

Breaking New Ground

The Port Authority of NY & NJ

Citizens Budget Commission
Tuesday, March 6, 2017



Self-Sufficient With All Revenues Reinvested Back

We are self-supporting

No tax revenues come from any state or local jurisdiction

No power to tax

Revenues are received from facility operations

Bonds are backed by revenues generated from tolls, fares, fees, and rents

Our Footprint

Legacy Facilities Have Suffered from Underinvestment



Our Five Core Objectives

Meeting the Demand

Safety and Security

Ethics and Integrity

Investing In and
Rebuilding Our Facilities

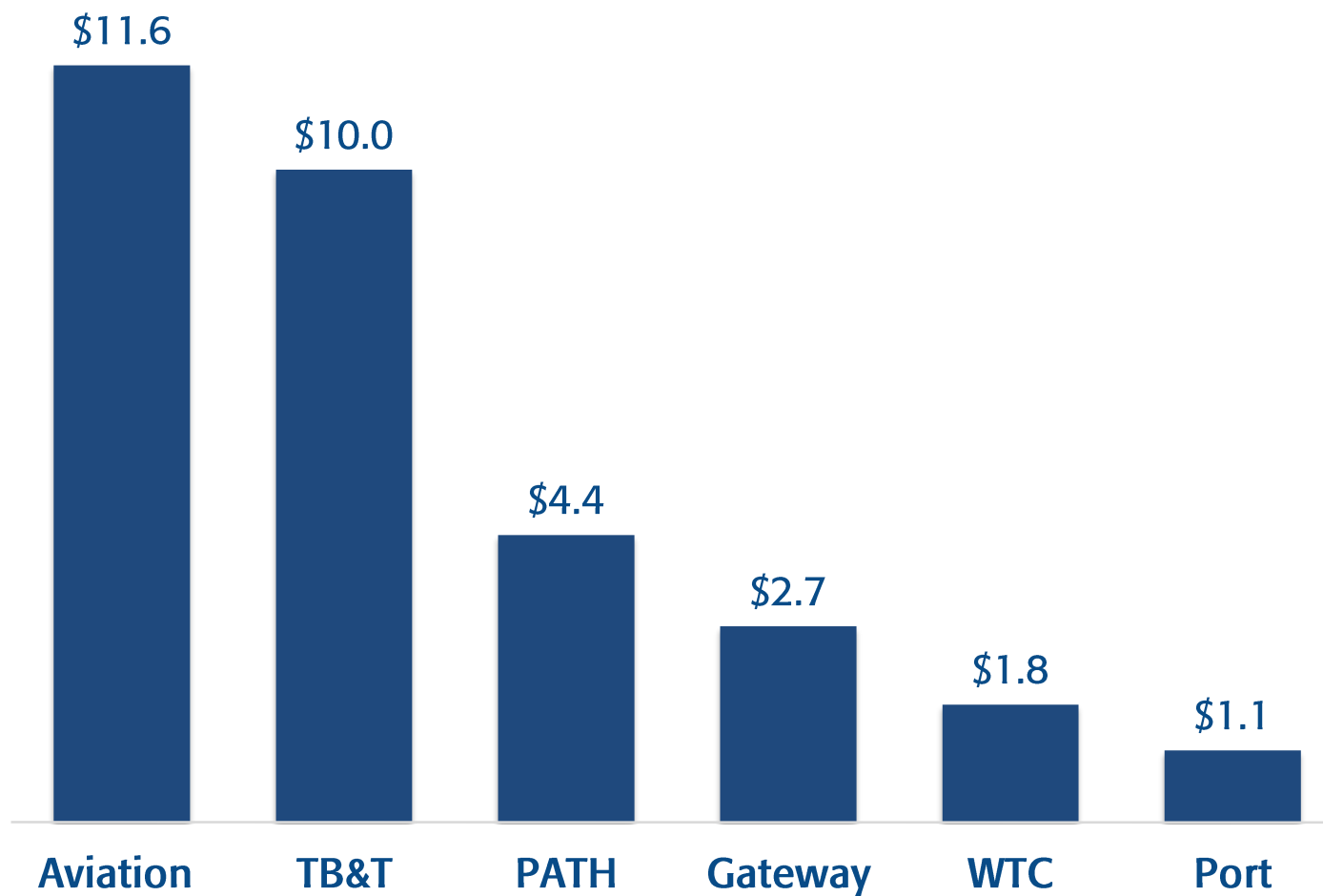
Best-In-Class Operating
Standards

21st Century
Customer Experience

Investing and Rebuilding

\$32.2 Billion Capital Plan (2017-2026)

By Department



Our Major Projects: Seeds of Change

LGA: \$8B redevelopment – first new airport in U.S. in 20 years

EWR: \$2.3B design-build construction of new Terminal One – construction to start Spring 2018

JFK: Master planning partner on board and at work; redevelopment proposals requested from every terminal operator

Airport Access: LGA AirTrain, extending PATH to EWR, one-seat ride to JFK

Bus Terminal: New build-in-place option under development with ongoing community input

Gateway: Most pressing infrastructure project in country – must keep it moving forward

Design-Build is the New Black: It is always our default option.

