

# AEROGGRAMME

NEWSLETTER FOR THE EMPLOYEES OF LOS ANGELES WORLD AIRPORTS

Page

3



Airport Police Honored

Page

4



ACE Academy

Page

6



My Best Shot



Jay Berkowitz

**TEAMING UP**—The strategic plan design team held a two-day workshop July 20-21. Members and support staff include, first row from left, **Kathy Van Ness** (CEO staff), **Barbara Yamamoto**, **Erin Henning**, **Cynthia Guidry**, and **Flora Margheritis**. Second row: **Lester Virgil**, who passed away in August, **Richard Batty** (ICF), **Ian Sample** (ICF), **Melodie Johnson**, **Ryan Yakubik**, **Dave Maggard**, **Ed Bushman**, **Deborah Flint** (CEO), **Paula Adams**, **Bob Haines**, **Nick Davidson** (ICF), **Victor Rocha**, **Fran Sur**, and **Courtney Kenard**. Not pictured: **Aymee Cruz**, **Tamara McCrossen-Orr**.

## Strategic Plan Design Hits Full Speed

The power of positive collaboration – as well as exponential growth – was on display as the process to create a new strategic plan for Los Angeles World Airports hit full speed in July.

A July 6 kickoff meeting was held for both LAWA executives and the 16-member design team.

The members of the design team include: **Paula Adams**, Administration/Human Resources; **Erin Henning**, Administration/Procurement; **Dave Maggard**, Airport Police; **Fran Sur**, Airport Police; **Courtney Kenard**, Commercial Development; **Tamara McCrossen-Orr**, Environmental Programs; **Ryan Yakubik**, Finance; **Bob Haines**, Facilities Management; **Victor Rocha**, Facilities Management; **Barbara Yamamoto**, Guest Experience; **Melodie Johnson**, IMTG; **Aymee Cruz**, ONT; **Ed Bushman**, Operations; **Cynthia Guidry**, Planning and Development; and **Flora Margheritis**, VNY. The design team also included



Jay Berkowitz

Rohit Talwar



Jay Berkowitz

Nick Davidson

Operations' **Lester Virgil**, who passed away on August 5.

"I strongly encourage everyone to mix it up during this process, get to know each other, create something special out of this opportunity that we have to work together in this way," LAWA Chief Executive Officer **Deborah Flint** told the group, which then heard from noted futurist and Fast Future Research CEO **Rohit Talwar**.

Continued on Page 2

## ARRIVALS

Los Angeles World Airports welcomes the following new employees who started work in May, June and July:

**Steve Alvarado, Alejandro Gamboa, Gregorio Gomez,** Gardener Caretaker, Facilities Services

**Fatima N. Baig, Sarah J. Cash, Noelle Garcia, Jonathan P. Heaney, Lauren McCray, Kameron Washington, Vinson Waters, Ryan Liu, Amanda Torez,** Community Administrative Support Workers, Human Resources

