

# Delta to relocate, upgrade operations at LAX through \$1.9B plan

By Elizabeth Wolf • posted July 20, 2016 7:15 pm

Project will enable co-location with airline partners in terminals 2, 3 and Tom Bradley International Terminal

Delta is moving forward with the first steps toward a \$1.9 billion plan to modernize, upgrade and connect Terminals 2 and 3 at Los Angeles International Airport (LAX) over the next seven years. Los Angeles World Airports' (LAWA) Board of Airport Commissioners approved a terminal facilities lease and license agreement earlier today. The future project, which will also provide a secure connector to the north side of the Tom Bradley International Terminal (TBIT), enables Delta to build a premier space for its LAX operations alongside its airline partners.

“LAX is America’s gateway to the world, and it’s helping to power an economic resurgence across our city,” said Los Angeles Mayor Eric Garcetti. “This agreement represents a monumental step forward as we invest billions to make LAX the world-class airport that Angelenos and our visitors expect and deserve.”

“This is a significant milestone for Delta in Los Angeles, and it illustrates a strong, successful public-private partnership,” said Delta CEO Ed Bastian. “Delta is working hard to become the preferred airline for Angelenos, and this project reinforces our commitment to our LAX hub and to an ever-higher level of service for our customers.”

The relocation will expand Delta’s gates at LAX in accordance with the airline’s growth there. Since 2009, Delta has more than doubled its number of seats and grown from 70 daily departures to more than 175.

By relocating from Terminals 5 and 6 to the complex at Terminals 2 and 3, Delta will operate alongside many of its airline partners, including Aeromexico, Virgin Atlantic, and Virgin Australia. Later, a secure connection to TBIT will enable seamless access to additional partners, including Air France-KLM, Alitalia, China Eastern, and China Southern.

Once remodeled, the new space will provide all the amenities that Delta’s customers have come to expect at LAX, including a private Delta One check-in lounge, new Delta Sky Clubs, fast check-in for Delta Shuttle services, and an integrated in-line baggage system. The facility will offer convenient passenger flows, sufficient gate-area seating, and a world-class concession program in partnership with Westfield Corporation.

“Ultimately, Delta’s new home base at LAX will provide everything our customers currently benefit from at Terminal 5, along with enhancements that will enable best-in-class check-in, faster connection times for seamless connectivity, and an industry-leading customer experience,” said Ranjan Goswami, Delta Vice President – Sales, West.

The project also supports LAWA's broader efforts to enable a more balanced and efficient airport for customers and airlines; provide a smooth connection to LAWA's planned Landside Access Modernization Project, once completed; and upgrade and modernize LAX before the city's bid for the 2024 Summer Olympic Games.

"The ongoing \$8.5-billion LAX Modernization Program has resulted in a new Tom Bradley International Terminal, airfield and roadway improvements, as well as over \$2 billion invested by airlines to renovate Terminals 1, 5, 6, 7 and 8," said LAWA Board President Sean Burton. "Partnering with Delta Air Lines will allow both parties to further our shared goal to significantly improve the guest experience at LAX."

"LAWA and all our airline partners are committed to continuing to transform LAX into a leading-edge facility that delivers an experience that truly caters to the modern traveler," said LAWA CEO Deborah Flint. "This project will create a more balanced and efficient airport for both customers and airlines, as well as allow for the co-location of Delta with its partners."

[http://news.delta.com/sites/default/files/LAX Aerial View.jpg](http://news.delta.com/sites/default/files/LAX_Aerial_View.jpg) Following today's lease approval by the LAWA board, Delta will move forward with an initial investment of \$350 million to design and renovate gate areas, support space and other amenities for passengers; upgrade the baggage handling systems in the terminals; and facilitate the relocation of those airlines currently located in Terminals 2 and 3 to Terminals 5, 6, and TBIT in accordance with a relocation plan vetted with the other airlines and approved by LAWA. The project remains subject to further approval by the Los Angeles City Council and other agencies.

"We are grateful for our partnership with LAWA as we work together to invest at LAX, and we look forward to engaging the Los Angeles City Council and other parties on forthcoming review and approval of this important investment," said Bastian.

In 2015, Delta became one of the first airlines to partner with LAWA on a major terminal redevelopment program when it successfully delivered a \$229 million facilities enhancement of Terminal 5 at LAX. That project introduced a newly remodeled Delta Sky Club, a renovated Sky Priority lobby and a brand new premium check-in experience, Delta ONE at LAX. The terminal also features new jet-bridges and baggage carousels as well as international baggage recheck facilities. In conjunction with the redevelopment, the terminal's concessions program was updated to feature locally popular offerings that reflect the diversity, cuisine, and lifestyle of Los Angeles.

