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HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT

Keeping track of time



Photo by Jeffrey Leo

Passengers at Hartsfield-Jackson Atlanta International Airport can get flight information in new locations by viewing the LCD Flight Information Display Screens. New FIDS were phased in late in 2006 and early this year. See story on Page 4

Flight display screens tell travelers where they are going

BY CURT YEOMANS
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When a traveler is arriving at Hartsfield-Jackson Atlanta International Airport, one of the pieces of information they'll need to know is the status of their flight.

They'll want to know if the flight has been delayed, canceled or is still departing on time.

To find out that information, they turn to the Multi-User Flight Information Display System, screens throughout the airport which list up-to-date information for passengers.

Over the last year, new flight information display screens, known as FIDS, were installed in the airport to complement the existing screens, which are primarily in the main terminal and central points of each concourse.

Screens have been added in locations such as the transportation mall, the north terminal and the international concourse.

"It's helping to elevate the level of customer service provided at the airport," said Lanii Thomas, director of marketing and communications for TDC Systems Integration, one of the companies which helped install the new FIDS.

The screens list the destination, air line, flight number, departure time, gate number and the status of flights leaving Hartsfield-Jackson.

"They are common use which means all of the airlines are using them," airport spokesman Herschel Grangent said. "All you have to do is look for your airline's logo on the screen."

Grangent added that customers benefit from the new LCD screens being bigger and brighter than previous screens.

"People are more apt to find all of the information they need, and they won't have to wander around confused and searching for a customer service representative," he said.

The new screens were phased in gradually beginning in late 2006, and continuing through early this year. Several companies including TDC Systems and TBI Airport Management worked together on the \$3.5 million project.

They operate using information provided to the airport by the airlines. The information is programmed into the system by employees of Infax, Inc., a company which specializes in electronic displays.

"The more information you have the more secure you feel when you're going to your flight," Thomas said. "We're very happy to have been a part of the team which put these new screens in."



Photos by
Jeffrey Leo

New LCD Flight Information Display Screens were phased in at Hartsfield-Jackson Atlanta International Airport beginning late last year. Airport officials believe the new screens will help customer service at the airport because they are larger than the airport's older screens and easier to read.