

## **5. Terminal Operations**

### **5.1. ADA Wheelchair Service Providers**

For purposes of this section, disability is defined per ADA Amendments Act, 29 CFR Part 1630, as amended. Passengers shall be considered disabled if the passenger states that any of the provisions listed in 29 CFR Part 1630 applies to them. Evidence of such disability is not required. This section shall apply to any passenger requesting wheelchair service, see 3.25 for additional ADA regulations. Contracted ground transportation providers on LAWA property shall be subject to random inspections by the General Manager or designee.

- 5.1.1.** Motorized ADA Terminal Transportation Vehicles (TTV) shall not exceed walking speed.
- 5.1.2.** The following regulations apply to the Tom Bradley International Terminal (TBIT) and West Gates at Tom Bradley International Terminal (West Gates at TBIT):
  - a. ADA TTVs shall only be parked in areas approved in writing by the General Manager.
  - b. ADA TTVs shall be used for disabled passengers only. Accompanying party may use the ADA TTV if it will not delay or negatively impact any other ADA requests.  
  
**NOTE:** The ADA TTV between TBIT and West Gates at TBIT is available for use to all persons.
  - c. Six passenger or larger ADA TTVs are prohibited in the TBIT Bus Gate Area (IWBt).
  - d. Wheelchair Service Providers shall store equipment in leasehold areas only. At no time shall equipment impact accessible routes, the clear flow of traffic or prohibit free access to emergency exits.
  - e. Wheelchair Service Providers shall not leave unoccupied equipment unattended.
- 5.1.3.** Wheelchair Service Providers shall not push more than one occupied wheelchair at a time.
- 5.1.4.** Wheelchair Service Providers shall ensure a sufficient number of attendants are present to meet routine operational demand.
- 5.1.5.** Wheelchair Service Providers shall meet the ADA shuttle within 15 minutes of notification.
- 5.1.6.** Wheelchair Service Providers shall not place more than one medical device, bag and one carry-on on a passenger's lap.
- 5.1.7.** Unless dismissed by the passenger, wheelchair Service Providers shall not leave passenger unattended for more than 30 minutes.

- a. Wheelchair Providers/airlines shall check with passenger requesting such services at least every 30 minutes when not continually in their care.

**5.1.8.** Wheelchair Service Providers shall accompany passenger with connecting flights until appropriately transferred to the receiving airline, ADA shuttle or dismissed by the passenger.

**5.1.9.** Wheelchair Service Providers shall not solicit gratuities from passengers, nor make any inference that gratuities are necessary.

**5.2. Bag Room (Interstitial/Interline/Inbound Bag Drop)**

**5.2.1.** No through traffic is permitted through the TBIT interstitial bag room.

**5.2.2.** Speed shall be kept at five (5) mph at TBIT Interstitial Bag Room and three (3) mph for the Interline Bag Room.

**5.2.3.** All posted signs and roadway markings shall be followed.

**5.2.4.** Interline traffic is ONE-WAY only.

**5.2.5.** No passing allowed.

**5.2.6.** No diesel or gasoline powered equipment allowed. Propane or electric powered equipment only unless approved by LAWA due to operational needs.

**5.2.7.** No idling of engines allowed. Vehicle or equipment engines shall be turned off when not in use.

**5.2.8.** No parking or staging of vehicles or equipment on the painted, yellow-hashed pedestrian walkways.

**5.2.9.** All baggage containers and carts shall be transported with its curtains and/or doors closed, stowed, and secured.

**5.2.10.** No transporting of baggage or cargo allowed on top of carts or containers.

**5.2.11.** Only the approved service provider's equipment is allowed to park or stage in the bag room.

**5.2.12.** No storage of equipment allowed. Staged equipment shall be for operating flights only.

**5.2.13.** No more than eight baggage carts, dollies, or combination thereof, are allowed to be staged at any TBIT sort pier.

**5.2.14.** Towing of equipment shall be restricted to the following:

- a. One (1) – LD 7 Dolly
- b. Two (2) – LD 8 or LD 11 Dollies
- c. Three (3) – Baggage Carts
- d. Four (4) – LD 3 Dollies

**5.2.15.** Only dollies of the respective ground service provider are allowed to park abeam the sort pier being utilized at TBIT. No encroaching past the yellow centerline allowed.

