



Airport Performance Report

Fourth Quarter 2017

Topline Results for Aviation Management

February 23, 2018

A Customer Experience Presentation

2017 ACI-ASQ Study Objectives

- ➔ Provide a Customer Satisfaction Evaluation of the airport environment and services provided while customers are at the airport.
- ➔ Provide a Benchmark Comparison for PA Airports to gauge our performance relative to the airport industry.
- ➔ 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 guidance for marketing, planning, investment and service initiatives.

Methodology at a Glance

- ➔ **ACI's Airport Service Quality (ASQ) is a monthly benchmarking program aggregated to a quarterly report.**
- ➔ **More than 300 airports worldwide participate 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.

Participating Airports Q4 2017

→ In Q4 2017, 315 airports have participated in the ACI ASQ Survey.

→ 155,189 passengers have completed the ASQ Survey, including: 1,096 at JFK, 725 at EWR and 1,486 at LGA..

	< 2 M	2 - 5 M	5 - 15 M	15 - 25 M	25 - 40 M	> 40 M	TOTAL
AFRICA	13	3	5	1			22
	ABJ, BFN, BZV, EBB, ELS, GRJ, HRE, KIM, MBA, PLZ, PNR, UTN, VFA	MRU, RAK, TUN	ADD, CMN, CPT, DUR, NBO	JNB			
ASIA PACIFIC	15	20	26	13	8	17	99
	BTJ, CJB, DJB, DTB, IDR, IXC, IXE, NTL, PAT, PGK, POM, PPT, TNJ, TSV, VTZ	BBi, BDO, CCJ, CNS, DRW, GAU, JAI, LGK, LKO, MDC, MLE, PDG, PKU, PLM, PNH, PNK, REP, SOC, SXR, TRV	ADL, AMD, BPN, CCU, CGQ, CHC, CNX, COK, GOI, HET, HLP, HYD, INC, ITM, KHN, KNO, MFM, OOL, PEN, PER, PNQ, RGN, SHE, SJW, UPG, WLG	AKL, BLR, BNE, DPS, HAK, HRB, MAA, NKG, SUB, SYX, TAO, TSN, WUH	CKG, DMK, GMP, GHG, KIX, MEL, NRT, XIY	BKK, BOM, CAN, CGK, CTU, DEL, HKG, ICN, KMG, KUL, PEK, PVG, SHA, SIN, SYD, SZX, TPE	
EUROPE	24	21	34	13	9	8	109
	AES, BOO, EAS, GRO, GRX, JER, KRS, LCG, LEI, MJV, MLN, OVD, PDL, PNA, REU, SDR, SKP, SOU, SPC, VDE, VGO, VLL, XRY, ZAZ	ABZ, BIO, BMA, EMA, FNC, KRK, LCY, LPL, MAH, NCL, PFO, SCQ, SVG, SVQ, TFN, TLL, TOS, TRD, TRN, VNO, ZAG	ACE, AER, ALC, BGO, BLQ, BRS, BSL, BUD, CIA, EDI, ESB, FAO, FUE, GLA, GOT, IBZ, KEF, LCA, LED, LIN, LPA, LYS, MLA, MRS, NAP, NCE, OPO, OTP, PRG, RIX, SXF, TFS, TLS, VLC	AGP, ARN, ATH, BRU, DUS, GVA, HAM, HEL, LIS, MXP, STN, TXL, VIE	CPH, DME, DUB, MAN, ORY, OSL, PMI, SVO, ZRH	AMS, BCN, CDG, FCO, LGW, LHR, MAD, MUC	
LATIN AMERICA / CARIBBEAN	8	10	6	2	1		27
	BDA, CUL, CUR, KIN, LIR, MZT, POP, SAP	AUA, BGI, GYE, NAS, POS, PVR, SDQ, SJD, SJO, UIO	CNF, GDL, MTY, PTY, PUJ, TIJ	GIG, SCL	BOG		
MIDDLE EAST	1		5	4		1	11
	SLL		AMM, BAH, MCT, MED, MHD	AUH, RUH, THR, TLV		DXB	
NORTH AMERICA	9	6	11	5	7	9	47
	LAN, PWM, YLW, YQB, YQM, YQR, YXE, YYJ, YYT	ELP, GRR, YHZ, YOW, YTZ, YWG	AUS, CLE, CMH, CVG, IND, JAX, 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	70	60	87	38	25	35	315

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

BNA, MAH, MHD, NTL and SHA are not part of the Q3 2017 reports



Airport Satisfaction Performance

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
Passport Control	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.

JFK Airport Performance

➤ JFK significantly underperforms the peer airports panel on nearly all airport elements, with nearly all items ranking last or next to last, except parking facilities and their perceived value for the money (VFM), where JFK is somewhat lower, yet it exceeds AMS and LAX scores on the same and LHR on VFM). JFK scores highest on safety/security (4.12) and check-in staff efficiency (3.95) – both significantly improved since Q3, as did most security check elements, terminal and restroom cleanliness, FIS elements (except passport control wait -time), bag delivery speed, Internet/WiFi and ATM access, JFK scores lowest on ease of connections, which declined significantly since Q3.



