



March 13, 2025

CALL AND NOTICE OF A REGULAR MEETING OF THE
OPERATIONS AND DEVELOPMENT COMMITTEE
OF THE
BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY

NOTICE is hereby given that a regular meeting of the Operations and Development Committee will be held on Monday, March 17, 2025, at 8:30 a.m., in the Airport Skyroom of Hollywood Burbank Airport, 2627 N. Hollywood Way, Burbank, California 91505.

In addition to attending the meeting in person, members of the public may observe the meeting telephonically and may offer comment in real time through the following number:

Dial In: (818) 862-3332

Terri Williams, Board Secretary
Burbank-Glendale-Pasadena Airport Authority

REGULAR MEETING
OF THE
OPERATIONS AND DEVELOPMENT COMMITTEE
Airport Skyroom
Monday, March 17, 2025
8:30 a.m.

The public comment period is the opportunity for members of the public to address the Committee on agenda items and on airport-related non-agenda matters that are within the Committee's subject matter jurisdiction. At the discretion of the presiding officer, public comment on an agenda item may be presented when that item is reached

Members of the public are requested to observe the following decorum when attending or participating in meetings of the Committee:

- *Turn off cellular telephones and pagers.*
- *Refrain from disorderly or boisterous conduct, including loud, threatening, profane, or abusive language, clapping, whistling, stamping, or other acts that disrupt or otherwise render unfeasible the orderly conduct of the meeting.*
- *If you desire to address the Committee during the public comment period, fill out a speaker request card and present it to the Board Secretary.*
- *Confine remarks to agenda items or to airport-related non-agenda matters that are within the Committee's subject matter jurisdiction.*
- *Limit comments to three minutes or to such other period of time as may be specified by the presiding officer.*



The following activities are prohibited:

- *Allocation of speaker time to another person.*
- *Video presentations requiring use of Authority equipment.*



Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the Authority to the Committee less than 72 hours prior to that meeting are available for public inspection at Hollywood Burbank Airport (2627 N. Hollywood Way, Burbank) in the administrative office during normal business hours.



In accordance with the Americans with Disabilities Act of 1990, if you require a disability-related modification or accommodation to attend or participate in this meeting, including auxiliary aids or services, please call the Board Secretary at (818) 840-8840 at least 48 hours prior to the meeting.

AGENDA

Monday, March 17, 2025

1. Roll Call
2. Approval of Agenda
3. Public Comment
4. Approval of Minutes
 - a. February 18, 2025
5. Items for Approval

[See page 1]

- a. Award of Parking Access and Revenue Control System Maintenance Service Agreement

[See page 4]

Staff seeks a recommendation from the Operations and Development Committee to the Commission to approve a Parking Access and Revenue Control System Maintenance Agreement (“Agreement”) with SKIDATA Inc. (“Skidata”) for a 20-month period. Due to the transition to the Replacement Passenger Terminal, the Agreement is based on an annual fee for the first year and transitions to a month-to-month fixed fee thereafter.

The current contract with Skidata expires on April 18, 2025, the first year of the proposed Agreement would begin on April 19, 2025, for a cost of \$184,826. The second year of the Agreement would commence on April 19, 2026, for a fixed monthly fee of \$15,864 through December 31, 2026. If required, the proposed Agreement provides for the contract to be extended beyond December 31, 2026, on a month-to-month basis.

- b. Award of Construction Contract for Runway Shoulders and Blast Pad Rehabilitation and Approval of CEQA Exemption Determination Project Number (E24-13)

[See page 6]

Staff seeks an Operations and Development Committee recommendation to the Commission that it:

- i) Award a construction contract in the amount of \$4,484,484 to Griffith Company,***
- ii) Authorize a project budget for internal project management and administration for a not-to-exceed amount of \$98,000,***
- iii) Award a Change Order to the Professional Services Agreement for RDM International, Inc. in the amount of \$94,801 to perform construction administration services,***
- iv) Authorize a project contingency of \$600,000, and***
- v) Authorize Staff to file a CEQA Notice of Exemption for the project.***

6. Items for Information

a. Committee Pending Items

[See page 9]

7. Adjournment

**MINUTES OF THE SPECIAL MEETING OF THE
OPERATIONS AND DEVELOPMENT COMMITTEE
BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY**

TUESDAY, FEBRUARY 18, 2025

A special meeting of the Operations and Development Committee was called to order on this date in the Airport Skyroom, 2627 N. Hollywood Way, Burbank, California, at 8:24 a.m., by Commissioner Hampton.

1. ROLL CALL

Present: Commissioners Hampton and Talamantes

Absent: Asatryan

Also Present: Staff: John Hatanaka, Executive Director;
Madeleine Zavala, Senior Manager, Business and Properties; Stephanie Gunawan-Piraner, Director, Engineering and Maintenance

2. Approval of Agenda

Motion Commissioner Talamantes moved approval of the agenda; seconded by Commissioner Hampton.

