

**ONTARIO INTERNATIONAL AIRPORT AUTHORITY
SPECIAL COMMISSION MEETING
MINUTES
THURSDAY, DECEMBER 8, 2016**

A special meeting of Ontario International Airport Authority was held on Thursday, December 8, 2016, in Room 204 of the Ontario Convention Center, 2000 E. Convention Center Way, Ontario, California. There was also a Teleconference location provided at 2 Park Place, Suite 100, Irvine, CA 92614.

Notice of said meeting was duly given in the time and manner prescribed by law.

CALL TO ORDER

Commission President Wapner called the Ontario International Airport Authority Commission meeting to order at 10:17 a.m.

ROLL CALL

PRESENT: Commissioners: Jim W. Bowman, Lucy Dunn
(participating via telephone),
Curt Hagman, Ronald O. Loveridge and
Alan D. Wapner

ABSENT: Commissioners: None

Also present were: CEO Kelly J. Fredericks, Legal Counsel Stephen G. Larson and Assistant Secretary Vicki Kasad.

PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Commissioner Hagman.

PUBLIC COMMENTS

There were no public comments.

CONSENT CALENDAR

MOTION: Moved by Commissioner Bowman, seconded by Commissioner Hagman and carried by unanimous vote to approve the Consent Calendar as presented.

1. APPROVAL OF MINUTES

Approved the Minutes for the special meeting of the Ontario International Airport Authority on November 7, 2016, as on file with the Secretary/Assistant Secretary.

ADMINISTRATIVE REPORTS/DISCUSSION/ACTION

2. A RESOLUTION OF THE ONTARIO INTERNATIONAL AIRPORT AUTHORITY TO APPROVE AND ADOPT BYLAWS

Secretary Dunn indicated that she believed there were some inconsistencies and redundancies between the Bylaws and the Joint Powers Agreement. She further indicated that she would appreciate if Legal Counsel and the CEO would take another look at the document for clean-up. She advised that she didn't like electing the Assistant Secretary, as she was more comfortable appointing an Assistant Secretary. She stressed the importance of the Bylaws being consistent with other documents the Authority is required to comply with. Legal Counsel Larson indicated that changing from election to appointment would require a change in the JPA. President Wapner suggested that "elect" was a typographical error and should have been "select".

MOTION: Moved by Secretary Dunn, seconded by Commissioner Hagman to adopt Resolution No. 2016-014 and approve the Bylaws provided that the document be sent back to review for redundancies and inconsistencies.

RESOLUTION NO. 2016-014 A RESOLUTION OF THE ONTARIO INTERNATIONAL AIRPORT AUTHORITY TO APPROVE AND ADOPT BYLAWS.

CEO Fredericks inquired about the inclusion of Legal Counsel review verbiage in the staff report. Secretary Dunn indicated that her concern was specifically being sure all of the operating documents were consistent.

The foregoing motion carried by unanimous vote.

3. A RESOLUTION OF THE ONTARIO INTERNATIONAL AIRPORT AUTHORITY AMENDING RESOLUTION NO. 12-002 AND ESTABLISHING THE DATE, TIME AND LOCATION FOR REGULAR AUTHORITY MEETINGS

President Wapner noted that the future meeting location would be at the Ontario International Airport, but questioned the date and time, noting he would like to work around everyone's schedules. He indicated that the latest suggestion was the 4th Tuesday of each month. Commissioner Hagman indicated that he would have a potential conflict on Tuesday mornings. President Wapner suggested 4 p.m. on the 4th Tuesday. There was general discussion of the potential of 3 p.m. or 4 p.m. and the Board decided on 3 p.m. on the 4th Tuesday of each month.

MOTION: Moved by Commissioner Bowman, seconded by Commissioner Hagman and carried by unanimous vote to adopt Resolution No. 2016-015 as amended to show the time and date of meetings as 3 p.m. on the 4th Tuesday of each month.

RESOLUTION NO. 2016-015 A RESOLUTION OF THE ONTARIO INTERNATIONAL AIRPORT AUTHORITY COMMISSION AMENDING RESOLUTION NO. 12-002 AND DESIGNATING THE AUTHORITY'S DATE, TIME AND LOCATION FOR REGULAR AUTHORITY MEETINGS.

COMMISSIONER MATTERS

President Wapner requested an update on the wind damage at the airport during the previous weekend. CEO Fredericks indicated that it was currently under repair and efforts were under way to mitigate and prevent future damage. He advised that the airport was 100% operational and staff had made a great team effort on the clean-up.

Commissioner Hagman expressed thanks to staff for their assistance in responding to interest on the airport, noting that he brings three or four interested parties a week. He thanked staff for their response.

