



**FOR IMMEDIATE RELEASE**

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## **NEW YORK AREA AIRPORTS STEP UP THEIR AMENITIES OFFERINGS – STILL LAG BEHIND MOST OF COUNTRY’S MAJOR AVIATION HUBS IN OFFERING EXTRAS TO FLYERS**

*Atlanta, Chicago, Dallas-Fort Worth lead the way for passenger comforts, LaGuardia finishes at bottom, highlighting need for redevelopment*

**(NEW YORK/NEW JERSEY):** Buoyed by refurbished terminals at JFK and Newark, New York City area airports are offering additional amenities to flyers and closing the gap with their national counterparts, a report released today by the New York-based Global Gateway Alliance discovered, but overall the region’s three major airports continue to lag behind the rest of the country on passenger comforts.

New terminals from Delta, Jet Blue and United at Terminals 4 IAT and 5 at JFK and Terminal C at Newark, respectively, have brought New York City-area airports back to respectability when it comes offering flyers the extras they have come to expect, but there is still much more to be done to the remaining terminals at all three area airports.

The analysis looked at 15 different amenities at 15 major US airports. Overall, Dallas-Fort Worth, Chicago O’Hare and Hartsfield-Jackson Atlanta led the pack -- while New York’s own LaGuardia Airport trailed all others, offering just one out of 15 amenities.

The most popular domestic amenities the report found were shoe shine facilities, spas, museums and exhibits, and prayer and meditation rooms. The least popular were dry cleaners, outdoor areas and gym and fitness centers.

“United, Delta and Jet Blue have stepped up to give passengers some of what they want at our airports, but this can only serve as a starting point,” said GGA Chairman Joseph J. Sitt. “Given how many passengers travel through our airports – and the fact that we suffer some of the worst delays in the country – we should lead the way in providing cutting edge amenities.”

“The Central Terminal Building redevelopment at LaGuardia is crucial on so many levels, and the ability to improve the airport’s amenities represents a real opportunity for LaGuardia to advance into the 21<sup>st</sup> Century,” said GGA Executive Director Steve Sigmund.

No single airport offered all fifteen amenities, though Dallas-Fort Worth, Atlanta, San Francisco and Chicago each had 10 or more. In addition to LaGuardia, Denver, Milwaukee and Newark each had 5 or fewer.

The information used to compile the report was collected from a range of public websites, including those of the airports, phone conversations with airport representatives, and published news articles. As part of this review process, the raw data was screened and verified.

The full copy of the report can be found below.

# # #

#### **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), or email [info@globalgatewayalliance.org](mailto: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**, Senior Director of Aviation at the New York City Economic Development Corporation.

## Top Airport Amenities

Most popular amenities at U.S. airports

Airport amenities play a crucial role in improving the passenger experience. In order to evaluate the trend of improved amenities, Global Gateway Alliance, the leading advocate for improvements in New York airports and related infrastructure, has issued the following report, which compares the amenities available in fifteen major U.S. airports.

**Global Gateway Alliance**

# U.S. Airports' Top Amenities

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Airports are the first and last impression of a city and region, and are critical economic and transportation engines in the United States. As both air travel and security have expanded, connecting flights and delays have meant more time in terminals, there is a greater focus on the airport amenities that enhance the passenger experience.

Some are basic, practical and fairly universal, whereas other amenities, such as pharmacies and clinics, are far less common but can make a big difference in quality of life for passengers.

Global Gateway Alliance, the leading advocate for airport improvements in the New York area, has conducted a study which compares fifteen US airports on a wide range of passenger amenities and how that influences the customer experience as part of a wider project. The second part will examine New York City's airports in relation to ten of its international counterparts. That report will be issued in the coming weeks.

This study follows the analysis GGA conducted earlier this year measuring the top 20 US airports by passenger volume on 4 specific amenities. None of the amenities in this report overlap with those featured in the previous analysis.

Overall, a number of airports stood out for amenities – including Dallas Fort Worth, Hartsfield-Jackson Atlanta, and Chicago O'Hare. These airports have at least 11 of the 15 amenities measured and are cited in customer service satisfaction surveys for their focus on amenities.

The New York airports had some standout areas for innovative and useful amenities – particularly at our newest and most modern terminals including 4 and 5 at JFK and Terminal C at Newark. These terminals are principally used by three major airlines that utilize the New York market as a hub – Delta, JetBlue and United – which are clearly focused on creating an improved passenger experience.

