

JFK REDEVELOPMENT NEWSLETTER



October 2022

Highlights from this Issue

Meet the ACES (pg. 3)

JFKR Steering Committee Meeting (pg. 4)

T4 Surface Lot Changes (pg. 4)

T7 Roadway Closure (pg. 5)

1st Annual "Girls in Aviation Day" Event (pg. 6)

Jobtoberfest (pg. 7)

LBE/MWBE Reporting Data Online (pg. 8)

Employee Announcements (pg. 9)

Project Spotlight: T8 Expansion (pg. 10)

Q4 Look Ahead (pg. 10)

Airport Activity

- * T7 Roadway closing for 4-6 weeks
- * T4 Surface Lot parking spaces relocating mid-November
- * Shuttle bus service to T1 & T2 in effect
- * T2 AirTrain Station permanently closed
- * Delta T4 flights can check in at T2

A message from our General Manager, Teresa Rizzuto



This is the second edition of our newsletter and we are entering an exciting time for JFK's Redevelopment Plan. Ground has been broken by the New Terminal One's construction and the JMP/Terminal 6 agreement nears its financial closing. In addition,

November will bring the third-year anniversary of the initiation of the American Airlines (AA)/Terminal 8 expansion for which AA is planning an event to commemorate all the hard work that has gone into the project.

Now more than ever it is imperative that we all work together to share information and provide mutual support as the evolution that is transforming JFK into a world-class airport continues, providing us with the opportunity to reach the ultimate goal of making our airport one of which we can all be proud. As such, I would appreciate recipients of this newsletter forwarding it onto others, printing it and placing it in your offices and breakrooms, encouraging your teams to reach out and share their thoughts and suggestions.

While we may represent different stakeholders within our Airport Community, we are One JFK made better by our mutual efforts providing for a better future.

Keep Your Finger on the Pulse!

Receive targeted, accessible, employee-centric alerts and notifications on airport activity and tips for navigating the airport.

**Coming Soon: The JFK Pulse
Airport Community Broadcast**

Customer Service Week 2022



See page 2

Project Spotlight | T8 Expansion



See page 10

AROUND the AIRPORT

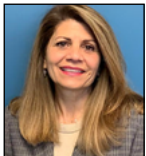
JFK Employees Honored at Our Lady of the Skies Annual Luncheon

The 2022 Annual Our Lady of the Skies Luncheon took place on Thursday, October 13 at 11:30 AM at the Crest Hollow Country Club at 8325 Jericho Turnpike in Woodbury, New York.

This year the following individuals were honored:



Francis DiMola
Executive Director, Terminal 4
Airlines Consortium JFK Airport
Man of the Year



Teresa Rizzuto
General Manager, JFK Airport
Woman of the Year



Rev. Larry Camerlin
CEO and Founder of Angel Flight
NE
Clergy of the Year



John Bambury
Retired Federal Security Director,
JFK Airport
Yolan J. DePhillips Award

Customer Service Week 2022

This year's official theme is *Celebrate Service*. This year marks the 31st year of celebrating Customer Service Week during the first full week in October.

Since its beginnings, the week has been embraced by organizations across the globe that recognize the value of service and the contributions of their frontline teams.



This year JFK Airport visited each terminal and distributed gifts of appreciation to employees as well as customers.



[Submit
a recognition
today!](#)

JFK Employees Awarded We Soar Higher Recognitions

Second quarter winners from JFK are Fabian Moodie, Alstom employee for the "Above and Beyond Award" and Joelle Lupe-Grant, ACES Supervisor for the "Consistency in Service Award."

All nominees receive a \$25 gift card link to over 70 retailers and two employees from each airport are selected to receive an additional \$500 for their outstanding service.

AROUND the AIRPORT



Alex Luciano
Project Manager

Meet the ACES (red coats)

Their official title is Airport Customer Experience Specialists (ACES) but they are also referred to as “red coats,” “customer service representatives,” “customer care agents” or “passenger service agents.” No matter what term is used to describe them, the service they provide, alongside our AirTrain Agents (ATAs) who will be featured in the next issue, is essential to the

operations of the airport. JFK endeavors to deliver a world-class level of service to its customers and having knowledgeable, well-trained frontline staff is imperative.

