

JFK International Air Terminal

Facility Solutions

In 1996, The Port Authority of New York and New Jersey sought to update the International Arrivals Building at JFK International Airport to better serve its existing customers, as well as help attract new ones.

JFK International Air Terminal LLC (JFKIAT), a private consortium, was named to build and operate a new, 1.5 million sq.ft., state-of-the-art facility that would propel the terminal into the 21st century.

The new terminal (now called Terminal 4) significantly improved passenger service through its innovative, mall-like design and use of leading-edge systems. Completed in 2001, Terminal 4 now serves more than ten million passengers and 40 international and domestic airlines annually, and enjoys a world-class reputation



CHALLENGE

To keep passengers and planes moving 24 hours a day, critical and complex systems must be up and running at all times. There's very little time for repairs and upgrades, so service providers must be fast, highly trained, and reliable. Competition for the airlines' business and passenger satisfaction is stiff.

SOLUTION

As the technical operations and maintenance provider, ABM has serviced Terminal 4 for more than eight years. The company's complete development, management, and maintenance of all critical systems has allowed the terminal to maintain more than 99 percent uptime, offer the most advanced passenger services, and uphold award-winning customer service standards.

BENEFIT

- Maintains consistent system uptimes of more than 99%
- Single-source provider with skilled on-site workforce is easy and efficient to manage and keeps operating costs down
- Consistently ranks high in customer surveys
- Competitive advantage – consistent, top quality service attracts new airlines and allows for growth

“As one of the largest air terminals in North America, Terminal 4 is a 1.5-million sq. ft. facility that runs 24x7x365, processes ten million passengers a year and houses more than 40 airlines representing almost 30 countries.”



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