



FOR IMMEDIATE RELEASE

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**NEW SURVEY: JFK IS FAVORITE MAJOR NY AREA AIRPORT, LAGUARDIA IS LEAST FAVORITE
AREA PASSENGERS LIKE AIRPORTS LOCATIONS, DISLIKE PAID WIFI, LONG SECURITY LINES
Only 25 percent of travelers believe the region's airports create a positive impression**

NEW YORK – JFK International Airport rates as the favorite New York area airport while LaGuardia ranks as the least favorite of the three major airports, according to a new Global Gateway Alliance satisfaction survey released today to coincide with the beginning of the summer travel season. The survey of more than 450 people in the New York-New Jersey metropolitan region found that a quarter believe area airports leave travelers with a positive impression while 38% believe they create a negative impression.

Respondents ranked the convenience of the region's airports as their favorite feature by a wide margin – approximately one-third of surveyed travelers said that the location of LaGuardia, Newark and JFK was what they liked most about these airports.

Federal Security and Customs processing – and the delays and wait times created therein – was voted respondents' least favorite aspect of New York City metro airports, with many calling for "friendlier staff" and a greater emphasis on "customer service". This was followed closely by the absence of free WiFi at all three major airports.

Respondents also made a clear call for free WiFi – 43 percent said it was what they would most like to see more of at New York-New Jersey airports.

And while location may be a bonus, over a quarter of all respondents said they would like to see increased public transportation access to and from the airports.

"Our airports have great natural strengths, but any retail business owner will tell you that the first and last impressions you make are the most important – and by this metric New York-New Jersey airports are lagging," said **Joseph Sitt, Founder and Chairman of the Global Gateway Alliance**. "At a time when the nation is reevaluating its infrastructure, we too must take a long hard look at our airports and take the necessary steps to transform them from 'third world' to first class."

"The outmoded state of our airports is a challenge," said **Alvin Trenk, Global Gateway Alliance Board Member, and CEO of Air Pegasus Corp**, "but it is also an opportunity for us to make

smart investments and create 21st Century airports that reflect the greatness of our city and region.”

Global Gateway Alliance has been urging federal, state and local development leaders to make both large and small investments into the airports. The operator of area airports, the Port Authority of New York and New Jersey, responded with an \$8 billion commitment to major airport improvement projects in its Capital Plan. While many of these projects will take years to complete, a number of the amenities improvements respondents favored could happen more rapidly.

KEY PASSENGER SURVEY FINDINGS

- 42 percent named JFK as their favorite of the airports, while 35 percent chose Newark, and LaGuardia finished last of the major airports with 20 percent. Stewart Airport was chosen by less than 3%.
- One-third of respondents cited location as the thing they like most about the region’s airports, more than three times the percentage of the next leading favorite – the AirTrain.
- Among all worldwide airports, JFK was the most often cited by area respondents (12%) in an open-ended question to name an airport that left a positive impression, while LaGuardia (26%) was cited by a clear plurality for leaving a negative impression. When asked specifically about New York airports, 38 percent said they left visitors with a bad impression, 37 percent said it did not affect a visitor’s perception, and 25 percent thought they left people with a good impression of our City and region.
- Respondents cited Federal Security and Customs processing (18%), lack of free WiFi (15%), and poor on-time performance (12%) as their least favorite elements of the New York airport experience.
- 43 percent of surveyed area residents would like to see free WiFi at the airports. Better transportation links, such as a one-seat ride, came in second at 27%.
- The Port Authority has an opportunity to change perceptions through the redevelopment of LaGuardia Airport’s 50 year old Central Terminal Building. Currently, only 27 percent of respondents had heard of the project. However, of those who knew about it, a significant majority – 62 percent – were in favor of the project and fewer than 2% were opposed.

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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 and 'Like' the organization on Facebook at <http://on.fb.me/UsqxGw>.

