



**Change in LAX Security Badge Office Hours**

Effective **Monday, May 18, 2015**, the LAX Security Badge Office (SBO) will commence with the following revised office hours, based on each LAWA two-week pay period:

**Week 1**

Monday through Thursday: 07:00am to 6:00pm

Friday: CLOSED (1st Friday of the two-week pay period)

**Week 2**

Monday through Friday: 07:00am to 6:00pm

Beginning Friday, May 22, 2015 (the 1<sup>st</sup> Friday office closure date and the 1<sup>st</sup> Friday of the pay period) the SBO will close every alternate Friday. Although the Customer Service Counter will be closed, telephone inquiries will be accepted between 8:00am - 4:30pm. Reports of lost – stolen – invalid badges may still be taken 24 hours every day.

This change is being implemented to improve customer service and throughput by unifying staff days off into a uniformed schedule. This will allow the SBO to operate with a full-strength workforce and offer more appointments via the on-line appointment system.

A revised SBO website should be available for access in early May. Expected Friday closure dates will be listed therein for reference.

**Issue Date: May 11, 2015**

**Subject: CHANGE IN LAX SECURITY BADGE OFFICE HOURS**

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