Leveraging Private-Sector Expertise and Financing: We pursue P3s that represent the best execution and financing propositions, but every project is different.

The Buck Stops Here: We must be aggressive in setting, monitoring, and enforcing performance standards regardless of operating relationship.

N.Y. / REGION

After the Storm, Port Authority Plots Changes at J.F.K. Airport

By PATRICK MCGEEHAN JAN. 18, 2018



Travelers endured extensive delays at Kennedy Airport after a severe winter storm two weeks ago.

RELATED COVERAGE



At J.F.K. Airport, the Planes Just Wouldn't Stop Coming JAN. 8, 2018

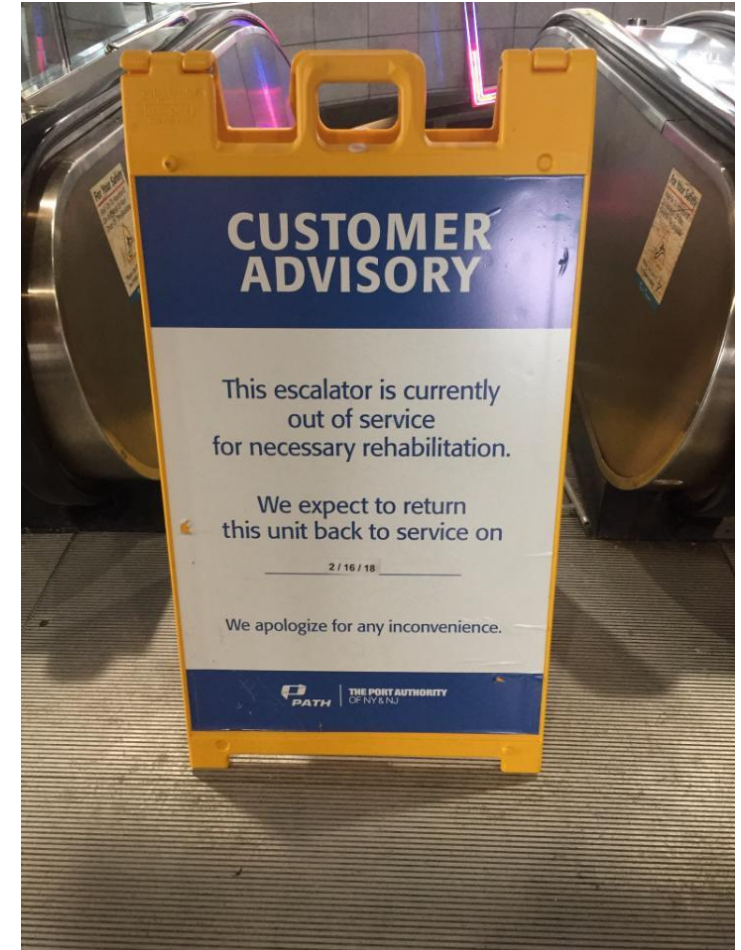


J.F.K. Airport Plagued by Delays After Winter Storm JAN. 6, 2018



