GT Industry Stakeholder Meeting

Wednesday, December 21, 2022

Online Zoom Meeting

SAN DIEGO INTERNATIONAL AIRPORT
LET'S GO.

Agenda

1. Welcome
2. Enplanements and Airport Activity Outlook – M Nichols
3. Commercial Mode Activity – M Nichols
4. Airport Traffic Officer (ATO) Operations Update – R Wilson
5. Citation and NOV Update – D Santana
6. Permitting Update – M Nichols
7. Taxi Operations Update – M Nichols
8. TNC Operations Update – M Cole
9. RCC Bus Update – M Cole
10. SAN Flyer Update – M Nichols
11. GTAC Progress – M Nichols
12. New T1 Construction Impacts – M Nichols
13. Q&A Period – 30 Minutes

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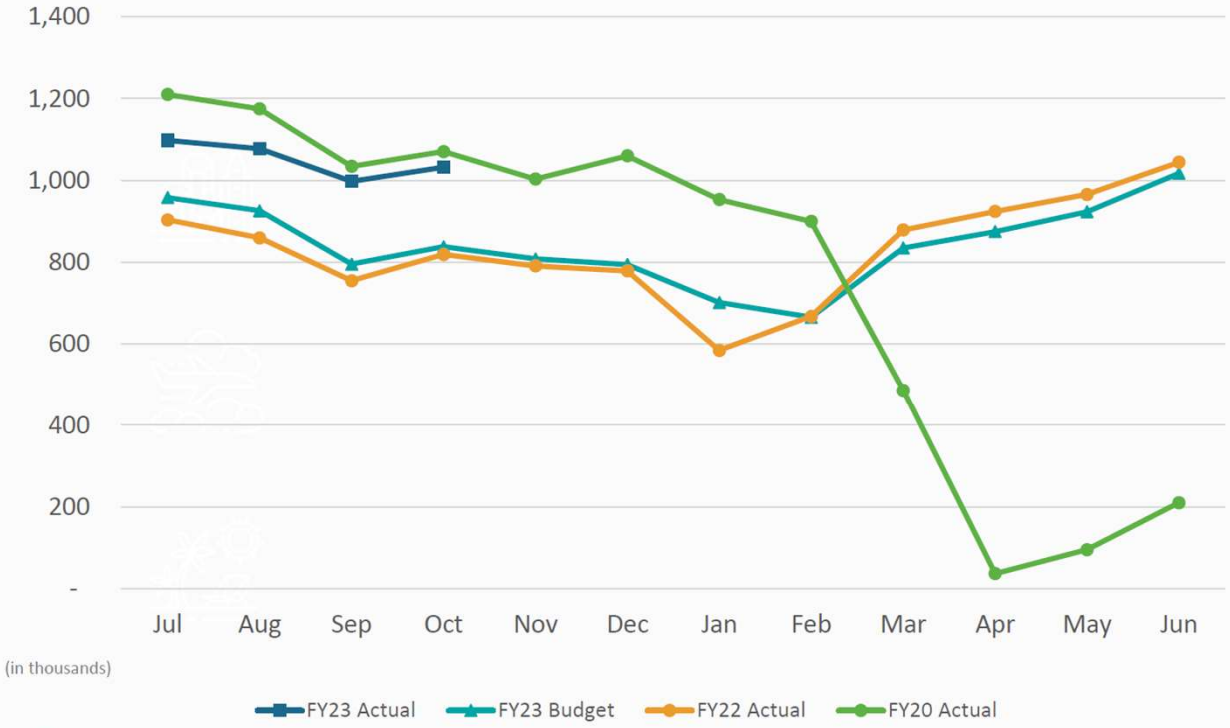
Welcome Remarks

M Nichols

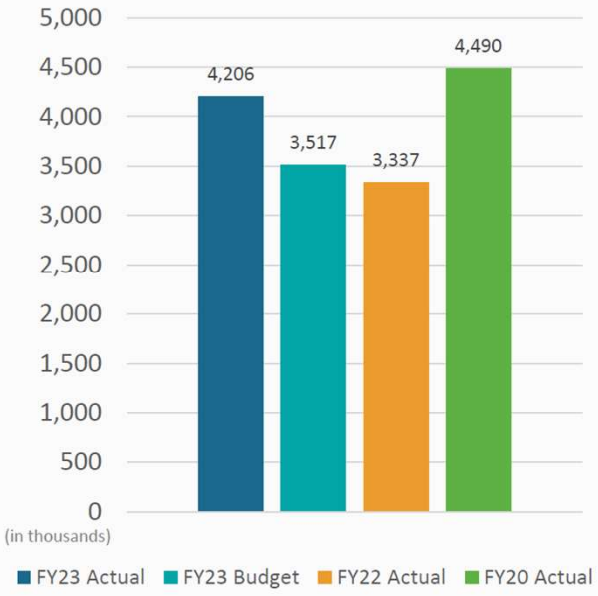
Enplanements

(M Nichols)

Enplanements



FY23 YTD Act Vs. FY23 YTD Budget	FY23 YTD Act Vs. FY22 YTD Actual	FY23 YTD Act Vs. FY20 YTD Actual
19.6%	26.0%	-6.3%



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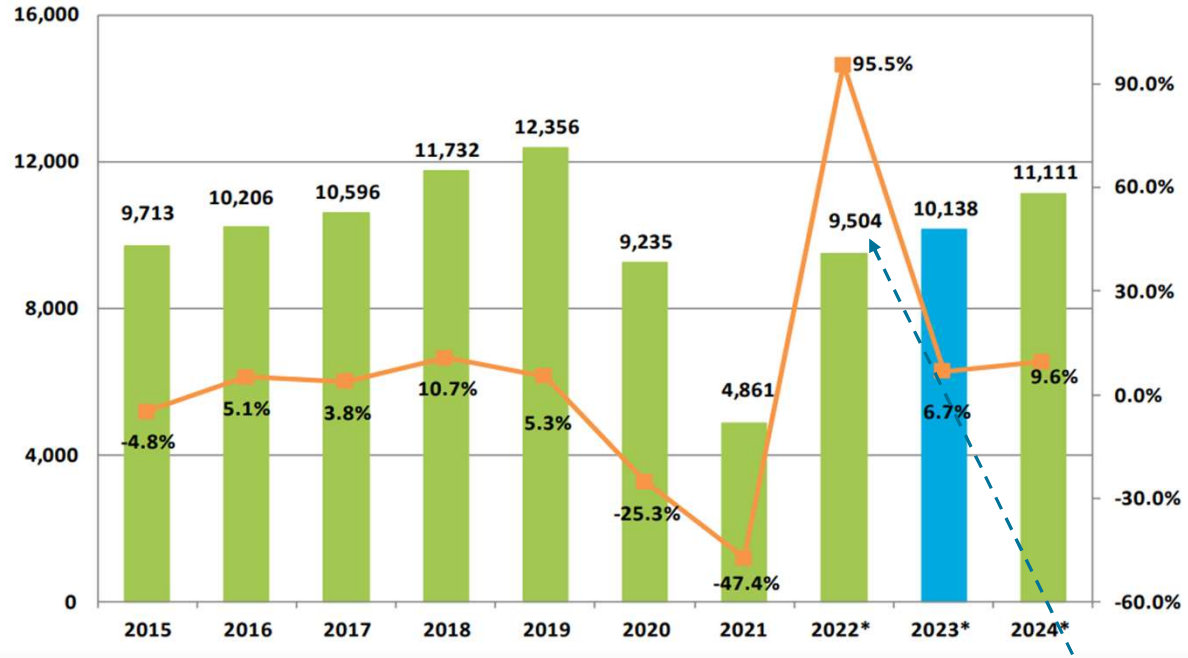
Annual Enplaned Passenger Traffic

FY 2023 Proposed Budget of 10.1M, 6.7% increase vs. FY 2022 Forecast of 9.5M and 61.4% increase vs. FY 22 budget of 6.28M

FY 2024 Proposed Conceptual Budget of 11.1M, 9.6% increase vs. FY 2023 Budget of 10.1M

(in thousands)



Fiscal Year	Enplaned Passengers	% Change
2015	9,713	-4.8%
2016	10,206	5.1%
2017	10,596	3.8%
2018	11,732	10.7%
2019	12,356	5.3%
2020	9,235	-25.3%
2021	4,861	-47.4%
2022*	9,504	95.5%
2023*	10,138	6.7%
2024*	11,111	9.6%

Finished FY 2022 at 9,953

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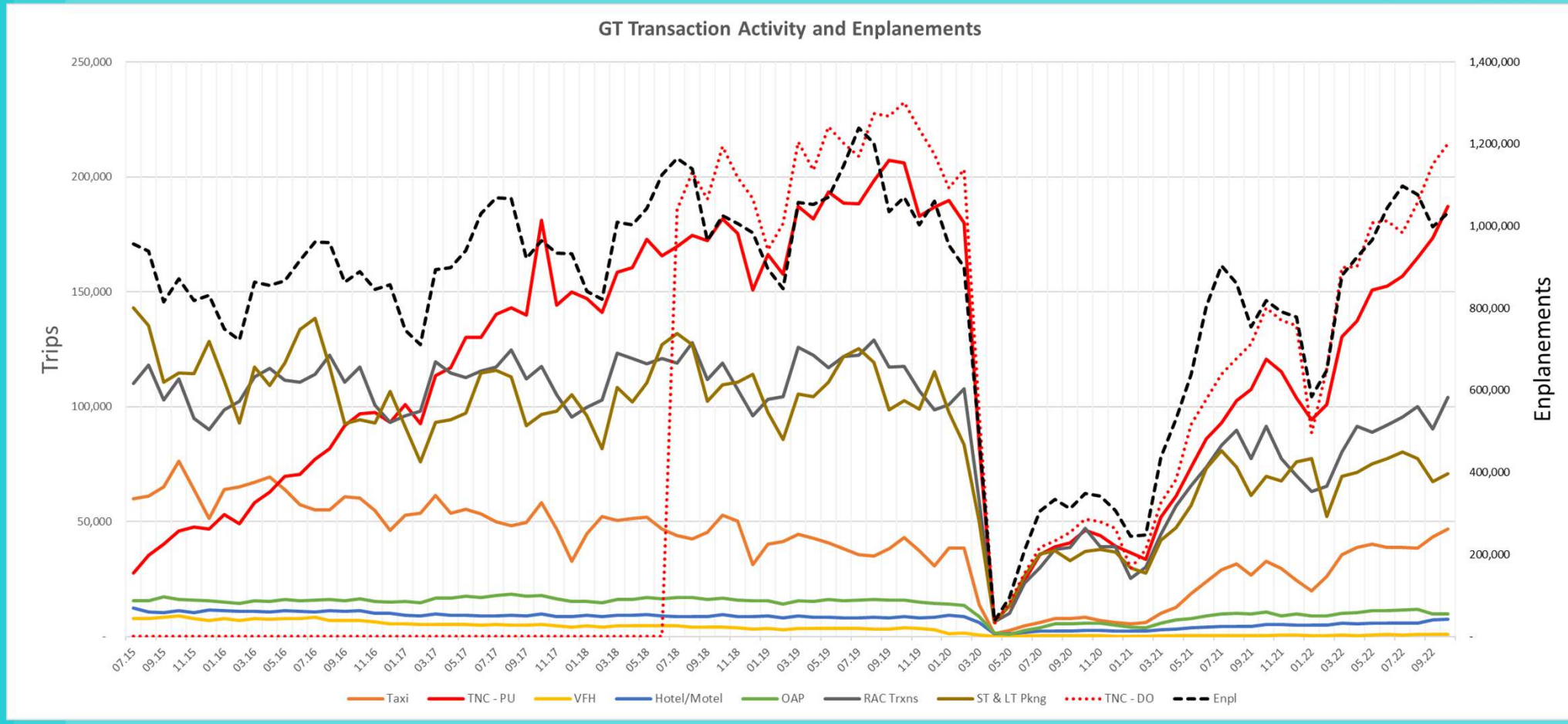
Commercial Mode Activity

