



CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT

Connections



CLT Ranks Eighth Nationwide in Passenger Traffic

Charlotte Douglas placed eighth nationwide in passenger traffic last year, climbing three spots from 2011 figures, according to 2012 preliminary rankings recently released by Airports Council International (ACI). "In the top 10 for a community the size of

Charlotte is exceptional," said Aviation Director Jerry Orr. "CLT has become a very big airport and a very big part of the transportation system. It indicates the strength of our geographic location here on the east coast, our low costs and the viability of US Airways."

Worldwide, CLT moved up two positions and ranked 23rd in travelers. Last year, CLT experienced the largest passenger traffic in Airport history, welcoming more than 41.23 million visitors. It was a 5.6 percent jump from 2011, which saw 39.04 million passengers. Over the past

10 years, passenger traffic at CLT has grown 79 percent.

Last year, CLT oversaw 552,093 landings and departures, a 2.3 percent increase from 2011, which had 539,842 aircraft movements.

Continued on page 3.



Rating Agencies Affirm CLT's Bonds at A+

Fitch Ratings and Standard & Poor's (S&P) recently affirmed the Airport's \$694 million senior lien general airport revenue bonds at 'A+' and defined CLT's rating outlook as stable.

"Charlotte Douglas International Airport enjoys a stable-to-growing travel base benefiting from its strategic location and status as a primary US Airways hub," Fitch said. The rating agency listed CLT's revenue profile highlights as: (1) the Airport's hybrid airline use agreement framework; (2) solid

contributions from non-aviation revenues; and (3) an extremely competitive cost per enplaned passenger levels at or under \$1.

S&P noted CLT's strengths as: (1) strong liquidity and low cost, (2) US Airway's commitment to the airport and (3) positive passenger trends. "[Airport] Management has historically maintained financial metrics we [S&P] consider strong, including debt service coverage, a low airline-cost structure, good revenue diversity and low debt burden with very strong liquidity," S&P said. ■



New Tools Assist Passengers with Parking

CLT has added new tools to assist passengers in planning for parking - just in time for the busy summer travel season. Airlines are reporting an increase in passengers, and parking will be in high demand. Planning ahead with these valuable parking resources will help ensure a hassle-free experience.

Leading to the Airport, four new dynamic parking signs have been installed along Wilkinson

Boulevard, Little Rock Road, Harlee Avenue and Josh Birmingham Parkway to alert drivers if lots are open or closed.

Ten more dynamic signage boards will be installed and operational by the end of the year. They will contain electronic message boards capable of displaying 128 different messages, including directions to open lots and the latest weather conditions.

Continued on page 3.

To receive Connections electronically, scan the QR code below or email YouAreFirst@cltairport.com. Place Connections in the subject line and enter your name and address in the body of the email.



For complete, up-to-date information on airport amenities, parking, shopping and flights, visit cltairport.com.



Construction Projects Continue on Schedule

New Hourly Deck

The new Hourly deck remains on schedule to open in fall 2014. The \$120 million deck will contain seven levels and 7,000 parking spaces. Demolition of the East Hourly deck wrapped up earlier this spring, allowing grading to begin on the south side of the construction site. The first phase of the deck's structural construction, which consists of the back half, is almost complete. The installation of steel piles in the ground for the second phase of the parking structure's foundation is

underway. Crews are currently installing utilities for the deck. This summer, visitors to the Airport will begin seeing the front half of the deck's structure taking shape.

Terminal Westside Expansion

Terminal westside expansion is progressing smoothly. All electrical underground work is complete. Crews are currently moving fuel lines and will begin installing caisson foundations in June. Completion date is late 2015. The expansion will connect Checkpoint A to Concourse B and debut

new concessions, office space and TSA's inline baggage screening system.

