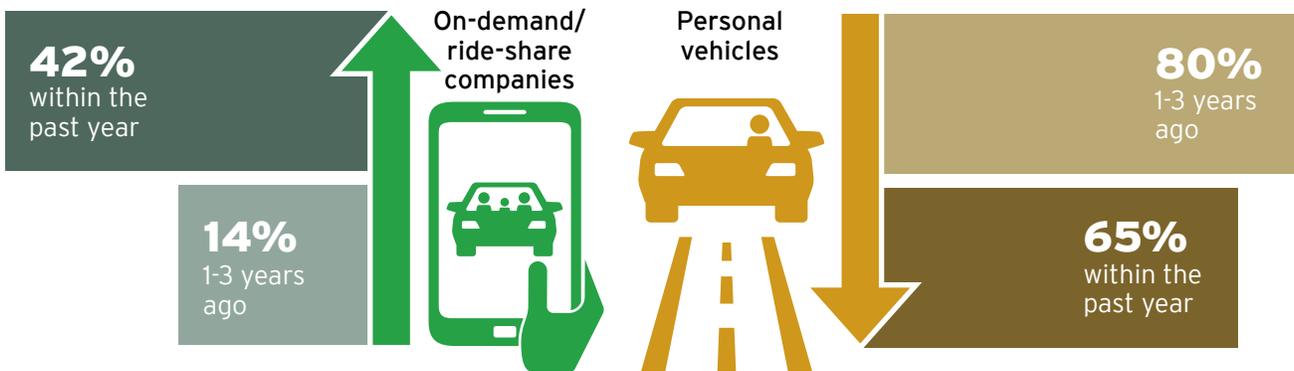


RIDE-SHARING SERVICES INCREASINGLY USED FOR ACCESS TO AIRPORTS; EXPERIENCE AT AIRPORT TERMINALS SHOWING IMPROVEMENT

Whether air travel is for business or pleasure, before ever boarding an airplane, the journey begins with the trip to the airport and the airport terminal experience. While multiple travel options are available in many parts of the country, American air travelers still prefer to begin their trip in a personal vehicle. However, the findings of a new HNTB America THINKS national survey identifies a rapidly emerging trend toward the use of ride-sharing services for that travel. The survey also found that within the past year, air travelers believe their travel experience has significantly improved.

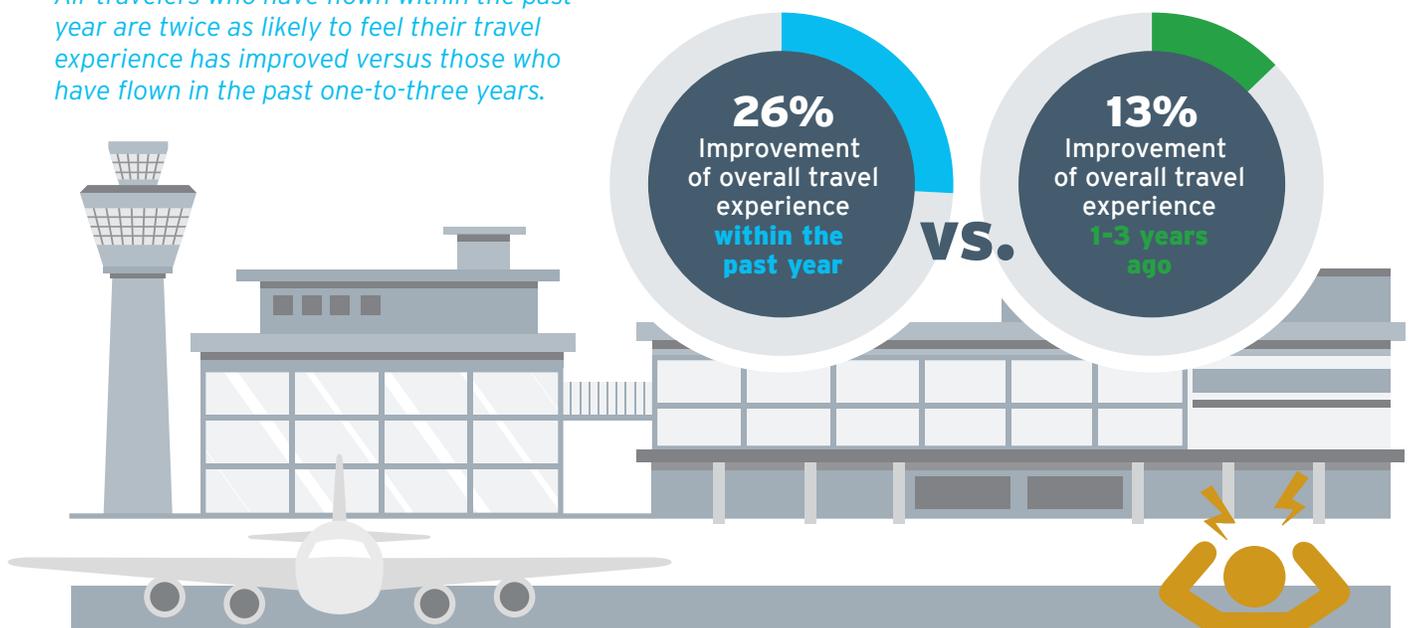
RAPIDLY INCREASING PREFERENCE FOR USE OF RIDE-SHARING SERVICES

Within the past year, the use of ride-sharing services has tripled. And among those who use ride-sharing, there is a significant decrease in the use of personal vehicles.