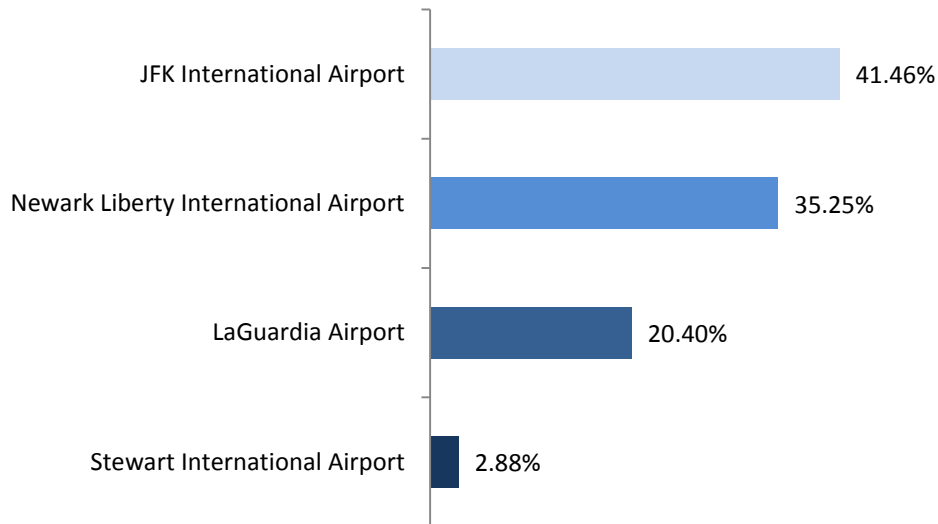
GGA's board of directors includes: Joe Sitt (Chairman), CEO, Thor Equities; Stuart Appelbaum, President of the Retail, Wholesale and Department Store Union; Chris Giamo, Regional President for TD Bank; Dan Glickman former Congressman and U.S. Agriculture Secretary; David Hopkins, Senior Director of Aviation 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; Kathryn Wylde, President of the Partnership for New York City, and Tim Zagat, Co-Founder and Co-Chair of Zagat Survey.

New York-New Jersey Airport Passenger Satisfaction Survey

The following survey was conducted in order to gauge the general perception of New York-New Jersey airports and how area residents would like to see the facilities improved. The survey was paid for by Global Gateway Alliance and conducted by SurveyMonkey. 457 respondents took part from across the New York, New Jersey and metropolitan Pennsylvania region. The survey was conducted between April 9 and May 13, 2014.

Question 1

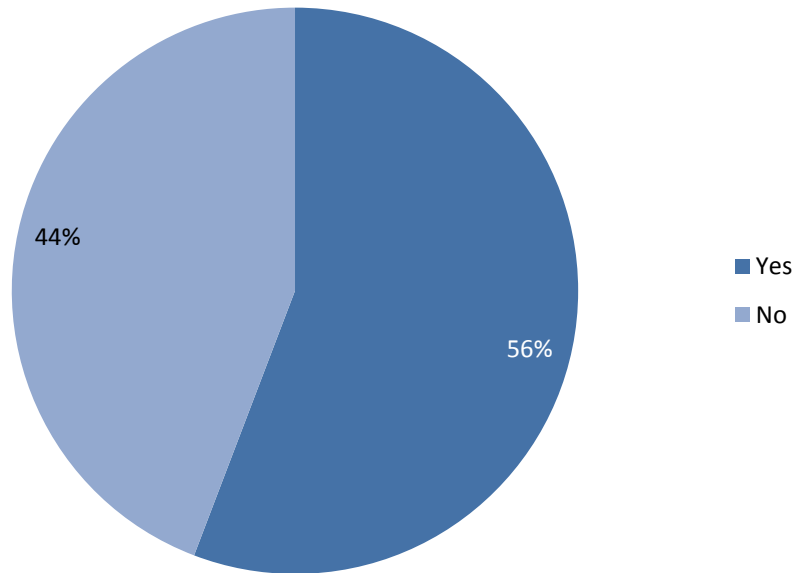
Please rank the following area airports in order of preference.
The results show the breakdown of votes for the top ranking.



Answer Options	Response Percent	1	2	3	4
JFK International Airport	41.46%	187	188	67	8
Newark Liberty International Airport	35.25%	159	54	215	23
LaGuardia Airport	20.40%	92	194	142	23
Stewart International Airport	2.88%	13	15	27	396

Question 2

Do airport experiences affect the way you perceive a city?



