

**Olivencia, Mildred**

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**From:** pavel@globalgatewayalliance.org  
**Sent:** Thursday, July 16, 2015 10:30 AM  
**To:** Olivencia, Mildred  
**Cc:** Torres-Rojas, Genara; Van Duyne, Sheree; Ng, Danny  
**Subject:** Freedom of Information Online Request Form

**Information:**

First Name: Pavel  
Last Name: Gorelov  
Company: Global Gateway Alliance  
Mailing Address 1: 25 West 39th Street  
Mailing Address 2:  
City: New York  
State: NY  
Zip Code: 10018  
Email Address: [pavel@globalgatewayalliance.org](mailto:pavel@globalgatewayalliance.org)  
Phone: 7185419950  
Required copies of the records: Yes

List of specific record(s):  
Customer Satisfaction Survey

**THE PORT AUTHORITY OF NY & NJ**

*FOI Administrator*

July 31, 2015

Mr. Pavel Gorelov  
Global Gateway Alliance  
25 West 39th Street  
New York, NY 10018

Re: Freedom of Information Reference No. 16166

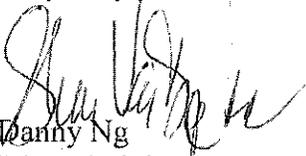
Dear Mr. Gorelov:

This is in response to your July 16, 2015 request, which has been processed under the Port Authority's Freedom of Information Code (the "Code", copy enclosed) for a copy of the Customer Satisfaction Survey.

Material responsive to your request and available under the Code can be found on the Port Authority's website at <http://www.panynj.gov/corporate-information/foi/16166-O.pdf>. Paper copies of the available records are available upon request.

Please refer to the above FOI reference number in any future correspondence relating to your request.

Very truly yours,

  
Danny Ng  
FOI Administrator

Enclosure

*4 World Trade Center, 18th Floor  
150 Greenwich Street  
New York, NY 10007  
T: 212 435 7348 F: 212 435 7555*



2014 PORT AUTHORITY JFK ON-AIRPORT  
SURVEY ARRIVING PASSENGERS

THE PORT AUTHORITY OF NY & NJ

Stewart • Kennedy • Newark Liberty • LaGuardia

(INTERVIEWER: FILL OUT ITEMS BELOW)

Airport: JFK

Weather (Check All That Apply):

Date:  /  /  Time:  :   AM  PM  Sunny  Dry  Wet  
 Terminal: \_\_\_\_\_ Airline Name: \_\_\_\_\_ Flight #: \_\_\_\_\_ Interviewer ID#:   
 Location:  Curbside  Bus Stop  Parking Lot  AirTrain  
 Taxi Stand  Passenger Pick-Up Island  Inside Entrance/Baggage Claim  GTC/Welcomes Center

- 1a. Did you arrive today at this airport on a domestic flight originating within the U.S., including Alaska and Hawaii, a U.S. Territory (Puerto Rico, Virgin Islands, Guam, etc.)?  
 Yes (Domestic U.S. Flight)  No (International Flight) → Q.1b From What Country? \_\_\_\_\_
- 1b. Was your flight a direct, non-stop flight to this airport from your original departing airport?  
 Yes (Non-stop/Direct Flight)  No (Connector)
- 2a. Did you go through Passport Control, Customs and U.S. Entry today at this airport?  Yes  No - Please Skip to Question 3.
- 2b. (IF "YES" TO QUESTION 2a) Did you use a Global Entry automated kiosk?  Yes  No  Don't Recall

3. What mode of transportation will you use first to leave this terminal right now? Please Check ONLY ONE Answer Below.

- Walk to Parking Garage/Lot or Terminal  Limo/Executive Car/Town Car  NYC Airporter Bus to Manhattan  
 Off-Airport Parking Company Shuttle/Van (e.g., AviStar)  Being Picked Up By Personal Car In Front of Terminal  NYC Airporter Bus to LaGuardia Airport  
 Hotel/Motel Shuttle/Van  Super Shuttle Van Service or Shared-Ride Van  Public/City Bus  
 JFK AirTrain  On-Airport Parking Lot Bus  Chartered/Tour Bus  
 Taxi  Transbridge Bus  Connecting Flight in This Same Terminal  
 Other (Specify): \_\_\_\_\_

- 4a. Is this your first trip through JFK International Airport?  Yes—Please Skip to Question 5  No—Please Go To Question 4b
- 4b. Is this your first trip through this terminal?  Yes  No
5. Based on your experience or belief about this terminal today, please rate the airport on the following elements. If you have not experienced an item, please leave answer blank. For each item in the following seven sections, please "X" the box that's closest to the way you feel, using the 1 to 10 scale where 1 is Unacceptable and 10 is Outstanding.

	Unacceptable ← → Outstanding									
A	1	2	3	4	5	6	7	8	9	10
IF "DOMESTIC FLIGHT" IN Q1a OR "NO" IN Q2a, ANSWER ALL ITEMS IN SECTION A, OTHERWISE ANSWER ONLY * ITEMS IN SECTION A.										
* Condition/Cleanliness of Jetways from Plane to Gate Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gate Area Condition/Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Signs/Directions to Passport Control, Customs and U.S. Entry/ Bag Claim/Ground Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting of Seating Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy/Helpfulness of Airline Gate Agents, if available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance of Airline Gate Agents, if available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* INITIAL ENTRY TO TERMINAL-OVERALL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Unacceptable ← → Outstanding									
B	1	2	3	4	5	6	7	8	9	10
(ANSWER SECTION B ONLY IF YOU ANSWERED "INTERNATIONAL FLIGHT" IN QUESTION 1a AND "YES" IN Q.2a										
Signs/Directions in Passport Control, Customs and U.S. Entry Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time Required at Passport Control, Customs and U.S. Entry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(IF APPLICABLE:) Use of Automated U.S. Entry Kiosk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of U.S. Passport and Customs Officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism/Appearance of U.S. Passport and Customs Officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of U.S. Customs Baggage Inspectors, if applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism/Appearance of Customs Baggage Inspectors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy/Helpfulness of Customer Service Staff at Passport Control/Customs/U.S. Entry, where available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance of Customer Service Staff at Passport Control/Customs/U.S. Entry, where available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition/Cleanliness of Passport Control, Customs and U.S. Entry Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INTERNATIONAL ARRIVALS EXPERIENCE --OVERALL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Unacceptable ←-----→ Outstanding									
		1	2	3	4	5	6	7	8	9	10
<b>C</b>	Signs/Directions Inside the Terminal.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Restroom Condition/Cleanliness.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Condition/Cleanliness of Terminal Building.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lighting of Corridors/Walkways.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Personal Safety in the Terminal.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Availability and Visual Clarity of Flight Information Monitors.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ease of Getting Cash (ATM/Currency Exchange).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TERMINAL FACILITIES-OVERALL</b> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

		Unacceptable ←-----→ Outstanding									
		1	2	3	4	5	6	7	8	9	10
<b>D</b>	Did You Go to Baggage Claim Today?										
	<input type="checkbox"/> Yes (Continue) <input type="checkbox"/> No (Please Skip to SECTION E)										
	Time To Get From Gate to Baggage Claim.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ease of Finding Baggage Claim.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Display of Baggage Claim Information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Condition/Cleanliness of Baggage Claim Area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Speed of Baggage Delivery.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Condition of Baggage Received.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Accuracy in Receiving All My Baggage.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Availability of Luggage Carts in Baggage Claim Area, if applicable.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Availability of Skycaps in Baggage Claim Area, if applicable.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Courtesy/Helpfulness of Skycaps in Baggage Claim Area, if applicable.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>BAGGAGE CLAIM-OVERALL</b> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Unacceptable ←-----→ Outstanding									
		1	2	3	4	5	6	7	8	9	10
<b>E</b>	<b>IF YOU'RE WAITING FOR A TAXI, BASED ON OBSERVATION:</b>										
	Courtesy/helpfulness of Taxi Dispatcher.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Appearance of Taxi Dispatcher.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The time you waited in line for a taxi.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Unacceptable ←-----→ Outstanding									
		1	2	3	4	5	6	7	8	9	10
<b>F</b>	<b>PLEASE BASE YOUR RATING ON YOUR EXPERIENCE TODAY</b>										
	Level of Comfort (Seating/Roominess)										
	Near Welcome Center/Ground Transportation (GT) Information Counter.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cleanliness/Condition of Welcome Center/GT Info Counter area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Welcome Center/GT Counter Staff Overall.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cleanliness/Condition of Terminal Frontage Beyond Exit Doors.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signs/Directions in Front, Outside of the Terminal.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>LEAVING TERMINAL-OVERALL</b> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>G</b>	<b>RATE YOUR OVERALL EXPERIENCE TODAY AT THE AIRPORT</b> .....	<input type="checkbox"/>								
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- 5h. Based on your experience today, how likely are you to recommend this airport to friends, family and colleagues? (X ONE Box)
- Definitely would     Probably would     Fairly likely     Probably not     Definitely not
6. If your OVERALL AIRPORT EXPERIENCE was an 8, 9 or 10, please tell us what could improve your experience at our airport. Please consider all the aspects of your experience that you feel matter most to you. PLEASE WRITE IN YOUR ANSWER BELOW.
- If your OVERALL AIRPORT EXPERIENCE was less than an 8, please tell us what could improve your airport experience such that you would consider rating it an 8, 9 or 10. Please consider all the aspects of your experience that you feel matter most to you. PLEASE WRITE IN YOUR ANSWER BELOW.

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7. How would you rate your flight overall into this airport today?

	<u>Unacceptable</u>	←	→	<u>Outstanding</u>						
	1	2	3	4	5	6	7	8	9	10
Flight Overall .....	<input type="checkbox"/>									

**WAIT TIMES ON THE AIRPORT TODAY**

8a. How long did it take from the time your plane landed on the runway until you stepped off the airplane?

Under 10 mins.    10-19 mins.    20-29 mins.    Over 30 mins. (Please Specify # of mins. ....)    Don't Know

8b. (IF YOU WENT THROUGH CUSTOMS, PASSPORTS & IMMIGRATION AT THIS AIRPORT) How long did it take from the time you entered until you left Customs/Passports and Immigration?

