



Airport Performance Report

First Quarter 2018

Topline Results for Aviation Management

May 8, 2018

A Customer Experience Presentation

2018 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 Q1 2018

➔ In Q1 2018, 324 airports have participated in the ACI ASQ Survey.

➔ 159,720 passengers have completed the ASQ Survey, including 1,087 at JFK, 754 at EWR, and 740 at LGA.

	< 2 M	2 - 5 M	5 - 15 M	15 - 25 M	25 - 40 M	> 40 M	TOTAL
AFRICA	13	4	6	1			24
	<i>BFN, BZV, EBB, ELS, GRJ, HRE, KIM, LFW, MBA, PLZ, PNR, UTN, VFA</i>	<i>ABJ, ACC, MRU, RAK</i>	<i>ADD, CMN, CPT, DUR, NBO, TUN</i>	<i>JNB</i>			
ASIA PACIFIC	9	27	24	14	8	19	101
	<i>BTJ, DJB, DTB, NTL, PGK, PPT, TNJ, TSV, VNS</i>	<i>ATQ, BBI, BDO, CCJ, CJB, DRW, GAU, IDR, IXB, IXC, IXE, JAI, LKO, MDC, MLE, PAT, PDG, PKU, PLM, PNH, PNK, REP, SOC, SXR, TRV, VTZ, YIH</i>	<i>ADL, AMD, BPN, CGQ, CHC, CNS, CNX, COK, GOI, HET, HLP, INC, ITM, KHN, KNO, MFM, OOL, PEN, PER, PNQ, RGN, SJW, UPG, WLG</i>	<i>AKL, BNE, CCU, DPS, HAK, HRB, HYD, MAA, SHE, SUB, SYX, TAO, TSN, WUH</i>	<i>BLR, CKG, DMK, GMP, HGH, KIX, MEL, NKG</i>	<i>BKK, BOM, CAN, CGK, CTU, DEL, HKG, ICN, KMG, KUL, NRT, PEK, PVG, SHA, SIN, SYD, SZX, TPE, XIY</i>	
EUROPE	23	19	36	12	11	9	110
	<i>AES, BOO, EAS, GRO, GRX, JER, KRS, LCG, LEI, MJV, MLN, OVD, PDL, PNA, REU, SDR, SKP, SPC, VDE, VGO, VLL, XRY, ZAZ</i>	<i>ABZ, BIO, BMA, EMA, FNC, LCY, LPL, MAH, PFO, SCQ, SOU, SVG, TFN, TLL, TOS, TRD, TRN, VNO, ZAG</i>	<i>ACE, AER, ALC, BGO, BHX, BLQ, BRS, BSL, BUD, CIA, EDI, ESB, FAO, FUE, GLA, GOT, IBZ, KEF, KRK, LCA, LIN, LPA, LYS, MLA, MRS, NAP, NCE, NCL, OPO, OTP, RIX, SVQ, SXF, TFS, TLS, VLC</i>	<i>AGP, ATH, BRU, DUS, GVA, HAM, HEL, LED, MXP, PRG, TXL, VIE</i>	<i>ARN, CPH, DME, DUB, LIS, MAN, ORY, OSL, PMI, STN, ZRH</i>	<i>AMS, BCN, CDG, FCO, LGW, LHR, MAD, MUC, SVO</i>	
LATIN AMERICA / CARIBBEAN	9	10	7	3	1		30
	<i>BDA, CUL, CUR, GPS, KIN, LIR, MZT, POP, SAP</i>	<i>AUA, BGI, GYE, NAS, POS, PVR, SDQ, SJD, SJO, UIO</i>	<i>AEP, CNF, EZE, GDL, PTY, PUJ, TIJ</i>	<i>CUN, GIG, SCL</i>	<i>BOG</i>		
MIDDLE EAST	1		5	3	1	1	11
	<i>SLL</i>		<i>AMM, BAH, DMM, MCT, MED</i>	<i>AUH, THR, TLV</i>	<i>RUH</i>	<i>DXB</i>	
NORTH AMERICA	10	6	11	5	7	9	48
	<i>LAN, PWM, YLW, YMM, YQB, YQM, YQR, YXE, YYJ, YYT</i>	<i>ELP, GRR, YHZ, YOW, YTZ, YWG</i>	<i>AUS, CLE, CMH, CVG, IND, JAX, PIT, SAT, SJC, STL, YEG</i>	<i>DAL, SAN, SLC, TPA, YUL</i>	<i>BOS, BWI, DTW, FLL, LGA, MSP, PHL</i>	<i>ATL, DEN, DFW, EWR, JFK, LAX, SEA, SFO, YYZ</i>	
TOTAL	65	66	89	38	28	38	324

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, where JFK is somewhat lower, yet it meets AMS and LAX scores on the same. JFK scores highest on safety/security (4.14) and airport staff courtesy (3.96). It scored lowest on ease of connections (2.06). Many JFK airport elements declined significantly in Q1, yet passport control wait time improved significantly since Q4. Impressions of most of the airport facilities elements remained stable, such as eating and shopping facilities, banking/ATM, WiFi/Internet, and executive/business class lounges. JFK airport access and arrival elements also remained stable.

