

IND

BETTER CONNECTED
THAN EVER BEFORE



**INDIANAPOLIS
INTERNATIONAL
AIRPORT**

2025 Community
Impact Report



Transatlantic Connections

C ad M ile F ilte (One Hundred Thousand Welcomes) to Aer Lingus with nonstop flights from IND to Dublin. This connection was the result of more than six years of relationship-building, data-sharing, and storytelling **highlighting Indiana's deep economic and cultural ties to Ireland**, including 52 Ireland-based companies and over \$750 million in annual exports. To create excitement for this route, IND hosted a combined welcome and send-off gate event celebrating Irish culture, and helped to roll out the green carpet (rather than the famed red) at IU Health Foundation's Rev event. Many community partners became brand ambassadors helping to welcome Aer Lingus and celebrate the new route, including walking with IND in the local St. Patrick's Day Parade.



RECORD-BREAKING TRAVEL

Busiest Travel Day:
October 9, 2025

Total 2025 Travelers:
10.6 Million+

Busiest Travel Month :
October
1 Million+ Travelers

7 of the 10 Busiest Travel Days
Ever Occured in 2025

FROM THE CROSSROADS TO CROSS-COUNTRY TO ACROSS THE ATLANTIC



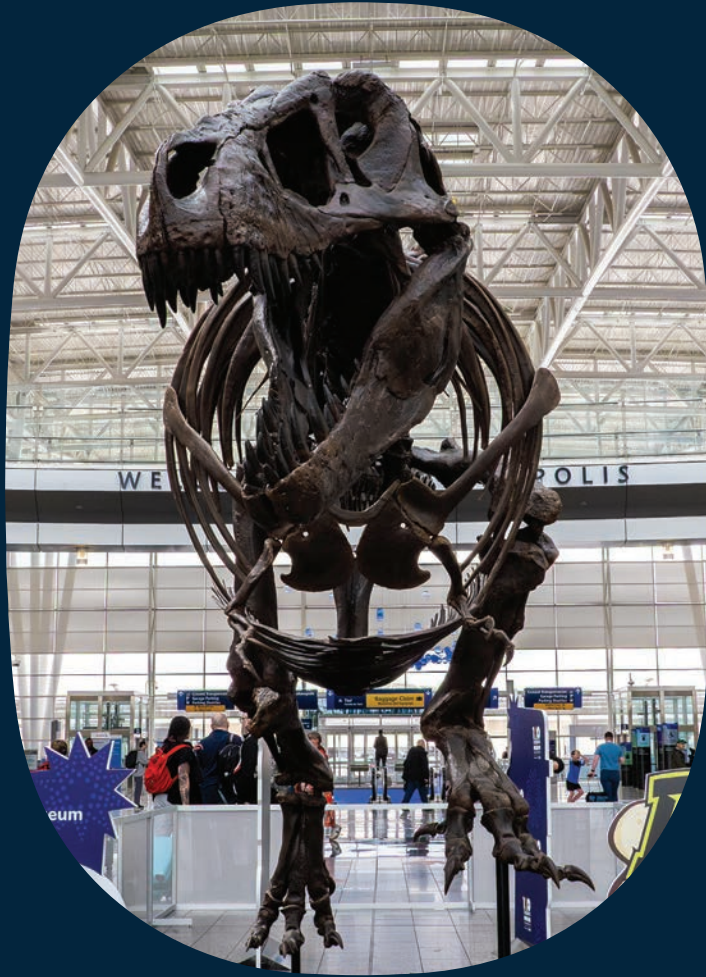


In 2025, IND set a record by offering 55 nonstop destinations, the most in our history, including a major new transatlantic route with Aer Lingus connecting Indianapolis to Dublin four times per week. These routes connect Hoosiers to the world and the world to Indiana. Travelers responded in a major way: **October 2025 marked our first million+ traveler month!** Whether trekking across the country or across the Atlantic, IND has never been more accessible. The Aer Lingus Dublin flight gives Hoosiers and global businesses seamless connections to Ireland as well as major cities in Europe and the United Kingdom, including Paris, London, Frankfurt, Rome, and Amsterdam.

