

HOW FLAGSHIP TECHNOLOGY IS SETTING A NEW STANDARD AT SAN JOSÉ MINETA INTERNATIONAL AIRPORT

San José Mineta International Airport (SJC) is a city-owned airport in San José, California. In the 75 years since its founding, SJC has focused on providing Bay Area flyers with a simple, seamless travel experience.

! THE CHALLENGE

The landscape of air travel is evolving rapidly, driven by changing passenger expectations for cleanliness and convenience. Airports around the world, including SJC, must continually adapt to meet these new standards. SJC has faced the challenge of **innovating and integrating cutting-edge solutions to enhance airport operations** and remain competitive in the dynamic aviation industry.

✓ THE SOLUTION

During the pandemic, SJC partnered with Flagship, its trusted janitorial services provider, to elevate cleaning standards and operational efficiency. **Flagship introduced a cutting-edge staff monitoring system, Flagship Intuition, that leverages TRAX Analytics technology.** This innovative system utilizes proximity badging that connects to designated Wi-Fi points around the airport. Not only does the system enable real-time employee tracking, but it also ensures prompt response to cleaning needs and inventory updates.



Through Flagship's Intuition software program, stakeholders gain comprehensive visibility into frontline janitorial operations. This integration of advanced technology creates accountability and optimizes resource allocation, **ensuring a consistently high standard of cleanliness throughout SJC.**

↑↑ THE OUTCOME

The introduction of Flagship Intuition has **streamlined the coordination of cleaning tasks and resource management at SJC.** The real-time tracking of janitorial teams via proximity badging optimizes workflows by targeting cleaning efforts precisely when and where they're needed. This proactive approach minimizes downtime and improves the responsiveness of janitorial staff. The impact of the enhanced cleaning protocols is directly felt by passengers, who benefit from **cleaner facilities, reduced wait times, and increased confidence in the airport's commitment to their health and well-being.**



As airports adapt to heightened cleanliness expectations in the wake of global health challenges, SJC's adoption of innovative cleaning solutions positions it as a leader in the aviation industry. The successful implementation of Flagship's technology not only meets current standards but also **future-proofs SJC against evolving passenger expectations.**

“**Our dynamic team is always seeking ways to improve the customer experience at SJC. We're very proud of the range of improvements we have accomplished during the pandemic, and this new technology adds to a list of measures we've undertaken to promote the confidence our industry needs right now.**”

JUDY ROSS, ASSISTANT DIRECTOR OF AVIATION

DID YOU KNOW?

In 2021, SJC became the **first California airport to be awarded the Global Biorisk Advisory Council (GBAC) STAR™ Facility Accreditation**, which recognizes its commitment to maintaining the highest standard of cleanliness and safety.