



Airport Performance Report

Fourth Quarter 2018

Summary Results for Aviation Management

February 14, 2019

A Customer Experience Presentation

2018 ACI-ASQ Study Objectives

- ➔ Provide a Customer Satisfaction Evaluation of the airport environment and the services and amenities provided while customers are at the airport.
- ➔ Provide a trended Benchmark Comparison for PA Airports to gauge our performance relative to: 1) customer experience improvement initiatives; and 2) the airport industry and our Peer Airports.
- ➔ Advance our understanding of our customers via:
 - Demographics of the Market Base
 - Airport usage and behavior (e.g., airport access, kiosk check-in)
- ➔ Provide Business Intelligence to manage performance and provide guidance for marketing, planning, investment and customer experience improvement initiatives.

Methodology at a Glance

- **ACI's Airport Service Quality (ASQ) is a monthly benchmarking program aggregated to a quarterly report.**
- **340 airports worldwide participated in the study to ascertain their passengers' views with respect to its airport's products, services and amenities vis-à-vis:**
 - ✓ Other worldwide airports by traffic type, size, region, benchmark, etc.;
 - ✓ Their particular importance for a specific airport, and;
 - ✓ How passengers' perceptions and priorities are evolving over time.
- **The ASQ Survey Questionnaire Design**
 - ✓ 34 items where passengers are asked to rate specific service related topics and their overall satisfaction with the airport on a scale of 1 (poor) to 5 (excellent)
 - ✓ 21 questions related to the passenger profile.
- **Sample Composition and Stratification**
 - ✓ The questionnaire is self-completed by randomly selected passengers at the boarding gates of pre-selected flights. Flights are selected based on destination and carrier in order to obtain a representative stratified sample of all departures from the airport, covering all operating hours, with each day of a week evenly distributed between each month of a quarter. Data are weighted according to the proportion of actual international traffic and actual domestic traffic, when applicable. In Q3 2018, the Port Authority more than doubled the sample size for its three airports to over 5,000 completes surveys, in order to provide a more robust database for detailed analysis.

Participating Airports Q4 2018

→ In Q4 2018, 340 airports have participated in the ACI ASQ Survey.

→ 167,045 passengers have completed the ASQ Survey, including 3,111 at JFK, 1,109 at EWR, and 1,015 at LGA.

	< 2 M	2 - 5 M	5 - 15 M	15 - 25 M	25 - 40 M	> 40 M	TOTAL
AFRICA	13	6	6	1			26
	BFN, BZV, EBB, ELS, GRJ, HRE, KIM, LFW, MBA, PLZ, PNR, UTN, VFA	ABJ, ABV, ACC, LOS, MRU, RAK	ADD, CMN, CPT, DUR, NBO, TUN	JNB			
ASIA PACIFIC	10	31	25	14	8	19	107
	BTJ, BWX, DJB, DTB, NTL, PGK, PPT, TNJ, TSV, VNS	ATQ, BBI, BDO, CCJ, CJB, DRW, GAU, HBA, IDR, IXB, IXC, IXE, JAI, KOE, LKO, LOP, MDC, MLE, PAT, PDG, PKU, PLM, PNH, PNK, REP, SOC, SXR, TRV, UKB, VTZ, YIH	ADL, AMD, BPN, CGQ, CHC, CNS, CNX, COK, GOI, HET, HLP, INC, ITM, KHN, KNO, MFM, OOL, PEN, PER, PNQ, RGN, SJW, UPG, WLG, XNN	AKL, CCU, DPS, HAK, HKT, HRB, HYD, MAA, SHE, SUB, SYX, TAO, TSN, WUH	BLR, CKG, DMK, GMP, HGH, KIX, MEL, NKG	BKK, BOM, CAN, CGK, CTU, DEL, HKG, ICN, KMG, KUL, NRT, PEK, PVG, SHA, SIN, SYD, SZX, TPE, XIY	
EUROPE	25	19	36	13	9	9	111
	AES, BOO, DSA, EAS, GRO, GRX, INV, JER, KRS, LCG, LEI, MJV, MLN, OVD, PDL, PNA, REU, SDR, SKP, SPC, VDE, VGO, VLL, XRY, ZAZ	ABZ, BIO, BMA, FNC, LCY, LPL, MAH, PFO, SCQ, SOU, SVG, TBS, TFN, TLL, TOS, TRD, TRN, VNO, ZAG	ACE, AER, ALC, BGO, BHX, BLQ, BRS, BSL, BUD, CIA, EDI, ESB, FAO, FUE, GLA, GOT, IBZ, KEF, KRK, LCA, LIN, LPA, LYS, MLA, MRS, NAP, NCE, NCL, OPO, OTP, RIX, SVQ, SXF, TFS, TLS, VLC	AGP, ATH, BRU, DUS, GVA, HAM, HEL, LED, MXP, PRG, TXL, VIE, WAW	ARN, CPH, DME, DUB, LIS, ORY, OSL, PMI, ZRH	AMS, BCN, CDG, FCO, LGW, LHR, MAD, MUC, SVO	
LATIN AMERICA / CARIBBEAN	12	11	7	3	1		34
	BDA, BRC, CUR, EPA, GPS, KIN, LIR, MDZ, POP, RTB, SAP, SLA	AUA, BGI, COR, GYE, NAS, POS, PVR, SDQ, SJD, SJO, UIO	AEP, CNF, EZE, GDL, PTY, PUJ, TIJ	CUN, GIG, SCL	BOG		
MIDDLE EAST	1		5	3	1	1	11
	SLL		AMM, BAH, DMM, MCT, MED	AUH, THR, TLV	RUH	DXB	
NORTH AMERICA	11	6	13	5	7	9	51
	AVL, LAN, PWM, YLW, YMM, YQB, YQM, YQR, YXE, YYJ, YYT	ELP, GRR, YHZ, YOW, YTZ, YWG	AUS, CLE, CMH, CVG, IND, JAX, MKE, MSY, PIT, SAT, SJC, STL, YEG	DAL, SAN, SLC, TPA, YUL	BOS, BWI, DTW, FLL, LGA, MSP, PHL	ATL, DEN, DFW, EWR, JFK, LAX, SEA, SFO, YYZ	
TOTAL	72	73	92	39	26	38	340

Customized Peer Airport Panels

- The following airports form the Port Authority's Peer Airport Panel. Airports are selected primarily based on passenger traffic, passenger composition and airport location/infrastructure.

JFK PEER AIRPORTS

IATA

CODE AIRPORT NAME

AMS	AMSTERDAM AIRPORT SCHIPHOL
ICN	INCHEON INT'L AIRPORT
JFK	JOHN F. KENNEDY INT'L AIRPORT
LAX	LOS ANGELES INT'L AIRPORT
LHR	LONDON HEATHROW AIRPORT
PVG	SHANGHAI PUDONG INT'L AIRPORT
SIN	SINGAPORE CHANGI AIRPORT

EWR PEER AIRPORTS

IATA

CODE AIRPORT NAME

BOS	LOGAN INT'L AIRPORT
EWR	NEWARK LIBERTY INT'L AIRPORT
MSP	MINNEAPOLIS–SAINT PAUL INT'L AIRPORT
MUC	MUNICH AIRPORT
SEA	SEATTLE–TACOMA INT'L AIRPORT
YYZ	TORONTO PEARSON INT'L AIRPORT

LGA PEER AIRPORTS

IATA

CODE AIRPORT NAME

BOS	LOGAN INT'L AIRPORT
BWI	BALTIMORE–WASHINGTON INT'L AIRPORT
FLL	FORT LAUDERDALE–HOLLYWOOD INT'L AIRPORT
LGA	LAGUARDIA AIRPORT
MSP	MINNEAPOLIS–SAINT PAUL INT'L AIRPORT
PHL	PHILADELPHIA INT'L AIRPORT

“Who the Customer Is”

Q4 2018 Profile Comparison: PA Airport to Peer Airport Panel

	JFK Panel		EWR Panel		LGA Panel	
Business	12%	17%	25%	24%	25%	23%
International	58%	64%	33%	29%	8%	15%
Connecting	25%	28%	22%	27%	12%	24%
Local O-D Pax. Dwell Time (mins.)	107.8	103.1	101.2	100.6	92.6	97.9
Women	44%	48%	42%	47%	41%	41%
Average Age	44	41	43	46	47	47
First/Business Class	11%	9%	9%	11%	11%	11%
Economy/Tourist Class	89%	91%	91%	89%	89%	89%
Check-in at Kiosk	25%	26%	35%	34%	28%	35%
Check-in Internet/Phone	33%	33%	41%	45%	47%	43%
Check-in at Main Desk	36%	37%	23%	21%	18%	20%
Check-in Curbside	2%	2%	1%	1%	2%	2%
Bag Drop Only	17%	18%	15%	19%	18%	18%
Avg. # of Return Trips (P12 Mos.)	4.8	5.3	6.1	6.2	6.3	5.9
<u>Top Modes of Access: *</u>						
Personal Car	32%	27%	34%	36%	25%	36%
Rental Car	5%	9%	10%	10%	4%	11%
Taxi/Limo	32%	23%	24%	18%	46%	22%
Rail/Subway	13%	15%	9%	10%	1%	2%
Bus/Shuttle	9%	14%	10%	14%	9%	13%
Other (Uber/Lyft, etc.)	10%	12%	14%	12%	15%	15%

→ The demographic and airport passenger usage profiles of JFK, EWR and LGA in Q4 generally align with what is seen in the peer airports panels. The significant exceptions appear to be a stronger profile skew among the peer airports panels.

→ Compared to their respective peer airports panel, JFK and LGA have a somewhat (albeit statistically significant) lower presence of connecting pax. (JFK also has less business travelers) as well as lower usage of all modes of access, except for personal car (JFK) and taxi/Limo (JFK & LGA). LGA pax. use less self-serv kiosks. JFK pax. tend to be older and have fewer return trips and greater dwell time, while LGA pax. have less dwell time.

→ Compared to the peer airports panel, EWR has less connecting pax. than the peer panel, as well as less first class/business ticket buyers, fewer pax. checking in by phone or Internet or using the bag drop, less bus/shuttle usage, but more taxi/limo usage. They also are older.

The Satisfaction Rating Attributes

Overall Satisfaction

Access	Ground transportation: Parking: VFM: Parking facilities: Baggage carts/trolleys:	Ground transportation to/from airport Parking facilities Value for the money of parking facilities Availability of baggage carts/trolleys
Check-in	Check-in waiting time: Efficiency of staff: Courtesy of check-in staff:	Waiting time in check-in queue/line Efficiency of check-in staff Courtesy and helpfulness of check-in staff
Security ID Check	Inspection waiting time: Courtesy of inspection staff:	Waiting time at passport/personal ID inspection Courtesy and helpfulness of inspection staff
Security	Courtesy of security staff: Thoroughness: Security waiting time: Safe/secure feeling:	Courtesy and helpfulness of security staff Thoroughness of security inspection Waiting time at security inspection Feeling of being safe and secure
Finding Way	Ease of finding way: Flight info screens: Walking distance: Ease of connections:	Ease of finding your way through airport Flight information screens Walking distance inside the terminal Ease of making connections with other flights
Airport Facilities	Courtesy of airport staff: Eating facilities: VFM: Eating facilities: Availability Bank/ATM/exchange: Shopping facilities: VFM: Shopping facilities: Internet / Wi-Fi: Business/Executives Lounges: Availability of washrooms: Cleanliness of washrooms: Comfort of waiting/gate areas:	Courtesy and helpfulness of airport staff (excluding check-in, passport control and security) Restaurant/Eating facilities Value for the money of restaurant/eating facilities Availability of bank/ATM facilities/money changers Shopping facilities Value for the money of shopping facilities Internet access/Wi-Fi Business/Executive lounges Availability of washrooms/toilets Cleanliness of washrooms/toilets Comfort of waiting/gate areas
Airport Environment	Terminal cleanliness: Airport Ambience:	Cleanliness of airport terminal Ambience of the airport
Arrivals Services	Passport inspection: Baggage delivery speed: Customs inspection:	Passport/Personal ID inspection Speed of baggage delivery service Customs inspection

5-Point Rating Scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent.