Under 15 mins.    15-19 mins    20-29 mins.    30-45 mins.    45 mins. to 1 hour    1 to 1½ hours    1½ to 2 hours    Over 2 hours

8c. (IF YOU WENT TO BAGGAGE CLAIM TO RETRIEVE YOUR BAGGAGE) How long did the baggage claim process take, from the time you arrived at baggage claim until you got all of your bags?

Under 1 minute    1-4 mins.    5-9 mins.    10-14 mins.    15-19 mins.    20-29 mins.    30-45 mins.    Over 45 mins.    Bags Lost/ Never Found

8d. (IF YOU WENT TO THE TAXI DISPATCH AREA) Including the time you may have already been in line, how long do you think you will be waiting in line to board a taxi?

Under 1 minute    1-4 mins.    5-9 mins.    10-14 mins.    15-19 mins.    20-29 mins.    30-45 mins.    Over 45 mins.

**ABOUT YOU AND THIS TRIP**

9a. Did you stop by the Welcome Center/Ground Transportation (GT) Information Counter in the arrivals area today for information or to make travel arrangements?

Yes - Please Answer Q.9b    No - Please Skip to Q.10a

9b. Using the same 1-10 point scale we've used before, how would you rate the Welcome Center/GT Information Counter Staff on:

	<u>Unacceptable</u>	←	→	<u>Outstanding</u>						
	1	2	3	4	5	6	7	8	9	10
Information Made Available at Welcome Center/GT Info Counter .....	<input type="checkbox"/>									
Courtesy/Helpfulness .....	<input type="checkbox"/>									
Appearance/Professionalism .....	<input type="checkbox"/>									

10a. Did you or anyone in your travel party request special assistance from any Airport/Airline Staff other than the Welcome Center/Ground Transportation Information Counter Staff?

Yes - Please Answer Questions 10b and c    No - Please Skip to Question 11a

10b. Using the same 1-10 point scale you've used before, how would you rate this employee on the following attributes:

	<u>Unacceptable</u>	←	→	<u>Outstanding</u>						
	1	2	3	4	5	6	7	8	9	10
Attentiveness/Ability to listen .....	<input type="checkbox"/>									
Helpfulness .....	<input type="checkbox"/>									
Courtesy .....	<input type="checkbox"/>									

10c. Which, if any, of the following did you request?    Wheelchair    Motorized golf cart    Other (Please Specify): \_\_\_\_\_

11a. Did you ask any airport employees, other than the Welcome Center or Ground Transportation Information Counter Staff, for directions or other airport information during the time you spent entering or walking through the terminal?

Yes - Please Answer Questions 11b and c    No - Please Skip to Question 12a

11b. What type of airport employee did you ask for directions or information? If more than one, please check the one that had the most influence on your experience at this airport today.

Port Authority Customer Care Rep.    AirTrain Platform Customer Agent    Customs/Inspections    Skycaps    Gate Agent    Airline Baggage Staff    TSA    Other (Specify): \_\_\_\_\_

11c. Using the same 1-10 point scale you've used before, how would you rate this employee on the following attributes:

	<u>Unacceptable</u>	←	→	<u>Outstanding</u>						
	1	2	3	4	5	6	7	8	9	10
Attentiveness/Ability to listen .....	<input type="checkbox"/>									
Accuracy of the information given .....	<input type="checkbox"/>									
Courtesy .....	<input type="checkbox"/>									





2014 PORT AUTHORITY EWR ON-AIRPORT  
SURVEY ARRIVING PASSENGERS

THE PORT AUTHORITY OF NY & NJ

Stewart • Kennedy • Newark Liberty • LaGuardia

**(INTERVIEWER: FILL OUT ITEMS BELOW)** Airport: 3 EWR Weather (Check All That Apply):

Date:  /  /  Time:  :   AM  PM  Sunny  Dry  Wet

Terminal: \_\_\_\_\_ Airline Name: \_\_\_\_\_ Flight #: \_\_\_\_\_ Interviewer ID#:

Location:  Curbside  Bus Stop  Parking Lot  AirTrain  
 Taxi Stand  Passenger Pick-Up Island  Inside Entrance/Baggage Claim  GTC/Welcom Center

Intrvw. Area:  TA Level 1—Parking  TA Level 2—WC/Taxis/Buses  TB Level 1—Dom WC/BagClaim  TB Level 2—Int'l WC/GTC

- 1a. Did you arrive today at this airport on a domestic flight originating within the U.S., including Alaska and Hawaii, a U.S. Territory (Puerto Rico, Virgin Islands, Guam, etc.)?  
 Yes (Domestic U.S. Flight)  No (International Flight) → Q.1b From What Country? \_\_\_\_\_
- 1b. Was your flight a direct, non-stop flight to this airport from your original departing airport?  
 Yes (Non-stop/Direct Flight)  No (Connector)
- 2a. Did you go through Passport Control, Customs and U.S. Entry today at this airport?  Yes  No – Please Skip to Question 3.
- 2b. (IF "YES" TO QUESTION 2a) Did you use a Global Entry automated kiosk?  Yes  No  Don't Recall

3. What mode of transportation will you use first to leave this terminal right now? Please Check ONLY ONE Answer Below.

- Walk to Parking Garage/Lot or Terminal  Limo/Executive Car/Town Car  Newark Liberty Airport Express Bus to Manhattan  
 Off-Airport Parking Company Shuttle/Van (e.g., AviStar)  Being Picked Up By Personal Car In Front of Terminal  Olympia Trails Bus  
 Hotel/Motel Shuttle/Van  Super Shuttle Van Service or Shared-Ride Van  Public/City Bus  
 Newark Liberty AirTrain  On-Airport Parking Lot Bus  Chartered/Tour Bus  
 Taxi  Transbridge Bus  Connecting Flight in This Same Terminal  
 Other (Specify): \_\_\_\_\_

- 4a. Is this your first trip through JFK International Airport?  Yes—Please Skip to Question 5  No—Please Go To Question 4b
- 4b. Is this your first trip through this terminal?  Yes  No
5. Based on your experience or belief about this terminal today, please rate the airport on the following elements. If you have not experienced an item, please leave answer blank. For each item in the following seven sections, please "X" the box that's closest to the way you feel, using the 1 to 10 scale where 1 is Unacceptable and 10 is Outstanding.

A	Unacceptable ← → Outstanding									
	1	2	3	4	5	6	7	8	9	10
IF "DOMESTIC FLIGHT" IN Q1a OR "NO" IN Q2a, ANSWER ALL ITEMS IN SECTION A, OTHERWISE ANSWER ONLY * ITEMS IN SECTION A.										
* Condition/Cleanliness of Jetways from Plane to Gate Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gate Area Condition/Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Signs/Directions to Passport Control, Customs and U.S. Entry/										
Bag Claim/Ground Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting of Seating Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy/Helpfulness of Airline Gate Agents, if available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance of Airline Gate Agents, if available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* INITIAL ENTRY TO TERMINAL-OVERALL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B	Unacceptable ← → Outstanding									
	1	2	3	4	5	6	7	8	9	10
(ANSWER SECTION B ONLY IF YOU ANSWERED "INTERNATIONAL FLIGHT" IN QUESTION 1a AND "YES" IN Q.2a										
Signs/Directions in Passport Control, Customs and U.S. Entry Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time Required at Passport Control, Customs and U.S. Entry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(IF APPLICABLE:) Use of Automated U.S. Entry Kiosk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of U.S. Passport and Customs Officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism/Appearance of U.S. Passport and Customs Officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of U.S. Customs Baggage Inspectors, if applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism/Appearance of Customs Baggage Inspectors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy/Helpfulness of Customer Service Staff at Passport Control/Customs/U.S. Entry, where available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance of Customer Service Staff at Passport Control/Customs/U.S. Entry, where available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition/Cleanliness of Passport Control, Customs and U.S. Entry Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INTERNATIONAL ARRIVALS EXPERIENCE --OVERALL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Unacceptable ←								→ Outstanding	
		1	2	3	4	5	6	7	8	9	10
<b>C</b>	Signs/Directions Inside the Terminal.....	<input type="checkbox"/>									
	Restroom Condition/Cleanliness.....	<input type="checkbox"/>									
	Condition/Cleanliness of Terminal Building.....	<input type="checkbox"/>									
	Lighting of Corridors/Walkways.....	<input type="checkbox"/>									
	Personal Safety in the Terminal.....	<input type="checkbox"/>									
	Availability and Visual Clarity of Flight Information Monitors.....	<input type="checkbox"/>									
	Ease of Getting Cash (ATM/Currency Exchange).....	<input type="checkbox"/>									
<b>TERMINAL FACILITIES-OVERALL</b> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

		Unacceptable ←								→ Outstanding	
		1	2	3	4	5	6	7	8	9	10
<b>D</b>	Did You Go to Baggage Claim Today?										
	<input type="checkbox"/> Yes (Continue) <input type="checkbox"/> No (Please Skip to SECTION E)										
	Time To Get From Gate to Baggage Claim.....	<input type="checkbox"/>									
	Ease of Finding Baggage Claim.....	<input type="checkbox"/>									
	Display of Baggage Claim Information.....	<input type="checkbox"/>									
	Condition/Cleanliness of Baggage Claim Area.....	<input type="checkbox"/>									
	Speed of Baggage Delivery.....	<input type="checkbox"/>									
	Condition of Baggage Received.....	<input type="checkbox"/>									
	Accuracy in Receiving All My Baggage.....	<input type="checkbox"/>									
	Availability of Luggage Carts in Baggage Claim Area, if applicable.....	<input type="checkbox"/>									
	Availability of Skycaps in Baggage Claim Area, if applicable.....	<input type="checkbox"/>									
	Courtesy/Helpfulness of Skycaps in Baggage Claim Area, if applicable.....	<input type="checkbox"/>									
	<b>BAGGAGE CLAIM-OVERALL</b> .....	<input type="checkbox"/>									

