

AEROGGRAMME

NEWSLETTER FOR THE EMPLOYEES OF LOS ANGELES WORLD AIRPORTS

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Team LAWA

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Little Century
Boulevard

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My Best Shot



TEN-FOUR— Director of Airports Administration **Paula Adams** (right) discusses how Edge4Vets can bolster the airport community's emergency effectiveness, as Edge4Vets Founder **Tom Murphy** (left, at podium) describes the program's mission, function, and structure.



LAX's FINEST— Airport Police Officers **Tia Moore** (left) and **Alicia Hernandez** (right) with Edge4Vets Founder **Tom Murphy**. Officer Hernandez shared her experience as a returning veteran with the audience.

Photos by Iridian Carranza

Edge4Vets to Connect Veterans With Airport Job Opportunities

LAWA's support of organizational excellence took a major step forward in January as it welcomed the Edge4Vets program to LAX. The program, which is in its pilot phase at LAWA, aims to connect veterans with jobs at LAX-wide partners through interview coaching, seminars, and face-to-face meetings with airport employers. The program's goal is to empower veterans with skills and insights they can apply during the hiring process, and ultimately to starting a career. LAX is one of only four airports to offer the Edge4Vets program, and the first at a West Coast airport.

"Edge4Vets will accelerate vets into the LAX workforce to help vets find fulfilling careers," said Edge4Vets Founder Tom Murphy, who sees the partnership as a mutual win for veterans and LAX. "The program also helps LAX by adding quality employees, who bring skills operating in emergencies, and thus can make the airport safer for travelers."

Director of LAWA Airport Administration **Paula Adams** agreed. "Not only do veterans make excellent employees, many of them arrive already trained." She also noted how Edge4Vets could help LAWA find qualified individuals to fill positions left by recent retirees.

"Over two years, LAWA has hired upwards of 900 temporary and full-time employees as we try to keep pace with employees who retire, promote or otherwise leave," she said. "But we still have almost 500 vacancies, and our airport community has vacancies to fill too. Using the Edge4Vets program to connect job-ready candidates to airport jobs provides dual benefits to airports. The employer gets quality employees who perform at a high level. The airport gets veteran workers who perform well under pressure and in emergencies."

The program consists of two workshops. The first teaches veterans how to talk about their

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Edge4Vets to Connect Veterans with Airport Jobs

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military skills and experience in ways that resonate with civilian audiences, especially recruiters and HR professionals. For example, Murphy says, some military service members might describe their abilities in the context of their assigned job, even though they exercised a number of additional skills needed to accomplish that job. “The skill was always there,” Murphy said of one program participant, “but he wasn’t talking about it” in a way that an employer would understand.

The second workshop, which connects veterans to jobs, will feature collaboration with LAWAs Business and Jobs Resources Center’s Jobs@LAX and two dozen airport employers participating in the program. As part of this workshop, employers send their own employees as “mentors,” providing veterans with

constructive feedback on their job searches. These new insights and relationships can help veterans become “job ready” as they re-enter civilian life.

Edge4Vets began in 2011 at Fordham University, and has expanded through a number of universities throughout the East Coast. In 2014, the program partnered with Airports Council International-North America to create a program specifically tailored to airports.

If you know a veteran who would like to participate in Edge4Vets, he or she can email: hiringprograms@lawa.org. More information about the program can be found at <http://edge4vets.com>.

LAX Community Relations Celebrates Holiday Mixer



Photo by Ken Pham

MIXING IT UP—LAX Community Relations hosted its first annual Holiday Mixer on December 20, at the Flight Path Learning Center and Museum. The event was attended by 120 people, which included community members and LAWA staff. Entertainment was provided by Senior Personnel Analyst II **Marie O’Kelly-Green**

and her choir, Genesis - The Balm, in the Main Gallery, as well as by LAX Kiwanis Club members Raul Matute and Joe Houston, who provided additional musical entertainment on piano and vocals, respectively, in the museum’s LAX Room. From left to right: Airport Environmental Manager I **Scott Tatro**, LAX Area

Advisory Committee Member **Jim Withrow**, El Segundo Chamber of Commerce Executive Director **Marsha Hansen**, LAX Area Advisory Committee member **Dick Croxall**, former El Segundo Mayor **Carl Jacobson**, Mercury Air Cargo Administrative Assistant **Marcia Gatz**, and LAX Noise Roundtable President **Denny Schneider**.

