



## CLT Surpasses 50 Million Passengers

Charlotte Douglas International Airport served 50.2 million passengers in 2019, a historic all-time high and 8 percent increase from the previous year.

CLT officials attribute the record-breaking number to a rise in local passenger traffic and additional flights offered by airlines. Local traffic (passengers who begin and end their travels at CLT) continues to grow 5 to 8 percent each year as the city's

population grows. It now stands at nearly 30 percent of all passenger traffic. Ten years ago, it was 25 percent.

More flights in 2019 meant more competition and airline options for CLT passengers. Spirit Airlines launched service from Charlotte to Baltimore, Orlando, Newark and Fort Lauderdale in June citing the region's economic growth. American Airlines revved up flights to

popular destinations and began operating more than 700 daily flights from the Queen City.

Airport operations were up as well. Charlotte Douglas oversaw 578,263 landings and departures, a 5 percent jump from 2018. CLT offered nonstop flights to 178 destinations, including 38 international locales and three U.S. territories in 2019. Daily aircraft movements averaged nearly 1,600 compared to 1,400 in 2018.

CLT has been responding to its dramatic growth through its \$2.5 to \$3.1 billion capital investment campaign Destination CLT. The Airport completed Concourse B renovations, debuted the East Terminal Expansion (The Plaza), opened the upper and lower level Elevated Roadway and Terminal Curb Front and broke ground on the Terminal Lobby Expansion in 2019. ♦

CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT

CONNECTIONS

Lighthouse of Martha's Vineyard, Mass.



## American Airlines Adds Two New Routes

Passengers planning summer vacation adventures have an enticing new travel option.

American Airlines will debut nonstop service June 20 to Martha's Vineyard, Mass.

Republic Airways will operate the flight on an Embraer E175. The service is Saturday only through Sept. 5.

Beginning Aug. 18, American also is adding Williamsport, Pa. to its Charlotte's destination schedule. The twice-daily, nonstop service from CLT

to Williamsport Regional Airport will operate year round on a Bombardier's 65-seat Canadair CRJ-700 plane.

Williamsport is the birthplace of Little League Baseball. South Williamsport, a town nearby, annually hosts the Little League World Series in late summer.

CLT is American's second largest hub and handles 90 percent of flights at Charlotte Douglas.

Visit [aa.com](http://aa.com) to book a flight. ♦



## Terminal Lobby Expansion Signals Big Changes Ahead

Destination CLT's largest construction project is underway. The five-year, \$600 million Terminal Lobby Expansion 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.

As part of Destination CLT, a \$2.5 to \$3.1 billion capital investment program to meet passenger growth through 2035,

the Terminal Lobby Expansion will provide additional circulation space on the Arrivals/Baggage Claim and Departures/Ticketing levels.

Construction has created changes for local passengers. The center door and Doors 1 and 2 are closed on the upper and lower levels for approximately two years due to demolition on the terminal's exterior.

Passengers now enter the terminal on the east  
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To receive Connections electronically, visit [cltairport.com/newsroom/newsletters](http://cltairport.com/newsroom/newsletters).

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# Destination CLT Modernizes Concourses

Destination CLT is making big headway. Passengers are enjoying the upgrades inside and outside the terminal the \$2.5 to \$3.1 billion capital investment program has provided.

## Concourse Renovations

Concourse A's renovations will wrap up in March. Upgrades include seating with integrated power, new ceiling tiles, carpet, wall panels, fresh paint, LED lights and improved wayfinding signage. Terrazzo flooring also was placed in the center walkway of the concourse to better accommodate rolling luggage.

HVAC, electrical, fire alarm and sprinkler systems were upgraded as well, while restrooms received new sinks, counters, mirrors, tile finishes, touchless faucets and soap dispensers.

Adding to the customer experience, new Flight Information Display System (FIDS) monitors were located throughout the concourse and a more user-friendly Wi-Fi system was introduced.

Local artists played a role in the renovations. Murals by Nellie Ashford, Jonathan Grauel and Ben Premeaux were digitally reproduced to scale and installed on select Concourse A boarding gate walls. (Read more about the murals on page 3.)

