

AEROGRAMME

NEWSLETTER FOR THE EMPLOYEES OF LOS ANGELES WORLD AIRPORTS

LAX Welcomes 'Largest Event Anywhere' to LA

Los Angeles International Airport (LAX) was buzzing with activity in its preparations to welcome 6,500 athletes and 2,000 coaches representing 165 countries participating in the Special Olympics World Games staged in Los Angeles July 25-August 2. It was billed as the largest sports and humanitarian event anywhere in the world in 2015, and the single biggest event in Los Angeles since the 1984 Olympic Games.

Unparalleled spirit, enthusiasm, teamwork, joy and displays of courage and skill are hallmarks of the Special Olympics and the same could be said for LAWA personnel. Approximately 180 LAWA employees volunteered to help welcome and wave farewell to the athletes, relatives and friends.

In addition, staff members from nearly every airport division were involved in front of and behind the scenes to make a positive first and last impressions of Los Angeles and create a safe, efficient, and welcoming arrivals/ departures process from gate to curb with minimal impacts to regular airport operations.

Each delegation was met at the gates by LAWA representatives, including volunteers and Airport Police. The delegations were escorted through customs and immigration, inspection, baggage claim, and to the curb where they were transported by the Special Olympics organization to the official welcoming center at Loyola Marymount University.

For departures, LAWA controlled the transportation aspect to ensure efficiency. This included a required stop at a designated staging area to meter in the buses to avoid congestion in the Central Terminal



Cynthia Darmasaputra

ALL SMILES—LAX Guest Experience Member **Iluh Suryani Blair** is all smiles as she leads Indonesian delegates from aircraft to their departure location. The expression on her face of genuine happiness and pride represented what the City of Los Angeles and LAX felt as the host for Special Olympics World Games.

Area (CTA). Restrooms, water, snacks, giveaways and entertainment were available at the staging area while waiting for the green light to enter the CTA.

Once at LAX, the delegates were met at the curb by LAWA representatives and escorted through ticketing and screening with great coordination with the airlines and TSA. As a final farewell touch, the PUPs (Pets Unstressing Passengers) visited the athletes to share a little fun and puppy love.

In a memo to employees, Executive Director **Deborah Flint** wrote, "The smooth departures process is the epitome of a professional organization taking over a complex transportation

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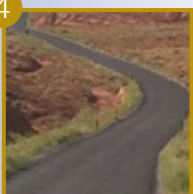
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AAE Scholarship

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My Best Shot



SPECIAL FANS— This summer was an outstanding one for Team LAWA volunteers. While the Special Olympics World Games were in town, airport employees (in blue) grabbed the once-in-a-lifetime chance to volunteer as “fans in the stands” celebrating and embracing the 6,500 athletes from around the world. Volunteers joined Team LAWA’s cheering squad in support of athletics, gymnastics and basketball on the campuses of UCLA and USC on July 25, July 26 and August 1.

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problem and making it work. The resulting success is testimony to the expertise and dedication of our employees who are committed to an exceptional guest experience. Thank you for remaining steadfast in your belief that this was an opportunity to demonstrate that LAX is a world-class airport capable of helping host a world-class event.”

To create a welcoming environment for the athlete-guests, colorful signage, coordinated through the LAX Sign Shop, was installed on CTA columns, as well as approximately 30 terminal locations throughout LAX. The signage displayed vibrant colors and concepts of courage, determination and joy.

There were a number of airport improvements underway that were completed in time for the Special Olympics, including the lighting scheme and lightband through the CTA. On the eve of the busiest arrivals day, July 21, airport officials debuted a specially created light show programmed with the multi-colors of the Special Olympics to welcome the athletes to the City of Angels.

LAWA employees also supported the Special Olympics through a number of fundraisers throughout the year as part of the

Special Olympics “Support-an-Athlete” campaign to help cover the athletes’ food, medical care, entertainment and housing. For every \$2,500 raised, LAWA was assigned a particular athlete to follow throughout the games. Thanks to the generosity of LAWA’s employees, and particularly Airport Police, enough money was raised to support seven athletes. Team LAWA also cheered on the athletes at four events as participants in “Fans in the Stands”

With nearly a year-and-a-half in planning, it really took a village to coordinate LAX’s responsibilities and included a team of people from every LAWA division, as well U.S. Customs and Border Protection, Transportation Security Administration, the airlines, concessionaires, California National Guard, Federal Air Marshals, Drug Enforcement Administration, USO, and many others.

