

CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT



2018 COMMUNITY RELATIONS



LETTER

TO OUR

NEIGHBORS



Charlotte Douglas International Airport is one of the world's busiest airports. Known as an economic engine in the region, CLT has an annual economic impact of \$23 billion and is home to approximately 20,000 employees. More than a major transportation hub, the Airport cares about its neighbors. From scholarships to job fairs, CLT engages with and gives back to the community that has helped it grow.

The Airport invests in local neighborhoods and is making a difference. CLT's Runway 5K provides college scholarship funds for local high school students. The District 3 Airport Job Fair opens the door to hundreds of part-time and full-time positions. Explorers Post 747 and Wings for Autism introduce children and teens to aviation. The Airport's Tour Program

and Aviation Academy give the public a glimpse into CLT operations. The Airport Neighborhood Committee and Airport Roundtable Committee create a forum to find solutions. CLT's sustainability initiatives are working toward a greener future. These are just a few examples of how CLT educates, advocates and connects with residents.

As your Airport, Charlotte Douglas is committed to being a good neighbor and building strong relationships with the people and the region we serve.

CLT

by the

NUMBERS

\$23B

Annual Economic Impact

\$1.1B

State and Local Taxes

5%

of State Gross Product

175

Nonstop Destinations

36

International Destinations

3

U.S. Territories

2018 ACI Rankings*

6TH

In Aircraft Movements

11TH

In Total Passengers

31ST

In Total Cargo

550,013

Aircraft Movements

1,400

Daily Aircraft Movements

178,805

Tons of Cargo

46,444,380

Passengers

3,230,793

International Passengers

1.8M

Sq. Ft. Terminal

6,000

Acres of Land

114

Gates

26,500

Parking Spaces

*Airports Council International (ACI) 2018 nationwide preliminary rankings

COMMUNITY

RELATIONS



ELEVATING OUR

COMMUNITY

Charlotte Douglas International Airport values its role in the community. Support from local residents ensures a thriving Airport infused with a commitment to elevate the region it serves through air service, jobs, development and new opportunities.

DISTRICT 3 AIRPORT JOB FAIR

The District 3 Airport Job Fair drew 505 attendees and 27 companies, a record number, to the Goodwill Opportunity Campus in March. Employers were looking to fill full-time, part-time, seasonal and temporary positions. Charlotte Douglas is one of the largest employers in Mecklenburg County and is credited for creating 132,330 jobs for North Carolina residents by the businesses it serves. More than 20,000 workers are employed within the terminal and surrounding airfield.

CONCESSIONS ACDBE JOB FAIR

The Aviation Department hosted a concessions job fair in November. Thirteen ACDBE concessions were present to share information about current and future job opportunities for full-time, seasonal and temporary employment. More than 100

open positions were available in retail and food and beverage.

OPERATION EXODUS

Approximately 3,300 soldiers traveled through CLT in December as part of Operation Exodus. Sixty-one buses transported troops from Fort Jackson, S.C. as they headed home for a two-week Christmas leave from basic training. Soldiers were treated to free breakfast, beverages, snacks and gift packs. The USO Charlotte Center staff, Airport Operations and several CLT volunteers assisted with the annual event.

TWELFTH ANNUAL RUNWAY 5K

The 12th annual Runway 5K attracted more than 1,000 participants to CLT's airfield in October and raised \$21,390 for the Airport Opportunity Scholarship through Central Piedmont Community College. The scholarship was created in 2018 to promote careers in aviation, as well as economic opportunities in Charlotte. The run was also touted as a key event for CLT250, a year-long celebration of Charlotte's 250th birthday.



Twelfth Annual Runway 5K



Operation Exodus

AVIATION ACADEMY

The Charlotte Aviation Academy graduated its second class in November. The 25 participants included elected officials, private-sector representatives, residential neighbors and regional stakeholders. Classes were held over a four-month period and included classroom instruction, field trips and practical exercises.

The group toured the terminal, air traffic control tower, American Airlines Training Center and Maintenance Hangar, Wilson Air Center, Norfolk Southern Intermodal Facility and the Carolinas Aviation Museum. The academy seeks to turn interest in aviation, the Airport and flight into effective and qualified advocacy.

