

BUSINESS PARTNER BRIEF

MAY 2024



Director's Message

From new solar canopies shining a light on Long Beach Airport's green initiatives to a new all-time high for passenger traffic and much more, there's so much to celebrate at LGB! – Cynthia Guidry

Business Partner Spotlight: Charlie Hill, Delta Station Manager

We're pleased to shine this month's Business Partner Spotlight on Charlie Hill, Delta Air Lines Station Manager, contracted through Unifi, the largest ground handling and aviation services company in North America.

Q: What's your professional background and how did you get into aviation?

A: About a decade ago, I transitioned out of a completely different career in the hospital equipment industry into working in baggage handling at San Diego International Airport (SAN). From there, I worked my way up to agent and then lead agent and then performance manager. This is my first station manager position, and I've been here for about seven months. I really love it here. The aviation industry is wonderful. I never thought I'd end up here, but I love the travel benefits, and my daughter has traveled even more than I have!



Q: Can you tell us a bit about Delta's operation here at LGB?

A: Delta Air Lines has three departures per day, with one flight staying overnight for an early morning departure, from Long Beach Airport. We have about 27 employees based here. Our primary focus is on safety, and that requires that we all keep our heads on a swivel when working on the ramp—I want everyone to go home safe, the same as they came in. And, because this is a full handling station, everyone on our team is trained for all positions, from ticket agent, to gate agent, to bag room agent. They can all fill in for one another.

Q: What do you enjoy most about working at LGB?

A: I most enjoy the closeness at LGB, which has a family-oriented atmosphere. At larger airports, you don't get the chance to collaborate with other airlines, but everyone here is friendly and looks out for one other, regardless of the fact that we may be competitors. There's not much drama at LGB!

Q: What do you like to do outside of work?

A: I'm a music guy and have put out some CDs. I directed a choir for the Michael Bolton tour when I was younger, and I also worked with Ray Charles. I still sing at church and play the piano. Other than that, I love to golf whenever I get the chance.

Earth Day Solar Canopy Celebration

For Earth Day, Long Beach Airport enjoyed a special gift: flipping the ceremonial switch on our two new solar canopy installations atop our parking structures. City officials gathered to celebrate the project that harnesses the sun to reduce our carbon footprint and move us towards a greener, more sustainable future. The panels are part of a Citywide Solar Project, which is a Department of Public Works program. LGB's solar canopies are the largest among the City's projects and cover nearly 133,000 square feet of rooftop space on the Airport's two parking structures. The solar canopies are poised to generate renewable energy that will meet approximately 70% of LGB's electricity demands for its public facilities and airfield.





LGB Breaks Passenger Traffic Record

We've set a new all-time monthly passenger traffic record! In March, a total of 182,382 passengers boarded flights, surpassing the previous record of 178,836 enplanements set in July 2018. Overall commercial passenger activity for March represented an increase of 21.95% compared to the same month the previous year. Year-to-date figures revealed an 18.1% rise in total passenger figures compared to the year prior. Several key factors are at play, including increased use of LGB's 58 flight slots and nonstop service to 24 destinations, which is more than at any other time in our 100-year history. We are so proud to provide world-class service that travelers recognize when they're deciding what airport is their gateway of choice for Southern California.

	Mar 2024	Mar 2023	% Change	Mar 2022	% Change	YTD 2024	YTD 2023	% Change	YTD 2022	% Change
Passenger Traffic										
Enplanements	182,382	148,648	22.7%	137,737	32.4%	482,181	406,773	18.5%	341,483	41.2%
Deplanements	179,398	148,015	21.2%	134,861	33.0%	479,391	407,555	17.6%	337,887	41.9%
Total Passenger Traffic	361,780	296,663	21.9%	272,598	32.7%	961,572	814,328	18.1%	679,370	41.5%
Total Air Cargo (Tons)	986	1,230	-19.8%	1,301	-24.2%	2,959	3,308	-10.6%	3,660	-19.2%

