



**SAN DIEGO COUNTY
REGIONAL AIRPORT AUTHORITY
STAFF REPORT**

Item No.

6

Meeting Date: **JUNE 2, 2011**

Subject:

Amend Authority Code 9.12 – Ground Transportation Permits

Recommendation:

Adopt Resolution No. 2011-0065, amending Authority Code 9.12 – Ground Transportation Permits, authorizing additional daily taxicab service at San Diego International Airport.

Background:

The Airport Authority Board regulates the taxicab service at SDIA to ensure an ample supply of safe, properly equipped taxicabs is available for the traveling public throughout the operating day. The Board, through Authority Code 9.12, authorizes issuance of ground transportation service permits, using a vehicle decal system that supplies a daily maximum number of taxicabs at the Airport. In response to uneven levels of taxicab availability, particularly in the late evening and off-peak demand periods, the Authority, in January 2011, authorized an increase in service levels from 180 taxicabs to 225, with an augment of 75 additional taxicabs from 2:00 p.m. till midnight. The Board specified a six month evaluation period ending June 30 and directed staff to closely supervise operations on the transportation plazas and document the effect of the increased inventory on passenger wait times. Staff was asked to report back in March and June on the results, with the understanding from local taxicab companies that they would work with their operators to insure sufficient taxicabs were on Airport throughout the operating day. The results to date reflect a significant improvement in taxicab availability and a decrease in passenger wait times.

The subject of taxicab availability, together with vehicle condition and driver professionalism are central features in an operational and business model adopted by the Board in September 2010 calling for a "partnership" with local ground transportation service (GTS) providers. The program is aimed at significantly improving service delivery and enhancing GTS operating conditions through formal Memorandums of Agreement (MOAs) with the San Diego Transportation Association (SDTA), San Diego County Airport Shuttle Association (SDCASA), SuperShuttle, San Diego and the San Diego Taxi Association. MOAs were signed in April 2011 (San Diego Taxi Association agreement execution planned by June 2) and include specific plans to insure daily taxicab and shuttle van service levels are maintained. The goal of the taxicab and shuttle van improvement program is zero wait time for passengers. Below is a report on steps taken in a comprehensive program that addresses daily taxicab service availability and meets the service improvement goals outlined in the taxicab MOA.

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1. Implementation in February of the approved taxicab decal schedule that increased the daily number of permitted taxicabs from 180 to 225, with an evening augment of 75 taxicabs beginning at 2:00 p.m.
 - a. A modification to the schedule, proposed by SDTA in March and supported by taxicab drivers, that begins the daily augment at 6:00 p.m. This considerably reduced congestion in the taxicab hold with no loss of service availability.
 - b. A further calibration proposed by SDTA in May and supported by staff and drivers that acts to ensure the presence of 225 taxicabs throughout the operating day. An additional component of 25 to 75 taxicabs will be authorized to meet surge requirements and late evening/weekend flight arrivals, based on historic travel demand.
2. Assignment of two full-time shift supervisors (one contract, one Authority) to facilitate CSR (Customer Service Representative) dispatch and passenger loading operations and oversee conditions in the taxi/shuttle van hold lot.
 - a. Supervisors duties also include: coordination with industry points of contact in summoning taxicabs to the Airport - before the need arises; acting to reduce or eliminate passenger queuing and expediting taxicabs to the transportation plazas in response to construction activity delays (Terminal 2).
3. Employment of contract employees, stationed on T-1 and T-2 transportation plazas, to record passenger wait times, using time-stamp machines, daily from 8:00 a.m. until midnight.
4. Identification by both industry groups of single points-of-contact for, among other duties, expediting taxicab to the Airport when the need is foreseen.
5. Finalized plans with SDTA for resumption of "short haul" policy whereby taxicabs with very short trips are allowed to return to the head of the line. This acts to increase on-Airport inventory and improve driver morale.
6. Conducting regular meetings with SDTA reviewing operational data and drawing conclusions from "lessons learned" on specific incidents where passenger wait times exceed 10 minutes.
7. Implemented CSR professional training sessions and increased daily supervision aimed at improving professional performance and personal initiative.
 - a. Staff, the Authority's GTS contractor (LPI) and the Authority's education and training consultant (ETI) are working to finalize a CSR classroom training course, with curriculum, performance standards and examination by June 30, as called for in the MOAs.
8. Implemented mandatory professional and customer service training classes for taxicab drivers May 19, conducted by San Diego City College (ETI). Training and Certification classes will continue weekly through 2011 for over 700 Airport drivers, as required by the MOAs and the Airport driver's permit. Airport shuttle van operators' customer service training classes begin in June.

