



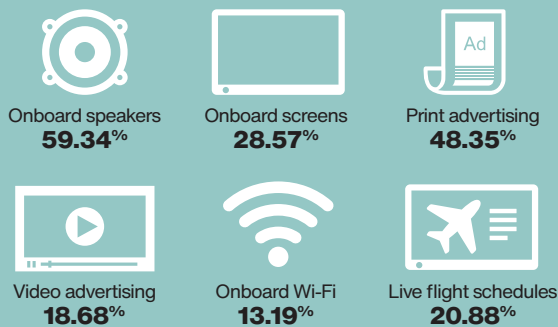
Passenger Survey '19

Departures

When flying, how do you most often get to the airport?

FAMILY/FRIEND DROPS OFF	43%
DRIVE OWN VEHICLE	34%
TNC (UBER, LYFT, ETC.)	12.5%
SHUTTLE SERVICE	3.5%
TAXI	2%
PUBLIC TRANSIT	2%
OTHER	2%
LIMOUSINE	1%

What information systems does your airport have on its parking shuttles?

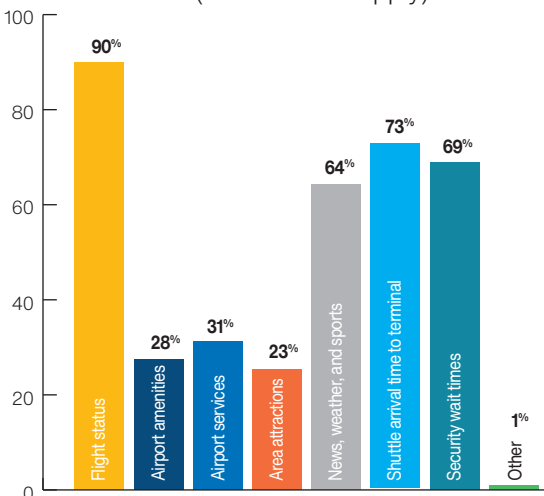


Onboard infotainment

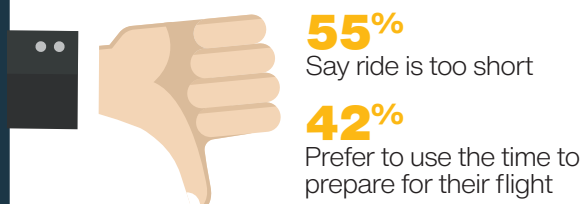
78%
want it

...and they want to see:

(select all that apply)



For those passengers who **DO NOT** want it ...



PARKING RECEIPT

When you drive your own vehicle to the airport—where do you park?

AIRPORT GARAGE	AIRPORT ECONOMY LOT	OFF-AIRPORT LOT
38.4%	39.9%	21.7%

THANK YOU AND DRIVE SAFELY!

After you park, how do you get to the terminal?

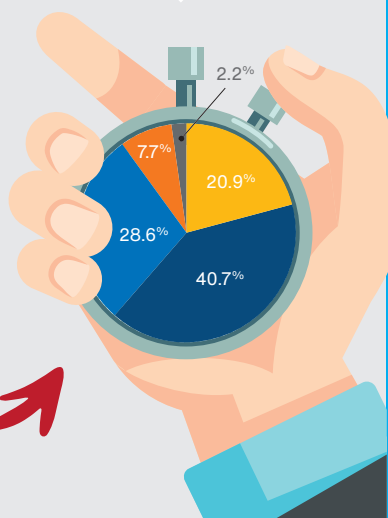
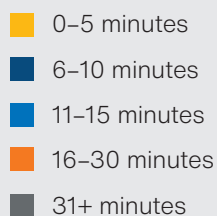


Walk
34.8%



Shuttle
65.2%

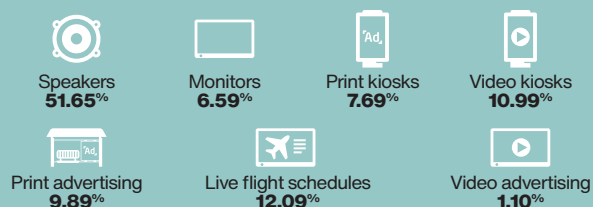
How long do you typically wait to be picked up by a shuttle?



74%

of passengers do **not** use a mobile app to track the location of parking shuttles

What information systems are at your airport's shuttle stations?

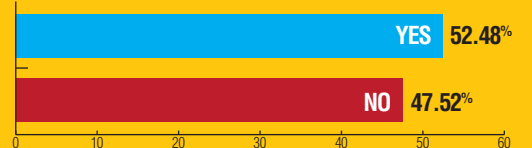


Parking amenities

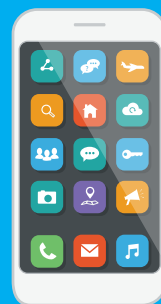
A When driving your vehicle to the airport, which incentives or amenities appeal to you the most?



B Would you be willing to pay a premium for your most desired amenity?



Flight tracking



76.3%

of airport passengers use a mobile app to track flight status and access boarding passes.

Source of mobile apps:



Arrivals

After landing, how do you most often get to where you're going?

FAMILY/FRIEND PICKS UP	38.5%
TNC (UBER, LYFT, ETC.)	28%
HOTEL SHUTTLE	11.4%
TAXI	9.3%
RENTAL CAR	9.3%
PUBLIC TRANSIT	3.5%