



**COMMISSION
AGENDA MEMORANDUM**

Item No. 8d

ACTION ITEM

Date of Meeting January 22, 2019

DATE: January 14, 2019

TO: Stephen P. Metruck, Executive Director

FROM: Michael Ehl, Director Aviation Operations
Jeff Hoevet, Senior Manager Aviation Operations

SUBJECT: Airport Traveler Mobility Assistance

Amount of this request: \$1,500,000

Total estimated project cost: \$1,500,000

ACTION REQUESTED

Request Commission authorization for the Executive Director to execute contracts in the amount of \$1.5 million over five years for passenger mobility assistance services at Seattle-Tacoma International Airport.

EXECUTIVE SUMMARY

The purpose of the request is to establish a new airport mobility services contract to help any passenger in need get to their destination in a timely manner. Although airline tenants are responsible for transporting passengers needing assistance between their leasehold areas and aircraft, the Airport traditionally provides wheelchair assistance to help passengers needing assistance to access the remainder of the campus—especially ground transportation facilities.

Recently, Landside Operations contracted with two vendors for wheelchair services. One contractor focused on cruise operations and the other focused on other ground transportation facilities (e.g., Link Light Rail, Baggage Claim, third floor Ground Transportation Plaza, etc.). The cruise-focused contract expired in October 2018, whereas the other contract expires in December 2019. To maintain service continuity, strengthen contract requirements, and improve customer service levels, staff recommend consolidating wheelchair services under a single open-order contract with sufficient capacity to accommodate growth in service requests and meet existing demand. The anticipated total contract value is \$1.5 million over a five-year period.

Going forward, the contract will be known as the “airport mobility services contract” instead of the “wheelchair services contract” because in some cases, customers may require assistance separate from a wheelchair.

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JUSTIFICATION

Due to the expiration of the cruise-related wheelchair contract in 2018 and the imminent expiration of the general campus-wide wheelchair contract in December 2019, staff recommend executing a new airport traveler mobility assistance contract with a single-vendor. The consolidated contract provides an opportunity to improve customer service and add new response requirements for the successful vendor.

The provision of mobility assistance services is consistent with the Airport’s goal of being as accessible as possible and consistent with the Century Agenda goal of meeting the region’s air transportation needs for the next 25 years.

DETAILS

Scope of Work

Generally, the successful vendor shall provide the necessary equipment and personnel to move guests and their luggage from the Main Terminal to various points of the Airport campus including, but not limited to the:

- Northeast Cruise Lot
- Main Garage
- Link Light Rail Station
- Main Terminal Transit Zones
- Rental Car Bus Zone

The new contract will include customer-oriented provisions including:

- Port-approved customer service training requirements
- Formalized procedures to collect and communicate customer feedback to the Port of Seattle
- Firm timelines for the vendor to address comments, feedback and customer service issues
- Quality assurance provisions related to specific requests (i.e., maximum response times for all requests)

Diversity in Contracting

Prior to solicitation of services, the appropriate staff will engage the Diversity in Contracting Department for assistance in identifying potential Woman and Minority Business Enterprise (WMBE) vendors to help inform them of this potential procurement. This effort, through PortGen activities, is consistent with Resolution 3737 to increase WMBE participation in Port’s contracting efforts.

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ALTERNATIVES AND IMPLICATIONS CONSIDERED

Alternative 1 – Do Nothing – The Port would not pursue a new consolidated airport traveler mobility assistance services contract and forego the provision of assistance service for guests with disabilities. The current contract would expire in December 2019 without replacement.

Cost Implications: \$0. No additional costs are related to the pursuit of this option.

Pros:

- (1) No additional action is required by Port staff and expenses related to mobility services would be used for other Airport priorities.

Cons:

- (1) Ceasing mobility assistance service means Sea-Tac is less accessible to the traveling public resulting in more complaints and fundamental degradation in customer service levels.
- (2) Staff are concerned about legal risk related to ceasing mobility services at the Airport.

This is not the recommended alternative.

Alternative 2 – Request for Proposal (RFP) – The Port would pursue a new RFP for mobility assistance services at Sea-Tac Airport and terminate the existing vendor’s contract with notice per contract provisions prior to the start of cruise operations in May 2019.

Cost Implications: New contract value is \$1,500,000 with a 5-year term

Pros:

- (1) Provides a means of enhancing customer service and expanding assistance offerings in the following ways:
 - o Improved customer service training requirements
 - o Single-vendor results in more efficient communication with Port representatives
 - o Timeliness provisions for feedback and addressing customer service issues
 - o Enforceable and quantifiable quality assurance provisions to ensure responsiveness

Cons:

- (1) Increased customer service requirements may result in higher rates

This is the recommended alternative.

FINANCIAL IMPLICATIONS

Annual Budget Status and Source of Funds

Expenses related to the provision of mobility assistance services will be included in the Landside department’s annual operating budget. The 2019 budget included \$300,000 for this service. The funding source would be the Airport Development Fund.

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Future Revenues and Expenses (Total cost of ownership)

Expenses related to mobility services will continue to affect the Airport's net operating income for both ground transportation and public parking operations.

ATTACHMENTS TO THIS REQUEST

None

PREVIOUS COMMISSION ACTIONS OR BRIEFINGS

None