It is possible that your flight may be moved to another terminal or cancelled. Airline personnel are the best source for the latest flight information as it becomes available.

In the event flights are cancelled and a friend or family member needs to come pick you up, they most likely will not be allowed to enter the central terminal area until vehicle traffic in the Central Terminal Area returns to normal. Therefore, DO NOT ask them to come to the airport immediately. Wait for instructions on what to do and where passenger pick-up sites are located before notifying them. Ask them to monitor local news for any advisories.

If people have to be evacuated from the airport to remote sites, shuttle buses will be available to transport individuals to designated off-site locations. Wheelchair equipped shuttle buses will be provided to transport passengers with special needs.

LAWA has an agreement with the City of Los Angeles Department on Disability to provide American Sign Language interpreters and other disabilities-trained personnel to assist at LAX and ONT in the event of a major evacuation or emergency.

IMPORTANT NUMBERS (LAX)
EMERGENCY
(800) 646-7911
(310) 417-0439 TTY*
(USE THESE NUMBERS TO CALL POLICE, FIRE AND AMBULANCE)
TRAVELERS AID
(310) 646-2270
LAX LIFT-EQUIPPED VAN SERVICE
(310) 646-6402* or (310) 646-8021*

IMPORTANT NUMBERS (ONT)
EMERGENCY
(909) 937-1911
(909) 937-2395 – COMMAND CENTER
(USE THESE NUMBERS TO CALL POLICE, FIRE AND AMBULANCE)
COMMUNITY & PUBLIC RELATIONS
(909) 937-2163
TRAVELERS AID
(909) 975-5378

LAWA ADA COORDINATOR
(424) 646-5005
CALIFORNIA RELAY SERVICE
(800) 735-2920 or 7-1-1
(800) 854-7784 (Speech-to-Speech)
(800) 855-3000 (Spanish)

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

LAWA is updating its TTY system to provide better service. Check the LAX website at www.lawa.aero for the new number if the listed number does not work.
Your safety is very important to everyone at LOS ANGELES WORLD AIRPORTS (LAWA).

Though infrequent, events such as earthquakes, fires or other natural disaster situations do occur in Southern California, which may affect an airport or air travel.

Although rare, evacuations of airline terminals may result because of a disaster, security situations or emergency. Most evacuations are initiated as a precaution and usually are not of long duration. A security breech is one example of a security situation that may lead to an airline terminal evacuation. This is why it is important that travelers with disabilities know what to expect when an incident occurs at an airport or if it becomes necessary to evacuate an airline terminal.

In the event of a major incident, such as an earthquake or fire, many individuals are likely to need immediate assistance due to injuries. It is good to know that airport employees are trained to assist special needs travelers when evacuations become necessary. These employees have knowledge of established emergency exit routes for the various situations that may occur. They understand proper evacuation procedures, and know how to coordinate with emergency personnel. In most emergency situations, airport and rescue personnel will be present to assist passengers with disabilities and the elderly. Evacuation of unattended passengers with disabilities who need medical assistance will normally proceed in the same manner as others with injuries.

**Things you should do if you require assistance during an emergency**

- At the airport, let an airline representative know that you may require special assistance in the event of an evacuation. If you have reserved wheelchair service, tell the wheelchair attendant that you may need assistance in the event of an evacuation.
- Acquaint yourself with your surroundings and evacuation routes such as EXITS. Identify your nearest exits.
- Listen for announcements over the public address system. Look at display monitors in the terminal for possible visual messages. This will help you determine conditions and direct your actions.

During a major incident when immediate evacuation is required and where rescue and other first responders are not present to assist, sight-impaired passengers and persons using mobility aids (including wheelchairs) should seek assistance from airport personnel or other passengers.

Hearing-impaired travelers should visually observe what other travelers are doing and use their actions as a guide.

**Evacuation from a Terminal or Central Terminal Area**

The evacuation process can be a traumatic experience for anyone. Airline and airport personnel are trained to respond to most emergencies that require evacuation from terminals or the airport.

- It is important for you to follow directions from designated personnel (these people will usually be wearing a VEST during the event). In the absence of any immediate instructions during an unsafe condition where you feel your safety is in grave danger, proceed to marked exit signs or the front doors of the terminal.

In some cases you may be taken to designated SAFE HAVEN locations. Once you are in a designated safe haven area, WAIT for assistance. Safe haven areas are designed for travelers until help arrives. Tell the person who drops you off at the safe haven site of any special medical needs you may have.

After you are evacuated, the nature of the emergency may make it necessary to wait in a designated safe area for a long time. Tell the airline person or other person in authority if you need special attention, such as medication, oxygen or other items that are necessary for your health.

During an evacuation it is not uncommon for rumors to circulate. Verify the current situation with official airline and airport personnel to ensure you have the most current and accurate information.