

# GOALS & OBJECTIVES



## MASTER THE BASICS

### 1. Ensure a safe and secure environment

ONT will implement comprehensive measures and protocols to create an environment that prioritizes the safety, security and health for our Investors.

### 2. Ensure competitive cost structure

ONT will strategically manage costs and generate non-airline revenues to minimize airport facility costs for the airlines relative to ONT's competitive airport set.

### 3. Evolve and enhance relationships with Stakeholders and Investors

ONT will build strong relationships with elected officials, including Federal, State, and local partners, thereby enhancing support for our strategic initiatives, fostering collaboration, and promoting the successful and efficient functioning of the Airport within the regulatory framework.

### 4. Maintain and efficiently operate Airport facilities at optimum levels

ONT will maintain and operate facilities at optimal levels, delivering a seamless and enjoyable experience to all our Investors, while ensuring the sustainability and growth of the Airport.

### 5. Ensure sound business principles and best practices in all areas

ONT will manage the airport as a business, implementing effective and ethical management policies and procedures to ensure financial sustainability, excellent customer experience and efficient operations.



## INVEST IN ONT

### 1. Grow the business

ONT will manage and expand services and activities to meet the increasing needs of its investors, contributing to economic growth in the Inland Empire and Southern California.

### 2. So Cal. So Easy. It's what we do

ONT will create a conducive and attractive environment for all Investors and employees, emphasizing the ease and attractiveness of doing business at ONT as a seamless and appealing experience. ONT will implement innovative processes to improve the ease, comfort and speed of the customer experience from the beginning of the journey to the aircraft door.

### 3. Build a workforce that is diverse, inclusive and engaged

ONT will create a positive, dynamic, innovative, and equitable work environment reflective of the diversity of the region that optimizes employee performance, well-being and collaboration.

### 4. Maximize business performance

ONT will develop and implement management strategies to optimize business performance, achieve financial growth, improve operational processes and create a positive impact on our Investors.



## PLAN FOR THE FUTURE

### 1. Develop a responsible improvement plan that will ensure ONT can meet growth

ONT will create a flexible development plan that balances adaptability with fiscal responsibility to meet future demand and the needs of our investors, for a resilient and sustainable future.

### 2. Build on our pivotal role as a Southern California gateway

As a key player in Southern California, ONT will link global trade and passenger connections with the Inland Empire, fueling regional economic growth and setting the standard for sustainable urban development and environmental stewardship.

### 3. Be responsible stewards of the environment to shape a better future for Southern California

ONT will pursue a leadership role in environmental sustainability covering its operation and development of the airport, paving the way for a greener, more resilient future for the region.

# FY 2025 STRATEGIC PLAN

Develop a clear mission, vision and strategic plan for the airport that identifies objectives, goals and Key Performance Indicators (KPIs) that align with both the airport's mission, vision and economic viability.

## MISSION:

To boldly seize every opportunity to connect the Inland Empire to the world.

## VISION:

Travel.  
Transformation.  
Growth.

## TAGLINE:

So Cal. So Easy.

## ONT'S ORGANIZATIONAL GUIDING PRINCIPLE:

At our airport,  
every moment matters.