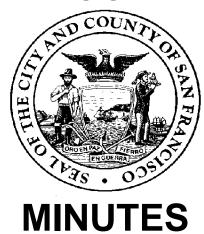
SAN FRANCISCO AIRPORT COMMISSION



April 7, 2015

9:00 A.M.

Room 400 - City Hall #1 Dr. Carlton B. Goodlett Place (400 Van Ness Avenue) City and County of San Francisco

EDWIN M. LEE, MAYOR

COMMISSIONERS
LARRY MAZZOLA
President
LINDA S. CRAYTON
Vice President
ELEANOR JOHNS
RICHARD J. GUGGENHIME
PETER A. STERN

JOHN L. MARTIN Airport Director

SAN FRANCISCO INTERNATIONAL AIRPORT SAN FRANCISCO, CALIFORNIA 94128

Minutes of the Airport Commission Meeting of April 7, 2015

CALENDAR A	AGEND ITEM	A TITLE	RESOLUTION NUMBER	
Α.		CALL TO ORDER:		4
B.		ROLL CALL:		4
C.		ADOPTION OF MINUTES: Regular meeting of March 17, 2015.	15-0066	4
D.	1.	SPECIAL ITEMS: 2014 William R. O'Brien Award for Employee Excellence - Sandra Crumpler	15-0067	4-5
	2.	2014 William R. O'Brien Award for Employee Excellence - William Co	15-0068	5-6
	3.	Russell J. Mayweathers Award for Employee Excellence - Dideer Medrano	15-0069	6
	4.	2014 SFO Service to Communities Award - Visual Disability Navigation Application Team	15-0070	6-7
	5.	2014 SFO Team Recognition Service Award - Runway Safety Area Team	15-0071	7-8
E.		ITEMS INITIATED BY COMMISSIONERS:		8
F.	6.	ITEMS RELATING TO ADMINISTRATION, OPERATIONS & MAINTENANCE; Modification No. 13 (Final Guarantee Maximum to Contract 9048A - Design-Build Services for T East Improvements Project - Hensel Phelps	,	8-9
	7.	Award Contract 10009.61 - Construction Servic Security Access Office / Customs Badge Seal C Relocation Project - Galliera, Inc. dba Trico Construction		9-10
	8. Determination to Proceed with T-3 Project and Issue RFQ/P for Profe RFQ/P Contract 10071.41, Project Support Services - T-3 West Impro		ces t	10-12
	9.	Award Terminal 3 Specialty Retail Store Lease Pacific Gateway Concessions, LLC.	B - 15-0075	12-13
G.		CONSENT CALENDAR OF ROUTINE ADMINISTRATIVE MATTERS:		

	10.	Award Professional Services Contracts for As-Needed Architectural Engineering Support Services:			
		Contract 10594.50 - Hamilton + Aitken Architects	15-0076		
		Contract 10594.51 - Joseph Chow and Assoc., Inc.	15-0077	13	
	11.	Authorization to Solicit Proposals and Negotiate a Contract for Issuing and Paying Agent for the			
		Commercial Paper Program	15-0078	14	
	12.	Modification No. 1 to Professional Services Contract	<u> </u>		
		9299 - Customer Service Experts, Inc.	15-0079	14	
Н.		NEW BUSINESS:		15	
I.		CORRESPONDENCE:		15	
1.		CORRESPONDENCE.		13	
J.		CLOSED SESSION:		15	
K.		ADJOURNMENT:		15	
				•	

AIRPORT COMMISSION MEETING MINUTES April 7, 2015

A. CALL TO ORDER:

The regular meeting of the Airport Commission was called to order at 9:00 AM in Room 400, City Hall, San Francisco, CA.

* * *

B. ROLL CALL:

Present: Hon. Larry Mazzola, President

Hon. Linda S. Crayton, Vice President

Hon. Eleanor Johns

Hon. Richard J. Guggenhime

Hon. Peter A. Stern

* * *

C. ADOPTION OF MINUTES:

The minutes of the regular meeting of March 17, 2015 were adopted unanimously.

No. 15-0066

* * *

D. SPECIAL ITEMS:

Item No. 1 was moved by Commissioner Crayton and seconded by Commissioner Guggenhime. The vote to approve was unanimous.

