



TERMINALS 4 & 5 GUEST EXPERIENCE ACTION PLAN: OCTOBER 23, 2017 REVIEW & WALK THROUGH

Updated November 10, 2017

ACTION PLAN: WAYFINDING & TECHNOLOGY

Initiative	Issue	Owner	Action	Status	Target Completion Date
Wayfinding	No signage for T5 lobby restrooms located as guests come up escalator	PDG - Alicia Robertson	Add signage over recessed access area	Complete	11/01/17
Wayfinding	Lack of clarity for guests upon entering T5 lobby	PDG - Alicia Robertson	Evaluate signage option at different entrance points	Complete	11/01/17
Wayfinding	Obsolete sign posted over escalator from T5 concourse to tunnels	PDG - Alicia Robertson	Remove obsolete sign	Work order requested	12/31/17
Wayfinding	Sign to T6 near T5 baggage carousel	PDG - Alicia Robertson	Modify sign - add T5 in front baggage claim		
Wayfinding	Signage for T4 lobby restrooms is difficult to see	PDG - Alicia Robertson	Add flag sign to column		
Technology	Guests cannot find OA counters when they are near the Hawaiian counter	IT - Aura Moore	Add wayfinding map at ticket counter FIDs.		
Wayfinding	T4 tunnel signage - guests are exiting rather than going up to the gate area	PDG - Alicia Robertson	Strengthen signage directing people to baggage claim, "EXIT ONLY" or "No Re-Entry". Also, delete signs: "Walk to the left, stand to the right"	Complete	11/01/17
Wayfinding	T4 "T" junction signage in tunnel area is confusing and may not be easily seen	PDG - Alicia Robertson	Evaluate moving signage and adding clarity to verbiage	Complete	11/01/17
Technology	FIDS located in the T4 tunnel has a blank screen misleading guests to think something is broken or missing	IT - Aura Moore	Populate the screen with an LAX image, emergency messaging can be added as needed	Request for LAX photos submitted	11/22/17
Guest Amenities	T5 non-AA gates lack adequate charging stations	CDG - Denise Sample	Add charging stations	Working with DL to return/replace the charging stations	

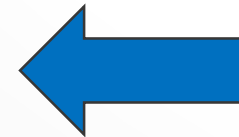
ACTION PLAN: CLEANLINESS & AMENITIES

Initiative	Issue	Owner	Action	Status	Target Completion Date
Cleanliness	T4 has become a transit terminal from TBIT to T5-T8 generating more volume, trash, etc.	MSD - Russ Lewis	Consider increasing frequency of cleaning/more staff relative to increased volumes.		
Cleanliness	T4 Main Checkpoint floors are dirty	MSD - Naoko Reeves	Review cleaning standards	Floor is scrubbed at night and saran/spot mopped during daytime hours	11/09/17
Cleanliness	T4 side security checkpoint (is this TSA Pre?) floors are dirty	MSD - Naoko Reeves	Review cleaning standards	Floor is swept and mopped at night and saran/spot mopped during daytime hours	11/09/17
Cleanliness	T4 restrooms near food courts are dark and dingy; availability of stalls is unclear in women's restroom.	MSD - Naoko Reeves	Consider smart restrooms concept with red/green lights to help with guest flow.	Under review	
Cleanliness	T4 restrooms near food courts are dark and dingy; availability of stalls is unclear in women's restroom	MSD - Naoko Reeves	Improve current atmosphere	Lightbulbs replaced and custodian in place to manage stall availability	11/09/17
Cleanliness	Floors in tunnel between T4 and T5 are old (approx 10 yrs) and tired	MSD - Naoko Reeves	Consider replacing floors - floors cannot be repaired in current condition	Under review	
Cleanliness	Walls in tunnel between T4 and T5 are worn in some areas	AA?	New graphics to be added by AA? Coordinate with LAWA for possible wayfinding messaging.		
Cleanliness	T5 Lobby ceiling tile is hanging down	MSD	TBD		
Cleanliness	T5 high ceilings and skylights are dirty	MSD	Review increased cleaning frequency (current standard is every 6 months)		
Cleanliness	T5 restrooms need more attention	MSD	Consider increasing frequency of cleaning/more staff		

NEW WAYFINDING: TERMINAL 5 LOBBY



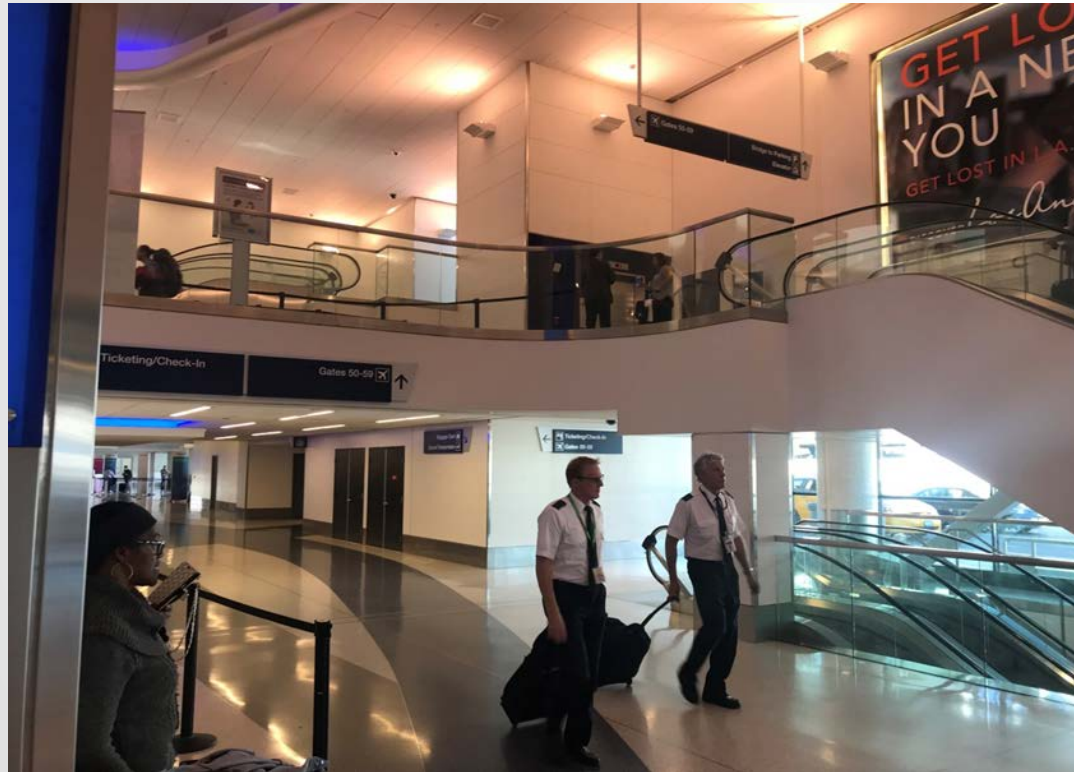
No signage indicating restrooms are behind the wall nor which direction which airline counters are located



New signage



NEW WAYFINDING: TERMINAL 5 LOBBY



Limited information

More specific information



NEW WAYFINDING: TERMINAL 4 TUNNEL



Wayfinding direction is too small

Wayfinding direction is visible



NEW WAYFINDING: TERMINAL 4 TUNNEL



Information is too limited

Guest is informed