EXPLORERS POST 747

Twenty-six high school students throughout Mecklenburg County saw firsthand aviation professionals in action thanks to the Explorers Post 747 Program. It offers participants the chance to learn about career opportunities in the aviation industry through collaboration with partner organizations.

Students met from September 2017 to May 2018 and received tours of the airfield, terminal, CMPD hangar, Airport concessions and the American Airlines Crew Training Center. They also spoke to aviation professionals throughout the industry.

TWENTY-THIRD ANNUAL YOUTH DAY

Ninety-five children (between the ages 5 and 18) attended CLT's 23rd Annual Youth Day in June. Participants visited the Carolinas Aviation Museum, American Airlines Training Center and toured CLT's airfield. They were also treated to a fire training demonstration from the Charlotte Fire Department.

Youth Day began in 1996 as an opportunity for Aviation Department employees to educate young people about their work and the Airport. The annual event gives a behind-the-scenes look at CLT and provides an introduction to other organizations associated with the Airport.

AIRPORT PRESENTATIONS AND TOURS

Aviation staff continued sharing the CLT story with the community. In 2018, staff offered presentations and tours to more than 600 community members. These events provided an overview of the Airport's daily operations and the Destination CLT capital investment program.

CLT also hosted nine high school educational tour groups from the Charlotte region reaching over 200 students in 2018. Participants received a tour of the Old Terminal, new FAA tower currently under construction, CLT's airfield, Operations Control Room, Concourse A Expansion and the Airport Overlook. The Aviation Department's tour program is designed to showcase careers in

aviation to interested youth at one of the world's busiest airports and the region's top economic driver.

AIRPORT COMMUNITY ROUNDTABLE

At the request of the FAA, the Aviation Department established the Airport Community Roundtable (ACR) in June 2017 to provide neighboring communities a forum to discuss aircraft noise concerns. The ACR provides input into airport-related noise impacts, works to find possible solutions and makes recommendations to the FAA. The group meets monthly at the CLT Center.

AIRPORT NEIGHBORHOOD COMMITTEE

The Aviation Department formed the Airport Neighborhood Committee (ANC) in January. ANC members transitioned from the Neighborhood Task Force, which was initiated in 1989. The 25-member group provides residents information on the Airport's current and future plans for the area and receives feedback on how those plans may affect those living nearby. Members all reside within five miles of the Airport and meet quarterly.

NOISE PROGRAM

Charlotte Douglas International Airport's Noise Compatibility Program (NCP) began to implement its federally approved FAR Part 150 NCP in 1987.

The program was designed to use various methods to mitigate noise impact. Since the NCP's inception, the Airport has spent more than \$67 million in the local community on home buyout, noise abatement, noise mitigation and rezoning property to uses compatible with CLT.

To date, nearly 1,000 homes, six churches and three schools have been insulated. Additionally, almost 400 properties in high noise zones, including mobile home parks, have been purchased by the Airport.

WINGS FOR AUTISM

In April 2018, CLT partnered with Delta Air Lines and the ARC to host the second annual Wings for Autism at CLT. This nationwide program offers an airport rehearsal for children with developmental disabilities and their families.

Wings for Autism is designed to alleviate some of the stress these families encounter with flying by allowing them to experience many aspects of air travel, including check-in, security screening, aircraft boarding and a ramp tour on the aircraft. Fifty-five children and their family members participated and were welcomed by Airport staff, CLT's Canine Crew and a Delta flight crew. Charlotte Fire Department provided a water cannon salute as the aircraft finished its ramp tour.

HOLIDAY GIFTS TO LOCAL STUDENTS

The Aviation Department's Spirit Committee partnered with Ashley Park School (PreK-8th grade) to provide 43 students and their siblings Christmas gifts in December.

