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NY-NJ AIRPORT WI-FI ACCESSIBILITY STILL AMONG WORST IN U.S.

GGA Finds Area Airports 3 of only 5 in Nation Without Unlimited Wi-Fi

(NEW YORK) — A new analysis released today by Global Gateway Alliance reveals New York metropolitan airports lag behind national competitors in providing a critical, 21st century amenity; unlimited Wi-Fi availability. The analysis compared NY area airports with the 20 busiest airports in the country.

In 2013, the Port Authority renegotiated its contract with Boingo to provide passengers at NY-NJ airports with access to a half-hour of free Wi-Fi, after which it costs either \$4.95 an hour or \$7.95 for 24 hours for continued access.

While this limited access to Wi-Fi was a move forward for passengers, it stands in stark contrast to the norm. Three quarters of the nation's busiest airports provide free and unlimited internet access to their passengers, with Chicago O'Hare and Miami as the only others failing to provide the service that has become industry standard.

GGA is calling for the Port Authority to take the next step in providing passenger amenities and make access to free Wi-Fi unlimited.

Global Gateway Alliance Chairman Joe Sitt said, "With customs and security wait times on the rise and delays all too common, 30 minutes of Wi-Fi is not enough. To bring the region's airports into the 21st century, the Port Authority must equip its airports with this critical amenity for the more than 122 million passengers who use the airports each year."

Key Findings:

- 15 of the 20 busiest airports in the country provide unlimited free Wi-Fi to their passengers. NY-NJ airports account for 3 of the 5 that fail to, with Chicago O'Hare and Miami International being the other two.
- Roughly two-thirds (14) of the airports didn't provide unlimited free Wi-Fi in 2009, but by 2016, that number shrunk from 14 to 5.
- TSA is now recommending passengers arrive at the airport 2 hours in advance for domestic travel, and 3 hours for international flights.
- The Port Authority receives 37% of the total Wi-Fi revenue, amounting to \$8 million, and 60% of every dollar after that.

The Port Authority should borrow ideas from its competitors and explore other options to preserve revenue while providing passengers with this critical amenity:

- **Unlimited free Wi-Fi:** In Las Vegas McCarran, passengers watch an ad for access but afterwards have unlimited free access

- **Unlimited free Wi-Fi with repeat ads:** Detroit Airport gives all passengers free unlimited access to Wi-Fi, but passengers have to watch a 30-second video every 45 minutes.
- **Tiered system:** Minneapolis implemented a tiered system, whereby all passengers have access to unlimited free Wi-Fi, but pay to access an ad-free version. The free version requires passengers to watch a short video or answer a survey.

Table: Wi-Fi Accessibility at the Top 20 U.S. Airport for Passenger Traffic

Location	Airport	Free	Cost/Barriers to Access
Atlanta, GA	Hartsfield-Jackson Atlanta	✓	
Boston, MA	Boston Logan	✓	
Charlotte, SC	Charlotte Douglas	✓	
Chicago, IL	Chicago O'Hare	✗	-\$6.95 for 24hrs
Dallas, TX	Dallas/Fort Worth	✓	
Denver, CO	Denver	✓	
Detroit, MI	Detroit Metropolitan	✓	-View a 30-second ad for every 45mins of access
Houston, TX	George Bush	✓	
Las Vegas, NV	McCarran	✓	-View a brief advertisement once for access
Los Angeles, CA	Los Angeles	✓	-Faster premium access costs \$4.95 for 1hr, \$7.95 for 24hrs
Miami, FL	Miami-Dade	✗	-Free access to select websites (car rental, etc.) -\$4.95 for the first 30mins; \$7.95 for 24hrs
Minneapolis, MN	Minneapolis-St. Paul	✓	-Uninterrupted use \$2.95 for 24hrs -View a brief advertisement or take a short survey for 45mins of use
New York, NY	LaGuardia	✗	-30mins free; \$4.95 per hr; \$7.95 for 24hrs; \$9.95 monthly unlimited -Mandatory app download/sponsor ad
New York, NY	John F. Kennedy	✗	-30mins free; \$4.95 per hr; \$7.95 for 24hrs; \$9.95 monthly unlimited -Mandatory app download/sponsor ad
Newark, NJ	Newark Liberty	✗	-30mins free; \$4.95 per hr; \$7.95 for 24hrs; \$9.95 monthly unlimited -Mandatory app download/sponsor ad
Orlando, FL	Orlando	✓	
Philadelphia, PA	Philadelphia	✓	
Phoenix, AZ	Phoenix Sky Harbor	✓	
San Francisco, CA	San Francisco	✓	
Seattle, TX	Seattle-Tacoma	✓	