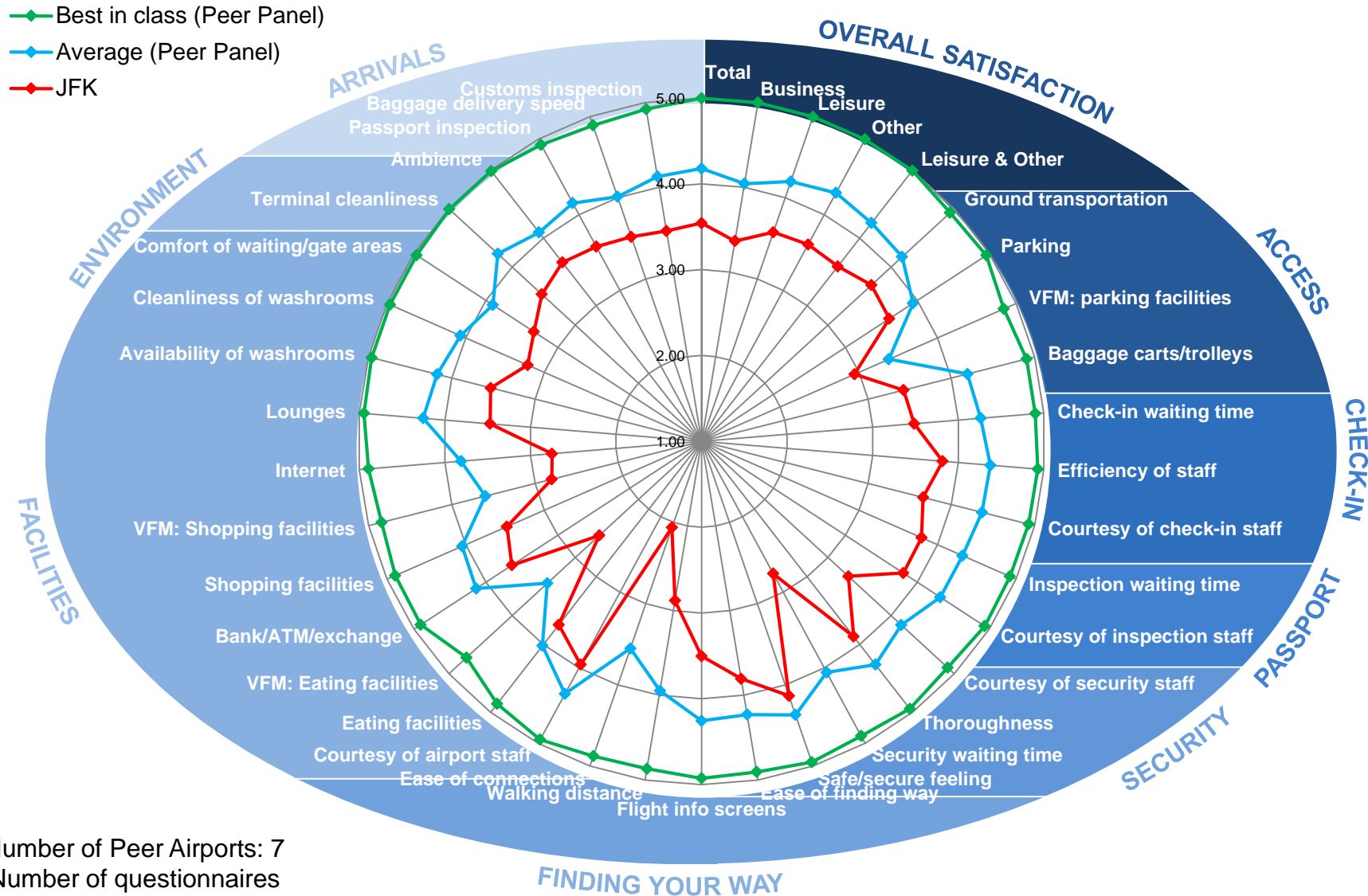


			Panel	JFK Rank ~	AMS	LAX	LHR	ICN	PVG	SIN
Overall Satisfaction	Overall Satisfaction	3.54 ^L	4.18 [^]	7	4.00 [^]	3.90 [^]	4.20 [^]	5.00 [^]	4.99 [^]	5.00 [^]
	Business	3.37 ^L	4.04 [^]	7	3.88 [^]	3.77 [^]	4.12 [^]	5.00 [^]	4.99 [^]	5.00 [^]
	Leisure	3.57 ^L	4.20 [^]	7	4.09 [^]	3.91 [^]	4.26 [^]	5.00 [^]	4.99 [^]	5.00 [^]
	Other*	3.61	4.29 [^]	7	3.99 [^]	4.03 [^]	4.20 [^]	4.99 [^]	4.97 [^]	5.00 [^]
	Leisure & Other	3.58 ^L	4.22 [^]	7	4.07 [^]	3.94 [^]	4.24 [^]	5.00 [^]	4.99 [^]	5.00 [^]
Access	Ground transportation	3.69	4.17 [^]	7	4.11 [^]	3.74	4.07 [^]	4.93 [^]	4.87 [^]	4.84 [^]
	Parking	3.61	3.94	6	3.30	3.53	3.98 [^]	4.84 [^]	4.78 [^]	4.96 [^]
	VFM: Parking facilities	2.94	3.38 [^]	6	2.21 ^v	3.16	3.06 [^]	4.75 [^]	4.68 [^]	4.84 [^]
	Baggage carts/trolleys	3.43	4.20 [^]	7	4.04 [^]	3.76 [^]	4.08 [^]	4.90 [^]	4.84 [^]	4.90 [^]
Check-in	Check-in waiting time	3.49 ^L	4.26 [^]	7	3.97 [^]	4.07 [^]	4.31 [^]	4.84 [^]	4.87 [^]	4.90 [^]
	Efficiency of staff	3.82 ^L	4.38 [^]	7	4.05 [^]	4.18 [^]	4.42 [^]	4.93 [^]	4.89 [^]	4.91 [^]
	Courtesy of check-in staff	3.66 ^L	4.37 [^]	7	4.12 [^]	4.19 [^]	4.42 [^]	4.93 [^]	4.90 [^]	4.90 [^]
Passport Control	Inspection waiting time	3.80 ^H	4.32 [^]	7	4.07 [^]	4.04 [^]	4.36 [^]	4.92 [^]	4.85 [^]	4.90 [^]
	Courtesy of inspection staff	3.81	4.32 [^]	7	4.14 [^]	4.05 [^]	4.33 [^]	4.94 [^]	4.89 [^]	4.90 [^]
Security	Courtesy of security staff	3.32 ^L	4.16 [^]	7	4.07 [^]	3.97 [^]	4.17 [^]	4.90 [^]	4.89 [^]	4.89 [^]
	Thoroughness	3.88	4.30 [^]	7	4.15 [^]	4.10 [^]	4.26 [^]	4.95 [^]	4.88 [^]	4.88 [^]
	Security waiting time	2.75 ^L	4.06 [^]	7	3.91 [^]	3.92 [^]	4.13 [^]	4.90 [^]	4.89 [^]	4.89 [^]
	Safe/secure feeling	4.14	4.37 [^]	7	4.21	4.14	4.37 [^]	4.95 [^]	4.88 [^]	4.90 [^]
Finding Way	Ease of finding way	3.80 ^L	4.23 [^]	7	4.05 [^]	4.00 [^]	4.25 [^]	4.91 [^]	4.86 [^]	4.86 [^]
	Flight info screens	3.50 ^L	4.26 [^]	7	4.06 [^]	4.08 [^]	4.34 [^]	4.93 [^]	4.88 [^]	4.86 [^]
	Walking distance	2.88 ^L	3.95 [^]	7	3.38 [^]	3.92 [^]	3.87 [^]	4.83 [^]	4.87 [^]	4.79 [^]
	Ease of connections	2.06 ^L	3.55 [^]	7	3.89 [^]	3.60 [^]	3.96 [^]	4.86 [^]	4.82 [^]	4.88 [^]
Airport Facilities	Courtesy of airport staff	3.96	4.35 [^]	7	4.07	4.09 [^]	4.32 [^]	4.95 [^]	4.94 [^]	4.92 [^]
	Eating facilities	3.71	4.02 [^]	6	3.77	3.70	3.94 [^]	4.88 [^]	4.88 [^]	4.79 [^]
	VFM: Eating facilities	2.62	3.44 [^]	7	2.87 [^]	3.07 [^]	3.38 [^]	4.72 [^]	4.66 [^]	4.71 [^]
	Availability Bank/ATM/exchange	3.64	4.14 [^]	7	3.62	3.69	3.96 [^]	4.87 [^]	4.85 [^]	4.91 [^]
	Shopping facilities	3.48	4.05 [^]	7	3.87 [^]	3.62 [^]	4.03 [^]	4.88 [^]	4.78 [^]	4.90 [^]
	VFM: Shopping facilities	2.80	3.60 [^]	7	3.06 [^]	3.17 [^]	3.32 [^]	4.84 [^]	4.68 [^]	4.79 [^]
	Internet / Wi-Fi	2.75	3.81 [^]	7	3.71 [^]	3.44 [^]	3.77 [^]	4.89 [^]	4.86 [^]	4.81 [^]
	Business/Executives Lounges	3.47	4.25 [^]	7	3.63	3.79 [^]	4.02 [^]	4.95 [^]	4.88 [^]	4.91 [^]
	Availability of washrooms	3.53 ^L	4.18 [^]	7	3.96 [^]	3.97 [^]	4.16 [^]	4.96 [^]	4.91 [^]	4.94 [^]
	Cleanliness of washrooms	3.21 ^L	4.07 [^]	7	3.75 [^]	3.81 [^]	4.11 [^]	4.96 [^]	4.91 [^]	4.93 [^]
Airport Environment	Comfort of waiting/gate areas	3.33 ^L	3.90 [^]	7	3.44 [^]	3.69 [^]	3.76 [^]	4.96 [^]	4.88 [^]	4.91 [^]
	Terminal cleanliness	3.53 ^L	4.22 [^]	7	4.07 [^]	4.00 [^]	4.27 [^]	4.99 [^]	4.94 [^]	4.97 [^]
	Airport Ambience	3.64 ^L	4.08 [^]	7	3.89 [^]	3.78 [^]	4.03 [^]	4.99 [^]	4.95 [^]	4.96 [^]
	Passport inspection	3.58	4.16 [^]	7	3.93 [^]	3.98 [^]	4.00 [^]	4.93 [^]	4.83 [^]	4.92 [^]
	Baggage delivery speed	3.52	4.01 [^]	7	3.44	3.75 [^]	3.81 [^]	4.73 [^]	4.86 [^]	4.89 [^]
	Customs inspection	3.48	4.13 [^]	7	3.81 [^]	3.86 [^]	3.98	4.90 [^]	4.83 [^]	4.92 [^]

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 4th Qtr. 2017; ^ v Significantly Higher/Lower than JFK; ~ Rank in Peer Panel of 7 airports.

JFK – Performance vs. Peer Panel



Number of Peer Airports: 7
 Number of questionnaires
 for JFK: n = 1,087

EWB Airport Performance

➤ EWR also significantly underperforms the peer airports panel on most airport elements, with most 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 slightly higher and ranked 4 in the Peer Panel (significantly higher than MUC; slightly higher than BOS). EWR also held its own against the Peer Panel on Arrivals Services, such as baggage and passport inspection (both ranked 4th) and Customs inspection. EWR scores highest on check-in staff efficiency (4.13) and courtesy (4.07). EWR scores lowest on eating facilities VFM (2.84). EWR improved significantly on Internet/WiFi (3.11) and availability of washrooms (3.73) since Q4.



