

Smart Restroom Pilot – Ed Melara, Assistant Director of Maintenance

Ed Melara provided an overview of the smart restroom pilot in one set of restrooms in Terminal 4. The pilot launched on April 3 and will continue for 90 days. Each unit consists of a smart latch and indicator light. When the stall is available, the light is green. When the stall is occupied, and the smart latch activated, the light turns red. There are also blue indicator lights for ambulatory stalls. LAX is collecting real-time data to respond quicker when issues occur and gain base-line data for daily and weekly restroom usage to better plan and deploy resources, including custodians and maintenance workers.

Question from Jim Moses of American: How will we use the data to determine if the pilot should be expanded? Pre- and post-surveys will help LAWA determine if the pilot program should be expanded. Survey results will be shared with the Partners Council.

Question from Jim Trabuco, United: How have the unions reacted to the badge that tracks when the restrooms are cleaned? Discussions with the unions are ongoing, all a part of the change management process.

Homelessness – Chief David Maggard

Chief Maggard introduced Dan Llorens, Assistant Chief of Operations, and Captain Tyrone Stallings. Chief Maggard provided an overview of the efforts to get the homeless off the streets and out of the terminals and connect them with resources and into transitional housing. A LAWA Crisis Intervention Team was created in January 2016 and supplemented last year with Christina Miller, an expert in homeless issues, and a full-time clinician from LA County Department of Health.

First focused on Manchester Square with an Airport Police Division (APD) presence 24/7. Served 350 people and delivered 1,550 referrals, program enrollments and services.

APD is using the Manchester Square success as the foundation for addressing problems in the terminals. Must address with care, compassion and respect, but also address public safety risks.

Redeployed the Crisis Intervention Team to early mornings in the terminals and renewed efforts of the Midnight Watch officers. Working harder on consistency and continuity and working smarter with resources. Important to work closely with tenants to identify problems and solutions.

Concessionaire Rebadging Efforts – Pat Gannon, Deputy Executive Director, Public Safety & Security

On May 1, the Security Badge Office (SBO) started a process for all concessionaires to receive “chipped” badges for increased security. The SBO successfully commenced the rebadging of 3,012 badges while remaining open and functional for all other badging operations. At the conclusion of the fifth day, 52 percent of the original tan badges were returned and reissued with pink badges. A special accommodation was held on May 5 in which SBO staff processed 536 badges. With assistance from Airport Operations, a shuttle ran to/from the Theme Building and the SBO all day. All is on track for the rebadging project to be successfully completely on May 15. SBO is improving and can accommodate about 50-60 same-day appointments daily and has a goal of processing 550 badges, per day, in 15-minute increments. In addition, in the future, the SBO will be located along the route of the Automated People Mover which will provide easier access for employees. Lori Peters of AV Air Pros commended SBO for such great improvement.

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 said there are currently 105 action items that have been identified:

Terminal	Focus Areas	Date of Terminal Walk	Action Items
T1	Wayfinding, Ambience/Comfort	November 17, 2017	10
T2/T3	Maintenance, Wayfinding, Comfort	April 11, 2018	18
T4/5	Wayfinding, Cleanliness	October 23, 2017	20
T6	TBD	May 23, 2018	
T7/T8	Wayfinding, Cleanliness, Ambience	February 2, 2018	20
TBIT	Cleanliness, Information, Comfort	March 14, 2018	37

Detailed reports for each terminal can be found on the Guest Experience Tenant 411.

LAX Gold Stars Rewards and Recognition – Barbara Yamamoto, Chief Experience Officer

Since inception of program in February, have received more than 500 recognitions; about 100 from guests. Partners Council members were thanked for encouraging employees participation. Business cards and posters are available for further promotion.

On May 21, an awards ceremony will be held to celebrate the results of the ASQ scores and mystery shops in 11 categories. Will also announce the “LAXtra Mile” winners – employees were selected by a committee made up of both Partners Council and LAWA Council members -- who went above and beyond their normal course of duties to provide exceptional experiences.

Other winners – American Airlines at LAX received its internal Customer Cup for superior customer performance with a huge decrease of 33.6% in customer complaints. Regiane Santos also announced that Southwest received an award for excellent customer service. Congratulations, American and Southwest!

Partners Council Action Plan – Barbara Yamamoto, Chief Experience Officer

Yamamoto reminded members that the Guest Experience Team is listening to everyone’s suggestions and recommendations and is tracking progress on the Partners Council Action Plan. If anyone needs to have an item escalated, added or revisited, please advise her. Lori Peters suggested revisiting cellular coverage.

Open Forum

Jim Moses asked if information/messaging could be provided early in the guest journey when parking garages are full to decrease frustration. Deborah Flint said that there will be longer-term technological improvements in the future with smart parking applications, but in the meantime, we should look at low-technology solutions.

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.

Quarterly Celebration

Monday, May 21, 2018

2 p.m. to 3 p.m. - LAX Board Room

Next Meeting

Wednesday, June 13

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