

Reoccurring / IAA Key Awards to Highlight

- Best Airport in North America – ACI World ASQ Awards – 10 years in a row, 11 out of 12 years “A Decade of Excellence”
 - 2022, 2020, 2019, 2018, 2017, 2016, 2015, 2014, 2013, 2012, 2010
- J.D. Power North America Airport Satisfaction Study
 - 2022, 2020, 2019, 2016 (medium airports), 2010 (small airports)
 - *2021, there was not a survey conducted
- Best Airports in America – Condé Nast Traveler Readers’ Choice Awards – 9 years in a row
 - 2022 ranked as #3
 - 2021 ranked as #2
 - 2020 ranked as #2
 - 2019, 2018, 2017, 2016, 2015, and 2014 ranked as #1
- Top 10 Best Domestic Airports – Travel + Leisure World’s Best Awards – 7 years in a row
 - 2022 ranked as #3
 - 2021 ranked as #5
 - 2020 ranked as #1
 - 2019, 2018, 2017, and 2016 ranked as #2
- FAA Safety Excellence, no discrepancies/100% in compliance (Part 139 inspection) – 21 out of 22 years
 - 100% rating on our FAA Part 139 Airport Certification Inspection

Federal Grants Award Summary

- 2022 FAA Grant Total \$36,092,152
- 2021 FAA Grant Total \$82,959,207
- 2020 FAA Grant Total \$29,946,194
- 2019 FAA Grant Total \$18,091,816
- 2018 FAA Grant Total \$19,476,396
- 2017 FAA Grant Total \$18,016,660
- 2016 FAA Grant Total \$12,591,768
- 2015 FAA Grant Total \$15,177,479

2022

IAA Awards

Customer Experience:

- Voice of the Customer – Airports Council International – North America
 - The Voice of the Customer recognition celebrates the commitment of airports that continue listening to passengers and adapting processes and procedures to meet changing expectations of customer experience
- Airport Health Accreditation – Airports Council International – North America
 - Certifies the terminal as one of the healthiest in North America
- Finalist, Excellence in Airport Marketing, Communications, and Customer Experience Awards – Airports Council International – North America

IND & IAA Historical Awards and Key Accolades

Updated: December 30, 2022

- Customer Experience Technology Innovation – Classical Music Indy, City Sounds Project
 - Recognizes passenger-facing tech innovations inside and outside the terminal.
 - Customer Experience Programs, Medium Airport – 2022 College Football Playoff National Champion
 - Best demonstrates how new elements to current programs or new programs developed in the customer service arena have significantly enhanced the overall passenger experience at the airport.
- Finalist, Airport Experience Awards, AX 2023 Awards Program
 - Airport with the Highest Regard for Customer Service
 - Recognizes airports that focus on creating a culture of exemplary customer service through their efforts in training staff, communicating initiative to its tenants, and maintaining adherence to its mission.
 - Best Bar Experience – Sun King Brewery
 - Recognizes a bar that incorporates equal parts knowledgeable staff, an expansive drink menu, and a unique atmosphere.

Community Engagement:

- Finalist, Excellence in Airport Marketing, Communications, and Customer Experience Awards – Airports Council International – North America
 - Special Events – *August 15* Afghan Mural Event
 - Best demonstrates completing a unique special event to promote the airport within a community.

Workforce Development:

- HR Excellence Recognition Program (Change Management) – Airports Council International – North America
 - The IAA's Human Resources team was recognized for placing a strong emphasis on fostering diversity, equity, and inclusion and understanding the principles of Change Management for a multi-generational workforce.
- HR Impact Awards (Training & Development) – Indianapolis Business Journal
 - The IAA's Human Resources team was recognized for its multi-prong approach to recruiting, training and developing talent.
- Axis Leadership Program (Bianca Salas, Parking System and Customer Coordinator) – The Indiana Latino Expo and the City of Indianapolis Mayor's Office
 - Axis is an eight-month leadership program designed for Latino professionals between the ages of 21-28 to develop personally and professionally and to prepare them to engage in civic and community leadership activities. Upon completion, Axis participants will be equipped and prepared to unify, transform, and serve the community.
- IndyHub's 1828 Leadership Project (Attiyana Morris, Project Manager I) – IndyHub
 - The 1828 Leadership Project is a civic leadership tract for people between 18 and 28, convening traditional and non-traditional leaders to diversify Indianapolis' unique civic ecosystem.

Long Term Stability and Sustainability:

- Merit Award, Engineering Excellence Award - Runway 5L-23R and Taxiway B Rehabilitation – ACEC Indiana
 - Recognized for the exceptional ideas and innovations in engineering on the South Runway Rehabilitation project.
- Indiana Excellence in Concrete Pavement Awards – Runway 5L-23R and Taxiway B Rehabilitation – Indiana Chapter of the American Concrete Pavement Association
 - This award recognizes the outstanding use of concrete by the IAA during the South Runway Rehabilitation project.
- Environmental Achievement Award (Outreach and Communication) – A Model for Integrated & Engaged Design – Airports Council International – North America
 - \$190 million Runway 5R/23L and Taxiway D Strengthening and Capacity Enhancement Project resulted in the application of never-before-used technology and innovative construction methods. The project enhanced environmental, operational, and social benefits.
- Airports Going Green Awards – Outstanding Sustainability Infrastructure Development Awards - Runway 5R-23L
 - This award recognizes airports that have gone above and beyond in their commitment to protecting the environment and serving their passengers and communities.
- Airport Carbon Accreditation Level 3 ‘Optimization’ (Indianapolis International Airport) - Airports Council International – North America
 - Airports widen the scope of carbon footprint to include third-party emissions and engage third parties at and around the airport.
- Airport Carbon Accreditation Level 2 ‘Reduction’ (Hendricks County Airport-Gordon Graham Field, Downtown Heliport, Eagle Creek Airpark, Indianapolis Regional Airport, Metropolitan Airport) - Airports Council International – North America
 - Airports provide evidence of effective carbon management procedures and show that reduction targets have been achieved.