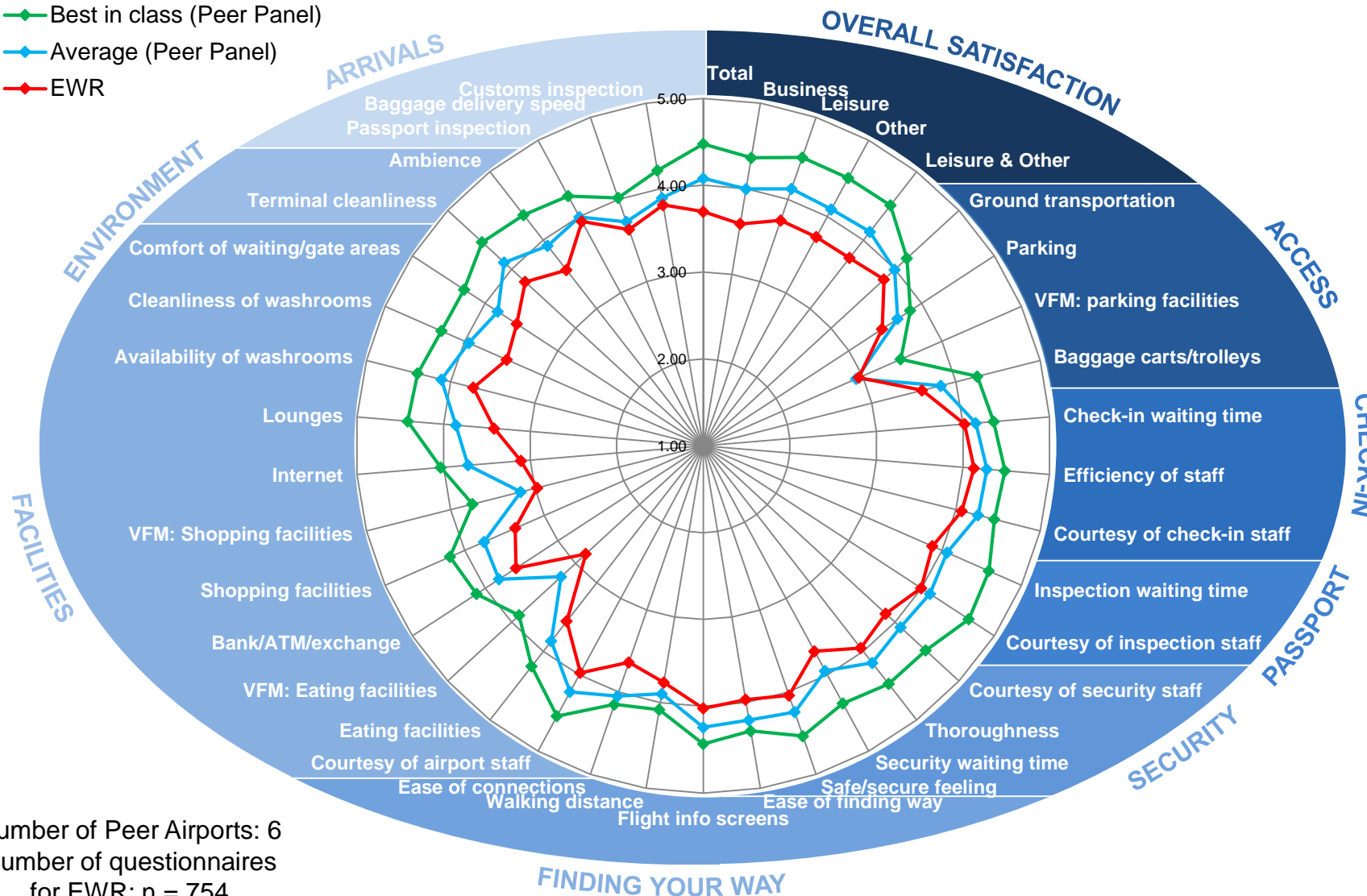
			Panel	EWB Rank ~	BOS	MSP	MUC	SEA	YYZ
Overall Satisfaction	Overall Satisfaction	3.70	4.08 ^	6	4.13 ^	4.34 ^	4.15 ^	4.03 ^	4.48 ^
	Business	3.59	4.00 ^	6	4.06 ^	4.22 ^	4.11 ^	3.93 ^	4.36 ^
	Leisure	3.74	4.13 ^	6	4.16 ^	4.40 ^	4.19 ^	4.08 ^	4.51 ^
	Other*	3.73	4.10 ^	6	4.19 ^	4.25 ^	4.17 ^	4.07 ^	4.51 ^
	Leisure & Other	3.74	4.12 ^	6	4.16 ^	4.38 ^	4.19 ^	4.08 ^	4.51 ^
Access	Ground transportation	3.83	3.99 ^	5	4.07 ^	4.19 ^	3.65 v	4.12 ^	4.18 ^
	Parking	3.46	3.67	6	3.53	3.82	3.72	3.85 ^	3.69
	VFM: Parking facilities	2.95	2.92	4	2.76	3.17	2.38 v	3.25	3.48 ^
	Baggage carts/trolleys	3.60	3.82 ^	6	3.72 ^	3.95 ^	3.81 ^	3.82 ^	4.25 ^
Check-in	Check-in waiting time	4.02	4.15 ^	6	4.17 ^	4.25 ^	4.04	4.16 ^	4.36 ^
	Efficiency of staff	4.13	4.28 ^	6	4.25 ^	4.48 ^	4.15	4.36 ^	4.43 ^
	Courtesy of check-in staff	4.07	4.26 ^	6	4.20 ^	4.46 ^	4.16	4.39 ^	4.44 ^
Passport Control	Inspection waiting time	3.88	4.06 ^	6	4.15 ^	4.59 T	4.08 ^	4.04 ^	4.36 ^
	Courtesy of inspection staff	4.00	4.12 ^	5	4.10 ^	4.65 T	3.99	4.21 ^	4.45 ^
Security	Courtesy of security staff	3.85	4.09 ^	6	4.10 ^	4.28 ^	3.93	4.13 ^	4.48 ^
	Thoroughness	3.95	4.17 ^	6	4.17 ^	4.30 ^	4.13 ^	4.19 ^	4.48 ^
	Security waiting time	3.69	3.95 ^	6	3.97 ^	4.22 ^	3.91 ^	3.90 ^	4.37 ^
	Safe/secure feeling	4.04	4.24 ^	6	4.21 ^	4.40 ^	4.21 ^	4.28 ^	4.54 ^
Finding Way	Ease of finding way	3.96	4.20 ^	6	4.28 ^	4.33 ^	4.07 ^	4.28 ^	4.29 ^
	Flight info screens	4.02	4.24 ^	6	4.26 ^	4.42 ^	4.17 ^	4.28 ^	4.43 ^
	Walking distance	3.76	3.90 ^	5	4.08 ^	3.89	3.67	3.92 ^	3.96 ^
	Ease of connections	3.64	4.05 ^	6	4.07 ^	4.13 ^	4.07 ^	4.15 ^	4.07 ^
Airport Facilities	Courtesy of airport staff	3.97	4.22 ^	6	4.25 ^	4.40 ^	4.06	4.27 ^	4.54 ^
	Eating facilities	3.56	3.85 ^	6	3.84 ^	4.11 ^	3.82 ^	3.85 ^	4.22 ^
	VFM: Eating facilities	2.84	3.23 ^	6	3.38 ^	3.42 ^	2.93	3.20 ^	3.88 ^
	Availability Bank/ATM/exchange	3.58	3.81 ^	6	3.90 ^	3.97 ^	3.75	3.72	4.12 ^
	Shopping facilities	3.36	3.76 ^	6	3.66 ^	4.18 ^	3.88 ^	3.77 ^	4.04 ^
	VFM: Shopping facilities	2.97	3.17 ^	6	3.15 ^	3.46 ^	3.14 ^	3.05 ^	3.74 ^
	Internet / Wi-Fi	3.11 ^H	3.72 ^	6	3.82 ^	3.97 ^	3.74 ^	3.77 ^	4.03 ^
	Business/Executives Lounges	3.42	3.86 ^	6	3.98 ^	4.42 ^	3.98 ^	3.79 ^	4.20 ^
	Availability of washrooms	3.73 ^H	4.11 ^	6	4.21 ^	4.39 ^	4.07 ^	4.10 ^	4.35 ^
	Cleanliness of washrooms	3.47	3.95 ^	6	3.99 ^	4.29 ^	4.10 ^	3.90 ^	4.26 ^
	Comfort of waiting/gate areas	3.57	3.83 ^	6	3.91 ^	4.06 ^	3.89 ^	3.67 ^	4.29 ^
Airport Environment	Terminal cleanliness	3.79	4.12 ^	6	4.17 ^	4.37 ^	4.34 ^	3.97 ^	4.46 ^
	Airport Ambience	3.56	3.92 ^	6	3.93 ^	4.17 ^	4.07 ^	3.82 ^	4.37 ^
Arrivals Services	Passport inspection	3.94	3.99	4	3.87	4.26 ^	3.89	4.05	4.27 ^
	Baggage delivery speed	3.63	3.73	4	3.52	3.91 ^	3.58	3.92 ^	4.02 ^
	Customs inspection	3.81	3.89	5	3.70	4.13 ^	3.93	3.94	4.21 ^

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 4th 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 = 754

LGA Airport Performance

➤ LGA significantly underperforms the peer airports panel overall and on many airport elements, with most items ranking last or next to last, but it also has improved significantly on many items since Q4, including: airport access elements, security elements, wayfinding elements, cleanliness/ambiance and restrooms. These improvements have lifted LGA's rank within the peer panel, specifically for check-in staff courtesy (4th) and efficiency (3rd), check-in wait-time (2nd), walking distance (4th), ease of connecting (3rd), airport staff courtesy (4th) and baggage speed (3rd).