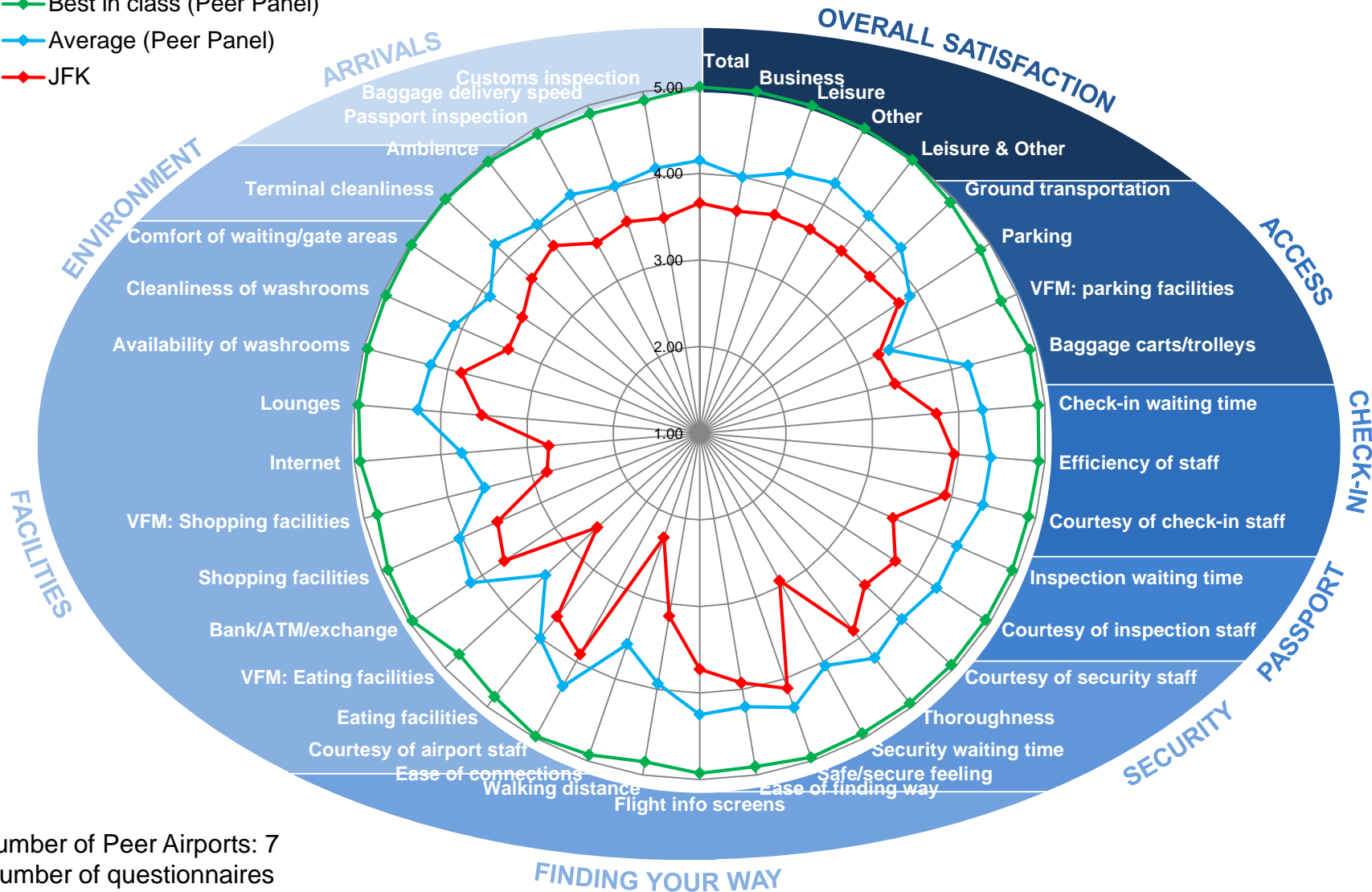
			Panel	JFK Rank ~	AMS	LAX	LHR	ICN	PVG	SIN
Overall Satisfaction	Overall Satisfaction	3.66 ^H	4.15 [^]	7	4.06 [^]	3.79 [^]	4.18 [^]	5.00 [^]	4.98 [^]	4.96 [^]
	Business	3.60	4.00 [^]	7	3.94 [^]	3.64	4.07 [^]	5.00 [^]	4.92 [^]	4.94 [^]
	Leisure	3.67 ^H	4.18 [^]	7	4.10 [^]	3.82 [^]	4.24 [^]	5.00 [^]	4.99 [^]	4.97 [^]
	Other*	3.68	4.28 [^]	7	4.26 [^]	3.91 [^]	4.18 [^]	5.00 [^]	4.99 [^]	4.96 [^]
	Leisure & Other	3.67 ^H	4.18 [^]	7	4.10 [^]	3.82 [^]	4.24 [^]	5.00 [^]	4.99 [^]	4.97 [^]
Access	Ground transportation	3.67	4.16 [^]	6	4.19 [^]	3.65	4.07 [^]	4.93 [^]	4.90 [^]	4.90 [^]
	Parking	3.75	3.90	5	3.34 ^V	3.45 ^V	3.96	4.81 [^]	4.74 [^]	4.87 [^]
	VFM: Parking facilities	3.26	3.39	4	2.52 ^V	3.06	3.02	4.78 [^]	4.65 [^]	4.80 [^]
	Baggage carts/trolleys	3.33	4.20 [^]	7	4.06 [^]	3.68 [^]	4.11 [^]	4.93 [^]	4.86 [^]	4.92 [^]
Check-in	Check-in waiting time	3.74 ^H	4.27 [^]	7	4.08 [^]	4.06 [^]	4.25 [^]	4.86 [^]	4.85 [^]	4.92 [^]
	Efficiency of staff	3.95 ^H	4.37 [^]	7	4.17 [^]	4.17 [^]	4.36 [^]	4.90 [^]	4.85 [^]	4.93 [^]
	Courtesy of check-in staff	3.92 ^H	4.37 [^]	7	4.22 [^]	4.16 [^]	4.36 [^]	4.91 [^]	4.89 [^]	4.91 [^]
Passport Control	Inspection waiting time	3.44 ^L	4.24 [^]	7	4.11 [^]	4.00 [^]	4.27 [^]	4.94 [^]	4.85 [^]	4.94 [^]
	Courtesy of inspection staff	3.70	4.27 [^]	7	4.19 [^]	4.00 [^]	4.24 [^]	4.92 [^]	4.88 [^]	4.94 [^]
Security	Courtesy of security staff	3.59	4.17 [^]	7	4.05 [^]	3.94 [^]	4.11 [^]	4.91 [^]	4.87 [^]	4.95 [^]
	Thoroughness	3.89 ^H	4.29 [^]	7	4.16 [^]	4.07 [^]	4.23 [^]	4.95 [^]	4.90 [^]	4.95 [^]
	Security waiting time	2.94 ^H	4.05 [^]	7	3.99 [^]	3.89 [^]	4.03 [^]	4.91 [^]	4.86 [^]	4.94 [^]
	Safe/secure feeling	4.12 ^H	4.35 [^]	7	4.25 [^]	4.12	4.29 [^]	4.96 [^]	4.88 [^]	4.96 [^]
Finding Way	Ease of finding way	3.92 ^H	4.20 [^]	7	4.15 [^]	3.92	4.17 [^]	4.90 [^]	4.84 [^]	4.88 [^]
	Flight info screens	3.73 ^H	4.25 [^]	7	4.12 [^]	4.01 [^]	4.28 [^]	4.93 [^]	4.86 [^]	4.89 [^]
	Walking distance	3.14	3.93 [^]	7	3.45 [^]	3.85 [^]	3.78 [^]	4.85 [^]	4.84 [^]	4.82 [^]
	Ease of connections	2.27 ^L	3.58 [^]	7	3.92 [^]	3.59 [^]	3.82 [^]	4.93 [^]	4.70 [^]	4.90 [^]
Airport Facilities	Courtesy of airport staff	3.90 ^H	4.32 [^]	7	4.10 [^]	4.07 [^]	4.28 [^]	4.98 [^]	4.93 [^]	4.94 [^]
	Eating facilities	3.68 ^H	4.00 [^]	7	3.78	3.64	3.93 [^]	4.86 [^]	4.85 [^]	4.83 [^]
	VFM: Eating facilities	2.61	3.42 [^]	7	2.93 [^]	2.94 [^]	3.39 [^]	4.77 [^]	4.66 [^]	4.74 [^]
	Availability Bank/ATM/exchange	3.70 ^H	4.15 [^]	6	3.78	3.64	3.93 [^]	4.96 [^]	4.83 [^]	4.90 [^]
	Shopping facilities	3.55	4.03 [^]	7	3.83 [^]	3.55	3.99 [^]	4.93 [^]	4.78 [^]	4.88 [^]
	VFM: Shopping facilities	2.82	3.56 [^]	7	3.01 [^]	2.99 [^]	3.35 [^]	4.84 [^]	4.71 [^]	4.75 [^]
	Internet / Wi-Fi	2.75 ^H	3.76 [^]	7	3.66 [^]	3.33 [^]	3.71 [^]	4.93 [^]	4.86 [^]	4.79 [^]
	Business/Executives Lounges	3.52	4.27 [^]	7	3.79	3.57	4.01 [^]	4.95 [^]	4.93 [^]	4.92 [^]
	Availability of washrooms	3.84 ^H	4.20 [^]	7	3.95 [^]	3.94 [^]	4.15 [^]	4.95 [^]	4.91 [^]	4.93 [^]
	Cleanliness of washrooms	3.41 ^H	4.09 [^]	7	3.76 [^]	3.76 [^]	4.17 [^]	4.95 [^]	4.92 [^]	4.93 [^]
Airport Environment	Comfort of waiting/gate areas	3.45	3.89 [^]	7	3.47	3.58 [^]	3.76 [^]	4.97 [^]	4.90 [^]	4.89 [^]
	Terminal cleanliness	3.63 ^H	4.21 [^]	7	4.02 [^]	3.93 [^]	4.28 [^]	4.99 [^]	4.95 [^]	4.97 [^]
	Airport Ambience	3.74 ^H	4.05 [^]	6	3.90 [^]	3.67 ^V	4.02 [^]	4.97 [^]	4.96 [^]	4.95 [^]
	Passport inspection	3.50 ^H	4.13 [^]	7	3.93 [^]	3.90 [^]	4.00 [^]	4.92 [^]	4.84 [^]	4.93 [^]
	Baggage delivery speed	3.58 ^H	4.02 [^]	6	3.54	3.64	3.86 [^]	4.82 [^]	4.83 [^]	4.90 [^]
	Customs inspection	3.52 ^H	4.10 [^]	7	3.82 [^]	3.75 [^]	3.96 [^]	4.90 [^]	4.83 [^]	4.89 [^]

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 Significantly Higher/Lower than 3rd Qtr. 2017; ^ ^ Significantly Higher/Lower than JFK; ~ Rank in Peer Panel of 7

JFK – Performance vs. Peer Panel

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



Number of Peer Airports: 7
Number of questionnaires
for JFK: n = 1,096

EWB Airport Performance

➤ EWR also significantly underperforms the peer airports panel on nearly all airport elements, with nearly all items ranking last or next to last, except parking facilities (where it's only somewhat lower) and parking's perceived value for the money (VFM), where it's somewhat higher. Yet, EWR exceeds BOS and MUC scores on parking VFM. EWR scores highest on check-in staff efficiency (4.06) and safe/secure feeling (4.03). EWR scores lowest on shopping VFM (2.88) and Internet/WiFi (2.89) and declined significantly since Q3 on availability of washrooms (3.58).



