A Resilient Airport Community

While the last several months have seen our economy begin to recover, the health concerns wrought by the pandemic and the resulting economic disruptions remain with us. While more passengers traveled through CVG this summer, we continue to see only about 40% of the passenger volume we did at this time last year. Our Fly Healthy initiative at CVG has continued to reassure travelers that the flying experience, especially at the airport, is as safe and healthy as ever. We are also thankful that, because of the growth and investments of our partners, air cargo continues to perform at record pace. Cargo operations are helping to keep the airport business sustainable—adding even more jobs to the local community.

Nearly five years ago in January 2016, we debuted a new strategic plan for CVG: Launching Point. This plan has been our guide to growth and success with new routes and airlines coming to CVG, a more diversified business with cargo and land development, and excellence in operations and financial management. While the world looks very different as we near the end of this strategic plan, CVG is leaning into the future and leveraging opportunities for growth. In the coming months, we will debut a new strategic plan that aims to ensure the airport remains a low-cost environment to do business and is resilient for the benefit of our airport community and our region.

Over the last several years, prudent financial management has prepared CVG to weather turbulent times. The aviation industry may not fully recover to pre-COVID activity levels until 2024. While this reality is staggering, you should rest assured that CVG’s leadership is focused on long-term success. We have always embraced what’s next. We will continue doing so. Please read the pages that follow to find the latest updates.
Airlines Continue to Resume and Add New Service

As market demand starts to rebound from the pandemic, CVG’s airline partners are reacting by returning and adding new air service. CVG remains the regional leader with the most nonstop destinations, lowest average airfare, and most airline choices.

In September, Southwest announced its fourth nonstop market to receive year-round service from CVG: William P. Hobby Airport in Houston, Texas (HOU). This flight takes off for the first time on November 5. Customers will enjoy increased convenience through connectivity to the southwest U.S., as well as Central America. Southwest also recently announced expanded service to Orlando (MCO), Tampa (TPA) and Phoenix (PHX) increasing service from weekend-only to daily to these seasonal markets in early 2021.

Delta announced the restart of nonstop service to Boston (BOS), Washington, D.C. (DCA), Newark (EWR), Las Vegas (LAS), and Fort Lauderdale (FLL).

American Airlines resumes seasonal service to Phoenix (PHX) on November 5.

The CVG market has begun to rebound faster than the national average, and these announcements from CVG airline partners provide critical air service for our community.

Diversified Airport Business Keeps Moving

While air cargo partners recently concluded a busy summer, they are gearing up for an especially busy holiday season. DHL recently announced it is adding 600+ new positions at the CVG hub, which is its busiest operation in the world.

Other developments have also continued at CVG in recent months. LGSTX, a company that provides logistics and cargo handling services, moved into a larger space on the north side of the CVG airfield. Their new space is in the Aeroterm facility, anchored by FedEx, and plans are already moving forward to add more square footage to that building.

In addition, CVG leadership is focused on ensuring the long-term success of the airport through sound financial and operational management. Several assets previously maintained by key airport partners have now transitioned to CVG control, and agreements with carriers continue to be refined to ensure CVG is a low-cost place for airlines to fly—solidifying the airport’s position as a multi-carrier environment.

The CVG Career Center reopened its doors at the airport in August after being closed since mid-March due to the pandemic.
Customer Service Soaring Above and Beyond

CVG recently gained national attention when a social media campaign to reunite a lost stuffed dog with its owner went viral. After Masch Masch (or “Jet”, as he was nicknamed) was left behind at the airport, he went on a number of adventures with airport employees, all while the social media community rallied behind him and shared his story far and wide. Eventually Masch Masch flew home to St. Petersburg, FL, where he was reunited with his best friend—six-year-old Jaylen, who had received him as a gift from the judge who approved his adoption.

The heartwarming viral story generated more than just a few likes and shares. It was promoted by national outlets like The Today Show, BarstoolSports.com, Travel & Leisure, Inside Edition, and more. The posts reached over two million people organically with local and national media outlets picking it up, reaching about 974 million people globally.

Visit CVGairport.com/LostDog to read more about this story.

Improvements to Airport Experience Remain a Priority

In the third quarter, CVG achieved an important international designation. CVG was the first airport in the Midwest, and the third in the U.S., to receive Airports Council International’s (ACI) Airport Health Accreditation. This is a third-party validation that the airport is maintaining safe and hygienic facilities for travelers. CVG is proud to have been assessed against global industry benchmarks so passengers can feel confident the airport is going above and beyond to prioritize safe and healthy travel for the public.

In addition, while certain non-essential capital projects have been paused or delayed due to COVID-19, major infrastructure improvements remain on schedule. In September, the U.S. Department of Transportation and Federal Aviation Administration announced a total of $51.7 million in Airport Improvement Program (AIP) grants for CVG. These funds will be dedicated to runway rehabilitation and associated taxiway projects to be completed in 2021. These projects are critical for the success of all airlines but are especially critical for cargo carriers.

A large, multi-department disaster training drill was held at CVG in September.

Autumn has arrived at CVG!
Arts in the Airport

Thanks to partnerships with local non-profit organizations ArtsWave and the Cincinnati Music Accelerator, CVG continues to present arts in the airport. Travelers can expect to see live local entertainers several times a month, showcasing the talent from the region in a safe and socially distanced way. CVG is proud to showcase the community and all of its talents, especially to visitors who may not know how robust the local art scene is.

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.

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

Propel Community
$5.5 Billion annual economic impact by 2021
$6.8B in 2018.