

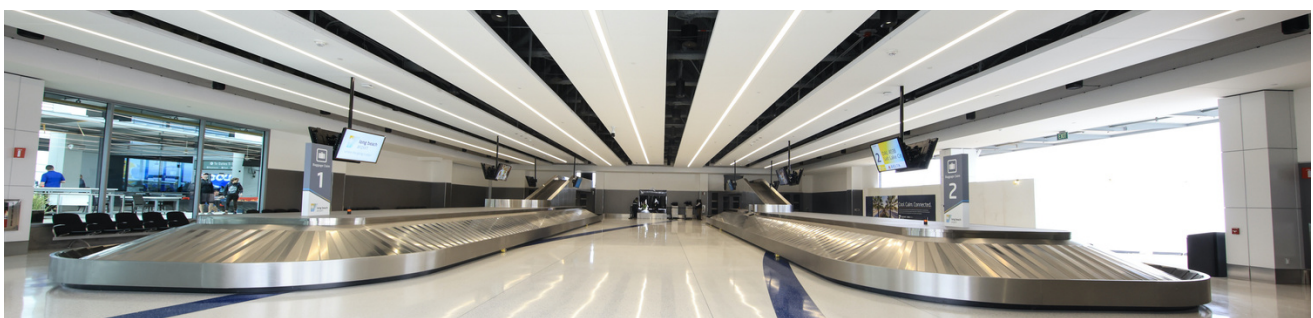


## Director's Message

Greetings! Here at Long Beach Airport, we're celebrating the recent opening of our new Baggage Claim facility. Special thanks to all our Airport employees and stakeholders who worked so diligently to see that project to completion! In this edition of the Business Partner Brief, I'll be sharing details and photos from its uplifting grand opening, as well as other exciting LGB happenings. —Cynthia Guidry

## Baggage Claim Facility Open!

Long Beach Airport's Baggage Claim facility officially opened on April 13. This was a true team effort and another big step toward the completion of our multi-year Phase II - Terminal Area Improvement Program to improve the passenger experience at the Airport. The \$25 million investment—designed by [Corgan](#) and constructed by [Swinerton](#)—consolidated the Airport's baggage claim operations into one 11,500-square-foot area and was designed as an open-air, pavilion-style building to complement the Airport's other indoor-outdoor architectural design elements. Features of the new Baggage Claim facility include: two large, state-of-the-art carousels; terrazzo flooring; digital displays; a shade canopy; and a 60-foot-long by 12-foot-tall exterior video wall wrap to be completed this summer. Here are a couple of photos of the facility and moments captured at the opening celebration.





## Spotlight: Tracy Fuentes with SoCal Jet Services

This month, we'd like to shine a spotlight on Tracy Fuentes, Executive Office Manager/Community Liaison, of SoCal Jet Services at Long Beach Airport.



Q: Can you talk about the SoCal Jet Services operation at LGB?

A: In April of 2007, our CEO Andy Fuentes opened SoCal Jet Services, Inc. at LGB. What started as a skeleton crew of just one has grown to include 20 employees who are all excited for the company's future. Recently, in January of this year, our FAA-certified repair station relocated from its original site on the Airport campus to the southeast corner.

Q: Can you please share a bit about your professional background and role?

A: SoCal Jet Services is a family business. The CEO is one of my older brothers. I worked for the company from 2007 to 2012, then left to gain more work experience to bring back when the time was right. In 2022, after 10 years and lessons learned as an executive director for a nonprofit during the height of the pandemic, I felt it was time to return to my roots and assist with my newfound knowledge.

My role at SoCal Jet Services includes developing inner office policies, onboarding training and reinforcing a positive teamwork culture for businesses and organizations to enjoy what they do and get the most out of their time, whether they are paid employees or volunteers. I've worked on business capacity management with local companies and organizations such as California Families in Focus, Coastline Environmental Solutions, Long Beach Community Action Partnership and Income Tax Professionals.

Q: What do you enjoy most about your work?

A: I love being part of such an amazing company, and am prideful of the success of SoCal Jet Services in the aviation industry, especially for an entrepreneurial business run by a first-generation immigrant from Central America. The company and my brother are an inspiration to me and to others, and we strive to encourage youth to learn more about the aviation industry and related career opportunities. SoCal Jet Services is a reflection of Long Beach, its diversity and welcoming culture.

Q: Do you have hobbies or other parts about your personal life you'd like to share?

A: As a survivor of domestic violence and single mother of two boys, I've spent the past eight years developing my humanitarian efforts and using my privilege to advocate for the LGBTQ+ community. I've shed light on the issue of domestic violence as a motivational speaker. I've made it my mission to use my story and voice to empower survivors of abuse by promoting a healthy mind, body and spirit.

In my spare time, I enjoy volunteering within my community as a volunteer journalist – spreading the word about positive local news – for L.B. in Your City News and as a co-host and segment producer for Road Dogs TV. I travel throughout Southern California providing a platform for local musicians and artists to help keep art, music and culture accessible, alive and thriving for all to enjoy.

