

**Update on Holidays and LAX-it – Michael Christensen, Deputy Executive Director, Operations and Maintenance, LAWA**

Michael Christensen presented an update on holiday traffic and LAX-it's impact on the Central Terminal Area (CTA). More than 100,000 vehicles per day traveled through the CTA during the holiday season. During the Thanksgiving and Christmas holiday periods, more than 22,000 vehicles transited through LAX-it, with a record high peak of 23,000 on January 5, 2020.

The primary objective of LAX-it is to reduce the number of vehicles by 11% or 12,000 cars per day. Michael Christensen's team is analyzing traffic numbers to ensure the system continues to work efficiently and at an optimum level for the 2020 summer travel period. The team is looking at possible ways to elevate the guest experience for guests using LAX-it.

The shuttles purchased specifically for LAX-it are temporarily out of commission because of an unfortunate fire that occurred in two of the shuttles. The shuttles are going through an extensive set of inspections to ensure that they are safe. Inspection of the shuttles will take several weeks.

**LAX Mobility Efforts - Samantha Bricker, Chief Sustainability Officer, Los Angeles World Airports**

Samantha Bricker briefed the Partners Council on a new mobility unit that will be guided by a strategic plan to prioritize LAX's needs, serving as a clearinghouse for all mobility initiatives. The plan is in development and will contain a list of high priority tasks that, once complete, will improve the overall airport experience. Data will be made available to the stakeholders on all projects.

Despite LAWA being one of the largest employers on the west side and an economic engine for Southern California, LAWA is missing important discussions by not having representation in many debates, such as the proposed toll lanes on the 105 freeway or the 405 freeway improvements that are affecting the airport. The mobility unit will represent LAWA at these discussions.

The mobility team is researching other Tenant Management Organization's (TMO's) for employee transportation purposes. A total of 57,000 people work at LAX that could benefit from a TMO. LAWA conducted a survey with all tenants, including concessionaires, airlines and federal employees, to determine what kinds of programs are offered to their employees. LAWA does not want to duplicate the same programs. The mobility team is looking into how to get the stakeholders involved in a discussion on things like carpool matching and vanpools.

**OAG On-time Performance Results - Anne Shea, Guest Experience Specialist, Los Angeles World Airports**

Anne Shea reported on OAG on-time performance results. Worldwide, LAX ranks seven out of 20 for mega-airports (33 million annual passengers and above) for on-time arrivals and departures and third out of seven mega-airports in the U.S.

**J.D. Power Wave 1 Results - Anne Shea, Guest Experience Specialist, Los Angeles World Airports**

Anne Shea reported on the 2020 Wave One JD Power results. At 742 on a 1,000-point scale, LAX improved 16 points since the last wave, improving by 2.2 percent. Since the surveys began in 2015, LAX has improved 72 points, a 10.7% improvement. Sixteen airports improved compared to Wave One 2019 with ten (LAX is #10) exceeding the average rate of improvement.

Guests were asked whether they noticed noise and construction and how it affected their experience. Ten percent of those surveyed responded to seeing construction and hearing noise that was loud and disruptive. In this category, LAX ranked No. 3 behind LGA and DEN. Guest satisfaction scores are, on average, 130 points lower with this scenario.

## Open Forums

Nick Buford from CREWS announced a new concession called Breeze in Terminal 2. The concept was created in partnership with LAWA and URW. It is an innovative program that allows guests to order food in advance and pick up the food at a kiosk in the terminal.

## 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!

### Wednesday February 12, 2020

Partners Council Meeting  
1 p.m. to 1:30 p.m.  
LA Next Conference Room

4th Quarter Awards Celebration  
1:30 p.m. to 2:30 p.m.  
LAX Board Room