



Memorandum

TO: Sharon Erickson
City Auditor

FROM: William F. Sherry
Christopher Moore
William McDonald

SUBJECT: Administration's Response to
Auditor's Report on Airport Public
Safety Levels of Service

DATE: October 12, 2011

Approved

Date

10/14/11

This memorandum is in response to the City Auditor's report on Airport Public Safety Level of Service. As noted by the Auditor, this report and the Administration's Response was developed with the input from the Mineta San Jose International Airport (SJC), San Jose Police Department (SJPD), and San Jose Fire Department (SJFD). The Audit was conducted at the request of the City Manager to review and compare services and costs of public safety services at the Airport to provide a benchmark for evaluating the potential outsourcing of Airport public safety services.

The Auditor's report did not make policy recommendations regarding potential outsourcing decisions, nor did it directly compare levels of service and their costs between public safety contractors and either SJPD or SJFD.

The Auditor's five specific recommendations focus on developing, maintaining, and regularly reviewing performance metrics as they relate to airport law enforcement, airport rescue and fire fighting services, and other operational activities relevant to airport's safety and security. The Airport, SJPD, and SJFD should coordinate and share these measurements so that they can better evaluate levels of service, operational costs, and potential efficiencies.

The Administration accepts the recommendations contained in this report and thanks the Auditor and her staff for completing this review of Airport Public Safety Levels of Service.

/s/

William F. Sherry, A.A.E.
Director of Aviation

/s/

Christopher Moore
Chief of Police

/s/

William McDonald
Fire Chief