

**NOTICE OF PUBLIC MEETING
PHOENIX AVIATION ADVISORY BOARD**

*****REVISED DEC. 19, 2023*****

***Item 4, Purpose Section**

Pursuant to A.R.S. Section 38-431.02, notice is hereby given to the members of the **PHOENIX AVIATION ADVISORY BOARD**, and to the general public, that the **PHOENIX AVIATION ADVISORY BOARD** will hold a meeting open to the public on **Thursday, December 21, 2023 at 3:00 p.m. located at the City of Phoenix Aviation Department, PAAB Conference Room, 2485 E. Buckeye Road, Phoenix, Arizona 85034, or via WebEx teleconference.**

OPTIONS TO ACCESS THIS MEETING:

- 1. Watch the meeting virtually using the WebEx link provided below.**

<https://cityofphoenix.webex.com/cityofphoenix/j.php?MTID=m2c552717c6413b4cc3648fb041af2855>

Call-in to listen to the meeting, dial 602-666-0783 and Enter Meeting ID 2630 140 4169# Press # again when prompted for attendee ID.

Public Comment: If you wish to provide a written comment or speak at the meeting virtually or by phone, please submit a request to pearl.meza@phoenix.gov no later than 10 a.m. on Thursday, December 21, 2023. The email should include your first and last name, email address, the item number(s) and whether you would like your comment read into the record or if you wish to speak. Those who wish to attend in person may submit a request to speak by completing a speaker card at the registration desk at the beginning of the meeting.

Pursuant to Arizona Revised Statutes, Section 38-431.02B, notice is given that the Phoenix Aviation Advisory Board may vote to go into Executive Session, or Sessions, for discussion or consultation, for legal advice with the attorney or attorneys of the public body for any agenda items listed below, as authorized by Arizona Revised Statutes, Section 38-431.03 (A)(3) or for discussion of records and/or information that is exempted by law from public disclosure, as authorized by Arizona Revised Statutes, Section 38-431.03(A)(2). If authorized by a majority vote of the Phoenix Aviation Advisory Board, the Executive Session will be held immediately after the vote and will not be open to the public. If a decision is requested, the Phoenix Aviation Advisory Board may decide the matter in the public meeting or defer the decision to a later date. The agenda items that may be subject to an Executive Session pursuant to Arizona Revised Statutes, Sections 38-431.03 (A) (2) and 38-431.03 (A) (3) are as follows: Items 4, 5, 6, & 7.

One or more board members may participate via teleconference. Agenda items may be

taken out of order.

The agenda for the meeting is as follows:

CALL TO ORDER

SUMMARY OF CURRENT EVENTS

1. **Summary of Current Events by the Aviation Director**
2. **Summary of Current Events by the Airline Station Manager**

MINUTES OF MEETING

3. **For Approval or Correction, the Minutes of the Phoenix Aviation Advisory Board Meeting on November 16, 2023**

CONSENT ACTION (ITEM 4)

4. ***Correction to Airport Custodial & Floor Care Services Contract Award approved at the November 16, 2023, Phoenix Aviation Advisory Board Meeting**

This report requests that the Phoenix Aviation Advisory Board recommend to the Phoenix City Council the Airport Custodial & Floor Care Services Contract Award Recommendation, approved by the Phoenix Aviation Advisory Board on November 16, 2023, with the corrected “**Financial Impact**” section.

THIS ITEM IS FOR CONSENT ACTION.

DISCUSSION AND POSSIBLE ACTION (ITEM 5 - 7)

5. **Award Recommendation for Automated Teller Machine Services at Phoenix Sky Harbor International Airport**

This report requests that the Phoenix Aviation Advisory Board recommend to the Phoenix City Council to enter into a lease agreement with Bank of America, National Association for the provision of Automated Teller Machine Services.

THIS ITEM IS FOR DISCUSSION AND POSSIBLE ACTION.

6. **Award Recommendation for Concessions Consulting Services at Phoenix Sky Harbor International Airport**

This report requests that the Phoenix Aviation Advisory Board recommend to the Phoenix City Council to enter into two separate agreements for airport concession consulting services.

THIS ITEM IS FOR DISCUSSION AND POSSIBLE ACTION.

7. Award Recommendation for Airport Towing Service and Minor Auto Assistance at Phoenix Sky Harbor International Airport

This report requests that the Phoenix Aviation Advisory Board recommend to the Phoenix City Council to award a services contract for airport towing and minor auto assistance.

THIS ITEM IS FOR DISCUSSION AND POSSIBLE ACTION.

ADVISORY BOARD INFORMATION AND FOLLOW-UP REQUESTS

CALL TO THE PUBLIC

This is the time for the public to comment. Members of the Board may not discuss items that are not specifically identified on the agenda. Therefore, pursuant to A.R.S. Section 38-431.01(H), action taken as a result of public comment will be limited to directing staff to study the matter, responding to any criticism, or scheduling the matter for further consideration and decision at a later time.