Van Nuys Hosts Toy Drive For Penny Lane Centers

By Keri Milos
Airport Guide
VNY Community and Public Relations

Van Nuys Airport's Team LAWA conducted a Toy and Gift Drive for Penny Lane Centers as part of its holiday outreach in December. With six locations, the centers play an important role in helping people whose lives are impacted by mental health, homelessness, and abandonment.

A wide variety of toys and gifts were collected at VNY, and each donated item included an additional special gift. These donations helped brighten the holidays for the center's youth and their families.

Founded in 1969, Penny Lane Centers is a non-profit organization that serves abused and neglected children in the Los Angeles area. What started out as a group home for a handful of adolescent girls, the original center has grown into a multi-service organization that serves thousands of children by providing access to foster care, adoption services, transitional/permanent housing for former foster youth, and mental health assistance.

For information about the Centers, please visit <http://www.pennylane.org/wpennylane/>.

Emergency Preparedness Expo Coming Feb. 28 - March 2

LAWA's Emergency Management Division is hosting the first Emergency Preparedness Expo over three days, February 28 through March 2. The expo provides an opportunity for employees to enhance their personal and family preparedness and effectiveness in the event of an emergency. Everyone with a LAWA or affiliated badge is welcome, including employees of LAWA, airlines, concessionaries, tenant contractors and sub-contractors.

The event spans three days at three different locations and times, so employees can attend the location and at the time convenient to them.

- Feb. 28, 10:30 a.m. to 7:30 p.m.: Across from the Tom Bradley International Terminal, on the lower level between Parking Structures 3 and 4.
- March 1, 8 p.m. to 12 a.m.: United Airline's East Hangar at Taxiway C4.
- March 2, 10 a.m. to 2 p.m.: The parking lot of 7300 World Way West (across the street from the LAX Badge Office).

The expo will include several safety demonstrations. Attendees will learn how to develop their own family emergency plan and emergency kits. Some notable attractions include cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED) demonstrations, earthquake simulators, and display of Airport Police's emergency response vehicles. Additionally, city, county, and non-profit agencies will provide information and tips for assisting people with cognitive or physical disabilities, and pets.

Attendees will enjoy free food and giveaways, and custom-made LAWA Emergency Go Kits will be awarded to attendees who visit at least eight booths.

ARRIVALS

Los Angeles World Airports welcomes the following new employees:

Anthony Aguilar, Street Services Worker – Concrete Construction

Conrad Alumia, Student Professional Worker – Business & Job Resources

Steve Araujo, Alphonso Orozco, Construction Equipment Service Worker – Fleet Maintenance

Shatana Bacon, Personnel Analyst II – Human Resources Services

Clarence Braithwaite, Nancy Cuadras-Jimenez, Administrative Clerk – Maintenance Services Division

Tiffani Cameron, Ian Mackins, Markus McQueen, CASW – Human Resources Services

Mark Casas, Carpenter – HH – ONT Maintenance Services

Eilyn Castillo Mora, Vocational Worker – Human Resources Services

Charles Cofield, Mary Dacayanan, Rainasha Harris, Skylr Mims-Emanuel, Eadrina Stubblefield, Airport Guide – CTA GEMs

Christopher Elder, Warehouse and Toolroom Worker – Procurement Services

Regielito Figueroa, Senior Accountant II – Capital Programming & Planning

Cheyne Gusmeroli, Painter – Building Repair
Arnie Hernandez, Equipment Mechanic – Fleet Maintenance

La Toya James, Senior Administrative Clerk – Capital Programming & Planning

Chanel Knight, Administrative Clerk – Human Resources Services

Miguel Lorea, Irrigation Specialist – Facilities Services

Gina Maresca, Administrative Clerk – Airport Permit Services

Shawnte Mayes, Mikesha Mingo, Delano Stevenson, Communications Info. Representative – Airport Police – Communications

Raul Melendez, Franco Padron, Roofer – Building Repair

Manuel Monteverde, Su Kyung No, Kristina Tolentino, Christopher Zavala, Management Assistant – Airport Permit Services

Joseph Rogers, Cement Finisher Worker – Concrete Construction

Victor Serrato, Heavy Duty Truck Operator – Concrete Construction – Management Assistant

Shannon Weathersbee, Airport Police Officer I – Airport Police – Sworn Officers

Ana Burton, Emergency Mgmt. Coordinator II – Emergency Management

Team LAWA Decorates City's Rose Parade Float; Volunteers Over 570 Hours in 2016

By *Gabriela Pacheco*
Principal PR Representative
LAX Community Relations

The spirit of community service is alive and well at LAWA, as 31 airport employees and guests drove in chilly, rainy weather to Irwindale to decorate the City of Los Angeles' "Follow the Sun" float on Saturday, December 31. The float debuted on January 2 at the Tournament of Roses Parade in Pasadena.

