WORLD-CLASS SITA TECHNOLOGY IMPROVES FLIGHT INFORMATION UPDATES AT LONG ISLAND MACARTHUR AIRPORT

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As part of its continuous attention to improve customer experience, Long Island MacArthur Airport, owned by the Town of Islip, is investing in world-class passenger information systems from IT provider SITA. The new systems will include sophisticated flight information screens and voice paging throughout the airport.

SITA, which is the global IT provider to airlines and airports, is a long-standing partner of the airport and a close neighbor. SITA's New York office and technology lab are located in Bohemia, less than a mile from the airport.

SITA is installing new displays that are bigger, brighter and easier to see. There will also be a new large double-sided video wall with the latest information for passengers as they leave the secure area. Displays at the ticket counter are also being upgraded.

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Angie Carpenter, Supervisor Town of Islip, said: “Long Island MacArthur Airport continues to invest in services that improve the passenger experience. SITA’s AirportVision and AirportVoice technology will work together so that any flight information updates will automatically be displayed on all screens and announced in real time over the public address system. We also plan to roll out updates on our website and to give passengers the choice to receive them via email or SMS. Having the latest updates provides our passengers with the information they need to feel relaxed at the airport.”

Anthony Natale, SITA Vice President, Northeast United States, said: “We work with airports across the world but particularly enjoy our local partnerships, like we have with the Town of Islip and Long Island MacArthur Airport. Our team working in Bohemia, New York, drives much of the development and innovation that helps airlines and airports optimize operations and improve the passenger experience. Having our technology in the airport on our doorstep is a proud moment for this team. SITA AirportVision and AirportVoice will help improve the passenger journey for everyone as they travel here.”

SITA’s Bohemia facility, which has more than 100 employees, is home to a certification facility where international airlines work closely with the SITA team to ensure their airport deployments meet required industry standards. It also houses a display center and airport echo lab which showcases numerous SITA products in an environment that physically resembles an airport.

All the new SITA systems are planned to be up and running at Long Island MacArthur Airport before the end of the year and in time for the busy holiday season.

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