



LOS ANGELES WORLD AIRPORTS

LAX AIRPORT OPERATIONS

TBIT TICKET COUNTER ASSIGNMENT POLICY

Effective October 2015

REVISION 1 – EFFECTIVE NOVEMBER 2016

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TBIT TICKET COUNTER ASSIGNMENT POLICY

CURRENT PRACTICE

The following procedures are currently used to assign ticket counter positions:

1. LAWA Gate Management team plans and assigns advance common use ticket counter positions based on schedules submitted by airlines operating in the Tom Bradley International Terminal (TBIT).
2. LAWA Gate Control in the ARCC manages any required daily adjustments to counter assignments.
3. LAWA GATE Management team utilizes an assignment protocol that includes:
 - a) Number of allocated ticket counter positions based on aircraft group and seat configuration
 - b) Ticket counter positions assigned for a period of 4 hours prior departure
 - c) Location of ticket counter assigned in proximity to airlines' ATO offices
 - d) Two or more flights operated by the same airline or co-managed by partner airlines assigned a consolidated block of ticket counter positions and co-located in one aisle.
 - e) Counter allocation for transit flights.

REQUISITES FOR CHANGE

The introduction of new airlines and new flights (Introduced by existing TBIT airlines) have placed an increased demand on available resources. Further, Airline Alliances expressed a desire to co-locate ticket counter assignments to facilitate synergies from partner airline operations. Therefore, it became necessary to not only review current allocation practices but also introduce technology solutions to drive efficiencies in passenger processing. The current technology solution is the installation of SITA common use passenger processing kiosks located on the east end of each ticket counter aisle.

Even through the review process, there is continued emphasis on providing each airline with an appropriate number of ticket counters that appropriately reflect the number of passengers being entertained at airlines' ticket counter positions and the throughput on passenger processing.

COUNTER ALLOCATION POLICY

Effective November, 2016, the following ticket counter allocation policy will be adopted.

1. Authority:

- a) LAWA GATE Management team in collaboration with TBITEC will continue to develop and provide resource allocation policy.
- b) LAWA Gate Management team will plan and assign common use ticket counter positions based on schedules submitted by the airlines.
- c) LAWA Gate Control in the ARCC will manage day to day counter allocation requirements.

2. Methodology:

- a) Counter positions will be allocated for a period of 240 minutes prior to departure.
- b) All airlines operating at TBIT will be assigned a “base” allocation of four (4) ticket counters irrespective of aircraft size, seat configuration, or passenger counts.
- c) A principle of “add-on” positions to the base allocation will be adopted to provide adequate number of positions for larger counts of passenger processing. See table directly below for final allocations.
- d) Multiple flights with departure times within 90 minutes are expected to consolidate processing and will be assigned a modified “add-on” number of ticket counters.
- e) During periods of high demand airlines may be required to scale down the number of ticket counters during the last 30-45 minutes prior departure but at no time will this be less than four (4) counter positions.

PROPOSED TICKET COUNTER ALLOCATION POLICY			
SINGLE FLIGHT			
SEAT COUNT	BASE ALLOT	ADD ON	FINAL ALLOT
<200	4	0	4
201-300	4	2	6
301-400	4	4	8
>401	4	6	10
TWO FLIGHTS – OVERLAPPING DEPARTURES WITHIN 90 MINS			
SEAT COUNT	BASE ALLOT	ADD ON	FINAL ALLOT
<200	4	4	8
201-300	4	6	10
301-400	4	8	12
>401	4	10	14
THREE OR MORE FLIGHTS - OVERLAPPING DEPARTURES WITHIN 90 MINS			
SEAT COUNT	BASE ALLOT	ADD ON	FINAL ALLOT
<200	4	6	10
201-300	4	8	12
301-400	4	10	14
>401	4	12	16

3. RULES AND EXCEPTIONS

a) Transit flights:

All transit flights will be allocated the base allocation of four (4) ticket counters.

b) Multiple flights within the 90 minute period with different aircraft type and seat capacity will receive a final allocation which is a derivative of the average seat counts of the flights involved.

4. ALLIANCE GROUPS CO-LOCATION

Alliance groups have initiated a co-location concept for member airlines operating out of a common location. This means that members of a particular alliance may be located within one aisle of the TBIT ticket lobby.

a) The number of ticket counter positions allocated to alliance members' flight will be determined using the methodology described above. This methodology is applicable to **all** flights operating from TBIT.

b) In order to provide for airlines that are not affiliated with any Alliance groups, the ticket counter positions assigned to a co-located Alliance group will not occupy the entire aisle.

c) Airline Alliance groups will be allocated an appropriate number of ticket counter positions that is aligned with their 'market share of seats' in the Terminal.

d) An Alliance Group co-locating in one aisle is not intended to imply an opportunity for branding.

e) A review of the ticket counter allocations for Alliance Groups will be reviewed during each seasonal change in schedule.

f) Schedule changes, seasonal flights, or additional Alliance partners starting operations in TBIT, are likely to create a shortfall in counter positions per this protocol. Such situations will be resolved through:

i. Relocation to an alternate aisle if positions are available; or

ii. Reduction of allocated positions to accommodate change.

If relocation or assignment to an alternate aisle is necessary (Item i), then the determination on assigning ticket counters will be based on following **order of priorities**

1. The flight with a schedule change, if single flight is involved.
2. Flights with schedule change with less weekly frequency, when multiple flights are involved.
3. Seasonal flights operated by year round airlines
4. Seasonal flights operated by seasonal airlines
5. New alliance members launching operations from TBIT.
6. New alliance members launching operations from TBIT with less weekly frequencies
7. Security requirements
8. Basic aisle congestion

With the reduction alternative (Item ii), the Alliance group will propose the desired reduction in counter assignment to accommodate the over-subscribed flight in the same aisle.

- g) At this point, LAWA Commercial Development Group makes no commitment to relocating Alliance members' ATO offices to coincide with the ticket counter allocations.

5. OTHER CONSIDERATIONS:

- a) Additional ticket counter positions or extended hours at assigned ticket counter positions will be assessed on a case by case basis and approved if the request can be accommodated. Airlines must be prepared to comply with assignments provided per protocol described above.
- b) Any change to ticket counter position assignments on the day of operation must be coordinated through Gate Control in the ARCC.
- c) Ticket counter position assignments of a delayed flight (with prior delay notice), may be changed to avoid impacting adjacent operation of a scheduled on-time flight. The scheduled on-time flight will have priority.
- d) Ticket counter position assignments of a delayed flight (without prior delay notice), may be required to close operations at assigned positions if the operation impedes on another airline's operation. Alternate ticket counter assignments for continued operations will be made by ARCC Gate Control.

END