



MEMORANDUM

TO: Mayor and Council Members

FROM: Jacqueline Yaft, Chief Executive Officer
Aviation Department 

DATE: May 12, 2022

SUBJECT: Curbside Utilization and Management at Austin-Bergstrom International Airport

This purpose of this memo is to provide information regarding curbside utilization and management at Austin-Bergstrom International Airport.

AUS manages passenger drop-off and pick-up to ensure traffic flows efficiently. Due to current capacity constraints, AUS can only accommodate the private passenger drop-off and pick-up at the curbside, and limited commercial vehicle pick-up and drop-off on the adjacent roadways. With the implementation of Ground Transportation Centers (GTC), areas close to the terminal, but not curbside, AUS can equitably support commercial transportation operators, alleviate traffic congestion, and increase pedestrian and driver safety.

The AUS GTC is located on the first-floor short-term parking area adjacent to the Consolidated Rental Car Facility (CONRAC). Transportation Network Companies (Rideshare) operators and taxicabs queue in this location for the pick-up of customers. This pick-up operation is based on independent airport metrics for curbside management. To date the AUS GTC has successfully transferred more than 939,097 vehicles from the upper and lower roadway curbside of the Barbara Jordan Terminal, providing for better pedestrian and traffic flow.

The Airport Expansion & Development Program will address future curbside optimization with the development of a curbside utilization study as a component of the overall landside roadway and parking studies. This study will provide a current and near-term analysis for the airport's curbside and will take a holistic view of curbside utilization. The study will provide professional recommendations to enhance the passenger experience and accommodate passenger volumes in a sustained manner. The scope of services for the study have been completed and work is slated to begin this month.

In addition, AUS will also be establishing a pilot program for a dedicated "mobility assistance zone" to serve passengers and visitors who require accommodations or additional assistance when traveling. AUS has identified spaces along the curb to provide priority access to Wheelchair Accessible Vehicles (WAVs). Along with WAVs, mobility assistance zone access will be given to the preferred mode of transportation requested by the passenger, such as a taxicab, Rideshare, or rental car.

AUS has also launched a research initiative to engage with, and better understand the needs of AUS passengers with limited mobility. Results of this customer research will inform curbside optimization and other accessibility improvements.

AUS will continue to monitor, manage, and support in real-time the operation of the curbside of the Barbara Jordan Terminal and the GTC. In addition, AUS will continue to benchmark, collect data, and perform ongoing analyses to ensure AUS provides safe, accessible, and equitable landside operations. AUS is committed to providing a positive and convenient airport experience to local travelers, as well as the millions of visitors that travel to Austin and Central Texas each year. Through the aforementioned studies and pilot program, AUS looks forward to delivering improvements that all passengers will benefit from.

Should you have additional questions, please contact me or Leroy Hargrove, Landside Access Manager, at leroy.hargrove@flyaustin.com.

Cc: Spencer Cronk, City Manager
Gina Fiandaca, Assistant City Manager