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2022 State of STL Report

February 28, 2023



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LETTER FROM THE DIRECTOR

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



Each year, our annual report serves to highlight our historic accomplishments and notable activities. The year 2022 was filled with many impressive ones, which I invite you to read about in this State of STL Report.

This year we celebrated the return of an international route to Europe with [non-stop service to Frankfurt, Germany on Lufthansa](#). This was a big step forward for STL as it closed a 21-year hiatus of having no direct flights to mainland Europe. The success of this [Lufthansa service](#) will play a critical role as we look to the future for additional international service.

[Lufthansa](#) was not the only success with our airline partners. Carriers are returning to pre-pandemic flight levels and resuming previous service giving us optimism for the year ahead. [Air Canada](#) has returned with daily, non-stop flights to and from Toronto's Pearson International Airport (YYZ) and added additional frequencies to the market.

As we chart a course to reach new heights in 2023 and beyond, we can take comfort in knowing more flight activity has returned! Like most airports, the impact of COVID-19 continued to weaken the demand for travel significantly for STL during the first two months of 2022. While passenger traffic was down 12 percent in 2022 from 2019 levels, that figure was a vast improvement from 2021. I am confident we will see a full recovery in 2023.

In 2022, STL also started a two-year project to upgrade [Runway 12R-30L](#). Large-scale construction such as this is critical to maintaining the airfield in a safe and operable condition. The work also allows us to market STL as having one of the strongest runway systems in U.S. aviation.

We continue to create a positive and lasting impression for the region by planning new dining concepts that offer STL passengers a taste of

St. Louis. We are excited to be opening a location for Kingside Diner — an iconic St. Louis restaurant; a Shake Shack, a Pick Up Stix location and a Peacemaker Lobster and Crab/4 Hands Brewing Company.

The Lambert Art and Culture Program received a significant donation this year from the [Kling Family Foundation](#). Their generosity will continue to transform our current projects and hopefully encourage other donors to contribute to our very impressive art program at STL. In the future, look for an exciting announcement of a new addition coming in 2023.

As the STL Master Plan wraps up, two proposed sets of projects – the Consolidated Terminal Program (CTP) and West Airfield Program (WAP) – are moving forward into their next phases. If approved, the CTP will combine existing passenger terminal operations into a modern single terminal, improving the passenger experience. The single terminal will provide adequate space and facilities to accommodate current and expected increased passenger demand while ensuring continued efficient operations.

The West Airfield Program (WAP) will enhance safety and improve airfield operations by providing sufficient space for indoor maintenance and repair, as well as storage of snow removal and maintenance equipment. The WAP would also improve the efficiency of the aircraft deicing process. We are looking forward to working with our airline partners as we move into the next phases of these projects.

As we look back at the past year, we are grateful for the continued dedication of our STL team. We are proud to move onward and upward together. I am confident that even greater things will come in 2023.

An aerial photograph of the St. Louis Lambert International Airport. The image shows the main runway, taxiways, and surrounding infrastructure. Four red labels with white text are overlaid on the image, indicating specific runway segments: 'R/W 11-29' on the left, 'R/W 6-24' in the center, 'R/W 12L-30R' on the right, and 'R/W 12R-30L' below it. The airport is surrounded by urban areas and greenery.

R/W 11-29

R/W 6-24

R/W 12L-30R

R/W 12R-30L



ST. LOUIS LAMBERT
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REPORTS



STL Financial Overview

Antonio Strong

Deputy Director, Finance and Administration

The single most critical goal of the Finance and Administration Division is to assure the continued financial stability of the airport. STL achieved that goal again this year despite the many challenges facing the aviation industry, according to Antonio Strong, Deputy Director of Finance and Administration.

Other important financial goals, each of which was achieved, include operating the airport within the prescribed budget, increasing total revenues, minimizing costs and lowering STL's cost per enplanement.

Continued Financial Stability

Several factors are involved in the financial stability equation, including the airport's strong bond ratings, the reduction of debt service and STL's robust cash flow.

STL's Credit Ratings

Recent ratings issued by the three major credit agencies are a major success for the airport. [Standard and Poor's Global Ratings](#) revised STL's credit outlook from stable to positive and affirmed the airport's long-term rating of "A-." [Moody's Investors Service](#) assigned an "A2" rating with a stable outlook and [Fitch Ratings](#) affirmed an "A" long-term rating with a stable outlook.

Strong asserts the airport's success with the three major credit rating agencies is due in part to the St. Louis City Comptroller's Office, which is charged with safeguarding

the city's credit rating. Strong says, "The comptroller's office has provided excellent support for the airport for several years with outstanding bond refunding transactions." He adds, "They worked with the airport again in 2022 to reduce the cost of debt service. We could not reduce the cost of debt service the way we have without the assistance of the City Comptroller's Office and that team continues to ensure we can take advantage of bond refundings."

"Together, the combination of the three strong credit ratings and the bond refundings add up to a resulting high level of long-term financial stability for STL that many other airports only hope to achieve," says Strong.

The airport's cash flow, expressed in the number of days of operating cash on hand, is perhaps the simplest but most important measure of financial stability. It increased substantially from 566 days in FY2020 to 621 days in FY2022. This very strong improvement was a direct result of the combination of efforts to increase operating revenues and management's work to minimize costs.

“Increasing revenues by nearly a third and holding down expenses so tightly are noteworthy by themselves — combining both at the same time really is an outstanding success.”

Operating Revenues Boosted – Expenses Held Down

Operating revenues increased about 30 percent over the previous year and did so while the commercial aviation industry was in the recovery phase of the pandemic. Meanwhile, the hard-but-necessary cost-cutting decisions made every day by every division of the airport resulted in holding expenses to less than a one percent increase compared to the previous year, says Strong.

"Increasing revenues by nearly a third and holding down expenses so tightly are noteworthy by themselves — combining both results at the same time really is an outstanding success," Strong adds.

STL's Cost Per Enplanement Decreased

The cost per enplanement (CPE) was reduced again this year. A lower CPE is critical in attracting new carriers and adding more flights by current carriers. Strong says our management team is determined to keep driving down the CPE. A lower CPE doesn't just happen, according to Strong. "A lower CPE must be assembled over time by teams making careful day-to-day decisions to hold down specific costs."



Non-Aeronautical Revenues Jump

With the industry and the nation recovering from the pandemic, the airport seriously explored possible ways to generate higher or additional non-aeronautical sources of revenue, specifically from parking and concessions.

Recovery from the COVID-19 pandemic translated to a 140 percent increase in parking revenues, which amounted to a total of \$24 million. For the fiscal year, the increase in traveling passengers during the pandemic recovery increased sales at concessions such as food and beverage vendors and clothing retailers. This resulted in a roughly 27-percent increase in those revenues and netted a total of nearly \$27 million for the year.

\$131.5 Million Federal Relief Grants

Separately, the airport proactively addressed the impacts of COVID-19 by securing three rounds of federal relief grants to help offset the impact of lower revenues. The airport was awarded a total of \$131.5 million in federal grants during FY2020 and FY2021. STL expects to have \$61 million of these funds remaining at the end of FY2023, which can be used for operating costs, debt service and concession relief.

Long-Term Goals

The STL financial team is committed to continuing financially sound and proven practices to assure long-term financial stability of the airport. This includes seeking additional revenues from non-aviation sources, driving down the cost per enplanement and continuing to enhance the airport's credit ratings.

STL Air Service

Brian Kinsey

Assistant Director, Marketing and
Business Development

Air service at STL has nearly recovered after more than two years of a pandemic-driven slow down. Current trends show a return to consistent growth, according to Brian Kinsey, Assistant Director of Marketing and Business Development.

“The number of available airline seats for the last quarter of 2022 was only nine percent less than during that quarter before the pandemic,” Kinsey said. “That’s an amazingly strong and quick recovery.”

Other positive signs include the very strong performance of the [new Lufthansa non-stop service](#) to and from Frankfurt, the return of non-stop service to and from Air Canada’s international hub at Toronto and the fact that STL had 76 destinations in 2022. That’s one more than the airport offered before the pandemic.

Lufthansa Service Enhances Area’s Global Competitiveness

Until the [Lufthansa flights began](#), St. Louis was the largest American market without non-stop service to Europe. The flights operate three times weekly using an Airbus A330-300. The aircraft offers a three-class configuration consisting of business class, premium economy, and economy class for a total capacity of 255 seats.

The St. Louis region has strong business ties to Germany. This includes, but is not limited to, the North American commercial headquarters for the Crop Science division of Bayer, the KWS Gateway Research Center, MilliporeSigma and the life science business Merck KGaA. To attract more business to the St. Louis region, a trade delegation of 30 local leaders was among the first passengers on the sold-out inaugural flight to Frankfurt.

Local companies and organizations that helped secure the international flights and committed funding to improve the region’s global economic competitiveness included Centene, Emerson, Enterprise Holdings Inc., Greater St. Louis, Inc., Hermann Companies, Hunter Engineering, Nestlé Purina PetCare Company, St. Louis County Port Authority, and the William T. Kemper Foundation.

[Returning Service](#) and New Routes Will Help Drive Growth

The U.S. – Canada border re-opened in October 2021. The closure was due to COVID-19. However, it was not until May 2022 that [Air Canada](#)



The Importance of International Service

Re-establishing non-stop trans-Atlantic service elevated STL’s position among airlines and airports. “The Lufthansa service to Frankfurt attracted a great deal of industry interest and certainly got the attention of other airlines,” Kinsey declared. Upon arriving at Frankfurt, there are connecting opportunities to over 130 destinations in Asia, Africa, the Middle East, Oceania and throughout the rest of Europe.

[Lufthansa’s non-stop service](#) to Europe is expected to have an impact on the regional economy while also increasing St. Louis’ ability to compete on the global stage. Industry research from peer metro areas across the country indicates that non-stop service to Europe expands a region’s economy by \$50 million to \$100 million.

Moreover, the Lufthansa service, coupled with the [Air Canada flights](#), propelled St. Louis to the major leagues with a very favorable array of global travel options. Kinsey expects the international departures will attract travelers from a broad area of the Midwest, also adding business for other carriers.

“ The Lufthansa service to Frankfurt attracted a great deal of industry interest and certainly won the attention of other airlines. ”

resumed non-stop, daily service to Pearson International Airport in Toronto, one of the world’s most multi-cultural and cosmopolitan cities. This [Air Canada](#) hub offers connections to over 30 non-stop destinations in Asia, Europe, the Middle East and Oceania.

In addition, STL worked with carriers to develop new and seasonal destinations. Some examples include [Frontier](#) adding non-stop service to both [Tampa, Florida](#) and [Montego Bay, Jamaica](#) and Southwest adding non-stop service to [Myrtle Beach, South Carolina](#).

Up Next in Air Service Development

Business travel has been slow to return to levels seen before the pandemic. However, recent trends indicate that we should expect that to change in the next year. Kinsey believes business travel will get back to pre-pandemic levels by the end of 2023.

Overall, STL will move forward with a focused approach to air service development. Engaging airlines that are right for the St. Louis region and responsibly applying marketing resources should result in steady growth, as experienced in the five years preceding the pandemic.

AIR CANADA 



STL Engineering Projects

Gerald Beckmann

Deputy Director, Planning and Development

STL Planning and Development wrapped up a remarkable year by completing construction on several large-scale projects, including new airport renovations, and by winning a prestigious aviation industry award. Leading the list of 2022 accomplishments are new and re-engaged construction projects at Terminal 2 (T2). STL similarly completed Phase I construction on Runway 12R-30L, STL's busiest runway, and began new construction to add a bike lane to the bridge renovation on Lambert International Boulevard (LIB) over Coldwater Creek.

