

# Ground Transportation Ad Hoc Committee



**SAN DIEGO**  
INTERNATIONAL AIRPORT  
LET'S **GO.**

Meeting 7  
April 29, 2019

# Welcome Remarks

## Committee Chair- Mark West



# Meeting Plan Summary

Facilitator -  
Heidi Gantwerk



## Today's Objective

- Review and discuss the GTAC purpose, progress and deliverables
- Plan for presenting the GTAC results at the June meeting of the Authority Board of Directors
- Obtain input from public members
- Action by Voting Committee Board Members



## Committee Purpose *(October 2018)*

Facilitate input from community stakeholders, subject matter experts, and current GT permittees regarding the future of Ground Transportation at SAN



# Committee Deliverables

A report with the following:

1. Outlining differences in mode vehicle, environmental standards, permitting, and operating requirements

→ **Staff Report**

2. Recommendations to be considered in developing the GT long-term operating strategy, and
3. Recommendations to be considered in developing the GT environmental program.

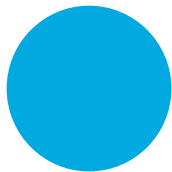
→ **Collaborative Framework Document**



# Collaborative Framework Document

- 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

# Authority Strategies



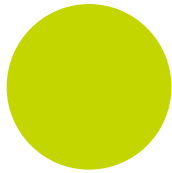
## Community

Be a trusted and highly responsive agency.



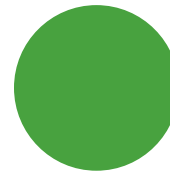
## Financial

Enhance the financial position of the Authority.



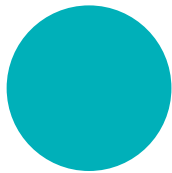
## Customer

Achieve the highest level of internal and external customer satisfaction.



## Operations

Operate our airport in a safe, secure, environmentally sound, effective, and efficient manner.



## Employee

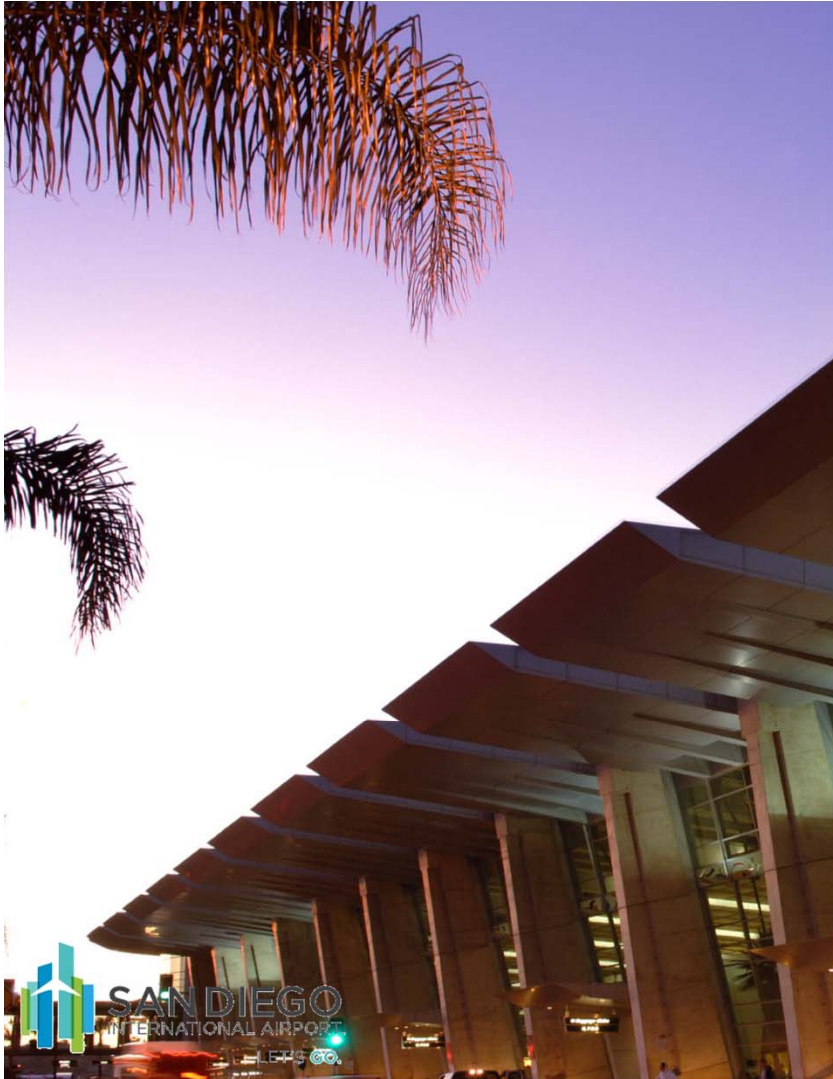
Achieve the highest level of employee commitment and performance.





