

“LAX ON THE MOVE”

May 12 – 16, 2017

“Gold Standard Airport-Delivered”



LAXisHappening.com/LAX.org

LAX IS HAPPENING™

GETTING AROUND | CONNECTING LAX | TERMINAL UPDATES | WHAT'S HAPPENING



LAX – ON THE MOVE

MAJOR AIRLINE CHANGES AHEAD

#LAXontheMove

Click here for more information.

A big change is coming to Los Angeles International Airport (LAX) this May.

Like Share



TRAFFIC SOLUTIONS



New Ways to Navigate LAX

We're working hard to find ways to manage increasing LAX traffic



MARCH CONSTRUCTION IMPACTS

March 2017

Major construction projects will continue to impact travelers during March, with sidewalk and vehicle lane closures and in-terminal work. [Read More](#)



LAX
Los Angeles World Airports



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Airlines & Flights ▾

Parking ▾

Ground Transportation ▾

Passenger Info & Svcs ▾

Airport Condition ▾

Lost & Found

What's New

ICONIC LAX GATEWAY PYLONS TO GO DARK FOR EARTH HOUR - 03/24/2017 [more...](#)

Tweets by @flyLAXairport



RT @LAXairportPD: #LAXTraffic Filming scheduled along Westchester Parkway from Pershing to Loyola. Lane Closures EB 9AM-7PM, WB Lanes 6AM-3PM

Current Weather

66.2 °F 54 °F 69 °F
Breezy
Los Angeles International Airport We...

MAJOR AIRLINE CHANGES AHEAD

#LAXontheMove

Click here for more information.

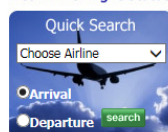


--- TRAVEL ADVISORY ---

New traffic-reduction measures begin January 23, 2017: Hotel shuttles operate on Lower/Arrivals Level ONLY. Private Parking shuttles and LAX Shuttle "C-Lot C" buses operate on Upper/Departures Level ONLY.

[Click here for more info.](#)

Real-Time Flight Status



Parking



Ground Transportation



Airport Maps





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MAPS](#)

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LATEST NEWS



- [April 14, 2017: UPDATE: Airline Relocation Announcement](#)
- [April 13, 2017: Hainan Airlines Terminal Move in April](#)
- [March 28, 2017: Copa Airlines Relocates Check-In Counter at LAX to Terminal 3 in April](#)
- [March 21, 2017: Delta's Relocation to LAX Terminals 2 and 3 Scheduled for May 12-17](#)
- [March 21, 2017: Largest Relocation of Airlines in LAX History Is More Progress in Creating a World-Class Airport](#)
- [January 31, 2017: American Airlines at LAX to relocate four aircraft gates, American Eagle shuttle bus gate to Terminal 5 on Tuesday, January 31](#)



LATEST NEWS

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“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! Beginning the night of May 12, 2017, 21 airlines will relocate terminals over a one-week period. 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.

Airlines moving into a new terminal

| | Moving out of | Moving into | Effective: |
|----------------------------|--------------------|--|----------------------|
| Air Canada | T2 | T6 | May 17 th |
| *Allegiant | T3 | T5 (T6 check-in) Passengers walk from T6 to 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 |
| *Frontier | T3 | T5 (T6 check-in) Passengers walk from T6 to 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 (T6 check-in) Passengers walk from T6 to 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 bused 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 8)

