



Safely moving people and cargo to where they needed to be while navigating a pandemic.

2021 State of STL Report

March 9, 2022





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WHAT OUR HUSTLE LOOKS LIKE...



On the afternoon of May 21, 2021, this is what one hour of time looked like at STL. Photographer Gerald McGrath took incremental photos of 13 flights that departed in one hour's time. It shows the variety of traffic that graces this airport.

Letter from the Director

It is my pleasure to present to you the 2021 State of St. Louis Lambert International Airport (STL) Report. As I take a moment to reflect on the year, I think of the many accomplishments and challenges STL faced.

COVID-19 continued to be a challenge throughout the airline industry and it impacted our day-to-day operations, employees and their families. However, passenger and airline traffic returned to STL, even as we continued to see various ebbs and flows as new variants surged and then stabilized again. For the calendar year, we finished at 65 percent of our 2019 passenger totals and at 71 percent of our total flights for that same year. We believe that those numbers will continue to increase throughout 2022 as all of us begin to return to normalcy.

Last year we saw many accomplishments at STL. The biggest was on Tuesday, December 14, 2021. An achievement 20 years in the making, [Lufthansa Airlines](#) announced that three weekly non-stop flights to Frankfurt are coming to STL in June 2022. This win with Lufthansa was made possible because business and political leaders in this community recognized the airport's efforts and stepped up to the plate to support STL in a big way. I think you will see more of that in the future.

And before Lufthansa... [STL got Spirit!](#) In May of 2021, we were able to bring Spirit Airlines to STL for the first time. They are now serving nine markets with either Airbus 319s or 320s that can fill 186-seats.

STL now has an even broader array of airlines to choose from, giving STL passengers more options. Those options range from ultra-low cost carriers

such as Frontier and Spirit to our legacy carriers of American, Delta, United and Alaska. Even Southwest Airlines, STL's largest carrier, continues to grow and add flights.

As we look at our traffic, cargo is becoming a bigger piece of our daily operation each year. For the sixth straight year, STL is seeing an increase in cargo totals. This gives shippers access to the region's substantial multi-modal (highway, rail and waterway) assets.

In 2021, not all our accomplishments were in the air. On the ground, STL's new [\\$50 million jet fuel storage facility](#) nearly doubled the airport's capacity to three million gallons. It replaced an aging underground facility and includes three above-ground fuel tanks, each capable of holding one million gallons of jet fuel, plus room for a fourth tank if/when additional capacity is needed. The facility was constructed and paid for by STL Fuel Company LLC, a consortium of airlines operating at the airport. The consortium owns and operates STL's fuel farm on land leased from the airport. This is a HUGE accomplishment and one that shows the commitment of our airline partners to be with us well into the future.

As you read this document, take note of all that your airport, STL, was able to accomplish in 2021. I am honored and gratified to work with those who made it all come together last year. Furthermore, these same individuals are now working to make 2022 an even better year. So, you can understand when I say, I continue to feel tremendous pride in STL and the direction we are going.

Sincerely,



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

REPORTS



STL's Financial Overview

Antonio Strong

Deputy Director, Finance and Administration

The St. Louis Lambert International Airport's [5-Year Strategic Plan](#) ended on June 30, 2020. One of the major focus areas of the plan was to strengthen financial sustainability. Meeting this strategic objective played a crucial role for STL in weathering the uncertainty of the pandemic. In 2019, STL saw a new record year in travel increases, but 2021 was the first year that STL experienced the full impact of the pandemic. Government restrictions on travel and the closing of international borders took a toll on STL's financial outlook. There was limited revenue from some airlines for an entire year and concessionaires could not operate without the traveling public. The U.S. government provided support to the aviation industry with grants that will continue to deliver assistance through 2024, and a portion of the funds can be used for concession relief. [The Coronavirus Response and Relief Supplemental Appropriation Act \(CRRSAA\)](#) and [American Rescue Plan Act \(ARPA\)](#) offer funding for debt relief, payroll and other health-related items to reduce the spread of COVID-19. "The pandemic taught us to prepare in good times for what could happen. We must be even more strategic about how we plan for the future. It is important to allow for flexibility in the planning process," said Antonio Strong, Deputy Director, Finance and Administration.

The STL leadership team realized the importance of talking with its airline partners early on in the pandemic. It was critical to understand the impact of COVID-19 and align on a path forward. The team identified ways to offset the loss of revenue due to reduction in landing fees and terminal rental rates, as well as revised contracts with vendors for better payment terms and worked to decrease expenses by 20 percent. Reducing costs required all departments to review their contracts and work with vendors which resulted in a 30 to 35 percent decrease across all departments.

Over the past fiscal year, every revenue stream was impacted by the pandemic. But, despite the situation, there were several highlights to focus on; construction on the new fuel farm continued and it is now open. Another highlight of 2021, was the STL staff itself, working through the pandemic without fail. "We have a good team here. People have worked through the pandemic. The airport is a 24/7 operation. I am proud of the team that committed to the work and achieved great things this year," said Strong.

“ We will continue to keep driving the CPE down. It allows us to be more competitive and attract airlines to STL. ”

STL's Cost Per Enplanement

The number one strategic call for STL was to decrease the cost per enplanement (CPE). Having a lower CPE is critical in attracting new carriers such as Spirit Airlines and Lufthansa. Beginning in June 2022, there will be non-stop international service leaving from St. Louis for the first time since 2003. Strong stated, "We will continue to keep driving the CPE down. It allows us to be more competitive and attract airlines to STL."

