

GREATER ORLANDO AVIATION AUTHORITY
AGENDA REVISED v2

DATE: WEDNESDAY, SEPTEMBER 18, 2024

TIME: 2:00 P.M.

PLACE: CARL T. LANGFORD BOARD ROOM, ORLANDO INTERNATIONAL AIRPORT, ONE JEFF FUQUA BOULEVARD

For individuals who conduct lobbying activities with Aviation Authority employees or Board members, registration with the Aviation Authority is required each year prior to conducting any lobbying activities. A statement of expenditures incurred in connection with those lobbying instances should also be filed prior to April 1 of each year for the preceding year. Lobbying any Aviation Authority Staff who are members of any committee responsible for ranking Proposals, Letters of Interest, Statements of Qualifications or Bids and thereafter forwarding those recommendations to the Board and/or Board Members is prohibited from the time that a Request for Proposals, Request for Letters of Interests, Request for Qualifications or Request for Bids is released to the time that the Board makes an award. The lobbyist shall file a Notice of Lobbying (Form 4) detailing each instance of lobbying to the Aviation Authority within 7 calendar days of such lobbying. Lobbyists will also provide a notice to the Aviation Authority when meeting with the Mayor of the City of Orlando or the Mayor of Orange County at their offices. The policy, forms, and instructions are available on the Aviation Authority's offices web site. Please contact the Chief Administrative Officer with questions at (407) 825-7105.

I. CALL TO ORDER

II. INVOCATION

III. PLEDGE OF ALLEGIANCE

IV. ROLL CALL

V. CONSIDERATION OF AVIATION AUTHORITY MINUTES FOR AUGUST 21, 2024

VI. SERVICE RECOGNITIONS

VII. CHAIRMAN'S REPORT

VIII. CHIEF EXECUTIVE OFFICER'S REPORT

IX. BOARD PRESENTATION – DAYCARE UPDATE

X. CONSENT AGENDA

(These items are considered routine and will be acted upon by the Aviation Authority in one motion. If discussion is requested on an item, it will be considered separately. Items under this section are less than \$1,000,000 dollars)

- A. Recommendation to Accept Aviation Authority Committee Minutes
- B. Recommendation to Dispose of Surplus Property
- C. Recommendation of the Construction Committee to Approve an Addendum to the Continuing Horizontal Construction Services Agreement with Kiewit Infrastructure South Company (Kiewit) for the Award of Project H-00370, Airside 3 Apron Portland Cement Concrete (PCC) Slab Rehabilitation at the Orlando International Airport (MCO)
- D. Recommendation of the Construction Committee to Approve an Addendum to the Continuing Vertical Construction Services Agreement with Collage Design and Construction Group, Inc. dba The Collage Companies (Collage) for the Award of Project V-S00062, Terminal C Landscaping Program - Interior at the Orlando International Airport (MCO)
- E. Recommendation of the Construction Committee to Award Other Entity Contract (OEC) 24-768-OEC for the Purchase of Eight Air Handler Units (AHUs) for Bid Package (BP) No. 00485, Hyatt Lobby Renovations (Design/Build) at the Orlando International Airport (MCO) to Trane Heating and Air Conditioning (Trane) Utilizing Omnia Partners Contract No. 3341
- F. Recommendation of the Construction Committee to Approve Insurance Allowance and Payment of Additional Builders Risk Insurance Premium to Arthur J. Gallagher Risk Management Services, LLC (Gallagher) under the Soft Costs Account W-S00121 for Construction Projects Bid Package (BP) No. S00195, Terminal C, Phase 1 Expansion, Airside Concourse (Gates C250-C253); BP No. S00196, Terminal C, Phase 1 Expansion, Airfield Civil, Apron and Taxiway Paving, and Ground Support Equipment Facility; and BP No. S00198, Multi-Modal Connector Pedestrian Bridge and Rental Car Lobby (Design/Build), at the Orlando International Airport (MCO)

NOTE: Comments to the Board are governed by Aviation Authority Policy 120.06. Any person wishing to address the Aviation Authority Board must complete and turn in a Speaker's Request Card no later than ten minutes after the meeting begins. Late speaker requests will not be recognized.

