



Relocation of Delta Air Lines and several other airlines from Terminals 5 and 6 to Terminals 2 and 3 beginning on May 12, 2017

The largest airline terminal relocation in the history of Los Angeles International Airport (LAX), and one of the biggest ever at an operating airport will begin on the evening of Friday, May 12, 2017. Over the next several days thereafter, more than 20 airlines will relocate their operations, many of them to new terminals, others to new ticket counters in their current terminal. Each airline will complete its relocation overnight and resume operations in their new location the following morning.

After the airlines have been relocated the focus will be on informing passengers of the change and taking necessary actions to ensure they are at the right terminal. In addition to the communication effort by the affected airlines to keep their passengers informed, LAWA and Delta Air Lines have been using advertisement and the media to communicate the move to passengers. Social media platform and websites will be used to raise awareness, and static signs will be posted in the Center Terminal Area (CTA), in terminals and on airport shuttle buses. Changeable message signs will also be utilized in the CTA and perimeter roadways.

Delta plans to deploy hundreds of people on site, wearing bright green vests, to help guide passengers the week of the move. LAX Guest Experience Members (GEMS), dressed in blue, and Volunteer Information Professionals (VIPs), in red, will also be available to provide guidance to passengers needing assistance. A dedicated bright green shuttle bus will be available for passengers needing transportation between Terminals 2 and 3 and Terminals 5 and 6. Additionally, overhead signs will be updated to show airlines operating in their new terminal.

All airport employees, tenants, stakeholders, service providers, hotel properties, and ground transportation providers are advised to note the change and disseminate information to all concerned. An Employee Packet which provides a summary, night-by-night fact sheet, and landside information is included as an attachment. A webpage with move information and a map showing the location of each airline can be found at www.LAXisHappening.com/LAXontheMOVE

For questions or comments regarding this advisory please contact Terminal Operations Manager, Viji Prasad at vprasad@lawa.org

Issue Date: May 11, 2017

Subject: Relocation of Delta Air Lines and other airlines from Terminals 5 and 6 to Terminals 2 and 3

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



“ LAX On The Move” begins the night of May 12th



Airlines are moving terminals at LAX this May

MAY 2017

One of the largest terminal moves in the history of commercial aviation will occur at LAX beginning the night of May 12th

Summary

The transformation of LAX into a world-class airport continues! In total, 21 airlines will relocate terminals and most will take place during a one-week period beginning the night of May 12, 2017. Each airline will complete its relocation overnight while maintaining normal operations throughout the day.

FAQ

How will passengers know where to go?

- Passengers should first confirm terminal and gate information with their airline before leaving for LAX. Gate numbers reflect the terminals they are in (Terminal 6 contains gates 60-69).
- Upon entering the airport, updated signs will direct passengers to their terminal. Some flights have check-in at one terminal with departure from another.
- All ground transportation services (e.g. taxis, shuttles, Uber and Lyft) and airport partners (e.g. TSA, CBP) will be updated on the airlines' new terminal locations.
- During the week of the move, passengers can expect some 500 new way-finding signs, additional airport personnel, and dedicated way-finders to assist with passenger navigation.

What happens if passengers arrive at the wrong side of the airport?

- Neon green shuttle buses will be available to transport passengers between Terminals 2/3 and 5/6.
- Passengers can also use the free LAX “A” bus which operates between terminals every 10 minutes, 24 hours a day, 7 days a week.

What else do passengers need to know?

- Staff in neon green vests will direct passengers and answer questions in pre-security areas.
- Checking-in online and printing a boarding pass before arriving at LAX is best.
- Plan ahead and allow for extra time for walking. Some flights have check-in at one terminal with departure from another.
- After check-in, some airlines will bus passengers to a different terminal for departure.

