

Labor Day Recap

Michael Christensen, LAWA Deputy Executive Director

Michael Christensen updated the Council on the flight and booking activity at LAX. Although activity for August and September were 61% below flight and bookings of the same period in 2019, levels are trending up from our lowest level of 94% down at the beginning of COVID. The Transportation Security Administration (TSA) measured significant activity during the Labor Day weekend. TSA processed 39,443 passengers on Friday and 35,676 on Monday (60% of the 2019 passenger count). Traffic in the Central Terminal Area (CTA) increased to 46,000 compared to last year's peak of 100,000 vehicles. LAX-it activity also increased during this period.

Getting Passengers Back/Touchless Experience

Michael Christensen, LAWA Deputy Executive Director

LAWA continues to look for different ways to clean and sanitize terminal areas and to move forward with touchless opportunities.

- Hourly cleaning and wiping down of high-touch areas
- Restrooms continue to open.
- Hand sanitizing stations will continue to be added through the terminals with a goal of 400.
- Plexi Shields are up at the ticket counters and another 800 installed by LAWA through the airport.
- Continue ultraviolet technology pilot on escalator and handrails
- Continue search for additional ultraviolet technology options
- TSA is researching security and baggage technologies.

Travel Safely Ambassadors

Barbara Yamamoto, LAWA Director of Guest Experience and Innovation

Barbara Yamamoto provided an update on the Travel Safely Ambassador program. Travel Safely Ambassadors continue to provide information on what LAX is doing to help guests navigate through the airport environment.

- Everyone at LAX is an Ambassador.
- Ambassadors are currently stationed in TBIT and Terminal 1. Pilot will expand to Terminal 5 – departure level.
- Ambassadors remind guests that face coverings are required.
- Masks are offered to any traveler not wearing a mask.
- Guests are informed of PDE vending machine locations (all terminals except T4 and TBIT).

ASQ Update (Q2 2020 Results, New Health-Related Questions, and Global Survey)

Tomi Brent, LAWA Guest Experience Manager

Tomi Brent provided the following ASQ updates:

ASQ Scores:

- Q2 2020 overall score – 4.24 up from 3.85 in Q2 2019
- LAX ranked 63 out of 71 of the participating airports
- Q2 2020 - 572 surveys were collected compared to 3,150 in Q2
- For the first time since LAWA started collecting surveys, the top five things that matter most to guest changed. Ground Transportation and Courtesy and Helpfulness of Security Staff replaced WiFi and Restrooms.

New health and safety questions will be incorporated beginning October 2020. The following questions will be based on a 5pt scale and measure the effectiveness of safety and hygiene procedures in place:

1. Clarity of signage and instruction on safety and hygiene measures
2. Ability of staff to apply safety and hygiene measures
3. Level of confidence in travel today
4. Level of stress experienced if any

Global Passenger Survey

Free Online survey distributed through social media platforms to measure passenger expectations post-COVID. Results will be made available November 2020. Questions will include demographics information and results will provide areas for improving the guests journey.

ASQ and LAXtra Mile Winners

Barbara Yamamoto, LAWA Director of Guest Experience and Innovation

Congratulations to our 2nd Quarter ASQ and LAXtra Mile Winners (see handouts for winners).

Closing Remarks

Justin Erbacci, CEO, Los Angeles World Airports

Special thanks to Barbara Yamamoto for her 33 years of dedication and commitment to the City of Los Angeles. You will be missed, Barbara!

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

October 14, 2020

1 p.m. to 2 p.m.

Webex info to come

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.