ADJOURNMENT

For further information, please call Pearl Meza, Management Assistant II, Aviation Department at 602-273-3382. For further documentation on this meeting, please visit skyharbor.com.

Persons with a disability may request a reasonable accommodation, please contact Pearl Meza, Management Assistant II, Aviation Department at 602-273-3382. Or 7-1-1 friendly.

The next Phoenix Aviation Advisory Board meeting is scheduled to take place Thursday, January 18, 2024



**PHOENIX AVIATION ADVISORY BOARD
SUMMARY MINUTES
November 16, 2023**

Meeting held via WebEx

Board Members Present

Sandra Ferniza – Chairperson
Stephanie Cherny
Andrew Cohn
Valencia Fisker
Verma Pastor
David Shilliday
Chad Makovsky – Ex-Officio

Board Members Absent

Ron Price
Ruben Alonzo – Vice-Chairperson
Tyler Gonzalez – Ex-Officio

Staff Present

Adam Peterson
Abbe Slade
Bradley Hagen
Carolina Potts
Chris Baranowski
Cliff Looper
Corrine Harbaugh
Cynthia Lizarraga
Cynthia Smith
Daver Malik
Gabe Nevarez
Gina Almaraz
Heather Shelbrack

Jana Evans
Janet Lee
Jason Gitkin
John Ojeda
Kristina Pylant
Marshall Kain
Mary Helen Martinez
Matthew Heil
Michael Hughes
Michael O'Shaughnessy
Moe Yacut
Nicole Donathan
Noah Campbell

Pearl Meza
Paul Berumen
Pawan Khera
Prasan DeSilva
Richard Graham
Roxann Favors
Sarah Demory
Tom Sawyer
Tim Spahr
Trey Nicholas
Valerie Churchwell
William Robinson

Members of the Public Present

Josh Mehlhorn
Lilly Osborne
Ian Wood

Patricia Miller
James Gordon
Gregory Torres

Karen Ratliff
Stephen Douglas

CALL TO ORDER

Chairperson Ferniza called the meeting to order at **3:00 p.m.**

SUMMARY OF CURRENT EVENTS

1. Summary of Current Events from the Director of Aviation Services

Mr. Makovsky welcomed the board's newest member David Shilliday. He also noted that recently City Council approved and swore in another board member, Ms. Annette Musa.

Mr. Makovsky then reviewed Sky Harbor's passenger traffic for September. The numbers for the month showed a 6% increase over September 2022, and an 8% increase from September 2019.

Mr. Makovsky then highlighted several recent awards the Aviation Department received. The Wall Street Journal named Sky Harbor International Airport the best large-hub airport in the United States for 2023. Mr. Makovsky thanked all the Aviation staff, the airlines, the concessionaires, and everyone else who seamlessly work together every day to allow the Airport to garner this recognition.

Sky Harbor received two awards from Airports Council International – North America in the categories of Customer Experience Programs, and Best Airport Partnerships.

Sky Harbor also received recognition from International Airport Review as the airport was recognized for creating a welcoming and inclusive environment for people with accessibility needs.

He continued by discussing a recent study which ranked Sky Harbor second for maintaining the shortest U.S. Customs Wait times for large hub airports.

Mr. Makovsky also shared an update from the recent Airports Going Green conference. The conference brought together industry leaders and showcased technology that can help airports reduce their environmental impacts, while also improving efficiency and cost effectiveness. The conference was well-attended with more than 240 participants. Phoenix Mayor Kate Gallego and Chief Sustainability Officer Mark Hartman provided welcoming remarks.

Mr. Makovsky then discussed the Airport's recently launched a Green Curb Initiative. This program supports the airport's Road Map to Net-Zero Carbon initiative and was made feasible due to the stage two completion of the Sky Train.

He then shared that he entered into a friendly bet with Dallas Fort-Worth Airport over who would win the World Series. Because of the Diamondbacks loss he

fulfilled his commitment to fly a Rangers flag over Aviation Headquarters Building and wear a Rangers jersey.

Mr. Makovsky closed his presentation with acknowledging the passing of Thelda Williams. Former Mayor Williams served on the Phoenix Aviation Advisory Board, as Phoenix City Councilmember for District 1, and multiple times as interim Phoenix Mayor, and was a strong advocate for aviation and our airports.

Ms. Ferniza and Mr. Cohn also shared their memories of Ms. Williams and her leadership.

2. Summary of Current Events by the Airline Station Manager

No presentation given.

MINUTES OF MEETING

3. For Approval or Correction, the Minutes of the Phoenix Aviation Advisory Board Meeting on October 19, 2023

A motion was made by Mr. Cohn seconded by Ms. Fisker that this item be approved.

No public comments.
The motion carried.

