

AEROGRAMME

NEWSLETTER FOR THE EMPLOYEES OF LOS ANGELES WORLD AIRPORTS

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LAX LAMP



LIGHTING LAMPS — City Planning Associate **Angelica Espiritu** (left) and Admin Clerk **Ohassy Cruz** (right), both from the Environmental Programs Group, provided workshop attendees a wide variety of LAMP information.



COMMUNITY ENGAGEMENT — Consultant **Lisa Trifiletti** describes LAMP to attendees of a Westchester-area community workshop.

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LAXceptional
Xperiences

LAX Landside Access Modernization Program (LAMP) Enters Draft Environmental Impact Report (DEIR) Stage

Los Angeles World Airports (LAWA) released the Draft Environmental Impact Report (DEIR) for the Los Angeles International Airport (LAX) Landside Access Modernization Program (LAMP) on Sept. 15, 2016, marking the next step in the environmental review and clearance process for LAMP that began in 2014. This began a 45-day public review and comment period that was extended 15 days to November 15, 2016, in response to community requests.

The DEIR studied the LAMP, which includes a 2.25-mile Automated People Mover (APM), a Consolidated Rental Car Center (CONRAC), two Intermodal Transfer Facilities (ITF), roadway and highway upgrades, transportation management policies, and related plan amendments and other entitlements. The DEIR examines potential community impacts and suggests possible mitigation measures to address those impacts. "The release of the Draft EIR is an important

milestone for LAX and the entire region," said LAWA Chief Executive Officer **Deborah Flint**. "We want to hear from the community, airport users, and area stakeholders about how LAMP can improve ground transportation at LAX, reduce traffic congestion, and directly connect to the Metro regional transit system."

Included in the EIR are cutting-edge sustainability measures that will be implemented as part of the comprehensive LAMP project. These include identifying program elements for solar power, renewable energy and use of reclaimed water.

"LAMP encompasses sustainability in design and construction," said Flint. "Los Angeles is a national leader in sustainable construction, and the modernization of LAX will provide yet another opportunity to raise the bar."

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My Best Shot



THEMATIC SETTING — The Automated People Mover (concept rendering) will pass through the Central Terminal Area.

LAX LAMP Enters DEIR Stage

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The LAMP DEIR can be viewed at <http://www.connectinglax.com/draft.html>, in addition to six locations throughout the LAX community. Two community workshops were also held this month, which provided the public an opportunity to ask questions directly to LAWA staff and consultants, as well provide written comments on the DEIR.

The LAMP is designed to relieve traffic congestion within the LAX Central Terminal Area and on surrounding streets; improve the travel experience for passengers; provide connection to the regional Metro light-rail system at the Airport Metro Connector station at 96th Street/Aviation Boulevard; reduce vehicle emissions and improve air quality for communities adjacent to LAX; and transform LAX into a modern, state-of-

the-art airport servicing passengers, employees and neighbors. The project would be built in phases with construction of the APM, ITFs, CONRAC, and initial roadway improvements set to begin in 2017 and 2018 and become operational in 2024. The other LAMP elements would begin in 2025.



SKY WALKER — New sky walkways (concept rendering) will connect terminals directly to the Automated People Mover.



RENT-A-CAR — The CONRAC (concept rendering) will offer a number of car rental options to LAX visitors, all under one roof and connected by the APM.

ARRIVALS

Los Angeles World Airports welcomes the following new employees who started work in October:

Jacob Adams, Senior Airport Engineer II, Capital Programming & Planning

Lamont Akens, Vocational Worker II, Terminal 2

Troy Allen, Communications Info Rep, Maintenance Incident Command Center (FMG)

Aranies Andrews, Jonathan Garcia, Vocational Worker II, Terminal 3

Kellyjo Arthurs, Management Assistant, Airport Police Division – Civilians

Narmin Awad, CASW, Human Resources Services

Hezkeal Ayele, Senior Auditor, Revenue Audit & Payroll Operations

Graig Bailey, David Ibrahim, Wilfredo Morales, Building Operating Engineer, Central Utility Plant

Kassandra Barajas, Brody Bernard, Richard Mock, Marcus Moore, Marcus Nance, Vocational Worker II, TBIT

Wajied Bayan, Carpenter, Building Repair

Steven Boyer, Student Professional Worker, Business & Job Resources

Jesus Bravo, Sophia Mascorro, Jade Young, Administrative Clerk, Maintenance Services Division

