

Welcoming Remarks and Updates

Michelle Schwartz, Chief Corporate Strategy and Affairs Officer – LAWA

Michelle thanked the Council for their commitment to excellence and continued efforts to improve the guest experience. She also shared general updates such as the continued increase of passenger counts at LAX. LAX ranked number one in the country in terms of TSA screening. We have experienced days in which more than 65,000 passengers were screened by the TSA.

Los Angeles County is reporting lower COVID cases and fatality rates. LAX Continues to offer on-site vaccinations and the Council is encouraged to help get the word out.

Construction Updates

Don Chinery, CALM Team – LAWA

Don provided a general construction briefing.

- The T1 extension is complete.
- The Delta project is continuing through 2023.
- The T7 terminal vertical core and parking structure projects are ongoing through 2021.
- The Tom Bradley International Terminal, T4, and T5.5 Core projects are continuing through 2022.
- The new APD Facility is scheduled for completion in Q3 2021.

ACI ASQ Updates

Catalina Saldivar-Chavez, Guest Experience and Innovation – LAWA

Catalina Saldivar-Chavez provided an update on the Airport Council International (ACI) Airport Service Quality (ASQ) 1st quarter 2021 results:

- A total of 724 surveys were collected during the 1st quarter of 2021.
- LAX ranked 165 out of 216 participating airports.
- LAX's overall guest satisfaction is 4.13. Overall satisfaction score for all participating airports is 4.47.

The top five things that matter most:

1. Wait times check-in
2. Ground transportation
3. Wayfinding
4. Wait times FIS
5. Courtesy of security staff

Guest Experience Partners Council Survey Results

Tomi Brent, Guest Experience and Innovation – LAWA

Tomi Brent provided the Partners Council with results from the March 2021 Partners Council Survey. Seventeen percent of the 63 Council members responded to the survey.

- 73% of respondents strongly agreed with the Guest Experience Partners Council's role in providing ongoing benefits by promoting airport culture, facilitating/implementing guest experience initiatives, exchanging best practices, and advancing the airport's vision and brand
- 83% of the respondents strongly agreed that the Partners Council is a valuable forum to facilitate collaboration and communications to enhance the LAX Guest Experience
- Over half of the Partners Council members participate on other LAWA committees
- 82% strongly agreed that they had experienced added value by attending council meetings

Additional comments:

- Change the Partners Council meeting time
- Revolve discussions around partners and guests with a focus on action
- Provide meeting minutes for those who are unable to attend

Open Forum - Issues and Opportunities from Partners Council

Tomi asked the Council to provide their perspective on what they think the guests want moving forward and how we can collectively deliver that experience.

Amy Benson – Unibail-Rodamco-Westfield (URW)

Expressed the importance of ensuring that we provide our guests with consistent and solid basic services:

- Safe and healthy airport environment
- Short security lines
- Short check-in times
- Provide outstanding communication

Christian Peterson – Unibail–Rodamco-Westfield (URW)

Inquired about public transportation to and from ITF West

Regiane Santos - Southwest Airlines

Emphasized the need to ensure accuracy of parking availability updates on Flylax.com

Joseph Tumpap – Delta Air Lines

Requested a schedule of parking structures impacted by construction for the remainder of 2021

Michelle Schwartz informed the Council of plans to phase out employee parking in the Central Terminal area. Don is working with ABM and the project management team to get a parking structure construction impact schedule to share with the Council. The Automated People Mover will connect to the ITF West and bus service will be available.

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.



Next Partners Council Meeting Wednesday, June 9, 2021

1 p.m. to 1:30 p.m. – Virtual

Upcoming Events

1st Quarter Awards Celebration

Wednesday, June 9 from 1:30 p.m. – 2:00 p.m.

Virtual