(M Nichols)


GT Transaction Activity and Enplanements
Trips
Enplanements
250,000
200,000
150,000
100,000
50,000
-
1,400,000
1,200,000
1,000,000
800,000
600,000
400,000
200,000
-
07.15
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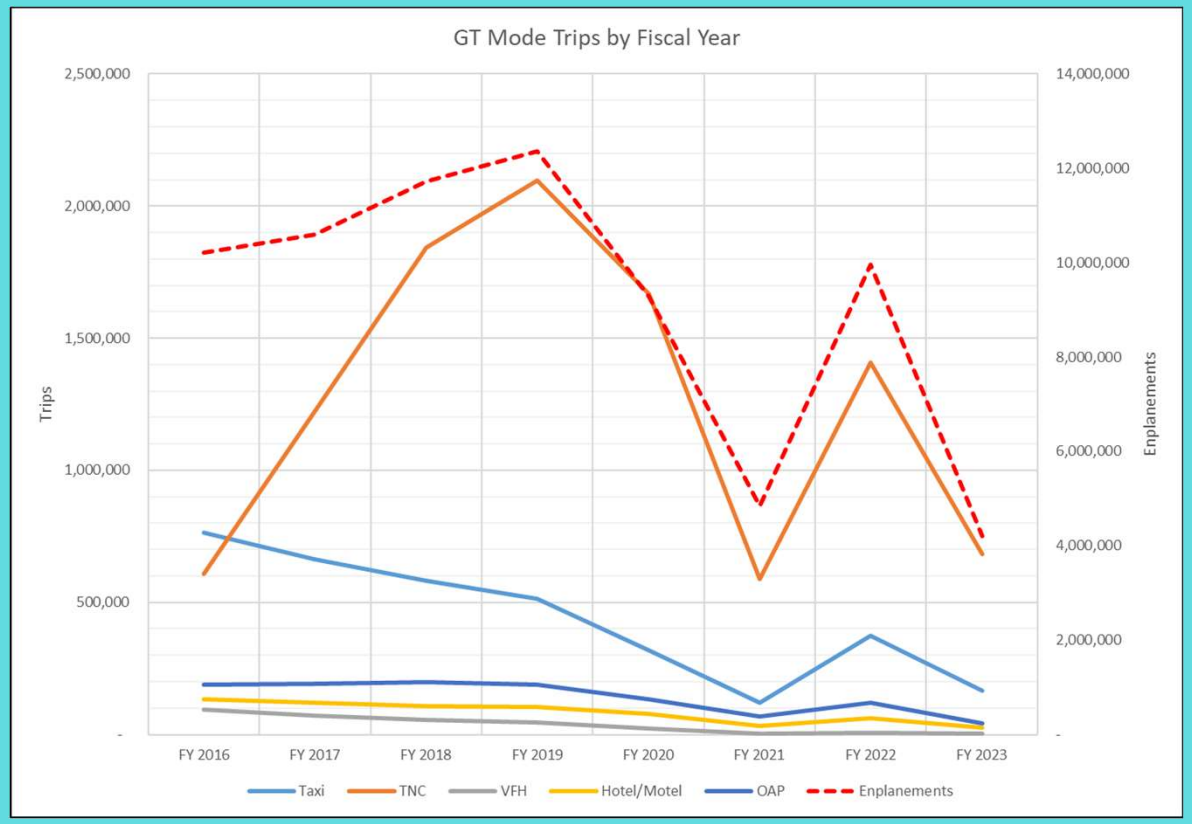
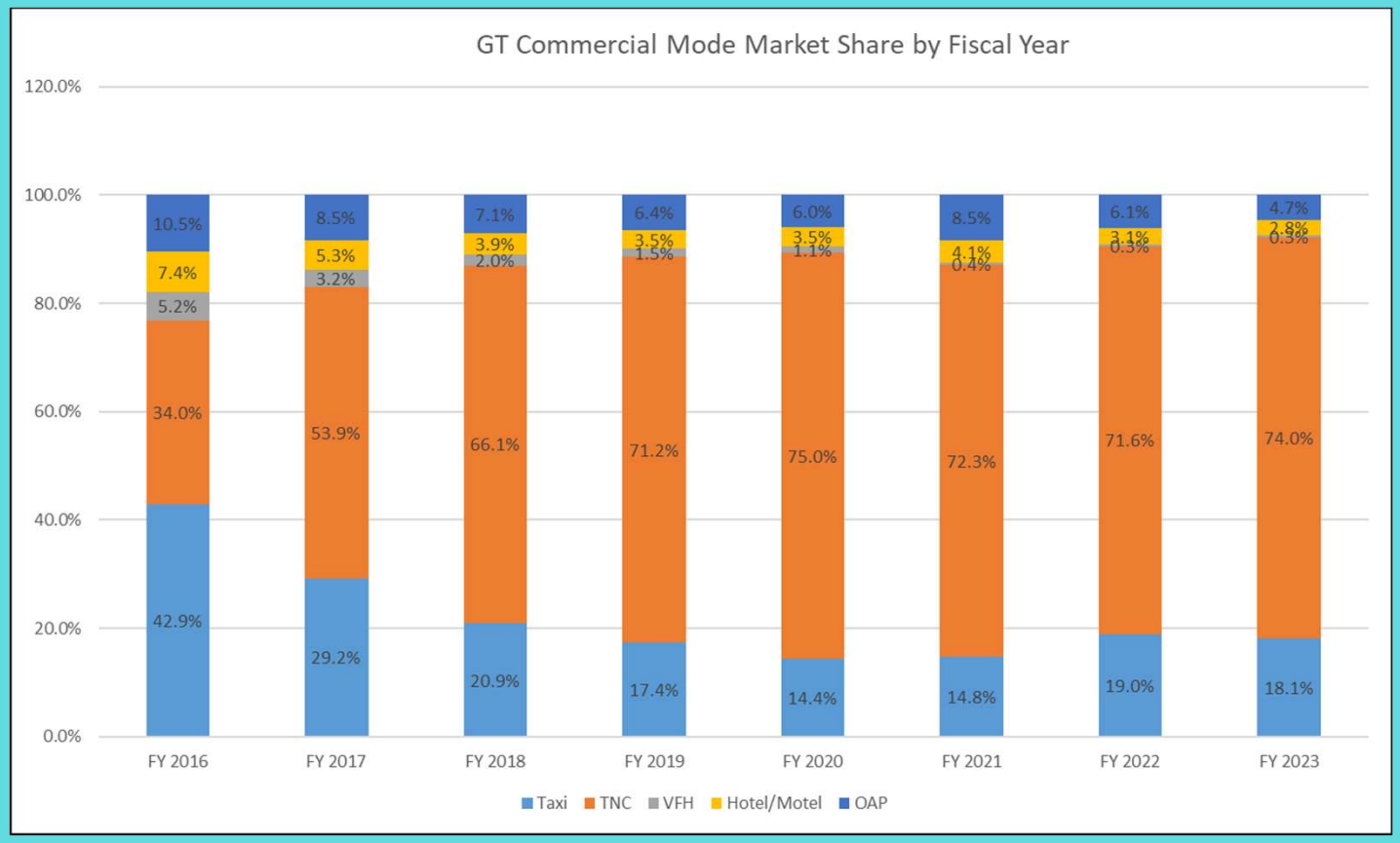
Taxi
TNC - PU
VFH
Hotel/Motel
OAP
RAC Trxns
ST & LT Pkng
TNC - DO
Enpl

Trips by Fiscal Year
(First 4 months through October 2022)

GT Mode	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	4 Months % fo Prior Year
Enplanements	10,206,222	10,596,480	11,729,540	12,356,196	9,291,277	4,848,997	9,953,171	4,205,560	
Taxi	764,763	661,879	583,404	513,193	318,780	119,910	373,308	167,058	*44.8%*
TNC	606,545	1,222,157	1,843,251	2,098,434	1,666,186	587,296	1,408,101	681,939	*48.4%*
VFH	92,770	72,579	55,545	44,364	23,878	3,026	5,638	3,138	*55.7%*
Hotel/Motel	132,019	119,774	108,818	103,778	77,441	33,533	60,708	26,176	*43.1%*
OAP	187,684	191,660	198,184	189,359	134,088	68,688	119,948	42,893	*35.8%*
Total	**1,783,781**	**2,268,049**	**2,789,202**	**2,949,128**	**2,220,373**	**812,453**	**1,967,703**	**921,204**	*46.8%*



Mode Percent of Trips by Fiscal Year								
GT Mode	***FY 2016***	***FY 2017***	***FY 2018***	***FY 2019***	***FY 2020***	***FY 2021***	***FY 2022***	***FY 2023***
Taxi	42.9%	29.2%	20.9%	17.4%	14.4%	14.8%	19.0%	18.1%
TNC	34.0%	53.9%	66.1%	71.2%	75.0%	72.3%	71.6%	74.0%
VFH	5.2%	3.2%	2.0%	1.5%	1.1%	0.4%	0.3%	0.3%
Hotel/Motel	7.4%	5.3%	3.9%	3.5%	3.5%	4.1%	3.1%	2.8%
OAP	10.5%	8.5%	7.1%	6.4%	6.0%	8.5%	6.1%	4.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



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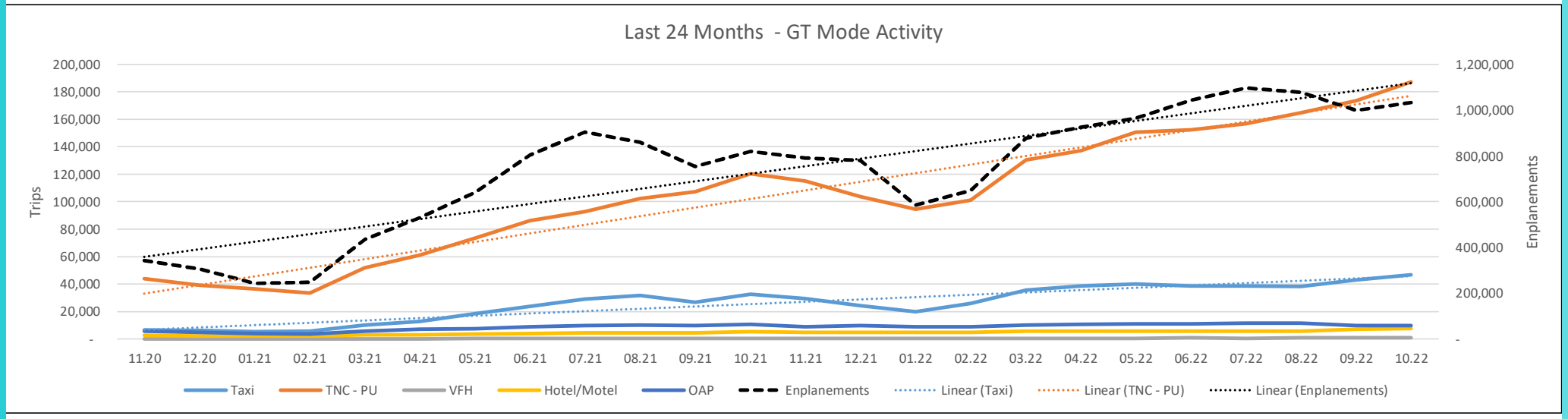
GT Mode Activity - Last 24 Months

