



CITY OF HOUSTON - CITY COUNCIL

Meeting Date:
District B, District I
Item Creation Date: 6/18/2021

HAS – Professional Services Contract with Airports Council International (ACI) for Airport Service Quality Program at IAH and HOU

Agenda Item#:

Background:

RECOMMENDATION:

Enact an ordinance approving and authorizing a contract with Airports Council International (ACI) for participation in its Airport Service Quality (ASQ) Program for passenger field surveying, data analysis, and face-to-face and virtual training for HAS employees on matters of customer satisfaction at George Bush Intercontinental Airport/Houston and William P. Hobby Airport. This agreement will provide service for one year.

SPECIFIC EXPLANATION:

Airports Council International's (ACI) Airport Service Quality (ASQ) is a global benchmarking program measuring passengers' satisfaction while traveling through an airport. Surveys are conducted year around and responses are converted to data and analyzed for presentation to airport partners. ASQ also provides virtual and face-to-face training for airport team members based on these survey outcomes to help improve customer satisfaction more efficiently and effectively.

ASQ is facilitated by ACI, the largest airport membership in the world, and provides unique access to data across global lines based on accepted standards within the airport industry. Additionally, ASQ is the only program that offers training based on outcomes specific to HAS' passenger needs.

A sole-source justification was approved by the Chief Procurement Officer.

It is now requested City Council approve a contract with ACI for the Airport Service Quality Program for the term of one year.

Program Costs:

\$ 139,750.00	Passenger Surveying and Analysis
\$ 88,250.00	Customer Service Consulting and Training
\$ 228,000.00	TOTAL

M/WBE Participation:


A zero-percent goal memo was approved by the Office of Business Opportunity.

Fiscal Note:

Funding for this item is included in the FY2022 Adopted Budget. Therefore, no Fiscal Note is required as stated in the Financial Policies.

Director's Signature:

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DocuSigned by:

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 Mario C. Diaz
 Houston Airport System

Estimated Spending Authority			
DEPARTMENT	FY2022	OUT YEARS	TOTAL
Houston Airport System	\$228,000.00	\$0.00	\$228,000.00

Amount of Funding:

\$228,000.00
HAS Budget Fund

NAS Revenue Fund
Fund 8001

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