

Connections

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SPRING 2011

CLT Development 2014

What's Inside

Airport Plans Recycling Center



Charlotte Douglas International Airport is taking its next step toward becoming a more sustainable entity. City Council has approved construction of an Airport Recycling Center (ARC) on Airport property. The ARC will be housed in an existing on-site facility. Modification plans are underway for the central location to

accommodate a process that will sort and pull those items from Airport waste that can be recycled. The ARC will also compost food products. Each passenger generates a half-pound of waste. Currently, CLT recycles less than ten percent of its paper, cardboard and glass – a small portion of the total waste generated

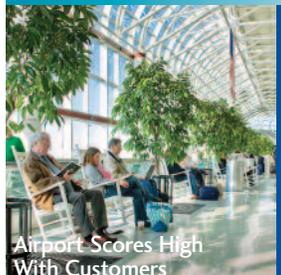


at the Airport. A waste audit, conducted in 2009, determined that 70 percent of Airport waste could be recycled.

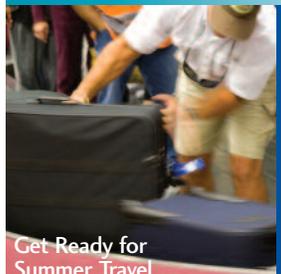
When completed by the end of 2011, the Airport Recycling Center is projected to save the Airport \$1 million over five years. ■



Look What's New!



Airport Scores High With Customers



Get Ready for Summer Travel

2010 CLT RECYCLING FACTS

- Produced 10,000 tons of waste that was deposited in the landfill
- Recycled 432 tons of cardboard and paper
- Recycled 31 tons of coffee grounds



New Parking Payment System to Improve Customer Service

Automated credit card payment option included

This spring, the Airport began installing a new revenue parking control system, replacing the

current system, most of which has been in place since 1982. The goal is to reduce the amount of time passengers spend leaving the Airport and provide better reporting data for the Airport. Last year,

2,126,809 transactions were made by parking staff. The new payment system includes credit card only lanes that will allow passengers exiting CLT parking lots

Continued on page 3.



Dublin, Ireland

CLT Service to Madrid and Dublin Begins

US Airways has started daily nonstop seasonal summer service to Madrid and Dublin from Charlotte. The two new flights bring the number of international destinations US Airways

serves from CLT to 31 – six cities in Europe and 25 in Latin America and the Caribbean.

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CLT 2014 – Development Underway



The landscape of Charlotte Douglas International Airport (CLT) is changing. Years of planning, hard work and renderings will soon transform into concrete and steel. When completed, CLT will look very different than it does today. More importantly, it will meet customers'

needs and expectations with more modern and efficient technology.

In 2010, CLT passenger numbers increased 10 percent, the highest among airports, nationwide. The CLT 2014 development program covers various expansion

projects. All are needed to accommodate current and future passenger growth and will address how motorists arrive at the Airport, to where they park and enter the terminal. Some projects are currently underway. Others will begin within the next few years.

Leading Edge

by T.J. Orr, Aviation Director

Numbers don't lie. They are solid and absolute. One plus one always equals two and so on. If you follow the rules, the math is always right. We work with a lot of numbers at the Airport; passenger numbers, aircraft numbers and revenue and expenditure numbers. The numbers tell us a lot and help us prepare for the future.

During 2000-2003, CLT's passenger numbers didn't grow. We knew growth would come again and made the decision to ensure that CLT would be ready. We focused on the expansion of gate capacity and parking facilities during those slow and uncertain years.

A few years later, the growth came and came fast. From 2003-2010, CLT's passenger numbers grew 7.6 percent. By 2010, CLT became the country's fastest growing airport with 38,254,207 customers. This year, we're averaging 9 percent passenger growth. If the trend holds true, CLT will have served more than 40 million passengers in 2011, almost double year 2000 figures.

The decision made almost ten years ago to move forward on various capital expansion and construction projects prepared us for today's record growth. It is time to expand again. The construction projects outlined in the accompanying article on this page (CLT 2014) will ensure we are ready for tomorrow.

While none of us knows for certain what the future holds, the numbers will lead us in the right direction. If we continue our due-diligence, we'll continue to be in good shape for whatever the future holds.

Sincerely,

T.J. Orr
Aviation Director



MAIN TERMINAL EASTSIDE EXPANSION

Crews are currently putting in foundation and underground utilities for expansion of the eastern side of the terminal. The 56,000 square foot addition will increase the terminal lobby capacity and reduce the processing time for local passengers using the Airport. It will also add a fifth security checkpoint, additional airline support space and public circulation space.

