

City of Austin-Department of Aviation Austin-Bergstrom International Airport (AUS)



Austin-Bergstrom
International Airport



“At Capacity” Discussion Topics

AUS Growth

Congestion Challenges

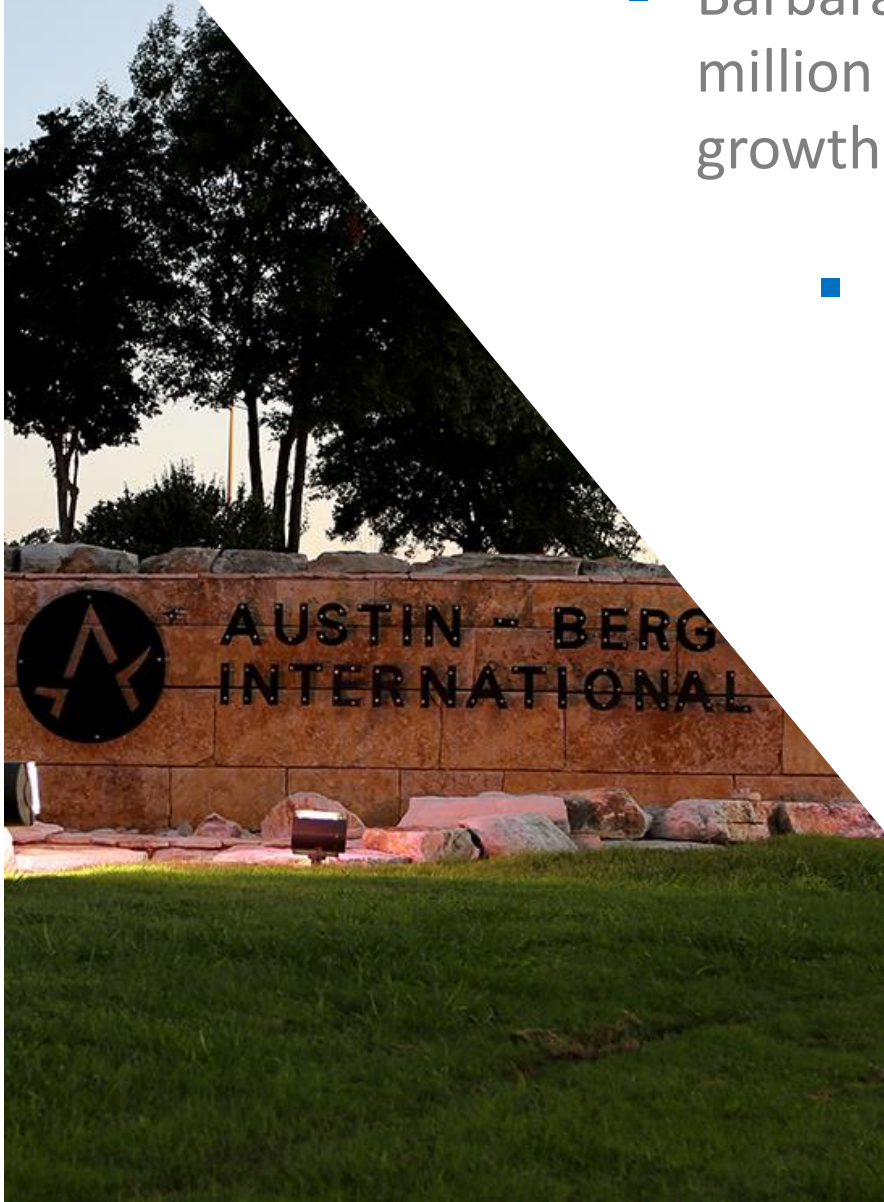
Solutions

AUS Future



AUS GROWTH

- Barbara Jordan terminal opened in 1999 to accommodate 11 million annual passengers. Past 5 years a little over 8% growth. 2018 ends just shy of 16 million annual passengers.
- Growth accommodations: new security checkpoint, existing checkpoints expanded, customs facility addition, new/remodeled concessions, consolidated rental car facility building, apron & terminal expansion and parking garage.
- Customer Pain Points: Limited terminal seating, crowded roadways and curbsides and poor signage.



