

CURRICULUM VITAE

Dr. Terence H. Fontaine

A Business Executive with 33 years of demonstrated achievements in the transportation industry. From flying commercial airline passengers to performing runway checks at Houston's Hobby Airport. From managing maintenance operations for the fourth largest airline in the country to managing the F-18 flight training simulator at Marine Corps Air Station El Toro. From instructing pilots on the Boeing 777 to managing a crash site at Houston's Hobby Airport. From performing duties as a METRO Board member to executing duties as an Executive Vice President for the agency. From earning an MBA and Doctorate to being appointed as the Director of Aviation for Texas Southern University. Exceptionally strong leadership skills have allowed me to be promoted or appointed to positions where my abilities could assist my employer or board in achieving success.

In addition, in 2004, was asked to assume an executive position as a direct report to the Mayor of the City of Houston. This opportunity allowed me to use my financial management, problem-solving, performance management and communication skills to build a new era of management within Houston city government.

Most recently was asked and appointed by Mayor Sylvester Turner to be the Site Manager at the Toyota Center as a family shelter in the aftermath of Hurricane Harvey.

Key strengths include:

- **Operations Expertise** – Managed aircraft maintenance operations. Set Continental Airlines records for having the lowest number maintenance issues (MEL's) that could negatively affect daily operations. Changed the method of how to attack cabin maintenance issues. These methods increased seat revenue that historically could not be recognized.
- **Instruction** – Directs the Aviation program at Texas Southern University. In addition, Adjunct Instructor at Jesse H. Jones Business School, EMBA program.
- **Visionary** - As the Deputy Chief of Staff for City of Houston Operations, designed, developed and managed the Operational Readiness Report which led to millions of dollars saved to taxpayers. By measuring departments core initiatives allowed visibility to recognize deficiencies in our daily operations. Through the efforts of a small office, were able to improve customer service, reduce cost and provide a better service deliverable to our citizens.
- **Emergency Management** – Being trained as a United States Marine provided me the skill sets necessary to manage the site of a crash landing at Hobby Airport. The same training led the Mayor to select me as a site manager at George R. Brown Convention Center during the aftermath of Katrina. The same ability to problem solve, provide crisis management and make tough decisions under pressure, was exemplified during Hurricane's Rita and Ike. In addition, was asked by current Mayor Sylvester Turner to stand up the Toyota Center as a shelter in the aftermath of Hurricane Harvey.
- **Innovative** - Managed the complete rewrite of the Pilot Training Manual for the EMB-145 at Continental Express Airlines. The new training curriculum not only contributed to the increase in pilot pass rate, it also saved training cost by not having to retrain students, using expensive simulator time.

- **Diverse** – A former Airline CEO affectionately said, “Because of your background, education and experiences you are one of the few people who would be value added to any department in an organization”.
- **Leadership** – Led the way as the only Continental Airlines Pilot Instructor to achieve a 100% FAA pass rate for all Pilot Trainees. In addition, as a member of Continental’s on time performance committee, was able to assist in bringing the airline from worst to first in on time performance.

Professional Experience

Texas Southern University

06/01 – Present **Director of Aviation**

Responsible for the leadership of the University’s Aviation Program. TSU has degree programs in Aviation Management as well as a Professional Pilot concentration. Our students are our most valued asset. Students depend on the staff and faculty of the program to compliment them by offering the very best instruction and learning environment in the country.

METRO

01/10 – 6/17

Executive Vice President

Responsible for leading METRO transit agency technology and transit choices into the future. Responsibilities included Innovation, Marketing, Public Relations, Community Affairs, Government Affairs, Information Technology, Human Resources, Facilities, Procurement, Strategic Planning and Performance. As a former METRO Board Member, Fontaine brought a unique perspective to the agency. As Executive Vice President, he sat on several boards around the region representing the agency.

CenterPoint Energy

1/09 – 01/10

Senior Consultant

Assigned as CenterPoint’s Loaned Executive to the 81st legislative session in Austin. The bill I was assigned to shepherd became the first to be signed by the Governor in the 2009 Legislative session.

City of Houston

01/04 – 01/09

Deputy Chief of Staff – Operations

Was responsible for managing the City of Houston's municipal operations to improve and sustain processes of core initiatives and deliverables to citizens. Provided oversight for the Mayor's Citizens Assistance Office to ensure prompt responses and a professional level of customer service was rendered. Developed reporting mechanisms to track personnel and performance goals in an effort to increase department accountability. Was responsible for the management of a \$500,000.000 vehicle fleet and provide oversight for \$30,000.000 of equipment purchases annually. Appointed by Mayor Bill White to be a site manager with oversight of the operations and welfare of the survivors and evacuees, at the George R. Brown Convention Center during the aftermath of Katrina. As a direct report to Mayor White, responsible for representing the Mayor at various meetings and events.

