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NEWS

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JFK Terminal 4 Unveils First Indoor Taxi Stand at a New York City Airport

New security measures and relocation of ground transportation services will enhance safety and comfort of travelers

NEW YORK, NY – May __, 2012: JFKIAT, LLC, the company that operates Terminal 4 at John F. Kennedy International Airport, has partnered with the Port Authority of New York & New Jersey to implement new security measures at the terminal, including the installation of the first indoor taxi stand at a New York City airport. The effort, which aims to improve customer service and enhance the safety and comfort of travelers, will also include the relocation of several pick-up and drop-off points for other modes of ground transportation, as well as police presence and new signage.

The new, indoor taxi dispatching area – known as ***Terminal 4 Taxi Central*** -- is the first of its kind at any of the airports serving New York City. The interior location is being added to improve passenger comfort by offering protection from inclement New York weather and, at the same time, addressing the long-term problem of hustler activity and unregulated taxis. The new taxi area will be operational as of May 23, 2012.

“The new Terminal 4 Taxi Central is a security innovation that will give the 10 million passengers and visitors to Terminal 4 an improved transit experience,” said Stacey Lora, Vice President of Security at Terminal 4. “Working together with the Port Authority of NY and NJ to arrive at this creative solution, the indoor taxi dispatch unit will help to provide an even higher level of customer service, as we will be able to closely monitor the transportation operations at

the terminal and ensure that our patrons are safe from unauthorized solicitors, potential theft and bad weather.”

Inside the terminal, signage will direct customers to the Taxi Dispatch area, which will be relocated to the east side of the Arrivals Hall. Adjacent to the Dispatcher will be the newly relocated taxi queuing area equipped with Tensa-Barriers to keep lines orderly.

“A solution such as this is long overdue and one we hope will become the new standard not only at JFK but at any airport facing similar challenges,” according to Alain Maca, President, JFKIAT. “I have seen this work at some of the world’s most advanced airports, such as Singapore’s Changi Airport, and I know with the right focus, it will be a success here.”

Other improvements include the relocation of several drop-off and pick-up operations, making the terminal more accessible to travelers and airline personnel. The taxis will queue on the south side of the inner road way, closest to the building. Limousines will stage on the north side of the inner roadway, enhancing visibility and convenience for arriving passengers. Other changes affect the pick-up and drop-off areas for crew busses and Port Authority permittees, such as Super Shuttle, NYC Airporter and Connecticut Limo, among others. The MTA busses will relocate from Terminal 4 to Terminal 6.

In addition to relocating service areas, Terminal 4 and Port Authority personnel will be stepping up security inside the terminal to deter illicit activity and unauthorized soliciting. During periods of taxi shortages, Port Authority Customer Care representatives will direct passengers to services for making alternative transportation arrangements.

In the coming months, additional security cameras equipped with enhanced recognition technology will be strategically placed in the arrivals hall to help monitor activity in the terminal.

“The Port Authority police presence is a vital part of reducing hustling, theft and other unauthorized activity at Terminal 4,” said JFK Airport General Manager Jerry Spampinato of the Port Authority of New York & New Jersey. “The operational changes at Terminal 4 reflect JFKIAT’s commitment to safety and customer service and the company’s efforts to continue to adapt to the changing needs of all who travel, work and patronize the businesses at Terminal 4. We look forward to working together on this important initiative.”

JFKIAT is the only privatized, non-airline management company to operate a terminal at a major U.S. international airport. Terminal 4 is one of New York City’s busiest terminals with 30 international and domestic carriers and annual passenger traffic over 10 million travelers.

About JFKIAT

JFKIAT, LLC, which operates Terminal 4 at John F. Kennedy International Airport, is wholly owned by Schiphol USA, Inc., a subsidiary of Amsterdam-based Schiphol Group. JFKIAT is the only private, non-airline company to be selected by the Port Authority of New York & New Jersey to operate a terminal at JFK. Terminal 4 is one of the largest air terminals in the New York area, serving nearly 30 international and domestic airlines. The 1.5-million-square-foot Terminal 4 opened in May 2001 and reached an annual passenger volume of 10 million air

travelers in 2011. With a major expansion currently underway Terminal 4 will increase its size by more than one third. The expansion project, slated for completion in May 2013, will result in improvements and enhancements that will benefit all of Terminal 4's airline partners and their passengers including an in-line baggage system, a centralized security checkpoint and a host of new retail and restaurant offerings. . For more information visit www.jfkia.com.

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