



June 7, 2017

To: All Ground Transportation Operators

**Re: NOTIFICATION OF REALIGNMENT OF GROUND TRANSPORTATION SERVICES AT THE TERMINAL A GROUND TRANSPORTATION ISLAND**

Over the past months, a significant amount of work has been done to reconfigure the Terminal A Ground Transportation (GT) Island and facilities in and around the Terminal A Garage. Due to these physical changes, and the opening of what was a dead-end lane in the past, the Airport had an opportunity to re-examine the current GT assignments to maximize safety, service, and efficiency in this area.

The analysis was based on a combination of a few core principles:

- Maximizing Safety
- Maximizing Customer Service
- Maximizing Convenience

A diagram is provided with this letter showing the new stop numbers and assignments.

The following list provides information on what services remain at their current assignments and what services will be relocated. As you will notice in the associated diagram, some spot numbers will change and new wayfinding signage will be deployed to assist our customers.

- All pre-arranged vehicles currently picking up passengers inside the Terminal A Garage on the same level as Door to Door Shuttles remain at their current area at new Spot 3
- The Airport Economy Lot Bus remains at its current spot renumbered to Spot 5
- The Rental Car Center / Inter-Terminal Bus remains at its current spot renumbered to Spot 6
- The VTA Bus #10 (soon to be renamed Bus #60) remains at its current spot renumbered to Spot 7
- Hotel / Motel and Off Airport Courtesy Shuttles remain at their current spot renumbered to Spot 8
- Newly numbered Spot 9 will not be assigned a GT Operator and will remain available for Special and VIP type movements



The following GT services will be relocated to new areas:

- App-based Rideshare services will be relocated to Spot 1
- On-demand Taxis and Door to Door Shuttles will be relocated to Spot 2
- Charter and Scheduled Buses will be relocated to new Spot 4

In aligning our decision-making with the core principles noted in this letter, Charter and Scheduled buses (e.g. Monterey Air Bus) are being reassigned to Spot 4 to improve the safety of their operations. These buses load and unload passengers on the right side of the vehicle. In their current location, this creates safety concerns for the passengers entering and exiting the buses in close proximity to an active lane of traffic. At Spot 4, this safety concern is eliminated.

Historically, GT assignments have been made by placing the GT service provider serving the highest volume of customers in closest proximity to those customers wherever possible. This philosophy was followed for this realignment of services as well to maximize customer service and convenience.

Adhering to these core principles, TNCs will be assigned to Spot 1 currently serving the highest volume of customers. On-Demand Taxis and Door to Door Shuttles will be assigned to Spot 2. Spot 2 continues to provide line of sight to taxis and shuttles as a ground transportation choice for our customer's. Signage will be updated to provide guidance to passengers.

This letter serves as a formal 30-day notification to all Ground Transportation (GT) Operators currently utilizing the Terminal A Ground Transportation Island and surrounding facilities that these changes will take effect on or about, but no earlier than Tuesday July 11 2017.

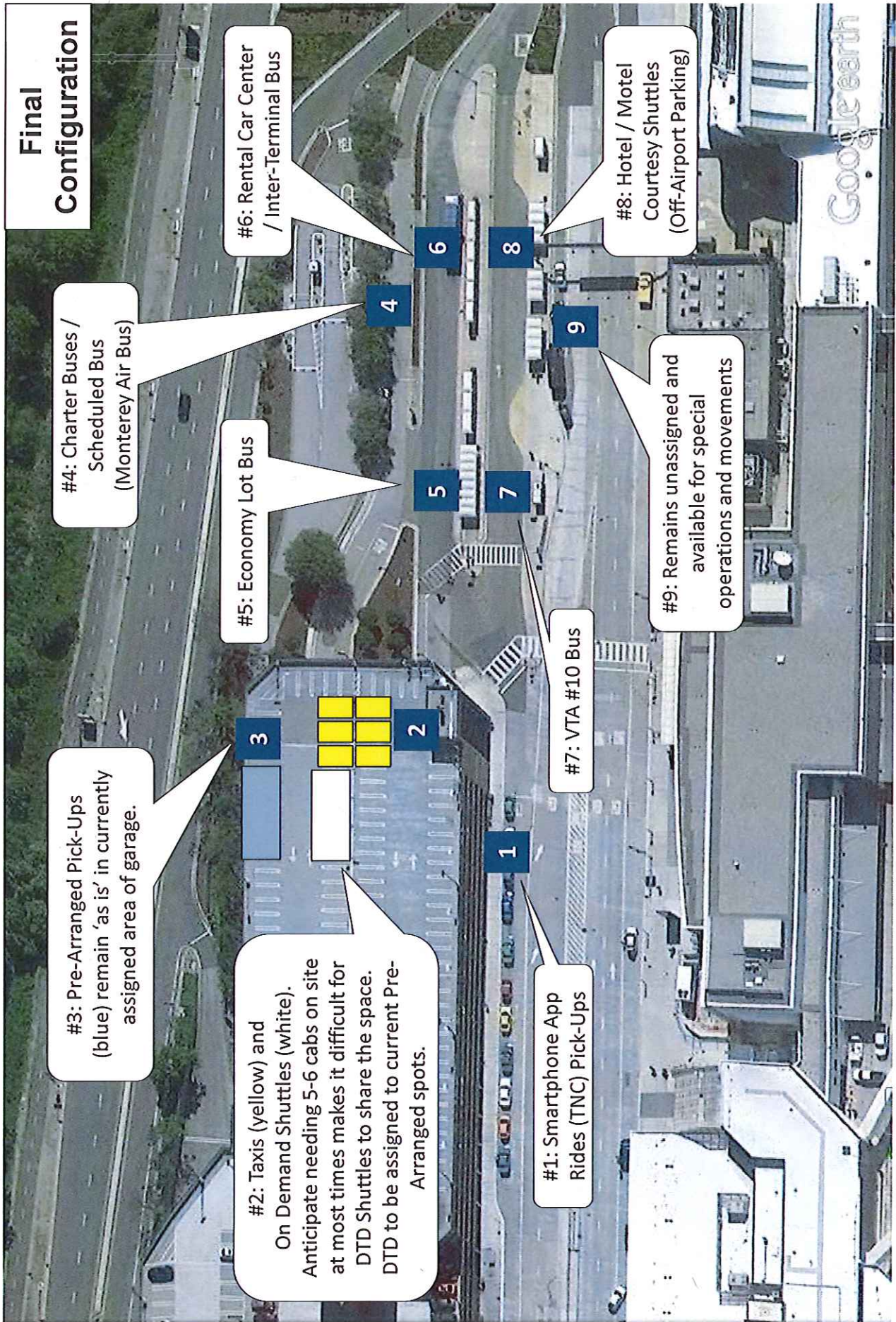
If you have questions or comments, please feel free to contact me at (408) 392-3514



Bob Swensen C.M. ACE  
Landside Operations Manager  
Mineta San Jose International Airport



# Final Configuration



#3: Pre-Arranged Pick-Ups (blue) remain 'as is' in currently assigned area of garage.

#2: Taxis (yellow) and On Demand Shuttles (white). Anticipate needing 5-6 cabs on site at most times makes it difficult for DTD Shuttles to share the space. DTD to be assigned to current Pre-Arranged spots.

#1: Smartphone App Rides (TNC) Pick-Ups

#7: VTA #10 Bus

#5: Economy Lot Bus

#4: Charter Buses / Scheduled Bus (Monterey Air Bus)

#6: Rental Car Center / Inter-Terminal Bus

#8: Hotel / Motel Courtesy Shuttles (Off-Airport Parking)

#9: Remains unassigned and available for special operations and movements