

# Elevating the Guest Experience to “Best in the World” for LaGuardia Airport’s Terminal B



Following a historic and award-winning redevelopment of Terminal B, one of the largest public-private partnerships in U.S. history, LaGuardia Gateway Partners (LGP), turned to ABM for comprehensive integrated facility services and best-in-class traveler experiences. The goal? Provide a safe, seamless, and consistent experience for guests, while driving long-term asset preservation, efficiency, sustainability, and diversity across the new 1.3 million square foot facility—which opened in phases between 2018–2022.

ABM began providing select services for LGP, the developer and manager of LaGuardia Terminal B, in 2018. Through a one-team collaboration, in 2023 Terminal B became **the first in North America to earn the highest Global 5-Star Rating from Skytrax**. LaGuardia’s Terminal B has also been named the World’s Best New Airport Terminal in the 2023 World Airport Awards.



## THE CHALLENGE: ELEVATING THE GUEST EXPERIENCE

Valued at \$5.1 billion, the Terminal B project at LGA is one of the largest public-private partnerships in American history, as well as one of the largest in U.S. aviation.

As the developer and operator of the new terminal, LGP was looking for a facility services partner to help elevate the guest experience, handle asset preservation and lifecycle management, exceed their sustainability objectives, and meet supplier diversity goals. They also knew that partner had to be capable of honoring and delivering on their Terminal B operational pillars:

- Culture of Caring
- Strong Partnerships
- Always Innovating
- Excellence in Execution

## ABM PERFORMANCE SOLUTIONS

ABM began with clear strategic priorities: developing a “One Team, One Terminal” approach, delighting our guests, engaging the community and stakeholders, and delivering operational excellence for LGP. ABM's *Performance Solutions* provides a single-source solution across various facility operations, including:

- Facility Management
- Asset Lifecycle Management
- Engineering & Maintenance Services
- Project Management
- Specialist Vendor Management
- Transportation Services
- Janitorial Services
- Guest Experience Services
- Security; including employee screening, exit lane, alarm response
- FOD/Snow Removal
- Pest Control
- Curbside Management
- PRM Management (People with Restricted Mobility)

By providing these offerings under one umbrella, ABM ensures greater service consistency and efficiency throughout the Terminal.

This collaboration with LGP optimizes and unifies operational efficiency across Terminal B. Managing more than 600 team members serving the Terminal, ABM's *Performance Solutions* team is working to improve the sustainability of the Terminal's operations and the diversity of its suppliers, including the growing number of local partners supporting Terminal B, ensuring ABM advances the goals and vision of LGP to best serve guests while growing business and employment opportunities for the local community.



*ABM Performance Solutions provides one source of accountability for all facility services, all while delivering greater ROI.*

## LaGuardia Airport Terminal B Fast Facts

**\$5.1 billion** capital redevelopment project

**1.3 million** sq. ft. of facilities

**6** airlines fly through LGA Terminal B

**35** gates

**Nearly 50** new shops, restaurants, and services

**75** individual flight check-in kiosks

**5,000** workers

**5-Star** Airport Terminal rating from Skytrax

**World's Best New Airport Terminal** in the 2023 World Airport Awards

LaGuardia Terminal B is home to Air Canada, American Airlines, Frontier Airlines, JetBlue Airlines, Southwest Airlines, and United Airlines.

## THE OUTCOMES AND ROI

Using our scale, network, and expertise, ABM is driving sustainable efficiencies while elevating the customer experience, helping achieve key objectives for LGP:

- Creating an exceptional experience that everybody loves
- Increasing asset reliability and preservation
- Consistently delivering 5-star service to the airport community
- Meeting supplier diversity spend goals

Here's how we are doing it:

### Maintain and Elevate the Guest Experience

With our partners at LaGuardia, ABM is creating a consolidated guest experience strategy that includes a unified approach to training that emphasizes world-class guest experience standards—and delivers it consistently across all services.

The strategy includes a Guest Experience program. ABM, along with partner and women-owned Ethos Farm, a customer experience consultancy, has been responsible for training Guest Experience Ambassadors and all team members to deliver world class service proactively and seamlessly across a variety of touchpoints. This approach ensures passengers have a positive journey throughout the new Terminal B.

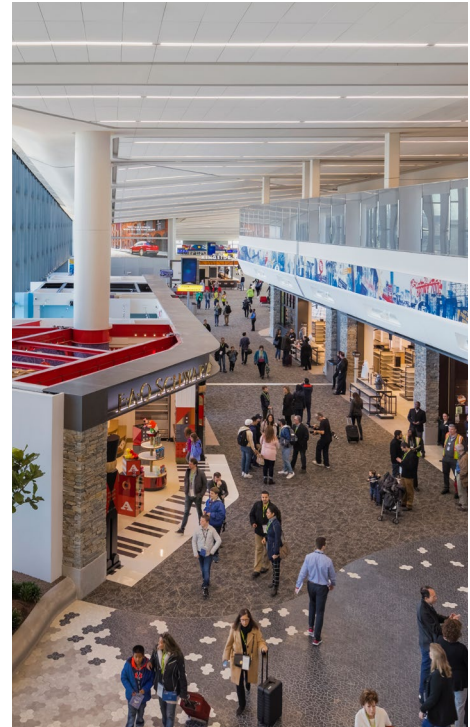
### One Source of Accountability

ABM is driving consistency in operational excellence across the terminal with a one-team approach to guest experience. For the few services we subcontract, ABM has a robust vendor management process to ensure we're holding subcontractors and other vendors accountable to our same high standards.

