



Issue 2 | March 2024

CLE Leads Region in FAA Approved Safety Management System Implementation Plan

Cleveland Hopkins International Airport (CLE) is the first airport in the Great Lakes region to have its Safety Management System (SMS) Implementation Plan approved by the Federal Aviation Administration (FAA).

"CLE being first in the region to complete and receive approval of our SMS Implementation Plan is an important distinction," said Tristian Hooten, Airport SMS and Emergency Planning Manager. "It allows us to continue to demonstrate excellence in aviation safety that CLE has been known for throughout its history. While not as groundbreaking as the first airfield lighting system or air traffic control tower, being the first airport in the region to have its SMS Implementation Plan approved is still a solid achievement."

As described by the FAA, a SMS is a formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of safety risk controls. It includes systematic procedures, practices, and policies for the management of safety risk.

"Safety Management System (SMS) is becoming a standard throughout the aviation industry worldwide," as explained by the FAA. "It is recognized by the Joint Planning and Development Office (JPDO), International Civil Aviation Organization (ICAO), and civil aviation authorities (CAA) as the next step in the evolution of safety in aviation."

Components of the SMS include:

- A structured means of safety risk management decision-making
- A means of demonstrating safety management capability before system failure occurs
- Increased confidence in risk controls through structured safety assurance processes
- An effective interface for knowledge sharing between the FAA and airport
- A safety promotion framework to support a sound safety culture

CLE, along with the other 136 small, medium or large hub airports in the country were given one year from April 2023 to deliver an implementation plan to the FAA.

"Cleveland was provided with 12 months to put together the Implementation Plan," Hooten said. "We were able to get it put together and approved in just over seven months. All of the work that we have done over the past few years related to safety management allowed the process to be as streamlined as possible. By developing bits and pieces of the SMS ahead of time, we were ahead of the curve."

The implementation plan details how the airport will implement the program and meet the regulatory requirements. This implementation plan required review and approval of the FAA.

Of the over 40 airports in the Great Lakes region (Ohio, Michigan, Indiana, Illinois, Wisconsin, Minnesota, North Dakota and South Dakota) that are mandated to comply, CLE is the first in the region, and within the first 10 in the nation, to receive approval.

With CLE leading the pack, the airport is being looked at as a model for other airports who are still working on their SMS Implementation Plans.

"I have been asked to assist other airports who are struggling with the process," said Hooten. "I will be presenting alongside the FAA's SMS coordinator in Salt Lake City in March. This has been an exciting and humbling experience."

CLE now has 12 months from the date of the approval letter to deliver a completed SMS Manual to the FAA. Based on the time frame in the Implementation Plan and the material within the SMS Manual, CLE will then be open to inspection by the FAA certification inspector in the same manner as all other requirements under Part 139, the rules created by the FAA to establish certification and operating requirements for airports in the United States.

CLE Continues to Build Passenger Growth

Cleveland Hopkins International Airport (CLE) started 2024 with 670,633 passengers in January. That is not only up 6% over January of last year, but it is also an increase of around a thousand passengers over January 2019.

"We are encouraged by positive beginning to 2024," said Bryant L. Francis, C.M., Director of Port Control. "With the momentum we were able to build up at the end of last year coupled with the multiple air service announcements by our airline partners, we are looking forward to continued growth over last year and expect to be fully recovered from the pandemic by the end of this year."

CLE's confidence in growth is thanks in part to robust service additions, as well as additional seats being added to existing routes by airline partners. CLE continues to work with existing and new airlines to add more service to the places that Clevelanders want to go.

CLE is currently forecasting 10,250,000 passengers for 2024.

