

# AEROGGRAMME

NEWSLETTER FOR THE EMPLOYEES OF LOS ANGELES WORLD AIRPORTS

## Deborah Ale Flint Approved As New LAWA Executive Director

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My Best Shot

The Los Angeles City Council and the Board of Airport Commissioners (BOAC) have both unanimously approved Oakland International Airport Director **Deborah Ale Flint** as the next executive director of Los Angeles World Airports (LAWA), the City department that owns and operates Los Angeles International, LA/Ontario International, and Van Nuys airports.

Ale Flint is scheduled to begin at LAWA on July 13.

Los Angeles Mayor **Eric Garcetti** nominated Ale Flint to the post on June 3. After the June 4 vote in a closed session of the airport commission, BOAC President **Sean Burton** said, "Deborah Ale Flint is the absolute right person to build on what has been accomplished by LAWA and to lead this organization to the next level of world-class airports with sustained excellence." He added, "She is a rising star in the airport sector and has direct and relevant experience that will serve her well at LAWA."

As the Port of Oakland's aviation director since 2010, Ale Flint was the primary executive responsible for the operation, management and business development of Oakland International Airport (OAK).

She delivered the \$480-million BART Airport Rail project after years of effort and challenges; executed strategies to stabilize and reverse passenger traffic



Deborah Ale Flint

decline in a difficult market environment; redesigned OAK's customer experience to make the airport more competitive; and marketed, developed and negotiated numerous development and investment transactions in terminal renovation and hangar development.

Prior to serving as aviation director at the Port of Oakland, Ale Flint was the assistant aviation director and led the operation of the airport.

Other experiences include leading OAK's Capital Program in which she coordinated the design, financing and implementation of major airport projects, as well as participated in the issuance of hundreds of millions of dollars in revenue bonds. She also served as acting port executive director of the Port of Oakland (maritime). She began her career with the port in 1992 in port finance and advanced through the port's Finance and Aviation divisions.

Ale Flint holds a Bachelor of Science degree in business administration from San Jose State University, and attended the Executive Leadership Institute's Continuing Education in Public Administration program.

She was appointed in 2012 to the President's Advisory Committee on Consumer Protection (aviation). She also currently serves on the Transportation Research Board's Airport

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Jay Berkowitz

**A CELEBRATION**— Taking part in the ribbon-cutting ceremony are, from left: Delta Air Lines Vice President, Sales West – Ranjan Goswami; Los Angeles City Councilmember Mike Bonin;

Los Angeles Mayor **Eric Garcetti**; Los Angeles World Airports Executive Director **Gina Marie Lindsey**; Delta Air Lines President Ed Bastian; and Los Angeles City Councilmember **Tom LaBonge**.

## Three-Year Delta Air Lines Renovation Completed

The experience at Los Angeles International Airport’s Terminal 5 has improved with Delta Air Lines’ unveiling completion of a three-year terminal-wide renovation on June 10, including the airline’s first private check-in lounge, Delta ONE at LAX. The \$229-million Delta project was completed in partnership with Los Angeles World Airports (LAWA) and the City of Los Angeles.

“These upgrades to Terminal 5 are transforming visitors’ first and last impressions of Los Angeles,” said Los Angeles Mayor **Eric Garcetti**. “This investment by Delta is the latest in our now more than \$8 billion overhaul of LAX. Whether by upgrading nearly all of our terminals, bringing in ridesharing services to pick up passengers, or connecting the nation’s second-busiest airport to rail, we’re making LAX a world-class airport befitting a city that is the global capital of creativity, innovation and possibility. I am thrilled that Delta is growing its presence here in Los Angeles.”

Delta ONE at LAX provides an innovative premium check-in experience. Customers enter the terminal through a dedicated curbside entrance, leading to a private, modern check-in lounge with personalized luggage check, high-design atmosphere, and a refreshment bar. Customers also

access a dedicated security checkpoint directly from the Delta ONE lounge.

Additionally, a renovated Sky Club offers more space and an improved customer experience, including 100 additional seats; new shower suites and renovated bathrooms; an updated food area with café seating; and new furnishings and fixtures. New restaurants and shops in Terminal 5 feature celebrity chefs and retail brand names that reflect the cuisine, culture and lifestyle of Los Angeles.

Other Terminal 5 enhancements include new jet bridges; a renovated Sky Priority lobby; an expanded ticketing lobby, four additional security screening checkpoints; new baggage carousels; and international baggage recheck facilities.

“LAWA and our airline partners are committed to continuing our initiatives to transform and modernize LAX into a facility befitting the hundreds of thousands of people who fly in and out of our region each day,” said LAWA Executive Director **Gina Marie Lindsey**. “We applaud Delta’s partnership with LAWA, their investment in Terminal 5 at LAX, and their commitment to developing an experience that truly caters to the modern traveler.”

## New LAWA Executive Director

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Cooperative Research Program, the California Airports Council, and is a regional advisor to the Airports Council International World Board.

Ale Flint’s appointment was confirmed by the Los Angeles City Council on June 23. Her nomination followed a three-month-

long collaborative effort by the mayor, airport commissioners, and airport stakeholders, guided by a professional search firm. Ale Flint succeeds **Gina Marie Lindsey**, who announced her retirement earlier this year following a 39-year career, 33 working in the aviation industry, eight years at LAWA.

# Officer Chiang Honored at Guns 'N Hoses Event

Los Angeles Airport Police Officer **Anan Chiang**, a nine-year veteran, was honored during the Guns 'N Hoses Police & Fire Appreciation Luncheon on June 11 at the Crown Plaza Hotel. The event honors police officers and fire fighters for distinguished service and performance over the past year.

