



FOR IMMEDIATE RELEASE

October 8, 2014

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NEW GGA REPORT REVEALS ATLANTA, MINNEAPOLIS, SEATTLE ARE BEST U.S. AIRPORTS FOR TRAVELER AMENITIES; CHARLOTTE, DENVER FINISH LAST

New Focus on Technology, Entertainment and Health & Wellness to Improve the Passenger Experience

NY-NJ Airports Still Lag Behind Competitors, But Show Improvements

(New York – New Jersey): Atlanta Hartsfield-Jackson, Minneapolis-St. Paul and Seattle-Tacoma are the top three airports for passenger amenities, according to a report released today by the Global Gateway Alliance. The report surveyed the nation's top 20 busiest airports for a range of traveler amenities, including: movie kiosks, free Wi-Fi, designated play areas, health and wellness centers, spas and one-seat rides. Charlotte Douglas and Denver both placed last, failing to offer most amenities. *[A full copy of the report can be found below.]*

More airports than ever before are offering extras to travelers. To enhance the passenger experience, airports are moving past traditional amenities based on comfort and convenience, towards an expanded array of offerings focused on technology, entertainment and health and wellness.

Overall, the top three airports; Atlanta Hartsfield-Jackson, Minneapolis-St. Paul and Seattle Tacoma, took top honors, providing travelers with 79% of amenities studied. Charlotte Douglas and Denver airports, however, only offered only 35%, making them the worst of the airports surveyed.

New York area airports, while still a long way from the top, have made strides since last year's study, with JFK and Newark offering over 50% of all available amenities and LaGuardia 38%, bumping it from its spot in last place to 18th overall.

KEY FINDINGS IN NATIONAL AIRPORT AMENITIES REPORT

- Airport Spas were the most popular amenity, offered at 19 of the 20 airports, closely followed by free Wi-Fi and intra-airport transit.
- Movie kiosks were the least common, installed at only three of the surveyed airports.
- Atlanta Hartsfield-Jackson offered interactive kiosks with cameras that allow travelers to share travel moments with friends via Facebook and Instagram while charging their phones.
- Minneapolis-St. Paul offered key family-friendly amenities, including an aviation-themed play area complete with a mock airplane, air traffic control tower and Snoopy statue.
- Philadelphia offered "Just Plane Fun," a fitness zone including stationary bikes and elliptical machines.
- San Francisco lead the nation with 13.6 electrical outlets per gate, more than double the national average.

“As air travel has expanded, the nation’s top airports are becoming hubs for commerce, entertainment and relaxation through new and innovative amenities. That’s a trend that the cities and regions these airports serve are benefitting from,” said **GGA Chairman and Founder Joe Sitt**. “And while free Wi-Fi is an important step for New York area airports, they need to continue to focus on amenities as a way to close the gap with leading US airports.”

“Airports across the country are upping their game by offering more amenities across all fields to accommodate the modern day passenger,” said **Tim Zagat, GGA Board Member and Co-Founder, Zagat Surveys**. “And given that airports are the first and last impression travelers have of a city, it is imperative that they ensure that every passenger experience is a positive and comfortable one. That’s a lesson that cities across the country are learning.”

No single airport offered all surveyed amenities. While many amenities like movie kiosks and fitness trails recently introduced in U.S. airports are limited in number, GGA expects their presence to increase exponentially in coming years.

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ABOUT GGA

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 www.globalgatewayalliance.org. Follow GGA on Twitter [@GGA_NYNJ](https://twitter.com/GGA_NYNJ) and ‘Like’ the organization on Facebook at <http://on.fb.me/UsqxGw>.

GGA’s board of directors includes: **Joseph Sitt** (Chairman), CEO, Thor Equities; **Stuart Appelbaum** (Vice President), President of the Retail, Wholesale and Department Store Union; **Angelo Genova**, Founding Partner at Genova Burns Giantomasi Webster and a former New Jersey Commissioner of the Port Authority; **Chris Giamo**, Regional President for TD Bank; **David Hopkins**, Senior Director of Aviation at the New York City Economic Development Corporation; **Jared Kushner**, Owner of Kushner Properties and the New York Observer; **George Miranda**, Teamsters’ International Vice President; **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; **William Rudin**, CEO of Rudin Management Company, Inc. and Chairman of ABNY; **Joseph Spinnato**, President of the Hotel Association of New York City; **Alvin S. Trenk**, Chairman and CEO of Air Pegasus Corp; **Peter Ward**, President of the Hotel Trades Council on New York; **Tom Wright**, Executive Director of the Regional Plan Association; **Kathryn Wylde**, President of the Partnership for New York City, and **Tim Zagat**, Co-Founder and Co-Chair of Zagat Survey.