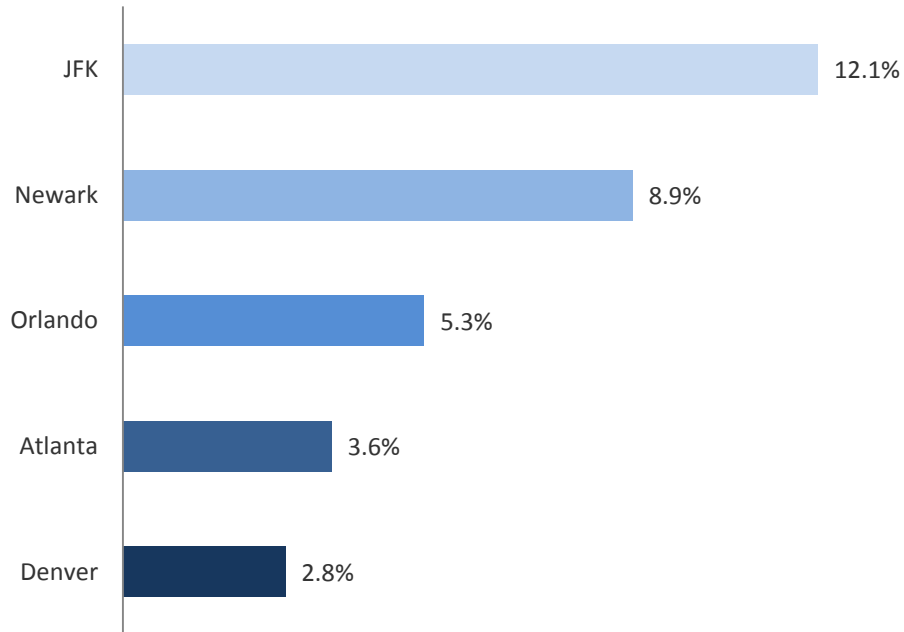
Answer Options	Response Percent
Yes	55.8%
No	44.2%

Question 3*

Please list an airport that left you with a good impression and an airport that left you with a bad impression of the city it served.

**Only those who answered yes to the previous question answered this question.*

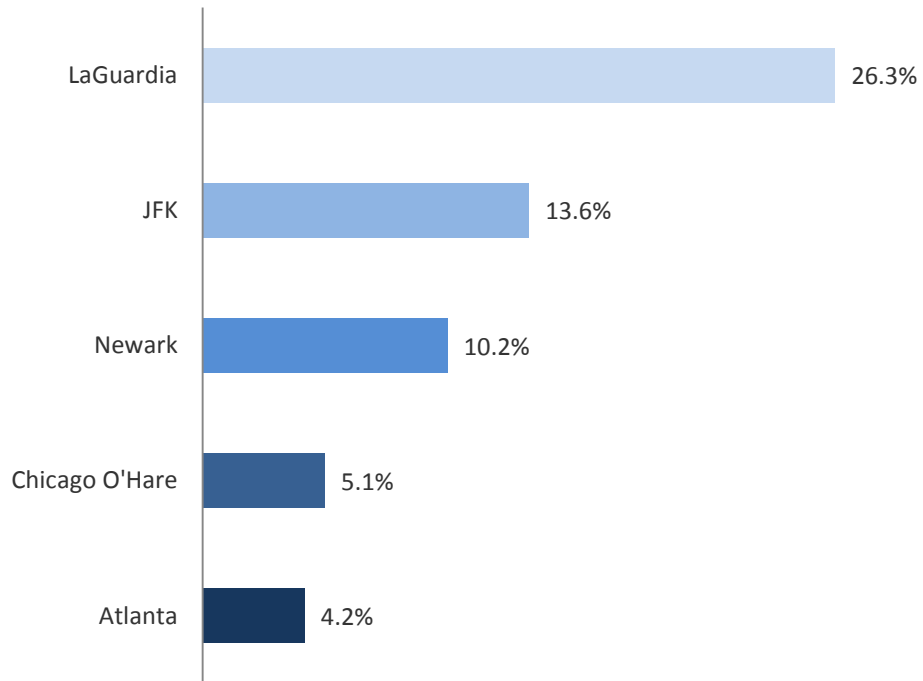
I. Top 5 Airports that Left Respondents with a Positive Impression



Positive impression:

Top 5 Airports	Response Percent
1. JFK	12.1%
2. Newark	8.9%
3. Orlando	5.3%
4. Atlanta Hartsfield-Jackson	3.6%
5. Denver	2.8%

