

OPERATING AT PHOENIX SKY HARBOR AIRPORT

Terminal 3 Micro-Restaurant and Kiosk

Nov. 7, 2024



PHX DVT BYR

WELCOME & HOUSEKEEPING

- In this session, your device has automatically been muted.
- Time for questions will be available at the end of each segment and again at the end of the presentation. Please submit your questions using the “chat” feature.

- Better than a screenshot, today’s presentation and recording will be available at:

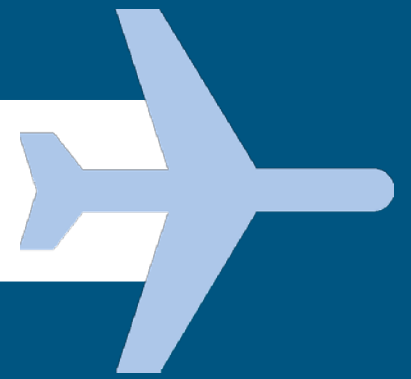


- If you missed the Business Information Meetings on Oct. 24 and Oct. 30, you can view those presentations and recordings at:



Everything is subject to change until the Revenue Contract Solicitation (RCS) is released.

TODAY'S AGENDA



- Scope Overview
 - Solicitation Details
 - Preliminary RCS Schedule
- Airport Badging & Security Process
- Employee Parking
- Airfield Vehicle Process
- Sustainability
- Q&A

SCOPE OVERVIEW

Terminal 3 Micro-Restaurant and Kiosk
Small Business Opportunity

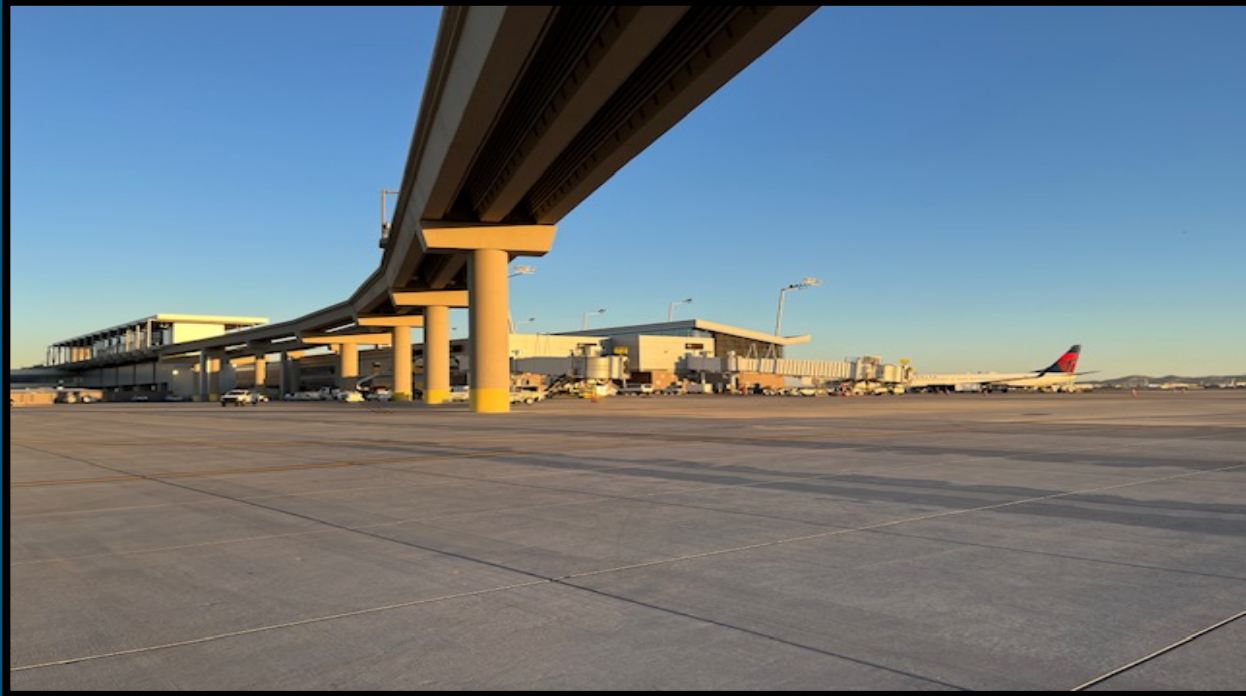
Business and Properties Division | Janet Lee



TERMINAL 3

Airlines

- Advanced Airlines
- Air Canada
- Alaska Airlines
- Allegiant Air
- Breeze Airways
- Contour Airlines
- Delta Airlines
- Denver Air Connection
- Frontier Airlines
- Hawaiian Airlines
- jetBlue Airways
- Porter Airlines
- Southern Airways Express
- Sun Country
- Spirit Airlines
- United Airlines



