

Charlotte Douglas International Airport Noise Advisory Forum (NAF)

April 8, 2026 Meeting Notes

Welcome and Opening Remarks – Melissa Treadaway, Community Engagement Manager CLT

Treadaway: Thanks for being here. Welcome to the Noise Advisory Forum. *[Introduced herself]* Why are we here? The Noise Advisory Forum (NAF) serves as a platform for stakeholders to voice concerns, stay informed about airport operations, and engage in ongoing efforts to mitigate aircraft noise at Charlotte Douglas Airport. It is not a decision-making body, but it is a place where we will listen as much as share so that we can better understand your experiences, goals, and concerns and carry your perspective forward to the stakeholders, including the FAA and airlines.

Introductions were made of CLT staff and CSS (meeting facilitator), including Laura Calis – She is with our Communications team, and she is sitting in tonight to get a feel for what this meeting is about so she can better get the word out about it. Hopefully when you come next quarter, all these tables will be filled.

Gagnon: Thank you. We will take meeting notes that will be posted on the website. *Went through the agenda and the plan for today.* Near the end of our time today, I will facilitate discussion about how to make these meetings more effective, etc.

Handouts: Agenda has a back page, 3 QR codes and URLs on back side. One is an [FAA video](#) put together last year. It is a helpful 8-minute overview of the operations at CLT. The 2nd code, URL, talks specifically about the [Airport Noise Program](#). The 3rd QR code brings you to [WebTrak](#). Matt's detailed PowerPoint isn't in the handout, but you can request copies after the meeting.

Administrative Points - We have public Wi-Fi for attendees. Please share name and location you're from when you speak.

Guiding Principles for Meetings - Healthy conversation, be productive, be effective.

[Went over how to use the table microphones]

Introductions of Attendees - Areas represented included: Berewick (3), Plaza-Midwood, Belmont in eastern Gaston County, from 28278 zip code, from 28208 zip code, Uptown, Mooresville, Mt. Holly off Mountain Island Lake.

Receive Public Input

Gagnon: *Went over the speaker guidelines.*

Kevin Vesely (Mooresville): Primary Concern(s): Landing – North of Field; Low Altitude Aircraft.

Rita (from 28278 zip code): Primary Concern(s): Late Night/Early Morning Operations; Airport Frequency of Operations; Health Concerns/Sleep.

Resident: Does Matthew know why those airplanes were flying, those late night flights?

Reese: We are weather dependent here – the #1 factor to determine which direction flights go. Late night activity could be due to several things. There are some cargo flights. There are some late flights delayed from the West coast. The airlines try to wrap up by a certain time, but it depends on the given day.

Reminder that I am your resource. Call, email, visit, and we can figure it out.

Resident: Recently I had a plane that was really low – about 2000' above us. It was an American Airlines plane. Should I report that? Yes.

Reese: May have been an aborted landing. The plane may need to turn around [*He mentioned a plane that had to veer off recently, and it was at a lower altitude*]. Safety is another issue. If you bring me something that is safety-related, I can contact the local FAA office. ATCs are professional – if they see something unsafe, they'll know.

Resident: I'm more concerned with the updates for the maps for my windows – to insulate from the noise. I know they did an update – possibly in 2020, and the frequency has severely increased, and I think it's time for another update.

Reese: There is an existing noise contour map for 2023, and one for 2028 moving forward. Airplane noise contours are getting smaller because of airplane technology. In order to qualify for noise mitigation like windows and doors, there are basically two criteria: 1) The home must be built before October 1998. 2) The home has to be within the 65 DNL contour, and the contours are shrinking.

Resident: What is the average age of aircraft? How many of them are considered newer to justify the smaller contour areas?

Reese: Airplanes are categorized by Stages. Stage 2 are the old Boeing 707s, and they are no longer used. Stage 3 - installing hush kits. These were updates to make them quieter. Stage 4 and Stage 5 now. Life span of a plane depends on a lot of things. There are always engine updates to make for more fuel-efficient planes. I'd have to check, but generally after 20 years they get into the new fleets. These are financial decisions. The FAA has regulations for noise Stages of aircraft.