Additionally, **IND expanded flight connectivity, launching or announcing 8 new destinations**, Punta Cana, Chicago-Midway, Burbank, Nashville, Cabo San Lucas, Austin, San Diego, and San Juan, offering a mix of seasonal and year-round options to meet growing demand for leisure and business travel. Beyond scheduled routes, **IND also added flights for 13 major events** like the WWE Royal Rumble, NBA Finals, WNBA All-Star, and key IU football games during their historic championship run,

reinforcing our commitment to connecting travelers not just to places, but to the experiences that matter most.

While strengthening today's flight access, IAA continued to lay the groundwork for tomorrow. Our board approved the **New Transatlantic Incentive Supplement Plan**, designed to competitively position IND for additional transatlantic flights. We also proudly hosted the **2025 ACI-NA JumpStart Air Service Development Conference**, bringing more than 500 airline, airport, and aviation decision-makers to Indianapolis. During the event, IND facilitated meaningful conversations with airlines and connected them with corporate and community partners to highlight the critical role of key routes in supporting business growth and attracting talent to Central Indiana. This kind of collaboration and planning ensures that IND remains a catalyst for economic development and global connectivity for years to come.



BETTER CONNECTED TO THE COMMUNITY

An essential tenet of our work is providing public value. We do this by creating opportunities for the community to connect with each other, providing spaces for creatives to engage, and celebrating local **culture, causes, and community** events.

Naturalization Ceremony

For the second annual Naturalization Ceremony hosted at IND, 95 individuals from 42 different countries raised their right hands and took the Oath of Citizenship surrounded by friends and family, airport leadership, city, state and federal officials, and civic and community organization representatives. Among the new citizens was Polina Osherov, Indiana creative economy champion and the executive director of Pattern, Inc.



WNBA All-Star Action

IND served as the gateway to WNBA All-Star 2025. Through bold art, powerful storytelling, and intentional community engagement, IND became both a literal and symbolic landing place for the energy, creativity, and spirit of the WNBA. The impact was undeniable: 12 activations on the IND Court, 10 local artists showcased, 8 community partners engaged, and more than 414,000 passengers traveling through IND during this period. This wasn't just about greeting fans, it was about setting the stage for a movement.





The Children's Museum of Indianapolis Centennial

Two of Indiana's most celebrated institutions partnered together this year to shine a spotlight on 100 years of rich arts and culture in the city. During Spring Break, we unveiled a 33-foot-long T. rex fossil on loan from The Children's Museum of Indianapolis and later debuted an exhibit in the KIND Gallery, *Memories, Wonders, and Dreams: Stories from 100 Years*, helping empower children and their families to learn and grow.



Ready to Rumble

In collaboration with Indiana Sports Corp, IND engaged a new fan base as WWE fans flocked to Indianapolis for the WWE Royal Rumble. IND became a family-friendly photo-op and poster-making hot spot, letting fans know their enthusiasm and passion is welcome. Royal Rumble was the first of three major wrestling events to happen in Indy over the next five years.



Indy 500 Ticket Unveiling

Two-time Indy 500 Champion Josef Newgarden and INDYCAR and Indianapolis Motor Speedway President Doug Boles unveiled the official ticket for the 109th Indianapolis 500 at IND before setting off on our new nonstop flight to Nashville with Southwest Airlines, demonstrating to fans how easy it is to get to another hub for racing and culture. Welcome Race Fans!

Inaugural TEDSports Conference

Indianapolis hosted the first-ever sports-focused TED event: TEDSports, exploring the intersection of technology, athletics, and human potential. IND welcomed attendees by creating an instant sense of place for international innovators and leaders in the sports and technology industries, including Firooza Afghan from the Afghanistan women's national Cricket team and Sam Ramsamy, activist and sports administrator from South Africa. An evening at the airport offered leaders a chance to see how thoughtful design, creativity, and Hoosier hospitality transform travel into an extension of the fan journey at IND.



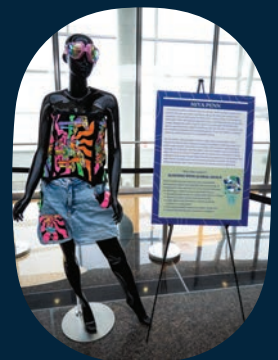
Connecting to Our Past

Honoring the high-flying heroes of the past and offering time to reflect as we approach America's 250th anniversary, IND opened the *Hoosiers in Flight* exhibit featuring more than 40 Hoosiers from the Indiana Aviation Hall of Fame. On Veterans Day, we debuted our largest and longest-scheduled exhibit honoring the legacy of the Tuskegee Airmen. Their descendants walked the terminal viewing: *Tuskegee Airmen: America's Freedom Flyers*.