Last 24	*1*	*2*	*3*	*4*	*5*	*6*	*7*	*8*	*9*	*10*	*11*	*12*	*13*	*14*	*15*	*16*	*17*	*18*	*19*	*20*	*21*	*22*	*23*	*24*
Months	***11.20***	***12.20***	***01.21***	***02.21***	***03.21***	***04.21***	***05.21***	***06.21***	***07.21***	***08.21***	***09.21***	***10.21***	***11.21***	***12.21***	***01.22***	***02.22***	***03.22***	***04.22***	***05.22***	***06.22***	***07.22***	***08.22***	***09.22***	***10.22***
Enplanements	341,782	306,911	244,572	248,128	436,193	529,012	639,345	804,398	903,768	859,559	754,974	819,091	790,951	779,008	584,774	647,880	878,792	924,305	965,703	1,044,366	1,097,887	1,077,557	997,958	1,032,158
Taxi	6,845	6,049	5,572	6,005	10,193	12,726	18,682	23,933	29,128	31,570	26,788	32,715	29,662	24,388	19,841	26,066	35,604	38,722	40,026	38,798	38,644	38,372	43,296	46,746
TNC - PU	43,967	39,270	36,467	33,675	51,936	61,016	73,605	86,029	92,816	102,489	107,367	120,531	115,180	103,845	94,364	100,992	130,358	137,163	150,638	152,358	156,751	164,693	173,324	187,171
VFH	197	172	134	145	240	295	354	380	338	355	424	445	502	498	442	429	513	417	490	785	712	842	810	774
Hotel/Motel	2,674	2,482	2,306	2,331	2,974	3,161	3,788	4,144	4,297	4,354	4,343	5,229	5,069	5,037	4,906	4,850	5,661	5,593	5,701	5,668	5,650	5,864	7,215	7,447
OAP	5,793	4,843	4,188	3,866	5,881	7,143	7,771	8,814	9,885	10,134	9,794	10,588	9,004	9,763	8,892	8,911	10,115	10,447	11,209	11,206	11,491	11,776	9,713	9,913



Airport Traffic Operations Update

(R Wilson)

ATO Update

ATO STAFFING -

1. Staff Structure
    1. 1 Manager
    2. 2 Supervisor Positions
    3. 8 Lead positions
    4. 51 ATOs
    5. Currently recruiting for 7 open positions
2. Short staffed at certain posts at times
3. Construction impacts are stretching staff efforts.
4. Focusing on airport safety, congestion reduction, curbside traffic movement, customer service, & Rules & Reg compliance.

ATO Update

TNC DRIVER BEHAVIOR -

1. There has been an uptick on unruly driver behavior
2. All TNC drivers must follow the direction of ATOs(Airport Traffic Officers) or Airport Operations personnel and must adhere to airport rules and regulations.
3. Failure to comply may lead to drivers being ejected from the Airport.
4. Our goal is to have a respectful working atmosphere in which mutual dignity and respect is the standard.

ATO Update

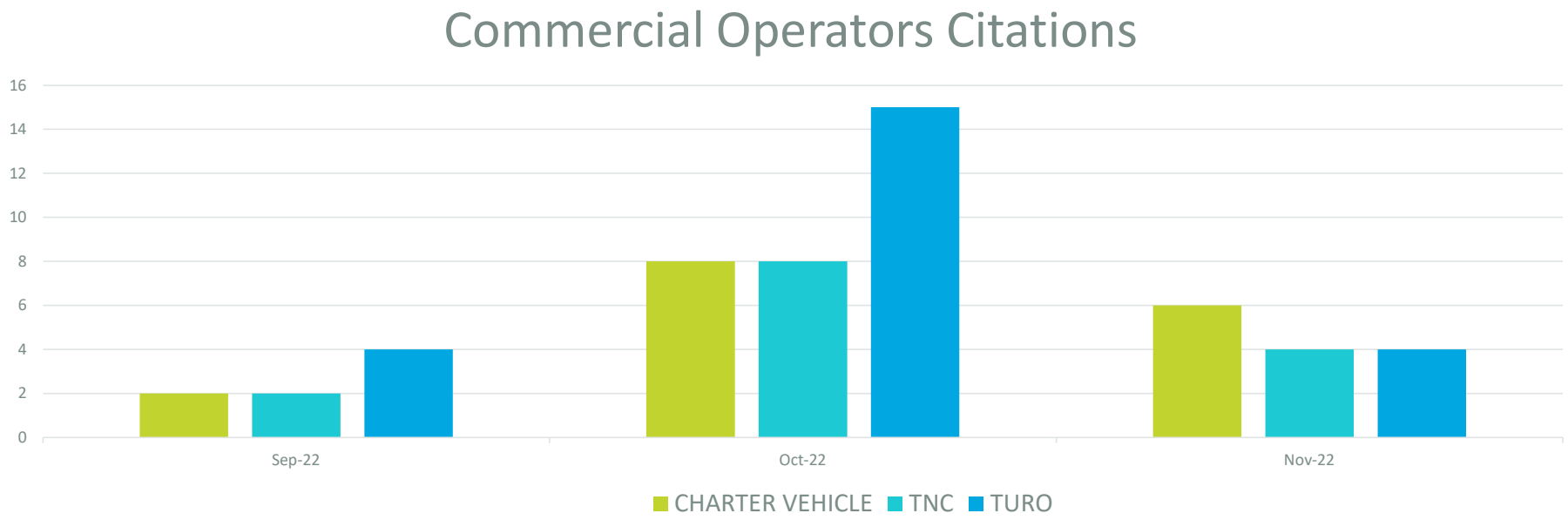
TNC TRADE DRESS REQUIREMNETS -

1. As a reminder all TNC drivers are required to display the proper trade dress adhering to these standards.
2. Affixed in the front and rear of the vehicle.
3. Visible from at least 50’
4. Required while operating on Airport property.
5. Theses requirements will be strictly enforced and drivers that are not in compliance with the above-mentioned standards can not operate at the Airport.

Citation and NOVs Update

(D Santana)

Citations September - November 2022



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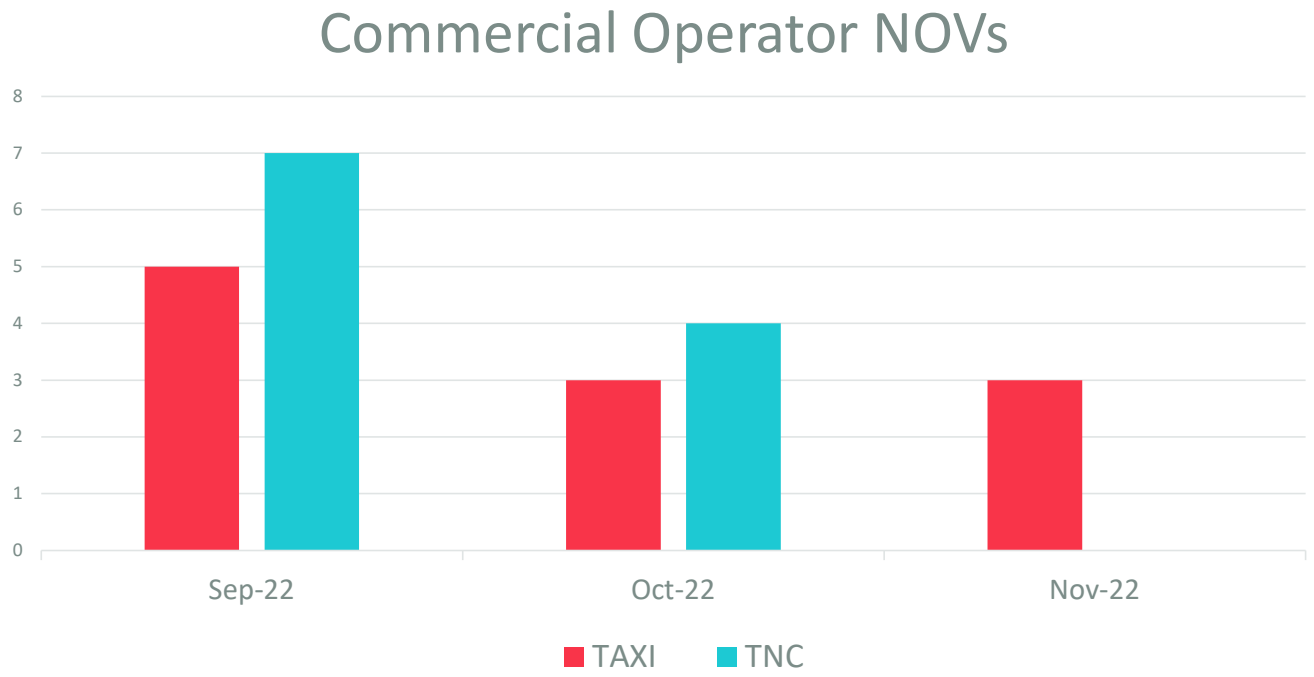
NOVs September - November 2022



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Citation and NOV Types

Citations Types

- No GTS Permits
- Unauthorized RAC Operations
- Unauthorized TNC curbside pick ups
- Charter vehicle stall violations

NOV Types

- Fare refusals
- No Trade Dress displayed
- Unauthorized zone pick ups
- Driver behavioral violations

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Permitting Update

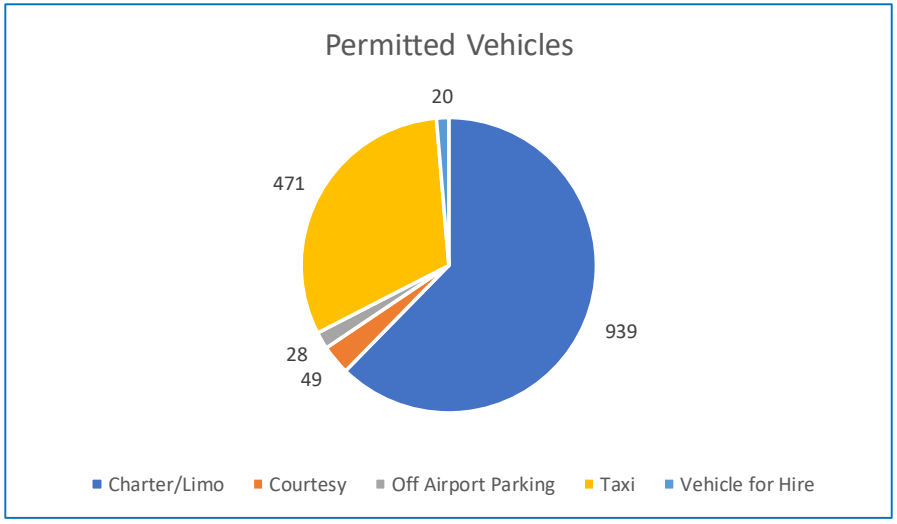
(M Nichols)

Commercial Mode Permits

GT Mode Permit Summary

Commercial Mode	*Accounts*	*%*	*Vehicles*	*%*
Charter/Limo	387	*50.1%*	939	*62.3%*
Courtesy	18	*2.3%*	49	*3.3%*
Off Airport Parking	5	*0.6%*	28	*1.9%*
Taxi	357	*46.2%*	471	*31.3%*
Vehicle for Hire	5	*0.6%*	20	*1.3%*
Total	772	*100.0%*	1,507	*100.0%*

Permitted Vehicle Breakdown



Permitting Update

- Charter permitting in process since October
  - Approx 387 accounts; 940 Vehicles
- Taxi, VFH, Off-Airport Parking, Hotel/Motel permitting ongoing every day
- All questions and communications should go to gtpermits@san.org
- Read all emails and follow clear instructions given by Ace.
- Operators need to familiarize themselves with email and manage your own email and AdComp accounts
- There are no walk-ins to Ace Parking.