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X. CONSENT AGENDA (cont'd)

- G. Recommendation of the Construction Committee to Approve Insurance Allowance and Payment of Additional Owner's Protective Professional Indemnity (OPPI) Insurance Premium to Arthur J. Gallagher Risk Management Services, LLC (Gallagher) under the Soft Costs Account W-S00121 for Construction Projects Bid Package (BP) No. S00195, Terminal C, Phase 1 Expansion, Airside Concourse (Gates C250-C253); BP No. S00196, Terminal C, Phase 1 Expansion, Airfield Civil, Apron and Taxiway Paving, and Ground Support Equipment Facility; and BP No. S00198, Multi-Modal Connector Pedestrian Bridge and Rental Car Lobby (Design/Build), at the Orlando International Airport (MCO)
- H. Recommendation of the Construction Committee to Approve an Addendum to the Continuing On-Call Architecture and Engineering Consulting Services with C&S Engineers, Inc. (C&S) for Fiscal Year (FY) 2025 Computer Aided Design (CAD), Geographic Information Systems (GIS), Building Information Modeling (BIM) and Related Services (W-00527) at the Orlando International Airport (MCO)
- I. Recommendation of the Construction Committee to Approve an Addendum to the General Consulting Services Agreement with Ricondo & Associates, Inc. (Ricondo) for the Evaluation of the North Terminal Complex (NTC) Baggage Handling System (BHS) (W-00489) at the Orlando International Airport (MCO)
- J. Recommendation of the Procurement Committee to Approve Multiple Addenda to the Continuing Program and Project Management Services Agreement with AECOM Technical Services, Inc. (AECOM) at the Orlando International Airport (MCO)
- K. Item was moved to New Business Item J
- L. Recommendation of the Procurement Committee to Approve Multiple Addenda to the Continuing Transportation Planning Services Agreement with HDR Engineering, Inc. (HDR) at the Orlando International Airport (MCO)
- M. Recommendation of the Procurement Committee to Approve Multiple Addenda to the Continuing Transportation Planning Services Agreement with HNTB Corporation (HNTB) at the Orlando International Airport (MCO)
- N. Recommendation of the Procurement Committee to Approve an Addendum to the Continuing Environmental Consulting Services with MSE Group, LLC (MSE) for Fiscal Year (FY) 2025 Wildlife Hazard Assessment and Abatement Services at the Orlando International Airport (MCO)
- O. Recommendation of the Procurement Committee to Approve Multiple Addenda to the General Consulting Services Agreement with Ricondo & Associates, Inc. (Ricondo) at the Orlando International Airport (MCO) and Orlando Executive Airport (ORL)
- P. Recommendation of the Procurement Committee to Approve Multiple Addenda to the Continuing Environmental Engineering Consulting Services Agreement with Terracon Consultants, Inc. (Terracon) at the Orlando International Airport (MCO)
- Q. Recommendation of the Procurement Committee to Approve Addendum No. 8 to the Specialty Automated People Mover (APM) and Passenger Rail Systems Consulting Services with Lea + Elliott, Inc., for the FY 2025 System Safety Program Plan (SSPP) and Operation and Maintenance (O&M) Support for the Automated People Mover (APM) Systems at Orlando International Airport
- R. Recommendation of the Procurement Committee to Approve Amendment No. 2, the First Renewal Option of Purchasing Contract 13-22 Fire Alarm System Certification, Testing, and Repair Services with Convergent Technologies, LLC
- S. Recommendation of the Procurement Committee to Approve the Award Other Entity Contract (OEC) 24-815-OEC for four Chevy Silverado work utility trucks from Garber Fleet Sales utilizing Florida Sheriffs Association Contract# FSA23-VEL31.0 and 24-816-OEC for five Ford Transit Vans from Alan Jay Fleet Sales utilizing Sourcewell Contracts 060920-NAF and 091521-NAF
- T. Recommendation of the Procurement Committee to Approve Amendment No. 1, the First Renewal Option for Purchasing Contract 02-22, Carpet, Vinyl and Rubber Flooring Repair and Replacement Services with Designers West Interiors Inc.
- U. Recommendation of the Procurement Committee for Approval of Amendment No. 1, Contract Adjustment, for Procurement Contract 24-280-E-RFP, Low Voltage Wiring and Installation Services (On-Call) to Quality Cable Contractors, Inc.
- V. Recommendation of the Procurement Committee for Approval of Amendment No. 1, Contract Adjustment, for Procurement Contract 24-280-C-RFP, Low Voltage Wiring and Installation Services (On-Call) to Orlando Business Telephone Systems, Inc.
- W. Recommendation of the Procurement Committee to Approve Amendment No. 1 to Procurement Contract 24-101-C-RFP, Information Technology Consulting Services Agreement with Technology Management Corporation (TMC) d/b/a Technology Management Corporation-1 Incorporated for FY25 Information Technology Staff Augmentation Support Services at the Orlando International Airport
- X. Recommendation to Approve Revisions to Organizational Policy 820.01, Real Estate Brokerage
- Y. Recommendation of the Procurement Committee to Approve Amendment No. 2 Second Renewal Option for Professional Services Agreement PS-576 with A Going Concern Inc.
- Z. Recommendation of the Retirement Benefits Committee to Add a New Fund (Vanguard Treasury Money Market Fund) and Replace a Fund (Invesco Developing Markets Fund with DFA Emerging Markets Equity Fund) Within the 401/457 Plans
- AA. Recommendation of the Construction Committee to Award Solicitation No. 24-621-Invitation to Bid (IFB) for the Purchase of 100 Sharp NEC 55" Monitors for Project W-S00161, Furnishings, Fixtures and Equipment (FF&E) and Information Technology (IT) Items in support of Bid Package (BP) No. S00198, Terminal C Multi-Modal Connector Pedestrian Bridge and Rental Car Lobby (Design/Build) at the Orlando International Airport (MCO) to Advanced Document Solutions, Inc.
- BB. Recommendation of the Chief Executive Officer to Accept the Nomination and Confirm the Appointment of Aircraft Rescue and Fire Fighting Fire Chief