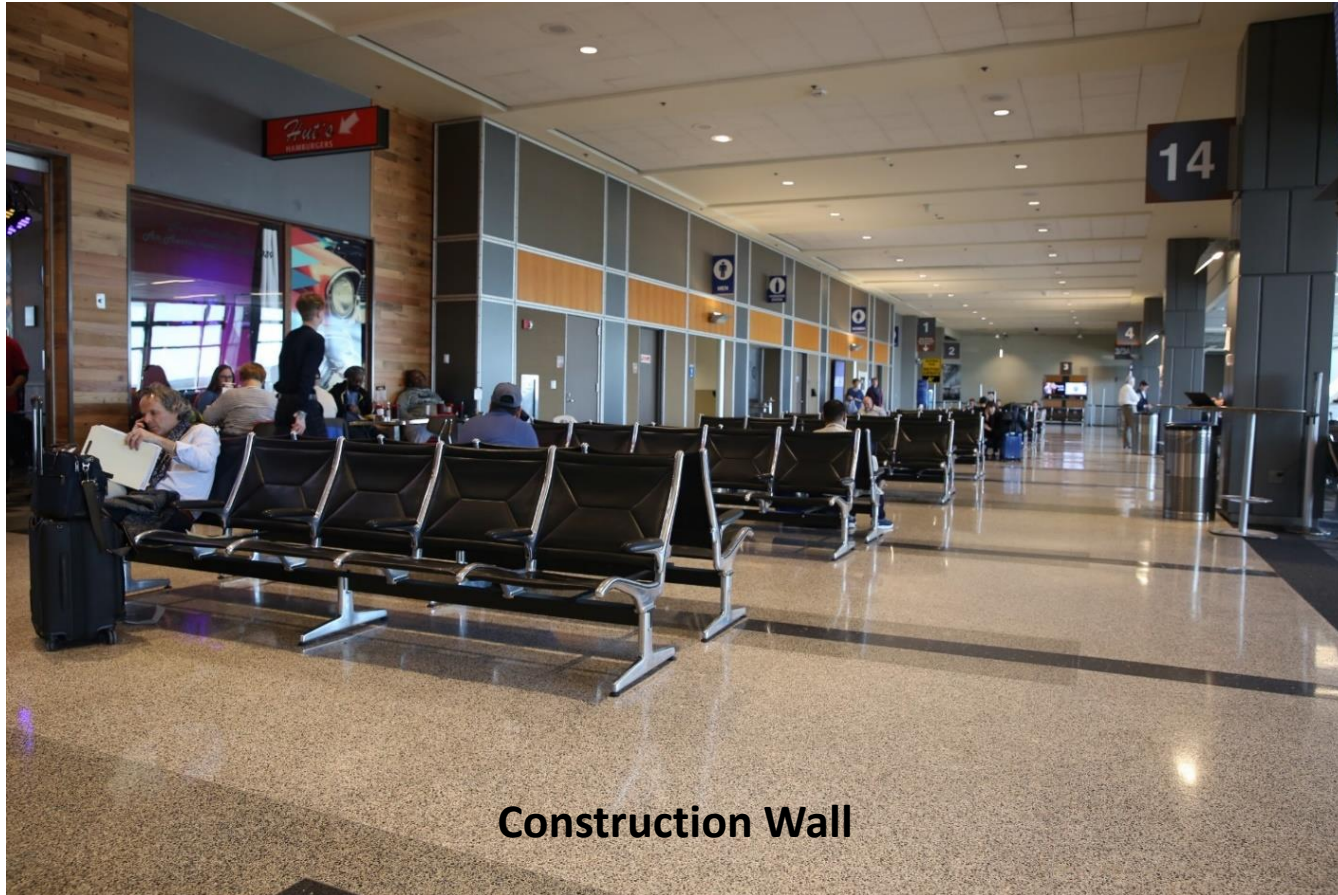
“AT CAPACITY” TERMINAL SOLUTIONS

- Temporary seating & concessions

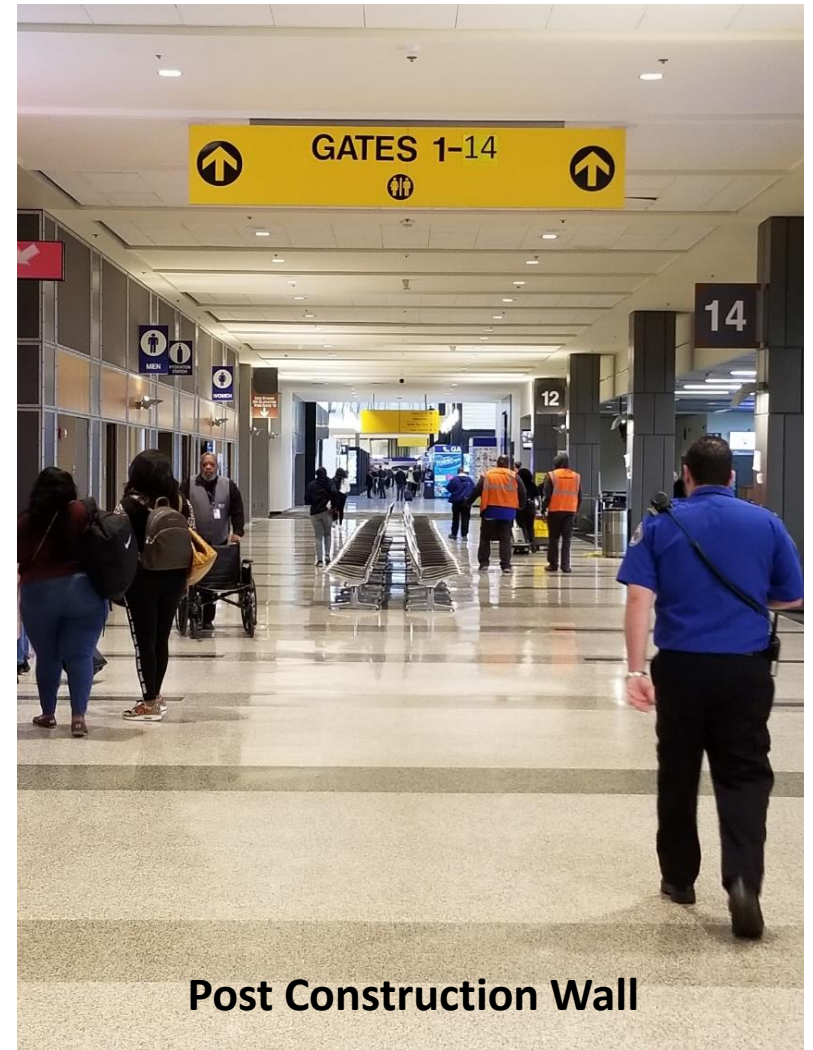


TERMINAL “AT CAPACITY” SOLUTIONS

- Relocating seating areas



Construction Wall



Post Construction Wall



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“AT CAPACITY” TERMINAL SOLUTIONS

- Space previously used to hold construction tools/supplies used for additional temporary seating.