Gifts donated included bicycles, clothing, games, books and toys. This is the fourth year CLT employees have donated gifts to Ashley Park students.

by the NUMBERS

505

District 3 Airport Job Fair attendees

\$21K

raised for scholarship program

25

Aviation Academy graduates

26

Explorers Post 747 program graduates

800

CLT tour participants

25

member Airport Neighborhood Committee

SUSTAINABILITY INITIATIVES



ELEVATING SUSTAINABILITY

The Airport is a firm believer in creating a sustainable future. CLT's daily operations actively incorporate the three "Rs" - reduce, reuse and recycle. By lessening CLT's carbon footprint on the environment, CLT seeks to elevate the airport experience.

SOLAR POWER

The Airport's investment in renewable energy is another example of CLT's commitment to the environment. In December 2010, CLT partnered with Duke Energy to install a 235 kilowatt rooftop solar photovoltaic (PV) system on top of the CLT Center. During daylight hours, the solar panels generate power that feeds into the electrical grid operated by Duke Energy. CLT, in exchange, receives payment from Duke Energy for the power generated by the solar panels. The rooftop solar panels generated enough power in 2018 to supply 36 homes electricity use for one year.

The Airport's Fire Station #41 has a 100 kilowatt ground-mounted PV system that is tied directly to the facility. The solar-generated power is used by the facility and helps to reduce overall energy

consumption costs as well as offset greenhouse gas emissions.

