

Guest Experience Partners Council

May 12, 2021 – Agenda

Construction Updates

- o Don Chinery, CALM Team – LAWA

ACI ASQ Updates

- o Catalina Saldivar-Chavez, Guest Experience and Innovation – LAWA

Guest Experience Partners Council Survey Results

- o Tomi Brent, Guest Experience and Innovation – LAWA

Open Forum – Issues and Opportunities from Partners Council

Construction Briefing

Guest Experience

LAWA Council Meeting

May 18, 2021

Agenda

- CTA Terminals
- CTA Landside
- Airside
- Westchester Parkway
- Landside Westside
- East of Sepulveda Blvd

CTA Terminals Update

Central Terminal Area



Terminal 1 Extension Complete



Terminal 1 Extension Complete



Terminal 1 Extension Secure Connector Ongoing through Q4 2021



View of Structural Scaffolding from Airside

Terminals 2 and 3 Delta (2023)



Terminals 2 and 3 Delta Ongoing through 2023



Looking North from CTA – Exterior Glass and Cladding



T3 view from Airside (Aerial)

Terminal 2 and 3 Delta Ongoing through 2023



Airside View of Headhouse; Transition to T3 Concourse on right



Headhouse Interior View

Terminal B Core (2022)



Terminal B Core

Ongoing through Q4 2022



Exterior View – Area 2



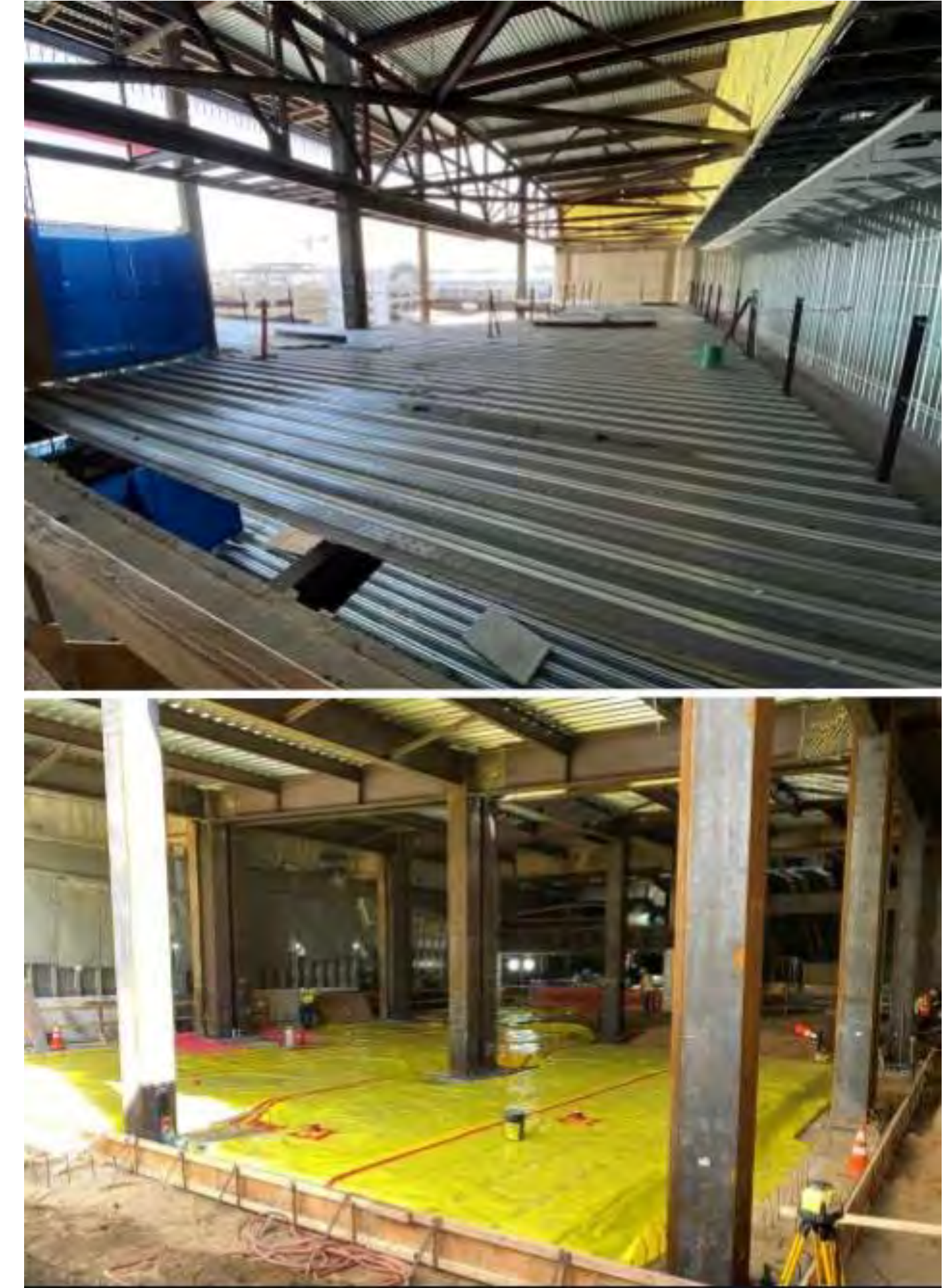
Interior View – Area 2 and 3 Barricade Build-out