New Entrance Road

Work on the three bridges for CLT's new entrance road remains ongoing. All bridges are scheduled for completion by late fall. The majority of heavy grading for the road will wrap up by August. Paving will begin later this year. The road is scheduled to open in February 2014. It will allow easier access for drivers headed to CLT from Wilkinson Boulevard and Little Rock Road. ■



Southwest Airlines Begins Service at CLT

Southwest Airlines held its inaugural kickoff at CLT on Monday, April 15, one day after launching service at Charlotte Douglas. Southwest and City officials gathered at Gate A-8 to observe the occasion.

The kickoff celebrated Southwest's six daily flight schedule from CLT to Houston's Hobby Airport, Baltimore, Orlando and Chicago's Midway Airport. It also completed the Airport's conversion of AirTran to Southwest, who acquired its low-fare competitor in May 2011.

AirTran began service at Charlotte Douglas in May 2005 and ceased operations on Saturday, April 13.

Southwest Airlines has gained popularity over the years for its low fares and quality customer service. The airline is based in Dallas and, along with AirTran, offers flights to 97 destinations in 41 states, the District of Columbia, the Commonwealth of Puerto Rico and six near-international countries. Visit www.southwest.com for more information. ■



Intermodal Facility Starts Laying Tracks

The laying of 96,000 feet of track for Norfolk Southern's new intermodal facility on CLT's airfield has begun. The facility is on target to open at the end of the year.

Ninety-five percent of grading for the project is complete. Crane pads have been installed and the installation of drop pads is underway. Concrete work for the facility will conclude by the end of July.

Construction will begin on one of four buildings at the facility in a couple of months. It will house train crews and open by the end of the year. Work on the other three buildings will begin next year.

The facility will transfer containers between trucks and trains and be capable of 200,000 lifts per year. A lift is one container (or trailer) transferred between truck and train. The existing 40-acre intermodal facility in uptown Charlotte has exceeded its capacity of roughly 120,000 lifts per year and has no room to grow. By relocating to CLT's airfield, Norfolk Southern (who is building and will operate the facility) is able to expand to 200 acres and remove hundreds of tractor trailers daily off busy uptown streets.

When completed, it will create an intermodal hub linking air, rail and truck to east coast seaports. The desired outcome for the project is an efficient transportation hub that will attract new distribution centers around the Airport. Construction of the \$92 million facility will be funded by Norfolk Southern, with the assistance of \$15.7 million in federal funds and some financial support from the State of North Carolina. It is expected to generate \$7.6 billion in regional economic development over the next 20 years. ■

Airport Finds Trees New Home



Tree relocation at Charlotte Douglas has turned over a new leaf. Within the past year and a half, 130 trees on Airport property have planted their roots in new locations. Twenty-five of those trees once resided on the construction site of the new Hourly deck. They've settled in their new homes along West Boulevard, Yorkmont Road, Josh Birmingham Parkway, Harlee Avenue, the Overlook and various other locations across Airport property. Trees such as crape myrtles, bradford pears, magnolias and American hollies have been given a second life.

The relocation of trees on Airport property due to the clearing of land for construction is an important part of CLT's sustainability program. It allows the Airport to utilize and preserve larger trees on site, while at the same time saving money. Larger trees are expensive to purchase and younger trees take years to mature. When deciding if a tree is eligible for relocation, Airport staff takes into consideration three main factors: 1. Is the tree healthy enough to survive relocation? 2. Does it fit in with the aesthetics of its new location? 3. Will it serve

a purpose? Larger trees provide a cooling effect and can provide shade for buildings, parking lots and sitting areas.

Relocations are performed either by a contractor or in-house staff depending on the size of material and complexity of the move. Contractors perform large scale relocations. Trees are lifted by a large piece of equipment called a tree spade. It resembles an upside down pyramid or cone and is able to free a tree from its soil within a matter of minutes. The actual relocation process takes approximately two hours per tree based on new location, traffic and other factors.

Once trees are planted, it usually takes one to three years of heavy watering to ensure they have properly adjusted to their new home. The amount of care for each tree is based on type, size, location and other environmental conditions. TLC in the form of fertilizing, pruning and mulching is also involved. So far, tree relocation at CLT has been a big success. The Airport has only lost two of the 130 trees it has relocated. ■

Continued from page 1.

