

MAY 2023
VOLUME 12 | ISSUE 5

LOS ANGELES CONVENTION CENTER NEWSLETTER



FROM THE DESK OF... HENRY DE LA ROSA, GENERAL MANAGER

Smart City Networks has been a proud partner with the Los Angeles Convention Center since 1988. A lot of things have changed since the late eighties. We've had six Presidents, six Batmans, saw the rise and fall of the iPod Nano, and Pluto hasn't officially been a planet for almost 20 years now. There's always a lot of change happening in the world, but one thing that we can confidently say has remained consistent throughout the years is the strength of the people at the Los Angeles Convention Center.

Our motto is "where Technology meets Hospitality," and we accomplished that by building the right team and preparing them for anything. Our staff are experts in technology solutions and can handle the installation and deployment of all the extraordinary events that visit the Los Angeles Convention Center. Still, they also know that exceptional customer service is the key to any successful show. We strive to honor both ideals, and it's why our relationship with the convention center and the surrounding Los Angeles community has remained so strong over the last 35 years.

And over time, like most families, ours continues to grow. In this last year, we have added additional technicians and customer service representatives to our team to better serve the convention center, and we can't wait to see all the amazing things our new hires do in the future. We have set high goals and expectations for the rest of 2023, and with our incredible team in place, we have no doubt that we will rise to meet them!

MONTHLY HIGHLIGHTS

- From the Desk of...
- April Event Recap
- Mental Health Awareness Month
- LACC's New First Aid/CPR & AED Instructors
- KUDOS
- Beyond the Badge
- April Birthdays
- DTLA News
- LACC Emergency Communication
- HR Updates
- Green Tips
- May Calendar



IN CASE YOU MISSED IT

APRIL EVENT RECAP

WRESTLEMANIA SUPERSTORE



Fans of WWE indulged in the most extensive collection of WrestleMania merchandise in its history, and their excitement for the event prompted record-breaking merchandise sales! WWE announced that WrestleMania 39 in LA was the most successful and highest-grossing event in their history, breaking records across the board.

APARTMENT OWNERS ASSOCIATION OF CALIFORNIA

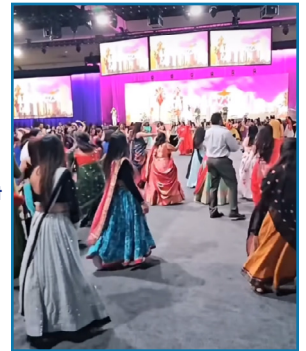


AOA's trade show was a huge success with an impressive turnout. The client was delighted to see large crowds capitalize on opportunities to network, learn about industry trends, attend seminars, and more.

AAHOACON

Congrats on a job well done by Team LACC! Through the diligence of all departments, we were able to help execute an incredibly memorable experience for AAHOA's attendees.

Each department showcased their versatility, resourcefulness, and dedication while serving our client's needs. When the client envisioned the West Hall as the ideal venue space for both the general session and their Raas Garba Night, an idea that would require multiple changeovers in a short period of time, our team answered back with "YES we can!" Hours of strategic planning went into ensuring that we could complete the difficult task and our setup team executed the plans perfectly.



When the client shared cultural insight to details that would best welcome their attendees, our team heard the recommendations and incorporated these ideas into our operations. Our VP of Event Services, **Carisa Norton**, put her creative skills to work crafting trays

for the women's restrooms filled with items the attendees may need during their reception. Levy collaborated with AAHOA's favored Indian caterer to deliver a unique yet familiar menu for their guests and everyone was left blown away by the Block Party that took place on LACC's North Plaza.

As the lead Event Manager on AAHOA, **Richard Serna** saw first-hand the efforts by all the LACC team: "I am so proud to have worked with a competent, cohesive team that collectively made us shine."





MENTAL HEALTH

AWARENESS MONTH

You are MORE THAN ENOUGH

Every year, millions of Americans experience a mental health condition.

- 50% of all lifetime mental illness begins by age 14, and 75% by age 24.
- Of the 1 in 5 U.S. adults who experience mental illness, only half receive treatment.

These figures shared by the National Alliance of Mental Illness highlight how the prevalence and seriousness of mental illness is underestimated. A person's thinking, feeling, mood, ability to relate to others, and daily functioning can be greatly affected by mental illness. With the right treatment, however, people experiencing mental conditions can live productive and enjoyable lives.

It may be difficult for someone enduring a mental illness to reach out for help; the best way to support those affected is to remind them that they are "more than enough."

Join the #MoreThanEnough campaign with the [National Alliance of Mental Illness](#)

Want to help someone experiencing a mental illness? Here's how:

BUILD A CONNECTION AND COMMUNITY



Reassure those experiencing mental illness feel inherent value. This can be done by starting community conversations and sharing resources

CREATING AWARENESS AND DRIVING ACTION



Increasing awareness of the National Alliance of Mental Illness resources and empowering people to take action this month

EDUCATION AND ADVOCACY



Get involved with advocacy, and educating people on the issues & challenges regarding mental health

LACC'S NEW FIRST AID/CPR AND AED INSTRUCTORS



Congrats to *Jose Sazo, Cynthia Romero, Jasmine Mendoza, Alicia Arriaga, and Edwin Perez* for becoming First Aid/CPR & AED certified instructors! Team LACC now has a total of 6 instructors on staff (including Kevin McCall, not pictured).

KUDOS



Congratulations to **Bladamir Reyes** and **Gerardo "Jerry" Biviano**, who have been promoted to Operation Manager and Operations Coordinator, respectively. Their advancements are well-earned due to their hard work and dedication to the LACC.



BEYOND THE BADGE



This month we have started a new initiative called "Beyond the Badge" to recognize team members who's outstanding performance serves as an inspiration.