1. <u>2014 William R. O'Brien Award for Employee Excellence - Sandra Crumpler</u>

No. 15-0067 Resolution commending Sandra Crumpler for her

outstanding level of dedicated and professional

service to the Airport.

Mr. John Martin, Airport Director said that we will be hosting an event in the Airport Museum next week to honor all of the individual nominees and team nominees for these awards.

You all know Sandra Crumpler, Director of Small Business Affairs. Sandra has been at the Airport for 33 years. She has done an outstanding job for the Airport and for the airport industry in promoting opportunities for local, minority, womenowned businesses in the areas of concession, construction, professional services. She's received great recognition from the FAA, the San Francisco Small Business Commission, Airport Minority Advisory Council, SF HRC, and the Mayor's Office. She is recognized as an industry leader for what she's done in developing outstanding programs for our Airport that opened up opportunities. We've seen so many small businesses get started at SFO and grow to become national and international businesses, using SFO as a springboard. We thank Sandra for her outstanding work and contributions to the community.

Commissioners applauded and congratulated Ms. Crumpler.

Ms. Sandra Crumpler, Director, Small Business Affairs said thank you very much, this is a beautiful award. I have a place to put it in my new office. I'm retiring soon and I have to move all of Dewey's books out. I'm putting this centered stage in my office. Thank you very much. I could not have done this without the support of this Commission and past Commissions who worked with me when I first started at the Airport, especially the late Dr. Zuretti Goodsby who was instrumental in getting an MBE program at the Airport. That was my major task. And the contingency support, Lou Turpen when I first got here, and then also working with Jean and John ... I sort of see us as the three musketeers because we started together back in 1981-1982. And I also would like to give a special thanks to the Senior Management staff that has always worked with me throughout the years and have helped to guide me when I needed guidance. And my employees. I had about 10-12 employees that worked with me over these years, and I won't name them because I know that we have to move the agenda. But I especially thank you and I will always remember you. Thanks so much.

Commissioner Crayton said I just wanted to say to Sandra Crumpler that I too, along with the Airport Commission and the Airport Director and staff want to thank you. Since I've been on the Commission for 100 years it seems, I've seen a lot of progress and a lot of improvement. If I had brought my calendar I would have known that this was happening and the auditorium would be full of people who have stories to tell of how you hand held them through the process, and helped them to be in business as they are today. They're all qualified to step up to another level after going through your process. It's the dollars and what it has done to the economy, not only in San Francisco but elsewhere. Kudos to you, not only for myself but for everyone else not here. I say thank you for them.

Item No. 2 was moved by Commissioner Crayton and seconded by Commissioner Mazzola. The vote to approve was unanimous.

2. <u>2014 William R. O'Brien Award for Employee Excellence - William Co</u>

• •

outstanding level of dedicated and professional

Resolution commending William Co for his

service to the Airport.

Mr. Martin said William Co is an Electric Shop Supervisor. He always promotes good will and a high level of technical capability, always willing to do whatever it takes to get it done, always comes in when we have emergencies. I understand one time he worked over 24 hours consecutively dealing with an emergency. William and his team also do the holiday lighting program and it just continues to grow in popularity. It gets bigger and better every year ... 3 million lights for the holiday lighting program. William delivers excellence everyday and promotes great service, good will with his employees and good will toward the passengers. Thank you, William, for your outstanding work.

Commissioners applauded and thanked Mr. Co.

No. 15-0068

Mr. Co said I want to thank my Facilities Director, Peter Acton, Bill Loeffler and my head Airport Electrician, Jesse Hoffman. Every time I have an idea, they're all in, all the time. When I say, how about we do this one, they say if it's good for the Airport, we do it. And I'm happy with all my co-workers and different departments. They're very helpful whenever I ask for help. That's what I call a good team ... everybody helps each other for the good of the Airport. I always say to my co-workers, never stop imagining ... it's good for the Airport. Thank you.

Item No. 3 was moved by Commissioner Stern and seconded by Commissioner Crayton. The vote to approve was unanimous.

3. Russell J. Mayweathers Award for Employee Excellence - Dideer Medrano

No. 15-0069

Resolution commending Mr. Dideer Medrano of the Facilities/Custodial Services Section, recipient of the Mayweathers Award for Employee Excellence and to offer its best wishes.