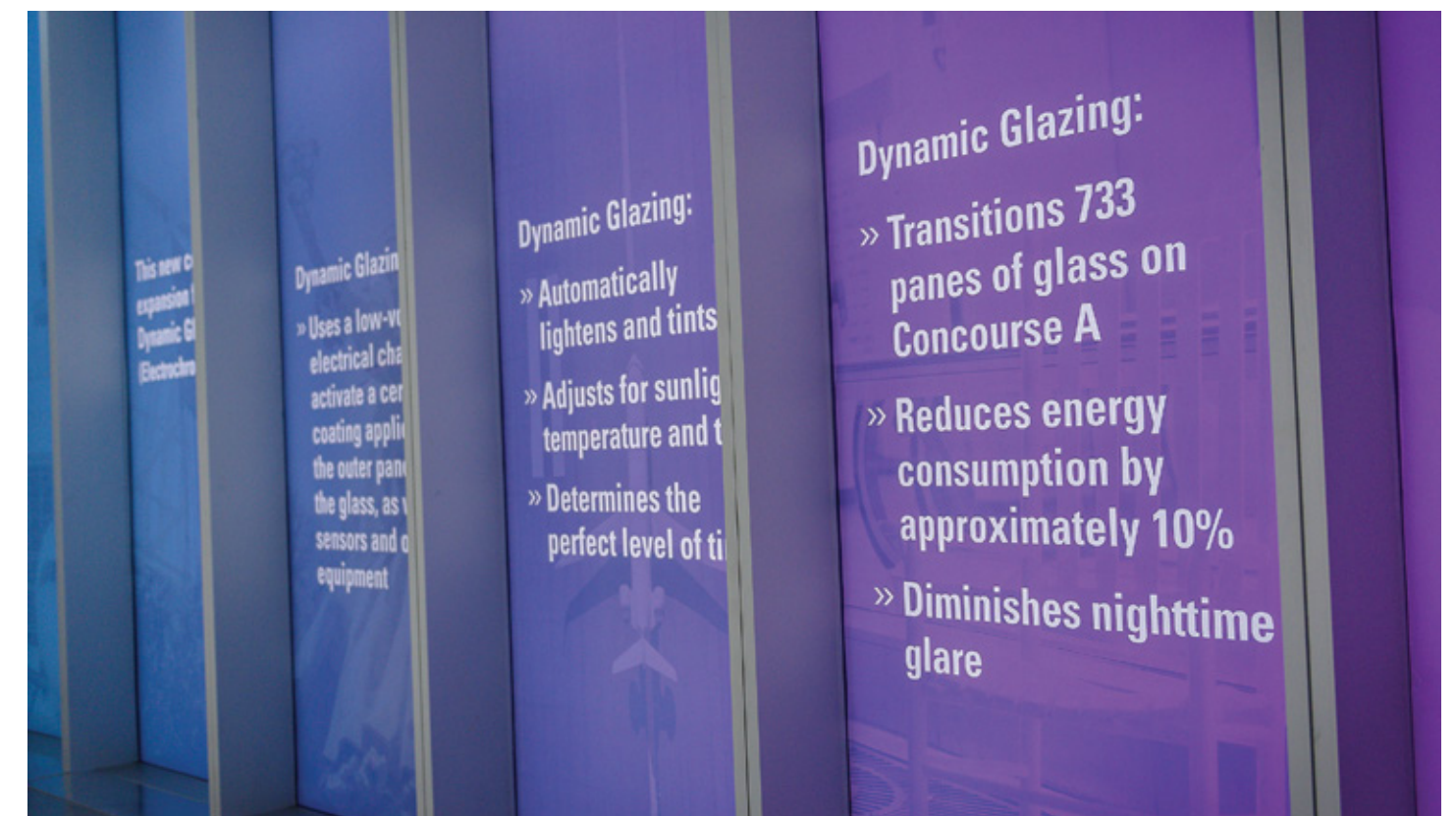
ENERGY AND WATER USE REDUCTION

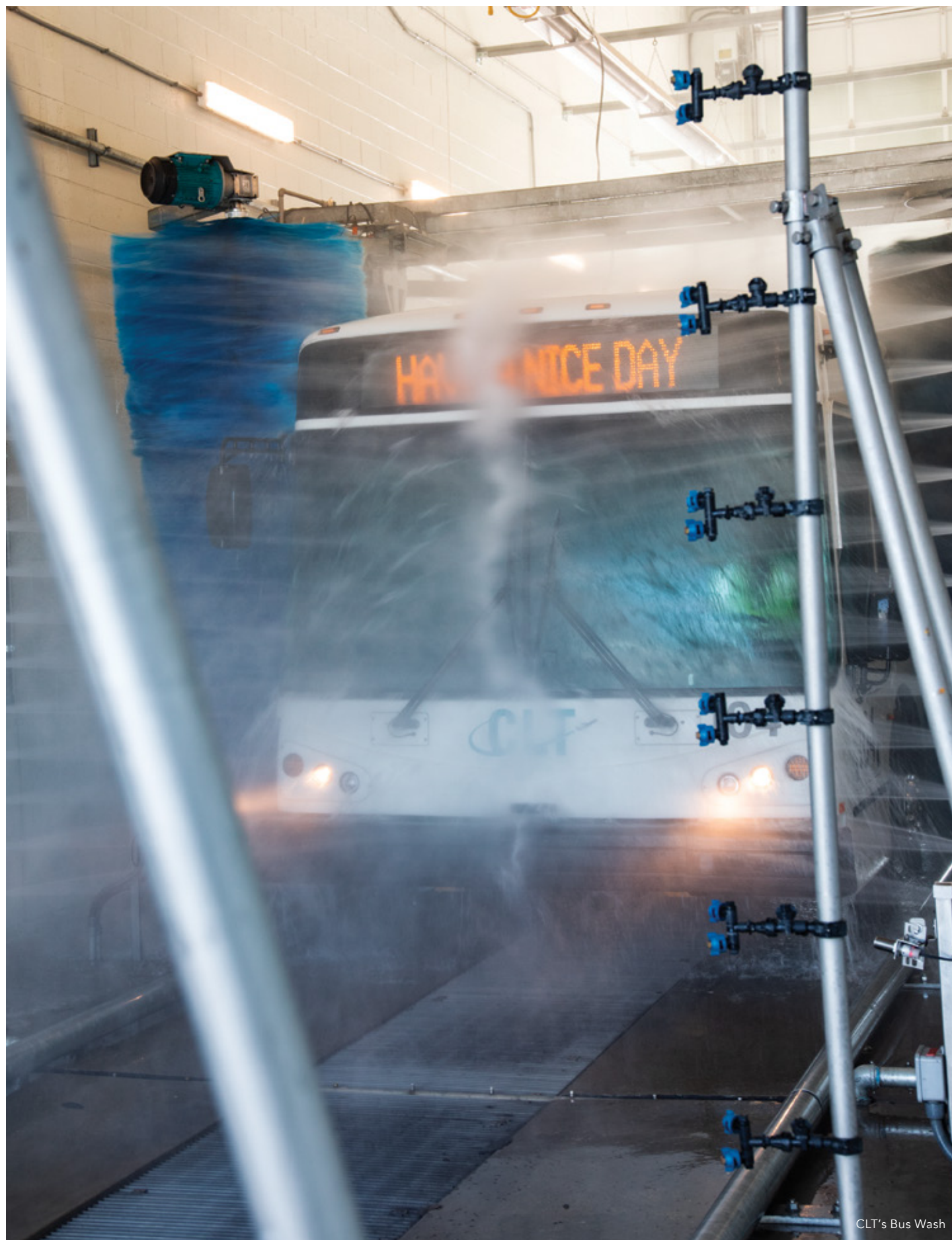
CLT embraces energy-efficient lighting solutions by installing LED lights and terminal signage, to reduce waste and maintenance costs.

