

Seat → to Seat

A guide to optimizing every touchpoint
of the airport passenger journey

From curbside arrival to the moment
travelers settle in their seat,
every handoff matters.



ABM



Seat to Seat

A guide to optimizing every touchpoint of the airport passenger journey

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Air travel is judged in moments.

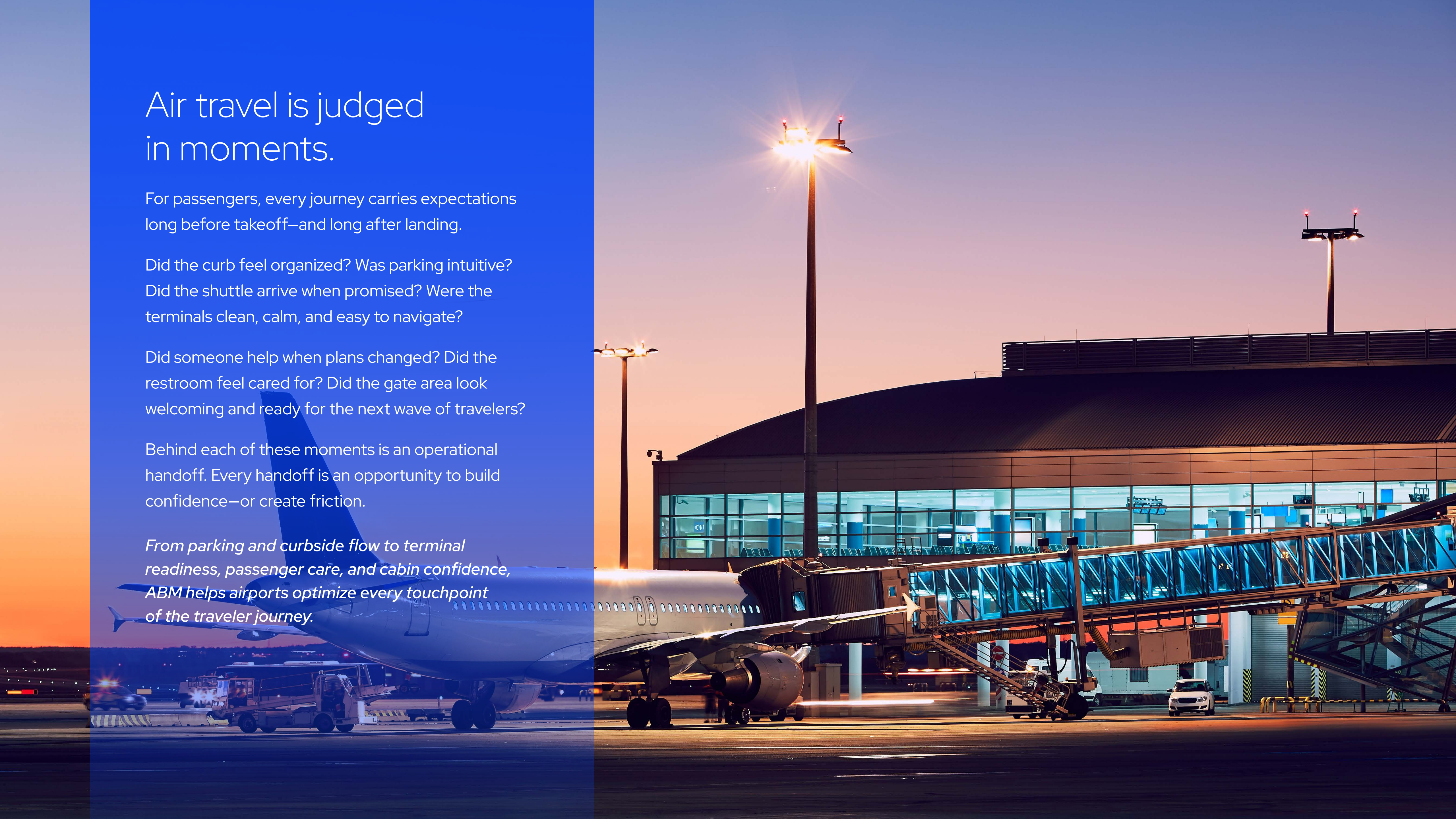
For passengers, every journey carries expectations long before takeoff—and long after landing.

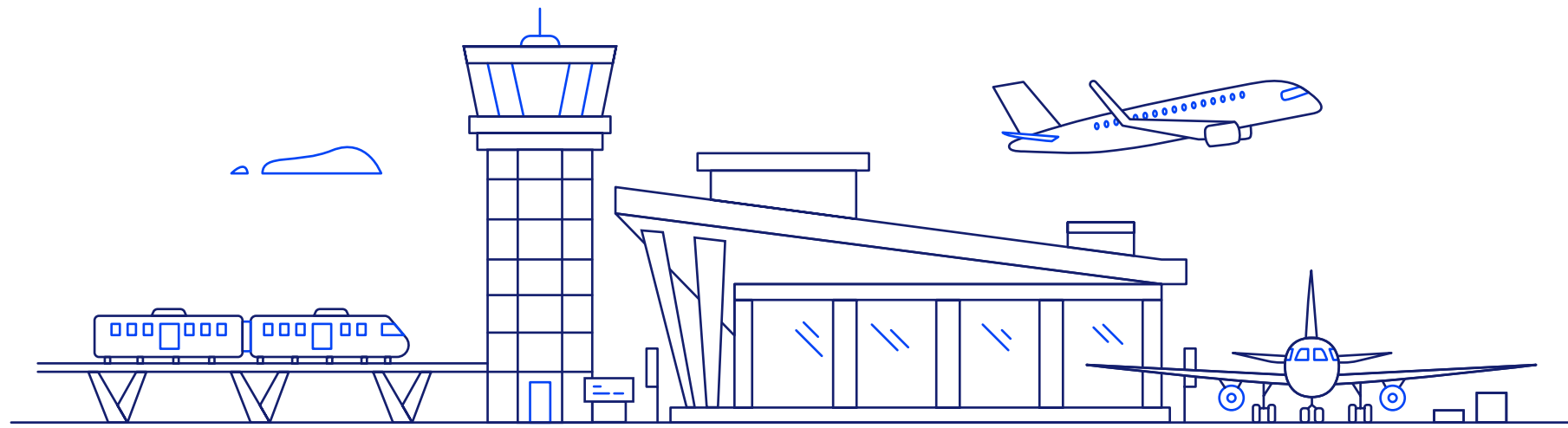
Did the curb feel organized? Was parking intuitive? Did the shuttle arrive when promised? Were the terminals clean, calm, and easy to navigate?