THE AIRPORT EXPERIENCE IS IMPROVING

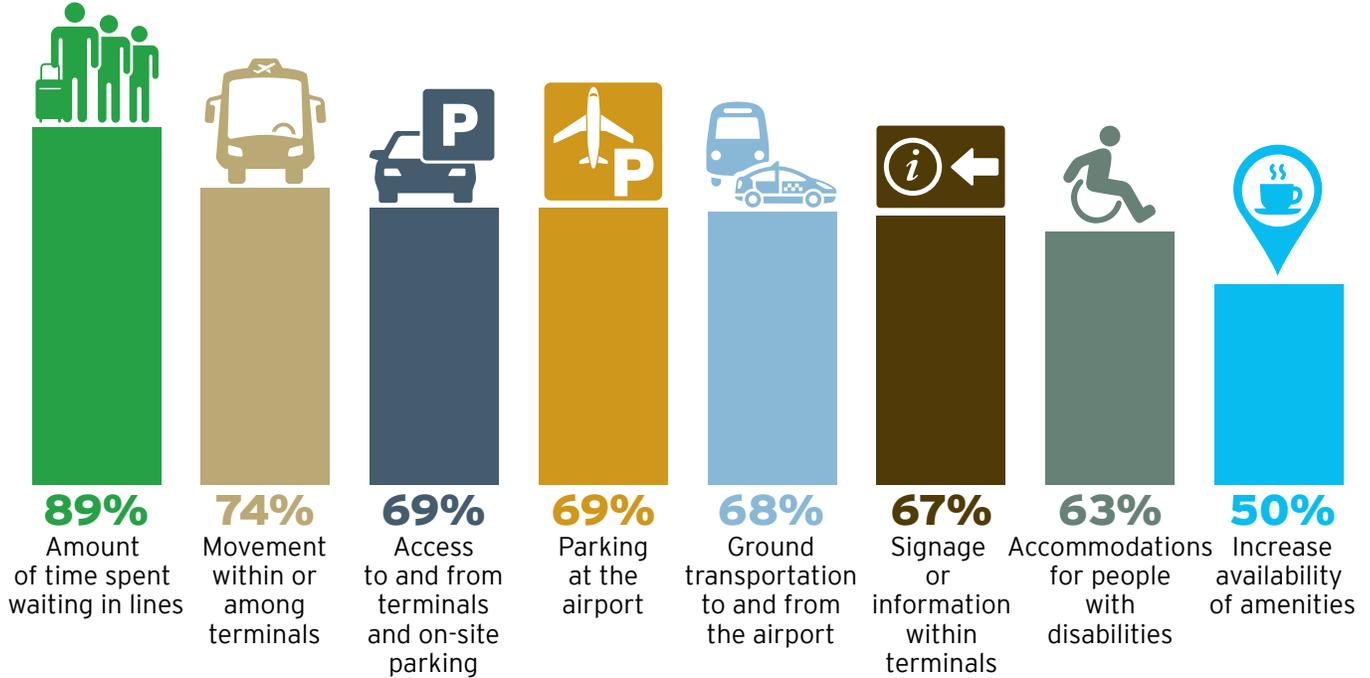
Air travelers who have flown within the past year are twice as likely to feel their travel experience has improved versus those who have flown in the past one-to-three years.



However, airport terminals are viewed as stressful by more than six in ten (63 percent) of air travelers, with waiting in lines as the single most frustrating aspect of air travel, according to 57 percent of respondents.

MORE IMPROVEMENTS TO THE AIRPORT EXPERIENCE ARE DESIRED

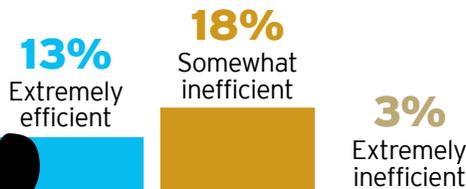
Air travelers know the improvements they want to see.



66%
Somewhat efficient

EFFICIENT AIRPORTS

Americans believe airports are efficiently designed.



79%

21%

HNTB's America THINKS survey, "Airport Terminals - 2018" polled a random nationwide sample of 1,020 Americans, ages 18+ between March 2 and March 6, 2018. It was conducted by Russell Research using an email-invitation and online survey. Quotas were set to ensure reliable representation of the entire U.S. population ages 18 and over. The margin of error is +/- 3.8 percent. For more information, visit www.hntb.com or contact David Fridling (917) 438-0900; dfridling@hntb.com.