

**THIRD AMENDMENT TO CONTRACT
BETWEEN THE CITY OF LOS ANGELES
AND
AIRPORTS COUNCIL INTERNATIONAL**

This Third Amendment is made and entered into this _____ day of _____, 2019, at Los Angeles, California by and between the **CITY OF LOS ANGELES**, a charter city and municipal corporation (hereinafter referred to as "City"), acting by and through the Board of Airport Commissioners (hereinafter referred to as "Board") of the Department of Airports (hereinafter referred to as "Department" or "LAWA") and the Los Angeles City Council and **AIRPORTS COUNCIL INTERNATIONAL** (hereinafter referred to as "Contractor").

RECITALS

WHEREAS, City and Contractor entered into a Contract dated March 11, 2016 (hereinafter referred to as "Contract") for airport survey services for LAWA; and

WHEREAS, City and Contractor entered into a First Amendment to Contract on December 15, 2016; and

WHEREAS, City and Contractor entered into a Second Amendment to Contract on January 24, 2019; and

WHEREAS, the parties hereto desire to amend this Contract and enter into a Third Amendment to Contract to change the Scope of Work and to revise Schedule IV.

NOW, THEREFORE, in consideration of the covenants and conditions hereinafter contained to be kept and performed by the respective parties hereto, IT IS MUTUALLY AGREED that the Contract BE AMENDED AS FOLLOWS:

Section 1.0 A new provision is added as a new Section 31.

"Section 31.0 Data Collection on Tablets.

ACI will commence data collection on tablets effective in sampling period of Q4 2019, starting October 1, 2019. Therefore, the ASQ Departure Survey Agreement is hereby amended as follows:

31.1 The Scope of Work are amended by addition of following definitions:

31.1(a) "Tablet" means wireless touch screen mobile device with wireless Internet or local area networks (LAN). Tablet is provided and supported by ACI or ACI's subcontractor. Below are system requirements:

- **Device:** Apple or Android (*preferably from a well-known brand*)
- **Screen:** 10.1” screen size (diagonal) is recommended (at least 1024x768 (1 x scaling) or 2048x1536 (2x scaling aka retina))
- **Version:** iOS 12.1” or higher, or Android 5+ with Chrome 60+
- **Processor:** Quad-core 1.2Ghz or higher
- **Memory:** 1GB RAM or higher
- **Storage:** 8GB or higher
- **Networking:** Wi-Fi or data plan (3G/4G) enabled depending on the level of connectivity desired
- **Battery Life:** 125% of the daily data-collection duration is recommended (ex: for an 8 hour shift, a 10 hour battery life is recommended)

31.1(b) “**Survey Management Tool (SMT)**” means online tool for managing ASQ sample plan and data collection. It allows LAWA and ACI’s agent Global Resource Management to access sample plans, request sample plan revisions, view completion status and access completed questionnaires, define specific editing rules, select the custom panel for reporting, etc.

31.1(c) “**ASQ Mobile Survey App (ASQ App)**” means progressive web application (PWA) used to collect ASQ data on Tablets. The App is accessible via a web browser offline and online.”

Section 2.0 A new provision is added as a new Section 32.0.

“Section 32.0 New Schedule IV.

Section 32.0 Existing Schedule IV (Fieldwork and Sample Plan Rules and Guidelines) is hereby deleted and replaced in its entirety with a new Schedule IV attached hereto as Exhibit B.”

Section 33.0 Full Force and Effect.

It is understood and agreed by and between the parties hereto that, except as specifically provided herein, this Third Amendment shall not in any manner alter, change, modify, or affect any of the rights, privileges, duties or obligations of either of the parties hereto under or by reason of the Contract and except as expressly amended herein, all terms, covenants, and conditions the Contract, and all amendments thereto, shall remain in full force and effect.

IN WITNESS WHEREOF, City has caused this Third Amendment to be executed on its behalf by the Chief Executive Office and Contractor has caused the same to be executed by its duly authorized officers, all as of the day and year first hereinabove written.

