



KAREN BASS
MAYOR

MEMORANDUM

To: The Honorable Members of the City Council
c/o City Clerk

From: Karen Bass, Mayor 

Subject: EXEMPTION REQUEST – LOS ANGELES WORLD AIRPORTS (LAWA),
(1) DEPUTY GENERAL MANAGER AIRPORTS I (0162)

Date: August 6, 2026

The Los Angeles World Airports (LAWA) requested the approval of one (1) position of Deputy General Manager Airports I, Class Code 0162, be exempted in accordance with Charter Section 1001(b), from civil service as management, professional, scientific, or expert services exemptions. Charter Section 1001(b) allows up to 150 persons to be exempt, of which 127 are approved and 4 are pending the City Council's approval. Approval of this request will increase the count. As of the date of this letter, this request will be the 132nd position of the 150 exemptions. There are an additional 50 exempt positions added by the City Council pursuant to Charter Section 1001(b)(4), of which 18 are filled.

This position will serve as *Deputy General Manager of Strategy, Innovation and Experience* and will report directly to the Chief Revenue and Experience Officer and will be responsible for crafting and executing the guest experience strategy to elevate LAWA to meet world-class benchmarks of airport excellence. To advance the guest, team member, and business partner experience, the Deputy General Manager will drive innovative transformation projects and strategic initiatives to elevate the overall airport experience and enhance operational efficiencies across all team members and guest touchpoints. Leading a team of terminal operations leaders, guest experience professionals, the public arts program, and strategic project teams, this individual will oversee all experiential initiatives and craft a human-centric culture to ensure a seamless and resonating experience for travelers and employees.

The minimum requirements for this position are ten (10) years of experience leading large, dynamic teams in a complex, frequently changing, data-driven, and multi-

disciplined guest-focus environment, with five (5) years of full-time paid management-level experience developing and implementing successful guest experience strategies and transformation programs, digital transformation, or a closely related field within an airport or aviation setting, operational planning, or industrial engineering high-volume environment.

The exemption of this position will allow LAWA the flexibility to recruit and select the best qualified candidate who possesses the necessary specialized experience, talent, and expertise for the position. The duties and requirements as described are appropriate to the class of Deputy General Manager Airports I.

Based on my review of LAWAs request, as well as the review of the Personnel Department, I hereby approve the request for the exemption of one (1) Deputy General Manager Airports I and transmit my action to the City Council, pursuant to City Charter Section 1001(b)(1). If the exempt position is not filled within six months, my approval for the department to fill the position may expire.

cc: Mitch Kamin, Chief of Staff, Office of the Mayor
Rachel Freeman, Deputy Mayor, Office of the Mayor
Justin Yoshimaru, Office of the Mayor
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