

Traveler Experience

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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.

This could present real issues - let's chat before we do more.

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"
## [33] "American.Airlines.FF.Level"
## [34] "Delta.Air.Lines.FF.Level"
## [35] "Alaska.Airlines.FF.Level"
## [36] "United.FF.Level"
## [37] "Frontier.Airlines.FF.Level"
## [38] "JetBlue.Airways.FF.Level"
## [39] "Southwest.Airlines.FF.Level"
## [40] "Hawaiian.Airlines.FF.Level"
## [41] "Spirit.Airlines.FF.Level"
## [42] "Virgin.America.FF.Level"
## [43] "BrandImageEnvircarelessresp"
## [44] "BrandImageInconsistentReliable"
## [45] "BrandImageConventionalInnovative"
## [46] "BrandImageOldfashionedModern"
## [47] "BrandImageBoringExciting"
## [48] "BrandImageCrampedSpacious"
## [49] "BrandImageBottomlinePassenger"
## [50] "BrandImageBadGoodRep"
## [51] "Times.departed.from.Evaluated.Airport"
## [52] "How.traveled.to.Evaluated.Airport"
## [53] "Time.left.for.Evaluated.Airport"
## [54] "Time.left.for.Evaluated.Airport.AMPM"
## [55] "Miles.traveled.to.Evaluated.Airport"
## [56] "Traffic.congestion"
## [57] "Public.transportation.present"
## [58] "How.often.public.transportation.used"
## [59] "Likelihood.to.use.public.transportation"

```

```

## [60] "Parked.at"
## [61] "Minutes.after.parking.to.travel.to.terminal"
## [62] "Method.of.payment.for.parking.fees"
## [63] "Parking.fees.vs.expectations"
## [64] "Ease.of.entrance"
## [65] "Availability.of.parking.spaces"
## [66] "Safety.and.security"
## [67] "Variety.of.parking.options.eg.garage.surface.lot.valet.reserved.parking.etc"
## [68] "Cleanliness.of.the.parking.facilities"
## [69] "Clarity.of.signsdirections"
## [70] "Convenience.to.terminal"
## [71] "Reasonableness.of.the.price"
## [72] "Overall.parking.experience"
## [73] "Easy.to.find.loadingunloading.area"
## [74] "Easy.to.find.transportation.service.to.Evaluated.Airport"
## [75] "Ease.of.dropping.off"
## [76] "Safety.and.security.1"
## [77] "Clarity.of.signsdirections.1"
## [78] "Convenience.to.terminal.1"
## [79] "Overall.drop.off.experience"
## [80] "Rental.car.facility.signage"
## [81] "Shuttle.needed"
## [82] "Who.operated.shuttle"
## [83] "Wait.time.for.shuttle.to.Evaluated.Airport"
## [84] "Minutes.to.terminal.after.boarding.shuttle"
## [85] "Ease.of.entrance.1"
## [86] "Safety.and.security.2"
## [87] "Cleanliness.of.the.rental.car.facilities"
## [88] "Clarity.of.signsdirections.2"
## [89] "Convenience.to.terminal.2"
## [90] "Overall.rental.car.facility.experience"
## [91] "How.often.public.transportation.used.1"
## [92] "Frequency.of.public.transportation.service"
## [93] "Safety.and.security.3"
## [94] "Cleanliness.of.the.public.transportation.facilities"
## [95] "Clarity.of.signsdirections.3"
## [96] "Convenience.to.terminal.3"
## [97] "Overall.public.transportation.experience"
## [98] "Transportation.method.used.to.leave.Evaluated.Airport"
## [99] "Time.left.Evaluated.Airport"
## [100] "Time.left.Evaluated.Airport.AMPM"
## [101] "Miles.traveled.from.Evaluated.Airport"
## [102] "Minutes.to.travel.from.Evaluated.Airport.to.destination"
## [103] "Traffic.congestion.leaving.complex"
## [104] "Preferred.transportation.mode"
## [105] "Clarity.of.signs..directions"
## [106] "Convenience.of.transportation"
## [107] "Attractiveness.of.airport.grounds"
## [108] "Ease.of.arriving.at.the.terminal"
## [109] "Ease.of.leaving.terminal"
## [110] "Traffic.flow.on.airport.grounds"
## [111] "Overall.airport.accessibility.experience"
## [112] "Place.of.checkin"
## [113] "Number.of.bags.checked.in"

```

```

## [114] "Easy.to.find.luggage.trolleys.when.entered.terminal"
## [115] "Place.for.luggage.checkin"
## [116] "Airlineairport.responsible.for.handling.luggage"
## [117] "Minutes.to.obtain.boarding.pass"
## [118] "Ease.of.finding.checkinbaggage.check.location"
## [119] "Traffic.flow.at.checkinbaggage.check.area"
## [120] "Cleanliness.of.the.checkinbaggage.check.area"
## [121] "Overall.checkinbaggage.check.experience"
## [122] "Type.of.security.line"
## [123] "Lines.available..Number.of.security.lines.available"
## [124] "Lines.open..Number.of.security.lines.available"
## [125] "Sign.to.inform.security.wait.times"
## [126] "Singled.out.for.special.TSA.screening"
## [127] "Minutes.between.cleared.security.and.boarding.the.plane"
## [128] "Foodbeverages.purchased.beforeafter.security"
## [129] "Healthy.foodbeverage.options"
## [130] "Importance.of.healthy.foodbeverage.options"
## [131] "Were.local.restaurant.or.food.choices.ie.nonchain.restaurants.available.at.Airport.Evaluated"
## [132] "Foodbeverages.wanted.found"
## [133] "Not.hungry"
## [134] "Brought.my.own.food"
## [135] "Didnt.like.the.choices"
## [136] "Too.expensive"
## [137] "No.time"
## [138] "Other.1"
## [139] "Shopped.at.retail.stores.beforeafter.security"
## [140] "Didnt.have.time"
## [141] "Too.expensive.1"
## [142] "Didnt.have.what.I.need"
## [143] "No.need.to.shop"
## [144] "Other.2"
## [145] "Arriving.on.the.airport.grounds"
## [146] "Checkin"
## [147] "Security"
## [148] "Gate.area"
## [149] "Baggage.claim.area"
## [150] "Ground.transportation.eg.taxi.shuttle.etc"
## [151] "Restrooms"
## [152] "Food.and.beverage"
## [153] "Retail.shops"
## [154] "Flight.monitors.eg.arrivaldeparture.info"
## [155] "Parking.structures"
## [156] "Other.3"
## [157] "Used.restrooms.in.terminal"
## [158] "WiFi.connection.offered"
## [159] "WiFi.connection.speed"
## [160] "Noise.level.at.the.airport"
## [161] "Utilized.airport.lounge"
## [162] "Air.temperature.at.the.gate"
## [163] "Wheelchair.servicecourtesy.cart"
## [164] "Plane.not.there"
## [165] "Mechanical.problems"
## [166] "Bad.weather.where.you.were"
## [167] "Bad.weather.where.you.were.going"

```

```

## [168] "Crew.not.there"
## [169] "Gate.not.available.at.destination"
## [170] "Delay.in.landing"
## [171] "Flight.overbooked"
## [172] "Too.much.carryon.baggage"
## [173] "Security.issue"
## [174] "Passengers.late.arrivalsslow"
## [175] "Runway.trafficAir.traffic.control"
## [176] "Other.4"
## [177] "I.dont.know.the.cause.of.the.delay"
## [178] "How.many.minutes.was.your.flight.delayed"
## [179] "Obtained.checked.baggage"
## [180] "Minutes.to.get.to.the.baggage.claim.area"
## [181] "Minutes.waited.at.the.baggage.claim.area"
## [182] "All.baggage.received"
## [183] "Easy.to.find.luggage.trolleys.in.baggage.claim.area"
## [184] "Ease.of.finding.your.baggage.claim.areacarousel"
## [185] "Physical.conditioncleanliness.of.baggage.claim.area"
## [186] "Speed.of.baggage.delivery"
## [187] "Overall.baggage.claim.experience"
## [188] "Went.through.immigrationcustoms"
## [189] "Used.kiosk"
## [190] "Minutes.to.get.through.immigrationcustoms"
## [191] "Overall.immigrationcustoms.experience"
## [192] "Likelihood.to.use.airport"
## [193] "Likelihood.to.recommend"
## [194] "Number.of.positive.recommendations"
## [195] "Number.of.negative.comments"
## [196] "Posted.comments.on.social.media"
## [197] "Yelp"
## [198] "Facebook"
## [199] "Twitter"
## [200] "Instagram"
## [201] "Tumblr"
## [202] "YouTube"
## [203] "LinkedIn"
## [204] "Trip.Advisor"
## [205] "Other.blog"
## [206] "Other.forum"
## [207] "Other.ratingreview.sites"
## [208] "Other.5"
## [209] "Dont.knowdont.remember"
## [210] "Number.times.read.online.travel.information"
## [211] "Wireless.Internet"
## [212] "Plug.for.your.computer.phone.etc"
## [213] "Arcadegame.room"
## [214] "Personal.services.eg.message.hair.salon.shoe.shine.etc"
## [215] "More.variety.of.food.andor.beverage"
## [216] "More.variety.of.retail.services"
## [217] "Premier.club"
## [218] "Childrens.play.area"
## [219] "Smoking.arealounge"
## [220] "More.comfortable.seating.area"
## [221] "Quiet.area"

```

