

ITEM B



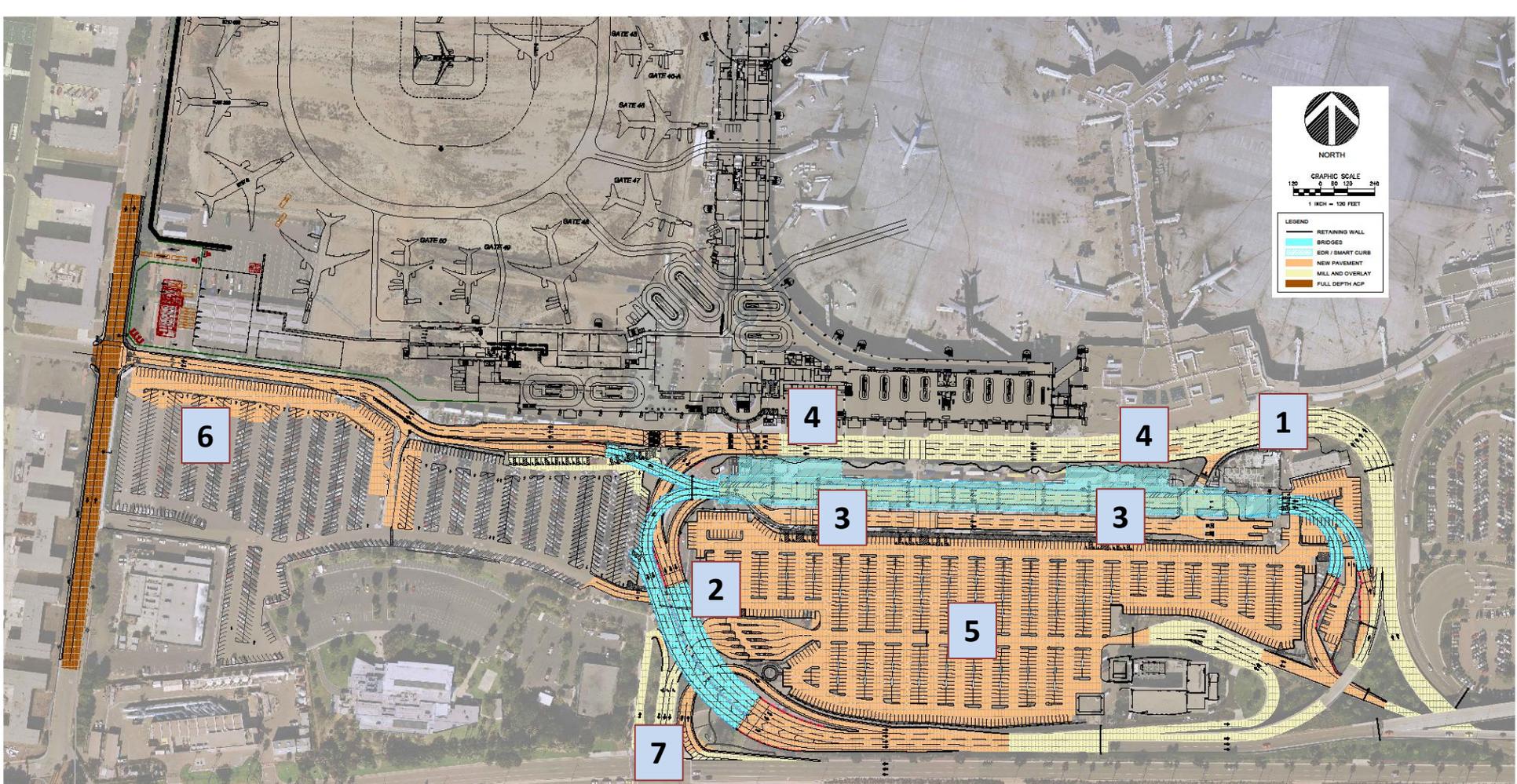
# Landside & Terminal 2W Phasing

November 3, 2011



# Program Update

- **Contract 1 & 2 Phasing**
  - Landside Phasing
  - Terminal Phasing
  - Opening Day!
  - Operational Strategy
  - PR/Marketing Plan



## Key Project Elements:

- |                                      |                          |
|--------------------------------------|--------------------------|
| 1. USO/PMO                           | 5. Short Term Parking    |
| 2. Elevated Departures Roadway (EDR) | 6. Spurance/McCain Roads |
| 3. Curbside Check-in Pavilions       | 7. Spanish Landing Entry |
| 4. Pedestrian Bridges                |                          |



# Landside Phasing

- **Ground Transportation Plaza Shift – February/March 2012**
  - Shuttle busses, taxis moved approximately 300 feet west
- **Close Spanish Landing Entrance into the Airport**
  - Mid-November 2011 to October 2012
- **Re-Open Terminal 2 Short-Term Parking Lot (1,355 spaces)**
  - Phase 1 (700 spaces) – October 2012
  - Phase 2 (300 spaces) – February 2013
  - Phase 3 (355 spaces) – April 2013
- **Open USO/Parking Management Offices Construction Completed – October 2012**



