COMMISSION AGENDA – SPECIAL MEETING



FEBRUARY 15, 2019 AT 2:00 P.M.

Ontario International Airport Administration Offices 1923 E. Avion Street, Room 100, Ontario, CA 91761

ALAN D. WAPNER President **RONALD O. LOVERIDGE** Vice President JIM W. BOWMAN Secretary CURT HAGMAN Commissioner JULIA GOUW Commissioner

MARK A. THORPE Chief Executive Officer LORI D. BALLANCE General Counsel ATIF J. ELKADI Interim Treasurer

WELCOME TO THE MEETING OF THE ONTARIO INTERNATIONAL AIRPORT AUTHORITY

- All documents for public review are on file at the Ontario International Airport Administration Offices located at 1923 E. Avion Street, Ontario, CA 91761.
- Anyone wishing to speak during public comment or on an item will be required to fill out a blue slip. Blue slips must be turned in prior to public comment beginning or before an agenda item is taken up. The Secretary/Assistant Secretary will not accept blue slips after that time.
- Comments will be limited to 3 minutes. Speakers will be alerted when they have 1-minute remaining and when their time is up. Speakers are then to return to their seats and no further comments will be permitted.
- In accordance with State Law, remarks during public comment are to be limited to subjects within the Authority's jurisdiction. Remarks on other agenda items will be limited to those items.
- Remarks from those seated or standing in the back of chambers will not be permitted. All those wishing to speak, including Commissioners and Staff, need to be recognized by the Authority President before speaking.

ORDER OF BUSINESS

The Authority meeting begins at 2:00 p.m. immediately followed by Public Comment and the Special Meeting.

(Sign Language Interpreters, Communication Access Real-Time Transcription, Assistive Listening Devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting you wish to attend. Due to difficulties in securing Sign Language Interpreters, five or more business days notice is strongly recommended.)

CALL TO ORDER (OPEN SESSION) - 2:00 P.M.

ROLL CALL

Loveridge, Bowman, Hagman, Gouw, President Wapner

PLEDGE OF ALLEGIANCE

INVOCATION

Rev. Dr. Gianluigi Gugliermetto, Christ Church Parish, Ontario

PUBLIC COMMENT

Public Comment: The open meeting Public Comment portion of the Commission meeting is limited to a maximum of 3 minutes for each. Additional opportunities for further Public Comment will be given during and at the end of the meeting. Under provisions of the Brown Act, the Commission is prohibited from taking action on oral requests.

AGENDA REVIEW/ANNOUNCEMENTS

The Chief Executive Officer will go over all updated materials and correspondence received after the Agenda was distributed to ensure Commissioners have received them.

1. INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST

Note: agenda item contractors, subcontractors and agents which may require member abstentions due to conflict of interests and financial interests. Commission Member abstentions shall be stated under this item for recordation on the appropriate item.

CONSENT CALENDAR

All matters listed under CONSENT CALENDAR will be enacted by one motion in the form listed below – there will be no separate discussion on these items prior to the time Commission votes on them, unless a member of the Commission requests a specific item be removed from the Consent Calendar for a separate vote.

Each member of the public wishing to address the Authority on items listed on the Consent Calendar will be given a total of 3 minutes.

2. APPROVAL OF MINUTES

Minutes for the special meeting of the Ontario International Airport Authority on January 22, 2019 approving same as on file with the Secretary/Assistant Secretary.

3. BILLS/PAYROLL

Bills January 1, 2019 through January 31, 2019 and Payroll January 1, 2019 through January 31, 2019.

4. APPROVAL OF MEETING STIPENDS

That the Ontario International Airport Authority Commission approve meeting stipends for Commissioner Hagman and Commissioner Wapner for the month of January.

5. APPROVAL TO INCREASE THE SITA INFORMATION NETWORKING COMPUTING USA, INC. (SITA) CONTRACT TO ACCOMMODATE COMMON USE PASSENGER PROCESSING AT ONT TERMINAL 2

That the Ontario International Airport Authority (OIAA) authorize the Chief Executive Officer (CEO) to increase the contractual authority for the OIAA's existing SITA agreement, Contract No. SCONT-000074, by \$900,000 for the remaining 23 months of the agreement (for a two-year total contractual authority not to exceed \$1,030,840, and an overall three-year contract not to exceed \$1,782,760), and authorize the provision, installation and related maintenance of a Common Use Passenger Processing System (CUPPS) at ONT Terminal 2.