			Panel	LGA Rank ~	BOS	BWI	FLL	MSP	PHL
Overall Satisfaction	Overall Satisfaction	3.65 ^H	4.00 ^	6	4.13 ^	4.23 ^	3.85 ^	4.34 ^	3.91 ^
	Business	3.50 ^H	3.91 ^	6	4.06 ^	4.17 ^	3.71	4.22 ^	3.80 ^
	Leisure	3.69 ^H	4.05 ^	6	4.16 ^	4.26 ^	3.84	4.40 ^	3.99 ^
	Other*	3.80	4.06 ^	6	4.19 ^	4.23 ^	4.10 T	4.25 ^	3.97
	Leisure & Other	3.71 ^H	4.05 ^	6	4.16 ^	4.25 ^	3.87 ^	4.38 ^	3.99
Access	Ground transportation	3.59 ^H	3.98 ^	6	4.07 ^	4.26 ^	4.01 ^	4.19 ^	4.02 ^
	Parking	3.12 ^H	3.70 ^	6	3.53 ^	4.24 ^	3.45 T	3.82 ^	3.66 ^
	VFM: Parking facilities	2.71	3.16 ^	6	2.76 ^	3.85 ^	3.21 T	3.17	3.19 ^
	Baggage carts/trolleys	3.61 ^H	3.76	6	3.72 ^	4.07 ^	3.83	3.95 ^	3.66
Check-in	Check-in waiting time	4.34 ^H	4.19 ^v	2	4.17 ^v	4.36	4.14 ^v	4.25	4.05 ^v
	Efficiency of staff	4.32 ^H	4.28	3	4.25	4.42	4.28	4.48 ^	4.17 ^v
	Courtesy of check-in staff	4.22	4.24	4	4.20	4.37 ^	4.37 ^	4.46 ^	4.15
Passport Control	Inspection waiting time	NA	4.20	NA	4.15	4.30	4.24	4.59	4.11
	Courtesy of inspection staff	NA	4.13	NA	4.10	4.24	4.21	4.65	4.08
Security	Courtesy of security staff	4.02 ^H	4.10	6	4.10	4.24 ^	4.11	4.28 ^	4.02
	Thoroughness	4.15 ^H	4.18	5	4.17	4.30 ^	4.15	4.30 ^	4.11
	Security waiting time	4.17 ^H	4.06 ^v	3	3.97 ^v	4.18	4.07	4.22	3.99 ^v
	Safe/secure feeling	4.22 ^H	4.23	4	4.21	4.35 ^	4.24	4.40 ^	4.16
Finding Way	Ease of finding way	4.02 ^H	4.24 ^	6	4.28 ^	4.48 ^	4.21 ^	4.33 ^	4.19 ^
	Flight info screens	4.05 ^H	4.27 ^	6	4.26 ^	4.42 ^	4.18 ^	4.42 ^	4.27 ^
	Walking distance	4.06 ^H	4.00	4	4.08	4.16	4.04	3.89 ^v	3.83 ^v
	Ease of connections	4.10	4.03	3	4.07	4.29	3.91	4.13	3.84 ^v
Airport Facilities	Courtesy of airport staff	4.13 ^H	4.21 ^	4	4.25 ^	4.37 ^	4.09	4.40 ^	4.12
	Eating facilities	3.45 ^H	3.84 ^	5	3.84 ^	4.14 ^	3.37	4.11 ^	3.91 ^
	VFM: Eating facilities	2.90	3.32 ^	6	3.38 ^	3.71 ^	2.98	3.42 ^	3.33 ^
	Availability Bank/ATM/exchange	3.61 ^H	3.82 ^	6	3.90 ^	3.80 ^	3.80	3.97 ^	3.82 ^
	Shopping facilities	3.30 ^H	3.71 ^	5	3.66 ^	3.95 ^	3.27	4.18 ^	3.81 ^
	VFM: Shopping facilities	2.97 ^H	3.21 ^	5	3.15 ^	3.43 ^	2.96	3.46 ^	3.26 ^
	Internet / Wi-Fi	3.28 ^H	3.63 ^	6	3.82 ^	3.47 ^	3.57 ^	3.97 ^	3.63 ^
	Business/Executives Lounges	3.43	3.78 ^	6	3.98 ^	3.82 ^	3.76	4.42 ^	3.73 ^
	Availability of washrooms	3.70 ^H	4.09 ^	6	4.21 ^	4.27 ^	3.98 ^	4.39 ^	4.01 ^
	Cleanliness of washrooms	3.51 ^H	3.82 ^	6	3.99 ^	4.06 ^	3.88 ^	4.29 ^	3.57
	Comfort of waiting/gate areas	3.42 ^H	3.76 ^	6	3.91 ^	3.95 ^	3.46	4.06 ^	3.69 ^
Airport Environment	Terminal cleanliness	3.66 ^H	4.02 ^	6	4.17 ^	4.26 ^	3.84 ^	4.37 ^	3.89 ^
	Airport Ambience	3.36 ^H	3.80 ^	6	3.93 ^	4.06 ^	3.50	4.17 ^	3.74 ^
Arrivals Services	Passport inspection	NA	3.99	NA	3.87	4.15	4.12	4.26	3.95
	Baggage delivery speed	3.77	3.60 ^v	3	3.52 ^v	3.66	3.90	3.91	3.43 ^v
	Customs inspection	NA	3.83	NA	3.70	4.08	3.96	4.13	3.77

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.

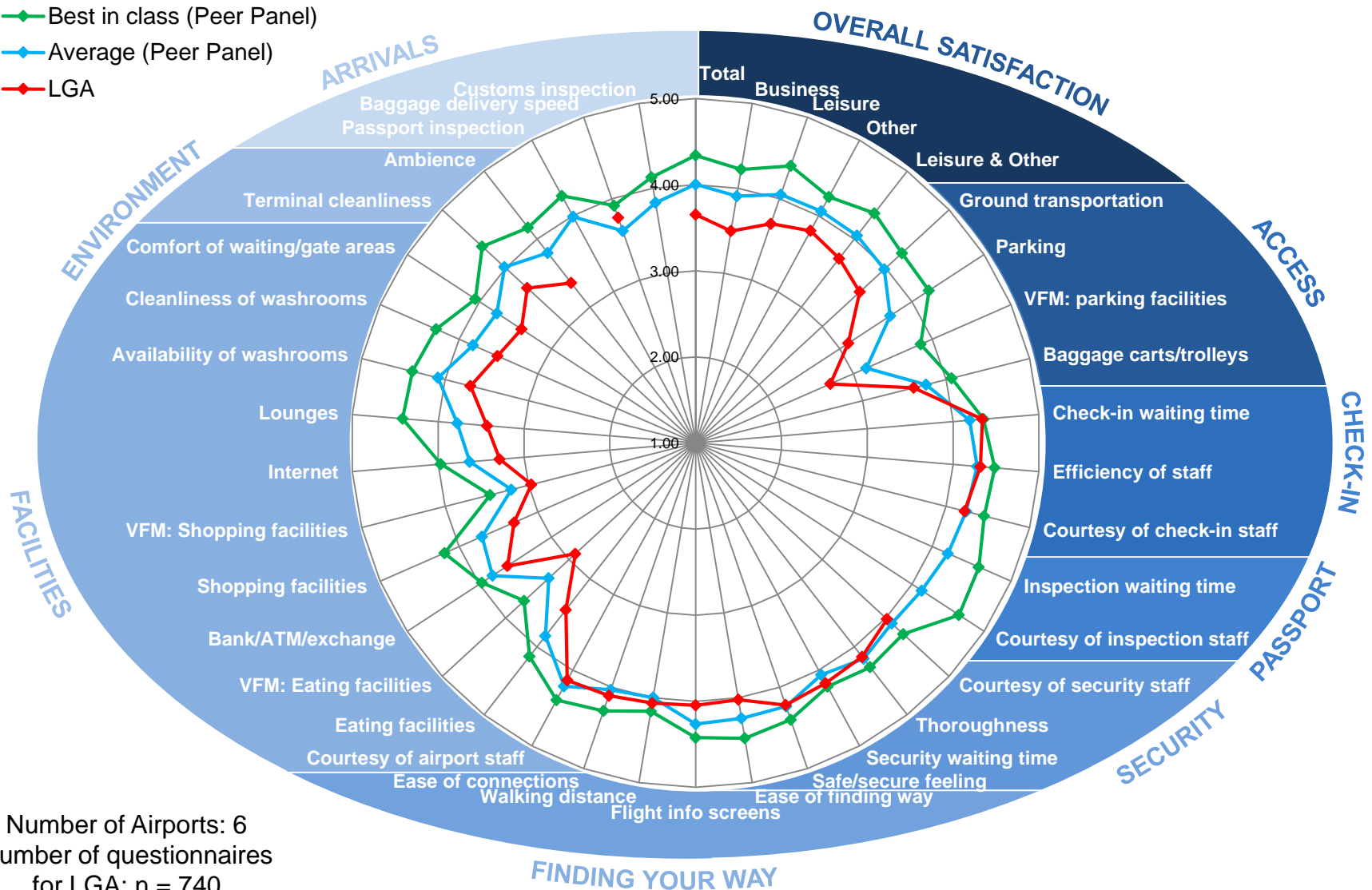
NA: Not applicable; H /L Significantly Higher/Lower than 3rd Qtr. 2017; ^ v Significantly Higher/Lower than LGA; Significantly higher. ~ Rank in Peer Panel of 6 airports.

