



Airport Performance Report

Third Quarter 2017

Topline Results for Aviation Management

January 10, 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 Q3 2017 (1/2)

➔ In Q3 2017, 314 airports have participated in the ACI ASQ Survey.

➔ 154,715 passengers have completed the ASQ Survey, including 1,259 at JFK, 801 at EWR and 1,492 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	3		1	10
	SLL		AMM, BAH, MCT, MED, MHD	AUH, RUH, 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	37	25	35	314

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 – Major Airport Elements



- JFK significantly underperforms the peer airports panel on all major peer airport elements, ranking at the bottom. JFK also underperforms select peer airports on nearly all major elements, except airport access at LAX where it's on a par. JFK scores highest on Check-in and Security Check, and lowest on airport access and Passport Control.

			Panel	JFK Rank ~	AMS	LAX	LHR	ICN	PVG	SIN
Overall Satisfaction		3.57	4.10 ^	7	4.02 ^	3.75 ^	4.14 ^	5.00 ^	4.98 ^	4.96 ^
Access		3.46	4.02 ^	7	3.99 ^	3.49	3.91 ^	4.88 ^	4.88 ^	4.90 ^
Check-in		3.56	4.23 ^	7	4.02 ^	4.09 ^	4.22 ^	4.89 ^	4.91 ^	4.92 ^
Passport/ Personal ID Control		3.43	4.18 ^	7	4.04 ^	3.96 ^	4.19 ^	4.90 ^	4.89 ^	4.94 ^
Security		3.56	4.17 ^	7	4.06 ^	3.98 ^	4.14 ^	4.89 ^	4.90 ^	4.95 ^
Finding Way		3.32	4.06 ^	7	3.88 ^	3.89 ^	4.06 ^	4.89 ^	4.89 ^	4.87 ^
Airport Facilities		3.23	3.91 ^	7	3.68 ^	3.52 ^	3.86 ^	4.88 ^	4.86 ^	4.86 ^
Airport Environment		3.54	4.07 ^	7	4.00 ^	3.73 ^	4.10 ^	4.98 ^	4.96 ^	4.96 ^
Arrivals Services		3.33	4.02 ^	7	3.80 ^	3.72 ^	3.87 ^	4.87 ^	4.87 ^	4.90 ^

Notes:

Responding to all questions is not mandatory, the number of respondents could be different from one category to another.

To calculate the mean score within a category, each item has been considered with the same importance

Base is Respondents providing a valid response










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

^ Significantly higher. ~ Rank in Peer Panel of 7 airports.

EWR Airport Performance – Major Airport Elements



- EWR significantly underperforms the peer airports panel on nearly all major airport elements, except Arrival Services where it's only slightly lower. EWR ranks last or close to last on nearly all items except Arrival Services, where it ranks 4th. EWR is just slightly lower than BOS and slightly higher than MUC on Airport Access, while EWR is on a par with MUC on Check-in. EWR scores highest on Check-in, Passport Control and Wayfinding, and lowest on Airport Facilities.

			<u>Panel</u>	<u>EWR Rank ~</u>	<u>BOS</u>	<u>MSP</u>	<u>MUC</u>	<u>SEA</u>	<u>YYZ</u>
Overall Satisfaction		3.68	4.00 ^	6	4.10 ^	4.31 ^	3.86 ^	4.02 ^	4.26 ^
Access		3.59	3.75 ^	5	3.71	3.88 ^	3.56	3.87 ^	4.22 ^
Check-in		3.96	4.17 ^	6	4.16 ^	4.49 ^	4.08	4.24 ^	4.28 ^
Passport/ Personal ID Control		3.94	4.05 ^	5	4.09 ^	4.56 ^	3.79 ^	4.16 ^	4.17 ^
Security		3.87	4.08 ^	6	4.06 ^	4.41 ^	4.00 ^	4.13 ^	4.29 ^
Finding Way		3.94	4.04 ^	5	4.16 ^	4.14 ^	3.76 ^	4.10 ^	4.06
Airport Facilities		3.44	3.77 ^	6	3.82 ^	4.12 ^	3.74 ^	3.77 ^	4.00 ^
Airport Environment		3.67	3.99 ^	6	4.05 ^	4.28 ^	4.17 ^	3.85 ^	4.27 ^
Arrivals Services		3.77	3.83	4	3.64 ^	4.19 ^	3.59 ^	3.99 ^	4.07 ^

Notes:

Responding to all questions is not mandatory, the number of respondents could be different from one category to another.

To calculate the mean score within a category, each item has been considered with the same importance

Base is Respondents providing a valid response

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

^ Significantly higher. ~ Rank in Peer Panel of 6 airports.

LGA Airport Performance – Major Airport Elements



- LGA significantly underperforms the peer airports panel on all major airport element, except Arrival Services where it's on a par, with all LGA items ranking last or second to last. LGA is on a par with FLL on check-in, wayfinding and arrival services and ahead on security check. LGA rates highest on Check-in and Security Check, and lowest on Airport Access and Airport Facilities.

			<u>Panel</u>	<u>LGA Rank ~</u>	<u>BOS</u>	<u>BWI</u>	<u>FLL</u>	<u>MSP</u>	<u>PHL</u>
Overall Satisfaction		3.37	3.85 ^	6	4.10 ^	4.13 ^	3.73 ^	4.31 ^	3.95 ^
Access		3.17	3.61 ^	6	3.71 ^	3.91 ^	3.55 ^	3.88 ^	3.82 ^
Check-in		3.98	4.10 ^	5	4.16 ^	4.23 ^	3.95	4.49 ^	4.13 ^
Passport/ Personal ID Control	NA		NA	NA	NA	NA	NA	4.56 ^	4.17 ^
Security		3.96	4.05 ^	6	4.06 ^	4.19 ^	3.86 -	4.41 ^	4.12 ^
Finding Way		3.88	4.07 ^	6	4.16 ^	4.29 ^	3.94	4.14 ^	4.11 ^
Airport Facilities		3.19	3.63 ^	6	3.82 ^	3.87 ^	3.46 ^	4.12 ^	3.79 ^
Airport Environment		3.25	3.77 ^	6	4.05 ^	4.05 ^	3.71 ^	4.28 ^	3.85 ^
Arrivals Services		3.71	3.78	6	3.64 ^	3.90 ^	3.73	4.19 ^	3.92 ^

Notes:

Responding to all questions is not mandatory, the number of respondents could be different from one category to another.

To calculate the mean score within a category, each item has been considered with the same importance

Base is Respondents providing a valid response

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

^ Significantly higher. -- Significantly lower. ~ Rank in Peer Panel of 6 airports. NA: Not applicable.