Since 2009, Delta has been the fastest-growing carrier at LAX. This year, the airline launched five daily flights from LAX to Denver International Airport, a key route for business travelers in Los Angeles; expanded the Delta Shuttle to include Los Angeles-Seattle and Seattle-San Francisco in addition to Los Angeles-San Francisco; increased service to both New York-JFK and Seattle to 10 daily flights; added a third daily flight to Boston; and will be launching new Aspen service in December.

Delta offers more premium cabin seating from LAX and more on-demand audio and video than any other airline serving Los Angeles. All Delta flights from LAX also provide

free premium entertainment through Delta Studio; Wi-Fi is available on every domestic flight. The airline continues to build on its efforts to serve the specialized needs of customers in the Los Angeles entertainment, production and tech industries through nonstop service to top industry destinations, exclusive partnerships that provide premium in-flight content on Delta Studio, and curated travel experiences like the Delta Festival Shuttle.

Delta's commitment to Los Angeles also means more than providing exceptional service in the skies and on the ground at LAX. Its 3,800 LA-based employees are also deeply integrated into the community, working with organizations and supporting causes that are near and dear to the hearts of Angelenos, including AIDS Walk Los Angeles, Children's Hospital Los Angeles, Covenant House California, Habitat for Humanity of Greater Los Angeles, Junior Achievement of Southern California, KaBOOM!, LA Regional Food Bank, and The Motion Picture and Television Fund, among many others.

<http://news.delta.com/delta-relocate-upgrade-operations-lax-through-19b-plan>

# More construction ahead as Delta relocates at LAX



Delta Air Lines invested \$229 million to overhaul Los Angeles International Airport's Terminal 5, but now the Atlanta-based carrier is moving to terminals 2 and 3 at the airport. (Getty Images)

By **Hugo Martin**

JULY 23, 2016, 6:00 AM

**T**he battle to dominate at Los Angeles International Airport rages on: Delta Air Lines has received a green light to go ahead with a \$1.9-billion plan to relocate and expand its operations.

Under an agreement approved by the Los Angeles Board of Airport Commissioners this week, Delta will move from terminals 5 and 6 on the south side of the airport to terminals 2 and 3 on the north side, closer to the Tom Bradley International Terminal.

The new location means Delta gets access to 22 gates instead of only 16 gates in its current location. Plus, Delta can move closer to its code-share partner airlines, including Aeromexico and Virgin Atlantic.

The good news for travelers is that Delta plans to spend part of the \$1.9 billion on new lounges, a new in-line baggage system, extra terminal seating and other upgrades. Only last year, Delta finished spending \$229 million to overhaul Terminal 5.

The massive outlay by Delta signifies how important LAX has become to air carriers who want to serve the region's big-spending executives, celebrities and international travelers.

American Airlines relocated at LAX two years ago to [consolidate its operations](#) with its merging partner, U.S. Airways, in Terminal 6.

"This new plan should be seen as illustrative that we are committed to be the airline of choice for Angelenos," Delta spokeswoman Elizabeth Wolf said.

The bad news for travelers who have had to navigate construction cones and scaffolding because of Delta and American's previous upgrade projects, as well as an [overall LAX modernization effort](#), is that Delta's latest project will mean more construction for several more years.

Delta hopes to relocate to terminals 2 and 3 sometime next year, but the upgrade work could linger until 2023.

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# Delta's LAX relocation plans take key step forward

By Elizabeth Wolf • posted Aug. 24, 2016 4:39 pm

LOS ANGELES - The Los Angeles City Council today unanimously approved Delta's lease and license agreement to enable the airline's relocation to Terminals 2 and 3 at Los Angeles International Airport (LAX), completing another vital step toward a \$1.9 billion plan to upgrade and connect the complex.

This project is a giant leap forward in the modernization of our LAX terminals and will dramatically improve the passenger experience at our airport by making it quicker and more convenient for people to check-in and transfer flights at LAX," said Mike Bonin, who represents LAX and surrounding communities on the Los Angeles City Council. "I'm also thrilled that this project was so broadly supported by neighbors, workers and business groups. This continues our promise to make LAX a world-class airport and a first-class neighbor."

By relocating from Terminals 5 and 6 to the complex at Terminals 2 and 3, the future project will enable Delta to build a premier space for its LAX operations alongside its airline partners. It will also provide a secure connector to the north side of the Tom Bradley International Terminal.

