



## EVERY DAY WE'RE HU STLING

A reflection on the remarkable achievements and progress we have made in the past year.



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# LETTER FROM THE DIRECTOR

Dear Friends and Supporters of St. Louis Lambert International Airport (STL),

It is with great pride and excitement that I share the accomplishments of STL in 2024. We are thrilled to report that in 2024 a total number of 15,946,730 passengers passed through this airport. That is a number that had not been reached in 20 years. This also represents a significant 7.1% increase from 2023, when we welcomed 14,886,000 passengers.

This growth is especially meaningful as 2019 was the last full year before the challenges of the pandemic, and it had marked a previous high for STL outside of the TWA years. It was also a time when we were operating at full strength, with solid airline partnerships and regional support. Today, we are proud to say that STL's momentum is back and stronger than ever. The number of travelers we served in 2024 is the highest STL has seen since 2003, when we approached 20.5 million passengers. While we haven't yet reached those historic levels, we are on a clear trajectory to continue growing, and we have every confidence that STL's performance will keep increasing in the years ahead.

This growth is a reflection of the strength of our relationships with our airline partners and the continued support we receive from the St. Louis region. Together, we are focused on ensuring that STL remains a top choice for travelers, offering the convenience, accessibility, and services they need to make their journeys seamless.

Additionally, we are excited to report that STL continues to make significant strides with the Consolidated Terminal Program (CTP), which is one of the most transformative redevelopment projects in our history. A major milestone in 2024 was that a majority of our signatory airline partners agreed to their leases, granting authority for \$650 million to fund enabling projects and other crucial elements for the program's success. We have selected HOK architectural firm to help bring our vision to life and are in the early stages of securing other partners for design and construction. We're looking forward to unveiling the plans and seeing this remarkable project take shape in the coming years.

In addition to this progress, we celebrated several new developments at STL this year. Alaska Airlines began offering weekly roundtrip service to Puerto Vallarta, expanding our global reach. Air Canada also introduced additional service, further enhancing STL's connectivity. We also saw exciting new restaurant openings, including Peacemaker Lobster & Crab, Shake Shack, and NASCAR Drafthouse, which are already proving popular with travelers and visitors alike.

As we look back on a successful 2024, we are excited about the future of STL. The momentum is building, and we are optimistic about the opportunities ahead. We thank our passengers, our partners, and the entire St. Louis community for their unwavering support. Together, we will continue to elevate STL as a premier airport destination.

Shonth Uan Nuturez &

Rhonda Hamm-Niebruegge Director, St. Louis Lambert International Airport



# REPORTS

## STL Financial Overview

Antonio Strong Deputy Director, Finance & Administration

When addressing the financial condition of St. Louis Lambert International Airport (STL), one should first speak to Antonio Strong, the Deputy Director of Finance and Administration for STL. Yes, it is Strong's responsibility to make sure the airport's bills are paid. However, more importantly, Strong is accountable for evaluating and maintaining STL as a strong economic asset for the St. Louis region.

Looking at the past fiscal year, Strong was pleased with the airport's economic performance. "There were several bright points (for airport revenue) in FY2024," said Strong as he began his interview for this article. He went on to declare that, "St. Louis Lambert served over 15.5 million total passengers for the fiscal year. That was an 8.31% increase over the prior fiscal year."

That greater than 8% increase was significant in the airport reaching its operating revenue projections for the fiscal year. As Strong continued to outline the airport's performance, he described the staying power of the airport's operating revenue, "as a key highlight for St. Louis Lambert International Airport."



This passenger increase contributed to growth in aviation revenue, concession sales throughout the airport, and STL's parking revenues. Strong pointed out, "Our parking revenues increased 11.2% over the prior fiscal year." When looking at specific numbers, Strong's fiscal team focuses on operating revenue and non-aeronautical revenue.

Nonetheless, the business of airports is moving passengers. So, STL's growth in enplanements in FY2024 is continued good economic news. Strong says, "This growth is believed to be an enduring rebound in our post-COVID leisure travel and continued popularity in STL's international routes." He acknowledged those routes include Air Canada's flights to Toronto and Montreal, Canada, Lufthansa's three-times weekly arrivals and departures to Frankfurt, Germany, and Frontier and Southwest Airlines' getaways to several popular Caribbean destinations. Strong describes these enplanements figures as another "bright spot" for the airport when looking back at STL's revenue growth for FY2024.

Furthermore, Strong emphasized the airport was fortunate in welcoming several new restaurants to the fold in FY2024. The new venues include the first NASCAR restaurant located in any U.S. airport found in STL's Concourse C and Shake Shack found on the E Concourse in Terminal 2. Moreover, while STL highlighted the opening of the Concourse C Kingside Diner in last year's annual report, the restaurant's revenues were significant in the total airport revenues accumulated in FY2024. Looking toward FY2025, the airport is planning to place a Pei Wei Asian Kitchen in Concourse C as well as two Midtown Café locations will be coming to the E Concourse in Terminal 2 and the A Concourse in Terminal 1. Strong believes these dining spots will assist the airport with providing more dining options for our passengers and continued growth in revenue. The FY2025 opening of a 4Hands/Peacemaker location in Terminal 2 will also be significant to the passengers dining experience and continued revenue growth.

On the "other side," as Strong calls it. He was happy to report that, "our operating expenses were significantly lower than our budget." Strong reports that the operating expenses came in at 12.4% lower than what was budgeted for FY2024. He adds, "That says something about our cost control measures at the airport." He believes STL's cost control comes from the STL team working together.

This opinion was shared by the major credit agencies in 2024. "They highlighted the manner in which STL controls airport costs," says Strong. Adding these agencies had a favorable view of STL. The credit rating agencies held firm with a current 'A' bond rating. The rating agencies' reports imparted the view that they still believe in STL's strong management.

Strong shared a financial ratings review by Fitch Ratings. In the document, the firm describes STL as having, "Sound financial operations resulting from the airport's hybrid airline agreements cost recovery mechanisms further support the rating." Furthermore, in a section titled, Financial Profile, Fitch emphasizes, "The airport's historical financial profile indicates stable coverage levels, declining leverage and healthy reserve balances." In June of 2024, Greater St. Louis, Inc. commissioned an airport economic impact study, which was conducted by Kimley-Horn and Associates. It found that the airport generated an annual economic impact of \$27.5 billion<sup>1</sup> and supported 102,815 jobs<sup>2</sup> in 2019 (the last full year prior to the pandemic). It also said the annual economic impact grows to \$32.4 billion in 2032, if a proposed new, consolidated terminal comes fully online and after Boeing's expansion is complete, a yearly increase of nearly five-billion dollars.

Strong says this report makes it clear that, "St. Louis lambert International Airport is the economic beacon for our region." He adds, "As one of the largest assets in our area we are a major force in employment within the St. Louis region." The report projects the new airport would support 133,501 jobs in 2032, an increase of over 30,000 positions.

For FY2025 Strong says, airport revenues (aeronautical and non-aeronautical) are forecasted to exceed prior year revenues by 17.6% and enplanements are expected to grow by 4.15% over FY2024.



### STL Air Service

Brian Kinsey Assistant Director, Marketing & Business Development

St. Louis Lambert International Airport (STL) reached a historic breakthrough in 2024, marking a year of exceptional growth and achievements in air service development. Passenger traffic soared to new heights, surpassing the record-setting levels of 2019, which had stood as the airport's highest amount of passengers since 2003. "We are thrilled to set the new benchmark for passenger traffic," said Brian Kinsey, STL's Assistant Director of Marketing & Business Development.<sup>1</sup>

This achievement establishes 2024 as a critical reference point for future growth, enabling STL to measure success, identify trends, and continue meeting rising travel demand. "Now that we have established this milestone, 2024 will serve as our new benchmark, and we will strive to surpass this year's traffic in the years ahead," Kinsey explained.

The success of 2024 went beyond the impressive traffic numbers. Monthly passenger totals consistently outpaced pre-pandemic levels, reflecting the airport's resilience and growing capacity. July was robust, with checkpoint numbers exceeding 2019 levels by 60,000 passengers. The airport recorded 1.56 million passengers in July alone, a 6% increase over the same month in 2023.<sup>2</sup> This surge in travel helped propel STL's year-to-date totals ahead of 2019's figures, showcasing the airport's continued recovery and upward trajectory.

1 Economic impacts include direct impacts and multiplier impacts. Direct impacts are the initial effects of expenditures and sales. Multiplier impacts include indirect and induced impacts – the effect of supplier sales and re-spending in the region.

2 Jobs data include people working at the airport, in aerospace manufacturing, and aviation-reliant businesses.

1 STL Media Release dated February 4, 2025 and titled, "STL's Total Number of Passengers Is Largest in More Than 20 Years."

2 Total number of passengers reported on page 2 of the CY2024 Air Traffic Activity Report, dated February 4, 2025 and on page 12 of the CY2019 Air Traffic Activity Report, dated January 20, 2020.

3 Reported by B. Kinsey to members of STL's Airport Commission and found in the minutes of the August 2024 meeting of STL's Airport Commission, dated August 7, 2024.

