



Renovations Transform Concourse B

Concourse B renovations at the Airport are complete, showcasing a modernized facility with updated passenger amenities.

The \$13.5 million transformation includes 950 seats with integrated power, new ceiling tiles, 3,400 square yards of carpet, new wall panels, fresh paint, 1,600 LED lights and improved wayfinding signage.

Approximately 27,000 square feet of terrazzo flooring was also placed in the center walkway of the concourse to better accommodate rolling luggage.

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

Further enhancing the passenger experience, new Flight Information Display System (FIDS) monitors are located throughout the concourse and a more customer friendly WiFi system was introduced.

Complementing CLT's art program, in partnership with the Arts & Science Council and Public Art Commission, four original murals by local artists

Ra'ed Al-Rawi and Nico Amortegui were digitally reproduced to scale and installed on select gate area walls.

Concourse B is the first concourse to undergo the makeover, which began in September 2017.

Passengers have been enjoying the upgrades since last year with the installation of powered seating, terrazzo flooring **continued on page 3**

CLT Kicks Off Busy Summer Travel Season

The busy summer travel season has begun at CLT. Airlines for America, the industry trade organization for the leading U.S. airlines, is expecting a record 257.4 million passengers to travel on U.S. airlines between June 1 and Aug. 31, a 3.4 percent increase from last summer.

Passengers are encouraged to plan ahead and arrive to the Airport two hours before a domestic flight and three hours before an international flight. Checkpoint assistance agents are stationed at the entrance of each checkpoint to help expedite the screening process.

Download CLT's new app and check out the Airport's redesigned website to discover the status of a flight, choose where to park, locate a restaurant or retail store

and much more.

CLT will have plenty of parking to accommodate drivers. Visit parking.charlotteairport.com to view CLT's real-time parking map.

Drivers who are picking up and dropping off passengers are encouraged to use the Hourly Deck to ease congestion on the curbside. The first hour is free.

Additional staff will be located on the curbside and in Departures/ Ticketing throughout the summer to assist travelers.

For the latest news and parking updates, visit cltairport.com or follow CLT on Twitter (@CLTAirport). ♦



American and Frontier Add New Destinations

Spring has sprung, which means American Airlines has resumed its seasonal service and added new routes.

Passengers may fly nonstop from CLT to Rome, Italy; Paris, France; Madrid, Spain and Dublin, Ireland through Oct. 27 and Barcelona, Spain through Sept. 29.

Beginning Dec.21, the airline will offer nonstop Saturday only service to Grenada.

Domestically, American starts yearly service to

Flint, Mich. Sept. 4.

Charlotte Douglas is American Airlines' second largest hub. Visit aa.com to book a flight.

Also adding to its route schedule, Frontier Airlines will launch seasonal service to Las Vegas July 10, and Lufthansa upgraded its Charlotte-Munich service to an A350 aircraft March 31. Previously, the service was on an A330. Check out FlyFrontier.com and Lufthansa.com for more information. ♦

To receive Connections electronically, visit cltairport.com/newsroom/newsletters.

For complete, up-to-date information on airport amenities, parking, shopping and flights, visit cltairport.com.



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CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT

CONNECTIONS



CONSTRUCTION UPDATE



Destination CLT, the Airport's \$2.5-\$3.1 billion capital investment program, is moving forward at a swift pace. It includes expansion of CLT's roadways, curbside front, airfield and terminal to meet growth demand through 2035.

Elevated Roadway and Terminal Curb Front

Five new upper lanes of the Elevated Roadway and Terminal Curb Front opened April 9, offering drivers a quicker entry to and exit from CLT with three travel and two pick-up/drop-off lanes. Vehicles have been rerouted to the

newly constructed five lane upper roadway, marking the completion of Phase II and signaling a major milestone for the project.

Lower level roadway traffic (Arrivals/Baggage Claim) remains the same.

Currently, the \$50 million Elevated Roadway and Terminal Curb Front is 90 percent complete.

Phase III, the final stage of the project, is now underway. It includes demolishing the existing entrance and exit ramps to complete the west and east ends of the roadway.

When completed in fall 2019, the Elevated Roadway and Terminal Curb Front will be unveiled in phases starting with the debut of eight new lanes on the lower level roadway by the end of the year. Commercial vehicles (shuttles, buses, taxis and

ride-sharing services) will then shift to the three inside lanes near the terminal and personal vehicles will occupy the five outside lanes near the Hourly Deck.

The last phase of the roadway will involve opening the three upper lanes near the terminal to commercial vehicles. Those lanes will stage equipment for the Terminal Lobby Expansion and will welcome drivers once that project is complete in four to five years.

