



## CITY OF HOUSTON - CITY COUNCIL

Meeting Date:  
District B, District I  
Item Creation Date: 10/22/2019

HAS - Agreement with Skytrax for Audit and Research Services for IAH and HOU

Agenda Item#:

### **Background:**

### **RECOMMENDATION:**

Enact an ordinance approving and authorizing an agreement with Skytrax Research for audit and research services for George Bush Intercontinental Airport/Houston (IAH) and William P. Hobby Airport (HOU) and setting a maximum contract amount.

### **SPECIFIC EXPLANATION:**

The Vision Statement of the Houston Airport System (HAS) is to "Establish Houston as a five-star global air service gateway where the magic of flight is celebrated." In 2015, HAS began participating in Skytrax Research's audits for both IAH and HOU. That year, IAH received a three-star rating, and HOU received a four-star rating. In 2018, IAH and HOU both achieved four-star status, and that was maintained this year as well.

HAS now wishes to enter into a multi-year agreement with Skytrax Research for five years with two one-year renewal options. As in previous years, two-to-three Skytrax auditors will travel to Houston and spend at least three days auditing IAH and at least two days auditing HOU, measuring 400 to 600 variables. These audits are performed "through the eyes of the customer", and auditors will also meet with airport personnel to better understand planned and ongoing passenger experience enhancement projects. Extensive written reports will be provided to HAS within one month of the audits, and these insights can be used to improve airport service in targeted ways as both airports work to achieve five-star status.

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

### **M/WBE Participation:**

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

### **Pay or Play Program:**

The proposed contract was granted a waiver by the Office of Business Opportunity from the City's "Pay or Play" ordinance regarding health benefits for employees of City contractors.

### **Fiscal Note:**

Funding for this item was included in the FY2020 Adopted Budget. Therefore, no Fiscal Note is required as stated in the Financial Policies.

### **Director's Signature:**

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*Mario C. Diaz*

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Mario C. Diaz

Houston Airport System

Estimated Spending Authority			
DEPARTMENT	FY2020	OUT YEARS	TOTAL
Houston Airport System	\$50,000.00	\$323,130.00	\$373,130.00

### **Amount of Funding:**

\$373,130.00

HAS Revenue Fund

Fund 8001

### **Contact Information:**

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