



TBIT Construction News

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Winged Silver Lady Retires

The Winged Silver Lady, also referred to as the Silver Angel or Winged Angel, has resided on her perch above the Daily Grill Bar at TBIT since her installation in 1991 as part of the concessions renovation program. She was recently removed as part of the TBIT WOW renovation project and given to the Flight Path Learning Center (Museum). Flight Path intends to use the 9 1/2 foot tall painted Styrofoam statue as a centerpiece in the TBIT exhibit section under development.

The history of the Winged Silver Lady and how she came to reside above the bar is somewhat murky. It is believed that the statue is based upon a symbol used by Mayor Tom Bradley in his campaign and relates to the "City of Angels" designation for Los Angeles. KMD Architects, based in San Francisco, installed the statue in 1991 and is trying to track down background information, including artist name, for the exhibit. Any additional information from the airline community would be greatly appreciated.



Photo of the Winged Silver lady perched above the Daily Grill Bar in 1991.

Let's Be Careful Out There



The photos above show two of the recent accidents in the baggage area where a sprinkler head and the baggage handling system (BHS) were damaged by a container accident. Fortunately, the building contractor (CMJV) and the baggage contractor (Siemens) were on site to assist with clean up & repairs.

We continue to average more than two (2) serious incidents a month with an average repair cost of between \$2,000 and \$5,000 for clean up and repairs. If water penetrates the FIS ceiling or if the BHS requires major repair, the cost averages between \$40,000 and \$75,000 dollars. This does not include the cost of damage to airline or ground handler equipment, loss productivity, or missed luggage impacts.

We have two major issues at hand.

First, is the ground handlers carelessness in their working environment. There are probably a number of reasons for this, to include;

- Lack of sufficient safety & security training of employees new to the TBIT environment.
- Lack of sufficient supervision to correct bad habits before they cause an accident and/or damage to BHS or fire protection systems.
- Lack of enforcement of the procedures implemented to protect the BHS and fire protection systems.

Second, is that the Standard Operating Procedures (SOP) need to be revisited so that once an accident occurs impacting the sprinkler head or operation of the BHS, everyone in the interstitial area understands what they should or should not do. This should include, but not limited to, the following:

- A backup plan & emergency response personnel to execute procedures to minimize the damage & response time.
- Location of and operational knowledge of the water shut-off valves, including opening the drain valve if required.
- Location of and operational knowledge of the BHS emergency shut-down procedures.
- Emergency call numbers to start making repairs.

These plans should be distributed & demonstrated to all. If we aren't pro-active in the aforementioned & an incident occurs with a slow response, the damage could be huge. Impacts could include the following:

- Water damage in the CBP area directly below the baggage room with impacts to their computers.
- Additional costs to the TBIT M&O Fees.
- Total or partial loss of use of the BHS sort pier system.
- Total or partial loss of TSA In-line baggage screening.
- Damage to luggage & contents,
- Serious flight delays & passenger missed connections.

When the TBIT Renovation project is completed in the near future and the BHS and building contractors are gone, the seriousness of a slow response is compounded. LAWA has proposed adding tough enforcement penalties to the SOP, including but not limited to, refusing TBIT baggage area access to employees involved in more than one incident.

Also, performance and safety records will be used as part of the LAWA selection process for Airfield Operating Permits under the LAWA Certified Service Provider Program (CSPP)