STL reported a 10% annual increase in seat capacity, as noted by Kinsey during the August Airport Commission meeting, underscoring the airport's expanding role in regional and global connectivity.<sup>3</sup> By consistently surpassing prepandemic levels, STL has strengthened its position as a key Midwest hub. This sustained growth reflects both strong passenger demand and airline confidence in the St. Louis market. "STL's continued strength in seat capacity is a testament to the airlines' confidence in our region's economic vitality and the strong demand from travelers," said Kinsey.

### Air Service Network Expands

STL's success in 2024 also included significant expansion of its air service network, with new routes and resumed services that broadened the airport's travel options. For the first time since 1990, Southwest Airlines introduced a new nonstop flight to Burbank, CA, enhancing STL's connectivity to the West Coast. A major highlight was the launch of Air Canada's service to Montreal, marking the first-ever direct connection between St. Louis and Canada's second largest city. "This route not only connects St. Louis to Montreal but also provides seamless access to other Canadian and European destinations," Kinsey noted. Frontier Airlines expanded its operations by introducing new nonstop flights to Philadelphia International Airport (PHL). In May, Frontier began offering three weekly flights between STL and PHL, providing travelers with more options for East Coast travel.

This addition complements Frontier's existing services from STL, including seasonal routes to Dallas and other destinations. By increasing flight frequencies and introducing new routes, Frontier Airlines has contributed to enhancing STL's connectivity and accommodating the growing demand for air travel.

In addition to expanding seasonal and resumed services, STL saw new opportunities to enhance its air travel offerings; Avelo Airlines launched seasonal flights to New Haven, CT, providing passengers with more travel options.

Southwest Airlines reinstated flights to popular leisure destinations, including San Jose del Cabo, MX; Savannah, GA; Norfolk, VA; and Palm Beach, FL, restoring vital connections for vacationers. United Airlines and Southwest Airlines also resumed service to San Francisco, further strengthening STL's West Coast connections. These additions and reinstatements reflect STL's continued commitment to diversifying its travel options and meeting travelers' evolving needs. Although Avelo Airlines ultimately suspended its seasonal service to New Haven, CT, due to low demand, the airline remains open to exploring future routes with greater potential, underscoring its ongoing interest in collaborating with STL.

### Lufthansa

In 2024, Lufthansa's operations at STL achieved notable success in its second year of nonstop flights to Frankfurt, Germany. Launched in June 2022, this route has continued to thrive, operating three times a week with the Airbus A330-300. The strong performance of the STL-Frankfurt route reflects STL's growing international presence.

From July 2023 to June 2024, the flights consistently averaged approximately 2,687 outbound and 2,713 inbound passengers per month, with the highest outbound count recorded in May 2024 at 3,389 passengers, averaging 242 per flight. These impressive figures reflect the route's positive impact on STL's global connectivity.<sup>4</sup> Lufthansa's partnership represents a turning point for STL, offering the first nonstop flights from St. Louis to continental Europe in over 20 years. This service opens the door to more than 194 destinations across Asia, Africa, the Middle East, Oceania, and throughout Europe.<sup>5</sup>

The route's performance in its second year, with a 96% load factor in June 2024, demonstrates sustained demand and growing popularity among leisure and business travelers.<sup>6</sup> This continued success highlights the crucial role Lufthansa's service plays in enhancing St. Louis' global connectivity and fulfilling the region's increasing demand for international flights.

### **Southwest Airlines**

Southwest Airlines, STL's largest air carrier, announced plans to implement assigned seating in the new year, marking a significant departure from its traditional boarding process. The current open seating model, which allows passengers to choose any available seat upon boarding, will be replaced with a system where seats are assigned at booking or check-in, aligning Southwest's boarding procedure with that of most other major airlines.



Philadelphia, PA



4 Updated STL data - 2024



Frankfurt, Germany





San Jose del Cabo, MX

5 STL data - 2024

6 STL data - 2024

7 USA Today, "Southwest Airlines will begin selling assigned seats in 2025," dated September 26, 2024.8 CNN Business, "Southwest reveals when and how it will get rid of open seating," dated September 26, 2024.

This shift is in response to customer preferences, as its research indicates that 80% of current Southwest customers and 86% of potential customers favor assigned seating.<sup>7</sup> Southwest is also introducing premium seating options with extra legroom, providing passengers with more comfort choices. Southwest plans to begin selling assigned seats in the second half of 2025, and to start operating with assigned seating sometime in 2026.<sup>8</sup>

### Looking Ahead

As STL celebrates this record-breaking year, the airport is setting the stage for sustained growth. Kinsey concluded, "This has been a pivotal year for STL. Establishing this year as our new benchmark highlights our progress and motivates us to aim higher. The achievements in passenger traffic, air service development, and operational excellence set a strong foundation for the years to come."

With its sights set on exceeding the 2024 benchmark, STL continues to play a vital role in connecting the St. Louis community to the world, ensuring the airport's position as a leader in the aviation industry.



Palm Beach, FL



## STL Engineering Projects

Gerald Beckmann Deputy Director of Planning & Development

In 2024, St. Louis Lambert International Airport (STL) celebrated a transformative year as the Planning & Development Department drove STL to significant milestones, bringing the proposed Consolidated Terminal Program (CTP) closer to reality. The CTP, the centerpiece of the STL Master Plan, aims to consolidate all commercial airline passenger activities into a single new terminal and provide up to 62 passenger gates to accommodate future growth. With government and airline approvals, service agreements, and advanced project designs paving the way, STL strategically positioned itself this year to deliver on its vision of creating a world-class airport for the region. Topping the list of major milestones toward this ambitious vision occurred in October when the Federal Aviation Administration (FAA) issued a Finding of No Significant Impact/Record of Decision (FONSI/ROD) for STL's CTP. Following a rigorous Environmental Assessment (EA) process that started in January, this decision represents a critical environmental approval required to advance to the design phase of the new terminal.

"We are proud to have reached this critical milestone in our journey to secure and build a consolidated terminal. This achievement documents our commitment to modernizing STL, enhancing passenger experiences and strengthening our position as a premier gateway for travel and commerce," said Gerald Beckmann, STL's Deputy Director for Planning & Development.



The FAA's approval, conducted under the National Environmental Policy Act (NEPA), confirms that the proposed improvements will not have significant negative environmental, social, or economic effects. This achievement underscores STL's commitment to responsible development and sets the stage for the next steps in the terminal's design and construction.

### Securing Airline Support

An additional milestone for STL is that the airport successfully reached an agreement with its signatory airlines to fund critical projects and design elements for the CTP. A majority of airline signatory partners approved the Third Amendment to their lease agreements, authorizing a substantial \$650 million investment in key initiatives. This funding will cover the full design costs of STL's proposed consolidated terminal and enable several essential preparatory projects for its potential construction. These include transitional airline gates to maintain operations during construction, a new parking garage design strategically positioned near the proposed terminal, and the relocation of vital airport service facilities. Additionally, the agreement supports establishing a program management team to oversee these efforts.

This collaborative agreement reinforces STL's strong partnership with its airline stakeholders and lays a solid foundation for the airport's long-term development goals. It marks a pivotal step forward in realizing a transformative vision for the future of air travel at STL.

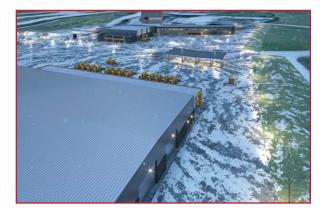


### **Building the Framework for Success**

The Planning & Development Department achieved significant success throughout the year, reaching key milestones across a range of projects, solicitations, and contract awards. The department completed the Request for Qualifications (RFQ) process for the CTP program management team, awarding the contract to a joint venture between WSP and Kwame Building Group.

WSP, a global professional services firm, specializes in engineering, design and consulting across multiple sectors, including transportation, infrastructure and environmental projects. Kwame Building Group focuses on program and project management, construction management, and diversity compliance services for large-scale infrastructure, transportation and building projects.

Beckmann emphasized that this partnership is a significant milestone for his team, enabling the airport to allocate resources better and streamline the execution of the proposed consolidated terminal. "The Program Manager (PM) and Executive Program Management (EPM) act as an extension to our staff, providing essential support in managing the complexities of the large-scale CTP. Their involvement is crucial to STL's success in managing the workload. They will play a pivotal role in the construction and design phases, ensuring we are well-prepared to implement the necessary improvements for the new terminal."



Artist rendering of Airfield Maintenance Complex

The department also progressed toward design for the CTP by issuing an RFQ and selecting a team lead by local architectural firm HOK to design the terminal and concourses.

### West Airfield Program and Airfield Maintenance Facility

In 2024, the Planning & Development Department made progress with the West Airfield Program (WAP), a key initiative focused on improving operational efficiency and supporting the airport's long-term growth. A significant milestone was the FAA's approval of the environmental review of the WAP, culminating in a Finding of No Significant Impact/Record of Decision (FONSI/ROD) for this project, which cleared the way for construction to proceed.

