

Asset Management & Baggage



Asset Mgmt. & Baggage – Purpose & Objectives



Operational Efficiency

- Optimize Asset Availability and Reliability
- Business Continuity Planning
- Cost Controls – O&M and Investments
- Cross-functional Teams
- Effective Contract Management
- Continuous Process Improvements
- Energy Conservation



Supportive Functions

- Sustainable & Innovative Solutions
- Effective Project Management
- Flexibility to Adapt to Business Needs
- Subject-matter Expert Advisory
- Strategic Capital Planning
- Strategic Property & Space Management



Regulatory & Compliance

- Regulatory Adherence
- Corporate Policy Adherence
- KPI Metrics Goal Achievements
- Change Management
- Establish and maintain effective SOPs

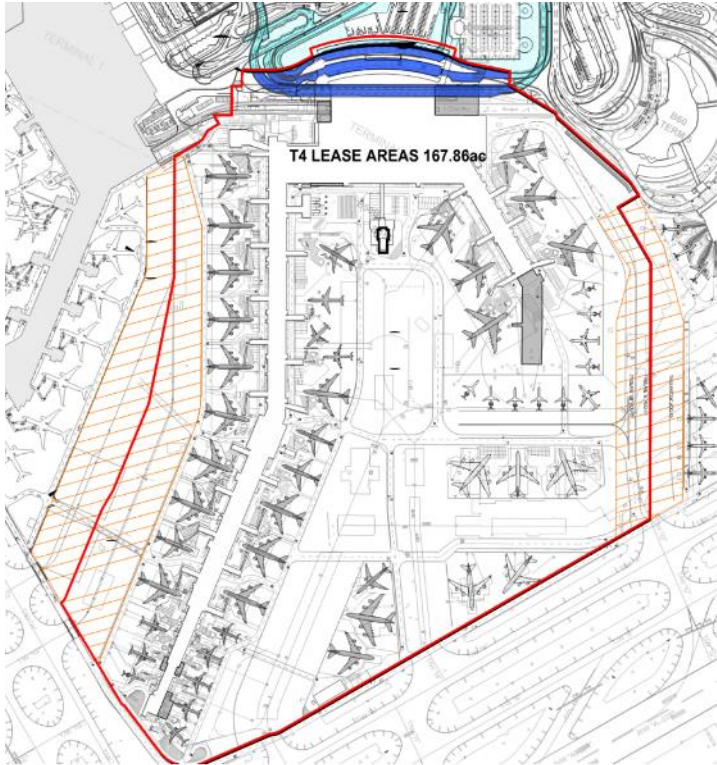


Support and delivery of JFKIAT's strategic and operational goals while providing a safe and comfortable environment for passengers and employees on a day-to-day basis.



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BUILDING MAINTENANCE



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Terminal 4

Size (interior)	~ 2.5 Million Square Feet
Phase 0: Headhouse & B-Con	Completed 2001
Phase 1: B-Con Ext, Gate B18 Bus Gate, East Box	Completed 2013
Phase 2: B-Con RJ Ext2	Completed 2015
Phase 2.5 A-Con Ext, Domestic Bag Claim	Completed 2023
Check-in Rows	9 + Delta One
Passenger Boarding Bridges	51
Hard Stands	8
Emergency Backup Generators	3
Electrical Substations	8
Air Handling Units	115
Fan Coil Units	~350
Roll-up Doors	75
Restrooms (public)	30
Elevators	42
Escalators	33
Moving Walkways	21

Business Partners

Building Maintenance

Baggage Handling System (BHS) & Passenger Boarding Bridges (PBB)

