










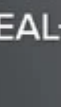
Issue 15 | April 2025

Be REAL ID Ready By May 7, 2025

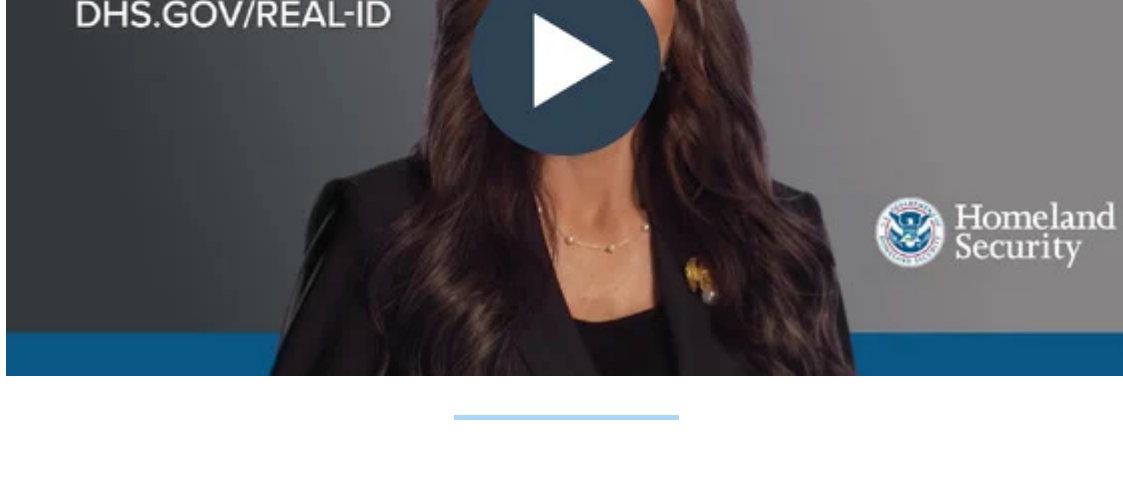
On May 7, 2025, U.S. travelers must be REAL ID compliant to board domestic flights and access certain federal facilities.

Find out if you're REAL ID ready [with this interactive tool](#).

BE REAL ID READY BY MAY 7, 2025

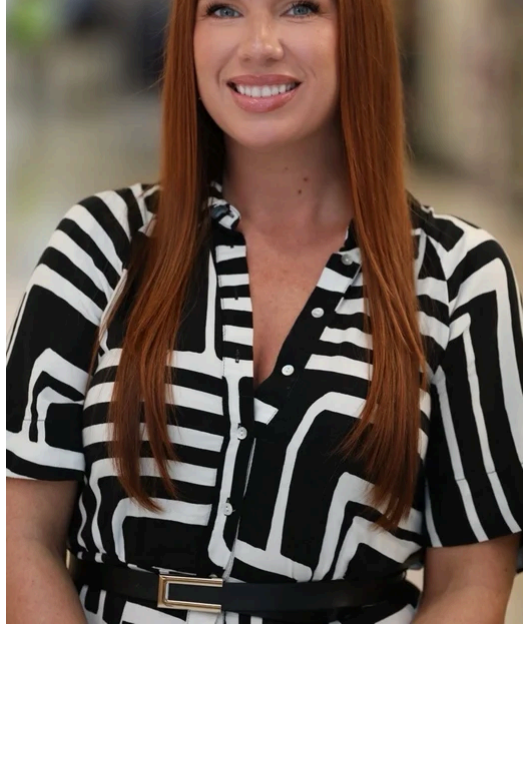
WHAT IS REAL ID?	 It's the law. The REAL ID Act establishes minimum security standards for license issuance and production.
WHAT DO I NEED A REAL ID FOR?	 Domestic Air Travel  Accessing Certain Federal Buildings/Government Installations  Entering Nuclear Power Plants
HOW DO I KNOW IF I HAVE ONE?	 Visit our interactive tool of tsa.gov/realid to find out if you're REAL ID ready.
LOOK FOR THE STAR	★ ★ ★ ★ ★ In general, a REAL ID features a star in the upper right or left corner.
HOW DO I GET A REAL ID?	 • Visit tsa.gov/realid and click on your state or territory. • Look for instructions from your local DMV on the necessary steps.
LEARN ABOUT ACCEPTABLE FORMS OF ID	 For a complete list of TSA acceptable identifications, go to tsa.gov/rid .
BE READY TO FLY	 Upgrade to REAL ID by MAY 7, 2025.