```

## [222] "Work.space.near.plug"
## [223] "ATM"
## [224] "Movie.theater"
## [225] "Religious.facilities"
## [226] "ExerciseHealth.club.facilities"
## [227] "TV"
## [228] "Other.6"
## [229] "None.1"
## [230] "Gender"
## [231] "Country"
## [232] "Birth.Year"
## [233] "Education"
## [234] "Marital.Status"
## [235] "WhiteCaucasian"
## [236] "BlackAfrican.American"
## [237] "AsianAsian.American"
## [238] "LatinoHispanic"
## [239] "Other.7"
## [240] "Prefer.not.to.answer"
## [241] "Household.annual.income"
## [242] "Did.you.have.to.go.through.security.again.at.connecting.airport"
## [243] "Crowd.within.airport.terminal.building"
## [244] "Likelihood.to.recommend.NPS"
## [245] "WestJet.FF.Level"
## [246] "Notice.construction.at.airport"
## [247] "Had.to.wait.in.line.for.the.restrooms"
## [248] "Stall.was.in.good.condition.eg.free.of.broken.or.worn.out.parts"
## [249] "Countertops.and.floors.were.dry"
## [250] "Floors.were.in.good.repair"
## [251] "Fixtures.were.working.eg.faucets.soap.dispenser.hand.dryer.etc"
## [252] "Walls.were.free.of.markings.and.graffiti"
## [253] "Restrooms.felt.cramped.for.space"
## [254] "Overall.restrooms.were.clean"
## [255] "Yes.and.it.was.obstructive"
## [256] "Yes.and.it.was.too.loud"
## [257] "Yes.and.it.did.not.disrupt.my.travel.experience"
## [258] "No.there.was.no.construction"
## [259] "Dont.know.1"
## [260] "Parking"
## [261] "Checkin.area"
## [262] "Security.area"
## [263] "Gate.area.1"
## [264] "Baggage.claim.area.1"
## [265] "Ground.transportation.area.eg.taxi.shuttle.etc"
## [266] "Restrooms.1"
## [267] "Food.and.beverage.areas"
## [268] "Retail.shops.area"
## [269] "Other.8"
## [270] "Total.times.traveled.North.America.12.months"
## [271] "Total.times.traveled.outside.North.America.12.months"
## [272] "Total.times.traveled.12.months"
## [273] "When.left.for.airport"
## [274] "Length.of.trip"
## [275] "Dollars.paid.for.parking.fees"

```

[276] "Dollars.paid.for.transportation.service.to.Evaluated.Airport"
 ## [277] "Dollars.paid.for.rental.car"
 ## [278] "Dollars.paid.for.public.transportation.service.to.Airport"
 ## [279] "Dollars.paid.for.WiFi.connection"
 ## [280] "NAflag"
 ## [281] "Time.to.travel.to.terminal.after.parking"
 ## [282] "Time.to.wait.for.shuttle.busvan.to.take.you.to.airport"
 ## [283] "Time.to.travel.to.airport.terminal.once.boarded.shuttle.busvan"
 ## [284] "Time.to.obtain.boarding.pass.andor.check.baggage"
 ## [285] "Time.to.get.through.security.check.from.time.entered.airport.complex"
 ## [286] "Time.to.get.through.security.check.from.time.entered.airport.complex.1"
 ## [287] "NPS.Promoter"
 ## [288] "NPS.Passive"
 ## [289] "NPS.Detractor"
 ## [290] "NPS.Recode"
 ## [291] "NPS.Groups"
 ## [292] "Minutes.to.get.through.the.security.check"
 ## [293] "Amount.of.time.required.for.security.check"
 ## [294] "Professionalism.of.security.staff"
 ## [295] "Ability.of.security.process.to.make.you.feel.safe"
 ## [296] "Overall.security.check.experience"
 ## [297] "Foodbeverages.purchased"
 ## [298] "RestaurantBar"
 ## [299] "Fast.food.chain"
 ## [300] "Convenience.store"
 ## [301] "Standalone.kiosk"
 ## [302] "Vending.machine"
 ## [303] "Other.10"
 ## [304] "Variety.of.menu.choices"
 ## [305] "QualityTaste.of.food.and.beverage"
 ## [306] "Ambiance.atmosphere"
 ## [307] "Courtesy.of.staff"
 ## [308] "Timeliness.of.your.order"
 ## [309] "Cleanliness.of.area"
 ## [310] "Reasonableness.of.the.price.1"
 ## [311] "Overall.restaurant.experience"
 ## [312] "Quality.of.food.and.beverage"
 ## [313] "Variety.of.food.and.beverage"
 ## [314] "Reasonableness.of.the.price.2"
 ## [315] "Speed.of.service"
 ## [316] "Availability.of.nearby.seating"
 ## [317] "Overall.food..beverage.experience"
 ## [318] "BooksMagazines"
 ## [319] "Clothing"
 ## [320] "Sunglasses"
 ## [321] "Electronics"
 ## [322] "Toiletries"
 ## [323] "Other.merchandise"
 ## [324] "Other.services"
 ## [325] "Didnt.purchase.any.merchandiseservices"
 ## [326] "Quality.of.merchandiseservices"
 ## [327] "Variety.of.shops"
 ## [328] "Reasonableness.of.the.price.3"
 ## [329] "Professionalism.of.staff"

```

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

```



```
## [384] "Overall.Satisfaction.Index"  
## [385] "Immigration..Customs.Index"
```

Summaries:

```
## Within.North.America..LeisurePersonal.travel  
## Min. : 0.000  
## 1st Qu.: 1.000  
## Median : 2.000  
## Mean : 3.293  
## 3rd Qu.: 4.000  
## Max. :100.000  
## NA's :8694  
## Outside.North.America..LeisurePersonal.travel  
## Min. : 0.000  
## 1st Qu.: 0.000  
## Median : 0.000  
## Mean : 0.821  
## 3rd Qu.: 1.000  
## Max. :100.000  
## NA's :8694  
## Within.North.America..Business.travel  
## Min. : 0.000  
## 1st Qu.: 0.000  
## Median : 0.000  
## Mean : 1.695  
## 3rd Qu.: 1.000  
## Max. :100.000  
## NA's :8694  
## Outside.North.America..Business.travel  
## Min. : 0.000  
## 1st Qu.: 0.000  
## Median : 0.000  
## Mean : 0.408  
## 3rd Qu.: 0.000  
## Max. :100.000  
## NA's :8694  
## Within.North.America..Both.leisure.personal.and.business.travel  
## Min. : 0.00  
## 1st Qu.: 0.00  
## Median : 0.00  
## Mean : 1.32  
## 3rd Qu.: 1.00  
## Max. :100.00  
## NA's :8694  
## Outside.North.America..Both.leisure.personal.and.business.travel  
## Min. : 0.000  
## 1st Qu.: 0.000  
## Median : 0.000  
## Mean : 0.427  
## 3rd Qu.: 0.000  
## Max. :100.000  
## NA's :8694
```

```

## Times.flown.past.three.months Trip.purpose Traveled.alone
## Min. : 1.000 Min. :1.000 Min. :0.000
## 1st Qu.: 1.000 1st Qu.:1.000 1st Qu.:0.000
## Median : 2.000 Median :1.000 Median :0.000
## Mean : 2.382 Mean :1.286 Mean :0.449
## 3rd Qu.: 2.000 3rd Qu.:1.000 3rd Qu.:1.000
## Max. :100.000 Max. :3.000 Max. :1.000
## NA's :8694 NA's :8694 NA's :8694
## Adult.family.members.13.and.over
## Min. :0.000
## 1st Qu.:0.000
## Median :0.000
## Mean :0.435
## 3rd Qu.:1.000
## Max. :1.000
## NA's :8694
## One.or.more.children.12.years.old.and.under Friends
## Min. :0.000 Min. :0.00
## 1st Qu.:0.000 1st Qu.:0.00
## Median :0.000 Median :0.00
## Mean :0.089 Mean :0.09
## 3rd Qu.:0.000 3rd Qu.:0.00
## Max. :1.000 Max. :1.00
## NA's :8694 NA's :8694
## Business.colleagues Airline.brand Flight.departure.time
## Min. :0.000 Min. : 1.0 Min. : 1.0
## 1st Qu.:0.000 1st Qu.: 4.0 1st Qu.: 5.0
## Median :0.000 Median : 7.0 Median : 8.0
## Mean :0.032 Mean :10.2 Mean :20.8
## 3rd Qu.:0.000 3rd Qu.: 9.0 3rd Qu.:11.0
## Max. :1.000 Max. :99.0 Max. :95.0
## NA's :8694 NA's :8694 NA's :8694
## Flight.departure.time..AMPM Air.Canada.Aeroplan
## Min. : 1.00 Min. :0.000
## 1st Qu.: 1.00 1st Qu.:0.000
## Median : 2.00 Median :0.000
## Mean :16.34 Mean :0.083
## 3rd Qu.: 2.00 3rd Qu.:0.000
## Max. :95.00 Max. :1.000
## NA's :8694 NA's :8694
## Alaska.AirlinesHorizon.Air.Mileage.Plan
## Min. :0.000
## 1st Qu.:0.000
## Median :0.000
## Mean :0.095
## 3rd Qu.:0.000
## Max. :1.000
## NA's :8694
## American.AirlinesAmerican.Eagle.AAAdvantage Delta.Air.Lines.SkyMiles
## Min. :0.000 Min. :0.000
## 1st Qu.:0.000 1st Qu.:0.000
## Median :0.000 Median :0.000
## Mean :0.319 Mean :0.368
## 3rd Qu.:1.000 3rd Qu.:1.000

```

## Max. :1.000		Max. :1.000	
## NA's :8694		NA's :8694	
## Frontier.Airlines.EarlyReturns	HawaiianMiles	JetBlue.Airways.TrueBlue	
## Min. :0.000	Min. :0.000	Min. :0.000	
## 1st Qu.:0.000	1st Qu.:0.000	1st Qu.:0.000	
## Median :0.000	Median :0.000	Median :0.000	
## Mean :0.052	Mean :0.044	Mean :0.144	
## 3rd Qu.:0.000	3rd Qu.:0.000	3rd Qu.:0.000	
## Max. :1.000	Max. :1.000	Max. :1.000	
## NA's :8694	NA's :8694	NA's :8694	
## Southwest.Airlines.Rapid.Rewards	Spirit.Airlines.Free.Spirit		
## Min. :0.000	Min. :0.000		
## 1st Qu.:0.000	1st Qu.:0.000		
## Median :0.000	Median :0.000		
## Mean :0.338	Mean :0.049		
## 3rd Qu.:1.000	3rd Qu.:0.000		
## Max. :1.000	Max. :1.000		
## NA's :8694	NA's :8694		
## United.Airlines.MileagePlus	Virgin.America.Elevate	WestJet.Rewards	
## Min. :0.000	Min. :0.00	Min. :0.000	
## 1st Qu.:0.000	1st Qu.:0.00	1st Qu.:0.000	
## Median :0.000	Median :0.00	Median :0.000	
## Mean :0.289	Mean :0.03	Mean :0.035	
## 3rd Qu.:1.000	3rd Qu.:0.00	3rd Qu.:0.000	
## Max. :1.000	Max. :1.00	Max. :1.000	
## NA's :8694	NA's :8694	NA's :8694	
## Other	None	Dont.know	Air.Canada.FF.Level
## Min. :0.000	Min. :0.000	Min. :0.00	Min. : 1.00
## 1st Qu.:0.000	1st Qu.:0.000	1st Qu.:0.00	1st Qu.: 1.00
## Median :0.000	Median :0.000	Median :0.00	Median : 1.00
## Mean :0.021	Mean :0.185	Mean :0.01	Mean : 6.77
## 3rd Qu.:0.000	3rd Qu.:0.000	3rd Qu.:0.00	3rd Qu.: 3.00
## Max. :1.000	Max. :1.000	Max. :1.00	Max. :99.00
## NA's :8694	NA's :8694	NA's :8694	NA's :37585
## American.Airlines.FF.Level	Delta.Air.Lines.FF.Level		
## Min. : 1.000	Min. : 1.000		
## 1st Qu.: 1.000	1st Qu.: 1.000		
## Median : 1.000	Median : 1.000		
## Mean : 6.604	Mean : 6.654		
## 3rd Qu.: 2.000	3rd Qu.: 2.000		
## Max. :99.000	Max. :99.000		
## NA's :30124	NA's :28593		
## Alaska.Airlines.FF.Level	United.FF.Level	Frontier.Airlines.FF.Level	
## Min. : 1.00	Min. : 1.000	Min. : 1.00	
## 1st Qu.: 1.00	1st Qu.: 1.000	1st Qu.: 1.00	
## Median : 1.00	Median : 1.000	Median : 1.00	
## Mean : 5.68	Mean : 5.824	Mean : 7.78	
## 3rd Qu.: 2.00	3rd Qu.: 2.000	3rd Qu.: 1.00	
## Max. :99.00	Max. :99.000	Max. :99.00	
## NA's :37180	NA's :31067	NA's :38537	
## JetBlue.Airways.FF.Level	Southwest.Airlines.FF.Level		
## Min. : 1.00	Min. : 1.000		
## 1st Qu.: 1.00	1st Qu.: 1.000		
## Median : 1.00	Median : 1.000		