Justification:

To ensure daily taxicab service levels are sufficient to meet varying levels of passenger demand, staff proposes a continuation of the presently approved policy that allows 225 taxicabs on Airport with an afternoon augment. The effect of the increased inventory together with the flexibility to modify the decal system and daily time schedule will act to ensure an even supply of taxicabs is maintained and better position the industry to respond to surge requirements and late evening flight arrivals. The present

policy, together with the improvement measures seen above, has had a positive effect on both taxicab availability and reduced passenger delay. Documentation shown at Attachment (A) shows daily passenger wait times from January through May 15 and reflects the clear success of the policy. The calendar days that show longer wait times are due, in the main, to lack of sufficient supply to meet convention and cruise ship demand. Similarly, there remains a need for closer networking with the airlines to meet late evening, un-scheduled flight arrivals with timely service. Newly assigned staff and SDTA points of contact have a priority task to improve the present process to better forecast and respond to these conditions.

Throughout the summer, staff and SDTA will work to improve our communications procedure and response network and, if approved, to further calibrate the decal system and daily time schedule to optimize the supply of taxicabs at the Airport. The increased taxicab inventory, with good coordination and support from SDTA will provide the taxicabs the Airport's passengers need, with no delay, and without undue congestion and dwell time for taxicab operators in the hold lot.

Industry Outreach: In working to frame the provisions of the MOAs governing the taxicab industry partnership, SDTA and the newly formed San Diego Taxi Association have expressed firm commitment to work with their members' respective radio services and accept responsibility for ensuring there is an ample supply of taxicabs at the Airport. Their expectation from the Authority is for improved professional standards and far better performance from the CSRs and close coordination of daily inventories to avoid long dwell times in the hold lot. They are exploring placing their own GSRs (Guest Service Representatives) on the transportation plazas and staff is working with them on a plan that would integrate the GSRs into the ground transportation network similar to the model adopted with SuperShuttle, San Diego.

The Airport's need for dependable taxicab availability and planning for the optimal balance between taxicab supply and demand in the current economy is a challenge that requires the taxi associations and Airport to work together very closely. The present policy will provide the regulatory framework and the operational flexibility to meet the challenge, with the full support of the local taxicab industry.

Next Steps:

If approved, staff will work with the taxicab associations to:

1. Continue implementing the improvement measures listed above within the timelines set forth in the MOAs.
2. Concentrate on taxicab availability, vehicle condition and driver professionalism.
3. Specific to taxicab service availability, staff will maintain periodic passenger wait time sheets and other records of conditions on the transportation islands and hold lot.
4. Strengthen lines of communications with the taxicab operators through SDTA representatives.
5. Update the Board in November on the Taxicab and Shuttle Van Improvement Program and provide status of the action items set forth in the Taxicab and Shuttle Van MOAs.

Staff recommends Board approval of the following measures for continuing to improve taxicab service at SDIA:

1. Authorize continuation of present Authority Code provisions, which allows two hundred twenty-five (225) taxicabs per day to operate at SDIA.
2. Authorize an augment to the daily inventory with an additional seventy-five (75) permitted taxicabs for a total not to exceed three hundred (300) taxicabs from 2:00 p.m. until the end of the operating day (approximately 2:00 a.m.).
3. Amend Authority Code to authorize the increased daily supply of taxicabs. Attached (Attachment B) are recommended changes to the Authority Code Section 9.12 (a) (1).

Fiscal Impact:

There is no additional revenue from ground transportation service permit fees and a minimal increase in "trip" fees forecast for these measures. Additional personnel training, equipment and administrative expenses are forecasted and are included in the FY 2011-2012 budget. The Authority's Cost Recovery System will be used to calculate the actual expenses and allocate appropriate costs to the respective industry group.