ABM is working collaboratively with LGP to establish a Vendor Management Plan with ABM managing vendors to agreed-upon scopes of work and performance expectations. We also conduct structured QBRs with key vendors to review performance and look for continual improvement and innovation opportunities.

### Drive Asset Preservation, Energy Optimization, and Sustainability

ABM is helping Terminal B operate more efficiently and effectively by developing the appropriate maintenance strategy to ensure asset performance, extend asset lifespan, and reduce both cost and downtime.



## An Award-Winning Airport Terminal

ABM is proud to have helped LGP achieve accolades for LGA Terminal B based on everything from the front-line customer experience to the travelers' end-to-end journey through the airport.

- Awarded the highest global 5-Star Airport Terminal Rating by Skytrax in 2023
- Named the World's Best New Airport Terminal in the 2023 World Airport Awards
- Awarded LEED® Gold Certification for Operation and Maintenance



Enhancing the use of LaGuardia's CMMS technology (Maximo 8) helps to proactively manage the maintenance of physical assets throughout their lifecycles—across all departments and all locations.

As a result, we are helping:

- Reduce unplanned downtime
- Increase asset reliability
- Minimize asset failures
- Reduce inventory costs
- Maximize use of resources
- Manage safety and risk

"We have a 'See it, Own it, Solve it' mentality. We're not operating in silos, but rather, we take pride in the complete ownership of maintaining Terminal B. We're proud of coming to work; we're proud of the facility; and we're proud to take care of it in that way."

— Frank J Bernaudo, Director LGA, ABM

### Meet Supplier Diversity Goals

We work with LGP to grow support from talented Minority- and Women-Owned Business Enterprises (MWBE) to meet the supplier diversity objectives essential to the operation of Terminal B.

### Enable All of It with Technology and Data

With a comprehensive performance dashboard, the operation is empowered with real-time actionable metrics, robust reporting, and up-to-date KPIs and more. The integrated dashboard enables total visibility across facility operations and insights for continuous improvement, ensuring optimal performance and a consistently best-in-class experience for travelers.

The tech stack supporting Terminal B features our ABM *Clean* application, providing supervisors with detailed information about the cleaning status of each location including restrooms and gates, as well as visibility into janitorial staffing. This enables supervisors to mobilize workforce based on demand. It also accounts for passenger throughput, irregular operations (IROPS), validation based on cleaning stamps, staff activity, and an alert log. The result:

- **Higher levels of satisfaction through demand-based resourcing**  
ABM schedules services and assigns employees throughout the terminal based on departures, arrivals, and throughput counting by utilizing IoT sensors. This means every area, gate, and restroom "looks like new" whenever—and wherever—the next influx of passengers arrives.
- **Increased visibility with beacons for real-time intelligence**  
Our innovative beacon technology allows Terminal B to prioritize work by demand instead of available resources. This single dashboard delivers information such as work order statuses, team member locations, and audit results to improve workforce productivity, efficiency, resource allocation, and cross-utilization.
- **Faster response times**  
ABM anticipates new work orders with real-time proximity data and AI to dispatch the nearest team member automatically. This mitigates satisfaction issues before they escalate.

*"The redevelopment of Terminal B was intentionally designed to delight guests at every touchpoint from curb to gate. ABM is the perfect partner to complement our best-in-class experience with a commitment to innovation—delivering excellence for unparalleled guest and partner experiences," said Jamie Haviaris, Chief Technical Officer at LaGuardia Gateway Partners. "Our partnership with ABM played a key role in the success of the new Terminal B, and we are pleased to have them deliver that same methodology across additional functions of the Terminal."*

# ABM *Performance Solutions*

For LaGuardia Gateway Partners—and for clients in diverse industries across the country—ABM *Performance Solutions* is driving measurable and meaningful value with a suite of integrated facility services. All while generating cost efficiencies across the entire lifecycle of their portfolio of facilities and prioritizing the most impactful outcomes.

*"We're proud to support the newly redeveloped and award-winning Terminal B, advancing its position as the global standard for airport design and experience," said Sean Bromfield, President, Aviation at ABM. "Through this partnership, ABM will enhance and support the continued development of Terminal B's guest experience, while elevating operations across the Terminal to a whole new level of strategic alignment, efficiency, and commitment to sustainability, people, and community."*



## FACILITY ENGINEERING & INFRASTRUCTURE **SOLUTIONS**

ABM drives possibility through facility, engineering, and infrastructure solutions across a wide range of industries. Our diverse, 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.*

Learn more at **ABM.com/Performance-Solutions**  
Or by calling **866.624.1520**