



FY 2023 New Employer Orientation Program for LAX Certified Service Providers

March 30, 2023

Acronyms

APU – Airfield Permits Unit

AOA – Airport Operations Area

BCA – Bureau of Contract Administration

CSP – Certified Service Provider

CSPP – Certified Service Provider Program

CSPLA – Certified Service Provider License Agreement

COAP – Community Outreach Assistance Program

EM – Emergency Management

EMD – Emergency Management Division

EPT – Emergency Preparedness Training

GEIP – Ground Equipment Inspection Program

LWO – Living Wage Ordinance

LAX – Los Angeles International Airport

LAWA – Los Angeles World Airports

MVOP – Motor Vehicle Operating Permit

NOI – Notice of Investigation

SAFE – Security & Airfield Enforcement Program

WRO – Worker Retention Ordinance

Purpose/Objective

LAWA/BCA

- ❖ Educate CSPs on worker rights under the LWO & WRO, and how to report violations
- ❖ Provide information on updated compliance and enforcement activities pertaining to LAWA LWO & WRO Programs
- ❖ Educate CSPs on pertinent LAX Rules & Regulations
- ❖ Updates on CSPP EPT Instructor Requirements

Living Wage & Worker Retention Ordinance



CITY OF LOS ANGELES DEPT OF PUBLIC WORKS
Bureau of Contract Administration
QUALITY ▪ OPPORTUNITY ▪ COMPLIANCE

Mychal Rodriguez
Office of Contract Compliance
Equal Employment Opportunity Enforcement
Section

Why does the Living Wage Apply?

Pursuant to Los Angeles Administrative Code, Division 10, Chapter 1, Article 11, Section 10.37 et seq., Contractors that have agreements with the City, and all their Subcontractors must comply with all applicable provisions of the Living Wage Ordinance. This includes paying their Employees a minimum "living wage," health benefits, and compensated and uncompensated days off.



Why does the Living Wage Apply?

- In 2010, the Bureau of Contract Administration (BCA) determined that there is a proprietary interest in applying LWO to all airport employees who provide industry-specific services to or for LAWA.
- In effect, this determination broadens coverage to include airport employee classifications whose work either:
 - 1) Impacts the public's perceptions of services at LAWA
AND/OR
 - 2) Maintains airport security



Benefits of LAWA offering a Living Wage?

The following are just a few reasons:

- Increase in worker productivity
- Improves customer service
- Decline in worker turnover
- Yielding savings to employers
- Alleviating potential security concerns



Current and Prior Living Wage Rates for Airport Employees

Living Wage is updated and increased on July 1st of every year.

EFFECTIVE DATES	CASH WAGE + HEALTH BENEFITS (HB)	FULL CASH WAGE*
July 1, 2022 – June 30, 2023	\$18.04 + \$5.77 per hour in HB	\$23.81 per hour
July 1, 2021 – June 30, 2022	\$17.00 + \$5.67 per hour in HB	\$22.67 per hour
July 1, 2020 – June 30, 2021	\$16.50 + \$5.55 per hour in HB	\$22.05 per hour
July 1, 2019 – June 30, 2020	\$15.25 + \$5.34 per hour in HB	\$20.59 per hour
July 1, 2018 – June 30, 2019	\$13.75 + \$5.24 per hour in HB	\$18.99 per hour



Living Wage Calculation

Cash Wage + Cost of Health Benefits = Living Wage Rate

Cash Wage per Hour	Health Benefits (HB)	Full Cash Wage per Hour	Living Wage Status
\$18.04	\$5.77	\$23.81	✓
\$18.81	\$5.00	\$23.81	✓
\$20.00	\$3.81	\$23.81	✓
\$20.10	\$3.71	\$23.81	✓
\$23.81	\$0	\$23.81	✓
\$18.04	\$5.00	\$23.04	-\$0.77
\$20.10	\$0	\$20.10	- \$3.71

LWO: Compensated and Uncompensated Time Off


- Employees working on a Los Angeles City Contract that are subject to the Living Wage Ordinance, are entitled to 96 compensated hours per year for sick leave, vacation, or personal necessity, plus 80 additional hours of uncompensated time off for family or personal illness.
 - 96 Hours of Compensated Time Off
 - 80 Hours of Uncompensated Time Off
- In addition, Employers who holds a Certified Service Provider License Agreement (CSPLA) and is subject to the Living Wage Ordinance must give their Employees 16 hours of compensated time off for Emergency Response training



Possible LWO Violation

Should an Employee feel a LWO Violation has occurred they can reach out to our office the following ways:

- Contact Equal Employment Opportunity Enforcement (EEOE):
 - [\(213\)847-2632](tel:(213)847-2632) or [\(213\)847-2668](tel:(213)847-2668)
 - bca.eeoe@lacity.org
- They may also find the Employee Complaint form directly at bca.lacity.org and send the completed form via mail, fax or email.
- Retaliation against any Employees for filing a complaint is strictly prohibited by the LWO.

CITY OF LOS ANGELES			
CONTRACTORS' EMPLOYEE COMPLAINT FORM			
	Please complete, sign and mail this form to:		Contact information: (213) 847-2625 http://bca.lacity.org
	BUREAU OF CONTRACT ADMINISTRATION 1149 South Broadway, Suite 300 Los Angeles, CA 90015 Attn: EEOE Section		Tracking #: _____ (OCC use only)
	Or email this to: BCA.EEOE@LACITY.ORG		
<i>Your information will be kept confidential to the extent allowable by law.</i>			
<i>During the investigation, the Office of Contract Compliance will maintain confidentiality to the extent permitted by applicable laws.</i>			
Mark the corresponding box(es) below for the Ordinance(s)/Program(s) you wish to file your complaint:			
<input type="checkbox"/> Living Wage Ordinance <input type="checkbox"/> Equal Benefits Ordinance <input type="checkbox"/> Affirmative Action/Equal Employment <input type="checkbox"/> Service Contract Worker Retention Ordinance			
First Name: _____		Last Name: _____	MI: _____ Social Security #: _____ - _____ - _____
Your Street Address: _____			
City: _____		State: _____	Zip Code: _____ Email: _____
Home Phone Number: (____) ____ - ____		Work Phone Number: (____) ____ - ____	
Name of Supervisor: _____			
Company Name: _____			
Company Address: _____			
City: _____		State: _____	Zip Code: _____ Company Phone Number: (____) ____ - ____
Work Site Address: _____			
City: _____		State: _____	Zip Code: _____
City Department Awarding Contract (if known): _____			
Your Current Job Title: _____		Are you part of a Union? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Hourly Rate Paid: \$ _____		Overtime Rate Paid: \$ _____	
Do you receive health benefits? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, how much do you pay for your benefits? \$ _____			
Employee Complaint (Be as detailed as possible. Continue on the next page if needed):			
_____ _____ _____ _____ _____			
<i>By signing below, I certify that the information provided in this document is true and correct to the best of my knowledge.</i>			
Employee's Signature _____		Date _____	
FOR OCC USE ONLY			
Analyst: _____	Date Received: _____	City Department: _____	Contract Number: _____
Form EEOE-1 (6/17) Page 1 of 2			

Audit Process

- After receiving the Employee Complaint Form, the EEOE will validate the complaint and investigate if necessary.
- All Prime Contractors and Subcontractors are expected to cooperate with EEOE and respond in a timely manner.

Please keep in mind that the burden of proof is on the contractor.

Audit Process (Cont.)

The following is the basic process:

- Make an initial contact with the Contractor/Employer
- Make a Request of Documents
 - Payrolls, Health Benefit statements, Employee Contact list, Copies of the CBA if any, Employee handbooks etc.
 - Documents must be sent to the EEOE within 10 Business days
 - EOOE may request 4 years of mentioned documents from date of the complaint.
 - EOOE will analyze the documents and determine if any LWO violations have been committed.
 - Contractor agrees to permit access to work sites for authorized City representatives to review operations, interview Employee etc.