Learn more // www.LAXisHappening.com/LAXontheMOVE//

[@flyLAXairport](https://twitter.com/flyLAXairport) // [@LAXAirportPD](https://twitter.com/LAXAirportPD) #LAXontheMOVE // delta.com/skywayatlax

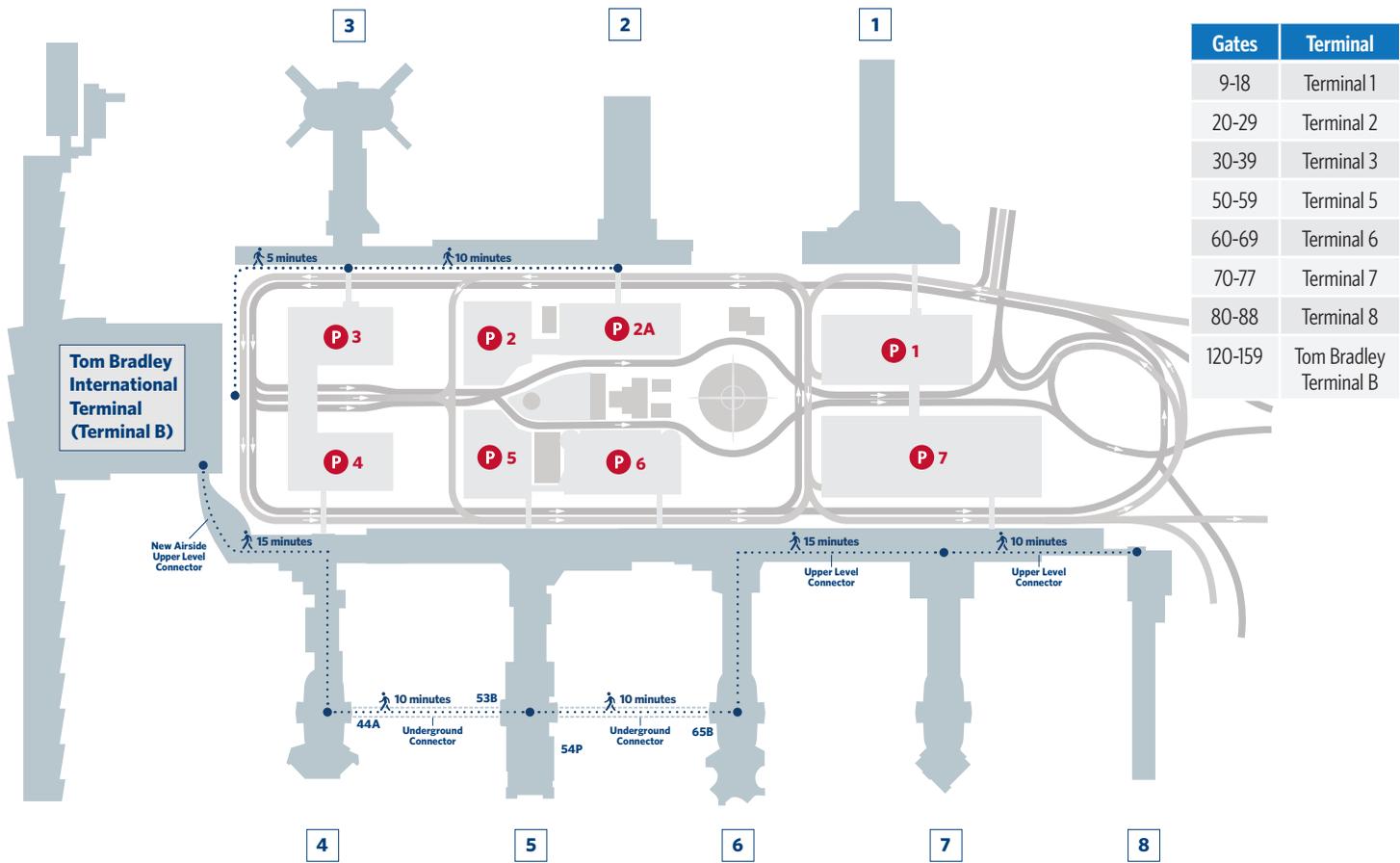
Airlines moving into a new terminal

	Moving out of	» Moving into	Effective:
Air Canada	T2	T6	May 17 th
Allegiant	T3	T5	May 13 th
American	T4/T6	T4/T5	Jan 31 st
*Avianca	T2	TBIT (T3 check-in) Passengers walk from T3 to TBIT	May 15 th
Boutique Air	T3	T6	May 13 th
*Copa	TBIT (T6 check-in)	TBIT (T3 check-in) Passengers walk from T3 to TBIT	Apr 7 th
Delta	T5/T6	T2/T3	May 13 th -16 th
Frontier	T3	T5	May 13 th
Hainan	T2	TBIT	Apr 14 th
Hawaiian	T2	T5	May 17 th
* InterJet	T2	TBIT (T3 check-in) Passengers walk from T3 to TBIT	May 15 th
JetBlue	T3	T5	May 17 th
Qatar	T2	TBIT	May 1 st
* Southwest (International)	T2 (T1 check-in)	TBIT (T1 check-in) Passengers bused from T1 to TBIT	May 17 th
Spirit	T3	T5	May 15 th
Sun Country	T2	T5	May 13 th
Thomas Cook	T2	TBIT	May 1 st
Virgin America	T3	T6	May 13 th
* Virgin Australia	TBIT (T3 check-in)	TBIT (T2 check-in) Passengers walk from T2 to TBIT	May 13 th
* Volaris	T2	TBIT (T2 check-in) Passengers bused from T2 to TBIT	May 13 th
XL France	T2	T6	June 4 th

*Airlines with split operations and or passengers bused between terminals
Terminal = T (Example, T2)
TBIT = Tom Bradley Int'l Terminal (Terminal B)
Updated 5-2-2017