“AT CAPACITY” CURBSIDE/ROADWAY SOLUTIONS

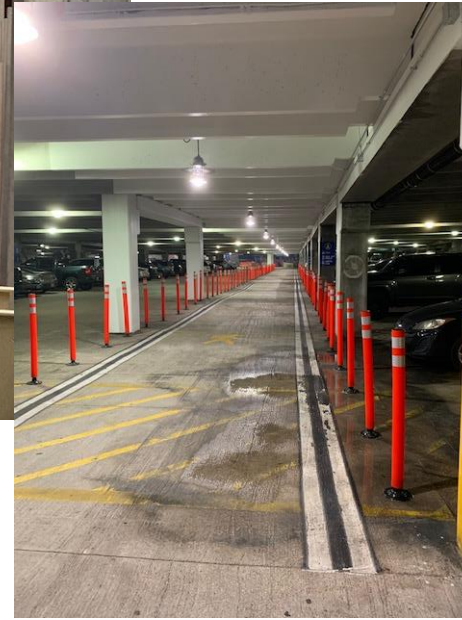
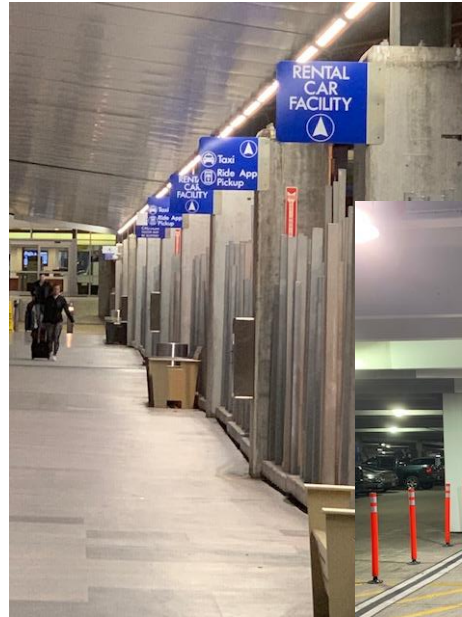
- New Cell Phone Lot Area



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“AT CAPACITY” CURBSIDE/ROADWAY SOLUTIONS

- Solution: relocate TNC & Taxi Pick-up area
- Improved directional signage, clear defined walking path with increased lighting & ADA compliant shuttles.