INFORMATION ONLY (ITEM 4)

4. Phoenix City Code Revisions for Peer-to-Peer Car Sharing

Chairperson Ferniza noted this was an information-only item and no presentation would be given.

No public comments.

CONSENT ACTION (ITEM 5 - 6)

5. Passenger Experience Benchmarking Survey

6. Advertising and Graphic Design Services

A motion was made by Ms. Cherny, seconded by Mr. Cohn that consent items 3 & 4 be approved.

No public comments.
The motion carried.

DISCUSSION AND POSSIBLE ACTION (ITEM 7)

7. Airport Custodial & Floor Care Services Contract

Ms. Cynthia Smith presented this item. She reviewed the Aviation Department's custodial needs at its three airports and other facilities.

Ms. Smith noted that as the airport has modernized its facilities in recent years, with an increase in stainless steel, glass and terrazzo flooring, cleaning processes have become more complex. Due to these elements the contracts have been structured so the contractor supplies personnel, material, equipment, and management.

She then discussed the procurement process and the categories available to two large companies: one for general custodial services, and the other for floor care services. She noted there is also a small company category for the custodial needs of smaller facilities.

Ms. Smith then provided the proposal evaluation criteria, the terms of each contract, and the recommended awardees for each category.

Mr. Cohn asked for the name of the incumbent.

Ms. Smith replied that the contractor is Flagship.

Ms. Smith continued by introducing the recommended awardees.

Ms. Smith also provided the proposed contract transition timelines for each company.

Mr. Cohn commented that there needs to be better training for the small businesses so they can be more competitive in the Request for Proposal process. He suggested staff follow-up with the non-responsive companies so they can perform better in future solicitations. He also asked if there was a way for the public to report custodial issues throughout the terminal.

Ms. Smith responded that there is an app to report issues, as well as QR codes and phone numbers in the restrooms. However, an aspect of the new contracts is the incorporation of Tracks, an app that helps report when resources get low and allows for a quicker response.

Mr. Cohn commented that he appreciated the extra effort to ensure there are methods of ensuring proper reporting and response.

Ms. Cherny wanted to ensure that the winning contractors are held accountable for actually fulfilling all contractual obligations and when they do not, there is some penalty imposed.

Ms. Smith responded that she has a contract compliance team who ensures contractual standards are upheld and enforced.

Mr. Cohn commented that individual employees who work in the terminals could also serve as a great resource to help with reporting in the terminals.

Ms. Ferniza asked about the glass in Terminal 4 and how it is cleaned.

Ms. Smith responded that Aviation has a contract with a window washing company that must adhere to manufacturer cleaning specifications.

A motion was made by Ms. Fisker seconded by Mr. Cohn that this item be approved.

No public comments.

The motion carried.

INFORMATION AND DISCUSSION (ITEM 8 - 10)

8. Strategic Plan Update

Mr. Matthew Heil presented this item. He began with describing various challenges faced by the aviation industry over the past several years, and the need to address them through Strategic Plan initiatives.

Mr. Heil then provided an overview of the multi-phased process that began in October of 2022 and culminated in early 2023. He also discussed the groups of stakeholders who were involved in the process, the extensive and multi-faceted outreach which was conducted.

He continued with presenting the resulting vision, mission, and values which were created from the months of department research. Mr. Heil then talked about the official launch event during the summer of 2023 where Aviation leadership unveiled the newly formed vision, mission, and values.

Mr. Heil also introduced and discussed each of the five strategic objectives which are used to guide the department in our everyday actions.

Additionally, Mr. Heil discussed actions taken to engage with Aviation employees and remind them daily of the values that make up Sky Harbor.

He then closed with discussing the next steps that will be taken to ensure that the strategic plan and all its elements are a part of every decision Aviation makes in the coming years.

Mr. Cohn asked if the last strategic plan was indeed 2012 and if it was a five- or ten-year plan.

Mr. Heil confirmed that it was 2012 and that it was a five-year plan.

Mr. Makovsky also responded that events which occurred around 2017 including a new Aviation Director shifted the plan from the traditional strategic plan to a strategic business plan. It was this shift in plans that carried the airport through the pandemic and up until Mr. Makovsky become Aviation Director.

Mr. Cohn commented that it would be interesting to look back on the 2012 Strategic Plan and see how the airport did in accomplishing its past strategic objectives.

Ms. Fisker asked when key performance indicators (KPI) are established, if the strategic plan is used to help set the KPIs?

Mr. Heil responded meetings were held with each division to establish certain KPIs; some of the KPIs are new, while others remain constant due to the nature of the data being tracked.

Ms. Fisker also asked about looking back over previous goals from past strategic plans and seeing how successful the airport was at their attainment. She referenced a presentation during the October PAAB where certain goals had been decreased from previous years. She would like something in place that tracks goals in relation to corresponding strategic objectives.

Mr. Shilliday asked what the visual reminders are for Aviation employees.