Terminal B Core

Ongoing through Q4 2022



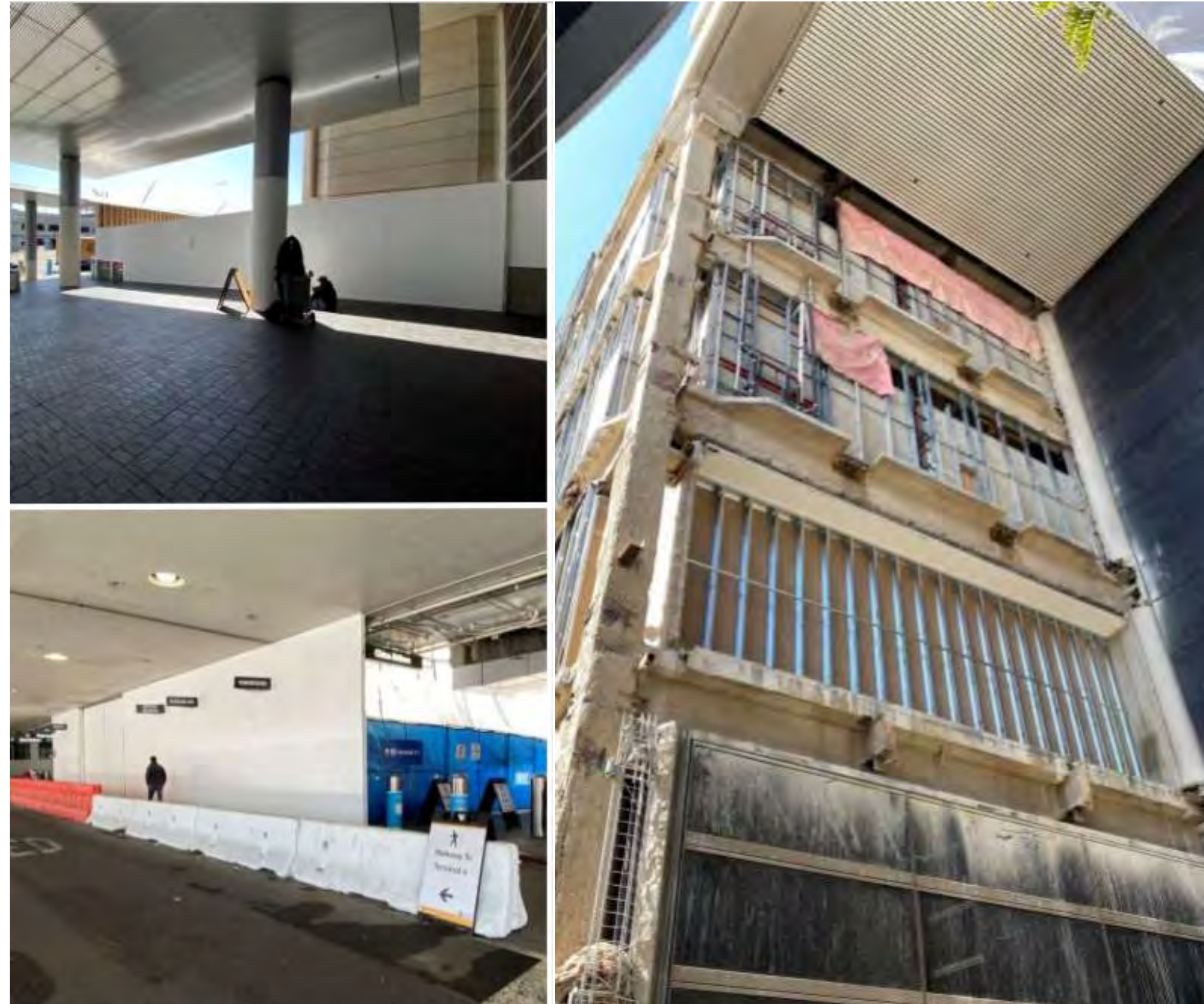
Area 2 – Roof Deck poured; Elevator/Esc Steel Installation; Interior Framing/Drywall; Piping and Conduit Installation