Motion Approved The agenda was approved (2-0, 1 absent).

3. Public Comment

There were no public comments.

4. Approval of Minutes

a. January 21, 2025 The agenda packet included a draft copy of the January 21, 2025, Committee meeting minutes for review and approval.

Motion Commissioner Talamantes moved approval of the minutes; seconded by Commissioner Hampton.

Motion Approved There being no objection, the motion was approved (2-0, 1 absent).

5. Items for Approval

a. Award of Month-to-Month License Agreement – Saab, Inc.

Staff sought a recommendation from the Operations and Development Committee to the Commission to approve a proposed Month-To-Month License Agreement for Surface Awareness Initiative Equipment installation and maintenance with Saab, Inc. This equipment is part of the Federal Aviation Administration (“FAA”) program to enhance safety and efficiency in the United States National Airspace System.

Due to the critical nature of the FAA program to enhance aircraft ground movement awareness at airports, subject to the Committee’s recommendation, this item has also been placed on the Commission agenda for its meeting immediately following the Committee’s meeting.

Motion

Commissioner Talamantes moved approval of the motion; seconded by Commissioner Hampton.

Motion Approved

There being no objection, the motion was approved (2-0, 1 absent).

b. Award of Professional Services Agreement - Concessions Technical Coordinator Services Replacement Passenger Terminal Project

Staff sought an Operations and Development Committee (“Committee”) recommendation to the Commission to award a Professional Services Agreement for concessions technical coordinator services in an amount not-to-exceed \$1,648,044 to ATX, Inc. These services, from March 17, 2025 to March 17, 2027, are necessary to facilitate the development of the concessionaire programs in the Replacement Passenger Terminal, ensure compliance with the technical requirements, coordination with the design-builder and the project management team. Similar to the role of the Airline Technical Representative, which services are provided by AvAirPros for the airlines, the Concessions Technical Coordinator will oversee design and construction, ensure consistency with the Authority’s standards through design reviews, and facilitate effective coordination between tenants and stakeholders throughout the development process. The consultant will also monitor the concessions project schedule to apprise the Authority of progress and risks, and facilitate communication between the tenants, the Authority and City of Burbank for plan check, permitting, and inspection process.

Due to the development of the RPT, subject to the Committee's recommendation, this item was also on the Commission agenda for its consideration immediately following the Committee's meeting.

Motion

Commissioner Talamantes moved approval of the motion; seconded by Commissioner Hampton.

Motion Approved

There being no objection, the motion was approved (2-0, 1 absent).

c. Award of Professional Services Agreement – Southeast Quadrant Landside Design Services

In anticipation of the existing passenger terminal demolition that will begin upon opening of the Replacement Passenger Terminal, Staff sought an Operations and Development Committee recommendation to the Commission to award RS&H California, Inc. a Professional Services Agreement in the amount of \$1,536,699 for planning and design services to address reconfiguration of the useable parcels in the southeast quadrant of the Airport. These services are a multi-year effort.

Motion

Commissioner Talamantes moved approval of the motion; seconded by Commissioner Hampton.

Motion Approved

There being no objection, the motion was approved (2-0, 1 absent).

6. Items for Information

a. Committee Pending Items

Staff informed the Committee on future pending items that will come to the Committee for review.

7. Adjournment

There being no further business to discuss, the meeting was adjourned at 8:48 a.m.

**STAFF REPORT PRESENTED TO THE
BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY
OPERATIONS AND DEVELOPMENT COMMITTEE
MARCH 17, 2025**

**AWARD OF
PARKING ACCESS AND REVENUE CONTROL SYSTEM
MAINTENANCE SERVICE AGREEMENT**

Presented by Scott Kimball
Deputy Executive Director, Business Development

SUMMARY

Staff seeks a recommendation from the Operations and Development Committee (“Committee”) to the Commission to approve a Parking Access and Revenue Control System (“PARCS”) Maintenance Agreement (“Agreement”), copy attached, with SKIDATA Inc. (“Skidata”) for a 20-month period. Due to the transition to the Replacement Passenger Terminal (“RPT”), the Agreement is based on an annual fee for the first year and transitions to a month-to-month fixed fee thereafter.

The current contract with Skidata expires on April 18, 2025, the first year of the proposed Agreement would begin on April 19, 2025, for a cost of \$184,826. The second year of the Agreement would commence on April 19, 2026, for a fixed monthly fee of \$15,864 through December 31, 2026.

If required, the proposed Agreement provides for the contract to be extended beyond December 31, 2026, on a month-to-month basis.

