

CSPP Frequently Asked Questions

1. What is the Certified Service Provider Program and why is it being implemented?

The Certified Service Provider Program (CSPP) is designed to certify service providers with a demonstrated capacity to perform services to airport tenants that result in quality customer service, well trained employees, and safe equipment. Each company that desires to provide any of the services as part of the CSPP must enter into a Certified Service Provider License Agreement ("CSPLA"), a non-exclusive license agreement, which authorizes designated service providers and their employees to have access to the airfield and terminals.

CSPP was implemented to address the concerns LAWA management had regarding the large population of service providers devliering goods and services at a major airport that is confined to a small area. This large service provider population has negatively impacted the travel experience of LAX passengers by encroaching on the areas designated for passenger use. Safety concerns caused by improper use of equipment and vehicles by service provider employees, as well as the lack of preventative maintenance for the equipment and vehicles used on the LAX airfield is another major reason why CSPP is being implemented.

2. What is the timeline for the implementation of the Certified Service Provider Program (CSPP)?

December 2011 – Application packets will be available for service providers who wish to participate in the CSPP.

3. What is the term of the CSPLA?

Each CSPLA will be issued for periods no longer than five (5) years, with expiration date no later than August 31, 2016. The agreement may be terminated by LAWA, with or without cause, with 30-day prior written notice. The CSPLA will replace the current Non-Exclusive License Agreements (NELAs) based on a Board approved phase-in schedule.

4. Which companies need a CSPLA for providing services at LAX?

Companies that provide the following services or have contracts with permitted air carriers, LAWA tenants, or other service providers must apply for a CSPLA:

- Off-site In-flight Catering
- Passenger Services
- Ramp Services
- Interior Aircraft Cleaning
- Specialized Services
- Into-Plane Fueling

For more details, please review the CSPP Standards on the CSPP website at: <http://www.lawa.org/cspmain.aspx>

5. Which companies are not required to obtain a CSPLA for providing services at LAX?

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- Construction contractors
- Sub-contractors to construction contractors
- Companies contracted by LAWA (for any service)
- Companies Contracted by government agencies (for any service)
- Concessionaires with agreements with LAWA
- Sub-contractors of concessionaires with agreements with LAWA
- LAWA Vendors
- Companies providing service for themselves or companies not affiliated with the airport.

6. What happens to my current Non Exclusive License Agreement (NELA)?

Your current NELA will terminate automatically once your company is issued a CSPLA, or the NELA will expire on August 31, 2013, the date upon which all NELAs will cease to be valid.

7. What are the steps for me to obtain a CSPLA?

Please review the CSPLA Application Process Flowchart on the CSPP website at: <http://www.lawa.org/cspmain.aspx>

8. How much time will the application process take?

The approximate amount of time to process a complete and accurate CSPLA application is 76 days.

9. Who are the groups that I must work with at LAX to receive a CSPLA?

- An Air Carrier and/or Tenant at LAX
- LAX Airfield Permits Unit (424) 646-5880
- Risk Management Insurance Compliance Services - (424) 646-5480
- Regulatory Compliance – (424) 646-5883
- Security & Airfield Enforcement (SAFE) Program – (424) 646-5889
- Information Systems Operations Manager – (424) 646-5005
- Commercial Development Group Leasing & Development – (424) 646-7200

10. I have a contract with an airline and plan on starting the process to get a CSPLA. When may I start work?

Once you are issued a CSPLA and have attended a CSPP Orientation Workshop.

11. How do I amend my CSPLA to add and/or delete services and/or customers?

- The company (service provider) informs the LAX Airfield Permits Unit they would like to add/change any services/customers to their CSPLA.
- The company provides new Letters of Intent and Verification to reflect the necessary changes.
- Request is submitted to the City Attorney's Office for Amendment document preparation.
- The Amendment is sent to the company for signature and returned back to the Board Office for final execution.

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12. What are the fees? Are there any circumstances where the fees can be waived?

There are two (3) types of CSPLA fees:

- (1) Administrative Fee Schedule based on the length of CSPLA term that ranges from **\$1,000 to \$5,000**.
- (2) Monthly Fee Schedule based on the company's annual gross revenue that ranges from **\$0 - \$6,667**.
- (3) Late Monthly Accounting Report Fee in the amount of **\$50** will be charged to all accounting reports not received by the due date identified in the CSPLA.
- (4) Into-Plane Fueling Fee in the amount of \$0.01 per gallon for each gallon of fuel provided to non-permitted air carriers at LAX.

For details regarding CSPP fee exemptions, please review the CSPP Standards on the CSPP website at: <http://www.lawa.org/cspmain.aspx>

13. What is the process for obtaining driving privileges on the LAX Airport Operating Area (AOA)?

Please contact the LAX Airfield Permits Unit at (424) 646-5880 to apply for a Motor Vehicle Operating Permit (MVOP). For more details, please visit the Airfield Permits Unit website at: <http://www.lawa.org/airops.aspx?id=1572>

14. How do I make a suggestion, ask a question, or file a complaint?

Please submit your questions, complaints, and/or feedback regarding the CSPP to: airfieldpermits@lawa.org

15. My insurance isn't approved. What do I need to provide in order for it to be approved?

For inquiries related to your insurance, please contact LAWA Risk Management Insurance Compliance Services at (424) 646-5480.

16. How will CSPP affect my badge access to sterile and/or restricted areas of the Airport?

The LAX Security Badging Office will provide your employees security badging privileges once you are issued a CSPLA.

17. Will my sub-contractor(s) be required to obtain a CSPLA?

Yes. Each subcontractor must be certified to provide, and will be solely responsible for providing, the subcontracted services for which they were hired. Subcontractors must demonstrate their capacity to provide all of the services in any Standard Services category for which they were hired. Subcontractors may not subcontract out any portion of the services for which they are certified.

18. Will there be a fee scale for only NELA holders? Specifically, for companies that only perform specialized services?

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Yes. There is an administrative fee that must be paid, after a service company has been certified through the Certified Service Provider License Agreement (CSPLA) application process. Thereafter, service providers with a CSPLA will pay fees based on their gross earnings from providing services at LAX.