XI. NEW BUSINESS

(Consistent with GOAA Policy 450.04, contracts in excess of \$1,000,000 are listed under this section as separate line items)

- A. Review and Recommendations for Airline Agreement and Baggage Processing Challenges
- B. Recommendation to Approve the Third Amended and Restated Resolution Relating to Airline Rates and Charges and Airline Operating Terms and Conditions for the Use of Facilities and Services at Orlando International Airport, and Various Airline Rate Documents Described Herein
- C. Recommendation for Final Adoption of the Aviation Authority's Budget for the Fiscal Year Beginning October 1, 2024, and Ending September 30, 2025
- D. Recommendation of the Construction Committee to Approve an Addendum to the Professional Services Agreement for Runway 7-25 Rehabilitation at Orlando Executive Airport (ORL) with Avcon, Inc. (AVCON) for Design Phase Architecture/Engineering (A/E) Services for Bid Package (BP) No. 00050, ORL Runway 7-25 Rehabilitation and Related Work, at ORL
- E. Recommendation of the Construction Committee to Approve an Addendum to the Continuing Transportation Planning Services Agreement with HNTB Corporation (HNTB) for the Development of the Master Mobility Plan (W-00446) at the Orlando International Airport (MCO)
- F. Recommendation of the Construction Committee to Approve Multiple Addenda to the Professional Services Agreement for Financial Consulting for Construction, Maintenance, Environmental, and Other Projects; Construction Payment Application and Invoice Review; Financial Consulting for the Capital Improvement Program (CIP) and Capital Initiation Requests (CIR); Grant and Passenger Facility Charge (PFC) Application Services; Extension of Staff Services; and Audit and Advisory Services, at Orlando International Airport (MCO) and Orlando Executive Airport (ORL), with Anser Advisory Consulting, LLC dba Anser Advisory (Anser)
- G. Recommendation of the Procurement Committee to Approve Rankings and Award Services for 24-642-RFP-PS for Insurance Broker Services
- H. Recommendation of the Procurement Committee to Approve Amendment No. 1 for Procurement Contract 24-101-B-RFP, Information Technology Consulting Services Agreement with Faith Group Consulting LLC (Faith Group) for FY25 Aviation Authority Digital Content Ecosystem Visual Communication Strategy, Innovation and Content Production Services at the Orlando International Airport
- I. Recommendation of the Procurement Committee for Approval of Amendment No. 1, First Renewal, for Procurement Contract 23-148-OEC, Cisco Hardware, Smartnet Licenses and Related Products, Services and Solutions to Veytec, Inc.
- J. Recommendation of the Procurement Committee to Approve Multiple Addenda to the Continuing Program and Project Management Services Agreement with Geotech Consultants International, Inc. dba GCI, Inc. (GCI) at the Orlando International Airport (MCO)

XII. PROCUREMENTS

(Notification for release of documents for different services at the Aviation Authority in excess of \$500,000)

- A. Request for Proposals, Shuttle Management Services
- B. Request for Proposals, Automated Retail Concession
- C. Request for Proposals, Consultant, OAR/PM
- D. Request for Statement of Qualifications, Selection of Design/Build Services for Bid Package (BP) No. 00507, Airside Restroom Renovations and Additions at the Orlando International Airport (MCO)

XIII. INFORMATION SECTION

(No action is required on the item(s). Board members should feel free to ask questions on the item(s).)

