

METROPOLITAN Airport News™

APRIL 2026

The Journal of the Metropolitan-New York Airport Community

Cybersecurity at JFKIAT

Protecting T4 Operations, Infrastructure,
and Passengers: 24/7 365 Days a Year

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Newark Liberty International Airport

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Welcome to the April 2026 issue of *Metropolitan Airport News*. This issue spotlights the important topic of cybersecurity at airports. We had the opportunity to meet with JFKIAT's leadership to discuss the steps taken at Terminal 4 to protect both passenger and employee data. Located in one of the world's largest international hubs, Terminal 4 at John F. Kennedy International Airport makes safety and security a top priority 24 hours a day. The T4 team is strategically planning at the highest level to ensure all systems, travelers, employees, airlines, and stakeholders remain safe as they move through the terminal. It is a highly coordinated effort involving many IT and security professionals who lead the way with technology, ensuring we have world-class systems in place. As always, we are all part of the plan; safety and security are everyone's job.



Cybersecurity and technology not only add layers of protection to vital systems but also improve the customer experience and shave precious minutes off the sometimes-stressful journey through the airport. I often reflect on what travel was like 20, 30, or 40 years ago. I don't think we could have imagined our current experiences. The world is a different place; I am incredibly grateful for the brilliant minds behind these programs that keep us safe and keep millions of people moving through the system.

The weather is improving, and people are moving outdoors for some much-needed fresh air and sunshine. Feeling competitive? Get your team together for the Airport Community Foundation 5x5 Soccer Tournament. Last year was incredible, this year will be even better. Get your teams together, put your cheering squad of friends, families, and colleagues together to enjoy a day out at St. John's University. The facilities are great; everyone will be comfortable cheering on their favorite team. And of course, it's all for a great cause. www.acf-cup.com

Soccer not your thing? There are so many events available. Check our up-to-date calendar to stay in the know. www.metroairportnews.com/ny-airport-events

Visit our website to register and to check out the steady stream of current articles and information for the airport community. www.metroairportnews.com

I hope you enjoy the issue and I will see you around the airports!

Katie Bliss

KATIE BLISS, Publisher
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ON THE COVER

Roel Huinink, President and CEO of JFKIAT, and Steve Tukavkin, Vice President of IT and Digital, stand before a massive digital departure board at JFK's Terminal 4.

(Photo by Doug Kearse)

FAST FIVE

“Fast Five” is a succinct Q&A examining topical airport subjects of importance to the interviewee.



Vernon M. Taylor

Director of People Operations, JFK International Air Terminal (JFKIAT)

Vernon M. Taylor helped establish JFKIAT's corporate People Operations department and built it from the ground up, implementing new policies and providing employees with a wide range of resources and benefits. The department was founded on the belief that people are JFKIAT's greatest asset. Vernon serves as Chair of JFKIAT's DEIB and 4GOOD Committees and is a Bronze Stevie Award winner in the 2024 International Business Awards. Before joining JFKIAT, Vernon served as the Director of Human Resources at Open Loop New York, a subsidiary of RATP Group. From automobiles to buses to planes, he has excelled at transforming the culture and building impactful People Operations departments within the transportation sector. www.jfkt4.nyc

1 What led you to your position as Director of People Operations at JFKIAT?

Vernon Taylor: My career in Human Resources began with an internship at Time Warner, guided by my mentor, **Robert Perkins**, who currently serves as Senior Vice President and Chief Global Diversity and Inclusion Officer at Mondelez International. That experience gave me a strong foundation in how people strategy shapes organizational culture and business performance. I was drawn to roles focused on building and transforming workplace cultures, which led me into the transportation sector – an environment where complexity, scale, and operational demands require strong, intentional people strategies.

2 What is your role in contributing to the culture and workforce at JFKIAT?

Vernon Taylor: At JFKIAT, my role is to build and scale the workforce behind Terminal 4's \$1.5 billion transformation. Over the past four years, we've been preparing for the future of air travel – driving operational excellence, innovation, and a best-in-class customer experience – while I've worked behind the scenes as the architect of the workforce enabling it. As Director of People Operations and a member of the executive team, I focus not only on attracting top talent, but on shaping a culture that can perform in a high-demand, fast-moving environment. That includes strengthening employee voice, embedding equity into how we hire, develop, and compensate talent, and investing in training, upskilling, and leadership development – so our workforce can evolve with the business and sustain performance at scale.

3 What are some of the initiatives in place to enhance the employee experience at T4?

Vernon Taylor: My focus has been on building the talent, systems, and culture needed to support Terminal 4's growth during a period of major transformation. On the talent side, that has included strengthening recruitment and onboarding, expanding the internship pipeline, launching the organization's first secondment program, and putting succession plans in place for leadership and mission-critical roles so we are developing talent for both today and the future. We have also invested heavily in the employee experience. That includes implementing a modern HR management

system to improve onboarding, document management, self-service, performance management, recruiting, and benefits administration, as well as conducting a comprehensive compensation study that reinforced a competitive pay structure and a broader retention strategy. Just as important, we have worked to strengthen culture and accountability by standardizing job descriptions and compensation benchmarks, introducing workforce diversity and equity metrics, increasing employee engagement survey participation above 90 percent, and creating programs centered on recognition, civility, inclusion, and professional growth.

4 What is the “T4 State of Mind,” and how does it unify the passenger experience?

Vernon Taylor: The T4 State of Mind is JFKIAT's hospitality training and engagement program for all terminal employees to refine and invigorate the T4 culture, regardless of the airline or vendor they work with. The established T4 State of Mind fosters a Culture of Caring, reinforcing for all employees that they can make a difference, regardless of how impactful their role is to the passenger experience. We are working with our partners to adopt a continuous improvement mindset, fostering collaborative planning and community-driven solutions to enhance the overall terminal experience by addressing key pain points sourced from a robust omnichannel voice-of-the-customer program.

5 How does your work reach beyond Terminal 4 into the Queens community?

Vernon Taylor: My work extends beyond Terminal 4 by positioning community investment and economic access as core drivers of workforce strategy – both locally in Queens and across the national aviation landscape. At JFKIAT, I've led efforts through our 4GOOD program to direct more than \$1 million into local nonprofits, educational institutions, and workforce development initiatives, creating scalable pathways into aviation careers and strengthening long-term talent pipelines. We've also expanded access at scale through initiatives like our annual Juneteenth celebration and community job fair – developed with partners including the Council for Airport Opportunity, the Office of Second Chance, and AMAC – connecting hundreds of residents to employment opportunities across the JFK ecosystem. ■

EDITOR'S NOTEBOOK

An Art Deco Icon at Newark Liberty International Airport

BY JULIA LAURIA-BLUM
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Newark Metropolitan Airport was the first major commercial airport in operation in the United States. Its development began in 1928, and in the first years of its existence, one-third of the world's air traffic ran down its runways.

With an innovative legacy spanning nine decades, Administration Building 1 (formerly Building 51) was at the center of Newark Airport, where many firsts took place. The building, originally dedicated in 1935 by Amelia Earhart, served as the nation's first passenger terminal. It housed the first air traffic control tower and the first weather bureau. Newark was also the first to have a paved runway and runway lighting.

In 1934, a \$700,000 permanent administration building was commissioned through the Federal Civil Works Administration. Designed by John Homlish, the glass-and-steel Art Deco structure featured a geometric interior inspired by the theme of flight. The main entrance featured a two-story, three-bay central block with angled wings. Its facade consisted of alternating horizontal bands of smooth concrete, windows, and orange brick spandrels. Ground-floor public areas featured highly polished marble walls and aluminum stair rails. Aluminum birds on decorative grillwork above the boarding doors continued the flight theme, while fluted milk glass fixtures lit the ceilings.

The main central concourse provided access to interior corridors on either end, which led to three small waiting areas. Passenger access doors led to the field from the concourse and from each of the six waiting rooms. The ground floor contained loading rooms where mail was prepared for air transport. This section was divided into

office and mail destination stations. The main floor also contained space for commercial airline ticket counters, the airport physician, and the State Aviation Commission.

The second-floor concourse featured offices and bedrooms in opposing wings. One side of the lobby housed the manager's office, a lounge, and a restaurant space, all adorned with a massive Arshile Gorky mural, while the other side offered open-air terraces overlooking the airfield. The rooftop held a control tower and a glass-walled room accessible via a spiral staircase.

