



**Guest Experience Partners Council
February 10, 2021 – Agenda**

- **TSA Updates**
 - Tung Huynh, Stakeholder Manager – TSA
- **Human Trafficking**
 - Cecil Rhambo, Chief of Airport Police – LAWA
- **ACI ASQ Updates**
 - Catalina Saldivar-Chavez, Guest Experience and Innovation – LAWA
- **Open Forum – Issues and Opportunities from Partners Council**
- Meeting agenda, minutes, handouts and survey results are available on the Tenants 411.
<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 Call

March 10, 2021

1 p.m. to 2 p.m.

Webex Info to Come

HUMAN TRAFFICKING UPDATE

LOS ANGELES WORLD AIRPORTS POLICE



JANUARY 21, 2021

LAWA

LOS ANGELES WORLD AIRPORTS



January 11, 2021

2021



**Los Angeles World
Airports illuminated the
pylons blue to recognize
National Human
Trafficking Awareness
Month**

What is Human Trafficking?

“ Human trafficking is modern-day slavery and involves the use of force, fraud, or coercion to obtain some type of labor or commercial sex act. ”

DEPARTMENT OF HOMELAND SECURITY



Previous Initiatives



Airport Police

The Airport Police Training Unit conducted 19 sessions of POST-certified human trafficking training to over 400 personnel.

LAWA HR

LAWA's Human Resources Division entered into a contract with the Coalition to Abolish Slavery and Trafficking (CAST) and provided human trafficking training to LAWA employees.

Previous Initiatives



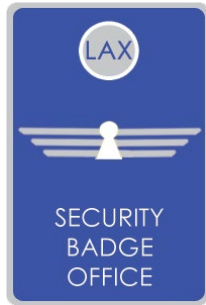
Senior Lead Officers distributed DHS Blue Campaign line cards/shoe cards and flyers to airline employees, airport employees, and airport contractors.

Human trafficking education and awareness Q&A was held for LAX Volunteer Information Professionals (VIPs) and Guest Experience Members (GEMs). Handouts, reference cards, and reference materials were provided.



Previous Initiatives

INFO MATERIALS



Informational material was distributed to LAX registered companies through the Security Badge Office (SBO) via their authorized signers. Companies were encouraged to post information in spaces frequented by employees.

TRAINING



390 Airport Police Division Security Officers have received awareness training.

TRAINING



Airport Police Terrorism Liaison Officers (TLO) attended FBI Joint Regional Intelligence Center (JRIC) Human Trafficking and Sex Crimes training.

Previous Initiatives



Airport Police provided human trafficking awareness training during Aviation Security (AVSEC) meetings.



DHS human trafficking material was distributed to the LAX community via Tom Bradley International Terminal Equipment Company (TBITEC) meetings.



Crime Task Force (CTF) Detectives attended specialized human trafficking investigation and prosecution training.

Previous Initiatives



Social Media

Airport Police personnel attended specialized human trafficking training regarding criminal use of social media.



Van Nuys Airport

Airport Police provided human trafficking training for employees at Van Nuys Airport.

Previous Initiatives



Signage at Gates

Airport Police partnered with Delta Airlines and posted signage in gate areas.



Posters at Restrooms

Airport Police partnered with LAWA EEO and placed posters in restrooms throughout LAX.

