



City of San Antonio

Agenda Memorandum

File Number:

Agenda Item Number: 14

Agenda Date: April 10, 2025

In Control: City Council A Session

DEPARTMENT: Aviation Department

DEPARTMENT HEAD: Jesus H. Saenz Jr.

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Amendment to the Agreement with Airports Council International for Quarterly Surveys at the San Antonio International Airport

SUMMARY:

Ordinance authorizing an amendment to a participation agreement with Airports Council International (ACI) to continue participating in the quarterly airport service quality survey results for five additional years from the initial one-year term in the amount of \$132,025.00 for a total contract value of \$156,350.00. Funding for FY 2025 is available from the Airport Operating and Maintenance Fund FY 2025 Adopted Budget. Funding for future year is contingent upon City Council approval of the annual budget.

BACKGROUND INFORMATION:

Airports Council International (ACI) provides participating airports with tools and expertise to measure and improve passenger satisfaction, business performance, and airport service quality through its Airport Service Quality program. ACI utilizes airport-provided survey results to benchmark against similarly-sized airports. The reports provide the Aviation Department with information to identify areas to address to enhance the passenger experience, whether continuing a service that is shown to be popular with travelers or provide additional resources to areas that

are in need of additional attention.

In 2024, the City of San Antonio entered into an agreement with ACI to participate in the program for one year in an amount not to exceed \$24,325.00. Rather than continue issuing one-year agreements, the City is requesting authorization to extend the original agreement for an additional five years for a total contract amount of \$156,350.00.

ISSUE:

Ordinance authorizing an amendment to a participation agreement with Airports Council International (ACI) to continue participating in the quarterly airport service quality survey results for five additional years from the initial one-year term in the increased amount of \$132,025.00 to a new contract value of \$156,350.00. Funding is available in the FY 2025 Airport Operating and Maintenance Fund Adopted Budget. In 2024, the City of San Antonio entered into an agreement with ACI to participate in the program for one year in an amount not to exceed \$24,325.00. The City would like to continue participating in this program and wishes to extend the original agreement for an additional five years for a total contract amount of \$156,350.00.

ALTERNATIVES:

This amendment would provide the City with a five-year agreement to utilize the information from ACI rather than entering into annual agreements.

FISCAL IMPACT:

Ordinance authorizing an amendment to a participation agreement with Airports Council International (ACI) to continue participating in the quarterly airport service quality survey results for five additional years from the initial one-year term in the increased amount of \$132,025.00 for a total contract value of \$156,350.00. Funding for FY 2025 is available from the Airport Operating and Maintenance Fund FY 2025 Adopted Budget. Funding for future years is contingent upon City Council approval of the annual budget.

RECOMMENDATION:

Staff recommends the authorization of an amendment to an agreement with Airports Council International for the San Antonio International Airport.