



Passengers Can Expect Changes to Holiday Travel

Holiday travel is underway at Charlotte Douglas International Airport, and it's a bit atypical due to COVID-19. Several safety guidelines have been implemented in order to provide a safe and healthy travel experience for CLT passengers.

As American Airlines' second largest hub, Charlotte Douglas is busier than many other airports. During the holidays, passenger traffic

will be at its highest. Remember to arrive early. Recommended arrival times are two hours before a domestic flight and three hours if traveling internationally.

Face Coverings Are Required

Face coverings are required for everyone at the terminal, using the parking facilities and aboard shuttle buses, per a state directive. This includes passengers,

visitors and employees. All airlines operating at CLT require passengers to wear a mask as well. Free face coverings are available at the security checkpoint podiums and at the Visitor Info Center on the lower level of the terminal.

Messaging & Signage

Digital and free-standing signage from CLT's Keep it Rockin' information campaign is located throughout the terminal to remind passengers to wear

a mask, social distance and wash their hands. CLT also has 60 hand sanitizing units dispersed in the concourses and Atrium. The TSA is temporarily allowing passengers to bring one bottle of hand sanitizer up to 12 oz. that will be screened separately from their carry-on luggage.

Enhanced Housekeeping

Airport housekeeping is underway 24/7. Special *continued on page 2*

Airlines Rebounding From COVID-19 Impacts

Airlines at Charlotte Douglas International Airport are adding routes to leisure destinations as Airport traffic rebounds in the wake of COVID-19.

American Airlines, which houses its second largest hub at CLT, is using Charlotte as one of its primary points of traffic.

The carrier is adding seasonal flights (Dec. 17 – April 5) to Bozeman, Mont.; Sioux Falls, S.D.; Jackson Hole, Wyo. and Puerto Vallarta, Mexico. American also is resuming seasonal service to Montrose-Telluride, Colo., after it was discontinued two years ago.

Southwest added Denver to its nonstop route Nov. 4 and began service to Phoenix Nov. 11.

Prior to the global pandemic, Charlotte was

on pace to exceed last year's record breaking 50.2 million annual passengers. The first two months of 2020 saw CLT outpacing last year's passenger record by 9.5 percent before COVID-19 slowed down the airline industry.

After two months of low passenger throughput, CLT welcomed 1 million flyers in May, up from 340,265 in April (the first full month of the pandemic), a 194 percent increase. The rising numbers continued through the busy summer months, as June through August saw 5.7 million passengers fly through Charlotte, topping out at 2.8 million people in October.

Flight schedules are subject to change. Be sure to check with your airlines for updates. ♦



Airport Names Gentry Acting Aviation Director

Charlotte Douglas International Airport has named Haley Gentry acting aviation director.

Brent Cagle, who has been aviation director since 2013, is on special assignment with the city manager's office.

Gentry's new duties include overseeing the day-to-day operations of the Airport. Cagle, however, will still be responsible for the overall department performance.

Gentry has been with the Aviation Department

since 1991, starting as an intern. She has been involved in various areas of the department, including operations, public affairs, the director's office and business and revenue.

Gentry has a Bachelor of Science from Appalachian State University and is a member of the North Carolina Airports Association, American Association of Airport Executives, Women in Aviation International and Renaissance West Community Initiative. ♦

CONNECTIONS
 CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT

To receive Connections electronically, visit <https://cltairport.mediaroom.com/newsletters>.

For complete, up-to-date information on airport amenities, parking, shopping and flights, visit cltairport.com, and download the CLTAirport app in the App Store or Google Play.



@CLTAirport



Terminal Lobby Expansion

CONSTRUCTION UPDATE



Destination CLT, a \$2.5 - \$3.1 billion capital improvement program to renovate CLT's concourses and expand the roadways, terminal and airfield, continues making headway.

Construction crews have made safety adjustments and added safety precautions to protect themselves and others from COVID-19.