Area 3 – Welding and Decking Installation; Slab on Grade/Decks Pour Prep

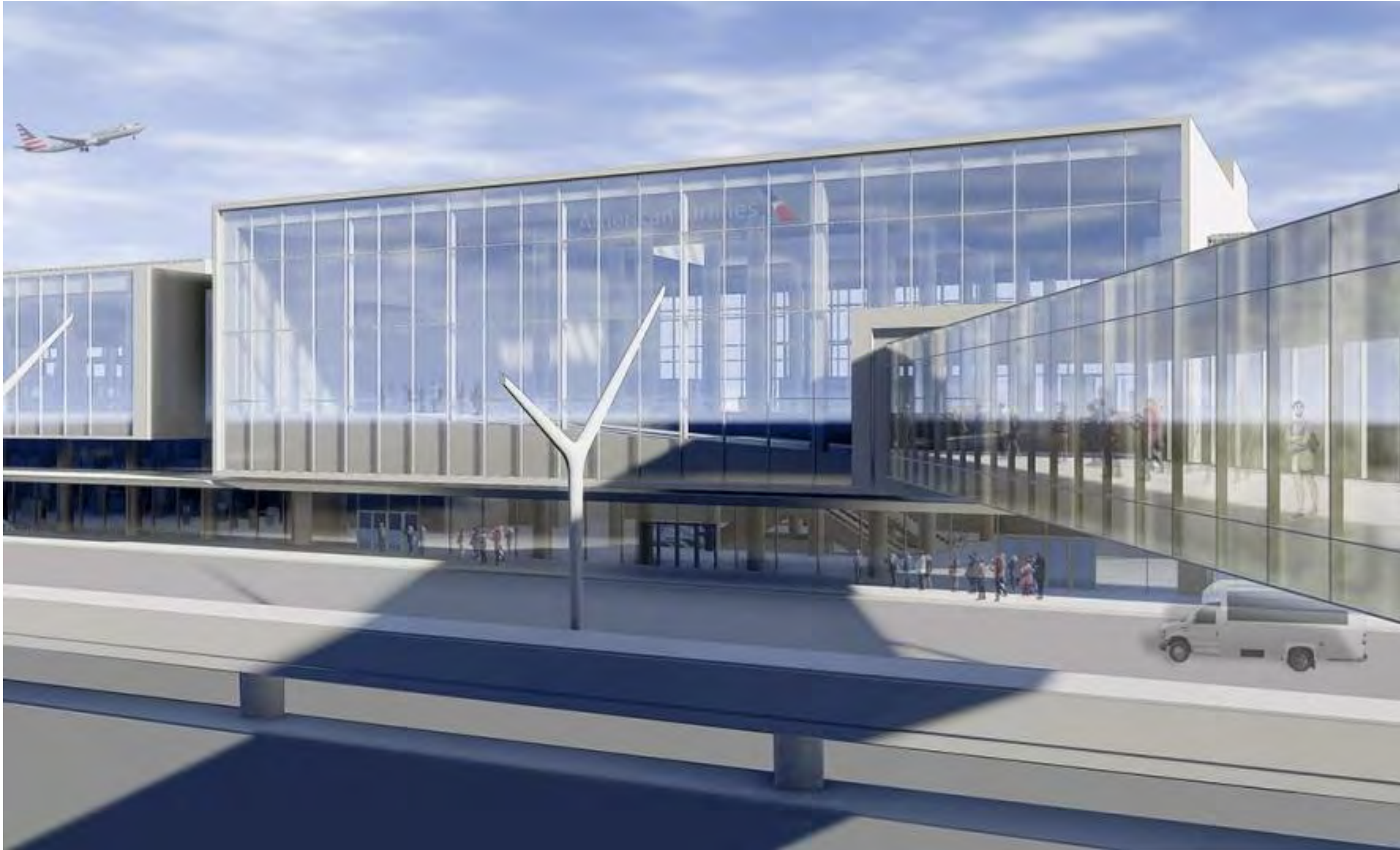
Terminal B Core

Ongoing through Q4 2022



Area 4 barricades in place and north façade demo/weather-proofing installation ongoing; Canopy Demo scheduled for June 2021

Terminal 4.5 American Core (2022)



Terminal 4.5 American Core Ongoing through Q4 2022



View from CTA – Parking Structure; exterior skin to follow



Core Concrete Floors and Escalators

Terminal 5.5 Core (2022)



Terminal 5.5 Core

Ongoing through Q2 2022



Looking South from CTA – steel erection complete;
exterior skin will be installed in May 2021



