

Customer Service Operational Staff Services

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Request:

Authorization to add \$2.26 million to the contract with Flight Services & Systems (FSS), for a total of \$5 million, to provide augmented customer service staffing at Seattle-Tacoma International Airport through December 2020.

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Background:

- In 2018, the Port entered into a contract with FSS to provide “seasonal” customer service staffing assistance.
- Contract intent was to cover “hot spots” around the terminal during the peak travel season.
- Several factors, including steady passenger volumes and TSA staffing levels, impacted the original contract premise.

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2020 Service Coverage and Long-Term Approach:

- Additional needs have emerged for customer service assistance, including the pre-book parking program and construction area impacts (e.g. North Satellite escalators)
- Working with Operations staff to identify ongoing needs for contracted customer service assistance including: construction projects/new facilities, future passenger volumes, required skill levels and alternative staffing models .

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