



CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT

Connections



CLT Prepares for Summer Travel Season

Charlotte Douglas is preparing for a record number of summer travelers. Reports show more passengers are choosing to begin their trip at CLT than in previous years. In April, passenger traffic was up 2.5 percent during the first four months of 2014 compared to last year at that time.

CLT officials are pulling from their Democratic National Convention experience and making necessary changes to accommodate passenger growth. The Airport has positioned additional staff in Ticketing and on the Curbside to help with wayfinding and to answer questions.

Approaching the terminal, several changes have occurred. A new entrance roadway opened this spring and various construction projects are underway. CLT also added 20 new shuttle buses to the Airport's fleet, which has expedited transportation to and from the terminal.

While construction remains ongoing around CLT's roadways, traffic control officers have been positioned along the Airport's new entrance road to ensure a smooth commute to the terminal. This additional assistance will continue throughout the summer travel season. ■



Parking Remains in High Demand

Expect parking to be at or near capacity throughout the summer. Lots and decks will fill fast due to added flights by airlines, an increase in originating passengers and Airport construction that has temporarily removed more than 5,000 parking spaces.

To avoid being rushed for time, travelers are encouraged to arrive at



the Airport two hours before departure. Also, plan parking options before heading to CLT.

Passengers are advised to:

- Get dropped off at the terminal, carpool, ride CATS' Airport Sprinter or new Airport Connector. Another option is to use one of the many taxi and ground transportation companies serving the Airport.

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Kiosks Expedite Processing Time in Customs

CLT has installed 24 automated passport control kiosks in Customs and Border Protection (CBP) that dramatically expedites the processing time for US and Canadian citizens when reentering the country.

Previously, passengers were required to speak with a Customs officer who scanned their passport, performed some administrative tasks, and then asked a series of questions, taking an average of four to five

minutes per person. The kiosks can cut that time in half. Passengers simply follow the online instructions to scan their passport, take a photo and answer the Customs declaration questions using the touch screen.

Travelers then proceed to a Customs officer to verify intent of travel and receive approval to advance.

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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 Update



Hourly deck and rental car facility

Charlotte Douglas is in the midst of a \$1 billion facility expansion. Several projects are scheduled for completion by the end of 2014, while new projects continually arise as CLT renovates and builds to accommodate the more than 43 million yearly passengers.

Hourly Deck and Rental Car Facility

The new Hourly Deck and Rental Car Facility's concrete structure will be completed in July. Work continues on the deck's lighting, elevators, stairways and facade.

Public parking remains on schedule to open by Thanksgiving. The rental car portion of the facility will open next spring. The \$120 million deck will

include seven levels and 7,000 spaces. The bottom three levels will hold 3,000 spaces for rental cars, and the top four levels will contain 4,000 spaces for public parking.

Westside Terminal Expansion

Construction of the Westside Terminal expansion frame is complete. Now, interior and exterior walls are being installed. Mechanical and electrical work is also underway. The \$10.5 million expansion will connect Checkpoint A to Concourse B. It will include restaurant, retail and office space. Construction will wrap up by the end of the year.

The addition will also encompass a section of CLT's inline baggage system. It is being built in

phases from west to east and will contain 2-1/2 miles of conveyor. The current baggage system contains 1-1/2 miles of conveyor and is manually intensive.

The new baggage system will improve security screening technology and automate the baggage handling process to ensure luggage is delivered quickly and accurately. It is scheduled to be completed by the end of 2015.

Josh Birmingham Realignment

Inbound lanes on the Josh Birmingham realignment opened in April. Work now turns to completing the Airport's new exit lanes by the end of the year. The new roadway will give drivers direct access to Wilkinson Boulevard when



New 2-1/2 mile long baggage conveyor.

exiting the terminal. Currently, work is in progress on Josh Birmingham Parkway to build a bridge that will span the exit lane of the Long Term lots.