APPROVED AS TO FORM:
MICHEL N. FEUER,
City Attorney

CITY OF LOS ANGELES

Date: May 22, 2019

By: _____

Chief Executive Officer
Department of Airports

By: 
Deputy/Assistant City Attorney

APPROVED:

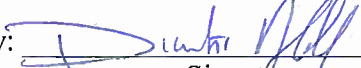
By: _____

Chief Financial Officer
Deputy Executive Director
Department of Airports

ATTEST:

AIRPORTS COUNCIL INTERNATIONAL

By: 
Signature (Secretary)

By: 
Signature

MARKANN ANTHONY KIZHAKETCHETHIPUZA
Print Name

DIMITRI COLL
Print Name

DIRECTOR, ASQ
Print Title

MAY 21 2019



**Schedule IV
Fieldwork and Sample Plan Rules and Guidelines**

1. Rules for planning the fieldwork according to the Sample Plan

- 1.1 The schedule, location, and details of the fieldwork shall be kept confidential, in order to ensure that behavioral bias from airport staff is not introduced.
- 1.2 Except in cases of major emergencies, the planned fieldwork schedule shall not be modified.
- 1.3 Based on the theoretical Sample Plan provided by ACI every quarter, the Airport shall follow this methodology:
 - 1.3.1 The number of questionnaires collected for each selected flight at the boarding area shall be equal or less than **10** questionnaires.
 - 1.3.2 [Recommended Practice] In cases where the number of questionnaires per "airline-destination" combination is less than 4, these questionnaires can be allocated to other "airline-destination" combinations. Airports following this Recommended Practice shall:
 - A. allocate these questionnaires to other airlines flying to the same destination or to the same airline flying to other destinations;
 - B. rotate these combinations during subsequent quarters, in order to maximize the annual representation of the real sample when compared to the theoretical Sample Plan.
- 1.4 Fieldwork shall be distributed evenly over all three (3) months of a given quarter, with a minimum of two (2) fieldwork days per month, for a minimum of seven (7) fieldwork days for the whole quarter.
- 1.5 Fieldwork shall cover every day of the week (from Monday to Sunday) and all Airport operating hours.
- 1.6 For quality control purposes and to ensure Airports' compliance with the theoretical Sample Plan, the completion rate of the "airline-destination" combinations will be calculated by dividing the actual number of the completed questionnaires by the theoretical number of questionnaires from the Sample Plan.
 - A. Completion Rates for each "airline-destination" combination and "airline-destination" totals shall be equal or greater than 85% per quarter with the exception of the combinations and totals with less than four (4) online/paper questionnaires;
 - B. If a Participating Airport fails to fulfill this requirement without any valid reason, this airport will not be included in the official rankings for that quarter, nor in the official "year-to-date" rankings for that year. In addition, this Airport will not be eligible for an annual award.
 - C. Assessment of the Completion Rate of an Airport will be shared with other Participating Airports at the end of each quarter.

- D. Additional details and implementation examples will be provided in a separate document.

2. Rules for fieldwork agents

- 2.1 The ASQ questionnaire shall be self-completed by a single passenger.
- 2.2 Fieldwork agents shall arrive at the boarding area of a selected flight at least:
- 30 minutes before the airline announced boarding time for narrow body flights (typically, up to 230 seat capacity);
 - 45 minutes before the airline announced boarding time for wide body flights (typically, more than 230 seat capacity).
- 2.3 Fieldwork agents shall space the distribution of questionnaires over all the available waiting time before boarding, to include in the sample those passengers that usually arrive at the gate at a time closer to the boarding call (e.g. business passengers).
- 2.4 Fieldwork agents shall collect a number of questionnaires equal or less than 10 per flight, following the indications of section 1.3.1 above.
- 2.5 Fieldwork agents shall introduce the questionnaire to the passengers with a neutral, clear statement, for example:
- *Would you mind taking some time to fill out this brief questionnaire that [this airport] is conducting? Please hand it back to me before departing. Thank you."*
- 2.6 Fieldwork agents shall offer to the passenger the different language versions available.
- 2.7 Fieldwork agents shall distribute the questionnaires to a broad range of diverse passengers at the departing area, on a random basis.
- 2.8 Fieldwork agents shall avoid giving questionnaires to members of the same group (e.g. families, friends, colleagues).
- 2.9 Fieldwork agents shall stay in the Departures area while passengers are filling out the questionnaires, in order to be able to provide clarifications and to get back tablet after survey is completed.
- 2.10 Fieldwork agents shall be fluent in the main local language.
- 2.11 Fieldwork agents shall have upper-intermediate knowledge of English.
- 2.12 Fieldwork agents shall have previous experience in questionnaire collection and management.
- 2.13 Fieldwork agents shall have outstanding communication skills.
- 2.14 Fieldwork agents shall follow smart casual dress code or wear the Participating Airport's uniform.

