



Terminal Eastside Expansion Debuts



CLT's fifth security checkpoint opened June 29, creating five new lanes to accelerate the security process for passengers during peak travel times. Checkpoint E's debut brings the total number of security lanes at Charlotte Douglas to 20. Approximately 20,000 passengers are screened daily at CLT. "It's all about getting passengers through security

faster," said Aviation Director Jerry Orr. "Our vision is based on efficiency and effectiveness, which all stems from service to the customer."

Additional public space in Departures/Ticketing - Zone E also opened to the public. The extra room helps ease congestion during heavy passenger traffic. A focal point of the expansion is a glass

front wall. The architectural detail provides a preview of the Airport's exterior aesthetics when the Departures/Ticketing and Arrivals/Baggage Claim area are expanded in 3 years.

CLT's latest additions are part of the Airport's \$23 million, 60,000-square foot terminal eastside expansion. The project

also includes a new and expanded recheck area in Customs and Border Protection, allowing a faster processing time for passengers who need to recheck luggage and connect to a domestic flight. In addition, a self service check-in counter will open in the near future, permitting travelers to bypass airline ticket counters. ■



Airport Recycling Center Begins Operations

The Airport Recycling Center has begun operations with a goal of reducing landfill costs and recycling 70 percent of CLT's waste. Joining in the mission of creating a more sustainable facility are 1.5 million earth worms that make-up the Airport's new vermicomposting system.

All garbage from the Airport is now delivered to the center and placed

on a conveyor belt where staff separates cardboard, plastic, aluminum and paper to recycle, bundle and resell. "Our passenger count continues going up, which also means our waste continues to increase," said Bob Lucas, CLT's house-keeping manager. "This just seems like the right step in order to become a more sustainable entity."

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Video and Catalog Showcase CLT's Sustainability Program

Learn more about CLT's Sustainability Program by checking out the Airport's sustainability video and catalog. The six-minute Sustainability Video provides a history of the program and highlights its key initiatives. Visit CLT's YouTube Channel to see firsthand how Charlotte Douglas is working toward a more sustainable future.

The Airport's Sustainability Catalog gives readers an overview of the program - detailing its growth and successes over the years. Corporate and industry standards are outlined, and each CLT sustainability project is recapped. To view, go to cltairport.com. ■



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Hourly Deck Construction Moves Ahead



Construction of the Airport's new Hourly deck is progressing smoothly. Installation of the parking structure's columns and foundation are currently underway. Opening date is anticipated for November 2014. Tentative plans call

for the removal of the current East and West Hourly decks at the beginning of 2013 to make room for the front half of the new deck. The \$120 million structure will contain 7 levels and 7,000 parking spaces.

The top four floors will house 4,000 public parking spaces. The lower three levels will include a rental car return facility with 3,000 rental car spaces, check-in counters and a service area to wash and refuel the vehicles. ■



New Entrance Road to Make Commute Easier

CLT is in the process of making the commute to and from the Airport less congested. Work on a new entrance road bridge, located parallel to the existing Old Dowd Road bridge, began in late June. Target opening date is November 2013. The overpass will connect CLT's new entrance road to the Airport terminal loop. Work began in July on the new Airport entrance road

from Josh Birmingham Parkway and Wilkinson Boulevard to Little Rock Road. The project will take 18 months to complete. Charlotte Douglas also plans to add a new outbound exit lane that will allow drivers to access Josh Birmingham Parkway or Wilkinson Boulevard. All roads are scheduled to open by spring 2014. Traffic interruption will be minimal during construction. ■



Intermodal Facility Remains on Track

Norfolk Southern's new regional intermodal facility at Charlotte Douglas remains on track to open in late 2013. Crews are in the process of grading, clearing land and installing pipe at the site. Track construction and related concrete work is slated to begin next spring. The project is expected to generate \$7.6 billion in regional economic development over the next 20 years and bring thousands of jobs to Charlotte and the surrounding regions.

The facility will connect cargo transported by trucks and trains to eastern seaports. By relocating from the existing uptown site to CLT's airfield, Norfolk Southern (who will build and operate the facility) is able to expand to 200 acres and remove hundreds of tractor trailers daily off busy center city streets. The \$92 million facility is being funded by Norfolk Southern, with the assistance of \$15.7 million in federal funds and some financial support from the State of North Carolina. ■



CLT Ranks Among World's Most Cost Competitive Airports

Charlotte Douglas is the most cost competitive airport in North America among those airports serving more than 15 million passengers annually, according to a 2012 Air Transport Society benchmarking report. The study ranked 183 airports and 25 airport groups in North America, Europe, Asia and Oceania on productivity and efficiency,

cost competitiveness, financial results and airport charges. CLT scored high in both its productivity and efficiency as measured by the number of passengers and airplane movements in terms of its infrastructure (buildings, runways, etc), labor costs and other variable costs. The Airport accomplishes this through efficient use of terminal space, lean staffing and

strong management oversight of vendor contracts. For airlines, a cost competitive airport results in lower costs in doing business. CLT is one of the most affordable choices for airlines to operate - a strong competitive advantage for attracting air service, resulting in more flights to more destinations for passengers. Atlanta, Tampa, Orlando and Minneapolis airports followed CLT in the report. ■

New Concessions Offer More Choices



Ciao Bakery & Café

More concession choices await passengers at Charlotte Douglas this summer. HMSHost, CLT's food and beverage concessionaire, has introduced fine wine and Italian coffee into its lineup of delectable drinks. Beadevin, a wine and tapas restaurant, is now open in the Atrium. The eatery offers over 30 great wines,

including seven NC wines, in a sophisticated, cozy setting. Shrimp cocktail, smoked salmon and caprese skewers are just a few of the items on the menu. Guests may drop in for breakfast, lunch or dinner. Ciao Bakery & Cafe featuring Illy Coffee serves a variety of hot drinks, ranging from espressos to cappuccinos on Concourse D. Illy is famous

for its authentic Italian coffee enriched with a smooth, balanced flavor. Patrons may also treat themselves to cupcakes, muffins and cookies baked fresh everyday.