## GT System Goals

- 1) Safety
- 2) High quality customer service
- 3) Efficiency
- 4) Cost recovery for operations and infrastructure
- 5) Economic value to the providers
- 6) Minimal unnecessary trips & congestion
- 7) Reduced environmental impact
- 8) Alignment with airport strategies



## General Recommendations

1. Alignment with the Airport Authority's mission, goals and strategies is a critical priority for all policy relating to ground transportation.
2. Alignment must also be maintained with local and state operational and regulatory requirements.
3. Every effort should be made to engage state and local agencies to address congestion, environmental, and other issues related to ground transportation.



## General Recommendations

4. Policies should maximize flexibility for all modes, promote economic and environmental sustainability, and reflect a comprehensive approach aligned with the region's transportation strategies.
5. Policies must reflect the current and most relevant passenger volumes, traffic conditions, and customer needs.
6. Ongoing reporting, transparent communication, and feedback opportunities will be established and maintained with transportation stakeholders.



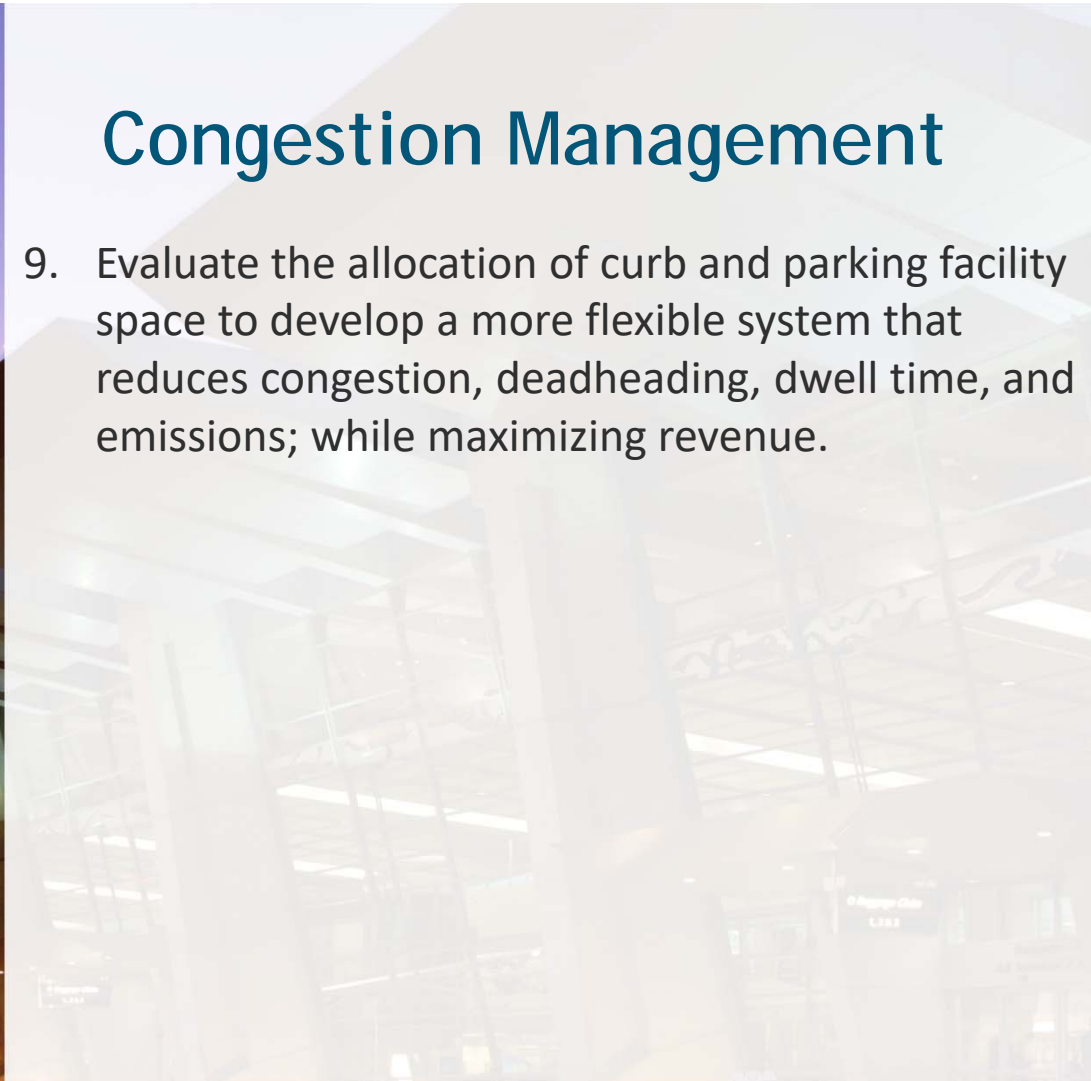
## Operating Models

7. In advance of any changes to the current operating strategy, develop a clearly defined and gradual transition plan that is customer focused and provides adequate time and information for operators to adapt.
8. Any changes in commercial transportation operating models must prioritize customer preference and safety. Future policy changes should reflect a level playing field across modes, and standardization across modes should be considered when possible and appropriate.



## Congestion Management

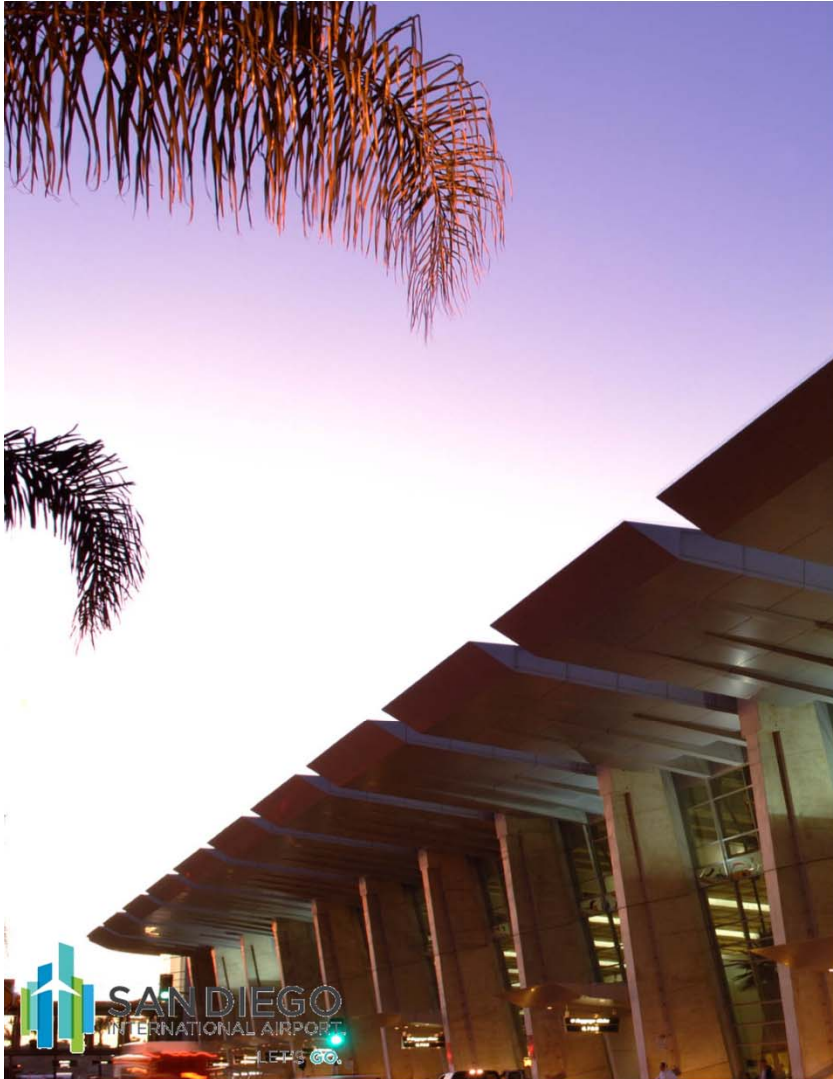
9. Evaluate the allocation of curb and parking facility space to develop a more flexible system that reduces congestion, deadheading, dwell time, and emissions; while maximizing revenue.