```

## Mean      : 4.45          Mean      : 5.068
## 3rd Qu.: 1.00          3rd Qu.: 1.000
## Max.     :99.00        Max.      :99.000
## NA's     :35659        NA's     :29524
## Hawaiian.Airlines.FF.Level Spirit.Airlines.FF.Level
## Min.      : 1.00          Min.      : 1.00
## 1st Qu.: 1.00          1st Qu.: 1.00
## Median : 1.00          Median : 1.00
## Mean      : 3.74          Mean      : 8.07
## 3rd Qu.: 1.00          3rd Qu.: 2.00
## Max.      :99.00        Max.      :99.00
## NA's      :38785        NA's      :38646
## Virgin.America.FF.Level BrandImageEnvircarelessresp
## Min.      : 1.00          Min.      : 1.00
## 1st Qu.: 1.00          1st Qu.: 5.00
## Median : 1.00          Median : 6.00
## Mean      : 4.99          Mean      :23.12
## 3rd Qu.: 2.00          3rd Qu.: 7.00
## Max.      :99.00        Max.      :99.00
## NA's      :39241        NA's      :8694
## BrandImageInconsistentReliable BrandImageConventionalInnovative
## Min.      : 1.00          Min.      : 1.000
## 1st Qu.: 5.00          1st Qu.: 4.000
## Median : 6.00          Median : 5.000
## Mean      :10.14         Mean      : 7.879
## 3rd Qu.: 7.00          3rd Qu.: 7.000
## Max.      :99.00        Max.      :99.000
## NA's      :8694         NA's      :8694
## BrandImageOldfashionedModern BrandImageBoringExciting
## Min.      : 1.000        Min.      : 1.000
## 1st Qu.: 5.000          1st Qu.: 4.000
## Median : 6.000          Median : 5.000
## Mean      : 7.082        Mean      : 6.866
## 3rd Qu.: 7.000          3rd Qu.: 6.000
## Max.      :99.000        Max.      :99.000
## NA's      :8694         NA's      :8694
## BrandImageCrampedSpacious BrandImageBottomlinePassenger
## Min.      : 1.000        Min.      : 1.00
## 1st Qu.: 4.000          1st Qu.: 5.00
## Median : 6.000          Median : 6.00
## Mean      : 6.396        Mean      :14.76
## 3rd Qu.: 7.000          3rd Qu.: 7.00
## Max.      :99.000        Max.      :99.00
## NA's      :8694         NA's      :8694
## BrandImageBadGoodRep Times.departed.from.Evaluated.Airport
## Min.      : 1.00          Min.      : 1.000
## 1st Qu.: 5.00          1st Qu.: 1.000
## Median : 6.00          Median : 2.000
## Mean      :13.81         Mean      : 2.735
## 3rd Qu.: 7.00          3rd Qu.: 3.000
## Max.      :99.00        Max.      :50.000
## NA's      :8694         NA's      :8694
## How.traveled.to.Evaluated.Airport Time.left.for.Evaluated.Airport
## Min.      : 1.000        Min.      : 1.000

```

```

## 1st Qu.: 2.000          1st Qu.: 4.000
## Median : 3.000          Median : 6.000
## Mean   : 6.198          Mean   : 5.987
## 3rd Qu.: 5.000          3rd Qu.: 8.000
## Max.    :97.000          Max.    :12.000
## NA's    :8694           NA's     :8694
## Time.left.for.Evaluated.Airport.AMPM Miles.traveled.to.Evaluated.Airport
## Min.     :1.000          Min.     : 0.00
## 1st Qu.:1.000          1st Qu.: 10.00
## Median :1.000          Median : 20.00
## Mean    :1.381          Mean    : 36.45
## 3rd Qu.:2.000          3rd Qu.: 40.00
## Max.     :2.000          Max.     :300.00
## NA's     :8694          NA's     :8694
## Traffic.congestion Public.transportation.present
## Min.      : 1.000      Min.      : 0.00
## 1st Qu.: 3.000      1st Qu.: 1.00
## Median : 3.000      Median : 1.00
## Mean    : 4.012      Mean     :35.31
## 3rd Qu.: 4.000      3rd Qu.:99.00
## Max.     :99.000      Max.     :99.00
## NA's     :11470      NA's     :10457
## How.often.public.transportation.used
## Min.      : 0.000
## 1st Qu.: 0.000
## Median : 0.000
## Mean     : 1.616
## 3rd Qu.: 2.000
## Max.     :99.000
## NA's     :24703
## Likelihood.to.use.public.transportation   Parked.at
## Min.      : 1.00          Min.      : 1.00
## 1st Qu.: 2.00          1st Qu.: 1.00
## Median : 2.00          Median : 4.00
## Mean     :13.61          Mean     : 6.79
## 3rd Qu.: 3.00          3rd Qu.: 6.00
## Max.     :99.00          Max.     :97.00
## NA's     :25937          NA's     :33744
## Minutes.after.parking.to.travel.to.terminal
## Min.      : 0.00
## 1st Qu.: 5.00
## Median :10.00
## Mean     :10.02
## 3rd Qu.:15.00
## Max.     :90.00
## NA's     :33744
## Method.of.payment.for.parking.fees Parking.fees.vs.expectations
## Min.      : 1.00          Min.      :1.00
## 1st Qu.: 1.00          1st Qu.:2.00
## Median : 2.00          Median :2.00
## Mean     : 6.26          Mean     :1.93
## 3rd Qu.: 2.00          3rd Qu.:2.00
## Max.     :97.00          Max.     :3.00
## NA's     :33744          NA's     :33744

```

```

## Ease.of.entrance Availability.of.parking.spaces Safety.and.security
## Min. : 1.00 Min. : 1.00 Min. : 1.00
## 1st Qu.: 7.00 1st Qu.: 7.00 1st Qu.: 7.00
## Median : 8.00 Median : 8.00 Median : 8.00
## Mean :10.98 Mean :11.35 Mean :11.33
## 3rd Qu.:10.00 3rd Qu.:10.00 3rd Qu.:10.00
## Max. :99.00 Max. :99.00 Max. :99.00
## NA's :33744 NA's :33744 NA's :33744
## Variety.of.parking.options.eg.garage.surface.lot.valet.reserved.parking.etc
## Min. : 1.00
## 1st Qu.: 6.00
## Median : 8.00
## Mean :12.89
## 3rd Qu.: 9.50
## Max. :99.00
## NA's :33744
## Cleanliness.of.the.parking.facilities Clarity.of.signsdirections
## Min. : 1.00 Min. : 1.00
## 1st Qu.: 7.00 1st Qu.: 7.00
## Median : 8.00 Median : 8.00
## Mean :11.84 Mean :10.89
## 3rd Qu.:10.00 3rd Qu.: 9.00
## Max. :99.00 Max. :99.00
## NA's :33744 NA's :33744
## Convenience.to.terminal Reasonableness.of.the.price
## Min. : 1.0 Min. : 1.00
## 1st Qu.: 7.0 1st Qu.: 6.00
## Median : 8.0 Median : 8.00
## Mean :10.9 Mean :10.74
## 3rd Qu.:10.0 3rd Qu.: 9.00
## Max. :99.0 Max. :99.00
## NA's :33744 NA's :33744
## Overall.parking.experience Easy.to.find.loadingunloading.area
## Min. : 1.00 Min. : 0.000
## 1st Qu.: 7.00 1st Qu.: 1.000
## Median : 8.00 Median : 1.000
## Mean : 7.89 Mean : 6.083
## 3rd Qu.: 9.00 3rd Qu.: 1.000
## Max. :10.00 Max. :99.000
## NA's :33744 NA's :22464
## Easy.to.find.transportation.service.to.Evaluated.Airport
## Min. :1.00
## 1st Qu.:3.00
## Median :4.00
## Mean :3.37
## 3rd Qu.:4.00
## Max. :4.00
## NA's :33428
## Ease.of.dropping.off Safety.and.security.1 Clarity.of.signsdirections.1
## Min. : 1.000 Min. : 1.000 Min. : 1.000
## 1st Qu.: 7.000 1st Qu.: 7.000 1st Qu.: 7.000
## Median : 9.000 Median : 9.000 Median : 8.000
## Mean : 8.742 Mean : 9.092 Mean : 9.139
## 3rd Qu.:10.000 3rd Qu.:10.000 3rd Qu.:10.000

```

```

## Max. :99.000      Max. :99.000      Max. :99.000
## NA's :22464      NA's :22464      NA's :22464
## Convenience.to.terminal.1 Overall.drop.off.experience
## Min. : 1.00      Min. : 1.00
## 1st Qu.: 7.00      1st Qu.: 7.00
## Median : 9.00      Median : 9.00
## Mean : 8.68      Mean : 8.19
## 3rd Qu.:10.00      3rd Qu.:10.00
## Max. :99.00      Max. :10.00
## NA's :22464      NA's :22464
## Rental.car.facility.signage Shuttle.needed Who.operated.shuttle
## Min. : 0.00      Min. :0.00      Min. : 1.00
## 1st Qu.: 1.00      1st Qu.:0.00      1st Qu.: 1.00
## Median : 1.00      Median :1.00      Median : 1.00
## Mean : 4.28      Mean :0.62      Mean :10.21
## 3rd Qu.: 1.00      3rd Qu.:1.00      3rd Qu.: 2.00
## Max. :99.00      Max. :1.00      Max. :99.00
## NA's :35628      NA's :35628      NA's :37366
## Wait.time.for.shuttle.to.Evaluated.Airport
## Min. : 0.0
## 1st Qu.: 3.0
## Median : 5.0
## Mean :147.8
## 3rd Qu.: 15.0
## Max. :999.0
## NA's :37366
## Minutes.to.terminal.after.boarding.shuttle Ease.of.entrance.1
## Min. : 0.0      Min. : 1.00
## 1st Qu.: 5.0      1st Qu.: 7.00
## Median : 10.0      Median : 9.00
## Mean :165.8      Mean : 8.62
## 3rd Qu.: 15.0      3rd Qu.:10.00
## Max. :999.0      Max. :99.00
## NA's :37366      NA's :35628
## Safety.and.security.2 Cleanliness.of.the.rental.car.facilities
## Min. : 1.00      Min. : 1.00
## 1st Qu.: 7.00      1st Qu.: 7.00
## Median : 9.00      Median : 9.00
## Mean : 9.39      Mean : 9.06
## 3rd Qu.:10.00      3rd Qu.:10.00
## Max. :99.00      Max. :99.00
## NA's :35628      NA's :35628
## Clarity.of.signsdirections.2 Convenience.to.terminal.2
## Min. : 1.00      Min. : 1.00
## 1st Qu.: 7.00      1st Qu.: 7.00
## Median : 8.00      Median : 8.00
## Mean : 8.61      Mean : 8.41
## 3rd Qu.:10.00      3rd Qu.:10.00
## Max. :99.00      Max. :99.00
## NA's :35628      NA's :35628
## Overall.rental.car.facility.experience
## Min. : 1.00
## 1st Qu.: 7.00
## Median : 9.00

```

```

## Mean      : 8.11
## 3rd Qu.:10.00
## Max.      :10.00
## NA's      :35628
## How.often.public.transportation.used.1
## Min.      : 1.00
## 1st Qu.: 2.00
## Median    : 3.00
## Mean      : 5.78
## 3rd Qu.: 4.00
## Max.      :99.00
## NA's      :38420
## Frequency.of.public.transportation.service Safety.and.security.3
## Min.      : 1.00                      Min.      : 1.00
## 1st Qu.: 7.00                      1st Qu.: 7.00
## Median    : 8.00                      Median    : 8.00
## Mean      : 9.06                      Mean      : 8.88
## 3rd Qu.:10.00                      3rd Qu.: 9.50
## Max.      :99.00                      Max.      :99.00
## NA's      :38420                      NA's      :38420
## Cleanliness.of.the.public.transportation.facilities
## Min.      : 1.00
## 1st Qu.: 7.00
## Median    : 8.00
## Mean      : 9.18
## 3rd Qu.: 9.00
## Max.      :99.00
## NA's      :38420
## Clarity.of.signsdirections.3 Convenience.to.terminal.3
## Min.      : 1.00                      Min.      : 1.00
## 1st Qu.: 7.00                      1st Qu.: 7.00
## Median    : 8.00                      Median    : 9.00
## Mean      : 9.57                      Mean      : 9.16
## 3rd Qu.:10.00                      3rd Qu.:10.00
## Max.      :99.00                      Max.      :99.00
## NA's      :38420                      NA's      :38420
## Overall.public.transportation.experience
## Min.      : 1.0
## 1st Qu.: 7.0
## Median    : 8.0
## Mean      : 8.1
## 3rd Qu.: 9.0
## Max.      :10.0
## NA's      :38420
## Transportation.method.used.to.leave.Evaluated.Airport
## Min.      : 1.000
## 1st Qu.: 2.000
## Median    : 3.000
## Mean      : 6.472
## 3rd Qu.: 5.000
## Max.      :97.000
## NA's      :8694
## Time.left.Evaluated.Airport Time.left.Evaluated.Airport.AMPM
## Min.      : 1.00                      Min.      : 1.00

```



