

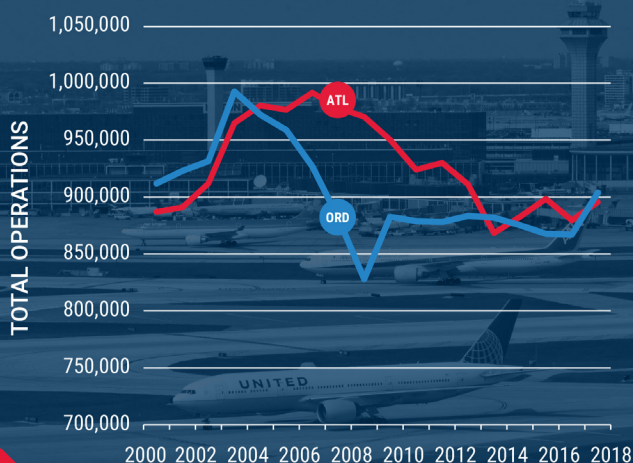


ANOTHER RECORD-SETTING YEAR FOR CHICAGO'S AIRPORTS



CHICAGO'S O'HARE AIRPORT IS NOW THE BUSIEST AIRPORT IN THE U.S.

IN 2018, O'HARE HAD MORE THAN 900,000 ARRIVALS AND DEPARTURES.



For the first time since 2007, O'Hare topped 900,000 total flight operations, once again moving O'Hare ahead of Atlanta's Hartsfield-Jackson International Airport as the busiest airport in the U.S. Air cargo flown through O'Hare also reached a record high.

The numbers are in--2018 was another record-breaking year for O'Hare and Midway International Airports, following five consecutive record-setting years for airport traffic.

- Most passengers served -- over 105 million
- Most cargo tonnage handled -- nearly 1.9 million metric tonnes
- More than 900,000 flight operations -- most in the U.S.

O'Hare handled over 83.4 million passengers in 2018, a nearly 5 percent increase over the previous year; and Midway served over 22 million passengers, one of its highest volume years to date.

"Chicago's airports will continue breaking records, and providing safe and efficient service for our travelers day in and day out as we continue to grow," said Commissioner Jamie L. Rhee.

"Thanks to the hard work of airport employees, our airline partners' commitment to Chicago, and the support of the FAA and our federal partners, O'Hare and Midway are offering travelers around the world many more reasons to fly to Chicago than ever before."

Continued Next Page →

NEW AIR SERVICE



STARTING IN 2019

O'HARE
INTERNATIONAL AIRPORT

DESTINATION / CARRIER / START DATE

DOMESTIC

Allentown – American (April)
Branson – Frontier (May)
Boston – Delta (September)
Cody – United (June)
Duluth – American (May)
Durango – American/United (June)
Erie – American (May)
Eugene – United (June)
Ft. Walton, FL – American/United (March/June)
Grand Junction – United (June)
Hilton Head – United (April)
Joplin – American (June)
Kalispell, MT – American (June)
Manchester – American (June)
Minneapolis/St. Paul – Sun Country (April)
Mobile – Frontier (May)
Nashville – Frontier (April)
Panama City – American/United (March/June)
Pensacola – American (March)
Raleigh Durham – Delta/Spirit (April/May)
Redmond, WA – United (June)
State College – American (April)

INTERNATIONAL

Addis Ababa, Ethiopia – Ethiopian
(June, increase frequency to 5x weekly year-round)
Athens, Greece – American (May)
Barcelona – Norwegian (June)
Halifax, Canada – United (June)
Keflavik, Iceland – Icelandair
(May, increase frequency to 2x daily for summer)
Lisbon, Portugal – TAP Air Portugal (June)
Munich, Germany – Lufthansa
(March, increase frequency to 13x weekly for summer)
Tokyo – JAL
(June, increase frequency to 11x weekly for summer)
Puerto Vallarta, Mexico – Volaris (May)
Quebec City, Canada – American (June)
Queretaro, Mexico – Volaris (June)



MIDWAY
INTERNATIONAL AIRPORT

DESTINATION / CARRIER / START DATE

INTERNATIONAL

Aguascalientes, Mexico – Volaris (June)

Another Record-Setting Year Article Continued... →

Also setting records, the total flight operations for O'Hare topped 900,000 for the first time since 2007—moving Chicago-O'Hare again ahead of Atlanta's Hartsfield-Jackson International Airport for most departures and arrivals in the nation. Air cargo flown through Chicago also reached a new high in 2018, with approximately 1.87 million metric tonnes handled at O'Hare.



O'Hare Intl. Airport @fly2ohare · Feb 4, 2019

Sorry @ATLairport, while we love a good Georgia peach, we can't contain our excitement about reclaiming the title for busiest airport in the U.S. bit.ly/2RD6W59



Atlanta Airport @ATLairport

That's Peachy 🍑, but we're STILL the busiest and most efficient on the planet 🌍! +107 million passengers, up by 3%, no one even comes close. But, we love you too 😊

♡ 44 6:34 PM - Feb 4, 2019



O'Hare Intl. Airport @fly2ohare · Feb 5

Touché @ATLairport. You have more pax (for now 😊), but you simply can't beat our connectivity. With 51 airlines serving 263 destinations around the globe, ORD offers travelers more flights to more places than any other airport. Plus, we have more snowplows! ❄️😄

Unable to contain our enthusiasm over these preliminary numbers, ORD engaged ATL in some friendly teasing on Twitter.

Chicago's record airport activity levels are explained by a few key factors: a major recent expansion of air services by Chicago's airline partners, with nearly 50 new domestic and international destinations added in 2018 at O'Hare and Midway combined.

A thriving new NE cargo campus at O'Hare offers insight into the noteworthy 5.7 percent increase in cargo volumes in 2018. And, finally, the City of Chicago continues to welcome record-setting tourism, with over 57 million visitors last year.

CITY OF CHICAGO UNVEILS DESIGNS FOR NEW O'HARE



3D models presented by the five design team finalists were displayed at the Chicago Architecture Center for a month. The Center also hosted kiosks where members of the public could provide feedback on the designs and desired amenities.

Mayor Emanuel joined the CDA and airport partners to kick off the next steps toward selection of a lead architect to design O'Hare's \$8.5 billion expansion. And with it, a unique opportunity for the public to weigh in on one of the largest terminals ever built in the U.S.!

Earlier this year, the City unveiled the potential designs for a new O'Hare Global Terminal—the centerpiece of O'Hare's expansion. The designs, coupled with large-scale 3D models placed on view at the Chicago Architecture Center, were produced by five shortlisted teams in the running for the architect award, and represent the public's first look at a new and re-imagined O'Hare.

The City launched a campaign calling on travelers, residents, employees and all O'Hare users to weigh in on the amenities and designs for a new terminal. During a one-week period, more than 41,000 surveys were cast on www.voteORD21.com, indicating a high level of enthusiasm for O'Hare's new Global Terminal and historic expansion.

The winning design teams, to be announced this spring, will deliver designs for a new, estimated 2.25 million square-foot terminal that will dramatically improve first impressions of the City for tens of millions of visitors every year.



Chicago Mayor Rahm Emanuel and CDA Commissioner Jamie L. Rhee (at the podium) unveil the five design team finalists at the Chicago Architecture Center (CAC). They are joined by: Lynn Osmond, President and CEO of the CAC; Alderman Matthew O'Shea; Monica Jimenez, Department of Procurement Services; Franco Tedeschi, American Airlines; and Peter Froelich, United Airlines.



The City of Chicago engaged some of the best architecture firms from around the world in an historic competition to determine the teams that will take on the design of the O'Hare Global Terminal and two satellite concourses. These photos represent the five outstanding designs proposals from the architect finalists (from left): Team 1: Fentress-EXP-Brook-Garza; Team 2: Foster Epstein Moreno JV ; Team 3: Studio ORD; Team 4: Skidmore, Owings, and Merrill LLP; Team 5: Santiago Calatrava, LLC

O'HARE UNVEILS STATE-OF-THE-ART DEICING FACILITY!

A new facility at O'Hare is expected to make winter travel conditions more efficient.

On February 25, the Chicago Department of Aviation (CDA) joined American Airlines and United Airlines for the official opening of the Central Deicing Facility (CDF) at O'Hare International Airport.

O'Hare's latest capital project allows the airlines to deice their aircraft from a new dedicated location, instead of at the gate. This in turn allows for more efficiency before departure, and will help reduce gate delays during winter weather.

The new facility can accommodate up to 20 narrow body airplanes or five wide body airplanes at a time. Registering at about 835,000-square-feet - the size of approximately 17 football fields- -O'Hare's deicing facility is the largest of its kind in the nation; and second largest in the world.

This facility follows on a long list of improvements that the City and the airlines have made in recent years to modernize our airfield, and to improve operations and connectivity for travelers.

For one of the busiest snow airports in the world, the central deicing facility gives airlines the option to deice aircraft nearer to departure. Not only does this streamline airport operations by freeing up gates, but it enhances safety during winter operations on one of the world's busiest airfields.



CDA, American Airlines, and United Airlines unveiled a new Central Deicing Facility (CDF) at O'Hare in February. The size of 17 football fields and the largest facility of its kind in the U.S., the CDF will help reduce gate delays during winter weather.

It also complements O'Hare's hard working snow teams that keep O'Hare's operations safe and efficient every year, day-in and day-out—including this year with 40+ inches of snowfall so far this season!

The project created an estimated 800 jobs during design and construction. As with all airport capital projects, no local taxpayer dollars were used in the construction of the deicing facility.

The new facility supports O'Hare and its airline partners as an \$8.5 billion expansion of the airport is set to take off. Part of Mayor Emanuel's O'Hare 21 vision, this expansion includes a new Global Terminal, expanded facilities, and new amenities that will elevate the travel experience from the curb to the gate.

HISTORIC COLD, HISTORICALLY STRONG AIRPORT STAFF

For two days in January, Chicago experienced record-setting wind-chills as the 2019 Polar Vortex descended upon our region. During this time, O'Hare and Midway experienced 3,500 cancellations combined. The -23 degree temperature and -50 degree wind chill posed serious challenges to people and equipment. But, thanks to the tireless efforts of CDA's teams—as well as those of our federal and airline partners—both airports stayed safe and operational during this period.

As if the bitter cold wasn't enough, O'Hare and Midway received nearly 20 inches of snow in January alone! The thoughtful preparations and careful responses of the safety and security; landside operations; airside operations; maintenance; facilities; vehicle services; human resources; emergency management; and many other teams have ensured that the City remains fully able to meet the needs of passengers, residents, airlines, and numerous other airport partners.

Winter isn't over yet, but with coordinated snow and winter weather operations and amazing staff, our airports are in good hands!



Intrepid snow teams plow the airfield at O'Hare. Chicago's airports have received over 40+ inches of snow so far this season, and almost 20 inches in January alone!

LOCAL FLAVOR AND NATIONAL FAVORITES HEADLINE NEW CONCESSIONS OPENINGS

Chicago's award-winning airport concessions provide travelers a taste of the renowned Chicago culinary scene, without having to leave the airport. Recently added food and retail establishments make the evolving concessions options at Midway and O'Hare more appetizing than ever.

Midway's newest concessions include Big Shoulders Coffee, a coffee joint that offers travelers a daily selection of locally brewed and roasted coffees delivered fast and hot. Founded in Chicago and now a hometown favorite, Big Shoulders is part of the 70 new food and retail brands arriving at Midway as part of the \$75 million concessions redevelopment led by the CDA with Midway Partnership.

Located near Gate A14 on the A Concourse, this is the first standalone Big Shoulders Coffee location at Midway.



Big Shoulders Coffee, a local coffee shop, opened its first Midway location near Gate A14.

O'Hare has also added new concessions this winter, including Burger Federation. With their delicious take on gourmet burgers, Burger Federation is a welcome addition to Terminal 3's "L Stinger" gates (gates L20-L24), which had previously lacked concessions options.



CDA Commissioner Rhee joins the Burger Federation team as they cut the ribbon on the new O'Hare concession, located at Terminal 3's "L Stinger" gates.



A new Dunkin' Donuts opened at O'Hare's Terminal 2, Concourse F, warming chilly winter travelers with their signature coffee and donuts.

Other new concessions opened at O'Hare this winter include:

- **Dunkin' Donuts**
Terminal 2, Concourse F, near Gate F9
- **Garrett Popcorn Shops**
Terminal 5, Gate M12
- **Green Market**
Terminal 3, Concourse H, near Gate H6
- **Starbucks Coffee**
Terminal 3, Concourse L Stinger, near Gate L21



Travelers making their way through O'Hare's Terminal 3 "L stinger", Gates L20-24, can enjoy this delicious burger at the newly opened Burger Federation.

A TASTE OF CHICAGO WITHOUT LEAVING THE AIRPORT

The Chicago Department of Aviation (CDA) held the fifth-annual award-winning Airport Restaurant Week (ARW) at O'Hare and Midway International Airports in January and February. Over the course of the event, airport restaurants and concessionaires staged nearly 50 cooking demonstrations in the terminals and distributed nearly 2,500 samples to lucky travelers.



Nuts on Clark was just one of the many concessions that participated in Airport Restaurant Week 2019.

Timed to mirror Chicago's Restaurant Week that takes place each year, Airport Restaurant Week has become a much-anticipated annual celebration of the dynamic concessions offered at Chicago's airports. Ticketed passengers flying through O'Hare and Midway got a free taste of Chicago's world-class culinary scene without leaving the airport.

This year, Airport Restaurant Week highlighted some of Chicago's new local favorites at Midway, part of the \$75 million investment to transform Midway's concessions, which is bringing 70 new food and retail brands to Midway by 2020. Midway's schedule included demos by Arami, Big Shoulders Coffee, DeCOLORES, and Nuts on Clark, among others. O'Hare's demonstrations featured Burger Federation, Green Market, Summer House Santa Monica, and Tortas Frontera by Rick Bayless, among others. In all, 34 concessions participated in this year's event.



A highlight of Airport Restaurant Week, 34 concessions hosted demonstrations and provided delicious food samples, including "The Perfect Side Dish" from Green Market.

Airport Restaurant Week started at O'Hare and Midway in 2015. The event received a first place award for Excellence in Airport Marketing, Communications, and Customer Service from Airports Council International - North America (ACI-NA) in 2016.



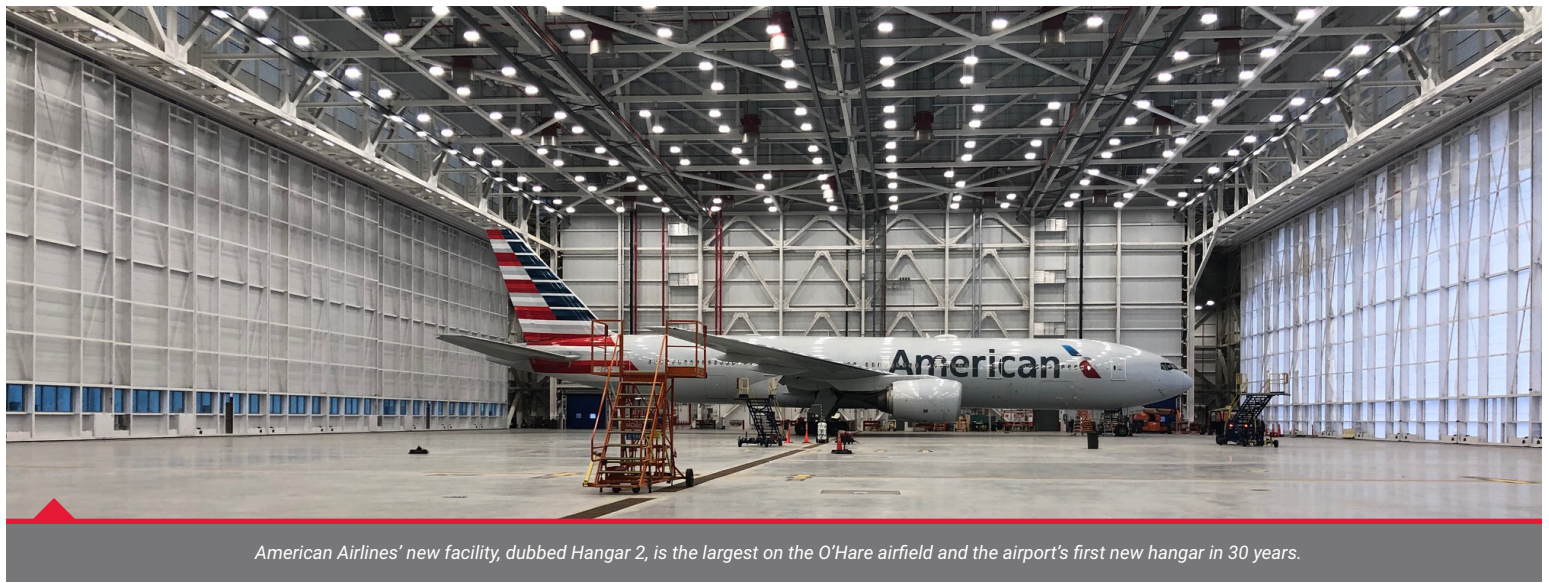
Passengers, pilots, and kids of all ages enjoyed samples at O'Hare and Midway during Airport Restaurant Week.

DID YOU MISS THIS YEAR'S AIRPORT RESTAURANT WEEK?

No worries! The deliciousness lives on in the 2019 Airport Restaurant Week Recipe Book, which features 24 recipes from our chefs and food experts at both Midway and O'Hare International Airports.



Download the recipe book for free at
FLYCHICAGO.COM/RESTAURANTWEEK



MAYOR EMANUEL AND AMERICAN AIRLINES UNVEILED FIRST NEW HANGER AT O'HARE IN 30 YEARS

On January 25, Mayor Emanuel and Commissioner Rhee joined American Airlines to cut the ribbon on a new hangar at O'Hare International Airport.

The new facility, dubbed Hangar 2, is the largest hangar on the O'Hare airfield and the airport's first new hangar in 30 years.

The Chicago Department of Aviation worked with American Airlines to deliver this new state of the art hangar, which makes way for the completion of the new runway, 9C/27C, which will be commissioned in 2020. The new runway is one of many capital improvements underway to complete the O'Hare airfield modernization, which also sets stage for the forthcoming \$8.5 billion terminal expansion.

This collaboration is a prime example of the City's ongoing efforts to work with key airline partners to provide modern facilities and improved service for travelers, while powering more economic opportunity for Chicago. Construction of the \$215 million, 191,000-square-foot structure created 1,000 construction jobs during construction at O'Hare, and supports xxx permanent jobs at the facility.



The new hangar, which replaces a smaller hangar on the airfield, can accommodate six narrowbody aircraft or two narrowbody aircraft and two widebody aircraft, including the Boeing 787 Dreamliner, which American operates for international flights out of O'Hare. American operates more than 500 daily flights to nearly 150 destinations from O'Hare.



CDA ANNOUNCES MITIGATION PROGRAM TO ADDRESS ODOROUS AND MECHANICALLY DEFECTIVE RSIP WINDOWS

The Chicago Department of Aviation (CDA) has announced a mitigation program to remedy issues caused by installation of some odorous and defective windows through the Residential Sound Insulation Program (RSIP).

Starting in February, the CDA is simultaneously working with impacted homeowners to:

- **Repair all mechanical problems in defective windows where the manufacturer's warranty is still in place, but the company has gone out of business. The CDA has confirmed over 150 homes with RSIP windows in need of repair. Work to repair the defective windows has begun.**
- **Mitigate odor by replacing PVC-coated screens with new non-PVC coated screens. The CDA has confirmed almost 650 homes with odorous windows. Work to replace screens will begin this spring, and the City estimates it will complete this mitigation in up to 300 homes per year.**

A year-long, scientific testing process identified the cause of the odor as the PVC-coated screens included between the window panes, and, most important, concluded there is no health risk connected to the odorous windows.



The Residential Sound Insulation Program (RSIP) was established in 1995, and has sound-insulated more than 21,000 homes near O'Hare and Midway. A new mitigation plan will address issues some homes have experienced with odorous or mechanically defective RSIP windows.

CDA is committed to remedying this situation and designed a mitigation plan that offers impacted homeowners a viable path for eliminating odors associated with some RSIP windows. This program also addresses mechanically defective RSIP windows that are still under warranty, but whose manufacturer has gone out of business.

The RSIP program was established in 1995, and has sound-insulated more than 21,000 homes near O'Hare and Midway.

COMMUNITY CAREER FAIRS ANNOUNCED

Chicago Department of Aviation has announced the dates and locations of Community Career Fairs in 2019.

Each fair will showcase hundreds of full- and part-time jobs at Chicago's airports. On-site workshops to develop job searching, resume writing, interviewing and employable skills will also be available.

The CDA is committed to administering a robust community outreach and workforce development program. These career fairs are designed to ensure that hiring opportunities are afforded to residents from all corners of the city, including those jobs made possible by the modernization projects at both O'Hare & Midway International Airports.



More than 40 exhibitors, such as Midway Partnership, participated in the first CDA Career Fair of 2019. Held in the Kelvin Park Gymnasium in the 31st Ward, the fair on March 6 attracted 345 job seekers and netted 12 hires on-the-spot!

2019 JOB FAIRS

MAY 22, 2019
10:00 A.M. – 2:00 P.M.
JLM Abundant Life Center
2622 W. Jackson Blvd.
Chicago, IL 60612

AUGUST 28, 2019
10:00 A.M. – 2:00 P.M.
Kennedy-King College
740 W. 63rd St., Building U
Chicago, IL 60621

OCTOBER 22, 2019
10:00 A.M. – 2:00 P.M.
UIC Forum
725 W. Roosevelt Rd.
Chicago, IL 60608



Ald. Curtis, Ald. O'Shea, CDA Commissioner Rhee, Delta VP State & Local Government Affairs Jeff Davidman, Mayor Emanuel, United CEO Oscar Munoz, American VP - Chicago Franco Tedeschi, and Ald. Villegas break ground on the \$1.2 billion Terminal 5 expansion.

KEY MILESTONES REACHED AS A NEW O'HARE TAKES FLIGHT

On March 20, Mayor Emanuel and Commissioner Rhee joined airline officials to break ground on the first phase of Terminal 5's \$1.2 billion expansion project.

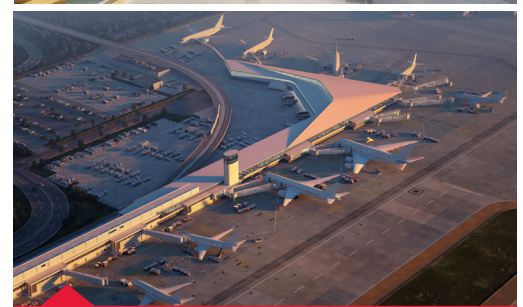
The Terminal 5 groundbreaking is a major milestone for CDA as a new O'Hare takes flight under O'Hare 21, our historic terminal modernization program that's bringing the best-connected airport in the U.S. into the 21st century.

Through Terminal 5's transformative expansion, the total building area of the 25-year-old terminal will increase by approximately 350,000 square feet, making way for new passenger amenities, airline lounges, concessions spaces and the capacity to serve more travelers comfortably.

The Terminal 5 project will deliver the following phase one improvements by 2021:

- A 25% expansion of aircraft parking space (10 new gates) to better accommodate large aircraft and reduce gate delays
- A 75% increase in space dedicated to passenger amenities, including 15 new dining and retail locations
- A 70% expansion of premium lounge space, including a new Delta Sky Club
- An expanded checkpoint with six new security lanes, and improved immigration facilities

With these improvements complete, Delta will relocate its operations from Terminal 2 to Terminal 5. Then, a second phase of the project will deliver additional roadway capacity, curbside enhancement and a new parking garage near Terminal 5.

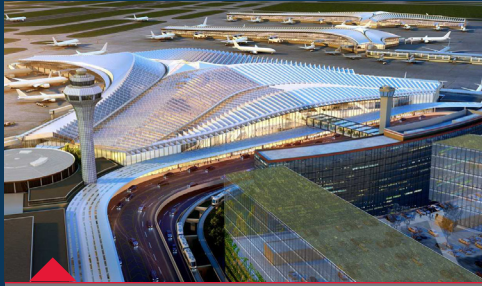


Renderings of the new Terminal 5, which will increase total building area by approximately 350,000 sq. ft., ensuring the capacity to serve more travelers more comfortably.

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Selection of Lead Architect

Another key O'Hare 21 milestone was reached in March with the selection of Studio ORD as the lead architect for the new O'Hare Global Terminal.



Studio ORD's design rendering of the new O'Hare Global Terminal. For the first time at O'Hare, the new Global Terminal will integrate international and domestic operations, allowing travelers to more easily connect to domestic flights from destinations around the world from under one roof.

At 2.2 million square feet, the new O'Hare Global Terminal will be one of the largest and most cutting edge terminals in the nation. It will more than double the space at today's Terminal 2, replacing it with an expanded, light-filled arrivals hall to feature: additional gates; more space for concessions, lounges and public amenities; state of the art new baggage systems; and advanced new technologies to improve security screening.

The CDA applauds all five architect teams who were finalists in the competitive selection process, and remains impressed by their innovative designs. With progress made toward the lead designer, CDA will also soon identify a second team from the remaining four finalists to design two new satellite concourses that will be built west of Terminal 1.

The CDA encourages O'Hare travelers and visitors to celebrate all of the designs and to stop by to view the 3D terminal models on display in T2.



3D models presented by the five design team finalists are on display in Terminal 2.

NEW O'HARE CHICAGO TRAVEL PLAZA TO OPEN FALL 2019

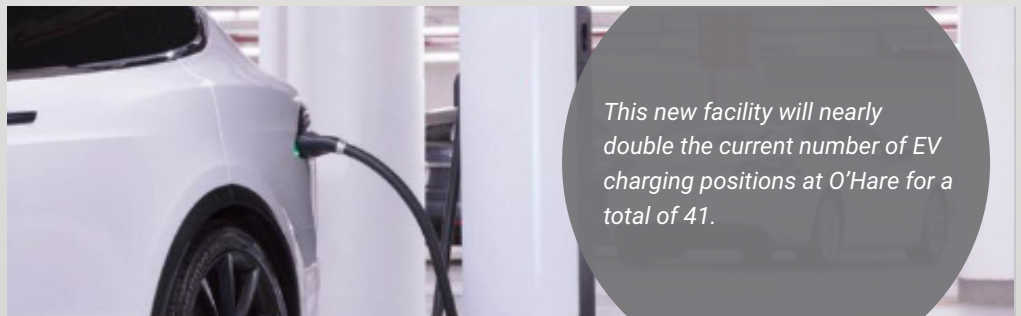


Rendering of the new O'Hare Chicago Travel Plaza being developed by Petroleum Marketing Group. It will provide a range of alternative fueling options, including electric vehicle charging stations, and will also include a drive-through restaurant and convenience store.

The first-ever publicly accessible fuel station will come to O'Hare this fall, providing airport users and the surrounding communities access to an increased selection of sustainable and traditional fuel sources.

The new O'Hare Chicago Travel Plaza furthers the CDA's commitment to sustainability with LEED certification and green features that will set the standard for 21st century fuel stations.

Green features include a canopy over the fuel pumps that houses 150 330-watt solar panels that will provide in excess of 50 percent of the average electric consumption of the retail building site. While a standard gas station typically dedicates 15-20 percent of its offerings to alternative fuels, this travel plaza will dedicate 60 percent to alternative fuel sources such as E85 ethanol fuel and electric vehicle (EV) charging stations. This new facility will nearly double the current number of EV charging positions at O'Hare for a total of 41.



Located at Higgins Road and Patton Drive, the travel plaza will include a Mobil, 7-Eleven and a quick service restaurant brand to be announced soon. The facility is slated to open in November 2019.

O'HARE TOWER AWARDED LEED GOLD CERTIFICATION



O'Hare's South Air Traffic Control Tower received LEED Gold certification from the U.S. Green Building Council at an Earth Day event on April 22, 2019. It is one of the first LEED Gold air traffic control towers in the U.S.

Mayor Rahm Emanuel and the Chicago Department of Aviation (CDA) celebrated Earth Day this year by joining the U.S. Green Building Council (USGBC) and the Federal Aviation Administration (FAA) to receive the award of LEED Gold certification on the South Air Traffic Control Tower (SATCT) at O'Hare International Airport. This is the 6th LEED-certified facility at O'Hare and one of the first LEED Gold-certified air traffic control towers in the U.S.

LEED (Leadership in Energy and Environmental Design) is the most widely used green building rating system in the world and provides awards based on a suite of standards for the environmentally sustainable design, construction and operation of buildings.

"O'Hare's South Air Traffic Control Tower is central to our ongoing airfield modernization effort, dedicated to improving the safety, efficiency and connectivity of our leading global hub," said CDA Commissioner Jamie L. Rhee. "With O'Hare the home of now six LEED certified buildings and over 521,000 square feet of green roofs, more than any other airport in the world, we are proving that sustainability and growth are not mutually exclusive."

The SATCT is a model for sustainable infrastructure projects that can be built to reduce energy use and make aviation systems more environmentally friendly, even as passenger volumes continue to increase. The SATCT consumes no natural gas, and 25 percent less electricity than O'Hare's LEED Silver North Air Traffic Control Tower, saving enough energy to fully power an airport fire station. The SATCT saves more than \$20,000 on annual utility costs, compared to the NATCT.

One of O'Hare's three FAA-operated towers, the SATCT oversees all flight operations on and around Runway 10R-28L in the south airfield. Runway 10R-28L and the SATCT, both commissioned in 2015, marked the completion of all south airfield construction on the O'Hare Modernization Program.



Brian Imus, Illinois Green Alliance (left), presents a LEED Gold plaque to Mayor Rahm Emanuel; Rebecca MacPherson, FAA Great Lakes Regional Administrator; and CDA Commissioner Jamie L. Rhee at the Earth Day event.

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CORE SUSTAINABLE FEATURES OF SATCT

GREEN ROOF:

The vegetated roof on the base building, part of O'Hare's nearly 12-acre inventory of green roofs, reduces the facility's heating and cooling demand, reduces overall urban heat island effect of the airport, and aids in stormwater retention.

GEOTHERMAL SYSTEM:

The geothermal system, the first of its kind at O'Hare, uses constant temperatures below the earth's surface to generate energy and optimize the efficiency of the building's heating and cooling systems.

LOCALLY-SOURCED MATERIALS:

The reinforced concrete structure enabled the materials to be sourced locally, allowing construction to be both cost- and time-efficient, while limiting environmental impacts from material transportation.

PEOPLE-FIRST DESIGN:

The "inverted core" design puts offices, stairs, and the elevator in the perimeter of the building, allowing staff to occupy spaces that gain southern exposure to daylight, further reducing electricity demands during daylight hours, and improving the work environment.

REDUCED ENERGY AND WATER USE:

All sustainable features combined (geothermal, green roof, low emissivity glass, and low-flow, efficient plumbing) reduced energy usage by 25 percent and water usage by 40 percent, as compared to a traditional control tower design.

12TH ANNUAL AIRPORTS GOING GREEN CONFERENCE RETURNS TO CHICAGO!

A promotional banner for the 2019 Airports Going Green Conference. On the left is a circular collage of images related to airports and sustainability, with a green circle in the center containing a white airplane icon. To the right of the collage, the text "Save the Date" is written in a red script font, followed by "November 3-6 2019" in a large, bold, black font. Below this, the words "AIRPORTS GOING GREEN" are written in a large, bold, green font, and "CONFERENCE" is written in a smaller, bold, black font. On the far right, there is a dark grey box with the text "BACK IN CHICAGO" and "JOIN THE MOVEMENT" in white, and the CDA logo (Chicago Department of Aviation) at the bottom.

The 12th Annual Airports Going Green Conference will return to Chicago this fall, November 3-6. Hosted by the Chicago Department of Aviation, the conference will convene aviation and airport professionals from around the world for this year's theme, *Destination: Sustainable Airports*, highlighting sustainable airport terminals from around the world.

The 2019 conference provides Chicago a front-row seat to global industry leaders presenting on cutting-edge terminal initiatives, just as the City embarks on its largest terminal expansion yet, through O'Hare International Airport's \$8.5 billion capital program.

The CDA founded the Airports Going Green conference in 2007 to foster information-sharing and partnerships among peer airports, aviation thought leaders, and all other stakeholders who share in a vision for aviation sustainability. Co-hosted by the American Association of Airport Executives (AAAE), this annual conference has welcomed attendees to participate in key discussions with airport business partners, government leaders, and top-level speakers from around the world.

The 2019 conference agenda extends beyond terminal design and focuses on worldwide aspects of sustainable airport terminals, including planning, design, construction, operations, maintenance, implementation, passenger experience, stakeholder coordination, community outreach, and social responsibility.

Registration is now soon. Register today at: www.airportsgoinggreen.org. To sign up your company as an event sponsor or exhibitor, please contact Janet Bennett, AAAE, at (703) 797-2533 or janet.bennett@aaae.org.

COOKING CHAMPION CROWNED AT CHANNEL YOUR INNER CHEF COOK-OFF AT O'HARE



Champion chef DeAndre Smith proudly displays his winning chicken breast with a brown sugar glaze featuring pickled rainbow carrots with Fresno peppers, fresh lemongrass, ginger and rice wine vinegar, along with a yam puree and flash-fried kale.

On March 26, HMSHost, in partnership with the Chicago Department of Aviation, held the fifth annual Channel Your Inner Chef Competition. This innovative competition gives four finalists from across the country only 30 minutes to create an original recipe from a range of ingredients not revealed to them until the start of the event, as well as an ingredient of their choice from the O'Hare Urban Garden in Terminal 3.

After evaluating recipe, presentation, showmanship, and, of course, taste, this year's judges crowned DeAndre Smith the champion chef. His victorious pan seared chicken breast with a brown sugar glaze featured pickled rainbow carrots with Fresno peppers, fresh lemongrass, ginger and rice wine vinegar, along with a yam purée and flash-fried kale. As the 2019 Channel Your Inner Chef winner, DeAndre's dish will be featured on the menu of an HMSHost-operated restaurant at O'Hare in July for all travelers to enjoy. DeAndre also received roundtrip airfare for two, as well as a VIP experience for two to the James Beard Awards Gala at the Lyric Opera of Chicago.



CHICAGO'S AIRPORTS HELP CITY SET NEW TOURISM RECORD



CDA Commissioner Rhee and Illinois Lt. Gov Juliana Stratton celebrate Chicago's record-breaking tourism numbers at the Choose Chicago Annual Partnership Meeting.

On April 18, CDA Commissioner Jamie L. Rhee attended Choose Chicago's Annual Partnership Meeting held at McCormick Place to discuss annual goals. With the help of the city's strong airport system, Chicago welcomed over 57.7 million visitors in 2018. This is a new tourism record for Chicago, with more than 2.4 million visitors than the previous year. Between O'Hare and Midway, the city's airport system serves more than 100 million passengers every year — one of just 11 airport systems to do so globally.

57.7 MILLION VISITORS TO CHICAGO

100 MILLION PASSENGERS AT O'HARE & MIDWAY



LOCAL FLAVORS AND NATIONAL FAVORITES: THREE NEW CONCESSIONS OPEN AT MIDWAY

Three more new concessions are adding fun and flavor to Midway International Airport as part of the three-year, \$75 million concessions expansion that is transforming the concessions lineup for the first time in 20 years. The latest additions include FAO Schwarz, DeCOLORES, and Einstein Bros. Bagels. In all, 70 new food and retail concessions are being added to Midway by 2021.

Travelers and families continue to have more reasons to choose Midway than ever before because of the on-going Midway Modernization Program (MMP) that is improving the passenger experience by expanding concession options, expanding the security checkpoint, and enhancing the terminal parking garage.

The oldest toy store in the United States, **FAO Schwarz**, known for larger than life, quality toys that evoke a sense of wonder and joy in kids of all ages, opened at Midway in March.

Located near Gate A5 on the A Concourse, the new toy store is the only FAO Schwarz store in Chicago and only the second airport location in the world. The store features its well-known toy soldiers, large toy displays, and piano key dance mat—all in a nostalgic environment sure to make all travelers feel young at heart.

DeCOLORES Mexican restaurant and **Einstein Bros. Bagels** opened on Concourse A at Midway International Airport in April. They are the 14th and 15th permanent locations to epitomize the goals of the CDA's concessions modernization program—delivering world class dining options and a mix of local favorites that will give passengers a sense of place and another reason to travel Chicago-Midway.

DeCOLORES, which features delicious modern twists on traditional Mexican recipe favorites, was founded by Chef Sergio Reyes and his wife, Priscilla, in Chicago's Pilsen Art District in 2009. Since then, the restaurant has won multiple local Chicago culinary scene awards, including Best New Restaurants in Chicago from Chicago Magazine. It has also been celebrated on the Michelin Bib Gourmand list year-after-year from 2010 to 2018.

With five street-side locations in Chicago alone, Einstein Bros. Bagels is well-known for its freshly-baked bagels and variety of schmear toppings. The neighborhood café features Caribou Coffee's Signature line of hot, iced or blended specialty coffee, as well as made-to-order breakfast, sandwiches, and fresh salads.

DeCOLORES and Einstein Bros. Bagels are 100 percent owned and operated by an Airport Concessions Disadvantaged Business Enterprise (ACDBE) with Midway Partnership, the group behind the transformation of the concessions offerings. DeCOLORES and other minority-owned and operated businesses are helping Midway to lead the nation for airport minority participation, while bringing hundreds of new jobs for local residents from Chicago's 77 diverse communities.

Midway's newest retail and restaurant locations follow the recent openings of 12 new retail and dining offerings throughout the airport. The brand-new Concourse A Food Hall features many unique, locally-inspired restaurants, including Arami Sushi, Billy Goat Tavern, Woodgrain Neapolitan Pizza, Nuts on Clark, Reilly's Daughter, and an iStore. Other hometown brands, including BIG & little's, Big Shoulders Coffee and PorkChop BBQ are bringing new menu choices and amenities to travelers for the first time in nearly two decades.



Representatives from the CDA, Midway Partnership and FAO Schwarz officially open the FAO Schwarz store on the A Concourse at Midway International Airport on March 11, 2019.



DeCOLORES founder and chef, Sergio Reyes (c) is joined by family and representatives from the CDA and Midway Partnership to officially open his restaurant on Concourse A, across from the Food Hall at Midway International Airport on May 3, 2019.



On May 3, 2019, officials from the CDA, Midway Partnership and Einstein Bros. Bagels cut the ribbon on the new location for the bagel restaurant on Concourse A, across from the Food Hall at Midway International Airport.

NEW AIR SERVICE

STARTING IN 2019-2020



DESTINATION / CARRIER / START DATE

DOMESTIC

Allentown – American (April)
 Austin – Spirit/Frontier (February/April)
 Branson – Frontier (May)
 Boston – Delta (September)
 Cody – United (June)
 Duluth – American (May)
 Durango – American/United (June)
 Erie – American (May)
 Eugene – United (June)
 Ft. Walton, FL – American/United (March/June)
 Grand Junction – United (June)
 Hilton Head – United (April)
 Joplin – American (June)
 Kalispell, MT – American (June)
 Key West – American (February)
 Manchester – American (June)
 Minneapolis St. Paul – Sun Country (April)
 Mobile – Frontier (May)
 Nashville – Frontier (April)
 Ogdensburg, NY – United (May)
 Panama City – American/United (March/June)
 Pensacola – American (March)
 Raleigh Durham – Delta/Spirit (April/May)
 Redmond, WA – United (June)
 State College – American (April)
 St. Thomas, U.S. Virgin Islands – American (December)

INTERNATIONAL

Athens, Greece – American (May)
 Barcelona, Spain – Norwegian (June)
 Halifax, Canada – United (June)
 Lisbon, Portugal – TAP Air Portugal (June)
 Puerto Vallarta, Mexico – Volaris (May)
 Quebec City, Canada – American (June)
 (June, increase frequency to 11x weekly for summer)
 Puerto Vallarta, Mexico – Volaris (May)
 Quebec City, Canada – American (June)
 St. Lucia – American (December)



DESTINATION / CARRIER / START DATE

INTERNATIONAL

Queretaro, Mexico – Volaris (June) – this service moved from ORD to MDW
 Aguascalientes, Mexico – Volaris (June)

CHICAGO DEPARTMENT OF AVIATION CAREER FAIRS



A job seeker checks out opportunities at a CDA Regional Career Fair at Kelvyn Park on March 6, 2019.

O'Hare 21 and the Midway Modernization Program will create tens of thousands of new jobs, good jobs that will lead to aviation-related careers – from construction to design, engineering to IT, hospitality and more.

The Chicago Department of Aviation (CDA) will continue to work with its contractors, community and airline partners to help connect job seekers to these opportunities. The four citywide job fairs being hosted by the CDA in 2019 are just a start; last year, the career fairs attracted more than 1,500 job seekers.

These job fairs complement the work of the Cook County Workforce Partnership and will be paired with a comprehensive economic inclusion plan anchored in expanded partnerships with City agencies and community nonprofits, as well as our unions.

Chicago-area residents who want to be involved have the opportunity to develop the skills needed to pursue and succeed in these careers.

The next job fairs will take place on the following dates and at the following locations:

MAY 21, 2019

9 A.M. TO 3 P.M.

Concessions Career Fair
 O'Hare International Airport
 Terminal 2 Baggage Claim
 Chicago, IL 60666

AUGUST 28, 2019

10 A.M. TO 2 P.M.

CDA Regional Career Fair
 Kennedy-King College
 740 W. 63rd St., Building U
 Chicago, IL 60621

MAY 22, 2019

10 A.M. TO 2 P.M.

CDA Regional Career Fair
 JLM Abundant Life Center
 2622 W. Jackson Blvd.
 Chicago, IL 60612

OCTOBER 22, 2019

10 A.M. TO 2 P.M.

CDA Regional Career Fair
 UIC Forum
 725 W. Roosevelt Rd.
 Chicago, IL 60608

Visit www.flychicago.com/careers for more information.



Mayor Lightfoot Joins FAA and Airline Partners to Break Ground on Final Piece of O'Hare Runway Reconfiguration



Chicago Mayor Lori L. Lightfoot (third right) joined City, federal and airline officials to break ground the final component of the O'Hare Modernization Program (OMP). The OMP, which has been 15 years in the making, has reconfigured and balanced O'Hare's airfield, increasing capacity, improving efficiency, and dramatically reducing system impact delays.

On October 25, 2019, Chicago Mayor Lori E. Lightfoot and the Chicago Department of Aviation (CDA), U.S. Senator Richard J. Durbin, Congressman Raja Krishnamoorthi, representatives from United and American Airlines, and the Federal Aviation Administration (FAA) broke ground on the Runway 9R/27L extension. This is the final component of the O'Hare Modernization Program (OMP), a project that has reconfigured and balanced O'Hare's airfield, increasing capacity, improving efficiency, and dramatically reducing system impact delays.

The extension of Runway 9R/27L and the additional ongoing airfield projects will continue to have a major economic impact on Chicago for years to come and will ensure significant local workforce participation remains a top priority. Over the next two years, this project will create an additional 1,600 construction and professional services jobs – adding to the tens of thousands of jobs created over the life of the OMP project.

The O'Hare Modernization Program was first approved by the FAA in 2005, setting into motion the reconfiguration of the entire O'Hare airfield and leading to increased capacity and greater efficiency. What had been a network of intersecting, diagonal runways has been largely replaced by a series of six east/west parallel runways. System impact delays are down 63% since the project began, and airfield operations are now more predictable and better able to handle weather and atmospheric conditions.

Progress made on the OMP runway reconfiguration has paved the way for the next phase of O'Hare modernization: an \$8.5 billion O'Hare 21 Terminal Area Plan, which will dramatically improve first impressions and curb-to-gate travel experience for millions of travelers arriving at O'Hare each year. The plan includes a complete transformation of Terminal 2 and integration of both domestic and international terminal operations into a single Global Terminal (OGT) and Global Concourse (OGT). Earlier this year, Studio ORD, a joint venture led by renowned Chicago architect Jeanne Gang, was selected to design the OGT.

Continued Next Page →

The OMP has been funded through a combination of federal and airline funds – with the \$334 million 9R extension project being approved as part of the 2018 Airline Use and Lease Agreement (AULA), the primary funding mechanism for the O'Hare 21 project.

The extension will add 3,000 feet in length to one of O'Hare's most heavily used runways, enabling it to handle increased operations from larger aircraft, including more long-haul departures. It will also help increase departure capacity and continue to balance the airfield between the north and south. It is scheduled to be completed in late 2021.

Last year, O'Hare's on-time performance was recognized in Official Airport Guide's Punctuality League Report in the top ten mega airports, placing above SFO, JFK, London Heathrow and Hong Kong, for on-time departures. In years past, it was not uncommon to find O'Hare at the very bottom of such lists.

AIRPORTS GOING GREEN

The Chicago Department of Aviation (CDA) hosted two panel discussions, exhibitors and airfield tours during the 2019 Airports Going Green Conference (AGG) from November 3 – 6, 2019 in downtown Chicago.

Chicago Mayor Lori E. Lightfoot kicked-off the conference with a Keynote Address, in which she shared the City's environmental and sustainability vision with over 300 attendees representing airports, airlines, and industry experts from around the world.

The conference panelists focused on airport sustainability issues and innovations and shared its sustainability visioning process for the future O'Hare Global Terminal. CDA also held an external stakeholder review workshop to gain feedback on the draft Sustainable Airport Manual (SAM) updates in advance of public release, which is anticipated in December 2019.

The SAM is the CDA's industry-leading sustainability guidance for all airport design and construction projects, as well as operations and maintenance activities, for CDA's facilities and for CDA's concessionaires and tenants. The SAM is the first of its kind in the U.S. and was developed with input from over 200 stakeholders representing airports, airlines, government agencies, the sustainability industry, and community groups. The CDA is updating SAM in 2019 to enhance the focus on sustainability strategies for terminal space.

The conference closed with a tour of the airfield at O'Hare International Airport, that provided attendees with the exciting experience of active airfield construction projects, the largest green roof at any airport in the world, and a birds-eye view of O'Hare from the City Operations Tower.

Additional highlights included:

- 30+ speakers from airports and airlines in the U.S., Canada, South America, and Asia
- Student volunteers from AeroStar Avion Institute
- CDA's Fashion Packed Challenge on display for attendees
- Over 450 pounds of food waste during the conference was composted and diverted from landfill
- Annual Awards Program recognized the leading innovators in the aviation industry

Airports Going Green was founded by the CDA in 2007, and was hosted by the City of Chicago through 2015. For three subsequent years, the AGG was hosted by the cities of Amsterdam, Dallas and Atlanta. The CDA is pleased to have the AGG return to Chicago and extends a special thank you to all speakers and attendees for making the 2019 Airports Going Green Conference such a huge success!

Visit www.airportsgoinggreen.org for more information.



Mayor Lori E. Lightfoot delivers the keynote address at the 2019 Airports Going Green conference.



Tammera L. Holmes President/CEO & Executive Director of AeroStar Consulting Corporation (center) and AeroStar students, participated in the 2019 Airports Going Green Conference from November 3-6, 2019.

ACI-NA RECOGNIZES THE WINNERS OF THE EXCELLENCE IN AIRPORT MARKETING, COMMUNICATIONS, & CUSTOMER SERVICE AWARDS

CITY OF CHICAGO UNVEILS DESIGNS FOR NEW O'HARE



The Chicago Department of Aviation (CDA) was recently awarded the 2019 Peggy G. Hereford Award for Overall Excellence in Airport Marketing, Communications, and Customer Service Programs. This top honor is the “best in show” award for Airports Council International North America (ACI-NA) Marketing and Communications awards programs.

Deputy Commissioner Castalia Serna accepted the award on behalf of CDA during ACI-NA's Annual Marketing and Communications (MarCom) conference for Airports in Miami, Florida on November 7, 2019.

The Peggy G. Hereford Award is given to the airport that receives the most first-place wins and honorable mentions across all categories. It honors creativity, effectiveness in reaching audiences with a message, and the overall scope of an airport's effort in marketing and public relations. ACI-NA received more than 300 entries across a total of 19 categories from airports.

The CDA received first place awards for best website design (VoteORD21.com) and best overall marketing program for large airport (Architect Campaign). CDA also received honorable mentions for Brand Identity (O'Hare21), Digital Advertising (Architect Campaign), Responsive Communications (AfterHours Response) and Overall Public Relations Program for large airports (Architect Campaign).

“On behalf of Mayor Lori Lightfoot, we are truly honored that ACI-NA has recognized the Chicago Department of Aviation and our hardworking staff here in connecting with our city's 77 neighborhoods,” said CDA Commissioner Jamie L. Rhee. “We appreciate ACI-NA's continuing support in helping us and our airline partners make Chicago's airports the best-connected in the United States.”



CDA Deputy Commissioner Castalia Serna (right) accepted the award from ACI-NA President and CEO Kevin M. Burke, on behalf of CDA during ACI-NA's Annual Marketing and Communications (MarCom) conference for Airports in Miami, Florida on November 7, 2019.

The majority of CDA's awards celebrated the Architect Campaign that took place in January 2019. The City of Chicago has been offered a “once in a lifetime opportunity” to reimagine O'Hare. The campaign reached out to the public to provide feedback on the five shortlisted architect teams competing to design the new Global Terminal, the centerpiece of what will be the biggest expansion in the airport's history. Models were displayed at the Chicago Architect Center and an interactive exhibit was installed at O'Hare Airport. The City of Chicago and the CDA invited travelers and residents alike to share their opinions and votes by viewing the models at the Chicago Architecture Center, by visiting the interactive exhibit at O'Hare, and viewing them online at www.VoteORD21.com.

CONCESSIONAIRE, SMALL BUSINESS & VENDOR EXPO

COME OUT & NETWORK!

Meet Aviation Professionals, Concessionaires, Small Businesses and Vendors

Representatives from the Chicago Department of Aviation on:

**Doing business
with the City of Chicago**

**Obtaining a
DBE/MBE/WBE Certification**

**Upcoming O'Hare & Midway
Contracting Opportunities**

December 11, 2019

Fountain Blue Banquets & Conference Center
2300 Mannheim Rd. • Des Plaines, IL 60018
10 a.m. — 2 p.m.

For more information, visit www.flychicago.com/expo

CODE OF CONDUCT

On August 31, 2019, the Chicago Department of Aviation (CDA) rolled out a new Code of Conduct designed to serve as a roadmap for all CDA employees and vendors.

The CDA Code of Conduct will help tens of thousands of airport workers, concessionaires and contractors to better understand and comply with local, federal and airport policies.

This new and improved training builds on the CDA's longstanding efforts to create a culture of transparency, accountability and integrity at O'Hare and Midway International Airports.

Designed for all employees, contractors, and those who do business with the department, the Code of Conduct is an in-depth document detailing principles, values standards to be upheld by everyone working for and with the CDA.

This is the first time all applicable laws, policies and reporting processes have been compiled into one readily available resource for members of the CDA community.

"At a crucial time for Chicago's aviation community, the CDA Code of Conduct provides a road map to deliver on the promises of ORD 21 and the Midway Modernization Program," said CDA Commissioner Jamie L. Rhee. "Since her first day in office, Mayor Lori Lightfoot has mandated accountability to the taxpayers for city employees and agencies to act with transparency, integrity and efficiency. We expect all CDA employees and vendors to be fully committed to and embrace the Code of Conduct."



Last September, Commissioner Rhee convened a group including the Office of the Inspector General, the Board of Ethics and other leaders across the City to talk about ethical standards, adherence to policies and other conduct-related matters.

This summit was the first in a series of efforts by the CDA as it worked toward development of a comprehensive new Code of Conduct.

The full document is available at flychicago.com/codeofconduct.

MORE THAN 1,000 SHOW UP FOR CHICAGO DEPARTMENT OF AVIATION CAREER FAIRS



CDA Commissioner Jamie L. Rhee and Kennedy-King College President Gregory Thomas welcome job seekers to the Aug. 28 CDA Career Fair.

Let's get to work!

The Chicago Department of Aviation (CDA) hosted its third and fourth quarterly career fairs on August 28 at Kennedy-King College, and on October 22 at the UIC Forum.

At the Kennedy-King event, there were more than 100 on-site hires for businesses at O'Hare and Midway International Airports from the 56 exhibitors on hand.

During the UIC Forum event, more than 64 exhibitors participated, and 145 individuals were hired on-the-spot.

"These events were nothing short of amazing," said CDA Commissioner Jamie L. Rhee, "You could feel the enthusiasm in the rooms. It was wonderful to see so many turn out to pursue careers in the aviation industry. Mayor Lori Lightfoot's leadership has stressed how central opportunities like this are central to our mission as a major economic driver of the City of Chicago."

The CDA will continue to schedule career fairs in 2020, to ensure residents from all 77 Chicago neighborhoods have an opportunity to seek employment at Chicago's airports.

SMALL BUSINESS SYMPOSIUM

The Chicago Department of Aviation (CDA) hosted its first Small Business Symposium at its administration building on October 3, 2019.

The purpose of the event was to provide vendors insight about upcoming opportunities and how to do business with Chicago's airports. Contractors were able to share their experiences and learn about ORD21, the Midway Modernization Program (MMP), invoicing procedures, guidelines for doing business with CDA and had discussions with CDA Project Managers on improving processes and expediting payments.

The goal is to have an open exchange of information, knowledge and experiences to help small businesses increase their capacity and remain valuable CDA contractors and service providers.

Representatives from 66 companies were also taken on a tour of the airfield tour at O'Hare International Airport that showcased current and upcoming projects.



Attendees at the Chicago Department of Aviation's (CDA) Small Business Symposium on October 3, 2019 participated in a listening session to discuss ideas, experiences and opportunities with the CDA.



Columbia College Fashion Design students stand next to their unique designs during the Fashion Packed Challenge judging event at O'Hare International Airport on October 25, 2019. (Left-right) Josh Adamczak; Brooklyn Huerta; Ifrah Zafer; Second Place winner Luke Kondrat.; First Place winner Kaylie Hauelsen and Maxwell Bresler.

FASHION PACKED CHALLENGE

Six Columbia College Fashion Design students recently participated in the Chicago Department of Aviation's (CDA) Third Annual Fashion Packed Challenge at O'Hare International Airport.

The event was a collaboration among O'Hare concessionaires, airlines and Columbia College.

Each of the students created a garment using recycled materials provided by CDA airline partners -- Air France, American Airlines, Cathay Pacific, Ethiopian Air, KLM, Spirit Airlines and United Airlines - that complemented an "inspiration" item provided by the O'Hare retail stores. And they had to design and construct their pieces in just two weeks!

The fashions were displayed at the airport were featured on FlyChicago.com and over a four-week period, more than 4,000 individuals voted for their favorite piece. Those votes, and those of four distinguished judges, were combined to select the two top winners.

The final event was held on Oct 25, 2019 in Terminal 2 at O'Hare, during which the students presented and described their fashion, and responded to questions from the judges.



The first-place winner, Kaylie Hauelsen, received a gift certificate to MOOD, a New York textile company, a trophy and a \$1,000 airline voucher. Her His winning fashion will be purchased by the CDA, and it will be installed in a permanent display here in at O'Hare in Terminal 2, along with the winning fashions from the first two competitions.

Luke Kondrat, the second-place winner, received an Award of Excellence Certificate and a \$100 gift certificate to MOOD.

Thanks to the airline and retail outlets that support this program, and the CDA Concessions Division for coordinating it.

And congratulations to all the student participants for a job well done.



Runners and walkers of all ages brave the rainy weather at the start of the 7th Annual Midway Fly Away on September 8, 2019.

SEPTEMBER EVENTS FOR SPECIAL OLYMPICS GROUPS NET BIG GAINS

Two annual Chicago Department of Aviation (CDA) events in September netted big support for Special Olympics groups.

The CDA, Special Olympics Chicago and Southwest Airlines hosted more than 500 individuals at the Midway Fly Away 5K – offering runners and walkers of all fitness levels an opportunity to run and walk directly on the airfield at Midway International Airport, while watching aircraft take off and land.

And on September 28, the CDA partnered with Special Olympics Illinois and its sponsors United Airlines and UPS to host the 11th Annual O'Hare Plane Pull. The event, which is a “tug-of-war” with stationary aircraft, took place at United Airlines’ Cargo area. More than 120 teams participated in the event, despite the cold and rainy weather.

Both events raised thousands of dollars for the Special Olympics Chicago and Special Olympics Illinois.

NEW FOR 3RD QUARTER 2019: MIDWAY CONCESSIONS

Midway Partnership continues moving forward with its three-year, \$75 million transformation of food and beverage, and retail offerings at Midway International Airport for the first time in 20 years.

On July 10, Midway opened its second iStore location on Concourse B (Gate B17), offering the latest electronics and a wide-variety of nationally recognized brands.

Earlier this month, Midway opened the permanent Home Run Inn restaurant on Concourse B (Gate B16), serving up take-out orders and sit-down options of a South Side favorite.

The restaurant features the authentic neighborhood pizzeria vibes. Home Run Inn is a family owned business with nine Chicagoland restaurants. Using an original family recipe developed in the 1940's, the pizza is made using the highest quality ingredients. The sausage is homemade daily and it serves freshly shredded, hormone-free whole milk mozzarella cheese, all natural pepperoni, and only the best tomatoes atop their signature buttery and flaky crust. As a family owned business, Home Run is a symbol of the American dream and, an emblem of Chicago's rich, Italian heritage.

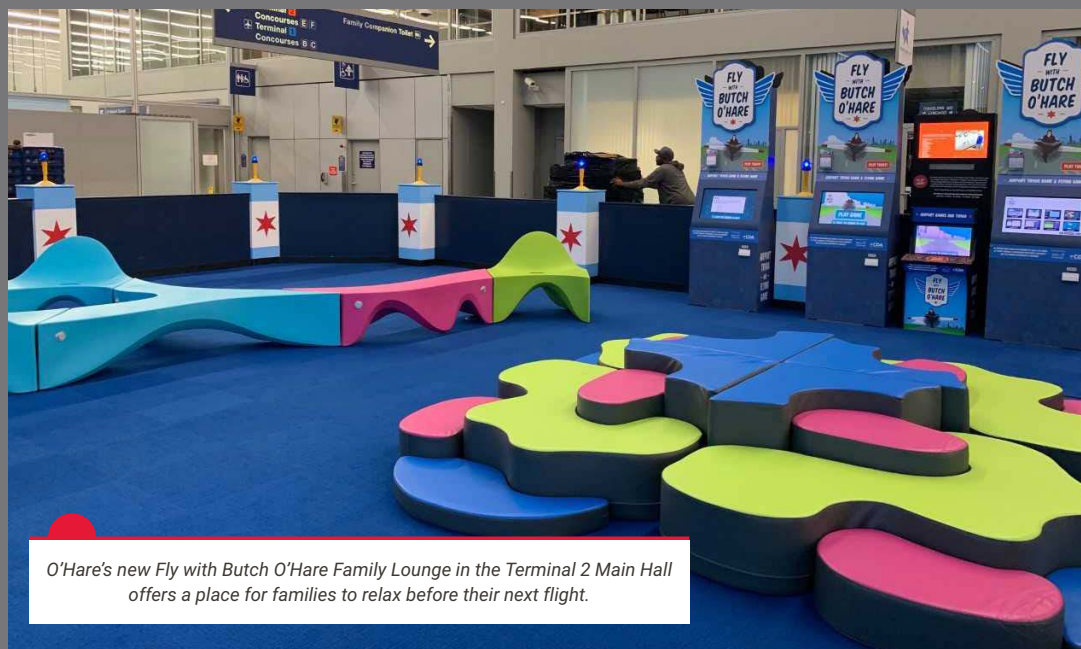


Home Run Inn permanent location near Gate B16 on Concourse B at Midway.

On September 28, Midway will also be re-introducing a fan-favorite, Harry Carry's, back into the lineup on Concourse A (Gate A10).

With the opening of Harry Caray's, Midway will have nine sit down, full-service offerings for the traveling public.

These restaurants bring the number of new concession locations to open at the airport to 22, as part of the 70 new food and retail brands arriving at the airport.



O'Hare's new Fly with Butch O'Hare Family Lounge in the Terminal 2 Main Hall offers a place for families to relax before their next flight.

FAMILY LOUNGE AT O'HARE

O'Hare International Airport's brand-new Family Lounge in Terminal 2 is a secured and welcoming space for kids of all ages to unwind and rest before or after their flight. It's located in the former Kids on the Fly space, across the Travelers Aid office. The lounge is open 24-hours a day and accessible to all our airport guests traveling through O'Hare.

The Grand Opening event on August 29, 2019 featured musical groups Banjo Buddies and The Cover Girls, along with a balloon artist and a face painter. Lively entertainment for the lounge will be scheduled throughout the year - on holidays, and in combination with the music festivals Chicago.

The colorful 1,800-square-foot space features interactive kiosks with airport trivia, airport-themed games, developed by students at DeVry University, and offer passengers info on where to collect special edition pins and discounts at featured shops. Fun seating for all ages is situated inside the space and kiosks offers 72 charging stations. Funhouse mirrors can be found throughout the lounge for all to enjoy and they make a great photo opportunity for the whole family. And for parents of the much younger set, stroller parking is located alongside the second entrance, near the Lotto booth.

The Butch O'Hare Family Lounge is also located near the Changing Places restroom and a family restroom so it is easily accessible to all.

The new Changing Places Restroom was designed by the CDA, with input by MOPD, to better serve all travelers with disabilities and limited mobility. This specialized 110 square-foot facility is equipped with an adult, adjustable changing table, passenger lift system, an accessible roll-in and transfer shower, and accessible toilet and sink.

Travelers can also grab a Flat Butch O'Hare fan (on a stick) from the lounge during the summertime, while supplies last. "Flat Butch" is ready to join passengers on their journey, providing a fun prop to add to photos. Travelers are encouraged to share their photos using the hashtag "#FlyWithButchO'Hare" year-round for a chance to be featured on O'Hare's social media channels.

The "Fly with Butch O'Hare" concept pays tribute to the airport's namesake, Edward "Butch" O'Hare, who on February 20, 1942, became the Navy's first flying ace when he single-handedly attacked a formation of nine heavy bombers approaching his aircraft carrier. Because of his heroic actions, he was honored with the Navy's first Medal of Honor in World War II. In 1949, the Chicagoland airport known as Orchard Field was renamed Chicago O'Hare in his honor.



Young travelers enjoy balloon art and face painting during the Family Lounge opening event on August 29, 2019.

PARTICIPATING O'HARE CONCESSIONS INCLUDE:

America's Dog • Argo Tea • Auntie Anne's • Barbara's Bookstore • Brighton • Brookstone • B-Smooth, Smoothies & Salads • Burrito Beach • CIBO Express Gourmet Market • Coach • CNN Newsstand Chicago • Dunkin' Donuts • Duty Free Store • Erwin Pearl • Field Museum • Garrett Popcorn Shops • Gold Coast Dogs • Green Market • Headphone Hub • Hoypoloi-An Uncommon Gallery • Hudson News & Gifts • ICE Dishes & Drinks • InMotion • Johnston & Murphy • La Tapenade Mediterranean Café (T1 & T3) • MAC Cosmetics • McDonald's • Nuts on Clark • Oakley • Sarah's Candies • Spirit of the Red Horse • Stanley's Blackhawks Kitchen & Tap • Talie • Terminal Getaway Spa • Tuscany Café • Vosges Haut-Chocolat • Wolfgang Express (T3)

AIRCRAFT RESCUE FIRE FIGHTING STATION 2 CELEBRATES NEW O'HARE LOCATION



Leisure and rest areas at ARFF Rescue 2 include a TV room, outdoor patio and exercise room.

Several projects were completed at O'Hare International Airport during the summer construction season, including a new Aircraft Rescue Fire Fighting Station 2 (ARFF Rescue 2) at O'Hare International Airport.

In June, the Chicago Department of Aviation (CDA) and the Chicago Fire Department (CFD) celebrated the grand opening of the building, located on the north airfield.

The new facility serves as a "Combined Station" providing both ARFF and structural fire-fighting response capability.

The single-story design and site layout allow for drive-through fire apparatus bays and enhanced administration and housing functions. Onsite amenities also include a standby emergency generator and an uninterrupted power supply.

Interior features of the station include a large commercial kitchen with an adjoining dining area, offices and designated areas for meetings, trainings and leisure. There also are dormitories for both men and women that include a lockers, bathrooms and showers.

The apparatus bay features a fully automated and hose-free exhaust removal system to remove carcinogens and other harmful gases.

Rescue 2 is an enabling project that allows the construction of Runway 9C/27C within the footprint of ARFF Rescue 2's previous location.

ID BADGING OFFICE

Great news for employees at O'Hare!

After months of hard work, the newly-renovated ID Badging Office is up and running, and the accomplishment was highlighted during an Open House event on August 29, 2019.

A number of changes have been implemented to ensure a more efficient process for employees who require an ID badge for their jobs.

Some of the improvements include changing the overall look and feel of the office, with a paint job, attractive and ergonomically-grounded furniture and better directional signage for all those who visit and work at the location.

Increased staffing and the addition of customer service greeters has already reduced wait times and increased the time spent in processing new and existing badging applications.

Moving forward, there is now a two-year, continuous improvement plan that includes a state-of-the-art identity management system and a satellite badging location for drivers testing and more.

In addition, there has been a refocused approach to communicating with customers by regularly sending out updates and newsletters to the broader O'Hare community, and not just CDA employees.

A community bulletin board has also been installed in the hallway of the Compliance area of the office, to help build closer relationships and outreach to airport employees.



The upgrades to ID Badging Office at O'Hare include new seating in the waiting area.

The ID Badging Office facilitates the badging process for approximately 45,000 individuals annually— from airlines, concessions, contractors and city, state and federal agencies.

All of these changes came about after recognizing that there was a need to streamline the credentialing service and to take advantage of the opportunity to improve document filing and retention.

The ID Badging Office is at the center of safety, security, and community building at O'Hare, and just one of the many innovative changes occurring at the airport.

CDA TEAMS UP WITH AIRLINE AND COMMUNITY PARTNERS FOR SUMMER BLOOD DRIVE AT O'HARE

The Chicago Department of Aviation (CDA), United Airlines, HMSHost, Chicago Alderman Matt O'Shea (19th Ward) and Versiti Blood Center of Illinois hosted a blood drive this summer at O'Hare International Airport.

Ninety-three blood donations were collected which, according to Versiti representatives, can possibly help up to 279 patients once separated into three components: red cells, platelets and plasma.

Red blood cells can be used to help accident victims, surgical patients and people with anemia. Platelets can be used to treat leukemia and other cancer patients, while plasma often is necessary in the treatment of patients suffering from burns or shock.



Last summer, 93 donations were collected during a blood drive at O'Hare international airport. The donations could help nearly 280 patients.



Chicago Alderman Matthew O'Shea (19th Ward) makes a contribution during the community blood drive at O'Hare.

Blood donations dip by as much as 20% during summer months when the need is at its highest. The season is often filled with a greater number of emergencies and traumas than at other times of the year, which makes the need for all blood types and the universal type O negative even more critical.

The CDA is honored to have joined with its airport and community partners in this important event to help save lives in the Chicago area.

CUSTOMER SERVICE APPRECIATION EVENT AT O'HARE



Richard Butler, First Deputy Commissioner, Chicago Department of Aviation (CDA) (center, standing), joins 14 concessions associates that were recognized on August 22, 2019 for their outstanding customer service at their work locations at O'Hare International Airport.

Fourteen associates working at food and beverage, and retail locations at O'Hare were acknowledged by the Chicago Department of Aviation (CDA) Concessions group for their exceptional customer service.

On August 22, 2019, three received a star-shaped lapel pin for 100% mystery shop scores, while their three managers were recognized with a pin depicting a person holding up a star. Six more highest score performers received a pinnacle pin, while HMSHost team members received "Shout Out" pins based upon positive customer comment cards. Finally, the Starbucks Barista Champion was recognized with a plaque.

The associates were selected through a "secret shop" program, which covered the following criteria – Store appearance, acknowledgement, courtesy, selling skills, accuracy, speed, food & beverage quality cleanliness and restaurant atmosphere.

Congratulations to all who are the helpful hand to every passenger looking for a great dining experience or the perfect gift, and who create a welcoming atmosphere and lasting impression to travelers who visit from around the world.

NEW AIR SERVICE

O'Hare International Airport is now adding new air routes to exciting new domestic and international locations. This will be integral in helping Chicagoans explore new travel destinations more easily, as well as bringing visitors to the global destination that is Chicago.

Starting in September, new service to Chengdu will make Chicago the first and only city in the United States to offer nonstop scheduled passenger service to interior China. Also beginning in September, there will be new service to Boston 35 times weekly through Delta Airlines and Charleston, West Virginia, seven times weekly with American Airlines.

And just in time for the holiday season, new service to St. Lucia and St. Thomas with American Airlines starts in December. Flights to Auckland on Air New Zealand will increase from three times weekly to five times weekly beginning December 9. American Airlines seasonal service to Honolulu will increase from daily to two times daily beginning on December 18.

Looking to next year, O'Hare is anticipating new air service to Tel Aviv, Israel three times weekly beginning in March 2020. This will be the first nonstop service to Tel Aviv from Chicago in more than 20 years. Making Chicago the only city in the central U.S. region to offer nonstop scheduled service to Israel. New service to Brisbane, Australia – four times weekly beginning in April - will be the fourth longest passenger service in the world. United Airlines will start up new service to Zurich, Switzerland and American Airlines will offer seasonal service to Eastern Europe (Krakow Budapest and Prague) next May. Lastly, Air Italy service to Milan is expected to begin in 2020 as well.

DESTINATION / CARRIER (START DATE)

DOMESTIC

Boston, MA – Delta (September 2019)
Charleston, WV – American (September 2019)
Honolulu, HI – American (December 2019)

INTERNATIONAL

Chengdu, China – Hainan (September 2019)
Auckland, New Zealand – Air New Zealand (December 2019)
St. Lucia, West Indies – American (December 2019)
St. Thomas, Virgin Islands – American (December 2019)
Tel Aviv, Israel – EL AL (March 2020)
Zurich, Switzerland – United (March 2020)
Brisbane, Australia – Qantas (April 2020)
Krakow, Poland (Seasonal - May 2020)
Prague, Czech Republic (Seasonal - May 2020)
Milan, Italy – Air Italy (2020)

EVOLUTION OF O'HARE

THE EVOLUTION OF O'HARE 1945–Present

Since the site was chosen for Chicago's new airport in 1945, O'Hare has quickly become one of the busiest and most well-known airports in the world. Take a photographic tour to see how O'Hare has changed over the years and how we continue to improve Chicago's gateway to the world.

[VIEW GALLERY OF AERIALS](#)

A new historical display - "Evolution of O'Hare" - located in the new L Stinger at Chicago O'Hare, allows passengers a glimpse of how the airport has changed throughout its existence. Twelve aerial photos of the airport's airfield document how runways and terminal buildings have evolved since 1945, when the then-Douglas manufacturing site was chosen as the new location for Chicago's main airport. Timeline placards alongside the photos describe major events and changes that have taken place over the years.