Until 1939, Newark was the world's busiest airport, until the opening of LaGuardia (Municipal) Airport at North Beach. In 1942, Newark Metropolitan Airport was used for military purposes. In 1948, the Port Authority assumed administration and launched a major expansion program and land acquisition. Viewed as too small for continued operations, the Administration Building was replaced and fell into disuse.

In 1999, the firm Beyer Blinder Belle was hired to repurpose the historic building and prevent its demolition. When a runway extension forced the Port Authority to relocate the structure, the firm utilized the move to restore, expand, and adapt it for modern use.

In 2000-2001, Administration Building 1 was separated into three sections, lifted by hydraulic jacks, placed atop dollies, and moved about three-quarters of a mile to its present location at the airport, where it houses the Port Authority Police Department, airport administration offices, an operations center, and aircraft rescue and firefighting equipment.

Though nearly 'hidden in plain sight', it is a sterling example of preserved Art Deco architecture. ■



Building 1 at Newark Liberty International Airport.



The terrazzo floor of the Building 1 lobby at EWR.

ON DUTY

News of promotions, appointments, and honors involving professionals within the aviation and airport communities.



James Cicardo

■ **The Port Authority of New York and New Jersey (PANYNJ)** announced the appointment of **James “Jim” Cicardo** as the Acting Deputy General Manager of John F. Kennedy International Airport (JFK), effective immediately. In this pivotal leadership role, Jim will work closely with General Manager Terri Rizzuto to oversee the day-to-day operations of one of the world’s busiest aviation hubs. His appointment comes at a transformative moment for JFK, as the Port Authority continues its historic \$19 billion redevelopment to create a unified, world-class terminal experience. Jim Cicardo is a distinguished aviation professional with more than 20 years of experience in airport operations.



Marcelo Morelli

■ **The Port Authority of New York and New Jersey (PANYNJ)** is proud to announce the appointment of **Marcelo Morelli** as the Acting Operations Manager at John F. Kennedy International Airport (JFK). In this vital leadership role, Marcelo will oversee the Airport Operations Division, spearheading the agency’s commitment to maintaining a safe, secure, and fully

compliant operational environment at one of the world’s busiest aviation gateways. Marcelo brings an impressive eighteen-year tenure with the Port Authority to this position, including fourteen dedicated years at JFK where he consistently took on increasing levels of responsibility.



Kevin M. Burke

■ **Airports Council International – North America (ACI-NA)**, the trade association representing commercial service airports in the United States and Canada, announced that President and CEO **Kevin M. Burke** has informed the ACI-NA Board of Directors of his intention to retire later in 2026, concluding more than a decade of leadership on behalf of the association and a distinguished career in trade associations and government relations.

Burke, who joined ACI-NA in January 2014, has led the organization through a period of significant growth and impact, strengthening its role as the leading voice for commercial service airports across the United States and Canada. During Burke’s tenure, ACI-NA expanded its advocacy presence, helped secure \$20 billion in federal relief funding for U.S. airports during the COVID-19 pandemic, and played a leading role in securing more than \$20 billion for major infrastructure investments. ■



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COMPANY SPOTLIGHT

For Five Coffee Roasters

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Founded in 2010 in Queens, New York, For Five is a micro-roasting facility born from the dreams of two close friends. Committed to bringing the art of specialty coffee to the heart of the city, For Five has grown into a coffee powerhouse. Beyond roasting, our comprehensive offerings include sourcing, cupping, importing, distribution, equipment supply, and technical services, making us the ultimate destination for coffee aficionados. Embracing the vibrant spirit of the city, For Five stands as a testament to New York's love affair with exceptional coffee. www.forfivecoffee.com

Co-Founders Stefanos Vouvoudakis and Tom Tsiplakos.

How have your Queens roots influenced the For Five brand?

Like its founders, Stefanos Vouvoudakis and Tom Tsiplakos, For Five was born in Queens, and Queens continues to shape who we are today. The borough's diversity, resilience, and entrepreneurial spirit are woven into our brand's DNA, influencing how we work, how we grow, and how we show up in every community we serve.

Over the past decade, For Five has expanded its footprint from New York to Los Angeles, Boston, Washington, D.C., Virginia, Chicago, and Atlanta. Even as we've grown, our commitment to freshly roasted, meticulously sourced coffee has remained unwavering. Queens taught us to value authenticity, hard work, and connection, principles that guide every part of our operation.

From sourcing and cupping to roasting, importing, distributing, and providing equipment and technical services, we've evolved into a comprehensive coffee

destination without losing sight of where we started. As we prepare to open in Terminal 6, we carry Queens with us—its inclusivity, its boundless energy, and its belief that great things can rise from humble beginnings. For Five is more than a brand born in Queens; it is a brand shaped by Queens, grounded in the values that made us who we are.

What unique flavors and experiences can travelers expect when they visit For Five Coffee at Terminal 6?

Travelers arriving at T6 will experience a For Five offering designed specifically for the modern traveler: elevated, efficient, and full of the rich flavors that define our brand. Our menu will feature beloved café classics alongside new creations tailored for guests on the move. From expertly crafted espresso beverages to refreshing iced drinks and signature specialties, every cup will reflect beans sourced from leading coffee regions and roasted with care.

We take pride in offering both Signature Blends and Single Origin Coffees sourced from 30 distinct regions across the globe. Our individualized roasting approach treats each batch as a unique canvas, resulting in a full spectrum of light, medium, and dark roast profiles. By selecting beans from high-altitude equatorial environments with ideal growing conditions, we ensure exceptional quality in every sip.

At Terminal 6, guests will also enjoy an assortment of our café favorites, such as delicious croissants, seasonal pastries, and indulgent desserts. For travelers seeking convenience, grab-and-go selections and a variety of non-coffee beverages will be readily available. Whether a traveler is departing, arriving, or simply passing through, For Five will offer a comforting, flavorful moment rooted in New York hospitality.

What advice would you give aspiring entrepreneurs looking to break into the airport concessions business?

Be patient and stay solution-focused! Airport concessions require strong operations, consistency, and the ability to scale while maintaining quality. Having a clear brand identity, reliable production, and flexibility to meet airport demands is essential. Building strong partnerships and staying committed to your standards will help set the foundation for long-term success. ■



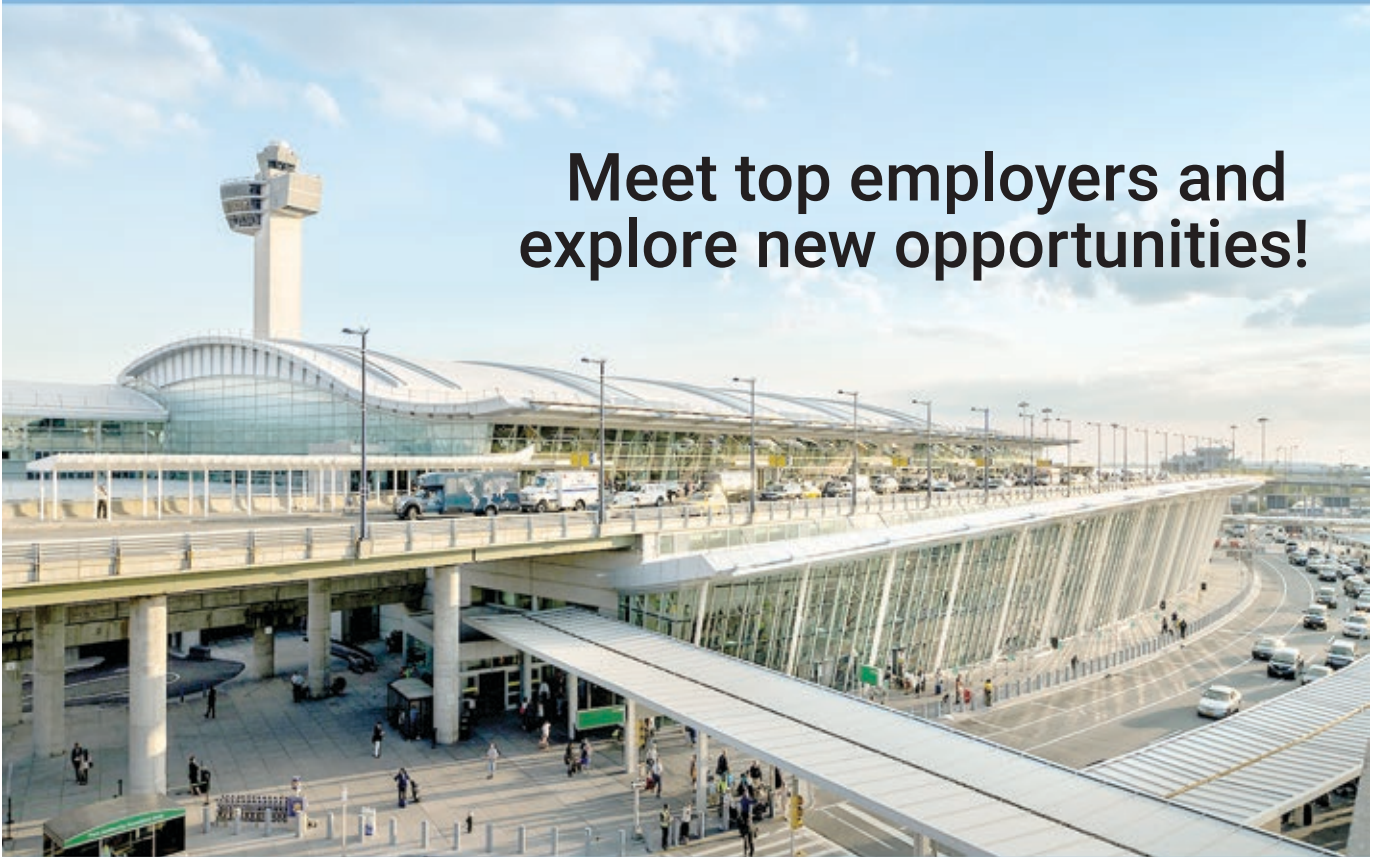
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DOUG KEARSE

