



CLT Works to Instill Confidence in Passengers to Fly Again

Charlotte Douglas International Airport is committed to providing a safe and healthy travel experience that gives passengers confidence to fly again.

CLT has implemented several safety measures throughout the terminal to help reduce the spread of COVID-19.

Face coverings are required at the Airport per a June 26 mandate by North Carolina Gov. Roy Cooper. Passengers who need a mask may pick one up at the TSA checkpoint podiums and at the Visitor Info Center in Baggage Claim on the lower level. All airlines also require a mask to board a flight.

When soap and water

are not readily available, the Airport has 60 hand sanitizing stations.

Travelers can find their locations on any terminal map or on cltairport.com.

All primary and final air filters in the terminal are designated MERV 13, which traps 98 to 99 percent of airborne particles as small as .3 microns. The pleated filter uses an electrostatically charged filter media to remove very fine particles from the air, even particles that carry viruses.

To aid social distancing, 112 protective shields were installed in Checkpoints A, B, C and D queue lines. The 4' x 4' square panels have aluminum frames with 1/8"

thick clear plastic inserts.

The panels also will be installed at Checkpoint E once construction is completed later this year on the automated screening lanes.

Many customer service counters - from stores to ticket counters to parking toll booths - are now equipped with protective shields for added passenger and employee safety.

Airport housekeeping occurs 24/7 throughout Charlotte Douglas. Special attention is given to high-touch areas, such as hand rails and countertops.

CLT introduced the **Keep it Rockin'** information campaign in July to encourage the

use of face coverings, social distancing, hand washing and other COVID-19 guidelines.

The creative concepts are intended to support a message of shared responsibility for a safe and healthy travel experience at CLT during the pandemic.

As part of the initiative, messaging on digital screens around CLT as well as more than 300 graphics (mirror decals, free standing signs and floor decals) reinforces COVID-19 safety tips.

Complementing **Keep it Rockin'**, CLT launched the social media campaign **#RockYourMask** to remind passengers and

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Airlines Reset Routes Amid COVID-19 Pandemic

CLT's airline partners are returning service to some of its routes within its network amid the COVID-19 pandemic that nearly halted air travel this spring.

Passenger numbers are rising each month as the demand for air service continues to increase.

American Airlines reset its international network from Charlotte, permanently eliminating seasonal service to Rome, Paris and Barcelona. The carrier's

three year-round long hauls to Europe will return. London and Munich restart its routes in December. Frankfurt will resume in summer 2021.

Southwest Airlines relaunched service to Chicago Midway, Nashville and Dallas Love Field Aug. 11. It will begin nonstop service to Denver on Dec. 17. Frontier restarts its service to Orlando in September and Trenton-Mercer in October, and



Nashville

Air Canada resumed its service to Toronto Sept. 1. Flyers looking to journey to Germany will have to wait until at least the fall, as Lufthansa has suspended all operations from CLT until Oct. 1.

Airline schedules

continue to change. Please visit aa.com, aircanada.com, flyfrontier.com, lufthansa.com and southwest.com to view their latest flight itineraries and to book a trip. ♦

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Terminal Lobby Expansion

CONSTRUCTION UPDATE



Destination CLT projects are progressing smoothly. Construction of the Terminal Lobby Expansion is taking shape, and Concourse C renovations are headed toward the finish line.

Terminal Lobby Expansion and Central Energy Plant

The largest construction project in the Airport's history did not miss a beat as crews continue to expand the west side of the Airport's front door.

The placement of structural steel is complete. The installation of hot and cold HVAC lines, which will connect the Central Energy Plant to the Terminal Lobby, is underway.

Located north of the terminal at the Daily North Parking Lot, the Central Energy Plant will house the power and utilities for the Terminal Lobby Expansion.

Automated Screening

Lanes (ASL) now placed at Checkpoint E will be ready for use by Thanksgiving. The ASLs are designed to improve the screening of passengers by automating many functions previously performed manually. The advanced screening system allows passengers to move faster and more efficiently through security checkpoints.

Work is ongoing on the Terminal Lobby Expansion's retaining wall and foundations.

The \$600 million signature project will transform the Airport's entrance with 366,000 square feet of new and renovated space, along with an architecturally stunning canopy that will welcome visitors for decades.

The completion date is scheduled for 2025.

Concourse C Renovations

Concourse C renovations are in the final stages, with only a few punch list items left to complete. Four new murals by two local artists will be displayed this fall.