- 2.15 Fieldwork agents shall carry a visible airport identification card.
- 2.16 Fieldwork agents shall check the questionnaires after collecting them from the passengers, focusing on the following fields, and completing the information if needed:
 - Airline; Flight number; Departure date; Departure time; Destination airport.
 - Gender (question 17) and age (question 18).
- 2.17 Fieldwork agents shall complete the final questions and validate flight information provided by the passenger before sumitting the questionnaire.

3. Tablet Issue

- 3.1 Before beginning each day, fieldwork supervisors will ensure a replacement tablet is available in working order.
- 3.2 Each agent will contact their fieldwork supervisor to get another tablet in case of a break/malfunction to obtain the replacement tablet.
- 3.3 Agent will test the tablet (working condition) and continue the data collection. Keep in mind the number of questionnaire already collected.
- 3.4 If there is a tablet failure, fieldwork agents shall:
 - 3.4.1 Stay calm/neutral and contact fieldwork supervisor.
 - 3.4.2 Communication with passenger: *"Sir/Madam. Don't worry, it happens."*
 - 3.4.3 If questionnaire was already completed and the passenger is still there: *"Thank you for your time. Have a great day."*
 - 3.4.4 If the questionnaire was not completed: *"I am going to contact my supervisor to bring a new tablet. It will take a few minutes. Would you mind waiting?"*

If answer is "No": *"I understand. Thank you for your time. Have a great day."*

If answer is "Yes": *"Thank you for your cooperation. The new tablet will arrive in 5 minutes."*

The agent awaits close to the passengers.

- 3.4.5 Upon arrival, the agent tests the tablet and continues the data collection with a new questionnaire.

4. Rules for questionnaire management (Tablet data collection)

- 4.1 Completed questionnaires shall be sent automatically to servers after submission if data collection is done online, or at the end of every day of data collection if working offline (by connecting the tablet to a Wi-Fi).
- 4.2 Participating Airports shall ensure that ACI (or its Authorized Subcontractor) receives all online questionnaires before the quarterly deadlines published by ACI at the beginning of



ASQ Departure Main Survey Participation Agreement

Q1 every year. Only the online questionnaires that are received before the quarterly deadlines will be included in the reports and data sets.

5. Fluctuations in scores

- 5.1 Participating Airports shall provide, when requested by ACI, clear evidence that would explain fluctuations in average scores higher than the ones that could be explained by the Confidence Interval (CI) analysis, when compared to scores from the previous quarter and from the same quarter of the previous year (when the data is available).
- 5.2 If a Participating Airport fails to fulfill this requirement without any valid reason, this airport will not be included in the official rankings for that quarter, nor in the "year-to-date" rankings for that year. In addition, this **[Participating]** Airport will not be eligible for an annual award.
- 5.3 Additional details and implementation examples will be provided in a separate document.
- 5.4 When the evidence provided by a Participating Airport is not clear or would not explain the occurred deviations, ACI may conduct an on-site independent fieldwork audit at that Participating Airport.

6. Independent fieldwork audits

- 6.1 All Participating Airports are subject to receive independent fieldwork audits from ACI (or its Authorized Subcontractor).
- 6.2 Participating Airports selected for an independent fieldwork audit shall provide their Fieldwork schedule for a given surveying period to ACI.
- 6.3 ACI will then announce to the Airport on which days of the provided schedule the audit would be conducted.
- 6.4 ACI (or its Authorized Subcontractor) will conduct independent annual audits with special focus on airports that are eligible for an award and for the airports that have shown significant unexplained fluctuations in scores, or other results deviations.
- 6.5 If a Participating Airport fails a fieldwork audit, it will not be included in the "year-to-date" rankings. In addition, this Airport will not be eligible for an annual award.
- 6.6 The audit assessment will be shared with other Participating Airports on a confidential basis.
- 6.7 ACI and its Authorized Subcontractors are subject to receive independent audits from an external agency.
- 6.8 Additional details and procedures for audit and overall ASQ Programme Quality Control will be provided in a separate document.