Steve Tukavkin and Roel Huinink stand under a dynamic wayfinding board that provides real-time, personalized, and adaptive navigation instructions at Terminal 4.

Cybersecurity at JFKIAT

Ensuring the safety and efficiency of Terminal 4 operations, infrastructure, and passengers 24 hours a day, 7 days a week, 365 days a year.

BY JULIA LAURIA-BLUM
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JFKIAT is the private operator of Terminal 4 (T4) at John F. Kennedy International Airport. In 1996, JFKIAT was selected by the Port Authority of NY & NJ to develop, build, and manage the former International Arrivals Building (IAB) at JFK. In 2001, T4 reopened after a \$1.4 billion redevelopment that transformed the former IAB into a modern, efficient terminal.

In 2013, Terminal 4 completed Phase I of its expansion, adding 457,600 sq. ft. and nine new gates. In January 2015, T4 opened the 80,000 sq. ft. B Concourse Phase II expansion, adding 11 new gates to

accommodate Delta's regional jets. By 2016, T4's new brand was launched, and a record-breaking 20.6 million passengers traveled through the terminal.

In December 2021, the Port Authority marked a key milestone in the transformation of JFK International Airport with the groundbreaking for a \$1.5 billion privately financed expansion and modernization of T4 to unify Delta operations, adding 10 new gates and 150,000 square feet to the facility. During this expansion, JFKIAT modernized Terminal 4's systems and cybersecurity to meet present demands and prepare for the future.

The modernization of Terminal 4, led by JFKIAT and Delta Air Lines, is now substantially complete, and Terminal 4 has

been transformed into a more modern space designed to provide an enhanced overall customer experience. In addition to its increased airport capacity, the upgrade includes updates to the check-in hall, new gate finishes, expanded curb drop-off space, additional digital signage, restroom modernizations, the transformation of regional jet gate areas to accommodate mainline aircraft, and continued technology enhancements.

Following an initial interview in April 2023 with **Roel Huinink**, President & CEO of JFKIAT—while Terminal 4 was undergoing its major modernization—I reconnected with him this past January. We discussed how JFKIAT has since built a more robust and comprehensive cybersecurity program.

Joining the conversation was **Steve Tukavkin**, Vice President of IT & Digital. Steve leads the IT Systems division for Terminal 4, overseeing the information and communication technology services that support all terminal operations, security systems, and business solutions.

Covering over 2 million square feet, T4 is home to more than 20 airlines, employs over 12,000 people, and serves over 27 million passengers each year. As with any critical infrastructure facility, the terminal is a constant target of cyber-attackers, and a disruption from an attack or breach could impact a variety of vital services. “For example, the disruption from an attack or breach could affect anything from way-finding displays and baggage handling systems to the entire ‘brain’ of the terminal operations,” said Steve Tukavkin.

As technology and business ecosystems continue to evolve digitally, JFKIAT established a comprehensive, multi-layered 2024 program to improve security effectiveness and partner safety. Their three-year cybersecurity roadmap focuses on key priorities: enhancing identity and access management, optimizing incident response, establishing third-party risk protocols, expanding staffing and talent, and strengthening governance.

JFKIAT assessed the five pillars of the National Institute of Standards and Technology (NIST) cybersecurity framework—Identify, Protect, Detect, Respond, and Recover—allowing them to refine their



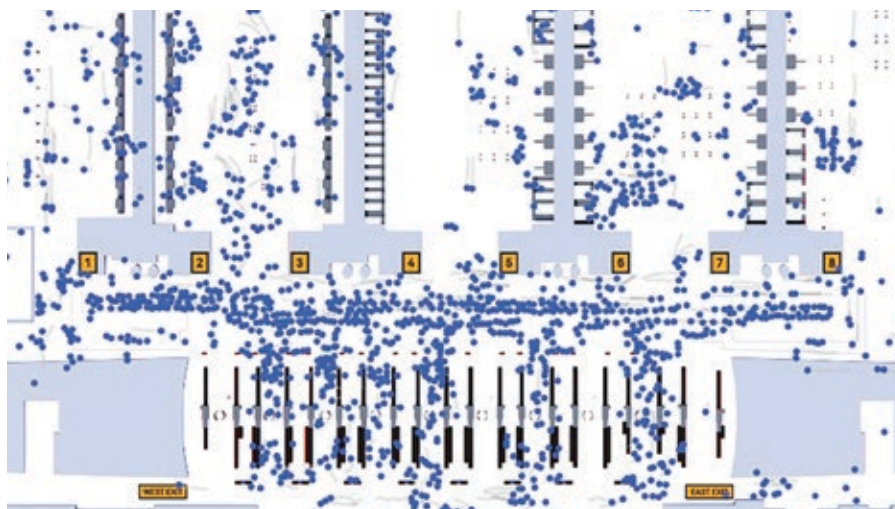
governance, risk, and compliance disciplines. To enhance passenger safety and operational efficiency, several security systems were upgraded, including the Access Control System, Video Management System, and video analytics. These enhancements improve threat detection, minimize false alarms, and enable T4 teams to respond faster to emergencies, ensuring a safer environment for both travelers and staff.

“We have invested quite a lot in technology over the recent years,” said Roel Huinink, “and as we like to call ourselves ‘The Flagship Terminal’, I also would say that we are the leader in the aviation industry and leading the force to technical cybersecurity, which started a couple of years ago because cybersecurity is super important.”

For JFKIAT’s internal organization, they collaborated with Dashlane, a password management tool. Dashlane is a top-tier password manager and digital wallet designed to securely store, manage, and protect user credentials, including passwords, passkeys, and personal data. It operates on a zero-knowledge architecture, meaning all data is encrypted on the user’s device and neither Dashlane nor any third party can access the raw, unencrypted information.

Dashlane has been very helpful in supporting the IT and digital teams, as well as information security. The functions of the two teams are separate to maintain a clear divide between technical implementation and policy development. First is credential risk protection, which provides complete visibility across the organization, enabling Tukavkin’s team to uncover credential risks and respond to threats faster. “We’ve seen a couple of examples in the aviation world, where things can go very fast once they’re attacked. The impacts can be very quick, so the team is constantly monitoring that,” said Tukavkin. A recent upgrade to Dashlane Omnix – an AI-accelerated credential security platform, helps staff monitor and identify risks, and it also ‘Nudges’, or sends employees automated notifications to mitigate direct risk credentials and whether there are reused passwords, or those entering websites that are not to be trusted.

Additionally, Tukavkin receives a monthly report that he reviews in depth,



At JFK Terminal 4, the Beonic platform utilizes computer vision and AI to monitor passenger density in real-time. The “blue dots” representing passengers and the platform collaborate to improve safety and efficiency.

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which shows a very high number of phishing attempts. "Phishing" refers to an attempt to steal sensitive information, typically in the form of usernames, passwords, credit card numbers, bank account information, or other important data, to utilize or sell the stolen information. With the robust system in place at T4 and the implementation of Dashlane, phishing attempts can be detected and mitigated. As an independent software tool, Dashlane can go over several applications, including MS and Apple, and it all works with Google. "Cybersecurity is never done. People are out there constantly innovating, and we have to constantly advance our technologies to protect our organization, as well as our terminal," noted Tukavkin.

