

# NEWS RELEASE

## **Enhanced International Arrivals Experience Coming Soon to Silicon Valley's Airport**

*-- High-Touch and High-Tech Improvements for Growing Numbers of  
Arriving International Travelers and Those Who Greet Them --*

**San José, Calif.** – International travelers arriving to Mineta San José International Airport (SJC) and those who greet them will soon enjoy an enhanced experience in the International Arrivals Building. A phased renovation will add 5,600 square feet of space to the 14-year-old facility. Upgrades will include adding a second baggage carousel and enclosing the waiting area to support SJC's growing numbers of international travelers and those who welcome them. The project will get underway next week and is expected to be completed in spring 2017. [See rendering here.](#)

"These upgrades will help provide an enhanced customer experience for the growing numbers of international passengers who are traveling to Silicon Valley through Mineta San José International Airport," said San José Mayor Sam Liccardo. "Investing in our International Arrivals Building is an important step in offering a warm, welcoming place for people from all over the globe to connect with each other."

The facility and service improvements to be provided by SJC and currently offered by U.S. Customs and Border Protection (CBP) will expedite the international arrivals process. The traveler experience will be inviting and representative of Silicon Valley airport's high-touch and high-tech services. These include:

- Adding 2,700 square feet of bag claim space and a second baggage carousel, creating more room and flexibility to serve passengers, and expediting luggage retrieval;
- Extending the front of the building by 2,900 square feet and enclosing it, allowing passengers to be reunited with family and friends in a climate-controlled and welcoming environment;
- Comfortable seating, restrooms and a snack space in the new waiting area;

**(more)**

- The [Mobile Passport Control](#) app allows eligible travelers arriving to SJC and [other participating U.S. airports](#) to fill out their Customs declaration information online and send to CBP prior to entering the International Arrivals Building; and
- [Global Entry](#), a membership-based, trusted traveler service, in which passengers place their passports and fingertips on the kiosk scanner for verification, make a Customs declaration, and receive expedited clearance through the Customs process.

“Upgrading the International Arrivals Building is another example of our focus on continuous improvement to offer a world-class experience for our growing numbers of international travelers,” said Director of Aviation Kim Becker. “Our high-touch and high-tech improvements in the facility will offer a warm and inviting experience for both travelers and those welcoming them to Silicon Valley.”

All arriving international travelers, with the exception of those flying on Air Canada from Vancouver (a pre-clearance airport for U.S. flights), are greeted at the International Arrivals Building. With limited curbside space in front of the facility during construction, meeters-greeters are encouraged to park in the Terminal A Garage/Hourly Lot 2 and walk across the roadway to welcome travelers as they exit the International Arrivals Building.

Project funding in the amount of \$8.2 million comes from unspent bond proceeds. General contractor Rodan Builders, based in Burlingame, Calif., was awarded the project.

SJC offers nonstop service to eight international destinations. The Airport has experienced significant growth in international service over the past 12 months. Along with its airline partners, SJC has launched or announced new service to these cities:

- [Hainan Airlines](#) to Beijing
- [British Airways](#) to London/Heathrow
- [Air Canada](#) to Vancouver (a pre-clearance airport to the U.S.)
- [Lufthansa](#) to Frankfurt (begins July 1), and
- [Air China](#) to Shanghai (begins September 1)

Other nonstop international service offered at SJC includes [ANA](#) to Tokyo/Narita; flights to Guadalajara on [Alaska Airlines](#) and [Volaris](#); and Alaska service to Cabo San Lucas.

#### **About Mineta San José International Airport**

[Mineta San José International Airport](#) (SJC) is Silicon Valley's airport, a self-supporting enterprise owned and operated by the City of San José. SJC serves more than 10 million passengers annually, with 166 peak daily departures on 14 domestic and international carriers to 38 nonstop destinations.

SJC's five-star customer service experience sets it apart from other Bay Area and U.S. airports. Airlines and passengers respond positively to SJC's customer amenities, including modern terminal buildings, free and fast WiFi, comfortable seating with built-in power outlets, a luxurious, award-winning lounge open to all travelers, a duty free store offering an enhanced shopping experience, a rental car center conveniently located across from the terminals, and the Mobile Passport app and Global Entry kiosks to expedite arriving international passengers. Silicon Valley's airport is located in San José, California's third largest city and the nation's tenth largest city. [SJC facts can be found here](#). For more airport information, visit [www.flysanjose.com](http://www.flysanjose.com).