ACES undergo a 30-day onboarding process which includes overall customer service training, gaining familiarity with airport and terminals and two weeks of shadowing an experienced ACES. These specialists spend eight hours a day, seven days a week on their feet interacting with passengers who are lost, late for their flight and/or emotionally distressed as they try to navigate New York’s largest airport. They are equipped with tablets and are able to provide information, translation, directions both on and off the airport, assist with obtaining ride-share or taxi service and how to operate metro card machines.

“I enjoy welcoming, smiling and being the face of JFK Airport after a passenger’s long journey,” said ACES, Diomis Romero. “Being an ACES gives me the opportunity to help people from all over the world, even during stressful situations.”

The ACES are located at the terminal arrival halls in the vicinity of the Welcome Centers. They are also deployed to other locations during planned and unplanned emergencies and projects as needed, such as with our current AirTrain Station “1&2” dual track closure, which requires ACES to be stationed at Terminal 1 Arrivals and Departures, Terminal 2 Arrivals and Terminal 8 Arrivals.

The ACES are employed by EMRC Aviation Services, who also used their training module to prepare the shuttle bus drivers and baggage handlers hired for the AirTrain “1&2” dual track closure. The ACES are a valued resource at the airport and we appreciate all that they do.



Being an ACES is very rewarding as I not only get to meet people on a daily basis from all over the world, I also get to impact people’s lives in a very meaningful, positive and productive way.

Joella Lupe-Grant, ACES Supervisor

JFKR Steering Committee Meetings Re-established

JFK Redevelopment Steering Committee members

Charles Everett, Director, Aviation Department

James Heitman, Director, Aviation Development

Teresa Rizzuto, GM

Jessica Forse, Program Executive

Woody Harris, Deputy Program Executive

Jim Steven, Program Director

Airport Key Leadership Stakeholders

The first JFK Redevelopment Working Groups Steering Committee meeting was held on Tuesday, October 18th. The purpose of the Steering Committee is to provide the JFK Airport Senior Leadership team a mechanism to elevate issues that may arise during the redevelopment program and address their concerns. This forum, at the senior leadership level, is intended to mitigate and arrive at a consensus on challenges that are mission critical to the operation of JFK and the advancement of redevelopment construction. The goal is to ensure that while construction continues, impacts to the day-to-day operation and the traveling public must be minimized as much as possible. While it is understood that the level of service will be impacted during construction, how it is addressed collectively as an airport is the most important consideration.

During the meeting, emphasis was placed on the importance of communication and disseminating the information from the working groups down to employees, contractors, and service providers within the terminals. Sharing this information is important so that employees are well versed in redevelopment

activities and better prepared to respond to customer questions.

Outcomes from this meeting were focused on the need to develop the most effective way to provide information to the airport community and creating a platform that has a broad reach to the airport-wide community. The platform would be specific to employees in need of information regarding impacts to roadways which could affect their travel to work. An additional outcome was the establishment of an employee hiring campaign by initiating a JFK Community Job Fair. The Job Fair would seek out talent to address the employment needs of the entire JFK community rather than focus on a single entity.

T4 Surface Lot Changes

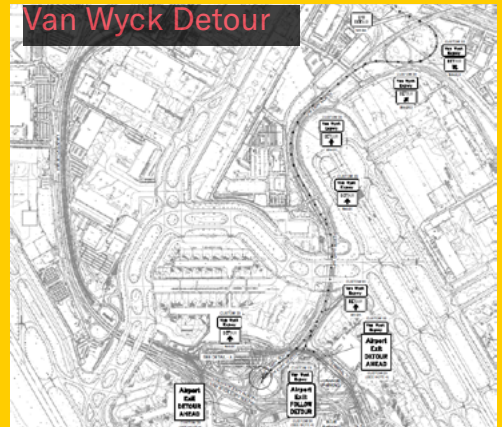
The Terminal 4 Surface Lot where the Federal Aviation Administration and others currently park will be moving to the Blue Parking Garage in mid-November until May 2023. This relocation is happening as part of the Redevelopment Program's Landside Improvements (more on page 5), which includes micro-tunneling of 27kV duct banks in this area.