Mr. Heil responded that the posters with employees representing a particular value was one method, but there are a number of tools including various posters with the new vision, mission, and values that are placed throughout working areas. The plan and related updates are also discussed during employee meetings.

Mr. Makovsky added that capitol planning projects include triggers that prioritize strategic plan objectives.

No public comments.

9. Concession Update

Mr. Richard Graham presented this item. He began by defining open concepts as stated concessions contracts and how the open/close times are inspected, enforced, communicated, and documented by Aviation staff.

Mr. Graham then discussed the monthly job fair which Aviation hosts. He gave year-to-date statistics for individual attendees, companies attending, people interviewed, and instant hires. This job fair has been a strong source of labor for the concessionaires and will continue as the demand remains strong.

He continued with a discussion of liquidated damages, and how they were handled during and after the COVID-19 pandemic. He also discussed the process by which Aviation staff determined which concessionaires were meeting their obligations.

Mr. Cohn asked what the total penalties were imposed in a 12-month period.

Ms. Favors responded that the first round of liquidated damages amounted to more than \$892,000 from June – September 2022.

Mr. Cohn asked where the money is accounted for in the Aviation Department budget.

Mr. DeWitt responded that all revenues go into Aviation's general operating fund. These funds have been reinvested into the passenger experience and support of airport operations.

Ms. Ferniza reiterated a previous point about utilizing employees already in the terminals to help with concessionaire inspections.

Mr. Graham acknowledged that department employees do report issues, but they do not participate in a formal program.

Mr. Cohn acknowledged that the pandemic created unique challenges, and that contractual obligations were not developed during that period. He stated that liquidated damages should be used as a corrective action to encourage compliance.

Mr. Shilliday asked if the iPort app has a "lite" version available to passengers or other aviation staff.

Mr. Graham responded that there is only one version of the app, but the See Say app is available to anyone to download and report an issue.

Mr. Graham next discussed the ability of searching concessionaire menu items through the website. He explained that due to issues with technology and the recent website update, not all menu offerings were being populated when searched.

He also provided an overview of restaurant offerings with respect to dietary restrictions. While most restaurants do offer dietary restricted items many menus direct the customer to speak with their server for specific options.

Ms. Cherny expressed appreciation for the detailed presentation.

Ms. Ferniza asked if there will be posted hours for the concessionaires.

Mr. Graham responded that they are working to have each concessionaire post their hours in the storefront. He also explained that hours listed in the board's handouts include a mandatory 16 hours open schedule.

Ms. Favors also clarified that a distinction and exception was made for coffee locations to be open at the first departing flight then stay open for 16 consecutive hours.

Ms. Ferniza asked how kitchens closing early for clean-up is handled at the airport.

Mr. Graham responded that this scenario was observed during inspections and not having hot meals available falls under the umbrella of not being fully open.

He also explained that gray areas exist and if the concourse is not busy staff would not penalize a concessionaire for shutting down early, but if the concourse is busy then the restaurant should remain open.

Ms. Ferniza asked where the job fair is held, and if Aviation works with community partners to host off-site.

Mr. Graham responded that the job fair is held at the 44th Street Sky Train station and discussed the benefits of the location.

Mr. Cohn commented that the location is a one beneficial for the job fair.

Mr. Makovsky commented that other locations were used to host the job fair, however, the participating business partners were less likely to attend the fair, and there was low community participation.

He also spoke about the benefits the current location provides in terms of ease in accessibility for both business partners and potential employees, however he invited board member suggestions for alternative job fair locations.

Ms. Ferniza suggested that having a greater outreach to various community partners could enhance our own workforce development.

She also agreed liquidated damages are not meant to be a long-term punitive action solution, but rather a corrective action to encourage contract compliance.

No public comments.

10. Triennial Emergency Exercise Update

Mr. Adam Peterson presented this item. He began with an Emergency Preparedness program overview, who the leaders are and the plan that's followed to prepare for various aviation emergencies.

He then discussed details related to the Triennial Exercise by explaining the purpose of the exercise, the FAA mandated elements of the exercise, exactly what the airport tests, and the post exercise debriefs.

Mr. Peterson also discussed the scope of the actual exercise including the number of volunteers, the agencies involved, and the measures taken to make participants who portrayed victims appear to have real injuries.

He then provided background on the year-long preparation for the exercise. He shared information on the stakeholders that supported the event, and the representatives from various government entities that participated.

He also shared a map which displayed the locations of the simulated crash site, the Airport Emergency Operations Center, the Family Support center, and other sites that contributed to the operation.

In addition to discussing the actual crash exercise, Mr. Peterson shared how the airport assists victims' families through the grieving process and with locating and reuniting missing family members as part of the Post-Disaster Family Assistance program.

Mr. Peterson then discussed the command structure of the exercise.

He also introduced several innovative technologies that were tested including the use of a UAS drone on airport property to support the response effort.