On the passenger processing side, the team at JFKIAT improved its operations at Customs and Border Protection (CBP) by working closely with the agency to implement Enhanced Passenger Processing (EPP). This initiative was launched in collaboration with BigBear.ai, a decision intelligence company that provides AI-powered software solutions for national security, supply chain management, and cybersecurity. BigBear.ai leverages facial recognition technology to automate identity verification for U.S. citizens only (at this time). Passengers do not need to be part of Global Entry or any other program. As a result of this resilient



CLEAR e-gates at T4

system, passenger wait times for U.S. citizens in Terminal 4 have dropped by an average of 9-10 minutes.

Furthermore, approximately 90% of passengers now complete the Enhanced Passenger Processing (EPP) in under 15 minutes, increasing staff efficiency and allowing U.S. Customs and Border Protection (CBP) to process travelers with fewer officers.

JFKIAT has also piloted biometrics in the self-service baggage drops. With the introduction of Next Generation Kiosks and Auto Bag Drop units, T4 passengers can easily check in and print their own bag tag, then drop their bags in a matter of seconds

at one of the baggage drop units. The deployment of this self-service technology enables a smoother passenger process and flow at check-in. And while some passengers may need time to adjust to this new technology, they may also choose to opt out.

This technology works the same way as when you depart from T4: your face is scanned, and passengers can automatically board the airplane because it recognizes you, since it is connected to the U.S. government's database.

In its commitment to providing a seamless, stress-free passenger experience, JFKIAT, in partnership with TSA, launched eGates in T4. This innovative technology allows passengers with PreCheck and CLEAR+ memberships to scan their boarding passes in a CLEAR+ lane, proceed immediately to an eGate for facial recognition verification, and then head directly to baggage screening. "For those who don't want to do it, there's still the option to opt out," added Huinink. "Not everyone realizes that if you purchase a ticket and check in with the airline, all your credentials have already been checked, so it's about people getting used to it, but also about making sure the government treats this information in the right way. So far, the collaboration has been very good, and it really helps CBP and TSA."

At an annual Safety and Security Conference, Steve Tukavkin emphasized how cybersecurity has become more critical than ever. "Addressing cybersecurity threats and our collective roles as a terminal operator with our partners, whether it's the airlines, our vendors, and business partners, after a cybersecurity incident, is really crucial. The destruction from an attack or breach could really affect us dramatically in a number of areas, whether it's wayfinding displays, flight information, different messaging, or the public address system. Airports run 24/7, and so do the threats we face."

With a focus on protecting T4 operations through continuous monitoring and visibility across the whole network, there's the frontline; the human firewall layer with real-time, employee-facing and behind-the-scenes technologies that can detect an



Self-service Kiosks at T4

Continued On Page 14



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Aqueous Solutions serves as a critical environmental contractor at John F. Kennedy International Airport and LaGuardia Airport, providing around-the-clock specialized cleaning and emergency response services. Headquartered onsite at JFK Airport, with airside access, Aqueous Solutions is uniquely positioned for immediate deployment to address **biohazards, chemical spills, and general environmental remediation and reclamation.**

Our team members are SIDA-badged with U.S. Customs Seals and maintain PONYA-plated vehicles, allowing them to access the entire airport footprint, including the Air Operations Area (AOA) and aircraft, without requiring an escort. This high level of clearance ensures that environmental mitigation can begin instantly, **minimizing operational downtime** and ensuring compliance with DEC and EPA regulations.

A key component of our environmental services is the deployment and management of specialized **spill kits tailored for the airport environment.** These kits are designed to manage various hazardous materials, including aircraft fuel, oils, and de-icing fluids, preventing them from entering the airport's catch basins or local waterways.

In addition to **emergency spill response,** Aqueous Solutions utilizes advanced technologies, such as electrostatic fogging and closed-loop reclamation pressure washing, to sanitize high-traffic areas, including terminals, ULDs (Unit Load Devices), and entire aircraft if needed. We adhere to Best Management Practices Plan (BMPP) implementation and management as required by the PANYNJ.

Aqueous Solutions' long-standing airport presence—including over a decade of biosafety work under USDA supervision at JFK—positions Aqueous Solutions as a primary partner for maintaining the complex environmental standards required at the nation's busiest airports.

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anomaly early and enable the team to quickly respond, reduce risk, and contain incidents, whether minor or a higher critical risk, to strengthen resilience. “I talked about cybersecurity resiliency as our main theme at our cybersecurity conference. It really shifts security from reactive to being more proactive to ensure safe and uninterrupted airport operations,” said Tukavkin.

One of the biggest challenges is vulnerability management. Every month, there are about 70 different systems and applications that operate the terminal, and each one runs different operating systems and applications. Every month, vulnerabilities are identified, whether by the application manager or by third parties who do so as a business. Tukavkin explained, “Every month we apply fixes and patches, and it mitigates some 5,000 risks that we know about, but then another 4,000 are identified the following month. It’s a constant cycle.”

Last year, JFKIAT’s cybersecurity team worked with a consultant to assess their systems and maturity levels across various areas. As their current three-year roadmap concludes, they are evaluating progress to identify remaining gaps in technology, processes, and people. This review will shape their next three-year plan, with a focus on updated training and skill development.

In the instance of a physical security issue, whether it’s a fire, aircraft damage, or accident, a cybersecurity response is needed as well. “There’s a plan to recover from the tech side, but if there’s an impact on the passengers, we have a crisis response plan,” noted Huinink. The crisis response plan was a theme at the recent cybersecurity conference. Procedures and processes are in place with stakeholders and together with partners to manage the crisis. Those plans must be updated annually, and the human element must be trained. JFKIAT also has an ambassador program that trains community stakeholders to serve as ambassadors, ready and able to step up during a crisis.

With the cybersecurity plan in place, the focus is on how JFKIAT, as an operator, remains compliant with the TSA to follow the established plan. “That is called the cybersecurity assessment program that defines how we will be practically and regularly



Enhanced Passenger Processing screens at JFK Terminal 4

assessed, along with the effectiveness of the cybersecurity measures with the Port Authority,” stated Tukavkin. “It also drives specific projects to improve cybersecurity resiliency and helps us on the business end from an investment perspective, because this is quite costly to do.”

As physical IDs like passports and driver’s licenses go digital, strong, resilient cybersecurity provides passengers with the peace of mind that their identities are safe. While digitalization reduces physical losses, it shifts security risks into the digital realm.

Roel Huinink noted how the plan with the TSA was started before JFKIAT launched their directive. “It gives us guidance too, and a very specific focus from TSA on how we protect our infrastructure. When you go on this ride of implementing more technology, you need to invest more...a substantial amount of funds to protect those assets. You have to buy and implement the new assets, the new technology, which is funded privately.”

Ultimately, cybersecurity is not just an IT problem, and it’s not strictly the responsibility of IT professionals or outside IT digital support. From an information security perspective it is a shared responsibility across the organization, as well as the ecosystem because it is a collaboration where airports and terminals cannot run with just one entity; it ranges from the airlines and pilots, engineers, the operation teams,

the regulators from the CBP and TSA, but also the business leaders, executives and the board that play a role in protecting both systems and passengers. “The participation of those key stakeholders, including government agencies, really underscores the depth of our commitment to cybersecurity. Late last year, we engaged a smaller company to test our external systems and internally as well. We always look at ways that we can seek to help out the local community in the tech industry, but sometimes that is quite difficult, as it is essential that they have the right skills and experience in this realm,” emphasized Tukavkin.

In speaking about utilizing the local Queens community resources in the area of cybersecurity and technology at T4, Huinink said, “We, in all our contracts, have a goal of adding 30% of MWBEs, preferably from the local area, and I think in various parts of the technology, we have been very successful, but to Steve’s point some of those areas are so high-end technology driven, that it is not always possible. We always like to supplement our contracts with local vendors because we are really involved with the community. A lot of people work here and have families to feed, so we will do everything we can to involve them. However, looking across the board in all our contracts, not only technology, we’ve made big progress over the last couple of years, and we really take it seriously”. ■

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BIC #1240

Capital Connections With Presidential Airways

One of three carriers to establish a Washington-Dulles hub

BY ROBERT G. WALDVOGEL
robertw@metroairportnews.com

A cadre of professionals with airline experience, the desire to establish a hub with a significant number of origin-and-destination passengers, a short-range, twinjet fleet, and a name strongly suggestive of the city it was based in, combined to create Presidential Airways. Its hub was Washington-Dulles International Airport, where it offered numerous capital connections.

