



LAX

Los Angeles World Airports

**STATION and CARGO MANAGERS' MONTHLY MEETING OF
May 31, 2007**

TO: LAX Station and Cargo Managers
FROM: Jens O. Rivera, Director of Airports Operations
SUBJECT: Meeting Minutes

1) Introductions – *Raymond Jack*

Raymond Jack chaired the meeting on behalf of Jens Rivera.

Mr. Jack reviewed the first handout: the LAX Operations organization chart with contact names, phone numbers and email addresses. Please note that after the re-organization, Bus Operations and Gate Assignments are under the Airport Operations Control Center. Ticket Counter and baggage carousels assignments are under Terminal Operations. The chart is also posted on the Bulletin Board on the LAX Operations website <http://www.lawa.org/aiops/stationNcargo.cfm>.

The second handout is the JD Powers Airport Satisfaction Survey report. LAX is rated sixth from bottom, which is an improvement from being second from the bottom last year. We are moving in the right direction in efforts to provide a good, quality travel experience for all travelers. Please see report at <http://www.jdpower.com/press-releases/pressrelease.aspx?ID=2007077>.

2) Transportation Security Administration update – *Douglas Rae, TSA*

Mr. Rae stated Deputy Federal Security Director, Ron Olguin has been ill but he is expected to come back. Mr. Jason Pantages, new to the Deputy FSD position will take over the managerial processes until Mr. Olguin's return from leave.

Mr. Rae stated TSA processed 700,000 people through the security check points during the 7-day Memorial holiday period. On May 25th, the Friday before the weekend, TSA processed 115,712 people, the most ever processed since Mr. Rae has been the AFSD of screening. There were only four incidents of a wait time of 30 minutes or more. TSA considered the weekend a huge success.

Mr. Rae announced there will be an additional 54 Transportation Security Officers within a week to a bring the total to 2205 TSO's for this summer. Staffing is at its full complement.

3) LAX USO Office – *Mike Teilmann, USO*

Mr. Teilmann gave a Powerpoint presentation about the background and purpose of the Bob Hope Hollywood USO at LAX. It is an independently operated non-profit organization open 24 hours a day. It provides rest and comfort to US military personnel and their families in the LAX Central Terminal

Area while they wait to catch their flights. It served 38,000 people last year. Mr. Teilmann announced that the USO also coordinates homecoming events for the soldiers.

Bob Hope Hollywood USO is located at 203 World Way, Suite 200, on the Arrival level. It is directly across the street and between Terminals One and Two, about 100 feet from Encounter Restaurant. Mr. Teilmann requested the support of airport and airlines personnel to direct military personnel to the USO when asked.

4) Soldiers remains returning from Iraq - *Lt. Hart, LAPD*

Lt. Hart reported the military has contracted for those killed in action to be flown back by private jet and typically arrive at the FBOs. Very few are coming back on commercial airlines. LAPD coordinates with TSA, LAFD, Coast Guard, Airport Police, etc. to provide an appropriate and honorable arrival. LAPD and Airport Police are not always notified of arrivals on commercial airlines. An airline or FBO should contact Lt. Hart at 310-646-2255 to coordinate an arrival. LAPD and all other agencies are welcome to support and pay respects at an arrival.

Nancy Castles, LAWA PR, reiterated that in cooperation with the military, arrival of remains are not announced to the media. The media is requested not to take pictures or video of any arrivals of remains at LAX.

5) Air Carrier Operating Permit (ACOP) update – *Shirlene Sue*

Ms. Sue reported that the First Amendment to the Air Carrier Operating Permit (ACOP) to extend the term until January 31, 2008 was distributed by mail on May 21st. It needs to be executed and returned no later than June 30, 2007 to ensure a continuous permitted status. Please contact the Airfield Permits Office at 310-215-5464 if copies have not yet been received.

Ms. Sue stated all following items need to be in place before it can be fully executed by the Airport: insurance must be approved, the Faithful Performance Guarantee on file with LAWA must be in the amount required, and accounts receivables must be current.

An updated Airline Information Form is requested in addition to an updated DARO form. For those whose badges expire on June 30, 2007, please turn in the information sooner. The Badge Office typically requests two weeks advance to renew badges.

6) Motor Vehicle Operating Permit (MVOP) – *Harmony Jones*

Ms. Jones announced the Permits Office is in the process of renewing Motor Vehicle Permits for the ones expiring June 30, 2007. The Office is also renewing annual decals; all decals expire on June 30, 2007. Notices and instructions for renewal were mailed out over a month ago. Please contact the Permits Office at (310) 215-5464 if there are any questions.

7) Taxi Lane C-10 project status – *Raymond Jack*

Mr. Jack reported Taxi lane C-10 is subject to ongoing problems due to the damage from jet fuel, heat, and weight from aircraft. All LAX taxi lanes need to be re-done with concrete, projects that will entail long closures. Currently, there are minimal closures with the C-10 work. Closure are generally 2-3 days at a time. The upcoming work on C-10 will occur during the midnight hours in the summer. American Airlines and TBIT carriers and ground handlers may have to tow aircraft further south to work around the construction. There could be some operational delays due to the towing operations

in and out of C-10. Analysis and determination of whether to create a new taxi lane or have C&M do a longer term proper repair entails more planning and phasing that will take place at later time.

8) Terminal Evacuation Plans and Manuals – Leigh Hatayama

Mr. Hatayama reported Terminal Operations is working on the revisions and updates of the Terminal Evacuation Plans for all terminals at LAX. The re-population plan will impact airlines operations the most. Terminal Ops will work with the airlines and tenants of each terminal and provide “train the trainer” sessions this summer.

9) North In-line safety plan - Leigh Hatayama

Mr. Hatayama announced the north in-line baggage project will begin in September 2007. There will also be a construction safety plan developed this summer. TBIT is the only terminal that currently has the plan in place and it has proven to be very successful. Mr. Hatayama stated the project purpose is not to re-invent the wheel but to incorporate the safety policy the tenants already have in place to ensure the project remains safe.

10) Pilot Program - Courtesy Notification System (CNS) – Lewis Winslow

Mr. Winslow reported the Airport is working on a Courtesy Notification System in the event an incident occurs that may impact operations. The first step for this project is to develop a database with airlines and tenants managers. The request is for the submission of the name of one person from each company, including email address or text message number. The form will be post on <http://www.lawa.org/airops/default.cfm>.

Mr. Winslow stated it is going to be a one way communication. The CNS will send a message out but not request a response or be able to respond to individual inquiries. The project is in the test stage. Please send the information form back to ensure you are on the CNS list.

11) Westwood Flyaway - Nancy Castle

The LAX Flyaway is expanding on June 14, 2007 to Westwood. This is the 3rd location of a total nine Flyaway locations expected to be completed by 2015.

The Westwood Flyaway does not have overnight parking except weekends. LAWA badged personnel are eligible for the rideshare discount for this commute; \$60.00 for a monthly pass or a \$2.00 one way fare.