Ms. Ferniza participated as an exercise observer and expressed her admiration for the exercise and how she was impressed by all the coordination of each of the participating members.

Mr. Cohn asked how the news media was accommodated during the exercise.

Mr. Peterson stated that media was invited and on-site during the event. Additionally, signs and announcements were made throughout the airport alerting passengers of the drill.

Mr. Cohn asked how the various departments who use different communication methods can communicate with one another.

Mr. Peterson responded that the Unified Command Team is on-site working from the Unified Command Vehicle. This allows the team to manage the event with physical proximity to each other. He also described a comprehensive multi-agency agreement that supports technology that merges unique emergency response frequencies into a common response channel.

No public comments.

ADVISORY BOARD INFORMATION AND FOLLOW-UP REQUESTS

None

CALL TO THE PUBLIC

Mr. James Gordon provided public comment. He began by playing a recording of airplane noise and provided elements of his complaint. He expressed concern about the general noise caused by aircraft, potential pollution caused by aircraft, and general safety concerns from flight schools at the Goodyear Airport.

Mr. Gordon also discussed the need for a sustainable, healthy, and safe, environment at Goodyear Airport. He provided statistics on the number of “touch and goes” done at airport and solutions he offered to help balance the traffic load between airports.

Mr. Gordon elaborated on the potential pollution caused by aircraft from Goodyear Airport and how people who live within a twelve-mile proximity to an airport suffer from various conditions.

Submitted written statement from Mr. Paul Wegeman:

Good afternoon,

I am submitting these public comments regarding the unabated and unmitigated Goodyear Airport training aircraft nuisance. These comments are substantially what I had submitted to the recent Goodyear City Council meeting:

My neighbors, aviation colleagues, and I have attended meetings and appeared before you several times to express concern about continual training aircraft noise from the Goodyear Airport. Due to my work schedule, I am unable to attend this meeting.

I echo my colleague, Bryan McCarty, in our dismay about the lack of accountability or behavior change from Goodyear air traffic, the worst offender by far being United Aviate. And I want to publicly thank him for his tireless work in this endeavor.

While I did not attend the prior Goodyear "work session" in person, I watched the recorded comments by Jordan Feld and Bradley Hagen that measures were put into place, and assurances that all was well, and that Aviate and "all the schools" were compliant.

Sadly, nothing is further from the truth, as on my first weekend home this past week, I experienced and logged constant traffic that so much as represented complete and utter contempt for our neighborhood.

Further, while I have been travelling this week, my wife has communicated that training traffic is incessant and at a pace of one overflight every one to two minutes all day long.

Additionally, in past email exchanges with Phoenix noise complaint personnel, the "read between the lines" communication tone was that the system was somehow not designed for our volume of complaints and an implication to reduce/stop filing them.

Further, I was flabbergasted at the Goodyear work group comments that emphasized and sold the perceived benefits, financial or otherwise, of an airport becoming one of the busiest in the nation, while minimizing the adverse quality-of-life consequences, and even some softly implied ad hominem attacks on us that we're somehow anti-airport, growth, or the kicker: obsessive compulsive individuals with nothing better to do.

It's astounding to me that as aviation professionals more than qualified to speak and contribute to the issue, and who have at minimum asked for simple flying

behavior changes, and as voting constituents no less, there is so much resistance to our requests. Why would that be the case?

And yet, a single pilot in an Estrella neighborhood files one complaint, that issue is immediately addressed, and this is held up as a success. Why are we not afforded the same, if not more serious attention to this matter?

We will continue to pursue this for the good of our community. We have engaged our HOA at each regular meeting and were granted time to speak and present this issue at our upcoming annual meeting in December.

Numerous neighbors have joined our cause, willing to submit additional noise complaints and engage with government agencies. We have engaged Congressman Gosar and Senator Kelly, filing FOIA requests and necessary paperwork to involve the FAA. And we have contacted the National Organization to Insure a Sound Controlled Environment (N.O.I.S.E) advocacy group in Washington D.C.

We, the citizens of Goodyear, need your help now to ensure that we keep Goodyear a desirable place to live, and request that you escalate this priority.

Regards,
A. Paul Wegeman

ADJOURNMENT

Meeting end at **4:43 p.m.**

PHOENIX AVIATION ADVISORY BOARD REPORT	
To:	Phoenix Aviation Advisory Board
From:	Chad R. Makovsky, A.A.E. Aviation Director
Subject:	Correction to Airport Custodial & Floor Care Services Contract Award approved at the November 16, 2023, Phoenix Aviation Advisory Board Meeting

***Purpose**

This report requests that the Phoenix Aviation Advisory Board recommend to the Phoenix City Council the Airport Custodial & Floor Care Services Contract Award Recommendation, approved by the Phoenix Aviation Advisory Board on November 16, 2023, with the corrected “**Financial Impact**” section.

THIS ITEM IS FOR CONSENT ACTION.