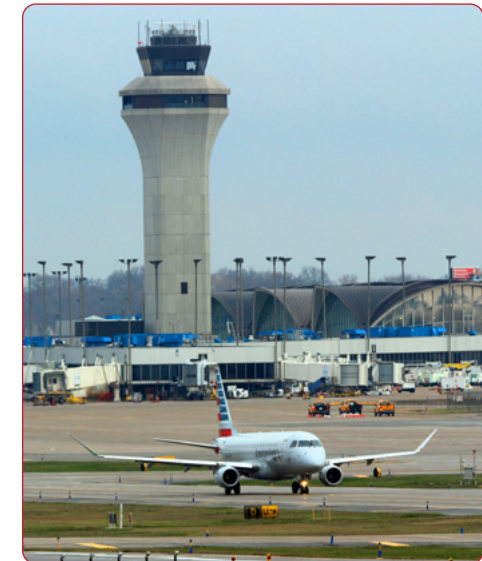
STL's Strong Bond Rating and Reduction of Debt Service

For several years, STL has worked with the St. Louis City Comptroller's office to perform bond refunding transactions. Having a strong bond rating also helped to soften the pandemic's blow. Achieving a better rate enables STL to go to the public to issue bonds and perform refunding transactions, and the public has responded well to it.

STL continues to benefit from the reduction in the debt service and is committed to decreasing the bond debt over time. "We could not do it without the assistance

of the St. Louis City Comptroller's office. They ensure we can take advantage of the bond refundings. We have achieved much more than we thought possible. Since 2012, STL has achieved \$71.3 million of present value (PV) savings by executing five refunding transactions. It has been a good program to implement at the airport," says Strong.

The STL operations team will continue to use all of the data available to make financially sound moves for the organization. Key projects such as the [Airport Layout Plan Update and Master Plan](#) and various Capital Projects throughout the facilities and airfield will help continue generating non-aeronautical revenue moving forward.



STL's Growing Air Service

Brian Kinsey

Assistant Director, Marketing and Business Development

"The past year was a remarkable one for STL," said Brian Kinsey, Assistant Director, Marketing and Business Development. In 2021, STL experienced the resumption of key routes, the [arrival of Spirit Airlines](#), [new American Airline routes](#) and the announcement that Lufthansa Airlines would commence non-stop service from STL to Frankfurt, Germany on June 1, 2022. These developments demonstrate the confidence airline partners have in our airport. The willingness to bring more air service options to our region is a positive sign for the future of air travel in the St. Louis market.

New Airlines and New Routes Drive Growth for STL

STL has more than delivered on the major strategic goal of attracting additional air service. The entry of Spirit Airlines into the St. Louis market is one example of additional air service. Spirit recognized an opportunity in the St. Louis market and moved quickly to bring to STL its philosophy of "MAKING IT POSSIBLE FOR MORE PEOPLE TO TRAVEL TO MORE PLACES." Other airlines have added air service to take advantage of the surge of leisure demand

that is likely to continue. (Note: This interview was conducted prior to the Frontier Airlines – Spirit Airlines merger announcement in February 2021).

Acquiring Service to Europe

The [non-stop STL to Frankfurt, Germany](#) (FRA) service will provide the traveling public easy access to the heart of both Germany and Europe. In addition to Europe, travelers will enjoy one-stop service via Lufthansa's Frankfurt hub to destinations throughout the Middle East, Africa and Asia.



Returning Service and the Pursuit of New Routes

In 2021, many airlines resumed service on routes that had been lost due to the pandemic. Today, most STL routes that had been suspended have been restored and those that haven't, should be restored in the first half of 2022.

In celebration of American Airlines' 40th anniversary, STL welcomed new routes to Austin, Texas (AUS), and [Boston, Massachusetts](#) (BOS), providing more options and capacity for the traveling public. "This type of non-hub service by a traditional hub and spoke air carrier

isn't all that common. Anytime an air carrier expands its traditional network out of STL, the traveling public greatly benefits," said Kinsey.

In 2021, United Airlines [brought direct service](#) to Myrtle Beach, South Carolina (MYR), and Hilton Head, South Carolina (HHH), attracted by growing demand in domestic leisure travel among St. Louis residents. Though seasonal and temporary, these routes demonstrate a level of interest by the traveling public in those markets, interest that may result in future seasonal or year-round service by United Airlines or another carrier.

“ The past year was a remarkable one for STL. ”



Lufthansa

STL's Key Projects

Gerald Beckmann

Deputy Director, Planning and Development

Despite the pandemic, STL experienced continued progress on several major projects in 2021. These accomplishments included the reconstruction of a taxiway, the opening of the new fuel farm, the incorporation of a new entry into Terminal 2 (T2) and the first phase of the [Airport Layout Plan Update and Master Plan](#) (ALP Update/MP).

Gerald Beckmann, Deputy Director, Planning and Development, attributes these successes to the ability of STL airline partners, contractors and staff to work together through industry-wide challenges. With the emergence of COVID-19, there was much consideration given to keeping airport projects on track while navigating the uncertainties of the pandemic. Beckmann stated, "We deliberately curbed the number of projects at the beginning of the pandemic in an effort to slow down the airport's spend rate." STL airline partners worked with leadership to identify creative solutions and to ensure financial viability.

“ The new fuel farm facility is a show of confidence by the airlines of their belief in the future of STL. The airlines invested in the project and, in doing so, committed to redesigning, rebuilding and relocating the facility. ”

They also worked to maintain STL contractors' abilities to stay flexible and execute innovative ways to reach operational goals. As an essential service, STL staff have continued to work throughout the pandemic to provide exemplary service to internal and external customers.

T2 Improvements

The construction of a [new entry into the T2 parking garage](#) was a major accomplishment going into 2021. The entry is now instrumental in reducing traffic congestion at the T2 arrivals area. Furthermore, the project created two new traffic lanes and a shuttle bus roundabout on the T2 arrivals level. This relieves the high



Reconstruction of Taxiway Delta

flow of traffic during peak time periods for Southwest Airline arrivals. Plans for 2022 show STL continuing the successes of the past while planning for the construction of a second new entry to the T2 garage and design of an additional surface lot.

New Fuel Farm

Built in the 1950s, the original fuel farm had reached the end of its useful life. "The [new fuel farm facility](#) is a show of confidence by the airlines of their belief in the future of STL. The airlines invested in the project and, in doing so, committed to redesigning, rebuilding and relocating the facility," Beckmann said.