A cornerstone of the WAP is the relocation of the Airfield Maintenance Facility. This facility, which reached 90% design completion in 2024, will centralize essential operations, including maintenance, repair, and storage of airfield equipment. By consolidating these functions, the new facility will streamline operations, reduce response times and vacate a platform for the new West De-Ice pad. Bids for the project are expected to open in April 2025, with construction slated to begin in late summer 2025. As part of the WAP, the design for a new West De-Ice Pad reached 30% completion in 2024, with further progress anticipated in early 2025. Scheduled for construction to begin in 2027, this facility is crucial for winter operations, enabling efficient aircraft de-icing during inclement weather. The WAP also includes the reconfiguration of non-standard taxiways to meet FAA standards, enhancing safety and efficiency for aircraft operations. This, combined with relocating the airfield maintenance facilities out of the floodplain, will improve the airport's resilience to weatherrelated disruptions.

Additionally, the demolition of the vacant Air National Guard Complex is planned to begin in late summer 2025, making way for future developments that will support the airport's modernization and growth efforts.

The Central Utility Plant (CUP) also saw considerable progress, with its design reaching 10% completion on this \$100,000,000 improvement by the end of 2024. While construction bidding is not expected until 2026, the CUP will play a vital role in enhancing the airport's utility infrastructure.

These advancements are critical in ensuring the airport's continued ability to accommodate increasing air traffic demands and maintain its position as a major transportation hub.

### **Delivery Advancements**

In late 2024, the airport reached a pivotal milestone in its modernization efforts by initiating the selection process for the consolidated terminal's Construction Manager at Risk (CMAR) delivery method. This progressive contracting approach, a first for the City of St. Louis, represents a step forward in STL's ambitious transformation plans.

The CMAR method promotes closer collaboration between STL and the construction manager, enabling more effective cost control, streamlined scheduling, and enhanced project efficiency. This strategic move marks the beginning of the next phase in the development of the consolidated terminal, emphasizing STL's dedication to upgrading its infrastructure to meet future travel demands.

### Industry Day

As STL progresses toward realizing a consolidated terminal, forging strong partnerships has become more critical than ever. With passenger traffic projected to reach 21 million annually by 2040, STL faces the challenge of accommodating this growth by adding up to 17 new gates designed for larger, modern aircraft.

To propel this vision forward, STL hosted an Industry Day event, offering stakeholders an opportunity to gain valuable insights into the CTP, highlight the



Rendering of Central Utility Plant (CUP)



program's timeline, business opportunities, and certification process, and provide a platform for networking among industry partners.

Beckmann emphasized the importance of transparency, stating, "The primary goal of Industry Day was to provide all interested industry partners with the same information at the same time. In the interest of fairness and transparency, it was important to put the information out there for everyone to absorb and to provide a status update on where the airport stood in terms of moving forward with the proposed improvements."

As STL advances its consolidated terminal vision, the partnerships forged during Industry Day are vital for maintaining momentum. These collaborations will play a key role in ensuring the successful execution of the CTP and supporting STL's growth.





## West Carrollton Redevelopment

STL is embarking on a transformative journey to revitalize the former West Carrollton neighborhood, an area rich in history and potential. This 315acre site, once a subdivision in Bridgeton, MO, is poised for a new chapter. In September, the airport issued a public Request for Proposals (RFP) for the redevelopment of the area, with proposals due in early 2025. The RFP process aims to identify developers with innovative plans to lease and transform the site into its highest and best use.

At its core, STL's vision for West Carrollton is centered on collaboration and progress, with the objective of transforming the underutilized land into a valuable asset for the region. Potential redevelopment ideas include commercial and industrial projects fostering economic growth, infrastructure and services enhancing airport operations, and sustainable initiatives integrating green technologies to align with contemporary environmental standards. In addition, this RFP was done in collaboration with the City of Bridgeton.

The West Carrollton neighborhood was established in the mid-20th century. At its peak, it was a subdivision with over 800 parcels in West Carrolton. In the late 1990s and early 2000s, the airport acquired the properties as part of a noise abatement program linked to STL's expansion. This process, necessary for developing a new runway, involved significant changes that impacted the community. STL remains committed to honoring the area's history while pursuing future opportunities that will benefit the region.

## STL Operations

### David Kulinsky Deputy Director of Operations & Maintenance

David Kulinsky marked his first full year as Deputy Director of Airport Operations & Maintenance, which oversees 12 of the 24 Airport Departments. These critical departments are responsible for a wide range of functions, including the Police and Fire Departments, Airport Operations, Security Operations, Housekeeping, Auto Shop, Climate Control, Utilities Maintenance, Landscaping, Airfield Maintenance, Building Maintenance/Sign Shop, Electric Shop, and Emergency Management.

Promoted to this leadership role last year, Kulinsky credits the department's successes this year to dedicated teamwork and the ability to adapt to challenges, particularly staffing shortages. "It's been incredibly rewarding to see how our teams have come together during a challenging year. Despite being short-staffed, their dedication and collaboration have been truly inspiring," Kulinsky said.

Kulinsky expressed pride in the progress made by the Emergency Management Division, which the division was able to focus on key priorities, such as refining standard operating procedures, conducting full-scale emergency exercises, enhancing training programs, and strengthening preparedness.

Overall, the department focused on strategic workforce planning to ensure it is prepared for future needs, particularly in anticipation of the operational demands of the proposed new consolidated terminal complex. Kulinsky emphasized the importance of building on the department's successes in addressing staffing shortages while fostering a positive work environment and maintaining positive morale. "All departments participate in the strategic planning for the proposed new terminal project, ensuring we have the right staff to support it. It's not about one department being more important than another; it's about all departments working together on aligning the strategic plan, collaborating with managers, and addressing potential challenges at the airport while supporting one another."

### Achievements in Innovation, Technology, and Emergency Preparedness

This year, the Operations & Maintenance Department made significant strides in enhancing safety, efficiency, and emergency preparedness. One significant achievement was the successful rollout of the new Runway Incursion Warning System (RIWS) over the summer. This advanced system improves airfield safety by providing operators with heads-up displays, preventing runway incursions, particularly during low-visibility or snow operations. The system has already proven to be a valuable resource.

The RIWS technology, ensures runway safety across the airfield using visual and audible alerts, the system helps ground crews and drivers proactively prevent potential incursions, safeguarding against escalating risks.



## Centralized Technology and Enhanced Operations

This year's major milestone was the progress on the new Airport Operations Center/Emergency Operations Center (AOC/EOC), which is now 80% complete. This state-of-the-art facility will centralize critical functions, including Airport Operations, Fire Dispatch, Police Dispatch, Security Monitoring, and Emergency Management. Kulinsky emphasized that the new facility will foster a cohesive and streamlined environment by integrating all airport technology programs into one centralized location, with advancements in the following areas:

**Upgraded Airfield Operations:** Enhanced communication systems, airfield management tools, and automation will ensure safer and more efficient operations.

- Advanced Video Management Systems: Improved monitoring and analysis tools will allow for quicker identification of security threats and faster response times.
- Integration with Security Access Systems: Unifying security platforms will provide seamless control and monitoring across the airport, strengthening overall security measures.
- Centralized Technology Environment: Consolidating airport technology programs will improve coordination, streamline operations, and enhance efficiency.

Once operational, the AOC/EOC will significantly improve emergency preparedness by enhancing communication, enabling rapid responses, and providing real-time updates to airport personnel during critical situations. The center will also serve as a central hub for managing and coordinating efforts among tenants and emergency responders during events such as natural disasters or security incidents.

### Full-Scale Airfield Emergency Drill

On the morning of Saturday, June 8, Airport Operations & Maintenance conducted a fullscale drill of its emergency plan in response to a simulated plane crash. Operations shut down Runway 11/29 for two hours to facilitate this exercise. Still, the exercise did not impact travelers or airport operations. Airport Rescue Firefighters (ARFF) functioned as first responders, battling flames generated by a Mobile Aircraft Trainer the structure designed to replicate an aircraft fuselage and simulate the intense conditions of a fully engulfed aircraft. The exercise provided an opportunity to practice essential firefighting techniques in a realistic setting.



This training exercise brought together all airport operations, local police and fire departments, mutual aid agencies, and contractors. Participants practiced key components of the airport's emergency communications plan. Sixty volunteers acted as injured victims, enabling firefighters to practice triage and emergency response. Airport staff also simulated the operation of a friend and family center, while airport chaplains and representatives from the Department of Mental Health demonstrated coping techniques for managing stressful situations.

Kulinsky called the emergency drill a success. "We conduct full-scale emergency drills in accordance with FAA procedures, which require us to hold them every three years. However, we are starting a new initiative to increase the number of emergency drills annually—maybe not always on this magnitude, but tailored to distinct types of emergencies. In some cases, we may even hold them more frequently." This proactive approach to safety underscores STL's commitment to fostering seamless collaboration and ensuring all stakeholders are prepared for any emergency.

