

GUEST EXPERIENCE: TERMINAL 7 AND TERMINAL 8

Initiative	Issue	Owner	Action	Status	Target Completion Date
Cleanliness	Stainless steel facility features (columns, wall trim, etc.) are smudged, dusty, etc.	MSD - Mike Christensen	Evaluate options to clean or modify with a different surface		
Wayfinding	Some defibrillator signs are misspelled	PDG - Diane Imori	Check all signs and correct spelling		
Wayfinding	Defibrillators are not visible from a distance	PDG - Alicia Robertson	Add blade signs	Include on punch list?	
Cleanliness	T8 walls on the north side of the concourse across from the gates are marked, dirty, scuffed, etc.	MSD - Mike Christensen	Evaluate walls and repair as required	Include on punch list?	
Ambience	Nursing rooms are too sterile	GET/PDG - Barbara Yamamoto	Evaluate options to improve the ambience		
Wayfinding	Several terminal fire extinguishers are missing signs	PDG - Alicia Robertson	Check all fire extinguishers and add signs where missing		
Wayfinding	Parking structure fire extinguishers are not clearly marked	PDG - Alicia Robertson	Evaluate adding signage similar to the EV Charging Station signs		
Wayfinding	Lengthy guest lines at restroom near Gate 70B	PDG - Alicia Robertson	Add "additional" restroom signage at eye level		
Cleanliness	Glass on sterile corridor is dirty	MSD - Mike Christensen	Evaluate options to clean the glass		
Wayfinding	Signage refers to "Pet Area" rather than "Animal Relief"	PDG - Alicia Robertson	Revise signage to reflect "Animal Relief"		
Cleanliness	Lobby staircase is dirty	MSD - Mike Christensen	Review cleaning schedule and ensure stairs are clean		
Cleanliness	Walls along the side of the staircase in the lobby are dirty and paint is not finished	MSD - Mike Christensen	Evaluate wall/paint and repair as necessary	Include on punch list?	
Cleanliness	External trash can tops are scuffed and dirty	MSD - Mike Christensen	Evaluate cleaning or replacing		

Ambience	Wrap trash cans with Gold Star Campaign Signage	GET - Barbara Yamamoto	Develop wraps and install		
Ambience	Parking structure is bland and does not reflect the excitement of LAX	OPS - Ben Chai	Evaluate possibility of color or graphics on the external walls	Potential airport-wide project	
Ambience	Parking structure interior walls are worn	OPS - Ben Chai	Evaluate possibility of painting interior walls		
Cleanliness	New Custodial uniforms do not have name tags	MSD - Mike Christensen	Review possibility of adding name tags		
Cleanliness	Elevators are not clean	MSD - Mike Christensen	Review cleaning schedule and ensure elevators are clean		
Wayfinding	Font on free-standing signage is too small	PDG - Alicia Robertson	Evaluate alternate font sizes		
Ambience	Hydration stations require guests to manually hold the button while filling their bottle	PDG - Cynthia Guidry	Evaluate a timed motion sensor option	Potential airport-wide project	