# Landside Phasing

- **Elevated Departure Roadway (EDR)**
  - Work completed – March 2013
  - Roadway opened – May 2013
- **Open Smart Curb and Pedestrian Bridges**
  - Tied to new T2W ticket counter opening (May 2013)
- **Open Spruance Road to Passenger Vehicles**
  - Road available for exiting traffic – November 2012
  - Tied to new T2W baggage claim area - July 2013

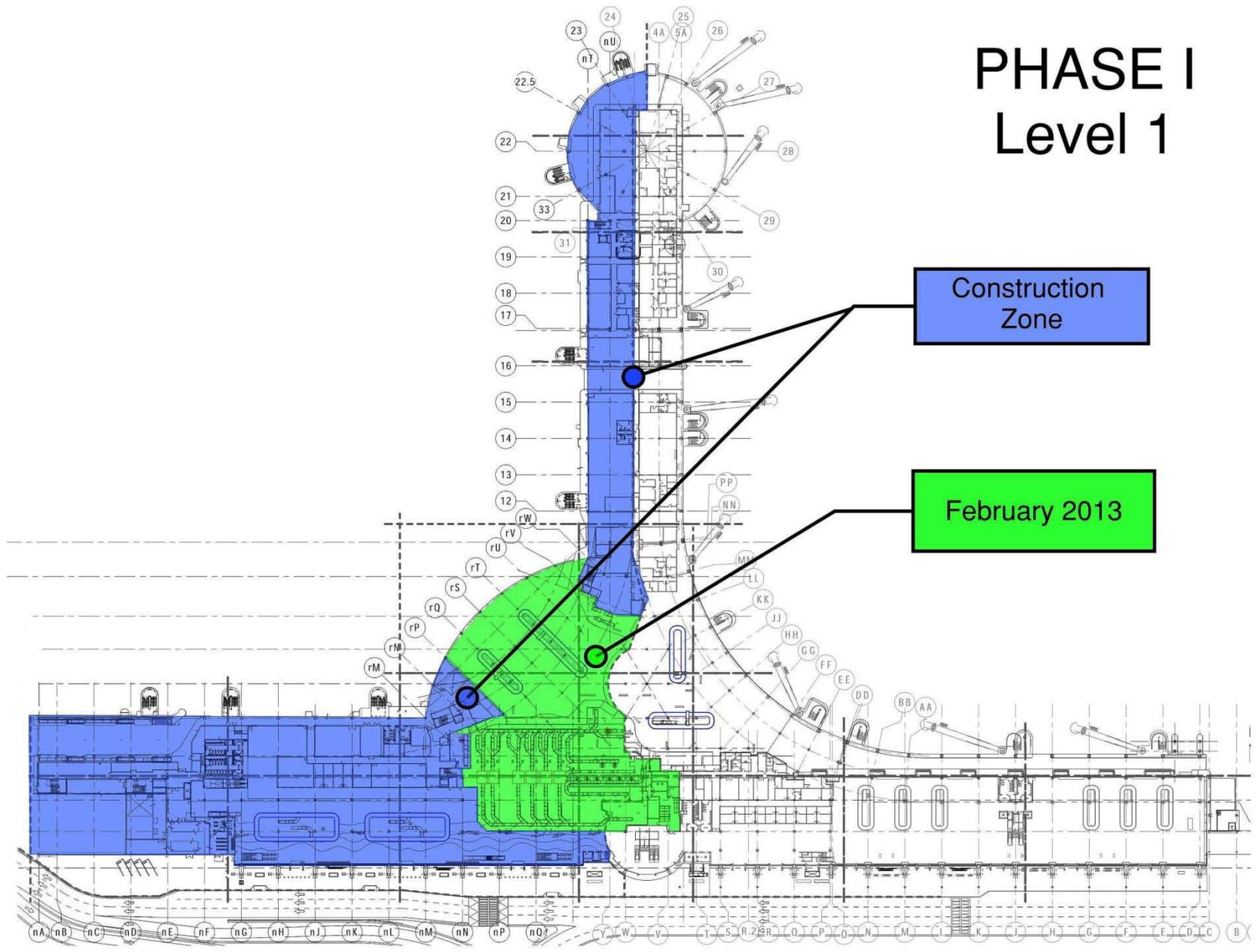
# Terminal Phasing



# PHASE I Level 1

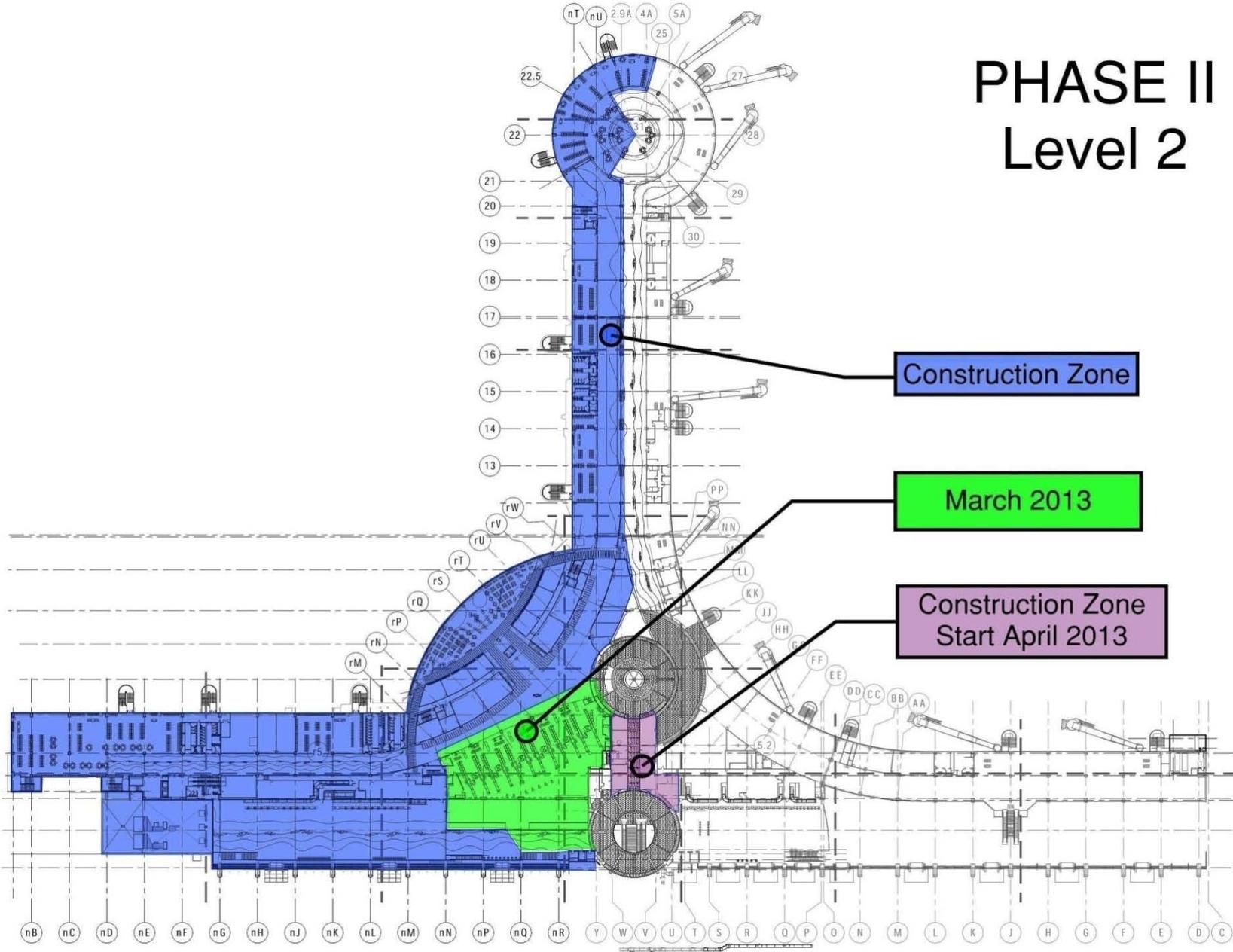
Construction  
Zone

February 2013



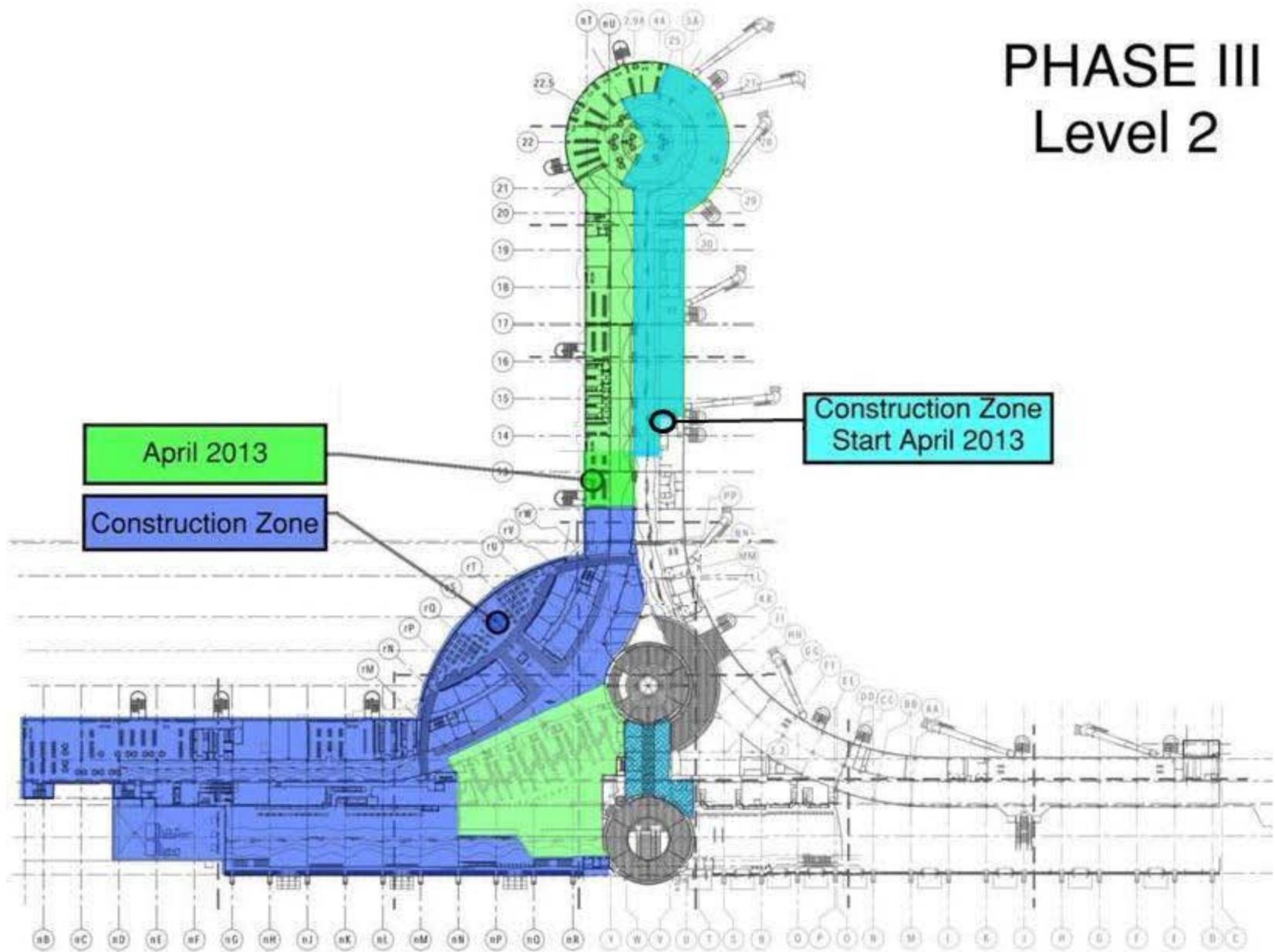
# New Outbound Baggage Screening & Sortation

