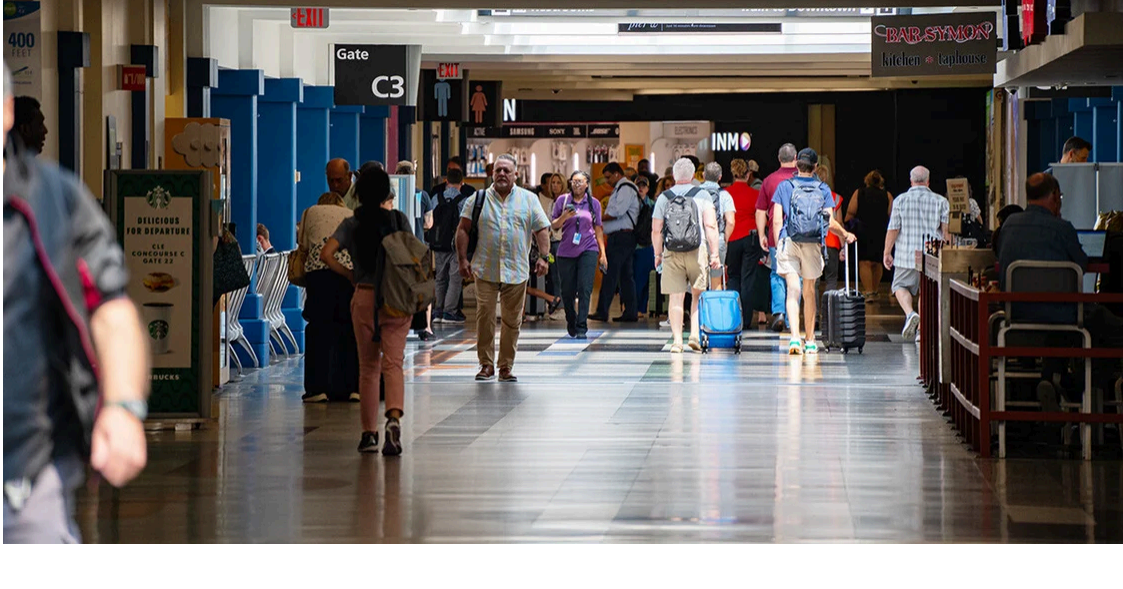




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CLE Welcomes Over 10 Million Passengers in 2024



Cleveland Hopkins International Airport (CLE) welcomed 806,104 passengers in the month of December, a .55 percent increase over 2023. In 2024 activity rose to 10,173,861 passengers, up 3 percent versus 2023. This total achieved 99.3 percent of CLE’s 2024 forecast of 10,250,000 passengers.

CLE has not enjoyed a 10 million passenger year since 2019, just before the onset of the Covid-19 pandemic. June was CLE’s busiest month in 2024 with 987,508 passengers. The last month in which passenger levels were comparable was August of 2008.

There were several factors that led to the airport not making its annual forecast, including two hurricanes and an IT outage that affected flights nationwide. Airline factors that also played a role include Spirit Airlines 66 percent reduction in seats in the Cleveland market.

“Although we fell a bit short of our initial forecast, 2024 was a busy year and we fared very well overall,” said Bryant L. Francis, C.M., Director of Port Control. “Our business development efforts to increase flights and seats will continue in 2025, with several unserved routes being of primary focus.”

The standout in 2024 was Frontier Airlines, which established a CLE Crew Base last spring, leading to a more than 32 percent increase in passenger activity. An early Christmas gift was Aer Lingus announcing its Dublin frequency will increase to as many as 6-weekly this year.

Leading airlines in 2024 capacity include United Airlines with 3,087,340 seats followed by Frontier with 2,925,724 seats and American Airlines with 2,314,799 seats.

This year, CLE is forecasting 10,400,000 passengers.

CLE thanks you for your continued support and patronage. In choosing our airport, you set the demand for air service and show the strength of the marketplace.

