

# Department of Port Control

Ordinance No.: 874-2019

Division of Marketing and Air  
Service Development

## Executive Summary

The Department of Port Control is requesting authority to exercise the second option to renew Contract No. CT 3001 PS2017\*191 with Airports Council International to provide customer service satisfaction surveys, data collection, reporting, benchmarking, and similar type services for the Department of Port Control.

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### **Background/Purpose:**

The Department of Port Control (“Department”) relies on the ACI/Airport Survey Quality program (“ASQ Program”) as a foundational element of its performance management program. The analysis of the information the program provides allows the Department to benchmark its performance against other airports. This information is integral to the work the Department is doing to establish on-going department-wide performance metrics and continuous improvement projects.

### **Scope of Work:**

The scope of work includes conducting regular benchmarking and other related services, including but not limited to; collecting and organizing data and publishing comparison charts of other participating airports. The information received from the ASQ Program assists the Department in analyzing how well it meets passenger expectations; how effectively it responds to passenger needs and how it measures up to other airports on a regional, national, and international basis.

The ASQ Program will also provide an analysis of key drivers for the industry. This data, presented in a detailed report, provides the Department with a comprehensive overview of where Cleveland Hopkins International Airport stands in relation to its competition.

### **Justification/Urgency:**

The ASQ Program is the world’s leading airport customer satisfaction benchmarking program. The program benchmarks three hundred and forty-six airports throughout the world and generates quarterly data reports. Airports Council International is the only organization to provide such comprehensive information for the airline industry. It has unique knowledge of and access to the aeronautical and aviation best practices standards and the airports that track progress on customer satisfaction.

The Department relies on this program. The analysis of this information allows the Department to better compete in the national and global fields.

**Anticipated Cost:**

N/A

**Schedule or Term of Contract:**

One year with three one-year options for renewal. The second of the one-year options to renew shall not be exercised without additional legislative authority.

**Current Vendors/Contracts:**

<b>Vendor</b>	<b>Vendor Address</b>	<b>Contract No.</b>
Airports Council International	800 rue du Square Victoria Suite 1810, PO Box 302 Montreal, Quebec H4Z 1G8 Canada	68263