :0.271  Mean :0.126  Mean :0.053
## 3rd Qu.:0.000        3rd Qu.:1.000  3rd Qu.:0.000  3rd Qu.:0.000
## Max. :1.000          Max. :1.000  Max. :1.000  Max. :1.000
## NA's :24581          NA's :24581  NA's :24581  NA's :24581
## Shopped.at.retail.stores.beforeafter.security Didnt.have.time
## Min. :1.000          Min. :0.000
## 1st Qu.:2.000        1st Qu.:0.000
## Median :2.000        Median :0.000
## Mean :1.899          Mean :0.089
## 3rd Qu.:2.000        3rd Qu.:0.000
## Max. :3.000          Max. :1.000
## NA's :31412          NA's :17465
## Too.expensive.1 Didnt.have.what.I.need No.need.to.shop Other.2
## Min. :0.00          Min. :0.000  Min. :0.00  Min. :0.000
## 1st Qu.:0.00        1st Qu.:0.000  1st Qu.:1.00  1st Qu.:0.000
## Median :0.00        Median :0.000  Median :1.00  Median :0.000
## Mean :0.26          Mean :0.044  Mean :0.78  Mean :0.019
## 3rd Qu.:1.00        3rd Qu.:0.000  3rd Qu.:1.00  3rd Qu.:0.000
## Max. :1.00          Max. :1.000  Max. :1.00  Max. :1.000
## NA's :17465          NA's :17465  NA's :17465  NA's :17465
## Arriving.on.the.airport.grounds Checkin Security
## Min. :0.00          Min. :0.00  Min. :0.00
## 1st Qu.:0.00        1st Qu.:0.00  1st Qu.:0.00
## Median :0.00        Median :0.00  Median :0.00
## Mean :0.29          Mean :0.33  Mean :0.29
## 3rd Qu.:1.00        3rd Qu.:1.00  3rd Qu.:1.00
## Max. :1.00          Max. :1.00  Max. :1.00
## NA's :38888          NA's :38888  NA's :38888
## Gate.area Baggage.claim.area
## Min. :0.00          Min. :0.00
## 1st Qu.:0.00        1st Qu.:0.00
## Median :0.00        Median :0.00
## Mean :0.37          Mean :0.28
## 3rd Qu.:1.00        3rd Qu.:1.00
## Max. :1.00          Max. :1.00
## NA's :38888          NA's :38888
## Ground.transportation.eg.taxi.shuttle.etc Restrooms
## Min. :0.00          Min. :0.00
## 1st Qu.:0.00        1st Qu.:0.00
## Median :0.00        Median :0.00
## Mean :0.28          Mean :0.23
## 3rd Qu.:1.00        3rd Qu.:0.00
## Max. :1.00          Max. :1.00
## NA's :38888          NA's :38888
## Food.and.beverage Retail.shops
## Min. :0.00          Min. :0.00
## 1st Qu.:0.00        1st Qu.:0.00
## Median :0.00        Median :0.00
## Mean :0.13          Mean :0.07

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## 3rd Qu.:0.00      3rd Qu.:0.00
## Max.    :1.00      Max.    :1.00
## NA's    :38888     NA's    :38888
## Flight.monitors.eg.arrivaldeparture.info Parking.structures
## Min.    :0.00      Min.    :0.00
## 1st Qu.:0.00      1st Qu.:0.00
## Median :0.00      Median :0.00
## Mean    :0.25      Mean    :0.18
## 3rd Qu.:0.00      3rd Qu.:0.00
## Max.    :1.00      Max.    :1.00
## NA's    :38888     NA's    :38888
## Other.3      Used.restrooms.in.terminal WiFi.connection.offered
## Min.    :0.00      Min.    :0.00      Min.    : 0.00
## 1st Qu.:0.00      1st Qu.:0.00      1st Qu.: 1.00
## Median :0.00      Median :1.00      Median : 1.00
## Mean    :0.06      Mean    :0.73      Mean    :30.61
## 3rd Qu.:0.00      3rd Qu.:1.00      3rd Qu.:99.00
## Max.    :1.00      Max.    :1.00      Max.    :99.00
## NA's    :38888     NA's    :8694      NA's    :8694
## WiFi.connection.speed Noise.level.at.the.airport Utilized.airport.lounge
## Min.    : 0.000      Min.    : 1.000      Min.    :0.000
## 1st Qu.: 1.000      1st Qu.: 2.000      1st Qu.:0.000
## Median : 2.000      Median : 2.000      Median :0.000
## Mean    : 2.636      Mean    : 4.205      Mean    :0.164
## 3rd Qu.: 2.000      3rd Qu.: 2.000      3rd Qu.:0.000
## Max.    :99.000      Max.    :99.000      Max.    :1.000
## NA's    :20212      NA's    :8694      NA's    :8694
## Air.temperature.at.the.gate Wheelchair.servicecourtesy.cart
## Min.    :1.000      Min.    :0.000
## 1st Qu.:2.000      1st Qu.:0.000
## Median :2.000      Median :0.000
## Mean    :1.958      Mean    :0.077
## 3rd Qu.:2.000      3rd Qu.:0.000
## Max.    :3.000      Max.    :1.000
## NA's    :8694      NA's    :8694
## Plane.not.there Mechanical.problems Bad.weather.where.you.were
## Min.    :0.00      Min.    :0.00      Min.    :0.00
## 1st Qu.:0.00      1st Qu.:0.00      1st Qu.:0.00
## Median :0.00      Median :0.00      Median :0.00
## Mean    :0.17      Mean    :0.12      Mean    :0.11
## 3rd Qu.:0.00      3rd Qu.:0.00      3rd Qu.:0.00
## Max.    :1.00      Max.    :1.00      Max.    :1.00
## NA's    :36312     NA's    :36312     NA's    :36312
## Bad.weather.where.you.were.going Crew.not.there
## Min.    :0.0      Min.    :0.00
## 1st Qu.:0.0      1st Qu.:0.00
## Median :0.0      Median :0.00
## Mean    :0.1      Mean    :0.06
## 3rd Qu.:0.0      3rd Qu.:0.00
## Max.    :1.0      Max.    :1.00
## NA's    :36312     NA's    :36312
## Gate.not.available.at.destination Delay.in.landing Flight.overbooked
## Min.    :0.00      Min.    :0.00      Min.    :0.00
## 1st Qu.:0.00      1st Qu.:0.00      1st Qu.:0.00

