



LAX

Los Angeles World Airports

**STATION and CARGO MANAGERS' MONTHLY MEETING OF
October 26, 2006**

TO: LAX Station and Cargo Managers
FROM: Jens O. Rivera, LAX Airport Manager
SUBJECT: Meeting Minutes

1) LAX Terminal Managers – *Jens Rivera*

Mr. Rivera introduced Leigh Hatayama, Terminal Operations Management Airport Manager. Mr. Hatayama described that a Superintendent of Operations has been assigned to work with the tenants of the terminals and serve as the LAX point of contact for issues regarding customer service, infrastructure, concessions, maintenance, gate utilization policies, etc. Mr. Hatayama provided a 24/7 contact number (310) 417-0721 along with contact names for each Terminal. (See attached memo.) The information will also be posted on the LAX Airport Operations website www.LAWA.org/airops under Terminal Operations.

2) Remote Baggage Check-In Project – *Mike Biagi*

Mr. Biagi gave an update on the remote baggage check-in project. BAGS Inc. is currently working with 10 airlines at LAWA. The Port of LA, the LA Convention Center and the FlyAway currently provide remote baggage check-in for a fee. In the program, bags are put in a secure location on a bus and off loaded at a location at the Tom Bradley International Terminal by BAGS employees. The service charge is \$5.00 per person with up to two bags.

3) Reduced Operational Capacity – *Jens Rivera*

Mr. Rivera discussed the reduced operations caused by the construction of runway 7R 25L. Mr. Rivera also suggested airlines come up a plan in case their flights are diverted to Ontario due to bad weather or other conditions. (i.e. Will the plane sit on the ground at Ontario or will the Airline bus passengers from Ontario to LAX?)

4) LAPD Pilferage Video Presentation – *Lt. Hart/Officer Arellano*

Lt. Hart stated that there are a small number of employees who are involved in crime on the ramp. He introduced LAPD Officer Bob Arellano who provides training to new employees of companies which handle baggage and/or cargo. Officer Arellano showed a video he uses as a part of the training with an employee involved in theft being arrested and taken into custody. The video has proven to be an effective training/crime deterrent tool.

5) LAX Agencies Update

TSA - Mr. Rae discussed the Aviation Direct Security Program (ADSP). TSA Inspectors will be conducting random security screening at the over 900 access points at LAX.

The TSA Holiday Plan is in place. TSA anticipates higher levels of passenger traffic from last year's holiday season. TSA screening personnel are fully staffed.

Airport Police - Captain Fitchpatrick stated that LAX remains at Homeland Security Threat Level Orange (Vigilant). There are new rules for cargo areas. Cargo areas are now Security Identification Display Areas (SIDA) and must be in full compliance by January 27, 2007. Airport Police personnel have begun marking areas with yellow paint in the cargo areas. Escorts will significantly change (there are currently 350 deliveries per 24 hour period at LAX). There will also be more inspections and random employee screenings.

Lt. Stallings said crime is down all over LAX. There were 181 crimes reported in September. The crime statistics are down 28% year-to-date. Lt. Stallings invited all present to attend the monthly Airport Police Ramp Pilferage meeting. The meetings are held on the first Thursday of each month at the Airport Police station.

Security Badging Office - Ms. Erin Henning discussed new federal escort requirements. Everyone who escorts will be required to go through training and an additional icon will be added to the LAWA Badge. The training will begin on November 13, 2006. No one will be permitted to escort who has not provided necessary documents and gone through the training.

Station Managers are reminded of the opportunity for coffee and conversation at Café LAX held on the second Thursday of every month in the Tom Bradley International Terminal Special Events Lounge.

Respectfully Submitted,

Dolly Ling
Transcriber/Secretary

Approved,

Jens O. Rivera
LAX Airport Manager



Los Angeles World Airports

Date: October 23, 2006
Memo To: LAWA Divisions
From: Leigh Hatayama, Manager, Terminal Operations
Subject: Terminal Operations Contact

Terminal Operations has been given the task of managing the LAX terminals. Organizationally, a Superintendent of Operations has been assigned to manage and work with the tenants of the terminals.

The responsibilities of the terminal managers will be focused on our role as the “go to” person for issues concerning customer service, resolving of issues related to infrastructure, concessions, maintenance, security, gate utilization policies and procedures, and space allocation issues. Our aim is to provide a seamless experience for the passengers transiting LAX.

Accordingly, we have developed a system that will provide better communication for all of our customers using our main phone number, 310-417-0721. This will be the primary number to use between the hours of 0700 and 2300 hours for all terminal operations issues.

Primary Contact for the Terminals:

Terminals 1 and 2	David Reynolds
Terminals 3 and 4	Mark Logan
Terminals 5 and 6	Grant Mollman
Terminals 7 and 8	Ken Ito
TBIT and Cargo	David Cardenas and Richard Croul

During the swing shift hours, the Superintendent of Operations is Michael Vas. He may be reached at the same main phone number. Also after normal business hours, 8:00 a.m. 5:30 p.m., the primary contact will be automatically transferred to the individual’s cell phone.

In addition, the Airport Information Services (Ambassadors and VSRs) manager is Raymond Graham. He may also be reached through the main phone number.

If you have any questions or comments, please feel free to call or email me at your convenience.

LH:jh