

San Ysidro Port of Entry Pedestrian Border Wait Times Updated Survey 2015

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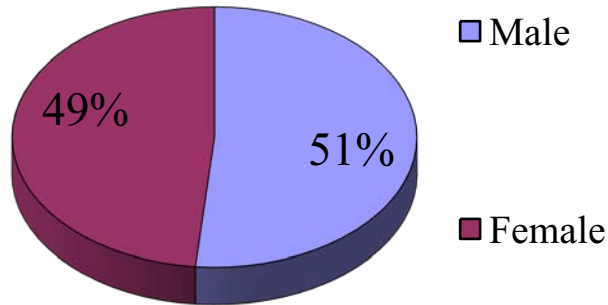


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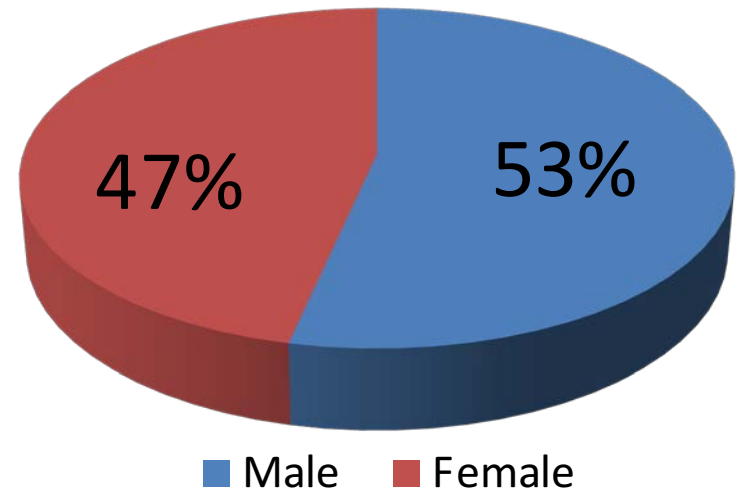
Thursday, June 25, 2015
Presentation for City of San Diego
ED & IR Committee