The new, modern fuel farm is now in operation. The farm's 4,300-square-foot building includes a control room and vehicle maintenance garage along with offices. It also features a dedicated structure for a firefighting foam system and another for trash.



New Westbound Entrance of T2 Garage

Construction began in July 2019, and was completed in March 2021. STL's new fuel farm consists of three million gallons of above-ground fuel storage, which essentially doubled the storage capacity.

The new fuel farm has allowed STL to address the significant issue of aging infrastructure by improving the fuel farm's location, environmental impact and safety. The new facility is centrally located and positioned for any future terminal layout changes that may occur. Beckmann highlights the importance of strategic site selection, "A fuel farm is likely to be there longer than most other high-expense facilities an airport maintains," he stated.

The new fuel farm has a backup electrical power system that allows fuel to be distributed even during extreme weather events such as the tornado of 2011.

Another benefit is increased revenue generation opportunities, providing limitless fuel capacity for airlines and aviation.



STL's New Fuel Farm Facility

STL's Key Projects – Continued

Airfield Work

Proper maintenance to infrastructure and equipment is crucial for ensuring safety and function. Upgrading taxiways and equipment is a yearly undertaking. "The benefit of ongoing maintenance keeps the airfield open. It ensures we do not fall behind on the amount of work needed to keep things safe and functional," Beckmann said. Depending on how it is used, airport pavement can last between 25 to 40 years. In 2021, STL reconstructed a section of one of its most utilized taxiways and it is now viable for another 30 years.



Upcoming Projects for 2022 and Beyond

Starting in April 2022, STL will begin a two-year project to reconstruct its longest and most used runway, Runway 12R-30L. This project will be completed over two construction seasons with an estimated \$80 million total spent while allowing normal airport activities to continue during construction. Also this year, STL plans to embark upon the T2 Surface Parking project, which will consist of an additional 300 parking spots located about a half-mile from T2. This location will allow the traveling public to remain close to the terminal and it will increase traffic mobility throughout T2. STL will also build a new entry to the parking garage at T2.



In 2022, there continues to be an emphasis on smaller, heavy maintenance projects. Projects on the horizon include an ongoing commitment to environmental sustainability. Currently, STL is in the process of lowering emissions and working on expanding its Gate Electrification project by upgrading select electrical infrastructure and replacing aircraft ground support equipment.

LAND YOUR NEXT CAREER WITH US

STL's Key Projects – Continued



The Airport Layout Plan Update and Master Plan

The St. Louis Airport Authority (STAA) and the City of St. Louis are continuing to update the current [Airport Layout Plan Update and Master Plan \(ALP Update/MP\)](#). The ALP Update/MP is a long-term planning tool that uses forecasted aviation activity to determine existing and future terminal, airside and landside facility requirements. It is an opportunity to position STL for continued success and is mandated and funded by the Federal Aviation Administration (FAA). STL received a grant from the FAA that pays 75 percent of the eligible costs of the ALP Update/MP.

There are several contributing factors that make the current interest in the ALP Update/MP appealing. STL's current financial position is strong and flight activity has increased, with Spirit Airlines adding a noticeable bump to T1 activity. Currently, STL is in the Outcome and Stakeholder Engagement phase. There have been meetings with the airlines, the Technical Advisory Committee, the Missouri Department of Transportation, and numerous local government stakeholders to garner input and comments throughout the study. If you have questions or comments regarding the [ALP Update/MP](#), please contact Dana Ryan, STL Airport Planning Manager, at dlryan@flystl.com.



Does your business want to spread its wings at STL?

To start your journey, just [click here](#).

St. Louis Lambert International Airport is committed to increasing the opportunities to involve minority, women-owned and disadvantaged businesses (M/WBE and DBE) in all Airport and City of St. Louis contracting and concession opportunities.



flystl.com/business/overview

BDD Program Review

Francoise Lyles-Wiggins

Assistant Director, Community Programs/BDD

The mission of the [Business Diversity Development](#) department (BDD) is to provide companies with top technical assistance and certificate training, the chance to develop partnerships, and to compete for contracts and business-building opportunities. The BDD is the certifying body for the City of St. Louis' Minority and Women Business Enterprise (MBE/WBE) programs, as well as STL's federal Disadvantaged Business Enterprise (DBE) and Airport Concessions Disadvantaged Business Enterprise (ACDBE) programs. The BDD is a member of the regional certifying body, the Missouri Regional Certification Committee (MRCC), and works collaboratively with other members to notify firms of new opportunities and business development training. "In 2021, the BDD processed 174 applications and 1,216 No-Change Affidavits. These are exceptional numbers," said Francoise Lyles-Wiggins, Assistant Director, Community Programs/BDD.

While COVID-19 forced the BDD to reimagine some of its everyday activities for connecting with clients, it did not stop the work it does. The BDD staff went above and beyond to ensure their clients had access to the needed resources to pursue opportunities. "Many small businesses found themselves unable to navigate

this virtual world and needed in-person support," said Lyles-Wiggins. To accommodate the need, the BDD offered in-person office hours by appointment. The department also saw an influx of applications due to the increase in new business start-ups.

The pandemic also forced the BDD to rely more on technology to engage with clients, including the use of the virtual platforms to host essential business development training. Last year, the BDD held 10 training sessions and collaborated with the U.S. Department of Labor and Wage on four of those trainings. These training sessions are typically held quarterly and are open to the public. In addition to business development training, the BDD also helped educate employers and employees on how to safely conduct business during the pandemic.

Overview of New Regulations

Since October 1, 2020, Ordinance 70767 replaced Mayor's Executive Order Number 28. The new regulation ensures that all businesses have an opportunity to participate in economic growth and development. It also ensures that no business is denied an opportunity to procure contracts, goods or services due to race, sex or gender discrimination. The BDD is working to reach out to prospective vendors who identify as any of the stated groups. "We are strengthening our relationships with local chambers of commerce and industry organizations to ensure all stakeholder groups are knowledgeable about the ordinance and how it works," stated Lyles-Wiggins.

