



# Port Authority of New York & New Jersey

## Turn-Key Airport Shuttle Operations



For nearly four decades, ABM has been a proud partner of the Port Authority of New York & New Jersey (PANYNJ) —providing a single source shuttle solution to some of New York’s most iconic airports.

As a gateway to the United States, PANYNJ’s airports host over 140 million passengers each year. Managing 3 of America’s top 25 airports, PANYNJ supports over 3,500 aircraft movements a day. Spanning nearly 31 square kilometers, PANYNJ airports are host to over 125 airlines serving 395 non-stop destinations worldwide.

### CHALLENGE

At New York’s John F. Kennedy (JFK) and LaGuardia (LGA) Airports, over 250,000 passengers pass through each day. Home to more than 56,000 employees, each airport serves as a major artery to international commerce and the global aviation network. Transporting passengers and employees to their desired locations at the airport is critical to ensuring efficient operations. Any transportation service failures can disrupt air travel with perturbative effects felt across the globe. With an aging fleet of over seventy-five (75) shuttles across JFK and LGA alone, PANYNJ faced rising maintenance downtimes, out-dated on-board systems, and heavily worn chassis. Additionally, the shuttle fleet’s dependence on fossil fuels placed PANYNJ as one of the largest producers of carbon emissions in the shuttle environment at the time.

### Contract Facts

**Service:**

Airport Shuttle  
Airport Passengers

**Per Year:**

140+ Million

**ABM Benefit:**

Increased on-time performance, decreased maintenance downtime, fleet revitalization, and an elevated travel experience.



## SOLUTION

ABM developed and deployed a comprehensive shuttle transportation solution at JFK and LaGuardia inclusive of:

- Turn-Key Scheduled Bus Service
- AirTrain Contingency Bus Service
- Full-Scale Preventive and Remedial
- Maintenance
- Complete Shuttle Overhaul Program
- Fleet Conversion from Fossil Fuel to Electric
- Update of On-Board Systems

## IRT – Idle Reduction Technology

The Idle Reduction Technology initiative was implemented to reduce the carbon footprint of the Hybrid bus fleet. The IRT project consists of all Hybrid vehicles being retrofitted with upgraded software and parts to have the vehicle shut off after 3 minutes of idling.

## CTE Study – Center for Transportation & The Environment

CTE is a third-party company PANYNJ engaged to conduct a study of the PANYNJ EV bus fleet. The CTE project was initiated to identify ways to maximize electric vehicle usage and charging optimization. CTE provided a plan to PANYNJ to optimize the usage of electric vehicles shuttle bus operations, specific route detail was not included. ABM Shuttle bus management provided PANYNJ with a comprehensive plan that was practical and specific to the operations of JFK & LGA Shuttle By comprising data of fleet scheduling and applying best practices to maximize vehicle usage and charge times. After thorough review of the research on both sides, the PANYNJ decided to implement the designed plan of the ABM Shuttle team.

## BENEFITS

With robust on-board monitoring, ABM can respond to variations in passenger volumes in real-time. Through our adaptive approach to transportation services, ABM has increased on-time performance by 15%. Additionally, PANYNJ enjoys a 10% reduction in maintenance downtime through our proprietary maintenance tracking plan. Dedicated to elevating the travel experience, ABM's robust auditing program and proven Customer Service Training have led to an increase of PANYNJ's Net Promoter Score (NPS) by over 12%. Supported by a generous incentives program, our team members are recognized and rewarded to make a difference in the travel experience, one passenger at a time. With such strong employee morale, ABM has decreased absenteeism by over 10%. Powered by ABM, PANYNJ's LGA holds the distinction for "Most Efficient Airport in the World," handling more passengers per square kilometer per year than any other airport.



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