BACKGROUND

The Authority acquired the PARCS system from Skidata’s sole authorized representative in the area, Sentry Control Systems LLC (“Sentry”), in late 2007. The system was installed and activated in early 2008 in the Airport’s self-park parking lots. These lots include the short-term parking structure and Parking Lots B, C, E, F and G. In addition to the purchase agreement for the system, Sentry was awarded the initial five-year maintenance service agreement for \$724,680. Prior to the expiration of that agreement, the Commission awarded Sentry a replacement five-year agreement in April 2015 for \$1,006,461.

In April 2020, a four-year plus one option year maintenance service agreement directly with Skidata was approved at first year cost of \$159,124 with each succeeding year subject to an applicable Consumer Price Index increase. The proposed Agreement, to accommodate the transition to the RPT, will begin on April 19, 2025, at the amount of \$184,826 for the first year of service and transitions to a month-to-month fee basis from April 2026 to the end for the calendar year at the rate of \$15,864 per month.

SCOPE OF WORK

Under the Agreement, Skidata will continue to perform a Preventive Maintenance Program. This program includes site visits, software upgrades, and database management. The level of response time and level of service will not change from the current contract. To date, all the necessary software and hardware upgrades, replacements of cameras and supporting computer workstations have been completed. The proposed Agreement will extend the useful life of the operating system, maintain compliance with Payment Card Industry standards, and include all necessary replacement parts and future software version upgrades.

DETAILS

The key components of the proposed Agreement are as follows:

| | | |
|--------------|---|-----------------------|
| Locations: | All self-park parking lots at the Airport | |
| Year 1 cost: | April 19, 2025 – April 18, 2026; | \$184,826.00 |
| Year 2 cost: | April 19, 2026 – December 31, 2026; | \$15,864.00 per month |

BUDGET IMPACT

The 2025 budget appropriation for Skidata PARCS totals \$179,443.00. Staff anticipates the approximate \$5,383 proposed increase for the remainder of FY 2025 can be accommodated through operating revenues. Appropriations for services in FY 2026 will be included in the fiscal year budget development.

STAFF RECOMMENDATION

Staff seeks a Committee recommendation to the Commission to approve the proposed Agreement with Skidata and authorize the President to execute the same.

**STAFF REPORT PRESENTED TO THE
BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY
OPERATIONS AND DEVELOPMENT COMMITTEE
MARCH 17, 2025**

**AWARD OF CONSTRUCTION CONTRACT FOR RUNWAY SHOULDERS AND BLAST
PAD REHABILITATION AND APPROVAL OF CEQA EXEMPTION DETERMINATION
PROJECT NUMBER (E24-13)**

Presented by Stephanie Gunawan-Piraner,
Deputy Executive Director, Planning and Development

SUMMARY

Staff seeks an Operations and Development Committee (“Committee”) recommendation to the Commission that it:

- i) Award a construction contract in the amount of \$4,484,484 to Griffith Company,
- ii) Authorize a project budget for internal project management and administration for a not-to-exceed amount of \$98,000,
- iii) Award a Change Order to the Professional Services Agreement for RDM International, Inc. (“RDM”) in the amount of \$94,801 to perform construction administration services,
- iv) Authorize a project contingency of \$600,000, and
- v) Authorize Staff to file a CEQA Notice of Exemption for the project.

BACKGROUND

The Airport utilizes “Pavement Condition Index” (PCI), a standard widely used in the aviation industry, to evaluate airfield pavement conditions. The PCI is calculated based on visual inspections and reflects the degree of deterioration of each pavement area. When the PCI indicates the condition of the pavement to be “fair” or worse, regular maintenance and spot repairs are no longer sufficient to keep the pavement in acceptable condition. The area is then identified for future rehabilitation or reconstruction. Based on this process, staff identified areas of the shoulders for Runways 8-26 and 15-33, taxiway shoulders and of the Runway 15-33 north blast pad that will require major pavement rehabilitation. The general scope of work includes a 4” to 5” mill-and-overlay of hot mix asphalt. This project will improve safety conditions by replacing deteriorated material that is fatigued or past the end of its useful life.

Design for the project commenced in February 2023 and was completed in January 2024. The project was advertised thereafter, with the lowest bid received at approximately \$4.82M, which exceeded the Engineer’s estimate. Based on discussions with the bidders, staff initially believed the project’s complex phasing and limited work windows to be the main factors influencing the high cost of these improvements. In July 2024, the Commission approved additional efforts to allow the design engineer to work with staff to revise the phasing and reduce potential construction inefficiencies. The revised design and bid documents were then advertised in November 2024. As shown below, these revisions did lead to some cost savings.

