VECTOR
Airport Systems

PLANEPASS®
by VECTOR

Humboldt County, CA Airports

Proposal for

RFP for Airport Landing and Parking Surveillance, Tracking, Billing and Collection System

RFP#: AV2024-002

Vector Airport Systems, LLC

www.vector-us.com

11/29/2024

1.0 Introductory Letter

To Whom it May Concern:

On behalf of Vector Airport Systems, I am pleased to present this proposal to the Aviation Department of Humboldt County, California. The County seeks to implement a fully automated, turnkey solution for managing landing fees and parking fees across multiple airports. This comprehensive solution will address key objectives, including:

- **Aircraft tracking and identification**
- **Production and distribution of invoices**
- **Landing and Parking Fee collection**
- **Operations and financial reporting**
- **Online access to operations and billing data**

To meet these objectives, Vector proposes our full-service aircraft identification and automated billing and collections platform called **PLANEPASS**. PLANEPASS is designed to streamline every aspect of aircraft landing fee administration, including:

- Accurate aircraft tracking and identification
- Comprehensive aircraft operator research
- Efficient invoice generation and fee collection
- Responsive customer service
- Detailed reporting and timely revenue remittance to the Airport

More than 90 U.S. airports currently rely on Vector's proprietary PLANEPASS solution to manage the entire lifecycle of billing, collection, and customer support for fees such as landing, parking/ramp, and customs. To our knowledge, no other company in the U.S. or globally offers a comparable all-in-one automated billing and collections service.

I, Pete Coleton, am authorized to bind Vector Airport Systems to the representations, commitments, and statements contained in this proposal. We look forward to the opportunity to collaborate with Humboldt County to implement this innovative solution.

Sincerely,

Pete Coleton
Chief Executive Officer
Vector Airport Systems

Authorized Representative:

Annie Teixeira	280 Sunset Park Drive
Sales Executive / Account Owner	Herndon, VA 20170
Annie.Teixeira@vector-us.com	703-817-7777

2.0 Table of Contents

3.0 Signature Affidavit

REQUEST FOR PROPOSALS NO. AV2023-001 SIGNATURE AFFIDAVIT	
NAME OF ORGANIZATION:	Vector Airport Systems, LLC
STREET ADDRESS:	280 Sunset Park Drive
CITY, STATE, ZIP	Herndon, VA 20170
CONTACT PERSON:	William Repole
PHONE #:	630-854-8030
FAX #:	N/A
EMAIL:	Will.Repole@vector-us.com

The California Public Records Act, California Government Code Sections 7920.000, et seq., defines a public record as any writing containing information relating to the conduct of public business. The Public Records Act provides that public records shall be disclosed upon written request, and that any citizen has a right to inspect any public record, unless the document is exempted from disclosure.

In signing this Proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or agency to submit or not to submit a Proposal; that this Proposal has been independently arrived at without collusion with any other Proposer, competitor or potential competitor; that this Proposal has not been knowingly disclosed prior to the opening of Proposals to any other Proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned is an authorized representative of the above-named agency and hereby agrees to all the terms, conditions and specifications required by County in Request for Proposals No. AV2024-002 and declares that the attached Proposal and pricing are in conformity therewith.

William Repole (signature)	COO
Signature	Title
William Repole	11/29/2024
Name	Date

This agency hereby acknowledges receipt / review of the following Addendum(s), if any)
Addendum # [__] Addendum # [__] Addendum # [   ] Addendum # [   ]

4.0 Professional Profile
A. Organizational Overview

1.   Organization Name: Vector Airport Systems, LLC
Physical Address: 280 Sunset Park Drive, Herndon VA 20170
Telephone: 703-817-7777   Website Address: www.vector-us.com
Number of Employees: 40   Overall Budget: $9M   EIN: 99-0437655
Mission Statement: *Vector fully manages and maximizes aircraft fee revenue streams, freeing our clients to best achieve their core mission.*

2.   a. Vector was founded in 2005 to provide airports a better way to manage aircraft landing fees. This solution, PLANEPASS, was first implemented at Massport's Hanscom Field and has undergone continuous improvement while also being implemented at airports around North America. To date Vector has installed systems at 90 airports worldwide, ranging from busy international commercial hubs to local GA airports and is used to collect a variety of aircraft fees – Landing, Parking, APU, Security, Customs, etc.

b. Vector Airport Systems, LLC is a Virginia Limited Liability Company incorporated on 6/12/2012. Vector has operated under other names such as Vector Airport Solutions (2004).

c. Vector has been providing Airport Landing and Parking Surveillance, Tracking, Billing and Collection Systems with capabilities equivalent to those set forth in this RFP for 19 years.

d. Vector has, and still is, providing Airport Landing and Parking Surveillance, Tracking, Billing and Collection Systems for 90 total airports.

3. In 2015 there was an action regarding landing fees at KSMO filed in Los Angeles County Court that was dismissed with prejudice in favor of Vector.

4. Vector has no current or past fraud convictions related to the performance of public contracts.

5. Vector has no limitations that would prevent participation in public contracts.

6. Vector has no violations of any local, state and/or federal or regulatory requirements.

7. Vector is a whole-owned subsidiary of PLANEPASS WORLDWIDE, INC.

B. Overview of Qualifications and Experience

1. Many Vector team members will be involved on an ongoing basis to support this process for Humboldt County Airports. PLANEPASS is a technology-enabled service leveraging software and processes across all our client airports with individual airport configurations. Below are the key personnel who would be responsible for ensuring the implementation and ongoing operations of PLANEPASS at Humboldt County Airports:

- Account Owner: Annie Teixeira – Sales Executive
- Executive Sponsor: Will Repole - COO
- Finance: Patrick Hanney – Finance and Administration Director
- Client Services/Project Manager: Jillian Smith - Client Services Manager
- Software: Joel Kimble – Director of Software Engineering
- Operations/Billing Support: Ricardo McFarlane - PLANEPASS Manager
- Operations/Billing Support: Tammy Vella – PLANEPASS Supervisor
- Technical Systems Support: Cat Rogers – Systems Team Manager

2. This seasoned team was responsible for the successful onboarding of over 30 airports last year including: BFL - Bakersfield, BZN – Bozeman MT, LRD – Laredo TX, PTK - Oakland County MI, TOA – Torrance, CA. PLANEPASS has a historical **100% client retention rate** for outsourced aircraft fee billing and collection due to our outstanding team members who provide exceptional service.

3. Below is a detailed description of the qualifications and experience of these key personnel:

Annie Teixeira – Sales Executive and Account Owner
Annie drives client acquisition at Vector, leveraging her expertise to deliver tailored solutions for airports nationwide. Annie is skilled in identifying client needs, negotiating contracts, and fostering long-term partnerships.

William Repole – Chief Operations and Revenue Officer (COO/CRO)
William Repole is Vector's COO bringing a depth of government partnership experience. With over 25 years of IT, sales, and project management experience, William specializes in financial, insurance, and government sectors.

Patrick Hanney – Director of Finance and Administration
Patrick oversees client contracts, renewals, and extensions. He manages certificates, licenses, and insurance policies, ensuring compliance, while supporting internal benefits administration. With 14 years of finance experience, Patrick adapts to diverse administrative requirements.

Jillian Smith – Client Services Manager

Jillian manages new client installations and ongoing account management. She coordinates client requirements across departments, oversees project timelines, and ensures successful delivery of Vector's systems.

Joel Kimble – Director of Air Operations

Joel leads Vector's software development team, handling design, testing, and deployment. With 15+ years of aviation software experience, he ensures all programming aligns with Vector's goals and client needs while managing engineers and subcontracted developers.