Environmental Review:

- A. CEQA Review: This Board action, as an administrative action, is not a project that would have a significant effect on the environment as defined by the California Environmental Quality Act ("CEQA"), as amended. 14 Cal. Code Regs. §15378. This Board action is not a "project" subject to CEQA. Cal. Pub. Res. Code §21065.
- B. California Coastal Act Review: This Board action is not a "development" as defined by the California Coastal Act. Cal. Pub. Res. Code Section §30106.

Equal Opportunity Program:

Not applicable.

Prepared by:

VERNON D. EVANS
VICE PRESIDENT, FINANCE/TREASURER



SAN DIEGO COUNTY REGIONAL AIRPORT AUTHORITY

Ground Transportation Taxicab Passenger Wait Times - Terminal 1 January 19, 2011 thru May 15, 2012

January 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
16	17	18	19 <5	20 NW	21 NW	22 NW
23 NW	24 >5	25 <5	26 <5	27 NW	28 <5	29 NW
30 <5	31 >5					

February 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 <5	2 NW	3 NW	4 NW	5 NW
6 NW	7 <5	8 NW	9 NW	10 NW	11 NW	12 NW
13 <5	14 NW	15 >10	16 <5	17 NW	18 NW	19 NW
20 NW	21 NW	22 >5	23 <5	24 NW	25 NW	26 <5
27 <5	28 >5					

March 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 NW	2 NW	3 NW	4 NW	5 NW
6 NW	7 NW	8 NW	9 NW	10 NW	11 NW	12 NW
13 <5	14 <5	15 <5	16 NW	17 NW	18 NW	19 NW
20 >5	21 <5	22 NW	23 <5	24 <5	25 <5	26 NW
27 NW	28 NW	29 NW	30 <5	31 NW		

April 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 <5	2 NW
3 <5	4 NW	5 NW	6 >5	7 NW	8 NW	9 NW
10 NW	11 NW	12 <5	13 <5	14 NW	15 NW	16 NW
17 NW	18 NW	19 NW	20 NW	21 NW	22 NW	23 NW
24 <5	25 >5	26 <5	27 <5	28 NW	29 NW	30 NW



May 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 <5	2 <5	3 <5	4 NW	5 NW	6 NW	7 NW
8 <5	9 >5	10 <5	11 NW	12 NW	13 NW	14 NW
15 >5	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Terminal One Service Legend

- No Waiting
[NW]
- Less than 5 mins
[<5]
- More than 5 mins
[>5]
- Greater than 10 mins
[>10]

Ground Transportation Taxicab Passenger Wait Times - Terminal 1

January 19, 2011 thru May 15, 2012

January 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
16	17	18	19 NW	20 NW	21 NW	22 NW
23 <5	24 >10	25 <5	26 >5	27 NW	28 >5	29 <5
30 <5	31 >10					

February 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 <5	2 NW	3 NW	4 NW	5 NW
6 <5	7 <5	8 NW	9 NW	10 NW	11 NW	12 NW
13 NW	14 >5	15 >10	16 <5	17 NW	18 <5	19 NW
20 NW	21 <5	22 >10	23 <5	24 NW	25 NW	26 <5
27 <5	28 <5					



March 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 NW	2 NW	3 NW	4 NW	5 NW
6 <5	7 NW	8 NW	9 NW	10 NW	11 NW	12 <5
13 <5	14 >5	15 >5	16 <5	17 NW	18 NW	19 <5
20 >5	21 <5	22 NW	23 <5	24 <5	25 <5	26 NW
27 NW	28 NW	29 <5	30 <5	31 NW		

April 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 NW	2 NW
3 <5	4 <5	5 NW	6 NW	7 NW	8 NW	9 NW
10 <5	11 <5	12 <5	13 >5	14 NW	15 NW	16 NW
17 NW	18 NW	19 <5	20 NW	21 NW	22 NW	23 NW
24 <5	25 <5	26 <5	27 NW	28 <5	29 <5	30 <5