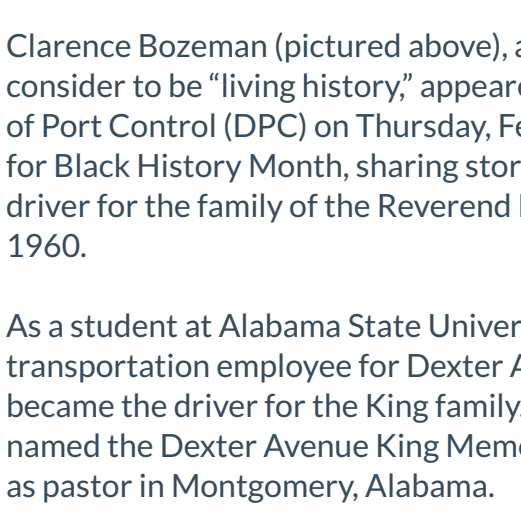
Finishes 2023 Strong, Comes in Just Under 10 Million Passengers

CLE finished 2023 with 9,868,868 passengers, just shy of 10 million and closing in on 2019 passenger numbers before COVID hit the travel industry. During September, October and November, CLE had more passengers for those months as compared to the same months in 2019, showing tremendous growth and momentum to close out the year.

"Cleveland Hopkins had its most successful year in recent history in 2019 with just over 10 million passengers before COVID hit," said Bryant L. Francis, C.M., Director of Port Control. "To see that we were surpassing those monthly numbers as the year closed out is encouraging for what is to come in 2024."

CLE's near 10 million passengers is a 13.5 percent increase over the 8,693,866 passengers that came through the airport in 2022.

The growth of airport traffic emphasizes the importance of implementing the Terminal Modification Development Program (TMDDP), which will continue to be planned in 2024 for groundbreaking in 2025. The TMDDP will improve and modernize the terminal and airport property, giving airport guests a world-class experience.



Frontier Airlines Announces Nonstop Service from CLE to 10 Additional Destinations – Summer Daily Departures to Increase 38%

Frontier Airlines will begin nonstop service from Cleveland Hopkins International Airport to 10 additional destinations in May of 2024. These routes are in addition to service recently announced from CLE to Minneapolis-Saint Paul, New York LaGuardia and Montego Bay, Jamaica.

With the new routes, Frontier will serve a total of 30 destinations from CLE, increasing average peak summer daily departures by 38 percent versus a year ago.

"Our growth in Cleveland is soaring," said Barry Biffle, Frontier Airlines CEO. "We're thrilled to connect consumers in Northeast Ohio with low fares to even more destinations throughout the U.S. Our new crew base at CLE set to open in March will help support our rapidly growing operations."



"We at Cleveland Hopkins are incredibly pleased with the increasingly diverse mix of business and leisure destinations Frontier is adding for Northeast Ohio residents and visitors alike," said Bryant L. Francis, C.M., Director of Port Control. "Today's announcement brings Frontier to thirty nonstop destinations, more than any other airline at CLE, and includes new service to several of our top unserved markets. This expansion further solidifies Frontier's commitment to Cleveland and Northeast Ohio and we look forward to welcoming the additional service and the new opportunities it will create for travelers."

To celebrate, Frontier is offering fares as low as \$19 and Premium Seat Upgrades starting at \$19, both with restrictions, on all routes operating from CLE. For more information about special fares, please visit <https://flights.flyfrontier.com/en/flights-from-cleveland>.



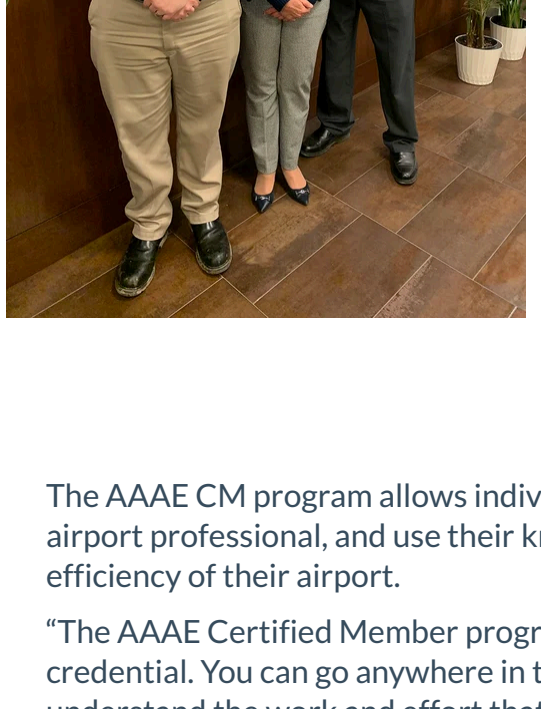
Celebrating Black History Month: Keeping the Legacy Alive