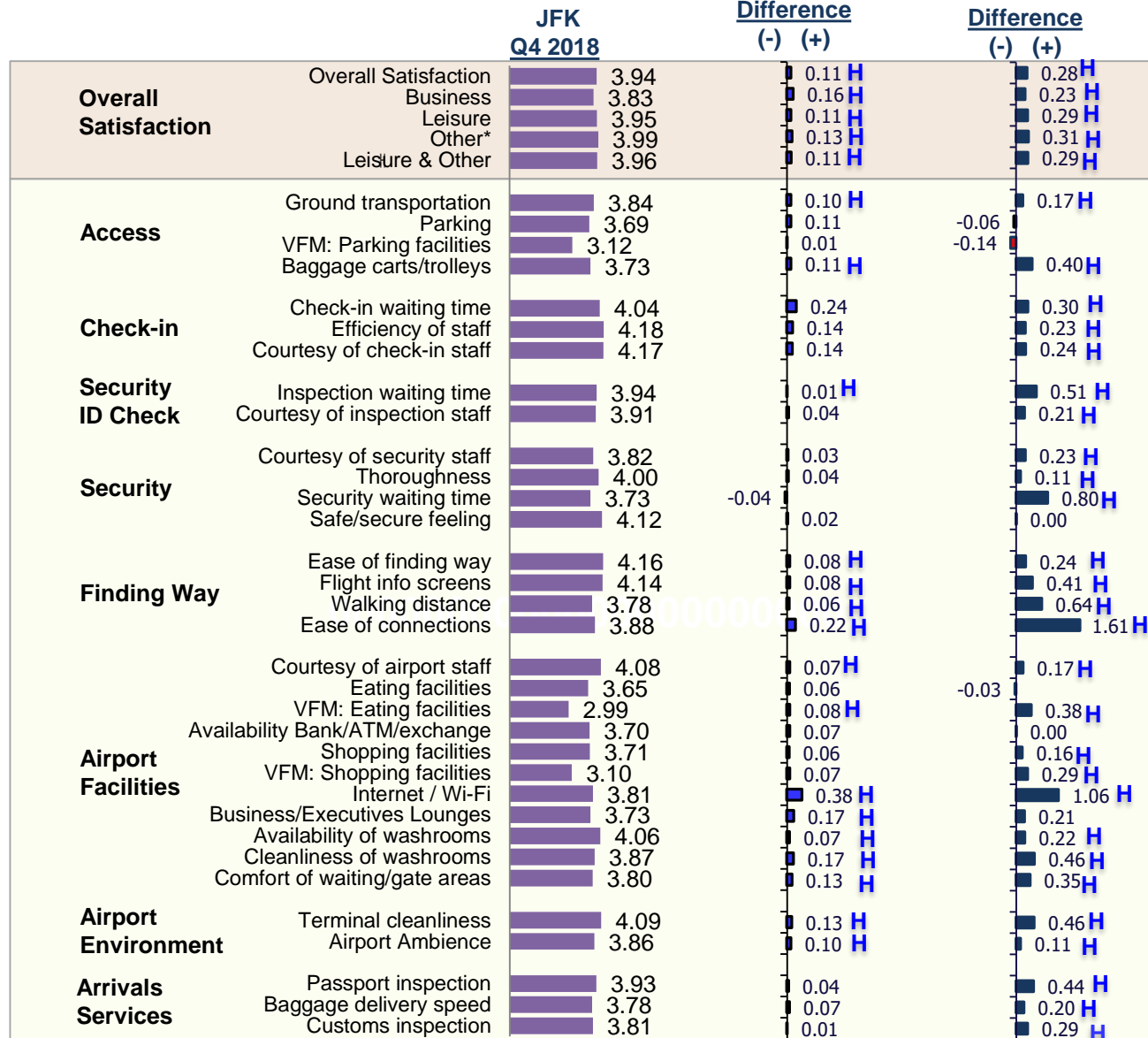


Airport-level Satisfaction Performance



JFK Satisfaction Performance

JFK Airport Performance









































- JFK satisfaction improved significantly overall (also among all the passenger segments) and across nearly all the individual airport elements since one year ago (Q4 2017).
- More recent quarterly satisfaction improved significantly overall (since Q3 2018) and among all the passenger segments. Improvement of individual airport elements center on our CX improvement initiatives (WiFi, restroom upgrades/ cleanliness, TSA wait times, wayfinding and signage/FIDS, gate comfort, concessions offerings/ pricing and employee courtesy).
- In Q4 2018, JFK scores highest on check-in staff efficiency (4.18) and lowest on eating facilities value for the money -- VFM (2.99).

Mean Scores based on rating scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent. * Other may include Education, Family visit, Religious events, etc.

H/L: Q4 2018 (N=3,111) significantly Higher/Lower than Q3 2018 or Q4 2017.

JFK Airport Performance vs. Peer Panel

			Peer Panel	JFK Rank~	AMS	LAX	LHR	ICN	PVG	SIN
Overall Satisfaction	Overall Satisfaction	 3.83 H3	4.11 H	6	4.04 H	3.81	4.12 H	5.00 H	5.00 H	5.00 H
	Business	 3.67 H3	4.01 H	6	3.97 H	3.63	4.04 H	5.00 H	5.00 H	5.00 H
	Leisure	 3.85 H2/3	4.11 H	6	4.07 H	3.84	4.14 H	5.00 H	5.00 H	5.00 H
	Other*	 3.86 H3	4.21 H	7	4.05	3.86	4.16 H	5.00 H	5.00 H	4.99 H
	Leisure & Other	 3.85 H3	4.13 H	6	4.07 H	3.85	4.14 H	5.00 H	5.00 H	5.00 H
Access	Ground transportation	 3.74	4.00 H	6	4.04 H	3.40 L	4.07 H	4.91 H	4.88 H	4.98 H
	Parking	 3.58	3.82 H	5	3.49	3.28 L	4.04 H	4.90 H	4.74 H	5.00 H
	VFM: Parking facilities	 3.11	3.35 H	4	2.85	3.06	3.08	4.79 H	4.50 H	5.00 H
	Baggage carts/trolleys	 3.63 H3	4.07 H	6	4.08 H	3.56	4.06 H	4.89 H	4.85 H	4.99 H
Check-in	Check-in waiting time	 3.80 H3	4.09 H	7	3.81	3.98 H	4.01 H	4.85 H	4.81 H	4.98 H
	Efficiency of staff	 4.04 H3	4.24 H	7	4.05	4.07	4.20 H	4.91 H	4.82 H	4.99 H
	Courtesy of check-in staff	 4.03 H3	4.26 H	7	4.04	4.09 H	4.27 H	4.90 H	4.83 H	4.99 H
Security ID Check	Inspection waiting time	 3.93 H2/3	4.19 H	7	3.94	4.00 H	4.18 H	4.94 H	4.79 H	4.99 H
	Courtesy of inspection staff	 3.87 H3	4.17 H	7	4.09 H	3.97 H	4.18 H	4.92 H	4.82 H	4.99 H
Security	Courtesy of security staff	 3.79 H3	4.11 H	7	4.06 H	3.92 H	4.06 H	4.90 H	4.83 H	5.00 H
	Thoroughness	 3.96 H3	4.22 H	7	4.14 H	4.02 H	4.18 H	4.94 H	4.89 H	5.00 H
	Security waiting time	 3.78 H3	4.06 H	7	3.97 H	3.91 H	3.94 H	4.94 H	4.79 H	5.00 H
	Safe/secure feeling	 4.10 H3	4.29 H	6	4.25 H	4.06	4.27 H	4.96 H	4.91 H	5.00 H
Finding Way	Ease of finding way	 4.08 H3	4.21 H	6	4.14	3.91 L	4.20 H	4.88 H	4.86 H	4.99 H
	Flight info screens	 4.06 H3	4.24 H	6	4.11	3.97 L	4.30 H	4.91 H	4.85 H	4.99 H
	Walking distance	 3.72 H3	3.96 H	6	3.46 L	3.83 H	3.85 H	4.83 H	4.81 H	4.97 H
	Ease of connections	 3.66 H3	3.93 H	6	4.05 H	3.54	3.92 H	4.90 H	4.88 H	5.00 H
Airport Facilities	Courtesy of airport staff	 4.00 H2/3	4.21 H	6	4.12 H	3.91 L	4.24 H	4.96 H	4.91 H	5.00 H
	Eating facilities	 3.59 H2/3	3.91 H	6	3.73 H	3.57	3.93 H	4.82 H	4.86 H	4.97 H
	VFM: Eating facilities	 2.91 H3	3.42 H	6	2.85	3.05 H	3.39 H	4.66 H	4.81 H	4.95 H
	Availability Bank/ATM/exchange	 3.63 H3	4.11 H	7	3.78 H	3.72 H	3.94 H	4.91 H	4.86 H	4.99 H
	Shopping facilities	 3.65 H3	4.03 H	6	3.87 H	3.62	4.00 H	4.91 H	4.87 H	4.99 H
	VFM: Shopping facilities	 3.03 H3	3.59 H	6	3.00	3.23 H	3.33 H	4.85 H	4.82 H	4.96 H
	Internet / Wi-Fi	 3.43 H2/3	3.84 H	7	3.69 H	3.53 H	3.75 H	4.91 H	4.73 H	4.95 H
	Business/Executives Lounges	 3.56 H3	4.19 H	7	3.69	3.73 H	4.02 H	4.86 H	4.93 H	5.00 H
	Availability of washrooms	 3.99 H3	4.18 H	5	3.95	3.96	4.11 H	4.94 H	4.89 H	4.99 H
	Cleanliness of washrooms	 3.70 H3	4.04 H	7	3.73	3.83 H	4.06 H	4.94 H	4.84 H	4.99 H
Airport Environment	Comfort of waiting/gate areas	 3.67 H3	3.89 H	5	3.46 L	3.66	3.73 H	4.96 H	4.87 H	4.98 H
	Terminal cleanliness	 3.96 H3	4.18 H	6	4.04	3.89 L	4.21 H	4.99 H	4.95 H	4.99 H
Arrivals Services	Airport Ambience	 3.76 H3	4.02 H	6	3.89 H	3.72	4.00 H	4.99 H	4.96 H	5.00 H
	Passport inspection	 3.89 H3	4.12 H	7	3.89	3.92	3.96 H	4.90 H	4.90 H	5.00 H
	Baggage delivery speed	 3.71 H3	3.98 H	5	3.45 L	3.71	3.79 H	4.74 H	4.87 H	4.97 H
	Customs inspection	 3.80 H3	4.10 H	7	3.85	3.80	3.97 H	4.93 H	4.89 H	4.99 H

→ Despite improvement on many airport elements since Q3 2018 and YOY (Q4 2017), JFK still significantly underperforms the peer airports panel overall and on all airport elements, with most items ranking last or next to last, except parking facilities, where JFK leads LAX and is comparable to AMS (resulting in a peer rank of 5), while satisfaction with JFK's parking value for the money (VFM) is on a par with LAX, AMS and LHR, resulting in a peer rank of 4.