Daily Grill Renovation

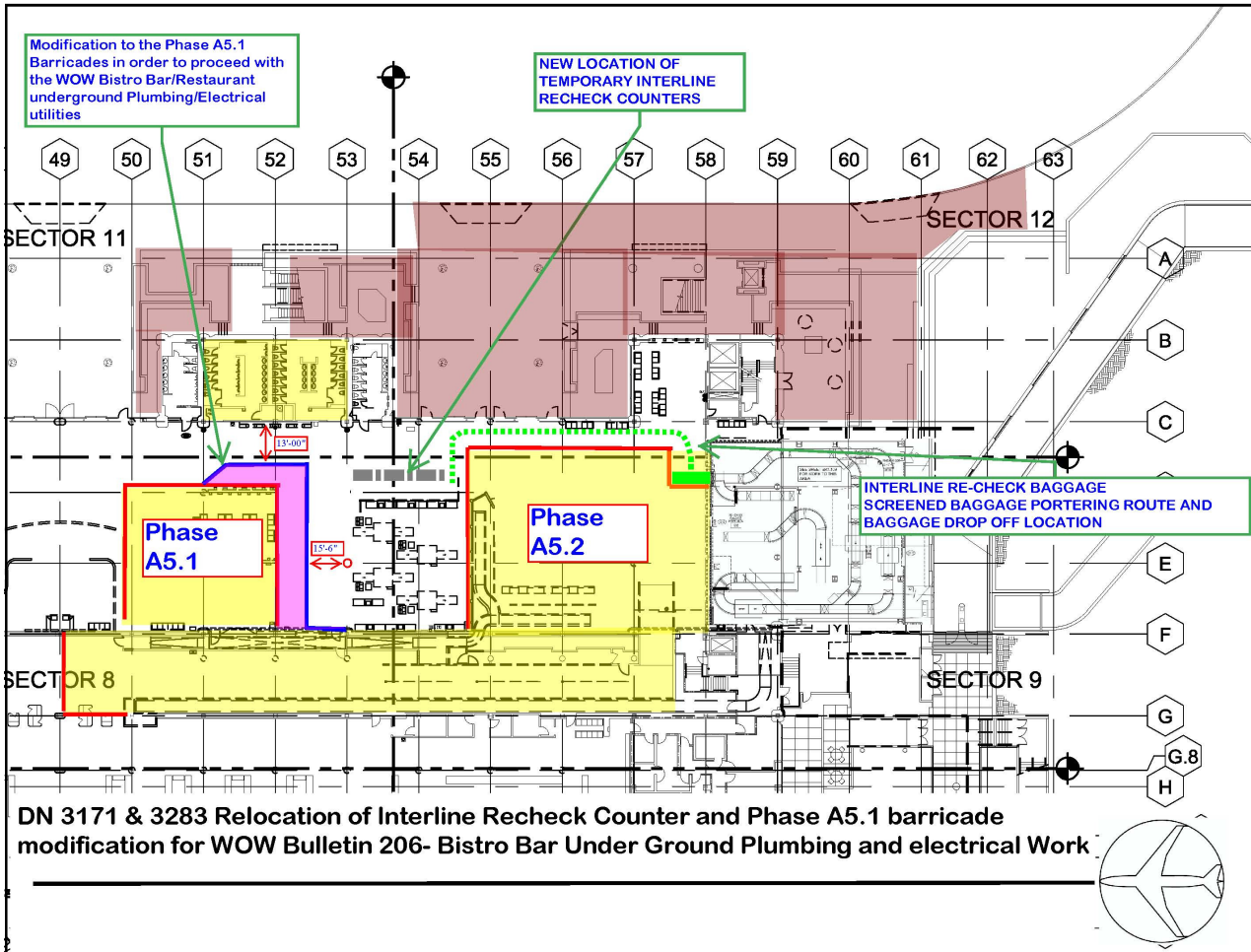
The barricades have come down to provide the first look at the renovation of the mezzanine food court. The photo on the right shows progress on the new face of the Daily Grill restaurant.