Notice to Correct

- If violations of the LWO are found by the EEOE, a Notice to Correct will be sent to the Contractor
- The Notice to Correct will layout the findings, the violations and the necessary corrections.
 - Corrections could include paying restitution due to underpayment of wages, underpayment in health benefits etc.
 - Contractor will be expected to provide proof of payment
 - Once the Notice to Correct is received, there is a 10 Business day window for corrections to be made.



Notice to Correct (Cont.)

- If there is a refusal to proceed with the corrective actions, the BCA will proceed with the following enforcement options:
 - Request the Awarding Authority to declare a Material Breach of the Service Contract, Public Lease or License, or financial assistance agreement
 - Request the Awarding Authority to declare the Employer non-responsible from future City contracts, leases and licenses in accordance with the Contractor Responsibility Ordinance {LAAC Section 10.40, et seq.) and institute proceedings in a manner that is consistent with law.
 - Impose a fine payable to the City in the amount of up to \$100 for each violation for each day the violation remains uncured.
 - Exercise any other remedies available at law or in equity

Worker Retention Ordinance (WRO)

- Pursuant to LAAC, Division 10, Chapter 1, Article 11, Section 10.37 et seq. and Article 10, Section 10.36 et seq., it is the policy of the City of Los Angeles that all Contractors and Subcontractors who have agreements with the City must comply with all applicable provisions of Worker Retention Ordinance.
 - **Successor Contract** - a Contract where the service to be performed is substantially similar to the Contract recently terminated. The meaning also includes a Contract that is a Public Lease or License substantially similar to a Public Lease or License recently terminated
 - **Terminated Contract** - a Contract that has either expired or has been terminated based on violations that entitled the Awarding Authority.



Transition Employment Period

- Within 10 days of learning that a Contract is being terminated, the Terminated Contractor shall provide the Successor Contractor, Awarding Authority and DAA with the following information:
 - Name, address, date of hire, and employment occupation classification of each Employee.
 - Employee is defined as any person who expends any of his or her time working for a Contractor or Subcontractor earning no more than twice the hourly wage without health benefits available under the Living Wage Ordinance, Los Angeles Administrative Code Section 10.37 etseq., whose primary place of employment is in the City on or under the authority of a Contract. Employee does not include a person who is a managerial, supervisory or confidential Employee. An Employee must have been employed by a terminated Contractor for the preceding 12 months or longer.

WRO in Effect

- Contracts subject to WRO, are required to comply with the following requirements:
 - Contractor agrees to offer to employ and retain for a 90-day period.
 - Contractor agrees to not discharge without cause the employees retained during the 90-day period.
 - Contractor agrees to perform a written performance evaluation of each employee retained at the end of the 90-day period.



Enforcement of the WRO

If an Employee should have been offered a position but was not, the successor contractor must retroactively hire the Employee.

- If an Employee from the terminated Contractor was not given an offer of employment, the Employee should complete the Employee Complaint Form and Contact the Equal Employment Opportunity Enforcement (EEOE)

Non-compliance with the WRO may result in the following:

- Terminate the Contract.
- Recommend to the Awarding Authority to withhold payments due to the Contractor or Subcontractor.

Questions?

For more information, please visit our website:
<https://bca.lacity.org/>

Email:
bca.eeoe@lacity.org



CITY OF LOS ANGELES DEPT OF PUBLIC WORKS
Bureau of Contract Administration
QUALITY ▪ OPPORTUNITY ▪ COMPLIANCE



Updated EPT Compliance & Enforcement

Tremayne Noles
LAX Airfield Permits Unit

Updated EPT Compliance & Enforcement

LAX APU

Enhanced Oversight of EPT

- ❖ Effective FY 2023, LAWA shall monitor adherence to Section 3.5 of the CSPP Requirements through regular inspection of CSP's EPT training syllabi, records of completion, and lists of employees on payroll.
- ❖ A training syllabus and evidence of a proper training plan are required prior to the issuance of a CSPLA.
- ❖ LAWA shall conduct an automatic CSPP NOI meeting in the event it determines lack of compliance with Section 3.5.

New Employer Orientation Program

- ❖ LAWA shall conduct annual virtual orientations to ensure all CSP employees are educated on LAX pertinent rules, regulations, and ordinances.
- ❖ BCA shall provide education, outreach, and information on LWO and WRO.
- ❖ All companies obtaining new CSPLAs within past year or who are in the application process are required to attend.

Consequences for Labor Violations

- ❖ Any CSP violation of labor law or regulation affecting an LAX employee or group of employees, fully adjudicated by a court or regulatory agency (and made known to LAWA), will result in a Warning Notice.
- ❖ Two such violations within one year will result in a Notice of Non-Compliance.
- ❖ Three such violations within one year will result in a Notice of Investigation.
- ❖ LAWA may act sooner per BCA recommendations to terminate CSP's License for labor violations.

For more information, please visit our website at:

www.lawa.org/cspp

Email

airfieldpermits@lawa.org

Phone

(424) 646-5880

LAX Rules and Regs Airport Operations

Andrew Marino
LAWA Regulatory Compliance & Standards

1. LAX Rules and Regulations
2. SAFE Program
3. Restricted Area Drivers Training Program



www.lawa.org/rules

www.lawa.org/rules

Section 01 —	Preface
Section 02 —	RESERVED
Section 03 —	General
Section 04 —	Aircraft Operations
Section 05 —	Terminal Operations
Section 06 —	Cargo Operations
Section 07 —	Airport Security
Section 08 —	Fire and Safety
Section 09 —	Fueling
Section 10 —	RESERVED
Section 11 —	Airside Motor Vehicle Operations
Section 12 —	Landside Motor Vehicle Operations
Section 13 —	Noise Abatement
Section 14 —	Environmental Storm Water
Section 15 —	Airfield Operating Permits and Fees
Section 16 —	Emergency Management
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Appendix 01 —	LAX Designated Smoking Areas
Appendix 02 —	Best Management Practices
Appendix 03 —	DARO and Emergency Contact Information Form
Appendix 04 —	SAFE Program
Appendix 05 —	Vehicle Equipment Inspection Program
Appendix 06 —	LAX Surface Movement Guidance & Control System Plan
Appendix 07 —	Alternative Fuel Vehicle Requirement Program
Appendix 08 —	Airfield Driving Routes
Appendix 09 —	LAWA Vendor Delivery Program
Appendix 10 —	LAX Long Tow Program
Appendix 11 —	Tom Bradley International Terminal (Terminal B) Ticket Counter Assignment Policy
Appendix 12 —	Tom Bradley International Terminal (Terminal B) Gate Assignment Protocols
Appendix 13 —	T5 Gate Protocol
Appendix 14 —	Order 186390 LAX Maintenance Restriction Penalty
Appendix 15 —	Escort Log
Appendix 16 —	Fueling Inspection Program (FIP)
Appendix 17 —	Shared Break Room Policy - TBIT West Gates
Appendix 18 —	TBIT & MSC Conference Room Policy

LAWA | **LAX**

**AIRPORT SAFETY & SECURITY
ENFORCEMENT PROGRAM**



www.lawa.org/SAFE

Revised: 1/18/2022



www.lawa.org/safe

www.lawa.org/safe



Introduction:

The Airport Safety & Security Enforcement (SAFE) program is an awareness and enforcement program designed to promote the safety and security of the airport through the enforcement of LAX Rules and Regulations, the LAX Airport Security Program, applicable Code of Federal Regulations, State of California regulations and City of Los Angeles regulations. The SAFE program does not limit or otherwise replace any other laws, rules, regulations, or enforcement actions.

This program is administered by the Los Angeles World Airports' Airport Operations and Airport Police Divisions.

Responsibility:

It is the responsibility of each tenant, sponsor, agency, and/or organization that provides services at LAX to ensure that their employees are fully trained and aware of all applicable laws, regulations, procedures, and programs.

It is also the responsibility of every LAWA badge holder to know the extent of their badge access, and all laws, ordinances, policies, rules and regulations, and safety & security programs at the airport. It is expected of every badge holder to faithfully carry out their duties and obligations including, but not limited to, obeying the laws, policies, procedures, and all rules and regulations set forth by LAWA and all applicable local, state, and federal regulatory agencies

Penalties: Penalties are based off cumulative points accrued by the badge holder in a 12-month period.

