Airport Performance Report

Third Quarter 2019

Summary Results for Aviation Management

October 19, 2019

A Customer Experience Presentation

2019 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.**

→ **Almost 350 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 it's three airports to over 5,000 completes surveys, in order to provide a more robust database for detailed analysis. In Q3 2019, we premiered the use of electronic tablets to collect survey data at our three airports, which improves questionnaire flow, completeness, accuracy and as well as data processing.

Participating Airports Q3 2019

→ In Q3 2019, 346 airports have participated in the ACI ASQ Survey.

→ 167,489 passengers have completed the ASQ Survey, including 3,107 at JFK, 998 at EWR, and 1,028 at LGA.

	< 2 M	2 - 5 M	5 - 15 M	15 - 25 M	25 - 40 M	> 40 M	TOTAL
AFRICA	12	7	6	1			26
	BFN, BZV, DLA, EBB, ELS, GRJ, KIM, MBA, NSI, PLZ, PNR, UTN	ABJ, ABV, ACC, DSS, LOS, MRU, RAK	ADD, CMN, CPT, DUR, NBO, TUN	JNB			
ASIA PACIFIC	12	34	29	13	8	20	116
	BTJ, BWX, DJB, DTB, IXZ, NTL, PGK, PPT, RPR, TNJ, TRZ, TSV	AMQ, ATQ, BBI, BDO, CCJ, CEI, CJB, DRW, HBA, HDY, IDR, IXB, IXC, IXE, IXR, KOE, LGK, LOP, MDC, MLE, PAT, PDG, PKU, PLM, PNK, REP, SOC, SRG, SXR, TRV, UKB, VNS, VTZ, YIH	ADL, AMD, BPN, CGQ, CHC, CNS, CNX, COK, FOC, GAU, GOI, HET, HLP, INC, ITM, JAI, KHN, KNO, LKO, MFM, OOL, PER, PNH, PNQ, RGN, SJW, UPG, WLG, XNN	AKL, CCU, DPS, HAK, HKT, HRB, HYD, MAA, SHE, SUB, SYX, TSN, WUH	BLR, CSX, DMK, GMP, HGH, KIX, MEL, NKG	BKK, BOM, CAN, CGK, CKG, CTU, DEL, HKG, ICN, KMG, KUL, NRT, PEK, PVG, SHA, SIN, SYD, SZX, TPE, XIY	
EUROPE	22	19	37	12	11	9	110
	AES, BOO, DSA, EAS, GRX, INV, KRS, LCG, LEI, MLN, OVD, PDL, PNA, REU, RMU, SDR, SPC, VDE, VGO, VLL, XRY, ZAZ	ABZ, BMA, CHQ, FNC, GRO, LCY, MAH, PFO, SCQ, SKP, SOU, SVG, TBS, TLL, TOS, TRD, TRN, VNO, ZAG	ACE, ADB, AER, ALC, BGO, BHX, BIO, BLQ, BRS, BSL, BUD, CIA, EDI, FAO, FUE, GLA, GOT, IBZ, KEF, KRK, LCA, LPA, LYS, MLA, MRS, NAP, NCE, NCL, OPO, OTP, RIX, SVQ, SXF, TFN, TFS, TLS, VLC	AGP, ATH, DUS, ESB, GVA, HAM, HEL, LED, LTN, PRG, TXL, WAW	ARN, BRU, CPH, DME, DUB, LIS, ORY, OSL, PMI, VIE, ZRH	AMS, BCN, CDG, FCO, LGW, LHR, MAD, MUC, SVO	
LATIN AMERICA / CARIBBEAN	10	11	10	2	2		35
	BDA, BRC, CUR, EPA, GPS, KIN, LIR, POP, RTB, SAP	AUA, BGI, COR, FLN, GYE, MDZ, MVD, NAS, POS, PVR, SDQ	AEP, CNF, EZE, GDL, PTY, PUJ, SJD, SJO, TIJ, UIO	GIG, SCL	BOG, CUN		
MIDDLE EAST	1		4	3	1	1	10
	SLL		AMM, BAH, DMM, MED	AUH, MCT, TLV	RUH	DXB	
NORTH AMERICA	8	7	13	6	6	9	49
	AVL, LAN, YMM, YQB, YQM, YQR, YXE, YYT	ELP, PWM, YHZ, YLW, YTZ, YWG, YYJ	CLE, CMH, CVG, IND, JAX, MKE, ONT, PIT, SAT, SJC, STL, YEG, YOW	AUS, DAL, SLC, TPA, YUL, YYC	BWI, DTW, FLL, **LGA**, MSP, PHL	ATL, BOS, DFW, **EWR, JFK,** LAX, SEA, SFO, YYZ	
TOTAL	65	78	99	37	28	39	346

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
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
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
MSP	MINNEAPOLIS–SAINT PAUL INT'L AIRPORT
PHL	PHILADELPHIA INT'L AIRPORT

"Who the Customer Is"
Q3 2019 Profile Comparison: PA Airport to Peer Airport Panel

	JFK	Panel^	EWR	Panel^	LGA	Panel^
Business	10%	17%	23%	21%	20%	21%
International	59%	67%	34%	31%	8%	17%
Connecting	26%	25%	25%	28%	17%	27%
Local O-D Pax. Dwell Time (mins.)	107.6	104.3	101.9	104.3	97.6	101.8
Women	54%	57%	57%	55%	58%	59%
Average Age	39	38	41	45	42	47
First/Business Class	9%	8%	11%	12%	10%	12%
Economy/Tourist Class	91%	92%	89%	88%	90%	88%
Check-in at Kiosk	27%	33%	38%	36%	29%	35%
Check-in Internet/Phone	34%	34%	41%	41%	49%	42%
Check-in at Main Desk	33%	32%	24%	22%	20%	24%
Check-in Curbside	5%	2%	6%	2%	5%	2%
Bag Drop Only	20%	23%	15%	19%	16%	21%
Avg. # of Round Trips (P12 Mos.)	4.3	5.2	5.6	5.2	5.8	5.3
Top Modes of Access: *						
Personal Car	30%	27%	35%	31%	26%	41%
Rental Car	5%	6%	6%	9%	3%	13%
Taxi/Limo	31%	19%	23%	13%	39%	13%
Rail/Subway	12%	18%	7%	13%	3%	2%
Bus/Shuttle	7%	19%	10%	17%	10%	13%
Other (Uber/Lyft, etc.)	16%	11%	19%	17%	19%	17%

* Among O-D Passengers; ☐ **Statistically higher.** **^ Excludes PA Airport**

→ JFK, EWR and LGA in Q3 2019 exhibit some significant differences versus their respective peer airport panels on demographics an airport usage.

→ JFK has a smaller business traveler segment than its respective peer airports, while its international segment is smaller. JFK passengers have a longer average dwell time, fewer women and somewhat older travelers. Check-in location is similar except for less kiosk usage at JFK, more curbside usage and fewer bag drop-offs. JFK past 12-month average flying frequency is higher. Personal car usage is higher, as is taxi/limo and Uber/Lyft usage, while JFK passengers are less apt to use rental cars, rail/subway or buses/shuttles.

→ EWR passengers and its peer panel profiles are more alike. EWR has less connectors, more curbside check-in but fewer bag drop-offs and more taxi/limo usage, but lower usage of most other modes, except similar usage of personal cars and Uber/Lyft.

→ LGA has lower average dwell times, somewhat older travelers than its peer panel, more economy ticket flyers, more check-in via Internet/phone and curbside, but less check-in via kiosk, main desk, and fewer bag drop-offs. LGA passengers have higher average number of round trips, more taxi/limo usage, rail/subway usage, but far less personal car usage and less usage of rental cars, and buses/shuttles.

The Satisfaction Rating Attributes

Overall Satisfaction	Total		**Airport Facilities**	Courtesy and helpfulness of airport staff
	Business [1]			Restaurant/Eating facilities
	Leisure [1]			Value for money of restaurant/eating facilities
	Other [1]			Availability of bank/ATM facilities/money changers
Access	Ground transportation to/from airport			Shopping facilities
	Parking facilities			Value for money of shopping facilities
	Value for money of parking facilities			Internet access/Wi-Fi
	Availability of baggage carts/trolleys			Business/Executive lounges
Check-in	Waiting time in check-in queue/line			Availability of washrooms/toilets
	Efficiency of check-in staff			Cleanliness of washrooms/toilets
	Courtesy and helpfulness of check-in staff			Comfort of waiting/gate areas
Security ID Check	Waiting time at passport/personal ID inspection		**Airport Environment**	Cleanliness of airport terminal
	Courtesy and helpfulness of inspection staff			Ambience of the airport
Security	Courtesy and helpfulness of security staff		**Airport Arrivals**	Passport/ID inspection
	Thoroughness of security inspection			Speed of baggage delivery
	Waiting time at security inspection			Customs inspection
	Feeling of being safe and secure			
Finding Your Way	Ease of finding your way through airport			
	Flight information screens			
	Walking distance inside the terminal			
	Ease of making connections with other flights			

Notes:

[1] Q7 "Overall Satisfaction" is filtered by Q4 "Main Reason for this air trip".

Responding to all questions is not mandatory, the number of respondents could be different for each item and it could be lower than the total number of completed questionnaires.