Ricardo McFarlane – PLANEPASS Department Manager

Ricardo brings 20+ years of operations management experience, including leadership roles in government contracting, collections, and the financial industry. At Vector, he oversees operations and client services for the PLANEPASS® platform.

Tammy Vella – Billing and Operations Supervisor

Tammy oversees Vector's billing processes and operational workflows, ensuring accuracy, efficiency, and compliance across all client accounts. Tenured for 12 years, she leads the PLANEPASS® team to ensure reliability and excellence in fee management services.

Cat Rogers – Air Operations Support Manager

Cat manages field support personnel, hardware production, and ADS-B data feeds. With 5+ years of airport operations experience, she oversees installations, equipment maintenance, and technician dispatch to address hardware needs.

4. Vector's PLANEPASS service, implemented at over 90 airports across North America and billing approximately $50 million annually in aircraft fees, offers an unparalleled combination of experience and expertise. With a 99.6% fee collection rate and a 100% client retention rate, Vector is a trusted partner to airports, leveraging nearly 2 decades of specialized experience to ensure accurate billing, timely collections, and robust operational support. The Client Services team ensures seamless onboarding, system deployment, and ongoing client engagement, while the Software Engineering team guarantees reliable system design, data processing, and operation. The Billing and Operations team provides comprehensive management of billing contracts, ensuring precision, efficiency, and client satisfaction. The Sales and Business Development department focuses on understanding client needs, building strategic partnerships, and delivering tailored solutions. Additionally, the Finance and Administration team oversees contracts, compliance, and financial administration, while the Technical Support department ensures data integrity, equipment functionality, and responsive system maintenance. Together, these teams deliver a cohesive, industry-leading solution for aviation billing and collections.

VECTOR BY THE NUMBERS

$50M+
Annual Aircraft
Fees Billed

99.6%
Collection
Success Rate

60K+
Aircraft Operator
Paying Relationships

85+
Client
Airports

5.0 Project Description

A. Description of Services

1. Vector's PLANEPASS billing and collections service stands out through three key elements, each designed to ensure accuracy, efficiency, and client satisfaction:

- **Advanced Aircraft Tracking and Operation Data Collection**
  PLANEPASS uses a proprietary AI-driven system that integrates data from multiple (3-5) unique surveillance and flight tracking sources, providing the most accurate and comprehensive view of airport operations. This approach enables the system to:

  o Track and identify over 99% of aircraft operations, including those under FAA LADD and PIA programs.
  o Monitor aircraft using visual flight rules (VFR), helicopters, diversions, and flights with incomplete or incorrect flight plans.

- **Comprehensive Billing & Collection Process**
  PLANEPASS offers a seamless, full-service billing and collection solution requiring no airport or FBO staff involvement. Features include:

  o A 99.6% average fee collection rate supported by a dedicated collections team.
  o A monthly invoicing process with ongoing statements and acceptance of five payment methods: AVCARD, check, credit/debit card, ACH, and wire transfers.
  o A secure lockbox system for check payments, which account for 40% of transactions.

o A US-based customer service team available via phone, email, and a web-based Operator Portal for managing invoices, making payments, and addressing inquiries.

PLANEPASS CUSTOMER SERVICE
1-888-588-0028 (Option 1) or at **billing@vector-us.com**.
Support hours: Monday through Friday, 9 am to 5 pm EST

- **Proprietary Operator and Operations Database**
  Over 12 years, Vector has developed and maintained comprehensive databases to streamline the conversion of aircraft operations into landing fee invoices. These databases provide:

  o Accurate matching of aircraft registration numbers to equipment specifications, weights (MLW/MTOW), and ownership details.
  o Continuously updated billing information through proactive tracking of aircraft ownership changes, active research, and customer feedback.
  o Billing details for over 60,000 global operators, fostering trust and operational familiarity with aviation stakeholders worldwide.

B. Quality Assurance Capabilities

1. Vector's PLANEPASS Service can accommodate all 100% of scope requirements within this RFP.

Stated RFP Requirements	Features Currently Available in PLANEPASS Service
Airport Landing and Parking Surveillance, Tracking, Billing and Collection System	
1. Automatically track and identify a minimum of ninety-nine percent (99%) of all aircraft arrivals, departures and touch and go operations at the ACV, Murray Field, Rohnerville, Garberville, Dinsmore and Kneeland Airports even when the aircraft is operating with incorrect or missing flight plans.	YES
2. Accurately and efficiently identify aircraft operations and owners participating in the Federal Aviation Administration's ("FAA") Limited Aircraft Data Displayed and Privacy ICAO Address Programs in order to maintain data	YES

integrity and ensure compliance with any and all applicable local, state and federal laws, regulations, policies, procedures and standards.	
3. Identify and distinguish transient aircraft activities from based aircraft activities in order to accurately capture and transcribe aircraft identity features and properly categorize and invoice transient landing activities.	**YES**
4. Maintain an extensive operator database which matches aircraft registration numbers to make, model, aircraft weight and aircraft operator and ownership information, including, without limitation, real-time billing contact information, in order to allow for the creation of invoices from aircraft operations surveillance and tracking data and avoid the issuance of invoices to those who are exempted.	**YES**
5. Support any rate and charge scheme, including, without limitation, increased fees for operations at night, graduated fees that increase with weight and specific fees that are required by any and all applicable local, state and federal laws, regulations, policies, procedures and standards.	**YES**
6. Automatically allow for multiple, adjustable rates based on aircraft type and weight, and accommodate a flexible structure for the airport that enables various metrics, including, without limitation, weight, time of day, day of week, date, aircraft type, to be applied to determine billing rates.	**YES**
7. Maintain aircraft operator running account balances, including, without limitation, new invoices, credits issued against invoices, payments against operator invoices and transfers of aircraft and/or charges to other operators.	**YES**
8. Identify and apply required fee exemptions for based aircraft, government aircraft, commercial airlines, cargo carriers and certain types of medical flights and automatically remove duplicate aircraft activities from the billing process.	**YES**
9. Maintain a monthly billing process for consolidated invoices and ongoing statement creation.	**YES**
10. Support the issuance of paper invoices by mail or electronic invoices by email and automatically record payments in billing and collections system.	**YES**
11. Provide a web-based interface that allows aircraft operators to access information regarding account status, make secure electronic payments by AVCARD, credit card, debit card, automatic clearing house payments, direct wire payments and other methods.	**YES**
12. Provide a web-based interface that allows County staff to view flight activity, including, without limitation, radar tracking, reports and history.	**YES**
Fee Collection and Customer Support Services	
1. Providing dedicated collections staff to collect and deliver revenue within thirty (30) days of collection without the utilization of County or fixed based operator resources.	**YES**

2. Provide United States based customer service via phone, email and a web-based pilot portal system that enables aircraft operators to interact with appropriate personnel.	**YES**
Project Development	
It is expected that the Successful Proposer will work collaboratively with County to plan, and organize information pertaining to, the design, development, implementation and maintenance of the Airport Landing and Parking Surveillance, Tracking, Billing and Collection System required pursuant to the terms and conditions of the final Professional Services Agreement resulting from this RFP process, including, without limitation, participating in planning sessions ad regular meeting. The Successful Proposer will be required to maintain timely and regular communication with County throughout the term of the final Professional Services Agreement resulting from this RFP process.	**YES**
Mandatory Qualifications	
1. Proposers must have three (3) or more years of experience providing Airport Landing and Parking Surveillance, Tracking, Billing and Collection Systems with capabilities equivalent to those set forth in this RFP.	**YES**
2. Proposers must have extensive knowledge of, and the ability to comply with any and all local, state and federal laws, regulations, policies, procedures and standards applicable to the provision of Airport Landing and Parking Surveillance, Tracking, Billing and Collection Systems with capabilities equivalent to those set forth in this RFP.	**YES**
3. Proposers must possess, or have the ability to obtain, any and all resources necessary to provide an Airport Landing and Parking Surveillance, Tracking, Billing and Collection System with capabilities equivalent to those set forth in this RFP.	**YES**
4. Proposers must employ an adequate number of qualified professional staff to ensure the efficient and effective provision of an Airport Landing and Parking Surveillance, Tracking, Billing and Collection System with capabilities equivalent to those set forth herein in accordance with the terms and conditions of the final Professional Services Agreement resulting from this RFP process.	**YES**
5. Proposers must not have a record of unsatisfactory performance, illegal activity, lack of integrity or poor business ethics.	**YES**
Preferred Qualifications	