Clarence Bozeman (pictured above), a civil rights lecturer and one some consider to be "living history," appeared as a guest speaker at the Department of Port Control (DPC) on Thursday, February 22, 2024. Bozeman visited DPC for Black History Month, sharing stories and conversations from his time as the driver for the family of the Reverend Dr. Martin Luther King Jr. from 1958 - 1960.

As a student at Alabama State University, Bozeman also worked as a transportation employee for Dexter Avenue Baptist Church, which is how he became the driver for the King family. Dexter Avenue Baptist Church, now named the Dexter Avenue King Memorial Baptist Church, is where King served as pastor in Montgomery, Alabama.

During Bozeman's visit to DPC, he recalled his time of serving as King's driver, recounting stories that ranged from discussing the trials and tribulations within the Black community, student sit-ins at Alabama State University, and other civil rights issues. The spirit of King was prevalent in the air as Bozeman spoke to the audience of nearly 100, providing inspiration and encouragement to continue the legacy and message of King.

Bozeman, now retired and living in Maple Heights, Ohio, is a former educator who has been both a teacher and principal. He earned his Bachelor's degree from Alabama State University, majoring in American History and Social Studies; he then earned a Master's degree in Education Administration from Fordham University in New York City. Bozeman also holds an Education Specialist degree from Cleveland State University in Superintendent Leadership. He has also been awarded an honorary Doctorate from Wilberforce University, a private, historically black university located in Wilberforce, Ohio.

