



City of San Antonio

Agenda Memorandum

File Number:17-6561

Agenda Item Number: 16.

Agenda Date: 1/11/2018

In Control: City Council A Session

DEPARTMENT: Aviation

DEPARTMENT HEAD: Russell J. Handy

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Contract with Airports Council International for the San Antonio International Airport

SUMMARY:

This Ordinance authorizes a contract with Airports Council International (ACI) to have the San Antonio International Airport (SAT) participate in the quarterly Airport Service Quality (ASQ) reports for a five-year term. The reports serve as a benchmarking tool for peer, commercial airports. The Aviation Department would like to take forward a multi-year contract rather than continue to authorizing single-year agreements. The total value of the agreement over the five years is \$122,519.75 and will be funded by the Aviation Operating and Maintenance Fund.

BACKGROUND INFORMATION:

The ASQ is the world's leading airport passenger satisfaction benchmark and the only one that surveys passengers while they are at the airport and compares peer airports in their reports. Airports use the data as a benchmarking tool to provide insight into the average passenger's "on the day" experience at airports worldwide. The ASQ measures customer feedback on a range of service delivery parameters that track the customer experience at an airport from the moment of arrival to the departure gate.

ASQ staff takes the data and compares it to similarly-sized airports to enable airports to see where they stand relative to their competitors and prioritize facilities and services improvement. The City uses the ASQ data as a performance measure for the Aviation Department in the San Antonio 24/7 Report.

Over the past several years, the agreement has been approved on an annual basis; the Aviation Department would like to take a longer term agreement.

ISSUE:

This Ordinance authorizes a contract with ACI to allow SAT to partake in the quarterly ASQ reports for a five-year term. The ASQ serve as a benchmarking tool for peer, commercial airports. The Aviation Department would like to take forward a multi-year contract rather than continue to authorizing single-year agreements. The total value of the agreement over the five years is \$122,519.75 and will be funded by the Aviation Operating and Maintenance Fund.

ALTERNATIVES:

City Council could elect to not authorize the agreement, resulting in the Department continuing to approve the agreement on an annual basis.

FISCAL IMPACT:

Funding in the amount of \$24,503.95 is budgeted and available in the Aviation Operating and Maintenance Fund for FY 2018.

RECOMMENDATION:

Staff recommends the approval of the contract with Airports Council International to allow the San Antonio International Airport partake in the quarterly Airport Service Quality reports for a five-year term.