# PHASE II Level 2



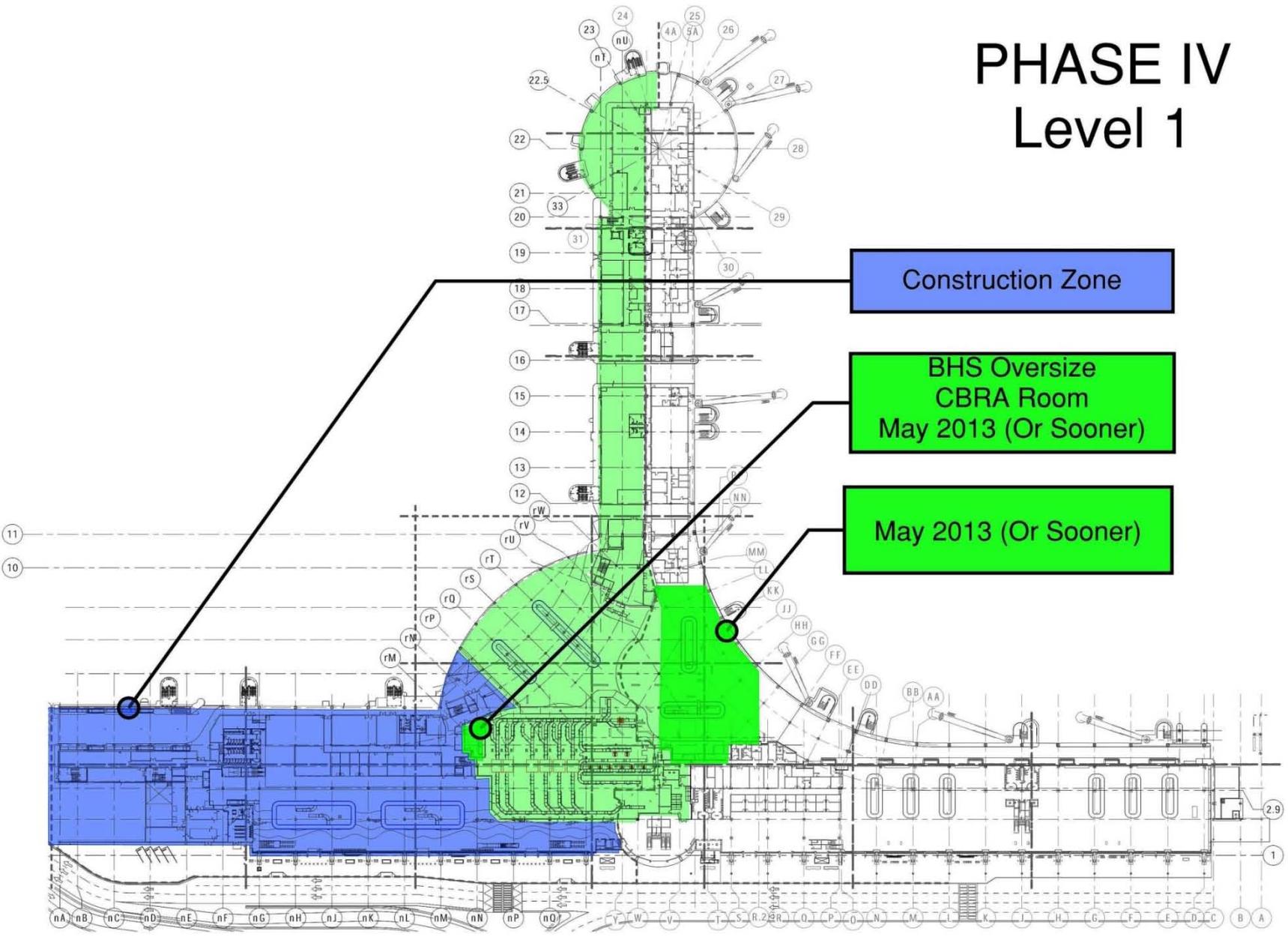
# New Security Checkpoint

# PHASE