New Staff

The past year brought new faces to the BDD. These new members join a team of dedicated professionals who assist businesses seeking to do business with STL and in the St. Louis region. One of those new faces, Juanita Kalu, joined the BDD as an executive secretary. In her role, she is responsible for scheduling meetings, working with potential clients, overseeing the online portal and processing No-Change Affidavits. In addition, the BDD processed several transfers of ownership in 2021.

"Throughout COVID-19, my group has worked to meet the increase in applications and provide support to its clients. We are fortunate to have a dynamic team with such extensive knowledge and expertise," said Lyles-Wiggins.

“ In 2021, the BDD processed 174 applications and 1,216 No-Change Affidavits. These are exceptional numbers,” said Francoise Lyles-Wiggins, Assistant Director, Community Programs/BDD. ”



M. Jones Enterprises, LLC (MBE)

Michael D. Jones always dreamed of working for himself.

Having worked in the masonry industry for a decade, he decided that it was time to go out on his own. In 2001, he formed M. Jones Enterprises, LLC, which specializes in concrete, masonry, and asphalt work. His services are essential to the construction industry and for numerous building projects in St. Louis.

For more than 20 years, M. Jones has been a successful masonry contractor in St. Louis. For example, M. Jones Enterprises, LLC installed concrete pillars in a hangar at STL and completed work for other prestigious, citywide building projects. Jones utilizes his certification as an MBE firm and works with partners to complete jobs. He states that the BDD has been instrumental in his company's success.

M. Jones Enterprises, LLC continues to grow. Jones also accredits his success to a hard-working staff. The company has seven employees. Jones takes a particular approach to the hiring process. As he explains, "I try to get people that normally would not have had an opportunity. I try to open doors for other people."

Jones is grateful for the opportunities that helped him grow his business and is appreciative of the people who helped him along the way. As he describes, "I thank God for all of the opportunities that have come my way and for all of the people who have pushed and supported me during my journey."



PrettyNPaint, LLC (MBE/WBE)

Aaliyah Sahar Terry's path to becoming a successful businesswoman in the construction industry started when she was just 19 years old. She credits her father, the owner of a drywall finishing company, with putting the first work tools in her hands. As Terry recalls, "I only wanted to spend time with my father. I didn't know it would lead me to owning my own painting company."

With the necessary skills and education under her belt, Terry recognized her potential to advance in the construction industry. As she started to advance, she noticed few women working on the front lines of job sites and an even smaller number of female-owned construction companies.

With this in mind, and encouragement from her entrepreneurial father, Terry decided to start her own company, PrettyNPaint, in 2010 with a goal of helping women advance in the trade. The company specializes in drywall finishing, painting, and final cleaning on residential and commercial construction jobs in Missouri and Illinois. The company's motto is, "Finish to Perfection."

In 2016, Terry received her M/WBE certification allowing PrettyNPaint to join general contractor Concrete Strategies in the summer of 2021 on a painting job at STL. As Terry states, "This was a valuable experience for us. Doing any type of government work shows how committed you are in your trade. You must have a certain level of quality to be on a large contract like that – and we were able to show our skills regarding the quality of work."

The Business Diversity Development Team

Francoise Lyles-Wiggins

Assistant Director, Community Programs/BDD:
M/W/DBE and Small Business Program Implementation,
Organization dynamics, Policy, Outreach and Compliance

Barbara Carter

Administrative Assistant III:
Compliance Monitoring and Enforcement, No-Change Affidavit
Processing, Outreach and Office Management

Juanita Kalu

Executive Secretary:
Tax Preparation, Track Budget Spending, Grant Administration,
Payroll, Accounting and Office Management

Floyd Munn

Interim Certification Manager:
Contracts and Transactional Law

Jackie Taylor

Certification Analyst:
M/W/DBE Program Implementation and Policy and Outreach

Marie Yancey

Certification Analyst:
ACDBE Program Implementation, Certification and Outreach
and Compliance Monitoring

Georgetta Vann

Certification Analyst:
MBE/WBE Certification

Bryan Howard

Certification Analyst:
Procurement

Tynetta Bruce

Certification/Compliance:
Construction Management, Section 3, Compliance
Monitoring and Enforcement, Real Estate and
Accounting and
Payroll

2022 Virtual Educational Series for Small Businesses

- February 17, 2022: Demystifying the Bonding Process

Department of Labor – Wage and Hour Division Series

- February 16, 2022: What Does the Wage and Hour Division of the United States Department of Labor Do?
- March 7, 2022: How to Avoid Errors when Filling Out Certified Payroll
- March 8, 2022: David Bacon Related Acts (Federal Contracting)
- April 5, 2022: Service Contract Act

Other Training Sessions in 2022

- May 2 - 6, 2022: Small Business Week
- May 4, 2022: Industry Day:
This event is offered by the BDD and St. Louis Development Corporation (SLDC). Each entity will share information about available resources. Other regional and state agencies will present. Attendees can choose from several different training tracks. Attendees will also receive an overview of 2022-23 business opportunities.



TEE&E TRUCKING, INC. (MBE/DBE)

Thomas L. Nellums, Sr. realized at an early age that it was going to take more than hard work to achieve success.

After graduating from high school in 1975, Nellums pursued his dream job of driving a dump truck one day. How exciting for a young man considering the average weight of a dump truck is just over 26,000 pounds. The skills to operate these heavy-duty trucks require accuracy for loading and unloading, parking, driving city streets and highways, special licensing, medical tests, and certification as a professional truck driver.

Today, he owns 30 trucks. As Nellums describes, "We haul raw materials and debris from demolished buildings with the dump trucks and we haul steel for commercial projects with my tractor trailers." His company, TEE&E Trucking, Inc. is currently under contract to haul debris from sewers that are being built and from an underground low voltage cable project in the city and county.