Point Threshold	Associated Penalties	Badge Suspension Period
Open	At the discretion of the SAFE office, badge holders may be required to complete training assigned by Airport Operations or Airport Police. Assigned training must be completed within 7 days of the "Notice of Training Required." Failure to complete the training within the specified time frame will result in all LAWA badges being recalled or deactivated until the training is completed.	0 days
4	Badge holders that accumulate 4 to 7 points within the last 12 months will have their badges recalled (deactivated) for a 7-day period.	7 days
8	Badge holders that accumulate 8 to 11 points within the last 12 months will have their badges recalled (deactivated) for a 30-day period.	30 days
12	Badge holders that accumulate 12 or more points within the last 12 months will be required to attend a mandatory hearing where the penalty will be determined.	Up to and including Revocation

1. All violations and penalties apply to the violator and all associated LAWA badges held by the violator. Any suspension or revocation will be applied to all badges issued to the violator.
2. No new badges will be issued during the suspension/revocation period.
3. Failure to surrender badge(s) as requested by the SAFE administrator will result in the deactivation of all badges associated with the badge holder. Deactivated badge holders will be required to go through the complete badging process for all badges after the end of the suspension period.
4. Any violation may result in a mandatory SAFE hearing.
5. SAFE may modify any citation or warning after completing an investigation.
6. See section XI for the badge surrender process.
7. See section XII for badge confiscations

Citation Process:

The SAFE Citation is an administrative tool used to address violations of LAX Rules and Regulations, as well as applicable local, state, and federal guidelines. Citations may be issued by either LAX Airport Operations or LAX Airport Police. Citations may be issued electronically or manually via paper copy. If a paper copy citation is issued, the supervisor of the citation recipient must return the signed notice to the Airport Police station within 72 hours.

The SAFE Citation will include the following information:

- Date and approximate time of the offense
- Violator's name and employer
- Applicable Rule(s) and/or Regulation(s) that may have been violated.

Processing and notification of electronic SAFE Citations:

- a. An electronic copy of the citation will be emailed to the badge holder's point of contact on file for his/her employer.
- b. If additional training or badge actions are required (such as badge recall, suspension of privileges, confiscation etc.), a notice will be sent to the badge holder's point of contact for his/her employer.
- c. The badge holder has the right to file an appeal within 7 days of the citation being issued, see Section IX

Violation Types Airfield Driving and Safety

- Category A 1-Point
- Category B 2-Point
- Category C 3-Point
- Category D 4-Point
- Category E Subject to Immediate Confiscation

Violation Types Security (Section 7 LAX Rules and Regs)

- Category A 1-Point
- Category B 2-Point
- Category D 4-Point
- Category E Subject to Immediate Confiscation

The goal of the LAX Restricted Area Driver (RAD) Training Program is to increase safety on the AOA through enhanced training and situational awareness of stakeholders who drive on the AOA.

The LAX Restricted Area Driver Trainer Program provides basic guidelines and requirements for LAX companies to use when training employees with Restricted Area Driver (RAD) privileges on proper operating procedures when driving vehicles and equipment on the Air Operations Area (AOA). The LAX RAD Trainer Program uses a combination of Computer Based Training (CBT), classroom training, and other supporting training materials to provide driver trainers with a comprehensive body of knowledge on safe driving practices unique to the LAX AOA.

Program Requirements

Each company and division must designate driver trainers to provide training for all new and recurrent staff with Restricted Area Driver privileges. Each division or company must designate at least one approved driver trainer for up to 25 Restricted Area Drivers. While each division or company can designate as many driver trainers as necessary, it is highly recommended that at least one alternate driver trainer is designated to ensure continuity of training. All driver trainers must attend the LAWA RAD Trainer classroom training and meet the minimum requirements for approved driver trainers. Only approved driver trainers are authorized to provide the required driver training for all new and recurrent Restricted Area Drivers.

RAD 'Train the Trainer' classes are now held online every Wednesday from 8:00 am – 11:00 am

Email: radprogram@lawa.org

Office: (424) 646-5883

For more information, please contact the LAX Safety Office:

Email: safe@lawa.org

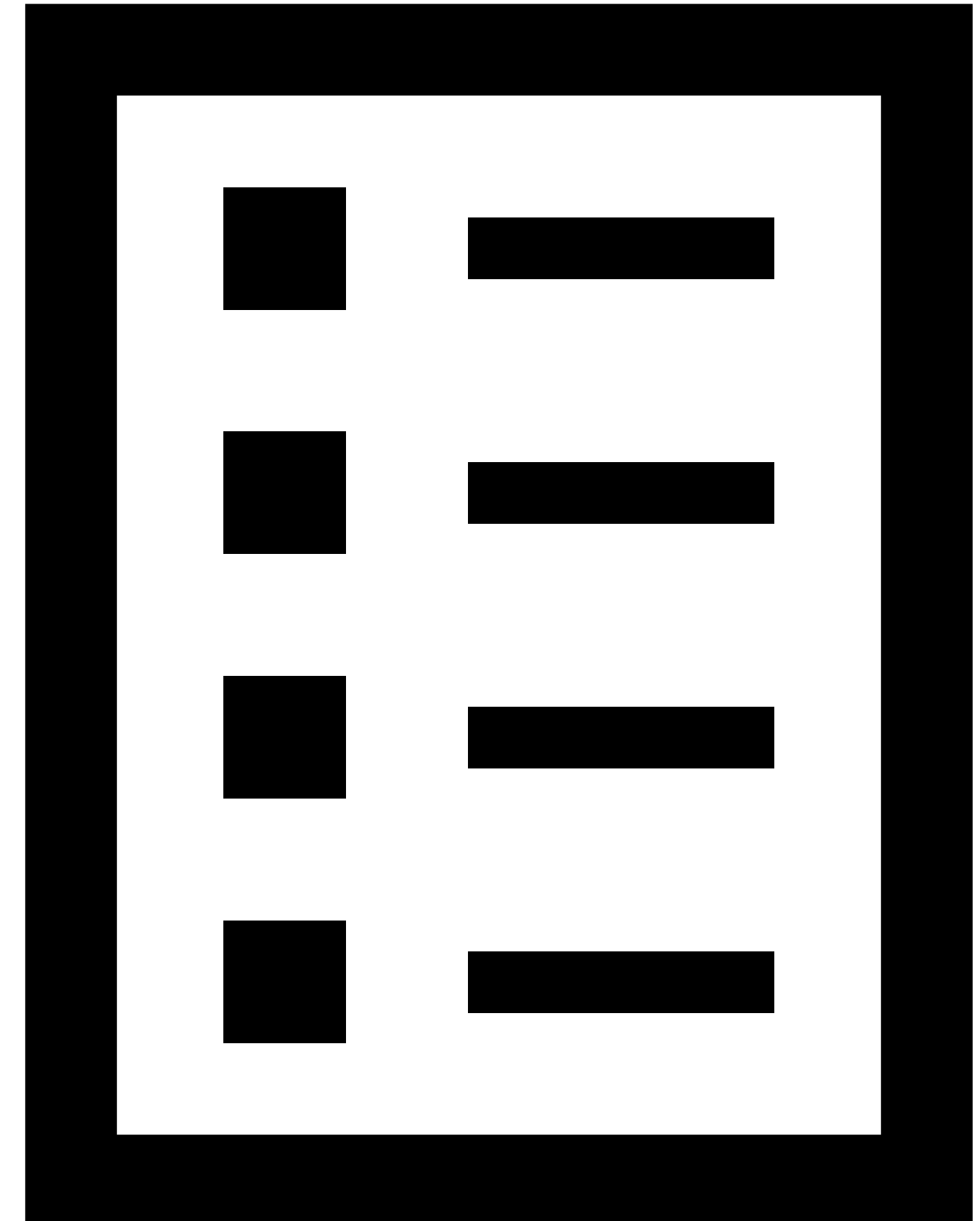
Phone: (424) 646-5890

CSPP EPT Instructor Orientation

Cassandra Heredia
LAWA Emergency Management Division

CSPP EPT Orientation - Topics

- Accessing approved templates from the CSPP webpage
- Required: completed Checklist
- Required: Calendar in approved format
- Required: Letter of Intent (LOI) and Authorized Signers
- Required: complete Standardized and Approved format for Curriculum
- Complete Curriculum includes: Methodology, Estimated Learning Objectives (ELOs) that align with the Methodology
- Instructors: Must be qualified and/or credentialed to provide instruction for a module **NEW: REQUIRED ORIENTATION**
- LAWA specific orientation
- Turnaround time



Finding Approved Templates and List of Required Items

To find approved templates, go to the CSPP webpage managed by Tremayne Noles in APU:

www.LAWA.org/CSPP

You can find the approved checklist, calendar formats, LOI sample and standardized curriculum template on this pages.