Updated 4-17-2017

(949) 444-3013

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

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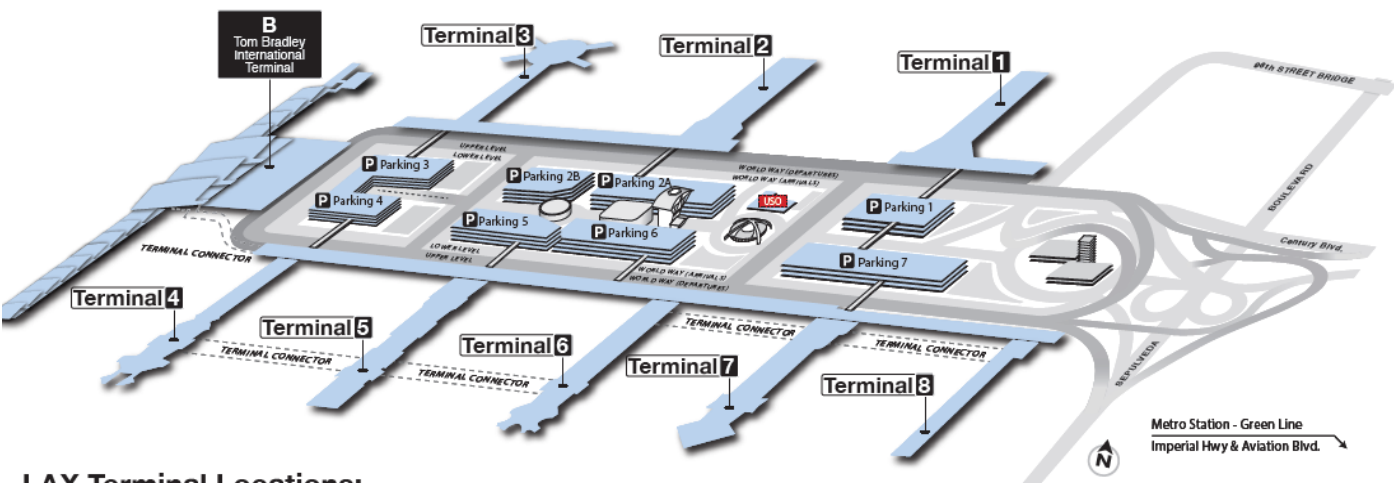
LATEST NEWS

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Airline Location as of May 17, 2017



LAX Terminal Locations:

- | | | | | | | |
|---------------------|------------------------------|------------------------|-----------------------|---------------------------|-----------------------------|-------------------------------|
| Aeroflot (B) | *Allegiant (see below) | *Copa (see below) | Fiji Airways (B) | LAN Airlines (B) | Singapore (B) | *Virgin Australia (see below) |
| Aer Lingus (2) | All Nippon Airways (B) | Cathay Pacific (B) | *Frontier (see below) | LOT (B) | *Southwest (see below) | *Volaris (see below) |
| Aeromexico (2) | American (4-5) | China Airlines (B) | Great Lakes (6) | Lufthansa (B) | Spirit (5) | WestJet (2) |
| Air Berlin (B) | American Eagle | China Eastern (B) | Hainan Airlines (B) | Mokulele Airlines (6) | *Sun Country (see below) | WOW Air (B) |
| Air Canada (6) | (Bus to Gates 52A-52J via 5) | China Southern (B) | Hawaiian (5) | Norwegian Air (B) | SWISS (B) | XL Airways France (6) |
| Air China (B) | Asiana (B) | Delta Air Lines (2-3) | Iberia (B) | Philippines Airlines (B) | Thomas Cook (B) | |
| Air France (B) | Austrian (B) | El Al Israel (B) | *InterJet (see below) | QANTAS (B) | Transaero Airlines (B) | |
| Air New Zealand (B) | *Avianca (see below) | Emirates Airlines (B) | Japan Airlines (B) | Qatar Airways (B) | Turkish Airlines (B) | |
| Air Tahiti Nui (B) | Boutique Air (6) | Ethiopian Airlines (B) | JetBlue (5) | SAUDIA (B) | United/United Express (7-8) | |
| Alitalia (B) | British Airways (B) | Ethihad (B) | KLM (B) | Scandinavian Airlines (B) | Virgin America (6) | |
| Alaska (6) | | EVA Air (B) | Korean Air (B) | Sichuan Airlines (B) | Virgin Atlantic (2) | |

