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Join Our Elite Team of Airport Ambassadors and Transform the Travel Experience

Cleveland Hopkins International Airport's (CLE) Terminal Operations team is very fortunate to have a secret weapon when it comes to providing great customer service to the traveling public. The Airport Ambassadors, or as staff affectionately calls them, "Gold Coats," due to their easily recognizable gold-colored jackets and shirts, assist the airport team daily in providing great customer service to guests.

Started in 2005, the Airport Ambassador Volunteer Program was established to meet and greet travelers as well as assist with navigating not only the Airport, but the City as well. Ambassadors assist passengers in locating arrival and departure gates, parking areas, security checkpoints, baggage claim locations and airport concourses. They can also provide the names of area hotels, transportation options, dining and shopping establishments, as well as area attractions and points of interest in and around Cleveland.

Today, Ambassadors still serve as the greeters to the front door of Cleveland. "Their smiling faces and willingness to assist helps CLE make that impact for a great first impression or a warm farewell to those departing," said Melissa Brkich, Airport Terminal Operations Manager.

Anyone can be an Airport Ambassador - all you need is to want to help others, smile, provide information and volunteer a minimum of three hours per week. CLE is truly lucky to have such kind-hearted volunteers helping to create a memorable guest experience to those travelling through our airport.

To apply to be an Airport Ambassador, click the button below:

Apply Now!

Remembering September 11 at Cleveland Hopkins



On September 11, 2024, the Cleveland Hopkins International Airport (CLE) Transportation Security Administration (TSA) Color Guard along with the Cleveland Police Department and Airport Aircraft Rescue and Fire Fighting (ARFF) team commemorated the 23rd anniversary of the September 11, 2001 terrorist attack in New York City. This annual event began with a moment of silence at 8:46 a.m., the time the first tower of the World Trade Center was struck.

Cleveland Police Officer Peter Williams then sang the National Anthem, followed by a bagpipe rendition of Amazing Grace.

The TSA honors the events from September 11th annually on the ticketing level by the Central Checkpoint.

Celebrating 60 Years of the Cleveland National Air Show



Photo credit Travis Burke

The 2024 Cleveland National Air Show, presented by Discount Drug Mart, took place on Labor Day weekend, August 31, September 1, and 2 at Burke Lakefront Airport.

The Air Show celebrated 60 years in Cleveland and featured the U.S. Navy Blue Angels. Clevelanders also witnessed history with the final appearance of the U.S. Air Force A-10C Thunderbolt II, while new performers, the Canada's Northern Stars Aeroteam and Franklin's Flying Circus made their Cleveland debut.

The weather was beautiful with Air Show fans from around the globe visiting Cleveland. Spectators came from 48 states, 2 U.S. territories and 14 countries including Austria, Brazil and Japan.

The 2025 Cleveland National Air Show will feature the U.S. Air Force Thunderbirds and take place next Labor Day weekend, August 30, 31 and September 1.

Kudos to CLE's Electrical Team for Swift Action

On Tuesday, August 6, 2024, a surface low pressure system from the Midwest moved across Northeast Ohio. By the end of the evening, five EF-1 tornadoes would touch down and over 400,000 people would lose power.

At about 3:45 p.m., a tornado was spotted over Avon Lake, northeast of the airport heading southeast. This was the first sign of the damaging storms that had popped up and were heading through Northeast Ohio.

At 4:07 p.m., the two high voltage electrical distribution lines feeding one of the two Cleveland Hopkins International Airport (CLE) substations had been lost from the damaging storms. Generators kicked on in the areas affected by the loss of the high voltage lines.

The CLE electrical team was contacted, and immediately responded back to the airport to troubleshoot, despite the dangerous weather that was still unfolding at the time.

During conversations with our electrical suppliers, the electrical team quickly realized the two lost feeds would not be coming back anytime soon, given the magnitude of the destruction in Cuyahoga County, where CLE is located. Fortunately, the two lines feeding the airport's second substation were still in service. The electrical team enacted the redundant power emergency plan and began work on feeding substation 1 from substation 2. This must be done manually. By 5:44 p.m. the electrical team had fully restored power to the airport.

The electrical team stayed on duty until 1 a.m., only to resume regular hours at work at 7 a.m. - not skipping a beat - and working diligently to resume all interrupted services.

The next day, a team from the National Weather Service announced that a tornado had touched down about a half of a mile east of the airport in the city of Brook Park. The city had numerous damage reports, some of which were extensive. Some residents in the area were without power for up to five days due to the large number of outages in the area. Thanks to the extraordinary efforts of the CLE electrical team, once the storm had dissipated, the airlines at the airport were able to resume normal operations. Delays, cancellations and diversions are a normal part of airport operations, particularly during a storm of this magnitude, but due to our team's efforts, CLE was able to keep the disruption to a minimum.

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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