

MOTION

Los Angeles World Airports (LAWA) is in the midst of a multi-billion dollar modernization program at LAX that is designed to provide improved, state-of-the-art facilities and experience for travelers. The West Gates at Tom Bradley International Terminal (West Gates) are one aspect of those improvements.

Several of the airlines that are gated at the West Gates are airlines that primarily serve families and elderly passengers traveling internationally to home countries. Some of these airlines include Voltaris, Viva Aerobus, Philippine Airlines and El Al. Other airlines operating out of the West Gates include Air France / KLM, Hawaiian Airlines, Sun Country, Allegiant Air, Fiji Airlines and Air Tahiti Nui.

Concerns have been raised by some passengers of the airlines operating at the West Gates that the experience has declined as a result of the new concourse. Issues that have been raised include longer walks through the airport, leading to increased overall travel times, especially for elderly passengers. Lack of available concessions is also a concern for many passengers who are flying out of the West Gates.

Mitigation efforts implemented by LAWA include providing free courtesy shuttles, coupon vouchers for concessions, and efforts to open more food and shopping concessions. It is important that LAWA continues their efforts to improve the passenger experience at the West Gates and report to the City Council on those efforts.

I THEREFORE MOVE that Los Angeles World Airports authority be REQUESTED to report to the Trade, Travel and Tourism Committee on their efforts to improve the experience for passengers using the West Gates at Tom Bradley International Terminal including but not limited to:

- Dedicated security or customs lines for passengers as well as airline personnel.
- Additional courtesy carts/shuttles for passengers who need special accommodations.
- Improved signage.
- Improved concession options or easier access to other options.

PRESENTED BY


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