

Opening Remarks

Justin Erbacci, CEO, Los Angeles World Airports

CEO Justin Erbacci updated the Council on the current state of LAX and expressed his gratitude to the Partners Council members for their continued collaboration, participation, and support to ensure the health and safety of employees and guests at LAX. He shared the updates below:

- Touchless options for Shop and Dine
- Ultraviolet technologies (filtration system, restrooms, and escalator handrails)
- Ways to elevate cleaning activities
- Temperature checkpoint pilot program

The temperature checkpoint pilot program in TBIT is going well and will continue for a few additional weeks. The pilot will expand into Terminal 2 and may expand to other terminals. LAWA is in discussions with the L.A. County Health Department about the reopening of concessions, restaurants, and lounges.

Since July 2020, the highest departing passenger count was between 34,000- 36,000 per day during the 4th of July holiday. The current passenger loads are between 25,000-30,000 a day. LAWA is continuing to work with its international airport partners to stimulate international travel and has developed a framework called "Air Bridges", in which international airports worldwide can collaborate to establish one global standard for healthy and safe airport environments throughout the world. Conversations with the airlines and lobbying efforts with the CDC and the Federal government are underway to adopt the framework to increase travel.

As part of the international Air Bridges initiative, LAWA is bringing a health testing facility to LAX to provide COVID-19 testing to employees and passengers. Justin requested that airline partners halt any similar plans in favor of their cooperation with a centralized facility screening facility.

Safer Airports Terminal Walks

Cassandra Heredia, Chief of Operations II, Emergency Management and ADA Office – LAWA

Cassandra Heredia briefed the Partners Council on the Infectious Disease Assessment Program and Safer Airports Terminal Walks. The goal of the program is to mitigate the exposure risk of COVID-19 and future infectious diseases. Airport-wide staff participated in the terminal walks, which are designed to identify areas of improvement from a guest's perspective.

The program will focus on the following:

- Terminal walks
- Inspection of offices spaces
- Development of an infectious disease response plan
- Peer review panel (comprised of outside partners to reach a broader perspective on areas to improve)

Employee/Guest Appreciation

Regiane Santos, Assistant Station Manager – Southwest Airlines

Regiane Santos shared a video featuring a group of Southwest employees who exemplify the concept of guest experience and shared how Southwest Airlines is reimagining the guest experience through a three-stepped approach to better customer service through education, engagement, and employee empowerment.

In 2017, Southwest introduced its Educating, Engaging, and Empowering Employees Initiative for its front-line employees. Commendation letters increased by 52% and guest complaints have decreased by 33%.

Employee Thank You Campaign

Dan Dawson, Director of Marketing – LAWA

Dan Dawson provided an update on the airport-wide Employee Thank You Campaign. The campaign is a way to show appreciation to all LAWA frontline employees who have worked to keep things moving during COVID-19. The campaign will continue for another few weeks and includes:

- We Love our Employees – gem-like, heart-shaped decals posted in terminals and offices
- Thank-You Thursdays – social media postings showcasing photos of LAX employees at work
- Thank-you gift baskets – goodies and health kits delivered to frontline employees
- Text Club – Information and offers available to employees

Visit flylax.com and select the “We Love Our Employees” tab for employee pictures and personalized notes and quotes from LAWA’s executive team. A new Employee Resource Center with the most current airport offers, resources, and opportunities is available at <https://www.laxshopdine.com/employees/>.

Shop and Dine Partners Communications Package

Christian Petersen, Marketing Director – URW

Christian Petersen presented an update on the low-touch dining experience at LAX. Invitations and instructional packages will be sent via Box.com from Dan Dawson. The Box folder contains the following items:

- Communications tool kit guide (how-to information)
- Official press release
- Cheat sheet
- Promotional video with 15-second clips

ABC License Expansion

Georginnah Navarrete, Director of Concessions – LAWA

Georginnah Navarrete shared updates on the Alcoholic Beverage Control (ABC) office license expansion. Amidst the pandemic, the L.A. County Health Department released updated guidelines for concessionaires in the terminals. All bar and bar counters were ordered to close and remove seating.

Concessionaires may apply for a temporary expanded ABC license. The license will allow them to sell alcoholic beverages to guests to enjoy in the gate and other common areas. CDG has received several inquiries from concerned employees asking whether the guests are violating the laws; they are not violating laws under this temporary license expansion. Please share this information with all staff members.

Guest Experience Members Update/Virtual Assistance

Marie O'Kelly-Green, Division Manager, Guest Services Division – LAWA

Marie O'Kelly-Green gave an update on the Virtual Assistance Pilot Program. The pilot program is currently underway at the information booth in Terminal 2. Guests can ask questions about airport-wide amenities, local attractions, transportation, and COVID-19 related information from a touch-screen device via video-call. A GEM and/or volunteer is available to answer any questions from 7 a.m. to 10 p.m., seven days a week.

Administrative



GUEST EXPERIENCE PARTNERS COUNCIL
Meeting Minutes – August 12, 2020

To access ASQ scores and Partners Council agendas, minutes and handouts, please visit this new Tenant 411 online location: <https://www.lawa.org/en/lawa-tenants-411/guest-experience>. Scroll to either "Survey Results" or "Partners Council"; Password: LAX4u

Next Call

September 9, 2020

1 p.m. to 2 p.m.

Webex info to come

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.