Delta is committed to Los Angeles and to continuing our work both inside and outside the airport to invest in this community," said Ranjan Goswami, Delta's Vice President – Sales, West. "We are excited to move forward with this project, which we know will enable an ever-higher level of service for our customers at this key hub."

The lease agreement and relocation will expand Delta's gates at LAX in tandem with the airline's growth there. Since 2009, Delta has more than doubled its number of seats and grown from 70 daily departures to more than 175.

Los Angeles World Airports' Board of Airport Commissioners approved the plan last month. An environmental impact review process will follow.

<http://news.delta.com/deltas-lax-relocation-plans-take-key-step-forward>

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From the Atlanta Business Chronicle:

<https://www.bizjournals.com/atlanta/news/2016/08/25/delta-wins-approval-for-1-9-billion-lax.html>

# Delta wins approval for \$1.9 billion LAX modernization

Aug 25, 2016, 6:00am EDT

Delta Air Lines Inc.'s \$1.9 billion modernization of its complex at Los Angeles International Airport took a major step forward Wednesday.

The Los Angeles City Council unanimously approved Delta's lease and license agreement, which will enable the airline to relocate from Terminals 5 and 6 to Terminals 2 and 3 at LAX.

"This project is a giant leap forward in the modernization of our LAX terminals," said Mike Bonin, who represents LAX and surrounding communities on the Los Angeles City Council, in a report at the airline's news hub, "and will dramatically improve the passenger experience at our airport by making it quicker and more convenient for people to check-in and transfer flights at LAX. I'm also thrilled that this project was so broadly supported by neighbors, workers and business groups. This continues our promise to make LAX a world-class airport and a first-class neighbor."

The project will enable Delta to build "a premier space" for its LAX operations alongside its airline partners, Delta said. "It will also provide a secure connector to the north side of the Tom Bradley International Terminal."

"Delta is committed to Los Angeles and to continuing our work both inside and outside the airport to invest in this community," said Ranjan Goswami, Delta's Vice President – Sales, West. "We are excited to move forward with this project, which we know will enable an ever-higher level of service for our customers at this key hub."

The lease agreement and relocation will expand Delta's gates at LAX in tandem with the airline's growth there, Delta said. Since 2009, Delta has more than doubled its number of seats and grown from 70 daily departures to more than 175.

Los Angeles World Airports' Board of Airport Commissioners approved the plan last month. An environmental impact review process will follow.

**Mark Meltzer**  
Executive Editor



COURTESY OF DELTA AIR LINES INC.

Rendering of the new Delta terminal at Los Angeles International Airport.



AIRLINES

## Delta Dreams Big in L.A. in 2017

PR NEWSWIRE ON JAN 31, 2017

SOURCE: PRNEWSWIRE



LOS ANGELES, Jan. 31, 2017 /PRNewswire/ -- With a \$1.9 billion airport infrastructure project, new local partnerships, expanding routes and the implementation of a strategic alliance, Delta Air Lines (NYSE: DAL) is kicking off its biggest year yet in L.A.

"Continuous improvement is the essence of who we are at Delta, and in 2017 we will stay true to that promise with projects and partnerships that significantly improve the customer experience, such as our \$1.9 billion LAX project and our strategic partnership with Aeromexico," said Ranjan Goswami, Delta's Vice President – Sales, West. "Big ideas keep us energized, and Delta is more energized than ever as we kick off an important year in 2017 and continue our efforts to be the premier airline in Los Angeles."

### Delta Takes on Larger Presence in T6 Ahead of Move in May

In 2016, Delta, Los Angeles World Airports and the City of Los Angeles announced a \$1.9 billion effort – one of Los Angeles' largest investments and public-private partnerships – to build a premier partner hub by upgrading and connecting Terminals 2 and 3 at LAX. Prior to the proposed reconstruction, Delta will move out of Terminal 5 and 6 and into Terminal 2 and 3 in May.

"Airport infrastructure is a major driver of economic growth, and Delta has deep experience successfully managing major infrastructure projects around the country," Goswami said. "This project will create the airport experience Angelenos have always wanted. Prior to the proposed project, we will be executing a move involving 22 airlines at LAX to enable co-location with our partners, which is unprecedented, so we're putting all our resources into planning, preparing, communicating and executing this move as flawlessly as possible for our customers."