Overall, however, New York area airports fared poorly, demonstrating a need for the terminals beyond 4 and 5 at JFK and C at Newark to bring an increased focus to the passenger experience. In particular, LaGuardia offered only one of the amenities measured, the fewest of all of the airports measured.

## 1. Shoe Shine Facilities

A house favorite among business travelers in particular, the shoe shine stalls are commonplace in America's airports. Known for their efficiency, business travelers often have a few moments to spare in between security and boarding, leaving them with just enough time to have their shoes polished, a ritual in the business world. From shoe shiners to shoe repair shops, there is ample opportunity for these business travelers to ensure they leave the airport with their shoes squeaky clean. In fact, almost every airport bar one in our survey offered shoe shine service, making it the most popular amenity.

### WHO HAS IT: 14

Chicago O'Hare  
 Dallas Fort Worth  
 Denver  
 General Mitchell (WI)  
 Hartsfield-Jackson Atlanta  
**JFK (Multiple)**  
**LaGuardia (Multiple)**  
 LAX  
 Logan  
 McCarran  
 Minneapolis-Saint Paul  
**Newark (Multiple)**  
 Portland  
 San Francisco

### WHO DOESN'T: 1

Miami

## 2. Spas

Flying can be stressful and taxing for travelers, so airport users are opting to take time out to relax and unwind at airport spas. Offering a plethora of services, from massages and facials to hair and nail treatments, these spas ensure passengers leave the airport feeling rejuvenated and refreshed. A popular spa stationed in many US airports, including LAX, Miami International, Hartsfield-Jackson in Atlanta, and New York City's very own JFK, is the XpresSpa. The services list is comprehensive but as the name suggests, the staff pride themselves on their efficiency, so customers don't have to worry about missing their flight.

### WHO HAS IT: 12

Dallas Fort Worth  
 Denver  
 Hartsfield-Jackson Atlanta  
**JFK (Multiple)**  
 Logan  
 LAX  
 McCarran  
 Miami  
 Minneapolis-Saint Paul  
**Newark (Terminal C)**  
 Portland  
 San Francisco

### WHO DOESN'T: 3

Chicago O'Hare  
 General Mitchell (WI)  
**LaGuardia**

### 3. Museums & Exhibits

Onsite airport museums and exhibits are an excellent way to pass the time while waiting for a flight. These museums generally concentrate on aviation history or local arts and culture, rendering the airport itself an attraction, rather than just a boring in-between. LAX introduced a free aviation museum in its Imperial Terminal, known as Flight Path. Beyond its principal focus of informing its visitors of the impact of aviation on Southern California, Flight Path also functions as a learning center, offering tours and talks for students of all ages. On a more exotic note, its northern neighbor, San Francisco, boasts three different aquariums, each of which display distinct aquatic communities.

#### WHO HAS IT: 12

*Chicago O'Hare*  
*Dallas Fort Worth*  
*Denver*  
*General Mitchell (WI)*  
*Hartsfield-Jackson Atlanta*  
*LAX*  
*Logan*  
*McCarran*  
*Miami*  
*Minneapolis-Saint Paul*  
*Portland*  
*San Francisco*

#### WHO DOESN'T: 3

**JFK**  
**LaGuardia**  
**Newark**

### 4. Prayer & Meditation Rooms

During a trying trip, many passengers appreciate the chance to take a moment to reflect in a peaceful, calm place, often in the form of an inter-faith prayer room. This provides passengers with a safe space to worship before embarking on or continuing with their journey. Seventy-three percent of the airports we looked at harbored such a facility. Furthermore, some airports have taken it a step further by erecting chapels. Examples can be seen in both JFK – Our Lady of the Skies Chapel – and Logan International – Our Lady of the Airways Chapel.

#### WHO HAS IT: 11

*Chicago O'Hare*  
*Dallas Fort Worth*  
*Denver*  
*Hartsfield-Jackson Atlanta*  
**JFK (Terminal 4)**  
*Logan*  
*McCarran*  
*Miami*  
*Minneapolis-Saint Paul*  
**Newark (Terminal C)**  
*San Francisco*

#### WHO DOESN'T: 4

*General Mitchell (WI)*  
**LaGuardia**  
*LAX*  
*Portland*

## 5. Post Offices & Mail Services

Post Offices have become a staple at airports. Visitors use them to send last-minute postcards, businessmen to forward important documents and packages, and the novice airport user as a last resort to post items that wouldn't otherwise clear security. In light of this, several airports included in our study have installed post offices or mailing services in order to accommodate this need. Some airports did have the 'mail and fly' option (or variations of it), where you could put items not permitted past security in a package to mail home, but many were removed following 9/11. Advances in security regulation and inspection over the past decade may make airports feel comfortable enough to reinstate post offices.