JFK Airport Performance – Detail

➤ 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 exceeds AMS and LAX scores on the same; VFM for LHR). JFK scores highest on safety/security and airport staff courtesy and lowest on Internet access/WiFi, ease of finding connections and VFM at eating facilities. Panel JFK Rank ~ AMS LAX LHR ICN PVG SIN



Overall Satisfaction	Overall Satisfaction	3.57	4.10 ^	7	4.02 ^	3.75 ^	4.14 ^	5.00 ^	4.98 ^	4.96 ^
	Business	3.47	3.94 ^	7	3.97 ^	3.53	4.03 ^	5.00 ^	4.98 ^	4.94 ^
	Leisure	3.54	4.10 ^	7	4.03 ^	3.78 ^	4.17 ^	5.00 ^	4.99 ^	4.97 ^
	Other*	3.71	4.25 ^	7	4.11	3.87 ^	4.18 ^	5.00 ^	4.98 ^	4.96 ^
	Leisure & Other	3.58	4.13 ^	7	4.04 ^	3.80 ^	4.17 ^	5.00 ^	4.98 ^	4.97 ^
Access	Ground transportation	3.64	4.08 ^	6	4.24 ^	3.50 ^	4.03 ^	4.90 ^	4.88 ^	4.90 ^
	Parking	3.62	3.85	6	3.60	3.37	3.93 ^	4.68 ^	4.79 ^	4.87 ^
	VFM: Parking facilities	3.01	3.29	6	2.88	2.94	2.88	4.80 ^	4.83 ^	4.80 ^
	Baggage carts/trolleys	3.32	4.17 ^	7	4.06 ^	3.67 ^	4.07 ^	4.89 ^	4.89 ^	4.92 ^
Check-in	Check-in waiting time	3.29	4.09 ^	7	3.83 ^	3.96 ^	4.08 ^	4.81 ^	4.89 ^	4.92 ^
	Efficiency of staff	3.69	4.28 ^	7	4.04 ^	4.15 ^	4.28 ^	4.92 ^	4.91 ^	4.93 ^
	Courtesy of check-in staff	3.69	4.30 ^	7	4.17 ^	4.16 ^	4.32 ^	4.93 ^	4.92 ^	4.91 ^
Passport Control	Inspection waiting time	3.27	4.14 ^	7	3.99 ^	3.93 ^	4.16 ^	4.89 ^	4.87 ^	4.94 ^
	Courtesy of inspection staff	3.60	4.22 ^	7	4.10 ^	3.99 ^	4.21 ^	4.90 ^	4.91 ^	4.94 ^
Security	Courtesy of security staff	3.59	4.15 ^	7	4.05 ^	3.94 ^	4.10 ^	4.87 ^	4.90 ^	4.95 ^
	Thoroughness	3.72	4.24 ^	7	4.13 ^	4.06 ^	4.19 ^	4.91 ^	4.90 ^	4.95 ^
	Security waiting time	3.05	4.00 ^	7	3.85 ^	3.82 ^	3.98 ^	4.86 ^	4.89 ^	4.94 ^
	Safe/secure feeling	3.87	4.30 ^	7	4.21 ^	4.12 ^	4.27 ^	4.92 ^	4.91 ^	4.96 ^
Finding Way	Ease of finding way	3.61	4.15 ^	7	4.10 ^	3.91 ^	4.16 ^	4.88 ^	4.89 ^	4.88 ^
	Flight info screens	3.55	4.22 ^	7	4.12 ^	4.02 ^	4.28 ^	4.91 ^	4.89 ^	4.89 ^
	Walking distance	3.18	3.93 ^	7	3.38 ^	3.84 ^	3.81 ^	4.86 ^	4.90 ^	4.82 ^
	Ease of connections	2.56	3.65 ^	7	3.97 ^	3.56 ^	3.90 ^	4.89 ^	4.83 ^	4.90 ^
Airport Facilities	Courtesy of airport staff	3.78	4.28 ^	7	4.17 ^	4.07 ^	4.26 ^	4.93 ^	4.94 ^	4.94 ^
	Eating facilities	3.43	3.94 ^	7	3.74 ^	3.57 ^	3.95 ^	4.80 ^	4.86 ^	4.83 ^
	VFM: Eating facilities	2.62	3.36 ^	7	2.95 ^	2.82 ^	3.38 ^	4.68 ^	4.67 ^	4.74 ^
	Availability Bank/ATM/exchange	3.46	4.12 ^	7	3.78 ^	3.63 ^	3.94 ^	4.84 ^	4.82 ^	4.90 ^
	Shopping facilities	3.48	4.02 ^	7	3.86 ^	3.54	4.01 ^	4.87 ^	4.78 ^	4.88 ^
	VFM: Shopping facilities	2.77	3.53 ^	7	3.13 ^	2.93 ^	3.34 ^	4.81 ^	4.72 ^	4.75 ^
	Internet / Wi-Fi	2.48	3.64 ^	7	3.75 ^	3.16 ^	3.70 ^	4.87 ^	4.88 ^	4.79 ^
	Business/Executives Lounges	3.34	4.20 ^	7	3.84 ^	3.52 ^	3.97 ^	4.91 ^	4.94 ^	4.92 ^
	Availability of washrooms	3.53	4.13 ^	7	4.03 ^	3.88 ^	4.10 ^	4.95 ^	4.95 ^	4.93 ^
	Cleanliness of washrooms	3.22	4.01 ^	7	3.79 ^	3.73 ^	4.04 ^	4.94 ^	4.93 ^	4.93 ^
Airport Environment	Comfort of waiting/gate areas	3.39	3.86 ^	7	3.48	3.56 ^	3.73 ^	4.95 ^	4.94 ^	4.89 ^
	Terminal cleanliness	3.54	4.15 ^	7	4.08 ^	3.85 ^	4.22 ^	4.99 ^	4.96 ^	4.97 ^
	Airport Ambience	3.53	3.99 ^	7	3.92 ^	3.60 ^	3.97 ^	4.97 ^	4.97 ^	4.95 ^
	Passport inspection	3.29	4.05 ^	7	3.99 ^	3.85 ^	3.89 ^	4.92 ^	4.87 ^	4.93 ^
	Baggage delivery speed	3.40	3.96 ^	7	3.52 ^	3.60 ^	3.79 ^	4.81 ^	4.87 ^	4.90 ^
	Customs inspection	3.31	4.04 ^	7	3.82 ^	3.70 ^	3.93 ^	4.89 ^	4.88 ^	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.

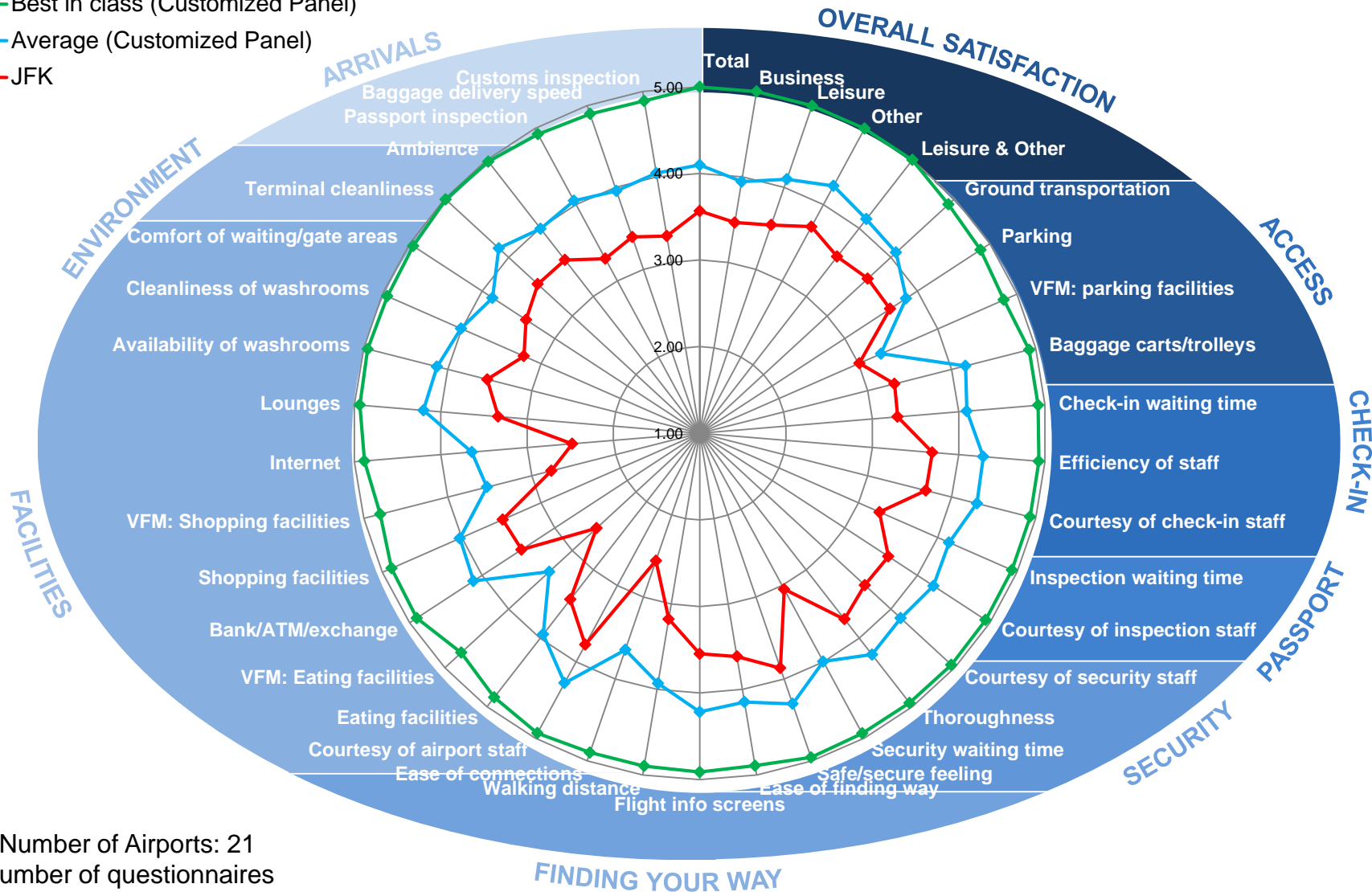
^ Significantly higher. ~ Rank in Peer Panel of 7 airports.