East Terminal Expansion – Phase II

East Terminal Expansion – Phase II will add a three-level addition of approximately 51,000 square feet to the D/E Connector. The expansion will provide an area for multiple concessions on the Departures/Ticketing level and will double the current number of escalators and



Elevated Roadway



East Terminal Expansion

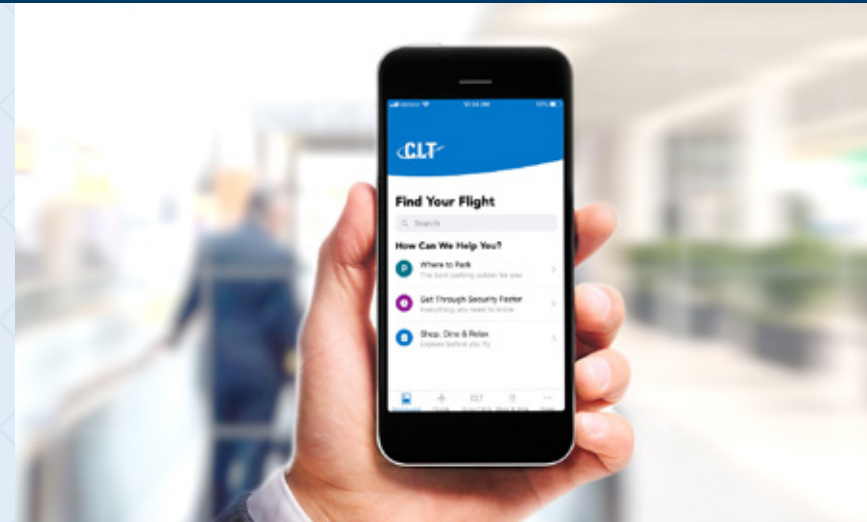
elevators. The project is approximately 85 percent complete.

The two existing escalators to Concourse E are being replaced with four new escalators. One set of stairs, two elevators and an escalator will be in use at all times.

The addition includes a

food court, offices and baggage handling space, Mother's Room, Pet Relief Area, as well as new escalators and elevators in the E Connector. Construction is expected to wrap up in fall 2019.

Visit cltairport.com/destinationclt for construction updates. ♦



Airport Reveals Redesigned Website and New Mobile App

CLT has redesigned its website (cltairport.com) and introduced an app that makes navigating the Airport easier than ever before.

Within seconds, passengers can discover the status of their flight, choose where to park, locate their favorite restaurant and much more.

CLT App

CLT's first-ever app was created with all phases of a passenger's journey in mind, from preparing for travel to departure.

Special features include 48-hour flight tracking with real-time flight status updates, indoor navigation providing

turn-by-turn directions, an interactive terminal map for locating concessions and a Real-Time Parking Map.

Visit the Apple Store or Google Play Store to download the app.

Redesigned Website

Keeping in mind approximately 75 percent of CLT's website traffic originates from mobile devices, the new design is responsive on every electronic screen, regardless of size, creating an improved interface on phones and tablets.

Visitors to CLT's website will enjoy real-time flight details that mirror the Flight Information Display

System (FIDS). The new feature lets passengers search their flight and see information such as flight status, gate location, flight number and even the weather in their destination city.

The redesign also separates content based on the audience – leisure traveler, business traveler or news media – making it easier for customers to find relevant information based on how they interface with the Airport.

Visit cltairport.com to explore its many new features. ♦

Proposed Fourth Parallel Runway Enters EA Process

Charlotte Douglas is undergoing an Environmental Assessment (EA) for the proposed fourth parallel runway.

Earlier this year, the Federal Aviation Administration (FAA) converted the Environmental Impact Statement (EIS) for CLT's proposed new runway and other construction projects to an EA.

A major change to the length of the new runway and the resulting decrease in potential significant environmental impacts prompted the decision. The proposed shorter runway will lessen the impact on the community and environment.

The Airport will select a consulting firm to conduct the EA, which is expected to take 12 to 18 months to complete. Design and construction will follow.

CLT is tentatively planning to break ground in 2021 and commission the new runway in 2024. Dates, however, are subject to change.

Airport officials will keep the public informed and involved throughout the EA process. ♦



FAA Tower Soars to Historic Heights

Work is progressing rapidly on the new Federal Aviation Administration (FAA) Air Traffic Control Tower at CLT, located on the south side of the airfield.

Electronic installation and interior work started this year with a commissioning date

scheduled for 2020. Crews first broke ground on the facility in June 2016.

It will be the second tallest FAA tower in the National Airspace System (NAS), standing twice the size of the current 150-foot tall tower that was commissioned in

1979. The 370-foot-tall air traffic control tower will provide the FAA adequate space to operate CLT's expanded airfield and enough height for air traffic controllers to obtain a clear view of the entire airfield. The \$112 million project is funded by the FAA. ♦

More Concessions Open This Fall

New retail and food selections will soon make their way to CLT. Paradies Lagardère, CLT's retail concessionaire, is adding Charlotte Supply Company (newsstand), iStore, Minute Suites and The Body Shop this fall to the East Terminal expansion, located between Concourses D and E.

CLT's new 51,000-square-foot addition will also welcome Spanx and Runway (athletic leisurewear) in early 2020.