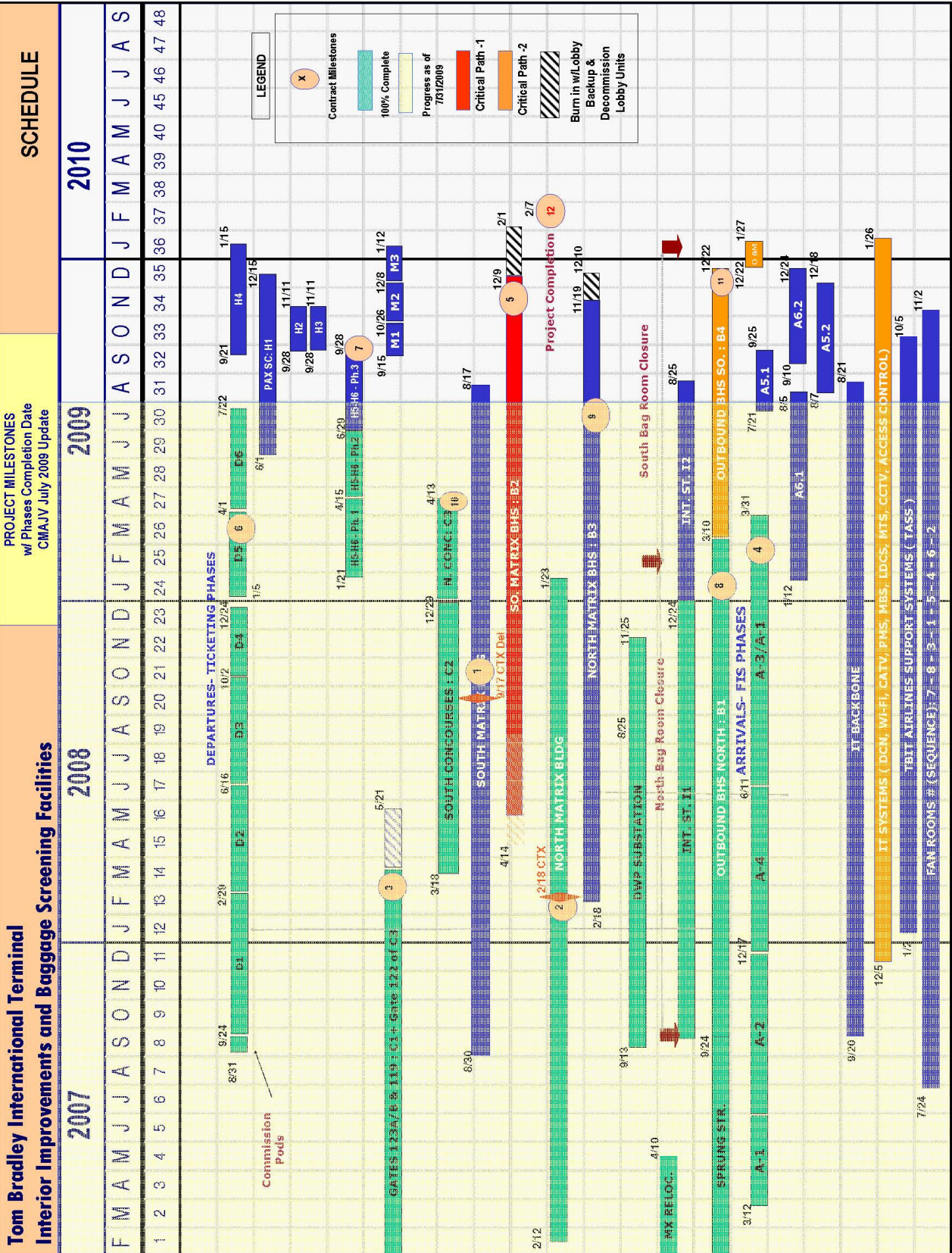
Several of the food service vendors are in temporary locations while renovation work is done on their existing facilities. The renovation work is part of the WOW construction package and will be incorporated into the Bradley West program that expands the "core" terminal building and adds new double sided concourses.