16:55 [status icons]

lawa.org/cspp

LOS ANGELES

LAWA
LOS ANGELES WORLD AIRPORTS

Certified Service Provider License Agreement (CSPLA)

Home / Groups & Divisions / Operations & Emergency Management / Landside Management and Airport Permits / Airfield Permits / Certified Service Provider License Agreement

Certified Service Provider Program (CSPP) - Certified Service Provider License Agreement (CSPLA)

What is it?

The CSPP and CSPLA were developed to advance airport safety and security by certifying individuals and/or businesses providing specific services at Los Angeles International Airport (LAX). The goal of the CSPP is to increase customer service quality, improve vehicle and equipment safety, optimize facilities use and enhance employee training at LAX.

The Checklist

The **Checklist** must be included and completed for it to be considered satisfactory and not rejected for being incomplete.

Why?

This indicates that the company has committed to providing training on each module and understands what is actually on the list.



1

LAWA CSPP EMERGENCY PREPAREDNESS
TRAINING PACKET CHECKLIST

Please utilize the checklist below to confirm all items are included prior to submission.
(*PLEASE NOTE THAT ALL INSTRUCTORS WILL BE REQUIRED TO ATTEND A ONE HOUR LAW A ORIENTATION)

17 REQUIRED ITEMS IN TOTAL

1. Training Instructor(s) Resume(s)
(CPR/1ST Aid/AED Instructors must have instructor credentials)

2. Training Calendar

3. Company Point of Contact for Training
(MUST INCLUDE A VALID EMAIL, PHONE, AND MAILING ADDRESS)

4. Letter of Intent

Modules

1. Tenant Suite (LAWA online computer based training)
<https://emdtrainingprogram.lawa.org>

2. Emergency Preparedness at Home

3. General Airport Overview*

4. Developing Observation and Reporting Skills

5. Orientation on Roles and Responsibilities During an Incident

6. Basic ICS/NIMS/SEMS

7. Hazard Specific Training (all 10 hazards must be addressed)

a. Earthquake

b. Active Shooter

c. Hazardous Materials

d. Aircraft Incident

e. Power Failure

f. Suspicious Article

g. Fire

h. Bomb Threat

i. Severe Weather

j. Contagious Disease*

8. Terminal Evacuation and Repopulation Procedures

9. Assisting Persons with Disabilities

10. Available Emergency Communication Platforms at LAW A*

11. Procedures to Account for Staff in and Emergency

12. Certification in 1st Aid/CPR/AED (approx. 8 hours)
OR Hands Only CPR (available online, approx. 2-4 hours)

13. Orientation on Company Emergency Plan or COOP

1 X

2 X

3 X

4 X

1 X

2 X

3 X

4 X

5 X

6 X

7 X

8 X

9 X

10 X

11 X

12 X

13 X

The Training Calendar

The **Training Calendar** must be provided in an approved format. Two samples are provided (one in Word one in Excel) on the CSPP webpage.

Why?

- 1. It indicates that the company has made appropriate planning and scheduling efforts to ensure that every employee receives the required training.
- 2. Due to the large amount of content to review, a standardized format helps streamline the review and approval process.
- 3. It provides LAWA with training dates if we want to exercise our right to audit a class or classes.

Please note we do intend to begin regularly exercising this option in 2021 and for the future.



June 2021						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2	3	4
5	6	7	8	9	10	11
12	13 Training Day 1 9:00 AM - 3:00 PM	14 Training Day 2 9:00 AM - 2:00 PM	15 Training Day 3 9:00 AM - 2:00 PM	16	17	18
19	20	21 Training Day 1 9:00 AM - 2:00 PM	22 Training Day 2 9:00 AM - 2:00 PM	23 Training Day 3 9:00 AM - 2:00 PM	24	25
26 Training Day 1 9:00 AM - 3:00 PM	27 Training Day 2 9:00 AM - 2:00 PM	28	29 Training Day 3 9:00 AM - 2:00 PM	30		

2021 June						
SAMPLE TRAINING CALENDAR						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2	3	4
5	6	7	8	9	10	11
12	13 Training Day 1 9:00 AM - 3:00 PM	14 Training Day 2 9:00 AM - 2:00 PM	15 Training Day 3 9:00 AM - 2:00 PM	16	17	18
19	20	21 Training Day 1 9:00 AM - 3:00 PM	22 Training Day 2 9:00 AM - 2:00 PM	23 Training Day 3 9:00 AM - 2:00 PM	24	25
26	27	28	29	30		

Auditing Classes

Why does LAWA want or need to audit classes?

City Council expectations are that LAWA provides oversight to ensure that the intent of the EPT related mandate is satisfactorily met by every company.

Therefore, auditing of any or all portion of training identified on a company's outline may be audited at random, in addition to auditing by APU.



The Letter of Intent (LOI)

The **LOI** indicates acceptance by the company that it has committed to providing the required training to its employees. It also identifies the primary point of contact for Emergency Preparedness Training (EPT).

Originally, it was at the company’s discretion to identify a primary point of contact.

However, APU recently modified this so that it should include an authorized signer for the company. This person (or persons) should be indicated on the LOI and will be responsible not only for affirming training on badge applications but also for submitting an Affidavit required by APU, attesting to full EPT compliance for the calendar year.



SAMPLE
EPT LETTER OF INTENT

[Date]

LAX Airfield Permits Office
Attn: CSPP Manager
7301 World Way West, Room 100
Los Angeles, CA 90045

Subject: CY 2023 LAX Emergency Preparedness Training Letter of Intent

[Your Legal Company Name] is committed to compliance with all Certified Service Provider Program (CSPP) standards and requirements for companies operating at Los Angeles International Airport (LAX), including all City of Los Angeles Living Wage Ordinance (LWO) amendments approved by the City Council and Mayor.

[Your Legal Company Name] shall comply with the following CSPP-LWO requirements for operations at LAX:

- 1) Ensure your Certified Service Provider (CSP) Emergency Preparedness Training (EPT) curriculum and packet has been approved by LAWA Emergency Management Division (EMD) prior to beginning training,
- 2) Ensure any changes to your EPT curriculum (i.e. instructor, vendor, training methodology, etc.) are approved by LAWA EMD prior to beginning training,
- 3) Establish a compensated release time policy to provide CSP employees 16 hours of EPT on an annual basis,
- 4) Ensure 16 hours of compensated release time will only be used to attend Airport approved EPT courses on an annual basis (no carryover),
- 5) All CSP employees complete the annual LAWA 1-Hour Emergency Management Training Course,
- 6) Train all new CSP employees **within 120 days** of hiring,
- 7) Training is completed within **90 days** of employee(s) starting the first training module, or whenever practicable, and
- 8) Develop and execute an implementation plan to certify all employees by **December 31st** and continually thereafter on an annual basis, and
- 9) Submit the CSP EPT Affidavit attesting to full compliance with all EPT requirements for the calendar year to cspp-ept@lawa.org, **by January 31st**.

Approved CSP EPT Instructor(s) Contact Information:
[name, title, phone number, email]

EPT Vendor Contact Information: (if applicable)
[name of company, owner name, title, phone number, email]

***LAX Authorized Signer Contact Information:**
[name, title, phone number, email]

Standardized Curriculum Format

In 2018 when the CSPP EPT effort was initially implemented, two things became apparent:

- 1. Companies needed an outline to provide guidance on what was acceptable.
- 2. LAWA needed a standardized model to make the review process more efficient.

