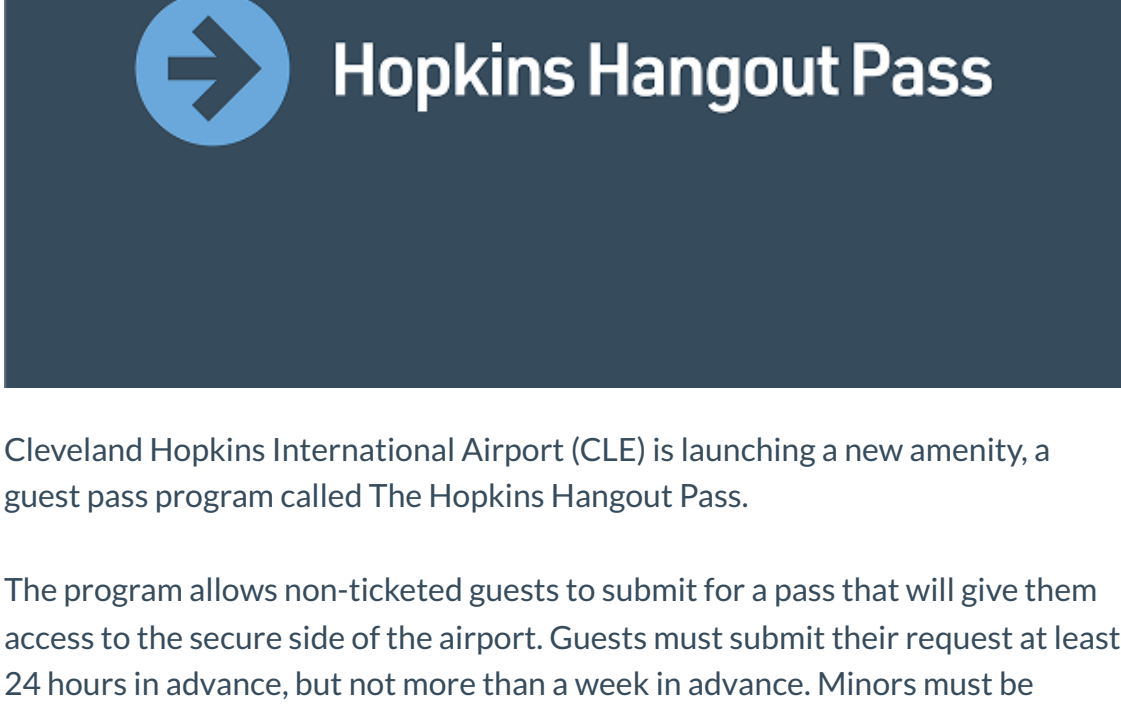




New Program Allows Guests to Enter Airport Without a Ticket



Cleveland Hopkins International Airport (CLE) is launching a new amenity, a guest pass program called The Hopkins Hangout Pass.

The program allows non-ticketed guests to submit for a pass that will give them access to the secure side of the airport. Guests must submit their request at least 24 hours in advance, but not more than a week in advance. Minors must be accompanied by an adult.

"There are so many avenues where this amenity can make a difference for our guests," said Megan O'Connell, Assistant Director of Marketing, Communications & Guest Experience. "Whether you're assisting a family member to their gate or you just want to spend a few more minutes with someone who is departing, Hopkins Hangout will help."

Non-ticketed guests can use the program to assist elderly or underaged ticketed passengers in the terminal, have dinner with a friend or family member or shop at any of the numerous stores within the building.

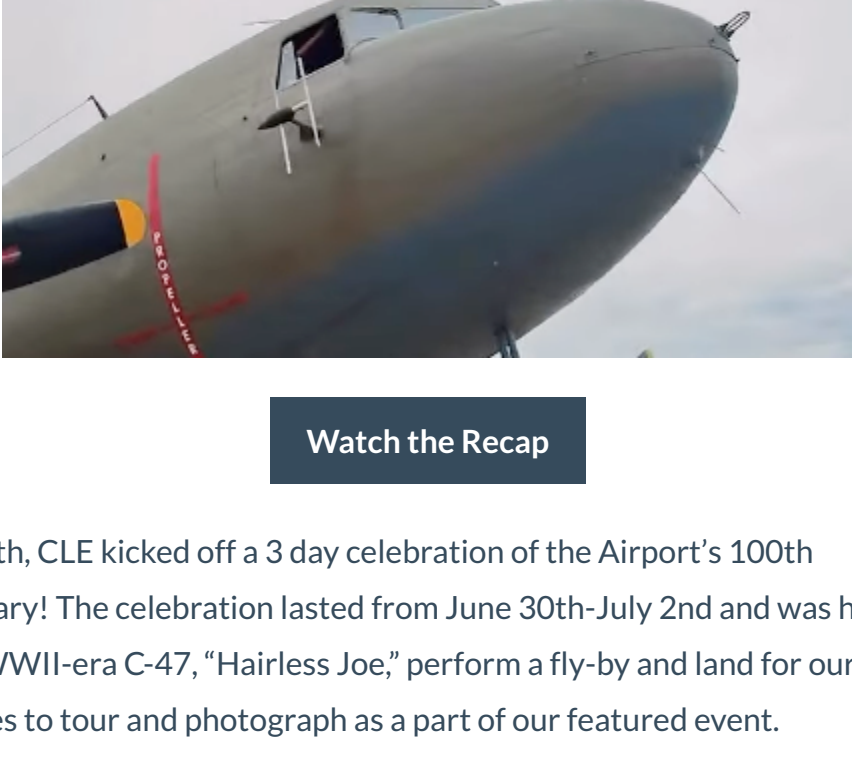
Pass holders are subject to the same security regulations as a ticketed passenger and are permitted to bring one personal item such as a purse, small bag or briefcase.