Projects underway are hitting milestones and aiming to finish on time.

Terminal Lobby Expansion

Construction is underway on the Terminal Lobby Expansion's (TLE) westside.

Basement foundation work and the utilities installation have begun.

A new Central Energy Plant, located in the Daily North Parking Lot, will be completed in June 2021 and operational by the

end of 2021. It will house the heating and cooling systems for the Terminal Lobby Expansion.

Construction near the Hourly Deck has started on the canopy columns for the 146,000-square foot exterior canopy that will cover the elevated roadway and terminal curb front.

The \$600 million signature Terminal Lobby Expansion project will transform the Airport's entrance with 366,000 square feet of new and renovated space. It is the largest construction project in the Airport's history. Completion is scheduled for summer 2025.

Concourse C Renovations

Concourse C renovations are wrapping up this fall.

The renovations feature seats with integrated power and two USB ports, new ceiling tiles and carpet, fresh paint, LED lights, improved wayfinding signage and terrazzo flooring in the walkways. Four new murals by two local artists were installed in mid-November.

Restrooms also received new sinks, counters,

mirrors, tile finishes, touchless faucets and soap dispensers.

The Airport completed renovations to Concourse B in 2019 and Concourse A in early 2020. The \$90 million project to revamp CLT concourses is the most extensive renovation initiative in the terminal's history.

Concourse E Expansion

The installation of structural steel and



Concourse E Expansion

foundation continues on the 34,000-square-foot Concourse E addition, which will provide additional gate space, concessions, restrooms, a pet relief area, airline offices and training rooms.

The project also includes a new fire alarm/evacuation system. The Concourse E expansion is scheduled for completion in spring 2021. ♦

Holiday Travel continued attention is being given to places that are touched often. In addition to more regular wipe downs, tables, chairs, check-in kiosks, shuttle buses and hand rails on escalators and people movers are frequently sanitized. All the public areas of the terminal receive a nightly deep cleaning with an electrostatic spray and cleaning agents intended to combat the spread of COVID-19.

Cleaner Air

The Airport is using state-of-the-art technology, such as UV light, HEPA filtration and bipolar ionization, to capture and eliminate

viruses and bacteria that can be harmful or lead to illness. Terminal air filters are rated MERV 13, which traps 98 to 99 percent of airborne particles as small as .3 microns and are commonly used in hospital settings. The Airport is currently seeking certification from an independent, global agency for its healthy building initiatives.

Check-in Safety

Clear protective shields have been installed next to shuttle bus drivers, at customer service counters, at parking toll booths and in the security checkpoints. Floor markings remind

passengers to social distance while standing in line.

In the security checkpoints, CLT and the TSA have installed clear acrylic shields. The shields are at the document check podiums and areas where travelers prepare their carry-on for screening. At four of CLT's five checkpoints, 112 protective panels create separation between passengers. Panels will be installed at Checkpoint E after its renovation is complete.

For more information, including frequently asked questions, visit cltairport.mediaroom.com/keep-it-rockin. ♦



Security Checkpoint Wait Times Now at Your Fingertips

Passengers can now view security checkpoint wait times via CLT's website and app before arriving at the terminal. The Airport has partnered with CrowdVision to provide the user-friendly amenity to flyers.

The technology uses state-of-the-art Light Detection and Ranging (LIDAR) sensors that measure the reflection of light to gauge wait times. Simply visit CLT's website

(cltairport.com and click on the Security Wait Times icon in the middle of the page) or check out the Airport's app (download at the App Store or on Google Play) to see estimated wait times at each of the checkpoints, including Standard and TSA Pre-Check lines. Depending on device settings, current CLT app users may have to manually update by going through the App Store or Google Play.

CrowdVision is a pioneer in visual analytics, working with airports and airlines worldwide, including Chicago O'Hare Airport, Delta Air Lines, London Heathrow Airport and Narita Japan Airport. The pilot project is available through spring 2021 while CLT explores this technology and evaluates a permanent wait-time reporting system. ♦



Concessions Bouncing Back at CLT

CLT's passenger numbers and concessions sales continue to improve each month.