Discussion

The Financial Impact section of the November 16, 2023 Board Report included the following statement:

Financial Impact

The total estimated combined contract value will be up to \$32,000,000 over a seven-year aggregate contract term.

The Financial Impact section of the Board Report has been revised as follows:

Financial Impact

The total estimated combined contract value will be up to \$224,000,000 over a seven-year aggregate contract term, or approximately \$32,000,000 annually.

The full Board Report with the corrected Financial Impact section follows:

Report Summary

On May 31, 2023, Phoenix City Council authorized the issuance of a Request for Proposal (RFP) for Airport Custodial & Floor Care Services.

RFP 23-032 was issued on June 16, 2023. The Aviation Department (Aviation) created two large and one small company contract opportunities to provide labor, equipment, supervision, and method of communication necessary to support effective custodial services and floor care services at all three Airports and related Aviation office spaces. Each contract opportunity will include an Employee Retention Policy, which will require the successful Offeror to retain current custodial services contract employees and retain those employees for at least 90 days to ensure the provision of uninterrupted services.

Group A – Large Company Custodial Services
Group B – Small Company Custodial Services
Group C – Floor Care Services (Large Company)

Proposals were evaluated by a four-member evaluation committee based on the following five criteria:

- | | |
|--|----------------|
| 1. Operations Plan | (0-300 Points) |
| 2. Qualifications/Experience | (0-225 Points) |
| 3. Quality Assurance and Work Order Management Program | (0-200 Points) |
| 4. Recruitment and Retention Plan | (0-175 Points) |
| 5. Pricing | (0-100 Points) |

Procurement Information

Group A: Six proposals were received. All proposals were deemed responsive and responsible.

The evaluation panel recommends award to ABM Aviation, Inc. based on the following consensus scoring:

- | | |
|---|---------------|
| • ABM Aviation, Inc. | 855.23 Points |
| • Flagship Airport Services, Inc. | 725.25 Points |
| • JanCo FS 3, LLC d/b/a Velociti Services | 709.47 Points |
| • Pritchard Industries, LLC | 700.40 Points |
| • UBM Enterprise, Inc. | 630.00 Points |
| • United Maintenance Company, Inc. | 513.75 Points |

Group B: Eight proposals were received. One proposal was deemed non-responsive.

The evaluation panel recommends award to 3H & 3H, Inc. based on the following consensus scoring:

- | | |
|---|---------------|
| • 3H & 3H, Inc. | 841.26 Points |
| • Commercial Custodial Services | 755.00 Points |
| • Clearly Clean Janitorial Services, LLC | 717.04 Points |
| • Bio Janitorial Services, Inc. | 706.49 Points |
| • Landmark Building Maintenance Services LLC
d/b/a Pivot Building Services | 635.26 Points |
| • Trooper USA, LLC | 625.56 Points |
| • National Maintenance Group, LLC | 543.99 Points |

Group C: Four proposals were received. One proposal was deemed non-responsive.

The evaluation panel recommends award to JanCCo FS 3, d/b/a Velociti Service based on the following consensus scoring:

- | | |
|---|---------------|
| • JanCo FS 3, LLC d/b/a Velociti Services | 788.23 Points |
| • ABM Aviation, Inc. | 772.18 Points |
| • Flagship Airport Services, Inc. | 715.00 Points |

Contract Term

The initial five-year contract terms for all 3 Groups will begin on or about April 1, 2024. Contract provisions include two, one-year renewal options which may be exercised at the sole discretion of the Aviation Director, for a seven-year total contract term.

Financial Impact

The total estimated combined contract value will be up to \$224,000,000 over a seven-year aggregate contract term, or approximately \$32,000,000 annually.

Concurrence/Previous Board Action

The Business and Development Subcommittee recommended to the Phoenix Aviation Advisory Board to award contracts for Airport Custodial and Floor Care Services at Phoenix Sky Harbor International Airport, Phoenix Deer Valley Airport, and Phoenix Goodyear Airport. The PAAB recommended City Council approval of the contract at its November 16, 2023 meeting.

Public Outreach

This Airport Custodial & Floor Care Services business opportunity was posted on the City of Phoenix Solicitation website. The announcement was also sent to more than 1,600 firms who have registered with the City of Phoenix vendor management system, ProcurePHX. A pre-proposal meeting with two site tours were held on June 26, 2023, through June 28, 2023.

Location

Phoenix Sky Harbor International Airport - 2485 East Buckeye Road
Phoenix Deer Valley Airport - 702 W. Deer Valley Road
Goodyear Airport - 1658 S. Litchfield Road, Goodyear, AZ

Recommendation

This item is for consent action.

