



## **TOM BRADLEY INTERNATIONAL TERMINAL COMMON USE TICKET COUNTER RULES AND REGULATIONS**

### **1. GENERAL**

The Tom Bradley International Terminal ticket counters are under the supervision and control of the LAX Airport Operations Center, hereinafter, "LAX AOC". Please direct questions or comments to the Chief, LAX AOC, at (310)646-4265.

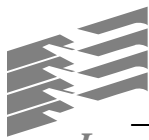
The Rules and Regulations are presented in the following order:

1. Ticket Counter Assignments
2. Ticket Counter Occupancy Rules
3. Use of Stanchions
4. Back Wall Signage

### **2. TICKET COUNTER ASSIGNMENT**

The allocation and assignment of ticket counter positions shall be made by the LAX AOC in accordance with the following objectives and principles:

- a. The allocation and assignment of ticket counters shall be made in such manner as to promote the efficient and balanced utilization of the ticketing area as a whole.
- b. The allocation and assignment of ticket counters shall be based upon the principle of minimizing the amount of delay to the greatest number of passengers.
- c. In allocating and assigning ticket counters, the LAX AOC shall use reasonable efforts to provide all airlines with sufficient ticket counters to accommodate their day-to-day operational requirements.
- d. The allocation and assignment of ticket counters shall be made in such manner as to cause the least disruption, in terms of operating remotely from ATO space, for the airlines in total.
- e. The LAX AOC will use reasonable efforts to assure assignment to an airline of the same counters on a day-to-day basis.



- f. The LAX AOC will make reasonable efforts to incorporate airline-specific operational parameters related to patterns of passenger arrival at the terminal: processing time, load factors, share of passengers requiring ticket counter services, and maximum staffing the airline will provide.
- g. The assignment of ticket counter positions shall be in thirty minute blocks.
- h. The assignment of ticket counter positions shall provide a minimum of three ticket counter positions.
- i. The LAX AOC may reduce the number of ticket counter positions assigned to airlines demonstrating a pattern of not staffing assigned ticket counter positions.
- j. In the event that the number of ticket counters available for assignment is inadequate to fulfill the preceding protocols, the LAX AOC shall first reduce airline operational parameters toward the norm for those airlines with operating parameters exceeding the norm, and then, if required, proportionately reduce assignments.
- k. The LAX AOC shall reserve the right to deviate from these protocols in the allocation and assignment of ticket counters, when it is deemed to be in the best interests of the airlines or the traveling public to do so.

### **3. TICKET COUNTER OCCUPANCY RULES**

All carriers are obliged to follow occupancy rules. Even a carrier that is the only carrier assigned during a day to a particular ticket counter position must comply with these rules since the LAX AOC may assign the position for unscheduled operations at any time.

- a. A carrier can use a position only when it is assigned use of the position. Ticket counter assignment charts are distributed to station management via e-mail seasonally, or when operational needs dictate, or can be confirmed daily with LAX AOC at (310)646-4265. Paragraph b will be the only exception.
- b. At any time that a position is not assigned to a carrier, the carrier with leased office space directly behind the counter may use a



position to sell tickets or to provide other passenger assistance. A carrier may use a maximum of one position in this manner.

- c. Airlines may not use drawers or cabinets for permanent storage. All drawers and cabinets will be emptied and left unlocked at the end of their assigned period.
- d. All CUTE equipment at each position must remain in a configuration that will allow any carrier to perform its required check-in processes at that counter. All airlines shall log off and blank out overhead displays and rear wall signage when the flight closes.
- e. No stock unique to a carrier can be left in printers.
- f. Processor configurations must be returned to their normal condition after the end of each carrier's assigned period.
- g. Each carrier must leave the ticket counters in a neat and orderly manner at the end of each assignment period.
- h. Each carrier should inspect its assigned counters for functionality at the beginning and end of each assignment period. Discrepancies shall be reported immediately to the LAX AOC at (310)646-4265.
- i. Each carrier shall ensure that bag belt doors are properly secured during and at the end of the assignment period. This is a security issue; failure to comply may result in fines to the carrier.

#### **4. USE OF STANCHIONS**

- a. Five stanchions will be provided for each ticket counter position.
- b. At the start of the assignment period, the stanchions will be clustered in front of each counter position as close to the counter as possible with no ribbons extended.
- c. The locations of the stanchions and the arrangement of the ribbons can be done at the discretion of the assigned carrier during the period of authorized ticket counter occupancy, with the proviso that the outermost line of stanchions must be at least ten feet away from the center of the aisle.
- d. Only placards complying with LAWA's applicable signage criteria may be placed on the stanchions in placard frames specified by LAWA.



- e. The stanchion arrangement will not extend beyond the area directly in front of the assigned ticket counter positions, unless conditions in the terminal require a different configuration.
- f. At the end of the assigned period, the carrier whose assignment is ending will be responsible for returning the stanchions to the original positions of five stanchions clustered against the front of each counter, with no ribbons extended. However, after the last flight of the evening, the stanchions shall be left clustered just far enough away from the counters to allow for cleaning of the stainless steel surfaces.
- g. The assigned carrier should check stanchions for working condition at the start and end of each assignment period.
- h. Damage to stanchions shall be reported immediately to the LAX AOC (310)646-4265..

**5. BACK WALL SIGNAGE**

The electronic Airline Name Display System panel above the counter and electronic signage behind the counter can display the name of the carrier currently assigned to that counter. The airline graphics must be deactivated at the end of the designated ticket counter assignment period, and the display returned to the default LAWA logo.