Team LAWA volunteers included LAX Public Relations Director **Nancy Castles** and daughter Laura; Senior Management Analyst I **Georginnah Navarrete** (Commercial Development Group);

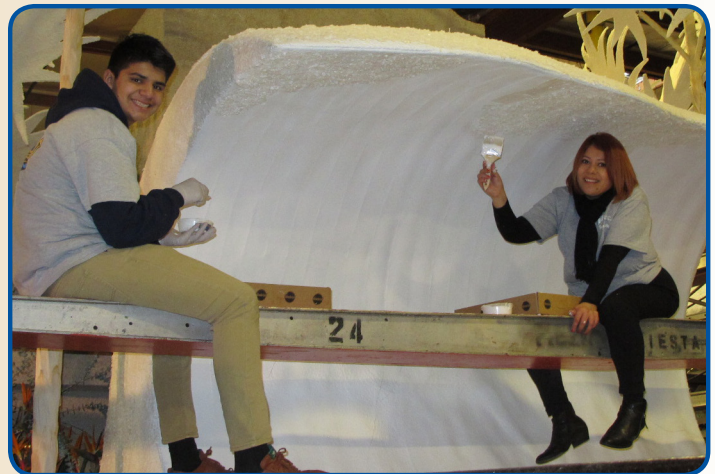
Programmer Analyst V **Mel Cabral** (IMTG – Business Applications & Support); Accounting Clerk II **Michelle Acquah** (Financial Reporting); Principal Accountant **Myrna Tecson** and Management Analyst II **Sharon Jackson** (Finance and Budget); Senior Accountant **Vicky Lit** (Financial Reporting); Administrative Clerk **Josephine Serrano** (Human Resources Services); GIS Specialist **Amber Huu** (IMTG – GIS Support Services); Management Analyst II **Paula Miura** (CPPE Group); Senior Administrative Clerk **Susie Gutierrez** (LAX Airport Operations); Management Analyst **Adriana Renteria** (Administration); Secretary **Genevieve Santiesteban** (Maintenance Services Division); Database Architect **Anita Tan**

(IMGT – Business Applications & Support); Systems Analyst **Larry Genuth** (IMTG – IT Infrastructure); and Senior Administrative Clerk **Laura Chittum** (Board of Airport Commissioners).

Team LAWA also announced that it volunteered a total of 576 hours in 2016. These hours included cleaning up the LAX Dunes, participating in the March of Dimes, and gift wrapping during the holidays, just to name a few activities. These outreach efforts demonstrate LAWA's commitment to service, and also reminds us that "sustaining a strong business" means giving back to the communities we serve throughout Southern California.



GREEN THUMB—Database Architect **Anita Tan** (IMTG) sifts through branches to find the perfect addition to the "Follow the Sun" LA City float.



PAINTING WAVES—Senior Administrative Clerk **Susie Gutierrez** (right) and her son **Adrian** add coconut shavings to a wave, which comprised the beach environment of the float.



SEAL OF APPROVAL—Senior Accountant **Vicky Lit** of Financial Reporting Division puts the final touches on the LA City seal.



SURF LA—Systems Analyst **Larry Genuth** of IMTG – IT Infrastructure "hangs ten" as he decorates L.A. City's float.