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

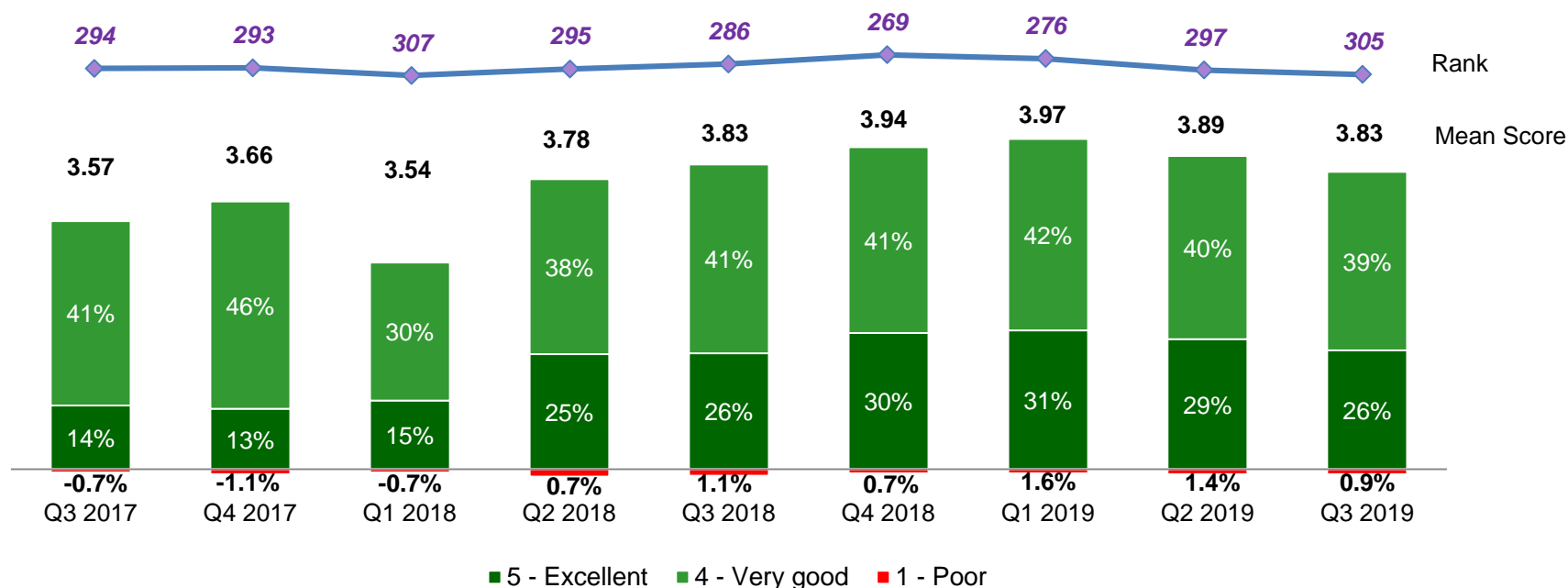# Airport-level Satisfaction Performance

JFK Satisfaction Performance

JFK – Airport Performance
Trend Over Time – Overall Satisfaction Distribution, Mean and Rank

➢ In reviewing the trend results of three satisfaction metrics (ranking, mean score and two-top box versus bottom-box score performance), JFK shows significant, continuous progress in overall satisfaction beginning in Q2 2018, with each year well exceeding year-over-year performance through Q2 2019 after peaking in Q1 2019. Since then, JFK performance has receded, where Q3 2019 is on a par with Q3 2018.

Overall Satisfaction with the Airport

	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Rank	294	293	307	295	286	269	276	297	305
Mean Score	3.57	3.66	3.54	3.78	3.83	3.94	3.97	3.89	3.83
4 - Very good	41%	46%	30%	38%	41%	41%	42%	40%	39%
5 - Excellent	14%	13%	15%	25%	26%	30%	31%	29%	26%
1 - Poor	-0.7%	-1.1%	-0.7%	0.7%	1.1%	0.7%	1.6%	1.4%	0.9%

■ 5 - Excellent ■ 4 - Very good ■ 1 - Poor

Notes:
The ranking is based on all ASQ participating airports for each quarter
Base is Respondents providing a valid response at Q7. Overall Satisfaction with the airport

JFK Airport Performance

Category	Element	JFK Q3 2019	JFK Q3–Q2 2019 Difference (-)	(+)	JFK Q3 2019-18 Difference (-)	(+)
Overall Satisfaction	Overall Satisfaction	3.83	L -0.06			0.00
	Business	3.67	-0.08			0.00
	Leisure	3.82	L -0.08		-0.03	
	Other*	3.93	-0.05			0.07
	Leisure & Other	3.85	L -0.07			0.00
Access	Ground transportation	3.86		0.09 H		0.12 H
	Parking	3.73		0.02		0.15
	VFM: Parking facilities	3.28		0.09		0.17
	Baggage carts/trolleys	3.81		0.06		0.18 H
Check-in	Check-in waiting time	3.82	L -0.09			0.02
	Efficiency of staff	4.01	-0.03		-0.03	
	Courtesy of check-in staff	3.98	-0.03		-0.04	
Security ID Check	Inspection waiting time	3.84		0.02	L -0.10	
	Courtesy of inspection staff	3.82	-0.01		-0.05	
Security	Courtesy of security staff	3.75		0.02	-0.04	
	Thoroughness	3.95		0.04	-0.02	
	Security waiting time	3.66		0.02	L -0.12	
	Safe/secure feeling	4.06	-0.04		-0.04	
Finding Way	Ease of finding way	4.06	-0.05		-0.02	
	Flight info screens	3.99	L -0.10		L -0.06	
	Walking distance	3.75	0.00			0.03
	Ease of connections	3.74	-0.06			0.08
Airport Facilities	Courtesy of airport staff	3.96	L -0.06		-0.04	
	Eating facilities	3.55	-0.06		-0.03	
	VFM: Eating facilities	2.94	-0.02			0.04
	Availability Bank/ATM/exchange	3.71		0.02		0.08
	Shopping facilities	3.70		0.01		0.05
	VFM: Shopping facilities	3.14		0.00		0.11 H
	Internet / Wi-Fi	3.67	L -0.15			0.24 H
	Business/Executives Lounges	3.63	-0.08			0.07
	Availability of washrooms	3.96	L -0.07		-0.03	
	Cleanliness of washrooms	3.73	L -0.11			0.03
	Comfort of waiting/gate areas	3.67	L -0.11			0.00
Airport Environment	Terminal cleanliness	3.91	L -0.12		L -0.05	
	Airport Ambience	3.74	L -0.08		-0.02	
Arrivals Services	Passport inspection	3.83		0.02	-0.06	
	Baggage delivery speed	3.76	-0.01			0.05
	Customs inspection	3.78		0.04	-0.02	

→ JFK passenger satisfaction improved significantly on ground transportation (3.86) year-over-year (YOY, Q3 2018) as it did for baggage carts (3.81), shopping facilities value for the money – VFM (3.14) and Wi-Fi/Internet (3.67). Ground transportation also improved significantly since last quarter (Q2 2019).

→ JFK satisfaction remained steady overall YOY and among user subgroups and on most airport elements, except for some significant declines on security check wait-time at Ticket/ID verification (3.84) and at the magnetometer (3.66), FIDS (3.99) and terminal cleanliness (3.91).

→ Concurrently, passenger satisfaction declined significantly overall (3.83) and among leisure travelers (3.82) vs. last quarter (Q2 2019). While many airport elements remained steady since last quarter, a number of them declined significantly: check-in wait-time (3.82), FIDS (3.99), staff courtesy (3.96), Wi-Fi/ Internet (3.67), restroom availability (3.96) and cleanliness (3.73), terminal cleanliness (3.91), comfort at the gate (3.67), and airport ambience (3.74).

→ The highest scoring airport element in Q2 2019 is ease of finding way (4.06); the lowest was eating facilities VFM (2.94).

Mean Scores based on rating scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent.   *Other may i4clude Education, Family visit, Religious events, etc.*
H/L: Q3 2019 (N=3,107) significantly Higher/Lower than Q2 2019 or Q3 2018.