May 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 >5	2 <5	3 <5	4 NW	5 NW	6 NW	7 NW
8 <5	9 >5	10 <5	11 NW	12 NW	13 NW	14 >5
15 >5	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

**Terminal Two
Service Legend**

-  No Waiting
[NW]
-  Less than 5 mins
[<5]
-  More than 5 mins
[>5]
-  Greater than 10 mins
[>10]

RESOLUTION NO. 2011-0065

A RESOLUTION OF THE BOARD OF THE SAN
DIEGO COUNTY REGIONAL AIRPORT AUTHORITY
AMENDING AUTHORITY CODE SECTION 9.12 –
GROUND TRANSPORTATION PERMITS
AUTHORIZING ADDITIONAL DAILY TAXICAB
SERVICE AT SAN DIEGO INTERNATIONAL
AIRPORT

WHEREAS, the Board of Directors ("Board") of the San Diego County Regional Airport Authority ("Authority") regulates the taxicab service at San Diego International Airport ("Airport") to ensure a sufficient number of safe, properly equipped taxicabs are available for the traveling public throughout the operating day, and

WHEREAS, the Board in January 2010 adopted a Comprehensive Ground Transportation Management Plan, with the recommendation to increase the daily taxicab inventory at the Airport to meet passenger demand during peak travel times and late evening flight arrivals, and

WHEREAS, the Board in January 2011 approved amending Authority Code Section 9.12, governing the number of taxicabs allowed to operate at the Airport, to authorize the issuance of four hundred fifty (450) ground transportation service permits and increased the daily supply of taxicabs from one hundred eighty (180) to a maximum of two hundred twenty-five (225) with an augment after 2:00 p.m. of an additional seventy-five (75) taxicabs, and

WHEREAS, the Board specified a period of evaluation for six months ending June 30, 2011 in order to measure the effects of increased service levels on taxicab availability and passenger wait times, and

WHEREAS, the Airport has put in place the means and methods to adequately monitor inventory conditions at the taxicab hold lot and closely document passenger wait times at the transportation plazas, and

WHEREAS, the Authority has entered into an operating agreement with local taxicab associations for the purpose of improving daily taxicab availability, among other service enhancements, and

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WHEREAS, Authority and local taxicab associations, working together, have implemented an operating schedule and vehicle decal system, provided for in the Authority Code, that acts to balance taxicab supply and passenger demand and preclude undue passenger delay or excessive taxicab dwell time in the hold lot, and

WHEREAS, Authority and local taxicab associations have introduced additional levels of supervision, new operational procedures and enhanced training programs in a comprehensive approach to improving taxicab service delivery, and

WHEREAS, the documentation of passenger wait times and the data from the Airport's electronic vehicle inventory system over a five-month period demonstrate improvement in passenger service delivery, without undue taxicab dwell time in the hold lot, and

WHEREAS, the Authority and local taxicab associations are working together to improve taxicab service delivery and operating conditions through Memoranda of Agreement that set forth performance standards and timelines for operational improvement programs and addresses, among other objectives, insuring an ample supply of taxicabs are on-Airport throughout the operating day.

NOW, THEREFORE, BE IT RESOLVED that the Board hereby AMENDS Authority Code Section 9.12 (Attachment B), re-affirming provisions that authorize issuance of four hundred fifty (450) ground transportation service permits and allow a maximum of two hundred twenty-five (225) taxicabs to operate at the Airport on a daily basis, with an augment after 2:00 p.m. of an additional seventy-five (75) taxicabs, for a not-to-exceed total of three hundred (300) taxicabs; and

BE IT FURTHER RESOLVED that the Board DIRECTS that conditions in the taxicab hold lot and transportation plazas be closely observed to ensure there exists an optimal balance between taxicab supply and passenger demand to preclude excessive dwell times in the taxicab hold lot or passenger delay on the transportation plazas, and

BE IT FURTHER RESOLVED that the Board FINDS that this action is not a "project" as defined by the California Environmental Quality Act ("CEQA"), Cal. Pub. Res. Code §21065; and is not a "development" as defined by the California Coastal Act. Cal. Pub. Res. Code §30106.