Airport Employee Fact Sheet

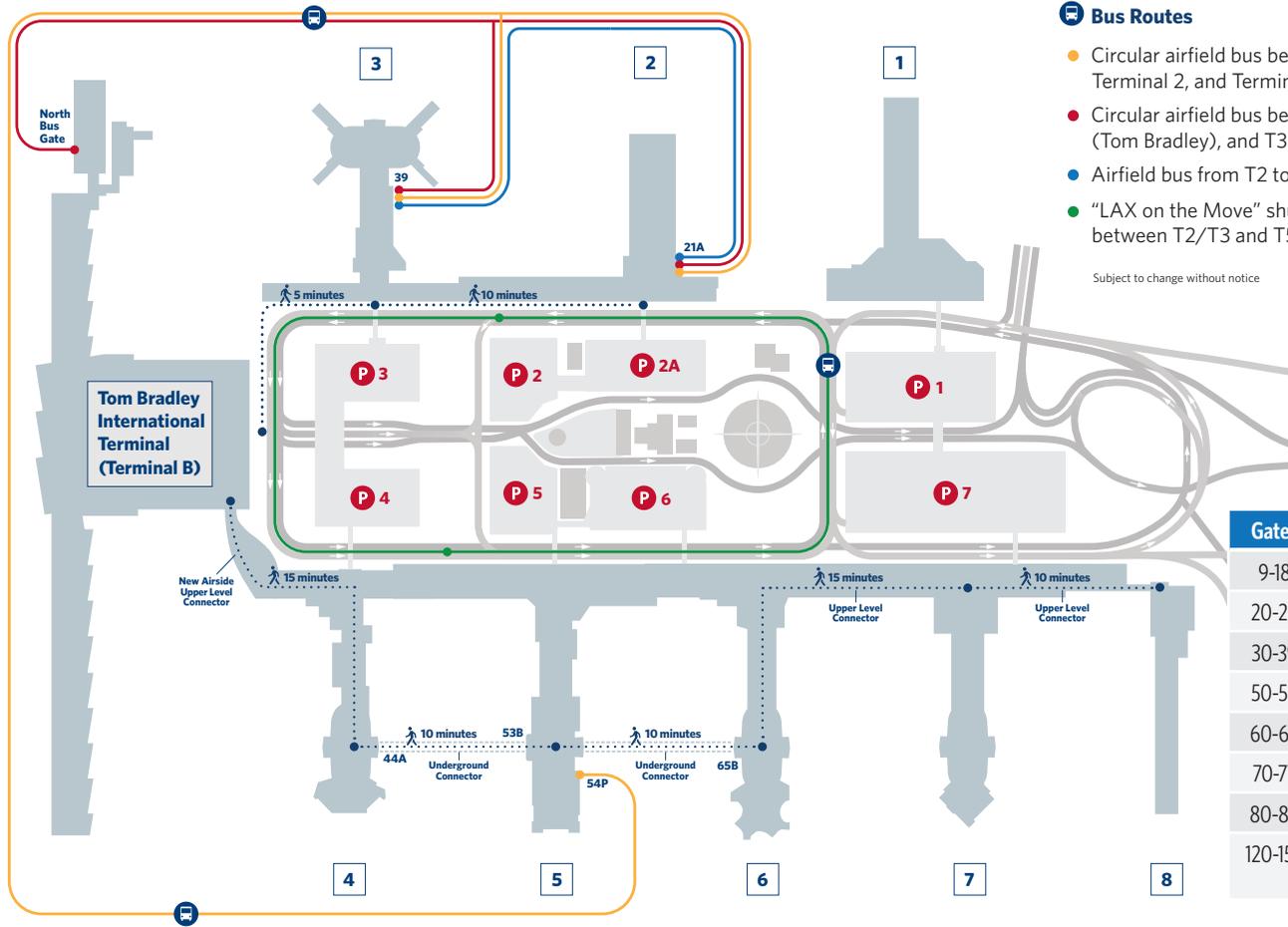
Airline Locations as of May 12th



Highlights indicate airlines with new terminal locations.

Airline	Check-in	Arrive/Depart	Airline	Check-in	Arrive/Depart	Airline	Check-in	Arrive/Depart	Airline	Check-in	Arrive/Depart
Aeroflot	B	B	Boutique Air	3	3	Iberia	B	B	Southwest (Int'l only)	1	2
Aer Lingus	2	2	British Airways	B	B	InterJet	2	2	Spirit	3	3
Aeromexico	2	2	Copa	3	B	Japan Airlines	B	B	Sun Country	2	2
Air Berlin	B	B	Cathay Pacific	B	B	JetBlue	3	3	SWISS	B	B
Air Canada	2	2	China Airlines	B	B	KLM	B	B	Thomas Cook	B	B
Air China	B	B	China Eastern	B	B	Korean Air	B	B	Transaero Airlines	B	B
Air France	B	B	China Southern	B	B	LAN Airlines	B	B	Turkish Airlines	B	B
Air New Zealand	B	B	Delta Air Lines	5, 6	5, 6	LOT	B	B	United/United Express	7, 8	7, 8
Air Tahiti Nui	B	B	El Al Israel	B	B	Lufthansa	B	B	Virgin America	3	3
Alitalia	B	B	Emirates Airlines	B	B	Mokulele Airlines	6	6	Virgin Atlantic	2	2
Alaska	6	6	Ethiopian Airlines	B	B	Norwegian Air	B	B	Virgin Australia	3	B
Allegiant	3	3	Etihad	B	B	Philippines Airlines	B	B	Volaris	2	2
All Nippon Airways	B	B	EVA Air	B	B	QANTAS	B	B	WestJet	2	2
American	4, 5	4, 5	Fiji Airways	B	B	Qatar Airways	B	B	WOW Air	B	B
American Eagle	5	5	Frontier	3	3	SAUDIA	B	B	XL Airways France	2	2
Asiana	B	B	Great Lakes	6	6	Scandinavian Airlines	B	B			
Austrian	B	B	Hainan Airlines	B	B	Sichuan Airlines	B	B			
Avianca	2	2	Hawaiian	2	2	Singapore	B	B			