		Unacceptable ←								→ Outstanding	
		1	2	3	4	5	6	7	8	9	10
<b>E</b>	<b>IF YOU'RE WAITING FOR A TAXI, BASED ON OBSERVATION:</b>										
	Courtesy/helpfulness of Taxi Dispatcher.....	<input type="checkbox"/>									
	Appearance of Taxi Dispatcher.....	<input type="checkbox"/>									
	The time you waited in line for a taxi.....	<input type="checkbox"/>									

		Unacceptable ←								→ Outstanding	
		1	2	3	4	5	6	7	8	9	10
<b>F</b>	<b>PLEASE BASE YOUR RATING ON YOUR EXPERIENCE TODAY</b>										
	Level of Comfort (Seating/Roominess)										
	Near Welcome Center/Ground Transportation (GT) Information Counter.....	<input type="checkbox"/>									
	Cleanliness/Condition of Welcome Center/GT Info Counter area.....	<input type="checkbox"/>									
	Welcome Center/GT Counter Staff Overall.....	<input type="checkbox"/>									
	Cleanliness/Condition of Terminal Frontage Beyond Exit Doors.....	<input type="checkbox"/>									
Signs/Directions in Front, Outside of the Terminal.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>LEAVING TERMINAL-OVERALL</b> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>G</b>	<b>RATE YOUR OVERALL EXPERIENCE TODAY AT THE AIRPORT</b> .....	<input type="checkbox"/>								
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5h. Based on your experience today, how likely are you to recommend this airport to friends, family and colleagues? (X ONE Box)

- Definitely would     Probably would     Fairly likely     Probably not     Definitely not

6. If your OVERALL AIRPORT EXPERIENCE was an 8, 9 or 10, please tell us what could improve your experience at our airport. Please consider all the aspects of your experience that you feel matter most to you. PLEASE WRITE IN YOUR ANSWER BELOW.

If your OVERALL AIRPORT EXPERIENCE was less than an 8, please tell us what could improve your airport experience such that you would consider rating it an 8, 9 or 10. Please consider all the aspects of your experience that you feel matter most to you. PLEASE WRITE IN YOUR ANSWER BELOW.

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7. How would you rate your flight overall into this airport today?

	<u>Unacceptable</u>		←-----→						<u>Outstanding</u>	
	1	2	3	4	5	6	7	8	9	10
Flight Overall .....	<input type="checkbox"/>									

**WAIT TIMES ON THE AIRPORT TODAY**

8a. How long did it take from the time your plane landed on the runway until you stepped off the airplane?

Under 10 mins.    10-19 mins.    20-29 mins.    Over 30 mins. (Please Specify # of mins. \_\_\_\_\_)    Don't Know

8b. (IF YOU WENT THROUGH CUSTOMS, PASSPORTS & IMMIGRATION AT THIS AIRPORT) How long did it take from the time you entered until you left Customs/Passports and Immigration?

Under 15 mins.    15-19 mins    20-29 mins.    30-45 mins.    45 mins. to 1 hour    1 to 1½ hours    1½ to 2 hours    Over 2 hours

8c. (IF YOU WENT TO BAGGAGE CLAIM TO RETRIEVE YOUR BAGGAGE) How long did the baggage claim process take, from the time you arrived at baggage claim until you got all of your bags?

Under 1 minute    1-4 mins.    5-9 mins.    10-14 mins.    15-19 mins.    20-29 mins.    30-45 mins.    Over 45 mins.    Bags Lost/ Never Found

8d. (IF YOU WENT TO THE TAXI DISPATCH AREA) Including the time you may have already been in line, how long do you think you will be waiting in line to board a taxi?

Under 1 minute    1-4 mins.    5-9 mins.    10-14 mins.    15-19 mins.    20-29 mins.    30-45 mins.    Over 45 mins.

**ABOUT YOU AND THIS TRIP**

9a. Did you stop by the Welcome Center/Ground Transportation (GT) Information Counter in the arrivals area today for information or to make travel arrangements?

Yes - Please Answer Q.9b    No - Please Skip to Q.10a

9b. Using the same 1-10 point scale we've used before, how would you rate the Welcome Center/GT Information Counter Staff on:

	<u>Unacceptable</u>		←-----→						<u>Outstanding</u>	
	1	2	3	4	5	6	7	8	9	10
Information Made Available at Welcome Center/GT Info Counter .....	<input type="checkbox"/>									
Courtesy/Helpfulness .....	<input type="checkbox"/>									
Appearance/Professionalism .....	<input type="checkbox"/>									

10a. Did you or anyone in your travel party request special assistance from any Airport/Airline Staff other than the Welcome Center/Ground Transportation Information Counter Staff?

Yes - Please Answer Questions 10b and c    No - Please Skip to Question 11a

10b. Using the same 1-10 point scale you've used before, how would you rate this employee on the following attributes:

	<u>Unacceptable</u>		←-----→						<u>Outstanding</u>	
	1	2	3	4	5	6	7	8	9	10
Attentiveness/Ability to listen .....	<input type="checkbox"/>									
Helpfulness .....	<input type="checkbox"/>									
Courtesy.....	<input type="checkbox"/>									

10c. Which, if any, of the following did you request?    Wheelchair    Motorized golf cart    Other (Please Specify): \_\_\_\_\_

11a. Did you ask any airport employees, other than the Welcome Center or Ground Transportation Information Counter Staff, for directions or other airport information during the time you spent entering or walking through the terminal?

Yes - Please Answer Questions 11b and c    No - Please Skip to Question 12a

11b. What type of airport employee did you ask for directions or information? If more than one, please check the one that had the most influence on your experience at this airport today.

Port Authority Customer Care Rep.    AirTrain Platform Customer Agent    Customs/Inspections    Skycaps    Gate Agent    Airline Baggage Staff    TSA    Other (Specify): \_\_\_\_\_

11c. Using the same 1-10 point scale you've used before, how would you rate this employee on the following attributes:

	<u>Unacceptable</u>		←-----→						<u>Outstanding</u>	
	1	2	3	4	5	6	7	8	9	10
Attentiveness/Ability to listen .....	<input type="checkbox"/>									
Accuracy of the information given.....	<input type="checkbox"/>									
Courtesy.....	<input type="checkbox"/>									

12a. Where are you going after you leave the airport today?

- Home       Hotel       Another Airport (Flight)       Staying with Friends/Relatives  
 Work       School       Cruise Ship       Other (Specify): \_\_\_\_\_

12b. And, is that in the U.S. or outside of the U.S.?

- U.S.— Please enter the state or territory: \_\_\_\_\_  
 Outside U.S., country: \_\_\_\_\_ Please Skip to Question 13a.

12c. If **New York City**, please check only one answer below, then please skip to Question 13a.:

- Manhattan-Below 14<sup>th</sup> St.     Manhattan-14<sup>th</sup>-96<sup>th</sup> St.     Manhattan- Above 96<sup>th</sup> St.     Bronx     Brooklyn     Queens     Staten Island

12d. If NY State, but **NOT New York City**, please check only one NY county below:

- Westchester     Long Island     Rockland     Putnam     Dutchess     Orange     Sullivan     Ulster     Other Upstate NY

12e. And, please enter city or town: \_\_\_\_\_

12f. (If U.S. Destination) Zip Code:

13a. What was the primary purpose of your trip today?

- Leisure/Vacation/Visiting     Both Business/Non-Business     Illness/Bereavement     Other (Specify): \_\_\_\_\_  
 Business     School-Related     Moving/Relocation

13b. (IF YOU DID **NOT ANSWER "HOME"** IN QUESTION 12a) Are you just visiting on this trip and intending to fly back out from this airport?

- No— Please Skip to Question 14a     Yes, just visiting → Q.13c. How many nights are you staying on this trip before returning? # \_\_\_\_\_

14a. Did a friend, relative or colleague meet you inside this terminal at the airport when you arrived today?

- Yes → Q.14b, How Many Meeter/Greeters? \_\_\_\_\_     No

15a. How many people, **including yourself**, were in your party on this flight today? #: \_\_\_\_\_

15b. (IF **MORE THAN ONE** IN QUESTION 15a:) How many were children under age 18? # \_\_\_\_\_

16a. Did you purchase the following **today** at this airport?

- Food/beverages     Yes, nearer the gates area     Yes, in the arrivals area nearer the terminal exit     No  
 Retail (non-food) merchandise or services     Yes, nearer the gates area     Yes, in the arrivals area nearer the terminal exit     No

16b. If "Yes," to any in Q.16a above, please indicate approximately how much you spent **today**, in total, on:

Food/beverages: \$ \_\_\_\_\_    Retail (non-food) merchandise: \$ \_\_\_\_\_

17. Did you visit a restroom today within this terminal?

- Yes—Closer to the gate area, before the security checkpoint     Yes—closer to the terminal exit, after the security checkpoint  
 Yes—Both before and after the security checkpoint     No

18. Using the same 1-10 point scale you've used before, how would rate the **availability** of restrooms within this terminal? \_\_\_\_\_

19. Including this trip, how many **round trips** through each of these airports have you made **in the past 12 months**?

- LaGuardia       JFK Int'l       Newark Liberty Int'l       Stewart Int'l       All Other Airports

**THESE FINAL FEW QUESTIONS ARE FOR CLASSIFICATION PURPOSES ONLY.**

20. Is your primary residence in the U.S. or outside of the U.S.?

- U.S.     Outside U.S.