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PASSED, ADOPTED, AND APPROVED by the Board of the San Diego County Regional Airport Authority at a special meeting this 2nd day of June, 2011, by the following vote:

AYES: Board Members:

NOES: Board Members:

ABSENT: Board Members:

ATTEST:

TONY R. RUSSELL
**DIRECTOR, CORPORATE SERVICES/
AUTHORITY CLERK**

APPROVED AS TO FORM:

BRETON K. LOBNER
GENERAL COUNSEL

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SAN DIEGO COUNTY REGIONAL AIRPORT AUTHORITY

CODES

- ARTICLE 9 - SAN DIEGO INTERNATIONAL AIRPORT
 PART 9.1 - GROUND TRANSPORTATION
 SECTION 9.12 - GROUND TRANSPORTATION PERMITS

The President/CEO, or his or her designee, (the "President/CEO") of the San Diego County Regional Airport Authority ("Authority") may issue permits authorizing ground transportation service for the transportation of persons and baggage from or within the San Diego International Airport ("Airport"). A valid permit is permission for the person to whom it is given, including said person's employee, driver or agent, to transport, by a vehicle to which a decal is affixed, passengers and baggage over and upon the non-dedicated private streets within the Airport, in accordance with the rules, regulations, and standing time limits established and designated by the President/CEO from time to time.

(a) Vehicle Restrictions.

~~(1) Beginning on the date stated below, the following vehicle restrictions will apply:~~

~~(i.) Beginning January 6, 2011, the Authority will issue up to a maximum of four hundred fifty (450) Taxicab permits. Said Taxicab permits shall serve the Airport in accordance with an established decal system that allows two hundred twenty-five (225) Taxicabs per day to serve the airport. An additional seventy-five (75) Taxicabs are authorized from 2:00 p.m. until 2:00 a.m. for a not-to-exceed total of three hundred (300) Taxicabs.~~

~~(ii.) Beginning July 1, 2011, the total number of authorized vehicle decals for Taxicab permits shall not exceed 450 for the Airport. A reserve list shall be retained and may be used by the President/CEO for possible replacements. The operating authority of vehicle decals for Taxicabs shall be restricted to two days every five days, not to exceed 180 authorized decals each day through the establishment of a numbered system.~~

(2) The total number of authorized Vehicle for Hire operators shall not exceed nine. Only the Vehicle for Hire operators with valid vehicle permits from the permit period of January 1, 2002 through December 31, 2002, will be issued Vehicle for Hire permits.

(3) No Vehicle for Hire operator may transfer a vehicle decal except as provided in Section 9.09-19 of this Code.^(s1) Authorized Vehicle for Hire operators may increase the number of vehicle decals for their fleet each calendar year by higher of two vehicles or 10%

of the then existing fleet.

(4) A vehicle decal shall not be issued for any Taxicab or Vehicle for Hire which is older than ten years. Any new or replacement vehicle not currently permitted shall not be more than seven years old, or does not pass inspection as provided in this Code. No vehicle decal for a Vehicle for Hire, except a Taxicab, shall be issued for a sedan or station wagon type of automotive equipment. Station wagons are defined as vehicles built on an automotive chassis with four outward opening doors similar to a sedan. Nothing in this provision shall preclude a limousine from being issued a ground transportation service Vehicle for Hire permit.

(5) The Authority's Board of Directors (the "Board") reserves the right to increase or decrease the number of ground transportation service permits and vehicle decals or otherwise further limit or restrict the days or times for operation of the Permit Holders as provided herein or as may be provided pursuant to a duly adopted resolution.

(b) Permit Terms and Fees.

A ground transportation service permit may be issued any time during the calendar year and shall not exceed the expiration date. Irrespective of the date of issuance of any permit, every ground transportation service permit shall expire at the end of the permit term period during which it was issued unless any such permit is sooner terminated, suspended, revoked or cancelled. No permit shall be extended nor shall any permit be renewed or transferable except transfer of a permit as provided in this Code.

(1) The trip fee or any other fees and charges for a ground transportation service provider shall be set by resolution of the Board.

(c) Automated Vehicle Identification.