Gagnon: In the former ACR which we mentioned previously, there was analysis shown of the mix of planes that were Stage 1, 2, 3, 4, 5, and you can see over time how the mix of the fleet are going to the quieter planes, and so that's part of the reason the noise contours are shrinking. Newer planes have quieter noise profile than 10/15/20 years ago.

Community Engagement Updates – Melissa Treadaway, Community Engagement Manager, CLT

Treadaway: The airport works hard to be a good neighbor. We want to make ourselves available to answer questions and to make sure that folks know how to get information or how to complain.

Recent Community Activities: We just wrapped up the CLT Aviation Academy. It is an annual program – had 27 people in our 8-week program, spending 30 hours with us. March 3 - We presented to the West Boulevard neighborhood coalition about some rezoning that we have coming up; March 20 - Matt hosted Hornets' Nest Elementary School at our overlook. March 28 - Stuart, Matt, and I were at the Vineyards Spring Fling. We look for opportunities to be out in the community about once a month. If your community has something coming up, we would love to be a part of it. We would love to be a part of something in Berewick.

Upcoming Plans: April 16 - Airport Neighborhood Committee at CLT. Group that meets every other month beginning in February each year. Anyone is able to attend. We share information about what is happening at the airport, mostly as how it affects people as neighbors. April 25 - Job Fair at Bojangles Coliseum. May 2 - Wings for All at CLT – partner with Delta Airlines. A good way to see if folks with special needs can fly. Go through the process of going through TSA, getting a ticket, boarding a plane, riding a plane around the airport, etc. May 11 - CLT Charity Golf Tournament, which raises money for Lift Up Carolinas.

Follow-up from January NAF meeting: 2023 Noise Contour Map has not been approved by FAA. Our latest approved maps are 2020 – Matt has the links to those maps. Noise complaints – question about having to report that they made a noise complaint to a realtor if selling their home. Laws vary from State to State, so please check with your realtor. A staff member recently sold their home, and aircraft noise was not on real estate disclosure form. As clarification on another question from January, all complaints are counted in the totals.

Process Improvements: People talked about how the complaint process was difficult. We worked with our vendor to hopefully make things easier. It went live on Monday (<https://www.planenoise.com/cltairportnoise/>). The “Your Information” section will populate when you put in your name. As long as you don’t clear your cache, it will self-fill. Captcha was a pain. We were able to upgrade that. It should be easier to file complaints going forward. You will get a complaint confirmation receipt. If you don’t get a receipt, contact Matt.

Resident: Can the date and time be populated?

Treadaway: We will ask.

Treadaway: To file a noise complaint on the phone, you can go to cltairport.com, go to the bottom and click on “Noise.” Scroll down, and click on “Flight Tracker and Noise Complaint,” and you’ll see how to get to your noise complaint form.

Resident: With the confirmation, could you get a copy of the complaint so I could remember ‘What did I complain about that day?’

Treadaway: We’ll check on it, but Matt can also get that to you. Send us a note, and we can pull from the system. We read every one.

Reese: You can also call in a complaint. 704-359-HEAR (4327) - System gives me a transcription. I will call you. You can make as many or as frequently as you want.

Resident: Go to the Plane Noise website (full URL noted above) to get to the Charlotte Airport complaint form.

Gagnon: Since we didn’t use the full time for Public Input, we will have time available after the formal meeting for 1-on-1 dialogue with CLT staff.

Updates on Airport Operations and Current Studies – Stuart Hair, Director of Commercial and Community Engagement, CLT

Hair: The airport is a busy enterprise - we have a lot of flights. The 4th parallel runway project will add a new runway in the middle of our airfield. It will be about the same size as our existing runways. It will be used as a complement to the other runways. It will not replace a runway. It will go into the mix of how our runways are utilized. It was designed and went through the Environmental review process for it to be a departures runway. FAA asked us to revisit that. This leads into a whole complicated matter around noise and a noise study that we did. Still, the project is on schedule for commissioning Fall 2027. The westernmost runway, our 3rd parallel runway, is arrivals only. So, this was designed to be departures only, but we think there will probably be some change in that. That study is underway now. Had a meeting with FAA today. Designing those flight procedures.

