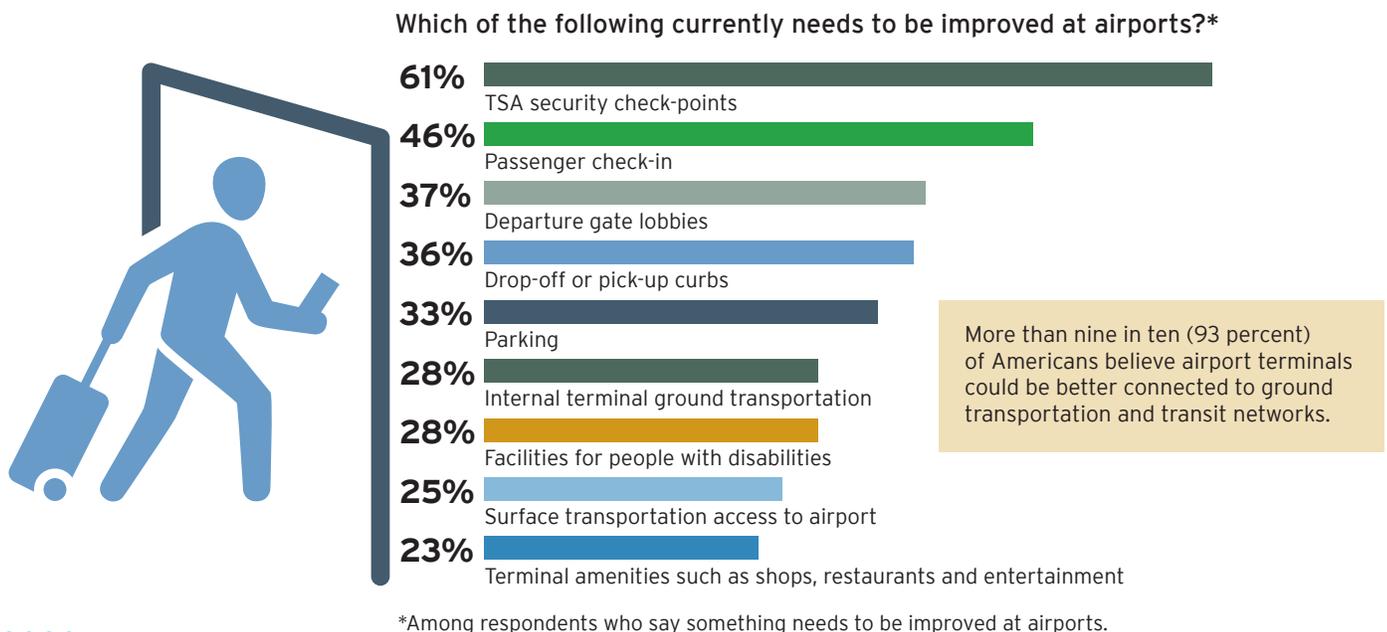


## WHEN IT COMES TO AIR TRAVEL, WAITING IN LINE IS CHIEF COMPLAINT

Before ever boarding an aircraft, securely fastening seatbelts and ensuring tray tables are in the fully upright and locked position, Americans are concerned about their ability just to get to, and around, airports. The importance of good connections to ground and transit networks, adequate and convenient parking, ease of access to drop-off/pick-up curbs and amenities in the terminal are increasingly cited by Americans as impacting their air travel experience. The findings of a new HNTB America THINKS survey provide new insights into what air travelers want airport authorities to consider when investing and improving their facilities.

