

As we kicked off a new year of our strategic plan, we have a lot of progress to share. We've had a strong first quarter with updated economic impact results and meaningful accolades from our travelers.

In February, we received updated annual economic impact study results from our local university partners. We asked them to evaluate activities from 2023-2024 to add to the last report that measured data through 2022. We're pleased to share that our annual impact has increased from \$9.3 billion (2022 data) to \$10.5 billion (2024 data). The launch of Breeze Airways and British Airways; the launch of Frontier's crew base; the opening of new concessions; and the completion of several construction projects were major factors contributing to this positive increase.

In March, we received notice that CVG was named as the top medium hub airport in North America for customer experience. The renowned Airport Service Quality (ASQ) Awards are determined exclusively by passengers in areas such as cleanliness and shopping/dining among other key touch points. We're very proud of the recognition, as it reflects the hard work of each member of the CVG team as well as those who work for the more than 70 companies throughout our airport campus. We appreciate the opportunity to obtain direct feedback from travelers, which is central to our mission to elevate the customer experience.

There are many exciting plans for the remainder of the year, and we remain grateful for your continued partnership. Please read the pages that follow for more highlights from the first quarter.



**LISA SAUER**  
Board Chair

Retired, Sr. Vice President,  
Procter & Gamble



**LARRY KRAUTER**  
CEO

Cincinnati/Northern Kentucky  
International Airport

## ECONOMIC IMPACT OF CVG



More than **9.2 million**  
passengers



**7<sup>th</sup>** largest cargo airport  
in North America

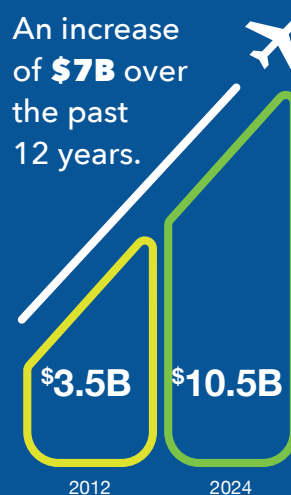


**56,000** direct and  
indirect jobs



**70+** employers  
on campus

An increase  
of **\$7B** over  
the past  
12 years.



Scan here to  
learn how we  
are helping  
transform  
our region.



## ELEVATE

Elevating the airport through growth and excellence

## FRONTIER AIRLINES LAUNCHED NONSTOP SERVICE TO AUSTIN

Working with our airline partners to grow and diversify passenger service at CVG remains a top priority so that travelers have convenient travel options. Convenience is critical when it comes to air travel, and we are pleased that 70% of CVG travelers fly nonstop to their destination. Flights like the one Frontier launched in March between CVG to Austin, Texas (AUS) build upon this work. We look forward to additional route launches in May with other partner carriers.



## PROGRESS ON NEW CONCESSIONS CONTINUES



In late January, CVG's Board approved the addition of Jimmy John's to the Concourse B food court. It will locate where the Chick-fil-A currently is as Chick-fil-A is moving to the Earl of Sandwich location next door. Construction is expected to start in the coming months.

We were thrilled to open the new Cincinnati Bengals Bar and Kitchen in Concourse B further adding to the sense of place being created at CVG. This first and only Bengals branded restaurant and bar features large screens for watching games, a display wall for autographed footballs, a selection of authentic Bengals merchandise, and a

football-themed menu with rotating beer and cocktails. Stay tuned for new openings and concepts to come later in the year.





## TRANSITION OF CEO TOOK PLACE

Larry Krauter, a 36-year veteran of the airport industry, started as CEO on March 3. The CEO position was previously held for 15 years by Candace McGraw who is serving as adviser to the Board until the end of June.

Larry has had a strong start connecting with employees, stakeholders, members of the community, and government officials. He testified in front of the U.S. House of Representatives Committee on Transportation and Infrastructure – Aviation Subcommittee on airport infrastructure, safety, and the regulatory environment. He thanked the members for their work on the FAA Reauthorization Act of 2024, and outlined the case that, despite positive funding increases, airport infrastructure needs remain significantly underfunded.



## REDEFINE

Redefining the airport's business and community positioning



## TWO NEW RESOURCES FOR TRAVELERS

[Aira ASL](#) is a new free app available for CVG travelers and employees who are deaf or hard of hearing. The app provides real-time American Sign Language (ASL) interpretation and is available to download on smartphones and tablets.

Travelers who have questions about CVG including where to go to purchase coffee, gate location information, or ground transportation options can use a smart device to scan a QR code that is on display on many signs around the airport. The tool is intended to get information quickly to passengers when airport or airline staff or a volunteer ambassador may not be around to answer questions.





## WHAT'S HAPPENING AT CVG



In February, a St. Elizabeth heart surgeon and other hospital representatives presented several CVG first responders with an award after they worked together to provide quick care to a person who suffered a heart attack. The surgeon said CVG team members saved the life of the patient and aided in her early release from the hospital. It's important to note that bystanders performed CPR on the patient as the 9-1-1 call was made. Those early actions were key.



CVG employees, airport campus employees, and passengers were able to celebrate St. Patrick's Day by viewing special performances by the McGing Irish Dancers, some of whom are world champions.



CVG hosted a networking event for contractors to learn about upcoming opportunities and how to partner with the airport. The event was designed for prime and sub-contractors, specifically in the small, minority, and disadvantaged business areas, interested in collaborating on airfield and passenger facility improvement projects. If you or someone you know is interested in doing business with CVG, please visit [cvgairport.com/business](http://cvgairport.com/business).



Travelers enjoyed learning about three Cincinnati Zoo animals when they visited Braxton Brewing Co. Taproom at CVG in March. The event was a celebration of the release of a collaborative brew, Safari Lemongrass Lager, made in honor of the Cincinnati Zoo's 150th anniversary and sold at Braxton's Taproom at CVG.