

Charlotte Douglas International Airport

Airport Noise Advisory Forum (ANAF)

July 9, 2025 Meeting Notes

Welcome and Opening Remarks – Stuart Hair, Director of Commercial and Community Engagement, CLT

Hair: Good evening. Thanks for coming out. I direct the Commercial and Community Engagement for Charlotte Douglas International Airport. It's my pleasure to be the host this evening. I'll start with some history. The format tonight will be, unfortunately, one of us talking; but one of the goals that we have with the Airport's Noise Advisory Forum is for you all to talk with us – 2-way information sharing. That is what we hope to accomplish with this Forum.

Charlotte Douglas International Airport has a long history of having formal noise programs and informal community engagement programs. We started communication around noise with the community about 7-8 years ago when we stood up the Airport Community Roundtable (ACR). They were charged with representing sub-geographies, and working with those communities to see what we could do with flight procedures to spread it out, to mitigate noise impacts across the community. ACR was very successful. We were able to submit recommendations to the FAA, and one of those suggestions was implemented, others are still being worked on by the FAA, and others were bundled into another federal process (*acknowledged the former ACR members that were here tonight*). The Part 150, that the ACR and many of you were involved in, finished up late last year. At that point, we decided that the ACR had accomplished its mission. But we did not want it to stop formalized community engagement around noise impacts to our communities.

A lot of the talk tonight will be the “standing up” of the new group - having the right mission, the right guidelines. We will come up with a formal mission document, and that will be our guiding document for the group. It's about communication, about having positive back and forth around the topic of airport-related noise. Structure of this forum is a bit different from the ACR; this group will not be a quasi-legislative group like the ACR, where it voted-on specific actions. This will be a more informal structure, dialogue. We want you all to be advisors. We plan on having regular opportunities for you to just talk - a time for us to receive your input and feedback. We don't have that in tonight's agenda, but it will be a primary function and purpose of future meetings. We will meet quarterly, but that's subject to change based on needs. I welcome your feedback.

Introductions were made by Hair of CLT staff and CSS (meeting facilitator). We may see other stakeholders here, as well. We may have FAA, City of Charlotte Planning, and carriers participate.

Gagnon (Facilitator): Thank you for coming. *Walked through the documents/QR codes that were available with links to various CLT and noise-related websites.* We don't have formal ground rules yet, but we do prefer to have healthy conversations – focused on issues and ideas, we want to be productive – staying on the agenda topic, and be respectful of each other.

Gagnon led introductions from the attendees. Areas represented included: Mooresville, Steele Creek, Berewick, Tuckaseegee Rd., Mountain Island Lake, Fort Mill, Pawtucket, Harrisburg Rd., Arrowwood Rd., SouthPark, Lake Norman, Belmont, and other locations in the region.

One resident asked about the difference between this forum and ACR in terms of identifying recommendations. In addition to what Hair shared, Gagnon noted that it would be addressed later when the group reviews the draft Mission and Guidelines.

Gagnon shared the agenda for the evening as well as a video produced by the FAA about CLT operations:

- [Charlotte Douglas International Airport Operations](#) (video via YouTube)
- [Charlotte Douglas International Airport](#) (same video on CLT website)

Airport and Noise Program Update – Kevin Hennessey, Real Estate & Noise Manager, CLT

Hennessey: I am the airport's Real Estate and Noise Manager. I have been here since April of 2013 when we were a predominantly South Flow airport. A lot has changed. Now we are about 60/40 North Flow. Operations data - this information is all on our website. I want this to be informal, so if you have questions, stop me, and I will try to answer.

We are averaging about 1,550 flights a day. We are on a similar pace for operations as last year (571,042 total operations in 2024). In 2024 – 61.1% North operations. As of June 30, 2025, we are 53% North operations. Typically, in Spring/Summer, the weather makes for these changes – will fly more to the South.

Resident asked about weather/wind's impact on flow decisions.

