



COMMUNITY NEWS Kid's Ocean Day



Nearly 4,000 Los Angeles kids, teachers and volunteers send a giant text message from the ocean to "CLEAN ME UP :)" as part of the 21st annual Kids Ocean Day Adopt-A-Beach Clean-Up on May 15 at Dockweiler State Beach. The kids are alerting the world about the need to help the ocean and protect it from the everyday trash and plastic litter that flow down the streets, killing marine life and polluting food resources.

Stewards of the environment, promoting education, and volunteering is what defines the Community Relations Division at LAX. Staff enjoyed their participation in this event assisting coordinators with the kids to spell out the text, welcoming school busses, and handing out refreshments. Event was organized by the Malibu Foundation, City of Los Angeles, Spectral Q, Keep LA Beautiful and the California Coastal Commission. Photo Credit: Jeff Pantukhoff, Spectral Q, Kids Ocean Day

Airport's Outreach Team

LAX is pleased to announce its new membership with the Rotary Club of Playa Venice Sunrise. Community Relations staff member, Sandy Launius, will represent the airport on Rotary activities in the Venice, Marina del Rey, Playa del Rey and Playa Vista communities. She was installed on February 12, 2014.

Margaret Imhoff, new to the Community Relations Division, will represent the airport on Rotary activities in the El Segundo community.



Sandy Launius

Margaret Imhoff

She was installed to the Rotary Club of El Segundo on March 6, 2014. For over a decade, Shirley Hoffmann was the airport's Rotarian in El Segundo, but she retired at the end of 2013. Rotary International is a service organization that lives by the motto "service above self" and has over 1.2 million members worldwide.

Sponsorships

LAX is proud to sponsor civic, community, and educational programs via its memberships with local chambers of commerce and service clubs. Below is a list of the airport's recent sponsorships. To learn more about the events we support, visit www.lawa.aero.

- Culver City State of the City Address 3/18
- Hawthorne State of the City Address 3/28
- Inglewood State of the City Address 4/10
- LAX hosts annual airfield tour for Rotary Clubs of Inglewood & El Segundo 5/1
- Police & Fire Appreciation Lunch 5/7
- Hawthorne Earth Day Festival 5/17



COMMUNITY PARTNERSHIPS LAX's Four-Legged Ambassadors Celebrate First Anniversary

LAX's beloved and popular PUP (Pets Un-stressing Passengers) Program celebrated its one year anniversary in April. The four-legged ambassadors continue to do their magic radiating calmness and comfort throughout the terminals easing traveler anxieties.

The PUP program is one of the nation's largest airport-run, therapy dog programs. Thirty volunteer-and-pet teams roam the airline boarding gate areas and greet travelers – supplementing the LAX customer service team that includes 300 Volunteer Information Professionals (VIP) and 150 Customer Service Representatives.

All PUP volunteer-and-dog teams are registered with Therapy Dogs, Inc., a national organization that registers, insures, and supports members involved in voluntary animal-assisted activities.

Community News

Kid's Ocean Day

Airport's Outreach Team

Sponsorships

Community Partnerships

PUP Program Celebrates Anniversary

Seeking Community Talent

LAX Police Cadet Program

LAX Capital Improvements

New Public Outreach Campaign

LAX Modernization Update

E-Cigarette Ordinance

"Gab's Corner"

How many military families visit the Bob Hope USO?

To learn more about the airport's customer service teams, call (424) 646-8471 or visit www.lawa.aero/VIP.

Seeking Community Talent to Entertain Travelers

LAX is pleased to coordinate an entertainment program to improve the overall customer experience for the millions of passengers that travel through the airport each year. We are inviting local entertainers to perform throughout the year in various terminals. We believe that the entertainers will receive significant exposure while creating a positive experience to our many customers.

If you are interested in performing, please call (424) 646-5168 or send an email to vroth@lawa.org to receive a copy of the program policy and application.

Recruiting Candidates for LAX Police Youth Cadet Program



Encourage someone you know, ages 13 thru 20, to learn about the airport-sponsored youth cadet academy program. Applicants will learn about the values of teamwork and community service, in addition, to leadership and life skills. Airport Police coordinates the program and has scheduled the next youth cadet session to start on July 26. Apply soon!

To contact Airport Police about the program, call (424) 646-9050 or visit the LAX website at www.lawa.aero.

LAX CAPITAL IMPROVEMENTS New Public Outreach Campaign

LAX launched a new public outreach campaign in early May, themed *LAX is Happening*, to help guide and connect visitors to information about the airport's multi-year, multi-billion dollar modernization program underway.



Using visually memorable and colorful icons throughout, the personable, humorous campaign features a new one-stop splash website – www.LAXisHappening.com – to help the public navigate anticipated traffic impact, gather info on current and planned improvements, and prepare for airport construction-related closures over the next two years. Also to inspire and inform, smart and informative videos will be used to bring the campaign and its messages to life.

Update: LAX Modernization Program

As part of our ongoing efforts to enhance your traveler experience, major LAX modernization projects are currently planned or underway and these include...

- Construction of a secured T4 Connector between Terminal 4 and the new \$1.9 billion Tom Bradley International Terminal;
- A \$118 million Curbside Appeal Project, which will provide a new, dramatically upgraded exterior in the Central Terminal Area (CTA) loop;
- A number of new traffic safety and roadway improvements, including a second level (departures level) retrofit;
- New inline baggage handling and screening systems;
- New escalators, elevators and moving walkways;
- Completion of a new Central Utility Plant to more efficiently heat and cool all airport locations; and
- More terminal charging stations; as well as renovations and upgrades in terminals

All modernization enhancements are part of the ongoing multi-billion dollar Development Program, which is funded by operating revenues, capital improvement program funds, fees from airlines, passenger facilities charges and airport revenue bond proceeds. No money from the Los

Angeles City General Fund will be used for modernization improvements.

For real-time LAX traffic, "insider" traffic tips, as well as links to project fact sheets and other easy-to-access updates, visit www.LAXisHappening.com for information.

E-Cigarette Ordinance

Effective April 19, 2014, use of all electronic smoking devices (including e-cigarettes) are banned anywhere within City limits, including LAX, where tobacco smoking is prohibited. The Los Angeles City Council passed an e-cigarette ordinance, which was signed by the mayor.

"Gab's Corner"

Q: How many military families visit the Bob Hope USO?



A: On average, more than 69,000 troops and their families visit the Bob Hope USO at LAX annually. The USO is a nonprofit, congressionally chartered, private organization, whose mission is to lift the spirits of American troops and their families. The USO at LAX, located in the middle of the airport's Central Terminal Area, offers a variety of services--at no charge-- such as a snack bar; library; computer center; family room; recliners for naps in-between flights/overnight stay; luggage storage area; and restrooms/showers. To volunteer or to learn more about the USO, visit www.lawa.aero.



LAX Community UPdates is a quarterly online newsletter produced by LAX Community Relations. LAX is part of a system of three Southern California airports owned and operated by Los Angeles World Airports (LAWA), a department of the City of Los Angeles. To contact the office directly, call (424) 646-7450.