



City of San Antonio

Agenda Memorandum

File Number:

Agenda Item Number: 12

Agenda Date: January 16, 2025

In Control: City Council A Session

DEPARTMENT: Aviation Department

DEPARTMENT HEAD: Jesus H. Saenz Jr.

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Amendment to an agreement with Teichroeb Consulting for the San Antonio International Airport

SUMMARY:

This ordinance approves the amendment to a professional services agreement with Teichroeb Consulting to extend for a period of six months and increase the contract amount in the amount not to exceed \$24,498.00 to a new contract value of \$73,498.00. The amendment will allow the vendor to continue to provide quarterly passenger surveying services at the San Antonio International Airport while staff is trained to perform these task. Funding in the amount of \$24,498.00 is available from the Airport Operating and Maintenance Fund FY 2025 Adopted Budget.

BACKGROUND INFORMATION:

In October 2023, the Aviation Department entered into a professional services agreement with Teichroeb Consulting to conduct third-party Airport Passenger Surveys at the boarding gates of San Antonio International Airport. This collaboration aims to generate data that will inform decision-making and enhance the overall airport experience. The vendor provides a minimum of 350 surveys conducted seven days a week each quarter to gather valuable feedback to provide

continuous improvement. The term of the agreement was for one year with a contract value of \$49,000.00.

ISSUE:

The Aviation Department seeks to extend the term for six months to continue conducting surveys while staff is trained to perform these tasks themselves.

ALTERNATIVES:

Should this amendment not be approved, the Aviation Department would not have enough time to be sufficiently trained to perform these tasks themselves which could delay the timely delivery of information to help the City move forward with the quality of service at the San Antonio International Airport.

FISCAL IMPACT:

This ordinance approves the amendment to a professional services agreement with Teichroeb Consulting to extend for a period of six months and increase the contract amount in the amount not to exceed \$24,498.00 to a new contract value of \$73,498.00 Funding in the amount of \$24,498.00 is available from the Airport Operating and Maintenance Fund FY 2025 Adopted Budget.

RECOMMENDATION:

Staff recommends the approval of the amendment with Teichroeb Consulting for Quarterly Passenger Surveying Services at the San Antonio International Airport.