

Aviation

# Parking & Transportation Services

Enhancing the Traveler Experience



## Helping Drive Passenger Satisfaction and Profits to Your Airport

Most airports today face competitive pressures and reduced revenues from airlines. It's a constant challenge to make up for this lost income while improving efficiency and services. Finding new sources of non-aeronautical revenue is key to success.

Since the travel experience begins in your parking lot, it's a great place to start. Parking and transportation programs provide huge untapped potential for you to enhance passenger satisfaction and increase non-aeronautical profit all at the same time.

### Value-Added Programs for Exceptional Service

For 50 years, ABM has been maintaining and managing parking, ground transportation, and passenger assistance operations for the country's busiest airports. This deep expertise means we've learned the best practices required to get the most value out of your airport parking and transportation.

Our land-side programs include::

- Parking Management
- Valet Parking
- Shuttle/Bus Transportation
- Crew & Employee Transport
- Fixed Route
- Curbside Management
- Loyalty & VIP Programs
- Energy Efficiency

### Benefits of our Expertise

As a leader in airport parking solutions, our programs help you maximize your parking and ground transportation revenue and streamline operations, while our dedicated and highly-trained teams provide first-class customer service and increase satisfaction.

Our solutions also help you:

- Elevate your brand image & build passenger loyalty
- Meet the dynamic needs of travelers & enhance the passenger experience
- Reduce operating inefficiencies & costs
- Drive new business & boost revenue
- Leverage technology to attract & maintain passengers

### Trained, Passionate, and Committed Workforce

Partnering with ABM gives you access to thousands of skilled and trained employees dedicated to servicing airlines and airports. We employ only the best and brightest — capable, courteous, and consistently providing legendary customer service.

Our employees are thoroughly screened and vetted. To ensure the safest and most reliable service, drivers go through rigorous and continuous driving, safety, and emergency training.



ABM team members also have an aptitude for customer service. They receive industry-leading customer service training to ensure they remain focused on people and are better able to meet the dynamic needs of your travelers.

### Culture of Safety

Safety is at the core of our culture and we work closely with all agencies, clients, and industry experts to design and implement structured and integrated safety programs to maintain high levels of productivity, compliance, and risk mitigation in your dynamic environment.

Our parking and transportation safety awareness training includes issues such as vehicle damage, personal liability, workers' compensation, and theft. Special attention is given to specific job-related hazards for maintenance, parking attendants, valets, shuttle bus drivers, and cashiers. Also, employees must be knowledgeable about proper reporting procedures if an incident occurs.

### The Advantages of Innovation and Technology

We embrace technology innovation to provide you with top quality services, leading-edge passenger conveniences, and added value:

*Parking Management* — We leverage automation, electronic payment, guidance systems, and more to improve parking access and revenue control, help reduce congestion, optimize operations, and improve customer service and revenue.

*Mobile Apps* — We have developed fully-integrated mobile parking apps for smart phones and devices that get passengers parked faster

### About ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit [ABM.com](http://ABM.com).

and easier, making them less stressed and giving them more time to shop, eat, and spend money at your airport.

*Right-Sizing* — Business intelligence tools allow us to customize shuttle and transportation programs for your airport. This right-sizing approach better meets peak demands and seasonal changes as well as always maximizes efficiency and increases net operating income.

Other technologies we employ to improve busing operations include GPS, passenger count systems, next bus info, and pre/post trip management.

### Reducing Your Carbon Footprint

We are committed to minimizing the environmental impact of your transportation programs through reduced energy use, alternative energy sources, EV options, recycling, and more. As a Platinum Level Partner of the Green Parking Council, we strive to continually educate our local management and employees on environmental and sustainability best practices.

### Support You Can Trust

Find out why 11 of the top 30 U.S. airports rely on ABM to improve the passenger experience through efficient and effective parking and transportation services. Talk to one of our aviation experts today for an obligation free consultation.



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