U.S. Airport Amenities Comparison

From free Wi-Fi to health and wellness centers to one-seat rides, GGA's latest report looks at which airports have "it" and which don't.

Global Gateway Alliance
October 2014

GGA STUDY: U.S. Airport Comparison

Today, airports have become more than just stop-over points; they are often destinations in and of themselves – somewhere passengers can comfortably stay the night, get work done before heading to a meeting, or exercise and relax at a spa.

GGA's 2013 study evaluated the availability of a number of amenities, and focused on four; free Wi-Fi, one-seat rides, cell phone wait lots and children's play areas. The 2014 U.S. Airport Amenities Comparison study builds on GGA's previous work in the field, taking a closer look at the top amenities available at the nation's busiest airports.

This year's report compares the nation's top 20 most trafficked airports and assesses an expanded array of categories, 14 in total, across a variety of sectors, including: entertainment, family needs, health and wellness, rest and relaxation, technology, and transportation.

Our in-depth analysis found Atlanta Hartsfield-Jackson, Minneapolis-St. Paul and Seattle-Tacoma took the top spots, while Charlotte Douglas and Denver finished at the bottom. Of the New York area airports, JFK and Newark finished in the middle, and LaGuardia improved from the bottom spot last year.

Spas led our list for the most popular amenity, offered at all but one of the airports, followed closely by free Wi-Fi and intra-airport transit. The least common amenity was movie kiosks, currently available at only 3 of the airports.

Airport	% of Amenities Available
Atlanta Hartsfield-Jackson	79%
Minneapolis-St. Paul	79%
Seattle-Tacoma	79%
Boston Logan	71%
Chicago O'Hare	71%
Dallas/Fort Worth	71%
Detroit Metro	71%
Los Angeles	71%
San Francisco	64%
John F. Kennedy	57%
Philadelphia	57%
George Bush Intercontinental	50%
Newark Liberty	50%
Orlando	50%
Phoenix Sky Harbor	50%
Las Vegas McCarran	43%
Miami	43%
LaGuardia	38%
Charlotte Douglas	35%
Denver	35%

Entertainment

Today, modern travelers look to technology to help fill time while stuck at the airport. Whether simply trying to get work done remotely, watch a favorite movie or TV show, or touch base with family and friends patiently awaiting their arrival on the other side, airports have gone to great lengths to ensure a positive experience for passengers during their time at the terminal.

Interactive and Wireless Charging Stations



An interactive charging kiosk at Chicago O'Hare
Chicago Business Journal

Sure, your standard plug is sometimes just what's needed, but some airports are looking to the future.

Airports are now implementing wireless charging stations in busy terminals across the country. Instead of bothering with a plug or cable, all passengers need do is place their device onto the charging pad and wait. These new stations can be found at JFK, Newark, LAX and Miami.

A few airports have implemented interactive kiosks fully equipped with built-in cameras that allow travelers to take pictures and share travel moments with friends via Facebook and Instagram – all while charging up their

phones. While only seven American airports offer these amenities so far, GGA is expecting these devices to become a regular feature at airports across the country.

Airports with: Atlanta Hartsfield-Jackson, Chicago O'Hare, Dallas/Fort Worth, John F. Kennedy, Los Angeles, Miami, Newark Liberty (7).

Airports without: Boston Logan, Charlotte Douglas, Denver, Detroit Metropolitan, George Bush Intercontinental, LaGuardia, McCarran, Minneapolis-Saint Paul, Orlando, Philadelphia, Phoenix Sky Harbor, San Francisco, Seattle-Tacoma (13).

