The Airport Authority’s customer service team works closely with its business partners to support and deliver a great customer experience to passengers and guests every day. This relationship offers opportunities for CRAA to interact and say thank you to all of the dedicated and valued front line employees who create that experience at John Glenn Columbus International Airport.

Can you believe we are halfway through the first month of 2017? Last year seemed to pass quickly with all the significant and exciting accomplishments, including a near-record breaking, more than seven million passengers served! Nice work everyone! Let’s recap a few more of our collective successes:

- After three years of construction, the Columbus Regional Airport Authority celebrated the completion of CMH’s $80 million terminal modernization. We’re now operating within a bright, contemporary and highly functional facility that enables us to serve our passengers and airport guests more efficiently.
- On July 8, CMH marked its 87th anniversary with a new name – John Glenn Columbus International Airport - in honor of former astronaut and Ohio Senator John Glenn. We were fortunate to have honored Senator Glenn during a very public and highly regarded renaming ceremony attended by the Glenn family, community leaders, airport officials and hundreds of airport employees, passengers and guests. His legacy of public service remains with us and motivates us to continue creating exceptional travel experiences for our customers and unique opportunities for our CMH business partners.
- Collaborative efforts with CMH airlines helped complete north runway (10L/28R) improvements on time and within budget last fall. Upgrades included extensive pavement and shoulder work, the addition of LED lights and other improvements that meet current FAA design standards.
- Frontier Airlines launched nonstop service in June to several top markets including Denver, Las Vegas, Orlando and Philadelphia.
- COTA introduced AirConnect, a new direct service route from the airport to downtown Columbus hotels and the Greater Columbus Convention Center. At $2.75 for a bus pass, this public transportation is an easy and affordable option for anyone on a budget.
- Uber and Lyft began operating at the airport, joining the list of transportation options available to CMH passengers. Like taxis, these rideshare companies are required to pay the same airport use fees and offer competitive market pricing.
- In collaboration with HMSHost, Land-Grant Brewing Company opened its first airport tap room in Concourse B featuring its popular specialty craft beers brewed here in Columbus. A unique food menu created by HMSHost rounds out this new restaurant. Responding to customer requests for a round-the-clock food and beverage option, our Concessions team worked with HMSHost to open its fourth Starbucks store in the food court to cater to airport employees and guests 24/7.

The Airport Authority extends appreciation to all our airport business partners for your dedication and support in making John Glenn International an exceptional airport!
Passenger Appreciation Day event scheduled

On Monday, Feb. 13, the airport will host its first Passenger Appreciation Day of 2017; a quarterly event used to show our appreciation to our passengers for their business. Thank yous with a side of fresh popcorn will be served by Airport Ambassadors during the event which runs from 10:30 a.m. to 2:30 p.m. in the center ticket lobby. Topping off the event will be Melodies in Motion musician, Susan Scott, who will perform at 11:30 a.m.

Tenant/Concession discounts for CMH employees

- **AIRPORT BUSINESS CENTER:**
  - No fees for Traveler foreign currency exchange.
- **RESTAURANTS:**
  - 10% discount, excluding alcohol, at the following locations:
    - Arrived Eats
    - Auntie Anne’s Pretzels
    - Bob Evans Express
    - Buckeye Hall of Fame Café
    - Burger King
    - Charley’s Philly Steaks
    - Chilis
    - Donatos
    - Eddie George’s Grill 27
    - Great American Bagel
    - Johnny Rockets
    - Max & Erma’s
    - Starbucks
    - Vino Volo
    - Wolfgang Puck
- **MASSAGE BAR:**
  - 50% off all massages and 10% off all products.
- **THE PARADISES SHOPS:**
  - 20% discount (with the exception of books, magazines, newspapers, electronics and cigarettes) in all of the gift shops including Brooks Brothers, Short North Marketplace, PGA Tour Shop and The Scoreboard (excludes Brightons).
  - Also, several times a year they offer an additional 5% off at Brooks Brothers, PGA Tour Shop and The Scoreboard.

Emergency calls made easy

New style red phones that directly access the Airport Police Communication Center are being installed throughout the terminal. These red phones can be found at most automated External Defibrillator locations as well as select areas where they can be most accessible and beneficial. Operation of the phone is simple – pick up the handset, press the red button and you’ll automatically be connected to the Communication Center which will dispatch medical or security assistance. Please use only in the event of an emergency; thank you.

Outstanding customer service

Darren Fields, Charles Shop, Alan Adair and William Roadruck
Columbus Regional Airport Authority, Public Safety Division – Special Recognition

These four Officers responded to an emergency call in July involving a female passenger who had passed out in Concourse B. Upon arriving on the scene, they determined she was in full cardiac arrest and immediately began life-saving actions. As two of the Officers performed CPR, another quickly retrieved an Automated External Defibrillator (AED) to restart the woman’s heart. When the paramedics arrived they assumed responsibility for stabilizing the patient and transported her to the hospital.

Frank Stroud, Christopher Baughman, William Gish, Bill Newton, Frank Bowen, and Cathy Stover
Columbus Regional Airport Authority, Public Safety Division – Special Recognition

Sergeant Stroud and Officer Baughman found themselves in an emergency situation when they witnessed a fellow Authority employee suddenly collapse in front of them from an apparent cardiac arrest. Quick to apply their lifesaving skills, Sergeant Stroud immediately administered CPR while Officer Baughman prepared and deployed an AED that had been retrieved by Officer Gish. In less than five minutes the stricken employee was revived thanks to the combined efforts of these and several other supporting staff members and the AEDs strategically stationed throughout the terminal.

Both of these people survived their medical crises and are doing well thanks to the quick actions of our valued Public Safety teams.

If you have something you would like to include in “What’s the Buzz?” please contact Barb Varga, Business Development & Communications at bvarga@columbusairports.com or 239-4006.