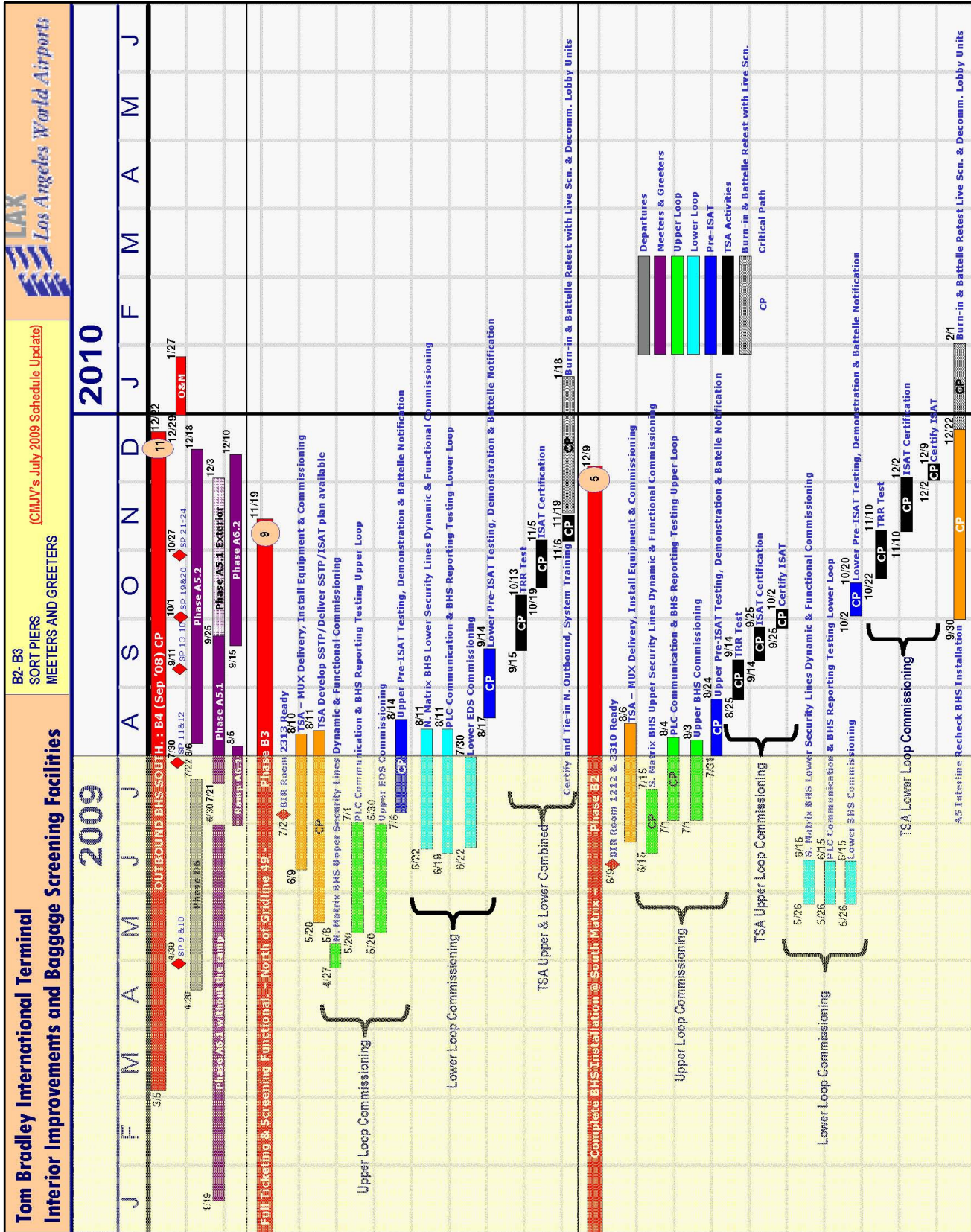


Interline Recheck Counters Relocated

The contractor has modified the Phase 5.1 barricades, as shown in the site plan below, to allow for additional floor removal associated with the new Bistro being installed as part of the WOW project. In order to accommodate the additional space for construction, the temporary Interline Recheck counters were relocated to the east side of the baggage screening area. The existing queue lines will remain unchanged. One of the L3 EDS machines will be removed and another repositioned in order to accommodate extra space requested by the contractor to construct new footings for the new bypass ramp from FIS.







(CMJV's July 2009 Schedule Update)

B2- B3 SORT PIERS MEETERS AND GREETERS

Tom Bradley International Terminal Interior Improvements and Baggage Screening Facilities

2010

2009

J F M A M J J A S O N D

3/5 4/26 4/27 5/20 5/26 6/15 6/22 7/2 8/11 8/17 9/15 9/25 10/27 11/19 12/29 1/27

Phase AS.1 Phase AS.2 Phase AS.1 Exterior Phase AS.2

Phase B3

Upper Loop Commissioning Lower Loop Commissioning

TSA Upper Loop Commissioning

Upper Pre-ISAT Testing, Demonstration & Battelle Notification

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9/15 10/13 10/19 11/5 11/6 11/19