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## Median :0.00          Median :0.00      Median :0.00
## Mean   :0.02          Mean   :0.11      Mean   :0.04
## 3rd Qu.:0.00          3rd Qu.:0.00      3rd Qu.:0.00
## Max.   :1.00          Max.   :1.00      Max.   :1.00
## NA's   :36312         NA's   :36312     NA's   :36312
## Too.much.carryon.baggage Security.issue Passengers.late.arrivalsslow
## Min.   :0.00          Min.   :0.00      Min.   :0.00
## 1st Qu.:0.00          1st Qu.:0.00      1st Qu.:0.00
## Median :0.00          Median :0.00      Median :0.00
## Mean   :0.03          Mean   :0.01      Mean   :0.05
## 3rd Qu.:0.00          3rd Qu.:0.00      3rd Qu.:0.00
## Max.   :1.00          Max.   :1.00      Max.   :1.00
## NA's   :36312         NA's   :36312     NA's   :36312
## Runway.trafficAir.traffic.control Other.4
## Min.   :0.00          Min.   :0.00
## 1st Qu.:0.00          1st Qu.:0.00
## Median :0.00          Median :0.00
## Mean   :0.09          Mean   :0.05
## 3rd Qu.:0.00          3rd Qu.:0.00
## Max.   :1.00          Max.   :1.00
## NA's   :36312         NA's   :36312
## I.dont.know.the.cause.of.the.delay
## Min.   :0.00
## 1st Qu.:0.00
## Median :0.00
## Mean   :0.26
## 3rd Qu.:1.00
## Max.   :1.00
## NA's   :36312
## How.many.minutes.was.your.flight.delayed Obtained.checked.baggage
## Min.   : 0          Min.   :0.000
## 1st Qu.: 25          1st Qu.:0.000
## Median : 45          Median :1.000
## Mean   :173          Mean   :0.602
## 3rd Qu.:120          3rd Qu.:1.000
## Max.   :999          Max.   :1.000
## NA's   :36312         NA's   :8694
## Minutes.to.get.to.the.baggage.claim.area
## Min.   : 0.0
## 1st Qu.: 5.0
## Median :10.0
## Mean   :156.1
## 3rd Qu.:20.0
## Max.   :999.0
## NA's   :21212
## Minutes.waited.at.the.baggage.claim.area All.baggage.received
## Min.   : 0          Min.   : 0.000
## 1st Qu.: 7          1st Qu.: 1.000
## Median :15          Median : 1.000
## Mean   :154          Mean   : 2.328
## 3rd Qu.:20          3rd Qu.: 1.000
## Max.   :999          Max.   :99.000
## NA's   :21212         NA's   :21212
## Easy.to.find.luggage.trolleys.in.baggage.claim.area

```

```

## Min.      : 0.00
## 1st Qu.: 1.00
## Median : 1.00
## Mean   :24.89
## 3rd Qu.: 1.00
## Max.    :99.00
## NA's    :21212
## Ease.of.finding.your.baggage.claim.areacarousel
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean   : 8.277
## 3rd Qu.:10.000
## Max.    :99.000
## NA's    :21212
## Physical.conditioncleanliness.of.baggage.claim.area
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean   : 8.139
## 3rd Qu.: 9.000
## Max.    :99.000
## NA's    :21212
## Speed.of.baggage.delivery Overall.baggage.claim.experience
## Min.      : 1.000          Min.      : 1.000
## 1st Qu.: 6.000          1st Qu.: 7.000
## Median : 8.000          Median : 8.000
## Mean   : 7.662          Mean   : 7.761
## 3rd Qu.: 9.000          3rd Qu.: 9.000
## Max.    :99.000          Max.    :10.000
## NA's    :21212          NA's    :21212
## Went.through.immigrationcustoms Used.kiosk
## Min.      :0.000          Min.      : 0.00
## 1st Qu.:0.000          1st Qu.: 0.00
## Median :0.000          Median : 1.00
## Mean   :0.159          Mean   : 5.48
## 3rd Qu.:0.000          3rd Qu.: 1.00
## Max.    :1.000          Max.    :99.00
## NA's    :8694          NA's    :35174
## Minutes.to.get.through.immigrationcustoms
## Min.      : 0.0
## 1st Qu.: 8.0
## Median : 15.0
## Mean   :219.1
## 3rd Qu.: 45.0
## Max.    :999.0
## NA's    :35174
## Overall.immigrationcustoms.experience Likelihood.to.use.airport
## Min.      : 1.00          Min.      : 1.00
## 1st Qu.: 7.00          1st Qu.: 3.00
## Median : 8.00          Median : 4.00
## Mean   : 7.66          Mean   : 5.99
## 3rd Qu.: 9.00          3rd Qu.: 4.00
## Max.    :10.00          Max.    :99.00

```