GET THE REAL ID CAMPAIGN MATERIALS | [TSA.GOV/REAL-ID](#)



CLE Welcomes New Assistant Director of Marketing and Communications

Megan O'Connell, a seasoned marketing and communications professional in the aviation industry, has recently joined Cleveland Hopkins International Airport as Assistant Director of Marketing, Communications and Guest Experience. With a strong background in strategic marketing and communications and a passion for enhancing the guest experience, Megan brings a fresh perspective to CLE. Previously, she served as the Director of Marketing and Branding at Philadelphia International Airport, where she led initiatives that not only elevated the airport's visibility but also prioritized meaningful, engaging experiences for travelers. Her ability to connect messaging with real-world guest needs helped position PHL as a welcoming, world-class gateway to the region.



Megan also previously served as the Marketing and Customer Service Manager for MarketPlace PHL, the concessions management group overseeing the PHL Food & Shops program. There, she spearheaded a major rebranding initiative that included a complete website redesign, expanded in-airport advertising, and the development and launch of a contactless ordering system. These efforts significantly enhanced guest engagement, streamlined service, and increased visibility and revenue for the concessions program.

"I am thrilled to have Megan join the Senior Leadership Team," said Bryant L. Francis, C.M., Director of Port Control. "Many of the initiatives she led or greatly contributed to at PHL will be of tremendous value as we advance toward implementation of the Terminal Modernization Development Program. Frequent and effective communication with our airport partners and guests will be critical, not only relating to day-to-day operations, but especially surrounding the details of our exciting plans for the future. Her arrival is perfectly timed."

Megan holds a Bachelor of Arts in Speech Communication from Kutztown University and a Master of Science in Communication from Syracuse University. Her academic foundation in communication, combined with her practical experience leading high-impact marketing strategies, uniquely positions her to make a meaningful impact at CLE. Born in Columbus, Ohio, Megan is especially proud to return to her home state and contribute to the continued growth and success in aviation in Northeast Ohio.

Reservations Now Available for Valet

Passengers wishing to use the Valet Service at Cleveland Hopkins International Airport (CLE) can now reserve a spot in advance of their trip.

Located on the Departures Level — Upper Roadway near Door 1, Valet Service at CLE provides efficient and convenient parking services for guests.

"With the success of the reservation system in our Smart Parking Garage, we wanted to see where we could expand the service," said Scott Carr, Assistant Director of Commercial Business & Revenue. "Valet is extremely popular at CLE and this is a natural extension of this convenient amenity for travelers."

Guests have been able to reserve spots in our Smart Parking Garage since last summer at CLE. The program has been well-received and there are plans to expand the service to other parking facilities in the future.

Rehabilitation Project to Disrupt Lower Roadway

On April 28th, 2025, Cleveland Hopkins International Airport (CLE) started a Terminal Tunnel Membrane Project, a substantial infrastructure endeavor to waterproof and rehabilitate the pedestrian connecting tunnel on the RTA Level.

During the project, two of the four lanes of traffic on the Lower Roadway will be closed. Customers are asked to meet their arriving groups at doors 5 through 7, or on the departure level. We also advise passengers to use the skywalk to get between the parking garage and the terminal. Vehicles using the lower road might expect delays and traffic congestion.

The project entails completing repairs and updating the structural design from the late 1960s, which includes the following main components: waterproofing and rehabilitation, structural repairs, concrete wall repairs and electrical relocation.

Airport Completes Annual FAA Mandated Part 139 Training in April



Every April, all Department of Port Control (DPC) employees who access movement and safety areas to perform their job duties are trained with the requirements of the Airport Certification Manual and the requirements of the Part 139. Over the course of the month, over 100 employees currently accessing the airfield for their duties were trained to meet the requirements.