PHOENIX AVIATION ADVISORY BOARD REPORT	
To:	Phoenix Aviation Advisory Board
From:	Chad R. Makovsky, A.A.E. Aviation Director
Subject:	Award Recommendation for Automated Teller Machine (ATM) Services at Phoenix Sky Harbor International Airport

Description

This report requests the Phoenix Aviation Advisory Board recommend to the Phoenix City Council to enter into a lease agreement with Bank of America, National Association for the provision of Automated Teller Machine (ATM) services at Phoenix Sky Harbor International Airport (PHX), for a five-year contract term with three one-year renewal options.

THIS ITEM IS FOR DISCUSSION AND POSSIBLE ACTION.

Report Summary

To maintain first-class passenger services and the overall concessions program at PHX, the Aviation Department seeks a qualified financial institution with airport experience to provide their expertise in the provision of ATM services for customers at airport facilities. ATM services continue to be a key amenity for travelers and placing ATMs at key locations within the airport terminals and the Rental Car Center will provide airport customers with convenient banking services including cash withdrawal and deposits, check deposits, account balance inquiries, and related financial transactions.

The Aviation Department is also seeking an experienced financial institution to provide foreign exchange currency services given there are no currency exchange services currently offered at PHX. Experienced ATM and foreign exchange service providers understand the industry challenges and will use various methods to elevate service and optimize ATM and foreign exchange services at PHX.

Procurement Information

The Aviation Department issued Revenue Contract Solicitation (RCS) 24-006 on Tuesday, September 12, 2023, with responses due on Wednesday, November 15, 2023, for both ATM services and foreign currency exchange services.

One response was received for ATM services, and the respondent was deemed responsive and responsible. No responses were received for foreign currency exchange services. The Response Opening was held on Wednesday, November 15, 2023, and it was determined that Bank of America, National Association submitted the response for ATM services with the highest proposed Minimum Annual Guarantee (MAG) providing the highest financial benefit to the City.

The response was evaluated solely based on the highest proposed MAG, which meets or exceeds the minimum required MAG of \$100,000. Bank of America, National Association proposed a MAG of \$150,000. As such, there was no evaluation panel convened for this RCS.

Aviation Staff will continue to evaluate opportunities for the provision of foreign currency exchange services at the airport.

Contract Term

The contract term is five years with three (3) one-year options to extend the term at the sole discretion of the Aviation Director.

Financial Impact

The estimated annual revenue to the City will be the established MAG or percentage of gross sales, whichever is greater. For the first year, MAG will be \$150,000, or 10 percent of gross sales, whichever is greater. MAG will be adjusted annually thereafter at 85 percent of the prior year's annual rent or 100 percent of MAG for the first lease year, whichever is greater. The estimated revenue is \$1,200,000 over the eight-year aggregate contract term, with an estimated annual revenue of \$150,000.

Concurrence/Previous Board Action

This Business and Development Subcommittee (BDSC) recommended approval of this item on December 7, 2023, by a vote of 2-0.

Public Outreach

This solicitation process included all standard and required outreach efforts, including advertising in Aviation industry publications.

Location

Phoenix Sky Harbor International Airport - 2485 E. Buckeye Rd.

Recommendation

Request that the Phoenix Aviation Advisory Board recommend to the Phoenix City Council to enter into a lease agreement with Bank of America, National Association for ATM services at PHX, for a five-year contract term with three one-year extension options.

PHOENIX AVIATION ADVISORY BOARD REPORT	
To:	Phoenix Aviation Advisory Board
From:	Chad R. Makovsky, A.A.E. Aviation Director
Subject:	Award Recommendation for Concessions Consulting Services at Phoenix Sky Harbor International Airport

Description

This report requests that the Phoenix Aviation Advisory Board recommend to the Phoenix City Council to enter into two separate concessions consulting agreements, one with SI Partners, Inc. for Concessions Consulting Services Group A – Concession Analytics and Financial Studies, and one with Unison Consulting, Inc. for Concessions Consulting Services Group B – Business Programming and Concession Trends at Phoenix Sky Harbor International Airport (PHX), for a three-year contract term with two one-year extension options.

THIS ITEM IS FOR DISCUSSION AND POSSIBLE ACTION.

Report Summary

To maintain a quality retail, food and beverage, and passenger services concessions program at PHX, the Aviation Department seeks experienced airport concessions consulting firms to provide their expertise in industry trends and financial analytics to enhance the overall program at the Airport. Experienced airport consultants understand the industry challenges and will use various methods to elevate service and optimize sales as PHX continues to grow with new terminal developments. It is in the best interest of the City to award multiple firms for these consulting services; therefore, separate groups, Group A and Group B, were established and are being recommended to two separate firms.

Procurement Information

On March 1, 2023, Phoenix City Council authorized the issuance of a Request for Proposal (RFP) for Aviation Concessions Consulting Services for PHX. The Aviation Department issued RFP 23-0123 on Monday, August 7, 2023, with proposals due on Monday, September 11, 2023. Five proposals were received for each group, and they were deemed responsive and responsible.

