

Airport Landside Operations Planning -- A Cooperative Effort of Airports and Operators

September 8 - 11, 2019
Portland, Oregon

The Benson Hotel
Reservations: <http://coa.st/bjk0>



**A CONFERENCE OF THE
AIRPORT GROUND TRANSPORTATION ASSOCIATION**

Airport Landside Operations Planning

A Cooperative Effort of Airports and Operators

SUNDAY, SEPTEMBER 8

3:00 p.m. Board Meeting

6:30 p.m. President's Reception

MONDAY, SEPTEMBER 9

7:45 a.m. Registration Desk Open

8:00 a.m. Welcome Breakfast -

AGTA Welcome.....Jim Gleich, AGTA President

Local Welcome

Conference Overview.....Ray Mundy, AGTA Executive Director

Mini-Presentations by vendors/exhibitors

9:15 a.m. **Plenary Session I: Involving Ground Operators in Airport Planning**

Ground transportation has become the critical factor for many North American airports. Airport facilities that were planned, built, efficiently utilized, and refurbished for seventy years have grown beyond their physical capacities and yet, are currently experiencing significant growth. Nowhere is this more pronounced than ground transportation. At any one point in time there is only so much curb space which must be used effectively, or traffic congestion builds to the point of severely interrupting total airport operations. Adding to the mix, the existing curb space is experiencing rapidly changing utilization in the form of Transportation Network Companies, TNCs. In just a few short years, TNCs now dominate the curbs of many North American airports.

Monday's plenary sessions will focus on what airports are doing to address this issue and how planning for ground transportation can and should involve all ground transportation operators in planning for the allocation of airport curbs, holding areas, and pickup areas for better coordination and utilization. Panels of airports and ground operators will address both the planning process and their current efforts to properly allocate airport facilities for efficient utilization and minimization of traffic congestion.

Efforts such as allocating TNCs to airport parking facilities to alleviate primary curb congestion, the use of specific TNC company taxi-type loading facilities with waiting customers being digitally matched with the next vehicle in line, building or remote ground transportation terminals for all commercial ground transportation, car rentals, and off-airport parking pickup and dropoff, incentives for high occupancy vehicles, and virtual taxi holding areas and curb pickups are topics that will be presented and then explored further during the afternoon breakout sessions.

Panelists.....Jeff Wolf, SeaTac International Airport

.....Steve Holes, Minneapolis-St. Paul International Airport

.....Marc Nichols, San Diego International Airport

10:15 a.m. Beverage Break/Exhibits Available

10:30 a.m. **Plenary Session II: Supporting HOV and Shared Ride Alternatives**

While the early morning plenary session will focus on the cooperative planning and implementation of airport traffic mitigation, this second session will feature changes from the ground operators' viewpoints. Emphasis will be placed on what both operators and airports must do in order to maintain shared ride ground transportation at airports.

Panelists.....David Bird, SuperShuttle Corporation

.....John McCarthy, GO Airport Express

.....John Kindt, National Transportation Inc.

11:30 a.m. **General Session III:**

A Video Link Update on FMCSA Regulations for Interstate Commercial Passenger Carriers

Speaker.....Peter Chandler, Team Leader, Commercial Passenger Carrier Safety Division

12:00 p.m. Luncheon and Presentation

"Ground Transportation Operator Insurances -- Emerging Needs for Cyber-Security Insurance"

Speaker.....Paul Halloran, Sr. VP, Property & Casualty, Alliant Americas

- 1:30 p.m. "It's Debatable" - Concurrent Discussion Sessions**
 These smaller breakout sessions will engage delegates in discussions involving important issues for ground transportation operations and airports. While a moderator is assigned for each breakout, each delegate is encouraged to relate how these things are operated or administered within their airport and/or operations. The objective of these roundtable discussions is to learn from each other's successes and failures. These joint airport and operator workshops will expand upon topics addressed in the opening sessions.
Special Note: "Software Demonstrations", a new feature within the breakout time and format is a time and place set aside in a smaller roundtable session where a sponsoring vendor and participants can interact as the software featured is being presented and discussed in detail.
- **IBI Group Software Demonstration - Bronze Sponsor**
"The Ground Transportation Management System".....Tissa De Silva, IBI Group
The Ground Transportation Management System (GTMS) is a set of software solutions to support a variety of stakeholders including Operations, Enforcement, Finance, Executive and your Customers. These software solutions allow you to not only manage the curb, but also staging lots and dispatch, enforcement and ticketing, TNCs, Executive dashboards and vehicle tracking. Emerging use of smart phone apps also allows airports to shrink their holding lots through virtual dispatch. Apps can also be used to track vehicles, minimizing the need for tracking equipment installed in the field. Important for airports undergoing substantial construction.
 - **What airports can do to encourage HOV and shared-ride operations**
 Moderator.....Abu Azam, San Francisco Int'l Airport
 - **What can airports legally do with interstate carriers?**
 Moderator.....Allen Fugate, Van Galder Bus/Coach USA

2:45 p.m. Beverage Break/Exhibits Available - Sponsored by Blue Star Gas

- 3:00 p.m. "It's Debatable" - Concurrent Discussion Sessions**
- **IDeaS-A SAS Co. Software Demonstration - Bronze Sponsor**
"IDeaS Car Park Revenue Management System - A Day in the Life of a Parking Revenue Manager"
Ryan MacLagan and Mike Helmecki, IDeaS
This session will provide an intimate look at how a commercial parking manager who is responsible for revenue gets through the day when they have a powerful, automated forecasting, space optimization, and demand-based, dynamic pricing software tool on their side.
 - **Assessing appropriate operator insurance requirements**
 Moderator.....Nathan Drechsler, Epic Mountain Express
 - **Looking into the future for airport parking brokers**
 Moderator.....Sarah Fisher, The Parking Spot

