

CLT Welcomes 27.2 Million Passengers in 2020

COVID-19 Impacts Airport Numbers

Feb. 10, 2021 - COVID-19 impacts on airline travel stifled Charlotte Douglas International Airport's 2020 year-end passenger and operation numbers. The Airport served 27.2 million passengers in 2020, a 46 percent drop from CLT's all-time high of 50.2 million passengers in 2019. The last time CLT had similar numbers was in 2005.

"Nearly 30 million passengers is still a big number," said Acting Aviation Director/CEO Haley Gentry. "By far, it's definitely not where we want to be, but we are faring much better than many of our counterparts who have seen passenger reductions between 60 to 70 percent."

Today, Charlotte Douglas is at 54 percent of its 2019 passenger numbers due to fewer business and leisure travelers.

Overall, aircraft operations logged 397,983 departures and arrivals in 2020 compared to 578,263 in 2019, a 31 percent drop.

Flights, however, were added last year from Charlotte. Early in the pandemic American Airlines identified CLT as a focus city as it rallied to rebuild its schedule. American launched service in 2020 to Appleton, Wis.; Bozeman, Mont.; Jackson Hole, Wyo.; Sioux Falls, S.D.; Puerto Vallarta, Mexico and Montrose-Telluride, Colo. Southwest Airlines also began flights to Denver, St. Louis and Phoenix.

CLT currently offers nonstop flights to 180 destinations, including 35 international locations and three U.S. territories.

Cargo, although slightly down, was the big winner of 2020 due to the popularity of e-commerce with 174,913 tons of goods transported through CLT versus 184,449 tons in 2019, a 5 percent dip.

The Airport remained focused throughout 2020 on instilling confidence in passengers to fly again and to deter the spread of COVID-19. Numerous safety measures were implemented. A housekeeping crew of nearly 300 employees worked around the clock to provide daily and deep cleanings with extra attention given to high-touch points. Protective shields were installed at ticket counters and cashier booths, and touchless payment options were introduced at many concessions. Hundreds of signs were placed in the terminal reminding passengers to wear a face covering, wash their hands and social distance.

As a result, CLT earned the Global Biorisk Advisory Council (GBAC) STAR™ Facility Accreditation in December, which recognizes Charlotte Douglas has implemented the most stringent protocols for cleaning, disinfection and infectious disease prevention in its facilities. CLT is the first airport in the state of North Carolina to achieve the accreditation. Nationwide just 13 airports have received the GBAC accreditation, although numerous others are in the process.

The Airport's high safety standards have been recognized by customers as well. In CLT's most recent 2020 passenger survey, nine out of 10 passengers gave the Airport high marks for the cleanliness of the terminal and eight out of 10 passengers were highly satisfied with the Airport overall.

On another high note, Destination CLT, the Airport's \$2.5 to \$3.1 billion capital improvement program, continued making progress. Charlotte Douglas completed Concourse A and C renovations in 2020 and construction of the Terminal Lobby Expansion remains on schedule for completion in 2025.

"The past year has been a learning experience for all of us," Gentry said. "If anything, it has taught us perseverance, resilience and how to develop multiple plans. We remain vigilant about the needs of our passengers and employees and are truly optimistic about what lies ahead for CLT in 2021."

As an economic engine of the Carolinas, in 2019 CLT contributed \$24.6 billion in annual economic input, \$1.3 billion in state/local taxes, 169,390 jobs for N.C. residents and \$6.8 billion in personal income, according to a report conducted by the North Carolina Department of Transportation Division of Aviation.

CLT Passenger Numbers

Year	Passenger Numbers	Percentage Increase/Decrease
2020	27,205,082	-46%
2019	50,179,879	8%
2018	46,447,638	1%
2017	45,909,899	3%
2016	44,422,022	-1%
2015	44,875,519	1%
2014	44,272,432	2%
2013	43,456,310	5%
2012	41,228,372	6%
2011	39,043,708	2%
2010	38,254,207	11%
2009	34,536,666	-1%
2008	34,739,020	5%
2007	33,165,688	12%
2006	29,693,949	5%
2005	28,206,052	12%
2004	25,162,943	9%
2003	23,062,570	-2%
2002	23,597,926	2%
2001	23,177,555	0.40%
2000	23,088,455	

CLT Operation Numbers

Year	Operation Numbers Landings and Departures	Percentage Increase/Decrease
2020	397,983	-31%
2019	578,263	5%
2018	550,013	0.4%
2017	553,812	0.4%
2016	545,742	0.3%
2015	543,944	-0.2%
2014	545,178	-2%
2013	557,948	1%
2012	552,093	2%
2011	539,842	2%
2010	529,101	4%
2009	509,448	-5%
2008	536,253	3%
2007	522,541	3%
2006	509,559	-2%
2005	521,878	11%
2004	468,464	6%
2003	443,394	-3%
2002	455,516	-1%
2001	461,264	2%
2000	452,009	

CLT 2020 Month by Month - Operation/Passenger/Cargo/Daily Departure Numbers

	Operations	Passengers	Cargo	Daily Departures
January	49,692	4,192,829	15,193	772
February	46,000	3,934,246	15,277	759
March	42,129	2,315,652	14,386	654
April	19,189	340,265	13,225	306
May	20,701	1,000,522	13,567	315
June	22,789	1,568,426	13,698	355
July	30,374	1,994,457	14,469	468
August	32,927	2,115,261	14,543	505
September	32,253	2,358,775	15,340	512
October	34,559	2,768,190	16,058	527
November	32,645	2,288,971	14,025	519
December	34,725	2,327,488	15,132	535
Total	397,983	27,205,082	174,913	Average - 519 daily departures

<https://cltairport.mediaroom.com/2020-Passenger-Numbers>