FOI #16166

Olivencia, Mildred

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
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

TNS

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: 1 JFK

Weather (Check All That Apply): ☐ Sunny ☐ Dry ☐ Wet

Date: ☐☐ / ☐☐ / ☐☐ Time: ☐☐ : ☐☐ ☐ *AM* ☐ *PM*

Terminal: _____ Airline Name: _____ Flight #: _____ Interviewer ID#: ☐☐☐

Location: ☐ Curbside ☐ Bus Stop ☐ Parking Lot ☐ AirTrain
☐ Taxi Stand ☐ Passenger Pick-Up Island ☐ Inside Entrance/Baggage Claim ☐ GTC/Welcome 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
		☐ Public/City Bus
☐ Hotel/Motel Shuttle/Van	☐ Super Shuttle Van Service or Shared-Ride Van	☐ Chartered/Tour Bus
☐ JFK AirTrain	☐ On-Airport Parking Lot Bus	☐ Connecting Flight in This Same Terminal
☐ Taxi	☐ Transbridge Bus	☐ 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 — **IF "DOMESTIC FLIGHT" IN Q1a OR "NO" IN Q2a, ANSWER ALL ITEMS IN SECTION A, OTHERWISE ANSWER ONLY * ITEMS IN SECTION A.**

Unacceptable ← → Outstanding

	1	2	3	4	5	6	7	8	9	10
* Condition/Cleanliness of Jetways from Plane to Gate Area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Gate Area Condition/Cleanliness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
* Signs/Directions to Passport Control, Customs and U.S. Entry/ Bag Claim/Ground Transportation	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Lighting of Seating Areas	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy/Helpfulness of Airline Gate Agents, if available	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Appearance of Airline Gate Agents, if available	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
*** INITIAL ENTRY TO TERMINAL-OVERALL**	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

B — **(ANSWER SECTION B ONLY IF YOU ANSWERED "INTERNATIONAL FLIGHT" IN QUESTION 1a AND "YES" IN Q.2a**

Unacceptable ← → Outstanding

	1	2	3	4	5	6	7	8	9	10
Signs/Directions in Passport Control, Customs and U.S. Entry Area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Time Required at Passport Control, Customs and U.S. Entry	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
(IF APPLICABLE:) Use of Automated U.S. Entry Kiosk	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy of U.S. Passport and Customs Officers	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Professionalism/Appearance of U.S. Passport and Customs Officers	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy of U.S. Customs Baggage Inspectors, if applicable	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Professionalism/Appearance of Customs Baggage Inspectors	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy/Helpfulness of Customer Service Staff at Passport Control/Customs/U.S. Entry, where available	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Appearance of Customer Service Staff at Passport Control/ Customs/U.S. Entry, where available	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Condition/Cleanliness of Passport Control, Customs and U.S. Entry Areas	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
INTERNATIONAL ARRIVALS EXPERIENCE --OVERALL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please Turn to Page Two

C

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Signs/Directions Inside the Terminal	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Restroom Condition/Cleanliness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Condition/Cleanliness of Terminal Building	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Lighting of Corridors/Walkways	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Personal Safety in the Terminal	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Availability and Visual Clarity of Flight Information Monitors	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Ease of Getting Cash (ATM/Currency Exchange)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
TERMINAL FACILITIES-OVERALL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

D

Did You Go to Baggage Claim Today?
☐ Yes **(Continue)** ☐ No **(Please Skip to SECTION E)**

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Time To Get From Gate to Baggage Claim	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Ease of Finding Baggage Claim	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Display of Baggage Claim Information	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Condition/Cleanliness of Baggage Claim Area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Speed of Baggage Delivery	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Condition of Baggage Received	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Accuracy in Receiving All My Baggage	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Availability of Luggage Carts in Baggage Claim Area, if applicable	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Availability of Skycaps in Baggage Claim Area, if applicable	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy/Helpfulness of Skycaps in Baggage Claim Area, if applicable	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
BAGGAGE CLAIM-OVERALL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

E

IF YOU'RE WAITING FOR A TAXI, BASED ON OBSERVATION:

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Courtesy/helpfulness of Taxi Dispatcher	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Appearance of Taxi Dispatcher	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
The time you waited in line for a taxi	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

