



## Los Angeles International Airport Gap Analysis



**Client Name:** Los Angeles International Airport

**Date Started:** July 2007

**Date Completed:** September 2008

Los Angeles International Airport (LAX) is the #1 origin/destination airport in the U.S. and as such, passengers are greatly impacted by Landside Operations. Los Angeles World Airports (LAWA) is responsible for ensuring a high level of service (LOS) for passengers' landside experience, and an effective commercial vehicle management (CVM) program is a key component in providing passengers with a quality LOS.

LAWA contracts with TransCore to provide the Automatic Vehicle Identification (AVI) system, including hardware and the associated CVM software product, provided by GateKeeper Systems, Inc. The CVM software monitors and controls the activities of ground transportation service providers at LAX.

TransCore/GateKeeper in 2003 upgraded the CVM software that provides critical ground transportation service information at LAX.

In July 2007, LAWA asked TransCore to perform an AVI system assessment, to evaluate the services provided by the existing hardware and upgraded software relative to LAWA's current business objectives, and to complete a Gap Analysis. TransCore retained TransSolutions to:

- Work with Landside Operations and their internal customers to understand their current and future business needs.
- Assess the current AVI system to see how it compares to Landside Operations' and their internal customers' business needs. (The study assumed that the AVI system would remain; but that IT-Operations would identify options to improve the AVI system's support for Landside Operations priorities, including being open to expanded capabilities, upgraded hardware, reconfiguration, etc.)
- Perform a Gap Analysis of the AVI system, that would:
  - Identify the gap between Landside Operations needs and the AVI system's current capabilities.
  - Identify the AVI systems' deficiencies or limitations that should be more aggressively addressed.
  - Identify alternatives for enhancement, where deficiencies or limitations are recognized.
- Prioritize the list of items identified in the Gap Analysis.

TransSolutions proceeded with a data collection and interview process to document features of the AVI system performance as perceived by LAWA system users and critical stakeholders. At project end, TransSolutions provided LAWA a priority list to serve as a guideline for implementing future changes/updates to the Airport's current AVI system.