



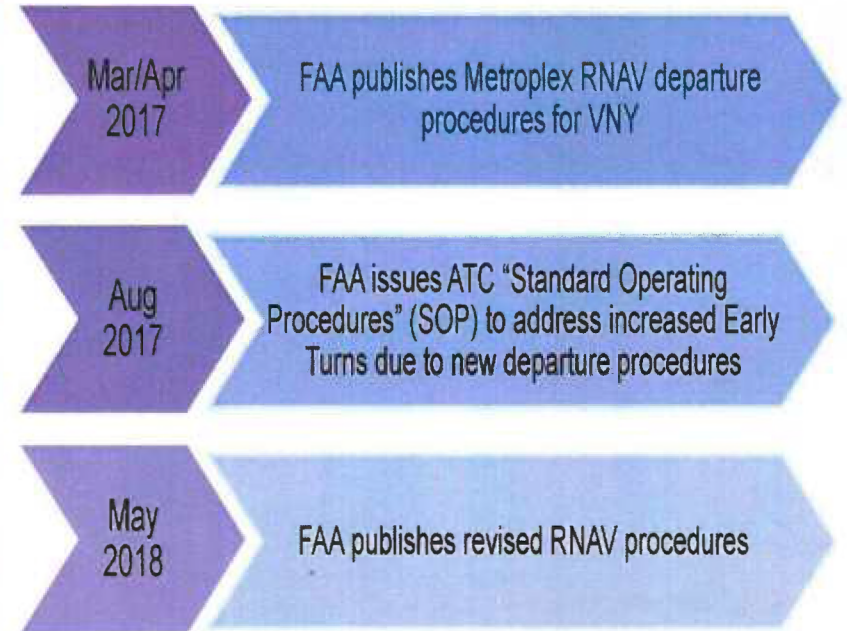
# VNY Metroplex

## Update

### LAWA

- CEO sent Section 175 request to FAA on March 8, consistent with Council action
- CEO and BOAC President meetings with FAA in DC last week
- Ongoing Discussions with FAA Regional Administrator and Air Traffic Organization

### FAA SoCal Metroplex Timeline – VNY Departures





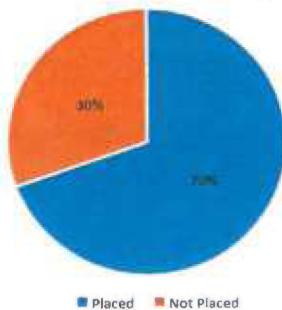
# Community & Inklusivity

## HIREL

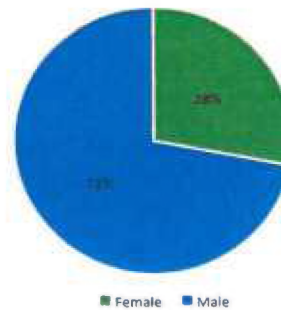
- Fourth class started on January 22<sup>nd</sup> with 35 students
- Third class held in September had 27 graduates
- First and Second class had a total of 55 graduates



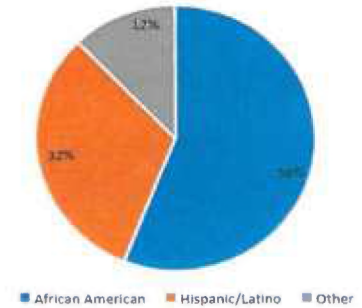
HireLAX ARP Graduate Placement Rates



HireLAX ARP Graduates by Gender



HireLAX ARP Graduates by Ethnicity



# Innovation Projects

## Biometrics

- Biometric exit trial ongoing in Tom Bradley
- Biometric entry trial ongoing in TBIT and is reducing Customs wait times

## Key Innovation

- Common Use Bag Drop with biometrics in TBIT
- Shopping and ordering
- Traffic model with USC
- Passenger tracking in T1 - TSA security wait time tracking in all terminals
- Tour and Crew Bus Dispatch App
- Automated License Plate Reader technology to track vehicles in CTA

## RFP's and RFI's out or in development

- TBIT and MSC Permanent Biometric Exit
- Common Use Bag Drop
- Smart Parking
- Data Management and Analytics
- Customer Engagement/Loyalty Solution
- Interactive Kiosks



# LAX Northside, Century Cargo Facility, and CTA

## RFI

### LAX

#### Overview

- 88 acres of available space to develop for low-rise, non-residential use
- Opportunity for open space, pedestrian walkways, recreation and civic uses (LAWA working with community for Consensus Plan)
- RFP release – targeting May 2019

## Cargo Facility and Hotel and Conference Center

#### Cargo Facility Overview

- Vertically Integrated Cargo Structure – First in the U.S.
- Restated RFP to be issued in April 2019

#### Hotel and Conference Center RFI Overview

- CTA Hotel and Conference Center
- RFI released and currently available on BAVN (Anticipated 3/8)





# Other Capital Improvement Projects in the Central

## Terminal Area

### PROJECT

- **Terminal 1** – Southwest Airlines completed renovations
- **Terminal 1.5** – connector between T1 and T2; estimated completion in 2020
- **Terminals 2 & 3** – Delta Air Lines starting renovations; estimated completion in 2023
- **Terminals 7** – United Airlines completed renovations
- **Midfield Satellite Concourse**— adding 12 new gates; estimated completion in 2020