F

PLEASE BASE YOUR RATING ON YOUR EXPERIENCE TODAY

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Level of Comfort (Seating/Roominess) Near Welcome Center/Ground Transportation (GT) Information Counter	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Cleanliness/Condition of Welcome Center/GT Info Counter area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Welcome Center/GT Counter Staff Overall	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Cleanliness/Condition of Terminal Frontage Beyond Exit Doors	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Signs/Directions in Front, Outside of the Terminal	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
LEAVING TERMINAL-OVERALL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

G

	1	2	3	4	5	6	7	8	9	10
RATE YOUR OVERALL EXPERIENCE TODAY AT THE AIRPORT	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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.

_____

_____

_____

Please Continue to Page Three

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

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Flight Overall	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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

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 ☐ 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 1	2	3	4	5	6	7	8	9	Outstanding 10
Information Made Available at Welcome Center/GT Info Counter	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy/Helpfulness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Appearance/Professionalism	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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 1	2	3	4	5	6	7	8	9	Outstanding 10
Attentiveness/Ability to listen	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Helpfulness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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. ☐ Customs/Inspections ☐ Gate Agent ☐ TSA ☐ Other (Specify):
☐ AirTrain Platform Customer Agent ☐ Skycaps ☐ Airline Baggage Staff _____

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

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Attentiveness/Ability to listen	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Accuracy of the information given	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please Turn to Page Four

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 14th St. ☐ Manhattan-14th-96th St. ☐ Manhattan- Above 96th 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!

TNS

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): ☐ Sunny ☐ Dry ☐ Wet

Date: ☐☐ / ☐☐ / ☐☐ Time: ☐☐ : ☐☐ ☐ *AM* ☐ *PM*

Terminal: _____ Airline Name: _____ Flight #: _____ Interviewer ID#: ☐☐☐

Location: ☐ Curbside ☐ Bus Stop ☐ Parking Lot ☐ AirTrain
☐ Taxi Stand ☐ Passenger Pick-Up Island ☐ Inside Entrance/Baggage Claim ☐ GTC/Welcome 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
		☐ Public/City Bus
☐ Hotel/Motel Shuttle/Van	☐ Super Shuttle Van Service or Shared-Ride Van	☐ Chartered/Tour Bus
☐ Newark Liberty AirTrain	☐ On-Airport Parking Lot Bus	☐ Connecting Flight in This Same Terminal
☐ Taxi	☐ Transbridge Bus	☐ 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 IF "DOMESTIC FLIGHT" IN Q1a OR "NO" IN Q2a, ANSWER ALL ITEMS IN SECTION A, OTHERWISE ANSWER ONLY * ITEMS IN SECTION A.

Unacceptable ← → Outstanding

	1	2	3	4	5	6	7	8	9	10
* Condition/Cleanliness of Jetways from Plane to Gate Area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Gate Area Condition/Cleanliness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
* Signs/Directions to Passport Control, Customs and U.S. Entry/ Bag Claim/Ground Transportation	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Lighting of Seating Areas	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy/Helpfulness of Airline Gate Agents, if available	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Appearance of Airline Gate Agents, if available	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
* INITIAL ENTRY TO TERMINAL-OVERALL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

B (ANSWER SECTION B ONLY IF YOU ANSWERED "INTERNATIONAL FLIGHT" IN QUESTION 1a AND "YES" IN Q.2a

Unacceptable ← → Outstanding

	1	2	3	4	5	6	7	8	9	10
Signs/Directions in Passport Control, Customs and U.S. Entry Area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Time Required at Passport Control, Customs and U.S. Entry	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
(IF APPLICABLE:) Use of Automated U.S. Entry Kiosk	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy of U.S. Passport and Customs Officers	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Professionalism/Appearance of U.S. Passport and Customs Officers	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy of U.S. Customs Baggage Inspectors, if applicable	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Professionalism/Appearance of Customs Baggage Inspectors	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy/Helpfulness of Customer Service Staff at Passport Control/Customs/U.S. Entry, where available	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Appearance of Customer Service Staff at Passport Control/ Customs/U.S. Entry, where available	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Condition/Cleanliness of Passport Control, Customs and U.S. Entry Areas	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
INTERNATIONAL ARRIVALS EXPERIENCE --OVERALL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please Turn to Page Two