To ensure this program does not overwhelm the checkpoints, passes will be limited to 100 per day from 7AM-10PM.

The program launches August 11st. Guests can start requesting passes one week prior on August 6th.

[Learn More](#)

We're 100!!



[Watch the Recap](#)

Last month, CLE kicked off a 3 day celebration of the Airport's 100th Anniversary! The celebration lasted from June 30th-July 2nd and was honored to have WWII-era C-47, "Hairless Joe," perform a fly-by and land for our employees to tour and photograph as a part of our featured event.

As an airport with a rich history and industry milestones, CLE has set the bar from the beginning. As we embark on a CLEvolution, we are looking to set the bar again. During the event we looked back at our past while also looking towards the future. The airport and our valued partners curated unforgettable experiences for our guests and employees alike.

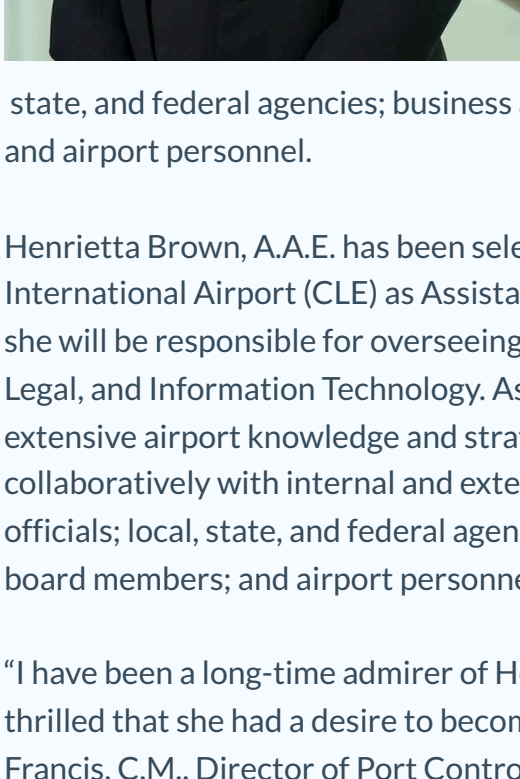
Three days of events kicked off with Fraport USA hosting a spinning wheel with giveaways, jazz music, merchant specials and specialty cocktails. Guests will notice CLE employees decked out in their CLE100 gear throughout the week in the terminal.

On our anniversary, July 1st, the featured event was a fly-by of a C47 "Hairless Joe." CLE invited the media and local planespotters to join in the event. A classic rock band treated guests to more entertainment and Slider made an appearance as well. The day was capped off with ice cream for our guests from Mitchell's Ice Cream.

The celebration wrapped up the next day with more giveaways, Fraport's spinning wheel, the Rock Hall Street Team and a visit from Chomps. It was our way of expressing our gratitude to those who see this airport the way we do: with wonder, pride, and passion.

Thanks to all who partied with us, and here's to many more high-flying milestones to come!

Cleveland Hopkins International Airport Completes Executive Team with Hire of Assistant Director of Administration



Henrietta Brown, A.A.E. has been selected to join the Cleveland Hopkins International Airport (CLE) as Assistant Director of Administration. In this role, she will be responsible for overseeing Human Resources, Legislative Affairs, Legal, and Information Technology. As a seasoned airport executive, Brown has extensive airport knowledge and strategic leadership experience engaging collaboratively with internal and external stakeholders including elected officials; local, state, and federal agencies; business and community leaders; board members; and airport personnel.

Henrietta Brown, A.A.E. has been selected to join the Cleveland Hopkins International Airport (CLE) as Assistant Director of Administration. In this role, she will be responsible for overseeing Human Resources, Legislative Affairs, Legal, and Information Technology. As a seasoned airport executive, Brown has extensive airport knowledge and strategic leadership experience engaging collaboratively with internal and external stakeholders including elected officials; local, state, and federal agencies; business and community leaders; board members; and airport personnel.

"I have been a long-time admirer of Henrietta's work in our industry and am thrilled that she had a desire to become a part of our team," said Bryant L. Francis, C.M., Director of Port Control. "Most of her experience has been with municipally operated airports, a benefit to us in Cleveland. Her direct involvement in the construction, preparation and operational debut of the new terminal in New Orleans will be valuable as we are preparing to embark upon our multi-year customer experience transformation at CLE."

