

Charlotte Douglas International Airport

Airport Noise Advisory Forum (NAF)

January 14, 2026 Meeting Notes

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

Hair: Thank you for coming tonight to the January meeting of the Noise Advisory Forum. If you have attended before, you'll notice that we have changed the name. This group was stood up in July 2025, and it was named ANAF - Airport Noise Advisory Forum - at the time. To add clarity within CLT about this group v. other airport groups, we have changed the name to the NAF. The purpose of the meeting remains the same. This is an engagement platform and an advisory forum. We are not a decision-making body. We want to listen to you as much as we share information with you. We want to know your experiences, goals, and concerns. We will share information, but we structured the agenda so that you can also share information with us in a formal manner and informal manner.

We tried to narrow the agenda from previous meetings. We found that we had meaningful, 1-on-1 conversations after the formal agenda was completed. Therefore, we only baked in about 90 minutes of formal agenda items so we will be available and engage with you 1-on-1 after the formal agenda.

Introductions were made by Hair of CLT staff and CSS (meeting facilitator).

One of the points of feedback that we received after the October meeting was the characterization and the capture of Public Input information. We have a new process that we are trying to provide characterization of comments. When we do the "after action," we'll evaluate whether it is of value to us as staff and to you all as community members, and we look forward to continuous improvements to that process.

Gagnon: Thank you for being here today. *Spoke about the materials.* Hopefully you picked up the meeting agenda packet on the back table as you arrived. Notice that on 2nd page of document you will see 3 QR codes and some links. These are 3 key websites that you can access – one is an [FAA video](#) put together about 6-7 months ago when it was involved in the Part 150 process. It is a helpful 8-minute overview of the operations at CLT. The 2nd code, URL, talks specifically about the [Airport Noise Program](#). After today's meeting it will change to NAF. The 3rd QR code brings you to [WebTrak](#). If you want to see what is happening at the airport in real time, you can see the flow. You can look back historically, as well. You can click on individual planes, and it will tell the altitude, flight number, etc. Please check out these webpages, if you haven't had a chance to do so.

Sign in sheet – please sign. Back table – application for NAF membership. The main benefits of being a member of NAF will result in your getting the calendar invites, the notices of the meetings, formal meeting notes so you are kept abreast formally. Attached to the membership application is a draft of the Mission and Guidelines for the NAF. This will be refined a little based on feedback we got in October, but if you want to learn more about the purpose of this group and the guidelines, they are noted here. The PowerPoint is also on the back table. Everything you will see on the screen will be in the handout, so you can take notes and ask questions as we go along.

Agenda includes Public input, Forum discussion topic on information sharing – best ways to get information and have community engagement dialogue. Updates on Airport Operations, launch of the Education Series, and review of Noise Mitigation efforts and measures.

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

[Went over how to use the table microphone.]

Introductions of attendees – Areas represented included: Paw Creek Village Community; Uptown Charlotte; Belmont (2); Fort Mill; South of Mountain Island; NE Charlotte, Mooresville; West side of Lake Norman, Denver.

Receive Public Input

Gagnon: *Went over the guidelines for the speakers.* After the public input, we will continue through the agenda.

Kevin Vesely (Mooresville) – Primary Concern(s): Landing – North of Field; Low altitude aircraft; Aircraft Frequency of Operations; Concentration of Flights over a specific Neighborhood.

Peggy Schwartz (West side of Lake Norman) – Primary Concern(s): Landing – North of Field; Low altitude aircraft.

Matt Woeppel (Belmont) – Primary Concern(s): Late Night/Early Morning Operations.

Anitra Cottman (Paw Creek Village Community) – Primary Concern(s): Late Night/Early Morning Operations; Low altitude aircraft; Concentration of Flights over a specific Neighborhood. Late Night/Early Morning Operations; Health Concerns / Sleep.

Forum Discussion: Community Engagement Approaches – Ed Gagnon, NAF Facilitator

Gagnon: The airport wants to know: What is the best way for the airport to share information with you between meetings, and to also gain information from you and your neighbors? Let's start with how CLT could share information with you between meetings.

