



# TBIT Construction News

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## Arrivals Lobby Phase A6.1 Opens



The first phase of the Arrivals Lobby renovation opened in early August 2009 with the completion of the center section of the lobby and the rebuilt North Ramp. The photo above shows the lower portion of the new North Ramp looking back toward the exit from the FIS facility. The photo on the right shows the upper portion of the North Ramp as it emerges into the Arrivals Lobby.

The difficulty in rebuilding the North Ramp led to the redesign of the Interline Recheck area and South Ramp in an effort to minimize the time and cost to rebuild the South Ramp.

The new North Ramp will be used for all arriving passengers while the South Ramp is rebuilt. Three (3) of the existing Interline Recheck counters (6 positions) will be relocated adjacent to the L3 screening

area to serve as an Interim Interline Recheck area during construction. Connecting baggage from the L3 screening area will be portered to the new conveyor belt serving the existing Interline Baggage area. Additional photos are on pages 2 and 3.



## Arrivals Lobby Phase A6.1 Opens

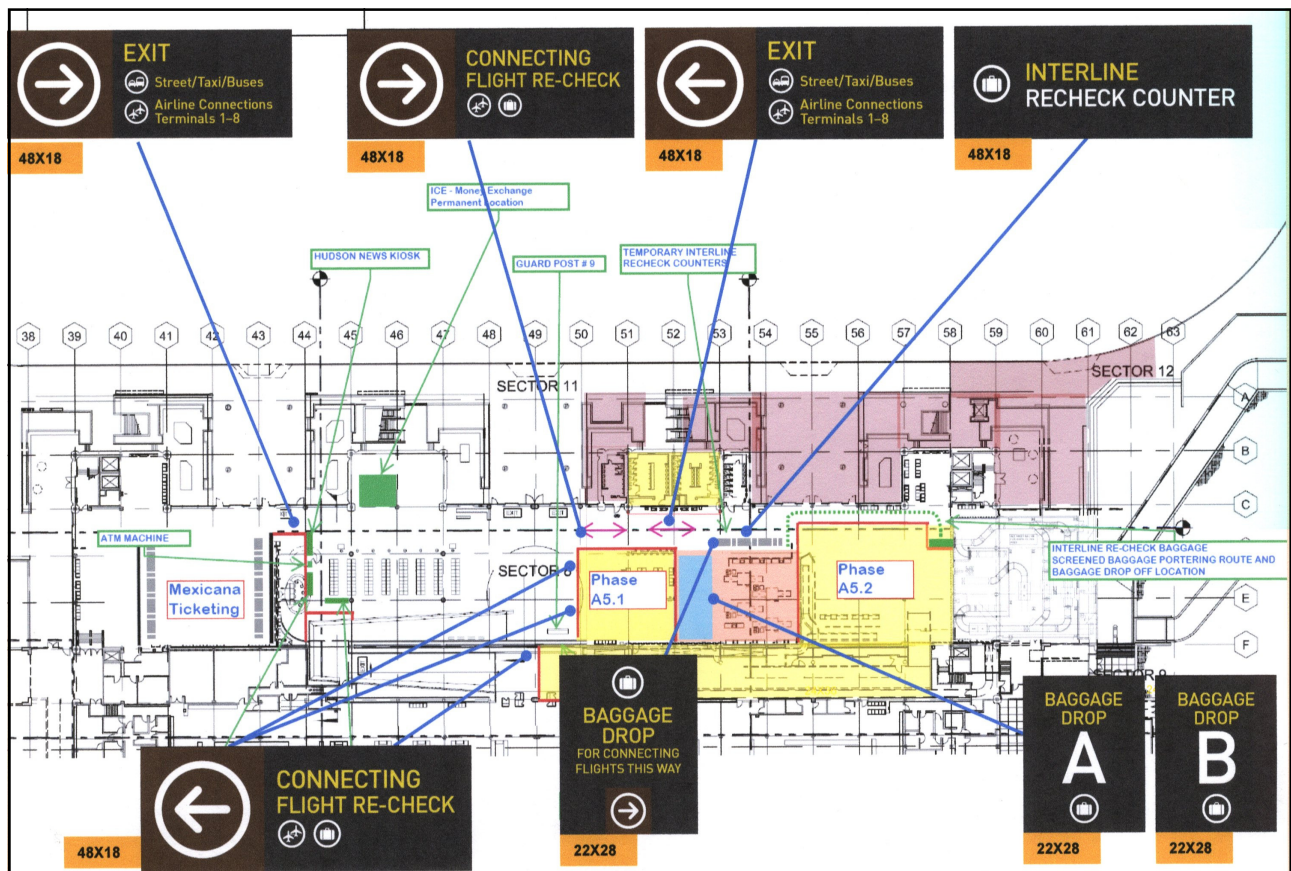
Phase A6.1, the main waiting area of the Arrivals lobby, has opened after a long struggle to rebuild the North exit ramp from FIS facility to the public waiting area. The photo to the right shows the new "HALO" fixture positioned over the exit point of the North ramp. There is a corresponding circular railing and terrazzo floor pattern defining the new meeting point. The "HALO" is part of the Leo A. Daly design for TBIT and is expected to soon become an iconic fixture as the meeting point for inbound passengers and their welcoming party.



