

“LAX on the MOVE” Airline Terminal Relocation: FAQ



SUMMARY

What?

Over a five-day period in May, one-third of our nearly 70 airline partners will relocate their operations, many of them to new terminals, others to new ticket counters in their current home. Each airline will complete its relocation overnight and resume operations in their new location the following morning.

When?

The moves will take place after the last flight departs on the nights of May 12th, 14th, and 16th, with new locations effective the first flights mornings of May 13th, 15th, and 17th, respectively.

Why?

The finely choreographed events take place as Delta Air Lines relocates from Terminals 5 and 6 to Terminals 2 and 3, furthering our progress toward our vision of a Gold Standard Airport. The coordination and cooperation among the airlines involved has been impressive and mirrors the importance that we all place on the guest experience at LAX. The end result will be more efficient airline operations between all partner carriers, and planned facility improvements for Terminals 2, 3, 5, and 6.

Who?

In total, 28 airlines are involved, and 21 airlines will be changing their terminal numbers for check-in counters, gates, or both as a result of the May relocation. Impact to carriers outside the 21 include changes to ticket counter location inside current terminal and changes to partner airline locations.

How long have Delta and LAWA been working on the move?

There have been discussions about it for 2 years, but in reality the work to enable this move began about a year ago, with the bulk of the work being done over the past 8 months. Often moves that are much simpler take a year if not more to execute.

What has been the most challenging aspect of this project?

The complexity and timeline. Nothing this complex has ever been tried in this short a period of time.

TERMINALS

How will I know which terminal to go to?

Passengers should remain aware of their departure gates. Terminals correspond with the first number of the departure gate (Gate 21 is in Terminal 2) with the exception of Tom Bradley International Airport, which houses Gates 100-159. Uber, Lyft, Waze, and other transportation services, as well as hotel and car rental shuttles, buses, etc. will be made aware of the relocation.

All signage leading into and within in the airport will be updated. In addition, during May 13 to May 17 there will be curbside volunteers to help redirect passengers to correct terminals.

What if I'm dropped off at the wrong terminal?

Between May 13 and June 13, additional bright green buses will complement existing airport buses by shuttling curbside passengers between Terminals 2/3 and 5/6. In addition, there will be curbside volunteers wearing bright green vests to help redirect passengers to correct terminals.

How do I transfer between terminals?

For connections between Terminals 4, 5, 6, 7, 8, and TBIT, passengers are encouraged to utilize secure tunnels and walkways connecting these terminals using the South Terminal Connector Map at <http://www.lawa.org/uploadedFiles/LAXisHappening/pdf/LAX-CTA-South-Tunnel-Map.pdf> For connections between Terminals 2 and 3, Delta will introduce secure bussing between those terminals and the Tom Bradley International Terminal (TBIT). Additionally, between May 13 and May 17, Delta will operate buses between Terminal 5/6 and Terminals 2/3 for secure connections between the north and south side of LAX.

Where should I go to pick up passengers when check-in is in one terminal, and departure/arrivals in another?

Passengers and baggage can be picked up on the Lower/Arrivals Level of the terminal where flights depart and arrive.

How will TSA be impacted by the moves?

It will not – they will continue to process passengers as usual. In Terminal 2, Delta is installing an innovation lane that will be operational May 17th. In addition, there will be some change to the queuing for the lines for security in Terminal 2 and Terminal 3. However, signs will be used to help passengers understand the changes.

Will TSA stop me from going to the wrong terminal?

No, because a same day boarding pass can be used to enter any LAX terminal. During the week of the move, there will be upwards of 120 volunteers assisting with wayfinding in front of and behind security screening for both local and connecting passengers. Staff will be available to redirect you before you pass through the checkpoint. If you have gone through screening and are in the wrong terminal, you can still get to your flight using walkways, and tunnels in the south terminals (Tom Bradley International Terminal, 4, 5, 6, 7, 8) and airfield shuttles that will transport passengers.

How will terminal concessions be impacted by the moves?

None will be impacted by the move, although Westfield is undergoing a separate concessions renovation project in Terminal 3, so several of the vendor spaces will be under construction.

TRAVELER TIPS

How early should I arrive at the airport?

