

# market

A NEWSLETTER FOR JAVITS CENTER CUSTOMERS



## State of the Center 2018

March 2018

More than 500 employees attended the 7<sup>th</sup> Annual State of the Center Address where President and CEO Alan Steel discussed the organization's major achievements in the past year and the future developments in the months ahead.

Inside the Special Events Hall, Alan celebrated the work of our employees, who have worked to ensure that the Javits Center remains the busiest convention center in the United States. We hosted more than 175 events in 2017 – despite the demolition of Javits North as part of the ongoing expansion work. And nearly 40,000 companies exhibited here last year, driving our regional economic impact to nearly \$2 billion, Alan told the crowd of carpenters, electricians, cleaners, freight handlers, security officers and other employees.

"We have come a long way over the last six years. We've made much progress, with better service to our customers, our contractors, our community and our employees. That is because of each of you. You make the difference," Alan told the audience. "And with your help, we continue to operate as the busiest convention center in the

country.”

Nearly 4,000 full-time and part-time employees worked at the Javits Center in 2017, demonstrating the organization’s impact as an economic generator and job creator. In addition, the results of our annual customer surveys continue to improve, illustrating the recent improvements to our operations and personnel. In 2017, nearly 100% of customers surveyed reported a helpful staff during the move-in process and the cleanliness of our exhibit space – both dramatic improvements from several years ago.

Among the highlights in the past year, we launched *Jake*, our new online ordering portal, a computerized maintenance management system, harvested our own rooftop honey, coordinated relief efforts for hurricane-battered Puerto Rico and implemented a trusted driver program, as well as new uniforms for our security officers.