**5.2.16.** [Rescinded]

**5.2.17.** All trash or refuse shall be disposed of in an appropriate receptacle.

**NOTE:** See Section 3.22 Trash, Recycling, and Composting.

### **5.3. Code of Conduct – Terminals**

**5.3.1.** No badged or uniformed employee is allowed to lounge, sleep, or eat in common areas (gate hold rooms or lounge areas) intended for passenger's use.

**5.3.2.** All bicycles shall be secured on bike racks only. Any bicycles secured other than to a bike rack, i.e. handrails, are subject to confiscation.

**5.3.3.** No badged or uniformed employee may rearrange or move terminal furniture unless authorized.

**5.3.4.** No LAWA Badged employee, vendor or contractor shall utilize conveyances at TBIT/MSB, except service elevators, to transport goods of any type, unless authorized by Airport Operations.

**5.3.5.** No person shall place, store, discharge or abandon any item in a public area, corridor, stairwell, restroom, delivery area, loading dock or trash dock.

### **5.4. Common Use Areas/Equipment**

**5.4.1.** All common use areas and equipment shall be kept orderly and to be left in proper working condition for the next user.

**5.4.2.** Each air carrier shall inspect its assigned common use equipment/area for functionality at the beginning and end of each assignment period. Discrepancies shall be reported immediately to the Los Angeles World Airports (LAWA) Airport Response Coordination Center (ARCC) at (424) 646-5292.

**5.4.3.** All common use areas and equipment configurations shall be returned to their normal condition after the end of each air carrier's assigned period.

**5.4.4.** Ticket Counters – Common Use (TBIT/Terminals 1, 2 and 6)

- a. An air carrier shall use a position only when it is confirmed by LAWA ARCC at (424) 646-5292.
- b. At any time that a position is not assigned to an air carrier, the air carrier with leased office space directly behind the counter may use a position to sell tickets or to provide other passenger assistance. An air carrier may use a maximum of one position in this manner.

- c. Air carriers shall not use drawers or cabinets for permanent storage. All drawers and cabinets will be emptied and left unlocked at the end of their assigned period.
- d. All common use equipment at each ticket counter position shall remain in a configuration that will allow any air carrier to perform its required check-in processes at that counter. All air carriers shall log off and blank out overhead displays and rear wall signage when the flight closes.
- e. No stock unique to a specific air carrier shall be left in printers.
- f. Each air carrier shall ensure that bag belt doors are properly secured during and at the end of the assignment period. This is a security issue; failure to comply may result in fines to the carrier.

**NOTE:** See **Appendix 10** - [TBIT Ticket Counter Assignment Protocol](#)

- 5.4.5.** The Airline Name Display System (ANDS) panel above the TBIT ticket counters shall be utilized no more than thirty minutes before the scheduled use of the respective air carrier.

**NOTE:** The information on the back-wall monitors are based automatically on the schedule from the Resource Management System (RMS).

- 5.4.6.** All deviation from normal protocols/procedures/operations i.e. festive decorations, on shared or public areas shall adhere to the following:
- a. Approval from the respective terminal manager.
  - b. A copy of the approval from the terminal manager on hand when the deviation occurs.

**NOTE:** Terminal Operations will assign TBIT ticket counters, as well as sort piers and baggage carousels, to the respective air carriers ahead of time. Assignment charts are distributed to station management via e-mail seasonally, or when operational needs dictate, or can be confirmed daily with LAWA ARCC at (424) 646-5292. Changes in the assignments due to day-to-day operations will be made by LAWA ARCC (424) 646-5292, in conjunction with the airline consortium and its baggage handling system (BHS) contracted company.

- 5.4.7.** All users of the TBIT West shared breakrooms shall comply with **Appendix 11** - [Shared Break Room Policy TBIT West Gates](#).
- 5.4.8.** All users of shared conference rooms shall comply with **Appendix 12** – [TBIT & MSC Conference Room Policy](#).
- 5.4.9.** E-Gate/Biometric boarding systems shall be used when available.

**5.5. Electronic Visual Information Display (EVID)**

- 5.5.1.** No one is allowed to tamper with any of the terminal EVID regardless of information being displayed (flight, gate, announcements, advertisements) unless authorized.

**5.6. Fire/Life Safety**

**See Section 08 - Fire and Safety for Fire/Life safety rules and regulations.**

5.6.1. [Rescinded]

5.6.2. Do not block, obstruct, impede access to, tamper with, or steal equipment intended for life saving purposes (Automated External Defibrillators (AED), Panic Buttons, Emergency Phones, Emergency Stair Chairs, etc.). Not complying with this instruction may result in point citations and penalties as outlined in **Appendix 03 - [SAFE Program](#)**.

