

Shirlene Sue, Landside Management and Airport Permit Services

Shirlene Sue reported that Landside Management and Airport Permit Services is ready to open the new exit lanes in Parking Structures 3 and 4. The automated allow guests to pay with their debit/credit cards at the exits. Pay-on-foot will go online April 12, 2019. During the interim period, there will be parking attendants to assist with cash payments. The attendants will collect cash from the patrons, however, will use ABM's credit card for finishing the transactions.

John Payne, IMTG

John Payne briefed the council about smart parking at LAX. The following items were discussed:

- Automated entry and exiting - fully automated via phone app where guest provides credit card information for a seamless parking experience.
- Stanley Robotics - first outdoor valet parking robot in Paris France. Challenges: This might not be feasible at LAX due to space constrictions in the parking structures.
- Valet parking.
- Open forum.

John asked the Council to forward him any suggestions for parking improvements to jpayne@lawa.org.

Action plans and reports: Barbara Yamamoto, Chief Experience Officer

Barbara Yamamoto reported that two survey results came out last week.

- JD Powers Second Wave – Of 20 airports in our category of 32.5 million passengers and above, LAX ranked 18th with a score of 725 on a 1000-point scale. For the same wave last year, we were at 735 (10 points higher), but our ranking is the same. In 2015, LAX was at 670; we are now 55 points higher, an 8.2% increase.
- Money Magazine Best in Travel – 75 of the busiest airports were surveyed. LAX made it on the top 15 list at number 13. This survey was based on customer service, on time arrivals, departures and amenities.
- Fundera Best Airports for Business Travelers – LAX was named the No. 5 best U.S. airport for business travelers among the 46 busiest domestic airports ranked by Fundera, a financial solutions company for small businesses. The rankings are based on factors that include flight delays, cancellations, lounges with Wi-Fi, proximity to downtown, parking rates and average hotel rates.

Open Forum – Issues and opportunities from Partners Council

Cadie Carroll from the CALM team briefed the council about construction-related issues. Topics included:

- On March 28, Lot C is closing and Lot E is opening.
- The restroom refresh project is completed in Terminal 4 which should result in improved guest satisfaction feedback.
- In Terminal 1, selfies will be installed by the end of March in partnership with Otis and Woodbury colleges.

Gail Gaddi from the VIP Office reported on Customer Appreciation Day.

- On April 19, the popular Yoga and the Pups event will be repeated in the TBIT Great Hall.
- April 29th is International Dance Day and a flash mob performance with LAWA employees is planned.



Administrative

Minutes, handouts, etc. are posted after each meeting on InsideLAWA on the Guest Experience Page <https://www.lawa.org/en/lawa-employee-portal/information/chief-executive-officer/deborahs-message/guest-experience-initiative>

Please share with your teams and other interested parties.

- Next meetings and events:

LAWA Council Meeting - Thursday, April 25
 10 a.m. to 11:30 a.m.
 Admin East Board Briefing Room

1st Quarter Awards Celebration – Wednesday, May 8
 1:30 p.m.
 Board Room

Roles/Responsibilities of Guest Experience LAWA Council

- Be the “keeper” of guest experience initiatives in your area of responsibility
- Generate new ideas to further the guest experience in and outside of your area of responsibility
- Share ideas and concepts with LAWA Council and inspire others to adopt/create
- Serve as a sounding board for new concepts, initiatives and programs (i.e.

training and mystery shopping)

- Collaborate with Guest Experience Team and others
- Attend meetings
- CHAMPION THE GUEST EXPERIENCE!