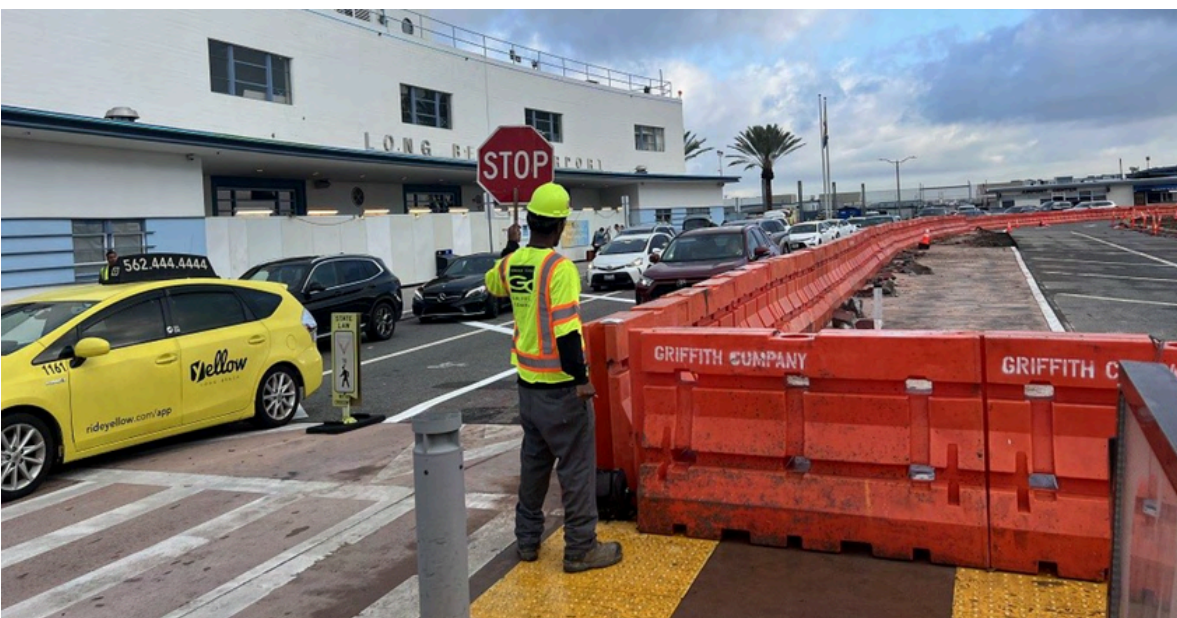
Terminal Roadway Improvements: Lane Closures

Travelers are advised to expect a reduced number of lanes at the pick-up and drop-off area in front of the Historic Terminal and Ticketing Lobby through the end of June.

The pick-up and drop-off area is for active loading and unloading only and will be limited to the two lanes closest to the Historic Terminal. The center median and two adjacent lanes to the east will be closed.

Additional LGB staff will be stationed outside the Historic Terminal to provide assistance, and customized signage has been installed to help travelers navigate the roadway while it is under construction. I'd like to thank all of our business partners for their patience with this important but admittedly disruptive construction project.

The Terminal Roadway Improvements Project, scheduled for completion this fall, will result in improved vehicular and passenger flow and additional enhancements for people with disabilities or mobility challenges. You can stay on top of all the latest news at www.lgbroadimprovements.com.



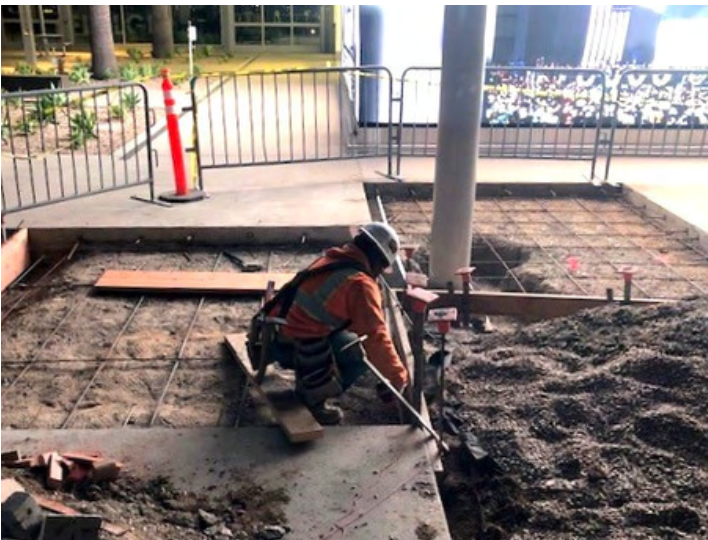
Save the Date: Festival of Flight

Our biggest and best event of the year, Festival of Flight, comes in for a landing on October 19, 2024. What better way to celebrate the end of our yearlong 100th anniversary celebration than by inviting approximately 15,000 community members onto our airfield to celebrate all things aviation! The daylong event will feature static aircraft displays, live entertainment and much more.



