

STRATEGIC GOALS & OBJECTIVES

2025

A MESSAGE FROM THE BOARD

We say it all the time, and it's a motto we live by: This is not our airport, it's yours. As members of the Board of Commissioners of the Ontario International Airport Authority, we are proud and humbled to serve as stewards of this one-of-a-kind regional asset that connects our region to destinations across the country and around the world.

We also know that progress doesn't simply happen. It requires vision, a strategy, collaboration and, at the end of the day, a team of professionals committed to delivering what we all know to be possible – the best airport experience anywhere.

At Ontario International Airport, our Board sets policy and provides that vision. Together with the support we receive from our community and the dedication of our staff, we have been able to deliver that wonderful airport experience that millions of Southern Californians continue to come back to.



ALAN D. WAPNER
President



CURT HAGMAN
Vice President



JIM W. BOWMAN
Secretary



JULIA GOUW
Commissioner



RONALD O. LOVERIDGE
Treasurer

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INTRODUCTION

A MESSAGE FROM THE CEO



Ontario International Airport has enjoyed considerable success since our return to local ownership. As we look to the future, we are excited about the opportunities that lie ahead. Our Board of Commissioners play a crucial role in guiding our vision and strategic direction. Comprising dedicated professionals with diverse expertise, the Board ensures that ONT remains focused on long-term growth and sustainability. Their oversight and strategic input are significant in shaping the airport's initiatives and aligning resources to achieve our goals.

Our 2025 Strategic Goals and Objectives is designed to establish the foundation for continued growth, ensuring that ONT and the dynamic region we serve thrive for generations to come. This plan is crucial for guiding our organization toward its long-term goals by providing a clear roadmap and aligning resources efficiently.

We have centered our strategic plan on three core goals: Mastering the Basics, Investing in ONT and Planning for the Future. These goals are intended to drive operational excellence, enhance the airport's infrastructure and services, and ensure sustainable growth. Each goal is supported by specific objectives that provide a clear pathway for achieving ONT's mission and vision.

For the first time, we are implementing and reporting Key Performance Indicators (KPIs) and initiatives to our Board of Commissioners. This new approach underscores our commitment to transparency, accountability and continuous improvement. Level one KPIs are high-level metrics for the entire organization and are reportable to the Board. The executive team will develop level two KPIs for their respective divisions, ensuring alignment with our overarching goals.

KPIs and initiatives are vital to our strategic planning framework. They help measure progress, track performance and identify areas for improvement, offering quantifiable metrics that guide informed decision-making. By prioritizing key initiatives, we ensure that our efforts focus on the most impactful projects, maximizing the potential for success and growth.

Our strategic goals translate into action in several significant ways. First, Mastering the Basics involves driving operational excellence by improving efficiency and reliability in our core operations. This includes enhancing customer satisfaction, ensuring safety and security, and optimizing resource utilization. By focusing on these fundamental aspects, we lay the groundwork for sustainable growth.

Second, we are committed to Investing in ONT by enhancing our infrastructure and services. Our collaborations with regional entities such as the San Bernardino County Transportation Authority and Omnitrans aim to create new transit options for our travelers. Additionally, recent partnerships with U.S. Customs and Border Protection (CBP) have resulted in customer conveniences like the Global Entry Enrollment Center and the Simplified Arrivals biometrics system.

“ THESE GOALS AND OBJECTIVES ESTABLISH THE FOUNDATION FOR CONTINUED GROWTH AND PROSPERITY. ”

Third, Planning for the Future is crucial for sustainable growth and long-term success. Our new CBP designation as a Landing Rights Airport will be effective in September 2024. This development will strengthen our role in the nation's supply chain, where we already rank ninth among U.S. airports for cargo volumes.

Our KPIs play a critical role in these efforts. They provide metrics to assess the effectiveness of our strategic initiatives, enabling data-driven decision-making and optimization of operations. KPIs ensure that day-to-day activities align with our overarching objectives, driving long-term success. They offer insights for strategic decisions by highlighting performance in key areas such as passenger satisfaction, operational efficiency and financial stability. Reporting level one KPIs to the Board fosters accountability and keeps stakeholders informed of our progress. Furthermore, division specific KPIs guide daily operations toward departmental goals, ensuring unity across the organization.

The strategic importance of KPIs and initiatives extends to each division within ONT, where division executives play a pivotal role in defining and implementing relevant KPIs. By aligning divisional KPIs with broader objectives, we ensure synergy and cohesion across all functions of the airport. This approach fosters a unified effort toward achieving our strategic goals and sustaining competitive advantage.

Overall, our strategic plan, KPIs and initiatives provide a comprehensive framework for performance improvement, alignment and accountability. We are confident that this framework will guide us toward our strategic goals with clarity and confidence, ensuring that ONT continues to thrive.

Thank you for your commitment to our vision. Together, we will achieve these goals and secure a prosperous future for Ontario International Airport and the region we serve.

Atif Elkadi
Chief Executive Officer
Ontario International Airport Authority

STATISTICS



Airlines serving ONT AS OF JULY 2024

Terminal 2

Alaska Airlines
Avianca
China Airlines
Delta Air Lines

Frontier Airlines
JetBlue
United Airlines
Volaris

Terminal 4

American Airlines
Hawaiian Airlines
Southwest Airlines

ONT OFFERS 80 DAILY NONSTOP FLIGHTS TO MORE THAN 26 DESTINATIONS AND COUNTING.

ONT offers 11 INTERNATIONAL AND DOMESTIC CARRIERS



FIRST AIRPORT IN CALIFORNIA TO
exceed
pre-pandemic
PASSENGER LEVELS

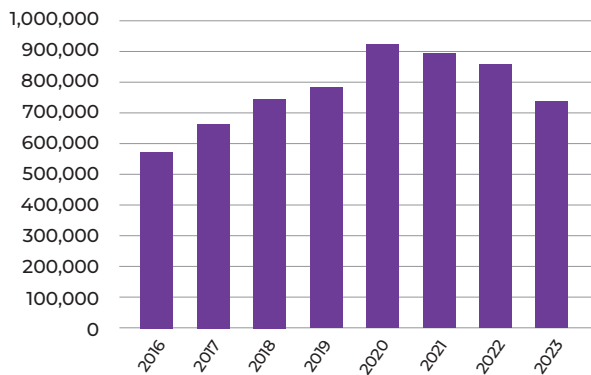
UNPARALLELED CUSTOMER EXPERIENCE THAT WE CALL

“So Cal. So Easy.”

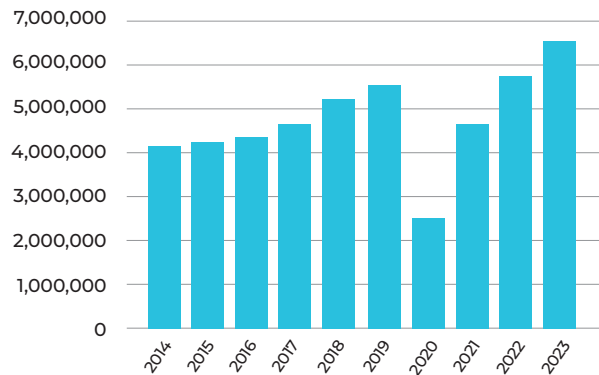


- Convenient access to the airport
- Enhanced food, beverage and retail offerings
- ONT+ digital visitor pass

CARGO (TONS)



PASSENGERS



UPDATED SELECTION OF RESTAURANTS, STORES AND TRAVELER EXPERIENCES, INCLUDING:

Terminal 2:

- 3Sixty Duty Free
- Aspire Lounge
- Brewery X
- Dunkin'
- Evolve by Hudson
- Farmer's Fridge
- Hudson News
- Pizza Vino
- Tap & Pour
- YoKai Express

Terminal 4:

- Aspire Lounge
- Dunkin'
- Subway
- Chick-fil-A
- Einstein Bros. Bagels
- Farmer's Fridge
- Lego Machine
- Liquid Provisions
- Mi Casa Cantina
- Urban Crave
- Evolve by Hudson
- Ink by Hudson
- Ontario Provisions
- Tech on the Go
- YoKai Express



ONT earned the **highest score** among California airports and the **third highest** among medium-size airports in a prestigious ranking of airports in North America in 2023.