Movie Kiosks

Movie Kiosks, designed by Digiboo, offer passengers a new and easy way to access all their favorite shows and movies before boarding a flight. By simply inserting a USB plug or connecting to the airport Wi-Fi, users can download a free app onto their Smartphone, computer or tablet, where they can pick, pay for and watch a whole host of films and programs.

Currently, only three major U.S. airports have these kiosks, but given their convenience and ease of access, GGA would like to see more of these. Nothing takes your mind off the woes of traveling like a good movie or your favorite TV show!

Airports with: George Bush Intercontinental, Minneapolis-Saint Paul, Seattle-Tacoma (3).

Airports without: Atlanta Hartsfield-Jackson, Boston Logan, Charlotte Douglas, Chicago O'Hare, Dallas/Fort Worth, Denver, Detroit Metropolitan, John F. Kennedy, LaGuardia, Los Angeles, McCarran, Miami, Newark Liberty, Orlando, Philadelphia, Phoenix Sky Harbor, San Francisco (17).



A Digiboo Kiosk
Blogs.twincities.com

Free Airport Wi-Fi



Passenger working remotely at the airport

leplexus.com

passengers with access to a limited number of sites for free.

Many airports, however, are taking it a step further – offering unlimited free Wi-Fi. As a matter of fact, 15 of the nation’s top 20 airports brag unlimited access. But as the old saying goes: 30 minutes of free Wi-Fi is better than no free Wi-Fi at all.

Airports with: Atlanta Hartsfield-Jackson, Boston Logan, Charlotte Douglas, Dallas/Fort Worth, Denver, McCarran, Detroit Metropolitan, George Bush Intercontinental, John F. Kennedy, LaGuardia, Los Angeles, Minneapolis-Saint Paul, Newark Liberty, Orlando, Philadelphia, Phoenix Sky Harbor, San Francisco, Seattle-Tacoma (18).

Airports without: Chicago O’Hare , Miami (2)

Everyone, from business fliers to leisure travelers, is under pressure to remain constantly connected, whether it be through email, social media, or iMessaging. Wi-Fi access is no longer a luxury, it’s a necessity.

Passengers waiting for their flight can pass the time by sending out a couple of last minute emails, connecting with friends on Facebook, or simply checking the weather at their arrival destination.

Most airports either offer some form of free internet access or will do soon. In fact, the only two on our list without free Wi-Fi compensate by providing

Family Needs

Family vacations are a time for fun and relaxation, but all too often, the same cannot be said of the trip there and back. Whether traveling with children, pets, or both, airports can be exhausting. The importance of specialized amenities catering to children and families has grown over time, offering parents a much needed reprieve from the difficulties associated with family trips.

Designated Play Areas



Sea-Tac's aviation-inspired children's play area

Alistmomtravel.com

Flying can be stressful, especially if you're traveling with little ones. Sitting around and waiting for your flight is a struggle, not for only children, but parents as well. As a result, designated play areas have become an increasingly popular airport amenity, allowing everyone to relax, and at the same time, have some fun.

Our study found that play areas are available at 12 of the surveyed airports. At Minneapolis-St. Paul, the aviation-themed play area is particularly noteworthy, with its mock airplane, air traffic control tower, and, of course, Snoopy statue.

Airports with: Atlanta Hartsfield-Jackson, Boston Logan, Chicago O'Hare, Dallas/Fort Worth, Detroit Metropolitan, John F. Kennedy, McCarran, Minneapolis-Saint Paul, Philadelphia, Phoenix Sky Harbor, San Francisco, Seattle-Tacoma (12).

Airports without: Charlotte Douglas, Denver, George Bush Intercontinental, LaGuardia, Los Angeles, Miami, Newark Liberty, Orlando (8).

Animal Relief Areas

Many passengers travel with pets, but when airports don't have proper accommodation things can get a little hairy. Rather than having to leave your furry friend behind, some airports now offer pet relief areas inside the terminal post-security. Animal relief areas spare passengers with pet allergies (and those who aren't allergic but still aren't into it), and give pets and owners a chance to unwind.

Detroit Metro has two grassy areas, known as "porch potties", equipped with fake fire hydrants and sprinklers to rinse the area after use.

Airports with: Detroit Metropolitan, Los Angeles, Minneapolis-Saint Paul, Seattle-Tacoma (4).

