

PERSONNEL AND HIRING COMMITTEE REPORT relative to the exemption of one Deputy General Manager Airports I (Class Code 0162) position (Deputy General Manager of Strategy, Innovation and Experience) for the Los Angeles World Airports (LAWA) from the Civil Service pursuant to Charter Section 1001(b).

Recommendation for Council action:

APPROVE the exemption of one Deputy General Manager Airports I (Class Code 0162) position (Deputy General Manager of Strategy, Innovation and Experience) for the LAWA from the Civil Service pursuant to Charter Section 1001(b).

Fiscal Impact Statement: None submitted by the Mayor. Neither the City Administrative Officer nor the Chief Legislative Analyst has completed a financial analysis of this report.

Community Impact Statement: None submitted.

TIME LIMIT FILE – SEPTEMBER 1, 2026

(LAST DAY FOR COUNCIL ACTION – SEPTEMBER 1, 2026)

Summary:

On August 14, 2026, your Committee considered an August 6, 2026 report from the Mayor relative to the exemption of one Deputy General Manager Airports I (Class Code 0162) position (Deputy General Manager of Strategy, Innovation and Experience) for the Los Angeles World Airports (LAWA) from the Civil Service pursuant to Charter Section 1001(b). According to the Mayor, Charter Section 1001(b) allows up to 150 persons to be exempt, of which 127 are approved and four are pending the City Council's approval. Approval of this request will increase the count. As of August 6, 2026, 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. After consideration and having

provided an opportunity for public comment, the Committee moved to recommend approval of the exemption. This matter is now submitted to Council for its consideration.

Respectfully Submitted,

Personnel and Hiring Committee

COUNCILMEMBER:	VOTE:
McOSKER:	YES
RODRIGUEZ:	ABSENT
SOTO-MARTINEZ:	YES

ARL

8/14/26

-NOT OFFICIAL UNTIL COUNCIL ACTS-