JFK Airport Performance vs. Peer Panel

	JFK Q3 2019	Peer Panel	JFK Rank~	AMS	LAX	LHR	ICN	PVG	SIN
Overall Satisfaction									
Overall Satisfaction	3.83 L2	4.18 L	6	3.94 L	3.74 H	4.12 L	5.00 L	5.00 L	5.00 L
Business	3.67	4.05 L	6	3.82	3.61	4.08 L	5.00 L	5.00 L	5.00 L
Leisure	3.82 L2	4.16 L	6	3.96 L	3.75 H	4.12 L	5.00 L	5.00 L	5.00 L
Other*	3.93	4.37 L	6	4.03	3.85	4.19 L	5.00 L	5.00 L	5.00 L
Leisure & Other	3.85 L2	4.21 L	6	3.97 L	3.77 H	4.13 L	5.00 L	5.00 L	5.00 L
Access									
Ground transportation	3.86 H2/3	4.12 L	6	4.09 L	3.43 H	4.08 L	4.93 L	4.93 L	4.94 L
Parking	3.73	4.01 L	5	3.50	3.20 H	4.02 L	4.90 L	4.91 L	5.00 L
VFM: Parking facilities	3.28	3.59 L	4	2.59 H	2.84 H	3.15	4.88 L	4.90 L	4.96 L
Baggage carts/trolleys	3.81 H3	4.25 L	6	3.89	3.63 H	4.02 L	4.92 L	4.92 L	4.95 L
Check-in									
Check-in waiting time	3.82 L2	4.24 L	6	3.65 H	4.00 L	4.07 L	4.91 L	4.91 L	4.93 L
Efficiency of staff	4.01	4.34 L	6	3.96	4.11 L	4.19 L	4.95 L	4.93 L	4.94 L
Courtesy of check-in staff	3.98	4.35 L	7	4.03	4.09 L	4.25 L	4.95 L	4.93 L	4.93 L
Security ID Check									
Inspection waiting time	3.84 L3	4.32 L	7	3.87	4.03 L	4.24 L	4.96 L	4.93 L	4.91 L
Courtesy of inspection staff	3.82	4.31 L	7	4.14 L	3.97 L	4.22 L	4.95 L	4.92 L	4.93 L
Security									
Courtesy of security staff	3.75	4.25 L	7	4.05 L	3.93 L	4.12 L	4.93 L	4.91 L	4.96 L
Thoroughness	3.95	4.32 L	7	4.04 L	4.01 L	4.23 L	4.98 L	4.93 L	4.96 L
Security waiting time	3.66 L3	4.18 L	7	3.92 L	3.93 L	3.96 L	4.95 L	4.91 L	4.96 L
Safe/secure feeling	4.06	4.38 L	7	4.15 L	4.11	4.31 L	4.98 L	4.93 L	4.97 L
Finding Way									
Ease of finding way	4.06	4.24 L	5	3.93 H	3.90 H	4.18 L	4.94 L	4.93 L	4.95 L
Flight info screens	3.99 L2/3	4.32 L	6	3.95	4.03	4.28 L	4.95 L	4.92 L	4.94 L
Walking distance	3.75	4.04 L	6	3.36 H	3.80	3.85 L	4.88 L	4.88 L	4.87 L
Ease of connections	3.74	4.01 L	6	3.89 L	3.68	3.87 L	4.88 L	4.90 L	4.92 L
Airport Facilities									
Courtesy of airport staff	3.96 L2	4.35 L	7	4.08 L	4.06 L	4.25 L	4.98 L	4.93 L	4.93 L
Eating facilities	3.55	4.04 L	7	3.66	3.60	3.89 L	4.90 L	4.90 L	4.91 L
VFM: Eating facilities	2.94	3.57 L	5	2.83	2.90	3.43 L	4.80 L	4.88 L	4.83 L
Availability Bank/ATM/exchange	3.71	4.22 L	6	3.73	3.57 H	3.95 L	4.96 L	4.94 L	4.90 L
Shopping facilities	3.70	4.09 L	6	3.79	3.49 H	3.98 L	4.91 L	4.93 L	4.94 L
VFM: Shopping facilities	3.14 H2	3.70 L	6	3.20	2.98 H	3.38 L	4.91 L	4.92 L	4.86 L
Internet / Wi-Fi	3.67 L2/H3	4.12 L	5	3.66	3.67	3.99 L	4.96 L	4.92 L	4.91 L
Business/Executives Lounges	3.63	4.39 L	6	3.73	3.60	4.07 L	4.98 L	4.95 L	4.93 L
Availability of washrooms	3.96 L2	4.27 L	6	3.93	4.00	4.15 L	4.97 L	4.94 L	4.95 L
Cleanliness of washrooms	3.73 L2	4.16 L	6	3.71	3.81 L	4.04 L	4.98 L	4.92 L	4.94 L
Comfort of waiting/gate areas	3.67 L2	3.94 L	5	3.37 H	3.56 L	3.75 L	4.97 L	4.93 L	4.96 L
Airport Environment									
Terminal cleanliness	3.91 L2/3	4.25 L	5	3.91	3.86 H	4.23 L	4.99 L	4.95 L	4.98 L
Airport Ambience	3.74 L2	4.07 L	5	3.73	3.63 H	3.99 L	4.99 L	4.96 L	4.97 L
Arrivals Services									
Passport inspection	3.83	4.24 L	7	3.97 L	3.96 L	4.11 L	4.98 L	4.95 L	4.91 L
Baggage delivery speed	3.76	4.06 L	5	3.66	3.69 H	3.82 L	4.87 L	4.91 L	4.90 L
Customs inspection	3.78	4.20 L	7	3.89 L	3.80	4.01 L	4.97 L	4.92 L	4.91 L

→ Compared to the six peer airports as a whole, JFK significantly underperforms the peer panel overall and across the user subgroups and airport elements. JFK ranks in the bottom three positions on most elements, but it moved up to 4th rank for parking facilities value for the money – VFM (3.28), significantly outperforming AMS (2.59) and LAX (2.84) on the same, as well as on ease of finding way (3.93 for AMS and 3.90 for LAX). JFK also significantly outperforms AMS on check-in wait-time (3.65), walking distance (3.36) and comfort at the gate (3.37). JFK is on a par with AMS on parking facilities (3.50), baggage carts (3.89), check-in staff efficiency (3.96) and courtesy (4.03), security check ticket/ID verification wait-time (3.78), FIDS (3.95), almost all airport facility elements except airport staff courtesy (4.08, where it's lower), the two airport environment elements and arrival bag speed (3.66).JFK lags significantly behind AMS overall (3.94) and among leisure (3.96) travelers, and on the remaining airport elements.

→ Compared to LAX, JFK significantly outperforms it overall (3.74) and among leisure travelers (3.75) and on a number of airport elements: all airport access elements, ease of finding way (3.90), ATM/Mexchanges (3.57), shopping facilities 3.49) and their VFM (2.98), terminal cleanliness (3.86), airport ambience (3.63) and arrival bag speed (3.69). JFK performs on a par with LAX on safe/secure feeling (4.11), three of four wayfinding elements, eating facilities (3.60) and their VFM (2.90), Wi-Fi/Internet (3.67), business lounges (3.60), restroom availability (4.00) and arrival customs inspection (3.80).

→ JFK significantly underperforms all other peer airports overall and on all airport elements.

Mean Scores based on rating scale: 1-Poor, 2-Fair, 3-Good, 4- Very Good, 5- Excellent. JFK N=3,107.

H2/3; L2/3: Significantly Higher/Lower than Q2 2019/Q3 2018; JFK Q3 2019 H/L:Significantly Higher/Lower than Peer Panel/Airport;~ Rank against Peer Panel of 6 airports.

JFK Performance vs. Peer Panel

Legend:
- Best in class (Peer Panel)
- Average (Peer Panel)
- JFK
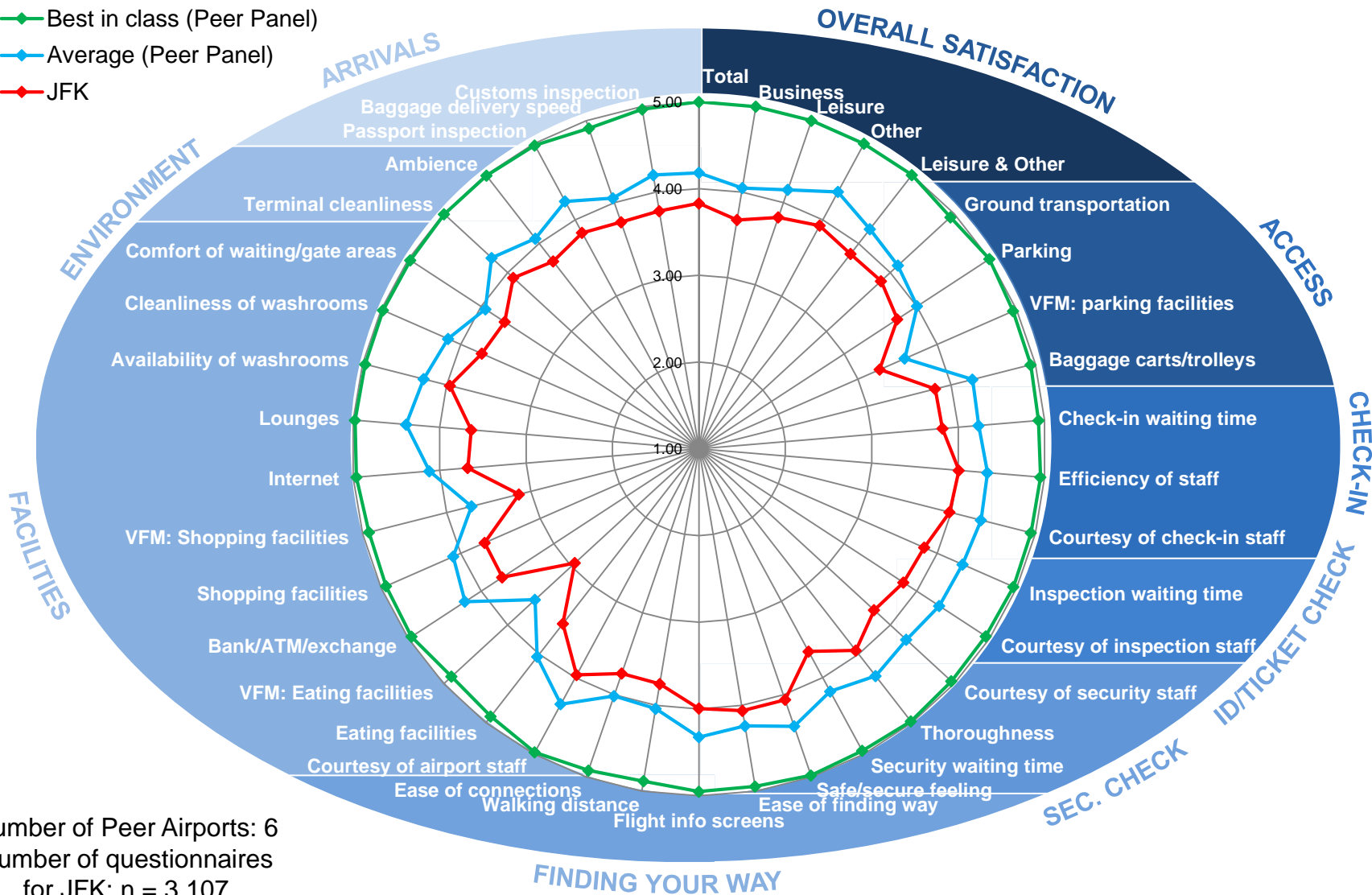
Number of Peer Airports: 6
Number of questionnaires
for JFK: n = 3,107

JFK– Airport Performance
Top 5 Most Important Items – Satisfied Passengers

> Four of the top five airport importance elements indicate a weakness for JFK (under 70% satisfaction for those who deem the item important): wait-time at the check-in queue, ground transportation and wait-time at the security ticket/ID inspection and security check near the magnetometer.