At the same time, we are slotting in a major rehab of our eastern most runway. This is our 1st runway, close to Billy Graham Parkway. So, there’s a lot of moving pieces when it comes to the development on the airfield. All of these have impacts way outside of our perimeter fence, outside of our contours.

Major enabling infrastructure on the 4th parallel runway is a new taxiway on the South end and a new taxiway on the North end. There will also be a realignment of West Blvd. A lot of that work has been done. Starting to pour concrete on sections of the new runway. When that capital project completes, we will be done with the big stuff that is underway right now for expanding and enhancing the airfield. There is always maintenance. Our terminal needs maintenance. It was built in the 1980s. Concourse D is getting a whole new refresh. We anticipate when we finish D, there will be other refreshes.

Haley Gentry, our CEO likes to say “we have plans to have plans.” We are in the midst of scoping work for an update to our overall Master Plan. About every decade we have a defined Federal process that every commercial service airport has to go through to update their airport Master Plan. Tons of exhibits and technical documents that go into this. It sets the trajectory of what we think the airport could grow to be over that next time period.

Airlines do business at the airport. We are a public use facility, so any aircraft can land here. Airline Use and Lease Agreement - that lease agreement is being negotiated right now, and that will be an input into the Master Plan. We have a lot of interconnected things. All of these planning exercises have a defined engagement element to them. There is a Federal minimum of engagement that is required for any of these plans. We are in the early stages. In all of those exercises, this Noise Advisory Forum is a stakeholder. We welcome everyone. To become a NAF member, applications are available. You’ll also receive the public newsletter, Connections, which is published once a month.

Operations: Looking back a quarter (January, February, March statistics), our numbers for TSA throughput, which is the measurement that we use to see how many local people are starting their flights here at Charlotte, are: Jan. 2026 v. Jan. 2025 – down about 4%. February we were up about 1.2%, and March we were up 1.3%. Our Fiscal Year runs July to June, so we are just starting our 4th quarter. We think for our Fiscal Year 2026 may be up about 1-2% on TSA throughput.

Total flights are down. This is an interesting dynamic. American Airlines is a predominant airline at CLT. They handle the gross majority of our traffic. The other airlines are taking market share from AA with local traffic. We are seeing more local people traveling; we’re seeing people using other airlines. We’ve seen AA do a bit of a shift in terms of what types of aircraft they are flying and the size of those aircraft. They have moved some of their larger aircraft out of Charlotte and to Chicago’s O’Hare. O’Hare is a hub for American and United, and there is a bit of a business fight going on between those 2 airlines. We are seeing our month over month numbers for total flights down here in Charlotte, yet our passenger numbers are staying flat, and local numbers increasing.

Total Flights: January down 12.9%; February down 8.5%; March down 7.3%. Total passenger volume is flat.

Resident: Those numbers are great considering the TSA situation and the weather in the North. Do you know what the through passengers number is?

Hair: Overall number of passengers is basically flat. Local passengers has increased by 1%. So, it is reasonable to say the connecting passengers number has decreased by 1%.

Resident: Do you see that other airlines like Southwest or Allegiant will increase their flight presence here if AA allows more open gates?

Hair: Airline Use and Lease Agreement negotiation - United and Delta. The ultra-low-cost carriers are hesitant to sign a 10-year lease agreement with us. Many of them have a month-to-month agreement. We expect them to opt out of the Airline Use and Lease Agreement and stick with the month-to-month. Also, the foreign flag carriers such as Lufthansa and Air Canada have month-to-month leases here at CLT. Another dynamic with the ultra-low-cost carriers is that their planes are starting to reach age limits. American and United have newer planes. The legacy carriers have the shiny new planes, and when they are 10 years old, they sell to the ultra-low-cost carriers for the rest of their functional life.