Serving as a Minority Business Enterprise, the company hauled broken concrete on several runway improvement projects at STL. The company has performed STL contract work for 25 consecutive years. "The work we did makes me proud, and I am honored to be recognized for my success because we have been out there doing a good job for many years," claims Nellums.

CUSTOMER EXPERIENCE



STL's Partners

Robert Salarano

Airport Properties Division Manager

The average traveler is unaware of all the services being conducted behind the scenes at the airport. The STL Properties Division is responsible for many of the unseen things that keep the airport operating. "We oversee STL's business relationships and manage contracts," said Robert Salarano, Airport Properties Division Manager. "We also oversee non-aeronautical revenue and maintain agreements with anyone doing business with the airport, [parking operations](#), and risk management services." While COVID-19 brought new challenges to STL, it also provided an opportunity for the airport to work with concessionaires in new ways to identify solutions. This was a priority for STL since concessions account for a significant percentage of non-aeronautical revenue.

Throughout the pandemic, STL saw the need to be incredibly flexible and work through issues with concessionaires and to identify a plan that addressed these issues. STL recognized that worker shortages and social distancing requirements fundamentally changed how concessionaires were able to work. They had to reduce staffing to better match store capacity limits, adjust menu offerings and effectively communicate these changes to staff while managing customer's expectations. "Operating in an airport is a significant investment for vendors. Every day our passengers and visitors interact with parking agents,

restaurant staff and the team members that work in our [retail outlets](#). It's the goal of all STL's vendors to make those interactions meaningful," says Salarano.

Working collaboratively with the concessionaires has been essential to ensure a consistent customer experience. Changing the offering of specialty stores to focus on travel essentials was just one of the innovative tactics STL has used to meet the pandemic challenges.

In an effort to assist with ongoing hiring issues, STL partnered with the concessionaires to host a job fair. STL provided the space, promoted the event through social media and invited all vendors to participate. At a recent hiring event, airport concessionaire HMS/Host International made offers on that day to ten individuals.

To further assist our partners, STL streamlined the security badging process to onboard new employees more quickly. At the most challenging time of the pandemic, STL forgave rental fees for concessionaires, which helped a number of vendors remain strong.

Concessionaires Pivot for Success

Operators such as Vino Volo, a wine bar serving wine-country-inspired fare, adjusted their hours and now serves breakfast. They are at capacity now due to the addition of breakfast hours increasing revenue for both the vendor and STL. Additionally, OHM Concession Group has opened Terminal 2 Pasta House/Schafly Restaurant while working through challenges due to the reduction of flights at gates near their location. OHM was able to flex their hours to match the airlines' usage to ensure optimum revenue opportunities moving forward.

For information about all current and future opportunities, please contact the Airport Properties Division at 314.426.8189 or jhfisher@flystl.com.



Experience St. Louis

There are so many [great restaurants in the airport](#) to explore and to experience St. Louis. Salarano recommends that travelers seek out locally-owned concessionaires to do so. For example, Schlafly's Beer Bar & Grill offers their signature brews and elevated pub fare. The Pasta House is a St. Louis staple offering pizzas, pastas and more; Three Kings Public House offers global pub food with an emphasis on fresh ingredients, grown by local farmers in Missouri and Illinois; and Mike Shannon's Grille, named after the former St. Louis Cardinal and radio broadcaster, offers steaks, sandwiches and a full bar. All of the airport concessions provide a great atmosphere with a unique St. Louis spin, and from time to time, you can catch a glimpse of the local owners as they visit their STL operations.

STL's Customer Service Team... Helping the Public During a Difficult Time

What was the impact of COVID-19 on the [customer service operation](#) at STL? Quite a lot, but STL's staff rose to the challenge and found ways to not only continue helping our passengers and guests, but also to find new ways to improve their own service to the public. Prior to the pandemic, the STL customer service team (operated by St. Louis-based Hudson and Associates, LLC) consisted of nine individuals. COVID-19 forced STL to dramatically restructure its customer service operation. The staff of nine was reduced to four and the operation moved from desks in both Terminal 1 (T1) and Terminal 2 (T2) to a single location now based in the baggage claim area of T1. While budgetary concerns played a part, the primary concern was always keeping our remaining staff healthy. So, with a remodeled T1 Information Desk and new health protocols, the customer service team moved forward with continuing to staff the T1 desk from 7 a.m. to 11 p.m. seven days a week.

Each day this staff answers hundreds of questions ranging from airline departure and arrival information to the simplest of things at STL, such as where does one catch the Metrolink? In 2021, due to COVID-19, they also had to become experts on the pandemic. New questions from the public ranged from mask requirements to potential testing locations for

international travel. Last year, our staff handled just under 14,000 questions regarding the pandemic and air travel.

As always, with these and any other questions, the STL customer service staff has answers for those walking up to the booth and increasingly for those who call in using the airport's information line at: 314-890-1333.

CY2021 was a rebound year for customer service. May 2021 was the first time since the pandemic started that the STL customer service team experienced three separate days of over 1,200 daily inquiries during the month. That same month saw the staff handle over 1,600 inquiries regarding a single topic (Baggage Carousel Questions – 1,692), again for the first time since the pandemic started. Remember, these questions were now being handled by a staff of four.

By June, the number of questions asked by the public regarding where they can retrieve their luggage rose to well over 2,000 (Baggage Carousel Questions – 2,100). Once again, that was for the first time since the pandemic started.

By July, monthly phone calls answered by the team totaled over 5,000 (5,150) for the first time since COVID-19 started. Only five months later, in December, the monthly tally for phone calls reached the 6,000 (6,089) mark.

What follows is a look at the top ten question topics STL's customer service team handled in 2021.