A strong addition to our leadership team, Brown has made significant contributions to mid-sized airports with robust capital programs, including The New MSY terminal construction project. She has served in leadership roles with American Association of Airport Executives (AAAE) as a member of both the Board of Directors and the Audit Committee, as well as Chairperson for both the National Airports Conference (NAC) and the Finance and Administration Committee. She served Airports Council International-North America (ACI-NA) as a member of both the Finance Committee Steering Group and the Sustainability Council-ESG Liaison.

Additionally, she brings over 14 years of finance and administration experience at mid-sized airports. Most recently, she served as Deputy Director of Aviation – Finance and Administration at the Louis Armstrong New Orleans International Airport (MSY). Other airports she has served include San Antonio International Airport, Columbus Regional Airport Authority, and St. Louis Lambert International Airport.

Brown has a Bachelor of Science degree in Accounting from the University of Missouri-St. Louis, a Master of Business Administration from Webster University in St. Louis, and a Master of Divinity degree from Eden Theological Seminary in St. Louis. She is currently completing a Doctorate in Ministry at Garrett-Evangelical Theological Seminary and has attained the Executive Scholars Certificate from Kellogg School of Management at Northwestern University, both in Evanston, IL. She is also a Class of 2016 Leadership Columbus (OH) Alumna.

Guests Can Now Track Parking Shuttles at CLE

Guests waiting for the Airport shuttle at Cleveland Hopkins International Airport (CLE) can now track the shuttle at the click of a button.

Bus Genius, a new amenity available for CLE guests, not only shows the shuttle's location in real time, it also provides estimated pickup times for up to the next three buses. Additionally, it allows the Airport to display messages under the announcement tab on the app and website.

"Bus Genius is a critical element to improving the guest experience at CLE and takes the guessing out of waiting for a shuttle," said Scott Carr, Assistant Director of Commercial Business & Revenue. "The data provided by the system will also help us improve our shuttle services for our guests as well."

The data collected through the system will provide us with ridership numbers, identify any service gaps, and allow us to ensure operational metrics are met. Using that information, the Airport can make adjustments to the number of shuttles on a route at any given time.

This amenity is currently available for the Brown Lot, with plans to expand to additional airport-owned parking lots in the future.

Guests can access the system through the Bus Genius app, QR Codes at the bus shelters, or the Bus Genius website www.busgenius.com/map.

CLE Launches New Marketing Campaign

Cleveland Hopkins International Airport (CLE) has launched a new marketing campaign to increase awareness of the airport's superior flight offerings and convenience.

"The Choice is CLEar" drives home that CLE is the clear choice for business and leisure travelers with 100+ daily departures to 40 nonstop destinations," said Megan O'Connell, Assistant Director of Marketing, Communications and Guest Experience. "CLE is the premiere airport for all of Northeast Ohio thanks to unmatched convenience, easy access and accessibility, and a wide range of airlines and destinations."

CLE offers a diverse mix of airline options to fit every travel style and budget: Aer Lingus, Air Canada, Alaska, American, Delta, Frontier, JetBlue, Southwest, Spirit and United.

CLE's connectivity gets you to destinations around the world, nonstop or with just one easy stop through the many nonstop cities offered here. The most popular state for Northeast Ohio travelers is Florida, where our passengers can fly to Tampa, Fort Lauderdale, Orlando, Miami, Fort Myers, West Palm Beach or Sarasota nonstop. CLE has 13 flights daily to Florida. Or head west to Las Vegas with 2 flights daily, Los Angeles with 2 flights daily, Phoenix with up to 3 flights daily, Seattle with up to 2 daily flights, Salt Lake City with a daily flight, and San Francisco with up to 3 flights daily.

Guests can now easily book their flights directly from our website www.clevelandairport.com using the FlyMyAirport tool on our homepage. Currently, more than 70 percent of Northeast Ohio travelers fly through CLE, and this campaign aims to grow that number by encouraging even more passengers to choose their hometown airport.

With over 10 million passengers in 2024, CLE is Ohio's most traveled airport and the 47th busiest airport in the country.



Restroom Renovation Project Complete

Ozanne Construction has finished the Restroom Renovation Project at Cleveland Hopkins International Airport (CLE). The project, which renovated 13 restrooms in the terminal, started in January of 2024.


The refreshed restrooms feature all new high-end floor, wall and accent tile finishes, countertops and new LED lighting in freshly-painted ceilings as well as new accessories including motion-sensing faucets, flush valves, paper towel and soap dispensers, mirrors, waste cans, stall shelves and diaper-change stations, electric hand dryers, grab bars for enhanced accessibility.

Each set of restrooms also has new accessible electric water coolers with bottle filling capabilities.

The total amount for the project was \$2,740,000.

With the Central Checkpoint Expansion project starting, to ensure continuity with the restroom renovation portion of the project, Ozanne's contract has been extended to include the newly reconfigured restroom on the Ticketing level. That restroom is scheduled to reopen before the Thanksgiving Holiday travel period.

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](#)

Cleveland Airport System, 5300 Riverside Dr, Cleveland, Ohio 44135
[Unsubscribe](#) [Manage preferences](#)