An evaluation panel comprised of representatives from the Aviation Business and Properties division, Aviation Financial Management division, Denver International Airport Concessions and Edmonton International Airport Concession Development was assembled to review the proposals.

The evaluation panel met for a consensus meeting on Tuesday, October 24, 2023. The evaluation panel evaluated the proposals based on the following criteria established in the RFP:

- Qualifications and Experience of the Primary Consultant 0-350 Points
- Method of Approach 0-325 Points
- Qualifications and Experience of Proposer 0-200 Points
- Fee Schedule 0-125 Points

The consensus score and ranking for each respondent and each group is shown below:

Group A - Concession Analytics and Financial Studies

Respondents	Points
1. Unison Consulting	940 points
2. SI Partners, Inc.	875 points
3. ICF Incorporated	869 points
4. Paslay Management Group	845 points
5. Ricondo & Associates	780 points

Group B – Business Programming and Concession Trends

Respondents	Points
1. Unison Consulting	930 points
2. ICF Incorporated	879 points
3. Paslay Management Group	850 points
4. SI Partners, Inc.	845 points
5. Ricondo & Associates	760 points

The panel recommendation was reached by consensus in consideration of the above criteria and that the RFP specified that the same respondent could not be awarded both groups. The panel recommended award to SI Partners, Inc. for Group A and Unison Consulting, Inc. for Group B. The award was posted to the City's public award website on Tuesday, November 14, 2023.

Contract Term

The contract term is three years with two (2) one-year options to extend at the sole discretion of the Aviation Director.

Financial Impact

The total combined contract value will not exceed \$750,000 over the five-year aggregate contract term, with an estimated annual expenditure of \$150,000.

Concurrence/Previous Board Action

This Business and Development Subcommittee (BDSC) recommended approval of this item on December 7, 2023, by a vote of 2-0.

Public Outreach

This solicitation process included all standard and required outreach efforts, including advertising in Aviation industry publications.

Location

Phoenix Sky Harbor International Airport - 2485 E. Buckeye Rd.

Recommendation

Request that the Phoenix Aviation Advisory Board recommend to the Phoenix City Council to enter into two separate agreements, one with SI Partners, Inc. for Concessions Consulting Services Group A – Concession Analytics and Financial Studies, and one with Unison Consulting, Inc. for Concessions Consulting Services Group B – Business Programming and Concession Trends at PHX, for a three-year contract term with two one-year extension options.

PHOENIX AVIATION ADVISORY BOARD REPORT	
To:	Phoenix Aviation Advisory Board
From:	Chad R. Makovsky, A.A.E. Aviation Director
Subject:	Award Recommendation for Airport Towing Service and Minor Auto Assistance Contract at Phoenix Sky Harbor International Airport

Description

This report requests that the Phoenix Aviation Advisory Board (PAAB) recommend to the Phoenix City Council to award a services contract for airport towing and minor auto assistance.

THIS ITEM IS FOR DISCUSSION AND POSSIBLE ACTION.

Report Summary

The airport towing service and minor auto assistance contract sets requirements for towing service and minor auto assistance at Phoenix Sky Harbor International Airport. The service provider of this contract will perform all towing services at Phoenix Sky Harbor, Deer Valley and Goodyear Airports and will also provide customer service amenities such as battery boost, flat tire assistance, fuel delivery and lockout service for Phoenix Sky Harbor customers.

Procurement Information

On May 2, 2023, the City of Phoenix Aviation Department issued an Invitation for Bids (IFB) to award a new contract.

The Aviation Department received four responsive bids for this contract. The responsive bids were evaluated, and an award recommendation was made based on the lowest bid offered.

On August 17, 2023, the Phoenix Aviation Advisory Board recommended a contract be awarded to Priority Towing as the lowest responsive bidder.

The Phoenix City Council subsequently approved the contract award, however after being notified of the approval to enter into contract, Priority Towing informed the procurement officer that they would no longer enter into the contract they were awarded.

City of Phoenix procurement rules allow the Aviation Department to grant the award to the second lowest bid.

With the withdrawal of the lowest bidder, staff recommends awarding the Airport Towing and Minor Auto Assistance contract to the next lowest responsive and responsible bidder, Professional Towing, LLC.

Contract Term

The contract term is five years.

Financial Impact

The annual cost for services is estimated to be \$834,920. The aggregate cost of this contract is estimated \$4,592,060 which includes a 10% contingency to address operational needs and inflation. Funds are available in the Aviation Department operating budget.

Concurrence/Previous Board Action

This Business and Development Subcommittee (BDSC) recommended approval of this item on Dec. 7, 2023, by a vote of 2-0.

Location

Phoenix Sky Harbor International Airport - 2485 E. Buckeye Road

Recommendation

Request that the Phoenix Aviation Advisory Board recommend to the Phoenix City Council to award a services contract for airport towing and minor auto assistance to Professional Towing, LLC.