Moving forward, our concessions program will include a growing number of local and regional brands, offering a distinct sense of place while transforming ONT from a mere transit hub into a compelling destination.

ONT CONTRIBUTES
\$3.8 billion
TO THE LOCAL ECONOMY

SUPPORTS
27,800 jobs

AND IS THE HUB OF ONE OF THE WORLD'S
biggest supply chain networks.



BUILDING THE FOUNDATION

GOALS AND OBJECTIVES

Ontario International Airport has established a strategic plan centered on three core goals: Mastering the Basics, Investing in ONT and Planning for the Future. These goals are designed to drive operational excellence, enhance the airport's infrastructure and services, and ensure sustainable growth. Each goal is supported by specific objectives that provide a clear roadmap for achieving ONT's mission and vision.

The importance of KPIs extends to each divisional unit within ONT, where the executive team play a pivotal role in defining and implementing relevant indicators. By aligning divisional key performance indicators with broader organizational objectives, synergy and cohesion are ensured across all functions of the airport.

Ultimately, KPIs are integral to the success of Ontario International Airport's strategic plan, providing a roadmap for performance improvement, alignment and accountability.

Through the establishment of a robust system of KPIs and reporting structures, ONT can confidently navigate toward its strategic goals with clarity and precision, ensuring sustained growth and excellence in service delivery. Each division outlines specific KPIs, demonstrating how their contributions support ONT's overarching strategic goals and objectives, guided by our mission and vision.

IMPORTANCE OF KEY PERFORMANCE INDICATORS (KPIs) AND INITIATIVES

Key Performance Indicators (KPIs) and initiatives are vital to ONT's strategic planning framework. Level one KPIs are high-level metrics designed for the entire organization and are reportable to the Board of Commissioners. The executive team will develop level two KPIs for their respective divisions and work with staff to ensure alignment with the overarching goals. KPIs serve as essential tools for measuring, monitoring and steering progress toward the airport's goals. By implementing a system of KPIs and initiatives, ONT ensures alignment with its strategic vision, fosters accountability and drives continuous improvement across all organizational levels. The significance of KPIs and initiatives is highlighted through several critical aspects:

- 1. Performance Tracking and Evaluation:** KPIs and initiatives provide quantifiable metrics to assess the effectiveness and efficiency of ONT's strategic goals and objectives, enabling data-driven decision-making and optimization of operations.
- 2. Strategic Alignment:** KPIs and initiatives align day-to-day activities with the overarching strategic objectives of ONT, ensuring that every action contributes toward its long-term success.
- 3. Decision-Making Support:** KPIs and initiatives offer valuable insights to support strategic decision-making processes by providing a snapshot of performance across key areas such as passenger satisfaction, operational efficiency and financial stability.
- 4. Accountability and Transparency:** Reporting level one KPIs to the Ontario International Airport Authority Board of Commissioners fosters accountability and transparency within ONT, keeping stakeholders informed of progress toward strategic goals.
- 5. Guidance for Action:** While level one KPIs provide a high-level overview of ONT's performance, each division within the organization establishes its own set of KPIs tailored to its specific functions and objectives, serving as actionable measures to guide daily operations toward achieving departmental goals.

The strategic importance of KPIs and initiatives extends to each division within ONT, where divisions play a pivotal role in defining and implementing KPIs relevant to their areas of responsibility. By aligning divisional KPIs with the broader organizational objectives, divisions ensure synergy and cohesion across all functions of the airport.

Ultimately, KPIs and initiatives are integral to the success of ONT's strategic plan, providing a roadmap for performance improvement, alignment and accountability. By establishing a robust system of KPIs and reporting structures, ONT can navigate toward its strategic goals with clarity and confidence. ONT outlines specific KPIs, demonstrating how their contributions support the overarching mission and vision. To ensure all divisions stay on track with the overall strategy, KPIs are reported to the Board on a quarterly basis, fostering continuous improvement and accountability.



MASTER THE BASICS

ONT will focus on the key requirements of operating an airport, ensuring efficiency, safety and compliance with industry standards and regulations. We will build on our strong foundation of knowledge and skills to effectively and confidently carry out tasks within the airport setting.

Objectives and initiatives within this category focus on foundational elements essential for the airport's smooth operation and efficiency.

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.

- Achieve zero FAA Part 139 uncorrectable deficiencies.
- Initiate training for the Safety Management System (SMS) implementation plan.

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.

- Achieve the airline cost budget.

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.

- Implement stakeholder and investor outreach programs.

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.

- Add specific KPIs and work instructions to the agreement between ONT-TEC and Ontario International Airport Authority.

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.

- Identify and implement training and development program for employees on business principles and best practices.



INVEST IN ONT

ONT will focus on investing resources in all areas of the airport to improve functionality, efficiency, safety and overall value. This will lead to increased usage, economic growth and a better experience for all our Investors.

These objectives and initiatives are aimed at fostering growth, enhancing customer satisfaction and maximizing business performance.

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.

- **Increase seat capacity to domestic destinations.**
- **Increase frequency to airline hubs to provide seamless connecting opportunities for travelers from 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.

- **Maintain ACI ASQ overall customer satisfaction score of 4.0 or above in each quarter of the fiscal year.**

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.

- **Achieve employee engagement of 76%.**

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.

- **Achieve cost center net revenues and budget.**



Planning for the future involves a strategic and comprehensive approach to ensure growth, sustainability and adaptation to changing technologies and Investor needs, which will contribute to the economic development and prosperity of Southern California.

Objectives and initiatives within this category are forward-looking, geared toward strategic planning, development and innovation to ensure ONT's sustained success and relevance.

1. Develop a flexible and fiscally responsible improvement plan that will ensure ONT can meet growth

ONT will create a flexible development plan that balances adaptability with fiscal responsibility, meeting future demand, long-term sustainability and the needs of our Investors for a resilient and sustainable future.

- **Progress on planning for expanded terminal facilities.**
- **Initiate two projects that directly support and improve the customer experience.**

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.

- **Invest in supporting local chamber and economic development activities throughout the region to increase awareness of the Airport.**

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.

- **Partner with environmental agencies to identify new opportunities for the Airport to minimize our environmental footprint and promote sustainability.**



CORE VALUES

EXERCISE HUMILITY.

We are humble and approachable. We honor all viewpoints and perspectives.

BE PASSIONATE.

ONT team members and partners are committed to furthering the aviation industry and serving others; and our excitement for our work is contagious. We believe this combination makes us unstoppable.

PUT PEOPLE FIRST.

Our customers are at the heart of everything we do. We believe that an outstanding experience can change someone's day. Now doesn't that feel good?

BE IMPACTFUL.

ONT values innovation in all forms – from sharing ideas and identifying opportunities, to advancing technology and efficiencies. Every team member can make a positive and important impact.

HELP BUILD A LEGACY.

Collectively we are not only building up an airport, but a community for future generations to connect to one another and the world. Every single team member plays a part.

BE RESILIENT.

We can't be kept down. No matter what comes our way, ONT never waivers in our enthusiasm and commitment to our mission.

BE INCLUSIVE.

ONT reflects the diverse community we serve from all over the world. We embrace each other's differences and value everybody's ideas and perspectives. We seek to understand and listen, and are committed to always continue learning so our airport represents the best of all of us.

HAVE FUN.

Travel is fun and so is our work. We approach all situations with an eye toward making it better for one another and not taking ourselves too seriously.

VISION

Travel. Transformation. Growth.

Ontario International Airport's reason for being. The broad, emotional goal we are always aspiring to.

MISSION

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

The mission is the clear, ambitious, achievable goal that drives our day-to-day operations. It's the benchmark for all decisions.



ORGANIZATIONAL OVERVIEW

EXECUTIVE

DIVISION OVERVIEW

The Executive Office is the cornerstone of strategic leadership, guiding ONT toward achieving its overarching goals. Overseen by the CEO, this division plays a pivotal role in ensuring operational excellence, fostering a culture of innovation and maintaining a high standard of service across the organization. The Executive Office oversees various critical functions, ensuring that each division aligns with the airport's strategic vision and core values.