21. Gender:     Male     Female

22. Year Born: 19

23. We'd like to follow-up with you in the future about our airports, may we contact you at your e-mail address? If yes, please complete:

\_\_\_\_\_ @ \_\_\_\_\_

**THANK YOU FOR TAKING PART IN THIS IMPORTANT SURVEY!**



2014 PORT AUTHORITY LGA ON-AIRPORT  
SURVEY ARRIVING PASSENGERS

THE PORT AUTHORITY OF NY & NJ

Stewart • Kennedy • Newark Liberty • LaGuardia

**(INTERVIEWER: FILL OUT ITEMS BELOW)**

Airport: 2 LGA Weather (Check All That Apply):

Date:  /  /  Time:  :   AM  PM  Sunny  Dry  Wet

Terminal: \_\_\_\_\_ Airline Name: \_\_\_\_\_ Flight #: \_\_\_\_\_ Interviewer ID#:

Location:  Curbside  Bus Stop  Parking Lot  
 Taxi Stand  Passenger Pick-Up Island  Inside Entrance/Baggage Claim  GTC/Welcome Center

Intrvw. Area:  TB A/B Side  TB C/D Side  Delta TC Main  Delta TC Side  Delta TD (Near Lot 4)  Delta TD Side (Near Lot 5)

- 1a. Did you arrive today at this airport on a domestic flight originating within the U.S., including Alaska and Hawaii, a U.S. Territory (Puerto Rico, Virgin Islands, Guam, etc.)?  
 Yes (Domestic U.S. Flight)  No (International Flight) → Q.1b From What Country? \_\_\_\_\_
- 1b. Was your flight a direct, non-stop flight to this airport from your original departing airport?  
 Yes (Non-stop/Direct Flight)  No (Connector)

2. What mode of transportation will you use first to leave this terminal right now? Please Check ONLY ONE Answer Below.

<input type="checkbox"/> Walk to Parking Garage/Lot or Terminal	<input type="checkbox"/> Rental Car Shuttle/Van	<input type="checkbox"/> NYC Airporter Bus to Manhattan
<input type="checkbox"/> Off-Airport Parking Company Shuttle/Van (e.g., AviStar)	<input type="checkbox"/> Taxi	<input type="checkbox"/> NYC Airporter Bus to JFK Airport
<input type="checkbox"/> Hotel/Motel Shuttle/Van	<input type="checkbox"/> Limo/Executive Car/Town Car	<input type="checkbox"/> Public/City Bus
<input type="checkbox"/> On-Airport Terminal Access Shuttle Bus	<input type="checkbox"/> <b>Being Picked Up By Personal Car</b> In Front of Terminal	<input type="checkbox"/> Chartered/Tour Bus
	<input type="checkbox"/> Super Shuttle Van Service or Shared-Ride Van	<input type="checkbox"/> Connecting Flight in This Same Terminal
		<input type="checkbox"/> Other (Specify): _____

3. Is this your first trip through LaGuardia Airport?  Yes—Please Skip to Question 5  No—Please Go To Question 4
4. Is this your first trip through this terminal?  Yes  No
5. Based on your experience or belief about this terminal today, please rate the airport on the following elements. If you have not experienced an item, please leave answer blank. For each item in the following seven sections, please "X" the box that's closest to the way you feel, using the 1 to 10 scale where 1 is Unacceptable and 10 is Outstanding.

	Unacceptable ← → Outstanding									
	1	2	3	4	5	6	7	8	9	10
<b>A</b> Condition/Cleanliness of Jetways from Plane to Gate Area .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gate Area Condition/Cleanliness .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signs/Directions to Bag Claim/Ground Transportation .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting of Seating Areas .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy/Helpfulness of Airline Gate Agents, if available .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance of Airline Gate Agents, if available .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INITIAL ENTRY TO TERMINAL-OVERALL .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Unacceptable ← → Outstanding									
	1	2	3	4	5	6	7	8	9	10
<b>B</b> Signs/Directions Inside the Terminal .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restroom Condition/Cleanliness .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition/Cleanliness of Terminal Building .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting of Corridors/Walkways .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Safety in the Terminal .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability and Visual Clarity of Flight Information Monitors .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TERMINAL FACILITIES-OVERALL .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please Turn to Page Two

C	Did You Go to Baggage Claim Today? <input type="checkbox"/> Yes (Continue) <input type="checkbox"/> No (Please Skip to SECTION D)	Unacceptable ←-----→ Outstanding									
		1	2	3	4	5	6	7	8	9	10
	Time To Get From Gate to Baggage Claim.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ease of Finding Baggage Claim .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Display of Baggage Claim Information .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Condition/Cleanliness of Baggage Claim Area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Speed of Baggage Delivery .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Condition of Baggage Received .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Accuracy in Receiving All My Baggage .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Availability of Luggage Carts in Baggage Claim Area, if applicable.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Availability of Skycaps in Baggage Claim Area, if applicable.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Courtesy/Helpfulness of Skycaps in Baggage Claim Area, if applicable...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>BAGGAGE CLAIM-OVERALL</b> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D	IF YOU USED AN ON-AIRPORT TERMINAL SHUTTLE BUS TODAY: <u>IF YOU'RE WAITING FOR A TAXI, BASED ON OBSERVATION:</u>	Unacceptable ←-----→ Outstanding									
		1	2	3	4	5	6	7	8	9	10
	On-Airport Terminal Shuttle Bus Experience.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Courtesy/helpfulness of Taxi Dispatcher .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Appearance of Taxi Dispatcher .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The time you waited in line for a taxi .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E	PLEASE BASE YOUR RATING ON YOUR EXPERIENCE TODAY	Unacceptable ←-----→ Outstanding									
		1	2	3	4	5	6	7	8	9	10
	Level of Comfort (Seating/Roominess)										
	Near Welcome Center/Ground Transportation (GT) Information Counter.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cleanliness/Condition of Welcome Center/GT Info Counter area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Welcome Center/GT Counter Staff Overall .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cleanliness/Condition of Terminal Frontage Beyond Exit Doors.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Signs/Directions in Front, Outside of the Terminal .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>LEAVING TERMINAL-OVERALL</b> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F	RATE YOUR OVERALL EXPERIENCE TODAY AT THE AIRPORT .....
	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10

5g. Based on your experience today, how likely are you to recommend this airport to friends, family and colleagues? (X ONE Box)

Definitely would     Probably would     Fairly likely     Probably not     Definitely not

6. If your OVERALL AIRPORT EXPERIENCE was an 8, 9 or 10, please tell us what could improve your experience at our airport. Please consider all the aspects of your experience that you feel matter most to you. PLEASE WRITE IN YOUR ANSWER BELOW.

If your OVERALL AIRPORT EXPERIENCE was less than an 8, please tell us what could improve your airport experience such that you would consider rating it an 8, 9 or 10. Please consider all the aspects of your experience that you feel matter most to you. PLEASE WRITE IN YOUR ANSWER BELOW.

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7. How would you rate your flight overall into this airport today?

	Unacceptable	←-----→										Outstanding
		1	2	3	4	5	6	7	8	9	10	
Flight Overall .....		<input type="checkbox"/>										

**WAIT TIMES ON THE AIRPORT TODAY**

8a. How long did it take from the time your plane landed on the runway until you stepped off the airplane?

Under 10 mins.    10-19 mins.    20-29 mins.    Over 30 mins. (Please Specify # of mins. \_\_\_\_\_)    Don't Know

8b. (IF YOU WENT TO BAGGAGE CLAIM TO RETRIEVE YOUR BAGGAGE) How long did the baggage claim process take, from the time you arrived at baggage claim until you got all of your bags?

Under 1 minute    5-9 mins.    15-19 mins.    30-45 mins.    Bags Lost/ Never Found  
 1-4 mins.    10-14 mins.    20-29 mins.    Over 45 mins.

8c. (IF YOU WENT TO THE TAXI DISPATCH AREA) Including the time you may have already been in line, how long do you think you will be waiting in line to board a taxi?

Under 1 minute    5-9 mins.    15-19 mins.    30-45 mins.  
 1-4 mins.    10-14 mins.    20-29 mins.    Over 45 mins.

**ABOUT YOU AND THIS TRIP**

9a. Did you stop by the Welcome Center/Ground Transportation (GT) Information Counter in the arrivals area today for information or to make travel arrangements?

Yes – Please Answer Q.9b    No – Please Skip to Q.10a

9b. Using the same 1-10 point scale we've used before, how would you rate the Welcome Center/GT Information Counter Staff on:

	Unacceptable	←-----→										Outstanding
		1	2	3	4	5	6	7	8	9	10	
Information Made Available at Welcome Center/GT Info Counter .....		<input type="checkbox"/>										
Courtesy/Helpfulness .....		<input type="checkbox"/>										
Appearance/Professionalism .....		<input type="checkbox"/>										

10a. Did you or anyone in your travel party request special assistance from any Airport/Airline Staff other than the Welcome Center/Ground Transportation Information Counter Staff?

Yes – Please Answer Questions 10b and c    No – Please Skip to Question 11a

10b. Using the same 1-10 point scale you've used before, how would you rate this employee on the following attributes:

	Unacceptable	←-----→										Outstanding
		1	2	3	4	5	6	7	8	9	10	
Attentiveness/Ability to listen .....		<input type="checkbox"/>										
Helpfulness .....		<input type="checkbox"/>										
Courtesy .....		<input type="checkbox"/>										

10c. Which, if any, of the following did you request?    Wheelchair    Motorized golf cart    Other (Please Specify): \_\_\_\_\_

11a. Did you ask any airport employees, other than the Welcome Center or Ground Transportation Information Counter Staff, for directions or other airport information during the time you spent entering or walking through the terminal?

Yes – Please Answer Questions 11b and c    No – Please Skip to Question 12a

11b. What type of airport employee did you ask for directions or information? If more than one, please check the one that had the most influence on your experience at this airport today.

Port Authority Customer Care Rep.    Airline Baggage Staff    TSA  
 Skycaps    Gate Agent    Other (Specify): \_\_\_\_\_

11c. Using the same 1-10 point scale you've used before, how would you rate this employee on the following attributes:

	Unacceptable	←-----→										Outstanding
		1	2	3	4	5	6	7	8	9	10	
Attentiveness/Ability to listen .....		<input type="checkbox"/>										
Accuracy of the information given .....		<input type="checkbox"/>										
Courtesy .....		<input type="checkbox"/>										

12a. Where are you going after you leave the airport today?

- Home       Hotel       Another Airport (Flight)       Staying with Friends/Relatives  
 Work       School       Cruise Ship       Other (Specify): \_\_\_\_\_

12b. And, is that in the U.S. or outside of the U.S.?