Continental Airlines/Continental Express

6/89 – 01/04

**Pilot, Pilot Instructor, Manager of Maintenance Operations,
Project Engineer, Maintenance Supervisor and Records
Analyst**

- Authored the current pilot training curriculum for the EMB-145 aircraft for Continental Express Airlines.
- As a member of the initial cadre of Boeing 777 instructors, facilitated courses required in the ground, FTD and simulator curriculum to pilots assigned to the Boeing 777 aircraft. Passed the B-777 FAA Captain's check ride.
- Facilitated courses required in the ground and simulator curriculum to pilots assigned to the Boeing 727 aircraft.
- As a direct report to the Vice President of Continental Airlines Aircraft Maintenance Department, was responsible for the daily tracking of maintenance performance. In addition, recommended strategies to improve pre-existing maintenance practices. Focused on improving Minimum Equipment List (MEL) and Chronic Aircraft discrepancies. In 1996, both MEL and Chronic aircraft discrepancies were reduced to industry record low levels.
- As Manager of Maintenance Operations was responsible for annual budget preparation and review. The budget for in-house and third party heavy check maintenance exceeded \$100 million for a fleet of 343 aircraft.
- Worked on a special project to improve The Maintenance Department's head-start performance. Numerous suggestions were implemented and improved the airlines on-time performance.

- Supervised over 300 aircraft mechanics and aircraft maintenance on all widebody fleet types: 747, DC-10 and A-300 aircraft. Also performed duties as temporary Heavy Check Line Shift Manager.
- Tracked time controlled powerplant components. Built powerplant modules for SCEPTRE tracking. Maintained, coordinated and tracked several engineering projects on various fleet types.

6/87 – 6/89 Family Business

Owned and operated private business.

City of Houston

2/86 – 6/87 Hobby Airport - Airport Operations Officer

- Directed and participated in the inspection of airfield facilities, including grounds, runways, taxiways, aircraft aprons, gate assignments, and service roadways to assure safety, security, and efficiency of operations and expeditious flow of aircraft; monitors airfield activities during assigned shift; arranges escort for persons using airfield
- Directed and participated in the inspection of terminal buildings and ground transportation facilities, including concourses, terminals, gate areas, concession areas, interior and exterior of buildings, sidewalks, and public access roadways to assure the safety, security and efficiency of terminal and ground transportation operations; monitored the activities of tenants, licensees, maintenance, and security personnel during assigned shift, to ensure compliance with airport standards and regulations
- Reviewed and acted on management or operational problems involving airport safety, security, federal certification and related matters as they impacted the airlines, tenants, passengers and the general public; resolved operational problems by ordering actions or notifying appropriate airport, airline or security personnel; reviewed reports of incidents and recommended or implemented appropriate remedies; coordinated airport activities with police, crash rescue and other emergency personnel during incidents and returned the airport to normal operation
- Prepared detailed reports of activities, incidents and proposed solutions; recommended and implemented procedures concerning security, coordinated with police, fire and medical personnel, and operational response to emergencies; developed schedules and standards for inspections; issued permits, licenses, and identification material in accordance with security standards
- Directed the activities of lower level airport administrative personnel, field attendants and other employees
- Monitored runway and taxiway construction projects. Issued NOTAMS in compliance with construction activities

Formal Education

- Bachelor of Science - Aviation Management, Southern Illinois University
- Master of Business Administration – University of Houston, Bauer Business College
- Doctorate in Education, Texas Southern University

Professional Licenses and Certifications

- FAA - Airline Transport Pilot (ATP) - 2000
- FAA - Airframe and Powerplant (A&P) – 1989
- FCC – Radio Communication - 1997
- Completion of Boeing 777 Pilot Training - 1998
- Completion of EMB-145 Pilot Training - 2001
- Marine Aviation Operations School, Naval Air Station, Meridian Mississippi - 1983

Professional Affiliations or Memberships

- Executive Board, Greater Houston Conventions and Visitors Bureau (2011- Present)
- Vice President, Houston Livestock Show and Rodeo (2017- Present)
- Chairman, Black Heritage Committee (2014 – 2017)
- Executive Board, Community in Schools (2012- Present)
- Board of Directors Metropolitan Transit Authority – (2009 – 2010)
- Member Rotary Club of Houston – (2009 – 2011)
- Sigma Pi Phi Fraternity (Boule) 2015- Present
- Alpha Phi Alpha Fraternity, Inc – Lifetime Member
- Chairman of the Board Eldorado Social Club – (1996 – 2010)
- Board Member Inner City Visions – (2006 – 2010)
- Board Member William A. Lawson Institute for Peace and Prosperity – (2009 – Present)