III Level 2



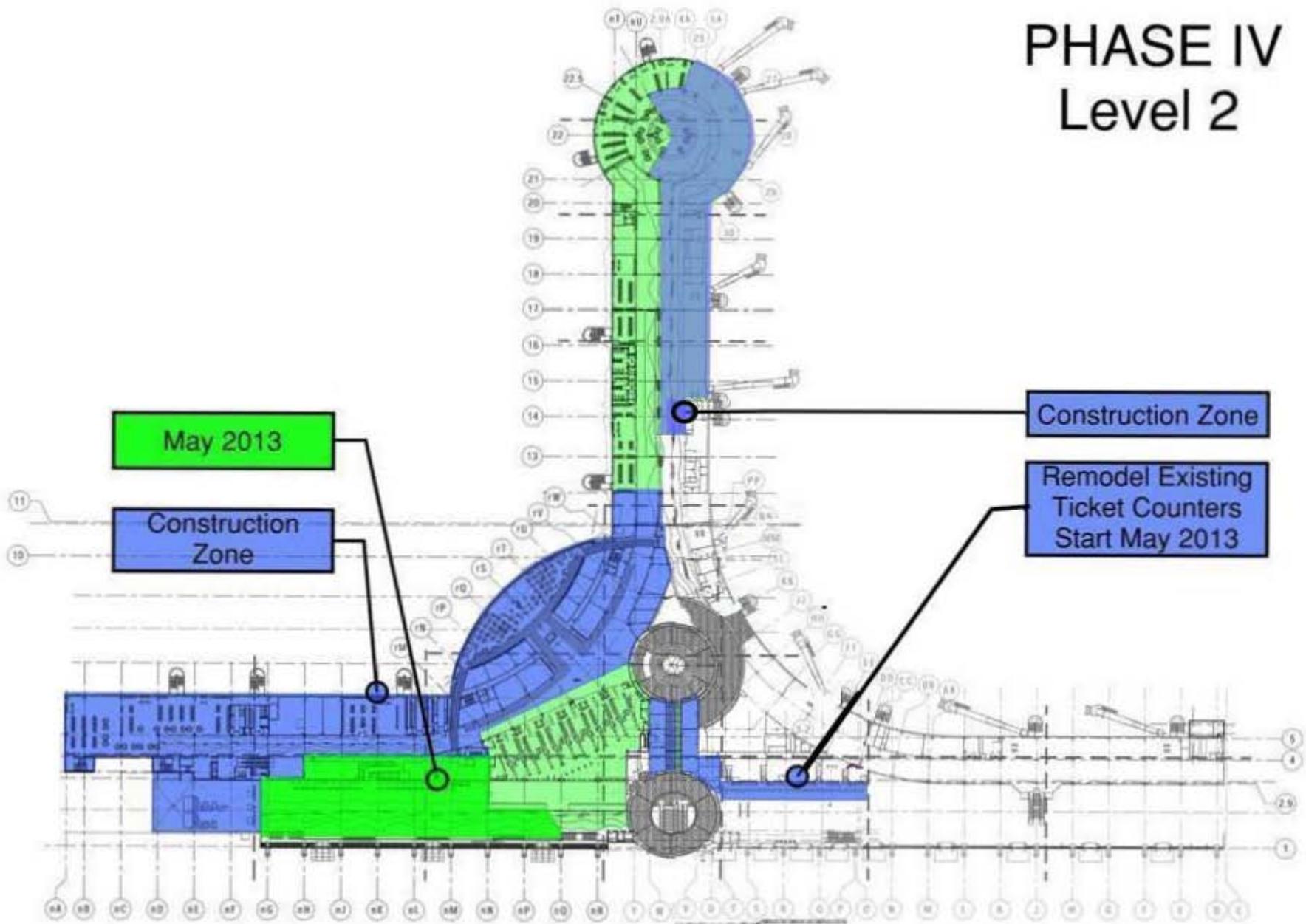
**Open 42-47 Gates / Close 37-41 Gates**