Concourse C's refresh is approximately 70 percent complete.

All work at Gates C10-19 is finished, including flooring, painting and the installation of integrated power and wireless charging armrests in gate areas. The second set of renovated restrooms opened just before Christmas.

Currently, crews are working in areas from the concourse entrance to Gate C6.



Concourse A Renovations



The Airport's \$90 million project to revamp CLT concourses is bringing new life to the 37-year-old building and serves as the most extensive renovation initiative in the terminal's history.

## Concourse A Expansion - Phase II

Design for Concourse A Expansion - Phase II is 80 percent complete.

Construction of the 200,000-square foot addition will begin by the end of the year and add 10 gates north of Concourse A Expansion - Phase I, which opened in July 2018.

## New Parallel Runway

Charlotte Douglas International Airport this summer will hold a set of public meetings associated with its proposal to build a new runway and expand concourses and ramps. To make sure you don't miss those meeting dates, click subscribe at the bottom of this webpage: <https://www.airportprojects.net/clt-capacity-ea/>.

The meetings are part of an Environmental Assessment

process and provide an opportunity for the community to get the latest information and provide feedback on this capacity enhancement project.

The same information will be presented at two meetings – one to the north and one to the south of the Airport. Interested residents are encouraged to attend the one that best suits their schedule.

The original proposal included a 12,000-foot runway, but that has since been reduced to 10,000 feet. To date, CLT doesn't intend to acquire additional land for the project.

Visit [cltairport.mediaroom.com/destination-clt](http://cltairport.mediaroom.com/destination-clt) for updates.

## Other Projects:

### Entrance Signs

Improvements to the Airport's main entrance continues. Work is underway at Wilkinson Boulevard and Josh Birmingham Parkway on the architectural crown monument and signs featuring the Airport's FAA identifier - CLT.

Grading and drainage work at each site is ongoing. Both projects are scheduled for completion in August. ♦



Concourse C Renovations



Crown Monument Entrance Sign Rendering



CLT Entrance Sign Rendering



Nellie Ashford's "Walk Together Children"



## Airport Expands Retail and Food Choices

CLT is constantly mixing it up by adding new retail and restaurant options to elevate the passenger experience.

On the retail side, Paradies Lagardère opened Spanx (D/E Connector) in January. The global brand is widely known for its shapewear and fashion apparel. Runway (D/E Connector) began welcoming customers in February with a selection of athletic, casual and leisure wear. Gameday Couture's (A/B

Connector) variety of NCAA sports apparel makes any fan look like a winner. If chocolate is a must-have, a second Rocky Mountain Chocolate Factory (Concourse A Expansion) location debuts this spring. There is currently a location on the D/E Connector.

When it comes to great food and ambience, HMSHost introduced The Taproom (Concourse A) earlier this year. For cocktails before the flight, Uptown Mini Bar

(Concourse A) and The Broken Spoke (Concourse A Expansion) provide a variety of spirits.

This spring, Summerhouse (Concourse B) will serve up breakfast, lunch and dinner. The menu includes a variety of comfort foods. But if Asian style cuisine is the crave of the day, Wow Bao (Concourse C) is planning to begin wowing customers this fall. ♦



## Passengers Give CLT High Marks

Eight out of 10 passengers are highly satisfied with their overall experience at CLT, according to a 2019 survey conducted by Phoenix Marketing International (PMI). Approximately 1,600 travelers completed the survey last year.

Other results showed eight out of 10 passengers are pleased with the Airport's check-in experience, getting to the terminal, service at the security checkpoints and terminal facilities.

Seven out of 10 passengers applauded

CLT's gate areas, concessions, baggage delivery and ease of leaving the terminal.

The passenger survey helps CLT pinpoint areas the Airport performs well in and helps CLT focus on ways to better enhance the passenger experience in low scoring areas.

The Aviation Department has worked with PMI, a marketing research group based in New York, since the summer of 2008 to develop and implement a customized passenger survey. PMI works with several other airports in the country. ♦



TLE continued end through Doors 3 and 4. Curbside drop off remains available along the entire curb front in Zones 1-4. The Daily North Lot also is closed for approximately two years to accommodate construction on a new central energy plant. The facility will provide the necessary heated and chilled water for the terminal lobby's climate control systems and prepare for growth of the Airport.