Layout of Interior Walls and Framing on all Levels

Terminal 6 – Alaska Redevelopment Program

Ongoing through 2024



Interior Barricades for interior upgrades and new holdroom space



Gates 66, 68A, 68B closed through May 2022

Terminal 7 Core

Ongoing through Q3 2021

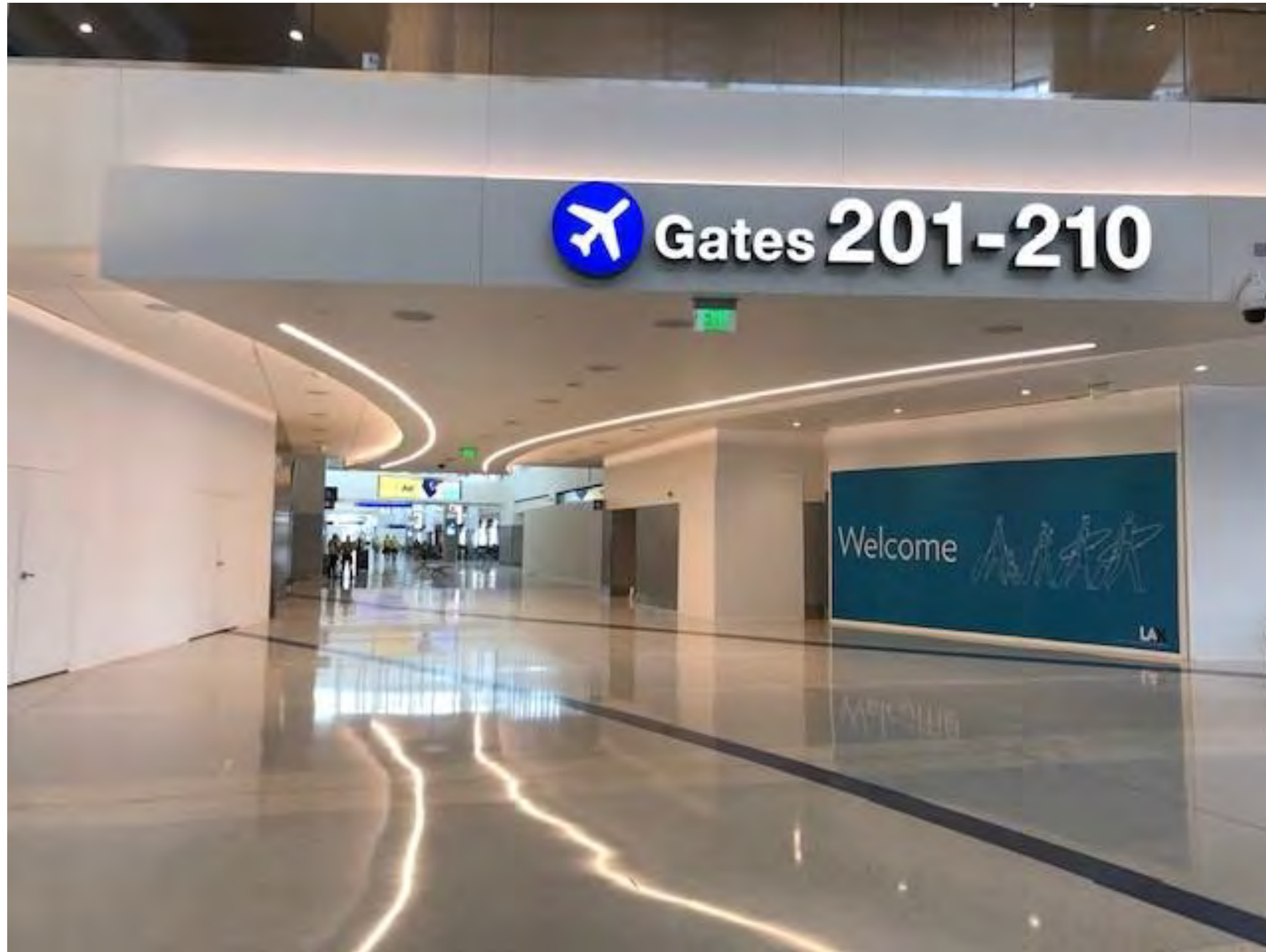


Interior Escalator/Stairwell installed

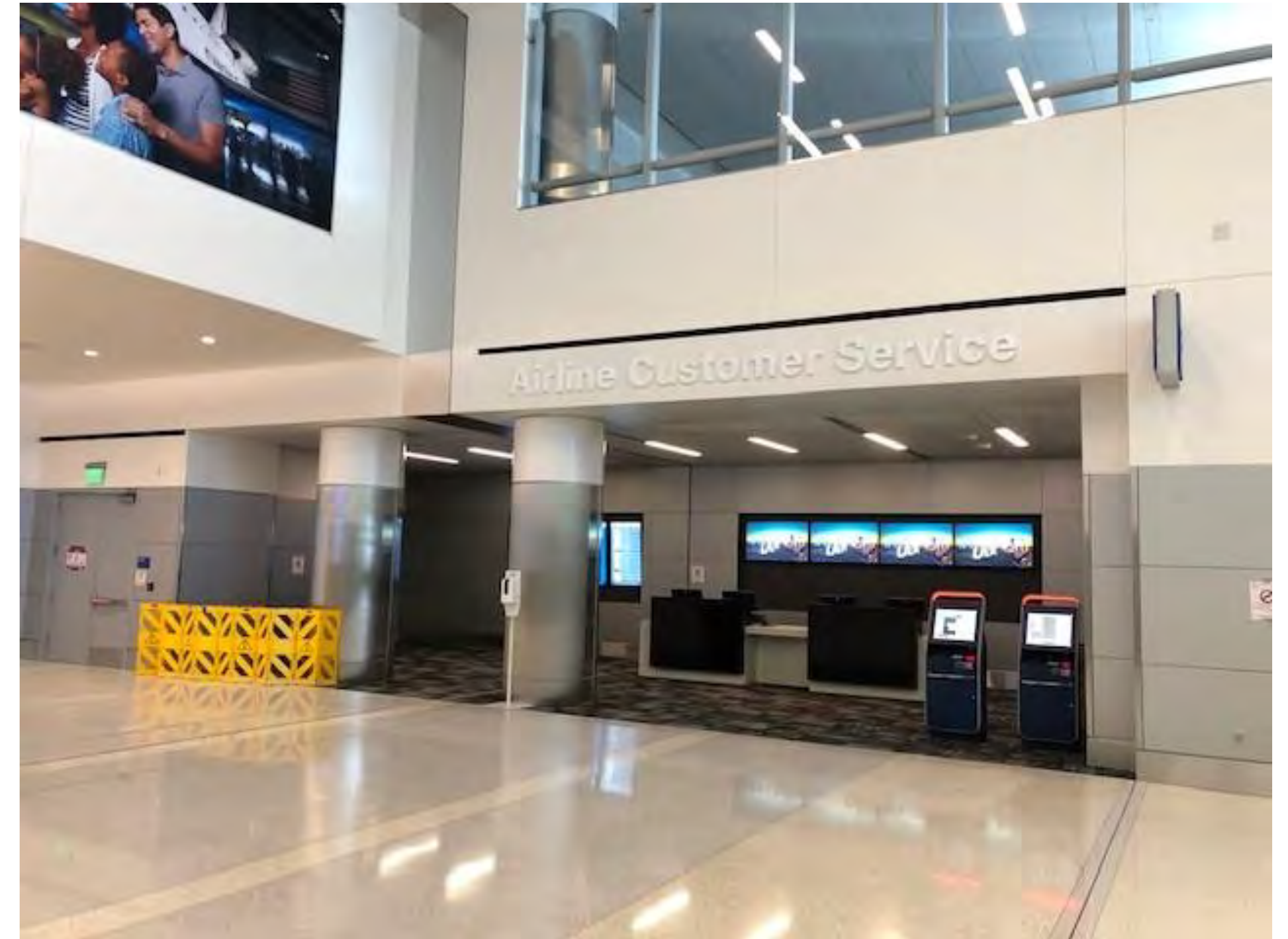


Exterior Temp Stair Demo Complete
New Escalator Installation ongoing

West Gates at Tom Bradley International Terminal



Concourse View



Airline Customer Service Area

West Gates at Tom Bradley International Terminal



Concourse View



Holdroom

West Gates at Tom Bradley International Terminal



Core View



CTA Landside Update

CTA Parking Structures Improvements (2021)



Smart Parking System Installation and EV
Parking Improvements



Ingress/Egress Improvements

Automated People Mover (APM) – West Station



Automated People Mover (APM) – West Station



Automated People Mover (APM) – Center Station



Automated People Mover (APM) – Center Station



Guideway around Theme Building



Center Way, south of PS2A, Ground View

Automated People Mover (APM) – East Station



Automated People Mover (APM) – East Station



Airside Update

Taxiway P and Runway 7R/25L



Taxiway P - Complete



Runway 7R/25L and Taxiway H6/H7
Complete

United Hangar

Ongoing through Q3 2021