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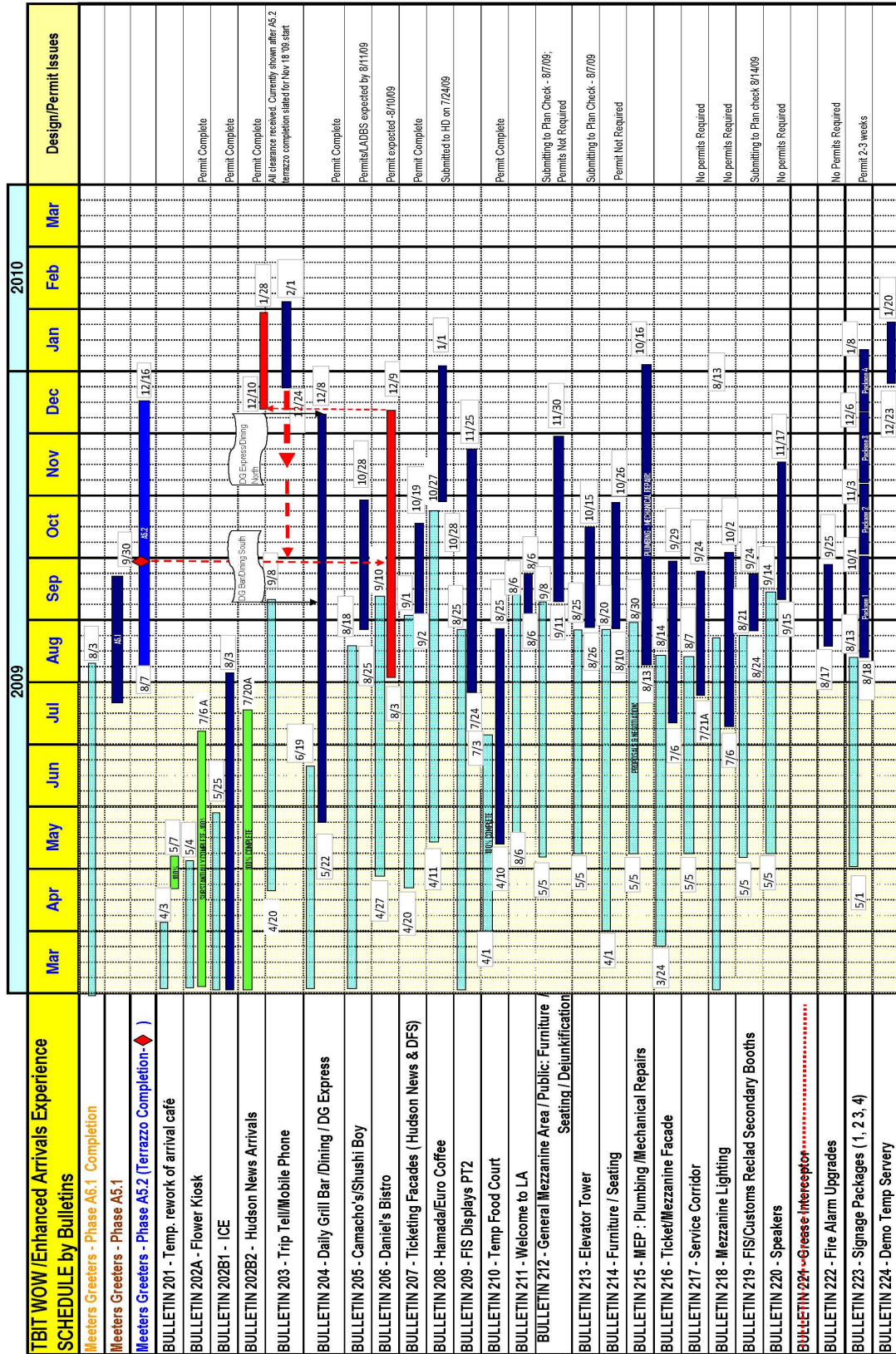
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■ Design
■ Construction
■ 100% Complete

