



CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT

Connections



CLT Breaks All-Time Passenger Traffic Record

Charlotte Douglas welcomed more than 44 million travelers last year, setting an all-time high passenger record. It's a 2 percent jump from 2013, which saw more than 43 million fliers.

Contributing to the record breaking number, international travel rose 4 percent from 2.8 million passengers traveling abroad in 2013 to 2.9 million in 2014.

"The growth of Charlotte Douglas is a testament to our strength as a premier airport hub," said Interim Aviation Director Brent

Cagle. "Our location, low costs to airlines and strong business partnerships are key factors in our success. Looking ahead, the Airport will continue building upon our strengths to provide the highest level of customer service in the industry."

Much of the gain can be attributed to a strong customer demand and continued growth at the hub.

Cargo activity also saw an upswing. It climbed from 129,799 tons in 2013 to 132,351 tons in 2014, a 2 percent increase.

CLT offered nonstop service to 147 destinations and averaged 696 daily departures in 2014.

Operations, however, slightly decreased 2 percent last year to 545,178 aircraft movements due to an airlines' trend to use larger, more fuel efficient aircraft. In 2013, CLT oversaw 557,948 landings and departures.

Airports Council International's (ACI) 2013 rankings placed Charlotte Douglas eighth nationwide in passenger traffic and sixth

nationwide in operations. Preliminary rankings for 2014 will be released this spring.

CLT remains one of the fastest growing airports in the country and has been continually preparing for passenger growth. Charlotte Douglas is in the final stages of wrapping up CLT 2015, a development expansion program that includes construction of the new Hourly Deck and Rental Car Facility, Business Valet Deck II, Terminal Westside Expansion and Josh Birmingham Parkway realignment. ■



Norfolk Southern Intermodal Facility Gains Traction

Norfolk Southern Intermodal Facility's freight container lifts between trucks and trains have increased 18 percent since the company relocated its operations from a 44-acre facility on North Brevard Street near uptown Charlotte to its new 200-acre terminal on CLT's airfield in December 2013.

Looking ahead, further growth in operations is expected, according to Norfolk Southern officials, if the economy continues its upward climb.

The relocation in 2013 placed the intermodal facility closer to the interstate highway system, out of the conges-

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Albuquerque, New Mexico

New Destinations Await CLT Passengers

Two new flights are coming to CLT. American Airlines is adding a seasonal nonstop flight between Charlotte Douglas and Albuquerque International Sunport in New Mexico starting June 5 and running through August 18.

The flight will operate on a 150-seat Airbus A320.

In Charlotte, American and US Airways offer nearly 700 daily departures to more than 140 destinations. Charlotte Douglas International Airport is American's second largest hub, after Dallas/Fort Worth.

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CLT 2015 Reaches Several Milestones

Terminal Westside Expansion



Hourly Deck & Rental Car Facility

This is a big year for development at Charlotte Douglas International Airport. Business Valet Deck II, the Terminal Westside Expansion, Josh Birmingham Parkway realignment and Rental Car Facility will all be completed. Meanwhile, major new construction projects are on the horizon. They include terminal renovations, Concourse A North and a new terminal curbside roadway.

Business Valet Deck II

Business Valet Deck II will open in April. The \$40 million deck contains 3,200 parking spaces and will be used for valet services.

Drivers will continue to pick-up and drop-off their vehicles inside Business Valet Deck I. Both decks are located on Wilkinson Boulevard.

Terminal Westside Expansion

The Terminal Westside Expansion will be completed this spring. Work continues on completing the interior finishes.

The \$10.5 million expansion will connect Checkpoint A to Concourse B. It will include a restaurant, additional office space and support a section of TSA's new inline baggage system

became operational. The east matrix is anticipated to be completed by September. The new baggage system is expected to improve security screening technology and automate the baggage handling process to ensure luggage is delivered more quickly and accurately.

Josh Birmingham Parkway Realignment

This April, Charlotte Douglas anticipates opening new exit lanes and the Little Rock Road interchange off I-85 to the terminal.

The new exit roadway will provide drivers leaving the Airport improved directional signage and easier access to/from I-85, I-485 or Uptown Charlotte.

The Little Rock Road interchange off I-85 will offer travelers a more direct route to Charlotte Douglas from the highway.