Mirroring the work of Concourses A and B, Concourse C received a complete modern

makeover. It features terrazzo flooring in the walkways and new carpet in the seating areas. A big hit with passengers, each hold room seat has integrated power and two USB ports. As a final touch, each armrest includes a wireless charging unit and a cup holder.

The Airport finished 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.

Crown Monument & CLT's Logo

Motorists have new eye-catching structures welcoming them to the Airport.

The CLT Crown Monument pays homage to the Queen City and two signs featuring the Airport's logo creates a sense of place for visitors.

The signature Crown Monument stands at Josh Birmingham Parkway - the Airport's front door. The logo signs are on Wilkinson Boulevard and on Josh Birmingham Parkway as passengers enter and exit the Airport. ♦



Automated Screening Lanes



Concourse C Renovations



CLT's Logo Entrance Sign



Crown Monument



Community Group Sends Noise Dispersion Proposals to FAA

CLT's Airport Community Roundtable, a group created to provide input on Airport-related noise impacts, has submitted a slate of recommendations to the Federal Aviation Administration for consideration.

After meeting monthly for more than two years with Airport-funded consultants on ways to reduce and more equally disperse aircraft noise around Charlotte Douglas International

Airport, the members unanimously decided on seven recommendations. The slate of recommendations can be found at cltairport.com/community/noise and includes some complicated aeronautical terminology. In general terms, they all aim to increase altitudes for arriving flights and to further disperse departing aircraft over a wider area.

The community group

is comprised of 23 representatives from Mecklenburg, Gaston, Lincoln and York (S.C.) counties.

If the FAA pursues any of the recommendations, it would seek additional public input before moving forward. Roundtable members also are working on a plan to present their recommendations to the community. ♦



Concessions Reopen and Offer Contactless Services

Concessions throughout the terminal are reopening and implementing safety measures to welcome back passengers to CLT retail stores and restaurants.

Contactless ordering and payment are available at some concessions. This includes Tequileria (Atrium), Bad Daddy's Burger Bar (Concourse C), Whisky River (Concourse E), Farmers Market (Concourses B and E) and Red Star Grab and Go (Concourse B).

Passengers can scan a QR code to open a menu, order and pay on their phone or other mobile device.

All dining and retail stores have procedures for safe operations, such as physical distancing requirements, sanitation and personal hygiene protocols, personal protective equipment, and guidelines for providing services while limiting close interactions.

Visit cltairport.com for an updated list of open concessions. ♦

Airport Paves the Way for Electric Shuttle Buses

The road to greater sustainability and operating a more efficient vehicle fleet gets a boost this fall with the delivery of Charlotte Douglas International Airport's first electric shuttle buses.

In 2019, the Aviation Department took the first step toward replacing its aging fleet of 70 diesel-powered buses with its decision to purchase electric buses, which are cleaner and more efficient to operate and provide a long-term operational cost savings.

Charlotte Douglas 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 and the use of alternative fuel vehicles. Beginning in 2020, it will include electric shuttle buses.

Proterra will deliver the first five electric buses to CLT this fall. Proterra is a California-based

company, but CLT's buses are manufactured in Greenville, S.C., its Southeast transportation innovation hub and manufacturing facility.

The first five buses will result in an annual decrease of about 50,000 gallons of diesel fuel, saving an estimated \$90,000. There are other savings as well. When it comes to emissions and global warming, replacing the diesel fleet with electric buses would have an annual impact equal to removing 2,900 cars from the city's streets. ♦

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employees to wear face coverings. Photos of passengers wearing a face mask are posted on CLT's social media platforms. Employees were featured on Aviation Department digital message screens.

Passengers are encouraged to continue to do their part by planning ahead, arriving early to the Airport, social distancing, always wearing a face covering and washing their hands.

CLT is busier than most airports because Charlotte Douglas is American Airlines' second largest hub. As one of the busiest airports in the nation, CLT relies on its passengers to take social responsibility and social distance.

CLT tips: Look for an out of the way place to stand or sit. Make your own space. Walk around. Use

your carry-on luggage as a shield - extend your arm and hold your luggage away from you while waiting in line to create more space. If sitting, put your jacket, luggage or handbag in the seat next to you.

The Aviation Department's internal Experience Recovery Team continues to implement short- and long-term measures to help keep passengers safe.

Airport guidelines and protocols will continue to evolve. CLT and partners are prepared to adapt operations in the days and weeks ahead.

