

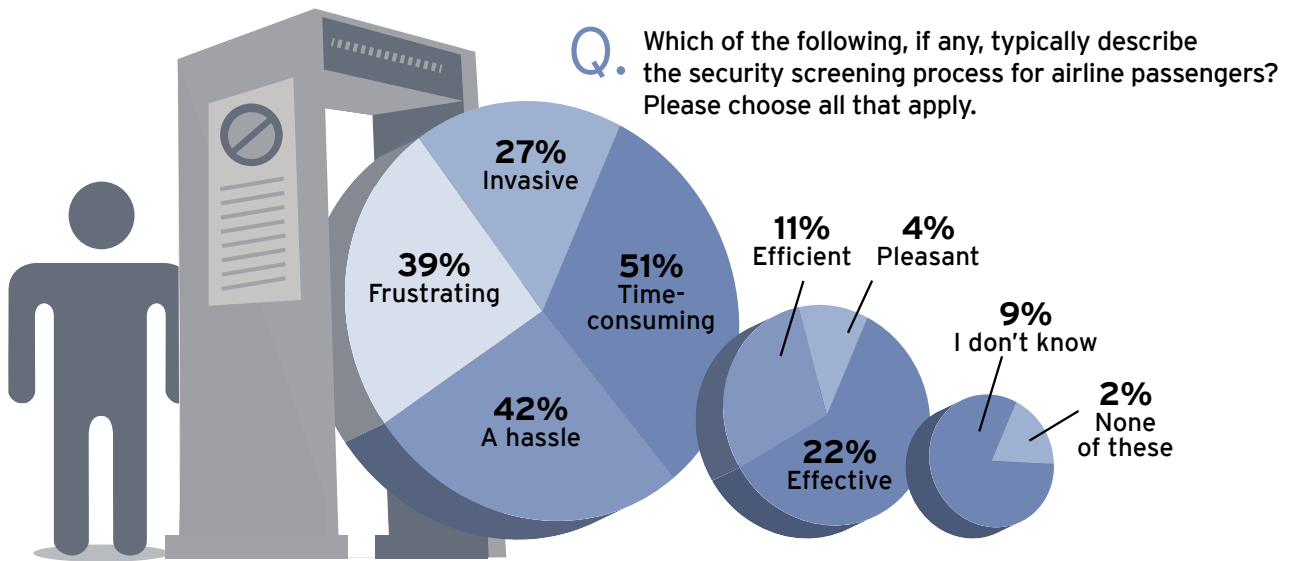
EVOLVING AIRPORTS CAN MAKE TRAVEL MORE ENJOYABLE

Landside and airside changes are helping address public displeasure over security screening delays and other inefficiencies

HNTB Corporation's latest America THINKS survey examines whether air travel has lost its spark and how design- and technology-based changes can make a difference in people's experiences now and in the future.

STRESSFUL SCREENINGS

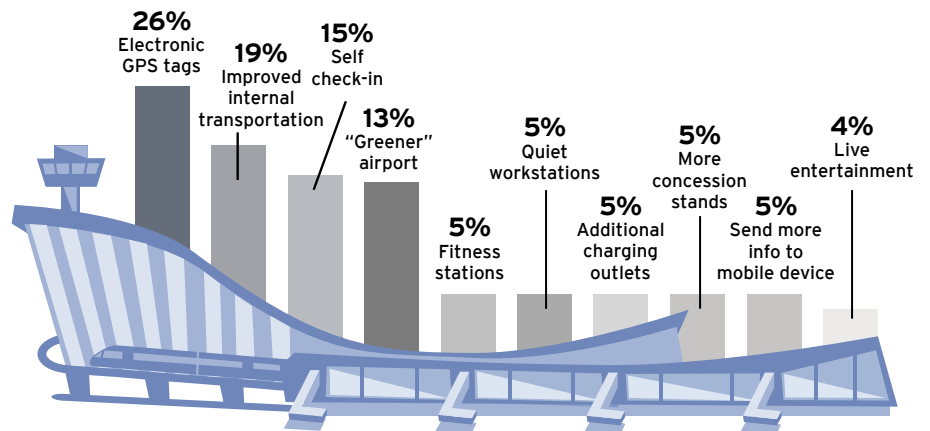
Security screenings are likely a big reason why more than 4 in 10 Americans say air travel is stressful (44 percent) or frustrating (41 percent). Half (51 percent) find it time-consuming, and almost 2 in 5 (39 percent) feel the security screening process is frustrating. Twenty-seven percent find it invasive. Less than 1 in 4 (22 percent) Americans think screenings are effective, and even fewer think it's efficient (11 percent).