DEPARTMENT BREAKDOWN

Chief of Staff: Facilitates projects that span multiple divisions, promoting collaboration and aligning efforts with the airport's strategic objectives.

Air Service Development: Focuses on expanding route connectivity and enhancing partnerships with airlines, contributing to the airport's growth in passenger and cargo services.

Government Affairs: Manages critical interactions with local, state and federal entities, advocating for policies, initiatives and grant opportunities that benefit the airport and the surrounding community.

Office Management and Employee Activities: Enhances the internal work environment by promoting employee engagement and overseeing office operations. This focus on organizational culture ensures all team members are motivated and aligned with the airport's mission and core values.

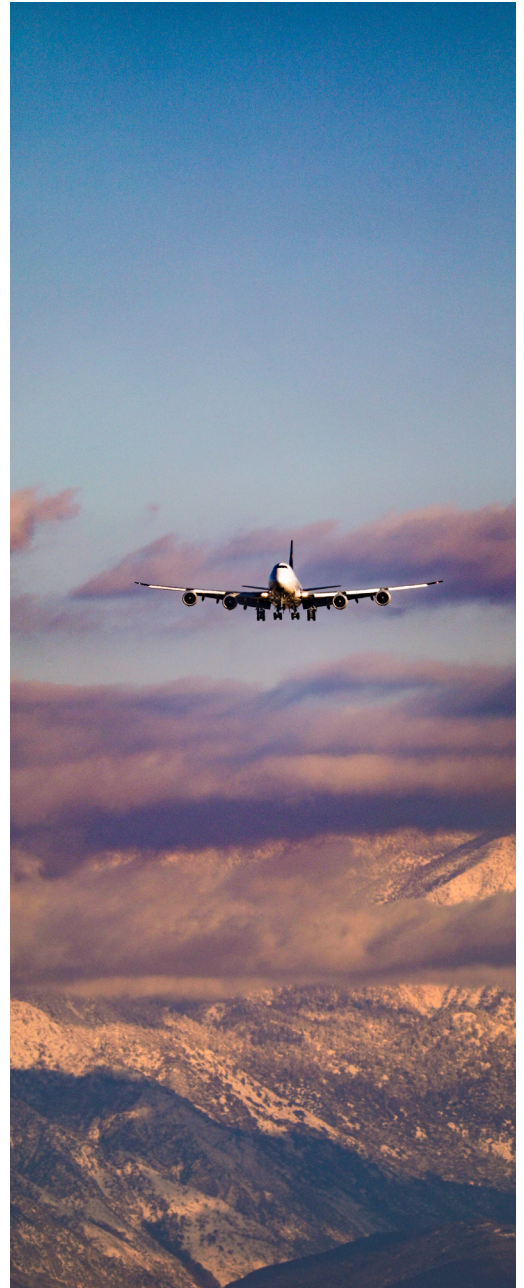


Board Clerk: Supports the Board of Commissioners, facilitating effective governance and communication. This role ensures that board activities are conducted smoothly, reinforcing the strategic direction set by the airport's leadership.

AREAS OF FOCUS FOR FY 25

- Set clear goals and objectives to guide ONT's long-term planning and overall management.
- Ensure all divisions align with ONT's strategic vision and core values.
- Maintain the highest standards of safety and service through rigorous compliance with federal and state regulations.
- Ensure compliance with regulatory requirements and support strategic financial management for airport growth.
- Foster an exceptional employee experience and promote a positive workplace culture.
- Support key initiatives to position ONT as the airport of choice in Southern California.
- Engage with stakeholders and ensure compliance with regulatory requirements.
- Define and implement KPIs to measure progress toward ONT's strategic goals.
- Ensure continuous improvement, alignment and accountability across all divisions through rigorous monitoring and evaluation of KPIs.

All Divisions report to the CEO, creating a cohesive and responsive leadership structure. The Executive Office is instrumental in defining and implementing KPIs that measure progress toward ONT's strategic goals. These KPIs provide a roadmap for performance improvement, alignment and accountability across all divisions. By leveraging and continuously monitoring these indicators, the Executive Office drives continuous improvement and ensures that ONT remains on track to achieve its mission and vision. Together, the Executive Office not only drives the airport's strategic initiatives but also ensures that ONT continues to provide an exceptional experience for passengers, solidifying its position as a premier transportation hub in Southern California.



ADMINISTRATIVE

DIVISION OVERVIEW

The Administrative Division oversees the Procurement, Contracting, Warehousing and Business Development Departments for the Ontario International Airport Authority. Within the Division, Procurement and Contracts establishes the methods and processes by which OIAA purchases goods and services, and how OIAA enters contracts for such items. The Warehousing department manages inventory, deliveries and distribution of mail and other delivered items for OIAA recipients. The BD department will be responsible for creating Business Enterprise programs aimed at increasing opportunities at OIAA for small, local and/or disadvantaged businesses.

DEPARTMENT BREAKDOWN

Procurement: The Procurement Department is led by the Director of Procurement & Contracts (DPC). The DPC oversees a Procurement Manager and three other procurement staff. This team ensures OIAA employs sound procurement principles in all of its transactions while providing fast and efficient service to its stakeholders.

Contracts: The Department comprises one Contracts Analyst II and reports to the DPC. The Department creates, reviews and processes all contracts for expenditures at OIAA. The Department also establishes contract guidelines and terms and conditions, with the input of Legal Counsel, to ensure OIAA contracts protect the Authority from risk and liability.

Warehouse: The OIAA warehouse is operated by a Storekeeper/Supply Chain Assistant (S/SCA). The Warehouse stores and inventories all mail and deliveries for OIAA staff. The S/SCA coordinates the acceptance and delivery of all packages to ensure safe tracking and management of all delivered items. This Department is also overseen by the DPC.

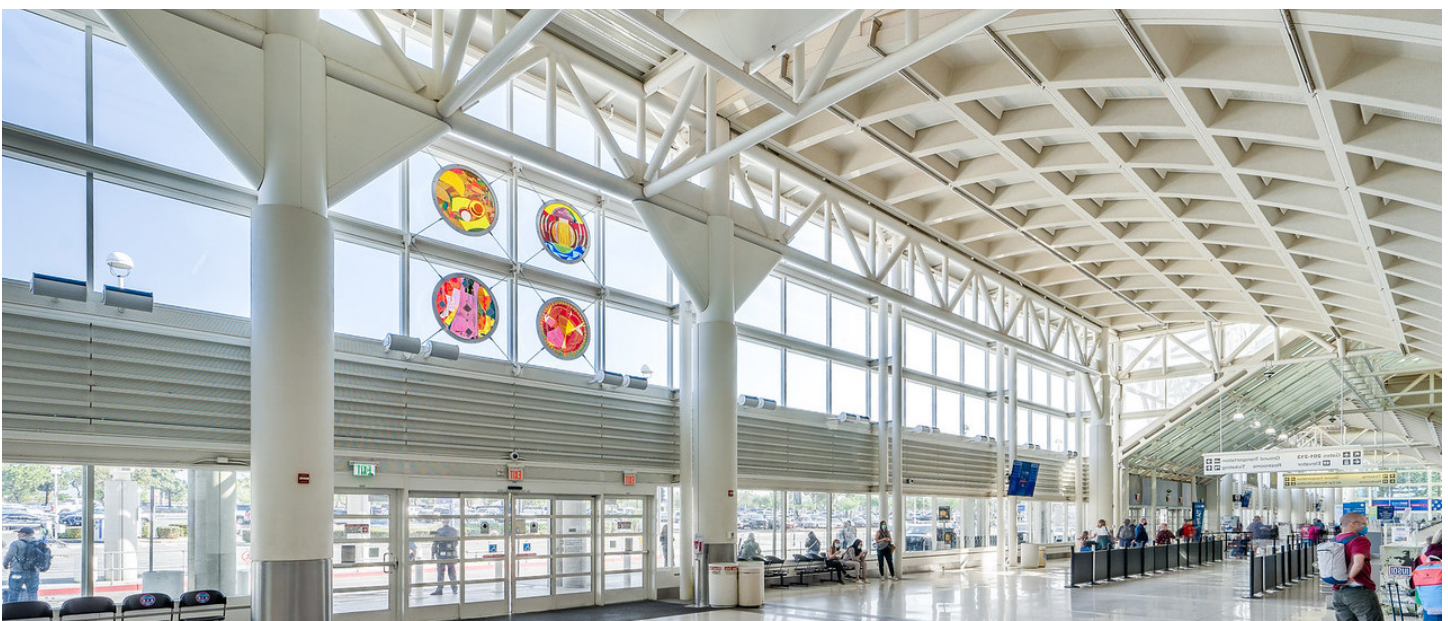


Business Development: Once created, the Department will report to the Chief Administrative Officer. The Department will establish BE programs that create opportunities in the airport's catchment area.

