

The Airport Ground Transportation Industry

*Can Airports and Operators Thrive As Businesses
While Instruments of Social Policy?*

Westin Riverwalk San Antonio

RESERVATIONS: 210-224-6500 or online at

<http://www.starwoodmeeting.com/StarGroupsWeb/res?id=1007027735&key=99DDB>

September 12 - 15, 2010

PRELIMINARY MEETING AGENDA



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

AGTA SAN ANTONIO 2010 AGTA PRELIMINARY PROGRAM

Please note that topics and activities are tentative - and may change prior to the final program.

Theme: The Airport Ground Transportation Industry

Can Airports and Operators Thrive As Businesses While Instruments of Social Policy?

SATURDAY, SEPTEMBER 11

Information about activities for those who plan to explore in and around San Antonio on their own prior to the meeting can be found at <http://www.visitsanantonio.com/visitors/play/index.aspx>

Board of Directors - AGTA Board Strategy Meeting

8:00 a.m. Continuing until 5:00 p.m.

SUNDAY, SEPTEMBER 12

8:00 a.m. **Optional Golf** – Course to be determined

6:30 p.m. **President's Reception**

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Cocktail attire appropriate

MONDAY, SEPTEMBER 13

7:45 a.m. **Registration Desk Open**

8:00 a.m. **Kickoff Session**

Full breakfast
Local Welcome
Conference Overview
Mini-Presentations by vendors/exhibitors

9:15 a.m. **General Session: "The Business of Managing Airport Ground Transportation"**

Airport ground transportation is a business for both the airport and the ground operators, providing the airline traveling public an alternative means to access their airports. Airport curbs need to be managed for efficiency and effectiveness in meeting the travelers' needs. The ground transportation customer is both the airport and the operator's customer. Thus, both airports and ground transportation operators need a common approach to create "perfect airport curb operations". Airports need revenues to cover the full capital and operating costs associated with ground transportation, and operators need to make a profit in order to attract capital and stay in business. These need not be conflicting goals. Just what contracting and other constraints do airports have in dealing with commercial and courtesy ground transportation? Can we avoid using the airport curb to achieve the social objectives demanded of airport directors by their communities? What costs do ground transportation operators have before they reach a profitable operation? What are *reasonable* lengths of time for operators to amortize equipment and technology to reach profitability? These issues, as well as examples of how airports and ground operators can each achieve their objectives in serving the needs of the airline traveling public will be the focus of the opening session.

12:00 p.m. **Luncheon and Speaker: "How San Antonio Views Ground Transportation as a Business"**

Invited Speaker(s): TBA

1:45 p.m. **Workshops**

These workshops will address topics addressed in the opening general session. Members will discuss their local situations, airport requirements, and how their companies are responding to the challenge of working together.

2:00 p.m. **San Antonio International Landside Operations and Tour of local Toyota Production Plant departure**

5:00 p.m. **Airport /Plant Tour Returns**

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

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TUESDAY, SEPTEMBER 14

8:00 a.m. **Continental Breakfast**

8:30 a.m. **General Session: "Technology Costs for Today's Service Providers"**

9:30 a.m. **Living Through Construction...Best Practices/Maintaining The Highest Level Customer Service**

Airport ground transportation consists of commercial and courtesy transportation. How do airports and these operators maintain business continuity during major construction? Are there best practices across different airports?

10:30 a.m. **Measuring and Monitoring for Perfect Ground Transportation Services**

What should we be measuring, how should this be done, and who should do it? .

11:30 a.m. **Update on Current Legislative and Research Topics**

- **Independent Contractor Driver Regulations**
- **Use of Third Party Curb Management**
- **Mandated Alternative Fuels**

12:00 p.m. **Luncheon and Presentation**
Speaker TBA

1:00 p.m. **Round I Breakout Sessions/Workshops**

Smaller breakout sessions will engage delegates in discussions involving important issues for ground transportation service providers and airports. While a moderator is assigned for each breakout, each delegate is encouraged to relate how these issues 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 mistakes. Round I topics are:

- **Are AVI Systems Necessary for Concession Based Taxi and Shared Ride Operations?**
- **What Are "Reasonable" Requirements for the Length of Airport Concession Agreements?**
- **Building Relations with Taxi Operators**

3:00 p.m. **Round II Breakout Sessions/Workshops**

- **Business Continuity and Operational Resilience for Airports and Ground Transportation**
- **Professionalism in Airport Ground Transportation**
- **Methods for Dealing with Pre-Arranged Ground Transportation**

6:00 p.m. **Social hour and banquet - site TBA**

WEDNESDAY, SEPTEMBER 15

8:30 a.m. **Continental Breakfast**

8:45 a.m. **Wrap-Up Roundtable**

Presenter: Ray Mundy, Executive Director of AGTA; Director, UM-SL Center for Transportation Studies. This wrap-up session will feature more recent topics facing the airport ground transportation industry and ongoing research to solve these issues.

11:00 a.m. **Adjournment**

Vendor tabletop exhibits may be set up prior to the breakfast on Monday morning and will be available to delegates before and after each of the sessions and during beverage breaks. Reserve a tabletop with Sandy at 314-516-7271.

SPOUSE/GUEST ACTIVITIES

Spouse and guest fees will cover the Sunday evening President's Reception, Monday and Tuesday morning guest activities including a familiarization presentation by a "local", the cocktail hour on Monday evening, and the Tuesday evening social event. Specific tours will be reserved when the number of participating guests is ascertained. Guests should come prepared with comfortable shoes and clothing. The recent weather in D.C. gives me hope that the cherry blossoms might be delayed this spring -- right into our meeting dates. Keep your fingers crossed!

Sunday, April 11

6:30 p.m. Kickoff Reception (Cocktail attire)

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Monday, April 12

9:15 a.m. Departure for familiarization breakfast
Additional activities TBA

6:00 p.m. Cocktail hour at hotel

Tuesday, April 13

9:30 a.m. Tour TBA

6:00 p.m. Social hour and banquet for all registered delegates and guests
Site TBA