6. AUTHORIZE APPROVAL TO ISSUE A PURCHASE ORDER TO FORTNET SECURITY FOR TWO PALOALTO NETWORK FIREWALLS

That the Ontario International Airport Authority authorize the purchase of two PaloAlto Network firewalls to replace aging network infrastructure. The total estimated cost for the acquisition of the two firewalls is \$100,740.00. The cost includes procurement of the hardware, software subscriptions and 3 years of support.

ADMINISTRATIVE DISCUSSION/ACTION/REPORT

7. FISCAL YEAR 2019-20 BUDGET UPDATE AND ANALYSIS OF OPERATING AND MAINTENANCE BUDGET VSERSUS ACTUAL FOR THE SIX MONTHS ENDED DECEMBER 31, 2018

That the Ontario International Airport Authority approve the budget adjustments and recommendations as listed in the Fiscal Year 2018-19 Budget Update.

MANAGEMENT REPORT

Chief Executive Officer Thorpe

COMMISSION MATTERS

President Wapner

Vice President Loveridge

Secretary Bowman

Commissioner Hagman

Commissioner Gouw

ADJOURNMENT



DATE: FEBRUARY 15, 2019

SECTION: MINUTE ACTION

SUBJECT: RELATIVE TO POSSIBLE CONFLICT OF INTEREST

RECOMMENDED ACTION(S): Note: Agenda items and contractors/subcontractors, which may require member abstentions due to possible conflicts of interest.

BACKGROUND: In accordance with California Government Code 84308, members of the Ontario International Airport Authority may not participate in any action concerning a contract where they have received a campaign contribution of more than \$250 in the prior twelve (12) months and from an entity or individual if the member knows or has reason to know that the participant has a financial interest, except for the initial award of a competitively bid public works contract. This agenda contains recommendations for action relative to the following contractors:

| Item No | Principals & Agents | Subcontractors |
|-------------|---|----------------|
| Item No. 06 | SITA Information Networking Computing USA, Inc | • None |

Department:

Clerk's Office

Submitted to OIAA:

February 15, 2019

ONTARIO INTERNATIONAL AIRPORT AUTHORITY REGULAR COMMISSION MEETING MINUTES JANUARY 22, 2019 (Not Official Until Approved)

A regular meeting of the Ontario International Airport Authority was held on Tuesday, January 22, 2019, at 1923 E. Avion Street, Room 100, Ontario, California.

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

CALL TO ORDER

President Wapner called the Ontario International Airport Authority Commission meeting to order at 3:03 p.m.

ROLL CALL

| PRESENT: | Commissioners: | Curt Hagman, | Jim | W. | Bowman, |
|----------|----------------|-------------------|----------|----------|---------|
| | | Ronald O. Loverid | ge and A | lan D. W | /apner. |
| ABSENT: | Commissioners: | Julia Gouw (excus | ed). | | |

Also present were: Chief Executive Officer Mark A. Thorpe, General Counsel Lori D. Ballance and Assistant Secretary Claudia Y. Isbell.

PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Vice President Loveridge.

INVOCATION

The Invocation was led by Dr. Sylvia Mann, Bethel Congregational Church.

PUBLIC COMMENT

Ruthee Goldkorn, spoke on her concerns regarding the American with Disabilities Act.

AGENDA REVIEW/ANNOUNCEMENT

There were no announcements.

POSSIBLE CONFLICT OF INTEREST ISSUES

1. INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST

Note: agenda item contractors, subcontractors and agents which may require member abstentions due to conflict of interests and financial interests. Commission Member abstentions shall be stated under this item for recordation on the appropriate item.

There were no conflicts of interest announced.

CONSENT CALENDAR

MOTION: Moved by Vice President Loveridge, seconded by Secretary Bowman and carried by a vote of 4-0-1, to approve the consent calendar as presented, with Commissioner Gouw absent.

2. APPROVAL OF MINUTES

Approved minutes for the regular meeting of the Ontario International Airport Authority on December 19, 2018 and the cancelled meeting minutes of December 25, 2018, approving same as on file with the Secretary/Assistant Secretary.

3. BILLS/PAYROLL

The bills December 1, 2018 through December 31, 2018 and Payroll December 1, 2018 through December 31, 2018.

4. APPROVAL OF MEETING STIPENDS

That the Ontario International Airport Authority Commission approve meeting stipends for Commissioner Hagman for the month of November.