The pandemic caused a huge loss of revenue when it started in March, but slowly customers are returning.

In April, the first full month of the pandemic, HMSHost, the Airport's food and beverage concessionaire, had gross sales of \$1.3 million. That number increased to \$7.4 million in September. For Paradies Lagardère, the Airport's retail concessionaire, gross sales were \$615,000 in April and

\$4 million in September.

The majority of concessions have reopened. COVID-19 restrictions, however, have caused some bars and restaurants to remain closed. Capacity limits for businesses in response to COVID-19 also pose a challenge. In April, Paradies Lagardère had around 25 retail stores open. That number has risen to over 50 today. For HMSHost, nearly 20 businesses were open in April. Today, there are more than 40 open restaurants at CLT. ♦



Airport Adds Five Electric Buses

Five electric buses have been added to the Airport's vehicle fleet as part of CLT's sustainability commitment to pursue fiscally responsible practices that minimize environmental impacts. The Airport has plans to replace its 70 diesel-powered buses with 50 electric buses over the next seven to 10 years.

The five electric buses will result in an annual decrease of about 50,000 gallons of diesel fuel, saving an estimated \$90,000. Due to zero emissions, replacing the Airport's diesel fleet with electric buses will have an annual impact equal to removing 2,900 cars from city streets.

Other electric bus

advantages are: 50 percent noise reduction versus a typical city bus, 40 percent less parts than a diesel bus and a 90 percent reduction of operating costs compared to diesel buses. Passengers also will experience a smoother and quieter ride.

The Airport's move toward electric buses supports the City of Charlotte's



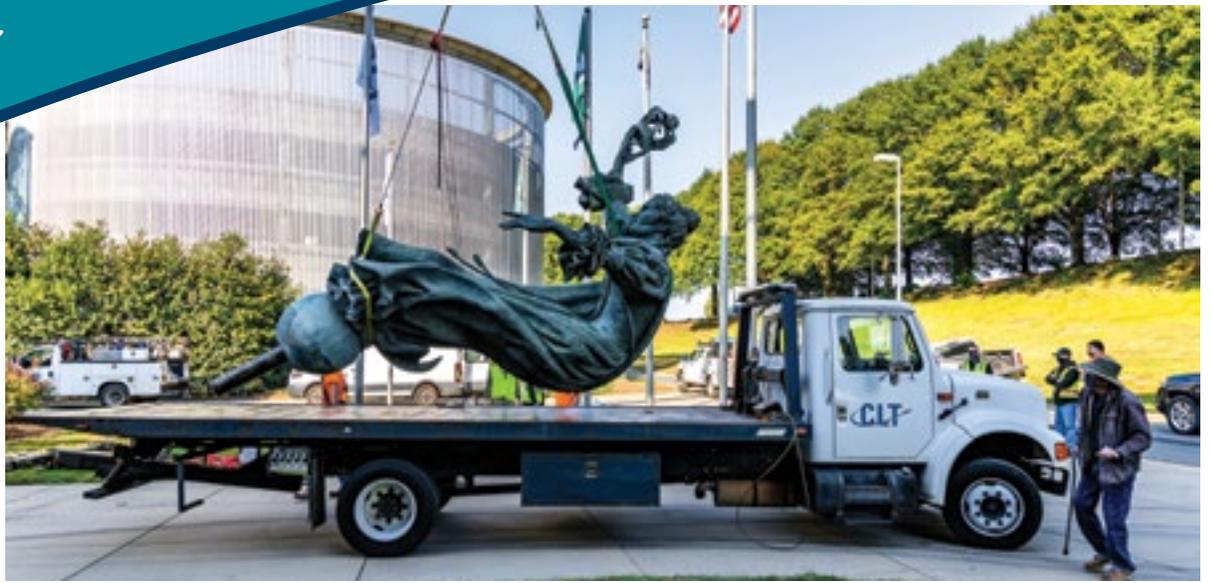
Strategic Energy Action Plan (SEAP), which strives to have city fleet and facilities fueled by 100 percent zero-carbon sources by 2030.

