Executive Summary

More Flight Options

World Class Customer Service

Global Cargo Super Hub

Community Focus

2015 and Beyond
UNEXPECTED

Recently, your lost and found department returned some electronics that we had left on an airplane. He made the effort to study it and go to the manufacturer of the article to find us. These days, I do not expect this type of response, so I wanted to thank you for continuing to support this type of quality service. — Warren M., California, 10/13
It is a pleasure to report to you that the reinvention of the Cincinnati/Northern Kentucky International Airport (CVG) continues on an exciting trajectory.

Within the last year the airport welcomed three new airline partners: Allegiant, Frontier and Ultimate Air Shuttle. The public response has been remarkable, with steady growth in passenger boardings. In fact, CVG has become the fastest-growing non-vacation destination among the 105 airports that Allegiant serves. The overall growth has strengthened CVG’s position as the premier airport in the region.

As one of three global super-hubs for DHL, air cargo is an increasingly significant part of CVG’s growth strategy, resulting in more jobs and investment in our community. The airport is currently the 9th-largest in North America in terms of cargo tonnage.

With passenger and cargo traffic both increasing, CVG continues to receive global recognition for its outstanding facilities and passenger service. For the fourth consecutive year, CVG was named Best Regional Airport in North America in 2014, a distinctive global honor from SkyTrax World Airport Awards. This would not be possible without tremendous support from the entire CVG team, including our employees, airlines and business partners.

CVG remains on solid fiscal footing. Our track record of fiscal responsibility includes holding 2013 operating expenses at 2007 levels. As a result of prudent financial planning, the airport was able to retire a large portion of debt earlier this year, enabling CVG to reduce landing fees by approximately 30% for 2014 and 2015. This has given CVG a significant advantage in retaining and recruiting carriers.

The outstanding facilities CVG offers and the exceptional service it provides continue to generate an annual economic impact in excess of $3.6 billion while employing more than 10,000 people, including 400 on CVG’s direct payroll.

The changes and investments we are making to better serve the traveling public and to support economic growth are continuing to yield positive results for our region. Yet this is just a start as we work hard to continue growing air service.

The team of employees and companies that make up CVG considers it an honor to serve the entire region, the business community and our families, friends and neighbors on a daily basis.

We thank you for your continued support as we all work to strengthen our hometown airport.

Wm. T. (Bill) Robinson III
Airport Board Chairman

Candace S. McGraw
Chief Executive Officer
IN GOOD COMPANY

I want you to know how very much I appreciated your assistance with my father. He is 87 and was traveling alone. I phoned and explained my concern. When he got off the plane, someone was there to meet him. She saw to his luggage, made sure he had lunch and stayed with him until he got on the plane. I can’t say enough good things about your staff.

— Jan P., Florida, 4/14
Dorothy H. Air  
Associate Senior Vice President  
Entrepreneurial Affairs  
University of Cincinnati

James A. Berger  
Executive Vice President  
Chas. Bliz Insurance Co.

Kevin W. Canafax  
Vice President of Public Affairs-Midwest Region  
Fidelity Investments

Robert G. Cooper  
Retired, Vice President  
Public Finance  
J.J.B. Hilliard, W.L. Lyons

Merwin Grayson Jr.  
President  
Central Bank of Northern Kentucky

Timothy S. Mauntel  
Retired  
Senior Vice President  
Morgan Stanley

David Siebenburgen  
Former President / CEO of  
Comair Airlines

Nathaniel G. Smith  
Partner  
SSK Communities

Chad L. Summe  
Director  
Strategic Accounts  
Coupons Inc.
Bryan Carlisle  
Senior Vice President  
Maxim Crane Works, L.P.

Kathy Collins  
Vice President Private Banking  
Fifth Third Bank

Susan K. Cook, Ph.D.  
Director of Center for Educator Excellence  
Northern Kentucky University

John A. Mocker Jr.  
Vice President & Partner  
LB Industries Inc.