Appreciation for the team was expressed by Executive Director Flint who wrote, “As a result of your hard work and commitment to excellence, the City of Los Angeles, and specifically LAWA, ensured that the Special Olympic athletes, coaches and delegation officials left Los Angeles with a smile and memories that will last a lifetime. Thank you for being a part of something very special.”

ONT’s PAWS Program Helps Take Edge Off

Airports are exciting places with a lot of activity and at times they also can be overwhelming for some travelers. As simple as it may sound, encountering a four-legged friend in the terminal can be exactly the solution that takes the edge off an airport experience.

Here’s a story that was shared with LA/Ontario International Airport (ONT) personnel since the launch of its PAWS (Pets Assisting With Smiles) Program on July 15:

“Flying out of ONT, we met three of your dogs ‘on patrol’ at the airport. Our daughter has a disability complicated by anxiety and travel is difficult. Running into the Pet Prescription Team was just what we needed! Being able to sit with Zeke, Einstein and Sparky for several minutes helped distract and calm both children before heading to board our plane. I’m so glad they were able to be there today. Thank you for all you do. Keep up the good work!” —Rice Family, Sacramento.



MINGLING— Travelers mingle with PAWS members during their wait for their flights. ONT has joined with the Pet Prescription Team of La Habra where volunteers and their pets are trained and screened for the PAWS program.



SCHOLARSHIP WINNERS— This year's Association of Airport Employees scholarships winners are, front row from left: Briana Wade, Kaela Fong, Alexandra Diaz, Laura Castles, Elizabeth Romo, Geva Clemens, and Janel Ancayan. Second row, from left: Crystal Sparks, Danitra Haynes, Rakayla Simpson, Nicolas Hernandez and Bryan Lim. Back row, from left: Tracy Kwan, Tariq Muhammad, Kelvin Torres, Tommy Romo, Javana Zahedi, Margaret Hackney, Katelyn Margheritis, Mikhal McGlothen, and Christopher Davis. Not pictured is Alana Peck.

22 Students Receive AAE Annual Scholarships

The Association of Airport Employees (AAE) recently awarded 22 scholarships for outstanding academic achievements to dependents of Los Angeles World Airports employee. The scholarships are in memory of Airport Police Officer **Tommy E. Scott**, the first officer to lose his life in the line of duty since the creation of the Los Angeles Airport Police in 1946.

Four students received the Officer Tommy E. Scott Memorial Scholarship in the amount of \$2,625 each. The additional AAE general scholarship winners were each awarded \$500.

Winners of the Officer Tommy E. Scott scholarships were Bryan Lim, son of **Anna Lim**, Procurement; Tariq Muhammad, son of **Tanya Baker**, Rideshare; Rakayla Simpson, daughter of **Angela Brown**, Human Resources; and Crystal Sparks, daughter of **Christopher Sparks**, Maintenance Services.

The other scholarship recipients and their parents are: Laura Castles, daughter of **Nancy Castles**, Public Relations; Geva Clemens, daughter of **Eric Clemens**, Purchasing; Christopher Davis, son of **Vanessa Roberson**, Airport Security; Alexandra Diaz, daughter of **Jorge Diaz**, Facilities and Technical Services Division;

Kaela Fong, daughter of **Renee G. Fong**, Maintenance Services; Danitra Haynes, daughter of **Danita Haynes**, Accounting Operations; Margaret Hackney, daughter of **Janet Hackney**, Airports Development; Nicholas Hernandez, son of **Joseph Hernandez**, Airport Police; Tracy Kwan, daughter of **Angus Kwan**, Accounting Operations; Katelyn Margheritis, daughter of **Flora Margheritis**, Airport Operations; Mikhal McGlothen, son of **Shannon Lawrence**, Human Resources; Alana Peck, daughter of **Alan Peck**, Procurement; Elizabeth Romo, daughter of **Jess Romo**, Airport Manager; Tommy Romo, son of **Jess Romo**, Airport Manager; Kelvin Torres, son of **Ivan Torres**, Facilities & Technical Services Division; Briana Wade, daughter of **Mario Wade**, Airport Police; and Javana Zahedi, daughter of **Jean Yuan**, Airports Development.