Did someone help when plans changed? Did the restroom feel cared for? Did the gate area look welcoming and ready for the next wave of travelers?

Behind each of these moments is an operational handoff. Every handoff is an opportunity to build confidence—or create friction.

From parking and curbside flow to terminal readiness, passenger care, and cabin confidence, ABM helps airports optimize every touchpoint of the traveler journey.





EXPECTATIONS ON THE RISE

Passenger expectations are rising. So are the operational demands behind every journey.

Airports are judged by the passenger experience, but that experience is powered by operations: clean spaces, easy movement, reliable facilities, attentive assistance, and on-time readiness.

For airport leaders, the challenge is not capability. It is coordination. Multiple vendors, overlapping responsibilities, and disconnected data can create inconsistent standards, limited visibility, and operational gaps.

ABM brings parking, curb management, shuttle operations, passenger care, ambassadors, cleaning, engineering, EV charging, and electrification into one coordinated model that moves with the passenger.

Reduce friction. Improve visibility. Protect airport reputation.



Source: ¹ JD Power 2025 North America Airport Satisfaction Study, ² Airports Council International Airport Service Quality (ASQ)

EXPECTATIONS ON THE RISE

Airports that win today deliver consistency, confidence, and care at every point of the journey.

ABM brings aviation scale, specialized teams, and integrated delivery to help airports turn fragmented touchpoints into one coordinated passenger experience.

ABM expertise at work:

75+

Airports worldwide rely on ABM

27

Of top 30 busiest U.S. airports served

10

Of top 10 U.S. airlines served

30M+

Square feet of airport properties cleaned every day

5M+

Wheelchair traveler requests managed annually

14K+

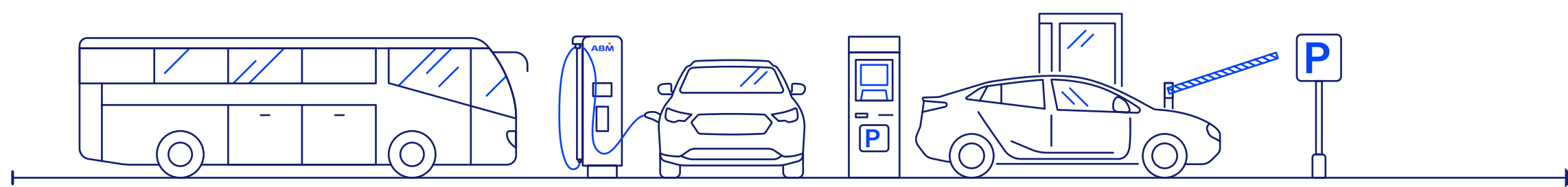
ABM aviation specialists at work each day

1M+

Vehicles parked daily

800

Buses in airport operations fleet



LANDSIDE EXPERIENCE

Where the passenger journey begins

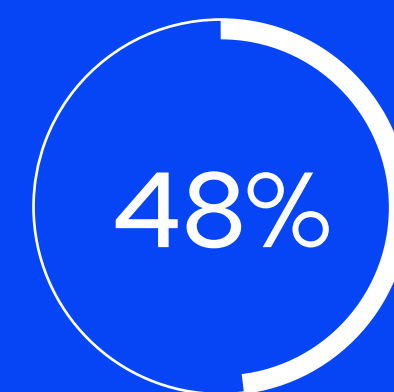
The first impression of an airport often happens before a traveler reaches the terminal—in a parking facility, at the curb, or on a shuttle.

Travelers expect intuitive access, clear wayfinding, reliable shuttles, organized curbs, and fast, contactless payment options.

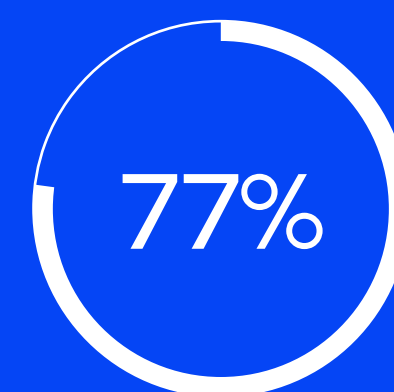
Leading airports are rethinking landside operations as a connected system: parking availability, curb flow, shuttle timing, valet, reservations, license plate recognition, dynamic pricing, and traffic management.

ABM aligns people, technology, and data to keep vehicles moving, manage demand in real time, and reduce friction across the first and last mile of the journey.