All authorized Airport Ground Transportation Service Provider vehicles shall display a vehicle identification decal and automated vehicle identification transponder.

(1) No person shall remove, damage or tamper with a vehicle decal or transponder unless given written authorization by the Authority.

(2) No person shall evade or attempt to evade an Airport Automated Vehicle Identification reader.

(d) Vehicle Inspections.

Each vehicle for which there is an application for a decal shall be inspected by the Authority or an approved Inspection Station prior to issuance of a vehicle decal, and at other times as deemed advisable by the Authority.

[Resolution No. 2002-02 dated September 20, 2002.]

SAN ORG



San Diego International Airport

ITEM 6



Taxicab Service Availability Improvement Update

Vernon D. Evans, CPA

Vice President Finance/Treasurer and CFO

June 2, 2011

Agenda

- Background
- Taxicab Service Availability Improvement Actions
- Results of Taxicab Inventory Increases & Program Improvements
- Conclusions
- Next Steps
- Recommendations

Background

- January 2010 – Board Adopted Strategies in the Comprehensive Ground Transportation Management Plan to Improve Taxicab Availability at SDIA
- January 2011 – Board Authorized Increase in Taxicab Inventory from 180 to 225, with an Afternoon Augment of 75 Additional Taxicabs
 - Specified a six month trial period

Background

- March 2011 – Board Approved MOAs with Local Taxicab and Shuttle Van Associations and SuperShuttle, San Diego
 - MOAs aimed at improving taxicab and shuttle van service delivery at Airport
- Since February, Taxicab Associations (San Diego Transportation Association–SDTA and San Diego Taxi Association) have worked with Authority to improve availability

Taxicab Availability Improvement Actions

- Authority & Taxi Associations have managed the increased inventory with vehicle decal system and time schedule modifications to ensure better availability.
- Authority has implemented improvements in training & supervision of Customer Service Representatives (CSRs).
- Assignment of Full Time Employees to Supervise Daily Operations.
- Taxicab Associations Have Identified Single Points of Contact for Coordination and Rapid Response.

Taxicab Availability Improvement Actions

- Authority has documented actual passenger wait times with time stamp machines daily from 8:00am–midnight.
- Authority and Taxi Associations are meeting regularly to refine operational plans and forecast support needs.
- Re-authorizing “Short Haul” Policy that allows Head-of-the-Line Privileges for certain short fares.

Results of Taxicab Inventory Increases & Program Improvements

- Current Policy Has Made a Significant Improvement in Taxicab Availability and Decreased Passenger Wait Times

Daily Taxicab Service Levels – Terminal 1

January 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
16	17	18	19 <5	20 NW	21 NW	22 NW
23 NW	24 >5	25 <5	26 <5	27 NW	28 <5	29 NW
30 <5	31 >5					

February 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 <5	2 NW	3 NW	4 NW	5 NW
6 NW	7 <5	8 NW	9 NW	10 NW	11 NW	12 NW
13 <5	14 NW	15 >10	16 <5	17 NW	18 NW	19 NW
20 NW	21 NW	22 >5	23 <5	24 NW	25 NW	26 <5
27 <5	28 >5					

Terminal One Service Legend

-  No Waiting [NW]
-  Less than 5 mins [<5]
-  More than 5 mins [>5]
-  Greater than 10 mins [>10]

Daily Taxicab Service Levels – Terminal 1

March 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 NW	2 NW	3 NW	4 NW	5 NW
6 NW	7 NW	8 NW	9 NW	10 NW	11 NW	12 NW
13 <5	14 <5	15 <5	16 NW	17 NW	18 NW	19 NW
20 >5	21 <5	22 NW	23 <5	24 <5	25 <5	26 NW
27 NW	28 NW	29 NW	30 <5	31 NW		

April 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 <5	2 NW
3 <5	4 NW	5 NW	6 >5	7 NW	8 NW	9 NW
10 NW	11 NW	12 <5	13 <5	14 NW	15 NW	16 NW
17 NW	18 NW	19 NW	20 NW	21 NW	22 NW	23 NW
24 <5	25 >5	26 <5	27 <5	28 NW	29 NW	30 NW