- U.S.— please enter the state or territory: \_\_\_\_\_  
 Outside U.S., country: \_\_\_\_\_ Please Skip to Question 13a.

12c. If New York City, please check only one answer below, then please skip to Question 13a.:

- Manhattan-Below 14<sup>th</sup> St.     Manhattan-14<sup>th</sup>-96<sup>th</sup> St.     Manhattan- Above 96<sup>th</sup> St.     Bronx     Brooklyn     Queens     Staten Island

12d. If NY State, but NOT New York City, please check only one NY county below:

- Westchester     Long Island     Rockland     Putnam     Dutchess     Orange     Sullivan     Ulster     Other Upstate NY

12e. And, please enter city or town: \_\_\_\_\_ 12f. (If U.S. Destination) Zip Code:

13a. What was the primary purpose of your trip today?

- Leisure/Vacation/Visiting     Both Business/Non-Business     Illness/Bereavement     Other (Specify): \_\_\_\_\_  
 Business     School-Related     Moving/Relocation

13b. (IF YOU DID NOT ANSWER "HOME" IN QUESTION 12a) Are you just visiting on this trip and intending to fly back out from this airport?

- No— Please Skip to Question 14a     Yes, just visiting → Q.13c. How many nights are you staying on this trip before returning? # \_\_\_\_\_

14a. Did a friend, relative or colleague meet you inside this terminal at the airport when you arrived today?

- Yes → Q.14b. How Many Meeter/Greeters? \_\_\_\_\_     No

15a. How many people, including yourself, were in your party on this flight today? #: \_\_\_\_\_

15b. (IF MORE THAN ONE IN QUESTION 15a:) How many were children under age 18? # \_\_\_\_\_

16a. Did you purchase the following today at this airport?

- Food/beverages**     Yes, nearer the gates area     Yes, in the arrivals area nearer the terminal exit     No  
**Retail (non-food) merchandise or services**     Yes, nearer the gates area     Yes, in the arrivals area nearer the terminal exit     No

16b. If "Yes," to any in Q.16a above, please indicate approximately how much you spent today, in total, on:

Food/beverages: \$ \_\_\_\_\_      Retail (non-food) merchandise: \$ \_\_\_\_\_

17. Did you visit a restroom today within this terminal?

- Yes—Closer to the gate area, before the security checkpoint     Yes—closer to the terminal exit, after the security checkpoint  
 Yes—Both before and after the security checkpoint     No

18. Using the same 1-10 point scale you've used before, how would rate the availability of restrooms within this terminal? \_\_\_\_\_

19. Including this trip, how many round trips through each of these airports have you made in the past 12 months?

- LaGuardia       JFK Int'l       Newark Liberty Int'l       Stewart Int'l       All Other Airports

*THESE FINAL FEW QUESTIONS ARE FOR CLASSIFICATION PURPOSES ONLY.*

20. Is your primary residence in the U.S. or outside of the U.S.?

- U.S.     Outside U.S.

21. Gender:     Male     Female

22. Year Born: 19

23. We'd like to follow-up with you in the future about our airports, may we contact you at your e-mail address? If yes, please complete:

\_\_\_\_\_ @ \_\_\_\_\_

THANK YOU FOR TAKING PART IN THIS IMPORTANT SURVEY!

**2014 ON-AIRPORT SURVEY  
DEPARTING/CONNECTING PASSENGERS**

(INTERVIEWER: FILL OUT ITEMS BELOW) AIRPORT:  JFK  EWR  LGA  SWF  
 Date:  /  /  Time:  :   AM  PM  Reg'l Jet Lang. Version: 1  
 Terminal:  Gate Number:  Airline Name:  Interviewer ID#:   
 Flight #:  Sch'd Dep. Time (MT):  :   
 Weather (Check All That Apply):  Sunny  Dry  Wet

NOTE: PROGRAM CUSTOMIZED DROP DOWN LIST FOR EACH AIRPORT FOR TERMINAL/GATE #, AIRLINE, FLIGHT #, DEP. TIME ARE CAPTURED AT END OF INTERVIEW.

1. Which one of the following situations best describes your travel plans today? Please Check Only One Answer  
 Connecting (changing planes) at this airport today  Departing flight from this airport today (not connecting/changing planes)
2. (FOR ALL BUT SWF:) Is your flight from this airport today to a location within the domestic U.S., including Alaska, Hawaii, a U.S. Territory (Puerto Rico, Virgin Islands, Guam, etc.)?  
 Yes (Domestic U.S. Flight)  
 No (International Flight)
- 3a. (IF "DEPARTING—NOT CONNECTING" IN Q.1, ANSWER Q.3a and 3b) What was the one main mode of transportation you used to travel to this airport today? (Please Check Only One Answer Below Under 3a) (PROGRAMMER: GROUP THE MODES UNDER CATEGORY HEADINGS)
- 3b. What other modes of transportation did you use to get to the airport and the terminal you're in now? Please Check All That Apply Under Q.3b (PROGRAMMER: EXCLUDE ON SCREEN ANY MODE MENTIONED IN Q.3a. GROUP THE MODES UNDER CATEGORY HEADINGS)

Personal Car	3a.	3b.	Hired Car/Van Service	3a.	3b.
Drove Your Own Car.....	<input type="checkbox"/>	<input type="checkbox"/>	Taxi.....	<input type="checkbox"/>	<input type="checkbox"/>
Passenger in Car Parked at Airport.....	<input type="checkbox"/>	<input type="checkbox"/>	Limo/Executive Car/Town Car Service.....	<input type="checkbox"/>	<input type="checkbox"/>
Passenger in Car and Dropped Off at Airport.....	<input type="checkbox"/>	<input type="checkbox"/>	Shared-Ride Van/Service (Specify Name: <input type="text"/> ).....	<input type="checkbox"/>	<input type="checkbox"/>
<b>Rental Car</b>			<b>Bus</b>		
Drove Rental Car (Specify Co.: <input type="text"/> ).....	<input type="checkbox"/>	<input type="checkbox"/>	! Public/City Bus (that is, a local bus).....	<input type="checkbox"/>	<input type="checkbox"/>
* Rental Car Shuttle/Van.....	<input type="checkbox"/>	<input type="checkbox"/>	! NYC Airporter Bus from Manhattan.....	<input type="checkbox"/>	<input type="checkbox"/>
<b>Rail/Train/Subway</b>			! + Newark Liberty Airport Express Bus from Manhattan ..	<input type="checkbox"/>	<input type="checkbox"/>
! + NJ Transit or Amtrak Connecting to Shuttle Bus to Newark Liberty Airport.....	<input type="checkbox"/>	<input type="checkbox"/>	! NYC Airporter Bus to JFK/LaGuardia Airports.....	<input type="checkbox"/>	<input type="checkbox"/>
! < LIRR Connecting to JFK AirTrain.....	<input type="checkbox"/>	<input type="checkbox"/>	Chartered/Tour Bus.....	<input type="checkbox"/>	<input type="checkbox"/>
* PATH.....	<input type="checkbox"/>	<input type="checkbox"/>	* :: Bus/Van from Metro-North Beacon Train Station.....	<input type="checkbox"/>	<input type="checkbox"/>
! * Metro-North Railroad.....	<input type="checkbox"/>	<input type="checkbox"/>	* :: ShortLine Bus to/from Woodbury Commons.....	<input type="checkbox"/>	<input type="checkbox"/>
! < NYC Subway Connection to JFK AirTrain (Specify Line: <input type="text"/> ).....	<input type="checkbox"/>	<input type="checkbox"/>	! + < Transbridge Bus.....	<input type="checkbox"/>	<input type="checkbox"/>
* NYC Subway (Specify Line: <input type="text"/> ).....	<input type="checkbox"/>	<input type="checkbox"/>			
* LIRR.....	<input type="checkbox"/>	<input type="checkbox"/>	<b>Local Airport Transport</b>		
:: Metro-North Railroad Hudson Line Connecting to a Bus/Taxi..	<input type="checkbox"/>	<input type="checkbox"/>	Hotel/Motel Shuttle/Van.....	<input type="checkbox"/>	<input type="checkbox"/>
* ! <b>AirTrain</b>			* < + ^ On-Airport Parking Lot Bus.....	<input type="checkbox"/>	<input type="checkbox"/>
JFK AirTrain.....	<input type="checkbox"/>	<input type="checkbox"/>	* (For LGA/EWR:) On-Airport Terminal Access Shuttle Bus ..	<input type="checkbox"/>	<input type="checkbox"/>
			* Off-Airport Parking Co. Shuttle/Van (Specify Co. <input type="text"/> ).....	<input type="checkbox"/>	<input type="checkbox"/>

[PROGRAMMER: \* Show only in Q.3b; + Show for EWR; < Show for JFK; > Show only for LGA; :: Show only for SWF in Q.3a ^ Show for SWF ! NOT SWF]  
 [PROGRAMMER: Q.3c-f ARE MANDATORY IF QUALIFIED TO ANSWER]

3c. (IF DROVE OWN CAR OR PERSONAL CAR PARKED W. PASSNGR IN Q.3a) Where did (IF DROVE OWN CAR: you/IF PASSENGER: the driver) park the car?

NOTE: PROGRAM GARAGE/LOT MAP FOR EACH AIRPORT

3d. (IF PARKED IN EWR P6 LONG TERM LOT OR JFK P9 LONG TERM LOT IN Q3c, ASK:) Did you take a long term parking bus as part of your trip to your terminal today?

Yes  No  Don't recall

3e. (IF PARKED AT LGA IN Q3c, ASK:) Did you use the on-airport terminal access bus as part of your trip to your terminal today?

Yes  No  Don't recall

3f. Is this your first trip through [INSERT: JFK International/LaGuardia/Newark Liberty International/Stewart International] airport?

Yes—SKIP TO INSTRUCTION AFTER Q.4  No--CONTINUE

3g. (IF SWF, SKIP TO Q.4) Is this your first trip through this terminal?  Yes  No

**AIRPORT SATISFACTION**

4. Based on your experience or belief about this terminal today, please rate the airport on the following elements. If you have not experienced an item, please check "Not Applicable." For each of the following items, please "X" the box that's closest to the way you feel using a 1 to 10 scale where 1 is Unacceptable and 10 is Outstanding.