```

## 1st Qu.: 5.00          1st Qu.: 2.00
## Median : 8.00          Median : 2.00
## Mean   :23.57          Mean    :19.59
## 3rd Qu.:11.00          3rd Qu.: 2.00
## Max.    :95.00          Max.    :95.00
## NA's    :8694          NA's    :8694
## Miles.traveled.from.Evaluated.Airport
## Min.     : 0.0
## 1st Qu.: 12.0
## Median   : 25.0
## Mean     :167.3
## 3rd Qu.: 62.0
## Max.     :999.0
## NA's     :8694
## Minutes.to.travel.from.Evaluated.Airport.to.destination
## Min.     : 0.0
## 1st Qu.: 22.0
## Median   : 40.0
## Mean     :220.8
## 3rd Qu.:110.0
## Max.     :999.0
## NA's     :8694
## Traffic.congestion.leaving.complex Preferred.transportation.mode
## Min.     : 1.000          Min.     : 1.00
## 1st Qu.: 2.000          1st Qu.: 2.00
## Median   : 3.000          Median   : 3.00
## Mean     : 6.907          Mean     :12.68
## 3rd Qu.: 4.000          3rd Qu.: 4.00
## Max.     :99.000          Max.     :97.00
## NA's     :8694          NA's     :8694
## Clarity.of.signs..directions Convenience.of.transportation
## Min.     : 1.000          Min.     : 1.00
## 1st Qu.: 7.000          1st Qu.: 7.00
## Median   : 8.000          Median   : 8.00
## Mean     : 8.925          Mean     :10.77
## 3rd Qu.: 9.000          3rd Qu.: 9.00
## Max.     :99.000          Max.     :99.00
## NA's     :8694          NA's     :8694
## Attractiveness.of.airport.grounds Ease.of.arriving.at.the.terminal
## Min.     : 1.000          Min.     : 1.000
## 1st Qu.: 6.000          1st Qu.: 7.000
## Median   : 8.000          Median   : 8.000
## Mean     : 8.954          Mean     : 8.713
## 3rd Qu.: 9.000          3rd Qu.: 9.000
## Max.     :99.000          Max.     :99.000
## NA's     :8694          NA's     :8694
## Ease.of.leaving.terminal Traffic.flow.on.airport.grounds
## Min.     : 1.000          Min.     : 1.000
## 1st Qu.: 7.000          1st Qu.: 6.000
## Median   : 8.000          Median   : 8.000
## Mean     : 8.819          Mean     : 8.975
## 3rd Qu.: 9.000          3rd Qu.: 9.000
## Max.     :99.000          Max.     :99.000
## NA's     :8694          NA's     :8694

```

```

## Overall.airport.accessibility.experience Place.of.checkin
## Min. : 1.000 Min. :1.000
## 1st Qu.: 7.000 1st Qu.:2.000
## Median : 8.000 Median :3.000
## Mean : 7.908 Mean :2.889
## 3rd Qu.: 9.000 3rd Qu.:4.000
## Max. :10.000 Max. :4.000
## NA's :8694 NA's :8694
## Number.of.bags.checked.in
## Min. : 0.000
## 1st Qu.: 1.000
## Median : 1.000
## Mean : 1.208
## 3rd Qu.: 2.000
## Max. :20.000
## NA's :8694
## Easy.to.find.luggage.trolleys.when.entered.terminal
## Min. : 0.00
## 1st Qu.: 1.00
## Median : 1.00
## Mean :35.81
## 3rd Qu.:99.00
## Max. :99.00
## NA's :8694
## Place.for.luggage.checkin Airlineairport.responsible.for.handling.luggage
## Min. :1.000 Min. :1.00
## 1st Qu.:2.000 1st Qu.:1.00
## Median :2.000 Median :2.00
## Mean :1.805 Mean :2.06
## 3rd Qu.:2.000 3rd Qu.:3.00
## Max. :2.000 Max. :3.00
## NA's :16186 NA's :8694
## Minutes.to.obtain.boarding.pass
## Min. : 0.00
## 1st Qu.: 5.00
## Median : 10.00
## Mean : 13.51
## 3rd Qu.: 15.00
## Max. :180.00
## NA's :13252
## Ease.of.finding.checkinbaggage.check.location
## Min. : 1.0
## 1st Qu.: 7.0
## Median : 9.0
## Mean :16.6
## 3rd Qu.:10.0
## Max. :99.0
## NA's :8694
## Traffic.flow.at.checkinbaggage.check.area
## Min. : 1.00
## 1st Qu.: 7.00
## Median : 8.00
## Mean :16.32
## 3rd Qu.:10.00

```

```

## Max.      :99.00
## NA's      :8694
## Cleanliness.of.the.checkinbaggage.check.area
## Min.      : 1.00
## 1st Qu.: 7.00
## Median : 9.00
## Mean      :16.49
## 3rd Qu.:10.00
## Max.      :99.00
## NA's      :8694
## Overall.checkinbaggage.check.experience Type.of.security.line
## Min.      : 1.000                      Min.      : 1.00
## 1st Qu.: 7.000                      1st Qu.: 1.00
## Median : 8.000                      Median : 3.00
## Mean      : 7.976                    Mean      : 3.13
## 3rd Qu.: 9.000                      3rd Qu.: 3.00
## Max.      :10.000                   Max.      :97.00
## NA's      :8694                     NA's      :8694
## Lines.available..Number.of.security.lines.available
## Min.      : 1.000
## 1st Qu.: 2.000
## Median : 3.000
## Mean      : 3.879
## 3rd Qu.: 5.000
## Max.      :100.000
## NA's      :8694
## Lines.open..Number.of.security.lines.available
## Min.      : 1.000
## 1st Qu.: 2.000
## Median : 2.000
## Mean      : 3.017
## 3rd Qu.: 4.000
## Max.      :100.000
## NA's      :8694
## Sign.to.inform.security.wait.times Singled.out.for.special.TSA.screening
## Min.      : 0.00                      Min.      : 0.000
## 1st Qu.: 0.00                      1st Qu.: 0.000
## Median : 1.00                      Median : 0.000
## Mean      :31.03                    Mean      : 3.964
## 3rd Qu.:99.00                      3rd Qu.: 0.000
## Max.      :99.00                    Max.      :99.000
## NA's      :8694                     NA's      :10888
## Minutes.between.cleared.security.and.boarding.the.plane
## Min.      : 0.0
## 1st Qu.: 35.0
## Median : 60.0
## Mean      :219.8
## 3rd Qu.:100.0
## Max.      :999.0
## NA's      :8694
## Foodbeverages.purchased.beforeafter.security Healthy.foodbeverage.options
## Min.      :1.000                      Min.      : 0.00
## 1st Qu.:2.000                      1st Qu.: 1.00
## Median :2.000                      Median : 1.00

```

```

## Mean      :1.956                               Mean      :19.95
## 3rd Qu.   :2.000                               3rd Qu.   : 1.00
## Max.      :3.000                               Max.      :99.00
## NA's      :24296                               NA's      :35094
## Importance.of.healthy.foodbeverage.options
## Min.      :1.00
## 1st Qu.   :3.00
## Median    :3.00
## Mean      :3.02
## 3rd Qu.   :4.00
## Max.      :4.00
## NA's      :35094
## Were.local.restaurant.or.food.choices.ie.nonchain.restaurants.available.at.Airport.Evaluated
## Min.      : 0.00
## 1st Qu.   : 1.00
## Median    : 1.00
## Mean      :19.68
## 3rd Qu.   : 1.00
## Max.      :99.00
## NA's      :28131
## Foodbeverages.wanted.found    Not.hungry    Brought.my.own.food
## Min.      : 0.000             Min.      :0.000    Min.      :0.000
## 1st Qu.   : 1.000             1st Qu. :0.000    1st Qu. :0.000
## Median    : 1.000             Median   :1.000    Median   :0.000
## Mean      : 3.087             Mean     :0.553    Mean     :0.184
## 3rd Qu.   : 1.000             3rd Qu. :1.000    3rd Qu. :0.000
## Max.      :99.000             Max.     :1.000    Max.     :1.000
## NA's      :28131             NA's     :24581    NA's     :24581
## Didnt.like.the.choices Too.expensive    No.time    Other.1
## Min.      :0.000             Min.      :0.000    Min.      :0.000    Min.      :0.000
## 1st Qu.   :0.000             1st Qu. :0.000    1st Qu. :0.000    1st Qu. :0.000
## Median    :0.000             Median   :0.000    Median   :0.000    Median   :0.000
## Mean      :0.074             Mean     :0.271    Mean     :0.126    Mean     :0.053
## 3rd Qu.   :0.000             3rd Qu. :1.000    3rd Qu. :0.000    3rd Qu. :0.000
## Max.      :1.000             Max.     :1.000    Max.     :1.000    Max.     :1.000
## NA's      :24581             NA's     :24581    NA's     :24581    NA's     :24581
## Shopped.at.retail.stores.beforeafter.security Didnt.have.time
## Min.      :1.000                               Min.      :0.000
## 1st Qu.   :2.000                               1st Qu.   :0.000
## Median    :2.000                               Median    :0.000
## Mean      :1.899                               Mean      :0.089
## 3rd Qu.   :2.000                               3rd Qu.   :0.000
## Max.      :3.000                               Max.      :1.000
## NA's      :31412                               NA's      :17465
## Too.expensive.1 Didnt.have.what.I.need No.need.to.shop    Other.2
## Min.      :0.00             Min.      :0.000             Min.      :0.00             Min.      :0.000
## 1st Qu.   :0.00             1st Qu. :0.000             1st Qu. :1.00             1st Qu. :0.000
## Median    :0.00             Median   :0.000             Median   :1.00             Median   :0.000
## Mean      :0.26             Mean     :0.044             Mean     :0.78             Mean     :0.019
## 3rd Qu.   :1.00             3rd Qu. :0.000             3rd Qu. :1.00             3rd Qu. :0.000
## Max.      :1.00             Max.     :1.000             Max.     :1.00             Max.     :1.000
## NA's      :17465            NA's     :17465             NA's     :17465            NA's     :17465
## Arriving.on.the.airport.grounds    Checkin    Security
## Min.      :0.00             Min.      :0.00             Min.      :0.00

```

## 1st Qu.:0.00	1st Qu.:0.00	1st Qu.:0.00
## Median :0.00	Median :0.00	Median :0.00
## Mean :0.29	Mean :0.33	Mean :0.29
## 3rd Qu.:1.00	3rd Qu.:1.00	3rd Qu.:1.00
## Max. :1.00	Max. :1.00	Max. :1.00
## NA's :38888	NA's :38888	NA's :38888
## Gate.area	Baggage.claim.area	
## Min. :0.00	Min. :0.00	
## 1st Qu.:0.00	1st Qu.:0.00	
## Median :0.00	Median :0.00	
## Mean :0.37	Mean :0.28	
## 3rd Qu.:1.00	3rd Qu.:1.00	
## Max. :1.00	Max. :1.00	
## NA's :38888	NA's :38888	
## Ground.transportation.eg.taxi.shuttle.etc	Restrooms	
## Min. :0.00	Min. :0.00	
## 1st Qu.:0.00	1st Qu.:0.00	
## Median :0.00	Median :0.00	
## Mean :0.28	Mean :0.23	
## 3rd Qu.:1.00	3rd Qu.:0.00	
## Max. :1.00	Max. :1.00	
## NA's :38888	NA's :38888	
## Food.and.beverage	Retail.shops	
## Min. :0.00	Min. :0.00	
## 1st Qu.:0.00	1st Qu.:0.00	
## Median :0.00	Median :0.00	
## Mean :0.13	Mean :0.07	
## 3rd Qu.:0.00	3rd Qu.:0.00	
## Max. :1.00	Max. :1.00	
## NA's :38888	NA's :38888	
## Flight.monitors.eg.arrivaldeparture.info	Parking.structures	
## Min. :0.00	Min. :0.00	
## 1st Qu.:0.00	1st Qu.:0.00	
## Median :0.00	Median :0.00	
## Mean :0.25	Mean :0.18	
## 3rd Qu.:0.00	3rd Qu.:0.00	
## Max. :1.00	Max. :1.00	
## NA's :38888	NA's :38888	
## Other.3	Used.restrooms.in.terminal	WiFi.connection.offered
## Min. :0.00	Min. :0.00	Min. : 0.00
## 1st Qu.:0.00	1st Qu.:0.00	1st Qu.: 1.00
## Median :0.00	Median :1.00	Median : 1.00
## Mean :0.06	Mean :0.73	Mean :30.61
## 3rd Qu.:0.00	3rd Qu.:1.00	3rd Qu.:99.00
## Max. :1.00	Max. :1.00	Max. :99.00
## NA's :38888	NA's :8694	NA's :8694
## WiFi.connection.speed	Noise.level.at.the.airport	Utilized.airport.lounge
## Min. : 0.000	Min. : 1.000	Min. :0.000
## 1st Qu.: 1.000	1st Qu.: 2.000	1st Qu.:0.000
## Median : 2.000	Median : 2.000	Median :0.000
## Mean : 2.636	Mean : 4.205	Mean :0.164
## 3rd Qu.: 2.000	3rd Qu.: 2.000	3rd Qu.:0.000
## Max. :99.000	Max. :99.000	Max. :1.000
## NA's :20212	NA's :8694	NA's :8694

