

Outstanding customer service

Cynthia Tatum, Columbus Regional Airport Authority



Cynthia was recognized for delivering great customer service as a result of a passenger nomination. As explained by the customer: "My husband and I flew from Columbus to Las Vegas. Apparently while checking in, I placed my small, zippered jewelry pouch on the ledge of the ticket counter and walked away. When we arrived at our Las Vegas hotel later that evening, I didn't have my jewelry pouch and was quite distressed. The next morning, I called the airport's Lost &

Found and was told by a very nice woman that my pouch was there. Upon arriving back into Columbus at 1 a.m., we needed help to find Lost & Found and spotted Cynthia who was busy working. I interrupted her tasks and asked if she could direct me to the right place. Sensing that I was a little nervous about walking around a nearly empty airport late at night, she took me to Lost & Found on the third floor. There she waited with me until a security person retrieved my jewelry and then escorted me to baggage claim to meet my husband, who had picked up our bags and was waiting at the curb. Cynthia was wonderful!"

Matt Henricks, Jeremy Van Fossen, Doug Phillips & Steve Frost, CRAA



During project work on the north airfield this winter, AEP workers cut the power feed to the T-hangars leaving two CMH tenants stranded, one tenant flying out and one tenant flying in. After being alerted to the situation, Airfield Maintenance employee Doug Phillips was contacted as he was familiar with the process of manually opening a hangar door. Although working at Rickenbacker, Doug drove up to CMH contacting Steve and his team on the way.

Setting aside their tasks at hand, Steve, Matt and Jeremy joined Doug at Hangar A-7 where the tenant was waiting to gain access to his aircraft and leave on a business trip. Working together, the men surveyed the situation and created a plan which involved hooking a generator to the overhead door motor (a feat in itself). After several minutes, the door was opened allowing access into the hangar. While this service call was being performed, a second hangar tenant was waiting on the ramp until the team could help him gain access to his hangar. Just as the team was removing the generator at A-7 and preparing to accommodate the waiting pilot, AEP restored power to the north airfield. Both hangar tenants were extremely grateful for the quick response by the Airfield Maintenance team.

Meskerem Gebrekirstos, Allpro Parking



Meskerem was recognized for her customer service excellence after the airport received an email from a customer. The woman had been involved in an accident in the Red Lot on a Sunday evening which required airport police officers to be dispatched to the scene. While the police completed their report, Meskerem had come over to the scene, observed what had taken place and recognized the distress in the customer's face. As explained by the customer - "When

the police had finished, Meskerem approached me with a kind word and reassurance that everything would be okay. She stayed by my side for nearly an hour and a half while I waited for a tow truck to remove my damaged vehicle and my friend to pick me up. Although I am sure this was a distraction from her duties, I am so grateful for her time and kindness shown me during this stressful time. Please find her and commend her for her outstanding service."

2017 seeing positive passenger growth

John Glenn International continues to impress even after receiving two national awards including the 2016 Airport Service Quality Award as the most improved airport in North America, and the 2016 EXPY Award from Experience Columbus. But now we're tooting our horn in recognition of our positive and steady passenger growth over the last two years! In 2016, 7,324,180 passengers arrived/departed our airport vs. 6,795,636 passengers in 2015 - an increase of 7.8 percent. First quarter 2017 numbers are equally impressive with 1,695,019 passengers traveling through the airport - a 4.4 percent increase over that same time period last year. We anticipate a busy second quarter after April's spring break activity and the summer peak season kicks off in June.

Thanks to you, we're celebrating another terrific year at the airport and look forward to the many opportunities we'll have to deliver great travel experiences to our customers.



June 4 marks the 25th year that Southwest Airlines has been serving Columbus passengers. In 2016 alone, over 2.6 million of our 7.3 million total passengers selected Southwest, who carries the largest share of CMH passengers.



Melodies in Motion presents



BEN BACHERT | **May 11** | **2:30-4:30 p.m.** | **center ticket lobby**

Ben performs early jazz, blues, country, folk, rock and original music around the Columbus area. He is currently a guitar and banjo instructor in Hilliard and a guitar instructor at Kenyon College.

KEVIN HOLLAND | **May 18** | **3:00-5:30 p.m.** | **center ticket lobby**

Kevin is a classically trained musician, artist, software engineer and educator. He has written over 800 pieces of music and co-created the NTH Music Synthesizer and Luminth Generative Music System at NTHSynth LLC. Kevin has taught music for 20 years and offers workshops on improvisation and live looping. He has worked in various genres including classical, jazz, blues, punk, rock, ambient, electronic and experimental, and has scored for film, television, web and video games.

CHRIS & ROSE | **June 9** | **3:00-5:00 p.m.** | **center ticket lobby**

An acoustic duet formed in 2014, Chris & Rose perform an eclectic range of music genres from classics such as Ella Fitzgerald, Louis Armstrong and Nat King Cole, to modern tunes from Sia, Stromae and Hindi Zahara. Rose's truly gifted vocals combined with Chris' guitar abilities and harmonies create a unique sound that reflects their talents and passion for music.

ME & LIL' BROTHER | **June 22** | **3:00-5:00 p.m.** | **center ticket lobby**

Ian Hummel and Zach Whitney are talented singers, songwriters and engaging front men. Hummel continues to front The Apple-Bottom Gang, an eight-piece hillbilly orchestra that has taken the Columbus country music scene by storm. Whitney is currently piecing together a new band. He has worked predominantly as a solo performer, but has led several bands including the Slick City Ramblers, a Columbus-based, bare bones, honky-tonk band. Both outfits feature original music alongside classic country, outlaw country, gospel music and old-time rock and roll covers. Hummel and Whitney each bring a wealth of talent, experience and material to any stage.

New food and beverage option in the works for Concourse C travelers



Passengers traveling through Concourse C this summer will have a new option for food and beverages when American Craft Tavern opens in July. Operated by HMSHost, American Craft Tavern will be located in the space formerly occupied by Great American Bagel and Arrivederci.

While construction of the new restaurant is underway, plans are being finalized for additional restaurant changes in Concourse C. Starbucks will close temporarily and open with a fresh new look and feel. A permanent closure of Johnny Rockets is scheduled for later this summer, allowing Donatos to expand into a second terminal location. The last big change will come later in 2017, when the Buckeye Hall of Fame Café is permanently closed and replaced with a new PGA restaurant concept representing the popularity of golf in the Central Ohio area.