Base n = 3,104	TOP 5 Most Important Items			Satisfied Passengers	
				Deemed Important AND Satisfied (Q8)	*% Satisfied on Item (Q7)*
Waiting time in check-in queue/line	621	351	177	58% *	63%
Ground transportation to/from airport	508	132	129	40%	64%
Ease of finding your way through airport	207	253	241	74%	72%
Waiting time at passport/personal ID inspection	176	291	200	56%	63%
Waiting time at security inspection	168	229	173	49%	57%

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

* Scores 4 + 5 (Excellent+ Very Good)

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 Satisfaction Performance

EWR – Airport Performance
Trend Over Time – Overall Satisfaction Distribution, Mean Score and Rank

➤ In reviewing the trend results of three satisfaction metrics (ranking, mean score and two-top box versus bottom-box score performance), EWR shows a consistency in overall satisfaction scores (top two-box and means) through Q3 2018 with a slight bump up in Q1 2018, and then a sharp improvement beginning in Q4 2018 peaking in Q1 2019, resulting in significant year-over-year improvement through Q2 2019. Since then, its performance has receded, where Q3 2019 has dropped below Q3 2018 and Q3 2017.

Overall Satisfaction with the Airport
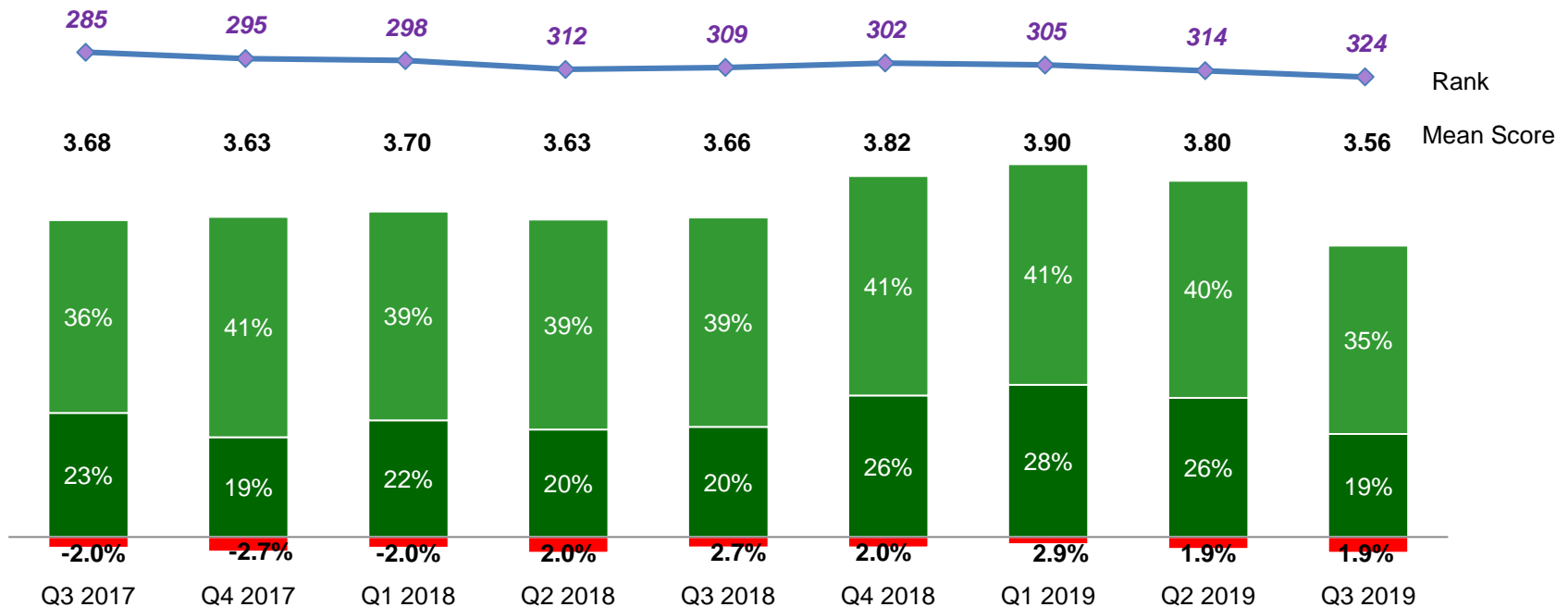
	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Rank	285	295	298	312	309	302	305	314	324
Mean Score	3.68	3.63	3.70	3.63	3.66	3.82	3.90	3.80	3.56
4 - Very good	36%	41%	39%	39%	39%	41%	41%	40%	35%
5 - Excellent	23%	19%	22%	20%	20%	26%	28%	26%	19%
1 - Poor	-2.0%	-2.7%	-2.0%	2.0%	2.7%	2.0%	2.9%	1.9%	1.9%

■ 5 - Excellent   ■ 4 - Very good   ■ 1 - Poor

Notes:
The ranking is based on all ASQ participating airports for each quarter
Base is Respondents providing a valid response at Q7. Overall Satisfaction with the airport

EWR Airport Performance

		EWR Q3 2019	EWR Q3-Q2 2019 Difference (-) (+)	EWR Q3 2019-18 Difference (-) (+)
Overall Satisfaction	Overall Satisfaction	3.56	L -0.24	L -0.10
	Business	3.45	L -0.21	L -0.04
	Leisure	3.58	L -0.30	L -0.13
	Other*	3.69	-0.06	-0.05
	Leisure & Other	3.60	L -0.26	L -0.12
Access	Ground transportation	3.80	-0.07	0.00
	Parking	3.57	0.12	-0.02
	VFM: Parking facilities	2.98	0.03	0.09
	Baggage carts/trolleys	3.60	-0.09	0.01
Check-in	Check-in waiting time	3.67	L -0.36	-0.11
	Efficiency of staff	3.86	L -0.27	-0.08
	Courtesy of check-in staff	3.89	L -0.21	-0.01
Security ID Check	Inspection waiting time	3.74	L -0.29	L -0.16
	Courtesy of inspection staff	3.83	L -0.22	-0.07
Security	Courtesy of security staff	3.74	L -0.18	-0.06
	Thoroughness	3.86	L -0.20	L -0.10
	Security waiting time	3.55	L -0.28	L -0.18
	Safe/secure feeling	3.91	L -0.20	L -0.12
Finding Way	Ease of finding way	3.85	L -0.18	-0.06
	Flight info screens	3.87	L -0.18	-0.09
	Walking distance	3.65	L -0.21	-0.09
	Ease of connections	3.55	-0.13	0.01
Airport Facilities	Courtesy of airport staff	3.86	L -0.19	-0.05
	Eating facilities	3.43	L -0.21	-0.11
	VFM: Eating facilities	2.81	L -0.17	-0.06
	Availability Bank/ATM/exchange	3.52	-0.09	0.04
	Shopping facilities	3.39	-0.09	-0.01
	VFM: Shopping facilities	3.02	-0.03	0.05
	Internet / Wi-Fi	3.53	L -0.22	0.23 H
	Business/Executives Lounges	3.52	-0.07	-0.03
	Availability of washrooms	3.63	L -0.26	-0.02
	Cleanliness of washrooms	3.36	L -0.36	-0.06
	Comfort of waiting/gate areas	3.48	L -0.20	-0.09
Airport Environment	Terminal cleanliness	3.66	L -0.27	L -0.17
	Airport Ambience	3.42	L -0.25	L -0.14
Arrivals Services	Passport inspection	3.84	-0.10	0.04
	Baggage delivery speed	3.62	L -0.18	0.15 H
	Customs inspection	3.76	-0.11	0.10

→ EWR passenger satisfaction declined significantly overall (3.56) versus YOY (Q3 2018) and for both leisure (3.58) and business (3.45) travelers. Satisfaction with many airport elements remained steady YOY, while a couple improved significantly: Wi-Fi/Internet (3.53) and arrival bag speed (3.62). Some elements decreased significantly YOY: security check wait-time at ticket/ID verification (3.74) and at the magnetometer (3.55), thoroughness (3.86), safe/secure feeling (3.91, also the highest scoring element in Q3 2019), terminal cleanliness (3.66) and airport ambience (3.42).

→ EWR passenger satisfaction since last quarter (Q2 2019) declined significantly overall (3.56) and for both leisure (3.58) and business (3.45) travelers and on most airport elements. It remains steady on all four airport access elements, ATM/Mexchange availability (3.52), shopping facilities (3.39) and their respective VFM (3.02), business lounges (3.52) and arrival passport inspection (3.84) and customs inspection (3.76).

→ The lowest scoring airport element in Q3 2019 is eating facilities VFM (2.81).

