



2024 YEAR END LAGUARDIA TERMINAL B COMMUNITY REPORT



2024
LAGUARDIA
TERMINAL B
COMMUNITY
REPORT

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WHO IS LAGUARDIA GATEWAY PARTNERS?

LaGuardia Gateway Partners (LGP) is the private partner of the Port Authority of New York and New Jersey selected to build and operate the new Terminal B. In addition to managing the terminal now and leading the redevelopment, LGP will manage Terminal B through 2050, and provide the guest experience from the terminal’s curbside all the way to the departure gate. We will be members of this community for many years.

The rebuilding of Terminal B was funded using equity, debt and revenues, with no burden or risk to the taxpayer. LGP is composed of Vantage Group and Meridiam for development and equity investment. Vantage Group leads the Terminal management.

WHAT IS A PUBLIC PRIVATE PARTNERSHIP?

A Public Private Partnership (P3) is a collaboration between a private sector entity and a governmental agency, in which private funding is leveraged to develop or manage a public asset or service. In a P3, private capital is invested, and the private entity bears the risk. As is the case with LGP, local and state taxpayers do not foot the bill or take on the financial burden or risk. One of the largest public-private partnerships in the history of U.S. aviation, \$2.4 billion was raised in project bonds for Terminal B, \$1.19 billion was supplied by the Port Authority and \$200 million in equity was split between the principal shareholders of LaGuardia Gateway Partners.

LAGUARDIA GATEWAY PARTNERS EXECUTIVE LEADERSHIP

Suzette Noble
Chief Executive Officer

Klaudia FitzGerald
Chief Operating Officer

Jamie Haviaris
Chief Technical Officer

Mercedes Rendon
Chief Financial Officer

Kenneth Schuhmacher
Chief Legal Officer

LAGUARDIA GATEWAY PARTNERS BOARD OF DIRECTORS (As of 12/24)

Stewart Steeves
Chief Operating Officer
Vantage Group

Omri Gainsburg
Partner, COO, Americas
Meridiam

Folasade Olanipekun-Lewis
Vice President, Operating & Community Partnerships
Vantage Group

Fadi Selwan
Partner, Deputy CEO
Meridiam

Sami Teittinen
Chief Financial Officer
Vantage Group

Manuel Zafra Solas
Senior Investment Director
Meridiam

David Cibrian
Co-Founder/Managing Partner
American Triple I

Peter Tong
VP Corporate Finance & Strategy
Vantage Group

A LETTER FROM SUZETTE NOBLE, CEO



Suzette Noble

Greetings from the award-winning LaGuardia Terminal B. Producing our annual community report allows me the opportunity to reflect on what we have accomplished in the past year and 2024 certainly did not disappoint.

We continued to advance our mission of delivering an exceptional experience everyone loves for both our guests and the entire Terminal B community. This is evidenced by LaGuardia Airport being named top US airport in its class in Airport Service Quality and top US Airport

from *Forbes Travel Guide*, as well as the opening of new world class amenities like the spectacular Chase Sapphire Lounge. Terminal B's success is a testament to the unwavering dedication, commitment and passion of the entire LGP team as well as all of our terminal partners.

LaGuardia Gateway Partners also continued to be a proud and active part of our beloved Queens community. The energy and diversity of Queens constantly inspires us and we're thrilled that Terminal B is a gateway to this amazing borough.

TERMINAL OPERATIONS OVERVIEW

2024 proved to be a busy and exciting year for LaGuardia's Terminal B with the arrival of a new airline, integration of new technology and some new accolades.

In April, Frontier Airlines expanded its LaGuardia presence and moved its operation to Terminal B from Terminal A. Frontier, a low cost airline, operates service from LGA to cities including Denver, Atlanta and

Orlando and we're thrilled to now have them with us at Terminal B.

In partnership with the TSA and United Airlines, Terminal B also launched TSA Pre-Check Touchless ID to add speed and efficiency to the security screening process.

United passengers with TSA Pre-check who opt in to Touchless ID use a dedicated security lane at

Terminal B and their identity is verified using facial recognition. This means there is no need to fumble with documents at the check point, making the process quicker.