CLT's retail concessionaire, the Paradies Shops, introduced Soundbalance on the D/E Connector in August. Merchandise includes consumer electronics, mobile device accessories, headphones, gaming, cases and a variety of other gadgets. The store includes sections dedicated to green focused technology products, business tools and entertainment devices. ■



Beadevin

Airport Provides Stronger Cellular Signal



Fewer dropped calls and a stronger cell phone signal is headed to CLT. The Airport recently completed infrastructure of its new Distributed Antenna System (DAS) designed to eliminate dead spots and provide a stronger, more

consistent cellular signal throughout the terminal. Charlotte Douglas entered into an approved license agreement this summer with AT&T, Sprint and Verizon to use the system. Antennas and fiber optics have been placed throughout the terminal for activation.

Last year, more than 39 million passengers passed through CLT, most of whom required the use of a cellular device during their visit to the Airport. CLT's new Distributed Antenna System is expected to result in major reception improvements. ■

TSA PreCheck Launches at Charlotte Douglas



Select frequent fliers, as well as travelers enrolled in Customs and Border Protection's expedited entry programs, will get to keep on their jackets and shoes when clearing security thanks to TSA PreCheck. The federal initiative was launched at Charlotte Douglas on July 10. Passengers approved to participate in the expedited screening program will still be screened and have to place their luggage through an X-ray scan. The advantage is they will not be required to remove shoes, belts, jackets, 3-1-1 compliant bags from carry-ons and laptops from their bags.

TSA determines if a passenger is eligible for expedited screening. Once approved,

information is embedded in the barcode of the passenger's boarding pass, which is read at designated checkpoints. Passengers may then be referred to a PreCheck lane. At CLT, the designated lane is located at Checkpoint B. Enrollment in the program does not guarantee expedited screening for every flight. Passengers may still be randomly selected for additional screening. The initiative enables TSA agents to focus less on travelers considered low-risk security threats. To date, more than 1.4 million passengers have experienced TSA PreCheck systemwide in 18 airports. Visit www.globalentry.gov to learn more. ■

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Recycling

CLT is partnering with Go Green NC to manage the facility. Fifteen new jobs were created to handle the daily operations of sorting 9,000 tons of yearly trash produced at the Airport. The Airport's vermicomposting system will utilize 1,500 pounds of earth worms to eat cooked food, coffee grounds, contaminated cardboard and paper. It is the first program of its kind at an airport. The worms provide an eco-friendly method of disposing of organic waste.

"Rob Phocas, energy and sustainability manager for the City of Charlotte, has high praise for the facility. "The Airport's new recycling center is a wonderful example of looking for new, innovative ways to lead by example in the environmental field and to become a local expert for other entities that may be interested in this approach," he said. ■



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City Pays Tribute to Fallen Airmen

City and state flags were lowered to half-staff on July 3 to honor members of the North Carolina Air National Guard 145th Airlift Wing who were involved in the C-130 plane crash on July 1. Four airmen lost their lives and two were seriously injured while fighting a woodland fire in southwestern South Dakota.

Lt. Col. Paul Mikeal, Senior Master Sgt. Robert Cannon, Maj. Joseph McCormick and Maj. Ryan David were killed. Guard officials have not released the names of the two injured airmen.

Charlotte Douglas remains home to the North Carolina Air National Guard's 145th Airlift Wing, which began its history with the Airport (then Charlotte's Morris Field) in 1948. The Guard



provides firefighting equipment at two fire stations on Airport property and maintains a strong presence, offering assistance where needed. ■



Trail of History Art Display Debuts

The historic journey of Captain James Jack comes to life in a Trail of History art display and video featured on Concourse A.

Captain Jack, a young tavern owner, became legendary in Mecklenburg County for his famous ride to Philadelphia carrying the Mecklenburg Declaration of Independence and a set

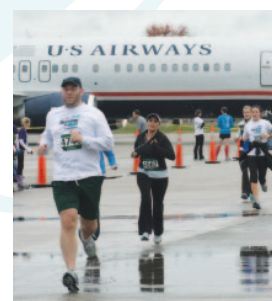
of resolves to the 1775 meeting of the Continental Congress.

The display at CLT pays homage to the bronze sculpture of Captain Jack, located at the corner of 4th Street and Kings Drive in Uptown. It is the first statue created for Charlotte's Trail of History - an exhibit that will include statues of men and women who made a significant impact in the development of Mecklenburg County. ■

Register for Runway 5K Run

Dust off those running shoes. CLT's Sixth Annual Runway 5K Run is Saturday, October 27. Last year's run drew close to 2,000 runners/walkers and raised \$22,639.50 for LifeSpan.

Funds from the Run will once again go to LifeSpan's Community Activity and Employment Transition Program (CAET). LifeSpan is a nonprofit organization that assists children and



adults with developmental disabilities. Fifteen LifeSpan participants currently work at the Airport. For more information about LifeSpan, visit www.lifespanservices.org. To register for the Run, visit www.sportoften.com. ■