



### Emergency Preparedness Guidance for Tenants at Los Angeles International Airport

September 2022



## Introduction

In today's ever-evolving threat environment, it is not only important for the airport and our tenants to prepare for all hazards emergencies, but also to actively coordinate and collaborate. It is only by building partnerships and proactively sharing information that we can grow our knowledge base to build a more resilient LAX – as well as the greater airport community. This guide provides information for our tenants to incorporate into their emergency response and evacuation plans.

## Emergency Defined

It is important to have a shared understanding of key terminology. This helps airport response partners comprehend the complexity of a situation. The LAX Emergency Operations Plan defines our incident types. An **Emergency** is defined as any incident, whether natural, technological or human caused, that necessitates response active to protect life, property, infrastructure, and the environment. Examples, include a bomb threat, prolonged power outage, and a terminal evacuation. A **Major (Complex) Emergency** requires multi-agency coordination and may last longer than 12 hours requiring significant additional staffing or resources. Examples include active threat, structural collapse, Alert 3 with injuries, cyber-attack, and significant earthquake.

## Emergency Response

Los Angeles World Airports (LAWA) adheres to the doctrine established by the FEMA through the National Incident Management System (NIMS) and the California Standardized Emergency Management System. For emergencies which require a significant response from more than one agency, establishing an Incident Command Post (ICP) using a Unified Command approach is crucial for maintaining appropriate command and control of the scene. An ICP also supports establishing situational awareness and a common operating picture for all responding airport partners.

## What is Unified Command?

- Brings together the Incident Commanders from our response partners in order to coordinate an effective response while at the same time allowing each to carry out their own jurisdictional, legal, and functional responsibilities.
- Each responding partner maintains authority, responsibility, and accountability for its personnel and other resources while jointly managing and directing emergency activities through the establishment of a common set of incident objectives.
- Provides response partners with a forum for making joint decisions.

*Need More Information?*

Contact Us: [emergencymanagement@lawa.org](mailto:emergencymanagement@lawa.org)



## Tenant Representation at the Incident Command Post

Tenant representation at the ICP is at the discretion of UC. In these situations, tenants will serve as a Liaison Officer and may be requested to assist with the following:

1. Amplify emergency notifications
2. Support evacuation
3. Assist in reunifying passengers with their bags and possessions
4. Support repopulation
5. Assist with a police investigation

## Alert and Warning

- **LAWA Alerts.** LAWA Alerts is the official Los Angeles World Airports emergency mass communication system. Badge holders may request an account by following [this link](#).
- **Follow Us on Social Media.** LAWA utilizes a variety of social media platforms to share information with the public. These accounts are not monitored 24/7.



**@flyLAXAirport** – The official Twitter of LAX

**@LAAirportPD** – The official Twitter for the Los Angeles Airport Police

- **NotifyLA.** In a disaster, there are never too many ways to receive a possibly life-saving alert. The City of Los Angeles will use multiple ways to reach you if there is a threat to your life or property. The best way to ensure you receive alerts is [NotifyLA](#).

## Information Sharing

LAWA's Crisis Leadership Team will determine the need to conduct an operational coordination call with our tenants. The determination is made based upon the duration and severity of the impacts. The purpose of the call is to share information regarding ongoing response and recovery efforts. It's also a forum for our tenants to provide information on what they are experiencing as a result of the emergency and identify unmet needs. Invitations are distributed through LAWA Alerts so make sure to register.

## Report Disruptions

During an emergency, it's important that the airport collects key information to help inform decision making and to share this information with our airport response partners. Emergency Management encourages our tenants to call our Airport Response Coordination Center to report disruptions to the following:

- Baggage Handling Systems
- Building Management Systems
- Communication Systems
- Ticketing Areas
- Passenger Conveyance Systems
- Flight Information Display Systems
- WonDoor Activations
- Passenger Boarding Bridges
- Heating, Ventilating, Air Conditioning Systems
- Ground Handling
- RAMP
- Fueling
- FIS Areas and Security Checkpoints

## Critical Icon Program

LAWA maintains a Critical Icon Program for badge holders to access the ICP and to help identify staff who need priority during a terminal repopulation. To apply for the icon, contact the [Security Badge Office](#).



## Evacuation and Repopulation

LAX is comprised of different types of facilities including high-rise and low-rise buildings, hangars, trailers, maintenance buildings, etc. each having their own evacuation planning requirements. The focus of this guide are the passenger terminals. Emergency Management maintains the LAX Terminal Evacuation and Repopulation Plan and the West Gates Annex.

- When an evacuation of part or all of a building is required, occupants will be notified by the following methods as determined by Unified Command:
  - Fire Life Safety Systems
  - Public Address Systems
  - Hand-held bullhorns
  - Face-to-face instructions from first responders
  - Electronic Signage
- Badge holders and passengers will immediately evacuate their location and follow instructions from first responders. If safe, those evacuating should exit towards the Central Terminal Area.
- All badge holders, police, and fire personnel, will assist with directing passengers including people with access and functional needs.
- Large number of people will seek escape or refuge from the immediate or perceived threat area by any exit, including ramp doors and doors leading to secure areas (regardless of whether they are credentialed).
- Passengers may leave bags and other possessions behind during and should be encouraged not to bring large items with them while evacuating.
- Passengers should not be separated from their service animals during an evacuation.
- When safe, evacuees will be directed by first responders to repopulate the affected area.