**Lilia Cantu,** Senior Administrative Clerk, Human Resources

**Gabriel Casas,** Carpenter, ONT Maintenance Services

**Karina Alvarado, Tayllor Gipson, Filomeno Pumareniv, Cedric Winton II,** Sworn Officers, Los Angeles Airport Police

**Enrique Labansat Jr., Ossie Lewis,** Air Conditioning Mechanic, Facilities and Technical Services

**Michele Murphy,** Administrative Clerk, Airport Permit Services (Cultural Affairs)

**Rydell Oriel,** Systems Analyst, Financial Management Systems

**Renee Fletcher,** Management Analyst II, Maintenance Services Division

**Kevin Kinsey,** Systems Analyst, IT – Airport Systems

**Francisco Ruiz,** Communications Electrician, IT – Infrastructure

**Casia Wade,** Administrative Clerk, Human Relations

**Oscar Gonzalez,** Administrative Clerk, Airport Permit Services

**Rogelio Melendez,** Roofer, Building Repair

**Tamara McCrossen-Orr,** Chief of Airport Planning I, Environmental Programs Group

**Brent Berry, Eric Niewiroski,** Garage Attendant, Fleet Maintenance

**Andre Lombard,** Cement Finisher II, Concrete Construction

**Brandie White,** Principal Clerk, Human Resources

**Pietro Joch,** Building Operating Engineer, Central Utility Plant

**Kerri Milos,** Airport Guide I, VNY Operations

**Frank Montoya,** Electrical Engineering Assistant I, Planning & Development

**Lawrence Phillips,** Construction Equipment Service Worker, Fleet Maintenance

**Miriam Tepox,** Administrative Clerk, Human Resources



**LAWA HONOR**—**Keith Snyder,** left, chief of operations at Ontario International Airport, and **Tim Ihle,** right, interim airport manager, honored **ONT Superintendent of Operations Jesus Garcia** during the June 2 Board of Airport Commissioners meeting.

## LAWA Honors Quick-Thinking Employee

**Jesus Garcia,** a superintendent of operations at LA/Ontario International Airport, was honored by the Los Angeles Board of Airport Commissioners in early June for his role in alerting the pilot of an arriving Cessna 210 that the plane's landing gear was not fully extended as the aircraft was preparing to touch down on April 15.

Garcia had observed that the aircraft's landing gear was not deployed as it was approximately 50 feet above the ground and seconds from touching down on the runway, according to **Tim Ihle,** who is the interim airport manager at ONT. Garcia immediately contacted air traffic control which, in turn, issued "Go-Around" instructions to the pilot because the landing gear was in the up position. The

pilot then took corrective actions, deployed the landing gear, and landed safely.

**Keith Snyder,** chief of operations at ONT, told the commissioners at their June 2 meeting that Garcia's actions helped avoid an incident that at a minimum would have resulted in tens of thousands of dollars of damage to the aircraft, and could have resulted in loss of life.

"I am proud to have known you and to continue working with you," Snyder told Garcia as he presented him with a certificate of recognition to the applause of a full board room.

Garcia has been at ONT since 2011, and with LAWA since 2001.

## Strategic Plan Design

*Continued from Page 1*

Talwar noted the positive trend in LAX's rating in the annual SkyTrax World Airports Awards survey, saying that the recent jump from 98th to 91st in 2015 rankings is a great start, but the airport should aim to climb the ladder even faster.

"If you start to believe that you can grow exponentially all sorts of fantastic things become possible," he said. "The future is all about how we respond to what's coming, an incredibly powerful experience for our people, for our customers, and for every other segment of the airport."

The outline of the five-month process to develop the strategic plan was shared during a series of town hall meetings with employees in June, and focus groups provided their input over three weeks from mid-June to early July. The final plan is anticipated to be delivered in mid-October.

The design team, which was selected from more than 80 nominations, represents a cross-section of LAWA's departments. They met with consultants from ICF International on July 20-21 to develop many of the plan's elements, using the SWOT (strengths, weaknesses, opportunities and threats) analysis that came from the focus groups.

ICF will hold a second round of focus groups to review the document and comment on the plan's elements in August. Design team members will be meeting with their colleagues to gather comments. The comments will be reviewed and incorporated when the design team gathers again in late September to develop the final plan.

Deborah Flint and the executive team strongly encourage all LAWA staff to participate in formal and informal meetings to discuss the plan.



# Hiking Group is Latest Wellness Addition

Fran Sur is on a mission to help make LAWA employees as fit as they can be.

Sur, who is LAWA's wellness coordinator and a member of the Los Angeles Airport Police Officer, can often be found on Tuesdays and Thursdays with a walking group that since February has set out from the Skyview Center on an hour-long jaunt into the Central Terminal Area and around the horseshoe. On Wednesdays, he is usually among a group of LAWA cyclists set out for the beach after work for some exercise, as well as camaraderie.

"It's a very leisurely pace, social bike ride," he said. "Enjoy the weather here and get a lot of talking done. We don't go at a pace that you can't talk. All levels are welcome."

The latest addition is a hiking group, which went to Malibu Creek State Park for its first outing in June, and to Monrovia Canyon at the end of July. The aim is to get together once a month as weather allows.

"These events, we try to make it very social and let the employees come out with their families and friends," Sur said. "We try to make it friendly to all levels, we don't make it too hard, too long, and then we also try to throw a barbeque



**POPULAR ACTIVITY**—A large group of LAWA employees, family and friends spent a day in June hiking at Malibu Creek State Park.

at the end. I think that's going to be the most popular thing we're going to be implementing. There are so many beautiful places around L.A. that we can go to."