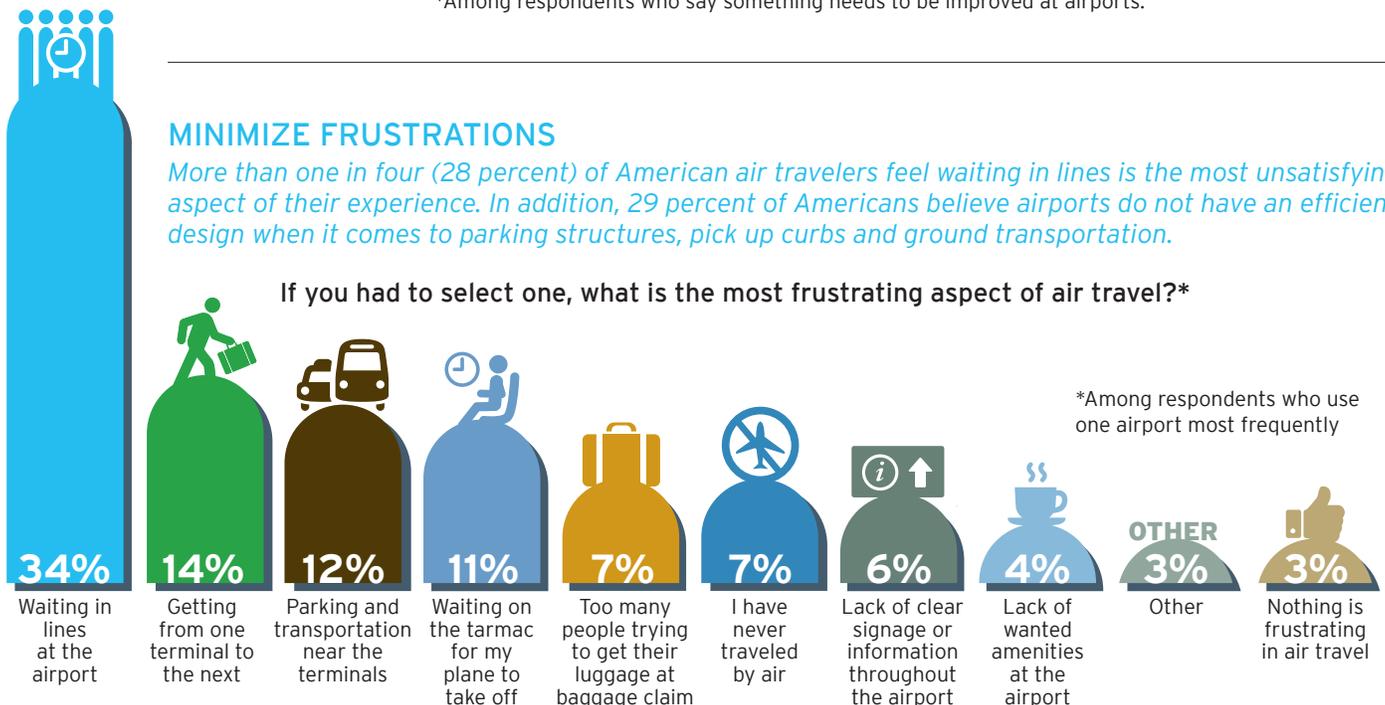
### IMPROVEMENTS WANTED

Many Americans feel enhancements are needed to improve the quality of their airport experiences. While security checkpoints continue to be seen as necessary (and bothersome), there are many other opportunities to create a positive impact for travelers.



### MINIMIZE FRUSTRATIONS

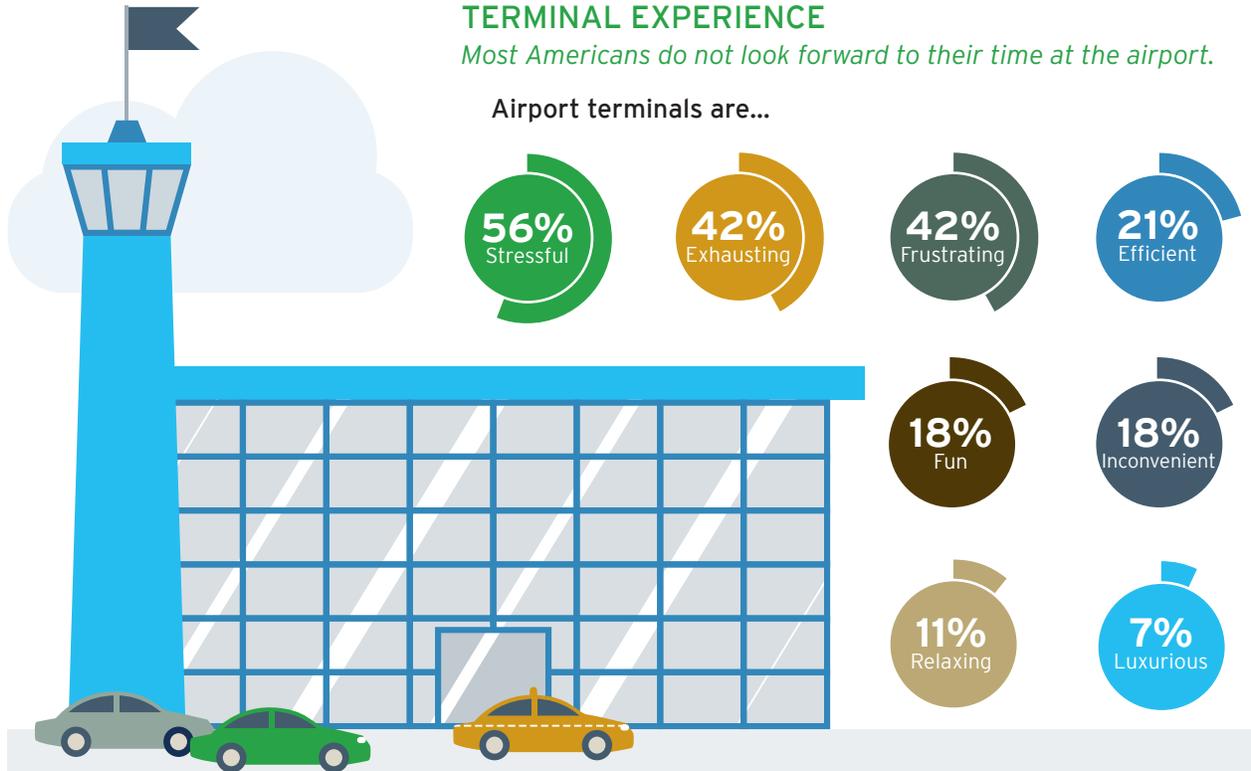
More than one in four (28 percent) of American air travelers feel waiting in lines is the most unsatisfying aspect of their experience. In addition, 29 percent of Americans believe airports do not have an efficient design when it comes to parking structures, pick up curbs and ground transportation.



**TERMINAL EXPERIENCE**

*Most Americans do not look forward to their time at the airport.*

Airport terminals are...



Enhanced amenities may improve negative perceptions. More than a third (34 percent) say departure gate lobbies where passengers wait to board a plane need improvement, and 21 percent feel similarly about terminal amenities such as shops or restaurants.

**TECHNOLOGY MAY BE THE ANSWER**

*Air travelers believe new technologies can provide more comfort in the terminal.*

Which of the following types of technology do you think would greatly benefit you as an air traveler and improve your travel experience?



The HNTB Survey, "Airport Terminals - 2017" was conducted between Dec. 1-8, 2016 among 1,054 nationally representative Americans ages 18 and over, using an email invitation and an online survey. Quotas are set to ensure a reliable representation of the U.S. population 18 and over. The margin of error of +/- 3.1%. For more information, visit [www.hntb.com](http://www.hntb.com) or contact David Fridling (917) 438-0900, [dfridling@hntb.com](mailto:dfridling@hntb.com)