“AT CAPACITY” CURBSIDE/ROADWAY SOLUTIONS

- Additional personnel hired & public/drivers educated.



Garage Entries Shuttle Stops :
addition personnel location



In Baggage Claim? How to Meet
Your Ride App or Taxi Driver

455 views • 2 months ago



How To Pick Up Your Ride App &
Taxi Passengers

s ago



No Checked Luggage? How to
Meet Your Ride App or Taxi

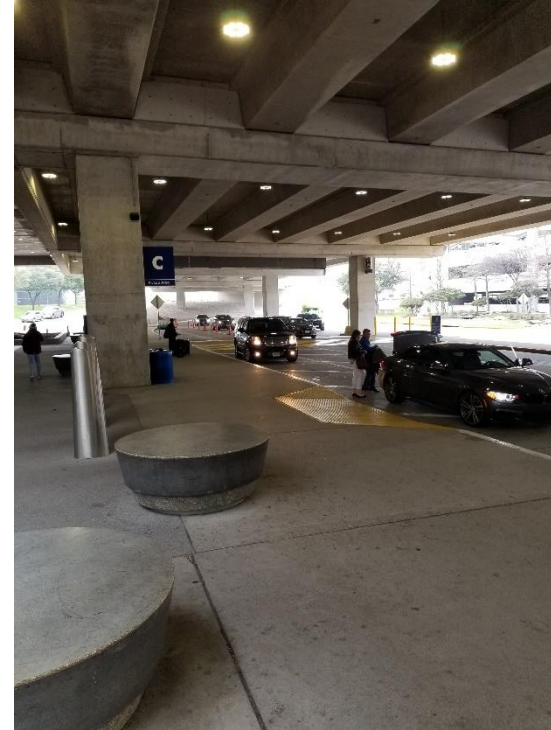
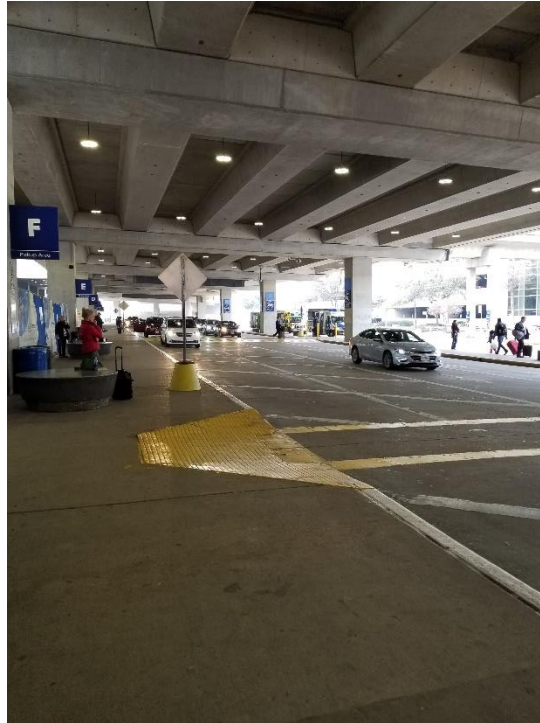
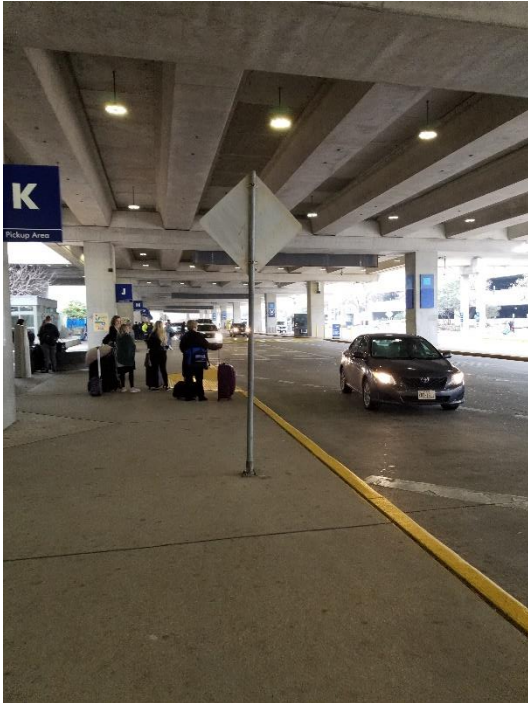
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“AT CAPACITY” CURBSIDE/ROADWAY SOLUTIONS

- Roadway/curb at the entries of the terminal after the solutions.