TERMINAL 3



Enplanements

- 2023: 6.3M
- 2022: 5.1M
- 2021: 4.2M

Badging Office

- Monthly Average: 4,000
- Daily Average: 230 – 300
- Walk-Ins: 25 - 50

CONCESSION GOALS AND PRINCIPLES

- Increase small business opportunities;
- Reflect our region in the concept and menu plans with consideration to current trends;
- Optimize sales and revenues;
- Provide quality food and beverage offerings;
- Innovation and Technology; and
- The Successful Respondent will be selected based on the entire Response.



AMERICA'S FRIENDLIEST AIRPORT®

All employees are responsible for our reputation of America's Friendliest Airport®



BE THE REASON SOMEONE SMILES TODAY

skyharbor@phoenix.gov

- Nominate an employee today
- Recognize airport employees for exceptional customer service

F = Friendly
L = Let me help
Y = You

**32,000 EMPLOYEES
WORK AT PHX**

100,000 CUSTOMERS SERVED DAILY



PHX PHOENIX SKY HARBOR
INTERNATIONAL AIRPORT

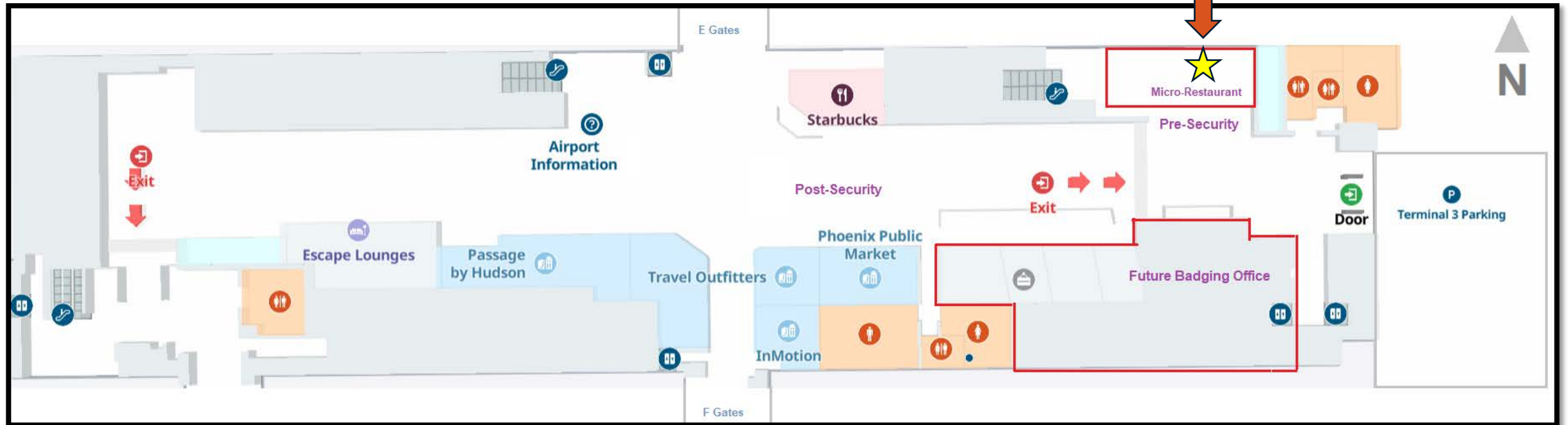
America's Friendliest Airport®



SOLICITATION DETAILS

Terminal 3 Food & Beverage Concession Small Business Opportunity

Micro-Restaurant Location: Terminal 3 Level 4



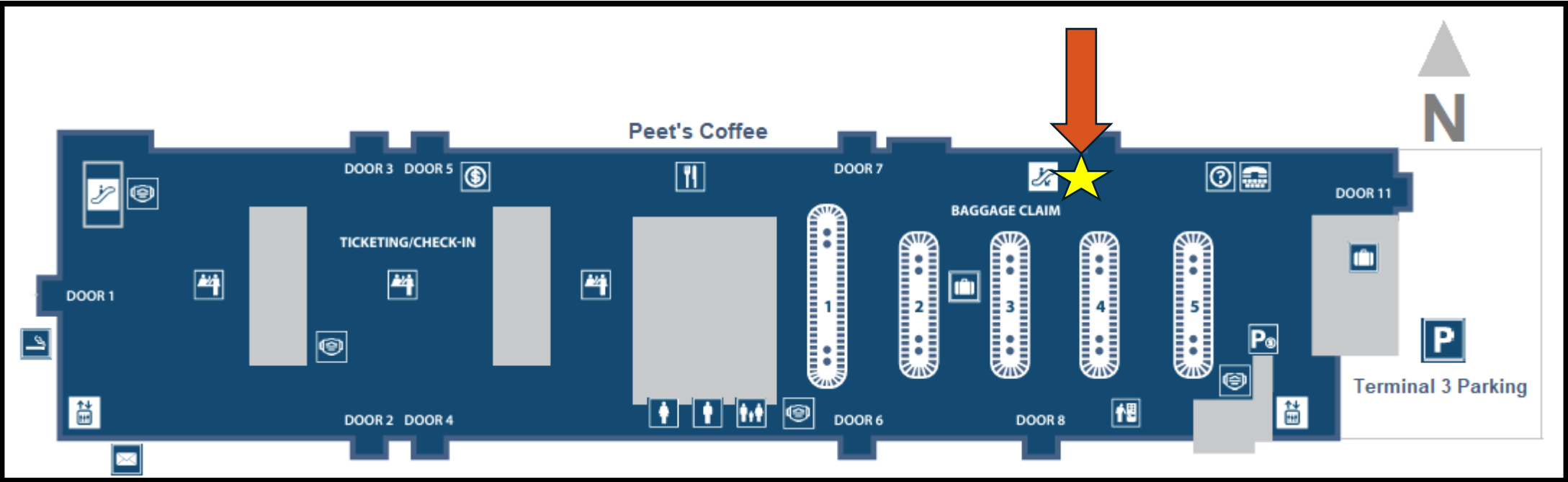
