

Managing Airline Relationships

Annie Lin, Airline Affairs & Properties Manager



Introduction to ONT

Ontario, CA
(Not Canada)



ONT
managed by
LAWA

Introduction to ONT

Ontario, CA
(Not Canada)

ONT
managed
by LAWA

Transition
to Local
Control

Introduction to ONT

Ontario, CA
(Not Canada)

ONT
managed
by LAWA

Transition
to Local
Control

ONT
managed
by OIAA

Department Overview



Manage
Relationships

Department Overview



Manage
Relationships



Contract
Administration

Department Overview



Manage
Relationships



Contract
Administration



Drive
Revenue

Department Overview



Manage
Relationships



Contract
Administration



Drive
Revenue



Facility
Liaison

Department Overview



Department
Growth

Department Overview



Department
Growth



Establish Roles and
Responsibilities

Department Overview



Department
Growth



Establish Roles and
Responsibilities



Establish
Strategy

Department Overview



Department
Growth



Establish Roles and
Responsibilities



Establish
Strategy



AAAC
Transition

Touchpoints



- Everyone talks to the airlines, but it's important to have a primary point of contact for a unified/consistent external message

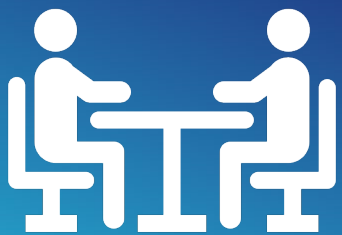
Main touch points with the airlines

Executive Office
Air Service Development
Operations
Airline Affairs and Properties
Capital Development
...and more

Main touch points with the airports

Executives
Network Planning
CRE/Facilities
Station Managers

Balance the Conversation



- Everything wants something different
- To manage the outflow, you have to manage the inflow

Main touch points with the airlines

Executive Office
Air Service Development
Operations
Airline Affairs and Properties
Capital Development
...and more

Main touch points with the airports

Executives
Network Planning
CRE/Facilities
Station Managers

Managing the Relationship



- My hands are tied because my boss wants this...
- Plausible deniability helps.... A LOT
- Outside of meetings
 - AAAC Dinners
 - Frequent Communication
 - Partnership events



Thank you!