Residents: Mailers; email – easy to forward; social media – Blue Sky; publish on CLT website; TV channels; text messages with links.

Gagnon: How do people absorb information – what do they read, listen to, view? What are your ways of gaining information?

Resident: Center City Partners does a good job of working with neighborhoods; in University area also, organizations are already formed.

Gagnon: If the airport wanted to get out information about these NAF meetings, how best to do that?

Resident: My community gave me information; I can share what you are doing for the issue/noise. If the FAA or decision makers are involved, that would get more people here.

Resident: The City maintains a list of community associations.

Gagnon: Good points. Second discussion topic - Anitra alluded to gathering input. What is the best way to tap into the voice of the community?

Resident: I had to hunt to find information about this meeting. It was the 3rd or 4th link in a Google search.

Resident: For the complaint form, it takes too much time. It is not user-friendly. Have to enter repeated information, phone, address, etc. Then the captcha.

Gagnon: So the point is to make it more user-friendly, expedite the ability to make a complaint, maybe pre-populating information.

Resident: Old-fashioned relationships. Just having a liaison, and I am connected to other nearby neighborhoods. There is a core team of us.

Resident: The airport has the information of the 100 airplanes over my house in the course of a couple of hours, and every one of those planes could be a complaint. Why wouldn't the airport proactively go after that information rather than manually forcing residents to put in that information?

Resident: Talking about AI programs. When complaints are made, they go into thin air. You get a "thank you." How about more follow-up about what's taking place?

Resident: Have airport people come to communities to speak to community groups. That is how you will get feedback.

Gagnon: Anything else – any guidance or advice on how the airport can best solicit information from you?

Resident: Is there someone at the FAA we can reach out to other than CLT staff?

Gagnon: To understand other resources that you can reach out to beyond CLT staff? Yes. Part of what the NAF is about is being an engagement forum – that's 2-way. These meetings allow for you to speak and for the airport to share and have Q & A, but there are 90 days between meetings, so the airport is trying to determine the best way to engage everyone between these meetings.

Resident: It has been 90 days since I sat here at the last meeting. How much has been sent back out from the Forum? If you really want engagement, you're going to have to do more between meetings.

Gagnon: Your point is well-taken. You want there to be communications between meetings.

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

Hair: Calendar Year 2025 Close Out Numbers – Enplanements (# people on planes) was down by about 9% from 2024. It was flat with 2023 numbers. The # of flights was down about 4% from 2024 and up about 8% from 2023.

Our share of local passengers continues to increase (historically about ¾ of our total passengers are connecting). We are seeing a change in the passenger mix, where about 35% of passengers were local in 2025 v. 25% about 10 years ago. More big aircraft and less regional aircraft.

The 4th parallel runway is on schedule. We will be commissioning that September 2027. Soon after that runway is commissioned, we'll start up a project - the easternmost runway needs maintenance. It is a paved runway, and the rest of our runways are concrete. Pavement needs repair more often. We will not be taking that runway completely offline. We will be making repairs in sections. That is a change from where we thought we would be 6 months ago – when we thought we'd take it completely offline for repairs.

Thinking about current studies, internally we are kicking off our Airport Master Plan – a document that defines how the airport grows and develops over a long-term time horizon. We'll get a determination of whether a 5th parallel runway is still in our plans. The Airport Master Plan update will ask the question again – do we need a 5th runway?

Change to flight procedures: That work has been scoped. We did a voluntary noise study - the Part 150 study with changes to flight procedures. The FAA decided they could not meet the deadline for 4th parallel runway and design the procedures. They have asked us to design those internally. The scoping on that work is ongoing internally at this time. This NAF will be a stakeholder for that. This process is a change from what you may have heard a couple of years ago. That work has not gone away. The design stuff is the implementation of what was called for in the Part 150. The outcome should be the same. Just not on the same timetable.

Resident: Did the FAA ever do a formal review?

Hair: The FAA never accepted it for formal review.

Resident: So, the procedure design is what the FAA is focused on?

Hair: Yes. Procedure design is what would enable some of the recommended changes from the Airport Community Roundtable and could potentially lead to the outcome of moving imaginary points in space that planes fly through and how they fly through those points.