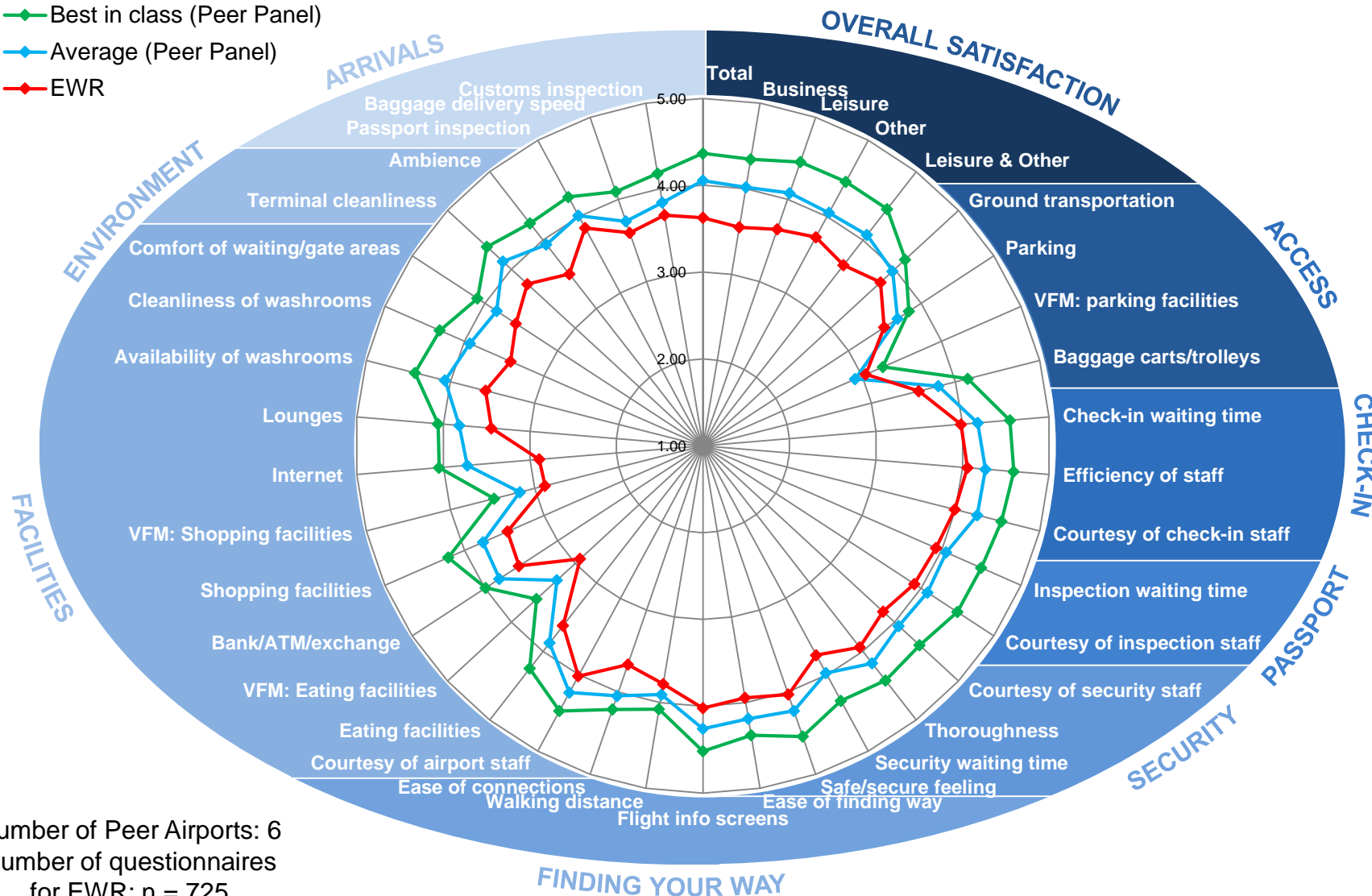
			Panel	EWB Rank ~	BOS	MSP	MUC	SEA	YYZ
Overall Satisfaction	Overall Satisfaction	3.63	4.05 ^	6	4.14 ^	4.37 ^	4.05 ^	4.04 ^	4.32 ^
	Business	3.55	4.02 ^	6	4.06 ^	4.24 ^	4.07 ^	4.01 ^	4.34 ^
	Leisure	3.64	4.08 ^	6	4.20 ^	4.45 ^	4.03 ^	4.07 ^	4.29 ^
	Other*	3.73	4.05 ^	6	4.09 ^	4.46 ^	4.13 ^	4.02 ^	4.41 ^
	Leisure & Other	3.64	4.08 ^	6	4.20 ^	4.45 ^	4.03 ^	4.07 ^	4.29 ^
Access	Ground transportation	3.78	3.97 ^	6	4.02 ^	4.13 ^	3.65	4.15 ^	4.17 ^
	Parking	3.49	3.68	6	3.51	3.70	3.71	3.83 ^	3.82
	VFM: Parking facilities	3.05	2.91	3	2.65 V	3.02	2.62 V	3.15	3.26
	Baggage carts/trolleys	3.57	3.80 ^	6	3.77 ^	3.85 ^	3.65	3.84 ^	4.14 ^
Check-in	Check-in waiting time	3.98	4.18 ^	6	4.23 ^	4.55 ^	4.08	4.14 ^	4.28 ^
	Efficiency of staff	4.06	4.27 ^	6	4.30 ^	4.59 ^	4.14	4.29 ^	4.37 ^
	Courtesy of check-in staff	3.99	4.26 ^	6	4.27 ^	4.55 ^	4.15 ^	4.31 ^	4.41 ^
Passport Control	Inspection waiting time	3.93	4.06 ^	5	4.12 ^	4.50 T	4.11 ^	4.02	4.18 ^
	Courtesy of inspection staff	3.91	4.09 ^	5	4.12 ^	4.50 T	3.97 ^	4.17 ^	4.31 ^
Security	Courtesy of security staff	3.82	4.06 ^	6	4.08 ^	4.39 ^	3.90	4.11 ^	4.27 ^
	Thoroughness	3.94	4.17 ^	6	4.16 ^	4.42 ^	4.23 ^	4.16 ^	4.34 ^
	Security waiting time	3.74	3.98 ^	6	3.99 ^	4.34 ^	3.93 ^	3.94 ^	4.24 ^
	Safe/secure feeling	4.03	4.23 ^	6	4.18 ^	4.54 ^	4.26 ^	4.21 ^	4.44 ^
Finding Way	Ease of finding way	3.94	4.19 ^	6	4.28 ^	4.38 ^	4.03	4.25 ^	4.22 ^
	Flight info screens	4.02	4.26 ^	6	4.28 ^	4.52 ^	4.24 ^	4.29 ^	4.30 ^
	Walking distance	3.78	3.91 ^	5	4.07 ^	3.93 ^	3.69	3.93 ^	3.88
	Ease of connections	3.66	4.04 ^	6	4.21 ^	4.03 ^	4.10 ^	4.13 ^	4.14 ^
Airport Facilities	Courtesy of airport staff	4.02	4.23 ^	6	4.27 ^	4.47 ^	4.03	4.27 ^	4.42 ^
	Eating facilities	3.62	3.88 ^	6	3.83 ^	4.25 ^	3.93 ^	3.87 ^	4.05 ^
	VFM: Eating facilities	2.92	3.29 ^	6	3.42 ^	3.49 ^	3.18 ^	3.25 ^	3.61 ^
	Availability Bank/ATM/exchange	3.53	3.80 ^	6	3.91 ^	3.93 ^	3.81 ^	3.70	3.99 ^
	Shopping facilities	3.46	3.77 ^	6	3.63 ^	4.20 ^	3.90 ^	3.77 ^	3.92 ^
	VFM: Shopping facilities	2.88	3.18 ^	6	3.22 ^	3.48 ^	3.17 ^	3.12 ^	3.48 ^
	Internet / Wi-Fi	2.89	3.72 ^	6	3.85 ^	4.05 ^	3.77 ^	3.84 ^	3.97 ^
	Business/Executives Lounges	3.45	3.82 ^	6	3.78 ^	3.83 ^	3.96 ^	3.89 ^	4.06 ^
	Availability of washrooms	3.58 L	4.07 ^	6	4.23 ^	4.42 ^	3.83 ^	4.13 ^	4.30 ^
	Cleanliness of washrooms	3.42	3.93 ^	6	4.05 ^	4.31 ^	3.99 ^	3.89 ^	4.16 ^
Airport Environment	Comfort of waiting/gate areas	3.57	3.84 ^	6	4.00 ^	4.10 ^	3.82 ^	3.70 ^	4.08 ^
	Terminal cleanliness	3.75	4.13 ^	6	4.22 ^	4.38 ^	4.38 ^	3.99 ^	4.38 ^
Arrivals Services	Airport Ambience	3.51	3.94 ^	6	3.98 ^	4.25 ^	4.15 ^	3.85 ^	4.22 ^
	Passport inspection	3.85	4.01 ^	6	3.91	4.26 ^	3.99	4.09 ^	4.20 ^
	Baggage delivery speed	3.59	3.73 ^	4	3.58	4.09 ^	3.51	3.93 ^	3.89 ^
	Customs inspection	3.69	3.84 ^	5	3.61	4.18 ^	3.93 ^	3.96 ^	4.12 ^

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.

T Very small sample base; H /L Significantly Higher/Lower than 3rd Qtr. 2017; ^ V Significantly Higher/Lower than EWR; ~ Rank in Peer Panel of 6 airports.

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 = 725

LGA Airport Performance

➤ LGA significantly underperforms the peer airports panel on nearly all airport elements, with nearly all items ranking last or next to last, except walking distance (3.96), where it's comparable. LGA scores highest on check-in staff efficiency (4.08) and wait time (4.05). LGA improved significantly since Q3 on ease of connections (3.93) and speed of baggage delivery (3.65). It scores lowest on parking (2.52) and parking value for the money (VFM) – 2.43. LGA declined significantly since Q3 on wait time at the security checkpoint (3.82).



