

JFK International Air Terminal



CUSTOMER PROFILE

- JFKIAT was formed in 1997 to manage the existing International Arrivals Building at New York's JFK Airport, and to develop and maintain the new Terminal 4, which opened in 2001.
- As one of the largest air terminals in North America, Terminal 4 is a 1.5-million sq. ft. facility that runs 24x7x365, processes seven million passengers a year and houses more than 50 airlines representing 40 countries.
- Over the years, the terminal has received the highest marks for passenger comfort, cleanliness, and overall terminal performance as awarded by passenger surveys.

SITUATION

There's no room for downtime at New York's busiest international air terminal. 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 JFKIAT's single-source technical operations and maintenance provider, Linc Facility Services 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.

BENEFITS

- Maintains consistent system uptimes of more than 99% (99.9% for baggage system).
- 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.

Overview

International traffic at New York's John F. Kennedy (JFK) Airport has increased dramatically since the first International Arrivals Building (IAB) was opened in 1957. Between rapid growth and constant advancements in aviation technology, the aging IAB was fast becoming outdated and difficult to manage and maintain.

In 1996, The Port Authority of New York and New Jersey sought to update the facility 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 airport 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 seven million passengers and 50-plus international and domestic airlines annually, and enjoys a world-class reputation.

The Challenge

As the largest terminal and the only 24-hour federal inspection area (FIA) at JFK, it is crucial that Terminal 4's systems are up and running at all times. Baggage handling, security, passenger loading bridges, and other critical equipment must operate reliably to keep passengers and planes continually moving.

"Airlines are measured on on-time performance so we must maintain a very high standard of service that keeps them on schedule," said Shawn Makinen, Vice President of Facility Management and Information Communication Technology at JFKIAT. "There are four other international terminals for the airlines to choose from at JFK, so to compete we must offer a large array of exceptional passenger services that run around the clock."

Charged with maintaining the new streamlined facility, JFKIAT needed a dependable, multi-disciplined facility services vendor capable of keeping Terminal 4 operating smoothly and continuously.

Makinen and his team didn't have to look far. Since Linc Facility Services (Linc) was the preferred facility maintenance vendor at the old IAB for several years, JFKIAT chose to continue to rely on Linc to be the sole provider of technical operations and maintenance for the new and improved Terminal 4.



The Linc Solution

“Linc had been our maintenance provider for a long time and we were extremely happy with their skill, professionalism, responsiveness, and quality of service,” said Makinen. “It was natural that we would turn to them to help us manage the new terminal. They were also instrumental in helping us plan and develop all of the new systems.”

As a leader in technology and high-value facility services, Linc has been providing customized solutions for customers with mission-critical operations for more than a quarter of a century.

Linc expertly manages the complex operation of JFKIAT’s most critical systems including the baggage conveyor systems, passenger loading bridges, laser docking systems, underground fuel distribution systems, taxi lane lighting, scales, Computerized Maintenance Management Systems (CMMS), and emergency power. Linc also maintains other essential building systems including elevators, escalators, moving sidewalks, HVAC systems, energy monitoring systems, fire alarm systems, security systems, facility structure, automatic doors, electrical systems, interior and exterior lighting, air-side and street-side pavement, signs, and more.

The 27-member Linc maintenance team is located on-site at Terminal 4 and includes experienced, multi-disciplined technicians that provide a very sophisticated level of service.

“We continue to choose Linc because they have the skills we need to be successful.”

Daily briefings between Linc and JFKIAT ensure the facility runs smoothly and upgrades and system repairs are done quickly and efficiently.

“We consider Linc more of a trusted partner than just a vendor and rely on them completely to handle the day-to-day operation of the terminal,” said Makinen. “Having a dedicated team on site is great because the technicians are cross-trained on the equipment. This means anybody who is on site can fix any system on-the-spot. We don’t have to call in specialists, which is expensive and leads to downtime.”

Unlike most other facility management vendors, Linc self-performs the majority of the work. This allows Linc to use its own highly trained employees to maintain high

quality service standards and ensure a successful, streamlined operation. This is also very convenient for JFKIAT because they only have to work with one vendor for all their maintenance needs.

“Normally we would have a different contractor for each piece of equipment,” said Makinen. “Linc being the sole service provider and bundling all the services together makes it easy for us,” said Makinen.

By providing a single point of contact for all maintenance and service needs, JFKIAT is able to manage the facility productively and keep operating costs to a minimum.

The Bottom Line

Linc has helped JFKIAT maintain more than 99 percent facility uptime (more than 99.9 percent for the baggage handling system), which is essential for running a successful 24x7x365 operation.

“A bad reputation can make or break you in this industry. If your systems are often down, airlines will think you can’t handle their flights and that can put you out of business fast,” said Makinen. “By keeping our systems on-line, with minimal downtime, Linc has helped us establish a world-class image that is respected by the passengers, the airlines, and our competitors.”

The success of the operation is evidenced by the fact that the terminal is running at full capacity during peak hours and new airlines continue to be added to the roster. The terminal also consistently receives high rankings in facility and customer satisfaction surveys.

“Linc allows us to be flexible, maintain extremely high standards, and offer a better quality of service at the lowest cost. This is a huge competitive advantage for us,” said Makinen.

The Future

Having been with JFKIAT for more than eight years, Linc has established itself as a trusted, long-term partner that can meet their facility management needs, no matter how much those needs change.

“We continue to choose Linc because they have the skills we need to be successful, no matter how much we expand and build out different areas of the facility,” concluded Makinen. “They have proven that they can take on any responsibilities we give them and can grow along with us.”