T: Very small sample base;

LGA – Performance vs. Peer Panel

Total Traffic

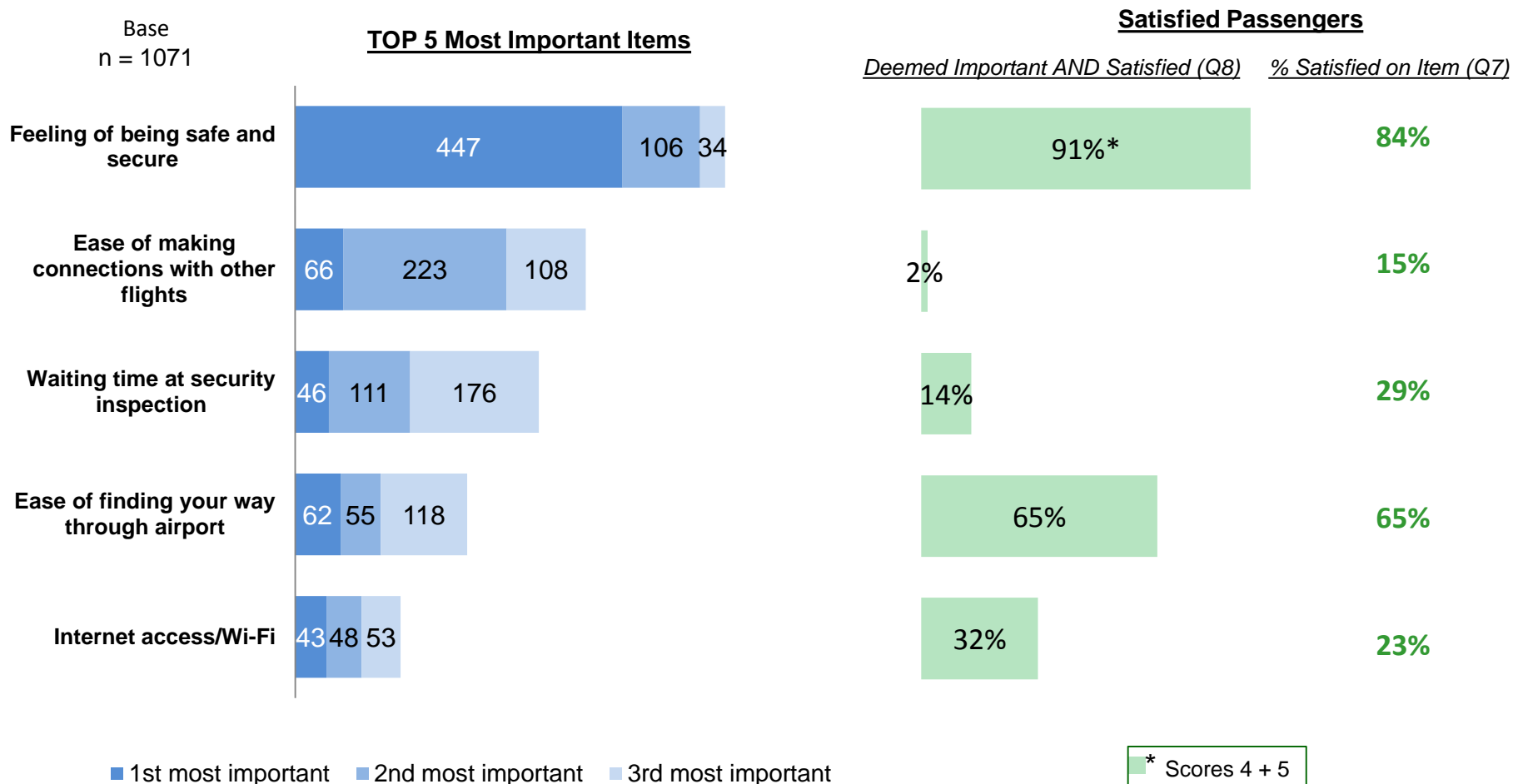
- Best in class (Peer Panel)
- Average (Peer Panel)
- LGA



Number of Airports: 6
Number of questionnaires
for LGA: n = 740

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.

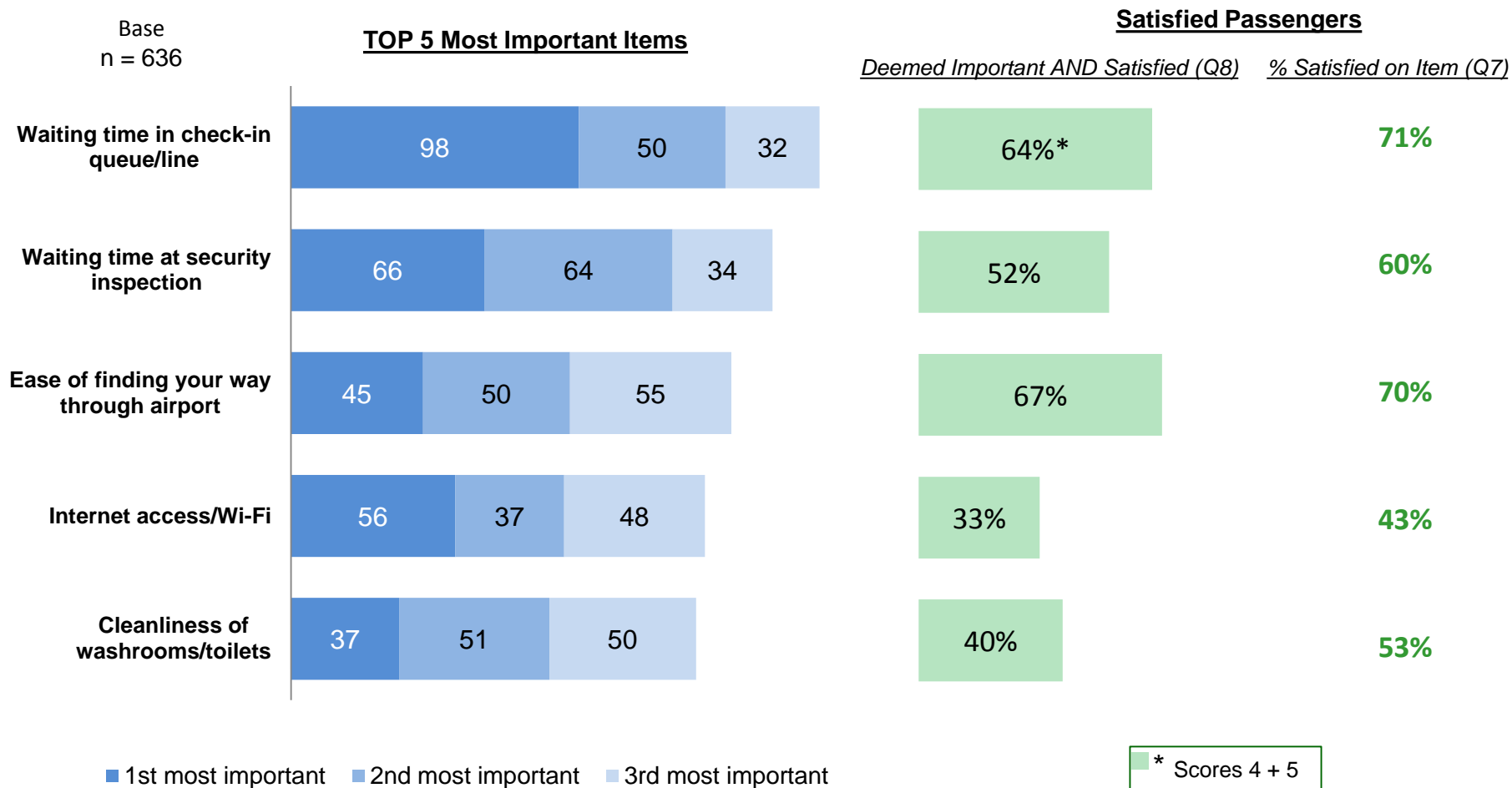
Satisfied Passengers are among the respondents who mention the item as important at Q8.

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

EWB– 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.

