



Passenger Assistant Program

Please see the attached letter from Executive Director, Gina Marie Lindsey announcing this year's Passenger Assistance Program.

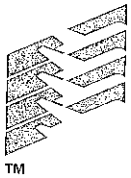
For questions or comments regarding this program please contact Gail Gaddi, Volunteer Information Professionals (VIP) Program Volunteer Program Manager (424) 646-7455.

Issue Date: November 19, 2013

Subject: Passenger Assistant Program

*The LAX Operations Advisory will be posted on LAWA's Airport Operations web site and can be retrieved at <http://www.lawa.org/aiops.aspx>





Los Angeles
World Airports

November 19, 2013

Dear Colleagues,

With the busy holiday season upon us, we are deploying our employees to assist passengers on a limited, short-term basis, as we have done for the past five years. You may see our employee volunteers in their red Holiday Helper attire assisting on the departure level on the following days:

Wednesday, November 27
Monday, December 2
Thursday, December 19
Friday, December 20

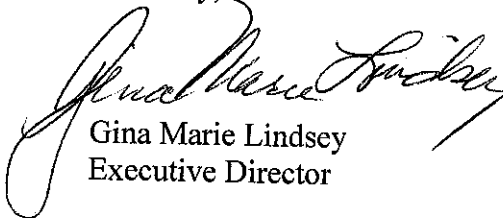
As they work their assigned terminals, they may approach your staff to find out how they can be of assistance. Please share this information with your staff members to alert them of our presence and our offer to help.

Our employees' assignment is simply to provide passenger information, giveaways and smiles to help create a friendly, customer-service driven environment and help alleviate anxiety as people wait in long lines to begin their holiday travel.

This is a wonderful opportunity for our employees to educate themselves on what you all deal with on a daily basis and puts us all in touch with our passengers. It's a good reminder that getting our passengers to and from the planes is the core of what we are all about.

If you have any questions about this employee volunteer program, please feel free to contact Gail Gaddi of the Customer Service Division at (424) 646-7455 or ggaddi@lawa.org. We thank you for this opportunity and hope for a very busy and wonderful holiday travel season!

Sincerely,



Gina Marie Lindsey
Executive Director

cc: Barbara Yamamoto

GML:BY:by