Concept

Hailing from nearby McLean, Virginia, 37-year-old Harold (Hap) Pareti was the brainchild of the carrier, which constituted his second one. His first, \$1 billion per year PEOPLExpress, was initially a resounding success. After he resigned from it, having achieved president and CEO status, he decided to repeat his formula. Why another, it may be asked?

“I came to the conclusion that I had to do this,” he once stated. “My life wasn’t going to be complete without trying to start something from scratch.”

Motivation always serves as a draw, but for Pareti, money was not behind it.

“It’s not the money at all that gets me going,” he said in Iris Krasnow’s “Presidential Airways: High Risk, Big Bucks” report (UPI, October 13, 1985). “I just like to restructure things—create. To me, the satisfaction of this deal is coming here every day and seeing the excitement in the eyes of the new flight attendants, pilots, and customer



Presidential Airways Boeing 737-200

service personnel.”

Airlines, like buildings, are only as strong as the foundation upon which they stand. In this case, that foundation consisted of an experienced, motivated management team, comprised of Senior Vice President Geoffrey Crowley and Donald Hoydu, formerly with Texas International and PEOPLExpress; Vice President James Proia; Director of Airport Services Karen Kenny; Director of Training Larry Elliott; and Director of Reservations and Telecommunications Stephen Means.

Service Inauguration

Presidential Airways inaugurated service from a Washington-Dulles hub to Boston, Cincinnati, Hartford, Indianapolis, and

Miami with an initial fleet of four Boeing 737-200s, very much the way PEOPLExpress had from Newark, on October 10, 1985.

“Washington’s masses of pinstriped inhabitants will be sitting slick in the airline’s upscale jets,” Krasnow’s article continues (ibid). “Presidential’s four white Boeing 737-200s are stamped with silver stars and midnight-blue eagle profiles. Interiors are colonial blue, gray, and wine.”

Unlike Pareti’s PEOPLExpress rendition, which featured a no-frills, buy-on-board product, Presidential combined curbside baggage check-in, reserved seating, and complimentary beverage and

Continued On Page 19



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snack service amenities with fares that were between 33- and 67-percent lower than those of the established carriers.

Washington associations were, wherever possible, used. Introductory fares to new destinations, for instance, reflected the founding year of the country, at \$17.76. In-flight snacks, provided by Marriott Corporation, were inspired by past U.S. presidents' preferences, such as a Jefferson Po'boy, Ronny's ranch sandwich, and Truman's blueberry muffins.

"Our theory is basically to put a few more dollars into the fare, but give people all the amenities," Senior Vice President Crowley explained the airline's strategy.

Expanding into the first phase of what Pareti dubbed "Washington's airline," Presidential, taking delivery of additional 737s, soon served Boston, Cincinnati, Cleveland, Hartford, Indianapolis, Miami, Orlando, and West Palm Beach from its Washington-Dulles hub, destinations not necessarily reachable nonstop from nearby Washington-National.

It introduced "The World According to Presidential" in its July 3, 1986, timetable. "Welcome to the world of superb Presidential treatment, both on the ground and in the air," it stated. "Service that has our competition beat. Welcome to more than 90 flights every day. Flights designed to meet your busy schedule. Welcome to everyday low fares that make the business of doing business even more rewarding. And going off to have fun is ever so much more enjoyable. Welcome to the kind of airline you always wished you could fly. We're glad you're here."

Now flying to 16 destinations, it has since inaugurated service to Allentown, Atlanta, Daytona Beach, Detroit, Fort Lauderdale, Melbourne, Montreal, New York-La Guardia, Portland (Maine), Sarasota, and Savannah/Hilton Head. A star on its route map marked Washington, which it called "Home Town."

"It isn't easy being a small airline in 1986, but Presidential Airways, marking its first anniversary, believes it will not only survive, but will prosper," according to David Vesey's "First Year Tough, but it Intends to Survive" article (UPI, October 9, 1986). "That could be a tall order in an industry in



Presidential Airways British Aerospace BAe-146-200



Presidential Airways British Aerospace BAe-146-200

which big, rich airlines have been devouring weaker carriers, a threat Presidential knows only too well."

Although the \$13.3 million it lost during the first half of the year was hardly novel with upstart carriers, and the ten-gate concourse it constructed at Dulles drained its coffers, its major challenges were combating the Dulles hubs established by New York Air and United, whose brand recognitions were higher than Presidential's.

New Strategies

Part of its offensive strategy entailed developing markets in which its two competitors saw no profitable potential. The other was to introduce smaller-capacity aircraft that required lower breakeven load factors. That aircraft was the British Aerospace BAe-146-200 regional jet of the UK.

As perhaps the ultimate design response for a feeder or regional aircraft, it progressed through numerous iterations, including those of the high-wing, twin-turboprop DH.123 proposed by de Havilland and a low-wing one with

aft-mounted engines, until it arrived at the HS.146 of Hawker Siddeley with Avco Lycoming ALF-502 high-bypass-ratio turboprops. Because they did not generate the required thrust for the envisioned aircraft, only the use of four pylon-mounted to the high wing's underside could ensure the needed performance and range.

Sporting a t-tail and an aft petal, fuselage-forming airbrake for steep approaches, it ultimately featured that very high-mounted wing, without leading edge devices, and the four turboprops. While its cabin was wide enough for six-abreast seating, most carriers chose five. When British Aerospace took over the program from Hawker Siddeley, it was re-designated the BAe-146.

Presidential announced a \$100 million order for five such aircraft in June of 1986 for delivery by the end of the year, with seven more slated for 1987.

"Presidential was looking for the best small jet that could provide the frequency,

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British Aerospace Jetstream 32 operating as United Express



British Aerospace Jetstream 31

economics, and capacity for the routes that we will be considering for our expansion program," Pareti explained.

Although the quad-engine regional jets provided short-field, low-capacity service, they were still too large for small community feed, prompting Presidential to acquire Colgan Air in 1986.

Founded by Charles J. Colgan 21 years earlier as a fixed base operator offering aircraft fueling and maintenance services at Manassas Airport near Washington, it began airline operations to Poughkeepsie under an IBM contract in 1970. Eventually purchasing a fleet of Beech 99s, Beech 1900Cs, and Shorts 330s, it progressively

expanded its northeast regional route system, serving Binghamton and Poughkeepsie in New York, Asbury Park in New Jersey, Philadelphia in Pennsylvania, Dulles and National airports in Washington, and Hot Springs and Norfolk in Virginia by 1983.

Three years later, it began code-share service with New York Air as New York Air Connection. But after Continental purchased the Big Apple carrier and folded it into its own operation, Colgan Air was briefly branded Continental Express.

Unable to profitably compete with Continental and United at their Dulles hubs, Presidential relented to feeding

them, first as Continental Jet Express as of January 1987, along with Colgan Air, which was renamed Continental Express, after its brief Presidential Express designation, primarily operating Jetstream 31s and 32s.

After a cooperation that lasted less than a year, the Continental alignment was dissolved, leaving Presidential, along with Colgan, to once again operate independently. But a second code-share agreement was quickly concluded in 1988 with United, and both carriers now operate under the United Express banner.

Bankruptcy

Ever in search of purpose and profit, however, Presidential Airways, having continually provided the all-important capital connections, whether independently or cooperatively as major carrier-aligned Express affiliates, was forced to file for Chapter 11 bankruptcy protection on October 26, 1989.

While the process was initially a gradual one, with a 15-percent workforce reduction and a decrease in the number of cities served from 24 to 16, it ultimately ceased flying altogether on December 5, its \$60 million debt unsustainable and its ability to raise the necessary funding to keep it airborne elusive.

"It began to be a greater burden than we could handle," Pareti said. "It jeopardized ongoing operations."

Throughout its brief, four-year history, it had operated 14 737-200s, nine BAe-146-200s, and Colgan Air's turboprop regional aircraft, searching for a competition-devoid niche as it touched down in some 25 cities from Maine to Florida. ■



ROBERT G. WALDVOGEL

spent thirty years working at John F. Kennedy International and LaGuardia airports with the likes of Capitol Air, Midway Airlines,

Triangle Aviation Services, Royal Jordanian Airlines, Austrian Airlines, and Lufthansa in Ground Operations and Management. He has created and taught aviation programs on both the airline and university level and is an aviation author.



