



**OFFICE OF THE CONTROLLER**  
CITY AND COUNTY OF SAN FRANCISCO

Greg Wagner  
Controller  
Todd Rydstrom  
Deputy Controller

April 26, 2024

Ivar C. Satero, Airport Director  
San Francisco International Airport  
International Terminal, 5th Floor  
P.O. Box 8097  
San Francisco, CA 94128

Attention: Denise Payton, Director of Budget & Capital Planning

RE: Contracting for Airport Information & Guest Services – FY 2024-25 & FY 2025-26

The cost information and supplemental data provided by your office on the proposed contract referenced above have been reviewed by my staff.

If these services are provided at the proposed contract price, it appears they can be performed at a lower cost than if the work were performed by City employees.

The requirements of Charter Section 10.104.15 relative to the Controller's findings that work or services can be practically performed under private contract at a lesser cost than similar work performed by employees of the City and County of San Francisco have been satisfied. Attached is a statement of projected cost and estimated savings for Fiscal Years 2024-25 and 2025-26 and the informational items provided by the department pursuant to San Francisco Administrative Code Section 2.15.

Following the approval of the Board of Supervisors, we will notify your department and the Purchaser that this Charter requirement has been met. Please contact Devin Macaulay at [Devin.Macaulay@sfgov.org](mailto:Devin.Macaulay@sfgov.org) if you have any questions regarding this determination.

Sincerely,

\_\_\_\_\_/s/\_\_\_\_\_  
Greg Wagner,  
Controller

Enclosures

cc: Board of Supervisors' Budget Analyst  
Human Resources, Employee Relations

AIR - Airport Commission  
 Airport Information and Guest Assistance Services (18724)  
 COMPARATIVE COSTS OF CONTRACTING VS. IN-HOUSE SERVICES  
**FISCAL YEAR 2024-25**

**PROJECTED PERSONNEL COSTS**

Job Name	Job Class	FTE	FY 2024-25 Personnel Costs Low	FY 2024-25 Personnel Costs High
Senior Management Assistant	1844_C	3.00	\$ 455,497	\$ 541,814
Customer Service Supervisor	1306_C	10.50	\$ 1,461,599	\$ 1,734,528
Customer Service Representative	1304_C	84.90	\$ 10,619,080	\$ 12,573,384
Holiday Pay - Miscellaneous			\$ 650,546	\$ 780,968
Premium Pay - Miscellaneous			\$ 266,998	\$ 671,175
<b>Sum:</b>		<b>98.40</b>	<b>\$ 13,453,720</b>	<b>\$ 16,301,869</b>

**ADDITIONAL CITY COST**

Item Description	Nbr of Units	Notes / Unit Measure	FY 2024-25 Low Estimate	FY 2024-25 High Estimates
Office Equipment and Technical Support	0		\$ 100,000	\$ 100,000
Reward and Recognition	0		\$ 30,000	\$ 30,000
Uniform and Dry Cleaning	0		\$ 210,000	\$ 210,000
ADM Guest Support Supplies	0		\$ 150,000	\$ 150,000
<b>Total Non-Personnel Costs:</b>			<b>\$ 490,000</b>	<b>\$ 490,000</b>

**ESTIMATED TOTAL CITY COST \$ 13,943,720 \$ 16,791,869**

**COST COMPARISON SUMMARY**

ESTIMATED TOTAL CITY COST	\$ 13,943,720	\$ 16,791,869
LESS: ESTIMATED TOTAL CONTRACT COST	\$ 9,341,257	\$ 9,349,278
ESTIMATED SAVINGS	\$ 4,602,463	\$ 7,442,591
% of Savings to City Cost	33.01%	44.32%

AIR - Airport Commission  
 Airport Information and Guest Assistance Services (18724)  
 COMPARATIVE COSTS OF CONTRACTING VS. IN-HOUSE SERVICES  
**FISCAL YEAR 2025-26**

**PROJECTED PERSONNEL COSTS**

Job Name	Job Class	FTE	FY 2025-26	
			Personnel Cost Low	Personnel Cost High
Senior Management Assistant	1844_C	3.00	\$ 472,160	\$ 561,184
Customer Service Supervisor	1306_C	11.30	\$ 1,631,244	\$ 1,934,177
Customer Service Representative	1304_C	89.30	\$ 11,590,466	\$ 13,710,637
Holiday Pay - Miscellaneous			\$ 714,416	\$ 857,642
Premium Pay - Miscellaneous			\$ 292,088	\$ 350,647
<b>Sum:</b>		<b>103.60</b>	<b>\$ 14,700,374</b>	<b>\$ 17,414,287</b>

**ADDITIONAL CITY COST**

Item Description	Nbr of Units	Notes / Unit Measure	FY 2025-26	
			Low Estimate	High Estimates
Office Equipment and Technical Support	0		\$ 100,000	\$ 100,000
Reward and Recognition	0		\$ 30,000	\$ 30,000
Uniform and Dry Cleaning	0		\$ 210,000	\$ 210,000
ADM Guest Support Supplies	0		\$ 150,000	\$ 150,000
<b>Total Non-Personnel Costs:</b>			<b>\$ 490,000</b>	<b>\$ 490,000</b>

**ESTIMATED TOTAL CITY COST \$ 15,190,374 \$ 17,904,287**

**COST COMPARISON SUMMARY**

ESTIMATED TOTAL CITY COST	\$ 15,190,374	\$ 17,904,287
LESS: ESTIMATED TOTAL CONTRACT COST	\$ 9,795,072	\$ 9,803,344
ESTIMATED SAVINGS	\$ 5,395,302	\$ 8,100,943
% of Savings to City Cost	35.52%	45.25%