AROUND the AIRPORT

T7 Roadway/Ramp Closure

On or about November 14, 2022 the ramp from Terminal 7 leading to the Van Wyck Expressway will be closed for 4-6 weeks in order to safely work on three electrical manholes in the middle of the ramp.

This work is part of the Landside Improvements of the Redevelopment Program. These improvements include providing and installing utility crossings from the KIAC facility, a facility at the airport which provides utilities throughout the Central Terminal Area, across the Van Wyck Expressway to the Blue Parking Area. Signage will be installed directing drivers to detour onto the JFK Expressway and back to the Van Wyck Expressway at the airport entrance.



AirTrain Station “1&2” Closure | Shuttle Bus Service

Things to remember while traveling through the airport during the AirTrain dual track closure:

- The closure is scheduled to end mid-November
- Travel to Terminals 1, 2 and 8 is being supported by shuttle buses. These buses originate at T8 and provide connection to and from T1 and T2.
- The Jamaica and Howard Beach AirTrain lines will continue to provide service to and from Terminals 4, 5, 7, 8, Lefferts Blvd. and Federal Circle.
- ACES (red coats) are positioned at key locations at terminals and bus stops to provide direction and assist passengers with their luggage.
- Delta passengers flying from Terminal 4 can check in at Terminal 2



Frequently Asked Questions (FAQs)

In order to provide the most best information possible, we have created a list of FAQs to assist people navigating the airport during this time.



[Review the FAQs](#)

Latest from Community Outreach

Community Outreach Connects with Clergy

On September 20, 2022, the Community Information Center opened its doors to the local clergy of Queens Borough for a Faith-based Leadership Breakfast.



The meeting was moderated by Dr. Stacie NC Grant, JFKR Community Advisory Council Facilitator. The presentation portion of the meeting was led by External Affairs & Community Outreach Co-Managers, Rachelle Antoine and Tunisia Morrison. There were representatives from the terminal developers as well as civic leaders.

The purpose of this gathering was to resume regular in-person touchpoints with community



groups now that more people are comfortable doing so. Faith-based organizations play a central role in their communities and by



engaging their leadership, we are able to leverage their networks and

influence to distribute essential information about the Redevelopment Program and opportunities for local and women and minority-owned businesses.

1st Annual “Girls in Aviation Day”

JFKR Community Outreach and JFK Airport management hosted a day-long program featuring speakers from the Port Authority, Delta, JetBlue, American Airlines, the FAA, airport terminal operators and representatives from York College, Vaughn College, Aviation High School and August Martin High School to encourage girls to consider careers in aviation.



Latest from Community Outreach

JFK Redevelopment Program Sponsors Gala

On October 8, 2022, the Redevelopment Program helped to sponsor the 100 Suits 2022 Gala at the Jamaica Performing Arts Center.

100 Suits for 100 Men was founded in 2011 by Mr. Kevin Livingston that wanted to create a program to address the needs of underprivileged men and women in need of



[Learn more about 100 Suits](#)

Jobtoberfest all This Month

The organization has grown to include programs that address more than a suit. 100 Suits addresses socio-economic issues as well as injustice issues with its community involvement and activism, making positive changes in the lives of men and women in the New York City area. These solutions help those individuals get to a place of economic freedom help to reduce recidivism rates.

#JOBTOBERFEST2022 UPDATE

Bringing airport jobs and career opportunities to the community!