JFK – Performance vs. Customized Panel

— Best in class (Customized Panel)

— Average (Customized Panel)

— JFK



Number of Airports: 21
Number of questionnaires
for JFK: n = 1259

EWB Airport Performance – Detail



- EWR significantly underperforms the peer airport panel on most of the airport elements (and slightly below on the others), with all items ranked last or near last, except parking facilities perceived value for the money (VFM) where it outperformed the panel and ranked second. EWR scores highest on FIDS, and Check-in staff courtesy, and lowest on Internet access/WiFi, VFM at eating facilities and at retail stores.

			Panel	EWB Rank ~	BOS	MSP	MUC	SEA	YYZ
Overall Satisfaction	Overall Satisfaction	3.68	4.00 ^	6	4.10 ^	4.31 ^	3.86 ^	4.02 ^	4.26 ^
	Business	3.51	3.89 ^	6	3.96 ^	4.24 ^	3.88 ^	3.89 ^	4.05 ^
	Leisure	3.67	4.02 ^	6	4.14 ^	4.33 ^	3.87 ^	4.03 ^	4.29 ^
	Other*	3.90	4.10 ^	5	4.16 ^	4.34 ^	3.73	4.17 ^	4.36 ^
	Leisure & Other	3.73	4.04 ^	6	4.14 ^	4.33 ^	3.85 ^	4.05 ^	4.30 ^
Access	Ground transportation	3.80	3.96 ^	5	3.99 ^	4.14 ^	3.68	4.10 ^	4.32 ^
	Parking	3.61	3.72	6	3.50	3.80	3.85	3.81	4.03 ^
	VFM: Parking facilities	3.19	2.95	2	2.68 ^	3.00	2.68 ^	3.15	3.47
	Baggage carts/trolleys	3.43	3.75 ^	6	3.71 ^	4.05 ^	3.56	3.75 ^	4.38 ^
Check-in	Check-in waiting time	3.90	4.07 ^	6	4.08 ^	4.45 ^	3.98	4.08 ^	4.17 ^
	Efficiency of staff	3.98	4.21 ^	6	4.20 ^	4.50 ^	4.11 ^	4.31 ^	4.30 ^
	Courtesy of check-in staff	4.01	4.23 ^	6	4.19 ^	4.50 ^	4.16 ^	4.32 ^	4.38 ^
Passport Control	Inspection waiting time	3.95	4.04	5	4.07 ^	4.50 ^	3.79 ^	4.14 ^	4.09
	Courtesy of inspection staff	3.92	4.07 ^	5	4.13 ^	4.63 ^	3.79 ^	4.18 ^	4.25 ^
Security	Courtesy of security staff	3.78	4.01 ^	5	4.02 ^	4.41 ^	3.70	4.10 ^	4.33 ^
	Thoroughness	3.94	4.15 ^	6	4.12 ^	4.40 ^	4.22 ^	4.15 ^	4.32 ^
	Security waiting time	3.74	3.96 ^	6	3.91 ^	4.33 ^	3.95 ^	4.02 ^	4.11 ^
	Safe/secure feeling	4.02	4.20 ^	6	4.17 ^	4.47 ^	4.10	4.27 ^	4.38 ^
Finding Way	Ease of finding way	3.99	4.10 ^	5	4.23 ^	4.32 ^	3.71 ^	4.20 ^	4.10
	Flight info screens	4.08	4.19 ^	6	4.21 ^	4.36 ^	4.11	4.20 ^	4.27 ^
	Walking distance	3.81	3.85	4	4.05 ^	3.80	3.49 ^	3.90 ^	3.82
	Ease of connections	3.70	3.96 ^	6	4.02 ^	4.01 ^	3.72	4.13 ^	4.02 ^
Airport Facilities	Courtesy of airport staff	3.97	4.20 ^	6	4.20 ^	4.39 ^	4.07 ^	4.27 ^	4.38 ^
	Eating facilities	3.60	3.82 ^	6	3.83 ^	4.18 ^	3.79 ^	3.84 ^	3.89 ^
	VFM: Eating facilities	2.85	3.21 ^	6	3.39 ^	3.45 ^	3.05 ^	3.25 ^	3.35 ^
	Availability Bank/ATM/exchange	3.55	3.75 ^	6	3.79 ^	3.97 ^	3.76 ^	3.67	4.05 ^
	Shopping facilities	3.48	3.73 ^	6	3.60	4.12 ^	3.82 ^	3.77 ^	3.89 ^
	VFM: Shopping facilities	3.00	3.19 ^	6	3.15 ^	3.25 ^	3.33 ^	3.16 ^	3.46 ^
	Internet / Wi-Fi	2.81	3.65 ^	6	3.66 ^	4.19 ^	3.62 ^	3.88 ^	4.03 ^
	Business/Executives Lounges	3.48	3.79 ^	6	3.77 ^	4.17 ^	3.99 ^	3.75 ^	4.21 ^
	Availability of washrooms	3.71	4.07 ^	6	4.16 ^	4.47 ^	3.97 ^	4.06 ^	4.34 ^
	Cleanliness of washrooms	3.49	3.85 ^	6	3.95 ^	4.32 ^	3.84 ^	3.76 ^	4.14 ^
Airport Environment	Comfort of waiting/gate areas	3.58	3.81 ^	6	3.94 ^	4.12 ^	3.90	3.64 ^	4.05 ^
	Terminal cleanliness	3.77	4.08 ^	6	4.15 ^	4.37 ^	4.34 ^	3.89 ^	4.35 ^
Arrivals Services	Airport Ambience	3.56	3.89 ^	6	3.96 ^	4.19 ^	4.01 ^	3.80 ^	4.19 ^
	Passport inspection	3.90	3.93	4	3.79	4.32 ^	3.63 ^	4.07 ^	4.18 ^
	Baggage delivery speed	3.65	3.71	4	3.48 ^	4.08 ^	3.48 ^	3.92 ^	3.89 ^
	Customs inspection	3.75	3.84	5	3.63	4.16 ^	3.82	3.98 ^	4.10 ^

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.