## Southwest Unveils Special Livery

Southwest Airlines unveiled a new Hawaii-themed aircraft livery at LGB, with a special event timed to coincide with Southwest's fifth year of service to the Aloha State. We were honored that Southwest chose to host this special unveiling event at LGB, which is one of eight mainland gateways for nonstop flights to the Hawaiian Islands on Southwest Airlines. Kahu Kordell C. L. Kekoa, a Hawaiian priest, led a blessing and dedication attended by airline and Airport representatives as well as local leaders and elected officials, including Long Beach Mayor Rex Richardson, representatives from the Fourth and Fifth Districts and City Manager Tom Modica. Imua One (tail number N8710M) is the first Southwest Airlines aircraft with in-seat power available at every seat and the third Boeing 737 MAX 8 in Southwest's fleet of specially painted aircraft. Southwest Airlines first launched Hawaii service from LGB in 2021 and currently provides daily nonstop flights to Honolulu year-round and seasonal daily nonstop flights to Maui.



## Phase II Construction Update

Phase II - Terminal Area Improvements continue to progress! The new Baggage Claim facility officially opened April 13. And with the closure of the former Baggage Claims 1 & 2 conveyors and the relocation of the Southwest Airlines office to the Plaza area, the construction barricades have shifted again. Entry to the Plaza is now only accessible from the Ticketing courtyard.

Adjacent to the new Baggage Claim, electrical excavation, moisture monitoring and grading are underway for the new baggage service offices and a new concession space. Also in the Plaza area, near the security screening checkpoint, a new shade structure to enhance the passenger experience is expected to be in place by the end of May.

In the Historic Terminal, the Airport Communications Center has relocated to 4401 E. Donald Douglas Drive and seismic upgrade work throughout the entire building remains ongoing.



The new Baggage Claim facility opened April 13



Baggage service offices and a new concession space are under construction adjacent to the new Baggage Claim facility



Seismic upgrade work continues in the former 2nd floor event space



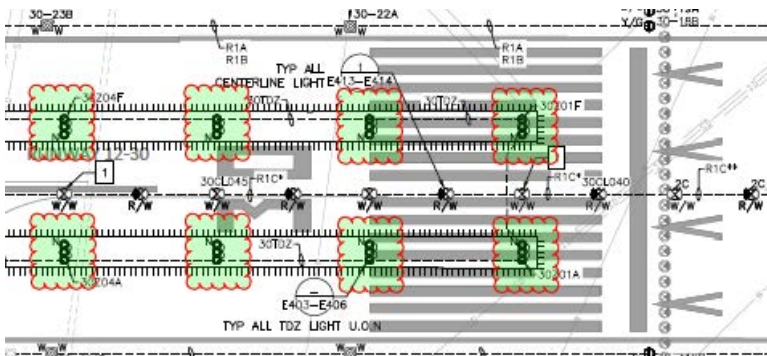
A new shade structure will be installed near the security screening checkpoint

## Rehabilitate Runway 12-30 Update

Major electrical upgrades designed to improve the safety of the primary runway at Long Beach Airport (LGB) are underway and will bring the Airport's largest runway in line with the latest FAA standards and add to the Airport's sustainability efforts. The Rehabilitate Runway 12-30 project necessitates temporary daytime Runway 12-30 closures.

During the daytime closures, the replacement of the runway touchdown zone lights that allow aircraft to safely land in low visibility conditions is proceeding. Additional improvements to Runway 12-30 infrastructure will include: the replacement of all electrical cable powering runway lights and navigational equipment; replacement of all the runway edge lights, centerline lights and runway end lights; and restoration of the runway with new asphalt concrete, grooving and striping.

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). The temporary runway closures have been taking place since late March and will continue through mid-July: Runway 12-30 will be closed nightly, Sundays through Thursdays, to mid-July; Runway 12-30 will be closed daily, Tuesdays and Wednesdays, to May 24. Exact dates are subject to change, and details are available on the Airport's [Current Noise Advisories](#) webpage.



In The Runway 12-30 touchdown zone, barrettes (which each consist of three base cans - represented as three circles) are being removed and replaced



Approximately 180 total base cans, fixtures and transformers will be replaced

## Badging Services Relocates

Have you stopped by the NuSpace building to see the new Badging Office? LGB's Badging team moved from the small quarters of the Historic Terminal to new offices with more workspace, including a new service window to improve service for badge holders and reach more customers. In line with that, the Badging Office recently extended the hours they are available to the public. Visit the [badging web page](#) for details.



## CLEAR Service Off to Strong Start

LGB's new CLEAR service, which launched in January, is proving to be popular with travelers. In March, 6,898 departing passengers used the service, which is not only a valued new customer experience amenity, but also means additional revenue for the Airport (each CLEAR passenger generates 75 cents in revenue).