```

## NA's :35174 NA's :8694
## Likelihood.to.recommend Number.of.positive.recommendations
## Min. : 1.00 Min. : 0.00
## 1st Qu.: 3.00 1st Qu.: 1.00
## Median : 4.00 Median : 3.00
## Mean : 7.55 Mean :38.54
## 3rd Qu.: 4.00 3rd Qu.:99.00
## Max. :99.00 Max. :99.00
## NA's :8694 NA's :8694
## Number.of.negative.comments Posted.comments.on.social.media
## Min. : 0.00 Min. :0.000
## 1st Qu.: 0.00 1st Qu.:0.000
## Median : 0.00 Median :0.000
## Mean :29.52 Mean :0.095
## 3rd Qu.:99.00 3rd Qu.:0.000
## Max. :99.00 Max. :1.000
## NA's :8694 NA's :8694
## Yelp Facebook Twitter Instagram
## Min. :0.00 Min. :0.00 Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :1.00 Median :0.00 Median :0.00
## Mean :0.14 Mean :0.71 Mean :0.31 Mean :0.36
## 3rd Qu.:0.00 3rd Qu.:1.00 3rd Qu.:1.00 3rd Qu.:1.00
## Max. :1.00 Max. :1.00 Max. :1.00 Max. :1.00
## NA's :37182 NA's :37182 NA's :37182 NA's :37182
## Tumblr YouTube LinkedIn Trip.Advisor
## Min. :0.00 Min. :0.00 Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00 Median :0.00 Median :0.00
## Mean :0.12 Mean :0.29 Mean :0.15 Mean :0.21
## 3rd Qu.:0.00 3rd Qu.:1.00 3rd Qu.:0.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00 Max. :1.00 Max. :1.00
## NA's :37182 NA's :37182 NA's :37182 NA's :37182
## Other.blog Other.forum Other.ratingreview.sites Other.5
## Min. :0.00 Min. :0.00 Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00 Median :0.00 Median :0.00
## Mean :0.06 Mean :0.06 Mean :0.06 Mean :0.01
## 3rd Qu.:0.00 3rd Qu.:0.00 3rd Qu.:0.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00 Max. :1.00 Max. :1.00
## NA's :37182 NA's :37182 NA's :37182 NA's :37182
## Dont.knowdont.remember Number.times.read.online.travel.information
## Min. :0.00 Min. : 0
## 1st Qu.:0.00 1st Qu.: 0
## Median :0.00 Median : 2
## Mean :0.02 Mean :3200
## 3rd Qu.:0.00 3rd Qu.:9999
## Max. :1.00 Max. :9999
## NA's :37182 NA's :8694
## Wireless.Internet Plug.for.your.computer.phone.etc Arcadegame.room
## Min. :0.000 Min. :0.000 Min. :0.000
## 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000
## Median :0.000 Median :0.000 Median :0.000
## Mean :0.494 Mean :0.483 Mean :0.105

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## 3rd Qu.:1.000      3rd Qu.:1.000      3rd Qu.:0.000
## Max. :1.000      Max. :1.000      Max. :1.000
## NA's :8694      NA's :8694      NA's :8694
## Personal.services.eg.message.hair.salon.shoe.shine.etc
## Min. :0.000
## 1st Qu.:0.000
## Median :0.000
## Mean :0.103
## 3rd Qu.:0.000
## Max. :1.000
## NA's :8694
## More.variety.of.food.andor.beverage More.variety.of.retail.services
## Min. :0.000      Min. :0.000
## 1st Qu.:0.000      1st Qu.:0.000
## Median :0.000      Median :0.000
## Mean :0.343      Mean :0.153
## 3rd Qu.:1.000      3rd Qu.:0.000
## Max. :1.000      Max. :1.000
## NA's :8694      NA's :8694
## Premier.club Childrens.play.area Smoking.arealounge
## Min. :0.000      Min. :0.000      Min. :0.0
## 1st Qu.:0.000      1st Qu.:0.000      1st Qu.:0.0
## Median :0.000      Median :0.000      Median :0.0
## Mean :0.079      Mean :0.093      Mean :0.1
## 3rd Qu.:0.000      3rd Qu.:0.000      3rd Qu.:0.0
## Max. :1.000      Max. :1.000      Max. :1.0
## NA's :8694      NA's :8694      NA's :8694
## More.comfortable.seating.area Quiet.area Work.space.near.plug
## Min. :0.000      Min. :0.000      Min. :0.000
## 1st Qu.:0.000      1st Qu.:0.000      1st Qu.:0.000
## Median :0.000      Median :0.000      Median :0.000
## Mean :0.421      Mean :0.316      Mean :0.233
## 3rd Qu.:1.000      3rd Qu.:1.000      3rd Qu.:0.000
## Max. :1.000      Max. :1.000      Max. :1.000
## NA's :8694      NA's :8694      NA's :8694
## ATM Movie.theater Religious.facilities
## Min. :0.000      Min. :0.000      Min. :0.000
## 1st Qu.:0.000      1st Qu.:0.000      1st Qu.:0.000
## Median :0.000      Median :0.000      Median :0.000
## Mean :0.141      Mean :0.096      Mean :0.035
## 3rd Qu.:0.000      3rd Qu.:0.000      3rd Qu.:0.000
## Max. :1.000      Max. :1.000      Max. :1.000
## NA's :8694      NA's :8694      NA's :8694
## ExerciseHealth.club.facilities TV Other.6
## Min. :0.000      Min. :0.000      Min. :0.000
## 1st Qu.:0.000      1st Qu.:0.000      1st Qu.:0.000
## Median :0.000      Median :0.000      Median :0.000
## Mean :0.077      Mean :0.343      Mean :0.014
## 3rd Qu.:0.000      3rd Qu.:1.000      3rd Qu.:0.000
## Max. :1.000      Max. :1.000      Max. :1.000
## NA's :8694      NA's :8694      NA's :8694
## None.1 Gender Country Birth.Year
## Min. :0.000      Min. : 0.000      Min. : 1.000      Min. : 98
## 1st Qu.:0.000      1st Qu.: 0.000      1st Qu.: 1.000      1st Qu.:1955

```