			Panel	LGA Rank ~	BOS	BWI	FLL	MSP	PHL
Overall Satisfaction	Overall Satisfaction	3.40	3.93 ^	6	4.14 ^	4.24 ^	4.03 ^	4.37 ^	4.01 ^
	Business	3.22	3.79 ^	6	4.06 ^	4.20 ^	3.98 ^	4.24 ^	3.85 ^
	Leisure	3.49	4.00 ^	6	4.20 ^	4.29 ^	4.02 ^	4.45 ^	4.08 ^
	Other*	3.58	4.03 ^	6	4.09 ^	4.17 ^	4.08 ^	4.46 ^	4.14 ^
	Leisure & Other	3.49	4.00 ^	6	4.20 ^	4.29 ^	4.02 ^	4.45 ^	4.08 ^
Access	Ground transportation	3.21	3.79 ^	6	4.02 ^	4.28 ^	4.11 ^	4.13 ^	4.04 ^
	Parking	2.52	3.62 ^	6	3.51 ^	4.16 ^	3.56 ^	3.70 ^	3.72 ^
	VFM: Parking facilities	2.43	3.07 ^	6	2.65	3.63 ^	3.15 ^	3.02 ^	3.21 ^
	Baggage carts/trolleys	3.25	3.68 ^	6	3.77 ^	4.00 ^	3.76 ^	3.85 ^	3.75 ^
Check-in	Check-in waiting time	4.05	4.22 ^	6	4.23 ^	4.41 ^	4.10	4.55 ^	4.29 ^
	Efficiency of staff	4.08	4.28 ^	6	4.30 ^	4.46 ^	4.29 ^	4.59 ^	4.32 ^
	Courtesy of check-in staff	3.99	4.22 ^	6	4.27 ^	4.41 ^	4.28 ^	4.55 ^	4.25 ^
Passport Control	Inspection waiting time	NA	4.12	NA	4.12	4.27	4.14	4.50	4.19
	Courtesy of inspection staff	NA	4.09	NA	4.12	4.20	4.22	4.50	4.15
Security	Courtesy of security staff	3.81	4.04 ^	6	4.08 ^	4.11 ^	4.13 ^	4.39 ^	4.11 ^
	Thoroughness	3.95	4.12 ^	6	4.16 ^	4.17 ^	4.20 ^	4.42 ^	4.17 ^
	Security waiting time	3.82 L	4.01 ^	6	3.99 ^	4.18 ^	3.96 ^	4.34 ^	4.13 ^
	Safe/secure feeling	3.98	4.17 ^	6	4.18 ^	4.26 ^	4.21 ^	4.54 ^	4.23 ^
Finding Way	Ease of finding way	3.88	4.19 ^	6	4.28 ^	4.46 ^	4.27 ^	4.38 ^	4.23 ^
	Flight info screens	3.89	4.21 ^	6	4.28 ^	4.41 ^	4.25 ^	4.52 ^	4.29 ^
	Walking distance	3.96	4.00	4	4.07 ^	4.16 ^	4.12 ^	3.93	3.85 ^
	Ease of connections	3.93 H	4.11 ^	6	4.21	4.41 ^	4.32 ^	4.03	3.96
Airport Facilities	Courtesy of airport staff	3.94	4.19 ^	6	4.27 ^	4.36 ^	4.24 ^	4.47 ^	4.20 ^
	Eating facilities	3.24	3.73 ^	6	3.83 ^	4.11 ^	3.50 ^	4.25 ^	3.90 ^
	VFM: Eating facilities	2.79	3.26 ^	6	3.42 ^	3.68 ^	3.12 ^	3.49 ^	3.38 ^
	Availability Bank/ATM/exchange	3.28	3.74 ^	6	3.91 ^	4.01 ^	3.68 ^	3.93 ^	3.88 ^
	Shopping facilities	2.94	3.60 ^	6	3.63 ^	4.01 ^	3.51 ^	4.20 ^	3.87 ^
	VFM: Shopping facilities	2.71	3.18 ^	6	3.22 ^	3.55 ^	3.11 ^	3.48 ^	3.37 ^
	Internet / Wi-Fi	2.74	3.50 ^	6	3.85 ^	3.45 ^	3.64 ^	4.05 ^	3.76 ^
	Business/Executives Lounges	3.24	3.59 ^	6	3.78 ^	3.68 ^	3.61 ^	3.83 ^	3.84 ^
	Availability of washrooms	3.53	4.03 ^	6	4.23 ^	4.28 ^	4.03 ^	4.42 ^	4.10 ^
	Cleanliness of washrooms	3.34	3.81 ^	6	4.05 ^	4.12 ^	3.99 ^	4.31 ^	3.72 ^
Airport Environment	Comfort of waiting/gate areas	3.25	3.74 ^	6	4.00 ^	3.96 ^	3.78 ^	4.10 ^	3.81 ^
	Terminal cleanliness	3.44	3.98 ^	6	4.22 ^	4.28 ^	4.10 ^	4.38 ^	4.02 ^
Arrivals Services	Airport Ambience	3.06	3.72 ^	6	3.98 ^	4.09 ^	3.79 ^	4.25 ^	3.84 ^
	Passport inspection	NA	4.00	NA	3.91	4.18	4.07	4.26	4.13
	Baggage delivery speed	3.65 H	3.68 ^	6	3.58	3.69	3.96 ^	4.09 ^	3.57
	Customs inspection	NA	3.77	NA	3.61	3.98	3.94	4.18	3.85

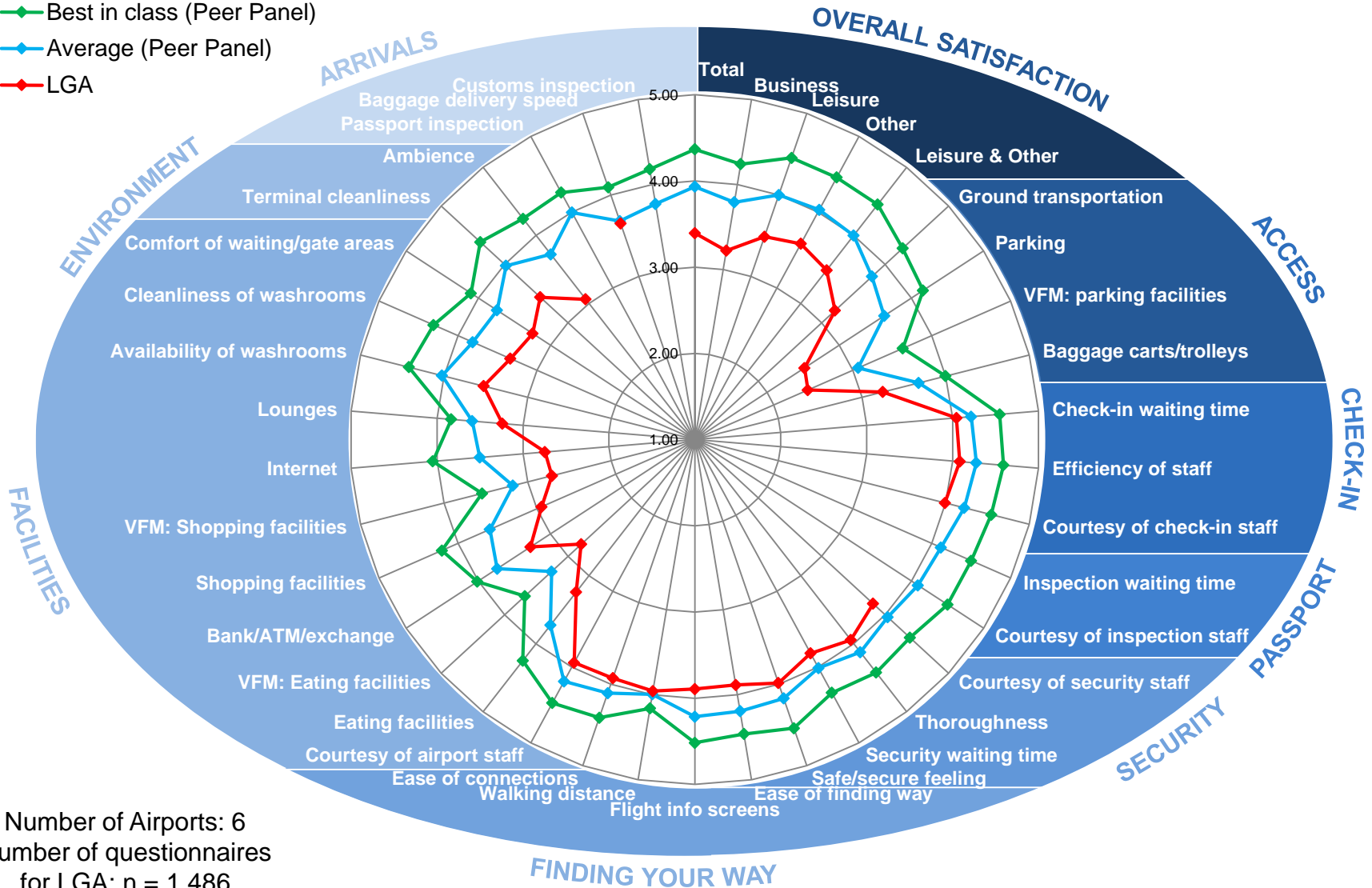
Mean Scores based on rating scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent. * Other may include Education, Family visit ,Religious events, etc.

