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## **NEW INTERNATIONAL ANALYSIS: GLOBAL COMPETITORS FLY PAST NYC AIRPORTS IN PASSENGER AMENITIES**

**Tokyo, Munich and Incheon airports lead way for making flights more comfortable for passenger. Regional airports lag on amenities overall, make gains as a food hub.**

(NEW YORK/NEW JERSEY) – New York City airports continue to lag well behind their international competitors when it comes to providing a range of passenger amenities at terminals, a new analysis from the Global Gateway Alliance today found. Twelve internationally recognized global airports outpaced the region’s airports in availability of everything from post offices and conference rooms to spas, museums, napping areas – and especially a lack of free public Wi-Fi.

GGA compiled the international data in response to New York Governor Andrew Cuomo’s recent plan to lead the modernization of regional airports during his State of the State. GGA utilized information from public airport websites, news articles, as well as customer service representatives at the various airports. The fifteen international airports were selected based upon their overall passenger traffic and World Airport Rankings. A full ranking is provided below.

While the region’s airports lacked many amenities, they did excel in one category that the New York metro area is especially known for: cuisine. JFK’s Terminal 4 “Shake Shack” was named the Best Fast Food/Quick Service Restaurant by *The Moodie Report* in October 2013 while the Grand Central Oyster Bar at Newark’s Terminal C was featured on CNN’s “Best Eats at Busiest U.S. Airports” list. Foodies on the fly have also flocked to JFK’s Terminal 5 Greenmarket, a pop-up farmers market with fresh fruit and vegetables.

The report noted that the lack free public Wi-Fi continued to be a drag on New York area airport rankings. Every one of the international hubs outside of New York provided this now common amenity. Additionally, business-friendly perks, such as conference rooms, post offices, and one-seat transportation, were also internationally common but absent in New York.

### **KEY FINDINGS IN GLOBAL AIRPORT AMENDITIES ANALYSIS**

- Airports in Tokyo, Munich, and Incheon each provide all eleven reviewed amenities
- LaGuardia only providing two of the reviewed amenities while Newark and JFK provided four
- Day spas were the most common amenity
- The least common amenity was shower facilities, although even these are available at seven of the fifteen airports

- The most unique amenities included: Singapore’s forty-foot slide for both adults and children, Incheon’s ice skating rink, airport-provided baby strollers at Paris’ Charles De Gaulle, and a golf course on the Hong Kong facility.

“With new terminals at JFK and Newark, our airports have taken strides to provide passengers with a better experience. But our analysis demonstrates New York still has a long way to go to catch our international competition,” said **GGA Chairman Joe Sitt**. “The Governor has rightly stepped forward with a plan to invest in our airports and make them competitive with other international centers. That plan should begin with providing needed comforts like free public Wi-Fi and one-seat transportation to the airport so we don’t remain behind the rest of the world.”

“New York must use this new data as a catalyst to focus resources and ramp up modernization,” said **GGA Executive Director Stephen Sigmund**. “With more and more flights coming online – and delays and cancellations continuing – now is the time to make the smart investments we need to provide passengers with basic comforts while also attracting new travelers to our city and region.”

The New York City airports were the only United States-based airports review. However, just last year, GGA released analysis showing that, while new terminals at JFK and Newark had brought New York City-area airports back to some respectability, area airports trailed fifteen major American airports.

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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](http://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.



# Top Airport Amenities

Top amenities at global airports

Many global airports have gone above and beyond in what they have to offer passengers, greatly enhancing the airport experience. So, as a follow up to its U.S. airport amenities study, Global Gateway Alliance, the leading advocate for improvements in New York airports and related infrastructure, has issued the following study to compare the amenities available at fifteen major global airports, including New York's. GGA also looks into the more unusual airport features around the globe.