The AAE annually awards scholarships to children of all full-time LAWA employees. The applicant must be a graduating high school senior or college freshman, sophomore or junior currently attending an accredited technical college, community college or university. All applicants must have a minimum grade point average of 3.0.

The AAE Community Service award honors the memory of Officer **Anthony Edwards**, and is given to the student demonstrating the most outstanding service and dedication to the community. The award was given to Janal Ancayan, daughter of **Flordeliza Ancayan** of Financial Reporting. Officer Edwards passed away last year from medical complications after running a 5K run in remembrance of Tommy Scott, his police academy classmate.

This year, the Los Angeles Airport Police Officers Association (LAAPOA) donated an additional \$7,500 for the scholarship fund.

This money was raised to commemorate the 10-year anniversary of the creation of the Tommy E. Scott Memorial Scholarship Fund, enabling the AAE in conjunction with LAAPOA to award two additional scholarships.

The funds were raised through the first Annual Tommy Scott Memorial Car and Truck Show held April 25 at Westchester Park, and the first Annual Tommy Scott Memorial 5K/10K Run held May 16.

Applications for 2016 scholarships will be available next spring.

Flight Path Celebrates 20 Years of Service

Flight Path will celebrate 20 years of service to the aviation community on October 1 with a gala benefit at the Flight Path Museum in the LAX Imperial Terminal, 6661 W. Imperial Highway.

Themed, “Flying Into the Future: Celebrating Two Decades,” the event will showcase Flight Path’s mission in preserving Southern California’s air heritage and encouraging youth to pursue careers in aviation and aerospace.

The gala will feature an international buffet, a wide selection of beverages and entertainment, plus airport tours, according to Flight Path President **Nancy Niles**. Reservations and other information are available on the Flight Path website www.flightpathmuseum.com or by calling (424) 646-7284.

The museum is operated by nonprofit Flight Path, organized in 1995 to develop

HIGH FIVES—LA/Ontario International Airport (ONT) Community & Public Relations staff along with ONT Safety Officers **Bill Nugent** and **Dave Duncan** (at right giving high fives), hosted a fun-filled afternoon to recognize and reward the academic achievements of 50 young students from the Ontario/Montclair YMCA. The students were surprised by a visit from the Rancho Cucamonga Quakes Baseball mascot “After Shock,” as well as the Ontario Reign hockey dance team. Pizza was provided by Delaware North Company and each student received a backpack with essential school supplies.



and promote the museum and learning center. Flight Path also includes an Aviation Walk of Fame in the Westchester business district north of LAX, featuring sidewalk plaques spotlighting aviation luminaries and an adjacent display of Honorary Service Awards saluting those making significant contributions to the airport community.

Emphasizing Flight Path’s educational mission, each gala features presentation of the Clay Lacy and Charles “Pete” Conrad scholarships to students planning careers in aviation.

Guests will have an opportunity to view aviation memorabilia and flight simulators as well as vintage and contemporary aircraft.

AEROGRAMME

Aerogramme is published monthly by the Public Relations Division to cover developments at Los Angeles World Airports.

Send news items via e-mail to Aerogramme@lawa.org, or by U.S. mail to Los Angeles World Airports, P.O. Box 92216, Los Angeles, CA 90009-2216; or telephone (424) 646-5260.

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My Best Shot



POSTCARD-READY—This postcard-ready photo was taken by **Linda Annala** of Human Resources Services at Capitol Reef National Park in Utah. Since its designation as a national park in 1971, Capitol Reef has been intriguing visitors with its sandstone formations, cliffs and canyons and a 100-mile-long bulge in the earth’s surface. Erosion has caused the rock to be carved into many different shapes.