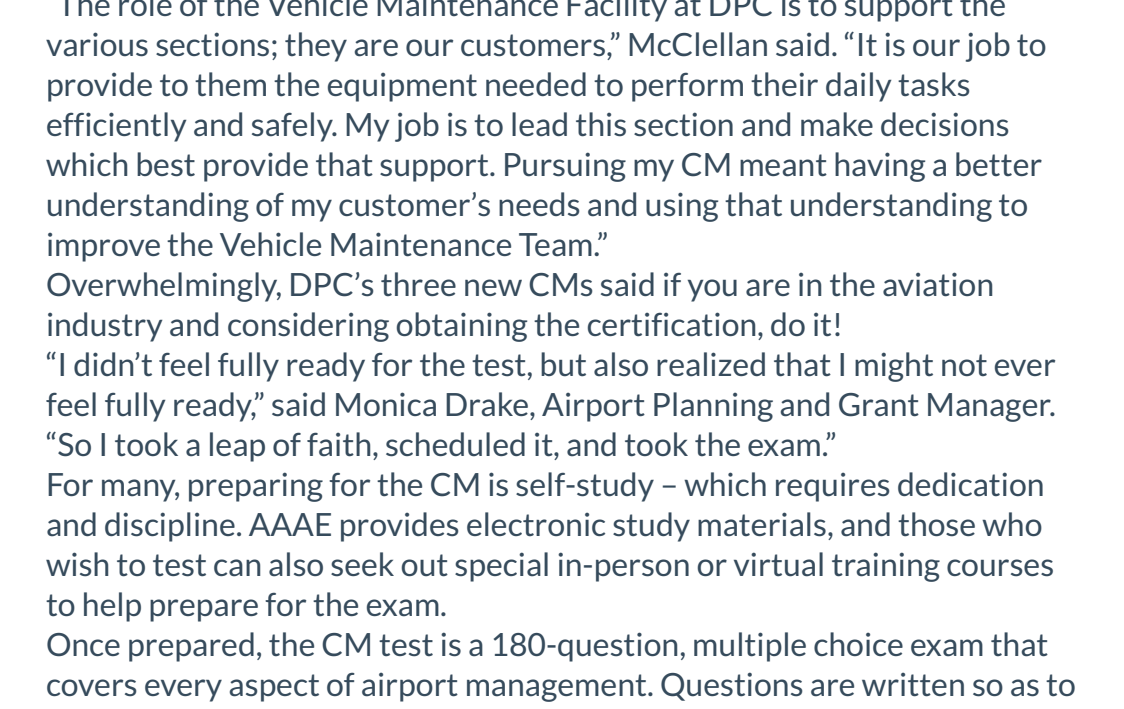


CLE Vendor Promotes Random Acts of Kindness

Fraport, the Department of Port Control's developer and manager of their retail, food and beverage concessions program, kicked off their 8th Annual Random Acts of Kindness (RAOK) Week February 14-20, which coincided with the National RAOK Week.

The RAOK movement's 40-plus-year history goes back to writer Anne Herbert's 1982 CoEvolution Quarterly article, "Practice Random Acts of Kindness and Acts of Senseless Beauty," which inspired a kindness movement in and around Berkeley, California. Over the years, the movement has moved to promote non-premeditated actions that connect people through kindness with the thought that "a simple act of kindness is sometimes all it takes to change a person's day, week, possibly their life."

Here at Cleveland Hopkins International Airport (CLE), Fraport designed and implemented a RAOK marketing campaign that allowed them to be more interactive with the guests at the airport. The goal was to present random guests with the experience of a happy surprise - something they wouldn't expect when passing through the airport as a way to help make CLE stand out in a positive way.



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Over the years of acknowledging ROAK week, Fraport has paid for meals, cups of coffee and retail purchases for guests, as well as handing out cookies and Malley's chocolate hearts.

Employees from Fraport say they like the social aspect of the program and being able to pleasantly surprise guests. They also ask the recipients of a RAOK to pay it forward by offering someone else a kindness in the future.

Refreshing CLE's Restrooms

We heard you! In January, CLE started a much-needed restroom renovation project to modernize 13 restrooms in the terminal. The multi-million dollar project, which is expected to last until spring 2025, will create a better airport experience for guests using the restroom facilities as they travel through CLE.

The new restrooms will utilize the latest accessories to meet environmental and ADA standards. Updates include new finishes for the floors, walls, partitions and ceilings, improved lighting, modern fixtures and added amenities, including an adult changing table. New technology will also allow CLE staff to gain immediate feedback on the condition of the restroom, which will assist in addressing any issues quickly.

Some of the redesign features include incorporating surfaces and fixtures that are easier to clean. These changes will allow the CLE custodial staff to clean more efficiently and in turn, enhance the turn-around time for refreshing restrooms after busy use.

The restrooms being renovated include the set across from the North Checkpoint, the set in the Food Court and all restrooms on Concourse C. One set of restrooms will be shut down at a time during the renovations, which are expected to last approximately 90-days per section.

CLE was awarded 1.6 million dollars in grant funding from the Federal Aviation Administration (FAA) and the Bipartisan Infrastructure Law to improve the restroom amenities. Ozanne Construction Company was awarded the 2.74 million dollar contract to perform the work through the City of Cleveland's bid process.



DPC Employees Earn Honored AAAE Certification

Becoming an American Association of Airport Executives (AAAE) Certified Member (CM) is a great way to show your dedication to your airport career, but it takes hours of study and the successful completion of a thorough testing of airport management knowledge. Recently, the Department of Port Control (DPC) had three employees pass their CM exam.

The AAAE CM program allows individuals to become a more well-rounded airport professional, and use their knowledge to improve the safety and efficiency of their airport.