To top it off, [Airport Business](#), a publication of Aviation Pros, named STL's new fuel farm its "Project of the Year." The award highlights airport projects that are "transforming the North American aviation system."

The \$50 million fuel farm is state-of-the-art and environmentally friendly. It consists of a 4,300-square-foot operations building and above-ground tanks that hold three-million gallons of jet fuel with space

for a fourth tank. A backup electrical power system allows fuel to be distributed when utility power is lost. The old fuel storage facility, built in 1957, consisted of 45 underground storage tanks. Space was limited and underground leakage was a concern.

The award-winning fuel farm construction project involved participation from the City of Berkeley, the Federal Aviation Administration, the airport, the airlines and the project manager, Kansas City-based Burns and McDonnell. The international architectural, engineering and construction firm also received recognition from *Airport Business* for its work on STL's new fuel farm project. The company assisted STL in constructing a two-mile-long underground fuel transmission pipeline that wraps around the eastern side of the airport and through the cargo operations area to the hydrant system in T2. Five pumps were installed, each with the capacity to deliver fuel at 1,200 gallons a minute. The new fuel farm became operational in August 2021.



"Having a viable and modern fuel farm is very important to making our airport attractive to the airlines, our key tenants," said Gerald Beckmann, Deputy Director of Planning and Development. "From an environmental compliance perspective, we lower our cost compared to monitoring underground storage tanks. Plus, the capacity is 50 percent larger than the old fuel farm. So, it really positions STL for growth for decades to come."

Runway 12R-30L — The Flight Path for the Future

The wave of successful construction projects continued throughout the year for STL Planning and Development. Taking a closer look at these successes; [Phase I construction on Runway 12R-30L](#), STL's longest runway, started in April and finished in late September. This runway accounts for about 40 percent of STL's air operations. The project required tearing out and replacing large expanses of existing pavement that had reached its end of life.



There was also a sizeable asbestos abatement within the pavement. "It was one of those projects in which you don't know what you are facing until you start digging everything up," Beckmann said. "We worked with our contractor and consultants to complete the abatement and to finish the project seamlessly and without delay."

[Phase I construction](#) cost about \$17 million of the overall \$90 million allocated for both phases of construction. Now that Phase I has crossed the finish line, Beckmann is enthusiastic about the larger portion of work on Phase II.

The eastern third of the runway will undergo a major reconstruction in 2023 and include design improvements that will define future airport activity. Runway 12R-30L was built in the 1960s and is 200 feet wide. "Most airports no longer have such wide runways. The width is a function of the aircraft fleet mix and we no longer have that need," Beckmann said. Runway 12R-30L is 11,020 x 200 feet. Phase II construction is scheduled to begin in March 2023 to narrow the runway by 50 feet.

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STL Engineering Projects – Continued

Operationally, the narrowing of the runway will allow STL to modernize the geometry of every taxiway that intersects the busy runway for better efficiency and future growth. Financially, a narrower runway also saves on the cost to maintain the extra 50 feet of pavement, including snow removal and winter operations.

Runway 12R-30L runs from Banshee Road at its far northwest point to James S. McDonnell Boulevard. Passengers can see flight activity on the runway by looking north from concourses A and C and the terminal ticketing levels. The work to reconstruct STL's most-used runway is expected to wrap up at the end of the 2023 construction season.

Improvements to the Terminal 2 (T2) Garage Continue
Planning and Development continued construction at the [T2 garage complex](#) after completing the project's first phase, a westbound entrance in 2021. STL took a very inclusive view to improve the customer's experience with garage parking at T2 with the simple goal of shrinking traffic congestion. Southwest and Lufthansa Airlines are located in T2, which is the busiest terminal.

This [multi-phase project](#) includes changing traffic patterns and entryways to the T2 parking garage. It also has opened more lanes on the east side of T2's lower drive for parking shuttles. It has increased the length of



curb space and thus the airport's ability to keep some parked vehicles out of the drive lane, to improve the true traffic flow for departures and arrivals.

Ultimately, T2 Garage traffic will move from the lower drive and vehicles will access the entrance directly from Lambert International Boulevard (LIB.) Construction on the westbound entry has been completed. Construction on T2's eastbound parking garage entry is scheduled to finish in spring of this year.

Three Is Better Than Two in Baggage Claims

"This is just the tip of the iceberg for us," said Beckmann in describing the T2 baggage carousel expansion project. The project design had been in place, but was put on hold during the pandemic. Beckmann and the team of contractors, consultants, designers and Southwest Airlines re-engaged the project in the summer of 2022.



The 10,000-square-foot expansion concept now calls for installing one new baggage carousel and replacing the two carousels that are currently in use. The conveyor belts and supporting equipment will also be updated to improve the capacity and efficiency of inbound bag delivery. "This is a project Southwest Airlines requested," Beckmann said. "It is a very real and necessary project going forward."



Information You Need When You Need It

During the COVID-19 pandemic, customer service staffing had been reduced due to the drop in passenger traffic. With a rebound in passengers last year, it was time to re-staff the information desk in T2. In May of 2022, a new information desk was built in T2 near Door 14. The desk was a significant upgrade to the previous customer service facility.

The workspace's design allows team members to answer phones, assist walk-up clients and find answers using their computer station with ease and comfort. The new desk provides more storage space for materials that STL customer service agents use or distribute to airport visitors.

The desk was also remodeled to adjust to new health protocols due to the COVID-19 pandemic. The Information Booth in T1 was re-modeled for the same reason in 2021.



LIB Bridge Project Rehab Installation

Maintaining the LIB Bridge is a high priority for the airport as vehicle traffic crosses the bridge when accessing the airport from the Cypress Road exit off Interstate 70 from the west. The bridge rehabilitation is part of a two-phase construction project that started last fall with lane closures. In more detail, the bridge will undergo structural repairs, restoration of the stormwater sewer system and landscaping.

Most people probably do not think about those who bike to the airport, but STL Planning and Development is keeping cyclists top-of-mind. The project to rehabilitate the bridge on LIB over Coldwater Creek includes a lane for cyclists and pedestrians next to the roadway bridge. "This is a nice improvement for people who occasionally bike to the airport and it assures them a safe way to cross the bridge," Beckmann said. The project is scheduled to be completed this summer.

STL Engineering Projects – Continued

An Eye on the Future

A significant amount of research, time, energy and money is being invested into the Airport Layout Plan Update and Master Plan. The preferred plan would include building a new 62-gate single terminal on the site of T1 and keeping the airport's iconic domes. "The big thing that people need to see is the consolidated terminal program and our justification for it," said Beckmann. Last year, he and members of the STL leadership team met regularly with the public and governmental agencies to review the many approvals required to go forward with a consolidated terminal program.

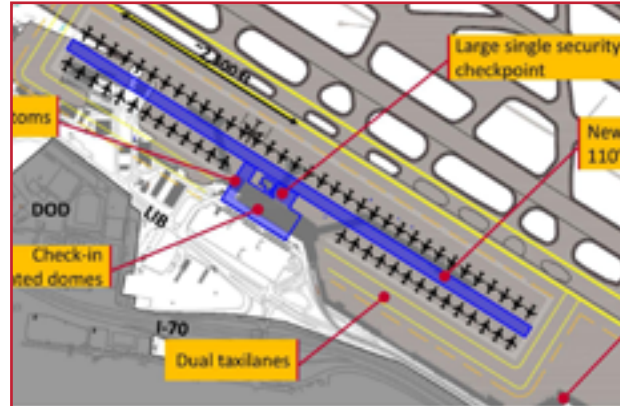
A lesser-known part of future terminal construction is the West Airfield Program (WAP).

WAP calls for:

- Relocation of the airfield maintenance facility
- Installation of a de-icing pad to free up the area west of Concourse A
- General improvements to the taxiway system to enhance safety and reduce required maintenance

"WAP is needed now and is considered a precursor to the Consolidated Terminal Program (CTP)," said Beckmann. "We are also challenged with keeping the existing facilities safe, viable and convenient for customers throughout the overall process."

“ The big thing that people need to see is the consolidated terminal program and our justification for it. ”



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.



STL Operations

Ronald Stella

Deputy Director, Operations and Maintenance

The Critical Heart and Experienced Hands of STL: The Operations and Maintenance Departments

No two days are alike for the employees in the [Airport Operations and Maintenance Departments](#) – the talented people who keep the millions of parts and pieces moving smoothly, 24-7. Under the umbrella of Operations & Maintenance Departments are twelve sub-departments which consists of Auto Shop, Airfield Maintenance, Building Maintenance and Sign Shop, Climate Control, Electric Shop, Housekeeping, Landscaping, Airport Operations, Emergency Management, Airport Police and Airport Dispatch, Security Operations and Airport Badging and the Airport Fire Department (for FAA compliance). In reviewing the activities of the year, it is helpful to consider what is accomplished in a weeks time.

Consider July 26th, the day in which a historic rain event caused severe flooding in St. Louis, requiring “all hands on deck.” According to the National Weather Service, about nine inches of rain had fallen by the afternoon, demolishing the previous daily record of 6.85 inches set in 1915, when remnants of a hurricane moved north to St. Louis from Texas. Communities across the region were devastated by the storm, triggering states of emergency in St. Louis City and County and the State of Missouri. The previous

probability of this rain event occurring in a given year is less than one chance in 1,000. However, there has been a “staggering rise” in the number of extreme weather events over the past 20 years, driven largely by rising global temperatures and other climatic changes, according to a new report from the United Nations, and STL must be prepared.

At the airport, the historic flood caused damage inside Terminal One (T1) and on the airfield. Due to the water creating unsafe conditions that exceeded FAA Federal Aviation Regulation (FAR) Part 139 criteria, STL temporarily went down to one runway, in order to provide a safe route for aircraft. Interruptions for passengers were kept to a minimum and most importantly, safety was never compromised.

Ronald Stella, Deputy Director, Airport Operations and Maintenance, believes this success can be attributed to his team's preparation and dedication. “We are very proud of our work during the rain event. Our teams worked around the clock to keep areas open and the airfield safe. We closed areas that were not safe for aircraft and we kept air traffic control, the airlines and the FAA aware of the situation,” Stella said.



As Stella points out, his teams showed skill, dedication, and creativity in quickly getting the airfield back to normal by using snow removal equipment to push water off the runways into drains to help reduce flooding on the airfield.

The torrential rain washed away two sections of the airport perimeter's security fence. Security Operations and Airport Police assisted with round-the-clock security and protected the areas until repairs were made by Operations and Maintenance contract staff.

Some outer buildings sustained major flood damage and were also declared unsafe. Numerous vehicles, heavy equipment, tools and supplies also were destroyed due to water damage. Some departments were moved to temporary offices and some automotive equipment needed to be replaced.

Lessons Learned from the Historic Flash Flood

Work continues today to fully restore buildings and replace equipment damaged by the flooding. Because the weather event highlighted opportunities for facility improvements and more modern facility planning, Stella is ensuring that lessons learned from this flood will be



used to better address future facility needs and to relocate critical facilities to areas that are not prone to flooding. Airport architects are designing a new relocated campus for Airfield Maintenance, Fleet Maintenance and Materials Management.

The Five Ps: Prior Preparation Prevents Poor Performance

According to Stella, the primary mission for all departments in Operations and Maintenance is safety of the airport, the public and all our airport employees. “Our team members must believe in creating the safest environment possible and treat their jobs as if their own family members were flying out on the next flight,” says Stella. He adds that it is just as important is to make sure their fellow workers go home to their families at the end of the day and not experience a catastrophic unsafe accident.