## Welcome LAZ Parking

LAZ Parking took over management of the Airport's parking structures and surface lots on May 1. The City of Long Beach released a Request for Proposal (RFP) in 2022 and selected LAZ Parking. They will also manage monthly tenant parking and assist the Airport in procuring a new Parking Access Revenue Control System (PARCS) this summer. LAZ will be retaining many of the current parking staff and there should be little disruption to everyday operations.

## Fitch Gives LGB an A- Rating

The credit rating agency Fitch Ratings has affirmed LGB's approximately \$111 million of outstanding Airport revenue bonds with an A- grade, a stable outlook. The agency noted LGB's continued recovery in enplanements following the pandemic as well as recently completed modernizations and newly added nonstop destinations in its financial analysis. To read the report, go to [www.fitchratings.com/research/us-public-finance/fitch-affirms-long-beach-ca-airport-revs-at-a-outlook-stable-27-04-2023](http://www.fitchratings.com/research/us-public-finance/fitch-affirms-long-beach-ca-airport-revs-at-a-outlook-stable-27-04-2023).

## Seen at the Scene

Long Beach Airport joined the festivities of the Cambodia Town Parade and Cultural Festival. It's one of the largest events in Long Beach celebrating rich Khmer traditions through food, music and dance. We were proud to take part with our parade float at the cultural heritage event.



More than a dozen dogs navigated TSA and toured the Airport with their handlers as part of their Go Team training.



Over the course of three days, LGB staff and volunteers spoke with more than 2,500 visitors at the Grand Prix Lifestyle Expo.



## Students Tour LGB

With its rich history, blue skies and amazing outdoor garden, LGB is a popular 'tour'ist destination - and we're receiving more requests for tours each month! We recently welcomed 30 aviation students from California State University, Los Angeles (CSULA) who learned about LGB's aviation history, ongoing construction projects and aviation career opportunities. And middle school students from the Jack & Jill of America organization enjoyed their visit and conversations with aviation professionals!



## ACES C-Suite Panel Session

Earlier this month, I was honored to represent Long Beach Airport at the 2023 ACI-NA/AAE Airport Customer Experience Symposium (ACES) in Louisville, Kentucky. I was so proud to share with the attendees how passionate and dedicated our team is here at LGB, where we've been recognized with numerous awards and accolades for customer service and experience.



## Tabletop Exercise Tests LGB's Emergency Response

Long Beach Airport recently held its 2023 Annual Tabletop Exercise, an emergency response exercise. Key personnel from LGB and partnering agencies came together to review procedures and reacquaint themselves with the people who would be working side-by-side in an actual emergency. This critical exercise, which focused on our response and coordination efforts for a large-scale regional earthquake, fulfills both the FAA Part 139 and security annual tabletop requirements. Thanks to everyone who participated in this event and for maintaining LGB's readiness!



## March Passenger Figures

Long Beach Airport continues to see signs of recovery and strong travel demand. LGB served 296,663 passengers in March 2023 - up 8.8% compared with the same time in 2022.

	Mar 2023	Mar 2022	% Change	Mar 2021	% Change	Mar 2020	% Change	Mar 2019	% Change	YTD 2023	YTD 2022	% Change	YTD 2021	% Change	YTD 2020	% Change	YTD 2019	% Change
<b>Passenger Traffic</b>																		
Enplanements	148,648	137,737	7.9%	58,962	152.1%	66,887	122.2%	145,356	2.3%	406,773	341,483	19.1%	104,426	289.5%	349,240	16.5%	403,483	0.8%
Deplanements	148,015	134,861	9.8%	55,904	164.8%	67,565	119.1%	144,756	2.3%	407,555	337,887	20.6%	102,999	295.7%	351,381	16.0%	402,316	1.3%
<b>Total Passenger Traffic</b>	<b>296,663</b>	<b>272,598</b>	<b>8.8%</b>	<b>114,866</b>	<b>158.3%</b>	<b>134,452</b>	<b>120.6%</b>	<b>290,112</b>	<b>2.3%</b>	<b>814,328</b>	<b>679,370</b>	<b>19.9%</b>	<b>207,425</b>	<b>292.6%</b>	<b>700,621</b>	<b>16.2%</b>	<b>805,799</b>	<b>1.1%</b>
<b>Total Air Cargo (Tons)</b>	<b>1,230</b>	<b>1,301</b>	<b>-5.5%</b>	<b>1,034</b>	<b>19.0%</b>	<b>1,373</b>	<b>-10.4%</b>	<b>1,804</b>	<b>-31.8%</b>	<b>3,308</b>	<b>3,660</b>	<b>-9.6%</b>	<b>2,961</b>	<b>11.7%</b>	<b>4,410</b>	<b>-25.0%</b>	<b>5,168</b>	<b>-36.0%</b>

## Airport Admin Office Holiday Closure

Long Beach Airport's administrative offices will be closed on Monday, May 29, in observance of Memorial Day. Airport operations, security and building services will continue uninterrupted.



Cynthia Guidry  
Airport Director