

# BUSINESS PARTNER BRIEF

## SEPTEMBER 2020

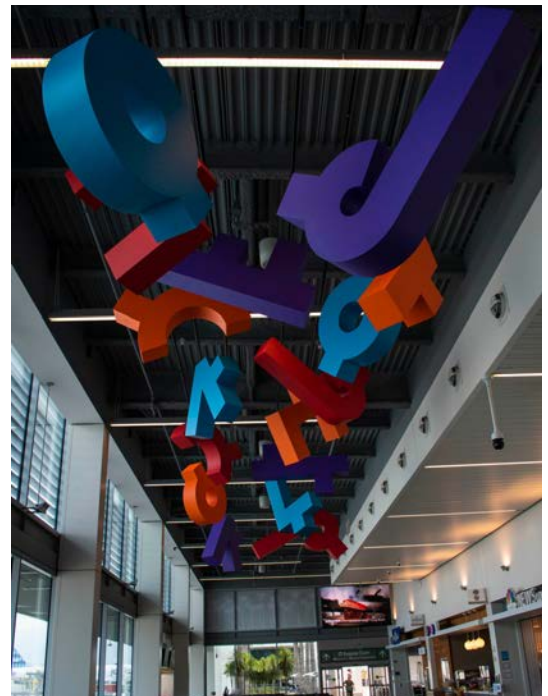


### Director's Message

Greetings! I hope you and your loved ones are staying healthy during the COVID-19 pandemic. Last month's Business Partner Brief was distributed to more than 65 of our business partners, including airlines, tenants and rental car companies. You can also now find these publications posted on our website, under the "Resources for Tenants" section. For this edition, we're introducing a special feature where we highlight an LGB business partner each month - our inaugural spotlight shines on Signature Flight Support and the inspiring work they're doing to support Meals on Wheels of Long Beach. Feel free to reach out to [lgbarpt@longbeach.gov](mailto:lgbarpt@longbeach.gov) with ideas for other tenant spotlights or newsletter features! - Cynthia Guidry

### New Artwork Installed at LGB

A new ceiling sculpture was recently installed in the South Concourse. The art piece, created by Aaron De La Cruz, was previously featured in the Moscone Center in San Francisco as a temporary installation. The sculpture was originally displayed vertically, but due to our layout and the desire to not obstruct views of the airfield, the artist's team redesigned it into a horizontal configuration to hang in the ceiling space. The sculpture is now in the shape of an arc to represent the motion of flights taking off and landing. This new piece is part of our ongoing commitment to the arts and we hope you'll come by to enjoy it!



*"Untitled," the new art piece by Aaron de la Cruz.*

## Concourse Building Awarded LEED Silver Certification

Phase I of our Terminal Area Improvement Program, primarily consisting of the passenger concourse completed in 2012, recently received LEED Silver certification. LEED stands for Leadership in Energy and Environmental Design and is awarded by the U.S. Green Building Council to building projects worldwide for green building programs. The LEED designation is a prestigious honor for LGB and we are so excited to share this great news with you (we'll soon be installing the new LEED plaques). But we're not finished! We also aim to achieve LEED Silver status for the new ticketing building we're constructing as part of the Phase II program.



*LGB's passenger concourse, looking towards the north end of the concourse.*

## LGB Business Partner Spotlight: Signature Flight Support

For the first edition of this new feature, we conducted a Q & A with Ken Boes, who just this week was promoted to LGB Station Manager! Ken brings 31 years of experience in the FBO business, including 30 with Signature. Eric Hill, who has served as LGB General Manager since 2005, will continue to work with the location in his position as one of Signature's Western Region Directors of FBO Operations. Congratulations, Ken!

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

A: Signature Flight Support is a fixed-base operator providing vital support services to business and general aviation aircraft. We offer everything the aircraft crew and passengers need while on the ground: aircraft refueling, parking and hangarage, ground handling services, catering, transportation reservations and flight planning.

Q: How has COVID-19 affected your business?