```

## Median :0.000 Median : 0.000 Median : 1.000 Median :1970
## Mean :0.113 Mean : 0.767 Mean : 1.376 Mean :1928
## 3rd Qu.:0.000 3rd Qu.: 1.000 3rd Qu.: 1.000 3rd Qu.:1984
## Max. :1.000 Max. :98.000 Max. :98.000 Max. :2000
## NA's :8694 NA's :8694 NA's :8694 NA's :8694
## Education Marital.Status WhiteCaucasian BlackAfrican.American
## Min. : 1.000 Min. : 1.000 Min. :0.000 Min. :0.000
## 1st Qu.: 5.000 1st Qu.: 1.000 1st Qu.:1.000 1st Qu.:0.000
## Median : 6.000 Median : 1.000 Median :1.000 Median :0.000
## Mean : 6.486 Mean : 2.577 Mean :0.799 Mean :0.066
## 3rd Qu.: 7.000 3rd Qu.: 2.000 3rd Qu.:1.000 3rd Qu.:0.000
## Max. :98.000 Max. :98.000 Max. :1.000 Max. :1.000
## NA's :8694 NA's :8694 NA's :8694 NA's :8694
## AsianAsian.American LatinoHispanic Other.7 Prefer.not.to.answer
## Min. :0.00 Min. :0.000 Min. :0.000 Min. :0.000
## 1st Qu.:0.00 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000
## Median :0.00 Median :0.000 Median :0.000 Median :0.000
## Mean :0.09 Mean :0.056 Mean :0.019 Mean :0.013
## 3rd Qu.:0.00 3rd Qu.:0.000 3rd Qu.:0.000 3rd Qu.:0.000
## Max. :1.00 Max. :1.000 Max. :1.000 Max. :1.000
## NA's :8694 NA's :8694 NA's :8694 NA's :8694
## Household.annual.income
## Min. : 1.00
## 1st Qu.: 5.00
## Median : 8.00
## Mean :13.23
## 3rd Qu.:11.00
## Max. :98.00
## NA's :8694
## Did.you.have.to.go.through.security.again.at.connecting.airport
## Min. :0.000
## 1st Qu.:0.000
## Median :0.000
## Mean :0.309
## 3rd Qu.:1.000
## Max. :1.000
## NA's :31489
## Crowd.within.airport.terminal.building Likelihood.to.recommend.NPS
## Min. :1.000 Min. : 0.000
## 1st Qu.:2.000 1st Qu.: 7.000
## Median :2.000 Median : 9.000
## Mean :2.461 Mean : 8.183
## 3rd Qu.:3.000 3rd Qu.:10.000
## Max. :4.000 Max. :10.000
## NA's :8694 NA's :8694
## WestJet.FF.Level Notice.construction.at.airport
## Min. : 1.00 Min. :0.000
## 1st Qu.: 1.00 1st Qu.:0.000
## Median : 2.00 Median :0.000
## Mean : 5.62 Mean :0.889
## 3rd Qu.: 2.00 3rd Qu.:2.000
## Max. :99.00 Max. :2.000
## NA's :39066 NA's :8694
## Had.to.wait.in.line.for.the.restrooms

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```

## Min.      : 0.00
## 1st Qu.: 0.00
## Median : 0.00
## Mean    : 1.83
## 3rd Qu.: 1.00
## Max.    :99.00
## NA's    :17185
## Stall.was.in.good.condition.eg.free.of.broken.or.worn.out.parts
## Min.      : 0.000
## 1st Qu.: 1.000
## Median : 1.000
## Mean    : 6.911
## 3rd Qu.: 1.000
## Max.    :99.000
## NA's    :17185
## Countertops.and.floors.were.dry Floors.were.in.good.repair
## Min.      : 0.000      Min.      : 0.000
## 1st Qu.: 1.000      1st Qu.: 1.000
## Median : 1.000      Median : 1.000
## Mean    : 5.418      Mean    : 4.906
## 3rd Qu.: 1.000      3rd Qu.: 1.000
## Max.    :99.000      Max.    :99.000
## NA's    :17185      NA's    :17185
## Fixtures.were.working.eg.faucets.soap.dispenser.hand.dryer.etc
## Min.      : 0.000
## 1st Qu.: 1.000
## Median : 1.000
## Mean    : 2.881
## 3rd Qu.: 1.000
## Max.    :99.000
## NA's    :17185
## Walls.were.free.of.markings.and.graffiti Restrooms.felt.cramped.for.space
## Min.      : 0.000      Min.      : 0.000
## 1st Qu.: 1.000      1st Qu.: 0.000
## Median : 1.000      Median : 0.000
## Mean    : 4.486      Mean    : 2.448
## 3rd Qu.: 1.000      3rd Qu.: 1.000
## Max.    :99.000      Max.    :99.000
## NA's    :17185      NA's    :17185
## Overall.restrooms.were.clean Yes.and.it.was.obstructive
## Min.      : 0.000      Min.      :0.000
## 1st Qu.: 1.000      1st Qu.:0.000
## Median : 1.000      Median :0.000
## Mean    : 2.663      Mean    :0.049
## 3rd Qu.: 1.000      3rd Qu.:0.000
## Max.    :99.000      Max.    :1.000
## NA's    :17185      NA's    :8694
## Yes.and.it.was.too.cloud Yes.and.it.did.not.disrupt.my.travel.experience
## Min.      :0.000      Min.      :0.000
## 1st Qu.:0.000      1st Qu.:0.000
## Median :0.000      Median :0.000
## Mean    :0.029      Mean    :0.201
## 3rd Qu.:0.000      3rd Qu.:0.000
## Max.    :1.000      Max.    :1.000

```

```

## NA's :8694          NA's :8694
## No.there.was.no.construction Dont.know.1      Parking
## Min. :0.000          Min. :0.000      Min. :0.00
## 1st Qu.:0.000          1st Qu.:0.000      1st Qu.:0.00
## Median :1.000          Median :0.000      Median :0.00
## Mean :0.503          Mean :0.226      Mean :0.33
## 3rd Qu.:1.000          3rd Qu.:0.000      3rd Qu.:1.00
## Max. :1.000          Max. :1.000      Max. :1.00
## NA's :8694          NA's :8694      NA's :38648
## Checkin.area Security.area Gate.area.1 Baggage.claim.area.1
## Min. :0.00 Min. :0.00 Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00 Median :0.00 Median :0.00
## Mean :0.35 Mean :0.29 Mean :0.36 Mean :0.19
## 3rd Qu.:1.00 3rd Qu.:1.00 3rd Qu.:1.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00 Max. :1.00 Max. :1.00
## NA's :38648 NA's :38648 NA's :38648 NA's :38648
## Ground.transportation.area.eg.taxi.shuttle.etc Restrooms.1
## Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00
## Mean :0.25 Mean :0.16
## 3rd Qu.:0.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00
## NA's :38648 NA's :38648
## Food.and.beverage.areas Retail.shops.area Other.8
## Min. :0.00 Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00 Median :0.00
## Mean :0.15 Mean :0.07 Mean :0.03
## 3rd Qu.:0.00 3rd Qu.:0.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00 Max. :1.00
## NA's :38648 NA's :38648 NA's :38648
## Total.times.traveled.North.America.12.months
## Min. : 0.000
## 1st Qu.: 2.000
## Median : 4.000
## Mean : 6.309
## 3rd Qu.: 7.000
## Max. :300.000
## NA's :8694
## Total.times.traveled.outside.North.America.12.months
## Min. : 0.000
## 1st Qu.: 0.000
## Median : 0.000
## Mean : 1.656
## 3rd Qu.: 2.000
## Max. :300.000
## NA's :8694
## Total.times.traveled.12.months When.left.for.airport Length.of.trip
## Min. : 1.000 Min. :1.000 Min. : 0.00
## 1st Qu.: 3.000 1st Qu.:1.000 1st Qu.: 3.00
## Median : 5.000 Median :2.000 Median : 5.00
## Mean : 7.964 Mean :2.032 Mean : 8.55

```

