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## **ABM Recognized for Customer Care by the Port Authority of New York and New Jersey**

### *ABM Parking Services Honored with Second Consecutive Contractor Award*

NEW YORK--(BUSINESS WIRE)-- **ABM (NYSE:ABM)**, a leading provider of integrated facility solutions, today announced that ABM Parking Services has been honored with a 2011 Customer Care Award by the Port Authority of New York and New Jersey's (PANYNJ) Aviation Department for "Best Performance by a Port Authority Contractor." The award was presented to ABM's team of parking cashiers at LaGuardia Airport (LGA) May 3 at the PANYNJ's Annual Awards Luncheon, marking the second consecutive year ABM has been recognized with the honor.

The PANYNJ began its Customer Care initiative in 2005 due to its commitment to not only meet, but exceed a satisfactory consumer rating from patrons. The program incorporates feedback from an annual airport-wide survey, an ongoing mystery shopping program, and direct patron feedback in order to determine customer satisfaction levels and a course of action to continually meet the ever-changing needs of customers at John F. Kennedy International Airport (JFK), Newark Liberty International Airport (EWR), and LaGuardia Airport (LGA). Since 2005, ABM employees have received six Customer Care Awards.

In addition to the team award, the PANYNJ honored ABM Parking Services Supervisor Seudat Tammassar with LaGuardia Airport's 2011 Employee of the Year Award for going "above and beyond" based on his assistance of an ailing airport patron.

"It is truly an honor to earn these recognitions from a valued client like the Port Authority of New York and New Jersey," said ABM Parking Services President Mark Muglich. "The multiple awards since 2005 underscore just how seriously we are committed to providing an outstanding customer experience on behalf of our clients. We look forward to continuing our partnership with the Port Authority and ensuring world-class parking services for its airports' millions of passengers each year."

ABM provides the Port Authority of New York and New Jersey's Aviation Department with 24/7 parking services for approximately 50,000 parking spaces at JFK, EWR and LGA, employing more than 600 workers at the airports, making it the single largest parking contract in the country.

### **ABOUT ABM**

ABM (NYSE:ABM) is a leading provider of integrated facility solutions. Thousands of commercial, industrial, government and retail clients outsource their non-core functions to ABM for consistent quality service that meets their specialized facility needs. ABM's comprehensive capabilities include expansive facility services, energy solutions, commercial cleaning, maintenance and repair, HVAC, electrical, landscaping, parking and security, provided through stand-alone or integrated solutions. With more than \$4 billion in revenues and 100,000 employees deployed throughout the United States and various international locations, ABM delivers custom facility solutions to meet the unique client requirements of multiple industries — ranging from healthcare, government and education to high-tech, aviation and manufacturing. ABM leverages its breadth of services, deep industry expertise and technology-enabled workforce to preserve and build value for clients' physical assets. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit [www.abm.com](http://www.abm.com).

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