In uncertain times, CVG is here for our community

When CVG Airport’s Board met in early 2020, no one expected a pandemic to so disrupt our lives, our region, or our world. In the past few years, we have been proud to share good news of growing passenger volumes, concessions improvements to serve increased numbers of travelers, and other customer service innovations to make travel through CVG an unforgettably positive experience.

Now at the end of the first quarter of the year, the near-term outlook for CVG looks quite different than we planned. But our airport is as strong and resilient as the community we serve. In the last two decades at CVG, our airport team has dealt with the Comair strike, the terror attacks of 9/11, and a major airline dehubbing. Through all of this, we found ways to improve and diversify the business of CVG.

In fact, now that CVG is the 8th largest cargo airport in North America, in these last weeks, we have seen air cargo moving at peak holiday season pace. The airport remains open and operational to those who have an essential need to travel. Our frontline teams have doubled down on their commitment to maintain a healthy, clean and safe airport environment.

Team CVG is unquestionably the best in the business. We have weathered many ups and downs, and, from this storm, we will emerge stronger together.
Airport Ensuring Critical Connections are Still Possible

While the COVID-19 pandemic has brought passenger air travel to a standstill across the globe, the start of the first quarter of 2020 was bustling with flight activity and the announcement of CVG’s 10th marketing airline. In early March, Alaska Airlines, the fifth-largest U.S. airline (based on passenger traffic) announced it would begin daily service between CVG and Seattle in mid-August. Known for industry-leading reliability, service and guest rewards, this daily service is planned on a Boeing 737 and will add a new option for customers looking to travel to the Pacific Northwest.

Cargo operations at CVG have recently surged in activity, and our partners play a crucial role in keeping global supply chains moving. CVG remains essential infrastructure, and air cargo is critical to overall airport operations. As CVG’s passenger traffic has grown in the last five years, cargo volumes have seen even greater increases, since CVG is North America’s 8th largest cargo airport and home to both DHL and Amazon’s express air hubs. In fact, air cargo is responsible for nearly 60% of all landed weight at CVG as of 2019, underscoring the dual role of CVG as a major cargo and passenger airport. In late March, DHL added flights to its busy schedule, and other carriers such as Amazon and FedEx also increased activity.

Maintaining a safe and healthy facility is CVG’s top priority. During these uncertain times, for those passengers with an essential need to travel, CVG Airport has launched a web resource page to provide updates during the COVID-19 pandemic and to share tips on flying healthy.

Candace McGraw, CEO of CVG Airport, announces Alaska Airlines will begin nonstop service to Seattle in August.

FLY HEALTHY
For resources, travel information, and details about the airport’s response to COVID-19, visit CVGairport.com/FlyHealthy.

FEAM Hangar Open for Business at CVG

On January 15, 2020, FEAM Aero opened a new, 103,000 square foot aircraft maintenance hangar at CVG. The $19 million facility supports global logistics providers operating at the airport and is also creating the need for more than 100 new, high-paying aircraft mechanic jobs. Lynxs Group developed the eight-acre site for FEAM. The hangar accommodates wide body aircraft, such as the Boeing 747, for maintenance, repair and overhaul operations.

FEAM has operated at CVG since July 2015 and already employs more than 200 technicians servicing DHL, Amazon and other carriers. FEAM’s operation at CVG becomes its largest in the U.S. by employing more than 300 individuals on site.
Airport Progress Continues Despite COVID-19

Construction on CVG’s new rental car facility continues, and it reached a major milestone in late February. The highest beam was put into place for the new customer service building, the first of three structures that are part of the nearly 1.2 million square foot facility. The first major phase of the overall project was completed in 2019 and included the new roadway system to the airport, along with new entrance and exit plazas to the CVG Terminal Garage.

CVG Airport recently received industry recognition from Airports Council International (ACI) and Air Cargo World. CVG earned a 2019 ACI Airport Service Quality Award for excellence in customer service, based on passenger opinion. CVG won its first 2020 Diamond Award for Air Cargo Excellence for airports with handing capacity of up to 1 million tonnes from Air Cargo World. Community support and hardworking employees, even during downturns like the COVID-19 pandemic, have made CVG Airport worthy of these recognitions.

Airport Cleaning through Innovation

Maintaining a high standard of cleanliness is always a priority at CVG. Recently, CVG was announced as the first U.S. airport to use the Avidbots Neo floor-scrubbing robot. This robot, recently highlighted in The Wall Street Journal, is used to autonomously clean floors throughout the Terminal on a continuous basis, and it supplements housekeeping staff to ensure a high-quality, healthy experience for travelers. CVG launched a pilot program with Neo in November 2019; the robot uses advanced artificial intelligence, cameras and 3D sensors to adapt to its environment and automatically update its route to avoid obstacles. Neo operates safely and effectively, avoiding people, suitcases, furniture, displays and other items.

“CVG is one of the world’s most innovative airports, deploying the latest technologies to deliver the very best passenger experience,” said Faizan Sheikh, CEO and co-founder of Avidbots.

CVG Employers Posting Job Opportunities

CVG Airport’s job portal, jobs.CVGairport.com, has seen tremendous activity from employers on and around the airport. Since launching the portal in summer 2019, job openings are posted regularly, and thousands of job seekers are using the search tool. While the COVID-19 pandemic has caused some companies at the airport to freeze hiring or reduce staff, many other airport employers have increased work demand and are hiring, including DHL and ACTS Aviation Security.
State of the Airport 2020

In response to the COVID-19 pandemic, CVG Airport has made a number of business and operating changes to ensure passengers and employees maintain social distancing and have a healthy travel experience; certain steps have also been taken to reduce expenses while the airport is serving fewer travelers. Here are just a few of the changes that have been implemented at CVG for the time being.

• Certain restrooms, gate areas, and conveyances are temporarily closed due to fewer passengers and to reduce expenses.

• Some airport facilities, such as the USO Lounges, CVG Career Center, Delta Sky Club and Airplane Viewing Area, have been temporarily closed.

• Some concessions considered non-essential have been temporarily closed, and others have modified hours and are offering takeaway options only.

• All parking products have been consolidated to the CVG Terminal Garage due to lower demand and to eliminate shuttling.
  – Effective March 25, 2020, the daily rate for passengers using the CVG Terminal Garage is $10.

• The frequency of cleanings for heavily trafficked/high-touch areas has increased, and we are making sanitary wipes and hand sanitizer available throughout the Terminal for passengers and employees.

While many airlines have reduced their flight schedules through early summer due to decreased demand, CVG encourages travelers to check with their airline about flight status before coming to the airport. Travel tips and airline contact information can be found at www.CVGairport.com/FlyHealthy.

2016-2021 STRATEGIC PLAN GOALS

The CVG of Tomorrow

Take Flight
9.4 Million passengers by 2021

Grow Business
350 acres of airport land leased for development by 2021
207 acres leased as of 2019.

 Propel Community
$5.5 Billion annual economic impact by 2021

Elevate Services
Functionally obsolete terminal facilities demolished and state of the art rental car facility constructed by 2021
New roadway system and new CVG Terminal Garage entrance/exit opened in 2019. Project on track for 2021 completion.

Go Beyond
Airport Service Quality (ASQ) ranking superior to peer airports by 2021