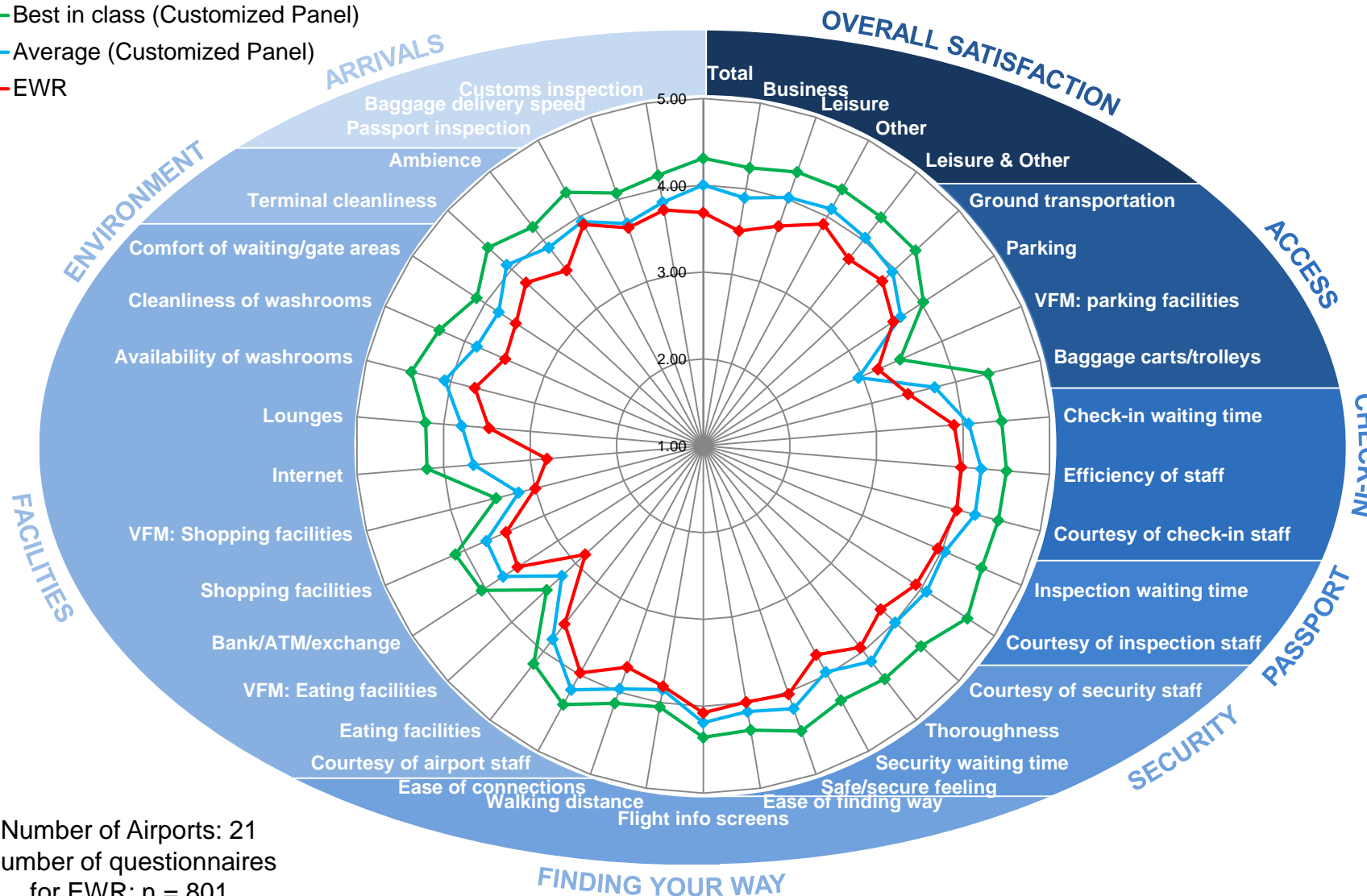
^ Significantly higher. ~ Rank in Peer Panel of 6 airports.

EWR – Performance vs. Customized Panel

— Best in class (Customized Panel)

— Average (Customized Panel)

— EWR



Number of Airports: 21
 Number of questionnaires
 for EWR: n = 801

LGA Airport Performance – Detail

➤ LGA significantly underperforms the peer airport panel on all but one airport element (Security Check wait-time, where it's on a par), with all items ranking at or near last (walking distance is ranked 4th). LGA scores on a par with FLL on Check-in. LGA scores highest on Security Check personal safety/security and Check-in staff efficiency, and lowest on parking facilities and perceived their value for the money (VFM).



			Panel	LGA Rank ~	BOS	BWI	FLL	MSP	PHL
Overall Satisfaction	Overall Satisfaction	3.37	3.95 ^	6	4.10 ^	4.13 ^	3.73 ^	4.31 ^	3.95 ^
	Business	3.25	3.86 ^	6	3.96 ^	4.05 ^	3.84 ^	4.24 ^	3.76 ^
	Leisure	3.40	3.99 ^	6	4.14 ^	4.19 ^	3.73 ^	4.33 ^	4.00 ^
	Other*	3.54	3.96 ^	6	4.16 ^	4.04 ^	3.71	4.34 ^	3.94 ^
	Leisure & Other	3.42	3.99 ^	6	4.14 ^	4.16 ^	3.72 ^	4.33 ^	3.99 ^
Access	Ground transportation	3.30	3.87 ^	6	3.99 ^	4.04 ^	3.86 ^	4.14 ^	4.09 ^
	Parking	2.48	3.67 ^	6	3.50 ^	4.07 ^	3.43 ^	3.80 ^	3.70 ^
	VFM: Parking facilities	2.50	3.17 ^	6	2.68	3.58 ^	2.81	3.00 ^	3.36 ^
	Baggage carts/trolleys	3.18	3.68 ^	6	3.71 ^	3.79 ^	3.55 ^	4.05 ^	3.77 ^
Check-in	Check-in waiting time	3.96	4.11 ^	5	4.08 ^	4.16 ^	3.91	4.45 ^	4.14 ^
	Efficiency of staff	4.02	4.22 ^	5	4.20 ^	4.30 ^	3.95	4.50 ^	4.16 ^
	Courtesy of check-in staff	3.96	4.21 ^	6	4.19 ^	4.23 ^	3.98	4.50 ^	4.09 ^
Passport Control	Inspection waiting time	NA	4.13	NA	4.07	4.29	3.84	4.50	4.21
	Courtesy of inspection staff	NA	4.13	NA	4.13	4.20	3.78	4.63	4.13
Security	Courtesy of security staff	3.88	4.06 ^	5	4.02 ^	4.09 ^	3.81 ^	4.41 ^	4.04 ^
	Thoroughness	3.96	4.11 ^	5	4.12 ^	4.21 ^	3.91 ^	4.40 ^	4.12 ^
	Security waiting time	3.97	4.03	5	3.91	4.17 ^	3.79 ^	4.33 ^	4.13 ^
	Safe/secure feeling	4.03	4.19 ^	5	4.17 ^	4.26 ^	3.93 ^	4.47 ^	4.20 ^
Finding Way	Ease of finding way	3.87	4.18 ^	6	4.23 ^	4.42 ^	4.06 ^	4.32 ^	4.24 ^
	Flight info screens	3.84	4.14 ^	6	4.21 ^	4.35 ^	3.86 ^	4.36 ^	4.29 ^
	Walking distance	3.95	4.12 ^	4	4.05 ^	4.09 ^	3.92 ^	3.80 ^	3.90
	Ease of connections	3.56	4.07 ^	6	4.02 ^	4.31 ^	3.87 ^	4.01 ^	3.85 ^
Airport Facilities	Courtesy of airport staff	3.90	4.17 ^	6	4.20 ^	4.29 ^	3.96 ^	4.39 ^	4.14 ^
	Eating facilities	3.22	3.65 ^	6	3.83 ^	4.01 ^	3.32 ^	4.18 ^	3.92 ^
	VFM: Eating facilities	2.72	3.17 ^	6	3.39 ^	3.62 ^	2.94 ^	3.45 ^	3.35 ^
	Availability Bank/ATM/exchange	3.31	3.68 ^	6	3.79 ^	3.90 ^	3.53 ^	3.97 ^	3.77 ^
	Shopping facilities	2.94	3.42 ^	6	3.60 ^	3.94 ^	3.34 ^	4.12 ^	3.92 ^
	VFM: Shopping facilities	2.73	3.04 ^	6	3.15 ^	3.42 ^	2.87 ^	3.25 ^	3.30 ^
	Internet / Wi-Fi	2.67	3.46 ^	6	3.66 ^	3.53 ^	3.57 ^	4.19 ^	3.71 ^
	Business/Executives Lounges	3.07	3.44 ^	6	3.77 ^	3.37	3.36 ^	4.17 ^	3.65 ^
	Availability of washrooms	3.52	3.94 ^	6	4.16 ^	4.16 ^	3.71 ^	4.47 ^	4.11 ^
	Cleanliness of washrooms	3.26	3.76 ^	6	3.95 ^	3.78 ^	3.49 ^	4.32 ^	3.66 ^
Airport Environment	Comfort of waiting/gate areas	3.18	3.72 ^	6	3.94 ^	3.84 ^	3.51 ^	4.12 ^	3.73 ^
	Terminal cleanliness	3.41	3.96 ^	6	4.15 ^	4.11 ^	3.79 ^	4.37 ^	3.93 ^
Arrivals Services	Airport Ambience	3.08	3.74 ^	6	3.96 ^	4.00 ^	3.62 ^	4.19 ^	3.78 ^
	Passport inspection	NA	4.00	NA	3.79	4.10	3.83	4.32	4.11
	Baggage delivery speed	3.50	3.68 ^	6	3.48	3.65	3.64 ^	4.08 ^	3.66 ^
	Customs inspection	NA	3.86	NA	3.63	4.01	3.70	4.16	3.97