Mr. Martin said that Dideer Medrano works in the Custodial Section. He provides exemplary service to passengers and to employees. He has exceptional knowledge of his job and has great skill. He is willing to adapt quickly and assist his fellow employees in meeting any operational need. Always willing to take the initiative to assist co-workers and learning to use new specialized equipment as well. Dideer exemplifies the Airport's core values and we thank him by recognizing him as the Custodial Employee of the Year.

Commissioner Mazzola congratulated Mr. Medrano.

Mr. Dideer Medrano thanked the Commission, the Airport Director and all my supervisors.

Item No. 4 was moved by Commissioner Crayton and seconded by Commissioner Mazzola. The vote to approve was unanimous.

4. <u>2014 SFO Service to Communities Award - Visual Disability Navigation Application Team</u>

No. 15-0070

Resolution commending the "Visual Disability Navigation Application Team" on their outstanding level of dedicated and professional service to the Airport.

Mr. Martin said that we have a full list for the Commission of the team ... I won't read through all of the names. This is the Community Awards team. This is a collaborative ground breaking effort undertaken between the Mayor's Office Entrepreneur and Residence Program. A company called Indoors and our Airport staff team developed an app to assist visually disabled passengers to make their way through the airport without any assistance. This is a great ground breaking

program that ultimately can be deployed at airports worldwide, and perhaps at other venues as well. Visually disabled leaders in the community told me that this just totally changes their airport experience. They no longer need assistance and they now know about services at our Airport that they never knew existed before. It frees them to take advantage of all the Airport has to offer. We installed 300 beacons in Terminal 2 as part of this program and we'll be carrying this airport-wide as well. It was a great effort by this team on this very innovative program and we thank the team for their outstanding work.

Commissioner Mazzola congratulated the 2014 SFO Service to Communities Award team.

Mr. Charles Schuler, Director of Communications & Marketing said I've been asked to speak on behalf of the team, so, thank you, Commissioners. Thank you John. Thank you Senior Management team for the recognition. It really was a cross functional team effort with ITT, EEO, the Paint Shop, Carpenters, and Communications & Marketing so we're really excited. It was truly an honor to work on a project that benefits a community that is often under served, especially when it comes to air travel. It's gratifying, as John mentioned, to get feedback from the people using it, but it really does provide an amazing opportunity and an unparalleled airport experience. Thank you very much.

Mr. Martin said that this is an app with a voice so a person can turn their iPhone in a particular direction and get directions to the men's restroom 30 feet to the right, with continuous voice guidance toward the restroom. They can find the wine bar, Napa Farms, bookstore, and know all of the services that are available.

Commissioner Johns asked how the visually impaired will know that this app is available.

Mr. Martin said it's had a lot of publicity. It's really revolutionarily.

Commissioner Crayton asked if it's been on TV.

Mr. Martin replied that it was on TV.

Item No. 5 was moved by Commissioner Crayton and seconded by Commissioner Stern. The vote to approve was unanimous.

5. <u>2014 SFO Team Recognition Service Award - Runway Safety Area Team</u>

No. 15-0071 Resolution commending the "Runway Safety Area

Team" on their outstanding level of dedicated and

professional service to the Airport.

Mr. Martin said that the Runway Safety Area was a very successful. The head of the FAA mandated a time requirement and the project was completed ahead of schedule and on budget, saving the airlines millions of dollars. It was a very successful project and one where the team exceeded expectations for the Airport, the airlines, and even the FAA. Thank you to the team for outstanding work. I'll ask Jimmy Chui to say a few words as well.

Mr. Jimmy Chui said on behalf of the RSA team, I want to thank you for this Team Recognition Award. This was truly one of the most memorable projects that we have worked on, not only because of the complexity and the number of individuals, departments, airlines and agencies that were involved, but being a part of a team that emphasizes cooperation and focused on establishing a positive work environment. The Airport's core values, like treating each other with respect, communicating and helping one another, placing security and safety as a top priority, and being innovative and sharing each other's idea is a norm. As a result of this collaboration, we completed this project exceeding even our own expectations. Obviously, we wouldn't be successful without the leadership and support provided to us by the Airport's senior staff, so we wanted to thank them for making this award possible for us. We are proud to be part of the Airport team and we are honored to be receiving this award. Thank you, very much.

