

Opening Remarks

Justin Erbacci, CEO – LAWA

Justin Erbacci informed the Partners Council of the 2021 – LAX facility openings.

Facilities to open in 2021:

- Terminal 1.5
- ITF West
- Midfield Satellite Concourse
- Airport Police Facility

With the COVID-19 vaccine distribution underway, projections indicate increased passenger counts at LAX by late spring or early summer.

Health Order Update

Michelle Schwartz, Chief Corporate Strategy and Affairs Officer – LAWA

Michelle Schwartz updated the Partners Council on the Los Angeles County Department of Public Health's safety order requirements and enforcement.

- Anyone arriving from outside of the Southern California region must quarantine for 10 days and self-monitor for COVID-19 symptoms.
- Businesses that are not in compliance with health orders will be shut down.
- The Los Angeles County Department of Public Health have been conducting site visits. Partners are encouraged to reach to Justin Pierce with LAWA's emergency management team to inform of any visit from the Los Angeles County Health Department.

Holiday Recap

Michael Christensen, Deputy Executive Director, Operations and Maintenance – LAWA

Michael Christensen shared the 2020 holiday passenger traffic metrics.

- Passenger Flights - 19,174 (55% of last year's level)
- TSA Screening - 705,371 (30% of last year's level)
- Between Thanksgiving and Christmas, the total daily TSA throughput averaged 27% of last year's activity levels, with load factors at 45%.
- CBP Screening - 123,468 (17% of last year's level)
- CTA Vehicle Entries - 882,020 (48% of last year's level)
- CTA Travel Time was between 4 and 6 minutes (43 to 45% of last year's level)
- LAX-it - 95,591 vehicles entered and exited the lot (28% of last year's level)

Uber initiated significant price surges and the cancellation of short trips drove some riders to use taxi's. Taxi trips increased by over 300% during this time. Lyft had limited capacity as many of its drivers elected to be on the Uber platform with the chance to earn more.

COVID-19 Testing

David Maggard, Deputy Executive Director, Public Safety and Security – LAWA

David Maggard gave the following COVID-19 testing updates:

- Clarity Lab is the test provider
- Polymerase Chain Reaction (PCR) test results taken at the Lab can now be obtained in three to five hours.
- PCR test cost is \$180
- More than 20,000 test have been collected since November 2020 (Lab, TBIT, T-2 and T-6 testing sites).
- Guest and employees can make an appointment to get tested at [Flylax.com/TravelSafely](https://flylax.com/TravelSafely)

Travel Safely Ambassadors

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

Marie O'Kelly-Green provided an update about the Travel Safely Ambassadors program:

- Travel Safely Ambassador Program began October 2020
- Masks and hand sanitizers or provided to guest daily as needed.
- Since the program's inception, Travel Safely Ambassadors have given approximately 270 masks and 1,000 hand sanitizers to guests.
- All LAWA staff members are considered Travel Safely Ambassadors.

Open Forum

William Hicks reminded everyone about CDC's new COVID-19 entry guidelines. As of January 26, 2021, all air passengers entering the United States (including U.S. citizens and Legal Permanent Residents) must present a negative COVID-19 test. Test must have been taken within three calendar days of departure or proof of recovery from the virus within the last 90 days. Airlines must confirm the negative test result or evidence of recent recovery for all passengers before boarding. Airlines must deny boarding of passengers who do not provide documentation of a negative test or recovery.

Administrative

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

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.