Aerial View



Inside Hangar

Westchester Parkway Update

Airport Police Facility (2021)



Airport Police Facility

Ongoing through Q3 2021



APF Building and Parking Structure



APF Interior

Power Distribution Facility - Receiving Station X (RSX) Ongoing through 2023 (LAWA/LADWP)



Power Distribution Facility - Receiving Station X (RSX) Ongoing through 2023 (LAWA/LADWP)



Control room and duct bank construction

Landside Westside Update

Continental GO Building Site

Ongoing through Q3 2021



Building Demo complete; Trench/Shoring work in progress

Secured Access Post 5 (2021)



East of Sepulveda Blvd Update

East of Sepulveda Blvd



APM Guideway

APM Maintenance Facility

ITF West
1.7 M Sq Ft
4,300 Parking stalls

DWP – New Water Main – 98th Street

Ongoing through 2021



Automated People Mover (APM) – Century Blvd



Automated People Mover (APM) – Century Blvd



Century Blvd – Aerial View



Century Blvd – Ground View

APM Guideway – 96th Street



96th Street – Aerial View



96th Street – Ground View

APM Guideway – East of Sepulveda Blvd



Guideway crossing 98th Street



Crenshaw Line and APM Interface

APM Guideway – ITF West Station



ITF West Station – Ground View



Guideway at ITF West Station

APM Maintenance Facility



Exterior looking north



Ductwork and drywall installation

Intermodal Transportation Facility (ITF) West (Q3 2021)