PREFERRED IMPROVEMENTS

Most airport travelers (88 percent) have noticed improvements in the last decade. In the next 10 years, Americans would most like to see electronic GPS baggage tags (26 percent); improved internal transportation (19 percent), such as moving walkways and shuttles to gates; and complete self-bag and self-check in for passengers (15 percent).

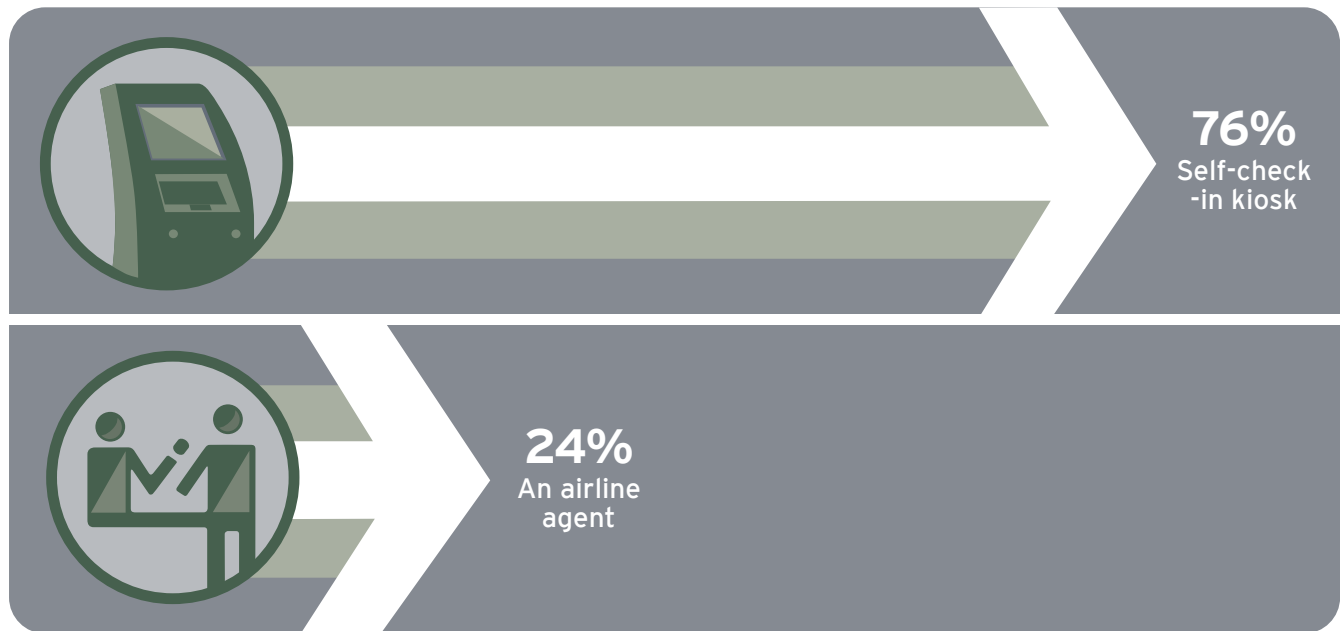
Q. If you had to select one, which of the following airport improvements would you most like to see in the next 10 years?



DO IT YOURSELF

If it's faster, 3 in 4 Americans (76 percent) would choose passenger and bag self-check-in kiosks over airline agents.

Q. If passenger and bag check-in was faster through a self-check-in kiosk than with an airline agent, which would you prefer to use?



MORE MODERN TECHNOLOGY

More than half of Americans (53 percent) would feel safer in aircraft that rely on GPS technology for positioning, navigation and timing information rather than traditional radar-based signals. This remains the same from when the question was asked in February 2010.

Q. Would you feel safer in a plane guided by GPS technology or by the current radar-based system?



HNTB's America THINKS survey polled a random nationwide sample of 1,000 Americans Nov. 21-28, 2011. It was conducted by Kelton Research, which used an e-mail invitation and online survey. Quotas were set to ensure reliable and accurate representation of the total U.S. population ages 18 and over. The margin of error is +/- 3.1 percent. For more information, visit www.hntb.com or contact John O'Connell, (816) 527-2383, joconnell@hntb.com.