We Hear You!

Last year, restroom cleanliness was a hot topic when discussing the airport. We heard you and we understood your frustration. As passenger traffic has surpassed pre-pandemic levels, the focus on maintaining our facilities has increased. CLE now has a larger custodial staff than it has benefitted from in many years. This focus on growing the team will contribute to maintaining cleanliness of our facilities, restrooms included. To that end, our team has deployed a new zone cleaning strategy to ensure a high standard of cleanliness throughout the terminal building.

Using zone cleaning, which divides the airport into distinct zones based on traffic flow and usage patterns, our staff allocates cleaning teams to each zone. Each zone has a detailed cleaning schedule outlining tasks and frequencies of cleaning to ensure quality standards are maintained.

This approach improves the efficiency and quality of the work being done. It also improves the response time for work that needs immediate attention, such as spills.

By keeping teams within a zone, this approach promotes accountability to ensure each area is consistently maintained to a higher standard.

Our team takes great pride in assuring our guests have a pleasant experience while traveling through Cleveland Hopkins International Airport (CLE). We kindly ask our guests take accountability as well by cleaning up after themselves. Simple gestures, such as picking up your trash when you leave an area or wiping down the restroom countertop after washing your hands help in such an impactful way!

Not Standing By: CLE Improvements Underway



While the TMDP is the future of Cleveland Hopkins International Airport (CLE), we aren’t sitting around waiting for the work to begin. We have already begun. Several of CLE’s airlines have improved their boarding gate areas to include new seating, flooring and increased cleaning frequency. At the end of last year, the Airport replaced the carpeting on the ramp to Concourse A with Norofloor, a rubberized surface. New carpeting will be installed on Concourse A the first week of February. The terminal program to install LED lighting is well underway. Parking reservations can now be made in our Smart Parking Garage, a feature we are looking at expanding to other parking entities. We are more than halfway through our Restroom Refresh project. Completely rebuilt restrooms in the food court and Concourse C are available for your use, and we will soon expand the project to the restrooms in Concourse A across from the North Security Checkpoint. We are also currently designing an expansion of the Central Checkpoint that will add two lanes and relocate and modernize the existing restrooms at the checkpoint.

Airport leadership is working hard to keep all our positive momentum moving forward. We are actively recruiting personnel from other major airports to be a part of our executive leadership team. We continue our conversation with the airlines to add service to our top unserved markets. We engage with the business and other community partners to ensure their needs are met as well as supporting and incentivizing the service we need most. It is definitely a partnership and group effort. We greatly appreciate that collaboration and look forward to seeing what 2025 has in store for CLE and the region.

Increased Training for CLE Staff

In recent months, Cleveland Hopkins International Airport (CLE) has added new training classes to our badging process. Most of the training assigned to staff is required by one or more of the federal agencies that CLE is regulated by, but the other training is for special circumstances or processes at the airport.

“Training is one of the easiest tasks we can perform, and perform for many reasons,” said Anthony Bucco, Interim Assistant Commissioner of Regulatory Compliance. “Knowledge, notification, sharpening and learning new skills, certifications, and general awareness benefit the airport as a whole.”

Additional training now includes enhanced Security training, Emergency Evacuation, Active Shooter and Human Trafficking, which gives the badge holder knowledge in how to respond to emergencies, situational awareness, notification procedures, and what to look out for while out in the public and other areas of the airport. Other mandatory training courses for movement drivers are Airfield Incursion and Runway Safety classes. This is an extra layer of training for individuals who have driving privileges.

We highly encourage all airport badge holders to take as much training as possible. The more aviation knowledge you have, the better we can serve our guests and the better prepared we all are. This is just one way we can continue to grow and develop the staff at CLE.

Watch for more stories like these that share information about DPC and our airports. The stories in this issue of The Hopkins Approach demonstrate how we are working together to fulfill the Department of Port Control’s Mission, Vision, and Values, including our RESPECT Model and Strategic Priorities.



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