→ JFK also outperforms AMS on arrival baggage speed, and LAX on ground transportation, wayfinding, FIDS, airport staff courtesy and terminal cleanliness and gate comfort.

→ JFK performs on a par with AMS on satisfaction with all check-in related elements, security ID check wait time, wayfinding/FIDS, restroom cleanliness and availability eating and shopping facilities VFM, terminal cleanliness, and arrivals passport/customs inspection.

→ JFK also performs on a par with LAX on all check-in staff courtesy, safe/secure feeling, connections, eating and shopping facilities, restroom availability, gate comfort, baggage carts and arrival passport/customs inspections.

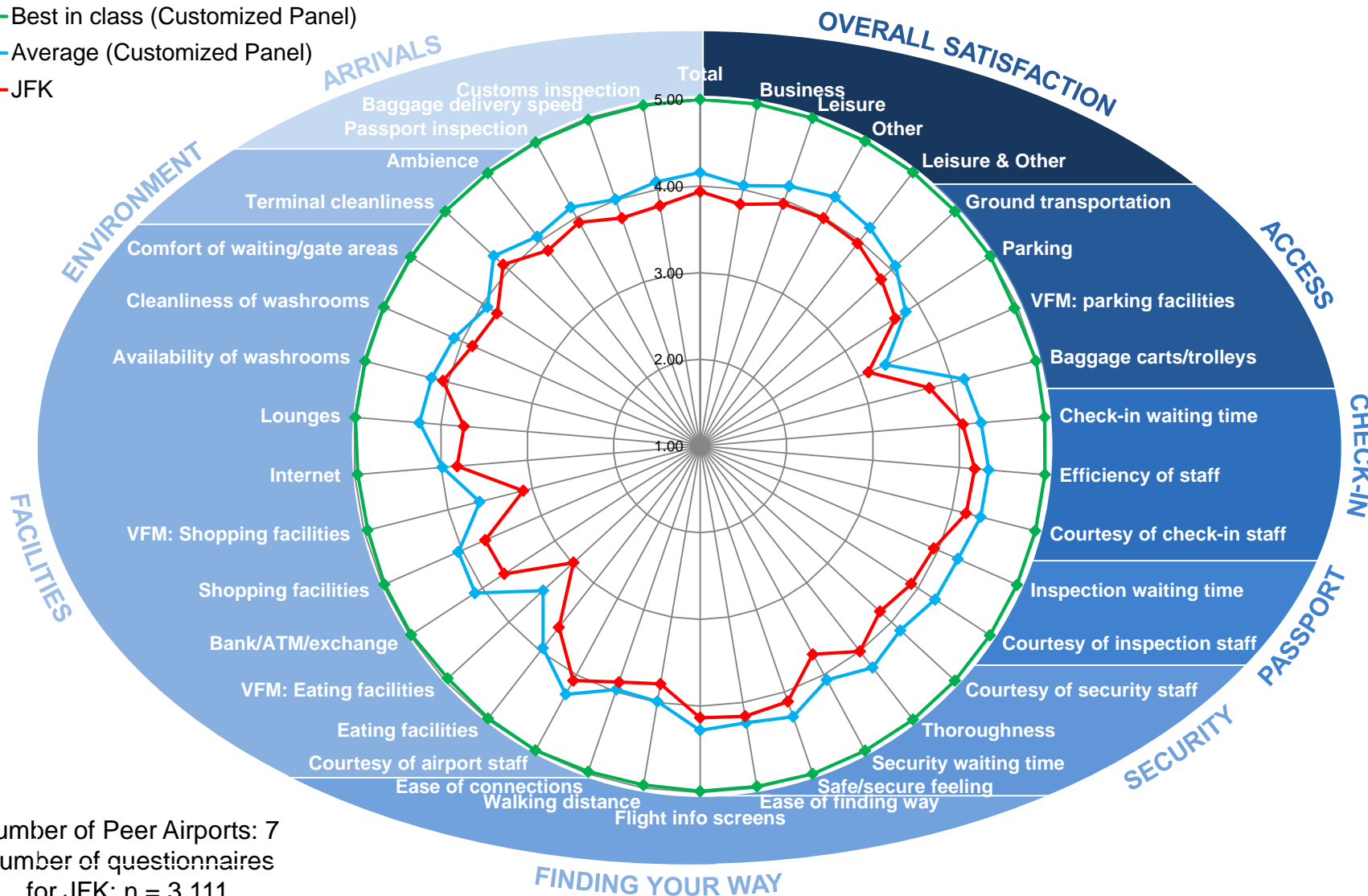
Mean Scores based on rating scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent. * Other may include Education, Family visit, Religious events, etc. H2/3; L2/3: Significantly Higher/Lower than Q2 2018/Q3 2017; H/L: Significantly Higher/Lower than JFK Q3 2018;

JFK Performance vs. Peer Panel

—◆— Best in class (Customized Panel)

—◆— Average (Customized Panel)

—◆— JFK

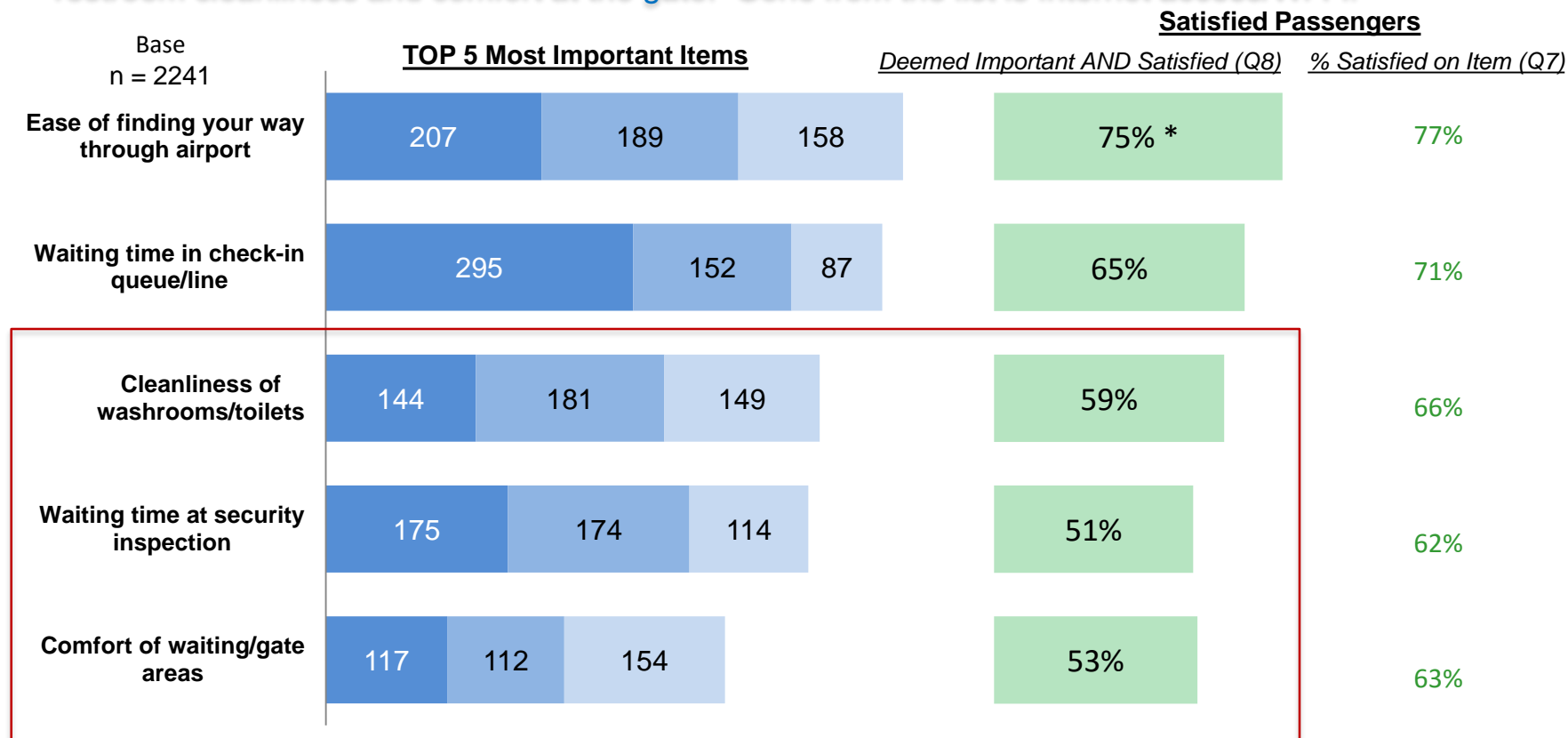


Number of Peer Airports: 7
Number of questionnaires
for JFK: n = 3,111

JFK– Airport Performance

Top 5 Most Important Items – Satisfied Passengers

- Four of the five top airport importance elements indicate a weakness for JFK (under 70% satisfaction for those who deem the item important), thereby excluding check-in and security check wait-times, restroom cleanliness and comfort at the gate. Gone from the list is Internet access/Wi-Fi.



Notes: ■ 1st most important ■ 2nd most important ■ 3rd most important

Top 5: from Q8: "Which of the items listed in Question 7 are the 1st / 2nd / 3rd most important to you at this airport?"

The figures represent the number of respondents who mention the item.

Satisfied Passengers are among the respondents who mention the item as important at Q8.

Satisfied Passengers among the respondents to Q7 items "Based on your experience today, please rate this airport on each service item".