### Winter Weather Preparations and Response

STL experienced a mild start to the winter season, but winter weather remains a high priority for the Operations team. Every year, the airport evaluates its winter weather response plan to identify areas for improvement and implement necessary upgrades. This year was no exception, as minor modifications were made in collaboration with the



air traffic control, airfield maintenance, auto shop, and airport operations to enhance snow and ice removal strategies.

One of the key updates focused on refining communication and coordination between departments to ensure the airfield is cleared as efficiently and safely as possible. These updates were tested during a minor snow event, which provided an opportunity to assess the effectiveness of the adjustments. While the snowfall was not significant, the exercise ensured that all teams were aligned and prepared to deliver the highest level of service to maintain safe and operational runways.

STL's commitment to continuous improvement underscores its dedication to providing a seamless experience for travelers, even during challenging winter conditions.

### New TSA Directive: Random Employee Screening

This year, the department successfully implemented a new TSA directive requiring random employee screening throughout the airport. This initiative was designed to maintain a high standard of safety by conducting screenings at various access points to the airfield. Previously managed by TSA, the responsibility for these screenings was transitioned to STL, requiring collaboration with the TSA and the establishment of a dedicated screening team.

The random employee screening process involves conducting unannounced checks at different checkpoints across the airport to ensure compliance and enhance security measures. By taking on this new mandate, STL has further reinforced its commitment to maintaining safety and security for all airport operations. This proactive approach highlights the department's ability to adapt to evolving federal regulations while ensuring seamless operations for travelers.

### Looking Ahead: Future Projects and Priorities

In reflecting on the accomplishments of 2024, Kulinsky looks forward to two key developments that promise to strengthen operations and resources for the department in the coming year. One of the most anticipated projects is the groundbreaking for the new STL Maintenance Complex this summer. This facility will consolidate several departments under one roof, including airfield maintenance, the auto shop, landscaping, materials management, and Wildlife Services staff. Kulinsky notes that this new space will provide much-needed resources and support to these teams, enhancing their ability to work more efficiently and effectively.

Additionally, the department is working with the STL Planning & Development Department on the design phase for a new Facilities Complex. This will house the Central Utilities Plant (CUP), climate control systems, building maintenance, electricians, and other critical personnel. The planning for this complex is a vital step in addressing the growing needs of the departments and ensuring that the facility's infrastructure continues to support both current and future operational demands. Kulinsky looks forward to these projects, as they represent significant improvements to the airport's facilities and operational capabilities.





## Growing Talent from Within: Elizabeth Smart and Cole Meyer

This May, the airport proudly announced the promotions of Elizabeth Smart to Assistant Director of Landside Operations and Cole Meyer to Assistant Director of Airside Operations. These advancements reflect the airport's commitment to promoting from within and recognizing the hard work and dedication of long-standing employees.

Elizabeth Smart, who has worked in various key positions at the airport for nearly 20 years, will now oversee all operations inside the terminal, along with the support services that keep it running smoothly, including electrical lines, power lines, sewer lines, and storm drains. Her promotion is the result of the airport's strategic staffing plans, ensuring the right leadership is in place to support the growing demands of the terminal.

Cole Meyer, who has been with the airport for 15 years, steps into his new role after serving as an airport operations supervisor. As the Assistant Director of Airside Operations, Meyer will oversee everything outside the terminal, including pavement, fencing, runways, roads, and ongoing maintenance. This position, formerly held by David Kulinsky, has been restructured to better streamline operations, with Meyer now taking on this essential leadership responsibility.

Both Smart and Meyer's promotions are key to meeting the airport's workforce needs and supporting continued growth. Their leadership will ensure the smooth integration of operations inside and outside the terminal, driving efficiency and safety for the airport's infrastructure.

## Properties Review

### Robert Salarano Manager, Airport Properties Division

STL's Properties Division has successfully elevated the airport's dining scene with an exciting blend of beloved local eateries and popular national brands. In Terminal 1 (T1), Concourse C has been turbocharged with the addition of the NASCAR Drafthouse, bringing the excitement of the World Wide Technology Raceway in the Metro East to STL. This officially licensed venue, developed in partnership with global restaurateur HMSHost, is a 90-seat full-service restaurant and bar near Gate C15. Guests can indulge in Southern comfort food for breakfast, lunch, and dinner while enjoying a variety of craft cocktails and beers. NASCAR fans can revel in memorabiliaadorned walls, multiple TVs, and convenient graband-go options, making it a top destination for casual dining and motorsports enthusiasts.

Revving up excitement since its June debut, the NASCAR Drafthouse is already speeding toward victory. It has been nominated as one of the best new theme restaurants in an airport, according to Airport Properties Division Manager Robert Salarano. The winners will be revealed in March at the annual Airport Experience Conference (AXN) in Washington, D.C., the largest gathering of airport decision-makers and concession executives. Airport staff is eager to attend and hopes to bring home the ultimate prize—a championship trophy—for the NASCAR Drafthouse.



Marking its first anniversary in June 2024, Kingside Diner has quickly become a favorite spot in T1 for passengers traveling with American, Alaska, Frontier, and Spirit Airlines. Created by St. Louis restauranteur Aaron Teitelbaum, Kingside Diner offers a warm, inviting atmosphere and a menu full of comfort food classics. This location, operated in partnership with Paradies Lagardère, reflects the success of Kingside Diner's other establishments in Clayton and the Central West End. Paradies Lagardère also manages two Vino Volo wine and food concession locations, further enhancing the airport's vibrant dining scene alongside restaurant concessionaires HMS Host and OHM Concession Group.

### T2's New Culinary Lineup:

## Pizza, Lobster, Craft Beer, Burgers, Gourmet Coffee, and Pastries!

Terminal 2 (T2) has undergone an incredible transformation. It now offers a fresh array of dining options just steps from the security checkpoint as passengers enter Concourse E, conveniently located near the bustling SWA Gates 16-18.

The Crushed Red Buy & Fly Pizza Vending Machine is a standout food option, a true game-changer for airport dining. Manufactured in Italy, this innovative vending machine offers freshly made pizzas in just



three minutes, delivering travelers an authentic, fast, and flavorful pizza experience. Topping off the pizza vending machine, Crushed Red offers a self-serve, grab-and-go café featuring a variety of their signature Urban Crafted Salads and Folded Flats, making it easy for passengers to enjoy a healthy, delicious meal on the go. STL is proud to introduce this groundbreaking concept, as it is the first of its kind in a U.S. airport.

In a major shift, Shake Shack has replaced Burger King and California Pizza Kitchen. Shake Shack, known for its all-natural Angus beef burgers and hand-spun shakes, marks a strategic consolidation of two smaller restaurant spaces into one unified location. This is the sixth Shake Shack in the St. Louis area and aligns with the vision of Danny Meyer, the renowned restaurateur, and St. Louis native who founded the popular chain.

## Brewing Up More Convenience: Expanding Starbucks and More

For coffee lovers on the move, STL has taken a bold step to enhance the Starbucks experience in T2. Recognizing the ever-present demand for quality coffee, the airport expanded the beloved coffeehouse in 2024, making it easier for travelers to grab their favorite handcrafted beverages while on the go. However, Starbucks is not the only exciting addition to brewing in T2. STL has also reimagined the former Dunkin' Donuts unit, transforming it into a locally inspired coffee café celebrating St. Louis' rich coffee culture. This new fast-casual concept partners with renowned local coffee roasters and pastry shops to bring an authentic taste of the city to airport travelers. The café delivers a unique and welcoming experience that goes beyond the typical grab-and-go coffee shop by showcasing St. Louis-based artisans.

Adding to the coffee scene, Midtown Cafe Specialty Coffee elevates STL's coffee offerings even further. This addition introduces an expertly curated selection of brews, catering to those who appreciate a more refined approach to their daily cup.

Meanwhile, Pei Wei in T2 will bring bold, Asianinspired flavors to STL's dining scene. Known for its made-to-order wok-fired dishes, Pei Wei offers a fresh, flavorful alternative. With signature favorites like Firecracker Chicken and Mongolian Beef, this fast-casual eatery provides a perfect balance of convenience and quality for travelers looking for something beyond the ordinary.



### **Local Flavor Meets Fresh Partnerships**

St. Louis' largest craft brewer, 4 Hands Brewing Co., and Peacemaker Lobster & Crab Company have joined forces to bring a brand-new outpost to T2. Peacemaker Lobster & Crab has a stellar reputation for its fresh seafood, particularly its mouthwatering lobster rolls, crispy hush puppies, and popular Frisco burger. The 4 Hands Brewing Co. is known for its innovative and high-quality craft beers, from the crisp refreshment of a classic Pale Ale to the bold, flavorful taste of a popular India Pale Ale (IPA) and the smooth, easy-drinking Pilsner. Travelers can select from regular beers, non-alcoholic beers, seasonal beers, limited-release beers, and hard seltzers. This exciting collaboration between Peacemaker Lobster & Crab and 4 Hands Brewing Co. marks another chapter in their successful partnership. It has seen them team up on several ventures throughout St. Louis. Their new airport location will occupy the former Pasta House space near SWA Gate 6, which has undergone a complete transformation. The new restaurant opened in January 2025, with seating for approximately 80 guests.

