



## Project Gateway

Introduction to Operating Standards Presentation - Part II

November 14, 2019

# Topics

- 1 Recap of *Introduction to Operating Standards (OS) Presentation I*
- 2 A Closer Look: OS Performance Monitoring, Reporting and Remediating Provisions

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# Operating Standards

## *Recap of Introduction to OS Presentation I - OS Role and Context*

- OS are an attachment to both the Lease Agreement and the New Use Agreement and so protective of both the City and the Airlines
- OS focus on Airport technical operations and resulting effects on Airport stakeholders
- The totality of OS include federal, state, and local legal requirements and additional City-defined standards (legal requirements are incorporated by reference)



- OS must be acceptable to the Airlines, reasonable and flexible from the perspective of potential Lessees, and adjustable over time

## Operating Standards

### *Recap of Introduction to OS Presentation I – Three Core OS Obligations*

- Obligate the Operator to provide information to the City on Operator's compliance with Federal laws and regulations
- Obligate the Operator to establish six “City-Required Plans”

Capital Asset Maintenance Plan

Facilities Operations Plan

Safety Management Plan

Customer Service Plan

Community Relations Plan

Performance Monitoring, Reporting,  
and Remediating Plan

(Also under consideration: requirements for a *Diversity and Inclusion Plan* and an *Environmental Sustainability Plan*)

- Obligate the Operator to perform data collection and analysis needed for the City to monitor the Operator's OS compliance