J.F.K. Travelers Ask: When Can I Catch a Flight Home? JAN. 7, 2018

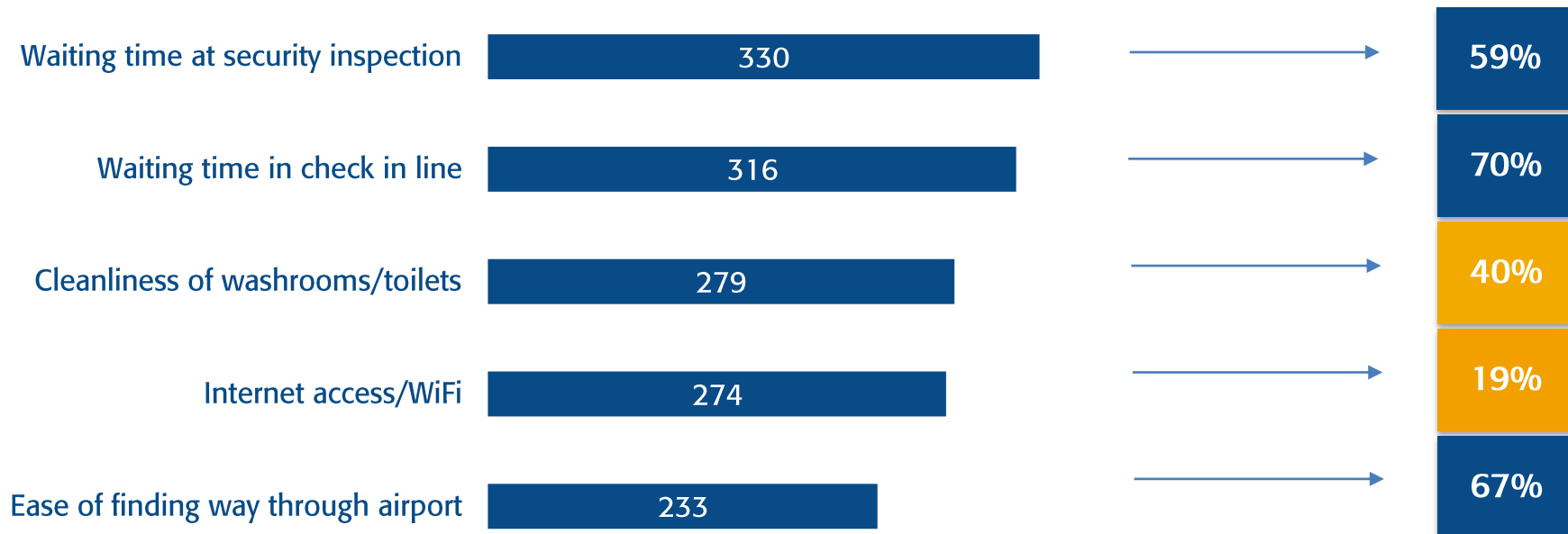
Today's world demands that we think about the entire customer experience – from the time customers plan their travel and leave home all the way through to their end destination.



Case Study: Passenger Satisfaction at LGA

Top 5 Most Important Items Rated by Passengers

(n=1244)



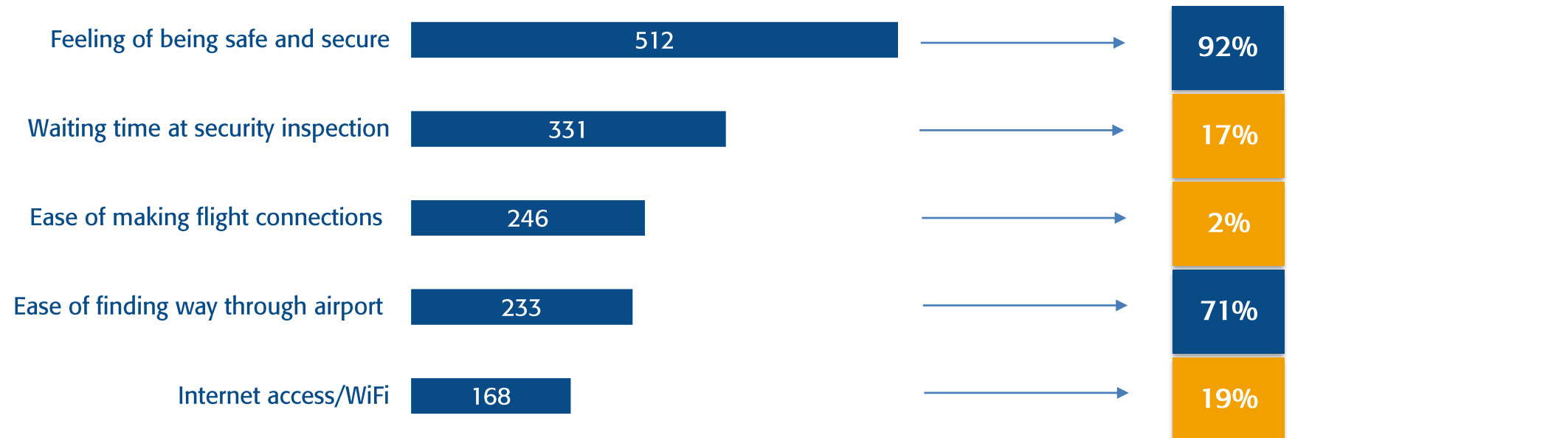
Percentage of Those Passengers Who Are Satisfied

Source: ACI Airport Performance Survey – Q4 2017

Case Study: Passenger Satisfaction at JFK

Top 5 Most Important Items Rated by Passengers

(n=1018)



Source: ACI Airport Performance Survey – Q4 2017

Thank You

Q&A

