



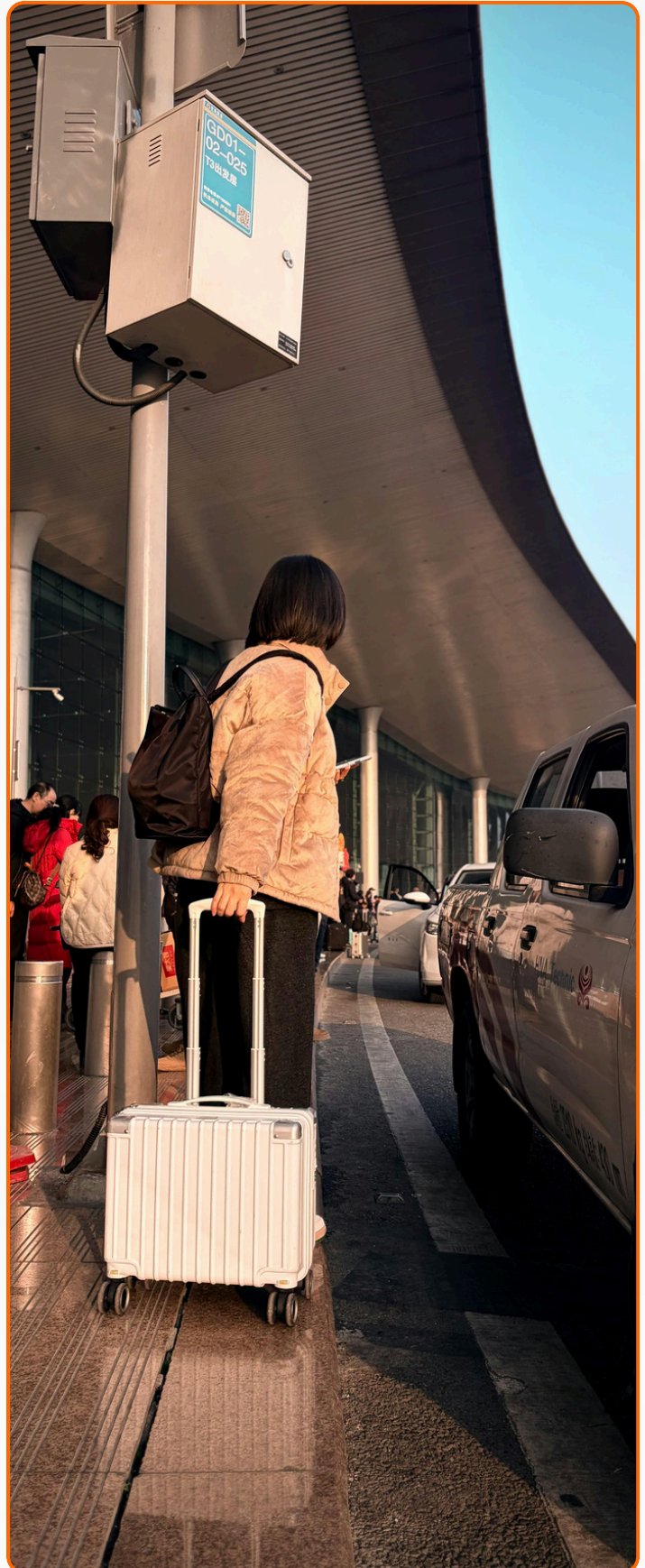
CASE STUDY

**How Sacramento
International Airport
Improved Facility
Responsiveness Across a
Complex Airport
Environment**

OPERATIONAL PRIORITIES AT A HIGH-VOLUME AIRPORT

Sacramento International Airport (SMF) serves more than 13.8 million passengers annually across a large and complex footprint that includes multiple terminals, operational buildings, and additional SMF-managed airports. Maintaining clean, safe, and functional facilities in this environment requires fast issue detection, clear coordination, and reliable follow-through, particularly in high-traffic areas such as restrooms, checkpoints, boarding areas, and food courts.

In this setting, even small facility issues can quickly affect operations and passenger perception if they are not addressed promptly. As passenger volumes increased, SMF recognized the need for a more consistent way to identify facility issues in real time for quick service recovery.



CHALLENGES WITH TRADITIONAL ISSUE ESCALATION

Previously, many facility concerns were escalated through supervisors via phone calls, text messages, or in-person communication. While this approach worked in individual cases, it proved difficult to manage consistently at scale. Issues could take longer to reach the appropriate team, visibility across departments was limited, and identifying recurring problem areas across a large airport environment was challenging.