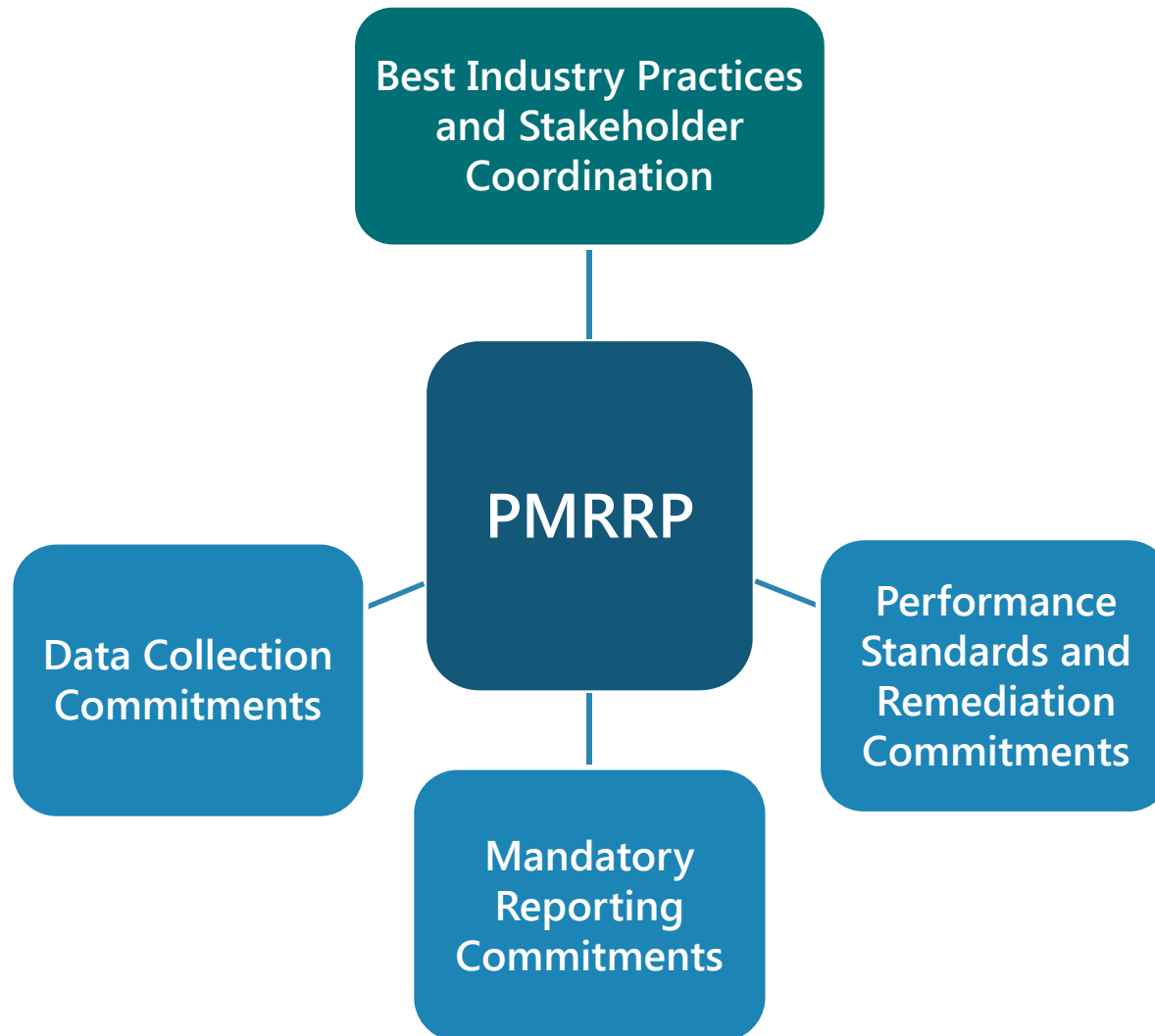


# Operating Standards

## *Recap of Introduction to OS Presentation I –*

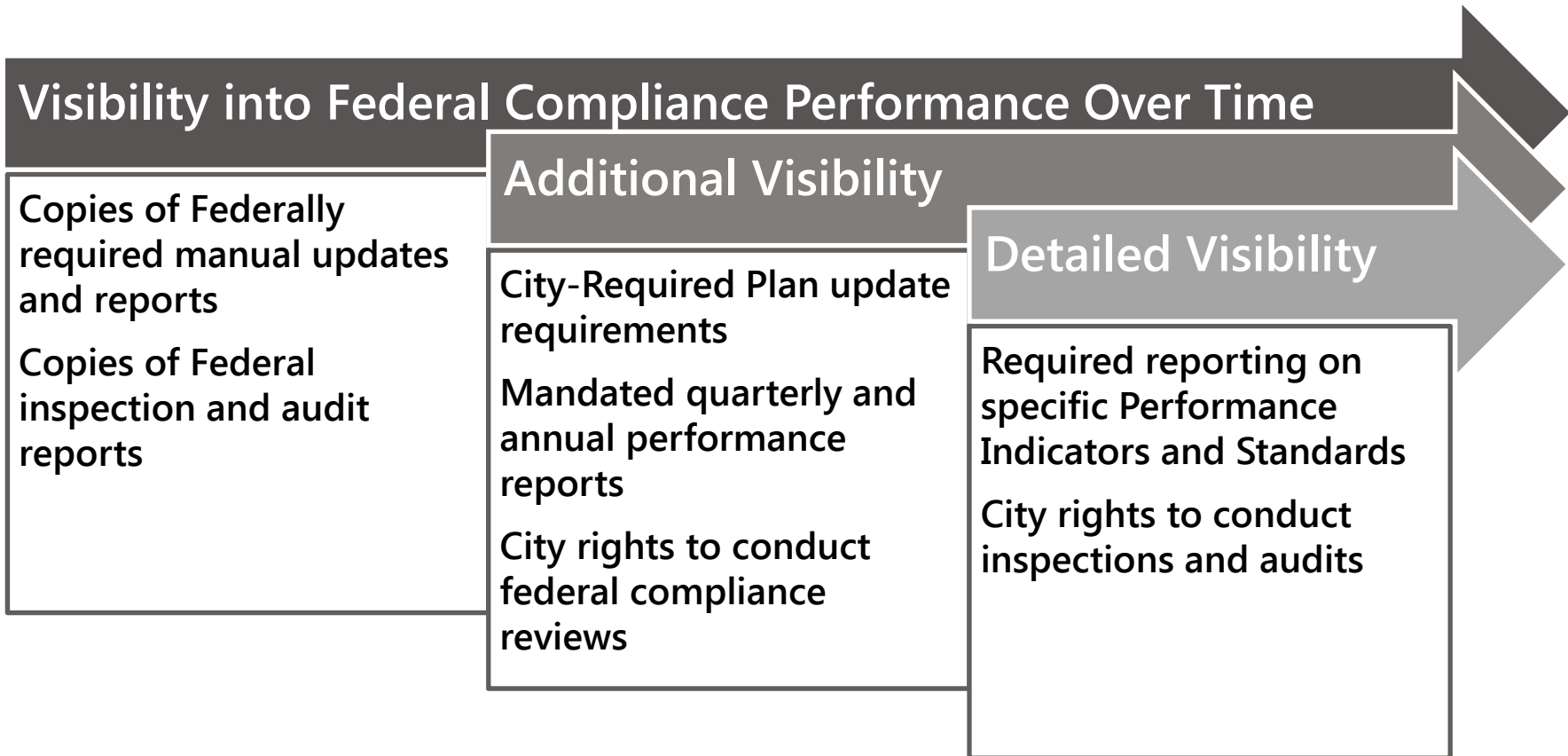
### *Performance Monitoring, Reporting, and Remediating Plan Standards*