- A. Notification of Procurement Committee Recommendations to the Chief Executive Officer for Approval at the September 18, 2024, Aviation Authority Board Meeting
- B. Notification of Release of RFP/RFB/RFQ/IFB
- C. Confiscated Item Return Service Concession Procurement
- D. Notification of Removal of Operational Policy 730.03, COVID-19 Protective Measures
- E. Construction Report

MEMORANDUM

TO: Members of the Aviation Authority

FROM: Stephanie Kopelousos, Board Member

DATE: September 18, 2024

ITEM DESCRIPTION

Review and Recommendations for Airline Agreement and Baggage Processing Challenges

ISSUES

Orlando International Airport (MCO), especially in the North Terminal Complex, is facing significant baggage processing challenges, including delays in outbound and inbound baggage handling and extended wait times at baggage claim.

BACKGROUND

At the August Board meeting, Chairman Weisheyer requested a review of the airline agreement related to baggage handling. He emphasized the need to identify solutions for enhancing baggage services at MCO within a 30-day timeframe.

PROCESS

1. Site Visits: On August 23, the Greater Orlando Aviation Authority (GOAA) Team, Mr. Davit, Mr. Griffin, and Mr. Goodwin, provided me with a tour of the baggage handling systems, including both the North Terminal and the updated Terminal C.
2. Surveys and Interviews: Surveys were distributed to members of GOAA and consultants involved with baggage handling. I subsequently interviewed survey respondents, our current vendor, and airline partners to gather insights and solutions. The feedback highlighted significant challenges with the baggage system.
3. Vendor Meetings: I met with our current vendor and other interested parties to explore potential solutions and gather further insights.
4. I posed numerous inquiries and gained substantial insights.

OBSERVATIONS

1. System Limitations: The baggage system in the North Terminal Complex (Terminals A & B), implemented over several decades, is now outdated. The baggage system currently in use has evolved over several decades. Since the post-9/11 era and the introduction of additional baggage screening devices, it has been reorganized into a series of pods within the constrained spaces of the terminal structure, which was designed nearly 40 years ago. A decade ago, the airport had two terminals serving 35 million passengers; today, with three terminals, it accommodates nearly 58 million passengers. This system has undoubtedly surpassed many initial expectations.
2. Capacity and Reliability Issues: The baggage handling system (BHS) and the existing TSA screening equipment are overburdened and outdated and need to be updated and streamlined with new technology.

3. Impact of Disney Magical Express (DME): Previously, DME alleviated stress on the North Terminal by handling over 1 million bags remotely, reducing airline counter congestion and balancing TSA security lines.
4. Future Prospects: Bringing back remote check-in at cruise ports will require resolving Customs and Border Protection (CBP) issues. The goal is to manage passenger and baggage peaks effectively and leverage new technologies to enhance the "Orlando Experience" across all terminals.
5. "Orlando Experience": A crucial objective will be to mitigate the fluctuations in passenger and baggage volumes entering the airport. We must continue exploring advanced technologies to enhance our visitors' experience, which we call the "Orlando Experience." While Terminal C currently exemplifies this standard, it is imperative that we extend the same level of service to the North Terminal. It is important to hold all stakeholders accountable for contributing to the solution.
6. Challenges in Data Collection and Accountability: Obtaining clear and accurate data has proven to be particularly challenging. The complexity of the baggage handling system and the numerous variables involved make it difficult to gather comprehensive information. However, accurate data is crucial for ensuring accountability across the airport's operations, including those of vendors and service providers. By improving data collection and analysis, we can better track performance, identify bottlenecks, and implement targeted improvements. Most importantly, clear data helps enhance the passenger experience by providing actionable insights that drive better service and operational efficiency. This approach will support informed decision-making and foster continuous improvement in delivering travelers a seamless and positive experience.

RECOMMENDATIONS

Immediate Actions:

Policy Update: Revise Policy 190.01 regarding Express Baggage Handling and Passenger Transfer by the Private Sector.

- o Aim to offload baggage handling from the curb by implementing off-site pick-up and direct delivery to the Remote Screening Facility (RSF).
- o Vendors must secure agreements with at least one, but preferably more, of the top five major airlines at MCO, and an agreement with local resorts (8,000 rooms) to ensure volume adequacy.
- o During information gathering, it was consistently emphasized that any vendor must demonstrate the capacity to handle the required volume for the system to function effectively.
- o By the end of Year 1, vendors should handle 1.5 million bags inbound and outbound annually from an offsite location through the Remote Screening Facility at the airport.
- o By Year 2, the vendor should provide transportation services, to ensure the full customer service experience.
- o Current costs are \$6.75 per bag for on-site pick-up. For inbound or outbound off-site baggage services a stipend of the same amount should apply.