Commissioner Guggenhime said that the fact that you came in ahead of time was incredible. It saved a lot of delays which might have occurred had the runways not been finished early. You look around the country and you see New York the other day had six hour delays. You all deserve, as everyone at the Airport does, an incredible feeling of gratitude from all of us who fly. Thank you.

Commissioner Crayton ... here, here.

* * *

E. ITEMS INITIATED BY COMMISSIONERS: There were no items initiated by Commissioners.

* * *

- F. ITEMS RELATING TO ADMINISTRATION, OPERATIONS & MAINTENANCE: Item No. 6 was moved by Commissioner Crayton and seconded by Commissioner Guggenhime. The vote to approve was unanimous.
 - 6. <u>Modification No. 13 (Establish Final Guarantee Maximum Price) to Contract No. 9048A Design-Build Services for the Terminal 3 East Improvements Project Hensel Phelps Construction Company \$43,895,006</u>

No. 15-0072

Resolution approving Modification No. 13 to Contract No. 9048A, Design-Build Services for the Terminal 3 East Improvements Project, with Hensel Phelps Construction Company in an amount of \$43,895,006 to establish the Final Guaranteed Maximum Price of \$214,750,000.

Mr. Geoff Neumayr, Deputy Director, Design and Construction said this proposed modification authorizes the increase of \$43.9 million to establish a final guaranteed maximum price in the amount of \$214.75 million for the design build

services for the Terminal 3 East Improvements Project. In accordance with the Administrative Code, the final GMP was negotiated at the conclusion of the bid process and at 92 ½% of all the packages bid. The final GMP was negotiated by staff and provides for Hensel Phelps assuming the remaining risk of the project, including all appropriate levels of contingency to cover any scope gaps, design errors and omissions, construction coordination and non-airport initiated changes. The project forecast, including the final GMP, is \$242 million which is within the approved budget. The appropriate cost contingencies are maintained within this project forecast. Staff is not recommending an increase to the Type 1 contingency budget which has been previously approved at \$12.7 million. This contingency is included in the project forecast but is not included within the final GMP. This contingency will be used for Type 1 change orders that are not covered within the specified scope of the final GMP. At project completion Hensel Phelps will provide a final reconciliation of cost and return any unspent monies from under runs on un-awarded scope, allowances, and contingencies to the Airport. Any cost in excess of the final GMP for the agreed upon scope will be the responsibility of Hensel Phelps in accordance with the terms and risk allocations of the final GMP change order.

Item No. 7 was moved by Commissioner Crayton and seconded by Commissioner Mazzola. The vote to approve was unanimous.

7. Award Contract 10009.61 - Construction Services for the Security Access Office and Customs Badge Seal Office Relocation Project - Galliera, Inc. dba Trico Construction - \$3,911,190

No. 15-0073

Resolution awarding Contract No. 10009.61, Construction Services for the Security Access Office and Customs Badge Seal Office Relocation Project, to Galliera, Inc. dba Trico Construction in the amount of \$3,911,190 and with a contract duration of 275 consecutive calendar days.

Mr.Neumayr said this item awards construction services for the Security Access and Customs Seal Office Relocation Project in the amount of \$3.9 million and a contract duration of 275 consecutive calendar days. The relocation of the Security Access Customs Badge Seals Office is required because the current location is within the demolition area of the T1 Center Renovation Project. The proposed scope will provide approximately 8,000 square feet of new office space for the Security Access and Customs Badge Seals Office within vacated shell space that currently exists on the 5th floor of the International Terminal. This new office space will centralize all badging and access operations. Staff received five bids, with four of the firms qualifying for an LBE discount of 10% on their bids for evaluation purposes. Trico Construction was the lowest responsive bidder. The bid was 4% over the Engineer's estimate of \$3.75 million, but is within the budget amount. Trico Construction has committed to 40% local business participation which exceeds the City Contract monitoring goal of 25%.

Commissioner Crayton asked what the overage was on the Engineering estimate.