### WHO HAS IT: 10

*Chicago O'Hare*  
*Dallas Fort Worth*  
*Denver*  
*General Mitchell (WI)*  
*Hartsfield-Jackson Atlanta*  
*LAX*  
*McCarran*  
*Minneapolis-Saint Paul*  
*Portland*  
*San Francisco*

### WHO DOESN'T: 5

**JFK**  
**LaGuardia**  
*Logan*  
*Miami*  
**Newark**

## 6. Theaters & Live Music

Given the popularity of movies nowadays, it's not surprising that many airports have taken to showing films and video clips around the airport. On the other hand, some airports have used their free space to showcase some of the local talent by inviting musicians to come and play for those waiting at the airport. This is a feature of not only several Southern airports, but JFK as well. A series of free concerts were held in JetBlue's Terminal 5 at JFK and were open exclusively to those with boarding passes.

### WHO HAS IT: 9

*Chicago O'Hare*  
*Dallas Fort Worth*  
*Hartsfield-Jackson Atlanta*  
**JFK (Terminal 5)**  
*LAX*  
*Miami*  
*Minneapolis-Saint Paul*  
*Portland*  
*San Francisco*

### WHO DOESN'T: 6

*Denver*  
*General Mitchell (WI)*  
**LaGuardia**  
*Logan*  
*McCarran*  
**Newark**

## 7. Pharmacies & Clinics

For those on the go, the ability to fill a prescription, get a flu shot, or stop by for some quick medical advice can be a real life-saver, literally! For this reason, airports have seen a tremendous rise in the number of clinics and pharmacies available onsite, servicing both visitors and airport employees. The medical clinic in San Francisco's airport provides travel medicine, immigration physicals, and occupational health services as well as urgent care.

### WHO HAS IT: 8

*Chicago O'Hare*  
*Hartsfield-Jackson Atlanta*  
**JFK**  
*LAX*  
*McCarran*  
*Miami*  
**Newark**  
*San Francisco*

### WHO DOESN'T: 7

*Dallas Fort Worth*  
*Denver*  
*General Mitchell (WI)*  
**LaGuardia**  
*Logan*  
*Minneapolis-Saint Paul*  
*Portland*

## 8. Shower Facilities

Many passengers who have been sitting on a plane for hours crave a shower at the airport, especially if they are about to catch another flight. As a result, several airports have addressed this issue, installing shower facilities after security checkpoints and enabling customers to board their flight feeling refreshed and ready to go. The Club at DFW, allows all passenger to have access to this particular facility (alongside the other features of the Club), as is the case with the airport's Minute Suites.

### WHO HAS IT: 7

*Chicago O'Hare  
Dallas Fort Worth  
Hartsfield-Jackson Atlanta  
LAX  
McCarran  
Minneapolis-Saint Paul  
San Francisco*

### WHO DOESN'T: 8

*Denver  
General Mitchell (WI)  
**JFK**  
**LaGuardia**  
Logan  
Miami  
**Newark**  
Portland*

## 9. Airport Hotels

The weary traveler does not always have the time or energy to go far in search of a hotel, and business travelers appreciate the convenience of hotels so near to their airports. As such, onsite airport hotels have become a popular and successful amenity. Often located in a terminal building or a short distance away on airport property, the arriving passenger doesn't have far to go, so these airport hotels are also ideal for visitors with a layover. Miami International Airport Hotel is the perfect example. Located inside the airport's Central Terminal, the hotel itself has scores of amenities, which include wifi, a business center and a restaurant with views overlooking the airport, making it both convenient and comfortable.