Example: Unacceptable-1      2      3      4      5      6      7      8      9      10- Outstanding

**A IF NOT CONNECTING BETWEEN FLIGHTS AT THIS AIRPORT:**

Traffic Conditions on Highways to Airport (if applicable).....

Signs/Directions to Parking/Terminal.....

Traffic Flow on Airport Grounds.....

Condition/Repair of Airport Roadways.....

**PLEASE ANSWER THE FOLLOWING ONLY FOR THE RESPONSES MENTIONED IN Q.3a OR Q3b.**

Rental Car Shuttle Experience.....

Hotel/Motel Shuttle Experience.....

Off-Airport Parking Shuttle/Van Experience.....

Taxi Experience.....

Limo/Executive Car/Town Car Experience.....

Airport/Chartered/Tour Bus.....

Shared-Ride Van Experience.....

On-Airport Shuttle/Parking Bus Experience.....

Public/City Bus Experience.....

AirTrain Experience.....

**FOR ALL NON-CONNECTORS:**

Parking Facility Experience (if applicable).....

Ease of Drop Off in Front of Terminal (if applicable).....

Cleanliness/Condition of Terminal Drop-off Area.....

Attractiveness of Airport Grounds.....

**GETTING TO TERMINAL-OVERALL**.....

**B IF CONNECTING BETWEEN FLIGHTS AT THIS AIRPORT:**

Signs/Directions to Your Connecting Gate.....

Airline Staff Assistance to Find Connecting Gate.....

Distance to Connecting Gate.....

**GETTING TO NEW GATE-OVERALL**.....

**C IF YOU ARE A DEPARTING PASSENGER (I.E., NOT CONNECTING BETWEEN FLIGHTS AT THIS AIRPORT):**

**C1. Where did you check-in today to receive your boarding pass for your flight?**  Curbside  Main check-in counter  Self check-in kiosk

Printed Boarding Pass before coming to airport

Downloaded Boarding Pass on Smartphone

**IF JFK T2/T4, LGA TC/TD OR EWR TA/TC, ASK Q.C2. OTHERWISE, SKIP TO 1<sup>ST</sup> ITEM**

**C2. Did you check-in at this terminal or at another terminal?**

This terminal

Another terminal at this airport-- (Please tell us which terminal) [PROGRAMMER: USE TERMINAL DROP-DOWN BOX, EXCLUDING CURRENT TERMINAL. THEN GO TO 1<sup>ST</sup> ITEM.]

Ease of Finding Check-In Location.....

Ease of Using Check-In Kiosk, if applicable.....

Time Required to Check-In and Receive Boarding Pass (on the Internet or at the airport).....

Courtesy/Helpfulness of Check-In Staff.....

Appearance of Check-In Staff.....

Condition/Cleanliness of Check-In Area.....

**CHECK-IN PROCESS-OVERALL**.....

**D IF CONNECTOR OR SWF OR NOT ASKED Q.C2 OR "THIS TERMINAL" IN Q.C2, GO TO 1<sup>ST</sup> ITEM, OTHERWISE, ASK:**

**Did you go through a security check location at this terminal to get to the gate area today?**

Yes, at this terminal - Continue to 1<sup>ST</sup> ITEM

No, at another terminal at this airport - (Please tell us which terminal) [PROGRAMMER: USE TERMINAL DROP-DOWN BOX, EXCLUDING CURRENT TERMINAL. THEN, GO TO 1<sup>ST</sup> ITEM]

Did not go through a security check location at this airport - GO TO BOX E.

Ease of Finding Security Check Location.....

Time Required to Wait in Line to Get to Sec. Check Area.....

Courtesy of TSA Security Check Staff.....

Appearance/Professionalism of all TSA Security Check Staff.....

Condition/Cleanliness of Security Check Area.....

Comfort/Design of Security Check Area.....

Confidence in Security Check Process.....

**SECURITY CHECK-OVERALL**.....

**E EVERYONE:**

Signs and Directions Inside the Terminal.....

Lighting of Corridors/Walkways.....

Restroom Condition/Cleanliness.....

Condition/Cleanliness of Terminal Building.....

Personal Safety in the Terminal.....

Availability and Visual Clarity of Flight Information Monitors.....

Courtesy/Helpfulness of Airport Staff.....

Ease of Getting Cash (ATM, Currency Exchange).....

**TERMINAL FACILITIES-OVERALL**.....

**F EVERYONE:**

**Did you purchase any food and/or beverage in this terminal today?**

Yes, before security check point  Yes, after security check point  No

**PLEASE EVALUATE THIS TERMINAL'S FOOD/BEVERAGE OFFERINGS WHETHER OR NOT YOU BOUGHT ANY TODAY.**

Quality of Food/Beverage Offerings.....

Variety of Food/Beverage Offerings.....

Availability of Food/Beverage in the Terminal.....

Price of Food/Beverage.....

Courtesy of Food/Beverage Staff.....

Appearance of Food/Beverage Staff.....

**(IF "YES" ABOVE:) Speed of Food/Beverage Service**.....

Condition/Cleanliness of Food Areas.....

**FOOD AND BEVERAGE-OVERALL**.....

**G EVERYONE:**

**Did you purchase any retail (non-food) items or services in this terminal today?**

Yes, before security check point  Yes, after security check point  No

**PLEASE EVALUATE THIS TERMINAL'S RETAIL OFFERINGS WHETHER OR NOT YOU BOUGHT ANYTHING TODAY.**

Quality of Retail Merchandise Offered.....

Variety of Stores Available.....

Availability of Retail Stores in the Terminal.....

Price of Merchandise.....

Courtesy of Retail Staff.....

Appearance of Retail Staff.....

**(IF "YES" ABOVE:) Speed of Service**.....

Condition/Cleanliness of Stores.....

Duty Free Offerings (if applicable).....

**RETAIL - OVERALL**.....

**H EVERYONE:**

Ease of Finding Your Gate.....

Condition/Cleanliness of Gate Area.....

Level of Comfort (Seating/Roominess) in Gate Area.....

Lighting of Seating Areas.....

Courtesy/Helpfulness of Airline Staff in Gate Area.....

Appearance of Airline Staff in Gate Area.....

Concessions Offerings (Food/Beverage/Retail) in Gates Area.....

**GATE AREA-OVERALL**.....

**I RATE YOUR OVERALL EXPERIENCE TODAY AT THE AIRPORT (1-10 RATING:).....**

4j. How strongly do you prefer (ENTER DEPARTURE AIRPORT NAME) rather than any other airport you could have used for your trip today?  
(X ONE Box)

No Preference/ Prefer Other Airport	1	2	3	4	5	6	7	8	9	Extremely/ Strongly Prefer	10	Don't Know <input type="checkbox"/>
---	---	---	---	---	---	---	---	---	---	----------------------------------	----	---

4k. Based on your experience today, how likely are you to recommend this airport to friends, family and colleagues? (X ONE Box)

Definitely would  Probably would  Fairly likely  Probably not  Definitely not

5a. PROGRAMMER: IF OVERALL AIRPORT EXPERIENCE WAS AN 8, 9 OR 10, ASK: Please tell us what could improve your experience at our airport. Please consider all aspects of your experience that you feel matter most to you. Please write in your answer below.

PROGRAMMER: IF OVERALL AIRPORT EXPERIENCE WAS LESS THAN AN 8, ASK: Please tell us how we could improve your airport experience such that you would consider rating it an 8, 9 or 10. Please consider all aspects of your experience that you feel matter most to you. Please write in your answer below.

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5b. Using the same 1-10 point rating scale we've used before, how would you rate the airport terminal on: [PROGRAMMMER NOTE: SHOW SCALE HEADING AND SCALE AS WAS DONE FOR EACH RATING BOX IN Q.4, WITH ATTRIBUTES RANDOMIZED]

Condition/Cleanliness of Terminal Corridors ..... \_\_\_\_\_ Condition/Cleanliness of Moving Walkways/Escalators and Elevators \_\_\_\_\_  
 Availability and Clarity of Terminal Map Displays \_\_\_\_\_ Temperature/Comfort of Air Conditioning \_\_\_\_\_  
 Availability of Skycaps at Curbside, if applicable. \_\_\_\_\_ Timeliness and Clarity of Gate Flight Announcements \_\_\_\_\_  
 Availability of Luggage Carts at Curbside, if applicable \_\_\_\_\_

6a. (PROGRAMMER: FOR JFK ONLY) (IF "LIRR Connecting to JFK AirTrain" OR "NYC Subway Connecting to JFK AirTrain" CHECKED IN Q.3a/Q.3b, OR "JFK AirTrain" CHECKED IN Q.3b, GO TO Q.6b. OTHERWISE, ASK:) Did you use the [INSERT: JFK AirTrain to get to your departing terminal today?

Yes - ASK Q.6b  No - SKIP TO Q.7

6b. Where did you initially board the [INSERT: JFK] AirTrain? (PROGRAMMER: SHOW PERTINENT AIRTRAIN SYSTEM MAP)

FOR JFK:  Jamaica Station D (Connection to LIRR or the NYC E, J or Z Subway Lines)  Lefferts Blvd. Station B (Long Term Parking Lots A & B)  
 Howard Beach Station A (Long Term Parking Lot C/Connection to NYC "A" Subway Line)  
 Federal Circle Station C (Rental Car Location)  At an Airport Terminal Station

6c. (IF Q.6a ANSWERED "YES," ASK:) Using the same 1-10 point rating scale you've used before, how would you rate your overall experience riding the [INSERT: JFK AirTrain]?

\_\_\_\_\_ 1-10 Rating

7. (IF DEPARTING ONLY AND IF CHECKED IN AT CURBSIDE/MAIN COUNTER/SELF-CHECK-IN KIOSK IN Q.4:) How long did it take from the time you went to check-in to receiving your boarding pass?

< 1 minute  1-4 mins.  5-9 mins.  10-14 min.  15-19 mins.  20-29 mins.  30-45 mins.  More than 45 mins.