```

## Air.temperature.at.the.gate Wheelchair.servicecourtesy.cart
## Min. :1.000 Min. :0.000
## 1st Qu.:2.000 1st Qu.:0.000
## Median :2.000 Median :0.000
## Mean :1.958 Mean :0.077
## 3rd Qu.:2.000 3rd Qu.:0.000
## Max. :3.000 Max. :1.000
## NA's :8694 NA's :8694
## Plane.not.there Mechanical.problems Bad.weather.where.you.were
## Min. :0.00 Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00 Median :0.00
## Mean :0.17 Mean :0.12 Mean :0.11
## 3rd Qu.:0.00 3rd Qu.:0.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00 Max. :1.00
## NA's :36312 NA's :36312 NA's :36312
## Bad.weather.where.you.were.going Crew.not.there
## Min. :0.0 Min. :0.00
## 1st Qu.:0.0 1st Qu.:0.00
## Median :0.0 Median :0.00
## Mean :0.1 Mean :0.06
## 3rd Qu.:0.0 3rd Qu.:0.00
## Max. :1.0 Max. :1.00
## NA's :36312 NA's :36312
## Gate.not.available.at.destination Delay.in.landing Flight.overbooked
## Min. :0.00 Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00 Median :0.00
## Mean :0.02 Mean :0.11 Mean :0.04
## 3rd Qu.:0.00 3rd Qu.:0.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00 Max. :1.00
## NA's :36312 NA's :36312 NA's :36312
## Too.much.carryon.baggage Security.issue Passengers.late.arrivalsslow
## Min. :0.00 Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00 Median :0.00
## Mean :0.03 Mean :0.01 Mean :0.05
## 3rd Qu.:0.00 3rd Qu.:0.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00 Max. :1.00
## NA's :36312 NA's :36312 NA's :36312
## Runway.trafficAir.traffic.control Other.4
## Min. :0.00 Min. :0.00
## 1st Qu.:0.00 1st Qu.:0.00
## Median :0.00 Median :0.00
## Mean :0.09 Mean :0.05
## 3rd Qu.:0.00 3rd Qu.:0.00
## Max. :1.00 Max. :1.00
## NA's :36312 NA's :36312
## I.dont.know.the.cause.of.the.delay
## Min. :0.00
## 1st Qu.:0.00
## Median :0.00
## Mean :0.26
## 3rd Qu.:1.00

```

```

## Max.      :1.00
## NA's      :36312
## How.many.minutes.was.your.flight.delayed Obtained.checked.baggage
## Min.      : 0                               Min.      :0.000
## 1st Qu.: 25                               1st Qu.:0.000
## Median : 45                               Median :1.000
## Mean      :173                             Mean      :0.602
## 3rd Qu.:120                               3rd Qu.:1.000
## Max.      :999                             Max.      :1.000
## NA's      :36312                           NA's      :8694
## Minutes.to.get.to.the.baggage.claim.area
## Min.      : 0.0
## 1st Qu.: 5.0
## Median : 10.0
## Mean      :156.1
## 3rd Qu.: 20.0
## Max.      :999.0
## NA's      :21212
## Minutes.waited.at.the.baggage.claim.area All.baggage.received
## Min.      : 0                               Min.      : 0.000
## 1st Qu.: 7                               1st Qu.: 1.000
## Median : 15                               Median : 1.000
## Mean      :154                             Mean      : 2.328
## 3rd Qu.: 20                               3rd Qu.: 1.000
## Max.      :999                             Max.      :99.000
## NA's      :21212                           NA's      :21212
## Easy.to.find.luggage.trolleys.in.baggage.claim.area
## Min.      : 0.00
## 1st Qu.: 1.00
## Median : 1.00
## Mean      :24.89
## 3rd Qu.: 1.00
## Max.      :99.00
## NA's      :21212
## Ease.of.finding.your.baggage.claim.areacarousel
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean      : 8.277
## 3rd Qu.:10.000
## Max.      :99.000
## NA's      :21212
## Physical.conditioncleanliness.of.baggage.claim.area
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean      : 8.139
## 3rd Qu.: 9.000
## Max.      :99.000
## NA's      :21212
## Speed.of.baggage.delivery Overall.baggage.claim.experience
## Min.      : 1.000                               Min.      : 1.000
## 1st Qu.: 6.000                               1st Qu.: 7.000
## Median : 8.000                               Median : 8.000

```

```

## Mean      : 7.662          Mean      : 7.761
## 3rd Qu.: 9.000          3rd Qu.: 9.000
## Max.     :99.000        Max.      :10.000
## NA's     :21212         NA's     :21212
## Went.through.immigrationcustoms  Used.kiosk
## Min.     :0.000          Min.      : 0.00
## 1st Qu.:0.000          1st Qu.: 0.00
## Median :0.000          Median : 1.00
## Mean     :0.159          Mean      : 5.48
## 3rd Qu.:0.000          3rd Qu.: 1.00
## Max.     :1.000          Max.      :99.00
## NA's     :8694          NA's     :35174
## Minutes.to.get.through.immigrationcustoms
## Min.      : 0.0
## 1st Qu.: 8.0
## Median : 15.0
## Mean     :219.1
## 3rd Qu.: 45.0
## Max.     :999.0
## NA's     :35174
## Overall.immigrationcustoms.experience Likelihood.to.use.airport
## Min.      : 1.00          Min.      : 1.00
## 1st Qu.: 7.00          1st Qu.: 3.00
## Median : 8.00          Median : 4.00
## Mean     : 7.66          Mean      : 5.99
## 3rd Qu.: 9.00          3rd Qu.: 4.00
## Max.     :10.00          Max.      :99.00
## NA's     :35174          NA's     :8694
## Likelihood.to.recommend Number.of.positive.recommendations
## Min.      : 1.00          Min.      : 0.00
## 1st Qu.: 3.00          1st Qu.: 1.00
## Median : 4.00          Median : 3.00
## Mean     : 7.55          Mean      :38.54
## 3rd Qu.: 4.00          3rd Qu.:99.00
## Max.     :99.00          Max.      :99.00
## NA's     :8694          NA's     :8694
## Number.of.negative.comments Posted.comments.on.social.media
## Min.      : 0.00          Min.      :0.000
## 1st Qu.: 0.00          1st Qu.:0.000
## Median : 0.00          Median :0.000
## Mean     :29.52          Mean      :0.095
## 3rd Qu.:99.00          3rd Qu.:0.000
## Max.     :99.00          Max.      :1.000
## NA's     :8694          NA's     :8694
##      Yelp      Facebook      Twitter      Instagram
## Min.    :0.00    Min.    :0.00    Min.    :0.00    Min.    :0.00
## 1st Qu.:0.00    1st Qu.:0.00    1st Qu.:0.00    1st Qu.:0.00
## Median :0.00    Median :1.00    Median :0.00    Median :0.00
## Mean    :0.14    Mean    :0.71    Mean    :0.31    Mean    :0.36
## 3rd Qu.:0.00    3rd Qu.:1.00    3rd Qu.:1.00    3rd Qu.:1.00
## Max.    :1.00    Max.    :1.00    Max.    :1.00    Max.    :1.00
## NA's    :37182   NA's    :37182   NA's    :37182   NA's    :37182
##      Tumblr      YouTube      LinkedIn      Trip.Advisor
## Min.    :0.00    Min.    :0.00    Min.    :0.00    Min.    :0.00

```


## 1st Qu.:	0.00	1st Qu.:	0.00	1st Qu.:	0.00	1st Qu.:	0.00
## Median :	0.00	Median :	0.00	Median :	0.00	Median :	0.00
## Mean :	0.12	Mean :	0.29	Mean :	0.15	Mean :	0.21
## 3rd Qu.:	0.00	3rd Qu.:	1.00	3rd Qu.:	0.00	3rd Qu.:	0.00
## Max. :	1.00	Max. :	1.00	Max. :	1.00	Max. :	1.00
## NA's :	37182	NA's :	37182	NA's :	37182	NA's :	37182
## Other.blog		Other.forum		Other.ratingreview.sites		Other.5	
## Min. :	0.00	Min. :	0.00	Min. :	0.00	Min. :	0.00
## 1st Qu.:	0.00	1st Qu.:	0.00	1st Qu.:	0.00	1st Qu.:	0.00
## Median :	0.00	Median :	0.00	Median :	0.00	Median :	0.00
## Mean :	0.06	Mean :	0.06	Mean :	0.06	Mean :	0.01
## 3rd Qu.:	0.00	3rd Qu.:	0.00	3rd Qu.:	0.00	3rd Qu.:	0.00
## Max. :	1.00	Max. :	1.00	Max. :	1.00	Max. :	1.00
## NA's :	37182	NA's :	37182	NA's :	37182	NA's :	37182
## Dont.knowdont.remember		Number.times.read.online.travel.information					
## Min. :	0.00	Min. :	0				
## 1st Qu.:	0.00	1st Qu.:	0				
## Median :	0.00	Median :	2				
## Mean :	0.02	Mean :	3200				
## 3rd Qu.:	0.00	3rd Qu.:	9999				
## Max. :	1.00	Max. :	9999				
## NA's :	37182	NA's :	8694				
## Wireless.Internet		Plug.for.your.computer.phone.etc		Arcadegame.room			
## Min. :	0.000	Min. :	0.000	Min. :	0.000		
## 1st Qu.:	0.000	1st Qu.:	0.000	1st Qu.:	0.000		
## Median :	0.000	Median :	0.000	Median :	0.000		
## Mean :	0.494	Mean :	0.483	Mean :	0.105		
## 3rd Qu.:	1.000	3rd Qu.:	1.000	3rd Qu.:	0.000		
## Max. :	1.000	Max. :	1.000	Max. :	1.000		
## NA's :	8694	NA's :	8694	NA's :	8694		
## Personal.services.eg.massage.hair.salon.shoe.shine.etc							
## Min. :	0.000						
## 1st Qu.:	0.000						
## Median :	0.000						
## Mean :	0.103						
## 3rd Qu.:	0.000						
## Max. :	1.000						
## NA's :	8694						
## More.variety.of.food.andor.beverage		More.variety.of.retail.services					
## Min. :	0.000	Min. :	0.000				
## 1st Qu.:	0.000	1st Qu.:	0.000				
## Median :	0.000	Median :	0.000				
## Mean :	0.343	Mean :	0.153				
## 3rd Qu.:	1.000	3rd Qu.:	0.000				
## Max. :	1.000	Max. :	1.000				
## NA's :	8694	NA's :	8694				
## Premier.club		Childrens.play.area		Smoking.arealounge			
## Min. :	0.000	Min. :	0.000	Min. :	0.0		
## 1st Qu.:	0.000	1st Qu.:	0.000	1st Qu.:	0.0		
## Median :	0.000	Median :	0.000	Median :	0.0		
## Mean :	0.079	Mean :	0.093	Mean :	0.1		
## 3rd Qu.:	0.000	3rd Qu.:	0.000	3rd Qu.:	0.0		
## Max. :	1.000	Max. :	1.000	Max. :	1.0		
## NA's :	8694	NA's :	8694	NA's :	8694		