The upgrades across STL's restaurant scene mark the completion of an extensive renovation plan for the T2 culinary landscape and reaffirm the airport's commitment to helping all concessionaires build back stronger after the pandemic. Salarano is thrilled with the airport's refreshed restaurant offerings. "By combining national brands with beloved local favorites, we're reshaping the airport dining landscape to showcase the rich flavors and vibrant food culture of St. Louis."



Adding even more buzz to the vibrant and evolving dining scene, longtime favorite Three Kings Public House in T2 continues to shine with its stellar reputation for quality service and unforgettable flavors. Famous for its upscale global pub fare, house-made infused liquors, and an impressive selection of local craft brews, Three Kings claimed second place in the prestigious USA TODAY 2024 10 Best Readers' Choice Travel Awards for Best Airport Bar. This latest accolade adds to its already impressive resume, including being crowned the nation's best airport bar in 2023 and earning second place in 2019.

### **Rental Car Update**

STL has also revamped its rental car services. In February, the Airport Commission approved the On-Airport Passenger Vehicle Rental Concessions Agreement for the first time since 2014, marking a major milestone in the evolution of rental car operations. The new program includes eight onairport operators and one off-airport operator, providing travelers with a broader variety of options.

### **Current On-Airport Rental Car Operators at STL:**

- Alamo
- Enterprise
- National
- Dollar
- Avis
- Budget
- Thrifty
- Payless

### **Off-Airport Operator:**

Hertz

### Shuttle Up, SuperPark's Sleek New Fleet

In the spirit of keeping things smooth and stress-free, SuperPark, a valued STL partner, has made a significant investment in upgrading its fleet. As we closed out the year, SuperPark began rolling out a shiny new fleet of passenger shuttles, and they will not stop anytime soon. Over the next few months, 17 brand-new shuttles will be integrated into the system, replacing more than half of the existing fleet.

These sleek new shuttles boast a contemporary, streamlined exterior featuring bold branding and a dynamic color palette that stands out. But it is not just about the looks—this major upgrade is all about enhancing reliability, improving efficiency, and cutting down on wait times. Passengers will enjoy a smoother, more comfortable ride between SuperPark lots and the airport.

Inside, comfort meets convenience. Each shuttle seats 13 passengers and is powered by CNG (compressed natural gas), offering everyone an eco-friendly, cleaner ride. The interior also features LED lighting that creates a pleasant and welcoming atmosphere. You will also notice large windows that provide a better view of the surroundings.

For added convenience, the shuttles come equipped with programmable illuminated signs on the front and sides, clearly displaying which lot the shuttle is servicing. Accessibility is top of mind—these shuttles are fully ADA compliant, with wide doors designed for easy entry, ensuring that everyone can hop on with ease. For frequent travelers, SuperPark offers a loyalty program where you can earn free parking at any of their five parking lots. To learn more and start earning, visit SuperPark.com.

## Breaking New Ground: RFP Process Now Used for Concession Agreements

STL Properties successfully negotiated its first Concession Request for Proposals (RFP) in 2024, focusing on an airport display advertising agreement. Historically, the Solicitation for Bid (SFB) process was used for such agreements. The new RFP concession process, approved by the City Board of Aldermen in 2023, offers a more efficient method for selecting concessionaires and is widely adopted by airports nationwide.

The RFP process, which is historically used for professional service agreements offers deeper insight into a concessionaire's creative retail concepts and product offerings, as well as their commitment to serving the traveling public. In contrast, the SFB process focused primarily on a vendor's financials and high bid amounts, locking in a proposer's dollar amount without flexibility for adjustments.

The RFP process also levels the playing field, allowing mid-size concession companies to compete alongside larger firms. Salarano anticipates that the RFP Concession process will be a valuable tool as the airport continues to grow and foster new opportunities.

Looking ahead, the Properties Division remains committed to nurturing tenant relationships, expanding contract opportunities, and leveraging innovative processes like the Concession RFP to drive even greater success in the coming year.





## Read While You Wait – New ePop-Up Library

Forgot to pack a book or magazine for your flight? No worries—St. Louis County Library (SLCL) has you covered.

In June, SLCL launched its new eMedia service, giving travelers instant access to digital reading material. By simply scanning a QR code, passengers can download eBooks and audiobooks directly to their smartphones—no library card required. The ePop-Up Library service is free, and borrowed materials are available for up to seven days.

With a collection of more than 480 titles—and new additions every week—there's something for everyone. SLCL reports that eMedia usage has surged in recent years, and it remains the only library in the Midwest to offer this innovative service. The ePop-Up Library is made possible through the support of the newly opened Clark Family Branch Library, which debuted in July. Now, whether you're waiting at the gate or settling in for takeoff, your next great read is just a scan away. Enjoy the journey—both in the air and on the page.

## TIPS TO BID ON CONTRACTS AT ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

### **1. Prepare Complete Documentation**

 Include all required supporting documents to avoid delays in the bidding process.

### 2. Verify Proof of Insurance

• Ensure your company has adequate and valid insurance coverage as specified in the bid requirements.

### 3. Obtain a Valid Business License

 If your business operates in the City of St. Louis, ensure you have a valid City of St. Louis Business License.

### 4. Ensure Taxes Are Current

 Verify that your company is registered on the City of St. Louis tax rolls and that all St. Louis City Earnings Taxes are paid in full.

### 5. Attend Pre-Bid Meetings

 Participate in pre-bid conferences to gain a clear understanding of project expectations and ask questions directly to the Airport Properties Division.

A complete list of contract opportunities and how to bid on them can be found on www.flystl.com under Doing Business at STL.

### 6. Follow Submission Guidelines

• Submit your bid on time to the correct address or platform as specified in the opportunity announcement.

### 7. Understand Contract Requirements

• Carefully review the bid specifications, scope of work, and compliance expectations.

### 8. Provide References and Credentials

 Include a list of references and examples of previous work that demonstrate your company's qualifications and experience.

### 9. Register as a Vendor

• Ensure your business is registered with STL as a vendor to be eligible for consideration.

### 10. Double-Check Accuracy

• Review your bid package thoroughly for errors or missing information before submission.



# Does your business want to spread its wings at STL?

## To start your journey, just <u>click here</u>.

St. Louis Lambert International Airport is committed to increasing small business participation on all Airport contracting and concession opportunities.



## **BDD** Program Review

### Francoise Lyles-Wiggins

Assistant Director, Community Programs Business Diversity Development

Business Diversity Development (BDD) settled into its new office space this year after a major flood in 2022 forced the team to relocate from its longtime office in Terminal 1. The new 6,140-square-foot office in the Airport Office Building at 11495 Navaid Road is a modern, purpose-built space designed to serve as a hub of opportunity, innovation, and support for the small business community.

BDD unveiled its new space during an open house in March 2024. The facility includes a conference room that seats 12 and a state-of-the-art training room designed for flexibility. The training room can accommodate up to 50 people with tables and chairs or up to 120 in an open layout, making it ideal for networking events, educational workshops, and certification training sessions.

Designed with business owners in mind-and recognizing that not all firms have immediate access to technology-the new location also features dedicated spaces where clients can receive one-onone counseling and hands-on assistance from BDD staff. The space is equipped for laptop use, Wi-Fi access, certification processing, document uploads, and research, all with expert guidance readily available.

Beyond its workspace design for business owners, the new BDD office also prioritizes employee wellbeing. A dedicated relaxation area provides staff with a retreat from the demands of their high-intensity roles. This space features comfortable seating, a fireplace and a calming atmosphere, allowing employees to recharge and continue delivering toptier support to businesses and vendors.

### The BDD Team

BDD is staffed with one Assistant Airport Director, one Program Manager, one Administrative Assistant, and five Contract Compliance Officers. The team is crosstrained, ensuring that each staff member has the expertise to work across various functions, including the Certification and Compliance Units and the Living Wage program.

### **M/WBE Certification Transfer and New SBE Program Requirements**

Adjusting to the new office location occurred during a period of significant program changes for BDD. The staff worked diligently to transition the certification process for the City of St. Louis' Minority and Women-Owned Business Enterprise (M/WBE) programs to the St. Louis Development Corporation (SLDC), the city's economic development agency, while also implementing new program requirements from the United States Department of Transportation (USDOT) Small Business Enterprise (SBE) Program.

As part of its expanded responsibilities, BDD will now administer Small Business Enterprise (SBE) programs for both Disadvantaged Business Enterprise (DBE) and Airport Concessions **Disadvantaged Business Enterprise (ACDBE)** businesses. This new role enables firms that are not certified as DBE or ACDBE to apply for SBE certification, according to Francoise Lyles-Wiggins, Assistant Director of Business **Diversity Development and Community** 

Programs. USDOT mandated in May 2024 that recipients establish and begin implementing their small business element. Firms not already certified as DBE or ACDBE can apply for SBE certification with their help. This program will further allow small businesses, as defined by SBA, an opportunity to compete against other small businesses for contract opportunities at STL instead of competing with large firms."

