

Partners Council Action Plan

Date of Meeting	Action	Owner	Status	Target Completion Date
January 24, 2017	Develop a plan to use TSA wait times to educate guests on available concessions	GET - Barbara Yamamoto	Proposed several concepts; decision to table	
January 24, 2017	Consult with airlines/other stakeholders to determine what elements may be missing from the LAWA iCARE standards	GET - Barbara Yamamoto	Workshops held to gather stakeholder input	02/28/17
February 23, 2017	Redesign the Travelers Guide map and make guides accessible to LAX employees	GET - Amy Willard	Completed - Guides distributed	05/31/17
February 23, 2017	Improve Uber/Lyft wayfinding signage	PDG - Alicia Robertson	Larger signs installed	
June 21, 2017	Draft a charter for Council review	GET - Barbara Yamamoto	Draft completed; decision to table	
June 21, 2017	iCARE training deadline for companies w/less than 100 employees	GET - Barbara Yamamoto		02/28/18
June 21, 2017	iCARE training deadline for companies w/more than 100 employees	GET - Barbara Yamamoto		06/30/18
June 21, 2017	Develop a strategy to increase airline participation in the Partners Council	GET - Barbara Yamamoto	Meetings held with airlines	10/15/17
June 22, 2017	Modify Rewards & Recognition program to ensure employees not assigned to a terminal are included	GET - Barbara Yamamoto	Added an airport-wide category	07/31/17
July 11, 2017	Develop a strategy to educate guests earlier in their journey on concession options	GET - Barbara Yamamoto/ PDG - Alicia Robertson	Proposed several concepts; decision to table	
August 22, 2017	Initiate terminal meetings with all stakeholders to identify three areas of focus for ASQ improvement and to develop associated action plans	GET - Barbara Yamamoto	Guest Experience Terminal Enhancement review/walk process initiated	Continual
August 22, 2017	Develop a common verbiage strategy for "lobby" area signs	PDG - Alicia Robertson	Ties into LAMP signage	
October 4, 2017	Partners Council to share communications from GET with colleagues	All PC Members		Continual
November 14, 2017	Focus on "Pain Points": facilities/cleanliness, connectivity, airfield congestion, roadway congestion, wayfinding, services	GET - Barbara Yamamoto	Aligns with ASQ "most important" items	Continual

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November 14, 2017	Highlight "Best Practices" at Partners Council meetings	GET - Barbara Yamamoto		Continual
November 14, 2017	Escalate cell service improvements	IT - Justin Erbacci	Final negotiations underway with cell providers	01/31/18
November 14, 2017	Analyze/improve airfield congestion	OPS - Keith Wilschetz	Airfield congestion summit held; agendize periodic Partners Council updates	Continual
November 14, 2017	Agendize periodic traffic updates for Partners Council	OPS - Keith Wilschetz/ APD - Chief Maggard		Continual
November 14, 2017	Assess best delivery of iCARE training for airlines	GET - Barbara Yamamoto	Developed matrix of options; next step to review options with airlines and implement	06/30/18
November 14, 2017	Combine Partners Council walks with existing walks to avoid duplication	GET - Anne Shea	Walks combined; working on refinements to ensure effectiveness	Continual
November 14, 2017	Partners Council to address action items resulting from walks	GET - Anne Shea	Follow-up planned for January Partners Council	Continual
November 14, 2017	Include CTA/Parking Garages within walks	GET - Anne Shea		02/28/18
November 14, 2017	Create contact lists for key stakeholders in each terminal	IT - Aura Moore	Will include as a micro website on redesigned lawa.org	March/April 2018