AREAS OF FOCUS FOR FY 25

- Processes and Policies: Improve processes and policies for travel and expense management.
- Procurement: Increase efficiency of procurement and contracts through benchmarks and KPIs.
- Business Development: Establish Business Development office and create programs for DBE/SBE/LBEs.

The Administrative Division is responsible for the development and implementation of policies and procedures that impact staff and the way business is administered at OIAA. The areas of focus for the Division are significant in that they will reinforce good business practices for the OIAA, encourage efficiency in some of the longer processes by which the OIAA has to abide, and create opportunities for the OIAA to further its position as a pivotal economic engine in the City of Ontario and San Bernardino County.



CAPITAL DEVELOPMENT

DIVISION OVERVIEW

Capital Development develops and implements the ongoing capital planning program by delivering projects and improvements – including capacity, modernization, and asset renewal and replacement – to meet future demand and maintain operational continuity with a balanced program. The Capital Development Division supports the Airport through the Project Development Process while ensuring the airport remains in compliance with all applicable regulatory requirements. Engaging with various stakeholders, including airlines, government agencies, local communities and airport users, the Capital Development Division gathers input, addresses concerns and builds consensus on planning decisions.

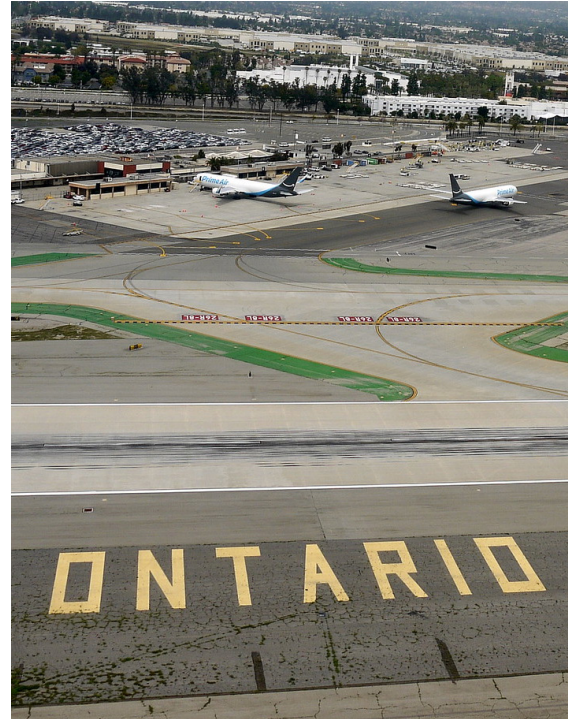
DEPARTMENT BREAKDOWN

The Capital Development division is divided into three departments, which all collaborate to manage all aspects of capital projects, from initial planning and design to construction and regulatory adherence.

Planning: This department plays a critical role in shaping the future development of the airport by balancing the needs of various stakeholders while ensuring safety, efficiency and environmental sustainability. This department is responsible for multiple aviation programs and planning activities, including the formulation and update of the Capital Program and Capital Improvement Plan (CIP); airport planning and environmental planning; and concept reviews of proposed tenant projects.

Program Management: Responsible for infrastructure development, this department oversees and manages design and construction of OIAA capital projects and tenant projects. This involves coordinating the construction and expansion of runways, taxiways, terminal improvements, gates, parking facilities and other airport infrastructure. They also maintain base maps, drawing archives and as-built drawings for the airport.

Environmental Compliance: This department is entrusted to maintain compliance with programs and regulations that are in place to protect the environment. This includes monitoring, testing and reporting in several areas such as air quality, hazardous materials and waste, and stormwater.



AREAS OF FOCUS FOR FY 25

- **Project Development Process:** The Capital Development Division will focus on the defined process created to develop and move projects forward, building upon the foundation that has been created within the Division. Planning will be more in depth to ensure the correct option and alternatives are identified, resulting in improvements to scope, schedules and budgets. Environmental requirements will be completed, approvals will be obtained and funding plan will be identified. At the appropriate time, projects will move forward as an active project through procurement, design or construction and award of contracts.
- **2021-2024 CIP Projects:** The Division will focus on continuing to move forward within the Capital Improvement Plan projects that have been previously approved.
- **Overall Capital Program (5-year CIP and 10+-year CIP):** In support of ongoing Use and Lease Agreement negotiations, the Capital Program will be periodically updated as current projects move to completion and new capital needs are identified. Funding sources will be determined as part of overall Project Development Process.

By prioritizing fiscal responsibility, operational efficiency and sustainability, the Division supports the Airport's growth and modernization goals. Through these efforts, the division contributes to maintaining a competitive, safe and secure airport environment, fostering economic vitality for the region.



FINANCE

DIVISION OVERVIEW

The Finance Division plays a crucial role in ensuring the financial health and stability of the airport. The Division oversees a wide range of functions, including accounting, financial planning and statistical analysis, which when combined, drive OIAA's efforts to optimize resource allocation and maximize financial results.

One of the Finance Division's highest priorities is to ensure compliance from an accounting standpoint as well as with federal and state government agencies, such as the FAA. Teams in General Accounting, Payroll, Accounts Receivable and Accounts Payable all work together to report the OIAA's financial results. These different groups also coordinate tasks such as billing and payments to support the operations in the different departments across the Authority.

While financial reporting tends to look at prior years, the Finance Division also plays a pivotal role in the Airport's future. The collection and analysis of financial results as well as the statistics and activity metrics are used to maintain fiscal discipline, enhance revenue generation and support investment decisions. The Finance and Budget staff depend on the information and data provided by all OIAA divisions to build thorough, and attainable, budgets and long-term financial plans.

Ultimately, the Finance Division's strategic value lies in its ability to provide and utilize information that will contribute to the airport's overall growth and success within the aviation industry.



DEPARTMENT BREAKDOWN

The Finance Division is composed of the following departments:

Finance: This department oversees all financial planning and forecasting for ONT, and the Airport's Aeronautical Rates and Charges.

Accounting: The department handles the OIAA's financial reporting, and consists of General Ledger, Accounts Receivables, Accounts Payable and Payroll.

Budget: The department manages financial planning and day-to-day oversight of existing expense and revenue budgets and statistics.



AREAS OF FOCUS FOR FY 25

- **Long-term financial planning:** In the coming year, the finance department will focus on building a long-term financial plan to support ONT's future. As passenger and air traffic growth continue, as will the increase of operating and capital needs. The negotiation of the Airline Use and Lease Agreement provides an opportunity to assess the financial structure of the Airport's largest revenue source, as well as realign funding to support the Capital Improvement Program. The budget department will also focus on a multi-year operating revenue and expense outlook in an effort to optimize financial resources.
- **Financial Reporting:** The finance department will be focusing on posting financial results in two different areas over the upcoming fiscal year.
 - The OIAA has selected Plante Moran as its new external auditors; our Accounting department will focus on educating and orienting their team as well as updating the annual reporting process.
 - The Finance Division will also focus on utilizing Workday Finance to create new internal business reports, which will provide the organization with the tools necessary to better manage financial and business performance.
- **Process Optimization:** As activity at ONT increases and the OIAA continues to expand, the finance department will focus on improving the processes that support our business. Inter-department collaboration will be crucial as the team hopes to streamline workflows, as well as creating methods for data utilization to support decision-making on an Authority-wide basis.