1. Baggage Carousel
2. UBER/Lyft
3. Passenger Pick-up
4. Ticket Counters/Kiosks
5. Rental Cars
6. Restroom
7. Flight Status
8. Which Terminal
9. Baggage Claim Offices
10. Directions to Terminals

Service is the key to the customer experience at STL. Our employees want anyone, from picking someone up to those flying in, out or through STL, to feel comfortable in our airport. To do so, STL also has to be able to answer their needs. STL employees make it their mission to provide a great customer experience and STL leadership knows we have some of the best employees in the industry.

In 2021, one of Hudson and Associates' customer service team members, [Pearletta Malone-Evans](#), was named a Hospitality Hero by Explore St.

Louis, the city's convention and visitor's commission. The organization's [Hospitality Hero](#) Recognition Program honors frontline hospitality employees who best exemplify St. Louis' ongoing commitment to great service. It is designed to motivate and reward their exceptional service.

Malone-Evans was not alone in regard to STL employees receiving this honor last year. Of the ten Hospitality Heroes named in 2021, three worked at STL. For the complete list of STL Hospitality Heroes, check out STL's "Accomplishments" in this report.

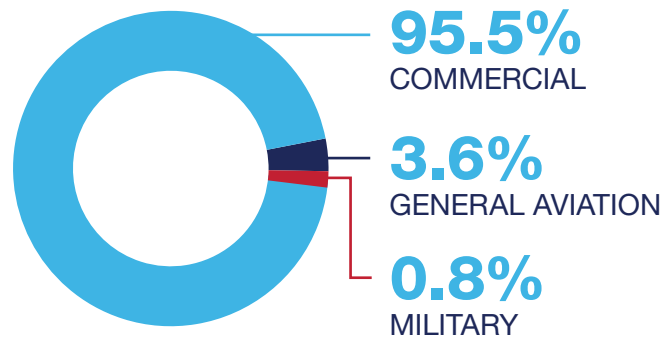
In 2022, great things await the customer service team. STL is moving toward re-establishing the team's presence in T2. To do so, STL is re-fabricating the T2 desk. In a complete overhaul, STL is also raising the desk's height, adding Plexiglas and enclosing the work area all in an effort to make the space safer for the information services team. Through June, STL will staff the desk five days a week. The shifts will run eight hours to start. However, beginning in July STL will ramp up the T2 desk staffing to seven days a week from 7 a.m. to 11 p.m. – in an effort to better the STL customer experience.