Base is Respondents providing a valid response

* Scores 4 + 5
(Excellent+
Very Good)



EWR Satisfaction Performance

EWR Airport Performance

		EWR Q4 2018		EWR Q4-Q3 Difference (-) (+)		EWR Q4 2018-17 Difference (-) (+)	
Overall Satisfaction	Overall Satisfaction	3.82		0.16 H		0.19 H	
	Business	3.59		0.09		0.04	
	Leisure	3.91		0.20 H		0.27 H	
	Other*	3.91		0.18		0.18	
	Leisure & Other	3.91		0.19 H		0.27 H	
Access	Ground transportation	3.75	-0.05			-0.03	
	Parking	3.71		0.11		0.22	
	VFM: Parking facilities	3.06		0.17		0.01	
	Baggage carts/trolleys	3.51	-0.07			-0.05	
Check-in	Check-in waiting time	4.05		0.27 H		0.07	
	Efficiency of staff	4.10		0.15 H		0.04	
	Courtesy of check-in staff	4.04		0.14 H		0.05	
Security ID Check	Inspection waiting time	3.92		0.02		-0.01	
	Courtesy of inspection staff	3.95		0.04		0.04	
Security	Courtesy of security staff	3.83		0.03		0.01	
	Thoroughness	3.96		0.00		0.02	
	Security waiting time	3.71	-0.02			-0.03	
	Safe/secure feeling	4.07		0.05		0.05	
Finding Way	Ease of finding way	4.04		0.13 H		0.10 H	
	Flight info screens	4.08		0.12 H		0.06	
	Walking distance	3.89		0.15 H		0.10 H	
	Ease of connections	3.90		0.36 H		0.24 H	
Airport Facilities	Courtesy of airport staff	4.03		0.13 H		0.02	
	Eating facilities	3.65		0.11		0.03	
	VFM: Eating facilities	2.94		0.07		0.02	
	Availability Bank/ATM/exchange	3.68		0.20 H		0.15	
	Shopping facilities	3.47		0.07		0.01	
	VFM: Shopping facilities	3.04		0.07		0.16	
	Internet / Wi-Fi	3.79		0.48 H		0.89 H	
	Business/Executives Lounges	3.54	-0.02			0.09	
	Availability of washrooms	3.78		0.12 H		0.19 H	
	Cleanliness of washrooms	3.59		0.17 H		0.17 H	
Airport Environment	Comfort of waiting/gate areas	3.75		0.17 H		0.17 H	
	Terminal cleanliness	3.95		0.11 H		0.20 H	
Arrivals Services	Airport Ambience	3.69		0.13 H		0.19 H	
	Passport inspection	3.92		0.12		0.07	
	Baggage delivery speed	3.70		0.23 H		0.11	
	Customs inspection	3.77		0.12		0.08	

- EWR passenger satisfaction improved significantly overall and on many airport elements since last quarter - Q3 2018, including all three check-in elements, all four wayfinding/signage elements, ATM/MExch. availability terminal and restroom cleanliness (also availability on the latter), gate comfort, ambience, airport staff courtesy and arrival baggage speed.
- It was a similar result for YOY (Q4 2017), except for on par performance for check-in, airport staff courtesy, ATM/MExch. availability and baggage speed.
- In Q4 2018, EWR scores highest on check-in staff efficiency (4.10) and lowest on eating facilities value for the money -- VFM (2.94).

Mean Scores based on rating scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent. * Other may include Education, Family visit, Religious events, etc.

H/L: Q4 2018 (N=1,109) significantly Higher/Lower than Q3 2018 or Q4 2017.

EWR Airport Performance vs. Peer Panel

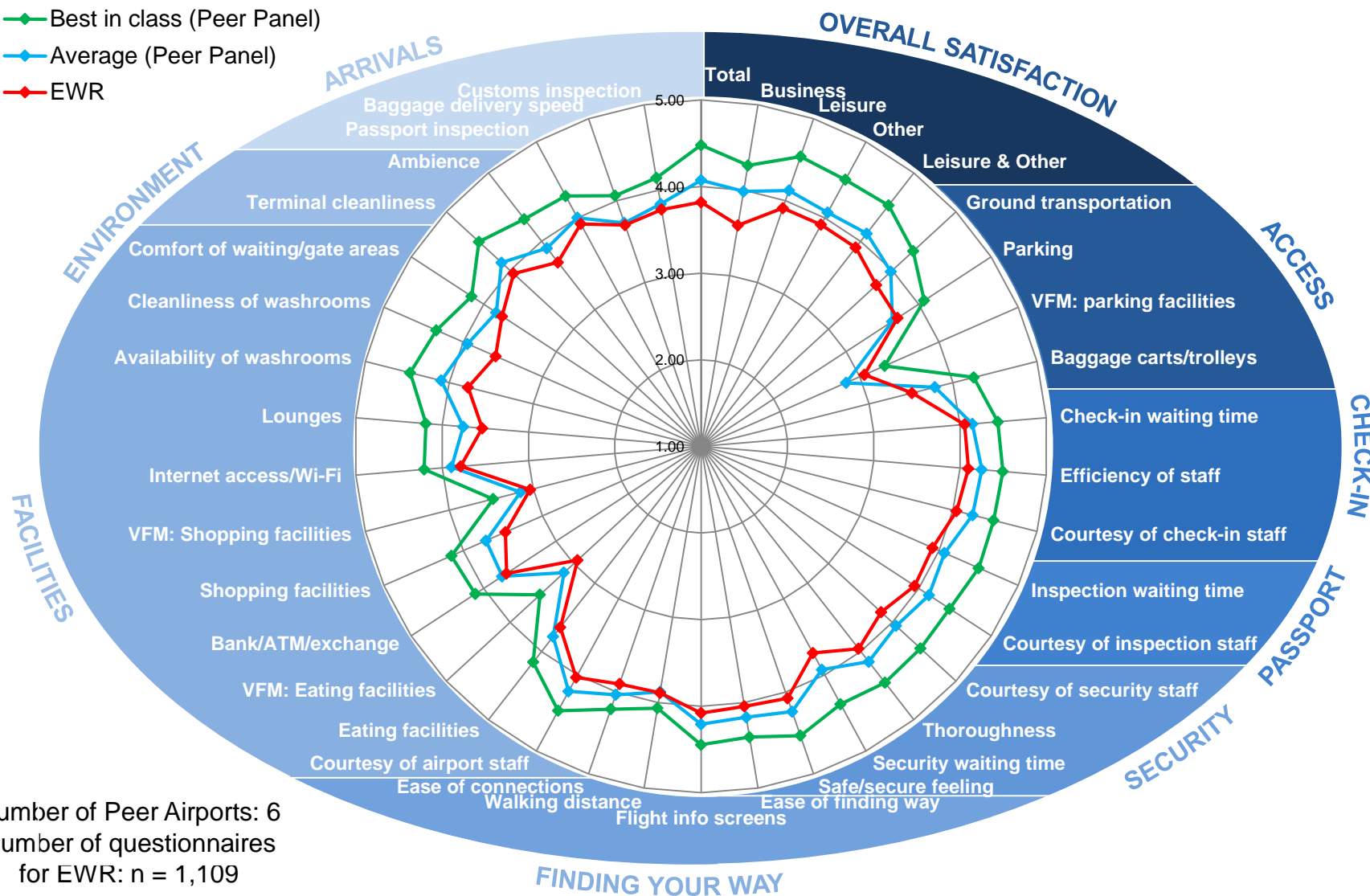
			Peer Panel	EWR Rank~	BOS	MSP	MUC	SEA	YYZ
Overall Satisfaction	Overall Satisfaction	3.82 H3/4	4.07 H	6	4.15 H	4.39 H	4.12 H	3.98 H	4.48 H
	Business	3.59	3.98 H	6	4.10 H	4.25 H	4.16 H	3.88 H	4.29 H
	Leisure	3.91 H3/4	4.12 H	6	4.19 H	4.47 H	4.09 H	4.04 H	4.54 H
	Other*	3.91	4.07	6	4.12	4.50 H	4.07	3.94	4.48 H
	Leisure & Other	3.91 H3/4	4.11 H	6	4.18 H	4.48 H	4.08 H	4.02 H	4.53 H
Access	Ground transportation	3.75	3.98 H	5	4.08 H	4.33 H	3.68	4.11 H	4.15 H
	Parking	3.71	3.64	3	3.41 L	4.08 H	3.52	3.67	3.82
	VFM: Parking facilities	3.06	2.83	3	2.68 L	3.31	2.19 L	2.95	3.30
	Baggage carts/trolleys	3.51	3.79 H	6	3.80 H	3.97 H	3.72	3.76 H	4.25 H
Check-in	Check-in waiting time	4.05 H3/4	4.14 H	5	4.21 H	4.29 H	3.95	4.10	4.44 H
	Efficiency of staff	4.10 H3/4	4.25 H	5	4.29 H	4.40 H	4.09	4.30 H	4.50 H
	Courtesy of check-in staff	4.04 H3/4	4.23 H	6	4.23 H	4.42 H	4.10	4.33 H	4.48 H
Security ID Check	Inspection waiting time	3.92	4.07 H	6	4.24 H	4.50 T	3.99	4.02	4.40 H
	Courtesy of inspection staff	3.95	4.14 H	6	4.24 H	4.43 T	4.10 H	4.20	4.42 H
Security	Courtesy of security staff	3.83	4.06 H	6	4.11 H	4.26 H	3.97 H	4.09 H	4.44 H
	Thoroughness	3.96	4.15 H	6	4.20 H	4.36 H	4.09 H	4.16 H	4.46 H
	Security waiting time	3.71	3.93 H	6	4.04 H	4.16 H	3.89 H	3.84 H	4.38 H
	Safe/secure feeling	4.07	4.24 H	6	4.24 H	4.47 H	4.20 H	4.24 H	4.53 H
Finding Way	Ease of finding way	4.04 H3/4	4.17 H	6	4.28 H	4.40 H	4.04	4.15 H	4.31 H
	Flight info screens	4.08 H3	4.21 H	5	4.31 H	4.45 H	4.06	4.18 H	4.43 H
	Walking distance	3.89 H3/4	3.88	4	4.06 H	3.89	3.56 L	3.83	4.00
	Ease of connections	3.90 H3/4	4.03	6	4.06	4.14 H	4.01	4.03	4.21 H
Airport Facilities	Courtesy of airport staff	4.03 H3	4.22 H	6	4.28 H	4.41 H	4.06	4.26 H	4.47 H
	Eating facilities	3.65	3.78 H	6	3.76 H	4.16 H	3.80 H	3.73	4.06 H
	VFM: Eating facilities	2.94	3.15 H	5	3.38 H	3.53 H	2.81	3.09 H	3.52 H
	Availability Bank/ATM/exchange	3.68 H3	3.74	5	3.82	3.94 H	3.70	3.56	4.12 H
	Shopping facilities	3.47	3.71 H	6	3.58	4.15 H	3.84 H	3.75 H	3.95 H
	VFM: Shopping facilities	3.04	3.15	6	3.23 H	3.47 H	3.06	3.06	3.48 H
	Internet / Wi-Fi	3.79 H3/4	3.89 H	5	4.02 H	4.21 H	3.59 L	3.87	4.13 H
	Business/Executives Lounges	3.54	3.76 H	6	3.78	4.19 H	4.01 H	3.68	4.00 H
	Availability of washrooms	3.78 H3/4	4.10 H	6	4.20 H	4.43 H	4.10 H	4.06 H	4.47 H
	Cleanliness of washrooms	3.59 H3/4	3.95 H	6	3.97 H	4.34 H	4.17 H	3.87 H	4.33 H
	Comfort of waiting/gate areas	3.75 H3/4	3.83 H	5	4.00 H	4.14 H	3.84 H	3.56 L	4.17 H
Airport Environment	Terminal cleanliness	3.95 H3/4	4.13 H	6	4.16 H	4.45 H	4.36 H	3.95	4.49 H
	Airport Ambience	3.69 H3/4	3.90 H	6	3.94 H	4.26 H	4.02 H	3.75	4.33 H
Arrivals Services	Passport inspection	3.92	4.00	5	3.94	4.27 H	3.90	4.00	4.29 H
	Baggage delivery speed	3.70 H3	3.73	4	3.64	4.06 H	3.53 L	3.78	3.90 H
	Customs inspection	3.77	3.84	4	3.77	4.07 H	3.86	3.74	4.14 H

- ➔ EWR also significantly underperforms the peer panel airports on overall satisfaction as well as nearly all airport elements, with most items ranking last or next to last.
- ➔ The exceptions occur for satisfaction with EWR parking, where it beats BOS and is on a par with most of the other peer airports, except MSP- the leader, and for EWR parking facilities value for the money (VFM), where it's significantly higher than BOS and MUC and on a par with all others.
- ➔ EWR also outperforms MUC on walking distance, Internet and Wi-Fi availability and arrivals baggage speed and SEA on gate comfort.
- ➔ EWR performs on a par with peer airports on satisfaction with the following:
 - BOS: connections, shopping facilities, ATMs/ MEXchs availability, business lounges, and all three arrivals services elements.
 - MSP: walking distance.
 - MUC: ground transportation, baggage carts, all three check-in elements, Sec. ID Check wait time, wayfinding/FIDS, eating and shopping facilities VFM, airport staff courtesy, eating facilities, ATMs/MEXchs., and arrivals FIS services.
 - SEA: Check-in wait time, Sec. ID Check wait-time and staff courtesy, walking distance, connections, ATMs/MEXchs. availability, eating facilities, shopping facilities VFM, terminal cleanliness/ambience, and arrivals bag speed and FIS services.
 - YYZ: walking distance.