Walk to Arrival/Departure Terminal



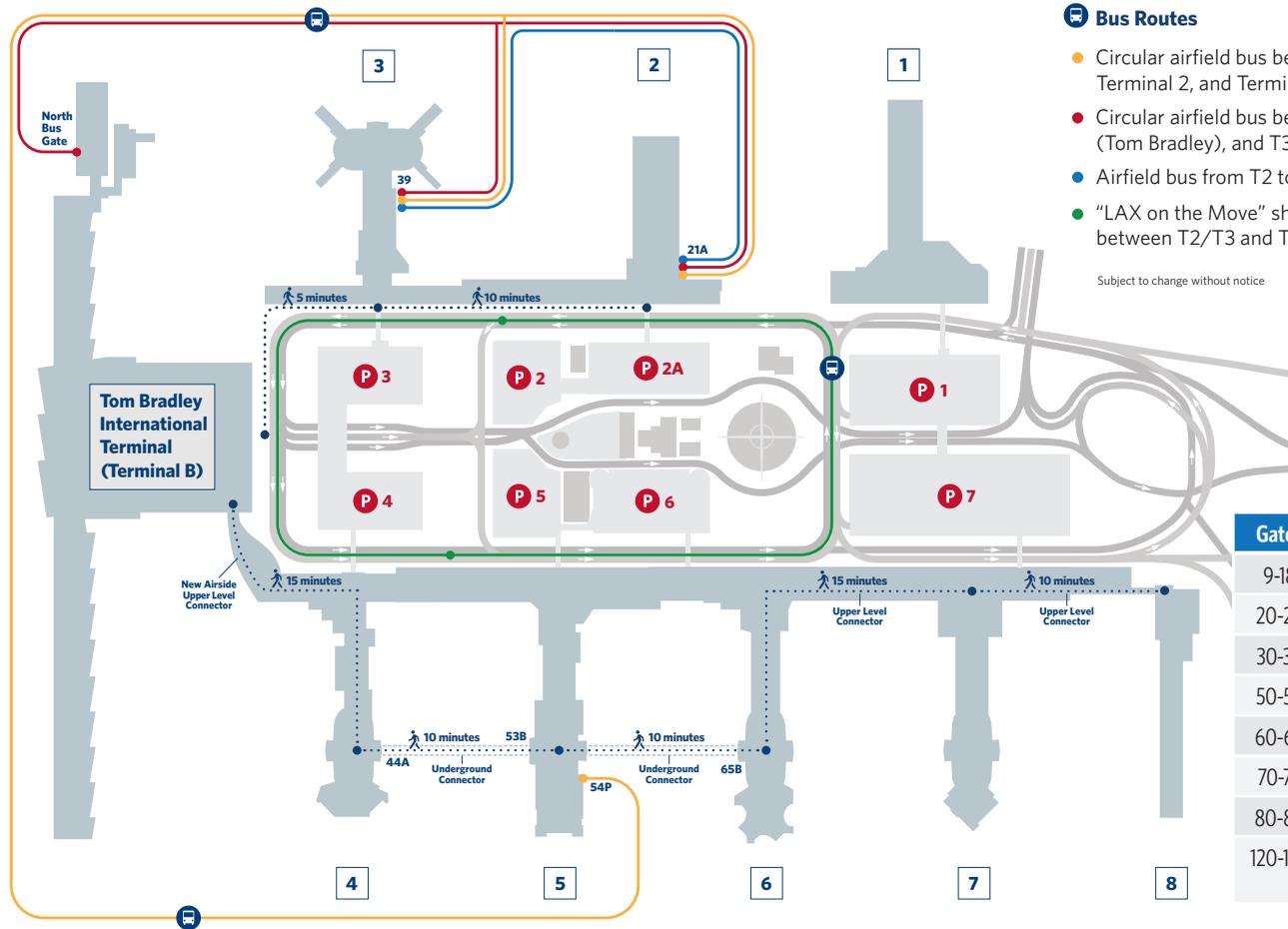
- Bus Routes**
- Circular airfield bus between Terminal 5, Terminal 2, and Terminal 3
 - Circular airfield bus between T2, TBIT (Tom Bradley), and T3
 - Airfield bus from T2 to T3
 - "LAX on the Move" shuttle service between T2/T3 and T5/T6
- Subject to change without notice

Gates	Terminal
9-18	Terminal 1
20-29	Terminal 2
30-39	Terminal 3
50-59	Terminal 5
60-69	Terminal 6
70-77	Terminal 7
80-88	Terminal 8
120-159	Tom Bradley Terminal B

Highlights indicate airlines with new terminal locations.

