

Clear for Takeoff:

A Better Future for New York Metro Airports

SURVEY FINDS NEW YORK CITY EMPLOYERS SPEND BILLIONS ON AIR TRAVEL



\$5.7 BILLION SPENT ON **8.7** MILLION FLIGHTS

to and from the New York metro region, including LaGuardia, Newark and Kennedy Airports.

AIR TRAVEL IS STEADY, EVEN IN A VIRTUAL WORLD



60%

of employers surveyed say their air travel has either increased or stayed the same since the introduction of virtual meeting technology, with only 7% seeing a decrease of 20% or more.



74%

of the most frequent airport users, financial and professional services employers, report that access to a range of good airports is very important to themselves and their clients.

BUSINESS TRAVEL IS NOT AS EFFICIENT AS IT SHOULD BE



52%

of business travelers made a conscious decision to avoid flying to the New York metro region for a meeting in the last 12 months.



1 in 3

business travelers reported having to miss, reschedule or cancel a business meeting in the New York metro region due to an airport-related delay in the last year.



66 MINUTES

was the average domestic flight delay for all delayed flights over last 12 months across all three airports.



88%

of business travelers experienced some delay and more than a quarter report being delayed most or all of the time.

BETTER AIRPORT ACCESS AND CAPACITY ARE NEEDED



53%

of employers want improved airport access, including more efficient pick-up and drop-off areas.



40%

of employers prioritize expanding air traffic capacity through upgrading the air traffic control system, constructing additional runways and the removal of the perimeter rule at LaGuardia Airport.

BUSINESS TRAVELERS WOULD USE PUBLIC TRANSIT FOR AIRPORT ACCESS



72%

of business travelers exclusively use private vehicles to get to the airports.



71%

of business travelers would use public mass transit if a direct Manhattan rail link to New York airports existed.



29%

of business travelers avoided the New York metro airports due to delays or difficulty getting to and from the airports.

The following airports were most frequently cited by travelers for offering superior customer service:

U.S. AIRPORTS

1. Hartsfield-Jackson Atlanta International Airport
2. Chicago O'Hare International Airport
3. San Francisco International Airport

GLOBAL AIRPORTS

1. Heathrow Airport
2. Changi Airport Singapore
3. Hong Kong International Airport

Travelers mentioned the dedicated rail-to-city links at international airports (such as Heathrow Express, the Toronto UP Express and the Narita Express) as an advantage over the New York metro airports.

New York metro airports include: LaGuardia, Newark Liberty International, and John F. Kennedy International Airports. Two distinct groups were surveyed as part of this research: 1) Seventy-four major employers representing 2.3 million employees worldwide; and, 2) 3,763 business travelers of which 25 percent fly in and out of the New York metro region on business more than 10 times per year (55 percent who live in the New York metro region; 19 percent living elsewhere in the U.S.; 26 percent from outside the U.S.).