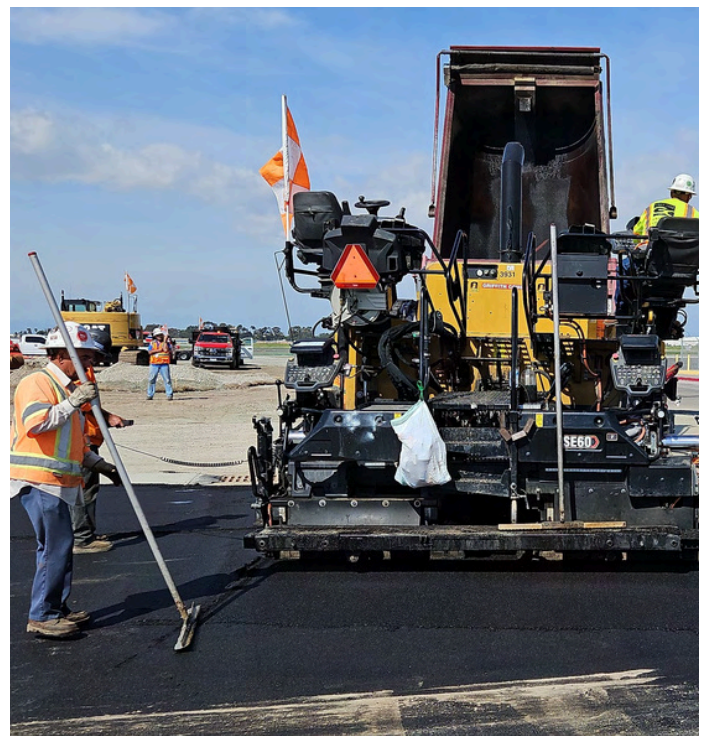
Phase II Construction Update

Phase II of our Terminal Area Improvement Program is really taking off! Airlines are moving into the new Baggage Service Offices. In the plaza area, once formwork and concrete placement were completed, canopy and lighting installation as well as sandblasting letters to create “Long Beach” began. And enhancement of the 80-year-old Historic Terminal continues to progress. Last month’s work included fire stopping and ceiling drywall placement, painting, new door installation and HVAC replacement.



Taxilanes K & U Update

The Taxilane U Project continues to progress. In April, work focused on soil stabilization, storm drain inlet installation and asphalt paving, in addition to grinding and removal of existing asphalt. Once completed, Taxilane U will provide access to Taxiway F for general aviation tenants adjacent to the Spring Street vehicle gate. The Taxilane K Reconstruction Project will launch later this month.



Clean Restroom Votes

Have you noticed the QR codes now posted outside restrooms in the Ticketing Lobby and the north and south concourses? We're piloting this new Air Vote feature where travelers can rate the cleanliness of our restrooms—and even submit photos and comments. Since the program rolled out earlier this spring, about 75% of responses have been positive comments about friendly LGB workers and our clean restrooms. Some of the less positive comments are a good tool for helping our staff figure out when those restrooms need more attention, and we are making those adjustments.



LGB Live! Starts This Month

Listen up: our LGB Live! Summer Concert Series takes the stage with its first performance of the season on Memorial Day, Monday, May 27. There will be about 20 different live shows by various artists throughout the summer, as a way to welcome and entertain travelers.



Seen at the Scene

Long Beach Airport proudly participated in two Cambodia Town events in April. We brought our colorful float along for a ride in the Cambodia Town Parade and participated in Long Beach Saṅkrānta 2024, which is the New Year celebration that is observed in Cambodia, Laos, Thailand, Myanmar, Sri Lanka and some parts of India.



The checkered flag waived as the Acura Grand Prix of Long Beach rolled through city streets and brought many race fans through Long Beach Airport. We had a special car on display in our concourse to get visitors revved up about the event and also had a presence at the Grand Prix Expo where attendees played our Plinko and walked away a winner!



Our team loves to inspire young people! LGB's Gilberto Contreras recently served as a panelist at Green Grow LB Teen Career Night at the Aquarium of the Pacific, which was aimed at raising awareness for local sustainability careers. And I was honored to speak at WTS-LA's Girls Empowerment Day, an annual event to encourage high school girls to explore opportunities in the transportation industry. It's so exciting to engage with young people who want to know more about the great work we're doing here at LGB!

As part of Long Beach Unified School District's wellness curriculum, Long Beach Airport's beloved therapy dogs have been busy visiting local middle schools over the past few months, talking about the great volunteer work they do here at LGB. They are also helping during stressful testing times. This has been a doggone great opportunity for these pups, especially Bella, Diamond, Lana, and Cooper, and their handlers, to spread joy in the community and engage with hundreds of future travelers.

History Highlight

As we mark our 100th anniversary, we're looking back at Long Beach's rich aviation history. We've seen many signs of the times in our century of service at LGB. Here's one of the most iconic - on the main entrance to the Douglas Aircraft Plant administration building there was a one-ton copper globe that became a symbol of the aerospace industry. You can still see the eight-foot diameter sphere on display at LBX in the roundabout at Worsham Avenue and Cover Street. Read more about LGB's manufacturing history in our [centennial report](#).



Airport Administrative Offices Holiday Closure

Long Beach Airport administrative offices will be closed on Monday, May 27, in observance of Memorial Day. Airport operations, security and building services will continue uninterrupted.



Cynthia Guidry
Airport Director