Resident: I just want to understand, this gentleman (another resident) has been here for 4 years working on noise and yet, it sounded to me like everything was put on hold for the 4th parallel runway. It seems like the input from the community about what was going on with the current runways was blown.

Hair: I would describe it as this – for a defined Federal process that we all anticipated that it would follow, the FAA advised us that they could not hit their internal requirements to meet the deadlines. Let's be blunt. The direction that we are getting from this Federal administration is very different around environmental concerns, and noise being a primary concern that we care about here at the airport. Divergent headings, moving up of waypoints are still very much a part of it. We thought it would go down a path, and then the FAA said they can't meet our requirements. Can we go down this way instead? Same outcome but going a different route. Internal milestones that are very different, but we'll have the same end timeline.

Resident: Does the Part 150 include a new noise contour map? If not, will the new runway include that?

Hair: Noise contour maps were updated as part of the Part 150.

Hennessey: As part of the 150, we got 2023 as the current noise contours, and 2028 is our 5-year look ahead. Last I heard, they were going to approve 2023. I don't have that confirmation today, but we will get that to you.

Hair: Our noise contour maps continue to shrink. The 2023 maps are smaller and much more narrow than 2015. The future ones that add the 4th runway add a whole other shape into those noise contour maps, but don't change the size, just change the shape.

Resident: If it is changing, does that open up funds for noise abatement?

Hair: That gets into a dynamic of noise and sound. Federal definition of noise impacts follows one threshold at 75 DNL. It follows another one at 65 DNL. We own all the property that meets the most severe threshold. We own almost all of the threshold of 65.

Resident: If you had this information between the last meeting and now, is there any way you could have given this earlier?

Hair: One of the challenges, when do we provide a meaningful update? I am summarizing months of meetings and work. One of the challenges is determining how you want that information relayed. I don't think we have a robust enough dialogue yet. I hope that we can provide incremental updates.

Resident: I was on the original ACR committee, and the FAA came to maybe 2 of those meetings. They move at a starfish pace, and it is a problem. In my opinion, Charlotte airport is trying to do good things, but Part 150 dealing with sound directly near the airport does not help me 22 miles from the airport.

Hair: You are right.

Resident: We seem to be expecting that the airplanes should be higher, but that is not really correct. But there are ways for the airplanes to be higher. We just have to find a way to get the FAA “to change their way of business.”

Education Series: Flight Operations Practices and Guidelines – Kevin Hennessey, Real Estate & Noise Manager, CLT

Hennessey: Matt Reese is out right now. This education program is his brainchild. I will do the best I can. *(Shows slide with colors) Red arrivals, green departures.*

CLT operates in North or South Flow. The ATC Tower decides the flow – they are part of the FAA organization. They must take off and land into the wind for safety performance. Safer and more efficient to go into the wind. They look at winds on surface and winds aloft. Complicated procedure to change flow in a day – they have to halt departures and reroute arrivals.

Nav aids – ILS (Instrument Landing System) - 3 main categories of this approach – Cat I (Standard), II, III. North Flow all 3 runways have better capabilities - CAT II and III. In South Flow, only the western runway – 18R – has Cat II and III capabilities. We are so congested using 3 runways.

ATC sets direction and flow based on wind, visibility, and weather. When winds are calm and weather is not a factor, the preferred flow is North. In 2013, we were mostly South Flow.

North Flow is more efficient due to ramp congestion on the North side. Taxi times and delays increase significantly when operating in South Flow. For Calendar Year 2025, CLT operations were in North Flow 63.7% and South Flow 36.3%. In recent years, we’ve also steadily been North Flow.

Treadaway: We put out monthly reports. December and the annual reports are not out yet. We will get the information onto the Noise page when available.

Hennessey: Some folks are impacted by both flows, and some just one or the other. If anyone wants to know, email the email that Melissa is talking about – the noise email – with your address. We can run reports for North days and South days, and show you what is happening above you.