- Designate personnel who will continue to shut down critical operations such as turning off cooking equipment and locking cash registers while an evacuation is underway as safety permits.
- Aircraft should NEVER board or deplane passengers and flight crews during a terminal evacuation.
- Report any passengers or employees with medical issues or injuries by contacting Airport Police Dispatch or calling 9-1-1.
- Direct individuals who have evacuated onto the Airport Operating Area (AOA) to areas of safe refuge or away from any dangerous equipment and movement areas.
- Notify the Airport Response Coordination Center and first responders if individuals are observed evacuating onto the AOA.
- If safe, check all rooms within the tenant's leasehold and surrounding areas to confirm it has been evacuated.
- Be familiar with fire alarm pull stations, emergency exits, evacuation routes, and automated external defibrillator locations.
- Tenants will have priority over passengers during repopulation to ensure the airport is staffed to provide services to passengers.



## Evacuation Training and Exercises

- Conduct an annual review of evacuation plans with new employees and oversee routine reviews of the plan with all employees.
- Conduct quarterly evacuation drills.
- Send a written copy of evacuation plans to LAWA [Emergency Management Division](#).

## Airport Response Coordination Center

The Airport Response Coordination Center (ARCC) serves as LAWA's operational communication and coordination hub. The ARCC operates 24/7/365 and is staffed by Airport Police, Emergency Management, Facilities and Maintenance, Information Technology, Operations, and TSA.

During an emergency, it might be necessary to increase the staffing of the ARCC with additional stakeholders in the event of communication disruptions or to more effectively collaborate and conduct crisis action planning to resume normal operations. This can be accomplished virtually and for some major emergencies, it requires stakeholders to deploy to the ARCC to work side-by-side with other airport response partners. The ARCC can also serve as the location of the ICP. Tenants should prepare by designating individuals in their plans to respond to the ARCC with the proper equipment if requested.

## Shelter-in-Place

Sheltering-in-Place is the use of a structure to temporarily separate individuals from a hazard or threat. Sheltering-in-Place is the primary protective action in many cases. Often it is safer for individuals to shelter-in-place than to try to evacuate. Sheltering-in-place is appropriate when conditions necessitate that individuals seek protection in their office building or trailer, terminal, hangar, or other work location.

When to Shelter-in-Place? In the event of a chemical, biological, or radiological spill, contaminants may be released into the environment in such quantity that it is safer to remain indoors rather than to evacuate. Additionally, emergency situations such as an active threat at the airport may call for shelter-in-place procedures. Examples of situations that might result in a decision to shelter-in-place include:

- A fuel tank explosion
- A derailed and leaking tank car of chlorine
- Severe weather
- An active shooter near or at LAX

Where to Shelter-in-Place employees? If possible, select interior rooms above the ground floor with the fewest windows or vents. The rooms should have adequate space for everyone to sit. Avoid overcrowding by selecting several rooms, if necessary. Large storage closets, utility rooms, pantries, and copy and conference rooms without exterior windows are a good choice. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.





## Planning, Training, and Exercises

- LAWA Emergency Management maintains a [Planning, Training, and Exercise calendar](#). It's designed to be used as a reference guide, not for event registration. The calendar will be continuously updated as events are scheduled. Most are only open to LAWA employees, badge holders, and our Federal, State, Local, and NGO partners.
- LAWA encourages all tenants to have a baseline knowledge of emergency management fundamentals. This can be accomplished by completing FEMA's Introduction to the Incident Command System, ICS 100 and Basic Incident Command System for Initial Response, ICS-200. These free online FEMA courses can be found [here](#).
- LAWA Emergency Management has emergency management training videos for our Certified Service Provider License Agreement. These educational videos are applicable to all tenants and can be found by following this [link](#).
- Run, Hide, Fight Active Threat training is available by contacting the Airport Police Department.
- Update your emergency response and evacuation plans on an annual basis.
- Validate your emergency response and evacuation plans by conducting training and exercises with your employees on a regular basis. All tenants are **REQUIRED** to notify the [Emergency Management Division](#) in advance of live exercises to ensure there are no false alarms or misunderstandings.
- To request a copy of the LAX Emergency Operations Plan, contact LAWA [Emergency Management Division](#).

## Employee Accountability

LAWA encourages all tenants to develop, maintain, and test quarterly a process for accounting for their employee's health and well-being who are working onsite at LAX at the time of an emergency. Examples include phone trees, call-down lists, and mass notification systems.

## Public Information

Official information is shared with the public through LAWA's Public Relations team. This includes direct contact with the media, as well as through social media, press releases and other methods. LAWA is tasked with taking the lead on all media interviews during an emergency and we ask your cooperation in referring news media to the LAWA Duty Officer.

## Emergency Contacts

Response Partner	Phone Number
Airport Police Dispatch	424-646-7911
Airport Response Coordination Center	424-646-5292
CDC LA Quarantine Station	310-215-2365
CBP LAX Duty Desk	310-568-7501
LAWA Emergency Management Duty Line	310-877-2225
LAWA Public Relations Duty Line	424-646-5430
TBITEC Dispatch Center	424-312-1860
TSA Coordination Center	310-242-2940



*Need More Information?*

Contact Us: [emergencymanagement@lawa.org](mailto:emergencymanagement@lawa.org)