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.

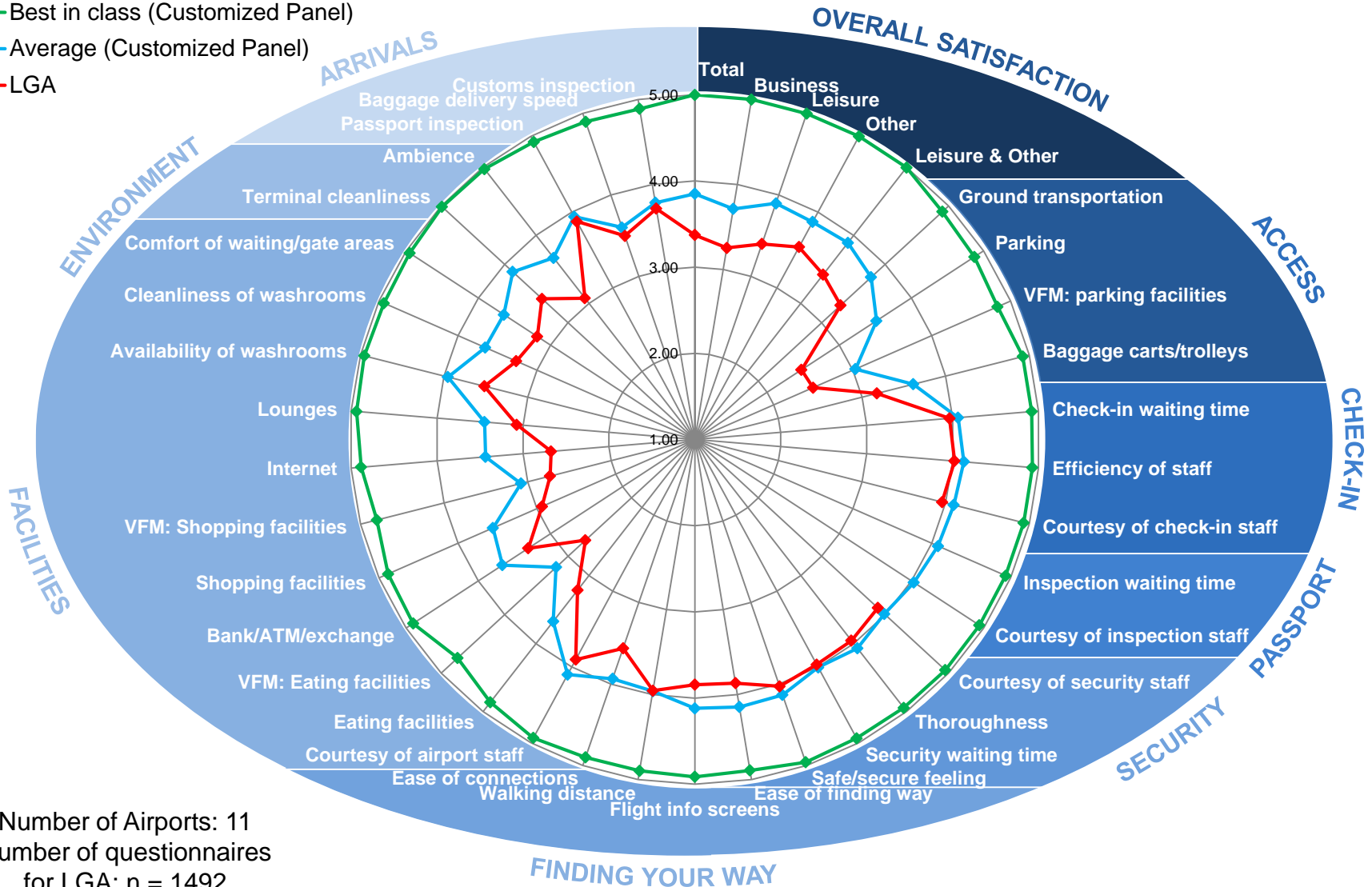
NA: Not applicable

^ Significantly higher. ~ Rank in Peer Panel of 6 airports.

