



How Flagship Supported the Opening of San Diego's New Terminal 1

As one of the nation's busiest airports, San Diego International Airport (SAN) connects travelers to destinations around the world through a growing network of nonstop flights. Over nearly three decades, Flagship has supported the airport through major milestones and expansion projects, including the Green Build project, which helped SAN become the first LEED Platinum-certified airport.

When construction began on the New Terminal 1, one of the airport's most ambitious modernization efforts to date, SAN once again turned to Flagship for support. With a long history of helping the airport navigate complex transitions, Flagship was well-positioned to help prepare the new facility for opening while ensuring day-to-day operations continued uninterrupted.

! THE CHALLENGE

As construction on the New Terminal 1 progressed, SAN faced the challenge of preparing for the opening of the new facility while maintaining seamless operations in the existing Terminal 1. The phased transition required close coordination with airport leadership, contractors, vendors, tenants, and Flagship teams, along with the deployment of additional staff, equipment, and cleaning resources.

During turnover preparations, Flagship identified several areas that required additional attention. Working alongside third-party specialists, the team assessed facility conditions and developed a plan to address outstanding issues and bring spaces up to standard. The airport needed a partner that could scale quickly, adapt to changing project demands, and ensure both terminals remained ready for passengers, opening events, and daily operations throughout the transition.



✓ THE SOLUTION

With the New Terminal 1 opening scheduled for the fall, Flagship began planning months in advance to ensure a smooth transition. The team worked closely with airport stakeholders to identify operational needs, develop staffing plans, and secure the resources required to support the new facility.

Equipment procurement was a key focus early in the process. Restroom carts, floor care equipment, and other operational resources were ordered well ahead of the opening and staged on-site before the terminal was turned over for operations.

Flagship also launched recruiting efforts early. The team successfully hired approximately 70 employees for the initial opening and established a strong on-call workforce to provide additional support as new areas of the terminal came online.



Throughout the project, Flagship maintained close communication with airport leadership, contractors, vendors, and tenants. Team members participated in regular planning meetings and relied on readiness checklists to track facility requirements and turnover milestones, helping keep the project on track.

As opening day approached, Flagship provided post-construction cleaning services to prepare the terminal for occupancy and supported several high-profile events, including the terminal's grand opening gala. By the time the doors opened, the team had helped ensure the facility was ready to welcome passengers while maintaining uninterrupted service across the airport.

↑↑ THE OUTCOME

Through proactive planning, strategic staffing, and collaboration with airport stakeholders, Flagship helped ensure the smooth opening of New Terminal 1 – reinforcing the company's role as a trusted long-term partner to SAN.

From the Green Build project to the New Terminal 1 modernization effort, Flagship has supported the airport through some of its most significant facility transformations.

Today, Flagship continues to help SAN navigate growth and change with the people, processes, and expertise needed to maintain safe, clean, and welcoming environments for passengers, employees, and airport partners alike.