



**Guest Experience Partners Council
October 10, 2018 – Agenda**

- **Welcome and Introductions**
- **Partners Council Focus Areas**
Traffic Management:
Pat Gannon – Deputy Executive Director, Public Safety and Security
Keith Wilschetz – Deputy Executive Director, Airport Operations and Emergency Management

Value for Money:

Dave Jones – Director, Airline Property and Concession Services

Connectivity and IT
Traffic Congestion
Value for Money

Wayfinding
Check-in Wait Times
Airfield Congestion

Facilities and Cleanliness
TSA Wait Times
Power Reliability

- **Business-to-Business Survey Results – Amy Willard, Guest Experience Manager**
- **J.D. Power 2018 Airport Satisfaction Results – Anne Shea, Guest Experience Specialist**
- **Arriving Passengers Survey Results – Barbara Yamamoto, Chief Experience Officer**
- **Terminal Walks Update – Positive results of action plans are moving the needle – Anne Shea, Guest Experience Specialist**
- **Partners Council Action Plan Review – Barbara Yamamoto, Chief Experience Officer**
- **Open Forum - Issues and opportunities from Partners Council**

Administrative

- Meeting agenda, minutes, handouts and survey results are available on the Tenants 411.
Please note new location on website:
<https://www.lawa.org/en/lawa-tenants-411/guest-experience>

Visit www.lawa.org

Click “Tenants 411” (may have to use navigation arrows to rotate the carousel with the large photographs)

Click “Guest Experience” in right-hand blue navigation panel (no user name or password required)

Please be sure to share minutes, handouts and information with your employees and colleagues. We depend on our Partners Council members to communicate and champion the guest experience airport-wide.

Upcoming Meetings

Wednesday, October 10, 2018

LAXtra Mile Committee Meeting

2 p.m. to 3 p.m. – Admin East, Room 204

Wednesday, November 14, 2018

1 p.m. to 1:30 p.m. – Guest Experience Partners Council Meeting, LA Next Conference Room

2 p.m. – 3 p.m. – Gold Star Awards Celebration, Board Room