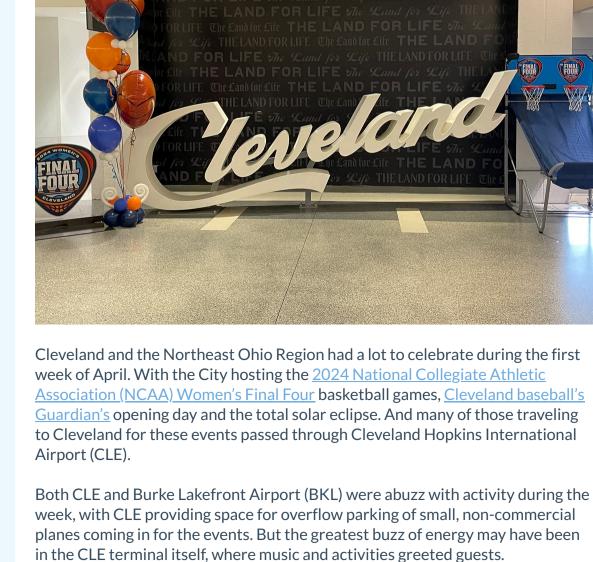


A Week to Remember in CLE

Issue 3 | April 2024



Throughout the week, CLE, <u>Destination Cleveland</u> and <u>Fraport</u>, the Department of Port Control's concessions vendor, coordinated efforts to make time in the terminal exciting and fun for guests. **Destination Cleveland sponsored** Cleveland-themed kiosks that offered cookies and water to

passengers. They also set up Pop-a-Shot basketball games that travelers enjoyed while waiting for their baggage to arrive. A live DJ kept things moving with tunes.

Passengers could take a selfie and grab a pair of eclipse safety glasses at the Eclipse Selfie Station sponsored by Fraport.



And live music by local jazz, roots, blues and classical performers added

+10%

670,633 634,484

JAN

693,627

FEB:

632,760



JAN - MAR Total



MAR

As reported by Kim Palmer, Crain's Cleveland Business The demolition of the shuttered Sheraton Cleveland hotel next to the airport is slated to finally commence later this year, marking the first step in the Cleveland Hopkins International Airport multiyear, multibillion-dollar modernization project. The move is part of the plan to address what Cleveland Hopkins International

Airport's director, Bryant L. Francis C.M., thinks should change about the existing

"It's every component of the terminal campus — everything is outdated. It's too small and the demand is growing," Francis told attendees at a Crain's Power

Francis said the Sheraton, built in 1959, will be gone by "the end of the year," one

of the first steps that will clear space for much-needed additional parking.

CLE Modernization Project Kicks Off

with Sheraton Demolition

Currently, the eight-story, 243-room Sheraton purchased for more than \$12 million by the city of Cleveland in 2022 has more than 450 existing parking spaces and the demolition of the building will add hundreds more.

"The main terminal is short on space for queuing for airline check-in," Francis added. "It doesn't have an optimal layout or adequate space for the screening process with TSA. The gate areas are not appropriately sized for the type of aircraft that we have today, and the restrooms are too small."

change that, to bring it back onto the airport's property onto our campus," he explained. With the initial funds secured and the selection of Paslay Group, a Fort Worth, <u>Texas-based</u> firm to provide the TMDP planning and implementation, Francis said the demo of the Sheraton, the creation of additional parking and work on three group support facilities are set to get underway. Ultimately, the number of gates Hopkins has will grow from 46 to somewhere in

There are other big changes in the near future. Twenty years after the car rental facility moved north across I-480, Francis said plans are in the works to bring it back next to the airport terminal. "We're working with our rental car partners to the mid-50s to accommodate a conservative estimate of 10.25 million passengers in 2024 — bolstered, in part, by a <u>new Frontier airline crew</u> hub which opened up in early March. "We will start to see some things happening later this year, but I would say the big effort we will see more in the late part of next year and the beginning of 2026," Francis said. "From there, it could take about eight years if we were to do everything start to finish or nose to tail in aircraft speak." Last year, the months of September, October and November surpassed <u>traffic</u> levels for the same months in 2019 and the first two months of 2024 have been busier than January and February of 2019, Francis explains, adding he sees that