## Arrivals Lobby Phases A5.1 and A5.2 Renovation Starts

With the opening of the North ramp from FIS to the Arrivals Lobby, the contractor will close the South ramp to the Interline Recheck area to begin reconstruction work. All passengers, arriving and connecting, will be directed up the North ramp. The drawing below shows the number of temporary signs being installed to direct the arriving passengers to the curb or to the Temporary Interline Recheck area. The south portion of the Arrivals Lobby will be very congested for a pe-

riod of time, but the PMT is working with the contractor to expedite the completion of the east bank of new Interline Recheck counters and conveyor for some early relief. With the approval of TSA, the project is removing one of the L3 baggage screening machines to provide some extra space for portering of bags and to allow the contractor to begin work on the new Bypass Ramp for passengers who will "drop & go" their baggage without having to see a Recheck agent.





## Flower Kiosk

The photo on the left shows the new flower concession kiosk in the Arrivals Lobby. The "HALO" light fixture can be seen in the background.

Flower concessions have proven to be very popular at other major international gateway terminals, providing the public waiting for arrival of passengers with the ability to purchase the universal symbol of welcome.

## International Currency Exchange

The new expanded International Currency Exchange has been relocated to the east side of the Arrivals Lobby in a more prominent location. The currency exchange provides an added improvement to the concessions available to the waiting public and arriving passengers as part of the WOW Program improvements in the Arrivals Lobby.