# PHASE IV Level 1



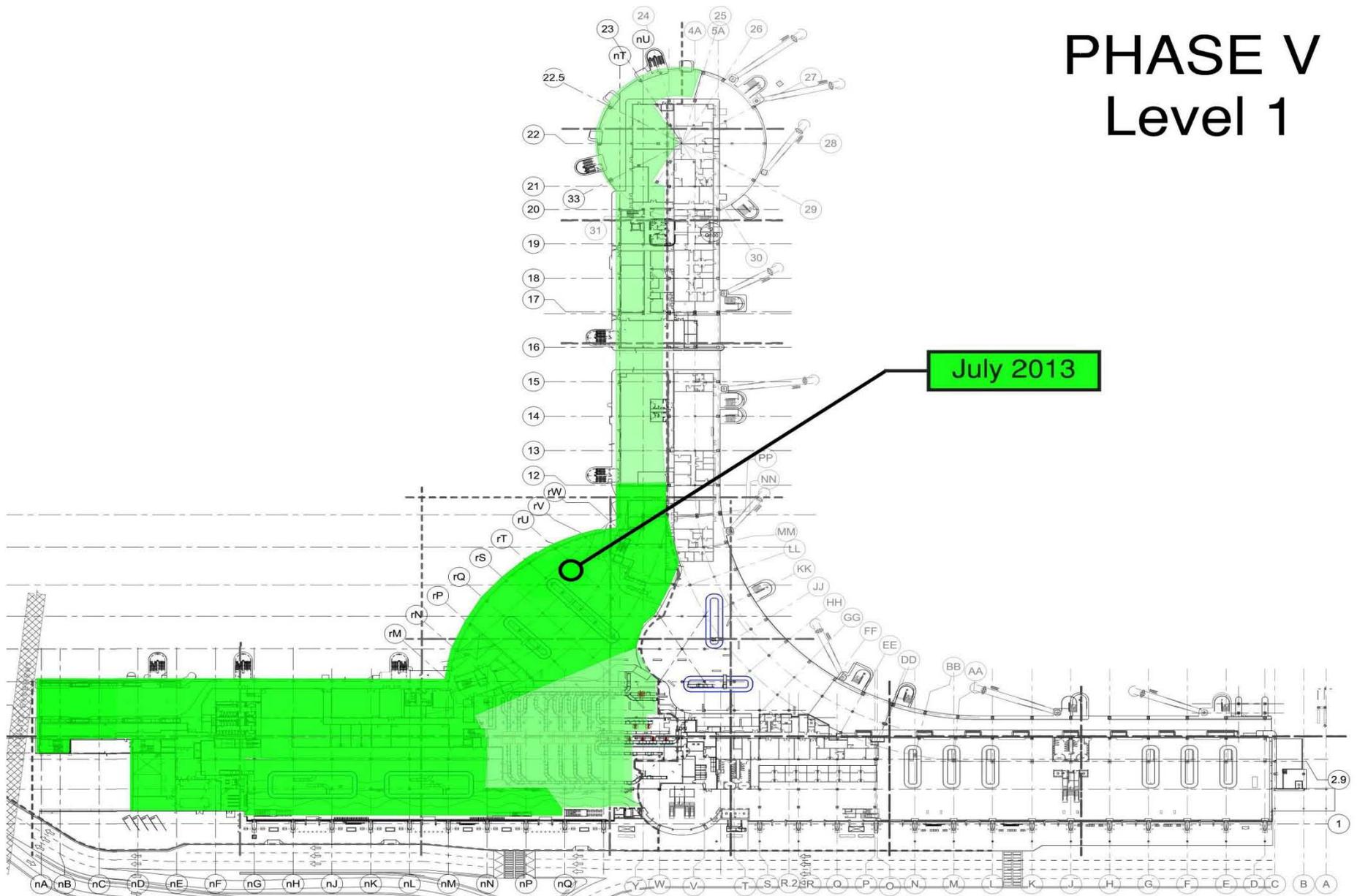
## Remaining Baggage Sortation Piers

# PHASE IV Level 2



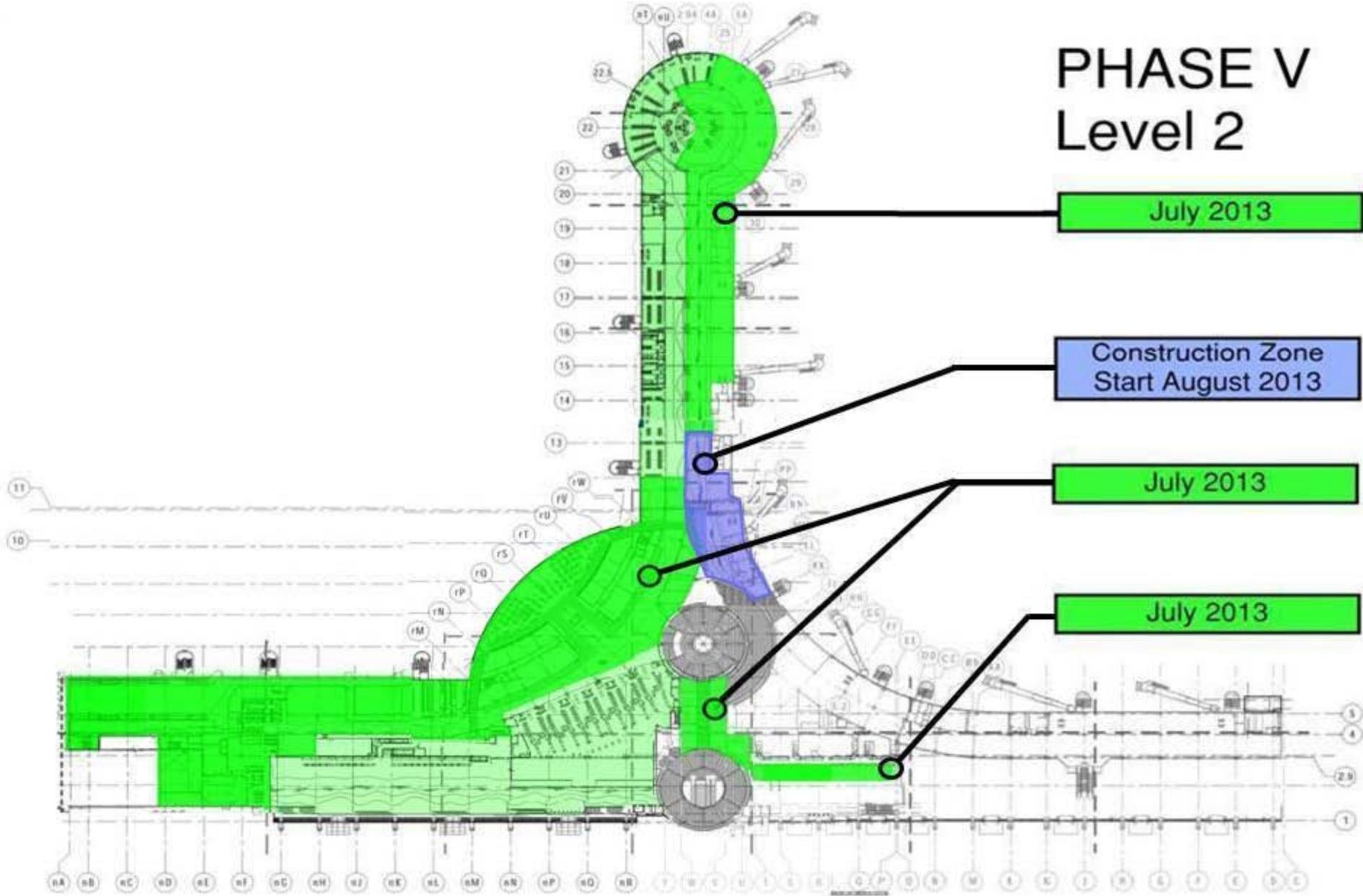
## New Ticket Counters

# PHASE V Level 1



**Baggage Claim & Outbound Baggage Sortation**

# PHASE V Level 2



**9 Gates, Ticket Counters & Sunset Cove**



# Recommended Approach

- **The “Big Bang”**

- Everything completed, operational and ready to open on **mid-June 2013**

## **A Phased Opening**

- Most key project elements opened earlier
- Six phases over the course of a eight months
- Grand opening in **early August 2013**



# Grand Opening Early August 2013



# Customer Service Challenges

- *Pedestrian Bridge Removal*