### What This Means for Small Businesses

- The SBE application process will be managed through St. Louis Lambert International Airport Certification and Compliance Management System (Lambert – St. Louis Airport Business Diversity Contract Compliance System).
- There is no race or gender requirement so any qualified small business can apply.
- There is a personal net worth requirement that mirrors the DBE Program.
- BDD and Airport Engineering will collaborate to identify projects suitable for SBE participation, offering small businesses more opportunities to compete against one another for contract awards.

### Exciting New Opportunities: "Pop-Up Shops"

As part of the new ACDBE SBE Program, BDD is developing a "pop-up shop" concept that will allow local food and beverage, retail, and goods and service providers to showcase their products inside the airport for short-term engagements. When launched, these "pop-up shops" will give businesses the opportunity to experience the airport environment and interact with travelers as their primary customers. Small businesses that participate will be educated on the processes involved with operating as a concessionaire at an airport. Businesses will also be able to assess whether operating as a concessionaire at the airport aligns with their business model. The "popup shop" concept will also provide businesses an opportunity to explore potential long-term opportunities.

## M/WBE Certification Transitions to SLDC with BDD Support

After administering the Minority and Women-Owned Business Enterprise (M/WBE) certification program for over 20 years, BDD undertook the significant task of transitioning the program to the St. Louis Development Corporation (SLDC), an economic development agency for the city. Recognizing that change can be challenging, BDD took a proactive approach to guiding vendors, prime contractors, and key stakeholders through the transition. The team provided:

- Reassurance and Support: Addressing concerns, listening, and offering clarity to those affected.
- Introductions to SLDC: Helping vendors and contractors navigate new procedures and connect with SLDC representatives.
- Ongoing Assistance: Ensuring businesses understand that while the process has changed, BDD remains committed to fostering opportunities for M/WBE firms.

### **Continuing Assistance Beyond the Transition**

Although the transfer is complete, BDD remains a valuable resource for businesses needing support with SLDC's certification process. Firms can still turn to BDD for help with:

 No Change Affidavits & Eligibility Declarations: Assistance with starting or submitting their no change affidavit or declaration of eligibility.

- Technical Support & Application Assistance: Businesses can bring their laptops, connect to BDD's Wi-Fi, and access SLDC's system with staff guidance on completing applications, uploading required documents, and ensuring all attachments are included.
- Password Resets & Timely Submissions: BDD helps applicants reset passwords and navigate SLDC's online portal to meet submission deadlines.
- Document Scanning & Submission: Businesses needing assistance finalizing paperwork can visit BDD, where staff will scan documents, create PDFs, and send them directly to SLDC to finalize the submission process.

BDD has already assisted numerous businesses post-transition and continues to be a trusted partner for vendors, prime contractors, and key stakeholders. Though the process has changed, BDD remains committed to fostering opportunities for M/WBE firms.

### BDD's Community Outreach Earns National Recognition

BDD's commitment to supporting small businesses and surrounding communities was recognized by the Federal Aviation Administration (FAA) Office of Civil Rights during STL's Title VI and ADA Compliance Review. The FAA highlighted BDD's exceptional outreach efforts, particularly its partnership with His Kingdom Carriers Transportation Providers for a Back-to-School Supply Drive. This initiative resulted in over 1,000 donated items, benefiting teachers and displaced students in the Hazelwood School District. Building on this recognition, BDD continued to expand its outreach efforts in 2024 through equally impactful collaborations. These included partnerships with the SITE Improvement Association and its clients, representing a diverse range of construction services.

### **BDD** Acknowledgement

In October, the U.S. Department of Transportation (USDOT) featured BDD in its Office of Small & Disadvantaged Business Utilization Newsletter. The recognition highlighted BDD's participation in the Women & Girls in Transportation Initiative (WITI) program by hosting intern Megan Roberts, a business management student.

The WITI program, administered through the USDOT Small Business Transportation Resource Centers (SBTRC), provides young women from colleges and universities nationwide with handson experience in transportation-related fields. This initiative supports the professional growth of female students by placing them in internships that expose them to key industry functions and leadership roles. Roberts expressed her enthusiasm for the opportunity, noting that she specifically chose STL for her internship after learning about the airport director's career path in the aviation industry.



As part of her eight-week internship, Roberts worked as a certification analyst in the BDD Office, reviewing DBE and ACDBE certification applications. Under the guidance of Lyles-Wiggins and BDD's contract compliance officers, she gained valuable insight into the complexities of managing federal programs that support small and disadvantaged businesses. BDD launched its participation in the WITI program this summer and plans to bring on three interns in 2025.

### Looking Ahead: The 2025 Conference for Minority Transportation Officials

BDD is excited to announce that it will host the Conference of Minority Transportation Officials (COMTO) in the spring of 2025. The event will bring together various agencies, including the City of St. Louis Board of Public Service, Airport Engineering, Metropolitan Sewer District (MSD), American Water, St. Louis County Department of Transportation, and the State of Missouri-Office of Equal Opportunity, Urban League of St. Louis, Great Rivers Greenway, Missouri Department of Transportation (MoDOT), Illinois Department of Transportation (IDOT), City of St. Louis Supply Division, St. Louis County-Parks, St. Louis County-Procurement and Bi-State Development.

These organizations will discuss upcoming opportunities, provide guidance on accessing contracts within their agencies, and engage in open dialogue with small businesses. This event is in addition to BDD's educational seminars and workshops. A complete list of BDD outreach events can be found under the Upcoming Events Section at Lambert – <u>St. Louis Airport Business</u> Diversity Contract Compliance System.







## Marie Yancey

### Missouri Minority Business Development Agency Award of Merit

Marie Yancey, Contract Compliance Officer on the BDD team, was selected to receive the prestigious Award of Merit from the Missouri Minority Business Development Agency (MBDA). This distinguished recognition honors her exceptional contributions to Missouri's business community. In alignment with Yancey's work at BDD, the Missouri MBDA supports women- and minority-owned businesses by strengthening financial performance, expanding contract opportunities, and driving job creation and retention. These efforts directly support the organization's overarching mission to strengthen the U.S. economy by fostering economically vibrant and responsible entrepreneurs, businesses, and communities. Yancey will be formally recognized at the Missouri MBDA's 5th Annual Tribute to Women Business Leaders Brunch on March 29, 2025, at the Downtown Marriott-St. Louis Grand Hotel.

## Businesss Diversity Development

Airport Office Building-2nd Floor 11495 Navaid Road St. Louis, MO 63044

BDD staff can be contacted at **314-426-8111** (8:30 a.m. – 5:00 p.m. weekdays) or via email at businessdiversity@flystl.com

## BDD Staff

Francoise Lyles-Wiggins

Assistant Airport Director Community Programs & Business Diversity Development

### Administration

**Barbara Carter** Administrative Assistant III

### Certification

**Joey Hollins** Contract Compliance Officer

Juanita Kalu Contract Compliance Officer

**Jackie Taylor** Contract Compliance Officer

Marie Yancey Contract Compliance Officer

### Compliance

**Tynetta Bruce** Program Manager I

Jeffrey Flake Contract Compliance Officer

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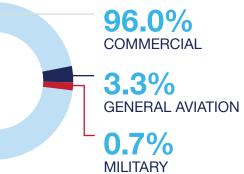
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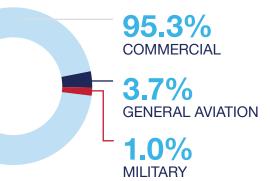
**FY 2024** 

