

Airfield Surface Congestion – Keith Wilschetz, Deputy Executive Director

Keith Wilschetz discussed the details of the Airfield Summit which was held in March, July, and December 2017, and attended by representatives from LAWA, FAA, and Airlines. At the summit, 37 action items were identified for short-term, mid-term, and long-term improvements. Wilschetz said that most short-term improvements have been completed, including the procurement and implementation of Aerobahn's Automated Surface Management System (ASMS) with real-time monitoring abilities. In January 2018 – April 2018, the ASMS Phase 2 will include installation of 57 new sensors to cover areas not currently covered, and user training will take place in May 2018 – June 2018.

Wilschetz then discussed the findings from AvAir Pros' Airfield Bus Study. He identified the August 2017 Analysis Recommendations to 1) Consolidate airfield busing operations; 2) Improve busing facilities; and 3) Enhance operational policy rules and regulations. He identified the December 2017 - Consolidation & Implementation Alternatives to 1) Consider options between outsourcing & consortium and 2) Develop implementation plan. He said that LAWA is developing an overall Airfield Busing Policy which will address the following:

LAWA - Continue a defined level of busing

- Common use gate and remote international flights
- CBP necessitated transportation
- Emergency response

Airlines and Future MSC: Focus on consolidation

- Consolidation to be implemented through an Airline Bus Consortium
- Airline Bus Consortium to be responsible for cost recovery
- Airline Bus Consortium is contingent on adequate location and facilities

Wilschetz also discussed the issue of notifications and indicated that the Operations and Emergency Management Division is working to address concessionaires' concerns regarding:

- Emergency Notifications:
 - Managers and supervisors are on Everbridge notifications
 - Emergency Management initiated discussions with concessionaires
 - Westfield on evacuation and repopulation processes
 - Emergency Management also initiated actions to comply with City ordinance requiring 16 hours of emergency preparedness training
- Irregular Operations Alerts
 - ARCC notifies Westfield Duty Managers during delayed operation or when required to extend hours
 - Other terminal vendors are dependent on airlines, as LAWA does not have visibility of irregular operations

Regina Tennelle – Office of the Chief Executive Officer

Regina Tennelle advised the Council that Mayor Garcetti has made a request for each City Department to come up with key priorities/initiatives to accomplish by the 2028 Olympics. She asked that everyone consider ideas for ways the airport can improve – whether communications or infrastructure.

Mystery Shops Quarterly Report – Anne Shea, Guest Experience Specialist

Anne Shea reported that 689 mystery shop evaluations were conducted across all terminals from 10/01/2017 to 12/31/2017. The evaluations are based on the iCARE standards and behaviors and include:

- 259 Enhanced Employee Interaction Evaluations: A robust evaluation involving direct employee engagement.
- 48 Security Screening Evaluations: Observation-based, completed in real-time on evaluator’s mobile device
- 357 Concessions Evaluations: Evaluations addressing iCARE standards and questions regarding concessions-related issues that can impact non-aeronautical revenue.
- 27 Passenger Journey Evaluations evaluating the passenger experience from curb to gate.

Terminal Walk Updates – Anne Shea, Guest Experience Specialist

Anne Shea provided an update of the terminal walks, which were established in partnership with the Council to help identify areas that need improvement. She explained that the process includes several steps:

- Terminal Priority Setting
- Terminal Strategic Walk
- Action Item Activities
- Partners Council Updates
- Results Validation

She then provided a status report for each terminal and highlighted the needed focus areas. The reports are available on the Tenant 411.

Rewards & Recognition Program – Barbara Yamamoto, Chief Experience Officer

Barbara Yamamoto reported that the airport-wide Gold Stars Rewards & Recognition Program held its official public launch in early March. She said that outreach events were held throughout key locations around LAWA office buildings and terminals to engage employees and guests. She encouraged participation in the program and reminded the Council that the program allows travelers, guests, and fellow colleagues to recognize LAX employees who provide great service or go above and beyond in their work.

Open Forum – Issues and Opportunities for the Partners Council

Patrick Cathcart of Areas suggested that the Council discuss the impacts of the Living Wage.

Partners Council Action Plan and Tenant 411

Yamamoto reminded members that the Guest Experience Team is listening to everyone’s Action Plan suggestions and recommendations. If anyone needs to have an item escalated or added to the plan, please advise her.

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.