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Taxi Operations Update

(M Nichols)

Taxi Operations Update

1. Taxi Hold Lot Operations – underutilized
2. Taxi Operations at the transportation islands
3. eDispatch operations
4. Rental Car Center queuing – 2 taxis at a time
5. Information disseminated at the MTS TAX meetings

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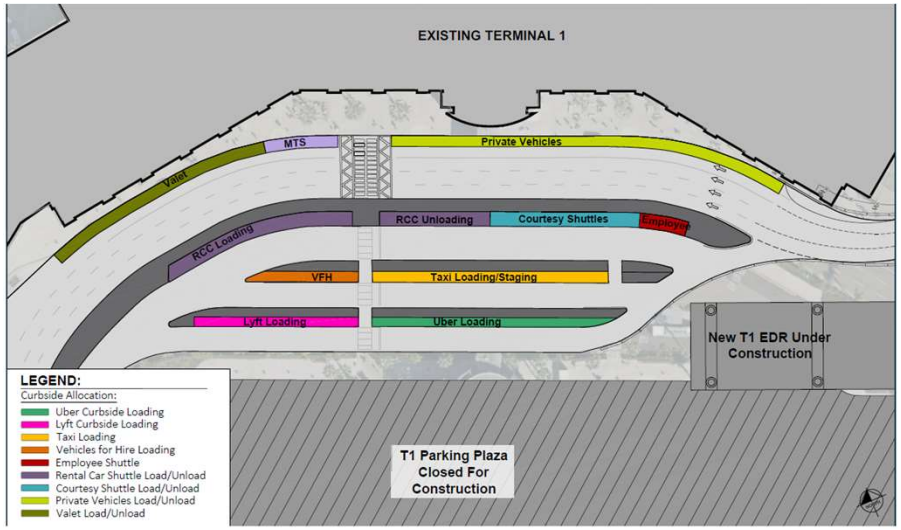
TNC Operations Update

(M Cole)

TNC Operations (M Cole)

T1 Island Operational Changes



Uber and Lyft are no longer sharing the same curb space for pickups

Lyft will use the curb space on the west end at the TNC pickup area

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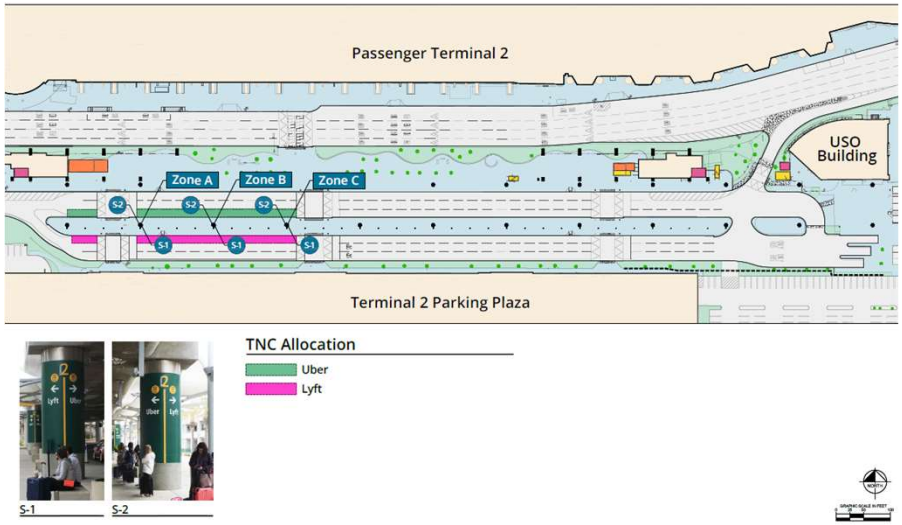
TNC Operations (M Cole)

T2 Island Operational Changes



The three columns at the TNC pickup area have been labeled Zone A, B, C

Operational Efficiencies

1. Creating zone locations for TNC drivers and passengers
2. Faster rider and driver match up
3. Allows drivers and passengers to spread out more evenly on the curb
4. Reducing curbside congestion and time to locate driver and passenger

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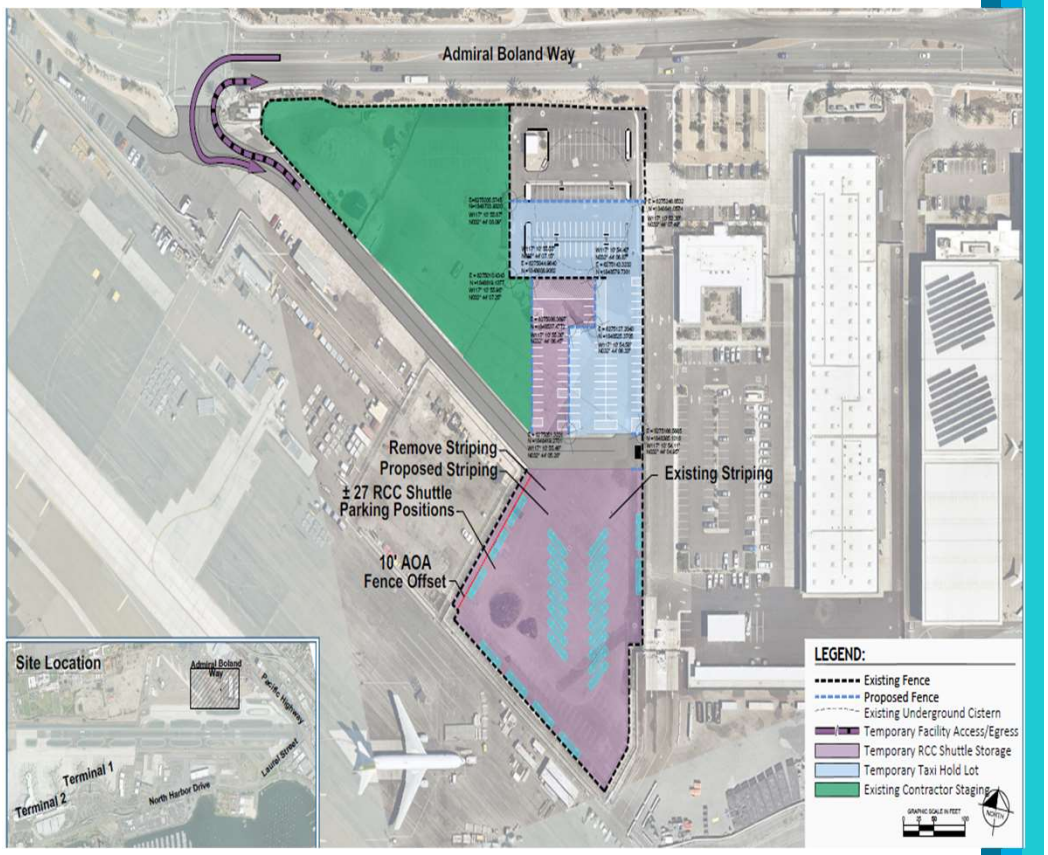

Northside TNC Hold Lot (M Cole)

Secondary TNC Staging Lot

- The existing TNC hold lot frequently closes due to lot capacity
- TNC drivers will be able to use a secondary staging lot as an alternative
- TNCs drivers will still receive ride request when using the northside lot

TNC Prohibited Activities (M Cole)

- Turning off app while in the staging lot
- Loitering in the staging lot
- Aggressive behavior towards the ATO staff
- Littering at the staging lot
- Unlawful activity in the portable restrooms
- Staging at the Port property

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RCC Bus Operations Update

(M Nichols)

RCC Bus Operations Update

1. Staff changes
2. Staffing levels
3. Coach bus supplemental service
4. Fueling Operations
5. Bus operations – lane usage
6. Construction accommodation

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San Diego Flyer Update

(M Nichols)

San Diego Flyer Update

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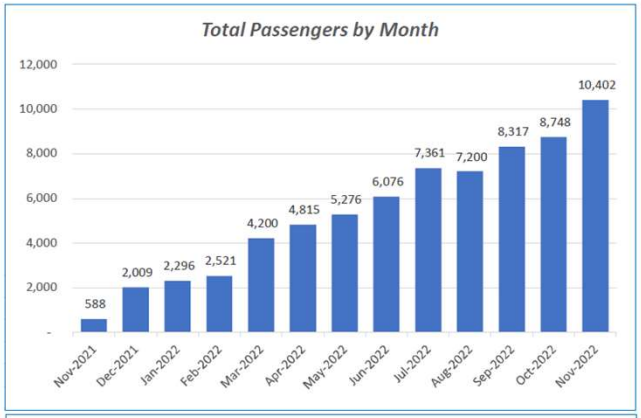
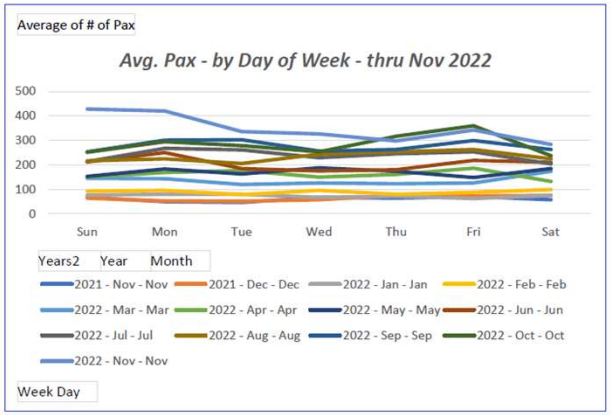
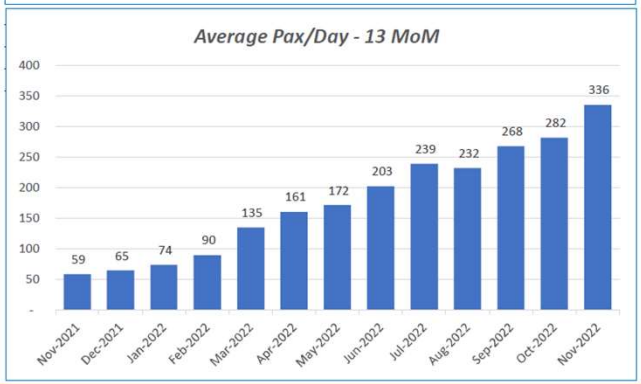
SDCRAA
San Diego Flyer - Ridership Report
Data presented for service through: ***11/30/22***

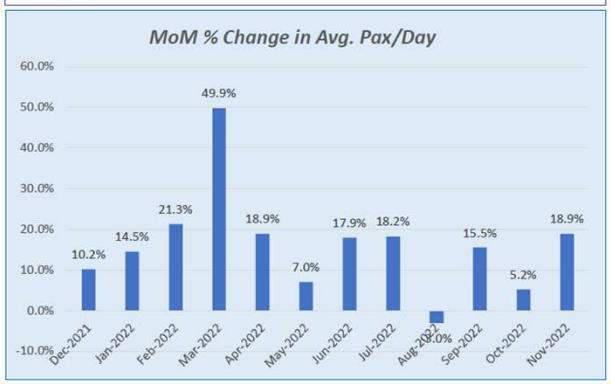
	Pickup Location						
Month	***OTTC - Pac Hwy***	***OTTC - Congress St.***	***Terminal 1***	***Terminal 2***	***Total Pax per Month***	***Average Pax/Day***	***MoM % Change in Avg. Pax/Day***
Nov-2021	n/a	n/a	n/a	n/a	588	59	n/a
Dec-2021	n/a	n/a	n/a	n/a	2,009	65	10.2%
Jan-2022	n/a	n/a	n/a	n/a	2,296	74	14.5%
Feb-2022	748	307	512	954	2,521	90	21.3%
Mar-2022	879	831	1,086	1,404	4,200	135	49.9%
Apr-2022	796	1,265	1,361	1,393	4,815	161	18.9%
May-2022	905	1,336	1,491	1,544	5,276	172	7.0%
Jun-2022	902	1,903	1,714	1,557	6,076	203	17.9%
Jul-2022	948	2,541	2,075	1,797	7,361	239	18.2%
Aug-2022	903	2,559	2,051	1,687	7,200	232	-3.0%
Sep-2022	862	2,920	2,388	2,147	8,317	268	15.5%
Oct-2022	907	3,036	2,530	2,275	8,748	282	5.2%
Nov-2022	1,331	3,588	2,934	2,549	10,402	336	18.9%
Dec-2022							