Ongoing Initiative



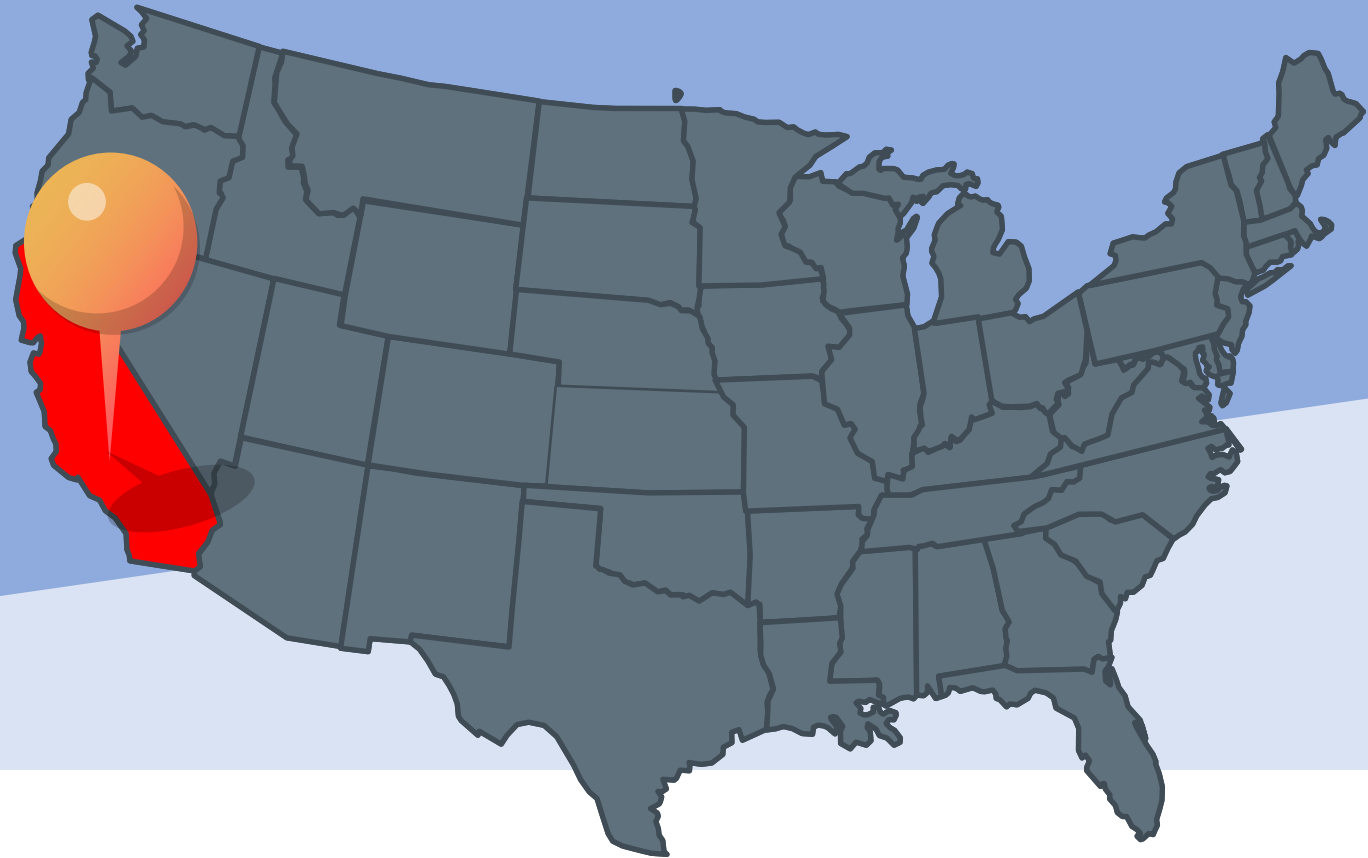
- ❑ **All new LAWA employees view a brief Human Trafficking Awareness video during orientation.**