Mr. Neumayr said this is a mark of the times now. We try to do our best to estimate. Typically we provide a bid contingency within our budget of 10% so we try to do our best to try to guess what the market is. We try to predict the escalation but it's hard for us to quantify at this point. We're going to have to add this bid contingency to all of our projects moving forward because it's hard for us to actually quantify what that markup is going to be in a changing market.

Item No. 8 was moved by Commissioner Crayton and seconded by Commissioner Guggenhime. The vote to approve was unanimous.

8. <u>Determination to Proceed with Terminal 3 West Improvements Project and Authorization to Issue a Request for Qualifications/Proposals for Professional Services Contract No. 10071.41, Project Management Support Services for the Terminal 3 West Improvements Project</u>

No. 15-0074

Resolution determining to proceed with the Terminal 3 West Improvements Project and authorizing the Director to issue a RFQ/P for Professional Services Contract No. 10071.41, Project Management Support Services for the Terminal 3 West Improvements Project.

This action constitutes the Approval Action for the Project pursuant to Section 31.04(h) of the San Francisco Administrative Code.

Mr. Neumayr said this item seeks approval to proceed with the implementation of the Terminal 3 West Improvements Project and authorizes issuance of a RFQ/P for Project Management Support Services for the Terminal 3 West Projects. I brought in boards to show what's going on in the T3 program. The T3 West Improvements Project is part of a larger T3 improvements program. Boarding Area E was completed in January of 2014 and the Terminal 3 East Improvement project is scheduled to be completed this November. This project will also provide for the upgrade of the seismic systems to meet current codes, improve the passenger experience, and extend the useful life of this facility for up to 40 years. During construction, the Airport will maintain circulation via the secure connector between Terminal 3 and International Terminal Boarding Area G. The San Francisco Planning Department Environmental Planning Division has determined that this project is exempt from review under the California Environmental Quality Act as a Class 32 categorical exemption and we're recommending that the Commission approve proceeding with the project. The project will be managed by a fully integrated team of Airport staff and consultant personnel. The Airport seeks to hire a Project Management Support Services team to provide services and assist the Airport with project planning, design management, project controls, construction management, and inspection for design and construction. The RFQ will contain minimum qualification requirements to assure appropriate technical skills given the size and complexity of these projects. The Airport will invite up to four of the highest ranked proposers for an interview with the selection committee.

Based on the selection committee's evaluation and scoring of the technical proposals and interviews, staff will develop a final ranking. Staff will negotiate with the highest ranked firms until negotiations are successful with one of them. The total current approved budget for this project is \$388 million and the contract duration is estimated to be 60 months with an estimated cost of \$20 million. As this contract is anticipated to exceed \$10 million, Board of Supervisors approval will be required. The Airport will encourage the teams to enter into prime level joint venture or joint associations with small LBE firms. Staff will also work with the City's Contract Monitoring Division to develop LBE sub consultant goals.

Commissioner Crayton noticed that in the evaluation and selection criteria you only score experience and qualifications at 90, that concerns me a little bit. Can you give me a little bit more information why that would be rated so low, because I would think that experience and qualifications would be very important to what they bring to the table versus oral interview questions at 200.

Mr. Neumayr said that the technical proposal as a whole represents about 50% of the total score and the oral represents the other 50%. We do consider within the technical which actually determines the shortlist. We do put points on firm's qualification as well as the personnel. The primary reason why the oral interviews represent almost half of the points is because the key thing that we're looking for is somebody who really understands our collaborative process, and the only way we can determine that is through an actual scenario based interview where we actually watch them solve different issues and challenges that they will face and to see if they can interact as a team. This is extremely important in our way of doing business at the Airport. The RSA program is a great example of that team work. We have to have people that can make people better around them and the only way we can do that is to watch them ... we do put a lot of weight on that. Traditionally oral interviews have been slide shows and powerpoint presentations. We actually make it an act of experience and evaluate that.

Commissioner Crayton said you have them actually go through a similar type of experience.

Mr. Neumayr replied yes. We actually score them on how they solve the problem, not necessarily the answer.

Commissioner Mazzola said we went through this a couple of meetings ago and now another Commissioner is bringing it up. Why can't we combine those two to have one score ... the experience and the key personnel to be on one line and give it one score? Why does the chart actually separate it if it's entwined?