The international arrivals baggage claim and baggage re-check areas will also increase in size as a part of this project and will allow passengers arriving to CLT from an international destination to collect their checked luggage and re-check the luggage, if necessary, to connecting flights in a more expedient manner. Construction is scheduled to be completed by 2012.

HOURLY DECK

Preparation work is underway for construction of a new Hourly parking deck. The project will be bid in July with construction scheduled to start this year. The new seven-level deck will be built on the current Daily lot and will contain 7,000 parking spaces. The deck will be completed in three years.

The two existing Hourly decks will remain open until a portion of the new Hourly deck is completed, at which time, the two existing Hourly decks will be removed.

AIRPORT ENTRANCE ROAD

Construction of the Airport's new entrance road from Wilkinson Boulevard is scheduled to begin in late summer 2011. The project, which is in the design stage, will widen Little Rock Road and include the construction of four new bridges. The new roadway system will also include dynamic signage that will provide customers with information about parking and special advisories as they approach the Airport. Completion is slated for spring 2013.

CURBSIDE ROADWAY EXPANSION

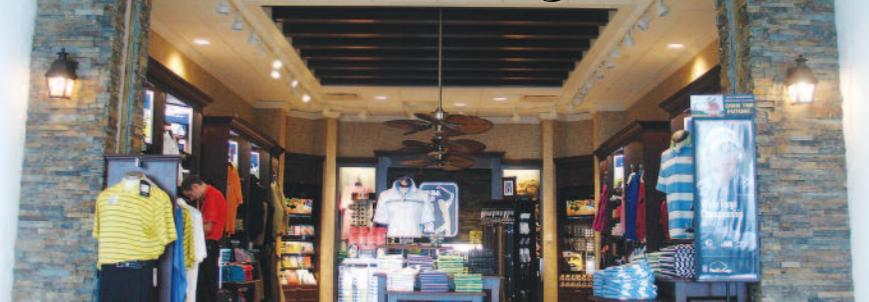
Expansion of the roadway in front of the terminal is also planned. Construction of a new Hourly deck will provide room to widen the roadway in front of the terminal. The Ticketing/Departures and Arrivals/Baggage areas will also be expanded by 150,000 square feet by adding 90 feet to the front of the building. The expansion will take one year to complete. A construction date has not been scheduled.

BAGGAGE CLAIM RENOVATIONS

Improvements are also coming to the Airport's Arrivals/Baggage area. This year, crews will begin installing terrazzo flooring, a new ceiling and lighting. The renovations will be completed by late fall of this year. ■

PGA TOUR SHOPS

Look What's New
...and What's Coming!



CLT customers are seeing exciting new shopping options inside the terminal. The Paradies Shops, CLT's new retail concessionaire, has opened several new retail venues since taking over the Airport's retail business late last year. Some of the latest openings include:

- Brighton – Atrium
- Charlotte's Got A Lot – Concourse B
- Lacoste and BlackBerry – D/E Connector
- New South Travelmart – Concourse E
- PGA Tour Shop – D/E Connector



The Paradies Shops also plan to open EA Sports (Concourse C), Brooks Brothers (D/E Connector), inMotion (Concourse C) and many more. Renovations and construction are expected to be completed by December 2012.

New concepts are also planned for some of the Airport's Food & Beverage eateries, which are operated

by HMSHost. The latest arrivals include Papa John's Pizza (Atrium), PinkBerry, Ciao Market and Hissho Sushi (Concourse D). Bad Daddy's Burger Bar (Concourse C) will open later this year. A one-of-a-kind market-style eatery, featuring a variety of food stations, including a raw bar, is being planned in the main rotunda of Concourse E. ■



Wilson Air Center – Charlotte Soars in FBO Survey

Wilson Air Center-Charlotte continues to make a national impression. Charlotte Douglas International Airport's FBO, has been named the 9th Best FBO in the Americas and the Caribbean by *Aviation International News* 2011

FBO Survey. That's up from 19th last year.