## Environmental

10. Align environmental targets in the Clean Transportation Plan with the City of San Diego Climate Action Plan and the Authority's transportation program goals, and create flexible options for all modes to meet these targets.
11. Develop commercial transportation environmental strategies weighted towards fiscal incentives, rather than requirements, to upgrade vehicles and reduce emissions in order to reduce Greenhouse Gas Emissions.



## Technology

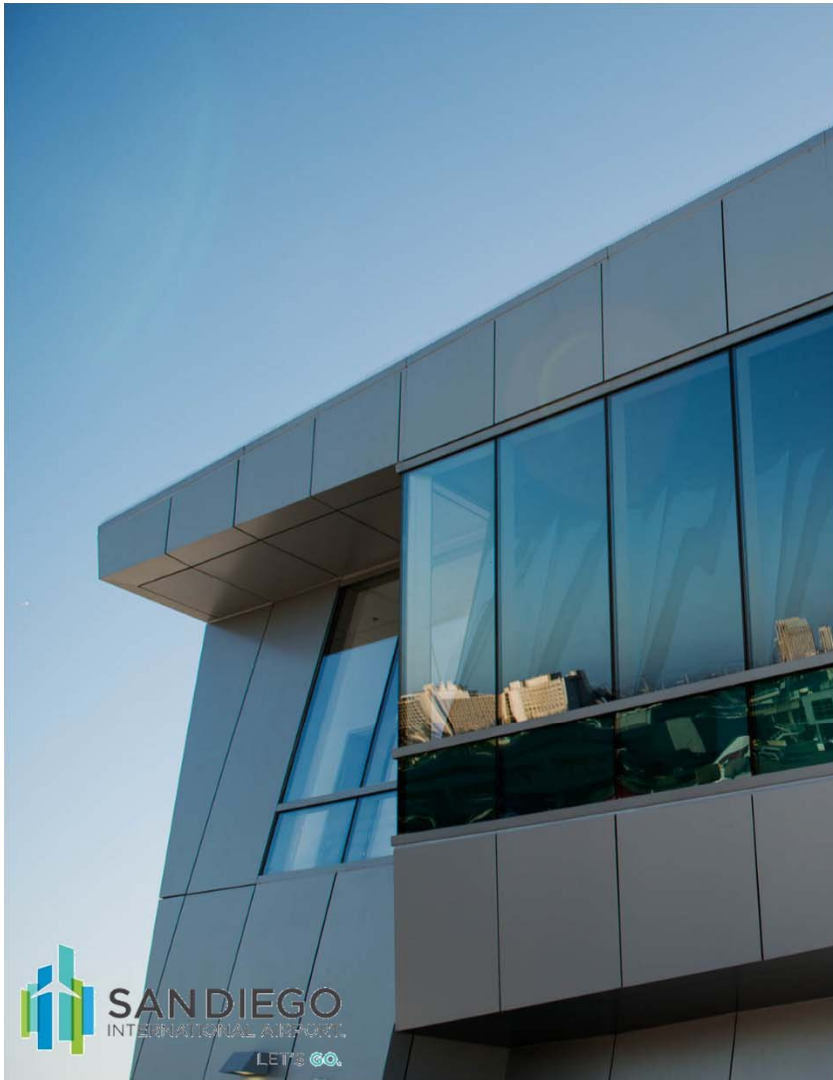
12. Invest in and utilize technology and software solutions across modes that use real time data and effective metrics to increase environmental efficiency and compliance with Airport Authority policies, reduce congestion, and equalize opportunity for all operators.
13. Conduct an assessment of the technology necessary to operate a virtual hold lot that would allow drivers to check-in, and then leave airport property until they are at the front of the queue.



## Operational Compliance

14. Increase and improve training and better leverage technology for all Customer Service Representatives (CSRs) with the goal of increasing the efficiency of throughput and consistency of enforcement, improving the customer experience and reducing confrontation.
15. Explore funding and staffing resources for increased Airport Traffic Officer (ATO) involvement, collaboration, understanding of industry and operational knowledge, and consistency in enforcement.





# Committee Member Discussion

Facilitator -  
Heidi Gantwerk





# Public Comment Period One Minute per Speaker

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# Wrap-up Discussion and Voting

# Closing Comments

Committee Chair-  
Mark West



QUESTIONS?