Curbside Roadway Expansion

Expansion of CLT's curbside roadway from four lanes to eight will begin by early next year. Completion is scheduled for the end of 2017. Airport officials anticipate the additional lanes will help ease traffic congestion around the terminal during peak times.

Business Valet Deck II

Crews are pouring concrete floors and building the

roadway surrounding CLT's Business Valet Deck II. The \$50 million structure will open at the end of the year beside the Airport's existing Business Valet Deck on Wilkinson Boulevard. It will contain five levels and 3,200 parking spaces.

Terminal Renovations

CLT is scheduled to begin \$32 million of terminal renovations next year. Ceiling and floor tiles will be replaced. Lighting, mechanical and electrical upgrades are also being planned. This will be the biggest renovation project in the terminal's 32-year history. ■



Business Valet deck under construction



Grand Rapids, Michigan

New Destinations Arrive Soon

American Airlines along with US Airways will soon begin nonstop flights from Charlotte Douglas to Grand Rapids, Michigan

(GRR); Fort Wayne, Indiana (FWA) and Evansville, Indiana (EVV). CLT passengers will have access to twice-daily nonstop regional service

to Grand Rapids beginning September 3.

Flights to Evansville will operate three times per day and once per day to Fort Wayne starting October 2. All three new destinations will utilize a Bombardier CRJ operated by US Airways Express.

This spring American, which merged with US Airways, launched seasonal service from CLT to Barcelona, Spain; Manchester, England; Lisbon, Portugal

and Brussels, Belgium. Visit aa.com for flight schedules and to book travel.

Frontier Airlines is also expanding its schedule. On August 20, the airline will debut service from

CLT to Washington Dulles International Airport (IAD). The five weekly flights will operate on a 168-seat Airbus A320 aircraft. Visit FlyFrontier.com to book a seat. ■



Fort Wayne, Indiana



Concessions Debut Old and New Favorites

New concessions continue to open at CLT, offering passengers a variety of new retail and dining options.

The Paradies Shops, CLT's retail concessionaire, debuted On the Square Gifts and News in April. It replaces Bijoux Bellagio on Concourse C. The novelty store sells numerous gift items such as candles, t-shirts, watches, picture frames, ties and coffee cups. The shop also offers local cooking sauces made in Rock Hill, SC.

Additionally, passengers may pick up snacks, beverages and reading materials.

Travelers flying out of Concourse D can now enjoy the convenience of The Local. HMSHost, CLT's food and beverage concessionaire, opened the kiosk this spring.

Located near Gate D-7, it offers grab-and-go food options for passengers in a hurry. Customers may pick up sandwiches, sodas, fruit, chips and

yogurt to appease their appetites.

Construction is underway on Whisky River, PZA and Starbucks. All three concessions are scheduled to open on Concourse E before Christmas, replacing Hometeam Sports and Speedway Grill.

Whisky River is owned by local resident Dale Earnhardt Jr. The menu will include a variety of appetizers, salads, sandwiches, burgers and sides. Next door, PZA will serve up pizzas, meatballs, smashers, salads, strombolis and sandwiches. Starbucks continues to be a popular hot spot at CLT. The addition of the famous Seattle coffee shop to Concourse E will be the eighth in the terminal. ■



AmeriPark Becomes CLT's Valet Service Provider

AmeriPark is CLT's new valet service provider, overseeing customer service for both Curbside and Business Valet. The

Atlanta-based company assumed responsibility on June 1.

AmeriPark uses the latest technology that enables management to pinpoint

the location of car keys and each valet at all times.

Customers may opt for oil changes, tire rotation, inspections and auto detailing at an additional cost. AmeriPark will also soon introduce a customer loyalty program that allows customers to earn points and benefits each time they use CLT valet services. Call 704.359.4038 for more information. ■



CLT Adds Charging Stations

CLT is adding 18 charging stations to the terminal. Each station has eight outlets and 16 USB connections for passengers to charge electronic devices.