Operational Updates:
None at this time

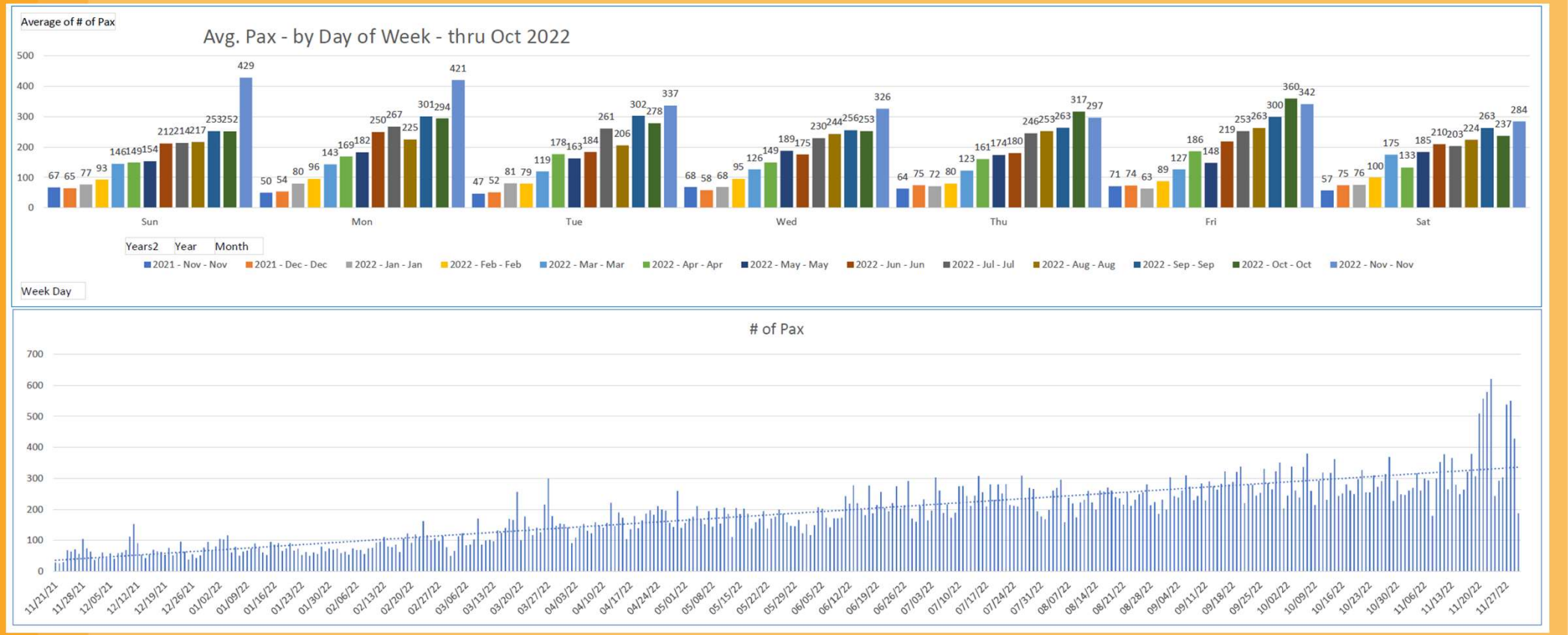








San Diego Flyer Update



GTAC Progress

(M Nichols)

Focus Area	GTAC Specific Actions	Status (Green = Complete, Blue = In Progress, Gray = Not Yet Started)	Status Summary
A. General Operations	1. Alignment with the Authority's mission, goals, and strategies is a critical priority for all policy development relating to Ground Transportation	✓	Implemented and ongoing.
	2. Alignment should also be maintained with local and state operational and regulatory requirements.	✓	Implemented and ongoing.
	3. Every effort should be made to engage state and local agencies to address congestion, environmental, and other issues related to Ground Transportation.	✓	Implemented and ongoing.
	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.	✓	Implemented and ongoing.
	5. Policies must reflect the current and most relevant passenger volumes, traffic conditions, and customer needs.	✓	Implemented and ongoing.
	6. Ongoing reporting, transparent communication, and feedback opportunities will be established and maintained with transportation stakeholders.	✓	Implemented and ongoing.

Focus Area	GTAC Specific Actions	Status (Green = Complete, Blue = In Progress, Gray = Not Yet Started)	Status Summary
B. Operating Models	1. Explore the feasibility, pros and cons of implementing limits on the number of TNC vehicles that can access the airport.		GT has evaluated this action, but has not implemented a mandatory limit at this time. Due to the variable nature of the TNC driver population (Part-time vs Full-time), and the fact that TNC companies control supply and pricing on their applications, this action has is still under evaluation.
	2. Explore the feasibility of standards for visible vehicle identification and automated recognition for all modes (placards, permits, QR codes, etc.).		GT staff has surveyed several CA airports on their implementation of identification placards for the TNC Mode. GT staff continues to evaluate the advantages/disadvantages of implementing a placard program at this time; particularly during the dynamic environment of the New T1 construction.
	3. Pursue opportunities for grant funding or incentive programs for conversion to lower carbon footprint vehicles		GT works closely and continuously with the Authority's Environmental Affairs and Planning department to identify grant opportunities and incentive programs.
	4. Plan for and implement an open taxi system to accommodate all MTS permitted taxis.		The Authority implemented an open taxi system on 01/01/2022. This system allows all MTS permitted taxis in good standing to apply for a permit to operate on airport.

Focus Area	GTAC Specific Actions	Status (Green = Complete, Blue = In Progress, Gray = Not Yet Started)	Status Summary
C. Congestion Management	1. Evaluate "priority" pick-up and drop off zones that prioritize low emission vehicles	→	GT staff has initiated several efforts that consider options for priority pick-up and drop-off zones. The Terminal 2 Transportation Master Plan, Transportation Technology Master Plan, and New T1 design effort touch on this issue.
	2. Co-locate pick-up and drop off in order to reduce deadheading and reduce emissions	→	Courtesy, Vehicle for Hire, and Off-Airport Parking transportation mode pick-up and drop-off areas are combined as of March 2019. Taxis and TNCs are also able to pick-up and drop-off at the same location, although customers may request curbside drop-off for departures.
	3. Evaluate premium price structure for "priority" curb access	✖	The Revenue Generation department will review this option as part of the overall parking program.
	4. Evaluate use of space in parking facilities for passenger pick-up, while maintaining separation of TNC's from other modes	→	Ground Transportation staff has initiated several efforts that consider this action. The Terminal 2 Transportation Master Plan, Transportation Technology Master Plan, and New T1 design effort touch on this issue.
	5. Review and improve standards for dwell time and active loading/unloading time for high passenger volume vehicles	→	Ground Transportation staff has initiated several efforts that consider this action. The Terminal 2 Transportation Master Plan, Transportation Technology Master Plan, and New T1 design effort touch on this issue.
	6. Evaluate the feasibility of dedicated commercial vehicle roadways	→	GT staff has initiated several efforts that consider this action. The Terminal 2 Transportation Master Plan, Transportation Technology Master Plan, and New T1 design effort touch on this issue.

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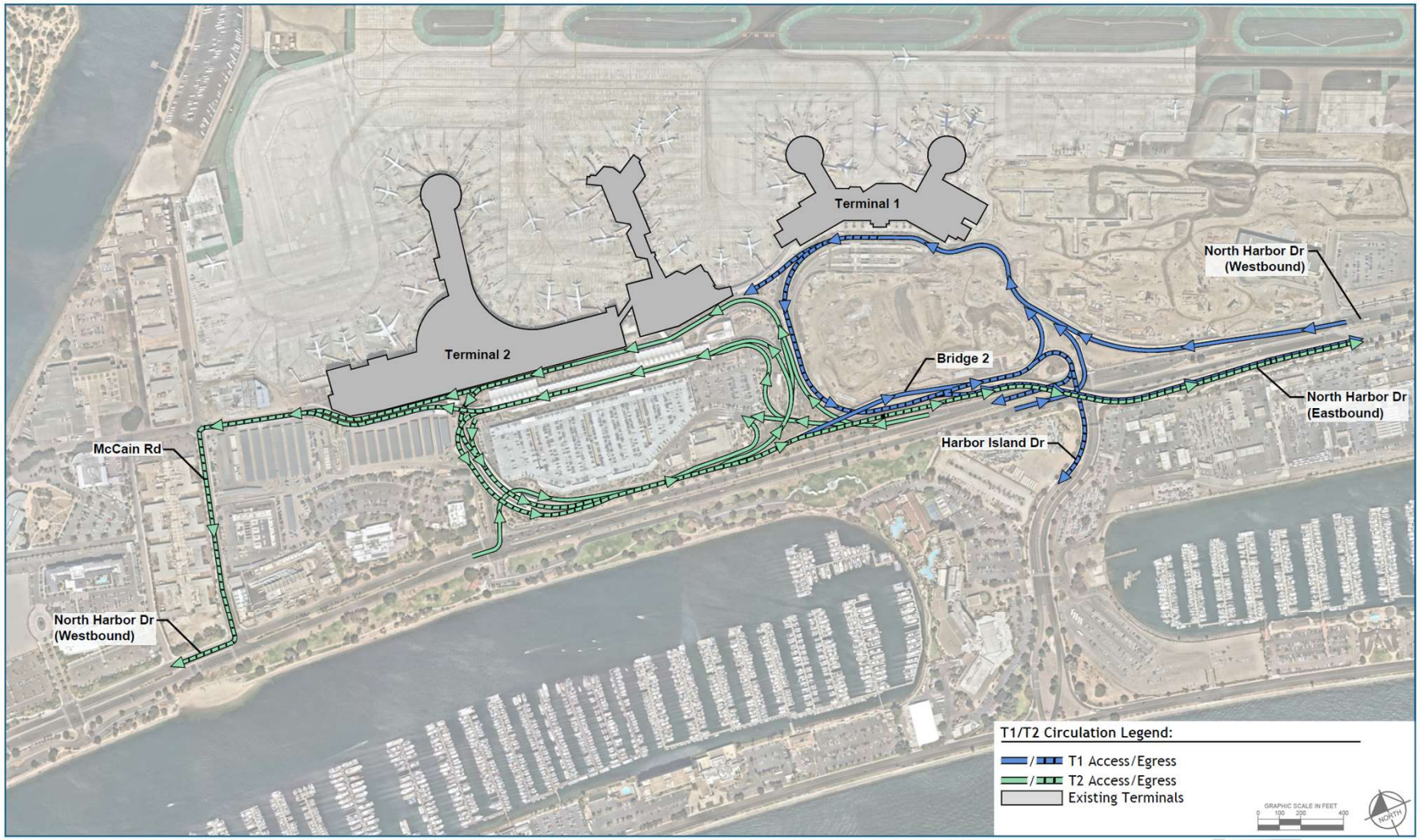
Focus Area	GTAC Specific Actions	Status (Green = Complete, Blue = In Progress, Gray = Not Yet Started)	Status Summary
D. Technology	1. Conduct an assessment of the technology necessary to operate a virtual hold lot that would allow drivers to check-in, and then leave airport property until they are at the front of the queue.	✓	The taxi virtual hold lot was implemented on 01/12/22. Taxis are able to log in to the virtual hold lot with a text from their cell phones rather than coming to the airport. Taxis also have full visibility of dispatch and transportation island activity on their mobile devices. As of Nov 2018 TNCs use re-match technology to pair vehicles dropping off passengers with customers requesting pick-up at the transportation islands, greatly reducing deadhead trips and re-circulations.
	2. Through the Airport's Innovation Lab, evaluate the feasibility of an airport app for commercial modes that would allow the Authority to track movement and enforce traffic policies by Airport Traffic Officers (ATOs)	✗	
	3. Incentivize and encourage utilization of software by all modes to reduce deadheading	→	The TNC Re-match Product enables deadhead trip reduction. The newly implemented Taxi Virtual Hold Lot also helps reduce deadhead trips and maximizes efficiency for the taxi mode.
	4. Evaluate the feasibility of shared hold lots	✓	In Nov 2021, the Cell Phone Lot and TNC Hold Lots were combined. This lot also accommodates the Charter and Vehicle for Hire (Shared Ride Van) mode. As part of the New T1 design effort, there will be a shared Taxi, TNC, Vehicle for Hire, and Charter Hold Lot at the east end of the airport in calendar year 2024.
	5. Evaluate the benefits and requirements of a data analytics program using real-time reporting for all modes	→	Ground Transportation is working with the Authority's Data Analytics team to identify beneficial reporting capabilities for this action.
	6. Collaborate with the Airport Authority's Innovation lab and data analytics team to develop tools for real-time traffic monitoring and analysis	→	Ground Transportation staff has initiated several efforts that consider this action. The Terminal 2 Transportation Master Plan, Transportation Technology Master Plan, and New T1 design effort touch on this issue.