Gender Distribution 2015

2011

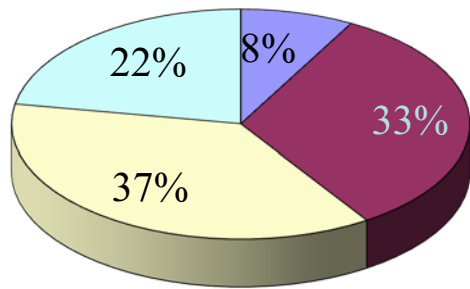


2015



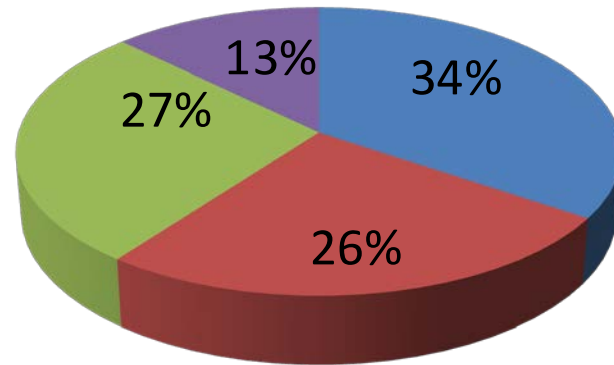
Age Distribution 2015

2011



- 0-18 years
- 19-30 years
- 31-50 years
- Over 50 years

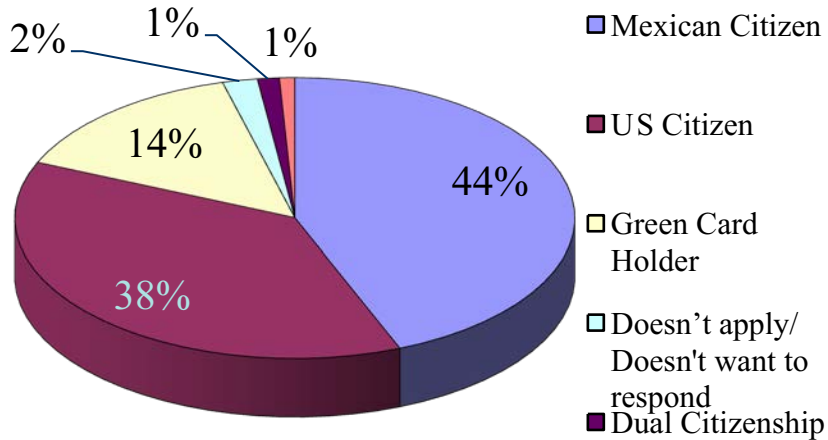
2015



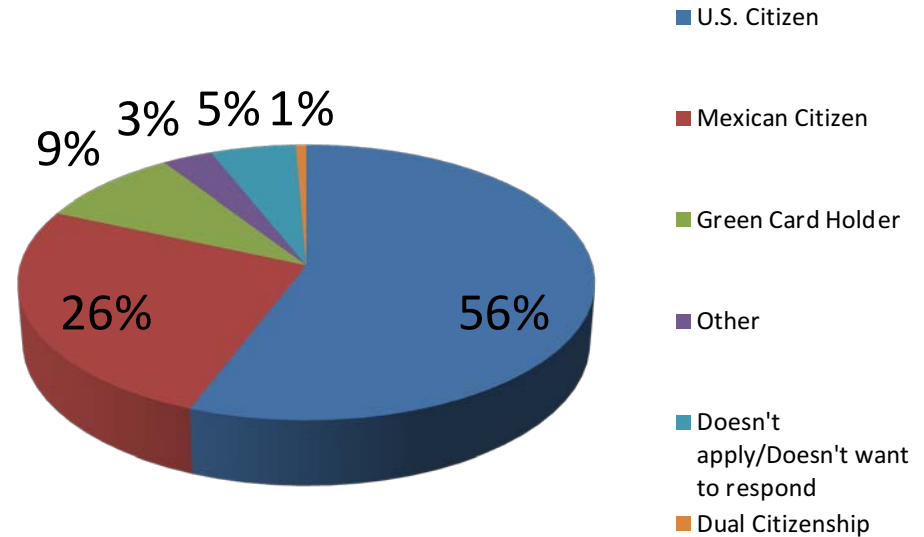
- 18-24
- 25-44
- 45-64
- 65+

Citizenship Distribution 2015

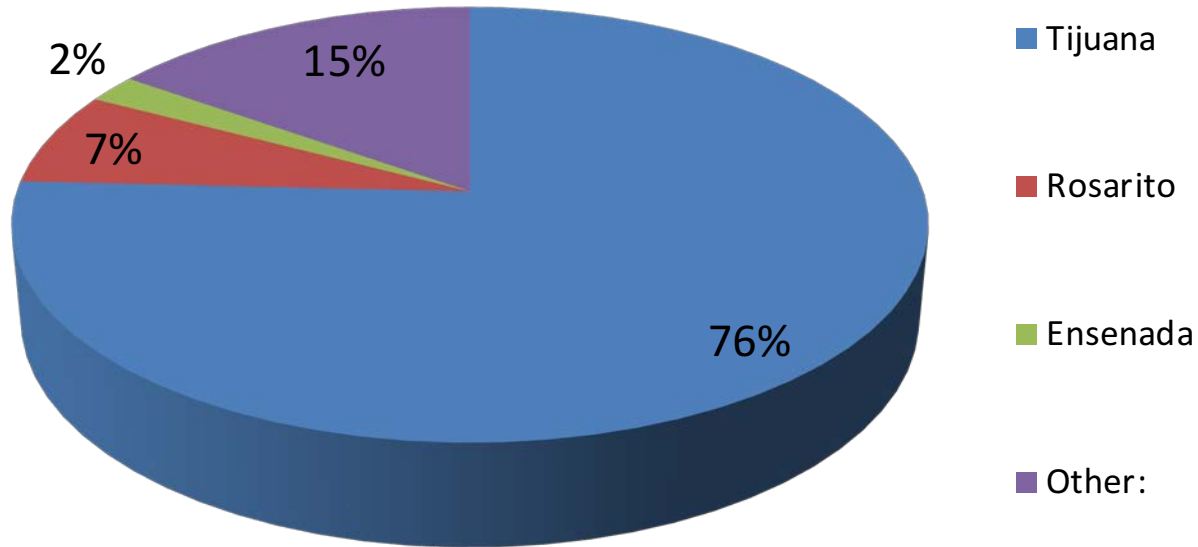
