



## **AIRFIELD BUS OPERATIONS POLICY AND OPERATING PROCEDURES**

### **1. General**

Los Angeles World Airports provides airfield passenger bus (APB) service at LAX to facilitate the transportation of airline passengers and crews on the Airfield Operations Area (AOA). Examples of this type of service are transfers between terminal buildings and aircraft parked at terminal gates, remote terminals or pad areas; group connections between aircraft emergency operations.

Airfield Bus Operations has the capability to provide airfield busses for the transportation of passengers and Special Transportation Service Vehicles (STSV) to assist in transporting enplaning or deplaning passengers that require special assistance.

Airfield Bus Operations is staffed 24 hours a day.

Requests for bus transportation between terminals on a scheduled basis should be directed to the LAX Airport Operations Airside Manager at (424) 646-7474.

### **2. Airfield Bus Requests**

- a.** Airfield bus service shall be requested by contacting LAX Airport Response Coordination Center (ARCC) at (310) 646-6258.
- b.** It is the responsibility of the airline to provide accurate information and to keep LAX ARCC updated as to any changes or revisions regarding times or service requests.
- c.** Provide the following information when requesting an airfield bus:
  - i.** Airline Name
  - ii.** Flight Number
  - iii.** Type of flight – arrival, departure or connections
  - iv.** Pick-up gate or location
  - v.** Destination gate or location
  - vi.** Crew or Agent pickup location and time
  - vii.** Passenger pickup time



- viii. Passenger count
- ix. Airline contact name (some one who has knowledge of the operation) and a contact telephone number.
- x. Specify if the Special Transportation Service Vehicle (STSV) will be required.

### **3. Airfield Bus Dispatching**

- a. Emergency situations (i.e., aircraft incidents, bomb threats, etc) will have priority over all other bus service requests.
- b. Airfield bus service will be provided on a first-come first-served basis. "ASAP" requests may have to wait until busses become available. Requests should be made well in advance of the time required or as soon as an accurate estimated time of arrival (ETA) or estimated time of departure (ETD) is known.
- c. Revised ETA's or ETD's must be reported to LAX - ARCC at (310) 646-6258 as soon as possible to avoid delay of bus service for other scheduled operations. Failure to provide such revisions may result in loss of service and a cancellation charge.
- d. Indefinite delays will require that a new request be made for bus service through LAX ARCC when the definite ETA or ETD becomes known.
- e. To maintain an efficient utilization of the airfield busses, buses are dispatched on the basis of each bus being able to handle a capacity of 65-75 passengers.
- f. Airfield bus use will be charged on a per trip basis when ordered to support an arriving or departing flight.
- g. Employee bus shuttle service is available to all arriving and departing flights at the West Remote Gates from Gate 107. This service is available to flight crews, agents, wheelchair agents, and all other employees servicing flights at the West Remote Gates.
- h. Employee bus shuttle service is available every 20 minutes from the start of West Remote Gate operations.
- i. Airline employees will not be shuttled or transferred between terminal facilities unless such transportation is associated with an aircraft arrival or departure.



- j. All special requests for transportation of agents, Federal inspectors, crew members, or persons under contract to an airline (i.e., wheelchair attendants) to/from terminals and aircraft shall be charged to the airline for each trip made.
- k. An airline will incur a "cancellation charge" or trip charge, if a bus operation is not cancelled before busses are dispatched for that service.

#### **4. Airfield Bus Operations**

- a. Airfield bus passengers are the responsibility of the airline at all times. This responsibility includes control of passengers from pre-boarding through the disembarkation process. Airline personnel shall be present at all times and to oversee any special handling requests.
- b. An agent shall be present at a terminal gate to check passengers onto the bus, or to direct arriving passengers into the building. Passengers will not be loaded onto a bus from a terminal or an arriving aircraft if no agent is at the pick-up location.
- c. An adequate number of agents or representatives shall be available to control their passengers, especially on the ramp areas, when directing them to an aircraft stairway or terminal gate.
- d. There shall be an airline agent with the first and last busload of passengers being transported.
- e. The agent will direct ramp personnel to remove any hazards or obstructions to the operation of the bus around the aircraft or the bus gates during loading/unloading activities.
- f. Air carrier terminals with marked APB ingress/egress, shall keep these areas clear of ground equipment during bus operations.
- g. Air carrier ground equipment shall yield to all bus operations at the designated and marked terminal airfield bus ingress/egress during bus operations, including adjoining service roads.
- h. When appropriate, the agent shall make all pertinent announcements on the public address system to the passengers regarding airline information significant to them (i.e., delays in loading, connection information, baggage claim carousel numbers, etc).
- i. The agent shall indicate to the bus operator when to proceed/depart once the bus is full. Due to the high demand for buses, maximum utilization is a



priority. Reduced capacity bus arrangements should be coordinated through the Airfield Bus Dispatcher at (310) 215-4327.