MICRO-RESTAURANT



SOLICITATION DETAILS

Terminal 3 Food & Beverage Concession Small Business Opportunity

Kiosk Location: Terminal 3 Level 1 – Baggage Claim



KIOSK



SOLICITATION DETAILS – BUSINESS TERMS

- **Lease Terms:** 3 Year Term with Two, One-Year Renewal Options
- **Rent:** Percentage of Gross Sales
 - 8% for Food and Beverage
 - 16% for Alcohol (applicable to Micro-Restaurant)
 - No Minimum Annual Guarantee (MAG)
- **On-Site Storage Space**
 - Limited space;
 - Storage location located in post-security



ANTICIPATED SCHEDULE

RCS Issue Date: December 2024

Pre-Response Meeting: 12/16/2024

Submittal Due Date: 1/22/2025

Contract Award: Spring 2025

All RCS dates are subject to change



SOLICITATION INFORMATION

- Solicitation and additional information will be located at:



- Everything is subject to change until the Revenue Contract Solicitation (RCS) is released.



QUESTIONS?



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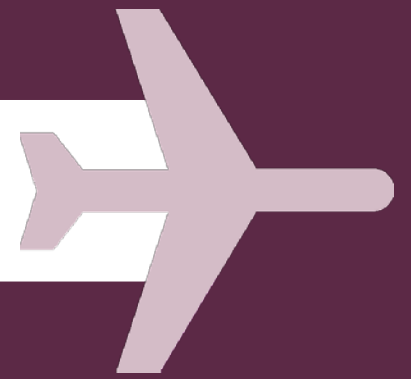
PHX BADGING & SECURITY

Public Safety & Security
Wence Arevalo & Chris Kurtzhals



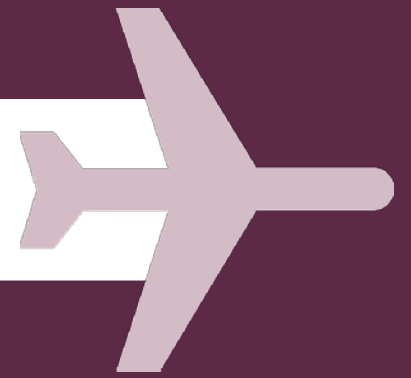
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WELCOME