1. The Proposer has five (5) or more years of experience providing Airport Landing and Parking Surveillance, Tracking, Billing and Collection Systems with capabilities equivalent to those set forth in this RFP.	**YES**
2. The Proposer has the ability to provide an Airport Landing and Parking Surveillance, Tracking, Billing and Collection System with capabilities equivalent to those set forth in this RFP on or before January 1, 2025.	**YES**
Licensure, Certification and Accreditation Requirements	
In order to be considered for award of a Professional Services Agreement pursuant to this RFP process, Proposers must be in compliance with any and all applicable local, state and federal licensure, certification and accreditation requirements, including, without limitation, the business licensure requirements set forth in Section 811-6(b) of the Humboldt County Code, at the time of contract execution.	**YES**
General Duties and Obligations	**YES / AGREE TO ALL**
System Installation and Operation	
1. The implementation, operation and maintenance of the Airport Landing and Parking Surveillance, Tracking, Billing and Collection System provided pursuant to the terms and conditions of the final Professional Services Agreement resulting from this RFP process shall not require construction of any kind or the use or airport staff or fixed base operator resources other than reinstallation, reset or minor service of on-airport equipment.	**YES**
2. Components of the Airport Landing and Parking Surveillance, Tracking, Billing and Collection System provided pursuant to the terms and conditions of the final Professional Services Agreement resulting from this RFP process shall not be located on the airfield; however, the use of cameras may be considered.	**YES**
3. Components of the airport landing and parking surveillance, tracking, billing and collection system provided pursuant to the terms and conditions of the final Professional Services Agreement resulting from this RFP process located in airport terminals or buildings must only require minimal airport power or energy usage from typical AC power outlets and minimal internet bandwidth.	**YES**
Ability to start providing services as described in RFP on or before Jan 1, 2025. Yes – Vector has a proven implementation plan that consists of operator communication, airport data setup, and PLANEPASS configuration.	**YES**

2-4. Vector's PLANEPASS Service Process meets the performance specifications and complies with any and all applicable local, state and federal laws, regulations, policies, procedures and standards. Below is an outline of that process and a detailed description of the expected communication channels between the Proposer and County, including, without limitation, how problems and/or disputes will be resolved.
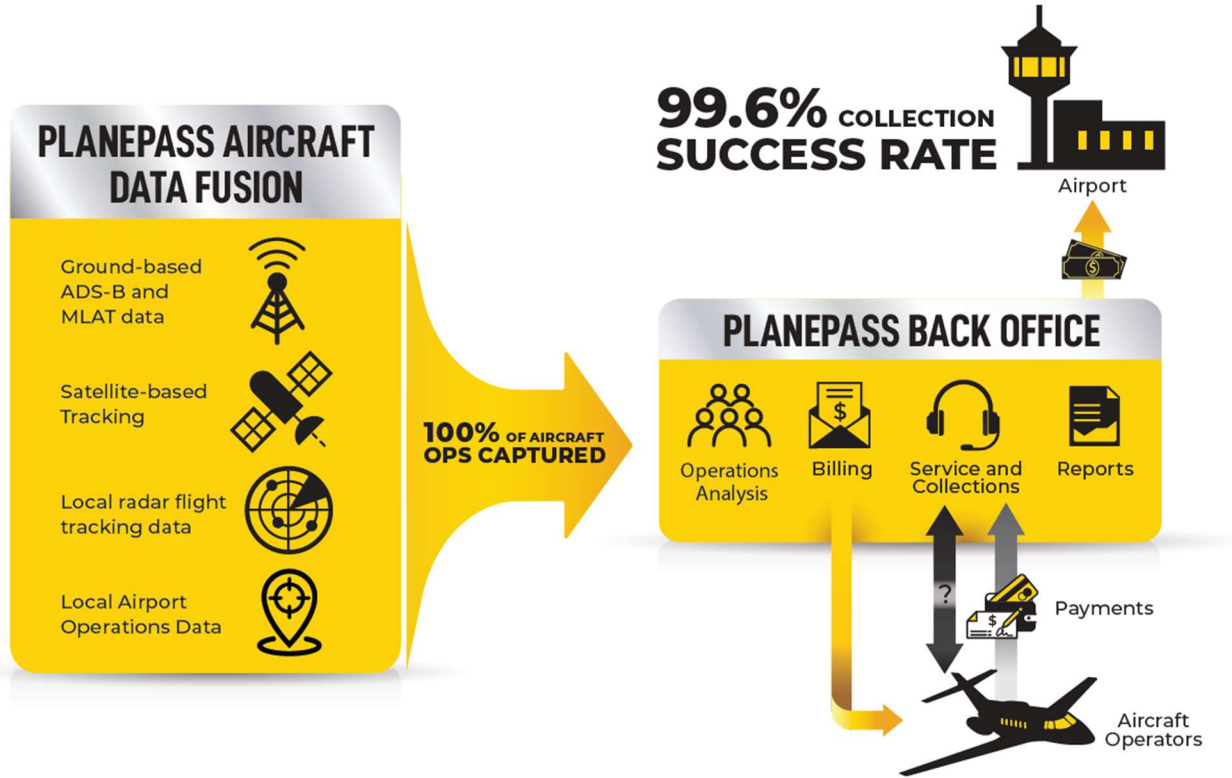
First, track and identify aircraft activities 24 hours a day using multiple ADS-B sources.

Vector realizes that to maximize revenue for the airport, a system needs to be in place that will capture and identify aircraft operations 24 hours a day, 365 days a year, without interruption. To accomplish this, Vector automatically receives, processes, and analyzes flight track data from multiple third-party vendors and is a combination of ADS-B, radar, and flight plan data.

Then, separate based aircraft activity from transient aircraft activity.

PLANEPASS incorporates an exemption list that contains the registration numbers of based aircraft as well as others that are not invoiced (Signatory, government, et al). All aircraft on this list will be considered exempt activities and are automatically removed from billable activities. The based aircraft operating at the airport are indicated in Vector's online Airport Portal with a "strikethrough" in the landing "Fee" column. This indication is a quick visual representation of the based aircraft at the airport or those considered exempt from landing fees.

Sample Screen Shot of Vector's Airport Portal – Trade Secret

	Image	Date Time(24hr) ▲	TRKG	Activity	RWY	Orig/Dest	Aircraft	Flight	Model Type	Engine Type	MTW (Lbs)	Fee	DS	Op Id	Op Name
>		09/10/21 00:06			RWY 22	KNEW / KTXK	N88PA		BE20	TURBO	12500	~~$26.00~~	E	93763	Pafford Medical Billing Services Inc.
>		09/10/21 04:33			RWY 31	KTXK /	N407LN		B407	HELI	5000	~~$0.00~~	E	56425	Lifenet Inc.
>		09/10/21 06:29			RWY	KTXK / KDFW	N922AE	ENY4097	E145	JET	45415	$0.00	E	87745	ENVOY AIR

All other aircraft that do not contain this strikethrough are considered billable aircraft and will automatically be subject to a landing fee within the other parameters of the fee (i.e. weight, time) unless otherwise included on the exemption list by the Airport. Vector's Airport Portal allows airport staff to view activity reports (activity capture, billing details, and collections) and view flight activity.