Airports without: Atlanta Hartsfield-Jackson, Boston Logan, Charlotte Douglas, Chicago O'Hare, Dallas/Fort Worth, Denver, George Bush Intercontinental, John F. Kennedy, LaGuardia, McCarran, Miami, Newark Liberty, Orlando, Philadelphia, Phoenix Sky Harbor, San Francisco (16).



Does traveling without your pet give you separation anxiety?

The Sun

Health & Wellness

Airports have not always been known for their health and fitness facilities, but with demand on the rise, that's all beginning to change. Whether passengers are looking to squeeze in a quick workout before a flight or simply stay hydrated, more and more airports are accommodating passengers' desires to stay physically fit.

Gym and Fitness Centers

More often than not, passengers do not want to sacrifice their daily sweat session for a flight. And thankfully, now they don't have to. Fitness centers are popping up all over our nation's airports, giving passengers a chance to stay active while traveling and relieve the tension that traditionally accompanies a long day of travel.

Most notably, yoga facilities are on the rise and are now available at Chicago O'Hare, Dallas/Fort Worth and San Francisco. This spike in popularity is unsurprising as yoga studios enable fliers to keep up with their fitness routine, but also provide a peaceful place to relax before a flight.



Yoga Studio at Dallas/Fort Worth
Yoga.about.com

At Phoenix Sky Harbor, visitors can stretch their legs on the "fitness trail" that extends for over a mile throughout the airport and offers scenic views of downtown Phoenix and nearby nature preserves. Similarly walking paths can be found at Boston Logan, Atlanta Hartsfield-Jackson, Minneapolis-St. Paul and Dallas/Fort Worth airports, and are frequently decorated with signs informing walkers of the distance they've traveled and fun facts about health and wellness.

What's more, the trend is growing. A new program Philadelphia launched this summer called, "Just Plane Fun," transformed a space in the airport into a temporary fitness zone, fully equipped with stationary bikes and elliptical machines. The initiative proved to be so popular that Airport CEO Mark Gale is now considering turning the fitness zone into a permanent fixture at the airport.

Airports with: Atlanta Hartsfield-Jackson, Boston Logan, Chicago O'Hare, Dallas/Fort Worth, Detroit Metropolitan, Los Angeles, Minneapolis-Saint Paul, Philadelphia, Phoenix Sky Harbor, San Francisco, Seattle-Tacoma (11).

Airports without: Charlotte Douglas, Denver, George Bush Intercontinental, John F. Kennedy, LaGuardia, McCarran, Miami, Newark Liberty, Orlando (9).

Filtered Water Stations

Filtered water stations are an ideal way for airports to accommodate the environmentally conscious traveler and to encourage passengers to stay hydrated while traveling. With such strict rules about carrying beverages through security, thirsty consumers are forced to endure high prices for bottled water, which is bad for the environment and for your wallet, making these water features a welcome addition.

Hydration stations are similar to regular drinking fountains but are equipped with a motion-activated spout on top to fill up bottles.

These machines are not just good for passengers; they're good for the environment. Hydration stations



Water Refill Station at LaGuardia

Flickr

encourage passengers to reuse bottles and are frequently paired with signage that promotes sustainability. Many times, there is a number on the top right-hand corner of these fountains indicating how many plastic water bottles the fountain has saved since its installation. Indeed, this March, Denver announced that its refill stations had filled the equivalent of 600,000 half-liter plastic bottles. Parks, schools, and now airports are saving thousands of bottles thanks to the adoption of these new stations.

Airports with: Atlanta Hartsfield-Jackson, Charlotte Douglas, Chicago O'Hare, Denver, LaGuardia, Minneapolis-Saint Paul, Phoenix Sky Harbor, San Francisco, Seattle-Tacoma (7).

Airports without: Boston Logan, Dallas/Fort Worth, Detroit Metropolitan, George Bush Intercontinental, John F. Kennedy, Los Angeles, McCarran, Miami, Newark Liberty, Orlando, Philadelphia (13).

Rest and Relaxation

Chronic delays often leave passengers stranded at the airport with ample time on their hands, making leisure activities a welcome distraction. A relaxing massage, quick mani-pedi or 30 minute nap is often just the thing to ease frustrations and carry stressed travelers through the day, and hopefully, to their final destinations.

