

COVID-19 Recovery Task Force Update: Michelle Schwartz – Chief External Affairs Officer, Los Angeles World Airports

Michelle Schwartz provided an update on the COVID-19 Recovery Task Force and provided the following progress made over the past few weeks:

Bringing Employees Back to Work

- A telecommuting policy has been put in place.
- Plexiglas shields have been installed throughout LAX on all public counters.
- LAWA IT has created a health check app for the employees to log in their temperature readings and answer a few questions before going to work.
- Vanpool protocols are being revived to ensure that employees arrive safely to work.
- Office spaces are being rearranged to comply with social distancing requirements.

Getting Passengers Back to the Airport

- New signage has been posted airport-wide reminding guest of face coverings and the 6-foot social distancing rules.
- New touchless faucets have been installed throughout the washrooms airport-wide.
- A temperature pilot project is scheduled to be installed in TBIT.
- LAWA has received 200,000 face masks for distribution from the Federal government.
- Touchless virtual information booths will be piloted in Terminal 2 so that guests can speak to a live person remotely.
- UV lighting is being piloted to clean escalators and restrooms.
- LAWA is reviewing the physical make-up of the terminals to identify what can be accomplished through re-design and planning to improve the safety and health of passengers and employees. To gain more insight, LAWA held a workshop with some of the leading industry partners.

Improving our Fiscal Position

- On June 18, 2020, LAWA will present the final budget to the Board of Airport Commissioners.
- The Separation Initiative Program (SIP) has been offered to employees that are eligible for retirement.
- LAWA and its partners are looking to increase revenue sources through vending machines that sell face coverings and other health-related items.

Completing Construction and Repairs Faster

- LAWA is implementing a 24-hour airport closure for the non-traveling public. Only ticketed passengers and essential employees are allowed to enter.
- To accelerate the various construction projects, LAWA implemented road closures. Center Way is fully closed to allow the acceleration of the Automated People Mover construction. Further lane closures are in effect to accommodate the acceleration of the Terminal Core projects.

Setting Our Organization Up for Success

- Due to the SIP initiative, the freeze in hiring, and the reduction of outside consulting work, many sub-streams have been created under this sub-stream to achieve the organization's goals for a more efficient organization.
- A review of all levels in our organization is being conducted for restructuring and streamlining purposes.

Making Our Airports Safer

- A brochure for the Security Badge Office is being created on health and safety protocols.

- A guidance document has been created on a what to do in case of a positive COVID-19 case in the workforce.
- The team is working on a creating an infection prevention program, including reviewing and disseminating best practices for shared vehicles.

Engaging and Communicating with Stakeholders

- The Board of Airport Commission President Sean Burton and Interim CEO Justin Erbacci have sent letters to the congregational delegation and outlined the need for additional help with funding to recover from this crisis and to have one universal standard for the entire aviation system.
- Two weeks ago, Mayor Garcetti testified before the House Select sub-committee on COVID-19.
- A video has been created to outline all of LAX's social distancing rules and health and safety protocols.

TSA Updates- Keith Jeffries, Federal Security Director, Transportation Security Administration

Keith Jeffries updated the Council about the overall condition and changes in TSA operations:

- There are 23 confirmed TSA COVID-19 cases at LAX. Out of the 23 TSA Officers, 13 were sick in early March of 2020. The remaining 10 employees contracted COVID-19 while they were out and were in the vulnerable population. All are doing fine.
- TSA is committed to keep a 10-minute or less wait time at their checkpoints. This will be achieved through staggered line operations. This will create a safer environment for guests.
- To protect employees and guests, Plexiglas shields have been installed at all the ticket document stations where boarding passes and IDs are checked.
- TSA officers are changing their gloves more frequently.
- There is a \$54 million fund for cleaning purposes. Keith asked the Council to take advantage of the opportunity.
- Keith reported that since the beginning of the pandemic, TSA is cleaning their podiums on a three-hour rotation. He praised Delta Airline's cleaning crew for doing a superb job in Terminal 2
- TSA is helping with the queuing of the passengers in the TSA lines to maintain the 6-feet social distancing
- TSA asks guests to remove their masks for positive identification.
- To minimize pat-downs, passengers get multiple opportunities to walk through metal detectors and body scanners.
- The allowance on liquids has increased to 12 oz to accommodate more hand sanitizer on flights.
- TSA is anticipating a surge in passenger numbers during the 4th of July holiday and is working on a plan to accommodate that increase.