2011



2015



Point of Origin 2015



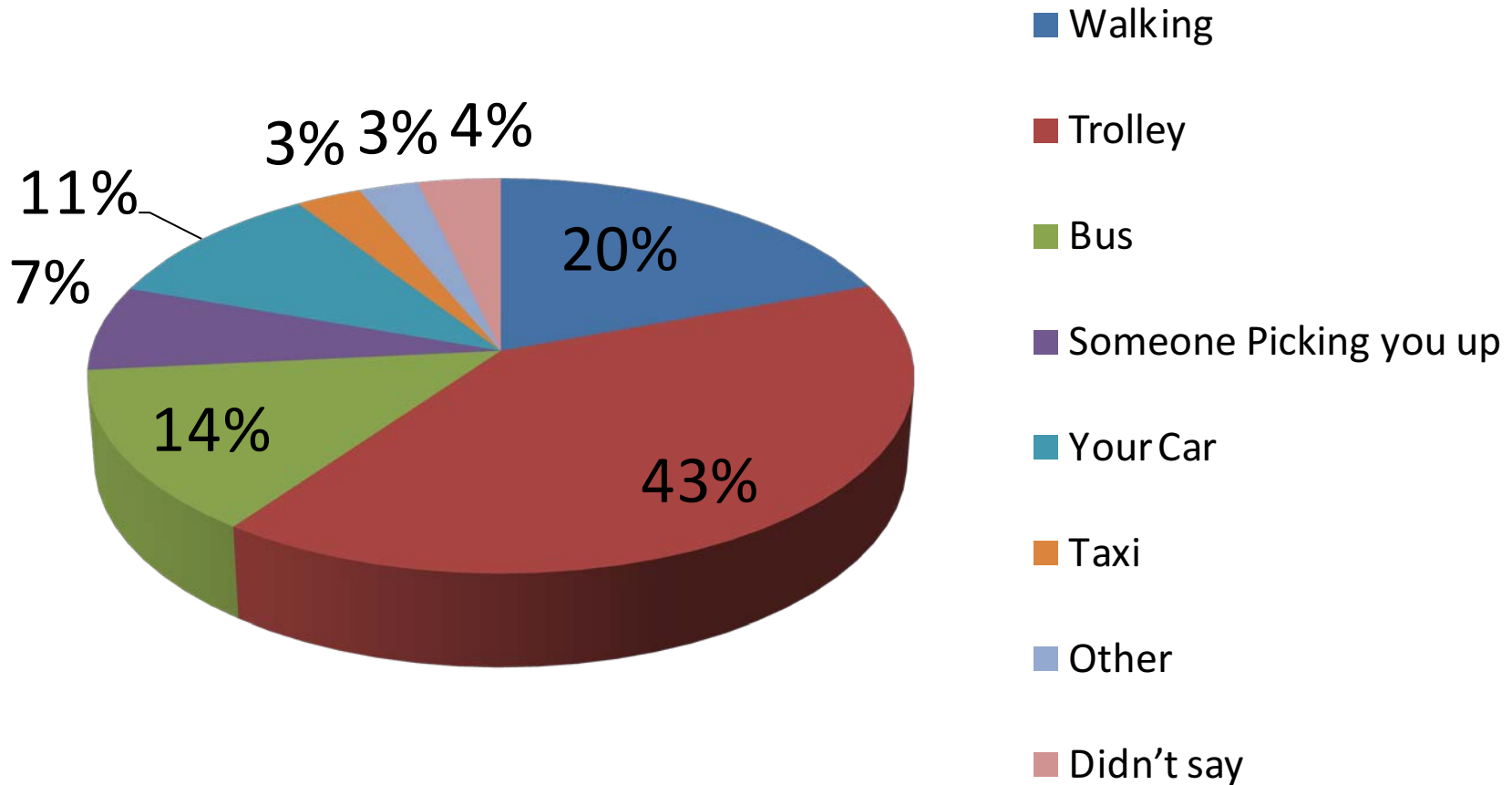
Point of Origin 2015

Tijuana

- Tijuana

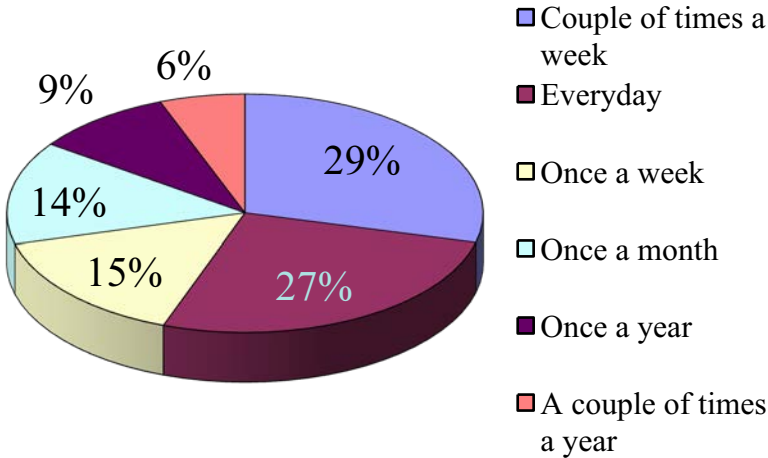
- Zona Rio/Zona Centro = 22%
- Zona Norte = 2%
- Playas de Tijuana = 8%
- La Mesa = 7%
- Mesa de Otay (Otay Mesa) = 7%
- La Presa = 1%
- La Gloria/San Antonio = 2%
- Cerro Colorado = 1%
- Matamoros-Norte-Centro-Sur = 2%