AFTER

“AT CAPACITY” SIGNAGE SOLUTIONS

- Three phase digital signage implementation project



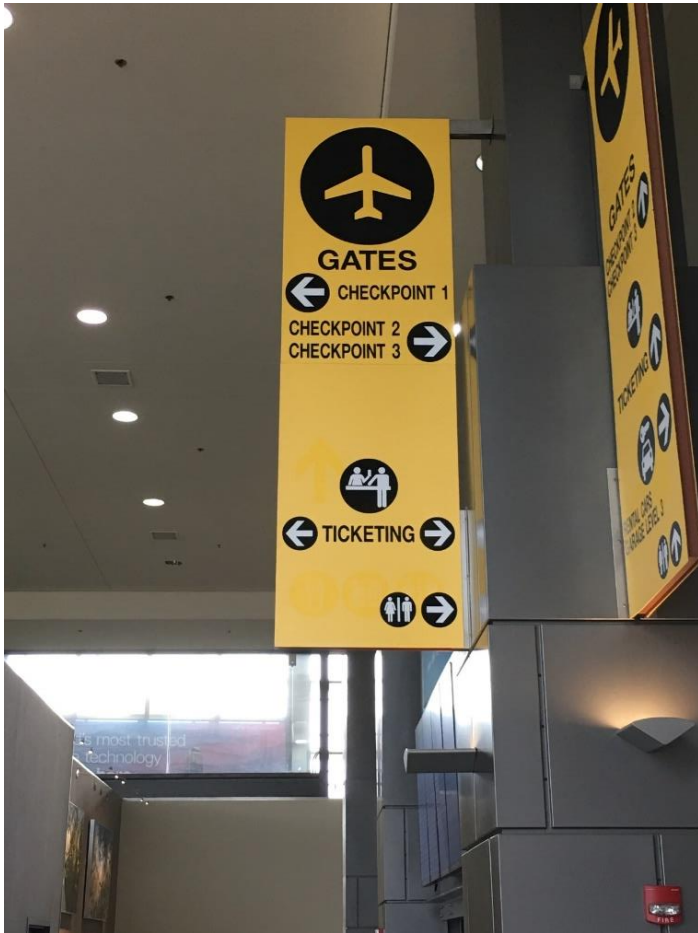
BEFORE



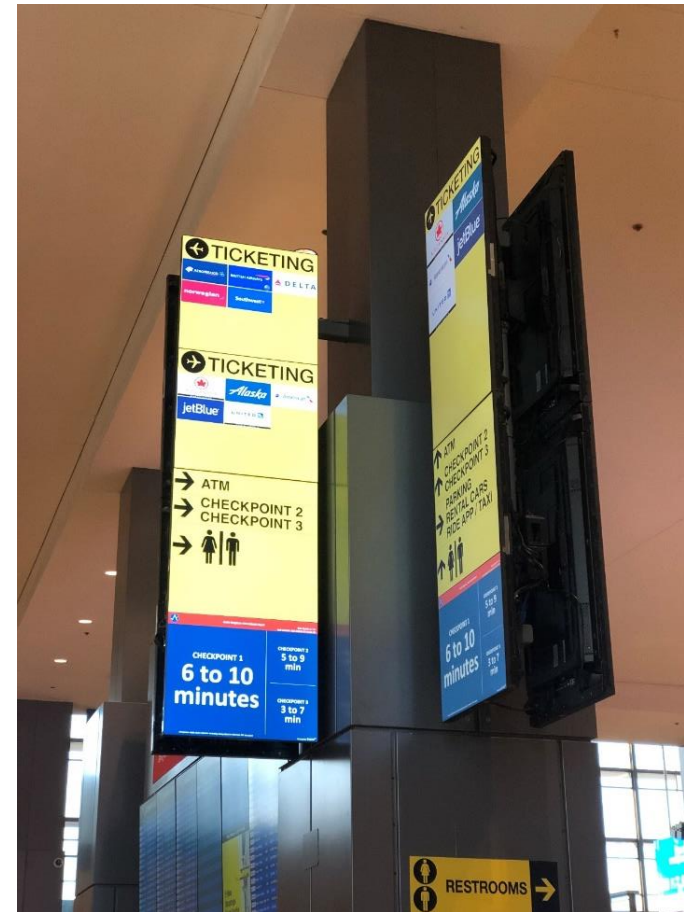
AFTER

“AT CAPACITY” SIGNAGE SOLUTIONS

- Three phase digital signage implementation project



BEFORE



AFTER



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- Three phase digital signage implementation project