O‘dell M. Owens, M.D.,  
M.P.H., President,  
Cincinnati State Technical & Community College

J. Michael Schlotman  
Senior Vice President and Chief Financial Officer  
The Kroger Co.

Candace S. McGraw  
Chief Executive Officer

Sheila R. Hammons  
Chief Financial Officer

Tim Zeis  
Chief Operating Officer

Paul T. Verst  
President & CEO  
Verst Group Logistics

EXECUTIVE STAFF
The arrival of Allegiant, Frontier Airlines and Ultimate Air Shuttle, along with the expansion of US Airways and improved schedules from Delta continue to drive increases in local passenger enplanements. Additionally, charter traffic has risen significantly as a result of expanded leisure options provided by Vacation Express and Apple Vacations.

Through May 2014 CVG has seen positive growth in local enplanements for 15 of the previous 16 months, with year-over-year growth of nearly 4%. Total enplanements (local and connecting) increased nearly 3% overall. Traffic among carriers in the remodeled Concourse A was up nearly 18%.

CVG continues to be the premier airport in the Tri-State region, offering more than 170 daily departures to 55 nonstop airport destinations — more service than any other airport in the region. CVG remains the only airport in three states with direct service to Europe.

Growth in air cargo is helping to further reduce landing fees, making CVG more attractive to existing and prospective carriers.

**Honor Flight** — You and your staff really went the extra mile, adding a whole new dimension to the concept of customer service. Our goal for the Welcome Home is to give veterans the kind of greeting they might not have received the first time. Your extra effort made everything more spectacular. — Deanna B., Ft. Thomas, 8/13
It is no coincidence that CVG has been named Best Regional Airport in North America for four consecutive years by SkyTrax. CVG maintains a culture of excellence as we work to ensure a safe, efficient and pleasant environment for our customers, tenants and airline partners.

Our hard-working and dedicated employees always go above and beyond to take care of our passengers. From custodians to security personnel, the CVG team is focused on creating a great experience. We take this responsibility seriously, 24 hours a day, seven days a week — no matter the weather.

As an example, CVG maintained the best operating schedule of any airport in the region during the winter storms of 2013-2014. We maintained this level of service with state-of-the-art equipment and the dedication of our employees, like Brian Ickenroth, who was named Snow Operator of the Year by the American Association of Airport Executives International.

We continually look for ways to improve all areas of service, be it parking, concessions or security screening. CVG was the first in the region to offer expedited screening via TSA Pre-Check. We are currently one of only several airports in the country to offer an on-site enrollment center. In partnership with the TSA, we have doubled the number of Pre-Check entry lanes.

Passengers continue to respond positively to the renovations of the Concourse B Food Court, which features new seating, raised work areas, free recharge stations, a comfortable lounge and the Funway Runway play area.

“I wish to bring to your attention the actions of one of your police officers for her assistance retrieving a lost brief case containing an Army Commendation Medal. The officer contacted me via cell phone and arranged for the brief case to be forwarded to my final destination. She also provided a phone number and requested that I contact her to verify receipt. Her actions were beyond the call of duty and directly contributed to an Army Staff Sergeant receiving his Commendation Medal.”
— Gordon E., Columbus 3/14
COMPASSION

Last Friday when my flight was cancelled, I went to the Sky Club to rebook. During this time two of the employees learned that I had just heard upsetting news about my grandson. They showed compassion, understanding and empathy, which raised my spirits. It surprised me that strangers would be so caring. — Catharine S., Cincinnati, 7/13
The air cargo business at CVG continues to grow and play a significant role in the economic development of our region.

Geographic location, an efficient runway configuration and competitive landing fees are among the reasons companies like DHL and Southern Air have chosen to do business at CVG. The air cargo industry has taken note. In 2014 CVG was recognized with the Air Cargo Award of Excellence at the IATA World Cargo Symposium.