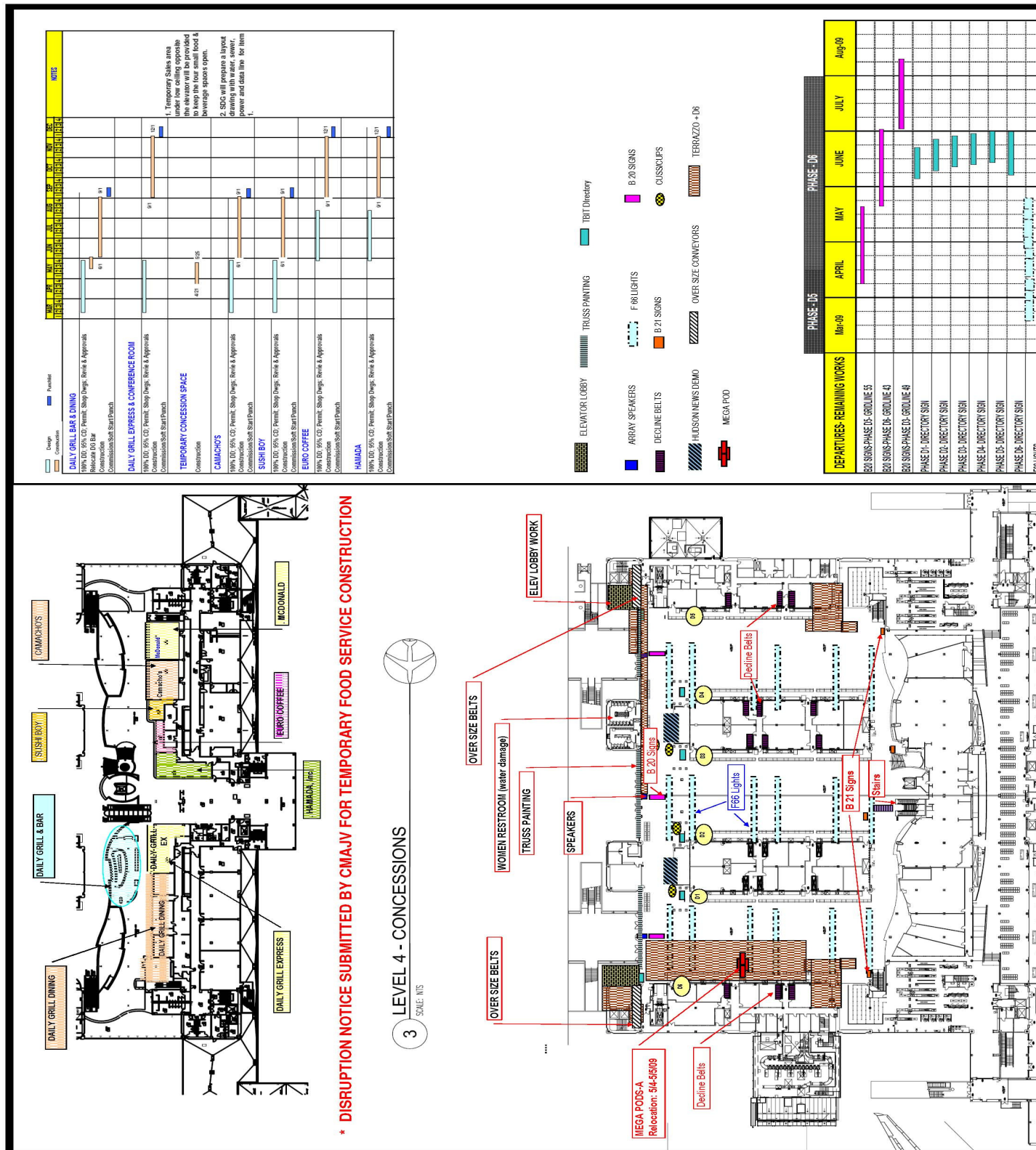
## Last Phase of Ticket Counters Completed

The photo below shows the last phase (Phase D6) of the ticket counter renovation completed with the opening of ticketing positions C33 to C62 (old Aisle F). The ticketing positions have not been fully allocated due to space constraints on passenger queuing created by the completion of the terrazzo flooring down the center of Aisle C, as shown in the photo on the right.

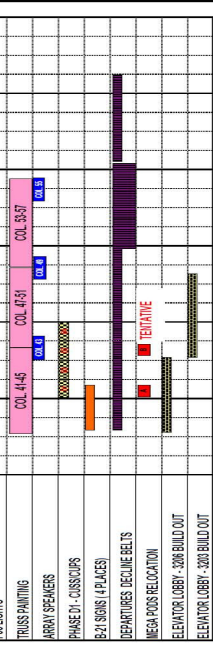
The terrazzo work is done at night and the contractor places three walkways over the work area during the day for passenger traffic to transition between the north and south sides of the aisle. Terrazzo work is also being done in the "old" Hudson concession areas on the east end in preparation for CTX relocations with the Mexicana move back to the Departure Lobby.