A: COVID-19 has slowed our business with the reduction of commercial and general aviation flights. We're pleased as an organization to have been able to maintain our employees at work through most of the crisis with limited furloughs, and only for a few weeks. During this time, our employees have banded together to improve our facilities and equipment and reached out into the community to provide assistance. We developed our Signature Recovery Playbook, which details extensive guidelines for operations, cleaning and sanitizing to ensure the safety and well-being of our customers and employees. We're very proud of our internal Employee Hardship Fund, created through contributions and donations both internally and externally, to provide special financial support for employees experiencing exceptional financial hardships at this time. The Signature Team currently volunteers 150 hours per month at Meals on Wheels, helping package lunches and dinners daily. Meals on Wheels serves more than 550 homebound seniors, veterans and disabled in the Long Beach, Signal Hill, and Leisure World Seal Beach area.

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

A: We have the best weather. LGB is super convenient for passenger arrivals and departures with no ground delays, and the best access to business areas of interest, whether that's downtown Long Beach or downtown Los Angeles.

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

A: We're sponsoring an E-Waste/Tire Recycling Drive with Conservation Corps of Long Beach. We hope you can join us on Saturday, September 26, from 10 a.m. to 2 p.m. at the 3333 E. Spring Street parking lot. All airport tenants and staff are invited to recycle your e-waste from your home or office!



*Helping out with Meals on Wheels are Signature employees (from left to right) Wes Adams, Jason So, Gloria Aranda and Ken Boes.*

## New Electrostatic Machine Used Nightly

LGB recently received a new electrostatic machine, an item that has been in great demand since the start of the pandemic. Our Building Services staff have been properly trained on its use and are sanitizing all public areas, including the terminal, concourse and rental car building on a nightly basis. We are very excited to have this new tool to help keep our facilities clean and safe during the pandemic. Along with our enhanced cleaning, physical distancing protocols, plastic shields and face covering requirement, we are helping our passengers #FlyEasyAtLGB.

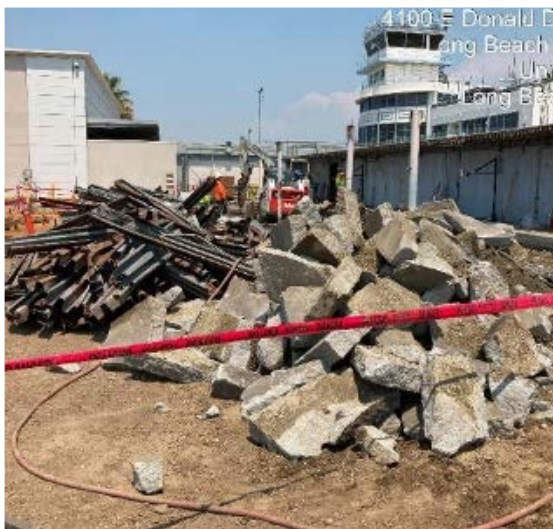


*Building Services employee Merced Alatorre uses the electrostatic machine to clean the concourse.*

## Construction Update

Phase II construction continues to move forward. Steel columns were installed for the new baggage make-up canopy as part of the Checked Baggage Inspection (CBIS) facility construction. The temporary wall surrounding the construction area for the new ticketing building was relocated into the breezeway. Behind that wall, continued utility relocation efforts and site demolition including the former Bag Claim 2 canopy, are underway. Meanwhile, to facilitate construction of the future baggage claim area, an existing trash compactor needed to be relocated; all underground utility infrastructure to support the new location and the concrete pad have been completed.

Last month, we held our first construction meeting related to Taxiway D between Taxiway B and Taxiway J Improvements Project. The improvements will enhance safety and include reconstruction of pavement, improved drainage, and installation of new LED airfield signage and lighting.



*Construction photos show the progress being made on the Phase II construction program.*

## Beware of Scams

The City of Long Beach offers grant programs to support Long Beach businesses impacted by the COVID-19 pandemic as well as the civil unrest that took place on May 31, 2020. It's been brought to the City's attention that entities not affiliated with the City have made attempts to scam Long Beach small businesses seeking such grants. As a precautionary measure, please note the following regarding the City's grant application and award process:

- Information about the City's small business programs is always free.
- There is no charge to apply for grants through the City of Long Beach.
- City employees will never ask you for your credit card or bank account number, nor is this information required to apply for a grant.
- Official City email correspondence will come from email addresses ending in longbeach.gov.
- If you receive an email, phone call or text message that seems suspicious, do not reply.
- Long Beach business owners can call the Long Beach Business Hotline, 562.570.4BIZ (4249), from 8 a.m. to 5 p.m. weekdays for information about small business grants and the application process for each grant. Additionally, Long Beach business owners can email 4BIZ@longbeach.gov with questions.