

Welcoming Remarks and Updates

Justin Erbacci, Chief Executive Officer - LAWA

Justin Erbacci thanked the Partners Council for its continued commitment to elevating the guest experience and congratulated the Council on LAWA's receipt of the Voice of the Customer award from Airports Council International (ACI). He also shared some general updates:

- LAWA is awaiting the results of the third stimulus bill to see what funds will be designated for airports.
- The Airport Police and TSA are working to enforce the Federal mask mandate, which has been in effect for several weeks.
- The Covid -19 testing sites at LAX are now offering rapid Polymerase Chain Reaction (PCR) tests.
- As part of the authentication process during the check-in and boarding process, guests can now get a digital proof of their negative test results.
- Anyone arriving from a different country, including U.S. citizens, must present a negative Covid-19 test result no more than 72 hours before their flight departure.
- No update on the domestic travel testing rumor

Construction Projects:

- LAWA has received the temporary certification of operation for the Midfield Satellite Concourse.
- Taxi lane C-9 has been paved ahead of schedule

TSA Update

Tung Huynh, Stakeholder Manager-TSA

Tung Huynh Briefed the Council on Credential Authentication Technology (CAT) and the new federal mask mandate.

- As of January 27, 2021, the TSA is implementing the executive order and related health orders issued by the Center for Disease Control and Prevention (CDC)
- CAT scanners are installed at every TSA security checkpoint. Upon arriving at the checkpoint, guests have the opportunity to experience touchless processing by inserting their ID or Passport to verify their identity.

If a passenger approaches the TSA checkpoint without a mask, the passenger will be advised that it is mandatory to wear one. Should the passenger not have a mask, one will be provided if available. If the individual refuses to wear it, they will be advised to be subject to federal penalties for refusing to wear a mask, and Airport Police may be called for assistance.

Human Trafficking

Cecil Rhambo, Chief of Airport Police – LAWA

Chief Rhambo informed the Partners Council of Airport Police's efforts to Abolish Human Trafficking.

On January 11, 2021, LAX illuminated the pylons blue to recognize National Human Trafficking Awareness Month.

- The Airport Police Training unit conducted 19 sessions of POST-certified human trafficking training to over 400 personnel.
- Human trafficking education and awareness Q&A sessions were held for LAWA's LAX Volunteer Information Professionals (VIPs) and Guest Experience Members (GEMs). Handouts, reference cards, and reference materials were provided.
- Airport Police have partnered with Delta Airlines and LAWA's EEO office to post signage at the gate areas and in restrooms LAX-wide.

ACI ASQ Updates

Catalina Saldivar-Chavez, Guest Experience and Innovation – LAWA

Catalina Saldivar Chavez provided the update on the Airport Council International (ACI) Airport Quality Survey (ASQ) 4th quarter 2020 results:

- During the 4th Quarter 2020, 765 Surveys were collected
- LAX's overall guest satisfaction for the 4th Quarter 2020 is at 4.11. pts with 4.47 being the average satisfaction score for all participating airports.
- Out of 220 participating airports, LAX ranked at 174

The top 5 things that mattered most to the people surveyed are cleanliness of the terminal, ground transportation, wayfinding, waiting times during check-in, and waiting times in the Federal Inspection Services (FIS) area.

Open Forum

Christian Petersen shared information on Valentine's Day promotion - \$5 off on a \$10 purchase will be given on LAX order now through Valentine's Day.

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

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.