

BUSINESS PARTNER BRIEF

OCTOBER 2020



Director's Message

Happy autumn! I hope you, your family and colleagues are all healthy and safe as we enter the last quarter of the year. As I'm sure you've heard, Southwest Airlines requested all 17 permanent flight slots recently made available by JetBlue's departure. With the new slots, Southwest will increase from 17 to 34 flight slots. This is exciting news and a strong vote of confidence in the convenient and easygoing travel experience we offer. We're grateful for Southwest's ongoing partnership and to each of you who make up the Long Beach Airport family. THANK YOU for making LGB a wonderful airport. Have a great week! - Cynthia Guidry

LGB Releases New "Fly Easy at LGB" Video

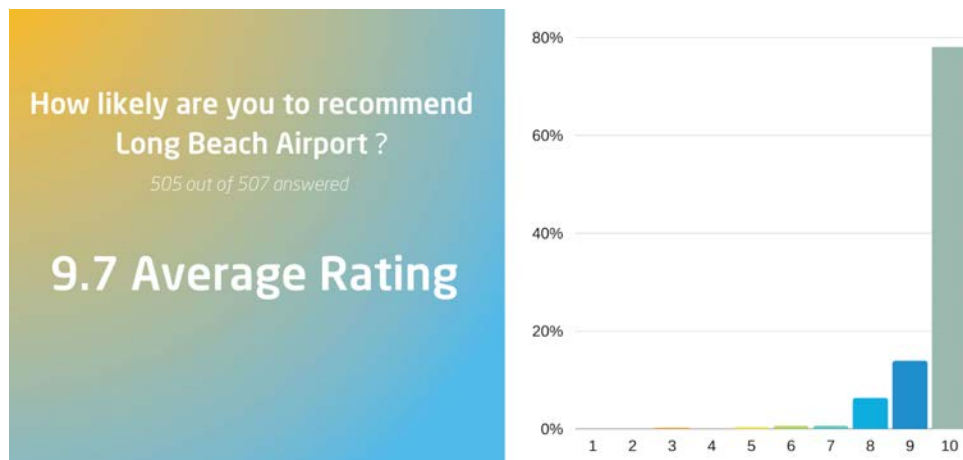
The majority of travelers haven't been to an airport since the pandemic hit and may have questions and concerns about the travel experience. That's why I'm delighted to share our new "Fly Easy at LGB" video with you, produced by the City's LBTv. Our two-minute video highlights the health and safety measures we're taking to keep our travelers safe and also shines a bright light on our gorgeous airport. You can find the video on our [website](#) and on our social media channels @LGBAirport. I hope that you will share it widely within your network and help us get the word out that we are ready to welcome our passengers back when the time is right!



The new video shows off LGB's outdoor boarding process, as seen in this screen grab.

Recent Passenger Survey Results

At the Airport Advisory Commission meeting last month, we presented the findings from the latest passenger survey that was conducted from December 2019 through February 2020. More than 500 surveys of customer responses on a range of questions were collected, and the results are a great testimony to the travel experience we offer. Some of the most impressive results showed that travelers rated the Airport 9.3 out of 10 on average on cleanliness, 9.1 for food and beverage customer service and 9.7 for likelihood to recommend LGB. They also said that their favorite part about the Airport was convenience and their least favorite part was “nothing!” You can view the full presentation [here](#).



LGB Business Partner Spotlight: Little Brass Café

We're spotlighting a business partner in each edition. This month, we'd like to introduce Tony and Samantha Argosino, owners of Little Brass Café.

Q: Can you tell us about your business here at LGB?

A: Little Brass Café is a coffee shop-café, located before TSA, serving coffee, espresso drinks, hot and cold gourmet sandwiches, pastries, specialty sodas, beer and wine. We also cater.

Q: How has COVID-19 affected your business?

A: Since the stay-at-home order began, our sales volume has dropped by 80%. As a result, we had to furlough staff for a couple of weeks before bringing them back in June and reducing our operating hours from being open 84 hours to 39 hours per week. We used to be open 5 a.m. to 5 p.m. daily. Now we're only open Sunday through Friday from 5:30 a.m. to 3:00 p.m. and closed on Saturdays until we see consistent volume. We were also involved in the Great Plates Delivered Program, a meal delivery program offered to local older adults during the COVID-19 pandemic. We made over 500 meals per week while the three-month program lasted. Now we're signed up to be involved in the Los Angeles County Great Plates program.

Q: What do you like best about operating at LGB?

A: We like that LGB has its own community within Long Beach. The airport is well-loved by the travelers: it's quaint, clean and well-managed. We love being at LGB because we get to offer a positive experience to travelers as well as our regulars. We enjoy being a value-added amenity before security and providing a friendly atmosphere for our regulars - the airlines, TSA and airport staff.