The buses were built by Proterra in Greenville, S.C., its Southeast transportation innovation hub and manufacturing facility.

The exterior design of the electric buses features an electrical theme. The vibrant blue wraps contain polar positive and negative circles, electrical charge markings and

CLT's logo.

CLT has chosen to embrace and incorporate various sustainable approaches into its daily operations, moving the Airport toward a sustainable future. Sustainability initiatives at CLT have included the installation of solar panels, energy efficient systems, electric vehicle charging stations, the use of alternative fuel vehicles and recyclable building materials. ♦



Queen Charlotte Makes Royal Departure for Some TLC

After 30 years of watching over CLT, the Queen Charlotte statue is receiving much needed royal pampering.

In September, the 3,000 pound, 15-foot-tall, bronze statue was carefully transported to Carolina Bronze in Seagrove where she is being cleaned and spruced up before she takes centerstage inside the completed Terminal Lobby Expansion.

The statue is a depiction of the British monarch for whom the City of Charlotte is named. She was sculpted by Washington D.C. artist Raymond Kaskey to stand slightly bent as if she is blowing in the wind, which he saw fitting for an airport. The statue has been cleaned in the past, but this will be its first extensive cleaning.

This will be the second move for the Queen. She was first installed

between CLT's original Hourly Decks in 1990 and relocated in 2013 between the Daily Decks to make room for construction of the new Hourly Parking Deck.

Queen Charlotte will remain at Carolina Bronze until she is installed in the Terminal Lobby Expansion next spring. The Queen will be covered until she is unveiled at the project's completion. ♦

CLT to Launch Virtual Presentation, Accept Comments

The Airport will launch a virtual presentation next month and accept comments on its proposal to build a new runway and expand two concourses.

The presentation, which goes live Dec. 3, will replace public meetings normally held in conjunction with an Environmental Assessment. The change is due to the COVID-19 public health emergency.

The virtual presentation will review the Environmental Assessment process, identify the purpose and need of the project and discuss alternatives

developed and considered. The public will then have 30 days to review and provide comments.

To see the presentation and learn more about the proposal and Environmental Assessment, go to airportprojects.net/clt-capacity-ea/. You can sign up to receive notifications throughout the process at the bottom of that page.

If you need special accommodations, such as audio or visual assistance, to view the virtual presentation, or if you do not have Internet access, please leave a message at (407) 440-1060.

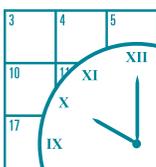
Note that comments on the virtual presentation will only be accepted via email to the project email address or U.S. Postal Service mailing address listed on the website.

Throughout the process, CLT will share information about the Environmental Assessment and solicit community input. The next opportunity to comment will be after a draft is published. Public hearings also will be scheduled at that time. ♦



1. PLAN AHEAD

TSA advises arriving **2** hours prior to a domestic flight, **3** hours prior to an international flight.



3. CHECK WITH

your airline on the status of your **FLIGHT** before coming to the Airport.



5. USE THE HOURLY



DECK for drop off and pick up. The first hour is **FREE!**

7. ROCK YOUR MASK



Face coverings are **REQUIRED AT CLT.**

2. RECEIVE CLT NEWS



by following **@CLTAirport** on Facebook, Twitter and Instagram.

4. CHECK REAL-TIME



parking conditions online before leaving for CLT at parking.charlotteairport.com or call 704.359.5555

6. OBTAIN INFO

about **CLT** by visiting cltairport.com or calling 704.359.4910.



8. PARK IN

designated spaces or your vehicle will be towed.