Resident: We are seeing terminals being made larger in Jacksonville and Pittsburgh. Will that impact - since they connect through Charlotte - being able to draw alternative aircraft in as Jacksonville and Pittsburgh increase their carrier presence, because I don’t believe that CLT is adding a new terminal, just the runway?

Hair: Quoting Haley Gentry again: “There are 2 types of airports. Those that are hub airports, and those that wish they were hub airports.” Jacksonville and Pittsburgh want to be hubs. Pittsburgh used to be a hub. Jacksonville used to be a hub. When I think about competition, we welcome Jax and Pittsburgh adding in more capacity. Here at CLT, the special sauce that makes us unique, is our cost for the airlines to do business here. We are the cheapest place for airlines to do business.

Review of Noise Mitigation Efforts and Measures – Matt Reese, Noise Abatement Specialist, CLT

Reese: I’ll start with the complaint report [Monthly Complaint Report handout]. Remember: Spring and Summer = South. This report shows that we had a spike in complaints in March, and those complaints result from a change in traffic flow. Fall and Winter we are going North. Spring and Summer we’re going South. My friends in Berewick, a bunch of them started complaining together. The one adage you need to remember: 90 people complaining once is better than 1 person complaining 90 times. We want to see a pattern, activity in a neighborhood - households. They need to complain. We want you to complain; without complaints, we think there’s no problem. I will not ignore your complaints.

Education Series: SIDs and STARs – How Planes Get In and Out of Charlotte – Matt Reese, Noise Abatement Specialist, CLT

Reese: SIDs and STARs, what are they? SID = Standard Instrument Departure. STAR = Standard Terminal Arrival Route. The computers are flying the airplane. This basically takes the pressure off the pilots until they arrive or are first departing.

CLT is one of the busiest airports in the world – 6th – by flight volume. Thousands of flights arrive and depart every week. There is a system in place that allows these flights to arrive and depart in an orderly fashion and maintain separation. Therefore, flight paths are carefully planned and managed.

Noise is created: Aircraft are loudest during takeoff, and during descent toward landing, especially if under a base leg turn. Certain flight profiles will create more noise. Noise depends on engine power, altitude (our magic rule is below 6000 feet and within one mile of your home, we realize that we are starting to get your attention), and location of the aircraft (or PCA – Point of Closest Approach).

Why do flight paths matter? Without defined routes, noise would be spread over the region – as far out as 20-25 miles, we get noise complaints. Without defined routes, traffic would be less predictable, and safety risks would increase. Safety trumps everything, and then efficiency.

SIDs (Standard Instrument Departures) and STARs (Standard Terminal Arrival Routes) – planned routes airplanes follow after takeoff. Who designs and manages these? Not the airport.

SIDs are used to organize departing aircraft, keep planes safely separated – this is something you’ll hear me speak of often. Separation of aircraft have to be a minimum of one of two things – either by 3 miles in trail, nose to tail. Or, if for some reason that is not possible, they have to be separated in altitude by 1000 feet. SIDs guide aircraft away from the airport. How often do they change and why?

North Flow example on the slide – you can see a set pattern. What I concentrate on is called “exit waypoints” – where these planes are converging when they leave our airspace. You can see all the dense buildup as they turn to the East, to the West; you see them separate and head out towards their exit waypoints. Those are the waypoints that go out to about 50 miles and go above 10,000 feet. The orderly flow to get planes out of here looks like this, and you could flip it for South Flow. It looks very similar.

SIDs are important: To allow aircraft to climb efficiently, to reduce low-altitude maneuvering, to concentrate noise into fewer areas and to increase safety and predictability. There are reasons for all this.