5. APPROVAL OF THE FIRST CONTRACT AMENDMENT WITH BRUEL & KJAER EMS TO ADD SCOPE OF WORK AND INCREASE THE AUTHORITY FOR QUARTERLY NOISE REPORTS AND QUARTERLY NOISE CONTOURS AT ONTARIO INTERNATIONAL AIRPORT The Ontario International Airport Authority (OIAA) authorized the Chief Executive Officer (CEO) to increase the contractual authority for the OIAA's existing Bruel & Kjaer EMS agreement, Contract No. SCONT-000116, by \$209,500 for the remaining 17 months of the agreement (for a two-year total contractual authority not to exceed \$577,191), and authorized the expansion of Bruel & Kjaer's scope of work under this agreement to include all necessary work related to Quarterly Noise Reports, Noise Contours, and Community Noise Impact Analysis and Reports. Funds for this contract have been requested in the FY 2018-2019 OIAA operating budget. Funding for subsequent years will be requested as part of the annual budget process.

MOTION: Moved by Commissioner Hagman, seconded by Secretary Bowman and carried by a vote of 4-0-1, to authorize the CEO to approve the first contract amendment with BRUEL & KJAER EMS, with Commissioner Gouw absent.

MANAGEMENT REPORT

Chief Executive Officer Thorpe provided an update on cargo and passenger numbers.

COMMISSIONER MATTERS

Commissioner Hagman stated he was looking forward to the year and acknowledged staff's hard work.

Vice President Loveridge asked how ONT staff has been affected by the government shutdown and asked if a sustainability plan would be presented to the board soon.

Chief Executive Officer Thorpe stated that ONT has been supportive Transportation Security Administration (TSA) by providing gift cards and groceries for those who are in need and noted that staff is working on a sustainability plan to bring before the board for approval.

Secretary Bowman thanked staff for their hard work and noted that the community has come together to support TSA staff during their time of need.

President Wapner thanked staff for their hard work and joined his colleagues in thanking TSA officers for their commitment to ONT. He reminded all that the Coast Guard is now a branch of Homeland Security and that they too need support.

ADJOURNMENT

President Wapner adjourned the Ontario International Airport Authority Commission meeting at 3:21 p.m.

Ontario International Airport Authority Commission Regular Meeting Minutes Tuesday, January 22, 2019 Page 4 of 4

RESPECTFULLY SUBMITTED:

CLAUDIA Y. ISBELL, CLERK OF THE BOARD

APPROVED:

ALAN D. WAPNER, PRESIDENT ONTARIO INTERNATIONAL AIRPORT AUTHORITY



DATE: FEBRUARY 15, 2019

SECTION: CONSENT CALENDAR

SUBJECT: ONTARIO INTERNATIONAL AIRPORT AUTHORITY COMMISSION APPROVAL OF STIPENDS AS REQUIRED BY AUTHORITY BYLAWS

RELEVANT STRATEGIC OBJECTIVE: <u>Development of Airport-Related Businesses.</u>

RECOMMENDED ACTION(S): That the Ontario International Airport Authority Commission approve additional stipends per Article IV, Section 6 of the Authority's Bylaws.

BACKGROUND: Article IV, Section 6 of the Authority's Bylaws states as follows:

"<u>No salary: Reimbursement for Expenses; Stipends</u>. The members of the Commission shall receive no salary but shall be reimbursed for necessary expenses (including mileage in accordance with standard IRS mileage reimbursement rates) incurred in the performance of their duties. Additionally, commissioners will receive a stipend in the amount of one hundred fifty dollars (\$150.00) for attendance at each Commission meeting, standing committee meeting, ad hoc committee meeting, and any Authority-related business function. A maximum of six (6) stipends are permitted per month. An additional two (2) stipends are permitted with prior approval of the President. More than eight (8) stipends per month will require approval by the full Commission."

During the month of January 2019, Commissioner Hagman attended five (5) additional Authority-related business functions and President Wapner attended eleven (11) additional Authority-related business functions. Full Commission approval is needed to approve payment of stipends.

CEQA COMPLIANCE: Exclusion from the definition of "project": The creation of government funding mechanisms or other government fiscal activities which do not involve any commitment to any specific

STAFF MEMBER PRESENTING: Chief Executive Officer, Mark A. Thorpe

| Department: | Clerk's Office | Submitted to OIAA | : February 15, 2019 |
|--------------------------------------|----------------|---------------------------------------|---------------------|
| Chief Executive Officer Approval: | Mary all- | Approved: Continued to: Denied: | |
| Officer Approval: | Mun a. Algyle | | Item No. 04 |

project which may result in a potentially significant physical impact on the environment. (CEQA Guidelines §15378(b)(4).)

