

# GUEST EXPERIENCE TERMINAL REVIEW/WALK STATUS

Terminal	Focus Areas	First Walk Completed	Number of Action Items Completed
Terminal One	Wayfinding, Ambience/Comfort	November 17, 2017	7/10
Terminals Two/Three	Maintenance, Wayfinding, Comfort	April 11, 2018	1/18
Terminals Four/Five	Wayfinding, Cleanliness	October 23, 2017	11/20
Terminal Six		May 23, 2018	
Terminals Seven/Eight	Wayfinding, Cleanliness, Ambience	February 2, 2018	0/20
TBIT	Cleanliness, Information, Comfort	March 14, 2018	3/37

# TBIT TERMINAL ACTION PLAN: MARCH 14, 2018 & APRIL 25, 2018

Initiative	Issue	Owner	Action	Status	Target Completion Date
Ambience	Smoking areas impede guest comfort	PDG - Ellen Wright	Explore opportunities to consolidate smoking locations, isolate smoking areas, etc.		
Cleanliness	External terminal is dirty and worn (paint is worn on columns, stairs are dirty, trash cans are worn)	MSD - Mike Christensen	Evaluate options to "clean-up" the external sidewalk areas	In progress	
Cleanliness	Lobby mats are worn and dirty	MSD - Mike Christensen	Review clean/replace cycle; Explore opportunities for "branded" mats to enhance the guest perception/experience	Lobby mats replaced and added to inspection sheet to ensure timely review for repair/replace	Complete
Cleanliness	Lobby lightbulbs/ballasts are burned out	MSD - Mike Christensen	Repair non-working light fixtures	Some repaired, awaiting additional parts	05/01/18
Cleanliness	ASL equipment is dirty	TSA - Danielle Bean	Determine who is responsible for cleaning		
Cleanliness	Dust bunnies are visible on top of concession space and on landings	MSD - Mike Christensen/ CDG - Benet Sanchez	Coordinate MSD and Westfield responsibilities and clean dusty areas		
Cleanliness	Sterile corridor glass enclosure is dirty	TBITEC - Robert Yim	Share glass cleaning schedule and clean glass		
Cleanliness	Hallway to bus gate carpet is dirty	TBITEC - Robert Yim	Clean carpet		
Cleanliness	Terrazo near gates 135, 139, 141 is worn	MSD - Mike Christensen	Evaluate option to improve the condition of the terrazo		
Cleanliness	Dust collecting on wires above sterile corridor	OPS - Eve McEneaney	Determine who is responsible for cleaning		

Shaded rows are completed/closed

# TBIT TERMINAL ACTION PLAN: MARCH 14, 2018 & APRIL 25, 2018

Initiative	Issue	Owner	Action	Status	Target Completion Date
Facilities	President Trump's photo is missing in two existing frames	CBP - Bill Hicks/GET - Barbara Yamamoto	Install President Trump's photo		
Facilities	Ceiling tiles are missing in the Immigration area	CDG - Benet Sanchez	Replace ceiling tiles		
Facilities	Obsolete signage (difficult to remove) exists in the outer customs hall area	GET - Barbara Yamamoto	Cover signs with flags representing carriers countries		
Facilities	Column is damaged in baggage re-check area	MSD - Mike Christensen	Repair column		
Facilities	Counter overhead signs in baggage re-check area are not all lit	MSD - Mike Christensen	Repair/replace unlit signs		
Facilities	Baggage re-check area is dull/dark	MSD - Mike Christensen	Explore options/lighting to brighten the area		
Facilities	Concession signs are located in unapproved area at far north end of terminal (towards bus gates)	CDG - Denise Sample	Remove sign	Sign removed	05/08/18
Wayfinding	I Love LA sign near bus gate is not located in an approved space	CDG - Denise Sample	Remove sign		

Shaded rows are completed/closed

# TBIT TERMINAL ACTION PLAN: MARCH 14, 2018 & APRIL 25, 2018

Initiative	Issue	Owner	Action	Status	Target Completion Date
Guest Services	Directions to lobby provided by the Information Desk is confusing guests	GSD - Marie O'Kelly-Green	Educate Information Desk staff so that communication to guests is clear that check-in is on Level 3 when using the elevator	Staff will be reminded to emphasize "Level 3" when directing guests to Departures via the elevator. GSD will create corresponding signage.	04/15/18
Guest Services	Information Desk is unable to provide adequate information for guests looking for bags	GSD - Marie O'Kelly-Green	Provide Information Desk with airline specific options for retrieving bags	Guests Services will continue to provide the carrier's 800 number and ticket counter information to guests inquiring about luggage retrieval.	04/15/15
Guest Services	Some GEMs/VIPs are not as knowledgeable and experienced as others	GSD - Marie O'Kelly-Green	Develop a cheat sheet for most commonly asked questions	Currently polling staff for commonly asked questions. A desk guide will be created. Division will make changes to how the desk is staffed to ensure consistent service.	05/15/18
Guest Services	Guest bags are not being delivered to secondary screening when a guest is detained	TBITEC - Robert Yim	Ensure airlines are properly delivering bags to secondary screening and not processing them as unclaimed bags		
Operations	Concessions are not consistently informed during irregular operations	OPS - Keith Wilschetz/ CDG - Benet Sanchez	Develop a pro-active solution for advising/informing Concessions of irregular operations		

Shaded rows are completed/closed

# TBIT TERMINAL ACTION PLAN: MARCH 14, 2018 & APRIL 25, 2018

Initiative	Issue	Owner	Action	Status	Target Completion Date
Wayfinding	Guests continue to be confused where Uber/Lyft pick-up is located	PDG - Alicia Robertson	Explore opportunities to better inform guests		
Wayfinding	CDC signs are not located in approved spaces	PDG - Alicia Robertson	Remove signs		
Wayfinding	Exiting Customs guests are confused as to whether they should exit left or right	CDG - Denise Sample	Explore possibility of using JCDeceaux electronic signage to incorporate a directional message		
Wayfinding	Signage exiting baggage claim in Customs should say <b>EXIT</b> , rather than Connecting Flights or Ground Transportation	PDG - Alicia Robertson	Revise signage		

Shaded rows are completed/closed