Passengers on involved airlines departing out of LAX between May 13 and May 17 should plan to arrive at the airport three hours prior to departure for domestic flights and four hours prior to departure for international flights.

Which terminal do I go to for a flight scheduled to depart after midnight?

Airlines are scheduled to move after the last flight of the night departs.

If your flight departs between midnight and 4:00 am the next day, check-in online and download and or print your boarding pass. Most times, boarding passes include terminal and gate information. When in doubt, check with your airline.

Will my airline retain club access for club members?

Yes.

Where do I find more information on the move and how can I keep up to date?

The latest move information can be found at www.laxishappening.com/LAXontheMOVE and by following LAX on Twitter @flyLAXairport, #LAXontheMOVE or Airport Police @LAAirportPD

“LAX on the MOVE” FACTS AND FIGURES

How many total airlines are involved in the move?

28. Some are relocating to new terminals, others will move to new ticket counters in their current terminals.

Are all moving to different terminals?

A total of 21 airlines are moving to new terminals. Six airlines have already relocated to new terminals.

How many airlines are moving May 12, 14 and 16?

15 airlines are physically relocating to another terminal between May 12-17.

What time will the airlines that have moved overnight, be ready for operations the next day?

By 5am, in time for first flight operations or earlier depending on when their ticketing counters open.

How much construction has been done to support the move?

Over 1 million square feet of construction.

How many new signs are needed for the move?

Nearly 1000 signs have been modified or created as part of the move.

Will changeable message signs will be used?

Yes, 20. Some will be located along Century and Sepulveda Boulevard to communicate with travelers as they enter the airport.

How many aircraft will need to be towed each night of the move to stage for operations at their new terminal locations?

A total of 8 aircraft will need to be towed to their new terminal locations during the move.

How many aircraft usually Remain Overnight (RON) at LAX?

It's not unusual for LAX to have 18 to 20 aircraft remain overnight.

Besides signs and towing aircraft, what is an example of what else needs to be moved for the airlines each night of the move?

Ticket/gate counter millwork and equipment, all IT equipment, all ramp/ground service equipment (tugs, carts, fire extinguishers, etc.), all safety devices (cones, barricades, etc.), stanchions (for ticket & gate queues), bag sizers, boarding elements, break rooms (lockers, time clocks, microwaves, chairs, water coolers, 5 gal jugs of water, vending, tables, refrigerators), offices (furniture, filing cabinets, safes, chairs, artwork, whiteboards, bulletin boards), pilot and flight crew lounges (sofas, recliners, desks, computers, chairs, tables, files, shelving units for crew bags, crew uniforms), storage areas (extra paper and cleaning supplies, aircraft provisioning supplies, blankets, pillows, in-flight magazines, safety information cards, archived files, printer stock, seasonal decorations), tool rooms and parts stores (mechanics' toolboxes and tool bags, specialty tools, shelving units, parts, from individual screws to aircraft lubricants, and replacement seat upholstery, seatbelts, etc.)

Besides moving the airlines and aircraft, what are some of the other logistical items need to be coordinated and moved each night?

Installation of new holdroom seating, flooring/carpeting, kiosks; updating flight/gate/lobby/baggage information terminal displays; ramp tower and gate management

coordination; activation of modified baggage systems; activation of new/modified club space; activation of landside/airfield bus gates/service; Coordinate logistics for safety, wayfinding - roadway, curbside, interior, and back-of-house (employee) sign changes, IT many computers and printers; flight information services, airline go-live teams and corporate brand personnel (signage/brand, stanchions, floor mats, etc.); ground handlers and passenger services (Passenger Boarding Bridge, Baggage Handling System, above-wing, and below-wing services, wheelchair services, bag portering, skycaps, etc.)

How many total computers will be moved?

Over 3000.

How much fiber optic cable has been installed in preparation for the move?

26.5 miles, the length of a marathon.

Nearly 400 miles of computer cable has also been used, roughly the distance between LAX and San Francisco (386 miles).

How many movers will be needed to execute the move on May 12, 14 and 16?

Approximately 170 movers each night

Approximately 50 move helpers (hold doors, help direct movers, etc.)

How many moving trucks will be used?

Ten moving trucks will be used each night:

- 4 dedicated to ramp areas
- 6 dedicated curbside

5/4/17