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## JFKIAT AND PARTNERS PILOT THE WORLD'S FIRST MOBILITY CART TRACKING SERVICE TO IMPROVE THE PASSENGER EXPERIENCE

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**Queens, New York, (July 29, 2025)** – JFKIAT, the operator of Terminal 4 at John F. Kennedy International Airport is piloting the world's first mobility cart tracking solution, which is delivering measurable improvements to the passenger experience.

As the stewards of JFK T4 – the largest and busiest terminal at JFK – JFKIAT has a legacy of fostering a collaborative culture and passenger-focused innovation at the terminal. JFKIAT is enhancing the complimentary mobility cart service at T4 by providing real-time tracking, pick-up locations, and support to potentially expand the service across the terminal in the future. The pilot service is available for passengers in need of assistance, with carts servicing designated stops throughout T4. The new solution, developed in collaboration with JFKIAT's partners at micro-location leader [Volan Technology](#) and AI crowd management analytics expert [Beonic](#), offers real-time tracking of passenger carts enabling travelers to view exact cart locations and estimated wait times.

"Giving passengers real-time information helps to support a smoother airport experience," said Roel Huinink, Chief Executive Officer of JFKIAT. "By enabling live tracking of our cart service at Terminal 4, we're helping our travelers who prefer or need assistance over longer distances make more informed choices. As the transformation of T4 continues, we are pleased to work with our partners to introduce this innovative technology to advance passenger accessibility and operational efficiency."

"As we continue to modernize and reimagine JFK into a world-class global gateway, passenger-focused innovations like this mobility cart tracking system are key to enhancing accessibility and improving the travel experience for all," said Teresa Rizzuto, General Manager of John F. Kennedy International Airport. "JFKIAT has demonstrated strong leadership in enhancing the passenger experience—from increasing the visibility and availability of the mobility cart service, and piloting real-time tracking technology that allows travelers to make more informed decisions with greater ease. We're proud to support JFKIAT and its partners in delivering smart, forward-thinking solutions that raise the standard for airport service and innovation."

### Why It Matters

"With real time data, we can now see exactly when and where carts are needed most," said Steve Tukavkin, Vice President of IT & Digital at JFKIAT. "Our adoption of this technology reflects our innovative culture to bring new offerings to our passengers and collaborate with our technology partners to find new solutions that improve our passengers' journeys."



Passengers at Terminal 4 can now see exactly where mobility carts are in real time, along with accurate wait times for the next cart to arrive at their stop. These live updates are displayed on digital displays located at each of the designated cart pick-up points throughout the terminal, giving travelers the confidence and information they need to navigate the airport terminal with ease. Initial passenger survey results from JFKIAT show high satisfaction with the overall cart service, with many travelers noting that the new digital displays improved their awareness and helped them make more informed decisions about when and where to wait for a ride.

Following the success of the pilot, the solution will be part of JFKIAT's plans for information zones placed throughout T4. These zones will provide passengers with one-stop locations to find integrated information and assistance, from up-to-date flight information available through FIDS, to terminal offerings through experience kiosks, and real-time assistance via virtual, multi-lingual customer service agents.

The introduction of this solution and T4's forthcoming information zones reflect JFKIAT's most recent technology innovations as T4 undergoes a \$1.5B transformation, as part of the Port Authority of New York & New Jersey's larger vision to transform JFK Airport into a world-class gateway. With the Port Authority's vision in mind, JFKIAT has expanded T4's capacity and initiated significant upgrades to support continuous growth in T4's passenger traffic, seamless operations, advanced sustainability initiatives, and cutting-edge technologies to innovate the terminal's systems for the future. JFKIAT has also recently embarked with its business partners on an ambitious program, called the North Star initiative, to further elevate the human experience at T4, including redefining its commercial offerings, enhancing and aligning its hospitality culture across the entire terminal, and more.

## Industry Perspective

"Traditional location technologies like Global Positioning System (GPS) don't work well indoors, and Radio-Frequency Identification (RFID) systems require expensive infrastructure that can't adapt to unpredictable movement patterns," said Michael Bettua, CEO of Volan. "Airports need a solution that works throughout massive terminals, including underground areas, while providing the location precision passengers expect for real-time information, and this solution gives it to them."

"This solution goes beyond analyzing passenger movement data – it's about transforming operational intelligence into a better passenger experience," said Billy Tucker, CEO, Beonic. "When people can visualize exactly where services are and make informed decisions about their journey, it eliminates the anxiety that comes from uncertainty in high-stress travel environments."

## How It Works

- **Real-time tracking:** Volan's wireless beacon network provides cart positioning, accurate to within meters throughout both concourses and central Retail Hall
- **Intelligent displays:** Beonic's system analyzes wait times which are then broadcast onto large digital displays at all pickup locations along with a visualization of each cart's present location



- **Rapid deployment:** Volan's wireless beacon network was installed in a single overnight session with no construction or operational disruption
- **Operational intelligence:** Analytics allow operators to make better decisions about cart availability and driver staffing for peak demand times to improve the passenger experience
- **Potential future integration:** A variety of equipment can easily be tracked in real time by the JFKIAT team simply by adding credit card-sized locators to each asset

## About JFKIAT

JFK International Air Terminal, LLC. (JFKIAT) is the operator of Terminal 4 at John F. Kennedy International Airport, one of the most active air terminals in the New York area, serving 22 international and domestic airlines with an annual passenger volume of more than 27 million travelers in 2024. In 2017 Terminal 4 became the first existing airport terminal in the U.S. to receive LEED Gold certification by the United States Green Building Council (USGBC) for operations and maintenance, and in 2022 it became the first air terminal in the U.S. to receive Platinum recognition for pre-existing air terminals. The terminal's expansive Retail Hall offers an unparalleled experience for travelers with a wide range of food and beverage and retail options, from chic to upscale and from convenience stores, to electronics, accessories, and gifts. Terminal 4 was the first air terminal in North America operated by a private management company. JFKIAT's managing member is Schiphol USA Inc., a U.S. affiliate of Royal Schiphol Group.

Visit us at <http://www.jfkt4.nyc>, like us on Instagram and follow us on Facebook and Twitter.

## About the Technology Partners

Volan Technology provides enterprise-scale real-time micro-location systems to automate complex operational environments, making airports safer, helping to ensure compliance with FAA security requirements, and to optimizing budgets.

Beonic is an Australian technology company and a global leader in advanced solutions for passenger flow management. Using leading AI sensing technology and real-time data analytics, Beonic helps airports optimize operations, reduce wait times, and improve the overall passenger experience. With successful deployments at JFK T4, Adelaide Airport, Wellington Airport, London Heathrow, and Zayed International Airport in Abu Dhabi, Beonic is pioneering the future of airport operations with innovative, data-driven technology solutions.

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