Intermodal Transportation Facility (ITF) West



Intermodal Transportation Facility (ITF) West



Exterior View

Intermodal Transportation Facility (ITF) West



Escalator / Canopy

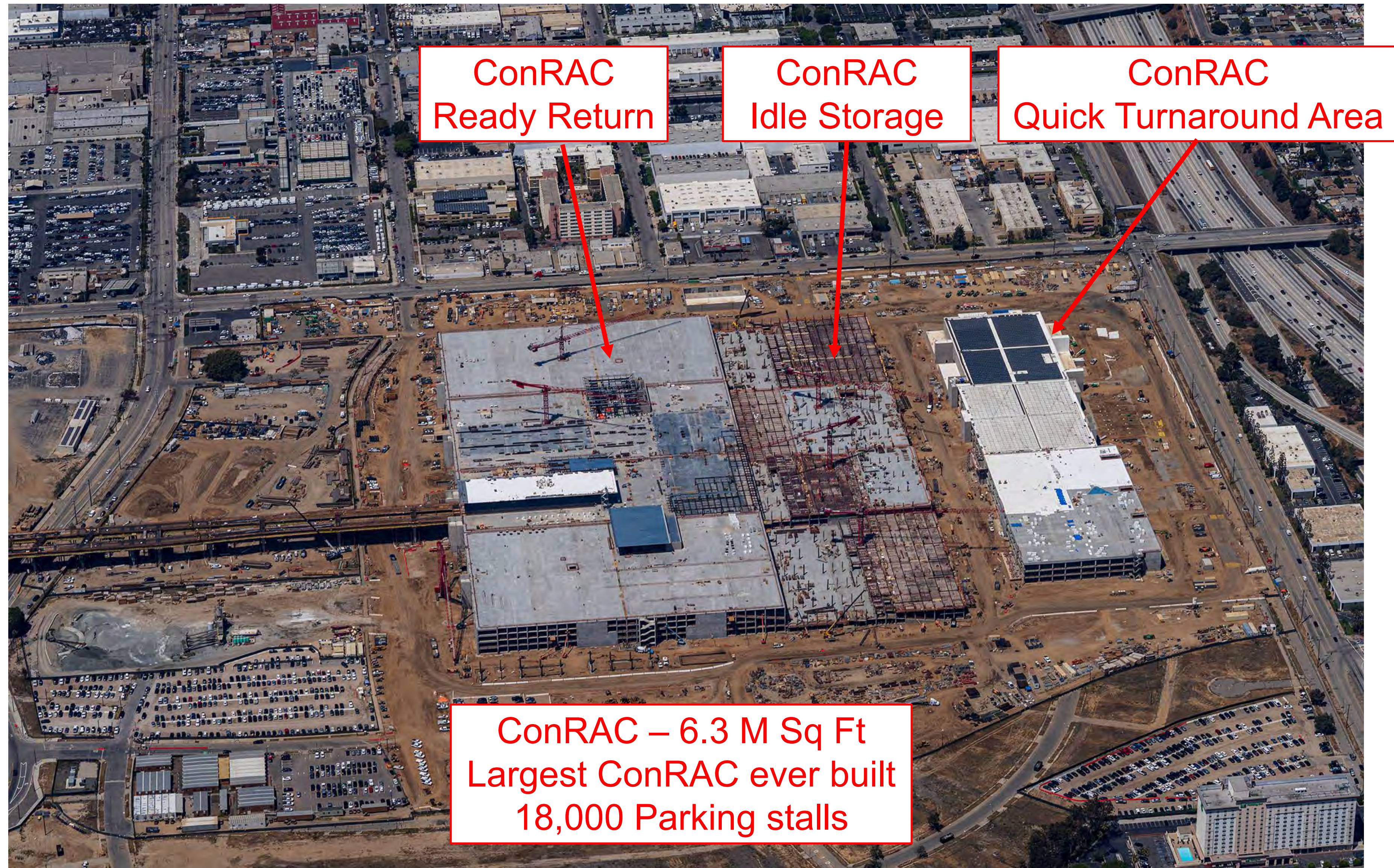


DWP Power Station

ConRAC – Consolidated Rental Car Facility (2023)



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ConRAC – Consolidated Rental Car Facility



April 12, 2021 at 4:30 PM

Sector D Deck



April 13, 2021 at 10:53 AM

Sheer Wall

ConRAC – Consolidated Rental Car Facility



QTA Solar Installation



QTA Recycled Water System

Questions?

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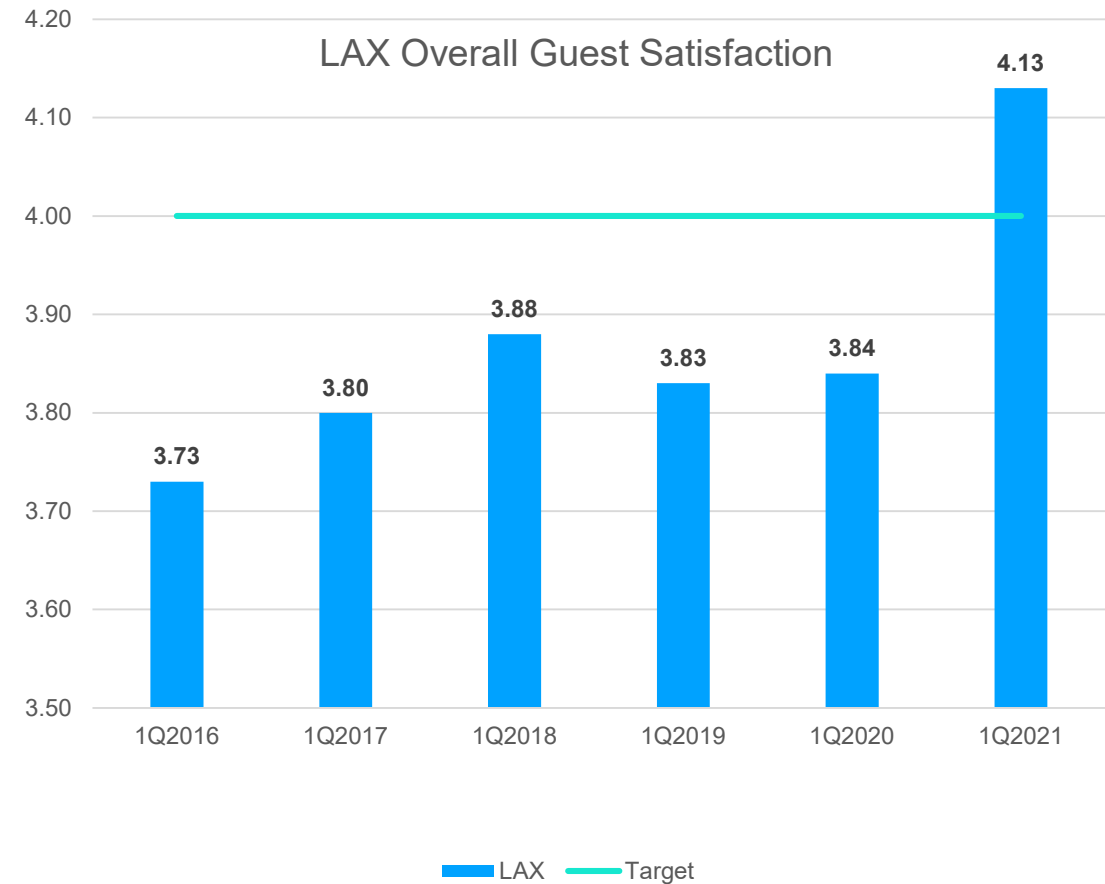
LAX