Airline	Check-in	Arrive/Depart	Airline	Check-in	Arrive/Depart	Airline	Check-in	Arrive/Depart	Airline	Check-in	Arrive/Depart
Aeroflot	B	B	Boutique Air	6	6	Iberia	B	B	Southwest (Int'l only)	1	2
Aer Lingus	2	2	British Airways	B	B	InterJet	2	2	Spirit	3	3
Aeromexico	2	2	Copa	3	B	Japan Airlines	B	B	Sun Country	5	5
Air Berlin	B	B	Cathay Pacific	B	B	JetBlue	3	3	SWISS	B	B
Air Canada	2	2	China Airlines	B	B	KLM	B	B	Thomas Cook	B	B
Air China	B	B	China Eastern	B	B	Korean Air	B	B	Transaero Airlines	B	B
Air France	B	B	China Southern	B	B	LAN Airlines	B	B	Turkish Airlines	B	B
Air New Zealand	B	B	Delta Air Lines	3, 5, 6	3, 5, 6	LOT	B	B	United/United Express	7, 8	7, 8
Air Tahiti Nui	B	B	El Al Israel	B	B	Lufthansa	B	B	Virgin America	6	6
Alitalia	B	B	Emirates Airlines	B	B	Mokulele Airlines	6	6	Virgin Atlantic	2	2
Alaska	6	6	Ethiopian Airlines	B	B	Norwegian Air	B	B	Virgin Australia	2	B
Allegiant	5	5	Etihad	B	B	Philippines Airlines	B	B	Volaris	2	B