6:00 p.m. Cocktail Hour Dinner on your own

TUESDAY, SEPTEMBER 10

- 8:00 a.m. Continental Breakfast**
- 8:30 a.m. General Session III: TNC Pickup Lines and/or Other Mitigation Alternatives**
 The airport curb can be a dangerous place for pedestrians walking among vehicles, and of particular concern are TNC drivers and customers making connection on busy airport roadways and curbs. One approach is to designate pickup areas away from the primary curb, while a new approach - TNC pickup lines similar to airport taxi pickup queues will be presented. Both will be explored as plausible alternatives for improved traffic mitigation and traveler safety. Airports and the airport ground transportation operators need to plan for and ensure that airline customers are transported in safe and secure vehicles by operators and drivers who are properly insured and are authorized to provide their services.
 Panelists.....Brian Kramer, Lyft West Coast Airports Bus Dev Mgr
Mike Huggins, Landside Ops, Port of Portland
Chris Saunders, Landside Ops Nashville Int'l Airport
- 9:45 a.m. General Session IV: Data Needs for Ground Transportation Planning and Operations**
 Changes to ground transportation utilization at the airport curb is never-ending, and many times implemented without the benefit of supportive operational data for the move. This panel will discuss what data is critical for airport landside managers to maintain and what data ground operators need to assist them with their day-to-day operations.
 Panelists.....Austin Gorton, GateKeeper Systems
Kim Fabend, C & S Companies

- 10:45 a.m. **Beverage Break/Exhibits Available**
- 11:00 a.m. **General Session V: A Training Session - Getting Current on ADA Regulations, Requirements, and Responsibilities in the Provision of Airport Ground Transportation**
Presenter.....Tyrone Thomas, FAA Airport Disability Compliance Program, Office of Civil Rights
- 12:00 p.m. **Luncheon and Speaker**
A Review of Current Local Regulatory Authorities and the Situation in New York City
Presenter.....Matthew Daus, President IATR and Windels, Marx Transportation Group
AGTA Board Report.....Jim Gleich, *AGTA President, National Transportation Inc.*
AGTA Nashville 2020!.....Nashville International Airport
- 1:30 p.m. **"It's Debatable" - Concurrent Discussion Sessions**
- **Can rematch, TNC pickup lines, or TNC shared ride work at YOUR airport?**
Moderator.....Robert Bergeron, DFW Int'l Airport
 - **Data Available from airport dashboards for airports and operators**
Moderator.....TBA
 - **Working together to reduce curbside accidents**
Moderator.....Jonathan Wicks, Walker Consulting
- 2:45 p.m. **Beverage Break/Exhibits Available**
- 3:00 p.m. **"It's Debatable" - Concurrent Discussion Sessions**
- **Conducting fee audits - Are ground trans fees forcing users off-airport for services?**
Moderator.....April Russ, Southwest Florida Int'l Airport
 - **Evaluating operator and airport compliance with federal ADA requirements**
Moderator.....Carlton Thomas, Austin-Bergstrom Int'l Airport
 - **Managing baggage and crew service contracts-Bidding to supplement operator service offerings**
Moderator.....Don Hobbs, DFW Int'l Airport
- 6:00 p.m. **Depart Hotel for AGTA on the Town - Portland Style** Resort casual dress
Meet in lobby to walk (*weather permitting*) to **Henry's 12th Street Tavern**, located in the heart of the Pearl District. Home to the Blitz-Weinhard Brewery for more than 140 years, Henry's now occupies the former brewery's power house. Power down from meeting sessions with a relaxed evening with dinner, conversation, and maybe some billiards if you're interested.

WEDNESDAY, SEPTEMBER 11

- 8:30 a.m. **Continental Breakfast/ Wrap-Up Roundtable**
Moderator.....Ray Mundy, Executive Director of AGTA
This wrap-up session features more recent topics facing the airport ground transportation industry and the ongoing research to resolve these issues. The session will provide an update on current AGTA studies including a preliminary look at the recently updated AGTA 2019 Fees & Fares Survey Data and AGTA Member "Flash Surveys" dealing with TNC fees and holding lots. In addition, this wrap-up meeting will be used as a conference evaluation and brainstorming session for future meetings, particularly for the upcoming March 8 - 11, 2020 AGTA Spring Meeting in Nashville, Tennessee.
- 10:00 a.m. **Airport Landside Operations Tour of Portland International Airport**
The tour will permit attendees to tour Portland's ground transportation system and review one of our nation's newest airport traffic mitigation experiments – the TNC first-in-line loading area. Departing attendees may take luggage on board. Tour will end no later than 12:30 for those leaving from the Portland Airport on afternoon flights. The tour will first drop off attendees at the airport while others may continue on bus as it will return to the hotel.

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SPOUSE/GUEST ACTIVITIES

SUNDAY, SEPTEMBER 8

6:30 - 8 **Kickoff Networking Reception** The Benson Hotel Cocktail attire appropriate

MONDAY, SEPTEMBER 9

9:30 a.m. **Spouse/Guest Orientation Breakfast** - Options for Monday and Tuesday activities