- Making the process easy
- Process overview
- Question & answer

EXCITING NEWS! NEW BADGING OFFICE

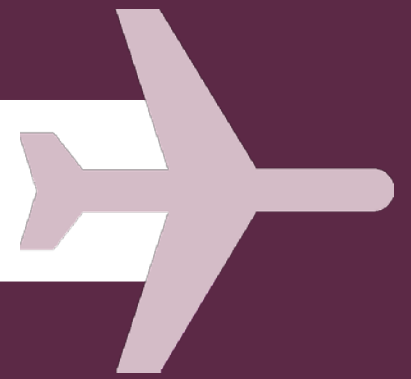




COMPANY PROCESS



NEW COMPANY PROCESS



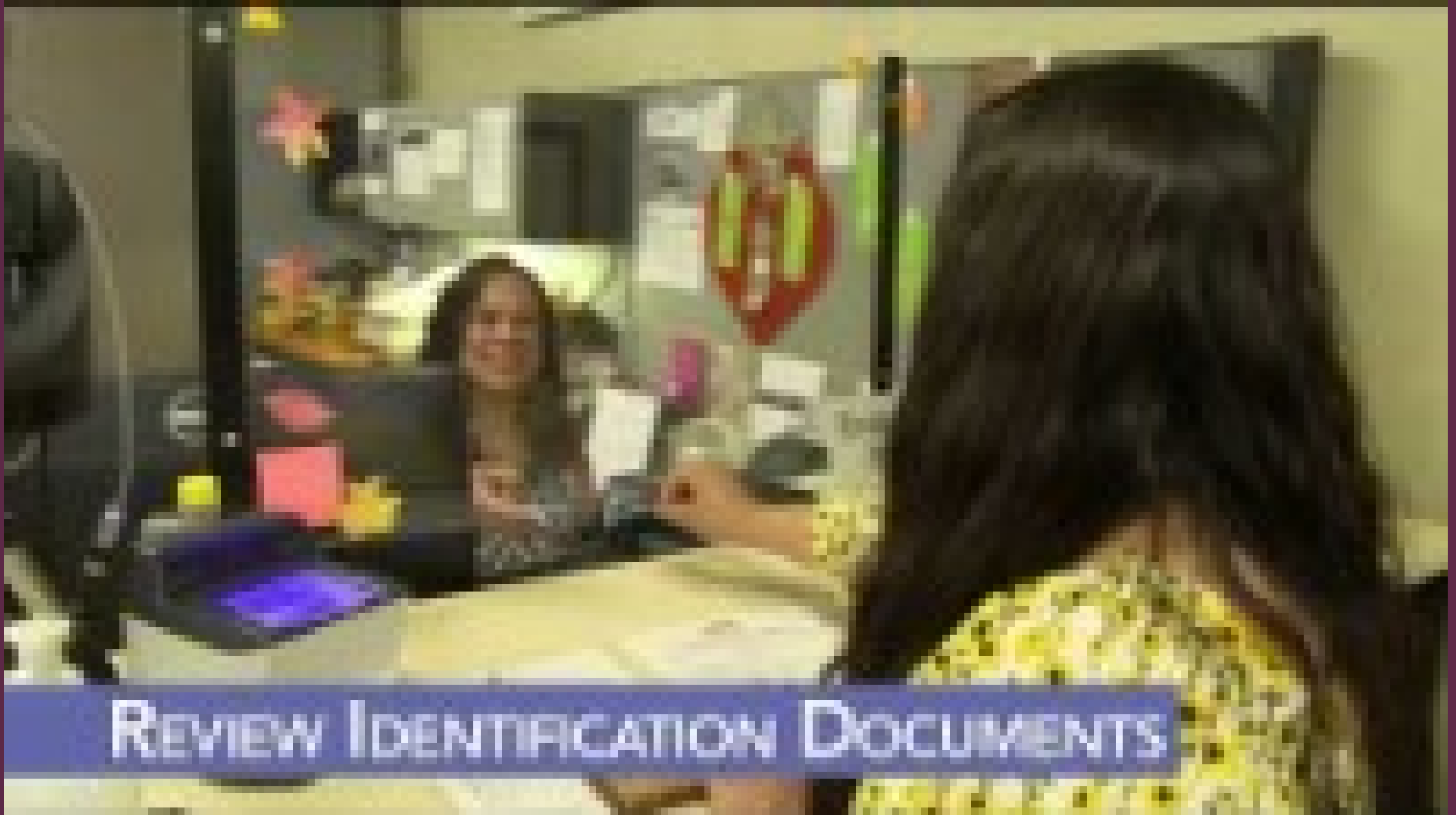
- Awarded a contract
- Letter of Sponsorship
- Establish the company & Authorized Signatory





BADGING PROCESS



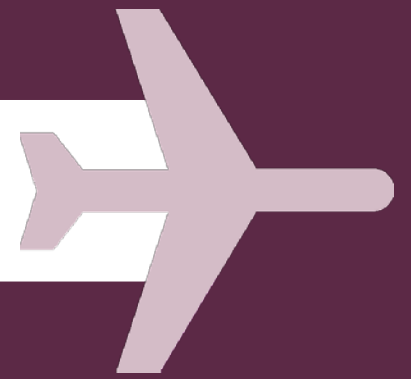


REVIEW IDENTIFICATION DOCUMENTS



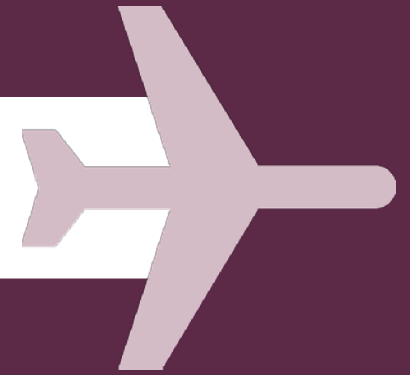
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BADGING 1, 2, 3



