

Power Reliability – John Carver, Assistant Chief Development Officer

John Carver provided the Council with information in support of LAWA's commitment to advanced preparedness. He explained that a recent power outage due to a fire at the Atlanta Airport prompted LAWA executives to be proactive and initiate an Emergency Power Readiness Committee comprised of subject matter experts from LAWA Operations, Emergency Management, Facilities and Maintenance, and Guest Experience Team. The Committee aims to uncover lessons learned from Atlanta and develop tactical, strategic, and corrective missions for LAWA's response to an airport-wide power failure.

Carver also introduced Cassandra Heredia, LAWA Chief of Operations, who stated that LAX will conduct a planned four-hour, power shut-down event on September 12 in T2. In addition, she announced that a full-scale earthquake exercise will take place on October 31 in TBIT.

In response to Carver's presentation, Jeff Cushman from ABM suggested that roadways coming in and out of the airport should also be an issue that is addressed in case of a complete power outage.

LAX Rankings – Anne Shea, Guest Experience Specialist

Anne Shea announced the results of the Skytrax Annual World Airport Rankings. She said that LAX placed number 72 out of 550 airports world-wide. This is in addition to LAX being ranked as one of the Top 10 best U.S. Airports with a No. 9 ranking. As background, Skytrax is a consultancy that conducts research for commercial airlines, as well as takes surveys from international travelers to rate cabin staff, airports, airlines, airline lounges, on-board catering, and several other elements of air travel.

Shea also reported that Airports Council International released its quarterly Airport Service Quality (ASQ) results and LAX received its highest ranking ever at 3.9 on a 5.0 scale for overall satisfaction, a 2.9% quarter-over-quarter improvement. Compared to the same period in 2016, it's a 4.6% increase. In addition, 69 percent of guests rated LAX with high marks of 4 and 5 for overall satisfaction.

ACI ASQ Executive Presentation – Amy Willard, Guest Experience Manager

Amy Willard provided the Council with details from [the](#) ACI ASQ Executive Summary for LAX in 2017. She explained that the 2017 study identified the the top drivers of overall guest satisfaction at LAX: [Access \(8%\)](#), Infrastructure (32%), Security (18%), Retail (17%), Wayfinding (14%), and Check-in (11%) [and Access \(8%\)](#). She pointed out that while not all attributes have [the](#) same impact on overall guest satisfaction, it is important to keep in mind that there can be multiple attributes under each driver. For example, Infrastructure encompasses cleanliness, availability of washrooms and [ambience/comfort](#); and, Security encompasses the feeling of being safe and secure, and courtesy and helpfulness.

Willard advised the Council that the 2017 study helped support LAX's improvement efforts. She said LAX will continue to focus on priority drivers of satisfaction that are actionable. She said we have an eye on assuring that the projects being advanced have the greatest impact on guest satisfaction (i.e. clean restrooms). Lastly, she said that LAX is supportive of projects that are more easily enhanced in the short-term, and pointed to the Terminal Action Plans as an example.

Employee Parking – Keith Wilschetz, Deputy Executive Director/Operations and EM

Wilschetz mentioned that he and his team are aware there is a parking issue at the Airport. He said that LAWA has good data and plans to support a solution. He indicated that there are 43,000 parking spaces in total at the airport; 22,000 of those spaces are on-airport – 12,000 of which are allocated to employees. Based on studies, he said the airport is approximately 1,000 spaces short. In addition to expanding FlyAway routes, Wilschetz said that a push needs to be made to encourage people to use carpools, incentivize bike programs, and establish more ridesharing. He also said that plans exist to convert Lot E into a public parking lot by the end of 2018 and to convert Lot C into an employee lot.

In response to Wilschetz’ comments, Patrick Cathcart from Areas advised that it is also important to partner with public transportation to identify and/or create routes that are needed by the people who work graveyard shifts.

TSA’s Keith Jeffries also added that they anticipate an additional 2,400 employees to be hired for summer so LAWA needs to think about parking impacts.

Terminal Walk Updates – Anne Shea, Guest Experience Specialist

Anne Shea provided an update of the terminal walks, which were established in partnership with the Council to help identify areas that need improvement. She said there are currently over 80 action items that have been identified:

Terminal	Focus Areas	Date of Terminal Walk	Action Items
T1	Wayfinding, Ambience/Comfort	November 17, 2017	10
T2/T3	Maintenance, Wayfinding, Comfort	April 11, 2018	18
T4/5	Wayfinding, Cleanliness	October 23, 2017	20
T6	TBD	May 23, 2018	
T7/T8	Wayfinding, Cleanliness, Ambience	February 2, 2018	20
TBIT	Cleanliness, Information, Comfort	March 14, 2018	16* (Part One)

She indicated that detailed reports for each terminal can be found on the Guest Experience Tenant 411.

Partners Council Action Plan and Tenant 411

Yamamoto reminded members that the Guest Experience Team is listening to everyone’s Action Plan suggestions and recommendations. If anyone needs to have an item escalated or added to the plan, please advise her.

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.