



Activation



Murray Bauer
Director, Facilities Management & Terminal Operations



MISSION

*Create a new passenger experience that feels familiar,
business as usual*

Put all Stakeholders into a state of operational readiness

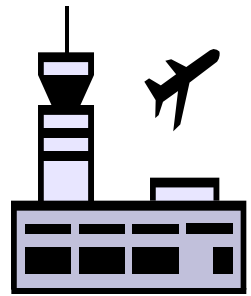
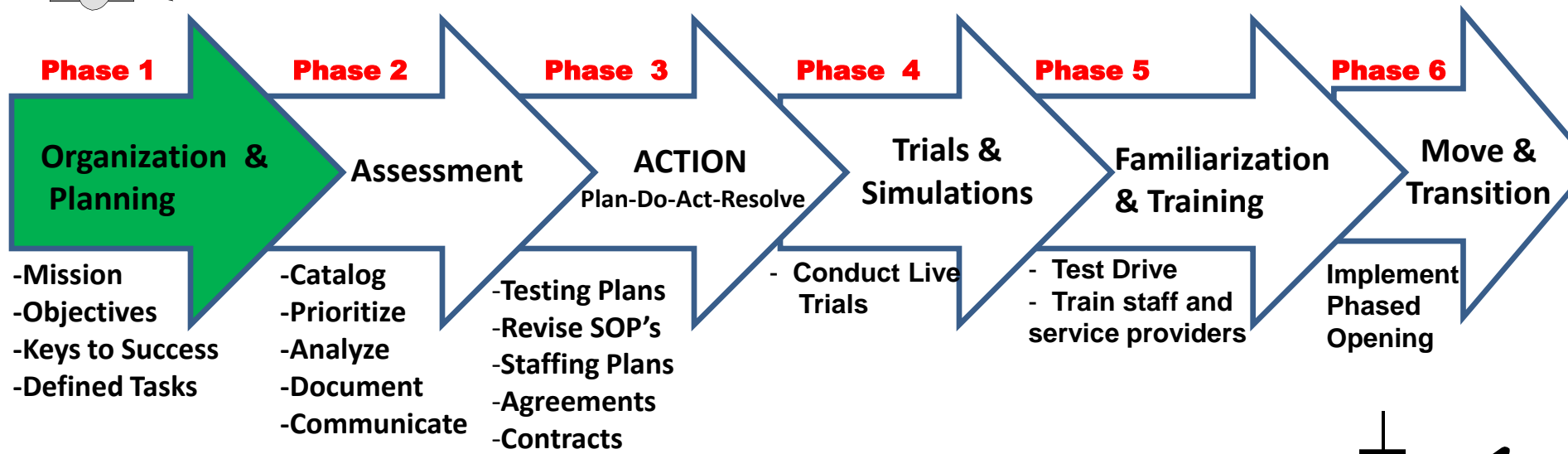
CONTROLLED

CHAOS

Promote seamless transition from construction to operation



Approach



Activation Team

Ground Transportation
Dave Boenitz
Jay Bass
Parking Management

Facilities Management
Rolland Stanley
Commissioning & Training

Terminal Operations
Amiel Porta
Scott La Rocco
Elsie Gonzalez
Baggage Handling System
Passenger Processing
Signage

Customer Service
Colm Marmion
ADA Compliance

Chairman
Murray Bauer
TDP Liaison
Michael Knize
Activation Coordinators
Melina Davis (TDP)
Michelle McGowan

Marketing
Cheryl Brown
Grand Opening Events

Public Relations
Diana Lucero
Media

IT
Howard Kourik
CUPPS
Self-Check-In Kiosks

AvCom
Troy Ann Leach
Nyle Marmion
Concessions
Real Estate

Airside Operations
George Condon
Dean Robbins
Susie Preiser
Clint Welch
Ramp Control Facility
Security & Emergency Preparations
First Responders

Risk Management
Cindy Steele
Insurance Compliance





Tennant Comments

As a loyal Virgin flyer...I ha
of your San Diego airport.
new check in station outs
ease of that top road

Dear Ron
I want to say that I received the best customer service
from two gentlemen on your team
Michael (at curb check in) Justin (at check in)
was so taken by their service I had to
So sweet and refreshing
airlines.

the new skycap
to fly Virgin and I
n

They also asked me if I liked the new skycap check in and I told
them that is was just wonderful and what a great service it is to the
traveling public. As I told my husband as I flew out, if airlines want
to know how to do it... Fly Virgin, if airports want to know how to do
it... See the San Diego Airport.

Your e
bag ar
am not kidding
being stress fr
point.

Very best,
San Diego Airport.
Karen
Elevate

- Flow o
- Ramp Conti

menting those two guys
t new airport. Now I
an Diego – Great
at Airport!

San Diego International Airport

The Green Build

Moving Forward. Soaring Higher.



SAN.ORG
San Diego International Airport

October 30, 2013

QUESTIONS?

