

Memorandum



CITY OF DALLAS

DATE February 24, 2012

TO Honorable Members of the Transportation and Environment Committee:
Linda Koop (Chair), Sheffie Kadane (Vice Chair), Sandy Greyson, Delia Jasso, Vonciel Jones Hill, Pauline Medrano

SUBJECT Love Field Modernization Update and Airport Electronic Systems Management Update

Please find attached the Love Field Modernization Update and Airport Electronic Systems Management Update Briefing which will be given to the City Council Transportation and Environment Committee on February 27, 2012. The material is attached for your review.

If you have any questions, please do not hesitate to contact me.

A handwritten signature in black ink, appearing to read 'A.C. Gonzalez'.

A.C. Gonzalez
First Assistant City Manager

c: The Honorable Mayor and Members of the City Council
Mary K. Suhm, City Manager
Thomas P. Perkins, Jr. City Attorney
Rosa Rios, Acting City Secretary
Craig Kinton, City Auditor
Judge C. Victor Lander, Administrative Judge
Ryan S. Evans, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Forest E. Turner, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Edward Scott, Director, Controller's Office
Frank Libro, Public Information Office
Theresa O'Donnell, Director, Sustainable Development and Construction
Mark Duebner, Interim Director, Department of Aviation
Stephanie Cooper -Thompson, Assistant to the City Manager – Council Office



Love Field Modernization Program (LFMP) & Airport Electronic Systems Management (AESM) Status Update

Transportation & Environment Committee
February 27, 2012




Background

- LFMP will deliver a brand new airport
- With new terminal, changing to a Tenant Shared Services Concept of Operations
- Airport Electronic Systems Maintenance (AESM) Organization was created between CIS and AVI
- Improved coordination for system support
 - Focused on support contracts
 - Airport managed vs. tenant managed

LFMP Update

- Love Field Modernization Program includes a New 20 gate concourse, new ticketing wing and new baggage claim area. Also includes new Baggage and Passenger screening systems



New Gates
April 2013

New Security Lobby
November 2012

New Ticketing Wing
November 2012

New Passenger Screening Lobby
Phase 1 Open Jan 2012
Phase 2 March 2013



New Ticketing Wing
November 2012



Budget

- Program budget \$519 M running at an estimated \$7M under budget
- Terminal building ahead of schedule
- Aircraft Apron currently on schedule

Major Milestones

- Fall 2012 - Open Ticketing Wing
- Spring 2013 - Open first 12 gates with ticketing wing, baggage screening system and security lobby active
- Fall 2014 - Open remaining 8 gates with new baggage claim hall

Change in Airport IT needs

- The new building will have all new technology and the City needs to be able to maintain those technology systems
- Airline, Security and Life safety systems all dependent on IT infrastructure, support and maintenance
- To meet those needs the Airport and CIS created Airport Electronic Systems Management (AESM) team

What is AESM Model?

- A single Shared Services Concept of Operations (in support of FAA, TSA, Airline, Concessions and Airport Operations)
- One-stop shop for systems and services
- Centralized communication center for flying public, tenants, and airport operations
- Need to be in-place November 2012 for opening of new Ticket Hall

Benefits

- Improved communication with flying public, tenants, and airport operations
- Improved support of airport operations to fulfill national flight requirements
- Supports demand for higher level services mandated by FAA, TSA, and other government agencies
- Improved control of Love Field assets

Background

- Focused coordination for service delivery
 - Began planning for requirements of new shared services model
 - Moving to single network backbone controlled by City
 - Defined and managed service level agreements
 - Set up AESM Staffing and Operations

Tenant Shared Services Concept

- Cost recovery model for shared tenant services provided by AESM
 - Network services
 - Communication services
 - CCTV services
 - Video surveillance services

Airport Operations Communication Center

- Single point of contact for tenants, flying public, and airport operations
 - IVR
 - Event management
 - Scripted event response procedures
 - Initiate or log work orders/service requests
 - Monitor airport activities in support of federal, state and local flight operations
 - Coordinate emergency event response
- Coordination of service delivery

Planning & Design

- AESM group working directly with Project Management Office on the Love Field Modernization
- As systems bid and procured, AESM began developing requirements for implementation and future maintenance
- Systems now being installed in new terminal

Planning & Design

- Develop operating rules and requirements
 - Standard Operating Procedures
 - Managed third-party support resources
 - Improve management review process of service delivery
- Management of 30+ airport systems including systems directly used by TSA, FAA, and national airport security and operations
- Services for new concessions operations

Timeline

- Initial Phase – Create Organizations / Contract Support (ongoing to December 2012)
 - Create RFPs / RFQs for 3rd Party M&O
 - Create Support Organization (e.g., Service Menus, Price Lists, Service Level Agreements)
- Second Phase – System Commissioning & Final System Transition (Summer 2012 – March 2013)

Role of URS

- Currently engaged with LFMP activities.
- Provide Experienced Subject Matter Experts (SMEs) in Airport Electronic Systems Design, Installation & Testing and Support
- Provide Local Staff Augmentation Communications and IT SMEs for Temporary Support Tasks
- Provide Improved Construction Coordination & Management Support to the LFMP

Next Steps

- Award supplemental agreement to URS for support services
- Begin implementation of new systems for LFMP
- Forward service contracts for maintenance of systems