```

## 3rd Qu.: 8.000          3rd Qu.:3.000          3rd Qu.: 8.00
## Max.    :600.000        Max.    :4.000          Max.    :92.00
## NA's    :8694          NA's    :8694          NA's    :8694
## Dollars.paid.for.parking.fees
## Min.    : 0.00
## 1st Qu.: 8.00
## Median : 11.00
## Mean    : 21.43
## 3rd Qu.: 20.00
## Max.    :500.00
## NA's    :35328
## Dollars.paid.for.transportation.service.to.Evaluated.Airport
## Min.    : 0.00
## 1st Qu.: 18.00
## Median : 28.00
## Mean    : 39.93
## 3rd Qu.: 45.00
## Max.    :500.00
## NA's    :34753
## Dollars.paid.for.rental.car
## Min.    : 0.00
## 1st Qu.: 30.00
## Median : 40.00
## Mean    : 64.69
## 3rd Qu.: 65.00
## Max.    :500.00
## NA's    :36637
## Dollars.paid.for.public.transportation.service.to.Airport
## Min.    : 0.0
## 1st Qu.: 3.0
## Median : 7.0
## Mean    : 19.9
## 3rd Qu.: 18.0
## Max.    :500.0
## NA's    :38773
## Dollars.paid.for.WiFi.connection      NAflag
## Min.    : 0.000          Min.    :1
## 1st Qu.: 0.000          1st Qu.:1
## Median : 0.000          Median :1
## Mean    : 1.541          Mean    :1
## 3rd Qu.: 0.000          3rd Qu.:1
## Max.    :100.000         Max.    :1
## NA's    :26565          NA's    :8694
## Time.to.travel.to.terminal.after.parking
## Min.    :1.00
## 1st Qu.:1.00
## Median :2.00
## Mean    :2.04
## 3rd Qu.:3.00
## Max.    :4.00
## NA's    :33744
## Time.to.wait.for.shuttle.busvan.to.take.you.to.airport
## Min.    :1.00
## 1st Qu.:1.00

```



```

## Median :1.00
## Mean   :1.75
## 3rd Qu.:2.00
## Max.   :5.00
## NA's   :37763
## Time.to.travel.to.airport.terminal.once.boarded.shuttle.busvan
## Min.    :1.00
## 1st Qu.:1.00
## Median  :2.00
## Mean    :1.88
## 3rd Qu.:2.00
## Max.    :5.00
## NA's    :37811
## Time.to.obtain.boarding.pass.andor.check.baggage
## Min.    :1.000
## 1st Qu.:1.000
## Median  :2.000
## Mean    :2.472
## 3rd Qu.:3.000
## Max.    :5.000
## NA's    :13252
## Time.to.get.through.security.check.from.time.entered.airport.complex
## Min.    : 0.00
## 1st Qu.: 15.00
## Median  : 25.00
## Mean    : 29.51
## 3rd Qu.: 40.00
## Max.    :360.00
## NA's    :8694
## Time.to.get.through.security.check.from.time.entered.airport.complex.1
## Min.    :1.000
## 1st Qu.:1.000
## Median  :2.000
## Mean    :2.259
## 3rd Qu.:3.000
## Max.    :5.000
## NA's    :8694
## NPS.Promoter    NPS.Passive    NPS.Detractor    NPS.Recode
## Min.    :0.000    Min.    :0.000    Min.    :0.000    Min.    : -100.00
## 1st Qu.:0.000    1st Qu.:0.000    1st Qu.:0.000    1st Qu.:   0.00
## Median  :1.000    Median  :0.000    Median  :0.000    Median  : 100.00
## Mean    :0.501    Mean    :0.346    Mean    :0.153    Mean    :  34.72
## 3rd Qu.:1.000    3rd Qu.:1.000    3rd Qu.:0.000    3rd Qu.: 100.00
## Max.    :1.000    Max.    :1.000    Max.    :1.000    Max.    : 100.00
## NA's    :8694    NA's    :8694    NA's    :8694    NA's    :8694
## NPS.Groups      Minutes.to.get.through.the.security.check
## Min.    :1.000    Min.    : 0.00
## 1st Qu.:2.000    1st Qu.: 6.00
## Median  :3.000    Median  :10.00
## Mean    :2.347    Mean    :15.01
## 3rd Qu.:3.000    3rd Qu.:20.00
## Max.    :3.000    Max.    :180.00
## NA's    :8694    NA's    :6004
## Amount.of.time.required.for.security.check

```