Spas

Spas provide passengers with an opportunity to relax and de-stress before a long and draining flight. XpressSpa, the leading corporation of airport spas in the U.S., has opened up shop in airports across the country, due in part to the sheer popularity of the amenity.

A number of spas have also opened airport locations, including Sea-Tac's own Butter Salon, a getaway where passengers can have their nails done, teeth whitened, or

prepare for their vacation with a quick spray tan. Equally, travelers can pop over to the Massage Bar to unwind before boarding a flight.

In fact, the only airport without a spa at all was Phoenix Sky Harbor.

Airports with: Atlanta Hartsfield-Jackson, Boston Logan, Charlotte Douglas, Chicago O'Hare, Dallas/Fort Worth, Denver, Detroit Metropolitan, George Bush Intercontinental, John F. Kennedy, LaGuardia, Los Angeles, McCarran, Miami, Minneapolis-Saint Paul, Newark Liberty, Orlando, Philadelphia, San Francisco, Seattle-Tacoma (19).

Airports without: Phoenix Sky Harbor (1).



The XpressSpa at Dallas/Fort Worth

AllAirports.net

Airport Hotels

On-airport hotels are a growing phenomenon and it's not hard to see why; they allow for easy access to flights, meetings and events, and enable passengers to avoid lugging around their bags. Several of the surveyed airports have capitalized on this feature, building toward the aerotropolis model. Chicago O'Hare, for example, has its airport hotel connected to the terminal via an indoor walkway, making it a quick and convenient place to stay. What's more, Miami is home to an on-airport hotel located inside Terminal E, meaning passengers can step off their flight and into a room.

Recently, GGA released a [report](#) outlining both the benefits and growing popularity of *airport terminal hotels*, highlighting in particular the ability of the hotels to command higher occupancy and room rates than their off-site competitors. The study found that both passengers and local economies benefit from the amenity.

Airports with: Boston Logan, Chicago O'Hare, Dallas/Fort Worth, Detroit Metropolitan, George Bush Intercontinental, Los Angeles, Miami, Newark Liberty, Orlando, Philadelphia (10).

Airports without: Atlanta Hartsfield-Jackson, Charlotte Douglas, Denver, John F. Kennedy, LaGuardia, McCarran, Minneapolis-Saint Paul, Phoenix Sky Harbor, San Francisco, Seattle-Tacoma (10).



The Hilton Hotel at Chicago O'Hare, located inside Terminal 2

AllAirports.net

Technology

Advancements in technology are transforming our nation's airports. More and more, top airports are streamlining processes through the use of technology – making travelling easier and more convenient for everyone. From basic access to electrical outlets to high-tech automated passport kiosks, technology's importance cannot be understated. As new developments continue to impact our lives', it's critical our nation's airports keep pace.

Plugging In

We all know that having a fully charged phone, computer or tablet is an absolute must while traveling. Something as seemingly simple as an electrical outlet can make or break the passenger experience.

Most large international airports offer passengers numerous outlets and charging stations – on average, US airports have 5.5 outlets per gate. JFK, however, has an average of 8.5 electrical outlets per gate, second only to the tech friendly city of San Francisco which had an average of 13.6.



Seats outfitted with electrical sockets at LaGuardia
Blog.TMC.net

Airports with an above average number of sockets: Atlanta Hartsfield-Jackson, Boston Logan, Dallas/Fort Worth, Detroit Metropolitan, Newark Liberty, John F. Kennedy, LaGuardia, McCarran, San Francisco (9).

Airports without an above average number of sockets: Charlotte Douglas, Chicago O'Hare, Denver, George Bush Intercontinental, Los Angeles, Miami, Minneapolis-Saint Paul, Orlando, Philadelphia, Phoenix Sky Harbor, Seattle-Tacoma (11).

Customs Kiosks



Automated Passport Control Kiosks

Vancouver Airport Authority

Customs lines are a nuisance to the traveler and a drain on the regional economy – every minute a passenger spends waiting in line is a dollar lost and a positive impression wasted. The installation of Automated Passport Control (APC) Customs Kiosks across the country has gone a long way resolve the issue, simplifying the Customs process and moving lines along.

