



**COMMISSION
AGENDA MEMORANDUM**

Item No. 4f

ACTION ITEM

Date of Meeting April 11, 2017

DATE: April 4, 2017

TO: Dave Soike, Interim Chief Executive Officer

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

SUBJECT: Competitive Solicitation for Sea-Tac North Employee Lot Attendant Services

Amount of this request: \$1,025,000

ACTION REQUESTED

Request Commission authorization for the Chief Executive Officer to execute a five-year contract for lot attendant services at the North Employee Parking Lot at Seattle-Tacoma International Airport.

EXECUTIVE SUMMARY

This request will permit the continuation of contracted parking attendant services at the North Employee Parking Lot (NEPL). The attendants provide security support and access control for the operational activities at the NEPL. The lot attendants are responsible for continuous monitoring, access control, notification of criminal and suspicious activity, controlling traffic, and customer service. The cost of this service is included in the annual operating budget and fully recovered from the users of the NEPL through monthly permit fees.

JUSTIFICATION

The lot attendant is a necessary and expected element of the Employee Parking service. They provide an important level of security and access control as well as other services to customers. The lot is available to employee customers 24 hours a day, and the attendant ensures that only authorized persons and vehicles enter the lot. In addition, the attendant is a visible presence, and often the first point of contact in the event of emergencies. The lot currently accommodates nearly 11,000 monthly pass holders with close to 60% from our two largest airline tenants. Both Alaska Airlines and Delta Air Lines support having a lot attendant at the location.

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DETAILS***Scope of Work***

The key responsibilities of the lot attendant include 24/7 coverage with one individual at the entrance of the NEPL. The Attendant controls access to the lot, and ensures only authorized employee parking customers enter the property. The attendant also monitors security cameras, and provides additional service to customers including emergency response, battery jump-starts, tire inflation, and lock-out assistance.

The Employee Parking line of business is a cost recovery operation that delivers a parking and transportation services. Monthly parking passes are available for purchase, with customers parking at the North Employee Parking Lot (NEPL). In 2016, the Employee Parking system generated more than \$9 million of cost recovery revenue. The lot is located about 2 miles from the main terminal of the airport on a 28.7-acre property. The lot has nearly 4,000 stalls available, and serves as the primary parking lot for approximately 11,000 airport and airline employees including a diverse and critical group of aviation support staff. The lot has a variety of amenities, and will soon include an upgrade that will provide electric vehicle charging locations. A Port of Seattle bus transports customers to and from the main terminal of the airport with scheduled service at least every 10 minutes.

Employees enter and exit the NEPL with proximity (tap) control cards. When cards are not recognized by the system, the lot attendants validate credentials and manage lot access with override controls. The attendants are on site to assist with dead batteries, flat tires, and are critical in the Employee Parking Department's response to irregular operations. The attendants monitor the security camera system for any suspicious activity and report issues to the Port's Police Department, Fire Department, and the Landside Supervisors. The lot attendant provides a physical presence and a sense of security for customers. The Landside Department receives continuous favorable feedback from many customers. Alaska Airlines and Delta Air Lines (combined 6,000 users) committed their support in writing for the continued service. As part of the service to customers, a lot attendant has been available at the entrance since the NEPL opened in 1999.

This contract will be set aside for small firms to compete. The project manager will coordinate with the small business team and Central Procurement Office (CPO) to notify qualified small firms of this opportunity.

Schedule

April 11, 2017 – Presentation to Port of Seattle Commission

June 15, 2017 – Request for proposals

August 1, 2017 – Award notification

October 1, 2017 – New contract commencement

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ALTERNATIVES AND IMPLICATIONS CONSIDERED

Alternative 1 – Use STENTOFON unattended access control with existing gate arm hardware in lieu of an attendant.

Cost Implications: \$980,000 – five years. This figure does not include design. Unknown component: sufficient fiber optic lines to support IP video intercom.

Pros:

- (1) Reduction in operating costs

Cons:

- (1) Slow response to issues requiring physical presence
- (2) No physical deterrent to dissuade prowlers and vandals
- (3) Union bargaining due to change in work conditions
- (4) Slower bus boarding
- (5) Possible increase in City of SeaTac neighborhood parking

This is not the recommended alternative.

Alternative 2 – Use STENTOFON unattended access control with new swing gate/fence in lieu of an attendant.

Cost Implications: \$1.1 million over five years. This figure does not include design. Unknown component: sufficient fiber optic lines to support IP video intercom.

Pros:

- (1) Prevents unenrolled/unauthorized persons from entering the lot

Cons:

- (1) Slow response to issues requiring physical presence
- (2) Union bargaining due to change in work conditions
- (3) Slower bus boarding

This is not the recommended alternative.

Alternative 3 – Port staff as NEPL attendant

Cost Implications: \$1.83 million over five years

Pros:

- (1) Immediate response to issues requiring physical presence
- (2) Prevents unenrolled/unauthorized persons from entering the lot
- (3) Maintains positive perception of customer service and safety

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Cons:

- (1) Recruitment and hiring
- (2) Staff management
- (3) Union jurisdiction

This is not the recommended alternative.

Alternative 4 – Contracted 24/7 attendant service

Cost Implications: \$1 million

Pros:

- (1) Responds to customer demand
- (2) Immediate response to issues requiring physical presence
- (3) Prevents unenrolled/unauthorized persons from entering the lot
- (4) Maintains positive perception of customer service and safety

Cons:

- (1) Reliance on contracted service for staffing
- (2) Potential for unplanned absence to temporarily affect access

This is the recommended alternative.

FINANCIAL IMPLICATIONS

The request of \$1,025,000 is based on an initial annual value of \$196,000 and a 2.2% increase year over year with a total five-year value of \$1,025,000. The contract amount will be included in the annual operating budget. The cost will be fully recovered from the users of the NEPL through the monthly permit fee. As such there is no impact on the passenger airline cost per enplaned passenger (CPE).

Year 1: \$ 196,000

Year 2: \$ 200,312

Year 3: \$ 204,718

Year 4: \$ 209,222

Year 5: \$ 213,825

Total: \$1,024,077

ATTACHMENTS TO THIS REQUEST

None

PREVIOUS COMMISSION ACTIONS OR BRIEFINGS

None