Claire Holmes  
*Policy Analyst*  
**Global Gateway Alliance**

## International Amenities Comparison

Airport IATA Code:	LGA	EWR	JFK	PEK	CDG	ZRH	SIN	FRA	LHR	HKG	DXB	AMS	ICN	MUC	HND	Total
Day Spas	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	14
Museums & Exhibits	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	13
Airport Hotels	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	13
Post Offices	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	12
Free Wifi*	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	12
Conference Rooms	No	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	11
One-Seat Ride	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	11
Short-Stay Hotels & Nap Facilities	No	No	No	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	10
Shoe Shine	Yes	Yes	Yes	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	10
Outdoor Areas & Observation Decks	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	9
Showers	No	No	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	9
<b>Total Number of Amenities</b>	2	4	4	7	8	9	9	9	9	10	10	10	11	11	11	
<b>Airport Amenity Score</b>	18%	36%	36%	64%	73%	82%	82%	82%	82%	91%	91%	91%	100%	100%	100%	

\* This includes wifi that is only free for a limited amount of time.

IATA Code	Airport
AMS	Amsterdam Schiphol
CDG	Paris Charles de Gaulle
DXB	Dubai
EWR	Newark Liberty
FRA	Frankfurt

IATA Code	Airport
HKG	Hong Kong
HND	Tokyo Haneda
ICN	Incheon
JFK	John F. Kennedy
LGA	LaGuardia

IATA Code	Airport
LHR	London Heathrow
MUC	Munich
PEK	Beijing Capital
SIN	Singapore Changi
ZRH	Zurich

## Five “Cool” International Airport Amenities

Ever thought of playing golf or ice skating at the airport? How about taking a turn on a forty-foot slide? This has become a reality at some of the major international hub airports. So, you might want to come armed with your clubs and skates next time you plan on taking off.

From butterfly (and beer) gardens to guided tours, airports around the world are taking the passenger experience to a whole new level. This growing trend has changed what it means to fly, transforming the airport experience from a necessary evil into a highlight of traveling.

Although the phenomenon of the “cool” amenity is on the rise, each amenity is not yet widely available enough to be individually surveyed. However, these very unique attractions do merit a mention.



So, below is broad sampling of five that we really liked:

1) **The Slide at Changi (Singapore):** Changi Airport’s Terminal 3 is home to perhaps the most unusual of all the amenities; an enormous slide. At forty feet, this is not your ordinary playground slide. In fact, the airport brags that the slide is the tallest in the country.

Attracting children and adults alike, this is one ride passengers can afford to squeeze in before hopping on the plane. We applaud Singapore for coming up with new (and fun) ways to keep its visitors entertained at the airport!

Photo credit: Singapore Changi Airport Flickr

- 2) **The Golf Course at Hong Kong (Hong Kong):** Travelers passing through Hong Kong International can now get in 18 holes before catching the 16-hour flight back to the U.S. The Sky City Nine Eagles Golf Course is conveniently located adjacent to Terminal 2, enabling passengers to play a round and stop by the clubhouse for a quick drink before heading over to the terminal to board their flight. What's more, Hong Kong's not the only one; Amsterdam Schiphol is in the process of installing a golf course as part of their airport development program.



Photo credit: [golfinginhongkong.com](http://golfinginhongkong.com)

- 3) **The Ice Forest at Incheon (Seoul):** U.S. passengers can feel a little icy when faced with the long delays our air traffic system often creates. In South Korea, however, the ice is reserved for fun at a Sky Rink. And the best part is, you don't have to wait for winter to try it – the rink is open year round irrespective of season or temperature. So should passengers encounter delays at Incheon, at least they can strap on their skates and hit the rink.



Photo credit: [airport.kr](http://airport.kr)

- 4) **Prêt de Poussette at Charles de Gaulle (Paris):** Most passengers are accustomed to lugging their baby strollers through the airport, hauling them onto the plane and wrestling them into the overhead lockers, but not those passing through Charles de Gaulle. This Paris airport provides free strollers, which passengers use to wheel their children through the terminal before ditching the pushchair at the gate prior to boarding the plane. The airport encourages passengers to check their strollers with their luggage, saving them endless hassle and needless effort.