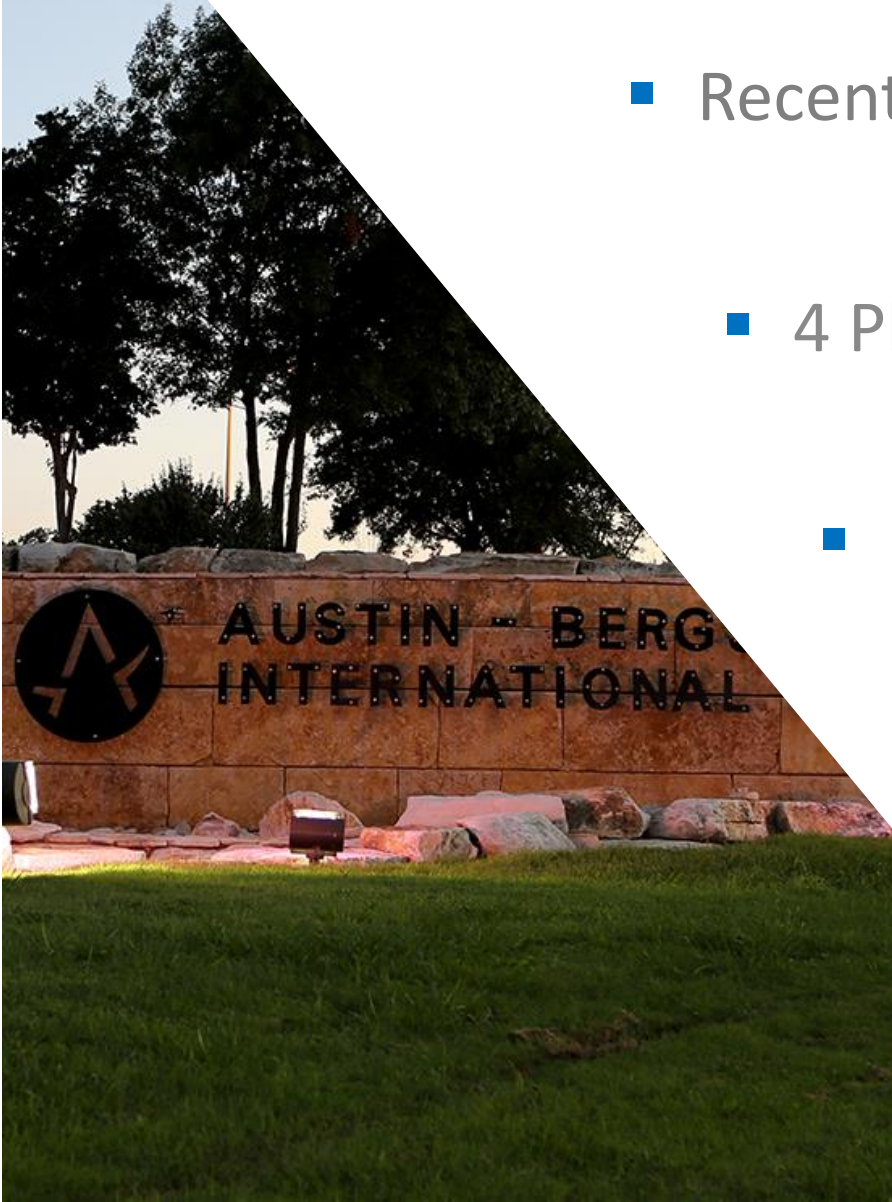
BEFORE



AFTER

AUS FUTURE GROWTH

- Recently approved 2040 Master Plan
 - 4 Phases in the plan
 - New north terminal, new midfield concourse, new terminal entrance roadways, new passenger bridges, new ground transportation center



AUS New Terminal Illustration



NEW
ARRIVALS &
DEPARTURES
CURB

AUS New Terminal Illustration



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