Gary Buchanan, Erik Martini, Mechanical Repairer, Facilities & Technical Services

Miguel Buenrostro, Heavy Duty Equip. Mechanic, ONT Maintenance Services

Crystal Canedo, Administrative Clerk, Facilities & Technical Services

Irvin Carbajal, Daniel Dennis, Administrative Clerk, Airport Police Division – Civilians

Jose Carlos, Management Assistant, Airports Development

Theodore Clausell, Gardener Caretaker, Facilities Services

Jose Covarrubias, Heavy Duty Truck Operator, Concrete Construction

Darcy Driscoll, Senior Administrative Clerk, Emergency Management

Crystal Edwards, Senior Administrative Clerk, Human Resources Services

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Two New Councils Launched To Champion LAXceptional Xperiences



By *Barbara Yamamoto*,
Chief Experience Officer,
Guest Experience Team

When it comes to creating exceptional experiences on an ongoing basis for the millions of people who come through LAX, it truly takes a village. It can't be done by just one airline, one concessionaire or one shuttle bus at a time. The effort must be a collaborative one, made up of everyone across each and every service.

Collaboration, communication, and information sharing are crucial to successfully establishing a shared vision: one airport community working together to serve its guests. Rather than being seen as multiple providers working independently to deliver separate services, guests should see those services delivered seamlessly as one offering by "one airport." We achieve this by coordinating our efforts to put guests first.

To do that, we've created two new councils to guide our efforts. The first is the Guest Experience Partners Council, which is comprised of representatives from the LAX service-delivery chain,

including the Transportation Security Administration, Customs and Border Protection, airlines, concessionaires, service providers, and LAWA executives. The second is the Guest Experience LAWA Council, which is comprised of key internal stakeholders who play a major role in affecting change and improving the guest experience. The goal of both councils is to enhance the overall airport experience and improve guest satisfaction through collaboration and partnerships.

Both Councils will meet monthly to share thoughts on innovative approaches to delighting guests and energizing airport staff to enhance the guest experience. That translates to happier guests, which benefits everyone's bottom line.

As champions of the guest experience, these Councilmembers will help shape our collective ability to get right the all-important basics of travel. We will be better able to delight our guests with innovative services, amenities, and "LAXceptional Xperiences" that demonstrate the excitement of Los Angeles and the welcoming warmth of Southern California.

The Guest Experience LAWA Councilmembers

Paula Adams (Human Resources), **Mary Albers** (Administration), **Shana Alexander** (Airport Police), **Carmen Bianchi** (Planning & Development – CALM), **Glenn Cabrera** (Airport Police), **Manuel Cheng** (Maintenance & Service Division), **Gadelynn Gaddi** (Guest Services), **Mary Grady** (Public Relations), **Brian Haig** (Office of CEO), **Erin Henning** (Procurement), **Dawn Hunter** (Commercial Development Group), **Tonya Jarvis** (Planning and Development Group), **Eve McEaney** (Operations), **Christian Moreno** (Operations), **Ralph Morones** (MSD), **Marie O'Kelly-Greene** (Guest Services), **Karla Ortiz** (Airport Police), **Viji Prasad** (Operations), **Joseph Ranoia** (APD – Badging), **Alicia Robertson** (Planning/Dev – CALM), **Larry Rolon** (ADA), **Denise Sample** (CDG), **Shirlene Sue** (Permits), **Barbara Yamamoto** (Guest Experience), **Amy Willard** (Guest Experience), **Tomi Brent** (Guest Experience), **Marques Nelson** (Guest Experience)

ARRIVALS

(Continued from Page 2)

Roberto Estrada, Mechanical Helper,
Fleet Maintenance

Eliseo Galarza, Senior Gardener,
Facilities Services

Braulio Gomez Sandumbi, **Richard Gonzalez**, **Joycette Herndon**, **Lousylvia Lockhart**, **Wilson Mendez Palma**, Bus Operator, Bus Operations

Christian Gonzalez, **Antonio Holley**, **Jose Ramirez**, Vocational Worker II, Terminal 4

Michael Govea, **Kevin Kong**, **Ryan Page**, **Victor Reyes**, Airport Superintendent of Ops, Airport Operations Services