STAFF REPORT\OPERATIONS\3-17-2025
AWARD OF CONSTRUCTION CONTRACT FOR RUNWAY SHOULDERS
AND BLAST PAD REHABILITATION AND APPROVAL OF
CEQA EXEMPTION DETERMINATION
PROJECT NUMBER (E24-13)
3082722.2

Staff posted the Request for Bid (“RFB”) documents on the Authority’s PlanetBids e-procurement website on November 7, 2024. Two hundred seventy firms were notified of the opportunity, with forty-two firms downloading the bid documents. which included prime contractors, subcontractors, and other supporting companies. At the pre-bid meeting on November 20, 2024, fourteen attendees were present.

The Authority received four bids on December 9, 2024, all of which were determined to be responsive. The bids received were as follows:

- Griffith Company \$4,484,484
- All American Asphalt \$5,399,393
- Sully-Miller \$5,555,253
- Excel Paving \$7,142,390

The lowest bid received from the rebid process has resulted in approximately \$338,000 savings from the original bid results.

PROJECT BUDGET

The estimated total project budget is listed below:

| | |
|--|---------------------|
| Design, RDM | \$ 284,772 |
| Construction, Griffith Company | \$ 4,484,484 |
| Construction Administration, RDM | \$ 94,801 |
| Internal Project Management and Coordination | \$ 98,000 |
| Project Contingency | <u>\$ 600,000</u> |
| Subtotal | \$ 5,562,057 |
| | |
| Construction Management, Inspection, and Quality Assurance (*) | <u>\$ 462,301</u> |
| Project Total | \$ 6,024,358 |

(*) A proposed award for construction management, inspection, and quality assurance services will be presented to the Committee at its next meeting on April 7 for consideration.

CONSTRUCTION ADMINISTRATION

On February 6, 2023, the Commission approved the award of contract to RDM in the amount of \$263,772 for the project. RDM also performed additional efforts on design for the rebidding of the project, as authorized by the Commission in June 2024 for \$21,678.

As the engineer of record, RDM is in responsible charge for reviewing and approving engineering decisions for design and construction. RDM will provide construction administration services to review construction submittals and other documents, provide as needed clarifications on design, and ensure work is performed per contract specifications and design intent. The scope of work also includes periodic site visits. The proposed cost to

complete the construction administration work from RDM is \$94,801. The work will be processed as a change order to RDM's existing PSA.

SCHEDULE

Work will be scheduled to commence shortly after the award and execution of the construction contract with a project completion anticipated in the Fall 2025.

FUNDING

This approximate \$6 Million project will be funded utilizing \$3.8 Million from an already approved Passenger Facility Charge ("PFC") Application with the balance to be initially Airport funded pending Federal Aviation Administration approval of a pending PFC Amendment application. The scope of work and support services not completed in FY 2025 will be included in the FY 2026 budget development request.

ENVIRONMENTAL REVIEW

Staff completed reviews of the applicable CEQA guidelines regarding exemptions for this project and determined that the Project is exempt pursuant to the Class 1 categorical exemption (14 C.C.R. § 15301). Among other things, that exemption covers minor alteration of existing facilities involving no expansion of existing use.

OPERATIONAL IMPACTS

Construction work will primarily occur during night-time hours to reduce any potential operational impacts as identified in the bid documents that specified construction duration and schedule, including coordination with Airport stakeholders, FAA Airport District Office and FAA Air Traffic Control Tower.

STAFF RECOMMENDATION

Staff recommends the Committee recommend to the Commission approval of an award of construction contract to Griffith Company; authorization of internal project management cost, award a change order to RDM for construction administration, contingency funds; and approval of the filing of a CEQA Notice of Exemption to facilitate the timely execution of this critical pavement rehabilitation project.

