

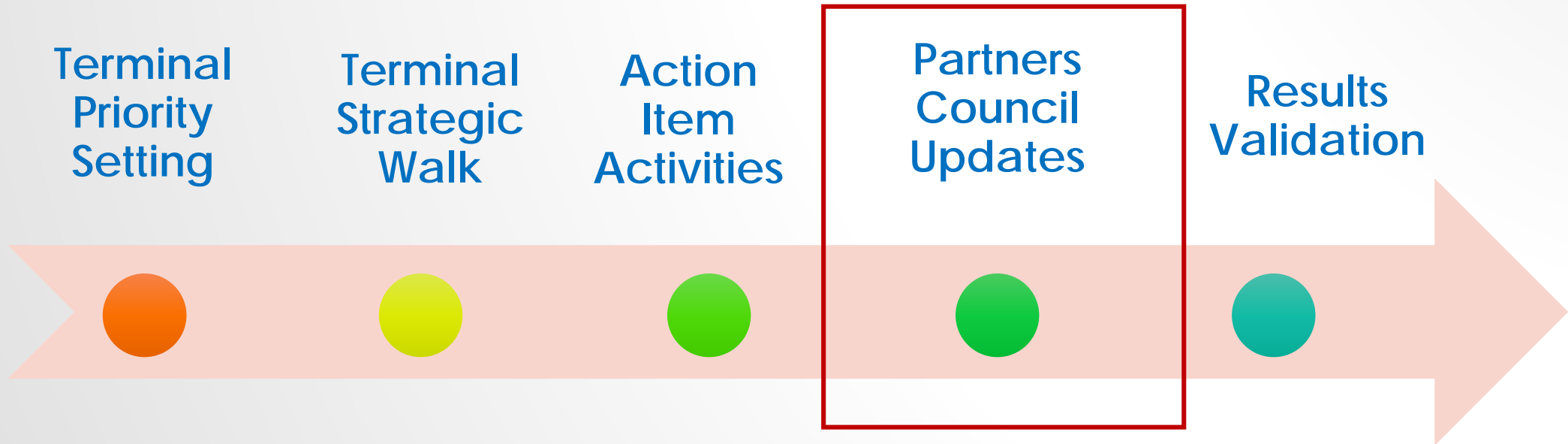


**LAX PARTNERS COUNCIL
TERMINALS 1, 4, & 5
GUEST EXPERIENCE WALK UPDATE**

January 10, 2018

LAX **ceptional**
perience

TERMINAL GUEST EXPERIENCE PROCESS



**PARTNERS
COUNCIL
TEAM**



- LAWA Organizations
- Airlines/TBITEC
- Concessionaires
- TSA/CBP

AREAS OF FOCUS

Terminal One

- Enhance comfort/aesthetics
- Enhance wayfinding

Terminals Four & Five

- Improve cleanliness
- Enhance wayfinding (T4 Tunnels, T5 Lobby)
- Restore guest power outlets (T5)

TERMINAL ONE ACTION PLAN AS OF JANUARY 2, 2018

Initiative	Issue	Owner	Action	Status	Target Completion Date
Ambience	No music in terminal since construction began	GET - Tomi Brent	Consider options to provide music through the sound system or live performers		
Wayfinding	Signage for escalator in baggage claim is not clearly visible	PDG - Alicia Robertson	Evaluate additional signage opportunities in the path of the guest		
Wayfinding	Ground transportation signage on baggage carousels is too clutter and difficult to read	PDG - Pat Tomcheck	Evaluate alternate sign designs	Complete - changes will be made when signage requires an update with new information	12/04/17
Traffic	Temporary holiday curbside space at east end of terminal is under-utilized		Develop strategies to consider guests to be dropped off at the empty east end	Construction walls will be moving so item is closed	
Ambience	Large concessionaire construction walls are blank	CDG - Denise Sample	Add renderings and additional wayfinding	Kiehl's Barricade rendering - installed; Beaming Café rendering - installed	
Ambience	Construction wall across from CPK is blank	PDG - Alicia Robertson	Evaluate guest engagement opportunities	Complete - selfie added	11/21/17
Ambience	Construction wall near Rock n Brews is blank	PDG - Alicia Robertson	Evaluate guest engagement opportunities	Complete - selfie added	11/27/17
Wayfinding	Overhead sign does not indicate restrooms (top of escalator past security)	PDG - Alicia Robertson	Add restroom verbiage and remove wayfinding monument near FIDS monitors	Monument removed, restroom verbiage added to existing signage not complete	
Wayfinding	No signage for restrooms or baggage claim in Gate 15-18 area	PDG - Alicia Robertson/ OPS - James Janovec	Add directional signage in Gate 15-18 area	Temporary sign installed on barricade at Gate 14; permanent solution to be determined	11/30/17
Comfort	Lack of seating in concourse/gate areas	SWA - Toni Wilson	Coordinate additional seating allocation with construction gate moves/closures		

Highlighted line items are complete/closed

TERMINALS FOUR/FIVE ACTION PLAN AS OF JANUARY 2, 2018

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	Programming in progress	
Guest Amenities	T5 non-AA gates lack adequate charging stations	CDG - Denise Sample	Add charging stations	DL to return and re-install charging stations	12/20/17

Highlighted line items are complete/closed

TERMINALS FOUR/FIVE ACTION PLAN AS OF JANUARY 2, 2018

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 Alpha 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 Main Checkpoint 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 - Jim Moses	New graphics to be added by AA? Coordinate with LAWA for possible wayfinding messaging.	Quotes for repair/replace options have been requested	
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		

Highlighted line items are complete/closed