Recycled Runway

To honor Earth Day and celebrate Indy Design Week, IND partnered with Ball State University students to spotlight sustainable fashion. This collaboration showcased future creative leaders who are honing their craft in Central Indiana, as well as the art and science of upcycling and recycling.



IND BY THE NUMBERS

88% More Reserve:
535 Days Cash on Hand,
which Equals \$350M

Better Bond Rating: A to A+

More Investment Locally:
90% of \$146M in Capital Spend

Jobs Impacted Locally by IND Projects:
More than 5,000

More Debt Coverage 1.58 to 1.91



BUILDING BETTER CONNECTIONS

Over the last decade, IND has enhanced its role as an economic engine for the region and the state. By reducing debt and investing in airport infrastructure, without the support of any local tax dollars, we are able to elevate the experience of more than 10.6 million passengers annually.

Groundbreaking Developments

One of the most exciting developments on the IND campus is the construction of the new **\$205 million, terminal-connected Westin Indianapolis Airport hotel**. With record-breaking numbers of travelers, the time is right for this amenity, which will offer early-bird travelers comfort, stunning views, and premium amenities just steps from the terminal. **The groundbreaking took place in June 2025, and by year's end, steel was in place across all seven floors, concrete had been poured, and more than 555,000 man-hours were invested in the project.** The structure now rises prominently on the IND campus, signaling progress toward its anticipated December 2027 opening.





DEVELOPING OUR CONNECTED TEAM

A commitment to excellence is a value that resonates throughout our workforce, and in 2025, that commitment was stronger than ever. From leadership to apprentices, we created opportunities for individuals to grow professionally and together. The skills developed create lasting ripple effects throughout our employee base and into the community. In fact, **17 Summer Interns participated in our award-winning program, and 12 IAA employees earned their Certified Member (C.M.) certification from the Association of American Airport Executives (AAAE)**, reinforcing our dedication to professional growth.

Through the IAA Community Leadership Initiative, we're connecting employees with leadership development opportunities to strengthen their role as civic leaders. Since launching in 2024, **32 employees from 13 departments have participated in 13 community leadership programs**, demonstrating our commitment to growing leaders who make an impact both inside IAA and across Central Indiana.

We launched programs that support our workforce development as well as our connections to the community, providing new opportunities for all. IAA began a partnership with Damar Services, a local service organization for adults with developmental disabilities, that created an opportunity for a student in their program to shadow our Terminal Services team. This was so successful that our Terminal Services team hired the student on and will be continuing the student shadow program in 2026. We also hosted a first-of-its-kind airport tour for National FFA convention attendees, offering students insight into potential career paths at an airport.

Through our people, innovative initiatives, and workforce strategies we're fostering employee engagement, motivation, and overall satisfaction for all. By doing this, we actively live our vision to create public value that enhances our community as we deliver world-class service and experiences.

INVESTED IN OUR PEOPLE



Mario Rodriguez
Executive Director
IBJ Indiana 250



Maria Wiley
Sr. Director Audit, Risk
Management & Procurement
IBJ Indiana 250



Maggie Cunningham
Director, Air Service & Airport Experience
IBJ 40 Under Forty



Vicki Wimbs
Director, Human Resources
CLD Minority Achievers Award



Michael Hammond
Deputy Fire Chief
Everyday Safety Hero Award



Manny Maldonado
Project Manager
Airport Business 40 Under 40



Bianca Salas
Customer Experience Specialist
IBJ 20 In Their Twenties



Jennifer Condon
Guest Service Assistant
Visit Indy ROSE Award



CONNECTING TO TRAVELERS

From Civic Plaza to the concourses and throughout IND, our campus and our people are dedicated to making every moment at the airport meaningful for travelers. In 2025, we introduced new culinary options and enhanced the experience with events, dining, retail, and art exhibits, all designed to ensure the time travelers spend here is enjoyable and well spent. All designed to ensure the time travelers spend here is enjoyable and well spent. At the same time, our team strengthened essential skills to provide exceptional care for everyone passing through IND.