Next, convert activities into billable events.

The PLANEPASS automated billing engine seamlessly processed data through Vector's flight analysis algorithms and converted into operations and operator invoices, according to the airport's specific fee structure. The airport has enormous flexibility to implement rates and charges that best suits its needs. As part of this operations analysis, the system automatically determines the aircraft model and weight for fee calculation. In parallel, PLANEPASS uses the proprietary PLANEPASS owner/operator database to determine the best billing contact for each aircraft. The system automatically calculates landing and other fees, generates detailed invoices for these fees, and delivers these invoices to the operators.

Then, identify the aircraft's owner.

Vector's in-house, U.S.-based PLANEPASS team handles all aspects of the landing fee billing process, including aircraft owner and operator research. Typically, billable aircraft are already part of our proprietary aircraft operator database, which contains detailed information on over 112,000 distinct aircraft and almost 66,000 distinct operators. If an aircraft identified by PLANEPASS is not already part of this database, the PLANEPASS team leverages proprietary and secondary data sources to identify the correct name and address of the aircraft operator (rather than a leasing company, bank, or aircraft owner)

that will pay the invoice. Once this aircraft is part of our system, all airport clients benefit from the shared pool of information, as this database grows daily.

 Next, create and mail invoices or email invoices.

Once processed and generated, invoices are automatically sent by PLANEPASS one of two ways:

  i. Electronic invoice (PDF format) and emailed to the aircraft operator if they have elected e-invoicing

  ii. Printed invoices that are addressed and mailed by the PLANEPASS team. International invoices are given special attention to make sure addresses are correct and that postage is metered correctly to eliminate returned mail and additional delays. A sample invoice is shown to the right.

Then, collect the amounts remitted by the aircraft operator.

All operator remittances by check are received and processed through a secure Wells Fargo Lockbox. The Vector collections team uses daily electronic data loads from the bank and images of checks to apply each payment to the correct operator/invoice to maintain accurate accounts receivable (AR) balances. PLANEPASS produces payment receipt reports tied to these bank-produced escrow account reports, so the airport and its stakeholders can be assured that all funds are reported and accounted for.

In addition to sending check payments, operators also have the option to pay by credit card/AVCARD through Vector's web-based Operator Portal. The Operator Portal also allows operators to access their invoices, view airport landing fee billing rates, change their contact information, and e-mail statements to themselves.

Sample Screen Shot from Vector's Pilot Self-Service Portal

Operator Information Change Information
Operator ID:5722
Net Jets International Inc., Attn: Patricia Weller
4111 Bridgeway Avenue
Columbus OH 43219

Contact Name: Maranne Schweitzer
Email Address: Schweitzer@netjets.com
Phone Number:

Click here to Make an online Paymen

Account Summary

KBED Invoices & Payments Statement

						Invoices			Payments				
	Invoice Id	Airport	Invoice Period End	Date Created	Invoice Total	Payment Id	Date Paid	Check No.	Notes	Payment Total	Balance Due/ (Overpaid)	Credits/ Pending
Email This	36193	KBED	8/31/2005	10/6/2005	$723.00	107642	12/23/2005	30002615		$723.00		-
Email This	37266	KBED	9/30/2005	11/14/2005	$2,516.00	107643 107644 107963	12/23/2005 12/23/2005 1/10/2006	30002615 30002615 10023802		$1,270.00 $1,186.50 $59.50		-
Email This	37971	KBED	10/31/2005	12/13/2005	$2,744.00	108472 108499	2/6/2006 2/6/2006	30003305 30003358		$290.00 $2,454.00		-
Email This	38786	KBED	11/30/2005	1/15/2006	$1,302.00	108665	2/13/2006	30003496		$1,302.00		-
Email This	39467	KBED	12/31/2005	2/15/2006	$2,597.50	109071 109416	3/6/2006 3/23/2006	30003837 30004234		$2,107.50 $490.00		-
Email This	40100	KBED	1/31/2006	3/17/2006	$4,404.75	110207	5/1/2006	30004910		$4,404.75		-
Email This	41691	KBED	2/28/2006	4/8/2006	$2,931.25	110622	5/22/2006	30005269		$2,931.25		-
Email This	42318	KBED	3/31/2006	4/30/2006	$2,254.00	111061 111062	6/9/2006 6/9/2006	30005498 30005498		$1,764.00 $490.00		-

Next, generate reports.

PLANEPASS provides airports with reporting features of all billing and collections activities. These standard reports are made available to designated Airport staff each month to ensure visibility into the entire process and to ensure the solution results. Currently, the following standard financial reports are available to airports every month:

- Monthly Billable Operations Report including Aircraft Model, Type, Weight, etc.
- Monthly Collections Report showing all payments collected for a given month

Then, monthly remittance to airport.

After the collection of landing fees, collection remittances and revenue will be transferred to the Airport by electronic funds transfer each month to the Airport's specified bank account. At that same time, the agreed Vector fees will be transferred to Vector per the terms of Vector's contract with the Airport.

Next, conduct active collections on any aged receivables.

Collecting money from aircraft operators can be a challenge, especially considering the fluid and fragmented nature of aircraft ownership. Vector understands that an active collections process consisting of calls, emails, and letters is ultimately necessary to ensure that the right aircraft operators receive invoices and pay their bills in full and in a timely manner. To address this, Vector assigns Accounts Receivable Specialist to operators that have significant operations (For example: NetJets). These established contacts ensure that operators know in advance of Vector invoicing on behalf of new airports, customer service questions are quickly addressed and, as a result, payments are sent faster.

Finally, provide revenue and aircraft activity tracking reports via a web-based portal.

After processing, the aircraft identification data and billing data are made available to authorized Airport users to visualize, analyze, and report the data using Vector's Airport Portal. In addition to providing the associated landing fee and metadata of all aircraft in the system (registration number, aircraft type, owner, contact information), all data in the Airport Portal can be sorted and exported as a CSV file for use in Excel. Authorized users can also search for specific aircraft, aircraft operators, flight tracks, or operations by time, among other options. Below is an image of the online, secure, Airport Portal.

