

RESOLUTION NO. 28386

WHEREAS, Los Angeles World Airports management presents for approval, Seventh Amendment to Concession Agreement LAA-8862 with Boingo Wireless Inc. to extend the term by twelve (12) months, for new expiration of June 30, 2027, with two (2) one-year extension options, covering wireless service at Los Angeles International Airport; and

WHEREAS, under said Concession Agreement LAA-8862, Boingo Wireless Inc. (Boingo) provides Wi-Fi operations support at Los Angeles International Airport (LAX), including 24/7 network monitoring, call center support for passengers, network maintenance to restore service when needed, and wireless connectivity to stakeholders at no cost to Los Angeles World Airports (LAWA). Concession Agreement LAA-8862 expires on June 30, 2026; and

LAX

Van Nuys

City of Los Angeles

Karen Bass  
Mayor

Board of Airport  
Commissioners

Matthew M. Johnson  
President

Vanessa Aramayo  
Vice President

Courtney La Bau  
Victor Narro  
Nicholas P. Roxborough  
Valeria C. Velasco

John Ackerman  
Chief Executive Officer

WHEREAS, a Request for Proposals (RFP) for wireless solutions and managed services was released in September 2024. Following a thorough evaluation process, LAWA determined that the wireless requirements outlined in the RFP and the associated costs proposed by respondents were excessive and not aligned with LAWA's operational and financial objectives. As a result, the RFP was not awarded; and

WHEREAS, LAWA has concluded that a new strategic approach to wireless services is required. Staff are currently developing a revised scope of work that reflects updated wireless requirements, cost-appropriate solutions, and a long-term strategy aligned with LAWA's infrastructure and guest experience goals. A new procurement will be initiated once the revised strategy and scope have been finalized; and

WHEREAS, in the interim, continued Wi-Fi service is essential to maintaining operational continuity and delivering a high-quality guest experience across LAX's terminals and new public areas including SkyLink and the Rental Car Center. The Amendment will provide the necessary runway to complete the new procurement without service interruption; and

WHEREAS, as part of the Amendment, Boingo has committed to the following:

- **Onsite Quality Assurance:** Boingo will hire a full-time onsite resource to manage quality assurance functions and network maintenance (break-fix) for the Wi-Fi network, ensuring accountability and performance standards are met throughout the extended term. The cost of this resource will be covered through revenue share offset and is \$350,000 annually, based on the technical qualifications and certifications required for the role.
- **Local Small Business Enterprise/Small Business Enterprise Staffing Requirement:** Although there are no Airport Concession Disadvantaged Business Enterprise goals set on the agreement, Boingo agrees to fill this role with a certified Local Small Business Enterprise contractor to align with LAWA's commitment to inclusivity with business opportunities; and

WHEREAS, managing the current wireless environment requires access to proprietary Boingo systems and cannot be completed by City of Los Angeles employees; and

WHEREAS, the Amendment will provide additional annual revenue to LAWA of approximately \$700,000 to \$1 million, which includes the Base Annual Fee over the twelve (12)-month term extension and the potential revenue share of 50% of gross revenues over \$1.4 million; 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 hereby adopts the staff report; further adopts staff's determination that the requested action is exempt from the California Environmental Quality Act (CEQA) pursuant to Article II, Section 2.f of the Los Angeles City CEQA Guidelines; finds that Charter Section 1022 is applicable to this action; approves the Seventh Amendment to Concession Agreement LAA-8862 with Boingo Wireless Inc. to extend the term by twelve (12) months, for new expiration of June 30, 2027, with two (2) one-year extension options, covering wireless service at Los Angeles International Airport; and authorizes the Chief Executive Officer, or designee, to execute said Seventh Amendment to Concession Agreement LAA-8862 with Boingo Wireless Inc. subject to approval by the Los Angeles City Council and approval as to form by the City Attorney.

o0o

I hereby certify that this Resolution No. 28386 is true and correct, as adopted by the Board of Airport Commissioners at its Special Meeting held on Thursday, June 18, 2026.



Grace Miguel – Secretary  
BOARD OF AIRPORT COMMISSIONERS