(IF DEPARTING PASSENGER OR ANSWERED "YES" IN Q.4 BOX D, ASK Q's 8a-c, OTHERWISE, SKIP TO Q.9a)

8a. How long did it take to wait in line and get through security today?

< 1 minute  1-4 mins.  5-9 mins.  10-14 min.  15-19 mins.  20-29 mins.  30-45 mins.  More than 45 mins.

**ABOUT THIS TERMINAL'S CONCESSIONS OFFERINGS**

9a. (IF PURCHASED FOOD/BEVERAGE IN THIS TERMINAL TODAY) Please indicate each establishment where you purchased food and/or beverages today. (RECORD UP TO 5 ESTABLISHMENTS) Please indicate approximately how much you spent today in each establishment. RECORD ANSWER WITHIN CUSTOMIZED DROP DOWN LIST OF ESTABLISHMENTS FOR EACH TERMINAL.

Name: \_\_\_\_\_ Amount Spent: \$\_\_\_\_ Name: \_\_\_\_\_ Amount Spent: \$\_\_\_\_

9b. (IF PURCHASED RETAIL MERCHANDISE IN THIS TERMINAL TODAY) Please indicate each establishment where you purchased retail merchandise or services today. (RECORD UP TO 5 ESTABLISHMENTS) Please indicate approximately how much you spent today. RECORD ANSWER WITHIN CUSTOMIZED DROP DOWN LIST OF ESTABLISHMENTS FOR EACH TERMINAL.

Name: \_\_\_\_\_  Purchased---Amount Spent: \$\_\_\_\_  
 Name: \_\_\_\_\_  Purchased---Amount Spent: \$\_\_\_\_

9c. (IF PURCHASED FOOD-BEVERAGES OR RETAIL MERCHANDISE/SERVICES IN Q.9a OR Q.9b) Which of the following situations applies to when you bought food, beverages or retail merchandise/services at this terminal? Please Check All That Apply

Food/Beverages:  Bought an item on the spur of the moment  Planned to buy an item in advance  Bought an item to eat/drink on the plane  
 Retail Merchandise/Services:  Bought an item on the spur of the moment  Planned to buy an item in advance  Bought something you forgot to pack

9d. Was there any particular item or service that you shopped for in the terminal today, but were unable to find within a particular store you would like to have seen?

No  Yes (Please Specify: \_\_\_\_\_)

9e. Was there any particular store that you were unable to find within the terminal that you would like to have seen?

No  Yes (Please Specify: \_\_\_\_\_)

9f. **[IF PURCHASED FOOD-BEVERAGE IN Q.9a AND NOT BOUGHT TO CONSUME ON PLANE IN Q.9c, ASK:]** Which statement below describes what you did with the food/beverage you purchased at this airport today? Please check all that apply.

- Ate/drank items at a gate seating area
- Ate/drank items in a seating area within restaurant/bar
- Ate/drank items within a common seating area in a food court
- Other (Please Specify)
- Don't recall

9g. Did you stop to look at or walk into any food-beverage outlet or retail store in the terminal today, but not purchase there?

Yes, browsed at a food-beverage outlet  Yes, browsed at a retail store  No, didn't browse  Don't recall

**IF NO PURCHASE OF FOOD/BEVERAGE AND/OR RETAIL MERCHANDISE/SERVICES IN Q.4--BOX F/G, ASK Q.'s 9h1 AND/OR 9h2. OTHERWISE, SKIP TO Q.9i.**

9h1. Why did you choose not to purchase any food or beverage at this terminal today? Please check below all that apply.

9h2. Why did you choose not to purchase any retail items or services at this terminal today? Please check below all that apply.

	<u>Food/Beverage</u>	<u>Retail</u>
Did not have what I was looking for	<input type="checkbox"/>	<input type="checkbox"/>
Just browsing, not interested in buying	<input type="checkbox"/>	<input type="checkbox"/>
Did not need anything	<input type="checkbox"/>	<input type="checkbox"/>
Store/restaurant/vendor was not open when I was there	<input type="checkbox"/>	<input type="checkbox"/>
Inconvenient to take it on board the airplane or ship it home	<input type="checkbox"/>	<input type="checkbox"/>
Pricing	<input type="checkbox"/>	<input type="checkbox"/>
Some other reason (Please explain):	_____	_____

9i. **(IF "DEPARTING PAX." IN Q.1 OR "YES" IN Q.4 BOX D, ASK:)** Just before or after passenger security screening, do you recall seeing any advertising for food beverage or retail establishments in the terminal?

Yes -- GO TO Q.9j  No -- SKIP TO Q.9k  Don't recall -- SKIP TO Q.9k

9j. Which, if any, of the following advertisements did you see? Please Check All That Apply.

- Map/display of concessions
- Brochures listing concessions
- Wall/billboard advertisements of particular concessions
- Hanging or floor signs
- None of the above

9k. Do you have a Smartphone and/or tablet computer with you today in the terminal? Please check all that apply.

- Smartphone -- please check all that apply:  iPhone  Android  BlackBerry  Windows-based OS  Other
- Tablet computer -- please check all that apply:  iPad  Other
- Notebook or laptop -- please check all that apply:  PC  MAC
- Other (Please specify: \_\_\_\_\_)
- None of these (PROGRAMMER NOTE: SINGLE ANSWER ONLY. DO NOT DOUBLE COUNT WITH OTHER ANSWERS)

**(IF "TABLET" OR "SMARTPHONE" IN Q.9k, ASK Q.9i. OTHERWISE, SKIP TO Q.10a)**

9l. Did you use a mobile app that downloads to a Smartphone or tablet to access information about this airport today?

Yes -- ASK Q9m  No -- SKIP TO Q9r

9m. **(IF "YES" TO Q.9k, ASK:)** Which mobile app did you use to access that airport information? Please Check All That Apply.

- Airside Mobile
- FlySmart
- GateGuru
- ION
- FlightView
- Foursquare
- Yelp
- TripAdvisor
- FlightAware
- FlightStats
- The Weather Channel (TWC)
- Twitter
- Other (Specify: \_\_\_\_\_)
- Don't recall

9n. **(IF "YES" TO Q.9k, ASK:)** What type of airport information did you access on your mobile app? Please Check All That Apply.

- Parking info/availability
- Flight Times
- Bag Claim Carousel
- Food/Beverage & Retail Concessions Locations
- Food/Beverage & Retail Concessions Coupons/Promotions
- Other (Specify: \_\_\_\_\_)
- Don't recall

9o. What (IF Q.9k IS "YES," ADD: else) would you want to know about the airport through an app? [LIST ALL INFO TYPES NOT ANSWERED IN Q.9n]

- Parking info/availability
- Flight Times
- Bag Claim Carousel
- Food/Beverage & Retail Concessions Locations
- Food/Beverage & Retail Concessions Coupons/Promotions
- Other (Specify): \_\_\_\_\_
- Don't know

9p. (IF USED FOOD/BEV./RETAIL CONCESSIONS LOCATIONS MOBILE APPS IN Q.9n, ASK:) Using the same 1-10 point scale you used before, please indicate how satisfied you were with the performance and usefulness of the mobile app(s) used to locate airport food/beverage and/or retail concessions today?

(PROGRAMMER: SHOW FULL-SCALE) # \_\_\_\_\_

9q. (IF USED FOOD/BEV./RETAIL CONCESSIONS COUPONS/PROMOTIONS MOBILE APPS IN Q.9n, ASK:) Using the same 1-10 point scale you used before, please indicate how satisfied you were with the performance and usefulness of the mobile app(s) used to review airport food/beverage and/or retail concessions promotions today?

(PROGRAMMER: SHOW FULL-SCALE) # \_\_\_\_\_

9r. (ASK EVERYONE IN THE FOLLOWING TERMINALS: T1, T5, T8, EWR TC, LGA TC, LGA TD) Did you happen to visit a different concourse in this terminal today other than the one you are in now?

- Yes
- No

**ABOUT YOU AND THIS TRIP.**

[IF "DEPARTING" PAX. IN Q.1, ASK Q's 10a-k, IF ELIGIBLE. IF "CONNECTING" IN Q.1, SKIP TO Q.11]

10a. Were you just visiting on this trip and are now flying back out from

(ENTER DEPARTING AIRPORT NAME)?

- Yes, just visiting -- Q.10b. How many nights did you stay locally on this trip? # \_\_\_\_\_
- No, live, work or student in local area -- Q.10c. How many nights will you be away on this trip? # \_\_\_\_\_ (SKIP TO Q.)

10d. When you left for (ENTER DEPARTING AIRPORT NAME) today, where did you leave from? Please check only one answer below:

- Another local airport (e.g., JFK, LaGuardia, Newark-Liberty, Stewart Int'l, Atlantic City Int'l)
- Cruise Ship
- Home
- Staying with Friends/Relatives
- Work
- School
- Hotel
- Other (please specify): \_\_\_\_\_

10e. (IF "ANOTHER LOCAL AIRPORT" CHECKED IN Q.10d, ASK:) Please indicate which airport (DO NOT INCLUDE CURRENT AIRPORT):

- JFK International
- LaGuardia
- Newark-Liberty International
- Stewart International
- Atlantic City International

**PROGRAMMER NOTE:**

IF "JFK" IN Q.10e, ENTER "NEW YORK" IN Q.10g AND "QUEENS" IN Q.10h AND Q.10k AND 11430 IN Q.10j.

IF "LGA" IN Q.10e, ENTER "NEW YORK" IN Q.10g AND "QUEENS" IN Q.10h AND Q.10k AND 11371 IN Q.10j.

IF "SWF" IN Q.10e, ENTER "NEW YORK" IN Q.10g AND "OUTSIDE NYC" IN Q.10h AND "ORANGE" IN Q.10k AND 12553 IN Q.10j.

IF "EWR" IN Q.10e, ENTER "NEW JERSEY" IN Q.10g AND "ESSEX" IN Q.10k AND 07114 IN Q.10j.

IF "ATLANTIC CITY" IN Q.10e, ENTER "NEW JERSEY" IN Q.10g AND "ATLANTIC" IN Q.10k AND 08234 IN Q.10j.