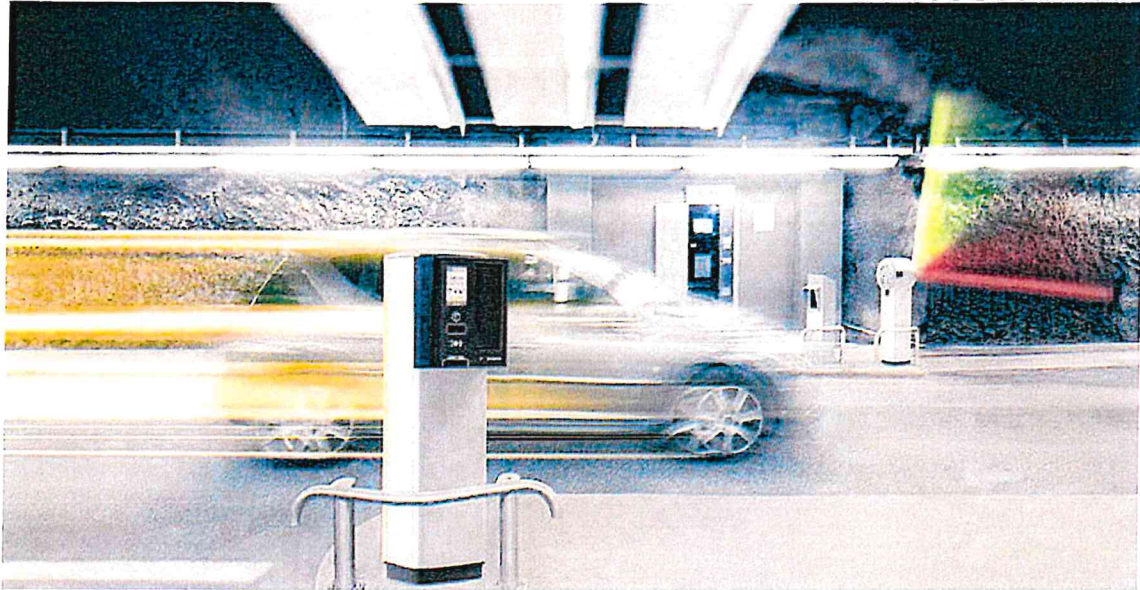
**BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY
OPERATIONS AND DEVELOPMENT COMMITTEE
MARCH 17, 2025**

COMMITTEE PENDING ITEMS

Future

Tentative Presentation

- | | |
|--|----------|
| 1. Award of Contract - On-Call PM/CM | April 7 |
| 2. ARFF PFAS Remediation and 3F Foam Replacement | April 7 |
| 3. Award of Contract Extension - SITA CUPPS | April 7 |
| 4. Award of Contract - Design Services; Airside | April 21 |
| 5. Power Lift Aircraft (Air Taxi) | April 21 |
| 6. Award of Contract - Private Network | TBD |



Parking Access and Revenue Control Preventative Maintenance Proposal SKIDATA SERVICE LEVELS AND OPTIONS

For Informational Purposes Only. Start Date April 19, 2025

Premium +, Spare Parts.Care and Software

- o **Year 1 - \$15,410.50 per Month or \$184,826.00** per year starting April 19, 2025. Hollywood Burbank Airport will Pay for year 1 in Advance.
- o **Year 2 - \$15,864.00 per month or \$190,368.00** per year, Starting April 19, 2026 with an expected termination date of December 31, 2026. Hollywood Burbank Airport will have the option to extend this contract on a Monthly basis. During Year 2, Hollywood Burbank Airport will pay Monthly. Hollywood Burbank Airport will have the option to Terminate with a 30 day notice.

| POINTS OF CONTACT | | | |
|-------------------|---------------------------|------------------|---------------------------|
| ACCOUNT | | SKIDATA | |
| ACCOUNT NAME: | HOLLYWOOD BURBANK AIRPORT | SKIDATA CONTACT: | GRANT JOHNSON |
| CONTACT NAME: | ARMEN AVOYAN | PHONE NUMBER: | (424) 634-0747 |
| CONTACT EMAIL: | AAVOYAN@BUR.ORG | E-MAIL ADDRESS: | GRANT.JOHNSON@SKIDATA.COM |



SKIDATA provides a choice of four (4) levels of Service:

- Basic
- Extended
- Premium
- Premium + Selected by BHA

This package includes one (1) Optional Add-On package.

- Spare Parts.care

| SKIDATA.CARE PACK MODULES | | | | | | |
|---------------------------|--|---------------------------|---------------------------|---------------------------|----------------------|------------------------------------|
| SERVICE NAME | | WARRANTY Year 1 | BASIC | EXTENDED | PREMIUM | PREMIUM PLUS |
| REACTIVE | Coverage period | MON to FRI 08AM to 5PM | MON to FRI 08AM to 5PM | MON to SUN 08AM to 5PM | MON to SUN 24 Hr | MON to SUN 24 Hr |
| | Time to support remote [Hr] [Critical, Major, Moderate, Minor] | 8/24/48/48 | 8/24/48/48 | 4/8/24/24 | 2/4/8/8 | 1/4/8/8 |
| | Time to support onsite [Hr] [Critical, Major, Moderate, Minor] | 24/72/72/72 | 24/72/72/72 | 24/48/72/72 | 8/24/48/48 | 4/8/24/24 |
| | Service labor | Not included | Not included | Incidents | Incidents + Requests | Incidents + Requests + Third Party |
| PREVENTIVE | Hardware Maintenance | Not included | Quarterly | Quarterly | Quarterly | Quarterly |
| | Software Maintenance | Included | Included | Included | Included | Included |
| | Training | Not included | Not included | Annual 4 Hr | Annual Full day | Bi-annual Full day |
| | Performance Review | Call history export | Call history export | Quarterly | Monthly | Monthly + TCO Plan |
| PARTS | Spare Parts, excl. wear and tear | Included | Not Included | Not Included | Not Included | Not Included |

SKIDATA Expert Services

Service Description

SERVICE COVERAGE PERIOD

SKIDATA technicians are available if you need them. Within the agreed coverage period, the customer is able to contact SKIDATA via telephone, e-mail or customer portal to get functional support.