When the wellness program started, Sur was working with limited resources and concentrating on things such as connecting employees with gyms where they could participate in yoga, Zumba, kickboxing and other activities. With support from LAWA executives, Sur is building on the success with plans for more offerings.

"My goal is to obviously make employees healthier, but ultimately happier," Sur said,

"Because happier employees are better employees. We need to keep good employees here at LAWA if we want our organization to grow."

For more information on the wellness program, Sur can be reached at [wellness@lawa.org](mailto:wellness@lawa.org).



**WALK THIS WAY**—Members of the LAWA Walking Group include, from left, **Flordeliza Ancayan, Sally Domingo, Christine Iseri, Kenya Wiley, Margo Bell, Erick Bell, Fran Sur, Rosalyn Wong, Terry Huang and Angela Wan.**

## Airport Police Honored After Saving Child's Life

Los Angeles Airport Police Officers **Cindy Colon** and **Martin Hernandez** were honored by the Inglewood Rotary Club for their roles in saving the life of a 2-year-old girl who had stopped breathing in Terminal 4 at LAX on Mother's Day.

The girl and her mother were waiting to board a flight when the child lost consciousness. An onlooker flagged down the officers, who were on patrol in the terminal, and they quickly administered first aid. They cleared an obstruction from the child's airway and placed her into a recovery position as she

became responsive and began to breathe on her own.

Colon and Hernandez continued to monitor the girl's vitals while calming and reassuring the patient and mother until paramedics arrived.

Every year the men and women of the Inglewood Rotary Club sponsor a Police and Fire Luncheon to honor local first responders for their actions and dedication to the community.



**OFFICERS RECOGNIZED**—from left, Los Angeles Airport Police **Capt. Tyrone Stallings, Officer Martin Hernandez, Officer Cindy Colon, Lt. Marlo Richardson,** Assistant Chief of Police **David Maggard Jr.** took part in the Inglewood Rotary Club ceremony.





**FLYING ACES**—Members of the middle school Aviation Careers Education Academy pose with one of the Blue Angels' planes at the Santa Monica Museum of Flying.



**CONDOR LESSON**—Seven of the ACE Academy students find out more about the AT-6 training aircraft, part of the Condor Squadron.

## VNY Hosts Aviation Careers Education Academy

By Brandon Nunn, VNY Public & Community Relations

Students' dreams were once again flying high during Van Nuys Airport's annual Aviation Careers Education (ACE) Academy, introducing area middle and high school students to the broad spectrum of career opportunities in the aviation industry.

The program also offers participants behind-the-scenes access to the operations of several aviation- and aerospace-related businesses, some of which included Los Angeles International Airport (LAX), Jet Propulsion Laboratory (JPL), Long Beach Airport (LGB), and Van Nuys Airport (VNY) – one of the busiest general aviation airports in the world.

The week-long activities roster incorporates team-building exercises, fosters relationships between students and coordinators, and encourages networking and questions for program hosts. Middle school ACE week ran from July 11 – July 15, and high school ACE from July 25 – July 29. Both concluded with graduation ceremonies hosting guest speakers from the Federal Aviation Administration (FAA) and 6th District

City Councilmember Nury Martinez's office, a slideshow of the week's activities, and the presentation of certificates recognizing students' participation in the program.

One student, Erin Tak, said she was "thankful for a program that exposes us to so many new opportunities in the industry, thinking before that [her] only options were to become a pilot or flight attendant."

Tamara Swann, FAA Deputy Regional Administrator, Western-Pacific Region, spoke to the middle school students during their visit to the Western-Pacific regional office and echoed a similar sentiment, encouraging them to pursue their goals and dreams with enthusiasm and dedication.

Van Nuys Airport's ACE Academy is committed to continuing its tradition of educating students about the career possibilities in aviation and providing them with a week full of unique experiences and memories that cannot be duplicated anywhere else. To learn more about the ACE Academy or any of VNY's community and educational programs, visit [www.lawa.org/WelcomeVNY](http://www.lawa.org/WelcomeVNY).