By focusing on these three areas, the Finance Division hopes to support the OIAA's overall growth and expansion by creating a fiscal framework that will lead strategic decision-making.

HUMAN RESOURCES

DIVISION OVERVIEW

Ontario International Airport Authority's (OIAA's) Human Resources Division strategic identity is deeply rooted in our purpose, values and commitment to fostering an exceptional employee experience. We exist to empower individuals, recognizing that our success is intricately tied to the success and fulfillment of our employees. We support a diverse and inclusive community, driven by the belief that every individual brings a unique perspective and contributes to our collective growth.

Our main objectives revolve around elevating the employee experience and establishing ourselves as the preferred employer in the industry. We understand that a positive workplace environment is crucial for productivity, innovation and overall well-being. To achieve this, we have defined organizational core values that guide our every decision. These values can be found on page 16 and serve as the foundation for our culture, which encourages openness, teamwork, continuous improvement and mutual respect.

DEPARTMENT BREAKDOWN

Human Resources Department: Human Resources focuses on maintaining recognition as an employer of choice as well as elevating the employee experience through embracing our core values. The Human Resources department is entrusted with nurturing a people-centric environment by overseeing onboarding, recruitment, performance and development, benefits and employee relations, all while prioritizing wellness initiatives and fostering a supportive work culture. Their responsibilities extend to ensuring compliance with employment laws, promoting mental and physical well-being, and facilitating the professional growth and development of individuals within the organization.

Risk Management Department: The Risk Management department within human resources plays a crucial role in fostering a people-centric approach by identifying potential risks that could impact employees' well-being and the organization's overall success. They focus on understanding and addressing employees' needs, ensuring compliance with regulations while fostering a supportive and safe work environment. Through thoughtful assessment and mitigation strategies, they aim to protect both employees and the organization, promoting a culture of trust and accountability.

AREAS OF FOCUS FOR FY 25

- Develop a comprehensive compensation philosophy aligned with the organization's growth objectives, emphasizing competitive pay, performance incentives and career advancement opportunities.
- Design and implement a robust training and development program tailored to enhance employee skills, knowledge and performance, leveraging a blend of in-person workshops, online courses, coaching sessions and on-the-job training opportunities to support professional growth and organizational success.

- Evaluate and enhance the organization's benefit package to meet the evolving needs of employees, including healthcare coverage, retirement savings options, wellness and additional perks to attract and retain top talent while promoting employee satisfaction and well-being.
- Enhance existing wellness initiatives with a holistic approach aimed at fostering employee well-being, including mental health support, fitness, stress management and work-life balance.

The Human Resources Division at the Ontario International Airport Authority is dedicated to creating an outstanding employee experience, recognizing that our success is intertwined with the fulfillment of our team members. By prioritizing diversity, inclusion and a supportive work environment, we strive to be an employer of choice in the industry. Our commitment to core values, comprehensive compensation, continuous development and holistic wellness initiatives ensures that every individual can thrive personally and professionally. As we continue to evolve and enhance our practices, we remain steadfast in our mission to empower our employees, fostering a culture of growth, respect and excellence.



INFORMATION TECHNOLOGY

DIVISION OVERVIEW

The Information Technology (IT) Division plays a pivotal role in ensuring the seamless operation, security and innovation of our airport's technological infrastructure. The IT Division serves as the backbone that supports critical airport functions such as passenger systems, baggage handling, flight scheduling, security systems, communication networks and airport management software.

One of the primary objectives of the IT Division is to enhance the passenger experience by leveraging technology to streamline processes, improve efficiency and provide real-time information to travelers throughout their journey. Additionally, the IT Division works closely with other airport departments to implement state-of-the-art security measures, such as biometric identification systems and video surveillance, to ensure the safety and well-being of passengers, employees and airport assets.

Furthermore, the IT Division plays a crucial role in driving innovation and digital transformation initiatives at the airport. This involves exploring emerging technologies like artificial intelligence, Internet of Things (IoT) and data analytics to optimize operations, reduce costs and create new revenue streams. By fostering a culture of continuous improvement and collaboration, the IT Division contributes significantly to the airport's strategic goals of delivering exceptional customer experiences, operational excellence and sustainable growth in the dynamic aviation industry.

DEPARTMENT BREAKDOWN

Currently, the IT Division is broken down into five functional areas or departments.

Operations: Ensuring seamless functionality and safety of airport systems, facilities and services.

Applications: Developing, managing and optimizing software or application solutions to enhance airport operations and customer experiences.



Network & Cybersecurity: Safeguarding airport networks and data from cyber threats while maintaining smooth connectivity.

Analytics: Utilizing data insights to optimize airport processes, enhance efficiency and improve passenger experiences.

Project Management Office: Overseeing strategic initiatives, coordinating projects, and ensuring timely and efficient execution of airport development plans.



AREAS OF FOCUS FOR FY 25

- Independent Systems: Operate independent from City IT applications, support, contracts, etc.
- Personnel: Complete staff hires to support the newly formed departments above.
- IT Master Plan: Commence first phase of the IT master plan.
- Hygiene: Continue addressing hygiene issues across the OIAA campus.
- Pursue key foundational strategic technologies: Private Wireless (CBRS), Geographic Information Systems (GIS), Video Management Systems (VMS), Business Intelligence, Cloud, Biometrics and Self Service.
- Library of IT policies: Publish and educate staff on evolving IT policies and guidelines.

The six focus areas above are crucial to the efficient and secure operation of OIAA's IT infrastructure and services. Independence ensures autonomy and agility in addressing airport-specific needs. Completing staff hires will allow the newly formed departments to function effectively and support the airport IT ecosystem. The master plan provides a roadmap for future development in alignment with OIAA strategic goals. Continuously addressing IT hygiene issues across our campus promotes an efficient and safe working environment. Pursuit of key foundational technologies enables the airport to stay at the forefront of innovation, enhancing security, efficiency and passenger experience. Finally, publishing and educating staff on IT policies fosters compliance, security and adherence to evolving standards, mitigating risks and ensuring smooth operations.

MARKETING AND COMMUNICATIONS

DIVISION OVERVIEW

The Marketing and Communications (MarComm) Division is responsible for communicating what sets ONT apart from the competitive airport landscape that is Southern California. The Division has supported OIAA's key initiatives by positioning ONT as the airport of choice for residents of the Southern California region. ONT's ease and convenience, manageable size of the airport, and time it takes to get to and from ONT to a passenger's desired destination are key differentiators in a saturated market of airport options that are routinely bogged down with traffic and construction. Concurrently, the MarComm Division supports the airport concessions programs and Air Carrier Incentive Programs. The future of our efforts carry the weight of ensuring those in closer proximity to the airport make the choice to fly ONT whether they travel for business or leisure. Equally as important is to partner with our Air Service Development team in promoting the region and positioning it favorably in the eyes of our current and potential air carrier partners.

DEPARTMENT BREAKDOWN

The MarComm Division is broken down into two overarching areas of focus.

MarComm: This department is responsible for the advertising strategy and execution, as well as internal and external communications and public relations.

Community Engagement: Responsible for building key stakeholder relationships in the business, aviation industry and general community (which includes LA, OC, SB and RIV counties), as well as special event planning and execution.

These areas combined reach millions of residents and businesses all over Southern California, the region, nationally and internationally.