Long-Term Actions:

System Upgrade: The GOAA Team is working on a new North Terminal baggage system that will utilize the latest technologies and allow the induction of baggage from remote sources.

Airline Agreement:

The current agreement is nearing expiration. A new arrangement will be based on negotiations between the airport team and airlines. This will involve a cost recovery model mandated by the FAA, covering system maintenance, upgrades, and remote screening.

FISCAL IMPACT

The GOAA Team has recommended a budget of \$25 million annually, totaling \$125 million over the next five years for the Express Baggage Handling and Passenger Transfer services. Additional fiscal impact will be presented as solutions are planned, developed and constructed.

RECOMMENDED ACTION

Approve the recommended changes to Policy 190.01 – Express Baggage Handling and Passenger Transfer by the Private Sector. Continue to support the Advance Concept Planning (ACP) of the Terminals A and B Baggage Handling System for its Baggage Handling System replacement.

OBJECTIVE The Greater Orlando Aviation Authority (the Authority) is committed to excellent passenger experience, including the seamless and efficient moving and transferring of passenger and passenger’s luggage, and has entertained inquiries from members of the Central Florida hospitality and tourism community, airlines, and vendors, about what passenger transfer and baggage services are available.

The Authority recognizes the critical need for improvement in the quality, volume and efficiency of passenger transport, baggage delivery, baggage security, management and the delivery of passengers and passengers’ luggage to/from the airport.

The purpose of this policy is to set forth the parameters for the selection and management of private service baggage providers by the Authority, including, baggage handling, passenger transfer and remote baggage services to be provided by the private sector on behalf of both arriving and departing passengers, in an effort to address increased visitation at the airport and subsequent challenges presented to the airport’s current baggage handling capacity, the baggage issues facing the airport, as well as, make arrivals and departures at the airport more efficient and convenient.

DEFINITIONS Express Service Provider (ESP) – Properly permitted entities who provide off-airport check in services for passengers and/or baggage.

STIPEND FOR BAGGAGE SERVICES ESPs shall be paid \$6.75 for each bag that is handled through an off-airport outbound and/or inbound baggage service and processed through the Remote Screening Facility from or to off-airport baggage location (Paid Baggage Fee). This stipend amount will be adjusted by Board action after a 5-year term.

REQUIREMENTS To ensure that the level of expertise, experience and capacity is sufficient to handle the airport’s passenger flow, the ESP must demonstrate that it has a present, binding and operating baggage handling contract between the ESP and at least one of the top five individual airlines at the airport, as defined by the airport’s last six-month passenger profile from the date of ESP application, and must have a baggage handling contract with any local resort/hotel, or group of resorts/hotels, at the level of at least 8,000 room nights per night.

The ESP must be willing and able to demonstrate the capacity, during the first year of operations, to move 1.5 million bags the first year, inbound and/or outbound from or/to an off-airport hotel/resort, through the Remote Screening Facility.

During the second year of the contract, the ESP must demonstrate the capacity and willingness to handle inbound and/or outbound bags at the level of an average of 7,500 bags a day, from and to an off-airport resort/hotel, through the Remote Screening Facility, and offer transportation services to/from the airport to the resort/hotel for those passengers using the baggage services that are associated with the Paid Baggage Fee, and whose bags process through the Remote Screening Facility. These services will be provided at no additional cost from the vendor to the Authority.

DISRUPTION OF AIRPORT OPERATIONS All ESPs, including any utilization of Authorized Airport Contractors and federal security services, must be performed in a manner that does not disrupt or interfere with any current or intended airport operations.

SPACE ALLOCATION FOR BAGGAGE AND PASSENGER TRANSFER ESPs which meet the requirements above shall be provided sufficient space to conduct ESP operations.

SECURITY All Express Baggage and Passenger Transfer Services provided at the airport shall be subject to all laws, rules, regulations and policies of any governmental authorities, including the Transportation Security Administration and the Authority.

AUTHORITY TO ENTER INTO PERMIT AGREEMENTS The Chief Executive Officer or designee shall review solicitations, proposals, and other documents for the purpose of determining compliance with the requirements set forth in this policy and will report to and submit recommendations about these baggage handling services to the Authority Board.

APPROVAL AND UPDATE HISTORY

Last Approval Aviation Authority Board:

Supersedes All Previous