```

## More.comfortable.seating.area    Quiet.area    Work.space.near.plug
## Min.      :0.000                Min.      :0.000    Min.      :0.000
## 1st Qu.:0.000                1st Qu.:0.000    1st Qu.:0.000
## Median :0.000                Median :0.000    Median :0.000
## Mean      :0.421                Mean      :0.316    Mean      :0.233
## 3rd Qu.:1.000                3rd Qu.:1.000    3rd Qu.:0.000
## Max.      :1.000                Max.      :1.000    Max.      :1.000
## NA's      :8694                NA's      :8694    NA's      :8694
##      ATM      Movie.theater    Religious.facilities
## Min.      :0.000    Min.      :0.000    Min.      :0.000
## 1st Qu.:0.000    1st Qu.:0.000    1st Qu.:0.000
## Median :0.000    Median :0.000    Median :0.000
## Mean      :0.141    Mean      :0.096    Mean      :0.035
## 3rd Qu.:0.000    3rd Qu.:0.000    3rd Qu.:0.000
## Max.      :1.000    Max.      :1.000    Max.      :1.000
## NA's      :8694    NA's      :8694    NA's      :8694
## ExerciseHealth.club.facilities    TV      Other.6
## Min.      :0.000                Min.      :0.000    Min.      :0.000
## 1st Qu.:0.000                1st Qu.:0.000    1st Qu.:0.000
## Median :0.000                Median :0.000    Median :0.000
## Mean      :0.077                Mean      :0.343    Mean      :0.014
## 3rd Qu.:0.000                3rd Qu.:1.000    3rd Qu.:0.000
## Max.      :1.000                Max.      :1.000    Max.      :1.000
## NA's      :8694                NA's      :8694    NA's      :8694
##      None.1      Gender      Country      Birth.Year
## Min.      :0.000    Min.      : 0.000    Min.      : 1.000    Min.      : 98
## 1st Qu.:0.000    1st Qu.: 0.000    1st Qu.: 1.000    1st Qu.:1955
## Median :0.000    Median : 0.000    Median : 1.000    Median :1970
## Mean      :0.113    Mean      : 0.767    Mean      : 1.376    Mean      :1928
## 3rd Qu.:0.000    3rd Qu.: 1.000    3rd Qu.: 1.000    3rd Qu.:1984
## Max.      :1.000    Max.      :98.000    Max.      :98.000    Max.      :2000
## NA's      :8694    NA's      :8694    NA's      :8694    NA's      :8694
##      Education    Marital.Status    WhiteCaucasian    BlackAfrican.American
## Min.      : 1.000    Min.      : 1.000    Min.      :0.000    Min.      :0.000
## 1st Qu.: 5.000    1st Qu.: 1.000    1st Qu.:1.000    1st Qu.:0.000
## Median : 6.000    Median : 1.000    Median :1.000    Median :0.000
## Mean      : 6.486    Mean      : 2.577    Mean      :0.799    Mean      :0.066
## 3rd Qu.: 7.000    3rd Qu.: 2.000    3rd Qu.:1.000    3rd Qu.:0.000
## Max.      :98.000    Max.      :98.000    Max.      :1.000    Max.      :1.000
## NA's      :8694    NA's      :8694    NA's      :8694    NA's      :8694
## AsianAsian.American    LatinoHispanic    Other.7    Prefer.not.to.answer
## Min.      :0.00    Min.      :0.000    Min.      :0.000    Min.      :0.000
## 1st Qu.:0.00    1st Qu.:0.000    1st Qu.:0.000    1st Qu.:0.000
## Median :0.00    Median :0.000    Median :0.000    Median :0.000
## Mean      :0.09    Mean      :0.056    Mean      :0.019    Mean      :0.013
## 3rd Qu.:0.00    3rd Qu.:0.000    3rd Qu.:0.000    3rd Qu.:0.000
## Max.      :1.00    Max.      :1.000    Max.      :1.000    Max.      :1.000
## NA's      :8694    NA's      :8694    NA's      :8694    NA's      :8694
## Household.annual.income
## Min.      : 1.00
## 1st Qu.: 5.00
## Median : 8.00
## Mean      :13.23
## 3rd Qu.:11.00

```

```

## Max.      :98.00
## NA's      :8694
## Did.you.have.to.go.through.security.again.at.connecting.airport
## Min.      :0.000
## 1st Qu.   :0.000
## Median    :0.000
## Mean      :0.309
## 3rd Qu.   :1.000
## Max.      :1.000
## NA's      :31489
## Crowd.within.airport.terminal.building Likelihood.to.recommend.NPS
## Min.      :1.000      Min.      : 0.000
## 1st Qu.   :2.000      1st Qu.   : 7.000
## Median    :2.000      Median    : 9.000
## Mean      :2.461      Mean      : 8.183
## 3rd Qu.   :3.000      3rd Qu.   :10.000
## Max.      :4.000      Max.      :10.000
## NA's      :8694      NA's      :8694
## WestJet.FF.Level Notice.construction.at.airport
## Min.      : 1.00      Min.      :0.000
## 1st Qu.   : 1.00      1st Qu.   :0.000
## Median    : 2.00      Median    :0.000
## Mean      : 5.62      Mean      :0.889
## 3rd Qu.   : 2.00      3rd Qu.   :2.000
## Max.      :99.00      Max.      :2.000
## NA's      :39066      NA's      :8694
## Had.to.wait.in.line.for.the.restrooms
## Min.      : 0.00
## 1st Qu.   : 0.00
## Median    : 0.00
## Mean      : 1.83
## 3rd Qu.   : 1.00
## Max.      :99.00
## NA's      :17185
## Stall.was.in.good.condition.eg.free.of.broken.or.worn.out.parts
## Min.      : 0.000
## 1st Qu.   : 1.000
## Median    : 1.000
## Mean      : 6.911
## 3rd Qu.   : 1.000
## Max.      :99.000
## NA's      :17185
## Countertops.and.floors.were.dry Floors.were.in.good.repair
## Min.      : 0.000      Min.      : 0.000
## 1st Qu.   : 1.000      1st Qu.   : 1.000
## Median    : 1.000      Median    : 1.000
## Mean      : 5.418      Mean      : 4.906
## 3rd Qu.   : 1.000      3rd Qu.   : 1.000
## Max.      :99.000      Max.      :99.000
## NA's      :17185      NA's      :17185
## Fixtures.were.working.eg.faucets.soap.dispenser.hand.dryer.etc
## Min.      : 0.000
## 1st Qu.   : 1.000
## Median    : 1.000

```

```

## Mean      : 2.881
## 3rd Qu.: 1.000
## Max.      :99.000
## NA's      :17185
## Walls.were.free.of.markings.and.graffiti Restrooms.felt cramped.for.space
## Min.      : 0.000                      Min.      : 0.000
## 1st Qu.: 1.000                      1st Qu.: 0.000
## Median : 1.000                      Median : 0.000
## Mean      : 4.486                      Mean      : 2.448
## 3rd Qu.: 1.000                      3rd Qu.: 1.000
## Max.      :99.000                      Max.      :99.000
## NA's      :17185                      NA's      :17185
## Overall.restrooms.were.clean Yes.and.it.was.obstructive
## Min.      : 0.000                      Min.      :0.000
## 1st Qu.: 1.000                      1st Qu.:0.000
## Median : 1.000                      Median :0.000
## Mean      : 2.663                      Mean      :0.049
## 3rd Qu.: 1.000                      3rd Qu.:0.000
## Max.      :99.000                      Max.      :1.000
## NA's      :17185                      NA's      :8694
## Yes.and.it.was.too.cloud Yes.and.it.did.not.disrupt.my.travel.experience
## Min.      :0.000                      Min.      :0.000
## 1st Qu.:0.000                      1st Qu.:0.000
## Median :0.000                      Median :0.000
## Mean      :0.029                      Mean      :0.201
## 3rd Qu.:0.000                      3rd Qu.:0.000
## Max.      :1.000                      Max.      :1.000
## NA's      :8694                      NA's      :8694
## No.there.was.no.construction Dont.know.1      Parking
## Min.      :0.000                      Min.      :0.000      Min.      :0.00
## 1st Qu.:0.000                      1st Qu.:0.000      1st Qu.:0.00
## Median :1.000                      Median :0.000      Median :0.00
## Mean      :0.503                      Mean      :0.226      Mean      :0.33
## 3rd Qu.:1.000                      3rd Qu.:0.000      3rd Qu.:1.00
## Max.      :1.000                      Max.      :1.000      Max.      :1.00
## NA's      :8694                      NA's      :8694      NA's      :38648
## Checkin.area Security.area Gate.area.1 Baggage.claim.area.1
## Min.      :0.00      Min.      :0.00      Min.      :0.00      Min.      :0.00
## 1st Qu.:0.00      1st Qu.:0.00      1st Qu.:0.00      1st Qu.:0.00
## Median :0.00      Median :0.00      Median :0.00      Median :0.00
## Mean      :0.35      Mean      :0.29      Mean      :0.36      Mean      :0.19
## 3rd Qu.:1.00      3rd Qu.:1.00      3rd Qu.:1.00      3rd Qu.:0.00
## Max.      :1.00      Max.      :1.00      Max.      :1.00      Max.      :1.00
## NA's      :38648      NA's      :38648      NA's      :38648      NA's      :38648
## Ground.transportation.area.eg.taxi.shuttle.etc Restrooms.1
## Min.      :0.00                      Min.      :0.00
## 1st Qu.:0.00                      1st Qu.:0.00
## Median :0.00                      Median :0.00
## Mean      :0.25                      Mean      :0.16
## 3rd Qu.:0.00                      3rd Qu.:0.00
## Max.      :1.00                      Max.      :1.00
## NA's      :38648                      NA's      :38648
## Food.and.beverage.areas Retail.shops.area Other.8
## Min.      :0.00                      Min.      :0.00      Min.      :0.00

```