Rental Car Facility

Construction of the new Rental Car Facility is complete. Currently, rental car companies are in the

process of transitioning their operations and offices from Rental Car Road to inside the new deck. Opening date is scheduled for April.

The facility, which contains 3,000 parking spaces for rental cars, is located in the bottom three levels of the new Hourly Deck.

It will serve as a one stop shop for rental car customers. Passengers will pick up and drop off their rental car inside the deck. It will also enable rental car companies to detail and refuel vehicles for a quick turnaround for the next customer.

The Airport is building four maintenance facilities off Wilkinson Boulevard that will allow the rental car companies to store additional vehicles and conduct maintenance.

Terminal Curbside Roadway

Work on the terminal curbside roadway is scheduled to begin this summer. The project will construct eight new traffic

lanes and a new curbside for the Arrivals/Baggage Claim and Departures/Ticketing levels of the terminal. Construction is expected to be completed within five years.

Terminal Renovations

Terminal renovations will begin this winter. CLT's older concourses - Concourses A, B and C - will receive new ceiling tiles, flooring and energy efficient lighting. This will be the most extensive renovation project in the terminal's 32-year history.

Concourse A North

Due to airline's demand for more domestic gates, Aviation Department officials have selected an architect firm to design Concourse A North. The project will be built in two

to three phases, beginning with the addition of 8 gates at a cost of \$150 million and eventually expanding to 24 gates. Concourse A North will be located off Rental Car Road, where the rental car lots are currently housed. Construction is scheduled to begin in spring 2016.

Old Terminal

Crews have begun realigning the roadway and repaving the parking lot at the Old Terminal off Yorkmont Road to resemble its original appearance in 1952.

Asphalt from the current parking lot will be recycled to create the base for paving the new lot. The 45-day project will cost \$1.5 million. It will include new landscaping, solar lighting and repaved sidewalks. ■



Business Valet Deck II



Dallas, Texas

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New Destinations

Visit American's website at aa.com to book a flight. Southwest Airlines will offer once-daily nonstop flights between CLT and Dallas Love Field International Airport beginning August 9.

Southwest started flying from Charlotte Douglas International Airport in April 2013. Currently, the airline offers nonstop service to Houston's Hobby Airport, Baltimore, Orlando and Chicago Midway Airport. Visit www.southwest.com for more information. ■

Three New Concessions Open



Whisky River

Whisky River, PZA and Starbucks are now open on Concourse E.

HMSHost, CLT's food and beverage concessionaire, unveiled the three new concessions earlier this winter.

Whisky River offers a variety of appetizers, salads, sandwiches, burgers, sides and a breakfast menu. On occasion, customers will even be able to enjoy live musical performances on the restaurant's music stage. There's even a

mechanical bull for photo ops only to share with friends and family.

Next door, PZA is serving up pizzas, meatballs, smashers, salads, stromboli and sandwiches. The eatery prides itself on preparing fresh, hand-made food.

For caffeine enthusiasts, Starbucks opened its eighth coffee shop in the terminal on Dec. 31, making it the most sought after destination at CLT.

Next to debut, 1897 Market is scheduled to open later this spring in the Atrium. It is replacing Chili's Too. The menu includes salads, deli sandwiches, pizza, hamburgers, omelets, signature entrees and a market oysters and raw bar. 1897 Market also will offer an extensive grab and go selection for passengers in a hurry to make their next connection. ■



Airport Battles Inclement Weather

More than a half inch of ice and three inches of snow fell at Charlotte Douglas during the month of February, creating hundreds of canceled flights and stranded passengers. CLT remained open throughout the weather events.

The Aviation Department planned ahead and activated snow teams and a snow desk to monitor conditions and ensure runways were cleared of ice and snow.

The irregular operations plan was also activated to assist more than 5,800 stranded passengers in

the terminal overnight as a result of inclement weather this winter.

HMSHost, CLT's food and beverage concessionaire, and Paradise Shops, CLT's retail concessionaire, extended restaurant and retail store hours to accommodate stranded travelers.

During the icy and snowy weather, more than 500 aircraft were deiced.