SMF needed a way to improve real-time visibility, reduce response times, and create clearer ownership from issue identification through resolution.



A MORE DIRECT APPROACH TO FACILITY REPORTING

To address these challenges, SMF adopted Touchwork's FixIT, a location-based reporting solution that allows passengers, staff, and contractors to report issues directly from where they occur. This enabled the airport to capture facility concerns in real time and route them more efficiently across custodial, facilities, and operational teams.

FixIT was deployed broadly, with 196 QR codes installed across public and non-public areas, ensuring coverage beyond passenger-facing spaces

This breadth of coverage ensured that facility issues could be identified not only by passengers, but also by staff and contractors working in operational and support areas that are typically less visible.

Deployment scope included:

- Terminal A and Terminal B
- Public and non-public restrooms
- Ticket counters
- Boarding areas
- Jet bridges
- Common areas
- Food courts
- Trash compactors
- Back-of-house areas and maintenance buildings
- Auxiliary buildings not centrally located in terminals
- Preventive and airfield maintenance trailers



HOW ISSUES ARE MANAGED DAY TO DAY

When an issue is reported, it becomes immediately visible to supervisors and managers through a shared notification workflow. Reports are typically acknowledged in under one minute and routed to the appropriate team, whether custodial or another airport department. Completed work is documented within the FixIT solution (including pictures) and closed out, reinforcing clear ownership from report through resolution.

This structured process reduced delays, improved coordination, and made it easier for teams to stay aligned on priorities.

“ ———
With shared visibility across managers, issues are acknowledged in less than a minute and acted on right away. ——— ”

Javier Herrera
Sr. Airport Operations Worker,
Building Services
(12+ years at SMF)

The image shows a digital form titled "Problem Report" from the "COUNTY AIRPORT SYSTEM". The form is designed for reporting issues at the airport. It includes a header with the system name, a title bar, and several sections for data entry. The "Location" is set to "CB Boarding Area B5". Under "Type of problem?", there are seven radio button options: "Area needs cleaning", "Trash overflowing", "Spill", "Dirty", "Smells bad", and "Other". Below this is a "Problem details" section with a large text input area. At the bottom, there is a button to "Add photo (4MB max)" and a final question "Leave compliment?".

COUNTY AIRPORT SYSTEM

Problem Report

Location: CB Boarding Area B5

Type of problem?

- ☐ Area needs cleaning
- ☐ Trash overflowing
- ☐ Spill
- ☐ Dirty
- ☐ Smells bad
- ☐ Other

Problem details

Add photo (4MB max)

Leave compliment?

OPERATIONAL IMPACT

Faster response times

SMF reports that response and repair times improved significantly, with response times reduced by approximately 15–30 minutes, helping prevent minor issues from escalating.

Improved visibility into recurring issues

FixIT has provided broader visibility across terminals and operational areas. Especially in areas like restrooms that remain the most common source of reports, because of their heavy usage, identifying patterns earlier and prioritizing resources more effectively has been incredibly helpful.

Fewer missed or duplicate requests

Centralized reporting and clearer routing made missed requests rare and significantly reduced unnecessary duplication of requests.

Fewer missed or duplicate requests

FixIT, combined with SMF's quality control inspections, has supported stronger compliance outcomes and contributed to higher audit pass rates, with findings reported directly to supervisors for targeted follow-up.

Monthly Maintenance Requests and Compliments

Coverage: 58 feedback rows from 2026-01-01 to 2026-02-09. Only January and a partial February are available within the requested 2026 date range, so seasonality conclusions are limited.

Monthly totals

- January 2026
 - Maintenance requests: 43
 - Compliments: 2 (includes one "Thank you." note and one detailed praise)
- February 2026 (through Feb 9)
 - Maintenance requests: 10
 - Compliments: 3

Month-over-month change (Jan → Feb)

Note: February is a partial month; interpret changes with caution.

