



Cleveland Hopkins Conducting Passenger Survey Amid Rebranding

Cleveland Hopkins International Airport (CLE) is seeking community input through a new survey as it begins a comprehensive rebranding effort.

The Marketing and Communications Team is engaging employees and Northeast Ohioans to help shape a modernized brand identity that will guide CLE's visual and experiential direction well into the future.

As CLE gears up for CLEVOLUTION, the modernization of our passenger terminal campus, this rebrand will help our identity grow concurrently. We want CLE's look, feel, and guest experience to match the world-class facility that's on the way, showing our progress, pride, and commitment to delivering an even better environment for travelers and the community. It will also directly shape key elements of the passenger experience, including wayfinding, signage, interior design, architectural features, and more.

"We are hoping for constructive feedback from the community as we navigate what CLE will look and feel like for years to come," said Megan O'Connell, Assistant Director of Marketing, Communications & Guest Experience. "We want our guests to be involved in the process so they feel included in our transformation."

The survey focuses on celebrating the positive experiences people have at the airport, in our city, and across the region. By highlighting what travelers love most, we can shape a brand vision that builds on those strengths.

Take the Survey

CLE Expands Federal Employee Food Pantry Effort, Inviting Community Donations



Employees at Cleveland Hopkins International Airport (CLE) have been donating food pantry items to support our federally employed staff in the airport who are currently working without pay during the current U.S. government shutdown.

Items such as non-perishable food, toiletries, household essentials and baby items are being collected and are available for federal employees to grab as needed at no cost to them.

By coming together as one, we're helping to ease the burden for those impacted as we collectively navigate this challenging period.

Building on the generosity of airport employees, CLE is now inviting the public to contribute and help support federal workers during this shutdown. Starting today, the public is also invited to donate.

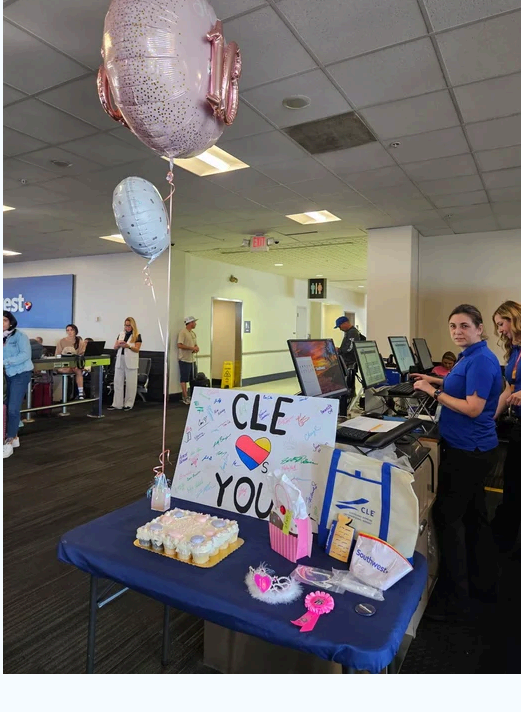
Anyone wishing to donate can drop off items at the Information Counter on ticketing between 4 a.m. and 8 p.m. Please do not leave cars unattended on the roadway to bring items in. Utilize the 30 minutes of free parking in our Smart Parking Garage or have a passenger assist a driver to drop the items off.

- Items needed include:
- Gift cards in \$10 denominations for gas, groceries (please no larger amounts, as to help us spread the cards among multiple individuals)
 - Non-perishable food items such as pasta, mac and cheese, peanut butter, instant mashed potatoes, canned goods, cereal, baby food
 - Household items such as cleaner, toilet paper, paper towels, laundry detergent
 - Personal items such as toothpaste, deodorant, lotion, baby wipes

CASH WILL NOT BE ACCEPTED.

For more information, please read the full [press release](#).

Southwest and CLE Celebrate Skye's Sweet 16



Last month, Southwest Airlines has a very special young traveler arrive in Cleveland from Denver. Her family reached out to Southwest to see if there was something special they could do to make her trip more memorable. Skye, who has special needs, was flying for the first time on her Sweet 16th Birthday.

The team in Denver gave her a celebration at the gate when she boarded her plane. Not to be outdone, the team in Cleveland went all out to welcome her.

Everyone at the gate sang "Happy Birthday" to her while she was showered with gifts, a cake and a visit from a Therapy Dog.

Happy Birthday, Skye! We hope your first flight was a memorable one!



