

**Welcome/Introductions – Barbara Yamamoto Chief Experience Officer**

Michelle Schwarz, Deputy Chief External Affairs Officer, and Sasha Morozov, LAWA Homeless Project Consultant, were both introduced to the Partners Council.

Ms. Schwarz was the Chief of Staff for the FAA administrator and has worked on Capitol Hill on airport and aviation-related issues. Ms. Morozov brings years of experience in working with a nonprofit on homelessness issues in the City and County of Los Angeles. She will work on homeless issues in and around LAX.

**CTA Construction Traffic Task Force – Pat Tomcheck, LAWA Senior Transportation Engineer**

Pat Tomcheck reported that in February, LAWA will reinforce its “no parking on curbside” policy, including City/LAWA vehicles, as well as emergency vehicles. This is part of a mitigation process during the next four years to alleviate traffic in the inner lanes which will be impacted by the Landside Access Modernization Program. Mr. Tomcheck discussed the impacts of all the upcoming construction including the APM, TBIT Cores, Delta project and parking structures. Please see handout posted on the Tenant 411.

**Auxiliary Curb – Keith Wilschetz, Deputy Executive Director, Operations and Emergency Management and Angie Jamison, Program Manager – Strategic Operations**

Ms. Jamison reported that the goal of the Auxiliary Curb is to provide exceptional guest service by reducing traffic congestion in the Central Terminal Area (CTA). Since 2012, CTA traffic has increased by 42% to 6,000 vehicles per hour. Normal growth alone without construction will impact the CTA. By the year 2022, there will be more than 7,000 vehicles per hour. To reduce traffic congestion, one-third of the western portion of Park One will be converted to a new pickup area for taxis and TNCs. Drop-offs can still be made in the CTA. This will help alleviate traffic until the APM opens.

Keith Wilschetz reported that Parking Lot C will be open to employees only, with 1,800 parking spaces. Parking Lot E will be open to the public for long-term parking.

**ASQ 4th Quarter Scores – Anne Shea, Guest Experience Specialist**

Anne Shea reported that the latest Airport Service Quality (ASQ) scores have improved 1.5 over last year.

- Check-in scores have reached a new height at 4.10.
- Almost all terminals have reached our target goal of 4.0. The one terminal that did not was very close at 3.94.

**Rewards Program Update – Barbara Yamamoto, Chief Experience Officer**

Barbara Yamamoto reported that the LAX training, mystery shops and rewards/recognition program was named by ACI as the Best Overall Customer Service Program for large airports in North America. As LAX approaches the one-year mark for the rewards program, Ms. Yamamoto encouraged partners to provide feedback and suggestions for improvement through a survey that expires January 31, 2019.

Mrs. Yamamoto offered partners a rewards redemption card that can be presented to exceptional employees on the spot. Each partner will receive one card at each Partners Council meeting. It is important that partners provide the name of the employee that receives the card to [guestexperienceteam@lawa.org](mailto:guestexperienceteam@lawa.org).

To continue the LAXceptional culture-building, Ms. Yamamoto also offered partner decals to place over doorways in which employee’s transit that read, “Through These Doors Walk LAXceptional Employees”.

**Open Forum**



TSA Federal Security Director Keith Jefferies thanked everyone on behalf of all LAX TSA employees for all the help and support provided during the government shutdown. The Partners Council is grateful to TSA for their commitment to provide excellent service during this difficult time.

#### 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.*

#### **Wednesday, February 13, 2019**

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

#### **Wednesday, February 13, 2019**

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