

## **Purpose:**

The purpose of the Collaborative Framework is to provide clarity and transparency, and to set expectations around the collaborative development of SAN ground transportation initiatives, policies, requirements, and regulations. Specifically, the Collaborative Framework:

- Describes the role, responsibilities, and expectations of the Authority and providers
- Defines the unique conditions and challenges inherent to the SAN ground transportation system
- Provides recommendations, considerations and possible approaches to address current and future opportunities in ground transportation
- Ensures alignment with Authority Strategies and Ground Transportation Goals

## **SAN Strategies**

- *Community:* Be a trusted and highly responsive agency
- *Customer:* Achieve the highest level of internal and external customer satisfaction
- *Employee:* Achieve the highest level of employee commitment and performance
- *Financial:* Enhance the financial position of the Airport Authority
- *Operations:* Operate our airport in a safe, secure, environmentally sound, effective, and efficient manner

## **SAN Ground Transportation Goals**

- Safety
- High quality customer service
- Efficiency
- Cost recovery for operations and infrastructure
- Economic value to the providers
- Minimal unnecessary trips & congestion
- Reduced environmental impact
- Alignment with airport strategies

## **Key Focus Areas**

In all focus areas listed below, the Committee advances important recommendations that should be incorporated when determining GT policies, plans, and operational requirements:

- General Recommendations
- Operating Models
- Congestion Management
- Environmental
- Technology
- Operational Compliance