

Item 16



Contract with Airports Council International January 11, 2018



BACKGROUND



- World's leading airport passenger satisfaction report
 - Provides quarterly reports on range of customer experience
 - Identifies areas that airports are achieving high customer satisfaction and other areas that need addressing.

CONTRACT



Term

- Five years

Costs

- Annual: \$24,503.95
- Over 5-year term: \$122,519.75



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