Construction is occurring

in the terminal lobby near Checkpoint E as well.

Escalators and stairs near Checkpoint E have been closed to create a larger checkpoint.

International arrival passengers who need to access the Ticketing/Departures Lobby are being directed to the elevator, escalators and stairs near Checkpoint D.

Airport staff is on hand to assist and answer customer questions. Passengers are asked to allow themselves extra time for drop-off,

check-in and security screening. Also, be sure to follow wayfinding signage prominently displayed in the terminal throughout the expansion project.

When completed, the lobby will include ample seating, modern ticket counters, eight original artworks, numerous charging stations and five pre-security concession spaces.

Visit [cltairport.mediaroom.com/TerminalLobbyExpansion](http://cltairport.mediaroom.com/TerminalLobbyExpansion) for project updates. ♦



## Murals By Three Local Artists Shine in Concourse A

Five new murals by three local artists now grace the walls of Concourse A as part of CLT's terminal renovations.

Jonathan Grauel's artworks "Playful Race of Life Patterns" and "Texture of Time in Flight" are filled with bright colors, shapes and weave in Charlotte's history with textiles and NASCAR heritage.

Nellie Ashford's murals "Walk Together Children" and "Honoring All Teachers" celebrate the connection between children of all nationalities

and illustrate the importance of lifelong learning.

Ben Premeaux's 26 photographs come to life in his work "Connections: CLT." Each picture has its own story.

The Airport's mural program provides opportunities for artists who live in and have an established residence in Mecklenburg County to have their work featured at Charlotte Douglas. Four other murals by two local artists also are displayed on Concourse B. ♦



# CONNECTIONS

CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT



## Runway 5K Provides Tuition for Three College Scholarships

The 13th annual Runway 5K last October raised \$32,657 to grant Airport Opportunity Scholarships to three local high school students. The two-year scholarship to Central Piedmont Community College assists with tuition, books and supplies.

"The scholarships created by the Runway 5K continue to fulfill on the promise of the Airport as a

good neighbor and provide access to opportunity and education for youth in our community," said Stuart Hair, the Aviation Department's economic and community affairs director. "It's all about giving back and helping to nurture and educate future aviation employees."

The Runway 5K began in 2007, and in the 13 years since has

raised nearly \$300,000 for the scholarships and nonprofit organizations such as the United Way and LIFESPAN.

The scholarship was established in 2017 and has provided more than \$88,000 to help send local students to college. This summer, three new scholarship recipients will be selected. ♦

# REAL ID



## DEADLINE October 1, 2020

Don't get turned away at the checkpoint.  
You will need a REAL ID to fly.

Learn if you have the right ID: [tsa.gov/real-id](https://tsa.gov/real-id) | [NCREALID.com](https://NCREALID.com) | [scdmvonline.com](https://scdmvonline.com)

## CLT Charity Golf Tournament Seeks Players and Sponsors

Airport Community Partnerships is looking for sponsors and players for its 2nd annual CLT Charity Golf Tournament. This year the tournament will benefit the Goodwill Construction and Skills Training Center, a local program that helps high school students and adults access high-potential trade careers at no cost.

The tournament is scheduled for May 18 at the Ballantyne Country Club. Sponsorships range from \$750 to more than \$20,000, and foursomes can play for \$850.

Last year, the tournament sold out with 36 teams and raised more than \$60,000 for Renaissance West Community Initiative, a nonprofit coordinating

education and services for residents of a former public housing site as it has become a vibrant neighborhood.

Airport Community Partnerships is made up of companies that operate out of, are based in, or have business with Charlotte Douglas International Airport. The Airport and its business partners believe they can make the most difference in the community by working together to support organizations operating in the area immediately surrounding the Airport.

Visit [cltcharitygolf.com](https://cltcharitygolf.com) for more information about CLT Charity Golf Tournament sponsorships or registration. ♦

