

Memorandum

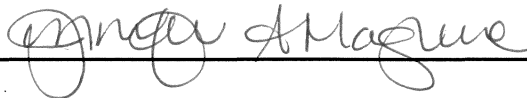
TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: John Aitken

SUBJECT: AIRPORT TENANT EMPLOYEE
PARKING RELOCATION

DATE: November 13, 2019

Approved



Date

11/13/19

INFORMATION

The purpose of this memo is to provide the City Council with information regarding the upcoming relocation of tenant employee parking at Mineta San Jose International Airport.

BACKGROUND

Over the past several years the Airport has experienced unprecedented levels of passenger growth which led to expansion of our facilities, most recently the six gate Interim Gates facility. This construction resulted in a loss of parking spaces available to the public and the upcoming construction of the parking garage on Lot 1, the Economy Lot, will result in an additional loss of approximately 770 spaces, while it is being built.

The increased volume in passengers has also translated into more vehicles parking in our remaining parking facilities, resulting in the closing of several lots due to capacity issues, sometimes for hours at a time. In fact, on Columbus Day weekend all six of the public parking facilities, totaling 4,657 revenue generating spaces, were full and closed for over seven hours. The following weekend, again all lots were full and closed due to reaching capacity.

The Airport's tenant employee parking was previously located on the west side of the Airport, however tenant employee parking was relocated to the Lot 2 parking garage across from Terminal A in 2011, as the passenger volume did not necessitate the use of the garage for the travelling public. Staff made that move with the understanding that with a rise in passenger traffic, the need for public parking spaces in the garage would return, necessitating the need to relocate the tenant employee parking from the public garage.

Tenant employees are currently allocated 1,149 stalls in the garage, segregated from the public parking spaces by temporary barriers. There are 3,157 permitted parkers for the lot, however the peak count on any one day is 1,035 employees parked which occurs during the afternoon shift change period.

Following the second weekend of filling all of the Airport public parking capacity in October and looking into expected passenger volumes through the holidays as well as the upcoming construction impacts, Airport staff determined it was necessary to provide our passengers with

additional spaces within the parking garage closest to our terminals. This necessitates moving at least 900 of the tenant employee vehicles to another lot, thereby opening up that number of spaces for the public.

Staff identified the west side parking lot, previously used for passenger and tenant employee parking up until early 2011, as a suitable facility for safe and secure tenant employee parking. The lot has approximately 1,000 spaces available for tenant employee parking and is directly accessible from Martin Avenue, adjacent to the Signature Flight Support facilities.

Staff established a relocation date of November 18, 2019 to allow for public parking on Wednesday November 20, 2019, to accommodate the passenger travel period starting that week for Thanksgiving. Staff met with the airline and tenant managers, whose staff would be affected, on Wednesday October 23rd to discuss the plan. The consensus of the meeting was that while it would not be as convenient as the current location, it was the correct move for the Airport passengers. Staff provided a memo and description of the relocation to the tenants for distribution to their employees, posted flyers at the parking lot entry and exits, and worked on preparing the lot, scheduling of buses, and addressing the concerns of employees.

Staff also discussed the relocation at the monthly Airline Station Managers meeting on November 6, 2019, as well as held several related discussions with the TSA's Federal Security Director and his staff, including discussions related to the security and safety plans. Again, while there are concerns with convenience, the support for the convenience of our passengers was expressed and no concerns were expressed related to the relocation plan.

Airport passengers choose SJC for its convenience and ease of use. The competitive advantage and reputation that SJC maintains could be negatively affected with continued parking shortages, especially when this close-in public parking alternative is available. Additionally, it is very common for airports to have remote tenant employee parking and using shuttles to transport employees back to the terminal areas.

RELOCATION DETAILS

Date Relocation takes effect:

12:01 AM on Monday November 18, 2019 buses will begin service and tenant employee parking cards will be deactivated for the Lot 2 Terminal A Garage.

Busing Service

Buses will operate 24 hours per day with a 10 to 12-minute headway between buses. Staff has evaluated current facility entry and exit times to schedule the busing service. During the peak periods (early morning (3:00 AM to 6:00 AM), shift change (Noon to 4:00 PM) and end of day (9:00 PM to midnight)) additional buses will be used to serve the demand. All buses are radio connected with their dispatch to address any issues that occur.

Terminal bus stops, designated for tenant employees only, will be in place, providing easy, direct access at each terminal for pick-up and drop-off of tenant employees. These stops are located

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apart from the passenger stops to allow for smoother and efficient operations for tenant employees.

Lot Security

Contract guard service will be scheduled in the lot 24 hours per day, generally in a vehicle for quick access to any part of the lot. The San Jose Police Department will be assigning the lot as part of one of the routine Airport staffed patrols. Airport Operations contract staff will be monitoring activities regularly and the bus drivers will be observing the lot every 10 to 12 minutes as they drive through the lot on the bus route.

Vehicles will be managed through hang tags, with citations issued to vehicles without hangtags or staying longer than authorized. This is the same process used in several tenant employee lots around the Airport and while there is not gate arm access through proximity cards, the added monitoring and guard presence, including the review of vehicle hangtags will maintain control of the lot.

ADA Access

Tenant employees with ADA placards at this time will be able to continue to use the marked spaces within the terminal garages.

VTA Services

The Airport provides free access to public transportation via the VTA Smart Pass Program for everyone employed at the Airport, and they are also encouraged to use public transportation. On December 28th the VTA plans to replace the current Line 10 bus with Line 60 which will then access the Milpitas BART station, through the Metro light rail stop, the Airport, the CalTrain station in Santa Clara and on to the Winchester transit hub. This extended route may better serve the employees commuting from other areas of the County, including riding BART.

Staff understands the challenges of relocating the employees of our partners, the airlines and tenants. We know that it will take these employees additional time and planning to ensure an on-time arrival to their workplaces and do not make this change lightly. Staff has scheduled meetings on Thursday, November 14th at 11:00 AM and 3:00 PM to provide tenant employees information and an opportunity to hear directly about these changes and ask logistical questions.

Staff believe the benefits of additional parking for our passengers is of critical importance to the Airport. Our passengers expect that they can find close, easy-to-use parking at the Airport, which this move will help achieve. The Airport's competitive advantage over local airports is built on convenience, reliability and ease of use, all of which are essential to our continued success.

/s/

JOHN AITKEN, A.A.E.
Director of Aviation

For any questions please contact Bob Lockhart, Deputy Director Operations at (408) 392-3510.