Hennessey: I cannot say it is all weather, but weather is a primary concern. The Tower makes the operation flow decision, and sometimes the weather changes (wind direction at various levels, not just the ground wind, also winds aloft) and cause a flow direction change mid-day. We've been told that – all things being equal, weather not being a factor – they prefer North Flow; it tends to ease congestion. The airport would prefer 50/50, just to spread the flights.

Resident: Is flow decision mostly weather-based?

Hennessey: The short answer is I don't know. We record and report on statistics of flight paths, but when weather becomes a factor, the Tower may have to shift procedures. *(Talked about how when one plane has to shift, all have to shift to maintain separation)*. Looking to the future, how will the changes at the airport affect the community? I realize that is a non-answer. I know most of you all have talked to Matt (Reese - CLT Noise Abatement Specialist), and he really loves doing this. Call him ((704) 359-4327), give him your address, and he can pull up the past few years and actually see the changes of the flight paths above your home. Around 2015, Metroplex was implemented, and it was the last major flight track change.

Resident: Regarding weather and low clouds/turbulence, are the planes lower because of low clouds?

Hennessey: I don't know because I am not a pilot.

Reese: I am a pilot, and you are referring to wind shear. *(Reese gave a brief overview of flying in storms, wind. Noted that things that happen at the airport are not random. The tower is equipped with meteorologists. Modern aircraft have weather radar. They stay clear of wind shear.)*

Hennessey: When clouds are lower, aircraft noise can bounce off the clouds if you're flying below them and make it louder.

Resident: Can you share the FAA PowerPoint that you just showed us?

CLT: Yes.

Resident: Why isn't traffic spread out over the 3 runways over a years' time, to spread the noise out?

Hennessey: 18R is primarily arrivals. Some with long trip from runway back to gate actually helps ramp congestion and gates to clear. Directing the air traffic is FAA's responsibility. I am real estate and noise, not the air traffic, but this is what we want to hear from you, so we can get answers and get them to you next time.

Resident: I heard on the radio that the new runway will be for arrivals only, and that's more on us in South Carolina. Is that true?

Hennessey: I don't believe that is the case.

Reese: The 4th runway is planned to be primarily departures. When it comes online, there will be a reconfiguration of how the runways are utilized. At some point, the East runway will need maintenance, and we will be back to 3 runways for possibly down 12-18 months.

Hair: *In response to a resident's question about whether CLT could handle the larger aircraft (A380), Hair spoke of an instance last week where large aircraft had to land at CLT because of issues in Atlanta. This happens occasionally; it's not rare.*

Hennessey: The new runway will be 10,000 feet, but we have the capacity to increase 2,000 feet, if needed.

Resident: Asking about new runway, will it primarily be for arrivals?

Hair: Don't want to spend a lot of time talking about future runway use since procedures are not designed yet. The environmental study that led to the approval to build the 4th runway looked at it as primarily for departures. Since the procedures have not been designed, we cannot say how that runway will be utilized.

Resident: Will you commit to talk to us as the procedures are being designed?

Hair: Yes - That is exactly why we are standing up this group. We want to have these conversations.

Resident: When was the ACR stood up, and how successful was it?

Hair: It started in 2017 and got its sea legs under it in 2018. I would characterize it as some of the recommendations have been implemented, some recommendations got bundled into the Part 150 – and we expect the FAA to approve it sometime next year. To quantify it, it was a success, but not everything was implemented. And some of the implementation has taken a while. It was a success in that ideas were developed that had never been considered and were instituted or are a part of future implementation.

Resident: Did FAA attend?

Hair: Yes, they did attend from the Regional Office and the Local Office, but not all meetings.

Hennessey: 2024 Complaints stats - We had 25,298 noise complaints from 201 unique households. The top 25 complainants filed 98% of those complaints. Please complain because it is our proof to the FAA that people are genuinely upset. In 2025 YTD, we have had 20,172 complaints from 109 unique households. So, we are on track with last year on the households but may hit 40,000 complaints if we continue this trend. We do track these.

Resident: If you get people to complain, it's a 2-fold complaint because the City has noise ordinance?

Hennessey: The City noise ordinance does not apply to CLT aircraft. We have our own.