When it comes to running a 24-7 operation like STL, Stella states, “Our success dealing with an irregular operation or emergency doesn't revolve around one employee, one manager or even one department. It revolves around the preparations made in advance and a belief that teamwork and everyone's collective experience and contribution will see us safely and effectively through.”

The Airport Operations Department, a unit of Airport Operations and Maintenance, serves as the Operations Snow Control Center and the central location for unified command during the winter months.

STL Operations – Continued

Preparations and planning for winter weather begins in late summer. A series of meetings are held in September, October and November to position the airport community, staff and tenants for the upcoming winter season. In October, notifications for comments are sent to airport tenants and users to organize for the winter season kick-off meeting.

Meanwhile, the Airfield Maintenance Department conducts snow removal training sessions with crews using specialized snow removal vehicles. This helps them practice formations on various runways and clearing routes to keep the Priority 1 runways and taxiways in a no-worse-than-wet-condition, which is compliant with FAR Part 139 requirements. Airport crews train to be highly efficient, which reduces the time planes wait to depart or taxi to gates.

When a [snow event](#) occurs:

- Airport Operations inspect the runways and taxiways for safety, compliance with FAR Part 139 requirements and the airport's certification manual.
- Airfield Maintenance utilizes snow removal equipment to prevent snow and ice accumulations.
- Building Maintenance makes sure all sidewalks are safe for the traveling public, as well as for facility safety.
- The auto shop ensures all equipment required to keep the airport safe and free of snow and ice is maintained prior to the first snowfall and during a storm.
- Airport police monitor conditions of roadways and employee parking areas, while assisting with customer issues, security and law enforcement.

- [Snow removal](#) contractors, managed by Operations and Maintenance team members, are included to conduct snow removal from the airline terminal ramps and airport roadways.

- Climate Control increases staffing to address heating, ventilation and air conditioning needs during a winter event.

- Airport electricians repair lights and signs and often have to remove snow and ice by hand from key airfield lighting (runway lights, taxiway lights, mandatory hold position signs, etc.) during accumulating [snow events](#).

- Housekeeping helps inspect and address unsafe conditions.

- All other Operations and Maintenance employees



“ Sometimes people forget that the airport is always open. STL's Operations and Maintenance Department members makes it feasible for all functions of the airport to run safely and as efficiently as possible, 24 hours a day, seven days a week. ”

assist the [snow effort](#) by helping to inspect critical areas and to supervise key teams performing snow removal efforts.

- Management holds post-storm debriefing meetings to discuss lessons learned, solicit feedback from staff and find ways to conduct continuous quality improvement.

“Sometimes people forget that the airport is always open,” says Stella. “STL's Operations and Maintenance Department members makes it feasible for all functions of the airport to run safely, and as efficiently as possible, 24 hours a day, seven days a week.”

A Snapshot of Some of the Teams

The Operations and Maintenance team is comprised of twelve different departments that comprise many cross-functional teams. This multi-faceted operation has highly skilled and dedicated men and women who perform tasks that are detailed and are often complex and labor intensive. These departments are supported by approximately twenty-five service contracts, that support our airport employees with an additional 350 plus employees and related services. Part of the team conducts inspections on the airfield multiple times a day to ensure compliance with FAA regulations, while other members correct and note deficiencies from the inspections.

To maintain operational readiness and ensure passenger and aircraft safety, pre-determined inspections are conducted for preventive maintenance on all aspects of the airport. These range from electrical inspections for generators to the changing of air purification filters in the terminals. Maintaining the lighting, signs, markings on the runways and the fleet of airport vehicles also falls within the purview of the Operations and Maintenance departments.

To alleviate and prevent the chances of wildlife creating an unsafe hazard to aircraft, Airport Operations employs two full-time U.S. Department of Agriculture (USDA) employees to help with wildlife observation and mitigation. Part of their job function is to know the animals that congregate at or near the airport, such as birds that could pose a safety risk to aircraft. Often, removing food sources can keep wildlife from coming to the airport. That, along with other wildlife hazard management techniques, help prevent bird strikes.

“Whether the challenge is a historic flood or a winter storm, the women and men of the Operations and Maintenance Departments keep STL functioning safely to serve the traveling public and will continue to do so with as much expertise and efficiency as possible,” says Stella.



STL Operations – Continued

STL Departments Comprising the Operations and Maintenance team:



Auto Shop



Airfield Maintenance



Building Maintenance / Sign Shop



Climate Control



Electric Shop



Housekeeping



Landscaping



Airport Operations Department / Ops Center



Operations and Maintenance / Emergency Management



Police Department / Airport Dispatch



Security Operations / Airport Badging



Fire Department (FAA compliance)

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BDD Program Review

Francoise Lyles-Wiggins

Assistant Director, Community Programs/BDD

In the spirit of collaboration, [Business Diversity Development \(BDD\)](#), formed three partnerships aimed at elevating its mission to help minority and women-owned firms and small businesses succeed. The partners include Maryville University, the Urban League of Metropolitan St. Louis' Small Business Development Programs and the Serving Industry Through Excellence (SITE) Improvement Association.

Assistant Airport Director of Community Programs/BDD Francoise Lyles-Wiggins says, the BDD initiated the partnerships to reduce the duplication of services among agencies and to help firms still struggling from the pandemic emerge stronger.

In the relationship with the Urban League's Small Business Development Programs, BDD hosted workshops and one-on-one counseling. Discussions included guidance on how to start a business, how to write a business plan and how to [become a certified firm](#).

The affiliation with SITE benefits STL because the trade association is comprised of minority, women and disadvantaged members who specialize in asphalt paving, excavation site services and sewer work for construction projects.

BDD partners with the United States Department of Labor (DOL) Wage and Hour Division-St. Louis to provide [all contractors](#) and consultants with education and training on how to avoid the pitfalls with filling out certified payroll, understand the requirements under Davis Bacon and Related Acts on federal projects, address the Family Medical Leave Act (FMLA) and what employers must do, review Service Contract Act requirements and what to expect during a Wage and Hour investigation.

In STL's day-to-day operation, a broad range of contractors and service providers are required in the areas of construction and engineering, supplies and material management, airport operations and airport concessions.

While the three organizations provide business development resources in the region, BDD is the certifying body for the City of St. Louis' Minority and Women Business Enterprise (M/WBE) programs, STL's federal Disadvantaged Business Enterprise (DBE) and Airport Concessions Disadvantaged Business Enterprise (ACDBE) programs.

In fostering partnerships, BDD reinforces its commitment to offer an environment for companies. They help to obtain the best technical assistance for them to become certified firms, develop partnerships with prime contractors and acquire the tools to successfully compete for airport contracts. The certification process can take up to 90 days to complete and applicants should be prepared to supply multiple types of business documentation.

To increase efficiencies in the certification process, the St. Louis Development Corporation (SLDC) hired certification specialists to work alongside BDD to process MBE/WBE certification applications. SLDC manages the M/WBE programs.

The department's commitment to helping clients succeed does not stop once a firm is certified and lands a contract; BDD ensures all contractors follow through according to the terms of the contract.

The department's 2022 achievements include increasing its contract compliance monitoring and enforcement efforts as well as holding monthly project meetings with prime contractors on the progress of their contracts. These actions allowed the BDD to verify further information submitted on bids and proposals, confirm that the firms are being utilized in their approved capabilities and ensure that the firms were being paid for their work in a timely manner.

Lyles-Wiggins says the monthly meetings proved beneficial for everyone involved. "On the [compliance](#) side, we saw improvements in payments and an increase in prime contractors responding to subcontractor concerns."

“ As firms become certified, we always look for ways to prepare them for the next level. ”

BDD Outreach

The BDD hosted 12 virtual public outreach and educational sessions in 2022. A marquee event, the Business Diversity Forum (BDF) will return in-person in 2023. The last BDF was held in April 2019, before the COVID-19 pandemic, and attracted 450 people. Attendees included business owners, government agencies, prime contractors and firms seeking contract opportunities at STL and in the region. Typically, the BDF kicks off with a networking breakfast, followed by roundtable discussions on how to do business with STL and other agencies, a keynote speaker and an exhibit hall. This free event is held at the airport's Aero Event Space on the B Concourse in Terminal 1.

Looking Ahead

Lyles-Wiggins is enthusiastic about future opportunities for BDD clients that will develop when STL finalizes the new Airport Layout Plan Update and Master Plan. The plan will allow STL to make decisions on development projects for the next 20 years. "As firms become certified, we always look for ways to prepare them for the next level and that includes upcoming projects," Lyles-Wiggins said.



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

Jackie Taylor

Contract Compliance Officer:
M/W/DBE Program Implementation and
Policy and Outreach

Marie Yancey

Contract Compliance Officer:
ACDBE Program Implementation, Certification
and Outreach and Compliance Monitoring

Tynetta Bruce

Program Manager I:
Construction Management, Section 3,
Compliance, Monitoring and Enforcement,
Real Estate and Accounting and Payroll

Maurice Falls

Contract Compliance Officer:
Compliance, Monitoring and Enforcement

Jeffery Flake

Contract Compliance Officer:
Compliance, Monitoring and Enforcement
and Living Wage Compliance

BDD Event Schedule to be released in Spring 2023. For more
information about BDD, [click here](#).

A BDD Success Story...

Volition Trucking, LLC (MBE)



Daniel Coleman, owner of Volition Trucking, LLC, says it takes grit and grace not only to drive heavy trucks of gravel and sand for construction jobs but also to run your own business.

Volition Trucking Co., LLC, operates tri-axle and quad-axle dump trucks with payloads reaching 28 to 35 tons. Mr. Coleman digs basements and sewers, excavates sidewalks and parking lots, performs site preparation and demolition. Coleman believes he was born for heavy labor and to operate heavy trucks. As he recalls, he was around this type of work since he was a kid. "I played with Tonka trucks and imagined myself driving a big truck one day."

Coleman's childhood dream turned into a reality. He formed Volition Trucking Company in 1999. His company is listed in the City of St. Louis's M/WBE Directory as a site preparation contractor for specialized freight and trucking and he is licensed as an operating engineer for heavy equipment. As his company name reflects, he had the will and desire to start his own trucking company and make his own decisions. He averages three to four employees on his staff depending on the workload.

Volition Trucking Company's growth coincides with 21st-century development projects throughout the St. Louis region. As Coleman states, "In the past 20 years, I have worked on every apartment construction project in the city of St. Louis." Coleman proudly notes his more prominent projects include the NGA West construction project, the Major League Soccer Stadium Project, and Preservation Square Apartments a Housing Development project on 15th Street and Cass Avenue.

Not only is Coleman known for his quality work, but also for his showmanship and personality. As he describes, "You can't help but notice me when you come to the job site. I am the only one wearing a cowboy hard hat and cowboy boots, and everyone calls me Coleman."

Coleman's strong work ethic has allowed him to be successful in the construction industry for nearly 35 years. "My work speaks for itself. No one can outwork me. My parents worked extremely hard, and they instilled the same in me," he added.

In 2016, Coleman received the Contractor of the Year Award from MOKAN, the St. Louis-based Construction Contractors Association. He shares his success story with students in the MOKAN pre-apprenticeship program, an intense 10-week educational course to ensure preparedness for entry into the St. Louis construction workforce. As he describes, "I talk to the students about what it takes to be a positive, qualified person in the industry and what's expected of them. And when I see young men and women on the job, I try to give them positive energy so they can be an asset to a company instead of a liability."

