

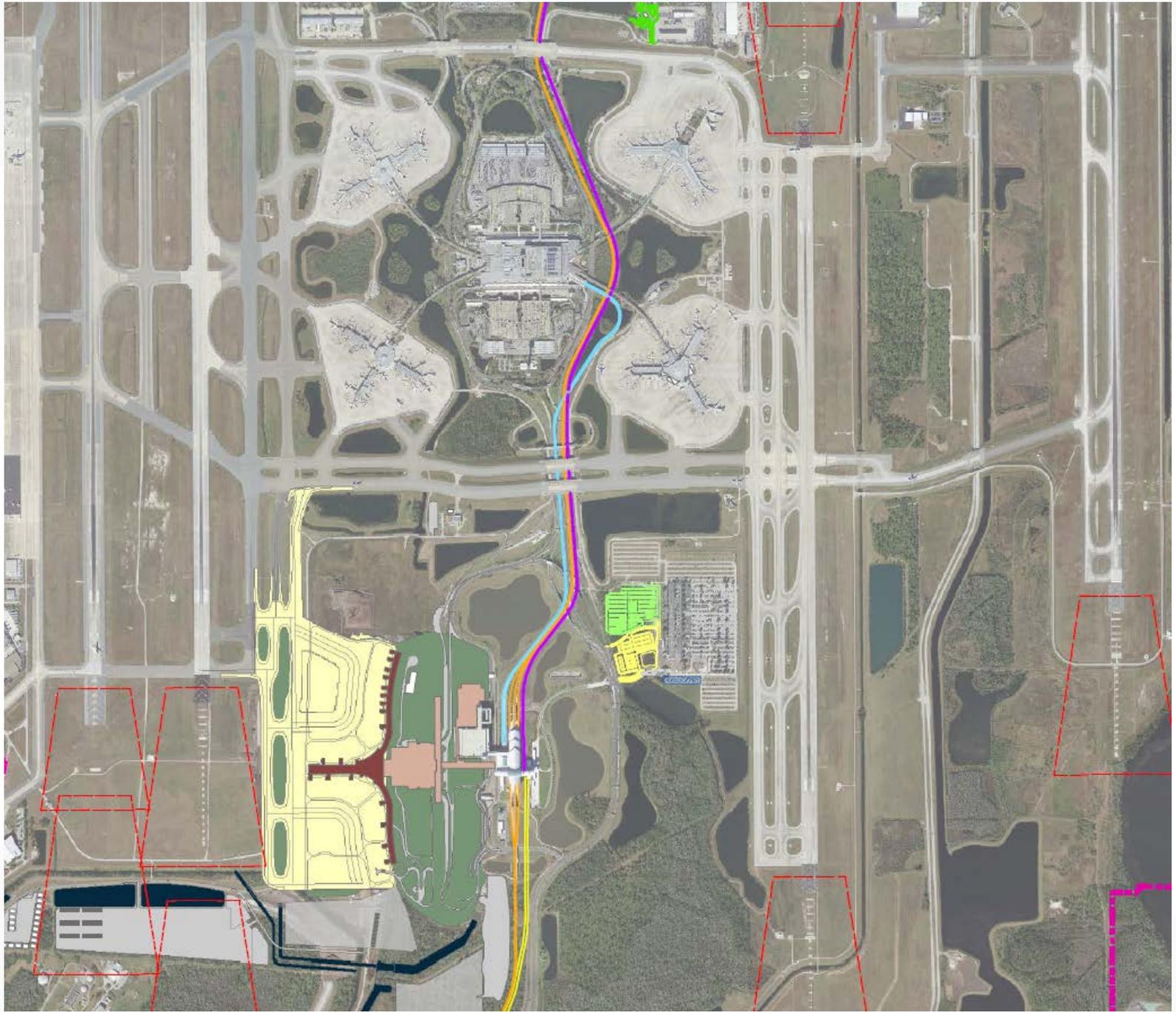


ORLANDO INTERNATIONAL AIRPORT

The Orlando Experience[®]

South Terminal Complex (STC) Program

John Newsome
Chief Information Officer



Date

South Automated People Mover / Intermodal Terminal Facility





Orlando International Airport
South Airport Terminal C - Phase 1



08-21-19

Date

TECHNOLOGY OBJECTIVES

- ▶ Optimum use of limited resources (e.g., passenger and baggage check-in facilities, checkpoints, hold room and boarding gate facilities)
- ▶ Operations process improvements (e.g., increased processing rates, optimum resource management, virtual ramp control, and visual guidance and docking)
- ▶ Outstanding customer services (e.g., ease, speed, comfort and safety of each traveler's passage thru the airport). "The Orlando Experience"

STC TEAM STRUCTURE

- ▶ The Authority structured the STC team to include a design architect, an architect of record, and two CMARs, one for the Landside Terminal and one for the Airside Terminal.
- ▶ The Authority included a technology contractor in the team structure with a direct-report relationship with the Authority (PEC and IT) and a peer relationship with the design architect.
- ▶ The technology contractor has responsibilities for coordination with the architect of record for structural, civil, mechanical, electrical requirements.
- ▶ The responsibilities of these parties are defined in matrix form for all IT elements.
- ▶ The CMARs responsibilities related to technologies are incorporated into their contracts via Guaranteed Maximum Price (GMP) as the technologies are defined.