<p>Oct 14 Opportunities for a Better Tomorrow The Innovation Lab @ Industry City 87-35th Street, 2nd Floor, Brooklyn, NY, 11232 12:30PM-2:30PM</p> <p>Oct 19 Prosecur Security LGA LGA Redevelopment Center, 98-12 Astoria Blvd, East Elmhurst, NY, 11369 9:00AM - 1:00PM</p> <p>Oct 19 Terminal 8 JFK Concessionaires Mini Fall Job Fair Building 14 JFK - Pressroom 10:00AM - 2:00PM</p> <p>Oct 20 Queens Borough President Veterans and Resource Fair Elmcor Gym, 33-16 108th Street, Corona, NY 11368 10:00AM-3:00PM</p>	<p>Oct 21 MAXIMUS 92-31 Union Hall Street, 4th Floor, Jamaica, NY 10:00AM-12:00PM</p> <p>Oct 27 Common Point Queens Job Fair - The HUB 77-17 Queens Blvd, Elmhurst, NY, 11373 3:30PM-5:30PM</p> <p>Oct 28 Disco-Tech (Discovering Technology) Open House Peninsula Preparatory Academy Charter School 611 Beach 19th Street, Far Rockaway, NY 11691 5:30PM-8:30PM</p>
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T4 Unveils Mural for Mental Health Awareness



As part of the NYC Mural Arts Project, Terminal 4, in collaboration with the Health Department, debuted a mural located in the Terminal 4 Arrivals Hall to raise awareness around mental health and reduce stigma towards people who experience mental illness. The mural titled "SEE US, REALLY SEE US" was conceptualized and created by members of the Venture House Clubhouse in Jamaica, Queens — an organization that supports people living with serious mental health conditions.



Advancing Diversity & Inclusion

LBE/MWBE Reporting Data Available Online

The Port Authority, through the Redevelopment Program, has made a commitment to obtain a 30% engagement of minority and women-owned business enterprises (MWBEs) across all elements of the program, with a special attention towards and prioritization of local business enterprises (LBE).

Every month, we collect and report workforce data inclusive of these efforts. Information such as the number of awards that are issued as well as the demographic data of the LBE and MWBE firms with whom we are working. [This information](#) is now available on anewjfk.com and is updated monthly.

T4 Awarded LEED Platinum Certification

Terminal 4 was awarded Platinum certification for Leadership in Energy and Environmental Design (LEED) for Existing Buildings: Operations & Maintenance by the U.S. Green Building Council (USGBC). Terminal 4, operated by JFKIAT, received the LEED Gold certificate in 2017.

Since then, the company has taken numerous initiatives to improve its ESG performance and embrace the goals set by the Port Authority to reduce the carbon footprint at New York's airports — the platinum award is a testament to their efforts.

Need help getting your MWBE or ACDBE certification?

Check out these helpful links:

[Why become certified?](#)

[Doing business with the Port Authority](#)

[Redevelopment/Terminal Opportunities](#)

The JFK Redevelopment Community Information Center is available for guidance.



Email:
JFKRedevelopment@panynj.gov

Call: (718) 244-3834

JetBlue Transitions to Sustainable Aviation Fuel

JetBlue's new agreement with AIR COMPANY, an innovative carbon technology creating carbon-negative alcohols and fuels from carbon dioxide (CO₂), underscores that commitment. JetBlue has announced plans to bolster its transition to a sustainable aviation fuel (SAF).

AIR COMPANY has developed and deployed a single-step process for CO₂-derived fuel production using renewable electricity to create its novel AIRMADE™ SAF product. JetBlue's memorandum of understanding (MOU) with AIR COMPANY comes with an intent to purchase 25 million gallons of AIRMADE™ SAF over five years, with a targeted start in 2027.

Employee News

Welcome Emily Shyu

Emily Shyu has joined the JFK Operations Division as the Assistant Manager of Landside Operations Division.



Previously, Emily worked in the Aviation Customer Experience (CX) unit in the JFK's Central Office. In that role, she led several CX initiatives with a focus on airport employee programs. Emily successfully administered the Airport Customer Experience Specialist contract, Employee Enablement and Engagement, and the Reward and Recognition programs. Prior to working in Customer Experience, she was a part of the LaGuardia Landside Operations Unit during the LaGuardia Redevelopment program.