All Nippon Airways	B	B	EVA Air	B	B	QANTAS	B	B	WestJet	2	2
American	4, 5	4, 5	Fiji Airways	B	B	Qatar Airways	B	B	WOW Air	B	B
American Eagle	5	5	Frontier	5	5	SAUDIA	B	B	XL Airways France	2	2
Asiana	B	B	Great Lakes	6	6	Scandinavian Airlines	B	B			
Austrian	B	B	Hainan Airlines	B	B	Sichuan Airlines	B	B			
Avianca	2	2	Hawaiian	2	2	Singapore	B	B			

- 🚶 Walk to Arrival/Departure Terminal
- 🚌 Take LAX Shuttle & Airline Connections shuttle "A"
- 🚌 Take the Red line: Circular airfield bus service



Bus Routes

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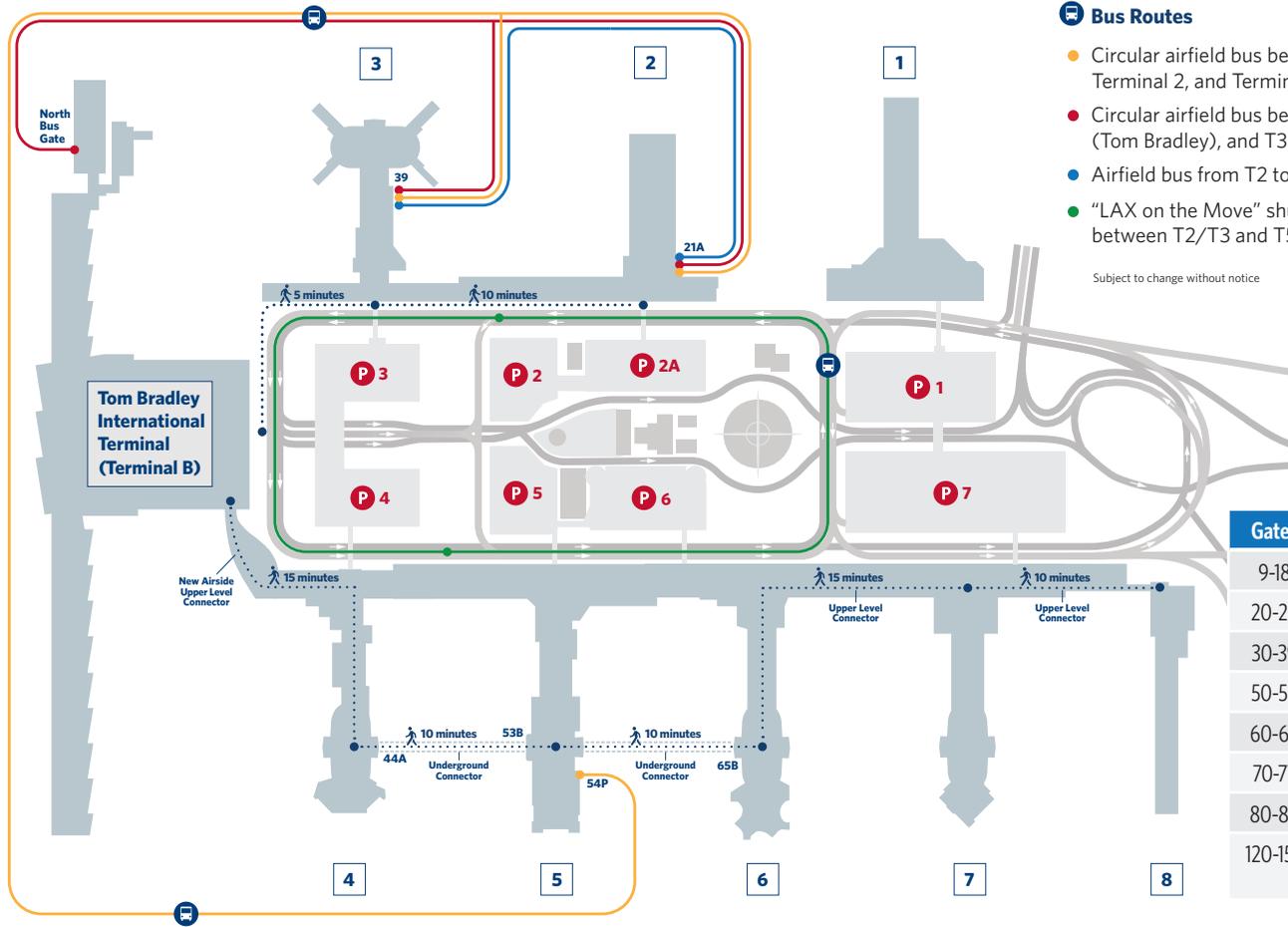
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Air Canada	2	2	China Airlines	B	B	KLM	B	B	Thomas Cook	B	B
Air China	B	B	China Eastern	B	B	Korean Air	B	B	Transaero Airlines	B	B
Air France	B	B	China Southern	B	B	LAN Airlines	B	B	Turkish Airlines	B	B
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“LAX on the Move” begins the night Friday, May 12th – Landside Overview