Looking to grab a bite to eat? HMSHost, CLT's food and beverage concessionaire, will bring Auntie Anne's, Potbelly Sandwich Shop, Bojangles',

Shake Shack and Wicked Weed (brewery) to the East Terminal Expansion this fall.

By the start of winter, Summer House will greet customers on Concourse B, and Rhino Market & Deli will serve up sandwiches on Concourse A.

Opening soon, Pret a Manger will debut on Concourse C offering freshly prepared sandwiches, wraps and salads. The restaurant is known for using natural ingredients and donating any unsold food at the end of the day to charity. ♦



Food Trucks Return to Overlook

After a successful first year, food trucks at the Airport Overlook have returned for the spring and summer season, giving one of the most popular attractions in Charlotte an amenity for the legions of dedicated aviation enthusiasts.

The restaurants on wheels are located at the Overlook 12 p.m. - 3 p.m. and 5 p.m. - 8 p.m. Friday - Sunday. On the last Saturday of each month, visitors are treated to triple the choices with three trucks on site.

A variety of food options is available throughout the weekend. Everything from seafood to Italian and snow cones to ice cream is served. For schedules, visit cltairport.com.

The Overlook is located off Old Dowd Road at 4355 Airport Overlook Drive and is open to anyone who enjoys watching the hustle and bustle of CLT's airfield. ♦

Concourse B continued from page 1

and LED lighting. Concourses A and C refurbishments are underway and will wrap up in 2020. They will mirror the renovations on Concourse B.

Departures/Ticketing and Arrivals/Baggage Claim will undergo a refresh too during the Terminal Lobby Expansion, which is scheduled to begin in fall 2019.

The renovations are part of Destination

CLT, a \$2.5-\$3.1 billion capital investment program to modernize the concourses and expand CLT's roadway, curbside front, airfield and terminal.

Be sure to receive the latest Airport news by visiting cltairport.com/news or by following CLT on Twitter (@CLTAirport). Sign-up to receive CLT's newsletters at cltairport.com/newsroom/newsletters. ♦



Twenty-Five Faces of CLT Highlight Exemplary Employees

Earlier this year, Charlotte Douglas International Airport set out to identify 25 employees who exemplify the Airport's spirit and exhibit traits that support one or more of CLT's six Strategic Principles: Safety and Security, Customer Focus, Strategic Growth, Asset Preservation, Value Employees and Strong Partnerships.

The results are now in, revealing 25 of the Airport's best employees who

represent the best of CLT's workforce in the terminal, on the airfield and behind the scenes.

Twenty-five Faces of CLT stems from the City of Charlotte's CLT250 initiative, a celebration of Charlotte's 250th anniversary. The Airport decided to take this time to also shine a light on the people who help put the TLC (tender loving care) in CLT.

Over the next few months, Charlotte Douglas will highlight these outstanding employees every Tuesday and Thursday on Twitter, Facebook and the Airport's website (cltairport.com).

The Airport will also post trivia questions each Wednesday and Friday on its Twitter and Facebook pages for a chance to win Charlotte Douglas swag.

Be sure to stay tuned to 25 Faces of CLT to see if one of your favorite Airport employees will be featured. ♦

Summer Travel Tips

1. PLAN AHEAD — **3. CHECK WITH** — **5. USE THE HOURLY** — **7. LOADING AND**

TSA advises arriving **3** hours prior to a domestic flight, **2** hours prior to an international flight.

your airline on the status of your **FLIGHT** before coming to the Airport.

DECK for drop off and pick up. The first hour is **FREE!**

unloading are permitted on the curbside. If your vehicle is left unattended, it will be **TICKETED AND TOWED.**

2. FOLLOW — **4. CHECK REAL-TIME** - **6. CARPOOL OR** — **8. PARK IN**

the Airport on Twitter **@CLTAirport** for the latest information!

parking conditions online before leaving for CLT at parking.charlotteairport.com or call 704.359.5555

or rideshare with **Uber & LYFT**

designated spaces or your vehicle will be towed.



Airport Community Partnerships Plans to Make Difference

Airport Community Partnerships (ACP) is reaching out to provide meaningful experiences and create lasting

changes for CLT neighbors.

The group consists of companies who operate out of, are based in, or have

business with Charlotte Douglas International Airport. Within a year of its formation, ACP is making a difference.

The inaugural CLT Charity Golf Tournament was held April 15 at Ballantyne Country Club. It was a big success, drawing over 140 participants and raising more than \$60,000 for Renaissance West Community Initiative (RWCI), a nonprofit established in 2012 to revitalize the Boulevard Homes public housing site into the newly developed community - The Renaissance.

In May, ACP held a book drive and collected more than 500 children's books from Airport employees and tenants to create Little Libraries in Parks & Recreation facilities along the West Boulevard corridor this summer. The goal is to provide easy access to books for children living in local neighborhoods.

Both the golf tournament and book drive will become annual events. Follow CLT's Twitter site for updates about what the group has planned next. ♦