Visit CLT's COVID-19 Travel Update webpage for the latest information regarding the Airport's safety measures in place. ♦



CLT Celebrates Airport Volunteers' 15th Anniversary

One by one, 50 of CLT's 65 volunteers drove by the Airport's Business Valet deck lobby as Aviation Department staff and members of the executive team cheered them on and dished out virtual hugs.

Usually, the Aviation Department holds a luncheon in May to celebrate the volunteers' accomplishments from the previous year. But this year, the

15th anniversary celebration was cancelled due to COVID-19. The Volunteer Program also has been suspended since March.

The drive through celebration on Aug. 28 was an alternative way to show thanks. In 2019, volunteers donated 9,295 hours and assisted 301,725 customers, an average of more than 800 flyers daily.

Each volunteer received a black

fleece CLT-branded throw blanket, a yellow Volunteer Program T-shirt with their name on the back and a 15th anniversary branded lapel pin that can be worn on their lanyards.

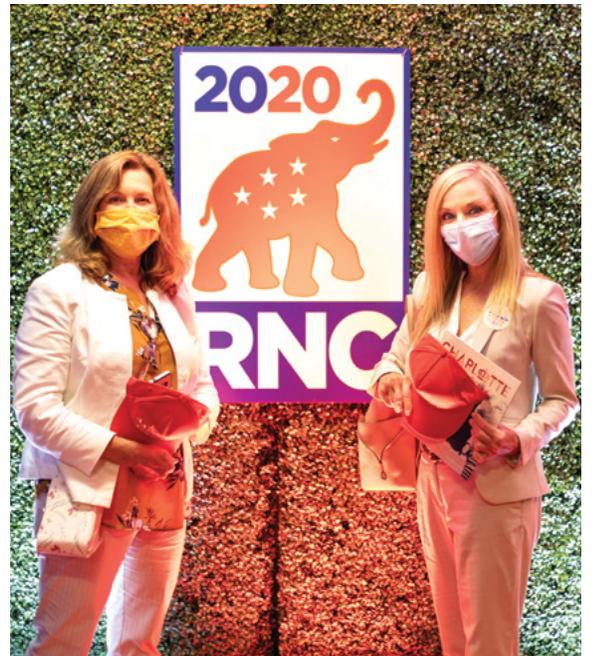
Five volunteers have been in the program since it started in 2005. Those volunteers will have their caricature drawn by local artist Joel Kveskin, which will be added to the Airport Volunteers' Wall of Fame in the volunteer office. ♦

Airport Welcomes RNC Delegates to Charlotte

Delegates from across the country flew into CLT to attend a scaled-down Republican National Convention in Uptown Charlotte late last month. It was the largest sanctioned event in Charlotte since COVID-19 restrictions were put in place and included visits from President Donald Trump and Vice President

Mike Pence.

The approximately 360 RNC delegates and guests were welcomed to the Queen City by RNC volunteers and assisted by Aviation Department employees who provided directions and answered questions. Airport operations were not impacted. ♦



Voice Your Input About the LYNX Silver Line to Charlotte Douglas

The Charlotte Area Transit System (CATS) is sharing information and soliciting community input on the LYNX Silver Line, a proposed 26-mile light rail project that includes a connection to Charlotte Douglas International Airport.

In a series of virtual public meetings, CATS will present various alignment options along with the benefits and challenges to be considered with each. A Sept. 16 meeting focuses on the area around the Airport. It begins at 5:30 p.m.

The LYNX Silver Line is in pre-project development. Staff is currently making tweaks and refinements to the adopted alignment, proposed to reach from the City of Belmont in Gaston County, through Center City Charlotte and the Town of Matthews, with a potential two extensions into Union County.

For more information and details about joining the virtual meeting, visit <https://charlottenc.gov/cats/transit-planning/Pages/silver-line.aspx>. ♦

Keep it Rockin'

- 60** hand sanitizing stations
- 128** microfiber cleaning cloths used daily
- 1,050** pairs of gloves used daily by cleaning staff
- 122** Blue Hulk towels used
- 285** cleaning employees
- 24** hours of cleaning daily
- 112** protective panels at checkpoints
- 50** newly installed sneeze guards
- 18** COVID-19 floor decals
- 10** COVID-19 free standing signs
- 250** COVID-19 restroom mirror decals
- 13** COVID-19 digital screens
- 1,260** MERV 13 filters