Appearance & Sustainability



- 24x7 operations
- 2.5M sq ft
- 168 acres
- Staffing 45

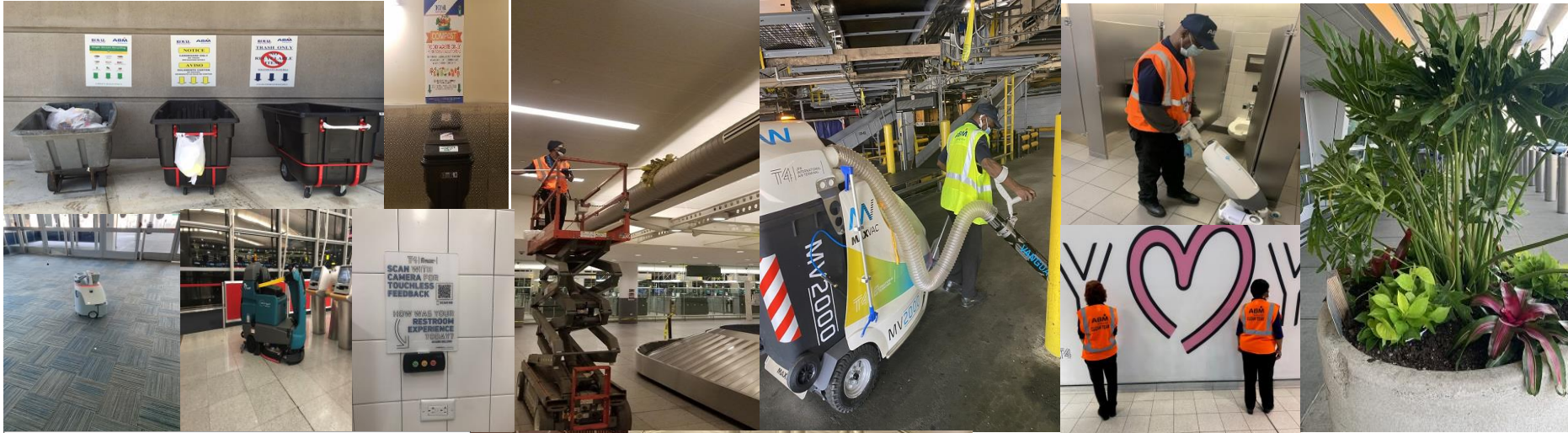
- 24x7 operations
- 20M bags/yr (2019)
- 15 miles of conveyors
- 44 gates
- 51 PBBs

- 24x7 operations
- 2.5M sq ft
- 168 acres
- Staffing 360 - janitorial



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APPEARANCE



ALWAYS IMPROVING



To report a restroom maintenance issue, scan the QR code with your mobile device to prompt a text message to Customer Service. Or text us at 646-760-4357.

OUR CLEAN PROMISE

- Clean Toilets & Stalls
- Clean Floors
- Clean Mirrors
- Clean Sinks
- Well Stocked Paper & Soap Dispensers
- Working & Maintained Fixtures
- Friendly Customer Service Staff





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SUSTAINABILITY – Purpose & Objectives

JFKIAT is committed and will continue Sustainable practices and improvements to exceed current and future targets



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Continue to demonstrate leadership and innovation in sustainability



Focus on energy efficiency, water conservation, indoor air quality



Work towards zero waste by reducing, reusing, recycling and composting

Partnering with subject matter experts

Sustainable strategies

Foster Collaboration

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We stand committed to reducing our carbon emissions by 35% by 2025 working with our Airlines, business partners and ground handlers