Operator must make key commitments through its City-approved Performance Monitoring, Reporting, and Remediating Plan (PMRRP)



# Operating Standards

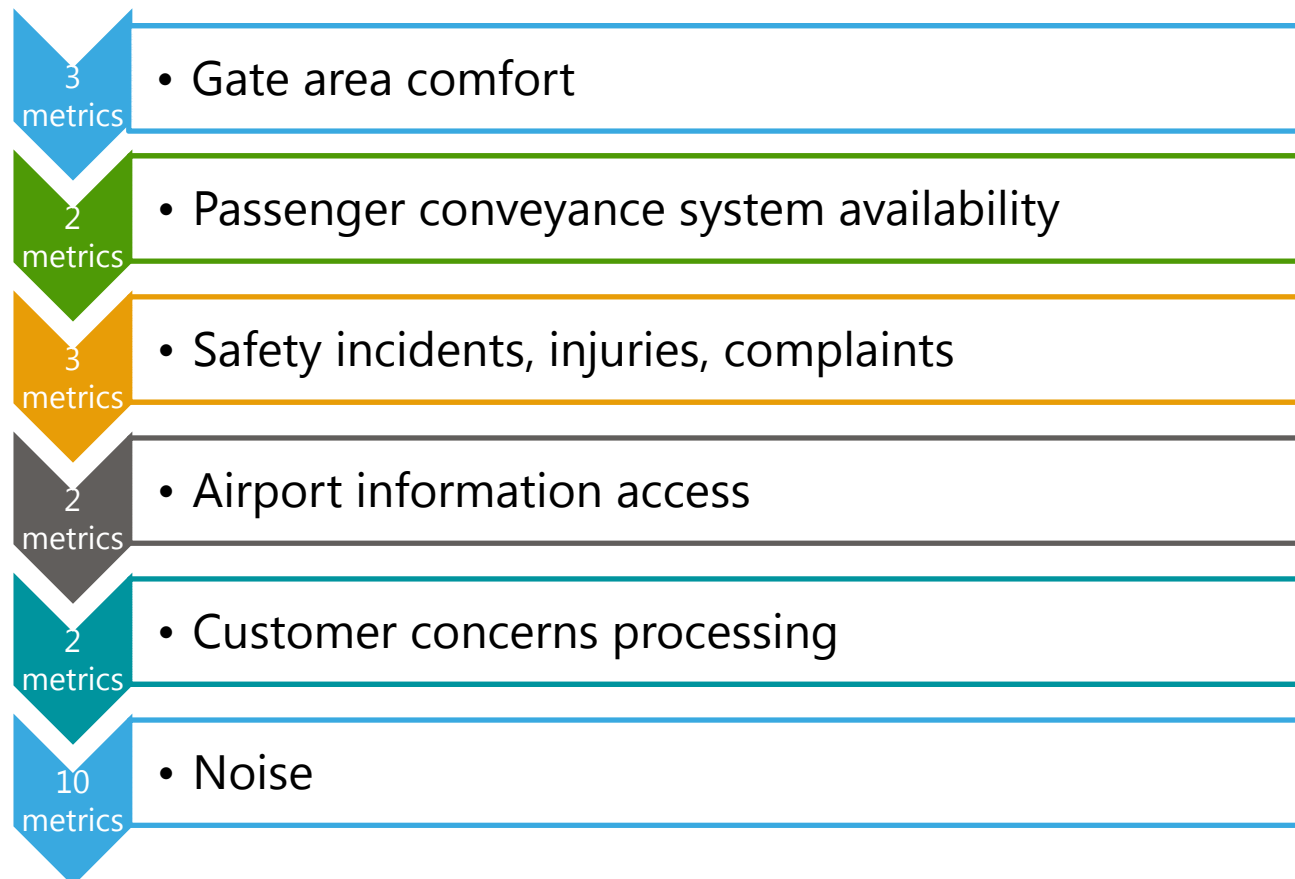
## *A Closer Look – How OS Provide Performance Visibility and Accountability*



