

LAX

Certified Service Provider Program

August 2009

Last Revised 8/14/2009 10:21:42 AM

The Problem

- **Approximately 60 companies currently contracted by LAX carriers to provide passenger services.**
- **There are no limits to their quality or quantity**
- **...increased operational challenges.**
- **...without opportunity for LAWA to recover administrative costs.**

The Response

In April 2008, the BOAC:

- **Adopted a Service Standards Policy at LAX to Institute Contractor Performance Standards at LAX in the areas of:**
 - Employee Relations
 - Employee Training
 - Quality of Service
 - Contractor Experience
 - Reduce the number of contractors providing below-the-wing services.
- **Awarded Contract to ACA, Inc. to help LAWA frame a service provider certification program.**

The Solution

- **Design a policy to address airfield and facility congestion; to create a common set of qualification and performance standards.**
- **Determine a process for implementing the policy.**
 - Institute contractor performance standards
 - Establish competitive proposal process for certification
 - Reduce the number of contractors
- **Identify opportunities to recover costs of administration.**

Definition of Terms

- **Above-the-Wing**

- Baggage Assistance
- Wheelchair Service
- Other Passenger Services
 - Crowd Control
 - Baggage Claim Verification
 - Baggage Certification
- Terminal/Office Cleaning
- Skycap

- **Below-the-Wing**

- Passenger Ramp Services
- Interior Aircraft Cleaning
- Cargo Ramp Services
- Outbound Baggage Makeup Security
- Aircraft and Ramp Security
- Aircraft Search

Solution Influencers

- **Standing Service Provider Contracts**
- **City Process of Certification**
- **FAA Part 121 & 129**
 - *Airline Certification Manual*
- **Air Carrier Access Act**
- **Transportation Security Administration**
- **Airline Security Program**
- **Industry/Business Structure**
- **Grant Assurances**
- **Airline Deregulation**
- **Above-the-Wing vs. Below-the-Wing**

The Stakeholders

– Airlines

- Preserve Ability to Choose Among Varied Service and Cost Options

– Labor

- Insure that Quality Businesses are Certified

– LAWA

- Reduce NELA Chaos
- Increase Customer Service and Administrative Efficiencies

Certification Method

- **Separate Above-the-Wing and Below-the-Wing**
- **Fixed Number + Request for Qualifications**

Critical Program Elements

- **Certify up to Five (5) Service Providers each for Above-the-Wing and Below-the-Wing services.**
- **Selection of Certified Service Providers by Request for Qualifications Process**
- **Allow Air Carriers to “Mix-and-Match” Service Providers**
- **Term: 5 years (Facilitate Investment to Meet Air Quality Goals)**
- **Compliance with Common Service Standards**
- **Certification and Decertification Process**
- **Enhanced and Consistent Enforcement of Contracts, Rules and Regulations**

Standards for Service Providers

- **Hiring Requirements & Personnel Standards**
- **Staffing**
- **Insurance Requirements**
- **Training Standards**
- **Facilities and Space Requirements**
- **Equipment and Vehicles**
- **LAX Ground Equipment Inspection Program**
- **Restricted Area Driver Permit Program**
- **Driver's Training and Testing**
- **Security and Airfield Enforcement Program**
- **Environmental Standards**
- **LAX Sustainability**
- **Airport Security**
- **Emergency Response Procedure Awareness**

Key Components of RFQ Processes

1. **Develop Request for Qualifications & Scope of Work**
2. **BOAC Approval to Advertise**
3. **Advertise Request for Qualification**
4. **Service Providers Submit Qualifications**
5. **Review & Evaluate Qualifications of Service Provider**
 - Conduct Interviews
 - Select and Rank Service Providers
 - Negotiate and Formalize Certified Service Provider Agreement
 - Administrative Review
6. **BOAC Approves Ranked Listing of Qualified Service Providers**
7. **Executive Director Executes Agreement with Highest Ranking Service Providers**
8. **“Kick-off” Meeting with Certified Service Providers**
9. **Issue Notice to Proceed**
10. **Notify Airlines of Qualified Service Providers**
11. **Start of Operations**

Next Steps

- **Cost Recovery, if and when**
- **BOAC Report on September 21, 2009**