## TBIT Remaining Work

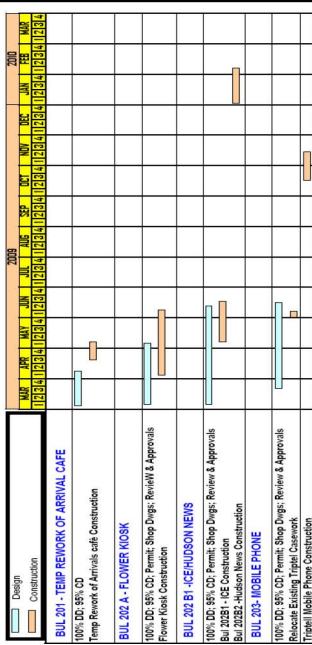
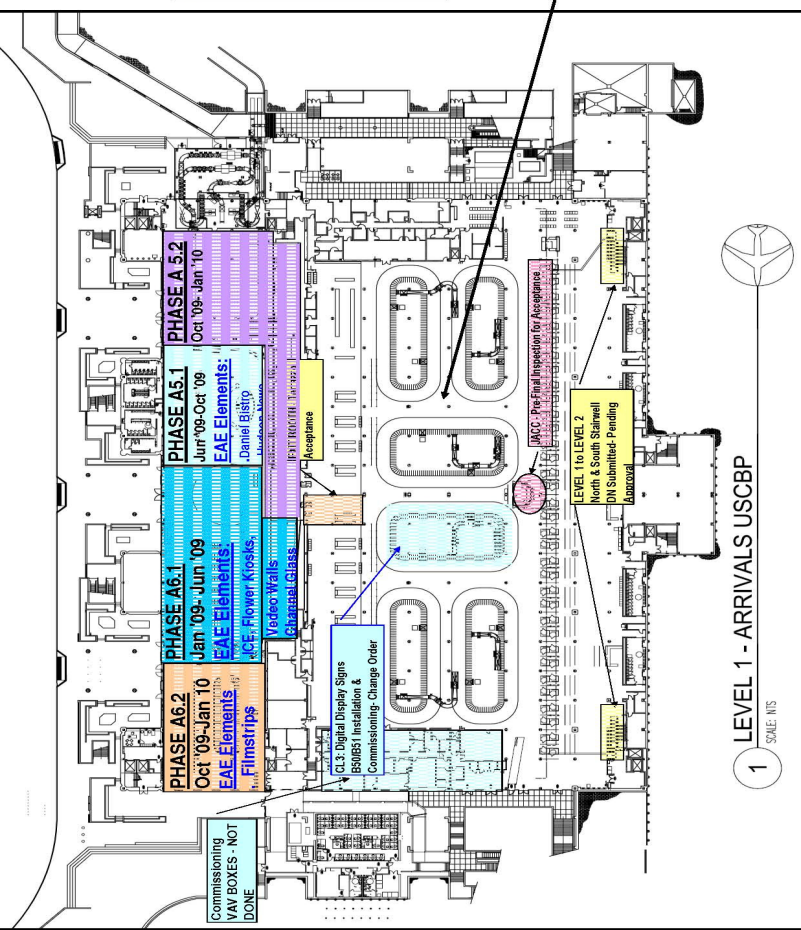


# and Summary Schedule



2 LEVEL 3 - DEPARTURE  
SCALE: 1/8" = 1'-0"

\* MEXICANA TEMPORARY FLIGHT CONTROL - TENTATIVE COMPLETION : MAY 14, 2009.



- FIS GENERAL ITEMS**
- Terrazzo - Punchlist / Corrections through out the FIS area
  - FIS - Installation of NAE (Network Automatic Engine) for FMS at TRIA
  - FIS - OVERALL
  - CCTV and Paging: Integration to New Systems
  - STATIC SIGNS
  - Upgrade to USC BP revised standards
  - General Punchlist Work

## TBIT Airline Support Systems (TASS) Update

### TICKET COUNTER BACKWALL & ANDS SIGNS

LAWA will soon be activating the Resource Management System (RMS) portion of TASS. One of the first things that you will notice is that the ability to turn on & off the LCD screens behind your assigned ticket counters will no longer be available from the CUTE workstation. These screens will be controlled by LAWLA Airport Operations Center (AOC) and are programmed to activate four (4) hours before scheduled departure time and coincides with the start of the ticket counter assignment "block" of four (4) hours or as shown on the ticket counter assignment spreadsheet.