In 2019 a standardized template was provided on the CSPP webpage. Since 2019 this been the only approved curriculum template. Starting in 2023, this is the outline that must be submitted when a new instructor is requesting approval indicating what modules he/she will be teaching.



1

LAWA Certified Service Provider (CSP)
Emergency Preparedness Training Syllabus

COMPANY NAME:
COMPANY POINT OF CONTACT:
CONTACT INFORMATION:

PLEASE NOTE: THIS IS THE ONLY STANDARDIZED SYLLABUS FORMAT THAT WILL BE ACCEPTED

Anticipated Length	16 hours (cumulative)
Overall Target Audience	
Overall Target Class Size	
General Course Description	
Overall Course Goal	
Terminal Objectives	<ul style="list-style-type: none">•••••
Methodologies	<ul style="list-style-type: none">•••

Module Outlines

Module 1: Tenant Suite Computer Based Training

The Tenant Suite was developed by LAWA Emergency Management to offer a basic, minimum orientation and understanding on the topics listed below. As of April 1, 2019, it will be mandatory to complete the training.

You may substitute a portion of your 16 training hours in the areas listed by ensuring every employee completes the Tenant Suite.

Estimated Time to Complete (includes printing of certificate): Approximately 1 hour

METHODOLOGY: Computer based training

Enabling Learning Objectives (ELO)	Topic Structure
Basic proficiency in five critical areas; Orientation on LAWA’s minimum expectations when supporting an emergency event	<ul style="list-style-type: none">• Introduction (1:30)• General Preparedness (16:00)• ADA Topics (16:00): Helping People with Disabilities + Helping those with Behavioral or Mental Disorders• Terminal Evacuation and Repopulation (12:00)• ICS 101 (5:00)

1

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All areas must be completed including the **Methodology**. If a new instructor or program is being submitted for approval it must be listed here.

The Methodology must be clearly identified:

Unsatisfactory example:

Methodology: Instructor or computer based training

Satisfactory examples:

Methodology: Instructor NEW: include name

Methodology: Computer based training

Methodology: Instructor and computer based training

Module 1: LAWA Emergency Management Tenant Suite Computer Based Training

Estimated Time to Complete (includes printing of certificate): 60 minutes

METHODOLOGY: Instructor Led Training (ILT) or Computer Based Training (CBT) Note: Areas highlighted are unsatisfactory; method must be identified.

Enabling Learning Objectives (ELO)	Topic Structure
Basic proficiency in five critical areas; Orientation on LAWA's minimum expectations when supporting an emergency event	Introduction (1:30) General Preparedness (16:00) ADA Topics (16:00): Helping People with Disabilities + Helping those with Behavioral or Mental Disorders Terminal Evacuation and Repopulation (12:00) ICS 101 (5:00)

Module 2: Emergency Preparedness at Home

Estimated Time: 60 minutes

METHODOLOGY: Instructor Led Training (ILT) or Computer Based Training (CBT)

Enabling Learning Objectives	Topic Structure
In this lesson, employees will learn what steps to take to prepare them and other family members for emergency situations that arise while at home or away from work.	1. Introduction a. Outline the key elements of a "Home Preparedness Plan"

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(continued)

The Methodology must align with the Estimated Learning Objectives (ELOs).

Unsatisfactory example:

Methodology: Power Point presentation

ELO: Hands on training

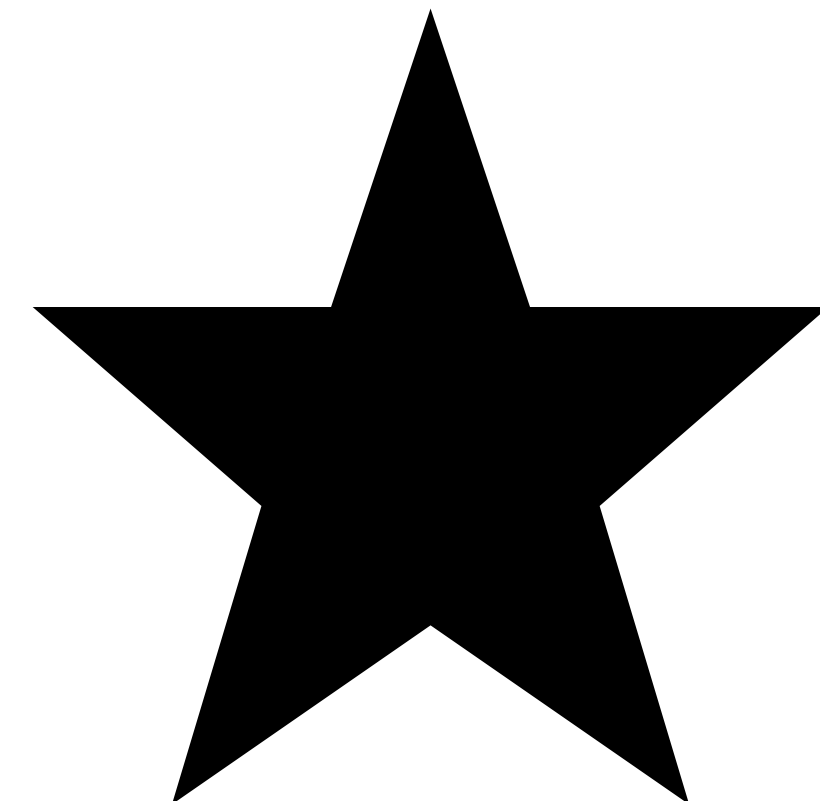
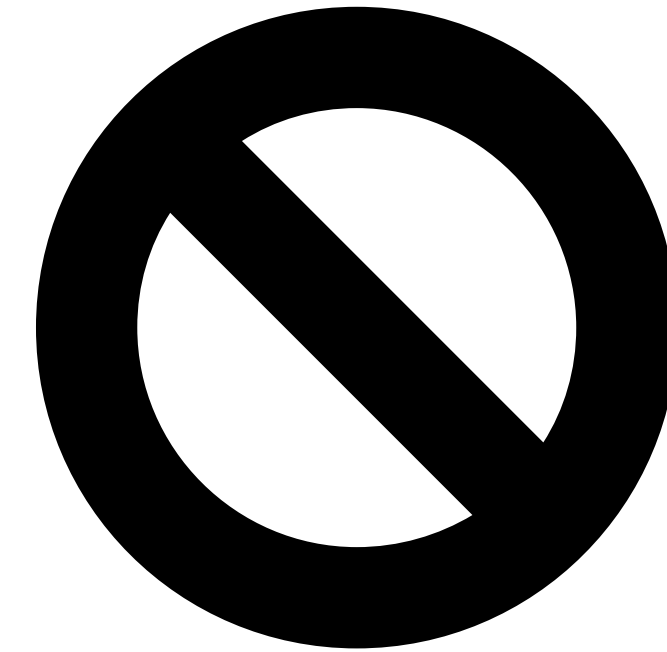
Satisfactory examples:

Methodology: Power Point presentation

ELO: Orientation on employee safety

Methodology: Instructor led

ELO: Hands on training in CPR/1st Aid/AED

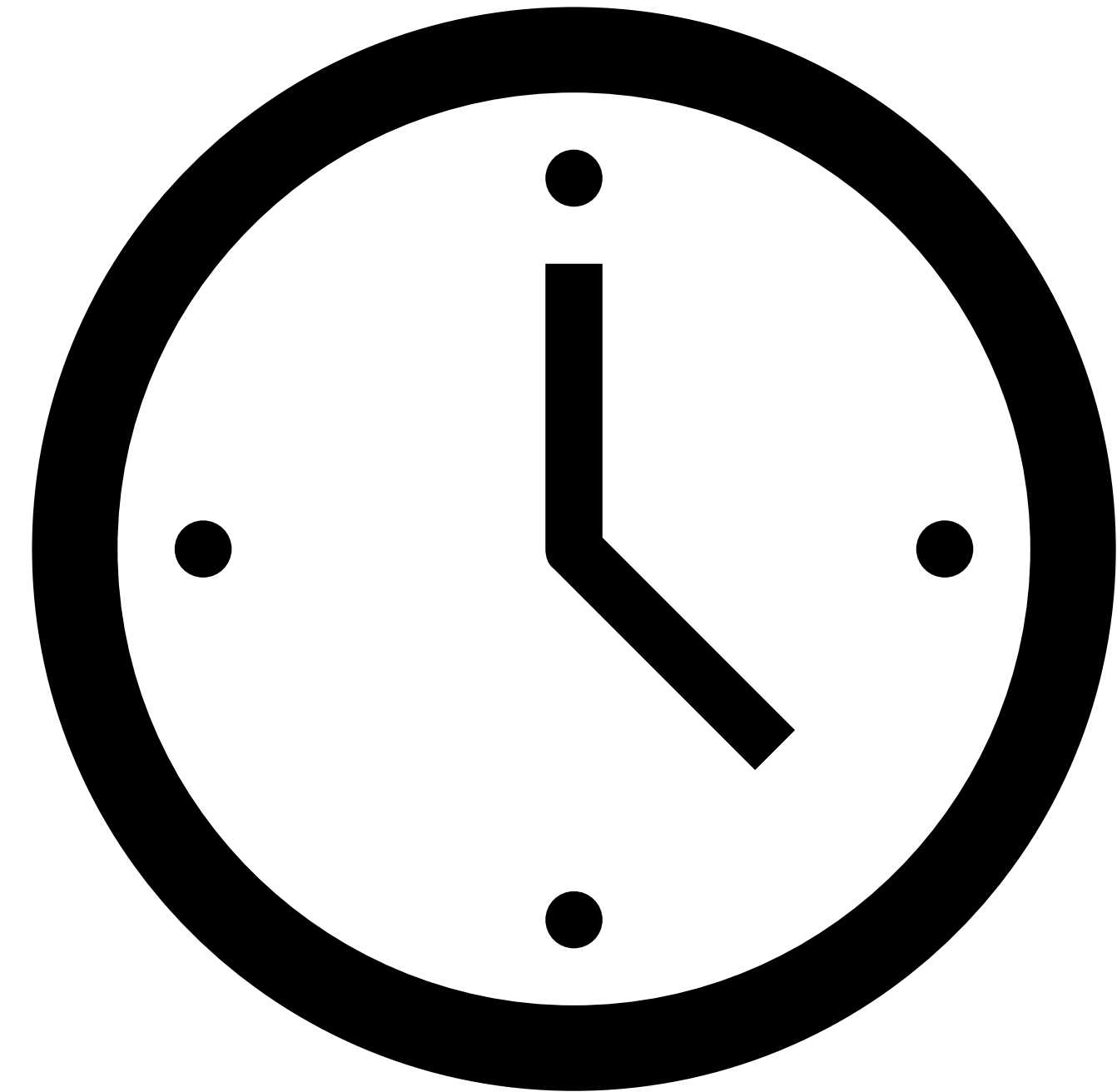


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Please note that LAWA does not require you to spend a specific amount of time on each module, with the exception of the online EM Training (which counts as one hour).

Each company has the latitude to emphasize certain topics based on the operations they perform at the airport.



Submitting a Complete Curriculum

(continued)

However, exemptions cannot be made for topics that the company feels is unimportant.

For example, a number of companies have asked why they must provide instruction on terminal evacuation and repopulation if they don't operate in the terminals.

There are two quick answers to this...




Submitting a Complete Curriculum

(continued)

1. The required segments were submitted by LAWA executives to the Board of Airport Commissioners for review. The BOAC approved the topics as part of the process to ensure that the intent of the mandate from City Council is being met.

4. Establish, as part of the Compensated Time Off requirement of the LWO, an employee paid release time policy for Certified Service Provider Program (CSPP) contractors at the airport to provide emergency response training for 16 hours on an annual basis with provision to:
 - a. Require all CSPP contractor employees to be certified by December 31, 2018 and continually thereafter on an annual basis, and
 - b. Require new employees be trained within 120 days of hiring.

The 16 hours of compensated release time shall only be used to attend Airport approved annual emergency response training courses and does not accumulate or carry over to the following year.





Los Angeles World Airports


REPORT TO THE


BOARD OF AIRPORT COMMISSIONERS

14

Approved by:  Shirlene Sue, Chief Management Analyst

Reviewed by:  Keith Wilschetz, Deputy Executive Director

 City Attorney

 Deborah Flint – Chief Executive Officer

Meeting Date:

3/1/2018

CAO Review:

☐

Completed

☐

Pending

☒

N/A

Reviewed for

Date

Approval Status

By

Finance

2/12/2018

☒ Y ☐ N ☐ NA

RW

CEQA

2/12/2018

☒ Y ☐ N

JH

Procurement

2/7/2018

☒ Y ☐ N ☐ Cond

MT

Guest Experience

2/14/2018

☒ Y ☐ N

BY

Strategic Planning

2/8/2018

☐ Y ☐ N ☒ NA

KV

SUBJECT: Adopt Amendments to the Worker Retention Ordinance, previously known as the Service Contract Worker Retention Ordinance, and the Living Wage Ordinance as policy and regulation of Los Angeles World Airports

Adopt Ordinances amending Section 10.36 and 10.37 of the Los Angeles Administrative Code Relating to Worker Retention and the Living Wage as policy and regulation of Los Angeles World Airports.

RECOMMENDATIONS:

Management **RECOMMENDS** that the Board of Airport Commissioners:

1. ADOPT the Staff Report.
2. DETERMINE that this action is exempt from the California Environmental Quality Act (CEQA) pursuant to Article II, Section 2.m of the Los Angeles City CEQA Guidelines.
3. APPROVE amendments to the Worker Retention Ordinance, previously known as the Service Contract Worker Retention Ordinance, and the Living Wage Ordinance as policy and regulation of Los Angeles World Airports.
4. AUTHORIZE the Chief Executive Officer or her designee to implement the amendments to the Worker Retention Ordinance and the Living Wage Ordinance as policy and regulation of Los Angeles World Airports.

Submitting a Complete Curriculum

(continued)

The requirement for emergency response training for employees under the CSPP is to ensure that employees of airport contractors can appropriately respond and assist during an emergency on airport property. LAWA met with CSPP contractors to review and discuss the standards and requirements. The standards of the emergency response training provided will be approved by LAWA and certified by the CSPP contractor. Trainings are to be provided by an approved safety and emergency preparedness training provider and contain the following components:

Submitting a Complete Curriculum

(continued)

2. Even if your company does not operate in the terminals, we challenge any company to say that an uncontrolled evacuation such as what occurred during the November 1st, 2013 Active Shooter event did not impact every single operator on the LAX footprint.



- Personal and home preparedness
- Airport Overview
 - Understanding the roles and responsibilities of responding agencies and LAWA divisions in an emergency
 - Role of Airport Response Coordination Center (ARCC)/Department Operations Center (DOC)
- Airport and Terminal layout, including emergency exits, emergency assembly areas and Automated External Defibrillator (AED) locations
- Developing observation, detection, customer service and reporting skills that can help detect, prevent and respond to incidents.
- Training to make all employees aware of their roles and responsibilities to themselves and others during an incident.
- Awareness level training in the Incident Command System (ICS), National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS)
- Hazard specific response training to include:
 - Earthquake
 - Active Shooter
 - Hazardous Materials
 - Aircraft Accident
 - Power Failure
 - Suspicious Article
 - Fire
 - Hijack
 - Bomb Threat
 - Severe Weather
 - Breach
- Terminal evacuation/re-population procedures
- Handling persons with disabilities (ADA)
- Emergency communication procedures
- Personnel accountability Procedures
- First Aid/CPR/AED/Stop the Bleed Training
- Continuity of Operations
- Any other emergency response employee training required under applicable Federal or State law or regulations.

CSPP contractors will submit certification of trainings to LAWA. The provision of this training will ensure a more safe and secure airport by having uniform, high quality and consistent training standards for CSPP employees. The training will provide CSPP employees with the preparation, resources and knowledge to respond, assist and be accountable in an emergency situation at the airport.