Reduce congestion. Increase parking revenue. Improve first and last impressions.



48% of passengers consider easily accessible parking a critical factor when choosing an airport ³



Approximately 77% of passengers travel by private vehicle, with a large segment of travelers choosing parking ⁴



LANDSIDE EXPERIENCE

Connecting parking, curb, and shuttle operations

Travelers see landside operations as one experience. When parking availability, curbside flow, shuttle service, valet, reservations, and payment work together, the journey begins confidently.

ABM helps airports connect staffing, technology, and daily operations across the first and last mile—improving visibility, accountability, and passenger flow before travelers enter the terminal.

- **Parking management:** Reservations, license plate recognition, dynamic pricing, access and revenue control
- **Shuttle operations:** Fleet deployment, routing, timing, operator training
- **EV charging:** Charger deployment, uptime monitoring, maintenance support, utilization reporting
- **Performance visibility:** Demand insights, reporting, revenue and operations data
- **Curb management:** Peak-period staffing, traffic flow, queue support
- **Valet & customer care:** Frontline service, wayfinding, traveler assistance

ABM expertise at work:





ABM has supported ICT for over 20 years with integrated parking and shuttle operations, combining onsite management with ongoing operational guidance.

ICT by the numbers:

#1

Largest, busiest airport in Kansas

#3

In USA Today's 10 Best Small Airports 2020

\$200M

Renovation completed in 2015, including a \$40M parking facility

CASE STUDY | WICHITA AIRPORT

Putting customers first to enhance the landside experience

Wichita Dwight D. Eisenhower National Airport (ICT) is a growing regional airport where parking, shuttle reliability, and first-arrival ease play a critical role in the passenger experience.

CHALLENGE

ICT competes with nearby airports and rideshare options. To attract and retain travelers, leadership needed to make parking easier, more intuitive, and more compelling from the moment passengers arrive.

SOLUTION

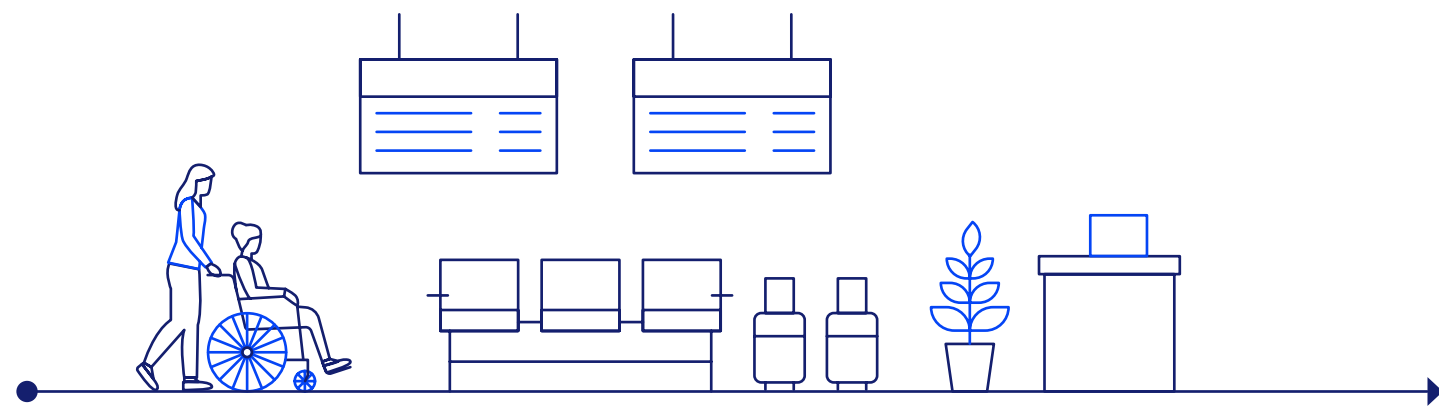
ABM conducted customer focus groups to identify key pain points and guide targeted improvements. These insights led to clearer garage signage, stronger promotion of parking value, and the introduction of loyalty and reservation programs to improve convenience and retention.

As ICT grows, ABM also supports modernization planning around revenue control systems, EV charging solutions, and centralized data platforms that help the airport build a more connected, future-ready operation.

BENEFITS

The results are both operational and experiential. ICT maintains consistent service quality as it grows, supported by a stable team and streamlined operations. More than 1,400 users have adopted the Frequent Parker Program, while customer insights continue to inform pricing and marketing strategies.

With ABM as a single partner, ICT can adapt quickly—delivering a smoother, more competitive parking experience from the start.



PASSENGER CARE & AMBASSADORS

The human side of flawless operations

For many travelers, the airport experience is defined by the support they receive when it matters most.

A wheelchair request, queue guidance, gate assistance, or help making a connection may last only minutes, but those moments leave a lasting impression.

Customer Service Ambassadors turn operational complexity into passenger confidence—providing direction, reassurance, accessibility support, queue help, and real-time information when travelers need it most.

ABM brings high-touch hospitality together with standardized workflows, dispatch, training, and technology to help travelers move through busy terminals with confidence.

Improve accessibility. Reduce stress. Keep passengers moving.

#1

Ease of travel is the **number one driver** of airport satisfaction ⁶

27M+

More than **27 million passengers** requested wheelchair assistance on U.S. airlines in a single year ⁷



PASSENGER CARE & AMBASSADORS

A calm voice, clear direction, or timely assistance can turn stress into confidence.