- Maintenance requests: -76.7% (10 vs 43; down 33 requests)
- Compliments: +50.0% (3 vs 2; up 1 compliment; small-number effects apply)

Seasonal patterns and anomalies

No seasonal pattern can be established from ~6 weeks of data. Notable anomalies and clusters:

- Volume spike in early January with multiple cleanliness and supply issues on Jan 1–5.
- Recurring plumbing/supply issues at:
 - CB Gate B12 Men (SMF45): repeated "urinal overflowing" and cleanliness reports (Jan 9, 13, 17).
 - CB Gate B19 Men (SMF47): multiple issues (Jan 9, Feb 2, Feb 6).
- TA Concourse Gate A1 Women (SMF19): mix of complaints in January, then a cluster of three compliments on Feb 5–6 highlighting cleanliness and helpful attendants.

Observed issue trends (from the feedback text)

Based strictly on the comments logged:

- Cleanliness concerns ("Very dirty," "Smells bad," spills) were the most frequent in January; they continue to appear in early February.
- Supply outages (toilet paper, towels/soap, feminine hygiene products) recur across both months.

IMPACT ON PASSENGER EXPERIENCE

Passengers benefit from cleaner facilities, quicker responses to hazards and spills, and a clearer way to report concerns. SMF also receives positive feedback through the reporting process, including compliments for custodial staff.

In one incident, a restroom began flooding and staff were initially unaware. A passenger submitted a report through FixIT, which triggered immediate notification. Plumbers were dispatched promptly, followed by custodial cleaning and sanitization once repairs were complete. The issue was contained quickly, minimizing disruption for travelers. In a high-volume airport environment, early detection like this helps prevent broader disruption and protects the overall passenger experience.

“Customers let us know about hazards, spills, and also compliments for our custodial staff. We’ve been getting really good feedback.”

Javier Herrera
Sr. Airport Operations Worker,
Building Services
(12+ years at SMF)



KEY OUTCOMES

- Improved operational efficiency through faster routing and clearer ownership across custodial, facilities, and airport departments.
- Reduced response times, with issues acknowledged in under one minute and resolved 15–30 minutes faster.
- Stronger accountability supported by documentation and close-out processes
- Improved passenger engagement through a simple, direct way to report concerns and share feedback.
- Greater audit readiness supported by structured reporting and inspection follow-up.

Conclusion

By rethinking how facility issues are identified, routed, and resolved across its airport environment, Sacramento International Airport has strengthened responsiveness, accountability, and coordination across teams. This operational approach has enabled SMF to maintain facility standards more consistently and respond more effectively to passenger and operational needs in a complex, high-volume setting.

Request Type Distribution

Top maintenance request categories (share of total requests)

Scope: 58 feedback entries provided (Jan 1–Feb 9, 2026). Five entries were compliments/thank-yous with no maintenance action requested; the percentages below use 53 actionable maintenance requests as the denominator. Categories are non-mutually exclusive, so percentages will not sum to 100%.

- Cleaning needed / dirty (including “needs cleaning,” feces, general mess): 32 of 53 (60.4%)
- Odor issues (e.g., urine smell): 11 of 53 (20.8%)
- Toilet paper needed: 8 of 53 (15.1%)
- Trash/litter issues (trash full/overflowing, paper on floor): 8 of 53 (15.1%)
- Soap/towel dispenser or supply issues (out of soap, towels jammed): 6 of 53 (11.3%)
- Toilet clogged: 4 of 53 (7.5%)
- Feminine hygiene products needed: 4 of 53 (7.5%)
- Big spill / water on floor: 4 of 53 (7.5%)
- Urinal overflowing: 3 of 53 (5.7%)
- Broken stall lock / occupied indicator not engaging: 2 of 53 (3.8%)

Notable changes over time (directional)

Data provided covers Jan 1–Feb 9 only (Jan: 43 requests; Feb: 10 requests). With this limited window, trends are directional rather than definitive.

- Urinal overflows: 3 reports clustered Jan 9–13; 0 in Feb → decreased after mid-January.
- Soap/towel issues: 6 reports in January; 0 in February → decreased in February.
- Toilet clogs: 4 reports in January; 0 in February → decreased in February.
- Big spills/water on floor: 1 report late January; 3 reports in early February → increased in February.
- Toilet paper shortages: Present in both months (Jan: 6; Feb: 2) → continued, slightly lower volume in February.
- Odor complaints: Present across both months at similar share (roughly one-fifth of requests) → stable.
- Overall cleaning/dirty reports: High and persistent (Jan: 27; Feb: 5) → consistently the dominant need.

Notes on method

- Only the feedback shown above was analyzed; no external data or assumptions were used.
- Compliments without a maintenance request were excluded from the “total requests” denominator.
- Requests were multi-tagged when multiple issues were mentioned in a single entry.