Tips for Parking at CLE Recent peak travel during spring break, paired with an additional increase in guests coming through Cleveland Hopkins International Airport (CLE) for the 2024 National Collegiate Athletic Association (NCAA) Women's Final Four

constantly updating. Any errors in the system are below a 5% acceptable deficiency rate for the sensors, which is on par with other parking garages around the country. Also, some of these errors occur due to the type of metal, or open inner covers, on moonroofs and sunroofs. Once that vehicle moves out of the spot, the sensors begin to function properly. With our airline partners expanding daily services and non-stop flights, plus Frontier establishing a crew base at CLE, we expect passenger traffic will continue to grow. This growth provides wonderful opportunities for guests to utilize CLE for all of their air travel plans – and this growth also provides exciting prospects for the economy of Cleveland and the entire Northeast Ohio Region. But, with this growth comes some growing pains - and CLE understands the importance of convenient parking options for our guests. If you are traveling through CLE and need parking, please plan ahead. We hope you will utilize some of the suggestions here - to check the parking availability updates on our website and monitor our social media pages for any immediate

news. We hope this will help make your trip easier - and that you will start to notice the differences we are making at CLE to help our guests move to the

DPC Employees Prepared to Assist

in Medical Emergencies

With the number of people passing through and working at Cleveland Hopkins International Airport (CLE) and Burke Lakefront Airport (BKL) everyday, it is important that all employees prepare to jump in and assist should a medical emergency occur. To ensure employees know what to do in an event like this, the

Alyssa Biondo, Interim Health and Safety Manager, says classes like CPR training

"This training gives employees the ability to recognize and respond to potential emergencies effectively," said Biondo. "The purpose of this training was to arm employees with the knowledge of signs and symptoms of what to look for, know who to call when these types of emergencies present themselves, and what to do

Knowing what to do in an emergency is a benefit both when at work here at DPC and when away in employees' personal lives. Being ready to initiate or jump in when needed with CPR, use of an AED, or using STB skills could save the life of a

"The ARFF department appreciates the willingness and commitment to keeping the DPC family and our passengers safer by being trained to assist a person who

The program also raised awareness for placing additional emergency kits. Both Urie and Biondo have had employees ask about potential new AED locations and

requests for additional STB materials – a great signal that employees are

may need first aid and/or CPR," said Matt Urie, ARFF Paramedic. "We hope everyone was able to take away something that may be able to help themselves

Department of Port Control (DPC) recently conducted Cardiopulmonary Resuscitation (CPR), Automated External Defibrillator (AED), Stop the Bleed (STB) and First Aid Training. These trainings were mandatory for all employees.

are essential to any workplace safety program.

coworker, passenger, a friend or loved one.

attentive and applying what they learned in class.

until help arrives."

or someone in the future."

better outcomes in a medical emergency for both those working at DPC and those who travel through the airports. "This was truly a collaborative effort between safety, ARFF, training and all of the section managers," said Valerie Clause, Airport People Operations and Communications Manager. "It took every one working together to make this happen – from Chuck Glazer and Matt Urie, who spearheaded development of the program; to Alyssa Biondo, incorporating this initiative into her list of safetyrelated projects; and then the section managers and leadership acknowledging the importance of this training for everyone on-site and ensuring their staff were registered and attending." DPC employees will continue to receive important safety training with ARFF. Planning has already started to conduct refresher fire extinguisher training for all employees - and ARFF will again be ready to provide their expertise for the DPC and traveling community.

"We are proud to be the fire department and a part of the DPC family," Urie said.

CLE Sustainability: Glass Recycling Program

The Department of Port Control (DPC) is always looking for ways to support the City of Cleveland's sustainability mission of transforming Cleveland into a green city on a blue lake. So, when airport partners are able to incorporate

International Airport (CLE) sees that as a positive action toward a larger City

And that's exactly what DPC's concessions partner Fraport USA did in early 2023, when they proposed and then launched a glass recycling program for

in partnership with Repeat Glass Recycling, continues to support the program,

To facilitate the collection process, there are 64-gallon glass recycling

carts located on the concourses. The traveling public may not aware of these carts or recycling

sustainability initiatives into their operations, Cleveland Hopkins

concessionaires at CLE. Now a year in and going strong, Fraport,

REPEAT GLASS

waste stream materials."

sustainability and recycling efforts.

which helps reduce waste by preserving "clean glass" for recycling.

through the important role Katherine Wright, sister of Wilbur and Orville Wright, played in securing the Wright brothers' claim to patents in being the first in flight. She discussed the changes in aviation during World War I that inspired women to fly; up through the contributions of women during World War II; and all the way to current times of space exploration with the

Starliner launch scheduled for May 2024.