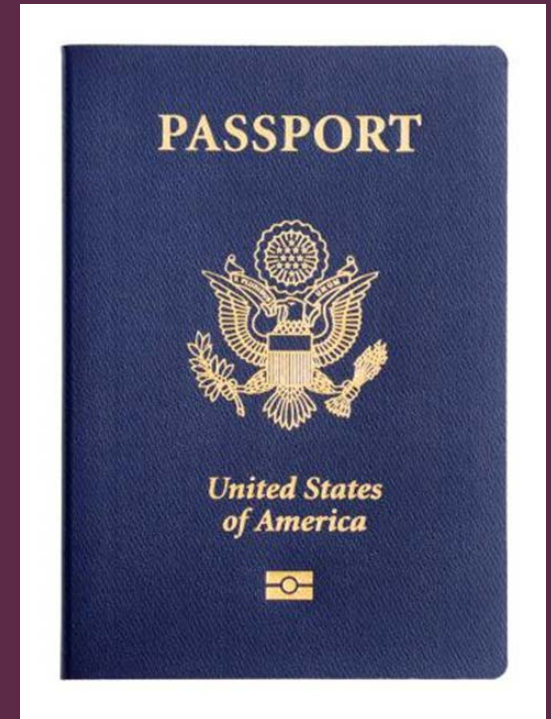
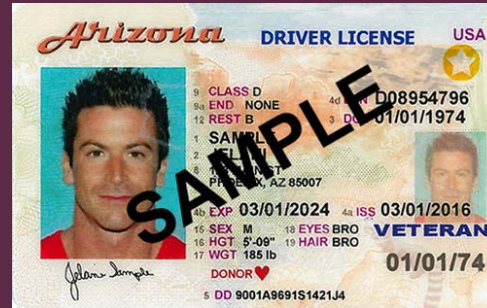
- 1. Application submitted & appointment made
- 2. Finger printing & background submission
- 3. Training & badge print



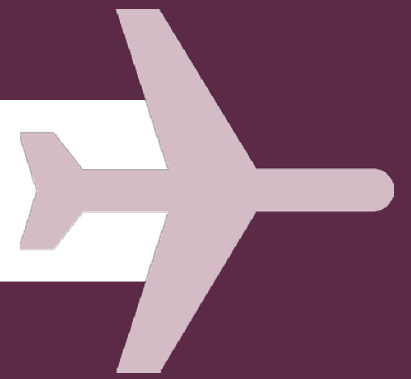


INITIAL PROCESSING

- Verify documents
- Take fingerprints
- Collect payment
- Print Temporary Badge



PROCESSING FEES



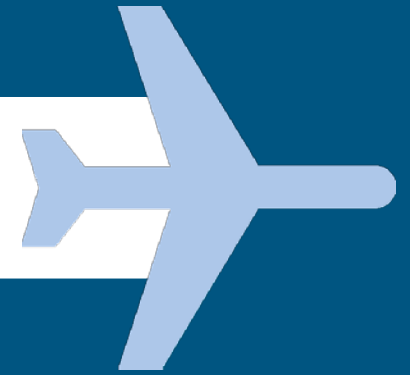
- \$39 Initial Fingerprinting
- \$50 Refundable Badge Control Fee
- \$10 Renewal or Reprint





AVIATION SECURITY



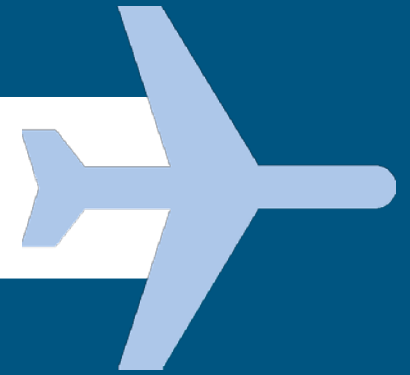


DIRECTIVE

Concessionaires,
restaurants and
vendors may use
knives necessary
for food
preparation



SECURITY NOTICE



SECURITY NOTICE

The list of TSA Prohibitive Items available at www.tsa.gov are not permitted in the Sterile Area of the airport*

Concessionaires, restaurants, or vendor staff may use knives necessary for food preparation (chef's knife, cleaver, etc.). Tenants conducting food preparation who utilize these prohibited items must follow the protocol for transferring, securing, documentation and reporting.