Q: Anything else you'd like to share with your fellow LGB business partners?

A: We aren't going anywhere. Long Beach Airport has become home for our little café. We will continue to be here for the travelers, airlines and airport staff to serve their needs the best that we can!



Stop by Little Brass Cafe and enjoy gourmet food & beverages with owners Tony and Samantha Argosino next time you're at the historic terminal.

WWII Victory Flight Departs from LGB

Last month, the Commemorative Air Force's Inland Empire Wing took off from Signature Flight Support at LGB to celebrate the 75th Anniversary of V-J Day, when Japan officially surrendered to Allied forces and ended World War II. The Victory Flight of 10 historic aircraft, including models that were manufactured in Long Beach such as the C-47 and DC-3, flew over area landmarks to thank and honor WWII veterans for their service. The flight also was a way to educate the public about this important era and pay tribute to the victims and survivors of the Holocaust. Aboard some of the aircraft were Holocaust survivors, veterans and Rosie the Riveters. A huge thanks to the Signature team for hosting this special event!



Ten historic aircraft participated in the Victory Flight which took off from LGB celebrating the 75th Anniversary of V-J Day

Remembering 9/11 & Celebrating Rosh Hashanah

All City of Long Beach employees observed a moment of silence at 9:11 a.m. on September 11th. Here at LGB, we also commemorated Patriot Day with our traditional floral display near the flag pole adjacent to the historic terminal. Our terminal lights were illuminated in red, white and blue in conjunction with City buildings and institutions around the country as we honored the lives that were lost and those that were forever changed on 9/11. #NeverForget

The following week, our historic terminal was beautifully illuminated in white and blue, from September 18 through 20, to celebrate Rosh Hashanah, which marks the Jewish New Year.



9/11 commemoration at LGB



LGB celebrates Rosh Hashanah

August Commercial Flight Activity Stats

We continue to experience a sharp decline in passengers, but we've also had some modest increases that provide a glimmer of hope. Airline passenger traffic at LGB decreased 86.3 percent in August 2020 compared with the same period in 2019. In August 2020, LGB served 43,685 passengers. Total air cargo carried by aircraft, both inbound and outbound, decreased 39 percent in August 2020 compared to the same time the previous year. In August 2020, 1,019 tons passed through LGB.

Commercial Flight Activity Report August 2020

	August 2020	August 2019	% Change	YTD 2020	YTD 2019	% Change
Passenger Traffic						
Enplanements	21,424	160,396	-86.6%	412,712	1,178,766	-65.0%
Deplanements	22,261	159,220	-86.0%	415,191	1,175,100	-64.7%
Total Passenger Traffic	43,685	319,616	-86.3%	827,903	2,353,866	-64.8%
Total Air Cargo (Tons)	1,019	1,671	-39.0%	10,396	13,871	-25.1%

Definitions:

Passenger Traffic - Number of airline passengers both enplaned (departures) & deplaned (arrivals).

Air Cargo - Cargo carried by commercial aircraft, both inbound and outbound.

Construction Update and New FAA Funding

We have exciting news about funding for our airfield projects! In early September, the FAA announced that LGB was awarded Airport Improvement Program grants for capital improvement projects, to the tune of \$27 million. Then, a few weeks later, we received word that we would receive an additional \$11 million for a grand total of \$38.9 million, the largest amount of all airports in California! These grants are critical for the ongoing work to meet FAA best practices for our airfield and will directly support our Taxiway B and Taxiway L projects.

Taxiway C construction and demobilization wrapped up last month, and we look forward to improvements to Taxiway D beginning later this month. Recommendations from the 2014 Airfield Geometry Study will be implemented to enhance safety on the airfield. The Taxiway D project improvements include reconstruction of pavement, improved drainage and installation of new airfield lighting and signage.

Lastly, if you've been by the historic terminal recently, you may have noticed the new graphics that were installed on the construction barricade near the historic terminal. These graphics were placed in this prominent spot to remind our customers that facial coverings are required at LGB.



Taxiway D construction is scheduled to begin in October and expected to be completed by the end of the year.



New graphics were installed on the barricade wall near the historic terminal.

LGB Administrative Offices to Close Alternating Fridays as Cost Saving Measure

Long Beach City Council voted to adopt the City's balance \$2.8 billion budget for Fiscal Year (FY) 2021 on September 8. As part of the City's multi-pronged approach to resolving its \$30 million shortfall in FY21, the majority of City employees will be furloughed for 26 days. In alignment with the City, Long Beach Airport administrative offices will be closed Friday, October 2, and every other Friday thereafter until the furlough period ends September 30, 2021. Airport operations, security and janitorial services will continue uninterrupted.

For information about the budget and to access related materials, please visit the [Financial Management Department website](#). To see a schedule of impacted service days, visit www.longbeach.gov/furlough. We appreciate your patience and understanding.