LAWLA AOC will have the ability to "override" the programmed time of signage display in case an airline flight departure time is delayed or encounters an irregular operation. The airline will have to call LAWLA AOC to explain the situation, and request an extension of the hours of assignment, if the ticket counters are available.

The airlines will continue to have control of the over-counter ANDS signs messages from the CUTE workstations as they are handled today.

### ELECTRONIC VIDEO INFORMATION DISPLAY

The EVIDS system is in the process of being converted from the existing COMNET system to the new TASS system. The information displayed on the Flight Information Display System (FIDS), Gate Information Display System (GIDS) and Baggage Information Display System (BIDS) will all be processed through the RMS system. It is very important that the TBIT airlines provide accurate and timely information to LAWLA either through direct link to airline real-time data or through PASSUR.

LAWLA Airport Operations Center (AOC) will have the ability to override the system in an emergency, but the goal is to provide passengers with honest and up-to-date information regarding their flight. Manipulation of the data or incorrect data input will have a wide-ranging impact on the ability to control TBIT resources and is not in the best interest of an efficient operation of the TBIT gates, counters, baggage piers, and FIS facilities.

### AIRLINE DIRECTORY SIGNS

The B-21 Directory signs being installed at the east end of every row of ticket counters contain two (2) LCD screens capable of displaying 13 lines of information each (26 total). There are currently less than 26 airlines operating at TBIT, so the signs will be able to display each airline's current day ticket counter assignment and hours of operation to the public. This information will be processed by the LAWLA RMS system based upon the ticket counter assignment input. Any changes made by LAWLA in the RMS system will automatically be shown on the Directory signs to assist passengers, and VSR personnel, with finding airline counter locations and times of operation.

### AISLE DIRECTORY SIGNS

The B-20 Aisle Directory signs being installed overhead at the east end of each of the three main aisles will assist TBIT passengers, and VSR personnel, with the current day location of airline ticket counter operations. Each of the main aisles contains six (6) banks of ticket counters so the maximum number of airlines assigned to an aisle at one time is six (6). Each sign has six (6) 42" LCD screens on each side (12 total) facing in the north / south direction. The RMS system will display the same sign content on one of the B-20 sign screens that is displayed on the ticket counter backwall screen, and will appear concurrent with the opening of the ticket counter positions for an airline operation.

### PRE-RECORDED BOARDING ANNOUNCEMENTS

TASS has an interface to Passenger Messaging System (PMS) which will make PMS available on the CUTE workstations for the integration of airline standard boarding announcements to be incorporated into the gate paging system. The script and sequence of these announcements are provided by IED and are based on announcements approved by airline corporate for world-wide use. Most of the "canned" announcements furnished by the airlines are in English and the language of choice of the individual airline (to be confirmed by IED). The CUTE workstation screen at the gate will have an icon located on the bottom bar which the agent can click to start the boarding process announcement sequence. When ready, this icon will be clicked again to go the next message in sequence and then repeated throughout the sequence of messages. The agent can use the microphone at the gate counter to make an page or other message without interruption to

the boarding announcement sequence.

The ability to select "zones", either local gate, concourse only, or terminal-wide, is available at the Gate counter for the announcements or pages.

Since this is a new function, a training course will be offered to the airlines prior to the implementation of this new TASS feature. Airlines are encouraged to send their trainer and as many gate agents as possible since this feature has proven to be highly popular at other international airports.

### GENERAL PASSENGER MESSAGES

The PMS system will display any page, message, or announcement on a scrolling bar at the bottom of the screen within a "zone" of EVIDS screens to meet ADA requirements. This includes airline, LAWLA, TSA, or Police announcements.

## Baggage Sort Piers 11 & 12 Activated

The Baggage Handling System (BHS) contractor continues to make good progress with the new installation of the new Sort Piers. Sort Piers 11 & 12 were turned over for use on July 29, and the remaining airlines on the old existing baggage piers were moved onto the Sort Piers. All TBIT airlines are now either in the Sort Pier system or in the remaining Sprung structure.