This summer, four new charging stations will be placed on Concourses C and D. Four have

already been installed on Concourse A and six on Concourse B.

Charging stations have been a highly requested customer amenity among passengers. Once the new units are installed, CLT will have a total of 27 charging stations. ■

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Parking Demand

- Check parking conditions before leaving for Charlotte Douglas by viewing a real time parking map at parking.charlotteairport.com or calling 704.359.5555.

- Be alert, slow down, obey the speed limit and drive more cautiously while adjusting to CLT's new entrance road. Drivers headed to the Airport from Josh Birmingham

Parkway, Harlee Avenue and Little Rock Road are now directed onto the new roadway, which merges onto Little Rock Road and directly to the terminal. Helpful videos showcasing the 1.3 mile route are available on CLT's Airport YouTube channel.

- Follow directions on the variable message signs that have been strategically placed along roadways to help drivers locate open lots. ■

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Customs

There is no registration process or fee to use the kiosks. Currently, the machines are available to travelers with valid U.S. and Canadian passports.

Passengers with Electronic System for Travel Authorization (ESTA) approval are able to utilize them as well. This enables eligible travelers from 38 countries that do not require US entry visas to use

the expedited system, including citizens from Australia, Japan, Germany and the United Kingdom.

The BorderXpress units were purchased from the Vancouver Airport Authority. Currently, they are being used in seven other US airports.

Airport officials anticipate the kiosks will result in fewer missed connections and a better overall travel experience for passengers. ■



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Airport Connector Begins Service

CLT and Charlotte Area Transit System (CATS) have teamed up to offer a new express bus service to the Airport for travelers and employees.

Customers may catch the Route 590 Airport Connector-Northlake from

the Northlake park and ride and travel I-485 to the Airport. They may also hop on the Route 591 Airport Connector-Archdale that picks up riders along the LYNX Blue Line at the Archdale, Tyvola and Woodlawn transit stations.

Airport employees may park at these park and ride lots during their working hours. CLT passengers may park at the lots for a day trip. Otherwise, they must be dropped off at the bus stop. No 24-hour or overnight parking is permitted.

Buses run every 30 minutes between the hours of 5 a.m. and midnight seven days a week. Schedule and fare information can be found on CATS' website at ridetransit.org or by calling 704.336.7433. ■

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Summer Travel Tips



THINK IT. PLAN IT. PARK IT.

Airport's SmartPark tips before leaving for CLT:

- 1. Use one of CLT's two FREE Cell Phone lots** located on Rental Car Road.
- 2. Visit Business Valet** where parking will always be available.

- 3. Remember that *only* immediate loading and unloading are permitted on the curbside.** It is prohibited to leave vehicles unattended on Departures/Ticketing or Arrivals/Baggage Claim levels. If your vehicle is left unattended, it will be ticketed and towed.

- 4. Be sure to take a lot locator card** from the SmartPark maps inside the parking lot bus shelters. This will help you locate your car upon return.

- 5. Take advantage of the Airport's Pay&Go stations.** Four Pay&Go stations are located at the Daily deck's shuttle bus stop and two more are located on the curbside in front of the Arrivals/Baggage area. To use, travelers place their parking ticket in a Pay&Go station and pay by credit card. A validated ticket will be returned. Drivers may then proceed to any lane in the designated lots and insert their validated ticket into the machine to exit.

- 6. Use the credit card only or prepaid lanes to save time** exiting the Airport's parking lots. Credit card only lanes are available in all lots.
- 7. Visit cftairport.com for current parking rates or call CDIAL,** the Airport's automated phone information at 704.359.4910. To get up-to-date flight information, call 704.359.DATA (3282).

- 8. Get dropped off at the terminal, carpool, ride CATS' airport Sprinter or new Airport Connector.** Passengers may also use one of the many taxi and ground transportation companies serving the Airport. ■



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