**5.7. Gate Assignment and Utilization Policy Priorities at Los Angeles International Airport**

5.7.1. LAWA strives to achieve optimum utilization of all passenger processing, baggage handling and aircraft gate resources. The Gate Assignment and Utilization Policy Priorities (**Appendix 13 - [LAX Gate Use Protocols](#)** (GUP) and Minimum Usage Requirements (MUR) provides for scheduling purposes a comprehensive set of gates assignment and use rules, policies, priorities, and procedures that balance LAWA's goal of maximizing flexibility, competition and efficient use of limited gate facilities with the airlines varying operational needs at LAX. The document is made up of the following sections:

**LAX Gate Use Protocols – Common Use Schedules, Preferential Flights, Accommodation on Preferential Gates, Minimum Utilization Requirements**

- a. Common Use Gates – Schedule Submissions and Scheduling on Common Use Gates.
- b. Preferential Flights – Concept to provide greater certainty to airlines that have committed to a flight schedule that demonstrates relatively high utilization.
- c. Accommodation and Recapture on Preferential Use Gates
- d. Minimum Utilization Requirements – Requirement to ensure optimal utilization of Preferentially Leased resources.

5.7.2. LAWA has additional priorities established that build on the GUP to provide day of operation priorities to gate controllers to manage the operation. These priorities are contained in **Appendix 14**.

5.7.3. LAWA also has developed a protocol for the assignment of check-in counters based a number of criteria. These priorities are contained in **Appendix 10 – [Ticket Counter Assignment Protocol](#)**.

5.7.4. All airlines operating on Common Use Gates must adhere to either the published final seasonal flight schedule or the dwell time limits defined in the GUP. Failure to do so or failure to follow the direction of gate control to relocate an aircraft within 15 minutes of such Airport Directive to vacate a Common Use resource, shall result in additional Ramp Charges being assessed for each ¼ hour (rounded up to the next ¼ hour), as listed in the LAWA Annual Landing Fees document and denoted as "Ramp Charges".

**5.8. Passenger Baggage Carts (Smarte Carte)**

5.8.1. [Rescinded]

See “Section 03 – General” for Passenger Baggage Carts rules and regulations.

**5.9. Public Address (PA) System**

5.9.1. Use of PA systems other than business related messages or announcements is prohibited. Messages or announcements shall be done so in a professional manner, brief, concise, and kept to a minimum.

**5.10. Ramp**

5.10.1. No vehicle or equipment is allowed to park or block ramp emergency vehicle parking spaces.

5.10.2. No vehicle is allowed to park more than four hours on common use ramp parking spaces.

5.10.3. Only authorized vehicles are allowed to park on assigned ramp parking spaces.

5.10.4. No vehicle or equipment is allowed to park, stage, or traverse on the red-hash marked areas around the passenger boarding bridges.

5.10.5. No ground service equipment at aircraft gates shall be staged more than thirty minutes before the aircraft arrives and shall not interfere with ongoing aircraft service operations unless authorized by LAWA.

5.10.6. All ground service equipment shall be removed from the respective aircraft gate ramp immediately after the serviced aircraft has departed. Exceptions may be granted if the same ground service provider will be servicing the next aircraft arrival on the same aircraft gate ramp within thirty minutes.

5.10.7. No equipment staging is allowed other than areas identified with a white-hashed marking that indicates “GSE” or ground service equipment or on areas identified as Restricted Standby Areas.

5.10.8. No trash or refuse from aircraft cabins is allowed on the ramp and in ramp trash bins. Trash or refuse collected from aircraft cabins shall be disposed of immediately in trash compactors.

5.10.9. No ramp waste bins shall be overfilled.

5.10.10. No waste bins shall be blocked.

5.10.11. No areas designated for deliveries, i.e. loading docks, airport/vendor delivery areas, and compactors shall be blocked.

5.10.12. All waste stakeholders shall report to LAWA MSD when previous items 5.10.8 - 5.10.11 affects the ability to properly handle any waste stream.

