

**Welcome and Introductions – Deborah Flint, LAWA CEO**

Deborah Flint discussed the LAWA reorganization and announced that Justin Erbacci will serve as Chief Operating Officer, replacing Samson Mengistu who is retiring in early August.

**Action to Address Homelessness Issues and Impacts on the Guest Experience - Chief David Maggard, Airport Police  
Sasha Morozov, Homelessness Project Manager.**

Chief Maggard discussed the Airport Police Crisis Intervention Team (CIT) initiative which started seven months ago to address the homelessness issue around the Central Terminal Area CTA and surrounding LAX areas. The team is joined by Sasha Morozov, Homelessness Project Manager, and an LA County Mental Health Department clinician. The CIT conducts a weekly homeless count throughout the CTA area and has found that the number of homeless has been cut almost in half, but there is still much work to do. This goal was achieved through individual person-to-person interactions. The homeless receive assessments referrals and care in an appropriate and professional way. Chief Maggard offered the Council briefings and/or training for their work groups on how to engage someone with a mental issue.

Sasha briefed the Council that LAX is one of a few, perhaps, if not the only, airport in the nation that is tackling the homeless situation with dedication and care. There are currently 58,000 people county-wide that are experiencing homelessness. This issue is being addressed from all sides including the City and County of Los Angeles. Mayor Garcetti has proclaimed the homeless situation as the biggest humanitarian crisis of our time. At LAWA, we do whatever we can to work and partner with the Mayor’s Office, other City departments and LA County to be on the same page and to provide services rather than moving the homeless around.

**Alcohol Consumption Education - Chief David Maggard, Airport Police and Georginnah Navarrete, Director of  
Concessions, Commercial Development Group**

The airline community has expressed great concern about disruptive alcohol-intoxicated guests interacting with their staff. On average there are about two alcohol related arrests per week. To reduce this phenomenon, bartenders should attend refresher classes on Standardized Training for Alcohol Retailers (STAR) and there should be ongoing dialogue.

Georginnah reported that URW is helping by providing STAR training on campus, July 23, 25 and 30 for concessionaires that serve alcohol. For scheduling, please contact Chris Atkins.

**Managing the Summer Rush - Means to Keep Lines Moving and Decrease Wait Times - All Partners Council Members –  
Barbara Yamamoto, Chief Experience Officer**

Barbara Yamamoto asked the Council members on what they are doing to manage the summer rush.

Customs and Border Protection (CBP) Officer Bill Hicks reported that CBP wait times are below the federal guidelines in the Federal Inspection Areas (FIS). The wait times are being monitored for the primary level (passport control) only and not the US Customs process. The Global Entry enrollment center has been temporary closed, but arriving guests can enroll on their mobile phones. Despite all the efforts by CBP there are still times where processing wait times are still longer than desired.

TSA Federal Security Director Keith Jeffries reported that LAX is very fortunate in that 97% of the wait times are 15 minutes or less with 5-6 % 20 minutes or less.

Delta Airlines reported that a few TSA lines in Terminal 2 were non-operational for a few days. Keith Jefferies reported that it was due to broken scanners, however, as of this morning they are operational.



**Staying Up to Date on LAX Construction - Barbara Yamamoto, Chief Experience Office**

Barbara informed the Council that there are a number of resources available for construction updates to share with employees and guests. These are a social media option and a website. In addition, every week there is a list of construction hot topics that are distributed. Partners were asked to distribute the information with their guests and employees.

**Gearing up for the Holidays Airport-wide Barbara Yamamoto, Chief Experience Officer**

Barbara informed the Council that preparations are underway for the holidays to surprise and delight our guests. Barbara will send a survey to the Council to find out what everyone has planned so that we may collaborate on a joint holiday entertainment calendar of events to promote collectively.

**Open Forum – Issues and Opportunities from Partners Council**

Anne Shea of the Guest Experience Team reported on terminal walks. There are one to two walks a month and the participation and teamwork has been excellent. If any Council members would like to join, there is one walk the week of July 15 and a walk for Terminals 2 and 3 in August. Many of the action items are related to repairs and cleanliness and are handled immediately by Maintenance.

Diana Kelly of Delta Airlines thanked Anne for the terminal walks and expressed appreciation for new signage that has helped wayfinding tremendously.

Nick Buford of Crews of California reported that he attended the annual Airport Food & Beverage (FAB) Conference & Awards. Congratulation to AREAS, URW and LAWA CDG for Urth Cafe in Terminal 1 for winning the Airport Coffee Tea Non-alcoholic Beverage Location for the year.

Congratulations Urth Café!

Keith Wilschetz, Deputy Executive Director of Operations, reported that general emergency management computer-based training is available for all badged employees.

**Administrative**

Minutes, handouts, etc. are posted after each meeting on InsideLAWA on the Guest Experience Page <https://www.lawa.org/en/lawa-employee-portal/information/chief-executive-officer/deborahs-message/guest-experience-initiative>

Please share with your teams and other interested parties.

- Next meetings and events:

August 14, 2019  
1 p.m. to 1:30 p.m.  
Guest Experience Partners Council Meeting  
LA Next Conference Room

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Roles/Responsibilities of Guest Experience LAWA Council

- Be the “keeper” of guest experience initiatives in your area of responsibility
- Generate new ideas to further the guest experience in and outside of your area of responsibility
- Share ideas and concepts with LAWA Council and inspire others to adopt/create
- Serve as a sounding board for new concepts, initiatives and programs (i.e. training and mystery shopping)
- Collaborate with Guest Experience Team and others
- Attend meetings
- CHAMPION THE GUEST EXPERIENCE!