The BHS contractor will activate the next set of Sort Piers, 13 & 14, early in August, and also activate an additional ticket counter "drop" at TC-6 for as and additional input point for baggage into the BHS. The contractor is making a concerted effort to bring additional "drop" points on line as quickly as possible to provide alternate and more convenient locations for the porters to input baggage from the CTX Baggage Screening locations into the BHS.

Mexicana will be added to the Sort Pier BHS upon their relocation to the Departures Lobby.



## Directory and Way Finding Signs Installed



**Airline Directory Sign at east end of Aisle C.** The sign is being used for FIDS until RMS is activated to display airline ticketing locations and hours of operation.

The permanent Directory and Way Finding signs are beginning to appear in the TBIT Lobby and Concourses. The dynamic signs use the latest in LCD screens for maximum clarity and long-life while the static signs incorporate the latest international symbols for service and direction. Many additional sign locations have been added throughout TBIT to assist in the passenger in finding their way to the gates, restrooms or favorite dining or retail concessions.



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## Message From the SITA Senior Program Manager



In December 2007, SITA began a journey to completely overhaul the IT systems that support airline operations at TBIT. Now, all of the Terminal Airline Support Systems (TASS) are online and bringing the Bradley Terminal into the 21<sup>st</sup> century.

Over these past few months, the new Electronic Visual Display System (EVIDS) has replaced the antiquated airline signage at the counters with new, full-motion dynamic logos and provided passengers with new, clearer flight information signage. The Resource Management System (RMS) gives LAWA Flight Operations the ability to more efficiently manage gates, carousels, counters, remote stands and baggage piers. The Baggage Reconciliation System has allowed airlines to retire the old Bingo Cards and move toward computerized reconciliation. And the TASS systems automatically feed data downstream to dozens of other systems like the Baggage Handling System, audio paging, visual paging and the new Voice Over IP phone systems. As we move into Fall, my Project Team will begin to close out the TASS project and hand over operation of the systems to the onsite SITA Operations team that has supported TBIT for years. We'll also introduce you to some new SITA Site Administrators that have backgrounds in the new systems. Our goal is to move seamlessly into long-term operation of the TASS systems.

During this time, there are some things every airline can do to make sure you get the most benefit out of the new systems:

- ✦ If you are interested in taking advantage of the new BRS, contact me and we'll make sure the new system contains all of your baggage container rules. Then we'll assist your ground handlers for the first few flights to make sure all goes well.

- ✦ The new Click To Dial system has begun to pop up on your CUTE workstations at the check-in counters and gates. This system interfaces with the VoIP phone, allowing you to click on the screen to dial numbers. By providing me your list of frequently dialed numbers, we can update the system so you can search numbers on the screen and no longer need to carry around a book of phone numbers.

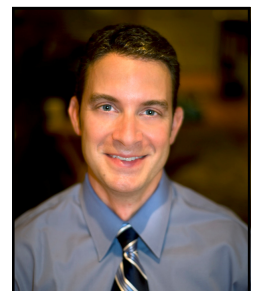
The new EVIDS is more capable of showing code shares and via cities. If you'd like to see code shares and via cities on the flight information screens, contact Viji Prasad at LAWA Flight Operations and let her know so she can update the RMS.

The next big items in the project include:

- ✦ Migration of the check-in counter signage to the new RMS system, meaning the counter signage will turn on automatically when you are scheduled to occupy the counters.
- ✦ The return of Mexicana to the Departures Level!
- ✦ Decommissioning all the old SITA and Com-NET EVIDS.

The 24 Common Use Shared Systems (CUSS) Kiosks have been built and are on their way! If your airline is interested in allowing passengers to check in on the kiosks, let me know.

I'll make sure everyone is aware of the schedule of these items so that no one is taken by surprise. And as usual, if you have any questions, don't hesitate to contact me.



**Brian Gage**  
Senior Program Manager

