Greetings! It’s thrilling to see travelers taking off for summer vacations from LGB, and we’re providing a first-class experience for all our visitors. In this Business Partner Brief, hear more about our CLEAR operations, the launch of Careers Taking Flight, ongoing modernizations and other LGB news. —Cynthia Guidry

Spotlight: Jackie Coco with CLEAR

This month, we’d like to shine a spotlight on Jackie Coco, general manager of CLEAR. The identity verification service, launched here at Long Beach Airport in January, gives travelers another convenient option for streamlined security screening.
Q: Please tell us a bit about your professional background and role with CLEAR.
A: I come from a customer service background, having worked for Verizon for more than 20 years. I joined CLEAR seven years ago as a manager at LAX, and I’ve worked my way up since then. I was first promoted to general manager at Oakland International Airport and now general manager at Long Beach Airport.

In my current role, I’m fully responsible for leading and driving the daily operations of my team here at Long Beach. I drive employee engagement and foster an environment where team members are accountable for delivering exceptional security and customer service experiences, while continually sharing the CLEAR story.

Q: Can you talk about the CLEAR operation at LGB?
A. CLEAR’s mission is to create frictionless experiences. Here at LGB and across our network of 52 airports (and growing!), our opt-in service uses a member’s eyes or fingers to securely and efficiently verify their identity, replacing the need to take out their wallet and driver’s license at the security checkpoint. Whereas Pre-Check lets you keep your laptop in your bag and your shoes on your feet, CLEAR lets you keep your wallet in your pocket—and the two services together represent the easiest, most predictable way to navigate the security checkpoint.

My diverse team here at Long Beach consists of 20 AMAZING hospitality-trained ambassadors (they’re the ones in the blue gingham shirts!) and two operations managers who keep the operation running efficiently and smoothly. Almost all our employees come from the communities in and around Long Beach. Our team works very well together, and they have lived our CLEAR values since day one—I’m so proud of all we have accomplished since opening earlier this year!

Q: What do you enjoy most about working at LGB?
A: Firstly, I enjoy meeting and greeting our members and ensuring that the outcome of each visit is a happy one. Secondly, I enjoy meeting and chatting with all the different, great stakeholders here at Long Beach.

Q: Are there hobbies or other parts about your personal life you’d like to share?
A: My family is from New Orleans, home of the Big Easy. I love to cook, entertain, and I love sports—especially basketball and football. I love going to the movies, concerts and plays. I have one son who graduated from Hampton University a few years ago.
Externship Grad Sendoff

LGB’s Careers Taking Flight externship launched last month and closed with a graduation ceremony for the 13 student participants from Cabrillo and Jordan high schools. The students were on site at LGB for a full week learning about a wide variety of aviation careers and how to make themselves competitive for future positions. At the graduation, each student gave a two-minute presentation about their experience.

In partnership with the Long Beach Unified School District, students were selected through a competitive process—from a pool of more than 60 applicants—to take part in the uplifting opportunity. Students who successfully completed the full course also earned a $500 incentive stipend.

We’re especially grateful to LGB’s community partners who made the program possible: Chapter Seven of the Experimental Aircraft Association’s Young Eagles program, Aeroplex Group Partners, Atlantic Aviation, the Federal Aviation Administration, FlightSafety International, SoCal Jet Services, Southwest Airlines, Swinerton Builders and the Transportation Security Administration.

The summer externship kicked off a newly established Long Beach Airport Careers Taking Flight program, a suite of programming designed to provide students from grade school to college with different opportunities to gain a basic understanding of career opportunities within the aviation world as well as general knowledge about LGB and its industry partners. Beyond the externship, future programs will include a paid summer internship for high school students, which is anticipated to launch summer 2024.
Chamber Celebrates LGB

The Long Beach Area Chamber of Commerce bestowed Long Beach Airport with its “Destination Tomorrow” award—the organization’s highest honor. The award was presented at a gala event at The Westin, and it was a pleasure to attend and accept the incredibly uplifting recognition, gifted to us in part to celebrate the Airport’s 100th year. It’s fitting, I think, that the award is named “Destination Tomorrow” because Long Beach Airport is all about getting people where they need to go yesterday, today and well into the future!
CMAA Praises Ticketing Lobby

Long Beach Airport was honored with a Project Achievement Award for its new Ticketing Lobby from the Construction Management Association of America Southern California Chapter (CMAA SoCal). Awards recognizing outstanding construction management were presented at the CMAA SoCal’s 30th Annual Gala in Long Beach. The Airport was specifically recognized for its development of a new Ticketing Lobby—designed by Corgan and constructed by Swinerton, with construction management services provided by Anser Advisory. The $26 million project was completed in spring 2022. We are proud to be recognized for the tremendous work and collaboration our team and business partners dedicated to the project.