- Otay Centenario = 1%
- Sanchez Taboada = 1%

Method of Transportation 2015

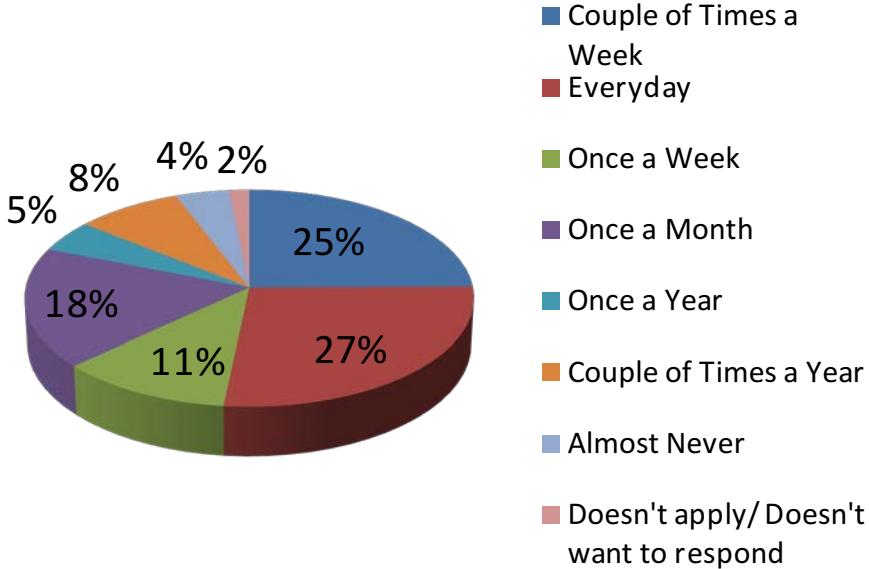


Crossing Frequency 2015

2011

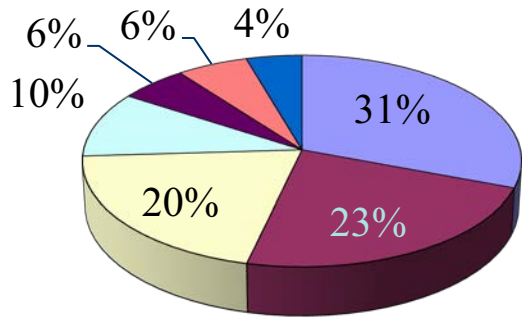


2015



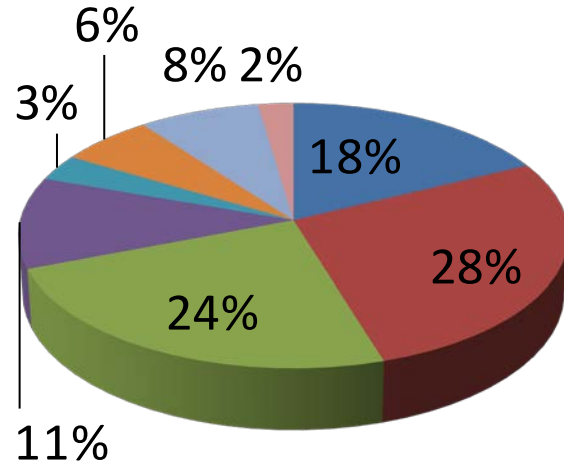
Reason for Crossing 2015

2011



- Shopping
- Business/ Work
- Visit friends/ family
- School
- Medical Services
- Other
- Tourism (events, attractions)