Photos by Gabriela Pacheco

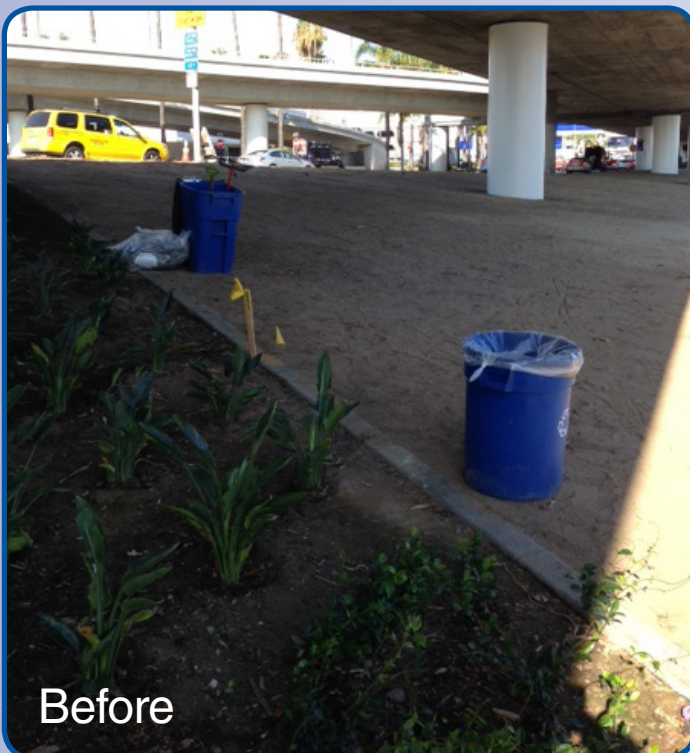
LAX Landscape Shop Beautifies LAX Sustainably



Photo by Frederick Badlissi

DROUGHT TOLERANT—Maintenance Services Division's Landscape Shop (pictured above, left) introduced drought-tolerant landscaping to the area between LAX's Century Boulevard entrance and Sky Way, also known as "Little Century Boulevard." The project, which took six weeks to complete, helps LAX continue to reduce its overall water consumption, which has decreased each consecutive year

since 2011. Back row, from right to left: Gardener Caretakers **Steven Alvarado** and **Alejandro Gamboa**. Center row, from left to right: Gardener Caretakers **Jesus Cortez**, **Yasmyna Beceiro**, **Cesar Pedroza**, **Ionela Martinescu**, and Senior Gardener **Taiji Nakamoto**. Front row, left to right: **Ricardo Perez**, **Pete Zavala**, and **Arthur Marquez**. Not pictured: Gardener Caretaker **Jerry Green**.



Before



After

Photos by LAX Landscape Shop

Guest Experience Offers New Year's Resolution

By Barbara Yamamoto
Chief Experience Officer
Guest Experience Team

Looking back briefly at 2016, there were many great examples of enhancing the guest experience from throughout LAX and VNY. Whether it's Airport Police assisting a guest in need or the Planning & Development Group building the next generation of gold-standard airports, our airport community is entering 2017 on a high note!

But we want to go higher, so we're making some resolutions for the New Year. If you don't have any yet, don't worry, because we're giving you a freebie: "Create exceptional experiences for your guests and your airport community." This resolution will not only help you stay aligned with our strategic plan to deliver gold-standard airports, but also provide a helpful reminder that the guest experience is part of everyone's job, no matter your job title or function.

Great guest experiences start at the decision level. To help you make the best decisions, we're sharing a list of



things to think about while you make those decisions that influence the guest experience. Use them to benchmark your progress throughout the year:

First, consider the effects your decisions will have on our guests. Your choices affect more than just you. Once your job is done, how will the result make customers feel? Will that feeling be positive or negative? Just a minute of thought beforehand can help ensure you make the right decision.

Second, think of how our guests perceive the airport. Not only do they see our work, but they can hear, smell, touch, feel, and even taste it too. What will guests see? Hear? Smell? Taste? Touch? Feel? That's up to you, and we want you to present an airport that everyone can appreciate.

Third, we all want LAX and VNY to reflect good work, but they should also

project the best of what Los Angeles can offer visitors and residents alike. Do your decisions help cast Los Angeles in a positive light?

Fourth, don't fear collaboration. Have you consulted with the appropriate groups within LAWA and the airport community who will be impacted by your actions? Have they been briefed and/or consulted?

And last but not least, we all have to evaluate our work. How will you measure or track your efforts to increase guest satisfaction?

As you go through your day, constantly ask yourself, "How can I create an exceptional experience for my guests?" Together, as we all stay mindful of the decisions we make, we can make a huge difference in moving the guest experience needle.

AEROGRAMME

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My Best Shot

BLUE SKIES—Public Relations Specialist **Frederick Badlissi** submitted this shot of the Tai He Dian, or "Hall of Supreme Harmony," the main hall of the outer court of the Forbidden City in Beijing. The hall, built in 1420, hosted ceremonies during the Ming and Qing dynasties, which included Lunar New Year celebrations.