```

## Min.      : 1.000
## 1st Qu.: 6.000
## Median : 8.000
## Mean    : 7.993
## 3rd Qu.: 9.000
## Max.    :99.000
## NA's    :6004
## Professionalism.of.security.staff
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean    : 8.282
## 3rd Qu.:10.000
## Max.    :99.000
## NA's    :6004
## Ability.of.security.process.to.make.you.feel.safe
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean    : 8.451
## 3rd Qu.:10.000
## Max.    :99.000
## NA's    :6004
## Overall.security.check.experience Foodbeverages.purchased RestaurantBar
## Min.      : 1.000          Min.      :0.0000          Min.      :0.000
## 1st Qu.: 7.000          1st Qu.:0.0000          1st Qu.:0.000
## Median : 8.000          Median :0.0000          Median :0.000
## Mean    : 7.801          Mean    :0.4858          Mean    :0.338
## 3rd Qu.: 9.000          3rd Qu.:1.0000          3rd Qu.:1.000
## Max.    :10.000         Max.      :1.0000          Max.      :1.000
## NA's    :6004                      NA's      :20662
## Fast.food.chain Convenience.store Standalone.kiosk Vending.machine
## Min.      :0.000   Min.      :0.000   Min.      :0.000   Min.      :0.000
## 1st Qu.:0.000   1st Qu.:0.000   1st Qu.:0.000   1st Qu.:0.000
## Median :0.000   Median :0.000   Median :0.000   Median :0.000
## Mean    :0.454   Mean    :0.241   Mean    :0.122   Mean    :0.045
## 3rd Qu.:1.000   3rd Qu.:0.000   3rd Qu.:0.000   3rd Qu.:0.000
## Max.    :1.000   Max.    :1.000   Max.    :1.000   Max.    :1.000
## NA's    :20662   NA's    :20662   NA's    :20662   NA's    :20662
##      Other.10 Variety.of.menu.choices QualityTaste.of.food.and.beverage
## Min.      :0.000   Min.      : 1.00   Min.      : 1.00
## 1st Qu.:0.000   1st Qu.: 6.00   1st Qu.: 7.00
## Median :0.000   Median : 8.00   Median : 8.00
## Mean    :0.017   Mean    : 8.81   Mean    : 8.21
## 3rd Qu.:0.000   3rd Qu.: 9.00   3rd Qu.: 9.00
## Max.    :1.000   Max.    :99.00   Max.    :99.00
## NA's    :20662   NA's    :33588   NA's    :33588
## Ambiance.atmosphere Courtesy.of.staff Timeliness.of.your.order
## Min.      : 1.00   Min.      : 1.00   Min.      : 1.00
## 1st Qu.: 6.00   1st Qu.: 7.00   1st Qu.: 7.00
## Median : 8.00   Median : 9.00   Median : 8.00
## Mean    : 8.16   Mean    : 8.39   Mean    : 8.07
## 3rd Qu.: 9.00   3rd Qu.:10.00   3rd Qu.: 9.00
## Max.    :99.00   Max.    :99.00   Max.    :99.00

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## NA's :33588      NA's :33588      NA's :33588
## Cleanliness.of.area Reasonableness.of.the.price.1
## Min. : 1.00      Min. : 1.00
## 1st Qu.: 7.00      1st Qu.: 5.00
## Median : 8.00      Median : 7.00
## Mean : 8.33      Mean : 7.08
## 3rd Qu.:10.00      3rd Qu.: 9.00
## Max. :99.00      Max. :99.00
## NA's :33588      NA's :33588
## Overall.restaurant.experience Quality.of.food.and.beverage
## Min. : 1.00      Min. : 1.000
## 1st Qu.: 7.00      1st Qu.: 6.000
## Median : 8.00      Median : 8.000
## Mean : 7.85      Mean : 8.215
## 3rd Qu.: 9.00      3rd Qu.: 9.000
## Max. :10.00      Max. :99.000
## NA's :33588      NA's :27257
## Variety.of.food.and.beverage Reasonableness.of.the.price.2
## Min. : 1.000      Min. : 1.000
## 1st Qu.: 6.000      1st Qu.: 5.000
## Median : 8.000      Median : 7.000
## Mean : 8.123      Mean : 6.728
## 3rd Qu.: 9.000      3rd Qu.: 8.000
## Max. :99.000      Max. :99.000
## NA's :27257      NA's :27257
## Speed.of.service Availability.of.nearby.seating
## Min. : 1.000      Min. : 1.00
## 1st Qu.: 6.000      1st Qu.: 6.00
## Median : 8.000      Median : 8.00
## Mean : 8.261      Mean :10.59
## 3rd Qu.: 9.000      3rd Qu.: 9.00
## Max. :99.000      Max. :99.00
## NA's :27257      NA's :27257
## Overall.food..beverage.experience BooksMagazines      Clothing
## Min. : 1.000      Min. :0.0000      Min. :0.00000
## 1st Qu.: 6.000      1st Qu.:0.0000      1st Qu.:0.00000
## Median : 8.000      Median :0.0000      Median :0.00000
## Mean : 7.312      Mean :0.1336      Mean :0.06336
## 3rd Qu.: 9.000      3rd Qu.:0.0000      3rd Qu.:0.00000
## Max. :10.000      Max. :1.0000      Max. :1.00000
## NA's :27257
## Sunglasses      Electronics      Toiletries      Other.merchandise
## Min. :0.00000      Min. :0.00000      Min. :0.00000      Min. :0.00000
## 1st Qu.:0.00000      1st Qu.:0.00000      1st Qu.:0.00000      1st Qu.:0.00000
## Median :0.00000      Median :0.00000      Median :0.00000      Median :0.00000
## Mean :0.05465      Mean :0.05333      Mean :0.05455      Mean :0.05711
## 3rd Qu.:0.00000      3rd Qu.:0.00000      3rd Qu.:0.00000      3rd Qu.:0.00000
## Max. :1.00000      Max. :1.00000      Max. :1.00000      Max. :1.00000
##
## Other.services      Didnt.purchase.any.merchandiseservices
## Min. :0.0000      Min. :0.0000
## 1st Qu.:0.0000      1st Qu.:0.0000
## Median :0.0000      Median :1.0000
## Mean :0.0168      Mean :0.7198