The first visible sign of the move will occur on Jan. 31, when Delta will increase its presence in Terminal 6, operating temporarily from Gates 60-63 in addition to Gates 68A, 68B and 69B. Delta will also use its nine remaining gates in Terminal 5 until it moves to Terminals 2 and 3 in May. The airline has placed additional check-in positions closer to Terminal 6 and will have two baggage claim positions for passengers arriving into Terminal 6. Additionally, the underground tunnel inside the secure area remains available for passengers with connecting flights between Terminals 5 and 6. American Airlines will acquire four gates in Terminal 5 as part of the swap.

Delta customers departing LAX for Denver, Portland, San Francisco and Seattle will depart from Terminal 6. Customers should check their flight status and gate information on [delta.com](http://delta.com) or the Fly Delta app before arriving at the airport to confirm their departure terminal and gate.

### Assisting Customers with Wayfinding

Delta will also install signage throughout Terminals 5 and 6 to help direct customers to the correct location and is proactively reaching out to customers ahead of their planned travel to notify them of the gate swap. Delta will also be utilizing out-of-home advertising in and around the airport to raise awareness of the upcoming move and project. Customers can also visit the [Investing in LAX](http://delta.com) page on [delta.com](http://delta.com) to learn more.

### Building a Better L.A. in 2017

Delta's move into Terminals 2 and 3 is one in a series of L.A. milestones in 2017 as the airline works to build a better L.A. This year, Delta expects to close on a Joint Cooperation Agreement with Aeromexico, establishing the largest trans-border alliance between the United States and Mexico and benefitting customers of both airlines. Together, Delta and Aeromexico will be the largest provider of service between LAX and Mexico. Last week, Delta and its partner Aeromexico were named the Official Airline Partners for the MLS expansion team, the Los Angeles Football Club (LAFC). The partnership with LAFC is an extension of Delta's Dream Up, L.A. campaign that launched in 2016 and expands Delta's partnerships in Los Angeles, which include serving as the Official Airline of the GRAMMY Awards, Los Angeles Lakers, Los Angeles Kings, STAPLES Center, UCLA and the Rose Bowl.

In April, the airline will launch daily nonstop service to Washington-Reagan Airport, and Delta's joint venture partner Virgin Australia will begin service five days per week to Melbourne. Virgin Atlantic will launch a third daily round-trip flight on a Boeing 787-9 between LAX and London-Heathrow beginning this summer. Delta will celebrate these accomplishments and the people, places and ideas native to L.A. with the release of the annual L.A. edition of Sky magazine, which will be onboard all Delta flight on Feb. 1.



#### Los Angeles' Airline

Since 2009, Delta has been the fastest-growing carrier at LAX, more than doubling its number of seats and growing from 70 daily departures to more than 175. In 2016, Delta announced a \$1.9 billion plan to modernize, upgrade and connect Terminals 2 and 3 at LAX over the next seven years, as well as to provide a secure connector to the north side of the Tom Bradley International Terminal, enabling Delta to build a premier space for its LAX operations alongside its airline partners. Delta's nearly 4,000 L.A.-based employees are deeply integrated into the community, supporting organizations near and dear to the hearts of Angelenos, including AIDS Walk Los Angeles, Children's Hospital Los Angeles, Covenant House California, Habitat for Humanity of Greater Los Angeles, Junior Achievement of Southern California, KaBOOM!, L.A. Regional Food Bank and The Motion Picture and Television Fund, among many others.

Delta Air Lines serves nearly 180 million customers each year. In 2016, Delta was named to Fortune's top 50 Most Admired Companies in addition to being named the most admired airline for the fifth time in six years. Additionally, Delta has ranked No.1 in the Business Travel News Annual Airline survey for an unprecedented six consecutive years. With an industry-leading [global network](#), Delta and the [Delta Connection](#) carriers offer service to 323 destinations in 57 countries on six continents. Headquartered in Atlanta, Delta employs more than 80,000 employees worldwide and operates a mainline fleet of more than 800 aircraft. The airline is a founding member of the [SkyTeam](#) global alliance and participates in the industry's leading transatlantic [joint venture](#) with [Air France-KLM](#) and [Alitalia](#) as well as a joint venture with [Virgin Atlantic](#). Including its worldwide alliance partners, Delta offers customers more than 15,000 daily flights, with key hubs and markets including [Amsterdam](#), [Atlanta](#), [Boston](#), [Detroit](#), [Los Angeles](#), [Minneapolis/St. Paul](#), [New York-JFK and LaGuardia](#), [London-Heathrow](#), [Paris-Charles de Gaulle](#), [Salt Lake City](#), [Seattle](#) and [Tokyo-Narita](#). Delta has invested billions of dollars in airport facilities, global products and services, and technology to enhance the customer experience in the air and on the ground. Additional information is available on the [Delta News Hub](#), as well as [delta.com](#), Twitter [@DeltaNewsHub](#), [Google.com/+Delta](#), and [Facebook.com/delta](#).