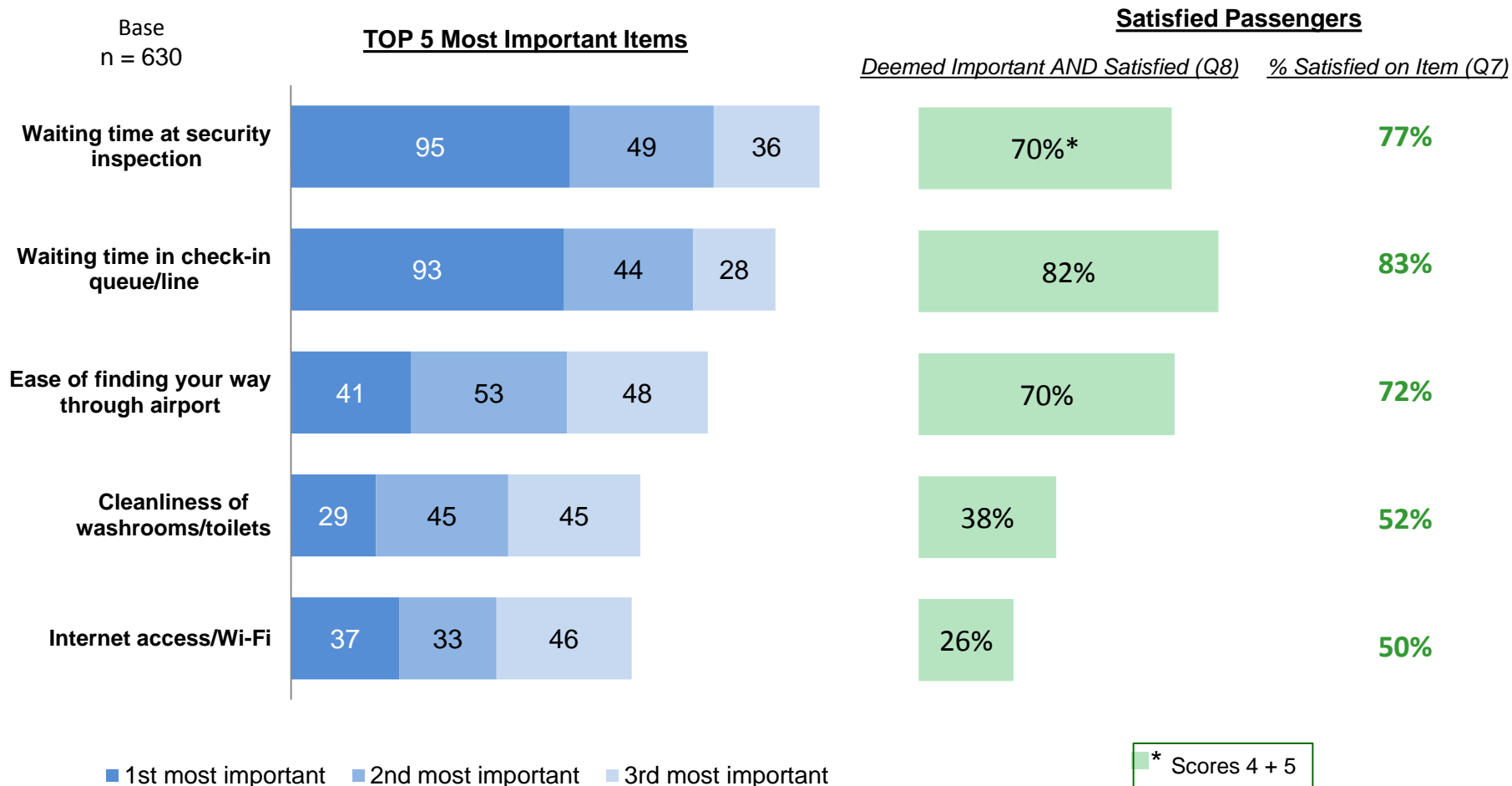
Satisfied Passengers are among the respondents who mention the item as important at Q8.

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.

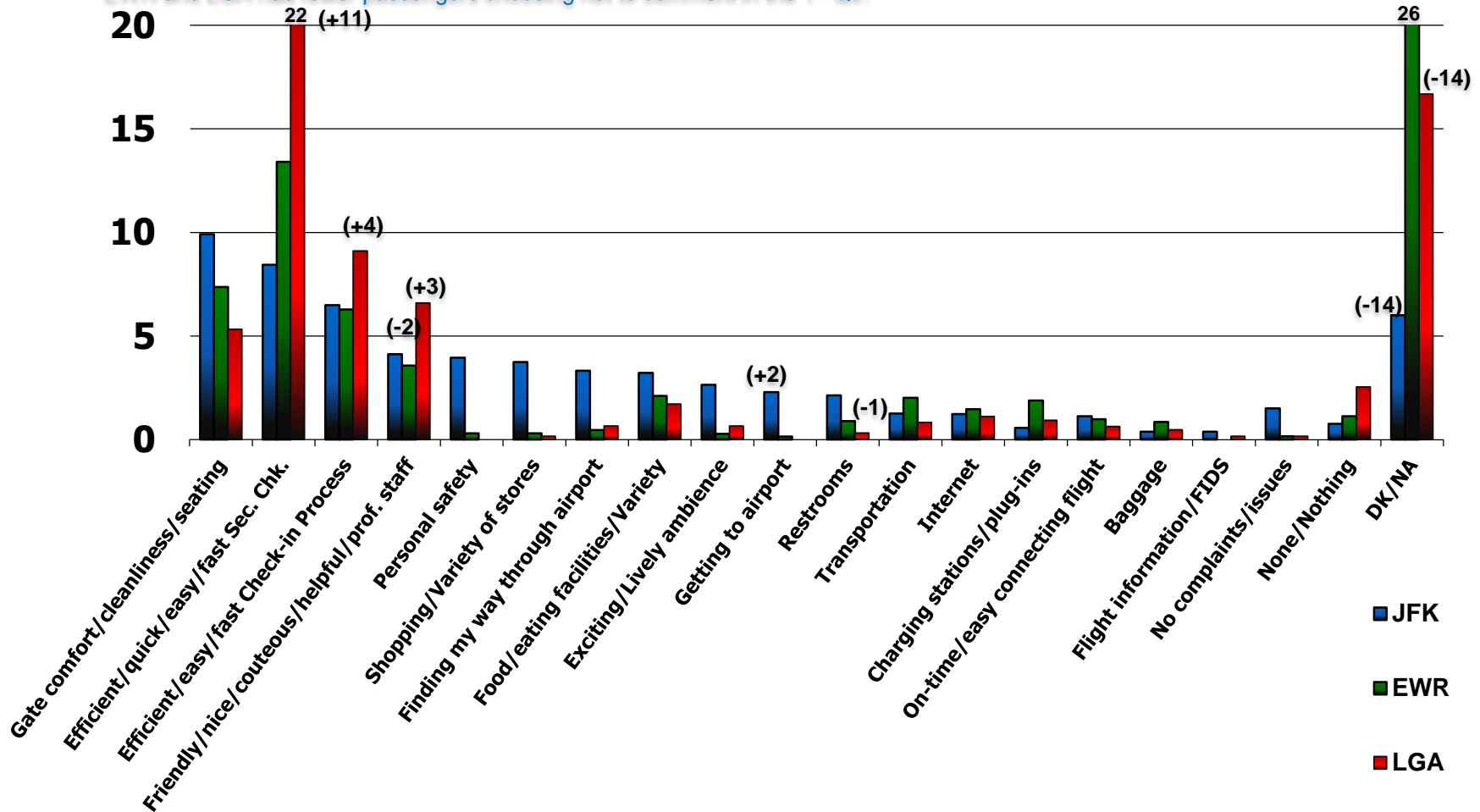
Satisfied Passengers among the respondents to Q7 items "Based on your experience today, please rate this airport on each service item".

Base is Respondents providing a valid response

Best Aspects of Airport Experience

% Total Responses – 1st Qtr. 2018

- Many passengers didn't articulate what they liked best about their airport experience. Among the more than half who did, JFK passengers focused primarily on their gate experience, e.g., the comfort, cleanliness or seating. LGA passengers more often referenced the efficiency of the security check and check-in processes (the former also cited more often by EWR passengers). Mentioned less often but still more than other aspects was the friendly/helpful staff, especially at EWR. All three airports earned mention of the food offerings, while JFK stood out for its personal safety, shopping, wayfinding, ambiance and airport access. There were some statistically significant (albeit small) increases and declines (plus one large increase) in mentions in the 1st Qtr., while both EWR and LGA had fewer passengers choosing not to comment in the 1st Qtr.