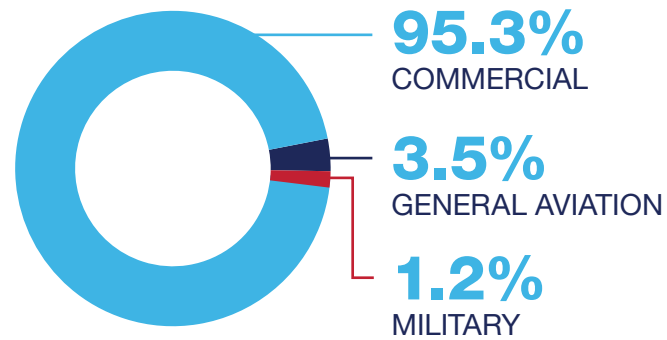
OPERATION STATISTICS



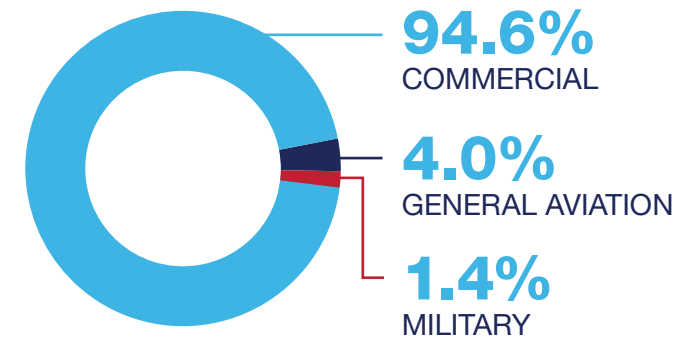
Aircraft Operations*



FY 2019



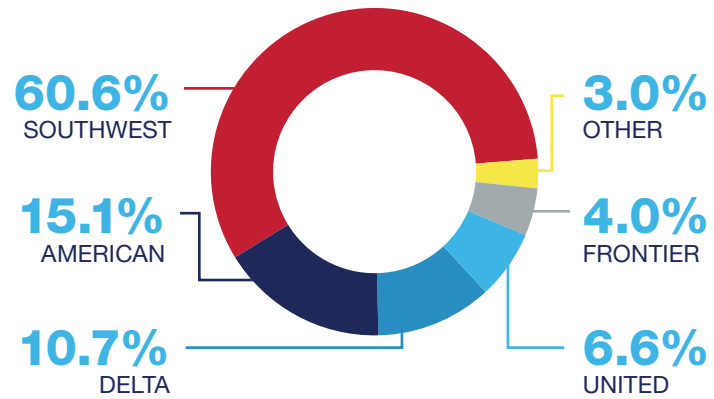
FY 2020



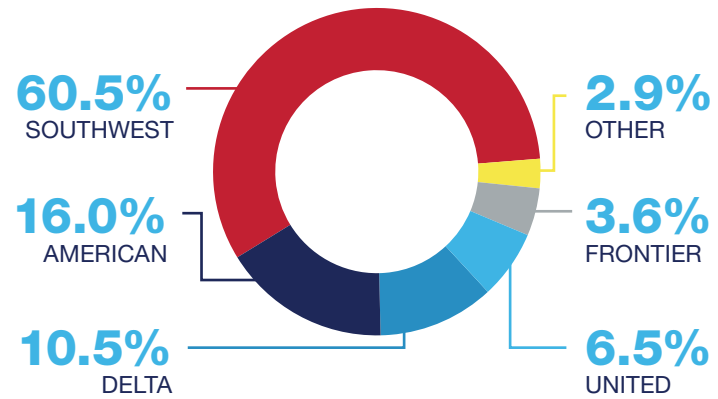
FY 2021

*Aircraft Operations = takeoffs and landings

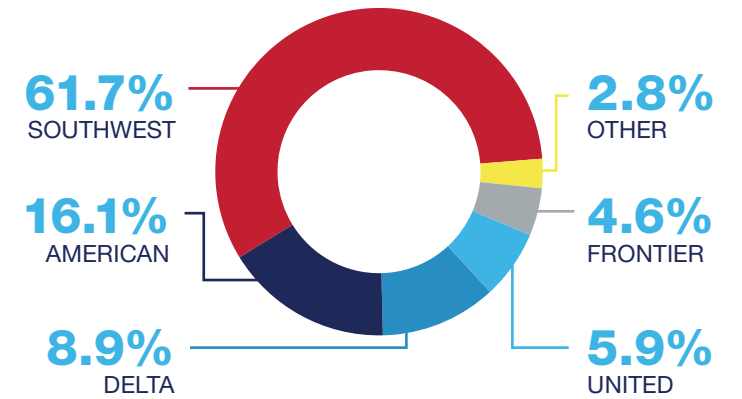
Airline Market Share



FY 2019



FY 2020



FY 2021

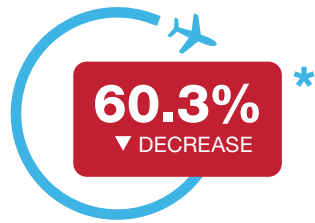
By Total Enplaned Passengers

Total Passengers

2.5x

THE TOTAL POPULATION OF THE STL METROPOLITAN AREA MOVED THROUGH OUR DOORS IN FY 2021

(2,807,338)
TOTAL POPULATION OF STL METROPOLITAN AREA



*Passenger demand impacted by COVID-19 pandemic

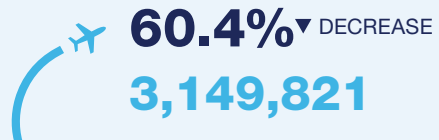
Enplanements and Deplanements

ENPLANEMENTS (BOARDINGS) CY 2021*



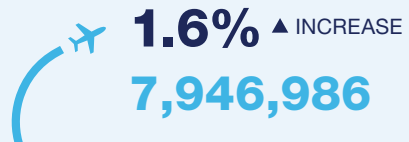
3,504,890 FY2021*

ENPLANEMENTS (BOARDINGS) CY 2020*



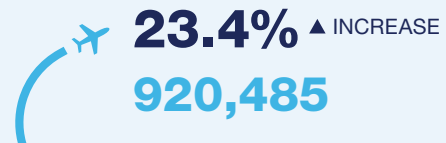
5,770,686 FY2020*

ENPLANEMENTS (BOARDINGS) CY 2019



7,915,216 FY2019

CONNECTING ENPLANEMENTS CY2021*



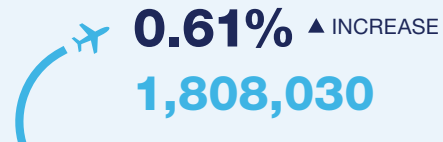
697,374 FY2021*

CONNECTING ENPLANEMENTS CY2020*



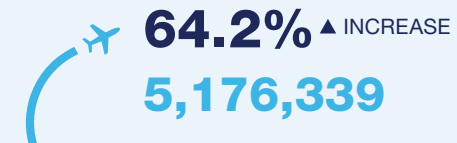
1,307,346 FY2020*

CONNECTING ENPLANEMENTS CY2019



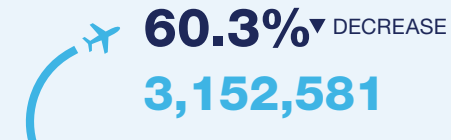
1,835,572 FY2019

DEPLANED PASSENGERS CY 2021*



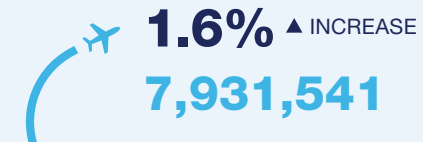
3,480,690 FY2021*

DEPLANED PASSENGERS CY 2020*



5,791,121 FY2020*

DEPLANED PASSENGERS CY 2019



7,907,002 FY2019

*Data impacted by COVID-19 pandemic

Departures



*Data impacted by COVID-19 pandemic

Air Cargo Operations



Air Cargo Operations – Continued



Summary of Annual Revenue from Underutilized Land or Space

FY 2019

2.76 acres of underutilized land sold	\$308,442
Three Kings	\$312,702
Ameren Solar Farm	\$3,000
Concourse B Events	\$10,231
E29 Starbucks	\$153,789
Idemia	\$44,322
Jet Linx	\$121,919
MHS	\$222,525
MO Army National Guard	\$21,318
Southwest Provisioning Center	\$302,283
Spire	\$19,676
Springdale Lot	\$120,000
St. Louis Air Cargo Facility	\$415,320
Vino Volo	\$385,297
Wingtips	\$298,099

Total: \$2,738,923

FY 2020

Three Kings	\$284,280
Ameren Solar Farm	\$3,000
Concourse B Events	\$11,964
E29 Starbucks	\$115,061
Idemia	\$22,241
Jet Linx	\$121,919
MHS	\$227,286
MO Army National Guard	\$21,318
Southwest Provisioning Center	\$302,283
Spire	\$20,360
Springdale Lot	\$120,000
St. Louis Air Cargo Facility	\$2,106,019
Vino Volo	\$301,759
Wingtips	\$146,070

Total: \$3,803,560

FY 2021

Three Kings	\$207,035
Ameren Solar Farm	\$3,000
Biscuits, Beer & BBQ	\$9,631
E29 Starbucks	\$77,385
Idemia	\$22,067
Jet Linx	\$121,919
MHS	\$227,826
MO Army National Guard	\$22,026
Spire	\$20,360
Springdale Lot	\$120,000
St. Louis Air Cargo Facility	\$2,146,449
Southwest Provisioning Center	\$291,689
Vino Volo	\$192,699
Wingtips	\$133,648

Total: \$3,595,734

ACCOMPLISHMENTS



Airport Director Rhonda Hamm-Niebrugge during the Lufthansa announcement December 14, 2021

Accomplishments



MO/KS Chapter, ACPA Best PCC Pavement Constructed in the Commercial Service & Military Airports Category (February 23, 2021)

STL was recognized for its Taxiway Kilo Reconstruction Project (from Taxiway F to STL's cargo apron) by the Missouri/Kansas Chapter of the American Concrete Pavement Association (ACPA).