## First Flight Offers Tours for Families

The First Flight Child Development Center, located adjacent to LAX, is offering tours to families interested in enrolling their children. The nationally accredited childcare center is dedicated to serving infants through pre-kindergarten-age children, and held its most recent graduation ceremony in June.

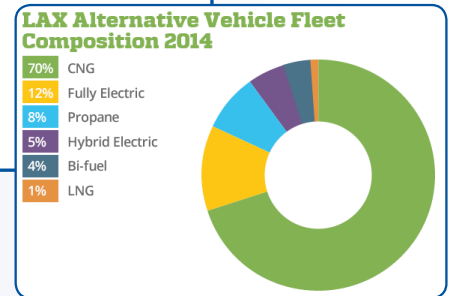
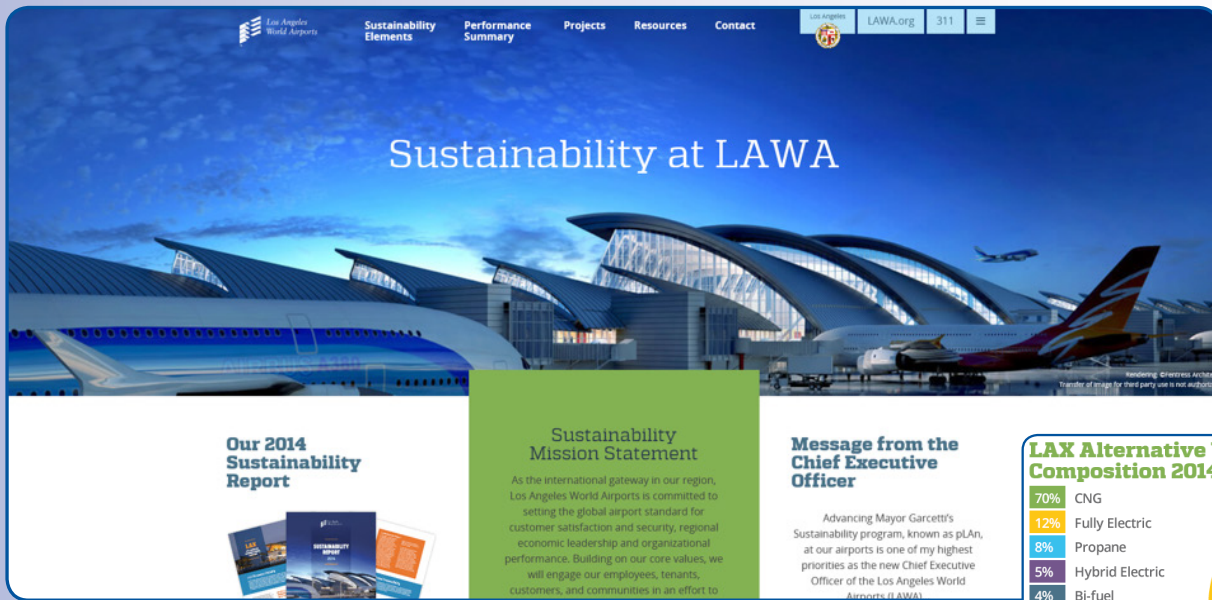
LAWA employees and LAX tenants are eligible for generous childcare tuition discounts. To learn more about First Flight, contact the center's director, **Alicia Cooper**, at [alcooper@cclc.com](mailto:alcooper@cclc.com) or call (310) 568-2743.

First Flight Child Development Center is operated by KinderCare Education CCLC West and is accredited by the National Association for the Education of Young Children.



**GRADUATES**—Pictured are this year's graduates of LAWA's First Flight Child Development Center, who recently celebrated with a ceremony on June 10.

# LAWA Unveils Sustainability Website and 2015 Report



Los Angeles World Airports has a new way to share the story of its work to improve its environmental, economic and social performance.

Along with releasing its 2015 Sustainability Report in mid-July, LAWA launched a website at <http://www.laxsustainability.org/> that provides a visual breakdown of efforts to reduce its airports' and other operations' impacts on the environment. The site includes a number of graphics to explain how LAWA has been and continues to work toward reducing its footprint.