Terminal One Service Legend

-  No Waiting [NW]
-  Less than 5 mins [<5]
-  More than 5 mins [>5]
-  Greater than 10 mins [>10]

Daily Taxicab Service Levels – Terminal 1

May 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 <5	2 <5	3 <5	4 NW	5 NW	6 NW	7 NW
8 <5	9 >5	10 <5	11 NW	12 NW	13 NW	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Terminal One Service Legend

-  No Waiting [NW]
-  Less than 5 mins [<5]
-  More than 5 mins [>5]
-  Greater than 10 mins [>10]

Daily Taxicab Service Levels – Terminal 2

January 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
16	17	18	19 NW	20 NW	21 NW	22 NW
23 <5	24 >10	25 <5	26 >5	27 NW	28 >5	29 <5
30 <5	31 >10					

February 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 <5	2 NW	3 NW	4 NW	5 NW
6 <5	7 <5	8 NW	9 NW	10 NW	11 NW	12 NW
13 NW	14 >5	15 >10	16 <5	17 NW	18 <5	19 NW
20 NW	21 <5	22 >10	23 <5	24 NW	25 NW	26 <5
27 <5	28 <5					

Terminal Two Service Legend

-  No Waiting [NW]
-  Less than 5 mins [<5]
-  More than 5 mins [>5]
-  Greater than 10 mins [>10]

Daily Taxicab Service Levels – Terminal 2

March 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 NW	2 NW	3 NW	4 NW	5 NW
6 <5	7 NW	8 NW	9 NW	10 NW	11 NW	12 <5
13 <5	14 >5	15 >5	16 <5	17 NW	18 NW	19 <5
20 >5	21 <5	22 NW	23 <5	24 <5	25 <5	26 NW
27 NW	28 NW	29 <5	30 <5	31 NW		

April 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 NW	2 NW
3 <5	4 <5	5 NW	6 NW	7 NW	8 NW	9 NW
10 <5	11 <5	12 <5	13 >5	14 NW	15 NW	16 NW
17 NW	18 NW	19 <5	20 NW	21 NW	22 NW	23 NW
24 <5	25 <5	26 <5	27 NW	28 <5	29 <5	30 <5

Terminal Two Service Legend

-  No Waiting [NW]
-  Less than 5 mins [<5]
-  More than 5 mins [>5]
-  Greater than 10 mins [>10]

Daily Taxicab Service Levels – Terminal 2

May 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 >5	2 <5	3 <5	4 NW	5 NW	6 NW	7 NW
8 <5	9 >5	10 <5	11 NW	12 NW	13 NW	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Terminal Two Service Legend

-  No Waiting [NW]
-  Less than 5 mins [<5]
-  More than 5 mins [>5]
-  Greater than 10 mins [>10]

Conclusions

- Increased Taxicab Inventory, Together with Operational Improvements have Improved Service Delivery at SDIA.
- Passenger Delay has been Reduced and Taxicab Service made more Convenient.

Staff Recommendation

- Authorize continuation of present Authority Code, which provides for two hundred and twenty-five (225) daily taxicabs, with an additional seventy-five (75) taxicabs allowed from 2:00pm until the end of the operating day (approximately 2:00am).

Next Steps

Local Taxicab Associations and Authority continue to refine inventory control system using vehicle permits and daily time schedule.

Plan conforms to vehicle restrictions provided for in Authority Code and does not exceed maximum permits or daily taxicab allowance.

Further Actions

- Continue with Implementation of MOAs with Taxicab and Shuttle Van Associations Concentrating on;
 - Taxicab Availability
 - Vehicle Condition
 - Driver Professionalism

Questions ?



San Diego International Airport

Taxicab Availability Schedule – Plan Modification

Plan maintains 225 taxicabs with afternoon augment and evening augments beginning at 6:00pm

25 additional cabs on M–T–W–Sat (light demand)

50–75 additional cabs on Th–F–Sun (heavy demand)

Plan supported by San Diego Transportation Association (SDTA) and majority of drivers because it reduces congestion and taxi dwell time in hold lot and motivates operators to remain late evenings.

With Improved Industry Coordination, plan will maintain service levels and improve taxicab operator business prospects