Example of Vector's Airport Portal – Trade Secret
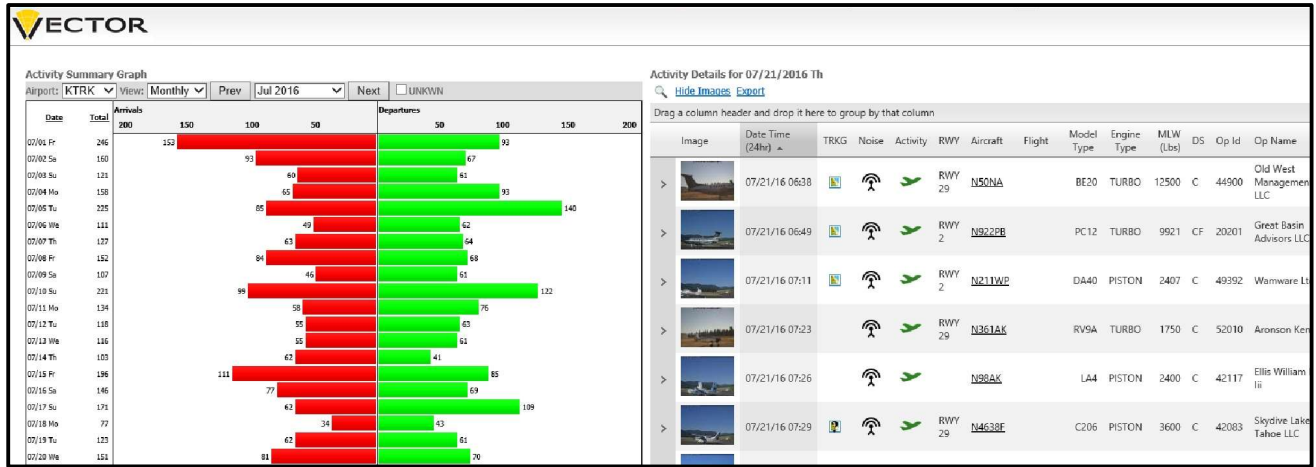
Example of a Collection Performance Report – Trade Secret

PLANEPASS® Performance Summary (Invoicing & Collection)
Report Run Date: 3/26/2024
Period Included: 1/1/2023 - 12/31/2023
Airport:

Invoice Period	Invoice Count	Invoice Count YoY	Invoiced Activities	Invoiced Activities YoY	Invoiced Original $	Adjustments $	Adjustments %	Invoiced Adjusted $	Invoiced Adjusted YoY	Collected	Collected %	AR $
2/1/2023 - 2/28/2023	164	(34%)	534	(35%)	71,672.50	(336.50)	(0.5%)	71,336.00	41%	71,619.50	100.4%	(283.50)
3/1/2023 - 3/31/2023	210	(28%)	653	(32%)	97,862.50	(893.50)	(0.9%)	96,969.00	63%	97,007.00	100.0%	(38.00)
4/1/2023 - 4/30/2023	253	(20%)	858	(27%)	138,242.00	(2,890.50)	(2.1%)	135,351.50	82%	136,633.50	100.9%	(1,282.00)
5/1/2023 - 5/31/2023	274	(19%)	972	(27%)	156,648.00	(404.00)	(0.3%)	156,244.00	83%	155,005.00	99.2%	1,239.00
6/1/2023 - 6/30/2023	232	(27%)	709	(42%)	105,351.50	(1,202.50)	(1.1%)	104,149.00	35%	103,879.00	99.7%	270.00
7/1/2023 - 7/31/2023	232	(10%)	767	(27%)	89,317.00	0.00		89,317.00	29%	89,763.04	100.5%	(446.04)
8/1/2023 - 8/31/2023	267	(14%)	822	(37%)	97,677.50	(10.00)	(0.0%)	97,667.50	13%	95,334.00	97.6%	2,333.50
9/1/2023 - 9/30/2023	311	(16%)	900	(44%)	104,180.00	(82.00)	(0.1%)	104,098.00	12%	101,723.50	97.7%	2,374.50
10/1/2023 - 10/31/2023	300	(22%)	903	(43%)	109,289.00	(235.00)	(0.2%)	109,054.00	9%	107,268.00	98.4%	1,786.00
11/1/2023 - 11/30/2023	294	(5%)	871	(36%)	117,145.50	(702.00)	(0.6%)	116,443.50	40%	115,446.79	99.1%	996.71
12/1/2023 - 12/31/2023	152	2%	406	(21%)	42,506.00	(172.50)	(0.4%)	42,333.50	22%	41,128.00	97.2%	1,205.50
Totals					$1,129,891.50	($6,928.50)		$1,122,963.00		$1,114,807.33		$8,155.67
Totals 121 days or older (based on Invoice Date)								$964,186.00		$958,232.54	99.4%	$5,953.46

This streamlined, data-driven process ensures accurate billing, efficient collections, and full transparency. PLANEPASS enables airports to maximize revenue with confidence.

6.0 Cost Proposal

This Price Quote is valid for 180 days from Nov 29, 2024.

A. **Personnel Costs - $0**

B. **Operational Costs**
- Item: Vector revenue share fee of 17% of all collected billings on behalf of all airports and fees in scope
    - Description: Vector will retain 17% of all fees across all airports collected on behalf of the County. The remainder is remitted back to the County on a monthly basis.
- Total Operational Costs: 17% of all fees collected on behalf of the County for the first 5 years of the contract.

C. **Supply Costs**
- Item: equip ADS-B Sensors at all 6 airports
    - Description: equip required airports with ADS-B receivers.
    - Cost: $0
- Total Supply Costs: $0
* These ADS-B receivers needs to be mounted outdoors with as close to a 360degree view of the sky and runways as possible. A cable needs to be run from this into the building where it will attach to a processor plugged into an outlet, then into an airport internet port. The minimum requirement is at least 1 normal electrical outlet, and an internet connection. For any airports where power or internet are not available there will be a monthly fee of $40 which can be debited from any monthly airport fees owed.

D. **Transportation Costs - $0**

E. **Other Costs - $0**

F. **Indirect Costs - $0**

G. **Total Costs Proposed – 17% of all actual collected fees across all Humboldt County Airports in Scope**
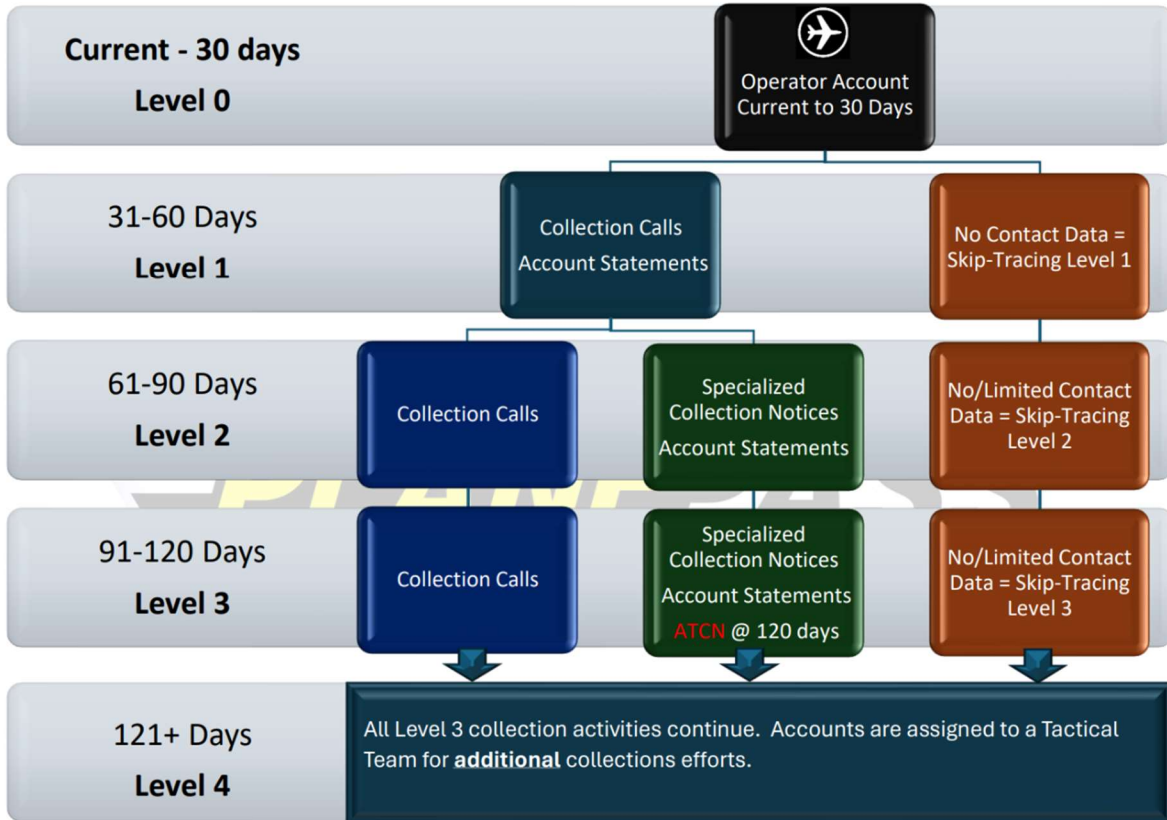
7.0 Supplemental Documentation