How ABM supports consistency:

- Continuous training and aviation-specific service standards
- Dispatch and real-time coordination across terminal zones
- Escalation protocols for irregular operations and passenger needs
- Accessibility, wayfinding, queue flow, and connection support
- Performance reporting that helps leaders see where demand is building

The result: a more welcoming, easier-to-navigate airport experience for every traveler.

Passenger services:

WHEELCHAIR

INTERLINE TRANSFER

AMBASSADOR

QUEUE MANAGEMENT

VBC (VENDOR BEHIND COUNTER)

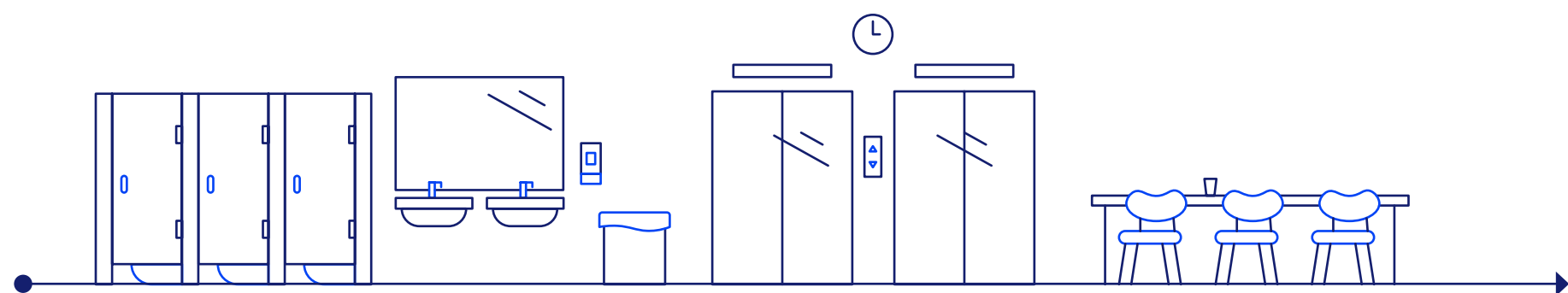
SECURITY

SKYCAP

BSO (BAGGAGE SERVICES OFFICER)

TICKET VERIFICATION

CONCIERGE



CLEANING SERVICES

The invisible work passengers see everywhere

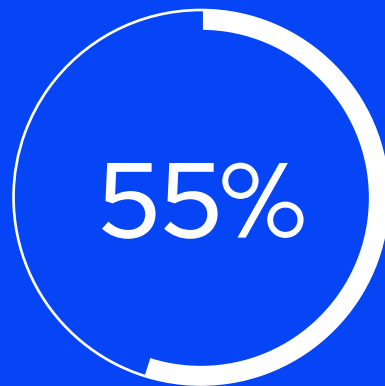
Travelers form impressions quickly. A spotless restroom, orderly gate area, or well-maintained terminal builds confidence long before passengers reach their gates.

Passenger volumes shift, gates change, and delays can turn quiet spaces into high-traffic areas within minutes. Fixed cleaning schedules cannot keep pace.

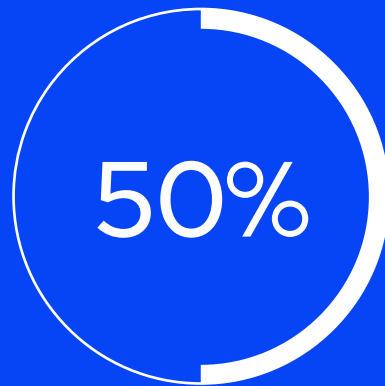
ABM cleaning teams use airport-specific protocols, training, smart routing, and real-time operational data to align resources with passenger movement across the terminal.

The impact goes beyond appearance. When spaces are clean, stocked, and ready, passengers move with greater confidence and the airport runs more smoothly.

