Innovation at LAWA
Guest Experience Partners Council
January 10, 2018
Innovation Initiatives – Passenger Processing

TSA Collaboration

• LAWA chosen as TSA Innovation Task Force airport

• Projects
  – Automated Security Lanes
  – Connector Program

• Pilots
  – Security checkpoint eGates
  – New passenger screening technology
Innovation Initiatives – Passenger Processing

CBP Collaboration

• Very strong collaboration model established

• Projects
  – Mobile Passport
  – Connector Program

• Pilots
  – Biometric Exit (automated boarding gates)
• Objective
  – Get all information and services to passengers, employees and airport stakeholders through whatever device and channel they choose to use

• New and improved channels
  – New web and mobile sites
  – New wayfinding

• Piloting new channels and services
  – Interactive kiosks
  – Alexa
  – Facebook chat bot
  – Food and retail shopping and purchasing
  – Wayfinding
  – Key future pilots: Parking and Loyalty
Further Innovation Initiatives

- TSA wait time and passenger tracking pilots
- Cognitive traffic management solution pilot
- Operational capacity and scenario planning tool pilot
- Robot pilot
- Restroom feedback tool pilot
- Common Use Bag Drop pilot
Key Innovation Initiatives in Strategic Plan

- Further digital solutions
  - Customer feedback management tool
  - Enhanced wayfinding
  - Loyalty and customer communication program

- Smart parking

- Autonomous vehicles

- Drones

- Data management and analytics

- Further biometric solutions

- Security innovations
Further Innovation Collaboration

- LAWA Innovation and IT Forum with airlines
- IATA Ideation Hub
- ACI World Airport IT Steering Committee
- AAAE Innovation Hub
- Benchmarking with global airports LHR, HKG, SFO, YYZ, MAD
- Cooperation/collaboration with Schiphol
- Incubators
  - Plug and Play
  - Los Angeles Cleantech Incubator (LACI)
  - Aviation incubator
Cellular Service Improvements

- Objectives
  - Bring cellular network performance on par with the best airports in the U.S.
  - Improve the experience for guests, tenants and LAWA employees

- Status
  - Agreed on terms to NELAs with 4 major cellular carriers: AT&T, Sprint, T-Mobile & Verizon
  - Documents being prepared for signature
  - Implementation project to be kicked-off this month

- Overview
  - Services intended to cover public spaces and LAWA/tenant operational areas
  - Cellular companies will work through single General Contractor/PM
  - Will leverage common infrastructure
  - Deployments will facilitate future upgrades, e.g. 5G, without significant re-work
  - Finding space for equipment in terminals will be a challenge
Cellular Service Improvements

LAWA will engage with AT&T, Sprint, T-Mobile and Verizon to develop improvement solutions that are:

- Mutually acceptable
- Consistent throughout the existing LAX terminals
- Deployed in phased approach to address current severity in cellular deficiency and ongoing LAWA construction activities

and which allow for:

- Quicker solution delivery
- Service provision at new LAWA facilities (e.g. MSC, APM, ConRAC, etc.)
- Coordination with LAWA for infrastructure, cabling and antenna installation