Mr. Neumayr said traditionally with an RFP there are two separate parts. There is the firm's resume and then there are the resumes of key individual personnel that get submitted. We could combine that, but we look at firm qualifications as separate proposals and then in another part of the RFP are the actual resumes of key staff which get scored separately and then they get combined.

Commissioner Johns said what concerns me is that the way it's being scored becomes very subjective because the panel has way more leeway.

Mr. Martin said it's a real danger, though. We can end up with a firm that has 50 years of experience and done all these projects but maybe the principals of the firm all left three years ago. This has happened before. I can have a firm that has a great track record but none of the people that provided the track record are still with the firm. We need people who understand the way we do business and they're willing to be collaborative. We don't want firms who do business like it was done 20 years ago when they said we're going to design the project and come back and show you the final design in three months. That doesn't work for us. So, the firms can have everything on paper to do it right, but if they don't have the right chemistry and the right individual, it doesn't work.

Commissioner Mazzola said you make a good point about the personnel. But considering that, why can't you still score it on one line?

Commissioner Crayton said I'm hearing both sides and I understand to a degree, but part of the process is having the communications skills. I already know the people before I go in and I studied ... and maybe I can talk the talk but I don't know the core of it that's going to make all of it go together. There are people who are very charismatic, they understand the lingo, they know what it takes to make it move, and we really want those people, but I also want that experience and those qualifications. So, I think that there's a way in which we can do a lot of that investigation. The Airport knows who the key people are that do this kind of work and so some of that needs to be taken into consideration. Because talking the good talk and understanding how people communicate together ... you've got people who are really skilled in that that you bring to the table. I don't want to second guess this but that 90 just struck me as odd. I want someone I know is qualified, but I also want to be able to work with them. I understand what you're saying because they can be the road block to the success of the project.

Mr. Martin said there's Commissioner briefings coming up in May and we can talk about it in more detail.

Commissioner Guggenhime said I take the other side. I think that what we've accomplished and how we do things works pretty well.

Item No. 9 was moved by Commissioner Crayton and seconded by Commissioner Guggenhime. The vote to approve was unanimous.

9. Award of the Terminal 3 Specialty Retail Store Lease B - Pacific Gateway Concessions, LLC

No. 15-0075 Resolution awarding the Terminal 3 Specialty Retail Store Lease B to Pacific Gateway Concessions, LLC

Mr. John Reeb, Revenue Development and Management, said this item seeks award of the Terminal 3 Specialty Retail Lease B to Pacific Gateway Concessions for their proposed See's Candy Store. Last October you authorized us to accept proposals for this Lease which is comprised of one location of about 1,000 square feet in the Terminal 3 Hub at Boarding Area F. Proposals were solicited for the

following concepts: accessories, jewelry, sunglass store; bath & body or cosmetics store; apparel store; candy and confections; bags and travel gear; gadget store; and a lifestyle store. On February 27 eight qualified proposals were received and a three-member evaluation panel determined that PGC was the highest responsive and responsible proposer. PGC proposed a full service See's Candy store. The rent for this Lease will be the greater of the proposed MAG of \$115,000 or percentage rent, whichever is higher for the first year of the lease. The term is five years with one two-year option, exercisable at the sole discretion of the Commission.

Commissioner Johns asked how many other See's Candy stores do we have.

Mr. Reeb replied we currently have two kiosks, one in Boarding Area E and one in Boarding Area F. It's a very popular concept.

Commissioner Crayton asked if any of the other concept names listed are currently at the Airport.

Mr. Reeb said Flight 001 is a travel accessory store based out of New York and they have a store in Hayes Valley. The panel ranked them second. Other proposers that are at the Airport are Natalie's Candy Jar in T2; World Duty Free operates newsstands and specialty stores; RDG Concessions proposed Face Time and they are the incumbent in this particular space.

Commissioner Crayton asked why we don't have any of these other things that we're offering to the public.

Mr. Reeb said we have two of them ... Natalies Candy and the Face Time.