Officer Chiang is currently assigned to the Professional Standards Unit of Airport Police as a background investigator. She investigates the backgrounds of prospective candidates and provides assessments and recommendations to the command staff of those who seek to become airport police officers.

As Chief of Airport Police **Patrick M. Gannon** presented her award, he said, "It is my honor to present this award to Officer Chiang for her hard work and devotion which contributed to the success of the future of the Los Angeles World Airports. Not only is she a dedicated employee at work but it extends beyond that to after

hours by volunteering her free time as a search-and-rescue dog handler."



Officer Anan Chiang

"Officer Chiang's leadership and collaborative approach has directly resulted in the hiring of 37 police officers over a 14-month timeframe, which exceeds Airport Police hiring goals," officials said. "Her outstanding work on a regular basis demonstrates the strong planning skills and excellent communications skills she possess which give her the ability to build strong partnerships with members of the Department and the community."

Officer Chiang also gives back to the community by as a member of the California Rescue Dog Association (CARDA) and the Los Angeles Search Dogs. The canine team of Chiang and her Weimaraner named Rocky, were certified last year to assist in searches for lost and missing persons in California.

The CARDA, a non-profit search-and-rescue organization, is the largest volunteer search-dog organization in America.

Lacy Justice

## ARRIVALS

Los Angeles World Airports welcomes the following new employees:

**Troy Honeycutt**, Electrical Craft Helper, Facilities Maintenance

**Elisa Jimenez**, Senior Clerk Typist, Regulatory Compliance & Standards

**Miguel Puente and Alfred Varela**, Communication Electricians I, IMTG – IT

**Frank Rivera**, Vocational Worker I, Human Resources

**Stephanie Sampson**, Public Relations Specialist II, Community Relations – LAX

**Benet Sanchez**, Management Analyst, Terminal Business Management

**Susan Sharpe**, Clerk Typist, Human Resources

**David Torres**, Electrician, Customer Service

**Maria Sison**, Clerk Typist, Human Resources

**Brandie White**, Senior Clerk Typist, Human Resources

**Amy Willard**, Senior Management Analyst I, Customer Service

## New U.S. Customs Facility Opens at Van Nuys

Van Nuys Airport (VNY) has successfully launched U.S. Customs and Border Protection (CBP) services for arriving international flights that will benefit business travelers, fuel the local economy and reduce airspace congestion in the Southern California region.

A dedicated 1,528 square-foot clearance facility officially opened May 21 under the federal User Fee Airport Program, which reimburses CBP for all operating costs with fees collected from arriving aircraft. Housed at Signature Flight Support, it has successfully cleared many flights since its opening.

**Gina Marie Lindsey**, executive director for Los Angeles World Airports said, "Having U.S. Customs and Border Protection Services at Van Nuys Airport is a great example of how local support can produce improved services at airports across the country. Working with our partners, Signature Flight Support and the Van Nuys Airport Association, Los Angeles' business airport will now be even more appealing and convenient for international travelers."

One of the world's busiest general aviation airports, VNY had been without CBP officers since 2007, when on-call customs clearance services were suspended at all airports within the Los Angeles basin except Los Angeles International Airport. Over the past six years, however, VNY management has worked in close collaboration with airport tenants and key stakeholder groups to reestablish CBP services at the general aviation airfield.

Van Nuys Airport Manager **Jess Romo** said. "Working with our partners, Signature Flight Support and other major airport tenants, Los Angeles' business airport will now be even more appealing and convenient for international travelers."

The return of CBP services adds significant convenience for arriving international travelers, who can fly directly to VNY without stopping first at another airport to clear customs. In addition to saving private-jet travelers time and money, the service benefits the environment by reducing emissions from repositioning flights and decreasing overall operations within Southern California's congested airspace.

# Summer Holiday Travel Season Kickoff



Gloria Martinez

**LAX DANCERS**—Members of LAX’s summer flash mob crew are all smiles following their performance before happy travelers on June 4 in the Tom Bradley International Terminal and Terminals 4, 5 and 7. Guests clapped their hands and tapped their feet to the upbeat songs of Justin Bieber, Will. I. Am, Mark Ronson, Bruno Mars, and the Black-Eyed Peas, to name a few. Flash Mob Dancers participating included front row, from left: **Lupe Salazar**,

**Pam Cruz, Heidi Huebner, Raquel Fierro, and Evelyn Brooks.** Second row, from left: **Kenya C. Riley, Sontue Beacham, Diana Ho, Keisha Mitchell, Donna Erie, Genevieve Santiesteban, Mary Wall, Nicole Cross, Sheree Stern, Susan Roth, and Lisa Fondjo.** Third row, from left: **Janice Guevara, Ken Christ, Vanessa Kjeller, Tracy Bradley, and Dave Turple.** Not pictured are **Scott Lager, Paula Miura, Nikia Thomas, and David Sudiyat.**

## AEROGRAMME

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

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## My Best Shot



**DIFFERENT VIEW**—This breathtaking view of the Niagara Falls area and its Whirlpool Aero Car was taken by **Gaby Pacheco**, principal public relations representative in LAX’s Community Relations Division. Built in 1916, the cable car takes passengers over the Niagara Whirlpool, a natural whirlpool, located in the Niagara Gorge, downstream from Niagara Falls. In addition to its beauty, Niagara Falls serves as a valuable source of hydroelectric power.