

Preparing for Upcoming Changes-Angie Jamison, Strategic Operations Program Manager, LAWA Operations and Emergency Management

Angie Jamison provided an update on LAX-it (Taxi and TNC pick-up lot), the Curb Flip and the conversion of Parking Structure 3. To mitigate increased traffic in the Central Terminal Area (CTA), LAX-it is designed to remove 15,000 vehicles per day from the CTA and replace lost curbside due to construction. LAX-it is just east of Terminal 1 and is for taxi and TNC pick-ups only (drop-offs are still allowed in the CTA). Guests will have the option of walking to LAX-it or taking a shuttle that will run every three to five minutes.

Curb Flip – To ensure rapid movement of the shuttles, the inner curb on the lower/arrivals level will be dedicated to LAWA-operated buses and shuttles (LAX-it shuttle, Flyaway, Lot E shuttle, terminal connector, etc.) only. It will be a “bus rapid transit” lane to keep traffic moving and avoid bottlenecks. Private vehicles will pick up guests on the outer curb.

Parking Structure 3 (P3) Pickup -- Due to the TBIT core project, 35% of the TBIT curbside will be lost. To mitigate this loss, a portion of the first level of P3 will be converted to an active pick-up lot only as an option (not mandatory).

Helping our Guests to Navigate Changes – LAX iCARE Crew Gail Gaddi, Airports Public and Community Relations Director, Guest Services Division

Gail Gaddi provided an update on the iCARE Crew. Effective September 30, 2019, 25 to 30 iCARE Crew members will join the frontline of LAWA Guest Services Division to provide extra care for guests navigating construction pain points. In the first phase, the iCARE Crew will be available from 7 a.m. to 3:30 p.m. daily, including weekends, and will be deployed to areas with the most construction impacts with most of the assignments on the Central Terminal Area curbside. The goal is to have 150 members available from 6 a.m. to midnight, with 15 to 30 members available at any one time. The iCARE Crew team members are not badged and, therefore, do not have access post-screening, but will have unique identification badges. The Guest Services Division manages the iCARE Crew team members through a partnership between LAWA and the South Bay Workforce Investment Board.

Lori Peters asked for a fact sheet about the iCARE Crew to share with employees.

Terminal Walks and Partners Council Action Plans Updates – Anne Shea, Guest Experience Team

Anne Shea reported that the terminal walks are going well and thanked the Council for resolving a substantial number of action items. Upcoming walks include:

September 25 - Terminals 2 and 3

October 16 – Terminal 1

November and December – Terminals 6-8 and TBIT, 6, 7 and 8

The last two weeks in November and December will be avoided due to the busy holiday season. Barbara Yamamoto suggested that the walks also focus on the curbside due to all the construction impacts.

Open Forum – Issues and Opportunities from Partners Councilorum – Issues and Opportunities from Partners

Lori Peters of AVAir Pros reported that LAX participates in an airport benchmarking study that measures key financial metrics. LAWA is asking the airlines for information about activity levels and costs of passenger boarding bridge maintenance and mobility assistance. Bret Kennedy and Lori will reach out to gather the information.

Christian Petersen of URW encouraged Partners Council employees to join the LAX Employee Text Mobile Club to receive information about deals, as well as an opportunity drawing to win one of 25 \$100 American Express gift cards.



Administrative

Minutes, handouts, etc. are posted after each meeting on InsideLAWA on the Guest Experience Page <https://www.lawa.org/en/lawa-employee-portal/information/chief-executive-officer/deborahs-message/guest-experience-initiative>

Please share with your teams and other interested parties.

Next meeting:
October 9, 2019
1 p.m. to 2 p.m.
LA Next Conference Room

Roles/Responsibilities of Guest Experience LAWA Council

- Be the “keeper” of guest experience initiatives in your area of responsibility
- Generate new ideas to further the guest experience in and outside of your area of responsibility
- Share ideas and concepts with LAWA Council and inspire others to adopt/create
- Serve as a sounding board for new concepts, initiatives and programs (i.e. training and mystery shopping)
- Collaborate with Guest Experience Team and others
- Attend meetings
- CHAMPION THE GUEST EXPERIENCE!