```

## 1st Qu.:0.00          1st Qu.:0.00          1st Qu.:0.00
## Median :0.00          Median :0.00          Median :0.00
## Mean   :0.15          Mean   :0.07          Mean   :0.03
## 3rd Qu.:0.00          3rd Qu.:0.00          3rd Qu.:0.00
## Max.    :1.00          Max.    :1.00          Max.    :1.00
## NA's    :38648         NA's    :38648         NA's    :38648
## Total.times.traveled.North.America.12.months
## Min.     : 0.000
## 1st Qu.: 2.000
## Median  : 4.000
## Mean    : 6.309
## 3rd Qu.: 7.000
## Max.    :300.000
## NA's    :8694
## Total.times.traveled.outside.North.America.12.months
## Min.     : 0.000
## 1st Qu.: 0.000
## Median  : 0.000
## Mean    : 1.656
## 3rd Qu.: 2.000
## Max.    :300.000
## NA's    :8694
## Total.times.traveled.12.months When.left.for.airport Length.of.trip
## Min.     : 1.000          Min.    :1.000          Min.    : 0.00
## 1st Qu.: 3.000          1st Qu.:1.000          1st Qu.: 3.00
## Median  : 5.000          Median :2.000          Median : 5.00
## Mean    : 7.964          Mean    :2.032          Mean    : 8.55
## 3rd Qu.: 8.000          3rd Qu.:3.000          3rd Qu.: 8.00
## Max.    :600.000         Max.    :4.000          Max.    :92.00
## NA's    :8694           NA's    :8694          NA's    :8694
## Dollars.paid.for.parking.fees
## Min.     : 0.00
## 1st Qu.: 8.00
## Median  :11.00
## Mean    :21.43
## 3rd Qu.:20.00
## Max.    :500.00
## NA's    :35328
## Dollars.paid.for.transportation.service.to.Evaluated.Airport
## Min.     : 0.00
## 1st Qu.:18.00
## Median  :28.00
## Mean    :39.93
## 3rd Qu.:45.00
## Max.    :500.00
## NA's    :34753
## Dollars.paid.for.rental.car
## Min.     : 0.00
## 1st Qu.:30.00
## Median  :40.00
## Mean    :64.69
## 3rd Qu.:65.00
## Max.    :500.00
## NA's    :36637

```

```

## Dollars.paid.for.public.transportation.service.to.Airport
## Min.      : 0.0
## 1st Qu.:  3.0
## Median   :  7.0
## Mean     : 19.9
## 3rd Qu.: 18.0
## Max.     :500.0
## NA's     :38773
## Dollars.paid.for.WiFi.connection      NAflag
## Min.      : 0.000      Min.      :1
## 1st Qu.:  0.000      1st Qu.:1
## Median   :  0.000      Median   :1
## Mean     :  1.541      Mean     :1
## 3rd Qu.:  0.000      3rd Qu.:1
## Max.     :100.000      Max.     :1
## NA's     :26565      NA's     :8694
## Time.to.travel.to.terminal.after.parking
## Min.      :1.00
## 1st Qu.:1.00
## Median   :2.00
## Mean     :2.04
## 3rd Qu.:3.00
## Max.     :4.00
## NA's     :33744
## Time.to.wait.for.shuttle.busvan.to.take.you.to.airport
## Min.      :1.00
## 1st Qu.:1.00
## Median   :1.00
## Mean     :1.75
## 3rd Qu.:2.00
## Max.     :5.00
## NA's     :37763
## Time.to.travel.to.airport.terminal.once.boarded.shuttle.busvan
## Min.      :1.00
## 1st Qu.:1.00
## Median   :2.00
## Mean     :1.88
## 3rd Qu.:2.00
## Max.     :5.00
## NA's     :37811
## Time.to.obtain.boarding.pass.andor.check.baggage
## Min.      :1.000
## 1st Qu.:1.000
## Median   :2.000
## Mean     :2.472
## 3rd Qu.:3.000
## Max.     :5.000
## NA's     :13252
## Time.to.get.through.security.check.from.time.entered.airport.complex
## Min.      : 0.00
## 1st Qu.: 15.00
## Median   : 25.00
## Mean     : 29.51
## 3rd Qu.: 40.00

```

```

## Max.      :360.00
## NA's      :8694
## Time.to.get.through.security.check.from.time.entered.airport.complex.1
## Min.      :1.000
## 1st Qu.:1.000
## Median :2.000
## Mean     :2.259
## 3rd Qu.:3.000
## Max.      :5.000
## NA's      :8694
## NPS.Promoter    NPS.Passive    NPS.Detractor    NPS.Recode
## Min.      :0.000    Min.      :0.000    Min.      :0.000    Min.      : -100.00
## 1st Qu.:0.000    1st Qu.:0.000    1st Qu.:0.000    1st Qu.:   0.00
## Median :1.000    Median :0.000    Median :0.000    Median : 100.00
## Mean     :0.501    Mean     :0.346    Mean     :0.153    Mean     :  34.72
## 3rd Qu.:1.000    3rd Qu.:1.000    3rd Qu.:0.000    3rd Qu.: 100.00
## Max.      :1.000    Max.      :1.000    Max.      :1.000    Max.      : 100.00
## NA's      :8694    NA's      :8694    NA's      :8694    NA's      :8694
## NPS.Groups      Minutes.to.get.through.the.security.check
## Min.      :1.000    Min.      : 0.00
## 1st Qu.:2.000    1st Qu.: 6.00
## Median :3.000    Median : 10.00
## Mean     :2.347    Mean     : 15.01
## 3rd Qu.:3.000    3rd Qu.: 20.00
## Max.      :3.000    Max.      :180.00
## NA's      :8694    NA's      :6004
## Amount.of.time.required.for.security.check
## Min.      : 1.000
## 1st Qu.: 6.000
## Median : 8.000
## Mean     : 7.993
## 3rd Qu.: 9.000
## Max.      :99.000
## NA's      :6004
## Professionalism.of.security.staff
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean     : 8.282
## 3rd Qu.:10.000
## Max.      :99.000
## NA's      :6004
## Ability.of.security.process.to.make.you.feel.safe
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean     : 8.451
## 3rd Qu.:10.000
## Max.      :99.000
## NA's      :6004
## Overall.security.check.experience Foodbeverages.purchased RestaurantBar
## Min.      : 1.000                Min.      :0.0000    Min.      :0.000
## 1st Qu.: 7.000                1st Qu.:0.0000    1st Qu.:0.000
## Median : 8.000                Median :0.0000    Median :0.000

```

## Mean : 7.801	Mean :0.4858	Mean :0.338
## 3rd Qu.: 9.000	3rd Qu.:1.0000	3rd Qu.:1.000
## Max. :10.000	Max. :1.0000	Max. :1.000
## NA's :6004		NA's :20662
## Fast.food.chain Convenience.store Standalone.kiosk Vending.machine		
## Min. :0.000 Min. :0.000 Min. :0.000 Min. :0.000		
## 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000 1st Qu.:0.000		
## Median :0.000 Median :0.000 Median :0.000 Median :0.000		
## Mean :0.454 Mean :0.241 Mean :0.122 Mean :0.045		
## 3rd Qu.:1.000 3rd Qu.:0.000 3rd Qu.:0.000 3rd Qu.:0.000		
## Max. :1.000 Max. :1.000 Max. :1.000 Max. :1.000		
## NA's :20662 NA's :20662 NA's :20662 NA's :20662		
## Other.10 Variety.of.menu.choices QualityTaste.of.food.and.beverage		
## Min. :0.000 Min. : 1.00 Min. : 1.00		
## 1st Qu.:0.000 1st Qu.: 6.00 1st Qu.: 7.00		
## Median :0.000 Median : 8.00 Median : 8.00		
## Mean :0.017 Mean : 8.81 Mean : 8.21		
## 3rd Qu.:0.000 3rd Qu.: 9.00 3rd Qu.: 9.00		
## Max. :1.000 Max. :99.00 Max. :99.00		
## NA's :20662 NA's :33588 NA's :33588		
## Ambiance.atmosphere Courtesy.of.staff Timeliness.of.your.order		
## Min. : 1.00 Min. : 1.00 Min. : 1.00		
## 1st Qu.: 6.00 1st Qu.: 7.00 1st Qu.: 7.00		
## Median : 8.00 Median : 9.00 Median : 8.00		
## Mean : 8.16 Mean : 8.39 Mean : 8.07		
## 3rd Qu.: 9.00 3rd Qu.:10.00 3rd Qu.: 9.00		
## Max. :99.00 Max. :99.00 Max. :99.00		
## NA's :33588 NA's :33588 NA's :33588		
## Cleanliness.of.area Reasonableness.of.the.price.1		
## Min. : 1.00 Min. : 1.00		
## 1st Qu.: 7.00 1st Qu.: 5.00		
## Median : 8.00 Median : 7.00		
## Mean : 8.33 Mean : 7.08		
## 3rd Qu.:10.00 3rd Qu.: 9.00		
## Max. :99.00 Max. :99.00		
## NA's :33588 NA's :33588		
## Overall.restaurant.experience Quality.of.food.and.beverage		
## Min. : 1.00 Min. : 1.000		
## 1st Qu.: 7.00 1st Qu.: 6.000		
## Median : 8.00 Median : 8.000		
## Mean : 7.85 Mean : 8.215		
## 3rd Qu.: 9.00 3rd Qu.: 9.000		
## Max. :10.00 Max. :99.000		
## NA's :33588 NA's :27257		
## Variety.of.food.and.beverage Reasonableness.of.the.price.2		
## Min. : 1.000 Min. : 1.000		
## 1st Qu.: 6.000 1st Qu.: 5.000		
## Median : 8.000 Median : 7.000		
## Mean : 8.123 Mean : 6.728		
## 3rd Qu.: 9.000 3rd Qu.: 8.000		
## Max. :99.000 Max. :99.000		
## NA's :27257 NA's :27257		
## Speed.of.service Availability.of.nearby.seating		
## Min. : 1.000 Min. : 1.00		


```

## 1st Qu.: 6.000    1st Qu.: 6.00
## Median : 8.000    Median : 8.00
## Mean   : 8.261    Mean    :10.59
## 3rd Qu.: 9.000    3rd Qu.: 9.00
## Max.    :99.000    Max.     :99.00
## NA's    :27257     NA's      :27257
## Overall.food..beverage.experience BooksMagazines      Clothing
## Min.     : 1.000           Min.    :0.0000    Min.     :0.00000
## 1st Qu.: 6.000           1st Qu.:0.0000    1st Qu.:0.00000
## Median : 8.000           Median :0.0000    Median :0.00000
## Mean    : 7.312           Mean    :0.1336    Mean     :0.06336
## 3rd Qu.: 9.000           3rd Qu.:0.0000    3rd Qu.:0.00000
## Max.     :10.000          Max.     :1.0000    Max.     :1.00000
## NA's     :27257
## Sunglasses      Electronics      Toiletries      Other.merchandise
## Min.    :0.00000    Min.    :0.00000    Min.    :0.00000    Min.    :0.00000
## 1st Qu.:0.00000    1st Qu.:0.00000    1st Qu.:0.00000    1st Qu.:0.00000
## Median :0.00000    Median :0.00000    Median :0.00000    Median :0.00000
## Mean    :0.05465    Mean    :0.05333    Mean    :0.05455    Mean    :0.05711
## 3rd Qu.:0.00000    3rd Qu.:0.00000    3rd Qu.:0.00000    3rd Qu.:0.00000
## Max.     :1.00000    Max.     :1.00000    Max.     :1.00000    Max.     :1.00000
##
## Other.services    Didnt.purchase.any.merchandiseservices
## Min.    :0.0000    Min.    :0.0000
## 1st Qu.:0.0000    1st Qu.:0.0000
## Median :0.0000    Median :1.0000
## Mean    :0.0168    Mean    :0.7198
## 3rd Qu.:0.0000    3rd Qu.:1.0000
## Max.     :1.0000    Max.     :1.0000
##
## Quality.of.merchandiseservices Variety.of.shops
## Min.     : 1.000           Min.     : 1.000
## 1st Qu.: 7.000           1st Qu.: 7.000
## Median : 8.000           Median : 8.000
## Mean    : 8.924           Mean     : 8.928
## 3rd Qu.:10.000          3rd Qu.:10.000
## Max.     :99.000          Max.     :99.000
## NA's     :28924           NA's      :28924
## Reasonableness.of.the.price.3 Professionalism.of.staff
## Min.     : 1.000           Min.     : 1.000
## 1st Qu.: 5.000           1st Qu.: 7.000
## Median : 8.000           Median : 9.000
## Mean    : 8.104           Mean     : 9.048
## 3rd Qu.: 9.000           3rd Qu.:10.000
## Max.     :99.000          Max.     :99.000
## NA's     :28924           NA's      :28924
## Overall.retail.services.experience
## Min.     : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean    : 7.962
## 3rd Qu.:10.000
## Max.     :10.000
## NA's     :28924

```