- *Increased Crosswalk Traffic*
- *Checkpoint Queuing*
- *Roadway Closures and Detours*
- *Terminal 2 Parking Lot Closure*
- *Air Carrier Skycap Curbside Positioning*
- *Directional Signage*



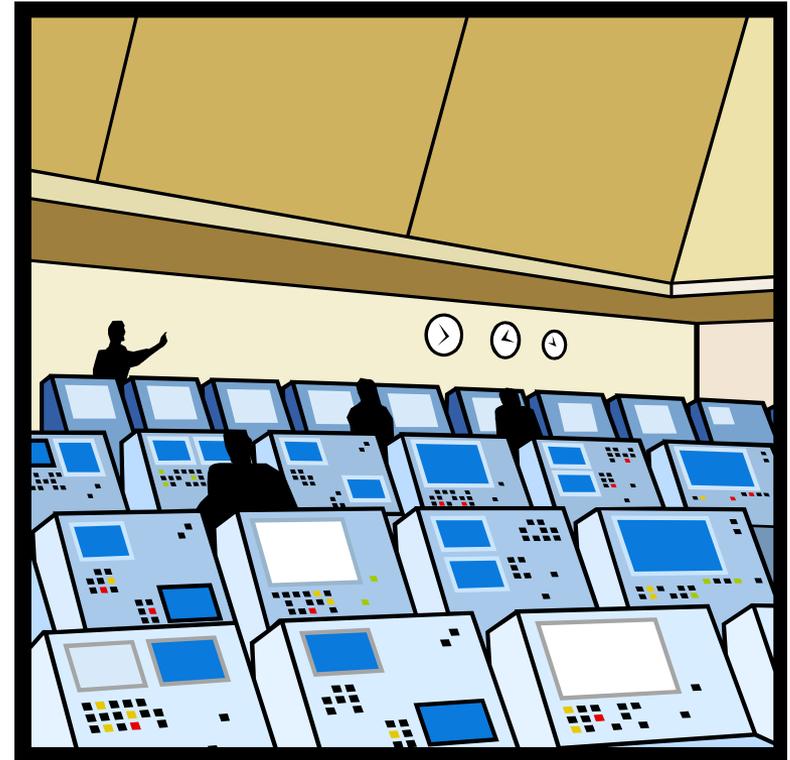
# Green Build Activation Team (GBAT)

*The process used to bring a new or remodeled facility from the state of static completion to normal operations and to mitigate surprises on opening day.*



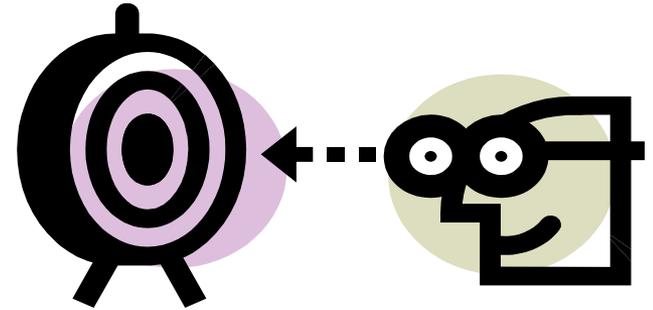
# Mission

- *Create a new passenger experience that feels familiar, business as usual*
- *Put all Stakeholders into a state of operational readiness*
- *Promote seamless transition from construction to operation*





