

AEROGRAMME

NEWSLETTER FOR THE EMPLOYEES OF LOS ANGELES WORLD AIRPORTS

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My Best Shot



Photo Courtesy of the Mayor's Office

INNOVATION LANE—From left: Advisor to the Deputy Mayor **Bob Stone** accompanies Database Architect **Leon Leung**, Executive Director for Budget & Innovation **Miguel Sangalang** (at podium), Programmer Analyst V **Rolando Serna**, Systems Programmer III **Fabian Raygosa**, Programmer Analyst III **Carlos Zuccarini**, Programmer Analyst V **Sika Touch**, LAWA Chief Executive Officer **Deborah Flint**, LAWA Chief Information Officer **Aura Moore**, LAWA Chief Innovation and Technology Officer **Justin Erbacci**, and Information Systems Manager **Raymond Siu**. Sangalang stated that the award is meant to give recognition to those “hidden heroes in public service.”

LAWA’s Airport Police and IMTG Divisions Receive Mayor’s Civic Innovation Awards

Los Angeles World Airport’s (LAWA’s) Airport Police Division (APD) and Information Management & Technology Group (IMTG) were honored with the Mayor’s Civic Innovation Award during a Board of Airport Commissioners meeting on March 2. APD received the honor for its Homeland Security Section (HSS) Intel Unit, and IMTG was recognized for its LAX Parking Structure Status (LAX PSS) web app.

The HSS Intel Unit is credited with enhancing APD’s analysis capability by allowing it to gather and evaluate intelligence faster and more efficiently. The added intelligence-processing capacity has reduced APD’s reliance on second-hand intelligence reports. The unit also works together with other law enforcement fusion centers, including the Joint Regional Intelligence Center, the Joint Terrorism Task Force, and the Federal Bureau of Investigation’s Counterterrorism Threat Squad.

The five-member team includes APD Officers **Yves Dider**,

Eric Foehner and **Ellen Kuo**; and Intel Analysts **Anthony McGinty** and **Michelle Sosa**.

Assistant Airport Police Chief **Ethel McGuire** said that the unit is unique among airports. “Because of this innovative idea, [the unit’s] philosophy has been adopted as a ‘best practice’ at airports around the nation,” she said.

IMTG’s LAX PSS web app gives real-time parking structure occupancy information at each of LAX’s seven parking structures and Parking Lot “C.” The tool also uses data from Google Maps and Waze to help guests plan trips to the least occupied structure. It can be found at <http://online.lawa.org/laxMapAlerts/available.aspx>.

The app was built by IMTG’s Digital Team, which includes Information System Manager III **Remedios Aquino**, Programmer Analyst V **Mel Cabral**, Database Architect **Leon Leung**, Systems Programmer III **Fabian Raygosa**,

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Mayor's Civic Innovation Awards

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Programmer Analyst V **Rolando Serna**, Information Systems Manager **Raymond Siu**, Programmer Analyst V **Sika Touch**, and Programmer Analyst III **Carlos Zuccarini**.

LAWA Chief Innovation and Technology Officer **Justin Erbacci** praised the team's performance, and congratulated them for being at the forefront of digital innovation. "We hope to be up here many more times," he said.

The Mayor's Civic Innovation award recognizes city employees who rethink traditional approaches and deliver smarter, faster and better services to the city's residents, businesses, and visitors. The award is administered by the Mayor's Office of Budget and Innovation, and includes a certificate of recognition and a pin designed by the Mayor himself.

The award has been presented to LA City employees for a variety of innovations, including local bike-based library book delivery and implementing new technologies to reduce energy usage in city buildings.



Photo Courtesy of the Mayor's Office

EYE IN THE SKY—From left: Advisor to the Deputy Mayor **Bob Stone** accompanies Assistant Airport Police Chief **Ethel McGuire**, Intel Analyst **Anthony McGinty** (Non-LAWA), LAWA Chief Executive Officer **Deborah Flint**, Intel Analyst **Michelle Sosa** (Non-LAWA), and Officers **Ellen Kuo**, **Yves Dider**, and **Eric Fohner** as the HSS Intel Unit accepts the award.

Aerogramme Thanks Public Relations Director Nancy S. Castles for 21 Years of Service



Photo by Charles Pannunzio

THANK YOU—Airport Public and Community Relations Director II **Nancy S. Castles** (second from right) celebrates her retirement with LAX Public Relations staff from past and present. As LAX's Public Relations Director for 21 years, Castles became known for her professionalism, institutional knowledge of everything LAWA, and an enviable ability to stay cool under pressure. Castles also served as the Aerogramme's Editor in Chief, where as copyeditor extraordinaire, she made short work of typos, misaligned headlines, and uncredited photos, often late into the night. Perhaps more importantly, Castles committed herself to producing an Aerogramme that reflected LAWA employees and the great work they do every day, and to instilling that sense of duty in every employee who has worked on the publication to date. For these reasons, and so many more, the Aerogramme thanks Castles for her outstanding contributions and unwavering dedication. Also pictured, from left: Senior Clerk Typist **Sherell Palmer**, Secretary **Diane Baker**, Public Relations Specialist II **Katherine Alvarado**, and Department of Water and Power Senior Public Relations Specialist **Albert Rodriguez**.

