



**Guest Experience Partners Council
February 14, 2018 - Agenda**

- **Announcement of LAX Automated People Mover Recommended Developer – Deborah Flint, LAWA Chief Executive Officer**
- **ASQ/J.D. Powers Results – What is driving scores and how can we turn data into action? – Anne Shea, Guest Experience Team**
- **ASQ/Partners Council Focus Areas**
Facilities and Cleanliness – Mike Christensen, Deputy Executive Director, Facilities, Maintenance and Utilities Group
Connectivity and IT Wayfinding Airfield Congestion
Traffic Congestion Check-in Wait Times TSA Wait Times
- **Terminal Walks Update T7/8 – How Partners Council can bring positive change/results – Anne Shea, Guest Experience Team**
- **LAX Gold Stars rewards and recognition demo – Barbara Yamamoto, Guest Experience Team**
- **Increasing Training Participation/Training Options – Barbara Yamamoto, Guest Experience Team**
- **iCARE Training Best Practices – Danielle Bean, TSA Stakeholder Manager**
- **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, March 14, 2018
1 p.m. - LA Next Conference Room
- 2018 Meeting Schedule: Second Wednesdays of the month from 1 p.m. to 2 p.m.