C

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Signs/Directions Inside the Terminal	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Restroom Condition/Cleanliness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Condition/Cleanliness of Terminal Building	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Lighting of Corridors/Walkways	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Personal Safety in the Terminal	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Availability and Visual Clarity of Flight Information Monitors	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Ease of Getting Cash (ATM/Currency Exchange)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
TERMINAL FACILITIES-OVERALL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

D

Did You Go to Baggage Claim Today?
☐ Yes **(Continue)** ☐ No **(Please Skip to SECTION E)**

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Time To Get From Gate to Baggage Claim	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Ease of Finding Baggage Claim	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Display of Baggage Claim Information	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Condition/Cleanliness of Baggage Claim Area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Speed of Baggage Delivery	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Condition of Baggage Received	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Accuracy in Receiving All My Baggage	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Availability of Luggage Carts in Baggage Claim Area, if applicable	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Availability of Skycaps in Baggage Claim Area, if applicable	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy/Helpfulness of Skycaps in Baggage Claim Area, if applicable	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
BAGGAGE CLAIM-OVERALL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

E

IF YOU'RE WAITING FOR A TAXI, BASED ON OBSERVATION:	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Courtesy/helpfulness of Taxi Dispatcher	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Appearance of Taxi Dispatcher	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
The time you waited in line for a taxi	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

F

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

G

RATE YOUR OVERALL EXPERIENCE TODAY AT THE AIRPORT	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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.

_____

_____

_____

Please Continue to Page Three

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

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Flight Overall	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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

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 ☐ 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 1	2	3	4	5	6	7	8	9	Outstanding 10
Information Made Available at Welcome Center/GT Info Counter	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy/Helpfulness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Appearance/Professionalism	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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 1	2	3	4	5	6	7	8	9	Outstanding 10
Attentiveness/Ability to listen	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Helpfulness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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. ☐ Customs/Inspections ☐ Gate Agent ☐ TSA ☐ Other (Specify): _____
☐ AirTrain Platform Customer Agent ☐ Skycaps ☐ Airline Baggage Staff

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

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Attentiveness/Ability to listen	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Accuracy of the information given	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please Turn to Page Four

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 14th St. ☐ Manhattan-14th-96th St. ☐ Manhattan- Above 96th 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!

TNS

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.

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

A

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Condition/Cleanliness of Jetways from Plane to Gate Area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Gate Area Condition/Cleanliness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Signs/Directions to Bag Claim/Ground Transportation	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Lighting of Seating Areas	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy/Helpfulness of Airline Gate Agents, if available	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Appearance of Airline Gate Agents, if available	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
INITIAL ENTRY TO TERMINAL-OVERALL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

B

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Signs/Directions Inside the Terminal	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Restroom Condition/Cleanliness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Condition/Cleanliness of Terminal Building	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Lighting of Corridors/Walkways	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Personal Safety in the Terminal	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Availability and Visual Clarity of Flight Information Monitors	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
TERMINAL FACILITIES-OVERALL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please Turn to Page Two

C Did You Go to Baggage Claim Today?
☐ Yes (Continue) ☐ No (Please Skip to SECTION D)

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Time To Get From Gate to Baggage Claim	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Ease of Finding Baggage Claim	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Display of Baggage Claim Information	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Condition/Cleanliness of Baggage Claim Area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Speed of Baggage Delivery	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Condition of Baggage Received	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Accuracy in Receiving All My Baggage	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Availability of Luggage Carts in Baggage Claim Area, if applicable	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Availability of Skycaps in Baggage Claim Area, if applicable	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy/Helpfulness of Skycaps in Baggage Claim Area, if applicable	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
BAGGAGE CLAIM-OVERALL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

D IF YOU *USED* AN ON-AIRPORT TERMINAL SHUTTLE BUS TODAY:

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
On-Airport Terminal Shuttle Bus Experience	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
IF YOU'RE WAITING FOR A TAXI, BASED ON OBSERVATION:										
Courtesy/helpfulness of Taxi Dispatcher	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Appearance of Taxi Dispatcher	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
The time you waited in line for a taxi	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