FISCAL IMPACT AND SOURCE OF FUNDS: OIAA operating revenue.

PRIOR COMMISSION ACTION: On December 8, 2016, the OIAA Commission adopted Resolution No. 2016-14 approving and adopting the OIAA Bylaws.

STAFFING IMPACT (# OF POSITIONS):

N/A

IMPACT ON OPERATIONS:

N/A

ATTACHMENTS:

N/A

The Agenda Report references the terms and conditions of the recommended actions and request for approval. Any document(s) referred to herein and that are not attached or posted online may be reviewed prior to or following scheduled Commission meetings in the Office of the Clerk of the Commission. Office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday



DATE: FEBRUARY 15, 2019

SECTION: CONSENT CALENDAR

SUBJECT: APPROVAL TO INCREASE THE SITA INFORMATION NETWORKING COMPUTING USA, INC. (SITA) CONTRACT TO ACCOMMODATE COMMON USE PASSENGER PROCESSING AT ONT TERMINAL 2

RELEVANT STRATEGIC OBJECTIVE: <u>Expand Air Service. Provide Customer-Friendly Facilities and</u> <u>Services.</u>

RECOMMENDED ACTION(S): That the Ontario International Airport Authority (OIAA) authorize the Chief Executive Officer (CEO) to increase the contractual authority for the OIAA's existing SITA agreement, Contract No. SCONT-000074, by \$900,000 for the remaining 23 months of the agreement.

FISCAL IMPACT SUMMARY: If authorized, the overall three-year contract will not exceed \$1,782,760, and will authorize the provision, installation and related maintenance of a Common Use Passenger Processing System (CUPPS) at ONT Terminal 2. Funding for this contract is available under the Fiscal Year 2019 budget. Funding for subsequent years will be requested through the annual budget process. The total contract amount is financed under the short-term financing plan expected to close April 2019

BACKGROUND: As approved by the OIAA Commission on February 2, 2018, CUPPS was introduced to ONT with the installation of SITA's Automated Passenger Control (APC) kiosks in the existing FIS facility. SITA works with the Customs and Border Protection's biometric database and is an approved firm for the installation and maintenance of CUPPS. SITA's system implements biometric entry/exit allowing more efficient check-in and gate processing flexibility which will enable OIAA's ability to capture new airlines by facilitating multi-user counter space and increasing gate processing capacity for international and domestic travel.

Increasing SITA's existing authority delivers CUPPS technology to ONT Terminal 2 ticketing and **STAFF MEMBER PRESENTING:** Chief Executive Officer, Mark A. Thorpe

| Department: | Operations & Maintenance | Submitted to OIAA: Approved: | February 15, 2019 |
|--------------------------------------|--------------------------|---------------------------------|-------------------|
| Chief Executive Officer Approval: | Mark Q. Hurry | Continued to: | |
| | | | Item No. 05 |

gate areas and expands airline processing capacity as well as improves the efficient and effective movement of passengers throughout the terminal facilities.

PROCUREMENT: The existing SITA Contract No. SCONT-000074 includes language that allows for the addition of products or services to the contract should the OIAA have a need for an item, product, brand, commodity or service or a combination of the same, that could not be anticipated at the time of drafting the specification or scope of work for the bid, but is related to the performance of the contract. The contractor agrees to source the item, product, commodity or research the cost of the product/service and submit in writing a fixed/unit price quotation for acceptance or rejection of the offer at the sole discretion of the OIAA.

CEQA COMPLIANCE AND LAND USE APPROVALS: The issuance or approval of leases, agreements, renewals, amendments, or extension thereof, granting use of an existing facility at a public airport, involving negligible or no expansion of use is exempt from the requirements of the California Environmental Quality Act (CEQA). In addition, to the extent any alteration of facilities occurs, CEQA Guidelines section 15301 provides an exemption for minor alterations to existing structures or facilities involving negligible or no expansion of use beyond that existing at the time of the lead agency's determination.

STAFFING IMPACT (# OF POSITIONS): N/A

IMPACT ON OPERATIONS: N/A

SCHEDULE: Implementation of the CUPPS will begin in the first quarter of 2019.

