



Baggage Make Up Area/TSA

Lessons Learned

- Bag Tag Reader Adjustments
- High Volume of Misread Bags
- **TSA Adjustments to Fully Operational Security Inline vs. Modified Inline**
- Timing Adjustments by Carriers for Baggage Delivery and Lock-Out
- Baggage Hygiene
 - Use of Tubs
 - **Removal of Old Tags**
 - **Understanding Size Limits of Belts**

North Concourse/Tower

Lessons Learned

NORTH CONCOURSE

- Air Carrier Adjustment to Common Use Equipment
- Adjustment to Concessions Positioning adjacent to Gates
- Jetway Positioning Adjustments
- **Ground Power Acceptance to Aircraft**

TOWER

No issues to Report

Reconfiguration of Active Gates



USO Opening

June 27, 2013

Airport Ambassadors Relocation

July 1, 2013

Temporary Relocation of USAirways Ticket Counter

Relocation of United "West" to Permanent Ticket Counters

June 27, 2013

Modify Existing Ticket Counters

June/July 2013

Customer Service Walk-Through July 2013

- **Invite Community Interest Groups to Tour the New Facilities**
 - Review Wayfinding Signage
 - ADA Accessibility
 - Restroom
 - Gate Seating
 - Concessions
 - **©** Common Use Check-In
 - Pet Relief Area

