



Los Angeles World Airports

STATION MANAGER'S MONTHLY MEETING OF July 27, 2006

TO: LAX Station Manager's Distribution List
FROM: Jens Rivera, LAX Airport Manager
SUBJECT: Meeting Minutes

1) Nomination of Co-chair for Station & Cargo Mgrs Mtg. - *Leigh Hatayama on behalf of Jens Rivera*

Nominations are being sought for Co-chair of the Station & Cargo Managers Meeting. The Co-chair will assist in developing the agenda and bringing issues to the attention of the LAX Airport Manager. Nominations may be forwarded to Jens Rivera via email jrivera@lawa.org or by phone at 310-646-4267.

2) Debriefing on "Power Outage After Action Briefing"- *Len Sloper on behalf of Raymond Jack*

Mr. Sloper reported on the meeting organized by LAWA and attended by members of the FAA, Southern California regional airports, and LAX Station Managers. The purpose of the meeting was to try and understand what happened regarding the power outage at the Palmdale Station on July 18th, to determine what can be done to prevent another outage, and to establish a working group/subcommittee of representatives to determine from a systemic point of view ways to prevent such incidents from occurring in the future.

The FAA was confident that the incident was a very strange anomaly. They do not fully understand why the equipment failed, however, they believe that they can fix the problem. The incident at the Palmdale Station involved a high technology switching device that determines where the power comes from that is powered by batteries. The power that comes into the building actually recharges the batteries. When the power pole was struck, power coming into the building was cut off; however the power on the switching device stayed active. Generators came online immediately to continue charging the batteries. An hour later another piece of equipment that determines where the power comes from that runs the multiple redundancy features built into the system misunderstood what was happening and subsequently shut the entire system down. That particular piece of equipment has been sent to the manufacturer to be examined.

The purpose of the working group will be to meet and focus on ideas to prevent future occurrences. Anyone interested in becoming a member of the working group may email Len Sloper at len.sloper@cox.net, or Jens Rivera at jrivera@lawa.org.

3) Ground Handling Issues-*Len Sloper on behalf of Raymond Jack*

LAX is developing a Ground Handling Certification Process for all ground handlers at LAX. The purpose of the certification is to increase safety, have better accountability of equipment, and determine minimum standards of training and protocol. The airport will work collaboratively with the carriers, and the companies they employ to do ground handling, to develop and institute the certification. Ground handlers are defined as anyone who works on the ramp.

An email will be sent out to the Airline Station Managers within a month to invite representatives of the carriers to get together to help write the certification.

The current timeline is to have the certification written and ready for approval in January, 2007, with any adjustments to be made by February, 2007 in order for the Board of the Board of Airport Commissioners to approve it and be available for implementation on July 1, 2007.

4) Update on Baggage Handling & Remote Baggage Check-In-*Len Sloper*

One of LAWA's strategic goals is to increase customer satisfaction. One of the action items given by the Board of Airport Commissioners is to implement a remote off-site baggage check-in. The airport has chosen Bags Inc. to come up with a pilot program to institute the service. Bags Inc. is currently working with several domestic carriers in Orlando and San Francisco providing off-site baggage check-in. The goal is to have this service up and running by mid-September.

Protocols need to be established with the airlines, including how the bags will be screened, how they will get to the carriers once they are screened, etc. This service will be available for domestic carriers only. TSA ruled that the procedures for international travel are significantly different. Possible locations to establish the service include hotels, parking lots and the FlyAway bus terminals.

Customers are charged by the baggage handling company. Rates are typically 5-10 dollars per person for two bags. Bags Inc. will, upon checking in the bags, be able to issue boarding passes and bag tags. Potential costs for the airlines include transporting the bags from the baggage check-in location to the aircraft. The old TWA hangar is a possible site for the baggage distribution. The airlines as a group will need to get together to figure out if they will contract with a company to provide the transporting or whether they will retrieve the bags themselves.

5) Update on Runway 25L-*Jake Adams*

On Friday July 29, 2006 at 11:00 p.m. Runway 25L will close to put into place all of the safety aspects needed before demolition of the runway. This will take approximately 2½ days to complete. Monday after the closure is in place there will be a new temporary taxiway in place called Charlie Charlie at the east end of the airfield which will take the place of Fox Trot. Gulf, Sierra Tango, and Uniform will still be operational. These four taxiways will be the primary access point for the tenants on the south-side of the airport. LAWA is working hard to keep the contractor on schedule to have the runway back and operational by March 25, 2007.