# Operating Standards

## *A Closer Look – Types of Performance Data Collection Required*

- Mandatory Reports Require Data Collection on >20 Quantitative Metrics



- Also Require Independent Qualitative Data Collection via ASQ
  - Airport Service Quality (ASQ) is a passenger satisfaction survey program
  - Provides quarterly and annualized ratings on 34 performance indicators

# Operating Standards

## *A Closer Look – Mandatory Performance Monitoring Reports*

Operator must commit to providing the 15 quarterly or annual performance monitoring reports shown below plus an annual summary report

<b>Report Title</b>	<b>Report Type/Components</b>
Annual Federal Compliance Summary (1)	✓ Narrative Report
Annual Comprehensive Facilities and Traffic Report (1)	✓ Most recent Facilities Condition Assessment (FCA) ✓ Most recent Operator Facilities Condition Report (in years when a new FCA report is not produced) ✓ Annual Airport Facilities Alterations Report (AFAR) ✓ Annual Air Traffic Report (ATR) ✓ Annual Capital Preservation Report (CPR)
Quarterly and Annual Facilities Operations Plan Report (5)	✓ Combined Qualitative and Quantitative Metrics Report
Annual Safety Management Plan Report (1)	✓ Combined Narrative and Quantitative Metrics Report
Annual Customer Service Plan Report (1)	✓ Combined Narrative and Quantitative Metrics Report
Quarterly and Annual Noise Management Reports (5)	✓ Combined Narrative and Quantitative Metrics Report
Annual Community Relations Plan Report (1)	✓ Combined Narrative and Quantitative Metrics Report



## Operating Standards

### *A Closer Look – Additional Performance Information and Reporting*

- Various other informative documents will flow to the City and Airlines under the OS, Lease, and NUA
- Operator also must commit to posting on the Airport website the quarterly ASQ ratings on 12 performance indicators

Overall Satisfaction	Parking Access	Airport Ambience	Terminal Cleanliness
Ease of Finding Way	Walking Distances in Terminal	Flight Information Screens	Comfort of Gate Areas
Restroom Cleanliness	Internet/Wi-Fi Access	Eating Facilities Available	Baggage Cart Access

- Operator also must agree to post the quarterly and annual noise management reports on the Airport website

## Operating Standards

### *A Closer Look – Provisions on Achieving Performance Standards*

- Operator must commit to achieving performance standards specified for the provision of Federal compliance information and for each City-Required Plan
  - 20 performance standards require achieving an ASQ rating that is at least as high as the corresponding rating of STL for 2019
  - Several performance standards require achieving a quantitative metric, such as a percentage of time certain equipment will be available
  - Timely submission of the required plans, plan revisions, and reports also are performance standards

# Operating Standards

## *A Closer Look - Monitoring and Enforcement of OS Compliance*