Resident: *(Looking at the presentation on the screen)* How do you determine which of the 3 runways relates to which flight path? *(Hennessey zoomed in and showed the individual runways)*

Hennessey: What causes ATC to change flow? Shifting wind direction or gust fronts; arrival/departure demand balancing; thunderstorms or cells near approach; cloud ceilings or visibility changes; FAA traffic management directives affecting the region.

Why can’t ATC “choose” a flow for noise? ATC decisions prioritize safety and traffic efficiency; wind and weather override all other considerations; flow direction must match regional airspace system needs; noise preferences are not part of the decision matrix for ATC when determining runway direction.

What the Airport Can and Cannot Influence – FAA controls: Airspace design; routes and altitudes; traffic sequencing; flow direction. Airlines control: Scheduling and banks; fleet mix; operational practices.

What CLT Can and Cannot Influence – We control noise monitoring and transparency; community engagement; recommending voluntary noise procedures; land use planning and mitigation programs.

Common Misconceptions – “Planes are too low on departure” – That is FAA controlled, “Just move the flight path a mile” – We hear that one a lot. I wish it was that easy. “Following the highways would reduce noise” – Noise is noise, and we want to reduce what we can, and spread it across everyone.

Resident: How many flights pass through Charlotte and people never get off the plane, or never get off of airport property? What would be the number?

Hair: Last year, Calendar Year 2025, approximately 35% of our total passengers were local.

Resident: So the bigger percent is people that never leave the airport?

Hair: Correct.

Resident: I disagree that everybody shares in the benefits of the airport. Charlotte owns the airport, Charlotte runs the airport, Charlotte benefits from the airport.

Hair: Let me pause you...the airport is an enterprise fund of the City of Charlotte. The City of Charlotte general fund does not get a single dollar from any activities at Charlotte Douglas International Airport except in a cost recovery basis. For example, CMPD staffs the airport – we pay for that staff. None of the monies that are made here go to fund any activities of the City of Charlotte. That is a fundamental misconception - that the airport drives the City’s budget. That is not true. Just like in Iredell County, there is Statesville Regional; it is a self-sufficient enterprise. The FAA mandates that any airport that receives Federal participation cannot take the revenues made at that airport and use it for anything beyond that airport.

So, the way that we benefit the economy is by about 40 billion dollars in the state of North Carolina economy. About 5% of the gross State product of NC is directly and indirectly attributable to CLT. When you have economists and business folks talk about the benefit of an airport, it is the job creation. My job, also the consultant I spoke to last night who shared that he moved his operation to Charlotte from Denver because he liked the airport better - 20 jobs followed him here. He could be your neighbor. The region as a whole benefits from the airport.

Resident: I want to be transparent, too. We don’t have the discussions that show when 3900 feet is not right. We don’t have discussions that a lot of money is/is not going up to Mooresville.

Hair: I think they are separate issues. Flight procedures are one issue. Regional benefit of the airport is a different issue.

Hennessey: We are not diminishing your concerns at all. We have rules and regulations of what we can and cannot do.

Review of Noise Mitigation Efforts and Measures – Melissa Treadaway, Community Engagement Manager, CLT

Treadaway: I am the Community Engagement Manager. We folded the noise program into Community Engagement about 3 months ago. We post noise complaint data on the website every month. It is not yet there for December or for all of 2025. It will be up in a week or so. You can make a noise complaint by calling the number on the screen or going to our webpage and filling out the form. Kevin (*resident*), I heard loud and clear what you said and had a meeting last Friday with the company that manages that complaint form. We talked about the noise form, and I will make sure that – when we meet again in 2 weeks – we talk about prepopulating certain fields.

It is important that you complain. Every morning I get a report of complaints. Someone reads every one of them. We are trying to look at them and see commonalities.

In 2025, we received 35,187 noise complaints - just shy of 100 single complaints every day. When compared to 2024, our complaints are up 39%. Rise in complaints, but number of households that are complaining has gone down. We got complaints from 153 households in 2025, and 25 households generated 99.4% of all complaints. If you have neighbors who are complaining to you, have them file a complaint themselves. This helps us – Community Engagement – know which communities to go visit.

Majority of complaints are from zip code 28216 – Northlake Mall, Long Creek, Oakdale extending towards Lake Norman. The greatest number of distinct households that complained was from 28278, and that is Steele Creek.