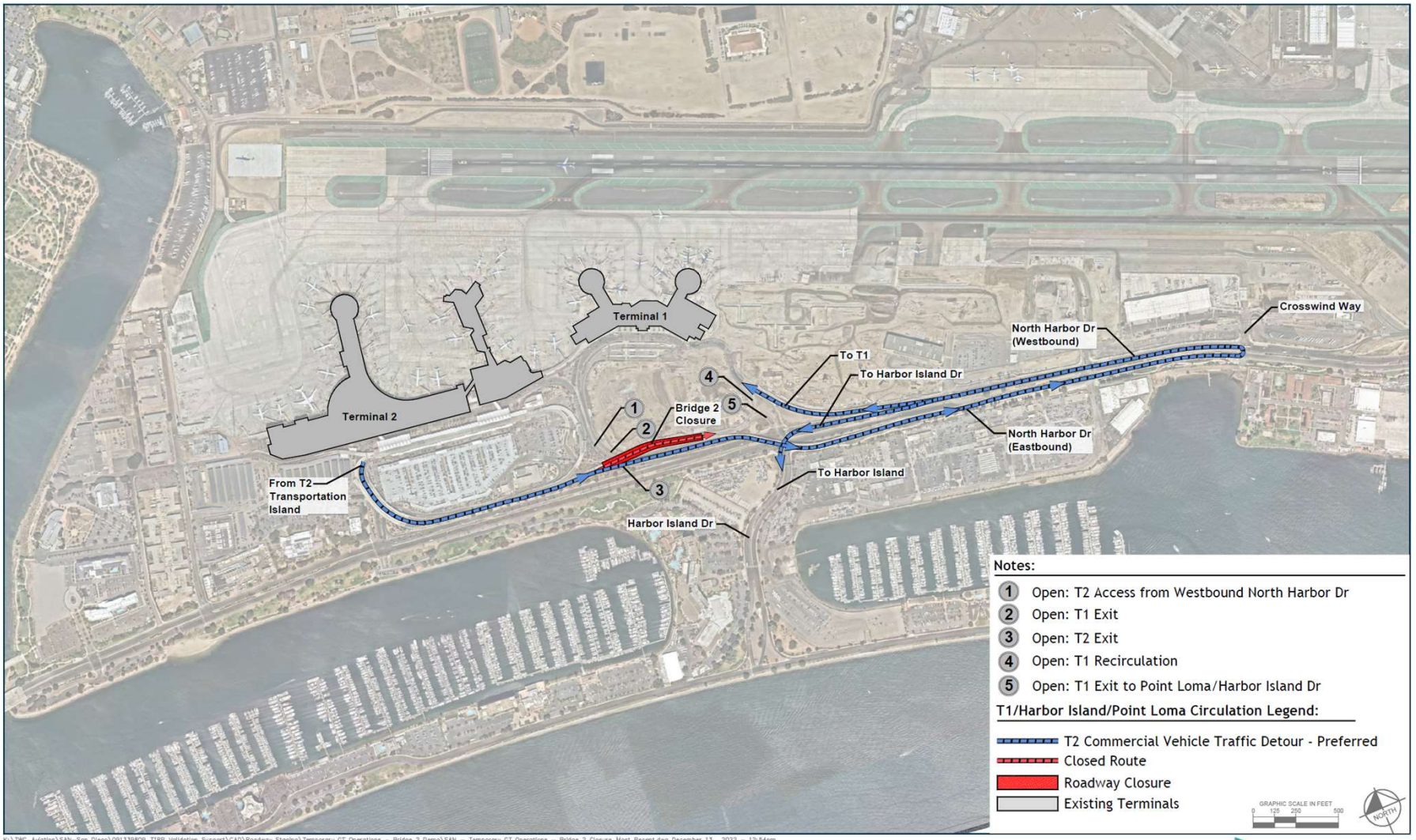
Focus Area	GTAC Specific Actions	Status (Green = Complete, Blue = In Progress, Gray = Not Yet Started)	Status Summary
E. Operational Compliance	1. Explore funding and staffing resources for increased ATO involvement, collaboration, understanding of industry and operational knowledge, and consistency in enforcement	✓	GT developed new online training resources (LMS) in Nov 2019. GT conducted new ATO training on industry issues and enforcement consistency.
	2. Enhance customer service training for CSRs and ATOs	✓	GT developed new online training resources (LMS), discussed the duties of ATOs vs. CSRs, and held meeting with Ace Parking in Nov 2021 to discuss CSR activities and expectations.
	3. Review and adjust CSR responsibilities to improve practices and eliminate the need for CSRs to step into the role of ATOs	✓	GT developed new online training resources (LMS), discussed the duties of ATOs vs. CSRs, and held meetings with Ace Parking in Nov 2021 to discuss CSR activities and expectations. GT held several online training sessions with the taxi mode, ATOs, and CSRs to inform on the new virtual hold lot capabilities, requirements, and operations.
	4. Evaluate the use of cameras and Automated License Plate Recognition (ALPR) technology to assist ATOs in responding to traffic enforcement issues	→	GT met with Airport Security staff to discuss access to cameras. GT has added a CIP for a study to examine the feasibility of camera and ALPR use to assist ATOs. The Terminal 2 Transportation Master Plan, Transportation Technology Master Plan, and New T1 design effort also touch on this issue.

Focus Area	GTAC Specific Actions	Status (Green = Complete, Blue = In Progress, Gray = Not Yet Started)	Status Summary
F. Environmental	1. Evaluate the use of environmental incentives, measures, metrics, and requirements that may be applied consistently across all modes, where applicable. Move toward replacing, enhancing, or modifying GHG requirements for all modes with a system of incentives that are in alignment with the Authority's clean transportation plan		GT works closely with the Environmental Affairs and Planning department to ensure compliance with the requirements of local and state agencies and the Authority's Clean Transportation Plan. GT efforts to measure and reduce environmental impact for all modes are ongoing.
	2. Evaluate the use of minimum standards in GHG emissions for TNCs, similar to taxis		GT efforts are aligned with the Authority's Clean Transportation Plan. TNCs are already required to operate under minimum GHG performance requirements specified in the operating permit. Currently, the TNC mode is in compliance. GT continues to evaluate options to increase GHG reduction for this mode.
	3. Evaluate the creation incentives for TNCs to use alternative fuels		GT efforts are aligned with the Authority's Clean Transportation Plan. TNCs are already required to operate under minimum GHG performance requirements specified in the operating permit. Currently, the TNC mode is in compliance. GT continues to evaluate options to increase GHG reduction for this mode.
	4. Evaluate incentives for multi-passenger vehicles and ADA vehicles		
	5. Evaluate the creation of economic incentives for electrification, develop infrastructure to support increased use of Electric Vehicles (EV), and explore the use of portable solar EV Charging Stations.		
	6. Evaluate a reduction in the overall number of commercial vehicles as an environmental and congestion reduction measure		Similar to the TNC vehicle supply issue, commercial vehicle volume is driven by passenger demand. GT has implemented the San Diego Flyer route to increase transit ridership and reduce single passenger trips and Vehicle Miles Travelled (VMT). The new taxi virtual hold lot enables the reduction of taxi vehicles operating unnecessarily on airport. GT continues to evaluate opportunities for this action.
	7. Evaluate the use of priority curbing as incentive to increase conversion to electric vehicles and to reduce deadhead trips		Ground Transportation staff has initiated several efforts that consider this action. The Terminal 2 Transportation Master Plan, Transportation Technology Master Plan, and New T1 design effort have touched on this issue.

New T1 Construction Impacts

(M Nichols)


Terminal 1
Terminal 2
North Harbor Dr
(Westbound)
Bridge 2
North Harbor Dr
(Eastbound)
Harbor Island Dr
McCain Rd
North Harbor Dr
(Westbound)
T1/T2 Circulation Legend:
T1 Access/Egress
T2 Access/Egress
Existing Terminals
GRAPHIC SCALE IN FEET
0 100 200 400
NORTH



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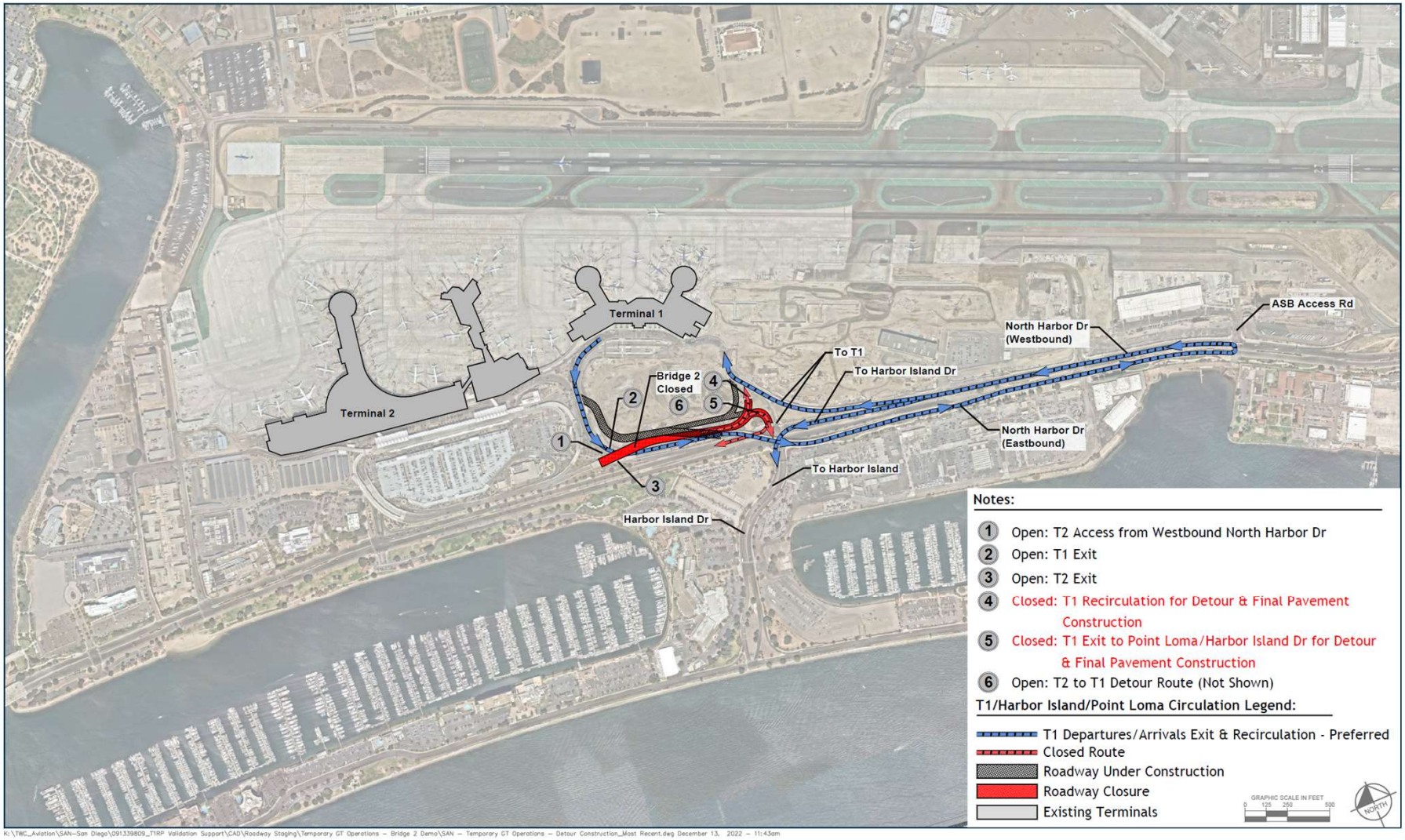
San Diego International Airport
New Terminal 1 Design Support