* * *

- G. CONSENT CALENDAR OF ROUTINE ADMINISTRATIVE MATTERS: The Consent Calendar, Item Nos. 10 through 12, was moved by Commissioner Johns and seconded by Commissioner Stern. The vote to approve was unanimous.
 - Award of two Professional Services Contracts for As-Needed Architectural Engineering Support Services:
 Contract No. 10594.50 - Hamilton + Aitken Architects - \$1,800,000
 Contract No. 10594.51 - Joseph Chow and Associates, Inc. - \$1.800,000

Resolution awarding two Professional Services
Contracts:
No. 15-0076
Contract No. 10594.50, As Needed Architectural and
Engineering Support Services, to Hamilton + Aitken
Architects in an amount not to exceed \$1,800,000
and with a contract duration of 5 years, and
No. 15-0077
Contract No. 10594.51, As-Needed Architectural and

Engineering Support Services to Joseph Chow and Associates, Inc. in an amount not to exceed \$1,800,000 and with a contract duration of 5 years.

11. <u>Authorization to Solicit Proposals and Negotiate a Contract for an Issuing and Paying Agent for the Commercial Paper Program</u>

No. 15-0078 Resolution authorization the solicitation of proposals

and negotiation of a contract with the highest ranked proposer for an Issuing and Paying Agent in connection with the Commercial Paper program.

12. Modification No. 1 to Professional Services Contract No. 9299 with Customer Service Experts, Inc. to Increase the Scope of Work by Adding a Mystery Shopping Program - \$121,500

No. 15-0079 Resolution approving Modification No. 1 to

Professional Services Contract 9299 with Customer Service Experts, Inc. to include a year-long Airport-Wide Mystery Shopping program at an additional cost of \$121,500 effective May 1, 2015 for a new not-to-exceed total contract amount of \$1,021,500.

Commissioner Johns ... what is this?

Mr. Chris Birch, Guest Services Manager said that we've had an informal Mystery Shopping Program for sometime that our vendors are aware of. Customer Service Experts currently teaches our Customer Service class, but their core business is mystery shopping so we've asked them to design a mystery shopping program that directly correlates to the values that we teach in our Customer Services classes. Once we get rolling we'll involve concession tenant managers to design these questionnaires. If the results are positive, we share that information with the managers. If they're not great results, it helps compel participation in the customer service training classes. We're trying to build on the success of the SkyTrak survey ... we won this year for Best North America and we feel it's partially attributable to the classes. So, the mystery shopping ties directly into the Guest Service Training classes. But, the tenants are involved in formulating the questionnaires and they'll get the results immediately. Our vendor then returns to discuss the results with the tenants.

Commissioner Johns said I've noticed that at certain times the lines for coffee are always the longest. We need to get our vendors on that.

Mr. Birch said if that doesn't come out of the initial discussions on building the questionaire we'll address it because I have the same concern.

Commissioner Crayton said staffing is an issue. They can't afford to add staff based on the time of day. I'm very excited that we'll continue to do this and that we are concerned about how our customers are treated.

Mr. Birch said without a master concessionaire we have many different vendors, so there's a wide-variety of experiences out there. We'll be in the shops twice a quarter ... so eight evaluations a year.

* * *

H. NEW BUSINESS:

Discussion only. This is the "Public Comment" section of the calendar. Individuals may address the Commission on any topic within the jurisdiction of the Airport Commission for a period of up to two (2) minutes. Please fill out a "Request to Speak" form located on the table next to the speaker's microphone and submit it to the Commission Secretary.

There were no requests to speak from the public.

* * *

I. CORRESPONDENCE:

There was no discussion by the Commission.

* * *

J. CLOSED SESSION:

There are no planned agenda items for a Closed Session for the current meeting.

In the event of any urgent matter requiring immediate action which has come to the attention of the Airport Commission after the agenda was issued and which is an item appropriately addressed in Closed Session, the Airport Commission may discuss and vote whether to conduct a Closed Session under Brown Act (California Government Code Sections 54954.2(b)(2) and 54954.5) and Sunshine Ordinance (San Francisco Administrative Code Section 67.11).

If the Airport Commission enters Closed Session under such circumstances, the Airport Commission will discuss and vote whether to disclose action taken or discussions held in Closed Session under the Brown Act (California Government Code Section 54957.1) and Sunshine Ordinance (San Francisco Administrative Code Section 67.12).

* * *

K. ADJOURNMENT:

There being no further calendared business before the Commission the meeting adjourned at 9:40 AM.

(Original signed by: Jean Caramatti)
Jean Caramatti
Commission Secretary