To view the original version on PR Newswire, visit:<http://www.prnewswire.com/news-releases/delta-dreams-big-in-la-in-2017-300399602.html>

SOURCE Delta Air Lines

# Delta's relocation to Terminals 2, 3 scheduled for May 12-17 in first step of \$1.9B Delta Sky Way at LAX

By Liz Savadelis • posted March 21, 2017 5:46 pm

LOS ANGELES – Delta Air Lines and Los Angeles World Airports (LAWA) will orchestrate one of the largest terminal moves in the history of commercial aviation when Delta relocates from Terminals 5 and 6 to Terminals 2 and 3 at Los Angeles International Airport (LAX) in May, and Delta customers will reap the benefits from day one.

The move, scheduled to start on May 12, will impact 21 airlines during a one-week period and is a precursor to the Delta Sky Way at LAX, Delta's \$1.9 billion plan to modernize, upgrade and connect Terminals 2, 3 and the Tom Bradley International Terminal at LAX over the next seven years.

"Delta is betting big on Los Angeles with a \$1.9 billion plan for Terminals 2 and 3 at LAX, representing the second-largest infrastructure investment in the region," said Ranjan Goswami, Delta's Vice President – Sales, West. "Our relocation to Terminals 2 and 3 is a major milestone for LAX and an even bigger step forward for the future of LA as we continue work on the Delta Sky Way at LAX."

"Delta's move is one more element of LAX's massive modernization effort which continues the transformation of the airport and will improve the guest experience," said Commission President Sean Burton. "While moving 21 airlines over three nights is a monumental task, Delta and the LAWA team have been planning and preparing for months to ensure a smooth transition."

## **Terminals 2 and 3 offer immediate benefits for Delta customers**

Following the move, Delta customers will enjoy:

- Faster and more convenient connections to flights operated by Delta's joint venture and SkyTeam partners in Terminals 2, 3 and TBIT via an airside bus that prevents customers from having to leave and re-enter the secure area
- Less ramp congestion upon arriving and departing LAX
- \$332 million in recently completed upgrades at Terminal 2
- New location closer to the LAX entrance for faster and easier access into and out of the airport
- New concessions in Terminals 2 and 3, including popular spots like Shake Shack and Angel City Brewery

Delta will have 23 gates at LAX immediately following the move and will operate alongside many of its airline partners, including Aeromexico, Virgin Atlantic and WestJet. Later, a secure connection to TBIT will enable seamless access to additional partners, including Air France-KLM, Alitalia, China Eastern, China Southern, Korean Air and Virgin Australia. The new space will provide all the amenities Delta's customers have come to expect at LAX, including a private Delta One check-in lounge, new state-of-the-art Delta Sky Clubs, and an integrated in-line baggage system. Once completed, the facility will offer convenient passenger flows, more gate-area seating, and a world-class concession program featuring local chefs and restaurants in partnership with Westfield Corporation.

LAWA's Board of Airport Commissioners [approved](#) a terminal facilities lease and license agreement in July 2016 and the Los Angeles City Council [unanimously approved](#) in August to enable Delta's relocation to Terminals 2 and 3.

Delta has invested billions of dollars in products, services and technology to enhance the customer experience, including massive investments in airport infrastructure across its network. These investments include more than \$7 billion in airport projects since 2006, and along with its airport partners Delta will be involved in an additional \$12 billion worth of facilities infrastructure projects in coming years, including improvements at several of its key hubs in Atlanta, Los Angeles, New York, Salt Lake City and Seattle.

### **Communication is key to a successful move**

The relocation will begin the night of May 12 and will continue with additional overnight moves on May 14 and May 16, with a scheduled completion of May 17. Delta flights will operate from as many as four terminals (2, 3, 5 and 6) on certain days of the move, so the airline will be in constant communication with customers, providing real-time information on departure and arrival terminals and gates through the Fly Delta app, text messages, emails and additional channels.

"We don't take lightly the responsibility of caring for our customers and employees before, during and after the move," said Goswami. "A relocation of this scale is unprecedented, so we're putting all our resources into planning, preparing, communicating and executing this move as flawlessly as possible."