- Each support case will be registered and handled according to standardized processes.
- Per support case via Help Desk, a support time of 15 minutes is included.

SERVICE COVERAGE PERIOD (continued)

- Additional support will be charged according to the 'SKIDATA Expert Services Price List' or is covered by the service agreement.
- Within the defined coverage period of the selected option no supplements (weekend- or nightwork) will be charged.
- Within the defined coverage period of the selected module the agreed 'time to support remote' and the 'time to support on-site' values are valid.
- The Help Desk may only be called by customer employees who have been trained to use SKIDATA systems.

TIME TO SUPPORT ONSITE & TIME TO SUPPORT REMOTE

Within the agreed coverage period, each incident will be prioritized and handled according to the agreed classification. Incidents are classified into four categories. These categories are explained below. The values within the overview grid represent hours.

Example: 8/24/48/48.

The first figure is valid for the classification level 'Critical', the second for 'Major', the third for 'Moderate' and the fourth for 'Minor'.

Explanation of incident classification

Critical: the contractually agreed use is impossible or unreasonably restricted and the error materially affects the Principal's business processes.

Major: the contractually agreed use is very restricted and the error materially affects the Principal's business processes, however, the Principal is still able to continue to work in a restricted manner.



Moderate: the contractually agreed use is slightly restricted and the error slightly affects the Principal's business processes, however, the Principal is still able to continue to work in a slightly restricted manner.

Minor: Incidents which do not fall into any other category.

The classification of incidents is done by SKIDATA in agreement with the customer.

Prioritization times

Time to support remote: Time between the notification of an incident by the customer or the detection of an incident by SKIDATA and the time until SKIDATA starts troubleshooting remote.

Time to support on-site: Time between the notification of an incident by the customer or the detection of an incident by SKIDATA and the arrival at the site where the incident is detected, if it cannot be fixed by means of remote access or telephone support.

The figure below shows the prioritization times:

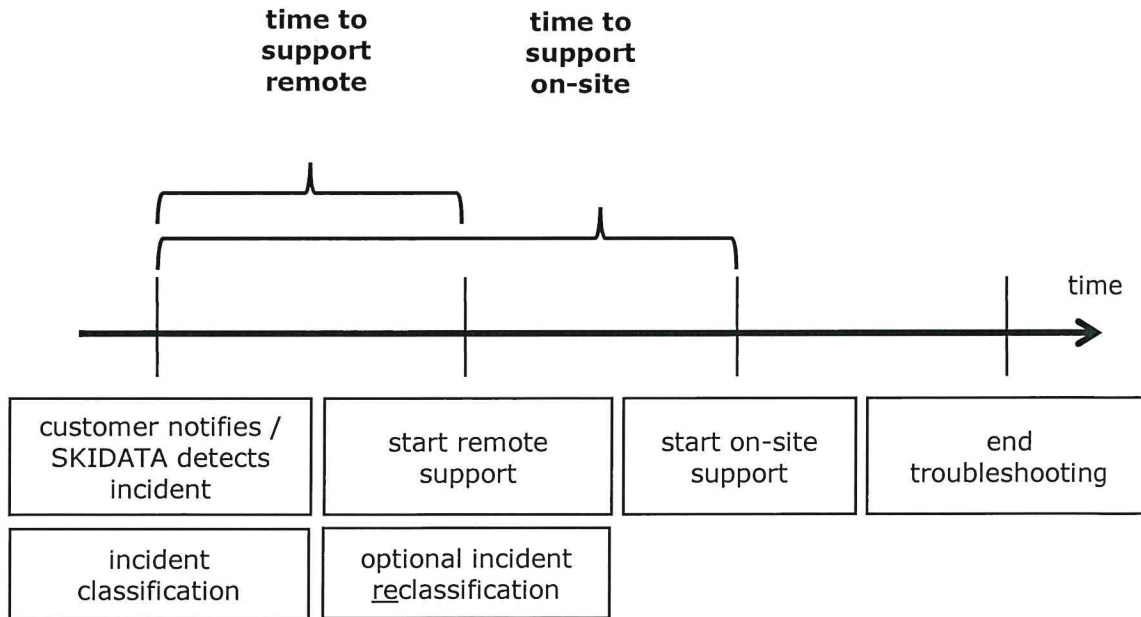


Figure: visualization of prioritization times

SERVICE LABOR

Within the agreed coverage period, different types of service labor activities can be included. Service labor activities are divided into three types which are described below.