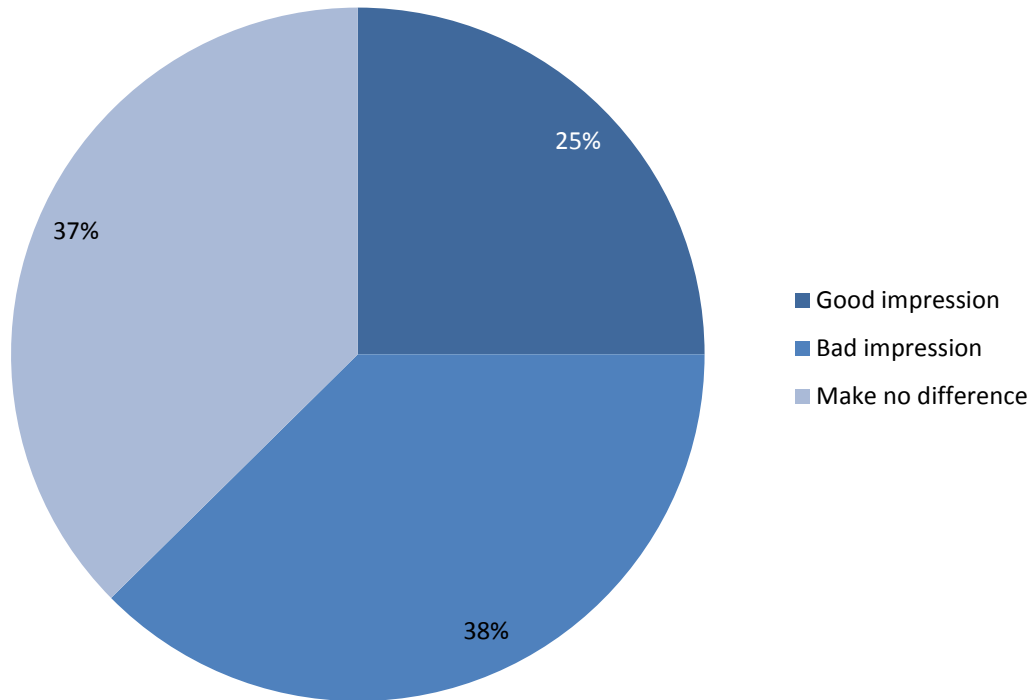
II. Top 5 Airports that Left Passengers with a Negative Impression



Negative impression:	
Top 5 Airports	Response Percent
1. LaGuardia	26.3%
2. JFK	13.6%
3. Newark	10.2%
4. Chicago O'Hare	5.1%
5. Atlanta Hartsfield-Jackson	4.2%

Question 4

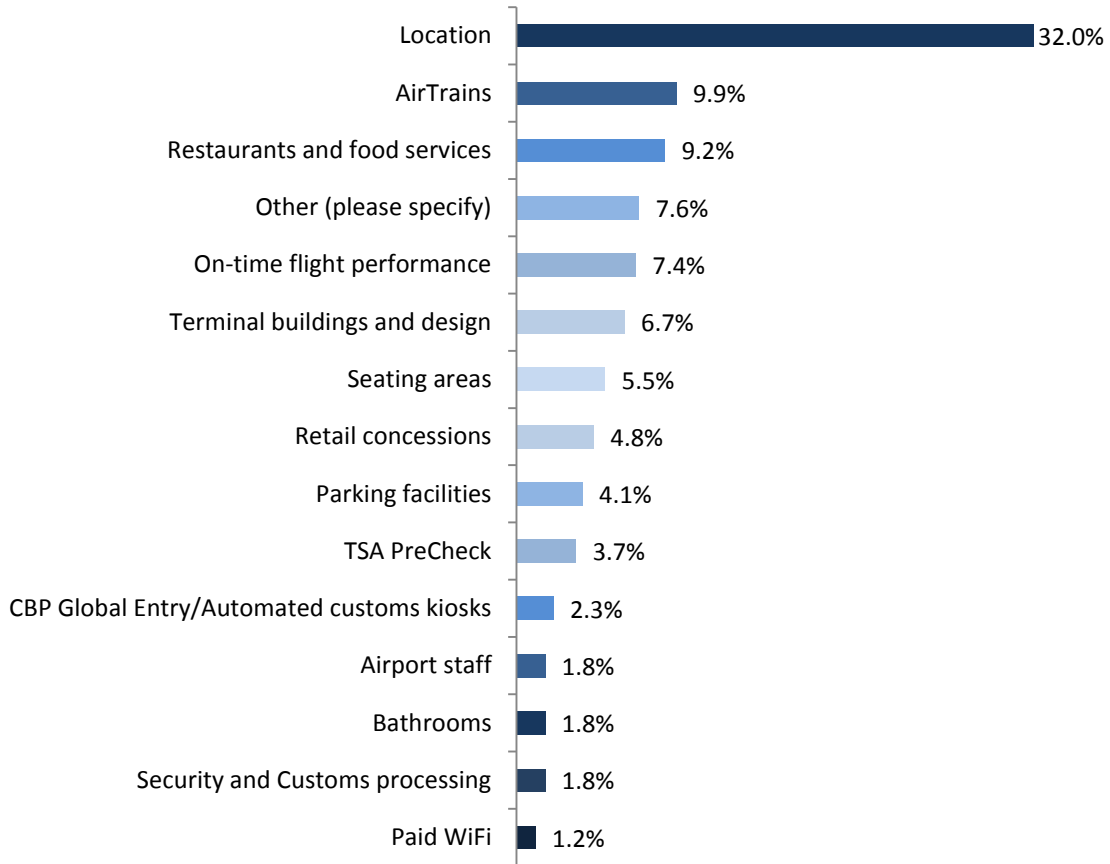
Do you think the major New York-New Jersey airports leave visitors with a good impression, bad impression, or don't influence visitors either way?