STANDARD OPERATING PROCEDURES

Section 2

PLANEPASS® Collection Workflow

Current - 30 days / Level 0 — Operator Account Current to 30 Days

31-60 Days / Level 1 — Collection Calls, Account Statements | No Contact Data = Skip-Tracing Level 1

61-90 Days / Level 2 — Collection Calls | Specialized Collection Notices, Account Statements | No/Limited Contact Data = Skip-Tracing Level 2

91-120 Days / Level 3 — Collection Calls | Specialized Collection Notices, Account Statements, ATCN @ 120 days | No/Limited Contact Data = Skip-Tracing Level 3

121+ Days / Level 4 — All Level 3 collection activities continue. Accounts are assigned to a Tactical Team for **additional** collections efforts.

*ATCN=Authorization to Collect Notice sent

8.0 References

Vector Airport Systems provides over 98% of its services to Public Agencies, whether it is a specific airports or other government agency that oversees the airport. A few private airports also use our PLANEPASS service. All reference information provided on the following reference data sheet is true and correct to the best of our knowledge.

REFERENCE DATA SHEET
Provide a minimum of three (3) references with name, address, contact person and telephone number whose scope of business or services is similar to those of Humboldt County (preferably in California). Previous business with the County of Humboldt does not qualify.

NAME OF AGENCY:	**San Bernadino - KSBD**
STREET ADDRESS:	1601 E. Third St
CITY, STATE, ZIP:	San Bernadino, CA 92408
CONTACT PERSON:	Jon Galvan
EMAIL:	jgalvan@sbdairport.com
PHONE #:	909-382-0011
FAX #:	N/A
DEPARTMENT NAME:	Airport Director
APPROXIMATE POPULATION:	224,000
DESCRIPTION OF SCOPE OF WORK:	Landing Fee Billing and Collection Service, Started April 2021 for Part 91 & Part 135 Aircraft surpassing revenue goals

NAME OF AGENCY:	**Santa Monica - KSMO**
STREET ADDRESS:	3233 Donald
CITY, STATE, ZIP:	Santa Monica, CA 90405
CONTACT PERSON:	Stelios Makrides
EMAIL:	stelios.makrides@santamonica.gov
PHONE #:	310-434-2693
FAX #:	N/A
DEPARTMENT NAME:	Airport Director
APPROXIMATE POPULATION:	90,000
DESCRIPTION OF SCOPE OF WORK:	Landing Fee Collection Service Started January 2011 for Part 91 & Part 135 Aircraft surpassing revenue goals

NAME OF AGENCY:	**Napa - KAPC**
STREET ADDRESS:	2000 Airport Rd
CITY, STATE, ZIP:	Napa, CA 94558
CONTACT PERSON:	Mark Witsoe
EMAIL:	mark.witsoe@countyofnapa.org
PHONE #:	707-253-4665
FAX #:	N/A
DEPARTMENT NAME:	Airport Director
APPROXIMATE POPULATION:	78,000
DESCRIPTION OF SCOPE OF WORK:	Landing and Parking Fee Billing and Collection Service, Started 2018 for Part 91 & Part 135 Aircraft surpassing revenue goals

9.0 Evidence of Insurability and Business Licensure

Below is a sample Certificate of Insurance showing current coverages

ACORD® CERTIFICATE OF LIABILITY INSURANCE

	DATE (MM/DD/YYYY)
	11/26/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Gabriella Gonzalez		
The Risk Management Group, Inc	PHONE (A/C, No, Ext): (786) 581-5550		FAX (A/C, No): (786) 551-0156
7300 N Kendall Dr #202	E-MAIL ADDRESS: gabriella@trmg.net		
	INSURER(S) AFFORDING COVERAGE		NAIC #
Miami FL 33156	INSURER A : The Hartford Steam Boiler		11452
INSURED	INSURER B : Houston Specialty Ins. Co.		12936
VECTOR AIRPORT SYSTEMS, LLC	INSURER C : Chubb Group of Insurance Companies		524210
280 Sunset Park	INSURER D :		
	INSURER E :		
Herndon VA 20170	INSURER F :		

COVERAGES   CERTIFICATE NUMBER: CL2461435663   REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR			21 SBA BG0X4E	06/17/2024	06/17/2025	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 1,000,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PRO-JECT ☒ LOC ☐ OTHER:						GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
							EPLI	$ 25,000
A	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY			21 SBA BG0X4E	06/17/2024	06/17/2025	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	☒ UMBRELLA LIAB ☐ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE			21 SBA BG0X4E	06/17/2024	06/17/2025	EACH OCCURRENCE	$ 4,000,000
							AGGREGATE	$ 4,000,000
	☐ DED ☐ RETENTION $							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [N] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		21 WBC BG4G6P	06/17/2024	06/17/2025	☒ PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
B	Professional Liability			H24TG34921-00	06/17/2024	06/17/2025	Each claim	$2,000,000
							Aggregate	$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Insurer C: D&O/Crime policy effective 11/10/24- 11/10/25 #8250-6411 provides Employee Theft Coverage with a Limit of Liability of $500,000 with a $10,000 retention and Client Coverage with a Limit of Liability of $500,000 with a 10,000 retention.

CERTIFICATE HOLDER	CANCELLATION
	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE *Acosta*

10.0 Exceptions

Vector takes the following exceptions to the Sample Contract contained in this RFP. Many exceptions are because this an outsourced service with a revenue share cost model and not a normal Professional Services scope project with a fixed cost based on deliverables.

Exceptions are listed by Section of the Sample Contract.

3 B. Termination without Cause. COUNTY may terminate this Agreement without cause upon thirty (30) days advance written notice which states the effective date of the termination only after the completion of the first year of the term.

3 D. Compensation upon Termination. In the event this Agreement is terminated, CONSULTANT shall be entitled to compensation for uncompensated services provided hereunder through and including the effective date of such termination and the Service Wind-Down Period stated in Exhibit A. However, this provision shall not limit or reduce any damages owed to COUNTY due to a breach of this Agreement by CONSULTANT.

4 A. REMOVE as N/A with a revenue share

5. PAYMENT - CONSULTANT shall be compensated according to the terms set forth in Exhibit A. submit to COUNTY monthly invoices substantiating the costs and expenses incurred pursuant to the terms and conditions of this Agreement no later than thirty (30) days after the end of each month in which services are provided hereunder. CONSULTANT shall submit a final invoice for payment within thirty (30) days following the expiration or termination of this Agreement. Invoices shall be prepared using a format that is substantially similar to Exhibit C – Sample Invoice Form, which is attached hereto and incorporated herein by reference as if set forth in full. Payment for any and all costs and expenses incurred pursuant to the terms and conditions of this Agreement shall be made within thirty (30) days after the receipt of approved invoices. Any and all reports invoices submitted pursuant to the terms and conditions of this Agreement shall be sent to COUNTY electronically at the following address:

8 A. Maintenance and Preservation of Records. CONSULTANT hereby agrees to timely prepare accurate and complete financial, performance and payroll records, documents and other evidence relating to the services provided pursuant to the terms and conditions of this Agreement, and to maintain and preserve said records for at least three (3) years from the date of final payment hereunder, except that if any litigation, claim, negotiation, audit or other action is pending, the records shall be retained until completion and resolution of all issues arising therefrom. Such records shall be original entry books with a general ledger itemizing all debits and credits for the services provided pursuant to the terms and conditions of this Agreement.