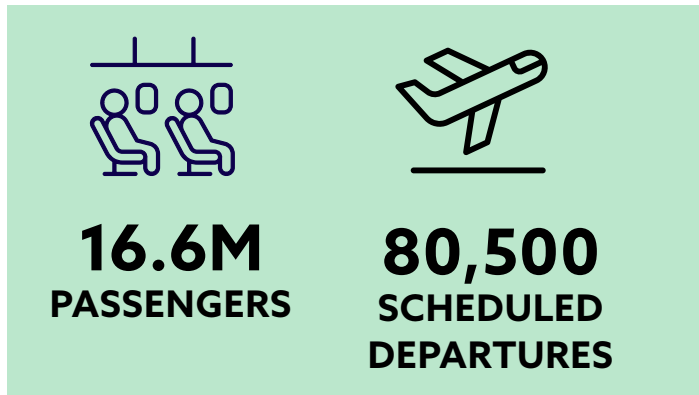
We are also incredibly proud to have earned LEED Gold designation for the operation and the maintenance of the terminal, underscoring our commitment to sustainability.



Welcoming Frontier Airlines to Terminal B.



TERMINAL B OPERATIONS 2024: HIGHLIGHTS



IN 2024, 6 AIRLINES OPERATED FROM TERMINAL B



B-CELEBRATED

In 2024, Terminal B launched B-Celebrated, our terminal employee recognition program. Terminal B has more than 5,000 employees who ensure our guests have a safe and exceptional travel experience each and every day. B-Celebrated invites employees to nominate their peers who go above and beyond in delivering this exceptional experience to be recognized for their service. Each quarter, a cross-functional committee from LGP, the airlines, facility partners and more review the submissions and reward deserving employees with a \$500 gift card.



B-Celebrated winner MK from ABM!

TERMINAL BEE LAUNCH

During the 2024 holiday season, Terminal B debuted Terminal Bee, a custom-developed adorable character who serves as the terminal’s friendly ambassador, providing tips for travelers to navigate the terminal and bringing levity to the overall guest experience.

While Terminal Bee’s launch was in the form of a holiday campaign, he continues to make his home in the magical universe of Terminal B with seasonal wardrobe updates and messaging throughout the year.

Terminal Bee can be found in digital signage, social media, on our website at laguardiaB.com and even on cocktail napkins, delivering light-hearted words of wisdom to put a smile on our faces and a positive outlook on the

flight ahead. Terminal Bee has a back story — he is a Queens Bee at heart, born in the shadow of the Unisphere in Flushing Meadows-Corona Park. Bee grew up like a lot of other bees in the hive – working, pollinating, making honey. But looking at the Unisphere,



TAKE IT BEEZY

Take it Beezy with Terminal B’s new brand ambassador.

Bee couldn’t help but wonder what else was out there. Now, Bee was an excellent flyer — every bee in the hive said so — but every time those big jets went by overhead his antennae went up. Bee would think, “Now that – that’s flying.” So he went to the brand new LaGuardia Terminal B and he started hopping rides on flights to explore the US.

These days, he calls Terminal B his home hive. He still flies off on adventures, but he also shares the travel hacks he’s learned and the genius-traveler status he’s earned with the guests at LaGuardia Terminal B. Bee keeps things light and stress-free thanks to a stinging sense of humor, a buzzy New York attitude, and a sweet disposition that keeps everyone calm and happy.

NEW AMENITIES & SERVICES

Terminal B continues to bring new offerings to our guests. Check out what we delivered in 2024.

Chase Sapphire Lounge: The 21,000 square foot Chase Sapphire Lounge spans two levels and includes a dramatic 360 degree bar, chic seating areas, a retro game room, family area, wellness area with facial services and more. In addition, the lounge offers the ability to book one of their 'Reserve Suites', private suites with living/dining space, TV, game consoles and private marble clad bathrooms with showers. Chase Sapphire joins our spectacular offering of lounges, including the American Express Centurion Lounge, Air Canada Maple Leaf Lounge, American Airlines Admirals Club and the United Club.