IWASM Visits DPC for Women's History Month For an airport, there could be no better way to celebrate Women's History Month than to explore the role of women in aviation and aerospace. And that's exactly what happened on Tuesday, March 26, when Sara Fisher, Executive Director of the International Women's Air and Space Museum (IWASM), presented an informative program about women in air and space which held in the lower level Stephanie Tubbs Jones Gallery. The program was open to both Department of Port Control (DPC) employees and travelers passing through the gallery area. Invited to speak by Royal Eddie, DPC's Diversity, Equity and Inclusion Coordinator, the one-hour program covered the beginnings of women in aviation, going all the way back to the mid- and late-1700s, when women first took an interest in piloting balloons. Fisher then led the audience

efforts, as they are located in secured areas. These locations eliminate the potential contamination of the clean glass items appropriate for recycling, such as liquor, beer, and wine bottles, along with broken dishware from food service operations at CLE. Bradford Logistics, which provides centralized receiving and distribution for airport terminal complexes, picks up the filled carts from the terminal on a weekly basis and takes them to their facility for transfer to Repeat Glass. Currently, CLE has five tenants participating in this program and is looking to add more: Great Lakes Brewing Company Vino Volo Sammy's Beach Bar & Grill Quaker Steak & Lube Cantina To date, the glass recycling program has already collected almost 8.5 tons of glass to be processed by a partner of Repeat Glass, Strategic Materials (SMI) and sold to Knauf Insulation to make fiberglass insulation.

barriers, such as the Soviet female pilot Marina Raskova. Raskova and her regiment of female fighter pilots, the Night Witches (or Nachthexen) were not only the first all-female unit, but they also made history by being the first women allowed to engage in combat. They bombed Nazis by night, dropping more than 23,000 tons of bombs out of older, wooden bi-planes not worthy of use by male-piloted squadrons. "The bomb hatches on these planes didn't even work," Fisher said. "The

While Fisher quizzed the audience about some more well-known women in aviation, like Amelia Earhart, she chose to focus on the lesser known women who played equally, if not more important, roles in the history of aviation. These included women such as Bessie Coleman, the first African-American woman to hold a pilot's license: she had to earn her license in France because aviation schools in the United States would not admit a woman, let alone an African-American woman. Then there was Harriet Quimby, who was the first female to earn her pilot's license in the United States and was the first female pilot to cross the English Channel. Fisher also explained how women in other countries also were breaking women had to carry the bombs onto the planes through the entrance at the nose and then physically drop them manually out of the planes." Closer to home, many women in Cleveland and the surrounding areas contributed to the war effort and aviation by working at the Cleveland Bomber Plant, also known as Cleveland Tank Plant - and now known as the International Exposition (I-X) Center. Here, women built B-29 airframe components and made the Cleveland Bomber Plant the largest facility in the United States supplying parts for the B-29s. Women often came into aviation through the role of being an educator – her second Shuttle mission was on the Space Shuttle Challenger, which broke up shortly after take-off, killing all on board. Many in the audience remained after the program to compliment Fisher on the program. "As a DPC employee, I was grateful to have been given the invite, as well as the opportunity to be enlightened and educated on the history of women in air and space," said Michael Thompson, Airport AutoCAD/Revit/GIS Coordinator. "Their desire, sacrifice, contributions and Eddie had similar thoughts regarding the contributions of women in "It was an honor to have Sara present on the History of Women in Air and Space," said Eddie. "As she presented, my mind couldn't help but to think about the selfless mindset and fearlessness of the women who set the foundation for advancements in aviation. Their efforts are not in vain and should be recognized and celebrated not only in March, but throughout the



implementation plan development and review process, as well as how CLE is utilizing Cityworks to support the SMS program. Cityworks is a Geographic Information System (GIS) - a centric program that is widely used by government

infrastructure, including permits, construction, maintenance, and replacement.

"This has been a very exciting and humbling experience," said Hooten. "One of the most rewarding experiences for me was having the opportunity to speak with and help other airports that are working toward getting their SMS

The next step for CLE is to provide a completed SMS manual to the FAA by

and utility agencies to support the complete lifecycle of an organization's

Recognition as a leader in meeting the FAA's SMS Implementation Plan

requirement is both an honor for CLE and Hooten.

programs rolling."

December 2024.

airport facilities: basically everything.

"We've run out of parking several times this month by 5 a.m.," he said. "There are times when, later in the day, with some travelers coming back and leaving, there are spaces. But it's a problem when you're the one that's there and needs a parking space at

5:18 and you don't have it."

That's not the only increase in space

Modernization Development Program (TMDP).

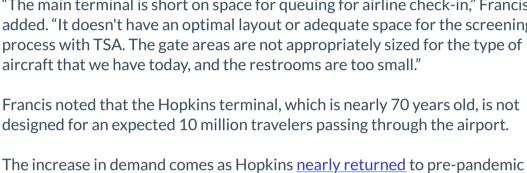
Francis is looking forward to.

as well as federal grants.

growth trend continuing.

April.

Breakfast event on Wednesday, March 27.