9. MONITORING:

CONSULTANT hereby agrees that COUNTY has the right to monitor any and all activities related to this Agreement, including, without limitation, the right to review and monitor CONSULTANT's records, policies, procedures and overall business operations, at any time, in order to ensure compliance with the terms and conditions of this Agreement. CONSULTANT and COUNTY shall cooperate and use commercially reasonable efforts to develop with a corrective action plan, if deficiencies in CONSULTANT's records, policies, procedures or business operations are identified by COUNTY. However, COUNTY is not responsible, and shall not be held accountable, for overseeing or evaluating the adequacy of CONSULTANT's performance hereunder.

10 B. Continuing Compliance with Confidentiality Requirements. Each party hereby acknowledges that local, state and federal laws, regulations and standards pertaining to confidentiality, electronic data security and privacy are rapidly evolving and that amendment of this Agreement may be required to ensure compliance with such developments. ~~Each party hereby agrees to promptly enter into negotiations concerning an amendment to this Agreement embodying written assurances consistent with the requirements of HIPAA, the HITECH Act, the CMIA and any other applicable local, state and federal laws, regulations or standards.~~

14 INDEMNIFICATION

INSERT - : To the extent allowed by the Laws of the state of California, the COUNTY hereby agrees to indemnify, defend, save, and hold harmless the CONSULTANT from all claims, demands, liabilities, and suits arising out of, because of or due to intentional or negligent acts or omissions of the COUNTY, its agents, or employees; COUNTY shall be responsible for any and all liabilities arising out of or related to any acts committed by CONSULTANT at COUNTY's direction. It is specifically understood and agreed that this indemnification clause does not cover or indemnify the CONSULTANT for its own negligence. These terms shall not be construed to waive any statutory rights provided to the COUNTY.

INSERT NEW - LIMITATION OF LIABILITY:
CONSULTANT's total liability for any and all injuries, claims, losses, expenses, or damages whatsoever, including attorney's fees, arising out of or in any way related to the CONSULTANT's work or this Agreement from any cause or causes, including but not limited to CONSULTANT's errors, omissions, negligence, strict liability, and breach of contract, shall not exceed two million dollars ($2,000,000.00) or the total amount paid to CONSULTANT by COUNTY under this Agreement within the previous twelve (12) months, whichever is lesser.

29. TITLE TO INFORMATION AND DOCUMENTS/WORK FOR HIRE:

It is understood that any and all documents, information and reports concerning the subject matter of this Agreement prepared and/or submitted by CONSULTANT shall become the property of COUNTY. However, CONSULTANT may retain copies of such documents, information and reports for its records. In the event this Agreement is terminated, CONSULTANT shall promptly turn over all such documents, information and reports to COUNTY without exception or reservation. CONTRACTOR retains ownership and all intellectual property, trademark and patent rights associated with any and all processes or materials, tangible or intangible, used in the provision of services under this AGREEMENT. Such materials include but are not limited to: concepts, ideas, techniques, data, databases, software, customer lists, materials, and specifications.

INSERT NEW - EXHIBIT A SCOPE OF SERVICES

1. **CONSULTANT shall:**

1. Provide *PLANEPASS®* billing & collection service as defined in this EXHIBIT A, to the airports and for the fee types designated by the COUNTY.

2. Provide project management for each of the *PLANEPASS®* service components listed below, through and including procurement, training and service execution.

1. Utilize PLANEPASS® service and billing engine to identify billable aircraft operations as defined by the COUNTY, and track exempt aircraft, billable weights, and operations types (e.g., arrivals and departures).

2. Provide exemptions for COUNTY-designated aircraft via batch upload from Excel spreadsheet(s). During the billing process, aircraft listed as exempt, and those under a specified weight (if applicable), will be removed from the billable aircraft activities to be invoiced.

3. Coordinate with COUNTY staff to ensure that invoices generated on behalf of the COUNTY are consistent with the COUNTY's existing billing rates and policies.

4. Provide secure online payment portal where aircraft operators can login to their account(s) to check billing status, review invoices, and submit payments online.

5. Provide aircraft operators the option to receive electronic invoices. All other invoices will be printed and mailed to aircraft operators by CONSULTANT.

6. Maintain PLANEPASS® automated billing services including: billing, customer support, collection of fees, and reporting.

7. Enable web-based access by COUNTY staff to collected data using Airport Portal. Data must be available to download into commercial off-the-shelf software program, such as Microsoft Excel.

8. Provide collection system that automatically credits accounts for certain payments received, calculates account balances, and tracks accounts receivable balances.

9. Process payments through a secure bank lockbox service with proper and auditable cash controls.

10. At the close of the month, provide a Collection Report and electronically transfer the "balance of collections" to COUNTY.

1. The "balance of collections" is defined as total net collections on behalf of COUNTY in a monthly collection cycle less the *PLANEPASS®* Billing & Collection Service fee, stated below.

2. The transfer of the "balance of collections" and CONSULTANT's fee will occur monthly by the 10th business day

11. Provide ongoing COUNTY and user support.

12. As of Execution Date, the contracted solution does not require COUNTY to purchase equipment. CONSULTANT may have a transponder receiver installed at the COUNTY's location at CONSULTANT's discretion. If future changes in scope require equipment purchase, the purchase and payment terms will be governed by an amendment to this AGREEMENT, or a separate agreement or purchase order.

3. **Service Wind-Down Period:** Should the AGREEMENT be terminated for any reason, the following Service Wind-Down Period and provisions shall apply:

1. CONSULTANT will remit to COUNTY all aircraft operating fees collected up to the point of termination, less CONSULTANT's Billing and Collection Fees specified herein.

2. CONSULTANT will produce aircraft operating fee invoices for any time period through the termination date as-yet not invoiced. The period shall ideally be a full calendar month per the normal process. This final invoice period will be the last period of aircraft operating fee invoices generated by CONSULTANT. No further regular cycle invoices will be produced. Out of Cycle invoices for this or prior periods may still be produced as necessary to correct any billing errors discovered through the customer service process.

3. CONSULTANT will continue customer service, payment processing, active collections, reporting, and remittance for four calendar month periods (the "Service Wind-Down Period") after the AGREEMENT termination effective date. The Service Wind-Down Period maximizes collections for previously invoiced periods. CONSULTANT's ongoing fee for PLANEPASS® Billing & Collection service stated herein will apply to amounts collected during the Service Wind-Down Period.

4. After the Service Wind-Down Period has ended, CONSULTANT will discontinue all customer service and collection efforts and will refer all customer service calls to the COUNTY. As some aircraft operators may not comply with CONSULTANT's instructions to pay COUNTY directly after Service Wind-Down Period has ended, CONSULTANT will continue to passively allow payments to be made to its bank lockbox account and will continue to report and remit these payments to the COUNTY on a monthly basis. CONSULTANT's service fee shall not apply to amounts collected after the Service Wind-Down Period.

1. **CONSULTANT's Compensation:**

1. *PLANEPASS® Billing and Collection Service*: CONSULTANT's ongoing service fee for managing the billing and collection process is a percentage of all amounts collected under terms of this AGREEMENT, as specified in the table below.

