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NEW AIR SERVICE, NEW AMENITIES AT MKE AS TRAVEL REBOUNDS IN 2022 *Milwaukee Airport saw travel inch closer than ever to pre-pandemic levels*

MILWAUKEE (January 10, 2023) – Milwaukee Mitchell International Airport celebrated a successful 2022 with the launch of new air service and new amenities to enhance the overall passenger experience. Air travel inched closer than ever to pre-pandemic levels and MKE is ready to meet the demand in 2023 with increased air service offerings.

"In 2022, the world-class team at Milwaukee Mitchell International Airport was responsible for thousands of memories, vacations, trips, and special moments," said Milwaukee County Executive David Crowley. "As more people resumed air travel, our MKE Airport met that demand by providing hometown travelers with new air service, new amenities, and delicious new offerings at its restaurants."

As airports nationwide continue to recover from the COVID-19 pandemic, approximately 5.4 million travelers passed through MKE in 2022, up approximately 20% from 2021.

Welcome JetBlue, Welcome New York and Boston Travelers

The year of growth was propelled by the launch of JetBlue Airways in March, which featured a ribbon cutting, a set depicting the New York City skyline, a cake that gave nod to the new destinations, and a live Broadway performer to entertain travelers.

JetBlue now flies nonstop from MKE to New York JFK and Boston every day. Boston proved to be one of the most trending destinations out of Milwaukee this year, seeing the biggest increase in flights taken by Milwaukee travelers.



Delta Responds to Passenger Growth with Enhanced New York Service

New York also proved to be an incredibly popular destination and Delta responded to the demand by adding daily nonstop service to New York JFK to complement its existing service to New York LaGuardia. Travelers now have the option to reach any of New York's three major airports daily thanks to three of MKE's major airlines.

Airport	Airline	Service Frequency
New York La Guardia (LGA)	<u>Delta</u>	Daily Nonstop
New York John F. Kennedy (JFK)	Delta, JetBlue	Daily Nonstop
Newark Liberty (EWR)	<u>United</u>	Daily Nonstop

MKE Brings CLEAR's Expedited Lanes

In response to this increased demand, new amenities were introduced at MKE in 2022 to enhance the passenger experience. In August, <u>CLEAR</u> launched expedited lanes at MKE. This allows members to use CLEAR's network of dedicated lanes to use biometrics to verify their identity and reduce the amount of time spent at the security checkpoint. The response to CLEAR has been overwhelmingly positive, and it created additional jobs and local economic impact at the Airport.



MKE Wins Big in Eyes of Travelers

MKE ended the year by ranking in the top tier of U.S. airports by two highly respected organizations – J.D. Power and Condé Nast. These two surveys were voiced by travelers surveyed about their arrival and departure experiences at airports nationwide in 2022.

"We are proud that these awards are based on survey responses from passengers who have used MKE," said Airport Director Brian Dranzik. "We want travelers to have the quickest, easiest, and best experience when they fly through our hometown airport. We continue to focus on increasing air service offerings, developing new concession options, and enhancing the overall travel experience."

All of these efforts led to Milwaukee Mitchell International Airport being awarded its first ever Airport Service Quality Award (ASQ) from Airports Council International. This was a huge accomplishment because the award is determined directly by passenger feedback while they are at the airport.



MKE Looks Ahead to 2023

In 2023, Milwaukee Mitchell International Airport will welcome new destinations and increased service to existing destinations. Tickets for all new and existing destinations are on sale now.

Look for the following service additions in 2023:

- Sarasota, Florida Southwest Airlines (daily service March 9-April 10)
- Minneapolis <u>Sun Country Airlines</u> (weekend service beginning May 5)
- Kansas City <u>Southwest Airlines</u> (daily service resumes July 11)
- Salt Lake City <u>Delta Air Lines</u> (seasonal service resumes June 5)

Passenger numbers are expected to increase as Milwaukee welcomes the return of the Great Lakes cruise season, with the addition of the Viking Polaris. Golfers from throughout the world will flock to Wisconsin's world-class courses; and sports tourism with NBA superstar Giannis Antetokounmpo will be a big draw for Milwaukee this upcoming year. Additionally, major summer events like Harley-Davidson's 120th Anniversary Homecoming, the USA Triathlon Nationals, Northwestern Mutual's annual meeting, and numerous other corporate and industry conventions will draw inbound flight passengers to Milwaukee.

Milwaukee Mitchell International Airport offers nonstop flights to 30+ destinations coast-to-coast, and more than 200 international destinations are available with one easy connection. MKE is served by Air Canada, Alaska, American, Apple Vacations/Funjet Vacations, Delta, Frontier, JetBlue, Southwest, Spirit, Sun Country, and United. The complete list of nonstop cities can be found at <u>flymke.com</u>.

MKE, the winner of a 2021 ASQ Best Airport – North America award for outstanding customer experience, is owned by Milwaukee County and operated by the Department of Transportation, Airport Division, under the policy direction of the Milwaukee County Executive and the County Board of Supervisors. The Airport is entirely funded by user fees; no property tax dollars are used for the Airport's capital improvements or for its day-to-day operation.