

Mission

The Friends of Ontario Airport is a non-partisan, non-sectarian organization that unites people of all backgrounds into a special group with a common interest in aviation, and in the development and growth of Ontario International Airport (ONT) for the benefit of all persons.

Schedule of Events

NOTICE

All Friends of Ontario International Airport meetings have been **cancelled** until further notice.



Wingz takes off at Ontario International Airport

Passengers now have another convenient option to reach Ontario International Airport with the addition of ride-app Wingz to the airport's ground transportation program. Ontario airport officials permitted the new service, authorizing Wingz drivers to provide curbside service for departing and arriving passengers at both ONT terminals. Ontario Airport customers can make a Wingz reservation up to two months in advance at a fixed rate and request a driver of their choice. Wingz joins Lyft Inc. providing app-based transportation service at ONT.

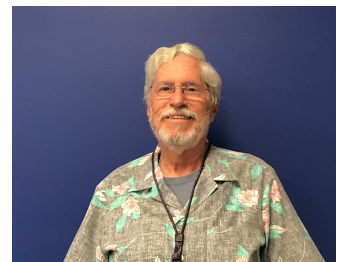
For more information, please visit flyontario.com

USO Renovations

The newly renovated Bob Hope USO at Ontario International Airport was formally unveiled Friday September 11, 2020 offering guests, dignitaries and service members a first look at the Southern California airport's beautiful new home away from home for our troops. "We owe our servicemen and women such a debt of gratitude for their sacrifice and courage, and hope that this new center will provide a warm and welcoming experience during their travels," said Alan D. Wapner, president of the OIAA Board of Commissioners.



President's Message



Hello Friends! Again we have month without a meeting. It seems like getting together for a meeting is not easy to get authorized. I know there has been a lot of activity at the airport, with the FedEx construction and airlines adding flights. We are trying to keep you all informed about what is going on. It doesn't look good for the Holiday Party in December but we will try to do something if it is allowed. Until then I want to let you know that is miss seeing you all. Please stay safe and healthy..

ONT to What Matters Most Campaign Launch

At Ontario International Airport, what matters most are the customers and communities it serves. The safe travels it helps to make possible. The connections and opportunities it creates for one of the most robust population and economic centers in the United States.

Even amid the disruptions of a global pandemic, ONT's commitment to the vital role it plays has been unbending, and is at the heart of a new marketing campaign for one of America's most successful aviation gateways.



"ONT: What Matters Most" emphasizes Ontario's core values and embraces the challenges and opportunities of our new reality – one that puts a higher premium than ever on health and safety.

For months now, everything we do – the way we socialize, shop, work, travel and so much more – has been impacted by the COVID-19 pandemic. 'What Matters Most' captures that desire we all have to move forward, and to do so safely and responsibly," said Mark Thorpe, Chief Executive Officer of the Ontario International Airport Authority.

Before COVID, ONT was America's fastest-growing airport two years running, welcoming more than 5.5 million passengers in 2019. While all airports experienced a decline in passenger volumes once the pandemic hit, ONT's recovery rate is the third highest in the U.S.

"We're excited about the future, and are determined to create the safest, most welcoming customer experience we possibly can," said Thorpe.

ONT is now ACI Customer Experienced Accredited

ONT is now Customer Service Experience Accredited! You read that right! The concerted effort put forth by our Customer Experience (CX) team at ONT has resulted in being globally recognized and accredited for providing superior customer experience. This honor, given by Airports Council International of North America (ACI-NA), recognizes ONT's ability to identify, understand, and address the needs and expectations of airport guests and visitors – enhancing the overall customer experience.

Per ACI-NA, accreditation in the CX space also provides visibility to guests, as well as the industry, that ONT should be recognized as prioritizing the needs of customers. There are five-levels of accreditation, of which ONT has achieved the first. Each level builds on the level before it. This is definitely a milestone to celebrate with our CX team, as we continue on with our mission to become the world's airport of choice by caring for what matters most!

We won't stop at level one, and it will take every single one of us to help ONT evolve and deliver as an exceptional Airport with superior customer experience! Congratulations to Tiffany, Anthony, Jonathan, Michele, and Zach for their hard work in this endeavor – making ONT one of nine airports in North America, (the only one in the LA area, to earn the distinction.



Delta Launches New Flights to Sea-Tac

A gate celebration was underway on October 1, as Delta offered air travelers a new daily option to reach Seattle-Tacoma International Airport. The new service is the latest in a series of welcomed airline announcements of new and restored air service at ONT in the wake of the COVID-19 pandemic.



OC Business Council Community Indicator Report

The partnership between Ontario International Airport and the Orange County Business Council is crucial to leveraging SoCal's business sectors-collective power to continue to provide strong economic growth. Even in the midst of a global pandemic, Ontario Airport has shown not just amazing resiliency, but an ability to uplift the region's profile as a supply chain hub, innovation magnet and place to invest. Tangible examples of this include the airport's 20%-plus increase in year-over-year freight shipments due to the surge in shop-from-home retailing, FedEx's aggressive expansion of its cargo facilities, and privately backed proposals to bring innovative, zero-emission transit to the Inland Empire with the goal of connecting to ONT.

And while COVID-19 has reduced passenger traffic in Ontario, the 48% drop through the first six months of 2020 compares favorably to other airports in Southern California, including Los Angeles International (down 58.89%) and John Wayne (down 58.5%). Part of this is due to ONT's convenience, accessibility and location in the heart of one of the most robust population centers in the United States. Its ability to attract passengers from Los Angeles and Orange counties, in addition to the Inland Empire, puts it on a level of its own among SoCal airports and has allowed ONT to forge strong partnerships with a diverse lineup of air carriers.



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