Airport	Fee Type	CONSULTANT'S Fee as a % of amounts collected
Name (CODE)	Federal Aviation Regulations ("FAR") Part X Landing Fees	X%
Name (CODE)	Federal Aviation Regulations ("FAR") Part X Landing Fees	X%
Name (CODE)	Federal Aviation Regulations ("FAR") Part X Landing Fees	X%

1. CONSULTANT'S service fee is retained by CONSULTANT from collection proceeds on behalf of COUNTY and paid to CONSULTANT at the time of transfer of the "balance of collections" to COUNTY.

2. To modify the fee types billed under this AGREEMENT, COUNTY must complete and submit a Change Order, provided in EXHIBIT D, to CONSULTANT. This request must be made by an authorized representative of the COUNTY.

1. CONSULTANT must agree that other fees implemented do not materially change the Scope of Work required to provide *PLANEPASS®* service. Any proposed adjustments detailed in a Change Order are not considered accepted or effective until an authorized representative of the CONSULTANT has signed and executed the Change Order.

2. Any fee adjustments that represent a material changes to Scope of Work may require renegotiation and an amendment to the CONSULTANT'S fee as outlined above in this EXHIBIT A of this AGREEMENT.

2. **COUNTY shall:**

1. **COUNTY Obligations**:

1. **COUNTY Obligations – General:** COUNTY shall be obligated to use its best efforts to perform or provide the following:

1. **Provide Information:** COUNTY shall make available to CONSULTANT any documents, data, or information necessary for CONSULTANT to plan and provide the services described in this AGREEMENT, and that are within COUNTY's possession or control and are not privileged or subject to privacy protections. Examples of this data might be aircraft fee rates, collections records, based aircraft lists, etc.

2. **Point of Contact:** COUNTY shall designate a representative authorized to act on behalf of COUNTY for the duration of this AGREEMENT.

3. **Timely Response:** COUNTY shall, within a reasonable time, examine documentation, correspondence, invoices, and statements submitted to COUNTY for review by CONSULTANT and respond as necessary within a reasonable time.

2. **COUNTY Obligations – *PLANEPASS®***

1. **Financial Point of Contact:** COUNTY shall designate a representative authorized to act on behalf of COUNTY for the duration of this AGREEMENT in the capacity of reviewing *PLANEPASS®* financial reports and interfacing with CONSULTANT's *PLANEPASS®* team from time to time on issues such as based aircraft lists, fee rate updates, airport fee policies, and exemption requests.

2. **Exemption List:** COUNTY will provide CONSULTANT with a list of aircraft designated as exempt (the "exemption list") from the fee types managed by CONSULTANT. COUNTY will provide updates to the exemption list on a monthly basis via email to datainput@vector-us.com COUNTY shall not bill "exempt" aircraft included on the exemption list for fee types managed by CONSULTANT. "Exempt" is understood to mean not billed by any party.

3. **Payments Received by COUNTY:** COUNTY shall not accept payments for fees invoiced by CONSULTANT. To ensure proper accounting, if COUNTY receives a payment on-site or electronically for an invoice generated by CONSULTANT, COUNTY will inform CONSULTANT via email to billing@vector-us.com. COUNTY will either refund payment directly to the payor, remit the funds to CONSULTANT, or retain the funds with the implied understanding that the payment will be listed on the relevant monthly Collection Report and is subject to CONSULTANT's service fee.

4. **Fee Types Managed by CONSULTANT:** The specific aircraft operating fee types placed under CONSULTANT's management via this AGREEMENT served as an inducement for CONSULTANT to enter into this AGREEMENT and were integral in determining CONSULTANT's fee for professional services. If during the Initial Term or Successive Term COUNTY wishes to remove a fee type from CONSULTANT's management, COUNTY shall request CONSULTANT provide an opinion as to whether the removal materially alters the Scope of Work of this AGREEMENT. If in the judgement of CONSULTANT, the requested change does constitute a material alteration in Scope, the parties shall engage in good-faith negotiations regarding an amendment to CONSULTANT's service fee. If the parties are unable to produce a mutually acceptable amendment, CONSULTANT reserves the right to terminate this AGREEMENT for convenience by providing 90 days' notice.

5. **OPTION 1: Parking Data:** For the purposes of billing, COUNTY shall provide CONSULTANT parking data in a spreadsheet format defined by CONSULTANT. The spreadsheet format is subject to change at CONSULTANT's discretion with thirty (30) days' notice. The Parking Data shall be provided monthly via email to datainput@vector-us.com.

6. **OPTION 2: Automated Parking Data:** For the purposes of billing, COUNTY acknowledges that CONSULTANT will utilize an automated system to collect and process parking data. Should COUNTY make any changes to the way in which parking fees are billed that necessitates a revision in the data collection process, COUNTY may be required to provide parking data in a spreadsheet format as defined by CONSULTANT. In such instances, CONSULTANT will provide COUNTY with the required spreadsheet format,

which is subject to change at CONSULTANT's discretion with thirty (30) days' notice. The parking data, if required, shall be provided monthly via email to datainput@vector-us.com.

7. **Airport Policy:** COUNTY shall be responsible for setting COUNTY policy as it pertains to aircraft fee billing, including but not limited to fee structures, types of aircraft activities deemed billable, and other matters that may involve CONSULTANT's Work in the performance of this AGREEMENT. CONSULTANT accepts no responsibility and expresses no opinion as to the legality of aircraft fee billing policies instituted by the COUNTY. The COUNTY is responsible for communicating these policies to the appropriate COUNTY stakeholders including the flying community.

8. **Fee Changes:** All fee changes, including but not limited to rates and billing rules, must be submitted via a Change Order, provided in EXHIBIT D, to officemanager@vector-us.com at least forty-five (45) calendar days prior to implementation. The Change Order will undergo review for approval and must be executed by an authorized representative of CONSULTANT before any fee changes are considered accepted and can be implemented.

9. **Authorization to Bill & Authorization to Collect Documentation:** COUNTY shall provide to CONSULTANT within thirty (30) calendar days of AGREEMENT execution an "Authorization to Bill & Collect" letter with materially similar form and content to the example provided in EXHIBIT B. The letter must be provided on the official letterhead of the COUNTY and signed by an authorized representative of the COUNTY.

   COUNTY shall provide to CONSULTANT within thirty (30) calendar days of AGREEMENT execution an "Authorization to Collect" letter with materially similar form and content to the example provided in EXHIBIT C. The letter must be provided on the official letterhead of the COUNTY and signed by an authorized representative of the COUNTY.

1. No later than thirty (30) days following the COMMENCEMENT DATE, COUNTY will provide the "Authorization to Bill & Collect" letter on the webpage where fee information is displayed for public view. COUNTY may either provide a link to the letter in PDF form or post the content of the Letter itself on the fee page.

2. No later than thirty (30) days following the COMMENCEMENT DATE, COUNTY will provide a link to CONSULTANT's secure payment portal on the webpage where fee information is displayed for public view. The link shall include the following information in materially similar form and content:

Vector offers a self-service web portal for convenient online payments and account management at https://payment.PLANEPASS.com. The portal* allows aircraft operators to:

1) Update contact information, including email or postal mail addresses

2) Process credit card payments

3) Enroll in electronic invoicing

4) View account history

5) Request copies of invoices via email or download Excel-formatted invoices

*The portal login is based on Vector invoice number and Vector operator ID

10. **Additional Documentation:** COUNTY shall execute and deliver any other agreements, amendments, change orders, letters or other applicable documentation that CONSULTANT deems necessary in order for CONSULTANT to provide the Products and Services requested by COUNTY from time to time.