Victoria Hu, Student Professional Worker, Business & Jobs Resources

David Jenkins, Heavy Duty Truck Operator, Recycling

Richard Justiniano, Plumber, Facilities & Technical Services

Seung-Hyun Kim, Sr. Real Estate Officer, Leasing & Development

Rex Lee, Management Assistant, Real Estate Services

Stephan Makuch, Construction Inspector, Construction Inspection Division

Nicholas Martin, Warehouse/Toolroom Worker, Fleet Maintenance

Romany Metry, Construction Inspector, Construction Inspection Division

LaTosha Pruitt, **Jovanny Rodriguez**, **Amanuel Rondeau**, **Terri Ross**, **Arlisha Walker**, **Jose Valenzuela**, Vocational Worker II, Terminal 5

Hector Ramirez, **Jimmeness Robottom**, **Jasmine Sharp**, **Brandon Van Hook**, **Jacquye Williams**, Vocational Worker II, Terminal 6

David Reed, CASW, Human Resource Services

Gabriel Rios, Upholsterer, Building Repair

Michelle Upshaw, Senior Personnel Analyst, Human Resources Division

Petronilo Villafana, Civil Engineering Drafting Technician, IT - Infrastructure

Julian Wan, Management Assistant, Maintenance Services Division

Kody Wohlgang, Communications Electrician, IT – Infrastructure

Airport Police's Worthy Observations of the Month

The civilian staff and sworn officers of Los Angeles Airport Police work every day to ensure the safety of the airport community and its patrons. Here is this month's list of "Worthy Observations of the Week:"

- Traffic Officers **Andrew Moore** and **Carina Valdivia** rescued a driver from a single-car accident on Imperial Highway on September 8. Assisted by Airports Maintenance Supervisor **Michael Hendricks**, who stopped before the officers' arrival, Traffic Officer Moore tended to the unconscious driver while Traffic Officer Valdivia radioed for police and paramedic assistance. Their collective efforts saved the life of a retiree from LAWA's Maintenance Services Division.
- K-9 Officers **Daniel Gardea** and **Luis Zenteno** and Officers **Lacy Justice** and **Richard Shrode** rescued a suicidal young man from the 96th Street bridge. Following Officers Gardea and Zenteno's engagement with the young man, Officers Justice and Shrode assisted them in taking the young man into custody. The young man was transported to a psychiatric facility for treatment.
- Traffic Officer **David Price** chased down a shuttle bus to recover a purse left by a recently deplaned visitor to Los Angeles. The visitor said that Traffic Officer Price's actions "righted my world for me. I look forward to coming back [to LA] again because I know I am in caring hands."

VNY'S Diana Sanchez To Be Honored With "Pillar of the Community" Award

By Brandon Nunn, Airport Guide, VNY Public & Community Relations

Van Nuys Airport's Public & Community Relations Director **Diana Sanchez** will be honored with the "Philip 'Flip' Smith Pillar of the Community Award" by the Mid Valley YMCA for her continuing contributions as an active community partner and as a leader in local outreach and educational initiatives. She will accept the award at the upcoming 13th Annual Mid Valley YMCA Annual Gala event to be held at the Castle & Cooke Aviation facility at VNY on Nov. 17.



At VNY since 2007, Sanchez has played an integral role in building community relations through her involvement with Team LAWA, bringing the Aviation Careers Education (ACE) Academy to VNY, and expanding the annual Job Shadow Day. She has also helped foster partnerships with local community groups like the Greater Van Nuys Rotary Club, local chambers of commerce, the Valley Industry and Commerce Association, and the YMCA. Prior to her appointment at VNY, she served as a Principal PR Representative for LAX Community Relations.

LAX Community Relations To Host Day of Discovery Community Aviation Event in November

Day of Discovery, co-sponsored by LAX Community Relations and Loyola Marymount University (LMU) in partnership with The Boeing Company, is a community aviation and aerospace event designed to educate, inspire, and explore. The second annual event will be held on Sunday, November 6 from 12 noon to 3 p.m. in University Hall at LMU.

representatives of aviation and aerospace organizations. The event will also include educational breakout sessions, as well as a hands-on science challenge for youth ages 11-18. The final hour will feature guest speaker Dr. Anna Fisher, NASA astronaut and a San Pedro hometown hero, who was a mission specialist on STS-51A aboard the Space Shuttle Discovery.

The first two hours of the event features a booth expo where attendees can meet

For more information, visit www.lawa.org/dayofdiscovery.

AEROGRAMME

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My Best Shot

Janice Batson of LAWA's Finance and Budget Division submitted this beautiful shot of the Winter Palace and the Hermitage Museum in St. Petersburg, Russia. It was the official residence of Russian tsars until its conversion to a public museum in 1917.