THEN SKIP TO Q.11].

10f. (IF "HOME" ANSWERED IN Q.10d, ASK:) Is this your primary residence?  Yes  No

10g. And, when you left for (ENTER DEPARTURE AIRPORT NAME) today, where was that? (USE STATE DROP DOWN BOX; PROGRAMMER NOTE, PLEASE INCLUDE AN "OTHER" LAST ON THE LIST WITH A PLEASE SPECIFY. )

10h. (IF "NEW YORK" IN Q.10g, ASK Q.10h, OTHERWISE SKIP TO Q.10i) Please check only one answer below:

- Manhattan-Below 14<sup>th</sup> St.
- Manhattan-14<sup>th</sup>-96<sup>th</sup> St.
- Manhattan- Above 96<sup>th</sup> St.
- Bronx
- Brooklyn
- Queens
- Staten Island
- Outside New York City – ASK Q.10i; ALL OTHERS IN Q.10h, SKIP TO Q.10j.

10i. (IF Q.10a NOT "Another Airport" AND Q.10h is "Outside of New York City" OR Q.10B2 is "New Jersey," "Connecticut" or "Pennsylvania," ASK:) What city, town did you leave from today to get to this airport: \_\_\_\_\_

10j. Please enter the Zip Code Area:

10k. [PROGRAMMER: IF NY, NJ, CT OR PA STATE ORIGIN IN Q.10g, ASK:] Please select the name of the County where you started your trip. [CUSTOMIZED COUNTY LIST BY STATE DROP DOWN BOX.]

11. What was the primary purpose of your trip today?

- Leisure/Vacation/Visiting
- Business
- Both Business/Non-Business
- School-Related
- Illness/Bereavement
- Moving/Relocation
- Other (please specify): \_\_\_\_\_

12a. Did a friend, relative or colleague go inside this terminal to see you off today?  
 No  Yes—Q.12b. How many people were there to see you off? #: \_\_\_\_\_

13. IF NOT CONNECTING BETWEEN FLIGHTS AT THIS AIRPORT:

- a. How many minutes before your flight did you get to this terminal? 

--	--	--

 Minutes before scheduled departure
- b. How many minutes did it take to reach the airport today? 

--	--	--

 Minutes to reach airport
- c. How many minutes beyond the security checkpoint do you have before your flight departs? 

--	--	--

 Minutes post security checkpoint

IF CONNECTING BETWEEN FLIGHTS AT THIS AIRPORT:

d. How many minutes is your layover at this terminal? 

--	--	--

 Minute layover

14a. How many people, including yourself, are in your party on this flight today? #: \_\_\_\_\_

14b. (IF MORE THAN ONE IN Q.14a:) How many are children under age 18? # \_\_\_\_\_

15a. (IF ONLY ONE IN Q.14a:) How many bags did you check on the flight leaving this airport today? (Write in number -- "0" if none) #: \_\_\_\_\_

15b. (IF MORE THAN ONE IN Q.14a:) How many bags in total were checked today for your travel party? (Write in number --"0" if none) #: \_\_\_\_\_

16. Did you visit a restroom today within this terminal?

- Yes—Before the security checkpoint  Yes—After the security checkpoint  Yes—Both before and after  No

17. (ASK EVERYONE:) Using the same 1-10 point scale you've used before, how would you rate the size of the restrooms within this terminal?  
 \_\_\_\_\_

18a. (MANDATORY- Q18 series) Please indicate below if you or anyone else in your travel party requested special assistance from an airport employee and what type of assistance it was.

Please Check:  You  Other  Neither  Wheelchair  Motorized golf cart  Other (Please Specify:) \_\_\_\_\_

18b. Using the same 1-10 point rating scale you've used before, how would you rate the quality of the assistance you received? \_\_\_\_\_

19a. (MANDATORY—Q19 series) Did you ask any airport employee for directions or other airport information during the time you spent entering, walking through or shopping or eating in the terminal?

- Yes – ASK Q.19b and c  No – SKIP TO Q.20

19b. Which type of airport employee did you ask for directions or information? If more than one, please check the one that had the most influence on your experience at this airport today.

- Port Authority Customer Care Representative  TSA  Food/Beverage  Retail  Custodial/Cleaning  Skycaps  Parking  Airline  
 (JFK ONLY:) AirTrain Platform Customer Agent  Port Authority Police  Other (Specify:) \_\_\_\_\_

19c. Using the same 1-10 point rating scale you've used before, how would you rate this employee on the following attributes:

Attentiveness/Ability to listen \_\_\_\_\_ Accuracy of the information given \_\_\_\_\_ Courtesy \_\_\_\_\_

[ASK Q.s 20-24 FOR ALL "CONNECTORS" IN Q.1a, EXCEPT SWF. SWF AND ALL OTHERS SKIP TO Q.26a]

20. Where were you before you left for this airport today? (Please select one answer)

- Another Airport  Cruise Ship  Hotel in New York City or New Jersey  Other (please specify) \_\_\_\_\_

21. Are you connecting (that is, changing planes) today within the same terminal at this airport or are you connecting from a different terminal at this airport?

- Within same terminal  From a different terminal

22. Are you connecting at this airport today from a domestic or international flight?

- Yes (Domestic U.S. Flight)  No (International Flight)

23. Did you need to re-check any luggage at a Baggage Re-check location at this airport today?

- Yes--ASK Q.24  No—SKIP TO Q.25

24. (IF "YES" TO Q.23, ASK:) Using the same 1-10 point rating scale you used earlier, how satisfied were you with the ease of finding a Baggage Re-check location? [PROGRAMMER NOTE: SHOW FULL RATING SCALE] # \_\_\_\_\_

25. (IF "CONNECTING FROM DIFFERENT TERMINAL" IN Q.21, OR "ANOTHER TERMINAL AT THIS AIRPORT" TO EITHER Q.C2/BOX C OR BOX D, ASK:) Using the same 1-10 point rating scale you used earlier, how satisfied were you with your experience getting from one terminal to another at this airport today? [PROGRAMMER NOTE: SHOW FULL RATING SCALE] # \_\_\_\_\_

(SKIP TO Q.27)

26a. [MANDATORY] (IF "No, International Flight" IN Q.2, ASK:) Are you connecting to another plane at your next airport, where you land?



[IF VERY/SOMEWHAT AWARE IN Q.28d, ASK Q28e, OTHERWISE SKIP TO Q.28f:]

28e. Where did you first see or hear about information pertaining to a shuttle bus service to Newark-Liberty Airport from Newark Penn Station?  
Please Check Only One Answer.

- NJ Transit Website
- Port Authority/Newark-Liberty Airport Website
- Airline web site/
- Direct email communication from your departing Airline
- Online news website
- Twitter
- Printed news
- Radio
- TV
- Other (please specify:) \_\_\_\_\_

28f. What (IF VERY/SOMEWHAT AWARE IN Q.28d, INSERT: other information) would you have wanted to know prior to the start of you trip to the airport today?

\_\_\_\_\_

\_\_\_\_\_

**THESE FINAL FEW QUESTIONS ARE FOR CLASSIFICATION PURPOSES ONLY.**

29. (IF "HOME" TO Q.10d, AND "YES, PRIMARY RESIDENCE" TO Q.10f, SKIP TO Q.35. ALL OTHERS\*, ASK:)  
Is your primary residence in the U.S. or outside of the U.S.?

- U.S.
- Outside U.S.

\* PROGRAMMER NOTE: THIS INCLUDES ALL CONNECTORS, Q1 ANSWER "1"

30. (IF NON-U.S. RESIDENT IN Q.29, ASK:)  
What is your primary country of Residence? (USE COUNTRY DROP-DOWN BOX THEN SKIP TO Q.35)

31. (IF USA RESIDENT IN Q.29): Please enter Zip Code:        
AND State/Territory (USE STATE/TERRITORY DROP DOWN BOX)

32. (IF "NEW YORK" IN Q.31): Please check only one answer below.

- Manhattan-Below 14<sup>th</sup> St.  Manhattan-14<sup>th</sup>-96<sup>th</sup> St.  Manhattan- Above 96<sup>th</sup> St.  Bronx  Brooklyn  Queens  Staten Island
- Not New York City Resident - ASK Q.33; ALL OTHERS IN Q.32 SKIP TO Q.35.

33. And, please enter residential city or town: \_\_\_\_\_

34. [PROGRAMMER: IF NY, NJ, CT OR PA PRIMARY STATE RESIDENCE IN Q.30, ASK:] Please select the name of the County where you reside.  
[CUSTOMIZED COUNTY LIST BY STATE DROP DOWN BOX.]

35. Gender:  Male  Female

36. Year Born: 19

37. Which one of the following groups best describes your household's total annual income before taxes in 2013?

- |  |  |  |  |
|--|--|--|--|
| <input type="checkbox"/> Under \$25,000      | <input type="checkbox"/> \$50,000 - \$59,999 | <input type="checkbox"/> \$90,000 - \$99,999   | <input type="checkbox"/> \$175,000 - \$199,999 |
| <input type="checkbox"/> \$25,000 - \$29,999 | <input type="checkbox"/> \$60,000 - \$69,999 | <input type="checkbox"/> \$100,000 - \$124,999 | <input type="checkbox"/> \$200,000 - \$249,999 |
| <input type="checkbox"/> \$30,000 - \$39,999 | <input type="checkbox"/> \$70,000 - \$79,999 | <input type="checkbox"/> \$125,000 - \$149,999 | <input type="checkbox"/> \$250,000 - \$299,999 |
| <input type="checkbox"/> \$40,000 - \$49,999 | <input type="checkbox"/> \$80,000 - \$89,999 | <input type="checkbox"/> \$150,000 - \$174,999 | <input type="checkbox"/> \$300,000 or more     |

38. And finally, we'd like to follow-up with you in the future about our airports, may we contact you at your e-mail address?

If yes, please complete:

\_\_\_\_\_ @ \_\_\_\_\_ . \_\_\_\_\_

THANK YOU FOR TAKING PART IN THIS IMPORTANT SURVEY!