Answer Options	Response Percent
Good impression	25.0%
Bad impression	37.6%
Make no difference	37.4%

Question 5

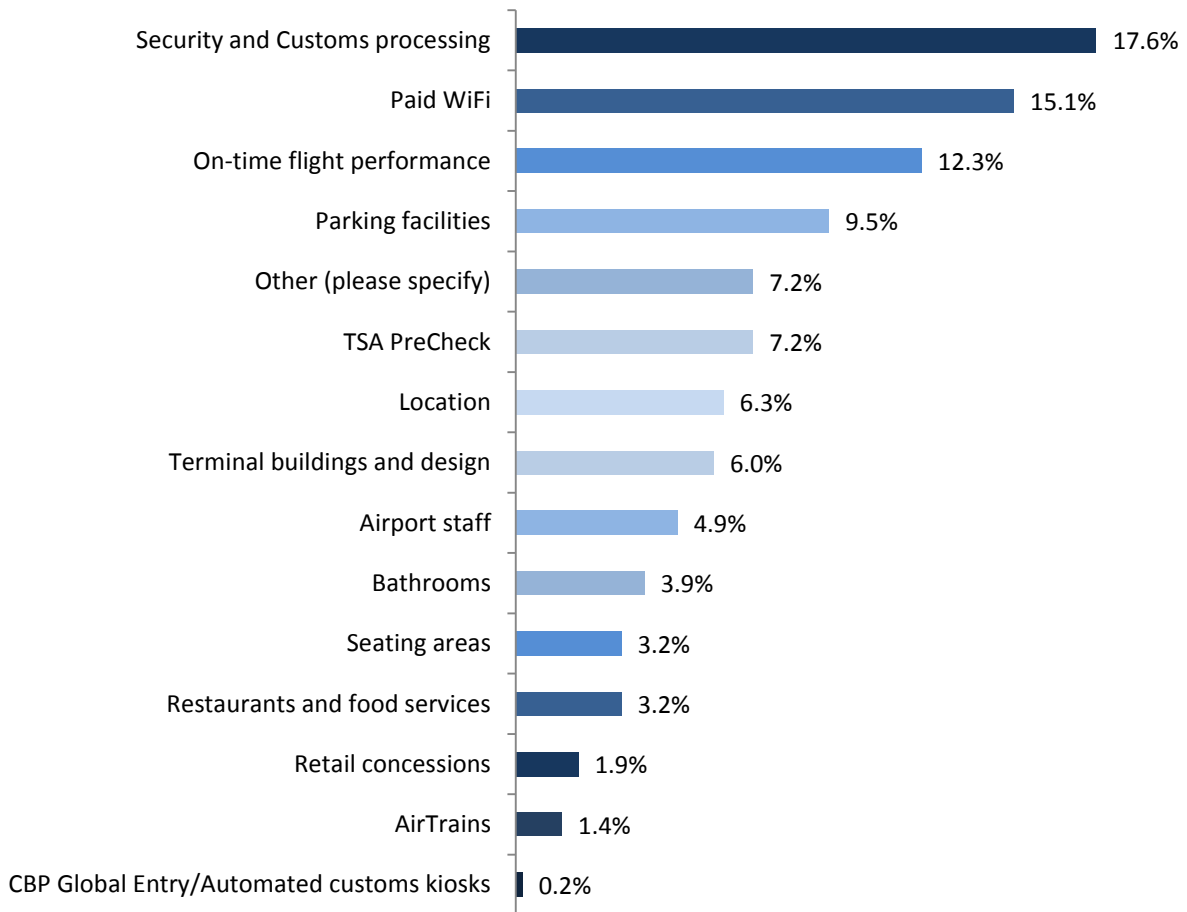
What do you like most about NY-NJ airports?