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WINGS at JFK Takes Off!

On March 19, WINGS (Women Inspiring Nex-Gen Stars) at JFK celebrated the official launch of its new foundation and mentorship program at a brunch at The Rockaway Hotel.

WINGS at JFK is a non-profit, mission-driven organization focused on empowering women to inspire the next generation of stars through leadership, mentorship, and visibility. Founded on the belief that representation and mentorship drive lasting impact, WINGS at JFK brings together accomplished women across industries to support, guide, and elevate emerging leaders. The organization will deliver curated programming, community-building initiatives, and strategic partnerships designed to foster growth, opportunity, and inspiration.

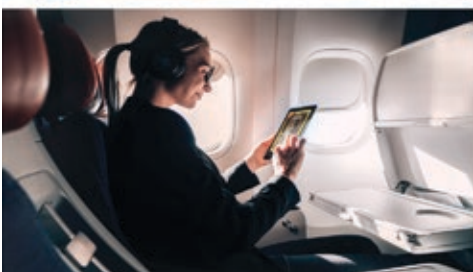
At the program's inaugural gathering, **Elizabeth Schuette**, President & CEO, The ARK Import Export Center, and her co-founding members of WINGS introduced their vision to over 200 guests. Designed to foster engagement and shared growth, the event provided a space for meaningful conversation and networking at the start of this new collaborative initiative.

As John F. Kennedy International Airport enters a new era, the WINGS vision is to build a powerful, inclusive, and enduring community of women in aviation at JFK that breaks barriers, champions one another, and inspires the next generation to dream bigger, fly higher, and lead boldly – both in the skies and on the ground. ■



(L.-R.): Founding Board Members - Karen Ali, Katie Bliss, Deborah Brown, Elizabeth A. Schuette, Jaclyn Randazzo, Stacey Lora, Verdía Noel, Sylvia Rodriguez.

Scan this QR Code to view the official WINGS at JFK Inaugural Brunch Photo Gallery



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Alliance Ground International (AGI)
Job No.: 000528
Ground Handling
Part-time
JFK Airport, NY

RAMP AGENT

As a Ramp Agent, you will be essential in ensuring that flights run on time by providing efficient ground support services.

Alliance Ground International (AGI)
Job No.: 000527
Ground Handling
Part-time
JFK Airport, NY

OPERATIONS MANAGER - FUELING

Responsible for day-to-day safe and efficient operation of into-plane and GSE fueling operations including activity scheduling, manpower planning, fuel quality audits, budgeting/forecasting, and performance management.

Swissport
Job No.: 000526
Ground Handling
Full-time
JFK Airport, NY

FUELING AGENT - CDL A OR B REQUIRED

Fueling Agent provides all necessary and required fueling services as contracted by the customer to include, but not be limited to, aircraft fueling/de-fueling, vehicle fueling and operation of motorized/non-motorized fueling equipment.

Swissport
Job No.: 000525
Ground Handling
Full-time
JFK Airport, NY

RAMP AGENT

Ramp agents provide all necessary and required under-wing ground support services as contracted by the customer, including, but not limited to, loading and unloading baggage and cargo, marshaling, water and lavatory servicing.

Swissport
Job No.: 000524
Ground Handling
Part-time
LaGuardia Airport, NY

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Hudson
Job No.: 000523
Food Service & Hospitality
Full-time
LaGuardia Airport, NY

FOOD & BEVERAGE SPECIALIST

The Food & Beverage (F&B) Specialist supports the daily execution of grab-and-go food operations by maintaining product availability, freshness, and presentation.

Hudson
Job No.: 000522
Food Service & Hospitality
Full-time
JFK Airport, NY

OPERATIONS & SECURITY AGENT

The Operations and Security Agent executes high-level operational and security measures to support seamless flight operations and guarantees the safe, secure handling of all aircraft.

Challenge Air Cargo Limited
Job No.: 000520
Security
Full-time
JFK Airport, NY

ASSISTANT MAINTENANCE MANAGER

Responsible for the effective maintenance of the airport through the identification of maintenance needs, tenant compliance with their agreements with the PANYNJ, and the direction of the maintenance service contractors.

Avports
Job No.: 000519
Janitorial & Facility Services
Full-time
Westchester County Airport, NY

LANDSIDE OPERATIONS AGENT

The Landside Operations Agent will assist with the movement of all customers throughout the passenger terminal.

Avports
Job No.: 000518
Airport & Terminal Operations
Full-time
Westchester County Airport, NY

COMMERCIAL KITCHEN EQUIPMENT SERVICE TECHNICIAN

An OTG Commercial Kitchen Service Technician troubleshoots and fixes restaurant equipment. In this career, you repair a kitchen appliance and perform regular maintenance. Responsibilities include communicating with other food industry professionals and making sure cooking appliances work properly.

OTG Concessions Management
Job No.: 000511
Food Service & Hospitality
Full-time
EWR Airport, NJ

SOUS CHEF

As a Sous Chef at dnata catering company, you will play a crucial role in creating delicious and innovative meals for airline passengers.

dnata Catering
Job No.: 000517
Food Service & Hospitality
Full-time
JFK Airport, NY

AIRPORT EMPLOYMENT

RETAIL SUPERVISOR- DUTY FREE

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Hudson

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Sales, Retail, & Customer Support

Full-time

JFK Airport, NY

AIRLINE ACCOUNT ADMINISTRATOR

As an Airline Account Administrator at dnata Catering, you will manage inflight catering operations, serving as the main point of contact for airline clients.

dnata Catering

Job No.: 000516

Office & Administrative Support

Full-time

Inwood, NY 11096

CDL DRIVER

As a CDL Driver at dnata Catering, you will be responsible for the safe and efficient operation of catering trucks and other company vehicles.

dnata

Job No.: 000515

Trucking & Intermodal

Full-time

Inwood, NY 11096

DISPATCHER AT DNATA CATERING

This position involves assisting the Transportation Manager, managing communication with various departments, and ensuring that all flight catering logistics are handled efficiently.

dnata

Job No.: 000514

Trucking & Intermodal

Full-time

Inwood, NY 11096

GENERAL MANAGER

The OTG General Manager at EWR is the management leader in our OTG units; this position is responsible for all day-to-day restaurant and Cibo operations for multiple concepts and crew member performance.

OTG Concessions Management

Job No.: 000513

Food Service & Hospitality

Full-time

EWR Airport, NJ

FACILITIES MAINTENANCE TECHNICIAN (BUILDING ENGINEER)

Our Technical Operations team is full of aircraft maintenance technicians, engineers, planners, ground equipment and facilities professionals, and supply chain teams that help make sure they're well taken care of and ready to get our customers to their desired destinations.

United Airlines

Job No.: 000505

Janitorial & Facility Services

Full-time

EWR Airport, NJ

SUPERVISOR - INFLIGHT SERVICES

The Supervisor Inflight Services comprises of engaging and supporting a diverse team of flight attendants, cultivating trust with our flight crew members, working closely with other operational teams to deliver best in class customer service while demonstrating our Core4 values.

United Airlines

Job No.: 000504

Flight Operations

Full-time

EWR Airport, NJ

MANAGER - STATION OPERATIONS CENTER

The Manager – Station Operations Center leads daily operations for the station operations center (SOC) and is responsible for overseeing the day-to-day performance of the SOC.

United Airlines

Job No.: 000503

Airport & Terminal Operations

Full-time

EWR Airport, NJ

APPEARANCE CARE AMBASSADOR

As an Appearance Care Ambassador you will deliver a high-quality cleaning service with a customer service smile to create a safe and healthy environment.

Sodexo

Job No.: 000502

Janitorial & Facility Services

Full-time

JFK Airport, NY

AIRPORT LOUNGE FOOD SERVICE WORKER

In this role, you will prepare and serve a variety of vibrant menus and ensure all working areas are kept clean and tidy.

Sodexo

Job No.: 000501

Food Service & Hospitality

Full-time

JFK Airport, NY

AIRPORT LOUNGE BARTENDER

Provide exceptional customer service, and mix and serve drinks to patrons, directly or through wait staff, quickly and without waste.

Sodexo

Job No.: 000500

Food Service & Hospitality

Full-time

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AIRPORT EMPLOYMENT

FOOD PREP HELPER

This role includes the preparation and serving of our vibrant menus and ensuring all working areas are kept clean and tidy.