Melt Shop: The newest spot for a delicious bite in our western concourse is Melt Shop. This quick service restaurant has quickly become a guest favorite with comfort food menu items such as grilled cheese, burgers, chicken sandwiches and crispy fries.

Starbucks – Arrivals Level: Terminal B's second Starbucks opened in 2024 on our Arrivals Level. Whether you are picking up mom or have just arrived on a flight and need

your own pick me up, Starbucks offers their iconic coffee drinks plus a selection of baked goods and sandwiches.

Convo – ASL Interpretation: Terminal B is proud to offer Convo Now, an on-demand American Sign Language (ASL) interpreting service. The service is simple to use and available at Terminal B's Guest Experience desks and other spots where our Guest Experience Ambassadors are found. Guests simply scan a QR code with their phones and are connected to an interpreter to start the conversation.

Holiday Pop Ups: To celebrate the busy holiday travel season, Terminal B partnered with local vendors for Holiday Pop Up Shops. These shops featured unique gift items from talented small businesses from Queens and across NYC.

TSA Pre-Check Enrollment Center: Interested in signing up for TSA Pre-Check? Terminal B now offers a TSA Pre-Check enrollment center on our Arrivals Level.



Chase Sapphire Lounge



K'Essential Blends, one of our Holiday Pop Up Shop vendors.



Melt Shop



Starbucks - Arrivals Level

ENVIRONMENT, SOCIAL & GOVERNANCE

LaGuardia Gateway Partners is committed to achieving environmental sustainability, social responsibility and effective corporate governance (ESG) in all aspects of our business to help drive meaningful change across our terminal operation, our community and for our stakeholders.

TERMINAL B ACHIEVES LEED GOLD CERTIFICATION FOR OPERATIONS AND MAINTENANCE

In 2024, Terminal B was awarded its second LEED® Gold certification, this time for its operations and maintenance (O&M) practices. This prestigious accolade underscores LGP's unwavering commitment to sustainability and environmental stewardship in aviation infrastructure.

LEED certification by the U.S. Green Building Council (USGBC) is the most widely used rating system worldwide that recognizes excellence in sustainability and design construction. Buildings may earn one of four LEED rating levels: Certified, Silver, Gold or Platinum. Terminal B's attainment of LEED Gold v4.1 for O&M complements its 2021 achievement of LEED Gold v4 certification for design and construction.

LEED O&M evaluates the actual performance of a facility over a one-year period following substantial completion, with rigorous criteria covering energy and water usage, waste management, transportation options, human experience, and indoor air quality.

Key factors contributing to Terminal B's LEED Gold certification for O&M include:

• **Energy Efficiency:** Terminal B incorporates innovative design features that optimize natural elements for heating, cooling, and lighting, thereby reducing reliance on traditional energy sources. Utilization of natural light and a programmable lighting system, along with an

HVAC system that utilizes outdoor air when available, significantly enhances energy efficiency.

• **Renewable Energy Integration:** Rooftop solar hot water systems supplement the domestic hot water supply for restroom facilities, harnessing renewable energy and contributing to overall energy savings.

OUR COMMITMENT

Environmental Sustainability: We're committed to advancing and executing excellence in environmental change through our operations.

Social Responsibility: We're committed to fostering a culture of diversity and inclusion, supporting fundamental human rights for all people, and investing in our communities.

Corporate Governance: We're committed to being a valued partner and acting with the highest standard of integrity and responsible corporate activity.

• **Waste Management:** Terminal B has implemented strategies to increase organic waste diversion for composting. From 2023 to 2024, the terminal recorded an increase of 155%, (300+ tons) of organic waste diversion, demonstrating a commitment to reducing waste generation and promoting recycling initiatives.

• **Innovative Technology:**

The terminal's baggage handling system (BHS) utilizes permanent magnetic motors, allowing for controlled movement of bags only when they are present in the system. The system's capability to enter 'sleep mode' when not in use saves more than 35% of energy compared to standard technologies, further enhancing energy efficiency.

Peter Templeton, President and CEO, U.S. Green Buildings Council, said: "LaGuardia Terminal B's LEED certification demonstrates tremendous green building leadership. LEED was created to make the world a better place and revolutionize our buildings and communities by providing everyone with access to healthy, green and high-performing buildings. LaGuardia Terminal B is a prime example of how the innovative work of project teams can create local solutions that contribute to making a global difference."