Immediate Initiatives

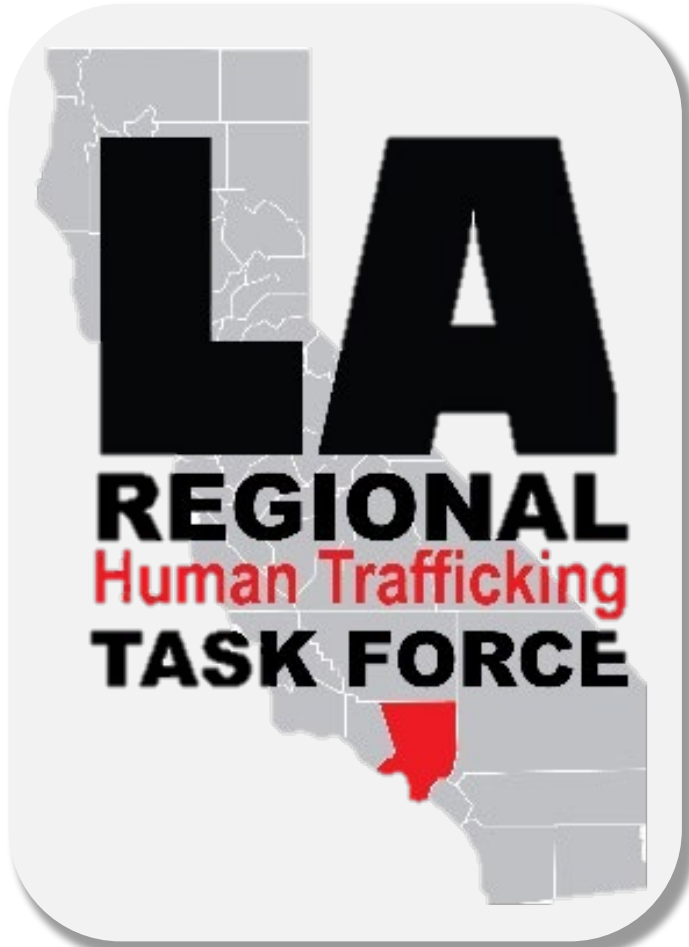


CAC & LAWA

**Partnering with the
California Airports Council
(CAC) to provide online
training to all LAWA
employees.**



Immediate Initiatives



☐ LAX and VNY are two of the busiest commercial and general aviation airports in the world, it is imperative that we are proactive in addressing this problem.

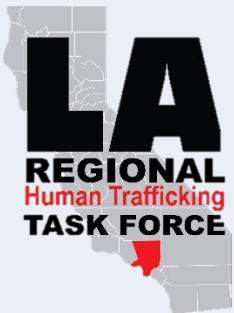
- ☐ We are currently selecting LA Regional Human Trafficking Task Force (LARHTTF) Detectives whose duties are to:
- Investigate and intercept international and domestic human trafficking at LAX/VNY airports
 - Establish and maintain effective working relationships with local, state, and federal agencies/entities

LARHTTF: Mission & Composition

Mission of the Los Angeles Regional Human Trafficking Task Force (LARHTTF)

- To increase early identification of victims of all forms of human trafficking within Los Angeles County
- To strengthen investigation and prosecution of labor and sex trafficking cases in Los Angeles County
- To address the individualized needs of trafficking victims through the provision of comprehensive services

Partner Agencies



FEDERAL

US Attorney's Office

Homeland Security
Investigation (ICE)

Federal Bureau of
Investigation

US Marshals Service

US Dept. of Labor

STATE

CA Attorney General

CA Dept. of Corrections
(State Parole)

CA Employment
Development Dept.

California Highway
Patrol

COUNTY

LA County Sheriff's
Dept.

LA County DA's Office

Dept. of Children &
Family Services

LA County Probation
Dept.

Dept. of Public Health

CITY

LA City Attorney's Office

Los Angeles Police
Dept.

LAUSD Police Dept.

Los Angeles World
Airports Police Division

Law Enforcement Partners



Future Initiatives

ADDITIONAL PARTNERSHIPS

LAWA will seek additional partnerships with airlines, stakeholders, and tenants to further our collective efforts

EDUCATIONAL MATERIALS

Airport Police will continue to distribute educational material through the Security Badge Office

LAWA HR TRAININGS

LAWA Human Resources will continue to facilitate human trafficking training for LAWLA employees

AWARENESS MATERIALS

Airport Police will refresh human trafficking materials throughout each terminal

APD AWARENESS

Airport Police will continue to provide awareness training to Security Officers and Police Officers during roll calls





**Los Angeles Airport Police
is committed to the awareness and
the elimination of human trafficking**



LAWA
LOS ANGELES WORLD AIRPORTS

ASQ Survey Results Q4 2020

- Overall, guest satisfaction for Q4 2020 is 4.11.
- 4.47 is the global overall satisfaction score for all participating airports.
- LAX ranked 174 out of 220 participating airports. In Q4 2019 LAX ranked 321 out of 352.
- 765 Surveys were collected in 4Q 2020.
- The top five things that matter most:
 - Wait times check-in
 - Ground transportation
 - Wayfinding
 - Wait times FIS
 - Cleanliness of terminal

Overall Guest Satisfaction

