

# GUEST EXPERIENCE TERMINAL REVIEW/WALK STATUS

Terminal	Focus Areas	First Walk Completed	Number of Action Items
Terminal One	Wayfinding, Ambience/Comfort	November 17, 2017	10
Terminals Two/Three	Maintenance, Wayfinding, Comfort	April 11, 2018	18
Terminals Four/Five	Wayfinding, Cleanliness	October 23, 2017	20
Terminal Six	Cleanliness, Facilities, Maintenance	May 23, 2018	27
Terminals Seven/Eight	Wayfinding, Cleanliness, Ambience	February 2, 2018	20
TBIT	Cleanliness, Information, Comfort	March 14, 2018	37
Parking Garages	Cleanliness, Ambience	June 11, 2018	21

# PARKING GARAGE ACTION PLAN: JUNE 11, 2018

Parking Garage	Issue	Owner	Action	Status	Target Completion Date
All	Random lights are not working	MSD-Mike Christensen	Evaluate all lights and repair as necessary		
All	Random lights are not working	MSD-Mike Christensen	Implement a schedule to check light functionality		
All	Stairwell floors are worn and appear dirty	MSD-Mike Christensen	Ensure that powerwash schedule is maintained		
All	Pavement paint stripes are worn, multi-colored etc.	MSD-Mike Christensen	Refresh paint stripes		
All	"Closed Lot" barricade signs are randomly laying around	Ops-Shirlene Sue	Store barricade signs neatly and out-of-way of guests		
All	Garages lack character and guests are not able to recall which garage they parked in	GET-Barbara Yamamoto	Create unique and memorable themes for each garage reflecting an iconic LA feel		
All	Trash cans are not located near all elevators/stairwells	MSD-Mike Christensen	Place a trash can near each elevator/stairwell		
All	Lack of terminal maps present in garages	PDG-Alicia Robertson	Place terminal maps in garages		
All	Garages do not have a welcome message	PDG-Alicia Robertson	Incorporate a welcome sign near elevators/stairwells		
All	Guests become confused as to where to go when parking garages are full	Ops-Shirlene Sue	Evaluate adding "Parking Coordinators" to direct guests in the CTA during peak travel periods		

Shaded rows are completed/closed

# PARKING GARAGE ACTION PLAN: JUNE 11, 2018

Parking Garage	Issue	Owner	Action	Status	Target Completion Date
Parking Garage 3	Level 3 walls are blackened due to previous car fire	MSD-Mike Christensen	Paint walls		
Parking Garage 7	Paint lift equipment is stored in the emergency egress	MSD-Mike Christensen	Locate areas not visible to guests for equipment storage		
Parking Garage 7	First floor northeast corner storage area screens are worn and unsightly	MSD-Mike Christensen	Replace screens		
Parking Garage 7	Signs near west end elevator indicate a 4th Floor - that elevator does not access the 4th Floor	PDG-Alicia Robertson	Correct signs		
Parking Garage 7	Upper level roadway flag signs are worn	MSD-Mike Christensen	Refresh flag signs		
Parking Garage 7	East end garage entrance lane is not clearly marked and guests mistake it for a turning lane	MSD-Mike Christensen	Repaint and clearly mark the lane		
Parking Garage 7	Plants on parking roof (level 3) are dead	MSD-Mike Christensen	Replace plants		
Parking Garage 7	Parking roof (Level 3) "Vehicle Height" restriction signs do not indicate restrictions only apply to parking on Levels 1 and 2	PDG-Alicia Robertson	Provide additional information on signs		
Parking Garage 7	Parking roof (Level 3) concrete is broken in multiple places creating a safety hazard and unappealing look for guests	MSD-Mike Christensen	Repair concrete		
Parking Garage 7	Window sills are dirty on bridge level	UA-Jim Trabucco	Ensure that window sills are included in routine cleaning		
Parking Garage 7	Benches on ground level are worn	MSD-Mike Christensen	Paint or refresh benches		