Concourse A Expansion – Phase I opened in July 2018 and features dynamic glazing (electrochromic glass) that automatically adjusts for sunlight, temperature and time. By determining the perfect level of tint, the electrochromic glass helps minimize glare and solar heat gain, resulting in passenger comfort enhancement and reduced energy consumption.

CLT's Facilities Bus Wash began service in early 2018. Over 80 percent of the water used at the bus wash is reclaimed for reuse.

CLT continues to maintain sustainable and drought-tolerant landscaping by using the "right plant, right place" approach. Selecting plants based on the growing conditions and incorporating drought tolerant and southeast native plant species reduces the need for irrigation.





CLT's Bus Wash

ELECTRIC VEHICLE CHARGING STATIONS

CLT provides 17 electric vehicle charging stations for passenger, employee and fleet use, as public demand for electric vehicles continues to rise. The charging stations are located in Business Valet Parking Deck I, Wilson Air Center and the Hourly Parking Deck. In 2018, CLT hosted over 2,700 charging sessions (an increase of more than 75 percent from 2017) that helped to avert over 19,000 kilograms of greenhouse gas emissions. That's equivalent to planting 845 urban tree seedlings and letting them grow for 10 years. The units are available to customers using the Airport's Business Valet or Curbside Valet services.

RECYCLING

Smart Waste Recycling Stations

More than 85 smart waste and recycling stations have been installed throughout the Atrium and on each concourse. The smart waste stations are WiFi accessible and solar-enabled. The latest technology alerts staff when the cans are nearing capacity and allows the cans to be solar powered whenever possible.

Water Bottle Filling Stations

CLT's water bottle filling stations were retrofitted on top of CLT's existing water fountains and have the ability to keep track of how many water bottles have been filled. The sensory-operated devices enable passengers to place their water bottles underneath a faucet for a quick refill, eliminating the need to toss empty water bottles in the recycling bin or trash. In 2018, over two million water bottles were filled and subsequently saved from landfills. If these unrecycled plastic bottles were placed end to end, they would stretch an estimated 250 miles; the distance between Charlotte, N.C. and Richmond, Va. by air.

Used Cooking Oil

HMSHost, CLT's food and beverage concessionaire, demonstrates its commitment to a circular economy by partnering with a local used oil recycling company. Each year, approximately 167,000 pounds of used cooking oil from the Airport is converted into biofuel.

CORPORATE SOCIAL RESPONSIBILITY

HMSHost, CLT's food and beverage concessionaire, donated 700 to 1,000 pounds of food daily to local food banks. A little more than a pound equals one meal. Instead of throwing it away and generating several pounds of food waste to the local landfill, HMSHost donates it.

ENVIRONMENTAL RESPONSIBILITY

Storm Drain Marking Program

The Aviation Department, along with American Airlines, participated in Mecklenburg County's Storm Drain Marking Program in April. Storm drain markings, which read "This Drain Is Only for Rain. Do Not Dump – Drains to Creek," help discourage the dumping of polluting substances (i.e., paint, oil, food waste) into storm drains, inspiring people to prevent storm water pollution and protect streams and lakes through education.

by the NUMBERS

CLT hosted over **2,700** charging sessions that helped to avert **19,000** kilograms of greenhouse gas emissions

85 smart waste and recycling stations have been installed throughout the Atrium and on each concourse

over **2M** water bottles were filled and subsequently saved from landfills

approximately **167,000** pounds of used cooking oil from the Airport was converted into biofuel

ACCOLADES

AND

ACCOMPLISHMENTS



ELEVATING

ABOVE
AND

BEYOND

The work of Charlotte Douglas International Airport to provide passengers with the most pleasurable and safe traveling experience is seen through the various awards it has earned this past year and in previous years. CLT works hard to go above and beyond for passengers.

