



**Guest Experience Partners Council
August 8, 2018 – Agenda
1:00 p.m. to 1:30 p.m.**

Welcome and Introductions – Deborah Flint, Chief Executive Officer

ASQ/Partners Council Focus Areas

- **Wifi, Connectivity and Innovation Update – Justin Erbacci, Chief Innovation and Commercial Strategy Officer, LAWA**

Connectivity and IT	Wayfinding	Facilities and Cleanliness
Traffic Congestion	Check-in Wait Times	TSA Wait Times
Value for Money	Airfield Congestion	
- **2nd Quarter Awards Celebration – Board Room**

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.

Next Partners Council Meeting

Wednesday, September 12, 2018

1 p.m. to 2 p.m. – LA Next Conference Room