NA: Not applicable; H /L Significantly Higher/Lower than 3rd Qtr. 2017; ^ v Significantly Higher/Lower than LGA; Significantly higher. ~ Rank in Peer Panel of 6 airports.

LGA – Performance vs. Peer Panel

Total Traffic

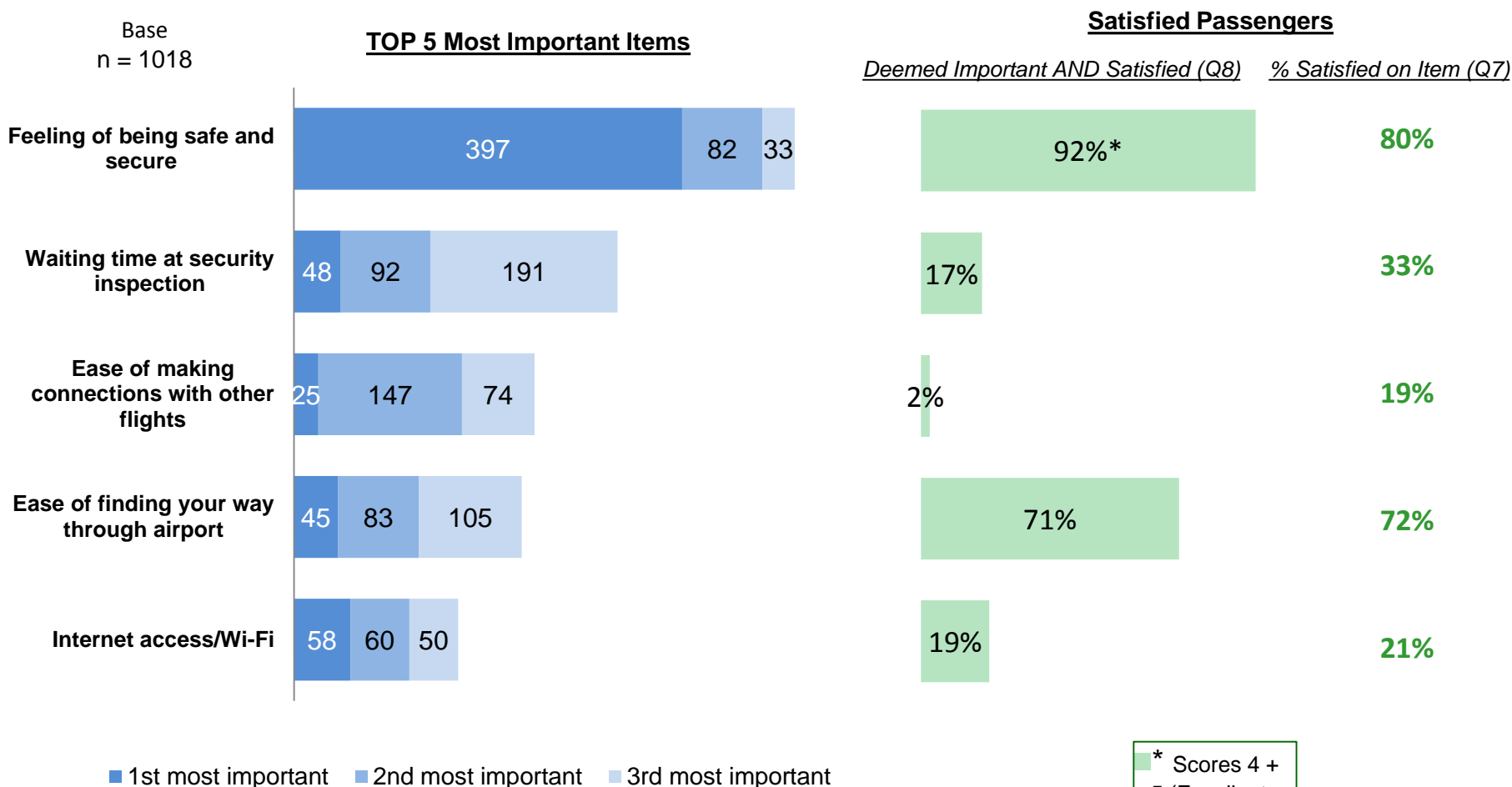
- Best in class (Peer Panel)
- Average (Peer Panel)
- LGA



Number of Airports: 6
Number of questionnaires
for LGA: n = 1,486

JFK– Airport Performance

Top 5 Most Important Items – Satisfied Passengers



Notes:

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.

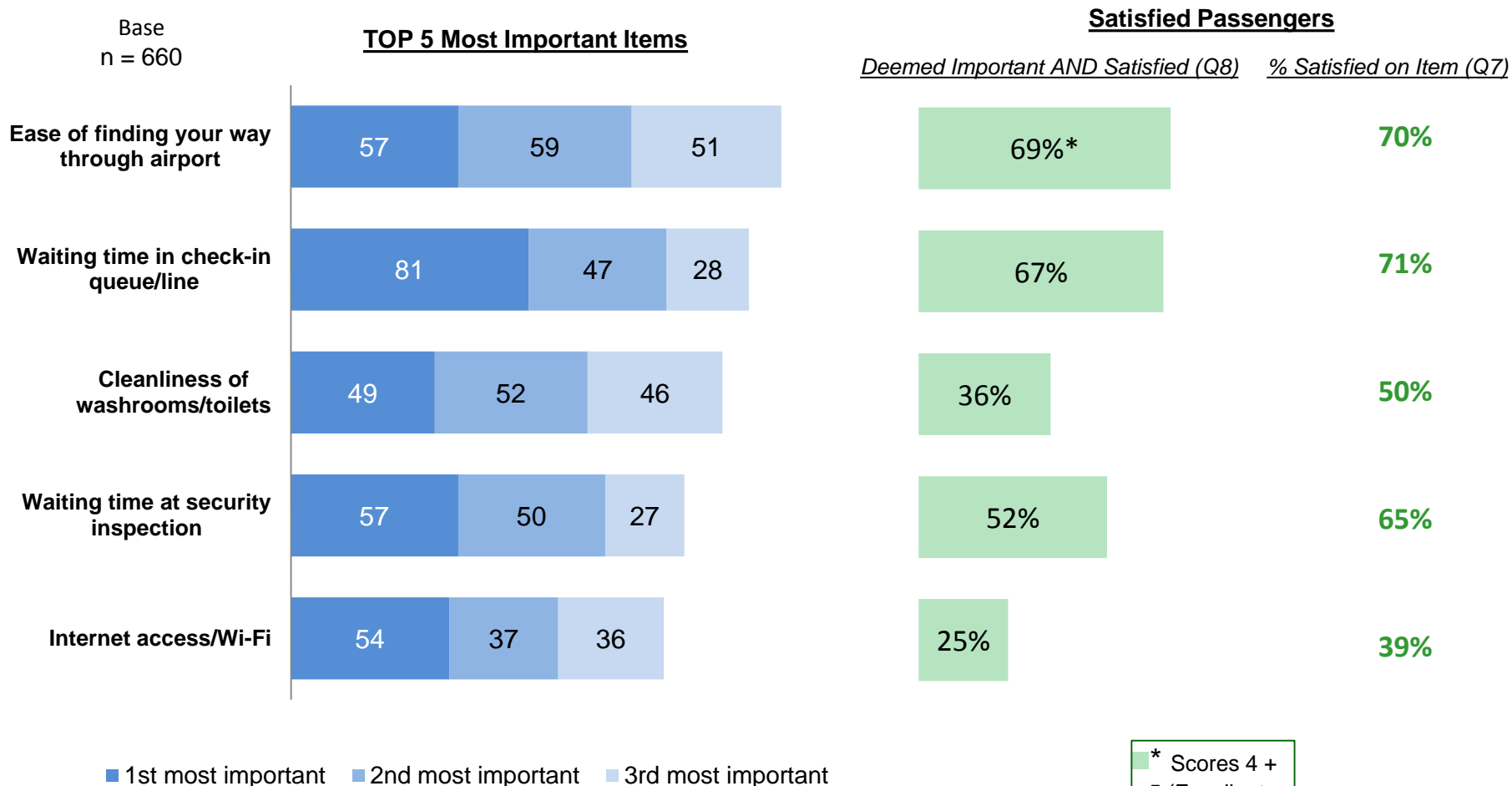
Satisfied Passengers are among the respondents who mention the item as important at Q8.