This final slide is a map showing where the complaints are coming from - 153 households and 35,000+ complaints. The intensity of the red reflects the number of complaints, and the intensity of the blue reflects number of households. This tells me where we need to focus. We will use this to determine whose community meetings we go to. We get invitations from community groups – we just received an invitation from the Steele Creek Residents Association coming up next month. When we meet with community groups, we will have a table. We know noise is frustrating. We also will make sure that we tell the attendees how important our airport is. There are 20,000 people who have a badge like mine - 20,000 people not just from Mecklenburg County that come to work at the airport – they come from all over; companies relocate to this region because of the airport. CLT is the 6th busiest airport in the world. Companies can access virtually anywhere from here.

Resident: Would it be possible to link – since many of us have CLT/airport accounts – a noise complaint form through the website or the CLT app, so that it prepopulates all the areas every time?

Treadaway: It certainly seems reasonable from a technology standpoint. We just have to figure out how to do that.

Resident: What happens when you get these complaints, what did you do when you got them?

Treadaway: The ACR got educated, made recommendations. We at CLT have helped bring those recommendations to the FAA.

Hennessey: Even before the ACR, the noise program started in 1987 roughly. In that time, we have soundproofed 1,000 + homes and purchased well over 400 properties. We have spent well in excess of 100 million dollars on doing that, and we are not done.

Resident: Thank you for that answer.

Treadaway: That is why the Noise Office is now in Community Engagement. There are only 20-ish homes left where Real Estate can help – they've done almost all they can do.

Resident: This being my first exposure. What I am coming away with is making sure that people feel heard by the right folks, and certainly education is important. We are close to the airport, and some of my neighbors may make decisions based on that education. I'm very interested in getting this to my neighbors.

Resident: They are doing what they can. They raised EPAYE. But most things are out of CLT control, and engagement needs to be with the FAA. The airport is one of Charlotte's greatest assets. But I think there is more that can be done with revenues created to help the tens of thousands of people who are affected.

Resident: What do you consider as a household? (*It's based on address*) And renting – instead of owning – doesn't impact that? (*Correct*) From the complaints you get, are there any that get thrown out if something is not filled out?

Treadaway: If you do not fill out the address, the complaint will be thrown out.

Hennessey: The ones that I remember that we threw out – we got one from Texas, from deep in the mountains one time, and then we had someone using profanity, and their address was not real. We don't want to throw out complaints. We want the complaint numbers.

Treadaway: We can get the number of those that are being thrown out. It's probably a very small number.

Hair: Web form is not the only way you can submit a noise complaint. It's the most popular way. We get phone calls, and we take snail mail.

Resident: Does the complainant have to be contacted by CLT for the complaint to count?

Treadaway: No, we count all complaints that have an address.

Resident: If I complain, and my husband complains, how is that counted?

Treadaway: It counts as 2 complaints, but from 1 distinct household.

Hennessey: We encourage complaints. Please file at least 1 a year if noise follows you because we look at the households.

Resident: I was hesitant to complain because when I purchased my house, I was always concerned that if I went to sell my house, that I'd have to disclose that noise because I made a complaint. That has always deterred me from filing a complaint.

Hair: One other item that we're going to take to our vendor is how to overcome that - about residents not wanting to have to disclose noise to prospective buyers. Thank you for sharing that insight because we want to hear from you if you're upset about noise.

Resident: A lot of realtors now are disclosing flight paths, showing people FlightAware - being proactive.

Closing: Next Steps and Membership Invitation – Stuart Hair

Hair: Thank you for coming. We may not have shared what you want to hear, but we need to know that you care about this issue. This is the best way for me to convey to my leadership, to external stakeholders and our regulators - that people care about this topic. I appreciate your time and dialogue. We are going to take back feedback on the complaint form, and we also did a great exercise at the start on the noise forum, so we'll determine how to address your points. We take the work of the NAF as important; we're trying to make this Forum better and also trying to make your experiences better.

Gagnon: The CLT staff will stay a little later, so they're available if you'd like to have some 1-on-1 time. Next meeting is planned for April 8.