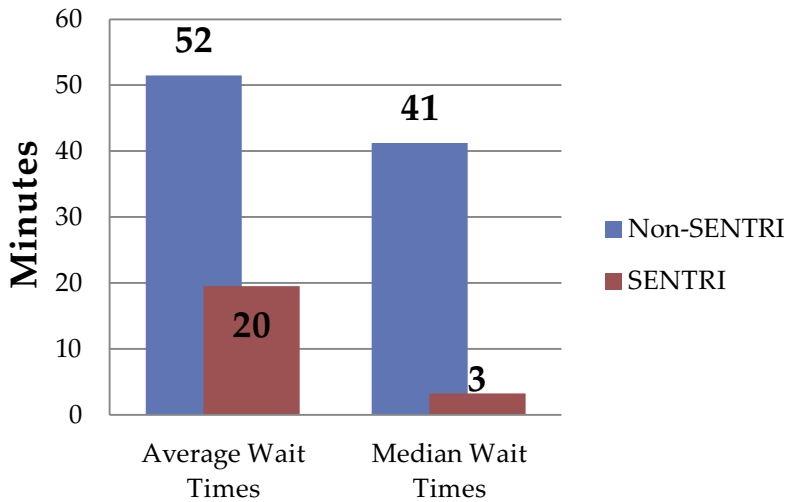
2015



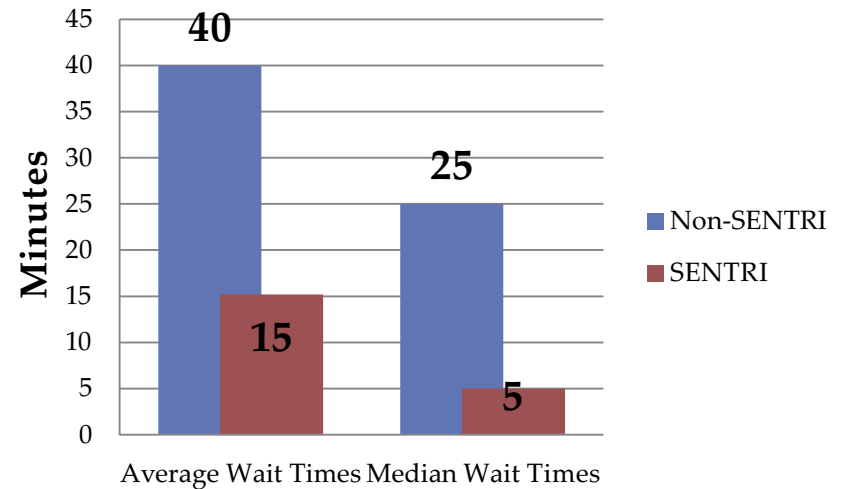
- Shopping
- Business/Work
- Visit friends/family
- School
- Tourism
- Medical Services
- Other
- Doesn't apply/Doesn't want to respond

Border Wait Times – 2011 and 2015 Comparison

Border Wait Times Surveys 2011



Border Wait Times Surveys 2015



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Current Conditions 2015



Pictures of Pedestrian Border Crossings Northbound to
Southbound and Southbound to Northbound

2015



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New Recommendations 2015

- More CBP Officers
- Marketing material and web site improvement
- Reduce SENTRI enrollment fees
- Lack of inspection process uniformity
- Wait times are unpredictable/Communicate real wait times
- Infrastructure inadequate for purpose
- Documents screening
- More effectively convey the benefits of SENTRI
- Continue promoting SENTRI and indicate where new SENTRI enrollment office is located
- Clarify which documents are WHTI compliant
- Improve infrastructure: water fountains, restrooms and rest areas
- Increase RFID or READY enrollment
- Incorporate new technology
- Consistency with signage on both sides of border
- Control abuse of the "Special Assistance" / Handicap lane
- Train CBP officers in "Excellency in Public Service" and to follow the two CBP agents that are efficient in processing pedestrian crossers
- Shuttle buses on the Tijuana side (About \$5 per ticket)
- Improve the Spanish web page on CBP Web site and include information about "Commuter Status", and that web address link with all the web sites for City of Tijuana, City of San Diego, Consulate General of Mexico in San Diego, and South County EDC's
- Ask owner of white wall on Mexican side to cut windows to let air flow for Pedestrians

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Thank you

Cindy Gompper-Graves, President and C.E.O.
Efrain Ibarra Jr., Assistant Director
South County Economic Development Council
1111 Bay Blvd., Suite E
Chula Vista, CA 91911
Office Number: (619) 424-5143
Email: cindy@southcountyedc.com