In helping to prepare the next generation of construction workers, Coleman offers advice to anyone interested in starting their own business. "You must have the will and make sure your finances are in order. You must be disciplined and understand it's not a nine to five job. Humble yourself when you're around co-workers and try to surround yourself with positive people," he explains. These are all principals Coleman says he has learned over the years while operating his business.



IN 2022

An Introduction to STL's Airport Layout Plan Update and Master Plan



What is an ALP Update/MP?

An ALP Update/MP serves as a critical planning tool that looks at forecast aviation activity for an airport. At STL, the study uses this forecast as a guide in evaluating existing and future terminal, airside and landside improvements.

Learn more about the
Master Plan's Key Definitions →

As the ALP Update effort progressed and it became clear major terminal and other improvements were needed at STL, additional planning effort was undertaken. The enhanced scope of work became a full airport master plan as support developed and

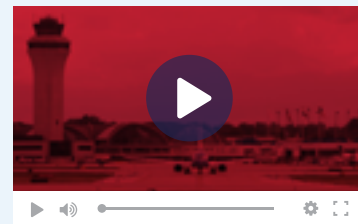
therefore later documents refer to the effort as a master plan. The ALP Update/MP process has involved technical analyses, cost estimating, environmental considerations, developing existing 2020 and future 2040 noise contours based on a future fleet mix, discussion with airport stakeholders, public feedback through surveys and consideration towards industry standards and future conditions.

Stakeholder Engagement

The STL ALP Update/MP's focus is on developing the terminal, roadway and airfield activities to accommodate future passenger and air traffic in 2040, the planning horizon for the study. Throughout the study, there have been meetings with airlines, the Technical Advisory Committee (TAC), the Missouri Department of Transportation, and numerous other stakeholder groups to garner input and comments to produce a recommended concept for terminal, landside and airfield recommendations. Additionally, surveys were distributed to the public for feedback on the terminal and landside concepts.

Overview and Timeline

The St. Louis Airport Authority (STLAA) and the City of St. Louis are continuing the process of updating their Airport Layout Plan Update and Master Plan (ALP Update/MP) for St. Louis Lambert International Airport (STL). "The ALP Update/MP is a portrait of our airport's potential," says STL Airport Director Rhonda Hamm-Niebruegge. "The results of this ALP Update/MP will allow STL to make informed decisions on potential development and be in the best possible position to address the future needs of our passengers."



Learn more about what was discussed at STL's ALP Update/MP Airport Open House on May 5, 2022, by watching the presentation.



An Introduction to STL's Airport Layout Plan Update and Master Plan – Continued



Master Plan Timeline

The ALP Update/MP was started in January 2020 and the FAA Draft Submittal was completed in the Summer of 2022. As now shown in the current timeline below, planning efforts are now preparing for FAA environmental review and approval.

Planning Overview:

- STL's ALP Update/MP serves as a critical planning tool that depicts both existing facilities and planned development for the airport. As the enhanced scope of work has become a full airport master plan, later documents will refer to the effort simply as a master plan.
- The Federal Aviation Administration requires airports to update their ALP every eight to ten years. During the current ALP, it became clear that today's facility will not compete with future travel demands. Thus, officials started thinking about a terminal master plan.
- Our current terminals are cramped and congested with outdated infrastructure and limited concession space.
- The ALP Update/MP will allow STL to make informed decisions on potential development and be in the best possible position to address passengers' ongoing needs.

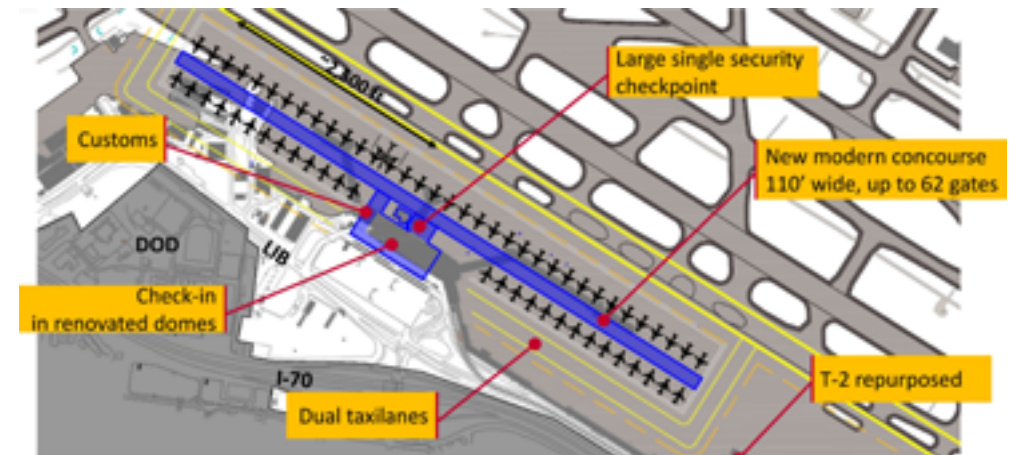
- At STL, this exercise is being used as a guide in reviewing existing and future terminals, along with airside and landside improvements to accommodate future passenger and air traffic needs through 2040.

Preliminary Plan:

- Twenty-two different concepts were analyzed before arriving at the current preliminary plan, which calls for a single consolidated linear terminal with up to 62 gates that would keep STL's current historic domes.
- The new terminal would have modern amenities such as moving walkways and more concourse space, all of which will be able to handle the projected increased demand for air travel as well as current and future aircraft. The new concourse

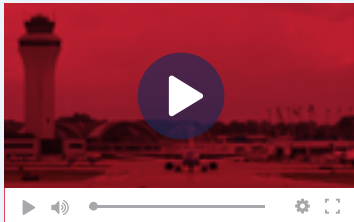
will also be nearly 60 percent larger in concession space, offering the traveler more options for dining and retail. A new larger parking garage is proposed in front of the consolidated terminal.

- STL and MODOT are beginning work to address and improve accessibility to the airport. Improvements will focus on safety, capacity and improved directions to minimize traffic weaving while increasing driver decision times. Several ideas for access were developed in the ALP Update/MP based on public and community input. Continued planning for access improvements will occur later this year and public input will be integral during this process. The plan will maintain MetroLink access to the two existing airport stations. Pedestrian and bicycle access will also be enhanced.



An Introduction to STL's Airport Layout Plan Update and Master Plan – Continued

- STL's plan is preliminary, and several steps must be taken before anything is finalized and construction can begin. These include engineering, an environmental analysis, airline negotiations, financing and architectural design. Thus, any construction on approved projects would not begin until three years from now. Construction would take an estimated four years to complete after that.
- Building one modernized terminal will streamline operations and improve efficiency. Roadway access to the airport needs to be addressed as well to adequately meet future needs.



View the Airport Master Plan presented to STL's Airport Commission on Wednesday, November 2, 2022.



Funding:

- In terms of funding, no general city or local tax dollars will be required. The airport funds its own operation entirely with aviation-generated funds and the same is true for our ongoing and future capital improvement projects.
- Funding sources for a proposed single-terminal project would include, but not be limited to airport revenue bonds, landing fees, federal and state grants, parking fees, concession revenues and rents.
- We are still gathering stakeholder input and making refinements before we develop official cost estimates.
- Looking at other new terminal programs at medium sized airports (like Kansas City International, New Orleans International, and William P. Hobby in Houston), the cost range at these facilities is \$40-\$45M per gate and our plan includes 62 gates.

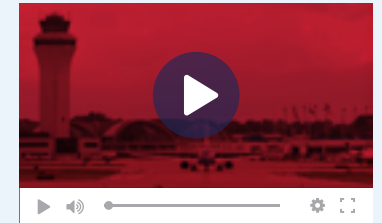
This article is part of STL's Master Plan material at: flystl.com/about-us/stl-airport-layout-plan/airport-layout-plan-introduction
This material is regularly updated at: <https://www.flystl.com/stl-planning-projects>

Public Engagement:

- From the beginning of the ALP process there has been public engagement including three public surveys.
- At the start of our planning effort, we formed a Technical Advisory Committee (TAC) with broad business, economic development and community organization representation. We have discussed progress and ideas with them three times.
- The flystl.com website keeps updated information on the ALP in the ALP Update/MP section and will continue to offer the opportunity for public input at any time.
- We have also briefed the Airport Advisory Commission since the beginning of this process and will continue to do so. The commission meetings are open to the public.
- A Public Scoping Meeting was scheduled at STL, Terminal B on Thursday, December 15, 2022, from 4 p.m. to 7 p.m. The purpose of this meeting was to gather public input on which topics need to be added to the scope of the upcoming environmental review and approval process for the master plan.
- A draft ALP Update/MP was submitted to the FAA in the summer of 2022.

WHAT AIRLINE DO YOU MOST FREQUENTLY FLY?

- 60% of respondents fly Southwest most frequently
- 15% of respondents fly American Airlines



Watch the Environmental Review Public Scoping Meeting held on Thursday, December 15, 2022.

STL Properties

Robert Salarano

Manager, Airport Properties Division

The STL Properties Division received approval from the City of St. Louis and the Airport Commission to change the procedure used to procure qualified concession operators to do business at the airport. The long-running practice of using Solicitations for Bid (SFB) on concession agreements has run its course. The preferred method now is to issue a Request for Proposals (RFP). STL switched to the RFP process in January 2023. Most airports use this process for concession agreements because it is more business-friendly, according to Robert Salarano, Manager of the Airport Properties Division.

The RFP option provides the best view into the concessionaire's creative retail and product concepts as well as what the operator will offer the traveling public. Conversely, a SFB process concentrates heavily on a vendor's finances and high bid amount. "The highest dollar rent won't always provide the best customer service and passenger experience," said Salarano.

The Minimum Annual Guarantee or MAG, is the minimum rent payable to the airport over a year regardless of financial performance. If a vendor has zero or a thousand customers, the minimum annual guarantee is always due. In this method, the rent in addition to the capital investment are at risk each year that a concessionaire operates a restaurant or a retail

store. What's more, once a proposer submits a dollar amount on an SFB, the proposer cannot go back and change the number, it's locked in. "We are now able to move away from that," said Salarano.

Under the RFP for concessions process, the dollar amount still will carry weight, but will only be part of the overall consideration. To add more flexibility to the negotiations, once a concessionaire is selected, the Airport Properties Division may work with the company to negotiate the MAG and financial terms and develop a program, to where both the operator and the airport can be successful.

Most appealing to Salarano, the RFP process opens opportunities for mid-size concession companies to bid with the large companies. Larger companies can put much more money into a MAG, while a mid-size company can put much more effort into an original concept. Each type of company can put their best foot forward.



New Concessions at STL

"STL became a trailblazer in 2022 by opening the first Rip Curl retail outlet inside an airport in the U.S.," says Salarano. "Rip Curl is one of the world's largest designers, manufacturers and retailers of surfing sportswear."

The STL store has a West Coast surfer vibe that offers tropical leisure attire, but Salarano says the store is much more than swimsuits, flip-flops and beachwear. It has a large selection of fun, casual tourist clothing. Rip Curl is located at Gate C6 in Terminal 1.

Healthy, Ethnically Diverse and Local Food Options

Casa de Tres Reyes is an addition to food choices in Terminal 2. The new restaurant filled two voids for the airport when it opened last year. The menu offers first-of-its-kind Southwestern, Mexican-style cuisine in a carry-out only format.

This built-for-speed concept offers a quick food option for workers in T2, for passengers changing planes who want a quick bite to eat and Southwest Airlines flight crews who are on a tight schedule. Casa de Tres Reyes is located near gate E33. It is part of a local food group that includes Casa de Tres Reyes in West County, Three Kings Public House in the University City Loop, in South County and in West County.



The Pleasures of Local Diner Food Opens at STL

Cheddar drop biscuits, country fried steak, three little piggies, avocado toast and roasted veggie hash are just a few local food favorites offered at [Kingside Diner](#). This popular eatery, with locations in the Central West End, Clayton and the University City Loop, will open at STL in May 2023. Paradies Lagardère, a leading airport travel retailer and restaurateur, which operates more than 950 stores and restaurants in 100 airports, will run the diner. Kingside Diner is on Concourse C in Terminal 1.

"The addition of a new retailer and restaurants is a result of STL's teamwork with airport leadership and its partners," says Salarano. He adds, "With roughly 20,000 square feet of retail area, the airport is tight on space but huge on imagining ways to utilize it."

“ STL became a trailblazer in 2022 by opening the first Rip Curl retail outlet inside an airport in the U.S. Rip Curl is one of the world's largest designers, manufacturers and retailers of surfing sportswear. ”

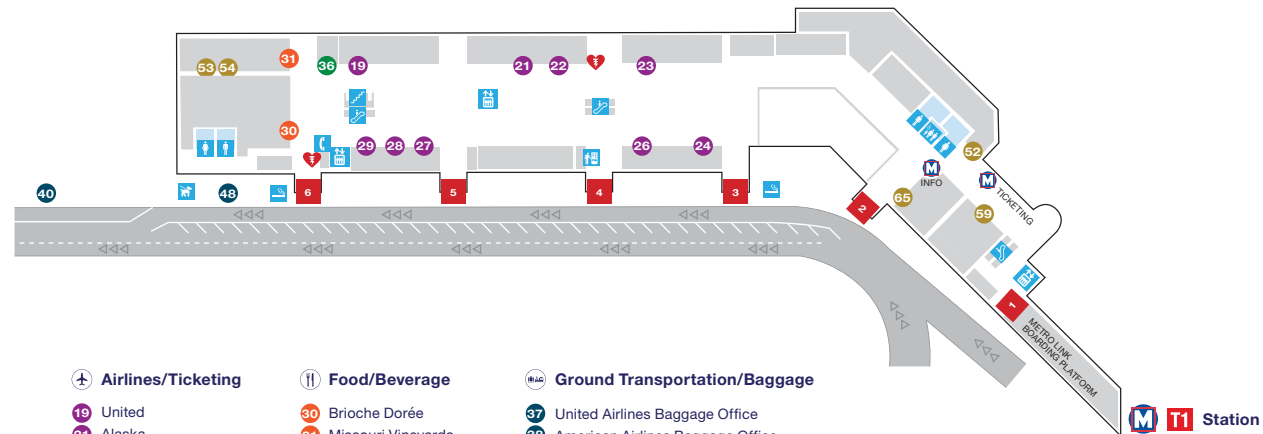
An aerial photograph of an airport terminal and tarmac. The image is overlaid with a large, semi-transparent geometric pattern consisting of several overlapping triangles in shades of red and blue. The text "OUR AIRPORT" is centered in white, sans-serif capital letters. In the background, a city skyline is visible under a cloudy sky. A plane with "FRONTIER" written on its side is parked at a gate in the foreground.

OUR AIRPORT

T1 TERMINAL 1

UPPER LEVEL

-  Airport Entrances/Exits
-  Airline Gates
-  Airport Information Booth
-  Information
-  AEDs
-  Men's Restroom
-  Women's Restroom
-  Family Assist Restroom
-  Lactation Suite
-  Stairs
-  Escalator
-  Elevator
-  Phones
-  Vending Machine
-  ATM
-  Chapel
-  Parking
-  Service Animal Relief Area
-  Smoking Area (Outside Only)
-  US Postal Service Box
-  Oversize Baggage Claim



- Airlines/Ticketing**
- 19 United
 - 21 Alaska
 - 22 Delta
 - 23 American
 - 24 Spirit
 - 26 Cape Air
 - 27 Frontier
 - 28 Air Canada
 - 29 Southern Airways Express

- Food/Beverage**
- 30 Brioche Dorée
 - 31 Missouri Vineyards
 - 33 Starbucks
 - 34 Pasta House
 - 35 Great American Bagel
- Retail**
- 36 Hudson

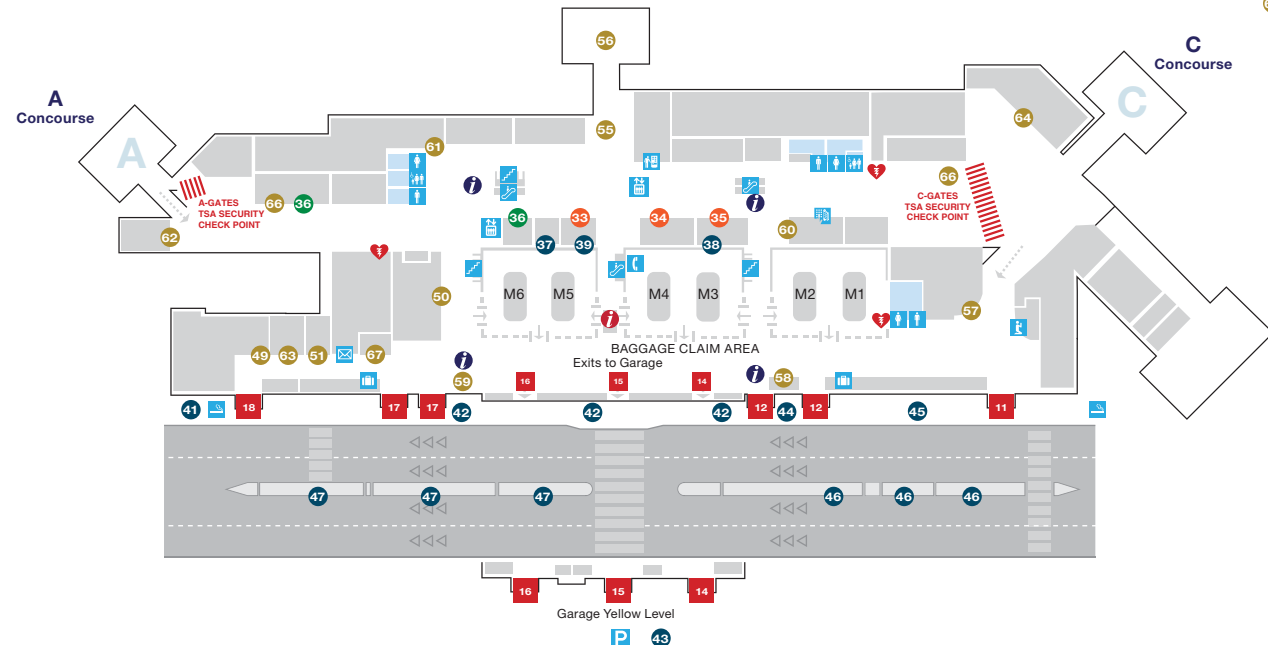
- Ground Transportation/Baggage**
- 37 United Airlines Baggage Office
 - 38 American Airlines Baggage Office
 - 39 Delta Airlines Baggage Office
 - 40 Charter Buses
 - 41 Hotel/Motel Shuttle
 - 42 Passenger Pickup
 - 43 Taxis/Limos
 - 44 Terminal Shuttle to T2
 - 45 Super Park Pickup
 - 46 Off Airport Parking Pickup
 - 47 Car Rental Pickup
 - 48 Ride App Pickup

- Terminal Directory Services**
- 49 Airport Police
 - 50 USO
 - 51 JoAnne Wayne Conference Room
 - 52 Lindbergh Conference Room
 - 53 Missouri Vineyards Conference Room
 - 54 Norton Conference Room
 - 55 Aero Stage
 - 56 Aero Event Space
 - 57 The Lambert Gallery

- 58 Explore St. Louis Visitor Center
- 59 Hotel Reservation Board
- 60 US Bank
- 61 Airport Admin. Office
- 62 Airport Properties Office
- 63 Airport Badging Office
- 64 American Airlines Admiral's Club
- 65 TSA Pre-Check Enrollment Center
- 66 CLEAR
- 67 Missouri DOR ID Office

T1 TERMINAL 1

LOWER LEVEL



T1 TERMINAL 1

A CONCOUSE

-  Airport Entrances/Exits
-  Airline Gates
-  Information
-  AEDs
-  Men's Restroom
-  Women's Restroom
-  Family Assist Restroom
-  Lactation Suite
-  Stairs
-  Escalator
-  Elevator
-  Speed Ramp
-  Phones
-  Vending Machine
-  ATM
-  Chapel
-  Parking
-  Service Animal Relief Area
-  Smoking Area (Outside Only)

Food/Beverage

-  1 Baskin-Robbins/Dunkin'
-  2 Budweiser Brew House
-  3 Pizza Studio
-  4 Mike Shannon's Grill
-  5 Starbucks
-  6 Grounded in St. Louis
-  7 Vino Volo
-  8 Sweet Indulgences
-  9 Chili's
-  11 Schlafly Tap Room
-  12 Great Wraps
-  14 Goose Island
-  68 Kingside Dinner (Spring 2023)
-  69 Ted Drewes Frozen Custard

Retail

-  15 Tech on the Go
-  16 Hudson
-  17 Discover St. Louis
-  18 Ebony News
-  20 Natalie's Candy Jar
-  21 Luxe
-  70 Rip Curl

Terminal Directory Services

-  22 St. Louis International Play Port
-  64 American Airlines Admiral's Club



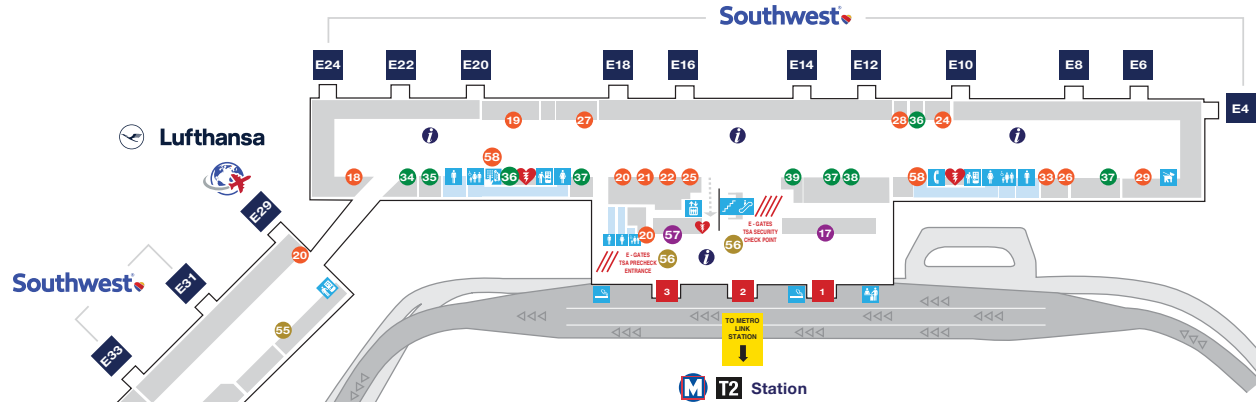
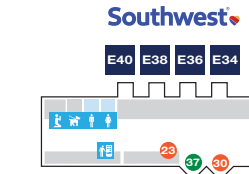
T1 TERMINAL 1

C CONCOUSE



T2 TERMINAL 2

UPPER LEVEL



Airlines/Ticketing

- 17 Southwest Airlines
- 57 Lufthansa Airlines

Food/Beverage

- 18 St. Louis Brewmaster's Tap Room
- 19 The Blue Note
- 20 Starbucks
- 21 California Pizza Kitchen
- 22 Burger King
- 23 Dunkin'
- 24 Eighteen-76
- 25 Baskin-Robbins/Dunkin'
- 26 Great American Bagel
- 27 Vino Volo
- 28 Auntie Anne's Pretzels
- 29 Pasta House/Schlafly
- 30 Stella Artois Bar
- 31 Three Kings Public House
- 32 Casa de Tres Reyes
- 33 Urban Chestnut Brewing Company
- 56 Ted Drewes Frozen Custard

Retail

- 34 Kids Works
- 35 CNN Newsstand
- 36 Tech on the Go
- 37 Hudson
- 38 St. Louis Sports
- 39 Natalie's Candy Jar
- 40 St. Louis Market Place

Ground Transportation/Baggage

- 42 Southwest Baggage Office
- 43 Charter Buses
- 44 Hotel/Motel Shuttle
- 45 Passenger Pickup
- 46 Taxis/Limos
- 47 Terminal Shuttle to T1
- 48 Super Park Pickup
- 49 Off Airport Parking Pickup
- 50 Car Rental Pickup
- 51 Ride App Pickup

Terminal Directory Services

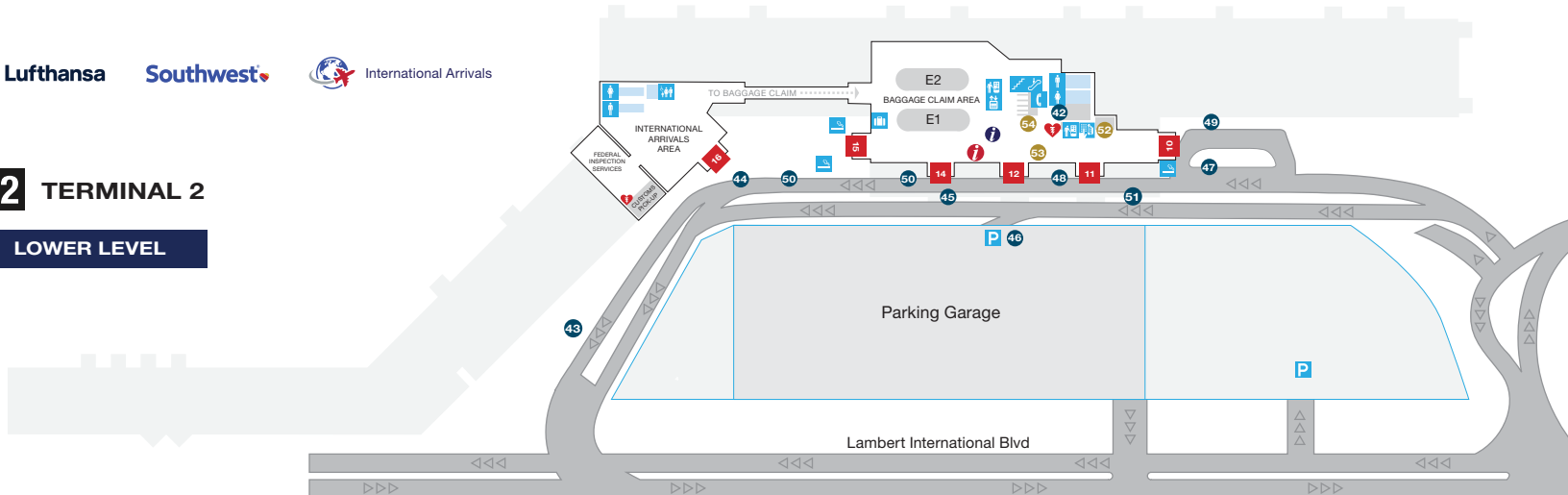
- 52 USO
- 53 Explore St. Louis Visitor Center
- 54 Hotel Reservation Board
- 55 Wingtips Lounge
- 56 CLEAR

- | | | | |
|---------------------------|----------------------------|-----------|-----------------------------|
| Airport Entrances/Exits | Men's Restroom | Stairs | Vending Machine |
| Airline Gates | Women's Restroom | Escalator | Chapel |
| Airport Information Booth | Family Assist Restroom | Elevator | Smoking Area (Outside Only) |
| Information | Lactation Suite | Phones | Speed Ramp |
| AEDs | Service Animal Relief Area | ATM | Curbside Check-in |
| Parking | Oversize Baggage Claim | | |

Lufthansa Southwest International Arrivals

T2 TERMINAL 2

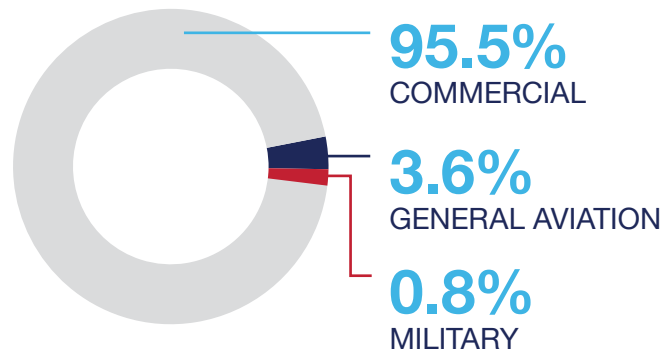
LOWER LEVEL



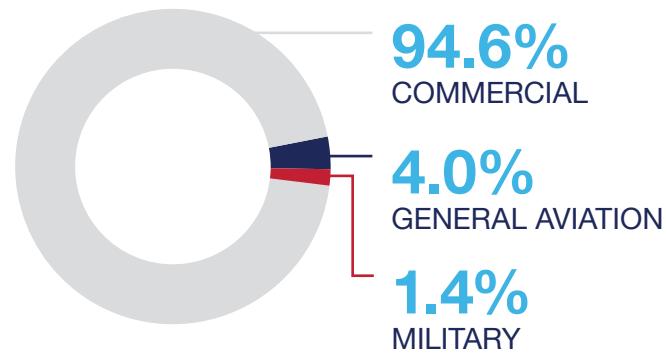
OPERATION STATISTICS



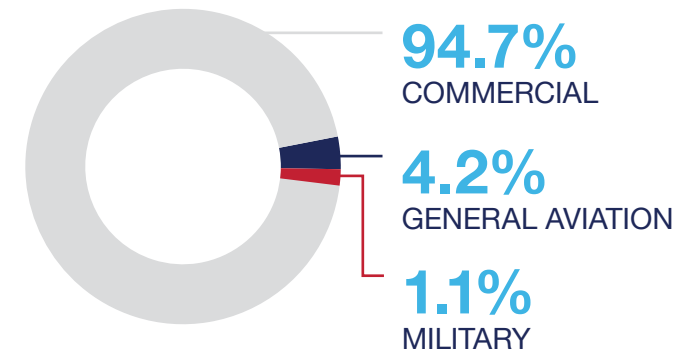
Aircraft Operations*



FY 2019



FY 2021**

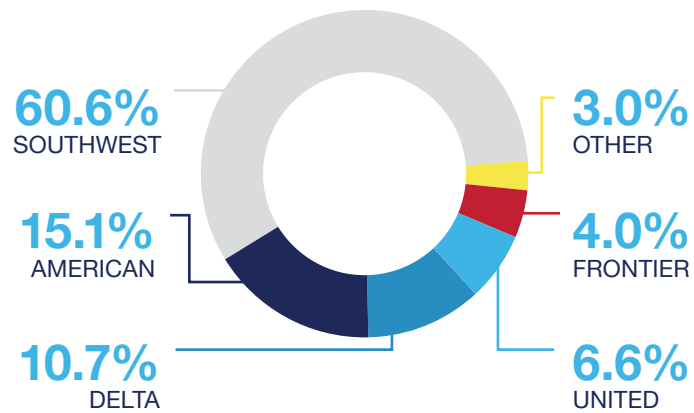


FY 2022

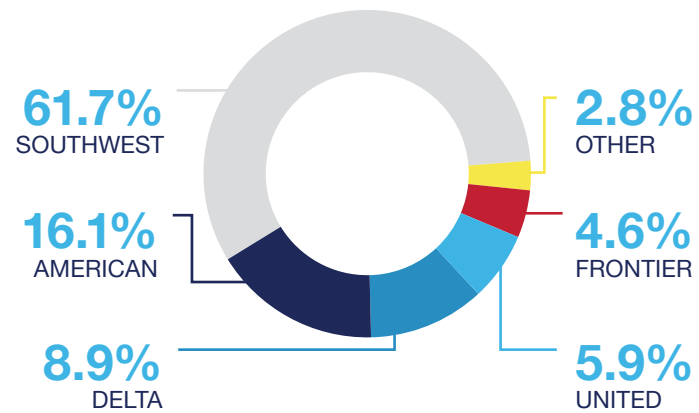
*Aircraft Operations = takeoffs and landings

** Percent change based on 2020 data (2020 data not shown).

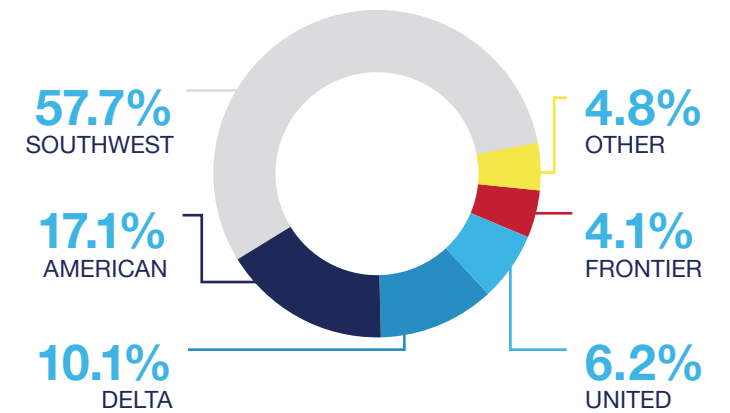
Airline Market Share



FY 2019



FY 2021*



FY 2022

By Total Enplaned Passengers

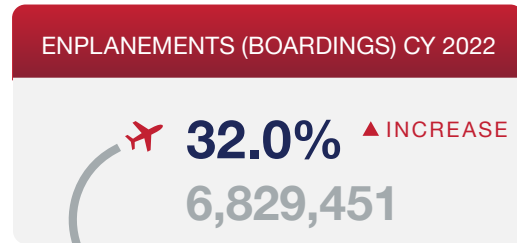
* Percent change based on 2020 data (2020 data not shown).

Total Passengers

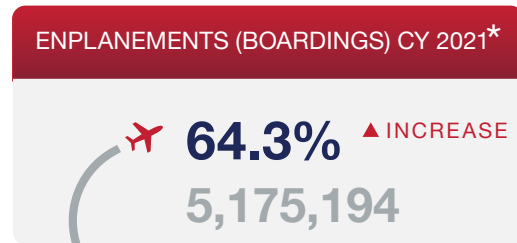


* Percent change based on 2020 data (2020 data not shown).

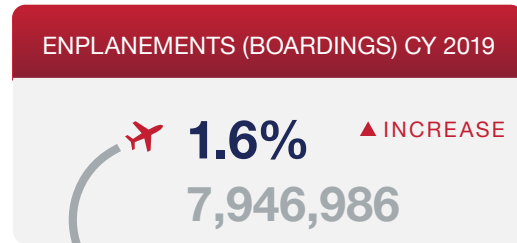
Enplanements and Deplanements



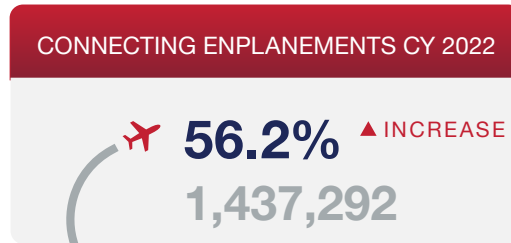
6,297,012 FY 2022



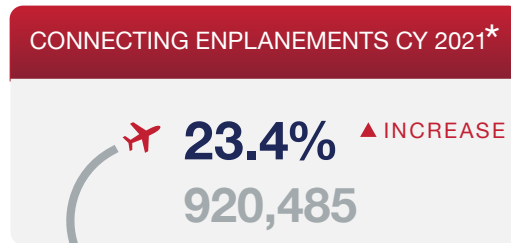
3,504,890 FY 2021



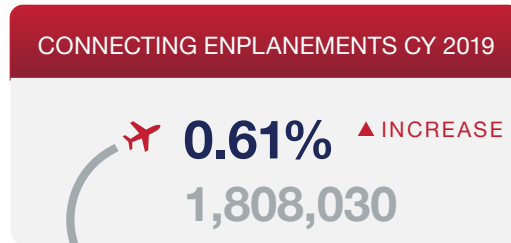
7,915,216 FY 2019



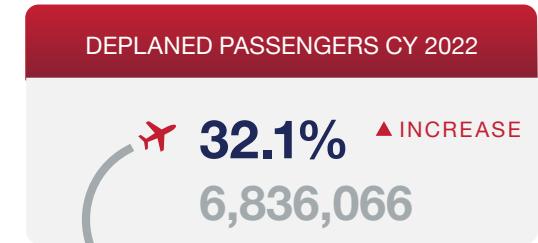
1,204,600 FY 2022



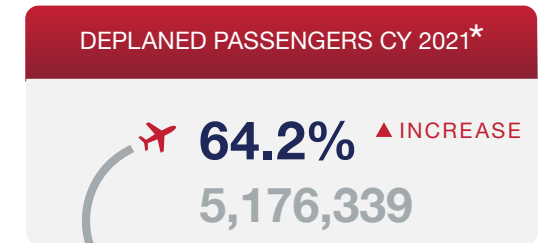
697,374 FY 2021



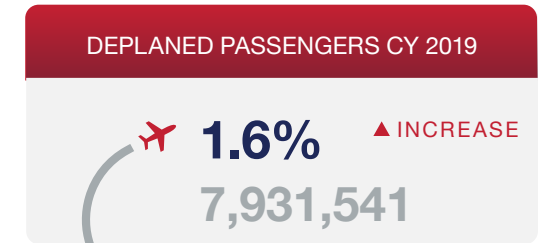
1,835,572 FY 2019



6,294,262 FY 2022



3,480,690 FY 2021



7,907,002 FY 2019

* Percent change based on 2020 data (2020 data not shown).

Departures



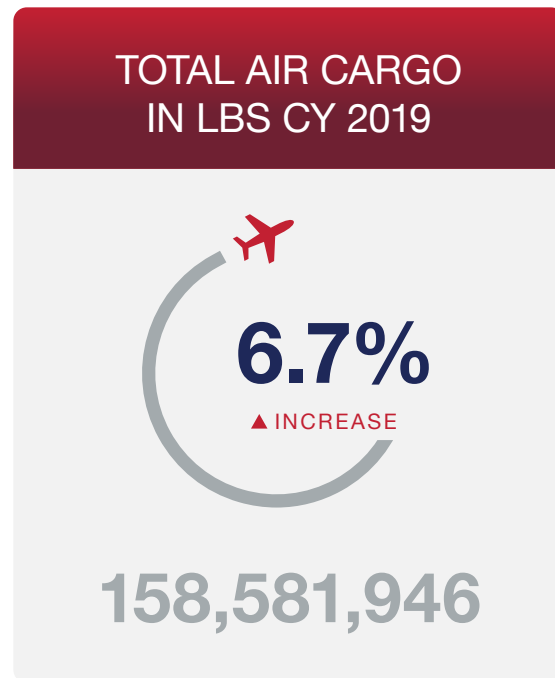
* Percent change based on 2020 data (2020 data not shown).

Air Cargo Operations



* Percent change based on 2020 data (2020 data not shown).

Air Cargo Operations – Continued



* Percent change based on 2020 data (2020 data not shown).

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 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

FY 2022

Three Kings	\$227,490
Ameren Solar Farm	\$3,000
E29 Starbucks	\$94,006
Idemia	\$20,143
Jet Linx	\$132,753
MHS	\$227,826
MO Army National Guard	\$24,073
Spire	\$20,360
Springdale Lot	\$120,000
St. Louis Air Cargo Facility	\$2,146,450
Southwest Provisioning Center	\$306,863
Vino Volo	\$484,590
Wingtips	\$288,532

Total: \$4,096,086

* 2019 data reports revenue total prior to COVID-19 (2020 data not shown).

A photograph of a large group of people at a formal event, possibly a gala or awards ceremony. The image is overlaid with a semi-transparent geometric pattern of red and blue triangles. The word "ACCOMPLISHMENTS" is centered in white capital letters.

ACCOMPLISHMENTS

Accomplishments



Old Fuel Farm Decommission

The old fuel farm had a unique history. Built in 1957, it was one of the first belowground integrated aircraft fueling hydrant systems in the U.S. The old operation is now officially closed, after the demolition and restoration of the site.

Taking the facility off-line and remediating the site was a massive project. That work included the removal of tanks, structures, and equipment. Pipes and equipment connecting the fuel hydrant system were cleaned and capped. STL Fuel Company, LLC, closed and decommissioned the facility at its own expense. The former facility was located just south of Terminal 1 along Lambert International Boulevard and offers STL opportunities to recycle, repurpose and reuse the property.



Attention-Grabbing Pole Banners

Colorful imagery of three iconic St. Louis tourist attractions has taken flight on [airport pole banners](#) this year. The landmarks include the Gateway Arch National Park, Union Station and the Missouri Botanical Garden's Climatron Greenhouse. "These bright, eye-catching banners feature the unique architecture and design of each individual landmark and offer a glimpse of what visitors and locals will see when they visit the Gateway City," says Roger Lotz, Public Information Manager for St. Louis Lambert International Airport.

The airport's Public Relations and Engineering Departments selected the imagery and the 70 locations for the banners, which are found throughout the airport property and on the main thoroughfares. The airport's logo, website address and the phrases "Everyday We're HuSTLing" and "Welcome to STL" are included in the banners.



STL's 100th Honor Flight

The Greater St. Louis Honor Flight in November 2022 marked the organization's [100th mission](#). This made this local group only the second Honor Flight organization to reach that milestone. Over 50 veterans from World War II, the Korean and the Vietnam Wars took the historic Honor Flight to Washington, D.C. on a Southwest Airlines charter flight.

[Greater St. Louis Honor Flight](#) is a non-profit organization that recognizes St. Louis area veterans' service by providing an all-inclusive trip to the nation's capital.

The veterans visit memorials, monuments and a cemetery that have been erected in their honor. These including the World War II Memorial, the Korean War Memorial, the U.S. Marine Corps War Memorial and Arlington National Cemetery. At the final stop, Honor Flight veterans observe the tradition of placing a wreath at the Tomb of the Unknown Soldier.

Each veteran, many in their nineties, traveled with a guardian. The trip is provided at no cost. When the veterans return to STL they receive a [hero's welcome](#), something many of them did not find waiting for them when they returned from their service years ago.



Accomplishments – Continued



A Huge Success... STL's Art of Travel Gala

In October 2022, the Lambert Art & Culture Program held its first Art of Travel Gala since 2019 and its 10th overall event. We are happy to report that it was a huge success!

The energy in the room was electrifying as more than 300 guests enjoyed coming together, for the first time in three years, to support the art program at STL. The gala featured great food and beverages, art, and magic by St. Louis magician Jeff Lefton. The St. Louis blues and jazz band [Miss Jubilee](#) and [Lindbergh High School's Strolling Stings](#) group provided music.

We were very excited to receive a \$100,000 gift from the Kling Family Foundation to support the Art of Travel program for many years to come. We also raised \$140,000 through sponsorships, a silent auction and other proceeds. [Click here](#) to view photos from the 2022 Gala event.



2022 Project of the Year Award

Airport Business Magazine has honored STL with their [2022 Project of the Year Award](#) for the new fuel farm. The magazine's award highlights projects that are "transforming the North American aviation system." The state-of-the-art fuel farm, which doubles STL's capacity, includes three above-ground fuel tanks, each able to hold one-million gallons of jet fuel. The site allows room for a fourth tank if needed. An 11,000-foot underground pipeline with a leak detection system delivers fuel to the terminal using five horizontal pumps. Each is capable of delivering fuel at 1,200 gallons a minute to increase reliability and safety.

The new fuel storage facility includes an operations building, a control room, offices, ample parking and a vehicle maintenance shop. The many improvements add up to a cleaner, safer, more reliable, more secure and more cost-efficient operation. STL Fuel Company, LLC, a consortium of airlines that operated the old fuel farm, invested nearly \$100 million to build the new facility. It is located on approximately eight acres of airport-owned property near the intersection of Airport Road and James S. McDonnell Boulevard. The project took just under two years to complete.

American Airlines Customer Cup Award

In August of 2022, STL's American Airlines (AA) team won Best Mid-Size Base in the domestic category of AA's "Customer Cup" competition. This company award recognizes airport employees in AA's domestic and international networks based on improvements in quarterly customer service surveys.

The STL AA team won in the second quarter of 2022 for its strong safety record, operational excellence and excellent customer service. Employees earn network bragging rights and a recognition event in their honor for making the significant strides to improve AA's customer service rankings.



Accomplishments – Continued



St. Louis Titan 100 Award

[Airport Director Rhonda Hamm-Niebruegge](#) received the prestigious [St. Louis Titan 100](#) award this year. The award recognizes the region's Top 100 CEOs and C-suite-level executives. Wipfli, LLP, a leader in accounting and business consulting, sponsored the Titan 100 Program and selected winners based on their leadership, vision and passion. The winners are considered the area's most accomplished business leaders in their industries. Collectively, the honorees and their companies employ more than 38,000 people and generate over \$15.7 billion in annual revenue. STL alone has an organizational chart of 500 positions and an annual budget more than \$168 million. The Airport Director and the other 99 honorees are featured in a limited-edition Titan 100 book and profiled exclusively online. Last year's awards ceremony was held on April 28th, at the The Factory live music venue in Chesterfield.

STL Influences Growing Global 2022 Luncheon

At the [Growing Global 2022: Connecting St. Louis to the World](#) event in September, the panelists included Rhonda Hamm-Niebruegge, Director at St. Louis Lambert International Airport, Rodrigo Santos, President Bayer Crop Science and Don Bunkenburg, Senior Director Sales USA at Lufthansa Airlines.

The event was held in-person at the Ritz-Carlton St. Louis for the first time since 2019. World Trade Center St. Louis hosts the annual luncheon and is the area's largest international business event. In 2022, more than 600 business and civic professionals and elected leaders attended.

During the panel session, Hamm-Niebruegge and Bunkenburg took a deeper look at how the region can leverage the new non-stop flight from STL to Frankfurt, Germany. Industry research across the country indicates that non-stop service to Europe adds between \$50 million and \$100 million per year to a region's economy. This flight is expected to have significant impact on our regional economy and increase St. Louis' ability to compete on the global stage.

At the event, Hamm-Niebruegge and other leaders were honored with the Global Ambassador Award. It acknowledges a person or group who has enhanced the image of St. Louis as a global center and whose efforts have resulted in St. Louis' exposure to the international community.



Explore St. Louis All-Star Award

Explore St. Louis, the official destination-marketing organization responsible for promoting and selling the St. Louis region, presented its prestigious [All-Star Award](#) to Airport Director Rhonda Hamm-Niebruegge. The award is given to organizations and individuals who bring great achievements to the St. Louis region.

STL was honored along with Greater St. Louis, Inc., the St. Louis Economic Development Partnership and Lufthansa Group for establishing non-stop service to Frankfurt, Germany, in June 2022. The direct flight is the first offered in over 20 years from St. Louis to continental Europe. Additionally, Lufthansa serves more than 155 global destinations from Frankfurt, which is one of the world's leading financial centers. The roundtrip service makes it easier for international companies to do business in St. Louis and promote economic growth in the region.

Accomplishments – Continued

Explore St. Louis – Hospitality Heroes

[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 six individuals are 2022 Heroes who work at STL:



Alexandria Dent
Regency Enterprises Service, LLC

“Getting to the bottom of it all” describes Alexandria Dent’s incredible and immediate action that brightened the day of two sisters using a concourse restroom before their flight from STL. Alexandria was starting her mid-day cleaning shift in the restroom when she heard one of the women yell that she had lost her ring. Alexandria immediately asked the woman where she believed the ring was lost and she pointed to a trash can. Alexandria, who has seen it all in her more than 20 years in hospitality and housekeeping, did not flinch. She started digging through the pile of trash until she found the ring at the very bottom of the bin wrapped in a paper towel. Alexandria received the Explore St. Louis Hospitality Superhero Award for her “hospitality heroism.”

Ciara Baldwin
TSA Transportation
Security Supervisor

Ciara Baldwin is always on high alert in her job at STL. As a Transportation Security Administration supervisor, she has screened thousands of passengers over her nearly six-year career.



On one occasion, Ciara noticed a woman who appeared especially nervous, an emotion guaranteed to draw an officer’s attention. The woman’s hands were shaking; she had dropped all her credit and medical cards on the floor and was struggling to pick them up. Ciara decided the woman did not pose a security threat, stopped what she was doing and picked up the woman’s belongings. Ciara discovered the woman was in her 70s, had artificial knees and was nervous because she was traveling alone for the first time. Once the woman cleared security, Ciara went above and beyond. She assisted the woman through Terminal 2 to catch her flight on Southwest Airlines to Chicago and made sure she boarded safely.

In 2022, Ciara also received STL’s Catch Us Giving (CUG) Ambassador of the Year Award for assisting this passenger. The CUG Program encourages the public to “catch” airport employees giving great customer service and to nominate them. Those STL employees who are caught are eligible for incentives and airport-wide recognition. Nominations can always be made at flystl.com/cug.



Georgene Spencer
HMS/Host Starbucks Concourse A

Patience is key when traveling, especially when you are in an airport trying to catch an early morning flight and need coffee. Georgene Spencer, a barista at the Starbucks in Terminal 1 on Concourse A, has you covered. Georgene delivered a never-give-up performance for a passenger who ordered and paid for a Frappuccino®. That is not your average cup of coffee. It’s a mix of special ingredients blended with ice and finished in a tall cup with selected toppings. When the passenger suddenly heard her boarding announcement, she decided to leave immediately for fear of missing her flight. Knowing the passenger had paid for the drink and did not ask for a refund, Georgene did not give up on making it. Once the specialty drink was ready, Georgene ran to the gate to deliver it to the customer just as she was about to scan her ticket to board the flight. Another customer noticed Georgene’s extraordinary customer service. This person contacted the airport to compliment the entire staff for a job well done. However, it was Georgene’s extra effort that won over hearts in those early morning hours.

Accomplishments – Continued



Neisha Wiggins
G2 Secure Staff

“Superwoman” describes a woman with more than exceptional strength and ability in a blockbuster movie; some STL workers say that description also fits Neisha Wiggins. Neisha works for G2 Secure Staff, the company that partners with various STL-based airlines to transport passengers who need wheelchair assistance. Neisha was on duty the day a person traveling on a flight from Los Angeles needed help due to a serious hip injury. Neisha was waiting for the woman when she arrived to take her to the baggage claim area. This individual was grateful to see Neisha, but what happened next astonished her. Neisha not only pushed one passenger, but she also assisted a second passenger by transporting two wheelchairs simultaneously. Doubling up on pushing passengers comes as no surprise to people who work with Neisha. They describe her as courteous, efficient, and impressive, earning her the name “Superwoman.”



Richard Holder
G2 Secure Staff Supervisor

It is safe to say that Richard Holder is an early riser. For more than ten years, he has started his shift as a supervisor for the G2 Secure Staff’s wheelchair transport operation at 3 a.m. At this hour, the airport is bustling with passengers catching pre-dawn flights and Richard is on alert for passengers who need help. One routine morning, he met a husband and wife who had spent nearly two hours rebooking their flight after several weather-related cancellations. The couple finally booked a flight, but they missed the opportunity to check their luggage. The husband, in a wheelchair, had two bags on his lap and the wife pulled their luggage, which had wheels. Richard saw the weary couple and immediately brought them comfort by carrying their bags and assisting them through security. Richard did even more by connecting the couple with their airline to check their bags and by assisting them to the gate area to ensure that they did not miss their flight. Richard crossed paths with the couple again when they took another trip. They were surprised and overjoyed to see him. They expressed their gratitude and called Richard an “extraordinary fellow.”



Millie Ocasio
Hudson and Associates, LLC
Information and Paging Booth



Jenella Norman
G2 Secure Staff American Airlines
Baggage Service Agent

Millie Ocasio and Jenella Norman received the Explore St. Louis Hospitality Hero award for outstanding teamwork. In April, a couple on an American Airlines flight to Boston realized their young daughter was missing her “best friend” – her doll. The door to the airplane was closing and it was too late to go back to look for it.

A few days later, the girl’s father called the Information and Paging Booth for help. Millie, a supervisor who received the call, understood the importance of finding the child’s doll. This is when teamwork swung into action. Millie immediately headed to the American Airlines Baggage Claim Office where she met Jenella, an airline baggage service agent.

The next steps Jenella and Millie took demonstrated outstanding customer service. They discovered the doll had been found in the area where the child had been at the airport’s Play Port on Concourse C in Terminal 1. In fact, a flight attendant had asked the gate agent to retrieve the doll on the day it was lost. Millie called the family to deliver the good news that the doll had been found and gently cared for in the American Airline’s Lost and Found Office. Jenella also delivered the exciting news to the parents that the doll was safe and sound. In an added touch of tenderness, Jenella took a picture of the doll, sent it to the parents for final verification, prepared the doll for travel and mailed it “special delivery” to the family.

Accomplishments – Continued

Is this Hollywood? No, it's STL!

STL has become a renowned location for directors to use as a backdrop in their films. From 1987's *Planes, Trains and Automobiles* to 2009's *Up in the Air*, STL's iconic domes have had their close-up in Hollywood pictures.

The COVID-19 pandemic put a damper on film and TV crews coming to STL. However, production teams have begun once again to seek permission to film at our historic venue. The past year saw three film companies come to STL to shoot scenes or B-roll for four specific productions.



[Spiritus Creativus](#)

In June 2022, STL was proud to host Select Start Films for the filming of “No Expectations” and “Spiritus Creativus.” Select Start Films reported having “...a great experience while filming, thanks to the friendly and supportive staff as well as the assistance provided by the airport administration.”

“*Spiritus Creativus*” is a docuseries, which showcases how the creative spirit is able to overcome challenges and adversity while finding success serving the community. Its [first episode](#) focused on Tamara Keefe, creator of Clementine's Naughty and Nice Creamery in St. Louis.

Season one of “*No Expectations*” follows Dr. Nate House from STL as he explores Kyrgyzstan's culture, history, art, music, fashion and cuisine.

Both projects are currently in post-production and updates can be found by visiting <https://selectstart.film>.



[Your Last Wishes...](#)

In late October, a small local independent film crew, Synchro Productions, was granted access to film in Concourse A of Terminal 1. Synchro Productions was filming a scene involving a new college graduate on a phone call with his best friend before boarding his flight.

[The film](#) is a short drama focusing on a young man, Sammy, who loses his best friend in a sudden and terrible accident. Sammy's left a list of things to do and complete by his friend. The film is entitled, *Your Last Wishes*.

The production came to STL not simply to shoot the specific scene, but also to acquire active B-roll footage of the main tarmac, incoming and departing traffic and video of passengers at various gates.



[A Christmas Vintage](#)

Production for [A Christmas Vintage](#) came to STL in November. The movie is a modern-day twist on William Shakespeare's “Taming of the Shrew” and set at two wineries during Christmas. Samantha returns to her family winery to help her distressed sister. The reason: Emily cannot be with the man she loves (Tony) because of his shrew of an older brother (Parker.) Samantha must tame the shrew so everyone can live happily ever after.

The production company described their shoot at STL as “...an absolute blast!” They said they could not believe how helpful and inviting everyone was, especially the PR team. “Everything was beautiful... from the sight lines, the iconography and even vehicle parking...it was all 10 for 10.” The group added that their footage looks great and the scenes play wonderfully in the film. They say their only regret is that they did not have more scenes scheduled for the airport.

The production company hopes to have the film released for the 2023 Christmas holiday season.

St. Louis Airport Commission

Rhonda Hamm-Niebruegge

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

Kevin Cantwell

President
Big River Communications

Hon. Anne-Marie Clarke

Family Court Commissioner (Retired)
22nd Circuit Court of Missouri

Hon. Shane Cohn

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

Sean R. Fitzgerald

Vice President
Property, Construction &
Environmental
Enterprise Holdings

June Fowler

Senior Vice President,
Communications (Retired)
BJC HealthCare

Hon. Darlene Green

Comptroller
City of St. Louis

Hon. Megan Ellyia Green

President of the Board of Aldermen
City of St. Louis

Frank D. Jacobs

Business Manager IBEW,
Local #1 President
St. Louis Building Trades

Justin King

Global Study Manager - Early
Development Operations Oncology
Sanofi

Lee Kling

President
The Kling Company, LLC

Don G. Lents

Sr. Counsel and Chair Emeritus
Bryan Cave Leighton Paisner LLP

Debra H. Moore, Ph.D.

Director of Administration
St. Clair County

Rik Nemanick, Ph.D.

Principal Consultant
Nemanick Leadership Consulting

Kathleen Osborn

President and CEO
The Regional Business Council

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<https://gslhonorflight.org/flights/100th-mission/>

Explore St. Louis Annual Meeting (Website Content from Explore St. Louis) – P. 39
<https://explorestlouis.com/whats-new/our-annual-meeting-awards-celebrated-the-hospitality-industry-workforce/>

Growing Global 2022 (Website Content from World Trade Center – St. Louis) – P. 38
<https://stlpartnership.com/world-trade-center-st-louis-presents-growing-global-2022-2/>

Titan 100 (Titan 100 Bio of Rhonda) – P. 38
<https://www.titan100.biz/2022stl/rhonda-hamm-niebruegge>

Titan 100 (Titan 100 Photo Gallery of Event) – P. 38
<https://www.titan100.biz/2022-stl-awards-gallery>

Aviation Pros.com Project of the Year – (STL Fuel Farm) – P. 37
<https://www.aviationpros.com/airports/article/21244291/2022-airport-business-project-of-the-year-a-new-pipeline-fuels-the-future-of-st-louis>





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