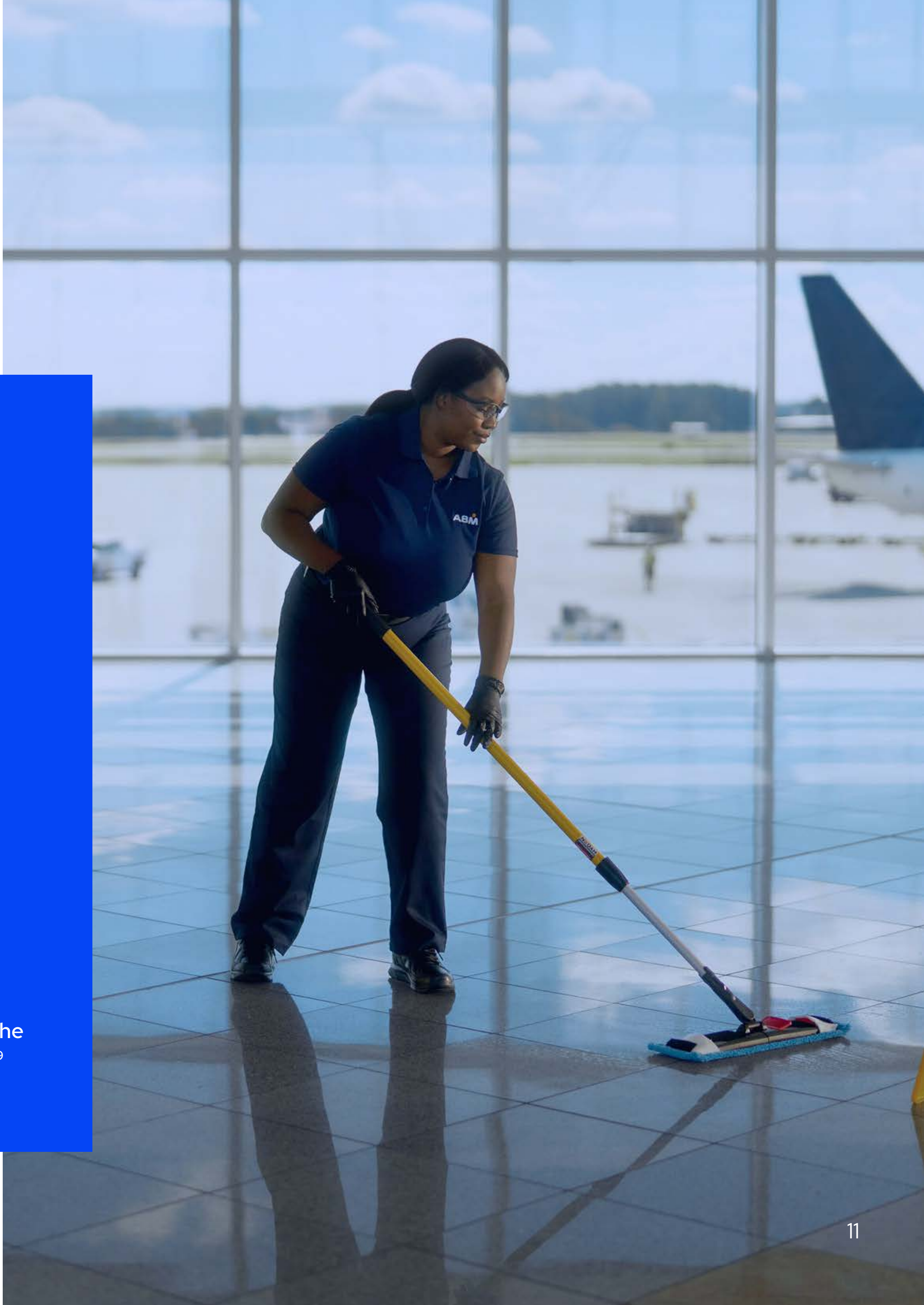
Protect brand perception. Improve readiness. Respond to passenger flow in real time.



Clean terminal facilities
make up ~55% of overall
airport satisfaction ⁸



Restroom cleanliness
accounts for over 50% of the
terminal cleanliness score ⁹



Source: ⁸ Airports Council International ASQ research, ⁹ MDPI: How to Achieve Passenger Satisfaction in the Airport

CLEANING SERVICES

Cleanliness is one of the strongest influences on the air travel journey.¹⁰

- **Airport-specific:** Protocols and training for complex aviation environments
- **Smart routing:** Resources aligned to flight schedules and passenger flow
- **Real-time:** Work orders, issue response, and operational visibility
- **Quality control:** Inspections, reporting, and continuous improvement

ABM expertise at work:

30M+

Square feet of airport properties cleaned daily

100+

Years of experience in commercial janitorial services

What passengers experience: stocked restrooms, orderly gates, active spill response, cleaner common areas, and calmer movement through the terminal.

Source: ¹⁰ JD Power 2025 North America Airport Satisfaction Study



By aligning people, processes, and systems, ABM helps ensure that every element of the terminal performs as intended.

LGA by the numbers:

\$5.1B+

Redevelopment projects

1.3M

Square feet of facilities

6

Airlines fly through LGA Terminal B

35

Gates

CASE STUDY | LAGUARDIA AIRPORT TERMINAL B

Elevating the Terminal B guest experience to “Best in the World”

Following a \$5.1 billion redevelopment, LaGuardia Airport’s Terminal B set a new standard for modern air travel. But delivering a world-class facility was only part of the challenge.

CHALLENGE

LaGuardia Gateway Partners needed a facilities partner capable of translating that investment into a consistently exceptional passenger experience across every touchpoint, while supporting asset preservation, lifecycle management, sustainability objectives, and supplier diversity goals.

SOLUTION

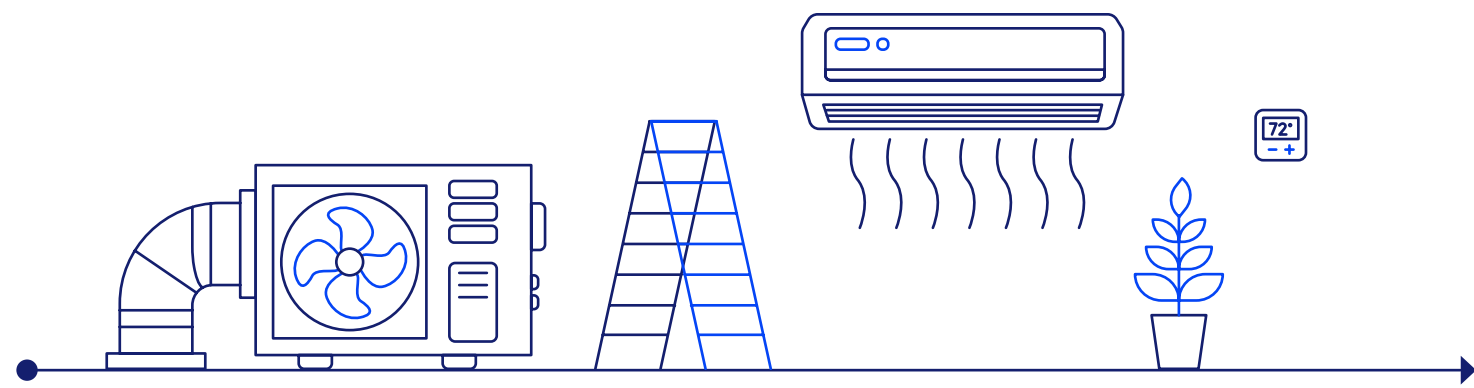
ABM aligned operations, staffing, and performance around a simple idea: One Team, One Terminal. The integrated model brought together engineering, transportation, cleaning, guest experience, security, and more under one coordinated system of accountability.