LEED Re-certification

- 2017 LEED Gold
 - Achieved



- 2022 LEED Platinum
 - Achieved



LEED Gold Status

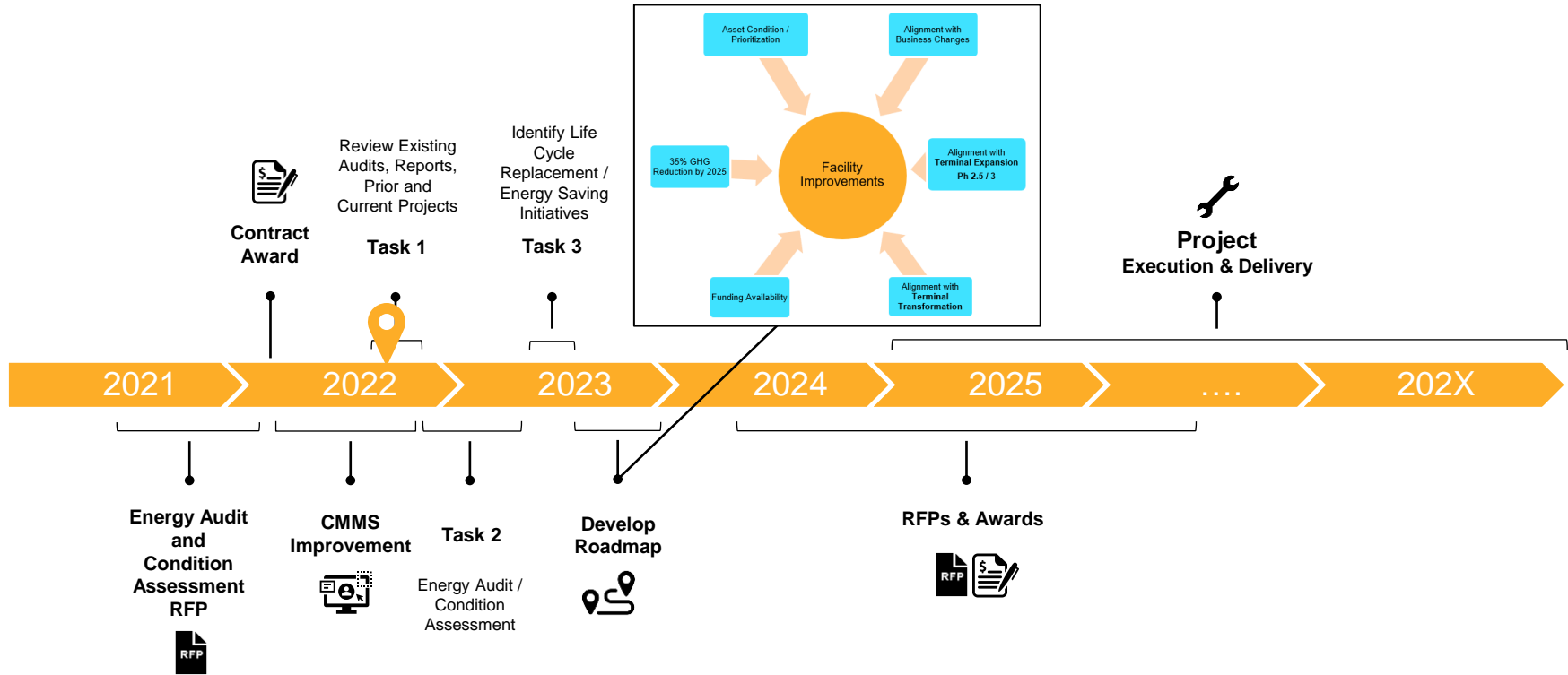
- T4 continues to meet LEED Gold building requirements

LEED Platinum Trending

- Reductions in Energy & Water consumption
- Improvements in Waste performance



T4 Energy Roadmap





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BAGGAGE SYSTEMS



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KPI and Balanced Scorecard

KPI#	Description	Weight	Scale			Actuals	Score	Weighted Score
A	Maintenance	40%	100	60	0			40

How do we measure success?

How we control our cost and project performance

Initiatives and strategies designed to increase operational performance

KPI #	Description	Weight	Scale	Score	Weighted Score
1	Technological Performance	20%	100	60	0
2	Customer Service and Management	20%	100	60	0
3	Restroom Performance	20%	100	60	0
4	Operational Health and Safety Compliance	20%	100	60	0
5	Ramp	20%	100	60	0

Financial

Customer

Objectives	Target	Current
OPEX Projects	160K	0
CAPEX Projects	1M	500K
O&M cost	+/- 0.3%	N/A
Recoverable Claims	100%	N/A

How we increase customer satisfaction and maintain services

Objectives	Target	Current
Bag Track Rate	>= 98%	99%
Missed Bag (DL)	<= 7.2	
VOC	12	8
Incident Rate (BHS & PBB)	<= 0.8	0.5

Objectives	Target	Current
BHS Availability (Clear Time)	<= 3 mins	2.6 mins
Sort Accuracy	>=98%	98%
Jam Rate	<= 28	36
PBB/ PCA/ GPU Availability	<= 30 mins	20 mins

How we maintain our learning and growth strategies

Objectives	Target	Current
Technical Training	6	0
Leadership Training	6	4
Bag Hygiene Training	10	6

Vision, Goals, and Strategies

Operational Processes

Learning & Growth

PROJECT MANAGEMENT