"This move furthers our progress towards our vision of a Gold Standard Airport," said Los Angeles World Airports Chief Executive Officer Deborah Flint. "The coordination and cooperation amongst the airlines involved has been impressive and mirrors the importance that we all place on the guest experience at LAX. The immediate result is more efficient airline operations amongst partner carriers, and facility improvements that will be made in Terminals 2 and 3."

In February, Delta released the latest version of the Fly Delta app featuring a completely interactive and integrated wayfinder map for LAX. Additionally, LAWA will update terminal information in real time at [www.laxishappening.com](http://www.laxishappening.com) and through social media using the hashtag #LAXontheMove. Delta and LAWA will also have hundreds of employees stationed throughout the impacted terminals to assist customers with

wayfinding. Customers are strongly encouraged to arrive early and to check their terminal and gate information before arrival to the airport using the Fly Delta app and digital signage in the terminals.

Ahead of the move, Delta is holding customer and partner town halls, raising public awareness through out-of-home advertising in and around the airport, and meeting frequently with all airport stakeholders, including impacted airlines. Delta is also working closely with ground transportation operators and rideshare services to ensure drivers are aware of the move and is creating digital banners for Waze to remind customers to check their terminal on the Fly Delta app. Learn more at [delta.com/skywayatlax](https://delta.com/skywayatlax).

<http://news.delta.com/delta-s-relocation-terminals-2-3-scheduled-may-12-17-first-step-19b-delta-sky-way-lax>

# Brace yourself for the Delta Air Lines gate shuffle at LAX



Delta officials are describing the move as the biggest relocation in airport history. (March 22, 2017) (Sign up for our free video newsletter here <http://bit.ly/2n6VKPR>)



By **Hugo Martin**

MARCH 21, 2017, 4:20 PM

**I**f [Los Angeles International Airport](#) already feels like a confusing mess to navigate, you may want to stay clear in mid-May.

That is when [Delta Air Lines](#) will move its operations to Terminals 2 and 3 from Terminals 5 and 6, forcing 19 other carriers to relocate during what is expected to be a hectic five-day period.

Delta officials are describing the move, which starts May 12 and is expected to wrap up May 17, as the biggest relocation operation in airport history. They say they are trying to minimize disruptions by

getting the word out to travelers and transportation companies, beefing up staffing to direct lost passengers and conducting extensive planning for the massive logistical operation.

“It is a big thing,” said Ranjan Goswami, vice president of sales for Delta’s western division. “It is unprecedented.”

Business travelers who routinely fly out of LAX say they hope they can avoid the airport during the move.

“The bottom line is that it’s going to add to everyone’s stress,” said Jason Womack, a leadership speaker from Ojai who flies out of LAX about twice a month. “LAX police are going to be inundated with questions.”

The move is meant to give Delta Air Lines room to grow, adding seven extra gates and giving the carrier easier access to the airport’s international terminal and to Delta’s partners, including Aeromexico, [Virgin Atlantic](#) and WestJet.

The Atlanta-based carrier is investing \$1.9 billion over the next four years to upgrade its two new terminals.

Delta’s move is just the latest in a series of terminal shuffles and renovation projects by several carriers at LAX, which has been expanding and upgrading to take advantage of the increasing demand for travel in and out of Los Angeles.

Although Hartsfield–Jackson Atlanta International Airport is the nation’s busiest airport, more passengers begin and end their air trips at LAX than at any other airport in the United States.

Nearly 81 million passengers flew in and out of LAX in 2016, a 31% increase over 2011, according to airport statistics.

But more than sheer numbers are prompting airlines to invest in LAX. The airport also serves the lucrative L.A.-to-New York route that is favored by film, entertainment and business executives.

In addition, LAX is a burgeoning entry port for international visitors from Asia and Latin America.

“There is no surprise that the airlines are investing billions of dollars at LAX, helping to modernize all the terminals,” said Deborah Flint, chief executive of Los Angeles World Airports, which runs LAX. “No one carrier dominates this airport, which presents an attractive place and competitive market for the airlines to invest.”

Airlines have swapped terminals before, but not on the scale of what’s planned for May.

In 2014, American Airlines, the busiest carrier at LAX, moved its operations out of Terminals 3 and 4 and into Terminals 4 and 6, to add extra gates and terminal space. The move also allowed passengers to connect by an underground tunnel, eliminating the need for travelers to leave the building to make a connection.

Subsequently, American moved out of Terminal 6 and currently operates out of Terminals 4 and 5.