ACQUISITION

- ▶ Competitions for critical new technologies are conducted in compliance with policies and procedures for selection based on best value.
- ▶ Components for technologies that are used in the North Terminal Complex (NTC) are procured in compliance with procurement policies and procedures.

EXAMPLES

BRANDING AND "INFOTAINMENT" - FULL-MOTION VIDEO WALLS



DEPARTURES

DESTINATION	FLIGHT	GATE	TIME
Seattle SEA	2315	A01	12:30 pm
New York JFK	4012	B15	2:15 pm
Orlando MCO	3569	C07	10:00 am
Rancho Santa Margarita	3569	C07	10:00 am

Copa Airlines 

A STAR ALLIANCE MEMBER 

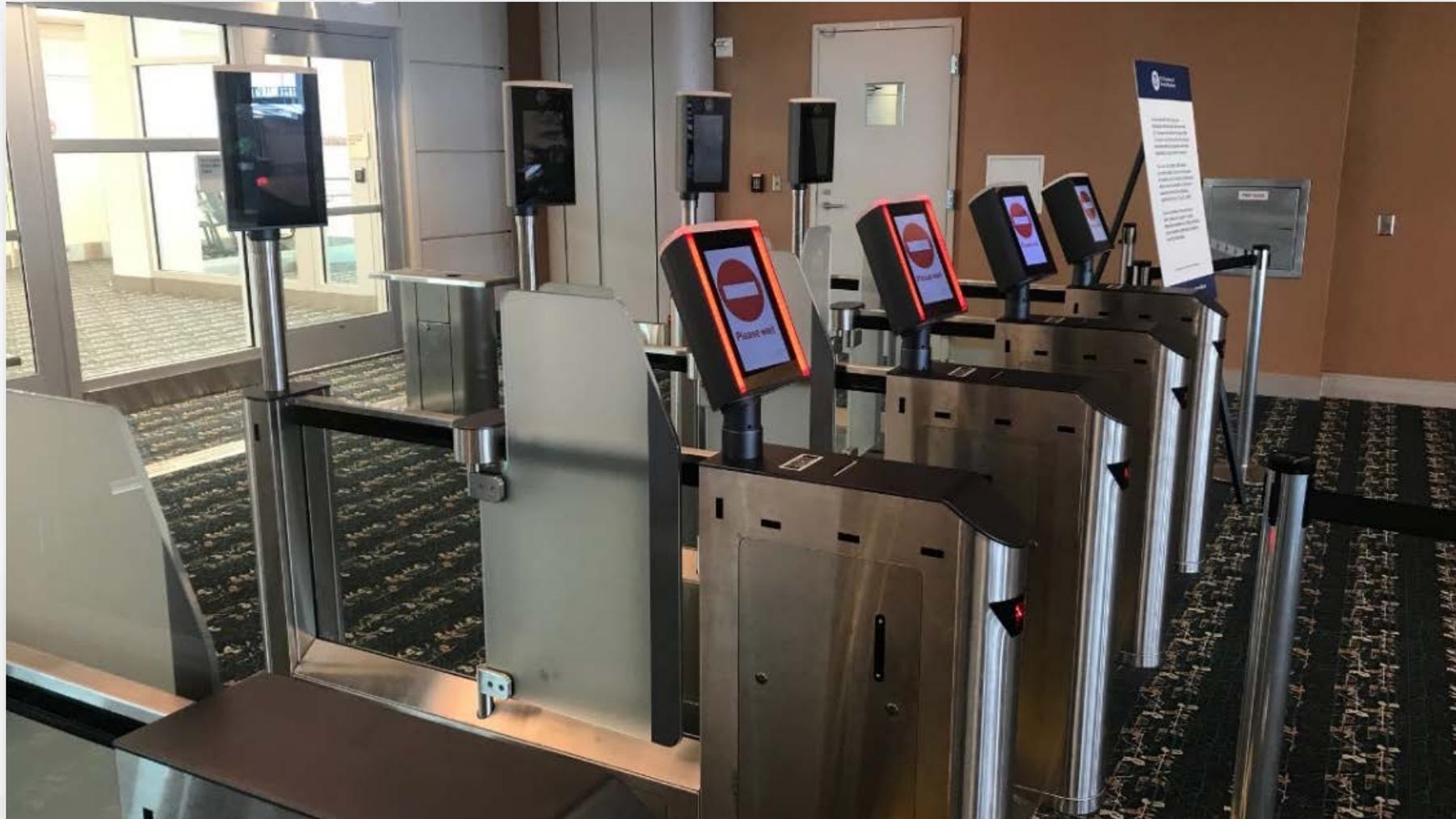


Cabina Principal Main Cabin **SELF SERVICE CHECK-IN** **Web Check-In** **Web Check-In** **PreferAccess** **PreferAccess**

WAYFINDING - FULL-MOTION VIDEO PANELS



COMMON USE - BIOMETRIC E-GATES



MULTI-MEDIA EXPERIENCES - WINDOWS ON ORLANDO



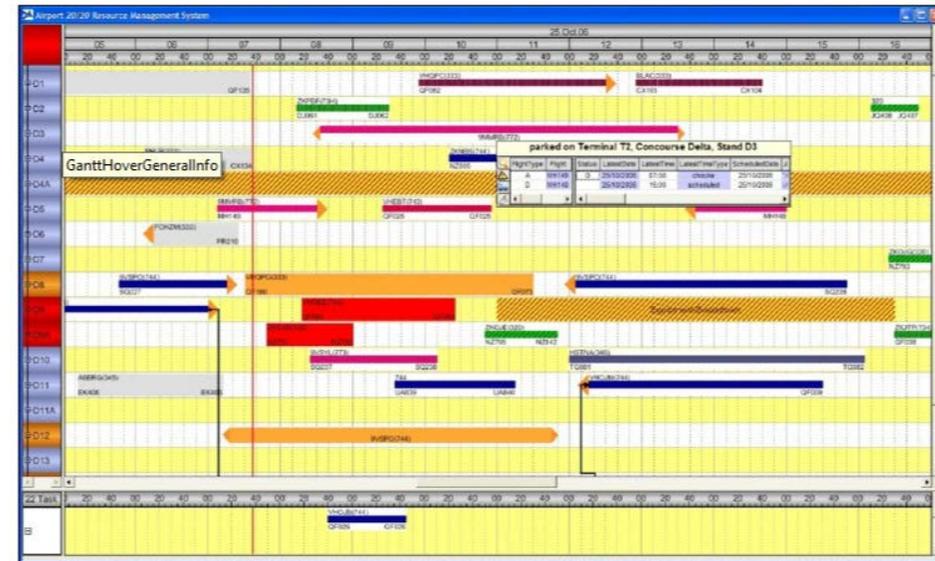
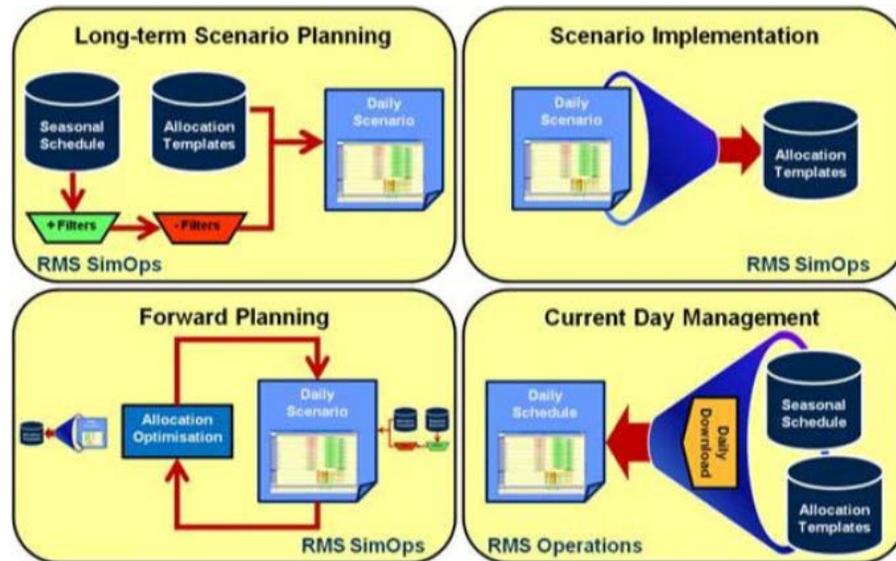
MULTI-MEDIA EXPERIENCES - MOMENT VAULT



VIRTUAL RAMP CONTROL



RESOURCE MANAGEMENT SYSTEM (RMS)



BAGGAGE HANDLING SYSTEM

