



As traveling can create stress and anxieties at airports, the Los Angeles International Airport (LAX) Pets Unstressing Passengers (PUP) program is an opportunity to provide an overall enhanced customer experience, providing stress relief and comfort to passengers through interaction with pets. The program will be launched on Monday April 15th, 2013 with a news conference to be held in the lower level patio area between Terminals 1 and 2 at 10:30 a.m. Trained dogs and handlers will roam the departures levels in the gate areas of each terminal, visiting passengers awaiting flights and providing comfort, as well as airport information. The program also will educate and inform passengers about the LAneXt Capital Improvement projects and construction-related traffic impacts.

As an off-shoot of the Volunteer Information Professionals (VIP) program in which volunteers provide passenger information, the dogs and handlers in red vests with the PUP logo will be an excellent addition to the customer service team.

Roles of PUP Handlers

- Relieve passenger stress and anxiety.
- Inform and assist passengers with questions and way finding.
- Promote the PUP/VIP programs and LAneXt by handing out trading cards and information.

Hours of Operation

PUPs will be available seven days a week. Each dog and handler will work one weekly shift of two hours at one assigned terminal scheduled as early as 7 a.m. or as late as 11 p.m.

Certification and Training

LAX has partnered with Therapy Dogs, Inc. (TD, Inc.), a national organization that registers, insures and supports members who are involved in volunteer animal-assisted activities. These activities include visits to hospitals, special needs centers, schools, nursing homes, and for the first time for TD, Inc. – airports.

In addition to training with TD, Inc., each volunteer is required to go through six hours of LAX classroom and in-terminal training to learn about the airport, passenger assistance and customer service. In addition, handlers are fingerprinted and badged.

PUP Volunteers

When they are not stress-busters at LAX, the PUP volunteers work in a variety of areas and include a pilot, etc.

Contact

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* The LAX Operations Advisory will be posted on LAWA's Airport Operations web site and can be retrieved at <http://www.lawa.org/aiops.aspx>