# Objectives



- *Develop requisite operational plans encompassing every aspect of the 10 new gates, ticket counters, concessions, Elevated Departure Roadway (EDR) & Remain Overnight (RON) Parking*
- *Ensure SDCRAA, Air Carrier, Concession, Government & External Agency staff gain a comprehensive familiarization with the airport terminal, facilities, roadway, systems & functions for successful operation of the new facility*
- *Keep public informed & excited about new facility*

# Phased Opening PR/Marketing Plan



# Communications Objectives

- Maintain high levels of customer satisfaction
- Raise awareness of changes at Terminal 2 as phased openings occur
- Build excitement as completion nears
- Minimize customer confusion/frustration and complaints



# Communications Tools

- Public Outreach
- Media Relations
- Digital Media
- Paid media
- In-Terminal
- Green Build  
Discovery Center
- Collateral



**AIRPORT LOTS** In addition to the Commuter lot, Terminal 1 and Terminal 2 lots, there are three additional SAN Park lots to serve you. Free shuttles run every 5-7 minutes from each of these lots to all terminals.

**NTC** Just north of the airport on Harbor Drive.

**HARBOR DRIVE** Just before the Commuter Terminal on Harbor Drive.

**PACIFIC HIGHWAY** On the north side of the airport on Pacific Highway.



**Your airport parking guide**

**VALET PARKING** The ultimate in convenience. Drop your car off curbside at our SAN PARK Valet stands in front of Terminal 1 or 2 and head right to your gate.

**CELL PHONE LOT** Free 1-hour parking while you wait for arriving passengers to call, also features flight information displays. Located just before the Commuter Terminal on Harbor Drive.

**PLAN AHEAD** The Green Build Terminal 2 expansion may impact airport terminal parking. Make sure to sign up for construction e-alerts at [san.org](http://san.org).

**FOLLOW US**    



# Snapshot: Phased Opening Milestones

## October 2012

- 700 spaces open in T2 parking lot

## January 2013

- USO opens

## February 2013

- 300 T2 parking lot spaces open

## March 2013

- New security checkpoint opens

## April 2013

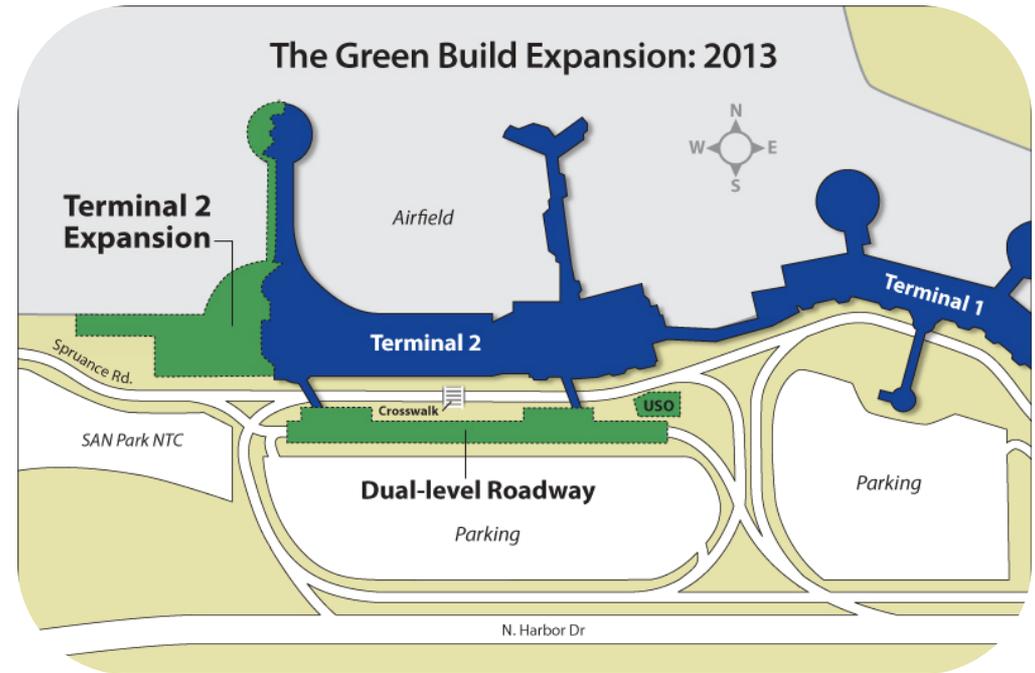
- T2 lot opens (355 add'l parking spaces)
- Open north concourse gates

## May 2013

- Ticket lobby opens; existing ticket lobby closed for remodeling
- Dual-level roadway, pedestrian bridges and Smart Curb opens to passengers/vehicles
- Media Center opens (TBD)
- United moves (TBD)

## July 2013

- New terminal open, including Sunset Cove



San Diego International Airport

# The Green Build

*Moving Forward. Soaring Higher.*



SAN.ORG

# SAN



# Questions?