Guest Experience: Modernizing More Than Just Facilities

By *Barbara Yamamoto*
Chief Experience Officer
Guest Experience Team



Did you know that LAX is spending almost \$3 million each day as part of its \$14 billion capital improvement program? That's a lot of money, but it's in service of our mission: to serve the world; to connect people, places and cultures; and to deliver gold-standard airports.

However, new facilities in and of themselves will not assure that LAX provides exceptional service on an ongoing basis. In fact, according to a recent LAX-focused feature in *Governing* magazine, "Terminal improvements can only go so far in making customers happier. Only 30 percent of passengers' satisfaction is associated with the structure itself."

Between projects like the Midfield Satellite Concourse and the proposed Landside Access Modernization Program (LAMP), we're well on our way to creating world-class facilities. What we can't forget to do, however, is to go beyond the brick and mortar by providing world-class service.

The most important element in providing that world-class service comes from efforts made by world-class people. As an airport community, we become world-class people by consistently demonstrating an unwavering commitment to our guests safety, comfort, and experience. That's what we call "the human element," and it's worth the investment.

Investing in the human element isn't just a "feel-good" exercise. It's

about good business. Happier employees are more engaged, come to work more often, are more productive, and put out a better product. That investment, in turn, can result in happier customers who spend more time and money at airports, according to studies by JD Powers, Airports Council International, and the American Association of Airport Executives. Consider these statistics:

- 65 percent of customers have cut ties with a brand over a single bad experience.
- 13 percent of customers who have a bad experience will tell at least 15 people about it.
- Poor customer service costs U.S. businesses approximately \$41 billion every year.
- Happier customers spend more money. (Disappointed airport customers spend \$14.12; delighted airport customers spend \$20.55.)
- Companies that prioritize customer service can see 12 times the return on sales over companies that don't.
- 50 percent of product investment projects will be for customer-serviced innovations.

Providing exceptional service is what sustains an exceptional business, whether it happens inside a terminal, on our website, or through emails and phone calls. Make everything you do at LAX truly exceptional.

ARRIVALS

Los Angeles World Airports welcomes the following new employees starting work in March:

Frances Bellot – Senior Management Analyst – Airport Police Division – Civilians

Andrea Brackett, Brittnae Jackson, Travona Jackson – Administrative Clerk – Human Resources Services

Amy De Leon Carrillo, Gregory Gallagher, Amirah Muhammad – CASW – Human Resources Services

Jaime Alexander Castano, Jewel Farhi Hughing, Orlando E. Pech, Ricardo Reyes, Fabian Romero, Ceaser Jonathon Silva – Security Officer – Airport Police Division – Security Officers

Mark Frederick Cumbess – Airport Maintenance Supervisor I – Maintenance Services Division

Celeste De Leon – Executive Administrative Assistant II – Executive Directors

Cathleen Mayor DeLeon – Student Professional Worker – Business & Job Resources

Evan Enfiajian-Poellnitz, Brittany Scaggs – Management Assistant – Human Resources Division

Christopher Guerra, Lindsay Hammill – Management Assistant – Maintenance Services Division

Jason Harris – Senior Management Analyst – Landside Business Management

Diana Oi Kwan Ho – Management Assistant – Capital Programming & Planning

Myleah Nache Jones – Senior Administrative Clerk – Capital Programming & Planning

Fipe Leilua – Planning Assistant – Environmental Programs Group

Keith Medina – Elevator Mechanic Helper – Facilities & Technical Services

Stella Marie Mendoza – Payroll Supervisor I – Revenue Audit & Payroll Operations

Munec Chantell Nelson – Senior Administrative Clerk – Procurement Services

Phil Hyun Park – Airport Police Officer I – Airport Police Division – Sworn Officers

Manuel De Jesus Ramirez – Communications Electrician – IT Airport Systems

Adriana Soto – Administrative Clerk – Planning & Development

Nadine Warren – Administrative Clerk – Airport Police Division – Civilians

LAX Community Relations Hosts Annual Job Shadow Day

By Harold Johnson
Principal PR Representative
LAX Community Relations

Los Angeles International Airport (LAX) hosted its annual Job Shadow Day on February 23, giving students the opportunity to work alongside a mentor through a normal day on the job at the world's second busiest airport. Students shadowed employees who work in accounting, airlines, airfield operations, aviation services, aviation law enforcement, business administration, engineering, and information technology.

Coordinated by LAX Community Relations, mentors were recruited from LAWA, airport tenants and airlines. Approximately 60 students from Saint Bernard High School and Orville Wright Middle School in Westchester and (Judge) Albert F. Monroe Middle School in Inglewood participated.