Our first Beyond the Badge recognizes Jose Felix Escobar Martinez, an ABM employee, for demonstrating exceptional service. Felix observed damaged signage in the west arcade, and with resourceful thinking and care, he took the initiative to fix it on his own. Felix went above and beyond and we thank him for his efforts.

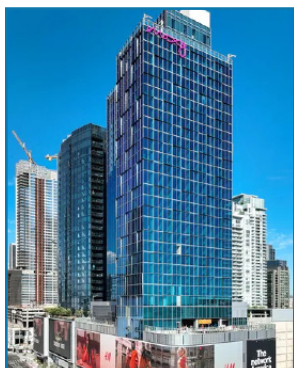
Help us celebrate great moments like this by submitting your nomination for the next Beyond the Badge feature to aabundes@lacclink.com.

APRIL BIRTHDAYS



Happy birthday to all our April employees! The Fun Team organized a special birthday dessert in the West Hall breakroom featuring a tasty slice cake for team members. Missed the party? Join next month's celebration for our May birthdays.

DTLA NEWS



Welcome new neighbors!

On April 12th, the dual-branded Moxy and AC hotel finally opened! The 380-key Moxy and 347-room AC Hotel, on the corner of S. Figueroa and Pico, will offer more walkable hotel options and dining venues for LACC guests. This is the first Moxy hotel to open in Los Angeles.

Just on the other side of the LACC, Lazy Dog Restaurant & Bar is set to open in LA Live later this fall.

Lazy DOG
EAT. DRINK.

LACC EMERGENCY COMMUNICATIONS



The LACC Security Team announced the release of the LACC Emergency Text Notification. This tool will be used to inform subscribers of emergencies that occur at the facility to prompt appropriate action.

To sign up:

- Scan the QR code with your mobile device which will autogenerate the notification number 213-263-6767 along with a "EVAC" as the keyword.
- Deliver the message and you'll receive a confirmation text.
- Text your first/last name and department.

Once completed, you'll have successfully subscribed to the emergency notification! If you have any questions, please contact the security team.

HR UPDATES

EAP RESOURCES

When you need some extra support, the Cigna Employee Assistance Program is always just a call or click away. These services are all confidential and available at no additional cost to you and your household members.

Call or visit online anytime, any day.
888-371-1125 | www.mycigna.com

SAFETY SPOTLIGHT

Check out the recent safety bulletins shared by the Human Resources Department on the following topics:

[Hazardous Communications](#)
[Respiratory Protection](#)



TRAINING REMINDERS:

Courses are being added throughout the month. Remember to check the ASM Global Academy Online Courses for updates.



MASKING UPDATE:

Masks are RECOMMENDED for indoor settings and those with a high-risk health condition.

Get Your Employee Discount!

ORIGINAL
LOWRIDER

Employee
DISCOUNTS



LACC EMPLOYEES HAVE ACCESS TO THIS GREAT DISCOUNT PROGRAM.

Claim your discount at places you already shop and take advantage of free well-being classes.

PROMOTIONS & NEW HIRES

Jerry Biviano	Operations Coordinator	*Promotion*
Bladimir Reyes	Operations Manager	*Promotion*

Jason Bernard	BOE
Fernando Escareno	Utility Worker
Jose Leiva	BOE (Returning)
Efren Rodriguez	Set Up
Jesus Salazar	Set Up
Sonia Trejo	Senior Event Manager
Galo Vargas	BOE
Bryan Vasquez	Set Up

WE ARE HIRING

OPEN POSITIONS

Security Manager	Operations Utility Worker FT
Event Manager II	Security Supervisor PT/FT
Sales Manager	Security Guard PT/FT
Sustainability Manager	Event Attendant PT

To apply, follow the website link to [ASM Global Jobs Careers](#), search for the position and apply.



GREEN TIPS

Bring your own bag on your next shopping trip

Plastic bags have a devastating effect on our planet. They can fill our landfills and accumulate in our oceans, killing wildlife. Consider using a reusable bag on your next shopping trip to prevent adding plastic waste to vulnerable ecosystems.



MAY 2023

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	 1 1st Day of Mental Health Awareness Month	2	3	4	 5 Cinco de Mayo	6 Original Lowrider "Cinco De Mayo" Super Show AATS Annual Meeting
	NatCon23			An Evening with Dr. Zahi Hawass		
7 Original Lowrider "Cinco De Mayo" Super Show	8	9	 10 National Receptionist Day	11	12	13 Writing Conference of Los Angeles Black Men in White Coats Youth Summit
AATS Annual Meeting					RuPaul's DragCon 2023	
 14 Mother's day	15	16	 17 National Smile Month	18	19	20
		American Society of Gene & Cell Therapy 2023				
21 The Church in Los Angeles	22	23 Department of Mental Health Faith Based Conference	24	25	26	27
	Society for Information Display 2023					
 28 International Burger Day CADEM	 29 Memorial Day	30	31			

BIRTHDAYS

Angel Barraza, 5/4
 Milton Linares, 5/16
 Oscar Mejia, 5/16
 Joel Villalpando, 5/17

Jesus Astudillo, 5/19
 Jonathan Macias, 5/19
 Sarah Prom, 5/19
 Frank Carranza, 5/26
 Martin Espinoza, 5/29

WORK ANNIVERSARIES

Scott Banks, 20 Years
 Otha Johnson, 7 Years
 Robert Haro, 6 Years
 Nicholas Aquino Jr., 5 Years

Alonzo Calleros, 5 Years
 Frank Carranza, 5 Year
 Nancy Walker, 5 Years
 Fabian Toro, 1 Year

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Los Angeles

CONVENTION
CENTER

Managed By ACSM