### WHO HAS IT: 6

*Chicago O'Hare  
Dallas Fort Worth  
Logan  
Miami  
**Newark**  
Portland*

### WHO DOESN'T: 9

*Denver  
General Mitchell (WI)  
Hartsfield-Jackson Atlanta  
**JFK**  
**LaGuardia**  
LAX  
McCarran  
Minneapolis-Saint Paul  
San Francisco*

## 10. Conference Rooms

Hosting conferences and business meetings within airports is a growing phenomenon. Airports are convenient for those traveling a great distance and often offer a wealth of facilities, making them an ideal meeting point. Portland International has recognized this growing trend and is now home to a Conference Center, which boasts several board rooms of varying sizes and equipped with numerous amenities, such as electronic projection screens and the ability to pipe in music. As a result, Portland International has become an obvious destination for a range of business gatherings.

### WHO HAS IT: 6

*Chicago O'Hare  
Dallas Fort Worth  
General Mitchell (WI)  
Miami  
Minneapolis-Saint Paul  
Portland*

### WHO DOESN'T: 9

*Denver  
Hartsfield-Jackson Atlanta  
**JFK**  
**LaGuardia**  
LAX  
Logan  
McCarran  
**Newark**  
San Francisco*

### 11. One-Seat Rail Ride

The commute to and from an airport makes a big difference to the consumer, especially considering time and expense. The one-seat ride saves the customer from paying for a cab ride or parking fees, and studies show that not having to switch modes of transportation is a considerable incentive to utilizing mass transportation. Appreciating the importance of such a link, Denver’s Regional Transport District embarked on an ambitious project in 2010, called the East Corridor, which will provide airport users with a direct commuter rail line to Denver’s city center, due to be completed by 2016.

**WHO HAS IT: 6**

*Chicago O’Hare  
Hartsfield-Jackson Atlanta  
Logan  
Minneapolis-Saint Paul  
Portland  
San Francisco*

**WHO DOESN’T: 9**

*Dallas Fort Worth  
Denver  
General Mitchell (WI)  
**JFK**  
**LaGuardia**  
LAX  
McCarran  
Miami  
**Newark***

### 12. Short-Stay Hotels & Nap Rooms

Transfer and layover passengers often need somewhere to pitch up and rest for a while in-between flights. A leading innovation in the field is the short-stay hotel, which rents rooms in hourly blocks rather than by the night. In this way, those flying in and out at awkward times have a place to catch some sleep. For those with even less time, many airports have also introduced napping facilities. Often charging by the minute rather than the hour, this is for the traveler who is truly short on time and sleep. Both Dallas Fort Worth and Hartsfield-Jackson have Minute Suites, which offer travelers a private room equipped with a daybed sofa, an alarm clock, and fresh pillows and blankets. Their rooms also come with a desk, a TV which doubles as a computer, and wifi in case travelers need to get work done and require private space to do so.

**WHO HAS IT: 5**

*Dallas Fort Worth  
Hartsfield-Jackson Atlanta  
LAX  
Logan  
Miami*

**WHO DOESN’T: 10**

*Chicago O’Hare  
Denver  
General Mitchell (WI)  
**JFK**  
**LaGuardia**  
McCarran  
Minneapolis-Saint Paul  
**Newark**  
Portland  
San Francisco*

### 13. Gyms, Fitness Centers & Yoga Rooms

Passengers constantly on the move find it difficult to squeeze in time for exercise, especially when they need it the most (before and after a long flight!). Airports have taken this into consideration and a few have opened places where customers can go to get their heart rate going. San Francisco, for example, has a yoga studio, known as the Zen Room, where visitors can stretch and relax between flights and take a moment to reflect. The free yoga room at Dallas Fort Worth provides the yoga mats and looks out over the airport, so all travelers have to do is make their way over.

**WHO HAS IT: 4**

*Chicago O’Hare  
Dallas Fort Worth  
Logan  
San Francisco*

**WHO DOESN’T: 11**

*Denver  
General Mitchell (WI)  
Hartsfield-Jackson Atlanta  
**JFK**  
**LaGuardia**  
LAX  
McCarran  
Miami  
Minneapolis-Saint Paul  
**Newark**  
Portland*

#### 14. Outdoor Areas

Airports can feel claustrophobic and stuffy for those left waiting for hours on end to catch a flight, which is why several airport lounges give their customers the chance to step out into the fresh air and enjoy the majesty of planes taking off and landing. For example, visitors of the VIP lounge in LAX's new Tom Bradley International Terminal are welcome on the open-air terrace with views of the northern runway and Hollywood Hills. In addition, the Sky Deck in Delta's Sky Lounge also enables flyers to breathe in the fresh air in JFK's first outdoor airport terrace, although we can only hope that is will be the first of many!