Knives for food preparation **shall** be delivered through vehicle gates. When disposing, knives shall be disposed off-site.

SECURING Knives shall be secured in a lockable container during non-operating hours.

DOCUMENTATION Knives used during food preparation must be physically checked and verified. All must be listed individually and identified on the log provided by PHX. This standard knife log is kept for 2 months to ensure compliance and requires:

- Name of the Company and/or Name of Sub-Lease holder
- Location
- Point of Contact (Name, Email, Phone number)
- Month & Day
- Number of Knives
- Hours of Operation
- Initial of employee verifying am count (opening) and pm count (closing)

REPORTING - In the event a knife becomes unaccounted, the concessionaire, restaurant, or vendor must immediately notify the **PHX Communications Center at 602-273-3311** and provide the following information:

- Name of person reporting the incident/Name of Business
- Location
- Time knife was deemed unaccounted
- Number of knives lost or stolen
- Date/Shift and time of incident

An investigation will be conducted jointly by PHX Security and the Tenant.

Report will be prepared by the PHX Security with copies of all relevant documents and recommendations for further action. The report will be submitted to the Airport Security Coordinator for further distribution to TSA.

*Knives described below (Figure 1) are allowed for employees and patrons to use for dining and at restaurants in the Sterile Area of the airport. These knives are described as a one-piece construction with the blade and handle made of the same material; the blade must have a blunt or rounded tip or have serrations on one edge only.

FIGURE 1



Revised 09/01/2021



KNIFE LOG

PHX
PHOENIX SKY HARBOR
INTERNATIONAL AIRPORT

Public Safety and Security

Concessionaire Knife Log

# of Knives	Description	Sunday Date:		Monday Date:		Tuesday Date:		Wednesday Date:		Thursday Date:		Friday Date:		Saturday Date:	
		AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
1															
2															
3															
4															
5															
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17															
18															
19															
20															

Location & Hours: _____ Company/Lessee Name: _____

Point of Contact/MGR: _____
Name Phone Email

REPORTING LOST/STOLEN KNIVES IMMEDIATELY
call 602-273-3311 PHX Communication Center
Must provide:

- Name of person reporting the incident
- Name of business
- Time knife was deemed unaccounted
- Number of knives loss of stolen
- Date/shift and time of incident

REV-8-2021



SEE SAY AIRPORT APP



We need your help to keep PHX clean, well-maintained and running smoothly.

See something that needs attention?

Report it.

Download the See Say Airport app to report incidents directly without having to make a phone call.

See Say Airport allows you to send descriptions of issues you see, plus photos or video. You can remain anonymous if you wish. Dispatchers will use your report to alert the airport's maintenance or security teams.

Download the See Say Airport app today!



QUESTIONS?



PHX DVT BYR

PARKING OVERVIEW

Business and Properties Division | Lea Cons



PHX DVT BYR

GETTING SET UP

- Contact the Employee Parking Office
 - 602-683-3615 Option 1
 - Airportparking@phoenix.gov
 - 3420 E. Sky Harbor Boulevard Suite 200 Phoenix AZ. 85034
 - Office Hours: Monday – Friday 8:00 AM – 5:00 PM
- Submit complete paperwork with a copy of LOV
 - Identify your company employee parking representative and receiving invoices
- Parking Facilities
 - 44th Street Employee Lot
- Manager Access & Cards
 - 2 complimentary manager cards
- Complete Parking Payment Portal account.



EMPLOYEE PARKING PAYMENT PORTAL



PHX DVT BYR

IMPORTANT PARKING PHONE NUMBERS

- 602-273-4545 PHX Parking Hotline
- 602-683-3615 PHX Employee Parking Office



QUESTIONS?



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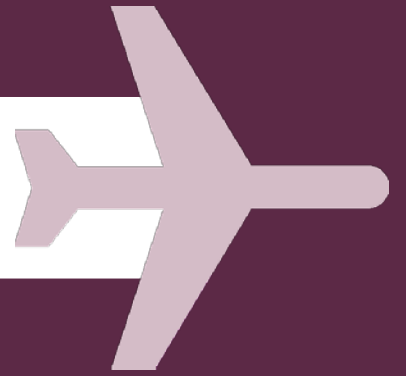
PHX AIRFIELD VEHICLE OPERATIONS