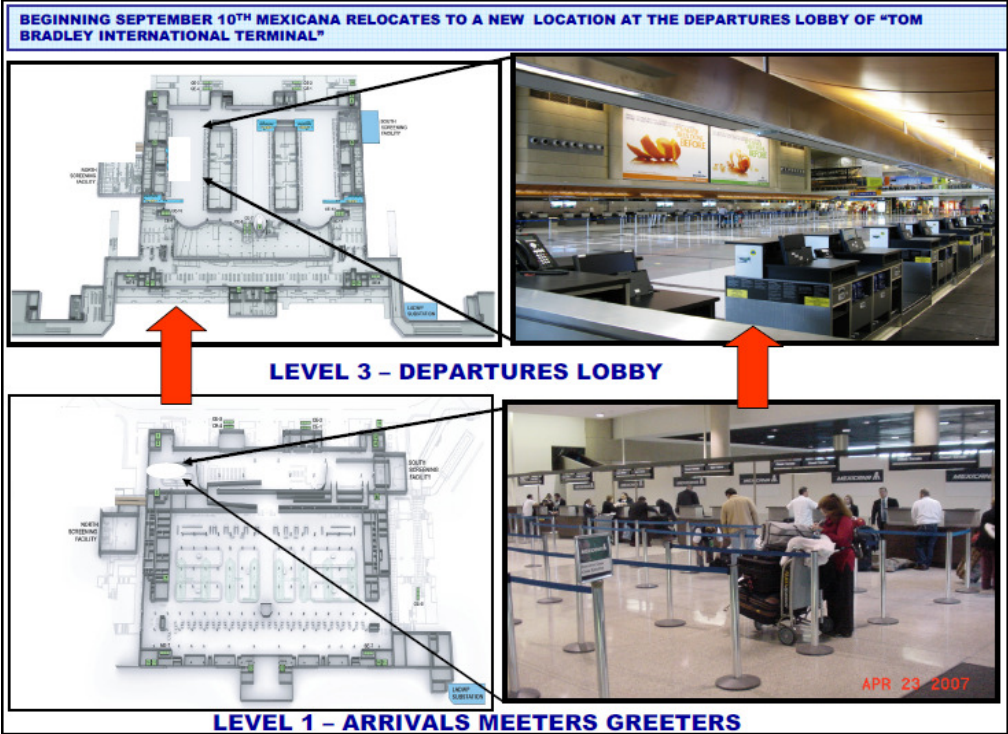
LMC Questions and Answers

- Q. CELL PHONE USE IN FIS:** Can FIS airline staffs use cell phones to communicate with other airline and LAWA staff on customer processing and service issues?
- A.** Recently CBP confirmed that they will not object to, nor prohibit use of cell phones by airline employees, or service personnel in performance of their work related activities. However, service coverage is very poor in the FIS facility with only a few spots with AT&T or Verizon coverage. Airlines and their respective cell phone service providers will have to reach agreement with LAWA, and install additional antennas in the FIS and Interstitial Level in order for the airlines to use cell phones.
- Q. GROUND RADIO COMMUNICATION:** Ground radio service is deteriorating as more conveyor system is installed in Interstitial Level. Can service be improved to maintain communication between bag-room and aircraft gate?
- A.** The current TBIT renovation project does not include enhanced ground radio service in the Interstitial Level. PMT position is that coverage is provided by ARINC under contract to the airlines, and the installation of additional repeaters to boost reception should be provided by ARINC. LAXTEC is working with ARINC on a coverage survey to identify problem areas and develop recommendations for service coverage.
- Q. BRS AT GATE COUNTERS:** Can airline staff have access to BRS information at the gate counter CUTE workstations in order to process last minute and standby baggage at planeside?
- A.** SITA has updated some of the gate CUTE workstations to provide access to TASS, including access to BRS functions as provided at the baggage area workstations. SITA has indicated that all South Concourse gates have TASS BRS (gates 101 through gate 106), but only Gates 123A and 123B have been updated on the North Concourse. Bus gates 109 and 115 through 117 have TASS BRS. All airlines should have attended training sessions on how to access and work in the new TASS BRS installed at the baggage room BRS workstations. SITA will provide a schedule on updates for all CUTE sets.
- Q. BRS FROM REMOTE LOCATIONS:** Can SITA provide the ability to monitor BRS activity at LAX TBIT from airline corporate headquarters, or other remote locations, through a link to the BRS function on the ATO CUTE workstation?
- A.** The current TBIT renovation program provides for updating all CUTE workstations identified by the CUTE Club contract to access the new TBIT TASS systems. These include ticket counter and ATO workstations. Individual airlines requiring remote access should work with SITA on providing a VPN concentrator and WAN connection to the ATO workstation under the CUTE Club contract.
- Q. FIDS DATA AT THE GATE COUNTER CUTE WORKSTATION:** Can gate agents see what flight information is being displayed to the public regarding their flight from the gate CUTE workstations?
- A.** ViewDirect provides access to see what all the screens in the airport are displaying. After log in, at the top of the page is a link that says "Items". When you click on that, you will be given a link to "TBIT", "Airport Wide" and "Other" for the groupings of the screens. Just click "TBIT" and the system will list all the screens in TBIT. Then click "GIDS" or "Departures" to view. SITA will provide a schedule for updates for all CUTE sets to access this information.
- Q. "CANNED MESSAGES":** Can the airlines use corporate canned messages for the boarding process at the gates?
- A.** IED, the subcontractor on the TBIT renovation project, has provided the script on the "public area" canned messages, primarily TSA and emergency messages, for review and comment. IED has not provided the "airline specific" canned messages script to date. As soon as it is received, LAXTEC will distribute to the community for review and comment.