Centralized dashboards and coordinated workflows help teams respond quickly to changing conditions and deploy resources where needed across a complex, high-volume environment.

BENEFITS

Terminal B became the first airport terminal in North America to earn the highest **5-Star Rating from Skytrax**, and was named the **World’s Best New Airport Terminal** in the 2023 World Airport Awards.

Today, ABM supports a complex environment of 35 gates, six airlines, and thousands of daily passengers—improving asset reliability, operational efficiency, guest experience, and community impact.



ENGINEERING & MAINTENANCE

Systems that make travel feel effortless

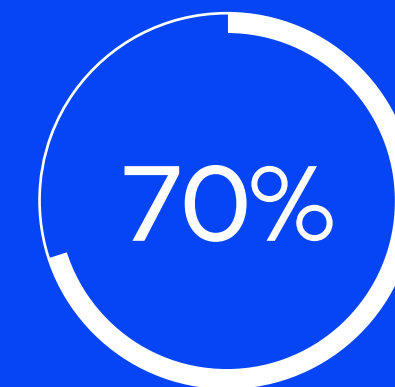
Passengers rarely notice building systems when they work. They notice immediately when they do not.

HVAC, lighting, electrical systems, vertical transportation, restrooms, utilities, and other operational essentials must perform consistently.

For airport operators, engineering reliability drives passenger comfort, safety compliance, asset preservation, energy performance, and on-time operational readiness.

ABM onsite engineers, predictive maintenance programs, and digital platforms provide real-time visibility, help reduce unplanned downtime, and extend asset life.

Reduce downtime. Extend asset life. Improve comfort and energy performance.



Nearly 70% of passengers report dissatisfaction with indoor air quality¹¹

40-60%

HVAC systems account for up to 60% of total energy consumption in most airport terminals¹²

ENGINEERING & MAINTENANCE

When systems perform consistently,
the entire airport experience feels effortless

ABM expertise at work:

RELIABILITY

10K+ Professionals

With more than 10,000 engineers and technicians, ABM is one of the nation’s largest onsite facility engineering providers.

SAFETY

NETA Testing

As a fully accredited NETA testing company, ABM helps clients meet NFPA 70E and other critical safety standards.

RELIABILITY

10% Downtime Reduction

ABM helped a major airport authority reduce critical system downtime by 10% through a customized maintenance program.¹³

COST

8.2% Lower OPEX

A top-10 international airport reduced operating expenses by 8.2% within 15 months of partnering with ABM.¹⁴

VALUE

57% ROI

Engineering-led infrastructure upgrades at a major airport delivered a 57% annualized return on investment.¹⁵

ENERGY

\$170,000 Energy Savings

A 1.1 million-square-foot airport terminal saved \$170,000 in its first year using ABM *Connect*™.¹⁶

ABM *Connect* turns airport operations data into executive visibility—giving leaders one trusted, real-time view of service performance, work orders, traveler feedback, and team activity so they can act faster, improve accountability, and deliver a smoother passenger experience.

ABM.com/abm-connect

Source: ¹³ [ABM.com/perspectives/turn-key-airport-shuttle-operations](https://www.abm.com/perspectives/turn-key-airport-shuttle-operations), ¹⁴ [ABM.com/perspectives/upgrading-the-parking-experience-for-lax](https://www.abm.com/perspectives/upgrading-the-parking-experience-for-lax), ¹⁵ <https://www.abm.com/perspectives/upgrading-the-parking-experience-for-lax?>, ¹⁶ <https://www.abm.com/perspectives/unlocking-hidden-performance-gains-with-abm-connect?>

When operations respond in real time, the entire terminal experience feels more predictable.



CASE STUDY | JFK AIRPORT

Advancing performance through technology and teamwork

Built in 2001, JFK’s Terminal 4 is one of the busiest airport environments in the U.S., serving 25 million passengers annually and welcoming up to 80,000 travelers each day.

CHALLENGE

Rising passenger volumes and evolving standards put pressure on legacy infrastructure not designed for today’s demand. The terminal needed to improve cleanliness, efficiency, and environmental performance—without slowing daily operations.

SOLUTION

JFK International Air Terminal partnered with ABM to implement a more responsive, data-driven model. Instead of static schedules, ABM aligned cleaning and maintenance with real-time passenger flow.

A smart-clean ecosystem powered by IoT technologies, automated work orders, and centralized dashboards gave teams real-time visibility across landside and airside spaces.

BENEFITS

Terminal 4 became the first preexisting airport terminal to achieve LEED® Platinum certification, **reducing water use by 21% and lowering energy consumption.** Demand-based cleaning also improved passenger experience, contributing to a **7-point increase in restroom satisfaction.** Today, Terminal 4 operates with greater consistency—supporting sustainability goals and a more reliable traveler experience.