SKIDATA is committed to the high-quality training and know-how of its service personnel. Each service technician is obliged to complete a three-level training program with a final examination.

Incidents

Incident management is performed by a logical, systematic search for the cause of a problem so that the device or process is ready for operation again after the solution.

Service requests

Service requests are plannable activities to change the behavior and functionality of the access system.

Service on third party equipment

Third party equipment is hardware and software not provided by SKIDATA but related to the functionality of the access system. Third party equipment covered by the agreement must be listed within appendix B.

Troubleshooting is generally done remotely. If remote troubleshooting is not possible, SKIDATA reserves the right to carry out a service visit on-site to handle the incident.

Excluded labor activities:

- Troubleshooting of issues caused by misconduct of customer employee or operators
- Troubleshooting of issues caused by force majeure

Required spare parts will be invoiced if the option 'Spare Parts.Care' is not part of this agreement.

HARDWARE MAINTENANCE

Hardware maintenance is a preventive maintenance and includes the inspection, cleaning, and adjustment of hardware components as well as the execution of test runs necessary for proper operation. The costs of labor and travel are included.

Hardware maintenance is classified into Level 1 and Level 2 activities.

Level 1 activities: Cleaning and visual inspection

Level 2 activities: Maintenance according to inspection plan, replacement of wear parts if necessary. A detailed list of activities is available on request.

Required spare parts will be invoiced if the option 'Spare Parts.Care' is not part of this agreement.

Obsolete and Unsupported Hardware or software

Replacement of unsupported hardware or software is not included in the scope of work under this Services Agreement unless otherwise documented in Exhibit A – Scope of Work. Every reasonable attempt will be made to support and maintain operational status.

USA Rev 10/2024, SKIDATA, INC. Proprietary and Confidential



SKIDATA is in no way responsible for replacing product, hardware or software that is no longer supported or in obsolescence by the original equipment manufacturer (OEM). Every attempt within reasonable time and cost will be attempted to support equipment installed at the Facility, including untraditional methods. If it is decided that a product is unsupported and/or that supportability will require an unreasonable amount of resources, a proposal will be submitted by SKIDATA to Customer. It is at SKIDATA's sole discretion to determine what is unreasonable and what products are unsupported.

To provide effective troubleshooting, SKIDATA's service is organized in local and central service teams. All service engineers are connected with central technical (CTS) support at SKIDATA headquarters and with the worldwide acting R&D teams. CTS is based in Europe and in Texas.

SOFTWARE MAINTENANCE

Software maintenance is a preventive maintenance and includes selected checks of the SKIDATA software and operating system. The costs of labor and travel are included.

Software maintenance is classified into Level 1 and Level 2 activities.

Level 1 activities: Patching (operating system, SKIDATA software)

Level 2 activities: Database maintenance (archiving, indexing, log-file check, maintenance plan), updates within the same SKIDATA software release

A detailed list of activities is available on request..

TRAINING

Use your SKIDATA system efficiently! The better you know your SKIDATA system, the more efficiently you can use it! For this reason, we pass on our knowledge to you in structured training sessions at our training locations.

Training is available in three different types which are described below.

Annual 4 Hr

The service agreement includes four hours of training per year.

Annual full day

The service agreement includes one full day of training per year.

A full day means from 08 am to 05 pm.

Bi-annual full day

The service agreement includes two full days of training per year.

A full day means from 08 am to 05 pm.

All trainings will be performed at an SKIDATA training location.

The training program will be defined upfront according to the needs of the customer.

If training is part of the service agreement attendance is required by the primary customer team. Otherwise the agreed reaction times cannot be guaranteed.

PERFORMANCE REVIEW

SKIDATA offers different levels of performance reviews to analyze the performance of SKIDATA's service delivery. Within the Premium Plus module also a total cost of ownership plan is included.

The following performance review types are available.

Call history export

On request a summary of logged service calls will be provided.
The summary is an export of SKIDATA's service management application.

Quarterly report

SKIDATA provides proactive a summary of logged service calls per quarter.
The summary is an export of SKIDATA's service management application.
It includes the fulfillment level of the agreed SLAs and shows basic performance statistics.

Monthly report

SKIDATA provides proactive a summary of logged service calls per month.
The summary is an export of SKIDATA's service management application.
It includes the fulfillment level of the agreed SLAs and shows basic performance statistics.

Monthly report including a TCO plan

In addition to the monthly performance report as described above a TCO (total cost of ownership) plan will be provided by SKIDATA. This plan shows recommended investments in the future to keep the system on the latest technology standard. A TCO plan considers the risk of downtimes and indicates the required budget to maintain the access solution.