AREAS OF FOCUS FOR FY 25

- **Data-Driven Marketing:** Utilize data analytics to understand passenger behavior, preferences and trends to effectively customize marketing campaigns to travel intenders.
- **Innovative Advertising and Sponsorship Opportunities:** Explore innovative and strategic advertising campaigns that combine awareness and conversion vehicles that demonstrate strong returns on ad spend. Additionally, leverage sponsorship opportunities for brands to align with airport initiatives and reach a captive audience of current and potential travelers.
- **Content Marketing and Social Media Engagement:** Embrace digital and social media and technologies to enhance the audience and passenger experience and streamline communications. This includes curated content that inspires travel and demonstrates intentional impact in the communities we serve and engage with. Leverage social media platforms to engage with passengers, share real-time updates, provide content that showcases ONT's experience and nonstop destinations and address customer inquiries promptly.
- **Community Engagement and Partnerships:** Forge strategic partnerships with local businesses, destination marketing organizations (DMOs) and airlines to promote the airport as a gateway to the Inland Empire and beyond.
- **Accessibility and Inclusivity:** Ensure that marketing and communications efforts are inclusive and accessible to all passengers, including those with disabilities or special needs. Provide clear and concise information in multiple languages, as well as accommodations for diverse cultural preferences.
- **Continuous Improvement and Adaptation:** Stay agile and responsive to evolving advertising trends, AI advancements, tourism trends and passenger feedback. Regularly assess the effectiveness of marketing strategies through data analysis and iterate when needed to drive continuous improvement and conversions.



By embracing these trends and strategies, combined with amplifying the work of the partner divisions, ONT's profile will benefit greatly in serving the region we call home. The efforts of Marketing & Communications will continue to prioritize the So Cal. So Easy. experience, foster meaningful community engagement and position itself as the airport of choice for Southern California residents and beyond. Soon, the alternative will be the other guys.

OPERATIONS

DIVISION OVERVIEW

The Operations Division is responsible for ensuring the safe, secure and efficient operation of the entire airport campus. It encompasses a wide range of activities, either directly or through contractors, including badging, airfield operations, terminal operations, security, Airport Rescue and Firefighting (ARFF), customer experience, maintenance, janitorial and landscaping.

DEPARTMENT BREAKDOWN

Operations consists of four departments, Safety and Security, Operations, Customer Experience and Maintenance.

Safety and Security: This department oversees public safety and security, including contracts with Prosegur for security, Ontario Police Department and Ontario Fire Department. They are responsible for conducting aviation worker screening in coordination with the Security and Badging Department and managing the relationships with Customs and Border Patrol and the Transportation Security Administration, as well as other local and federal law enforcement agencies.

Operations: This department includes Emergency Management, Safety Management System (SMS), ADA Compliance and Operations, performed by TBI. Under the TBI contract there are four groups: Airfield Operations, Airfield Maintenance, Terminal Operations and the Airport Control Center (ACC). This department is responsible for the orderly and safe operation of the airport, airfield and terminals, as well as establishing and managing the federally directed Safety Management System, and complying with all guidelines as it relates to Emergency Management. They are also primarily responsible for compliance with FAA part 139 requirements. Through the ACC, this group answers all incoming calls to the airport and directs them to the appropriate party. This department is also responsible for compliance with noise management.

Customer Experience: They work with partners and tenants who are another set of eyes on the condition of the terminals, and plan and host events to make our customers' experience more enjoyable and meaningful. The CX team also manages the lost and found office.

Maintenance Department: The maintenance department is responsible for oversight and monitoring of our facilities, maintenance, upkeep and janitorial services. Since these services are provided under another contract, this department observes and ensures





that our facilities are maintained and managed to our standards. This department also maintains and repairs the OIAA fleet, including fleet vehicles, tractors, TBI vehicles, our electric bus fleet and the ARFF fleet.

AREAS OF FOCUS FOR FY 25

- SMS System: Gain approval of new system and begin implementation.
- Runway 26L/8R Rehab: Support and monitoring of major infrastructure project.
- T1 Ramp Rehab: Support and monitoring of major infrastructure project.
- Security Camera Upgrades.
- PIDS phase 1.
- Port of Entry status.
- Complete rollout of IDMS.
- Implement Fleet tracking and Management System.
- Implement Asset Management System.
- Part 139 Compliance – ongoing focus.
- Terminal Seating and Power Upgrades.
- Customer Experience: Completion of journey mapping and training rollout.
- FFF transition for ARFF equipment.
- ONTTEC contract negotiated and signed.
- Customer Service Excellence: Achieve an ACI ASQ score of 4.0 or above.

The Division plays a critical role in maintaining compliance with federal laws and cooperation with organizations including FAA, TSA, CBP, FAMS and FBI. By focusing on operational excellence and continuous improvement, this Division contributes to increased efficiency and enhanced operations to ensure the continuing growth and success of the organization.

REVENUE MANAGEMENT

DIVISION OVERVIEW

The Revenue Management Division at ONT is a pivotal component of our airport's overarching strategy, dedicated to optimizing both aeronautical and non-aeronautical revenue streams. Our mission is to sustain and enhance the airport's financial health and service quality through innovative revenue generation and effective fiscal management. At the core of our approach is a dual focus on aeronautical revenue, derived from airline and aviation-related activities, and non-aeronautical revenue, sourced from food & beverage, retail, parking, rental cars, advertising/partnerships, real estate and other commercial ventures. This balanced attention ensures a diversified income portfolio, crucial for the airport's resilience and capacity to invest in future growth.

We work in close coordination with various Divisions within the Authority to identify opportunities for revenue generation. The Division engages in continuous dialogue with airlines, concessionaires and service providers, ensuring that our revenue strategies are aligned with market demands and customer expectations. Moreover, we actively seek and foster partnerships with airport stakeholders and various business partners in the community. These relationships are vital, as they bring in fresh perspectives, innovative ideas and capital, driving growth in areas under our purview.

DEPARTMENT BREAKDOWN

Revenue Management is made up of a multidisciplinary team of business professionals in the development and execution of OIAA's revenue management strategies, providing leadership and strategic direction over the following departments:

Airline Affairs, Properties & Real Estate: This department oversees all tenant leases with our airline partners and service providers both airside and landside, as well as non-aeronautical commercial development projects.

Advertising & Partnerships: This department oversees in-terminal advertising and creating large-scale partnerships that benefit both ONT and the third party.

Ground Transportation: This department oversees Parking, Rental Cars, Shuttles and TNC programs.



Concessions: This department oversees the concessions and vending programs as well as our passenger lounges.

AREAS OF FOCUS FOR FY 25

- Concessions and Vending Program Expansion: Concentrate on expanding the concessions and vending program to diversify offerings and improve passenger experience.
- Continuation of Use and Lease Agreement (ULA) Negotiations: Prioritize the continuation and finalization of ULA negotiations with airlines and aviation partners.
- Boosting Advertising and Partnership Revenue: Develop new connections and partnerships to increase advertising revenue.
- Parking Revenue Enhancement through Technology: Implement advanced technological solutions to improve the parking experience and increase revenue.
- Development of the Northwest Corner of Airport & Haven: Move forward with plans to initiate development of the northwest corner of Airport & Haven.

The Revenue Management division's targeted projects for FY25 are strategically chosen to bolster ONT's financial framework and operational capabilities. These initiatives are not just about increasing revenue growth; they are about creating a symbiotic relationship between the airport, its business partners and its passengers. By investing in these areas, ONT is poised to offer a more enriching and seamless experience, thereby strengthening its position as a key economic engine in the region and preferred choice for our passengers.



ONT | 100 YEARS

CELEBRATING 100 YEARS AT ONT

In 1923 ONT was just a strip of airfield, but it has grown into an international airport with two terminals and one of the longest runways in Southern California.

We have accomplished so much in the last 100 years and have plenty of milestones to celebrate.

#100YearsONT

- 1923:** ONT is born as Latimer Field, an airfield located three miles west of our current location on land leased from Union Pacific Railroad.
- 1929-1942:** The City of Ontario purchases roughly 500 more acres of land and approves the construction of two new runways – renaming Latimer Field to Ontario Municipal Airport.
- 1942:** Runways completed. **February 27** - Army Air Corps plane makes the first landing.
- 1949:** **March 25** - Airport deeded to the City of Ontario.