Airside Operations
Jody Springer



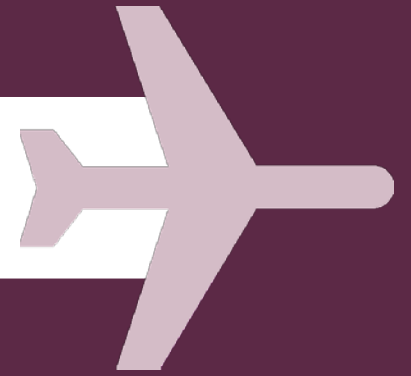
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AIRFIELD DRIVING PRIVILEGES (ADP)

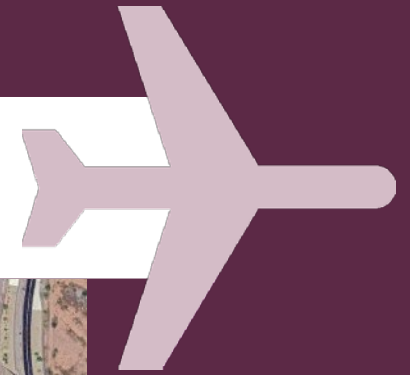


- Personnel must obtain ADP prior to driving on the airfield (ESCORT icon on credentials)
- Personnel must have a valid drivers license in their possession while driving on the airfield
- Proper and current company Aviation Insurance is required prior to operating a vehicle on the airfield
- Vehicle must be clearly identified with LOGO or Company Name on both side of the vehicle
 - 12" Logo or 4" Letters
 - Vehicles with no Logo or Company Name must be escorted

ESCORT PROCEDURES



- Deliveries must utilize a manned gate for vehicle and delivery inspection
 - Gate 220, 141 primary airport center core access to terminals
 - 248 south airfield and 116 north airfield
 - Gate 141 will be relocated mid 2025 to east side of airfield by the American Hanger
 - Gate number will change but has not been defined

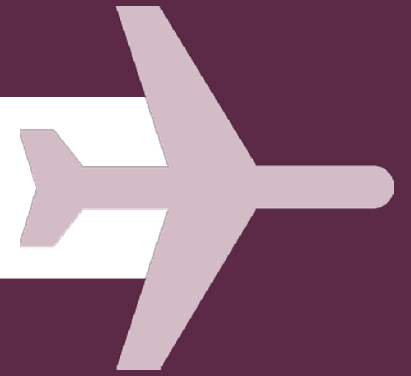


ESCORT PROCEDURES

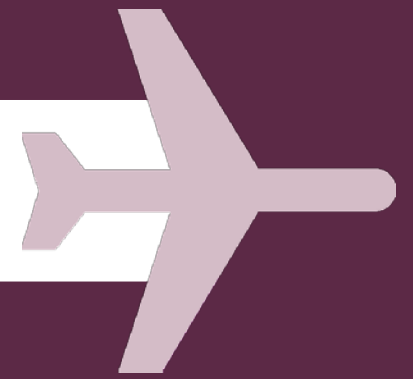


Image © 2024 Airbus

ESCORT PROCEDURES



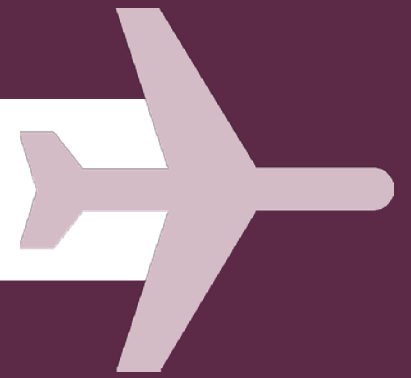
- Person providing escort must have approved Escort Privileges and ESCORT icon on their credentials
- Vehicle Service Roadways (VSR) should be used as much as possible.
- Aircraft *ALWAYS* have the right of way on the ramp. Be aware of your surroundings
- Movement Area, Taxiway and Runway, is strictly prohibited
 - Violations are subject to Notice of Violation (NOV), suspension of ADP and/or badge



ESCORT PROCEDURES

- The escort should make contact with the person being escorted and ask if they have any prohibited items in the vehicle or be subject to NOV
 - Firearms, explosives, deadly weapons etc
 - Tools are allowed
- The escort must remain with the person being escorted at ALL times

ESCORT ASSISTANCE



- For safety purposes Airside will escort all oversize vehicles on the airfield
 - Tractor Trailers (48', 54')
 - Box trucks are not considered oversize
 - Beware of height restrictions as they vary while escorting taller vehicles
- Airside will assist with any questions and emergency escort needs
 - Call Oscar 30 (Airside Supervisor) 602-273-2008
- Due to liability issues Airside WILL NOT escort scheduled deliveries
 - Deliveries should not be scheduled in oversize vehicles

QUESTIONS?