One of Terminal B's parks.

ENVIRONMENT, SOCIAL & GOVERNANCE (Continued)

TERMINAL WASTE DIVERSION

LGP is proud to have increased our waste diversion rate from 20% to 50%, resulting in significantly less Terminal B waste being sent to landfills.

AI POWERED WASTE SORTING

One initiative implemented to help drive this progress was the launch of AI-powered waste sorting with our Oscar units. Traditional trash bins don't always offer helpful information on what items belong in which bin. This can discourage people from recycling — a problem amplified by the millions of passengers moving through Terminal B from different states or countries, all accustomed to a different recycling standard. But now, the Oscar bins standardize the process by giving clear instructions, streamlining the process for all users.

The smart recycling assistant is equipped with a camera, computer, TV screen, and AI software that recognizes items held in front of the camera and tells users where to toss their trash. It also offers a way to gamify the experience by generating a QR code tied to promotions with concessions partners throughout the terminal.

Terminal B's guests not only feel confident about how to dispose of their trash, but they also get rewarded with promotional discounts when they correctly identify how to dispose of something, making this process both interactive and fun.

Notably, these Oscar units also earned LaGuardia Gateway Partners a Certificate of Commendation at the 2024 Airports Going Green Conference.



Terminal B's new AI-powered trash bins.

FOOD DONATION PROGRAM

In 2024, Terminal B began a program to donate food to the community that would otherwise go to waste. With commercial partners HMS Host and SSP America, Terminal B donated more than 5.5 tons of usable food products to Gotham Food Pantry.

Gotham Food Pantry is committed to reducing food waste and ensuring that nutritious food reaches those who need it most. Through their collaborative efforts with local business like Terminal B, Gotham Food Pantry rescues excess food and transports it to marginalized communities. Their daily operations include delivering food to public housing complexes, houses of worship, shelters, and community fridges.



Gotham Food Pantry in action.

ENVIRONMENT, SOCIAL & GOVERNANCE (Continued)

TERMINAL B GIVES BACK

We are proud to support our community.

NEWTOWN CREEK PARK CLEAN UP

Our LaGuardia Gateway Partners team, alongside some terminal partners, volunteered with the Newtown Creek Alliance (NCA) to help clean up the waterfront park next to the Newtown Creek.

Newtown Creek is part of the Hudson Estuary, flowing west for 3.8 miles between Queens and Brooklyn and emptying into the East River. LGP's team got to work planting, landscaping and doing general clean up to this public access shoreline site managed by NCA.



LGP employees clean up the park.

KIWANIS CLUB OF LAGUARDIA AIRPORT

The Kiwanis Club of LaGuardia Airport has a long history of supporting numerous community projects over its more than 80 years as an organization. Current Projects includes its Kamp Kiwanis, Kiwanis Kids Day at LaGuardia Airport, scholarship programs at Vaughn College, and a book donations program for children and senior citizens.

LGP supported its major fundraiser — the annual Kiwanis Charity Ball — and was proud to have our CEO Suzette Noble honored at the event.

CAREER DISCOVERY WEEK

LGP proudly continued its participation in Career Discovery Week (CDW), a joint initiative between the Partnership for NYC and NYC Public Schools. CDW brings high school students into some of NYC's most vibrant and important workplaces for exciting hands-on career exploration.

LGP hosted Queens' Aviation High School and partnered with Southwest Airlines to give the students an up-close look at aviation at Terminal B. Highlights of the day included an airside tour, 'speed-networking' sessions with LGP and Southwest employees, including those in Operations, Facility Management and Aircraft Maintenance and resume workshop.



Students from Queens' Aviation High School on an airside tour.

AVIATION INTERNSHIP PROGRAM

LGP expanded its college internship program through a new partnership with York College, which is part of the City University of New York system (CUNY). This new partnership extends LGP's ongoing commitment to career development in the aviation space. In 2022, LGP began working with the Vaughn College of Aeronautics and Technology to offer internships to students in their junior and senior years, many of whom joined LGP in full-time positions upon graduation. The internship program immerses students in the practical aspects of careers in airport operations.