TRAVELBANK RANKS CLT HIGH FOR BUSINESS TRAVELERS

Charlotte Douglas International Airport ranks second best airport in the nation for business travelers, according to TravelBank. The rankings were compiled by the business travel app and looked at 30 airports. CLT received high scores for its low parking prices and on-time arrival performance.

ECONOMIC GROWTH CHAMPION OF THE YEAR AWARD

The Aviation Department was honored with the Economic Growth Champion of the Year by the Charlotte Chamber in September.

The Chamber's annual event celebrates individuals and

organizations that have played a significant role in the economic growth of the Charlotte region.

CLT contributes \$23 billion yearly to the state's economy and supports 132,330 jobs for N.C. residents and \$5.7 billion in personal income.

CERTIFICATE OF ACHIEVEMENT FOR EXCELLENCE IN FINANCIAL REPORTING

Government Financial Officers Association (GFOA) awarded Charlotte Douglas with the Certificate of Achievement for Excellence in Financial Reporting for its fiscal year 2017 Comprehensive Annual Financial Report (CAFR).

To receive the accolade, a panel was assembled to judge if the report clearly communicated its financial story and motivated potential users and user groups.





OAG NAMES CLT THIRD MOST CONNECTED AIRPORT IN THE COUNTRY

CLT is the third most connected airport in the country for domestic services, according to OAG's 2018 Megahubs United States Index.

OAG, an air travel intelligence company, calculated the total number of all possible connections between inbound and outbound flights at each airport within a three-hour window, where both flights are domestic services, to compose the data.

The index also took into account the number of connections that are possible within a specific time frame and the relative attractiveness of each airport as a connecting point for scheduled domestic air passengers.

Approximately 70 percent of the Airport's flyers are connecting passengers. CLT offers nonstop service to 175 destinations worldwide.

FEMA RECOGNIZES AVIATION DEPARTMENT FOR HURRICANE FLORENCE OPERATIONS

The Aviation Department was recognized by the Federal Emergency Management Agency (FEMA) for providing critical assistance to federal agencies during Hurricane Florence operations, which battered the region in September.

The Airport offered vacant warehouse space as a forward staging point for any FEMA Urban Search & Rescue (USAR) Task Force member who would be operating and/or traveling through North Carolina. CLT Emergency Management coordinated those efforts with N.C. Emergency Management and FEMA to provide this resource.

AIRPORT COMMUNICATIONS AND MARKETING RECEIVE MARCOM AWARDS

The MarCom Awards recognizes excellence in communications and marketing. Entries are scored as follows: Platinum Awards (90 to 100 points), Gold Awards (80-89 points) and Honorable Mention (70-79 points).

Airport Strategic Communications and Airport Marketing received the following:

Platinum Awards

Destination CLT - Communications Plan
Destination CLT - Integrated Marketing
2017 Report of Achievement – Annual Report

Gold Awards

Plane Talk - Internal Communications Plan
Connections - Publication

Honorable mention

CLT's Twitter Site

CROWN AWARD GOES TO PLANE TALK

Airport Strategic Communications received a Crown Award at the Queen City PR Awards in October for the integrated communications campaign Plane Talk.