Many airport personnel worked 12-hour shifts to keep CLT operational during the inclement weather. ■



Charlotte Douglas Installs New LED Lights

Fifty new LED lights have been installed on the Arrivals/Baggage Claim curbside level, equating to a 78 percent energy reduction.

CLT changed out 190-watt High Pressure Sodium (HPS) lights that were previously located on lower level Baggage Claim with 43-watt LED lights in November. The LED lights are anticipated to last for five years, whereas the HPS lights required changing every year. Besides less

maintenance, LED lights are also more environmentally friendly and increase visibility and safety for the public.

Plans are now in the works to replace the 50 HPS lights on the Departures/Ticketing curbside level with LED lights in the next few months. Once all the lights are replaced on both curbside levels, the Aviation Department anticipates a \$9,000 yearly cost savings

through reduced energy, parts and labor.

Forty-five LED lights also were installed on the A ramp in November for an anticipated yearly savings of \$12,500. CLT switched out 1,100-watt HPS lights with 420-watt LED lights. It amounts to a 62 percent energy reduction. Before the swap, Aviation Department crews had to replace the HPS lights every six months, which usually took eight hours and two crew members. LED lights, on the other hand, require replacing every five years.

The Aviation Department plans to install LED lights on all the ramps when funding is available. LED lights are also located along the Airport's new access roadway and in Business Valet Deck II. ■

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Norfolk Southern

tion of the inner city roadways and provides more room for Norfolk Southern to conduct its operations.

Overall, it's proven to be a good move. Norfolk Southern had exceeded its capacity of roughly 120,000 lifts per year and had no room to grow at its previous location near uptown. Today, the \$92 million facility is capable of 200,000 lifts per year and has the capability of expanding to handle about 600,000 containers annually.

As a result, Charlotte has rapidly become a key point on the nation's freight shipping map, along with

such cities as Dallas, Chicago, New York and Atlanta. Norfolk Southern Intermodal Facility, however, sets itself apart from the others because it is the only rail yard located between two active runways.

Over the next 20 years, the intermodal yard is expected to generate \$7.6 billion in regional economic development and create thousands of jobs. Airport officials envision it will become an efficient transportation hub that will attract businesses such as manufacturing, warehousing, transportation, trucking, distribution, research, development and data to available land surrounding Charlotte Douglas. ■



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CLT adds Instagram

CLT has taken off on Instagram. In February, the Airport jumped aboard the popular social networking site.

Instagram, with over 300 million users, has now surpassed Twitter as the second most popular social media platform. Facebook remains at the top. With its focus on pictures and short video clips, Instagram allows Charlotte Douglas to continue to reach out directly to the community and keep them informed about programs and initiatives.

Be sure to also check out CLT's Twitter account that now has more than

6,500 followers, Facebook page that has more than 13,200 likes and 785,600 visits and YouTube Channel that contains more than 39,000 views. Recently, CLT's social media accounts played a vital role in updating the public about operations at CLT when inclement weather hit Charlotte in February.

Visit the Airport's website (cltairport.com) for links to connect to these pages or follow CLT @CLTAirport. ■

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American Airlines/ US Airways Merger Draws Closer to Finalization



American Airlines and US Airways are gearing up to officially become one airline.

The two carriers merged in December 2013 to create the world's largest airline.

Since then, company officials have been at hard work integrating operations.

In October, the two airlines combined cargo operations.

In November, the American Airlines ticket counter at CLT moved directly adjacent to the US Airways counter between Checkpoints B and C in preparation for full integration of both airlines. Throughout 2014, American co-located operations at 106 airports.

Also at the end of March, American and US Airways

combined frequent flyer programs. The real test will come later this year when the two airlines combine reservation systems.

Recently, American announced \$2 billion in planned customer improvements, including new seats on several aircraft and fully-lie flat seats on long haul international fleets; internet connectivity for international flights; a redesign of the Admirals Club lounges worldwide and updated kiosks to expedite airport check-in.

This spring the two carriers expect to receive a single operating certificate from the FAA, which is an important regulatory milestone on the way to becoming one airline.

The merged airline will operate an average of nearly 6,700 flights per day to 339 destinations in 54 countries from its hubs in Charlotte, Chicago, Dallas/Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix and Washington DC. ■



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AFFAIRS
P.O. Box 19066
Charlotte, NC 28219
704.359.4000
cltairport.com

