

Introduction of LINXS – Deborah Flint, Chief Executive Officer

Deborah Flint presented a video from LINXS, the selected team approved by the BOAC to proceed with the Automated People Mover (APM) train at LAX. The APM is an elevated 2.25-mile electric train system comprised of six stations that will connect travelers to the regional rail system, rental car facility and other drop-off/pick-up locations. While introducing the video, Flint said that she believes the project will be a key factor in elevating LAX to the world-class airport we have set forth in our vision. She stated that the LINXS team comprised of four teams that thoroughly impressed the review panel. LINXS created a great architecture plan, included a place for public art, and considered guest experiences as a significant part of its proposal. To view the video, please click here: <https://www.lawa.org/connectinglax>.

ASQ Results – Anne Shea, Guest Experience Specialist

Anne Shea reported on the 4th Quarter ASQ results and stated that Overall Satisfaction has improved compared to 2016.

Key findings from the 4th Quarter report:

- FY2017 up 2.1% compared to FY2016
- 4th quarter 2017 remained flat compared to 4th quarter 2016
- Most metrics improved compared to 2016
- Top 5 year-over-year improvements range from 0.9% for Wayfinding to 5.6% for wi-fi
- Restaurants and Shopping improved 2.3% and 3.2% respectively
- Parking improved 3.3%
- Overall Courtesy & Helpfulness improved 1.5%

FY2017 Competitive observations

- Overall Satisfaction has been relatively flat at LAX and competitive airports throughout 2017
- New complex airport participants EWR and JFK scores are similar to or below LAX
- Compared to EWR and JFK, LAX shines with cleanliness of washrooms and internet wi-fi access
- LAX slightly exceeded ATL and SFO in security line wait ratings in 4Q2017, LAX trailed both for 1Q2017 – 3Q2017

4th Quarter Terminal observations

- Lobby Check-In Wait Times were a success in 4Q2017 with T1, T3, T4, T5, T6, and T7/8 all exceeding a 4.0 score
- Security Wait Times also were positive with T5 and T7/8 exceeding a 4.0 score
- Wayfinding scores jumped in T7/8 to 4.05, up 12% compared to 4Q2016 and 3% compared to 3Q2017

Mike Christensen – LAWA FMUG Deputy General Manager

Mike Christensen introduced Russ Lewis and Ed Melaro by stating that the people in FMUG are the most important asset. He went on to explain that FMUG is undergoing a substantial change in management and that everyone is enthusiastic about the changes. He also said that a key goal of FMUG is to become data driven, and that their team recently implemented the Maximo Service Request system to provide real-time data via mobile devices. He said

the system enables maintenance teams to track restrooms, escalators, spills, and elevator issues on a “per-shift” basis.

Christensen mentioned that pet clean-up service requests have increased. Deborah Flint responded by saying that she will encourage government affairs to work with the airlines to address because perhaps a regulatory approach should be considered.

He also reported that a real-time conveyance system status will be featured on lawa.org in the coming months. He stated that when a personal injury occurs on a conveyance, a lot of processes have to be taken before the conveyance can be turned on again. He said Airport Police and FMUG are reviewing protocols and criteria to make the process more efficient.

Terminal 7 & Terminal 8 Action Plan – Anne Shea, Guest Experience Specialist

Anne Shea distributed an overview of items that were reviewed during the recent Terminal 7 & 8 walk-through. She said that ambience and cleanliness are priorities. In response to CBP Bill Hick’s question, Shea said that the FIS area was not included in the review. Hicks encouraged the FIS area to be included on future walks because he said the area is not impressive for first-time arrivals into LAX. Jim Trabuco, United, agreed with Mr. Hicks.

Rewards & Recognition Program – Barbara Yamamoto, Chief Experience Officer

Barbara Yamamoto reported that the airport-wide Gold Stars Rewards & Recognition Program had a soft launch at the end of January and an official public launch will be held in March. She said the program will allow travelers, guests, and fellow colleagues to recognize LAX employees who provide great service or go above and beyond in their work. No matter their company or job at LAX, guests can now easily acknowledge employees who they believe deserve special recognition, through an easy-to-access electronic form or simply filling out a comment card. Yamamoto also mentioned that there will be a quarterly drawing for prizes.

TSA iCARE Training Update – Danielle Bean

Danielle Bean provided an update as well as best practices regarding the ICARE training for TSA staff. She informed the Council that TSA leadership provides messages on a regular basis and promotes TSA iCARE training. Communication is a key component as they also have a monthly newsletter, as well as town hall meetings. Thus far, TSA has trained more than 1,000 employees and receiving great feedback.

Tenant 411 and Partners Council Action Plan

Barbara 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 location:
<https://www.lawa.org/en/lawa-tenants-411/guest-experience>



GUEST EXPERIENCE PARTNERS COUNCIL

MINUTES – February 14, 2018

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.