

### **Partner Council Focus Areas: Restrooms – Mike Christensen, Deputy Executive Director for Facilities, Maintenance, and Utilities Group (FMUG)**

Christensen provided an update of the Restroom Facilities and Cleanliness, an issue that was identified as a Partners Council focus area. He stated that during the past year, FMUG has focused on four key items:

1. **Organization:** Christensen noted that there are approximately 650 employees in the maintenance division. He said he did a 20 percent change-out of the management teams and worked hard to put people in place that had the skill sets to impact change.
2. **Rebalancing Teams:** Christensen indicated that he tried to mix the maintenance teams with different members inclusive of outlying groups. For instance, the group that took care of custodial issues outside of the terminals, were put back into the terminals. He aimed to identify where there is demand and adjust accordingly. As a result, the facilities get more frequent inspections and service.
3. **Project development,** Christensen is actively involved with the project development team that is updating LAWA's Design and Construction Handbook (DCH). The team is working to establish and adjust standards so that the DCH results in items that we know can be cleaned and operated. The handbook will help guide the continuing development of world-class facilities that serve to create consistent experiences for LAWA guests.
4. **Pilot Projects:** The Terminal 4 "Smart Restroom" pilot project was installed as a means to measure guest satisfaction and usage. The restroom pilot utilized technology to create greater visibility on what's happening in restrooms. The data that was garnered throughout the pilot helped establish benchmarks for busy times and maintenance intervals. The pilot also demonstrated that since April 2018, Terminal 4 has experienced 1 million users in just one restroom pair. Christensen pointed to that fact that those airports with high ASQ scores are using smart restrooms. The benefit of the smart restroom technology is that maintenance can get a live count of the guests in restrooms, identify when there's a rush, and respond accordingly.

LAWA CEO Deborah Flint said that one of the big challenges for the restrooms is the availability and capacity. She said LAWA will get more efficient through technology and refreshing of restrooms, but we need more capacity. Christensen said that the Design and Construction Handbook should reflect this in terminal improvements and reminded the partners to be mindful of this when designing new or renovated facilities. The issue of the need for improved air circulation/flow was also discussed.

### **North Complex Shutdown Exercise – John Carver, Assistant Chief Development Officer (and) Cassandra Heredia, Chief of Operations II**

CEO Deborah Flint introduced John Carver and Cassandra Heredia by reminding the Council that Mayor Garcetti set the goal for the City of Los Angeles to be the most resilient city in the world. She said that after the Hartsfield–Jackson Atlanta International Airport (ATL) power outage, LAWA reached out to ATL to learn from the incident, and to see what worked and what didn't throughout the incident. As a result, LAWA designed and implemented a well-orchestrated plan to simulate a power outage in the north complex terminals (T1/T2/T3) on September 12. Flint commended and thanked the team for their efforts in preparing LAWA.

John Carver said that LAWA conducted the full-scale power outage simulation to check LAX's readiness for a real event. Altogether, 280 personnel from LAWA divisions such as Airport OPS, APD, Guest Services, and Maintenance Services participated in the event. Carver said the focus was on two main areas: 1) Front of house - Maintain guest experience with minimal disruption, and 2) Back of house - Find weak spots and focus energy there.

Cassandra Heredia reported that planned power outage went exceptionally well and that there were no significant issues that could not be addressed. She also indicated that there were no operational impacts throughout the power outage. LAWA learned an invaluable amount of information: 1) Lessons taught will help us prepare for the upcoming TBIT power outage simulation; 2) It confirmed that stakeholders work well together; and, 3) Every individual was committed. The after-action report will be forthcoming at the end of the year.

### **Terminal Walk(s) Update – Anne Shea, Guest Experience Specialist**

Shea highlighted the details about recently conducted terminal walks. She said that one key issue they found out was that people assumed that problems in terminals were being called into the ARCC, but they actually weren't. Shea also mentioned that the terminal walks have generated enough data to create action plans that will make a difference. She said there is enough work going on that we are seeing a difference.

When Flint asked the Council if they wanted to amend the walks, no one had any immediate suggestions. Barbara Yamamoto, LAWA Chief Experience Officer, mentioned that adjustments have been made along the way including the creation of separate walks for parking garages, FIS and remote bus gates in TBIT.

### **Rewards and Recognition Update – Barbara Yamamoto, Chief Experience Officer**

Yamamoto reported that the 2<sup>nd</sup> Gold Star Quarterly Celebration was held on August 8 and she openly congratulated all the winners. She pointed out that Terminal 2 received more than half the awards for ASQ and Mystery Shops. She also referenced the event program to highlight the winners in each category, including LAXtra Mile winners – those people who go above and beyond when they assist a guest, and Wall of Fame – those people who are randomly selected from all recognitions. To date, Yamamoto mentioned that there have been over 1,000 recognitions submitted since the start of the program in early 2018:

Total Passenger Recognitions: 305

Total Employee Recognitions: 737

Total Recognitions – 1041

### **Partners Council Action Plan – Barbara Yamamoto, Chief Experience Officer**

Members were asked to review suggestions and ideas in the Partners Council action plan and communicate if certain items should be escalated.

### **Open Forum**

Danielle Bean, Transportation Security Administration, inquired about the 2<sup>nd</sup> phase of iCARE training. Yamamoto said she will put the item on the agenda for discussion at a future Partners Council meeting. Danielle will be on a one-year leave of absence as she will be on a fellowship for TSA at the Rand Corporation in Santa Monica. She will be replaced by Monique Rodriguez. Congratulations, Danielle, and welcome, Monique.

### **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.*

**Next Partners Council Meeting**

Wednesday, October 10, 2018  
1 p.m. to 1:30 p.m. – LA Next Conference Room

**Upcoming Events**

3rd Quarter Awards Celebration  
Wednesday, November 14 from 1:30 p.m. – 2:30 p.m.  
Samuel Greenberg Board Room

**Holiday Tenant Mixer**

Wednesday, December 12 from 11:30 a.m. – 1:00 p.m.  
Clifton Moore Administration East Courtyard