STAFF MATTERS

CEO Fredericks commented on this being the last meeting at the Convention Center, but stressed that staff is working on having the new facility ready for the January meeting. He further commented that they are working on staffing with LAWA, and that should be finalized in the first quarter of 2017. He addressed ground transportation, specifically ride-share programs, and suggested that programs should be available by April, 2017. He stressed the cooperative and collaborative relationship that continues with City staff and expressed appreciation for that partnership.

CEO Fredericks showed portions of a new presentation they gave in Chino Hills recently to market the airport.

Vice President Loveridge questioned the wind damage noted earlier. CEO Fredericks commended Bruce Atlas's leadership in addressing the wind damage on Friday, noting

the efforts to minimize the operational impact to guests. He indicated that the winds were an unusual circumstance with reports of 80 mph winds.

CEO Fredericks noted that Mr. Atlas is working to establish a new culture of cooperation among departments and indicated that the public safety transition is going very well. He noted that from a facilities standpoint, the Authority has purchased a "fixer-upper", but there are experienced people in every department.

CEO Fredericks continued with portions of the presentation highlighting the mission statement, makeup of the board, how ONT is funded, an overview of development, the importance of growth by FEDEX and UPS, etc. He addressed the concessions plan, and noted that parking is a huge revenue matter. He commented on the air service, stressing the unused capacity and the pursuit of international markets. He indicated that staff is looking at every aspect of customer service including the new pre security concessions, the welcome center, and a stronger police presence. He noted the efforts to heighten awareness of ONT, and the new website being constructed at flyontario.com. He also noted that staff is working with the Marketing Ad Hoc Committee to develop a new logo.

Vice President Loveridge questioned the e-commerce ranking information. CEO Fredericks indicated that ONT is ranked the 15th busiest cargo airport. Vice President Loveridge inquired what hours the terminals are open, noting recent comments he received from someone who arrived for an early morning flight to find the doors locked. CEO Fredericks indicated that the doors open at 4:00 a.m., the checkpoints open at 4:30 a.m., with the first departure at 5:55 a.m. He noted that the doors are closed for about two hours over night.

Chief Development Officer Thorpe presented traffic trends at the airport, noting that the first ten months of the year were virtually unchanged. International traffic was down 4.5% due to cancellation of Mexico City service. Domestic traffic showed positive growth for a second month. He addressed the passenger decrease over the last 15 years, noting there is not an economic explanation for it. He addressed the leakage analysis and explained the primary and secondary catchment areas.

Chief Financial Officer Reynolds noted that the financial objectives are really strategic objectives, which include reducing costs, developing business, expanding air series, and providing customer-friendly facilities and services. He stressed the importance of prudent debt and investment policies.

CEO Fredericks indicated that the staff is in the process of working toward next year's budget for implementation July 1, 2017, and preparing a quarterly budget statement in detail.

Chief Marketing Officer Adamus indicated that the leadership of Chief Operating Officer Atlas and Director of Human Resources Sandy Collier has set a tone for the rest of the staff. He noted that he is studying ways to improve the customer experience with things

such as holiday decorations, music in the terminals, carolers, updated announcements, valet parking, additional screening stations, and a social media calendar. President Wapner stressed the need to bring people to the airport, and questioned how to do that. He also asked if someone is monitoring social media and addressing negative comments. CMO Adamus indicated that they are addressing negative comments individually.

Vice President Loveridge expressed irritation with the televisions in the airport, suggesting they intrude upon people.

CMO Adamus indicated that they are trying to make the environment timely and friendly. He noted that they are also looking at things like an airport loyalty program. He indicated that the next steps include improved signage, visitor involvement in music selection, the welcome center, public service postings, and selfie stations.

There was general Board discussion of ways to rebrand, restructure, and market the airport effectively. CEO Fredericks indicated that a draft media policy had been prepared for presentation to the Ad Hoc Committee and he hoped to bring it back for approval in January.

President Wapner noted that the accomplishments so far would not be possible without regional support and introduced Laura Roughton, Council Member from Jurupa Valley, noting her consistent support and attendance at OIAA meetings. He thanked her for her ongoing involvement.

ADJOURNMENT

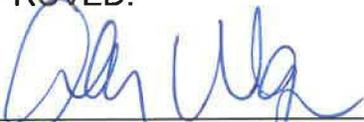
President Wapner adjourned the Ontario International Airport Authority Commission special meeting at 11:48 a.m.

Respectfully submitted:



VICKI KASAD, ASSISTANT SECRETARY

APPROVED:



ALAN D. WAPNER, PRESIDENT
ONTARIO INTERNATIONAL AIRPORT AUTHORITY