Photo credit: [aeroportsdeparis.fr](http://aeroportsdeparis.fr)

- 5) **The Bike Path at Schiphol (Amsterdam):** While many international airports feature state-of-the-art public transport links to and from their city centers and brag a one-seat ride, Amsterdam encourages passengers to ride themselves to the airport – using pedal power! There is a direct cycle path from the city center to the airport, and for those with time to spare, the path extends around the airport, giving you a chance to stretch your legs before a flight. There are bicycle boxes for sale at the airport, so taking your bike with you couldn't be simpler (but if you don't plan on taking it with you, there are also some handy bike lockers onsite).



A bike tunnel runs under the junction, enabling cyclists to bypass. Photo credit: [predawnrunner.com](http://predawnrunner.com); Daniel Sparing on Flickr

However, these amenities are not just frivolous, stand alone attractions. While fun, they are also indicative of the airport's commitment to public infrastructure. In other words, these airports also have state-of-the-art technology ensuring delays are kept to a minimum and airport operations run smoothly.

On the whole, passing through these global airports is both efficient and enjoyable!

## Innovations at New York area airports

While New York area airports continue to lag behind their international competitors in the overall amenities offered, recent innovations and efforts are resulting in significant improvements to the passenger experience, particularly at those terminals served by the Hub airlines in the NYC market.

For example, NYC airports are culinary juggernauts in the aviation world, frequently praised for their delicious dining establishments. For example, the “Shake Shack” at the new Terminal 4 at JFK was named the Best Fast Food/Quick Service Restaurant by the Moodie Report in October 2013, and the Grand Central Oyster Bar at Newark’s Terminal C was named to CNN’s “Best Eats at Busiest U.S. Airports” list. In addition, the offerings at Crust and Taste of Tagliare at LaGuardia’s Terminal D have been noted for other airport food awards, as have Piquillo and Uptown Brasserie at JFK’s Terminals 5 and 4, respectively.

Even more recently, foodies on the fly have flocked to JFK’s Terminal 5 for the Greenmarket. For three days at the end of October, the pop-up farmers market sold fresh fruit and vegetables to those passing by. The collaboration between JetBlue and GrowNYC was an attempt to raise wider brand awareness for local New York farmers and it remains a nice show of innovation and creativity!

However, fresh fruit was not the only surprise to crop up at NYC airports; LaGuardia welcomed Zady this fall. The online retailer decided to use the high volume of holiday shoppers passing through the Delta Terminal at LaGuardia to boost its profile. Following suit was well established designer Kate Spade, who set up shop in the JetBlue Terminal at JFK in early December. The neon yellow store certainly brightened the airport during the dark and stormy winter weather.

Meanwhile, travelers stuck waiting in Newark over the busy holiday period got the chance to view a new film called “New Work: Newark in 3D”. Airing in two locations in Terminal B from Thanksgiving weekend up until January 15, the video short showed black and white images of Newark with readings and musical interludes from local artists. In preparation for the film’s opening, the airport stocked the screening areas with 30,000 pairs of 3D glasses, anticipating the mass interest in the airport entertainment.

JetBlue’s Terminal 5 at JFK also offers its passengers play areas for young children and free wifi, the latter proving to be particularly popular. Limited (if not unlimited) access to free wifi has become universal at major global airports and yet the JetBlue Terminal stands out from other NYC terminals as the only one offering this service.



## *Methodology*

The airports included in the study were chosen based on two factors; passenger traffic and World Airport Awards passenger rating for 2013. The twelve international airports either had one of the top six highest passenger traffic numbers for internationally-based airports, or were featured in the top World Airport Award rankings.

Relying solely on passenger traffic statistics would have excluded several airports known for their passenger amenities, which is why the World Airport Awards were also included. The Awards are a widely respected annual airport passenger satisfaction survey, which assesses over 160 countries. The most recent annual passenger traffic statistics were used (2011) as collected by the Airports Council International (ACI).

In order to gather the data for each airport, a range of public websites were consulted, primarily those belonging to the airport, but also news articles and studies. When information was unclear or ambiguous, customer service representatives were contacted. While airport amenities change with frequency, a careful review process was used to ensure that the raw data was as up-to-date as publicly available information allows.