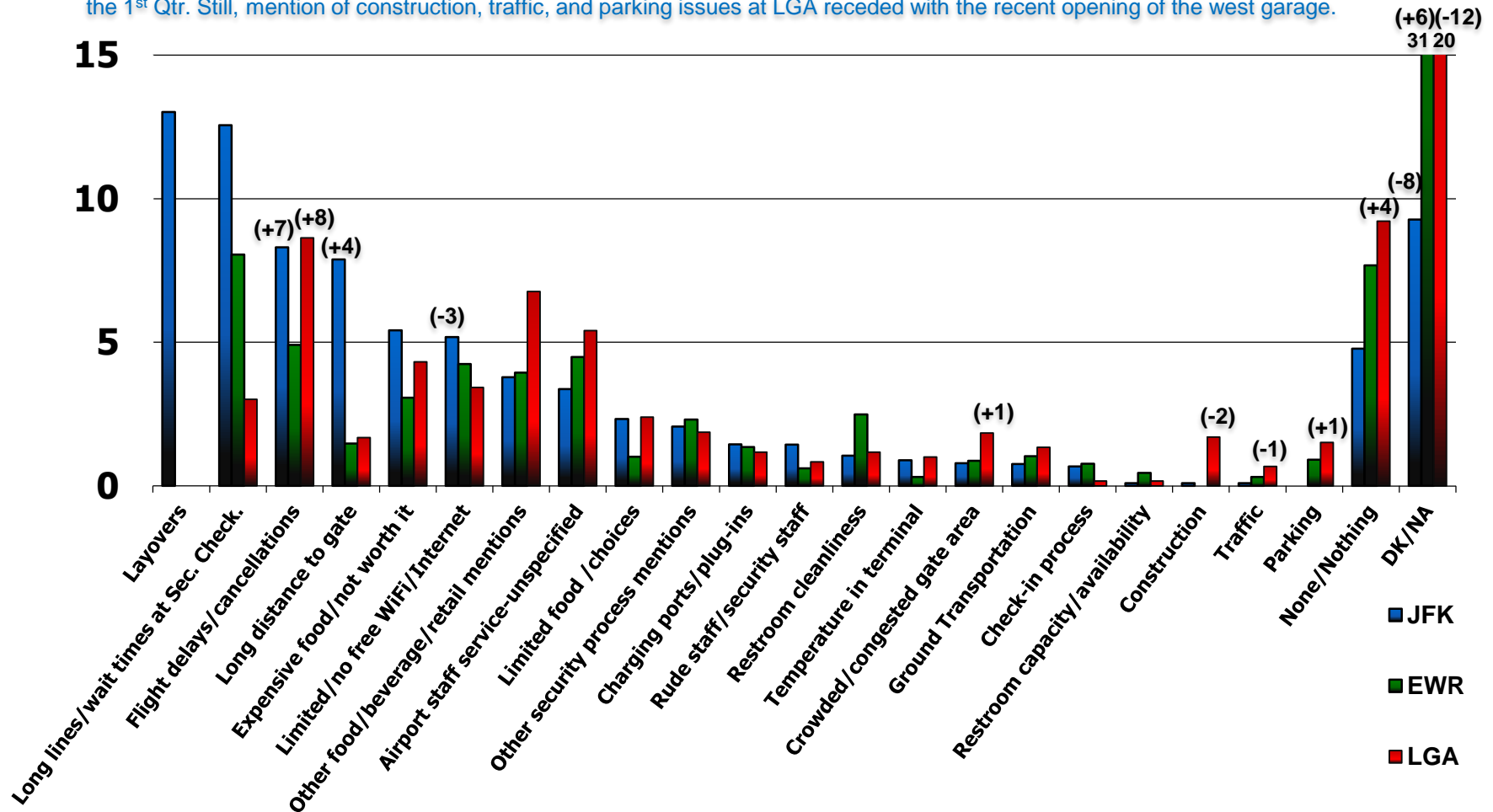


Number of 1st Qtr. responses: JFK=991; EWR=658; LGA=579 (): Significant statistical difference from 4th Qtr. Response.

Worst Aspects of Airport Experience

% Total Responses – 1st Qtr. 2018

- Many EWR and LGA passengers didn't articulate what was their worst experience on-airport or indicated there were no deficiencies (EWR was significantly higher; LGA significantly lower). More than one-in-ten mentions of JFK focus on long lines/wait times at the security checkpoint or layovers (the former also an issue for EWR), while almost as many comments refer to flight delays/cancellations and the long distance to the gate (mention of both items up significantly for JFK; the former item up significantly for EWR). A smaller proportion of mentions (5% or less) refer to the price of food offerings, limited WiFi/Internet (significantly fewer mentions for JFK this quarter), other food/retail issues, and airport staff service (the latter two items more an issue with EWR). Restroom cleanliness was more an issue at EWR than JFK or LGA. Several items had a statistically significant (albeit very small) increase or decline in mention in the 1st Qtr. Still, mention of construction, traffic, and parking issues at LGA receded with the recent opening of the west garage.



Number of 1st Qtr. responses: JFK=983; EWR=637; LGA=548 (): Significant statistical difference from 4th Qtr. Response.

JFK Airport Performance – By Terminal

- **Terminals 1** overall satisfaction declined significantly since 4th Qtr. 2017. Satisfaction with most terminal elements remained stable, while check-in wait-time (3.67) improved significantly, as did safe/secure feeling (4.06)—the highest scoring item, and Internet/WiFi (2.43). Some terminal elements lost significant ground, such as security check wait-time (2.77), wayfinding (walking distance-3.01, FIDS-3.25 and ease of connections-1.86—the lowest scoring item), restroom cleanliness (3.01) and availability (3.42), and comfort of the gate area (3.23).
- **Terminal 2** satisfaction remained stable overall and on nearly all terminal elements, except for a significant decline in ease of connections (2.03) – the lowest scoring item and restroom cleanliness (3.03). Safe/secure feeling (4.09) was the highest scoring item.
- **Terminal 4** satisfaction decreased significantly overall and on many terminal elements, including baggage carts (2.97), TSA courtesy (3.11) and thoroughness (3.88), safe/secure feeling (4.23) – the highest scoring item, FIDS (3.21), eating facilities (3.92), Internet/WiFi (2.48), restroom cleanliness (2.97) and availability (3.35), and ambiance (3.62). Ease of connections was the lowest scoring item (1.63).
 - ✓ However, T4 improved significantly on FIS passport inspection wait-time (3.65) and process (3.05), and security check wait-time (2.32).
- **Terminal 5** satisfaction remained stable overall and on most terminal elements, while it declined significantly on a few items: check-in wait-time (3.73) and security wait-time (3.42), TSA courtesy (3.78), ease of connections (3.19) and availability of bank/ATM/exchange (3.52).
 - ✓ Eating facility value for the money (VFM) was the lowest scoring item (3.16); airport staff courtesy (4.26) was the highest scoring item.
- **Terminal 7** satisfaction remained stable overall and on nearly all terminal elements, except for a significant improvement in satisfaction with eating facilities (3.24) and Internet/WiFi (2.69).
 - ✓ Eating facility value for the money (VFM) was the lowest scoring item (2.41); safe/secure feeling (3.85) was the highest scoring item.
- **Terminal 8** satisfaction declined significantly overall and on many terminal elements, including all check-in elements and all wayfinding elements, TSA courtesy (3.21), security check wait-time (2.63), shopping facilities (3.26) and their VFM (2.66), restroom cleanliness (3.11) and availability (3.39), terminal cleanliness (3.44), comfort of gate area (3.30) and FIS customs inspection (3.36).
 - ✓ Parking VFM was the lowest scoring item (1.32); safe/secure feeling (4.09) was the highest scoring item.

JFK Airport Performance – By Terminal

		T1	T2	T4	T5	T7	T8
Overall Satisfaction	Overall Satisfaction	3.28 ^L	3.34	3.44 ^L	4.06	3.28	3.48 ^L
	Business	3.17	3.26	3.27 ^L	3.86	3.08	3.42
	Leisure	3.38	3.22	3.51 ^L	4.09	3.30	3.47 ^L
	Other*	3.23	3.93	3.36	4.10	3.33	3.64
	Leisure & Other	3.33	3.36	3.48 ^L	4.09	3.31	3.50 ^L
Access	Ground transportation	3.60	3.57	3.54	3.96	3.56	3.73
	Parking	3.33	3.50	3.26	3.99	2.50	3.50
	VFM: Parking facilities	2.83	2.50	3.34	3.33	2.50	1.32
	Baggage carts/trolleys	3.47	3.87	2.97 ^L	3.87	3.33	3.42
Check-in	Check-in waiting time	3.67 ^H	3.36	3.35	3.73 ^L	3.50	3.20 ^L
	Efficiency of staff	4.00	3.62	3.81	3.98	3.67	3.64 ^L
	Courtesy of check-in staff	3.82	3.31	3.51	3.99	3.66	3.47 ^L
Passport Control	Inspection waiting time	3.79	NA	3.65 ^H	3.99	3.59	3.58
	Courtesy of inspection staff	3.76	NA	3.68	4.04	3.53	3.59
Security	Courtesy of security staff	3.32	3.18	3.11 ^L	3.78 ^L	3.41	3.21 ^L
	Thoroughness	3.86	3.81	3.88 ^L	4.08	3.83	3.73
	Security waiting time	2.77 ^L	2.79	2.32 ^H	3.42 ^L	2.98	2.63 ^L
	Safe/secure feeling	4.06 ^H	4.09	4.23 ^L	4.21	3.85	4.09
Finding Way	Ease of finding way	3.77	3.37	3.78	4.23	3.63	3.64 ^L
	Flight info screens	3.25 ^L	3.18	3.21 ^L	4.23	3.65	3.39 ^L
	Walking distance	3.01 ^L	2.98	2.18	3.73	3.39	2.71 ^L
	Ease of connections	1.86 ^L	2.03 ^L	1.63	3.19 ^L	2.53	2.06 ^L
Airport Facilities	Courtesy of airport staff	3.81	3.68	3.91	4.26	3.77	3.80
	Eating facilities	3.27	3.61	3.92 ^L	4.02	3.24 ^H	3.50
	VFM: Eating facilities	2.32	2.61	2.45	3.16	2.41	2.67
	Availability Bank/ATM/exchange	3.78	4.06	3.54	3.52 ^L	3.33	3.79
	Shopping facilities	3.33	3.09	3.63	3.79	3.02	3.26 ^L
	VFM: Shopping facilities	2.80	2.86	2.67	3.18	2.47	2.66 ^L
	Internet / Wi-Fi	2.43 ^H	2.83	2.48 ^L	3.58	2.69 ^H	2.51
	Business/Executives Lounges	4.00	3.86	3.40	3.54	2.78	3.23
	Availability of washrooms	3.42 ^L	2.93	3.35 ^L	4.23	3.47	3.39 ^L
	Cleanliness of washrooms	3.01 ^L	3.03 ^L	2.97 ^L	3.89	3.12	3.11 ^L
	Comfort of waiting/gate areas	3.23 ^L	2.97	3.16	3.89	3.16	3.30 ^L
Airport Environment	Terminal cleanliness	3.51	3.41	3.25	4.05	3.53	3.44 ^L
	Airport Ambience	3.50	3.40	3.62 ^L	4.05	3.29	3.56
Arrivals Services	Passport inspection	3.34	NA	3.05 ^H	4.01	3.68	3.54
	Baggage delivery speed	3.48	3.65	3.10	3.81	3.77	3.47
	Customs inspection	3.37	NA	2.99	3.92	3.61	3.36 ^L

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 4th Qtr. 2017.