**WHO HAS IT: 3**

**JFK (Terminal 4)**

Hartsfield-Jackson Atlanta

LAX

**WHO DOESN'T: 12**

Chicago O'Hare

Dallas Fort Worth

Denver

General Mitchell (WI)

**LaGuardia**

Logan

McCarran

Miami

Minneapolis-Saint Paul

**Newark**

Portland

San Francisco

#### 15. Dry Cleaners & Laundry Services

Although it seems like a simple and common sense service to offer, a dry cleaning service was not to be found in the airports we surveyed. Dry cleaning is an amenity that US airports tend to leave to nearby hotels and cities. That said, maybe that is for good reason; JFK did open a dry cleaner in 2010 in the hopes that returning flyers would make use of it. However, the store did not last and ultimately shut down. So unlike the shoe shining business, there did not appear to be a market for it at the time. This failed endeavor is in stark contrast to our international counterparts, who have embraced the idea, with airports Singapore Changi, Dubai, Incheon and Munich all offering the cleaning service to those passing through. Perhaps it speaks to the efficiency of their facilities or the growing demand of their clientele and the difference in the international market. Either way, we urge US airports to give dry cleaning another chance in order to ensure they are providing customers with the best possible airport experience.

**WHO HAS IT: 0**

**WHO DOESN'T: 15**

Chicago O'Hare

Dallas Fort Worth

Denver

General Mitchell (WI)

Hartsfield-Jackson Atlanta

**JFK**

**LaGuardia**

LAX

Logan

McCarran

Miami

Minneapolis-Saint Paul

**Newark**

Portland

San Francisco

The information used to compile the report was collected from a range public websites, including those of the airports, phone conversations with airport representatives, and published news articles. As part of this review process, the raw data was carefully screened and verified.

	LGA	MKE	DEN	EWR	JFK	LAS	MIA	BOS	PDX	MSP	LAX	SFO	DFW	ORD	ATL	YES	No	%
<b>Shoe Shine Facilities</b>	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	14	1	93%							
<b>Spas</b>	No	No	Yes	No	Yes	12	3	80%										
<b>Museums &amp; Exhibits</b>	No	Yes	Yes	No	No	Yes	12	3	80%									
<b>Prayer &amp; Meditation Rooms</b>	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	11	4	73%
<b>Post Offices &amp; Mail Services</b>	No	Yes	Yes	No	No	Yes	No	No	Yes	10	5	67%						
<b>Theaters &amp; Live Music</b>	No	No	No	No	Yes	No	Yes	No	Yes	9	6	60%						
<b>Pharmacies &amp; Clinics</b>	No	No	No	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes	No	Yes	Yes	8	7	53%
<b>Shower Facilities</b>	No	No	No	No	No	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	7	8	47%
<b>One-Seat Rail Ride</b>	No	No	No	No	No	No	No	Yes	Yes	Yes	No	Yes	No	Yes	Yes	6	9	40%
<b>Airport Hotels</b>	No	No	No	Yes	No	No	Yes	Yes	Yes	No	No	No	Yes	Yes	No	6	9	40%
<b>Conference Rooms</b>	No	Yes	No	No	No	No	Yes	No	Yes	Yes	No	No	Yes	Yes	No	6	9	40%
<b>Short-Stay Hotels &amp; Nap Rooms</b>	No	No	No	No	No	No	Yes	Yes	No	No	Yes	No	Yes	No	Yes	5	10	33%
<b>Gyms &amp; Fitness Centers</b>	No	No	No	No	No	No	No	Yes	No	No	No	Yes	Yes	Yes	No	4	11	27%
<b>Outdoor Area</b>	No	No	No	No	Yes	No	No	No	No	No	Yes	No	No	No	Yes	3	12	20%
<b>Dry Cleaners &amp; Laundry Services</b>	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	0	15	0%
<b>TOTAL</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>11</b>			
<b>Score</b>	<b>7%</b>	<b>27%</b>	<b>33%</b>	<b>33%</b>	<b>40%</b>	<b>47%</b>	<b>53%</b>	<b>53%</b>	<b>53%</b>	<b>60%</b>	<b>60%</b>	<b>67%</b>	<b>73%</b>	<b>73%</b>	<b>73%</b>			