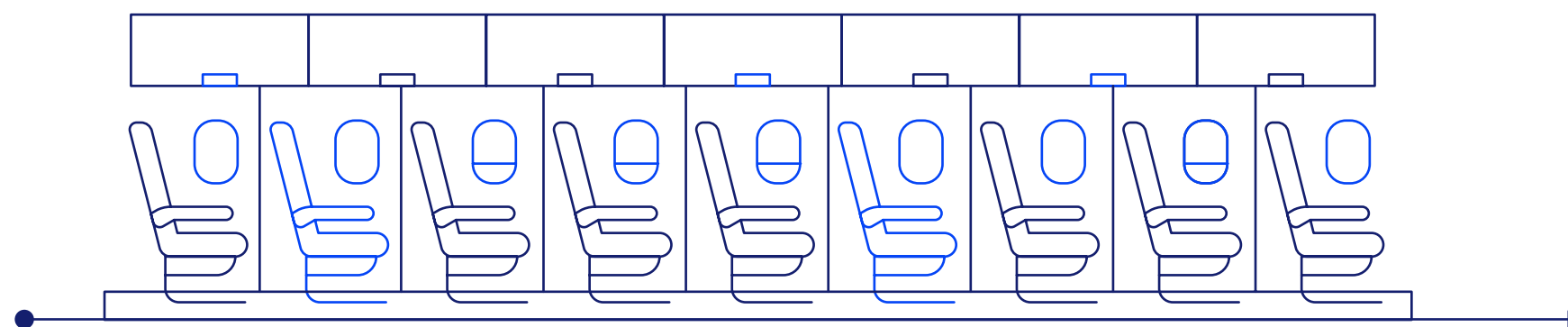
JFK by the numbers:

25M
Annual passengers

23M
Square feet of facilities

385
Team members

LEED®
Platinum certified terminal



GATE-TO-CABIN READINESS

The final handoff before takeoff

The passenger journey does not stop at the gate. A clean, prepared aircraft is one of the last signals that the airport and airline experience is working as it should.

As travelers move from the terminal to the aircraft, every detail matters: cabin cleanliness, prepared seating areas, stocked lavatories, clear boarding flow, and a ready aircraft.

These moments happen quickly, but they shape passenger confidence before departure and influence how travelers remember the journey.

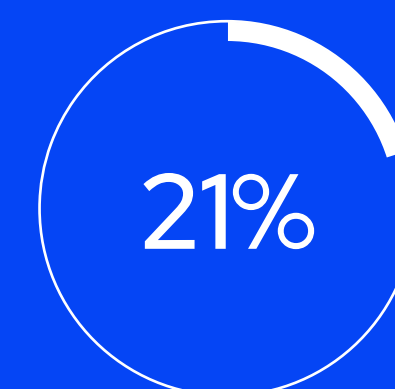
ABM supports airlines and airport operations with trained, badged aviation teams who work within tight turnaround windows, changing flight schedules, and airline-specific standards.

From cabin cleaning and lavatory service to targeted turn support and quality checks, ABM helps aircraft remain clean, prepared, and ready for boarding.

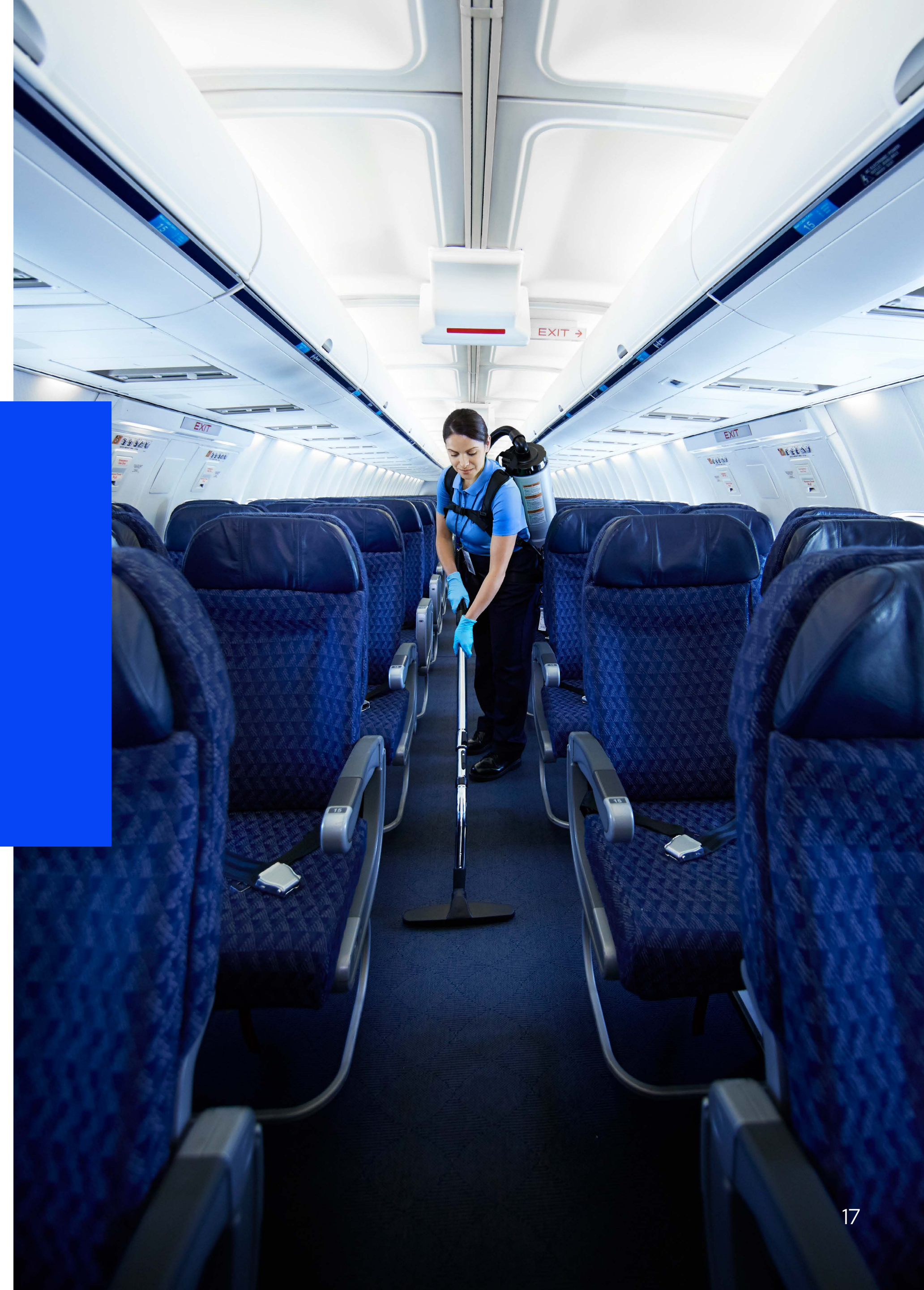
By connecting terminal care, passenger support, and cabin readiness, ABM helps create a smoother transition from gate to seat.