ASQ Survey Results Q1 2021 Guest Satisfaction

- Overall, guest satisfaction for Q1 2021 was 4.13.
- 4.47 is the global overall satisfaction score for all participating airports.
- LAX ranked 165 out of 216 participating airport
- 724 Surveys were collected in 1Q 2021

The top five things that matter most:

1. Wait times check-in
2. Ground transportation
3. Wayfinding
4. Wait times FIS
5. Courtesy of security staff

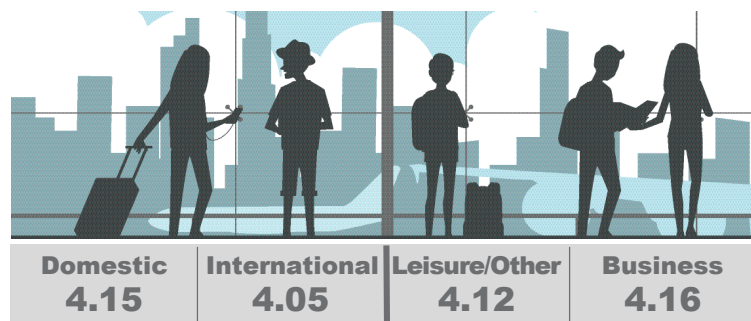




Overall satisfaction

Airport performance

Benchmark



World



Scores

4.45

LAX rank

165th /216

North America



4.37

28th /30

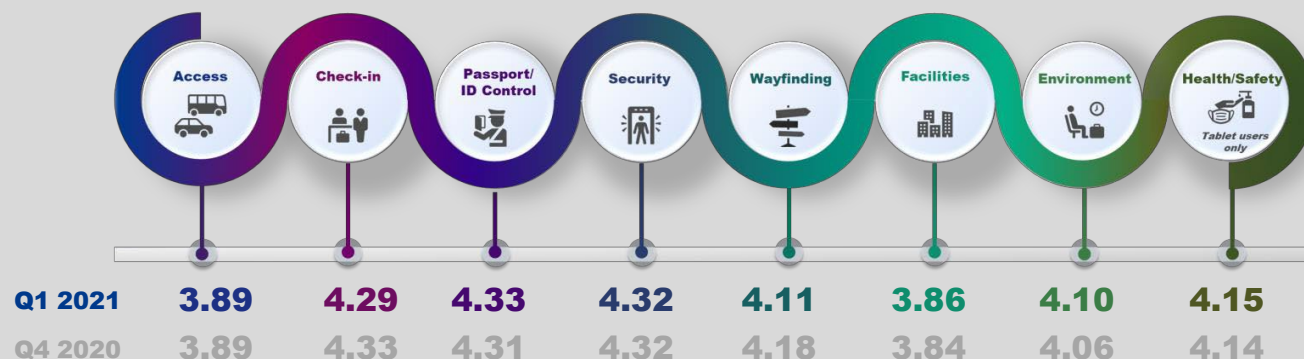
>40M Pax



4.52

29th /32

Passenger journey



Change in score since last quarter

TOP 3 most improved

Comfort of waiting/gate areas	0.11
VfM of parking facilities	0.09
Cleanliness of airport terminal	0.05
Cleanliness of washrooms/toilets	0.04
Ambience of the airport	0.04
Restaurant/eating facilities	0.03
Shopping facilities	0.03
Courtesy and helpfulness of inspection staff	0.02
Internet access/Wi-fi	0.02
Courtesy and helpfulness of security staff	0.02
Ability of staff to apply safety and hygiene measures	0.02
Business/Executive lounges	0.02
Waiting time at passport/personal ID inspection	0.02
Clarity of signage/instructions to inform about safety/hygiene	0.01
Ground transportation to/from airport	0.00

Availability of washrooms	-0.01
VfM of restaurant/eating facilities	-0.01
Feeling of being safe and secure	-0.01
Effectiveness of safety and hygiene measures in place	-0.02
Waiting time at security inspection	-0.02
Availability of baggage carts/trolleys	-0.02
Thoroughness of security inspection	-0.02
Courtesy and helpfulness of airport staff	-0.03
Efficiency of check-in staff	-0.03
Availability of bank/ATM facilities/money changer	-0.03
Flight information screens	-0.04
Waiting time in check-in queue/line	-0.04
Courtesy and helpfulness of check-in staff	-0.05
Ease of finding your way through the airport	-0.05
VfM of shopping facilities	-0.05

