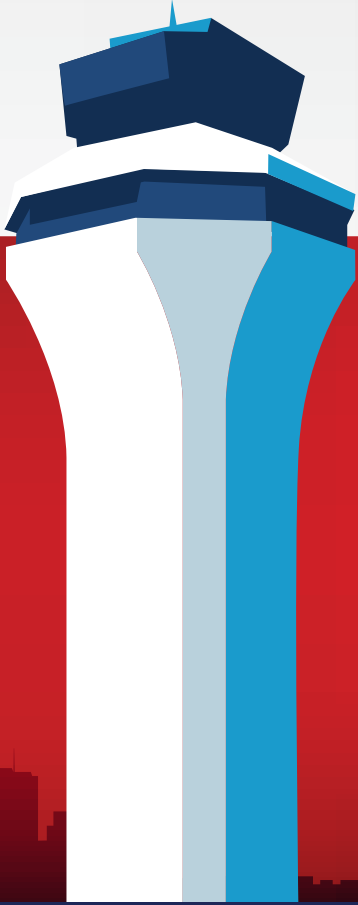


2025

STL ANNUAL REPORT

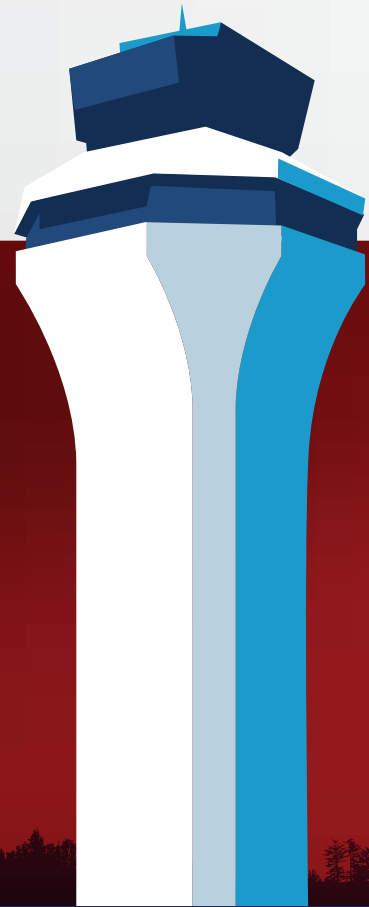


EVERY DAY WE'RE HUSTLING

CONNECTING ST. LOUIS TO THE WORLD: A YEAR IN REVIEW

STL ST. LOUIS LAMBERT
INTERNATIONAL AIRPORT.

CONTENTS



Letter from the Director 4

Reports

STL Financial Overview 9
STL Air Service 12
STL Engineering Projects 16
STL Operations 20
STL Properties Overview 24
OBO Program Review 30

Our Airport 35

Operation Statistics

Aircraft Operations 47
Airline Market Share 48
Total Passengers 49
Enplanements and Deplanements 50
Departures 51
Air Cargo Operations 53

Accomplishments 54

STL in the Media – In 2025 72

St. Louis Airport Commission 76

LETTER FROM THE DIRECTOR

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

As I reflect on this past year at STL, I am filled with both pride and gratitude — pride in what our airport has accomplished, and gratitude for the dedicated team and community who make it all possible.

One of the most exciting milestones ahead is the launch of British Airways service to London, announced in 2025. This new nonstop route marks our second nonstop connection to Europe and represents a major step forward

in strengthening St. Louis' global reach. It's a testament to the confidence airlines and travelers alike have in our market, and a powerful signal of the airport's continued growth and relevance.

Equally important is the significant progress being made on the planning and design of our proposed consolidated terminal. This transformative project will reshape the passenger experience at STL, improving efficiency, accessibility, and comfort for decades to come. The work underway today reflects our commitment to creating an airport that truly serves the needs of our region well into the future.

This year marks a personal milestone for me, as I announced my retirement, effective August 2026. That announcement has prompted me to reflect on my tenure at STL. It has been a journey defined by resilience, collaboration, and remarkable progress. None of it would have been possible without the dedication of our employees, the trust of our partners, and the support of our community. Together, we navigated unprecedented challenges, including the Good Friday tornado in 2011 and, most notably, the COVID-19 pandemic. Through it all, our team remained steadfast in keeping our passengers safe, our

airport running, and our mission intact. Watching STL recover, rebuild, and once again thrive has been one of the most rewarding experiences of my career.

From record passenger volumes before the pandemic to rebuilding travel demand, restoring international service, and laying the groundwork for the airport's next era, the progress we have made together is extraordinary.

As we look ahead, I am confident that STL is well-positioned for continued success. While my time as airport director will soon come to a close, my belief in this airport and the people who power it has never been stronger.

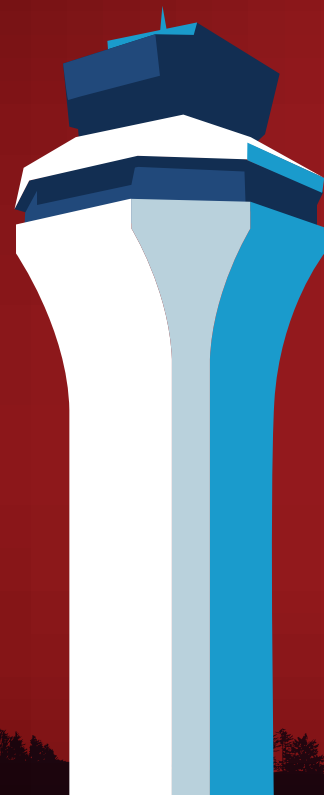
Thank you for being part of this journey.

With appreciation,



**Rhonda
Hamm-Niebruegge**

Director, St. Louis Lambert International Airport



OUR INTERVIEW WITH RHONDA HAMM-NIEBRUEGGE



Rhonda Hamm-Niebruegge joined St. Louis Lambert International Airport (STL) as airport director in January 2010. Since that time, she has successfully guided the airport through difficult times such as the Good Friday tornado in 2011 and the COVID-19 pandemic. She led the efforts to rebuild the airport's air service following American Airlines' closure of STL as a hub in 2010. Southwest has since become the dominant carrier at STL and in 2024, STL recorded the highest number of travelers passing through STL since 2003. She has also revitalized international air service with Lufthansa Airlines starting service at STL in 2022 and the introduction of British Airways flights from STL to London Heathrow in 2026.

Rhonda announced her retirement in November of 2025. This interview provided the opportunity to reflect on the career of the longest-serving, continuous airport director in the history of STL.

Q1: What has been the most rewarding part of this job?

A1: Knowing that I made a difference both at the airport and in the region. We grew the airport's economic impact from \$3.2 billion in 2011 to \$6.2 billion. Helping strengthen the region and expand business opportunities has been incredibly rewarding.

Q2: What will you miss most?

A2: The people I worked with every day, the people I met throughout the airport, and the constant

change. No two days were ever the same. I'll miss the challenges, the problem-solving, and putting the pieces back together. Most importantly, I want to thank the incredible team who worked through every challenge to bring the airport to where it is today and where it's headed in the future.

Q3: What achievement are you most proud of?

A3: That's a tough one. Restoring European service was significant, but I'm also proud of setting the airport on a sustainable path for the future. While we don't currently have the authority to build a new terminal, we were able to put a master plan in place that clearly identifies the challenges of our existing facilities and lays out a thoughtful vision for the future. That long-term planning, paired with the return of international flights, represents meaningful progress.

Q4: What did the return of nonstop international flights mean to you?

A4: First, it put St. Louis back on the international map. It opened doors for people around the world to come here and for our community to access the world. Second, it restored a sense of pride in this region. There was real frustration after losing international service—bringing it back showed what strong partnerships can accomplish.

Those flights weren't achieved by the airport alone. They were made possible through collaboration with the community and shared investment in incentives. It reinforced the idea that when we work together, we can achieve things we can all be proud of.

Q5: What drove the airport's record passenger growth before COVID?

A5: The key factor was Southwest Airlines expanding its operation here, particularly by bringing connecting traffic through St. Louis. After we lost our hub, we lost that connecting traffic, and the region itself wasn't growing. We had to find a partner that could restore connectivity at a meaningful level, and that partner was Southwest. As they expanded markets and increased connecting traffic, we reached record passenger numbers in 2019.

Q6: When did you feel the airport truly turned the corner in recovery?

A6: Around 2017. That's when we began seeing lost markets return and connecting traffic come back to St. Louis. The strategic plan we developed in partnership with the business community around 2015 really began to take hold then. That momentum continued, and more recently, the return of European service marked another major milestone. But 2017 was the key turning point.

Q7: What do you remember most about leading through the Good Friday tornado?

A7: What stands out most is how prepared our team was to respond. My husband and I were with friends celebrating a birthday when the airport called to say we had been hit by a tornado. We immediately headed out. Driving along I-70, we saw trees down and homes damaged. When we pulled up to the terminal, I expected chaos and serious injuries.

But when I went inside, this was just 15 to 20 minutes after it happened, there was no screaming. It was a mess, but it was calm. Police were already set up, ambulances and firefighters were in place, and teams were actively checking on passengers. Everything was organized. I remember thinking, we've got this.

The second thing that stands out is how quickly we reopened. The devastation was severe. Concourse C was essentially destroyed, windows blown out, and vehicles overturned. Yet within 24 hours, we reopened for arriving flights, and by Sunday morning, we were operating at 70 percent of our schedule. That was remarkable.

Q8: How has the airport's role in the community evolved?

A8: It has become far more collaborative and engaged. From developing and implementing strategic plans to partnering on international service, the relationship between the airport and the community has grown into a true partnership built on shared goals.

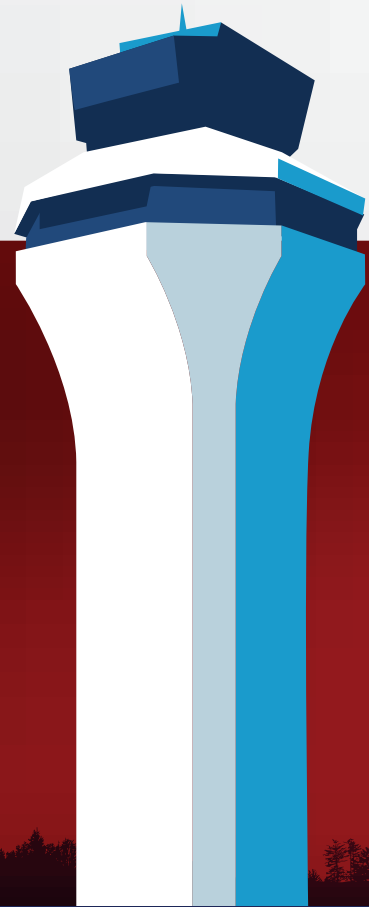
Q9: What advice would you give the next airport director?

A9: Take the time to truly learn the airport environment, understand the team, and listen to the community. This role requires strong listening skills. Many people have opinions about how the airport should operate, and those perspectives matter. You won't be able to please everyone, but you can find a path that balances priorities and serves the region well.

Q10: What do you hope your lasting impact will be?

A10: I hope people better understand how critical an airport is to a region's success. An airport is a partnership between the facility, the airlines, and the community. It's the most important regional asset we have. My hope is that I've helped reinforce that understanding and collaboration.

REPORTS



STL Financial Overview

Antonio Strong

Deputy Director, Finance & Administration



In fiscal year 2025, St. Louis Lambert International Airport (STL) delivered a year of decisive financial performance. Operating revenues climbed 16.6 percent, passenger traffic remained above 15.5 million for the second consecutive year, international service expanded, and the airport maintained one of the most competitive cost structures among medium hub airports nationwide.

For Antonio Strong, Deputy Director of Finance & Administration, the results reflect more than strong numbers. They represent a durable financial foundation built to perform in both strong markets and uncertain ones.

“In today’s aviation environment, consistency is strength,” Strong says. “Our responsibility is to protect the airport’s financial foundation while positioning STL for growth. Fiscal year 2025 proves we can do both.”

Revenue Growth That Signals Confidence

The defining financial outcome of fiscal year 2025 was STL’s operating revenue growth. Operating revenues increased by \$24.8 million, rising from \$149.2 million



in fiscal year 2024 to \$174.0 million in fiscal year 2025. That 16.6 percent increase was driven primarily by airport lease revenues and terminal rental revenues, underscoring airline confidence and the strength of strategic partnerships.

A key contributor to this growth was the lease agreement signed with The Boeing Company in fiscal year 2024, enabling Boeing to expand its St. Louis facilities to support defense-related aircraft assembly and flight testing. In fiscal year 2025, that agreement translated into meaningful lease revenue gains, reinforcing STL’s role not only as a transportation gateway but as a vital economic engine for the region.

“When global aerospace leaders invest here, it signals long-term confidence,” Strong explains. “Our job is to structure agreements that are financially sound today and sustainable well into the future.”

Passenger Momentum and Expanding Global Reach

Sustained passenger traffic above 15.5 million for the second consecutive year marked a standout achievement for STL in fiscal year 2025. This consistency reflects market stability, airline confidence, and ongoing traveler demand.

That steady passenger flow directly translated into growth across the airport’s commercial operations. Concessions revenue increased by 2.1 percent while parking revenue rose 1.5 percent over the prior year—clear indicators of traveler engagement and operational strength.

International connectivity also strengthened STL's global presence. This strength is shown with Air Canada's service to Toronto and Montréal and Lufthansa's continued connection to Frankfurt, Germany. At the same time, Alaska Airlines, Frontier Airlines, and Southwest Airlines continued and/or expanded service to popular Caribbean and Mexican resort destinations, further diversifying STL's route network.

"Airlines invest where they see demand, efficiency, and long-term partnership," Strong notes. "Maintaining strong passenger numbers while expanding international service tells us we're delivering all three."

For an airport of STL's size, sustained passenger strength combined with expanding international routes represents a significant competitive achievement.

Strategic Capital and Financial Flexibility

Fiscal year 2025 also reflected disciplined, forward-looking capital management. Investment revenues grew 97.7 percent, primarily driven by the issuance of \$287 million in A & B Series Airport Revenue Bonds in late June 2024. This strategic financing strengthened investment performance while positioning STL to advance infrastructure priorities without compromising financial stability.

The financial leader also views capital planning as central to organizational resilience.

"Strong balance sheets create strong options," he says. "We structure our financing so we can invest in the airport's future while maintaining flexibility in changing economic conditions."



In addition to bond activity, STL leveraged federal and state partnerships to support capital projects. Capital contributions from government sources totaled \$21.3 million in fiscal year 2025, compared to \$40.1 million the previous year. While grant funding decreased year-over-year, STL secured critical support through Federal Aviation Administration (FAA) Airport Improvement Program grants and a state marketing grant, reinforcing the airport's strategic approach to sustained investment. These partnerships remain an important component of STL's ongoing capital strategy.

Growth Managed with Discipline

Revenue growth tells only part of the story. Sustained financial strength depends on disciplined expense management. Operating expenses increased 6.2 percent in fiscal year 2025, rising from \$176.6 million to \$187.4 million. Inflationary pressures affecting contractual services and supplies, combined with higher personnel costs from reduced job vacancies, contributed to the increase. Importantly,

operating expense growth remained well below operating revenue growth — a deliberate outcome reflecting strong oversight and fiscal accountability.

"Revenue growth matters," Strong says. "But disciplined expense management is what sustains it. Our focus is always balance."

This measured approach ensured that STL's financial gains translated into structural stability.

Competitive Positioning in a Demanding Industry

STL's strong performance is reflected not only in revenue growth and passenger volumes but also in its continued attractiveness to airline partners. A key measure of this competitiveness is Cost Per Enplanement (CPE), the metric airlines use to evaluate the cost of operating at an airport. For fiscal year 2025, STL maintained a CPE of \$9.84 — comfortably within the national average of \$9 to \$15 for U.S. medium-hub airports — demonstrating that the airport remains both affordable for airlines and sustainable for operations.

Maintaining a competitive cost structure while delivering substantial revenue growth underscores STL's balanced financial model: strong enough to invest, disciplined enough to remain affordable, and stable enough to support continued airline expansion.

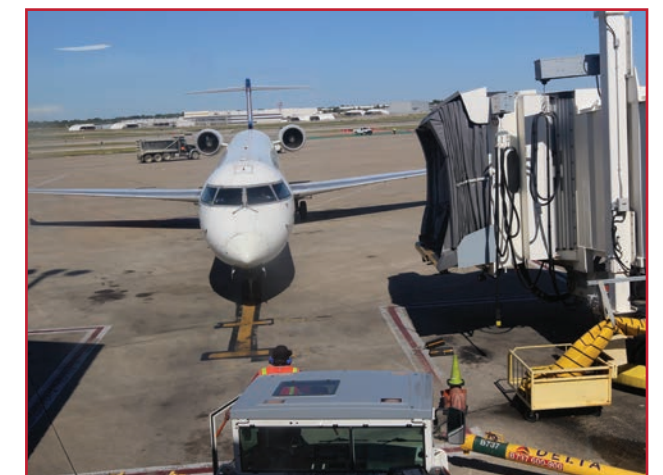


Even as the aviation industry navigates rising costs, evolving demand patterns, and competitive pressures, STL delivered operating revenue growth that outpaced the growth in operating expenses, expanded its international footprint, and sustained an attractive cost structure for airline partners.

For Strong, that balance defines STL's approach.

"Growth without discipline creates risk. Discipline without growth limits opportunity," he says. "Our focus is achieving both — building financial durability while remaining competitive in every market cycle."

Fiscal year 2025 demonstrates that STL is operating with intention — financially sound, strategically positioned, and ready for the opportunities ahead.



STL Air Service

Brian Kinsey

Assistant Director, Marketing & Business Development



Air service development plays a critical role in the success of St. Louis Lambert International Airport (STL), the St. Louis region, and the broader Midwest. By strengthening existing routes, attracting new service, and expanding global connectivity, STL supports economic growth, enhances quality of life, and ensures travelers have access to the destinations and networks they need for business and leisure. Working closely with airline partners, regional stakeholders, and economic development organizations, the Air Service Development team works to position St. Louis as a competitive and increasingly connected market.

In 2025, STL marked an historic milestone: the announcement of nonstop service to London Heathrow Airport, linking the region directly to one of the world's premier aviation hubs.

British Airways: Nonstop Service to London Heathrow

In October, British Airways announced nonstop service to London Heathrow. For the first time in decades, St. Louis travelers will once again have direct access to the United Kingdom. Beginning April 19, 2026, the airline will operate seasonal nonstop service to London Heathrow four times per week.

This long-awaited service represents a transformational milestone for STL and the St. Louis region. More than just a new route, nonstop flights to London strengthen St. Louis' international portfolio on the global stage. The new connection also offers seamless access to British Airways' expansive global network via its London Heathrow hub, providing onward connections to hundreds of destinations across Europe, the Middle East, Africa, and Asia.

"British Airways service between STL and London Heathrow means a great deal to STL, but more importantly, it means the St. Louis region now has nonstop access to a city known for being a center for international business and finance, education, arts, and entertainment (London, England) and an airport that is a global gateway to the world (London Heathrow Airport)," says Brian Kinsey, Assistant Director of Marketing & Business Development.



London, England



A Premium Long-Haul Experience

British Airways will operate the St. Louis–London route with a Boeing 787-8 Dreamliner, offering travelers a choice of three cabins designed to meet a wide range of travel needs:

- **World Traveler (Economy):** Settle in with comfortable long-haul seating, inflight entertainment, and thoughtfully curated meal service—everything you need to enjoy the journey.
- **World Traveler Plus (Premium Economy):** A little more room to relax, elevated dining, and upgraded amenities make this cabin a favorite for travelers who appreciate extra comfort without going full business class.
- **Club World (Business Class):** On select flights, passengers can experience British Airways' newest Club Suite, featuring direct aisle access, a fully flat bed, personal storage, and a 17-inch high-resolution entertainment screen plus brasserie-style dining.

This mix of premium and economy seating reflects strong demand from both business and leisure travelers and positions the route to serve a broad cross-section of the St. Louis market, and the Midwest.

For passengers arriving in London, the experience extends far beyond the airport. Travelers can step directly into one of the world's most iconic cities with easy access to historic landmarks such as Buckingham Palace, the Tower of London, Big Ben, and the British Museum, as well as globally renowned theater, dining, and cultural districts.

Heathrow's role as a global hub also enables efficient connections to major European cities including Paris, Rome, Madrid, and Amsterdam, as well as destinations across the U.K. and beyond. For St. Louis-area businesses, institutions, and exporters, this connectivity strengthens global relationships and enhances competitiveness worldwide.

Why STL and Why Now: A Regional Effort with Global Impact

"The decision on the part of British Airways to serve STL came about after an extensive evaluation of market demand and airport capabilities," says Kinsey. "STL built its case for service over a number of years and with numerous meetings. Ultimately, everything fell into place and the service became a reality." Key partners,



Frankfurt, Germany



including the St. Louis County Port Authority, the St. Louis Economic Development Partnership, World Trade Center St. Louis, and Explore St. Louis, worked alongside STL to present a compelling case for the region's readiness, market strength, and enthusiasm for more international air service.

Together, regional stakeholders committed at least \$4.5 million over three years to support the launch of the route. This type of early-stage investment often makes the difference for new long-haul service, helping airlines mitigate early risk while awareness and demand build in the market.

The payoff can be substantial. Industry research and peer-city benchmarks show that nonstop European service can generate \$50 million to \$100 million annually for a metropolitan economy. For St. Louis, the London route is expected to drive growth in tourism and conventions, strengthen international trade and foreign investment, and elevate the region's visibility on the global stage.

While the St. Louis–London service will initially operate on a seasonal basis, STL remains committed to working with British Airways to grow the service to year-round.

By this summer, that momentum will be on full display. STL will offer nine weekly nonstop flights to Europe—four to London on British Airways and five to Frankfurt on Lufthansa—marking a significant milestone in the airport's continued global growth.

Lufthansa: Expanded Service to Frankfurt

STL's transatlantic momentum got another boost in 2025 as Lufthansa, a valued partner since it launched nonstop service to Frankfurt in June 2022, announced an expansion of flights. Starting in 2026, service between St. Louis and Frankfurt will increase from three to five weekly flights during peak European travel months.

Frankfurt is one of Europe’s most important aviation hubs, offering extensive onward connections to destinations across Europe, Asia, Africa, and the Middle East. “Lufthansa’s decision to increase service was driven by strong and consistent performance of the STL–FRA route, particularly between June and October over the past several years,” Kinsey emphasized.

The additional frequencies offer travelers greater flexibility in departure and return options while reinforcing Frankfurt’s role as a primary gateway for international travel from St. Louis. The expansion also signals continued confidence in the St. Louis market and further solidifies STL’s growing position in transatlantic air service.

Delta Air Lines: Return of Nonstop Service to The Big Apple

Delta Air Lines’ return of nonstop service between St. Louis and New York’s John F. Kennedy International Airport (JFK) represents another important development in 2025. Launching in

September, the route marked the first nonstop service to JFK from STL in recent years.

JFK is one of the nation’s premier international gateways, offering extensive global connectivity. For St. Louis travelers, the return of JFK service provides additional international connection options while strengthening access to the New York City market for business and leisure travel.

Southwest Airlines: STL’s Largest Carrier

As STL’s largest carrier, Southwest Airlines plays a critical role in the airport’s air service landscape. In 2025, Southwest implemented a series of network and schedule adjustments focused on strengthening service through its key connecting hubs, including St. Louis.

The airline added new routes from STL to leisure and domestic destinations such as Los Cabos, MX; Montego Bay, JM; Norfolk, VA; and Portland, OR; while also refining service levels in select smaller markets. These changes reflect broader

industry dynamics and Southwest’s evolving network strategy, while reinforcing STL’s role as an important hub within the carrier’s system.

Through these adjustments, Southwest’s continued investment underscores the strength of demand in the St. Louis market and STL’s importance within the carrier’s network.

Alaska Airlines: Leisure and West Coast Growth

Alaska Airlines expanded its presence at STL with the launch of seasonal nonstop service to Puerto Vallarta, Mexico in response to growing demand for leisure travel to the Mexican Riviera. The Saturday-only winter service offers travelers a convenient option during peak vacation months.

Looking ahead, Alaska Airlines also announced new nonstop service to Portland, Oregon, beginning in 2026, further enhancing west coast connectivity and reflecting continued confidence in the St. Louis market.

Frontier Airlines: Expanded Domestic Access

Frontier Airlines added new service from STL to major markets, including Dallas and Atlanta, providing additional low-cost travel options for passengers and contributing to competitive pricing across the airport’s route network.

Looking Ahead

Passenger demand throughout 2025 reflected the continued strength and resilience of the STL market. Building on this momentum in 2026, STL will have 11 passenger airlines providing daily service to more than 71 domestic and international destinations. The return of nonstop service to London Heathrow, expanded service to Frankfurt, improved domestic connectivity, and strong passenger demand reflect a market that is increasingly competitive and globally connected.

“Air service development will remain a strategic priority as STL continues to strengthen existing routes, pursue new opportunities, and expand access for travelers across the St. Louis region and the Midwest—further connecting the Gateway City to the world,” says Kinsey.



New York, NY



Cabo San Lucas, MX



Puerto Vallarta, MX



Dallas, TX



1. FlyMag.com, “Heathrow – St. Louis Takes Off: BA’s New Midwest Link,” October 2, 2025, <https://flymag.com/heathrow-st-louis-takes-off-bas-new-midwest-link/>

2. St. Louis Lambert International Airport Newsroom, “British Airways Announces New Nonstop Flight Between St. Louis and London,” October 1, 2025, <https://www.flystl.com/newsroom/british-airways-announces-new-nonstop-flight-between-st-louis-and-london/>

3. FlySTL.com, Passenger Air Service Development (Airline network & destinations), <https://www.flystl.com/business/commercial-development/passenger-air-service-development/>

4. October Airport Commission Meeting Minutes (internal Airport Commission documentation) October 1, 2025

5. December Airport Commission Meeting Minutes (internal Airport Commission documentation) December 3, 2025



STL Engineering Projects

Gerald Beckmann
Deputy Director of Planning & Development

The Planning & Development Department advanced an unprecedented level of infrastructure improvements in 2025, delivering multiple complex projects while maintaining cost discipline and uninterrupted airport operations. The scope and pace of this work reflect one of the most active periods of capital investment the airport has seen in decades. A defining milestone was the groundbreaking of the new Airfield Maintenance Facility (AMF), where construction bids opened at the project estimate and a Notice to Proceed was issued in October for the \$115 million facility. Moving a project of this scale into active construction demonstrates careful planning, strong coordination with airport and industry partners, and the department’s ability to turn long-term plans into on-the-ground work.

Airfield Maintenance Facility Breakthrough

Since the groundbreaking, construction on the Airfield Maintenance Facility (AMF) has quickly advanced into early site activities. Wright Construction Services, the project’s prime contractor, has completed security fencing and site clearing, with grading and additional preparatory work underway as the project moves into full execution. With a two-year construction schedule, the AMF represents a long-term investment in the reliability and efficiency of STL’s airfield operations, according to Gerald Beckmann, Deputy Director of STL Planning & Development. “The progress



is easy to track and it’s fun to watch the site develop,” Beckmann said, noting that the site is clearly visible from the Engineering offices.

Construction of the AMF is expected to reach several major milestones in the coming phases. Work on the primary buildings is anticipated to progress through grading, foundations, structural steel installation, and decking.

The AMF is not a standalone project but is the cornerstone of the West Airfield Program—a key initiative focused on improving operational efficiency to support the airport’s long-term growth. The 285,000-square-foot complex will consolidate critical airfield functions, including snow removal, the airport auto shop, materials warehousing, landscaping, and maintenance, into a single centralized location. Currently, these operations are spread across nine outdated buildings, some of which are more than 60 years old.

Critical Infrastructure Advances

Beyond the AMF, the Planning & Development Department advanced several other major initiatives simultaneously. Design for the new Central Utility Plant (CUP) reached the 30 percent milestone and continues to track to its cost estimate, reinforcing confidence as the project moves forward.



The department also completed reconstruction of major sections of pavement along Taxilane Charlie in December, improving airfield safety and reliability while earning national recognition for excellence in airfield reconstruction. Collectively, these accomplishments reflect the department’s ability to deliver complex infrastructure projects efficiently and to national standards under Beckmann’s leadership.

Proposed Consolidated Terminal Program (CTP) Milestones

Another significant milestone was the establishment of professional Program Management services for the proposed Consolidated Terminal Program (CTP). 1STL is a joint venture of Kwame Building Group and WSP Corporation and is providing program and construction management services for the CTP. Planning & Development also executed contracts with HOK as the lead terminal architect and HDR as the lead roadway and parking garage consultant, allowing the program to move decisively into early planning and design coordination.

With the core design team in place, the CTP advanced through critical groundwork that will shape the airport’s future for decades.

By year’s end, the CTP reached the 30 percent design milestone for the proposed terminal and concourses, along with associated cost estimates in development. Design and cost estimates for the



Gerald Beckmann, STL Deputy Director for Planning and Development (4th from left) at MEDC Annual Conference in Branson, MO (June 3, 2025)

MO Department of Economic Development Recognizes STL Project of the Year

St. Louis Lambert International Airport, The St. Louis Economic Development Partnership (STL Partnership), Greater St. Louis Inc., and St. Louis Development Corporation won the 2025 Business Retention and Expansion Award from the Missouri Economic Development Council (MEDC), for collaborating on the Boeing Project Voyager expansion in North St. Louis County.

The expansion represents a multi-billion-dollar investment, creating 500 new direct jobs and over 6,000 direct/indirect jobs. The award was presented at the MEDC Annual Conference on June 3, 2025, in Branson, MO. The MEDC’s Business Retention and Expansion (BRE) committee focuses on advocating for state-wide retention policies and providing tools and networking opportunities for economic developers.

program’s parking garage and surrounding access roadways are expected to reach the same 30 percent level in early 2026. HDR is leading the design of surface transportation serving both the garage and the proposed consolidated terminal. Beckmann emphasized that this work will have a lasting impact on passenger and ground vehicle movement, ensuring that the flow of travelers from curb to gate is efficient, safe, and seamless.

“The design of the garage and roadways isn’t just about structures—it’s about how people move through the airport every day,” Beckmann explained. “Getting this right affects terminal operations, traffic management and ultimately, the passenger experience.” By integrating architectural design, engineering, and operational planning early, STL is positioning the CTP to support both efficient airport operations and a smooth, intuitive traveler experience.

The CTP schedule continues to be refined in close coordination with the airlines, reflecting their role as key financial and operational stakeholders. Based on current planning, overall program completion is expected in late 2032. Looking ahead to 2026, the department’s focus will be on securing several critical airline approvals to advance design through

the 30 percent and 60 percent submittals, along with the associated cost estimates and approvals necessary to maintain momentum and alignment as the program progresses.

Construction Management and Program Teams

The year also marked the first use of STL’s Construction Managers at Risk (CMAR). Authorized by Missouri law and City of St. Louis ordinance, the CMAR delivery method allows STL to negotiate a Guaranteed Maximum Price based on a defined scope of work. This approach reduces cost risk and enables phased bidding for key elements such as foundations and steel erection. Early CMAR involvement provides valuable input on constructability, materials selection, and sequencing, helping ensure projects are both buildable and efficient.

The CTP now also has the Program Management (PM) and Executive Program Management (EPM) teams firmly in place to bolster STL’s efforts. Beckmann described the PM and EPM teams as essential extensions of the airport’s internal staff. “Having the CMAR and our program management teams fully on board this year has made a tangible difference,” he said. “The EPM team extends our

technical capacity, while the PM team executes the plan on the ground. Together, they bring experience from other airports that helps us manage risk, keep schedules on track, and ensure we are ready when construction begins.”

With these teams in place and construction underway on one of the airport’s most significant capital investments, STL has strengthened its ability to coordinate complex design and construction activities, integrate airline requirements, and deliver long-term infrastructure with confidence. The progress achieved during the year—particularly the transition from planning to construction on the Airfield Maintenance Facility—lays a strong foundation for the critical approvals, visible construction milestones, and transformative improvements planned for 2026 and beyond.



STL’s Runway 12R–30L Earns National Recognition

When travelers take off from or land at STL, they likely aren’t thinking about runway pavement, lighting systems, or what lies beneath the aircraft’s wheels—and that’s exactly how it should be. Those critical systems are designed to work seamlessly in the background made possible by the planners, engineers, inspectors, and crews who build and maintain them every day.

That behind-the-scenes work earned national recognition in 2025 with the reconstruction of STL’s Runway 12R–30L. The project received a Silver Award in the Commercial Service Airport category at the 36th Annual National Excellence in Concrete Pavement Awards, presented by the American Concrete Pavement Association (ACPA). The organization recognizes airports across the country for excellence in airfield pavement design, construction, and long-term performance.

What set the Runway 12R–30L project apart was not just its scale, but also how it was delivered. As one of STL’s most critical airfield assets, the runway had to remain available for crossings throughout construction—supporting daily operations while being rebuilt to meet modern FAA standards. The project required careful coordination, long-term planning, and technical precision to balance safety, funding, and operational continuity. That combination of complexity, performance, and foresight ultimately earned the project national recognition.

The final phase brought Runway 12R–30L into full alignment with current FAA standards. Improvements included narrowing the runway width, realigning taxiways, upgrading LED lighting and signage, and replacing an aircraft arresting system. Nearly 200,000 square yards of new concrete pavement were installed, existing materials were recycled for reuse, and thousands of feet of new airfield cable were added—much of it unseen, but essential to safe and reliable operations.

The runway reconstruction project was delivered in partnership with Crawford, Murphy & Tilly; Millstone Weber, LLC; and the Kwame/Green joint venture. It also received an Honor Award from the Missouri Chapter of the American Council of Engineering Companies (ACEC) in early 2025.

Runway 12R–30L is the longest runway at STL, stretching just over 11,000 feet. It serves as the backbone of daily STL operations—supporting larger aircraft, long-haul flights, and operational flexibility during changing weather conditions. For the traveling public, the impact of the national recognition is simple but meaningful: safer takeoffs and landings, more reliable operations, and infrastructure designed to serve the St. Louis region for decades to come.



STL Operations

David Kulinsky
Deputy Director of Operations & Maintenance



The Operations & Maintenance Department is a central force at STL, overseeing 12 of the airport’s 24 departments and managing the critical systems, runways, and facilities that keep the airport operating safely and efficiently year-round. While most of this work takes place out of public view, 2025 marked a year of significant advancements that strengthened airport operations to support long-term efficiency and performance.

From the opening of the state-of-the-art Airport Operations Center/Emergency Operations Center (AOC/EOC) to the groundbreaking of a modern maintenance complex and Centralized Utility Plant, Operations & Maintenance strengthened STL’s operational foundation in tangible, forward-looking ways. These major infrastructure milestones, along with the team’s rapid, coordinated response to one of the region’s most significant early-season snow events, underscore the expertise, adaptability, and cross-departmental collaboration that keep the airport operating safely and efficiently.

Airport Operations Center/Emergency Operations Center

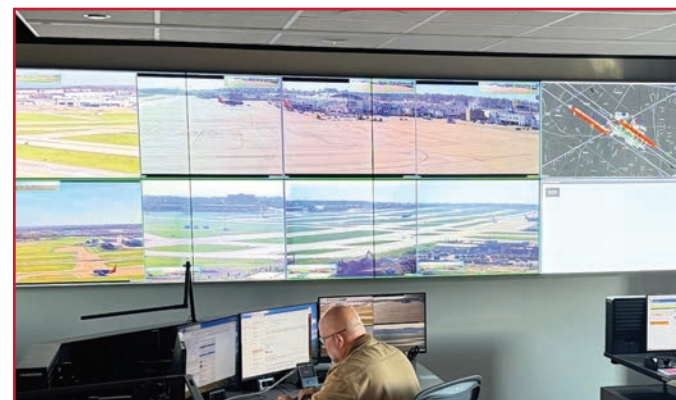
One of the most significant milestones of 2025 was the transition of the AOC/EOC from construction to full operational status. The state-of-the-art facility became fully operational in the summer of 2025, marking a major step forward in how the airport coordinates daily operations and responds to emergencies.

The AOC/EOC centralizes critical functions, including Airport Operations, Fire Dispatch, Police Dispatch, Security Monitoring, and Emergency

Management. By co-locating these teams, the facility has greatly improved communication, coordination, and situational awareness. “Staff no longer operates from separate locations across the airport,” said David Kulinsky, Deputy Director of Operations & Maintenance. “Now, they can collaborate face-to-face, share real-time information, and make informed decisions quickly and efficiently.”

State-of-the-art technology has been a cornerstone of the center’s success. Enhanced camera views, large video walls capable of displaying multiple data streams, and seamless switching between computer systems provide staff with tools that were not previously available. These improvements have strengthened both routine operations and emergency preparedness.

Since opening, the AOC/EOC has supported daily operational coordination, as well as training exercises and multi-agency drills with local and federal partners. The centralized environment allows teams to transition smoothly from routine operations to emergency response, reinforcing the airport’s readiness to manage a wide range of scenarios—from aircraft incidents to security events and severe weather.



Snowstorm, Strategy and Success: STL’s Early-Season Response

Starting in late November 2025, STL faced one of its most significant weather challenges of the year when an unexpected snowstorm dumped 6.4 inches on the region. The storm, which struck on Saturday, November 29th, became the fifth-largest November snowfall on record at STL. Snow began after midnight and intensified through the early morning, including heavy snowfall and even thundersnow. It was followed by a snow event on Monday, December 1st, that arrived more than six hours early and dropped another 4.6 inches. Both snowstorms tested STL’s equipment and personnel.

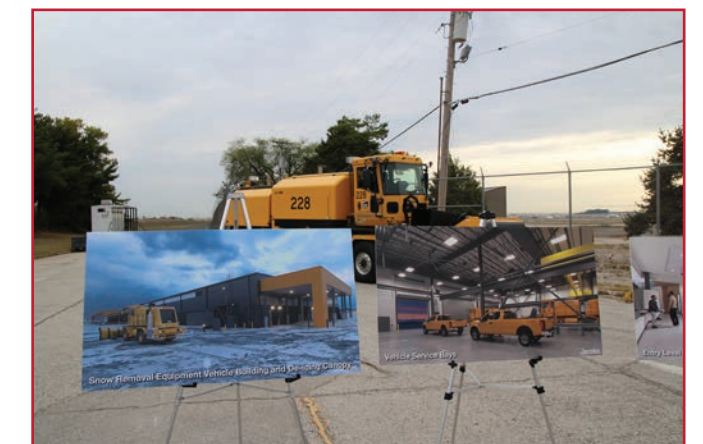
Despite the storm’s sudden onset and severity, Operations & Maintenance teams responded quickly and effectively. Departments across the airport worked around the clock, adapting operations as conditions evolved to keep runways open and maintain safe operations. Coordination through the AOC/EOC was vital for real-time communication and efficient deployment of resources.

The success of STL’s snow removal operations is rooted in experience, preparation, and teamwork. Specialized equipment, well-trained staff, and cross-department collaboration allowed the airport to remain operational under challenging conditions. The response to the November storm highlighted the airport’s ability to adapt quickly and reinforced the value of integrated operations and planning.

Building for the Future: STL Facility Maintenance Complex & Centralized Utility Plant

Another major accomplishment in 2025 was the groundbreaking of the new STL Airport Maintenance Complex, a transformative project representing a long-term investment in the airport’s operational efficiency and resilience. Following the groundbreaking, the airport began designing the STL Facility Maintenance Complex & Centralized Utility Plant, which will ultimately centralize many of the airport’s facility maintenance functions into one modern, purpose-built facility.

The new complex will centralize electricians, building maintenance, housekeeping, climate control, select operations and maintenance teams, and other critical personnel. By bringing these functions together, the airport will improve coordination, reduce response times, and provide staff with safer, more efficient work environments. The facility will also replace aging infrastructure and relocate critical operations.



Integral to the Maintenance Complex is the Centralized Utility Plant (CUP) and a new electrical substation, both housed within the same facility. Together, these investments position STL to support current operations better while preparing for future growth and evolving infrastructure needs. As Kulinsky explains:

“The CUP supports critical airport systems and adds extra layers of resilience so essential systems—like lighting, HVAC and electrical power—stay operational even if part of the system experiences a problem. These improvements enhance redundancy and reliability, keeping STL safe and operational at all times.”

Day-to-Day Heroes: STL’s Operations & Maintenance in Action

The Operations & Maintenance Department encompasses a wide range of specialized teams that work together to keep the airport running smoothly. These include Airport Operations, Airfield Maintenance, Auto Shop, Building Maintenance, Climate Control, Electric Shop, Fire Department, Housekeeping, Landscaping, Police Department, Security & Emergency Management, Security Operations, and the Operations Center.



Collectively, these teams maintain runways, taxiways, facilities, electrical and mechanical systems, fleet vehicles, and grounds; enforce safety and regulatory compliance; manage emergencies; support security operations; and respond to everything from routine maintenance needs to major incidents and construction activities.

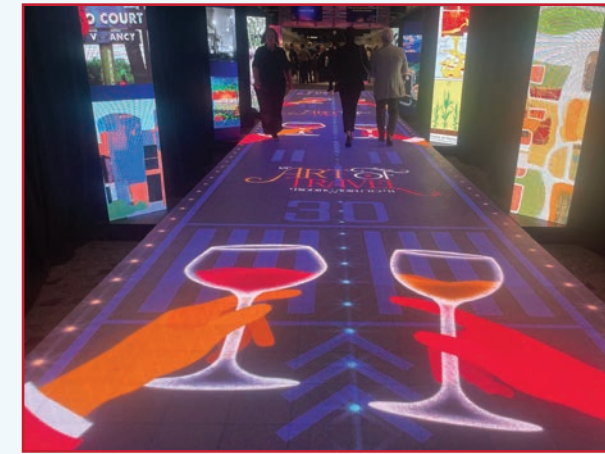
Staffing challenges, particularly among specialized trades, remained an issue in 2025. However, the department’s workforce demonstrated remarkable flexibility and resilience. Many employees are cross-trained and capable of performing multiple functions, allowing the airport to maintain high service levels despite staffing constraints.

While much of the work happens behind the scenes, the Operations & Maintenance team’s sustained dedication and professionalism were essential to keeping STL safe and operational. Their efforts form the foundation of the airport’s success and deserve recognition for their daily role.

Looking Ahead

As STL moves into 2026, the Operations & Maintenance Department remains focused on strengthening staffing, advancing major capital projects, and fully leveraging the capabilities of the new AOC/EOC. Lessons learned from severe weather events, combined with continued investment in people, technology, and infrastructure, position the airport to meet future challenges with confidence.

In a nonstop, 24/7 environment, STL keeps moving because of the talented, committed Operations & Maintenance team—across every department, every system, and every runway—proving that the heart of the airport is its people.



Art of Travel 2025

The Art of Travel Gala marked an unforgettable evening for STL on October 16, 2025. As the airport’s signature fundraising event, Art of Travel once again demonstrated that, like travel itself, art has the power to elevate, connect, and transform. Thanks to the generosity of sponsors, partners, and guests, the gala raised significant funds to support the airport’s art program, ensuring the vibrant exhibitions that greet millions of travelers each year continue to inspire and reflect the spirit of St. Louis.

The 2025 theme “Bidding Adieu to B” carried special meaning. Hosted at the Aero Event Space in Terminal 1, the gala served as a fond farewell to Concourse B as the airport prepares for future expansion. With golden-age travel glamour as the backdrop, guests enjoyed elevated fare, sparkling cocktails, and lively entertainment, all while surrounded by the very art that defines the STL experience.

While 2025 may have marked the final time the gala was held in the former Concourse B, the evening was less about goodbye and more about gratitude and anticipation. As the airport continues planning for the future, including a consolidated terminal, Art of Travel remains a testament to STL’s commitment to culture and community.

Properties Review

Robert Salarano

Manager, Airport Properties Division



The STL Airport Properties Division reached a pivotal moment in 2025. The team successfully completed a multi-year restaurant modernization strategy while positioning the airport for its next phase of growth.

Rather than representing a single milestone, 2025 marked the culmination of a carefully planned transformation of STL's dining, retail, and concession offerings. According to Robert Salarano, Manager of the Airport Properties Division, the year reflected both achievement and forward-looking preparation.

"This was the final phase of our restaurant modernization strategy," Salarano said. "We completed the major renovations we set out to accomplish and now we're shifting focus toward the future, especially as planning continues for the proposed consolidated terminal."

Over several years, the Airport Properties Division elevated STL's food and beverage program by expanding variety, improving quality, and striking a balance between well-known national brands and highly regarded local concepts.

"We're not stopping, we're evolving," Salarano noted. "The groundwork we've laid allows us to move forward thoughtfully, without overbuilding ahead of the proposed terminal project."

One of the year's most innovative successes was from Crushed Red, who introduced the first self-serve pizza concept of its kind in a U.S. airport. While initially approached with cautious optimism, the concept exceeded expectations.

"I was hesitant at first," Salarano admitted. "But the performance has been outstanding. Sales are strong, quality is excellent and it's especially popular with airport employees."

The success reinforced STL's willingness to introduce new ideas while maintaining a strong emphasis on quality and brand credibility.

Shake Shack, which opened in 2024, continued to perform strongly, validating the strategic decision to consolidate two former restaurant spaces—previously occupied by California Pizza Kitchen and Burger King—into a single, high-demand concept.

Terminal 2 remained a focal point for dining and retail momentum in 2025, led by the successful partnership between local favorites Peacemaker Lobster & Crab and 4 Hands Brewing Co. Opening early in the year with an airport-exclusive breakfast menu, the concept performed strongly throughout the year, capturing the same energy and quality as its street-side restaurant locations. Travelers responded enthusiastically to a menu featuring signature lobster and crab rolls, shrimp, buffalo catfish and po'boys, complemented by 4 Hands beers and thoughtfully-crafted specialty cocktails.

Beyond expanding core amenities, STL's dining program continued to evolve in both breadth and quality. Coffee offerings were further refined, enhancing capacity and choice across the terminals. A redesigned Starbucks expanded seating and improved queue flow to serve peak passenger volume better, while Midtown Café Specialty Coffee introduced a new local brand to the airport. Midtown Café offers classic coffeehouse selections—including drip coffee, espresso drinks, cold brews, teas, and lemonades, alongside grab-and-go pastries, made exclusively by Strange Donuts, and sandwiches—adding convenience and variety for travelers.

These everyday improvements were matched by a broader expansion of cuisine options and growing national recognition for STL's food and beverage program. Three Kings Public House

was named the #2 Best Airport Bar in the country by USA Today, underscoring the strength of the airport's commitment to local partnerships. The Three Kings brand also expanded its presence with Casa de Tres Reyes, a carryout-focused concept that introduced a long-requested Mexican cuisine option for travelers.

"Casa de Tres Reyes filled an important gap," Salarano said. "It delivers a high-quality Mexican offering tied to a trusted local brand, and it's been very well received."

Cuisine diversity continued to grow with the return of Asian offerings through Pei Wei/Pei Wei Asian Express. Known for its wok-fired dishes and efficient service, the concept quickly gained popularity with families and travelers seeking fresh, made-to-order meals.



In Terminal 1, NASCAR Draffthouse continued to attract attention, earning recognition as a finalist for one of the nation’s best new themed airport restaurants. Operated by HMSHost, the concept distinguished itself by empowering a local chef to lead menu development. “They really let the local talent shine,” Salarano said. “That doesn’t always happen with national brands, but in this case, it paid off.”

A Major Step Forward in Retail Strategy

One of the most significant achievements of 2025 came through retail strategy. In December, the St. Louis Airport Commission approved amendments to the News and Gift Specialty Retail Concession Agreement with HG St. Louis JV, extending the contract through January 31, 2031, and incorporating key redevelopment, reinvestment provisions.

“This was a big deal for us,” Salarano said. “It allowed us to transition from completing our food program to doing even more with retail.”



The agreement includes a complete renovation of Terminal 2’s primary retail court east of the security checkpoint, featuring an evolved marketplace concept, an INK bookstore, and an expanded mix of food-oriented retail. Plans also call for re-concepting the Terminal 2 Kids Works Store into a traveler-essentials space inspired by the character and walkability of the Lafayette Square neighborhood.

Strategic Flexibility Ahead of Terminal Development

With long-term proposed terminal planning underway, the Properties Division adopted a measured approach to new construction. In Terminal 1, improvements will focus on minor re-conceptions, while Terminal 2 will utilize pop-ups and kiosks to preserve flexibility.

“With the proposed Consolidated Terminal Program on the horizon, we’re being intentional,” Salarano said. “We want to enhance the passenger experience today without limiting future options.”

The division also continued to refine its approach to tenant contracting. Building on the first successful Concession Request for Proposals (RFP) introduced in 2024, STL expanded the use of the RFP process in 2025, including an agreement with Lamar Airport Advertising. The framework emphasizes partnership quality alongside revenue, resulting in improved lease timeliness, compliance tracking, and communication.

“So far, so good,” Salarano said. “The flexibility of the RFP process has been a real advantage.”

Supporting the Airport Beyond the Terminal

Beyond concessions, the Airport Properties Division supported broader airport operations throughout 2025. The division prepared for the addition of

new Super Park shuttles—including electric vehicles—to enhance customer service while advancing sustainability goals.

Internally, the department strengthened its operations by adding much-needed administrative support and recognizing outstanding staff contributions. Delia Cummings was named First Quarter Supervisor of the Quarter for her leadership during a period of transition following the retirement of longtime contract supervisor GiGi Glasper.

In addition to overseeing restaurant and retail modernization, the Airport Properties Division manages tenant contracts and relationships, coordinates service agreements, administers tenant construction applications, supports ground transportation operations, and plays a key role in airport risk management. Balancing these responsibilities requires both operational oversight and strategic planning.

Looking Ahead

As 2025 came to a close, the Airport Properties Division stood at the intersection of accomplishment and opportunity. With restaurant modernization complete, retail reinvestment underway and proposed terminal planning advancing, the division is well-positioned to support its next chapter of growth.



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

1. Prepare Complete Documentation

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

2. Verify Proof of Insurance

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

3. Obtain a Valid Business License

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

4. Ensure Taxes Are Current

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

5. Attend Pre-Bid Meetings

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

6. Follow Submission Guidelines

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

7. Understand Contract Requirements

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

8. Provide References and Credentials

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

9. Register as a Vendor

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

10. Double-Check Accuracy

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



OBO
OFFICE OF BUSINESS OPPORTUNITIES

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 small business participation on all airport contracting and concession opportunities.



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

OBO Program Review

Francoise Lyles-Wiggins

Assistant Director, Community Programs
& Office of Business Opportunities



In 2025, STL helped shape the future of supplier engagement in the aviation industry by hosting the inaugural Airport Minority Advisory Council (AMAC) Runway to Success Supplier Pitch Competition. By serving as host for this groundbreaking initiative, STL demonstrated how airports can act as powerful catalysts for economic opportunity while establishing a scalable national model for connecting small and minority-owned businesses to concessionaires and procurement pathways across the aviation industry.

STL's leadership in this effort was driven by the Office of Business Opportunities (OBO), led by Assistant Director Fran Lyles-Wiggins. With a strong focus on business development and supplier readiness, OBO positioned STL as a natural choice to host the competition's first regional round, reinforcing the airport's role in fostering innovation and supporting business growth.

"The selection of St. Louis spoke volumes," said Lyles-Wiggins. "It recognized our airport not just as a venue, but as a partner committed to cultivating talent and connecting businesses to opportunities in airports nationwide."

A National Initiative with a Clear Purpose

Runway to Success is the flagship initiative of AMAC's newly-formed Supplier Initiative Pathway (SIP) Committee, composed of senior executives from airport concessions and the architecture, engineering, and construction sectors. The committee was established to develop intentional, results-driven initiatives that bridge the gap between emerging suppliers and airport decision-makers.

A year in the making, Runway to Success drew hundreds of applicants from across the country, each vying for a place in the competition. Entrepreneurs advanced through a fast-paced, tournament-style format featuring regional competitions hosted by STL and Baton Rouge Metropolitan Airport (BTR), blending NCAA-style brackets with Shark Tank-style pitching.

The competition process began well before pitch day with a rigorous qualification phase designed to identify businesses positioned for success in the airport marketplace. Applicants completed a detailed 50-question assessment evaluating business readiness, scalability, innovation, financial strength, and the ability to operate within the unique airport environment. Businesses that advanced received targeted coaching from judges, opportunities to refine their pitches, and the rare chance to practice on-site at the airport ahead of competition day.

The STL regional competition took place on May 16, 2025, with 17 contestants pitching their products and services to a panel of



industry leaders while networking with fellow business owners navigating the same high-stakes environment. Participants represented a wide range of offerings; from food and beverage concepts to clothing designs and international trade products, many featuring creative, traveler-friendly packaging tailored to airport consumers.

Preparing Businesses for Airport Operations

Beyond the pitch stage, OBO focused on preparing participants for the operational realities of doing business in an airport environment. One of the most impactful components was a behind-the-scenes airport walkthrough with HMSHost, a global leader in airport and travel dining. This firsthand experience exposed entrepreneurs to critical operational considerations including security protocols, badging requirements, product delivery logistics, and concession operations—complexities rarely encountered in traditional street-side businesses.

"Many small businesses have never seen how complex the airport ecosystem truly is," Lyles-Wiggins explained. "That walkthrough was hands-on and eye-opening. It gave participants practical knowledge they could immediately apply to their business models."

From Regional Success to the National Stage

Following the STL regional competition, four companies advanced to the national stage, joining four finalists from the BTR regional competition to form the competition's "Elite 8." The national finals were held on July 1 during AMAC's 40th Airport Business Conference at Louis Armstrong New Orleans International Airport (MSY).

Representing STL on the national stage were St. Louis-based Posie Pots and TeaVolia, along with Chicago-based Bitoy's Sweet Treats and Atlanta-based Good Boy Goodies. Each "Elite 8" finalist delivered a polished pitch to

a standing-room-only audience of airport executives and representatives from leading global concessionaires, including Paradies Lagardère, Hudson by Avolta, SSP America, and Areas USA.

While only four finalists advanced to the final round, the program's impact extended far beyond the winners. Every participating business gained tangible opportunities, including guided entry into concession agreements, mentorship and strategic business coaching, and opportunities to pursue national product distribution.

"That outcome speaks to the power of this new initiative," said Lyles-Wiggins. "The real win was not just who advanced to the final four—it was that every entrepreneur left with momentum, new connections, and a clearer pathway to success in the airport marketplace."

By hosting the inaugural Runway to Success competition, STL set a national standard for supplier engagement, demonstrating how airports can actively cultivate talent, open doors for small and minority-owned businesses, and serve as connectors between innovative suppliers and the broader aviation industry.



Leveraging this success, OBO plans to bring the Runway to Success Supplier Pitch Competition back to STL in 2026.

Sustaining Momentum Through Strategic Programs

Building on the momentum generated by Runway to Success, OBO turned its focus inward, applying the same principles of access, equity, and accountability to a new initiative of its own. In September 2025, OBO announced plans to launch the Small Business Enterprise (SBE) Program—an effort designed to formalize and scale the types of opportunities showcased through Runway to Success across St Louis City and airport-related contracting. The SBE Program represents a natural evolution of OBO’s work, transforming the energy of a national spotlight initiative into a sustainable, locally-driven framework for small businesses.

In addition to the SBE Program, OBO manages several core programs that support fair competition, compliance, and economic equity. These include the federal Disadvantaged Business Enterprise (DBE) and Airport Concessions Disadvantaged Business Enterprise (ACDBE) Programs along with certification services for eligible firms.

Through these programs, OBO works to ensure businesses have meaningful opportunities to participate in public contracting while maintaining transparency and accountability.

OBO also oversees compliance, monitoring, and enforcement activities to ensure prime contractors and consultants adhere to contractual commitments with the City of St. Louis and STL. This includes verifying that subcontractors have fully executed contracts or purchase orders and are paid in a timely manner.

Complementing these efforts, OBO leads extensive outreach and resource initiatives, offering educational webinars and workshops and collaborating with regional partners to expand access to information and opportunity. The Office also plays a critical role in setting and monitoring the Living Wage for the City of St. Louis, reinforcing its broader mission to promote economic fairness and sustainable business practices.

As OBO’s portfolio continues to grow, strengthening internal capacity has remained a top priority. In 2025, the office added a Program Manager I position to help manage increasing workloads and ensure continued excellence in program administration, certification, and regulatory compliance. This role supports the implementation of changes related to the Disadvantaged Business Enterprise (DBE) Infrastructure Funding Rule (IFR) and works closely with vendors to help them understand and navigate new requirements. The position also collaborates with the Missouri Regional Certification Committee (MRCC) to ensure certification processes remain consistent, accurate, and timely.

OBO is deeply grateful for the addition of this role and the expertise it brings to the organization. As program demands continue to expand, this investment in capacity strengthens OBO’s ability to serve the City of St. Louis with integrity, responsiveness, and accountability while advancing equitable access and opportunity for the region’s business community.

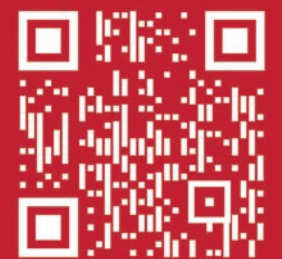


LAMBERT
Art & Culture
PROGRAM



The Lambert Art & Culture Program directly funds artists and cultural organizations.
No airport dollars are used for this program

STL visitors are welcomed and inspired by the art.



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

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

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

Office of Business Opportunities

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Contract Compliance Officer

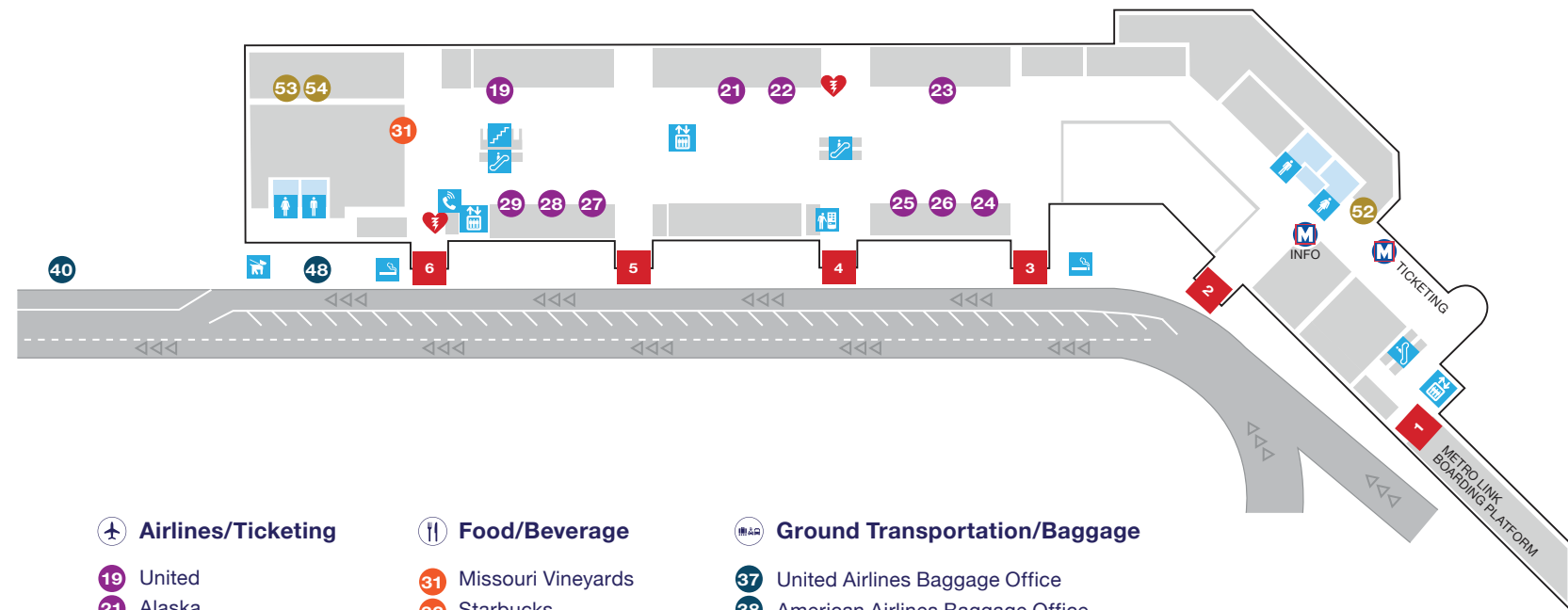


OUR AIRPORT



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
- Phone (Volume Control)
- 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
- 25 Avelo Airlines
- 26 Sun Country
- 27 Frontier
- 28 Air Canada
- 29 Southern Airways Express

Food/Beverage

- 31 Missouri Vineyards
- 33 Starbucks
- 34 Bracket Room
- 35 Great American Bagel

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

Retail

- 36 Hudson

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 Kling Family Gallery

M T1 Station

- 58 Explore St. Louis Visitor Center
- 60 US Bank
- 61 Airport Admin. Office
- 62 Airport Properties Office
- 63 Airport Badging Office
- 64 American Airlines Admiral's Club
- 66 CLEAR
- 67 TSA Pre-Enrollment

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
- Phone (Volume Control)
- Vending Machine
- ATM
- Chapel
- Parking
- Service Animal Relief Area
- Smoking Area (Outside Only)

Food/Beverage

- Midtown Cafe
- Budweiser Brew House
- Pizza Studio
- Mike Shannon's Grill
- Starbucks
- Grounded in St. Louis
- Vino Volo
- Sweet Indulgences
- NASCAR Drafthouse
- Schlafly Tap Room
- Great Wraps
- Kingside Dinner
- Ted Drewes Frozen Custard

Retail

- Tech on the Go
- Hudson
- Discover St. Louis
- Ebony News
- Natalie's Candy Jar
- Luxe
- Rip Curl

Terminal Directory Services

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



T1 TERMINAL 1

C CONCOUSE



T2 TERMINAL 2

UPPER LEVEL

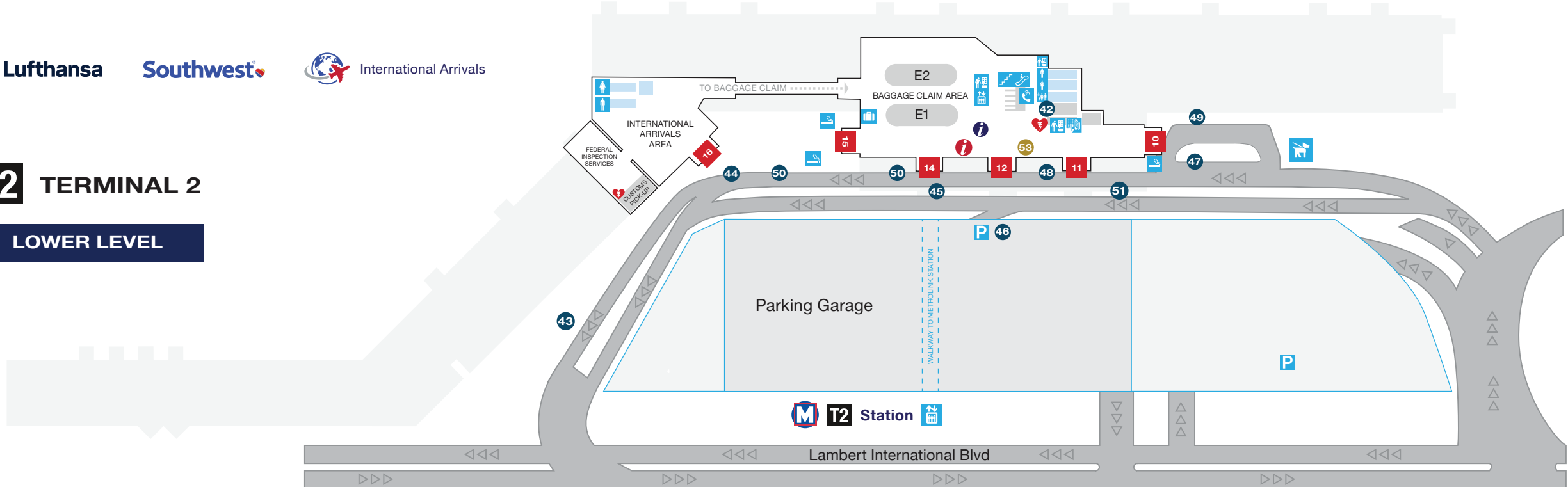


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|---------------------------|------------------------------------|---------------------------|--------------------------------------|-------------------------------------|
| Airlines/Ticketing | Food/Beverage | Retail | Ground Transportation/Baggage | Terminal Directory Services |
| 17 Southwest Airlines | 18 St. Louis Brewmaster's Tap Room | 34 Kids Works | 42 Southwest Baggage Office | 53 Explore St. Louis Visitor Center |
| 57 Lufthansa Airlines | 19 The Blue Note | 35 CNN Newsstand | 43 Charter Buses | 55 Wingtips Lounge |
| 58 British Airlines | 20 Starbucks | 36 Tech on the Go | 44 Hotel/Motel Shuttle | 56 CLEAR |
| | 21 Shake Shack | 37 Hudson | 45 Passenger Pickup | |
| | 22 Crushed Red | 38 St. Louis Sports | 46 Taxis/Limos | |
| | 23 Midtown Cafe | 39 Natalie's Candy Jar | 47 Terminal Shuttle to T1 | |
| | 24 Eighteen-76 | 40 St. Louis Market Place | 48 Super Park Pickup | |
| | 25 Pei Wei | | 49 Off Airport Parking Pickup | |
| | 26 Great American Bagel | | 50 Car Rental Pickup | |
| | 27 Vino Volo | | 51 Ride App Pickup | |
| | 28 Auntie Anne's Pretzels | | | |
| | 29 Peacemaker/4Hands | | | |
| | 30 Stella Artois Bar | | | |
| | 31 Three Kings Public House | | | |
| | 32 Tres Reyes | | | |
| | 33 Urban Chestnut Brewing Company | | | |
| | 58 Ted Drewes Frozen Custard | | | |

- | | | | |
|---------------------------|----------------------------|------------------------|-----------------------------|
| 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 | Phone (Volume Control) | Speed Ramp |
| AEDs | Service Animal Relief Area | ATM | Curbside Check-In |
| Parking | Oversize Baggage Claim | | |

T2 TERMINAL 2

LOWER LEVEL



New Website FlySTL.com

STL's commitment to innovation and customer-focused communication was proudly recognized in 2025 when the airport's newly-redesigned website, FlySTL.com, was named a finalist in the MarCom Awards presented by the Airport Council International-North America's Marketing, Communication, Customer Service Committee. The awards celebrate excellence in marketing, communications, and customer experience across the aviation industry.

STL's submission stood out among a competitive field of airports of all sizes, highlighting STL's dedication to delivering clear, accessible, and engaging digital experiences.

Launched in July 2025, the new FlySTL.com site marked a major milestone for STL by unifying several airport-owned websites into a single, user-focused destination. Designed with accessibility (WCAG 2.1 AA compliance) and mobile optimization at its core, the website features intuitive navigation, streamlined content, and real-time travel tools.

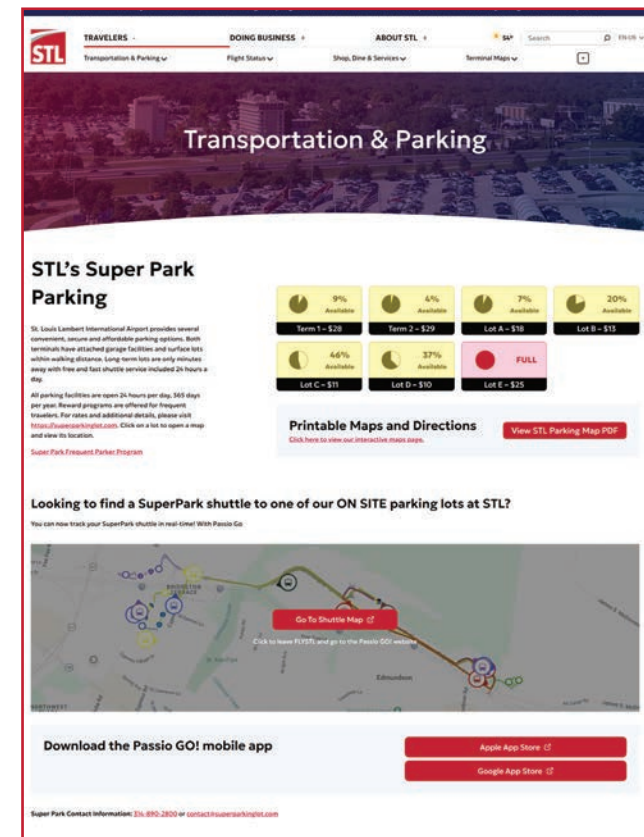
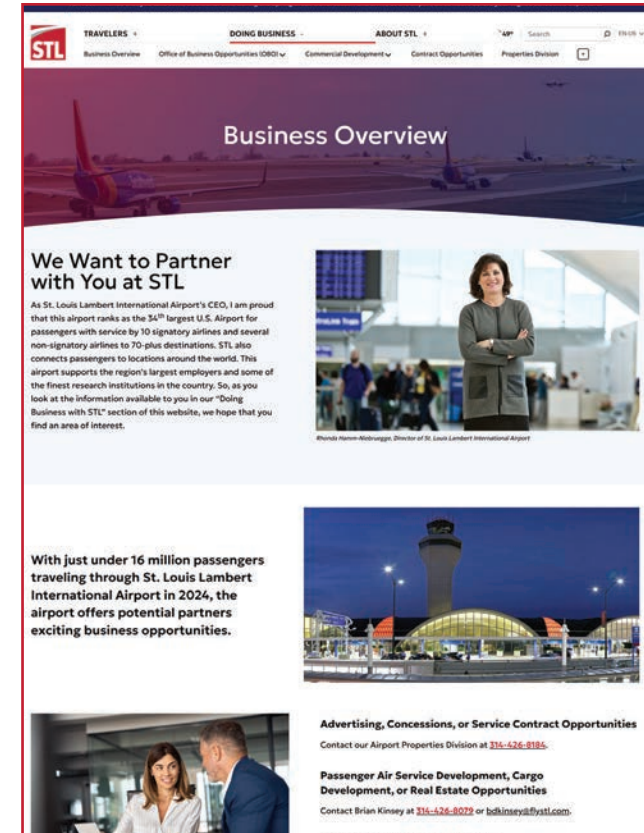
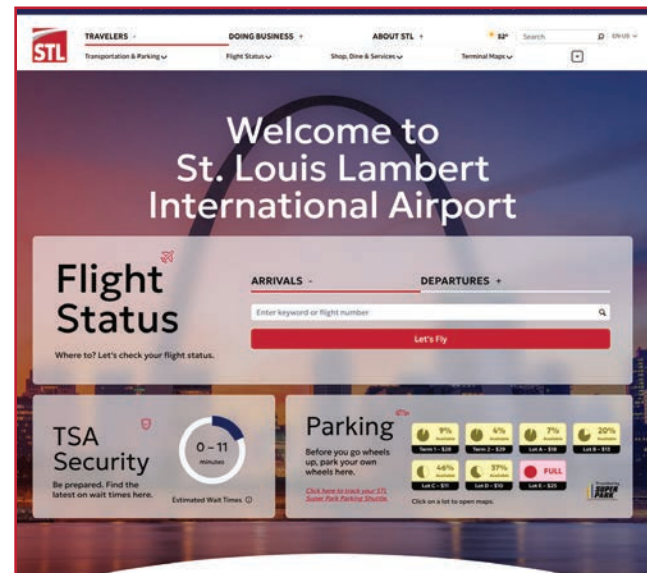
The site serves multiple audiences including travelers seeking immediate flight and parking information, business partners seeking opportunities and resources, community members engaging with STL's regional impact, and airport employees and stakeholders. Organized into three primary sections: Travelers, Doing Business and About STL, the new website makes it easier than ever for users to find the information most relevant to them quickly.

Equally important to this recognition was the enthusiastic response from users. A comprehensive customer feedback survey revealed significant improvements over the previous website. Nearly 80 percent of respondents reported that completing

their primary tasks was easy or very easy, while 93 percent rated the new content organization and three-section structure as clearer and more logical. Homepage features such as TSA Security, Parking, and Flight Status received high marks for usefulness and clarity, and 89 percent of users found the redesigned Shop, Dine & Services tile layout easier to browse than the former list format. Open-ended feedback praised the site's cleaner navigation and modern design, with users describing the experience as intuitive and efficient.

Additional high-traffic resources such as real-time flight status, TSA wait times, parking availability, interactive concession directories, and travel alerts were prioritized on the homepage, reinforcing FlySTL.com as the trusted source of airport information for nearly 16-million annual travelers.

Being named a finalist for the 2025 ACI MarCom Awards, combined with positive feedback from both industry leaders and website users, reflects the excitement and pride surrounding the launch of the new FlySTL.com. This recognition affirms STL's strategic investment in digital communication and customer experience and reinforces STL's ongoing commitment to innovation, accessibility, and service excellence.



Greater St Louis Honor Flight All-Female Veterans June 12TH, 2025

On June 12TH, 2025, the Greater St. Louis Honor Flight completed its 111th mission, carrying 35 veterans, all of whom were women. This marked the first all-female flight for the local hub. Also joining the flight were female television news anchors from all three stations, along with several female civic leaders from St. Louis. While in Washington, they were met by Meredith Rosenbeck, the CEO of the Honor Flight Network. The veterans wore specially designed shirts for the occasion and the event received extensive news coverage throughout the day on local morning and evening news broadcasts.

USO Center Renovation

Megan Kidd

USO Missouri – Area Operations Manager

In April 2025, the USO Lambert Center at STL unveiled a vibrant and thoughtful remodel that marks a significant milestone in our ongoing mission to serve America's service members and their families. This renovation transformed the space into an inviting "home away from home," designed to better meet the unique needs of today's military travelers. With bright, uplifting colors throughout the facility, the center now radiates a welcoming energy the moment visitors walk in. New, comfortable furniture and rest areas invite guests to relax, recharge, and connect with loved ones before, between, or after flights. A major highlight of the remodel is the addition of a dedicated gaming space, equipped with modern gaming consoles and technology, that provides a fun, stress-free environment where service members can unwind, bond with peers, or enjoy a few moments of play before continuing on their journey. Alongside this engaging entertainment area, the center now features more charging ports to help travelers stay connected with family and friends, ensuring they can maintain communication and share important moments even while on the move. These thoughtful updates reflect the USO's ongoing commitment to providing comfort, support, and a sense of community in every center we operate.

The Lambert Center's renewed space has quickly become a hub of activity and appreciation among the military community and airport travelers alike. Situated at one of the busiest travel points for service members, especially those connecting to and from training installations such as Fort Leonard Wood and other military posts, the Lambert USO plays a crucial role in offering comfort and support to thousands each year. For many young recruits and seasoned service members alike, the center is

often the first place they experience warm hospitality and recognition of their service as they embark on leave or return from duty. One of the most impactful periods for the Lambert Center is Holiday Block Leave every December, when the airport and our facility come alive with activity as service members head home to be with their families for the holidays. During this time, the USO and its partners help manage the surge in travelers and provide crucial services that make the transition smoother and more joyful. In recent years, over 3,000 service members from Fort Leonard Wood alone have passed through the Lambert area annually on Holiday Block Leave, with many stopping by the USO for refreshments, rest, or a quiet moment before their flights.

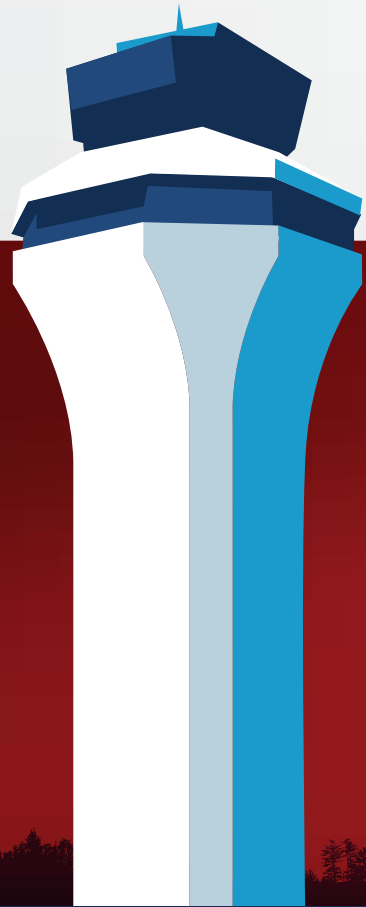


The newly remodeled Lambert Center now stands not just as a refreshed physical space but as a symbol of gratitude and connection. With its combination of rest and relaxation areas, state-of-the-art gaming space, bright and welcoming décor, and thoughtful amenities, the center reflects the evolving needs of the military community while staying true to the USO's enduring purpose. During Holiday Block Leave, the center is fully prepared to provide comfort, support, and a place to pause for thousands of service members traveling to be with their families, ensuring their journey is as smooth and welcoming as possible.

We are always looking to expand our team of USO volunteers who want to make a direct impact in the lives of service members and their families. Volunteers help greet guests, keep the center welcoming and comfortable, assist in the gaming and relaxation areas, and provide personal interaction that can make a huge difference in a traveler's day. Whether you have a few hours to spare, enjoy meeting new people from across the country, or want to be part of meaningful work that supports military life, joining the USO volunteer team is a powerful way to give back. Volunteers play an essential role during major events like Holiday Block Leave, helping ensure that service members feel appreciated and supported during one of the busiest travel times of the year.

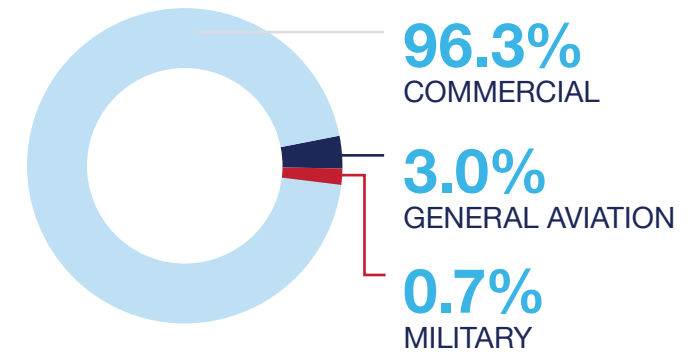


OPERATION STATISTICS

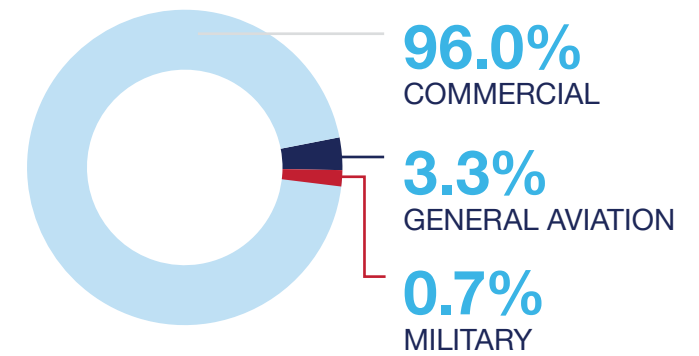


Aircraft Operations*

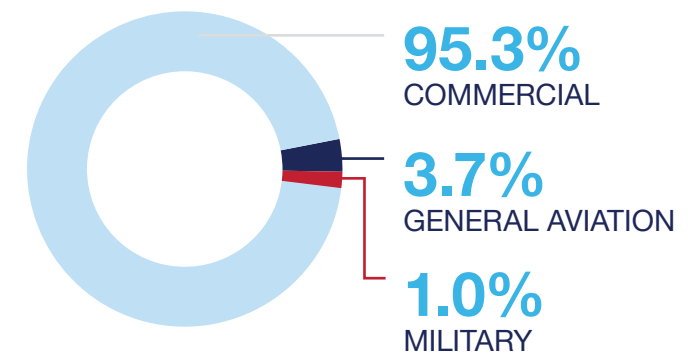
FY 2025



FY 2024



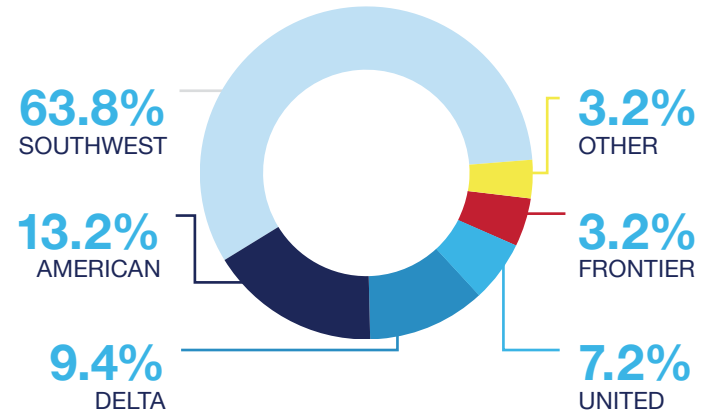
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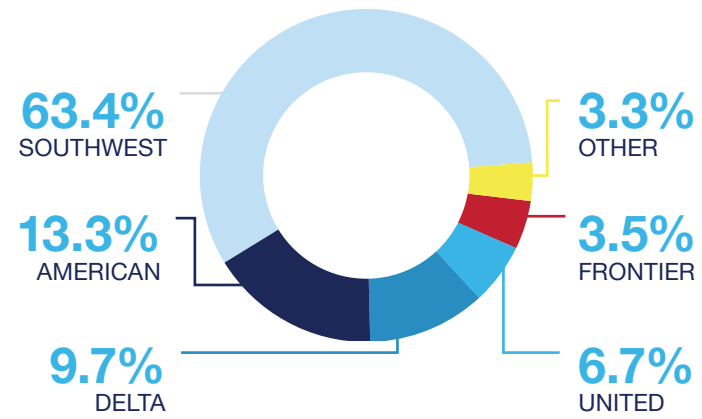
* Aircraft Operations = takeoffs and landings

Airline Market Share

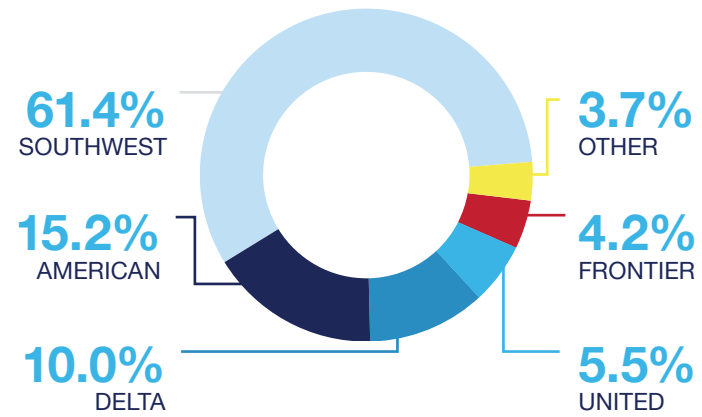
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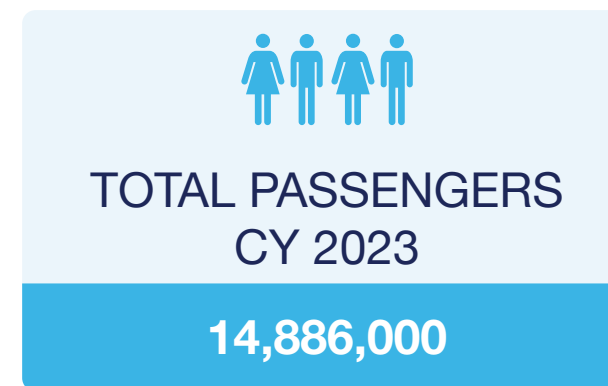


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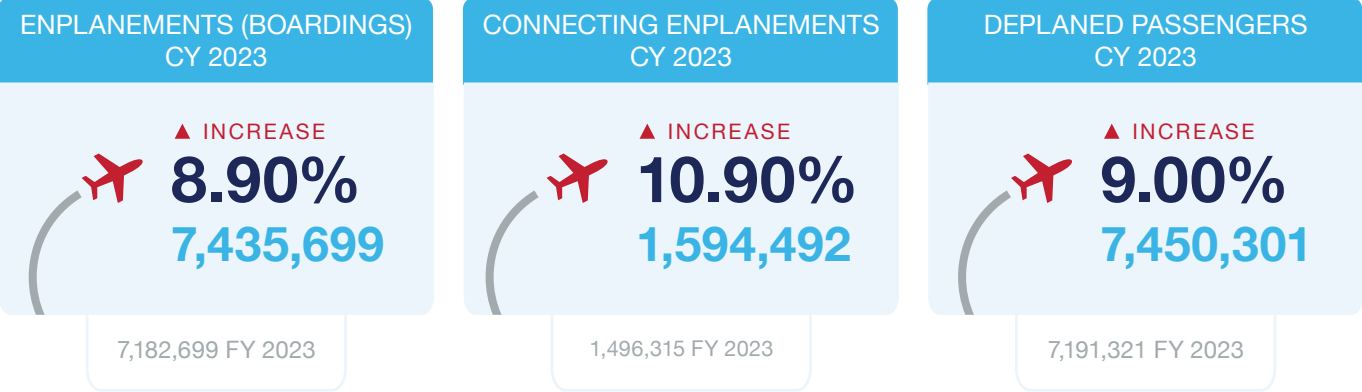
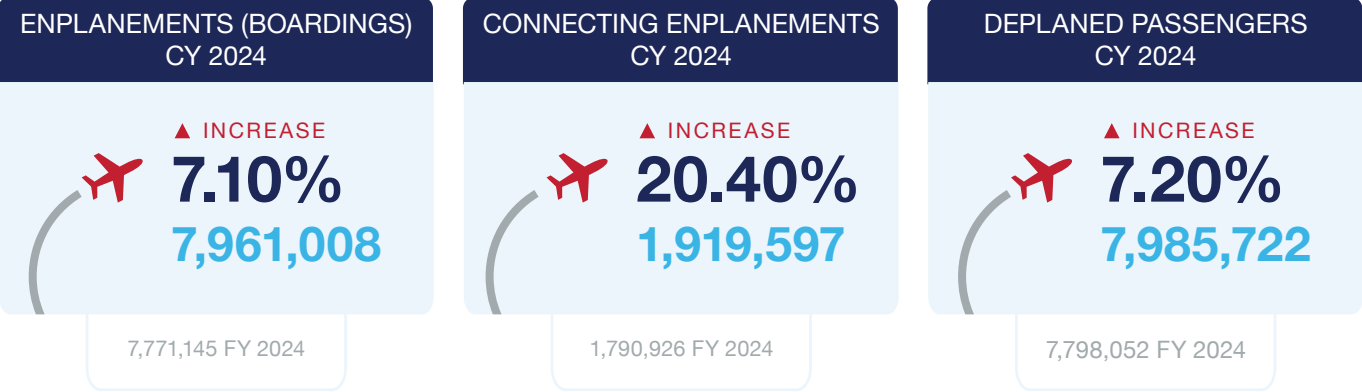
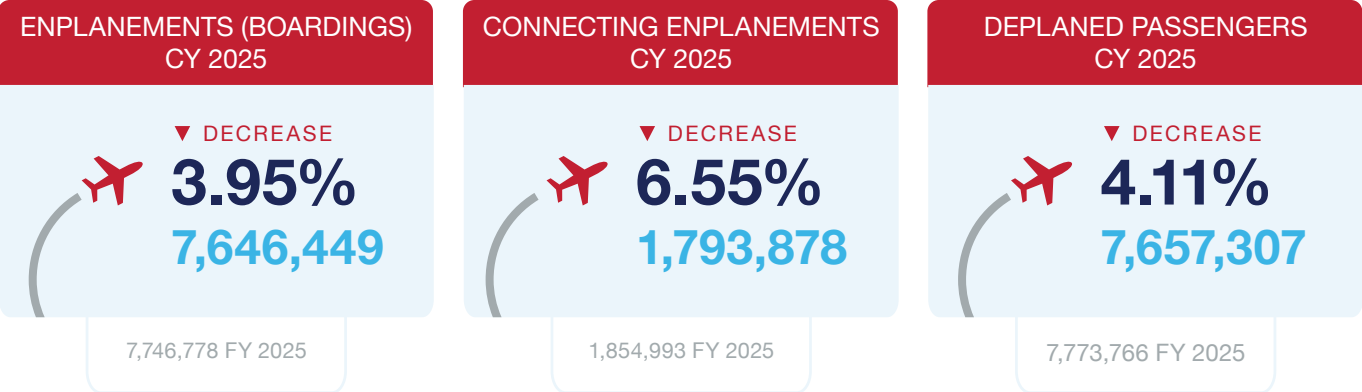
By Total Enplaned Passengers

Total Passengers



Enplanements and Deplanements

Departures



Air Cargo Operations

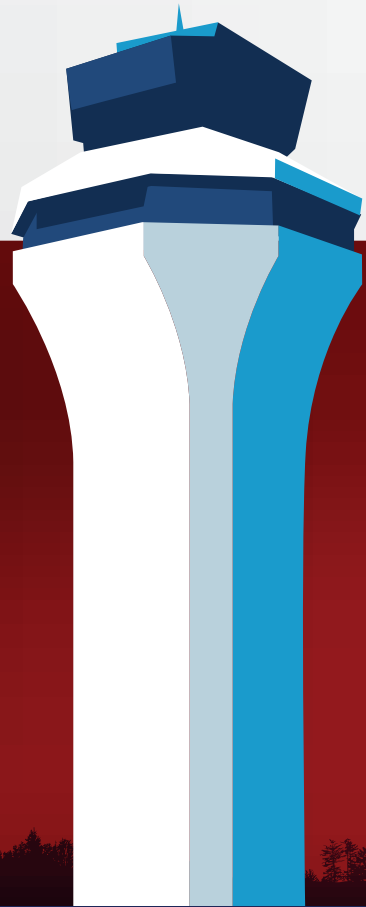
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STL ST. LOUIS LAMBERT INTERNATIONAL AIRPORT.



ACCOMPLISHMENTS



Above & Beyond Awards, sponsored by Avolta-North America

(This quarterly recognition program allows HMSHost and Hudson at STL to recognize and appreciate those team members who go above and beyond in performance, service, and hospitality.)

2025 HMSHost Above & Beyond Award Recipients

- Julianne Coonley
- Ashley Morrow
- Yasmina Kothe
- Dorothy Beard

ACEC Missouri - Engineering Excellence Awards

(American Council of Engineering Companies - Missouri holds an annual engineering excellence awards project competition. Projects were judged by a distinguished panel of judges.)

2025 ACEC Honor Award

- Project Title: Reconstruction of Runway 12R-30L
- Client/Owner: St. Louis Lambert International Airport
- Participants: Design Engineer - Crawford, Murphy, & Tilly, Construction Manager - Kwame/Green JV, and Prime Contractor - Millstone Weber

ACI-NA Excellence in Airport Marketing, Communication, and Customer Experience

(The Airports Council International – North America presents these awards for best practices in marketing, communications, public relations, and customer experience.)

2025 Category - Best Website

STL honored as a finalist

ACPA – Excellence in Concrete Pavement

(The American Concrete Pavement Association Annual Awards for Excellence in Concrete Pavement are designed to honor quality concrete pavements constructed in the United States and Canada each year.)

2025 Silver Winner, Commercial Service Airport

- Project Title: Reconstruction of Runway 12R-30L
- Client/Owner: St. Louis Lambert International Airport
- Participants: Design Engineer - Crawford, Murphy, & Tilly, Construction Manager - Kwame/Green JV, and Prime Contractor - Millstone Weber

AMAC Runway to Success – Founding Host City

(The Airport Minority Advisory Council’s Runway to Success is a multi-city tournament-style pitch competition offering suppliers an opportunity to expand their business into the airport food and retail industry.)

STL was honored in 2025 as a Founding Host City

Catch Us Giving Awards

(Catch Us Giving is a customer service recognition program developed exclusively for St. Louis Lambert International Airport and its facility partners.)

- Officer Mark Mack - APD (Ambassador of the Year)
- Eric Dufrenne – SuperPark (Runner-up)
- Annie Rose Schaninger – Huntleigh (Runner-up)
- Paula Secheyaye - Southwest Airlines (Runner-up)
- Marike Kobepa - AGI/Air Canada, now with Southwest (Runner-up)

Explore St. Louis – Hospitality Hero Awards

(Explore St. Louis’ Hospitality Hero Recognition Program is designed to stimulate and reward exceptional service by hospitality industry employees in the St. Louis region.)

2025 Super Hero Award

- Aimee Grant
- Shannon Diaz
- Bradley France

2025 Hero Award

- Larry Brown
- Roxanne Williams
- Shirley Zuroskey
- Eric Dufrenne
- Thomas Davis
- Antionette Williams-Ray
- Michelle Lee

STL Employee of the Quarter

(STL’s Employee of the Quarter award recognizes staff who demonstrate exceptional performance, commitment, and alignment with the airport’s values.)

- Delia Cummings (Quarter 2)
- Chiquita Perry (Quarter 3)
- Lakita Haynes (Quarter 3)

STL Supervisor of the Quarter

(STL’s Supervisor of the Quarter award recognizes supervisors who demonstrate exceptional leadership, performance, commitment, and alignment with the airport’s values.)

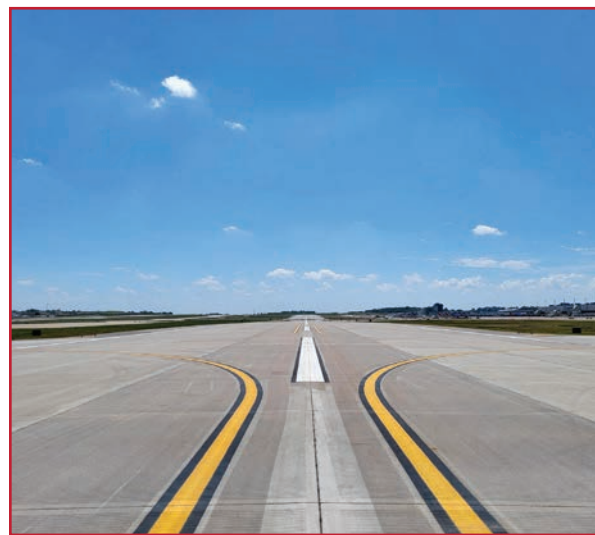
- Tina Rein (Quarter 2)

STL Safety Recognition Awards

(The recipients are honored for their outstanding commitment to workplace safety and operational excellence.)

2025 Award Winners

- Randy Johnston (Airfield Maintenance)
- Celestynne Weaver (Airfield Maintenance)
- Felix Nyaga (Auto Shop)
- Ashley Johnson (Engineering)
- Joan Nakitende (Engineering)
- Marsha Giambalvo (Maintenance – Landscaping)
- Marie Yancey (Office of Business Opportunities)
- Scott Baalman (Operations and Maintenance)
- Leandra Pizar (Security Operations)



St. Louis Airport Interfaith Chaplaincy Soaring in Faith Awards

(This award recognizes volunteers as well as supporters of the interfaith chaplaincy program at STL.)

Founding Supporter Award - Archbishop Mitchell Rozanski (on behalf of the Archdiocese of St. Louis)

Outstanding Leadership Award - Rhonda Hamm-Niebruegge, STL Airport Director

Chaplain of the Year Award - Deacon Moe Milne, STL Chaplaincy

Dedicated Servant Award - Deacon Jim Martin, STL Chaplaincy

Special Recognition Award - Roger Lotz, STL Public Information Manager and Millie Ocasio, STL

Information Booth Staff (Hudson and Associates)

Top 100 Movers & Shakers Award sponsored by PizzamarketPlace.com

(This award honors pizza brands for their growth, innovation, and impact in the industry.)

2025 Movers & Shakers Honoree

Crushed Red's Kiosk in STL's T2



USA Today's Readers' Choice Awards

(The USA Today Readers' Choice Awards celebrate the best in travel, food, drink, and lifestyle.)

2025 USA Today's 10 Best Airport Bars in the U.S.

Ranked No. 2 – Three Kings Public House (STL/T2)

Ranked No. 4 – Vino Volo (Multiple Locations, including STL/T1 and T2)



Catch Us Giving

The annual Catch Us Giving luncheon on April 17, 2025, celebrated the very best of customer service at STL, honoring employees who were “caught” going above and beyond for travelers. Developed exclusively for STL and its partners, Catch Us Giving invites passengers and guests to recognize exceptional service. Those nominated become eligible to serve as the Catch Us Giving Ambassador, receive incentives, and receive airport-wide recognition, reinforcing a culture where hospitality, professionalism, and pride take center stage. This year's luncheon shone a well-deserved spotlight on team members whose everyday acts of kindness, problem-solving, and dedication help shape a welcoming and memorable experience for millions who pass through our airport.

Explore St. Louis – 2025 Hospitality Heroes Highlights

In 2025, Explore St. Louis elevated its Hospitality Heroes program, transforming it from an automatic recognition to a truly distinguished honor. In previous years, all nominations received were awarded Hospitality Hero status. Under the new guidelines, nominations are now thoughtfully reviewed, and only those demonstrating exceptional dedication to St. Louis hospitality earn the designation—making the recognition more meaningful than ever. From this select group of Hospitality Heroes, Explore St. Louis then identifies a smaller group of Hospitality Superheroes for their outstanding contributions. We are proud to share that all STL nominees met the enhanced criteria and were awarded the esteemed Hospitality Hero designation.



Aimee Grant, Supervisor, Hudson Group

Aimee Grant, a supervisor with Hudson Group, received the Explore St. Louis Hospitality Superhero Award for an extraordinary act of service that reflects the absolute best of airport hospitality.

While supervising retail operations on the A Concourse, Aimee heard a faint cry for help—easy to miss in the steady movement of a crowded terminal, but impossible for her to ignore. She stopped, listened carefully, and quickly traced the voice to a family restroom. To Aimee's surprise, a wheelchair attendant stood outside with a chair, but explained he could not enter the restroom.

Aimee immediately stepped in.

She knocked, identified herself, and asked permission to help. Inside, she found an older woman who was frail, overwhelmed, drained of energy, and struggling both physically and emotionally. The woman was also worried about missing her Delta Air Lines flight. With calm reassurance, Aimee helped her regain her composure, maneuvered the wheelchair into the restroom, and gently assisted her into the seat. She then coordinated with the wheelchair attendant to ensure the woman continued to her gate safely and with dignity.

Moments later, a Delta employee sought Aimee out in the terminal to personally thank her—deeply appreciative of her compassion, quick thinking, and willingness to act when many others might not have noticed anything at all. In a place where tens of thousands of travelers pass each other every day, Aimee did not just hear a quiet call for help. She listened. She acted. She cared.

Aimee's empathy, courage, and presence of mind exemplify the heart of hospitality. She is, without question, a true Hospitality Superhero.

Explore St. Louis – Hospitality Heroes Program, Continued



Shannon Diaz and Bradley France, United Airlines

Traveling with children can be challenging, but an unexpected emergency on April 11, 2025, turned a routine boarding process into a frightening situation for one family. A child's mobile phone charger suddenly exploded and the terrifying moment erupted into smoke, fire and panic. What followed demonstrated the extraordinary professionalism and compassion of United Airlines customer service employees Shannon Diaz and Bradley France.

Shannon responded immediately and decisively. She calmly moved nearby passengers to safety, alerted emergency responders, and, when it became clear that EMTs would be delayed, took action herself. The child had sustained burns to her hand and abdomen and the fire had left a hole burned through her sweater. With steady focus and genuine care, Shannon treated the injuries using first-aid supplies, providing not only medical attention but also dignity and reassurance during an overwhelming situation.

Beyond the emergency response, Shannon continued to support the family by coordinating with EMTs to transport the child to a hospital.

She then assisted with rebooking their flights, arranging hotel accommodations and securing meal vouchers, lifting as many burdens as possible during an extremely stressful experience.

The next day, when the family returned to resume their travel, Bradley immediately recognized them. He greeted them with concern, inquired about the child's recovery and assisted with cutting gauze and helping rewrap her bandaged fingers before their flight. His thoughtful, personal attention underscored the continuity of care that began the previous day.

Shannon and Bradley transformed a distressing event into a powerful example of kindness, humanity, and professional excellence. Their actions went far beyond their job responsibilities and provided comfort, safety, and support when they were needed most.

They represent the absolute best of our airport community—and exemplify exactly what it means to be true Hospitality Superheroes.



Larry Brown, Info Booth Attendant, Sheila Hudson & Associates

At STL, we see thousands of travelers every day—each with a story, each with a journey. But occasionally, someone walks among us who does more than their jobs—some lift lives. Larry Brown is one of those rare individuals. One evening,

while working at the Information Booth, Larry was approached by a G2 associate escorting a female passenger in a wheelchair. She had arrived alone in St. Louis, fleeing what she described as an abusive relationship. She had left her home state with hope in her heart for a fresh start. Along the way, she lost her wallet. She had no phone, no ID, no money, and no one to call. Alone and frightened, she had nowhere to turn. Larry could have passed the responsibility along or felt overwhelmed by the situation. He did not. He stepped in with unwavering compassion. He began calling around, determined to find a way to help. He reached out to Reverend Rodrick Burton, one of the airport's chaplains, and flagged down STL Public Information Officer Will Becker to see what support could be offered. With Larry as the anchor, a plan began to take shape. Reverend Burton and Will coordinated financial assistance through the chaplain's petty cash fund and even contributed personally to cover a bus ticket to her new destination. The journey was not over yet. She still needed to get to the Greyhound Bus station. Without hesitation, Reverend Burton arranged and paid for an Uber ride. Through it all, Larry stayed by her side, providing the guidance and support she needed to take the next step in reclaiming her life. He did not just perform his duties that night; he restored dignity and hope for someone in need. His compassion, persistence, and refusal to turn away exemplify what true hospitality is all about. Larry Brown is not just a Hospitality Hero. He is a human hero—reminding all of us that one person's care can change the trajectory of a life.



Roxanne Williams, Manager, and Shirley Zurosky, Bartender OHM Bracket Room Restaurant (formerly Pasta House)

When tornado warnings brought STL to a standstill on June 4, the real storm was not just outside. Passengers were ordered to shelter in place, unsure how long they would be there or what would happen next. Tension filled the terminal as travelers crowded into designated shelter locations—including the Bracket Room Restaurant, formerly the Pasta House on the lower level of T1.

What could have turned chaotic did not. Roxanne Williams and Shirley Zurosky took control of the moment. With the restaurant overflowing with weary travelers and emotions running high, they created order and calm without force or hesitation. They kept service moving, communicated clearly, and checked on guests with steady confidence and well-timed humor.

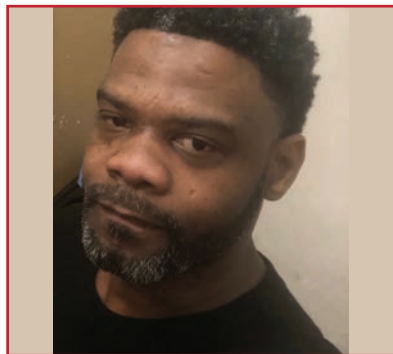
They had every reason to be overwhelmed. They never showed it. Instead, they kept calm, allowing travelers to breathe easier, eat, drink, and talk to one another. Fear gave way to reassurance.

Explore St. Louis – Hospitality Heroes Program, Continued

Roxanne and Shirley did not rise to the occasion because it was required—they did it because it is who they are. They are known around the airport for their instinctive care for customers, and they showed how hospitality truly works under pressure.

They turned a frightening delay into a moment of human connection and stability.

They are, without question, true Hospitality Superheroes.



Eric Dufrenne, Roving Patrol Agent, Super Park/Laz Parking

After a long day of travel, most people want only one thing when they finally land: get their bags, get their car and get home. No delays. No surprises. Just the comfort of your own house and a warm bed waiting for you. That was exactly the mindset for one family when they arrived at STL late on a bitterly cold Friday night. Unfortunately, the night had other plans for them.

By the time they reached the Terminal 1 parking garage, the temperature had dropped well below freezing. They were exhausted, their patience was thin and the cold cut straight through their coats. When they finally got to their car and turned the key, nothing happened. The battery was completely dead.

Suddenly, they were stranded on the top level of the parking garage, shivering in the wind and unsure of what to do next. They did not know who to call nor were they sure how to explain their location to someone over the phone. Feeling overwhelmed and out of options, they reached out to the airport information booth, hoping someone could point them in the right direction. The booth attendant provided a Super Park telephone number and assured them that help was on the way.

That help arrived in the form of Eric Dufrenne, a Roving Patrol Agent with Super Park/Laz Parking. From that moment on, the experience took a dramatic turn.

Here is how the family describes what happened next:

“Eric showed up quickly, and the instant he stepped out of his vehicle, we felt a wave of relief. He did not complain about the cold. He did not make us feel like an inconvenience. Instead, he greeted us with a warm smile and a calm, reassuring presence, immediately making the situation feel manageable. While we stood there frozen and frustrated, Eric got right to work.

With confidence and efficiency, he jumped our car and brought it back to life. But what stood out most was not just that he fixed the problem—it was how he treated us while doing it. Despite the brutal temperatures, Eric was patient, kind, and genuinely caring. It was clear this was not “just a job” to him. He genuinely cared about helping people, and in that moment, that care meant everything to us.

What started as a miserable, stressful situation turned into an unexpectedly positive experience thanks to Eric. His professionalism, his compassion, and his willingness to go the extra mile left an impression on our family. When we finally drove away, we were not just relieved—we were grateful.”

To us, Eric Dufrenne is more than a parking patrol agent. He is a true Hospitality Superhero.



Thomas Davis, Passenger Assistant, Unifi Aviation Services

At STL, we see thousands of moments unfold every day—quick greetings, tight connections, unexpected delays, and quiet acts of kindness that often go unnoticed. But every so often, we receive a story from travelers that reminds us exactly why people like Thomas Davis matter so much to the airport experience.

Thomas has been with Unifi for just six months, yet the impact he made on one family during a day of travel disruption was so profound that they took the time to formally nominate him for recognition. What they shared with us was not just a compliment; it was a testament to what exceptional service and genuine humanity look like in action.

The travelers, a husband and wife, shared that their journey began with both physical and emotional challenges. One passenger required a wheelchair, and from the moment Thomas met them, he set a reassuring and compassionate tone for the entire interaction. They described how he transported the passenger to the American Airlines gate with efficiency and care. Through friendly conversation, gentle humor and constant reassurance, Thomas transformed what can often feel like an isolating experience into one marked by dignity, comfort, and warmth.

Then came the unexpected. After boarding, the flight was suddenly cancelled, leaving passengers confused, frustrated, and unsure of what to do next. The wife quickly rebooked them on a Delta flight—but it was departing soon, from a different concourse, and required going back through security. Time was tight, emotions were high, and the odds were stacked against them.

That is when something remarkable happened.

As they rushed through the terminal, they saw Thomas again—and he remembered them.

According to the travelers, Thomas did not hesitate for a moment. He and a colleague immediately stepped in, taking control of the situation with urgency and compassion. They guided the family back through security, advocating on their behalf to move the process along, and then moved swiftly from Concourse C all the way to Concourse A. It was a long distance, a short window, and a moment where giving up would have been understandable. Thomas never wavered.

What stood out most in the nomination was not just the physical effort or logistical support. It was Thomas’s attitude. In the middle of chaos, cancellations, and mounting stress, he brought humor, encouragement, and calm. He made the couple laugh when they felt overwhelmed. He replaced panic with hope. He made a situation that could have ended in defeat feel manageable—and even meaningful.

The travelers shared that Thomas did not simply assist them; he connected with them. He saw them as people, not passengers. In doing so, he restored their faith in customer service and reminded them that true hospitality is about showing up when it matters most and what it really means to serve from your heart.

Explore St. Louis – Hospitality Heroes Program, Continued



Antionette Williams-Ray, Customer Service Agent, American Airlines

At STL, we are especially grateful when travelers take the time to share stories of exceptional service, like this nomination recognizing Antionette Williams-Ray of American Airlines. According to the travelers who nominated her, their journey took an unexpected turn when they were informed that their airline tickets had been refunded without their request. To make matters worse, it was after hours, the reservation office was closed, and their departure time was quickly approaching. What could have been a helpless, overwhelming situation became something entirely different because of Antionette.

From the moment she learned of the issue, Antionette took full ownership. Rather than deflecting or passing the problem along, she immediately went into action. Despite the late hour and the complexity of the situation, she made call after call, tracked down internal contacts, and worked tirelessly through multiple systems—determined to find a solution when others had already said it could not be done.

Within an hour, the impossible became possible. The tickets were reinstated. The travelers were checked in. Their journey continued.

But what stood out most to the nominating travelers was not just Antionette’s technical skill—it was her demeanor. Throughout the entire experience, she remained calm, positive, and engaged. She never made them feel like an inconvenience. Instead, she brought confidence, care, and reassurance to a moment filled with uncertainty.

This is why we value nominations like this one so deeply. They allow us to recognize employees who go above and beyond, often quietly, without expectation of praise. They also remind us—and our travelers—that even in an industry where disruptions are sometimes unavoidable, exceptional service is always possible.

Stories like Antionette’s represent the good news about air travel. They reflect the dedication, resilience, and compassion of the people who work every day to serve our passengers. We encourage travelers to continue sharing these moments with us because taking the time to recognize outstanding customer service not only honors the individuals who deliver it but also helps set the standard for what hospitality in aviation should be.

We are proud to recognize Antionette Williams-Ray as a Hospitality Superhero, and we are grateful to the travelers who took the time to ensure her exceptional service did not go unnoticed.



Michelle Lee, Customer Service Representative, United Airlines

Airlines work every day to keep travel running smoothly, anticipating delays, coordinating schedules, managing aircraft and crews, and finding solutions when unexpected disruptions occur. Despite these efforts, delays and changes happen and it takes skill, patience, and empathy to help travelers navigate the challenges that follow.

That is why we are especially grateful when travelers take the time to recognize employees who rise to the occasion. One such story came to us about Michelle Lee, a Customer Service Representative with United Airlines, who turned a stressful moment into an experience that travelers will never forget.

The traveler shared that their flight departing STL was delayed, and with each passing minute, worry and frustration grew. They were traveling on a limited schedule and visiting home for the first time since the pandemic—every hour mattered, and every delay felt like a setback. That is when they met Michelle.

From the moment she began assisting them, Michelle listened attentively, understanding not just the logistics of rebooking but the personal significance of the trip. While working through seat availability, flight schedules, and the rapidly changing options that arise



A Century of Aviation Excellence: STL Launches Comprehensive History Resource

The historical resources on the Flystl.com website are an invaluable resource for anyone seeking to learn about the airport’s amazing past. The newly-created STL history page provides a concise overview of the airport’s significant role in aviation history displayed in an engaging format attractive to a wide audience. Besides researchers and students of all ages, members of the public now have ready access to authoritative information about the airport’s origins, role in aviation history—commercial, general aviation, military, space, as well as manufacturing—and future plans. Moreover, the “Curtiss-Wright Aeroplane Factory” webpages have a wealth of information about this historically significant structure at STL. Now just a click away, a six-minute YouTube video and immersive 360-degree views bring the factory exterior to life. The collection also includes a 2024 interior photo gallery, newsletters from the 1940s–1960s, historic photos, more than 20 archival video clips, and a range of original construction drawings. The St. Louis Airport Authority is to be commended for making these unique resources freely available.

Daniel L. Rust, PhD

Author of *The Aerial Crossroads of America: St Louis’s Lambert Airport*

Published by the Missouri History Museum Press

Explore St. Louis – Hospitality Heroes Program, Continued

during a delay, she remained focused, efficient, and proactive. She explored every possibility to get the traveler to their destination as quickly as possible.

What stood out most, however, was Michelle's attitude. She approached the situation with warmth, empathy, and encouragement. She never made the traveler feel like a burden, and she brought calm and confidence to a moment that could have felt overwhelming.

Through her care and dedication, Michelle did not just rebook a flight—she restored the traveler's sense of control, dignity, and hope. She reminded them, and us, that behind every system and schedule are people who care deeply about helping others get where they need to be.

Stories like this are a powerful reminder of the human side of air travel. They highlight the dedication of employees who do everything they can to prevent disruptions and who work tirelessly to make things right when plans change.

We are proud to recognize Michelle Lee as a Hospitality Superhero. Her professionalism, compassion, and pride in service reflect the absolute best of United Airlines and the people who make travel possible—even on the most challenging days.



STL Credit Profile: A Look at Market Confidence and Financial Strength

As St. Louis Lambert International Airport (STL) wraps up 2025 and looks ahead to 2026, its financial outlook remains robust, underscoring its key role as the region's economic engine. By the close of fiscal year 2025, STL earned solid credit ratings from the three major agencies—Moody's (A2), S&P (A-), and Fitch (A)—reflecting its strong financial health, responsible management, and position as the leading transportation hub in the St. Louis area.

Why Credit Ratings Matter for STL

Credit ratings are more than just a set of letters on a report card. For airports like STL, they serve as a crucial indicator of financial health, risk, and overall market confidence. These ratings directly impact the airport's ability to access capital markets, secure funding for critical infrastructure projects, and demonstrate fiscal responsibility to airline partners, investors, and local stakeholders. A strong rating, such as STL's, allows the airport to borrow at favorable rates to fund projects like terminal upgrades, runway expansions, and technology innovations—without overburdening its financial position.

For STL, maintaining a high credit rating is especially important given the challenges facing the aviation industry today—rising construction costs, unpredictable passenger demand, and growing competition from other hubs. A robust credit rating provides STL with operational flexibility and the financial stability needed to continue its momentum as the region's primary airport.

STL's Credit Strengths: What the Agencies Are Saying

Credit agencies consistently praise STL for its solid financial management and strategic positioning within the St. Louis region. Here's a breakdown of what each agency reported:

- **Moody's:** Highlights STL's dominant position in the region, where there is limited competition for origin-and-destination traffic. The airport's strong liquidity, with over 600 days of cash on hand and \$66 million in available federal relief funds, provides resilience in the face of unexpected downturns or delays in airline cost recovery.
- **S&P:** Emphasizes STL's essential role within the Greater St. Louis Metropolitan Area (MSA), which is home to a diverse, economically strong service area. With \$184.3 million in unrestricted cash, STL benefits from robust financial reserves, which bolster investor confidence.
- **Fitch:** Focuses on STL's competitive Cost Per Enplanement (CPE), disciplined financial practices, and overall stable financial position.

These consistent assessments from the credit agencies reinforce STL's fiscal discipline and operational strength, positioning it as one of the most financially stable regional airports in the country.

Debt Profile and Liquidity: A Strong Foundation

STL maintains a conservative approach to debt management, supported by a strong liquidity position—key factors that underpin its credit ratings. The airport's debt service coverage ratios remain

healthy, which means STL can comfortably meet its debt obligations while keeping airline costs low compared to its peers. Additionally, STL's airline use and lease agreements provide residual protections, offering a buffer in times of economic uncertainty.

According to **S&P**, while STL's proposed terminal modernization plans require significant capital investment, the airport is projected to maintain a solid financial position. STL is expected to maintain debt service coverage (DSC) around 1.1x, with unrestricted days' cash on hand remaining above 250. These projections, based on management's updated financial forecasts, indicate that STL can absorb the financial impact of the modernization plan without jeopardizing its liquidity or credit strength.

Strategic Location and Future Outlook

STL benefits from a strategic location as the primary airport serving the Greater St. Louis MSA, with limited competition within a three-hour driving radius. This geographic advantage supports stable demand through varying economic cycles and regional fluctuations. Credit agencies note STL's resilience across different market conditions, driven by its large origin-and-destination (O&D) demand base and solid enplanement numbers, which exceeded 7.9 million passengers in fiscal 2025.

As STL moves forward with its capital improvement plan, which includes a major terminal overhaul, its financial performance and liquidity are expected to decline temporarily. However, these declines remain within a range considered adequate by credit agencies. The proposed modernization plan is a critical investment that will ensure STL's continued competitiveness and operational capacity, but even with these investments, the airport is positioned to remain financially stable.

Implications for STL's Financial Future

What do STL's credit ratings mean for the airport and its stakeholders? Simply put, they provide STL with a competitive advantage. A strong credit rating enables STL to borrow funds at lower interest rates, which reduces the capital costs for infrastructure projects. These ratings also strengthen STL's relationships with airline partners, providing them with confidence in the airport's financial stability.

In a highly competitive aviation market, the ratings allow STL to continue to grow, innovate, and invest in critical infrastructure without being hindered by rising costs or reduced investment capacity. They also reflect STL's ability to balance fiscal discipline with growth—something that will secure the airport's long-term viability and its role as a major economic driver for St. Louis.

In conclusion, STL's strong credit ratings are not just a reflection of its past performance—they signal to investors, airline partners, and the broader community that the airport is financially sound and strategically positioned for future success. STL's credit profile demonstrates that it is not only weathering current challenges but is also poised to capitalize on emerging opportunities as the aviation industry continues to evolve. This makes STL not just a gateway for travelers, but a cornerstone of economic vitality in the St. Louis region.



Credit Ratings Overview for St. Louis Lambert International Airport (STL) Credit Agency Ratings for 2025

Credit Agency	Rating (2025)	Outlook	Key Strengths / Metrics
Moody's	A2	Stable	- Dominant regional market position - 600+ days cash on hand - \$66M available federal relief funds
S&P	A-	Stable	- Essential airport for St. Louis MSA - Strong governance - Robust local economy
Fitch	A	Stable	- Strong management - Competitive CPE - Solid overall financial position

Source:

- Moody's: Credit ratings and financial analysis for St. Louis Lambert International Airport (2025), available via [Moody's official website](#).
- S&P: Credit ratings and financial data for St. Louis Lambert International Airport (2025), available via [S&P Global Ratings](#).
- Fitch: Financial analysis and credit ratings for St. Louis Lambert International Airport (2025), available via [Fitch Ratings](#).



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STL in the Media – In 2025

KTVI-TV (Channel 2)

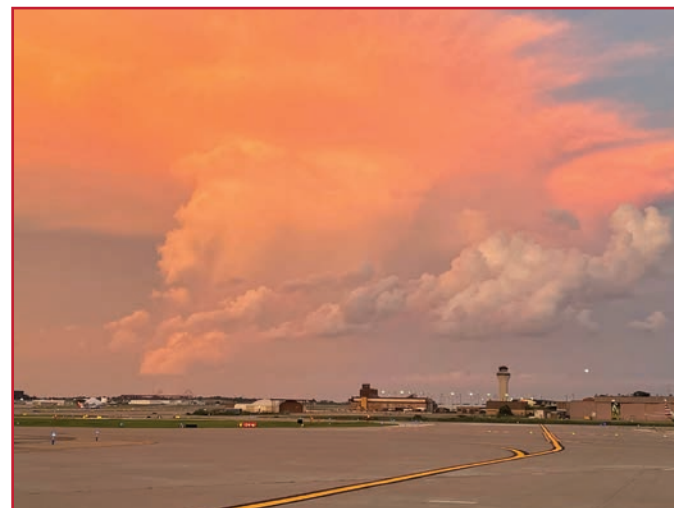
- Dec. 30, 2025 – St. Louis airport passengers see minimal delays
<https://fox2now.com/news/missouri/st-louis-airport-passengers-see-minimal-delays/>
- Dec. 30, 2025 – American Airlines adding new flights from St. Louis to Chicago
<https://fox2now.com/news/missouri/american-airlines-adding-new-flights-from-st-louis-to-chicago/>
- Dec. 27, 2025 – Lambert Airport stays largely on schedule amid nationwide flight delays
<https://fox2now.com/news/missouri/lambert-airport-stays-largely-on-schedule-amid-nationwide-flight-delays/>
- Dec. 23, 2025 – Mild weather means smooth sailing at St. Louis Airport
<https://fox2now.com/news/missouri/mild-weather-means-smooth-sailing-at-st-louis-airport/>
- Dec. 20, 2025 – Volunteers assist troops amid holiday rush at Lambert airport
<https://fox2now.com/news/volunteers-assist-troops-amid-holiday-rush-at-lambert-airport/>
- Dec. 19, 2025 – Holiday Travel Includes Airport Reunions at STL Lambert
<https://fox2now.com/news/missouri/holiday-travel-includes-airport-reunions-at-stl-lambert/>
- Nov. 26, 2025 – Holiday travel check-in at St. Louis Airport
<https://fox2now.com/news/missouri/holiday-travel-check-in-at-st-louis-airport/>
- Nov. 23, 2025 – Thanksgiving travel rush begins at St. Louis Airport
<https://fox2now.com/news/missouri/thanksgiving-travel-rush-begins-at-st-louis-airport/>
- Nov. 18, 2025 – STL Lambert airport director reflects on 15 years of leadership
<https://fox2now.com/news/missouri/stl-lambert-airport-director-reflects-on-15-years-of-leadership/>
- Nov. 5, 2025 – After 15 years, St. Louis Lambert International Airport director to step down
<https://fox2now.com/news/missouri/after-15-years-st-louis-lambert-international-airport-director-to-step-down/>

- Oct. 25, 2025 – Alaska Airlines adds direct flight from St. Louis to Portland
<https://fox2now.com/news/missouri/alaska-airlines-adds-direct-flight-from-st-louis-to-portland/>
- Oct. 13, 2025 – Groundbreaking set for Monday morning for airport snow removal facility
<https://fox2now.com/news/missouri/groundbreaking-set-for-monday-morning-for-airport-snow-removal-facility/>
- Oct. 1, 2025 – British Airways announces new nonstop flight from St. Louis to London
<https://fox2now.com/news/missouri/british-airways-announces-new-nonstop-flight-from-st-louis-to-london/>
- Sep. 13, 2025 – St. Louis airport's airlines face off in charity kickball tournament
<https://fox2now.com/news/missouri/st-louis-airports-airlines-face-off-in-charity-kickball-tournament/>
- Sep. 1, 2025 – Lufthansa flights increase to five days a week
<https://fox2now.com/news/missouri/lufthansa-flights-increase-to-five-days-a-week/>
- Aug. 6, 2025 – Airport commission makes relationship with rental car service Turo official
<https://fox2now.com/news/missouri/airport-commission-makes-relationship-with-rental-car-service-turo-official/>
- May 2, 2025 – Delta Airlines adds non-stop flight to JFK airport from St. Louis
<https://fox2now.com/news/delta-airlines-adds-non-stop-flight-to-jfk-airport-from-st-louis/>
- April 29, 2025 – Revamped USO center at STL Airport boosts services
<https://fox2now.com/news/missouri/revamped-uso-center-at-stl-airport-boosts-services/>
- March 26, 2025 – Crushed Red Pizza at STL airport named "Top 100 Movers & Shakers"
<https://fox2now.com/news/missouri/crushed-red-pizza-at-stl-airport-named-top-100-movers-shakers/>
- March 26, 2025 – St. Louis Airport sees highest number of travelers since 2003
<https://fox2now.com/news/missouri/lambert-airport-sees-highest-number-of-travelers-since-2003/>

- Feb. 4, 2025 – St. Louis Lambert Airport sees highest number of travelers in 21 years
<https://fox2now.com/news/missouri/st-louis-lambert-airport-sees-highest-number-of-travelers-in-21-years/>
- Jan. 6, 2025 – St. Louis Lambert Airport keeps runway open despite winter weather
<https://fox2now.com/news/missouri/st-louis-lambert-airport-keeps-runway-open-despite-winter-weather/>

KMOV-TV (Channel 4)

- Dec. 29, 2025 - American Airlines adding more flights between St. Louis and Chicago
<https://www.firstalert4.com/2025/12/30/american-airlines-adding-more-flights-between-st-louis-chicago/>
- Dec. 27, 2025 - Lambert expects thousands of people traveling this weekend
<https://www.firstalert4.com/2025/12/27/lambert-expects-thousands-people-traveling-this-weekend/>
- Nov. 24, 2025 - TSA anticipates record-breaking travel week at Lambert
<https://www.firstalert4.com/2025/11/25/tsa-anticipates-record-breaking-travel-week-lambert/>
- Nov. 5, 2025 - Retirement set for St. Louis Lambert International Airport director
<https://www.firstalert4.com/2025/11/05/retirement-set-st-louis-lambert-international-airport-director/>
- Oct. 21, 2025 - Alaska Airlines to start non-stop service from St. Louis to Portland
<https://www.firstalert4.com/2025/10/21/alaska-airlines-start-non-stop-service-st-louis-portland/>
- Oct. 13, 2025 - St. Louis Lambert International Airport breaks ground on new facility
<https://www.firstalert4.com/2025/10/07/st-louis-lambert-international-airport-break-ground-new-facility/>
- October 1, 2025 - It's Official, St. Louis to London flights set for 2026
<https://www.firstalert4.com/2025/10/01/its-official-st-louis-london-flights-set-2026/>
- Sept. 30, 2025 - Nonstop service to London coming to St. Louis
<https://www.firstalert4.com/2025/09/30/nonstop-service-london-coming-st-louis/>
- Sept. 16, 2025 - Veterans on 112th Honor Flight head to Washington, D.C.
<https://www.firstalert4.com/2025/09/16/veterans-112th-honor-flight-head-washington-dc/>
- Sept. 1, 2025 - Lufthansa flights at Lambert will increase to five days a week
<https://www.firstalert4.com/2025/09/01/lufthansa-flights-lambert-will-increase-five-days-week/>
- Aug. 6, 2025 - Turo car rental approved for Lambert International Airport
<https://www.firstalert4.com/video/2025/08/06/turo-car-rental-approved-lambert-international-airport/>
- June 12, 2025 - Airport director on upgrading Lambert into a modern airport
<https://www.firstalert4.com/video/2025/06/12/airport-director-upgrading-lambert-into-modern-airport/>
- April 29, 2025 - Revamped USO lounge opens at Lambert Airport
<https://www.firstalert4.com/video/2025/04/29/revamped-uso-lounge-opens-lambert-airport/>
- March 26, 2025 - St. Louis' Crushed Red honored for innovative airport pizza kiosk
<https://www.firstalert4.com/2025/03/26/st-louis-crushed-red-honored-innovative-airport-pizza-kiosk/>
- March 24, 2025 - St. Louis Lambert International Airport releases annual report
<https://www.firstalert4.com/2025/03/24/st-louis-lambert-international-airport-release-annual-report/>
- Feb. 4, 2025 - Lambert International Airport sees highest number of travelers in over 20 years
<https://www.firstalert4.com/2025/02/04/lambert-international-airport-sees-highest-number-travelers-over-20-years/>



STL in the Media – In 2025, Continued

KSDK-TV (Channel 5)

Dec. 27, 2025 - More than 40,000 people expected to go through St. Louis Lambert Airport this post-holiday weekend
<https://www.ksdk.com/video/news/local/more-than-40000-people-expected-to-go-through-st-louis-lambert-airport-this-post-holiday-weekend/63-1bddcc0b-8864-456b-a1bf-46a288cf74f1>

Dec. 15, 2025 – On The Move: Planning your trip to St. Louis Lambert International Airport
<https://www.ksdk.com/video/news/local/on-the-move-planning-your-trip-to-st-louis-lambert-international-airport/63-f89b768f-bcbc-43c6-8e08-0fcdceab0c19>

Nov. 5, 2025 – Lambert airport director Hamm-Niebruegge to retire after 15 years at helm
<https://www.ksdk.com/article/news/local/lambert-airport-director-hamm-niebruegge-retire-after-15-years/63-1b79cebe-ac93-424b-bffc-18e538ad64f4>

Oct. 1, 2025 – St. Louis Lambert airport gets nonstop flights to London
<https://www.ksdk.com/video/news/local/st-louis-lambert-airport-gets-nonstop-flights-to-london/63-536e9c83-3574-4988-a1b5-c75932b0790a>

Oct. 1, 2025 – Plans take flight: St. Louis Lambert Airport set for major overhaul
<https://www.ksdk.com/article/news/local/st-louis-lambert-international-airport-major-overhaul-single-terminal-project/63-fd462db9-a2e7-48a3-99df-4984fa6cbe47>

Sept. 30, 2025 – St. Louis said to get another European nonstop flight
<https://www.ksdk.com/video/news/local/business-journal/st-louis-said-to-get-another-european-nonstop-flight/63-7e421327-2395-4e42-bc80-2dab7535fabd>

Sept. 1, 2025 – Lufthansa boosts St. Louis – Frankfurt flights to 5 times weekly for summer 2026
<https://www.ksdk.com/article/news/local/business-journal/lufthansa-boosts-st-louis-frankfurt-flights-summer-2026/63-aa05e67d-8413-49f3-b315-ac8c860b6b8e>

July 21, 2025 – St. Louis travelers experience another Southwest Airlines change
<https://www.ksdk.com/article/news/local/southwest-introduces-assigned-seating/63-037d7d27-d440-4a5b-86b2-1c3d60b99541>

June 16, 2025 – St. Louis Lambert airport flyers get new non-stop option to Atlanta
<https://www.ksdk.com/article/news/local/lambert-airport-flyers-new-nonstop-option-to-atlanta/63-40be63b9-a0ca-4376-8db4-940097864cdd>

May 15, 2025 – Southwest Airlines files for permit to add international routes
<https://www.ksdk.com/article/news/local/business-journal/southwest-airlines-files-to-add-international-routes/63-94ceb125-5ab8-4a55-a9d3-c1a4ad9590eb>

May 2, 2025 – Daily Delta flights return to St. Louis starting Sept. 8
<https://www.ksdk.com/article/news/local/delta-daily-flight-from-st-louis-to-new-york-jfk-airport/63-26bcef1e-0b7d-4497-8b3f-042ef2fdde8e>

St. Louis Post-Dispatch

Nov. 22, 2025 – Thanksgiving holiday travel expected to rise at Lambert Airport in St. Louis
https://www.stltoday.com/news/local/business/article_c13b97b5-e2f3-4031-a7a4-b689f7378c63.html

Nov. 5, 2025 – St. Louis airport director to retire. She spent 15 years rebuilding traffic
https://www.stltoday.com/news/local/business/article_4e84a7ba-9996-4b4d-ba53-1fdab3441493.html

Oct. 25, 2025 – Alaska Airlines adds nonstop flights to Portland, Ore., in 2026
https://www.stltoday.com/news/local/business/article_3cf0ab20-bedf-44f0-8cbe-224c9d9dd172.html

Oct. 9, 2025 – Letter: British Airways deal with Lambert is a big victory for the region
https://www.stltoday.com/opinion/letters/article_abc28ecc-6c9b-4853-bfe9-ca11bac51733.html

Oct. 2, 2025 – Photos: Airline announces direct flights to London
https://www.stltoday.com/news/multimedia/pictures/collection_8fb2f15c-435e-4955-b29a-454938a6cbea.html#1

Oct. 1, 2025 – St. Louis officials cheer new flight to London, offer \$4.5 million in incentives
https://www.stltoday.com/news/local/business/article_df8138ac-a7e7-4910-bee2-0671cd2395bf.html

Sept. 30, 2025 – St. Louis lands direct flights to London on British Airways
https://www.stltoday.com/news/local/business/article_7cdaa3a2-65ec-4288-b3aa-ed067e4abd76.html

Sept. 1, 2025 – More direct flights from St. Louis to Germany are on the way, Lambert announces
https://www.stltoday.com/news/local/metro/article_c98249c0-88fa-4f02-9956-f250e44e33e1.html

May 8, 2025 – Lambert Airport officials hope new parking contractor provides better customer service
https://www.stltoday.com/news/local/business/article_8315d788-a3f3-499e-a677-d0670751963a.html

May 8, 2025 – Rhonda Hamm-Niebruegge to stay as Lambert airport director under new St. Louis mayor
https://www.stltoday.com/news/local/government-politics/article_bde0afec-4f12-4f39-9b83-01cb9986e160.html

May 5, 2025 – LAZ Parking recommended to run garages, lots at Lambert Airport
https://www.stltoday.com/news/local/business/article_a043dfd1-c074-4215-8644-eb6070986037.html

May 2, 2025 – Delta adds direct flight from St. Louis to New York City's JFK airport
https://www.stltoday.com/news/local/business/article_26808d31-927f-4f89-97eb-2e4843b9ea75.html

Feb. 4, 2025 – Lambert passenger total for 2024 is largest in 21 years
https://www.stltoday.com/news/local/business/article_387278ca-e32e-11ef-86c5-2b937fedcd5.html

Jan. 2, 2025 – HOK-led team picked for main design contract for Lambert airport overhaul
https://www.stltoday.com/news/local/business/article_edee676c-c953-11ef-865c-3774ebfa1923.html

St. Louis Public Radio

Dec. 19, 2025 – Art at St. Louis airport explores migration, identity themes
<https://www.stlpr.org/show/st-louis-on-the-air/2025-12-19/new-portrait-series-at-lambert-explores-complex-answers-to-the-question-where-are-you-from>

Dec. 15, 2025 – Lambert Airport's chaplains say they need more financial support
<https://www.stlpr.org/race-identity-and-faith/2025-12-15/st-louis-lambert-international-airport-chaplaincy-funding>

Nov. 5, 2025 – Lambert Airport Director Rhonda Hamm-Niebruegge to retire after 15 years of leadership
<https://www.stlpr.org/economy-business/2025-11-05/lambert-airport-director-rhonda-hamm-niebruegge-to-retire>

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Sept. 2, 2025 – Lufthansa Airlines to boost flights from St. Louis to Germany
<https://www.stlpr.org/news-briefs/2025-09-02/lufthansa-increase-flights-st-louis-germany-next-year>

May 6, 2025 – St. Louis mom debuts baby supply vending machine at airport
<https://www.stlpr.org/economy-business/2025-05-06/st-louis-mom-traveling-baby-business>

Channel Nine/PBS

March 10, 2025 - Living St. Louis | March 10, 2025: 314 Day Special
<https://video.ninepbs.org/video/march-10-2025-314-day-special-mmqtqib/>



St. Louis Airport Commission

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Airport Director
St. Louis Lambert International Airport

John Bales

Director of Aviation
Spirit of St. Louis Airport

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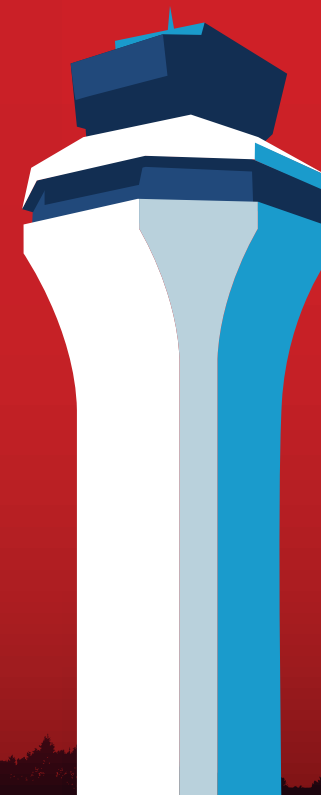
Travel Industry Professional

Jeff Ryan

Principal
CannonDesign

Kevin Schartner

Solar Operations Manager
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