The Queen City Public Relations Awards are the Public Relations Society of America Charlotte Chapter's signature recognition event, honoring public relations and communication professionals across the area for successfully researching, planning, implementing and evaluating communication campaigns with exemplary professional skill, creativity and resourcefulness.

by the NUMBERS

2ND best airport in the nation for business travelers - TravelBank

3RD most connected airport in the country for domestic services - OAG's 2018 Megahub U.S. Index

\$23B yearly economic impact to the state - Charlotte Chamber Economic Growth Champion of the Year

FIVE MarCom Awards for excellence in communications and marketing

ONE Crown Award for the integrated communications campaign Plane Talk

TENANT

ACCOLADES

&

ACCOMPLISHMENTS



ELEVATING

STANDARDS

WILSON AIR CENTER CHARLOTTE

Wilson Air Center Charlotte was voted the sixth best FBO (fixed-base operator) in the country out of approximately 3,000 FBOs nationwide by *Professional Pilot Magazine's* 2018 PRASE (Preferences Regarding Aviation Services and Equipment) survey.

Wilson has managed CLT's FBO for private, corporate and charter aircraft since February 2005. It is the highest ranking Wilson Air Center Charlotte has received in the survey.

The magazine asked its readers, which includes pilots, aircraft owners, passengers and flight crews, to vote on the nation's best aviation FBO operations. The survey garnered more than 1,000 respondents.

AMERICAN AIRLINES

American Airlines Cargo was named the International Carrier of the Year for the second year in a row by the Airforwarders Association (AfA), a trade group that represents the interests of U.S.-based air freight providers. The award recognizes dedication to customer service, on-time performance, reliability and security and more.

Air Cargo News bestowed American Airlines Cargo Airline of the Year for the third year in a row and Best Cargo Airline of the Americas for the tenth consecutive year. The Cargo Airline of the Year awards are regarded as one of the most prestigious honors in the air cargo industry and recognize carriers that have provided an outstanding customer experience based on the voting results of more than 20,000 supply chain professionals.

American received the top score of 100 for the third year in a row by the Disability Equality Index (DEI) highlighting the best places to work for disability inclusion. The DEI is a joint initiative between the U.S. Business Leadership Network® (USBLN®) and the American Association of People with Disabilities (AAPD).

American Airlines was listed in Equal Opportunity Magazine's 2018 Reader's Choice Top 50 Employers Awards. Readers of Equal Opportunity were asked to name the employers, both in the private and public sectors for whom they would most like to work or that they believe would provide a positive working environment for members of minority groups.

American Airlines Cargo was named the Air Cargo Operator of the Year for the third consecutive year by the Freight Transport Association (FTA). The award, voted on by thousands of readers of the multimodal newsletter and FTA members and exhibitors, recognizes excellence in air, road, rail, maritime and freight

forwarding services.

Global Traveler, GT Tested Readers' Survey Awards, voted American:

Best Airline in North America

Best Airline: Domestic First Class

Best Frequent Flyer Customer Service: AAdvantage

Best Airline Website

Best Airline App

Fastest Growing Airline: Transpacific

Travel Weekly's Magellan Awards rated American best overall U.S. carrier, best U.S. carrier first class and best U.S. carrier business class.

U.S. *Veterans Magazine* recognized American Airlines for the fourth consecutive year as a veteran-friendly company.

DELTA AIR LINES

The World Travel Awards™ reward and celebrate excellence across all key sectors of the travel, tourism and hospitality industries. Delta received six World Travel Awards in 2018:

North America's Leading Airline

North America's Leading Airline Brand

United States' Leading Airline to Mexico

United States' Leading Airline to South America

United States' Leading Airline to Central America

United States' Leading Airline to the Caribbean

HMSHOST

Whisky River at Charlotte Douglas International Airport was presented the Moodie Davitt Report's Airport Food and Beverage Award (FAB) for Airport Food & Beverage Offer Best Reflecting Sense of Place.

The campaign #HMSThostLove won the Moodies Awards for Best Marketing Campaign (Food & Beverage Provider). #HMSThostLove was held at Charlotte Douglas International Airport in February to give travelers an opportunity to share messages of positivity and inspiration among their fellow travelers.

Charitable Giving:

HMSHost donated \$10,000 to Mecklenburg community and schools.

HMSHost donated \$2,000 to FCCLA North Carolina Gold Medal Culinary Arts Competition 2018.

HMSHost Foundation awarded grants totaling \$31,500 to Charlotte's Grace-Mar Services, Inc.





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