



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

Ben Rosenfield  
Controller  
Todd Rydstrom  
Deputy Controller

May 31, 2021

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

Attention: Ronda Chu, Acting Budget Director

RE: Contracting for Airport Information Booth & Guest Assistance – FY 2021-22

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 2021-22 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 Risa Sandler at 415-554-5254 if you have any questions regarding this determination.

Sincerely,

/s/  
\_\_\_\_\_  
Ben Rosenfield,  
Controller

Enclosures

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

027-Airport Commission  
 Customer Care  
 Airport Information and Guests Assistance Services  
 COMPARATIVE COSTS OF CONTRACTING VS. IN-HOUSE SERVICES (1) (2)  
 FISCAL YEAR 2021-22

**ESTIMATED CITY COSTS:**

**PROJECTED PERSONNEL COSTS**

Job Class Title	Class	# of Full Time Equivalent Positions	Bi-Weekly Rate per FTE		Annual Cost	
			Low	High	Low	High
Senior Operations Manager	9143	0.0	\$ 6,239	\$ 7,489	-	-
Senior Management Assistant	1844	1.7	3,694	4,435	163,924	196,787
Management Assistant	1842	7.0	3,223	3,870	586,405	703,968
Accountant I	1650	0.0	2,931	3,518	-	-
Principal Account Clerk	1634	5.0	3,039	3,648	396,529	476,025
Senior Account Clerk	1632	54.1	2,689	3,229	3,797,459	4,558,775
Account Clerk	1630	0.0	2,323	2,789	-	-
Training Officer	1232	0.5	3,970	4,766	46,629	55,978
	-				-	-
Holiday Pay (if applicable)	n/a	n/a			158,367	190,116
Night / Shift Differential (if applicable)	n/a	n/a			141,269	169,590
Overtime Pay (if applicable)	n/a	n/a				
Other Pay (if applicable)	n/a	n/a				
Total FTE		68.2				
Total Salary Costs-->					4,990,947	5,991,533
Total of Other Compensation-->					299,635	359,706

**FRINGE BENEFITS**

Job Class	\$ Amount	Low	High
Benefits per FTE--Job Class #:	1232	51610	
Benefits per FTE--Job Class #:	1630	36550	
Benefits per FTE--Job Class #:	1632	39800	
Benefits per FTE--Job Class #:	1634	42897	
Benefits per FTE--Job Class #:	1650	42402	
Benefits per FTE--Job Class #:	1842	44537	
Benefits per FTE--Job Class #:	1844	48715	
Benefits per FTE--Job Class #:	9143	73116	
Benefits per FTE--Job Class #:	1827	52973	
Benefits per FTE--Job Class #:	-	-	
Total Fringe Benefits		2,664,817	2,993,909

**ADDITIONAL CITY COSTS**

Office Equipment and Technical Support	46,552	46,552
Reward & Recognition	10,000	10,000
Uniform and Dry Cleaning	58,800	58,800
ADM Guest Support Supplies	30,000	30,000
Fringe Benefit	3,500	3,500
Total Capital & Operating	148,852	148,852

**COST COMPARISON SUMMARY**

<b>ESTIMATED TOTAL CITY COST</b>	8,104,252	9,494,000
<b>LESS: ESTIMATED TOTAL CONTRACT COST</b>	5,996,371	6,003,351
<b>ESTIMATED SAVINGS</b>	2,107,881	3,490,650
<b>% of Savings to City Cost</b>	26%	37%

Comments/Assumptions:

1. FY 1990 would be/was the first year these services are/were contracted out.
2. Salary levels reflect proposed salary rates effective July 1, 2021. Costs are represented as annual 12 month
3. Variable fringe benefits consist of Social Security, Medicare, employer retirement, employee retirement pick-up and long-term disability, where applicable.
4. Fixed fringe benefits consist of health and dental rates plus an estimate of dependent coverage.
5. The estimated Contract Cost includes 0.25 FTE for contract monitoring.