Shaded rows are completed/closed

# TERMINAL 6 ACTION PLAN: MAY 23, 2018

Initiative	Issue	Owner	Action	Status	Target Completion Date
Appearance	Carpet border in front gate areas is worn and mismatched	AS - Mike Stanley	Explore opportunities to repair/replace carpet		
Cleanliness	Lobby scales are dirty	AS - Mike Stanley	Clean scales		
Cleanliness	Glass covering of central core FIS corridor is dusty	MSD - Mike Christensen	Clean glass		
Cleanliness	Central core area FIS stairway is dirty	MSD - Mike Christensen	Clean stairway		
Cleanliness	FIDS cases are dusty	MSD - Mike Christensen	Clean FIDS 'cases		
Cleanliness	Terrazzo is scuffed in central core area	MSD - Mike Christensen	Clean terrazzo		
Cleanliness	Windows in TSA screening area are dirty	MSD - Mike Christensen	Clean windows		
Cleanliness	Terminal cleaning crews are moving Alaska stand-alone signs risking damage	MSD - Mike Christensen	Work with cleaning crews on alternative and less-risky approaches for cleaning floors in the lobby area		
Cleanliness	Wall beams in T6-T7 bridge area are dusty	MSD - Mike Christensen	Clean beams		

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# TERMINAL 6 ACTION PLAN: MAY 23, 2018

Initiative	Issue	Owner	Action	Status	Target Completion Date
Facilities	Lack of power outlets in rotunda gate areas	AS - Mike Stanley	Continue to explore options for additional power outlets (space restrictions)		
Facilities	Carpet near Gate 66 is coming up	AS - Mike Stanley	Repair carpet		
Facilities	Lighting is dark in the central core	MSD - Mike Christensen	Evaluate options to increase lighting		
Facilities	Staircase to airline lounges is also used by concessions and other airport workers performing utilitarian tasks	PDG - Cynthia Guidry	This action requires a long-term facility strategy, but is being documented due to the impact on the guest experience		
Facilities	DFS store windows in center core area are dirty	CDG - Benet Sanchez	Clean windows		
Facilities	Water fountains on concourse are not retrofitted with a fixture for water bottles	MSD - Mike Christensen	Retrofit at least one concourse water fountain with a fixture for water bottles		
Facilities	Outer exit wall at TSA is missing metal fittings	MSD - Mike Christensen	Replace metal fittings		
Facilities	Terminal 6 Door L1-09 and L1-10 are not opening/closing properly	OPS - Paul Herrera	Repair doors		
Facilities	Walls in Pet Relief area are dirty	PDG - Alicia Robertson	Apply decorative covering to walls		

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# TERMINAL 6 ACTION PLAN: MAY 23, 2018

Initiative	Issue	Owner	Action	Status	Target Completion Date
Maintenance	Glass covering panels of central core FIS corridor are cracked	MSD - Mike Christensen	Repair panels		
Maintenance	Wall and framing on outside of central core area FIS staircase is worn and sratched	MSD - Mike Christensen	Repair wall and framing		
Maintenance	New carpeting in T6-T7 bridge area looks dirty and worn	MSD - Mike Christensen	Explore opportunity for alternative flooring		
Maintenance	Ceiling tiles in T6-T7 bridge area are dirty	MSD - Mike Christensen	Replace ceiling tiles		
Maintenance	Wall beam in T6-T7 bridge area near T6 is damaged	MSD - Mike Christensen	Repair beam		
Technology	FIDS Arrivals screens are blank	AS - Mike Stanley	Repair FIDS displays	Blank screens are repopulated	05/24/18
Technology	FIDS displaying UA flights	GET - Anne Shea	Determine why UA flights are displaying on T6 FIDS		
Wayfinding	Old UA overhead gate directional sign in east end of lobby	PDG - Alicia Robertson	Remove sign		
Wayfinding	Old UA overhead restroom sign in lobby near AS counters	PDG - Alicia Robertson	Remove sign		

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