E PLEASE BASE YOUR RATING ON YOUR EXPERIENCE TODAY

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Level of Comfort (Seating/Roominess) Near Welcome Center/Ground Transportation (GT) Information Counter	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Cleanliness/Condition of Welcome Center/GT Info Counter area	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Welcome Center/GT Counter Staff Overall	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Cleanliness/Condition of Terminal Frontage Beyond Exit Doors	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Signs/Directions in Front, Outside of the Terminal	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
LEAVING TERMINAL-OVERALL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

F **RATE YOUR OVERALL EXPERIENCE TODAY AT THE AIRPORT** ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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.

_____

_____

_____

Please Continue to Page Three

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

	Unacceptable 1	2	3	4	5	6	7	8	9	Outstanding 10
Flight Overall	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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 1	2	3	4	5	6	7	8	9	Outstanding 10
Information Made Available at Welcome Center/GT Info Counter	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy/Helpfulness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Appearance/Professionalism	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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 1	2	3	4	5	6	7	8	9	Outstanding 10
Attentiveness/Ability to listen	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Helpfulness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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 1	2	3	4	5	6	7	8	9	Outstanding 10
Attentiveness/Ability to listen	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Accuracy of the information given	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please Turn to Page Four

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 14th St. ☐ Manhattan-14th-96th St. ☐ Manhattan- Above 96th 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!

tns

THE PORT AUTHORITY OF NY & NJ
Stewart • Kennedy • Newark Liberty • LaGuardia

2014 ON-AIRPORT SURVEY
DEPARTING/CONNECTING PASSENGERS

(INTERVIEWER: FILL OUT ITEMS BELOW) AIRPORT: ☐JFK ☐EWR ☐LGA ☐SWF

Lang. Version:..1

Date: ☐☐ / ☐☐ / ☐☐ Time: ☐☐ : ☐☐ ☐AM ☐PM ☐Reg'l Jet

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)**

	3a.	3b.
Personal Car		
Drove Your Own Car	☐	☐
Passenger in Car Parked at Airport	☐	☐
Passenger in Car and Dropped Off at Airport	☐	☐
Rental Car		
Drove Rental Car (Specify Co.: _____)	☐	☐
* Rental Car Shuttle/Van	☐	☐
Rail/Train/Subway		
! + NJ Transit or Amtrak Connecting to Shuttle Bus to Newark Liberty Airport	☐	☐
! < LIRR Connecting to JFK AirTrain	☐	☐
* PATH	☐	☐
! * Metro-North Railroad	☐	☐
! < NYC Subway Connection to JFK AirTrain (Specify Line:____)	☐	☐
*NYC Subway (Specify Line: _____)	☐	☐
*LIRR	☐	☐
:: Metro-North Railroad Hudson Line Connecting to a Bus/Taxi	☐	☐
* ! **AirTrain**		
JFK AirTrain	☐	☐

	3a.	3b.
Hired Car/Van Service		
Taxi	☐	☐
Limo/Executive Car/Town Car Service	☐	☐
Shared-Ride Van/Service (Specify Name:___)	☐	☐
Bus		
! Public/City Bus (that is, a local bus)	☐	☐
! NYC Airporter Bus from Manhattan	☐	☐
! + Newark Liberty Airport Express Bus from Manhattan	☐	☐
! NYC Airporter Bus to JFK/LaGuardia Airports		☐
Chartered/Tour Bus	☐	☐
* :: Bus/Van from Metro-North Beacon Train Station	☐	☐
* :: ShortLine Bus to/from Woodbury Commons	☐	☐
! + < Transbridge Bus	☐	☐ *
Local Airport Transport		
Hotel/Motel Shuttle/Van	☐	☐
* < + ^ On-Airport Parking Lot Bus	☐	☐
* (For LGA/EWR:) On-Airport Terminal Access Shuttle Bus	☐	☐
* Off-Airport Parking Co. Shuttle/Van (Specify Co__)	☐	☐

[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 1ST 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 1ST 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 1ST 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 1st 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 1ST 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	10 *Extremely/ Strongly Prefer*	*Don't Know* ☐

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.