While a growing number of airports have customs kiosks, it's no guarantee that they are available at all international arrival gates. In order to fully profit from technology, Customs and Border Protection must bring these new kiosks to all international terminals, most importantly, to New York, which is home to the highest international passenger traffic in the country.

Airports with: Atlanta Hartsfield-Jackson, Boston Logan, Charlotte Douglas, Chicago O'Hare, Dallas/Fort Worth, Detroit Metropolitan, George Bush Intercontinental, John F. Kennedy, Los Angeles, Miami, Minneapolis-Saint Paul, Newark Liberty, Orlando, Philadelphia, Phoenix Sky Harbor, Seattle-Tacoma (16). N/A: LaGuardia (1).

Airports without: Denver, McCarran, San Francisco (3).

Transportation

Transportation for passengers and their families is a vital part of the travel experience. Whether your journey involves getting to a neighboring terminal, picking up an arriving passenger, or simply taking the train into the city, many airports have gone to great lengths to ensure that these transfers are as smooth as possible.

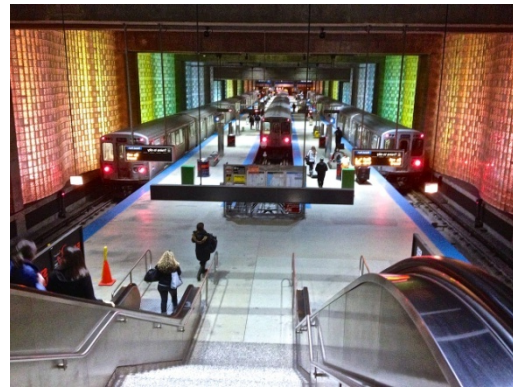
One-Seat Rides

One-seat rides via public transport, whether they take the traditional form of a rail route or an express bus service, make getting to and from the airport exponentially easier. Many U.S. airports, including Atlanta, Chicago O'Hare, and San Francisco, are connecting passengers to their city center by way of a one-seat rail ride, providing passengers with an affordable alternative to the taxi.

In New York, a public transportation mecca, the one-seat ride is nowhere to be found. As a result, there is no direct route to the metropolitan airports without paying for the luxury of a private ride or dealing with a private shuttle service. Unsurprisingly, LA, the city of cars, is also without a one-seat rail ride, but has instead introduced an express bus service known as the FlyAway, created and funded by Los Angeles World Airports, with several different lines leading to major city hubs and access points, providing passengers much-needed access to a one-seat ride.

Airports with: Atlanta Hartsfield-Jackson, Boston Logan, Chicago O'Hare, Dallas/Fort Worth, Los Angeles, McCarran, Minneapolis-Saint Paul, Orlando, Philadelphia, San Francisco, Seattle-Tacoma (9).

Airports without: Charlotte Douglas, Denver, Detroit Metropolitan, George Bush Intercontinental, John F. Kennedy, LaGuardia, Miami, Newark Liberty, Phoenix Sky Harbor (11).



CTA O'Hare Blue Line Station
Wikipedia

Intra-Airport Transportation System



The AirTrain at JFK
The Business Travel Magazine

Navigating a new and unfamiliar airport can be both confusing and tiring, which is why many airports have invested heavily in their intra-airport transportation systems, ranging from trams to shuttles and railways to help passengers travel between terminals and concourses.

The Satellite Transit System at Sea-Tac connects passengers to both terminals and Seattle's public transit system, Sound Transit. For citizens and tourists alike, this intra-airport system has made flying into

Sea-Tac easy by acting as a stepping stone to the rest of the city, rather than a barrier to it.

Most large international airports offer this feature to help passengers get to their terminals seamlessly. While Charlotte Douglas is currently without an intra-airport transit system, this is in large part because the concourses surround the main body of the terminal, negating the need for such a system.

Airports with: Atlanta Hartsfield-Jackson, Boston Logan, Chicago O’Hare, Dallas/Fort Worth, Denver, Detroit Metropolitan, George Bush Intercontinental, John F. Kennedy, LaGuardia, Los Angeles, McCarran, Miami, Minneapolis-Saint Paul, Newark Liberty, Orlando, Phoenix Sky Harbor, San Francisco, Seattle-Tacoma (18).

