

## A G E N D A



## Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	28686	Agenda Number	28.
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Meeting Date:	November 21, 2013
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Department:	Purchasing
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## Subject

Authorize award, negotiation, and execution of a 12-month professional service contract with AIRPORT COUNCIL INTERNATIONAL to provide measurement of customer satisfaction and benchmarking based on passenger surveys for the Aviation Department in an amount not to exceed \$42,900, with four 12-month extension options in an amount not to exceed \$42,900 per extension option, for a total contract amount not to exceed \$214,500.

## Amount and Source of Funding

There is no unanticipated fiscal impact. A fiscal note is not required.

## Fiscal Note

Funding in the amount of \$35,750 is available in the Fiscal Year 2013-2014 Operating Budget of the Aviation Department. Funding for the remaining 50 months of the original contract period and extension options is contingent upon available funding in future budgets.

Purchasing Language:	Professional Service.
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Prior Council Action:	
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For More Information:	Sai Xoomsai Purcell, Senior Buyer, 972-4016
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Boards and Commission Action:	November 12, 2013 – Approved by the Airport Advisory Commission on a 4-0-1 vote.
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Related Items:	
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MBE / WBE:	This contract will be awarded in compliance with City Code Chapter 2-9C (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this contract.
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## Additional Backup Information

This contract is for professional services to measure and benchmark customer satisfaction on a range of service delivery parameters using the Airport Service Quality Survey (ASQ) program. The ASQ program is a specialized survey developed specifically for the aviation industry. A total of 1400 surveys will be completed every year by passengers at Austin Bergstrom International Airport's (ABIA) departure gates. Each survey covers key parameters of the passenger experience: check-in, security, parking, signage, cleanliness, services and amenities.

The ASQ program will enable ABIA to identify strengths and weaknesses of its delivered services, understand passenger needs, identify areas of improvement and optimize investments. This program will also identify best practices in quality services from the world's top-performing airports.

Airport Council International is the owner of all intellectual property rights pertaining to the Airport Service Quality survey program and offers an exceptional depth of experience and qualifications gained from managing the world largest airport benchmarking program for the past seven years.