Wilson Air Center-Charlotte underwent refurbishments in the lobby, conference rooms, VIP and the pilot business center in fall 2009. The FBO has managed the Airport's private and

corporate aircraft since February 2005. The 50-acre complex consists of facilities and a variety of aircraft storage, including heated storage. Wilson Air-CLT offers ground support services, such as parking, fueling, catering, rental cars, military support, freight handling and airline charter services. Wilson also operates FBOs in Memphis and Houston and will expand to Chattanooga, Tennessee this summer. ■



High Scores with Customers

Charlotte Airport continues to rank high among passengers, according to Phoenix Marketing International (PMI), a market research company hired by CLT in 2009 to conduct surveys. Phoenix Marketing developed a customized passenger survey, which evaluates their experience in all aspects of their trip through CLT.

The Airport recently received the results for the first six months of FY11 (July 2010 – December 2010), as well as year end results for Calendar Year 2010. The results show that CLT's Overall Satisfaction

rating received the highest score among passengers with 96 percent rating their experience as "Satisfied" or "Very Satisfied."

PMI's Travel Research Group works with airports, airlines, hotels, and more. The purpose of the survey is to learn what CLT passengers think of their entire Airport experience, as well as learn what areas the Airport performs well in, and what areas need additional focus. The survey also helps the Airport prioritize its resources by focusing on areas which are the lowest performing. ■



Madrid/Dublin

Continued from page 1.

Madrid service began May 13 and ends September 30. Dublin service started May 14 and ends September 30. US Airways treated passengers on the inaugural flight to Madrid with Spanish-themed treats, including traditional Spanish cookies and a

collapsible shopping tote. The Dublin flight send off for passengers included chocolate Guinness cake and shamrock cookies. Tourism Ireland provided recyclable totes for passengers' trip.

Customers may book their flight at usairways.com, by calling US Airways Reservations at 1.800.428.4322 or through their travel agent. ■

New Parking Payment System

Continued from page 1.

to bypass the cashiers. Instead, an automated credit card payment station will conduct the transaction. Airport officials plan to place at least one payment station in every lot. All parking gates and ticket dispensers will also be replaced.

Another paying option will be Pay-on-Foot stations. These stations decrease transition times by allowing customers to pay for parking in the terminal or at designated locations in CLT decks and lots. The project is expected to be completed in 2012. ■



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CHARLOTTE-DOUGLAS INTERNATIONAL AIRPORT

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What's inside

- CLT DEVELOPMENT 2014
- LOOK WHAT'S NEW!
- HIGH SCORES WITH CUSTOMERS
- GET READY FOR SUMMER TRAVEL



Charlotte Douglas International Airport
IATA Eagle Award
2010 "BEST AIRPORT"



Homeland Series to Air on Showtime

Charlotte Douglas International Airport's former terminal building on Yorkmont Road will be front and center on a new show slated for Showtime this fall. "Homeland" is a thriller about a Marine sergeant, who has returned

home after being held as a prisoner of war in Baghdad. 20th Century Fox Television crews were in town earlier this year to shoot the pilot. The series will begin filming this summer at CLT and various locations around Charlotte.

This is not the first time CLT has been used for filming projects. Movies, commercials and even PSA's have been filmed on Airport property. ■

Summer Travel Reminders



THINK IT. PLAN IT. PARK IT.



Hourly Parking – First 30 minutes – FREE!
Check out Business Valet – CLT's Best Parking Deal!
Just \$10 a day.

Call 704.FLY.5555 or visit charlotteairport.com for current parking conditions & airport maps.

DON'T LEAVE VEHICLES UNATTENDED



Curbside pick-up and drop-off is allowed, but no unattended vehicles are permitted in any lanes on the ticketing and baggage claim levels.

ALLOW ADEQUATE TIME



Security checkpoints remain in place. Be sure to allow adequate time between arriving at the Airport and your flight's departure time.

BRING YOUR PHOTO I.D.



Current government-issued photo ID is required for air travel. You must be prepared to show proper identification at any time during the check-in process.

HAVE YOUR TICKET READY



Passengers holding e-tickets must obtain a boarding pass before passing through the security checkpoint.

LEAVE/MEET PARTY OUTSIDE SECURITY CHECKPOINTS



Only passengers are allowed beyond the security checkpoints. Arrangements can be made with the airlines for non-travelers accompanying children and travelers needing special assistance.

SAFETY FIRST!



Read posted safety messages, and keep your children safe near baggage carousels, escalators and moving sidewalks. Wear

safe shoes – flip flops and loose footwear can be a hazard.

LUGGAGE RESTRICTIONS



TSA limits the amount of liquids in carry-on luggage, including shampoos, perfumes and other liquid or gel items. Limit 1 bag per traveler. Visit www.tsa.gov for further information.