LGA – Performance vs. Customized Panel

Total Traffic

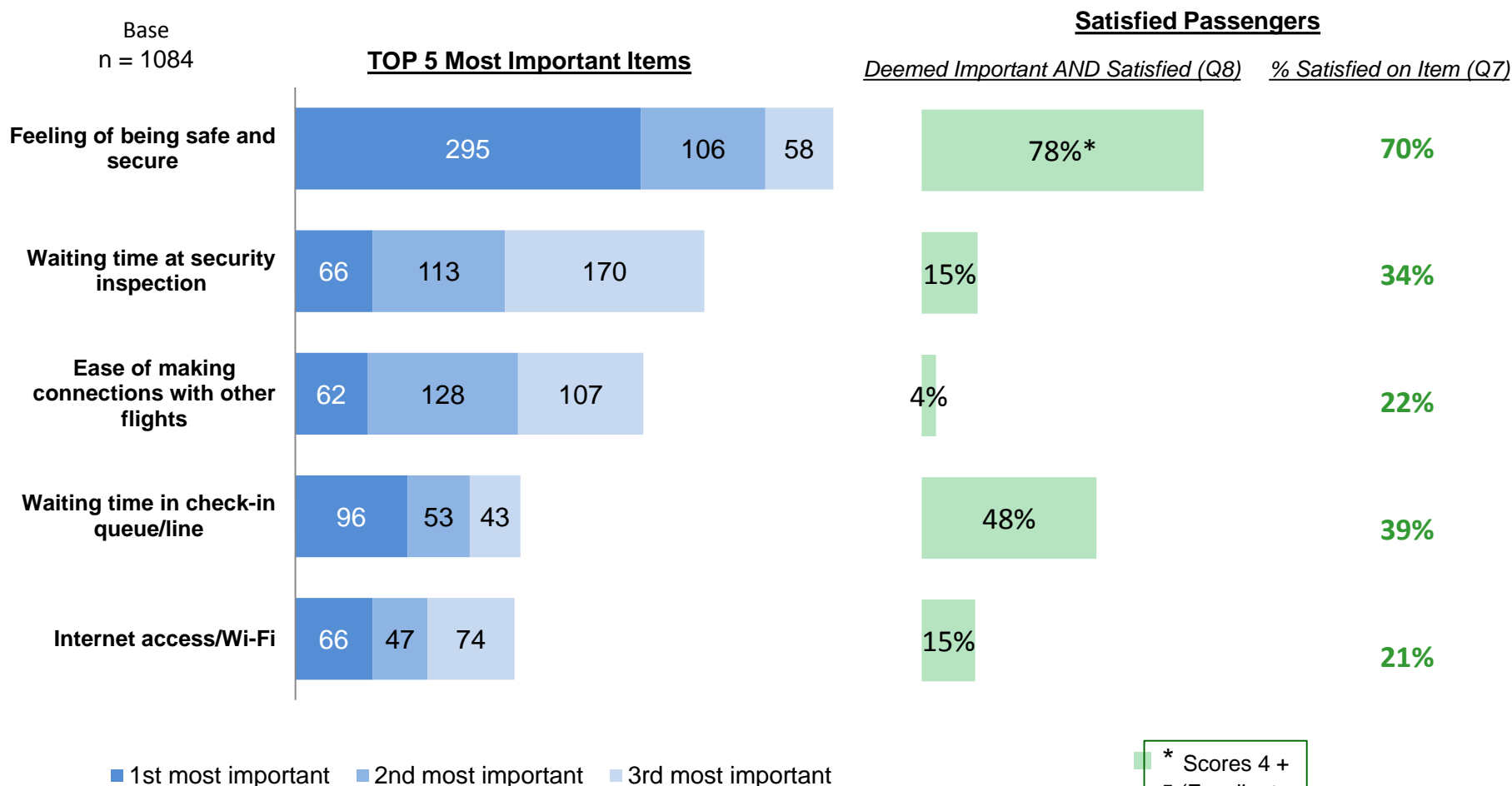
- Best in class (Customized Panel)
- Average (Customized Panel)
- LGA



Number of Airports: 11
 Number of questionnaires
 for LGA: n = 1492

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.

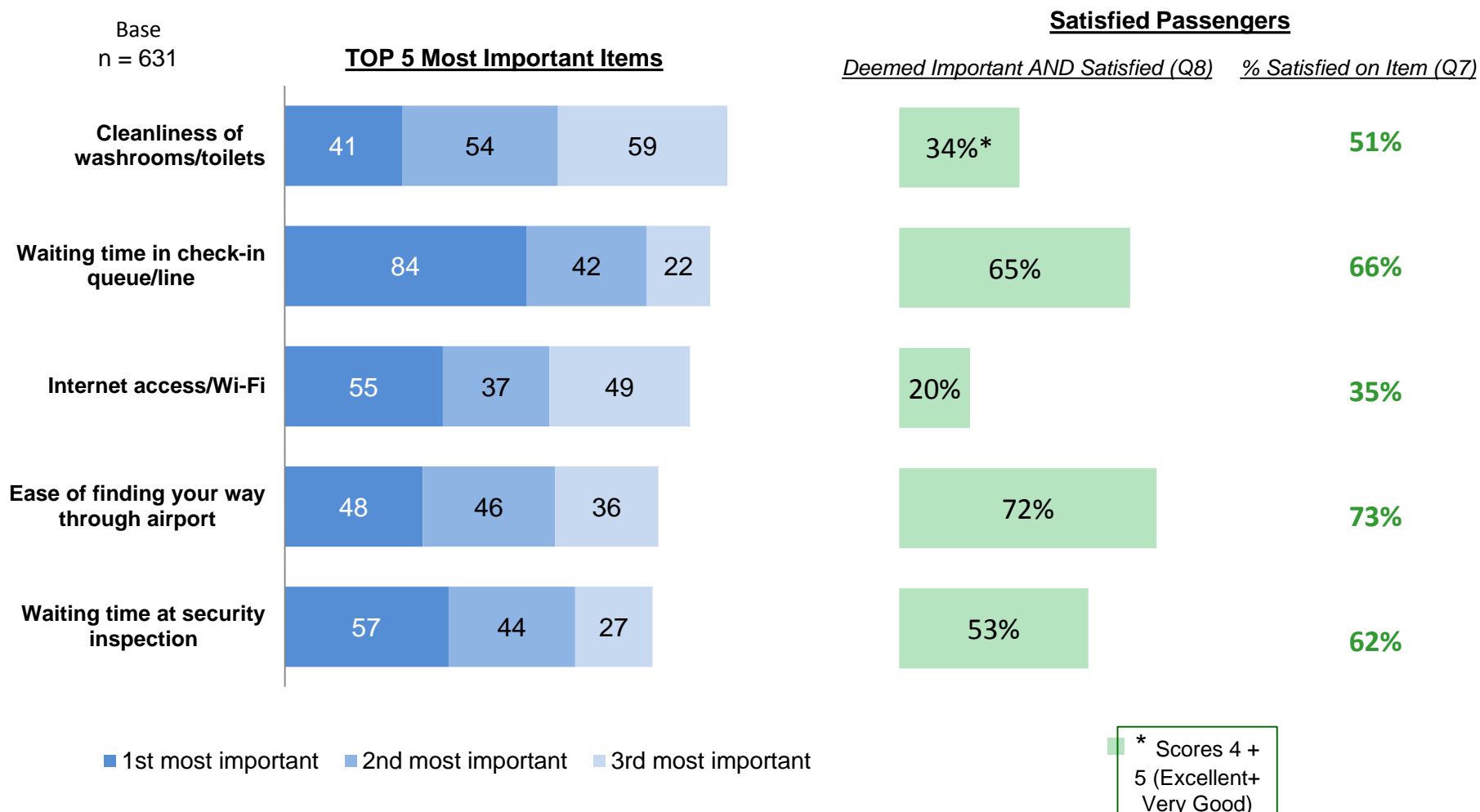
Satisfied Passengers are among the respondents who mention the item as important at Q8.

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.