Sodexo
Job No.: 000499
Food Service & Hospitality
Full-time
JFK Airport, NY

FOOD SERVICE WORKER

As a Food Service Worker you will prepare and serve a variety of vibrant menus and ensure all working areas are kept clean and tidy. Your welcoming customer service puts a smile on people's faces and makes an impact in their everyday lives.

Sodexo
Job No.: 000498
Food Service & Hospitality
Full-time
JFK Airport, NY

SECURITY ACCESS COORDINATOR

The OTG Badging Coordinator has the overall responsibilities of administering the application and verification documents necessary to satisfy PANYNJ requirements for an airport badge in a timely manner.

OTG Concessions Management
Job No.: 000512
Security
Full-time
EWR Airport, NJ

COOK

This role requires the ability to consistently prepare food to precise temperature, portion, and plating standards, while working with urgency and upholding strict cleanliness and sanitation protocols.

OTG Concessions Management
Job No.: 000510
Food Service & Hospitality
Full-time
JFK Airport, NY

MANAGER

An OTG Manager powers day-to-day operations and drives operational excellence with every shift! They lead our amazing crew, ensuring service is sharp, high-energy, and exceptional.

OTG Concessions Management
Job No.: 000509
Food Service & Hospitality
Full-time
JFK Airport, NY

COOK

This role requires the ability to consistently prepare food to precise temperature, portion, and plating standards, while working with urgency and upholding strict cleanliness and sanitation protocols.

OTG Concessions Management
Job No.: 000508
Food Service & Hospitality
Full-time
LaGuardia Airport, NY

COOK I

As a Cook I at SodexoMagic you'll prepare and create nutritious dishes while putting customer service at the heart of everything you do.

Sodexo
Job No.: 000497
Food Service & Hospitality
Full-time
JFK Airport, NY

TERMINAL OPERATIONS SUPERVISOR

The Terminal Operations Supervisor monitors and supervises daily tasks that are intended to ensure the safe and efficient movement of passengers throughout the terminal while also emphasizing our commitment to providing a world-class guest experience.

LaGuardia Gateway Partners - Terminal B
Job No.: 000483
Airport & Terminal Operations
Full-time
LaGuardia Airport, NY

LOUNGE DISHWASHER

As a Dishwasher at Sodexo, you will support kitchen and facility operations by maintaining cleanliness, sanitation, and organization throughout food production and service areas.

Sodexo
Job No.: 000496
Food Service & Hospitality
Full-time
JFK Airport, NY

SOCIAL MEDIA SPECIALIST

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KEY HOLDER

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iShoppes
Job No.: 000492
Sales, Retail, & Customer Support
Full-time
JFK Airport, NY

AIRPORT EMPLOYMENT

SALES MANAGER

The Sales Manager will partner with the General Manager to build a successful business unit with a team of sales professionals who provide exceptional customer service.

iShoppes
Job No.: 000491
Sales, Retail, & Customer Support
Full-time
JFK Airport, NY

DIRECTOR OF SALES

Develop and execute strategic sales plans through direct sales, marketing, e-commerce channels, public relations, and community partnerships.

Hilton Garden Inn
Job No.: 000490
Food Service & Hospitality
Full-time
Jamaica, NY 11430

DRIVER

Safely transport guests between the hotel and various locations, providing courteous and timely service. Maintain the cleanliness and proper functioning of the vehicle while ensuring a positive and comfortable experience for guests.

Hilton Garden Inn
Job No.: 000489
Ground Transportation
Part-time
Jamaica, NY 11430

GUEST SERVICE AGENT

Greet, register and service guests in a friendly and courteous manner according to hotel/brand and sustainability standards.

Hilton Garden Inn
Job No.: 000488
Food Service & Hospitality
Part-time
Jamaica, NY 11430

MAINTENANCE TECHNICIAN

Perform preventative and repair maintenance work to ensure the hotel is maintained according to established quality and sustainability standards.

Springhill Suites - JFK Airport
Job No.: 000487
Janitorial & Facility Services
Full-time
Jamaica, NY 11430

NIGHT AUDITOR

Balance revenue and settle accounts nightly, maintain files, and reset the system for the next day of operations while performing Guest Service Agent tasks and duties.

Courtyard by Marriott
Job No.: 000486
Food Service & Hospitality
Full-time
Jamaica, NY 11430

FRONT DESK SUPERVISOR

Supervise front desk operations in accordance with established guest service, quality and sustainability standards.

Hilton Garden Inn
Job No.: 000485
Food Service & Hospitality
Full-time
Jamaica, NY 11430

TERMINAL OPERATIONS SPECIALIST

Support the Terminal B operation by attending to the requests and concerns of airport tenants, staff, customers, and government agencies.

LaGuardia Gateway Partners - Terminal B
Job No.: 000484
Airport & Terminal Operations
Full-time
LaGuardia Airport, NY

BARISTA

The Barista is responsible for creating an amazing experience by interacting with guests and preparing and serving tea, coffee, and espresso drinks.

Paradies Lagardère
Job No.: 000482
Food Service & Hospitality
Full-time
JFK Airport, NY

RETAIL MULTI-UNIT MANAGER

This role ensures all retail stores within the assigned zones maintain exceptional standards for cleanliness, staffing, operational readiness, and financial performance by holding management accountable for results.

Dufry by Avolta
Job No.: 000476
Sales, Retail, & Customer Support
Full-time
LaGuardia Airport, NY

SOUS CHEF

Proficient in the following: food planning and preparation, purchasing, sanitation, security, company policies and procedures, personnel management, record-keeping, and reports.

Paradies Lagardère
Job No.: 000481
Food Service & Hospitality
Full-time
JFK Airport, NY

SHIFT SUPERVISOR

We are looking for passionate individuals to fill our roles in a retail and dining environment that is diverse and inclusive.

Paradies Lagardère
Job No.: 000479
Food Service & Hospitality
Full-time
JFK Airport, NY

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NON-REV TRAVELER

The New York City Ferry System Updated and Revisited

BY JONATHAN KATZ
jkatz@metroairportnews.com

New York City is the mass transportation capital of the United States, with its excellent subway, bus, and surface train systems providing the best of traffic-free movement throughout the city.

In 2017, New York City added a fourth component to its mass transit system: the New York City Ferry System. This system is terrific for both the daily commuter to their work destination and the NYC visitor; it is a special and wonderful way to tour the city by ferry.

A little history here: the New York Ferry System began operation on May 1, 2017, via the Hornblower Group. In 2024, the Hornblower Group filed for Chapter 11 bankruptcy to restructure its debt.

The private equity firm Strategic Value Partners acquired a major stake in the Hornblower Group. The New York City Economic Development Corp. (NYCEDC) partnered with the ferry system: this government agency owns the vessels and manages the infrastructure, while the Hornblower Group – now branded as City Experiences – operates the actual system.

On December 8, 2025, the New York City Ferry System reconfigured its commuter map to be more efficient and to serve more passengers. The NYC Ferry System receives funding from New York City, but now it needs to become more efficient and make its service as profitable as possible. The ferry system was already a success from day one of its operation, but now it needs to reimagine itself further.

The NYC Ferry System's route structure comprises six basic routes that span New York City end to end.

To begin, my wife, Maureen, and I consider the Rockaway/Soundview (RWS) Route our favorite. We have taken this route many times from the ferry's largest hub at the Wall Street/Pier



11 (right next to the South Street Seaport) with one stop in Sunset Park, Brooklyn, and then on to Far Rockaway in 57 minutes. On this route as a sightseer, you begin by experiencing a beautiful view of Lower Manhattan and then Governors Island, the Brooklyn Waterfront, the Statue of Liberty, the Verrazano Bridge, Coney Island, and finally the endpoint at Far Rockaway.

At this location, you can take a shuttle subway train to Howard Beach and then the Airtrain to John F. Kennedy International Airport. In the summertime, many summer beachgoers from Manhattan and Brooklyn commute on weekends to the beaches of Far Rockaway without any traffic. The Rockaway/Soundview Route travels as far north as Manhattan, to both Soundview and Throgs Neck/Ferry Point Park Pier, both in the Bronx.

Our second favorite route is called the ER, or East River Route, and again begins at the ferry system's major hub, Wall Street/Pier 11, and runs through terrific and newly gentrified areas of DUMBO, Williamsburg, Greenpoint, Long Island City, and ends at the 34th Street Pier Hub at 34th St. and the East River. Again, this route not only affords spectacular views of the city, but it is also traffic and hassle-free.