Resident: But wouldn't it make a difference if more complain?

Hennessey: Yes, but it wouldn't limit the number of aircraft coming in. If an airplane wants to land, we have no authority to say no.

Resident: In San Diego, we did a "hair on fire" movement to address issues, and the FAA made changes that are still in place today. I know that changes can happen with louder voices.

Hennessey: That may or may not work here; it's 2 different eras - 1970s vs 2025 - so I don't know.

Gagnon: Thanks, Everyone. Thanks for all the questions as that is the kind of information that CLT needs so they can try to see where the issues are, etc. There is value in complaints, value in talking to those in your community, giving them airport updates, and letting them know how to complain, if needed.

Overview of CLT Noise Office Resources – Matt Reese, Noise Abatement Specialist, CLT

Reese: I've spoken to a lot of you. *Went over the process of how he responds to a noise complaint. Gave his background information: Helicopter Pilot for over 20 years, educated in New Zealand.* So, when I reach out to folks, I am coming to the conversation as a pilot and also from an airport perspective. I do not sugar coat things. I tell it like it is. We're in a period of uncertainty. There is a lot going on right now with the Part 150 and with procedures being developed by FAA – it is a work in progress. I am a big proponent of education, and I will spend as much time as necessary to educate you. You can visit me here in the office, and we can look at the computer and your house, and I will explain what's going on with aircraft around your home. *(Went through the website and the [Noise Page](#) - recently redesigned).* This is a work in progress. I'll be posting calendars, new information relating to this [Forum \(ANAF\)](#). [ACR information](#) is still on the site. You can see – Mission/Guidelines, FAA recommendations, 2020-25 Documents, Archived 2019 Documents, ACR History Document, etc.

[Airspace and Noise Education](#) page – As more topics come up, I can add and adjust. Airport Noise and Capacity Act (ANCA) - it is kind of the governing document on airport noise. Included on this page are:

- ❖ [Aircraft Noise 101 video](#) – It is long. Was prepared by HMMH, they are one the experts in the US on airplane noise. This video will educate you on how noise is measured, what the FAA criteria is, etc.
- ❖ [Part 150 going back to 1997](#) – The Part 150 is voluntary. The airport chooses to do it and pays for it, as well. Right now we are doing the Part 150 update, but this will give you some history.
- ❖ [FAA Aeronautical Information Manual](#) – The “how to” guide when it comes to flying an airplane – background on what pilots need to look at; simple, interesting read.
- ❖ [AirNav](#) – Lots of information here (STARs, SIDs, etc.). There is a reason for everything in aviation. “Aviation rules and regulations are written in blood” – someone made a mistake that cost lives, so rules made to protect people. If you want to know the reasons why things are happening, reach out to me.

[Noise Reports](#) – We mainly report complaints and runway usage. Fort Mill example – you can easily check here to see North vs. South Flow. Spring/Summer – typically South Flow; other months North Flow. If you are curious enough you can check daily. The information is here. [Noise Maps – went over these](#). Gives an idea of what a noise contour map looks like. With the current Part 150 update, that will change.

Reese went through additional web pages and noted QR codes to key noise-related sites which were included on the meeting handouts.

Reviewed [Flight Tracker](#) and asked if anyone has used it. About half of attendees raised their hands. Went over this page. You can see flow direction, can click on a plane, and get information on it in real-time. You can see the entire flight track. This program is full of features.

Used one of the participant’s old address in Rock Hill. You can go through the process of finding the plane that woke you up. You can make complaint right there, and I will investigate and then call you.

Resident: How do you know what the plane’s altitude is supposed to be?

Reese: That is where I come in. You will hear me say over and over – Stabilized Approach. That means when an aircraft is approaching an airport, it has to be in a gentle, stabilized approach. Not diving to the ground, etc. So, for me to understand your issues and complaints, it’s best if I understand exactly where you are. I cannot give you a generalized answer. But with your address, I will investigate, send you maps, and offer to discuss. I can also provide education.