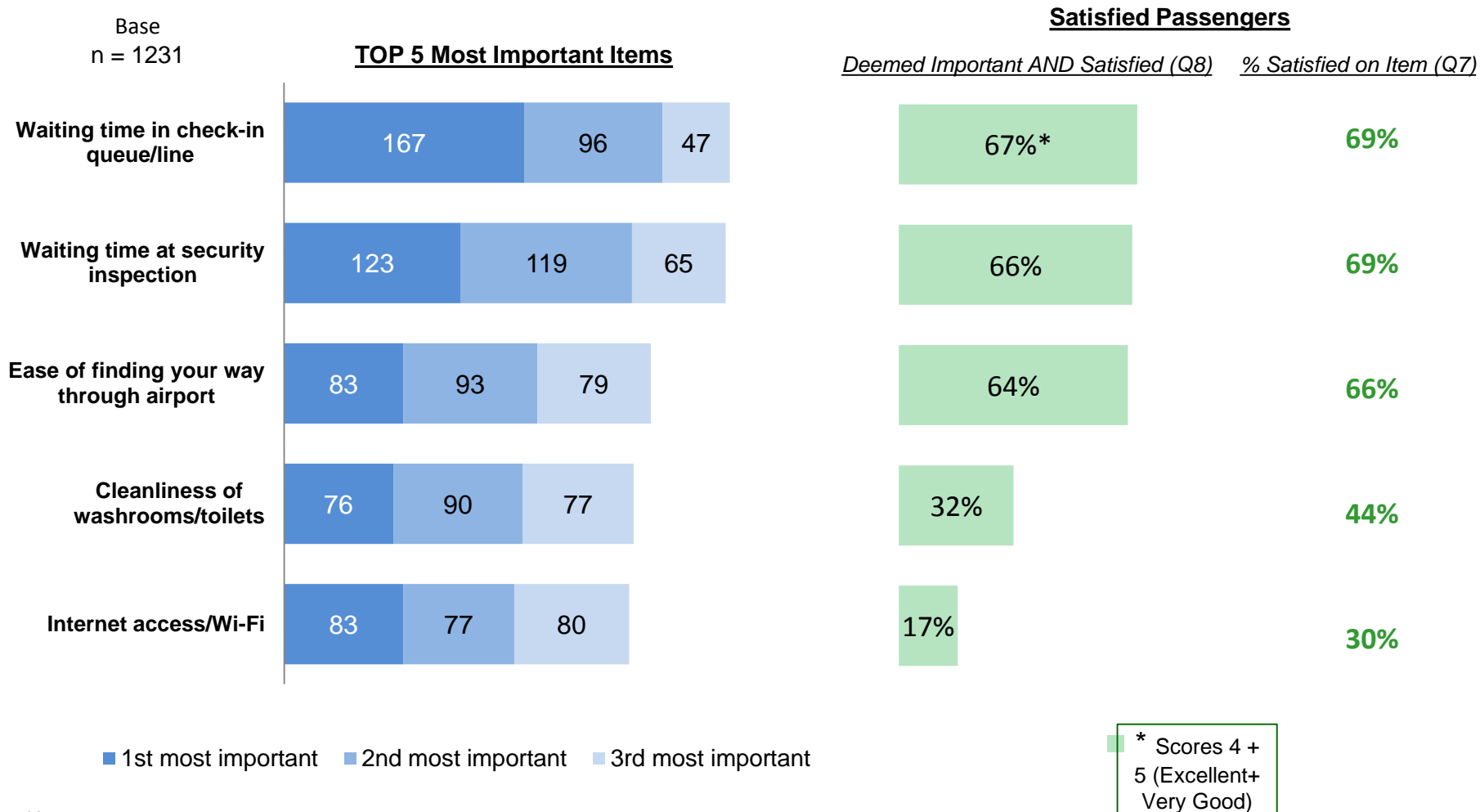
Satisfied Passengers are among the respondents who mention the item as important at Q8.

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

JFK Airport Performance – Major Airport Elements

By Terminal

➤ Most JFK Terminals perform better on airport access and airport facilities.

	<u>T1 (N=214)</u>	<u>T2 (N=87)</u>	<u>T4 (N=422)</u>	<u>T5 (N=273)</u>	<u>T7 (N=61)</u>	<u>T8 (N=202)</u>
Overall Satisfaction	 3.33	 3.20	 3.59	 3.87	 3.53	 3.57
Access	 3.48	 2.96	 3.38	 3.66	 3.56	 3.45
Check-in	 3.18	 2.72	 3.32	 3.52	 3.99	 3.15
Passport/ Personal ID Control	 3.24	 3.00	 3.50	 3.69	 4.09	 3.33
Security	 3.32	 3.14	 3.59	 3.74	 4.14	 3.40
Finding Way	 3.24	 3.18	 3.55	 3.73	 4.16	 3.34
Airport Facilities	 3.31	 3.42	 3.65	 3.80	 4.13	 3.41
Airport Environment	 3.27	 3.42	 3.63	 3.77	 3.97	 3.41
Arrivals Services	 3.25	 3.44	 3.64	 3.82	 3.86	 3.46

Notes:

Responding to all questions is not mandatory, the number of respondents could be different from one category to another.




























To calculate the mean score within a category, each item has been considered with the same importance

Base is Respondents providing a valid response

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

EWR Airport Performance – Major Airport Elements By Terminal

➤ Most EWR Terminals underperform on airport access and check-in.

	<u>TA (N=199)</u>	<u>TB (N=157)</u>	<u>TC (N=445)</u>
Overall Satisfaction	 3.52	 3.70	 3.76
Access	 3.53	 3.78	 3.54
Check-in	 3.57	 3.96	 3.67
Passport/ Personal ID Control	 3.68	 4.10	 3.77
Security	 3.76	 4.17	 3.87
Finding Way	 3.82	 4.22	 3.92
Airport Facilities	 3.87	 4.18	 3.92
Airport Environment	 3.85	 4.07	 3.88
Arrivals Services	 3.85	 4.03	 3.86

Notes:

Responding to all questions is not mandatory, the number of respondents could be different from one category to another.

To calculate the mean score within a category, each item has been considered with the same importance

Base is Respondents providing a valid response

































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

LGA Airport Performance – Major Airport Elements

By Terminal

➤ LGA Terminals underperform on airport access and check-in.



	<u>TA (N=55)</u>	<u>TB (N=711)</u>	<u>TC (N=493)</u>	<u>TD (N=234)</u>
Overall Satisfaction	 3.63	 3.13	 3.61	 3.69
Access	 3.30	 3.08	 3.25	 3.33
Check-in	 4.11	 3.57	 3.69	 3.76
Passport/ Personal ID Control	NA	NA	NA	NA
Security	 4.37	 3.83	 3.94	 4.04
Finding Way	 4.40	 3.93	 4.01	 4.10
Airport Facilities	 4.27	 3.93	 4.02	 4.12
Airport Environment	 4.17	 3.89	 3.99	 4.09
Arrivals Services	 4.09	 3.90	 3.98	 4.09

Notes:

Responding to all questions is not mandatory, the number of respondents could be different from one category to another.

To calculate the mean score within a category, each item has been considered with the same importance

Base is Respondents providing a valid response

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

NA: Not applicable

JFK Airport Performance – Airport Elements

By Terminal

		<u>T1</u>	<u>T2</u>	<u>T4</u>	<u>T5</u>	<u>T7</u>	<u>T8</u>
Overall Satisfaction	Overall Satisfaction	3.33	3.20	3.59	3.87	3.53	3.57
	Business	3.82	2.83	3.34	3.90	3.80	3.39
	Leisure	3.22	3.25	3.60	3.82	3.34	3.59
	Other*	3.37	3.48	3.78	4.01	4.20	3.70
	Leisure & Other	3.27	3.32	3.65	3.87	3.50	3.61
Access	Ground transportation	3.55	3.37	3.48	3.89	3.46	3.90
	Parking	3.64	5.00	3.49	3.29	4.50	3.97
	VFM: Parking facilities	2.92	4.00	2.94	2.82	4.00	3.08
	Baggage carts/trolleys	3.46	2.67	3.32	3.56	3.57	3.00
Check-in	Check-in waiting time	3.05	2.70	3.32	3.55	4.14	3.17
	Efficiency of staff	3.36	3.44	3.77	3.92	4.25	3.61
	Courtesy of check-in staff	3.49	3.48	3.77	3.83	4.25	3.55
Passport Control	Inspection waiting time	3.05	NA	3.30	3.58	4.00	2.95
	Courtesy of inspection staff	3.32	NA	3.71	3.82	4.00	3.42
Security	Courtesy of security staff	3.23	3.44	3.68	3.82	3.64	3.64
	Thoroughness	3.39	3.55	3.80	3.96	3.82	3.71
	Security waiting time	2.95	2.51	3.07	3.27	3.75	2.82
	Safe/secure feeling	3.43	3.70	3.99	4.07	4.03	3.92
Finding Way	Ease of finding way	3.48	3.05	3.59	4.01	3.98	3.41
	Flight info screens	3.41	2.78	3.58	4.01	3.86	3.22
	Walking distance	3.45	2.76	2.89	3.44	3.93	2.98
	Ease of connections	2.61	2.24	2.73	2.70	3.13	2.16
Airport Facilities	Courtesy of airport staff	3.54	3.51	3.86	3.97	3.72	3.77
	Eating facilities	2.96	3.07	3.72	3.75	3.08	3.23
	VFM: Eating facilities	2.57	2.15	2.69	2.77	2.62	2.54
	Availability Bank/ATM/exchange	3.36	3.40	3.56	3.36	3.62	3.39
	Shopping facilities	3.44	3.05	3.63	3.58	3.33	3.32
	VFM: Shopping facilities	2.90	2.25	2.73	2.82	2.77	2.77
	Internet / Wi-Fi	1.99	2.44	2.41	3.26	2.58	2.23
	Business/Executives Lounges	3.39	2.73	3.34	3.64	3.17	3.52
	Availability of washrooms	3.17	3.00	3.60	4.03	3.51	3.40
	Cleanliness of washrooms	2.91	2.78	3.27	3.64	3.23	3.10
	Comfort of waiting/gate areas	3.16	3.10	3.37	3.71	3.10	3.54
Airport Environment	Terminal cleanliness	3.41	3.01	3.64	3.75	3.67	3.42
	Airport Ambience	3.23	3.20	3.67	3.82	3.32	3.47
Arrivals Services	Passport inspection	3.10	NA	3.39	3.74	3.76	2.92
	Baggage delivery speed	3.13	3.23	3.58	3.69	3.50	3.18
	Customs inspection	3.17	NA	3.49	3.55	3.53	2.97