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

EWR– Airport Performance

Top 5 Most Important Items – Satisfied Passengers



Notes:

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.

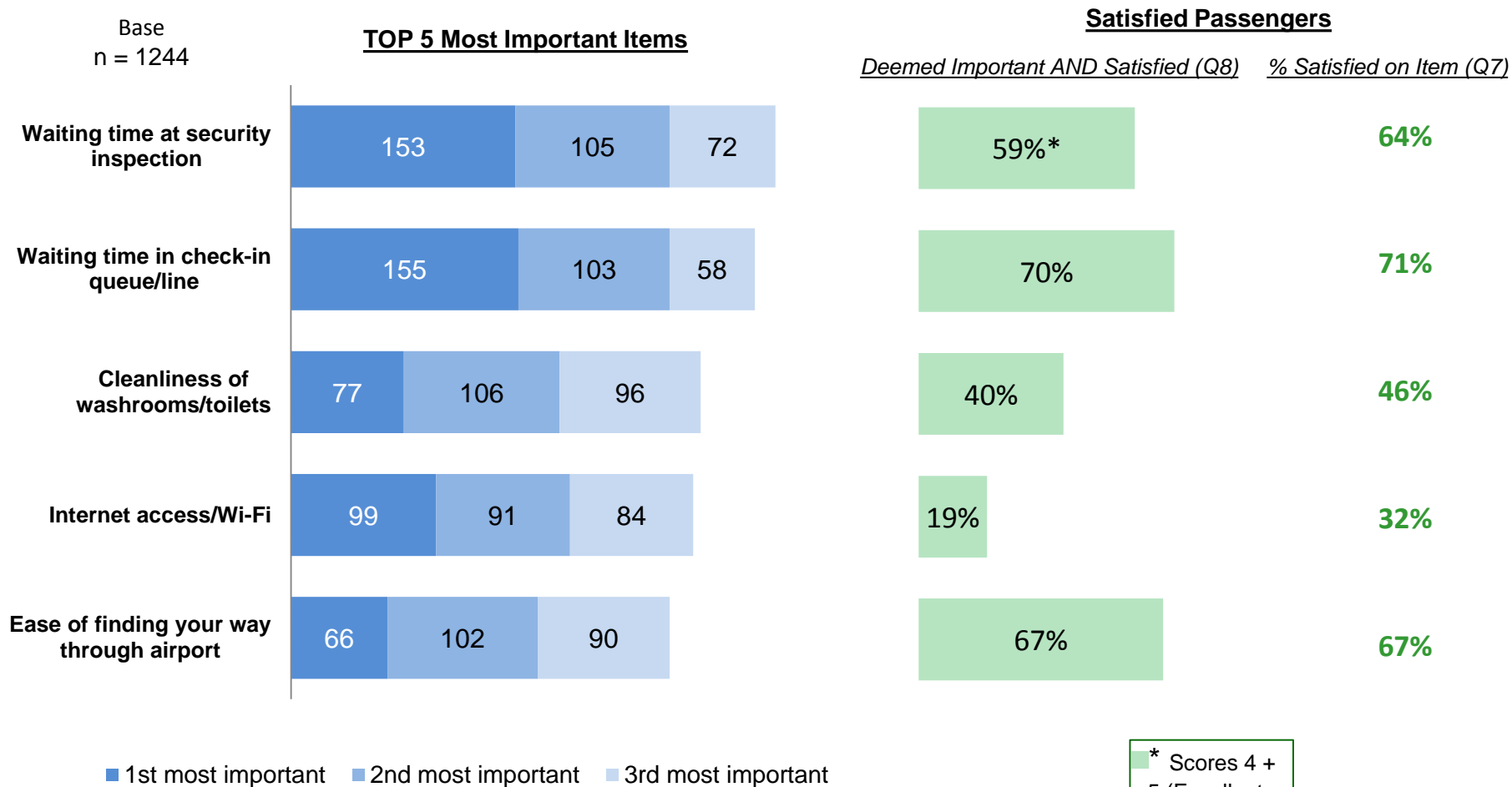
Satisfied Passengers are among the respondents who mention the item as important at Q8.

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

LGA– Airport Performance

Top 5 Most Important Items – Satisfied Passengers



Notes:

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.

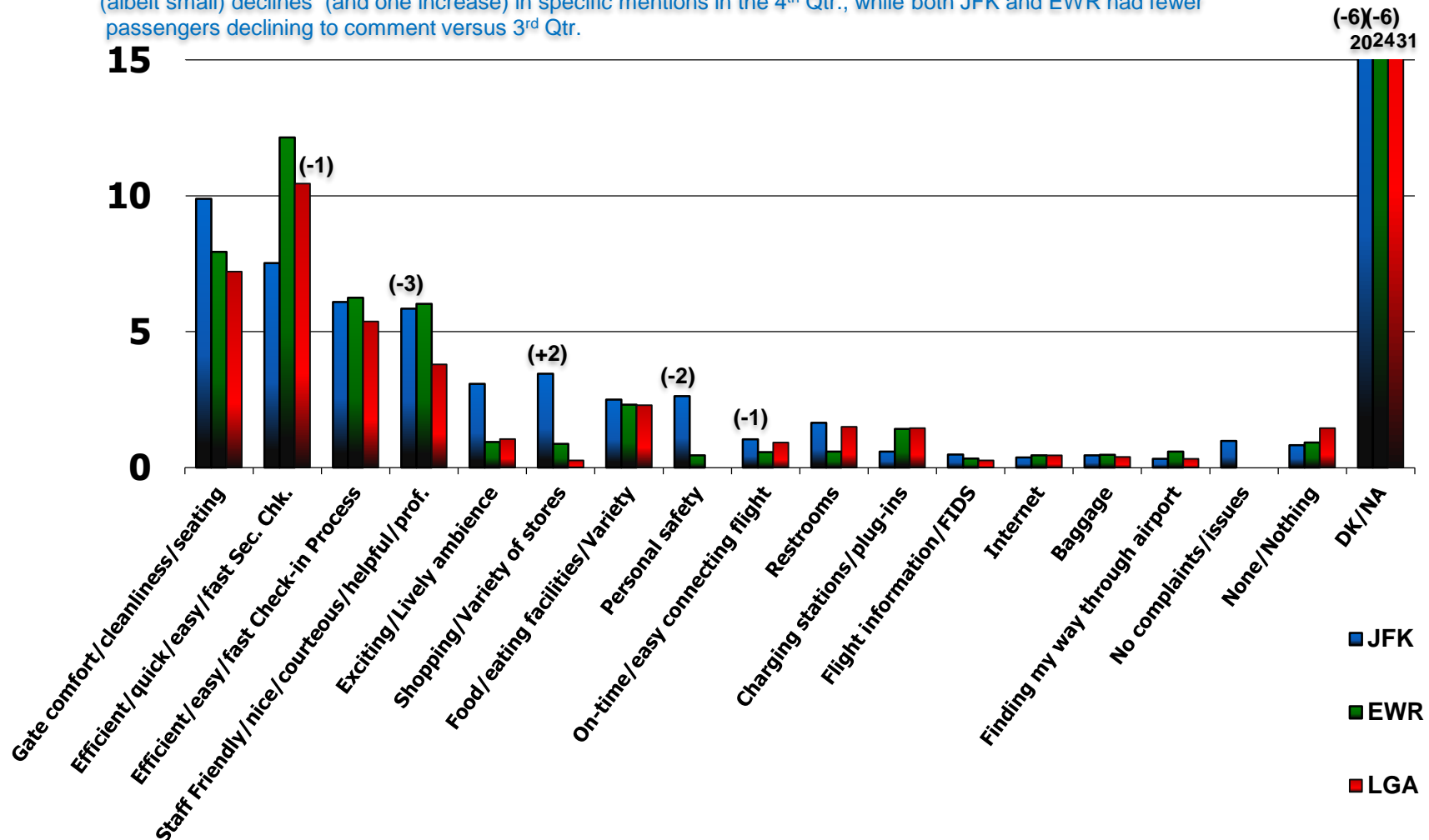
Satisfied Passengers among the respondents to Q7 items "Based on your experience today, please rate this airport on each service item".

Base is Respondents providing a valid response

Best Aspects of Airport Experience

% Total Responses – 4th Qtr. 2017

- Most passengers couldn't articulate what they liked best about their airport experience. Those who did focused primarily on their gate experience, e.g., the comfort, cleanliness or seating, especially at JFK. Others referenced the efficiency of the Security Check process -- ease and speed, especially at EWR. Cited less often but still more than other aspects was Check-in efficiency and friendly/helpful staff, both to a somewhat less extent at LGA. All three airports earned mention of the food offerings, while JFK stood out for its ambiance, shopping facilities and personal safety. There were some statistically significant (albeit small) declines (and one increase) in specific mentions in the 4th Qtr., while both JFK and EWR had fewer passengers declining to comment versus 3rd Qtr.