# Landside Access Modernization Program (LAMP)

## PROJECT

- Held successful APM Groundbreaking last week
- Automated People Mover (APM)
  - Utility & Enabling work underway
  - Maintenance & Storage Facility construction start end of 2019
- Roadway Improvements
  - Utility & Enabling work in roadways around APM area underway
- Third-Party coordination
  - On-going meetings with varying agencies and businesses in the area
- ConRAC Groundbreaking anticipated in summer



# Guest Experience

## Update

### ASQ

**Airport Service Quality Score** – Used as a measurement to assess the guest experience

Currently, ASQ score is at **3.82** out of 5





# LAWA's Airports Continue to See Growth



**87.5 million**  
passengers at LAX



**3.52% increase**  
in passengers at LAX  
since 2017



**262,903**  
aircraft operations at  
Van Nuys Airport

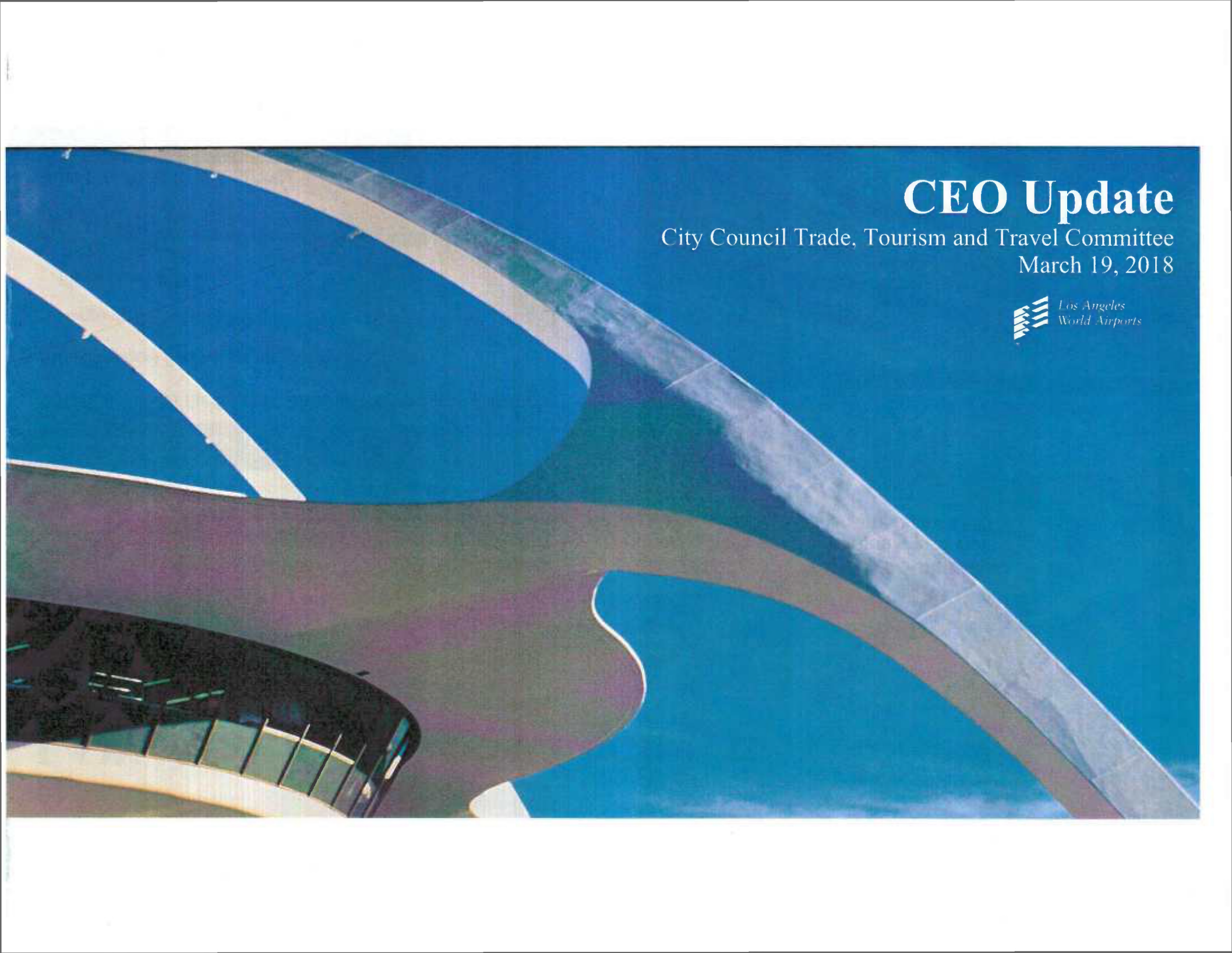


**13.65% increase**  
in operations at Van  
Nuys Airport since 2017

## 2018 PASSENGER & CARGO

- Record volume for domestic, international and total passengers
- International Passengers up by 4.44%
- Cargo up 2.4% from 2017
- Flights up 1.07%
- 2019 outlook of growth is at a lower rate 1.8% -2.2%





# CEO Update

City Council Trade, Tourism and Travel Committee  
March 19, 2018