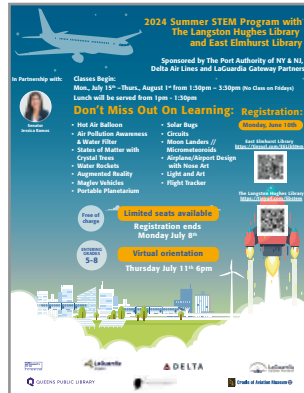
LGP's first York College Intern, Reggie Zambrano.

ENVIRONMENT, SOCIAL & GOVERNANCE (Continued)

2024 SUMMER STEM PROGRAM

LGP again joined the Port Authority of NY and NJ's LaGuardia Redevelopment team and Delta Airlines in partnership with Langston Hughes Library and Cultural Center in presenting the annual summer STEM program.

This 3 week program was free for kids entering grades 6-8, with educational programming from the Cradle of Aviation Museum. 50 local Queens students participated, learning about aviation through science, technology, engineering and math.



ELMCOR

ElmcOR Youth & Adult Activities is a Queens based non-profit, multi-service organization of professionals providing a variety of comprehensive programs that serve a broad and diverse spectrum of people. ElmcOR's programs include a food pantry, recreation center, affordable housing, and substance abuse services, among many others.



LGP supported its annual gala and was honored to have our CEO Suzette Noble, pictured above second from the left, among their honorees.

CRADLE OF AVIATION MUSEUM

Each year, LGP proudly supports the Cradle of Aviation Museum's Annual Air & Space Gala. The Gala provides much-needed support for the expansion of the museum's historical preservation efforts and many education programs, including STEM programs at the middle and high school levels and their STEM partnerships with elementary schools throughout the area.

LGP CEO Suzette Noble is also honored to be a Board Member of the Museum.



Aircraft exhibit at the Museum.

QUEENS COMMUNITY HOUSE

The mission of the Queens Community House is to provide individuals and families with the tools to enrich their lives and build healthy, inclusive communities. They provide a broad network of services across the borough at 14 different sites. LGP applauds their work and is proud to support this organization.



The LaGuardia Airport community supporting QCH.

CITY HARVEST

LGP hosted a Terminal B employee food drive benefiting City Harvest. In 2024, we donated nearly 3,000 lbs of food and beverages in support of our

neighbors in need. In addition to LGP, our airline, concessions and facilities partners participated in the drive.



Terminal B employees collecting food donations at the Terminal for City Harvest.



WHAT OUR GUESTS ARE SAYING

Guests traveling through our new Terminal share their thoughts on X:

✂ Wow. This @Chase #ChaseSapphire lounge at @LGAairport is fire. Not gonna lie, kinda wish I lived in #NYC right about now.

✂ Fountains from the ceiling. A breeze through security. Wide concourses with lots of food choices. Clean restrooms. Dare I say, the new @LGAairport is actually quite nice.

✂ @terminalBLGA understands that you AND your rolling bag carry-on need to fit in the bathroom stall and I really respect that

✂ That new terminal design looks so futuristic.

✂ I'm impressed with the new La Guardia airport! @terminalBLGA #travel #roadwarrior

✂ First time flying in/out of @LGAairport since major renovations/expansion were completed and I'm impressed! @terminalBLGA

✂ Terminal B water show literally almost made me cry! Please release the song to the public. It is so beautiful dawg.

✂ LaGuardia Airport and the new Terminal B! It's such a comfortable, well-organized, clean, and welcoming airport. They also deservedly received the award for the best new terminal in the world. And that view of #NYC, the area, and the runways. This is something for airplane lovers. @terminalBLGA @LGAairport #avgeek

✂ Landed at Terminal B last night flying in from Chicago, and I was blown away. This is La Guardia??? It's maybe the nicest terminal I've ever seen: architecture, design, etc. I always flew through JFK because I had the old LGA in mind. Now I'm looking forward to visiting again!

✂ Can we just take a moment to appreciate the bathroom in Terminal B, LGA.



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