Culinary Connections

IND opened a new restaurant in Concourse B, in partnership with beloved local restaurant group Huse Culinary. The restaurant, 1933 Lounge + HC Tavern by St. Elmo, combines two guest favorites: the refined, classic atmosphere of the 1933 Lounge by St. Elmo and the approachable comfort food of The HC Tavern + Kitchen. For the first time seven IND restaurants participated in Devour Indy, a biannual citywide dining celebration of the creativity and diversity in Indy's culinary community.





Uplifting the Creative Economy

Celebrating creativity and cultural expression, **IND was honored as one of the top U.S. airports “where the art is worth arriving early for” in the USA TODAY 10Best Readers’ Choice Awards.** This recognition reflects our commitment to transforming travel into an inspiring experience through bold installations and local artistry. From vibrant murals to immersive exhibits, IND continues to showcase the talent and stories that make Indianapolis unique, turning every journey into an opportunity to connect with local art and community.

Building a Nation of Lifesavers

Our new partnership with the American Heart Association launched a first-of-its-kind cardiac emergency response plan, and its impact goes far beyond the airport. In summer 2025, IAA began providing free training to all airport employees and tenants to recognize a cardiac emergency and perform hands-only CPR. **More than 11,000 employees across the 7,700-acre IND campus and reliever airports will gain life-saving skills** they can carry into their neighborhoods, schools, and community spaces. By equipping our workforce with this training, we’re not only making IND safer, but we’re also creating a ripple effect of preparedness that strengthens the health and resilience of Central Indiana.

APEX Training

The Airport Preparedness Exercise (APEX), required by the Federal Aviation Administration every three years, returned to IND as a powerful demonstration of community readiness. This full-scale emergency exercise brought together first responders from surrounding counties and IND public safety, emergency personnel, hospitals, and public businesses, all working side by side to evaluate and strengthen airport emergency operations plans in the event of an incident. APEX reflects more than compliance; it showcases the collaboration and shared commitment that ensures the safety of travelers and the resilience of our entire community.



IND has been serving Indianapolis and Indiana for decades, and in 2025, we became better connected than ever—a reflection of our deep commitment to the community we call home. This year, our growth took flight with exciting new destinations, including a nonstop route to Dublin, Ireland with Aer Lingus. We also celebrated major milestones that make travel easier and more enjoyable, from completing our parking garage expansion and reconstructing runway 5R-23L to breaking ground on a terminal-connected Westin hotel. This was a year of major firsts, breaking records, and being nimble as new opportunities arose. We embraced it all—even through the longest government shutdown in U.S. history—to give Hoosier travelers what they wanted, and to go where they wanted to be. Each step forward is about creating a better experience for travelers and strengthening the ties that bring people, businesses, and opportunities together. IND is on the rise.

It is the people who make IND truly remarkable. I am thankful for the IAA Board, whose leadership has allowed us to move forward confidently. Most notably, this year the board approved the hotel development as well as our New Transatlantic Incentive Supplement Plan that will position IND for additional transatlantic flights in the future. Additionally, I must share my deepest gratitude to our amazing staff. Without a doubt, you are the best team in the industry. You make a significant impact on our community, daily, and I could not be prouder of your resilience and dedication to delivering an incredible experience to our guests.

Every year we look at what we can do better. We focus on providing public value through world-class operations, excellent service, community experiences, and civic partnerships. IND has become the city's largest public art gallery by visitor volume—not by accident, but by intentionally giving impactful opportunities to local artists. Our team has listened to what our visitors and community want, then used that insight to build for the future. That future is built on recognizing the success of the past and maintaining the momentum of the present.

Our focus on connection was fueled by milestone moments, enhanced experiences, record-breaking travel numbers, and our incredible workforce. In 2026, we look to continue these efforts.

Mario Rodriguez

Executive Director

ACCOLADES

- Best Airport in North America by Airports Council International World (*13 consecutive years*)
- Best Customer Satisfaction Among Midsized Airports, J.D. Power (*8x, 5 of the last 6 years, 4th consecutive year*)
- Best Airports in the United States, Condé Nast Traveler Readers' Choice Awards (*11x*)
- Best Domestic Airports, Travel + Leisure World's Best Awards (*8x*)
- No Discrepancies / 100% in Compliance, FAA Part 139 Airport Certification Inspection (*24 out of 26 years*)