STARs – Standard Terminal Arrival Route. We look for enable, gradual, continuous descents. It's called a stabilized approach. Landing is considered a critical phase of flight. Flight crew is busy - lots happening in preparation for landing. Reduce engine power during arrival; try to keep aircraft higher for longer periods; work to improve safety and efficiency. Why do these things change? (*shows North flow arrival*) Traffic pattern allows planes to enter the airspace, and they are proceeding into the traffic pattern. Continue the flow, takes them downwind, base and final approach. Why does CLT need SIDs and STARs? CLT is a major hub airport, 6th busiest airport in the world, up to 1,800 flights on a busy day. Structure of predetermined course and at the late Stages, the ATC take over and use vectors – radio instructions. Multiple runways operate, and we use simultaneous operations. This is unique where planes land simultaneously, side by side. Large volumes of arrivals and departures occur close together. On an off-peak, we're hitting 10,800 operations a week; at the peak, we're at 14,000 operations weekly. These structured routes are essential for safe operations.

Why do aircraft fly over the same areas? In some cases, it's for predictability, concentrating traffic is safer than spreading it everywhere. We try to disperse traffic and spread it out so we don't concentrate traffic over your neighborhood, although our plans and the FAA's plans don't always line up. FAA prioritizes safety, efficiency, and consistency.

Managing Noise: The goal is managed and predictable noise, not zero noise. Structured routes help limit the overall impact. If you are under the final approach 3-4 miles out, there is nothing we can do, really.

Part 150 Noise Compatibility Study – These programs try to come up with solutions to help noise effects. They are voluntary. We do them because we are trying to be fair and equitable.

At CLT, we have 14 SIDs and 14 STARs. To view, go to <https://www.airnav.com/airport/kclt> for CLT, and you will see lots of information.

What SID's and STAR's do NOT do: They do not eliminate noise, do not guarantee the same path every day, and they do not override weather or safety requirements. Whenever there are thunderstorms, you will see ATC do whatever they need to do to go around those storms.

Noise Abatement at CLT: I am always monitoring noise. I'm always looking at your complaints. Community feedback is reviewed. We then talk to the tower when we see trends/changes, letting them know what people are communicating, and ask for their help. Whether they do anything is a separate question.

Key Takeaways: Aircraft follow planned routes; SIDs manage departures; STARs manage arrivals; these routes are critical to safety and noise management.

Resident: Same questions that I have had before. Is there any way or possibility that they can control the times that aircraft are arriving or taking off? For example, decreasing the air traffic after 11pm and until 6am. Maybe not eliminating, but decreasing so less noise in a 6-7 hour window of time.

Reese: The short answer is no. We are a public airport and receive Federal funding; we cannot close. We're not just a commercial airport; we have military, cargo, and medical flights. Police operate with Snoopy, the helicopter. We are also an FBO – Fixed Base Operator – fancy name for a gas station where business jets land, and people do arrive all times of the day.

Hair: Other countries have different rules around that. We like to say that if you've seen 1 airport, you've seen 1 airport. If you've seen 1 airspace, you've seen 1 airspace. There are many airports around the world that do close. Germany is infamous about their hard stops on overnight flights. But in the US, Federal monies dictate that we are open and available 24/7, 365 days.

Resident: I would disagree with that. In San Diego, they are limited in their hours. It services military, business, and private jets. It is also a gas station. So, there is the ability to limit some of the air traffic. Same thing with John Wayne Airport. I was in San Diego when that limitation occurred. It was because of public outcry because, as we all know, it is one of the most dangerous airports in the world to land. I do think it is possible to limit some of the hours and some of the traffic.

Resident: There are other things you can do, as well. There are 3 runways, 4 eventually. 18L is the lowest of the 3 heights. So, at nighttime, they could use 18R - which is the highest elevation.

Reese: There are different classes of airport. There are Class D, Class C, and Class B. We are a Class B airport - the biggest Class. We are an integral piece of a national airspace system. It is hard to limit hours at a Class B airport. We sometimes do operate in the wee hours of the morning for passenger flights. We are a hub airport that is an integral part of the national airspace system. There are always solutions out there. FAA is given their mandate by Congress. They have a monstrous job. The FAA mandate is to control the national airspace system and the safety of not just aircraft but the pilots, etc. FAA also takes years for things to happen/change.