Barbara Yamamoto asked: Before the pandemic, TSA officers were stressed by the shear volume of passengers. Now that the volume of passengers is not there, COVID-19 is the stress factor. How does the TSA motivate their employees?

Mr. Jeffries said that he is achieving this by:

- Conducting frequent in-person work-site visits.
- Communicating on a regular basis via weekend messages and virtual town hall meetings four to five times a week.

United Touchless Kiosks and Employee Health Checks - Maggie Ronan, Senior Manager of Airport Ops and Customer Service

Maggie Ronan updated the Council on all of United Airlines' touchless technologies. United rolled out a new program in partnership with Clorox, and the Cleveland Clinic, called United Clean Plus. This program is United's commitment to put cleanliness and health of their employees and guests first. It includes:

- For the past two months, temperature checks at multiple locations are being conducted for employees, flight attendants, and pilots as they enter the facilities at all seven hubs.
- United is in the process of obtaining infrared cameras at LAX to conduct temperature checks. The infrared cameras have been launched in SFO and are a great success.
- Sneeze guards are being installed at all check-in and gate podiums.
- To promote social distancing, signage and floor decals have been installed throughout the terminal.
- To promote contactless travel assistance, United is promoting the use of its app to their customers. Their passengers can now pre-pay and pre-check their bags through the UA app to experience a touchless kiosk experience. The passenger comes to the kiosk and scans their digital boarding pass. The kiosk will print the tags. The passenger will put them on their bag/s without touching the screen or being assisted by a UA employee.
- High-touch areas are being disinfected frequently. Hand sanitizer and hand wipes are being provided to passengers as they enter the aircraft.
- Aircraft boarding is being conducted from the back first with fewer passengers at the time and there is a soft block on the middle seats to promote social distancing.
- Passengers are being notified whenever a flight is at 70% capacity to give customers the option to take a different flight, if he or she chooses to, without any penalties.
- Electrostatic spraying is being used in aircrafts. Will be used in terminals shortly.

Flight Schedule Trends- Anne Shea, Director AVAirPros

Anne Shea briefed the Council on flight trends analysis and airline schedules at LAX.

- In 2019, LAX averaged throughout the year around 120,000 passengers per day on 140,000 seats. This number equals to an 86% aircraft capacity. Of that amount, 93% were screened by the TSA
- During the pandemic, in March 2020, a total 62 airlines operated at LAX. That number dropped to a low of 34, and has since rebounded. LAX currently has 45 airlines operating.
- Based on May 2020 passenger data and trends, Anne forecasted that in June there may be an additional 33% seat increase of 36,500 seats.
- In July we will see an increase of airlines operating. The number will grow to 59 airlines, 14 returning airlines, and an 110% seat increase.

ASQ Update- Tomi Brent, Manager, Guest Experience, Los Angeles World Airports

Tomi Brent provided an update on Airport Service Quality (ASQ) surveys:

- Due to reduced travel because of the COVID-19 Safer At Home restrictions in April and May, no surveys were conducted. However, surveys were collected in June.
- In Quarter 2, 50 surveys will be conducted throughout the seven active terminals.
- In Quarter 3, 100 surveys will be conducted throughout the seven active terminals.
- The surveyors will take all necessary health and safety precautions including face masks and social distancing.

- The survey iPADS are sanitized before and after each use and the guests are offered wipes.

Employee Portrait Exhibit- Terminal 7- Barbara Yamamoto, Director, Guest Experience and Innovation

Barbara reminded the Council about the employee portrait exhibit in the corridor between terminals 7 and 8.

- The exhibit was installed in March 2020 shortly before the Safer at Home order, so not many employees have had the chance to see it.
- The exhibit is comprised of employees and people nominated by many of the Council members.
- Barbara encouraged the Council, should they have employees working, to encourage them to go and see the exhibit.
- There are future plans to have some kind of a thank-you or employee appreciation event to celebrate.

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

July 8, 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.