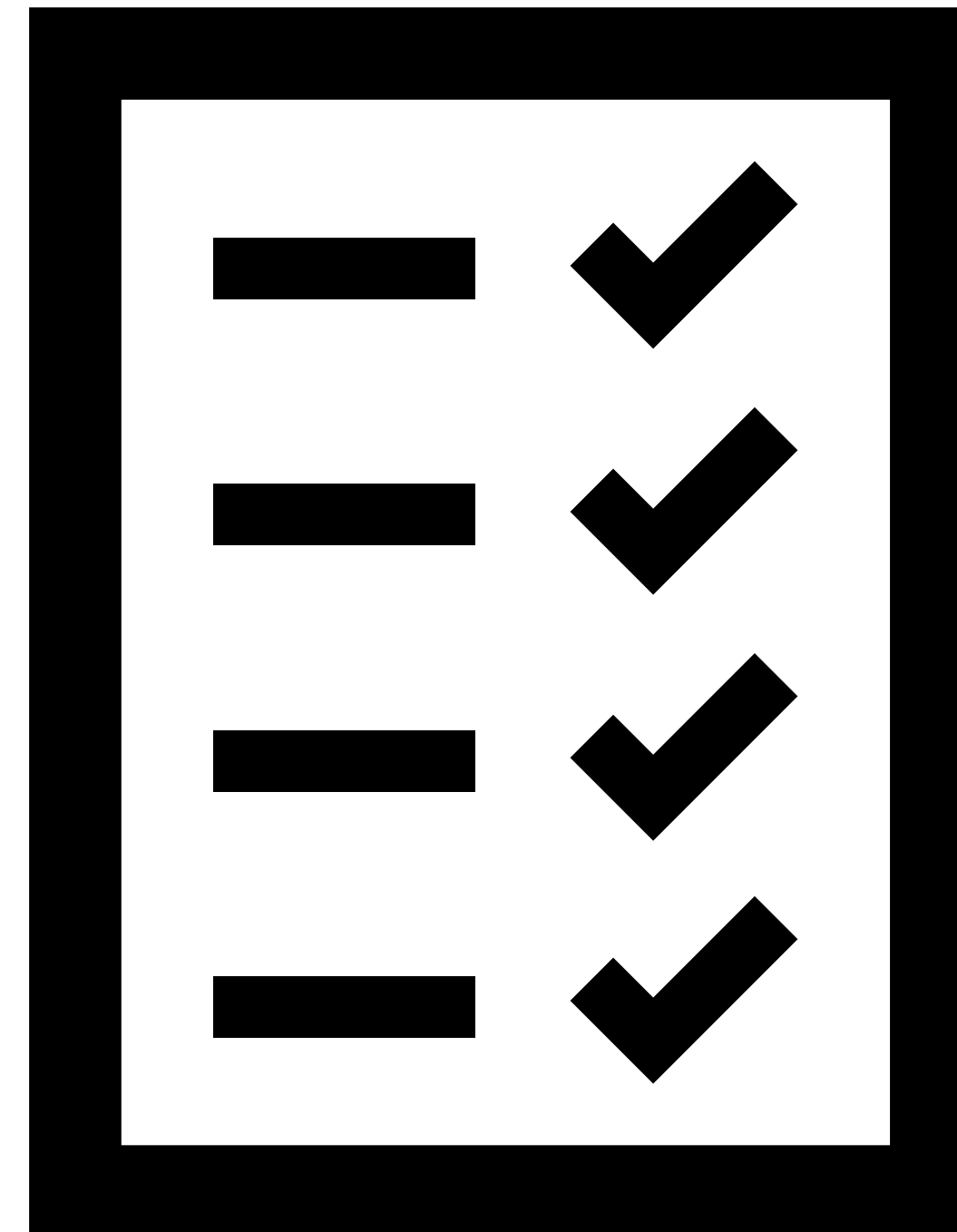
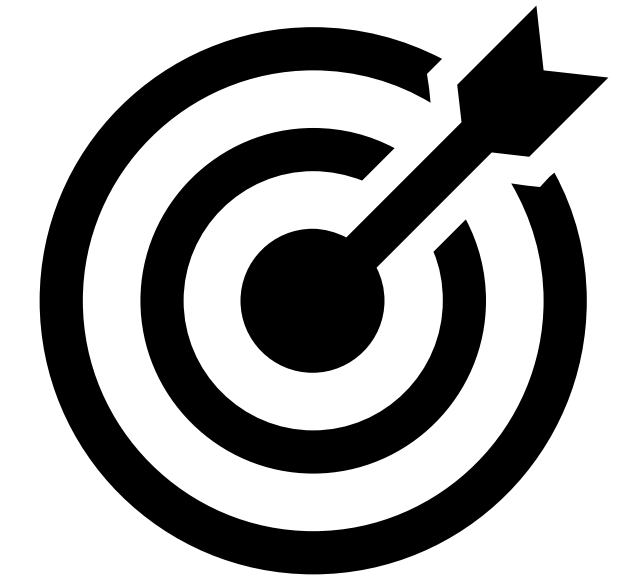
Submitting a Complete Curriculum

(continued)

Specifically for Terminal Evacuation and Repopulation:

Even if your company only intends to provide 15 minutes on this module, these are the three areas that, at a minimum, need to be addressed:

1. How the company will support employee safety.
2. How an evacuation can impact the company's operations, including but not limited to the inability for employees to leave or come to work due to road and route closures.
3. How the company and its staff can support LAWA and passengers within the parameters of its own company policies.



Notes on Instructor Led Training

Instructors are expected to be qualified and, when necessary, credentialed on the topic for which they will be providing instruction. Identifying instructors is at the company's discretion but approving an instructor lies with LAWA.

Therefore resumes and instructor certifications are considered part of a complete packet.

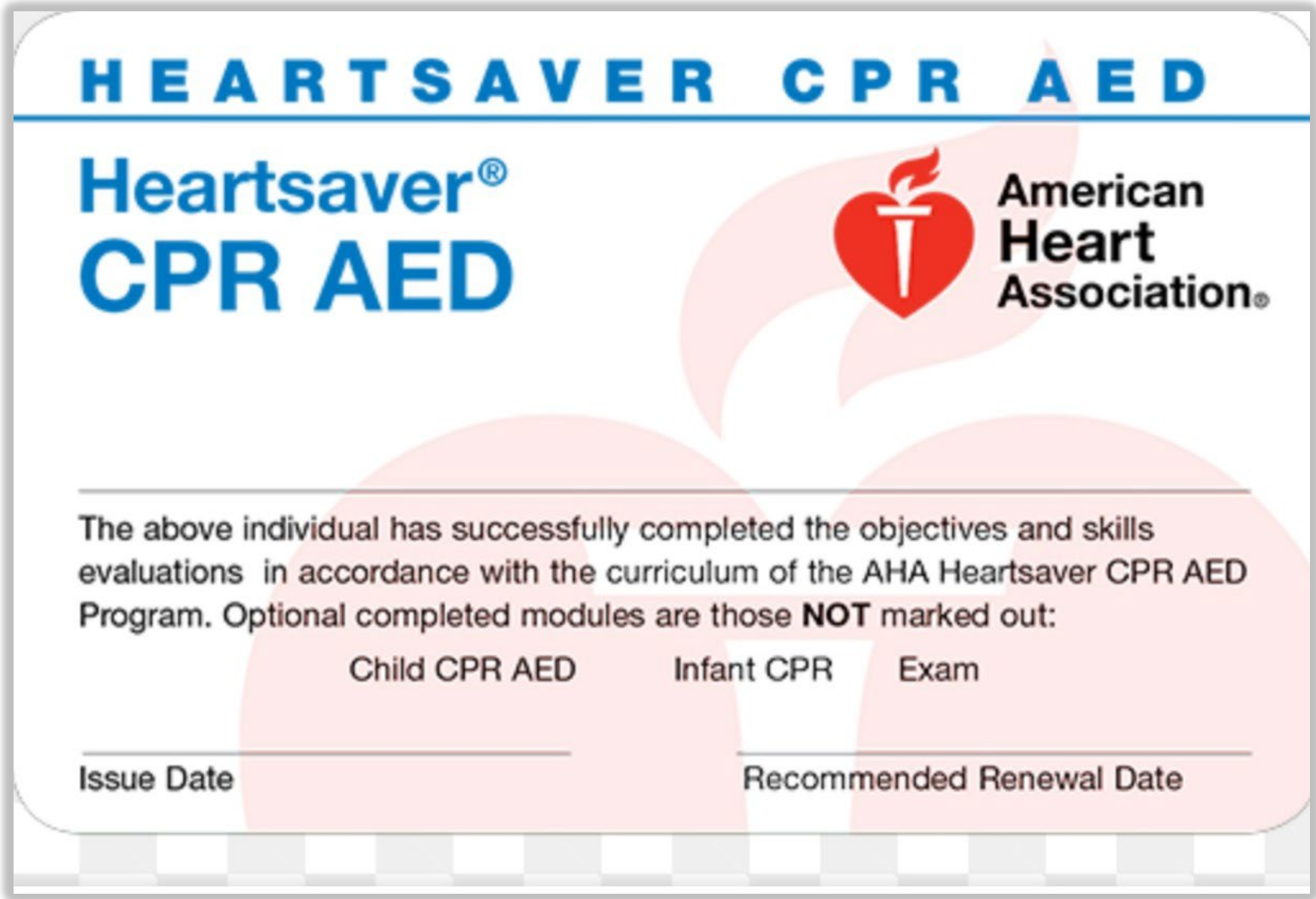
All current and new instructors must view this orientation before receiving approval for 2023.