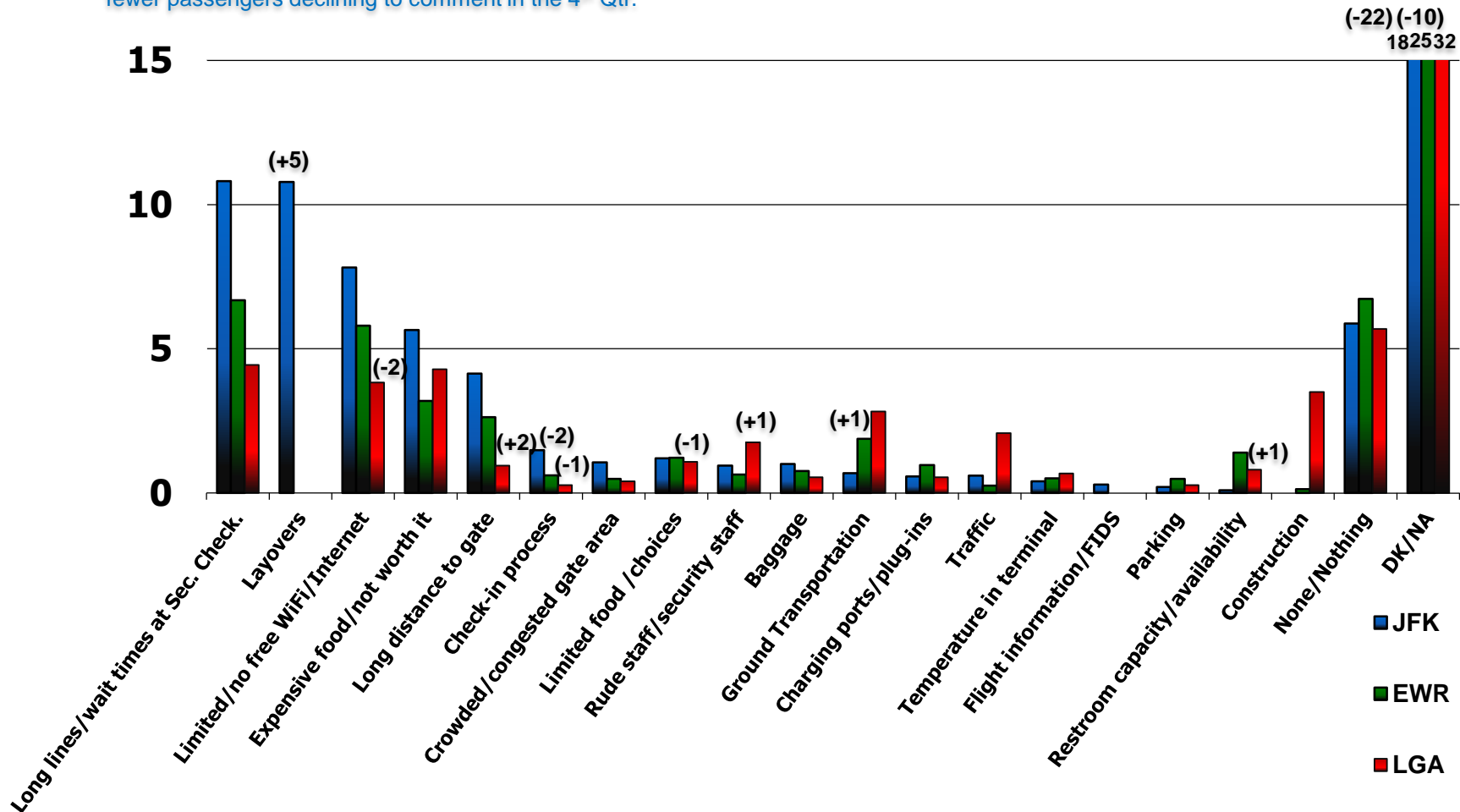


Number of 4th Qtr. responses: JFK=1,541; EWR=1,013; LGA=977 (): Significant statistical difference from 3rd Qtr. Response.

Worst Aspects of Airport Experience

% Total Responses – 4th Qtr. 2017

- Most passengers couldn't articulate what was their worst experience on-airport or indicated there were no deficiencies. More than one-in-ten at JFK cited the long lines/wait times at the security checkpoint or layovers. A much smaller proportion commented on the price of food offerings or the long distance to the gate. Cited less often but still more than other aspects were limited food options, baggage handling, ground transportation and charging ports/plug-ins (most of these are a more pressing issue at LGA). A number of items had a statistically significant (albeit very small) increase or decline in mention in the 4th Qtr., while JFK had a significant increase in mention of layovers. Both JFK and EWR had fewer passengers declining to comment in the 4th Qtr.

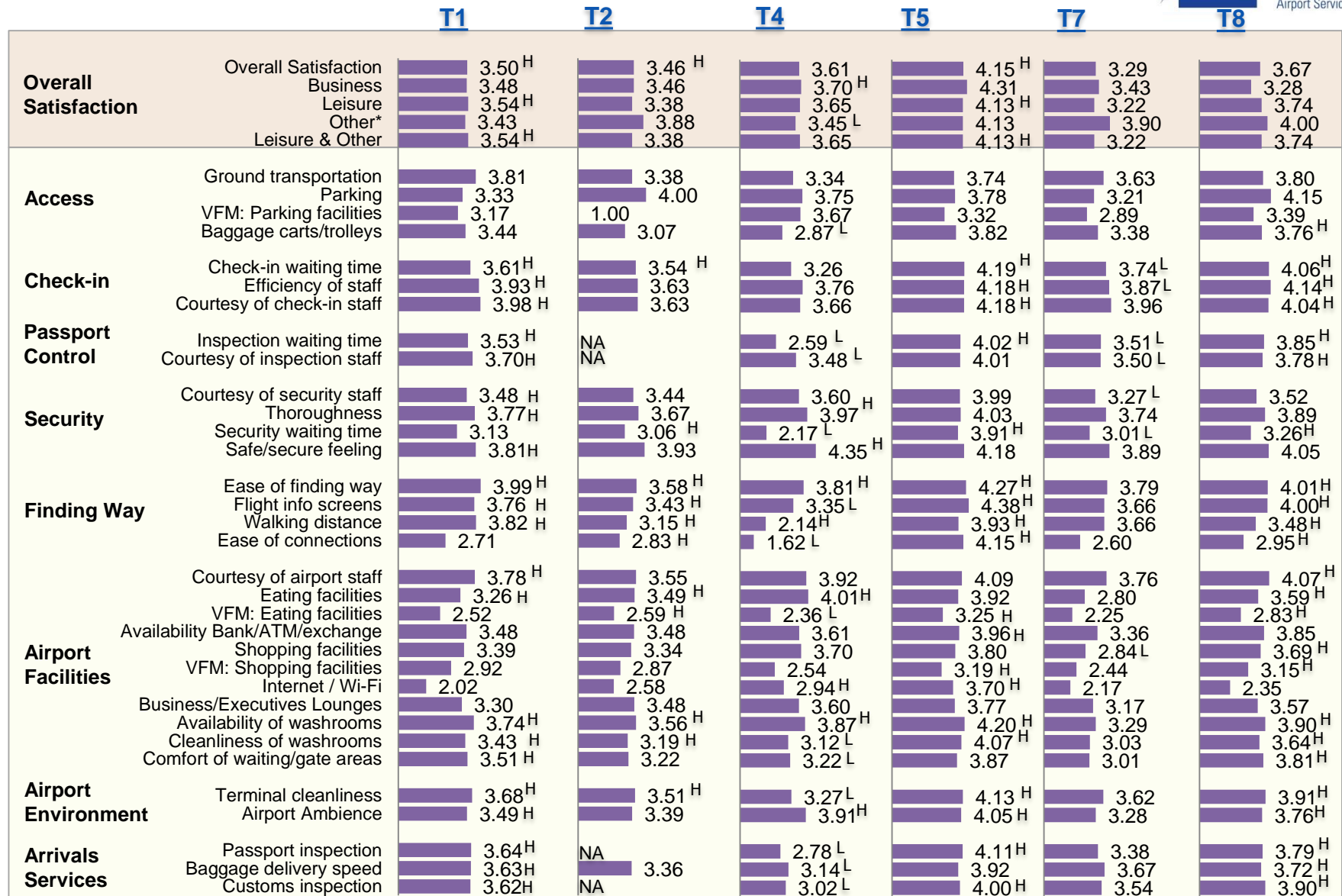


Number of 4th Qtr. responses: JFK=1,541; EWR=1,013; LGA=977 (): Significant statistical difference from 3rd Qtr. Response.