*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: *Q3 2019 (N=998) significantly **Higher**/**Lower** than Q2 2019 or Q3 2018.*

EWR Airport Performance vs. Peer Panel

		EWR Q3 2019		Peer Panel	EWR Rank~	BOS	MSP	MUC	SEA	YYZ
Overall Satisfaction	Overall Satisfaction	3.56	L2/3	4.12 L	6	4.13 L	4.25 L	4.19 L	3.93 L	4.50 L
	Business	3.45	L2	4.09 L	6	4.06 L	4.27 L	4.19 L	3.93 L	4.41 L
	Leisure	3.58	L2/3	4.14 L	6	4.15 L	4.25 L	4.21 L	3.93 L	4.52 L
	Other*	3.69		4.13 L	6	4.13 L	4.23 L	3.98 L	3.97 L	4.48 L
	Leisure & Other	3.60	L2/3	4.13 L	6	4.15 L	4.25 L	4.19 L	3.94 L	4.51 L
Access	Ground transportation	3.80		4.04 L	6	3.96 L	4.27 L	3.94 L	4.08 L	4.27 L
	Parking	3.57		3.66	4	3.38	3.85	3.99 L	3.53	4.04 L
	VFM: Parking facilities	2.98		2.99	5	2.50 L	3.35	3.22	3.05	3.39
	Baggage carts/trolleys	3.60		3.93 L	6	3.76 L	3.93 L	4.07 L	3.75	4.39 L
Check-in	Check-in waiting time	3.67	L2	4.04 L	6	4.07 L	4.05 L	3.94 L	3.98 L	4.35 L
	Efficiency of staff	3.86	L2	4.23 L	6	4.19 L	4.30 L	4.16 L	4.22 L	4.48 L
	Courtesy of check-in staff	3.89	L2	4.25 L	6	4.19 L	4.33 L	4.06 L	4.31 L	4.53 L
Security ID Check	Inspection waiting time	3.74	L2/3	4.08 L	6	4.15 L	4.27	4.03 L	4.04 L	4.04 L
	Courtesy of inspection staff	3.83	L2	4.19 L	6	4.14 L	4.60	4.23 L	4.20 L	4.36 L
Security	Courtesy of security staff	3.74	L2	4.17 L	6	4.12 L	4.34 L	4.07 L	4.14 L	4.49 L
	Thoroughness	3.86	L2/3	4.27 L	6	4.22 L	4.39 L	4.26 L	4.22 L	4.51 L
	Security waiting time	3.55	L2/3	4.04 L	6	4.07 L	4.08 L	4.04 L	3.90 L	4.42 L
	Safe/secure feeling	3.91	L2/3	4.28 L	6	4.25 L	4.44 L	4.09 L	4.29 L	4.61 L
Finding Way	Ease of finding way	3.85	L2	4.16 L	6	4.30 L	4.19 L	4.03 L	4.07 L	4.36 L
	Flight info screens	3.87	L2	4.24 L	6	4.25 L	4.31 L	4.30 L	4.12 L	4.48 L
	Walking distance	3.65	L2	3.96 L	6	4.10 L	3.81 L	4.02 L	3.80 L	4.17 L
	Ease of connections	3.55		4.02 L	6	3.93 L	3.91 L	4.11 L	3.97 L	4.22 L
Airport Facilities	Courtesy of airport staff	3.86	L2	4.24 L	6	4.23 L	4.41 L	4.01 L	4.23 L	4.54 L
	Eating facilities	3.43	L2	3.89 L	6	3.76 L	4.08 L	4.11 L	3.71 L	4.13 L
	VFM: Eating facilities	2.81	L2	3.38 L	6	3.32 L	3.51 L	3.80 L	3.08 L	3.48 L
	Availability Bank/ATM/exchange	3.52		3.90 L	6	3.86 L	3.96 L	4.01 L	3.70 L	4.22 L
	Shopping facilities	3.39		3.83 L	6	3.67 L	4.07 L	4.00 L	3.67 L	4.21 L
	VFM: Shopping facilities	3.02		3.30 L	6	3.20 L	3.39 L	3.70 L	3.05 L	3.56 L
	Internet / Wi-Fi	3.53	L2/H3	4.04 L	6	3.94 L	4.16 L	4.10 L	4.03 L	4.07 L
	Business/Executives Lounges	3.52		4.00 L	6	3.83 L	4.00 L	4.11 L	3.81 L	4.41 L
	Availability of washrooms	3.63	L2	4.14 L	6	4.17 L	4.38 L	4.06 L	4.00 L	4.44 L
	Cleanliness of washrooms	3.36	L2	3.96 L	6	3.89 L	4.09 L	4.09 L	3.81 L	4.28 L
	Comfort of waiting/gate areas	3.48	L2	3.89 L	6	3.99 L	4.02 L	4.05 L	3.60 L	4.23 L
Airport Environment	Terminal cleanliness	3.66	L2/3	4.10 L	6	4.12 L	4.28 L	4.17 L	3.88 L	4.51 L
	Airport Ambience	3.42	L2/3	3.98 L	6	3.97 L	4.14 L	4.19 L	3.71 L	4.37 L
Arrivals Services	Passport inspection	3.84		4.01 L	6	3.86	4.26 L	3.89	4.04 L	4.24 L
	Baggage delivery speed	3.62	L2/H3	3.86 L	5	3.55	4.06 L	4.09 L	3.86 L	4.00 L
	Customs inspection	3.76		3.89 L	5	3.70	4.19 L	4.00 L	3.80 L	4.12 L

→ EWR also significantly underperforms the peer panel airports as a whole on passenger satisfaction overall and among the user subgroups and significantly underperforms each peer airport. EWR ranks 5th or 6th against the peer airports on nearly all airport elements, while it does not significantly exceed any peer airports' performance on any of the airport elements.

→ Parking facilities and their respective value for the money (VFM) are relative strengths for EWR – the former being the only airport element ranked 4th. EWR parking facilities perform on a par with BOS (3.38), MSP (3.85) and SEA (3.53) as well as parking facilities VFM against MSP (3.35), MUC (3.22), SEA (3.05) and YYZ (3.39). EWR also performs on a par with SEA on baggage carts (3.75), MSP on security check ticket/ID verification wait-time (4.27) and security ID staff courtesy (4.60), BOS on arrival passport inspection (3.86), bag speed (3.55) and customs inspection (3.70) and MUC on arrival passport inspection (3.89).

*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. EWR N=998.*
H2/3; L2/3: Significantly Higher/Lower than Q2 2019/Q3 2018; EWR Q3 2019 H/L: Significantly Higher/Lower than Peer Panel/Airports; ~Rank against Peer Panel of 5 Airports.

EWR Performance vs. Peer Panel

Legend:
- Best in class (Peer Panel)
- Average (Peer Panel)
- EWR
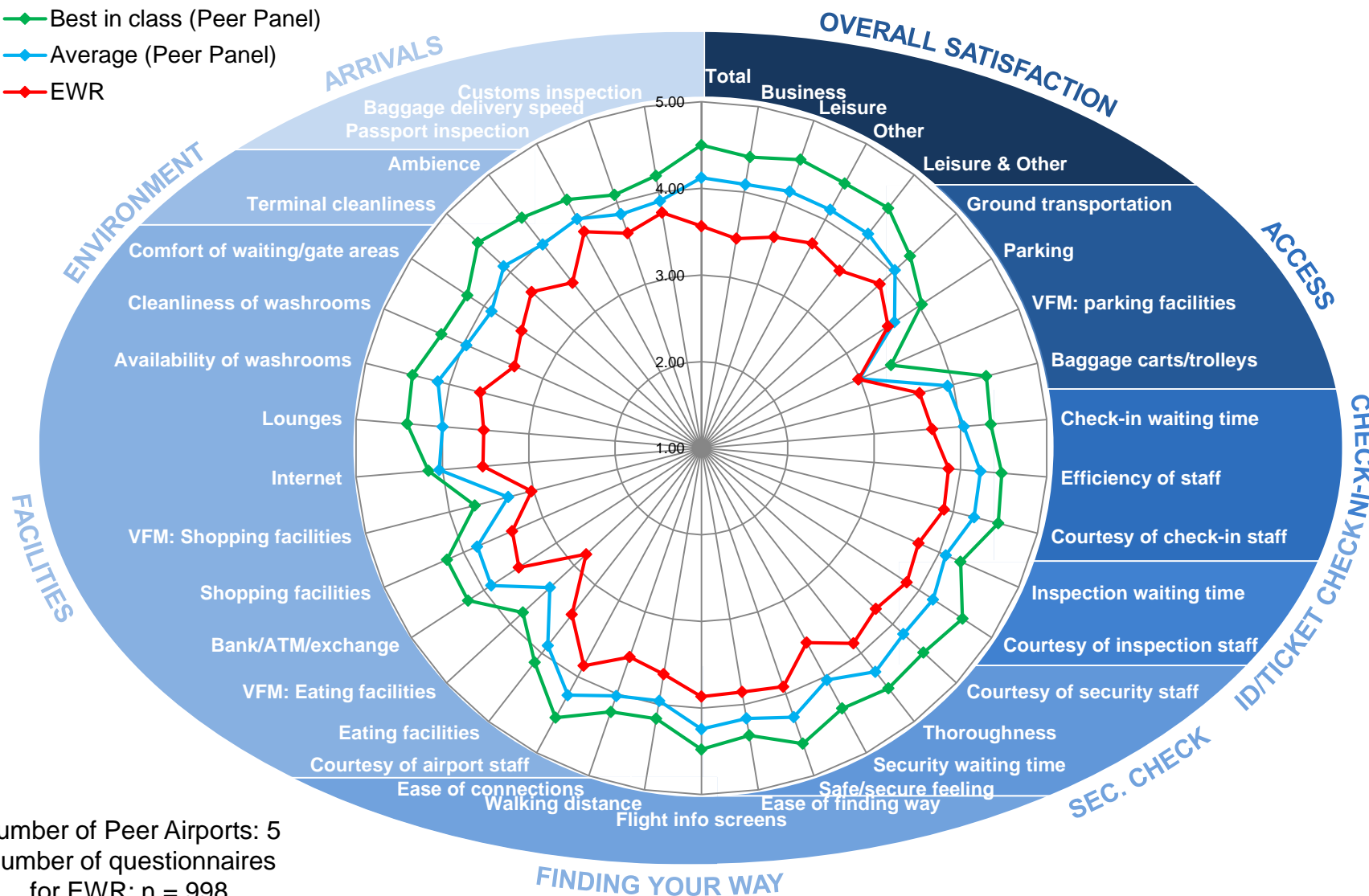
Number of Peer Airports: 5
Number of questionnaires
for EWR: n = 998

EWR– Airport Performance

Top 5 Most Important Items – Satisfied Passengers

➢ All top five airport importance elements indicate a weakness for EWR (under 70% satisfaction for those who deem the item important): wait-time at check-in, wait-time at security ticket/ID inspection and security check magnetometer, wayfinding and ground transportation.

