



**Guest Experience Partners Council
May 9, 2018 – Agenda**

- **Smart Restroom Pilot Update – Snapshot of data collection and analysis – Ed Melara, LAWA Assistant Director of Maintenance**
- **ASQ/Partners Council Focus Areas – Homelessness
Pat Gannon, Deputy Executive Director, Public Safety & Security
David Maggard, Airport Police Chief**

Partners Council Focus Areas:

Connectivity and IT	Wayfinding	Facilities and Cleanliness
Traffic Congestion	Check-in Wait Times	TSA Wait Times
Value for Money	Airfield Congestion	Power Reliability

- **Rebadging of Concessionaires – Pat Gannon, Deputy Executive Director, Public Safety & Security**
- **Terminal Walks Update – How Partners Council can bring positive change/results – Anne Shea, Guest Experience Team**
- **LAX Gold Stars Rewards and Recognition Call to Action – Communicating and building a culture of appreciation – Barbara Yamamoto, Guest Experience Team**
- **Partners Council Action Plan Review – Barbara Yamamoto, Guest Experience Team**
- **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.

Quarterly Celebration

Monday, May 21, 2018
2 p.m. to 3 p.m. - LAX Board Room

Next Partners Council Meeting

Wednesday, June 13
1 p.m. to 2 p.m. – LA Next Conference Room