

NEW LAWA Organization Chart

Michelle Schwartz- Chief Corporate Strategy and Affairs Officer

Michelle Schwartz presented the Partners Council with LAWA's new organization chart. The reorganizational structure accounts for LAWA's budget shortfall, workforce reduction due to retirement, and the hiring freeze. Some of the changes are:

- Only six direct reports to the CEO
- Combining and restructuring of divisions
- Creation of the Strategic Initiatives and Coordination division which includes:
 - The CEO office
 - A new airline liaison function
 - Tiger teams – staff will work on a cross-functional basis on projects requiring divisional collaboration

Restroom Feedback Pilot Program

Victor Rodriguez – LAWA Superintendent, Maintenance Services Division

Victor Rodriguez provided an update on the Restroom Feedback Pilot program.

- LAWA had a similar smart restroom pilot project in T-4 where passengers tapped a happy face or sad face on a tablet. Over the three months during the pilot project, over 700,000 guests participated
- Each restroom has a unique QR code – 200 restrooms in the CTA
- The information gathered is logged at the incident desk at the ARRC for dispatching and monitoring purposes

Victor requested that the Council share the program information and to use the QR codes to report any restroom issues.

Travel Safely Survey Results

Dan Dawson – Director of Marketing, External Affairs

Dan Dawson provided an update on the Travel Safely Survey. Key findings include:

- Survey respondents were comprised of 47% men and 53% women.
- Californians made up 94% of those surveyed.
- Respondents who said they would fly over the holidays - 20%; would fly again once there was a vaccine – 26%
- Respondents who said that grab and go food was one of the essential features for future travel - 46%; positive response to an ordering app - 51%
- Areas of most significant health/safety concerns involved adherence to face coverings, physical distancing, and being on the plane.

Contact Dan Dawson for survey copies.

JD Power North American Airport Survey

Tomi Brent –Manager, Guest Experience and Innovation

Tomi Brent provided an update on the JD Power North American 2020 airport survey:

- Surveys were conducted from July 2019 through August 2020
- LAX scored its highest score to date - 763 out of 1,000 points
- Score reflected a 14% increase since surveying began in 2015
- Score reflected a 5% increase over last year's score

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.