"Job Shadow Day provides an up-close look at how the skills learned in school are applied in the workplace," said Deputy Executive Director for External Affairs **Trevor Daley**.

"[The event] gives them a chance to interact one-on-one with mentors, opening their eyes to the fact that there is a wide range of careers in aviation that support commercial aviation and without this support, the planes sometimes literally don't get off the ground."

In addition to Job Shadow Day, LAX Community Relations also offers the year-

round Gateways Student Internship Program for college students in various fields. For more information, visit <http://www.lawa.org/bjrc/Educationoutreach>.



Photo by Harold Johnson

EXECUTIVE CAREERS—LAWA Deputy Executive Director for External Affairs **Trevor Daley** discussed possible career paths with students and how those careers may apply to an airport environment.

VNY's Diana Sanchez Installed as 2017 President of Encino Chamber of Commerce

By Brandon Nunn
Airport Guide
VNY Public & Community Relations

On February 23, VNY's Public & Community Relations Director **Diana Sanchez** was officially installed as the 2017 President of the Encino Chamber of Commerce amid the vibrant "Good Vibrations" themed event. Sanchez has been involved with the Encino Chamber for several years in

varying capacities, and has committed herself to promoting the same principles of teamwork and community involvement that she employs at VNY.

"I am so honored to serve as the new President of the Encino Chamber," said Sanchez. "Working together, we can create the growth and change that we all want to see in our community."

Van Nuys Airport Public & Community Relations has been an active participant with the Encino Chamber's annual Encino Family Festival, where it has showcased career opportunities and excitement of the aviation industry to thousands of community members who visit each year.

remarking on her new position, Sanchez said, "We are off to a great start for 2017, and are going to continue to make great things happen!"



Photo Courtesy of Encino Chamber of Commerce

BIG BUSINESS—VNY Public & Community Relations Director **Diana Sanchez**, pictured top row left, celebrates her installation as Encino Chamber of Commerce President at the 2017 Encino Chamber Installation Gala with chamber members.

BLUE SKIES

The following Los Angeles World Airports personnel have retired from Los Angeles City service. We wish them the best of luck in all their future endeavors.

Diane Baker – Secretary – 47 years of total city service, 16 with LAWA

Traci Lynn Bookman – Management Analyst II – 31 years of total city service

Robert Borders – Custodian – 28 years of total city service

Glenn Hilarion Cabrera – Senior Management Analyst II – 31 years of total city service

Gloria G. Calderon – Custodian – 14 years of total city service

Nancy S. Castles – Airport Public/Community Relations Director II – 21 years of total city service

Marilyn G. Costigan – Airport Guide II – 41 years of total city service

Ana I. Gonzalez – Management Analyst II – 28 years of total city service

Bryan E. Jackson – Park Maintenance Supervisor/AP – 20 years of total city service

Steven R. Jackman – Plumber – 22 years of total city service

Edward Louis Johnson – Build Operating Engineer – 28 years of total city service, 10 years with LAWA

Gladis M. Junginger – Airport Guide I – 12 years of total city service

Calvin Lu – Fiscal Systems Specialist II – 28 years of total city service

Jorge M. Montenegro – Airport Police Sergeant I – 31 years of total city service, 28 years with LAWA

Matt F. Patterson – Civil Engineering Associate IV – 25 years of total city service

Denelda K. President – Administrative Clerk – 26 years of total city service, 22 years with LAWA

Joan L. Raff – Chief Airports Engineer I – 33 years of total city service, 21 years with LAWA

Jeffrey E. Tippett – Airport Superintendent of Operations II – 26 years of total city service

Maria T. Valdez – Custodian – 12 years of total city service

William K. Flowers Celebrates Retirement After 33 Years at LAWA



Photo by Frederick Badlissi

TBIT-TOP SERVICE – Airports Maintenance Supervisor III **William K. Flowers** (center left) celebrated his retirement from a 33-year LAWA career with dinner, cake, and over 30 friends and family members at the Sheraton Gateway Los Angeles Hotel. Remarking on his career, which began in the summer of 1984 on the graveyard shift with the opening of the original Tom Bradley International Terminal (TBIT), Flowers said, “I did my best for all the people I could,” in reference to the generations of employees he trained and mentored at TBIT, some of whom have left LAX to serve throughout the city. Senior Custodian I **Katina Cole** (center right) told him, “You are leaving Tom Bradley a better place than when you found it,” which was a view shared by many in attendance. Also pictured are Senior Custodian I **Angela Tucker** (left) and Custodian Supervisor **Olatunji “Tony” Anthonio** (right).

My Best Shot



STRUTTING STUFF – Airport Guide **Brandon Nunn** of VNY Public & Community Relations submitted this shot of a peacock at the Los Angeles County Arboretum and Botanical Garden. “I return every year to photograph these stunning birds, their natural behaviors and amazing attributes,” said Nunn.

AEROGRAMME

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