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## 3rd Qu.:0.0000    3rd Qu.:1.0000
## Max.    :1.0000    Max.    :1.0000
##
## Quality.of.merchandiseservices Variety.of.shops
## Min.    : 1.000          Min.    : 1.000
## 1st Qu.: 7.000          1st Qu.: 7.000
## Median : 8.000          Median : 8.000
## Mean    : 8.924          Mean    : 8.928
## 3rd Qu.:10.000         3rd Qu.:10.000
## Max.    :99.000         Max.    :99.000
## NA's    :28924          NA's    :28924
## Reasonableness.of.the.price.3 Professionalism.of.staff
## Min.    : 1.000          Min.    : 1.000
## 1st Qu.: 5.000          1st Qu.: 7.000
## Median : 8.000          Median : 9.000
## Mean    : 8.104          Mean    : 9.048
## 3rd Qu.: 9.000          3rd Qu.:10.000
## Max.    :99.000         Max.    :99.000
## NA's    :28924          NA's    :28924
## Overall.retail.services.experience
## Min.    : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean    : 7.962
## 3rd Qu.:10.000
## Max.    :10.000
## NA's    :28924
## Now.that.you.have.considered.your.food.beverage..retail.experiences.how.would.you.rate.your..overall
## Min.    : 1.00
## 1st Qu.: 7.00
## Median : 8.00
## Mean    : 7.83
## 3rd Qu.: 9.00
## Max.    :10.00
## NA's    :32117
## Took.transportation.to.the.gate Type.of.transportation.taken.to.the.gate
## Min.    : 0.000          Min.    : 1.00
## 1st Qu.: 0.000          1st Qu.: 1.00
## Median : 0.000          Median : 2.00
## Mean    : 2.258          Mean    : 6.97
## 3rd Qu.: 0.000          3rd Qu.: 2.00
## Max.    :99.000         Max.    :97.00
## NA's    :35776
## Minutes.to.the.gate.after.security.check.point
## Min.    : 0.00
## 1st Qu.: 5.00
## Median : 10.00
## Mean    : 11.16
## 3rd Qu.: 15.00
## Max.    :180.00
##
## Clarity.of.signsdirections.inside.the.terminal
## Min.    : 1.000
## 1st Qu.: 7.000

```

```

## Median : 8.000
## Mean   : 8.154
## 3rd Qu.: 9.000
## Max.   :99.000
##
## Cleanliness.of.terminal.concourses.and.hallways
## Min.    : 1.000
## 1st Qu.: 7.000
## Median  : 8.000
## Mean    : 8.145
## 3rd Qu.: 9.000
## Max.    :99.000
##
## Comfort.in.airport.eg.seating.roominess.etc
## Min.    : 1.000
## 1st Qu.: 6.000
## Median  : 8.000
## Mean    : 7.818
## 3rd Qu.: 9.000
## Max.    :99.000
##
## Availability.of.activityentertainment.options.in.the.airport
## Min.    : 1.00
## 1st Qu.: 6.00
## Median  : 8.00
## Mean    :19.81
## 3rd Qu.:10.00
## Max.    :99.00
##
## Overall.terminal.facilities.experience
## Min.    : 1.000
## 1st Qu.: 7.000
## Median  : 8.000
## Mean    : 7.761
## 3rd Qu.: 9.000
## Max.    :10.000
##
## Variety.of.food.beverage.and.retail.options
## Min.    : 1.00
## 1st Qu.: 6.00
## Median  : 8.00
## Mean    :12.07
## 3rd Qu.: 9.00
## Max.    :99.00
##
## Cleanliness.of.terminal.restrooms Flight.departed
## Min.    : 1.00           Min.    :1.000
## 1st Qu.: 7.00           1st Qu.:2.000
## Median  : 8.00           Median :2.000
## Mean    :13.72           Mean   :2.069
## 3rd Qu.:10.00           3rd Qu.:2.000
## Max.    :99.00           Max.    :4.000
##
## How.would.you.rate.your.overall.experience.at.Airport.Evaluated

```

```

## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean    : 7.843
## 3rd Qu.: 9.000
## Max.    :10.000
##
## Connecting.Region Connecting.State   Airport
## Min.      :1.000      Min.      : 1.0      Min.      : 1.00
## 1st Qu.:1.000      1st Qu.: 4.0      1st Qu.:18.00
## Median :1.000      Median :14.0     Median :33.00
## Mean    :1.066      Mean    :14.7     Mean    :32.21
## 3rd Qu.:1.000      3rd Qu.:23.0     3rd Qu.:46.00
## Max.    :2.000      Max.    :37.0     Max.    :64.00
##
## Dollars.paid.per.person.at.restaurantbar Dollars.spent.on.foodbeverages
## Min.      : 0.00      Min.      : 0.00
## 1st Qu.: 12.00      1st Qu.: 6.00
## Median : 20.00      Median : 10.00
## Mean    : 25.42      Mean    : 14.75
## 3rd Qu.: 30.00      3rd Qu.: 15.00
## Max.    :500.00      Max.    :500.00
## NA's     :34339      NA's     :27040
## Dollars.spent.on.merchandiseservices Amount.spent.in.terminal.USD
## Min.      : 0.000      Min.      : 0.00
## 1st Qu.: 7.707      1st Qu.: 4.00
## Median : 15.000      Median : 11.00
## Mean    : 30.907      Mean    : 25.96
## 3rd Qu.: 30.000      3rd Qu.: 25.00
## Max.    :500.000      Max.    :1500.00
## NA's     :31105      NA's     :15377
## Time.spent.in.terminal.connecting.airport
## Min.      :1.000
## 1st Qu.:1.000
## Median :2.000
## Mean    :2.102
## 3rd Qu.:3.000
## Max.    :5.000
## NA's     :5468
## Time.to.get.through.security.check.connecting.airport
## Min.      :1.000
## 1st Qu.:1.000
## Median :1.000
## Mean    :1.746
## 3rd Qu.:2.000
## Max.    :5.000
## NA's     :6004
## DepartingArriving.Airport.vs.Connecting.Airport
## Min.      :1.000
## 1st Qu.:1.000
## Median :1.000
## Mean    :1.216
## 3rd Qu.:1.000
## Max.    :2.000

```