- Q. CODE SHARE FLIGHT INFORMATION:** Can we improve upon the system used to display code share flight information on the gate screens?
- A.** Currently, the primary carrier flight information is scrolled on the screen with up to five (5) code share flights. Display time is equal for each flight. The PMT is currently working with SITA on some options to increase the visibility / prominence of the primary flight information. Options will be presented to the LMC for review and comment as soon as they are developed.
- Q. UPDATE STOP MARKS AND REFRESH RAMP STRIPING:** Can LAWA update the aircraft stop marks to eliminate aircraft no longer serving TBIT and add new aircraft serving TBIT? Can the ramp striping be refreshed more frequently?
- A.** LAWA Operations Tenant Services Team has been working with the Engineering department of Construction & Maintenance to accomplish this work. The Airport Operations Center (AOC) will provide LAXTEC with an update schedule for gates.
- Q. RESTRICTED ACCESS SIGNS IN PBB VESTIBULES:** When will the installation of Restricted Access / Alarm signs on the doors leading from the PBB vestibule to the concourse areas be completed?
- A.** The "Restricted Access" signs have been installed on the PBB Vestibule to Concourse and PBB Vestibule to Hold-room doors on the Departure Level and on the PBB Vestibule to Ramp and Arrivals Corridor to Ramp doors on the Arrivals Corridor (4 signs for each gate). Additional way finding signs directing passengers to Customs & Immigration / Baggage Claim are being installed above the gate elevators and at the top of the stair/escalator at each gate.

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Comments From the Executive Director

September represents another key milestone with the relocation of Mexicana to the departures lobby. Significant planning has taken place involving all stakeholders to make this transition as seamless as possible. Meetings have occurred with the TSA and all TBIT airlines regarding ticket counter assignments in an effort to get as much input as possible, while also balancing the passenger flow within building.

Also in September, and as we have highlighted in recent meetings the TBIT Refurbishment Program is entering into its final phase. Over the next several months we will be dealing less with construction, and spending almost all of our time related to the transition and implementation of important programs within the overall project. Almost two-thirds of the bag piers are installed, the terminal Resource Management System (RMS) is being activated by LAWA, and key portions of the TASS/IT system are coming "on-line." Combined, these programs within the project represent over a **\$150M** investment in terminal improvements. When fully integrated, RMS, TASS and the "in-line" bag system will provide significant operational benefits, improved customer service, and opportunities for increased airline productivity. In order to achieve these results we need airline support through participation in training sessions as they occur, and specific feedback in those areas

where you have difficulties so that they can be addressed quickly.

By the time that this newsletter is distributed there will be less than 160 days remaining in a 42 month construction project. Given this deadline, the pace of activity will continue at a high level to ensure that the project is completed on time, on budget, in a safe manner, and achieves the expectations that were set when originally designed.



Frank Clark
Executive Director—LAXTEC

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