Also in 2014, [Southwest Airlines](#) launched a \$508-million renovation program at Terminal 1, creating a more spacious ticketing lobby, an automated baggage-check system, along with a new facade and seismic-retrofitting work.

Most of those investments were deducted from the lease fees the airlines pay the airport.

Delta's upgrade project will begin next year, starting with overhauling the structure between Terminals 2 and 3 to hold a new check-in facility, a screening area and a VIP lounge called the Delta Sky Club. The lounge will include a "sky deck" — an outdoor patio with views of the runways. Eventually, Delta wants to tear down and rebuild Terminal 3 to meet modern seismic standards and to include a connection with the adjacent Tom Bradley International Terminal.

"Our goal here is to have the best terminal complex to have the best customer experience," Goswami said.

One of the problems with Delta's current location at LAX is that passengers connecting between a Delta flight and one of Delta's airline partners must sometimes leave their arrival gate, walk out to the airport sidewalk and reenter at a connecting gate, which requires them to go through a security screening again.

"We need to have the connectivity to be seamless," Goswami said.

The upcoming move to make way for Delta's expansion project could cause significant confusion for travelers.

For Delta to move into Terminals 2 and 3, the following airlines must move out: Aer Lingus, Air Canada, Avianca, Copa, Hainan Airlines, Hawaiian Air, Interjet, Qatar Airways, Sun Country, Thomas Cook, Volaris, XL Airways France, Allegiant Air, Boutique Air, Frontier, JetBlue, Southwest, Spirit, Virgin America and Virgin Australia.

Air Canada, Virgin America, XL Airways France and Boutique Air will head to Terminal 6 while Hawaiian, JetBlue, Spirit, Allegiant, Frontier and Sun Country will relocate to Terminal 5. The other



carriers will fly out of the Bradley International Terminal. A map showing the changes can be found at [www.LAXishappening.com](http://www.LAXishappening.com).

Delta will pick up the \$60-million tab for the airlines' relocation.

Aeromexico, Virgin Atlantic and WestJet, which are partnered with Delta, will remain in Terminals 2 and 3. On some days during the five-day move, Delta will operate out of four terminals, located on opposite sides of the airport.

Delta will try to keep the confusion to a minimum by employing extra workers to help direct passengers to the correct terminal and will add shuttle buses on the tarmac side of the terminals and on the public road to transfer passengers who arrive at the wrong gates.

The airline is also urging passengers to use Delta's online app and check [www.laxishappening.com](http://www.laxishappening.com) to get the latest updates on the move.

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***To read more about the travel and tourism industries, follow @hugomartin on Twitter.***

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#### **UPDATES:**

**4:20 p.m.:** This story was updated to explain where various airlines will be after the move and to include comments from a regular air traveler and the chief executive from Los Angeles World Airports.

*This article was originally published at 12:10 p.m.*

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**This 'attr(data-c-typename)' is related to:** [Delta Air Lines](#), [Los Angeles International Airport](#), [Virgin Group](#), [Southwest Airlines](#)



# LAX Announces Massive Airline Relocations in May

By HOWARD FINE

Tuesday, March 21, 2017

Like 12 Share Tweet

"LAX On The Move" begins the night of May 12th. Airlines are moving terminals at LAX this May. Summary: The relocations of the airlines will occur over a week period. Each airline will complete its relocation overnight while maintaining normal operations throughout the day. FAQ: Before you heading to the check-in area, please your boarding pass and confirm with your airline your terminal and gate number. ... What happens if passengers arrive at the wrong side of the airport? ... What are the hours of operation? ... Learn more // www.laxairport.com/LAXonTheMove // @LAXAirport // @LAXonTheMove // @LAXonTheMove

## LAX Relocation Fact Sheet

Los Angeles International Airport officials on Tuesday announced a massive airline relocation plan for May involving 21 airlines moving to different terminals or to different locations within terminals.

The relocations are being triggered by Delta Air Lines' \$1.9 billion expansion project at LAX that involves moving from Terminals 5 and 6 to Terminals 2 and 3 and a complete makeover of Terminal 3. That move is setting off a chain reaction of other moves as most of the airlines currently in Terminals 2 and 3 must find other homes.

### Related Link: Delta to Lead 24 Airline Relocations to New Terminals at LAX

The relocations will take place over five days from May 12 through May 16, with the bulk of the moves taking place on the nights of May 12, May 14 and May 16.

