

### Low-Touch Commerce Initiative and Employee Resource Center

Amy Benson – URW Vice President – Marketing, Airports

Amy Benson provided an update on the Low-Touch Commerce Initiative and Employee Resource Center. LAWA has partnered with GRAB to offer the ability to pre-order food and beverage from all concession locations at LAX and pick up that food with minimal contact with concessions staff and other patrons. The partnership is at no additional cost to the concessionaires for an initial period of 12 months.

The new Employee Resource Center will be available on [laxshopdine.com/employees](http://laxshopdine.com/employees). It is going to become a one-stop-shop for all LAX employees, including LAWA, TSA, Concessioners, and Airline employees. The portal will have information catered towards employees such as; shopping and dining offers, job openings, and employees will be able to learn more about the iCARE standards.

The Low-Touch Commerce Initiative and Employee Resource Center will launch next month.

### LAX Construction Update/Progress

Don Chinery, CALM Team

Don Chinery provided an update on LAWA's construction projects.

#### CTA Terminals Updates

- The 1.5 terminal core is on schedule to be completed in the first quarter of 2021.
- Terminals 2 and 3, and the Delta Core project, is ahead of schedule with a new projected completion date of 2023.
- The Terminal B Core is on schedule and projected to be completed in the fourth quarter in 2022.
- The Terminal 4.5 Core is on schedule to be completed in the third quarter of 2022.
- The Terminal 5.5 Core is on schedule to be completed in the second quarter of 2022.
- Terminal 7 Core is on schedule to be completed in the second quarter of 2022.
- The Midfield Satellite Concourse is on schedule to be completed in the fourth quarter of 2020.

#### Airside Updates

- Taxiway P is on schedule to be completed in the fourth quarter of 2021.
- The United Hanger is being built on the east side of Century Boulevard with a projected completion date of the fourth quarter of 2021.

#### CTA Roadway Updates

- The Terminal 3 Delta Airlines laterals are closed 24/7 through August 2020.
- The West Way traffic lane configuration will be ongoing through April 2021.
- Center Way is fully closed due to the construction of the Center, East, and West APM stations.

#### Westchester Parkway Updates

- The new APD facility is on schedule to be completed by July 2021.
- The northside development is a commercial and open space project on the northside of Westchester Parkway. LAWA is still moving forward with the plan and is continuing with the RFP process. The final RFP is planned to go out in the fourth quarter of 2020.

#### Landside Westside Update

- The demolition work on the Continental General Office has begun. The site will be the location of the new Secured Access Post (SAP). The project is on schedule to be completed in early 2022.

#### East of Sepulveda Blvd Updates

- The Delta/Raytheon Hanger demolition on Century Boulevard is completed.
- The APM – Maintenance and Storage Facility is projected to be completed by the fourth quarter of 2022.
- The Intermodal Transportation Facility (ITF) West will be completed by the fourth quarter of 2021.

#### ConRAC

The consolidated Rental Car Facility is in the early phases of construction, and the foundations are being built. The projected completion date is set for the fourth quarter of 2023.

#### **JD Power Wave Three Results**

Anne Shea, Director, AVAirPros

Anne Shea briefed the Council on the J. D. Power 3<sup>rd</sup> wave results.

- The JD Power Wave Three 2020 results reflect feedback received between August 2019 – April 2, 2020. The full-year results are expected to be released on September 23, 2020.
- Despite development and construction having an impactful negative perception on guest satisfaction, LAX is on the way of achieving its highest score since surveying began. With a record score of 756 points, LAX is up 12.8% compared to when surveying began 2015.
- Up from #18 to the #17 position among mega-airports, LAX leads Chicago-O'Hare and Newark.
- LAX has the third most significant year-over-year improvement of all other airports with a 4.56% improvement, a 33-point gain.
- This significant achievement is attributed to all partners collectively.

#### **Employee Appreciation**

Barbara Yamamoto, Director, Guest Experience and Innovation

Barbara gave an update on an employee appreciation initiative.

- LAWA is continuing with the Gold Star program, where anyone can recognize any LAX employee on [flylax.com/stars](http://flylax.com/stars). Barbara asked the Council to recognize their employees and to promote the program by spreading the word.
- To thank our essential frontline employees that had to report to work during the "Safer at Home" order, LAWA has initiated an employee/guest thank you campaign.
- Starting at the end of July, as a token of appreciation, gift baskets with bandanas or masks and snacks will be distributed to the employee work locations.
- There will be additional employee recognition on the LAX website and via social media. Photos of LAX employees will rotate periodically on the site. If you would like to submit pictures of your employees, please send the images to Dan Dawson at [ddawson@lawa.org](mailto:ddawson@lawa.org). The deadline to respond is Friday, July 10, 2020.
- If you cannot visit the LAX employee portrait exhibit in Terminal 7, you can watch it here: <https://www.youtube.com/watch?v=9PNRJM3hybw>.

### Open Forum

Barbara asked the Council for any topic suggestions for future Partners Council meetings. Quentin Chan from DFS asked if it could be possible for LAWA to create a video for employees on how to wear a mask properly. As a result of the suggestion, signage/posters on how to properly wear face masks were created.

### 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*

#### Next Call

*August 12, 2020  
1 p.m. to 2 p.m.*

*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.*