Passenger Ratings

Of the top ten airports nationwide, Charlotte Douglas was among a handful that experienced growth in both passenger traffic and operations.

Airport officials attribute much of the gain to added flights by airlines who serve CLT. Delta Air Lines, AirTran Airways and US Airways all added flights last year.

As the second largest hub on the east coast, CLT offered nonstop service to 142 destinations and averaged 703 daily departures and landings in 2012 compared to 673 in 2011. Visit <http://aci-na.org/content/airport-traffic-reports> to view the top 50 airports nationwide in passengers and movements. Final rankings will be published later this summer. The numbers are subject to change. ■

Continued from page 1.

Parking Tools

For smart phone users, the Airport's newly designed mobile site m.charlotteairport.com allows passengers to access up-to-date parking information anytime and anywhere.

To get a quick summary of which lots are open or closed, visit cltairport.com to view real-time parking information, along with a real-time parking map appli-

cation, on the Airport's parking status page or call 704.359.5555.

Additional parking staff has also been added to assist customers and to keep traffic continuously flowing. Airport parking customer service representatives are located outside, on the Arrivals/Baggage area to answer questions. Passengers may also call 704.359.4038 for parking assistance. ■

CLT Participates in CRP's Energy Efficient Lighting Pilot Project

CLT took part in an energy efficient lighting pilot project that produced at least 50 percent energy savings during its five-month trial run. Charlotte Regional Partnership's energy group (now called E4 Carolinas) originally approached the Airport in early 2012 about joining the project, which uses donated products by local

companies to showcase the region's energy potential. CLT officials opted in and installed new lights on Ticketing-Curbside, Baggage Claim-Curbside between doors A & B, Long Term Lot 4 and near Queen Charlotte. A micro grid on the LED streetlights allowed the Airport to monitor and control energy use.

The benefits were immediate when old lights were exchanged with energy efficient lights. Energy usage was cut in half and visibility was improved. The pilot project has proved such a success that it has served as a catalyst for integrating more energy efficient lighting at Charlotte Douglas. ■



Wilson Air Center Ranks Top Small Chain FBO

Wilson Air Center was voted the best small chain FBO in *Professional Pilot Magazine's* 2013 preferences regarding aviation services and equipment (PRASE) survey.

The magazine asked it readers, which includes pilots, aircraft owners, passengers and flight crews, to vote on the nation's

best aviation operations. The Wilson chain has been voted number one six times in the last seven years.

Wilson Air Center - Charlotte ranked 12th in the survey out of more than 3,000 FBOs. Wilson has managed CLT's private and corporate aircraft since February 2005. ■



What's Inside!

- **CLT Ranks Eighth Nationwide in Passenger Traffic**
- **Rating Agencies Affirm CLT's Bonds at A+**
- **New Tools Assist Passengers with Parking**
- **Construction Projects Continue on Schedule**
- **Southwest Airlines Begins Service at CLT**

New Entrance Signs Go Up At Airport



Two new Airport entrance signs have been placed at the intersection of Harlee Avenue and Wilkinson Boulevard, welcoming visitors to Charlotte Douglas.

The 25 feet long by 8 feet tall signs are teal and gray, complementing the aesthetics of the Business Valet Deck. They were designed by LS3P Associates LTD. The \$122,000 signs con-

tain LED lighting for energy savings and have been mounted on concrete walls as a backdrop. More entrance signs leading to the Airport will be installed in the future. ■

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Summer Travel Reminders



THINK IT. PLAN IT. PARK IT.



The Airport offers a variety of parking options. Plan ahead and get information on current parking conditions, airport maps and more by calling 704.FLY.5555 or visiting cltairport.com.

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. Curbside check-in customers cannot leave vehicles unattended.

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. Make arrangements with the airlines for travelers needing special assistance.

SAFETY FIRST!



Read posted safety messages. Keep your children safe near baggage carousels, escalators and moving sidewalks. Wear safe shoes - not flip flops or loose footwear.

LUGGAGE RESTRICTIONS



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

Charlotte-Douglas International Airport

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