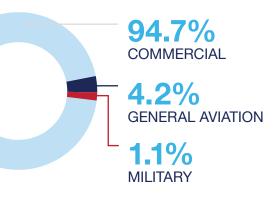
## **FY 2023**

**FY 2022** 

\* Aircraft Operations = takeoffs and landings

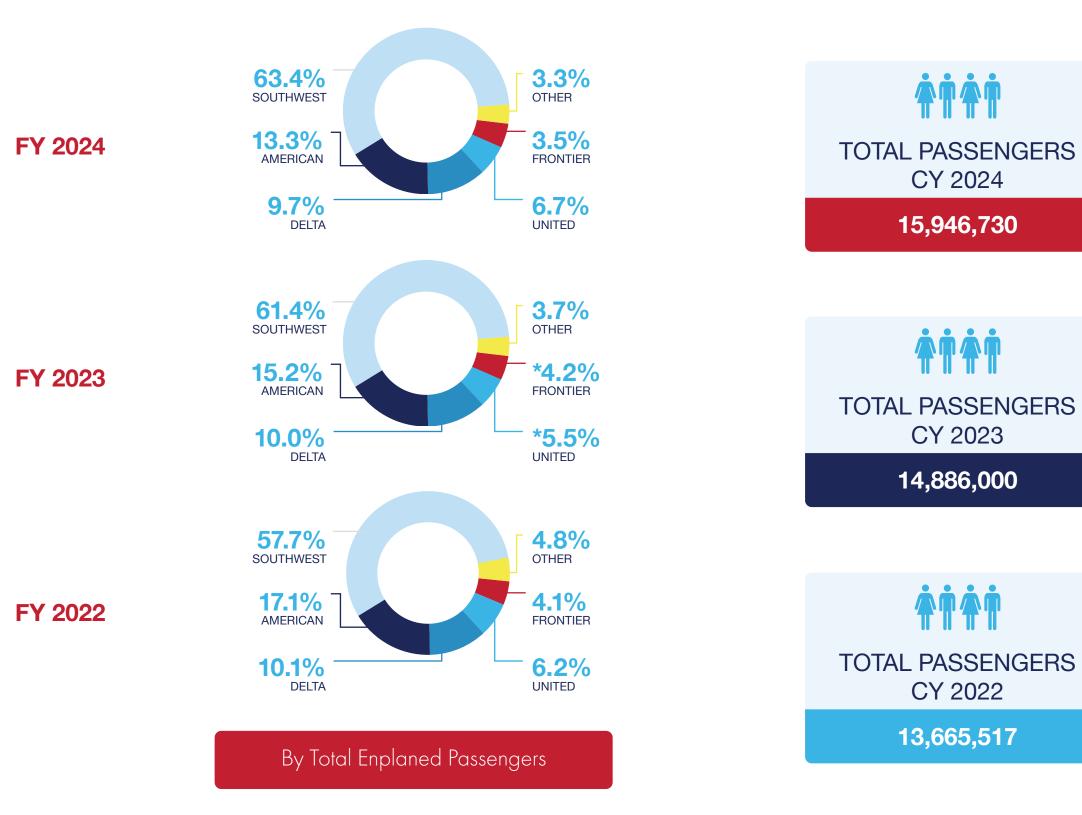






## Airline Market Share

## Total Passengers



\* Data Updated



### TOTAL PASSENGERS FY 2024: **15,569,197 14.2%** INCREASE



### TOTAL PASSENGERS FY 2023: 14,374,020 14.2% INCREASE



### TOTAL PASSENGERS FY 2022: **12,591,274 80.3%** INCREASE

## Enplanements and Deplanements

## Departures



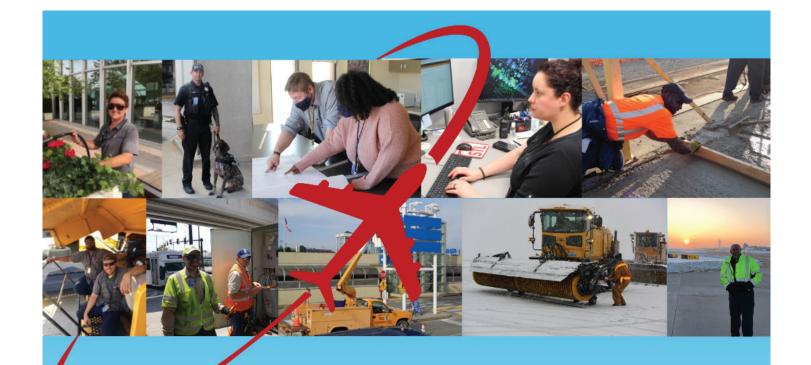
\* Data Updated







## Air Cargo Operations



# LAND YOUR NEXT CAREER WITH US

Find a Position and Click Here to Apply Today







\* Data Updated



# ACCOMPLISHMENTS

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## Catch Us Giving Nominees and Winners: STL Ambassador of the Year Award: Susan and Ralph "Ank" Ankenbrand

Breaking with tradition, this year's top honor for "Ambassador of the Year," typically reserved for an outstanding individual, was awarded to a remarkable couple: Susan and Ralph "Ank" Ankenbrand. Married for 60 years, the Ankenbrands are beloved fixtures in Terminal 2, where they volunteer every other Friday at the Explore St. Louis Customer Service booth. One evening, their unwavering commitment to service made all the difference for a woman facing unimaginable grief. While traveling to Kansas City for a family reunion, the woman learned upon landing in St. Louis that her grandmother, who had been on another flight to the same destination, had tragically passed away mid-flight. Overwhelmed with grief and visibly distraught, she was told she could not continue her flight. Shaken and uncertain of what to do, she approached the Explore St. Louis booth. Susan and Ank quickly stepped in, offering both practical help and emotional support. They helped the woman make phone calls, arranged a hotel room

that fit the woman's budget, and stayed by her side until she felt composed enough to leave. Their comforting words and reassuring presence were a lifeline during a difficult time of losing a loved one. When the woman offered to pay them for their kindness, they graciously refused, telling her instead, "Pass it on." The Ankenbrands, seasoned travelers, often reflect on the kindness they've experienced during their travels, recalling moments when strangers stepped in to assist them in times of need. Over the years, they have made it a point to pay that generosity forward, extending help to others whenever possible.

This year's Catch Us Giving Ambassador of the Year finalists were also honored during the Catch Us Giving Annual Awards Luncheon.



Jerry Gershmann, a volunteer at the Terminal 1 Explore St. Louis booth, demonstrated exceptional dedication and compassion in assisting a young traveler who found herself in a challenging situation. The passenger, a young lady from Jamaica, arrived a day late due to several flight cancellations and missed her pre-arranged ride to a Lake of the Ozarks resort, where she was set to start a summer job. Adding to her challenges, her cell phone was incompatible with U.S. networks. Recognizing the situation, Jerry sprang into action. He spent hours contacting the agency and resort responsible for the young traveler's employment, ultimately confirming that she would be picked up the following morning at Terminal 2.

Jerry's efforts didn't stop there. He worked with the airport chaplain to secure hotel accommodations for the young lady's overnight stay. Taking his dedication a step further, he escorted the young lady via the terminal shuttle to show her exactly where she needed to meet her transportation the next morning. Upon returning to Terminal 1, he escorted her to the hotel shuttle for her overnight stay. Jerry worked two and a half hours past his regular shift to ensure the young lady's safety and comfort, demonstrating his unwavering commitment to exceptional customer service.



**Shirley Zurosky**, a server at Schlafly's Beer Bar & Grill in Terminal 1, has earned a well-deserved Catch Us Giving nomination for her outstanding customer service. Several frequent flyers who dine at Schlafly's praised Shirley for her cheerful and attentive personality. In their feedback, they noted that she made every customer feel welcome, constantly engaging in lighthearted conversation and laughter. Her genuine care for her guests stood out, as she regularly checked in with customers to ensure they felt comfortable and appreciated during their short visits. One instance that truly highlighted Shirley's commitment to service was when a customer asked if she could help take her to her gate. Without hesitation, Shirley ensured the passenger made it to the gate on time. Shirley's attentiveness and kindness left a lasting impression, with many expressing their hope to see her again during future visits.



Larry Brown, a Customer Service Specialist for Hudson & Associates at the Information Booth, is well-known among travelers for his acts of kindness and calm demeanor. On one occasion. a traveler who came to the airport to change an airline ticket after having difficulty processing the flight change online found herself in a tight spot. Not only was she unable to change her flight at the ticket counter, but she had also forgotten her wallet, leaving her without money to exit the parking garage. After several unsuccessful attempts to scrounge up money from fellow travelers, the customer was referred to the Information Booth. There, she met Larry, who listened patiently as she shared her predicament. Without a moment's hesitation, Larry reached into his pocket and handed the woman five dollars, insisting she take it-no strings attached. With a warm smile, he said, "Pay it forward." The traveler was floored. In her own words, "You can't teach the kind of customer service he offered me, and my life is enriched as a result." Larry's simple act of kindness turned a stressful dilemma into an unforgettable experience—one that embodies the true spirit of exceptional customer service.



Tony Little, with HMS Host, who starts his workday in the early morning hours just before the sun comes up, received a Catch Us Giving nomination for his uplifting presence and positive attitude. One morning, a co-workerwho was seated near Tony's work area noticed Tony greeting him with a warm smile and engaging in conversation. Despite the early hour, Tony's kindness made the day feel brighter for the co-worker. As they chatted, Tony shared details of his upcoming day and the challenges he anticipated, but they also discussed the simple fact that they were fortunate to be in their positions. Tony's upbeat perspective served as a reminder that amidst the complaints and frustrations some people may face in their workday, there are still individuals like Tony who can make a real difference by spreading positivity for the day ahead.



LaJaunda Cooper, a United Airlines ticket agent, has earned widespread recognition for her exceptional customer service and unwavering kindness. Described by passengers as one of the best ticket agents at the airport, LaJaunda consistently goes above and beyond to assist everyone she encounters. Her ability to manage multiple ticket holders simultaneously while being compassionate and helpful sets her apart. One nomination described her as the "epitome of service-oriented," noting her willingness to step in and assist colleagues while ensuring each passenger received personalized attention. With countless miles of travel experience, the nominator praised LaJaunda as the best and warmest ticket agent they've ever encountered. Her dedication elevates the United Airlines brand and serves as a model for others in the industry.

## Explore St. Louis – Hospitality Heroes Highlights

In 2024, Explore St. Louis created a new category within the organization's Hospitality Heroes program. Called Hospitality Hero Highlights, these individuals are heroes that are not selected as Superheroes but still deserve to be recognized for their outstanding customer service.



