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# CSPP Frequently Asked Questions

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## 1. What is the Certified Service Provider Program (CSPP) at LAX?

The CSPP is intended to advance airport safety and security by improving vehicle and equipment safety, optimizing facilities use and enhancing employee training and increase customer service quality at LAX.

## 2. What is the Certified Service Provider License Agreement (CSPLA)?

The Certified Service Provider License Agreement (CSPLA) replaced the Non-Exclusive License Agreement (NELA) for companies providing a CSPP-regulated Core and Limited services at LAX.

The CSPLA has a five year term, terminated by either party, with or without cause, with a 30-day written notice, with an expiration date no later than **June 30, 2019**.

## 3. Which service(s) are regulated under the CSPP?

### Core Services:

- Passenger
- Ramp
- Security
- Interior Aircraft Cleaning
- Into-Plane Fueling

### Limited Services:

Terminal  
Cargo (Freight Handlers/Loading Into Passenger Aircraft)  
Aeronautical Maintenance  
*Food Services (new)*

For a detailed list of CSPP Regulated Service Types, please visit: [www.lawa.org/cspp](http://www.lawa.org/cspp).

## 4. How and when I can apply?

Companies may submit a CSPLA application by completing and emailing a scanned copy of the PDF-Fillable application with attachments to: [airfieldpermits@lawa.org](mailto:airfieldpermits@lawa.org). The application can be found on the CSPP website at: [www.lawa.org/cspp](http://www.lawa.org/cspp).

For more details regarding Program applicability, please visit the CSPP website at: [www.lawa.org/cspp](http://www.lawa.org/cspp).

## 5. Are companies required to have a contract(s) at LAX in order to apply for and obtain a CSPLA?

Yes.

- Companies must have a direct contract(s) with an air carrier, tenant or other service provider at LAX.

## 6. Which service(s) at LAX are not regulated under the CSPP?

The following **Specialized Services** are not regulated under the CSPP:

- Non-Aeronautical Maintenance
- Delivery (excluding delivery of food and/or beverage to or for aircraft)
- Professional
- IT & Communications
- Fixed Based Operations (FBO)

Companies providing a Specialized Service(s) will receive a Non-Exclusive License Agreement (NELA). For a detailed list of NELA Service Types, please visit: <http://www.lawa.org/aiops.aspx?id=1570>

## 7. What happens to my current NELA and associated fees?

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- For companies providing a Specialized Service(s) and a CSPP-regulated service(s), your current NELA will be cancelled and replaced with a CSPLA.
- All NELA associated fees will discontinue once the CSPLA is issued.
- For qualifying companies, your NELA will be cancelled if you do not complete the CSPLA application process and all corresponding ID badges will be deactivated.

### 8. Do I need to lease or sublease space at LAX to obtain a CSPLA?

Excluding Food Service providers, all other companies are required to secure lease/sublease at LAX. Your company must currently have or be in the process of obtaining a LAWA approved Lease, Consent to Sublease, Tariff or UTC Letter.

Companies that currently have or in the process of obtaining a sublease agreement with an airline/tenant must submit a **LAX Space Memorandum** signed by both parties, which authorizes your company to operate on their leasehold at LAX.

For information regarding leasing/subleasing or occupying space at LAX, please refer to: <http://www.lawa.org/commercialDevelopment/display.aspx?id=9302>.

### 9. Are companies providing food and/or beverage delivery services to LAWA Concessionaires exempt from the CSPP?

Yes.

### 10. Is the CSPLA intended for companies delivering food and/or beverages landside at LAX?

No.

### 11. Are companies delivering food and/or beverages to vending machines for airlines, lounges, or consortiums at LAX exempt from the CSPP?

Yes.

### 12. How much time will LAWA need to process my application?

Approximately 60 days from the date of the LAX Airfield Permits Unit (APU) receives a complete CSPLA application.

### 13. What are the CSPLA fees?

- (1) *CSPLA Application Fee: \$1,000.*
- (2) *Monthly Fee: \$125–\$6,750.* Amount is based on the company's estimated annual gross revenue for providing **ALL** (Specialized & CSPP-regulated) services at LAX.

For more details on the CSPP Monthly Administrative Fee Schedule, visit [www.lawa.org/cspp](http://www.lawa.org/cspp).

### 14. Is there a Faithful Performance Guarantee (FPG) requirement to obtain a CSPLA?

Yes.

- Companies are required to maintain a FPG equal to **three (3) times the monthly fee** paid to LAWA. An annual review of the company's Gross Revenue will be conducted to verify the FPG amount.
- The FPG amount must be submitted in the form of a) an irrevocable Letter of Credit if the FPG amount is over \$5,000, or b) a cashier's check, company check or money order, if the FPG amount is \$5,000 or less.

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- The FPG is due prior to the execution of a CSPLA by LAWA

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

Yes.

- Each subcontractor must be certified, and will be solely responsible for providing, the subcontracted services for which they were hired. Subcontractors may not again subcontract out any portion of the services for which they are qualified and certified.
- Subcontractors contracted to provide a CSPP Passenger or Ramp Service(s) must demonstrate their capacity to perform **ALL** services identified in each service category.

### 16. Who are the LAX groups I may need to work with to obtain a CSPLA?

- Must have a contract or agreement with an air carrier and/or tenant at LAX
- LAX Airfield Permits Unit for the application process - (424) 646-5880
- Risk Management for insurance compliance - (424) 646-5480
- Commercial Development Group for leasing and development - (424) 646-7200

### 17. How do I make a suggestion, ask a question, or file a comment?

Please submit your questions, comments, and/or feedback regarding the CSPP to: [airfieldpermits@lawa.org](mailto:airfieldpermits@lawa.org) or call 424 646-5880.