



RESOLUTION NO. 26767

WHEREAS, on recommendation of Management, there was presented for approval, Third Amendment to Contract 4700001225 with Airports Council International World to add a provision in the contract for use of mobile tablets for guest satisfaction survey data collection at Los Angeles International Airport; and

LAX
Van Nuys
City of Los Angeles
Eric Garcetti
Mayor

WHEREAS, Airport Service Quality (ASQ) and other guest satisfaction surveys are essential tools critical to Los Angeles World Airports' (LAWA) guest experience planning and performance management strategy, as well as measuring the implementation of many components of LAWA's Strategic Plan, including Goal 3 – Deliver Facilities and Guest Experiences that are Exceptional; and

Board of Airport
Commissioners
Sean O. Burton
President
Valeria C. Velasco
Vice President
Gabriel L. Eshaghian
Beatrice C. Hsu
Nicholas P. Roxborough
Thomas S. Sayles
Dr. Cynthia A. Telles
Deborah Flint
Chief Executive Officer

WHEREAS, since 2016, LAWA has participated in ASQ, which captures basic demographic information for respondents in addition to guest perceptions/satisfaction of approximately thirty (30) attributes. The information collected is analyzed and used to: determine the quality of service being delivered to Los Angeles International Airport (LAX) guests, identify enhancements necessary to enhance the level of guest service at LAX, and track improvements over time. LAWA also expects the data to continue to aid in the development of exceptional guest experiences at LAX and assist LAWA in adopting a customer-centric service philosophy airport-wide; and

WHEREAS, more than 350 airports worldwide participate in ASQ and they are able to use the collected information to measure performance, identify opportunities for improvement, and compare results with those from other global regions. These trends and areas of opportunity combined with the intellect and experience of LAX employees can then be translated to specific actions to improve the guest experience with results confirmed by continual measurement of the perception trends; and

WHEREAS, historically, data collection for all airports has been through paper surveys. The Third Amendment will allow Airports Council International World to use mobile tablets to increase efficiencies; and

WHEREAS, basic data collection, field testing, research, experimental management and resource activities of City Departments, bureaus, divisions, sections, offices or officers which do not result in serious or major disturbances to an environment is categorically exempt from California Environmental Quality Act (CEQA) requirements pursuant to Article III, Class 6 (2) of the Los Angeles City CEQA Guidelines; and

WHEREAS, Airports Council International World is required by contract to comply with the provisions of the Living Wage Ordinance; and

WHEREAS, Airports Council International World is required by contract to comply with the provisions of the Affirmative Action Program; and

WHEREAS, Airports Council International World has been assigned Business Tax Registration Certificate 0002871989-0001-7; and



WHEREAS, Airports Council International World is required by contract to comply with the provisions of the Child Support Obligations Ordinance; and

WHEREAS, Airports Council International World has approved insurance documents, in the terms and amounts required, on file with LAWA; and

WHEREAS, pursuant to Charter Section 1022, staff determined the work specified on the contract can be performed more feasibly or economically by an Independent Contractor than by City employees; and

WHEREAS, Airports Council International World has submitted the Contractor Responsibility Program Questionnaire and Pledge of Compliance, and will comply with the provisions of said program; and

WHEREAS, Airports Council International World, a non-profit international organization, is exempt from the provisions of the Equal Benefits Ordinance pursuant to Section 10.8.2.1(i) (1) (b) – Sole Source; and

WHEREAS, Airports Council International World will be required to comply with the provisions of the First Source Hiring Program for all non-trade LAX jobs; and

WHEREAS, Airports Council International World has submitted the Bidder Contributions CEC Form 55, and will comply with its provisions; and

WHEREAS, actions taken on this item by the Board of Airport Commissioners will become final pursuant to the provisions of Los Angeles City Charter Section 373;

NOW, THEREFORE, BE IT RESOLVED that the Board of Airport Commissioners adopted the Staff Report; determined that this action is categorically exempt from CEQA pursuant to Article III, Class 6 (2) of the Los Angeles City CEQA Guidelines; found that the work can be performed more economically or feasibly by an independent contractor than by City employees; approved the Third Amendment to Contract 4700001225 with Airports Council International World to add a provision in the contract for use of mobile tablets for guest satisfaction survey data collection at Los Angeles International Airport; and authorized the Chief Executive Officer to execute said Third Amendment to Contract 4700001225 with Airports Council International World after approval as to form by the City Attorney and approval by the Los Angeles City Council.

o0o

I hereby certify that this Resolution No. 26767 is true and correct, as adopted by the Board of Airport Commissioners at its Regular Meeting held on Thursday, May 16, 2019.



Grace Miguel – Secretary
BOARD OF AIRPORT COMMISSIONERS