



Legislation Details (With Text)

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Title: Approve the First Amendment to Service Agreement between City of Fresno and Flight Services & Systems, Inc., to extend the current agreement for the Customer Service Ambassador Program at Fresno Yosemite International Airport. (Council District 4)

Sponsors: Airports Department

Indexes:

Code sections:

Attachments: 1. 04-25-19 Flight Services & Systems First Amendment to Service Agreement.pdf

| Date | Ver. | Action By | Action | Result |
|-----------|------|--------------|----------|--------|
| 4/25/2019 | 1 | City Council | approved | |

REPORT TO THE CITY COUNCIL

April 25, 2019

FROM: KEVIN R. MEIKLE, Director of Aviation
Airports Department

SUBJECT

Approve the First Amendment to Service Agreement between City of Fresno and Flight Services & Systems, Inc., to extend the current agreement for the Customer Service Ambassador Program at Fresno Yosemite International Airport. (Council District 4)

RECOMMENDATION

Staff recommends Council authorize the Director of Aviation to execute the First Amendment to Service Agreement (Amendment) with Flight Services & Systems, Inc. (FS&S), an Ohio Corporation, to continue providing personnel at Fresno Yosemite International Airport (FAT) to serve as Ambassadors of the City of Fresno and Advocates for Travelers for an amount not to exceed \$150,000.00 for the life of the Agreement.

EXECUTIVE SUMMARY

FAT's Ambassador Program, which began in 2016, provides an added presence in the Terminal to

help facilitate a positive traveling experience. The Amendment will enable FS&S to continue providing support services to the traveling public at FAT. The extended term of the Agreement is for an additional three years with two one-year options, for a total of five years. The program is part of the airport's commitment to enhance services for the traveling public and is timely with the peak spring and summer travel seasons.

BACKGROUND

While the airlines remain the primary point of contact for passengers, ambassadors have an added presence in the terminal during peak flight times. The ambassadors work closely with airline personnel to assist passengers with resolving matters such as facilitating contact with their airline and helping to navigate the airport and the travel process.

The ambassadors have airport specific training to complement their customer service backgrounds, and are multilingual, which enhances their ability to communicate and assist passengers and guests. Identifiable by their blue vests and "How Can I Help?" button, ambassadors are stationed primarily in the baggage claim area to support airline flight arrivals, and can be found circulating the terminal lobby areas between flights.

The Amendment does not change the Scope of Service of the Original Agreement and has been reviewed and approved as to form by the City Attorney's office.

ENVIRONMENTAL FINDINGS

This amendment is not a "project" as defined by the California environmental Quality Act Guidelines Section 15378.

LOCAL PREFERENCE

Local preference was not implemented because this is an amendment to an existing agreement.

FISCAL IMPACT

The Airports Department expenditure for the Customer Service Ambassador Program is part of the Airports Department FY19 adopted budget and will be included in future budgets. There is no impact to the General Fund from this action. Past payments have averaged \$25,000 per year. Payments for the Amendment of the Service Agreement are not to exceed \$150,000 for the full term of the Agreement.

Attachment:

- Flight Services & Systems First Amendment to Service Agreement