

# LAWA Airport Response Team(ART)

In partnership with the Emergency Management Division and the Customer Service Division, Los Angeles World Airports (LAWA) has launched a new program, "Airport Response Team (ART)." The mission is to deploy LAWA employees to assist distressed passengers during incidents and emergencies with emphasis on face-to-face passenger care and communication in addition to general assistance as part of LAWA's overall coordinated response.

## THE TEAM

In partnership with the LAWA Emergency Management Division and the Customer Service Division, the ART will consist of teams of LAWA employees who would be deployed whenever there's an incident or emergency that requires supplemental assistance to passengers and operations. These employees would be from the general LAWA population, not employees who are regularly involved in emergency response such as Airport Police, Operations or Emergency Management, or employees who are regularly assigned to work in the terminals (Maintenance, Customer Service Representatives, Volunteer Information Professionals, etc.). Emergency responders and employees who regularly work in the terminals will have valuable roles during an incident, and may work with the ART, but would not be part of the ART.

## ACTIVATION

The Airport Response Team may be activated for emergencies or situations that have the potential to severely affect passengers. In most cases, the ART would only be deployed when the Department Operations Center (DOC) is stood up and the duration and magnitude of the incident is at a medium or high level.

## DEPLOYMENT

When the ART is activated, the team will be notified through LAWA's Everbridge notification system. The Everbridge message may include the general nature of the incident; the number of ART teams that need to report in; and the location to report.

In addition to the Everbridge notification, additional communication may include a call-down procedure as well as designated phone number that members can call for instructions, including a location to report to for details.

ART members may opt out of responding to an incident if personal circumstances prevent them from participating. Please note that if a member opts out of an incident three consecutive times, that member may be removed from the ART.

## TEAM RESPONSIBILITIES

With an emphasis on customer care, response and communication, ART members serve as facilitators, problem-solvers and liaisons between the scene(s) of the incident(s) and the Department Operations Center, LAWA's response center during emergencies. Responsibilities may include:

- » Identifying those with disabilities and special needs and obtaining/providing assistance
- » Assessing and identifying logistical and operational needs
- » Assisting with crowd control by putting up barricades or yellow tape
- » Assisting with repopulation of terminals after evacuation
- » Sharing information and updates with passengers through announcements
- » Answering questions and providing translations (for ART members that speak a second language)
- » Passing out water, snacks, blankets, formula, diapers, etc.
- » Assisting in the Department Operations Center with clerical and other duties
- » Answering customer calls on the Infoline (LAWA's public phone and email system)

These duties would be similar to those that are required under the City's oath

to provide assistance to the public during emergency situations, but will allow LAWA to deploy specially trained teams quickly.

## TEAM RESOURCES

Team members will be equipped with identifying vests and baseball caps, cell phones, batteries, bullhorns, handouts and backpacks equipped with whistles, flashlights, first aid basics and pens/notepads.

## BADGING/AIRPORT ACCESS

In conjunction with the LAWA Security Badge Office, ART members will receive an identification card to identify them as part of the ART team. ART members will need the I.D. card and their airport badge to gain access into the airport (in situations when access to the airport is limited).

## TRAINING

Training may include recurring classroom sessions, tours, and online training including the Federal Emergency Management Agency Incident Command System programs. In addition, the ART would be included in airport drills and exercises conducted by LAWA's Emergency Management Division. Following incidents or emergencies, a debrief will be held with the ART with follow-up training conducted periodically after the incident.

## WORK SHIFTS

ART members may be scheduled for up to 12 hours (shifts would be tied to Operational Periods when identified), but may not work more than 16 hours in one day. The number of hours would be scaled back depending on the nature of the incident. ART members should be prepared to assist for at least four hours.

## TIMEKEEPING

For LAWA employees, once ART members join the team, responding to emergencies becomes a regular workplace assignment. ART members will be paid, including time for training. All Fair Labor Standards Act overtime rules will apply. Call-back or overtime eligibility is outlined in each employee's respective Memorandum of Understanding. Participants, covered under LAWA's workers compensation program, must properly track and record their time during an emergency event.

For non-LAWA employees (consultants/contractors onsite), their employers must account for their employees' time and determine whether the time is compensable. As with all LAWA contractors, each company is responsible for complying with all federal, state and local laws, including a myriad of labor laws. LAWA would not be responsible for any work hours, overtime, workers compensation liability or otherwise for non-LAWA individuals.

It is each ART member's responsibility to comply with all of his/her employer's policies whether they are LAWA employees or LAWA consultants/contractors on site. All ART members must:

- » Obtain permission from his/her employer and direct supervisor to participate in ART
- » Notify his/her manager and supervisor if the ART is activated
- » Check in with his/her supervisor at the beginning and conclusion of the ART deployment

## SIGN-UP

To sign up for the Airport Response Team, complete the Airport Response Team application which includes Supervisory approval. Email the completed form to [airportresponseteam@lawa.org](mailto:airportresponseteam@lawa.org).

Any questions or comments contact Guest Services Division, 424-646-8471.