Base n = 996	TOP 5 Most Important Items	Satisfied Passengers Deemed Important AND Satisfied (Q8)	% Satisfied on Item (Q7)
Waiting time in check-in queue/line	204 / 126 / 56	54% *	58%
Ease of finding your way through airport	73 / 115 / 88	60%	65%
Waiting time at security inspection	86 / 95 / 50	46%	53%
Waiting time at passport/personal ID inspection	73 / 75 / 66	54%	59%
Ground transportation to/from airport	138 / 38 / 36	48%	62%
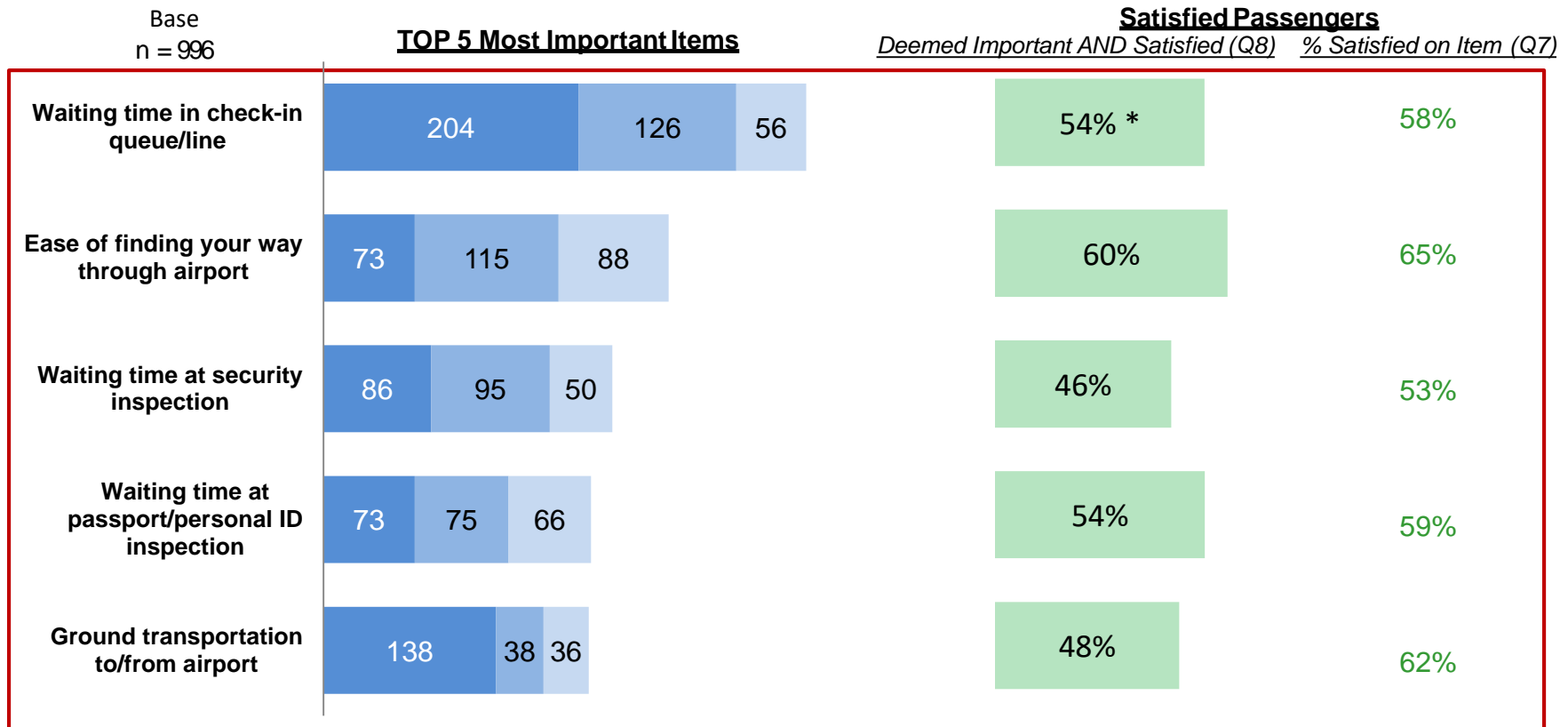
Notes: ■ 1st most important ■ 2nd most important ■ 3rd most important

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
Trend Over Time – Overall Satisfaction Distribution and Rank

➢ In reviewing the trend results of three satisfaction metrics (ranking, mean score and two-top box versus bottom-box score performance), LGA shows consistent improvement in overall satisfaction scores (top two-box and means) through Q4 2018 with a spike in Q1 2018, while the rank remained steady. A significant year-over-year improvement began in Q3 2018, with a spike in Q1 2019 and then receding in Q2 2019, with lower top-two box scores, mean satisfaction and lower rankings, where Q3 2019 has dropped below Q4 2018, but still remains above earlier years, except Q1 2018 (but the rank remains lower).

Overall Satisfaction with the Airport
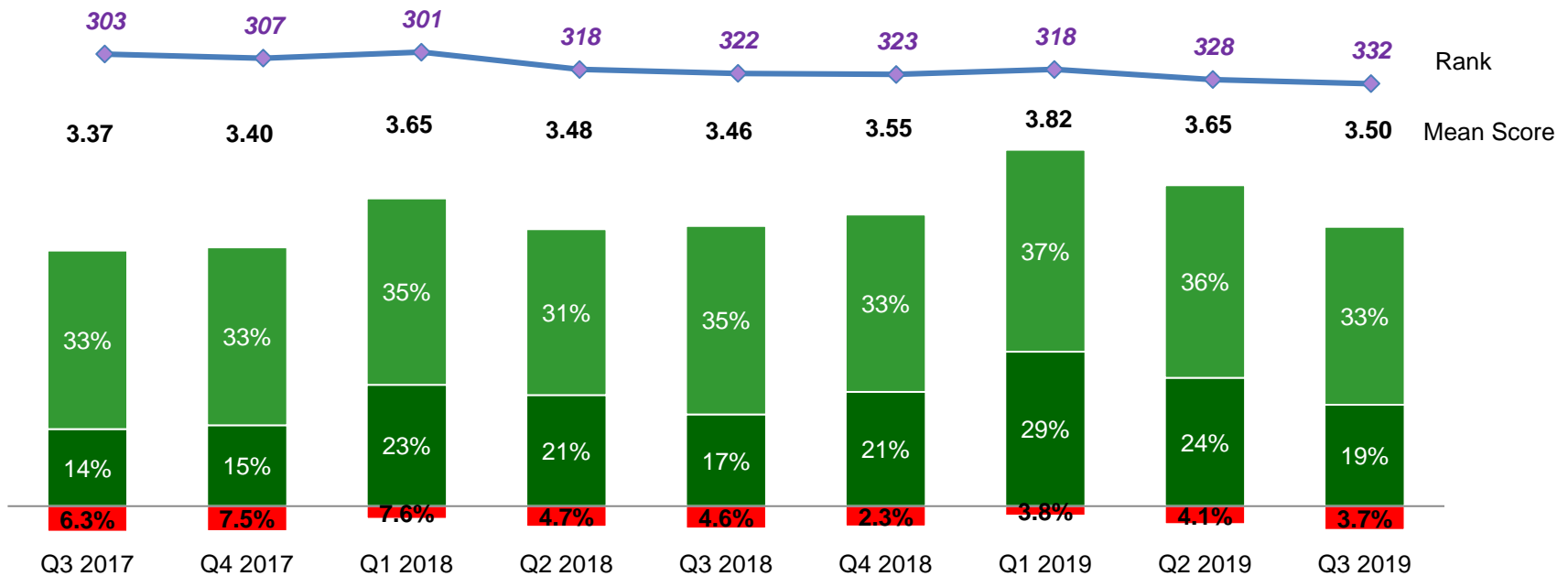
Notes:
The ranking is based on all ASQ participating airports for each quarter
Base is Respondents providing a valid response at Q7. Overall Satisfaction with the airport