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SUSTAINABLE GOALS IN SHARED SPACES

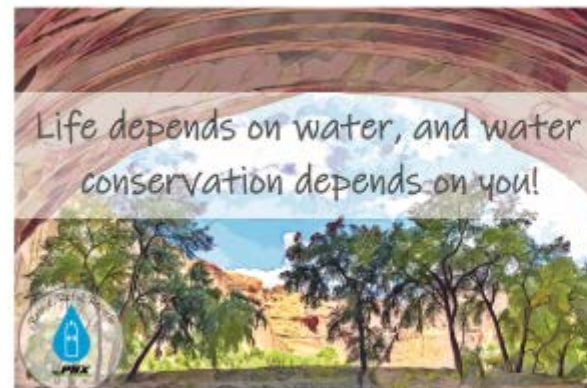
Facilities & Services Division
Brett Aiken



PHX DVT BYR

ACCOMPLISHMENTS

- Recycling infrastructure and signage
- Liquid collection stations
- Waste/source reduction education
- Dashboard of metrics
- Composting



DOCK COLLECTION BIN

65 Units at 13 Locations

- Keyless locking lid to prevent FOD
- Inner gasket seal to prevent odor from getting out and pests getting in.



COMPOSTABLES ONLY

 BREAD, PASTA GRAINS	 FRUITS & VEGETABLES	 MEAT & DAIRY	 COFFEE GROUND TEA BAGS
 EGG SHELLS	 GREASY PIZZA BOXES & PAPER BAGS	 NAPKINS & PAPER TOWELS	 COMPOSTABLE PRODUCTS

**GREEN BAGS
ONLY**



PHX DVT BYR

FUTURE FRIENDLY: AVIATION SUSTAINABILITY

TENANT COLLECTION BIN

Every tenant will be allotted one bin unless they request additional based on their operational needs.

- 1 - slim compost bin
- 1 - odor catching lid
- 1 – transportation dolly
- 1 year stock of green bags



TRAINING MATERIALS

COFFEE GROUNDS & TEA BAGS

EGG SHELLS

MEAT & DAIRY

GREASY PIZZA BOXES & PAPER BAGS

FRUITS & VEGETABLES

NAPKINS & PAPER TOWELS

BREAD, PASTA & GRAINS

COMPOSTABLE PRODUCTS

PHX
FUTURE FRIENDLY: SKY HARBOR SUSTAINABILITY

USE GREEN BAGS ONLY
IN THE COMPOST CONTAINER.
IF YOU ARE RUNNING LOW, CONTACT
THE RECYCLING COORDINATOR.

ONCE THE COMPOST
CONTAINER IS FULL, USE IT TO
TRANSPORT GREEN BAGS TO
THE DOCK CONTAINERS.

QUESTIONS?
CALL THE RECYCLING COORDINATOR
602-273-2014

TRASH

RECYCLABLES

Posters for display in BOH employee areas and hallway corridors.

DESIGNATED SPACE

The 13 dock locations were striped in green to ensure they are kept clear and accessible for ease of access to the collection bins.



DOCK ETIQUETTE AROUND COMPOST BINS



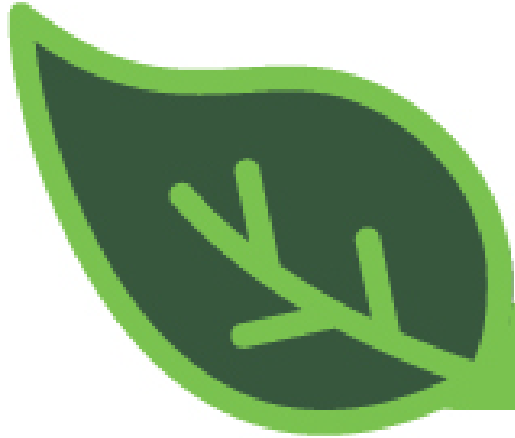
The compost program utilizes more dock space for collection.

Keeping the areas in front of them as clear as possible so that they are easily accessible is essential to making this program a success.

CARDBOARD

Cardboard must be placed into the balers (where applicable). This will allow us to focus more resources to run the food scraps program in conjunction to make both waste collection streams a success.





PHX DVT GYR

FUTURE FRIENDLY: AVIATION SUSTAINABILITY

<https://www.skyharbor.com/about-phx/sustainability>

Brett Aiken

Recycling Coordinator

brett.aiken@phoenix.gov

602-206-5694



QUESTIONS?



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RESOURCES

City Vendor Registration:



City Solicitations:



City Certification Info:



Aviation Outreach Events:



Aviation Business Website:



Have More Questions? Contact Us



skyharbor.com/airport-business/



busopps.aviation@phoenix.gov



(602) 273-3390



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