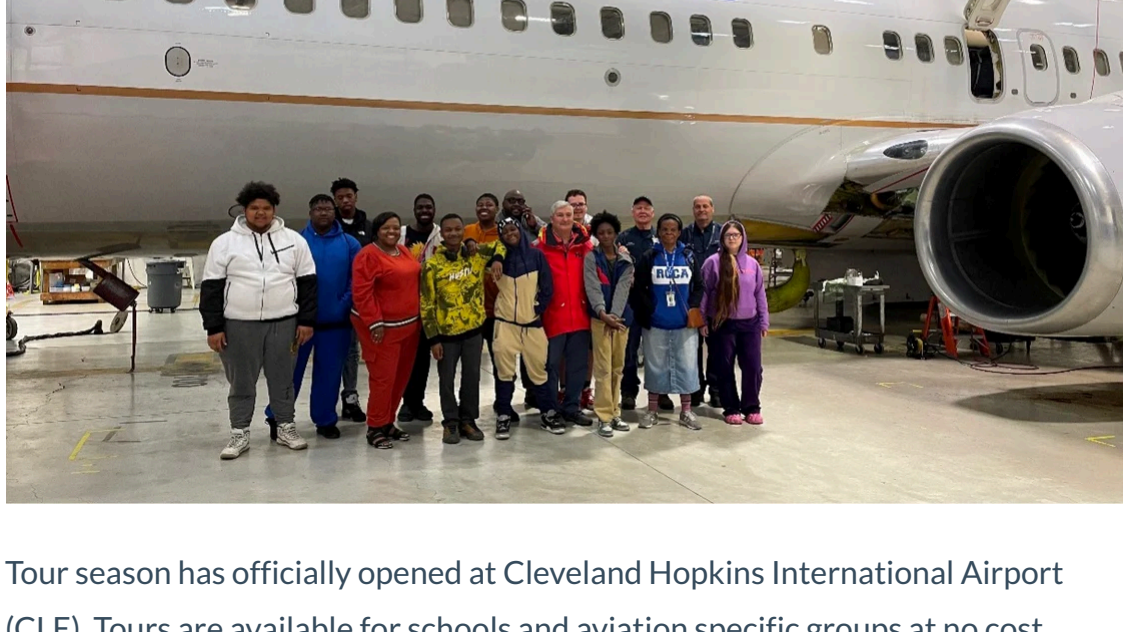
"This training provides airport vehicle operators with training necessary for working safely and effectively on the airfield," said Lisa Polsley, Ground Vehicle Operator Training Coordinator. "The recurring nature of this training helps eliminate potential risks of deviation or incursions."

The curriculum for the training includes airport familiarization including airport marking, lighting and signs, procedures for access to, and operation in movement and safety areas and airport communications including radio communication between the Air Traffic Control Tower and personnel as well as procedures for reporting unsafe conditions.

Completion of the training means we meet the FAA mandated regulatory training requirements.

While DPC employees are trained annually in April, tenants and contractors attend similar training during their birth month annually.

CLE Airport Tours Now Open for Schools and Aviation Group



Tour season has officially opened at Cleveland Hopkins International Airport (CLE). Tours are available for schools and aviation specific groups at no cost.

"Most travelers have no idea of the intricacies of the operations of the airport and our interconnection with stakeholders," said Shari Cloud, Program Manager. "They always leave amazed and informed, giving them a new perspective when traveling."

Guests are provided with a close-up look at the airport and can be customized to fit different interests as well as grade levels.



Locations and presentations include the Airport Operations Tower, the fire station and TSA K9 presentations for younger students. For aviation career guests, we can provide a more extensive tour adding stops at our Field and Vehicle Maintenance facilities, the FAA Air Traffic Control Tower, Airline Hangars and visits with office staff in various sections based on the interest of the tour attendees.

"Students embarking on careers in the aviation industry soon discover that it is far more than just piloting aircraft," said Cloud. "The airport functions like a city within a city, offering diverse roles including airport management, various building trades such as carpentry, plumbing, mechanical work, IT services, marketing, and even industry specific firefighters! This career path presents numerous exciting opportunities, and I am thrilled to introduce these possibilities to our future workforce."

The tour program is open during warmer months at CLE and will last until October.

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.

 enjoy going places

Follow Us



Not subscribed to The Hopkins Approach? [CLICK HERE](#)

[FLIGHT INFORMATION](#)
[TRAVELER INFO](#)
[AT THE AIRPORT](#)
[PARKING & TRANSPORTATION](#)