"The AAAE Certified Member program is an aviation industry-recognized credential. You can go anywhere in the aviation industry and people will understand the work and effort that went into earning the credential," said Tristian Hooten, Airport SMS and Emergency Planning Manager.

Hooten views earning his CM as an opportunity to better his airport management knowledge, along with recognizing the benefits this credential can bring to his work DPC.

"I am proud of the time and effort that I—and everyone who participated in the study group—put in to complete this program," Hooten said. "By increasing the number of CMs at the DPC, we can continue to demonstrate a commitment to excellence as an airport."

Bryant L. Francis, C.M., Director of Port Control, believes earning a CM is a great step for anyone planning a career in aviation.

"As a longtime member of the American Association of Airport Executives, I am strongly supportive of its various certification and accreditation programs," said Francis. "I received my CM designation in April 2010, over two-years prior to becoming an Airport Director. Some of my colleagues had obtained their CM and others had taken the next, ultimate, step of becoming an Accredited Airport Executive (AAE)."

"I felt it was important to become a CM as it demonstrated my knowledge of airports and how they function and, further, my mentors encouraged me to do so. It offered a distinction which is recognized in our relatively small industry of U.S. Airports and can contribute to career progression opportunities."

Another recent DPC CM, Darwin McClellan, Vehicle Maintenance Superintendent, says he chose to work for the certification "to understand better what is happening around me."

"The role of the Vehicle Maintenance Facility at DPC is to support the various sections; they are our customers," McClellan said. "It is our job to provide to them the equipment needed to perform their daily tasks efficiently and safely. My job is to lead this section and make decisions which best provide that support. Pursuing my CM meant having a better understanding of my customer's needs and using that understanding to improve the Vehicle Maintenance Team."

Overwhelmingly, DPC's three new CMs said if you are in the aviation industry and considering obtaining the certification, do it.

"I didn't feel fully ready for the test, but also realized that I might not ever feel fully ready," said Monica Drake, Airport Planning and Grant Manager. "So I took a leap of faith, scheduled it, and took the exam."

For many, preparing for the CM is self-study - which requires dedication and discipline. AAAE provides electronic study materials, and those who wish to test can also seek out special in-person or virtual training courses to help prepare for the exam.

Once prepared, the CM test is a 180-question, multiple choice exam that covers every aspect of airport management. Questions are written so as to not only present test-takers with right answers, but often multiple answers that are right - with one answer outstanding as "the best" answer. The test can be daunting and difficult, but that's OK says Drake.

