

**Los Angeles World Airports Update: Michelle Schwartz – Chief External Affairs Officer**

Michelle Schwartz provided an update on the impacts of COVID-19 and LAWA's recovery plans. Based on the data collected in April 2020, passenger traffic at LAX has been dramatically reduced by more than 90%, causing tremendous financial and emotional impacts on LAX:

- TSA checkpoint traffic is down by 95-96%
- Concessions sales are down by 93-97%
- Parking revenues are down by 92%
- International airlines have started filing for bankruptcy

In anticipation of COVID-19's impact on LAX, the following austerity measures were implemented in early March:

- Hiring was frozen and limits were put on overtime, discretionary spending, and contractual services
- Rent Relief programs were put in place for airlines, concessionaires and other tenants
- A 20% budget reduction for all divisions in fiscal year 2021
- A separation incentive program was put in place for all eligible employees. The goal is to achieve a 10% workforce reduction

To mitigate these challenges, LAWA has established the COVID-19 Recovery Task Force led by Interim CEO Justin Erbacci. The task force has seven work streams with further sub streams that are led by the Deputy Executive Directors:

- Setting Our Organization Up for Success
- Making Our Airports Safer
- Bringing Employees Back to Work
- Getting Passengers Back to the Airport
- Completing Construction and Repairs Faster
- Improving our Fiscal Position
- Engaging and Communicating with Stakeholders

There will be future progress updates on the individual work streams.

**Open Forum**

Christian Petersen from URW asked:

- What communication strategy has LAWA put in place to communicate the airport face mask rule to connecting guests?  
LAWA has placed signs throughout the arrivals areas and asked all airline partners to help inform guests before they begin the journey and during the flight through social media channels and their app.

Barbara Yamamoto asked if any of the partners wanted to share how they are appreciating employees. Christian Petersen from shared that URW and HMS Host partnered to offer \$5 discounts to employees at Starbucks over three days . Christian thanked HMS Host Manager Kendra Arroyo for the partnership.

ABM Parking Services reported that to reduce the touchpoints on equipment, ABM has placed assistants at the entrances and exits to operate the ticketing machines. ABM also offered to hand out face coverings at the entrances and was referred to Shirlene Sue in Landside Management and Airport Permits.



**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.*