Mean Scores based on rating scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent. * Other may include Education, Family visit, Religious events, etc.
 H3/4; L3/4: Significantly Higher/Lower than Q3 2018/Q4 2017; H/L: Significantly Higher/Lower than EWR Q4 2018; ~ Rank in Peer Panel of 7 airports; EWR N=1.109

EWR Performance vs. Peer Panel

- Best in class (Peer Panel)
- Average (Peer Panel)
- EWR

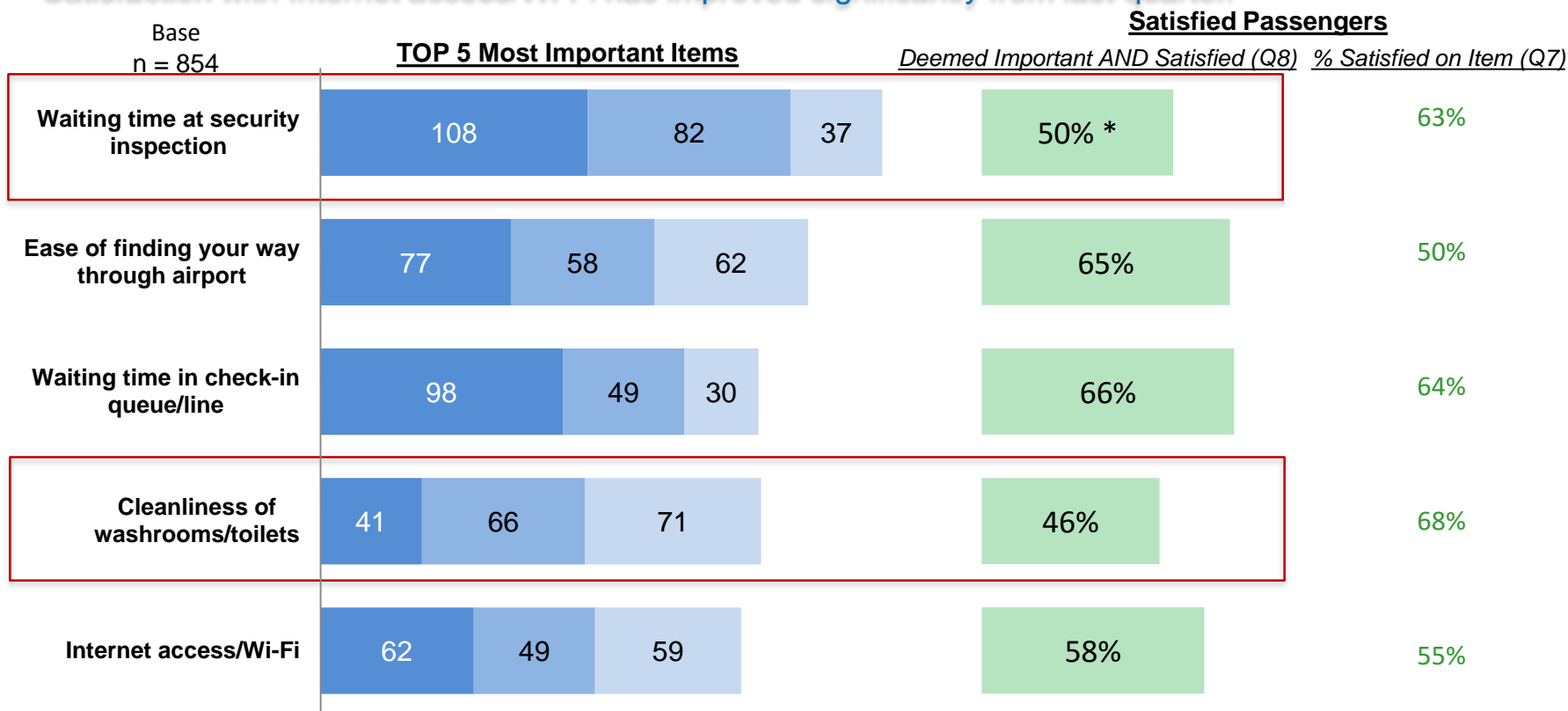


Number of Peer Airports: 6
 Number of questionnaires
 for EWR: n = 1,109

EWB– Airport Performance

Top 5 Most Important Items – Satisfied Passengers

- All five top airport importance elements indicate a weakness for EWR (under 70% satisfaction for those who deem the item important), especially restroom cleanliness and wait-time at the Security Check. Satisfaction with Internet access/Wi-Fi has improved significantly from last quarter.



Notes: ■ 1st most important ■ 2nd most important ■ 3rd most important

Top 5: from Q8: "Which of the items listed in Question 7 are the 1st / 2nd / 3rd most important to you at this airport?"
The figures represent the number of respondents who mention the item.

Satisfied Passengers are among the respondents who mention the item as important at Q8.

Satisfied Passengers among the respondents to Q7 items "Based on your experience today, please rate this airport on each service item".

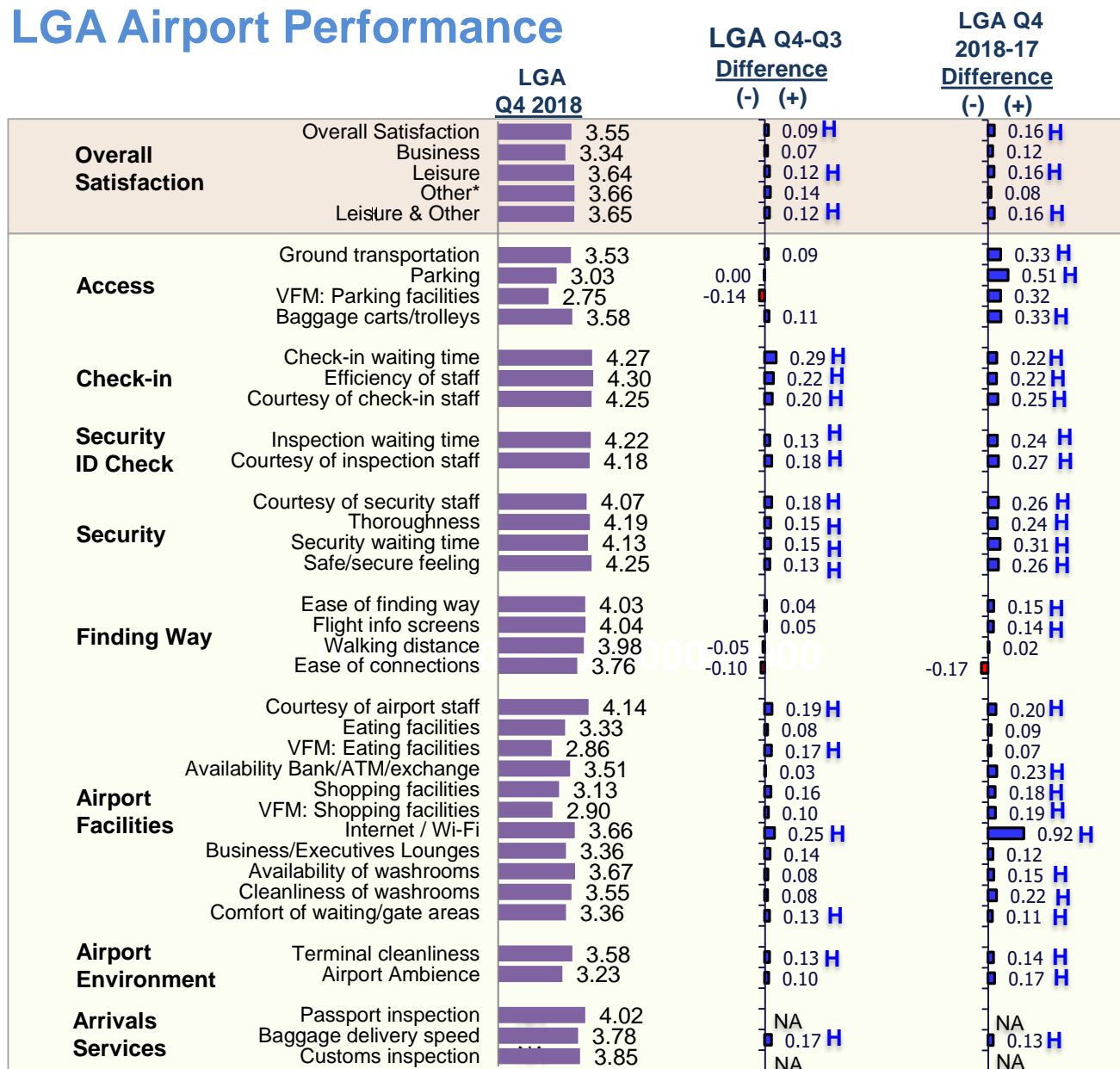
Base is Respondents providing a valid response

* Scores 4 + 5
(Excellent+ Very Good)



LGA Satisfaction Performance

LGA Airport Performance



- LGA passenger satisfaction improved significantly overall and on nearly all airport elements from one year ago (Q4 2017) and on many airport elements since Q3 2018, including those aligned with customer experience improvement initiatives: ground transportation access, Internet/Wi-Fi access, wayfinding/ signage and terminal and restroom cleanliness/ upgrades (Project Clean) and arrivals baggage speed.
- In Q4 2018, LGA scores highest on check-in staff efficiency (4.30) and lowest on parking facilities value for the money -- VFM (2.75).

Mean Scores based on rating scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent. * Other may include Education, Family visit, Religious events, etc.

NA: Not applicable; H/L: Q4 2018 (N=1,015) significantly Higher/Lower than Q3 2018 or Q4 2017.