Airports without: Charlotte Douglas, Philadelphia (2).

Cell Phone Lots



Cell Phone Lot at Tampa Airport

The Autoportinc.com

ready for collection. This not only simplifies the arrivals and departures process for local drivers, but also eases congestion on the roads. What’s more, Sea-Tac’s lot comes with an extra perk – passengers get access to free Wi-Fi, making their wait a lot less tedious!

In total, 16 of the 20 airports surveyed offer this convenience. McCarran, although without a lot, does offer its passengers the first 15 minutes of short-term parking at no cost, but for those staying longer, regular charges do apply.

Airports with: Atlanta Hartsfield-Jackson, Boston Logan, Charlotte Douglas, Chicago O’Hare, Denver, Detroit Metropolitan, George Bush Intercontinental, John F. Kennedy, Los Angeles, Miami, Minneapolis-Saint Paul, Orlando, Philadelphia, Phoenix Sky Harbor, San Francisco, Seattle-Tacoma (16).

Airports without: Dallas/Fort Worth, LaGuardia, McCarran, Newark Liberty (4).

We all know the roads leading up the airport can be overwhelming. Between the passenger pick-up points, taxis, care services and shuttles – all fighting for space – it can be difficult to determine which way is up or down. This becomes especially complicated when you factor in flight delays and changes to schedule, making Cell Phone Wait Lots a lifesaver for many.

The Cell Phone Wait Lot enables airport pick-ups to park in a free lot nearby while they wait for the signal from their passenger that they are

Methodology

The airports included in this study are the 20 busiest U.S. airports for passenger traffic. In order to gather relevant information about each airport's amenities, we compiled data from various online sources, including airport websites, news articles, and public reports. Online sources include Travel & Leisure, Flightstats.com, and Flyer forums. Information was then confirmed by consulting customer service representatives from the respective airports and facilities when the online information was unclear. A careful review process was used to ensure that data was as up-to-date as possible.

	Interactive/Wireless Charging	Movie Kiosks	Free Wi-Fi	Play Areas	Animal Relief Areas	Gym/Fitness Centers	Filtered Water Stations	Spas	Airport Hotels	Electrical Sockets	APC Customs Kiosks	One-Seat Ride	Intra-Airport Transit	Cell Phone Wait Lots	SCORE
ATL	Y	N	Y	Y	N	Y	Y	Y	N	Y	Y	Y	Y	Y	11
MSP	N	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	11
SEA	N	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	11
BOS	N	N	Y	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y	10
DFW	Y	N	Y	Y	N	Y	N	Y	Y	Y	Y	Y	Y	N	10
DTW	N	N	Y	Y	Y	Y	N	Y	Y	Y	Y	N	Y	Y	10
LAX	Y	N	Y	N	Y	Y	N	Y	Y	N	Y	Y	Y	Y	10
ORD	Y	N	N	Y	N	Y	Y	Y	Y	N	Y	Y	Y	Y	10
SFO	N	N	Y	Y	N	Y	Y	Y	N	Y	N	Y	Y	Y	9
JFK	Y	N	Y	Y	N	N	N	Y	N	Y	Y	N	Y	Y	8
PHL	N	N	Y	Y	N	Y	N	Y	Y	N	Y	Y	N	Y	8
EWR	Y	N	Y	N	N	N	N	Y	Y	Y	Y	N	Y	N	7
IAH	N	Y	Y	N	N	N	N	Y	Y	N	Y	N	Y	Y	7
MCO	N	N	Y	N	N	N	N	Y	Y	N	Y	Y	Y	Y	7
PHX	N	N	Y	Y	N	Y	Y	N	N	N	Y	N	Y	Y	7
LAS	N	N	Y	Y	N	N	N	Y	N	Y	N	Y	Y	N	6
MIA	Y	N	N	N	N	N	N	Y	Y	N	Y	N	Y	Y	6
LGA	N	N	Y	N	N	N	Y	Y	N	Y	N/A	N	Y	N	5
CLT	N	N	Y	N	N	N	Y	Y	N	N	Y	N	N	Y	5
DEN	N	N	Y	N	N	N	Y	Y	N	N	N	N	Y	Y	5