Resident: Do you ever go after an airline when there is an issue?

Reese: There is a hierarchy here. The airport controls what’s on the ground. We are the landlord. We lease the space to the airlines. Then you have the FAA, which is mandated and controlled by Congress. They control the sky. I’m not sure there is a reason to “go after” the airline.

Resident: But isn’t there a point where they are flying too low?

Reese: Let's use an example – today is very hot. Density altitude. When the air is hot, it is thinner. And this density altitude can degrade airline performance – it will climb slower than in cooler times. Remember the 3 H's – Hot, Heavy, Humid. The plane is not going to climb as fast in those conditions.

Resident: Asked about whether the 3 H's apply to arrivals.

Reese: In a sense they do, but arrivals are different. They lower flaps on the aircraft on arrival to bring stall speed down, and it's a slower rate of approach. (*Discussion about sample flight being reviewed on the screen*) The main point is, if you contact me, I will educate you and spend as much time as necessary with you. We have resources.

Gagnon: Thanks, Matt, and thanks, Everyone, for all the questions. That conversation is great and what we want, especially in future meetings.

Review of ANAF Mission and Guidelines – Ed Gagnon, ANAF Facilitator, CSS, Inc.

Gagnon: In your handout you'll note the draft ANAF Mission and Guidelines – a 2-page document; Page 1 is the Mission of this group - To Foster Transparency and Communication with the Community about Noise-related Concerns and Efforts. It is dual – hearing your concerns and also sharing initiatives. Success measures include – Effective Communication between airport, partners, and community; Community Engagement – making sure that hopefully we don't have all new participants in October. Looking for solid/consistent representation and participation; Community Satisfaction – with transparency by the airport and with the airport's responsiveness to you.

Page 2 gets into the membership structure. Anyone can attend and participate in a meeting of the ANAF. Individuals interested in membership must complete an application. Members will get more information, will assure them of receiving all communications concerning ANAF. Members commit to participation and information sharing with neighbors. Meeting approach will include a quarterly meeting, in-person engagement.

Today is us giving you a lot of background information. However, typical ANAF Meeting Agenda for the future will include the following: A) Welcome, B) Public Input, C) Updates of Airport Operations D) Overview of Current Studies, E) Progress Review of Noise Mitigation Efforts, F) Community Engagement Updates and Needs. Therefore, future agendas will have a different structure than today's kickoff meeting.

Resident: Will there be recordings of the meetings, and will there be a limit to the number of members?

Gagnon: For internal purposes, yes, CSS will record only to ensure meeting notes are clear and accurate. There will not be a formal recording and posting on website.

Hair: Regarding the number of members, the short answer is there will not be a limit. We have had a lot of informal discussion on this topic. We are excited to see this many people here tonight. If we exceed the room limits, we will find somewhere to meet. This is about providing an opportunity, and we do not want to limit it.

Resident: Social media – to address issues and raise the exposure/the voice – get the information out, we need social media presence.

Hair: We wanted to see how this first meeting went, and then we will find an appropriate communication strategy. CLT is on some of the socials. We will discuss your question internally.

Closing: Next Steps and Membership Invitation – Stuart Hair, Director of Commercial and Community Engagement, CLT

Hair: Thank you. I appreciate you all being here. We have done a lot of prep work. We had a couple of different exercises planned if the agenda allowed. One was to brainstorm on future topics in future ANAF meetings. Expect some follow-up from us. Please share this information. This is a public event. Tell your friends. Applications are going to be a helpful way for us to capture and understand who is involved with ANAF. Fill out the application, send it in, and we will begin to set up a database of those who want to be involved with ANAF. The application is straight forward. It is inclusionary. We have scheduled the next ANAF meeting for October 8.

The purpose of this group is about engagement, and I appreciate the dialogue that happened tonight. There will be much more dialogue in the future. Staff will be here for a bit after the meeting. Feel free to network informally after closing the meeting.

Resident: Suggestion - When you send an email about the meeting, attach an application to it.

Hair: We will include that in the packet of information to be sent.

Resident: Thank you.