*Allegiant, Frontier and Sun Country passengers check in at Terminal 6; walk to Terminal 5 where flights depart/arrive
 Avianca, Copa and Interjet passengers check in at Terminal 3; walk to Terminal B where flights depart/arrive
 Southwest international passengers check in at Terminal 1; will be bused to Terminal B where international flights depart/arrive
 Virgin Australia and Volaris passengers check in at Terminal 2; will be bused to Terminal B where flights depart/arrive

Terminal to Terminal

Please allow approximately 3 to 5 minutes to walk between each terminal.
 Please stand under the blue sign on the Lower/Arrivals Level, "LAX Shuttle & Airline Connections," to catch the Airline Connections shuttle which runs every 10 minutes.

IMPROVED EXPERIENCE



IMPROVED EXPERIENCE

The relocation of Delta Air Lines to terminals 2 and 3 at Los Angeles International Airport marks the beginning of a \$1.9 billion investment by the airline to redevelop their new LAX home, the Delta Sky Way at LAX. The redevelopment will increase operational efficiency and greatly enhance the airport's guest experience.

Following the relocation, Delta customers will enjoy:

- Quicker and easier access to the Delta terminal - located closer to the LAX entrance
- Increased gate capacity
- Closer proximity to flights operated by SkyTeam and joint venture partners
- Airside bus transportation to and from the Tom Bradley International Terminal, eliminating the need for re-screening when moving between terminals

When the transformation of terminals 2 and 3 is complete, airline passengers will experience the benefit of:

- New, modern terminals
- Better passenger flow
- A private Delta One check-in lounge and state-of-the-art Delta Sky Clubs
- Enhanced lounge-style seating at gates, with abundant charging stations and USB ports
- World class concession program featuring local chefs and restaurants
- New restrooms
- Nursing Room
- Animal Relief Station
- Integrated in-line baggage system
- Secure interior connection to the Tom Bradley International Terminal.

Relocated airline passengers will experience in Terminal 5 and Terminal 6:

- Recently remodeled terminals
- Increased lobby space
- New ticketing counters with customer-friendly islands featuring check-in kiosks, bag-check stations
- Check-in at one terminal, depart and arrive from another – use security screening in either terminal
- Easy access from the Tom Bradley International Terminal to terminals 4 through 8 using the T4 Connector – go through security screening just once
- Enhanced décor and club lounge
- Improved variety of new dining and retail concessions
- Nursing Rooms
- Animal Relief Stations
- Four additional security screening checkpoints
- New baggage carousels and international baggage re-check facilities

LAWA OWNED MEDIA SOCIAL STRATEGY

“LAX on the MOVE” Social Campaign

- Social Calendar – Twitter /FB/Instagram/Foursquare

Strategy:



- Produce - initiate content to raise awareness about airline relocations and drive travelers to “LAX on the MOVE” webpage for information
- Place content across several platforms to maximize messaging
- Include *#LAXontheMOVE* on all posts for track performance metrics/analytics
- Encourage airline/LAX stakeholder partners to share content via their social channels to amplify messaging



Social Handles:

- Twitter: @flyLAXairport
- Instagram: @flyLAXairport
- Facebook: LA International Airport
- Foursquare: Los Angeles International Airport (LAX)
- Campaign hashtag: #LAXontheMOVE



LA TOURISM AND CONVENTION BUREAU



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E How To Explore

S Where To Stay

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RELATED TAGS

TRAVEL TRADE

LAX News Release: Airlines Relocation Announcement

Updated on March 27, 2017

PRINT THIS



AUTHOR
DISCOVER LOS ANGELES
@discoverLA

Airline Location as of May 17, 2017



LAX Terminal Locations:

| | | | | | | |
|---------------------|-----------------------|------------------------|-----------------------|---------------------------|-------------------------|------------------------------|
| Aeroflot (B) | Allegiant (see below) | China (see below) | Fiji Airways (B) | LAN Airlines (B) | Singapore (B) | Virgin Australia (see below) |
| Air Lingus (B) | Allegiant (see below) | China Pacific (B) | Frontier (see below) | LOT (B) | Southwest (see below) | Volotea (see below) |
| Aeromexico (B) | American (B-5) | China Eastern (B) | Great Lakes (B) | Lufthansa (B) | Spirit (B) | WestJet (B) |
| Air Berlin (B) | American Eagle | China Southern (B) | Hawaiian Airlines (B) | Malaysia Airlines (B) | Sun Country (see below) | WOW Air (B) |
| Air Canada (B) | Bus to Gates | China Southern (B) | Innovis (B) | Meridiana (B) | SWISS (B) | XL Airways France (B) |
| Air China (B) | SEA-SEA via 5 | Delta Air Lines (2-3) | JetBlue (B) | Philippine Airlines (B) | Thomas Cook (B) | |
| Air France (B) | Amica (B) | Etihad Airways (B) | Japan Airlines (B) | QANTAS (B) | Turkish Airlines (B) | |
| Air New Zealand (B) | Austrian (B) | Emirates Airlines (B) | Jetstar (B) | Qatar Airways (B) | United Express (F-B) | |
| Air Tahiti Nui (B) | Australia (see below) | Ethiopian Airlines (B) | KLM (B) | Scandinavian Airlines (B) | Virgin Atlantic (B) | |
| Alaska (B) | British Airways (B) | EVA Air (B) | Korean Air (B) | Sichuan Airlines (B) | | |

***Allegiant, Frontier and Sun Country passengers**
Aeromexico, Copa and Interjet passengers check
Southwest passengers check in and depart at
Virgin Australia and Volair passengers check

Terminal to Terminal
 Please allow approximately 3 to 5 minutes to walk between each terminal.
 Please stand under the blue sign on the Lower/Arrivals Level, "LAX Shuttle & Airline Connections," to catch the Airline Connections shuttles which runs every 12 to 15 minutes.

Aviso de Reubicación de Aerolíneas en el Aeropuerto Internacional de Los Ángeles (LAX)

Updated on March 28, 2017

Airline Location as of May 17, 2017



LAX Terminal Locations:

| | | | | | | |
|---------------------|-----------------------|------------------------|-----------------------|---------------------------|-------------------------|------------------------------|
| Aeroflot (B) | Allegiant (see below) | Copa (see below) | Fiji Airways (B) | LAN Airlines (B) | Singapore (B) | Virgin Australia (see below) |
| Air Lingus (B) | Allegiant (see below) | China Pacific (B) | Frontier (see below) | LOT (B) | Southwest (see below) | Volotea (see below) |
| Aeromexico (B) | American (B-5) | China Eastern (B) | Great Lakes (B) | Lufthansa (B) | Spirit (B) | WestJet (B) |
| Air Berlin (B) | American Eagle | China Southern (B) | Hawaiian Airlines (B) | Malaysia Airlines (B) | Sun Country (see below) | WOW Air (B) |
| Air Canada (B) | Bus to Gates | China Southern (B) | Innovis (B) | Meridiana (B) | SWISS (B) | XL Airways France (B) |
| Air China (B) | SEA-SEA via 5 | Delta Air Lines (2-3) | JetBlue (B) | Philippine Airlines (B) | Thomas Cook (B) | |
| Air France (B) | Amica (B) | Etihad Airways (B) | Japan Airlines (B) | QANTAS (B) | Turkish Airlines (B) | |
| Air New Zealand (B) | Austrian (B) | Emirates Airlines (B) | Jetstar (B) | Qatar Airways (B) | United Express (F-B) | |
| Air Tahiti Nui (B) | Australia (see below) | Ethiopian Airlines (B) | KLM (B) | Scandinavian Airlines (B) | Virgin Atlantic (B) | |
| Alaska (B) | British Airways (B) | EVA Air (B) | Korean Air (B) | Sichuan Airlines (B) | | |