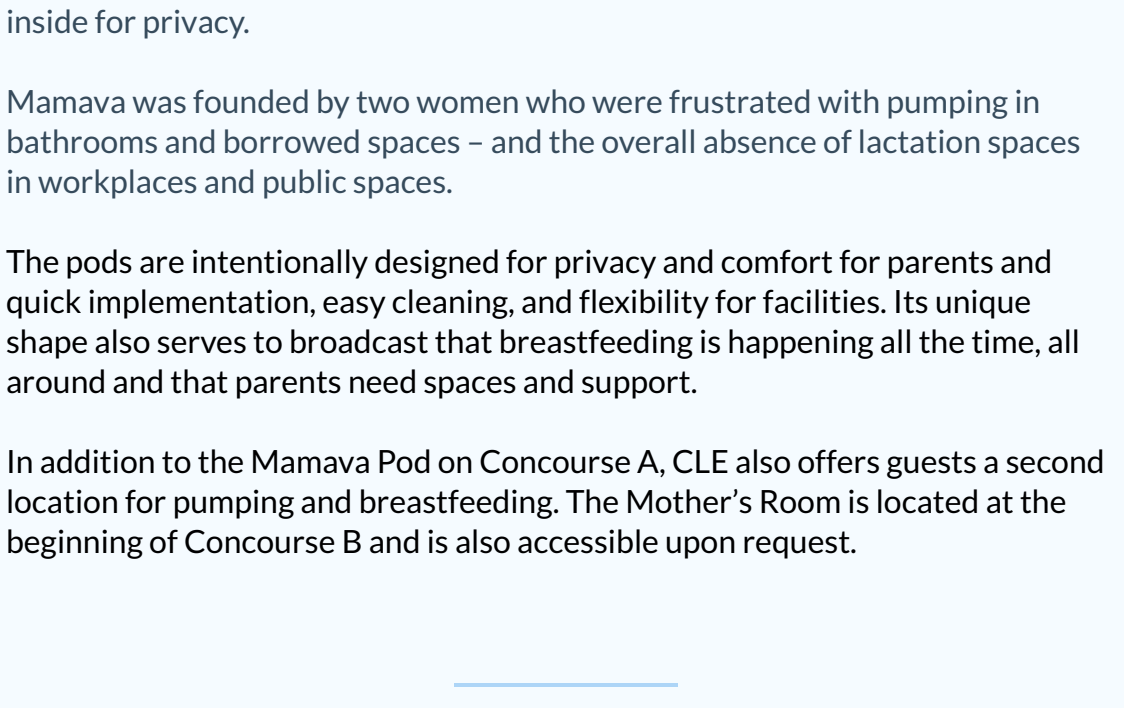
"Its ok to feel this way. Its ok not to pass. Its the effort," Drake said. "By trying, you will wind up knowing considerably more than you did if you never attempted to take the journey."

Francis hopes others who are serious about advancing their careers in aviation will consider the CM credential.

"I am encouraged by the news that several members of our DPC Team recently earned their CM and I wish to express my congratulations," said Francis. "It's my hope that more members of the team will follow, especially those who desire to advance to higher level positions within our industry. I is just one of many tools which can set you apart from others in the field. I firmly believe becoming a CM contributed to my ability to successfully compete for my first Airport Director position in 2012."

Once an individual passes the CM exam, they are forever a CM, as long as they maintain their AAAE membership. For those who wish to advance their careers further with the AAE credential, they can apply a successful CM exam completion to that portion of the AAE requirements without testing again.

Making Air Travel Easier for Nursing Moms



Cleveland Hopkins International Airport (CLE) now has a second lactation space available for moms travelling through the airport. The Mamava Pod, donated by the Cleveland Museum of Natural History, is located on Concourse A across from Gate A5, a high-traffic family area, the Concourse.

"As a mother myself, I know how important it was to have a safe space to pump milk for my daughter," said Michele Dynia, Airport Communications Specialist. "I am thrilled to have another private, convenient location for moms to feed or pump for their little ones and relieve some of the stress they may feel as they travel while breastfeeding."

Mamava Pods have numerous amenities for moms looking for a place to breastfeed or pump in peace and include outlets/USB ports, ventilation fans, shelving, a mirror, lighting and accessibility features such as grab bars, flush entry and a 60-inch turnaround space for wheelchair accessibility.

Guests can access the pod using a numeric keypad and then lock the door once inside for privacy.

Mamava was founded by two women who were frustrated with pumping in bathrooms and borrowed spaces - and the overall absence of lactation spaces in workplaces and public spaces.

The pods are intentionally designed for privacy and comfort for parents and quick implementation, easy cleaning, and flexibility for facilities. Its unique shape also serves to broadcast that breastfeeding is happening all the time, all around and that parents need spaces and support.

In addition to the Mamava Pod on Concourse A, CLE also offers guests a second location for pumping and breastfeeding. The Mother's Room is located at the beginning of Concourse B and is also accessible upon request.

Watch for more stories like these that share information about DPC and our airports. We hope that as you read articles in this, and future issues of The Hopkins Approach, you'll think about how the stories demonstrate a connection to, and fulfillment of, some aspect of DPC's Mission, Vision, Values, RESPECT Model, and/or our Strategic Priorities.

CLE enjoy going places

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