Customer Wayfinding Assistance Plan (CWAP)

- Approximately 120 Delta employees (“ambassadors”), wear bright green vests for easy recognition
- To inform, direct, and assist customers with finding their way to the correct terminal
- Communications will include radio, website, email, text message, and roadway messaging
- CWAP will direct passenger to the correct check-in location
- Available 4:00AM-Midnight from May 13-18 (with an evening shift on May 12)
- Staff will be staged at locations throughout T2/3/5/6
- There will be more than 40 ambassadors deployed at any given time
- Staff will be supplied with daily fact sheets and be able to access up-to-date flight information



Coordination

- Incident Command Post (ICP) at the Airport Operations Trailer A, operations periods 2000 to 0800, 0800 to 2000 hours
- Department Operations Center (DOC) activated, same operational periods
- Landside Operations duty line 310-654-3094 or laxlandsideopsgroup@lawa.org
- www.laxishappening.com/LAXontheMOVE

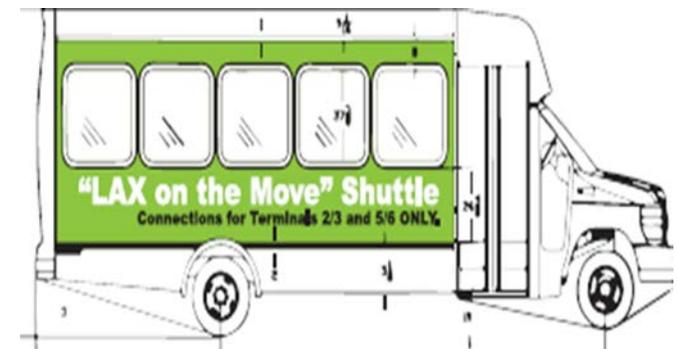
Traffic Control Unit (TCU)

- Six officers, one supervisor 5/13 @0430 – 2359 hours daily –subject to adjustment
- Vehicular and pedestrian traffic mitigation and customer services
- Keep bus stop free from other vehicles
- Assist with wayfinding



“LAX on the Move” Shuttle

- Three buses on upper roadway, two buses on lower roadway with LAX Shuttle Airline Connection
- Buses will be wrapped in bright green to match the vests of the ambassadors assisting passengers
- Buses will be F550s, which hold approximately 22 seated passengers and luggage
- Two stops on each level – see diagram below
- Bus stop signs will match the look and color of the buses
- Hours of operation: 5AM – Midnight for departure, 7AM to Midnight for arrival
- Service starts May 13 and ending June 10th
- Headway: 5 minutes upper roadway, 7-8 minutes lower roadway
- The buses will be branded in a bright color that matches the vests worn by ambassadors
- ADA passenger on the upper level may need to use the LAX Connector bus on the lower level
- No barricades will be used at the bus stop, traffic cones will be available if needed
- Two spare LAX shuttle type buses will be available with 24 hour notice



“LAX on the Move” shuttle route and stops