Temporary GT Operations - Bridge 2 Closure
January 9, 2023 to Q2 2025

Kimley»Horn

SAN DIEGO INTERNATIONAL AIRPORT



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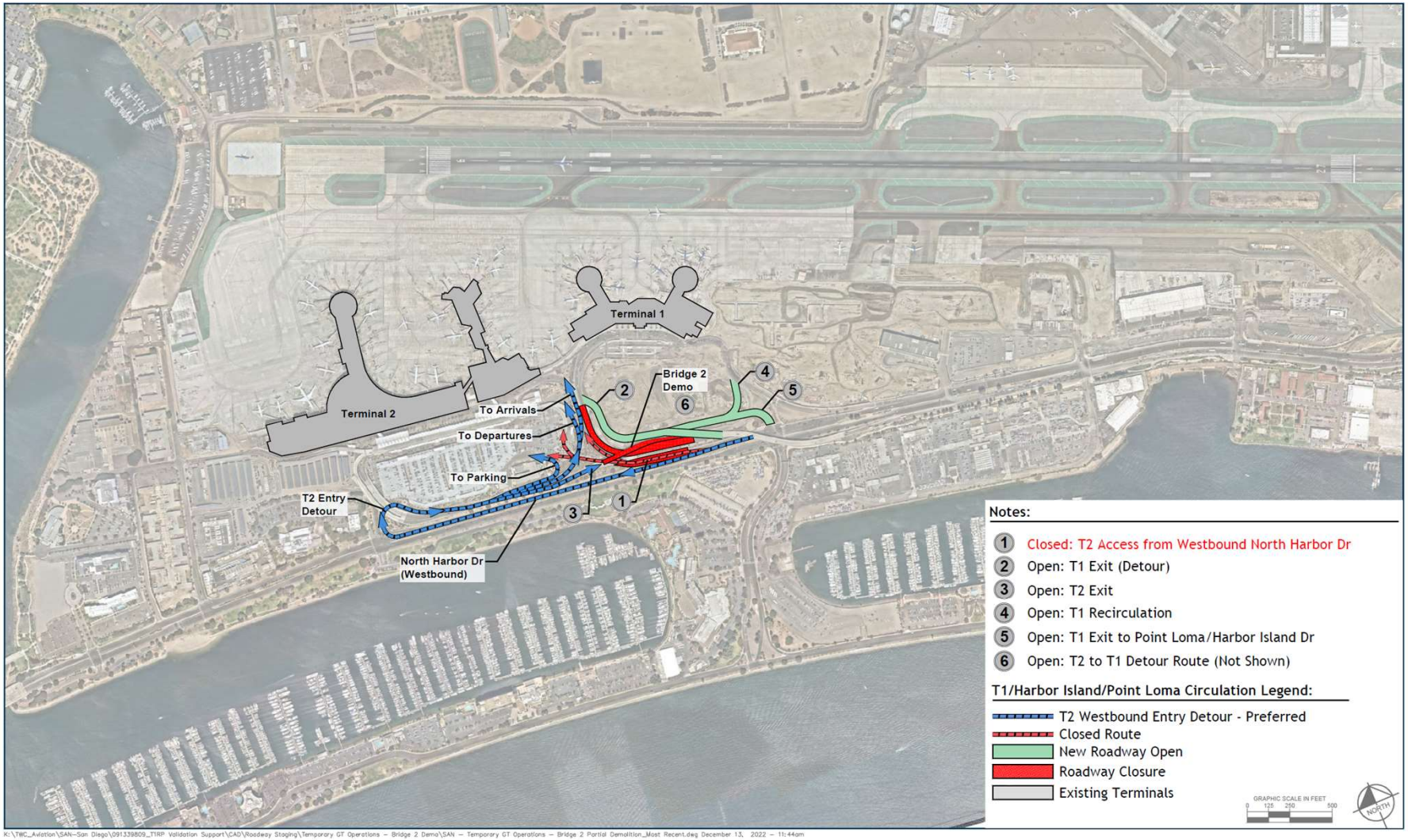
San Diego International Airport
New Terminal 1 Design Support

Temporary GT Operations - Detour Construction

January 13th, 2023 to January 28th, 2023



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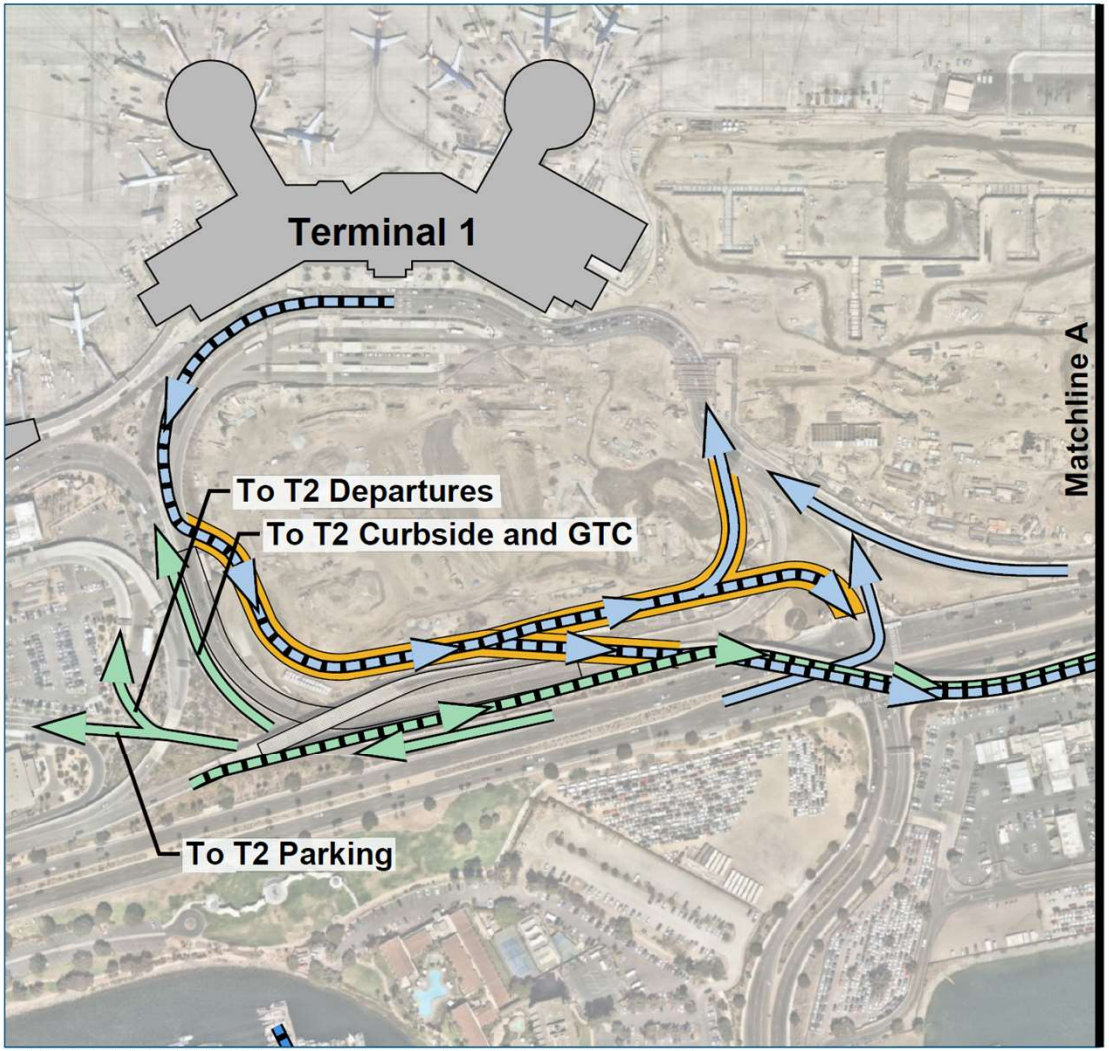
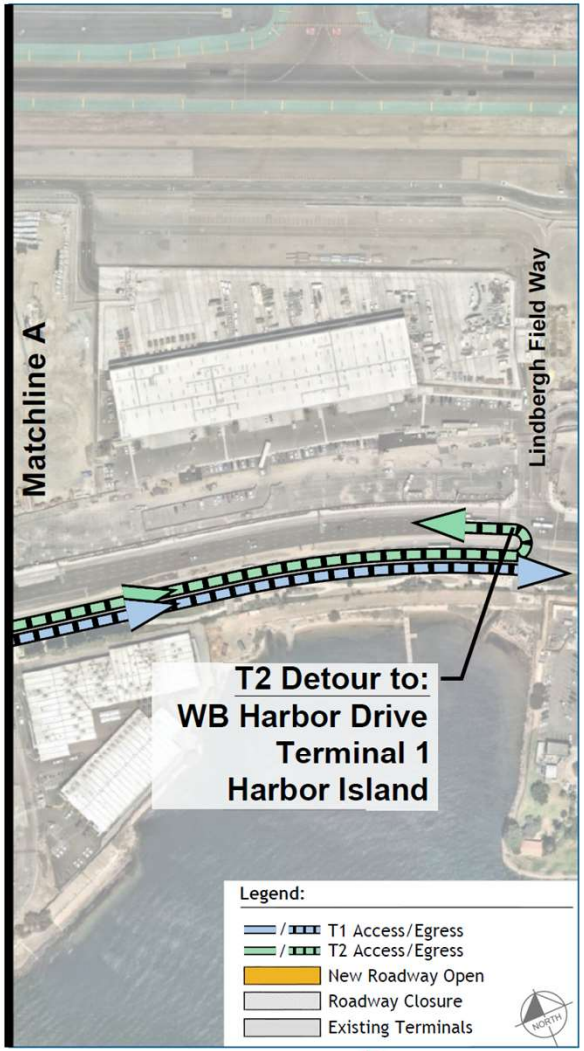
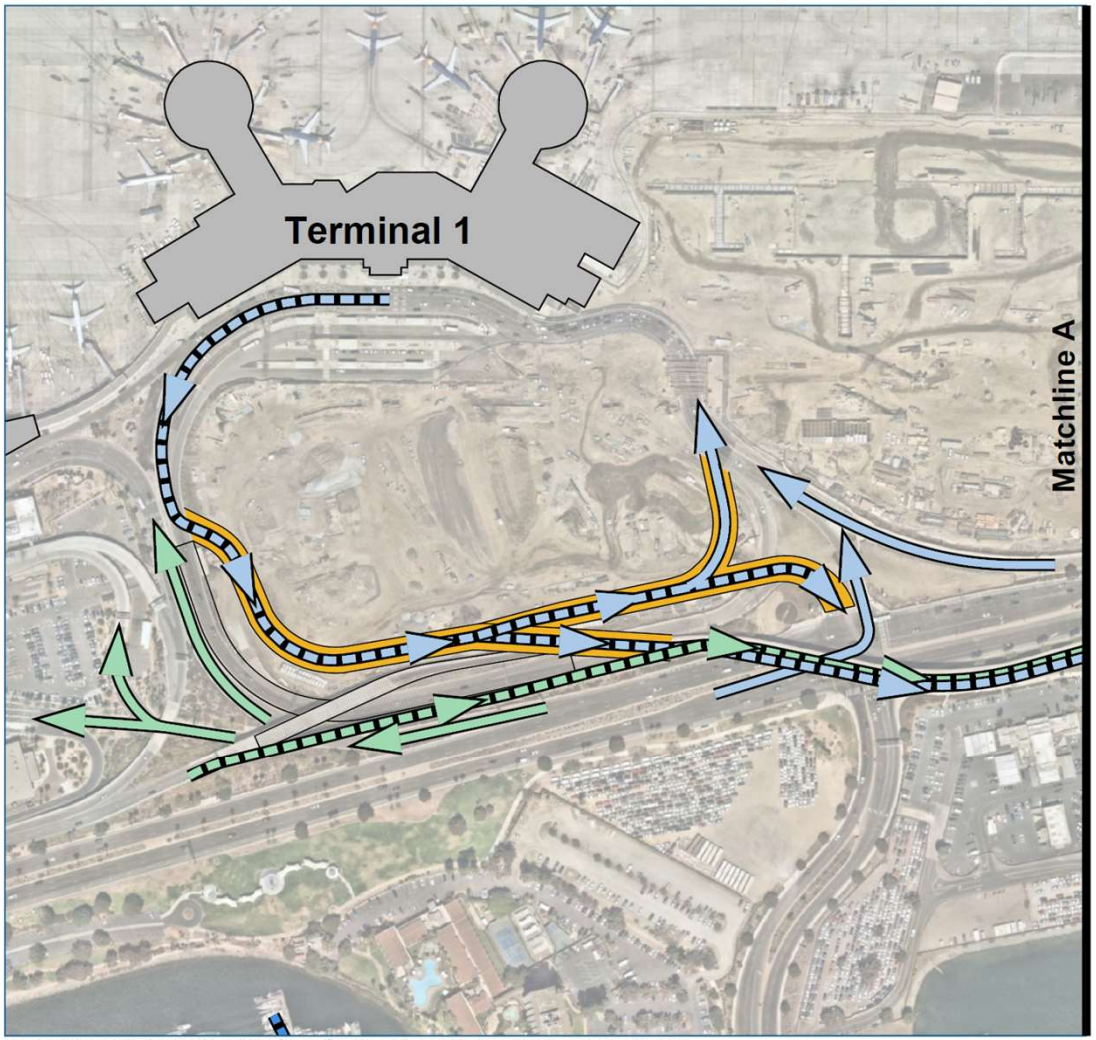
San Diego International Airport
New Terminal 1 Design Support