Recently, we've taken the newly developed AST Astoria Route that again begins at Wall Street/Pier 11 and makes stops at the Brooklyn Navy Yard, the 34th Street Pier Hub, Long Island City, Astoria, and Roosevelt Island, where we have taken the spectacular Roosevelt Island Aerial Tram over the East River and back into Manhattan. On Roosevelt Island, you can also connect to the "M" subway line. The Astoria Route ends at the East 90th Street Pier on the East River on the east side of Manhattan. At the Astoria Pier,



there is a bus connection (Q-19 Bus/M-60 SBS Bus Line), a few blocks away from the pier, to New York’s LaGuardia Airport.

To connect to majestic Governors Island – a terrific, new destination for walking – tourists can take the NYC Ferry South Brooklyn route or the Governors Island Direct Shuttle (summer seasonal) from the Wall Street/Pier 11 hub.

Governors Island was formerly a Coast Guard base located just off the southeastern tip of Manhattan in the East River. It is now open year-round for public visits. The island features a special “glamping” area and a unique spa, complete with outdoor pools that are heated in the winter, offering stunning views of Lower Manhattan, the East River, and the Statue of Liberty. Governors Island is largely natural and is mostly free of vehicles.

Residents and commuters from Brooklyn can use the STG St. George route to reach Staten Island without connecting to the Staten Island Ferry or commuting further to Battery Park City on the west side of Manhattan, and ultimately to the Pier 79 Ferry Terminal on 39th Street. This pier connects passengers to the New York Waterway Ferries to Port Imperial, Hoboken/Lincoln Harbor, Paulus Hook, and Port Imperial/Edgewater, all in New Jersey.

The New York Ferry System operates 38 boats, with passenger capacity running from 150 passengers per boat to 350 passengers, with both indoor and outdoor seating. At all pier stops, there are TV monitors showing bus connections in the area of those piers. There are free “boat-to-boat transfer connections” at all piers with connecting points. Dogs and other animals are allowed on all ferries. The cost to ride the ferry system is very reasonable at \$4.50. There are also several ferry discount programs for New York City students,



people with disabilities, Senior Citizens 65 years old and older, and people participating in the Fair Fares New York City Program.

At the largest ferry hub, Wall Street/Pier 11, passengers can connect to several destinations in New Jersey. These include Hoboken (NJ Transit Terminal), Paulus Hook and Liberty Harbor in Jersey City, Port Imperial/Weehawken, Edgewater, Port Liberté, and South Amboy, all accessible via New York Waterway Ferries. ■



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UPCOMING EVENTS



The most comprehensive listing of New York & New Jersey airport and aviation events available anywhere online. metroairportnews.com/ny-airport-events

April 9

LGA Kiwanis Club Meeting
New York LaGuardia Airport Marriott
East Elmhurst, New York 11369
www.lgakiwanis.org

April 14

Republic Airport Commission Meeting
Republic Airport-(FRG)
East Farmingdale, New York 11735
www.republicairport.net

April 14

ADDAPT Dinner Group
Heritage Club at Bethpage State Park
Farmingdale, New York 11735
www.addaptny.org

April 15

Teterboro Aircraft Noise Abatement Advisory Committee Meeting
Virtual Event
www.aircraftnoise.panynj.gov/tanaac

April 15

The Bishop Wright Aviation Industry Awards Luncheon
Russo's On the Bay
Howard Beach, New York 11414
www.christfortheworldchapel.org

April 16

Vaughn College Gala
TWA Hotel at JFK Airport
Jamaica, New York 11430
www.vaughn.edu

April 21

York College Aviation Day 2026
CUNY Aviation Institute
at York College
Jamaica, New York 11451
www.york.cuny.edu

April 21

SSNND Shuffle Into Spring 2026
Recognizing Katherine Mooney and Raymond Ringston and The Semantics
Russo's On the Bay
162-45 Cross Bay Blvd.
Howard Beach, New York 11414
www.ssndecwomens.org

April 21

Building New York Infrastructure Developers Edition: Airport Development
NYC Bar Association
42 W. 44th Street,
New York, NY 10036
services.nycbar.org

April 22

New York Community Aviation Roundtable (NYCAR) Meeting
Virtual Meeting
aircraftnoise.panynj.gov

April 23

The Wings Club Luncheon
Guest Speak: Richard Smith, FedEx
The Yale Club
50 Vanderbilt Avenue
New York, NY 10017
www.wingsclub.org

May 7

LAAMCO Member Meeting
LaGuardia Airport-(LGA)
Terminal B at LGA
East Elmhurst, New York 11371
www.laamco.com

May 9

ACF-Cup Soccer Tournament
St. John's University • Belson Stadium
8000 Utopia Pkwy, Jamaica, NY 11439
www.acf-cup.org

May 14

Pan Am Museum Foundation 51st Annual Manhattan Spring Luncheon
Tavern on the Green
Central Park
New York 10023
www.thepanammuseum.org

May 20

JFK Airport Customs Brokers & Freight Forwarders Association Meeting
Russo's On the Bay
Howard Beach, New York 11414
www.jfkbrowsers.com

May 24

National Aviation Maintenance Technician (AMT) Day

May 26

Aviation High School 90th Anniversary Celebration
Russo's On the Bay
Howard Beach, New York 11414
www.aviationhsef.org

June 1

JFK Airport Committee (JFKAC) Quarterly Meeting
Virtual Event
aircraftnoise.panynj.gov/nycar

June 4

Nontraditional Employment for Women's (NEW) 2026 Equity Leadership Awards Luncheon
New York Hilton Midtown
New York, New York 10019
www.new-nyc.org

June 6

LaGuardia Airport Kids Day
LaGuardia Airport-(LGA)
East Elmhurst, New York 11369
www.lgakiwanis.org

June 24

LaGuardia Airport Committee (LGAAC) Meeting
Virtual Event
aircraftnoise.panynj.gov

June 26

LGA Kiwanis Club Annual Gala
Leonard's of Great Neck
Great Neck, New York 11021
www.lgakiwanis.org

June 29

4th Annual Airport Community Foundation Golf Classic
The Seawane Club
& Inwood Country Club
www.acfgolfclassic.com

Don't Miss the 4th Annual ACF Golf Classic

Join the Airport Community for a fun day of golf and/or relaxing by the pool, both followed by an evening of great food and airport networking.

June 29, 2026



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Host to the 2025 U.S. Amateur Championship Qualifier

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All Sponsorship packages are available for purchase online.

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Proceeds from the 2026 Airport Community Foundation Golf Classic will benefit local airport & aviation-related organizations and institutions.



www.ACFGolfClassic.com



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The Airport Community Golf Classic & ACF Cup are hosted and managed by a volunteer committee of airport leaders raising funds to assist airport associations in promoting workforce development, educational opportunities, and advancing business growth while creating connections within the local communities that our airports service.

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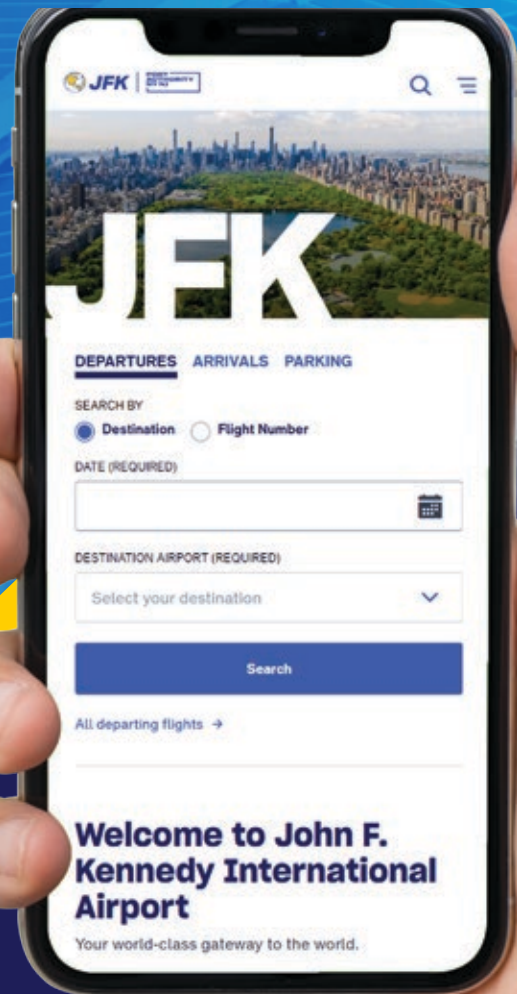
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