"LAWA is working to reduce its environmental footprint at our airports through a number of initiatives, ranging from energy efficient design requirements, construction and infrastructure upgrades, water conservation and water quality

improvement projects, natural resource protection efforts, waste reduction and recycling, and numerous air quality emissions reduction policies and programs," LAWA Chief Executive Officer **Deborah Flint** said in a message posted on the website.

"LAWA continues to benefit the surrounding communities with good jobs and economic vitality. We take our corporate social responsibility seriously, and we are working to balance our increasing operations, economic growth, and robust construction program while delivering social benefits, improved passenger experience, and mitigating environmental impacts," Flint added.

While LAWA began to document its sustainability efforts in 2007, the new website presents information on that

work in a format friendly to a variety of audiences.

"This website was designed with our customers, tenants and communities in mind. The goal was simple, create a site that informs our partners on how we're incorporating sustainable practices into all aspects of our operations here at LAWA," said **Lisa Trifiletti**, the deputy executive director for LAWA's Environmental Programs Group.

The website was designed by **Scott Tatro, Tamara McCrossen-Orr, Daniel Osztreicher** and the EPG Sustainability Unit with the assistance of LAWA's Information Technology team.

## Team LAWA Helps with Tommy Scott Run

By Gaby Pacheco, LAX Community Relations

LAWA family and friends came together at Fire Station No. 5 on June 25 to support the **Tommy Scott Memorial LAX Run**. Many employees participated in the race while others volunteered to assist with registration, general event set-up and finish line/post-race cleanup through Team LAWA, LAWA's employee volunteer program.

Team LAWA volunteers represented various divisions throughout the airport including **Laura Chittum** (Board Office); **Kelley Okada** and **Danita Haynes** (Accounting); **Denise Chang** (Airport Police); **Carmen Macias, Mechelle Menchaca, Adriana Vidal** and **Paula Adams** (Human Resources); and **Jose Baires** (Maintenance Services). Thank you Team LAWA for your service and for recognizing one of our own Airport Police Officer Tommy Scott, who was killed in the line of duty in 2005.



**SCOTT RUN HELPERS**—Left to right: Team LAWA volunteers **Kelley Okada**, and **Danita Haynes**, with Haynes' children.

Gaby Pacheco



# LAX Celebrates Westchester's 75th Anniversary at July 4 Event

By Gaby Pacheco, LAX Community Relations

Marching in the spirit of red, white and blue, LAX celebrated Westchester's 75th Anniversary by participating in its annual Fourth of July parade.

The LAX community outreach team — Airport Police bicycle officers and cadets, Volunteer Information Professionals (VIPs), Pets Unstressing Passengers (PUPs) and Community Relations — represented the airport family with its "Flying Back in Time" entry. The entry featured staff and volunteers who help travelers navigate the airport; adorable pups with wagging tails who help ease traveler's anxiety; and cadets carrying signs with the names of air carriers. To view additional parade pictures, visit LAX Community Relations' Facebook, Instagram and Twitter pages to see all of the great ways we partner with our community!



Stephanie Sampson

## LAWA 2017 Calendar Photo Contest Runs Through September

Project LiftOff is looking for the best airport-related photographs from LAX, VNY and ONT to be included in the 2017 LAWA Calendar. Contest photos must be taken by active or contracted LAWA employees or VIP members, and need to be from 2015-16. The deadline to enter is Sept. 30. For complete rules and more information on the photo contest, visit [http://insidelawa/uploadedFiles/Project\\_LiftOff/2017%20LAWA%20Calendar%20Photo%20Contest%20Rules.pdf](http://insidelawa/uploadedFiles/Project_LiftOff/2017%20LAWA%20Calendar%20Photo%20Contest%20Rules.pdf)

## AEROGRAMME

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## My Best Shot



**Gaby Pacheco** of LAX Community Relations shares a history lesson from her trip to Paris: "The Flame of Liberty (Flamme de la Liberté) represents the culmination of the International Herald Tribune's 100th anniversary of publishing an English-language daily newspaper in Paris. The monument located near the northern end of the Pont de l'Alma is a lasting symbol of the friendship uniting the two countries, just as the Statue of Liberty itself was, when it was given to the U.S. by France." Unofficially, it has become a memorial to the late Diana, Princess of Wales, who was killed in a 1997 car crash nearby.