LGA Airport Performance vs. Peer Panel

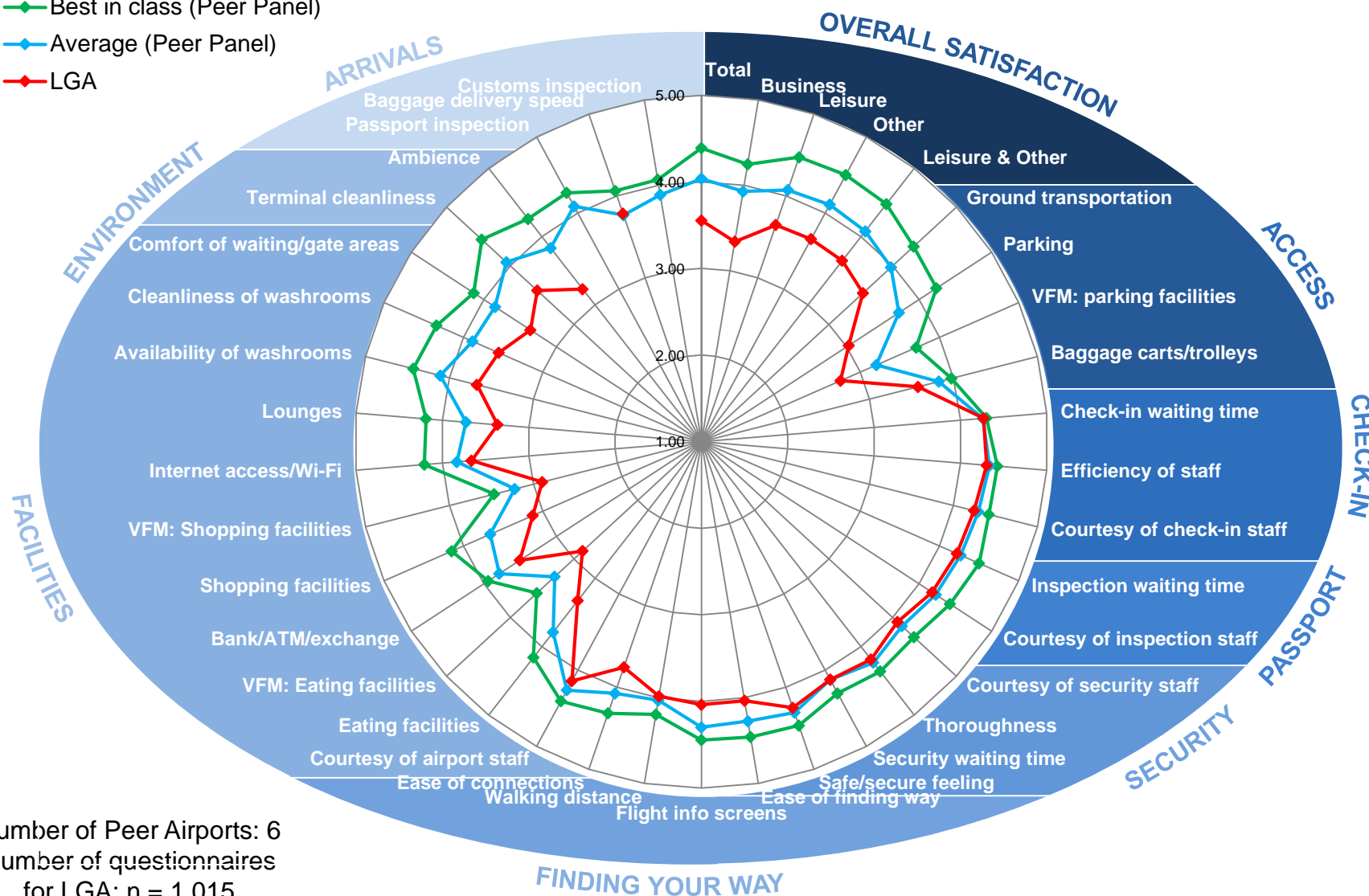
			Peer Panel	LGA Rank ~	BOS	BWI	FLL	MSP	PHL
Overall Satisfaction	Overall Satisfaction	3.55 H3/4	4.04 H	6	4.15 H	4.20 H	4.17 H	4.39 H	4.01 H
	Business	3.34	3.93 H	6	4.10 H	4.13 H	4.21 H	4.25 H	3.90 H
	Leisure	3.64 H3/4	4.07 H	6	4.19 H	4.22 H	4.15 H	4.47 H	4.06 H
	Other*	3.66	4.11 H	6	4.12 H	4.28 H	4.25 H	4.50 H	4.07 H
	Leisure & Other	3.65 H3/4	4.08 H	6	4.18 H	4.23 H	4.17 H	4.48 H	4.06 H
Access	Ground transportation	3.53 H4	3.97 H	6	4.08 H	4.18 H	4.08 H	4.33 H	4.07 H
	Parking	3.03	3.72 H	6	3.41 H	4.24 H	3.97 H	4.08 H	3.64 H
	VFM: Parking facilities	2.75 H4	3.20 H	5	2.68 H	3.71 H	3.44 H	3.31 H	3.32 H
	Baggage carts/trolleys	3.58 H4	3.83 H	6	3.80 H	3.98 H	3.94 H	3.97 H	3.80 H
Check-in	Check-in waiting time	4.27 H3/4	4.26	4	4.21	4.30	4.28 H	4.29	4.26
	Efficiency of staff	4.30 H3/4	4.34	4	4.29	4.43 H	4.42 H	4.40	4.29
	Courtesy of check-in staff	4.25 H3/4	4.30	4	4.23	4.38 H	4.41 H	4.42 H	4.24
Security ID Check	Inspection waiting time	4.22 H3/4	4.27	5	4.24	4.28	4.44 H	4.50	4.18
	Courtesy of inspection staff	4.18 H3/4	4.23	5	4.24	4.25	4.39 H	4.43	4.11
Security	Courtesy of security staff	4.07 H3/4	4.15 H	5	4.11	4.13	4.33 H	4.26 H	4.07
	Thoroughness	4.19 H3/4	4.23	5	4.20	4.24	4.36 H	4.36 H	4.16
	Security waiting time	4.13 H3/4	4.13	3	4.04	4.06	4.30 H	4.16	4.08
	Safe/secure feeling	4.25 H3/4	4.31	4	4.24	4.36 H	4.45 H	4.47 H	4.24
Finding Way	Ease of finding way	4.03 H4	4.27 H	6	4.28 H	4.46 H	4.37 H	4.40 H	4.24 H
	Flight info screens	4.04 H4	4.30 H	6	4.31 H	4.43 H	4.37 H	4.45 H	4.33 H
	Walking distance	3.98	4.03	4	4.06	4.14 H	4.19 H	3.89	3.90
	Ease of connections	3.76	4.07 H	6	4.06	4.32 H	4.07 H	4.14 H	3.99
Airport Facilities	Courtesy of airport staff	4.14 H4	4.26 H	6	4.28 H	4.36 H	4.36 H	4.41 H	4.18
	Eating facilities	3.33	3.79 H	6	3.76 H	4.07 H	3.68 H	4.16 H	3.95 H
	VFM: Eating facilities	2.86 H3	3.30 H	6	3.38 H	3.58 H	3.27 H	3.53 H	3.35 H
	Availability Bank/ATM/exchange	3.51 H4	3.79 H	6	3.82 H	3.81 H	3.74 H	3.94 H	3.92 H
	Shopping facilities	3.13 H4	3.66 H	6	3.58 H	3.90 H	3.58 H	4.15 H	3.89 H
	VFM: Shopping facilities	2.90 H4	3.22 H	6	3.23 H	3.29 H	3.23 H	3.47 H	3.32 H
	Internet / Wi-Fi	3.66 H3/4	3.83 H	5	4.02 H	3.65	3.90 H	4.21 H	3.71
	Business/Executives Lounges	3.36	3.73 H	6	3.78 H	3.74 H	3.68 H	4.19 H	3.95 H
	Availability of washrooms	3.67 H4	4.11 H	6	4.20 H	4.22 H	4.21 H	4.43 H	4.10 H
	Cleanliness of washrooms	3.55 H4	3.88 H	6	3.97 H	3.95 H	4.08 H	4.34 H	3.73 H
Airport Environment	Comfort of waiting/gate areas	3.36 H3/4	3.84 H	6	4.00 H	3.92 H	3.96 H	4.14 H	3.86 H
	Terminal cleanliness	3.58 H3/4	4.06 H	6	4.16 H	4.22 H	4.21 H	4.45 H	4.03 H
Arrivals Services	Airport Ambience	3.23 H4	3.83 H	6	3.94 H	4.04 H	3.99 H	4.26 H	3.85 H
	Passport inspection	NA	4.09	NA	3.94	4.27	4.23	4.27	4.03
	Baggage delivery speed	3.78 H3/4	3.77	3	3.64 L	3.78	3.97 H	4.06 H	3.60 L
	Customs inspection	NA	3.89	NA	3.77	4.00	3.99	4.07	3.86

- LGA significantly underperforms the peer panel airports on overall satisfaction as well as many airport elements, with most items ranking last or next to last.
- The exceptions occur for LGA, where it outperforms BOS and PHL on arrivals baggage speed.
- Other exceptions occur for LGA where it performs on a par with the following:
 - BOS and PHL: all three check-in elements, all six security check elements, walking distance, connections.
 - PHL: airport staff courtesy and Internet/ Wi-Fi access.
 - BWI: check-in wait time, all security check elements except feeling secure and Internet/Wi-Fi access.
 - MSP: check-in wait time and staff efficiency, and security check magnetometer wait time.

Mean Scores based on rating scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent. * Other may include Education, Family visit ,Religious events, etc.. NA: Not applicable; H3/4 L3/4: Significantly Higher/Lower than Q3 2018/Q4 2017; H/L: Significantly Higher/Lower than LGA Q4 2018; ~ Rank in Peer Panel of 6 airports. LGA Q4 2018 N=1,015

LGA Performance vs. Peer Panel

- Best in class (Peer Panel)
- Average (Peer Panel)
- LGA

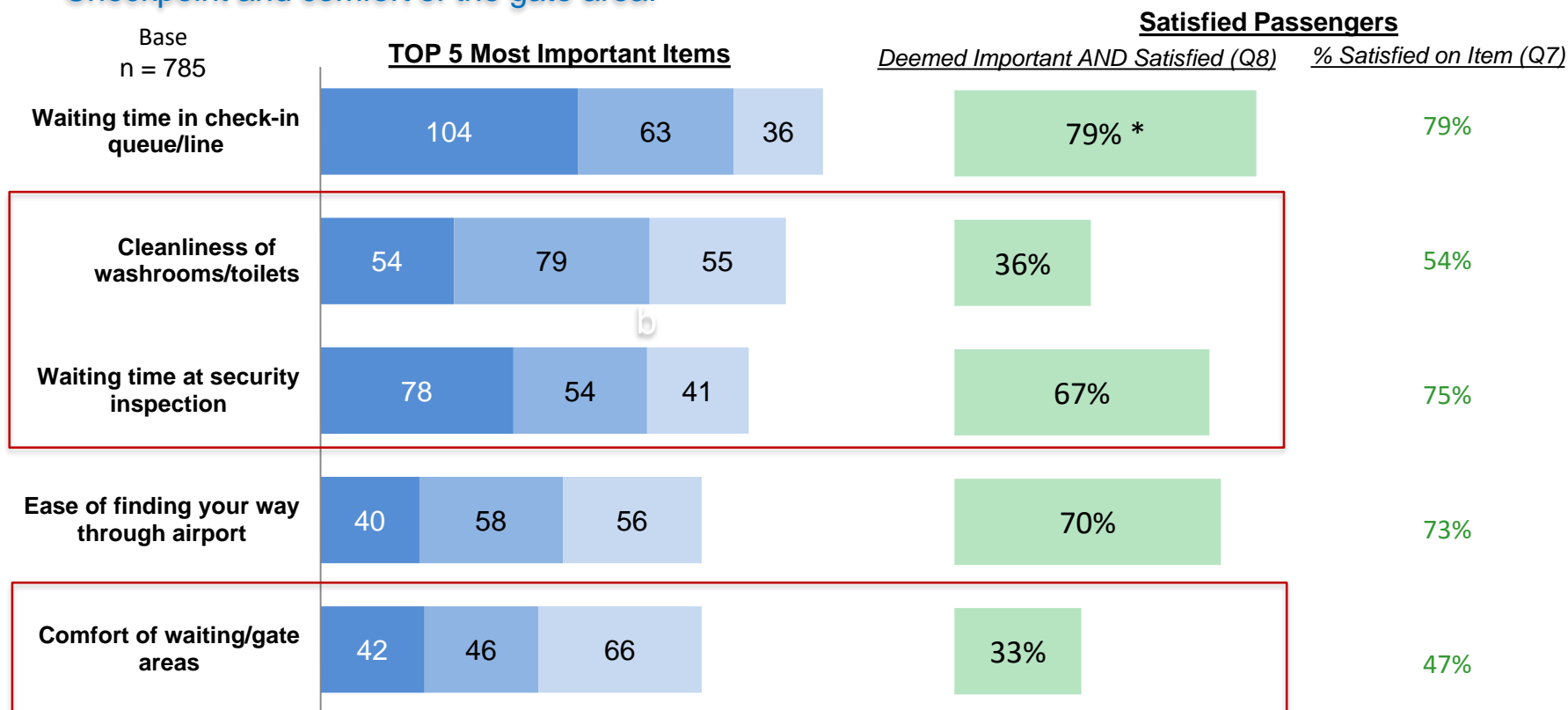


Number of Peer Airports: 6
 Number of questionnaires
 for LGA: n = 1,015

LGA– Airport Performance

Top 5 Most Important Items – Satisfied Passengers

- Three out of the top five airport importance elements below indicate a weakness for LGA (under 70% satisfaction for those who deem the item important): restroom cleanliness, wait-time at the Security Checkpoint and comfort of the gate area.