- j. An agent or representative shall remain with any passenger awaiting the arrival of a wheelchair service attendant. The airline is responsible to attend to its passengers, at all times.
- k. The airline is responsible for anything left by its passengers on the APB and an agent should check the interior of the bus after all the passengers have disembarked.
- l. An agent shall not attempt to convince a bus operator to violate any airport rules or move the bus in any situation if in the judgement of the bus operator it would be unsafe to the bus or passengers.

**5. Airfield Bus General Rules**

- a. Wheelchair-transported passengers must be accompanied and handled by airline representatives (i.e., agents and/or wheelchair-service attendants).
- b. Incapacitated passengers (i.e., persons wearing splints, braces, casts, or on crutches) will be boarded in a manner so as not to present a hazard to themselves or other passengers. The airline is responsible for providing an attendant if needed.
- c. Elderly and/or infirm passengers who appear to be unable to care for themselves and need attendance or guidance in their travel will be considered incapacitated and will be the responsibility of the agent.
- d. An airline representative must attend unaccompanied minors.
- e. Passengers' family, friends, or guests are not permitted to ride out to meet an arriving flight or to accompany them to a departing aircraft.
- f. Intoxicated passengers will not be granted access to any APB.
- g. Guide, service, and signal dogs are acceptable for transport when accompanied by their owner(s). [California Civil Code Sections 54.1, 54.2, 54.3, and the Penal Code Section 365.5].
- h. Except as otherwise provided in Transportation Security Regulation (TSR) 1540, no person may carry on or about his person a deadly or dangerous weapon, either concealed or unconcealed on the AOA.



- i. Carry-on baggage will be allowed on the bus if:
  - i. It meets the size, weight, and "number-of-pieces" requirements of the airline for carry-on luggage;
  - ii. It is approved and cleared by the airline to be carried onto the aircraft;
  - iii. It does not constitute a hazard or unsafe condition for other passengers on the bus in the opinion of the bus operator;
    - (1). Sports equipment, such as golf bags or skis, may be carried on the bus if it is acceptable to the airline as carry-on baggage and does not represent a hazard to others.
    - (2). Stretcher cases cannot be accepted on an APB since the bus is not designed to safely accommodate them.
    - (3). Only carry-on chairs or wheelchairs required to accommodate a passenger will be permitted on the APB. All other equipment, material, and/or supplies belonging to an air carrier will not be transported via the APB.
    - (4). Cargo (i.e., United States mail pouches, air express, freight, company material shipments, or company mail) shall not be carried on the bus. The bus operator is forbidden to deliver papers, envelopes, documents, etc., for an airline or its agents between the terminal and an aircraft (or vice versa).
    - (5). Employees in greasy or dirty clothing may be refused transportation on the bus, if, in the judgement of the operator, the condition or appearance of the bus would be impaired for subsequent use by airline passengers.

**6. Special Transportation Service Vehicle (STSV)**

- a. Airfield Bus operations will provide a STSV to assist airlines to facilitate passengers with special accommodation requirements. This truck is equipped with a lift to facilitate the loading and off-loading of stretchers and wheelchairs (in locations that will not accommodate this type of operation). An enclosed passenger area is provided to facilitate transportation when required.
- b. STSV service may be requested by contacting LAX ARCC at (310) 646-6258.



- c. Airlines shall provide an agent to accompany passengers when transportation is being provided.
- d. Airlines shall be responsible for the authorization of family members and/or passengers requesting to accompany the transported passenger.
- e. STSV usage will be charged on a minimum of one-hour basis. Any charges after the first hour will be charged in 15-minute increments.
- f. Any questions on Airfield Bus or STSV operations should be directed to the LAX Airport Operations Chief - ARCC at (424) 646-6258.