



**Guest Experience Partners Council
April 17, 2018 - Agenda**

- **ASQ/Partners Council Focus Areas**
Power Reliability – John Carver, Assistant Chief Development Officer, LAWA
Cass Heredia – Chief of Operations, Emergency Management, LAWA
Connectivity and IT Wayfinding Facilities and Cleanliness
Traffic Congestion Check-in Wait Times TSA Wait Times
Value for Money Airfield Congestion
- **Skytrax 2018 Ratings – How are we collectively moving the needle? – Anne Shea, Guest Experience Team**
- **ACI ASQ Executive Presentation and “Barometer” – Discussion of insights and recommendations that can improve LAX guest satisfaction – Amy Willard/Barbara Yamamoto, Guest Experience Team**
- **Employee Parking – Keith Wilschetz, Deputy Executive Director Operations and Emergency Management**
- **Smart Restroom Pilot Update – Snapshot of data collection and analysis – Russ Lewis, LAWA Director of Maintenance**
- **Terminal Walks Update Terminals 2/3 – How Partners Council can bring positive change/results – Anne Shea, Guest Experience Team**
- **LAX Gold Stars Rewards and Recognition Call to Action – Communicating and building a culture of appreciation – Barbara Yamamoto, Guest Experience Team**
- **Partners Council Action Plan Review – Barbara Yamamoto, Guest Experience Team**
- **Open Forum - Issues and opportunities from Partners Council**

Administrative

- Meeting agenda, minutes, handouts and survey results are available on the Tenants 411.
Please note new location on website:
<https://www.lawa.org/en/lawa-tenants-411/guest-experience>

Visit www.lawa.org

Click “Tenants 411” (may have to use navigation arrows to rotate the carousel with the large photographs)

Click “Guest Experience” in right-hand blue navigation panel (no user name or password required)

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.

Next Meeting

- Wednesday, May 9
1 p.m. - LA Next Conference Room