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NYC AREA AIRPORTS OFFER FEW PASSENGER-FRIENDLY AMENITIES

LGA and Newark Rank Worst of Major US Airports on Transportation, Free Wi-Fi, Play Areas, and Cell Phone Waiting Lots. JFK in Top Half of Pack.

A report by the Global Gateway Alliance found that two of the region's major metropolitan airports rank in the bottom of the top 20 busiest airports in the country in providing a variety of passenger-friendly amenities, while a third ranked in the top half. Together, NYC area airports made up 3 of only 5 major airports in the country without access to free Wi-Fi.

The Global Gateway Alliance (GGA), a business, labor, government and academia coalition founded by Thor Equities CEO Joe Sitt, surveyed the top 20 airports in the country by passenger volume on four measures of amenities- free Wi-Fi, play areas for children, cell phone waiting lots, and one-seat or two-seat train rides directly to airport terminals. GGA chose these amenities as representative of a broad cross section of passenger needs including business productivity, family support, traffic alleviation and transportation affordability and ease.

Overall, LaGuardia and Newark Airports ranked worst and second worst in the survey, respectively. LaGuardia was the only airport in the nation to offer 0 of the 4 amenities, and Newark was the only airport to offer only one.

JFK finished in the top half, among the airports which offered 3 of 4 amenities.

Among the other key findings are:

- Newark Airport's sole amenity is train access to the city center, but it is a two-seat ride.
- While JFK provides three out of the four amenities to its passengers, its airport access is a two-seat ride and it only has a play area in 1 of the 6 terminals.
- 5 of the 20 airports come in on top, offering all 4 amenities to their passengers. Among these, San Francisco, Seattle, Minneapolis, and Phoenix consistently rank among the best in passenger surveys.

- 15 of 20 airports had access to free Wi-Fi, with only Chicago O'Hare International and Miami International joining New York's airports in charging for the service.
- Cell phone waiting lots were the most popular amenity, with 16 of the 20 airports providing it. However, JFK is the only NYC metropolitan airport with a cell phone waiting lot.
- Only 6 of the airports provide a one-seat ride from the city center directly to the airport terminals.

Global Gateway Alliance Chairman Joseph Sitt said, "Anyone who uses our airports knows that they are way behind the best in the nation, when it comes to customer service and 21st Century amenities. As delays and security lines mean people have to spend more time at the airport, some simple fixes like free Wi-Fi for busy business travelers and play areas for families are just basic quality of life necessities. We started GGA to be an advocate for change at our airports, and few changes would offer such an immediate improvement as better amenities for passengers."

GGA Executive Director Stephen Sigmund added, "The point of this survey isn't just to shine a light on the problem that our airports rank so low in providing passenger amenities, it's also to demonstrate our willingness to work to find solutions. We know that the Port Authority and airline partners are committed to improving NYC area airports, and offering enhanced passenger amenities is a vital part of doing so. Each of these items carries costs, and we believe there are funding sources like corporate sponsorships and private investment available to help offset those costs."

GGA said that it was willing to undertake action items to help airport stakeholders increase the availability of passenger amenities, including:

1. Assisting in identifying corporate sponsors to replace the lost revenue necessary for free Wi-Fi.
2. Advocating for the Port Authority, airlines and terminal operators to create simple play areas.
3. Working with the Port Authority in identifying cell phone waiting lots at or near LaGuardia and Newark, potentially with sponsorship.
4. Continuing to urge decision makers to implement increased rail options to JFK and Newark, and viable mass transportation to LaGuardia, and to develop private-public mechanisms to fund the necessary capital costs.

The survey was conducted through reviewing publicly available data on airport and other websites, searching news reports, and staff calls to all of the 20 airports asking about each of the 4 amenities.

ABOUT GGA The Global Gateway Alliance: The Global Gateway Alliance (GGA), was established to address the major challenges facing the metropolitan region's airports and related infrastructure that, if left unaddressed, will serve as a major impediment to the long-term growth of New York City and surrounding areas. By harnessing the expertise of leaders in business, government, academia, labor and other sectors, we seek to tackle these challenges head-on and serve as the leading advocate in an effort to improve our airports and facilitate the continued growth of the region. For more information regarding the Global Gateway Alliance, please visit the website www.globalgatewayalliance.org, or email info@globalgatewayalliance.org. Follow GGA on Twitter @GGA_NYNJ and 'Like' the organization on Facebook at <http://on.fb.me/UsqxGw>.

GGA's board of directors includes: **Joe Sitt** (Chairman), CEO, Thor Equities, **Kathryn Wylde**, President of the Partnership for New York City; **Joseph Spinnato**, President of the Hotel Association of New York City; **William Rudin**, CEO of Rudin Management Company, Inc. and Chairman of ABNY; **Stuart Appelbaum**, President of the Retail, Wholesale and Department Store Union; **Dan Glickman** former Congressman and U.S. Agriculture Secretary; **Jared Kushner**, Owner of Kushner Properties and the New York Observer; **Alvin S. Trenk**, Chairman and CEO of Air Pegasus Corp; **Mitchell Moss**, Henry Hart Rice Professor of Urban Policy and Planning at the Robert F. Wagner Graduate School of Public Service at New York University; **Peter Ward**, President of the Hotel Trades Council on New York, and **David Hopkins**, Director of Aviation at the New York City Economic Development Corporation.