Protect final impressions. Support on-time departures. Build confidence before takeoff.

Source: ¹⁷ <https://www.sogolytics.com/blog/us-airline-cx-rankings-2026/>



U.S. travelers say aircraft cleanliness is a deciding factor when choosing an airline ¹⁷



GATE-TO-CABIN READINESS

Strong turnaround performance keeps flight departures smooth and confidence high.

ABM expertise at work:

1.3M+

ABM aviation teams clean over 1.3M aircraft each year ¹⁸

10 of 10

10 of the top 10 airlines in the U.S. trust ABM with solutions that surpass passenger expectations

Turn Support

Priority tasking, tight-window execution, flight schedule alignment, and support for changing operational needs.

100+

ABM has over 100 years of commercial cleaning expertise

Flexibility

Real-time flight activity and demand-based resourcing help teams adjust service priorities as schedules, gates, and turnaround needs change.

Quality

Airline SOP alignment, inspections, escalation processes, and service validation to help maintain consistent standards.

The result: clean cabins, confident boarding, and smoother turns that help keep departures on schedule.

Source: ¹⁸ [ABM.com/perspectives/fast-facts-airport-airline-services](https://www.abm.com/perspectives/fast-facts-airport-airline-services)



OPERATING MODEL

How ABM operationalizes the journey

For facilities and aviation operations teams, consistency comes from disciplined execution—not disconnected tasks. ABM turns the journey into a measurable operating rhythm.

1

Sense demand

Flight data, passenger flow,
IoT alerts, service requests



2

Deploy teams

Staffing plans, smart routing,
dispatch, aviation SOPs



3

Track work

ABM *Connect*, mobile
work orders, inspections,
completion status



4

Report performance

Dashboards, SLA reviews, KPI
visibility, stakeholder updates



5

Improve continuously

Root-cause analysis, training,
playbooks, optimization

The result: fewer handoffs, faster response, clearer accountability, and a more consistent passenger experience.



DATA & ACCOUNTABILITY

One accountable partner across the journey

Passengers do not experience the airport by service line. They experience the sum of everything: curb, parking, shuttle, accessibility, cleanliness, comfort, wayfinding, and readiness.

ABM aligns the services that shape those moments under one coordinated model.

LANDSIDE

- Parking Management
- Curb Management
- Shuttle Operations
- EV Charging

PASSENGER EXPERIENCE

- Passenger services
- Customer Service Ambassadors
- Wayfinding & Queue Support
- Accessibility Assistance

FACILITY READINESS

- Cleaning Services
- Restrooms & Gate Areas
- Building Engineering
- Maintenance

FUTURE-READY INFRASTRUCTURE

- *ABM Connect*
- Electrification
- Energy Visibility
- Asset Optimization

**Reduce vendor complexity. Improve visibility.
Strengthen accountability. Scale with confidence.**

An aerial photograph of a large airport terminal and its surrounding tarmac. The terminal is a long, modern building with multiple gates. Several commercial aircraft are parked at the gates, and many smaller planes are on the tarmac. The scene is illuminated by the warm, golden light of a setting or rising sun, creating long shadows and a hazy atmosphere. The foreground shows the paved areas and taxiways of the airport.

Building accountability into terminal operations

ABM brings visibility, consistency, and coordination at airport scale

For high-performing airports, every function must work together. Passengers care whether the journey feels easy, safe, clean, and well managed—not where one vendor's responsibility ends and another begins.

ABM aligns people, processes, and priorities through one coordinated model. Mobile workflows, real-time updates, and performance dashboards help teams stay informed, connected, and accountable.

The result is an operation that stays responsive, adapts to demand, and delivers a more consistent experience from one moment to the next.

That is the difference between managing services and delivering an exceptional passenger journey. That is Seat to Seat.

Schedule a passenger journey assessment with ABM.
Call **866.624.1520** or visit **[ABM.com/airports](https://www.abm.com/airports)**.



FACILITY
ENGINEERING &
INFRASTRUCTURE
SOLUTIONS

ABM drives possibility through facility, engineering, and infrastructure solutions across a wide range of industries. Our inclusive teams work together to advance a healthier, more sustainable, ever-changing world. Under our care, systems perform, businesses prosper, and occupants thrive. Every day, over 100,000 of us partner with our clients to care for the people, places, and spaces important to you. We are making spaces smarter, modernizing infrastructure, and transforming facilities to become more resilient.

Driving possibility, together.