Notes on Instructor Led Training

(continued)

Specifically to teach 1st Aid/AED/CPR training, instructor (not individual) certification is required OR an approved vendor. Please note the differences in the provided samples (instructor on the right, individual below).



Special Note: Authorized Signers

The LAWA Security Badge Office (SBO) intends to become fully electronic.

This means that all badge applications – including proof of training for icons – will be electronically verified and processed.

All training for icons with rare exception will be provided and completion tracked through a web based portal provided by AAÆ.

The intent is for the online EM Training to merge onto this portal. The EM Training is currently required by LAWA Rules and Regs for all badge holders but has not been enforced. It is the intent of the SBO to require completion of this training before a badge application can be processed. Updates will be provided on this item. The modules are currently and temporarily available on the CSPP webpage.

LAWA Specific Orientation

In 2018 when the CSPP EPT program was launched, then Director of Emergency Management Edward Bushman provided an orientation for instructors and a Power Point presentation. The following year LAWA EM lost more than 50% of its staff and did not have the bandwidth to support an update.

That previous orientation has been replaced by this orientation and will be required for all instructors, current or new, to view.

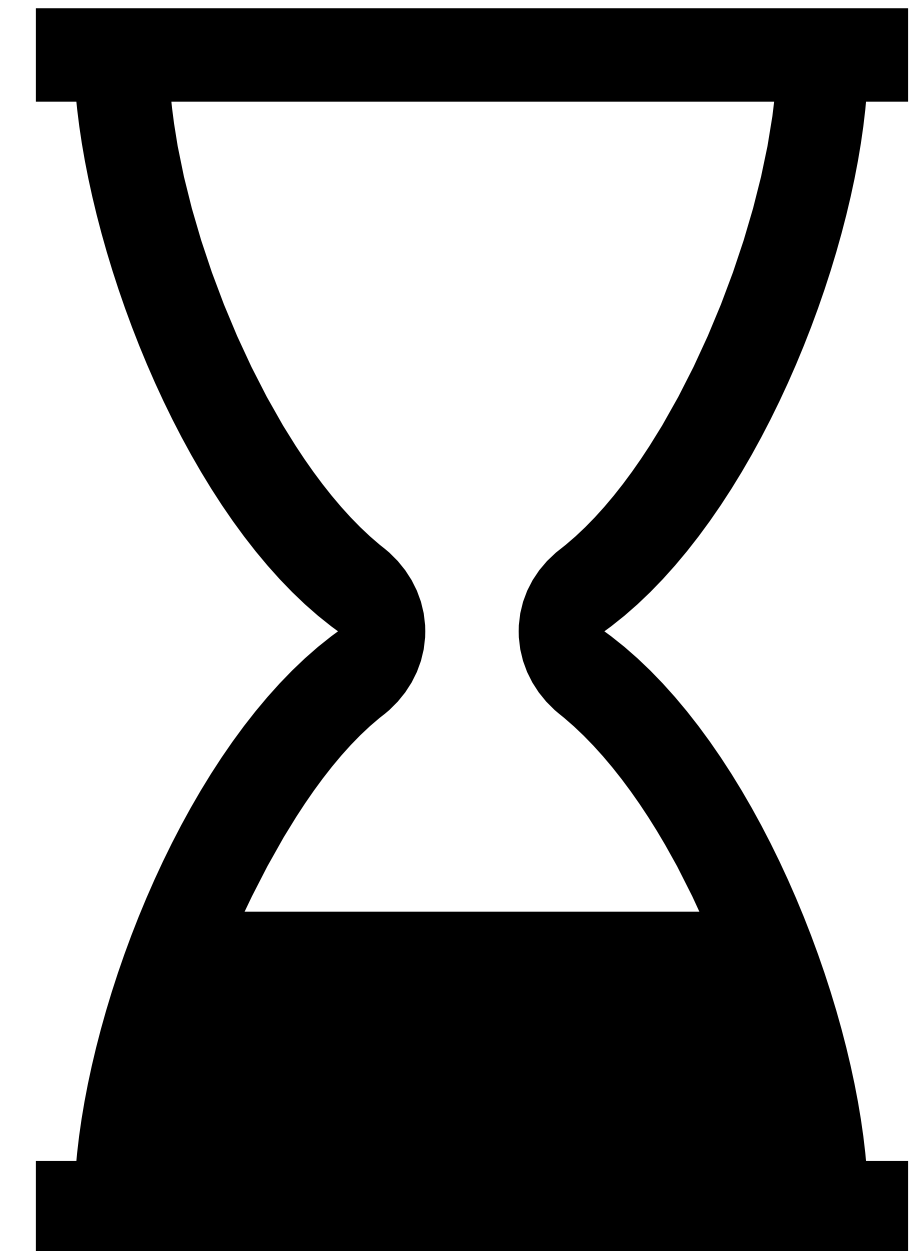
Upon attending or viewing this orientation, an instructor must notify Cassandra Heredia and Tremayne Noles. We may send a question or questions to the instructor regarding the presentation as a check to ensure that the presentation has been viewed in full.

Turnaround Time for Submitted Packets

Since 2018 we have diligently tried to meet a maximum estimated turnaround time of 45 days for EPT content review, but there are instances of longer turnaround. Loss of staff in both EM and APU have contributed to challenges meeting this timeframe.

It is necessary to clarify that the 45 day ‘clock’ does not start when a packet is submitted; the ‘clock’ starts when a packet has been verified as complete and forwarded to LAWA EM for review.

If you have been contacted because your packet is incomplete, this will cause additional delay until the missing items are supplied.



Turnaround Time for Submitted Packets

(continued)

Additionally, ‘review’ does not imply ‘approval.’ It could take 45 days to reject a packet for unsatisfactory content.

This is why, upon cursory review of a majority of the packets submitted to date, we wanted to offer this orientation to better inform the companies on the expectations including the instructor review and approval process.

The requirements have not changed since 2019 with the exception of the new updated Contagious Disease Brochure but we believed there would be value in providing this refresher on the expectations.

We hope we have provided you with the information you need to submit complete and satisfactory EPT packets and instructor approvals now and in the future.

For more information, please contact:

LAX Terminal Operations & ADA Office

Cassandra Heredia

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Phone: 424-646-5058



LAWA & BCA Contact Information:

LAX Terminal Operations & ADA Office

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424-646-5880

Bureau of Contract Administration

Website: <https://bca.lacity.org>

Email: bca.eeoe@lacity.org

213-847-1922