Answer Options	Response Percent
Location	32.0%
AirTrains	9.9%
Restaurants and food services	9.2%
Other (please specify)	7.6%
On-time Flight Performance	7.4%
Terminal Buildings and Design	6.7%
Seating areas	5.5%
Retail concessions	4.8%
Parking facilities	4.1%
TSA PreCheck	3.7%
CBP Global Entry/Automated Customs Kiosks	2.3%
Airport Staff	1.8%
Bathrooms	1.8%
Security and Customs processing	1.8%
Paid WiFi	1.2%

Question 6

What do you like least about NY-NJ airports?

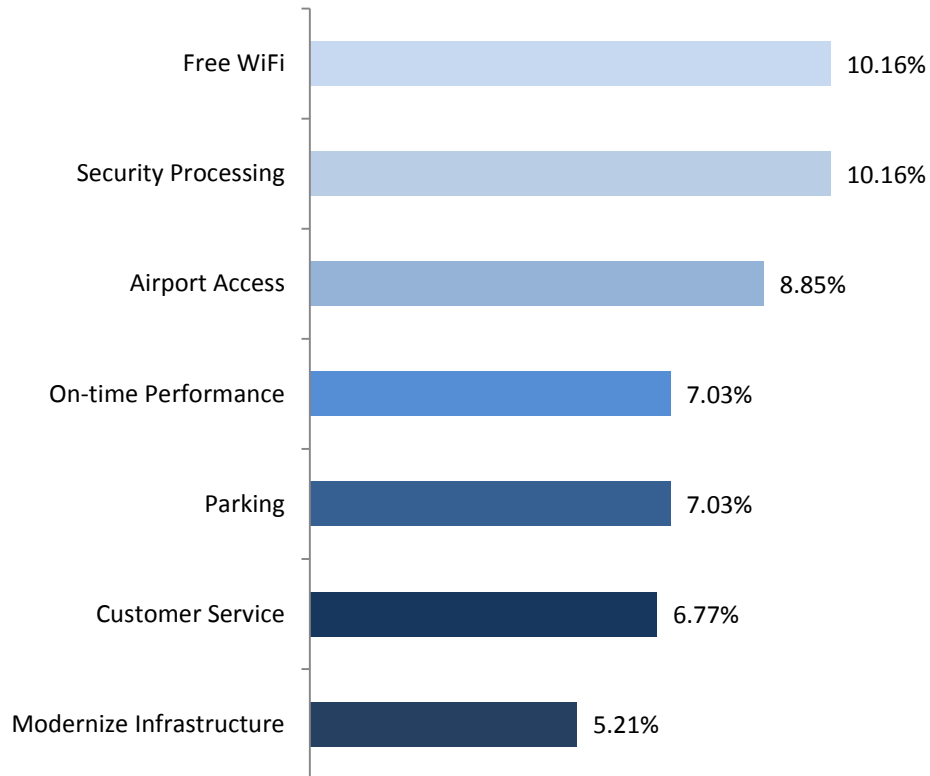


Answer Options	Response Percent
Security and Customs processing	17.6%
Paid WiFi	15.1%
On-time flight performance	12.3%
Parking facilities	9.5%
Other (please specify)	7.2%
TSA PreCheck	7.2%
Location	6.3%
Terminal buildings and design	6.0%
Airport staff	4.9%
Bathrooms	3.9%
Seating areas	3.2%
Restaurants and food services	3.2%
Retail concessions	1.9%
AirTrains	1.4%
CBP Global Entry/Automated customs kiosks	0.2%

Question 7

If you could improve one aspect of New York City airports, what would it be?

