



# FACILITY MANAGEMENT INSIGHTS

## IFM FOR AIRPORTS AND AIRLINES

Flagship Airport Services, Inc. Diversifies its Service Line to Meet Increasing Demand from Aviation Sector

**November 20, 2018 San Jose, CA**—As the aviation marketplace evolves, more and more airports and airlines are choosing a single-source solution to their facility service needs. Flagship Airport Services has been extremely successful in implementing Integrated Facility Management (IFM) approaches that drive cost efficiencies, increase accountability, and support a higher standard of quality throughout the service delivery ecosystem.

These IFM service bundles can include janitorial, facility maintenance, and building engineering, as well as ancillary staff such as customer service agents, baggage handlers, and sky caps.

Jim Mikacich, Flagship’s Senior VP of Aviation Services, has led Flagship’s aviation business development group for more than 20 years. During that time, he has seen an evolution in the way that aviation clients value maintenance services.

*“Airports and airlines are demanding better value and more accountability in the way their maintenance dollars are spent,”* he said. *“Our customers have asked us to provide a more robust menu of services to drive the benefits of single sourcing, and we’ve delivered.”*

Here is Flagship’s expanded service list for airlines, airports and aircraft:

### Airline Services

- Custodial for Passenger Facilities (Terminal, Leaseholds, Club Facilities)
- Custodial for Outbuildings (Hangars, Cargo Facilities, Provisioning Centers, Catering Facilities, Ground Support Equipment Maintenance Facilities and Aircraft Maintenance Facilities)
- Ramp Scrubbing/FOD Control
- Passenger Services
- Wheelchair Assist
- Electric Cart Drivers
- Unaccompanied Minor (UM) Assist
- Skycaps
- Baggage Handlers
- Ticket/Baggage Checking (Behind the Counter)
- Ambassador/Queue Line Management
- Security Personnel
- Glycol Recovery

### Aircraft Services

- Cabin Cleaning
- Turnaround/Thru Interior Cleans
- Remain Overnight (RON) Cleans
- Heavy Cleaning
- Carpet Cleaning
- Upholstery Change Out Services
- Aircraft Provisioning
- Lavatory Soak Services
- Lavatory and Potable Water Services
- Provisioning
- Exterior Wash
- Interline Baggage Transfer

### Airport Services

- Janitorial Services for Airside and Landside Facilities
- Terrazzo Restoration and Maintenance
- Hard Floor Care & Carpet Cleaning
- Ramp Scrubbing/FOD Control

- Passenger Boarding Bridges
- Facility Maintenance
  - HVAC
  - Water Heaters
  - Storm Lift Stations
  - Ramp Services
  - Elevators & Escalators
  - Moving Walkways
  - Exterior Lighting
  - Plumbing
  - Electrical
  - Interior Lighting Controls
- Concession Area Day & Night Cleaning Attendants
- Kitchen Detail Cleaning
- Equipment & Hood Cleaning
- Concession Trash Hauling
- Ambassador/Queue Line Management
- Ambassador Food Court Services
- Taxi/Ride Share App Line Management

### About Flagship Facility Services

Flagship was founded in 1988 as a one-person operation, dedicated to the delivery of first-class commercial janitorial services. With headquarters in California, we currently provide facilities maintenance solutions to four of the top 10 airports in the nation, based on the 2017 *JD Powers Airport Satisfaction Rankings*. Since entering the market, we have become a recognized leader by offering a broad range of facilities services. With a staff of nearly 4,000 positioned throughout the United States, our broad suite of services includes facilities management, planning, culinary, and grounds. For more information, visit [www.flagshipinc.com](http://www.flagshipinc.com)