

Airside and Terminal Modernization Program - Evelyn Quintanilla, LAWA Chief of Airport Planning

Evelyn Quintanilla provided an overview of the Airfield and Terminal Modernization Project to improve the passenger and community experience, enhance safety and carrier experience and increase business opportunities. The airfield improvements include relocating runway exits and extending and improving taxiways. Terminal improvements include Terminal 9 and Concourse 0 to replace the West Remote Gates. Landside improvements will serve Terminal 9; improve Central Terminal Area access; reduce congestion on nearby public roads; and will include a new Automated People Mover station at Terminal 9 and a pedestrian connector to Terminal 8.

The project is currently under environmental analysis with the Draft Environmental Impact Report scheduled to be released in Q1 2020 and final project approval in Q1 2020.

**Summer Staffing Plans – Transportation Security Administration (TSA), Keith Jeffries, Federal Security Director
Customs and Border Protection (CBP), Donald Kusser, Area Port Director**

Keith Jeffries – The TSA is under a federal mandate to assist the efforts on the southwest border. Of the 120 TSA employees ready to assist during a federally declared disaster, 30 have been committed to assist in the effort. This assistance will not affect processing times at LAX.

Donald Kusser – CBP is also under a federal mandate to assist with the efforts at the southwest border and has been tasked with providing 25 officers. To overcome the shortage, CBP is receiving 35 officers on loan for 120 days from various other operations at LAX and from neighboring ports of entry to assist with passenger processing. During the summer LAX receives approximately 45,000 international arriving passengers per day. CBP will do all it can to keep processing times low and asked the Council for assistance educating their guests about Mobile Passport, a faster way to get through immigration. A letter from CBP has been sent to all stakeholders asking for assistance.

What are your expectations and plans to handle the busy summer season? - All Partners Council Members

Martha Cuatrecasas from Areas mentioned that processing times in the Security Badge Office (SBO) are not adequate with the current summer hiring demand for concessionaires.

SBO manager Frances Bellot explained that 22,000 badges were to expire by June 30, 2019 on top of the regular badge appointments and this impacted operations. To overcome this, badging appointments were extend by two hours from 6 p.m. to 8 p.m. and as of May, Saturday appointments were offered. It is expected that by mid-July, wait times will return to the usual 15-minute processing times. To provide better service, Frances asked Council members to contact her when hiring a large amount of new employees. She also reminded the Council to reinforce that employees must show up for their appointments. There are a large amount of no-shows that contribute to delays.

Quentin Chan from DFS asked if there was a way to notify their guests of TSA processing times at LAX so that the guests spent more time shopping. Chief Experience Officer Barbara Yamamoto shared that a new feature was launched on Twitter that provides estimated wait times for TSA screening, traffic and parking. Keith Jeffries shared that the TSA is mandated to report waiting times every hour to Washington D.C. for record-keeping.

Open Forum – Issues and Opportunities from Partners Council-

The Council discussed the issue of intoxicated guests, particularly during the busy summer months. To reduce this, concessionaires shared that bartenders receive Standardized Training for Alcohol Retailers (STAR) which is mandated every two years. Terrie Vevea of American Airlines said that the federal law that makes it a felony to assault federal employees and aircraft crews has now been broadened to include customer service agents.

Airport Police said that they are many prohibited items violations on a daily basis by many employees and asked the Council to have the violators attend refresher training at the badge office.

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:

Wednesday, July 10, 2019
1 p.m. to 2 p.m.
Guest Experience Partners Council Meeting
LA Next Conference 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!