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Passenger traffic at San Diego International Airport reaches all-time monthly high

*Airport Authority spearheading variety of customer service
initiatives to ensure smooth passenger flow as volumes increase*

SAN DIEGO, October 5, 2004 – The San Diego County Regional Airport Authority has reported that the highest number of passengers ever served in a single month came through San Diego International Airport in August. August is the fifth month in a row that passenger levels have reached all-time monthly highs at the Airport. The Airport served a total of 1,595,951 passengers in August 2004, a 5.6 percent increase over the 1,510,673 passengers served in August 2003.

For the first eight months of 2004, the Airport served a total of 11,086,370 passengers – a 7.3% increase over the 10,334,522 passengers served during the first eight months of 2003. That puts the Airport on target to serve over 16 million passengers in 2004, which would be an all-time annual high.

With the healthy growth in passenger levels, the Airport Authority has instituted a variety of customer service initiatives. For the busy summer travel season, the Airport Authority hired 40 temporary workers to help passengers as part of the Passenger Assistance Program. The staff assisted Transportation Security Administration screeners to process passengers more quickly and efficiently. In addition, 285 Volunteer Airport Ambassadors, the most ever, are staffing the Airport's terminals, providing their signature brand of helpful information and assistance to passengers.

And to reduce vehicular congestion in front of the terminals, the Airport Authority is operating a Cell Phone Waiting Lot on Harbor Drive just east of the Commuter Terminal. It is designed to give those picking up passengers at the Airport a convenient place to park while they await a confirmation call via cell phone from their arriving passengers. The 50-space lot has become a popular option, with up to a few hundred vehicles making use of it during the course of a typical day.

The San Diego County Regional Airport Authority was established by state law in 2003 to operate San Diego International Airport and to address the region's long-term air transportation needs. The Airport Authority is governed by a nine-member appointed Board representing all areas of the County. San Diego International Airport—funded through user fees and not local taxes—is the nation's busiest single-runway commercial service airport, serving some 15.3 million passengers in 2003.

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