



## **FOR IMMEDIATE RELEASE**

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### **CLE Calls for Meetings with Ground Transportation Operators**

*Creating working group seeking customer experience improvements*

Cleveland, March 3<sup>rd</sup>, 2017 – Cleveland Hopkins International Airport (CLE) organized a meeting of ground transportation providers to examine various means to improve the customer experience for users of ground transportation shuttle services at the airport.

“The meeting was an open and candid discussion among the people who are closest to the challenges. It is important for airport customers know the airport community is listening to their concerns,” said Airport Director Robert Kennedy. “Gathering the various provider members together is important in not rushing to a preconceived decision, which made lead to greater issues. The group will work together towards possible solutions while considering the impacts the possible changes could have.”

The group has charged itself with identifying innovative and workable solutions to improve the customer experience related to airport shuttle and ride share services. The airport and vehicle operators have received comments s from airport guests regarding the current ground transportation staging area in the airport’s limousine lot. The group will schedule future meetings to explore recommendations and the relative customer service implication before being implemented.

Today’s meeting was very successful with multiple recommendations made by all parties involved. The group will take two weeks to look at all angles of the recommended changes and then meet again to work on a more concrete solution.