EWB Airport Performance – By Terminal

There are many significant improvements in EWB TA satisfaction since Q4, including check-in (also highest scoring items), security check and airport facilities elements, such as eating facilities (3.38), shopping value for the money (VFM) (2.95) and Internet/WiFi (3.15). TB and TC satisfaction remained stable overall and on nearly all terminal elements, although TB improved significantly on shopping value for the money (VFM)-3.12, but declined significantly on eating facilities (3.06) and their VFM (2.71)--also lowest scoring item, while TC satisfaction declined significantly on security wait time (3.65) and shopping facilities (3.49). At TC, check-in staff efficiency was the highest scoring item (4.06), while parking VFM was the lowest scoring (2.84).

		TA	TB	TC
Overall Satisfaction	Overall Satisfaction	3.58 H	3.77	3.73
	Business	3.45	3.68	3.67
	Leisure	3.67 H	3.72	3.78
	Other*	3.68	4.23	3.66
	Leisure & Other	3.67 H	3.79	3.75
Access	Ground transportation	3.77	3.90	3.83
	Parking	3.24	4.01	3.38
	VFM: Parking facilities	2.57	4.00	2.84
	Baggage carts/trolleys	3.79 H	3.52	3.54
Check-in	Check-in waiting time	4.14 H	4.02	3.95
	Efficiency of staff	4.23 H	4.16	4.06
	Courtesy of check-in staff	4.19 H	4.11	3.99
Passport Control	Inspection waiting time	NA	4.00	3.75
	Courtesy of inspection staff	NA	4.18	3.90
Security	Courtesy of security staff	3.91 H	4.11	3.73
	Thoroughness	4.03 H	4.04	3.88
	Security waiting time	3.71 H	3.78	3.65 L
	Safe/secure feeling	4.03 H	4.14	4.01
Finding Way	Ease of finding way	4.06 H	3.91	3.94
	Flight info screens	4.01	3.92	4.06
	Walking distance	4.03	4.07	3.54
	Ease of connections	3.52	4.29	3.61
Airport Facilities	Courtesy of airport staff	4.03	4.10	3.91
	Eating facilities	3.38 H	3.06 L	3.79
	VFM: Eating facilities	2.72	2.71 L	2.93
	Availability Bank/ATM/exchange	3.50	3.59	3.60
	Shopping facilities	3.34	2.98	3.49 L
	VFM: Shopping facilities	2.95 H	3.12 H	2.94
	Internet / Wi-Fi	3.15 H	2.95	3.14
	Business/Executives Lounges	3.31	3.32	3.47
	Availability of washrooms	3.58	3.85	3.76
	Cleanliness of washrooms	3.48	3.67	3.41
Airport Environment	Comfort of waiting/gate areas	3.50	3.55	3.60
	Terminal cleanliness	3.67	3.85	3.83
Arrivals Services	Airport Ambience	3.37	3.49	3.68
	Passport inspection	NA	4.00	3.92
	Baggage delivery speed	3.62	4.03	3.53
	Customs inspection	NA	3.83	3.81

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.

NA: Not applicable. H/L: Significantly Higher/Lower than 4th Qtr. 2017.

LGA Airport Performance – By Terminal

- LGA TA satisfaction remained stable with no significant changes. Check-in wait time satisfaction scored highest (4.58); eating facilities value for the money (VFM) scored lowest (3.38). TB, TC and TD satisfaction improved significantly (the former two overall) on many terminal elements, including: check-in elements (highest scoring items), security check elements, wayfinding elements (TC only), facilities elements (eating facilities was the lowest scoring item for TB and TD), terminal cleanliness and ambiance (except TD) and restroom availability (excluding TD). Parking VFM was the lowest scoring item for TC. No LGA terminal dropped significantly on any item.

		TA	TB	TC	TD
Overall Satisfaction	Overall Satisfaction	4.03	3.48 H	3.83 H	3.76
	Business	3.75	3.29 H	3.90 H	3.60
	Leisure	3.80	3.60 H	3.74	3.85
	Other*	4.67	3.48	4.09 H	3.67
	Leisure & Other	4.07	3.57 H	3.81	3.82
Access	Ground transportation	3.96	3.62 H	3.44 H	3.60 H
	Parking	4.00	3.02 H	2.92	3.49
	VFM: Parking facilities	4.00	2.88	2.06	3.00
	Baggage carts/trolleys	3.93	3.36	3.74	4.10 H
Check-in	Check-in waiting time	4.58	4.35 H	4.19 H	4.48 H
	Efficiency of staff	4.48	4.27 H	4.27	4.47 H
	Courtesy of check-in staff	4.45	4.15 H	4.23 H	4.36 H
Passport Control	Inspection waiting time	NA	NA	NA	NA
	Courtesy of inspection staff	NA	NA	NA	NA
Security	Courtesy of security staff	4.31	3.95 H	4.04 H	4.11
	Thoroughness	4.42	4.09 H	4.15 H	4.23 H
	Security waiting time	4.42	4.21 H	4.08 H	4.13
	Safe/secure feeling	4.25	4.17 H	4.25 H	4.32 H
Finding Way	Ease of finding way	4.45	3.88	4.16 H	4.11
	Flight info screens	4.19	3.89	4.22 H	4.18
	Walking distance	4.33	4.02	4.09 H	4.07
	Ease of connections	4.00	3.49	4.42 H	4.12
Airport Facilities	Courtesy of airport staff	4.34	4.08 H	4.15	4.21
	Eating facilities	3.70	3.13 H	3.77	3.75
	VFM: Eating facilities	3.38	2.80	3.04	2.83
	Availability Bank/ATM/exchange	3.92	3.46	3.75 H	3.80
	Shopping facilities	3.65	3.05 H	3.54	3.50 H
	VFM: Shopping facilities	3.45	2.79	3.13	3.05 H
	Internet / Wi-Fi	3.52	3.05 H	3.60 H	3.39 H
	Business/Executives Lounges	3.50	3.07	3.83	3.85
	Availability of washrooms	3.89	3.51 H	3.85 H	3.93
	Cleanliness of washrooms	3.88	3.23	3.79 H	3.74
	Comfort of waiting/gate areas	3.73	3.27 H	3.63	3.42
Airport Environment	Terminal cleanliness	3.91	3.46 H	3.90 H	3.78
	Airport Ambiance	3.52	3.10 H	3.66 H	3.58
Arrivals Services	Passport inspection	NA	NA	NA	NA
	Baggage delivery speed	4.08	3.74	3.87	3.59
	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 4th Qtr. 2017.

“Who the Customer Is”

Q1 2018 Profile Comparison: PA Airport to Peer Panel

	JFK Panel		EWR Panel		LGA Panel	
Business	19%	25%	29%	34%	28%	33%
International	55%	64%	31%	28%	7%	12%
Connecting	59%	32%	26%	30%	10%	24%
Local O-D Pax. Dwell Time (mins.)	107.3	99.9	100.9	98.4	90.6	98.1
Women	53%	50%	50%	51%	54%	55%
Average Age	41	39	43	44	40	45
First/Business Class	24%	11%	11%	13%	12%	12%
Economy/Tourist Class	76%	89%	89%	87%	88%	88%
Check-in at Kiosk	17%	21%	29%	27%	26%	27%
Check-in Internet/Phone	33%	29%	32%	38%	43%	37%
Check-in at Main Desk	42%	36%	28%	22%	22%	20%
Check-in Curbside	4%	5%	5%	3%	4%	4%
Bag Drop Only	8%	15%	13%	14%	12%	15%
Avg. # of Return Trips (P12 Mos.)	3.3	5.3	6.0	6.3	6.5	6.2

Top Modes of Access: *

Personal Car	24%	27%	37%	37%	28%	39%
Rental Car	3%	9%	7%	9%	3%	10%
Taxi/Limo	32%	20%	23%	18%	44%	21%
Rail/Subway	13%	17%	7%	8%	3%	3%
Bus/Shuttle	9%	16%	13%	15%	13%	14%
Other (Uber/Lyft, etc.)	18%	11%	14%	13%	9%	14%

Thank You!



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