Two websites have been established; one for the public and one specifically for our tenants containing detailed information on the closures. The website will be available on Friday, July 28, 2006. The airport managers' office will make the website address available via email or SITA.

Email notification of the website was sent on August 1, 2006. Please contact the Airport Manager's Office if you did not receive it.

6) Smarte Carte Luggage Carts – [Karen Tozer](#)

Last month Smarte Carte completed the replacement of the cart management units and all of the luggage carts. Smarte Carte has already experienced carts missing from the passenger service areas; carts have been located out on the ramp, and in various areas of the terminals. Do not use carts for moving equipment or supplies. Doing so decreases the inventory which is based on passenger need. If you have old carts, please return them to Smarte Carte as they will not fit in the new cart management units and will damage them if you try to do so.

Keith Fitzgerald and Maricel Elamin of the LAWA Concessions Management Division both manage the Smart Carte contract and have direct access to many of the other service contracts here at the airport. They can be reached at the main line of the Concessions Division (310) 417-6476.

7) Wireless Internet Access Service – [Karen Tozer](#)

The wireless internet contract was awarded to T-Mobile in April. The installation is currently going through the LAWA construction approval process. The service is expected to be up and running by November 2006. There should be no interference with any airline proprietary wireless service.

8) 2006 Air Passenger Survey – [Ross Vitale](#)

LAWA will be conducting air passenger surveys for departing passengers in all terminals from Monday, July 31, 2006 through August 13, 2006. Surveys will be random and conducted after passengers have cleared the TSA Screening Stations in the gate hold area. Surveyors will be identified by an apron that reads "J D Franz Research" as well as a letter from LAWA with contact numbers in the event passengers have questions regarding the survey. LAWA will conduct approximately 7500 surveys; each survey should take no longer than eight minutes.

All agencies including LAXPD and TSA have been made aware of the surveys to be conducted.

Surveys will also be conducted in October 2006 for two weeks. Results of the surveys are specifically for LAWA; however if you would like to see the results please email Ross Vitale at rvitale@lawa.org.

9) FAA Update – [Marv Shappi](#)

On Tuesday, July 26, 2006 there was an incident involving two aircraft. An air shuttle landed on Runway 25L and exited the runway at Taxiway Mike. The pilot was advised to hold short Runway 25R. FAA received a clear read back to hold short of 25R. A Skywest Brazilian cleared for take off at intersection Gulf on runway 25R. Essentially there was a departure at Gulf and an airplane exiting at 25L at Mike with 3200 feet clearance. The air shuttle did not

stop, and actually taxied onto runway 25R. Once observed the tower put out a transmission very quickly about unauthorized traffic crossing down field. The Skywest pilot being very alert lifted his aircraft off the runway 20 to 30 feet without delay and had a slow climb right over the air shuttle which was about 30 to 50 feet on Runway 25R. It was a close incident, it was a pilot deviation and the paperwork has been submitted accordingly.

10) Pandemic Posters – *Nancy Castles*

A newly produced poster promoting good health is available for employee lounges and lunchrooms. The U. S. Center for Disease Control and Prevention says the best way to protect yourselves and others from illness is handwashing. The posters also offer information on ways to prevent passing germs to friends, family and coworkers, as well as appropriate times to wash your hands. The posters also offer the following websites for persons to obtain further information; www.cdc.gov and www.lapublichealth.org .

These posters will be distributed to the tenants of the airport beginning in August. These posters are not being posted in any of the public areas of the terminals.

11) Other

LAWA - *Nancy Castles*

Monday, September 11, 2006 will be the fifth anniversary of the 9/11/01 terrorist attacks. We are working on a Circle of Unity to be held at the Theme Building at 12 noon. Also, that evening Mayor Antonio Villaraigosa will be coming to the airport to do a light switching ceremony for the pylons. The pylons will be turned back on the evening of September 11, and will display the colors red, white, and blue.

FBI – *Kevin Harmon*

Reminder employees need to be extra vigilant regarding security at the airport. I.D. cards need to be clearly displayed. Do not be afraid to ask anyone for identification if they are not clearly displaying an I. D. card. Unattended bags should be checked out and reported to LAXPD if necessary. Employees need to be awake and aware when watching aircraft. Keep your eyes open during these unsettled times.

Secret Service – *Jessie Johnson*

Next week along with Delta Airlines the Secret Service will be putting on a counterfeit currency briefing. Any employees needing counterfeit currency protection and/or training may call 310-215-2522.

Respectfully Submitted,

Monique Bell
Transcriber

Approved,

Jens Rivera
Airport Manager