***Allegiant, Frontier and Sun Country passengers check in at Terminal 6; flights depart/arrive at Terminal 5**
Aeromexico, Copa and Interjet passengers check in at Terminal 3; flights depart/arrive at Terminal B
Southwest passengers check in and depart at Terminal 1; international flights arrive at Terminal B
Virgin Australia and Volair passengers check in at Terminal 2; flights depart/arrive at Terminal B

Terminal to Terminal
 Please allow approximately 3 to 5 minutes to walk between each terminal.
 Please stand under the blue sign on the Lower/Arrivals Level, "LAX Shuttle & Airline Connections," to catch the Airline Connections shuttles which runs every 12 to 15 minutes.



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From May 12 till May 17, Delta Air Line from Terminals 5 and 6, which means WestJet, which are partnered with Dell give Delta room to grow, adding seven airport's international terminal and to C

The following airlines will relocate: Aer Hawaiian Air, Interjet, Qatar Airways, S

LAWA PAID MEDIA

Paid Media May 1–31 iHeart Radio

- 276 spots
- 5.5 million guaranteed impressions
- News, News/Talk, Sports (Dodgers)



Paid Media May 1-31

- LA/San Fernando Business Journal Ads
- Frequent – Business Travelers
- E-Newsletter
- Website Banner Ads
- 525k Impressions



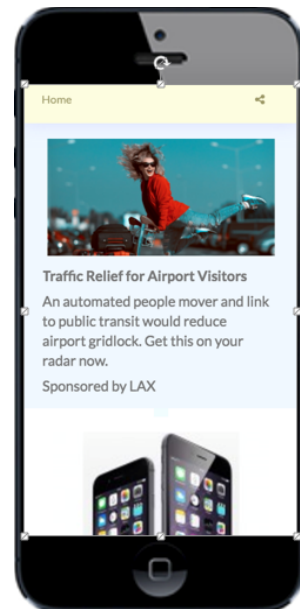
Paid Media Digital Ads May 1-31

- Frequent – Business – Moderate Travelers
- Over 2.2 million guaranteed impressions
- LA Times
- Facebook
- Instagram
- Native



Instagram

Los Angeles Times



LAWA Wayfinding Support

**“Top 10
Most Improved
Airport”**

—SKYTRAX

**“Best Design and
Best Overall Concessions
Program”**

—ARN

GOLD-STANDARD AIRPORTS – DELIVERED!

LAXceptional
perience

Los Angeles International Airport & Vicinity



LAWA GUEST EXPERIENCE


972 shifts for Guest assistance

- **Guest Experience Members (GEMs)**
- **Volunteer Information Professionals (VIPs)**
- **4:30 a.m. to Midnight**



LAWA GUEST EXPERIENCE

- **Pet Unstressing Passengers (PUPs)**
- **PUPs will be deployed in Terminals 2 and 5 throughout move - as needed for four-legged relief for passengers**



Bixbee today and it's helped make your LAX experience "PUP-tastic!"

PUP
Pet Unstressing Passengers
Los Angeles World Airports

STATISTICS

| | |
|--------------|---------------|
| From: | Topanga, CA |
| Breed: | Chihuahua Mix |
| Birthday: | August 2012 |
| Best Reward: | Marrow Bone |
| Fav Lounge: | Papasan Chair |
| Barks at: | Nada |

Wayfinding Support

Delta “Peach Corps” Ambassadors

- Who:
 - More than 120 Delta volunteers independent from the LAWA GEMs
- What:
 - Staff will wear bright green vests for easy recognition (matching the terminal transfer buses)
- Where:
 - Staged at locations throughout T2/3/5/6
 - Curbside to assist passengers
- When:
 - Staff on site for scheduled moves - days following on an as-needed basis
 - Shifts 4:00AM - 12:00AM (three 8-hour shifts per day)
 - Over 40 ambassadors deployed at any given time
- How:
 - May 11 - 12, LAX familiarization training/orientation
 - Staff supplied with daily fact sheets
 - Able to access up-to-date flight information



AIRPORT POLICE DIVISION (APD)

Airport Police will carry Traveler Guides and be ready to provide passengers with directions and assistance.