Board Member Individual Awards

- Bill McGowen Leadership Award (Tamika Catchings, Board Member) – Visit Indy
 - Indianapolis’ highest tourism award, recognizing an individual or organization who has significantly helped advocate and promote the city’s image
- Women of Influence (Barbara Glass, Board President) – Indianapolis Business Journal
 - Recognizes women who have risen to the highest levels of business, the arts, community, and public service in central Indiana.
- International Citizen of the Year (Tamika Catchings, Board Member) – The International Center
 - The award honors individuals whose work has achieved a global impact and elevated Indiana on the world stage.

IAA Team Member Individual Awards

- Indy’s Best & Brightest Finalist in the Real Estate, Development & Construction category (Tony McMichael, Director of Airside Development) – Junior Achievement of Central Indiana

- Recognition of up-and-coming talent and the next generation of leaders in our community. Honoring 100 Central Indiana's most outstanding young professionals, age 40 and under, in 10 different industries.
- Honoree "Up & Coming Achiever" (Curtis Taylor, Air Service Development Coordinator) – Center for Leadership Development (CLD) Minority Achievers Awards
 - Honoring minority professionals for their contributions to the community. The Up & Coming Achievers recognizes an individual who is aged 35 years and younger.
- Honoree, ROSE Award (Denise Davis, Sr. Guest Services Assistant) – Visit Indy
 - Honors non-managerial hospitality employees or volunteers who provide excellent customer service.
- Winner, ROSE Award (Caity Withers, Arts Program & Marketing Specialist) – Visit Indy
 - Honors non-managerial hospitality employees or volunteers who provide excellent customer service.
- Finalist, Intern of the Year, IMPACT Awards (Megan Truelove, 2021 Summer Intern) – Work and Learn Indiana
 - Annual celebration of internship excellence throughout the state of Indiana.
- John Purdie Innovator of the Year (Mario Rodriguez, Executive Director) – Marion University
 - Recognizes entrepreneurs who breathed new life into the Indianapolis community by creating new opportunities and stimulating new ideas.
- Heart of Indiana, Torchbearer Awards (Holli Harrington, Sr. Director of Supplier Diversity & Diversity Officer) – Indiana Commission for Women (ICW)
 - The Heart of Indiana Award is granted to a woman who has opened her heart and mind to humanity's needs and demonstrated her commitment to philanthropic service, social change, and the spirit of hope.
- Indiana 250 (Mario Rodriguez, Executive Director) – Indianapolis Business Journal
 - IBJ Media's inaugural publication of the 250 most influential business leaders in Indiana
- Indiana 250 (Marsha Stone, Sr. Director of Commercial Enterprise) – Indianapolis Business Journal
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- Champion of Diversity (Holli Harrington, Sr. Director of Supplier Diversity & Diversity Officer) – Indiana Minority Business Magazine
 - Recognizes individuals and organizations that have shown a commitment to diversity in Indiana and impacted the state's minority communities.
- Camillia Buell-Thomas Outstanding Volunteer Award (Mary Jane Glaspy, Executive Assistant/Senior Administrator for Planning & Development) Mid-States Minority Supplier Development Council (MSDC)
 - This award recognizes an outstanding volunteer for their service to the Mid-States Minority Supplier Development Council and its strategic initiatives.
- Finalist, Equity and Inclusion Champion - Leading Light Award (Holli Harrington, Sr. Director of Supplier Diversity & Diversity Officer) – Women & Hi-Tech
 - Best demonstrates a long-term commitment, sustainable efforts, and significant impact to mentor, recognize, champion, and promote diverse female students or personnel in STEM.

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- Winner, 2022 Hoosier Hospitality Award (Denise Davis, Sr. Guest Services Assistant) – Indiana Destination Development Corporation
 - This award recognizes an individual who stepped forward and provided a high level of service in the hospitality and tourism industry.
- Winner, 2022 Top 40 Under 40 Awards (Kyle Elliott, Airport Lead Operations Manager) – Airport Business Magazine
 - Honoring the best and brightest young leaders in the aviation industry, this award recognizes 40 leaders under the age of 40 who are the most innovative emerging leaders building the future of aviation in North America.

IAA Partners Individual Awards

- Winner, “Arts and Entertainment” (Tasha Beckwith, artist) – Center for Leadership Development (CLD) Minority Achievers Awards
 - Honoring minority professionals for their contributions to the community. Tasha Beckwith created the Madam Walker Legacy mural at IND.