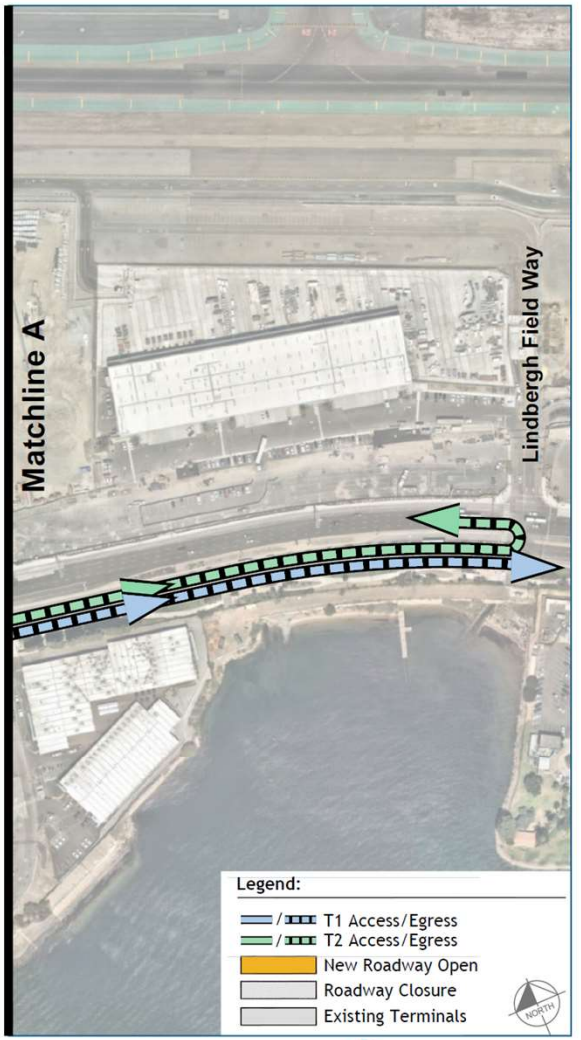
Temporary GT Operations - Bridge 2 Partial Demolition

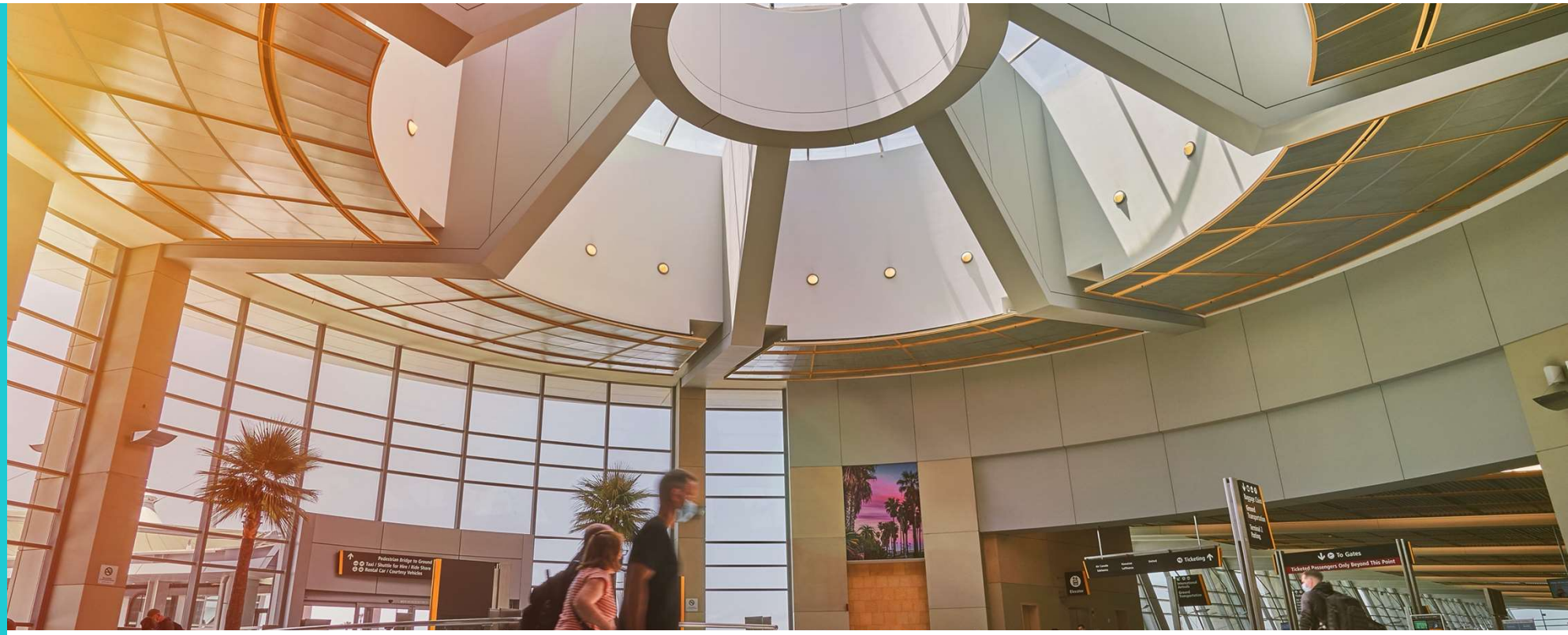
January 28, 2022


Terminal 1
Matchline A
To T2 Departures
To T2 Curbside and GTC
To T2 Parking


Matchline A
Lindbergh Field Way
T2 Detour to:
WB Harbor Drive
Terminal 1
Harbor Island
Legend:
T1 Access/Egress
T2 Access/Egress
New Roadway Open
Roadway Closure
Existing Terminals
NORTH


Terminal 1
Matchline A


Matchline A
Lindbergh Field Way
Legend:
T1 Access/Egress
T2 Access/Egress
New Roadway Open
Roadway Closure
Existing Terminals
NORTH



Questions?

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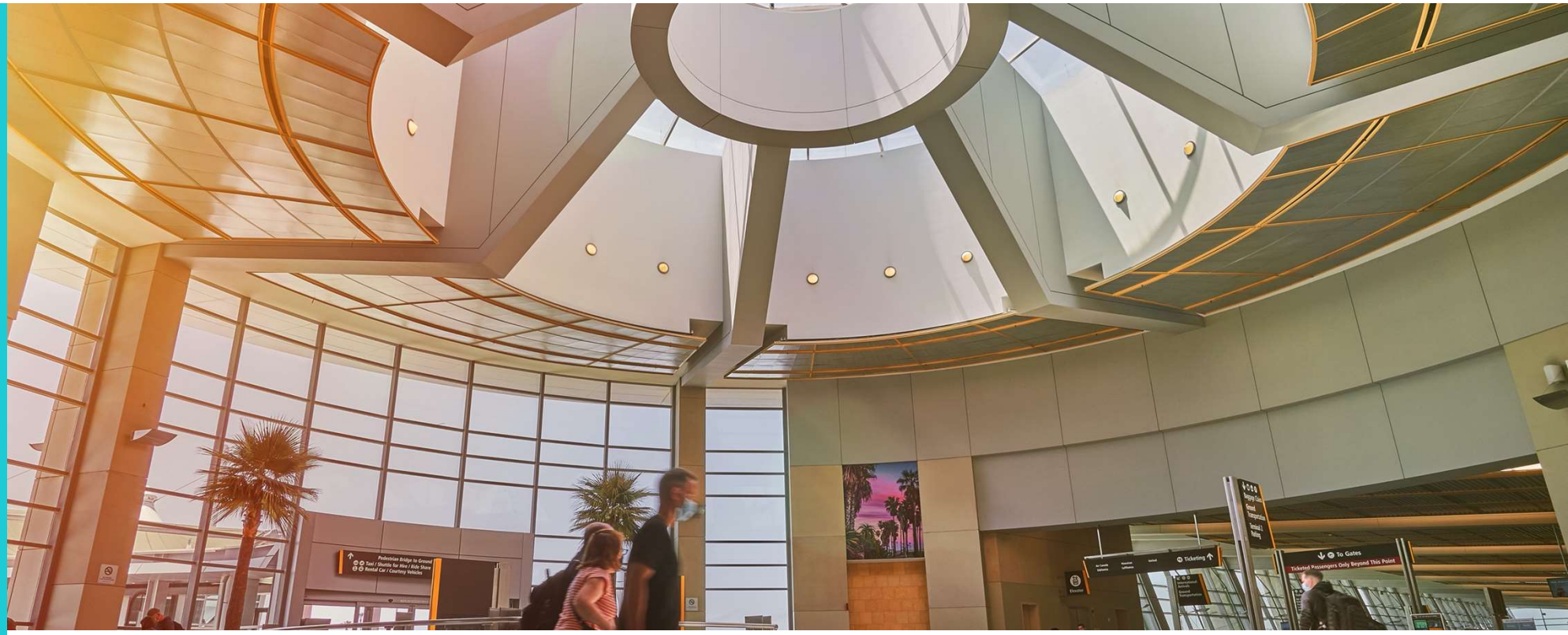
LET'S GO.



Thank You!

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SAN DIEGO INTERNATIONAL AIRPORT
LET'S GO.

Authority 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 Authority.

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

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GT Vision

Our vision is for the travelling public to view our airport as having the best customer-focused landside experience in the country, today and tomorrow.

SAN DIEGO INTERNATIONAL AIRPORT
LET'S GO.

GT Mission

Through innovation and collaboration, our mission is to create an efficient, safe, and friendly landside experience.

SAN DIEGO INTERNATIONAL AIRPORT
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Ground Transportation 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

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LET'S GO.