



**Guest Experience Partners Council
September 12, 2018 – Agenda**

- **Welcome and Introductions – Deborah Flint, Chief Executive Officer**
- **Partners Council Focus Areas – Restrooms**
Mike Christensen – Deputy Executive Director, Facilities, Maintenance and Utilities Group
Connectivity and IT Wayfinding Facilities and Cleanliness
Traffic Congestion Check-in Wait Times TSA Wait Times
Value for Money Airfield Congestion Power Reliability
- **North Complex Shutdown Exercise – Responding to a Catastrophic Power Failure**
John Carver, Assistant Chief Development Officer, LAWA
Cassandra Heredia – Chief of Operations, Emergency Management, LAWA
- **Terminal Walks Update – Positive results of action plans are moving the needle – Anne Shea, Guest Experience Team**
- **Rewards and Recognition Update – 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.

Upcoming Meetings

Wednesday, October 10, 2018

Guest Experience Partners Council

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

LAXtra Mile Committee Meeting

2 p.m. to 3 p.m. – Admin East, Room 204