ATTACHMENTS: N/A

The Agenda Report references the terms and conditions of the recommended actions and request for approval. Any document(s) referred to herein and that are not attached or posted online may be reviewed prior to or following scheduled Commission meetings in the Office of the Clerk of the Commission. Office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday



DATE: FEBRUARY 15, 2019

SECTION: CONSENT CALENDAR

SUBJECT: AUTHORIZE APPROVAL TO ISSUE A PURCHASE ORDER TO FORTNET SECURITY FOR TWO PALOALTO NETWORK FIREWALLS

RELEVANT STRATEGIC OBJECTIVE: Maintaining a Safe and Secure Environment

RECOMMENDED ACTION(S): That the Ontario International Airport Authority authorize the purchase of two PaloAlto Network firewalls to replace aging network infrastructure.

FISCAL IMPACT SUMMARY: The total estimated cost for the acquisition of the two firewalls is \$100,740.00. The cost includes procurement of the hardware, software subscriptions and 3 years of support.

BACKGROUND: On November 1st, 2016 the Ontario International Airport Authority (OIAA) took back local control of the Ontario Airport from Los Angeles World Airports (LAWA). The transfer agreement required LAWA to provide a working network. To meet this requirement LAWA provided network equipment that was nearing or at its end of life and no longer supported by the manufacturer. To modernize the network infrastructure and support future growth at the airport. These firewalls will replace current redundant core firewalls used to segment and protect internal network traffic.

STAFF MEMBER PRESENTING: Chief Executive Officer, Mark A. Thorpe

| Department: | Information Technology | Submitted to OIAA Approved: | Eebruary 15, 2019 |
|--------------------------------------|------------------------|--------------------------------|-------------------|
| Chief Executive Officer Approval: | Mark Q. Liope | Continued to: | |
| | | | Item No. 06 |

PROCUREMENT: On November 21st, 2018, the OIAA and the City of Ontario IT staff solicited bid number 180019 on Planet Bids for two PaloAlto network firewalls. Planet Bids was used to solicit competitive bids. The bid invitation was sent to 78 vendors, 10 vendors downloaded the bid information with only one qualified response. A summary of the bid response is below:

| Vendor | Location | Bid Amount |
|------------------|------------|--------------|
| FortNet Security | Gilroy, CA | \$100,740.00 |

OIAA and City of Ontario IT staff reviewed the bid and determined the bid submitted by FortNet Security was the lowest responsive bid. As a result, staff recommends the procurement of the network firewalls from FortNet Security.

PaloAlto Networks was chosen as the hardware vendor over other firewall providers based on the unique capabilities of their firewalls and the maturity of their next generation firewalls.

CEQA COMPLIANCE AND LAND USE APPROVALS: N/A

STAFFING IMPACT (# OF POSITIONS): N/A

IMPACT ON OPERATIONS: The purchase and implementation of these firewalls will increase network visibility and security and bring the airport in-line with current industry best practices in network security.

SCHEDULE:N/A

ATTACHMENTS: N/A

The Agenda Report references the terms and conditions of the recommended actions and request for approval. Any document(s) referred to herein and that are not attached or posted online may be reviewed prior to or following scheduled Commission meetings in the Office of the Clerk of the Commission. Office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday



DATE: FEBRUARY 15, 2019

SECTION: ADMINISTRATIVE REPORT/DISCUSSION/ACTION

SUBJECT: FISCAL YEAR 2019-20 BUDGET UPDATE AND ANALYSIS OF OPERATING AND MAINTENANCE BUDGET VS. ACTUAL FOR THE SIX MONTHS ENDED DECEMBER 31, 2018.

RELEVANT STRATEGIC OBJECTIVE: <u>Maintain Financial Accountability and Stability to Support Airport</u> <u>Operations</u>

RECOMMENDED ACTION(S): That the Ontario International Airport Authority review the results of the Fiscal Year impact vs. Five months ended and approve budget adjustments.

FISCAL IMPACT SUMMARY: None

BACKGROUND: The OIAA periodically provides to the Commission with the results of operation during the fiscal with a comparison. Key highlights are as follows

Airline Revenue:

Actual Results FY 2018 vs Budget

Total airline revenue for the six months ended December 31, 2018 amounted to approximately \$18,116,700 compared to budgeted amounts of \$20,902,000, a variance of approximately \$2,785,300.

