

NEWS

From the Offices of Councilmembers
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ROSENDAHL, HAHN CALL FOR IMMEDIATE REPORT ON RECENT COMPUTER MALFUNCTION AT LAX

Los Angeles--Responding to the recent computer malfunction that paralyzed international operations at LAX, Councilmembers Bill Rosendahl and Janice Hahn today called for an immediate report from Los Angeles World Airports (LAWA) on efforts currently underway to prevent similar delays.

Councilmembers Rosendahl and Hahn today introduced an emergency motion calling for an immediate report from LAWA on actions being taken by the U.S. Customs and Border Protection Agency to permanently correct the computer malfunction problem.

The motion also calls for LAWA to report on measures and contingency plans in place to ensure that passengers and their parties receive proper communication and hospitality during unforeseen incidents at LAX.

The motion will be heard before the Los Angeles City Council tomorrow.

“I am outraged that LAX suffered delays of this magnitude and that thousands of passengers were forced to endure very inconvenient circumstances without appropriate communication,” Rosendahl said. “This is totally unacceptable and cannot happen again. I expect to receive a thorough and comprehensive report on contingency plans and best practices to be used moving forward. The traveling public deserves to be treated with the utmost respect and care at all times.”

“LAX is the gateway into this country, and to our city, for millions of international visitors each year. The way our passengers were treated over the weekend is unacceptable and there are a number of questions and concerns that both the airport and customs need to address,” Councilmember Janice Hahn said. “It is clear that we were unprepared to deal with delays of this kind. We must be ready to provide passengers, as well as family that is waiting, with information and hospitality whenever delays occur. Let’s use this terrible situation to learn how we can do better in the future.”

Rosendahl and Hahn said they looked forward to working with Congresswoman Jane Harman, who chairs the Homeland Security Subcommittee on Intelligence and represents a portion of the LAX area, and Congresswoman Maxine Waters, who also represents a portion of the LAX area, to prevent a similar incident from happening in the future.

On Saturday, August 11, 2007, a computer malfunction operated by the U.S. Customs and Border Protection Agency resulted in the delay of 73 international flights affecting nearly 17,400 passengers at Los Angeles International Airport.

The delay, which occurred on a peak summer travel day at LAX, was described as “unprecedented” and lasted more than ten hours. Passengers were required to remain on planes on the tarmac with little or no information, greeting parties were understandably confused and upset, and traffic lines were snarled for hours.

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