Resident: Are there noise abatement takeoff and landing procedures done for overnight hours here?

Reese: There are 2 procedures that American Airlines can fly - NADP-1 or NADP-2. What is the difference? Either you can apply full power on takeoff, and then when you get a good rate of climb going, you can pull back. This isolates the noise to close to the airport. Or you can use just enough power to get off the runway, and then when you get your climb going, you can increase power further away from the airport.

Gagnon: NADP-2 is what American Airlines uses.

Resident: You had mentioned the previous committee - ACR - and reaching out to ATC to get more details of specific instances. What has this committee done and accomplished, or have these been just committees to complain?

Reese: *Mentioned all the folks in the room that were involved in the ACR.* The ACR submitted Slate Recommendations. The Slate items were taken on by the FAA, and they were considering them. One of them was implemented - having to do with raising altitudes at certain waypoints, and increases in altitude occurred.

One question that was asked about why the East side is now lower than the West side. This is because there has to be a 1000 foot separation for planes that are heading straight towards each other. There are reasons behind all that is done. The ACR submitted 6 Slate items, including divergent headings, and the FAA needs time to review.

Resident: I realize FAA is going at a starfish pace. Even 20 miles out, the planes are low at 3700 feet, 4700', 5700'. We could put them in the glideslope at 6000 feet, 7000', 8000'. I've studied this ad nauseum, and no one gets back to me from the FAA. We get no communication from the FAA. That is a problem.

Reese: Melissa and I attended a meeting today having to do with flight path changes. They're working on it. It's coming. They are looking at our stuff. The reason why the planes are so low that far out, I don't know. He's right that the planes are that low out that far, but there is a reason for it. Separation - vertical or nose-to-tail separation. Because the ATC are short on staff, they try to take the most simple, practical, safest way to do things.

Resident: Are the communications to the FAA available, like noise complaints, or available via a FOIA?

Reese: Yes, we are a public agency.

Resident: Just to clarify, San Diego is a Class B airport; it is a hub. So, it is possible, and if it's possible to reduce the traffic during certain hours, understanding that you can't reduce it all – how would we get to have that discussion with the FAA? I think it comes down to something different. I think it is a revenue issue, reducing traffic would reduce revenue.

Reese: There are many factors. *[Questions were asked back and forth with this resident about San Diego]*

Hair: We want to make sure that we are using your time well, so we'll pause this conversation, and I'll follow-up later.

Forum Discussion: Gaining Your Input about NAF Meetings – Ed Gagnon, NAF Facilitator

Gagnon: In the spirit of continuous improvement, we want to ask you a few questions to get your thoughts and suggestions about these NAF meetings. *[Facilitating Member Discussion – responses below are from Residents]*

What about today's meeting was most valuable?

- It was helpful to get the information on who to contact about what topics.
- The educational piece was very helpful.
- The information on changes and improvements in the reporting system as well as complaints submittal.
- It's good to hear the direction of CLT, both the short-term and long-term plans.

What do you want to hear more about?

- More concrete statistics on operations, weather impacts, etc.
- More South Flow information and examples (not just showing/sharing North Flow).
- The impact of regional airports - such as Concord - on the Charlotte airspace and residents.
- Continued updates about the FAA and its activities.

Did we spend too much time on something?

- Have less time spent on community engagement since noise is the main reason people attend.

Any other ideas to improve the meetings and/or community participation?

- Would like to hear from residents from other areas of the community.
- Post/promote the NAF and the meetings on social media to get more attendance.

Treadaway: The airport has all of the main social media platforms. Laura, our communications person, was here tonight to identify ways to promote the meetings.

Gagnon: Thank you for your input.

Closing: Next Steps and Membership Invitation – Melissa Treadaway, Community Engagement Manager, CLT

Treadaway: Thank you for coming. These meetings are open to everybody. Please fill out membership form. You'll receive pertinent information. Next meeting is July 8, 2026 at 6 pm in this room. Help us spread the word about the NAF – invite your neighbors and friends.