

### Corona Virus Update – Keith Wilschetz, Deputy Executive Director, Operations and Emergency Management

Keith Wilschetz provided background on the coronavirus. The Centers for Disease Control and Prevention (CDC) and Customs and Border Protection are the lead agencies with LA County Health as the agency of authority if someone is transported to a local hospital or requires follow-up. LAWA serves in a support role by providing screening rooms, badges, operations guidance, and coordination.

Eleven airports have been identified as screening airports: LAX, Atlanta, Dallas-Fort Worth, Detroit, Newark, Honolulu, JFK, Chicago O’Hare, Seattle, San Francisco and Washington Dulles.

Screening at LAX (approximately 1,000 daily screenings):

Not been in Hubei Province in past 14 days and non-symptomatic - May leave LAX

Been in Hubei Province and non-symptomatic - Quarantined

Symptomatic - Hospitalized

To date, CDC has confirmed two cases of coronavirus in Southern California.

### ASQ 4<sup>th</sup> Quarter Results – Anne Shea, Guest Experience Specialist

Overall satisfaction was nearly flat year over year (3.78 in 2019 vs. 3.82 in 2018).

17 of 31 attributes improved compared to 4Q2018

T4 and T6 were only terminals to improve year over year.

10 attributes achieved 4.0 or better - an improvement compared to 4Q 2018 with 8 attributes achieving the 4.0 target

### Open Forum

Elizabeth Torres of Areas shared that they will celebrate Random Acts of Kindness by randomly providing free meals to guests and promoting on social media. She encourages other partners to celebrate Random Acts of Kindness.

### Adjourned for 2019 4<sup>th</sup> Quarter Awards Celebration

### 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.*

### Coming Up!

#### March 19, 2020

10 a.m.

Annual Awards Celebration

Board of Airport Commissioners Meeting

#### March 23, 2020

ACI Insights on Annual ASQ Scores

2 p.m. to 3 p.m.

Board Room