"Delta's move is one more element of LAX's massive modernization effort which continues the transformation of the airport and will improve the guest experience," Los Angeles World Airports Commission President Sean Burton said in a statement. "While moving 21 airlines over three nights is a monumental task, Delta and the LAWA team have been planning and preparing for months to ensure a smooth transition."

Los Angeles World Airports Chief Executive Deborah Flint said the aim is to improve the efficiency of air carrier operations and to make connecting to flights easier for travelers. "The immediate result is more efficient airline operations amongst partner carriers and facility improvements that will be made in Terminals 2 and 3," she said in a statement.

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# Delta slates massive LAX terminal move for May 12-17

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**Delta Air Lines** and Los Angeles World Airports (LAWA) will relocate from Terminals 5 and 6 to Terminals 2 and 3 at Los Angeles International Airport (LAX) in May.

Atlanta-based Delta Air Lines Inc. (NYSE: DAL) says the terminal move is one of the largest in the history of commercial aviation. It is scheduled to start May 12, according to a Delta news release.

Moving to LAX Terminals 2 and 3 is a precursor to Delta's \$1.9 billion plan to modernize, upgrade and connect Terminals 2, 3 and the Tom Bradley International Terminal (TBIT) at LAX over the next seven years.

"Delta is betting big on Los Angeles with a \$1.9 billion plan for Terminals 2 and 3 at LAX, representing the second-largest infrastructure investment in the region," said Ranjan Goswami, Delta's vice president – sales, West. "Our relocation to Terminals 2 and 3 is a major milestone for LAX and an even bigger step forward for the future of LA as we continue work on the Delta Sky Way at LAX."

"Delta's move is one more element of LAX's massive modernization effort which continues the transformation of the airport and will improve the guest experience," said Sean Burton, president of the L.A. City Planning Commission. "While moving 21 airlines over three nights is a monumental task, Delta and the LAWA team have been planning and preparing for months to ensure a smooth transition."

The move will impact 21 airlines during a one-week period.

The relocation will begin the night of May 12 and will continue with additional overnight moves on May 14 and May 16, with a scheduled completion of May 17, Delta said in the announcement. The airline will operate flights from as many as four terminals (2, 3, 5 and 6) on certain days of the move, so it plans to provide customers real-time information on departure and arrival terminals and gates through the Fly Delta app, text messages, emails and additional channels.

Delta will have 23 gates at LAX immediately following the move and will operate alongside many of its airline partners, including Aeromexico, Virgin Atlantic and WestJet. Later, a secure connection to TBIT will enable access to additional partners, including Air France-KLM, Alitalia, China Eastern, China



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LAX Terminal 2 before and after.

Southern, Korean Air and Virgin Australia. The new space will provide amenities including a private Delta One check-in lounge, new Delta Sky Clubs, and an integrated in-line baggage system. Once completed, the facility will offer convenient passenger flows, more gate-area seating, and a concession program featuring local chefs and restaurants in partnership with Westfield Corp.

Delta said Terminals 2 and 3 will offer benefits for customers including:

Faster and more convenient connections to flights operated by Delta's joint venture and SkyTeam partners in Terminals 2, 3 and TBIT via an airside bus that prevents customers from having to leave and re-enter the secure area

Less ramp congestion upon arriving and departing LAX

\$332 million in recently completed upgrades at Terminal 2

New location closer to the LAX entrance for faster and easier access into and out of the airport

New concessions in Terminals 2 and 3, including popular spots like Shake Shack and Angel City Brewery

LAWA's Board of Airport Commissioners approved a terminal facilities lease and license agreement in July 2016. The Los Angeles City Council unanimously approved in August measures enabling Delta's relocation to Terminals 2 and 3.

Delta has invested billions of dollars to enhance the customer experience, including massive investments in airport infrastructure, including more than \$7 billion in airport projects since 2006. Along with its airport partners, Delta will be involved in an additional \$12 billion worth of facilities infrastructure projects in coming years, including improvements at several of its key hubs in Atlanta, Los Angeles, New York, Salt Lake City and Seattle.

"We don't take lightly the responsibility of caring for our customers and employees before, during and after the move," said Goswami. "A relocation of this scale is unprecedented, so we're putting all our resources into planning, preparing, communicating and executing this move as flawlessly as possible."

"This move furthers our progress towards our vision of a Gold Standard Airport," said Los Angeles World Airports Chief Executive Officer Deborah Flint. "The coordination and cooperation amongst the airlines involved has been impressive and mirrors the importance that we all place on the guest experience at LAX. The immediate result is more efficient airline operations amongst partner carriers, and facility improvements that will be made in Terminals 2 and 3."

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