What Travelers Are Saying About Hopkins Hangout Pass



"We didn't have any issues at all! Security was so kind and made it a very easy experience. We live closer to Columbus but our son left for boot camp through Cleveland. It was amazing to spend some extra hours with him. We love your airport and appreciated you offering this benefit!"

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"Having the option of the buddy pass is terrific. It lessened the stress on my husband considerably and when I go to pick him up on his return I will go a little early and do some shopping and have a sit down meal."

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"It was wonderful because I was able to assist my non-english speaking mom and aunt through security. It was so much easier that I was there!!!!"

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"It was a great experience being able to join our family at their departure gate!"

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"Thanks for the opportunity- made my 80th birthday!!!!"

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Find all the details about the Hopkins Hangout Pass and apply here:

Apply Now

CLEvolution Continues as CLE Partners with Three Firms to Advance Terminal Modernization Development Program



Cleveland Hopkins International Airport (CLE) is set to begin the first phase of its multi-year Terminal Modernization Development Program, known as CLEvolution, in late October.

"The launch of CLEvolution marks a transformative moment for Cleveland Hopkins International Airport and for our entire city," said Mayor Justin M. Bibb. "This next phase of the modernization plan and the upcoming improvements will not only support our region's growth but also reaffirm Cleveland's commitment to innovation and accessibility. We are excited to deliver our visitors and residents a first-class experience."

Partnering with the right firms and organizations to support this crucial work is an important next step, and CLE is proud to announce a series of strategic collaborations that will help bring these transformative projects to life. Together, these partnerships will ensure the airport's modernization program advances efficiently, sustainably, and with the passenger experience at its core.

As part of this effort, CLE is advancing a series of major landside improvements. The first project is the Gold Lot Parking Development which will add approximately 1,600 parking spaces by late 2026 or early 2027. Following that, a new 6,000 space parking garage, a new ground transportation center, along with a new and relocated RTA station slated to open in 2029.

"We're proving our commitment to moving this work forward by aligning with the right partners to bring our vision to life," said Bryant L. Francis, Director of Port Control. "With the continued support of our airline partners and our shared focus on the future, we're laying the foundation for a more modern, efficient, and passenger-focused Cleveland Hopkins International Airport."

Jacobs will be providing program and construction management for CLE's modernization initiative. Their team will oversee critical elements, including project controls, scheduling, and worksite safety, ensuring the program advances efficiently, sustainably, and with the passenger experience at its core.

Jacobs Executive Vice President Katus Watson said, "CLEvolution is a powerful statement of CLE's ambition to transform and revolutionize the travel experience for residents and visitors. As Engineering News-Record's top-ranked aviation firm, Jacobs brings deep experience at 25 of the busiest U.S. airports. With smarter design, expanded amenities and a seamless flow, we're helping deliver an airport experience that matches the pride and hospitality of the city itself and transforms the passenger journey from curb to gate."

Shook Construction is leading the build of the new Gold Lot, the first major project in the CLEvolution program. This project will add approximately 1,600 parking spaces by late 2026 or early 2027, setting the foundation for future landside improvements and easing parking access for travelers as modernization progresses.

"We feel a special connection to this project. Cleveland Hopkins just celebrated its centennial anniversary, and Shook will turn 100 next year," said Matt Danis, Shook Vice President and Great Lakes Regional Manager. "With nearly a century of experience behind us, Shook is proud to build on our legacy as we bring our expertise to the project. As the construction manager in the redevelopment plan's first step, we're also ready to set the standard of utilizing Cleveland-based resources and offering meaningful opportunities to a local pool of workers. That commitment reflects Shook's Mission: To Dramatically Improve the Communities We Serve."

CLE Connection Group is partnering with the airport to deliver an entirely new, state-of-the-art parking and public transportation structure. Their work will enhance passenger access and mobility, creating a more seamless arrival and departure experience while serving as a cornerstone of CLE's modernization journey.

"We're proud to partner with the City of Cleveland on this transformative infrastructure initiative. As part of the CLE Connection Group – a design-build team of Gilbane Building, Donley's, Next Generation Construction, Independence Excavating, Vocon, Pickard Chilton, Osborn Engineering, DESMAN, and GFT – we're bringing together a strong, local, diverse team to deliver a modern, efficient, and connected experience for travelers and the community. This project will be a great example of collaboration in action, and we're excited to support the City's long-term vision every step of the way," said Kyle Merrill, Principal-in-Charge, CLE Connection Group (CCG).

Guests will be able to follow the progress of the project by visiting www.itsaclevolution.com.

Watch for more stories like these that share information about DPRC 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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