■ 5 - Excellent   ■ 4 - Very good   ■ 1 - Poor

LGA Airport Performance

		LGA Q3 2019	LGA Q3-Q2 2019 Difference (-) (+)	LGA Q3 2019-18 Difference (-) (+)
Overall Satisfaction	Overall Satisfaction	3.50	L -0.15	0.04
	Business	3.25	-0.14	-0.02
	Leisure	3.55	L -0.26	0.03
	Other*	3.63	0.03	0.11
	Leisure & Other	3.56	L -0.21	0.04
Access	Ground transportation	3.31	0.00	L -0.13
	Parking	3.09	0.02	0.06
	VFM: Parking facilities	2.80	0.06	-0.09
	Baggage carts/trolleys	3.45	0.21	-0.02
Check-in	Check-in waiting time	3.69	L -0.41	L -0.28
	Efficiency of staff	3.87	L -0.28	L -0.21
	Courtesy of check-in staff	3.85	L -0.30	L -0.20
Security ID Check	Inspection waiting time	3.83	L -0.29	L -0.26
	Courtesy of inspection staff	3.81	L -0.26	L -0.19
Security	Courtesy of security staff	3.71	L -0.27	L -0.18
	Thoroughness	3.85	L -0.20	L -0.18
	Security waiting time	3.70	L -0.30	L -0.28
	Safe/secure feeling	3.99	L -0.21	L -0.13
Finding Way	Ease of finding way	3.79	L -0.21	L -0.20
	Flight info screens	3.83	L -0.18	L -0.16
	Walking distance	3.81	L -0.14	L -0.22
	Ease of connections	3.77	-0.24	-0.08
Airport Facilities	Courtesy of airport staff	3.82	L -0.21	L -0.13
	Eating facilities	3.33	L -0.14	0.09
	VFM: Eating facilities	2.79	-0.12	0.10
	Availability Bank/ATM/exchange	3.55	0.16	0.07
	Shopping facilities	3.28	-0.03	0.31 H
	VFM: Shopping facilities	2.91	-0.06	0.11
	Internet / Wi-Fi	3.51	L -0.24	0.09
	Business/Executives Lounges	3.34	-0.06	0.12
	Availability of washrooms	3.69	-0.10	0.10
	Cleanliness of washrooms	3.53	L -0.12	0.05
	Comfort of waiting/gate areas	3.42	L -0.18	0.19 H
Airport Environment	Terminal cleanliness	3.58	L -0.18	0.13 H
	Airport Ambience	3.32	L -0.16	0.19 H
Arrivals Services	Passport inspection	NA	NA	NA
	Baggage delivery speed	3.60	-0.10	-0.01
	Customs inspection	NA	NA	NA

→ LGA passenger satisfaction remained steady overall (3.50) YOY (vs. Q3 2018) and for Leisure (3.55) and business (3.25) travelers. Satisfaction improved significantly YOY on: shopping facilities (3.28), comfort at the gate (3.42), terminal cleanliness (3.58) and airport ambience (3.32). It declined significantly YOY on all check-in, security check, wayfinding (except ease of connections – 3.77), ground transportation (3.31) and airport staff courtesy (3.82). All other airport elements (mostly airport facility elements) remained steady.

→ Since last quarter (Q2 2019), LGA passenger satisfaction declined significantly overall (3.50) and among leisure travelers (3.55), as it did on many airport elements: all check-in elements, all security check elements, nearly all wayfinding elements except connections (3.77), airport staff courtesy (3.82), eating facilities (3.33), restroom cleanliness (3.53), comfort at the gate (3.42) and terminal cleanliness (3.58). The remaining airport elements, including airport access elements remained steady since last quarter.

→ Safe/secure feeling at the security check (3.99) is the highest scoring element in Q3 2019; eating facilities VFM, is the lowest scoring (2.79).

*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:Q3 2019 (N=1,028) significantly Higher/Lower than Q2 2019 or Q3 2018.
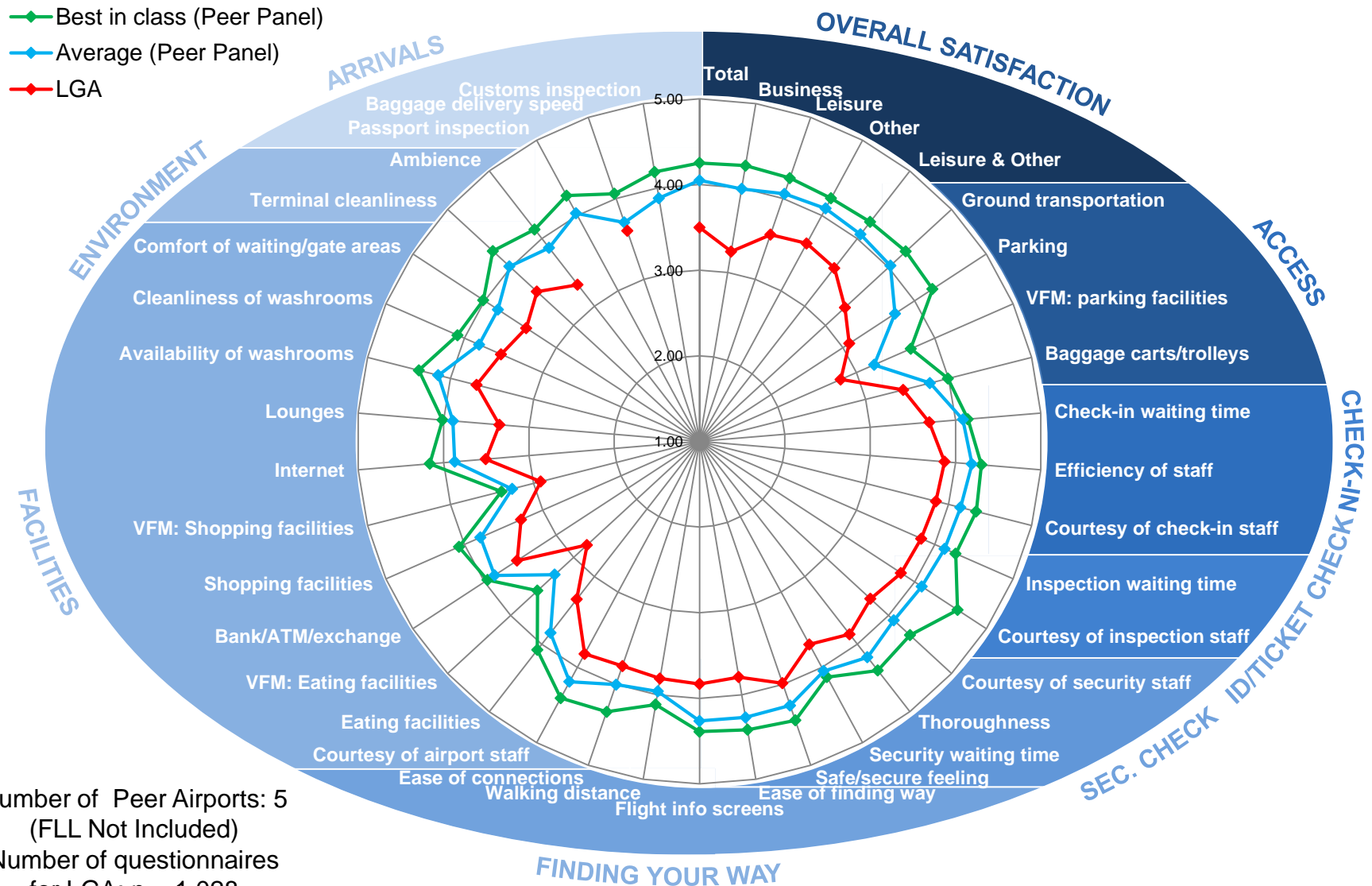
LGA Airport Performance vs. Peer Panel