Notes: ■ 1st most important ■ 2nd most important ■ 3rd most important

Top 5: from Q8: "Which of the items listed in Question 7 are the 1st / 2nd / 3rd most important to you at this airport?"
The figures represent the number of respondents who mention the item.

Satisfied Passengers are among the respondents who mention the item as important at Q8.

Satisfied Passengers among the respondents to Q7 items "Based on your experience today, please rate this airport on each service item".

Base is Respondents providing a valid response

* Scores 4 + 5
(Excellent+
Very Good)



Terminal-level Satisfaction Performance

JFK Terminal Performance

		T1	T2	T4	T5	T7	T8
Overall Satisfaction	Overall Satisfaction	3.59	3.98 H4	3.98 H3/4	4.08 H3	3.60 H4	4.04 H4
	Business	3.39	3.67	3.93 H3/4	3.96 H3	3.40	3.81 H4
	Leisure	3.64	4.09 H4	3.98 H3/4	4.11 H3	3.59 H4	4.12 H4
	Other*	3.54	4.14	4.04 H3/4	4.15	4.06	4.04 H4
	Leisure & Other	3.61	4.10 H4	4.00 H3/4	4.12 H3	3.64 H4	4.10 H4
Access	Ground transportation	3.71	3.95 H4	3.84 H4	3.90 H3	3.70	3.91
	Parking	3.66	3.66	3.74	3.56	3.92	3.77
	VFM: Parking facilities	3.08	2.47	3.19	2.99	3.79	3.29
	Baggage carts/trolleys	3.53	3.85	3.82 H3/4	3.82	3.33	3.79
Check-in	Check-in waiting time	3.84	4.30 H3/4	3.97 H3/4	4.07 H3	4.24 H3/4	4.17 H3
	Efficiency of staff	4.06	4.44 H3/4	4.16 H3/4	4.16 H3	4.28 H4	4.23
	Courtesy of check-in staff	4.06	4.40 H3/4	4.16 H3/4	4.14 H3	4.17	4.24 H3
Security ID Check	Inspection waiting time	3.92 H4	4.24 H3/4	3.81 H4	4.07	4.06 H4	3.95
	Courtesy of inspection staff	3.83	4.30 H3/4	3.86 H4	4.04	3.77	3.88
Security	Courtesy of security staff	3.66	4.21 H3/4	3.79 H4	3.97	3.62 H4	3.79 H4
	Thoroughness	3.87	4.36 H3/4	3.99	4.04	3.98 H4	4.00
	Security waiting time	3.52 L3/H4	3.99 H3/4	3.64 H4	3.91	3.84 H4	3.72 H4
	Safe/secure feeling	3.97	4.40 H3/4	4.12 L4	4.16	4.06	4.12
Finding Way	Ease of finding way	4.01	4.09 H4	4.10 H4	4.32 H3	4.04 H4	4.28 H4
	Flight info screens	3.83	4.22 H4	4.08 H4	4.36 H3	3.94 H4	4.24 H4
	Walking distance	3.98	4.13 H4	3.46 H4	3.98	4.11 H4	3.80 H4
	Ease of connections	3.67 H4	3.49 H4	3.80 H3/4	4.11 H3	3.54	4.04 H4
Airport Facilities	Courtesy of airport staff	3.88	4.25 H4	4.11 H3/4	4.11	3.94	4.14
	Eating facilities	3.23	3.82 H3/4	3.76 H3/L4	3.88	3.07	3.61
	VFM: Eating facilities	2.67	3.01 H4	2.98 H3/4	3.19 H3	2.71 H4	3.07
	Availability Bank/ATM/exchange	3.44	3.47	3.83	3.66 L4	3.46	3.86
	Shopping facilities	3.44	3.40	3.90 H4	3.81	3.12	3.76
	VFM: Shopping facilities	2.96	2.79	3.16 H4	3.24 H3	2.77 H4	3.19
	Internet / Wi-Fi	3.40 H3/4	3.95 H3/4	3.77 H3/4	4.06 H3/4	3.80 H3/4	3.88 H3/4
	Business/Executives Lounges	3.35	3.96	3.92 H3	3.76	3.54	3.64
	Availability of washrooms	3.90	3.95 H4	4.02 H4	4.22 H3	3.85 H4	4.18 H4
	Cleanliness of washrooms	3.69 H3/4	3.76 H4	3.87 H3/4	4.02 H3	3.66 H3/4	3.91 H4
Airport Environment	Comfort of waiting/gate areas	3.41	3.87 H4	3.81 H3/4	3.93 H3	3.50 H4	4.03 H4
	Terminal cleanliness	3.77	4.21 H3/4	4.12 H3/4	4.10 H3	3.90 H3/4	4.32 H3/4
Arrivals Services	Airport Ambience	3.49	3.76 H3	3.92 H3	3.98	3.37	4.10 H4
	Passport inspection	3.84	NA	3.87 H4	4.08	3.73	3.99
	Baggage delivery speed	3.62	3.90 H4	3.74 H4	3.86	3.79	3.87
	Customs inspection	3.69	NA	3.78 H4	3.92	3.72	3.85

Mean Scores based on rating scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent. * Other may include Education, Family visit, Religious events, etc.

NA: Not Applicable; **H3/4- L3/4**: Significantly Higher/Lower than Q3 2018/Q4 2017; Q4 N: T1=377; T2=152; T4=1,105; T5=775; T7=239; T8=463

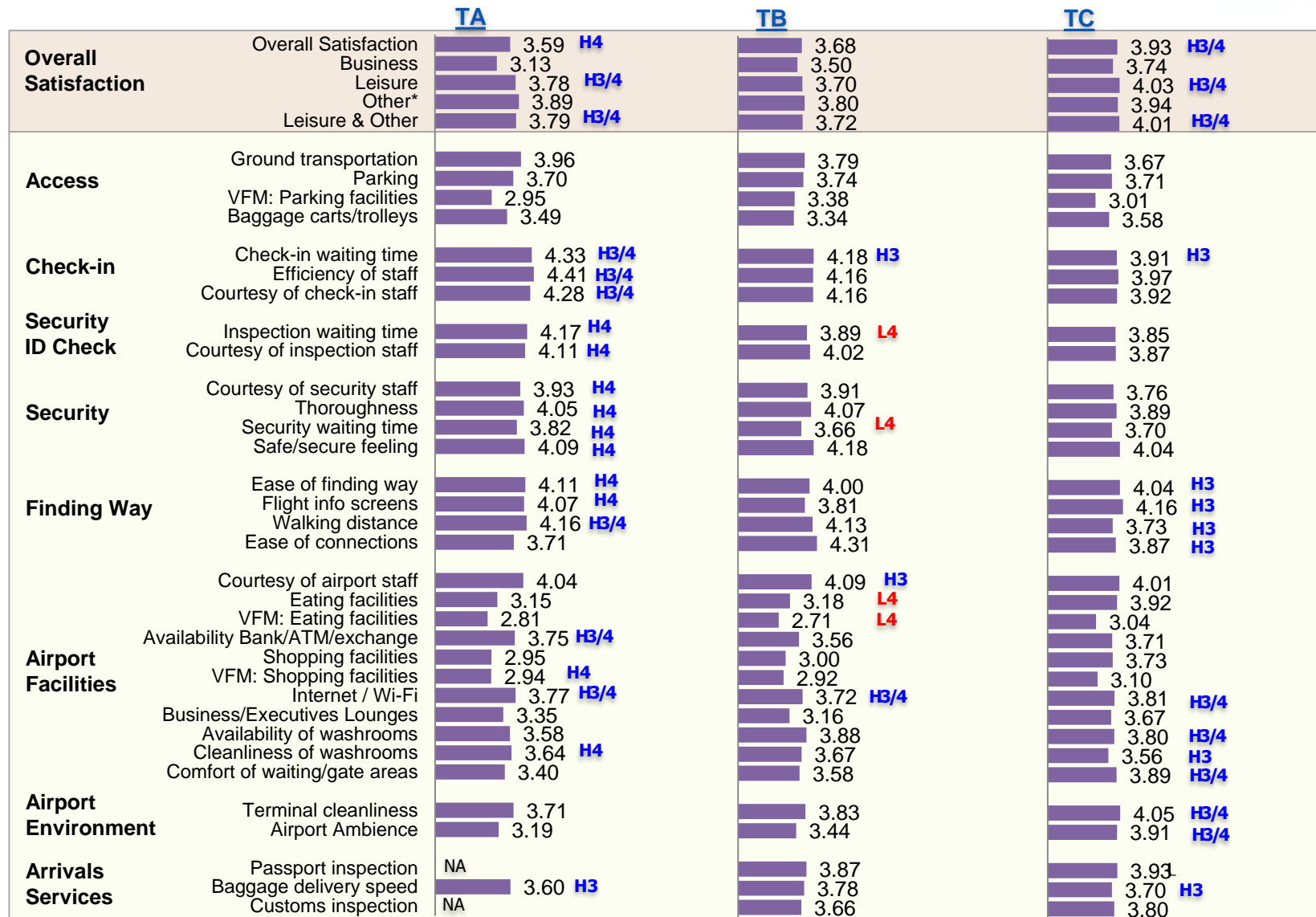
JFK Terminal Performance

- ➔ Terminal 1: Overall passenger satisfaction remained stable overall in Q4 2018, as it did for most terminal elements. Internet/Wi-Fi access (3.40) and restroom cleanliness (3.69) improved significantly since Q3 2018 and YOY—vs. Q4 2017, while satisfaction improved significantly YOY for security ID/Ticket check wait-time (3.92) and connections (3.67). Satisfaction declined significantly from Q3 2018 for security check magnetometer wait-time (3.52), but improved significantly YOY. Check-in staff efficiency and courtesy both received the highest satisfaction score (4.06); eating facilities value for the money (VFM -- 2.67) received the lowest score.
- ➔ Terminal 2: Passenger satisfaction improved significantly overall versus YOY (Q4 2017) and across most terminal elements compared to Q3 2018 and YOY, including all check-in elements, all security check elements, eating facilities (3.82), Internet/Wi-Fi access (3.95), and terminal cleanliness (4.21). Other elements improved significantly versus only YOY: all wayfinding elements, airport staff courtesy (4.25), eating facilities VFM (3.01), restroom availability (3.95) and cleanliness (3.76), airport ambience (3.76) and arrival baggage speed (3.90). Check-in staff efficiency scored highest (4.44) in Q4 2018, while parking VFM (2.47) scored lowest.
- ➔ Terminal 4: Passenger satisfaction increased significantly overall since Q3 2018 and YOY (Q4 2017). Nearly all terminal elements significantly improved compared to YOY, except for those few items that scored on a par with Q3: parking facilities (3.74) and their VFM (3.19), security check thoroughness (3.99), ATMs/Money Exchanges (3.83), and airport ambience (3.92). Safe/secure feeling (4.12) at the security check and eating facilities saw a significant decrease in satisfaction YOY. Almost the same level of improvement was seen for the terminal elements since Q3, although all the security check elements, most of wayfinding, shopping facilities and their VFM, ATMs/Mexchanges, FIS and baggage speed remained steady. Check-in staff efficiency and courtesy (both 4.16) scored highest in Q4, while eating facilities VFM (2.98) scored lowest.