Historic Terminal: Signs of the Time

You may have noticed that the red “Long Beach Airport” lettering on the front of the Historical Terminal has been removed. This is part of the ongoing work to carefully update and preserve our historic building. When those words return, they’ll be placed along the top of the curved canopy lip of the building, where lettering originally appeared back in the early 1940s. John Thomas, the historic resource consultant for the renovation, says the signage relocation brings the façade closer to how it looked in that period of significance. He also noted that the original signage on the building included the words “Municipal” and “Daugherty Field,” but going forward it will simply say “Long Beach Airport.”
Phase II Construction Update

Our pre-security enhancements are moving forward. A new tensile fabric shade structure has been installed near the security screening checkpoint with the landscape work expected to be completed in early July. The framework for a new skycap area is taking shape and the countertops are in production.

Renovation of the Historic Terminal is underway. Shotcrete (sprayed concrete projected at high velocity to reinforce steel rods) placement, lead paint abatement around the windows and placement of Fiber Reinforced Polymer continues. And with underground plumbing and electrical work for the new concessions space adjacent to the baggage claim area progressing, we anticipate pouring the concrete slab on grade later this month.
Rehabilitate Runway 12-30 Update

Major electrical upgrades designed to improve the safety of Runway 12-30 have been underway since late March. Last month, 180 new Touchdown Zone (TDZ) LED fixtures were installed. They’re brighter, longer-lasting and more energy efficient than their predecessors. And a new, modern, navigational aid - Precision Approach Path Indicators (PAPI) - was commissioned for Runway 12-30. It’s the most used navigational aid at Long Beach Airport!

As of the end of June, we’ve:
- installed 506 new LED fixtures on Runway 12-30
- installed 160,000 linear feet of airfield cable and grounding wire – that equates to more than 1,200 Boeing 737s lined up tip to tail (or the distance from Long Beach Airport to the Huntington Beach Pier....and back!)
- placed more than 3,200 tons of asphalt concrete - that’s equivalent to over two miles of a single lane road (or the weight of more than 70 Boeing 737s)

In July, work will include the installation of four new Constant Current Regulators (CCRs) in the airfield electrical vault to support the new centerline, edge, touchdown zone lights and PAPI; grooving the new asphalt concrete placed on the runway to increase skid resistance and reduce wet weather incidents; and refreshing the striping to a new, highly visible condition.

Runway 12-30 will be closed nightly, Sundays through Thursdays, through mid-July. Exact dates are subject to change, and details are available on the Airport’s Current Noise Advisories webpage. As a reminder, during Runway 12-30 closures, operations will occur on Runway 8L-26R (with a few exceptions when they will shift to 8R-26L).
Touchdown zone lights are energized for the first time

Seen at the Scene

LGB was proud to support the Long Beach Juneteenth Celebration, commemorating the June 19, 1865, anniversary of the end of slavery in the United States. Hundreds attended the celebration at Rainbow Lagoon and enjoyed fabulous entertainment!

New Precision Approach Path Indicators (PAPI) were commissioned (red/black devices in the foreground)
Airport tours are wonderful experiences, and recently our home school friends enjoyed hearing from our partners at Long Beach Fire Station 16!

Airport Advisory Commission Updates

There were several changes among the ranks of the Long Beach Airport Advisory Commission when it met last month. Commissioner Geetanjali Reuben was appointed as the new chairperson. Commissioner Katie Larson, who previously held the role of chair, was appointed vice chair. Longtime LGB volunteer Randy Zarn was welcomed in as the newest commissioner and two new commissioners are expected to be onboarded at the July 20 meeting.

Navigators Here to Help

Have you met the new Navigators? LGB is delighted to partner with LAZ Parking to create a new supplemental customer service role. A Navigator will now be stationed along the curb in front of the Historic Terminal and Ticketing Lobby to help guide and assist travelers. Their duties include providing wayfinding, assisting with passenger loading/unloading and facilitating movement of pedestrians and vehicles in front of the Historic Terminal. Pictured here is Jesse, one of our new Navigators!
ACI-NA Registration Open

Long Beach is excited to host the Airports Council International-North America (ACI-NA) Annual Conference & Exhibition September 30 through October 3, 2023. Registration is open, with an early bird discount available through July 14, for this must-attend event designed for airport industry professionals. With featured keynote speaker Zanny Minton Beddoes, Editor-in-Chief of “The Economist,” we look forward to seeing you this fall at the Long Beach Convention & Entertainment Center!

Smoking Area Relocated

Our temporary smoking area has been relocated from its previous site north of the flagpole to its new temporary space adjacent to Parking Structure A. As a reminder, per the Long Beach Municipal Code, smoking is only permitted in the designated area.
History Highlight

As we mark our 100th anniversary this year, we’re looking back at Long Beach’s rich aviation history. In the 1960s, one way to travel between Long Beach and Catalina Island—say for a cool summer getaway—was in this Avalon Air Transport Co. seaplane. Thank you to the Long Beach Public Library for this archive photograph taken in July 1963.

May Passenger Activity

Passenger traffic is heating up at Long Beach Airport and we’re excited to continue seeing a positive trend month after month. LGB served 308,870 passengers in May 2023, representing a 9.3% increase in airline passenger traffic compared with the same month in 2022.

Cynthia Guidry
Airport Director