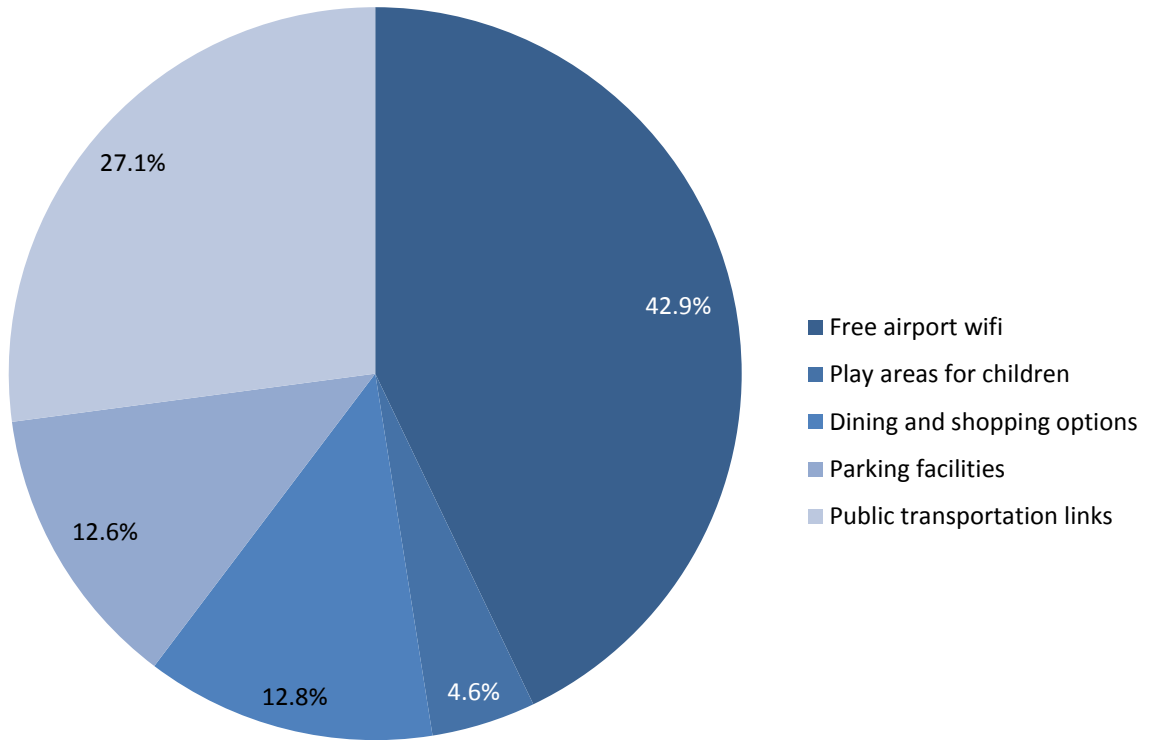
Please note: this is an open answered question, so the results were divided into categories in order to identify the most common responses.



Most Common Type of Response	Response Percentage
Free WiFi	10.16%
Security Processing	10.16%
Airport Access	8.85%
Parking	7.03%
On-time Performance	7.03%
Customer Service	6.77%
Modernize Infrastructure	5.21%