SPARE PARTS.CARE

The 'SPARE PARTS.CARE' extends the service agreement with the supply and installation of spare parts.

Spares repaired by SKIDATA are refurbished and fully functional. Excluded from the scope of delivery are spare parts which have been damaged by improper use, vandalism or weather conditions.

Wear and tear parts are excluded from the scope of delivery:

- Thermo printer head
- Sheer bolts
- Barrier arms
- Short term tickets
- Backup batteries for UPS

Exhibit A – Rate Schedule for Non- Covered Services

| Pricebook | Customer | Hour rate HW (08:00 – 17:00) | Hour rate SW (08:00 – 17:00) | Overtime | Weekend and Holiday |
|-------------------|------------------|---------------------------------|---------------------------------|----------|---------------------|
| US – List Price 1 | With contract | \$ 226.92 | \$ 262.00 | +100% | 125% |
| US – List Price 2 | Without contract | \$ 261.83 | \$ 297.00 | +100% | 125% |

Dispatch charge: \$226.92



PROTECT.CARE (ANTI VIRUS SERVICE)

The option 'PROTECT.CARE' extends the service agreement with the installation and operation of an SKIDATA qualified anti-virus solution.

All SKIDATA products with Microsoft Windows® based operating systems should be equipped with an anti-virus service agent. The agent communicates via the Internet with the central anti-virus service to get the latest security updates (patterns). The agent protects against malicious software infection, detects potential threats, and removes them to prevent system downtime.

UPGRADE.CARE

The option 'UPGRADE.CARE' extends the service agreement with regular upgrades of the management software of the SKIDATA access solution.

Upgrade means the transition from one major release to the subsequent one. It usually contains some major new features as well as basic enhancements that extend the functionality of software or hardware.

The upgrade includes the required SKIDATA software licenses, the preparation of the upgrade and the installation of upgrade. SKIDATA has a special focus to minimize the downtime of the access solution during the upgrade.

A prerequisite for the 'Upgrade.Care' option is an access solution with a supported management software (Parking.Logic, Freemotion.Logic, Handshake.Logic) installed.

PCI SUPPORT.CARE

With the option PCI assistance, SKIDATA offers the support to help achieve and maintain PCI compliance with user accounts, password, encryption and other payment data related information.

As a software vendor, SKIDATA's responsibility is to be "PA-DSS Validated." PA-DSS is the standard against which Payment Application has been tested, assessed, and validated. PCI Compliance is to be obtained by the merchant. The PA-DSS Validation is intended to ensure that the Payment Application will help achieve and maintain PCI Compliance with respect to how Payment Application handles user accounts, passwords, encryption, and other payment data related information. The Payment Card Industry (PCI) has developed security standards for handling cardholder information in a published standard called the PCI Data Security Standard (DSS). The security requirements defined in the DSS apply to all members, merchants, and service providers that store, process or transmit cardholder data. The PCI DSS requirements apply to all system components within the payment application environment which is defined as any network device, host, or application included in, or connected to, a network segment where cardholder data is stored, processed or transmitted.



Pricing Selection – Service Levels

- **Premium +, Spare Parts.Care and Software**
 - **Year 1 - \$15,410.50 per Month or \$184,826.00** per year starting April 19, 2025. Hollywood Burbank Airport will Pay for year 1 in Advance.
 - **Year 2 - \$15,864.00 per month or \$190,368.00** per year, Starting April 19, 2026 with an expected termination date of December 31, 2026. Hollywood Burbank Airport will have the option to extend this contract on a Monthly basis. During Year 2, Hollywood Burbank Airport will pay Monthly. Hollywood Burbank Airport will have the option to Terminate with a 30 day notice.

Pricing Selection – Service Options

- **Spare Parts.Care (Requires Extended.Care or higher)**


Selected Term, Level of Service and Option(s):

Contract Term: 1-year

Level of Service: Premium +

This package includes 1 Add-on: Spare Parts.Care

By signing below, you are acknowledging that you accept and understand the nature, terms, conditions, and scope of the Agreement and agree that the Agreement contains the entire agreement between the Parties.

| | | |
|---------------------|---------------------|--|
| CUSTOMER | SKIDATA |  |
| SIGNATURE: _____ | SIGNATURE: _____ | 52A7F487F623477... |
| PRINTED NAME: _____ | PRINTED NAME: _____ | Robert Weiskopf |
| TITLE: _____ | TITLE: _____ | Director, Chairman |
| ORGANIZATION: _____ | ORGANIZATION: _____ | SKIDATA Inc |
| DATE SIGNED: _____ | DATE SIGNED: _____ | March 4, 2025 |