```

##
## The.signagedirections.were.cleareasy.to.understand
## Min.    : 1.000
## 1st Qu.: 3.000
## Median : 4.000
## Mean    : 4.605
## 3rd Qu.: 4.000
## Max.    :99.000
##
## There.were.enough.signsdirections.throughout.the.terminal
## Min.    : 1.0
## 1st Qu.: 3.0
## Median : 4.0
## Mean    : 4.7
## 3rd Qu.: 4.0
## Max.    :99.0
##
## Recent.completed.renovations.or.new.buildings
## Min.    : 0.00
## 1st Qu.: 0.00
## Median : 1.00
## Mean    :45.87
## 3rd Qu.:99.00
## Max.    :99.00
##
## Regional.art.culture.or.historical.displays
## Min.    : 0.00
## 1st Qu.: 1.00
## Median : 1.00
## Mean    :32.46
## 3rd Qu.:99.00
## Max.    :99.00
##
## Robots.tablet.interfacing.or.other.new.technology
## Min.    : 0.00
## 1st Qu.: 0.00
## Median : 1.00
## Mean    :46.66
## 3rd Qu.:99.00
## Max.    :99.00
##
## I.was.able.to.clearly.hear.and.understand.the.announcements.within.the.gate
## Min.    : 0.000
## 1st Qu.: 1.000
## Median : 1.000
## Mean    : 3.649
## 3rd Qu.: 1.000
## Max.    :99.000
##
## The.gate.area.was.clean There.were.enough.seats.at.the.gate
## Min.    : 0.000      Min.    : 0.000
## 1st Qu.: 1.000      1st Qu.: 0.000
## Median : 1.000      Median : 1.000
## Mean    : 3.321      Mean    : 3.568

```

```

## 3rd Qu.: 1.000          3rd Qu.: 1.000
## Max.    :99.000        Max.    :99.000
##
## The.gate.area.was.comfortable
## Min.    : 0.0
## 1st Qu.: 1.0
## Median : 1.0
## Mean    : 3.9
## 3rd Qu.: 1.0
## Max.    :99.0
##
## There.were.enough.electrical.outlets.for.charging.phoneslaptops
## Min.    : 0.00
## 1st Qu.: 0.00
## Median : 1.00
## Mean    :19.35
## 3rd Qu.: 1.00
## Max.    :99.00
##
## The.gate.area.was.worn.out.or.outdated      Segment      Generation.Groups
## Min.    : 0.000          Min.    :1.000      Min.    : 1.000
## 1st Qu.: 0.000          1st Qu.:2.000      1st Qu.: 2.000
## Median : 0.000          Median :3.000      Median : 3.000
## Mean    : 5.822          Mean    :2.391      Mean    : 5.142
## 3rd Qu.: 1.000          3rd Qu.:3.000      3rd Qu.: 4.000
## Max.    :99.000          Max.    :3.000      Max.    :98.000
##                                     NA's    :8694
## OSAT.Zones.of.Satisfaction      Age      weight
## Min.    :1.00          Min.    : 18.00      Min.    : 49448
## 1st Qu.:2.00          1st Qu.: 34.00      1st Qu.:123795
## Median :3.00          Median : 48.00      Median :162384
## Mean    :2.71          Mean    : 47.91      Mean    :159253
## 3rd Qu.:3.00          3rd Qu.: 62.00      3rd Qu.:187717
## Max.    :4.00          Max.    :100.00      Max.    :314312
##                                     NA's    :9408
## Parking.Index      Dropoff.Index      Rental.Car.Index      Public.Transp.Index
## Min.    : 99.99      Min.    : 100.0      Min.    : 99.99      Min.    : 100.0
## 1st Qu.:685.38      1st Qu.: 718.4      1st Qu.:713.75      1st Qu.: 704.8
## Median :804.94      Median : 849.0      Median :844.82      Median : 821.2
## Mean    :781.52      Mean    : 809.9      Mean    :808.86      Mean    : 798.5
## 3rd Qu.:899.91      3rd Qu.: 948.6      3rd Qu.:938.79      3rd Qu.: 915.8
## Max.    :999.90      Max.    :1000.0      Max.    :999.90      Max.    :1000.0
## NA's    :33744      NA's    :22464      NA's    :35628      NA's    :38420
## RestaurantBar.Index      Other.Food.and.Beverage.Index
## Min.    : 100.0      Min.    : 99.99
## 1st Qu.: 646.5      1st Qu.:571.84
## Median : 800.0      Median :737.55
## Mean    : 769.9      Mean    :715.36
## 3rd Qu.: 913.4      3rd Qu.:865.79
## Max.    :1000.0      Max.    :999.90
## NA's    :33588      NA's    :27257
## Retail.MerchandiseServices.Index      Food.and.Beverage.Index
## Min.    : 99.99      Min.    : 99.99
## 1st Qu.:652.89      1st Qu.: 598.54

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## Median :799.92	Median : 758.30	
## Mean :775.72	Mean : 733.79	
## 3rd Qu.:922.82	3rd Qu.: 888.46	
## Max. :999.90	Max. :1000.00	
## NA's :28924	NA's :20662	
## Food.Beverage.and.Retail.Index	Airport.Accessibility.Index	
## Min. : 99.99	Min. : 100.0	
## 1st Qu.: 604.87	1st Qu.: 679.2	
## Median : 763.44	Median : 800.1	
## Mean : 739.67	Mean : 777.1	
## 3rd Qu.: 893.83	3rd Qu.: 900.1	
## Max. :1000.00	Max. :1000.1	
## NA's :17469	NA's :8694	
## Checkin.Index	Security.Index	Terminal.Facility.Index
## Min. : 100.0	Min. : 100.0	Min. : 100.0
## 1st Qu.: 702.5	1st Qu.: 655.5	1st Qu.: 647.7
## Median : 812.3	Median : 800.0	Median : 786.7
## Mean : 797.3	Mean : 774.6	Mean : 759.0
## 3rd Qu.: 906.1	3rd Qu.: 930.1	3rd Qu.: 890.5
## Max. :1000.0	Max. :1000.0	Max. :1000.0
## NA's :8694	NA's :6004	
## Baggage.Claim.Index	Overall.Satisfaction.Index	Immigration..Customs.Index
## Min. : 100.0	Min. : 99.99	Min. : 100.0
## 1st Qu.: 638.6	1st Qu.: 659.42	1st Qu.: 700.0
## Median : 800.0	Median : 787.28	Median : 800.0
## Mean : 766.6	Mean : 764.84	Mean : 765.9
## 3rd Qu.: 900.0	3rd Qu.: 887.09	3rd Qu.: 900.0
## Max. :1000.0	Max. :1000.02	Max. :1000.0
## NA's :21212		NA's :35174