_____

_____

_____

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

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 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.

	Food/Beverage	Retail
Did not have what I was looking for	☐	☐
Just browsing, not interested in buying	☐	☐
Did not need anything	☐	☐
Store/restaurant/vendor was not open when I was there	☐	☐
Inconvenient to take it on board the airplane or ship it home	☐	☐
Pricing	☐	☐
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.9l. 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 14th St. ☐ Manhattan-14th-96th St. ☐ Manhattan- Above 96th 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?

☐ Yes, connecting – ASK Q.26c ☐ No – Q.26b. In what country are you landing? [USE COUNTRY DROP-DOWN BOX] -- SKIP TO Q.27

26c. (IF "YES" TO Q.26a, ASK:) Is that a domestic or international flight?

☐ Domestic flight ☐ International Flight

26d. (IF "DOMESTIC FLIGHT" IN Q.26c ENTER "In"/IF "INTERNATIONAL FLIGHT" IN Q.26c, ENTER "To") what country? [USE COUNTRY DROP-DOWN BOX]

26e. (IF SWF, ASK:) What is your final airport destination? Please record airport name: _____

27. 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 Airport ☐☐☐ Atlantic City Int'l

(SHOW THESE 3 ONLY FOR SWF SURVEY:) ☐☐☐ Albany County Airport ☐☐☐ Westchester County Airport ☐☐☐ Bradley Int'l Airport

☐☐☐ All Other Round Trips in Past 12 Months

FOR EWR O-D PASSENGERS ANSWERING "NJ Transit or Amtrak Connecting to Shuttle Bus to Newark Liberty Airport" IN Q.3a, ASK Q.s 28a-f:

28a. Using the same 1-10 point scale you've used before, how would you rate the following aspects of your experience connecting from NJTransit or Amtrak trains at Newark Penn Station to your departing terminal at Newark Liberty International Airport via shuttle bus? ROTATE ITEMS.

	Unacceptable ← 1	2	3	4	5	6	7	8	9	→ Outstanding 10
Courtesy/helpfulness of the Port Authority Customer Care Representatives at Newark Penn Station	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Accuracy of information provided by the Port Authority Customer Care Representatives at Newark Penn Station										
Posted Information and signage provided in locating shuttle buses										
Courtesy/helpfulness of the shuttle bus driver										
Shuttle bus driver communication of terminals and airlines at bus stops										
(If applicable) Handling of your baggage on to and off of the shuttle bus										

28b. Approximately, how long did it take to board the shuttle bus and travel from Newark Penn Station to your departing terminal?

☐ Under 25 mins. ☐ 25-29 mins. ☐ 30-34 mins. ☐ 35-39 mins. ☐ 40 mins or more (Please Specify # of. mins. _____) ☐ Don't recall

28c. Depending on your departing Terminal at EWR, travel from Newark Penn Station normally takes 18-25 minutes end-to-end via NJ transit rail from Newark Penn and the AirTrain then connecting you to Terminal A, B or C.

Using the same 1-10 point scale you've used before, how would you rate the Travel time from Newark Penn Station to your departing terminal?

	Unacceptable ← 1	2	3	4	5	6	7	8	9	→ Outstanding 10
Travel time from Newark Penn Station to your departing terminal	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

28d. Prior to your choosing to go to the airport by train today, how aware were you that the Newark-Liberty AirTrain would not be available today and that an alternative shuttle bus would be available to get you to your terminal?

☐ Very Aware ☐ Somewhat Aware ☐ Somewhat Unaware ☐ No Prior Awareness of the Bus Service at All

[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 14th St. ☐ Manhattan-14th-96th St. ☐ Manhattan- Above 96th 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?

☐ Under $25,000	☐ $50,000 - $59,999	☐ $90,000 - $99,999	☐ $175,000 - $199,999
☐ $25,000 - $29,999	☐ $60,000 - $69,999	☐ $100,000 - $124,999	☐ $200,000 - $249,999
☐ $30,000 - $39,999	☐ $70,000 - $79,999	☐ $125,000 - $149,999	☐ $250,000 - $299,999
☐ $40,000 - $49,999	☐ $80,000 - $89,999	☐ $150,000 - $174,999	☐ $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!