Welcome Michele Delgado

Michele Delgado has joined the JFK Operations Division as the Assistant Manager of Landside Operations Division.



Most recently, Michele held the position of Manager of Ground Transportation in the Central Office. In this capacity, she managed the installation and implementation of a new taxi dispatch system at LGA, JFK & EWR, which helped to improve the dispatch process and driver experience at the airports. Michele also led the deployment of a TNC (Uber and Lyft) tracking module and assisted with the implementation of the Airport Access Fee Program at JFK, LGA & EWR.

Welcome Tularam Hingraj

Tularam Hingraj has joined the JFK Operations Division as Supervisor of Transportation Services.



He is responsible for Taxi Dispatch, Towing, Smarte Carte, Jamaica Terminal, Lost & Found, TLC, and ADA Coordination. Lost & Found, TLC, and ADA Coordination.

Tularam has over 10 years of experience at John F. Kennedy International Airport (JFK) and now joins our team after working as a contractor for the Security Operations Program Department (SOPD). In his prior role as an Airport Security Compliance Inspector (ASCI), he was responsible for ensuring that JFK cargo tenants, stakeholders, and employees adhere to all cargo security rules and regulations. Tularam holds accreditations from the American Association of Airport Executives (AAAE) as an Airport Security Coordinator (ASC) and Airport Certified Employee and was a former NYS licensed EMT.

Have a story or information you would like to see included in the newsletter?

Email your story, pictures, thoughts or suggestions to:

JFKRedvelopment@panynj.gov

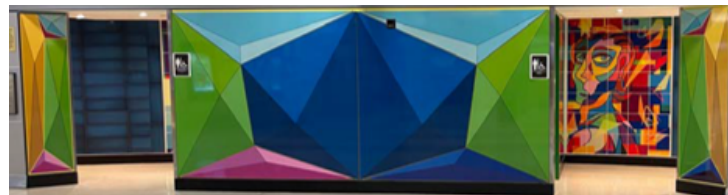
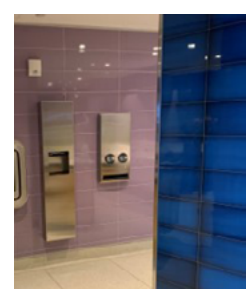
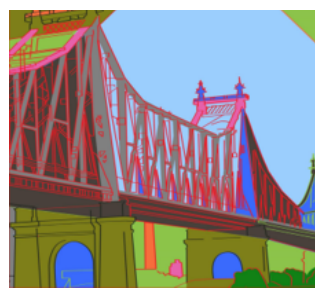
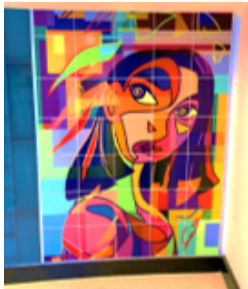


Project Spotlight | T8 Expansion

After three years of hard work, JFK Airport's Terminal 8 expansion is moving to completion. The T8 expansion included the addition of two wide body gates, expansion of international arrivals baggage claim for international aircraft, a joint premium lounge with dedicated check in, restroom renovations, additional hardstands as well as modifications to the existing gates to support additional international service.



As part of the One JFK Restroom Renovations initiative being undertaken by all Port Authority Airports, the T8 expansion also includes locally inspired and designed artwork. Artists, Cyan Daly and Linda Gandjian have created breathtaking portraits and landscapes on painted glass tiles and porcelain panels that now adorn T8's restrooms.



American Airlines currently operates the terminal and will be entering a joint venture with its **oneworld** Alliance partner British Airways, allowing British Airways to move its current Terminal 7 operation to Terminal 8 while Terminal 7 is being demolished as part of larger redevelopment plans. These changes will allow the two airlines to operate their 14 daily flights between New York and London with seamless connections.

Q4 Look Ahead

- * British Airways relocating to T8 December 2022.
- * Delta Airlines to move its T2 operation to T4 in December 2022.
- * AirTrain Station "1&2" to reopen mid-November
- * T8 Ribbon Cutting November 29th