Airport Police will produce three Guest Experience videos:

- How do I find my car?
- How do I get from one terminal to another using a shuttle?
- Who can I ask for help, and where can I find information about LAX?



@LAAirportPD



LA Airport PD @LAAirportPD · Mar 22

'Monumental' shift: Why 21 airlines are moving terminals in May at LAX



'Monumental' shift: Why 21 airlines are moving terminals in May at LAX

A move by Delta Air Lines into new terminals at Los Angeles International Airport this spring will set off what LAX officials are calling "a move of airlin...
dailybreeze.com



LA Airport PD @LAAirportPD · Mar 23

Need assistance in finding your terminal? Just ask one of our friendly officers or airport employees.



LAX Airport @flyLAXairport

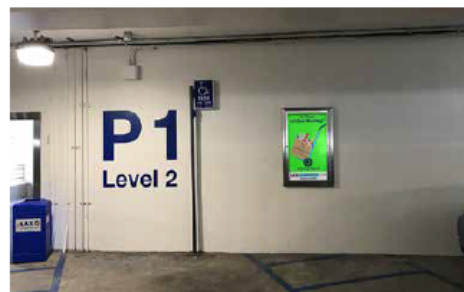
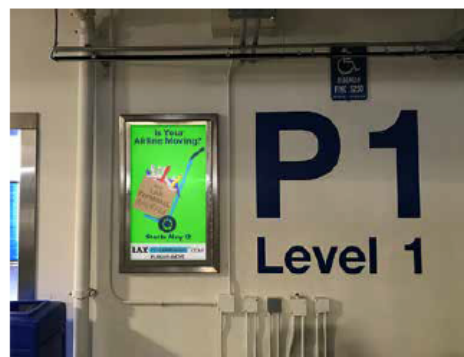
[PIC] @Delta moving May 12 from T5 to T2/T3. Other airlines swapping terminals too. Contact airlines & ow.ly/7Abt30abUBd #LAXontheMOVE



LAX on the MOVE Signage/Wayfinding

Central Terminal Area signs - Over 100

- Upper/Departure Level
- Lower/Arrival Level
- Inside terminals
- Outside terminals
- Parking structures
- Column wraps
- **Bus signs - Over 214**
 - Lot C Buses
 - Greenline Buses
 - Airfield Buses
 - Airline Connection Buses
 - FlyAway Buses



Airline Customer Communication

NOTICE!

Passengers who have HU tickets traveling from/via LAX to Changsha (CSX), Chengdu (CTU) and Chongqing (CKG) please pay attention to the following information.

1. All flights on/before April 14—Friday will be arriving/departing from Terminal 2.
2. Effective April 15—Saturday, all our flights to/from LAX will be arriving/departing from TBIT.

Effective April 15th, all our flights on/before from Los Angeles (LAX) will be departing from TOM BRADLEY INTERNATIONAL TERMINAL (TBIT)

All our flights on/before April 14th from Los Angeles (LAX) will be departing from TERMINAL 2



Tom Bradley Int'l Terminal
Terminal B (Gates 101 - 159)

Terminal 1
(Gates 9 - 18B)

Terminal 2
(Gates 21A - 28)

Terminal 3
(Gates 30 - 39)

Terminal 6
(Gates 60 - 69)



Alaska + virgin america

OUR NEW DIGS AT TERMINAL 6

On May 13th we're moving from Terminal 3 to Terminal 6, to join our friends at Alaska Airlines.

Learn more at virginamerica.com

WORLD-CLASS LAX AIRPORT EXPERIENCE. DELTA INVESTING 1.9 BILLION TO BUILD A WORLD-CLASS LAX AIRPORT EXPERIENCE.