**Karla Collier**, a Program Assistant with the Transportation Security Administration (TSA), demonstrated extraordinary dedication by reuniting a passenger with the wallet they had lost six months earlier. Karla discovered the wallet belonged to a member of the Missouri Bar Association and worked diligently to track the passenger down, relying on the organization to relay her contact information. Once communication was established, Karla provided clear instructions on the necessary steps to recover the wallet. To the traveler's astonishment, the wallet still contained the \$900 it held when lost. The traveler was relieved and deeply grateful for Karla's persistence and professionalism.



Rodney Holifield, a supervisor for G2 Secure Staff, provided exceptional comfort and support to a passenger who had forgotten where they parked in the T1 parking garage. The passenger, who arrived on a late-night flight, made several attempts to locate the vehicle, but fatigue and frustration set in, and tears began to fall. Just as the traveler was losing hope, they saw Rodney with a luggage cart. Without hesitation, Rodney went above and beyond by walking with the traveler level by level, allowing the traveler to rest along the way. Rodney took the key fob and kept pressing the button for the alarm to sound, tirelessly assisting until they finally located the vehicle. The traveler, who works in healthcare, later shared how Rodney's kindness, patience, and resourcefulness made all the difference in a stressful situation.



## Industry Awards Provided by the Engineering Department: STL Runway 12R-30L Engineering Excellence Award

The reconstruction project of Runway 12R-30L will receive an Engineering Excellence Award from the American Council of Engineering Companies of Missouri (ACEC/MO). Crawford, Murphy & Tilly, Inc. (CMT), a planning and development engineering consulting firm submitted the project for this prestigious award. CMT was heavily involved in the reconstruction of the STL Runway. The runway project received the award as part of the ACEC/MO's 2025 Engineering Excellence Award Competition. CMT was notified of this recognition in November, and the official award presentation took place at ACEC/MO's annual awards event on March 6, 2025, at the Kansas City Marriott Hotel Downtown.

A distinguished panel of experts from government, academia, and the engineering industry assesses large-scale engineering projects from around the world for the award. The Runway 12R-30L reconstruction project, which began in the spring of 2022, involved replacing 50 outer feet on each side of the runway and incorporating advanced electrical upgrades to enhance safety. The runway spans from Banshee Road at its northwest point to James S. McDonnell Boulevard and serves as a key pathway for STL's arrivals and departures. For decades, CMT has partnered with STL to deliver infrastructure solutions that enhance the airport's capabilities. The firm is renowned for its expertise in aviation, surface transportation, water resources, and site development.

Explore St. Louis – Hospitality Heroes Program Continued



George Martin, a Program Analyst at STL who rarely interacts with passengers, encountered a lost foreign exchange student near the airport's administrative office in T1. The student, heading to the Missouri University of Science and Technology in Rolla, explained that the school had advised him to use the Uber app to arrange transportation. However, after several unsuccessful attempts to book a ride, the student found himself in a stressful situation because the Uber app wasn't downloading onto his phone. Recognizing the issue, George's IT skills came into play. He identified that the student's phone purchased overseas, was incompatible with the Uber app due to regional settings. George then worked with the administrative office's front desk staff to arrange alternative transportation through the STL Shuttle Service. After securing the ride, George went above and beyond, walking the student to the shuttle pickup location. He stayed with the student, ensuring he understood the shuttle pickup details and offered a moment of calm after a stressful introduction to his new life in Missouri.

## A Little Magic While You Wait: The Magic House at STL

Are you traveling with children and looking for a way to keep them entertained while you wait for your flight? The Magic House Play Port sprinkles a little magic on your travel experience. This interactive play area is designed to let young travelers explore, imagine, and play—all while you relax and await your next adventure. Located in Terminal 1, Concourse C near Gate C2, the Magic House Play Port is a 1,500-square-foot wonderland where kids can dive into airport-themed fun. Created in partnership with The Magic House, St. Louis Children's Museum, this space is as educational as it is entertaining.

### What Makes It Unique?

- Take the controls in the kid-sized plane: Let your little aviators experience the thrill of being in the cockpit—without the turbulence.
- Slide down the air traffic control tower: From the top of the tower to the ground, it's the smoothest flight path you'll ever take.
- Play airport pro at the car rental counter: Kids can explore the world of travel logistics by renting a pretend car and driving off to their next adventure.
- Hop on the luggage conveyor belt: Watch your kiddos explore the behind-the-scenes magic of airport operations with this fun and quirky feature.
- Go through security in dtyle: The pretend X-ray machine makes airport security feel like part of the fun, giving kids a hands-on way to learn about the process.

But that's not all—the Play Port also features a car, train, and truck, giving kids the chance to explore different types of transportation while burning off some energy before their flight. Even if they don't travel often, we hope the Play Port sparks their imagination and maybe inspires the next generation of aviation professionals.

The Magic House Play Port is open daily and free to use. Next time you're flying through STL, stop by and let your little ones experience some pre-flight fun.











## Preserving History Through Remembrance

As STL embarks on transformative redevelopment projects, it remains committed to preserving the historical significance of the Missouri Air National Guard Building and the land slated for The Boeing Company's expansion. These sites, integral to the airport's history, will be honored through efforts that balance progress with preserving their distinct legacies.

STL's commitment to preservation is outlined in the Federal Aviation Administration (FAA)- approved Memorandums of Agreement (MOAs), which are required components of the agency's findings this year of no significant impact for three major primary programs: the West Airfield Program, Boeing's redevelopment, and the Consolidated Terminal Program (CTP).

The historical preservation efforts outlined in the MOAs reflect STL's dedication to balancing progress with historical preservation. Through remembrance displays and documentation, the airport ensures that the legacies of these significant sites remain a lasting part of its heritage.

STL will document these facilities through drone-shot videos, capturing compelling aerial views of the sites. These visual records will be available on the airport's website, giving the public a glimpse into the past and preserving these landmarks' legacies. Additionally, key artifacts, including light fixtures and architectural features, will be preserved and incorporated into the remembrance displays.



artists and cultural organizations. No airport dollars are used for this program

The Lambert Art & Culture Program builds upon the culturally rich legacy of St. Louis Lambert International Airport.

Our mission is to elevate the visitor experience and uplift regional pride through the presentation of artwork created by local, national, and international artists.



### LAMBERT Art & Culture PROGRAM



STL visitors are welcomed and inspire by the art.



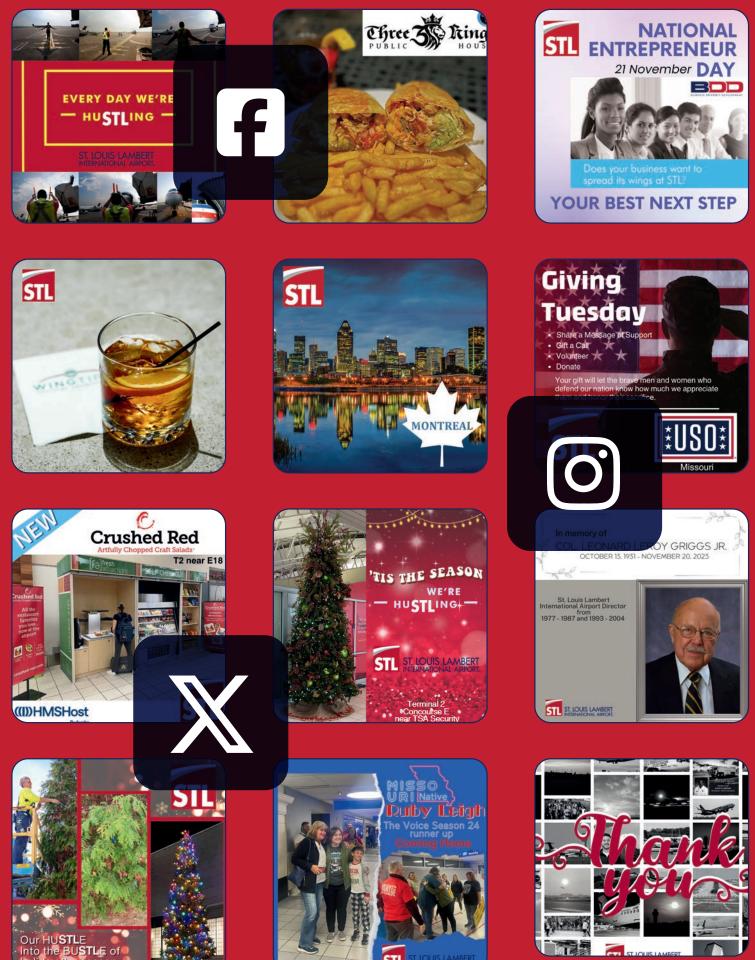
Scan the QR code to learn more about the Lambert Art & Culture Program's mission to elevate the visitor experience and uplift regional pride through the presentation of artwork created by local, national, and international artists.





For your patience and consideration during the recent winter weather...













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