JFK Terminal Performance

- ➔ Terminal 5: Passenger satisfaction improved significantly overall and on many terminal elements since Q3 2018. It remained steady versus Q3 2018 on all security elements, all arrivals services, parking and its VFM, baggage cart availability (3.82), walking distance (3.98), airport staff courtesy (4.11), eating facilities (3.88), ATMs/money exchanges (3.66), shopping facilities (3.81), airport ambience (3.98). T5 also remained steady overall and on nearly all terminal elements YOY (vs. Q4 2017), except Internet/Wi-Fi access, which improved significantly and ATMs/money exchanges, which declined significantly. FIDs score the highest in Q4 2018 (4.36), while parking VFM is the lowest (2.99).
- ➔ Terminal 7: Passenger satisfaction improved significantly overall and across many terminal elements: check-in wait time (4.24 – also up significantly since Q3 2018) and efficiency (4.28 – also the highest scoring element in Q4 2018), security ID/ticket wait time (4.06), all other security check elements except safe/secure feeling (4.06), all wayfinding elements except ease of connections (3.54), eating facilities VFM (2.71 – also the lowest scoring element in Q4 2018), shopping facilities VFM (2.77), Internet/Wi-Fi access (3.80 – also up significantly since Q3 2018), comfort at the gate (3.50), restroom availability (3.85) and cleanliness (3.66) and terminal cleanliness (3.90 – the latter two also up significantly since Q3 2018).
- ➔ Terminal 8: satisfaction improved significantly overall compared to YOY (Q4 2017) and on a number of terminal elements: Security at the magnetometer wait time (3.72) and its staff courtesy (3.79), all wayfinding elements, Internet/Wi-Fi access (3.88 – also up significantly since Q3 2018), restroom availability (4.18) and cleanliness (3.91), terminal cleanliness (4.32 – also up significantly since Q3 2018 and the highest scoring element in Q4 2018), comfort at the gate (4.03) and airport ambience (4.10). Check-in staff courtesy (4.24) and wait time (4.17) both improved significantly since Q3 2018. Eating facilities VFM – (3.07) was the lowest scoring element in Q4 2018.

EWR Terminal Performance



Mean Scores based on rating scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent. * Other may include Education, Family visit ,Religious events, etc.
 NA: Not applicable. **H3/4- L3/4**: Significantly Higher/Lower than Q3 2018/Q4 2017. Q4 N: TA=208; TB=201; TC=700;

- Terminal A: Passenger satisfaction (3.59) improved significantly overall YOY (vs. Q4 2017) and for leisure passengers (3.78 — also up significantly since Q3 2018). It also improved significantly YOY for many terminal elements: all three check-in elements (also up significantly since Q3 2018), all six security check elements, wayfinding (4.11), FIDS (4.07), walking distance (4.16, also up significantly since Q3), shopping facilities VFM (2.94), availability of ATMs/Money Exchanges (3.75) and Internet/Wi-Fi access (3.77) — both also up significantly since Q3), restroom cleanliness (3.64), arrival baggage speed (3.60—up significantly since Q3). Eating facilities VFM (2.81) scored lowest in Q4 2018, while check-in staff efficiency (4.41) scored highest.
- Terminal B: Passenger satisfaction remained stable overall and on nearly all terminal elements, despite a significant increase since Q3 2018 on check-in wait time (4.18), airport staff courtesy (4.09) and Internet/Wi-Fi (3.72, also up significantly versus YOY-Q4 2017). Conversely, passenger satisfaction declined significantly on security ID/ticket check wait time (3.89) and in the magnetometer area (3.66) and on eating facilities (3.18) and their respective VFM (2.71—also the lowest scoring element in Q4 2018). Ease of connections (4.31) was the highest scoring element in Q4).
- Terminal C: Passenger satisfaction increased significantly overall since Q3 2018 and YOY (vs. Q4 2017). This same level of improvement since Q3 2018 and YOY occurred for Internet/Wi-Fi access (3.81), restroom availability (3.80), comfort at the gate (3.89), terminal cleanliness (4.05) and ambience (3.91). Satisfaction improved significantly since only Q3 2018 for check-in wait time (3.91), on all four wayfinding elements, restroom cleanliness (3.56) and arrival baggage speed (3.70). Parking facilities VFM (3.01) scored lowest in Q4 2018; FIDS scored highest (4.16).

LGA Terminal Performance

		TA	TB	TC	TD
Overall Satisfaction	Overall Satisfaction	4.02	3.28	3.78 H4	3.77 H4
	Business	3.57	2.94	3.58 H4	3.57
	Leisure	4.25	3.38	3.88	3.91 H4
	Other*	3.40	3.40	4.27	3.56
	Leisure & Other	4.12	3.38	3.94	3.85
Access	Ground transportation	3.84	3.52 H4	3.57 H4	3.50 H4
	Parking	3.80	2.90 H4	2.94	3.17
	VFM: Parking facilities	3.60	2.80	2.47	2.67
	Baggage carts/trolleys	3.62	3.46 H4	3.88 H4	3.52
Check-in	Check-in waiting time	4.28	4.26 H3/4	4.31 H3/4	4.23
	Efficiency of staff	4.28	4.26 H3/4	4.35 H3/4	4.34 H4
	Courtesy of check-in staff	4.46	4.18 H3/4	4.30 H4	4.28 H4
Security ID Check	Inspection waiting time	4.05 L3	4.22 H3/4	4.31 H4	4.15
	Courtesy of inspection staff	4.27	4.11 H3/4	4.27 H4	4.22 H4
Security	Courtesy of security staff	4.33	4.02 H3/4	4.10 H4	4.10 H4
	Thoroughness	4.41	4.14 H3/4	4.17 H4	4.27 H4
	Security waiting time	4.05	4.12 H3/4	4.15 H3/4	4.11 H4
	Safe/secure feeling	4.40	4.21 H3/4	4.28 H4	4.26
Finding Way	Ease of finding way	4.30	3.90	4.10 H4	4.18
	Flight info screens	4.18	3.85	4.18 H4	4.20
	Walking distance	4.33	3.96	3.87 L3	4.08
	Ease of connections		3.34	3.98	3.94
Airport Facilities	Courtesy of airport staff	4.37	4.05 H3/4	4.22 H4	4.20
	Eating facilities	3.62	2.88	3.70	3.74
	VFM: Eating facilities	3.26	2.73	2.90	3.01 H3
	Availability Bank/ATM/exchange	3.75	3.34	3.57	3.77 H4
	Shopping facilities	3.61	2.74	3.58	3.43 H4
	VFM: Shopping facilities	3.06	2.64	3.07	3.22 H4
	Internet / Wi-Fi	3.78	3.39 H4	3.90 H4	3.93 H4
	Business/Executives Lounges	3.80	2.87	4.05 H4	3.71
	Availability of washrooms	4.03	3.40	3.86 H4	3.94
	Cleanliness of washrooms	4.09	3.26 H4	3.73 H4	3.85
	Comfort of waiting/gate areas	3.95	3.01	3.70 H4	3.58 H3
Airport Environment	Terminal cleanliness	4.16	3.23	3.91 H4	3.78
	Airport Ambience	3.84 H4	2.85	3.54	3.54
Arrivals Services	Passport inspection	NA	NA	NA	NA
	Baggage delivery speed	4.08	3.67	3.94	3.82
	Customs inspection	NA	NA	NA	NA

Mean Scores based on rating scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent. * Other may include Education, Family visit ,Religious events, etc.

NA: Not applicable. **H3/4- L3/4**: Significantly Higher/Lower than Q3 2018/Q4 2017. Q4 N: TA=45; TB=473; TC=270; TD=227

- Terminals A: Passenger satisfaction remained stable overall in Q4 2018, as did nearly all terminal elements, except for a significant increase in airport ambience (3.84) versus YOY (Q4 2017) and a significant decline in satisfaction since Q3 2018 for security check ID/ticket wait time (4.05). Shopping facilities VFM (3.06) scored lowest in Q4; check-in staff courtesy (4.46) scored highest.
- Terminal B: Passenger satisfaction remained stable overall since Q3 2018. A number of terminal elements improved significantly since Q3 2018 and YOY (Q4 2017): all three check-in elements, all six security check elements, and airport staff courtesy (4.05). Some elements improved significantly YOY only: ground transportation (3.52), parking facilities (2.90), baggage cart availability (3.46), Internet/Wi-Fi access (3.39) and restroom cleanliness (3.26). Shopping facilities VFM (2.64) was the lowest scoring element in Q4; check-in staff efficiency and wait time ties for the highest score (4.26).
- Terminal C: Passenger satisfaction improved significantly overall and on many terminal elements YOY (versus Q4 2017): ground transportation (3.57), baggage cart availability (3.88), check-in staff courtesy (4.30), check-in wait time (4.31) and staff efficiency (4.35 – also the highest scoring element in Q4) – both also up significantly since Q3 2018, all six security check elements – magnetometer area wait time (4.15 – also up significantly since Q3), wayfinding (4.10) and FIDS (4.18), airport staff courtesy (4.22), Internet/Wi-Fi access (3.90), business/exec. lounges (4.05), restroom availability (3.86) and cleanliness (3.73), terminal cleanliness (3.91), and comfort at the gate (3.70). Only walking distance (3.87) satisfaction declined significantly since Q3 2018. The lowest scoring element was parking facilities VFM (2.47).
- Terminal D: Passenger satisfaction improved significantly overall YOY (versus Q4 2017) and on many terminal elements: ground transportation (3.50), check-in staff efficiency (4.34 – the highest scoring element in Q4 2018) and courtesy (4.28), security check ID inspection staff courtesy (4.22) and all magnetometer area elements, (except safe/secure feeling), ATMs/Money Exchanges (3.77), shopping facilities (3.43) and their VFM (3.22), Internet/Wi-Fi access (3.90). Comfort at the gate (3.58) and eating facilities VFM (3.01) improved significantly only since Q3 2018. Parking facilities VFM (2.67) is the lowest scoring element in Q4.

Thank You!



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