DHL experienced double-digit growth at CVG in 2013, and recently completed a $105 million expansion of its hub here, where it employs approximately 2,500. Southern Air, one of DHL’s operating partners, relocated to CVG from Connecticut in 2013 to co-locate with DHL’s hub.

In addition to the growth at DHL, FedEx and Delta Cargo continue to perform well. As a result, CVG experienced more than 9% growth in cargo tonnage from 2012 to 2013. CVG now ranks 9th in North America and is in the top 40 worldwide for total cargo tonnage.

Global Cargo Super Hub

As one of three global super-hubs for DHL, CVG comes alive at night as 40 aircraft arrive from all over the world and depart for Asia, Europe and Latin America.

Great Service — My wife and I were very impressed with the service in your ValuPark lot. We were in a rush to make our flight on Dec. 25. The parking attendant told us exactly where to park. We found a shuttle waiting for us, which was amazing. The driver offered to help unload our car and was incredibly friendly. Upon our return the driver helped us find our snow-covered car and even offered to help scrape off the ice. It’s always nice to be pleasantly surprised by good customer service. — Jason C., Louisville, 1/14
CVG supports local arts and community organizations for the surprise and delight of our passengers and to promote the unique features and rich cultural history of our region. We are honored to host a variety of events throughout the year that engage travelers and showcase much of what the Tri-State has to offer.

Honor Flights are particularly poignant events as our region says “Thank You” to men and women who have served our country in times of war. Honor Flight Tri-State flies World War II and Korean War veterans to visit their memorials in Washington, D.C. at no cost. The team at CVG works to make sure veterans know their service is appreciated during these special trips.

Two USO Lounges are open year round, providing quiet areas for military personnel to relax as they travel to and from their assignments. Generous support from donors, airport tenants and local businesses helps to provide refreshments and other amenities free of charge.

CVG is proud of the strong arts heritage our region has to offer and partners with local sports and arts organizations to allow customers to experience some of the Tri-State’s cultural jewels, including artwork, iconic Cincinnati touchstones, and live performances by the Cincinnati Ballet, local theatre troupes and musicians.

New in 2014 is the display of nature prints by renowned local illustrator Charley Harper near the entrance of the Concourse B Food Court. Our commitment to local arts can be seen and heard. Most of the music heard throughout the Terminal and Concourses comes from the Cincinnati Symphony and Pops Orchestras, and other performers with connections to the region.

CVG is a community partner of ArtsWave, the region’s leading arts agency and the nation’s largest united arts fund, supporting more than 100 arts organizations through outreach and public donations.
ON A MISSION

Thank you for your assistance getting medical supplies onto the plane for our mission to Ecuador. You certainly went above and beyond. Having these supplies will benefit many children. There is no way to know just how many lives you have touched with your efforts. — Judy K., Villa Hills, 5/13
2015 and Beyond

With the airport’s strong track record of solid financial responsibility, minimal debt, low landing fees and world-class facilities, CVG is well positioned for continued air service expansion and cargo growth.

Our revenue diversification initiatives have resulted in companies like Delta Private Jets and TIMCO Aviation Services making significant investments in maintenance, repair and overhaul facilities to service a broad range of aircraft. As we look ahead, we are committed to continuing our reinvention — attracting more passengers and stimulating non-traditional revenue through continued land development.

Over the next year we will have the opportunity to negotiate a new “Use and Lease” agreement with the airlines that operate at CVG. We plan to pursue an agreement that gives the airport more flexibility for future development.

CVG is an award-winning, billion-dollar transportation asset that showcases and promotes the economic well-being, strength and vibrancy of the Cincinnati and Northern Kentucky region on a national and global stage. We look forward to building on our solid foundation as a strong regional asset as we evolve in the months and years ahead.

HELPING HAND
I appreciate your kindness to my wife and myself. When you saw us trying to catch our flight, you readily assisted by carrying one of my bags as you led us to our gate. But for you we might have missed our flight. It was also very kind of you to buy bottles of water for us. May God grant you success in all your undertakings.
— Stephen I., Nigeria, 4/13