		LGA Q3 2019	Peer Panel	EWR Rank~	BOS	BWI	FLL	MSP	PHL
Overall Satisfaction	Overall Satisfaction	3.50 L2	4.05 L	6	4.13 L	4.18 L	3.96 L	4.25 L	3.92 L
	Business	3.25	3.99 L	6	4.06 L	4.10 L	3.89 L	4.27 L	3.82 L
	Leisure	3.55 L2	4.06 L	6	4.15 L	4.21 L	3.95 L	4.25 L	3.93 L
	Other*	3.63	4.09 L	6	4.13 L	4.18 L	4.07 L	4.23 L	4.01 L
	Leisure & Other	3.56 L2	4.06 L	6	4.15 L	4.20 L	3.97 L	4.25 L	3.94 L
Access	Ground transportation	3.31 L3	4.03 L	6	3.96 L	4.21 L	3.96 L	4.27 L	4.01 L
	Parking	3.09	3.73 L	6	3.38	4.25 L	3.86 L	3.85 L	3.54 L
	VFM: Parking facilities	2.80	3.23 L	5	2.50	3.69 L	3.69 L	3.35 L	3.11
	Baggage carts/trolleys	3.45	3.78 L	6	3.76 L	3.99 L	3.75 L	3.93 L	3.65 L
Check-in	Check-in waiting time	3.69 L2/3	4.09 L	6	4.07 L	4.14 L	4.00 L	4.05 L	4.14 L
	Efficiency of staff	3.87 L2/3	4.19 L	6	4.19 L	4.30 L	4.11 L	4.30 L	4.16 L
	Courtesy of check-in staff	3.85 L2/3	4.14 L	6	4.19 L	4.28 L	4.11 L	4.33 L	4.01 L
Security ID Check	Inspection waiting time	3.83 L2/3	4.13 L	6	4.15 L	4.21 L	4.15 L	4.27	4.04 L
	Courtesy of inspection staff	3.81 L2/3	4.10 L	6	4.14 L	4.22 L	4.15 L	4.60	3.97 L
Security	Courtesy of security staff	3.71 L2/3	4.08 L	6	4.12 L	4.17 L	4.09 L	4.34 L	3.95 L
	Thoroughness	3.85 L2/3	4.19 L	6	4.22 L	4.28 L	4.19 L	4.39 L	4.09 L
	Security waiting time	3.70 L2/3	4.05 L	6	4.07 L	4.13 L	4.04 L	4.08 L	3.99 L
	Safe/secure feeling	3.99 L2/3	4.26 L	6	4.25 L	4.35 L	4.27 L	4.44 L	4.17 L
Finding Way	Ease of finding way	3.79 L2/3	4.27 L	6	4.30 L	4.41 L	4.21 L	4.19 L	4.22 L
	Flight info screens	3.83 L2/3	4.26 L	6	4.25 L	4.39 L	4.20 L	4.31 L	4.23 L
	Walking distance	3.81 L2/3	3.96 L	5	4.10 L	4.12 L	4.08 L	3.81	3.76
	Ease of connections	3.77	4.00 L	6	3.93	4.34 L	4.05 L	3.91	3.85
Airport Facilities	Courtesy of airport staff	3.82 L2/3	4.19 L	6	4.23 L	4.29 L	4.13 L	4.41 L	4.08 L
	Eating facilities	3.33 L2	3.83 L	6	3.76 L	4.05 L	3.63 L	4.08 L	3.83 L
	VFM: Eating facilities	2.79	3.30 L	6	3.32 L	3.57 L	3.18 L	3.51 L	3.16 L
	Availability Bank/ATM/exchange	3.55	3.86 L	6	3.86 L	3.69 L	3.80 L	3.96 L	3.96 L
	Shopping facilities	3.28 H3	3.79 L	6	3.67 L	3.87 L	3.61 L	4.07 L	3.91 L
	VFM: Shopping facilities	2.91	3.26 L	6	3.20 L	3.29 L	3.26 L	3.39 L	3.25 L
	Internet / Wi-Fi	3.51 L2	3.87 L	6	3.94 L	3.83 L	3.71 L	4.16 L	3.87 L
	Business/Executives Lounges	3.34	3.89 L	6	3.83 L	4.01 L	3.82 L	4.00 L	3.92 L
	Availability of washrooms	3.69	4.15 L	6	4.17 L	4.25 L	4.08 L	4.38 L	4.05 L
	Cleanliness of washrooms	3.53 L2	3.81 L	6	3.89 L	3.92 L	3.87 L	4.09 L	3.59
	Comfort of waiting/gate areas	3.42 L2/H3	3.81 L	6	3.99 L	3.91 L	3.72 L	4.02 L	3.64 L
Airport Environment	Terminal cleanliness	3.58 L2/H3	4.02 L	6	4.12 L	4.16 L	4.00 L	4.28 L	3.80 L
	Airport Ambience	3.32 L2/H3	3.86 L	6	3.97 L	4.00 L	3.81 L	4.14 L	3.68 L
Arrivals Services	Passport inspection	NA	4.03	NA	3.86	4.19	4.22	4.26	3.90
	Baggage delivery speed	3.60	3.70	4	3.55	3.73	3.91 L	4.06 L	3.58
	Customs inspection	NA	3.88	NA	3.70	4.05	4.04	4.19	3.77

→ LGA significantly underperforms the peer panel airports as a whole on passenger satisfaction overall and among user subgroups and on nearly all airport elements, while it does not significantly exceed satisfaction on any of the airport elements against the peer airports. EWR ranks last (6th) or second to last (5th) on overall satisfaction and among user subgroups and nearly all airport elements.

→ LGA moved up to 4th rank on arrival bag speed (3.70) against the peer airports where it performs on a par with BOS (3.55), MSP (3.73) and PHL (3.58). LGA also performs on a par with BOS on parking (3.38) and parking value for the money – VFM (2.50, also on a par with PHL – 3.11) and ease of connections (3.93). LGA performs on a par with MSP on security ticket/ID verification wait-time (4.27) and security ID staff courtesy (4.60), walking distance (3.81) and ease of connections (3.91) – the same parity exits for LGA and PHL on these latter two wayfinding elements (3.76 and 3.85, respectively).

*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.*
H2/3 L2/3:Significantly Higher/Lower than Q3 2019/Q3 2018; H/L:LGA Q3 2019 Significantly Higher/Lower than Peer Panel;/Airports; ~ Rank against Peer Panel of 5 airports.

LGA Performance vs. Peer Panel

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

OVERALL SATISFACTION
- Total
- Business
- Leisure
- Other
- Leisure & Other

ACCESS
- Ground transportation
- Parking
- VFM: parking facilities
- Baggage carts/trolleys

CHECK-IN
- Check-in waiting time
- Efficiency of staff
- Courtesy of check-in staff

SEC. CHECK ID/TICKET CHECK-IN
- Inspection waiting time
- Courtesy of inspection staff
- Courtesy of security staff
- Thoroughness
- Security waiting time
- Safe/secure feeling

FINDING YOUR WAY
- Ease of finding way
- Flight info screens
- Walking distance
- Ease of connections
- Courtesy of airport staff

FACILITIES
- Eating facilities
- VFM: Eating facilities
- Bank/ATM/exchange
- Shopping facilities
- VFM: Shopping facilities
- Internet
- Lounges
- Availability of washrooms
- Cleanliness of washrooms
- Comfort of waiting/gate areas

ENVIRONMENT
- Terminal cleanliness
- Ambience

ARRIVALS
- Passport inspection
- Baggage delivery speed
- Customs inspection
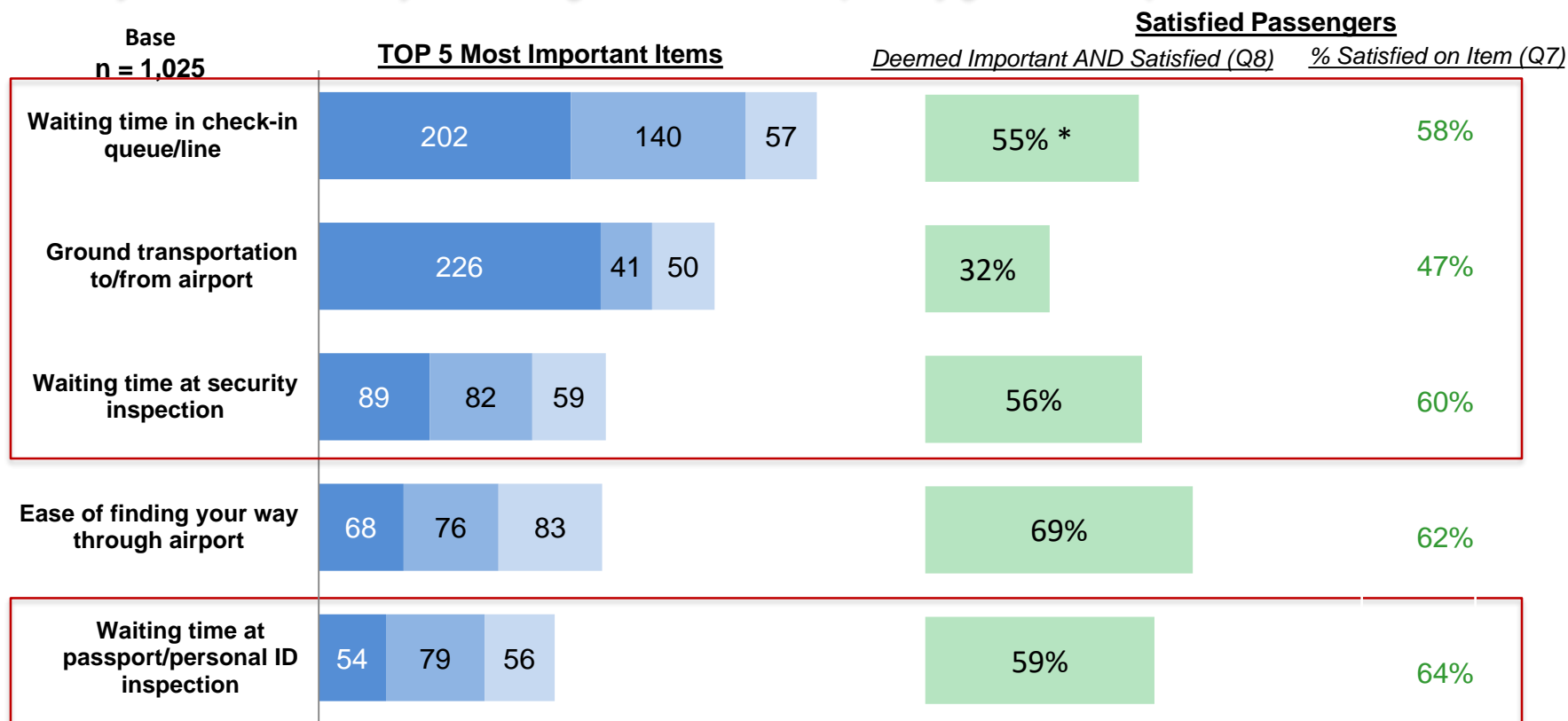
Scale: 1.00, 2.00, 3.00, 4.00, 5.00

Number of Peer Airports: 5
(FLL Not Included)
Number of questionnaires
for LGA: n = 1,028

LGA– Airport Performance
Top 5 Most Important Items – Satisfied Passengers

➤ Four of the top five airport importance elements below indicate a weakness for LGA (under 70% satisfaction for those who deem the item important): wait-time at check-in, wait-time at ticket/ID security check and security check magnetometer and especially ground transportation.

Base n = 1,025	TOP 5 Most Important Items			Satisfied Passengers *Deemed Important AND Satisfied (Q8)*	*% Satisfied on Item (Q7)*
Waiting time in check-in queue/line	202	140	57	55% *	58%
Ground transportation to/from airport	226	41	50	32%	47%
Waiting time at security inspection	89	82	59	56%	60%
Ease of finding your way through airport	68	76	83	69%	62%
Waiting time at passport/personal ID inspection	54	79	56	59%	64%

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

* Scores 4 + 5 (Excellent+ Very Good)

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

Thank You!

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