- 1951:** 10,880 sq. ft. terminal building is constructed. First directed delivery of airmail to Ontario begins.
- 1952:** **December** - Runway 25/7 is extended 800 ft. east to a total length of 7,000 ft.
- 1956:** Ontario voters approve issuance of a \$2 million Airport Revenue Bond for airport improvements by a six to one margin. 175 acres are purchased at the east end of the field.
- 1960:** **April** - Operations start in newly completed 26,000 sq. ft. terminal building.
- 1964:** Federal Aviation Administration (FAA) installs new approach surveillance radar (SAR-5) and adds strobe light sequence flashers to approach lights.
- 1967:** **November 1** - Los Angeles City Department of Airports co-signs Joint Powers Agreement with the City of Ontario and ONT becomes part of Los Angeles Department of Airports regional system.
- 1970:** **February** - 149 acres are acquired at cost of \$2.65 million and another 114 acres acquired at cost of \$1.64 million. **April 6** - United Airlines starts service from ONT to Chicago-Detroit with B727 aircraft. **June 1** - American Airlines starts service to Chicago-Detroit and Dallas/Ft. Worth - Pittsburgh with B707 aircraft. **August 19** - 22,500 sq. ft. terminal building expansion officially opens. Cost of expansion: \$880,888. **October 14** - 5,000 sq. ft. facility with 44 parking spaces is dedicated to American Airlines Terminal at a cost of \$125,000. **November** - Airport Revenue Bond issue of \$60 million is approved by Board of Airport Commissioners (BOAC).

- 1971:** **December 27** - Airport Safety Officer program officially takes over Ontario Police and Fire Department functions. This Los Angeles Department of Airports 19-man force is responsible for aircraft fire rescue and security protection at ONT.
- 1972:** **December 12** - First millionth passenger in a single year arrives at ONT.
- 1975:** **April 9** - FAA begins installation of ILS system on runway 25/7. **August 5** - FAA officially opens Terminal Radar Approach Control (TRACON) facility, 12,115 sq. ft. Cost: \$2.5 million.
- 1976:** **November** - Cashion-Horie of Pomona is awarded \$68,300 contract for design of terminal building expansion.
- 1978:** **August** - FAA grants \$7.7 million in Airport Development Aid Program (ADAP) funding for construction of runway 25L. **October** - Passenger terminal expansion is officially dedicated with unveiling of 24x12 ft stained glass window, "Space Sunset." Michael Hill is the artist. **December** - Two millionth passenger of the year arrives to set a new yearly passenger record.
- 1979:** **September** - BOAC awards \$15 million contract for construction of runway 25L to Guy F. Atkinson Company of San Francisco. Total project: \$19 million including engineering, relocation of navigational aids, utilities and other facilities. **November** - Held groundbreaking ceremonies for \$19 million runway project.
- 1981:** **March 5** - Runway 8R/26L commissioned by BOAC.

- April 26** - Touchdown '81. Over 35,000 people attend community day at the airport for the dedication of new wide-body runway. **June 8** - Alaska Airlines starts service to Seattle, Portland, Anchorage & Fairbanks with three daily flights, flying 727 aircraft.
- 1984:** **May** - Delta Air Lines starts service to Atlanta and Dallas/Ft. Worth with a wide-body 767 aircraft. **July** - Travelers Aid Society opens an Inland branch at ONT. New baggage claim opens at west end of the terminal building. Cost: \$750,000.
- 1985:** **April 23** - ONT becomes a major Southern California distribution center for the United States Postal Service with mail carried by several of the airlines. **May 8** - BOAC selects Daniel, Mann, Johnson & Mendenhall of Los Angeles as the planners, architects and engineers for ONT's new terminal. **May 15** - Southwest Airlines initiates service from ONT to Phoenix with five daily flights with a 737-200 aircraft. **July** - Official transfer of title for Ontario International Airport from City of Ontario to City of Los Angeles, Department of Airports. Close of escrow: July 1. **November 14** - Groundbreaking for new air traffic control tower located on the southeast side of the airport that will be 10 stories high featuring a 400 sq. ft. tower cab. Contract is awarded to John Hundly, Inc. of Downey. Cost: \$3 million. **November 15** - Opening of new Delta Air Lines terminal, a 13,000 sq. ft. facility with the first jetway at ONT.
- 1986:** **March** - Fontana Paving, Inc. is awarded a \$1.8 million contract to construct a new auxiliary parking lot (east of Grove, south of Airport Drive) with 1,852 parking spaces. The current auxiliary lot will be the site of the air cargo facility. Lot opens December 1986. **September 21** - British Airways Concorde jet arrives at ONT to pick up passengers for a special tour package through Toluca Tours, Inc. Approximately 100,000 people turn out to view the arrival of the SST.

- 1987:** **January** - FedEx opens new 30,000 sq. ft. facility on 7.5 acres located on the south side of the airport. Estimated cost: \$2 million. **April 30** - Reopening of the north runway (26R/BL) with 2,200 ft. eastward extension and overlay completed. North runway is now the longest commercial runway in the State of California, measuring 12,200 ft. Cost: \$6.5 million. **May 1** - Air France's SST Concorde lands at ONT for a four-day stay as 50 Italian bankers tour the area for possible investments. **August 27** - The new Air Traffic Control Tower is officially dedicated and opened for operation. The tower, which is located on the southeast side of the airport, is part of the general shift of the airport complex to the east. Estimated cost: \$4 million. **September 15** - The Ontario City Council unanimously voted to ask the Air Resources Board to lift the annual operations cap at ONT.
- 1988:** **April 8** - Groundbreaking for the new 12,500 sq. ft. fire station located on the south side of the airport (just north of the new FAA tower). The station will accommodate a total of 22 airport safety officers with six apparatus bays at a cost of \$4 million. Contract is awarded to Badger Construction Inc., of Riverside.
- 1990:** **June 26** - Operations begin out of the new 12,500 sq. ft. fire station. **September 14** - Groundbreaking for UPS new West Coast Air Hub. The 56,000 sq. ft. facility will be built on 160 acres adjacent to the airport (southeast side) at a cost of \$53 million.
- 1991:** **December 6** - President Bush and Mrs. Bush arrive at ONT for Ontario's first presidential visit in 100 years.

- 1992:** **June 13** - Hawaiian Airlines begins nonstop service to Hawaii with three weekly flights utilizing an L-1011 aircraft. **July 29** - Ribbon cutting ceremonies for UPS's new 56,000 sq. ft. West Coast Air Hub. UPS currently handles 80% of the cargo at ONT and employs 1,200 employees at this facility. **November 5** - Taxiway Sierra (south taxiway project) is completed and open for operations. **November 23** - BOAC approves construction of a 36,375 sq. ft. Federal Inspection Services (FIS) arrival facility.
- 1993:** **February 11** - BOAC approves final plans and specifications for the new terminal. Also approved is the authority for the executive director to advertise for bids to construct the \$275 million airport complex. **June 24** - Groundbreaking for the FIS facility located east of Terminal 2. The 36,000 sq. ft. modular will include 850 parking spaces and is scheduled for completion in mid-November. Modules will be built by PBS Building Systems of Rancho Cucamonga. The facility will staff inspectors from U.S. Customs, Immigration, Agriculture and Health to accommodate arriving international passengers. **November 15** - Official opening of 36,000 sq. ft. International Arrivals Terminal with first nonstop international arrivals from Mexico.
- 1995:** **July 18** - BOAC approve a three-year, \$5.9 million contract to BECHTEL Corporation to manage construction of the new terminal. **October 20** - Groundbreaking ceremonies for the new terminal are held at the site and 700 local business and community leaders attend. City of Los Angeles Mayor Richard Riordan, Congressman Jay Kim, Congressman David Drier, Assemblyman Fred Aguiar, City of Ontario Mayor Gus Skropos, and Department of Airport Commissioners, executive staff and other dignitaries.



1996: **May 7** - BOAC award a \$107 million+ contract to Hensel Phelps Construction Company of Irvine, CA, for Ontario Airport Terminal Area Facilities Project Phase II. Phase II includes construction of two 275,000 sq. ft. passenger terminals, construction of roadways, parking lots, landscaping and utilities.
September 3 - Construction begins on Airport Drive between Haven and Archibald to expand to six lanes – three in each direction – when completed. This will improve ground access at the airport in preparation for the new terminals (T2 & T4) opening in 1999.



