

SUNDAY, APRIL 2

8:00 *Optional golf OUtting* - Contact Jeff Leonoudakis at jeffl(«supershuttle.net or 650-246-2770 for reservation (Space still available - call TODAY!) **10:00**
Departure for optional Hornblower Yacht Sunday Champagne Brunch
(Requires reservation and additional pre-payment of \$65 per person to Sandy)
Board of Directors Meeting
President's Kick-off Networking Reception The Argonaut Hotel
Resort cocktail attire appropriate

MONDAY, APRIL 3

AGTA Registration Open

AGTA Kick-off Breakfast

- AGTA Welcome.....Terry Wagner, AGTA President
- Local Welcome.....Alice Sgourakis, SFO Landside Operations
- Allied Member Vendor Mini-presentations
- Conference Overview.....Ray Mundy, Executive Director

Exhibits Available

GENERAL SESSION

"The Reality: How Does YOUR Ground Transportation Measure Up?"

Moderator.....Ray Mundy, AGTA
Speakers.....Joe Hill, Tampa Hillsborough Airport Authority
.....John McCarthy, Continental Air Transport
.....Peter Mandle, Leigh Fisher Associates

Luncheon and Address

"How Quality in Customer Service is Measured"

Presentation.....Jim Gal, Sr. Director, Travel and Entertainment,
J.D. Powers and Associates

Exhibits Available

AIRPORT DELEGATES

Tour of San Francisco International Airport Landside and Parking Operations

Leader.....Tryg McCoy, SFO Deputy Airport Director, Ops and Safety

OPERATOR DELEGATE WORKSHOPS

Ground transportation and parking operators will discuss such topics as local labor costs, obtaining and retaining drivers, technology for their industry, whether quality *really* matters to customers and airports, and some useful measures to demonstrate quality services to customers and airports.

Moderator.....Alien Fugate, VanGalder Bus/Coach USA

Beverage Break!Exhibits Available

Using DriveCam to Develop Driver Quality and Safety Programs

Moderator.....Bill Schoolman, Classic Transportation Group

Airport tour returns

Cocktail Hour - Dinner on your own
Restaurant suggestions will be available

TUESDAY, APRIL 4

8:30 Continental Breakfast Sponsored by Groundnet

9:00 GENERAL SESSION

Implementing Quality Standards Across Airports -- Operators Speak Out

Presenters.....Jeff Finkel, Groundnet-Yellow Checker Shuttle
.....Lorraine Wilde, Groundnet-Airport Express
.....Don Eames, Groundnet-The Airport Shuttle
.....David Bird, SuperShuttle International

Remits And Trends Reported In The 2006 AGTA Fees & Fares Study

Presenter.....Dr. Ray Mundy, UM-SL Center for Transportation Studies

10:30 Beverage Break/Exhibits Available

10:45 GENERAL SESSION

"Forcing Taxi Operations Into Quality Service"

Moderator/Speaker.....Forrest Swensen, TransCore
Speakers.....Chris Dorfmeister, Garmin Industries

12:00 Luncheon Sponsored by TransCore

Focus on AGTA Denver in September 2006

1:30 GENERAL SESSION - Half Day Workshop

"Inviting Excellence in Airport Ground Transportation With RFPs, Concession Agreements, and Airport Regulations"

Moderator.....Terry Wagner, Dade County Aviation Authority
Workshop Resource.....Matt Holland, J.D. Powers and Associates

3:00 Refreshment Break!Exhibits Available

3:15 CONCURRENT WORKSHOP SESSIONS

• **Airport RFPs to Improve Airport Ground Transportation Access**

Moderators.....Terry Wagner, Dade County Aviation Authority
.....Monica Beltran, Dade County Aviation Authority

• **Operator Development of Quality Service Measures**

Moderator.....Don Eames, The Airport Shuttle

4:45 Meet in lobby to depart hotel for Yoshi's at Jack London Square -

Cocktails, dinner, and show at renowned jazz house and Japanese restaurant

WEDNESDAY, APRIL 5

8:30 Continental Breakfast

9:00 Sharing AVI Data and System Operator Company Across Neighboring Airports:

Presenters.....Lynn Richardson & Gordy Wennerstrom, Gatekeeper System

10:15 Wrap-Up Roundtable

Evaluate meeting sessions and plan for future steps in standardizing airport ground transportation.

Moderators.....Terry Wagner, AGTA President
.....Ray Mundy, AGTA Executive Director

12:00 CONFERENCE ADJOURNMENT

1:00 Leigh Fisher Associates Seminar: Airport Ground Transportation Planning and Operations