Question 8

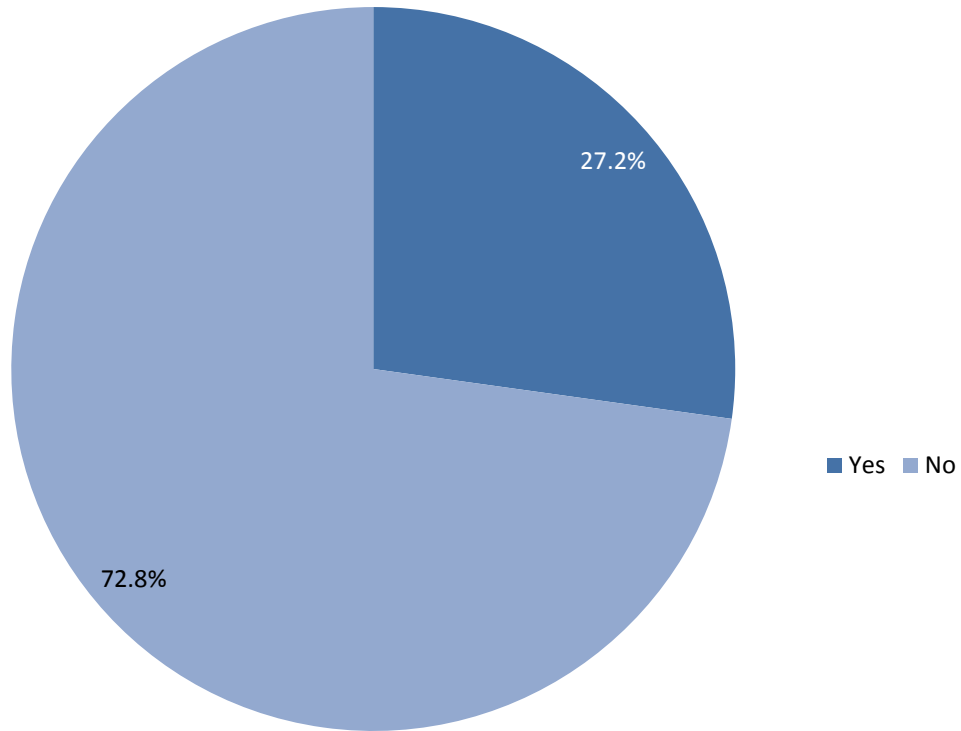
Out of the following, which would you like to see more of at NY-NJ airports?



Answer Options	Response Percent
Free airport wifi	42.9%
Public transportation links	27.1%
Dining and shopping options	12.8%
Parking facilities	12.6%
Play areas for children	4.6%

Question 9

Are you aware of a terminal redevelopment project going on at LaGuardia?

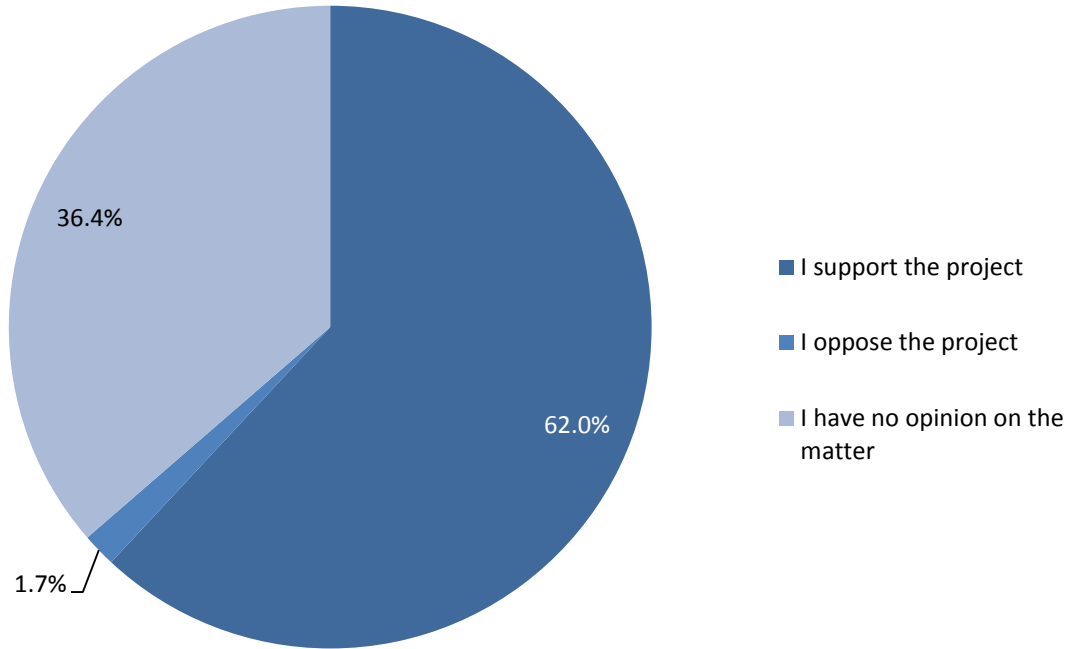


Answer Options	Response Percent
Yes	27.2%
No	72.8%

Question 10*

Are you in favor of the project at LaGuardia, opposed to it, or have no opinion on the matter?

**Only those who answered yes to the previous question answered this question.*



Answer Options	Response Percent
I support the project	62.0%
I oppose the project	1.7%
I have no opinion on the matter	36.4%