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Item no. 8g_supp
Meeting Date: January 10, 2023

Rental Car Curbside
Assistance Contract

January 10, 2023
Port of Seattle Commission
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Purpose

Request to Commission: Authorization for a new curbside assistance contract up to five years in duration (1st year with four 1-year options) with a total contract value not to exceed \$5 million.

Scope of Services

Rental car shuttle curbside Assistants provide the following services in support of rental car shuttle operations at the Main Terminal and RCF:

- Baggage loading and unloading
- Queue management
- Passenger information and customer service
- Bus parking assistance and logistics

Key Facts

- Rental car shuttles serve over 4 million passengers annually
- Current contract expires in April 2023
- Bags Inc. is current contractor providing about 20 hours of curbside assistance every day.
- Curb assistance is a CFC-eligible expense related to the common busing operation
- Supports 10+ full time employees at the airport
- Consistent service since program inception

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Recommendation

Year-round service: provide sufficient funding to maintain full-time curbside assistance schedule based on current operational needs at the RCF and Main Terminal

- Addresses need for queue management and in-line customer service
- Supports ADA customers with mobility option at the curb
- Meets expectation of rental car companies
- Increases system efficiencies based on past study and recent experience
- Helps to meet customer service goals including 5-minute headways during peak hours