```

## Now.that.you.have.considered.your.food.beverage..retail.experiences.how.would.you.rate.your..overall
## Min.      : 1.00
## 1st Qu.: 7.00
## Median : 8.00
## Mean    : 7.83
## 3rd Qu.: 9.00
## Max.    :10.00
## NA's    :32117
## Took.transportation.to.the.gate Type.of.transportation.taken.to.the.gate
## Min.      : 0.000 Min.      : 1.00
## 1st Qu.: 0.000 1st Qu.: 1.00
## Median : 0.000 Median : 2.00
## Mean    : 2.258 Mean    : 6.97
## 3rd Qu.: 0.000 3rd Qu.: 2.00
## Max.    :99.000 Max.    :97.00
## NA's    :35776
## Minutes.to.the.gate.after.security.check.point
## Min.      : 0.00
## 1st Qu.: 5.00
## Median : 10.00
## Mean    : 11.16
## 3rd Qu.: 15.00
## Max.    :180.00
##
## Clarity.of.signsdirections.inside.the.terminal
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean    : 8.154
## 3rd Qu.: 9.000
## Max.    :99.000
##
## Cleanliness.of.terminal.concourses.and.hallways
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean    : 8.145
## 3rd Qu.: 9.000
## Max.    :99.000
##
## Comfort.in.airport.eg.seating.roominess.etc
## Min.      : 1.000
## 1st Qu.: 6.000
## Median : 8.000
## Mean    : 7.818
## 3rd Qu.: 9.000
## Max.    :99.000
##
## Availability.of.activityentertainment.options.in.the.airport
## Min.      : 1.00
## 1st Qu.: 6.00
## Median : 8.00
## Mean    :19.81
## 3rd Qu.:10.00

```

```

## Max.      :99.00
##
## Overall.terminal.facilities.experience
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean     : 7.761
## 3rd Qu.: 9.000
## Max.      :10.000
##
## Variety.of.food.beverage.and.retail.options
## Min.      : 1.00
## 1st Qu.: 6.00
## Median : 8.00
## Mean     :12.07
## 3rd Qu.: 9.00
## Max.      :99.00
##
## Cleanliness.of.terminal.restrooms Flight.departed
## Min.      : 1.00           Min.      :1.000
## 1st Qu.: 7.00           1st Qu.:2.000
## Median : 8.00           Median :2.000
## Mean     :13.72         Mean     :2.069
## 3rd Qu.:10.00          3rd Qu.:2.000
## Max.      :99.00         Max.      :4.000
##
## How.would.you.rate.your.overall.experience.at.Airport.Evaluated
## Min.      : 1.000
## 1st Qu.: 7.000
## Median : 8.000
## Mean     : 7.843
## 3rd Qu.: 9.000
## Max.      :10.000
##
## Connecting.Region Connecting.State   Airport
## Min.      :1.000   Min.      : 1.0   Min.      : 1.00
## 1st Qu.:1.000   1st Qu.: 4.0   1st Qu.:18.00
## Median :1.000   Median :14.0   Median :33.00
## Mean     :1.066   Mean     :14.7   Mean     :32.21
## 3rd Qu.:1.000   3rd Qu.:23.0   3rd Qu.:46.00
## Max.      :2.000   Max.      :37.0   Max.      :64.00
##
## Dollars.paid.per.person.at.restaurantbar Dollars.spent.on.foodbeverages
## Min.      : 0.00           Min.      : 0.00
## 1st Qu.: 12.00           1st Qu.: 6.00
## Median : 20.00           Median : 10.00
## Mean     : 25.42         Mean     : 14.75
## 3rd Qu.: 30.00           3rd Qu.: 15.00
## Max.      :500.00         Max.      :500.00
## NA's      :34339         NA's      :27040
## Dollars.spent.on.merchandiseservices Amount.spent.in.terminal.USD
## Min.      : 0.000           Min.      : 0.00
## 1st Qu.: 7.707           1st Qu.: 4.00
## Median : 15.000           Median : 11.00

```

```

## Mean      : 30.907                      Mean      : 25.96
## 3rd Qu.: 30.000                      3rd Qu.: 25.00
## Max.     :500.000                    Max.     :1500.00
## NA's     :31105                      NA's     :15377
## Time.spent.in.terminal.connecting.airport
## Min.      :1.000
## 1st Qu.:1.000
## Median :2.000
## Mean      :2.102
## 3rd Qu.:3.000
## Max.      :5.000
## NA's      :5468
## Time.to.get.through.security.check.connecting.airport
## Min.      :1.000
## 1st Qu.:1.000
## Median :1.000
## Mean      :1.746
## 3rd Qu.:2.000
## Max.      :5.000
## NA's      :6004
## DepartingArriving.Airport.vs.Connecting.Airport
## Min.      :1.000
## 1st Qu.:1.000
## Median :1.000
## Mean      :1.216
## 3rd Qu.:1.000
## Max.      :2.000
##
## The.signagedirections.were.cleareasy.to.understand
## Min.      : 1.000
## 1st Qu.: 3.000
## Median : 4.000
## Mean      : 4.605
## 3rd Qu.: 4.000
## Max.      :99.000
##
## There.were.enough.signsdirections.throughout.the.terminal
## Min.      : 1.0
## 1st Qu.: 3.0
## Median : 4.0
## Mean      : 4.7
## 3rd Qu.: 4.0
## Max.      :99.0
##
## Recent.completed.renovations.or.new.buildings
## Min.      : 0.00
## 1st Qu.: 0.00
## Median : 1.00
## Mean      :45.87
## 3rd Qu.:99.00
## Max.      :99.00
##
## Regional.art.culture.or.historical.displays
## Min.      : 0.00

```

```

## 1st Qu.: 1.00
## Median : 1.00
## Mean   :32.46
## 3rd Qu.:99.00
## Max.   :99.00
##
## Robots.tablet.interfacing.or.other.new.technology
## Min.    : 0.00
## 1st Qu.: 0.00
## Median : 1.00
## Mean    :46.66
## 3rd Qu.:99.00
## Max.    :99.00
##
## I.was.able.to.clearly.hear.and.understand.the.announcements.within.the.gate
## Min.    : 0.000
## 1st Qu.: 1.000
## Median : 1.000
## Mean    : 3.649
## 3rd Qu.: 1.000
## Max.    :99.000
##
## The.gate.area.was.clean There.were.enough.seats.at.the.gate
## Min.    : 0.000      Min.    : 0.000
## 1st Qu.: 1.000      1st Qu.: 0.000
## Median : 1.000      Median : 1.000
## Mean    : 3.321      Mean    : 3.568
## 3rd Qu.: 1.000      3rd Qu.: 1.000
## Max.    :99.000      Max.    :99.000
##
## The.gate.area.was.comfortable
## Min.    : 0.0
## 1st Qu.: 1.0
## Median : 1.0
## Mean    : 3.9
## 3rd Qu.: 1.0
## Max.    :99.0
##
## There.were.enough.electrical.outlets.for.charging.phoneslaptops
## Min.    : 0.00
## 1st Qu.: 0.00
## Median : 1.00
## Mean    :19.35
## 3rd Qu.: 1.00
## Max.    :99.00
##
## The.gate.area.was.worn.out.or.outdated      Segment      Generation.Groups
## Min.    : 0.000      Min.    :1.000      Min.    : 1.000
## 1st Qu.: 0.000      1st Qu.:2.000      1st Qu.: 2.000
## Median : 0.000      Median :3.000      Median : 3.000
## Mean    : 5.822      Mean    :2.391      Mean    : 5.142
## 3rd Qu.: 1.000      3rd Qu.:3.000      3rd Qu.: 4.000
## Max.    :99.000      Max.    :3.000      Max.    :98.000
##                                     NA's      :8694

```

```

## OSAT.Zones.of.Satisfaction      Age      weight
## Min.      :1.00      Min.      : 18.00      Min.      : 49448
## 1st Qu.:2.00      1st Qu.: 34.00      1st Qu.:123795
## Median :3.00      Median : 48.00      Median :162384
## Mean      :2.71      Mean      : 47.91      Mean      :159253
## 3rd Qu.:3.00      3rd Qu.: 62.00      3rd Qu.:187717
## Max.      :4.00      Max.      :100.00      Max.      :314312
##      NA's      :9408
## Parking.Index      Dropoff.Index      Rental.Car.Index      Public.Transp.Index
## Min.      : 99.99      Min.      : 100.0      Min.      : 99.99      Min.      : 100.0
## 1st Qu.:685.38      1st Qu.: 718.4      1st Qu.:713.75      1st Qu.: 704.8
## Median :804.94      Median : 849.0      Median :844.82      Median : 821.2
## Mean      :781.52      Mean      : 809.9      Mean      :808.86      Mean      : 798.5
## 3rd Qu.:899.91      3rd Qu.: 948.6      3rd Qu.:938.79      3rd Qu.: 915.8
## Max.      :999.90      Max.      :1000.0      Max.      :999.90      Max.      :1000.0
## NA's      :33744      NA's      :22464      NA's      :35628      NA's      :38420
## RestaurantBar.Index      Other.Food.and.Beverage.Index
## Min.      : 100.0      Min.      : 99.99
## 1st Qu.: 646.5      1st Qu.:571.84
## Median : 800.0      Median :737.55
## Mean      : 769.9      Mean      :715.36
## 3rd Qu.: 913.4      3rd Qu.:865.79
## Max.      :1000.0      Max.      :999.90
## NA's      :33588      NA's      :27257
## Retail.MerchandiseServices.Index      Food.and.Beverage.Index
## Min.      : 99.99      Min.      : 99.99
## 1st Qu.:652.89      1st Qu.: 598.54
## Median :799.92      Median : 758.30
## Mean      :775.72      Mean      : 733.79
## 3rd Qu.:922.82      3rd Qu.: 888.46
## Max.      :999.90      Max.      :1000.00
## NA's      :28924      NA's      :20662
## Food.Beverage.and.Retail.Index      Airport.Accessibility.Index
## Min.      : 99.99      Min.      : 100.0
## 1st Qu.: 604.87      1st Qu.: 679.2
## Median : 763.44      Median : 800.1
## Mean      : 739.67      Mean      : 777.1
## 3rd Qu.: 893.83      3rd Qu.: 900.1
## Max.      :1000.00      Max.      :1000.1
## NA's      :17469      NA's      :8694
## Checkin.Index      Security.Index      Terminal.Facility.Index
## Min.      : 100.0      Min.      : 100.0      Min.      : 100.0
## 1st Qu.: 702.5      1st Qu.: 655.5      1st Qu.: 647.7
## Median : 812.3      Median : 800.0      Median : 786.7
## Mean      : 797.3      Mean      : 774.6      Mean      : 759.0
## 3rd Qu.: 906.1      3rd Qu.: 930.1      3rd Qu.: 890.5
## Max.      :1000.0      Max.      :1000.0      Max.      :1000.0
## NA's      :8694      NA's      :6004
## Baggage.Claim.Index      Overall.Satisfaction.Index      Immigration..Customs.Index
## Min.      : 100.0      Min.      : 99.99      Min.      : 100.0
## 1st Qu.: 638.6      1st Qu.: 659.42      1st Qu.: 700.0
## Median : 800.0      Median : 787.28      Median : 800.0
## Mean      : 766.6      Mean      : 764.84      Mean      : 765.9
## 3rd Qu.: 900.0      3rd Qu.: 887.09      3rd Qu.: 900.0

```

##	Max.	:1000.0	Max.	:1000.02	Max.	:1000.0
##	NA's	:21212			NA's	:35174