**5.10.13. Airport/Vendor Delivery Program**

- a. AOA deliveries to any terminal shall comply with the delivery locations, times and/or restrictions outlined in the current version **Appendix 15 - [Airport/Vendor Delivery Program](http://lax.to/vendordelivery)** (<http://lax.to/vendordelivery>).
- b. All vehicles shall have the operator's contact phone number prominently displayed on the vehicle dashboard or window anytime the vehicle is parked on the AOA.
- c. Airport/Vendor delivery drivers shall undergo additional airfield training before being allowed to make deliveries to any terminal via the AOA.
- d. The driver will be subject to a citation for any violation of the Airport/Vendor Delivery Program.
- e. Vendor Delivery Areas are for active loading and offloading activities only.
- f. Breakdown of materials, sortation, reorganization, or palletizing of goods are not permitted within vendor delivery areas. Reorganization of goods must be performed off-site, in the warehouse, or within assigned concessions tenant lease hold.
- g. The vendor is responsible for timely removal of all property including but not limited to pallets, bread carts, and pallet jacks.
- h. The concessionaires and delivery companies are responsible for removal of all trash and FOD generated by the delivery activities to include plastic wrap, debris from broken pallets, and other such items generated by vendor deliveries.
- i. Utilization of another vendor's pallets without expressed written permission is prohibited.

**NOTE:** For propane cylinders, see Sections 9.2.4 and 9.2.5.

**5.10.14. Grease Interceptors**

- a. Tenants shall maintain the grease interceptor areas safe, clean, and free of refuse.
- b. Tenants shall immediately clean up waste spills, leaks, or drips with approved materials and/or methods.
- c. Tenants shall contact the ARCC (424) 646-5292 option 4, then option 2 in the event that a significant spill or leak (half-gallon or more) and/or if grease enters a storm drain.
- d. Tenants shall give notice of no less than two (2) weeks in advance to their respective Terminal Operations Manager when servicing the grease interceptors if access to the airfield is required.

**5.10.15. Used Cooking Oil Bins/Caddies**

- a. Tenants shall keep bins/caddies maintained in serviceable working condition, tops clean, and securely closed when being stored.
- b. Caddies shall be completely empty while on the ramp level.
- c. Tenants shall immediately clean up waste spills, leaks, or drips with approved materials/methods.
- d. Tenants shall keep spill kits within close proximity of bins/caddies ready for immediate use and replenish after every use.



- e. Tenants shall contact the ARCC (424) 646-5292 option 4, then option 2 if a significant spill or leak (half-gallon or more) and/or if it entered into a storm drain.
- f. Tenants shall follow up to ensure cleanup has been mitigated to an acceptable standard per the Terminal Operations Manager and Commercial Development Group (CDG) personnel.
- g. Tenants shall keep the spill containment berm area clean at all times to prevent grease accumulation on the floor.
- h. Cooking Oil Bins/Caddies shall only be placed in designated areas approved by Airport Operations.

**5.11. General Signs**

See Section 03 – General for Airport Signage and Wayfinding Rules and Regulations.

- 5.11.1. All permanent signage shall be approved by the General Manager or designee.
- 5.11.2. No temporary signs may be posted on any surface unless approved by the General Manager or designee.
- 5.11.3. All stand-alone and standee signs used by tenants shall be displayed only during the tenants' hours of operation. The stand-alone and standee signs shall be placed in the tenants' leasehold when not in use. Any stand-alone and standee signs left on display or abandoned are subject to confiscation.
- 5.11.4. [Rescinded]

**5.12. General Stanchions (TBIT)**

- 5.12.1. A minimum of five stanchions will be provided for each ticket counter position.
- 5.12.2. At the start of the assignment period, the stanchions will be clustered in front of each counter position as close to the counter as possible with no ribbons extended.
- 5.12.3. The locations of the stanchions and the arrangement of the ribbons can be done at the discretion of the assigned carrier during the period of authorized ticket counter occupancy, with the proviso that the outermost line of stanchions must be at least ten feet away from the center of the aisle.
- 5.12.4. Only placards complying with LAWA's applicable signage criteria may be placed on the stanchions in placard frames specified by LAWA.
- 5.12.5. The stanchion arrangement will not extend beyond the area directly in front of the assigned ticket counter positions unless conditions in the terminal require a different configuration.
- 5.12.6. At the end of the assigned period, the carrier whose assignment is ending will be responsible for returning the stanchions to the original positions of five or so stanchions clustered against the front of each counter, with no ribbons extended. However, after the last flight of the evening, the stanchions shall be left clustered just far enough away from the counters to allow for cleaning of the stainless-steel surfaces.



- 5.12.7.** The assigned carrier should check stanchions for working condition at the start and end of each assignment period.
- 5.12.8.** Damage to stanchions shall be reported immediately to the LAWA ARCC (424) 646-5292.
- 5.12.9.** No stanchions are allowed at TBIT boarding gates except for Gates 136 - 146.