JFK Airport Performance – By Terminal

- **Terminals 1 satisfaction improved significantly since 3rd Qtr. 2017 overall and across all terminal elements within check-in, wayfinding, ambiance and arrival services as well as nearly all elements within the security check process (except wait time). There was no significant improvement for airport access (same for all other terminals, except T8 on baggage carts, where it surged ahead).**
 - ✓ Other significant improvements for T1 center on: TSA courtesy, security check thoroughness and imbuing a safe/secure feeling, eating facilities, restroom cleanliness/availability and comfort of waiting/gate areas.
- **Terminal 2 satisfaction improved significantly overall and across all wayfinding elements, as well as check-in and security check wait times, eating facilities, restroom cleanliness/availability and terminal cleanliness.**
- **Terminal 4 satisfaction improved significantly on the security check process thoroughness and imbuing a safe/secure feeling, finding one's way through the terminal, walking distance, eating facilities, Internet/WiFi, restroom availability and airport ambiance.**
 - ✓ However, T4 receded significantly on availability of baggage carts, FIS passport inspection, wait time, passport control agent courtesy, security check wait time, FIDS, ease of making connections, value for the money (VFM) at eating facilities, restroom and terminal cleanliness, comfort of waiting/gate areas and all other aspects of the arrival services.
- **Terminal 5 satisfaction improved significantly overall and across all terminal elements within check-in, wayfinding, ambiance and arrival services (excluding baggage carts).**
 - ✓ Other significant improvements for T5 focus on: FIS wait time at passport control and the document inspection process, customs inspection, security check wait time, VFM at eating and shopping facilities, availability of ATMs, Internet/WiFi, restroom cleanliness/availability, terminal cleanliness
- **Terminal 7 satisfaction did not improve significantly on any airport element.**
 - ✓ However, it did decline significantly on check-in staff efficiency and wait time, as well as security check wait time, TSA courtesy and shopping facilities,
- **Terminal 8 satisfaction improved significantly on nearly all terminal attributes, except security check staff courtesy, thoroughness, and safe/secure feeling, availability of ATMs, Internet/WiFi and business/executive lounges, where it remained stable.**

JFK Airport Performance – By Terminal



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 Significantly Higher/Lower than 3rd Qtr. 2017;

EWB Airport Performance – By Terminal

- There are no significant improvements since 3rd Qtr. 2017 in any of the terminal elements within EWR Terminals A, B or C.

		<u>TA</u>	<u>TB</u>	<u>TC</u>
Overall Satisfaction	Overall Satisfaction	3.35	3.64	3.77
	Business	3.27	3.43	3.71
	Leisure	3.34	3.71	3.78
	Other*	3.56	3.70	3.83
	Leisure & Other	3.34 L	3.71	3.78
Access	Ground transportation	3.74	3.70	3.83
	Parking	3.39	3.70	3.47
	VFM: Parking facilities	2.89	3.00	3.08
	Baggage carts/trolleys	3.30	3.73	3.64
Check-in	Check-in waiting time	3.84	4.18	3.99
	Efficiency of staff	3.97	4.36	4.00
	Courtesy of check-in staff	3.92	4.23	3.95
Passport Control	Inspection waiting time	3.87	4.23	3.86
	Courtesy of inspection staff	3.81	4.11	3.89
Security	Courtesy of security staff	3.62	4.00	3.87
	Thoroughness	3.79	4.20	3.94
	Security waiting time	3.41	4.03	3.83
	Safe/secure feeling	3.80	4.31	4.07
Finding Way	Ease of finding way	3.83	3.98	3.99
	Flight info screens	3.85	3.98	4.11
	Walking distance	3.83	4.03	3.68
	Ease of connections	3.21	3.62	3.83
Airport Facilities	Courtesy of airport staff	3.92	4.04	4.06
	Eating facilities	3.09	3.50	3.93
	VFM: Eating facilities	2.62	3.11	3.03
	Availability Bank/ATM/exchange	3.19	3.41	3.71
	Shopping facilities	3.05	2.95	3.78
	VFM: Shopping facilities	2.51	2.62	3.08
	Internet / Wi-Fi	2.67	2.61	3.07
	Business/Executives Lounges	3.22	3.18	3.63
	Availability of washrooms	3.39	3.82	3.61
	Cleanliness of washrooms	3.33	3.59	3.41
	Comfort of waiting/gate areas	3.37	3.58	3.67
Airport Environment	Terminal cleanliness	3.53	3.74	3.86
	Airport Ambience	3.15	3.35	3.74
Arrivals Services	Passport inspection	3.76	3.89	3.88
	Baggage delivery speed	3.49	3.68	3.62
	Customs inspection	3.52	3.70	3.76

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 Significantly Higher/Lower than 3rd Qtr. 2017;

LGA Airport Performance – By Terminal

- There are only a handful of terminal elements that improved significantly since 3rd Qtr. 2017: TB satisfaction improved significantly on check-in wait time and staff efficiency and baggage delivery speed. TC satisfaction improved significantly on making connections, but diminished significantly on TSA courtesy and security check wait time.



		<u>TA</u>	<u>TB</u>	<u>TC</u>	<u>TD</u>
Overall Satisfaction	Overall Satisfaction	3.86	3.20	3.57	3.59
	Business	3.87	2.92	3.37	3.46
	Leisure	3.83	3.30 ^H	3.77	3.64
	Other*	4.00	3.45	3.60	3.88
	Leisure & Other	3.83	3.30	3.77	3.64
Access	Ground transportation	3.50	3.27	3.08 ^L	3.19
	Parking	3.33	2.00	3.04	2.92
	VFM: Parking facilities	2.67	2.09	2.78	2.65
	Baggage carts/trolleys	2.83	3.14	3.38	3.41
Check-in	Check-in waiting time	4.54	4.05 ^H	4.00	4.03
	Efficiency of staff	4.48	4.08 ^H	4.10	3.99
	Courtesy of check-in staff	4.41	4.00	3.95	4.00
Passport Control	Inspection waiting time	NA	NA	NA	NA
	Courtesy of inspection staff	NA	NA	NA	NA
Security	Courtesy of security staff	4.31	3.77	3.79 ^L	3.89
	Thoroughness	4.32	3.95	3.91	3.95
	Security waiting time	4.39	3.83	3.72 ^L	3.90
	Safe/secure feeling	4.32	3.94	3.98	4.10
Finding Way	Ease of finding way	4.56	3.83	3.83	4.09
	Flight info screens	4.06	3.78	3.94	4.13
	Walking distance	4.48	3.97	3.82	4.12
	Ease of connections	5.00	3.68	3.98 ^H	3.99
Airport Facilities	Courtesy of airport staff	4.19	3.86	4.00	4.05
	Eating facilities	2.92	2.87	3.63	3.60
	VFM: Eating facilities	2.88	2.65	2.95	2.86
	Availability Bank/ATM/exchange	3.67	3.24	3.29	3.32
	Shopping facilities	2.11	2.72	3.31	3.07
	VFM: Shopping facilities	2.21	2.64	2.88	2.67
	Internet / Wi-Fi	2.22	2.65	2.94	2.71
	Business/Executives Lounges	2.80	2.88	3.60	3.56
	Availability of washrooms	3.57	3.32	3.68	3.79
	Cleanliness of washrooms	3.66	3.07	3.50	3.73
	Comfort of waiting/gate areas	3.84	3.01	3.46	3.46
Airport Environment	Terminal cleanliness	3.72	3.15	3.70	3.77
	Airport Ambience	3.31	2.71	3.42	3.38
Arrivals Services	Passport inspection	NA	NA	NA	NA
	Baggage delivery speed	3.93	3.55 ^H	3.71	3.80
	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. H /L Significantly Higher/Lower than 3rd Qtr. 2017;

“Who the Customer Is”

Q4 2017 Profile Comparison: Airport to Peer Panel

	JFK Panel		EWR Panel		LGA Panel	
Business	20%	30%	32%	37%	42%	37%
International	57%	65%	30%	27%	7%	12%
Connecting	50%	30%	29%	26%	13%	21%
Local O-D Pax. Dwell Time (mins.)	108.4	102.0	101.8	98.9	92.5	97.1
Women	54%	49%	49%	52%	55%	57%
Average Age	40	40	48	46	43	47
First/Business Class	16%	9%	8%	11%	15%	11%
Economy/Tourist Class	84%	91%	92%	89%	85%	89%
Check-in at Kiosk	26%	24%	31%	28%	27%	29%
Check-in Internet/Phone	29%	29%	31%	37%	42%	37%
Check-in at Main Desk	38%	34%	23%	21%	21%	20%
Check-in Curbside	3%	4%	6%	4%	2%	3%
Bag Drop Only	9%	16%	13%	17%	14%	16%
Avg. # of Return Trips (P12 Mos.)	3.8	5.4	5.6	6.0	7.3	6.3
<u>Top Modes of Access: *</u>						
Personal Car	30%	28%	37%	37%	27%	37%
Rental Car	3%	7%	8%	9%	5%	9%
Taxi/Limo	31%	22%	22%	19%	44%	24%
Rail/Subway	13%	17%	10%	10%	1%	3%
Bus/Shuttle	12%	16%	14%	15%	11%	14%
Other (Uber/Lyft, etc.)	12%	9%	10%	10%	13%	13%

Thank You!



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