Small Business Monthly – 100 Top People to Know (April 2021)

Françoise Lyles-Wiggins, STL's Assistant Director, Community Programs/BDD, was named by *Small Business Monthly (SBM)* as one of the 100 Top People to Know in 2021. The publication says, "Succeeding in business is not only what you know, but who you know." To do so, each year *SBM* assembles the top 100 people to know in the St. Louis region to help one succeed in business. In 2021, Fran was named by *SBM*, "(An) influencer that can help guide your business to success."



MWEA Gold Award (April 30, 2021)

The Missouri Water Environment Association (MWEA) presented STL's Spent Aircraft Deicing Fluid Collection Pretreatment System Operations Maintenance and Management Team with its Gold Pretreatment Award. They cited STL's deicing team's exemplary compliance performance during the previous operating year.



2021 ASHRAE Technology Award (June 7, 2021)

The American Society of Heating, Refrigerating and Air-Conditioning Engineers or ASHRAE Technology Award honors those who design and/or conceive innovative technological concepts that are proven through actual operating data. STL and airport contractor Burns & McDonnell were recognized in the Existing Institutional Building category for their Chiller 3 Replacement project of the East Terminal Climate Control.



National Academy Television Arts and Sciences Mid-America Chapter Emmy Award Nomination (September 9, 2021)

Our nominated video highlighted the results of the [5-year Strategic Plan](#) developed by STL in 2015. It illustrated that the airport made a thoughtful commitment to passenger growth, financial stability, economic development and customer satisfaction. The plan concluded in 2020.

Accomplishments – Continued

Explore St. Louis – Hospitality Heroes (September 29, 2021)

[Explore St. Louis' Hospitality Hero Recognition Program](#) is a frontline employee recognition program designed to stimulate and reward exceptional service by hospitality industry employees. Frontliners who best exemplify an ongoing commitment to great service are designated Hospitality Heroes. The following three individuals are 2021 Heroes who work at STL:



Byron Miller, ABM Aviation

Byron Miller has been recognized for going above and beyond in helping a senior citizen with special needs standing alone at a gate. Byron saw her standing there and came to her aid. He let her know that her flight was canceled and walked her to the booking desk where two colleagues helped her get a direct flight the following morning. Byron stayed with her and helped the senior citizen's daughter find her mother a hotel and even made sure that she had assistance getting to her gate the following morning.



Barb Hamilton, Explore St. Louis

A man traveling from Australia, following a 24-hour trip, arrived for a three-month job training and had scheduled shuttle transportation as part of his reservation. He didn't have a phone and asked if Barb could call for him. The phone messaging system at the hotel was not working correctly and when Barb finally reached someone at the hotel, they said there was no shuttle. So, Barb called the front desk clerk at the Crowne Plaza Hotel St. Louis Airport, and their shuttle driver said he'd be happy to come and pick the traveler up and deliver him to another hotel property. Thanks to Barb, the exhausted traveler was back on his feet without any extra expense.



Pearletta Evans, Hudson & Associates

A customer's mother-in-law flew into STL from Oregon, but her ride home (a three-hour drive) fell through. Pearletta, an employee at the information desk, decided to help the stranded woman, who had special needs and frequently had seizures, by securing a shuttle to a nearby hotel. As the woman waited, Pearletta kept her company and even stayed beyond her shift time to help – Pearletta was the hero this family needed.



Airports Council International – North America Excellence in Airport Marketing, Communications and Customer Service Award for Annual Reports (November 8, 2021)

Each year Airports Council International – North America (ACI-NA), the trade association representing commercial service airports in the United States and Canada, honors excellence in airport marketing, communications and customer experience.

In 2021, STL won the award for [best Annual Report](#). This category recognizes the facility's annual report that best projects a positive image for an airport through well-written and well-organized content, excellent design and well-conceived overall packaging.



Paradies Lagardere's MVP Award (November 16, 2021)

Vino Volo's STL team received, from its parent company Paradies Lagardere's MVP (Most Valuable Performers) Award. STL's team was selected from over 40 other Vino Volo teams. The STL team was honored for excellence in service, driving sales, overall performance and customer satisfaction.

St. Louis Airport Commission

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Chairwoman
Airport Director
St. Louis Lambert International Airport

John Bales

Director of Aviation
Spirit of St. Louis Airport

John Bowman

President
NAACP St. Louis County

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Big River Communications

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Ward 25 Alderman – Chair,
Transportation & Commerce
Committee
St. Louis City Board of Aldermen

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Vice President
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Environmental
Enterprise Holdings

June Fowler

Former Senior Vice President,
Communications (Retired)
BJC HealthCare

Hon. Darlene Green

Comptroller
City of St. Louis

Frank D. Jacobs

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Local #1 President
St. Louis Building Trades

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President
The Kling Company, LLC

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Debra H. Moore, Ph.D.

Director of Administration
St. Clair County

Rik Nemanick, Ph.D.

Principal Consultant
The Leadership Effect, LLC

Kathleen Osborn

President and CEO
The Regional Business Council

Hon. Lewis Reed

President
St. Louis City Board of Aldermen

Marilyn Teitelbaum

Partner
Schuchat, Cook & Werner



A Greater St. Louis Honor Flight leaving for Washington, D.C. November 2, 2021



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Those contributing photos for the 2021 STL Annual Report include:
W. Becker, A. Flodin, C. Herbst, V. Kaul, R. Lotz, G. McGrath, C. Meyer and R. Stella

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