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

EWR Airport Performance – Airport Elements

By Terminal



TA

TB

TC

Overall Satisfaction	Overall Satisfaction	3.52	3.70	3.76
	Business	3.23	3.39	3.66
	Leisure	3.56	3.69	3.72
	Other*	3.68	3.96	4.01
	Leisure & Other	3.59	3.75	3.78
Access	Ground transportation	3.72	3.94	3.78
	Parking	3.54	4.00	3.52
	VFM: Parking facilities	3.24	3.61	3.01
	Baggage carts/trolleys	3.33	3.54	3.43
Check-in	Check-in waiting time	3.70	4.17	3.88
	Efficiency of staff	3.85	4.30	3.91
	Courtesy of check-in staff	3.86	4.28	3.98
Passport Control	Inspection waiting time	3.90	4.13	3.90
	Courtesy of inspection staff	3.88	4.00	3.91
Security	Courtesy of security staff	3.76	3.88	3.75
	Thoroughness	3.87	4.13	3.90
	Security waiting time	3.53	3.92	3.76
	Safe/secure feeling	3.91	4.15	4.03
Finding Way	Ease of finding way	3.93	4.08	3.99
	Flight info screens	3.97	4.01	4.15
	Walking distance	3.92	4.00	3.69
	Ease of connections	3.42	3.39	3.80
Airport Facilities	Courtesy of airport staff	3.85	4.05	4.00
	Eating facilities	3.26	3.31	3.84
	VFM: Eating facilities	2.75	2.80	2.91
	Availability Bank/ATM/exchange	3.38	3.41	3.65
	Shopping facilities	3.29	3.23	3.62
	VFM: Shopping facilities	2.84	2.84	3.11
	Internet / Wi-Fi	2.89	2.68	2.82
	Business/Executives Lounges	3.43	3.66	3.43
	Availability of washrooms	3.57	3.91	3.71
	Cleanliness of washrooms	3.39	3.74	3.45
	Comfort of waiting/gate areas	3.41	3.78	3.59
Airport Environment	Terminal cleanliness	3.57	3.87	3.83
	Airport Ambience	3.26	3.53	3.71
Arrivals Services	Passport inspection	3.99	3.89	3.86
	Baggage delivery speed	3.65	3.56	3.69
	Customs inspection	3.79	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.

LGA Airport Performance – Airport Elements

By Terminal



TA

TB

TC

TD

Overall Satisfaction	Overall Satisfaction	3.63	3.13	3.61	3.69
	Business	3.56	3.00	3.51	3.49
	Leisure	3.88	3.10	3.68	3.74
	Other*	3.00	3.51	3.55	3.64
	Leisure & Other	3.74	3.18	3.67	3.72
Access	Ground transportation	3.43	3.22	3.38	3.43
	Parking	3.00	2.25	2.71	2.50
	VFM: Parking facilities	2.40	2.46	2.55	2.55
	Baggage carts/trolleys	3.42	3.04	3.27	3.49
Check-in	Check-in waiting time	4.58	3.90	3.99	4.01
	Efficiency of staff	4.40	3.95	4.06	4.11
	Courtesy of check-in staff	4.35	3.87	3.96	4.16
Passport Control	Inspection waiting time	NA	NA	NA	NA
	Courtesy of inspection staff	NA	NA	NA	NA
Security	Courtesy of security staff	4.08	3.80	3.96	4.00
	Thoroughness	4.06	3.91	3.95	4.13
	Security waiting time	4.33	3.94	3.92	4.10
	Safe/secure feeling	4.08	3.98	4.07	4.13
Finding Way	Ease of finding way	4.30	3.79	3.85	4.09
	Flight info screens	4.20	3.67	3.94	4.15
	Walking distance	4.56	3.95	3.82	4.11
	Ease of connections		3.21	3.60	4.05
Airport Facilities	Courtesy of airport staff	4.16	3.80	4.00	4.02
	Eating facilities	2.88	2.88	3.66	3.52
	VFM: Eating facilities	2.60	2.65	2.88	2.67
	Availability Bank/ATM/exchange	2.83	3.24	3.36	3.74
	Shopping facilities	1.84	2.79	3.14	3.40
	VFM: Shopping facilities	2.39	2.64	2.91	2.80
	Internet / Wi-Fi	2.53	2.51	2.91	2.77
	Business/Executives Lounges	2.75	2.75	3.45	3.76
	Availability of washrooms	3.33	3.28	3.74	3.92
	Cleanliness of washrooms	3.14	2.99	3.53	3.68
	Comfort of waiting/gate areas	3.82	2.94	3.42	3.39
Airport Environment	Terminal cleanliness	3.67	3.11	3.72	3.75
	Airport Ambience	3.30	2.73	3.46	3.44
Arrivals Services	Passport inspection	NA	NA	NA	NA
	Baggage delivery speed	3.39	3.34	3.60	3.91
	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

“Who the Customer Is”

3Q 2017 Profile Comparison: Airport to Benchmark Panel

	JFK	Panel	EWR	Panel	LGA	Panel
Business	15%	19%	19%	23%	29%	22%
Connecting	51%	31%	28%	28%	14%	23%
Local O-D Pax. (mins.)	107	104	105	101	98	99
Women	51%	50%	51%	55%	52%	57%
Average Age	41	39	44	44	43	45
First/Business Class	21%	10%	7%	11%	12%	10%
Economy/Tourist Class	79%	90%	93%	89%	88%	90%
Check-in at Kiosk	20%	23%	30%	26%	30%	28%
Check-in Internet/Phone	26%	27%	30%	32%	42%	35%
Check-in at Main Desk	38%	34%	26%	23%	20%	22%
Check-in Curbside	7%	6%	5%	4%	2%	3%
Bag Drop Only	13%	16%	16%	20%	14%	16%
Avg. # of Return Trips (P12 Mos.)	3.6	5.1	5.0	5.7	6.8	5.6
Top Modes of Access: *						
Personal Car	29%	28%	42%	37%	27%	37%
Rental Car	4%	7%	6%	10%	4%	10%
Taxi/Limo	27%	21%	20%	18%	45%	22%
Rail/Subway	22%	18%	7%	9%	2%	3%
Bus/Shuttle	9%	16%	13%	16%	10%	12%
Other (Uber/Lyft, etc.)	9%	10%	13%	11%	12%	15%



Thank You!



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