1998: **September 19** - Ribbon cutting ceremonies and community service day for grand opening of the new \$270 million twin terminals, four months ahead of schedule and \$26 million under budget. Together the terminals total approximately 530,000 sq. ft. with 26 gates and can accommodate 10 million passengers per year.
September 27 - United Airlines has the first departing flight in Terminal 2 and Southwest Airlines has the first departing flight in Terminal 4.

1999: **January 5** - Ground Transportation Center begins operations accommodating Hertz, Avis, National, Budget, Alamo and Dollar car rentals.
April - New passenger terminals win "Excellence in Architectural Design" award presented at the Western Council of Construction Consumers fourth annual Distinguished Projects Awards program. "Flight Years Ahead - Ontario International Airport" promotional video wins the Mercury Award – the Gold Winner Award in the public awareness campaign category. The four-minute video, produced by Showreel International for ONT, was publicly introduced in September 1998 when the new terminals opened.

2000: **July 21** - Inaugural service for JetBlue Airways with first nonstop service to New York.



2001: **April** - ONT wins prestigious Airports Council International - North America (ACI-NA) "Richard A. Griesbach Award of Excellence" in Airport Concessions, second place award in the Best Food and Beverage Program contest.
July 18 - ONT, in partnership with Keep California Beautiful, a nonprofit organization that promotes litter recycling activities throughout the state, officially kicks off its airport-wide beverage container recycling program.
September 11 - ONT closes at approximately 9:30 AM to all air traffic per FAA orders due to the terrorist attacks involving the World Trade Center and the Pentagon.
September 13 - Airport reopens to all air traffic at approximately 12:30 PM. First flight out is Delta Air Lines Flight #1656 to Dallas/Fort Worth at 1:15 PM.



2002: **March 19** - BOAC approves an award of contract to HNTB Corporation, Los Angeles, to develop a master plan for ONT. Contract includes development of the ONT Master Plan in three stages at an estimated total cost of \$3.9 million. Today's action covers activities in Phase 1 only at a cost of \$650,500.

2005: **March** - ONT wins the "Air Cargo Excellence (ACE)" award for medium size airports in Air Cargo World's survey of airports nationwide.
2006: **October 9** - USO at ONT officially opens in Terminal 1 with over 6,000 sq. ft. of space. The facility will be open seven days a week and will serve over 20,000 active duty, reserve and retired service members and their families a year.
November 15 - Radio station 770 AM launches to provide the traveling public and airport visitors with critical security information as well as information on terminal and airline locations, parking, ground transportation, service and amenities and travel recommendations.

2007: ONT reaches highest annual passenger count in history with 7.2 million passengers.



2008: **December** - In-line Baggage Handling System is completed in Terminal 2 and Terminal 4. The new \$70 million baggage screening system carries luggage from the airline's ticket counter area to a TSA station where officers screen luggage prior to being loaded in the aircraft.

2009: **February 15** - Travelers Aid of the Inland Empire celebrates 25 years at ONT.

2010: **May** - Southwest Airlines celebrates 25 years at ONT.

2012: **October 10** - Los Angeles City Council instructs the City Administrative Officer to facilitate negotiations between Los Angeles World Airport (LAWA), the City of Ontario, County of San Bernardino, Ontario International Airport Authority (OIAA) and other primary stakeholders, to determine the most effective and appropriate ownership and management alternative for ONT and the assigned value of that alternative.

2013: **October 20** - TSA PreCheck begins at ONT.

2014: **April 10** - Volaris begins twice-weekly service between ONT and Guadalajara.

2015: **January 30** - The prestigious Stanley Cup goes on display at ONT. The public is given the opportunity to take a photo with the coveted trophy. Donations collected are presented to the Ontario USO.



2016: **November 1** - Ownership of the airport is officially transferred from Los Angeles World Airports (LAWA) to the Ontario International Airport Authority (OIAA) and back to local control. The transfer was heavily influenced by the City of Ontario's own Set Ontario Free campaign, which fought for local control and ultimately helped bring the airport back home.



2017: **July** - Lyft and Uber become the first app-based rideshare services launched at ONT.
August - An eight-year concession lease agreement with Hudson Group and HG ONT Retailers JV is signed to upgrade retail concessions, greatly improving shopping options for air travelers and airport guests while generating significant new revenues for the airport.
September - OmniTrans expands public transit service to ONT. The route travels through Pomona, Montclair, Ontario, Rancho Cucamonga and Fontana, making it easier than ever to get to ONT.
October - Frontier Airlines launches service with nonstops to Austin, San Antonio and Denver.

2018: **March** - ONT welcomes the arrival of China Airlines flight CI24 from Taiwan Taoyuan International Airport (TPE) in Taipei. This marks the start of ONT's first nonstop, transpacific passenger service with daily flights to Taiwan.
November - ONT achieves the top U.S. market for shipments of outbound cargo, knocking Atlanta from the number one position, according to FreightWaves – a leading trade journal that tracks freight movement. It reports that 4.63% of the nation's outbound freight shipments in October were sent from Ontario while 4.51% went through Atlanta. This proves that ONT is a major key player in the nation's transportation network, with cargo both coming in and out.

2019: ONT is recognized and wins multiple international marketing awards for their work showcasing ONT's emergence as the Fastest Growing U.S. Airport. ONT also earns 10 Communicator Awards from the largest competition in the world honoring creative excellence among communications professionals.

2020: The new FedEx facility opens and triples the size of the previous space. The two-year transformation is a 251,000 sq. ft. complex that includes a sorting facility capable of handling 12,000 packages per hour. The facility also includes nine wide-body aircraft gates, 14 feeder aircraft gates and 18 truck docks. In the midst of the COVID-19 pandemic, ONT continues to add new routes including nonstop flights to Seattle on Delta Air Lines and Volaris launches with service to Mexico City.



2021: **March** - Hawaiian Airlines returns to ONT with service to Honolulu five times a week.
May – November - As travel continues to improve from 2020, ONT adds nonstop flights to San Salvador on Avianca Airlines and Charlotte and Chicago O'Hare on American Airlines. The El Salvador route marks the first service from the Inland Empire directly into Central America.
November - First annual State of the Airport is held at the Ontario Convention Center.

2022:

February - The Ontario International Airport Authority (OIAA) Board of Commissioners approve a budget revision to reduce landing fees and other airline costs to make the Southern California airport even more attractive to passenger and cargo air carriers.
March - Atif Elkadi is named Chief Executive Officer.
April - CLEAR launches expedited security lanes.
May - Aspire Lounge celebrates its grand opening.
June - ONT will receive another \$10.77 million from the FAA to invest in infrastructure improvements.
October - ONT+ is rolled out – a new program that allows the non-traveling public past security to greet and/or escort families and friends to the gate – all while enjoying ONT's enhanced amenities. ONT is awarded two Airports Council International - North America Marketing Awards in the categories Best Brand Identity and Best Overall Marketing Programs for medium-sized airports.
November - Second annual State of the Airport is held with Frontier Airlines CEO Barry Biffle as fireside chat speaker. The first annual 5K at the Runway also takes place.
December - ONT is honored as the Fastest Growing U.S. Airport for the fifth consecutive year by Global Traveler, a leading industry publication. ONT also becomes the first California airport to enable ticketed travelers to enroll in TSA PreCheck with no appointment needed.



2023: **January** - Alan D. Wapner, President of the OIAA Board of Commissioners, is elected to a national leadership role for Airports Council International - North America.
February - Passenger volume increases 26% from January numbers.
March - Partnership with SSP America Inc. brings new concepts and concessions offerings to all passengers in Terminals 2 and 4. The 30-millionth passenger event in partnership with Southwest Airlines is also held.



2024: **March 1** - ONT earns designation change from CBP from User Fee to Landing Rights airport.
May 29 - Congresswoman Torres helps award ONT with \$500,000 federal funds for construction.
June 4 - Southwest Airlines launches nonstop service to Nashville.
June 25-26 - ONT hosts FAB Conference and wins Best Airport Bar/Pub of the Year and Highly Commended for Customer/Hospitality Initiative of the Year.
July 2 - TSA PreCheck enrollment with CLEAR begins.