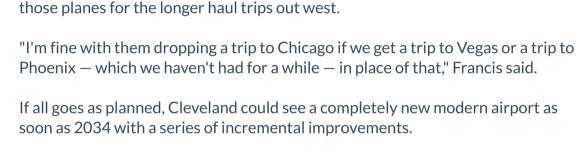


passenger levels in 2023, a major factor in the multibillion-dollar Terminal

The TMDP is now starting in earnest after Francis was able to secure the

unanimous approval for about \$175 million in critical funding from the airlines.

The program will be funded through revenue based on new lease agreements with airline carriers and with non-aviation-related concessions and parking fees



"It's actually happening. It's true. It's real," Francis said. "And I'm looking forward

to continuing to have milestone announcements in the months to come."

Francis also said that the airport is in discussions with Southwest Airlines about reestablishing flights out of Cleveland to Las Vegas and Phoenix. The airline would reduce the frequency of some shorter flights to Chicago in order to use



and nearby lots were at, or near, capacity several times during the first week of

The Department of Port Control (DPC) Communications team always makes an effort to let travelers know what to expect and how to best prepare for busy travel times. This is done through a multi-prong approach, including working with local media and reporters who share the information in their on-air

stories, and also posting on various social media platforms, such as Facebook, X and Instagram. Guests are also encouraged to use a rideshare service or have a

Guests can also visit <u>CLE's website</u> and check the right-hand side of the page, which provides current parking availability for all of the airport-owned lots. These lots also provide free shuttle service to and from the terminal. CLE suggests if you are planning on parking in an airport lot, that you check the lot

CLE does understand the frustration when it is difficult to find parking and is in the planning and implementation stages of projects that will help alleviate some parking stresses. These projects include the demolition of the vacant

CLE is also very close to rolling out reservation system for the SMART (Green) Parking Garage. This will allow travelers to pre-plan and reserve a space online

Finally, CLE also understands that sometimes the red and green indicator lights in the SMART garage are wrong and appear to be malfunctioning. In actuality,

status frequently before your arrival, as the status can quickly change

The demolition of the Sheraton is part of the Terminal Modernization Development Program and slated to begin this summer. That space will be

friend or family member do a drop off/pick up, if able to do so.

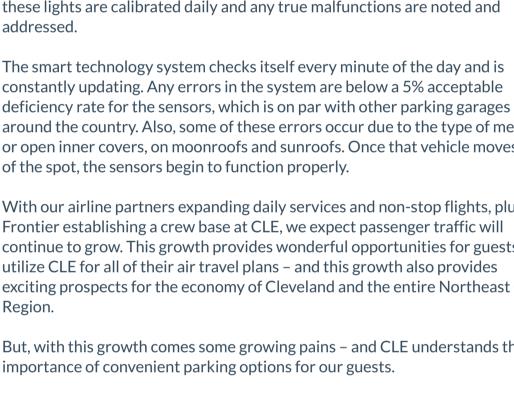
depending on arrivals and departures.

converted into additional parking.

for the length of their travels.

future with us.

Sheraton Hotel at the entrance of the airport.



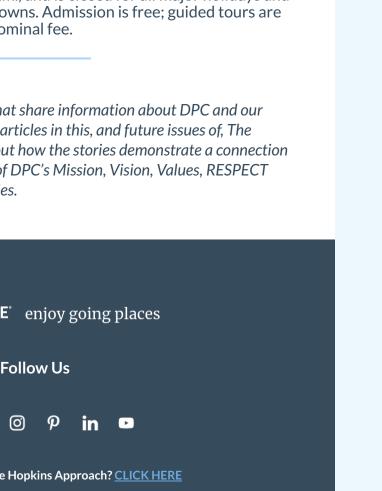
The DPC community fully demonstrated their ability to work collaboratively toward this safety initiative – which improves preparedness and potentially

"Working with Fraport is a great collaboration of teamwork for sustainability," said Kim McGreal, Airport Environmental and Sustainability Manager. "I look forward to the next steps of the airport achieving zero waste across different

Watch for more articles to come in The Hopkins Approach about CLE's

often math teachers who transitioned into aviation by crunching the numbers needed for aerospace engineering. Later, women, such as Akronnative Judith Resnik, started out in electrical engineering, working on Navy missile and radar projects. She also earned her pilot's license separately. Those combined skills and experiences led her to being in the first group of women to train with the National Aeronautics and Space Administration (NASA) as an astronaut. Her first flight was the Space Shuttle Discovery;

diversity being most significant to the benefit of our country's history, as well as the present impact that is appreciated today, and in time to come."



IWASM is a hidden gem in Cleveland, located at Burke Lakefront Airport, 1501 N. Marginal Road, Cleveland, Oh 44114. The museum is open seven days a week from 8 a.m. until 8 p.m., and is closed for all major holidays and home games of the Cleveland Browns. Admission is free; guided tours are available by appointment for a nominal fee.

aviation.

year."

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 **Follow Us**

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