



Innovation at LAWA

Guest Experience Partners Council

January 10, 2018

TSA Collaboration

- LAWA chosen as TSA Innovation Task Force airport
- Projects
 - Automated Security Lanes
 - Connector Program
- Pilots
 - Security checkpoint eGates
 - New passenger screening technology



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Dear Justin,

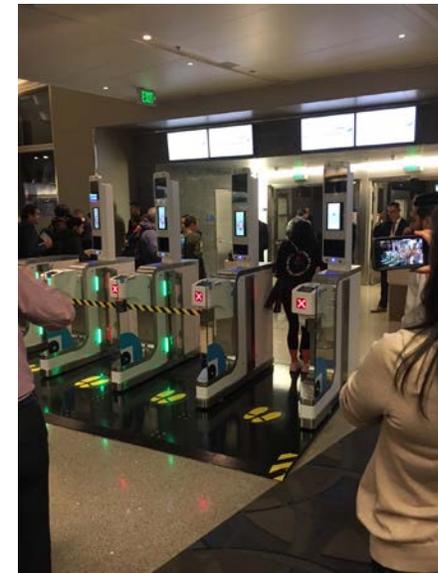
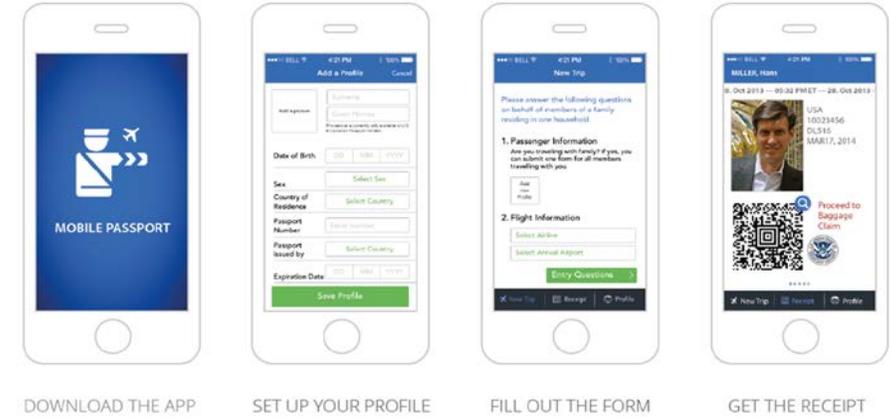
The purpose of this letter is to congratulate you on the approval of your application to become an official Innovation Task Force (ITF) site. The ITF Team would like to extend our sincere gratitude for taking the time invested in submitting an application to become a recognized ITF Innovation Site.



Innovation Initiatives – Passenger Processing

CBP Collaboration

- Very strong collaboration model established
- Projects
 - Mobile Passport
 - Connector Program
- Pilots
 - Biometric Exit (automated boarding gates)

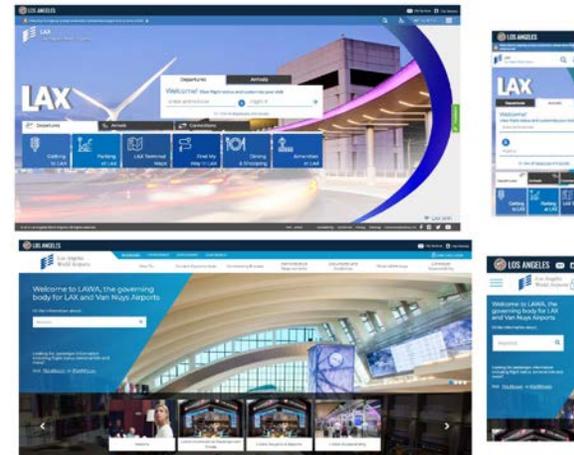


Innovation Initiatives – New Digital Strategy

- 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



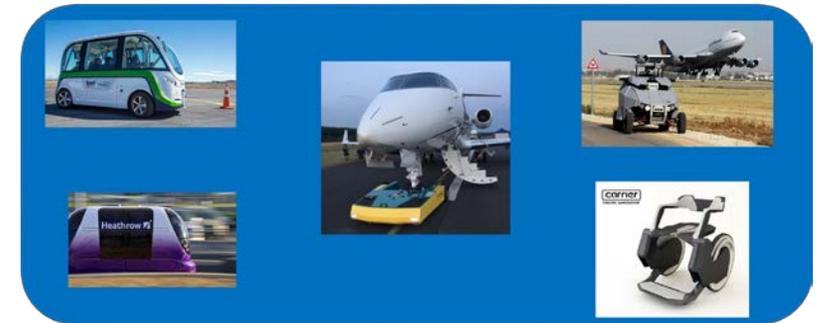
Further Innovation Initiatives

- 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



PLUGANDPLAY



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