BOTTOM 3 opportunities

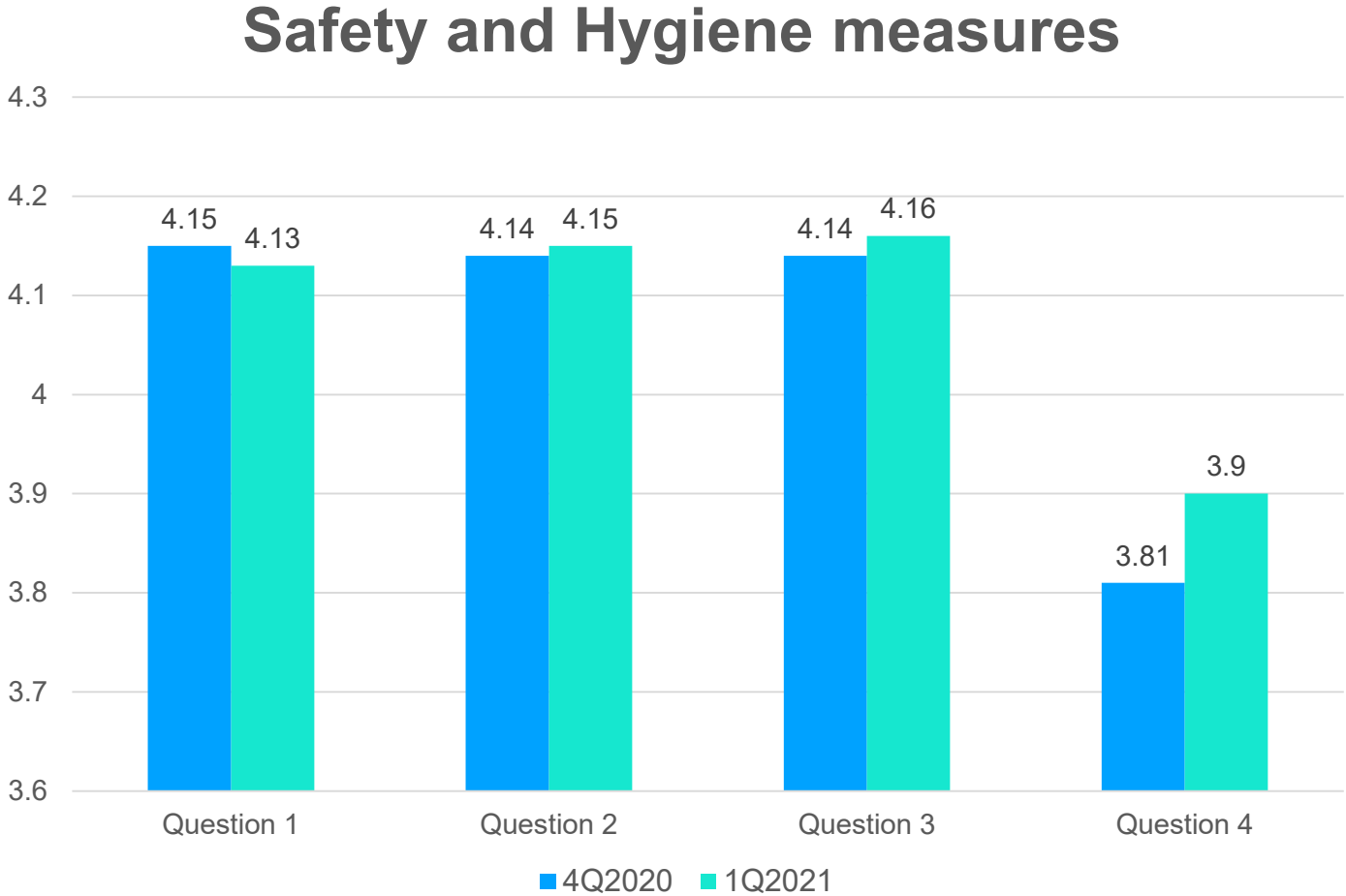
Walking distance inside the terminal	-0.07
Parking facilities	-0.08
Ease of making connections with other flights	-0.24

LAX – Airport Performance

Q1 2021–Satisfaction with Safety and Hygiene Measures

1. Effectiveness of safety and hygiene measures in place
2. Clarity of signage and instructions to inform about safety and hygiene measures
3. Ability of staff to apply safety and hygiene measures
4. Level of confidence to travel based on safety and hygiene measures
5. Level of stress based on experience 2.07*

(1 no stress, 5 very stressed)*



Questions?

Los Angeles World Airports

March 2021 Partners Council Survey Results

Survey Results

- Partners Council Survey consisted of 11 questions
- Survey was sent to all 63 Partners Council members - 11 members responded

Survey Results

73% of respondents strongly agreed with the role of the Guest Experience Partners Council

- Represent the interest of the airport community
- Provide ongoing benefits
- Promote advancement of airport culture
- Facilitate/implement guest experience initiatives
- Advance airport's vision and brand
- Exchange of best practices

Survey Results

55% of the Partners Council members participate on other committees

83% strongly agreed that the Partners Council is a valuable forum to facilitate collaboration and communications to enhance the LAX Guest Experience

73% agree with monthly Partners Council meetings

Majority of members (77%) believe the size and composition of the council is appropriate

General Feedback

Most Valuable Agenda Topics

- Guest Satisfaction
- Health & Safety
- Enhancements, Facilities, and Construction
- Concessions-Value for Money
- Recovery

Least Valuable Agenda Topics

- Irregular Operations
- Regulatory Speakers
- Wayfinding

55% suggested to keep the meeting format as is while 45% said to include breakout sessions

82% strongly agreed that they had experienced added value by attending council meetings

Comments

- Change the time of the Partners Council meeting to a different time because it competes in the same time slot with another equally important meeting
- Provide meeting minutes for those who are unable to attend
- Solicit more of our airline partners to attend Partners Council meetings
- Make the meetings more about the partners and guests with a focus on action
- Moving the meetings to quarterly, having more guest speakers (i.e., airlines and trends they are seeing in bookings), and encouraging breakouts where we can meet and discuss a topic would be fantastic

Questions?

Hot Topic

What do you feel the guest want moving forward and how do we work collectively to deliver that experience?