STAFF MEMBER PRESENTING: Chief Executive Officer, Mark A. Thorpe

| Department: | Finance | | Submitted to OIAA: | February 15, 2019 |
|-------------------------------------|---------|----------|--------------------|-------------------|
| | | | Approved: | |
| Chief Executive Officer Approval | MAR. | Mall. |) Denied: | |
| Officer Approval | france | U. AUOJE | / | |
| | | | | ltem No. 07 |

Concessions and Parking:

Actual Results FY 2018 vs Budget

Total concessions and parking for the six months ended December 31,2018 amounted to approximately \$14,856,500 compared to budgeted amounts of \$17,395,300 a variance of approximately \$2,538,800.

Personnel Costs:

Actual Results FY 2018 vs Budget

Total personnel cost for the six months ended December 31,2018 amounted to approximately \$2,809,000 compared to budgeted amounts of \$3,064,200 a variance of approximately \$255,200.

Operating:

Actual Results FY 2018 vs Budget

Total operating and maintenance costs for the six months ended December 31, 2018 amounted to approximately \$27,128,400 compared to budgeted amounts of \$24,664,300 a variance of approximately \$2,464,100.

Total General and Administrative Expenses (G&A):

Actual Results FY 2018 vs Budget

Total general and administrative expenses for the six months ended December 31, 2018 amounted to approximately \$7,936,500 compared to budgeted amounts of \$7,791,600 a variance of approximately \$144,900.

Net Operating Income:

Actual Results FY 2018 vs Budget

Net operating income for the six months ended December 31, 2018 amounted to approximately \$702,400 compared to budgeted amounts of \$3,707,300 a variance of approximately \$3,004,900.

STAFFING IMPACT (# OF POSITIONS):

All positions are being funded by open positions in the organizational chart. OIAA staff continues to reevaluate staffing needs as the organization grows to ensure the right positions for the most efficiency.

The net effect of the all new positions (after giving effect to attrition and vacated positions during fiscal 2019) would result in a decrease in overall personnel costs by approximately \$384,200. Revised personnel costs, including new positions described below, is estimated to be approximately \$5,744,200 as compared to the original budget amount of \$6,128,400.

Airport Security Supervisor: This is a mission critical position that will support the airports compliance with the SBO requirements, their performance management, as well as the multitude of Transportation Security Requirements performed by our stakeholders, employees and contractors throughout the Airport.

Commercial Manager (2): The OIAA contracts have a fiscal year revenue budget of approximately \$76.59 million. These two individuals will pro-actively manage all commercial contractual agreement KPI's, prepare all RFP's for all commercial contracts and ultimately optimize income. These positions are business critical to ensure that there are suitably qualified resources to ensure OIAA commercial partners are delivering the quality and consistency of service levels as detailed in the contracts. Also, that the OIAA are receiving all income as defined.

Management Analyst (2): Entry level position designed to work on analytical research related to air service development, economic impact of the region, processes, operations and procedures to assist the OIAA in operating more efficiently and effectively.

Ontario Airport Customer Experience Specialist (4): ONT served more than 5.1 Million passengers in 2018. Customer Experience is an OIAA Strategic Objective and one that continues to gain importance with the addition of flights and passengers. At this time there is no Customer Service coverage during the peak hours of 5pm to 2am. There will also be two additional red eye flights beginning in June. The addition of these positions will enable daily coverage on an 18-hour basis and ensure consistent coverage in both terminals.

Director of Digital Media: The OIAA digital footprint has grown in the last 10 months. ONT currently ranks #1 in social media engagement for all California Airports and 10th out of 60 among all medium hub ACI Airports in the United States. The Director of Digital Media will create brand presence through Search Engine Optimization to be the top of all search results, continue to utilize all social media channels as an effective tool, constantly updating and refreshing content on flyontario.com to score high on all organic searches. E-commerce sales continue to grow every year and with pre-paid parking now available the Director of Digital Media will maintain a user friendly, mobile friendly and search friendly e-commerce site. The Director of Digital Media will provide the right framework, tools and processes to drive a winning digital strategy for the brand.

IMPACT ON OPERATIONS: The addition of the individuals listed above will enhance the operating performance of the Authority.

ATTACHMENTS:

Attachment A – PowerPoint report for the six months ended December 31, 2018.

The Agenda Report references the terms and conditions of the recommended actions and request for approval. Any document(s) referred to herein and that are not attached or posted online may be reviewed prior to or following scheduled Commission meetings in the Office of the Clerk of the Commission. Office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday