Region
- 24th largest metro area
- 2.2 million people
- 10 World Headquarters - Fortune 500’s
- 17 Headquarters - Fortune 1000’s

Airport
- 1 Terminal + 2 Concourses
- 54th largest U.S. passenger airport
- $3.4 billion USD economic impact

Operations
- 6+ million annual passengers
- 50+ non-stop destinations
- 200+ pax and cargo flights per day
- 5 direct int’l passenger markets
Accessibility Strategy
Demographic Shift

Once a major connecting hub in the U.S.A., CVG's travel demographic is dramatically transitioning:

- 80% connecting is now 90% origin;
- 80% business travel is now 55% leisure;
- 0% U-LCC activity is now 23% of flights.

Innovate

Look beyond legislation to introduce and socialize new concepts with a willingness to fail forward.
Improving quick access to our menu of accessibility services within a few clicks.
Planning

Leveraging the latest in drone videography and closed captioning for familiarity before arrival.
Visuals

Helping provide visuals for what is ahead from multiple angles while identifying the primary navigation points.
Adapt to Existing Tech

Each video required a script. This provided a perfect launching point to add step-by-step navigation suitable for voice-over-text applications.
Displays

All Airport controlled monitors include visual paging and support service descriptions, including ASL translation.
Support

Arming our volunteers, public safety assistants and police officers with iPads to facilitate communication.
Pressing Into the Future

Working with start-up organizations to pilot test the latest in innovation and to facilitate the future of personal mobility.
Encouraging partnerships to create a sense of place while providing helpful support.
We’re caretakers of a vital community asset. It’s our opportunity to deepen connections, develop more meaningful relationships, and bring the world closer through travel.
Thank you