Department of Port Control

Ordinance No.: 120-2024

Executive Summary

The Department of Port Control ("Department") is requesting authority to enter into a professional services contract with GoApron, Inc. ("GoApron"), to provide an automated airport gate scheduling and billing management software solution for the Common Use Airport Operations program, for the Department of Port Control, for a period of one year, with four (4) one-year options to renew, exercisable by the Director of Port Control.

Background/Purpose:
The Common Use Airport Operations program at Cleveland Hopkins International Airport (CLE) is a very labor intensive, time-consuming, manual process. The current cycle time for gate plotting and scheduling requests from CLE airlines is 30 days. The CLE Common Use Operations Team manually creates daily gate schedules, adjusting the plot in real time. Each flight must be manually entered and updated daily. Currently, this work is done using Google Sheets. The data captured and maintained in these daily spreadsheets provide the information necessary to bill CLE airlines for gate usage. Discrepancies in the gate management data can cause errors, rework, and delays in the Department's billing process for gate utilization.

The Department's Common Use Operations billing process is also labor intensive and time-consuming. The billing is based upon an hourly charge for Common Use gates, this charge must be determined by conducting an investigation of the flight, a determination on how long an aircraft remained at the gate through websites and other national flight data sources. Data accuracy from these sources is manually reviewed through camera footage, if available, yielding a high probability of errors, which in turn could cause the possibility of missed revenue.

Scope:
This legislation will provide the Department of Port Control with legislative authority to obtain professional services, including software set up, configuration, training, maintenance and support necessary to provide the Department's Common Use Operations with a dynamic, real-time airport gate matching, utilization, financial reporting solution. GoApron's cloud-based, customizable gate management, aircraft parking, rate sheet calculation & financial reporting solution enables CLE staff, airlines and ground handlers to remotely submit requests to schedule airport gates and automatically assign airline flights to gates based on CLE operational rules and dependencies. The CLE Common Use Operations Team's gate management and billing effort is significantly reduced to reviewing and approving the requests, and automatically sharing financial information to the Department's Finance team for billing purposes.

Justification/Urgency:
To streamline and maintain dynamic, real-time airport common use gate operations, gate utilization awareness and data visualization services to Cleveland Hopkins International Airport (CLE), it's air service providers and the traveling public at CLE necessary to allow the Department to manage its increasing air service demand effectively and efficiently at CLE.

Term:
One year, with four (4) one-year options to renew, exercisable by the Director of Port Control.

Anticipated Cost:
Year 1: $99,900
Year 2: $113,220
Year 3: $119,880
Year 4: $126,540
Year 5: $133,200

Employee Demographics:
Total number of employees – 6
Number of employees that are minorities – 3
Number that are women – 2
Number that are City of Cleveland Residents – 0